

**NCVS 570**  
**(August 2007)**

# **National Crime Victimization Survey**

NATIONAL CRIME



VICTIMIZATION SURVEY

## **Regional Office Manual**

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# National Crime Victimization Survey Regional Office Manual

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## Chapter 1. Introduction to the NCVS Survey

### Chapter Contents

This chapter covers the following topics:

Topic	
1. Overview	1-2
2. Description of The National Crime Victimization Survey	1-3
3. Overview of Major Operations in the Regional Office	1-7

## Topic 1. Overview

---

### Overview

This chapter introduces the integrated data collection system for the National Crime Victimization Survey (NCVS).

Field Representatives (FRs) collect NCVS data with a laptop computer. They are assigned to a regional office and work out of their homes. Interviews are conducted in person or by telephone.

## Topic 2. Description of the National Crime Victimization Survey

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### **Purpose of the National Crime Victimization Survey**

The National Crime Victimization Survey obtains detailed information on the extent to which persons have been victims of certain types of crime. The survey focuses on selected crimes that are of major concern to the general public. Since this survey asks about all such victimizations, it reflects crimes that are reported to the police as well as those that are not reported. It is also the only current source of detailed information on the characteristics of both the victim and the crime.

### **Legal Basis for the Survey**

All data for the NCVS are collected under the authority of Title 42, United States Code, Section 3732.

### **Confidentiality Provision**

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. Any information from the survey that is disclosed or released to others will be handled in such a manner that individuals cannot be identified. Unauthorized disclosure of individual information by a sworn Census Bureau employee is punishable by a fine of up to \$250,000 or imprisonment of up to five years, or both.

The confidentiality statement on the NCVS questionnaire reads:

*“We are conducting this survey under the authority of Title 13, United States Code, Section 8. Section 9 of this law requires us to keep all*

*information about you and your household strictly confidential. We may use this information only for statistical purposes. Also, Title 42, Section 3732, United States Code, authorizes the Bureau of Justice Statistics, Department of Justice, to collect information using this survey. Title 42, Sections 3789g and 3735 United States Code, also requires us to keep all information about you and your household strictly confidential.”*

### **Privacy Act of 1974**

The provisions of the Privacy Act of 1974 require that Federal Agencies provide individuals with the following information when collecting personal information:

1. Authority: Title 13, USC, Section 182
2. Compliance: Voluntary
3. Penalty for not participating: None

### **Sponsorship**

The Bureau of Justice Statistics of the U.S. Department of Justice sponsors the NCVS. The Bureau of the Census acts as the collecting agency for the NCVS. The Bureau of Justice Statistics tabulates the information, analyzes the data, and publishes the findings.

### **Uses of the Survey Data**

The information obtained by the NCVS improves the effectiveness of the law enforcement, judicial, and correctional agencies throughout the country by providing a more complete and up-to-date picture of the extent of crime in the United States.

### **Users of the Survey Data**

In addition to the Department of Justice, the Bureau of Justice Statistics (BJS) routinely distributes information from the NCVS to state



and regional planners, colleges and universities, commercial and industrial groups, citizen groups, professional associations, and Federal, state, city, and local police, courts, correctional agencies, and legislative bodies.

### **Survey Sample Design**

The NCVS collects data from approximately 10,000 sample units monthly. The samples are identified by the letter “J” and a two-digit number. Each sample consists of 6 rotations. Sample units in a particular sample-rotation will be interviewed once every 6 months. Each rotation is further divided into 6 panels or months. Thus, one-sixth of the rotation will be interviewed each month during a 6 month period.

### **NCVS Sample Population and Size**

Any noninstitutionalized person who is 12 years of age or older and lives in the United States is eligible for the NCVS. Every 6 months, approximately 60,000 housing units and other living quarters such as college dormitories and religious group dwellings, are sampled. This means that 60,000 households every 6 months or 10,000 sample households every month are interviewed seven times every 6 months for 3 years.

Persons who are not included in the scope of this survey include:

- o Crew members of merchant vessels,
- o Armed Forces personnel living in military barracks,
- o Institutionalized persons, such as correctional facility inmates.

**Primary Sampling Units**

The households to be interviewed for the NCVS are selected by scientific sampling methods from specific sampling areas across the United States. We refer to these sampling areas as Primary Sampling Units (PSUs).

**Tabulations**

The findings from the NCVS are tabulated. The data are published by the Bureau of Justice Statistics, U.S. Department of Justice. Copies of the publications are made available to the regional offices for distribution to other interested persons.

## **Topic 3. Overview of Major Operations in the Regional Office**

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### **Training**

The survey supervisor trains field representatives and office clerks.

Initial training consists of a self-study, 4 days of classroom training, and on-the-job training during the first two assignments. Additional training consists of periodic home study exercises and group classroom training sessions.

Training also involves teaching clerks the office procedures. This consists of on-the-job training for various office activities, including use of the ROSCO application (see Chapter 4). Clerks also complete all self-studies and classroom training given to the field representative staff.

### **Assignment Operations**

Prior to, or during FR training, assignment operations take place. Assignment operations include entering/updating FR data, preparing respondent letters, assigning cases, and releasing assignments to the field.

### **Interviewing**

Interviewing consists of gaining the household's cooperation and then asking questions of all household members age 12 or older in each selected household. Knowledgeable household members who meet the proxy requirements may serve as proxy respondents for other household members.

You will conduct personal visit (PV) interviews for Time-in-Sample (TIS) 1 cases. Maximize telephone interviews for TIS 2-7 cases. Personal

visit interviews for TIS 2-7 cases only if needed to get the interview.

### **Observation**

Each month the NCVS Supervisor must review the performance of the FR staff and the initial training requirements to select FRs and SFRs for observation.

The main objective of the observation is to help the FR improve his or her interviewing skills. While there is no specific number of interviews to observe, the NCVS Supervisor must ensure that the observation provides enough varying situations to accurately evaluate the FR's performance.

### **Reinterview**

Reinterview is the systematic review of a FR's, or a SFR's work to determine the quality of coverage and to detect possible falsification. Reinterview is usually completed within two weeks of the original interview. The program supervisor is responsible for ensuring reinterview is completed in a timely fashion.

Reinterview involves re-contacting the sample household and re-asking survey questions.

Results from the reinterview are then compared to the original interview and discrepancies are noted and discussed with FRs.

Cases of suspected falsification are reported on form 11-163.

### **Closeout**

Closeout is performed on the last business day of every month. Review your NCVS activities calendar for the exact monthly closeout dates.

**Budget and Cost  
Review**

At the conclusion of every month and quarter, cost reports are reviewed and analyzed to ensure that the costs of field and office operations are within the budget allocations. The regional office reports budget variances every quarter.



## Chapter 2. Activities of the Survey Cycle

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### Chapter Contents

This chapter covers the following topics:

Topic	See Page
1. Using the NCVS Activities Calendar	2-2
2. Advance Preparations and Making Assignments	2-6
3. Daily Routine: Monitoring and Check-in	2-15
4. Resolving Problems	2-20
5. End of the Survey Cycle Operations	2-23
6. Regional Office/HQ Communication	2-27
Appendix 2A Accessing the RO ALMI TOI Review	2-30

## Topic 1 - Using the NCVS Activities Calendar

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### Overview

HQ sends a monthly activities calendar for the NCVS. Many of the tasks are for RO office staff, but some activities will alert you when to expect reports or shipments. The tasks are color coded by responsibility: HQ, RO, and FR/Supervisory Field Representative (SFR).

Documents containing office procedures and FR instructions, are posted on the Field Directorate Website each month.

### Calendar Activities

While all activities on the calendar are important, there are some activities that are **vital** to the success of the NCVS. These milestone include:

#### **Technologies Management Office (TMO) loads ROSCO**

At the beginning of the month, TMO will load the ROSCO database with the cases for the next month. Once ROSCO has been loaded, you can begin to make your assignments.

#### **Interviewing and Listing**

FRs begin interviewing on the 1st of the month. For the 1990 design cases in unit and permit segments, FRs verify/list at the time of interview. For area and GQ segments, FRs list several months before interview. Some segments may be updated at the time of interview if the segment folder is assigned at the same time.

For detailed listing and sampling instructions for the 2000 design cases review the following Listing and Coverage Manuals:



1. Form 11-8, Volume 1 - Current Surveys Listing and Coverage Manual and,
2. NCVS-256L Listing & Sampling Supplement for NCVS Regional Office Manual.

### **Goal Dates**

HQ has established dates by which each RO should have a certain percentage of their cases completed (i.e., RO transmission goals). Completed cases include complete interviews, Type As, Type Bs, and Type Cs. This is how the rates are calculated;

1. The first, second, and third goals are the 7th, 14th, and 21st calendar days of the month.
2. The percentage rate assumes 5% per day for the first and second goal. The third goal is always 90%.
3. If the 7th or 14th fall on a Friday, Saturday, or Sunday, then the goal date moves to the following Monday, with an upward adjustment to the percentage rate goal, assuming 5% per day.
4. If a national holiday precedes the 7th or 14th, then make a downward adjustment of 5% to the percentage goal, for the goal that is first affected by the holiday.
5. If a national holiday precedes the 21st, then move the goal date to the next available non-Friday office workday, but do not adjust the 90%

goal.

6. If the 7th, 14th, or the adjusted goal date from #3 above, fall on a national holiday, then the goal date moves to the next available non-Friday office workday, with an upward adjust for the additional days and a downward adjustment for the holiday, assuming 5% per day.

7. If the 21st falls on a Friday, Saturday, Sunday or a national holiday, then the goal date moves to the next available office workday, with no adjustment to the 90% goal.

Releasing NCVS  
Assignments

On the last week of the month the RO staff can release the FR assignments for the next month.

FR Closeout

FRs closeout the day before the RO closeout.

RO Closeout

RO closeout is scheduled at 12:00 noon local time on the last weekday of the interview month.

On the day following RO closeout, HQ staff prepares and sends out a report with the preliminary final response rate and closeout date and time.

**Reinterview**

Reinterview continues for 2 weeks after office closeout. Reinterview cases should be transmitted on a daily basis. For further information about reinterview, refer to the reinterview chapter in this manual.

## Topic 2 - Advance Preparations and Making Assignments

Advance Preparations  
for Each Month

Each month, there are a variety activities to complete before NCVS interviewing week begins.

These preparation activities are explained below. For more detail, see Chapters 5 and 6 of this manual.

1990 Sample Only

For complete 2000 design listing instructions refer to the NCVS-256L Listing and Sampling Supplement for NCVS RO Manual.

Read the NCVS Office  
Memorandum

The memo, along with any attachments, is posted on the intranet each month.

Prepare for Monthly  
Observations

Plan which FRs and SFRs need to be observed during the month and who will conduct the observation. See Topic 4, Purpose and Types of Observations, and Topic 5, Observer's Instructions, in Chapter 5, Training and Observations, of this manual for details on initial, special needs, and General Performance Review (GPR) observations.

Add New FRs to the  
ROSCO Database

If new FRs need to be trained on NCVS, make sure to add them to the FR and FR\_Survey tables in ROSCO. Also, add new FRs to the ROSCO assignment parameters table before you apply the assignment parameters.

See Chapter 5, Training and Observations, Topic 2, Adding New Staff to the Database, for

detailed instructions on updating the database in ROSCO.

### Segment Folders

Form BC-1669, Segment Folder, is a resealable plastic bag that contains a label sheet with the Survey, RO, PSU, Segment, ZIP Code, Frame, Place/MCD, and County. Segment folders are used for unit and permit segments.

For NCVS the segment folders are by PSU and segment.

### Unit Segments

Unit segments have a segment folder only if the segment has an 11-12, Multi-Unit Listing Aid (MULA). Unit segment folders may also have an 11-3, Unit Permit Listing Sheet, and locator materials.

### Permit Segments

All permit segments have a segment folder with an 11-3, Unit Permit Listing Sheet.

### Area Segments

Area segments do not have segment folders. FRs use the Automated Listing and Mapping Instrument (ALMI) to locate sample addresses. ALMI contains listing of sample cases and map spots that show the location of each sample address.

### GQ Segments

GQ Segments do not have segment folders. FRs use the Group Quarters Automated Instruction for Listing (GAIL) to locate addresses. GAIL contains listings of GQ sample units and a map with map spots that show the location, and GQ

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	sample designations on a paper listing.
Provide FRs Segment Folders for the Current Month	Provide the FRs segment folders for all unit and permit segments to be interviewed during the current month.
Prepare Respondent Letters	Respondent letters will be stuffed into envelopes at NPC in Jeffersonville, Indiana, and sent in bulk to the RO. The RO will need to print respondent letter labels and affix them to the respondent letters. The RO staff will review the mailing labels for insufficient addresses to ensure that a letter is not sent to those households.
Letter Labels	From the ROSCO menu, select Operations/ Sample Control / Print Respondent Labels. Select the correct Label Type and print the labels.
Mail Letters	<p>The RO or FR mails the respondent letter as appropriate.</p> <p>Mail letters to units that have deliverable mailing addresses. Do not send letters to units in rural areas unless the RFD route number, box number, town, state, and ZIP codes are known.</p>
Setting/Adjusting Assignment Parameters	Assignment Parameters are set based on how the program supervisor assigns NCVS cases. The main parameter choices are PSU, Place, and ZIP Code.
PSU	If the workload in a PSU is the size of one assignment, assign the entire PSU to one FR.

Place	If the workload in a PSU is more than one assignment, assign the PSU workload to FRs by place or groups of places.
ZIP Code	If the workload in a place is too large for an individual FR, assign the place workload to FRs by ZIP Code.
Segment	Do not use segment as a NCVS assignment parameter.
Apply Assignment Parameters	Apply assignment parameters and adjust the assignments once you are allowed to make assignments for the next interview period.
Adjusting Assignments – Print the Workload Summary Report (CAPI 3)	After applying the assignment parameters, print the Workload Summary Report (CAPI 3). The CAPI 3 displays assigned cases by either PSU/Segment/ Place, FRs Without Work, or PSU. Use this report to make sure FR assignments are evenly balanced and assignment areas are kept compact to minimize FR travel. Keep the ratio of personal visit cases to telephone cases reasonable. Use ROSCO to adjust the assignments. Print the Workload Summary Report again after making adjustments.
Print the FR List of Assigned Cases (CAPI 35)	The FR List of Assigned Cases (CAPI 35) contains Title 13 data, as well as, Personally Identifiable Information (PII). Send this report ONLY to SFRs. DO NOT sent CAPI 35s to the FRs.

Refer to the CAPI 35s along with the workload summaries (CAPI 3s) when making assignments.

#### Enter Transmittal Goals

Before you release assignments, you can enter up to six FR transmittal goal dates and percentage for each interview period. *Note: you are required to meet the RO transmittal goals set by HQ.*

#### Mail FR Assignments

Ship the following materials to the FRs and SFRs:

- CAPI-35s - To SFRs ONLY;
- Segment folders (if appropriate);
- Addressed letters if not mailed by the RO;
- Non-addressed advance letters, flashcard booklets, pamphlets, stamps, etc.;
- Any supplies requested by the (S)FR;
- Copies of the monthly FR memo sent to the RO from HQ; and

The FRs should receive these materials BEFORE they receive their transmitted assignments.

#### Check Segments for Additional Units

Before you can release assignments, check to see if any segments have been flagged for potential additional units. To do this, go into Operations/ Sample Control Operation/ Segments with Additional Units/ or Identify Segments with Additional Units, or Check Folder for Identified



Units. You are required to click the “Done Button ☺” on the Check Folder screen before you can release assignments. For detailed information on these activities, refer to Chapter 6, Assignment Activities, of this manual.

#### Release Assignments to the Field

After adjusting to the FR assignments, release the assignments to the field. Select the Release Assignments to Field option on the Assignment Operations sub-menu of the Operations menu. Once assignments are released to the field, they no longer display in the Assignment Operations. Changes can be made through the View/Reassign Cases activity under the Sample Control Operations sub-menu.

Do NOT release assignments until ALL assignments are correct. Once assignments are released to the field by all 12 ROs, a process creates the files for reinterview.

#### Transmit FR Assignments

After releasing FR assignments, make a transmission to release assignments to the telecommunications server. FRs are responsible for “picking up” their assignments with a transmission.

#### Monitor Assignment Pick Up

View the OUT Directory to monitor the FRs picking up assignments. Before the interview period begins go into ROSCO, Operations/ Transmissions and Utilities. Contact FRs whose assignments are not yet picked up.

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## Topic 3 - Daily Routine: Monitoring and Check-in

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### Overview

This topic provides an overview of the daily activities performed by the RO staff during the NCVS interview period. During this time, your primary duties include monitoring the progress of your FRs and (S)FRs and checking in completed work.

### Monitoring Progress

FRs are expected to transmit completed work and hours and miles data to HQ every night of interview week. Each morning, the RO staff should print and review the Check-In Reports. These reports include:

- Daily Receipt Report (CAPI-1)
- Team Leader Status Report
- Daily Laptop Report
- Cases Not Checked In Report

We discuss more details about generating these reports in Chapter 7, Monitoring Progress, of this manual. Use the Check-In Reports option to monitor the progress and cost of your interviewing staff so they will complete NCVS interviewing on time, within budget, and with an acceptable response rate.

### Check-In Completed Work

Every morning, check the IN Directory to verify that early morning check-ins were successful. These early morning check-ins run at 5:30 a.m. for

Eastern Time Zone ROs, and at 6:30 a.m. for non-Eastern Time Zone ROs. You will also need to process cases in Supervisory Review and review paperwork and mail messages submitted to the RO from the FRs and SFRs.

### Supervisory Review

Cases in Supervisory Review are not checked in by ROSCO (i.e., are not counted towards your number of completed cases), but are held for you to review and decide whether the case should be accepted, reassigned, or eliminated. Cases that come into Supervisory Review include:

- Noninterviews (All Type A and C cases, and Type B - Other cases)
- Duplicate Cases
- Extra Units
- Failed Cases
- Partial

You should process the cases in Supervisory Review each day. For more information about using the Supervisory Review activity, see Chapter 7 of this manual.

### Progress

It is the survey supervisor's responsibility to ensure that the interviewing staff is making adequate progress and that the RO is on track for meeting the 35%, 70%, 90%, and 100% transmittals goals and closeout date listed on the NCVS monthly activities' calendar.

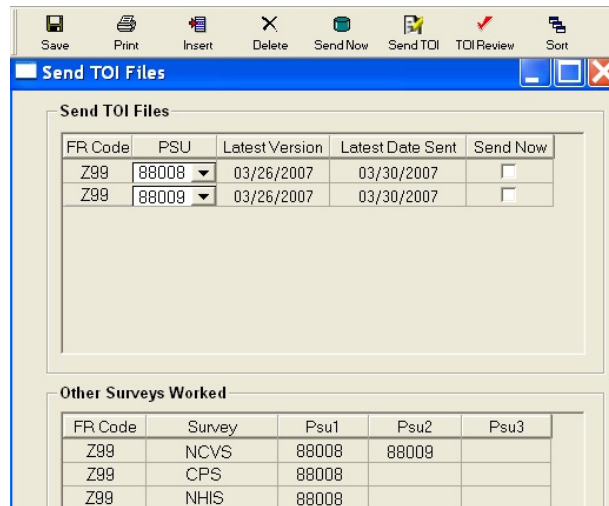
### Cases Not Checked-

Print the Case Not Checked-In Report (CAPI 4)

In Report (CAPI 4)	toward the end of the interview month. As the interview period comes to a close, this report also allows you to monitor the uncompleted work of individual FRs. It is sorted by FR code, control number, and interview period for each FR.
Reinterview	The monthly reinterview file is created after regular assignments are released.
<i>QC Reinterview</i>	Two-thirds of the reinterview cases are in Quality Control (QC) reinterview. Every month, QC cases are selected for a different set of FRs. Each FR will be selected for QC reinterview two or three times in the 15-month QC selection cycle.
<i>RE Reinterview</i>	One third of the reinterview cases are in Response Error (RE) reinterview. RE cases are selected from the entire workload and used to measure response error between answers in the original interview and the reinterview.
<i>Supplemental QC Reinterview</i>	Supplemental QC reinterview provides RO staff the opportunity to select additional cases for QC reinterview. If an FR is selected before assignments are released, DSMD selects the supplement QC cases. After interviewing begins, RO staff can select supplemental QC cases.
Registering S/FRs for ALMI TOI Map Updates	S/FRs use ALMI TOI maps on their laptops to locate sample addresses.  <i>ALMI TOI - Automated Listing and Mapping Instrument that is used at the Time of Interview.</i>

You must register S/FRs for the Census map updates on the “Send TOI Files” under FR Operations in ROSCO.

Register S/FRs for the PSUs (counties) where they work on the “Send TOI Files” screen as follows:



1. Click the “Insert” button to add an FR, select a PSU from the drop-down list, and click the “Send Now” box. Repeat this for each PSU the FR works in.
2. For FRs already in table, if “Latest Version” is later than “Latest Date Sent”, click the “Send Now” box.
3. To click the “Send Now” box for more than one PSU and/or S/FR, highlight the lines and click the “Send Now” icon (hockey puck) on the tool bar.

4. Click the “Save” button to save changes.
5. Click the “Send TOI” button to send TOI files to the FRs whose “Send Now” boxes are checked.

ROSCO puts the TOI files (one per PSU per S/FR) on the server for the S/FRs to pick the next time they transmit. The TOI file (s) will merge with the dataset(s) whenever the FR opens the map.

See Appendix 2A RO ALMI TOI Review on desktop PCs.

## Topic 4 - Resolving Problems

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### Overview

In addition to monitoring the progress of your FRs and reassigning cases for follow-up, resolve problems with as little delay as possible to the interviewing cycle. Problems you resolve during the course of the interview period may include laptop and transmission problems, ROSCO problems, and difficult respondents.

### Laptop and Transmission Problems

During initial training, instruct FRs to first discuss laptop problems with their Team Leader. If their Team Leader is not available they can call the RO.

If an FR calls you with a laptop problem, you can refer them to one of the two following documents:

- 11-903a, Getting Started – Administrative: Classroom Workbook

“Computer Troubleshooting Guide”

- 11-7(WIN), Windows Laptop Users Guide

Useful sections include: Chapter 7, Transmissions, Chapter 11, Password Recovery, Chapter 12, Software Problems, and Chapter 13, Hardware Problems

If you are unable to resolve the laptop problem using these documents, contact your RO IT Specialist.

If you are still unable to resolve the problem, submit a Remedy ticket to the Technical Assistance Center (TAC). Your RO IT Specialist can show you how to use the Remedy software. Notify the HQ NCVS liaison of urgent problems.

When submitting a Remedy Ticket or calling the HQ liaisons with an FR laptop problem, send the FR's name, FR code, telephone number, and best time to call. Also include the screen name where the problem is occurring and any error messages that were displayed.

#### ROSCO Problems

If you experience problems with ROSCO, check your NCVS 570 National Crime Victimization Survey Regional Office Manual and/or the ROSCO Help screens. If you are unable to resolve your problem and still need assistance, contact your RO IT Specialist, or submit a Remedy ticket to get assistance from TAC. If you still cannot resolve the problem, call your NCVS HQ liaisons.

When you submit a Remedy ticket or call a HQ liaison to report a problem, be sure to include the screen name where the problem occurred and any error message that is displayed.

#### Difficult Respondents

FRs and SFRs may contact you for help in dealing with difficult respondents. Follow your RO's policies for following up with difficult respondents.



## Topic 5 - End of the Survey Cycle Operations

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### End of Month Operations

RO staff completes several end-of-month activities before printing out the final monthly survey reports. Details for end of survey operations are covered in Chapter 9, End of the Survey Cycle Operations. End-of-month operations include:

- Closing Out the Survey on Time
- Reviewing/Charging Type As
- Reviewing Converted Type As
- Populating the FR Performance Table
- Printing End of Month Reports
- FRs Running Laptop Cleanup

RO staff also prepare for the upcoming interview period by:

- Reviewing Reassigned Cases
- Assessing Temporary Reassignments
- Editing Assignment Parameters

Finally, RO staff cleans up an Interview Period from four months ago.

### Closing Out the Interview Period

Use the two Resolve Missing Cases screens when closing out the interview period.

- Cases Not Checked In and Not in Supervisory Review displays cases that need to be transmitted in.

- Cases Not Checked In But In Supervisory Review displays cases that are in Supervisory Review. You must go to the regular Supervisory Review screens to resolve these cases.

The other two screens display cases that are already checked in. When all cases are checked in, the close out “Hand” is activated. Clicking the “Hand” creates a closeout file for the RO.

#### Reviewing/Charging Type A Noninterview Cases

The Review/Charge Type A screen permits you to charge the Type A to a different FR code or change the Outcome code to a different Type A. This task may have been completed while accepting the Type A case in Supervisory Review.

#### Reviewing Converted Type A Noninterview Cases

The Review Converted Type As screen permits you to review Type A cases that were reassigned to different FRs in Supervisory Review and then were converted to different (non-Type A) outcome codes.

Even though the cases was converted to different outcome codes, the screen allows you to charge the Type As to any FR including A01, as appropriate.

#### Populating FR Performance

The Populate FR Performance saves historical FR data for the current month. Make sure to complete any Type A adjustments from reviewing Type As before populating FR performance. The current

month's reinterview must also be closed out before you can run this process.

### Printing End of Month Reports

Print the following end of month reports:

- CAPI 6, Type A, Z Report
- CAPI 7, Final Status Report
- CAPI 8, Final Outcome Summary
- Type Cs and Extras

### FRs Running Laptop Cleanup

In the future we may need to impose a maximum number of interview cycles that can be stored on FR laptops by having them run "Cleanup Cases and Instrument" on their laptops. If we need to implement this at a later time we will let you know.

### Reviewing Reassigned Cases

The Review Reassigned Cases screen permits you to review the cases that were reassigned in the current month and assign the cases to the original FR or the "reassigned" FR in future months.

### Assessing Temporary Reassignments

The Temporary Reassignments screen permits you to assign cases to a different FR for particular future interview periods. This different FR takes assignment priority over the FR in the assignment parameter table.

### Editing Assignment Parameters

Edit the assignment parameter table to accommodate cases that were unassigned after you applied the parameters this month. Make these changes before applying the assignment parameters to the sample next month.

Cleaning Up an  
Interview Period from  
Four Months Ago

When a new interview period loads, the oldest one must be cleaned up (removed).

Four interview periods are usually available in ROSCO since interview periods cannot be removed until 90 days after the completion of Reinterview.

## Topic 6 - Regional Office/Headquarters Communication

### Headquarters Liaisons

RO staff can call or send survey-related questions via electronic mail to HQ liaisons in the Labor and Crime Surveys (LCSB) at - FLD Labor and Crime Surveys@census.gov

HQ liaisons answer routine questions directly, and obtain answers for more detailed questions from Demographic Surveys Division (DSD) or Demographic Statistical Methods Division (DSMD) staff.

### Technical Assistance Center (TAC) Support

Submit a ticket in the Remedy Action Request System to send ROSCO or laptop questions to the Technical Assistance Center (TAC) staff . If you call TAC support staff directly, TAC will complete and submit a ticket for your call.

Periodically, TAC staff sends e-mail messages announcing the release of the production instruments, or current problems/resolutions that are affecting the field staff.

### Operations Logs

Periodically, LCSB HQ staff e-mail an NCVS Operations (Ops) Log with survey-related information – from reminders and notices to things that require clarification or immediate attention.

### US Postal Service

US Census Bureau  
Rm. 5H130C  
4600 Silver Hill Rd  
Washington, DC 20233

Federal Express	US Census Bureau Rm. 5H130C 4600 Silver Hill Rd Suitland, MD 20746
HQ E-mail Information	<u><a href="mailto:fld.labor.and.crime.surveys@census.gov">fld.labor.and.crime.surveys@census.gov</a></u> E-mail share account used by the HQ NCVS liaison staff.  <u><a href="mailto:fld.all.regional.offices@census.gov">fld.all.regional.offices@census.gov</a></u> E-mail list that includes the generic RO account for all 12 ROs.  Caution: Be careful when you select the option to “Reply to All” or “Reply to All with History” when responding to a message that was sent to group E-mail addresses. If you don’t change the address to FLD Labor and Crime Surveys, your reply will be sent to all accounts on the group list.
<b>On the Census Bureau Intranet:</b>	FLD LCSB intranet address is accessible under the Current Surveys tab from the Field Directorate homepage.  Current Surveys : LCSB Document Library : National Crime Victimization Survey (NCVS) This site contains memos, cost reports, training materials, manuals, etc.

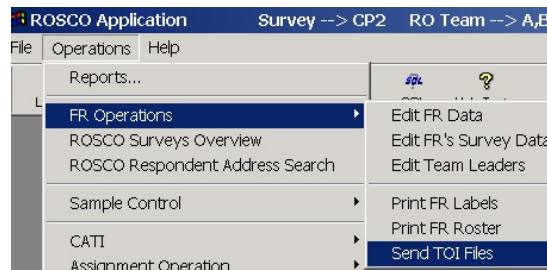
## APPENDIX 2A - ACCESSING THE RO ALMI TOI REVIEW

The ALMI TOI Review feature allows RO staff to review the automated maps the FRs use locate sample addresses at Time of Interview. The two desktop applications needed to conduct an ALMI TOI Review are:

- ROSCO
- ALMI Standalone

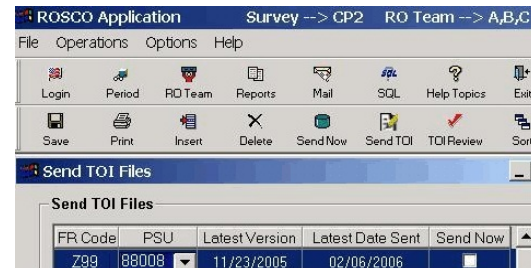
*Note: ALMI TOI is Read Only. The RO staff and FRs cannot update ALMI maps at Time of Interview.*

In ROSCO, click Operations > FR Operations > Send TOI File.

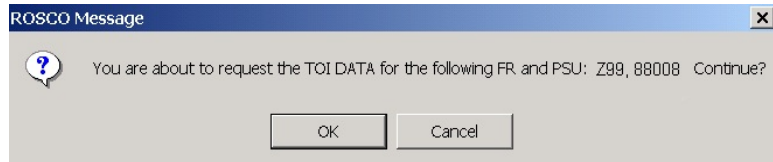


### Creating the Cmage (.cmg) File in ROSCO

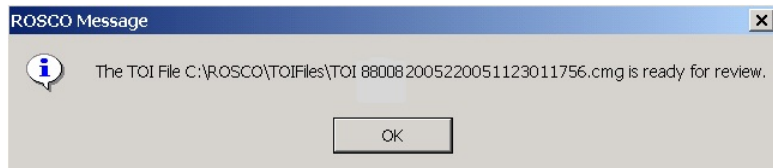
Step 1. Highlight the FR code and PSU line. Then click the TOI Review button to create a .cmg file for that PSU (county).



A ROSCO message will indicate that you are about to request TOI data. Click OK to continue.



Another ROSCO message will indicate that the .cmg file is ready for review. This means the .cmg file for the PSU (county) has been saved on the C:drive on your PC. Minimize or exit ROSCO.



The .cmg files are stored at C:\ROSCO\TOIFiles.

Cmage Filename  
Deciphered

The .cmg file has a rather long name -  
*880882005220051123011756.cmg.*

88088 - PSU (Psuedo State and County codes)

20052 - version of the dataset (county map)

200511 - TOI date version

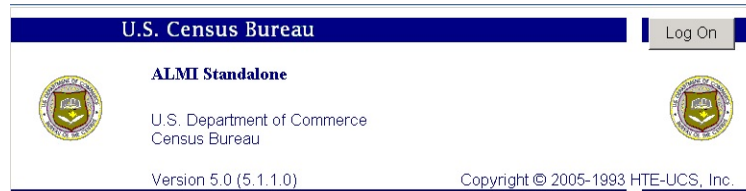
23011756 - the cmage number

*Once a .cmg file is created for a PSU, it can be used to review other blocks in the (PSU).*



## Log Onto the ALMI Standalone

Step 2. Click on the ALMI Standalone button on your desktop PC and click the Log On button.



Log in at the bottom of the Confidentiality Agreement screen.

- The User name is prefilled with “ALMI Standalone User”.
- Enter the password and click OK.

## The Settings Window

Step 3. In the “Settings” window:

- Section 1 - Set Mode to “RO Review: Original Listing”
- Section 2 - This section is filled when the dataset and .cmg county files are loaded.
- Section 3 - Set “Non-NHIS or NHIS”, as appropriate.

Note: If your screen displays an almost blank window with a F6 ALMI button in the bottom left corner, click File > Settings on the top menu bar to get to the “Settings” window.

The screenshot shows the 'Settings' dialog box with the following sections:

- 1. Verify or change data set settings:** Includes buttons for 'Set from Available Data Sets' and 'Set from Available Assignment Groups'. Fields include Mode (set to 'RO Review: Original Listing'), Data Set Version (20052), Assignment Period, RO ID (20), Checker ID, Lister ID (Z99), and Caller (AS).
- 2. Select a data set to use (if available):** Includes a 'Find Available Data Sets' button and a table for State and County selection. The State table has columns for Name, FIPS Code, and Postal Abbrev. The County table has columns for Name and FIPS Code. Below the tables are 'Import', 'Export', and 'Delete' buttons.
- 3. Select Non-NHIS or NHIS address type:** A dropdown menu currently set to 'Non-NHIS'.

Standard window controls (OK, Cancel, User Manual, Help (F1)) are on the right side.

## Loading the Data Sets from the CD/DVD Drive

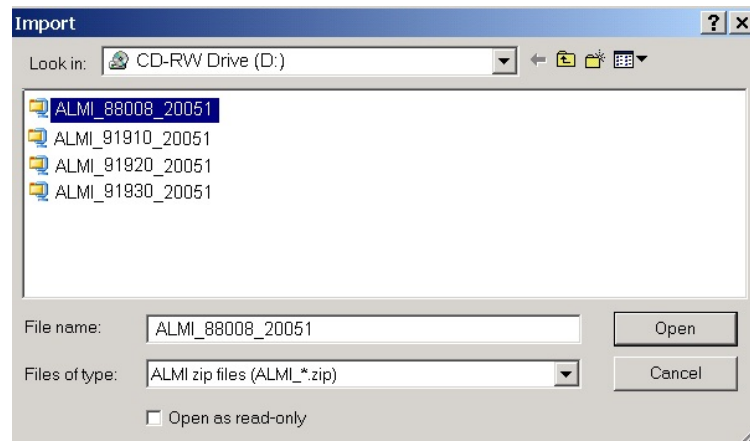
Each PSU (county) is a separate dataset file on the CD/DVD.

Here is an example of a filename:  
ALMI\_88008\_20051

88008 - PSU (Pseudo State and County codes)  
20051 - dataset version

Step 4. Place the Data Set disk in the CD/DVD drive, click the “Import” button in section 2. Then on the “Import” screen:

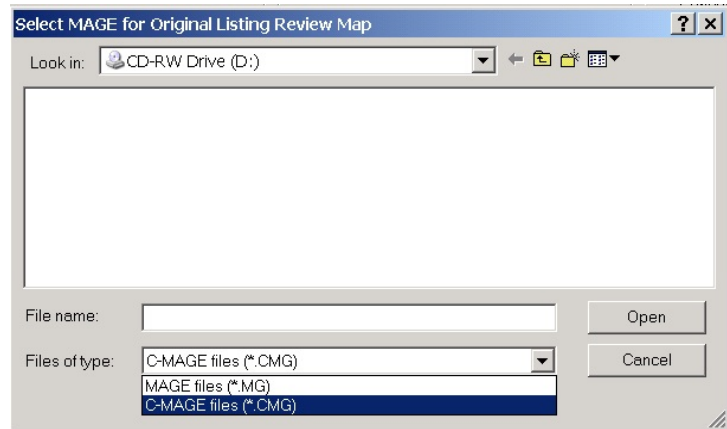
- Click the drop-down button in the “Look in” field, and select the “D” drive.
- Highlight the correct dataset (county) file from the list on the “Import” window, and click Open. The data set will load.



Loading the Cmage File from the C:drive.

Step 5. After the data set file loads, the “Select MAGE...” screen displays. On “Select MAGE”:

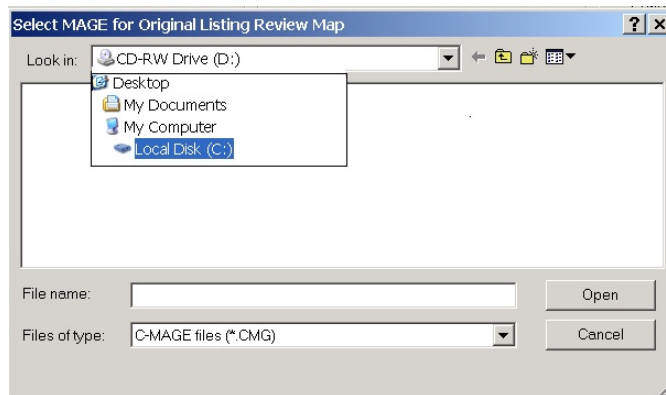
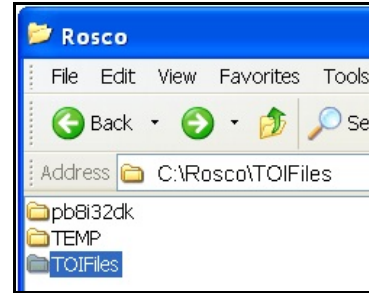
- Click the down arrow at “Files of type” and



select C-MAGE files from

the drop-down list.

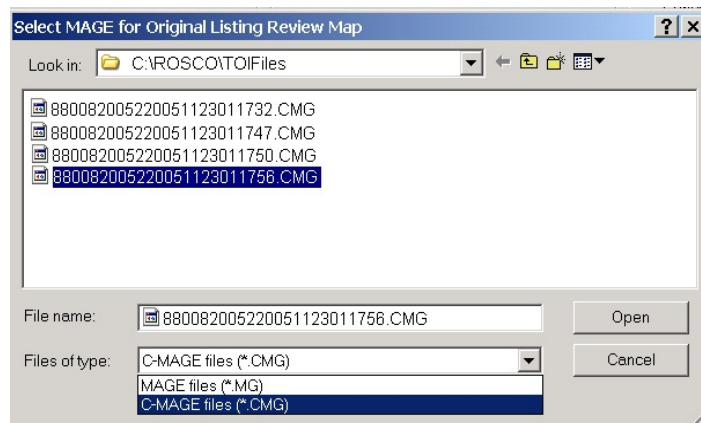
Select the C:drive from the drop-down list next to “Look in”.



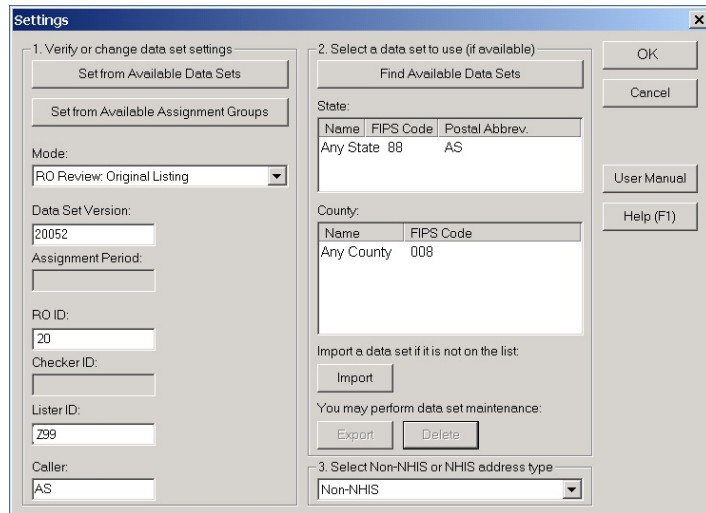
• Select the Rosco folder

from the C:Drive, then TOIFiles from the Rosco folder.

- Highlight the correct file from the list on the “Select MAGE” window and click Open. The .cmg file will load.



The Settings screen will reappear with the State and County now displaying in item 2.



After verifying Non-NHIS or NHIS in item 3, click the OK button.

Step 6. The mostly blank screen displays with the F6 ALMI button in the bottom left corner. Click the F6 ALMI button.



Step 8. The ALMI Standalone Window now will display. Select:

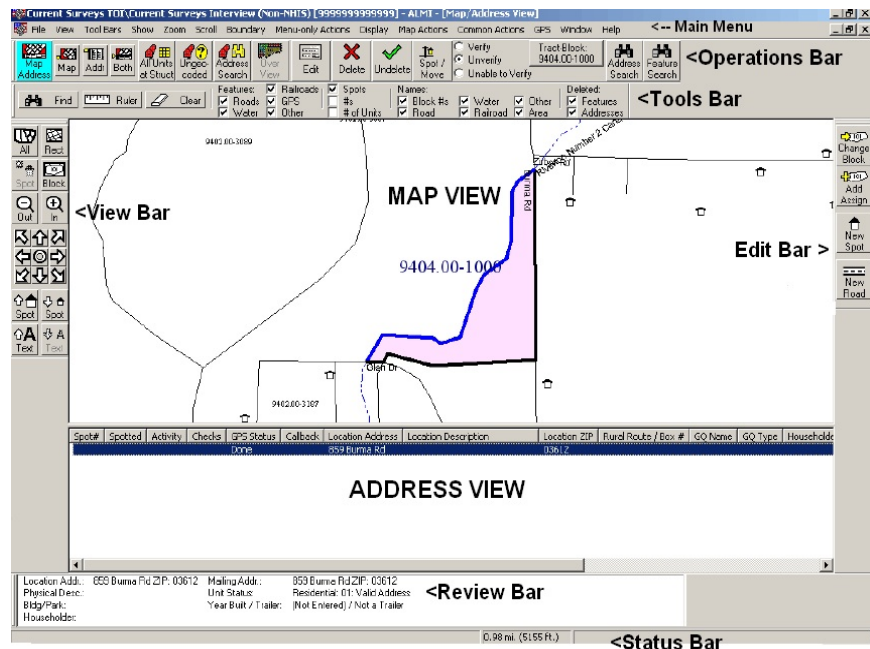
- “Block” from the Map Type drop-down list.
- Tract from the Tract drop-down list.
- Block from the Block drop-down list.
- Click the Open Map button.

The screenshot shows the 'ALMI Standalone' application window. It has a menu bar with 'Open Map', 'Write MAGE', 'Read MAGE', 'Write Listing Check', and 'Get Info'. The main area contains several input fields and buttons:

- Assignment:** A dropdown menu with 'RO' selected.
- Map Type:** A dropdown menu with 'Block' selected.
- Case ID:** A text box containing 'NoCaseId'.
- MAF ID:** An empty text box.
- Tract:** A text box containing '940400'.
- Block:** A text box containing '1000'.
- AIANNH:** An empty text box.
- MCD:** An empty text box.
- Place:** An empty text box.
- ZCTA:** An empty text box.
- Comment:** A text box containing 'Default assignment'.
- Update File Path:** A text box containing 'C:\ALMI5\_Data'.
- Buttons:** 'Open Map' and 'Close Map' are located at the bottom of the main area. 'View ALMI Output Files' and 'Done' are located at the bottom of the window.



The map for block 1000 displays on the screen.



The ALMI map screen displays:

- A MAP VIEW of the shaded block (pink on the screen) with a list of addresses directly below the map in the ADDRESS VIEW.
- The View Bar on the left has the navigation features used for Time of Interview.
- Many of the other toolbar features are not active for Time of Interview (TOI).

Note: Block 1000 above has no housing units.

## The View Bar

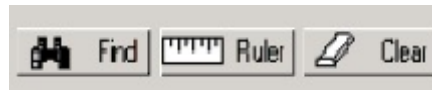


The View Bar has the zoom, pan and size buttons that allow you to adjust the ALMI TOI map view. A few of these buttons include:

- Rect - Click Rect and draw a rectangle around an area to enlarge it.
- Pan - Click the Pan arrows to reposition the map in eight different directions.
- Spot - Click on Spot to zoom in and center a selected map spot.
- Zoom In and Out buttons
- Buttons to increase or decrease the size of map text or map spots.

## The Tools Bar

The Tools Bar has:



- Find - to locate map features
- Ruler - to measure distances
- Clear - to eliminate highlighted feature or ruler markings



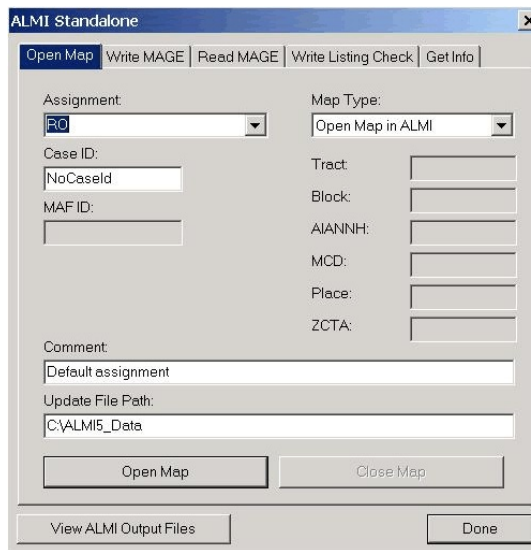
- Check boxes for switching features ON and OFF

For more details on how to use the ALMI TOI maps, see the 11-826 Self-Study and 11-826a, Quick Reference Guide.

### Other Ways to Open ALMI TOI Maps

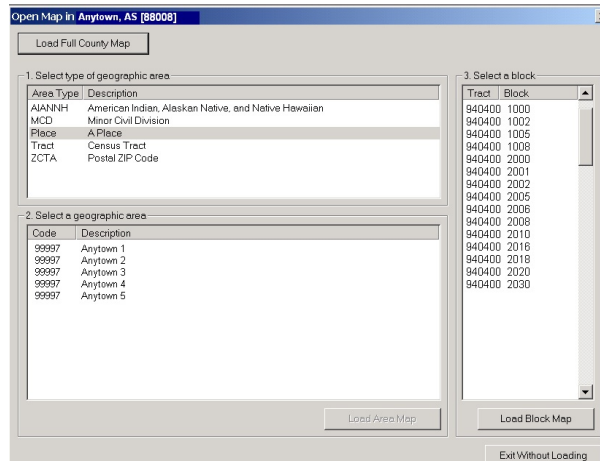
To open block maps in a different way, make different choices at the ALMI Standalone screen.

- Select “Open Map in ALMI” from the Map Type drop-down list.



A list of available tracts and blocks will display.

- From the list, select the tract and block, then click the Load Block Map button.



The map will display on your screen.

**To Select Another  
Tract and Block Map**

To select another tract and block from the same dataset (county), click the top-right “X” to close the ALMI map.

To select another tract and block from a different dataset (county), go back to the “Settings” screen and load the different dataset (county).

## Chapter 3. Forms, Materials, and Memoranda

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### Chapter Contents

This chapter covers the following topics:

	<b>Topic</b>	<b>Page</b>
1.	Forms and Materials	3-2
2.	NCVS Memoranda	3-6
3.	Disposition of Forms and Reports	3-8

## **Topic 1. Forms and Materials**

---

### **Overview**

This chapter lists the forms and materials used for NCVS. Refer to the appropriate chapter containing information on field operations for an explanation of each of these forms.

