# **NLSY27: Telephone Verification Script – Screener (ES and HHS)**

## **PRELOADS:**

Description	ES Variables	HHS Variables	Populate Symphony Case Project Variable
Case ID	ES Case ID	HHS Case ID	•
Informant/ Respondent Name	ESINFORMANTNA ME	HHSINFORMA NT	screener_respondent_name: VER_SCR_1, VER_SCR_1a, VER_SCR_1c
Informant/ Respondent Phone	ESINFORMANTPH ONE	HHSINFOPHO NE	
Date of Screener Completion	Date 510 CAPI Eligibility Screener set to 2610 ES Complete - None eligible OR 2611 ES Complete - 1 or more Youth Selected	Date 520 CAPI Household Screener set to 2620 HHS Complete - No Youth Selected OR 2621 HSS Complete - 1 or more Youth Selected	screener_intv_date: VER_SCR_1b, VER_SCR_8
FI Name	FINAME	FINAME	screener_intv_name: VER_SCR_1b
Address	ADDRESS1	ADDRESS1	screener_ADDRESS: VER_SCR_1c, VER_SCR_8, VER_SCR_8a
Address2	ADDRESS2	ADDRESS2	
HH Roster Number	HHROSTERNUM	HHROSTERNU M	screener_HH_Count
HH Roster Member Listing ID	HH_UID	HH_UID	screener_HHROSTER: VER_SCR_7
HH Roster Member Listing Name	HH_NAME	HH_NAME	
HH Roster Member Listing Age	HH_AGE	HH_AGE	

The maximum number of attempts per roster line is **6**. If the verification call is not completed by the end of the 6<sup>th</sup> call, the case should be coded as **2699** – Max contact attempt – no DQFU finalized.

## DIAL1

DID A PERSON ANSWER THE PHONE (NOT OPERATOR)?

<1> YES

<2> NO

#### <9> CALL-IN CASE

IF DIAL1 = 1 GO TO VER-SCR-1
IF DIAL1 = 2 GO TO DIAL2
IF DIAL1 = 9 GO TO VER-SCR-1b

#### DIAL2

WHAT IS THE RESULT OF THIS CALL?

- <1> RING NO ANSWER
- <2> BUSY SIGNAL
- <3> ANSWERING MACHINE / VOICE MESSAGE WITH NAME
- <4> ANSWERING MACHINE / VOICE MESSAGE WITHOUT NAME
- <5> MODEM / FAX MACHINE {CODE 1281}
- <6> TEMPORARILY DISCONNECTED / LINE TROUBLE
- <7> BLOCKED LINE / # DOES NOT ACCEPT INCOMING CALLS
- <8> PHONE COMPANY RECORDING GIVES NEW NUMBER
- <9> DISCONNECTED NUMBER / CALL CANNOT BE COMPLETED AS DIALED

IF DIAL2 = 1 CODE AS 1201

IF DIAL2 = 2 CODE AS 1202

IF DIAL2 = 3 AND IS THE  $1^{st}$  OR  $5^{th}$  CALL ATTEMPT, GO TO **VER-SCR-ANS** AND CODE AS 1266

IF DIAL2 = 3 AND IT IS 2<sup>nd</sup>, 3<sup>rd</sup> OR 4<sup>th</sup> CALL ATTEMPT CODE AS 1261

IF DIAL2 = 4 AND IT IS 2<sup>nd</sup>, 3<sup>rd</sup> OR 4<sup>th</sup> CALL ATTEMPT CODE AS 1264

IF DIAL2 = 5 CODE AS 1281

IF DIAL2 = 6 CODE AS 1274

IF DIAL2 = 7 CODE AS 1275

IF DIAL2 = 8 CODE AS 1209

IF DIAL2 = 9 CODE AS 1273

## **VER-SCR-1**

[ALL] [RADIO]

#### **ENGLISH**

Hello, my name is \_\_\_\_\_\_, with RTI International. May I speak with [FILL SCREENER RESPONDENT NAME]?

- 1 YES
- 0 NO, NOT AVAILABLE
- 2 NO, REFUSED OR HUNG UP
- 3 RESPONDENT UNKNOWN

#### **SPANISH**

Hola, me llamo \_\_\_\_\_\_, y trabajo para RTI International. ¿Podría hablar con [FILL SCREENER RESPONDENT NAME]?

