
*NCVS-546
(Revised May 2008)*

National Crime Victimization Survey (NCVS) CAPI

REINTERVIEWER'S MANUAL



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.

TABLE OF CONTENTS

| | |
|--|-----|
| TOPIC 1. OBJECTIVE OF THE NCVS CAPI REINTERVIEW | 1-1 |
| TOPIC 2. OVERVIEW OF QC REINTERVIEW | 2-1 |
| QC Sample | 2-1 |
| Eligible Cases | 2-1 |
| Ineligible Cases | 2-1 |
| Observed Cases | 2-1 |
| Eligible Respondents and Callbacks | 2-1 |
| Telephone Preferred | 2-2 |
| Personal Visit | 2-2 |
| Timing | 2-2 |
| TOPIC 3. SAMPLE SELECTION | 3-1 |
| How the QC Sample is Selected | 3-1 |
| How the Respondents are Chosen | 3-1 |
| Supplemental QC Reinterview | 3-1 |
| Prior to Assignment Certification | 3-1 |
| During Interview Period | 3-1 |
| Activating Inactive Cases | 3-2 |
| Timing | 3-2 |
| Confidentiality | 3-2 |
| TOPIC 4. LAPTOP OPERATIONS FOR QC REINTERVIEW | 4-1 |
| Location | 4-1 |
| Reinterview Software | 4-1 |
| Selecting NCVS CAPI QC Reinterview | 4-1 |
| Reinterviewer Transmissions | 4-1 |
| Case Management | 4-1 |
| QC Reinterview Respondent Name | 4-1 |
| QC Reinterview Codes | 4-2 |
| TOPIC 5. CONDUCTING THE QC REINTERVIEW | 5-1 |
| QC Reinterview Instrument | 5-1 |
| “Don’t Know” and “Refusal” Response Choices | 5-1 |
| QC Reinterview Questions for Cases Treated as Original Interviews | 5-1 |
| Household Respondent | 5-3 |
| RE Sample Person | 5-4 |
| QC Reinterview Questions for Cases Treated as Original Noninterviews | 5-4 |
| With Contact Person Information | 5-4 |
| Without Contact Person Information | 5-5 |
| Reinterview Noninterviews | 5-5 |
| RO Discretion Cases | 5-5 |

| | |
|---|-----|
| Reinterview Notes | 5-6 |
| Accessing Notes from the Reinterview Instrument | 5-6 |
| Accessing Notes Through Case Management | 5-6 |
| Frequently Asked Questions | 5-7 |
| Instrument Function Keys | 5-7 |
| F10 Function Key | 5-9 |
| | |
| TOPIC 6. FEEDBACK AND FOLLOW-UP | 6-1 |
| What is Falsification? | 6-1 |
| What You Should Do If You Suspect Falsification | 6-1 |
| The Form 11-163 | 6-1 |
| When Should You Contact the Original (S)FR? | 6-1 |
| Discrepancies between Original Interview and Reinterview | 6-2 |
| Minor Errors | 6-3 |
| Serious Errors | 6-3 |
| Requesting (S)FRs Be Placed In Supplemental Reinterview | 6-4 |
| | |
| TOPIC 7. QC OUTCOME, REINTERVIEW (RI) OUTCOME, AND ACTION CODES ... | 7-1 |
| Reinterview (RI) Outcome Codes | 7-4 |
| Assignment of Codes | 7-4 |

TOPIC 1. OBJECTIVE OF THE NCVS CAPI REINTERVIEW

The reinterview program for the National Crime Victimization Survey (NCVS) Computer Assisted Personal Interview (CAPI) consists of a CAPI Quality Control (QC) reinterview. Included in the NCVS CAPI QC instrument will be questions for a response error (RE) analysis. The RE analysis will be used as an additional tool to determine the quality of the NCVS data. The RE questions, asked only for complete original interviews, are asked of the household respondent and of a randomly chosen RE sample person. These questions will replace the questions that produced the missed crimes estimates. The reconciliation questions will be dropped from the NCVS reinterview instrument.

The primary purpose of the NCVS CAPI QC reinterview is to detect and deter (senior) field representatives ((S)FRs) who may be falsifying data. The NCVS reinterview determines whether the original (S)FR knowingly falsified information or needs retraining because of a high number of errors. The reinterview consists of a sample of units that were interviewed or were classified originally as Type B or C noninterviews.

This page intentionally left blank.