<b>Form</b>		<b>Supply</b>	<b>Supply</b>
<b>No.</b>	<b>Title</b>	<b>Contact</b>	<b>Request Method</b>
11-3	Unit/Permit Listing Sheet (1990)	J'ville	AICS
11-8	Listing and Coverage Manual: A Survival Guide for the Field Representative	J'ville	AICS
11-12(WIN)	Winfred Payroll Training Guide	FLD-Adm	AICS
11-35	FR Assignment and Control	Computer Generated	
11-36	INTER-Field COMMunication (INTER-COMM)	J'ville	AICS
11-38	Request for Appointment	J'ville	AICS
11-38A	Request for Appt. (Door Hanger)	J'ville	AICS
11-38A(SP)	Request for Appt. (Door Hanger-Span.)	J'ville	AICS
11-39	Summary of NCVS FR and SFR Performance	Computer generated	
11-49A	Notification of Observation	Computer generated	
11-55	Administrative Handbook for Int. and P/T Schedule A Employees	FLD-Adm	AICS
11-55 RO	RO Admin. Handbook	FLD-Adm	AICS
11-62	On the Job Training and Observation Self Study	J'ville	AICS
11-62A	On the Job Training and Observation Report	J'ville	AICS
11-62(NCVS)	NCVS Appendix	J'ville	AICS
11-107	Report of Field Division Training	Computer Generated	
11-142	Workload Report	HQ	LCSB

<b>Form</b>		<b>Supply</b>	<b>Supply</b>
<b>No.</b>	<b>Title</b>	<b>Contact</b>	<b>Request Method</b>
11-230	Transmittal for Segment Materials	J'ville	AICS
11-800	Initial Training Self-Study on Unit Segments	J'ville	AICS
11-801	Initial Training Self-Study on Area Segments	J'ville	AICS
11-802	Initial Training Self-Study on Permit Segments	J'ville	AICS
11-803	Initial Training Self-Study on Group Quarters	J'ville	AICS
BC-20	Field Division Training Manual	J'ville	Tel/cc:Mail
BC-27	Time and Cost Distribution Report for Part-Time/Intermittent Personnel	J'ville	AICS
BC-27A	Field Employee's Travel Expenses	J'ville	AICS
BC-27B	Field Employee's Communication	J'ville	AICS
BC-27C	Field Employee's Worksheet for Recording Number of Local Calls	FLD-Adm J'ville	AICS AICS
BC-1669(NCVS)	Segment Folder	J'ville	AICS
BC-1718(ADP)	1990/2000 Sample Redesign Incomplete Address Locator Actions	Prefilled by J'ville	
NCVS-110	Fact Sheet	J'ville	AICS
NCVS-521(E)	NCVS CAPI Blaise Self-Study for Experienced NCVS FRs	J'ville	AICS



<b>Form</b>		<b>Supply</b>	<b>Supply</b>
<b>No.</b>	<b>Title</b>	<b>Contact</b>	<b>Request Method</b>
NCVS-522(E)	NCVS CAPI Blaise Training Guide for Experienced NCVS FRs	J'ville	AICS
NCVS-522.1(E)	NCVS CAPI Blaise Training classroom Workbook	J'ville	AICS
NCVS-524	Induction Guide (an updated CAPI version forthcoming)	J'ville	AICS
NCVS-546	Reinterviewer's Manual (1997) (an updated CAPI version forthcoming)	J'ville	AICS
NCVS-547	Reinterviewer's Self-Study (1997) (an updated CAPI version forthcoming)	J'ville	AICS
NCVS-550	Interviewing Manual For FRs (7\2006)	J'ville	AICS
NCVS-551-large	NCVS Rotation Chart 17 x 22	J'ville	AICS
NCVS-551-small	NCVS Rotation Chart 8-1/2 x 11	J'ville	AICS
NCVS-554	Information Card Booklet	J'ville	AICS
NCVS-554(X)	Information Card Booklet (Spanish)	J'ville	AICS
NCVS-570	Office Manual	LCSB	Tel/cc:Mail
NCVS-572(L)	Respondent Letter - Incoming Households (each RO has an RO-specific NCVS-572(L))	LCSB	Automatic
NCVS-572(L)CHIN/M	Respondent Letter (Modern Chinese)	J'ville	AICS
NCVS-572(L)CHIN/T	Respondent Letter (Traditional Chinese)	J'ville	AICS
NCVS-572(L)KOR	Respondent Letter (Korean)	J'ville	AICS
NCVS-572(L)SP	Respondent Letter (Spanish)	J'ville	AICS
NCVS-572(L)VIET	Respondent Letter (Vietnamese)	J'ville	AICS
NCVS-573(L)	Respondent Letter - Returning Households	LCSB	Automatic
NCVS-573(L)SP	Respondent Letter (Spanish)	J'ville	AICS
NCVS-593(L)	Thank You Letter - Continuing Households	LCSB	Automatic
NCVS-593(L)SP	Thank You Letter (Spanish)	J'ville	AICS
NCVS-594(L)	Thank You Letter - Outgoing Households	LCSB	Automatic
NCVS-594(L)SP	Thank You Letter (Spanish)	J'ville	AICS

## **Topic 2. NCVS Memoranda**

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### **Types of Numbered Memoranda**

There are three NCVS Memoranda which are sent to the Regional Offices on a monthly basis. They are the Office, Field Representative, and Reinterview Memoranda described below.

### **NCVS Office Memoranda Series**

NCVS Office Memoranda contain instructions to program supervisors and office staff for interviewing explanations of new or revised materials and procedures. This series is numbered in order by calendar year.

### **NCVS Field Representative Memoranda Series**

NCVS Field Representative Memoranda contain FR and SFR instructions and other NCVS subjects of concern to FRs and SFRs who work on NCVS. This series is numbered in order by calendar year.

### **NCVS Reinterview Memoranda Series**

NCVS Reinterview Memoranda contains instructions for office staff of current, new or revised information. This is numbered in order by the calendar year.

### **Disposition of Memoranda**

Disposition of Memoranda vary according to the type of memoranda as described below:

#### **Library File**

Maintain a library file of all numbered and unnumbered NCVS memoranda for 1 year after the year to which the file pertains. For example, discard library files for 2004 in January 2006.

#### **Numbered Memoranda**

Discard extra copies of numbered memoranda (other than the Library File) 3 months after the year of issue. For example, discard memoranda prefixed "05" during March 2006. LCSB will inform you if a memorandum should be retained longer.

**Unnumbered  
Memoranda**

Discard unnumbered memoranda (other than the Library File) after the instructions have been completed or noted.

## **Topic 3. Disposition of Forms and Reports**

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### **Manuals**

Discard all superseded manuals or manual pages immediately upon receiving the revised pages.

### **Forms and Reports**

Discard blank copies of forms and reports when they are replaced by a revised version (unless instructed otherwise).

### **NCS-510 Segment Folders**

Retain NCS-510 segment folders and cover cards for segments in which no new samples will be selected or added (e.g., "inactive" segments, with their maps and listing sheets) in an "inactive" file until you are notified of their disposition.

## Chapter 4. Introduction to the Database

Chapter Contents

This chapter covers the following topics:

<b>Topic</b>		
1.	The Database	4-2
2.	Accessing ROSCO	4-6
3.	ROSCO Title, Menu, and Toolbars	4-8
4.	ROSCO Queries, Filters and Sorts	4-15
5.	Using the SQL Select Command	4-26
Appendix 4A -	ROSCO Tables and Fields for the NCVS (sorted by table name)	4-43
Appendix 4B -	Descriptions of the Fields in the NCVS ROSCO Database Tables (sorted by field name)	4-57

## Topic 1 - The Database

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### Overview

This chapter provides an introduction to the NCVS database with its tables and fields. ROSCO software is programmed to display NCVS information from the database on the screen or in printed reports. You can also query the database tables directly using Structured Query Language (SQL) – pronounced “see-quill.”

SQL is an ANSI standard computer language for accessing and manipulating databases.

### The Relational Database

A relational database is a collection of data items organized in tables from which data can be accessed or reassembled in different ways without having to reorganize the original database tables.

### Tables and Columns

The tables (which are sometimes called relations) are objects that contain one or more data categories in columns. In the database design phase, each table is established based on its own set of unique characteristics. Then, relationships between the tables are determined. This form of data management is more efficient than using flat file structures.

For example, some of the major current survey tables and data columns are:

- FR Table ⇒ names, address, and telephone numbers of the FR staff for all surveys
- FR Survey Table ⇒ survey-specific data such as Team Leader and survey start and due dates
- Address Info ⇒ sample case street address, place, State, and ZIP Code
- Interview Period ⇒ RO Team milestones such as released assignments, closeout, and when historical data is saved
- Workload ⇒ data for each sample case such as control number, FR code, interview number, outcome code, MAFID, and over 100 other columns.

Rows and Records

Rows contain the detail level of the table. For example, the FR and FR survey tables contain one row for each FR. The Address Info and Workload tables include one row for each sample case. One row for each RO team is included in the Interview Period table.

Fields

The data is stored in fields.

	Column A	Column B	Column C
Row 1	Field A1	Field B1	Field C1
Row 2	Field A2	Field B2	Field C2
Row 3	Field A3	Field B3	Field C3

## Data Types

There are various data types available in the databases: Character, Number, Date, etc. The survey databases typically use data types:

### Text

Called **CHAR** or **VARCHAR2**, text is used for names, addresses, etc. The maximum number of characters that can be stored in a text field should be specified as part of the table definition. The width of each text column has been defined by HQ developers.

CHAR data type columns have a fixed length, while VARCHAR2 data type columns have a defined maximum length but the actual length depends upon the data stored in the column.

### Date

The default date format is DD-MM-YYYY (e.g., 20-10-2005).

### Number

Columns defined as numbers can only store one or more numerical digits.

### Binary Large Object

Binary Large Object (BLOB) data types are used to store “files” associated with a “thing.” For instance, with the introduction of GUI Case Management, notes are now stored in a file. This file is stored in the database in a BLOB field.

## Charts of Database Tables and Columns

Appendix 4A, ROSCO Tables and Fields for



NCVS, displays the table names and a list of columns (field names) in each table.

This information is included in this manual to provide RO staff with the table and column names required for the SQL statements. ROs use the <SQL> button/activity in ROSCO to execute SELECT statements (i.e., no delete, update, or insert statements).

Not all field names are intended for use by each survey. For example, some tables (and reports) have fields related to CATI. Not all surveys conduct CATI interviewing, but for continuity across surveys, the database tables include the columns referring to CATI. If the survey does not use CATI these columns will be empty.

Appendix 4B, Descriptions of the Fields in the NCVS ROSCO Database Tables, lists columns/field names in alphabetical order. Included in this chart is a brief description of the data stored in the column. When appropriate, the description provides a definition of any coding used.

## Topic 2 - Accessing ROSCO

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### Overview

The ORACLE database can be accessed via the <SQL> button/activity in ROSCO. Most of the RO staff access the database using the ROSCO menus to query, sort, filter, and view more. However, RO staff can also use SQL to execute their own SELECT statements.

If the RO needs certain information or information in a particular format that is not available through ROSCO menu selections, use the <SQL> button/activity to extract the data and specify the desired format via the <Save As> button.

### Accessing ROSCO

Some menu selections display screens which are used to enter, edit, display, and delete information in the database.

To access the database, use the following steps to login to ROSCO:

- Step 1. From the Start button, go to Surveys, then ROSCO.
  
- Step 2. After the initial ROSCO splash screen disappears, select "NCVS" on the Survey Selection Dialog Box. Your RO should already be selected/

displayed. If not, contact your RO IT Specialist.

Step 3. In the next dialog box, select the team(s) whose information you wish to access if your survey uses teams.

Step 4. Select the correct interview period on the Interview Period Dialog Box.

The main screen of the ROSCO application is displayed. Once connected, you are able to make menu selections to display entry/edit screens, to create reports, and perform survey management tasks.

## Topic 3 - ROSCO Title, Menu, and Toolbars

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**Overview** A menu-driven system is established as the basis for interaction with the database. From the pull-down menus, the RO staff clicks a menu selection to initiate a desired activity.

**Help Screens** Help screens are provided for every function, dialog box, and icon in ROSCO. The Help Contents are organized by operations (for example, Assignment Operations, FR Operations, Reports, etc.). When necessary, a function has a general information help screen and a specific how-to help screen. For example, the icons that appear on most screens in ROSCO are explained in the help screen “Standard Icons in ROSCO.”

### *General Information Help Screens*

The general information help screen for each function contains:

- the menu path for the function;
- the purpose of the screen;

- the procedural steps you must have completed before you can perform this function;
- the procedural steps that follow this function;
- rules and conventions for the screen;
- additional functionality available on the screen;
- definitions of the fields on the screen; and
- a list that references related topics and icons on the screen.

### *How-to Help Screens*

The how-to help screens contain:

- the menu path for the function;
- the purpose of the screen;

- step-by-step instructions for performing the function;
- help information for dialog boxes; and
- a list that references related topics and icons on the screen.

#### The ROSCO Title Bar

The title bar at the top of the window displays the title of the application (ROSCO) and information regarding the survey (NCVS), RO Team (if applicable), and Interview Period(s) currently in use.

#### The ROSCO Menu Bar

ROSCO uses a menu-driven system to access its features. From the various menus available, the RO staff click options to initiate the desired activity.

The ROSCO menu bar contains the titles of the pull-down menus. The menu bar changes depending upon which part of ROSCO you are using. The menu consists of three main items: File, Operations, and Help.

#### The File Menu

The File menu consists of the following tasks (which also appear as icons on the toolbar):

- Log-in Survey

- Select Interview Period
- Select RO Team (if applicable)
- Exit

### The Operations Menu

Most tasks in ROSCO are performed via the Operations Menu which consist of the following main options:

- Reports
- FR Operations
- ROSCO Survey Overview
- ROSCO Respondent Address Search
- Sample Control
- Assignment Operation
- Check-in/Status
- Transmissions and Utilities

- Reinterview

- Closeout/Cleanup

The Help Menu

The Help menu consists of the following:

- Help Contents

- About [ROSCO]

The ROSCO Toolbar

The toolbar displays the icons available for the screen that is currently displayed. The top row of icons on the toolbar is the same throughout the system. The bottom row of icons changes depending upon the screen displayed.

Standard Icons  
Always Displayed

The following table highlights the standard icons on the top row of the toolbar that are always displayed and their functions:

Standard Toolbar Icons Always Displayed	
Login	Displays the Login Dialog Box which allows you to select a different survey, i.e., log out of current survey and log in to different survey.
Period	Displays the Interview Period Dialog Box where you can specify which group(s) of cases you want to work with.



Standard Toolbar Icons Always Displayed	
RO Team	Displays the RO Team Dialog Box which allows you to specify which RO team(s) to work with.
Reports	Displays the Reports Selection menu from which you can select a report to view.
Mail	Displays the Mail Activity screen which allows you to create a new mail message or open a previously saved mail message.
SQL	Displays the Interactive SQL Dialog Box which allows you to create and execute SQL (SELECT) statements.
Help Topics	Displays the online help for the system.
Exit	Logs you out of ROSCO.
SQL Spy	For use by HQ designers and troubleshooters.

Other Icons –  
 Toolbar Icons  
 Displayed on  
 SOME Screens

The following table highlights the icons on the bottom row of the toolbar that are displayed based upon the screen you are on and their functions:

Toolbar Icons Displayed on SOME Screens	
Save	Saves changes you have made to the database.
Print	Sends the current table or report to print.
View More	Displays view more screen (tabs) pertaining to the case.

Insert	On most screens, allows the user to insert a new row into a table.
First	Displays the first page, record, etc.
Prior	Displays the prior page, record, etc.
Next	Displays the next page, record, etc.
Last	Displays the last page, record, etc.
Query	Displays the option selection list or the “Build a Query” pop-up screen.
Sort	Allows the user to display the data in a particular order.
Filter	Allows the user to display a subset of the data.
Close	Allows the user to close the ROSCO operation in use.

## Topic 4 - ROSCO Queries, Filters, and Sorts

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### Retrieving and Viewing Information

You must retrieve information from the database whenever existing data needs to be viewed or updated. The process of retrieving information from the database is called executing a query or filter, or querying or filtering the database.

### Query vs. Filter

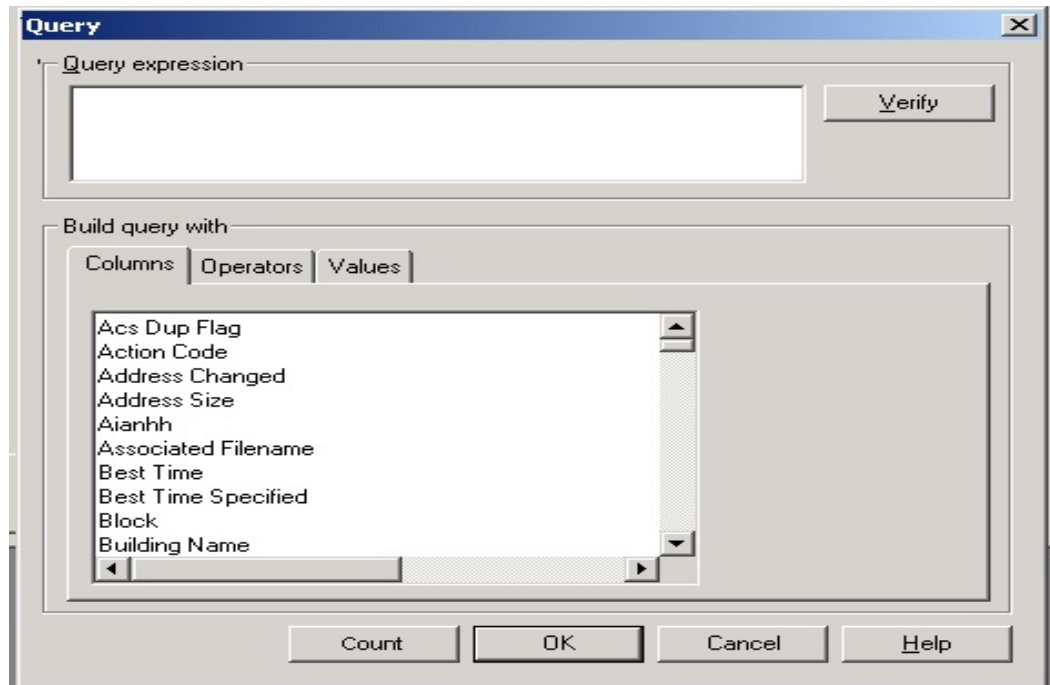
The query and filter options, on the surface, seem basically like the same function. However, the difference is the universe used:

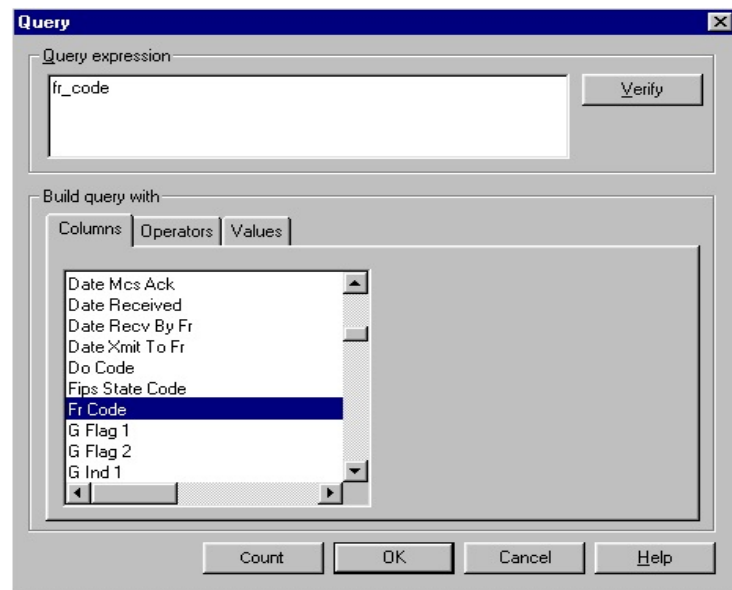
- A query is executed against a database.
- A filter is executed against the data already returned by a query.

### The Query Dialog Box

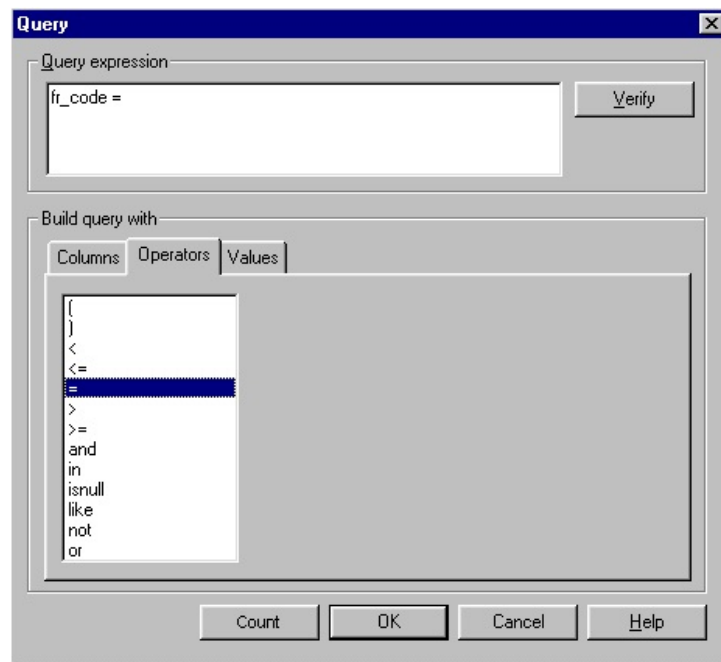
Although there are a variety of ways to initiate a query (using the query icon in the toolbar, choosing a query from an option selection list, etc.), most queries function the same way using the Query Dialog Box. The Query pop-up screen has two sections – Query Expression and Build Query With. You may either type your query directly into the Query Expression section or use the Build Query With function by selecting fields below each of the three tabs – Columns, Operators, and Values.

- Columns Tab**                      The **Columns** tab lists all the fields or variables you can use to query your data. Double-click on one of these fields to add it to your query. The field you select affects the values that appear on the Values tab.
- Operators Tab**                      The **Operators** tab contains the mathematical expressions and comparison terms you can use to apply constraints to your expressions. For example, double-click on the equals [=] sign to display the data that matches the single value you select.
- Values Tab**                              The items on the **Values** tab vary depending on the column selected under the Columns tab. If you select FR Code on the Columns tab, then the Values tab displays all valid FR codes for your survey, RO Team, and Interview Period(s) shown in your ROSCO Title bar.
- Defining a Query**                      The following pages list the steps to enter a query using the tabs in the Build Query With section of the Query Dialog Box:
- Step 1.                      From the Columns tab, double-click the field you want to add to your query.

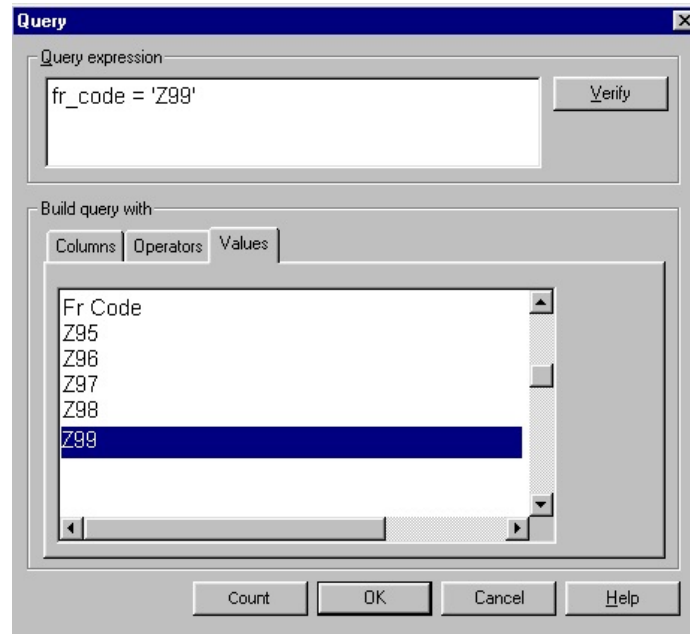




Step 2. Click on the Operators tab and double-click the appropriate operator.



Step 3. Click on the Values tab and double-click the appropriate value or values.



**Step 4.** Click the Verify button to see if your search expression in the Query Expression panel is valid.

**Step 5.** Click on OK.

### Multiple Query Expressions

To define multiple query expressions:

- Step 1.** Follow steps 1 through 3 above.
- Step 2.** Click the Operators tab and choose either AND or the word OR.
- Step 3.** Repeat steps 1 through 3 to build the additional query.



For example, if you wanted to bring up cases for FR Z99 that were in PSU 91910, you would create the following query expression:

`fr_code='Z98' and psu='91910'`

#### Defining a Query Using the Query Expression Section

Rather than using each of the tabs in the Build Query With section, you can also directly type your query into the Query Expression section. However, ROSCO only accepts queries that use the proper format (single quotes around values, correct column names), so you may need to use the Build Query With section several times in order to learn the proper formatting for your desired query.

#### The Verify Button

You may click on the Verify button to check whether your query has been entered properly. You will then see a message window telling you that your query is valid or not valid.

#### The Count Button

Using the Count button after creating your query will give you a count of cases or lines of data that meet your query criteria.

#### Hints for Complex Expressions

Here are some hints for using more complex query expressions:

1. To query using a “not equal to” operator, select the less than (<) and greater than (>)

signs from the Operators tab and remove any spaces between them. For example:  
outcome\_code <> '200'

2. To use an “in” or “not in” operator, whether you use the Values tab or type in your values directly, you must type in parentheses and commas as needed. For example: outcome\_code in ('218', '219')
3. To use the “like” operator, you must also use a wildcard in the value entry to match character patterns. The underscore ( ) is the wildcard for one character position, and the percent sign (%) is the wildcard for any string of zero or more characters. For example: fr\_code like 'A1\_' returns all FR codes that have A1 followed by one other character; fr\_code like 'A%' returns all FR codes that begin with A.
4. When keying a NCVS control number into query, use the following space (see underscores below for spacing):

919106101\_\_J24\_01\_100

The two spaces after the segment number “6101\_\_” are for a one or two letter segment

suffix. The single space after the sample "J24\_" is for a sample suffix (used only in Alaska). The single space after the serial number "01\_" is for an extra or additional unit letter.

### The Filter Dialog Box

The filter function allows you to change the queried data by specifying an expression to view only a subset of data. For example, after you query the database for all unassigned cases, you can filter by a specific city (Place) and view only the unassigned cases in that PLACE.

To display the Filter Dialog Box, click on the Filter icon in your toolbar or select Filter from the View menu. The Filter Dialog Box operates in the same manner as the Query Dialog Box – you can use either the Filter Expression section to type in your filter directly, or you can use the Build Filter With section and select fields under the Columns, Operators, and Values tabs.

### How to Define a Filter

To define a filter:

- Step 1. Click on the Filter icon.
- Step 2. From the Columns tab, double-click on the field you want to filter by.

- Step 3. Click on the Operators tab and double-click on the appropriate operator.
- Step 4. Click on the Values tab and double-click on the desired value(s).
- Step 5. Click the Verify button to see if your filter expression is valid.
- Step 6. Click on OK.

Note that you may also directly type your filter expression using the Filter Expression section. Define multiple filter expressions and complex filter functions in the same way as described for queries previously in this topic.

## Sorting Data

The Sort function allows you to view data in a particular order. You may access the Sort Dialog Box by either clicking on the Sort icon, or by selecting Sort from the View menu.

### How to Define a Sort

To define a sort:

- Step 1. Click on the Sort icon or select Sort from the View menu.

- Step 2. Drag the fields you want to sort the data by from the Columns Available for Sorting panel to the Sort Columns panel. The first data field you drag will be the primary sort. The second data field will be the secondary sort, etc.
- Step 3. The default sort is ascending order. This is shown by a check mark in the box under Ascending. To change the order to descending, click the box to make the check mark disappear.
- Step 4. Click on OK.

## Topic 5 - Using the SQL Select Command

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### Overview

Rather than use the Query, Sort, or Filter options in ROSCO, RO staff may choose to construct SQL commands. Select Interactive SQL from the Transmissions and Utilities operation or click on the SQL icon to access SQL.

For the examples of SQL statements in this section, two tables – FR\_LEAVE and CASE\_HISTORY (listed below) – will be used. These tables are similar to tables in the Census Bureau's survey databases. The column names within the tables are actual column names from the NCVS Database.

NOTE: SQL commands are not case sensitive. SQL commands may be made in either upper or lower case letters. However, when querying on specific values of a column, the values are case sensitive (i.e., must match exactly what's in the database).

If you're unsure, you can use the UPPER or LOWER string functions on both the column and the value to force a match. For example, in the following example,

UPPER(fr\_code) = UPPER('a01')

The database converts everything to upper case before doing the match.

Table	Column	Size
FR_LEAVE	FR_CODE	3
	INTERVIEW_PERIOD	8
	STATE_DATE	
	END_DATE	
CASE_HISTORY	CONTROL_NUMBER	24
	INTERVIEW_PERIOD	8
	INTERVIEW_NUMBER	2
	FR_CODE	3
	INTERVIEWER_CODE	4
	CAPIS_OUTCOME	3
	REPLACEMENT_HH	1

Retrieving data from the database is the most common SQL operation. A database retrieval is called a query. To issue a query in SQL, RO staff enter a SELECT command. The basic select command contains multiple (one required, the other one optional) parts called clauses:

**SELECT** some data (column name/names)  
**FROM** a table or some tables (table name/names)  
**WHERE** a certain condition is met  
**ORDER BY** a certain condition

In the above example, the **SELECT** and **FROM** statements are required clauses. Everything else is optional.

After keying in the Select statement, click on the **Execute** icon to execute the query. After running a SQL query, click on the **Edit** icon to edit the query.

List All Columns and All  
Rows in One Table

In this example the name of every column of the **FR\_LEAVE** table is included in the **SELECT** clause:

```
SELECT FR_CODE, INTERVIEW_PERIOD  
START_DATE, END_DATE  
FROM FR_LEAVE
```

Click the **Execute** icon to execute.

Another method to select all the columns of a table is to use an asterisk (\*) in place of the list of



column names. The following select statement yields the same results as the earlier command.

```
SELECT *  
FROM FR_LEAVE
```

Again, click the **Execute** icon to launch the query.

#### Selecting Specific Columns

If only **some** of the columns of a table are needed, list only the columns desired:

```
SELECT CONTROL_NUMBER, FR_CODE,  
CAPI_OUTCOME  
FROM CASE_HISTORY
```

Click the **Execute** icon to launch the query.

#### Controlling Column Sequence

The results of a query, whether displayed on the screen or printed, is itself a spreadsheet made up of columns and rows. The order in which column names are listed in the **SELECT** clause controls the left-to-right sequence of the result table.

When **SELECT \*** is used, the left-to-right sequence is determined by the order in which columns were defined when the table was created.

### Selecting Specific Rows – The WHERE Clause

When specific rows are desired from a table, a WHERE clause is added to the SELECT command. The following example would retrieve only those rows WHERE the FR\_CODE column was equal to **Z99**:

```
select      CONTROL_NUMBER,  
            OUTCOME_CODE  
from       CASE_HISTORY  
where      FR_CODE = 'Z99'
```

Click the **Execute** icon to launch the query.

This displays the requested columns for all rows that have an FR Code equal to **Z99** that are in the CASE\_HISTORY table. Note the use of single quotes on the value **Z99** and the case used for the value.

### Multiple Search Conditions - The AND Connector

Sometimes you may need to further restrict the records retrieved by a query. The AND connector in the WHERE clause will limit retrieval to those records which meet both components of the search condition.

```
select      CONTROL_NUMBER,  
            INTERVIEW_PERIOD,  
            REPLACEMENT_HH
```

```
from      CASE_HISTORY
where     FR_CODE = 'Z99'
and      CAPI_OUTCOME = '201'
```

Click the **Execute** icon to launch the query.

This displays a list of the requested columns for all rows that have an FR Code equal to **Z99** with a 201 CAPI outcome that exist in the CASE\_HISTORY table.

#### Alternate Search Conditions - The OR Connector

The OR connector is used to select rows that meet **any** of several search conditions.

```
select    CAPI_OUTCOME
from      CASE_HISTORY
where     INTERVIEW_NUMBER = '03'
or       INTERVIEWER_CODE = 'Z99'
```

Click the **Execute** icon to launch the query.

This displays the selected columns for all the rows in the CASE\_HISTORY table with an interview number equal to **03** or an interviewer code equal to **Z99**.

### Negative Search Conditions < !=>

You may wish to retrieve only those rows which do not contain certain values. Use the exclamation point <!> with the <=> sign <!=>. This combination means not equal to.

The example below retrieves all rows with a CAPI outcome of '201' except those rows with an FR\_CODE equal to **Z99**.

```
select    CONTROL_NUMBER,  
           INTERVIEWER_CODE  
from      CASE_HISTORY  
where     CAPI_OUTCOME = '201'  
and      FR_CODE != 'Z99'
```

Click the **Execute** icon to launch the query.

You can combine AND, OR, and != in the same query to connect as many search conditions as necessary to retrieve the desired rows.

The use of parentheses to combine AND, OR, and != statements is acceptable. For example:

```
where     CAPI_OUTCOME = '201' and  
           (FR_CODE = 'Z99' or  
            REPLACEMENT_HH = '1')
```

This WHERE clause returns the requested columns for rows with a CAPI outcome code of 201 and either an FR\_CODE equal to Z99 or coded with a 1 in the replacement household field.

#### A List of Values – The IN Operator

The IN operator allows RO staff to select rows that contain a value that matches one of the values in a list of values. (Note this is just a shortcut to using the OR condition.) For example:

```
select    CONTROL_NUMBER
from      CASE_HISTORY
where     INTERVIEW_NUMBER IN ('04',
                                '05', '06')
```

The Control number assigned to all rows in CASE\_HISTORY that are Interview Numbers 04, 05, or 06 is returned.

Note the WHERE clause could also be written as:

```
where     INTERVIEW_NUMBER = '04' or
            INTERVIEW_NUMBER = '05' or
            INTERVIEW_NUMBER = '06'
```

#### Matching Character Patterns

Rows may be selected if a column value matches a **pattern** of characters specified. Wildcard

– The LIKE Operator

characters are used with the LIKE operator. The underscore character <\_> is the wildcard for one character position, the percent sign <%> is the wildcard for any string of zero or more characters.

The following example returns control numbers with 2 as the second character of their code no matter how many characters follow the 2.

```
select    CONTROL_NUMBER
from      CASE_HISTORY
where     CONTROL_NUMBER like '_2%'
```

IN and LIKE comparison operators can be preceded with the word NOT and connected with AND and OR to form as complex a WHERE clause as required to retrieve the desired rows.

The DISTINCT Command

When no WHERE clause is included in a query, ORACLE returns all values in the requested column.

```
select    FR_CODE
from      CASE_HISTORY
```

Assume that 100 cases are equally divided among 5 FRs. In the query above, there would be one

column with 100 rows of FR codes displayed, one for each row in the CASE\_HISTORY table.

However, there would be many duplicate values since each FR code is present in 20 different rows. Duplicate values can be eliminated by specifying DISTINCT in the SELECT clause.

The following query requests all the different (DISTINCT) values for FR code in the CASE\_HISTORY table and will return 5 values.

```
select    distinct FR_CODE
from      CASE_HISTORY
```

#### Ordering Rows – The ORDER BY Clause

You can control the order in which retrieved rows are displayed by adding an ORDER BY clause to the end of a SELECT command.

```
select    CONTROL_NUMBER, FR_CODE,
           CAPI_OUTCOME,
           INTERVIEWER_CODE
from      CASE_HISTORY
order by  FR_CODE, INTERVIEWER_CODE,
           CAPI_OUTCOME,
           CONTROL_NUMBER
```

This select statement returns the requested columns in order of the FR code, then the Interviewer code, then the CAPI outcome code, and finally the control number.

### The COUNT Function

All table columns likely to be queried by RO users are VARCHAR2 (text) datatype. It is not meaningful to add phone numbers together. Arithmetic operators (e.g.: "\*") and some of the comparison operators (e.g.: "<", ">=", etc.), and almost all of the group functions (e.g.: SUM, AVG, etc.) will not be used.

There is, however, one group function that may be used quite often - the COUNT function.

In its simplest usage, COUNT reports the number of rows in a table:

```
select count(*)  
from CASE_HISTORY
```

gives results in this fashion:

```
COUNT(*)  
-----  
100
```



*The number returned represents the number of cases in the CASE\_HISTORY table.*

When used with a GROUP BY clause, COUNT becomes a useful tool to "tally" the number of rows that fit a particular group.

The groups of interest are specified in the SELECT clause and must also be included in the GROUP BY clause. Here are two examples, one with a single grouping and another with two groupings.

```
select  count(*), FR_CODE
from    CASE_HISTORY
group by FR_CODE
```

And results could look like:

```
COUNT(*) FR_CODE
-----
```

15	Z96
25	Z97
10	Z98
50	Z99

The data returned represents the number of rows cases in CASE\_HISTORY for each unique FR Code.

```
select    count(*), CAPI_OUTCOME,  
           FR_CODE  
from     CASE_HISTORY  
group by REPLACEMENT_HH,  
           FR_CODE
```

Results could look like the following:

COUNT(*)	CAPI_OUTCOME	FR_CODE
15	201	Z97
12		Z98
14		Z99
10	202	Z97
16		Z98
09		Z99
25	203	Z96
22		Z99
25	204	Z97
25	205	Z98

The GROUP BY clause in this example tells the database to group together similar CAPI outcomes first and then, within each CAPI outcome, to group together similar FR code values.

## Subqueries

A WHERE clause of one query may itself contain another query, called a subquery. ORACLE processes the subquery and uses the results in the main query. Subqueries are enclosed in parentheses.

In the following example, assume that there are 25 rows in the CASE\_HISTORY table – 15 FRs **with** a case in INTERVIEW NUMBER 5 and 10 **without** a case in INTERVIEW NUMBER 05. The DISTINCT operator then uses those values to return the INTERVIEW PERIOD for the FRs **with** a case in INTERVIEW NUMBER 05.

```
SELECT interview_period
FROM fr_leave
WHERE fr_code in
      (SELECT DISTINCT FR_CODE
       from CASE_HISTORY
       where INTERVIEW_NUMBER = '05')
```

Click the **Execute** icon to launch the query.

This statement produces the INTERVIEW\_PERIOD of all FRs that have a record with an INTERVIEW\_NUMBER equal to 05 assigned to them in the CASE\_HISTORY table.

## Multiple Tables in One Query

### The JOIN Command

In the preceding examples, only one table (FR\_CODE or CASE\_HISTORY) has been queried. The JOIN feature lets you select data from two or more tables and combine the selected data in a single result display.

A join occurs whenever multiple tables are listed in the FROM clause of the SELECT statement. A WHERE clause determines how the rows of the tables are combined by naming the columns that must match.

The columns used in the WHERE clause need not have the same name. If the column names are identical, they **must** be prefaced with the table name. For example: CASE\_HISTORY.CAPI\_OUTCOME is the full, formal name for the CAPI\_OUTCOME column in the CASE\_HISTORY table.

Many users choose to use the formal name for all column references in the command whenever two or more tables are being queried. This helps them remember to include the proper table names in the FROM clause.

In the example below, we wish to display four columns from the CASE\_HISTORY table and the INTERVIEW\_PERIOD column from the FR\_LEAVE table. The WHERE clause names the columns, one from each table, that must match.

```
select      FR_LEAVE.INTERVIEW_
              PERIOD, CASE_HISTORY.
              CONTROL_NUMBER,
              CASE_HISTORY.
              INTERVIEW_PERIOD,
              CASE_HISTORY.FR_CODE,
              CASE_HISTORY.CAPI_OUT
              COME
from        FR_LEAVE,
              CASE_HISTORY
where       CASE_HISTORY.
              INTERVIEW_PERIOD =
              FR_LEAVE.INTERVIEW_
              PERIOD;
```

An "alias" for the table name may be defined. This can save a substantial number of keystrokes. In the example below, note the definition of the aliases in the second line and the use of the aliases with all column names.

```
select      F.INTERVIEW_PERIOD,  
             C.CONTROL_NUMBER,  
             C.INTERVIEW_PERIOD,  
             C.FR_CODE,  
             C.CAPI_OUTCOME  
  
from       FR_LEAVE F,  
             CASE_HISTORY C  
  
WHERE     C.FR_CODE = F.FR_CODE;
```

**Appendix 4A - ROSCO Tables and Fields for NCVS**  
**(sorted by table name)**

<b>List of Table Names</b>	
Primary keys that link the tables are denoted in bold.	
<p>– <b>REGULAR NCVS</b> –</p> <p>ADDRESS_HISTORY</p> <p><b>ADDRESS_INFO</b></p> <p>ASSIGNMENT_PARMS</p> <p>BOOST_BLOCK</p> <p>CASE_ACTIVITY</p> <p>CASE_HISTORY</p> <p>CMFILE_IN</p> <p>CONTACTS</p> <p>CONVERTED_TYPE_A</p> <p>DELETE_FROM_LAPTOP</p> <p>DELIVER_TO_MCS</p> <p><b>FR</b></p> <p>FR_HISTORY</p> <p>FR_INTVPERIOD</p> <p>FR_LEAVE</p> <p><b>FR_SURVEY</b></p> <p>INSTRUMENT</p> <p><b>INTERVIEW_PERIOD</b></p> <p>LANGUAGE_CODE</p> <p>LETTER_HISTORY</p> <p>LETTER_LANGUAGE</p> <p>LETTER_TYPE</p>	<p>REASSIGNMENT_REVIEW</p> <p>RELOAD</p> <p><b>REMOTE_REASSIGNMENTS</b></p> <p>REPORT_FILE_OUT</p> <p>RESTING_ADDRESS_HISTORY</p> <p>RESTING_ADDRESS_INFO</p> <p>RESTING_BOOST_BLOCK</p> <p>RESTING_CASE_HISTORY</p> <p>RESTING_CONTACT_HISTORY</p> <p>RESTING_INFO</p> <p>RESTING_NOTES</p> <p>RO_CODE</p> <p>RO_TEAM</p> <p>SEGMENT</p> <p>SEQUENCE_NO</p> <p>SERVER_JOB/OLD_SERVER_JOB</p> <p>SCHEDULED_JOB</p> <p>STRATUM</p> <p>STUDIES</p> <p>STUDY_INTVPERIOD</p> <p>SUPERVISOR_REVIEW</p> <p>SUPPLEMENTAL_OUTCOME</p> <p>SURVEY</p>

MAIL_MESSAGES	SYSTEM_IN_LIST
MAIL_OUT	TEAM_STATUS_REPORT
NEW_SPAWN	TEAM_LEADER_TABLE
NOTES	TEMPORARY_LOB
OLD_CONTROL_NUMBER	TEMPORARY_REASSIGNMENT
OUTCOME_CODE	TRANS_GOAL
PAL_INFO	USER_JOB_STATUS
PERMANENT_REASSIGNMENT	<b>WORKLOAD</b>
PLACE_ZIP	
PSU	-- NCVS REINTERVIEW --
PSU_GROUP_TABLE	FALSIFICATION_NOTES
	RI_CMFILE_IN
	RI_SUPV_REVIEW
	<b>RI_WORKLOAD</b>
	SUPP_QC_FR



**- REGULAR NCVS -**

**ADDRESS\_HISTORY**

Ah_id	Date_changed	Street_name	Addr2	Zip
<b>Control_number</b>	House_number	Unit_designation	Place	Zip4
<b>Interview_period</b>	House_number_sfx	Addr1	State	Physical_description
<b>Address_seq</b>				

**ADDRESS\_INFO**

<b>Control_number</b>	House_number	Unit_designation	Place	Zip4
<b>Interview_period</b>	House_number_sfx	Addr1	State	Physical_description
<b>Address_type</b>	Street_name	Addr2	Zip	

**ASSIGNMENT\_PARMS**

Ap_Id	Psu	Zip	Segment	Typea_fr
	Psu_level	Tract	Bpo_id	Pv_fr
	Place	Block	Regular_fr	Phone_fr

**CAPI\_NOTES**

<b>Control_number</b>	<b>Interview_period</b>	Int_or_reint	Version	Notes1 - 15
-----------------------	-------------------------	--------------	---------	-------------

**CATI\_NOTES**

<b>Control_number</b>	<b>Interview_period</b>	Notes1 - 15		
-----------------------	-------------------------	-------------	--	--

**CASE\_ACTIVITY**

Ca_Id	Action_code	Date_xmit_to_fr	Date_mcs_ack
<b>Control_number</b>	Fr_code	Date_case_completed	In_supv_review
<b>Interview_period</b>	Checked_in	Date_received	Outcome_code
<b>Seq_nbr</b>	Date_assigned	Date_checked_in	Reload_version
Case_activity_date	Date_rcv_by_fr	Date_deliv_to_mcs	Xmit_status
Case activity code			

CASE\_HISTORY

Control_number	Interview_number	Fr_code	Capi_outcome	Replacement_hh
<b>Interview period</b>		Interviewer code	Cati outcome	Last update

CMFILE\_IN, CMFILE\_OUT, SUPV\_REVIEW

Control_number	Phone_number_2	Cati_ok	Sheet_number
<b>Interview period</b>	Phone_ext_2	Never_cati	Year_built
Study_name	Phone_interview_ok	Supplemental_outcome	Ahs_frame
Caseid	Notes_flag	Status	G_flag_1
Arcnum	Notes_changed	Trans_status	Screeener
Reassigned	Pnotes1-15	Date_recv_by_fr	Structure_type
Original_outcome	Contact1_type	Date_case_completed	Sp_unit
Original_action	Contact1_name	Observed	Hu_type
Collection_mode	Contact1_title	House_number	Incentive
County_name	Contact1_phone_exp	House_number_sfx	Cati_outcome
How_to_interview	Contact1_phone	Street_name	Cati_recycle
Interview_number	Contact1_phone_ext	Unit_designation	Tnotes1-15
Previous_fr	Contact1_addr1	Physical_description	Design
Previous_fr_name	Contact1_addr2	Place	Segment_type
Previous_outcome	Contact1_place	State	Gq_register_method
Listing_id	Contact1_state	Zip	Permit_issuing
Survey_id	Contact1_zip	Zip4	Transition_assignment
G_ind_1-5	Contact1_zip4	Mailflag	Urban_rural
Action_code	Contact2_type	Mhouse_number	Within_psu_stratum
Address_changed	Contact2_name	Mhouse_number_sfx	G_flag_2-3
Best_time	Contact2_title	Mstreet_name	Free_fields
Best_time_specified	Contact2_phone_exp	Munit_designation	Fr_code
Callback_notes	Contact2_phone	Mplace	<u>Also in cmfile in and</u>
Confirmed_refusal	Contact2_phone_ext	Mstate	<u>Supv review tables:</u>
G_resp_name	Contact2_addr1	Mzip	<i>Supv_review_type</i>

How_interviewed	Contact2_addr2	Mzip4	<i>Supv_review_category</i>
Type_z_base	Contact2_place	Address_size	<i>Supv_review_action</i>
Nbr_type_z	Contact2_state	Gq_flag	<i>Date_received</i>
No_Sunday	Contact2_zip	Gq_name	<i>Notes_version</i>
Outcome_code	Contact2_zip4	Gq_code	<i>Reload_version</i>
Phone_exp_1	Relist_add	Incomplete_address	<i>Study_outcome</i>
Phone_number_1	New_extra	Line_number	<i>Study_action</i>
Phone_ext_1	New_unit	Mobile_home	<i>Failed_reason</i>
Phone_exp_2	New_unit_trans	Multi_unit	<i>Date_supv_review_action</i>

CONTACTS

<b>Control_number</b>	Contact_type	Contact_addr1	Contact_city	Contact_phone
<b>Interview_period</b>	Contact_name	Contact_addr2	Contact_state	Contact_phone_ext
<b>Int_or_reint</b>	Contact_title		Contact_zip	Contact_phone_exp
<b>Contact_id</b>			Contact_zip4	Contact_phone_type

CONVERTED\_TYPE\_A

<b>Control number</b>	<b>Interview period</b>	Fr code	Outcome code	
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CPCAPCS\_TEMP

<b>Asgt_month</b>	Sample_no	Mis	Received_date	Orig_fr
<b>Asgt_year</b>	Segment_no	Ro_code	Grpldr_old_psu	PSU
Fips_county_code	Serial_no	Cati_outcome	Typea_fr	
Fips state code	Serial suffix	Confirmed refusal	Reassignment code	

CPCAPFR\_TEMP

<b>Asgt_month</b>	Fr_code	Ro_code	Pickup_date	Grpldr
<b>Asgt_year</b>				

DELETE\_FROM\_LAPTOP

<b>Control_number</b>	<b>Interview_period</b>	<b>Fr code</b>		
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**DELIVER\_TO\_MCS**

<b>Control_number</b>	Date_created	Study_name	Date_deliv_to_mcs	
<b>Interview_period</b>	Reload_version	Caseid	Locked	

**FR**

Fr_code	Address	L_name	Parcel_state	Alt_phonenum
Name	City	F_name	Parcel_zip	M_initial
Stat	State	M_name	Alt_phone_no	Parcel_zip4
Lister	Zip	Ssn	Phone_no	Ssn_short
Sfr	Zip4	Parcel_address	Active_inactive	Birthdate
Phonenum	Eod_date	Parcel_city	End_date	

**FR\_INTVPERIOD**

<b>Fr_code</b>	Ro_team	Assg_start_date	Trans_goal_1	Trans_goal_4
<b>Interview_period</b>		Assg_due_date	Trans_goal_2	Trans_goal_5
		Supplemental qc	Trans_goal_3	Last trans date

**FR\_LEAVE**

<b>Fr code</b>	<b>Interview period</b>	Start date	End date	
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**FR\_NOTES**

<b>Fr code</b>	Notes			
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**FR\_SURVEY**

Fr_code	Sfr_code	Db_cnt	Eop_date	Team_leader_code
Survey	Start_date	Inp_cnt	Fr_survey_flag1	Ro_use
Psu1	Due_date	Hours	Ri_group	Active_inactive
Psu2	Trans_date	Miles	Ro_reint	End_date

Psu3	Recv_date	Ri_ready_position	Fr_survey_flag2	
Stat	Kit date	Ro team	Employee type	

