

The Collection and Analyzing of Contact History Instrument Data As an Aid to Survey Management:

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U.S. Census Bureau

U S C E N S U S B U R E A U

CHI

Contact

History

Instrument



Response Rate Summit 2002

- U.S. Census Bureau/IHSNG
- Propose Call Records
- Gather real-time data
- NHIS/CE Survey
- CHI is born

CHI Interface

- Written in Blaise design
- Manipula Script Converts to ASCII
- CAPI Case Management Systems

What is the Contact History Instrument (CHI)?

- Instrument that collects information on household- level
 - Contact attempts
 - Respondent concerns, behavior, reluctance
 - Strategies the FR used to get the interview
- CHI: separate instrument outside the survey instrument
- Case Management Tool

How do we access CHI?

- Automatic after each interview attempt
- Can be pulled externally via F12

Case Management

The screenshot displays the Case Management software interface. At the top, there is a menu bar (File, Edit, View, Actions, Help) and a toolbar with function keys (F1-Help, F2-Monitor, F3-MonTab, F4-CasList, F5-Reports, F6-Setup, F7-Notes, F8-View, F9-Set, F10-Edit, F11-GoTo, F12-Off). The main window title is "Case Management - Details" with a subtitle "DISCLOSURE PROHIBITED - TITLE 15 U.S.C.". Below this is a table listing cases with columns: Assign Pd, Control Number, SS, Address, Place Name/City, Appointment, Status, Telephone#, and Rte. A dialog box titled "Case Management - Contact Type" is open, showing "Partial interview - Follow up needed" and "Specify language or dialect" with "German" entered. Below the dialog is a "Contact History" table with columns: FR Code, Contact Date, P/T, Status, Type, and Strategy. The table contains one entry: FR Code 298, Contact Date Mon 03-31-2003 02:37 PM, P/T P, Status C, Type Partial interview - Follow up needed, and Strategy Advance letter given to respondent. The status bar at the bottom indicates "Ready".

Assign Pd	Control Number	SS	Address	Place Name/City	Appointment	Status	Telephone#	Rte
2003/1/13	08 12095 1021	Y03A 01 00	101 ORANGE BLOSSOM BLVD	ORLANDO				999
2003/1/13	08 12095 1022	Y03A 01 00	101 ORANGE BLOSSOM BLVD	ORLANDO				999
2003/1/13	08 12095 1023	Y03A 01 00	101 ORANGE BLOSSOM BLVD	ORLANDO				999
2003/1/13	08 12095 1024	Y03A 01 00				P		999
2003/1/13	08 12095 1024	Y03A 01 00				P		999
2003/1/13	08 12095 1025	Y03A 01 00						999
2003/1/13	08 12095 1026	Y03A 01 00						999
2003/1/13	08 12095 1027	Y03A 01 00						999
2003/1/13	08 12095 1028	Y03A 01 00						999
2003/1/13	08 12095 1029	Y03A 01 00						999
2003/1/13	08 12095 1030	Y03A 01 00						999
2003/1/13	08 12095 1031	Y03A 01 00						999