TOPIC 2. OVERVIEW OF QC REINTERVIEW

| | |
|---|--|
| QC Sample | The QC Sample is selected by Headquarters (HQ) and sent to the Regional Offices (ROs) to make assignments. |
| Eligible Cases | The QC reinterview sample includes complete original interviews and Type B and Type C noninterviews (with and without available telephone numbers). |
| Ineligible Cases | <p>Original NCVS CAPI cases <u>not eligible</u> for QC reinterview are:</p> <ul style="list-style-type: none">• Type A noninterviews,• Observed cases, and• Cases reassigned to another RO <p>Note: Original Type A noninterviews and reassigned cases are not selected by HQ for either QC random or supplemental reinterview. However, the RO can activate them as supplemental reinterview cases if they are among the inactive supplemental cases.</p> |
| Observed Cases | <p>Because observed cases are not eligible for reinterview, they must be flagged in a timely basis. To ensure that an observed case is flagged ineligible for reinterview, the observer must indicate that the case was observed at the completion of the observation.</p> <p>If the RO identifies an observed case in the reinterview workload that was not made ineligible, the RO can assign it to a laptop in the office and code the case as a RO Discretion, "Observed during the original interview."</p> |
| Eligible Respondents and Callbacks | <p>The QC reinterview respondent is the person who responded in the original interview. For complete original interviews in reinterview, there will be a household respondent and an RE sample person (possibly the same person). If the household respondent is unavailable when conducting reinterview by telephone, a proxy is NOT allowed for the household respondent. Proxies are also not allowed for the RE sample person.</p> <p>For cases treated as Type B and C original noninterviews in reinterview, if the contact person is unavailable, proxies are acceptable. The proxy respondent must be 18 years of age</p> |

or older and knowledgeable about the status of the sample unit. A callback is necessary if a proxy can not be reached.

Telephone Preferred

Conduct QC reinterview by telephone whenever possible. If reinterview treats the case as an original Type B or C noninterview, use the B/C contact person information to conduct reinterview.

When a QC reinterview case does not have a telephone number, or the number listed is not valid, use all resources available to obtain a valid telephone number. Some suggested resources are: contact person(s), phone discs, management offices, post offices, web sites, and interview notes. If unsuccessful, contact the RO.

Personal Visit

Do a personal visit if you cannot conduct a QC reinterview by phone and the unit is within 50 miles AND you have RO permission to conduct a personal visit reinterview.

Some situations that require a personal visit are:

- The household does not have a valid telephone number.
- The telephone number provided in reinterview case management is not the correct number for the household the (S)FR interviewed.
- The household does not want to give information by telephone.
- The noninterview case does not have a valid contact person telephone number.

Note: The “50-mile rule” allows the RO to classify cases that have no phone number and are more than 50 miles from a NCVS CAPI reinterviewer as a RO Discretion, “More than 50 miles from nearest reinterviewer and no phone number.”

Timing

Conduct QC reinterviews as soon as possible once assignments for the NCVS CAPI are certified and HQ has loaded the reinterview cases into the RI_STATUS table.

You will generally receive a QC reinterview case on your laptop two to three days after the original case is completed. Each QC reinterview case should be completed within two weeks of the completion of the original case.

QC reinterview for the NCVS CAPI is expected to begin one week after NCVS CAPI production starts in 2006. For each interview period:

- Reinterview begins approximately one week after the start of production interviewing,
- Reinterview ends two weeks after interview closeout in the ROs, and
- Reinterview closeout in the ROs is three business days after reinterview ends.

This page intentionally left blank.

TOPIC 3. SAMPLE SELECTION

How the QC Sample is Selected

For the NCVS CAPI, HQ selects the QC reinterview sample in two stages after the original assignments are certified. First it selects a sample of (S)FRs who work on the NCVS CAPI. Then it selects cases to be reinterviewed for each experienced (S)FR and for each inexperienced (S)FR. The RO supervisor will then assign the selected reinterview cases to you.

For this survey, an inexperienced FR is one who has less than five years of Bureau experience. An inexperienced SFR is one who has less than two months of Bureau experience.

How the Respondents are Chosen

The household respondent is the person who answered the majority of the questions. This is set by the NCVS instrument. The RE sample person is randomly selected at Headquarters from among the household members age 12 or older who have complete original interviews.

Supplemental QC Reinterview

The RO may add any interviewer with an original assignment for supplemental QC reinterview. The RO may place an (S)FR in supplemental reinterview if:

- The (S)FR is suspected of falsification,
- The (S)FR has had trouble classifying noninterviews correctly, or
- The (S)FR has problems with other aspects of the interview procedures.

Prior to Assignment Certification

The RO can assign an (S)FR to supplemental QC reinterview for a subsequent interview period or before assignments are certified for the current interview period. HQ will then select the cases for the supplemental QC reinterview.