**IDENTICAL\_SEGMENT**

Ro_code	Psu	Serial	Survey	Ident_segment
<b>Sample</b>	Segment	Segment type	Ident sample	Tie flag

**INTERVIEW\_PERIOD**

Interview_Period	Cls_file_sent	Date_segment_folders_checked
Ro_team	Ri_cls_file_sent	Laptop_cleanup
Release_to_field	Ri_closeout_files_sent	Date_laptop_cleanup
Survey_data_loaded	Date_released_to_field	Confirmed_refusal_sent
Ro_closeout	Date_ro_closeout	Ri_release_to_field
Mcs_closeout	Date_ro_ri_closeout	Date_ri_released_to_field
Ri_ro_closeout	Date_fp_saved	Date_lc_fr_correction
Ri_mcs_closeout	Date_ro_cleanup	Date_lc_results
Cati_cases_sent	Date_fp_loaded	
Ri_files_sent	Segment folders checked	

**LETTER\_HISTORY**

<b>Control_number</b>	Fr_code	Letter_type	Date_sent	Letter_delivered
<b>Interview period</b>				

**LETTER\_LANGUAGE**

<b>Letter type</b>	<b>Language</b>	Filename		
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**MAIL\_MESSAGES**

Mail messages	Message date	Message subject	Message text	Keep or delete
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MAIL\_OUT

Fr code	Message id			
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PAL\_INFO

<b>Control_number</b>	Bpo_id	Keyed_remarks	Pal_seq_number	Unit_in_structure
<b>Interview_period</b>	Bpo_name	Pal_line_number	Permit_year_month	
	Day_of_issue	Pal origin code	Permit number	

PERMANENT\_REASSIGNMENT

<b>Control number</b>	Fr code	Old control number		
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PLACE\_ZIP

Psu	Place	Zip		
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PMN\_NOTES (CAPI Control notes) - Obsolete

<b>Control number</b>	Notes			
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PSU

<b>Psu</b>	Stratum	Psu group	Ro team	
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REASSIGNMENT\_REVIEW

<b>Control number</b>	<b>Interview period</b>			
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RECYCLE\_LIMIT

Survey	Limit_number			
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RELOAD

<b>Control_number</b>	Reload_version	Caseid	Archive_name	Transfer_flag
<b>Interview_period</b>	Study_name			

REMOTE\_REASSIGNMENTS

Rr_Id	<b>Interview_period</b>	Reassigned_by	Reassigned_to	Date_received
<b>Control number</b>		Reassigned from	Reassignment reason	Reassigned

REPORT\_FILE\_OUT

Report name	Team leader code	Line number	Line text	
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RESTING\_ADDRESS\_INFO

<b>Control_number</b>	House_number	Unit_designation	Place	Zip4
<b>Interview_period</b>	House_number_sfx	Addr1	State	Physical_description
<b>Address type</b>	Street name	Addr2	Zip	In care of

RESTING\_CASE\_HISTORY

<b>Control_number</b>	Interview_number	Fr_code	Outcome_code	Cati_outcome
<b>Interview period</b>				

RESTING\_INFO

<b>Control_number</b>	G_resp_name	Address_changed	Workload_id	Notes_version
<b>Interview_period</b>	Phone_number_1	Fr_code	Best_time	
	Phone number 2	Outcome code	Mail flag	

RESTING\_NOTES

<b>Control number</b>	<b>Interview period</b>	Int or reint	Version	Notes1-15
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RO\_CODE

Ro code				
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SEGMENT

<b>Interview_period</b>	Fr_code	List_now	Transition_assignment
<b>Psu</b>	Date_checked_out	New_segment_folder	Within_psu_stratum
<b>Sample</b>	Date_checked_in	Old_design_psu	Permit_issuing
<b>Segment</b>	Design	Old_design_segment	Urban_rural
	Segment type	Check folder flag	Folder checked

SEQUENCE\_NO

<b>Table name</b>	<b>Column name</b>	Next id		
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SERVER\_JOB / OLD\_SERVER\_JOB

Job_id	Job_name	Parameters	Status
	Survey	Time_started	Max_running_time
	Ro_code	Time_completed	Auto_abort_code
	Time requested	Priority	Comments

SCHEDULED\_JOB

Survey	Job_name	Minute	Date_last_scheduled
Ro code	Hour	Enabled	Parameters

STUDIES

Survey	Int_or_reint	Study_number	Cases_version	Release_to_field
Study_name				



## STUDY\_INTVPERIOD

<b>Study name</b>	<b>Interview period</b>	Cleaned up	Inst cleaned up	
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## SURVEY

Survey	Recordnum			
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## SYSTEM\_IN\_LIST

Userid	Class name	Stringlist	Numberlist	Datetimelist
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## TEAM\_STATUS\_REPORT

Fr code	G label	G counts 1-17	Date created	Team leader code
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## TEMPORARY\_REASSIGNMENT

<b>Control number</b>	<b>Interview period</b>	Fr code		
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## TRANS\_GOAL

Interview period	Goal id	Goal date	Goal percent	
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## USER\_JOB\_STATUS

Job_id	Survey	Time requested	Comments
	Ro_code	Status	Seen_by_user
	Job name	Time completed	

**WORKLOAD**

Workload_id	In_supv_review	Xmit_status	Serial
<b>Control_number</b>	Interview_number	G_ind_1-5	Serial_sfx
<b>Interview_period</b>	Listing_id	G_resp_name	Sheet_number
Psu	Load_date	G_flag_1-5	Year_built
Tract	Nbr_type_z	G_short_1-5	Cati_outcome
Block	No_Sunday	G_varchar_1-5	Cati_recycle
Action_code	Notes_changed	G_varchar_long	Date_recycle_recv
Address_changed	Notes_version	G_int_1-5	Previous_cati_outcome
Best_time	Observed	G_number_1-3	Cati_eligible
Best_time_specified	Original_fr	G_timestamp_1-5	Cati_eligible_psu
Callback_notes	Original_outcome	Address_size	Cati_ok
Caseid	Original_action	Census_id	Cati_possible
Checked_in	Outcome_code	Do_code	Cati_selected Ever_cati
Collection_mode	Phone_interview_ok	Fips_state_code	Never_cati
Confirmed_refusal	Phone_exp_1	Gq_code	Previous_recycle
County_name	Phone_number_1	Gq_flag	Recycle_requested
Date_assigned	Phone_ext_1	Gq_name	Returning_cati
Date_recv_by_fr	Phone_exp_2	Gq_register_method	Why_not_cati
Date_xmit_to_fr	Phone_number_2	Incomplete_address	Supplemental_fr
Date_case_completed	Phone_ext_2	Line_number	Supplemental_outcome
Date_checked_in	Previous_fr	Mobile_home	G_other_name
Date_deliv_to_mcs	Previous_outcome	Multi_unit	Phone_type_1
Date_mcs_ack	In_reinterview	Nbr_or_ltr	Phone_type_2
Date_received	Reload_version	New_extra	Incentive
Date_last_modified	Ro_team	New_unit	Incoming_flag
Fr_code	State_of_case	Relist_add	Map_spot
How_to_interview	Study_name	Sample	Maf_Id
How interviewed	Type_z_base	Segment	Mail flag

- NCVS REINTERVIEW TABLES -

FALSIFICATION NOTES

<b>Control number</b>	<b>Interview period</b>	Fnotes1 – 5		
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RI\_CMFILE\_IN, RI\_CMFILE\_OUT, RI\_SUPV\_REVIEW

<b>Control number</b>	House_number	Contact1_phone_exp	Notes_flag
<b>Interview period</b>	House_number_sfx	Contact1_phone	Notes_changed
Caseid	Street_name	Contact1_phone_ext	Rnotes1-15
Study_name	Unit_designation	Contact1_addr1	Orig_notes_flag
Arcnum	Physical_description	Contact1_addr2	Pnotes1-15
Outcome_code	Place	Contact1_place	Free_fields
Action_code	State	Contact1_state	Fr_code
Qc_outcome	Zip	Contact1_zip	
Reinterview_type	Zip4	Contact1_zip4	<u>Also in RI cmfile in</u>
Status	Gq_name	Contact2_type	<u>And RI supv review</u>
Trans_status	G_resp_name	Contact2_name	<u>Tables:</u>
Date_rcv_by_fr	Phone_exp_1	Contact2_title	<i>Supv_review_type</i>
Date_case_completed	Phone_number_1	Contact2_phone_exp	<i>Supv_review_category</i>
Reassigned	Phone_ext_1	Contact2_phone	<i>Supv_review_action</i>
Original_fr	Best_time	Contact2_phone_ext	<i>Date_received</i>
Original_outcome	Best_time_specified	Contact2_addr1	<i>Notes_version</i>
Original_action	Callback_notes	Contact2_addr2	<i>Reload_version</i>
Interview_fr	No_Sunday	Contact2_place	<i>Study_outcome</i>
Interview_fr_name	Contact1_type	Contact2_state	<i>Study_action</i>
Interview_outcome	Contact1_name	Contact2_zip	<i>Failed_reason</i>
Interview_number	Contact1_title	Contact2_zip4	<i>Date_supv_review_action</i>

**RI\_WORKLOAD**

Workload_id	Date_xmit_to_fr	Input_received	Reinterview_type
<b>Control_number</b>	Date_case_completed	Load_date	Reload_version
<b>Interview_period</b>	Date_checked_in	No_Sunday	Ro_team
Action_code	Date_deliv_to_mcs	Notes_changed	Study_name
Active	Date_mcs_ack	Notes_version	Xmit_status
Best_time	Date_received	Original_fr	False_followup
Best_time_specified	Fr_code	Original_outcome	Gq_name
Caseid	G_resp_name	Original_action	Phone_Type_1
Checked_in	In_supv_review	Outcome_code	G_other_name
Collection_mode	Ineligible	Phone_exp_1	Phone_exp_2
Confirmed_refusal	Interview_fr	Phone_number_1	Phone_number_2
Date_assigned	Interview_number	Phone_ext_1	Phone_ext_2
Date recv by fr	Interview outcome	Qc outcome	Phone type 2

**SUPP\_QC\_FR**

<b>Fr code</b>	<b>Interview period</b>			
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**Appendix 4B - Descriptions of the Fields in the NCVS ROSCO Database Tables (sorted by field name)**

<b>FIELD NAME</b>	<b>TABLE NAME(S)</b>	<b>DESCRIPTION</b>
Action_code	CASE_ACTIVITY CMFILE_IN CMFILE_OUT CMFILE_OUT RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW RI_WORKLOAD SUPV_REVIEW WORKLOAD	Indicates status of case and its next destination. Some common codes: <u>201</u> <u>A</u> <u>B</u> <u>C</u> <u>Xmit</u> 10 20 30 40 To sponsor 11 21 31 41 To Supv Review 12 22 32 42 Allow re-entry then to sponsor 13 23 33 43 Allow re-entry then to SupvRev 15 25 35 45 Never transmit
Active	RI_WORKLOAD	Indicates if case is in any type of reinterview, including: Quality Control (QC), Response Error (RE), QC CATI recycle and QC supplemental.
Active_inactive	FR, FR_SURVEY	Indicates an FR's working status: A – active, I – inactive, S – separated.
Addr1 Addr2	ADDRESS_HISTORY ADDRESS_INFO RESTING_ADDRESS_INFO	The 1 <sup>st</sup> and 2 <sup>nd</sup> line in the old-style 2-line address format. The new-style address format has separate house #, house # suffix, street name, and unit designation fields.
Address	FR	House number, street name, and unit designation, or P.O. Box line in FR addresses.
Address_changed	CMFILE_IN CMFILE_OUT RESTING_INFO SUPV_REVIEW WORKLOAD	Indicates that an FR changed part of an address at any previous interview. 0=No, 1=Yes.
<b>Address_seq</b>	ADDRESS_HISTORY	Address change sequence number unique for each address.
<b>Address_type</b>	ADDRESS_INFO RESTING_ADDRESS_INFO	Indicates address type: S=sample, M=mailing, or R=reinterview.
Ah_Id	ADDRESS_HISTORY	Case Id in Address History table.
Ahs_frame	CMFILE_IN CMFILE_OUT	01-09=American Housing Survey frames – field not used by other surveys.

FIELD NAME	TABLE NAME(S)	DESCRIPTION
	SUPV_REVIEW	
Alt_phone_no Alt_phonenum	FR	Used to store FR secondary phone numbers – Alt_phonenum is used by NCVS.
Ap_Id	ASSIGNMENT_PARMS	Case Id used in Assignment Parms table.
Archive_name	RELOAD	Name of archive where case is stored.
Arcnum	CMFILE_IN CMFILE_OUT RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW SUPV_REVIEW	Sequence number in archive file where case is stored.
Assgn_due_date Assgn_start_date	FR_INTVPERIOD	Target date for the start and end of interviewing set in Assignment Ops > Set Start and Due Dates and printed on the CAPI-35, FR Assignment List.
Auto_abort_code	OLD_SERVER_JOB SERVER_JOB	A code that automatically aborts a job on the server.
Best_time	CMFILE_IN, CMFILE_OUT RESTING_INFO RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW RI_WORKLOAD SUPV_REVIEW WORKLOAD	The best time to call respondent chosen from a list of categories at the end of the interview and printed on the CAPI-35, FR Assignment List, for the next interview period.  1=AM            4=4P-7P        7=7-9P 2=11A-1P      5=6P-9P        8=9A-4P 3=12P-4P      6=9P-9P        9=5P-9P
Best_time _specified	CMFILE_IN CMFILE_OUT RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW RI_WORKLOAD SUPV_REVIEW WORKLOAD	Best time to call respondent keyed at the end of the interview and printed on the CAPI-35, FR Assignment List for the next interview period. This “spelled-out” entry is often more specific than the Best Time categories.
Birthdate	FR	FR birth date.
Block	ASSIGNMENT_PARMS	**Assignment parameter setting used to assign all

FIELD NAME	TABLE NAME(S)	DESCRIPTION
		cases in a block to a single FR.
Bpo_id	ASSIGNMENT_PARMS PAL_INFO	Identification code (6-digit) assigned to each permit office by MCD that puts the offices in alphabetic sort within state. Permit frame only.
Bpo_name	PAL_INFO	Place or area name for territory covered by the permit office. Permit frame only.
Ca_Id	CASE_ACTIVITY CMFILE_OUT	Case Id used in the Case Activity table.
Callback_notes	CMFILE_IN CMFILE_OUT RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW SUPV_REVIEW WORKLOAD	Notes recorded by FR on laptop that specifies when to call a respondent back to complete the interview for the current interview period. These notes appear in laptop case management on the Full (F3) screen.
Capi_outcome	CASE_HISTORY CMFILE_OUT	Laptop code stored in the Case History file.
Case_activity_code	CASE_ACTIVITY CMFILE_OUT  The activity record of a case in ROSCO.	1 - Reassigned from Workload 2 - Reassigned from Sup Rev 3 - Checked-in from FR different than assigned FR 4 - Accepted duplicate 5 - Accepted from FR different than assigned FR 6 - Eliminated from Supervisory Review 7 - Resolved with prior version 8 - Reassigned Mover 9 - Type A - Charged to different FR 10 - Deleted From Supervisory Review 11 - Remote Reassignment
Case_activity_date	CASE_ACTIVITY CMFILE_OUT	Date ROSCO case activity occurred.
Caseid	CMFILE_IN CMFILE_OUT DELIVER_TO_MCS RELOAD	The 8-digit Id beginning with 00000001 that is assigned to each case every month. The caseid changes each month due to incoming and outgoing rotations.

FIELD NAME	TABLE NAME(S)	DESCRIPTION
	RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW RI_WORKLOAD SUPV_REVIEW WORKLOAD	When an extra or additional unit is created, the new unit is assigned the parent's caseid with a letter prefix: A0000123=additional (A, B, C...) Z0000123=extra (Z, X, Y)
Category	N/A	Classification in a field description usually blank. Query: "Select * from 'field name' to view.
Cati_cases_sent	INTERVIEW_PERIOD	Flag set when assignments are released indicating selected cases are sent to CATI: 0=No, 1=Yes.
Cati_eligible	WORKLOAD	Segment CATI eligible in CATI eligible PSU.
Cati_ok	CMFILE_IN CMFILE_OUT SUPV_REVIEW WORKLOAD	Indicates if case should be considered for CATI interviewing based on input from the FR during most recent interview: 0=No, 1=Yes.
Cati_outcome	CASE_HISTORY CMFILE_IN CMFILE_OUT CMFILE_OUT CPCAPCS_TEMP RESTING_CASE_HISTORY SUPV_REVIEW WORKLOAD	Outcome code from CATI interview.
Cati_possible	WORKLOAD  This flag is set for each case by DSMD in the monthly PIN file based on meeting the parameters in this box → 0=No, 1=Yes.	Yes, if: 1=Interview # not 1 or 5, Never CATI=N, AND 2=Ever CATI=Y and CATI Outcome 01-05 OR 3=Ever CATI=N, Phone # is not blank, Phone OK=Y, Vacation (g_flag_2)=N, MAR HIS (g_flag_1)=N, Previous Outcome in (201,203,204,205) and Previous Recycle=N
Cati_recycle	CMFILE_IN CMFILE_OUT	Case recycled from CATI: 0=No, 1=Yes.



FIELD NAME	TABLE NAME(S)	DESCRIPTION
	SUPV_REVIEW WORKLOAD	
Cati_selected	WORKLOAD  0=No, 1=Yes, 2=Temp Yes  If 1 or 2, case displays on the ROSCO Selected Cases screen and will go to CATI unless it is Removed.	Yes, if:  1 - CATI Eligible=Y, CATI Possible=Y, and CATI ok=Y <b>OR</b>  2=Ever CATI=Y, Interview # not 1 or 5, Phone OK=Y and Vacation (g_flag_2)=N  One can set this flag on the CATI Selection tab in View/Edit Sample.
Census_Id	WORKLOAD	An id assigned to each housing unit in the 1990 Census, unique within District Office.
Check_folder_flag	SEGMENT  This flag is set in ROSCO Sample Control > Segments with Additional Units.	Indicates there are more units than expected for a unit frame listing. This flag alerts RO staff to check the segment folder and listing sheets for possible additional units to add to sample control before releasing assignments.
Checked_in	CASE_ACTIVITY CMFILE_OUT RI_WORKLOAD WORKLOAD	Indicates an FR has sent the case in and it is checked into ROSCO. Cases in Supervisory Review are not checked in until they are Accepted.
City	FR	The city (place) part in the FRs mailing address.
Cleaned_up	STUDY_INTVPERIOD	Flag indicating that the Study was removed from ROSCO. For example, NCVS_FS02 the February NCVS Study (instrument).
Cls_file_sent	INTERVIEW_PERIOD	Indicates that the month's closeout file was sent from ROSCO to MCS (Master Control). This occurs when RO staff clicks the "activated" close out hand on the Resolve Missing Cases screen.
Code	N/A – An entry in a field of any table.	For example, control #s, names, addresses, dates, categories, 0=No, 1=Yes, etc. Codes are often described in the field description queries:  Select * from 'fieldname'
Collection_mode	CMFILE_IN CMFILE_OUT RI_WORKLOAD SUPV_REVIEW	Indicates case collection mode:  0=CAPI 1=CATI 5=Listing

FIELD NAME	TABLE NAME(S)	DESCRIPTION
	WORKLOAD	
<b>Column_name</b>	SEQUENCE_NO	Name of column in table that stores sequence numbers for mail messages and jobs.
Confirmed_refusal	CMFILE_IN CMFILE_OUT CPCAPCS_TEMP RI_WORKLOAD SUPV_REVIEW WORKLOAD	Set when accepting Refusals in Supv Review > Non Interview tab. Once set, field cannot be reset.  0=Not a confirmed refusal 1=Confirmed Refusal 2=Congressional Refusal 3=Potential Congressional Refusal
Confirmed_refusal_sent	INTERVIEW_PERIOD	?????
Contact1 Contact2	CMFILE_IN CMFILE_OUT RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW SUPV_REVIEW	Contact 1 is for Type B and C case contact persons. Contact 2 is for mover case contact persons. Surveys that do not have Type B or C contact persons may use both contact fields for movers.  FRs view contact data in laptop case management on the F3 (Full) > M-View More screen.
Contact_add1 Contact_add2	CONTACTS	First two lines in contact address
Contact_city	CONTACTS	The city part of the contact address.
<b>Contact_Id</b>	CONTACTS	Identifier indicating Contact 1 or Contact 2.  Contact_id = 1 – for contact on the 1 <sup>st</sup> line Contact_id = 2 – for contact data on the 2 <sup>nd</sup> line
Contact_name	CONTACTS	The name of the person who provided information at the sample unit.
Contact_phone Contact_phone_exp Contact_phone_ext	CONTACTS	The contact person’s phone number, extension and (.exp) expansion if Area Codes are expanded to 4 digits.
Contact_state	CONTACTS	The State of the contact address.
Contact_title	CONTACTS	The contact person’s title.
Contact_type	CONTACTS	1=B/C Contact 4=Vacant Contact (AHS only) 2=Household Contact 5=CAUS Contact 3=Proxy Respondent 6=GQ Contact

FIELD NAME	TABLE NAME(S)	DESCRIPTION
Contact_zip Contact_zip4	CONTACTS	The contact person's address ZIP Code and ZIP+4.
<b>Control_number</b>  Unlike the case_id that changes with each interview period, the control number for a case never changes.  Below are examples of a NCVS control number.	ADDRESS_HISTORY ADDRESS_INFO CAPI_NOTES CASE_ACTIVITY CASE_HISTORY CATI_NOTES CMFILE_IN, CMFILE_OUT CONTACTS CONVERTED_TYPE_A DELETE_FROM_LAPTOP DELIVER_TO_MCS FALSIFICATION_NOTES LETTER_HISTORY PAL_INFO	PERMANENT_REASSIGNMENT PMN_NOTES REASSIGNMENT_REVIEW RELOAD REMOTE_REASSIGNMENTS RESTING_ADDRESS_INFO RESTING_CASE_HISTORY RESTING_INFO RESTING_NOTES RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW RI_WORKLOAD SUPV_REVIEW TEMPORARY_REASSIGNMENT WORKLOAD
<p>NCVS - 91910 1699B J22 01 100 - regular case</p> <p>91910-PSU, 1699B-Segment+suffix, J22-sample, 01-Serial No., 100-Original HH</p> <p>The PSU is a combination of state and county codes – 91-State, 910-County.</p> <p>Segment - 1<sup>st</sup> digit = panel(1-6), 2<sup>nd</sup> digit = rotation(1-6), 3<sup>rd</sup> &amp; 4<sup>th</sup> digits - segment type</p> <p>Segment Type - Permit (01-49), GQ (55-59), Area (60-69), Unit (70-99)</p> <p>Note: Parts of the Ctl # can have a suffix: Segment – 1 or 2 letters, Sample – 1 letter, Serial No. – 1 letter</p> <p>Replacement Households - the last three digits increase by 100 with each replacement household</p> <p>When an extra or additional unit is created for a case, the Ctl # for the new case is the same as the parent case with a suffix added to the Serial No. Extra suffix=Z, Y, X Additional suffix=A, B, C...</p>		
County_name	CMFILE_IN CMFILE_OUT SUPV_REVIEW WORKLOAD	Proper name of a principal sub-division of a state. Also includes county equivalents – parishes in LA, Independent Cities, etc.

FIELD NAME	TABLE NAME(S)	DESCRIPTION
Date_assigned	CASE_ACTIVITY CMFILE_OUT RI_WORKLOAD WORKLOAD	The date the case is assigned or reassigned in ROSCO.
Date_case_completed	CASE_ACTIVITY CMFILE_IN CMFILE_OUT RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW RI_WORKLOAD SUPV_REVIEW WORKLOAD	The date the case is completed on the laptop.
Date_changed	ADDRESS_HISTORY	The date an address is edited/changed in ROSCO.
Date_checked_in	CASE_ACTIVITY CMFILE_OUT RI_WORKLOAD SEGMENT WORKLOAD	The date a case or segment folder is checked into ROSCO as a completed case.
Date_checked_out	SEGMENT	The date a segment folder is checked out to an FR.
Date_created	DELIVER_TO_MCS TEAM_STATUS_REPORT	The date the report is generated.
Date_deliv_to_mcs	CASE_ACTIVITY CMFILE_OUT DELIVER_TO_MCS RI_WORKLOAD WORKLOAD	The date a case is delivered from ROSCO to MCS (Master Control).
Date_fp_loaded	INTERVIEW_PERIOD	The date FR performance data is loaded.
Date_fp_saved	INTERVIEW_PERIOD	The date FR performance data is saved.
Date_laptop_cleanup	INTERVIEW_PERIOD	The laptop cleanup date.
Date_last_modified	WORKLOAD	The last modified date.
Date_last_scheduled	SCHEDULED_JOB	The date of the last time a scheduled job was run.

FIELD NAME	TABLE NAME(S)	DESCRIPTION
Date_lc_fr _correction	INTERVIEW_PERIOD	The date that listing check FR corrections are checked in.
Date_lc_results	INTERVIEW_PERIOD	The date that listing check results are checked in.
Date_mcs_ack	CASE_ACTIVITY CMFILE_OUT RI_WORKLOAD WORKLOAD	The date MCS (Master Control) acknowledges receipt of a case and sends the FR a file that puts the "R" (for received) in the laptop Stat column.
Date_received	CASE_ACTIVITY CMFILE_IN CMFILE_OUT REMOTE _REASSIGNMENTS RI_CMFILE_IN RI_SUPV_REVIEW RI_WORKLOAD SUPV_REVIEW, WORKLOAD	<p>The date this case is received back from an FR and is processed by the check-in program.</p> <p>If a case is checked in when it is received, the Date Received and the Date Checked In are the same.</p> <p>If a case goes to supervisory review, the Date Received is the date the case is put into supv review, and the Date Checked In is the date the case is Accepted from supv review.</p>
Date_recv_by_fr	CASE_ACTIVITY CMFILE_IN CMFILE_OUT CMFILE_OUT RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW RI_WORKLOAD SUPV_REVIEW WORKLOAD	The date the FR picks up a case on the laptop.
Date_recycle_recv	WORKLOAD	The date the input (DAT and ARC) files for a case recycle from CATI.
Date_released to field	INTERVIEW_PERIOD	The date that FR assignments are released – Xmit status = R (for ready to transmit).
Date_ri_released to field	INTERVIEW_PERIOD	The date that reinterview assignments are released.

FIELD NAME	TABLE NAME(S)	DESCRIPTION
Date_ro_cleanup	INTERVIEW_PERIOD	The date that RO cleanup is run.
Date_ro_closeout	INTERVIEW_PERIOD	The date that RO closeout is run.
Date_ri_ro_closeout	INTERVIEW_PERIOD	The date that reinterview closeout is run.
<b>Date_sent</b>	LETTER_HISTORY	The date a respondent letter is sent.
Date_supv_review _action	CMFILE_IN RI_CMFILE_IN RI_SUPV_REVIEW SUPV_REVIEW	The date RO staff accepts, reassigns or eliminates a case from ROSCO Supervisory Review.
Date_xmit_to_fr	CASE_ACTIVITY CMFILE_OUT RI_WORKLOAD WORKLOAD	The date the assignment files which included this case were transmitted to the FR.
Day_of_issue	PAL_INFO	Date the building permit was issued.
Design	CMFILE_IN CMFILE_OUT SEGMENT SUPV_REVIEW	A case's sample design (90, 00).
Display	N/A.	What a coded table entry will display on ROSCO screens and reports. For example, 0=No, 1=Yes.
Do_code  In 1990, District Offices (Dos) were changed to LCOs..	WORKLOAD  The 1 <sup>st</sup> two-digits are the RO code – 21=Bos, 22=NY, etc.	The 4-digit code assigned to 2000 Local Census Offices. An LCO was a temporary data collection center that collected decennial census data for an area. Old construction only.
Due_date	FR_SURVEY	The assignment due date (pre-ROSCO).
Effdate	N/A.	Date a field description becomes effective.
Employee_type	FR_SURVEY	The employee type assigned to each person in the FR Survey table=F=FR, S=SFR, T=Team Leader, M=RO Mgt, C=Clerk, P=Pseudo FR.
Enabled	SCHEDULED_JOB	Flag indicating if a scheduled job is enabled:  0=No, job will not run until it is enabled  1=Yes, job will run at next scheduled time
End_date	FR FR_LEAVE FR_SURVEY	The last date the FR is on leave. For ROSCO surveys, the end date is stored in the FR Leave table.
Eod_date	FR	The date the FR entered on duty

FIELD NAME	TABLE NAME(S)	DESCRIPTION
Eop_date	FR_SURVEY	The date the FR started working on survey or program. EOP=entered on program
Ever_cati	WORKLOAD	Indicates if case was ever assigned to CATI: 0=No, 1=Yes, CATI in at least one prior interview.
Expdate	N/A.	Date a field description expires.
F_name	FR	The FR's first name.
Failed_reason	CMFILE_IN RI_CMFILE_IN RI_SUPV_REVIEW SUPV_REVIEW	In Supervisory Review (Failed Cases tab), the reason a case does not check in. 1=Missing data                    3=Invalid action code 2=Study/CM mismatch    4=Not in workload
False_followup	RI_WORKLOAD	Used in reinterview to flag a case for falsification followup: 0=No, 1=Yes.
Filename	LETTER_LANGUAGE	Filename assigned to a respondent letter.
Fips_county_code	CPCAPCS_TEMP	A 3-digit code identifying a county.
Fips_state_code	CPCAPCS_TEMP WORKLOAD	A 2-digit code identifying a State. FIPS=Federal Information Processing Standards
Fnotes1-5	FALSIFICATION_NOTES	Five fields used to store reinterview falsification notes sent in by SFRs.
Folder_checked	SEGMENT	Stores a flag indicating if a segment folder was checked: 0=No, 1=Yes.
<b>Fr_code</b> CASE_ACTIVITY CASE_HISTORY CMFILE_IN CMFILE_OUT	CONVERTED_TYPE_A CPCAPFR_TEMP DELETE_FROM_LAPTOP FR FR_INTVPERIOD FR_LEAVE FR_NOTES FR_SURVEY LETTER_HISTORY MAIL_OUT PERMANENT _REASSIGNMENT	RESTING_INFO RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW RI_WORKLOAD SEGMENT SUPP_QC_FR SUPV_REVIEW TEAM_STATUS_REPORT TEMPORARY_REASSIGNMENT WORKLOAD  3-character code (1- letter, 2-digits) identifying FRs. FR codes for SFRs and office staff usually begin with the letter A. The Regional Director's code is usually A01.

FIELD NAME	TABLE NAME(S)	DESCRIPTION
Fr_survey_flag1 Fr_survey_flag2	FR_SURVEY	
G_count_1-17	TEAM_STATUS_REPORT  The report has a line for each FR on the team. This includes the FR code, the 2-digit month code (g_label) and the data for the following fields:	Fields in the SFR's Team Status Report. 1 - # in Assignment Still on Laptop 2-Not started, 3-Open, 4-Partial, 5-As, 6-Other In Supervisory Review (ROSCO) 7-Type As, 8-Other Checked In (to ROSCO) 9-Interviews, 10-Partials, 11-As, 12-Other, 13-LMR (late mail returns) not in NCVS 14-In CATI, 15-Recycles, 16-PVs (personal visit), 17-Tels (telephone)
G_flag_1-5	CMFILE_IN (flag1,2,3) CMFILE_OUT (flag1,2,3) SUPV_REVIEW (flag1,2,3) WORKLOAD	Five flags that handle variable data: G_flag_1=March Hispanic Over Sample flag G_flag_2=Vacation flag G_flag_3=I/O referral flag (Industry/Occupation) G_flag_4=SCHIP (B sample) flag G_flag_5=Not used by NCVS
G_ind_1-5	CMFILE_IN CMFILE_OUT SUPV_REVIEW WORKLOAD	Five variable indicators.  G_ind_1=Rotation flag, matches the 1 <sup>st</sup> digit of a segment number.
G_int_1-5	WORKLOAD	Five variable integer indicators.
G_label	TEAM_STATUS_REPORT	2-digit month in the Team Status Report table.
G_number_1-3	WORKLOAD	Three generic number fields.
G_other_name	RI_WORKLOAD, WORKLOAD	Other generic name field.
G_resp_name	CMFILE_IN, CMFILE_OUT RESTING_INFO RI_CMFILE_IN RI_CMFILE_OUT	RI_SUPV_REVIEW RI_WORKLOAD SUPV_REVIEW WORKLOAD Respondent name for a case.



FIELD NAME	TABLE NAME(S)	DESCRIPTION
G_short_1-5	WORKLOAD	Five short generic fields.
G_timestamp_1-5	WORKLOAD	Five generic timestamp fields.
G_varchar_1-5	WORKLOAD	Five generic variable character fields.
Goal_date	TRANS_GOAL	Transmission date goal entered in ROSCO - Close Out / Cleanup > Enter Transmittal Goals.
Goal_Id	TRANS_GOAL	The Id used in the Trans Goal table.
Goal_percent	TRANS_GOAL	Goal percents keyed into the Trans Goal table.
Gq_code	CMFILE_IN CMFILE_OUT SUPV_REVIEW WORKLOAD	Code assigned to a group quarters. <a href="#">11-8, Listing &amp; Coverage Manual, Appendix F</a>
GQ_flag	CMFILE_IN CMFILE_OUT SUPV_REVIEW WORKLOAD	Indicates if case is at a GQ: 0=No, 1=Yes.
Gq_name	CMFILE_IN CMFILE_OUT RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW RI_WORKLOAD SUPV_REVIEW WORKLOAD	The name of a group quarters. Area and GQ frames only.
Gq_register_method	CMFILE_IN CMFILE_OUT SUPV_REVIEW WORKLOAD	Indicates if GQ was listed using the register method. Area and GQ frames only. 0=Register method not used 1=Register method used
Grpldr	CPCAPFR_TEMP	FR code of Group Leader.
Grpldr_old_psu	CPCAPCS_TEMP	FR code of Group Leader in old PSU.
Hour	SCHEDULED_JOB	Hour part of the time (hour and minute) a scheduled job will start on the server.
Hours	FR_SURVEY	Obsolete field used to store hours before FRED.
House_number House_number _sfx	ADDRESS _HISTORY ADDRESS_INFO CMFILE_IN	The number associated with a housing unit that uniquely identifies a structure on a street.  House number suffix=An alphabetic or fractional

FIELD NAME	TABLE NAME(S)	DESCRIPTION
	CMFILE_OUT RESTING_ADDRESS_INFO RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW SUPV_REVIEW	addition to the end of the house number to form a new house number.
How_interviewed	CMFILE_IN CMFILE_OUT SUPV_REVIEW WORKLOAD	Indicates how the FR reported they collected the data (or most of the data) during the most recent interview: 1=Telephone, 2=Personal Visit
How_to_interview	CMFILE_IN CMFILE_OUT SUPV_REVIEW WORKLOAD	Indicates how to interview a case for the current month: 1=Telephone, 2=Personal Visit
Hu_type	CMFILE_IN CMFILE_OUT SUPV_REVIEW	Housing unit type – not used by NCVS. -----HU=Housing Units----- 01=house, apartment or flat 02=mobile home, no permanent room added 03=mobile home, one or more perm. rooms added 04=in non-transient hotel, motel, etc. 05=permanent in transient hotel, motel 06=in rooming house 07=boat or recreational vehicle 08=tent, cave, or railroad car 09=something other than 01-08 above -----non-HU – not Housing Units ----- 10=rooming or boarding house 11=students quarters in college dormitory 12=unoccupied site for mobile home, trailer or tent 13=unit (not perm.) in transient hotel, motel, etc. 14=something other than 10-13 above
Ident_sample	IDENTICAL_SEGMENT	Sample of identical segment.
Ident_segment	IDENTICAL_SEGMENT	Identical segment number.

FIELD NAME	TABLE NAME(S)	DESCRIPTION
In_care_of	RESTING_ADDRESS_INFO	The recipient of household mail if different than the household respondent (g_resp_name).
In_reinterview	WORKLOAD	Indicates a case is or was in reinterview: 0=No, 1=Yes.
In_supv_review	RI_WORKLOAD	Indicates a case is or was in ROSCO Supervisory Review: 0=No, 1=Yes.
Incentive	CMFILE_IN CMFILE_OUT SUPV_REVIEW WORKLOAD	Indicates whether a respondent will receive a monetary incentive to participate in CE or SIPP. CE: A-Z (type undefined) SIPP: 0=No, 1=Yes
Incoming_flag	WORKLOAD	Indicates a case is in an incoming rotation: 0=No, 1=Yes.
Incomplete_address	CMFILE_IN CMFILE_OUT SUPV_REVIEW WORKLOAD	Indicates that the basic street address is incomplete: 0=No, 1=Yes.
Ineligible	RI_WORKLOAD	Indicates case was screened out of reinterview and removed from the ri_workload table. Flag is set for observed and Type A cases: 0=No, 1=Yes.
Input_received	RI_WORKLOAD	Indicates if a reinterview case's input file was received. An RI case cannot be assigned until the input file is received: 0=No, 1=Yes.
Inst_cleaned_up	STUDIES	Indicates if instrument was cleaned up.
Int_or_reint	CAPI_NOTES CONTACTS RESTING_NOTES	Indicates if notes are for regular NCVS or reinterview: I=Interview, R=Reinterview
Interview_fr	RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW RI_WORKLOAD	CAPI FR who completed a regular case that is in the reinterview workload.
Interview_fr_name	RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW	Name of the CAPI FR who did the regular case that is in the reinterview workload.
Interview_number	RI_CMFILE_IN RI_CMFILE_OUT	Identifies the position of the current interview within a complete sequence of scheduled interviews for the sample designation.
CASE_HISTORY	RI_SUPV_REVIEW	

FIELD NAME	TABLE NAME(S)	DESCRIPTION
CMFILE_IN CMFILE_OUT CMFILE_OUT RESTING_CASE_HISTORY	RI_WORKLOAD SUPV_REVIEW WORKLOAD	NCVS/SCHIP: 01-08 CEQ: 01-05 SIPP: 01-13 NCVS: 01-07 TPOPS: 01-04 AHS-MS: 96, 98, 02 all even years hereafter AHS-N: 97, 99, 01 all odd years hereafter
Interview_outcome	RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW RI_WORKLOAD	The outcome_code from the regular interview that is in the reinterview workload..
<b>Interview _period</b>  For NCVS, a 6-digit code that identifies the year and month.  For monthly surveys: Jan 2004=200401 Feb 2004=200402 Mar 2004=200403  For MIS-9 a 3 is added as the 1 <sup>st</sup> digit of the month  Feb 2004=200432 Apr 2004=200334	ADDRESS_HISTORY ADDRESS_INFO CAPI_NOTES CASE_ACTIVITY CASE_HISTORY CATI_NOTES CMFILE_IN CMFILE_OUT CONTACTS CONVERTED_TYPE_A DELETE_FROM_LAPTOP DELIVER_TO_MCS FALSIFICATION_NOTES FR_INTVPERIOD FR_LEAVE INTERVIEW_PERIOD LETTER_HISTORY PAL_INFO	REASSIGNMENT_REVIEW RELOAD REMOTE_REASSIGNMENTS RESTING_ADDRESS_INFO RESTING_CASE_HISTORY RESTING_INFO RESTING_NOTES RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW RI_WORKLOAD SEGMENT STUDIES SUPP_QC_FR SUPV_REVIEW TEMPORARY_REASSIGNMENT TRANS_GOAL WORKLOAD
Interviewer_code	CASE_HISTORY	The CATI interviewer codes used by Tel. Centers.

FIELD NAME	TABLE NAME(S)	DESCRIPTION
Job_id	OLD_SERVER_JOB SERVER_JOB USER_JOB_STATUS	Id for jobs that run on the server.
Job_name	OLD_SERVER_JOB SERVER_JOB SCHEDULED_JOB USER_JOB_STATUS	Name of job that runs on the server. Common jobs run by the RO staff include:  Checkin=to check in completed work Frassign=a ROSOCO transmission that puts FR files out on the server
Keep_or_delete	MAIL_MESSAGES	Keep flag for ROSCO mail messages to FRs. 0=Don't keep (store) message, 1=Keep (store) message.
Keyed_remarks	PAL_INFO	Remarks keyed by PAL FRs that display in Sample Control > View/Edit Sample > PAL tab
Kit_date	FR_SURVEY	Date kit was installed (no longer used).
L_name	FR	The FR's last name.
Laptop_cleanup	INTERVIEW_PERIOD	The flag indicating an interview period is cleaned up off the laptop: 0=No, 1=Yes.
Last_trans_date	FR_INTVPERIOD	The date of the FR's last transmission.
Last_update	CASE_HISTORY	Is this used for NCVS. It's empty.???
Letter_delivered	LETTER_HISTORY	Letter delivery indicator: 0=No, 1=Yes.
<b>Letter_type</b>	LETTER_HISTORY LETTER_LANGUAGE	1=1 <sup>st</sup> month refusal 2=5 <sup>th</sup> month refusal 3=8 <sup>th</sup> month refusal 4=Other refusal 5 - NOH (no one home with FR name) 6=NOH (no one home) w/o FR name 7=Thank you 8=Next Month 1st month refusal 9=Next Month other refusal 10=Next Month 5th month refusal

FIELD NAME	TABLE NAME(S)	DESCRIPTION
Limit	RECYCLE_LIMIT	Limit on the number of cases an RO can recycle from ROSCO's Request a Recycle from CATI screen.
Line_number	CMFILE_IN CMFILE_OUT REPORT_FILE_OUT** SUPV_REVIEW WORKLOAD	The line number on the listing sheet where a unit was listed in Area and GQ segments.  ** Team Leader Report (TAL) report line number.
Line_text	REPORT_FILE_OUT	Data line in the Team Leader Report (TAL) including: FR, Caseid, Control number, Interview Period, P/T, Outcome code, Stat, Prev FR, Suppl Stat, Date Received and Place name.
List_now	SEGMENT	Flag indicating if listing is required at time of interview. Used in Severe Weather segments not listed before time of interview: 0=No, 1=Yes.
Lister	FR	Indicates if FR is a qualified lister: 0=No, 1=Yes.
Listing_Id	CMFILE_IN CMFILE_OUT SUPV_REVIEW WORKLOAD	Listing identifier.
Load_date	RI_WORKLOAD WORKLOAD	For regular NCVS – The date the case's DAT and ARC files are loaded into the database. Field is blank when only the PIN file is loaded.  For NCVS Reinterview=The date the case's PIN file is loaded into the database. The date changes when the INPUT (DAT & ARC) file is received.
Locked	DELIVER_TO_MCS	Indicates MCS (Master Control) is locked for a case: 0=No, 1=Yes.
M_initial	FR	The FR middle initial.
M_name	FR	The FR middle name.
Maf_Id	WORKLOAD	The unique identifier for a record on the MAF (Census 2000 Master Address File) for all surveys but NHIS. Blank for additional and extra units.  For NHIS, a sequential # assigned by DSMD.
Mailflag	RESTING_INFO WORKLOAD	Determines address printed for respondent letter labels. Set with radio buttons on Address Info tab in View/Edit Sample: 1=Sampling address, 2=Mailing address, 3=No good address (no label)

FIELD NAME	TABLE NAME(S)	DESCRIPTION
		prints).
Map_spot	WORKLOAD	The case's map spot identifier – (2000 sample).
Max_running_time	OLD_SERVER_JOB SERVER_JOB	A maximum amount of time a job is allowed to run on the server.
Mcs_closeout	INTERVIEW_PERIOD	Flag indicating MCS (Master Control) is closed out for an interview period.
Message_date	MAIL_MESSAGES	The date an e-mail message is created.
Message_id	MAIL_OUT	E-mail message identifier code.
Message_subject	MAIL_MESSAGES	Subject used in an e-mail message.
Message_text	MAIL_MESSAGES	The text of an e-mail message.
Mhouse_number	CMFILE_IN	The house number and suffix collected as part of the mailing address at time of interview, if different from sample house number and suffix.
Mhouse_number_sfx	CMFILE_OUT SUPV_REVIEW	
Miles	FR SURVEY	Field used to store FR miles before FRED.
Minute	SCHEDULED_JOB	Minute part of the time (hour and minute) a scheduled job will start on the server.
Mis	CPCAPCS_TEMP	Month in sample (same as interview number in other tables).
Mobile_home	CMFILE_IN CMFILE_OUT SUPV_REVIEW WORKLOAD	Indicates if case is a mobile home: 0=No, 1=Yes.
Mplace	CMFILE_IN CMFILE_OUT SUPV_REVIEW	The place collected as part of the mailing address at time of interview, if different from the sample place.
Mstate	CMFILE_IN CMFILE_OUT SUPV_REVIEW	The State collected as part of the mailing address at time of interview, if different from the sample State.
Mstreet_name	CMFILE_IN CMFILE_OUT SUPV_REVIEW	The street name collected as part of the mailing address at time of interview, if different from the sample street name.
Multi_unit	CMFILE_IN CMFILE_OUT SUPV_REVIEW WORKLOAD	Flag indicating if a case is in a multi-unit building: 0=No, 1=Yes.
Munit_designation	CMFILE_IN	The unit designation collected as part of the

FIELD NAME	TABLE NAME(S)	DESCRIPTION
	CMFILE_OUT SUPV_REVIEW	mailing address at time of interview, if different from the sample unit designation.
Mzip	CMFILE_IN CMFILE_OUT	The ZIP Code and ZIP+4 collected as part of the mailing address at time of interview, if different from the sample ZIP Code and ZIP+4.
Mzip4	SUPV_REVIEW	
Name	FR	FR's last and first name.
Nbr_or_ltr	WORKLOAD	All either N or blank in Wkld ????
Nbr_type_z	CMFILE_IN CMFILE_OUT SUPV_REVIEW WORKLOAD	Number of individuals at a sample unit that are non-interviews (not used for NCVS).
Never_cati	CMFILE_IN CMFILE_OUT SUPV_REVIEW WORKLOAD	Permanent flag prohibiting CATI selection set on the View/Adjust CATI, View/Adjust CATI Available and Select Temp CATI screens. One can also set and reset this flag on the CATI Selection Info tab in View/Edit Sample.  0=OK to consider household for CATI 1=never consider household for CATI
New_extra	CMFILE_IN CMFILE_OUT SUPV_REVIEW WORKLOAD	Flag indicating an extra unit was added for this case during the current interview period:  0=No, 1=Yes.
New_segment folder	SEGMENT	Flag indicating if the segment folder is new for this interview period: 0=No, 1=Yes.
New_unit	CMFILE_IN CMFILE_OUT SUPV_REVIEW WORKLOAD  The parent flag prohibits adding more units to the parent case in future months.	A newly identified sample unit that is added to the HQ database at the end of the interview period. Both the new and parent units are flagged.  E=extra added with coverage questions A=additional added with F4 key P=parent S=spawn (not used by NCVS)
New_unit_trans	CMFILE_IN CMFILE_OUT	Flag indicating a new unit was transferred to another RO. 0=Not transferred, 1=Transferred.



FIELD NAME	TABLE NAME(S)	DESCRIPTION
	SUPV_REVIEW	
Next_id	SEQUENCE_NO	Id generated internally that assigns the next highest number to mail messages.
No_Sunday	CMFILE_IN CMFILE_OUT RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW RI_WORKLOAD SUPV_REVIEW	Flag set by FR at end of interview indicating if Sunday interview is OK: 0=No Sunday interviewing is OK 1=Yes No Sunday interviewing  <b>Note the double negative (No Sunday-No) indicates Sunday calls are OK.</b>
Notes	FR_NOTES PMN_NOTES	FR notes from the 15 lines at the end of the instrument.  Aren't PMN notes obsolete????
Notes_changed	CMFILE_IN CMFILE_OUT RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW RI_WORKLOAD SUPV_REVIEW WORKLOAD	Flag indicating if Notes have been changed outside of the instrument: 0=No, 1=Yes.  Does this mean changed in ROSCO???
Notes_flag	CMFILE_IN CMFILE_OUT RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW SUPV_REVIEW	Flag indicating if there are Notes: 0=No, 1=Yes.
Notes_version	CMFILE_IN RESTING_INFO RI_CMFILE_IN RI_SUPV_REVIEW RI_WORKLOAD SUPV_REVIEW WORKLOAD	The notes version number.

