
NCVS-547
(Revised April 2008)

National Crime Victimization Survey (NCVS) CAPI Reinterview



Reinterviewer's Self-Study

DISCLAIMER: This document does not contain any Title 13 data or other Personally Identifiable Information. All data are fictitious and any resemblance to actual data is coincidental. Consistent with Field Division Policy, any names referenced in practice interviews or other exercises are not meant to refer to any actual persons, especially any current or former Census Bureau employees.

Instructions for This Self-Study

- Objectives** At the conclusion of this self-study you will be able to:
- Explain the reason for reinterview.
 - Explain your job as an NCVS reinterviewer.
 - Detect data falsification by FRs.
 - Complete the NCVS reinterview.
- Prerequisites** To complete this self-study you **must** have completed the NCVS-521(E)-CAPI Blaise self-study. That will ensure that you have knowledge of Blaise and knowledge of NCVS.
- Materials Needed** Compare your training materials with the list below. If you are missing any of these materials, contact your supervisor **before** you begin this self-study.
- Your laptop and all related accessories which you will load for the training instrument/cases;
 - NCVS-546, Reinterviewer's Manual; and
 - Pen or pencil.
- Contents of This Self-Study** This self-study contains the following seven lessons, each followed by a lesson review exercise:
- Lesson 1. Introduction to the NCVS CAPI Reinterview
 - Lesson 2. Conducting the NCVS Reinterview
 - Lesson 3. Reinterview Case Management
 - Lesson 4. The NCVS Reinterview Instrument
 - Lesson 5. Practice Reinterviews
 - Lesson 6. Falsification
 - Lesson 7. Final Review Exercise
- Reading Exercises** Periodically throughout this self-study there will be instructions that will refer to the NCVS CAPI Reinterview instrument on your laptop. After those instructions there will be a set of brackets “[]” to check so you can find your place when you return to the self-study.
- Breaks** Try to complete each lesson without any interruptions. Schedule your breaks only at the end of a lesson.
- Charging Time** You are allowed up to 3 hours to complete this self-study. During the months of August and September 2006, charge your

time spent to complete this self-study to project code 7523084, task code 528. From October 1, 2006, through January 31, 2007, charge you time to complete this self-study to project code 7523006, task 528. If you are completing this self-study after January 31, 2007, your supervisor or Regional Office will supply appropriate project and task codes.

Questions

Use the blank page at the end of this self-study to write notes or any questions you may have as you complete these lessons. Contact your supervisor to resolve any questions after you complete the self-study.

TABLE OF CONTENTS

Lesson 1. Introduction to the NCVS CAPI Reinterview	1-1
Objectives	1-1
Purposes of Reinterview	1-1
Response Error Analysis	1-1
Steps of the Reinterviewer's Job	1-1
Lesson 1 Review Exercise	1-3
Answer Key for Lesson 1	1-4
 Lesson 2. Conducting the NCVS Reinterview	 2-1
Timing of Reinterview	2-1
Personal Visit Versus Telephone Reinterview	2-1
Eligible Reinterview Respondent for Complete and Sufficient Partial Original Interviews	2-1
Proxy Response Not Allowed	2-2
Eligible Reinterview Respondent for Original Noninterviews	2-2
What Constitutes a Complete Reinterview?	2-2
Conducting Callbacks	2-2
Providing Feedback to the FR	2-2
Lesson 2 Review Exercise	2-4
Answer Key for Lesson 2	2-5
 Lesson 3. Case Management	 3-1
Objectives	3-1
What is Case Management?	3-1
Practice	3-1
Parts of Case Management	3-2
MENU BAR	3-3
TOOL BAR	3-3
Using the Function Keys	3-3
F1 - Help	3-3
F2 - Interview	3-4
F3 - Next Tab	3-4
F4 - Go to (Case List/Details)	3-4
F5 - Reports	3-4
F6 - Listing	3-5
F7 - Notes	3-5
F8 - View	3-5
F9 - Sort	3-5
F10 - Exit	3-6
F11 and F12	3-6
Shift F6 Map	3-6
Ctrl T	3-6

Other Keys	3-6
Practice Makes Perfect	3-7
Things change when you access the survey instrument	3-7
CASE LIST PANE	3-7
Asterisk (*) Column	3-8
P/T Column	3-9
Status Column	3-9
Rte Column	3-9
Scroll Through Your Case List	3-9
DETAILS PANE	3-10
Assignment	3-11
HH Roster	3-11
Original Data	3-11
Additional Information	3-11
Notes	3-11
Contacts	3-11
History	3-12
Interview Time Preferences	3-12
Practice Viewing Information in the Details Pane	3-12
Lesson 3. Summary Points	3-12
Lesson 3 Review Exercise	3-14
Answer Key for Lesson 3	3-17
Lesson 4. The NCVS Reinterview Instrument	4-1
Structure of QC RI Instrument	4-1
Tabs	4-2
Roster Screens	4-2
Instrument Function Keys	4-2
QC Questions	4-3
RE Questions	4-4
Thank-you Screens	4-4
Screens for Determining Reinterview Outcome and Falsification Assessment	4-5
Lesson 4 Review Exercise	4-6
Answer Key for Lesson 4	4-7
Lesson 5 - Practice Reinterviews	5-1
Objective	5-1
Caution	5-1
What do I do when I have questions?	5-1
Follow the Instructions	5-1
Access Training Case Management	5-1
Access Your Case	5-2
Screens and Navigation	5-2

Practice Reinterview 1: 60927 3169 J24 02 100 - Reinterview of a complete NCVS interview in which the household respondent and the RE sample person are different people 5-2

Practice Reinterview 2: 85927 3299 J22 02 100 - Reinterview of an NCVS noninterview that was conducted with a Type B/C contact person. 5-13

Lesson 6 - Falsification 6-1

 What is Falsification? 6-1

 Discrepancies That May Indicate Falsification 6-1

 What to Do When You Suspect Falsification 6-1

 Giving Feedback When You Do Not Suspect Falsification 6-1

 Lesson 6 Review Exercise 6-3

 Answer Key for Lesson 6 6-4

Lesson 7 - Final Review Exercise 7-1

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Lesson 1. Introduction to the NCVS CAPI Reinterview

Objectives	This lesson introduces you to your job as a reinterviewer for the National Crime Victimization Survey and explains the purposes of reinterview. It will refer to (S)FRs as “interviewers.”
Purposes of Reinterview	<p>Falsification affects the quality of survey data. What does it mean to have a high response rate if some of the data has been falsified?</p> <p>The purposes of the NCVS reinterview include:</p> <ul style="list-style-type: none">• Identifying if interviewers falsified original survey interviews or original noninterviews;• Determining if interviewers incorrectly classified Type B and C noninterviews;• Re-asking some NCVS questions for a response error analysis (which replaces the reconciliation questions that previously found missed crimes); and• Providing feedback to the interviewers (<i>when you do not suspect falsification</i>).
<i>Response Error Analysis</i>	Response error analysis for the NCVS includes re-asking some crime victimization questions in order to analyze the consistency of their response. Inconsistent responses to a question might indicate a problem with the way the question is worded or asked.
Steps of the Reinterviewer’s Job	<p>The RO will assign you a sample of households that an interviewer originally contacted. It is your responsibility to contact these households and conduct a reinterview.</p> <p>For original complete interviews, your assignment will require you to contact BOTH the “Household Respondent” and an “RE Sample Person” who live at the sample address. These two may or may not be the same person, and the instrument will automatically supply their names on the appropriate instrument screens. You will NOT select the sample persons, and you will NOT be allowed to reinterview using proxies for the household respondent and the person who responded for the RE sample person. For original Type B and C noninterviews you are to verify the noninterview status with a noninterview contact person if one is listed.</p>

Your job as a Reinterviewer will consist of the following tasks:

- Receive your assignment.
- Contact (*preferably by phone*) each address selected for reinterview.
- Complete the automated reinterview and transmit the data.
- Provide feedback to the interviewer **if you do not suspect falsification**.
- Transmit your materials to the RO.

Now turn to the next page and complete the Review Exercise.

Lesson 1 Review Exercise

1. One of the purposes of the NCVS Reinterview is to _____ if the interviewer may have _____ original survey interview.

For each of the questions/statements below, fill the one circle that best applies.

2. One purpose of the NCVS Reinterview is to determine if the interviewer ...
- a. Incorrectly classified Type B or Type C noninterviews
 - b. Needs additional training
 - c. Is making a lot of stupid mistakes
3. As an NCVS Reinterviewer, one of your tasks will be ...
- a. To correct FR mistakes
 - b. To re-ask some original questions for a response error analysis
 - c. To see if the respondents lied during the original interview
 - d. None of the above
4. Your assignment will require you to contact BOTH the “Household Respondent” and the person who responded for the “RE Sample Person” at a sample address if they are two different people.
- True False
5. If the household respondent is not available for the reinterview, you may conduct the reinterview with a proxy respondent.
- True False

Now compare your answers to the answer key on the next page.