During Interview Period

During the NCVS CAPI QC reinterview, if a need arises, inactive cases can be selected for supplemental reinterview during the current interview period. HQ will make eligible original NCVS CAPI cases that are not part of the QC regular or supplemental reinterview samples for the current interview period QC CAPI inactive supplemental

reinterview cases. The RO can activate these inactive cases by assigning them to a reinterviewer.

Activating Inactive Cases

Call the NCVS Supervisor to have inactive cases activated, that is, assigned to you, if you need more cases to better detect whether falsification occurred, or if you feel you need to check more cases for some other reason. The RO may also choose to activate more cases for an (S)FR.

If an inactive case is activated, it will appear on the laptop exactly like the other reinterview cases. **You must complete all cases that have been activated.**

Timing

The input file for activated cases will be transmitted to you when you make your reinterview transmission.

Confidentiality

It is imperative that you and office staff understand the importance of keeping confidential the names of (S)FRs and cases selected for reinterview. Reinterview is compromised if the (S)FR has advance knowledge that any of his/her cases will be reinterviewed.

TOPIC 4. LAPTOP OPERATIONS FOR QC REINTERVIEW

| | |
|--|--|
| Location | NCVS CAPI QC reinterview is selected as a separate survey option in case management. |
| Reinterview Software | <p>Reinterviewers authorized to conduct the NCVS CAPI QC reinterview must have the NCVS CAPI reinterview software loaded on their laptop before they will be able to receive the NCVS CAPI reinterview cases.</p> <p>SFRs and office staff can pick up the QC reinterview software once it's available on the server by performing a pre-set transmission.</p> |
| Selecting NCVS CAPI QC Reinterview | Select the "Reint NCVS" icon from the Windows desktop. |
| Reinterviewer Transmissions | <p>Until the first NCVS CAPI QC reinterview case appears in your case management, your laptop will not indicate if you will receive a reinterview assignment. After each transmittal, check case management to see if you received any reinterview cases.</p> <p>Check your mail messages daily to see if the supervisor has sent a message alerting you to a reinterview assignment.</p> <p>To send completed reinterview cases, select the "Transmissions" icon. Select "Reint NCVS" and perform either a "Daily" or "Final" transmission. Note: Do <u>not</u> perform a FINAL transmission until all work has been completed. After each transmittal, check the NCVS CAPI reinterview case management to see if any (more) reinterview cases transmitted to the laptop.</p> |
| Case Management | QC reinterview case management screens and functions are almost identical to the NCVS CAPI case management screens and functions. Information that appears on the reinterview case management screens will come from the NCVS CAPI original interview. |
| <i>QC Reinterview Respondent Name</i> | The Original Data Tab displays the QC reinterview respondent name. For complete original interviews, this name will be the household respondent's name. For original Type B/C noninterviews, the reinterview respondent is the contact person listed on the Contacts Tab. |

Reinterviewers can access the contact person's name by selecting the Contacts Tab.

***QC Reinterview
Codes***

For each QC reinterview case, the reinterview (RI) "Outcome" and "Action" codes are displayed on the Assignment Tab in the details pane. The "QC Outcome" code is displayed on the Original Data Tab in the details pane. A list of these codes appears in Topic 7 of this manual.

TOPIC 5. CONDUCTING THE QC REINTERVIEW

QC Reinterview Instrument

The QC reinterview instrument has two paths, depending on whether the reinterview is conducted by telephone or personal visit. Within each of these two paths, the instrument also has different paths based on whether it treats the original case as a complete interview or a Type B or C noninterview.

The questions asked in the QC reinterview attempt to determine if the (S)FR properly completed the original survey and to detect any falsification. The instrument also asks response error questions to measure consistency in response.

“Don’t Know” and “Refusal” Response Choices

The QC reinterview instrument allows “don’t know” or “refusal” as possible responses to certain questions. These two response choices are not displayed, but the reinterviewer can enter CTRL-D for “don’t know” and CTRL-R for “refusal” when allowed.

QC Reinterview Questions for Cases Treated as Original Interviews

Interview Verification

- CONTACT_C asks if an interviewer contacted the household respondent on or about the original interview date and asked questions about crime incidents that happened to the household during the reference period.
- ORMODE asks if the interviewer visited in person or called on the telephone.
- POLITE asks if the interviewer was polite and professional.
- LENGTH_H and LENGTH_M are filled by the respondent’s answer to a question about the length of the interview.
- LAPTOP asks if the interviewer used a laptop computer.