FIELD NAME	TABLE NAME(S)	DESCRIPTION
Notes1-15	CAPI_NOTES CATI_NOTES RESTING_NOTES	Up to 15 lines of notes that are entered at the end of the interview by CAPI FRs or CATI Interviewers.
Numberlist	SYSTEM_IN_LIST	Counter
Observed	CMFILE_IN CMFILE_OUT SUPV_REVIEW WORKLOAD	Flag set in SFR Functions on FR's laptop indicating the case was observed by a SFR or supervisor during the interview period: 0=No, 1=Yes, case is screened out of reinterview.
Old_control _number	PERMANENT _REASSIGNMENT	Control number from a previous sample design.
Old_design_psu	SEGMENT	PSU number in previous sample design.
Old_design_segment	SEGMENT	Segment number in previous sample design.
Orig_fr	CPCAPCS_TEMP	Original FR code.
Orig_notes_flag	RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW	Flag indicating status of FR notes: O=original
Original_action	CMFILE_IN CMFILE_OUT RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW RI_WORKLOAD SUPV_REVIEW WORKLOAD	Action code of original case.
Original_fr	RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW RI_WORKLOAD WORKLOAD	FR code of the original FR.

FIELD NAME	TABLE NAME(S)	DESCRIPTION
Original_outcome	CMFILE_IN CMFILE_OUT RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW RI_WORKLOAD SUPV_REVIEW WORKLOAD	Outcome code of an original case.
Outcome_code	CASE_ACTIVITY CMFILE_IN CMFILE_OUT CMFILE_OUT CONVERTED _TYPE_A RESTING_CASE_HISTORY RESTING_INFO	RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW RI_WORKLOAD SUPV_REVIEW WORKLOAD  Code that describes the status of a CAPI interview case.
Pal_line_number	PAL_INFO	Line no. from the Permit Address List (PAL) listing instrument for a specific permit address.
Pal_origin_code	PAL_INFO	Code assigned to a Permit Address List (PAL) to indicate the source of its data. Permit frame only.  O=old (1990) design PAL N=new (2000) design PAL
Pal_seq_number	PAL_INFO	An id code assigned to each Permit Address List (PAL) created by DSMD used to control listing assignments. Permit frame only.
Parameters	OLD_SERVER_JOB SCHEDULED_JOB SERVER_JOB	The parameters of a scheduled job. For example, "200403" "A, B, C"=Job runs for this Interview period and these RO team(s).
Parcel_address	FR	The FR's house number, street name, apt. no., or P.O.Box where the RO can send a non-USPS shipment (i.e. Fed Express, UPS).
Parcel_city	FR	The place (city) in the FR's parcel address.
Parcel_state	FR	The State in the FR's parcel address.
Parcel_zip	FR	The ZIP Code (and Zip+4) for the FR's parcel address.
Parcel_zip4		

FIELD NAME	TABLE NAME(S)	DESCRIPTION
Permanent_limit		The limit on the number of cases the RO can put into CATI as permanent cases. (See Update CATI Limits Screen.)
Permit_issuing	CMFILE_IN CMFILE_OUT SEGMENT SUPV_REVIEW	Indicates the case is in a permit-issuing block (Old construction only).
Permit_number	PAL_INFO	Number that uniquely identifies a permit issued within a building permit office. Permit frame only.
Permit_year_month	PAL_INFO	The year and month (YYYYMM) the permit issuing authority issued the permit. Permit frame only.
Phone_interview_ok	CMFILE_IN CMFILE_OUT SUPV_REVIEW WORKLOAD	Indicates whether or not the respondent has agreed to future interviews by telephone:  0=No, 1=Yes.
Phone_fr	ASSIGNMENT_PARMS	FR assigned telephone cases in parameter, if different from the regular FR.
Phone_no Phonenum	FR	Used to store FR primary phone numbers – Phonenum used by NCVS, Phone_no is not used.
Phone_number_1 Phone_number_1 _ext Phone_number_1 _exp Phone_number_2 Phone_number_2 _ext Phone_number_2 _exp	CMFILE_IN CMFILE_OUT RESTING_INFO RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW RI_WORKLOAD SUPV_REVIEW WORKLOAD	Case's primary phone no, extension(.ext) and expansion(.exp)  Case's 2 <sup>nd</sup> phone number, extension(.ext) and expansion(.exp)  Expansion is a place hold for when Area Codes are expanded to 4 digits.
Phone_type_1 Phone_type_2	RI_WORKLOAD WORKLOAD	1=Home                      5=Public pay phone 2=Work                      6=Toll free 3=Cellular or digital      7=Other 4=Beeper, pager, answering service      8=FAX

FIELD NAME	TABLE NAME(S)	DESCRIPTION
Physical_description RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW SUPV_REVIEW	ADDRESS_HISTORY ADDRESS_INFO CMFILE_IN CMFILE_OUT RESTING_ADDRESS_INFO	Description of a housing unit and/or its location. May also include rural routes and postal box numbers.
Place  RI_CMFILE_IN RI_CMFILE_OUT PLACE_ZIP RI_SUPV_REVIEW SUPV_REVIEW	ADDRESS_HISTORY ADDRESS_INFO ASSIGNMENT_PARMS** CMFILE_IN CMFILE_OUT RESTING_ADDRESS_INFO	The place (city, town) in the address.  **Assignment parameter setting used to assign all cases in a place to a single FR.
Previous_cati _outcome	WORKLOAD	The CATI outcome from last time the case was completed in CATI.
Previous_fr	CMFILE_IN CMFILE_OUT SUPV_REVIEW WORKLOAD	The previous FR who completed the case.
Previous_fr_name	CMFILE_IN CMFILE_OUT SUPV_REVIEW	FR name the last time the case was completed by an FR.
Previous_outcome	CMFILE_IN CMFILE_OUT SUPV_REVIEW WORKLOAD	Outcome code the last time the case was completed by an FR.
Previous_recycle	WORKLOAD	Previous CATI recycle. 0=No, 1=Yes.
Priority	OLD_SERVER_JOB SERVER_JOB	A job's priority on the server.
<b>Psu</b> PSU SEGMENT WORKLOAD	ASSIGNMENT_PARMS CPCAPCS_TEMP IDENTICAL_SEGMENT PLACE_ZIP	PSU=Primary Sampling Unit  Usually the FIPS state and county codes combined, 2 and 3 digits respectively, except in New England.

FIELD NAME	TABLE NAME(S)	DESCRIPTION
Psu_Group	PSU	PSUs grouped for reporting purposes (not currently used by NCVS, TPOPS only).
Psu_level	ASSIGNMENT_PARMS	Assignment parameter setting used to assign all cases in a PSU to a single FR.
Psu1, Psu2, Psu3	FR_SURVEY	The 1 <sup>st</sup> , 2 <sup>nd</sup> and 3 <sup>rd</sup> PSUs an FR works in (obsolete)=ROSCO uses assignment_parms.
Pv_fr	ASSIGNMENT_PARMS	FR assigned personal visit cases in parameter, if different from the regular FR.
Qc_outcome  Click here for a list of QC Outcomes.	RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW RI_WORKLOAD	Outcome codes set by the reinterview instrument at the end of a reinterview.  Called Disposition Codes by DSMD.
Reassigned  CMFILE_IN CMFILE_OUT	REMOTE _REASSIGNMENTS RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW SUPV_REVIEW	Flag set when case is reassigned to another FR from View/Reassign or Supv Review. It also allows a case previously worked on to be opened at the front of the instrument.
Reassigned_by Reassigned_from Reassigned_to	REMOTE _REASSIGNMENTS	Records the FR codes by whom the case was reassigned, from whom it was reassigned, and to whom it was reassigned.
Reassignment_code	CPCAPCS_TEMP	These are number codes that probably mean something. Get explanation from TMO.?????
Reassignment_reason	REMOTE _REASSIGNMENTS	1 - Type A - Refusal Followup 2 - Other Type A Followup (NOH, TA, Other) 3 - Emergency (illness, death in family) 4 - Assignment too large for FR 5 - Prod. reasons (segment closer to another FR) 6 - Misclassification of Noninterview 7 - Other 8 -Type A Followup - Charge orig FR with A
Received_date	CPCAPCS_TEMP	Date FR received a case.
<b>Recordnum</b>	SURVEY	The record number for a table that contains the

FIELD NAME	TABLE NAME(S)	DESCRIPTION
		survey abbreviation. The record number is usually 1.
Recv_date	FR_SURVEY	Date cases received (obsolete in ROSCO which uses Date_received).
Recycle_requested	WORKLOAD	Indicates if a CATI recycle was requested: 0=No, 1=Yes.
Regular_fr	ASSIGNMENT_PARMS	The FR assigned all cases in parameter, if Type A FR, PV FR and Phone FR are blank.
Reinterview_type	RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW RI_WORKLOAD  Type 05 cases are included in the QC response rates.  Type 06 cases are not included in the QC response rates.	01 - Response Error assigned to CATI 02 - Response Error assigned to CAPI 03 - Quality Control CATI Recycles 04 - Quality Control CAPI 05 - Quality Control CAPI Supplemental (RO selects FR before releasing assignments) 06 - Quality Control CAPI Inactive Supplemental (RO chooses cases after releasing assignments)
Release_to_field	INTERVIEW_PERIOD	Indicates monthly assignments were released: 0=No, 1=Yes.
Relist_add	CMFILE_IN CMFILE_OUT SUPV_REVIEW WORKLOAD	Indicates if case was created from relisting a segment: 0=No, 1=Yes.
<b>Reload_version</b>  Indicates version if data needs to be reloaded.	CASE_ACTIVITY CMFILE_IN CMFILE_OUT DELIVER_TO_MCS RELOAD	RI_CMFILE_IN RI_SUPV_REVIEW RI_WORKLOAD SUPV_REVIEW WORKLOAD
Replacement_hh	CASE_HISTORY CMFILE_OUT	The last three digits of the control number indicate 100 - original household 200 - replacement household 300 - 2 <sup>nd</sup> replacement household, etc

FIELD NAME	TABLE NAME(S)	DESCRIPTION
Report_name	REPORT_FILE_OUT	For NCVS=TALIST=Team Assignment List.
Returning_cati	WORKLOAD	Indicates if case was in CATI the previous interview period: 0=No, 1=Yes.
Ri_closeout_files_sent	INTERVIEW_PERIOD	Indicates if reinterview closeout file was sent to mcs (MASTER CONTROL): 0=No, 1=Yes.
Ri_cls_file_sent	INTERVIEW_PERIOD	How is this different from the previous field=ri_closeout_files_sent ?????
Ri_files_sent	INTERVIEW_PERIOD	Indicates if cases selected for reinterview were sent to mcs (Master Control), occurs after assignments are released: 0=No, 1=Yes.
Ri_group	FR_SURVEY	Group each FR is assigned to for reinterview selections made by HQ-DSMD staff.
Rr_id	REMOTE_REASSIGNMENTS	Case Id in remote reassignments table.
Ri_mcs_closeout	INTERVIEW_PERIOD	Indicates when reinterview is closed out in mcs (Master Control): 0=No, 1=Yes.
Ri_ready_position	FR_SURVEY	Indicates if FR is ready for reinterview (was set by RO staff after FR's 1 <sup>st</sup> month, but now preset to 1 for all codes for ROSCO): 0=No, 1=Yes.
Ri_release_to_field	INTERVIEW_PERIOD	Indicates that reinterview assignments are released: 0=No, 1=Yes.
Ri_ro_closeout	INTERVIEW_PERIOD	Indicates RO has closed out reinterview: 0=No, 1=Yes.
Ri_notes1-15 RI_SUPV_REVIEW	RI_CMFILE_IN RI_CMFILE_OUT	Reinterview notes (up to 15 lines) from the end of the reinterview.
Ro_closeout	INTERVIEW_PERIOD	Indicates RO has closed out interview_period – set when RO “hits activated hand”: 0=No, 1=Yes.
Ro_code	IDENTICAL_SEGMENT OLD_SERVER_JOB RO_CODE SERVER_JOB SCHEDULED_JOB USER_JOB_STATUS	2-digit regional office code:  21=Boston, 22=New York, 23=Philadelphia, 24=Detroit, 25=Chicago, 26=Kansas City, 27=Seattle, 28=Charlotte, 29=Atlanta, 30=Dallas, 31=Denver, 32=Los Angeles



FIELD NAME	TABLE NAME(S)	DESCRIPTION																																				
RO letter	N/A	1 <sup>st</sup> letter in names of files to and from FRs: A=Boston, B=NY, C=Philadelphia, D=Detroit, E=Chicago, F=KC, G=Seattle, H=Charlotte, I=Atlanta, J=Dallas, K=Denver, L=LA.																																				
Ro_reint	FR_SURVEY	Flag set when RO staff selects an FR for reinter- view: 0=No, 1=Yes. Not used by all surveys.																																				
Ro_team	FR_INTVPERIOD FR_SURVEY INTERVIEW_PERIOD PSU RI_WORKLOAD WORKLOAD	Letter code for RO teams set in FR_survey table for each FR: A,B,C=Boston, Denver; E, W=Dallas A,B=All Other ROs Teams are used for reporting purposes. Other groups (PSU group, stratum) not currently used.																																				
Ro_use	FR_SURVEY	Place for a ROSCO note about an individual FR.																																				
<b>Sample</b>	IDENTICAL_SEGMENT SEGMENT WORKLOAD  The sample designation for a case. Usually a letter and 2 digits, the field can have an alpha suffix to associate the sample with a measure. The suffix is used in Alaska area frames for CPS, SCHIP, NCVS, and in NHIS area frames.	<table border="0"> <thead> <tr> <th>Sample</th> <th>Survey</th> <th>Suffix</th> </tr> </thead> <tbody> <tr> <td>A77=A97</td> <td>CPS</td> <td>A, B or blank</td> </tr> <tr> <td>J23=J29</td> <td>NCVS</td> <td>A, B or blank</td> </tr> <tr> <td>Y05=Y16</td> <td>NHIS</td> <td>A-D or blank</td> </tr> <tr> <td>B77=B97</td> <td>SCHIP</td> <td>A, B or blank</td> </tr> <tr> <td colspan="3">Surveys below do not use an alpha suffix.</td> </tr> <tr> <td>S04=S17</td> <td></td> <td>SIPP</td> </tr> <tr> <td>F04, 05, 08 10-13</td> <td></td> <td>AHS-MS</td> </tr> <tr> <td>F03, 06, 09, 20-23, 25</td> <td></td> <td>AHS-N</td> </tr> <tr> <td>Q33-A46, X11-X20</td> <td></td> <td>CEQ</td> </tr> <tr> <td>D31-D43, E10-E20</td> <td></td> <td>CED</td> </tr> <tr> <td>R03</td> <td></td> <td>RENT</td> </tr> </tbody> </table>	Sample	Survey	Suffix	A77=A97	CPS	A, B or blank	J23=J29	NCVS	A, B or blank	Y05=Y16	NHIS	A-D or blank	B77=B97	SCHIP	A, B or blank	Surveys below do not use an alpha suffix.			S04=S17		SIPP	F04, 05, 08 10-13		AHS-MS	F03, 06, 09, 20-23, 25		AHS-N	Q33-A46, X11-X20		CEQ	D31-D43, E10-E20		CED	R03		RENT
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R03		RENT																																				
Screener	CMFILE_IN CMFILE_OUT SUPV_REVIEW	Flag used by some surveys to screen cases=Not used by NCVS.																																				
Seen_by_user	USER_JOB_STATUS	Flag indicating if a user has highlighted a job on the View Job Status screen and clicked the Seen button: 0=Not Seen, 1=Seen																																				

FIELD NAME	TABLE NAME(S)	DESCRIPTION
Segment (NCVS)	ASSIGNMENT_PARMS** IDENTICAL_SEGMENT SEGMENT WORKLOAD  **Obsolete assignment parameter setting used to assign all cases in a segment to a single FR.	A 4-digit number that identifies a section of a PSU that is in sample. Part of the control no.  1 <sup>st</sup> digit=Panel(1-6) 2 <sup>nd</sup> digit=Rotation(1-6):  Permit 07-49 91910 1601 J22 01 100 GQ 55-59 91910 2559 J22 02 100 GQ 60-69 91910 3269 J22 01 100 Permit 70-99 91910 4199 J22 01 100
Segment_folders_checked	INTERVIEW_PERIOD	Indicates if the segments folders are checked. RO staff sets this flag by clicking the "Happy Face" before releasing assignments.
Segment_type	CPCAPCS_TEMP CMFILE_IN CMFILE_OUT IDENTICAL_SEGMENT SEGMENT SUPV_REVIEW	Type of Segment  1= <u>Area</u> (from listings or update block) 2= <u>Unit</u> (from maf (Master Address File)) 3= <u>GQ</u> -group quarters (from listings or update block) 4= <u>Permit</u> (new construction from Permit Address Listings) 5= <u>Address</u> (not used in NCVS)
Seq_nbr	CASE_ACTIVITY	Sequence number used to keep track of case actions (see case activity codes).
Serial	IDENTICAL_SEGMENT WORKLOAD  Identification code assigned sequentially to the units within a basic sample designation.	Serial no.=the last two digits in the control # Usually: NCVS=01-15 for all frames  SCHIP=31-45 Unit and Area frames only  March HispanicOver sample:  NCVS=51-65 for all frames  SCHIP=81-95 Unit and Area frames only
Serial_no	CPCAPCS_TEMP	Serial number used in this special table.
Serial_sfx	WORKLOAD  If added in case mgt (F4), the <b>additional unit</b> is assigned a suffix of A, B, C, etc.	An extra unit is assigned a control # identical to the parent with a suffix added to the serial number. For example, 01A, or 03X.  If added with instrument coverage questions, the <b>extra unit</b> is assigned a suffix is X, Y, or Z.



FIELD NAME	TABLE NAME(S)	DESCRIPTION
	SUPV_REVIEW	A=Type A... etc.
Status	OLD_SERVER_JOB SERVER_JOB USER_JOB_STATUS	The status of a job on the server. E=Error F=Failed I= Incomplete S=Successful
Stratum	PSU	Strata grouped for reporting purposes (not currently used by NCVS).
Street_name	CMFILE_IN CMFILE_OUT ADDRESS_HISTORY ADDRESS_INFO RESTING_ADDRESS_INFO SUPV_REVIEW	The street name in a sample address.
Srtinglist	SYSTEM_IN_LIST	
Structure_type	CMFILE_IN CMFILE_OUT SUPV_REVIEW	FRs collect structure type during the 1 <sup>st</sup> interview: 1=1 HU building (detached) 2=1 HU building (attached) 3=2+ HU building 4=mobile home (1 HU) 5=mobile home (2+ HU)
Study_action	CMFILE_IN RI_CMFILE_IN RI_SUPV_REVIEW SUPV_REVIEW	01 02 30

FIELD NAME	TABLE NAME(S)	DESCRIPTION
Study_name	CMFILE_IN CMFILE_OUT DELIVER_TO_MCS RELOAD RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW RI_WORKLOAD SUPV_REVIEW WORKLOAD	The 3-character survey acronym and 4-character study name assigned to the monthly NCVS instrument by Master Control.  NCVS_FS01=January NCVS_FS02=February NCVS_LM02=February MIS-9  The study name for reinterview, NCVSQFU0, doesn't change.
Study_outcome	CMFILE_IN RI_CMFILE_IN RI_SUPV_REVIEW SUPV_REVIEW	
Supplemental_fr	WORKLOAD	FR who completed the supplement if different from FR who completed the regular interview.
Supplemental_outcome	CMFILE_IN CMFILE_OUT SUPV_REVIEW WORKLOAD	1=Supp Complete for at least 1 HHM eligible 2=Type A-at least 1 HHM eligible, supp skipped after 1 <sup>st</sup> question 3=Other Non interview at least 1 HHM eligible respondent refused at introduction 4= Ineligible - no one in HH elig for supp 5=Eligibility Unknown - labor for incomplete
Supplemental_qc	FR_INTVPERIOD	Flag indicates if FR has been selected from supplemental QC reinterview=is this working????
Supv_review_action	CMFILE_IN RI_CMFILE_IN RI_SUPV_REVIEW SUPV_REVIEW	RO action choice for case in Supv Review: A=accept E=eliminate R=reassign D=????? I=?????
Supv_review_category	CMFILE_IN RI_CMFILE_IN	Identifies what Supv Review screen the case appears on.

FIELD NAME	TABLE NAME(S)	DESCRIPTION
	RI_SUPV_REVIEW SUPV_REVIEW	D=Duplicate F=Failed N=Noninterview X=Extra
Supv_review_type	CMFILE_IN RI_CMFILE_IN RI_SUPV_REVIEW SUPV_REVIEW	Identifies Supv Review type: A=Type A B=Type B C=Type C D=Duplicate I=Interview P=Partial
<b>Survey</b>	FR_SURVEY IDENTICAL_SEGMENT RECYCLE_LIMIT OLD_SERVER_JOB SERVER_JOB SCHEDULED_JOB STUDIES SURVEY USER_JOB_STATUS	The survey abbreviation: AHS-M=American Housing Survey=Metro AHS-N=American Housing Survey=Ntl CED=Consumer Expenditure=Diary CEQ=Consumer Expenditure=Quarterly NCVS=Current Population Survey NHIS=National Health Interview Survey NCVS=National Crime & Victimization Survey RENT=Rent & Property Tax Survey SIPP=Survey of Income & Program Participation SCHIP=State Children's Health Insurance Program TPOPS=Telephone Point of Purchase Survey CAUS=Community Address Updating System
Survey code	N/A=Not in tables separately, but usually the 1 <sup>st</sup> two digits of control numbers.	See survey names in above section. 01=NCVS    05=CEQ    09=TPOPS 02=NCVS    06=AHS-N    10=RENT 03=SIPP    07=AHS-M    11=SCHIP 04=CE    08=NHIS    99=CAUS

FIELD NAME	TABLE NAME(S)	DESCRIPTION
Survey_data_loaded	INTERVIEW_PERIOD	Indicates the interview period is loaded:
Survey_id	CMFILE_IN CMFILE_OUT SUPV_REVIEW	Last 4 characters of Study name. FS01=January      LM02=February MIS-9 FS02=February      FS03=March
Table_column	SEQUENCE_NO	Names of tables for which sequence numbers are stored: Mail_messages, User_job_status.
Team_leader_code	FR_SURVEY REPORT_FILE_OUT TEAM_STATUS_REPORT	Team Leader (SFR) 3-digit code used to generate team reports (same as FR code for SFRs).
Temporary_limit	???????	The limit on the number of cases the RO can put into CATI as temporary cases. (See Update CATI Limits Screen.)
Tie_flag	IDENTICAL_SEGMENT	Indicates identical segments came into sample the same month.
Time_completed	OLD_SERVER_JOB SERVER_JOB USER_JOB_STATUS	Date and time a job is completed on the server. For example: 04/04/2003 12:15:20
Time_requested	OLD_SERVER_JOB SERVER_JOB USER_JOB_STATUS	Date and time a job is requested on the server. For example: 04/04/2003 12:15:00
Time_started	OLD_SERVER_JOB SERVER_JOB USER_JOB_STATUS	Date and time a job is started on the server. For example: 04/04/2003 12:15:17
Tnotes1-15	CMFILE_IN CMFILE_OUT SUPV_REVIEW	Up to 15 lines of the CATI notes for a case. CATI notes, that CATI interviewers key at the end of the interview, are stored in Notes1-15 of the ROSCO CATI Notes table. These notes are renamed to keep them separate from CAPI notes as they transfer between ROSCO and the FR laptops or Telephone Centers.
Tract	ASSIGNMENT_PARMS** WORKLOAD	A group of blocks for census data collection.  **Assignment parameter setting used to assign all cases in a tract to a single FR.
Trans_date	FR_SURVEY	The date of the FR's last transmission. How is this different from Last_trans_date in the FR_Intvperiod table???
Trans_goal1-5	FR_INTVPERIOD	Up to 5 transmission goals set in ROSCO=Close Out / Cleanup > Enter Transmittal Goals).

FIELD NAME	TABLE NAME(S)	DESCRIPTION
Trans_status	CMFILE_IN CMFILE_OUT RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW SUPV_REVIEW	
Transfer_flag	RELOAD	Indicates if a case is transferred to another RO: 0=Not Transferred, 1=Transferred. Used by surveys that transfer cases.
Transition_assignment	CMFILE_IN CMFILE_OUT SEGMENT SUPV_REVIEW	Identifies a case that is to be interviewed for training purposes only: 0=No, 1=Yes.
Type_z_base	CMFILE_IN CMFILE_OUT SUPV_REVIEW WORKLOAD	The base rate used to compute a type Z rate for the survey.
Typea_fr	ASSIGNMENT_PARMS CPCAPCS_TEMP	FR assigned Type A cases in parameter, if different from the regular FR.
Unit_designation	ADDRESS_HISTORY ADDRESS_INFO CMFILE_IN CMFILE_OUT RESTING_ADDRESS_INFO RI_CMFILE_IN RI_CMFILE_OUT RI_SUPV_REVIEW SUPV_REVIEW	The type of unit, such as an apartment, trailer, and the number or character designation that uniquely identifies it.  Group Quarters (GQ) units are room #s, bed #s, resident's name, or some other designation.
Unit_in_structure	PAL_INFO	Sequence number of a unit in a multi-unit structure.
Urban_rural	CMFILE_IN CMFILE_OUT	Land code used by instrument to select certain questions:  1-Urban, 2-Rural.



FIELD NAME	TABLE NAME(S)	DESCRIPTION
	SEGMENT SUPV_REVIEW	
Userid	SYSTEM_IN_LIST	
Version	CAPI_NOTES RESTING_NOTES	The version of CAPI notes. I'm getting numbers from 0=8 in one RO table. How does the version number get changed????
Why_not_cati	WORKLOAD	The reason the FR answered No to CATI OK. 0=CATI Ok 1=No telephone/telephone no. 2= Hard of hearing 3= Language problem (not Spanish) 4= Requested personal visit 5= Other-specified in notes
Within_psu_stratum	CMFILE_IN CMFILE_OUT SEGMENT SUPV_REVIEW	A code used to identify a within-PSU stratum. A stratum is made up of units (unit frame) or combined blocks (area frame) with similar characteristics. Not used by NCVS.
Workload_id	RESTING_INFO RI_WORKLOAD WORKLOAD	Case identifier in the Workload table.
Xmit_status	CASE_ACTIVITY CMFILE_OUT RI_WORKLOAD WORKLOAD	Indicates the transmission status of a case: Blank=Not ready to transmit R=Ready to Transmit T=Transmitted
Year_built	CMFILE_IN CMFILE_OUT SUPV_REVIEW WORKLOAD  Permit issuing blocks in Area frames only	Indicates if unit was built before or after April 1, 2000 (Census Day). Collected in permit issuing areas to avoid a housing unit have more than 1 chance of being selected for sample. A=unit built After 04/01/2000 B=unit built Before 04/01/2000 N=Not required for non-structures (boats, mobile homes, etc. and structures where more than 50% of the space is for commercial use).

FIELD NAME	TABLE NAME(S)	DESCRIPTION
Zip, Zip4	ADDRESS_HISTORY ADDRESS_INFO ASSIGNMENT_PARMS** CMFILE_IN CMFILE_OUT FR PLACE_ZIP RESTING_ADDRESS_INFO RI_CMFILE_IN, RI_CMFILE_OUT RI_SUPV_REVIEW SUPV_REVIEW	ZIP=A code assigned to each postal delivery area in the US to expedite the sorting and delivery of mail.  ZIP+4=The last 4 digits of a 9-digit ZIP. Generally identifies one side of the street segment or an entire or similar dead end street.  **Assignment parameter setting used to assign all cases in a ZIP to a single FR.  ZIP=Zone Improvement Plan

<b>ACTION CODE TABLE</b>			
Code	Description	Code	Description
00	Case/listing not started	10	Comp.Interview/listing; to sponsor
01	Case opened; insuff data; stays on laptop	21	Type A; to sup rev
02	Sufficient partial; followup; stays on laptop	31	Type B; to sup rev
04	Sufficient partial; no followup; to sponsor	41	Type C; to sup rev

<b>CODE DESCRIPTIONS</b>				
<p>It is helpful to have descriptions of the codes used in a field. You can display code descriptions for many ROSCO fields by creating a query of the field using the * as a wild card (see below).</p> <p>Select * from case_activity_code</p>				
Code	Display	Effdate	Expdate	Category
01	Reassigned from Workload	01/01/1960		
02	Reassigned from Supervisory Review	01/01/1960		
03	Checked-in from FR different than assigned FR	01/01/1960		
04	Accepted duplicate	01/01/1960		
05	Accepted from FR different than assigned FR	01/01/1960		
06	Eliminated from Supervisory Review	01/01/1960		
07	Resolved with prior version	01/01/1960		
08	Reassigned Mover	01/01/1960		
09	Type A - Charged to different FR	01/01/1960		
10	Deleted From Supervisory Review	01/01/1960		
11	Remote Reassignment	01/01/1960		

<b>REINTERVIEW DISPOSITION, OUTCOME and ACTION CODES</b>							
SF= Suspected Falsification							
NSF= Not Suspected Falsification				All cases except 200, 201, and 202 go to RI SupvReview			
SF	NSF	Out- come	Description	SF	NSF	Out- come	Description
<b>Unopened, Completed and Opened (only) Cases= Action Code 00 and 10</b>							
n/a	n/a	200	New case, not started (00).	n/a	n/a	202	Accessed case, no interview or insufficient partial (00).
n/a	n/a	201	Original interview/ nonint. verified as correct (10).				
<b>Type A Noninterviews=All Action Code 21</b>							
087	034	213	Unable to compl., bad phone #	087	034	213	Language problem
067	013	214		n/a	035	218	Respondent can't remember
068	014	216	Unable to locate	089	036	215	Insufficient partial
069	015	217	No one home (NOH)	090	037	219	Other Type A
086	033	218	Temporarily absent (TA)				
			Refused (Ref)				
<b>Type B Noninterviews=All Action Code 31</b>							
071	017	226	Vacant, regular or seasonal	077	023	228	Unfit, to be demolished
073	019	227	Vacant, storage of HH furniture	091	038	224	Entire HH under/over age limit
074	020	230	Conv't to temp. business/storage	092	039	225	Temp. occup. by URE persons
075	021	231	Unoccupied tent/trailer site	094	041	233	Other Type B
076	022	234	HH institutionalized/temp inelig				
<b>Type C Noninterviews=All Action Code 41</b>							
078	024	240	Demolished	n/a	029	249	Sample adjustment
079	025	241	House or trailer moved	083	030	250	Deceased
080	026	243	Conv't to perm. business/storage	084	031	251	Moved out of country
081	027	245	Condemned	095	042	248	Other Type C

<b>REINTERVIEW DISPOSITION, OUTCOME and ACTION CODES</b>									
SF= Suspected Falsification									
NSF= Not Suspected Falsification All cases expect 200, 201, and 202 go to RI SupvReview									
SF	NSF	Out- come	Description	SF	NSF	Out- come	Description		
<b>Type D Noninterviews=All Action Code 51</b>									
085	032	360	HH replaced by new HH since original interview						
<b>Misclassified Cases=All Action Code 11</b>									
096	043	301	Originally B	Should have been Interview or A	101	048	301	Originally C	Should have been B
097	044	301	C	Interview or A	102	049	301	C	D
099	046	301	B	C	103	058	301	Other misclassification, specify in notes	
100	047	301	B	D					
<b>Discrepancy Cases=All Action Code 11</b>									
061	009	301	Incorrect household roster		064	007	301	Use of ineligible proxy in original when proxy is allowed	
062	005	301	Not all questions asked in original interview		065	008	301	Wrong unit/person visited in original interview	
063	006	301	Use of proxy in original when self-response is required.		066	012	301	Other discrepancy, no suspected falsification	
<b>RO / HQ Discretion Cases=All Action Code 21</b>									
n/a	052	311	RDP-Hard to interview original case		n/a	055	312	RDT-Needs PV/not authorized	
n/a	053	312	RDT-More than 50 miles from nearest FR or no phone		n/a	056	312	HDT-Unresolved laptop or ROSCO problem	
n/a	054	312	RDT-Original intv. observed but not flagged by SFR		n/a	057	312	RDT-Other RO discretion	
RDP=RO Discretion Permanent; RDT=RO Discretion Temporary; HDT=HQ Discretion Temporary									
<b>Unique Codes for NCVS RE Cases=All Action Code 11</b>									
n/a	018	301	Other misclassification, specify in notes		060	n/a	301	Suspected falsification of a completed original interview	

<b>SCHEDULED JOB TABLE</b>		
<b>*Times listed are Eastern Standard Time</b>		
<b>Job Name</b>	<b>Time Scheduled*</b>	<b>Description</b>
Checkin	5:30 and 10:00 am, and 2:00 pm BO, NY, PL, DT, CL, AT  6:30 and 11:00 am, and 3:00 pm CG, KC, DA,  7:30 and 12:00 am, and 4:00 pm DN  8:30 am, 1:00 and 5:00 pm SE, LA	Checks in work from the IN directory to Workload or Supervisory Review.  RO: Check In Status > Run Check In.
Copyin	All ROs AM 5:20, 6, 8, 9, 10, 11, 12 PM 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	Copies files on the View In screen from the bottom to the top window. Also runs when anyone launches a Check In.
Deliver_to_mcs	6:30 and 9:00 am BO, NY, PL, DT, CL, AT  7:30 and 9:00 am CG, KC, DA,  9:00 am DN, SE, LA	Delivers completed work from ROSCO to MCS (Master Control).  RO: Cannot run this job.
Frassign	6:30 and 10:30 am, and 2:30 pm BO, NY, PL, DT, CL, AT  7:30 and 11:30 am, and 3:30 pm CG, KC, DA,  8:30 and 12:30 am, and 4:30 pm DN  9:30 am, 1:30 and 5:30 pm SE, LA  Puts assigned cases marked "Ready to Transmit" into the OUT directory.	RO: Transmissions and Utilities > Make Transmissions. A Transmit button is also on the View/Reassign, Supv Review and Resolve Missing Cases screens.
Laprpts	6:20 and 10:20 am, and 2:20 pm BO, NY, PL, DT, CL, AT  7:20 and 11:20 am, and 3:20 pm CG, KC, DA  8:20 am, 12:20 and 4:20 pm DN  9:20 am, 1:20 and 5:20 pm SEA, LA	Creates and transmits the Team Assignment List and Team Status Report twice daily.  RO: To create an up-to-the-minute TAL and TSR for all Team Leaders, check the Team Leader Reports box on the ROSCO Transmission screen before transmitting.
Mcs_receiver	7:45 am, 12:00noon All ROs  1:30 pm, 6:00 pm All ROs	MCS distributes regular and reinterview files to ROSCO using scif_loads and ri_scif_loads.  RO: Cannot run this job.

<p>Ri_checkin</p>	<p>6:00 and 10:00 am, and 3:00 pm BO, NY, PL, DT, CL, AT</p> <p>7:00 and 11:00 am, and 4:00 pm CG, KC, DA</p> <p>8:00 and 12:00 am, and 5:00 pm DN, 9:00 and 1:00 am, and 6:00 pm SE, LA</p>	<p>Checks in work from the RI IN directory to RI Wkld or RI Supv Rev.</p> <p>RO: Reinterview &gt; Run RI Check In.</p>
<p>Ri_frassign</p>	<p>9:00 am and 4:00 pm BO, NY, PL, DT, CL, AT</p> <p>10:00 am and 5:00 pm CG, KC, DA</p> <p>11:00 and 6:00 pm DN</p> <p>12:00 and 7:00 pm SEA, LA</p> <p>Puts assigned cases marked "Ready to Transmit" into the RI OUT directory.</p>	<p>RO: Transmissions and Utilities &gt; Make Transmissions (check the RI box). A Transmit button is also on the RI View/ Reassign &amp; RI Supv Review screens.</p>
<p>Xcell_fr_file</p> <p>CB User</p>	<p>Every hour on the hour between 5:00 am and 11:00 pm.</p> <p>11:15 am, 3:15 pm, 7:15 pm</p>	<p>Copies additions and deletions from the FR and FR_Survey tables to FTP.</p> <p>Copies the latest FTP (config.p) file to PROCESS (config.p) file. When this occurs, added FRs gain access and deleted FRs lose access to the server.</p>

**NCVS Outcome Code/Action Codes as displayed in Laptop Case Management:**

<b>Description</b>	<b>NCVS CAPI Outcome Codes</b>	<b>CAPI Action Codes</b>
New Case - Not yet started/Checked-In	200	00
Completed Interview (no Type Z's)	201	10
Sufficient partial - no more follow-up needed	203	03
Sufficient partial - follow-up needed	204	02
Type A - Duplicate	211	21
Type A - Language Problems	213	21
Type A - No One Home	216	21
Type A - Temporarily Absent	217	21
Type A - Refused	218	21
Type A - Other occupied	219	21
Type B - Vacant - regular	226	31
Type B - Vacant - storage of HH furniture	227	31
Type B - Temporarily occupied by persons with usual residence elsewhere (URE)	225	31
Type B - Unfit or to be demolished	228	31
Type B - Under construction, not ready	229	31
Type B - Converted to temporary business or storage	230	31



Type B - Unoccupied site for mobile home, trailer, or tent	231	31
Type B - Permit granted, construction not started	232	31
Type B - Other	233	31
Type C - Demolished	240	41
Type C - House or trailer moved	241	41
Type C - Outside segment	242	41
Type C - Converted to permanent business or storage	243	41
Type C - Merged	244	41
Type C - Condemned	245	41
Type C - Built after April 1, 2000	246	41
Type C - Unused line of listing sheet	247	41
Type C - Other	248	41
Type C - Removed in subsampling	256	41
Type C - Unit already had a chance of selection	257	41
Type C - Case spawned in error	290	41
Deleted - reassigned to another FR	580	76
Bad case - missing data	581	75
Bad case - missing instrument	582	75
Salvaged case	583	77

<b>JOB NAME DESCRIPTION</b>	
Change FR Code	
Checkin	<p>Completed cases (201) and most Type Bs are checked in and outcome code displays in ROSCO. Other cases go to Supervisory Review:</p> <ul style="list-style-type: none"> <li>• Noninterviews - Type As (216-219) , &amp; Type B, Others (233) <i>Accept</i> to check in. Other possible actions - <i>Reassign or Eliminate</i>.</li> <li>• Duplicates - <i>Accept</i> to check in. <i>Eliminate</i> to delete.</li> <li>• Failed Cases - ROSCO sends a file to the laptop that causes the case to retransmit. If the case fails check in again, it will display in Supv Review (Failed Cases) twice, and so forth. Notify TAC if retransmitted cases fail to check in.</li> <li>• Extra Units - Cases added by FRs at Time of Interview. <i>Accept</i> to check in. <i>Eliminate</i> to delete.</li> <li>• Partials - Sufficient partial cases (203s and 205s) are missing person or supplement data. <i>Accept</i> to check in. Other possible action - <i>Reassign or Eliminate</i>.</li> </ul>
Copyin and Copyin_sh	Copies FR files from the CAPI Server (In Directory) to ROCSO - moves files from the bottom to the top of the ROSCO View In screen. Runs at the top of the hour or anytime a ROSCO Checkin is requested.
Create_mail	Creates ROSCO mail files for FRs.
Create_reinterview_files	Process that creates the monthly reinterview .pin files once regular assignments are released.
Create_RI_closeout_files	Creates the CloseOut file for reinterview.
Deliver_cls	Delivers the monthly CloseOut file to Master Control.
Deliver_to_mcs	Delivers files of checked in cases to Master Control.
FRassign	A regular ROSCO transmission that takes cases with a Xmit Status of "Ready to Transmit" (released or reassigned cases) and puts them on the telecom server. Once on the server, the Xmit Status of these cases changes to "Transmitted".

<b>JOB NAME DESCRIPTION</b>	
FRphone	Creates a team phone list for Team Leaders.
Laprpts	Creates the Team Status Report and Team Assignment List and puts them on the telecom server daily.
MCS_acknowledge	Creates files sent to FRs acknowledging receipt of checked in work. Once received, the laptop displays a “R” for the received case.
MCS_receiver	Processes files between Master Control and ROSCO - scif, ri_scif and other files.
Populate_FR_perf_data	Saves FR history data
Process_cls	The closeout process that runs after you “Hit the Hand” icon during regular closeout.
Process_rea_files	Processes remote reassignment requests once an hour and puts reassigned cases out on the server at the top of the hour.
RI_checkin	Checks in reinterview cases
RI_Frassign	A reinterview ROSCO transmission
RI_scif_load	Loads the reinterview input files after 1:30pm daily (DC time) from the 1 <sup>st</sup> Monday of CPS week through the day after regular CloseOut.
Scif_load	Loads the regular CPS montly workloads on the Friday after the previous month’s closeout.
TAList	Job that creates the Team Assignment List (TAL) for Team Leaders
Xcell_fr_file	Copies additions to and deletions from the FR_Survey tables at the top of every hour.



## Chapter 5. Training and Observations

### Chapter Contents

This chapter covers the following topics:

Topic		
1.	NCVS Training and Observations	5-2
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3.	Training NCVS Staff	5-5
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5.	Observer's Instructions	5-9
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## Topic 1 - NCVS Training and Observations

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### Overview

The NCVS training program encompasses a variety of methods. New FRs receive training on generic survey concepts and procedures, as well as survey-specific topics via self-studies and classroom training.

The NCVS observation program provides a uniform method for assessing the FR's attitude toward the job and evaluating his/her capability to apply NCVS concepts and procedures during actual work situations. The observation provides the opportunity to teach the FR interviewing skills in an on-the-job environment, concepts not covered during self-study and classroom training, and practical hands-on success tips that the observer personally uses. Observation also reveals information about respondents in a particular area and the geographic conditions where the FR works.

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## Topic 2 - Adding New Staff to the Database

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Overview	Information on FRs working on NCVS in your RO is necessary for making assignments in ROSCO. FR data need to be entered and updated on an ongoing basis. The information keyed into the FR Operations screens is stored in the FR_Survey and FR tables.
Edit FR Data	Select the <b>Edit FR Data</b> activity from the Operations menu, FR Operations sub-menu. In this activity you can add or delete an FR or change FR codes. This activity manages the information on all FRs employed at the RO.
Edit FR's Survey Data	Select the <b>Edit FR's Survey Data</b> activity from the Operations menu, FR Operations sub-menu. This activity allows you to add or delete FRs and edit certain information about the FR at the survey-level (i.e., for NCVS only). The FR must be added in this activity before any NCVS cases can be assigned to him/her.
Edit Team Leaders	Select the <b>Edit Team Leaders</b> activity from the Operations menu, FR Operations sub-menu. This activity enables you to insert new Assigned Team Leaders, delete Assigned Team Leaders, and edit current team leaders and provide substitutes for the Assigned Team Leaders.
Print FR Labels	Select the <b>Print FR Labels</b> activity from the Operations menu, FR Operations sub-menu. In

this activity you can select the information you would like to appear on the FR labels, such as:

- FR Code
- Address Type (parcel/mailing)
- Phone

You can also choose the type and size of label to produce.

### Print FR Roster

Select the **Print FR Roster** activity from the Operations menu, FR Operations sub-menu. In this activity you can choose to print any and all information about all FRs assigned to a specific survey. This information includes information such as:

- FR Code
- Team Leader
- PSU
- Other Surveys Worked
- FR Name
- Parcel Address
- Street Address
- Phone
- EOD
- Second Phone
- RO Use



## Topic 3 - Training NCVS Staff

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### Supervisors

The NCVS Supervisor must be proficient in the survey subject-matter as well as all CAPI aspects of the survey. In addition, the NCVS Supervisor must complete the entire initial FR training, including self-study assignments and classroom training, prior to administering the training to others. Further, he or she must also review all office operations and procedures.

The NCVS Supervisor also must be knowledgeable about:

- Office operations as outlined in *this* manual
- Laptop and Modem Troubleshooting
- The BC-20, Training the Trainer
- The 11-55RO, Administrative Handbook for Regional Office Schedule A Employees

### Clerks

The NCVS clerk has a wide variety of duties on NCVS, including:

- preparing correspondence
- operating ROSCO
- preparing assignments
- reinterview
- monitoring the flow of completed work into HQ

The clerk must also be able to provide survey concept support to Field Representatives (FRs) in the field, using the FR manual as a guide.

Additionally, the clerk must be able to provide technical support to FRs and be familiar with the Remedy software package to send technical problem referrals to HQ.

The clerk must complete all initial NCVS self-study materials and attend the classroom training session. In addition, the clerk must be trained on laptop and modem troubleshooting.

The program supervisor must orient new clerks to the Regional Office's organization and procedures and provide computer-based training in such areas as: electronic mail applications, spreadsheet, and word processing applications.

#### Field Representatives

Field Representatives complete classroom training and/or self-studies in a manner that is determined by their experience.

## Topic 4 - Purpose and Types of Observations

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### Purpose of Observations

The main objective of an observation is to help the FR perform his/her primary activity – interviewing. Observations provide important feedback to the FR on his/her strengths and weaknesses in various interview or noninterview situations.

The NCVS observation not only provides a uniform method for evaluating the FR's ability to apply the NCVS concepts and procedures during actual work situations, but also provides an excellent means for assessing the new FR's attitude toward the job. In addition, the observer can provide the FR training in weak or problem areas.

### Initial Observations (N-1, and N-2)

Initial observations are an extension of the classroom training and provide on-the-job training for FRs new to NCVS. Even experienced FRs need to be observed when they work on NCVS for the first time.

The timing for each of these observations is:

- N-1 During 1<sup>st</sup> Interviewing Assignment
- N-2, During 2<sup>nd</sup> Interviewing Assignment

### Special Needs (SN) Observation

The Special Needs Observation is conducted when an FR's performance indicates a possible need for

additional training on any phase of the job (for example, refusal conversion techniques, problems meeting deadlines, care of the laptop equipment, listing procedures, telephone interviewing). The results of the previous observation may dictate that the FR must be observed during his/her next assignment by the NCVS supervisor or program coordinator.

General Performance  
Review (GPR)  
Observation

The purpose of the General Performance Review (GPR) or “systematic” observation is to reinforce good interviewing practices and to correct any incorrect procedures the FR may have developed over time.

## Topic 5 - Observer's Instructions

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11-62, OJT and  
Observation Self-Study

Form 11-62, On-the-Job Training and Observation Self-Study, provides general instructions for conducting Initial and Special Needs Observations. Review this guide prior to conducting the observation.

11-62A, OJT and  
Observation Report

In addition to the 11-62 Form 11-62A, On-the-Job Training and Observation Report, is used for the observer to evaluate and comment on the performance of the (S)FR being observed. (See Topic 6, Advance Briefing, for details.)

NCVS 524, NCVS  
Induction Guide

The NCVS 524, NCVS Induction Guide, provides useful information on Initial, Special Needs, and GPR Observations. *(An updated CAPI version is currently being developed.)*

Reporting Observed  
Cases in GUI Case  
Management

In order to flag observed cases to make them ineligible for reinterview, the observer must perform the following steps **in Case Management on the FR's laptop before the FR transmits the observed cases:**

- Click on the F8-View icon.
- Select All.
- Highlight the observed case(s).
- Click on the Actions menu, and select 'Mark as Observed.'

Enter the SFR password (i.e., the same password the SFR uses to access the SFR Functions application).

Note: An error message is displayed if the cases have already been transmitted, and you will not be able to mark the case(s) as observed to prevent them from falling into the reinterview sample.

## Topic 6 - Advance Briefing

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### General

For Initial and Special Needs Observations, the NCVS Supervisor should brief the observer on any apparent problems, particularly if the supervisor noticed during training that the FR was having difficulty using the laptop or performing transmissions. For Special Needs (SN) Observations, the supervisor should note the problem(s) which warranted a SN observation. Observer briefings may be in writing, by telephone, through email messages, or in person.

### Materials Provided for Observations

Provide the observer with the following materials:

- 11-62, On-the-Job Training and Observation Self-Study;
- 11-62A, On-the-Job Training and Observation Report;
- Copy of the FR's current CAPI-35, FR Assignment List (so observer can prepare for the observation and make notes about observed cases) (optional);
- FR Notification of Observation (copy of mail message to FR);
- Summary of FR Performance Reports, CARMN Reports, etc.;

- Previous Observation Reports (Form 11-62A);
- Specific instructions from the NCVS Supervisor (optional);
- Notes/Reports from the administrative or payroll section about administrative or payroll problems (optional); and

Preparation of Form 11-62A, On-the-Job Training and Observation Report

Prepare an On-the-Job Training and Observation Report for each scheduled observation.

Fill items 1-10 and 12 on page 1 of Form 11-62A. Note in item 10 any reference notes for special attention. The observer will complete the Date and Time Observed in item 11. For item 12, if the FR has not worked three months, note any applicable performance information available.



## Topic 7 - Selecting FRs for Observation

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General	Each month, the NCVS Supervisor must review the performance of the FR staff and the initial training requirements to select FRs and SFRs for observation.
Initial Observations	All FRs new to NCVS are required to be observed during the first day(s) of their assignment. This is an Initial Observation. Priority should be given to scheduling new FRs for their N-1, and N-2 initial observations.
N-1, Initial Observation	Schedule a one or two day N-1 observation during the FR's NCVS assignment. It is up to the RO's discretion as to whether the N-1 observation lasts one or two days. Refer to the NCVS 524, NCVS Induction Guide, for specific instructions on how to conduct the N-1 observation. An updated CAPI version is being developed.
N-2, Initial Observation	Schedule a 1½ day N-2 observation during the FR's second NCVS assignment. The ½ day is specifically set aside for training on listing procedures. If the FR is experienced, the NCVS supervisor may decide to omit the ½ day listing procedures portion of the N-2 observation. Refer to the NCVS 524, NCVS Induction Guide, for specific instructions on how to conduct the N-2 observation. An updated CAPI version is being developed.