Answer Key for Lesson 1

1. One of the purposes of the NCVS Reinterview is to determine if the interviewer may have falsified original survey interview.
2. One purpose of the NCVS Reinterview is to determine if the interviewer ...
 - a. Incorrectly classified Type B or Type C noninterviews
3. As an NCVS Reinterviewer, one of your tasks will be ...
 - b. To re-ask some original questions for a response error analysis
4. Your assignment will require you to contact BOTH the “Household Respondent” and the person who responded for the “RE Sample Person” at a sample address if they are two different people.
 True False
5. If the household respondent is not available for the reinterview, you may conduct the reinterview with a proxy respondent.
 True False

Lesson 2. Conducting the NCVS Reinterview

Timing of Reinterview

The NCVS original interview asks questions about crimes committed within a specific time frame. You should attempt to complete all reinterviews as soon as possible after you receive your assignment. The sooner you conduct reinterview, the better the chance that the respondents will correctly recall what happened during the specified time frame.

Personal Visit Versus Telephone Reinterview

You will conduct reinterview by telephone whenever possible. If a telephone reinterview is not possible, use your judgment to decide whether it is cost effective to conduct a personal visit **and then get RO permission to conduct a personal-visit reinterview. You MUST have RO permission in order to conduct any personal-visit reinterviews.**

Eligible Reinterview Respondent for Complete and Sufficient Partial Original Interviews

You will conduct a reinterview with one OR two household members depending on how many Headquarters selected. You will reinterview either:

The **Original household respondent ONLY**

or

The **Original household respondent AND**
the person who answered for the
Response Error (RE) sample person.

The RE sample person is randomly chosen, at Headquarters, from all such household members of at least 12 years of age who have a complete original interview. It is possible that the RE sample person and the household respondent are the same person. The reinterview instrument will handle differences in wording and flow of the instrument (pathing) between these two situations.

If the RE sample person answered for him or herself, then the reinterview respondent for the RE sample person would be the RE sample person. If a proxy respondent answered for the RE sample person during the NCVS, then the reinterview respondent for the RE sample person would be the proxy respondent from the original NCVS. This might seem confusing until you remember that we want to re-ask questions of whoever we initially contacted.

<i>Proxy Response Not Allowed</i>	Proxy response is not allowed in reinterview for the household respondent or the person who answered for the RE sample person in the NCVS. If the household respondent is not available after multiple (3) attempts, then the reinterview is a Type A noninterview. If the household respondent is available, but the person who responded for the RE sample person is not available, then the reinterview ends after you indicate to the instrument that the person who answered for the RE respondent is not available for reinterview. This will be after the household respondent has already answered numerous questions.
Eligible Reinterview Respondent for Original Noninterviews	To verify Type B or C noninterviews, the reinterview instrument will instruct you either to contact the Type B/C contact person or to use all available resources to verify the original noninterview outcome.
What Constitutes a Complete Reinterview?	A reinterview is complete if you have: <ul data-bbox="618 926 1443 991" style="list-style-type: none">• Verified the original outcome as correct or incorrect and• Made a falsification assessment.
	It is important to remember that not all original noninterviews would be reinterview noninterviews. If you can verify that the original noninterview status is correct, and you do not suspect falsification (or you do suspect falsification for some reason), then that is a complete reinterview.
Conducting Callbacks	There may be instances when you are unable to contact the household respondent or the Type B/C contact person. If you are doing this self-study before January 2007, you are allowed to make 3 callbacks. After January 2007, contact your RO for information on the number of callbacks you are allowed to make.
Providing Feedback to the FR	When you do not suspect falsification and your supervisor has no objections to your conferring with the interviewer, meet with or call the interviewer as soon as possible after you complete the interviewer's reinterviews.
	Whenever possible, meet with the interviewer in person. If that is not possible, talk with the interviewer by telephone.

For any errors attributable to the interviewer, make sure that you review with the interviewer the correct procedures and clear up any misconceptions. Before ending your discussion with the interviewer, verify that the interviewer understands how to avoid these errors in the future. Vary the nature and extent of your instructions according to the seriousness of the errors.

Most importantly, make sure to compliment the interviewer for all work performed correctly.

Now turn to the next page and complete the Review Exercise.

Lesson 2 Review Exercise

For each of the questions/statements below, fill the one circle that best applies.

1. The preferred method of reinterview is
 By telephone Personal visit

2. If the person who answered for the RE sample person during the NCVS is not available for reinterview, then you are allowed to contact a proxy respondent.
 True False

3. It is not necessary to make a falsification assessment for a reinterview.
 True False

Now compare your answers to the answer key on the next page.

Answer Key for Lesson 2

1. The preferred method of reinterview is
 By telephone Personal visit

2. If the person who answered for the RE sample person during the NCVS is not available for reinterview, then you are allowed to contact a proxy respondent.
 True False

3. It is not necessary to make a falsification assessment for a reinterview.
 True False

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Lesson 3. Case Management

Objectives

During this lesson, you will learn some of the basic ways that information is displayed in Case Management for a Windows-based survey. In this lesson, you will:

- review some Case Management screen layouts;
- learn how to identify different parts of the screen;
- learn about the Case Management function keys.

What is Case Management?

Case Management is an application that helps you (and staff at headquarters) manage your work. Case Management provides a list of all sample cases in your NCVS monthly assignment, along with additional information that is helpful to you in managing your work, such as appointment information, telephone numbers, respondent names, and so forth. Because Case Management is not written using Blaise, the “look and feel” of it differs from the Blaise survey instrument. For example, some of the function keys used in the Case Management screen work differently than in the survey instrument screens. Keep this in mind as you learn about Case Management and the survey instrument.

Practice

The best way you can familiarize yourself with the NCVS Case Management screen is by hands-on practice. To do this, you must first access Training Case Management and install your training cases.

- First, turn your computer on, and log into Entrust using your profile name and password.
- Next, double click on the Training icon on your desktop.
- Select Reint NCVS Classroom from the survey list and press Enter (or click OK).
- Highlight the row “Reint NCS Classroom” and press F5 to install your training cases.

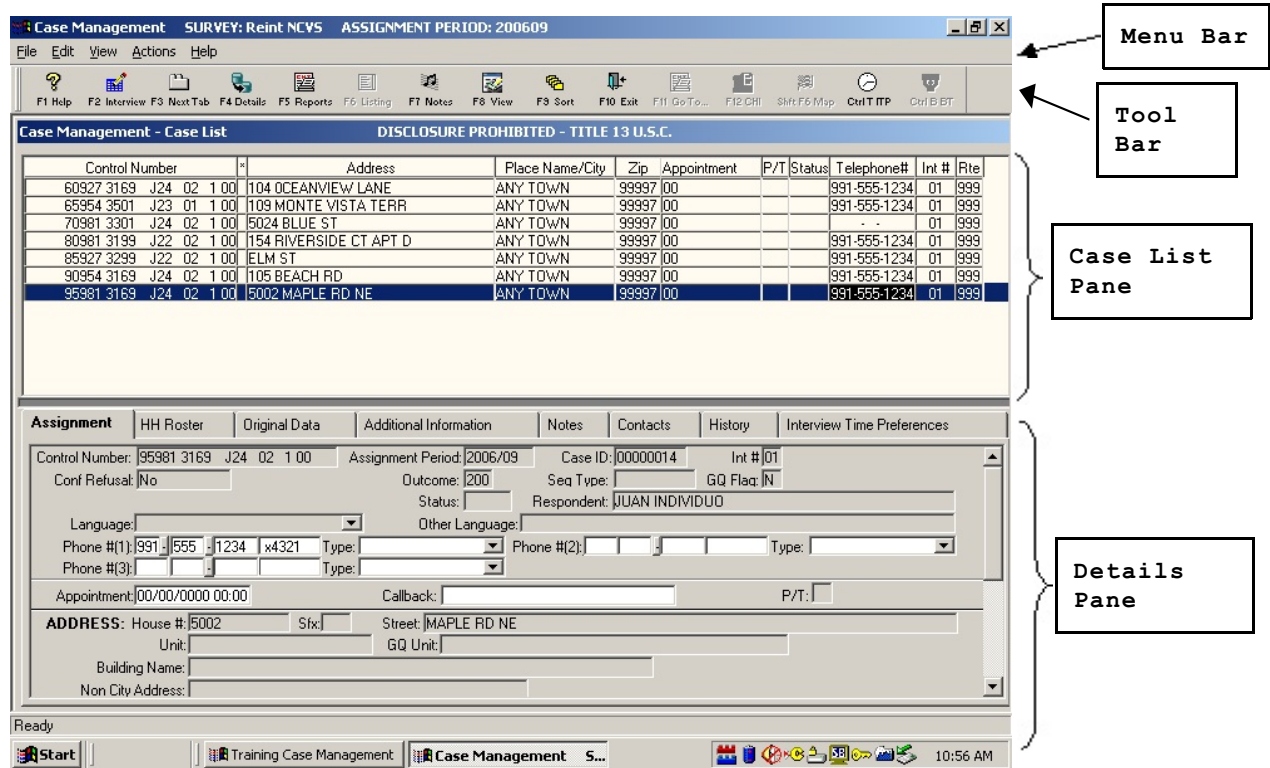
- When you receive a message that the installation of training cases was successful, press Enter (or click OK).
- Your next step is to access your training cases in Case Management. To do this, **press F8**.

You should have a list of training cases on your screen. Now, simply follow the instructions on the pages that follow, as we guide you through some Case Management functions.

Parts of Case Management

There are four main parts to the Case Management window. They are the:

- Menu Bar,
- Toolbar,
- Case List Pane, and
- Details Pane.



MENU BAR

The first section of the Case Management window, called the Menu Bar, is at the top left corner of the screen. The Menu Bar is the area of the window where the words File, Edit, View, Actions, and Help appear.

The words along the Menu Bar are called menu items. Most applications that pop up on your computer screen will have a menu; however, different applications will have different **menu items** depending on the functions you are able to perform while working within the specific window.