Household Roster Verification

The ROSTER_1 thru ROSTER_4 screens list the household roster (each person's name and information such as relationship, age, sex, race, and household composition code) collected or determined during the NCVS CAPI interview. The household composition code (HHCCODE) describes changes in household status for each person. (See Table 1, below, for the values of HHCCODE.) The roster line will be shaded blue if the individual entered the household (HHCCODEs 10 - 14) but will be gray if the individual left the household (HHCCODEs 15 - 19). If the individual's status did not change (HHCCODE = "21"), then the roster line is not shaded.

Table 1. HHCCODE - Membership status this period

| HHCCODE | Description |
|----------------|--|
| 10 | Person turned 12 |
| 11 | Returned from school or college |
| 12 | Returned from institution |
| 13 | Entered because of marriage/separation/divorce |
| 14 | Person entered HH for reason other than above |
| 15 | Person died |
| 16 | Left for school or college |
| 17 | Entered institution |
| 18 | Left because of marriage/separation/divorce |
| 19 | Person left HH for reason other than above |
| 20 | Visitor - residence elsewhere |
| 21 | No change to membership |

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 in gray. Use these roster screens when reinterviewing cases treated as original interviews to verify that the household roster reported in the original is correct.

- ROSTER_1 asks if the roster (list of individuals in the household) is correct.
- ROSTER_2 instructs you to enter the line numbers of the household members who weren't living or staying at the household on the interview date.
- ROSTER_3 asks if anyone is missing from the roster.
- ROSTER_4 instructs you to enter the name of each missing household member who was living or staying there on the interview date.

Function key Shift-F1 allows you to access the household roster at any time in the reinterview instrument.

Household Respondent

After verifying the roster (as correct or incorrect), you re-ask the household respondent a questions about household thefts, break ins, and vehicular thefts. These screens are described below.

- RI_SQTHEFT asks if anything was stolen during the reference period.
- RI_SQBREAKIN asks if anyone broke in, or attempted to break in, to the household during the reference period.
- RI_SQTOTALVEHICLES asks for the total number of vehicles owned by any member of the household during the reference period.
- RI-SQMVTHEFT asks if any vehicle, or part of any vehicle, was stolen or used without permission during the reference period.

The wording of the crime questions differs from that in the original interview to ensure that the same time period is referenced in both the reinterview and the original interview. Associated with these questions are follow-up questions, as in the NCVS, that request more details about the crimes. If the household respondent is not available after a number of attempts, the reinterview instrument will NOT allow a proxy.

RE Sample Person

After asking the household respondent the household crime questions, you ask the RE sample person about crimes affecting him/her. If the RE sample person is not available the reinterview instrument will NOT allow a proxy to answer questions for the RE sample person.

- RI_SQATTACKWHERE asks if, other than any incidents previously mentioned, the RE sample person was attacked, threatened, or had anything stolen during the reference period.
- RI_SQATTACKHOW asks if the RE sample person was attacked, threatened, or had anything stolen in any of a list of ways.
- RI_SQATTACKKNOWOFF asks if the RE sample person was attacked, threatened, or had anything stolen by someone he/she knows.
- RI_SQSEXUAL asks if the RE sample person was forced or coerced into unwanted sexual activity.
- RI_SQCALLPOLICECRIME asks if the RE sample person reported any incidents not previously mentioned in reinterview that he/she thought was a crime and happened to him/her during the reference period.
- RI_SQNOCALLPOLICECRIME asks if the RE sample person did NOT report any incidents that he/she thought was a crime and happened to him/her during the reference period.

NOTE: The household respondent and the RE sample person may be the same person; you will not select either of them. The NCVS RI instrument automatically fills the names of the household respondent and RE sample person when appropriate.

**QC Reinterview Questions
for Cases Treated as
Original Noninterviews**

With Contact Person Information:

- CONTACT_N asks if an interviewer visited or called regarding the sample unit address.
- STATUS asks if the Type B/C noninterview status

is correct, if the noninterview status would be understandable to a respondent (e.g., *demolished*).

- STAT_PROBE asks what the status of the sample unit address was on or about the interview date, if the noninterview status would not be understandable to a respondent (e.g., *outside segment boundaries*).

Without Contact Person Information:

There are no special questions for original Type B/C noninterview cases which have no contact person information. Rather, the reinterview instrument paths to the VERBYOBS screen, which instructs you to use any available resource to verify the noninterview status reported by the (S)FR.

Reinterview Noninterviews

Make a reinterview case a reinterview noninterview **only** if you cannot complete it after several attempts. For cases treated as original Type B and C noninterviews, a case is a reinterview noninterview **only** if you cannot verify the original noninterview status.

If you make a reinterview case a reinterview noninterview, the reinterview instrument directs you to enter the outcome which describes the type of reinterview noninterview. The question “WHICH OUTCOME DESCRIBES THIS REINTERVIEW CASE?” on screen NONINT pertains to the reinterview noninterview type and not the original noninterview status.