General Performance  
Review (GPR)  
Observations

The frequency in which an (S)FR is observed and the content of the observation depends on the number of surveys the (S)FR works.

Single Survey  
(S)FRs

An (S)FR who works only one current survey should be observed once every other year. This observation should consist of observing the (S)FR conduct interviews and give feedback on his/her performance.

Multi-Survey  
(S)FRs

An (S)FR who works multiple current surveys should be observed once every year. This observation should consist of observing the (S)FR conduct interviews on one specific survey and giving feedback on his/her program performance on that specific survey. In addition, the observation should consist of a review of the (S)FR's program performance on the other surveys worked based on feedback from the supervisory staff of the other surveys.

For example, if an (S)FR works on CPS and the National Crime Victimization Survey (NCVS), he/she should be observed on NCVS the first year and then CPS the next year (or vice versa). In the first year, the observer observes the (S)FR conduct NCVS interviews and gives feedback on the (S)FR's performance on NCVS. During that same observation, the observer discusses the (S)FR's program performance on CPS based on feedback from the CPS supervisor staff.

### Additional Guidelines

As much as possible, RO management must ensure that observations are equally distributed by survey so that no one survey is charged the costs of all the staff observed in one year. Use your RO-specific planning goals for managing the GPR Observation program.

New NCVS FRs should receive their GPR observation 3-5 months after their initial observation. After allowing for initial observations, the selection of the remaining FRs should be based primarily on need. Other factors to consider are the length of time since the last observation and clustering observations for the most efficient use of time and travel.

### Special Needs (SN) Observations

Consider scheduling a special needs observation for any FR who has:

- A low response rate;
- Hours per case or miles per case which exceed the production rate standards for the RO;
- Repeated problems locating addresses;
- A need for help or training on any aspect of the job;
- Received a “Does Not Meet” rating on the last observation; or

- Requested help on any part of his/her assignment.

Note: An FR who was rated a “Does Not Meet” on his/her last progress review or evaluation must be observed or retrained during his/her next assignment.

Special Needs(SN)  
Observation Fulfills  
GPR Requirements

The SN observation fulfills the GPR requirement for the fiscal year. Although it is not required, it is suggested that FRs who received an SN or N –2 observation be scheduled for their next GPR observation within six months of the next fiscal year.

Schedule FRs and  
SFRs for GPR  
Observation Once  
Each Fiscal Year

Excluding N–1 and N–2 observations, **FRs must be observed (GPR) at least once each fiscal year.** For FRs used occasionally, the survey supervisor should determine the type of observation necessary based on the FRs previous NCVS experience and performance.

**Schedule SFRs for observation once each fiscal year, if possible.** However, at an absolute minimum, **each SFR must be observed at least once every two fiscal years.** If at all possible, schedule these observations during months when the SFR has a full (or substitute) assignment.

## Topic 8 - Selecting Observers

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### General Qualifications

The observer must be a member of the RO management or supervisory staff, or an NCVS SFR or Team Leader, or the NCVS lead clerk. The observer must be qualified to train the FR on the aspect(s) of the job that necessitated the observation. The observer must complete the NCVS home-study before conducting any observations.

### Previous Observation Results

Attempt to counter any of the FR's **weak** areas with the proven abilities of the observer. The NCVS Supervisor should analyze any previous observation reports, noting any changes in the performance of the observed FR, before making the final selection of the observer. An effective and well-documented observation report will hopefully result in improved post observation FR performance.

## **Topic 9 - Timing of Special Needs Observation**

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### **Arranging the Observation**

When arranging the date and time for a Special Needs Observation, remember that timing is dependent on the reason for the observation.

### **Low Production**

Schedule the observation at the beginning of the NCVS interview period so the observer can help the FR plan an efficient itinerary and determine whether he/she is keeping an accurate record of his/her time on the laptop. In addition, stress to the FR the importance of transmitting payroll data daily.

### **Low Response Rate**

Schedule the observation at the beginning of the NCVS interview period so the observer can advise and help with noninterviews and show the FR how to reduce Type A's. Instruct the FR to keep Type A's for the observer's review.

### **Other Reasons**

Schedule the observation at an appropriate time so the observer can take the most effective preventive or remedial action. For example, if the FR has frequent problems with not being able to locate an address or a map spot on the Automated Listing and Mapping Instrument (ALMI) Time of Interview (TOI), the observer should provide examples of similar situations and suggestions to help the FR locate the address (such as call the RO to research or help search publicly available databases).

## Topic 10 - Length of Observation

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### General

The main objective of the observation is to help the FR improve his/her interviewing skills.

Each month, the NCVS Supervisor must review the performance of the FR staff and the initial training requirements to select FRs and SFRs for observation.

### Number of Observed Interviews

There is no specific minimum number of interviews to be observed for each type of observation. It is the responsibility of the NCVS Supervisor to ensure that the number of observed interviews adequately provides enough varying situations to accurately rate the FR's performance during the observation. Each observation day should cover six hours or more.

### Length of N-1 Initial Observations

The observer needs to spend two days with the FR depending on his/her needs and experience. For new FRs and non-CAPI experienced FRs new to NCVS, two days of observation is recommended. A one-day observation is recommended for all CAPI-experienced FRs new to NCVS, unless the supervisor feels a second day is necessary. A minimum of six hours of *working* time constitutes a day of observation.

When it is not possible to observe for a minimum of six hours per day due to situations beyond their control, the observer should include an

explanation in the observation report to justify the situation.

#### Length of N–2 Initial Observation

However, most N–2 observations will be 1 to 1½ day observations. Schedule the N–2 observation for two days if the N–1 observation showed significant problems. If the FR was trained on “listing” for other surveys, the N–2 observation can be one day. If it is not possible to observe for a minimum of six hours, the observer should include an explanation in the observation report to justify the situation.

#### General Performance Review and Special Needs Observations

The observer should spend six hours or more with the FR in most cases. When this is not possible, the observer should include an explanation on the observation report to justify the situation.



## Topic 11 - FR Notification

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Notify by Electronic  
Mail

Notify both the observer and the FR of the observation via sending a mail message in ROSCO. Keep a copy of the mail message for your own use in the RO.

Notify by Memorandum

Alternatively, you have the option of notifying FRs by means of a more formal memorandum. Review the text of the memorandum in Appendix 5A, Notification of Observation, for compliance to Regional Office policy. If necessary, change the memorandum text.

Observer Contacts FR

The observer is responsible for contacting the FR to make arrangements for the observation.

## Topic 12 - Feedback to the FR

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Provide Timely  
Feedback to the FR

After evaluating the observation results, provide the FR with timely feedback. Follow the steps below:

- Send a copy of the FR's Summary of Performance (for the month following the observation) to the FR.
- Discuss the observation and subsequent Summary of Performance with the observer. Review the FRs strengths and weaknesses.
- Then discuss the observation and subsequent Summary of Performance with the FR. Include strengths and weaknesses, as well as praise and encouragement, as appropriate.

## Appendix 5A, Notification of Observation

### NOTIFICATION OF OBSERVATION

Date

MEMORANDUM FOR Field Representatives and Observers Listed Below

From: *Regional Director's Name*  
Regional Director

Subject: NCVS Observation Schedule for *Month Year*

This memorandum is to inform you of the NCVS observations planned for *Month Year*. We conduct observations in an effort to provide ongoing training for all Field Representatives (FRs), evaluate survey procedures and policies, and evaluate staff. This is an additional method for supervisors to keep in touch with the staff and share information about the survey, interviewing procedures, and items of particular interest to the FR.

Listed below are the FRs and observers scheduled for NCVS. **The observers should contact the FR well in advance for specific arrangements. Final arrangements are to be made by the observer.** FRs must be prepared to work a minimum of six hours with their observer.

Each FR should have his/her laptop computer, NCVS FR Manual, up-to-date payroll entries on the laptop, and assignment materials available for review by the observer. FRs should be prepared to conduct interviews, conduct a backup and data transmission. The preferred site for the data transmission is the FR's home.

If you have any questions regarding this observation schedule or your observer has not contacted you two working days prior to the scheduled observation, please call the NCVS supervisor, (*name*), at (*telephone number*).

<b>Type</b>	<b>Date</b>	<b>PSU</b>	<b>Field Representative</b>	<b>Observer</b>
	<i>MM/DD/YYYY</i>	<i>PSU</i>	<i>FR Name</i>	<i>Observer Name</i>



## Chapter 6. Assignment Activities

### Chapter Contents

This chapter covers the following topics:

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2.	Sample Control Operations	6-16
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4.	Adjusting Assignments	6-45
5.	Releasing Assignments	6-49

## Topic 1 - Field Representative Operations

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### Overview

As FRs, SFRs, Team Leaders, Clerks, or Supervisors are added to your RO's NCVS staff, their basic information will need to be added to the ROSCO database. This involves adding their information to the database as a whole (using the Edit FR Data activity), activating them for NCVS in ROSCO (using the Edit FR's Survey Data activity), and when necessary, designating them as a Team Leader (using the Edit FR Survey screen).

### Edit FR Data

Using the Edit FR Data activity sets up a basic profile for the new staff member in the ROSCO database. This step must be completed before you can designate them as a member of your NCVS staff. To create a new profile:

1. Click on the Operations menu, FR Operations sub-menu, and Edit FR Data.
2. Check the list of FRs in the FR Primary Data section at the top of the Edit FR Data screen. If the staff member you wish to add is already listed on the Edit FR Data screen (i.e., they already work on another survey for which a profile was created in ROSCO), you do not need to proceed any further on this screen. You may go directly to the Edit FR Survey screen to activate the individual on NCVS.

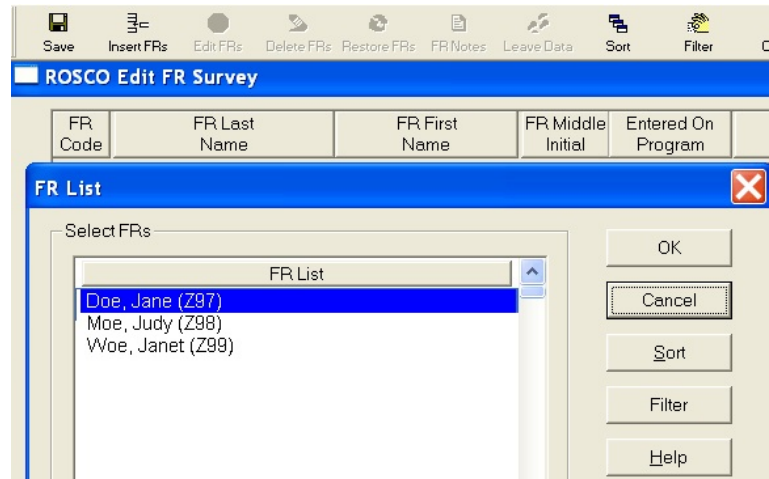
3. If the staff member you wish to add is not already listed on the Edit FR Data screen, click on the Insert FR button.
4. You should now see a blank line at the top of the list of FRs. Enter the information for your new employee in all of the fields on this line and in the FR Secondary Data section at the bottom of the screen. Make sure that the spelling of the FR's name matches the spelling EXACTLY when setting up the profile for the FR. You can designate the employee type as an FR, SFR or Supervisor, Pseudo FR (Z99, for example), or Clerk. See the Edit FR Data screen on the next page.
5. After you finish entering the information, click the Save button on the toolbar.

### Edit FR's Survey Data

Using the Edit FR's Survey Data activity allows you to activate an employee on NCVS who is listed on the Edit FR Data screen. Only after completing this operation will the FR be able to transmit to pick up the latest NCVS software on his/her laptop. To activate a new employee on NCVS:

1. Click on the Operations menu, FR Operations sub-menu, and Edit FR's Survey Data.

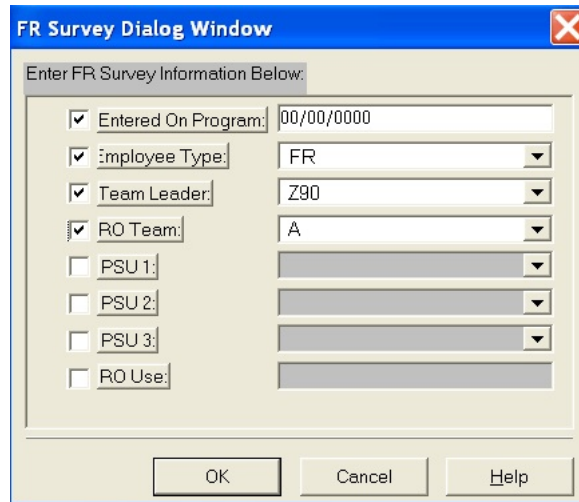
2. Click on the Insert FR icon on the Edit FR Survey Data screen.
3. Find the employee's name on the FR List dialog box, click on it to highlight it, and then click on OK.



4. Add the information to the FR Survey Dialog Window. Required entries include:
  - Entered On Program
  - Employee Type
  - Team Leader (if survey uses TLs)
  - RO Team (if survey uses RO teams)Use the check boxes to activate the field labels. When finished, click OK.

Note: Fill the Team Leader field to get this FR's data into the team leader reports.





5. Your new employee should now appear on the FR Survey Data list. Click the Save icon to finish activating this employee on NCVS.

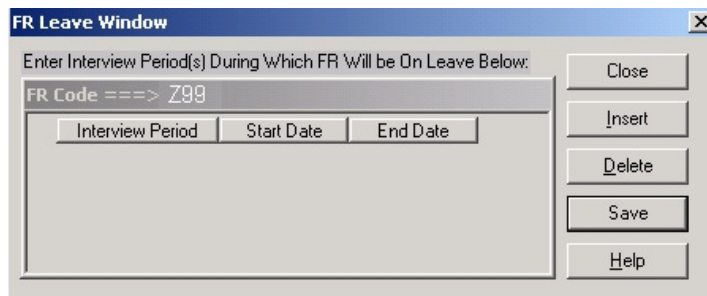
#### Other Uses of the Edit Survey Data Screen

You may also perform the following tasks using the Edit FR Survey Data screen:

**Delete an FR From the Survey:** Highlight the FR you wish to remove from NCVS then click on the Delete FRs icon on the toolbar. You are instructed to make an entry in the “End Date for Current Survey” field in the FR Survey End Date Selection Dialog Box. Click the Save icon to save your changes.

**Undelete an FR From the Survey:** If you went through the steps to delete an FR **but have not yet saved your changes**, you may use the Restore icon on the toolbar to undelete the FR.

**Mark an FR On Leave:** If you would like to designate an FR as being on leave during certain dates in an interview period, you can do so using the Leave Data icon on the toolbar. Use the Insert icon on the FR Leave Window to create a new entry, and enter the interview period that the FR will be on leave and the dates on leave. **You will not be able to assign work to that FR during the dates designated in the interview period.**



### Adding FR Codes in the Telecom Registry

You can begin to assign work in ROSCO to new FR codes as soon as they are added on the Edit Survey Data screen. However, you cannot prepare a laptop for the new FRs until they are in the telecom registry.

The registration process occurs automatically, as follows:

- At the top of every daytime hour, a temporary file is created from all FR survey tables that include any changes made to the tables – FR code adds and changes. This table will NOT include deleted FR codes.

- Several times a day the CB User job copies the latest temporary file into the telecom registry. The registry contains data that allows FRs and SFRs to transmit for MAIL, WINFRED (payroll) and their surveys.
- Once an FR code is in the telecom registry, RO staff can prepare laptops for the new FRs.
- If a person is deleted from the NCVS Edit Survey Data screen, they are taken off the telecom registry for NCVS, and can no longer make a transmission for NCVS work.

#### Editing FR Survey Data for Team Leaders (SFRs)

Team Leaders (SFRs) are added to FR Survey Data the same as regular FRs with the following exceptions:

- SFRs usually get assigned a FR code that begins with the letter A.
- SFRs are assigned an Employee Type of “Team Leader or SFR”.
- Once in the telecom registry, SFRs will be eligible for SFR Functions and reinterview functions.

#### Edit Team Leaders

Using the Edit Team Leaders activity allows you to designate staff members as NCVS Team Leaders, delete Team Leaders from NCVS, and designate temporary Team Leaders. You must

complete these steps to add a Team Leader before you can assign FRs to his/her team in the Edit FR Survey Data screen.

To designate someone as an NCVS Team Leader:

1. Click on the Operations menu, FR Operations submenu, and Edit Team Leaders.
2. Click on the Insert icon.
3. Select the appropriate individual from the FR List dialog box, click on his/her name, and click on OK. (Note: An individual is only displayed on the FR List screen if they are designated as a Team Leader or SFR on the Edit FR Survey Data screen.)
4. The new Team Leader's name should now appear on your Edit Team Leader screen. Click on the Save icon to save your changes.

Note: You do not need to enter information under the columns for "Current Team leader Code," "Effective Date," and "Expiration Date." These columns are only required when you are designating a temporary Team Leader, which is described later in this topic.

Deleting a Team Leader

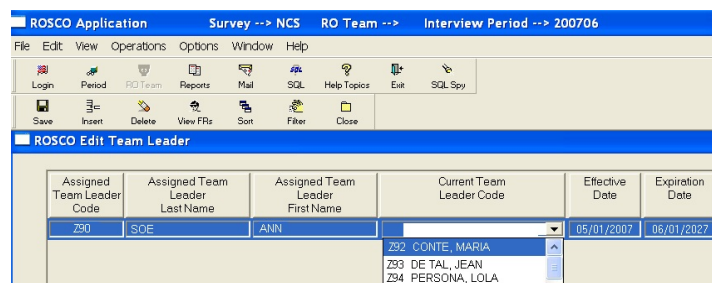
Perform the following steps to remove a Team Leader from ROSCO:

1. Click on the Operations menu, FR Operations sub-menu, and Edit Team Leaders.
2. Select the appropriate individual from the list of Team Leaders and click on his/her name.
3. Click on the Delete icon.
4. Click on the Save icon to save your changes.
5. Click on the Operations menu, FR Operations sub-menu, and Edit FR's Survey Data.
6. Select the appropriate individual from the list and click on his/her name.
7. If the Team Leader was converted to a regular FR, change the entry in the "Employee Type" field. If the Team Leader no longer works on the survey, click on the Delete FR icon.
8. Click on the Save icon to save your changes.

Designating a Temporary Team Leader

To designate a Team Leader to temporarily cover another Team Leader's team:

1. Click on the Operations menu, FR Operations submenu, and Edit Team Leaders.
2. Select from the list of Team Leaders the individual whose team will be covered by the temporary Team Leader and click on his/her name.
3. In the “Current Team Leader Code” column, select the temporary Team Leader’s code from the drop-down list.
4. Click on the “Effective Date” field and enter the date that the (temporary) Current Team Leader’s assignment will take effect.
5. Click on the “Expiration Date” field, and enter the date that the (temporary) Current Team Leader’s assignment will end.
6. Click on the Save icon to save your changes.



## Print FR Labels

To print FR labels, open the FR Labels screen by going to the Operations menu, FR Operations sub-menu, and selecting the Print FR Labels activity. At the “Option Selection List: Print FR Labels” dialog box, select either Query or All.

Upon making this selection, the FR Labels pop-up box is displayed where you specify the information you would like to appear on the label. The items from which you may select are:

- FR Code,
- Address Type (Parcel Address or Mailing Address), and
- Phone.

Once the information that you want on the label is specified, the Label Format Selection pop-up is displayed to allow you to select how you would like the labels to be formatted (One label per FR (default), or one page of labels per FR (you specify a number of labels per page)).



Once you select the label format, the FR Labels screen showing the labels to be printed is displayed.

To give you a better idea of exactly how large the labels will be, you can turn on horizontal and vertical rulers. To view the ruler, click the Ruler checkbox at the top of the FR Labels screen.

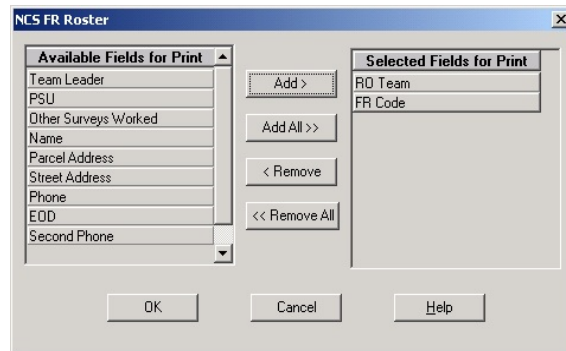
To produce labels in a specific order, click on the Sort icon.

## Print FR Roster

To print the FR roster, open the FR Roster screen by going to the Operations menu, FR Operations sub-menu, and selecting the Print FR Roster activity. A box containing the Available Fields for Print is displayed. The available fields are:

- FR Code
- RO Team (if used)
- Team Leader
- PSU
- Other Surveys Worked
- Name (FR name)
- Parcel Address (Mailing address)
- Street Address (Physical address)
- Phone
- EOD (Date FR began working at the RO)
- Second Phone
- RO Use (Special notes about the FR, e.g., speaks Spanish)





Use the Add, Add All, Remove and Remove All buttons to move options between the “Available” and “Selected” fields. After selecting all items to include on the roster, click OK. The roster will be displayed on the screen. Click the Print icon to begin the print job.

## ROSCO Surveys Overview

The ROSCO Surveys Overview activity can be found on the Operations menu, directly below the FR Operations sub-menu. The purpose of this activity is to display workload information for all surveys that an (S)FR is currently working on.

You have the option of selecting one or more (S)FRs from a list, and information displays for those (S)FRs selected.

## FRs On Leave Report

The FRs on Leave Report displays all FRs entered into the system as being on leave for a specified period of time. This report is populated by using the Leave Data icon in the Edit FR’s Survey Data activity. The information appearing on this report is:

- FR Code,
- FR Name,
- Start Date (when the FR's leave begins),  
and
- End Date (when the FR has reported he or  
she would return from leave).

Designate an FR on  
Leave for the Interview  
Period

To prevent cases from being assigned to FRs who are ill, on vacation, or unavailable for an assignment for some other reason, flag the FR as being on leave for the interview period as follows:

- Select Edit FR's Survey Data
- Select the FR scheduled for leave
- Click on the Leave Data icon
- If there are no previous leave records for the FR, click OK in the ROSCO Message box.
- Click the insert icon and enter the Survey Period the FR will be on leave. Enter the Survey Period in the format shown below:

Format:    yyyymm

Example:   2004/08

- Click Save to save the changes

## Topic 2 - Sample Control Operations

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### Sample Control Operations

ROSCO's Sample Control operations allows you to work with some assignment information before you begin the process of making assignments. The primary Sample Control activities and reports include:

- View/Edit Sample
- Customized Respondent Letters (mail merge)
- Edit Letter Language
- Edit Letter Types
- Print Respondent Letters
- Tracking Respondent Letters
- Print Respondent Labels
- Segments with Additional Units
- Key Additional Units
- Edit PSU
- View Historical Resting Data
- Sample Count Reports
- Identical Segment Folder Report
- Respondent Letters Tracking Report

### View/Edit Sample

After the assignment file for the month is loaded, you can view the cases in your monthly workload by using the View/Edit Sample option under the Operations/Sample Control.

### Add to View/Edit Sample

Everything stored in ROSCO about a case can be accessed through the View/Edit Sample screens. When you click on the View/Edit Sample menu pick, a pop-up Options Selection List displays:

- View/Edit
- Query - for querying up a single case or group of cases
- Incoming cases
- Incomplete Address - for all cases with an incomplete address
- Address Changed - for all cases that have had address changes

View/Edit displays one case at a time. If you selected an option that brings up more than one case, move between the selected cases using the First, Prior, Next or Last buttons. You can also use the “Go to Case” button to view a list of all the cases selected.

The View/Edit Sample screen has the following tabs for each case:

Tab	Editable Fields
Basic Info	Respondent name, phone number(s), Best Time to Call
Sample Control Info	Year built, mobile home, GQ type and name
Address Info	Address label flag, sample and mailing address label control

Current Survey Info	No editable fields
Status Info	No editable fields
PAL Info	No editable fields
Generic Fields	No editable fields

Clicking the View More button to display the following additional tabs:

- Notes - If RO staff adds notes to this tab before releasing assignments, the notes go to the Field Representative.
- Contacts - Contact name and other information for Type B and C cases
- Case History - Interview period; FR code and outcome code or CATI outcome code
- Letter History - Interview number, letter type, date sent and letter delivered
- Case Activity - Current case status and previous case activity within ROSCO for the current month. Case Activity can include:
  - Reassigned from Workload
  - Reassigned from Sup Rev

- Checked-in from an FR different than the assigned FR
  - Accepted duplicate
  - Accepted from an FR that is different from the assigned FR
  - Eliminated from Sup Rev
  - Resolved with prior version
  - Reassigned Mover (not used by NCVS)
  - Type A - Charged to different FR
  - Deleted from Sup Rev
  - Remote reassignment
- Address History - Current and previous address data

The View More button is accessible from the Make Adjust Assignment screens, the Supervisory Review screens and the View/Reassign screens.

### Mail Merge (Customized Respondent Letters)

In addition to 1<sup>st</sup> month letters, you can customize letters for respondents with a Mail Merge feature that uses merge-tagged letters and ROSCO data.

### Edit Letter Language

ROSCO allows users to designate which rich text format (.RTF) file to use for the various types of respondent letters (refusal, NOH, etc.) to use for the cases selected. The user specifies:

- Type of letter
- Language used in the letter
- The file to use for the type of letter.

The user can also modify the:

- Type of letter,
- Language, and/or
- The file to use for the type of letter.

The user can also remove (delete) letters no longer used. However, a request must be sent to the TMO Technical Assistance Center to add or delete from the list of languages.

ROSCO merges information from the database into the text of the letter such as:

- Respondent name and address
- FR name and telephone number

You are also given the option of entering additional information such as:

- Supervisor name
- Office telephone number

If you choose, ROSCO can also keep a record of:

- Cases for which letters were generated
- Letters generated for each case

Since ROSCO's Edit and Print Respondent Letters activity is most useful for avoiding noninterviews, you can find detailed use instructions in Chapter 8 of this manual.

**Edit Letter Types**

The Edit Letter Types activity allows you to view the different types of letters available for the Survey and the Regional Office. However, a request must be sent to the TMO Technical Assistance Center to add or delete from the list of letter types.

**Print Respondent Letters**

The Print Respondent Letters activity allows the user to print a letter for 1-to-many Control Numbers, with the option to merge data from the database into the letter. The “Merge” feature requires specific <<TAGS>> in the body of the letter (see <Merge> Tags: below), placed in positions where database data should replace the tags. This activity allows the user to indicate that the system should place a record in the Letter Tracking activity when generating letters.

For this activity, ROSCO displays all Control Numbers for the Survey and Regional Office, matching the RO Team(s) and Interview Period(s) for the current ROSCO session (e.g., specified during login), and the condition entered by the user in the Query pop-up window.

CPS staff may find this feature useful in generating mailing labels for refusal letters and other letters sent from the RO.

Following are the steps to follow to create and print respondent labels:



- Click on Operations → Sample → Print Respondent Labels.
- From the Option Selection window:
  - Select ‘All’ to generate labels for all cases in sample that month, or
  - Select ‘Query’ to select specific cases or a group of cases.

The respondent labels are created with:

- Control Number
- FR Code
- Interview Period
- Respondent Name (uses Current Resident if name field is blank)
- Respondent Address

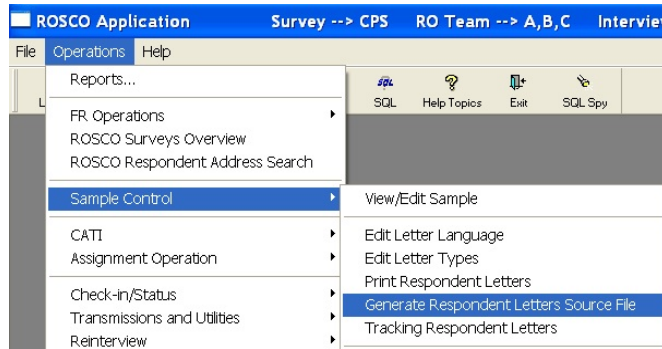
If there is a mailing address in ROSCO for the case, it is used on the label, otherwise the sample address is used.

- The format of the labels can be changed by clicking on the field for label type and selecting a different format.
- Use the ‘Sort’ or ‘Filter’ buttons to:
  - Change the order in which the names are displayed, or to

- Change which names are displayed, respectively.
- Click on the Print icon to print the labels.

Generating Source Files

Use the below path to get to “**Generate Respondent Letters Source File**”.

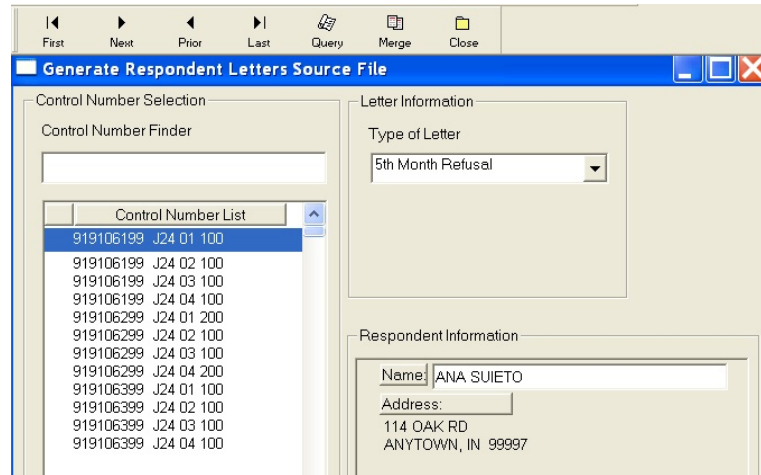


This activity is similar to “**Print Respondent Letters**” except that instead of respondent letters being printed directly from Rosco, an output text file containing respondent data is created.

The user can then use either [WordPerfect](#) or [Microsoft Word](#) to generate respondent letters using the text file as the data source.

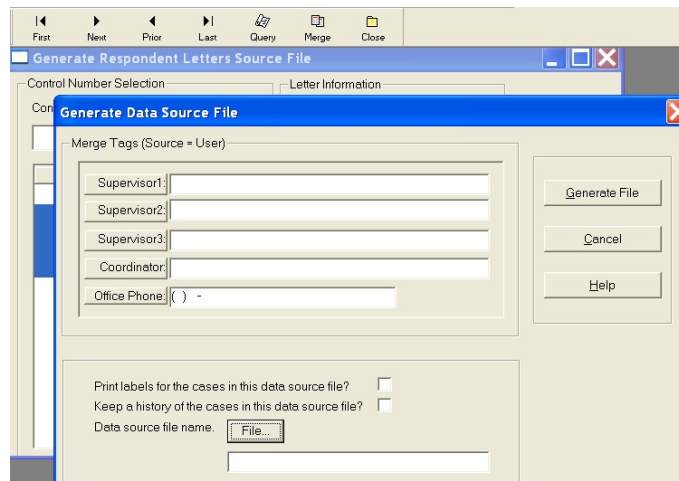
Generate the Source File

The “**Generate Respondent Letters Source File**” activity window opens with the query selection window (just like “**Print Respondent Letters**”). Enter a query criterion and select ‘Ok’. A screen similar to the following one will appear.



### Selecting Letter Type

1. Select a “Type of Letter” from the drop down box. This is required because the user can elect to save a history of the respondent letters sent in the Letter\_History table. (See the “**Tracking Respondent Letters**” activity.)
2. Click on the control numbers to select (and highlight) the cases for which you want to print respondent letters. You can modify the ‘Name’ under ‘Respondent Information’ if you wish. This change will appear on the letter, however, the corresponding record in the Workload table will not be updated with this correction.
3. Click on the ‘Merge’ menu icon. The following screen appears.



### Setting Up the Merge Tags

This “**Generate Data Source File**” response window prompts the user for additional information.

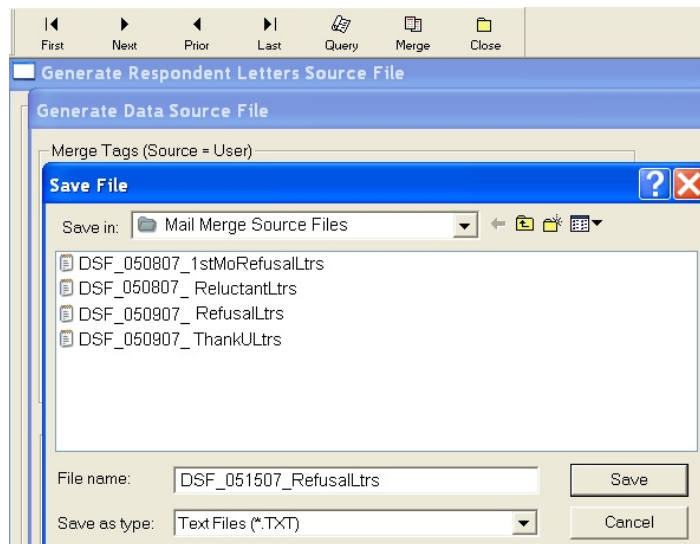
The “Merge Tags (Source = User)” allows the user to enter information, not contained in Rosco, which will be the same for all letters derived from this merge activity. The different merge tag fields can be left blank. If data is entered it is printed on letters as is.

Click on the check box for “Print labels for the cases in this data source file?” if you want print respondent labels for all the cases selected in this merge activity.

Click on “Keep a history of the cases in this data source file?” if you want to keep a record of the cases for which respondent letters were generated during this particular merge activity. The records

will be stored to the Letter\_History table. (See the “**Tracking Respondent Letters**” activity.)

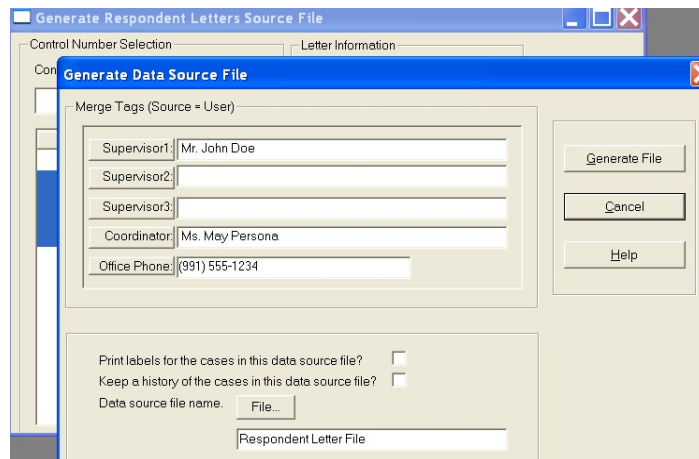
Enter a name for the text file that will contain the respondent data (Data source file name) by either clicking on ‘File...’ or typing the full path name of the file in the input field below the ‘File...’ button. Clicking on ‘File...’ opens the Windows Save File dialog window.



Navigate to the folder in which you would like to save the file. Type in the file name and click on ‘Save’. Note that the file is given an extension of ‘.txt’ by default.

The user is returned to the previous screen and the ‘Data source file name’ input field is populated with the name of the text file.

Click on ‘Generate File’ to proceed. If the file name chosen already exists, the user will receive a warning message and can either enter a new file name or overwrite the existing file.

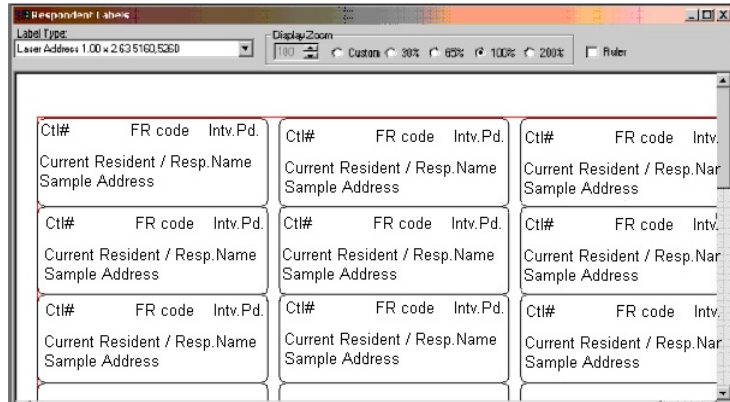


Click on ‘Generate File’ to generate the text file. A message will inform the user that the data source text file has been successfully generated.

If the user had elected to keep a record of the cases selected for respondent letters then a message will alert the user that the Letter\_History file was successfully updated.

If the user had elected to print respondent labels for the cases in this merge activity, the “**Print Respondent Labels**” will automatically open with labels for the cases selected.

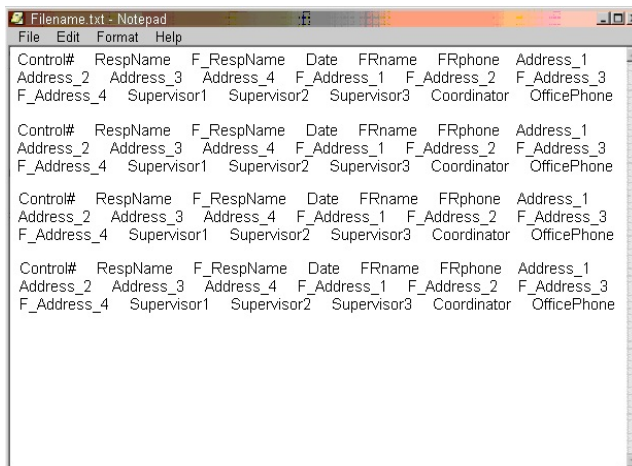
Click on the ‘Print’ menu icon to print the labels.



Close the label window to return to the “Generate Respondent Letters Source File” window.

Repeat the steps above to produce a text file for a new set of cases and letter type.

Sample of data source text file created.



**Table of Merge Tags**

The table below lists the merge tags used by “Generate Respondent Letters Source File”. The text file contains data for all the merge tags. The user decides which tags to place on the letters.

<b>Tag</b>	<b>Source</b>	<b>Format</b>
<<FRNAME>>	f_name, l_name from <b>FR</b>	Capitalize first letter in both f_name and l_name, with the rest of each value in lowercase, and insert a space between the values.
<<DATE>>	sysdate	Month dd, yyyy. Ex. March 12, 2004.
<<ADDRESS_1>>	address_info	First line of address as it appears in the table.
<<ADDRESS_2>>	address_info	Second line of address as it appears in the table.
<<ADDRESS_3>>	address_info	Third line of address as it appears in the table.
<<ADDRESS_4>>	address_info	Fourth line of address as it appears in the table (if used by the particular address format).
<<F_ADDRESS_1>>	address_info	First line of address with the first letter of each word capitalized.
<<F_ADDRESS_2>>	address_info	Second line of address with the first letter of each word capitalized.
<<F_ADDRESS_3>>	address_info	Third line of address with the first letter of each word capitalized.
<<F_ADDRESS_4>>	address_info	Fourth line of address with the first letter of each word capitalized (if used by the particular address format).
<<RESPNAME>>	workload.g_resp_name	If null, print ‘Current Resident’. Print as it appears in the table.
<<F_RESPNAME>>	workload.g_resp_name	If null, print ‘Current Resident’. Print with the first letter of each part of the name capitalized
<<CONTROLNUMBER>>	workload.control_number	Formatted using the control number format.
<<FRPHONE>>	phonenum from <b>FR</b>	substr(phonenum,1,3) substr(phonenum,5,8)
<<SUPERVISOR1>>	Prompt	Exactly as entered.
<<SUPERVISOR2>>	Prompt	Exactly as entered.
<<SUPERVISOR3>>	Prompt	Exactly as entered.
<<COORDINATOR>>	Prompt	Exactly as entered.
<<OFFICEPHONE>>	Prompt	Exactly as entered.



## &lt;Merge&gt; Tags

Letters must be typed and saved as .RTF files. This can be done from any widely used word processing application, such as Corel Word Perfect or Microsoft Word. The tag name should be enclosed in double less than and greater than signs, as indicated below, and should be placed in the desired position in the letter where you would like the database/prompt data to appear. For example:

Please call your local field representative, <<FRNAME>>, collect at <<FRPHONE>>, and they will make every effort to arrange an interview at your convenience.

Result when printed:

Please call your local field representative, Jane Doe, collect at (991) 555-3333, and she will make every effort to arrange an interview at your convenience.

Note that the “address” tags result in multiple lines printed in the letter. Therefore, it is highly recommended that the “address” tags display on a line all by itself, and it should only be placed in the far left position of that line.

Also note that the names supplied when prompted by the application are displayed as-

**typed** in the printed letter (i.e., the application does not **not** reformat).

From the Database	<<DATE>>	
	<<FRNAME>>	(1 <sup>st</sup> letter capital letters)
	<<FRPHONE>>	
	<<CONTROLNUMBER>>	
	<<RESPNAME>>	(All capital letters)
	<<ADDRESS>>	(All capital letters)
	<<F_RESPNAME>>	(1 <sup>st</sup> letter capital letters)
	<<F_ADDRESS>>	(1 <sup>st</sup> letter capital letters)
From “Generate Data Source File”	<<SUPERVISOR1>>	(as typed in Window)
	<<SUPERVISOR2>>	(as typed in Window)
	<<SUPERVISOR3>>	(as typed in Window)
	<<COORDINATOR>>	(as typed in Window)
	<<OFFICEPHONE>>	

Tracking Respondent Letters

The Tracking Respondent Letters activity allows the user to track which letters were sent to cases in their workload. The Print Respondent Letter activity can automatically insert records into this screen. In addition, the user can add records to this screen for cases that had letters sent/generated outside of ROSCO. The user can also run the Respondent Letters Tracking Report to view this information in a printable format.

Print Respondent Labels

Upon entering the Print Respondent Labels activity, the Option Selection List: Print Respondent Labels dialog box displays the following choices:

- Query

- 1st Month Labels
- 5th Month Labels
  
- Hispanic Oversample Labels
- All Labels

The respondent labels are displayed in the manner in which they will appear when you print them.

You can turn on horizontal and vertical rulers to get a better idea of the size of the labels.

To view the ruler:

- Click the Ruler checkbox at the top of the Respondent Labels screen.

### Segments with Additional Units – Identify Segments with Additional Units

The Identify Segments with Additional Units activity can only be performed for a single interview period, and will display all PSU-Segment-Sample-Segment Type combinations that are in sample for that interview period that do not have their segment folders checked for possible additional units. At the Identify Segments with Additional Units window, you can flag any segments that you feel need additional units keyed. To do this, highlight a row and select the Flag Segment icon to flag the segment folder. Once you save your changes, any segments flagged on this screen will no longer appear on this screen, but on

the Check Folder for Identified Segments screen.

### Segments with Additional Units – Check Folder for Identified Segments

This activity displays the segments which need the segment folder checked for possible additional units. Segment folders that were flagged on the Identify Segments with Additional Units screen will be displayed here. To indicate that a segment folder has been checked, select the checkbox to insert a checkmark in the 'Check Folder' field for the appropriate PSU-Segment-Sample-Segment Type combination. When all rows appearing on this screen have a checkmark appearing and you select the Save icon, the Done icon will become activated.

Note: You must accomplish the task of inserting a checkmark for all segments appearing on this screen and selecting the Done icon before you are able to release assignments to the field.

### Key Additional Units

The Key Additional Units screen contains the segments that were inserted with a checkmark in the Check Folders for Identified Segments activity. These segments may or may not need additional units keyed. This activity is where you will be able to add any units that need to be keyed. On the Key Additional Units screen, highlight a row that needs additional units keyed and select the Edit Sample icon. The Edit/Add Sample Lines

window is displayed showing the units already reported within that segment, referred to as the *parent cases*. Highlight a row and select the Add icon. A row is inserted below the selected row with a Serial Suffix added to the control number. You can make changes to House #, Suffix, Street Name, Unit Designation (the default field for the cursor), Place, State, or Zip. The changes you make for this case are now displayed in View More, on the Address History tab under Current Address Data.

**Note: The keying of additional units is not required by ROSCO before you are able to release assignments to the field, but it is highly recommended that you key them prior to releasing assignments.**

#### Edit PSU

You should use the Edit PSU screen to insert new PSUs and delete old PSUs. You can also designate the stratum of the PSU by selecting the Edit Stratum icon and entering the name you would like the stratum displayed under and its meaning. If more than one PSU falls in a single (S)FR's assignment area, you can give each of these PSUs the same code and specify the group name you would like it to display under by selecting the Edit Group icon.

#### Checking for New PSUs

Problems result if new PSUs are automatically added to ROSCO when the assignments are

loaded. To avoid this, each month you must check the status of the ROSCO scif\_load program when the assignments for a new interview period are loaded, before you begin making the assignments. You do this in ROSCO by clicking on the Operations menu, then selecting the Transmissions and Utilities sub-menu, then View Job Status. Once the View Job Status screen comes up, you can filter on job\_name = 'scif\_load'. Select the newest scif\_load job entry, and click on the 'Comments' button. A pop up screen is displayed giving more information about the status of the job. If the comments for your scif\_load job say, "NOTICE: New PSU(s), PLEASE UPDATE," then you need to go to the Edit PSU activity and insert the new PSUs.

### View Historical Resting Data

The View Historical Resting Data screen allows you to view data collected in previous interview periods for a sample case. This screen is only available for longitudinal surveys where the same sample returns for interview multiple times.

In ROSCO go to Operations, Sample Control, and before the View Historical Resting Data screen is displayed, the Query dialog box appears for you to specify the case(s) you would like to view. Based on the criteria entered in your query, the following tabs are displayed:

- Resting Information
- Address Information
- Case History
- CAPI Notes

#### Resting Information Tab

This tab contains the following fields:

- Control Number
- Interview Period
- Respondent Name
- Phone Number 1
- Phone 2
- Address Changed
- FR Code
- Outcome Code

#### Address Information Tab

This tab contains two separate areas – *Current Address Data* and *Previous Address Data*.

The Current Address Data area contains the following fields:

- Control Number
- Interview Period
- Address Type
- House Number
- House Number Suffix
- Street Name
- Unit Designation
- Place

- State
- Zip Code
- Physical Description

The Previous Address Data area contains the following fields:

- Date Changed
- House Number
- House Number Suffix
- Street Name
- Unit Designation
- Place
- State
- Zip
- Zip4

The Previous Address Data area only displays data if a survey follows movers and has a returning sample.

### Case History Tab

This tab contains the following fields:

- Control Number
- Interview Period
- Interview Number
- FR Code
- Outcome Code
- CATI Outcome

Data that appears on this tab is relevant to the last time each case was in sample.



## CAPI Notes Tab

Click on the Notes Tab to display for the case.

View Resting Information

Resting Information | Address Information | Case History | **CAPI Notes**

Control Number | 91910 1499 J24 01 1 00 | Interview Period | 2006/07

##### CAPI NOTE: 12:17:50 07-05-2006 FR CODE: 20Z99  
NO ONE HOME MOBILE HOME WENT TO NEIGHBOR NO ONE ANSWERED THE DOOR

##### CAPI NOTE: 18:16:10 07-05-2006 FR CODE: 20Z99  
NO ONE AT HOME WENT TO NEIGHBORS COULD NOT TELL ME ANYTHING

You can also access Notes by clicking on the View More button at the following screens:

- View/Edit Sample under Sample Control
- Make/Adjust Assignments under Assignment Operations
- View/Reassign Cases under Check-in/Status
- Supervisory Review under Check-in Status
- Resolve Missing Cases under Closeout/Cleanup

## Sample Count Reports

Sample Count reports can be a useful tool to see an overview of your workload for the month before you make assignments. These reports provide counts of sample cases by various combinations of PSU, Tract, ZIP, and

Place. Follow these steps to produce the Sample Count reports:

1. Click on the Operations menu, Reports sub-menu, or the Reports icon on the toolbar.
2. Double click on Sample Control.
3. Double click on Sample Counts.
4. Select from the options for the type of Sample Counts Report, and double click on the option you would like.
5. Use the 'Sort' and 'Filter' buttons to change the order of the report rows or to adjust what information appears on the report, respectively. (See Chapter 4 for information on sorts and filters.)
6. Click on the Print icon to print your report.

### Identical Segment Folder Report

The Identical Segment Folder Reports displays first-time listings for NCVS that are identical to an existing or first-time listing in another sample and/or survey.

For NCVS, the information listed is:

- Sample
- PSU

- Segment
- Serial
- Segment Type

The information listed where the identical segment occurs is:

- Survey
- Sample
- Segment

A “T” in the ‘Tie Flag’ field indicates that the segment is in sample for the first time for both samples and/or surveys.