- 1 YES
- 0 NO, NOT AVAILABLE
- 2 NO, REFUSED OR HUNG UP
- 3 RESPONDENT UNKNOWN

Lead-in: None

**Next:** If VER-SCR-1 = 0 (No, not available): VER-SCR-1a; If VER-SCR-1 = 3

(Respondent Unknown): VER-SCR-1c; If VER-SCR-1=2 (No, Refused or hung

up): WHO REF; Else VER-SCR-1b

### VER-SCR-1a

[IF VER-SCR-1= 0 (No, not available] [SYSTEM ENTRY]

#### **ENGLISH**

When would be a better time to speak with [FILL SCREENER RESPONDENT NAME] or can they be reached at another number?

INTERVIEWER INSTRUCTION: IF NEW PHONE NUMBER IS PROVIDED, UPDATE THE PHONE INFORMATION FOR THE ROSTER LINE.

- 1 PROVIDED BETTER TIME TO CALL BACK
- 0 DID **NOT** PROVIDE BETTER TIME TO CALL BACK

## **SPANISH**

¿Cuándo sería un mejor momento para hablar con [FILL SCREENER RESPONDENT NAME] o podría llamarlo(a) a otro número?

INTERVIEWER INSTRUCTION: IF NEW PHONE NUMBER IS PROVIDED, UPDATE THE PHONE INFORMATION FOR THE ROSTER LINE.

- 1 PROVIDED BETTER TIME TO CALL BACK
- 0 DID **NOT** PROVIDE BETTER TIME TO CALL BACK

**Lead-in:** If VER-SCR-1 = 0 (No, not available)

**Next:** IF VER-SCR-1a = 1 (Provided better time to call back): CALLBACK; Else VER-

SCR-END

## VER-SCR-1b

[IF VER-SCR-1 = 1 (Yes)]
[RADIO]

ENGLISH
(Hello, my name is \_\_\_\_\_\_, with RTI International.)

I am calling to verify the work of one of our interviewers, [FILL INTERVIEWER NAME FROM CASE], who reported completing a short survey with you on [FILL DATE OF SCREENER

COMPLETION FROM CASE] for the National Longitudinal Survey of Youth 2027 being conducted for the U.S. Department of Labor, Bureau of Labor Statistics. We'd like to ask a few questions to understand how the interviewer did.

Did you speak with an interviewer on [FILL DATE OF SCREENER COMPLETION FROM CASE]? They would have asked you questions about members of your household to determine if anyone was eligible for a research survey sponsored by the U.S. Bureau of Labor Statistics.

[INTERVIEWER INSTRUCTION: IF RESPONDENT DOES NOT REMEMBER NLSY27 SAY: The interviewer would have been wearing a badge with a picture I.D. and asked you for the names and ages of individuals in your household to determine if they were eligible for a research survey.]

- 1 YES, COMPLETED SURVEY
- 0 NO, DID NOT SPEAK WITH INTERVIEWER OR NEVER COMPLETED SURVEY
- 2 DON'T KNOW OR DOES NOT REMEMBER

SPANISH	
Hola, me llamo _	, y trabajo para RTI International

Llamo para verificar el trabajo de uno(a) de nuestros(as) entrevistadores(as), [FILL INTERVIEWER NAME], quien informó haber completado una breve encuesta con usted el [FILL DATE OF SCREENER COMPLETION FROM CASE] para la Encuesta Nacional Longitudinal de Jóvenes de 2027 que se está completando para la Oficina de Estadísticas Laborales del Departamento de Trabajo de los Estados Unidos. Nos gustaría hacerle algunas preguntas para evaluar el desempeño del(de la) entrevistador(a).

¿Habló con un(a) entrevistador(a) el [FILL DATE OF SCREENER COMPLETION]? Le habrían hecho preguntas sobre los(as) miembros de su hogar para determinar si alguien era elegible para una encuesta de investigación científica patrocinada por la Oficina de Estadísticas Laborales de los Estados Unidos.

[INTERVIEWER INSTRUCTION: IF RESPONDENT DOES NOT REMEMBER NLSY27 SAY: El(La) entrevistador(a) habría llevado una credencial con una identificación con fotografía y le habría pedido los nombres y las edades de las personas de su hogar para determinar si eran elegibles para una encuesta de investigación.