Remember, for a complete reinterview of an original noninterview, you must verify whether the original noninterview status reported by the (S)FR is correct or incorrect. For a reinterview noninterview, you must enter the noninterview type that describes why **you** are **not** able to complete the **reinterview** case.

RO Discretion Cases

You may make a reinterview case a “RO discretion” case only if the RO approves or asks requests it. The RO discretion reinterview outcome is only for certain types of QC reinterviews that cannot be completed (i.e. hard to interview original case, more than 50 miles from nearest reinterviewer and no phone number, observed during

original interview, personal visit needed but not authorized, etc.).

To make a case a RO discretion case, choose “5 - RO/HQ Discretion - Type A (Contact Supervisor)” on the METHOD screen in the reinterview instrument. The next screen, RO_DISC, cautions you to obtain your supervisor’s permission before choosing one of the listed RO discretion options.

Reinterview Notes

Reinterview Notes can be accessed either through the reinterview instrument or through Case Management.

Accessing Notes from the Reinterview Instrument:

Enter details that further explain the reinterview case in the reinterview notes. The RINOTES_PRE screen at the end of the reinterview instructs you to enter reinterview notes about the case, or to view and edit existing reinterview notes.

You can view the original interview notes, enter reinterview notes, or view or edit existing reinterview notes at any time in the reinterview instrument.

- Press SHIFT-F12 to view the original interview notes.
- Press CNTL-F7 to enter new reinterview notes or to view or edit existing reinterview notes.

Accessing Notes Through Case Management:

The “Main Display” will indicate whether a case has notes by an “R,” for reinterview, or an “O,” for original, in the notes column.

For opened and incomplete reinterview cases, such as cases that need a “call back,” you can view reinterview notes by selecting F7 “Notes” at the “Main Display” screen.

You can also view reinterview notes and original interview notes for reinterview cases that have been wrapped up and deleted from your case list in the “Main Display.” To do this, select F8, “View” from the “Main Display,” then

select “Display Cases.” At the “Display Cases” screen, select “All.” Next highlight the case you are interested in and select F7 “Notes” to view reinterview notes and original interview notes.

Frequently Asked Questions

Frequently Asked Questions for the **reinterview**, which can also be accessed by Shift-F3 from inside the reinterview instrument, can be found by clicking on the “FAQs” tab in the instrument.

Frequently Asked Questions for the **original** survey, which can also be accessed by Shift-F2 from inside the reinterview instrument, can be found by clicking on the “FAQ” tab in the instrument.

Instrument Function Keys

Descriptions of the functions keys, comparing original interview and reinterview, are listed in the table below.

Table 1. Instrument Function Keys

| | Reinterview | Original Interview |
|---------------------------|--|---------------------------|
| The “F” Keys | | |
| F1 | Item specific Help | Question Help |
| F2 | | Jump Menu |
| F3 | | Display Status |
| F4 | Jump Menu | Jump Menu |
| F5 | | Display Status |
| F6 | | |
| F7 | Enter item specific notes | Item Notes/Remarks |
| F8 | Return from skip | Return |
| F9 | | Skip to next Person/Sec |
| F10 | Exit - Skip to END (of the reinterview - FIN screen) | Exit |
| F11 | | Calculator |
| F12 | Copy | Repeat |
| The “Shift-F” Keys | | |
| Shift-F1 | Display the household roster (HHCOMP screen) | Show HH |

| | Reinterview | Original Interview |
|---|--|-----------------------------------|
| Shift-F2 | FAQs (Display the Original Survey Frequently Asked Questions - H_PURPOSE screen) | FAQ |
| Shift-F3 | Reinterview FAQs (RIREASON screen) | Display History |
| Shift-F4 | | |
| Shift-F5 | | Language |
| Shift-F6 | | |
| Shift-F7 | View Remarks/Item notes (read only) | Show notes/Remarks |
| Shift-F8 | | |
| Shift-F9 | | Change Respondent |
| Shift-F10 | Display function keys | Display Function Keys |
| Shift-F11 | Display standard abbreviation list (H_ABBREVI screen) | Display Standard Abbr. |
| Shift-F12 | Display original CAPI notes | |
| The “Ctrl” Keys | | |
| Ctrl-D | Don't know (D) | Don't Know |
| Ctrl-E | | Blaise Report Error |
| Ctrl-F | | Search Tag |
| Ctrl-H | Show info | |
| Ctrl-K | Display function key descriptions (KEY_REF screen) | Display function key descriptions |
| Ctrl-M | Show Don't Know and Refusals | Show Don't Know and Refused |
| Ctrl-R | Refusal ®) | Refusal |
| Ctrl-F3 | | Show Question Text |
| Ctrl-F7 | Access reinterview notes (read/write) | List of Remarks/Item notes |
| Special Purpose Keys (on laptop) | | |
| Esc | Cancel | Cancel |
| Home | Moves to beginning of form | |