Once a menu item is selected, you can move from one menu item to the next by using your **arrow** keys or by pressing the **Alt** key and the letter that is underlined in the menu item's name, for example, **Alt H** will access the help drop down list. You can also select a menu item by using the mouse pad and clicking on the menu item you want to look at. A drop down menu will appear displaying information contained within the menu item.

TOOL BAR

Look at the next section of the Case Management window just below the menu bar. This section is known as the Toolbar. The Toolbar in Case Management lists the function keys and contains a symbol and name for each function key. Function keys are shortcuts for evoking specific actions within Case Management. For example, look at the yellow question mark symbol just below the words File and Edit on the Menu Bar. The yellow question mark stands for the Help function key (**F1**) which is printed directly below the question mark. If you were to click on the question mark with your mouse you would get the Help window, but you could also access the Help window by pressing the **F1** key.

Using the Function Keys

In this section of the self-study, each function key will be discussed. As you review each of the function keys that are listed on the Tool Bar, do not press a key unless instructed to do so.

F1 - Help

The **F1** key is the Help key. By pressing **F1**, you access Case Management Help.

F2 - Interview

By pressing the **F2** key, you will begin an interview for the case that is currently highlighted on your case list. Looking at the illustration on page 3-2, if you used the **F2** function on this screen, you would begin an interview with 920 E. Chestnut Ave Apt. B.

It is important to remember that once you press the **F2** key to begin an interview, you are no longer in Case Management, and have at that point accessed the NCVS interviewing instrument.

F3 - Next Tab

By pressing the **F3** key, your view in the Details Pane will change from one tab to another. For example, if you are looking at the Assignment tab, and press **F3**, your view will change to the HH Roster tab.

F4 - Go to (Case List/Details)

The **F4** key allows you to switch your focus between the Case List Pane and the Details Pane.

Press **F4** so that the label on the toolbar for the F4 button reads Case List. You will notice that the Assignment tab is in red and your blinking cursor is in the Control Number field. []

Notice that some of the fields displayed in the Assignment tab are shaded and others are white. The fields that are in white are editable fields which means that you can make changes only to those fields. If you make any changes in the Details Pane, you may want to save those changes (using the save shortcut - Ctrl & S) before returning to the Case List Pane. However, if you do not save your changes before returning the Case List Pane, you will be prompted to save any changes upon exiting Case Management or when you press F2 to interview a case.

Press the **F4** key again, and you will see your cursor blinking in the Case List Pane. Now any action you take affects the Case List Pane.

F5 - Reports

By accessing the **F5** function key, you will be able to view some reports that will help you check the status of your overall assignment. Based on the overall response rate

information in your laptop, you will be able to see the Counts Report and the Response Report. You can select the report you want to view by using your down and up arrow keys until the report you want is highlighted. Then you would select "OK" to view the report.

Click on the F5-Reports in the Toolbar. []

If you highlight the "Counts Report" and select "OK". The Counts Report will display the number of cases that are: not started, opened, interviews, Type As, Type Bs, Type Cs, deleted, missing data, all, transmitted, and cases received in HQ.

If you highlight the "Response Report" and select "OK". The Response Report will display the number of cases that are; interviews, Type As, Type Ds, and the response rate percent. Note that even though the Type Ds rate is listed on this report, there are no Type D cases in the NCVS.

When you are done viewing the report click on the "Close" button which will take you back to your case list.

F6 - Listing

The **F6** key is not used for the NCVS.

F7 - Notes

The **F7** key allows you to add notes and view existing notes for a highlighted case.

F8 - View

The **F8** key allows you to look at your cases in a variety of ways, such as those cases - -

- not yet started,
- already interviewed,
- transmitted, etc.

Click on the F8-View button now to see the different ways you can view the cases in your assignment. []

F9 - Sort

In organizing your work, you may find that you need to be able to see your cases in a different order, according to a specific field. The **F9** key allows you to sort the list

according to any column heading or any field within the Case List Pane. Cases are automatically sorted in the order of the control number, but that may not work best for you. For example, you may want to view your cases according to where they are located, in which case you may want to sort according to ZIP code, or you may want to view your cases according to appointments you have made, in which case, you would sort according to appointment.

F10 - Exit

Use the **F10** function key to exit Case Management.

F11 and F12

These two functions keys are inactive for the NCVS in Case Management. There are several function keys that are shortcuts for evoking specific actions within the instrument.

- ✓ It is important to remember that pressing the **F2** key while in Case Management begins an interview and takes you out of Case Management and into the NCVS interviewing instrument.

Shift F6 Map

This button will not be used for the NCVS reinterview.

Ctrl T

Pressing the Ctrl and T keys simultaneously opens the Interview Time Preferences application. This application allows you to view and record the best and worst times to contact a case. You can also access the Interview Time Preferences by either clicking on the Ctrl T ITP icon on the Case List toolbar or clicking on the Interview Time Preferences tab in the Details Pane.

Other Keys

In addition to using the function keys alone, Case Management uses function keys in combination with other keys on the keyboard to allow you to perform some additional operations in Case Management. For example:

- **Shift + F1** - Displays General Help.
- **Alt + F4** - Closes the active window or exits the active program.
- **Shift + F8** - Returns you to the main Case Management screen from the Display Categories (**F8**) screen.

Try these keys now.

[]

Other useful shortcut keys used in Case Management include:

- **Ctrl + S** - Saves any changes you made to one or more editable fields.
- **Ctrl + Home** - Moves you to the first case in the list.
- **Ctrl + End** - Moves you to the last case in the list.

Practice Makes Perfect

After you begin working with your actual assignment, you will use Case Management functions every day. As you use them more, you will see how they work best for you. Don't worry if you cannot remember everything right now. You will soon become proficient with the Case Management functions.

Things change when you access the survey instrument ...

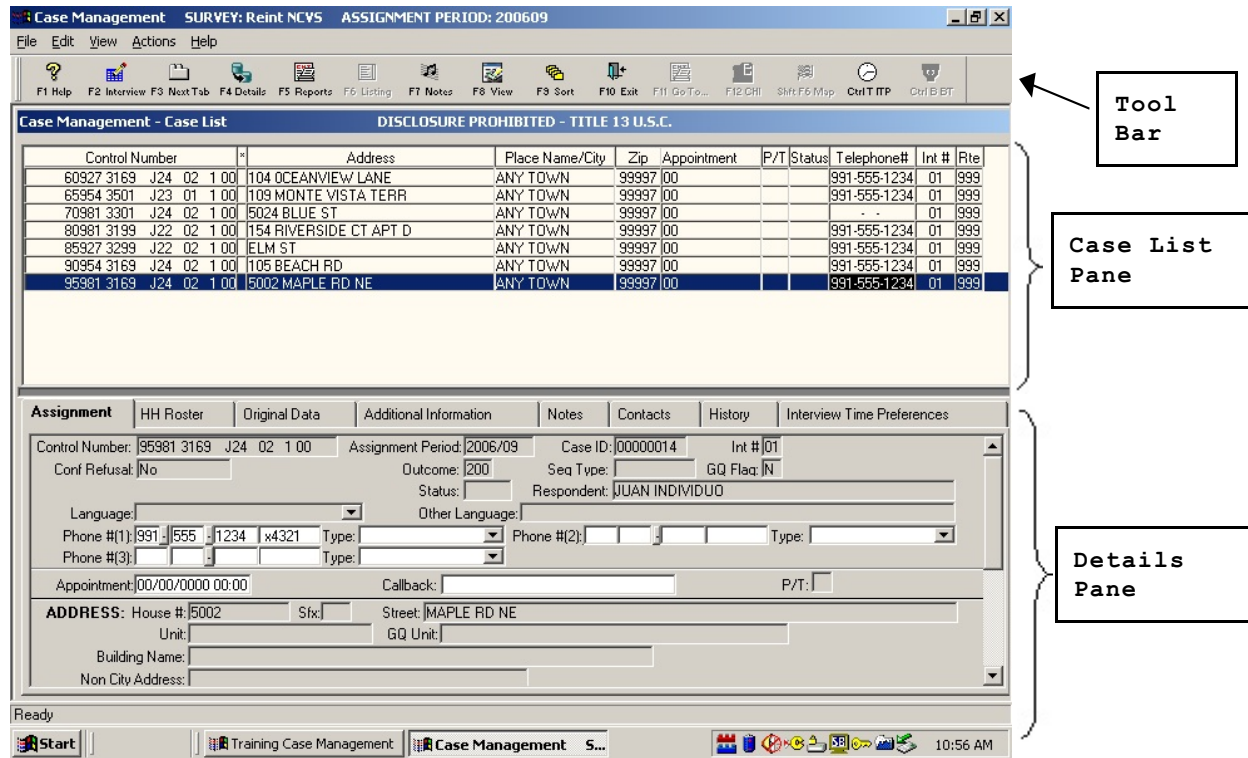
It is important that you understand that Case Management (and all of its functions) are separate from how things will operate once you access the NCVS instrument. That is, once you use **F2** in Case Management to access a case, you have then accessed the NCVS instrument, and the function keys and the way in which you view information, etc., will change somewhat. In the next lesson, you will have a chance to look at some NCVS screens and see how they differ from Case Management.

CASE LIST PANE

The Case List Pane is directly under the Toolbar. It is the section of the window that shows a line-by-line summary of some of the information that relates to the housing units in your assignment.