- 1 YES, COMPLETED SURVEY
- 0 NO, DID NOT SPEAK WITH INTERVIEWER OR NEVER COMPLETED SURVEY
- 2 DON'T KNOW OR DOES NOT REMEMBER

**Lead-in:** If VER-SCR-1 = 1 (Yes)

**Next:** If VER-SCR-1b = 0 (No, did not speak with interviewer or never completed survey) or 2 (Don't know/Does not remember): VER-SCR-1c; Else VER-SCR-2

## VER-SCR-1c

[IF VER-SCR-1 = 3(Respondent Unknown) or VER-SCR-1b = 0 (No)]

## [SYSTEM ENTRY]

#### **ENGLISH**

According to our records, [FILL SCREENER RESPONDENT NAME] was contacted concerning [FILL ADDRESS].

Is this the correct phone number for [FILL ADDRESS]?

INTERVIEWER INSTRUCTION: IF THEY ASK WHY WE ARE CALLING OR WHY THEY SHOULD PROVIDE THIS INFORMATION SAY: This is a scientific research study, and the quality of data is essential. We monitor our interviewer's work in several ways. One important check is to call some of the residences that were contacted to ensure the interviewer followed proper procedures and behaved professionally.

- 1 YES
- 0 NO
- 2 REFUSE

#### **SPANISH**

Según nuestros registros, se contactaron a [FILL SCREENER RESPONDENT NAME] con respecto a [FILL ADDRESS].

¿Es este el número de teléfono correcto para [FILL ADDRESS]?

INTERVIEWER INSTRUCTION: IF THEY ASK WHY WE ARE CALLING OR WHY THEY SHOULD PROVIDE THIS INFORMATION SAY: Este es un estudio de investigación científica, y la calidad de los datos es esencial. Supervisamos el trabajo de nuestros entrevistadores de varias maneras. Una comprobación importante es llamar a algunas de las residencias contactadas para asegurar que el entrevistador siguió los procedimientos adecuados y se comportó con profesionalismo.

- 1 YES
- 0 NO
- 2 REFUSE

**Lead-in:** If VER-SCR-1 = 3 (Respondent Unknown) or VER-SCR-1b = 0 (No, did not speak with interviewer or never completed survey)

**Next:** If VER-SCR-1c = 0 (No): VER-SCR-END; If VER-SCR-1c = 2 (Refuse): WHO REF; Else, VER-SCR-8

#### VER-SCR-2

[If VER-SCR-1b =1 (Yes, completed survey)] [RADIO]

#### **ENGLISH**

Did the interviewer ask you the questions ...

- 1 in-person at your home?
- 2 by telephone?

- 3 by video?
- 4 DON'T KNOW

## **SPANISH**

¿El(la) entrevistador(a) le hizo las preguntas...?

- 1 En persona en su hogar
- 2 Por teléfono
- 3 Por video
- 4 DON'T KNOW

**Lead-in:** If VER-SCR-1b = 1 (Yes)

Next: VER-SCR-3

### **VER-SCR-3**

[VER-SCR-2] [RADIO]

## **ENGLISH**

How long did it take to answer these questions? Would you say ...

- 1 less than 5 minutes?
- 2 5-10 minutes?
- 3 11-15 minutes?
- 4 16-20 minutes?
- 5 more than 20 minutes?
- 6 DON'T KNOW

## **SPANISH**

¿Cuánto tiempo tardó en responder las preguntas?

- 1 MENOS DE 5 MINUTOS
- 2 DE 5 A 10 MINUTOS
- 3 DE 11 A 15 MINUTOS
- 4 DE 16 A 20 MINUTOS
- 5 MÁS DE 20 MINUTOS
- 6 DON'T KNOW

Lead-in: VER-SCR-2 Next: If VER-SCR-4

## **VER-SCR-4**

[VER-SCR-3] [RADIO]

## **ENGLISH**

Did you receive cash as a thank you for participating?

- 1 YES
- ON O
- 2 DON'T KNOW

## **SPANISH**

¿Recibió dinero en efectivo como agradecimiento por participar?

- 1 YES
- 0 NO
- 2 DON'T KNOW

Lead-in: VER-SCR-3

**Next:** If VER-SCR-4 = 1 (Yes): VER-SCR-5; ELSE VER-SCR-6

## **VER-SCR-5**

[If VER-SCR-4 = 1 (Yes)] [RADIO, TEXT]

## **ENGLISH**

What was the amount you received?

- 1 \$1
- 2 \$3
- 3 \$5
- 4 \$10
- 5 Other (SPECIFY): \_\_\_\_\_ [ALLOW 5 DIGITS, NO DECIMAL PLACES]
- 6 DON'T KNOW

#### **SPANISH**

¿Cuál fue la cantidad que recibió?