| | Reinterview | Original Interview |
|-------------|---|---|
| End | Moves to first unanswered field on path | Moves to first unanswered field on path |
| Page Up | Moves backward one page/screen | Moves backward one page/screen |
| Page Down | Moves forward one page/screen | Moves forward one page/screen |
| Up Arrow | Move upward or backward one field | Move upward or backward one field |
| Down Arrow | Moves downward or forward one field | Moves downward or forward one field |
| Left Arrow | Moves to previous field | Moves to previous field |
| Right Arrow | Moves to next field | Moves to next field |

F10 Function Key

F10 allows you to exit a case at any time during the reinterview. Use F10 if you must end the reinterview because either you or the respondent can no longer continue at that time or the respondent refuses to continue. F10 brings you to the FIN screen, which in turn leads to the APPT screen. At the APPT screen you can either schedule a date and time to continue the reinterview, or you can enter "1" if you do not intend to follow up.

- If you enter a date and time, the instrument sets the outcome to 202, which allows you to reaccess the case later.
- If you enter "1," the instrument leads you to the RI_OUTCM screen, where you can make the case a reinterview noninterview.

This page intentionally left blank.

TOPIC 6. FEEDBACK AND FOLLOW-UP

If there are no discrepancies discovered during QC reinterview, you may contact the (S)FR to commend him/her on a job well done.

What is Falsification?

Data falsification occurs if the (S)FR knowingly deviates from current interview procedures to avoid interviewing or interviewing correctly. This includes:

- making up some or all information,
- misclassifying eligible units as Type B or C noninterviews, and
- deliberately not following all or part of the NCVS CAPI interview procedures.

What You Should Do If You Suspect Falsification

Whenever you suspect an (S)FR of falsifying data or deliberately not following the interview procedures, contact the RO program supervisor immediately. Do not contact the (S)FR before speaking to the program supervisor.

If you suspect falsification and need additional information about the original interview, the RO may request original interview responses from HQ. These original interview responses are contained in trace files.

The Form 11-163

The RO program supervisor will investigate the (S)FR's assignment and complete a Form 11-163, Field Representative Data Falsification Follow-up, when you suspect falsification, unless the RO can clear your suspicions. The RO program supervisor may require your assistance in investigating cases and completing the Form 11-163.

When Should You Contact the Original (S)FR?

When you do not suspect falsification and the supervisor has no objections with you conferring with the (S)FR, then meet with the (S)FR as soon as possible after completing reinterview. The meeting with the (S)FR should be in person. If a personal meeting is not possible, then a phone conversation is acceptable.

When meeting with the (S)FR, review the correct procedures for interviewing and clear up any misconceptions.

Before ending the discussion with the (S)FR, verify that the (S)FR understands how to resolve any detected errors in the future. Vary the nature and extent of the instructions according to the seriousness of the errors.

Most importantly, compliment the (S)FR for all the work that he/she performed correctly.

Discrepancies between Original Interview and Reinterview

During the course of the reinterview, the reinterview instrument checks for certain discrepancies between your entries and those reported in the original instrument.

- If the reinterview instrument detects any of these discrepancies, the FALSIF screen displays “Your reinterview indicates the following discrepancies:” and a list of the detected discrepancies.
- If there are no detected discrepancies, the FALSIF screen displays “Your reinterview did not indicate any discrepancies.”

This listing of discrepancies or statement that there are no detected discrepancies should aid you in determining whether or not you should suspect falsification.

The codes and descriptions of the possible discrepancies the reinterview instrument checks are:

| <u>Code</u> | <u>Description</u> |
|-------------|---|
| 1 | The reinterview respondent said no one contacted the household regarding the NCVS. |
| 2 | The reinterviewer determined that the original status was incorrect. |
| 3 | The status of the case was completed by observation in the original interview. The reinterviewer determined that the original status was incorrect. |
| 4 | The case was a Type A in the original interview. The reinterviewer determined that the original status was incorrect. |

- 5 The (S)FR classified the unit as a Type B or Type C Noninterview and the reinterviewer determined that it should have been an Interview or Type A.
- 6 The reinterview respondent indicated that the original status was incorrect.
- 7 The household roster was incorrect.
- 8 Not all survey questions were asked in the interview.
- 9 The (S)FR conducted a telephone interview only instead of a personal visit interview, as required.
- 10 This case was conducted by a personal visit and the reinterview respondent said the (S)FR did not use a laptop.
- 11 The (S)FR entered a bad telephone number for the case.