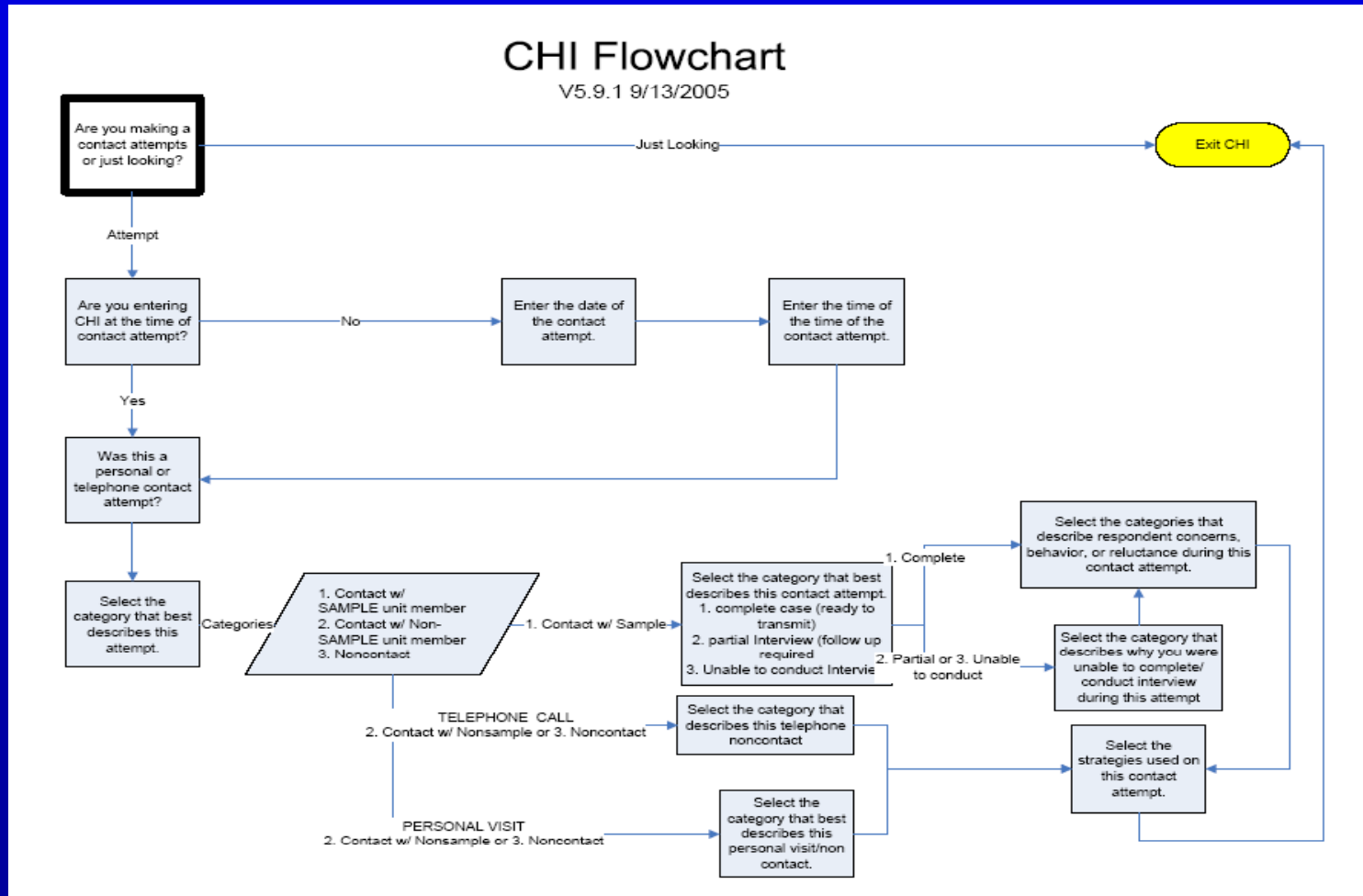
FR Code	Contact Date	P/T	Status	Type	Strategy
298	Mon 03-31-2003 02:37 PM	P	C	Partial interview - Follow up needed	Advance letter given to respondent