- 1 \$1 DÓLAR
- 2 \$3 DÓLARES
- 3 \$5 DÓLARES
- 4 \$10 DÓLARES
- 5 OTRA CANTIDAD (ESPECIFIQUE:\_\_\_\_\_)
- 6 DON'T KNOW

**Lead-in:** If VER-SCR-4= 1 (Yes)

Next: VER-SCR-6

### **VER-SCR-6**

## [If VER-SCR-4 = 0 or VER-SCR-5] [RADIO, TEXT]

#### **ENGLISH**

Did the interviewer conduct themself in a professional manner?

- 1 YES
- 0 NO [INTERVIEWER INSTRUCTION: ASK RESPONDENT "Can you please explain why you answered no?" (SPECIFY): \_\_\_\_\_\_ [ALLOW 200 CHARACTERS]
- 2 DON'T KNOW

#### **SPANISH**

¿El(la) entrevistador(a) se comportó de manera profesional?

- 1 YES
- 0 NO [INTERVIEWER INSTRUCTION: ASK RESPONDENT "¿Podrías explicarme por qué respondió que no?" (SPECIFY): \_\_\_\_\_\_ [ALLOW 200 CHARACTERS]
- 2 DON'T KNOW

**Lead-in:** If VER-SCR-4 = 0 (No) or VER-SCR-5

Next: VER-SCR-7

#### VER-SCR-7

[VER-SCR-6] [RADIO]

## **ENGLISH**

It is important that the interviewer visited the correct address. Can you please provide the address where you lived on [FILL DATE OF SCREENER COMPLETON FROM CASE]? Please include the apartment or unit number as well.

INTERVIEWER INSTRUCTION: DO NOT READ THE ADDRESS TO THE RESPONDENT. IF THE ADDRESS MATCHES THIS INFORMATION, SELECT CORRECT. IF IT DOES NOT MATCH SELECT INCORRECT.

## [FILL ADDRESS]

- 0 CORRECT
- 1 INCORRECT
- 2 DON'T KNOW
- 3 REFUSE

### **SPANISH**

Es importante que el(la) entrevistador(a) haya visitado la dirección correcta. ¿Podría indicar la dirección donde vivía el [FILL DATE OF SCREENER COMPLETON FROM CASE]? Incluya también el número de apartamento o unidad.

INTERVIEWER INSTRUCTION: DO NOT READ THE ADDRESS TO THE RESPONDENT. IF THE ADDRESS MATCHES THIS INFORMATION, SELECT CORRECT. IF IT DOES NOT MATCH SELECT INCORRECT.

## [FILL ADDRESS]

- 0 CORRECT
- 1 INCORRECT
- 2 DON'T KNOW
- 3 REFUSE

Lead-in: VER-SCR-6

Next: If VER-SCR-7 = 1 (Incorrect): VER-SCR-7a; ELSE VER-SCR-8

## VER-SCR-7a

[VER-SCR-7 = 1 (Incorrect)] [TEXT]

**ENGLISH** 

ENTER ADDRESS RESPONDENT PROVIDED VERBATIM.

INTERVIEWER INSTRUCTION: IF YOU NEED THE RESPONDENT TO HEAR THE ADDRESS AGAIN, READ THIS QUESTION AND THE ADDRESS TO THE RESPONDENT: Would you please provide the correct address or describe what about this address is incorrect?

[FILL ADDRESS]

ENTER REFUSED IF THEY REFUSE TO PROVIDE ADDRESS INFORMATION. ENTER RESPONDENT'S ANSWER VERBATIM.

**SPANISH** 

ENTER ADDRESS RESPONDENT PROVIDED VERBATIM.

INTERVIEWER INSTRUCTION: IF YOU NEED THE RESPONDENT TO HEAR THE ADDRESS AGAIN, READ THIS QUESTION AND THE ADDRESS TO THE RESPONDENT: ¿Podría proporcionarme la dirección correcta o describir qué es incorrecto en esta dirección?

[FILL ADDRESS]

ENTER REFUSED IF THEY REFUSE TO PROVIDE ADDRESS INFORMATION. ENTER RESPONDENT'S ANSWER VERBATIM.

**Lead-in:** VER-SCR-7 =1 (Incorrect)

Next: VER-SCR-8

**VER-SCR-8** 

[VER-SCR-7 or VER-SCR-1c = 1(Yes)] [RADIO]

**ENGLISH** 

LIVE FILL

ONE PERSON ROSTERED: "person lives"

TWO OR MORE PEOPLE ROSTERED: "people live"

According to our interviewer, including yourself, the following [LIVE FILL] at your household:

[FILL HHROSTER]

Is this information correct?