Minor Errors

If there are minor discrepancies that do not lead you to suspect major procedural problems or possible falsification, call the program supervisor and discuss the discrepancies with him/her. You or the RO supervisor should then call and discuss them with the (S)FR. If you are instructed to call the (S)FR, offer suggestions for correcting faulty techniques or wrong concepts.

Serious Errors

If the discrepancies are indications of serious errors that lead you to suspect major procedural misunderstandings or possible falsification, the program supervisor should be the one to discuss the reinterview with the (S)FR. In this case, you should neither call the (S)FR regarding the reinterview nor mention to the (S)FR that he/she has been in reinterview.

It is possible that the supervisor may elect to put the (S)FR in supplemental reinterview to resolve any questions about the quality of the (S)FR's work.

The program supervisor, in consultation with their coordinator, may elect to retrain an (S)FR whose

reinterview indicates they are having serious problems with the survey concepts, procedures, or interviews. This may be done by a phone discussion, by special needs observation, or by having the (S)FR attend all or part of initial training again.

Requesting (S)FRs Be Placed In Supplemental Reinterview

You can request the RO to place an (S)FR into supplemental reinterview for a subsequent NCVS interview period or for other surveys that the (S)FR works on if:

- You suspect that the (S)FR falsified data,
- The (S)FR had trouble classifying noninterviews correctly,
- The (S)FR had trouble with other parts of the interview procedures, or
- A need to check an (S)FR's work arises at the end of the current NCVS interview period, giving insufficient time to reinterview the (S)FR in that interview period.

TOPIC 7. QC OUTCOME, REINTERVIEW (RI) OUTCOME, AND ACTION CODES**No Suspected Falsification:**

| ¹ Disposition | ² Outcome | Action | Description |
|--------------------------|----------------------|--------|---|
| N/A | 200 | 00 | New case, not started |
| N/A | 202 | 01 | Accessed instrument, no interview or insufficient partial |
| 1 | 201 | 10 | Original interview or noninterview verified as correct |
| Type As | | | |
| 003 | 214 | 21 | Unable to complete, bad telephone number |
| 013 | 214 | 21 | Unable to locate |
| 014 | 216 | 21 | No one home |
| 015 | 217 | 21 | Temporarily absent |
| 033 | 218 | 21 | Refused |
| 034 | 213 | 21 | Language problem |
| 035 | 218 | 21 | Respondent can't remember |
| 036 | 215 | 21 | Insufficient partial |
| 037 | 219 | 21 | Other Type A |
| Type Bs | | | |
| 017 | 226 | 31 | Vacant, regular |
| 019 | 227 | 31 | Vacant, storage of household furniture |
| 020 | 230 | 31 | Converted to temporary business or storage |
| 021 | 231 | 31 | Unoccupied mobile home, trailer, or tent site |
| 022 | 234 | 31 | HH institutionalized or temporarily ineligible |
| 023 | 228 | 31 | Unfit, to be demolished |
| 038 | 224 | 31 | Entire HH under or over age limit |
| 039 | 225 | 31 | Temporarily occupied by persons with URE – regular |
| 41 | 233 | 31 | Other Type B |
| Type Cs | | | |
| 24 | 240 | 41 | Demolished |
| 025 | 241 | 41 | House or trailer moved |
| 026 | 243 | 41 | Converted to permanent business or storage |
| 027 | 245 | 41 | Condemned |
| 030 | 250 | 41 | Deceased |
| 031 | 251 | 41 | Moved out of country |
| 42 | 248 | 41 | Other Type C |

¹Disposition (i.e., variable RI_DISP) equals: 001-059 - No suspected falsification
060+ - Suspected falsification

²All cases except OUTCOME 200, 202, and 201 go to Supervisory Review.