Training cases provide an example of the FR's view of CHI in Case Management

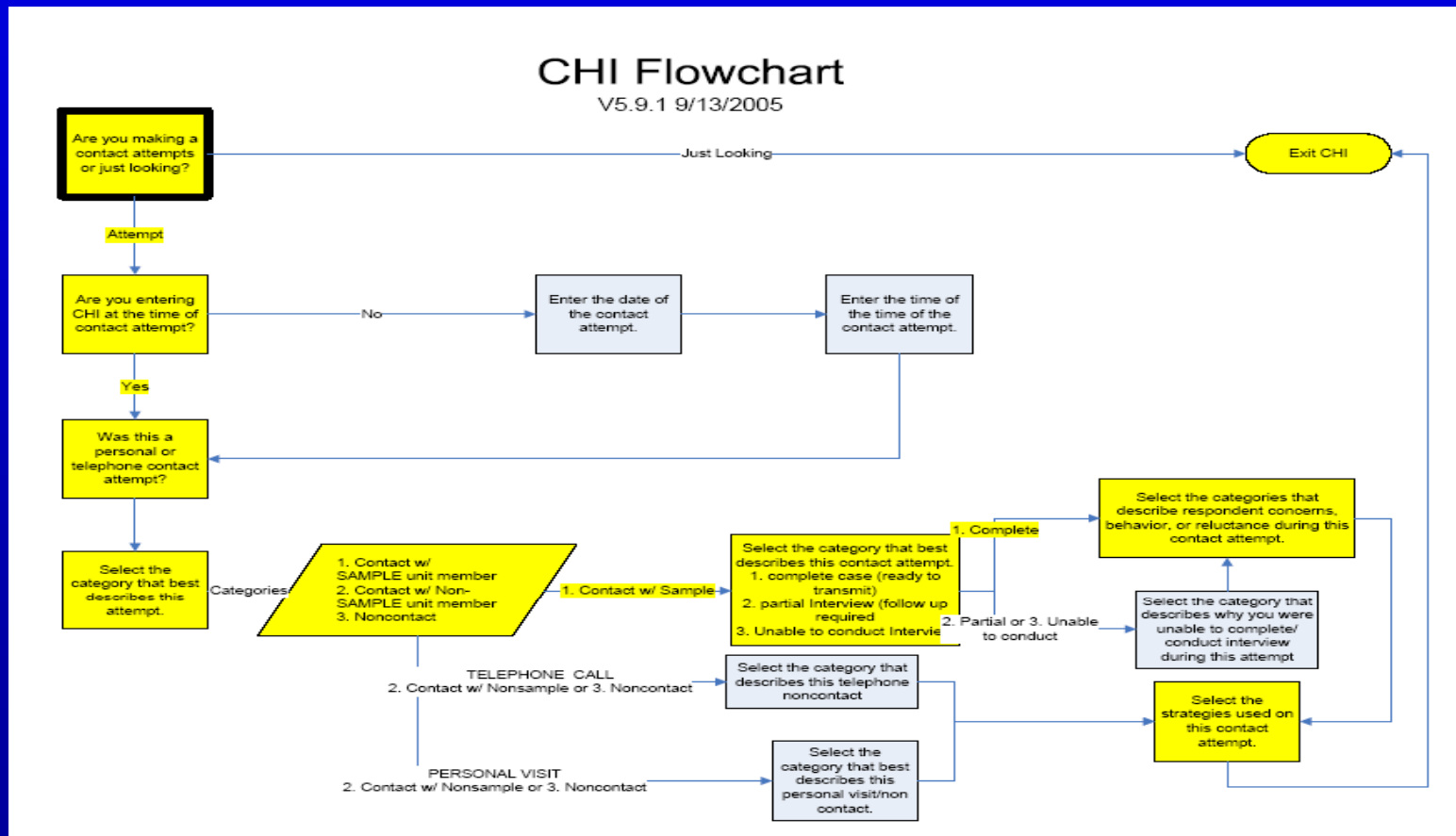
How long does CHI take?

- Average time to complete CHI, is 30 seconds per contact attempt or 1.5 minutes per case.

CHI Flowchart



CHI Path of Least Resistance



The Instrument

- CHI v5.9.19 9/13/05
- One size fits all
- Additional survey interest

CHI Status

Contact History Instrument v5.9.1 Created 09/13/2005

Forms Answer Navigate Options Help

CHI

◆ **CONTACT OR NONCONTACT**

- ◆ Select the category that best describes this attempt.

1. Contact with SAMPLE unit member

2. Contact with NON-SAMPLE unit member

3. Noncontact

Continue CHI / Exit **Attempt**

Immediate Attempt **Yes**

Date

Time

Personal/Telephone **Personal**

Contact or Noncontact

00000001 CTSTATUS 4-24-2008 10:19:41 AM Thursday CTRL NUM : 123456789012345678901234

Status

CHI

- **CONTACT OR NONCONTACT**
- Select the category that best describes this attempt.