#### Respondent Letters Tracking

This report displays the letters sent by control number for the selected interview period(s). This report gets populated from the Tracking Respondent Letters activity. The information displayed on the Respondent Letters Tracking Report is:

- Control Number
- FR Code
- Date Sent
- Type of Letter

## Topic 3 - Using Assignment Parameters

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### Overview

The assignment parameters are a set of rules that you set for the ROSCO database to use when it makes a “first draft” of your monthly assignments. For example, you can tell ROSCO to assign all cases in one PSU to a certain FR, while for cases in another PSU, you can designate one FR for all cases in one set of tracts, and a different FR for all cases in another set of tracts. From Operation/Assignment Operation you first need to use the Edit Assignment Parameters activity to define what rules ROSCO should follow in making assignments. Then choose the Apply Parameters to Sample activity to have ROSCO go through all of the new cases for the month and use your rules to assign FRs.

### Defining Assignment Parameters

Before you can use parameters in making assignments, you must use the Edit Assignment Parameters activity to define which FR should be assigned cases in each geographic area. You access this activity by clicking on the Operations menu, Assignment Operations sub-menu, and selecting Edit Assignment Parameters. You will then be asked to choose either ‘Display By PSU’ or ‘Display All.’

### Display By PSU

Only one PSU is displayed on the screen with the “Display by PSU” option. You may move between PSUs using either of the following methods:

- Use the Select PSU drop-down window to highlight the PSU you want.
- Use the Next, Prior, First, and Last icons to move between the PSU pages (which are in ascending numeric order).

### Display All

This option displays a continuous listing of all records. The Select PSU drop-down window highlights the desired PSU, and the Next, Prior, First, and Last icons move you between pages.

### Conventions for the Edit Assignment Parameters Screen

Keep in mind the following conventions when using the Edit Assignment Parameters screen:

- The first record listed for each PSU is the PSU-level record. You cannot add any geographical information to this record, although you can assign the entire PSU to one FR using this record. You must insert a new row to split the PSU into lower levels of geography.
- A PSU can be split using Place, ZIP, Tract, or Block. If you split the PSU by Block, you must also enter Tract information for that PSU.
- There are columns that allow you to assign a Regular FR, Type A FR, Personal Visit (PV) FR, and Phone FR for each geographic level.

### Steps to Assign an FR to Entire PSU

Following are the steps to assign one FR to receive all cases in an entire PSU:

1. On the Edit Assignment Parameters screen, select the desired PSU-level record by clicking on it.
2. Click on the “Regular FR” field.
3. Select the appropriate FR.
4. Click the Save icon to save your changes.

### Steps to Assign FRs to Portions of a PSU

Following are the steps to split a PSU into lower geographic levels and assign FRs to those portions of the PSU:

1. On the Edit Assignment Parameters screen, select the desired PSU-level record by clicking on it.
2. Click on the Insert icon to insert a new row for each lower geographic level you wish to specify.
3. In each new row, click in the column for the level of geography you wish to specify (Place, ZIP, Tract, or Block).
4. Key in the information for that column, or use the drop-down data options.

5. For each lower level geography, click on the “Regular FR” column and either key in the proper FR code, or select it from the drop-down list.
6. Click on the Save icon to save your changes.

### Edit Assignment Parameters

As you discover ways to make your assignment parameters more efficient, and as you experience turnover in your interviewing staff, you will need to make modifications to your assignment parameters.

#### To Remove an FR

To remove an FR from your assignment parameters, follow these steps on the Edit Assignment Parameters screen:

1. Select the row for the PSU or lower level geography from which you want to remove the FR.
2. Click on the “FR” field, highlighting the FR code.
3. Press the backspace or delete key to remove the FR code, thus leaving the “FR” field empty.
4. Click the Save icon to save your changes.

#### To Change an FR Code

To change an FR code in your assignment

parameters, follow these steps on the Edit Assignment Parameters screen:

1. Select the row that contains the FR code you would like to change.
2. Click on the “FR” field, highlighting the FR code.
3. Press the backspace or delete key to remove the FR code, and enter the new FR code, or select it from the drop-down list.
4. Click the Save icon to save your changes.

#### To Change One FR Code

To replace all current existing assignment parameters for a given FR with an alternative FR (for example: Z95 resigned, and you hired Z98 to replace him/her), follow these steps on the Edit Assignment Parameters screen:

1. Click on the Change FR icon in the toolbar.
2. The Change FR dialog box appears.
3. Under the “Please select the OLD FR” section, scroll down and select the FR you want to replace.
4. Under the “Please select the NEW FR” section, scroll and select the code of the replacement FR, and click OK.



5. Click “Yes” on the pop-up window to confirm.
6. Click the Save icon to save your changes.

#### To Delete a Row for a Lower Level Geography

If you decide that you no longer need to use a certain lower level geography in your assignment parameters, you may remove it using the following steps on the Edit Assignment Parameters screen:

1. Highlight the lower level geography you wish to delete.
2. Click the Delete icon in the toolbar, or select Delete from the Options menu.
3. Click “Yes” from the pop-up window to confirm.
4. Click the Save icon to save your changes.

Note: You cannot delete the PSU-level record.

#### Apply Parameters to Sample

After you have finished creating and modifying your assignment parameters, and after the assignment file for the month has been loaded, you can apply your parameters to the sample. In this operation, ROSCO assigns all cases that fit a defined assignment parameter to the FR you specified. Complete the following steps to apply the parameters to the sample:

1. Click on the Operations menu, Assignment Operations sub-menu, and Apply Parameters to Sample activity.
2. A screen will popup to confirm your action and ask “Do you wish to continue?”, say yes.
3. Check the box on the Apply Parameters to Sample window if you have previous FR codes, and click OK.
4. It will take a moment for the operation to finish then a pop-up window will appear telling you assignment operations have been completed with the number of cases left unassigned.
5. Click OK to confirm the message and return to the main window.

Next, you will need to assign the unassigned cases (those that did not meet any of the criteria listed in the assignment parameters), and make any adjustments to the assignments. (See Topic 3 of this chapter for more information.)

## Topic 4 - Adjusting Assignments

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### Overview

One of the most important jobs of the NCVS Supervisor is deciding how to assign the cases in your workload to the FR staff, taking into consideration their different abilities and availability. After you have applied the assignment parameters to make initial assignments, you will need to assign any unassigned cases, and fine-tune the assignments made by the parameters to account for the various workloads and the geography of the current month's assignment.

After you have finish adjusting the assignments, you will need to release the assignments to the field (See Topic 5 of this chapter).

### Assigning the Unassigned Cases

To see what cases were left unassigned after applying the assignment parameters, run a CAPI-5, Unassigned Cases Report, using the following steps:

1. Click on the Operations/ Reports, or select the Reports icon on the toolbar.
2. On the Report Selections window, click on Assignments, and then click on Unassigned Cases Report (CAPI-5).

A listing of all cases currently unassigned is displayed. To display these cases in the database:

1. Click on Operations, Assignment, Make/Adjust Assignments.
2. On the Option Selection List, choose 'Unassigned Cases (All)' to see all of your unassigned cases, or 'Unassigned Cases (Query)' to select a subset of your unassigned cases.

You can then assign these cases displayed on the Make/Adjust Assignments screen. We'll discuss this topic in more detail now.

### Adjusting the Assignments

To see an overview of your assignments so far, print a Workload Summary Report (CAPI 3):

1. Click on the Operations/ Report, or select the Report icon on the toolbar.
2. On the Report Selections window, click on Assignments, and then click on Workload Summary Report (CAPI 3).
3. Select your preferred type of report: By PSU, Segment, Place; FRs Without Work; By PSU.

Although the format of these reports varies somewhat, you can refer to each of them to get an idea of the number of cases assigned to each FR, and where those cases are located. You may then go into the database to adjust the assignments and reassign cases using the following steps:

1. Click on the Operations/Assignment/Make/Adjust Assignments.
2. Select 'Adjust Assignments (Query)' on the Option Selection List.

You can then assign the cases displayed on the Make/Adjust Assignments screen. You may need to go through several rounds of adjusting assignments and printing and reviewing Workload Summary Reports to get your assignments ready for release to the field.

### Make/Adjust Assignments

The Make/Adjust Assignments screen is where you can assign or reassign cases. This screen has three sections: "Cases to Assign," "Address Information," and "Customizable Field."

The "Cases to Assign" section lists some basic information about the cases that are being reviewed, such as the FR assigned the case, the control number, the place, and the ZIP code.

The "Address Information" section displays the basic address data for the case highlighted in the "Cases to Assign" section.

The "Customizable Fields" section contains additional data for each case being reviewed. You can customize which columns appear by clicking the 'Custom' button, selecting the desired variables, and clicking OK. If you would like the current customized version of the section to

remain as your default each time you use this screen, click on the 'Store' button.

If you need to see more information about a case (like notes), click the View More button.

To assign or reassign cases on the Make/Adjust Assignments screen:

1. In the "Cases to Assign" section, highlight the row or rows you want to assign to a specific FR.
2. Click the Assign icon in the toolbar or select Assign Cases from the Options menu.
3. Select the FR you want to assign the case to from the FR Search Dialog Box, and click OK.
4. Click on the Save icon to save your changes.

Note: You can only reassign cases using the Make/Adjust Assignments screen BEFORE assignments are released. After the assignments are released, you must use the View/Reassign Cases screen to reassign cases. (See Chapter 7 for more information about this in Topic 3 Check-In/Status Operations, under View/Reassign Cases screen.)

## Topic 5 - Releasing Assignments

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### Overview

After you finalize your assignments and the instrument for the interview period is released, you must complete certain steps before your field staff can transmit to pick up their assignments. First, you must set start and due dates for each FR. Second, you must release and transmit the assignments to the field.

### Set Assignment Start and Due Dates

After you assign all of your cases and FR workloads are balanced as desired, you need to set start and due dates for the assignments. These start and due dates appear on the CAPI 35, FR List of Assigned Cases Report you generate for each FR.

To access the Start and Due Date Assignment activity, click on the Operations menu, Assignment Operations sub-menu, and select the Set Assignment Start and Due Dates activity. On this screen, you can either set individual start and due dates for each FR or set the same start and due dates for all FRs.

### To Set Assignment Start and Due Dates

To set individual start and due dates for FRs, from the Start and Due Date Assignment screen:

1. Use the scroll bar or First, Prior, Next, and Last icons to locate the FR whose start and due dates you are entering.

2. Click in the “Start Date” field and key in the appropriate date (format MM/DD/YYYY).
3. Click in the “Due Date” field and key in the appropriate date (format MM/DD/YYYY).
4. Click the Save icon to save your changes.

#### To Set the Same Start and Due Date for All FRs

To set the same start and due dates for all FRs, from the Start and Due Date Assignment screen:

1. Click the Assign All icon on the toolbar.
2. In the dialog box displayed, click in the “Enter Start Date” field and key in the appropriate date (format MM/DD/YYYY).
3. Click in the “Enter Due Date” field and key in the appropriate date (format MM/DD/YYYY).
4. Click OK.
5. These dates should now be entered for all FRs on the Start and Due Date Assignment screen.
6. Click the Save icon to save your changes.

#### Check Segment Folders

Every month, RO staff check unit and permit segments listed on the Check Folders for Identified Segments screen to determine if they need to add sample cases.



- Review segment folders and add units from the Key Additional Units screen, if necessary.
- Return to the CFIS screen and click the check boxes next to the segments. Also click the check boxes for segments that did not need adds.

Once all check boxes on the CFIS screen are checked, select Save to activate the Done button. Double click the Done (Happy Face) button to set the check folder flag. Until this is done, you cannot release assignments.

#### Release and Transmit

When you are ready for the assignments to be picked up by FRs after the instrument for the interview period is released, the last operations to complete are releasing and transmitting the assignments. To release and transmit assignments:

1. Click on Operations, Assignment, and Release Assignments to Field activity.
2. On the Release Assignments to the Field screen, click on the row that has the interview period you wish to release.
3. Click the Release icon, or select Release from the Options menu.
4. The Release Exceptions dialog box is displayed. This screen allows you to

uncheck the box under the “Release to Field” column when you do not want to release the assignment yet for one or more FRs. When you have finished customizing this list, click OK.

5. The Release to the Field Checklist box is displayed, which reminds you to select any FRs for Supplemental QC Reinterview before releasing assignments. (See Chapter 10 for more information on reinterview.) Check the empty box when you are ready to proceed, and click OK.
6. Click the Save icon on the Release Assignments to the Field screen. You will then see a checkmark under the “Released” column for the interview period you selected.
7. Click the Transmit icon in the toolbar, or select Transmit from the Options menu.
8. Click OK on the Transmit Assignments dialog box.
9. If the transmission was successful, you will see a pop-up window with the message, “Assignment file creation has been requested.” If you do not receive this message, try to transmit again.

10. You can check the Out directory to verify that the files are ready to be picked up. (See Chapter 7 for information on viewing the Out directory.)

Note: Once assignments are released, cases move from the Assignment screen to the View/Reassign cases screen. See View/Reassign Cases section in Chapter 7, Monitoring Progress, Topic 3, Check-In/Status Operations.



## Chapter 7. Monitoring Progress

### Chapter Contents

This chapter covers the following topics:

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## Topic 1 - Transmission and Utilities

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### Overview

ROSCO allows RO users to take an active role in (S)FRs' file transmissions. You can see transmitted files waiting to be checked in using the View In Directories activity, then check in the waiting files using the Run Check-In option. You can send files out for (S)FRs to pick up using the Make Transmissions activity, then see which files are waiting to be picked up using View Out Directory. ROSCO also allows you to write and send mail messages to a selected FR, a group of FRs, or all of your field staff. Each of these features is discussed in more detail in this topic.

When an (S)FR transmits work into HQ, it goes through two servers before it is checked in. First, the package of FR files are transmitted to the Novell CAPI Telecommunications server, separating the encrypted survey data files from the mail files. This server is managed by the Telecommunications staff at HQ.

### Encrypting, Decrypting, Zipping, and Unzipping Files

For security reasons, files are encrypted and decrypted into one file. Files are sent between the laptop and servers in one encrypted .SA file. After the files are sent to the CAPI Telecommunications server, they are decrypted and the survey data files are separated from any other files that came with it during the transmission. Files are compressed (zipped) before being transmitted and uncompressed (unzipped) once received at their

destination. The term “zipping” refers to the process of taking many files and compressing the files into one file while still retaining their unique single file identity. The process of zipping saves on bandwidth and storage allowing for more efficient data management and faster transmissions.

## Create and Send Mail

RO staff can create and send mail messages to all field staff, certain pre-set groups of field staff (like all Team Leaders, or all FRs), or selected field staff working on NCVS via ROSCO. In addition to creating new mail messages, the ROSCO Create Mail Messages function also allows you to open “saved” copies of previously sent messages to edit and resend.

A mail message can contain up to 4,000 characters.

## Create a New Message

To create a new mail message:

1. Access the Mail Activity screen by clicking on the Mail icon in the toolbar, or by clicking on the Operations menu ⇨ Transmissions and Utilities sub-menu ⇨ and selecting Create Mail Messages.
2. Select one of the following in the “To:” field’s drop-down menu:
  - All NCVS Field Staff
  - All NCVS FRs

- All NCVS team leaders
  - Selected Staff (Displays the Select FR window where you must click on the desired FR. Hold down <Ctrl> and press <Shift> to select multiple FRs.)
  - Selected Team (Displays the Select FR window with only team leaders listed. You must click on the desired team leader. Hold down <Ctrl> and press <Shift> to select multiple team leaders. The selected team leaders' team members' names are displayed.)
  - All Field Staff (Sends the message to all FRs in the ROSCO database, not just those listed on NCVS.)
3. Click in the "Subject" field and enter an appropriate subject for the mail message.
  4. Click in the "Message" field and enter the text of the mail message. You can copy and paste text from other email or word processing documents.
  5. Click on the Save icon.
  6. Choose "Yes" to save a draft copy for future use or choose "No" to delete the message after it is sent.
  7. Click on the Transmit icon to send the message file immediately. Or, access the



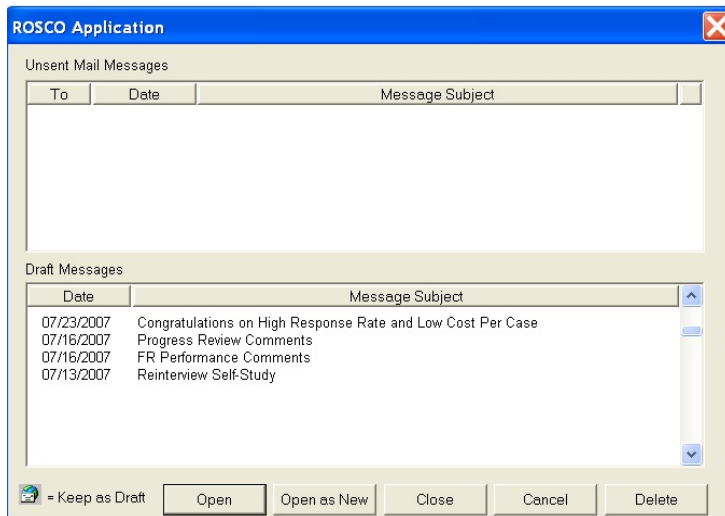
Make Transmissions screen later when you are ready to send the message.

8. Click on the Close icon to exit the screen.

### Send a Previous Mail Message

To modify or send a previous message to the survey staff:

1. Access the Mail Activity screen by clicking on the Mail icon in the toolbar or by clicking on the Operations menu → Transmissions and Utilities sub-menu → and selecting Create Mail Messages.
2. Click on the Open icon.
3. Highlight a message in the “Unsent Mail Messages” or the “Draft Messages” data window.



4. Click the 'Open' button (to keep all previous entries in each of the three fields: "Date," "Subject," and "Message") or the 'Open as New' button (to keep only the text in the "Subject" and "Message" fields).
5. Make any changes to the message, including the "Date" field.
6. Click on the Save icon.
7. Click OK to the message: "This will replace the original message," or choose cancel.
8. Click on the Transmit icon to send the message file immediately. Or access the Make Transmissions screen later when you are ready to send the message.
9. Click on the Close icon to exit the screen.

### Make Transmissions

ROSCO prepares files to be placed on the server for (S)FRs to transmit and pick up each time a transmission is made in ROSCO. The Make Transmissions activity gives you the option to send any of the following items to the field:

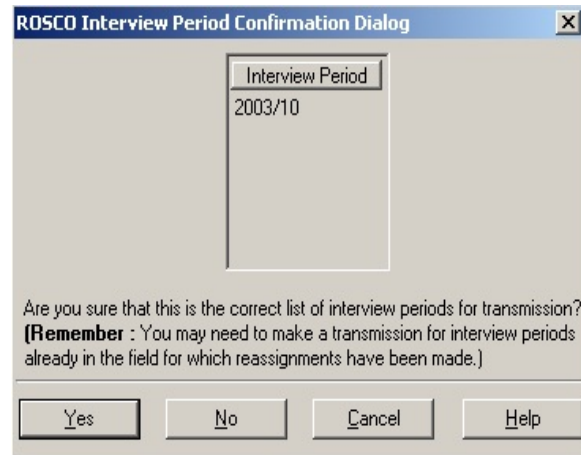
- Regular Assignments – To send recently released or reassigned cases.
- Mail – To send newly created mail messages.

- Team Leader Reports – To send a file to update the information displayed in the Laptop Status Report on the survey Team Leaders’ laptops.
- Team Leader Telephone List – To send an updated telephone number list to the Team Leaders.
- Reinterview Assignments – To send released reinterview cases that have received input files.

Many ROSCO screens include a Transmit icon on the toolbar. Clicking on this icon allows you to make a transmission for cases reassigned or messages created. If you choose not to use the Transmit icon, you can also make a transmission following these steps:

1. Click on the Operations menu ⇨  
Transmissions and Utilities sub-menu ⇨  
and select Make Transmissions.
2. To transmit an item, click in the box under the “Transmit Item” heading. A check mark is displayed in the box for the item(s) you selected for transmission.
3. Click on the Transmit icon on the toolbar.
4. If Regular Assignments, Reinterview Assignments, or Team Leader Report(s) are

selected, an Interview Period Confirmation Dialog Box will be displayed. Click “Yes” to confirm the correct interview period.



5. Click on the Close icon when you're done.

Although you can make a transmission at any time following these steps, ROSCO is programmed to make transmissions automatically throughout the day. Refer to Appendix 7A, Schedule of Automatic Transmissions for CAPI Interview, at the end of this chapter for the daily schedule of automatic transmissions.

### View In Directories

The View In Directories activity displays a screen divided in half. The top half contains files waiting for the check-in process. The bottom half contains files waiting to be copied from the Telecommunications server. Copy-ins that move files from bottom to the top of this display run hourly at the top of the hour.

To view the In Directory:

1. Click on the Operations menu, Transmissions and Utilities sub-menu, and select View In Directories.
2. On the Selection List View In box, select either Interview or Reinterview and click OK.
3. A DOS program runs while the list of files is generated.
4. The ROSCO View In window appears with the lists of files, including filename, FR Code, Size, and Date/Time.

The filename identifies the FR that transmitted the file. For example, file "XZ990071.ZPI.ENT", where:

X - RO code

Z99 - the FR code

0071 - a sequence # that increases by one with each new transmission

ZPI.ENT - a zipped Entrust encrypted file

The double-suffixes for files in In and Out Directories are ZPI.ENT and ZPO.ENT, respectively. Both file types are Entrust encrypted.

5. Click on the Close icon or the X in the upper-right corner of the ROSCO View In window to exit the screen.

## View Out Directory

The Novell CAPI Telecommunications server holds files in the OUT directory which are ready to be picked up by an (S)FR. When an (S)FR transmits in, this is the server with which they connect.

Files with a .ZPO.ENT extension are on this server. These .ZPO.ENT files are the encrypted files for any work that has been assigned to the FR. Mail messages are also included in this encrypted file. When a laptop transmission is picked up by the (S)FR, the file no longer appears in the Out Directory.

The View Out Directory screen allows you to look at files that were transmitted to (S)FRs and are waiting for the (S)FR to pick up.

To view the Out Directory:

1. Click on the Operations menu ⇨ Transmissions and Utilities sub-menu ⇨ and select View Out Directory.
2. On the Selection List View Out box, select Interview, Reinterview, or SFR Files, and click OK.

3. A DOS window is displayed while the list of files is generated.
4. The ROSCO View Out window is displayed listing filename, FR Code, Size, and Date/Time.
5. Click the Close icon to exit the screen.

### View Job Status

When cases are assigned or reassigned by the RO and/or mail messages or FR lists are created for one or more FRs, the RO must initiate a process to create the files and place them on the telecommunications server for FRs to pick up.

The actual file creation and transmission occurs almost immediately. A process that runs continuously on the central database system looks for any records in a table that contain your request for a transmission and starts the program to create the FR's files.

The program looks for any cases that are flagged "Ready to Transmit" in the Xmit Status column and creates the files for the FR.

If you checked the box to "Include mail message" when you requested a transmission, the process next looks for any mail messages and creates the files, if necessary.

When the program completes, you are notified via ROSCO as to the status. You may verify the

status (success or failure) of a transmission by going to the Operations menu ⇒ Transmissions and Utilities sub-menu ⇒ and selecting the View Job Status activity.

In the top half of the View Job Status screen called New Jobs, the status of the jobs and programs that ran is displayed. An “S” displayed in the “Status” column indicates a successful program run. An “F” displayed in the “Status” column indicates a failed run.

To see any comments associated with the job or program that ran, highlight the row of the job or program and click on the Comments icon on the toolbar. These comments may help clarify the situation if a failure occurs.

Once you review the job status, you may mark it as seen by highlighting the row and selecting the Seen icon. Once you select Save, the jobs are moved to the lower half of the View Job Status screen, called Seen Jobs.

After viewing a job status, you may want to delete it. Highlight the row and select the Delete icon. The row disappears from the screen but is displayed again unless you save the changes. It is advisable to view the comments for the record before deleting it. If problems are indicated, notify HQ.



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## Topic 2 - Check-In Reports

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### Overview

ROSCO includes many reports available for RO staff to use in measuring (S)FR progress toward completing assignments. By clicking on the Operations menu and Reports sub-menu, or by clicking on the Reports icon and then selecting Check-in, you can access any of the reports described in this topic.

Before generating any check-in reports, run a check-in to clear all files from the In Directory. You may also want to act on cases in Supervisory Review, as these cases are not yet checked-in.

### Description of Check-In Reports

Each of the check-in reports contains information to help you manage your field staff's progress throughout the interview period.

#### Team Leader Status Report

The Team Leader Status Report lists the survey status by Team Leader. This report contains the same information as the Team Leader Report that appears on the Team Leader's Laptop computer under the SFR Functions application. The report lists progress of each FR on the Team Leader's team, including counts of cases by outcome categories still on the laptop, in Supervisory Review, checked-in, and number in assignment.

This report runs automatically twice a day at 10:00 a.m. and 8:00 p.m. ET. Once it runs, the Team Leader Reports are available on the telecom

server for the team leaders to pick up with their next transmission. You can run these reports at other times by checking the Team Leader Reports check box and making an RO transmission from the Transmission screen.

#### Daily Laptop Report (CAPI 2)

The Daily Laptop Report (CAPI 2) allows you to view the status of cases still on the FR's laptop. The report lists FR information, workload, cases not checked-in, and Team Leader assigned to the FR. **Run this report daily.**

#### Control Numbers Assigned But Not On Laptop Report

The Control Numbers Assigned But Not On Laptop Report lists cases that were assigned but not picked up by the FR. Verify that a file is awaiting pickup in the Out Directory for the FR, then remind them to make a transmission to pick up the file. **Run this report daily.**

#### Daily Receipt Report (CAPI 1)

The Daily Receipt Report (CAPI 1) is one of your most important tools for monitoring FR progress each day. ROSCO allows you to generate this report sorted by FR Code, Team Leader Code, or FR Name. This report displays each FR's workload and counts of cases received and not received, calculates the percentage received, and lists counts of interviews and noninterviews. Totals appear at the bottom of the report. When the report is generated by Team Leader Code, subtotals by each SFR team are also listed. **Run run this report each day.**

NOTE: The Daily Receipt Report also displays the date of the last transmission for each FR.

Cases Not  
Checked-in Report  
(CAPI 4)

The Cases Not Checked-In Report (CAPI 4) provides a listing of all cases for the selected interview period that have not been checked-in, including cases waiting for action in Supervisory Review. ROSCO allows you to generate this report sorted by FR Code or FR Name. **This report is especially useful as closeout draws near, at which point you will want to run this report each day or multiple times on closeout day.** Do not create this report early in the interview period because it will contain your entire workload. This report contains contact data on the Control Number, a flag if the case is in Supervisory Review, Transmission Status, address information for the case, Tract, Block, and last FR assigned the case.

Segment Folders  
Not Checked In  
Report

The Segment Folders Not Checked In Report provides a listing of all segment folders checked out but not yet checked back in. This report contains data on FR Code, FR Name, PSU, Segment/Segment Suffix, Segment Type, and Date Checked Out.

## Topic 3 - Check-In/Status Operations

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### Overview

As you monitor survey progress each day during the interview period, you will use several functions under the Operations menu and Check-in/Status sub-menu. The Check-In/Status sub-menu includes Supervisory Review, View/Reassign Cases, Run Check-in, Check-Out/Check-In Segment Folders, and Request Blaise Data. This topic discusses each of these activities.

### Supervisory Review: General

As files are checked-in, cases with certain outcome codes and action codes are held in Supervisory Review instead of completing the check-in process. The NCVS supervisor must review these cases and decide to accept, reassign, or eliminate each of them. **It is important that the supervisor do this each day since the cases will not check-in until acted upon.**

To access Supervisory Review, click on the Operations menu ⇒ Check-in/Status sub-menu ⇒ and select Supervisory Review.

When a case comes into Supervisory Review, it falls into one of four groupings: Non Interviews, Duplicates, Failed Cases, Extra Units or Partial. You should check each of these categories daily to act on all of your cases held in Supervisory Review.

**Supervisory Review:  
Non Interviews**

Selecting Non Interviews on the Option Selection List produces the following screen:

**The Address  
Information  
Window**

The “Non Interviews” section of this screen contains a list of all noninterview cases currently being held in Supervisory Review. This includes:

- All Type A noninterviews
- All Type C noninterviews
- Type B, Other noninterviews (outcome code 233)

Some Type B cases check-in without stopping in Supervisory Review while others go straight to Supervisory Review.

The “Address Information” section displays the address information for the case selected in the Noninterviews section.

**The Customized  
Window**

The “Custom Supervisory Review Noninterview Data” section contains additional information about the selected case. You can customize which variables appear in this section using the ‘Custom’ button on the right. If you decide you would like to use your customized arrangement as the default each time you access this screen:

1. Click the Custom button to display the ‘Dynamic Data Window Customization’ screen.

2. Select the columns you want to display from the Available Columns window.
3. Click the Add button to move your choices into the Selected Columns window.
4. Click OK to close the Dynamic window.
5. Click the Store button in the Custom Supervisory Review window.

See Appendix 7C for a complete list of the variables in the Customized Window.

To see more information about the selected case, including the case notes, click on the View More icon on the toolbar.

### The View More Sections

In Supervisory Review, the View More screen contains tabs for Case History, Case Activity, Address History, Contacts, Letter History, CAPI Notes, HH Roster (not shown), and Supv Review Notes. The Supv Review Notes are displayed initially as the default. Most of these tabs are self-explanatory, but it is especially important to understand the uses of the Case Activity tab.

The Case Activity tab displays both the current status of the case and any previous activity with the case. For example, if you reassigned a case previously from FR Z97 to X01, and then Z97 completed an interview of the case, the current

status would show the case checked-in as an interview credited to Z97.

To exit the View More window and return to the Supervisory Review screen, click on the 'Close' button.

### Reassigning a Noninterview

To reassign a Supervisory Review Noninterview case:

1. Select one or more cases.
2. Click on the Reassign icon on the toolbar, or select Reassign from the Options menu.
3. If one or more of the cases you select was already checked-in, the Cases Checked-In Warning box is displayed. If necessary, check the appropriate boxes, and click OK.
4. If one or more of the cases you select is a Type A, the Type A Reassign dialog box is displayed. Mark whether or not you would like the current FR to be charged with a Type A if the case is converted, and click OK.
5. On the FR Search dialog box, select the appropriate FR code and check the box if you would like to delete the case from the original FR's laptop, then click OK.

6. An “R” is displayed in the “Supv Action” field to denote the case was reassigned.
7. Click the Save icon on the toolbar to save the changes. Then click the Transmit icon to immediately send the file for the new FR to pick up.

### Accepting a Noninterview

To accept a noninterview in Supervisory Review:

1. Select one or more cases that you want to accept.
2. Click on the Accept icon or select Accept from the Options menu.
3. If you accept Type B or Type C cases, an “A” is displayed in the “Supv Action” field to denote the case has been accepted. If you accept a Type A, you will then see the Type A → Accept dialog box. Select the FR to Charge With Type A from the drop-down menu, or key in a different FR code (be sure the alpha portion of the FR code is capitalized). Then, you may also designate the case as a Confirmed Refusal or Congressional refusal (see Chapter 8, Noninterviews, Topic 2, Office Control of Type A Noninterviews, for more information). Click on OK when you have finished. An A is then displayed in the Supv Action field to indicate the case was accepted.



### Eliminating a Noninterview

4. Click on the Save icon to save the changes.

To eliminate a Supervisory Review Noninterview case:

1. Select one or more cases.
2. Click on the Eliminate icon on the toolbar, or select Eliminate from the Options menu.
3. A pop-up window displays the message: “Eliminate the data for these cases now?” Click OK to confirm the elimination.
4. An “E” appears in the “Supv Action” field to denote the case has been eliminated.
5. Click the Save icon on the toolbar to save the changes.

### Changing a Noninterview Outcome Code

ROSCO allows users to change the outcome code for noninterview cases in Supervisory Review. However, you can only change the outcome code to another outcome code with the same noninterview Type (A or B), and you must change it before accepting the case. Changing the outcome code in Supervisory Review only changes it for FR performance reasons in the ROSCO database – it does *not* change the data in the case that is sent to the sponsor to be analyzed. Because of this, you **should not** change the outcome for Type C noninterviews. Instead,

reassign the case to a laptop to be assigned the correct outcome code.

To change the outcome code for a Type A or Type B noninterview on the Supervisory Review Noninterviews screen:

1. Select a case.
2. Click the Chg Outcome icon on the toolbar, or select Change Outcome from the Options menu.
3. The Change Outcome Code window appears. Click the drop-down arrow on the New Outcome Code column to select a different code from the list.
4. Click OK.
5. Click “Yes” to the message: “Are you sure that you want to change the outcome code of [control number of the selected case]?”
6. Click the Save icon on the toolbar to save your changes.

#### Supervisory Review: Duplicates

Cases appear on the Supervisory Review Duplicates screen if a case is sent in after a previous version of the case was checked-in. The RO staff must review the outcome codes and case notes of the duplicate to determine which version of the case should be accepted. For example, if

the first version of the case is an accepted Type A Noninterview, and the second version is a completed case (outcome code 201), you will want to accept the completed interview.

This screen contains features very similar to the Supervisory Review Non Interviews screen described earlier in this topic, but there are some important differences. The section with the list of duplicate cases shows the FR, Outcome Code, and Date Recv'd for both the duplicate case and the checked-in case.

#### Accept or Eliminate a Duplicate Case

**Accepting or eliminating the case acts on the duplicate case, not the checked-in case.**

Therefore, if you want to keep the checked-in version of the case and not the duplicate, you would *eliminate* the duplicate case in Supervisory Review. If you want to keep the duplicate instead of the checked-in case, *accept* the duplicate case in Supervisory Review.

Double check that you want to accept or eliminate the duplicate before acting on the case. **HQ accepts the last copy of the case it receives.**

Therefore, if you accept an incorrect version of a case after the correct version of the case was received by HQ, the last version of the case accepted overwrites the earlier (checked-in) version.

If the **incorrect** version of the case was accepted, there are two ways to correct this:

- The correct version of the completed case could be re-transmitted by the FR and you can accept *that* duplicate, or
- You can use the Resolve Missing Cases activity as follows:
  1. Click on Operations, then Closeout/Cleanup, and select Resolve Missing Cases/Closeout.
  2. Click on the Cases Not Checked In and Not In Supervisory Review tab, and click on the case you want to reassign.
  3. Press the Resolve icon.
  4. Click on the entry for the case that shows the correct outcome code and FR code, then click OK.
  5. Click on the “No” button in response to the window: “Do you want to change the outcome?” to accept the case with the outcome code you selected in step 4.
  6. Click on the Save icon to save your changes.

Supervisory Review:  
Failed Cases

Selecting Failed Cases on the Supervisory Review Option Selection List produces a screen that

displays cases which failed to be checked-in for any of the following reasons:

- There is missing data.
- The outcome code and action code in the database do not match the outcome code and action code in the study.
- The action code for the case is not on the list of possible action codes.
- The case is not in the workload.

At First, No Action is Required for Failed Edit Cases

You don't have to Accept, Eliminate, or Reassign anything from the Failed Cases screen. Cases on the Failed Cases screen cannot check in and must be retransmitted.

ROSCO automatically puts a "resend" file in the Out Directory for the FR. When the FR picks up the "resend" file, the file causes the laptop to "resend" the case with the next transmission. Usually the resent file checks in and the case disappears from the Failed Cases screen.

When Failed Edit Cases Require a Remedy Ticket

If the resent file does not check in, it is displayed twice on the Failed Cases screen. If this occurs, submit a ticket to the Remedy Help Desk with this problem. A Remedy technician contacts the FR and help them get the case to check in.

Following is an example of a remedy ticket. Select the “High” option for Urgency on Close Out day only.

The screenshot shows a web form titled "New Help Desk Case" with a "SUBMIT A SERVICE REQUEST" button. The form is divided into several sections:

- Requester Information:** Includes fields for "JBondID" (containing "conte001"), "Last Name" (containing "CONTE"), and "Full Name" (containing "ANA CONTE"). There are also buttons for "Clear Requester Info Data" and "View Requester Profile".
- Problem Details:** Includes dropdown menus for "Category" (SURVEY/CENSUS PROCESSING), "Type" (NCS), and "Item" (LAPTOP). There is a "Quick Category" button and a note: "Select the 'Quick Category' button to classify your request by Category and Detailed Description only." Below these are text boxes for "Brief Description" (containing "NCS LAPTOP ISSUES") and "Detailed Description".
- Urgency:** A dropdown menu set to "High".
- Buttons for "Save & Close" and "Close".

When you select the Item “Laptop”, a pop-up ‘Script’ will prompt you for RO code, FR name, code and phone number, and best time to call. There is also room to enter a problem description below these items.

The screenshot shows a pop-up dialog box titled "USE SCRIPT?". It contains the following information:

- Script Details:** A message stating "The Category, Type, and Item combination you have selected has a script attached to it." and instructions: "To populate the below script to the Detailed Description field on the HelpDesk Request, please click the 'Use Script' button, otherwise click 'Close'.".
- Script:** A text area containing the following instructions:
  1. Regional Office Code 20
  2. FR Name: Mario Rudai
  3. FR Code Z99
  4. FR Phone Number 991-555-8799
  5. Best Time to Contact the FR: Please call before 3pm today or ASAP.
 Below the list, it says: "FR is having a problem with his final transmission. Please call him"
- Buttons for "Use Script" and "Close".

**Supervisory Review:  
Extra Units**

The Supervisory Review Extra Units screen displays cases in which an extra unit was found at an address and collected in the instrument during interview. Extra units are unlisted living quarters associated with a sample unit that are discovered by chance during the interview or when asking the household coverage questions. The extra unit must come from the original unit (e.g., a basement or attic of a sample unit being rented as a separate living quarters).

**Inserting an Extra  
Unit**

If you believe that the case in Supervisory Review Extra Units is a legitimate extra unit that needs to be added to the workload sample, select the Insert icon. This case is then displayed as another case in the FR's assignment. An "I" is displayed in the 'Supv Action' field.

**Deleting an Extra  
Unit**

If you believe that the case in Supervisory Review Extra Units is NOT a legitimate unit that should not be added to the workload sample, select the Delete icon. The extra unit is not displayed in the FR's assignment. A "D" is displayed in the 'Supv Action' field.

**View/Reassign Cases**

The View/Reassign Cases activity is fundamental to your efforts to monitor progress during the interview period. The View/Reassign Cases screen allows you to query any subset of your workload and see the current status, outcome, notes, and other data for the case. You also use this screen to reassign cases from one (S)FR to another. **Once assignments are released, you**

**cannot adjust who is assigned a case from the Make/Adjust Assignments screen. You must use the View/Reassign Cases screen instead.**

To access the View/Reassign Cases screen:

1. Click on the Operations/ Check-in/Status/ View/Reassign Cases.
2. The Query dialog box is displayed where you designate which cases to display on the View/Reassign Cases screen. See Chapter 4 for more information about using Queries.
3. The View/Reassign Cases screen is displayed with the results from your query.

The “Cases to Reassign” section displays the Control Number, FR, Outcome Code, Action Code, Interview Period, and Checked-in (Y/N) status for each case. The “Address Information” section displays the address information for the highlighted case. The “Custom View Reassign Data” section displays the workload data which you can customize by using the ‘Custom’ button on the right-side.

A complete list of the variables in the Customized Window is in Appendix 7C.

In View/Reassign Cases, click the View More icon to see tabs for Case History, Case Activity,



Address History, Contacts, Letter History, CAPI Notes, and HH Roster.

### Reassigning a Case on the View/Reassign Screen

To reassign a case to a different (S)FR using the the View/Reassign Cases screen:

1. Select one or more cases.
2. Click the Reassign icon on the toolbar, or select Reassign from the Options menu.
3. Select the desired FR from the FR Search dialog box, and select the desired Case Options. The different case options available are:
  - “Delete cases from original FR’s laptop” is displayed on the reassigned FR’s laptop when he/she transmits to pick it up. The case is removed from the original FR’s laptop on the original FR’s next transmission.
  - “Make reassignment permanent” makes this case a permanent reassignment to the designated reassigned FR in the assignment parameters.
  - “Send Original Data” removes all data collected on the case to date and sets the outcome code to ‘200’ (new

case, not started) on the reassigned FR's laptop.

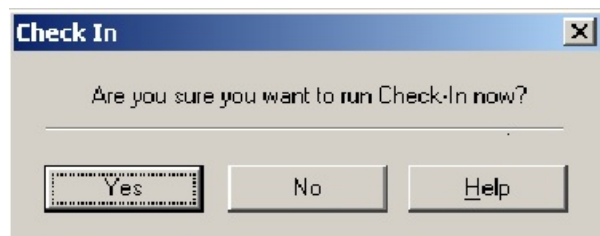
- “Review reassignment later” allows the RO to review the case in subsequent months before automatically assigning it to the reassigned FR by using the assignment parameters.
4. Click on the Save icon to save your changes.
  5. If the case selected was already checked-in, the Cases Checked-In Warning dialog box is displayed. Check the boxes for cases you are sure you would like to reassign, and click OK.
  6. Click on the Transmit icon on the toolbar to immediately send the file to be picked up.

The outcome of the reassigned cases is 200 and the date checked in is blank.

## Run Check-In

Running check-in places incoming FRs' work in the appropriate tables and databases so ROSCO reflects the most recent changes in the FRs' assignments (number of cases complete, number of noninterviews, etc.). Check-in runs automatically two times each day. See Appendix 7B, Schedule of Automatic Check-ins by RO, at the end of this chapter.

ROSCO allows RO users to request additional check-ins at anytime by using the Run Check-in activity as follows:



1. Click on the Operations menu, Check-in/Status sub-menu, and select Run Check-in.
2. Click “Yes” on the Check-In Dialog Box, verifying that you are sure you would like to run check-in.
3. A message box is displayed informing you that “Check-In has been requested.”



4. After a few moments, you should be able to verify in the View In Directories screen that the files are no longer listed and have been

checked-in, or you can check the View Job Status screen to make sure it was successful.

*Note: Go to the Operations menu, Reinterview submenu, to execute a check-in for reinterview. See Chapter 10 for more information.*

### Check-Out/Check-In Segment Folders

If you have segment folders to send to (S)FRs, you need to assign and check them out through ROSCO. This activity must be performed before assignments are released. You can do this by going to the Operations menu ⇒ Check-in/Status sub-menu ⇒ and selecting the Check-Out/Check-In Segment Folders activity.

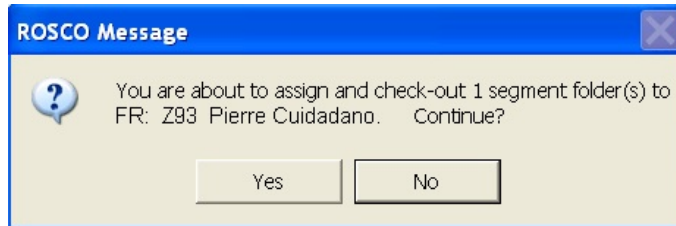
### Assigning and Checking-out Segment Folders

You can select segments that need to be assigned and checked out by keying the PSU and Segment

number which causes the matching PSU-Segment number combination to be highlighted when you press <Enter>. You can also click on a row to highlight it. To un-highlight a row, click on it again.

Once you select the row(s) you would like to assign and check out to a particular FR, select the Assign icon. A window is displayed that enables you to select an FR. After you select the FR and click OK, the following message is displayed: If this is the FR you would like to assign the segment folder(s) to, select 'Yes.' The "FR Code" and "Date Checked-Out" fields are filled with the

FR selected and the current date. This data is saved automatically.

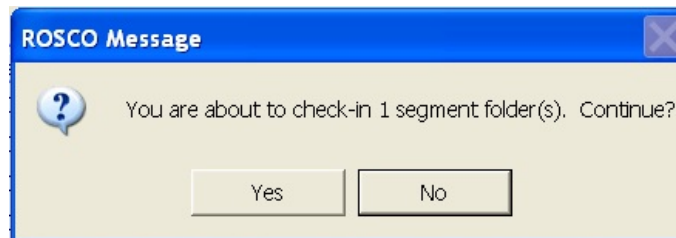


Checking-in Segment Folders

Once the FR has completed his/her assignment with the segment folder, you need to check it back in to ROSCO. At the Check-Out/Check-In Segment Folders screen, select the PSU-Segment number combination as you did when assigning the segment folder, and when it becomes highlighted, select the Check-In icon.

*Note: You cannot perform the Check-In activity unless the “FR Code” and “Date Checked-Out” fields are filled.*

The following message is displayed: If this is correct, select ‘Yes.’ The “Date Checked-In” field is filled with the current date. This data is saved automatically.

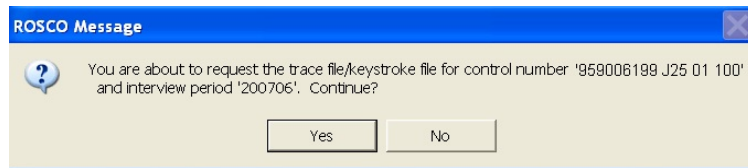


Requesting Keystroke Files

ROSCO is programmed to allow users to request their own keystroke files using the Request Keystroke File on the Check-in/Status sub-menu.

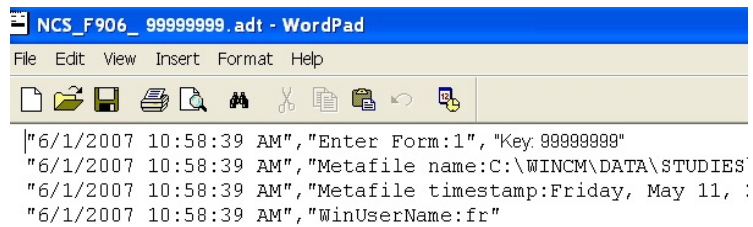
At the Request Keystroke File screen, select a case by keying a control number or caseid OR use sort, filter, or scroll down the list to find the case.

Highlight the row and select OK. The following message is displayed:



Select “Yes” if this is the correct control number and you wish to continue.

The caseid is displayed as a .adt file in the WordPad titlebar. You can save this trace file to it’s default name or change the name. You can also print the trace file from WordPad. The number at the end of the first line of the trace file is the caseid. The control number is not on the trace file.



## Appendix 7A - Schedule of Automatic Transmissions by RO

Automatic transmissions are scheduled ROSCO jobs that place any recently released or reassigned cases, reports, or mail messages onto the Out Directory that the FRs will pick up with their next transmission. The ROSCO job name for transmissions is “frassign”.

<b>Regional Office</b>	<b>Automatic Transmission Times (all times are Washington DC times)</b>
RO 21	6:30am, 10:30am, 2:30pm
RO 22	6:30am, 10:30am, 2:30pm
RO 23	6:30am, 10:30am, 2:30pm
RO 24	6:30am, 10:30am, 2:30pm
RO 25	7:30am, 11:30am, 3:30pm
RO 26	7:30am, 11:30am, 3:30pm
RO 27	7:30am, 11:30am, 3:30pm
RO 28	6:30am, 10:30am, 2:30pm
RO 29	6:30am, 10:30am, 2:30pm
RO 30	7:30am, 11:30am, 3:30pm
RO 31	7:30am, 11:30am, 3:30pm
RO 32	7:30am, 11:30am, 3:30pm

No automatic reinterview ROSCO transmissions are currently enabled for NCVS.





### Appendix 7B - Schedule of Automatic Check-ins by RO

Automatic check-ins are scheduled ROSCO jobs that send any files transmitted in from FRs that are waiting on the In Directory into the ROSCO database. The ROSCO job name for check-ins is “checkin”.

Regional Office	Automatic Check-In Times (all times are Washington DC times)
RO 21	5:30am, 10am, 2pm
RO 22	5:30am, 10am, 2pm
RO 23	5:30am, 10am, 2pm
RO 24	5:30am, 10am, 2pm
RO 25	6:30am, 11am, 3pm
RO 26	6:30am, 11am, 3pm
RO 27	6:30am, 11am, 3pm
RO 28	5:30am, 10am, 2pm
RO 29	5:30am, 10am, 2pm
RO 30	6:30am, 11am, 3pm
RO 31	6:30am, 11am, 3pm
RO 32	6:30am, 11am, 3pm

\*Reinterview check-ins (ri\_checkin) in ROSCO run automatically at 6am, 10am and 3pm local time for Eastern Time Zone ROs, and at 7 am, 11am and 4pm for other ROs. All times are Washington, DC times.



## Appendix 7C - Variables in the Customizable Windows

The following variables are displayed in the customizable windows available on the Assignment, Supervisory Review, and View/Reassign screens. See Appendix 4B for descriptions of the variables (fields).