- ✓ Notice on the Case Management - Case List pane the "Disclosure Prohibited - Title 13 U.S.C." statement. This is to remind you that this is confidential Title 13 data and as such must always be safe guarded from unauthorized disclosure. All information collected as part of this survey is held in strictest confidence under Title 13 of the United States Code and is seen only by sworn employees or agents of the

U.S. Census Bureau. The NCVS Case List Pane is similar in *format* to the illustration below:



All of your monthly cases are listed in the Case List Pane, and additional information for the highlighted case is listed in the Details Pane. As you complete interviews, cases will no longer appear on this list.

The information displayed in the Case List Pane includes *Control Number, *, Address, Place Name/City, Zip, Appointment, P/T, Status, Telephone #, Int #, and Rte.* Most of the information displayed is self-explanatory; however, a few of the columns require further explanation.

Asterisk (*) Column

The appearance of an asterisk in the column between the Control Number and Address column indicates that there is something special about the case, such as the case is a CATI recycle, has been reassigned to you, or is a confirmed refusal. Furthermore, when there is a special characteristic about a case, in addition to the asterisk, you will see one or more small icons in the upper-right corner of the

Assignment tab in the Details pane. For example, if a case is a confirmed refusal a STOP sign icon will display.

If an asterisk appears for a case, to view what is special about the case without getting into the Assignment tab and looking for the special icon, you can right click on the icon and a description of the icon will be displayed.

P/T Column

The P/T column indicates that the case is to be contacted either by personal visit or by telephone. A “P” will appear for those cases that require a personal visit and a “T” for those cases that are eligible for a telephone interview.

Status Column

The Status column indicates the status of the case. A code will be entered in this column depending upon the outcome of the case. Some of the codes you will frequently see are –

- No code (blank) will appear in the Status column if the case has not been started;
- An “O” will appear if you have started a case but have not completed the household respondent’s interview; and
- A “P” will appear if you have completed the household respondent’s interview but need to complete interviews for other eligible members of the household.

Rte Column

The last column, “Rte” or route is a function that can be used to plan your route each day by prioritizing cases in the order in which you plan to interview each case. The entry of “999” that you see for all of your cases is the default setting for route. You will learn more about this during classroom training.

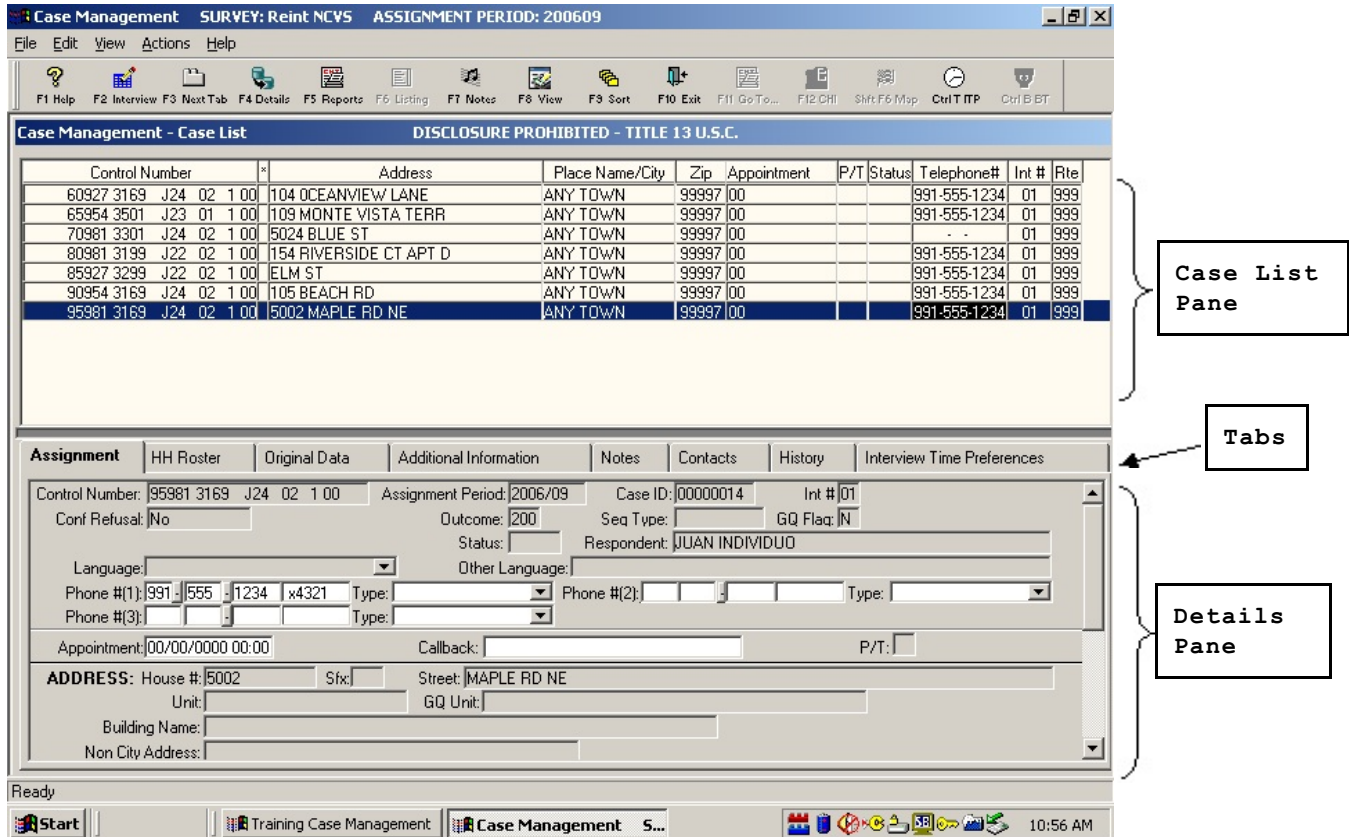
Scroll Through Your Case List

As you scroll through your case list (in the Case List Pane), the information in the Details Pane (portion of the screen below the Case List Pane) will change to reflect the case that is currently highlighted.

Try this now.

[]

Scroll through your case list using your up arrow and down arrow keys. You can also use your Tab key to stroll down. Note how the information in the Details Pane changes. Then, scroll back to the top and make sure you have the first case on the case list highlighted.



DETAILS PANE

Now take a look at the last part of the Case Management window, the Details Pane. The Details Pane is the section of the screen just below the Case List Pane. Notice that the Details Pane has several sections called tabs. The names of these tabs are listed horizontally in the lower half of the Case Management screen, at the top of the Details Pane (about the middle of your screen). The different tabs within the Details Pane include the following:

- Assignment
- HH Roster
- Original Data
- Additional Information
- Notes

- Contacts
- History
- Interview Time Preferences.

Each tab is like a folder in a file cabinet.

Assignment

The Assignment tab (which is highlighted by default) shows more detailed information about a case, the control number, assignment period, case ID, interview number, outcome code, GQ flag, status code, respondent name, language preference (if any), telephone number, appointment and callback information, the cases' physical address (or physical description) and mailing address. Remember you can make changes in the white editable fields.

HH Roster

The HH Roster tab will show you the household roster, that is, the names of all household members from the last interview and will be updated by the instrument if any changes are made during the next interview. The information in this tab will be useful for callbacks to households with missing data.

Original Data

The Original Data tab provides information from the original case, such as the control number, assignment period, original outcome, original FR name, original FR code, reinterview type, respondent name, and the notes from the original case.

Additional Information

This tab provides additional information for those cases that are in Group Quarters (GQ), such as the GQ name, type, number of units, the contact persons name, address, telephone number, and so forth.

Notes

The Notes tab will only allow you to view notes regarding this case. If you, another FR, or a computer-assisted telephone interviewing (CATI) interviewer had entered notes for a case, you would be able to see a red checkmark in front of the word "Notes." The red checkmark is a quick way to tell if there is any information in the Notes folder. To add or edit notes you must use the F7 function key.

Contacts

In the Contacts tab you will see the names, addresses, and telephone numbers of contact people who are persons other than members of the household. Sometimes you obtain information about the status of a unit from someone other than the occupant. This happens when a unit is vacant and

you talk to a neighbor or a real estate agent, or when a unit does not exist and you are able to verify it with a reliable source, such as a post office. When you enter the contact person information in the instrument, you will be able to see the information in the Contacts tab.

History

The History tab gives historical information about the case, such as the current interview period, previous FR name, FR code, CAPI outcome, CATI outcome/subtype, and whether the case was a replacement household. It also captures the date each time an FR enters into the case by pressing the F2 function key and shows the outcome code and action code.

Interview Time Preferences

This tab allows you to view the best and worst times to contact a case. The best times are shown in green and the worst times in red.

Practice Viewing Information in the Details Pane

Take a moment to look at the information under each tab in the Details Pane. Click on each tab to see the information it contains. []

To return to the Case List Pane, go ahead and press the F4 function key.

Lesson 3. Summary Points

Now, review the lesson summary points that follow.