1. Contact with SAMPLE unit member

2. Contact with NON-SAMPLE unit member

3. Noncontact

CHI Contact

Contact History Instrument v5.9.1 Created 09/13/2005

Forms Answer Navigate Options Help

CHI

◆ CONTACT

◆ Select the category that best describes this contact attempt.

1. Completed case - ready to transmit

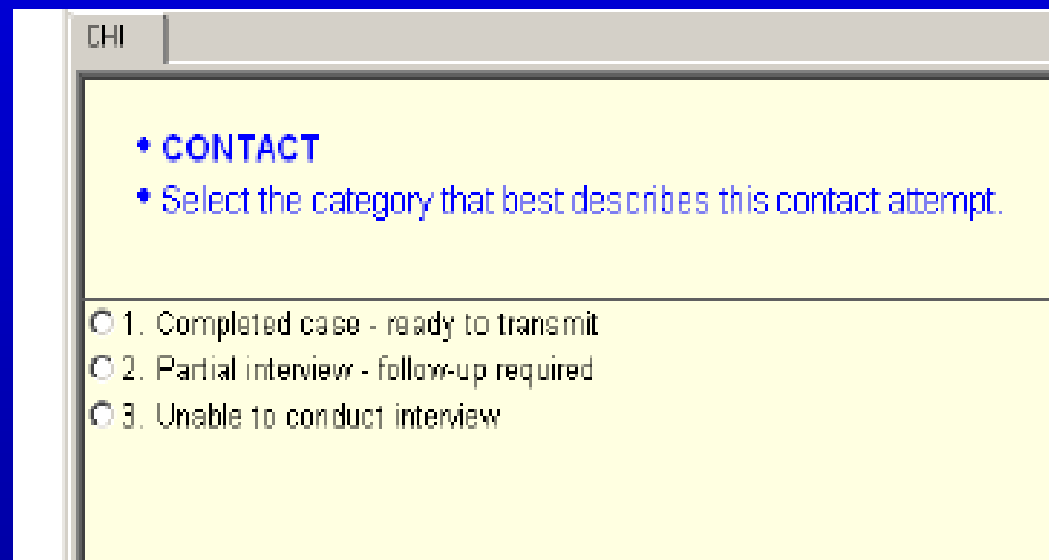
2. Partial interview - follow-up required

3. Unable to conduct interview

Contact

00000001 CTTYPER 4-24-2008 10:21:16 AM Thursday CTRL NUM : 123456789012345678901234

Contact



CHI

- **CONTACT**
- Select the category that best describes this contact attempt.

1. Completed case - ready to transmit

2. Partial interview - follow-up required

3. Unable to conduct interview

CHI NonContact

Contact History Instrument v5.9.1 Created 09/13/2005

Forms Answer Navigate Options Help

CHI

◆ NONCONTACT / PERSONAL VISIT

- ◆ Select the categories that describe this personal visit noncontact.
- ◆ Enter all that apply, separate with commas.

<input type="checkbox"/> 1. No one home	<input type="checkbox"/> 8. Address does not exist/unable to locate
<input type="checkbox"/> 2. No one home -- appointment broken	<input type="checkbox"/> 9. On vacation, away from home / at second home
<input type="checkbox"/> 3. No one home -- previous note / letter taken	<input type="checkbox"/> 10. Spoke with neighbor
<input type="checkbox"/> 4. Household does not answer door -- evidence someone is home	<input type="checkbox"/> 11. Building management / doorman contact
<input type="checkbox"/> 5. Drive-by	<input type="checkbox"/> 12. Completed case (Type B or C)
<input type="checkbox"/> 6. Multiple drive-bys - specify	<input type="checkbox"/> 13. Sample respondent moved - specify
<input type="checkbox"/> 7. Unable to reach / locked gate / buzzer entry	<input type="checkbox"/> 14. Other - specify

Noncontact Personal Visit

00000001 NCTPER 4-24-2008 2:28:08 PM Thursday CTRL NUM : 123456789012345678901234

Noncontact

CHI

♦ **NONCONTACT / PERSONAL VISIT**

♦ Select the categories that describe this personal visit noncontact.

♦ Enter all that apply, separate with commas.

