

Troubleshooting & Ambiguous Situations (previous issues)

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Formats

- On-screen text is in `Courier`.
 - `What is your age?`
- R answers are in *italics*.
 - “*Very good*”
- Arrows indicate CDC answers from previous sessions.

Unusual screening situations: relay service

- Screening with deaf HH member
 - We contact a person who is deaf, but willing to do screening Qs via Telecom Relay Service. No hearing person is available in the HH at the time.
 - Can we use TRS to screen / interview?
- No
- Mode, accuracy, and privacy issues

Unusual screening situations: forwarding

- Call forwarding (landline sample)
 - R temporarily forwards calls from landline # (A) to cell # (B).
 - What eligibility & procedural issues are there?
- OK to screen & interview if elig., focusing the questions on phone & HH at #A (orig. landline sample number).
- If #B is cell, OK to interview, using safety rules.

Unusual screening situations: forwarding

- Call forwarding (cell sample)
 - R temporarily forwards calls from cell # (A) to cell # (B).
 - What eligibility & procedural issues are there?
- OK to screen (& interview if elig.), focusing questions on phone & HH associated with #A (orig. cell sample number).

Unusual screening situations: forwarding

- Call forwarding (landline sample)
 - R temporarily forwards calls from in-state landline # (A) to out-of-state landline # (B).
 - What eligibility & procedural issues are there?
- OK to screen (& interview if elig.), focusing questions on phone & HH at sampled number.

Interviewing techniques

- Mentioning a later question, in order to narrow focus for the current question
 - R volunteers information during answer that indicates he's including events relevant to a future question.
 - *"I'm going to be reducing salt, since my doctor told me to."*
 - Can interviewers acknowledge the early answers?
 - First, by repeating the current question.
 - If problem persists, saying: "We'll ask about [later topic] in a minute, but now we're asking ...".
- No
- Too much variation in how ivwrs might handle that

Interviewing techniques

- Verification of early answers
 - As a question begins, R interrupts with an answer.
 - (or) At Question 1, R volunteers information that will later be an answer to Question 2.
 - Can interviewer acknowledge early answers?
 - e.g., Read entire question first, then say “... and you said X, is that right?”
- No
- Too much variation in how ivwrs might handle that

Interviewing techniques

- Responding to R's emotion in sensitive topics
 - In Sexual/Interpersonal Violence sections, R may become upset.
 - Can interviewer display empathy?
 - e.g., "I'm sorry that happened to you." "We can call back and continue later."
 - Continue asking question.
- OK, in order to maintain cooperation
- Best to have standardized responses for it

Disposition code choices

- Post-hoc refusal coding
 - Several HH contacts, with none coded as refusals at the time
 - But supervisor reviews history, and sees pattern indicating refusal-like behavior.
 - Can supervisor change codes to refusals later?
 - Can/should interim codes be changed to 505?
 - Can code be changed to final refusal w/o interim 505?
- OK, on occasion.

Answers that do not fit categories

- Education
 - R earned an associate's degree, but was in tech school 4 years.
 - R attended college for 4 years but did not graduate.
 - Code as 5 or 6?
- Code as 5, some college or tech school.
- We care about the degree, not the years.

Answers that do not fit categories

- Location data, when not at primary residence
 - R is interviewed at an eligible 2nd home.
 - Zip code & county items
 - "What is the zip code where you live?"
 - "What county do you live in?"
 - Present location?
 - Primary residence?
 - What about out-of-state resident Rs, who are eligible at 2nd home in-state?
- Use location of phone number dialed.

Physical activity, riding mower

- What type of physical activity or exercise did you spend the most ...
 - R: "*Lawn mowing on a riding mower*"
 - Answer list includes **Mowing lawn**
 - Accept the "*riding mower*" answer?
- Yes, accept

Income: R says specific amount

- Is your annual household income from all sources less than 25,000? [etc.]
- R answers with a number that clearly fits within a category: “*About \$60,000*”.
- Can ivwr skip ahead and choose the matching category?
 - No.
 - Ask categories, let R choose.

Income: R says “more” / “less”

- Is your annual household income from all sources less than 25,000? [etc.]
- R answers “*more*” or “*less*”, instead of “yes” or “no”.
- OK to accept “*more*” = “no” & “*less*” = “yes”