INTERVIEWER INSTRUCTION: READ DEMOGRAPHIC INFORMATION FOR EACH HOUSEHOLD MEMBER. AN AGE DIFFERENCE OF 1 YEAR IS ACCEPTABLE AS CORRECT.

- 0 CORRECT
- 1 INCORRECT
- 2 DON'T KNOW
- 3 REFUSE

**SPANISH** 

LIVE FILL

ONE PERSON ROSTERED: "la siguiente persona vive"
TWO OR MORE PEOPLE ROSTERED: "las siguientes personas viven"

Según nuestro entrevistador, incluido usted mismo, [LIVE FILL] en su hogar:

[FILL HHROSTER]

¿Es correcta esta información?

INTERVIEWER INSTRUCTION: READ DEMOGRAPHIC INFORMATION FOR EACH HOUSEHOLD MEMBER. AN AGE DIFFERENCE OF 1 YEAR IS ACCEPTABLE AS CORRECT.

- 0 CORRECT
- 1 INCORRECT
- 2 DON'T KNOW
- 3 REFUSE

**Lead-in:** VER-SCR-7 or VER-SCR-1c = 1 (Yes)

Next: If VER-SCR-8 = 1 (Incorrect): VER-SCR-8a; ELSE VER-SCR-9

## VER-SCR-8a

[VER-SCR-8 = 1(Incorrect)] [TEXT]

**ENGLISH** 

ENTER ROSTER DISCREPANCIES VERBATIM.

Would you please describe what is incorrect about the information?

## [FILL HHROSTER]

INTERVIEWER INSTRUCTION: READ DEMOGRAPHIC INFORMATION FOR EACH HOUSEHOLD MEMBER. AN AGE DIFFERENCE OF 1 YEAR IS ACCEPTABLE AS CORRECT. IF INFORMATION IS CORRECT, BACK UP ONE SCREEN AND CHANGE RESPONSE TO NOTE THE ROSTER INFORMATION IS CORRECT.

#### **SPANISH**

ENTER ROSTER DISCREPANCIES VERBATIM.

¿Podría describir qué es incorrecto en la información?

### [FILL HHROSTER]

INTERVIEWER INSTRUCTION: READ DEMOGRAPHIC INFORMATION FOR EACH HOUSEHOLD MEMBER. AN AGE DIFFERENCE OF 1 YEAR IS ACCEPTABLE AS CORRECT. IF INFORMATION IS CORRECT, BACK UP ONE SCREEN AND CHANGE RESPONSE TO NOTE THE ROSTER INFORMATION IS CORRECT.

**Lead-in:** VER-SCR-8 = 1 (Incorrect)

Next: VER-SCR-9

### VR-SCR-9

[ALL] [RADIO, TEXT]

#### **ENGLISH**

Those are all of my questions. Do you have any additional feedback to provide about your experience?

1	YES (SPECIFY):	[ALLOW 200 CHARACTERS]
^		

0 NO

#### **SPANISH**

Esas son todas mis preguntas. ¿Tiene algún comentario adicional sobre su experiencia?

1 YES (SPECIFY): \_\_\_\_\_ [ALLOW 200 CHARACTERS]
0 NO

Lead-in: VER-SCR-8 or VER-SCR-8a

Next: VER-SCR-END

#### **VER-SCR-END**

[ALL]

[DESCRIPTION]

**ENGLISH** 

Thank you very much for your time. Have a nice day/evening.

**SPANISH** 

Muchas gracias por su tiempo! Que tenga un buen día/buenas tardes.

**Lead-in:** VER-SCR-9

Next: NONE

IF VER-SCR-1a = 0 (Did not provide better time to call back) CODE AS 1204

IF VER-SCR-1c = 2 (No) CODE AS 1272

IF CALLBACK HAS SOFT APPOINTMENT SET CODE AS 1293

IF CALLBACK HAS HARD APPOINTMENT SET CODE AS 1292

CODE AS 2864 IF VER-SCR-1c = 1 (Yes) OR VER-SCR-2 = 2 (By telephone) OR 4 (Don't know) OR VER-SCR-3 = 5 (More than 20 minutes) OR 6 (Don't know) OR VER-SCR-4 = 0 (No) OR 2 (Don't know) OR VER-SCR-5 = 1 (\$1) OR 2 (\$3) OR 5 (Other) OR 6 (Don't know) OR VER-SCR-6 = 0 (No) OR VER-SCR-7 = 1 (Incorrect) OR 2 (Don't Know) OR 3 (Refuse) OR VER-SCR-8 = 1 (Incorrect) OR 2 (Don't Know) OR 3 (Refuse)

ELSE CODE AS 2890

#### **CALLBACK**

DISPLAY STANDARD CATI-CMS CALLBACK SCREEN AND ALLOW DCI TO SET HARD OR SOFT CALLBACK

## WHO REF

WAS THE REFUSAL BY THE VERIFICATION RESPONDENT OR A GATEKEEPER?