PSU	Prev Outcome	CATI Recycle
Tract	Prev Type A	Date Recycle Recv
Block	In Reinterview	Prev CATI Outcome
Addr Chg	Version	CATI Eligible
Best Time	RO Team	CATI Eligible PSU
Best Time Specified	Study Name	CATI OK
Callback Notes	Xmit Status	CATI Possible
Caseid	Rotation	CATI Selected
Mode (Collection)	HH Resp Name	CATI Ever
Conf Ref	March Hispanic	Never CATI
County Name	Vacation	Prev Recycle
Date Assg	I/O Referral	Recycle Req
Date Recv by FR	Address Size	Returning CATI
Date Xmit to FR	Census ID	Why Not CATI
Date Case Comp	DO Code	Trans Assgn
Date Chckd In	FIPS State Code	Date Last Modified
Date Deliv to MCS	GQ Code	Phone Type 1
Date MCS Ack	GQ Flag	Phone Type 2
Date Recvd	GQ Name	State of Case
P/T	GQ Register Method	Wkld Type Z base
How Intrvd	Incmp Addr	Incentive
# In Supv Review	Sheet #	Incoming Flag
Intvrw #	Line #	Map Spot
Listing ID	Mobile Home	MAF ID
Load Date	Multi Unit	Mail Flag
Nbr Type Z	Nbr or Ltr	Link ID
No Sunday	New Extra	GQ Type
Notes Chgd	New Unit	Institutional
Observed	Relist Add	ACS Dup Flag
Phone Intvw OK	Sample	NHIS Dup Flag
Phone Nbr 1	Segment	Seq Nbr Bsa
Phone Ext 1	Serial	AIANHH
Phone Nbr 2	Serial Sfx	Workload ID
Phone Ext 2	Year Built	
Prev FR	CATI Outcome	



## Chapter 8. Noninterviews

### Chapter Contents

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## Topic 1 - Types of Noninterviews

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### Overview

This chapter presents procedures for the NCVS RO staff to implement in noninterview situations. The RO staff should expect to encounter these different situations during the course of field operations. The specifics for each noninterview category are described throughout this chapter.

### Introduction to Noninterviews

Circumstances sometimes prevent obtaining an interview at an address on your case list. We divide noninterview cases into Type A, Type B, Type C, and Type Z (see list on pages 4-88 & 89).

### Type A Noninterviews

Type A noninterview refers to households in which household members refuse to be interviewed or are not available for an interview (temporarily absent or no one home), other occupied, or there is a language problem which prohibits gaining the interview.

FRs should not transmit a case as a Type A noninterview without supervisory approval first. Supervisors need to ensure that the FR makes every reasonable effort to “convert” the noninterview **before** the FR transmits the case as a Type A noninterview.

After the FR specifies the kind of Type A, the instrument displays a series of questions about the demographics of the household. The FR should

enter his/her best guess for the race and sex of the reference person, the number of people living in the household, and the tenure. Upon completion of the demographic noninterview questions, the FR is prompted to enter brief notes about the case. The NCVS Supervisor should review the current FR notes for each Type A noninterview.

Type A Noninterviews **ARE** reassigned in subsequent interview periods.

**Type A Categories**

The control numbers and outcome codes of Type A cases received are displayed on the Supervisory Review screen for noninterviews. There are four Type A noninterview categories for units occupied by persons eligible for interview but could not be interviewed. These Type A categories and outcome codes are listed below:

Type A Categories	Outcome Code
No one home (NOH)	216
Temporarily absent (TA)	217
Refused (REF)	218
Type A - Other Occupied	219

**Type A - Other**

When you cannot interview at a unit occupied by persons eligible for interview, and the reasons “No one home,” “Temporarily absent,” or “Refused” do not apply, enter “Other-Occ.” Specify the reason, such as:

- “Death in family”
- “Household quarantined”
- “Roads impassable”

**Type B Noninterviews**

Type B noninterview refers to households which are not eligible for interview.

Type B Noninterviews are not reassigned in subsequent interview periods.

**Type B Categories**

The control numbers and outcome codes of Type B cases received are displayed on the Supervisory Review screen for noninterviews. The Type B categories and outcome codes are listed in the following table:

Type B Categories	Outcome Code
Temporarily occupied by URE	225
Vacant - Regular	226
Vacant - Storage of HH Furniture	227
Unfit or to be demolished	228
Under Construction, Not ready	229
Converted to Temporary Business or Storage	230



Unoccupied Tent or Trailer Site	231
Permit Granted, Construction Not Started	232
Type B - Other	233

Type B - Other

The "Type B - Other" classification is used for a housing unit that is likely to be uninhabitable and/or the residents are likely to have evacuated to unknown locations, but because of a severe disaster (flood, earthquake, tornado, fires, etc.), the FR is unable to access and confirm (in person or by telephone) the correct status during the interview period.

Type B - Other cases are the only Type B cases that are stopped in the noninterview section of Supervisory Review. This allows RO staff to verify that the Type B - Other cases are coded correctly before accepting them.

In cases of natural disasters, HQ notifies the ROs and TCs when it is acceptable to code cases as Type B - Other.

Type C Noninterviews

Type C noninterview refers to households that will never be eligible for an interview. Type C noninterviews **are not** reassigned in subsequent interview periods.

When the FR determines that the case is a Type C noninterview and codes it as such, the instrument prompts the FR to enter notes about the case. The NCVS Supervisor should review the current FR notes for each Type C noninterview. These notes assist the supervisor during supervisory review in determining whether to accept or reassign the case.

### Type C Categories

The control numbers and outcome codes of Type C cases received are displayed on the Supervisory Review screen for noninterviews. The Type C categories and outcome codes are listed in the following table:

<b>Type C Categories</b>	<b>Outcome Code</b>
Demolished	240
House or Trailer Moved	241
Outside Segment	242
Converted to Permanent Business or Storage	243
Merged	244
Condemned (and Unoccupied)	245
Unused Serial Number of Listing Sheet	247
Removed during Subsampling	256
Unit already had a chance of selection	257
Type C - Other	248

### Type C - Other

The “Type C - Other” is used for a housing unit that cannot be classified in any of the above categories. Some examples might be “duplicate listing,” “never living quarters,” or “permit abandoned” (permit segments ONLY). This should be used for “Built after April 1, 1990” (final code 246). The instrument displays a specific question to determine this based on the segment type for the case.

## Topic 2 - Office Control of Type A Noninterviews

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### Overview

The number of Type A Noninterviews can influence the degree to which the NCVS data are representative of the entire population. People who are difficult to find at home or who resist being interviewed may have different employment characteristics from those who are readily interviewed. Failure to obtain interviews from such people may introduce serious bias into the survey results. Therefore, it is absolutely critical to minimize Type A Noninterviews.

Past experience shows that trying to minimize nonresponse rates has proven to be one of the most challenging aspects of the supervisor's responsibilities. There is no formula for keeping Type A Noninterviews to a minimum. It involves the FR's ability to enlist cooperation from different people and to plan visits when people are most likely to be home. Experience shows that Type A noninterview rates fluctuate by area and by season. For example, you may know the people who live in your region and when they will be most receptive to a personal visit; therefore, you can help determine the best time to conduct the interview. Be aware of ethnic and religious sensitivities. Consistently high response rates in some areas can be a tribute to the extra effort of the office staff and (S)FRs.

The RO Supervisors and SFRs also play a key role in minimizing Type A Noninterviews by planning

the follow-up or by personally attempting to convert refusals. He or she must do everything possible to help FRs reduce Type A Noninterviews. The supervisor should also suggest ways to obtain an interview in each Type A situation reported and make certain that sample units reported as Type A Noninterviews are classified correctly.

Below are some suggestions that the supervisor can give the FR for handling cases which are tentatively classified as Type A noninterview. Also consider that any noninterview case can be reassigned to another FR or SFR as the supervisor considers necessary.

#### Manage the Number of Type A Noninterviews in Supervisory Review

All Type As will show up in the noninterview section of Supervisory Review. Type As do not get counted in the reports until the RO staff “Accept” them in the noninterview section of Supervisory Review. Therefore, before accepting a Type A, discuss the case with the FR (and SFR, if necessary) and determine the best way to convert the case to a completed interview. Decide whether to:

- Send a Type A letter to the respondent
- Reassign the case to the same FR
- Reassign the case to the SFR
- Reassign the case to another FR experienced in converting refusals

Do not accept Type As until all attempts to convert them are unsuccessful.

### No One Home (NOH)

NOH noninterviews need to be closely monitored and should be a primary concern for supervisors. There should be few NOH cases. Remind the FRs to:

- Ask neighbors, janitors, etc., when occupants are most likely to be home and schedule callbacks accordingly (an inquiry on first call can avoid unproductive callbacks when a household is temporarily absent). Get the name(s) of the occupants (during the first visit) from a mailbox if the name is visible on the outside (never open someones mailbox) or by asking neighbors. Remember not to mention the name of the survey, just that you are from the Census Bureau.
- Make additional callbacks when driving near the unit on the way to or from other assigned cases.
- Consider leaving a Request for Appointment form/card in the door or on the door knob (not in the mailbox) on the first visit to a unit. Leave a telephone number where the respondent can contact either the RO or the FR.
- Request the RO to send a No One Home (NOH) letter, (see Appendix 8B, No One

Home (NOH) Sample Letter) at the end of this chapter.

### Temporarily Absent (TA)

It is especially important for the FR to find out from neighbors, relatives, or friends when a sample household that is temporarily absent is expected to return. Although the household may not return until after closeout, instruct the FR to:

- Continue to make periodic attempts to contact the household.
- Try to find an address or telephone number where the household can be reached and conduct an interview at the other number, if appropriate.
- Interview the household when they return, if they are expected to return before closeout.

The office should consider sending a NOH letter to the address.

### Refusals (Ref)

Monitor the number of refusals turned in by each FR daily, particularly the new inexperienced FRs. If an FR turns in too many refusals, he or she may be giving up too easily or may not be adequately explaining the survey to respondents. The RO supervisor should:

- Call the FR and discuss his or her refusals (see section below on discussing refusals).

- Have the SFR contact the FR immediately and discuss strategies to convert the refusal cases.
- Consider reassigning refusal cases to the SFR or another FR that has experience converting refusals.
- Schedule a Special Needs Observation with the FR, if necessary.

### Type A - Other

Don't accept Type A - Other refusals without an acceptable explanation from the FR and SFR. Make sure the FR classified the case correctly before accepting a Type A - Other.

### Discuss Refusals and Offer Suggestions

When discussing refusals with the FR, review the FR's approach during the initial contact with respondents. Address specific respondent objections that the FR encountered and how the FR countered the respondent's objection. Discuss with the FR the suggestions below:

- Explain clearly to the respondent the importance of the survey, the need for subsequent interviews, and the confidentiality of the data.
- Introduce yourself and explain the survey to local authorities who may receive calls from respondents inquiring about the NCVS.
- Get as much information as possible about the refusal person(s) and household, i.e.,



names, age, race, income, children in the household, etc. This information will be valuable when assigning Type A follow-up or in tailoring a letter.

Effective refusal conversion requires careful and immediate supervisory planning. Each refusal is different and each attempt to convert a refusal requires careful consideration of a variety of techniques. Remember, if refusals are reported on a timely basis, ample time still exists to effectively plan and conduct successful follow-up activities.

### Send Refusal Letters

FRs may encounter respondents who offer resistance or do not wish to cooperate in the NCVS. In most instances, the FR can explain the purpose of NCVS sufficiently so that he or she gains the respondent's cooperation. There are cases, however, when the FR may request a letter be sent to a reluctant respondent. Send a letter to the respondent as soon as a new refusal is reported. Refusal letters must include information required by the Privacy Act of 1974. It is the Regional Office's discretion as to whether the letter is signed by the NCVS Supervisor or by a member of the Regional Office's management staff.

Consider tailoring the letter to counter the specific objection of the respondent, the type of respondent, or the income category of the respondent. Examples of different kinds of refusal letters are provided for your information in Appendices C through G at the end of this

chapter. You can use these letters as templates to develop your own letters.

If your RO develops a letter which is different from the templates, please send a copy of the letter to Field Division, Attn: Labor and Crime Surveys Branch.

Depending upon the Type A circumstances and location of the FR, you also may consider immediately telephoning the respondent to explain the survey and arrange an appointment for the FR.

Personal visits require close coordination with ongoing work on other surveys to minimize expenses. Supervisors or SFRs should generally plan to visit refusals located within a reasonable distance from where they are working. Consult with the program coordinator when arranging personal visit follow-ups which will incur excessive time and money.

#### Provide Other Assistance

In multi-FR PSUs, consider reassigning refusal cases to another FR or SFR in the area. This is especially important when the FR who originally received the refusal is inexperienced. However, competence in converting refusals is best gained by experience, so make sure the inexperienced FR has attempted to convert the refusal before reassigning the case to another FR/SFR.

For particularly difficult cases, consider reassigning the case to the RO for follow-up. When a supervisor or SFR travels to an area for

any reason, he or she should, if possible, take active refusal cases in that area and attempt to convert them.

### Confirmed Refusals

Generally, refusals may be confirmed only by the NCVS Supervisor, provided that:

- A supervisor, SFR, or another FR assigned by the NCVS Supervisor has attempted to convert the refusal;
- The (S)FR incurring the refusal has discussed with the NCVS Supervisor the results of his/her conversion attempts made after a refusal letter has been sent; or
- Headquarters, the Regional Director, or the Assistant Regional Director instructs you to discontinue interview attempts.

Once the refusal is confirmed, instruct the FR to discontinue interview attempts to the household. In subsequent panels, the FR is to only **verify** occupancy.

See the Chapter 7, Monitoring Progress, Topic 3, Accepting a Noninterview, for details on how to mark a confirmed refusal in ROSCO.

Once a case is flagged as a confirmed refusal, it is flagged in case management on the FR's laptop for all subsequent interviews. You must submit a Remedy Ticket to remove a confirmed refusal flag.

Charging Duplicate and Confirmed Refusals or Congressional Referrals

Charge refusals to the FR code your office uses for:

- Duplicates - when the refusal is at a sample address that is in another survey (ACS or NHIS)
- Confirmed Refusals or Congressional Referrals - when Headquarters, the Regional Director or Assistant Regional Director instructs you stop the FR from trying to interview at the sample address.

Other Occupied - *specify*

For other reasons such as impassable roads, sickness or quarantined households, etc., instruct the FR to contact the household later in the interview period if a telephone interview is not possible. Otherwise the case must be reported as a Type A - Other.

## Topic 3 - Procedures for Type B Noninterviews

When a unit is reported as a Type B noninterview, review the case notes. Be sure the FR marked the classification correctly. (Refer to the NCVS Interviewing Manual for specific instructions for marking each category.)

### The Only Type B in Supervisory Review

All Type B Noninterviews, except for Type B - Other, are sent directly into the ROSCO database without stopping in Supervisory Review when a check-in is executed. You must verify Type B - Other Noninterviews in Supervisory Review and determine whether to accept, eliminate, or reassign the case.

## Topic 4 - Procedures for Type C Noninterviews

Type C Noninterviews are those households which are ineligible for sample. Once a case is accepted as a Type C noninterview, it will not return to sample.

All Type Cs Stop in Supervisory Review

All Type C Noninterviews stop in Supervisory Review where you determine to accept, eliminate, or reassign them.

Reinstating Type Cs

Notify your survey liaison at FLD HQ - Labor and Crime Surveys Branch if it is determined that a Type C noninterview case was deleted in error. The Demographic Statistical Methods Division (DSMD) can reinstate a Type C for future interview periods.

A reinstated case is displayed as a new case and will not have any dependent data previously collected for the case.

## Topic 5 - Procedures for Type Z Noninterviews

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### Type Z Noninterviews

Person-level noninterviews are classified as Type Z Noninterviews.

For Type Z Noninterviews, see that the line number of the person for whom an interview was not obtained is coded as Type Z reason code 203.

You will classify an eligible household member as a Type Z noninterview when you are unable to interview an eligible household member **and** the household member is **not** the household respondent.

Unlike Type A, B, and C noninterviews, a Type Z noninterview relates to an eligible household member (*other than the household respondent*) and does **not** relate to the entire sample household. Another difference is that a personal visit is not required prior to classifying a person as a Type Z noninterview.

However, if you are unable to interview the household respondent, the entire sample household will classify as a Type A noninterview because:

- ✘ You must interview the household respondent **before** interviewing anyone else in the household.

AND

- ✘ You cannot classify a household respondent as a Type Z noninterview person.

### **Minimizing Noninterviews**

It is important to keep both Type A and Type Z noninterviews to a minimum, so that:

- Your response rate does not suffer and
- The sample data you collect is truly representative of the entire U.S. population.

Individuals who are difficult to find at home or who resist being interviewed may have different victimization experiences than persons who are readily available for interviews. Therefore, failure to get interviews from all eligible household members could introduce a serious bias into the survey results.

It is important that we try to obtain an interview for each eligible household member. When the FR does not complete an interview for an eligible household member, the instrument will prompt the FR to attempt to set up a callback appointment to complete the case. Interviews must be completed by self-response or if specific criteria are met a proxy interview may be completed. The screener interview CAN be completed by proxy. (For more information on proxy interviews refer to Chapter 2, Part A, Topic 3 of your CAPI Interviewing Manual for Field Representatives)



**As with Type A noninterviews, verify that the FR is following the correct procedures in minimizing these noninterviews. Basically, make sure that each FR is making every effort to locate and interview self-respondents.**

### **Procedures for Type Z Noninterviews**

A Type Z noninterview indicates that you completed interviews with at least the household respondent but were unable to complete an interview with one or more eligible members.

If the household contains any members who have not been interviewed, either because they refused, had a partial interview, were never available despite repeated attempts to interview them, they were temporarily absent and no proxy was available, you must specify the Type Z noninterview reason for every noninterview person in the household before you can transmit the case.

This process can only be done at the time you are ready to transmit the case, so it is important that you identify any eligible household members as noninterviews early in the interview period, and annotate the reason(s) in the CAPI notes so you don't forget them when you are ready to transmit the case later.

### **Designating household members as Type Z noninterviews**

Enter the case and click on the household roster (HH Roster) tab on the toolbar to check the interview status of eligible household members. You must designate a Type Z noninterview reason

for all those whose interview status is “Need self,” “Need proxy,” “Partial int,” or “Refused.”

Proceed as follows:

Click on the “Main” tab to go to the **START\_CP** screen and enter Precode (5), “Ready to transmit case - no more followup.” A pop-up screen appears that says, “Case not ready for transmission.” Click the “suppress” button. The

**TYPEZ** screen appears: “No survey data were collected for (NAME). Enter the reason that best describes why (NAME)’s survey data were not collected.” There are five options:

1. Never available
2. Refused
3. Physically/Mentally Unable
4. TA - No proxy available
5. Other

Enter the applicable reason, then exit the case. Note that the case is automatically removed from the main Case List.

## **Topic 6 - Denial of Access to Multi-Unit Buildings**

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There are cases in which FRs are denied access to an apartment building by the building manager while attempting to conduct Census Bureau surveys. Title 13 of the U.S. Code authorizes the Census Bureau to conduct NCVS interviews. In addition, Section 223 of Title 13 forbids anyone, under penalty of fine, to deny an FR access to a building.

Appendix B, Letter to Manager of Multi-Unit Structure, illustrates an example of a letter to send to apartment managers who refuse access to an NCVS FR. If you encounter a case of denial of access to an NCVS FR, use one of the letters provided, or your own rewording, as you prefer. Excerpts from Title 13 are provided for your use in Appendix I, Citations from Title 13.

## Topic 7 - Using ROSCO to Print Respondent Letters

### Overview

ROSCO can be used to generate letters for respondents by using letter templates that you provide and inserting control numbers, respondent names, addresses, FR names, and telephone numbers from the database. This replaces the need for RO staff to use the merged file option in a word processing application and saves time by automatically filling in many of the fields in the letter with information from the database. The other benefit of this feature is that it maintains a record of each letter sent on the Tracking Respondent Letters screen.

Before you can use the Print Respondent Letters function, you must create a file for the letter in .rtf format and set up that letter type in ROSCO.

### Create the Letter File in .RTF Format

Create the letter using Microsoft Word, Corel WordPerfect, or Microsoft WordPad. You can use special merge tags in the letter that tell ROSCO to automatically insert information from the database.

For example, inserting the merge tag <<RESPNAME>> in the letter instructs ROSCO to automatically fill the respondent's name from the database for the case selected or "Current Resident" if there is no respondent name entered yet for the case. A summary of the merge tags you can insert into the document appears in the following table:

Summary of ROSCO Merge Tags	
Tag	Source/Format
<<RESPNAME>>	Respondent's name or "Current Resident" if none entered in the table for the selected case.
<<FRNAME>>	First and last name of the FR currently assigned to the case in the database
<<FRPHONE>>	Telephone number listed for the currently assigned FR as listed in the "Edit FR Data" screen
<<CONTROLNUMBER>>	Control number from the workload table
<<DATE>>	System date set on the computer used to generate the letters
<<ADDRESS>>	Address as entered for the case in the workload table
<<SUPERVISOR1>>	System prompts user to enter manually; name is displayed exactly as entered
<<SUPERVISOR2>>	System prompts user to enter manually; name is displayed exactly as entered
<<SUPERVISOR3>>	System prompts user to enter manually; name is displayed exactly as entered
<<COORDINATOR>>	System prompts user to enter manually; name is displayed exactly as entered
<<OFFICEPHONE>>	System prompts user to enter manually; number is displayed exactly as entered

Once you create the letter with any desired merge tags included, save the document in .rtf format. Word and WordPerfect allow you to select this format on the "Save As" window. Be sure to save the file in a location that all ROSCO users access since you will only be able to select one location of the file for ROSCO to point to when generating the letter.

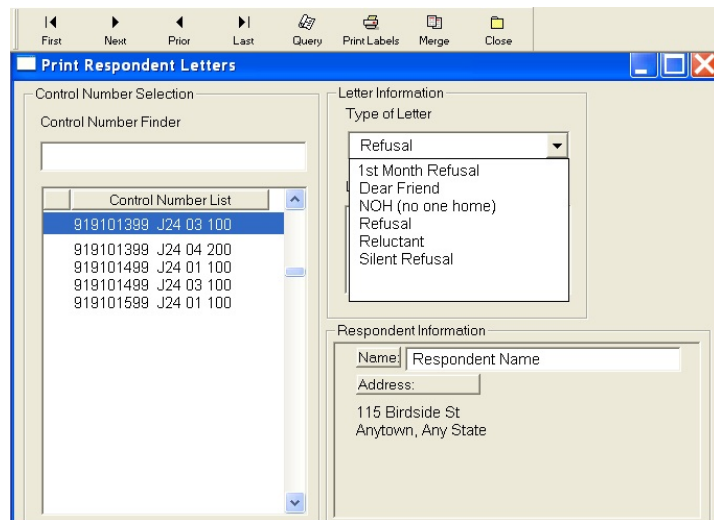
### Set Up the Letter in ROSCO

After you save a version of the letter in .rtf format, you need to set up the letter in ROSCO. To do this:

1. Click on the Operations menu, Sample Control sub-menu, and select Edit Letter Language.
2. On the Edit Letter Language screen, click on the Insert icon.
3. Select the letter type and language from the drop-down menus. Click on the 'File' button to designate the location of your saved letter in the Filename field.
4. Click the Save icon.

### Print Respondent Letters

After you create a letter template and set up the letter type in ROSCO, you can print the respondent letter by following these steps:



1. Click on the Operations menu ⇨ Sample Control sub-menu ⇨ and select Print Respondent Letters.
2. On the Query box pop-up, either enter the control number of the case that needs the letter, or enter 0=0 to retrieve a list of all cases in this interview period on the Print Respondent Letters screen.
3. Select the desired control number from the Control Number List or type it into the Control Number Finder field. The name and address of the selected case is displayed in the Respondent Information window.
4. Click on the Merge icon to generate and print the letter.
5. If your letter template included any merge tags that require manual entry by the user, a dialog box is displayed for you to type in the

names and/or numbers required. After filling in the tags, click OK to print the letter.

6. Once the letter prints, use the Query icon to select another case to create a letter.
7. After you generate letters, click the Close icon to exit. You are asked, "Do you want to keep a history of the respondent letters you have sent?" If you select "Yes," a record is added to the Tracking Respondent Letters screen for each letter that was printed.

### Sample Letter Templates

Appendix A and Appendix B contain sample letter templates with merged tags inserted that you may use in generating respondent letters in ROSCO. Feel free to modify any of the letter templates for your ROs use.



## Appendix A: Example of the Refusal Letter

91910 14999 J22 01 100

July 12, 2006

Current Resident  
112 Main Blvd  
Any town, MN 99997

Dear Resident:

Recently, Ms. Suzi Bleau, a representative from the U. S. Census Bureau, called upon your household asking for your participation in the National Crime Victimization Survey. She indicated that you were reluctant to cooperate. Perhaps, if we explained more about this survey and the importance of your participation you might reconsider and participate.

We assure you that the National Crime Victimization Survey is a necessary and valuable program. This survey collects important information about persons victimized by crime in this country. The Bureau of Justice Statistics of the U. S. Department of Justice is sponsoring this survey to help law enforcement, judicial and correctional agencies throughout the country improve their effectiveness by providing information about amounts of crime, where and when it occurs. Although other crime statistics are published, they are based on crimes reported to the police. However, studies have shown that many crimes are not actually reported to the police. The information that the Census Bureau collects in this survey overcomes this deficiency.

The Census Bureau is conducting the survey under the authority of Title 42, United States Code, Section 3732. The information provided is held strictly confidential under the authority of Title 42, United States Code, Section 3771, and is used only for statistical purposes. The statistics will provide a truer picture of crime in this country and will permit the Bureau of Justice Statistics, Department of Justice, to make realistic plans for coping with the problem. Because this is a sample survey, each sample address, whether victimized or not, represents hundreds of other households across the country. For this reason, your participation in this survey is extremely important to ensure the completeness and accuracy of the final results. Although there are no penalties for failure to answer any question, each unanswered question substantially lessens the accuracy of the final data.

We hope you will reconsider your decision and be able to cooperate with our request for information. An interviewing member of my staff will contact you again during the next few days, or you may call Washington at 991-555-6789, collect if necessary, to schedule an interview, or phone the Anytown Regional Office at 911-555-1234 extension 011 upon receipt of this letter. Any further questions you may have will gladly be answered for you at that time. Thank you for your cooperation.

Sincerely,

Jean Doe  
Regional Director



**Appendix B: Sample of the Letter to the Manager of a Multi-Unit Structure**

91910 1499 J33 02 100

July 1, 2006

Attn: Individuo, Property Manager  
Habitante Apartments  
113 Elm Lane  
Anytown, IL 99997

Dear Property Manager:

Certain units in the Habitante Apartments are in sample for a survey conducted by the U.S. Census Bureau, as authorized by Title 13, United States Code, and Title 29, United States Code. The Census Bureau conducts a variety of surveys each month to provide statistics on topics such as employment, expenditures, crime, health, and housing throughout the nation. The published statistics are used by the President and by Congress in determining the well-being of the nation. The Census Bureau collects statistics which produce the monthly national unemployment rates, the consumer price index, the index of economic indicators, and variety of other figures used extensively by federal, state, local and private researchers.

Information is collected for these surveys by scientifically selecting living quarters throughout the country and interviewing the occupants. To keep the cost of the survey down and to increase reliability, we contact sampled addresses several times, according to the individual survey's schedule. The persons who do the interviewing are official representatives of the U.S. Department of Commerce, Census Bureau. They have official identification cards which they are instructed to show to each person from whom they request census information. By law, (Title 13, U.S. code) all information collected by our field representatives is confidential. It may be seen only by authorized, sworn Census Bureau employees, and may only be used for statistical purposes. No person or household can be identified from the resulting statistical tabulations. The statistical summaries are available to all who are interested in them.

You requested the legal authority by which our field representative can contact residents of the units in Habitante Apartments.. Congress has considered this to be one of the most important surveys conducted by the Federal Government, and has included in the Census Law (title 13, Section223) an Amendment which addresses unimpeded access to selected units, and assistance to Census employees by owners, managers, etc.

Our field representative will be required to conduct interviews with sample households each month until there are no more scheduled interviews. I thank you for your cooperation.

Sincerely,

Jean Doe  
Regional Director



## **Appendix C - Title 13 - Confidentiality**

Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled, that Title 13 of the United States Code, entitled “Census”, is revised, codified, and enacted into law, and may be cited in part as “Title 13, United States Code, section as follows:

**UNITED STATES CODE  
TITLE 13 – CENSUS**

**CHAPTER 5 – CENSUSES**

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**SUBCHAPTER II – POPULATION, HOUSING, AGRICULTURE, IRRIGATION, AND UNEMPLOYMENT**

**Sec. 141. Population and other census information**

(a) The Secretary shall, in the year 1980 and every 10 years thereafter, take a decennial census of population as of the first day of April of such year, which date shall be known as the “decennial census date”, in such form and content as he may determine, including the use of sampling procedures and special surveys. In connection with any such census, the Secretary is authorized to obtain such other census information as necessary.

(g) As used in this section, “census of population” means a census of population, housing, and matters relating to population and housing.

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**SUBCHAPTER IV – INTERIM CURRENT DATA**

**Sec. 182. Surveys**

The Secretary may make surveys deemed necessary to furnish annual and other interim current data on the subjects covered by the censuses provided for in this title.

**UNITED STATES CODE  
TITLE 13 – CENSUS**

**CHAPTER 7 – OFFENSES AND PENALTIES**

\*\*\*\*\*

**SUBCHAPTER II – OTHER PERSONS**

**Sec. 223. Refusal, by owners, proprietors, etc., to assist census employees**

Whoever, being the owner, proprietor, manager, superintendent, or agent of any hotel, apartment house, boarding or lodging house, tenement, or other building, refuses or willfully neglects, when requested by the Secretary or by any other officer or employee of the Department of Commerce or bureau or agency thereof, acting under the instructions of the Secretary, to furnish names of the occupants of such premises, or to give free ingress thereto and egress therefrom to any duly accredited representative of such Department or bureau or agency thereof, so as to permit the collection of statistics with respect to any census provided for in subchapters I and II of chapter 5 of this title, or any survey authorized by subchapter IV or V of such chapter insofar as such survey relates to any of the subjects for which censuses are provided by such subchapters I and II, including, when relevant when relevant to the census or survey being taken or made, the proper and correct enumeration of all persons having their usual place of abode in such premises, shall be fined not more than \$500.

## Chapter 9. End of the Survey Cycle Operations

Chapter Contents This chapter covers the following topics:

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2. Reviewing Type A Noninterviews	9-3
3. Resolving Missing Cases/Closeout	9-6
4. Closeout/Clean-Up Reports	9-12
5. Populating the FR Performance Table	9-14
6. Clean Up the Interview Period	9-16
7. Clean Up the Laptops	9-18

## Topic 1 - Overview

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### Overview

There are a number of separate operations that must occur for you to properly conclude activities at the end of the survey cycle. By closeout time, ALL cases must be transmitted in and received, and all cases must be resolved in Supervisory Review. This chapter provides a review of the closeout process.



## Topic 2 - Reviewing Type A Noninterviews

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### Overview

Before you close out an interview period, you have the opportunity to review your Type A cases and adjust which (S)FR is charged for each one. The Review/Charge Type As screen allows you to do this for cases checked-in as Type As, while the Review Converted Type As screen allows you to do this for cases that were once transmitted as a Type A, but were reassigned for follow-up and are no longer Type A cases.

### Review/Charge Type A Noninterviews

To access the Review/Charge Type As screen, click on the Operations ⇨ Closeout/Cleanup ⇨ then click on Review/Charge Type As from the Closeout/Cleanup sub-menu. The Review/Charge Type As screen lists all Type A noninterviews for the month and provides the FR code to which the Type A is currently being charged. RO staff may review this screen and make adjustments to the FR code as appropriate. After each change, click on the Save icon to save the change.

Generate a Final Outcome Code Summary Report to review the totals of each outcome code either by FR or for the entire region.

To see additional information about a highlighted case, click on the View More icon on the Tool bar.

You may change who is charged with a Type A case by using the FR Code column. Clicking on the drop-down window in the FR Code column displays the Case Activity, assigned FR, Checked-

In status, Outcome Code, and Dates Assigned and Received for previous versions of the case. You may click on an FR code displayed in the drop-down window, or type in another FR code.

You can also use the Chg Outcome activity on the tool bar to change the outcome code of the highlighted case to another Type A outcome.

### Review Converted Type A Noninterviews

Select Review Converted Type As from the Closeout/Cleanup activity before Populating FR Performance data. The Review Converted Type As screen lists all cases that meet the following criteria:

- The case appeared in Supervisory Review as a Type A.
- The case was reassigned for follow-up, and the person who reassigned the case marked the box to charge the current FR with a Type A if the case is converted.
- The case was later accepted as something other than a Type A noninterview.

The RO staff has several options:

- Click on Delete to remove the case from the list. If Delete is selected, no FR will be charged with a Type A noninterview.
- Click on Insert to add a case that is not on the list. The Control Number Search

window will appear. Scroll down the list to find and highlight the desired case. Use the Case Activity button to verify that the case was reassigned. Click on OK to add the case to the Review Converted Type As screen. Then select the FR code to be charged with the Type A for the case, or type in the FR code. Finally, click on the Save icon to save your changes.

- Click on View More to see more information about the case.

The purpose of charging a Type A to a specific FR is to reflect a negative outcome for the case on the FR's performance. This function is optional – you and RO management may choose whether or not to use it. Note that cases listed on this screen do not negatively affect your overall response rate, and the FR who converted and completed an interview for the case still receives credit for the interview. The only change to the database is the addition of the Type A to the individual performance data of the FR charged.

## Topic 3 - Resolving Missing Cases/Closeout

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### Overview

Closing out an interview period is a critical part of the NCVS RO staff's duties. The RO staff must follow up on any outstanding cases, handle last-minute technical problems, properly resolve any cases in Supervisory Review, and review charges for Type A Noninterviews and converted Type A cases (see Topic 2 of this chapter). All of these activities must be completed before you can closeout.

Use the Resolve Missing Cases screen, the Daily Receipts Report, and the Cases Not Checked-In Report to ensure that all cases are checked in and cleared from Supervisory Review before you can closeout. Once you account for all of your cases, notify your NCVS liaison. You must indicate that your RO has closed out and the time of closeout. Check your NCVS monthly activities calendar for details about NCVS closeout. You must closeout out by the time indicated in order to receive credit for an on-time closeout.

### Check-In Reports

Regularly review the Daily Receipt Reports from the Reports activity (Check-In) to identify FRs who:

- are not sending in work on a flow basis;
- have several cases outstanding, or
- have a high Type A rate as closeout day approaches.

Review the Cases Not Checked-In Report from the Reports activity (Check-In) for details about cases not yet checked-in. This report is especially useful as closeout day approaches.

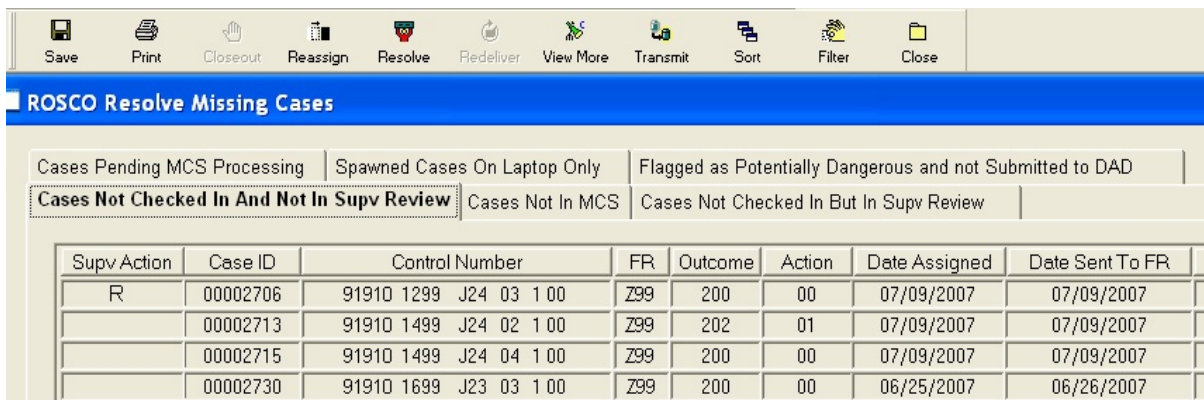
**FRs Make Final Transmission**

The FRs should make their final transmission the night before closeout day. For example, for a Tuesday closeout day, FRs must make a final (preset) transmission on Monday night.

**Resolve Missing Cases Screen**

The Resolve Missing Cases Screen allows you to review cases that are still outstanding and take action to get them resolved. Although you can access this screen anytime during the interview period after assignments have been released, the number of cases appearing on this screen early in the interview period may be too large to be useful.

To access this screen, click on the Operations menu, select Closeout/Cleanup => Resolve Missing Cases/Closeout. The Resolve Missing Cases screen consists of six tabs:



Cases Not  
Checked-In And  
Not In Supv  
Review Tab

Cases on this tab are not in Supervisory Review and were not checked into the database. **Each of these cases must be resolved before you can closeout.** Use the following activities on the tool bar to act on these cases:

- Reassign – Use this activity to reassign case(s) to another FR to resolve the case and transmit it in.
- Transmit – Use this activity to immediately transmit reassigned cases to be picked up by (S)FRs.
- Resolve – Use this activity to accept the previously received version of a case – if you had previously reassigned the case after it was checked-in using the View/Reassign Cases screen, or if you reassigned the case from Supervisory Review.

Cases Not  
Checked In But In  
Supv Review Tab

Cases on this tab were not checked into the database because they are in Supervisory Review. **Each of these cases must be resolved before you can closeout.** However, you cannot resolve the cases from this tab – you must resolve them on the appropriate Supervisory Review screen.

Cases Not in MCS  
Tab

Cases on this tab were delivered to the Master Control System (MCS) but receipt of the cases was not been acknowledged by the MCS. Presumably, cases on this tab are in ROSCO, but

never made it to the MCS, so the RO should first try to resend the case rather than having the FR retransmit or reassign the case. **You may closeout even if there are cases on this tab.**

Use the following activities on the tool bar to act on these missing cases:

- Redeliver – Use this icon to resend the last checked-in version of the case to the MCS.
- Resolve – Use this icon to send a previous version of the case to the MCS.

Cases Pending  
MCS Processing  
Tab

Cases on this tab were checked-in and are waiting to be delivered to the MCS. **You may closeout even if there are cases on this tab.** No action is necessary on your part to resolve these cases.

Spawned Cases on  
Laptop Only

Cases on this tab are replacement households that are on the laptop, but have not been checked in as complete.

Potentially  
Dangerous Cases  
Not Submitted to  
DAD

Cases on this tab have been “Flagged as Potentially Dangerous and not Submitted to DAD”.

Instructions for submitting a case to DAD from the View/Reassign screen in ROSCO are in Chapter 2, Section 2.1 of the DAD RO Manual.

Note: A case must be checked-in to ROSCO before you can submit it to DAD for approval.

Closeout Time	The monthly closeout date and time are listed in the monthly NCVS Office Memo and Calendar. In most months, closeout is at Noon on the last working day of the Interview month.
The Closeout Hand	Once there are no more cases listed on the “Cases Not Checked In And Not In Supervisory Review” tab AND on the “Cases Not Checked In But In Supervisory Review” tab, the Closeout Hand button is activated. Prior to being activated, the inactive button will appear “grayed-out.”  Click the activated Closeout Hand button to closeout. Clicking the closeout button immediately creates a closeout file that is sent directly to the MCS. The system time when the closeout file is created becomes your closeout time. When MCS receives the closeout file, it automatically checks to make sure all cases are accounted for.
Closeout Confirmation	Call or e-mail HQ (FLD-LCSB) as soon as you closeout (“Hit the hand”).  <ul style="list-style-type: none"><li data-bbox="664 1310 1430 1608">□ If the MCS file indicates that one or more cases is not accounted for, FLD LCSB notifies RO that closeout is NOT complete. TMO Support staff may be able to find the missing case(s) in the system OR you may have to have one or more FRs retransmit the missing cases.</li></ul>
Reopening for Late Arriving Cases	If FRs call on closeout day to indicate that they have more completed interviews to send in <b>after</b>



you have closed out, you can reopen ROSCO to accept the late arriving cases. To reopen:

- Call HQ (FLD-LCSB) to request a “reopen.”
- FLD-LSCB notifies TMO Support staff to reopen the office. This takes only a few minutes.
- After you check in the late arriving cases, click the Closeout Hand button.
- If the Closeout Hand button is not activated, check Supervisory Review. When you checked in the late arriving cases, you may have also checked in some additional cases that may be in the “Noninterviews” or “Duplicates” part of Supervisory Review.
- Notify FLD-LCSB that you closed out again.

The time of your last closeout becomes the closeout time.

## Topic 4 - Closeout/Clean-Up Reports

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### Overview

Many reports are available in ROSCO for RO staff to use in evaluating performance for an interview period after closeout. By clicking on the Operations ⇨ and Reports (or by clicking on the Reports activity), then ⇨ Closeout/Clean-Up, you can access any of the reports described in this topic. Once you generate the report, use the Print activity to print the reports, or use the Sort and Filter activity to customize your reports as described in Chapter 4 of this manual.

### Description of Reports

Each of the different closeout/cleanup reports contains slightly different information to evaluate performance for the interview period. You can experiment with the different reports to determine which ones work best for you.

#### Report - Converted Cases by FR Code

The Converted Cases by FR Code report lists all cases during the interview period that were once Type A Noninterviews but were later converted. This report displays the Control Number, Final FR Code, Final Outcome, Type A FR Code, Type A Outcome, and Type A Description for each case.

#### Report - Final Status (CAPI 7)

The Final Status report provides a summary of results of each (S)FR's assignment. You can generate this report sorted by FR Code or Team Leader Code. This report has a line for each (S)FR who completed work during the interview period and lists the FR Code, FR Name, Assignment Workload, # of Noninterviews, % Noninterviews, Type As, % Type As, Response

Rate, # of Type Bs, % Type Bs, # of Type Cs, and % Type Cs for each.

Report - Final Outcome Code (CAPI 8) – RO Totals

The Final Outcome Code – RO Totals report provides a summary of counts of cases with each outcome code. The report columns display Outcome, Action, and Count.

Report - Final Outcome Code (CAPI 8) – FR Totals

The Final Outcome Code – FR Totals report provides a summary of counts of cases with each outcome code for each FR. The report columns display FR Code, FR Name, Outcome, Action, and Count.

Type A, and Z Report (CAPI 6)

The Type A, and Z Reports provides a listing of all Type A, and Z cases, sorted by FR, with subtotals for each. The columns display FR Code, FR Name, Control Number, Type A Outcome, and Number of Z's.

Type C Report

The Type Cs Report provides a listing of the Control Number, Outcome Code, and Description of each Type C case accepted during the selected interview period.

## Topic 5 - Populating the FR Performance Table

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### Overview

After closing out the reinterview period for both regular interviewing and reinterview, RO staff must save the performance information for each interview period by populating the FR Performance Table. This saves the performance data for the month so that it can be accessed for performance reports, even after cleaning up the interview period (see Topic 6, Clean Up the Interview Period, of this chapter for more information on cleanup).

This ROSCO function must be done before you can begin further steps to generate performance reports in SPAM as described in Chapter 11 of this manual. If, however, you want to enter transmission goals, you must do so before populating the FR Performance Table.

### Populate the FR Performance Table

You may only populate the performance table once for each interview period. Follow the steps below to perform this operation:

1. Verify that you have the correct interview period selected. Only one interview period may be selected at a time.
2. Click on the Operations menu, Closeout/Cleanup sub-menu, and select Populate FR Performance Table.
3. The message “Do you want to continue?” is displayed. Click Yes.

4. A message is displayed to indicate whether the request to begin loading the performance data was successful, and advises that the process may take a few minutes. Click OK. (Note: There will be **no** message to inform you when the process is complete, so allow several minutes.)

## Topic 6 - Clean Up the Interview Period

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### Overview

In the Closeout/Cleanup sub-menu of the Operations menu is an option for Clean-Up Interview Period. However, in ROSCO, you cannot execute the option to clean up an interview period until 90 days after you closeout Reinterview for that interview period. The monthly office memo and calendar include reminders to clean up interview periods.

You will no longer have access to any ROSCO information for cases from this interview period.

### Clean Up Interview Period

The ROSCO database is created to contain adequate storage space for about three interview periods. Each month you must verify which interview periods are stored in your system by clicking on the Period icon on the Tool bar, and then cleaning up the oldest interview period as follows:

1. Click on the Operations menu, Closeout/Cleanup sub-menu, and select Clean-Up Interview Period.
2. Click “Yes” on the message box asking if you want to continue.
3. A message box appears reading “Request to clean-up interview period successful.”

When these processes are complete, you will no longer be able to access the interview period that

was cleaned-up in the database, but your performance data will still reflect the results from the interview period.

### Cleanup Instrument on the Laptops

When the RO runs the Cleanup Interview Period for ROSCO, Cleanup Instrument (.clns) files are put on the server that will remove the Instrument from the laptops when the FRs pick up the .clns files. See details in Topic 7 below.

Since RO Cleanup cannot be run until 90 days after reinterview closeout for the month, the instrument file stays on the laptop about three months longer than the cases.

For example, the Cleanup Cases (.clnp) files for June are put out a few days after June reinterview closeout (the 2<sup>nd</sup> week in July).

The Cleanup Instrument (.clns) files for June are put out in October (90 days after June reinterview closeout).

## Topic 7 - Clean Up the Laptops

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### Overview

In the Closeout/Cleanup sub-menu of the Operations menu is an option for Clean-Up Laptop that removes the monthly cases from the laptops.

### Cleanup Monthly Cases on Laptops

The monthly office memo and calendar include reminders to run Clean-Up Laptop a few days after the monthly reinterview closeout.

1. Click on the Operations menu, Closeout/Cleanup sub-menu, and select Clean-Up Laptop.
2. Click “Yes” on the message box indicating that this will delete all cases from the FR’s laptops if you continue.

This puts a Cleanup Cases (.clnp) file for the Interview Period on the server for every FR. When an FR picks up the .clnp file, their laptop computer cleans up cases and puts a message in the Tranlog file indicating cases for the Interview Period were cleaned up.

### Cleanup Monthly Instrument on Laptops

When the RO runs an RO Cleanup an Interview Period, a Cleanup Instrument (.clns) file for the Interview Period is put on the server for every FR. When an FR picks up the .clns file, their laptop cleans up the instrument and puts a message in the Translog file indicating the instrument for the Interview Period was cleaned up.



## Chapter 10. Reinterview

### Chapter Contents

This chapter covers the following topics:

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3.	Supervisor's Responsibilities	10-8
4.	Reinterview Assignment Activities	10-10
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## Topic 1 -Overview of NCVS Reinterview

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### Overview

This chapter provides an outline of the NCVS CAPI Reinterview (RI) program and general instructions for the office operations associated with RI. Additional details on NCVS-specific RI procedures for SFRs are provided in NCVS-546, the NCVS Reinterviewer's Manual.

### Purpose of NCVS Reinterview

The primary objective of the NCVS RI program is to identify FRs who falsify interviews and/or misclassify noninterviews. This is a method known as Quality Control (QC) RI. A secondary objective is to collect data to evaluate questions, a practice which is called Response Error (RE) RI.

Reinterview is a significant part of FR quality control. It allows us to measure error in coverage of the population arising out of failure to conduct interviews at the correct household, noninterview misclassification, missed units, or incorrect application of definitions of housing units and household membership. Reinterview also prevents and identifies instances of data falsification.

It is extremely important that reinterviewers and office staff understand the importance of keeping confidential the names of selected FRs and the control numbers of selected cases. Reinterview is compromised if the FR has advance knowledge that any of his or her cases will be reinterviewed.

NCVS RI is conducted by a program supervisors, supervisory survey clerks, and SFRs trained on NCVS, or a member of RO management staff. The

reinterviewer must be trained on the NCVS Survey and be familiar with NCVS RI procedures.

Note that neither a supervisory survey clerk nor an SFR may reinterview another supervisory survey clerk or SFR. Only a supervisor or a member of RO management may reinterview supervisory survey clerks or SFRs.

#### Timing of NCVS Reinterview

Reinterview cases should be assigned as soon as possible. Reinterviews should be completed within two weeks of the original interview.

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## Topic 2 -Sample Selection

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### Types of CAPI Reinterview

Reinterview is conducted on about 2 percent of the NCVS workload. The primary goal of QC reinterview is to detect and discourage FR data falsification. The Response Error (RE) portion of the QC reinterview is designed to evaluate the response error of specific questions asked during the interview. The reinterview sample is selected at HQ right after assignments are released. The reinterview sample person, about whom the RE questions are asked, is chosen as complete original cases are processed at HQ.