<input type="checkbox"/> 1. No one home	<input type="checkbox"/> 8. Address does not exist/unable to locate
<input type="checkbox"/> 2. No one home -- appointment broken	<input type="checkbox"/> 9. On vacation, away from home / at second home
<input type="checkbox"/> 3. No one home -- previous note / letter taken	<input type="checkbox"/> 10. Spoke with neighbor
<input type="checkbox"/> 4. Household does not answer door -- evidence someone is home	<input type="checkbox"/> 11. Building management / doorman contact
<input type="checkbox"/> 5. Drive-by	<input type="checkbox"/> 12. Completed case (Type B or C)
<input type="checkbox"/> 6. Multiple drive-bys - specify	<input type="checkbox"/> 13. Sample respondent moved - specify
<input type="checkbox"/> 7. Unable to reach / locked gate / buzzer entry	<input type="checkbox"/> 14. Other - specify

Concerns/Behavior/Reluctance

Contact History Instrument v5.9.1 Created 09/13/2005

Forms Answer Navigate Options Help

CHI

◆ **CONCERN / BEHAVIOR / RELUCTANCE**

- ◆ Select the categories that describe respondent concerns, behaviors, or reluctance during this contact attempt.
- ◆ Enter all that apply, separate with commas.

<input type="checkbox"/> 1. Not interested / Does not want to be bothered	<input type="checkbox"/> 12. Hostile or threatens FR
<input type="checkbox"/> 2. Too busy	<input type="checkbox"/> 13. Other household members tell respondent not to participate
<input type="checkbox"/> 3. Interview takes too much time	<input type="checkbox"/> 14. Talk only to specific household member
<input type="checkbox"/> 4. Breaks appointments (puts off FR indefinitely)	<input type="checkbox"/> 15. Family issues
<input type="checkbox"/> 5. Scheduling difficulties	<input type="checkbox"/> 16. Respondent requests same FR as last time
<input type="checkbox"/> 6. Survey is voluntary	<input type="checkbox"/> 17. Gave that information last time
<input type="checkbox"/> 7. Privacy concerns	<input type="checkbox"/> 18. Asked too many personal questions last time
<input type="checkbox"/> 8. Anti-government concerns	<input type="checkbox"/> 19. Too many interviews
<input type="checkbox"/> 9. Does not understand survey / Asks questions about the survey	<input type="checkbox"/> 20. Last interview took too long
<input type="checkbox"/> 10. Survey content does not apply (retired, healthy, no crimes to report)	<input type="checkbox"/> 21. Intends to quit survey
<input type="checkbox"/> 11. Hang-up / slams door on FR	<input type="checkbox"/> 22. No concerns
	<input type="checkbox"/> 23. Other - specify

Concern/Behavior/Reluctance

00000001 RSPNDENT 4-24-2008 10:22:44 AM Thursday CTRL NUM : 123456789012345678901234

Concerns, etc.

♦ CONCERN / BEHAVIOR / RELUCTANCE

- ♦ Select the categories that describe respondent concerns, behaviors, or reluctance during this contact attempt.
- ♦ Enter all that apply, separate with commas.

- | | |
|---|---|
| <input type="checkbox"/> 1. Not interested / Does not want to be bothered | <input type="checkbox"/> 12. Hostile or threatens FR |
| <input type="checkbox"/> 2. Too busy | <input type="checkbox"/> 13. Other household members tell respondent not to participate |
| <input type="checkbox"/> 3. Interview takes too much time | <input type="checkbox"/> 14. Talk only to specific household member |
| <input type="checkbox"/> 4. Breaks appointments (puts off FR indefinitely) | <input type="checkbox"/> 15. Family issues |
| <input type="checkbox"/> 5. Scheduling difficulties | <input type="checkbox"/> 16. Respondent requests same FR as last time |
| <input type="checkbox"/> 6. Survey is voluntary | <input type="checkbox"/> 17. Gave that information last time |
| <input type="checkbox"/> 7. Privacy concerns | <input type="checkbox"/> 18. Asked too many personal questions last time |
| <input type="checkbox"/> 8. Anti-government concerns | <input type="checkbox"/> 19. Too many interviews |
| <input type="checkbox"/> 9. Does not understand survey /
Asks questions about the survey | <input type="checkbox"/> 20. Last interview took too long |
| <input type="checkbox"/> 10. Survey content does not apply
(retired, healthy, no crimes to report) | <input type="checkbox"/> 21. Intends to quit survey |
| <input type="checkbox"/> 11. Hang-up / slams door on FR | <input type="checkbox"/> 22. No concerns |
| | <input type="checkbox"/> 23. Other - specify |