- ✓ The Menu Bar is the first section of the Case Management window. It is the area of the window where the words File, Edit, View, Actions, and Help appear.
- ✓ The Tool Bar displays the Case Management function keys.
- ✓ The Case List Pane displays information for each case, such as control number, address, appointment, telephone number, etc.
- ✓ The Details Pane displays detailed information for a case in the following categories (which are “tabs” within the Details Pane):
 - Assignment – shows more detailed information about a case, such as the full

- address, telephone number, case ID, current outcome code, and so on.
- HH Roster – displays information collected in the last interview such as the line number, name, age, birth date, sex, etc. for all household members.
 - Original Data – displays the control number, assignment period, original outcome, original FR name, original FR code, reinterview type, respondent name, and notes from the original case.
 - Additional Information - provides specific information for cases that are in Group Quarters, such as GQ name, type, number of units, remarks, and the GQ contact, etc.
 - Notes – will allow you to see notes regarding this case. To add notes you must use the F7 function key.
 - Contacts – shows the title, name, address, and telephone number for the contact people .
 - History – displays the FR name and code of the person who previously interviewed the case along with the corresponding outcome information.
 - Interview Time Preferences - displays the best and worst times to contact a case.

Now turn to the next page and complete the Review Exercise.

Lesson 3 Review Exercise

1. One of the purposes of Case Management is to help you manage your monthly assignment.

TRUE

FALSE

2. Match the function keys below with their function in Windows Case Management:

<u>Function Key</u>	<u>Function</u>
___ F1 Help	A - Lets you rearrange the listed cases according to your criteria.
___ F2 Interview	B - Moves from one tab to the next tab in the Details Pane.
___ F3 Next Tab	C - Displays the Notes field for the selected case and allows you to add notes here.
___ F4 Go to	D - Displays Case Management Help information about the active window.
___ F5 Reports	E - Closes Case Management
___ F7 Notes	F - Opens the selected case so you can interview the respondent.
___ F8 View	G - Toggles focus between the Case List pane and the Details pane.
___ F9 Sort	H - Displays the CM Report Selection dialog box, in which you choose the report(s) you want.
___ F10 Exit	I - Activates the Display Category Selected dialog box, in which you choose the category of cases you would like to see. This lets you look at a shorter list of cases, only those which fall into the category you choose.
___ Ctrl+T	J - Opens the Interview Time Preferences application.

3. Identify the main section(s) of the Case Management system.

- Menu Bar
 File Bar
 Case List Pane
 Info Pane
 Tool Bar
 Details Pane

4. Which section of the Case Management lists all of your monthly cases.

- Menu Bar
 File Bar
 Case List Pane
 Info Pane
 Tool Bar
 Details Pane

5. Match the function keys below with their function in Case Management.

- | | |
|---|--|
| <input type="checkbox"/> Shift + F1 | A - Saves any changes you made to one or more editable fields |
| <input type="checkbox"/> Alt + F4 | B - Moves you to the last case in the list |
| <input type="checkbox"/> Shift + F8 | C - Displays General Help |
| <input type="checkbox"/> Ctrl + S | D - Moves you to the first case in the list. |
| <input type="checkbox"/> Ctrl + Home | E - Returns you to the main Case Management screen from the Display Categories (F8) screen |
| <input type="checkbox"/> Ctrl + End | F - Closes the active window or exists the active program. |

6. Match the tabs in the Details Pane with the function the tab performs.

____ Assignment	A - Displays notes.
____ HH Roster	B - Shows the contact people names, addresses and telephone numbers.
____ Original Data	C - Displays the previous outcome code and the FR code of the person who previously interviewed the case.
____ Additional Information	D - Shows more detailed information about a case, such as the full address, telephone number, case ID, current outcome code.
____ Notes	E - Displays the names of all household members.
____ Contacts	F - Displays the best and worst times to contact a case.
____ History	G - Provides additional information for GQ cases.
____ Interview Time Preferences	H - Shows information from the original case.

Now turn to the next page to review your answers.

Answer Key for Lesson 3

1. One of the purposes of Case Management is to help you manage your monthly assignment

TRUE

2. Match the function keys below with their function in Windows Cases Management:

<u>Function Key</u>	<u>Function</u>
<u>D</u> F1 Help	A. Lets you rearrange the listed cases according to your criteria.
<u>F</u> F2 Interview	B. Moves from one tab to the next tab in the Details Pane.
<u>B</u> F3 Next Tab	C - Displays the Notes field for the selected case and allows you to add notes here.
<u>G</u> F4 Go to	D. Displays Case Management Help.
<u>H</u> F5 Reports	E. Closes Case Management
<u>C</u> F7 Notes	F. Opens the selected case so you can interview the respondent.
<u>I</u> F8 View	G. Toggles focus between the Case List pane and the Details pane.
<u>A</u> F9 Sort	H. Displays the CM Report Selection dialog box, in which you choose the report(s) you want.
<u>E</u> F10 Exit	I. Activates the Display Category Selected dialog box, in which you choose the category of cases you would like to see. This lets you look at a shorter list of cases, only those which fall into the category you choose.
<u>J</u> Ctrl+T	J. Opens the Interview Time Preferences application-

3. Identify the main section(s) of the NCVS Case Management system.

- Menu Bar
 File Bar
 Case List Pane
 Info Pane
 Tool Bar
 Details Pane

4. Which section of the Case Management lists all of your monthly cases.

- Menu Bar
 File Bar
 Case List Pane
 Info Pane
 Tool Bar
 Details Pane

5. Match the function keys below with their function in Case Management.

- | | |
|--|--|
| <input checked="" type="checkbox"/> C Shift + F1 | A - Saves any changes you made to one or more editable fields |
| <input checked="" type="checkbox"/> F Alt + F4 | B - Moves you to the last case in the list |
| <input checked="" type="checkbox"/> E Shift + F8 | C - Displays General Help. |
| <input checked="" type="checkbox"/> A Ctrl + S | D - Moves you to the first case in the list. |
| <input checked="" type="checkbox"/> D Ctrl + Home | E - Returns you to the main Case Management screen from the Display Categories (F8) screen |
| <input checked="" type="checkbox"/> B Ctrl + End | F - Closes the active window or exists the active program. |

6. Match the tabs in the Details Pane with the function the tab performs.

- | | |
|--|---|
| <u>D</u> Assignment | A - Displays notes. |
| <u>E</u> HH Roster | B - Shows the contact people names, addresses and telephone numbers. |
| <u>H</u> Original Data | C - Displays the previous outcome code and the FR code of the person who previously interviewed the case. |
| <u>G</u> Additional Information | D - Shows more detailed information about a case, such as the full address, telephone number, case ID, current outcome code. |
| <u>A</u> Notes | E - Displays the names of all household members. |
| <u>B</u> Contacts | F - Displays the best and worst times to contact a case. |
| <u>C</u> History | G - Provides additional information for GQ cases. |
| <u>F</u> Interview Time Preferences | H - Shows information from the original case. |

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Lesson 4. The NCVS Reinterview Instrument

Structure of QC RI Instrument

As with the NCVS instrument, the QC RI instrument is composed of a front, middle, and back.

For RI, the **front** displays the original case information and directs the reinterviewer to:

- Make contact,
- Introduce himself or herself,
- Verify the address and/or phone number,
- Request an interview, and
- Contact the household respondent (or Type B/C contact person, as appropriate).

The **middle** directs the reinterviewer to:

- Verify contact by the interviewer,
- Verify the data collection mode (personal visit or telephone),
- Verify the length of the interview,
- Verify the use of a laptop computer (for personal visit NCVS interviews),
- Verify the roster,
- Ask QC questions to verify the original noninterview status (if appropriate), and
- Ask response error questions (if applicable).

If the household respondent is available, then the household respondent is asked questions about household crime. Then, if the RE sample person (who may actually be the household respondent) is available, the RE sample person is asked questions about crime. The RI instrument will NOT allow proxies for either respondent. It will, however, allow a proxy for the Type B/C contact person if the original NCVS outcome was a Type B or Type C noninterview.

The **back** of the RI instrument:

- Contains the THANK_YOU screens,
- Allows the reinterviewer to set up callbacks,
- Assigns reinterview outcome codes and reinterview disposition codes,
- Collects the reinterview falsification assessment,
- Asks the reinterviewer about multiple discrepancies, and

- Wraps up the reinterview case.

Tabs

Throughout the instrument, starting at the START screen, you will see various tabs which you can access anytime throughout the interview process. There are four tabs that appear on all screens. They are the:

- **NCVS_RI** tab, which is used to return to the interview after pressing the “Ros”, “FAQ”, or “FAQs” tabs;
- **Ros** tab, which lists the roster, including names, relationship to the household respondent, age, sex, race, and household composition code (HHCCODE) describing household status (e.g., Person turned 12, Person died, etc.);
- **FAQ** tab, which lists the frequently asked questions about the NCVS and links to appropriate responses; and
- **FAQs** tab, which lists the frequently asked questions about the NCVS reinterview and links to appropriate responses.

The **F10** tab, which terminates the reinterview, appears on all screens after the START screen.

Roster Screens

The roster screens list household members first, followed by non-household members. The listing of non-household members (visitors or individuals who left the household) is given in gray. Continuing or new household members are given in blue.

Instrument Function Keys

The functionality of the function keys for the reinterview instrument **differs** from their functionality within Case Management and also differs some from their functionality within the NCVS instrument. Within the CAPI reinterview instrument you can display the function keys at any time by one of two methods.

- You can go to the Navigate menu and select “Show Function Keys” or
- You can press Ctrl-K.

The following table provides the complete list of function keys used in the NCVS RI instrument.