- <1> RESPONDENT REFUSED
- <2> GATEKEEPER OR DON'T KNOW
- <3> HUNG UP BEFORE OR DURING INTRO

IF WHO REF = 1 GO TO PREREF.

IF FIRST REFUSAL AND WHO REF = 2 CODE AS 1430.

IF FIRST REFUSAL AND WHO REF = 3 CODE AS 1415.

IF SECOND REFUSAL AND WHO REF = 2 CODE AS 2430.

IF SECOND REFUSAL AND WHO\_REF = 3 CODE AS 2415.

#### **PREREF**

INTERVIEWER: SPECIFY THE STRENGTH OF THE REFUSAL.

<1> MILD

<2> FIRM

<3> HOSTILE

IF FIRST REFUSAL AND PREREF = 1 CODE AS 1410
IF FIRST REFUSAL AND PREREF = 2 CODE AS 1405
IF FIRST REFUSAL AND PREREF = 3 CODE AS 2401

UNLESS THE CASE IS A 2401, THE CASE SHOULD BE CODED AS A FINAL REFUSAL AFTER THE SECOND REFUSAL.

IF SECOND REFUSAL AND PREREF = 1 CODE AS 2410
IF SECOND REFUSAL AND PREREF = 2 CODE AS 2405
IF SECOND REFUSAL AND PREREF = 3 CODE AS 2401

## **VER-SCR-ANS**

## **Answering Machine Information**

The message will be left after the first and fifth call attempts.

## **English Script:**

Hello, my name is \_\_\_\_\_ with RTI International regarding a survey for the U.S. Department of Labor, Bureau of Labor Statistics. Our records indicate that someone at this number was contacted by one of our interviewers and I am calling to verify the quality of their work. This call will take just a few minutes of your time. A representative from RTI International will try to reach you over the next few days to ask a few brief questions. Thank you in advance for your time.

## **Spanish Script:**

Hola, me llamo \_\_\_\_\_\_\_, con RTI International con respecto a una encuesta para la Oficina de Estadísticas Laborales del Departamento de Trabajo de los Estados Unidos. Nuestros registros indican que uno de nuestros entrevistadores contactó a alguien en este número y le llamo para verificar la calidad de su trabajo. Esta llamada solo le tomará unos minutos. Un representante de RTI International intentará contactarle en los próximos días para hacerle algunas preguntas breves. Gracias de antemano por su tiempo.

**CODE AS 1266** 

## **HELP DATA (HELP Screen)**

- <1> DISPLAY DETAILED DATA FOR ROSTER LINE
- <2> REVIEW RECORD OF EVENTS
- <3> EDIT/REVIEW CASE LEVEL COMMENTS
- <4> ADD LINE LEVEL COMMENTS
- <5> MARK THE CASE FOR SUPERVISOR REVIEW
- <6> CODE AS REFUSAL
- <7> CASE REVIEW

IF HELP DATA = 6 (Refusal) GO TO WHO REF

## **SUBJ CODES (More Codes)**

- <0> RETURN TO MAIN MENU
- <1> SET CALLBACK
- <2> HUNG UP BEFORE INTRO
- <3> REFUSED OR HUNG UP
- <4> LANGUAGE BARRIER SPANISH
- <5> LANGUAGE BARRIER OTHER
- <6> WRONG PHONE NUMBER
- <7> DECEASED
- <8> PHYSICALLY/MENTALLY INCAPABLE
- <9> INADEQUATE AUDIO QUALITY
- IF SUBJ CODES = 1 GO TO CALLBACK
- IF SUBJ\_CODES = 2 GO TO WHO\_REF
- IF SUBJ CODES = 3 GO TO WHO REF
- IF SUBJ CODES = 4 CODE AS 1501
- IF SUBJ CODES = 5 CODE AS 1537
- IF SUBJ CODES = 6 CODE AS 1272
- IF SUBJ CODES = 7 CODE AS 1550
- IF SUBJ CODES = 8 CODE AS 1554
- IF SUBJ\_CODES = 9 CODE AS 1562