| Disposition | Outcome | Action | Description |
|----------------------------|----------------|---------------|---|
| Misclassified Cases | | | |
| 43 | 301 | 11 | Originally classified as a B, should have been an Interview or Type A |
| 44 | 301 | 11 | Originally classified as a C, should have been an Interview or Type A |
| 46 | 301 | 11 | Originally classified as a B, should have been a C |
| 48 | 301 | 11 | Originally classified as a C, should have been a B |
| 58 | 301 | 11 | Other misclassification - specify in the notes |
| Discrepancy Cases | | | |
| 4 | 301 | 11 | Discrepancy - laptop not used |
| 5 | 301 | 11 | Discrepancy - not all questions asked in original interview |
| 006 | 301 | 11 | Discrepancy - use of proxy in original when self response is required |
| 7 | 301 | 11 | Discrepancy - use of ineligible proxy in original when proxy is allowed |
| 9 | 301 | 11 | Discrepancy - incorrect household roster |
| 11 | 301 | 11 | Discrepancy - telephone interview when personal visit required |
| 12 | 301 | 11 | Other discrepancy - no suspected falsification |
| RO/HQ Discretion | | | |
| 29 | 312 | 21 | HQ discretion - permanent (sample adjustment) |
| 52 | 311 | 21 | RO discretion - permanent (hard to interview original case) |
| 53 | 312 | 21 | RO discretion - temporary (more than 50 miles from nearest reinterviewer and no phone number) |
| 54 | 312 | 21 | RO discretion - temporary (observed during the original interview) |
| 55 | 312 | 21 | RO discretion - temporary (personal visit needed, but not authorized) |
| 56 | 312 | 21 | HQ discretion - temporary (case management, CAPI control problems) |
| 57 | 312 | 21 | RO discretion - temporary (other) |

Suspected Falsification:

| Disposition | Outcome | Action | Description |
|-----------------------|----------------|---------------|---|
| 60 | 301 | 11 | Suspected falsification of a case turned in as an interview |
| <u>Type As</u> | | | |
| 105 | 214 | 21 | Unable to complete, bad telephone number |
| 067 | 214 | 21 | Unable to locate |
| 068 | 216 | 21 | No one home |
| 069 | 217 | 21 | Temporarily absent |
| 086 | 218 | 21 | Refused |
| 087 | 213 | 21 | Language problem |
| 089 | 215 | 21 | Insufficient partial |
| 090 | 219 | 21 | Other Type A |
| <u>Type Bs</u> | | | |
| 071 | 226 | 31 | Vacant, regular |
| 072 | 326 | 31 | Vacant, seasonal |
| 073 | 227 | 31 | Vacant, storage of household furniture |
| 074 | 230 | 31 | Converted to temporary business or storage |
| 075 | 231 | 31 | Unoccupied tent or trailer site |
| 076 | 234 | 31 | HH institutionalized or temporarily ineligible |
| 077 | 228 | 31 | Unfit, to be demolished |
| 091 | 224 | 31 | Entire HH under or over age limit |
| 092 | 225 | 31 | Temporarily occupied by persons with URE – regular |
| 093 | 225 | 31 | Temporarily occupied by persons with URE – seasonal |
| 094 | 233 | 31 | Other Type B |
| <u>Type Cs</u> | | | |
| 78 | 240 | 41 | Demolished |
| 079 | 241 | 41 | House or trailer moved |
| 080 | 243 | 41 | Converted to permanent business or storage |
| 081 | 245 | 41 | Condemned |
| 083 | 250 | 41 | Deceased |
| 084 | 251 | 41 | Moved out of country |
| 095 | 248 | 41 | Other Type C |

| Disposition | Outcome | Action | Description |
|----------------------------|----------------|---------------|---|
| Misclassified Cases | | | |
| 96 | 301 | 11 | Originally classified as a B, should have been an Interview or Type A |
| 097 | 301 | 11 | Originally classified as a C, should have been an Interview or Type A |
| 099 | 301 | 11 | Originally classified as a B, should have been a C |
| 101 | 301 | 11 | Originally classified as a C, should have been a B |
| 103 | 301 | 11 | Other misclassification - specify in the notes |
| Discrepancy Cases | | | |
| 61 | 301 | 11 | Discrepancy - incorrect household roster |
| 062 | 301 | 11 | Discrepancy - not all questions asked in interview |
| 063 | 301 | 11 | Discrepancy - use of proxy in original when self response is required |
| 064 | 301 | 11 | Discrepancy - use of ineligible proxy in original when proxy is allowed |
| 065 | 301 | 11 | Wrong unit/person visited originally |
| 066 | 301 | 11 | Other discrepancy - suspected falsification |
| 111 | 301 | 11 | Discrepancy – telephone interview when personal visit required |
| 112 | 301 | 11 | Discrepancy – laptop not used (RESERVE) |

Reinterview (RI) Outcome Codes

The reinterview (RI) outcome codes listed above refer to the outcome of the reinterview, not the original interview. They are generic among all CAPI reinterviews. Many of the RI outcome codes correspond to their equivalent in the original interview. However, some do not. Also, there are some original outcome codes that are not listed as possible RI outcome codes because they are not realistic outcomes for reinterview.

Assignment of Codes

The reinterview instrument sets the QC outcome and RI outcome codes based on your entries to the reinterview questions. Case Management assigns the action code based on the RI outcome code.

Notes