KEY	FUNCTION	KEY	FUNCTION	KEY	FUNCTION
F1	Item specific Help	Shift-F1	Display the household roster	Ctrl-D	Don't Know (D)
F2	(Unassigned)	Shift-F2	FAQs	Ctrl-F3	(Unassigned)
F3	(Unassigned)	Shift-F3	Reinterview FAQs	Ctrl-E	(Unassigned)
F4	Jump Menu	Shift-F4	(Unassigned)	Ctrl-F	(Unassigned)
F5	(Unassigned)	Shift-F5	(Unassigned)	Ctrl-F7	Access reinterview notes
F6	(Unassigned)	Shift-F6	(Unassigned)	Ctrl-H	Show Info
F7	Enter item specific notes	Shift-F7	View Remarks/Item notes	Ctrl-K	Display function key descriptions
F8	Return	Shift-F8	(Unassigned)	Ctrl-M	Show Don't Know & Refusals
F9	Skip Forward	Shift-F9	(Unassigned)	Ctrl-R	Refusal (R)
F10	Exit - Skip to END	Shift-F10	Display function keys		
F11	(Unassigned)	Shift-F11	Display standard abbreviation list		
F12	Copy	Shift-F12	Display original CAPI Notes		

Additionally, some laptop keys have other special functions. They are listed in the table below.

KEY	FUNCTION
ESC	Cancel
HOME	Moves to beginning of form
END	Moves to first unanswered field on path
Page Up	Moves backward one page/screen
Page Down	Moves forward one page/screen
Up Arrow	Move upward or backward one field
Down Arrow	Move downward or forward one field
Left Arrow	Move to previous field
Right Arrow	Move to next field

QC Questions

Unlike most QC reinterview programs, no proxies are allowed for the reinterview of complete or sufficient partial original NCVS interviews if the household respondent is not available after numerous (3) attempts at contact. If the household respondent is available, or if the original NCVS interview was a noninterview, the NCVS instrument leads the reinterviewer to verify that the NCVS interviewer contacted the household. As is standard with most QC reinterviews, after verifying that the NCVS interviewer contacted the household, the NCVS RI instrument leads the reinterviewer to ask:

- If the interviewer visited in person or called on the telephone (ORMODE),

- If the interviewer was polite and professional (POLITE),
- How long the interview lasted (LENGTH_H, LENGTH_M),
- If the interviewer used a laptop computer (LAPTOP), and
- If the roster was correct (ROSTER_1, ROSTER_2, ROSTER_3).

RE Questions

After the QC questions, if the original NCVS interview was a complete or sufficient partial interview, the instrument asks a series of response error questions about crime victimization. First the household respondent is asked about household crimes. Then the RE sample person, who may be the household respondent, is asked about crimes against him/herself.

If the respondent (household respondent or RE sample person, as appropriate) indicates that a specific type of crime has occurred, then the instrument leads you to asks for:

- The number of times such a crime occurred, and
- A description of what happened.

These follow-up questions are not asked if that type of crime did not occur.

Unlike the paper reinterview,

- The RE sample person is selected by Headquarters and is automatically indicated by the reinterview instrument; and
- If the RE sample person is not available, but the household respondent was available, no proxy is allowed for the RE sample person.

Thank-you Screens

There are different Thank-you screens depending on the situation:

- RI_THANKSP: To thank the RE sample person (if not the same person as the household respondent),
- THANK_YOU: To thank the household respondent,
- CBTHANK: To thank the respondent after making an appointment,

- THANK_REF: To apologize for bothering the respondent if the household respondent or Type B/C contact person is deceased, and
- THANK_SORRY: To thank the respondent if:
 - The address or telephone number is incorrect or
 - The original respondent is unknown at the address or telephone number.

Screens for Determining Reinterview Outcome and Falsification Assessment

After you have thanked the respondent, if no further contact is planned, the QC RI instrument leads you through screens to determine the reinterview outcome and falsification assessment for the case. If the RE sample person and the household respondent are different people and you reinterviewed both of them, you will be first asked:

- If you were able to contact the RE sample person (RI_DESCRIPTSP);
- If the original outcome, i.e., the RE sample person was contacted during the original interview, was correct (RI_OUTCMSP); and
- If you suspect falsification of the interview of the RE sample person (RI_FALSIFSP).

RI_OUTCMSP and RI_FALSIFSP do NOT create outcome codes for the overall reinterview. However, if you suspect falsification from talking to the RE sample person, you should mark that you suspect falsification of the interview.

After answering the above questions, you will be asked:

- If the original outcome was correct (RI_OUTCM) and
- If you suspect falsification of the interview (FALSIF).

If you do not suspect falsification but the instrument has noted discrepancies during reinterview (e.g., the interviewer did not use a laptop during a personal visit interview), the instrument will give you a chance to either change your falsification assessment or explain why you did not change the falsification assessment.

Now turn to the next page and complete the Review Exercise.

Lesson 4 Review Exercise

For each of the questions/statements below, fill the one circle that best applies.

1. Proxies are allowed in the NCVS reinterview.
 True False

2. The functionality of the function keys for reinterview is the same as for the original interview.
 True False

3. RIOUTCM_SP creates the reinterview outcome for the entire reinterview case.
 True False

4. The listing of visitors or non-household members on the roster is given in
 Blue Gray

Now compare your answers to the answer key on the next page.

Answer Key for Lesson 4

1. Proxies are allowed in the NCVS reinterview.
 True False

2. The functionality of the function keys in interview is the same as in reinterview.
 True False

3. RIOUTCM_SP creates the reinterview outcome for the entire reinterview case.
 True False

4. The listing of visitors or non-household members on the roster is given in
 Blue Gray

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Lesson 5 - Practice Reinterviews

- Objective** During this lesson, you will have the opportunity to familiarize yourself with the NCVS CAPI RI instrument by going through two practice reinterviews. Of course, since these are your first attempts at completing NCVS CAPI reinterviews, these reinterviews will be much simpler than most of your actual reinterviews will be. Remember, the purpose of this self-study interview is to allow you become more familiar with the instrument.
- Caution** To keep things simple, go straight through the scripted reinterviews. DO NOT attempt to jump around to different sections or to enter “Don’t Know” and “Refused” answers unless instructed in the interview. If you follow the instructions throughout this lesson, you should not have any problems.
- If you are in the middle of an interview and get off track by entering the wrong answer for a single question, press the **left or up arrow** key in the lower right corner of your keyboard. This step will take you to the previous question so you can change the answer.
- What do I do when I have questions?** Write down any questions or comments you have while completing these reinterviews on the pages at the end of this lesson and mention them to your RO supervisor. Remember to write down the name of the screen name if your question or comment pertains to a particular screen.
- Follow the Instructions** Complete this practice interview in its entirety. The scripts will include the survey questions, statements, etc., that you as the SFR will read, as well as the respondent’s answers. Throughout this interview, you will see "SFR" used to indicate what the reinterviewer, you, should say or do, and an "R" is used to indicate what the respondent’s answers are. Below each SFR and R exchange, you will see in bold and in parenthesis the information you should enter. In order for the response to be recorded, you must press the ENTER key. Also, all instructions to you will be written in bold.
- Access Training Case Management** Your practice interview is in Training Case Management. To access it, you will:
- Click on the Training icon from your desktop.
 - Highlight “ Reint NCVS” and then press Enter (or click OK).

- Press **F5** to Install if you need to install the Reint NCVS cases.
- Press **F8** to enter Training Case Management.

Access Your Case

For the first practice reinterview, highlight the address 104 OCEANVIEW LANE and **press F2**. At the “NCVS Selected Case Confirmation Screen”, **press Enter** (or click OK).

Screens and Navigation

Look at the left of the status bar (bottom of your screen; second box from the left). You should see the name of the screen. For the first screen you should see “START.” This is the item or variable name. While completing this interview, if you feel lost, look for the variable name in the status bar.

Now let's begin the practice reinterviews. Remember to follow the scripts and make the entries as indicated using the keyboard. Be sure to read the instructions in **bold** since they will describe specific screens and concepts as you proceed through the script.

Practice Reinterview 1: 60927 3169 J24 02 100 - Reinterview of a complete NCVS interview in which the household respondent and the RE sample person are different people.

START

The reinterview date, time, and case status, as well as the original date, time, outcome, address, and phone number, will be displayed on the screen. This is a new reinterview case.

(Enter 1, Continue)

START_1

This screen reminds you that you access the original CAPI notes by Shift-F12 at any time during reinterview. It also reminds you that you can access the reinterview notes (to view or update) by Shift-F7.

(Enter 1 to continue.)

HHCOMP

This screen shows the roster, including names, relationship to household respondent, age, sex, race, and HHCODE (which describes changes to the household membership status of each person). You can access this screen by Shift-

F1 at any time during the reinterview. You can also see this roster screen by the Ros tab.

(Enter 1 to continue.)

METHOD

On this screen you choose the method of reinterview, quit in order to attempt at a later time, make the case a reinterview noninterview, or make the case an RO or HQ discretion case. You MUST have permission from the RO in order to choose option 5.

(Enter 1, Telephone Reinterview.)

DIAL

This screen instructs you to dial the household's telephone number, which is displayed in the screen along with the name of the household respondent and the sample unit's address.

(Enter 1, Someone answers.)

HELLO_TC

SFR: Hello. I'm (your name) from the U.S. Census Bureau.
May I speak to JOHN DOE?

R: Yes; this is he.

(Enter 1, This is correct person, or correct person called to the phone.)

INTRO_TC

SFR: Thank you for helping us recently with the National Crime Victimization Survey.

We're doing a short quality control check to make sure that our interviewers are following correct procedures.