Contact Strategies Attempted

Contact History Instrument v5.9.1 Created 09/13/2005

Forms Answer Navigate Options Help

CHI

◆ **CONTACT STRATEGIES ATTEMPTED**

◆ Select the categories that describe the strategies used on this contact attempt.

◆ Enter all that apply, separate with commas.

<input type="checkbox"/> 1. Advance letter given	<input type="checkbox"/> 13. Contacted other family members
<input type="checkbox"/> 2. Scheduled appointment	<input type="checkbox"/> 14. Contacted property manager
<input type="checkbox"/> 3. Left note / appointment card	<input type="checkbox"/> 15. Visited county assessor / post office / permit office
<input type="checkbox"/> 4. Left promotional packet / informational brochure	<input type="checkbox"/> 16. On-line tracking database
<input type="checkbox"/> 5. Called household	<input type="checkbox"/> 17. Sought help from SFR / RO
<input type="checkbox"/> 6. Left message on answering machine	<input type="checkbox"/> 18. Reassignment
<input type="checkbox"/> 7. FR will request No One Home Letter	<input type="checkbox"/> 19. Offered incentive
<input type="checkbox"/> 8. FR will request Refusal Letter	<input type="checkbox"/> 20. CED double placement
<input type="checkbox"/> 9. FR will request Better Understanding Letter	<input type="checkbox"/> 21. Used MAF or ALMI
<input type="checkbox"/> 10. Called contact persons	<input type="checkbox"/> 22. None
<input type="checkbox"/> 11. Stake-out	<input type="checkbox"/> 23. Other - specify
<input type="checkbox"/> 12. Checked with neighbors	

Strategies attempted

00000001 STRATEGS 4-24-2008 2:31:44 PM Thursday CTRL NUM : 123456789012345678901234

Strategies Attempted

• CONTACT STRATEGIES ATTEMPTED

- Select the categories that describe the strategies used on this contact attempt.
- Enter all that apply, separate with commas.

- | | |
|--|--|
| <input type="checkbox"/> 1. Advance letter given | <input type="checkbox"/> 13. Contacted other family members |
| <input type="checkbox"/> 2. Scheduled appointment | <input type="checkbox"/> 14. Contacted property manager |
| <input type="checkbox"/> 3. Left note / appointment card | <input type="checkbox"/> 15. Visited county assessor / post office / permit office |
| <input type="checkbox"/> 4. Left promotional packet / informational brochure | <input type="checkbox"/> 16. On-line tracking database |
| <input type="checkbox"/> 5. Called household | <input type="checkbox"/> 17. Sought help from SFR / RD |
| <input type="checkbox"/> 6. Left message on answering machine | <input type="checkbox"/> 18. Reassignment |
| <input type="checkbox"/> 7. FR will request No One Home Letter | <input type="checkbox"/> 19. Offered incentive |
| <input type="checkbox"/> 8. FR will request Refusal Letter | <input type="checkbox"/> 20. CED double placement |
| <input type="checkbox"/> 9. FR will request Better Understanding Letter | <input type="checkbox"/> 21. Used MAF or ALMI |
| <input type="checkbox"/> 10. Called contact persons | <input type="checkbox"/> 22. None |
| <input type="checkbox"/> 11. Stake-out | <input type="checkbox"/> 23. Other - specify |
| <input type="checkbox"/> 12. Checked with neighbors | |

CHI ROSCO Reports

- Summary report
- Type A Report (Refusal)
- Type of Contact by Time of Attempt Report
- Number of Attempts Report by FR
- FR Contact Attempts Report

FR Contact Attempt Report

CHI FR Contact Attempt Report (CHI 5)

Any Survey CHI FR Contact Attempt Report (CHI 5)
Teams: N/A
Interview Period: 2008/ **10/13**

This report contains information, the release of which is prohibited by Title 42, and will be used only for the purposes stated for this study.