There are two other types of reinterview: supplemental QC reinterview and focused reinterview. Supplemental QC reinterview allows the RO staff to add FRs to the QC reinterview. Focused reinterview allows Headquarters to add specific cases for FRs to the QC reinterview.

### The QC Sample

The QC reinterview uses a modified generic reinterview instrument. It uses a few questions to verify that the FR visited the household, and then it asks questions about the crimes that happened to the reinterview sample person.

Groups of FRs are selected for QC reinterview every month in a way that results in FRs being selected for QC reinterview several times a year. HQ send a monthly list of the FRs selected for QC reinterview to the ROs prior to NCVS Interview Week. See the NCVS Monthly Calendar for the date. The number of cases selected for each FR is determined by their interview experience.

- FRs with less than five years of experience, as measured from their EOD (entered on duty) date, are considered “inexperienced.” FRs with five or more years of experience are considered “experienced.”
- Four reinterview cases are selected for each inexperienced FR.
- Seven reinterview cases are selected for each experienced FR.
- Inexperienced FR groups are selected for reinterview twice a year. Experienced FR groups are selected for reinterview once a year.

The reinterview sample includes interviewed cases as well as Type B and Type C noninterviews. Some selected cases become ineligible during the interview process. Ineligible cases include:

- Type A noninterviews
- Observed cases (if the flag is set properly - see Topic 5, Observer’s Instructions, in Chapter 5, Training and Observations)
- Cases that were reassigned to a different RO.

As cases are screened from reinterview during the month, you will see the reinterview workload decline in the QC and RE progress reports.

Reinterview Sample Person	<p>The reinterview rephrases seven crime and vandalism questions from the original interview to re-ask questions about crime affecting the reinterview sample person. This is necessary to evaluate the individual questions for response error.</p> <p>The reinterview sample person is randomly chosen from eligible household members of in the reinterview sample. Household members are eligible for reinterview if they are at least 12 years of age and have complete interviews. The RE analysis evaluates how specific NCVS questions are answered.</p>
The Supplemental QC Sample	<p>The supplemental QC reinterview is conducted with the NCVS reinterview instrument.</p> <p>Supplemental QC reinterview allows the RO staff to “add” QC cases for specific FRs that are not already in QC reinterview. Additions can be made during two time frames.</p> <ul style="list-style-type: none"><li data-bbox="667 1304 1425 1472">□ FRs added to supplemental QC reinterview BEFORE you release assignments – cases are selected along with regular QC and RI cases by HQ.</li><li data-bbox="667 1524 1425 1646">□ FRs added to supplemental QC reinterview AFTER you release assignments – RO staff select the cases.</li></ul>
The Focused Reinterview Sample	<p>The focused reinterview is conducted with the NCVS reinterview instrument.</p>

Focused reinterview allows Headquarters staff to “add” QC cases for specific FRs when there are unusual performance and/or data characteristics. Additions are made weekly, as Headquarters staff review performance and data characteristics. Since cases selected for focused reinterview have unusual characteristics, it is necessary that those cases be reinterviewed.

### Reinterview Types

There are four types of reinterview cases for the NCVS:

#### Types of Reinterview Cases

- 04 QC - Quality Control CAPI cases
- 05 Supplemental QC cases (when RO selects extra FRs before releasing assignments)
- 06 Supplemental QC cases (when RO activates cases after releasing assignments)

The random reinterview cases are reinterview sample type 04. The focused reinterview cases are 06s.

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## Topic 3 -Supervisor's Responsibilities

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It is the NCVS program supervisor's responsibility to ensure that all eligible RI cases are:

- Assigned to a reinterviewer as soon as possible (except inactive cases that the supervisor does not wish to activate, unless Headquarters requests that the cases be activated);
- Transmitted to a reinterviewer as the RI Input files are received;
- Reinterviewed; and
- Checked into ROSCO as they are completed prior to the scheduled due date.

In addition, the supervisor must:

- Follow-up and resolve all cases of suspected falsification;
- Flag FRs for supplemental RI and/or activate supplemental QC cases when necessary;
- Run the Missing RI Input for RI Cases Report regularly throughout the month, and notify FLD Labor and Crime Surveys of any potential problems;
- Review weekly reinterview progress reports issued by FLD Labor and Crime Surveys,



ensuring that the reinterview workload is being completed in a timely manner; and

- Close out RI in ROSCO according to the date provided on the NCVS Monthly Activities Calendar.

The reinterviewer may provide positive feedback to the FR/SFR if there are no errors or problems discovered during reinterview. If there are minor errors or problems, the reinterviewer may call the FR/SFR and discuss the errors. The reinterviewer may offer suggestions to assist in correcting faulty techniques or concepts.

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## Topic 4 -Reinterview Assignment Activities

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### Before SFRs Can Receive RI Cases

The RI PIN (pre-input) file for each Interview Period is loaded into ROSCO before the interview period begins. Once loaded, RO staff can begin to make RI assignments. However, unlike regular NCVS, the SCIF (sample control input file) files do not load for reinterview all at the same time. RI SCIF files load on a flow basis.

The RI SCIF file for a specific reinterview case usually loads into ROSCO the day after the case has been checked into regular NCVS. Before a reinterview case can be picked up by an SFR:

- The case must be assigned to an SFR
- The SCIF file for the case must be loaded into ROSCO
- ROSCO must have put the case out on the telecom server.

Usually, RI SCIF files are received just before noon for regular NCVS cases that were checked in on the previous day. A scheduled job(ri\_frassign) runs at 4:00 p.m. ET that puts those cases on the telecom server for the SFRs to pick up with their next transmission.

RI SCIF files are not created for Type A noninterviews, observed and reassigned cases because they are ineligible for reinterview.

## Make Reinterview Assignments

To assign RI cases:

1. Click on the Operations ⇨ Reinterview and ⇨ Make/Adjust Reinterview Assignments.
2. Click on Unassigned Cases (All) on the Option Selection List, then click OK.
3. The Make/Adjust Reinterview Assignments Screen is displayed with all of the selected RI cases for the interview period.
4. Assign a reinterviewer by highlighting a row and either keying in the SFR code in the Reint FR column, or by highlighting the row and click on the Assign activity on the Tool bar and select the SFR from the SFR Search window. Hold down <Ctrl> and press <Shift> to highlight and assign multiple rows.
5. Click on the Save icon to save the assignment.

NOTE: When the RI assignments are first loaded into ROSCO, the interview outcome for the cases is blank since the original case has not yet have been completed. When you assign an RI case that has an entry in the interview outcome field (which means the interview was completed), you may immediately send it to the field by clicking on the Release and Transmit activity on the tool bar.

## Release Reinterview Assignments

Highlight all of the assigned cases and click the on the Release activity to release the assignments after you make your initial RI assignments. RI cases are then automatically released and transmitted to the field each day as input files are created and received. However, you should also check regularly throughout the interview period for unreleased and unassigned cases (see sub-topic “When RI Cases Become Unassigned” below).

## Reassign a Reinterview Case

The ROSCO menu you must use to reassign a RI case is dependent upon whether or not the case was released to the field. If the case in question does not yet have an input file and has not been released to the reinterviewer, it is displayed on the Make/Adjust Reinterview Assignments screen. Select either Unreleased Cases (All) or Adjust Assignments (Query) to reassign the case.

If an input file for the case was received and the case was released to the reinterviewer, access the View/Reassign Reinterview Cases screen (see Topic 6 of this chapter) to reassign the case.

## When Reinterview Cases Become Unassigned

The reinterview cases are assigned by the RO staff like regular interview assignments. Reinterview cases, however, can become “unassigned” if one of the following conditions is met:

- The SFR assigned to the reinterview case is the same person who completed the original interview. The FR code field is automatically changed to blank for that case. The case is then displayed as unassigned in the Make/Adjust Reinterview Assignments–Unassigned Cases (All)

option in ROSCO. This occurs because an interviewer may not reinterview a case for which he or she completed a regular interview.

- The person who completed the original interview has an “employee\_type” of SFR (S), Team Leader (T), or RO Management (M) as displayed on the Edit FR Survey Data Screen in ROSCO. In this case, the FR code field that indicates which FR is assigned to conduct the interview is automatically changed to blank. The case is then displayed as unassigned in the Make/Adjust Reinterview Assignments – Unassigned Cases (All) option ROSCO. This occurs because cases where employee\_type equals M, S, or T are considered “difficult” cases that should be reviewed and assigned personally by the RO staff.

Cases in these situations must be assigned manually by the RO staff. Since RI cases may become unassigned on a flow basis as input files are received, the NCVS supervisor should regularly check ROSCO for unassigned cases and assign them to a proper reinterviewer using the Make/Adjust RI Assignments screen.

## Reinterview Assignment Reports

The reinterviewer’s laptop does not indicate whether he or she will receive an RI assignment that month until the first RI case appears in the reinterviewer’s case management. Therefore, it is important to send reinterviewers an email message notifying them about their assignments, and, if

appropriate, send them a paper assignment listing (CAPI-35).

To print a CAPI-35:

1. Click on Operations ⇨ Reports or click on the Reports activity on the toolbar.
2. Double-click on Reinterview.
3. Double-click on RI List of Assigned Cases (CAPI-35).
4. Click on the Print activity.

## Topic 5 - Focused and Supplemental Quality Control Reinterviews

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### Overview

If Headquarters staff determines there is sufficient reason to conduct reinterview of specific cases for specific FRs (unusual performance or data characteristics), Headquarters will instruct you to activate specific inactive supplemental reinterview cases. Activation of these cases is not optional. Once activated, they must be completed.

If you believe that there is sufficient reason to conduct additional RI of an FR's work (for example, if there are indications of falsification), you may activate additional cases in ROSCO by accessing the Assign Supplemental QC Cases function. The supervisor may only activate a supplemental RI case after the original interview is checked-in and an RI input file is received. The supervisor has the option of assigning the activated cases to another reinterviewer or to him/herself. Although activating any supplemental QC cases is optional, once activated, the cases must be completed.

You also have the option to place an FR into supplemental QC RI for the next interview period by accessing the Select Supplemental QC FRs activity in ROSCO. When this is done, HQ automatically selects a subset of the FR's assignment during the next interview period.

### Procedure for Activating Inactive Supplemental QC Cases

Follow the steps below to activate and assign an inactive RI case during the current interview period:

1. Click on the Operations ⇨ Reinterview ⇨ and Assign Supplemental QC Cases.
2. Select the FR who completed the original interview from the FR search window, then click OK.
3. Select the case you wish to activate, and click on the Assign activity on the tool bar. Remember that only checked-in cases are displayed here.
4. Select the person who will conduct the reinterview from the FR Search window, then click OK.
5. Click on the Save activity to save your assignment.
6. Click on the Release activity then the Transmit activity to transmit the case to the assigned reinterviewer. The case is picked up during the reinterviewer's next transmission. (These cases are assigned a RI Type Code 06 – see Topic 2.)

Activated inactive cases become eligible for reinterview again using the same rules as regular reinterview cases. The remaining inactive cases, which were not activated, are cleared from the central database when reinterview closes out.

#### Procedure for Selecting Supplemental QC FRs

To select an FR for a supplemental QC RI assignment in a future interview period, follow these steps **before releasing regular interview**



**assignments to the field for that interview period:**

1. Click on Operations ⇨ Reinterview ⇨ Supplemental QC FRs.
2. Click on the Insert FR activity on the toolbar.
3. Key in the interview period (YYYY/MM).
4. Click on the Save activity to save your changes, or click on the Delete FR activity to remove the FR from supplemental QC RI.

HQ selects a sample of that FR's assignment for QC RI during the interview period selected. You assign these cases by accessing the Make/Adjust Reinterview Assignments screen. (These cases are assigned a RI Type Code 05.)

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## Topic 6 -Monitoring Reinterview Progress

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Overview	Many of the activities you perform to monitor RI progress are similar to the activities for monitoring progress and checking in work for regular NCVS assignments. See Chapter 2 of this manual for an overview of these activities.
Transmissions and Utilities for Reinterview	The process to view the In and Out Directories and to make transmissions for RI works very similarly to the way these operations are executed for regular NCVS cases, as described in Chapter 7 of this manual. For each of these functions, select <b>Reinterview</b> instead of <b>Interview</b> on the dialog box.
Reinterview Check-In	<p>The check-in process for RI is completed somewhat differently from regular NCVS interviewing. To run RI check-in:</p> <ol style="list-style-type: none"><li>1. Click on Operations ⇨ Reinterview.</li><li>2. Select Run Reinterview Check-In.</li><li>3. Click “Yes” at the confirmation question dialog box.</li></ol> <p>Check the In Directory for RI to verify that the RI files checked-in properly. Automatic RI check-ins run daily.</p>
Reinterview Progress Reports in ROSCO	There are two reports available in ROSCO to help you monitor progress with your RI workload. To access these reports, click on the Reports activity

or click on Operations ⇨ Reports from the drop-down menu.

At the Reports screen, click on Reinterview to view the various RI reports that are available.

- QC Reinterview Daily Receipts Report – provides information on cases received for each reinterviewer
- Missing RI Input for Reinterview Cases Report – provides a list of RI cases that were checked-in and are missing input files.

Use these two reports to monitor progress on the RI workload.

### Reinterview Supervisory Review

Supervisory Review for RI functions very much like Supervisory Review for regular NCVS interviewing. See Chapter 7 for additional information about NCVS interview Supervisory Review.

To access RI Supervisory Review, click ⇨ Operations ⇨ Reinterview ⇨ Reinterview Supervisory Review.

One additional feature available on the Option Selection list for RI Supervisory Review is the Suspected Falsification option. Accessing this option displays a screen that lists all RI cases for which the reinterviewer indicated in the case that falsification was suspected. The supervisor may accept, reassign, or eliminate the case, just as he/she can with the other Supervisory Review options. When the supervisor accepts a suspected

falsification case, a pop-up window is displayed requesting notes to explain the case. Topic 7 of this chapter contains more information on the 11-163 and what to enter in this notes field.

Remember, you must resolve any cases in RI Supervisory Review prior to closeout, which may often occur before you finalize the investigation of a case.

### View/Reassign Reinterview Cases

The View/Reassign Reinterview Cases screen functions in the same way as the View/Reassign Cases screen for regular NCVS interviewing. Access this screen by clicking Operations ⇨ Reinterview ⇨ and View/Reassign Reinterview Cases. RI cases with input files and were sent to the field are accessible on the View/Reassign Reinterview Cases screen. RI cases without input files can only be reassigned by accessing the Make/Adjust Reinterview Assignments screen. For more information on the features of the View/Reassign cases screen for regular NCVS interview, see Chapter 7 of this manual.

### Flagging Observed Cases

Observed cases are not eligible to be selected for RI, as discussed in Topic 2 of this chapter. Instruct observers to flag cases as observed on the (S)FR's laptop at the time of the interview and observation, but before the (S)FR transmits the case. Flagging observed cases on the interviewing (S)FR's laptop (not on the reinterviewer's laptop) marks those cases ineligible for RI. This ensures that RI input files are not created for these cases (and thus are not be sent out to be reinterviewed ).

It is important for an observer to remember to flag an observed case. If the observer overlooks marking the case as observed, then it may be selected for RI. Once a case is selected for RI, it cannot be eliminated from your RO's RI workload. At that point the supervisor must decide whether to complete the RI case or mark it as a Type A - RO Discretion noninterview.

See Topic 5, Observer's Instructions (in Chapter 5, Training and Observations) for details on flagging an observed case.

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## Topic 7 -Suspected Falsification, Follow-Up, and Feedback

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### Falsification

Reinterview is the most frequent method of identifying suspected data falsification. Discrepancies detected during reinterview may be the result of respondent errors, FR errors, or falsification. Falsification is knowing deviation from current interviewing procedures to avoid interviewing or properly classifying units. Falsification includes not only making up information, but accepting proxy information from a non-eligible person or in cases requiring self-response. The acceptance of proxy information in this instance is considered falsification when the field representative knowingly deviates from the correct procedure and attempts to conceal that he or she has done so.

When falsification is suspected as a result of reinterviewing, there are specific procedures that must be followed.

### Reinterview Discrepancies

Discrepancies detected in the reinterview may be the result of respondent errors, FR errors, or falsification. The reinterviewer and Program Supervisor must determine the cause of discrepancies and take appropriate action.

### Quality Control Reinterview

Discrepancies the generic QC reinterview might detect include:

- Roster errors
- Misclassified noninterviews

- eligible units misclassified as ineligible (for example, an occupied unit misclassified as vacant).
  - ineligible units misclassified as a different type of ineligible (for example, a type C Noninterview misclassified as a type B).
- Wrong unit interviewed. Sometimes the reinterviewer may determine that the FR interviewed an incorrect unit, rather than the designated sample unit.

If the reinterviewer suspects that discrepancies are caused by FR falsification, he or she should contact the Program Supervisor immediately. The reinterviewer should **not** contact the FR. The Program Supervisor must discuss the situation with the appropriate subject matter branch or FLD Team at Field Division, Headquarters.

If the discrepancies are the result of errors rather than falsification, the reinterviewer or the Program Supervisor should give the FR feedback about the errors.

### Supervisory Review

The Program Supervisor must examine in Supervisory Review each case with a reinterview action code ending in “1” (see Topic 8 for technical details). These cases include:

- Suspected falsification.
- Eligible unit misclassified as a Noninterview.

- Wrong unit interviewed.
- Cases with other discrepancies (e.g., accepting proxy information, not asking specified questions).

### Falsification Suspected

For the “suspected falsification” cases, the Suspected Falsification Follow-up Screen is displayed in Supervisory Review. The Program Supervisor should review the original interview notes and the reinterviewer notes to determine whether he or she agrees that falsification should be suspected.

If the Program Supervisor agrees that falsification is suspected, or **if he cannot conclusively determine that no falsification occurred**, then falsification is suspected and the supervisor **must prepare** a Field Representative Data Falsification Follow-up **Form 11-163**. Supervisors must also indicate in the Suspected Falsification Follow-up Screen that they will prepare a Form 11-163.

***Note:** If the supervisor considers the reinterview evidence to be inconclusive, the supervisor must treat the case as suspected falsification. For example, if no one in the household remembers the FR’s contact or if they are unsure of whether the FR conducted the interview, the case is inconclusive. The supervisor should complete Form 11-163 and carry out a thorough investigation of the current assignment.*



If the supervisor places the FR in supplemental reinterview for a subsequent assignment and the supplemental reinterview also finds cases of suspected falsification, then the supervisor must complete a separate Form 11-163 for that assignment.

Follow up in  
Current  
Assignment

The supervisor must investigate additional cases in the current assignment to confirm the falsification or clear the FR.

Complete Form  
11-163

The Program Supervisor must complete Form 11-163, Field Representative Data Falsification Follow-up Form, **every** time there is an assignment where an FR is **suspected** of falsifying data.

Send Yellow  
Cover Page to  
Headquarters

Within two weeks of suspected falsification, complete page 1 of the Form 11-163, remove the top copy of page 1 (yellow cover-page) and send it to the Headquarters office listed below.

**Via postal mail:**

Chief, Field Division/MRB  
U.S. Census Bureau  
4700 Silver Hill Road  
Room 1784/FOB-3, Mail Stop #5700  
Washington, DC 20233

**Via express delivery:**

Chief, Field Division/MRB  
U.S. Census Bureau  
4700 Silver Hill Road  
Room 1784/FOB-3  
Suitland, MD 20746

### Focused Reinterview Cases

Complete and send Forms 11-163 for focused reinterview cases to Method and Performance Evaluation Branch, just as you would any other Form 11-163.

To clearly identify falsification detected in the focused reinterview, complete items 1 and 2 of Section II on page 1 of the Form 11-163 as follows:

Item 1 - Mark box a, 'Reinterview results.'

Item 2 - Mark box b, 'Focused Reinterview.'

Item 3 - Mark all that apply in item 3.

### Complete the Remainder of Form 11-163

Complete the remainder of the form after the investigation is complete and a decision on the action the RO plans to take is made. If possible, the final form should be sent to HQ within two months of sending the yellow copy.

For all cases, make certain that the situation has been thoroughly investigated before completing Sections III, IV, and V -- even if this delays full completion of the Form 11-163 for several months. **Do not send the original form to Headquarters until Section IV has been completed.**

### Additional Requirements for Follow-up of Suspected Falsification

If the reinterview results suggest that an FR falsified one or more cases, also follow the requirements specified in the Regional Office Administrative Manual and in the memorandum

from the Field Division Chief to all Regional Directors concerning data falsification.

If the reinterviewer suspects falsification and needs additional information about the original interview to investigate the current assignment, the RO may request original interview responses from the appropriate Field Division subject matter branch at Headquarters.

Contact Subject Matter Branch at Headquarters

If you suspect a FR has falsified data, immediately discuss what action to take with the FLD Team or appropriate subject matter branch of Field Division. We also suggest assigning supplemental reinterview cases for the FR.

Do Not Take Any Administrative Action until Notified

In all circumstances, **do not take any administrative action** (i.e., termination) until Management Services Branch, Field Division notifies you to do so.

Falsification Not Suspected

The supervisor may respond on the Follow-up Screen that no falsification occurred only for cases where he or she is **confident** no falsification occurred.

When the supervisor determines no falsification occurred he or she must:

- Respond “No” to the question, “Do you plan to prepare a Field Representative Data Falsification Follow-up Form 11-163?”
- Provide a complete, conclusive explanation in the Follow-up Screen **why** falsification is not suspected. Simply entering

“Falsification not suspected” is not an adequate explanation for not completing and sending a Form 11-163 (see examples of adequate reasons in Table 1).

The only time discrepancies between the original interview and the reinterview should not be considered suspected falsification is when an error caused the discrepancy. For example:

- an instrument error,
- a reinterviewer error,
- a respondent error, or
- a good faith error by the field representative.

In these situations, the supervisor need not complete a form 11-163. Remember, if the supervisor cannot conclusively determine that an error caused the discrepancy, the case must be considered suspected falsification.

Detailed Instructions for Completion of the Form 11-163

Refer to pages 9 through 11 of the Form 11-163, Field Representative Data Falsification Follow-up Form for detailed instructions for completion of the Form 11-163.

Frequently Asked Questions for Completion of Form 11-163

Refer to pages 7 and 8 of the Form 11-163 a list of questions and answers about completing the 11-163.

<b>Table 1. Reasons for Not Filling out a Form 11-63, Field Representative Data Falsification Form</b>	
<b>Instrument error</b>	<p>The respondent remembers talking to an FR, but no data that the respondent reported shows up in the reinterview instrument. The original FR made no notes in the INOTES section about any problems with the case. This discrepancy could be caused by a problem in the original instrument, in CAPI Control, or in the reinterview instrument.</p> <p>The SFR should talk to the FR to clarify the situation and determine whether the problem occurred in the original instrument. If so, the SFR should remind the FR to document any problems in the INOTES section.</p>
<b>Reinterviewer error</b>	<p>The FR completed an interview, but the respondent moved out of the unit before the reinterview. The reinterviewer thought that the unit was vacant at the time of the original interview and misclassified the case as suspected falsification.</p>
<b>Respondent error</b>	<p>The respondent remembered talking to the FR, but did not think it was during the interview period. The reinterviewer noted that the respondent seemed confused and may not be reliable. The Supervisor is confident that the respondent error caused the discrepancy.</p> <p><i>Note: In cases such as this example, it is still a good idea to place the FR in supplemental reinterview for the next assignment.</i></p>
<b>Good faith FR error</b>	<p>An FR misclassified an AHS case as Vacant, rather than URE occupied.</p> <p>The Program Supervisor's investigation showed that unit was rented for varying periods around the time of the original interview. The Program Supervisor felt that the FR</p>

**Feedback**

If the reinterview finds no discrepancies from the original interview, the reinterviewer should contact the FR to commend him or her on a job well done.

If the reinterview finds discrepancies that resulted from FR errors, the FR should receive feedback about these errors.

**Minor Errors**

The reinterviewer or the Program Supervisor should call the FR to discuss minor errors. The reinterviewer should offer suggestions for correcting faulty techniques or erroneous concepts.

**Serious Errors**

If the discrepancies indicate serious errors or possible falsification, the reinterviewer should not call the FR regarding the reinterview, nor mention to the FR that they were in the reinterview. The Program Supervisor should discuss the reinterview with the FR. The Program Supervisor may decide to put the FR in supplemental reinterview to resolve any questions about the quality of the FR's work.

The Program Supervisor, in consultation with his or her coordinator, may elect to retrain FRs whose reinterviews indicate 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 FR attend all or part of initial training again.

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## Topic 8 -Reinterview Outcome Codes

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### Reinterview vs. Interview Outcome Codes

The reinterview outcome codes listed in the table in Appendix 10A refer to the outcome of the reinterview, not the original interview outcome code as shown in Appendix 8A, CAPI Outcome and Action Codes, of Chapter 8, Noninterviews. These reinterview outcome codes are applicable to 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. However, there are some reinterview outcome codes that are not original outcome codes.

### Assignment of Codes

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

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## Topic 9 -Reinterview Closeout Operations

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### Overview

In order to closeout NCVS RI each month, RO staff must follow-up on any outstanding cases, resolve last minute technical problems, and resolve any cases in RI Supervisory Review. The primary tool to close out RI is the Resolve Missing Reinterview Cases screen.

### Resolve Missing Reinterview Cases Screen

The Resolve Missing Reinterview Cases screen allows you to review RO cases that are still outstanding and take action to get them resolved. To access this screen, click on Operations ⇒ Reinterview ⇒ Resolve Missing Reinterview Cases.

The screen is very similar to the Resolve Missing Cases screen for regular NCVS interviewing, discussed in Chapter 9 of this manual. Refer to Chapter 9 to review the general features of that screen. Note there is one tab page on the Resolve Missing Reinterview Cases screen that is not on the Resolve Missing Cases screen. This screen is titled Cases With No Input Received. This tab lists all cases for which RI input has not been received. This list becomes smaller over the course of the RI period as RI input files are created. **You will not be able to closeout RI if cases remain on this tab.** Check the column “Intv Checked In” to see whether the corresponding original NCVS case was received. If a “Y” is displayed in this column, then the original case was received and an input file should have been created. In this situation, submit a remedy ticket AND notify your FLD Labor and



Crime Surveys. Review the Missing RI Input for RI Cases report throughout the RI cycle to prevent problems at closeout due to cases appearing on this tab.

### Reinterview Close Out

Once all cases from the Resolve Missing Reinterview Cases screen are accounted for, the Closeout activity displays the image of a hand. Before you click on the Closeout activity, you must make sure that all cases are resolved. Click the Closeout activity on or before the date specified on your NCVS Monthly Activities Calendar.

The date that you closeout reinterview is used to determine when an Interview Period can be Cleaned Up. You cannot Clean Up an Interview Period in ROSCO until 90 days after the date of Reinterview Closeout. If you try to clean up sooner, an error message reminding you of the 90 day rule is displayed.



## Appendix 10A - Quality Control and Response Error Outcome and Action Codes

<b>Quality Control and Response Error Outcome and Action Codes</b>			
<sup>1</sup> Disposition	<sup>2</sup> Outcome	Action	Description
<b>No Suspected Falsification</b>			
N/A	200	00	New case, not started
N/A	202	01	Accessed instrument, no interview or insufficient partial
001	201	10	Original interview or noninterview verified as correct
<b>Type A Noninterviews</b>			
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
<b>Type B Noninterviews</b>			
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

<b>Quality Control and Response Error Outcome and Action Codes</b>			
<sup>1</sup> Disposition	<sup>2</sup> Outcome	Action	Description
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
041	233	31	Other Type B
Type C Noninterviews			
024	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
042	248	41	Other Type C
Misclassified Cases			
043	301	11	Originally classified as a B, should have been an Interview or Type A
044	301	11	Originally classified as a C, should have been an Interview or Type A
046	301	11	Originally classified as a B, should have been a C
048	301	11	Originally classified as a C, should have been a B
058	301	11	Other misclassification – specify in the notes

<b>Quality Control and Response Error Outcome and Action Codes</b>			
<sup>1</sup> Disposition	<sup>2</sup> Outcome	Action	Description
Discrepancy Cases			
004	301	11	Discrepancy – laptop not used
005	301	11	Discrepancy – not all questions asked in original interview
006	301	11	Discrepancy - use of proxy in original when self response is required
007	301	11	Discrepancy - use of ineligible proxy in original when proxy is allowed
009	301	11	Discrepancy - incorrect HH roster
011	301	11	Discrepancy - telephone interview when personal visit required
012	301	11	Other discrepancy – no suspected Falsification
RO/HQ Discretion			
029	312	21	HQ discretion – permanent (sample adjustment)
052	311	21	RO discretion – permanent (hard to interview original case)
053	312	21	RO discretion – temporary (more than 50 miles from nearest reinterviewer and no telephone number)
054	312	21	RO discretion – temporary (observed during the original interview)
055	312	21	RO discretion – temporary (personal visit needed, but not authorized)
056	312	21	HQ discretion – temporary (case management, CAPI control problems)
057	312	21	RO discretion – temporary (other)

<b>Quality Control and Response Error Outcome and Action Codes</b>			
<sup>1</sup> Disposition	<sup>2</sup> Outcome	Action	Description
<b>Suspected Falsification</b>			
060	301	11	Suspected falsification of a case turned in as an interview
Type A Noninterviews			
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
Type B Noninterviews			
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

<b>Quality Control and Response Error Outcome and Action Codes</b>			
<sup>1</sup> Disposition	<sup>2</sup> Outcome	Action	Description
Type C Noninterviews			
078	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
Misclassified Cases			
096	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			
061	301	11	Discrepancy – incorrect HH 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

<b>Quality Control and Response Error Outcome and Action Codes</b>			
<sup>1</sup> Disposition	<sup>2</sup> Outcome	Action	Description
111	301	11	Discrepancy - telephone interview when personal visit required
112	301	11	Discrepancy – laptop not used (RESERVE)

1. Disposition of Quality Control Outcome Code:  
001-059 = no suspected falsification  
060+ = suspected falsification

2. All cases excepted outcome codes 200, 202, and 201 to go Supervisory Review.



## Chapter 11. Performance of the NCVS Staff

### Chapter Contents

This chapter covers the following topics:

<b>Topic</b>	
1. Overview	11-2
2. Monitoring Monthly Performance	11-4
3. Generating the 11-39, Summary of FR Performance	11-7
4. Conducting Performance Appraisal	11-9
5. Evaluating Clerical Performance	11-11
Appendix 11A Performance Statistics	11-13

## Topic 1 - Overview

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### Responsibility for Employee Development

The RO Supervisors are responsible for developing each employee to his or her fullest potential. Employee development can only be accomplished by providing meaningful feedback on a continuing basis.

By acknowledging strong points and highlighting areas for improvement, the RO supervisors can monitor employee progress and take appropriate steps toward improvement in weak areas.

The requirements for the FR and clerical positions must be mutually understood by the employee and the supervisor at the time of recruitment. Additional information is provided to the employee through training, observations, memoranda, and supervisory instruction.

### Measuring FR Performance

Field Representative performance is measured by a combination of:

- response and production rates;
- transmission rates;
- reinterview and observation results;
- timely submission of payrolls;
- attendance at training sessions;
- meeting deadlines; and
- reporting to team leaders as appropriate.

Provide FRs feedback on their performance throughout the survey period. In addition, provide

input on the FR's performance during progress reviews and annual performance ratings.

For more information about how to develop performance standards for your NCVS FRs see Appendix 11A Performance Statistics at the end of this chapter.

## Topic 2. Monitoring Monthly Performance

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Performance Feedback	It is important that the Supervisors provide regular performance feedback to the FRs. The feedback should include written reports, but may also include informal verbal or email communication.
FR Performance Folders	Prepare an FR performance folder for each FR. This folder can contain 11-39 Summary of FR Performances, observation reports, and copies of mail messages that contain information pertinent to performance as well as any additional materials deemed appropriate by your Regional Office.
Monitoring FR Performance	FR performance is determined by response rates, production guidelines, availability for assignments, reinterview and observation results, and administrative matters such as submission of timely and accurate payrolls. Use the tools described below to monitor and provide feedback on FR performance. For more information about how to develop performance standards for your NCVS FRs see Appendix 11A Performance Statistics at the end of this chapter.
Form 11-39, Summary of FR Performance	<p>One useful tool for evaluating FR performance is the 11-39, Summary of FR Performance, produced using the Survey Performance Management System (SPAM). The 11-39s are generated monthly for any range of months and provide information on:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> response rates</li><li><input type="checkbox"/> Type A rates</li><li><input type="checkbox"/> production rates</li></ul>

- observation and reinterview results

See Topic 3 of this chapter for more information on SPAM and the 11-39.

### Response and Production Standards

The Methods Research Branch at Headquarters provides guidelines to ROs for developing FR performance standards for national **response and production rates**. (For a copy of these guidelines, contact your HQ liaison.) The ROs have the option of using the guidelines, modifying them, or establishing a different set of standards. If the RO establishes a different set of standards, they must contact the HQ liaison to provide information on the criteria used to establish the rates. Also, the RO **must** notify the FRs of the standards **60 days prior to their implementation**.

You can calculate Response and Type A rates as follows:

$$\text{Response Rate} = \frac{\text{Interviews} + \text{Partials}}{\text{Interviews} + \text{Partials} + \text{Type As}}$$

$$\text{Type A Rate} = \frac{\text{Type As}}{\text{Interviews} + \text{Partials} + \text{Type As}}$$

### Transmission Rates

The ROSCO system improves your ability to monitor transmission rates. Review the CAPI-1A, Daily Receipts Report, on a daily basis to monitor the progress of your FRs.

### Observation Reports

Send the FR a copy of the front and back pages of the 11-62A, Observation Report. If, in the program supervisor's opinion, a copy of the observation report should not be sent to the FR, send a memorandum from the Regional Director advising the FR of the observation results. Detailed guidelines are provided in Chapter 5 of this manual.

## Reinterview Results

The main purpose of reinterview (RI) is to detect falsification. Therefore, RI results cannot be used to evaluate FRs other than for data falsification. RI consists of a quality control check and response error. For more information on RI, refer to Chapter 10 of this manual.

When falsification is suspected as a result of reinterviewing, there are specific procedures that must be followed. Refer to Chapter 9 of the GENCAPI-256, Generic CAPI Operations Manual for details on falsification follow-up procedures and FR feedback.

## Topic 3. Generating the 11-39, Summary of FR Performance

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### Overview

The ROSCO system can feed performance data into the SPAM system to create an automated 11-39, Summary of FR Performance Report. This process involves a number of steps:

1. Populate the FR performance table in ROSCO
2. Update the FR data in SPAM
3. Load the performance data into SPAM
4. Key hours and miles into SPAM
5. Modify any performance data in SPAM (if necessary)
6. Print the 11-39s using SPAM

It is important that these steps be completed in the order listed. This manual provides detailed instructions on the ROSCO steps in the process, but will provide only a general overview of the steps taken in SPAM. For more detailed information about the SPAM system, consult the SPAM User's Guide.

### Populate the FR Performance Table

The steps to populate the performance table are described in Chapter 9 of this manual. Be sure to complete this operation only after closing out the regular interviews and reinterview for the interview period, and after reviewing Type As, as described in Chapter 9.

### Update the FR Data in SPAM

Before loading the performance data for the interview period into SPAM, you must ensure that the SPAM database is updated to reflect the FRs who worked on NCVS during that interview period. You need to add any new FRs to the Survey using the "Add new Employee" or "Add New Low-Level Assignment" features in SPAM.

### Load the Performance Data in SPAM

With the FR history file created in ROSCO and the FR data updated in SPAM, you can now load the performance data for the interview period into SPAM. To do this for NCVS, use SPAM's Utilities menu, select CAPI Data Loading, and select NCVS. The file to be loaded for the current month will appear in the bottom window. If you don't see the file for the desired interview period, recreate the FR history file in ROSCO. See chapter 5 of the SPAM User's Guide for more information on loading the performance data into SPAM.

### Key Hours and Miles Into SPAM

You need to manually key in the hours and miles data for each FR into SPAM from the Task Code 523 hours and miles information available in CARMN (or, if CARMN data is unavailable, from FR payrolls). In SPAM, enter the Hours/Miles screen through the Management menu. See Chapter 3, Topic 10 of the SPAM User's Guide for more information.

### Modify Performance Data

If you need to manually modify any performance data in SPAM that appears on the 11-39 (for example incorrectly charged Type As), you may do so by accessing the All FR Data or Cases Received or Transmitted screen through the Management menu. See Chapter 3, Topic 10 of the SPAM User's Guide for more information about modifying the performance data in SPAM.

### Print the 11-39s

To generate the 11-39s, select 11-39s through the Management menu in SPAM. Note that on the parameters screen, you can select the starting month and year to appear on the report. See Chapter 3, Topic 8 of the SPAM User's Guide for more information about printing the 11-39s.



## Topic 4. Conducting Performance Appraisal

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### The Performance Appraisal System

Information on the Performance Appraisal System is in Chapter 8 of the Form 11-55, Administrative Handbook, and in Chapter 11 of the Field Administrative Manual (FAM).

Refer to Chapter 11 of the FAM for information on the appraisal system, record-keeping requirements, and instructions for conducting and completing progress reviews, annual ratings, and performance awards.

### Supervisory Adjustments

When determining your FRs performance, consider extenuating circumstances such as:

- unusual weather conditions such as floods or blizzards;
- extreme distances between sample units, or an assignment area that covers multiple counties;
- large number of inherited or confirmed refusals;
- working part of another FR's assignment area;
- a large proportion of high security buildings or communities;
- an inordinate number of Temporarily Absent cases;
- a high percentage of Type B or C noninterviews that decrease the base for response rate;

- laptop or transmission problems that delayed interviewing or receipt of completed work;
- other substantial changes in normal assignment conditions; and
- language and/or cultural barriers.

### Unsatisfactory Performance

When the performance of an employee is at the unsatisfactory level over any period (usually 90 days), he or she may be placed in a Performance Improvement Period (PIP) for 30 to 90 days. Refer to your regional office guidelines concerning PIP letters, and, if applicable, work with your office's assigned Employee Relations representative in the Human Resources Division at HQ.

## Topic 5. Evaluating Clerical Performance

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Consider the following criteria when evaluating your clerical staff:

- accuracy in preparatory work such as training and observation
- meeting time schedules, such as sending FR assignments and preparing reports for HQ
- willingness to accept work assignments
- ability to conduct telephone follow-up and to use all available resources to locate respondents
- adherence to regional office policies
- degree of cooperativeness, tact, consideration and effectiveness in working with field and office staff
- knowledge of computer operations (ROSCO, laptop functions, and the Interactive on-line databases, CARMN and SPAM systems) to perform everyday operations and troubleshoot computer problems

Provide clerical staff performance feedback on a continuing basis, highlighting accomplishments as well as discussing deficiencies.



## Appendix 11A - Performance Statistics

METHODS RESEARCH BRANCH MEMORANDUM NO. 03-03  
NCVS OFFICE MEMORANDUM NO. 03-13

MEMORANDUM FOR All Regional Directors

From: Chief, Field Division

Subject: Distribution of National Crime Victimization Survey (NCVS)  
Field Representative (FR) Performance Statistics

Action: Review the attached distribution and develop performance  
standards for your NCVS FRs

Once standards are set, advise the Method Research Branch (MRB)  
of the standards you will use to evaluate the performance of your  
NCVS FRs.

Summary: This memorandum provides distributions of response and  
production rates, in an effort to help you establish data-based  
NCVS FR performance standards and expectations.

MRB has prepared the attached tables to assist you in developing NCVS FR performance standards for your regional office. Consistent with the move to a two-tier rating system in October 1998, the attached tables show percentile values, means and standard deviations (SD) for FR response and production rates. Distributions for response are shown nationally as well as by regional office. Distributions for production rates also are shown nationally as well as by regional office.

These tables were prepared using NCVS FR data from the Survey Performance Management System (SPAM) from fiscal year 2002 data for 10 of the 12 regions. RO 4 SPAM data was unavailable, but complete FR performance data was sent to MRB as an Excel file and these data were included in the analysis. FR performance data was not available for the RO 9 and they are not included in the analysis.

SFRs and regional supervisors were excluded from the computations. FRs with fewer than 4 assignments, or who had fewer than 8 cases throughout the fiscal year, were also excluded from the analysis.

Formulas for calculating response and production rates (available in the SPAM Manual) are as follows:

$$\text{Response Rate} = \left( \frac{\# \text{ of Interviewed Units}}{\# \text{ of Type A Units} + \# \text{ of Interviewed Units}} \right) * 100$$
$$\text{Production Rate} = \frac{\text{Total \# of Hours}}{(\text{Total \# of interviewed Units} + \# \text{ of Type A} + \# \text{ of Type B} + \# \text{ of Type C})}$$

The values in the percentile column of each table show what percentage of FRs are performing at or below a given rate. For example, the table in Attachment 1 shows response rates by regional office. The 80th percentile for RO 1 is 94.4. This means that 80 percent of the RO 1 FRs had a response rate **at or below** 94.4 (or 20% of the FRs had a response rate above 94.4). Similarly, the 30th percentile for RO 1 is 88.7. Therefore, 30 percent of RO 1 FRs had a response rate at or below 88.7 (70% of FRs had a response rate above 88.7).

Each region has full discretion in determining its own FR performance guidelines for NCVS. MRB tries to keep on file updated records of performance standards being used in the regions and once you have developed performance guidelines for your region, please send a copy of your final standards, via electronic mail, to FLD MRB. If you have any questions regarding this memorandum, contact MRB.

## EXPLANATION OF TABLES

### 1. **Response Rates by Regional Office** - Attachment 1

The distributions of response rates are provided at the national level and by regional office.

### 2. **Production Rates by Regional Office** - Attachment 2

The distributions of production rates are provided at the national level and by regional office.

Attachment 1		NCVS FR RESPONSE RATES BY REGIONAL OFFICE										
Percentile	NATIONAL	RO 1	RO 2	RO 3	RO 4	RO 5	RO 6	RO 7	RO 8	RO 10	RO 11	RO 12
99	100.0	96.9	95.7	100.0	100.0	100.0	100.0	100.0	99.6	100.0	100.0	100.0
98	100.0	96.9	95.7	100.0	100.0	100.0	100.0	100.0	99.6	100.0	100.0	100.0
96	100.0	96.4	94.7	98.2	100.0	100.0	100.0	98.1	99.4	100.0	98.9	98.9
94	99.3	96.4	94.0	98.2	100.0	100.0	100.0	97.3	98.7	100.0	98.9	96.9
92	99.0	96.1	94.0	98.2	99.2	99.2	100.0	97.3	98.2	99.2	98.7	96.9
90	98.7	95.7	93.9	98.1	99.2	99.0	100.0	97.1	97.7	98.9	98.7	96.9
88	98.3	95.7	92.2	97.7	98.5	98.9	100.0	96.7	97.5	98.9	98.3	96.1
86	98.0	95.3	92.2	97.7	98.5	97.6	100.0	96.4	96.9	98.8	98.3	96.1
85	97.7	95.3	91.7	97.1	98.0	97.5	99.9	96.4	96.9	98.8	98.3	95.5
80	96.9	94.4	91.5	95.6	97.7	96.9	99.6	96.0	96.8	98.6	97.9	95.1
75	96.2	93.6	90.9	95.2	96.1	96.3	99.3	95.3	95.7	97.4	97.4	95.0
70	95.5	93.4	88.5	94.4	94.8	94.7	99.1	95.0	95.1	97.1	95.8	93.5
65	94.9	93.1	88.5	93.8	94.6	93.4	99.0	94.9	94.3	96.5	95.5	91.8
60	94.4	92.8	87.4	93.6	93.8	93.0	98.6	94.6	93.7	96.0	94.4	90.3
55	93.8	91.6	85.2	93.3	93.1	91.8	98.1	94.2	93.5	95.7	93.9	88.9
50	93.1	90.6	84.0	93.1	92.4	90.9	97.4	94.1	92.9	95.6	91.7	88.8
45	92.3	89.9	82.6	92.2	92.2	90.0	97.1	93.8	92.8	95.4	90.8	88.3
40	91.3	89.5	82.1	91.9	91.9	88.9	96.9	93.1	91.4	94.9	90.4	87.3
35	90.4	89.3	81.3	91.2	89.0	87.3	96.5	93.0	91.0	94.6	89.9	87.0
30	89.3	89.3	81.0	90.1	88.9	86.7	96.4	93.0	90.7	94.4	89.4	86.4
25	88.3	87.9	79.4	89.4	87.9	85.3	96.0	92.2	90.0	93.6	88.1	83.9
20	87.1	87.4	78.0	89.3	86.2	84.2	95.0	91.4	87.7	92.8	87.4	83.3
15	85.1	82.9	76.8	89.1	84.7	81.3	94.2	90.9	87.3	90.9	86.2	82.6
10	82.5	81.5	75.4	88.9	82.9	79.5	93.7	87.9	83.7	87.9	85.1	78.6
5	78.6	77.7	74.0	85.7	80.2	77.1	89.8	87.5	82.3	85.3	84.8	75.0
MEAN	93.6	91.6	86.8	94.1	93.6	92.4	97.9	94.6	93.7	96.1	94.0	90.9
SD	5.8	5.1	6.9	4.0	5.9	7.0	2.6	3.2	4.8	3.8	5.1	6.8
N	410	31	34	35	28	54	40	37	43	45	28	35

Attachment 2			NCVS FR PRODUCTION RATES BY REGIONAL OFFICE									
Percentile	NATIONAL	RO 1	RO 2	RO 3	RO 4	RO 5	RO 6	RO 7	RO 8	RO 10	RO 11	RO 12
99	1.0	0.9	1.0	0.9	0.9	0.8	1.0	1.2	1.0	1.0	0.8	1.3
98	1.2	1.0	1.2	1.1	1.1	1.3	1.1	1.3	1.2	1.4	0.9	1.3
96	1.3	1.1	1.3	1.3	1.3	1.4	1.2	1.4	1.4	1.4	1.0	1.4
94	1.4	1.2	1.3	1.3	1.3	1.6	1.4	1.6	1.7	1.5	1.1	1.4
92	1.5	1.2	1.4	1.4	1.4	1.6	1.5	1.7	1.8	1.5	1.2	1.5
90	1.6	1.3	1.4	1.5	1.4	1.7	1.7	2.0	1.8	1.6	1.3	1.5
88	1.6	1.4	1.6	1.6	1.6	1.7	1.7	2.1	1.9	1.6	1.3	1.7
86	1.7	1.4	1.7	1.6	1.6	1.8	1.8	2.2	1.9	1.6	1.5	1.7
85	1.8	1.5	1.7	1.6	1.6	1.9	1.8	2.3	2.0	1.7	1.6	1.8
80	1.9	1.5	1.9	1.7	1.7	2.0	1.9	2.4	2.0	1.8	1.7	2.0
75	2.0	1.6	2.0	1.7	1.8	2.2	2.0	2.6	2.0	1.9	1.8	2.0
70	2.0	1.7	2.1	1.8	1.8	2.3	2.0	2.7	2.5	2.0	1.8	2.2
65	2.2	1.8	2.1	1.9	2.0	2.5	2.1	2.7	2.5	2.0	1.9	2.4
60	2.3	1.8	2.2	2.0	2.1	2.5	2.4	2.8	2.8	2.1	2.0	2.7
55	2.5	2.0	2.4	2.1	2.1	2.6	2.5	2.8	3.5	2.2	2.2	2.9
50	2.7	2.6	2.6	2.1	2.8	2.8	2.6	2.9	3.6	2.3	2.3	3.1
45	2.8	2.7	2.8	2.2	3.0	3.1	2.6	3.1	3.8	2.4	2.3	3.3
40	2.9	2.7	2.8	2.2	3.2	3.1	2.6	3.1	3.8	2.4	2.5	3.3
35	3.1	2.8	2.9	2.2	3.2	3.2	2.6	3.3	3.9	2.6	2.5	3.4
30	3.2	2.8	3.0	2.3	3.5	3.2	2.6	3.5	4.1	2.7	2.5	3.7
25	3.4	2.9	3.1	2.6	3.5	3.4	2.6	3.6	4.2	2.8	2.5	4.0
20	3.7	3.4	3.7	2.6	4.1	3.4	2.9	3.6	4.4	2.9	2.7	4.0
15	3.9	3.4	3.7	2.7	4.1	3.6	3.0	4.5	4.8	3.9	2.7	5.0
10	4.5	3.7	4.9	3.3	5.4	4.3	3.8	5.1	6.5	4.0	3.7	5.5
5	5.0	3.7	4.9	3.3	5.4	5.0	3.8	5.1	6.5	4.0	3.7	5.5
MEAN	2.4	2.1	2.4	2.0	2.5	2.5	2.2	2.8	3.0	2.2	2.0	2.7
SD	1.1	0.9	1.1	0.6	1.3	1.0	0.7	1.1	1.5	0.8	0.8	1.3
N	421	32	40	35	28	57	40	37	43	45	28	36