Is your address:

104 OCEANVIEW LANE
ANY TOWN, AR 99997?

R: Yes

(Enter 1, Yes.)

RIRESP

SFR: With whom am I speaking?

R: JOHN DOE

(Enter 1, the line number of the respondent.)

CONTACT_C

SFR: Did an interviewer contact you on or about Friday, April 14, 2006, and ask questions about crime incidents that happened to you during the last six months, that is between October 13, 2005, and April 13, 2006?

R: Yes.

(Enter 1, Yes.)

ORMODE

SFR: Did the interviewer visit in person or call on the telephone?

R: In person.

(Enter 1, Personal visit only.)

POLITE

SFR: Was the interviewer polite and professional?

R: No.

(Enter 2, No.)

PO_NOTES

This screen is only accessed if the respondent answered that the interviewer was not polite and professional.

(Enter: FR chewing gum.)

LENGTH_H, LENGTH_M

SFR: About how long did the interview last?

R: About an hour and a half.

(Enter 1 for LENGTH_H, 30 FOR LENGTH_M.)

LAPTOP

This screen is only accessed if the respondent answered that the interview was either by Personal visit only or by Both - Interviewer visited and called.

SFR: Did the interviewer use a laptop computer?

R: No.

(Enter 2, No.)

ROSTER_1

SFR: Our records indicate that JOHN DOE, JANE DOE, and MARY JANE DOE were living or staying at

104 OCEANVIEW LANE
ANY TOWN, AR 99997

on Friday, March 31, 2006.

Is this correct?

(Mark 1, Yes.)

ROSTER_3

SFR: Have I missed any household member who was living here on Friday, April 14, 2006?

(Mark 1, Yes.)

ROSTER_4

(Enter "Baby 1", Press Enter to get to next addition, Enter "Baby 2", Press Enter to get to next addition, Press Enter to continue with reinterview.)

RI_SQTHEFT

SFR: I'm going to read some examples that will give you an idea of the kinds of crimes this study covers. As I go through them, tell me if any of these happened to you in the last 6 months, that is, between October 13, 2005, and April 13, 2006.

Was something belonging to YOU stolen, such as -

- Things that you carry, like luggage, a wallet, purse, briefcase, book -
- Clothing, jewelry, or cellphone -
- Bicycle or sports equipment -
- Things in your home - like a TV, stereo, or tools -
- Things outside your home such as a garden hose or lawn furniture -
- Things belonging to children in the household -
- Things from a vehicle, such as a package, groceries, camera, or CDs - **OR**
- Did anyone ATTEMPT to steal anything belonging to you?

R: Yes

(Enter 1)

RI_SQTHEFTTIMES

SFR: How many times?

R: Once

(Enter 1.)

RI_SQTHEFTSPEC

SFR: What happened?

R: A co-worker and I were walking to my car when two young men grabbed my leather tote bag and ran.

You are to briefly describe the incident in RI_SQTHEFTSPEC. Remember, when writing a description of what happened refer to the respondent and any other household member by his or her line number (for example L1, L2) and NOT by their name. If you click on the Ros tab, you will see the names of those persons living or staying in the household and their corresponding line number. Click on the Ros tab now. []

You will see that JOHN DOE's line number is 1. Now enter click on the "NCVS-RI" tab on the toolbar to go back to RI_SQTHEFTSPEC. DO NOT enter 1 to continue as doing so will take you to the next unanswered screen question.

Now enter the following summary:

L1 and co-worker were walking to L1's car when 2 young men grabbed L1's leather tote bag and ran.

(Press Enter to continue)

RI_SQBREAKIN

SFR: Other than any incidents already mentioned, has anyone

- Broken in or ATTEMPTED to break into your home by forcing a door or a window, pushing past someone, jimmying a lock, cutting a screen, or entering through an open door or window?
- Has anyone illegally gotten in or tried to get into a garage, shed, or storage room?
- OR**
- Illegally gotten in or tried to get into a hotel or motel room or vacation home where you were staying?

R: No

(Enter 2, No.)

RI_SQTOTALVEHICLES SFR: What was the TOTAL number of cars, vans, trucks, motorcycles, or other motor vehicles owned by you or any other member of that household during the last 6 months, that is between October 13, 2005, and April 13, 2006? Include those you no longer own.

R: We have two cars.

(Enter 2.)

RI_SQMVTHEFT SFR: During the last 6 months, that is between October 13, 2005 and April 13, 2006, other than any incident(s) already mentioned, were any of the vehicles -

- Stolen or used without permission?
- Did anyone steal any parts such as a tire, car stereo, hubcap or battery?
- Did anyone steal any gas from them?
- OR**
- Did anyone ATTEMPT to steal any vehicle or parts attached to them?

R: No

(Enter 2, No.)

RI_THANKHR **This, and the next three screens, only occur if the RE sample person is NOT the same person as the household respondent**

SFR: Thank you for your cooperation. I now have a few more questions I would like to ask JANE DOE.

(Enter 1, Continue.)

RI_SPEAKTOSP SFR: May I speak to JANE DOE?

R: Sure. Just a minute.

(Enter 1, Yes.)

RI_INTROSP

SFR: Hello. I'm (your name) from the U.S. Census Bureau.

We're doing a short quality control check to make sure that our interviewer followed the correct procedures when he/she recently interviewed you for the National Crime Victimization Survey.

I've already completed part of this interview with JOHN DOE and would like to finish this interview by asking you a few questions.

(Enter 1, Continue.)

RI_QUESTYPESP

This question will be different if the RE sample person did not answer for him/herself during the NCVS. In that case, you would be talking to the person who answered for the RE sample person ABOUT the RE sample person.

SFR: The questions I will ask you will be about the crime incidents that occurred to you between October 13, 2005, and April 13, 2006.

(Enter 1, Continue.)

RI_SQATTACKWHERE

SFR: Other than any incidents already mentioned, between October 13, 2005 and April 13, 2006, were you attacked or threatened OR did you have something stolen from you -

- At home including the porch or yard -
- At or near a friend's, relative's, or neighbor's home -
- At work or school -
- In places such as a storage shed or laundry room, a shopping mall, restaurant, bank, or airport -
- While riding in any vehicle -
- On the street or in a parking lot -
- At such places as a party, theater, gym, picnic area, bowling lanes, or while fishing or hunting-
- OR**
- Did anyone ATTEMPT to attack or ATTEMPT to steal anything belonging to you from any of these places?

R: Yes.

(Enter 1, Yes.)

RI_SQATTACKWHERE TIMES

SFR: How many times?

R: Once.

(Enter 1.)

RI_SQATTACKWHERE SPEC

SFR: What happened?

R: It's just too painful to discuss.

(Press Ctrl-R.)

RI_SQATTACKHOW

This question is only asked if the answer to RI_SQATTACKWHERE was yes.

SFR: Other than any incidents already mentioned, has anyone attacked or threatened you in any of these ways --
(Exclude telephone threats) -

- With any weapon, for instance, a gun or knife -
- With anything like a baseball bat, frying pan, scissors, or stick -
- By something thrown, such as a rock or bottle -
- Include any grabbing, punching, or choking,
- Any rape, attempted rape, or other type of sexual attack -
- Any face to face threats - **OR**
- Any attack or threat or use of force by anyone at all?

Please mention it even if you are not certain it was a crime.

R: No.

(Enter 2, No.)

RI_SQTHEFTATTACKKNOWNOFF

This question is only asked if the answer to RI_SQATTACKWHERE was yes.

SFR: People often don't think of incidents committed by someone they know. Other than any incidents already

mentioned, did you have something stolen from you or were you attacked or threatened by-

- Someone at work or school -
- A neighbor or friend -
- A relative or family member -
- Any other person you have met or known?

Did any incidents of this type happen to you?

R: No

(Enter 2, No.)

RI_SQSEXUAL

SFR: Incidents involving forced or unwanted sexual acts are often difficult to talk about. Other than any incidents already mentioned, have you been forced or coerced to engage in unwanted sexual activity by -

- Someone you didn't know before -
- A casual acquaintance -
- OR**
- Someone you know well?

Did any incidents of this type happen to you?

R: No

(Enter 2, No.)

RI_SQCALLPOLICECRIME

SFR: During the last 6 months, that is between October 13, 2005 and April 13, 2006, other than any incident(s) already mentioned, did you call the police to report something that happened to YOU which you thought was a crime?

R: No

(Enter 2, No.)

RI_SQNOCALLPOLICECRIME

SFR: During the last 6 months, that is between October 13, 2005 and April 13, 2006, other than any incident(s) already mentioned, did anything which you thought was

a crime happen to YOU, but you did NOT report to the police?

R: No

(Enter 2, No.)

RI_THANKSP

This question and the following three questions are asked only if the RE sample person is NOT the same person as the household respondent. If the RE sample person and the household respondent are the same person, then the instrument paths to THANK_YOU instead of to this screen.

SFR: Thank you for your participation. You've been very helpful.

(Enter 1, Continue.)

RI_DESCRIPTSP

This question asks you to describe what happened in reinterview with the RE sample person, choosing from a list of options.

(Enter 1, You conducted a complete reinterview with Jane Doe)

RI_OUTCMSP

This question asks if the original outcome for the RE sample person was correct.

(Enter 1, Yes.)

FALSIFSP

This question asks you if you suspect falsification of the interview with the RE sample person.

(Enter 2, No.)

RI_OUTCM

This question gives the original outcome for the case and asks if it was correct.

(Enter 1, Yes.)