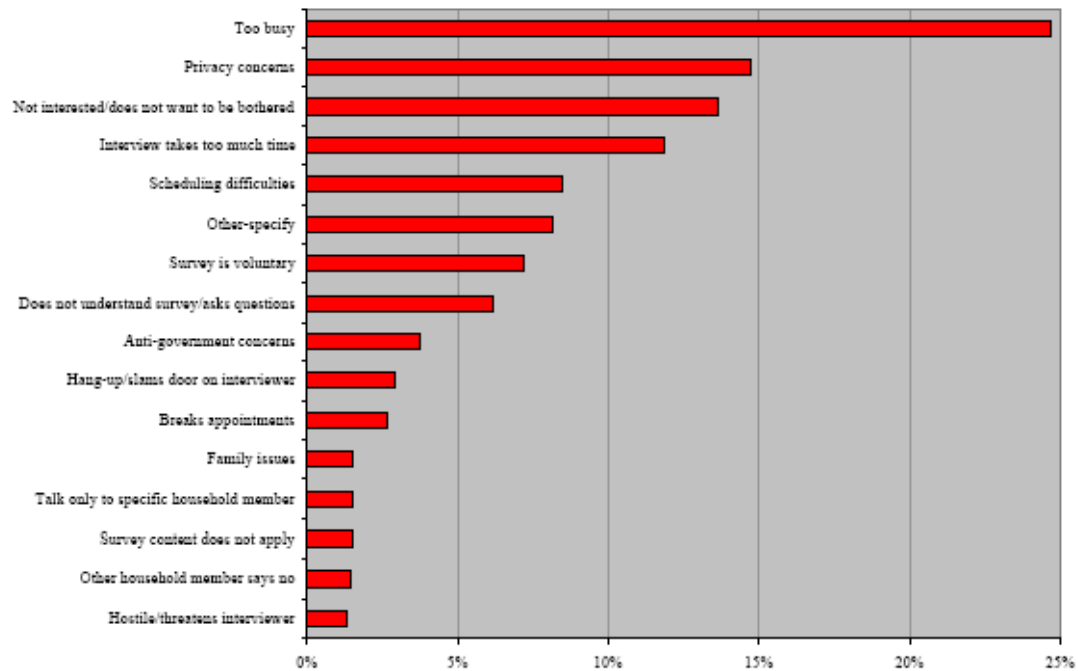
FR: A1 **Clark Kent**

Control Number	Date Contacted	P/T	Status	Type	Strategy	Outcome
123456789	date: time	P	Non-contact	N01	S22	202
	date: time	P	Non-contact	N01	S22	202
	date: time	P	Non-contact	N01	S22	219

ROSCO - - RO Page 1 of 152 **Future date** 10.35 am

Results

Percentage of Eligible Households Where Concern/Reluctance Was Expressed at One or More Contacts: NHIS, 2005 (excluding 7 weeks of quarter 1)



National Center for Health Statistics

- Released 2006 NHIS Paradata File
- Stand-alone data file/ linked to the NHIS 2006 health data files
- <http://www.cdc.gov/nchs/about/major/nhis/2006paradata.htm>

Where do we go from here?

- How do we address busy schedules
- Privacy Concerns
- No interest/ No bother
- Lengthy interview time

References:

- Dahlhamer, J.M, Simile, C.M., Taylor B. (2006). Exploring the Impact of Participant Reluctance on Data Quality in the National Health Interview Survey (NHIS). Proceedings of Statistics Canada Symposium 2006, Methodological Issues in Measuring Population Health.
- Dyer W.E. Jr. (2004, July). Contact History Instrument (CHI). Paper presented at the 9th International Blaise Users Conference.
- Gonzalez, A. (2002). Contact History Instrument Specifications, Case Management and ROSCO Requirements. Unpublished Internal Census Document.

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Questions?

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