FALSIF

This question asks if you suspect falsification of the entire interview. It lists discrepancies found during reinterview:

7- The household roster was incorrect.

10- This case was done by a personal visit and the reinterview respondent said the (S)FR did not use a laptop.

(Enter 2, No.)

DISCREP_NOTES

This screen asks you to explain why you do not suspect falsification even though there are discrepancies indicated in the instrument. It explains that you access the reinterview notes by pressing Ctrl-F7.

(Press Ctrl-F7, Enter

The household is very fluid and the respondent wasn't paying attention,

Press F10 to exit notes, Select [Yes] to save notes, Enter 1 to continue.)

NSF_RIDISP

This screen appears if there are two or more discrepancies, the original outcome is correct, and you do NOT suspect falsification. If you do suspect falsification in this situation, then a similar screen (SF_RIDISP) appears instead. You are asked to enter the code that best describes the case.

In the production instrument this screen will show a list of the discrepancies found by the reinterview instrument. The training instrument does not show the list of discrepancies.

(Enter 7.)

RINOTES_PRE

This screen is available if you want or need to enter more reinterview notes.

(Enter 1, Continue.)

You may need to press Enter twice in order to get to the next screen.

READYWRAP

This screen tells you that the case is ready to be wrapped up. When you enter 1 the instrument will leave the case.

(Enter 1 to continue.)

The Case-Level Notes Editor will pop up for one last chance to enter notes. Enter what you want, then enter F10 to close the notes window.

[]

Practice Reinterview 2: 85927 3299 J22 02 100 - Reinterview of an NCVS noninterview that was conducted with a Type B/C contact person. Address: ELM ST, in ANY TOWN, CT

START **The reinterview date, time, and case status, as well as the original date, time, outcome, address, and phone number, will be displayed on the screen. This is a new reinterview case.**

(Enter 1, Continue)

START_1A **This screen gives contact person information: Name, Title, Phone, and Address.**

(Enter 1, Continue)

START_1 **(Enter 1 to continue.)**

METHOD **(Enter 2, Personal Visit Reinterview.)**

CKSUP **This screen appears if you say you are conducting a personal visit, no matter what the original outcome. You must have authorization in order to conduct a person visit reinterview.**

(Enter 1, Personal visit reinterview authorized.)

HELLO_PN **SFR: Hello, I'm (your name) from the U.S. Census Bureau. Here is my identification card**

May I speak to PATTY PUBLIC?

R: This is he.

(Enter 1, Correct person available.)

INTRO_PN **SFR: Thank you for recently helping us verify the status of:**
ELM ST

DOUBLE-WIDE TRAILER WITH CARPORT ON
LEFT
ANY TOWN, CT 99997

We're doing a short quality control check to make sure
that our interviewers are following correct procedures.

(Enter 1, Continue.)

CONTACT_N

SFR: Did an interviewer visit or call regarding:

ELM ST

DOUBLE-WIDE TRAILER WITH CARPORT ON
LEFT
ANY TOWN, CT 99997

R: Yes.

(Enter 1, Yes.)

ORMODE

SFR: Did the interviewer visit in person or call on the
telephone?

R: In person.

(Enter 1, Personal visit only.)

POLITE

SFR: Was the interviewer polite and professional?

R: Yes.

(Enter 1, Yes.)

LAPTOP

SFR: Did the interviewer use a laptop computer?

R: No.

(Enter 2, No.)

STATUS

SFR: Our records show that on Friday, April 14, 2006,

ELM ST

DOUBLE-WIDE TRAILER WITH CARPORT ON
LEFT

ANY TOWN, CT 99997
was converted to temporary business or storage.

Is this information correct?

R: No, it isn't.

(Enter 2, No.)

STAT_PROB2

This question is only asked if the respondent indicates that the original outcome was not correct.

SFR: What was the status of

ELM ST

DOUBLE-WIDE TRAILER WITH CARPORT ON
LEFT

ANY TOWN, CT 99997

on or about Friday, April 14, 2006?

R: It's been occupied continuously for the past 8 years.

(Enter

Continuously occupied for past 8 years,

Press Enter.)

THANK_YOU

SFR: Thank you for your cooperation. You've been very helpful.

(Enter 1, Continue.)

RI_OUTCM

This screen asks if the original outcome was correct.

(Enter 2, No.)

MISC_B

This screen appears only if the original outcome was a Type B case, but you said in RI_OUTCM that the original outcome was not correct.

(Enter 1, Should have been an Interview or Type A.)

FALSIF

After listing all discrepancies, this screen asks if you suspect falsification.

(Enter 1, Yes.)

RINOTES_PRE

This screen instructs you to enter or view and edit existing reinterview notes. Then you are to enter 1 to continue.

(Enter 1, Continue.)

READY_WRAP

(Enter 1, Continue.)

The Case-Level Notes Editor will pop up for one last chance to enter notes. Enter what you want, then enter F10 to close the notes window. This will wrap up the case.

This concludes the scripted practice reinterviews. You can now exit Case Management by pressing the F10 key or clicking on the F10-Exit button on the Case Management toolbar. You may also conduct more practice reinterviews by selecting more cases from the training Case Management or by reinstalling the reinterview cases you have just completed.

If you want to reinstall the reinterview cases in order to practice them a second time, you:

Press F10 to exit Case Management,
Re-enter Training Case Management for NCVS Classroom,
Press F12 to Uninstall, and
Press F5 to Install.

You may find it helpful to quickly conduct reinterviews for the cases with control numbers 65954 3501 J23 01 100, 90954 3169 J24 02 100, and 95981 3169 J24 02 100. In the first of these three cases, the household respondent and the RE sample person are the same person. You will notice that the instrument does not show the screens RI_THANKHR through RI_QUESTIONPESP. In the last two of these three cases you will talk to the person who answered for the RE sample person for the NCVS interview. This is NOT considered a proxy for reinterview because we are contacting the person who gave the original data. For these last two cases you will notice slight differences in the wording of RI_THANKHR and RI_QUESTIONPESP, as well as slight differences in the wording of the crime questions about the RE sample person.

Lesson 6 - Falsification

What is Falsification?

Falsification is when the interviewer knowingly deviates from current interviewing procedures, and/or improperly classifies units, to avoid interviewing units. This includes

- Making up information and
- Intentionally misclassifying units as Type B or Type C noninterviews.

Discrepancies That May Indicate Falsification

Here is a **partial** listing of discrepancies which **may** indicate that the interviewer falsified the interview. However, they are not a definite sign that the FR falsified data. You must use all the information you gather in reinterview to assess whether you suspect the interviewer of falsification.

- The respondent said that the household was not contacted by an interviewer.
- The interviewer did not use a laptop when conducting a personal visit interview.
- The roster was incorrect (for a complete original interview).
- The original noninterview status was incorrect (for an original noninterview).

What to Do When You Suspect Falsification

Do not contact the interviewer **before** speaking to the program supervisor. If you suspect that an interviewer falsified information, immediately contact the RO program supervisor.

The RO program supervisor will investigate the case and may complete a form 11-163, Field Representative Data Falsification Follow-up. The RO may require your assistance to investigate the case.

Giving Feedback When You Do Not Suspect Falsification

If you do not suspect falsification and your supervisor has no objections to your conferring with the interviewer, meet with the interviewer as soon as possible after you complete the reinterview of his/her cases.

Whenever possible, meet with the interviewer in person. If a personal meeting is not possible, talk with the interviewer by telephone.

For any errors attributable to the interviewer, make sure that you review with the interviewer the correct procedures and clear up any misconceptions. Before ending your discussion

with the interviewer, verify that the interviewer understands how to resolve future errors. Vary the nature and extent of your instructions according to the seriousness of the errors.

Most importantly, be sure to compliment the interviewer for all the work that he/she performed correctly.

Now turn to the next page and complete the Review Exercise.

Lesson 6 Review Exercise

1. Falsification is when the interviewer _____ deviates from current interviewing procedures, and/or _____ classifies units, to _____ interviewing units.

For each of the questions/statements below, fill the one circle that best applies.

2. You should confront an interviewer immediately if you suspect the interviewer of falsification.
- True False
3. If you do not suspect falsification and your supervisor has no objections to your conferring with the interviewer, meet with the interviewer as soon as possible after you complete the reinterview of his/her cases.
- True False

Now compare your answers to the answer key on the next page.

Answer Key for Lesson 6

1. Falsification is when the interviewer knowingly deviates from current interviewing procedures, and/or improperly classifies units, to avoid interviewing units.

2. You should confront an interviewer immediately if you suspect the interviewer of falsification.

 True False

3. If you do not suspect falsification and your supervisor has no objections to your conferring with the interviewer, meet with the interviewer as soon as possible after you complete the reinterview of his/her cases.

 True False

Lesson 7 - Final Review Exercise

For each of the questions/statements below, fill the one circle that best applies.

1. The NCVS reinterview asks questions not only to detect falsification but also to evaluate the consistency of response to crime victimization questions.
 True False

2. Proxies are allowed for the RE sample person.
 True False

3. You MUST make a falsification assessment in order to have a complete reinterview.
 True False

4. It's necessary that you, as the reinterviewer, select the RE sample person from the roster in order to complete the reinterview.
 True False

5. Falsified data has NO impact on the quality of the survey.
 True False

6. It's useful to check the values of the function keys, because they're the different for the interview and reinterview.
 True False

7. If you believe you must conduct a personal visit reinterview, you must first contact the RO for permission.
 True False

Notes