

# CENSUS SUPERVISOR'S MANUAL

# SAVVY

*Sample Vital Registration with Verbal Autopsy*



**MEASURE Evaluation**

**U.S. Census Bureau**



# Census Supervisor's Manual

## SAVVY

### Sample Vital Registration with Verbal Autopsy



U S C E N S U S B U R E A U  
*Helping You Make Informed Decisions*

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### Cover

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# Table of Contents

	ACKNOWLEDGMENTS	ii
	LIST OF ACRONYMS	v
	SAVVY MANUAL SERIES	vi
<b>1.</b>	<b>What is SAVVY?</b>	<b>1</b>
	DEMOGRAPHIC SURVEILLANCE	3
	MORTALITY SURVEILLANCE WITH VERBAL AUTOPSY	4
	WHAT IS VERBAL AUTOPSY?	4
	ABOUT THIS MANUAL	5
	IMPORTANCE OF THE SAVVY CENSUS DATA	6
<b>2.</b>	<b>Responsibilities of the SAVVY Census Supervisor</b>	<b>7</b>
	THE SUPERVISOR'S RESPONSIBILITIES	7
	WHAT SUPERVISORS DO	7
	SUPERVISOR MATERIALS	8
	SUPERVISOR'S TRAINING PACKAGE FOR INTERVIEWER TRAINING	11
	YOUR SUPERVISOR	11
	BECOMING FAMILIAR WITH THE BASELINE CENSUS AND UPDATE PROCEDURES	13
	CONFIDENTIALITY	13
	FALSIFICATION OF DATA	13
	TRAVELING YOUR SUPERVISORY AREA	13
<b>3.</b>	<b>Interviewer Training</b>	<b>15</b>
	OBTAINING TRAINING SPACE	15
	PREPARING FOR INTERVIEWER TRAINING	16
	CONDUCTING INTERVIEWER TRAINING	16
<b>4.</b>	<b>Interviewer Assignments</b>	<b>17</b>
	DISTRIBUTING INTERVIEWER ASSIGNMENTS AND MATERIALS	17
	COMPLETING THE SUPERVISOR'S RECORD FORM	18
	CONFIDENTIALITY OF INTERVIEWER INFORMATION	18
<b>5.</b>	<b>Initial Observation Visits</b>	<b>19</b>
	WHEN TO OBSERVE AND WHOM	19
	WHEN AND HOW TO CORRECT INTERVIEWER ERRORS	19
	HOW MUCH TO OBSERVE	20
	EVALUATION	20

<b>6. On-the-Job Training</b>	<b>23</b>
WHEN TO PROVIDE OJT	23
TRAINING REPLACEMENT INTERVIEWERS	23
<b>7. Intermediate Review of Work</b>	<b>25</b>
INTERMEDIATE CHECK	25
SELECTING PLACES AND TIMES FOR INTERMEDIATE MEETINGS WITH INTERVIEWERS	26
TASKS FOR INTERMEDIATE MEETINGS WITH INTERVIEWERS	26
<b>8. Collecting Completed Work and Final Review</b>	<b>29</b>
FINAL REVIEW	29
<b>9. Quality Assurance Check</b>	<b>31</b>
QA CHECK	31
SPECIAL CIRCUMSTANCES THAT REQUIRE SUPERVISOR VISITS	35
<b>10. Transmitting Work to the Office, Returned Forms, Repair Instructions, and Additional Verification</b>	<b>37</b>
REPAIR INSTRUCTIONS FOR ADDRESS LISTING BOOKS AND MAPS	37
ADDITIONAL QUESTIONNAIRE VERIFICATION — UNIT VERIFICATION	38
ADDITIONAL QUESTIONNAIRE VERIFICATION — QUESTIONNAIRES WITH UNKNOWN POPULATIONS	40
ADDITIONAL QUESTIONNAIRE VERIFICATION — QUESTIONNAIRES WITH A POPULATION COUNT OF 1	40
<b>Glossary of Terms</b>	<b>43</b>
<b>Appendices</b>	<b>49</b>
APPENDIX A: SUPERVISOR'S MANAGEMENT RECORD	51
APPENDIX B: INITIAL OBSERVATION CHECKLIST	53
APPENDIX C: QUALITY ASSURANCE REVIEW PAGE	55
APPENDIX D: QUALITY ASSURANCE CHECK RECORD	59
APPENDIX E: UNIT VERIFICATION FORM	61
APPENDIX F: ERROR LIST	63

## LIST OF ACRONYMS

<b>AA</b>	assignment area
<b>AIDS</b>	acquired immunodeficiency syndrome
<b>ANC</b>	antenatal care
<b>CSC</b>	census supervisor coordinator
<b>CSPro</b>	Census and Survey Processing System (software)
<b>DSS</b>	demographic surveillance system
<b>HIV</b>	human immunodeficiency virus
<b>HU</b>	housing unit
<b>ICD, ICD-10</b>	<i>International Statistical Classification of Diseases and Related Health Problems</i> , second edition, 10th revision
<b>ID</b>	identification
<b>KI</b>	key informant
<b>MCH</b>	maternal-child health
<b>MSS</b>	mortality surveillance system
<b>OJT</b>	on-the-job training
<b>QA</b>	quality assurance
<b>SA</b>	supervisory area
<b>SAVVY</b>	Sample Vital Registration with Verbal Autopsy
<b>SBS</b>	SAVVY budget spreadsheet
<b>TB</b>	tuberculosis
<b>TBA</b>	traditional birth attendant
<b>TT</b>	tetanus toxoid
<b>USAID</b>	U.S. Agency for International Development
<b>VA</b>	verbal autopsy
<b>VAI</b>	verbal autopsy interviewer
<b>WHO</b>	World Health Organization

## SAVVY MANUAL SERIES

This series of SAVVY mortality surveillance system manuals, guides, and other documents is available at the MEASURE Evaluation Web site at:

<http://www.cpc.unc.edu/measure/leadership/savvy.html>

*Sample Vital Registration with Verbal Autopsy (SAVVY): An Overview*

### **Central office manuals:**

*Data Processing Manager's Manual*, including SAVVY Data System software

*SAVVY Budget Manual*, including SAVVY Budget Template software

*Verbal Autopsy Certifier and Coder's Manual*

### **Field office manuals:**

*Field Office Manager's Manual*

*Census Interviewer's Manual*

*Census Supervisor Coordinator's Manual*

*Census Supervisor's Manual*

*Census Update Interviewer's Manual*

*Key Informant's Manual*

*Verbal Autopsy Interviewer's Manual*

*Verbal Autopsy Supervisor's Manual*

### **Training guides and materials:**

*Census Interviewer Training Guide*

*Census Interviewer's Workbook*

*Census Supervisor Training Guide*

*Census Update Interviewer Training Guide*

*Census Update Interviewer's Workbook*

*Key Informant Training Guide*

*Verbal Autopsy Interviewer Training Guide*

*Verbal Autopsy Supervisor Training Guide*

SAVVY methods for verbal autopsy (including forms, certification, and cause of death assignment and coding) have been developed in collaboration with the World Health Organization (WHO). The WHO publication *Verbal Autopsy Standards: Ascertaining and Attributing Cause of Death* is an essential resource for the application of SAVVY methods.

SAVVY stands for “**S**Ample **V**ital registration with **V**erbal autops**Y**.” SAVVY is a library of best practice methods for improving the quality of vital statistics where high coverage of civil registration and/or good cause of death data are not available. SAVVY is not a substitute for universal civil registration. Its components can, however, fill short- to medium-term needs for critical information on births, deaths, and cause of death at the population level.

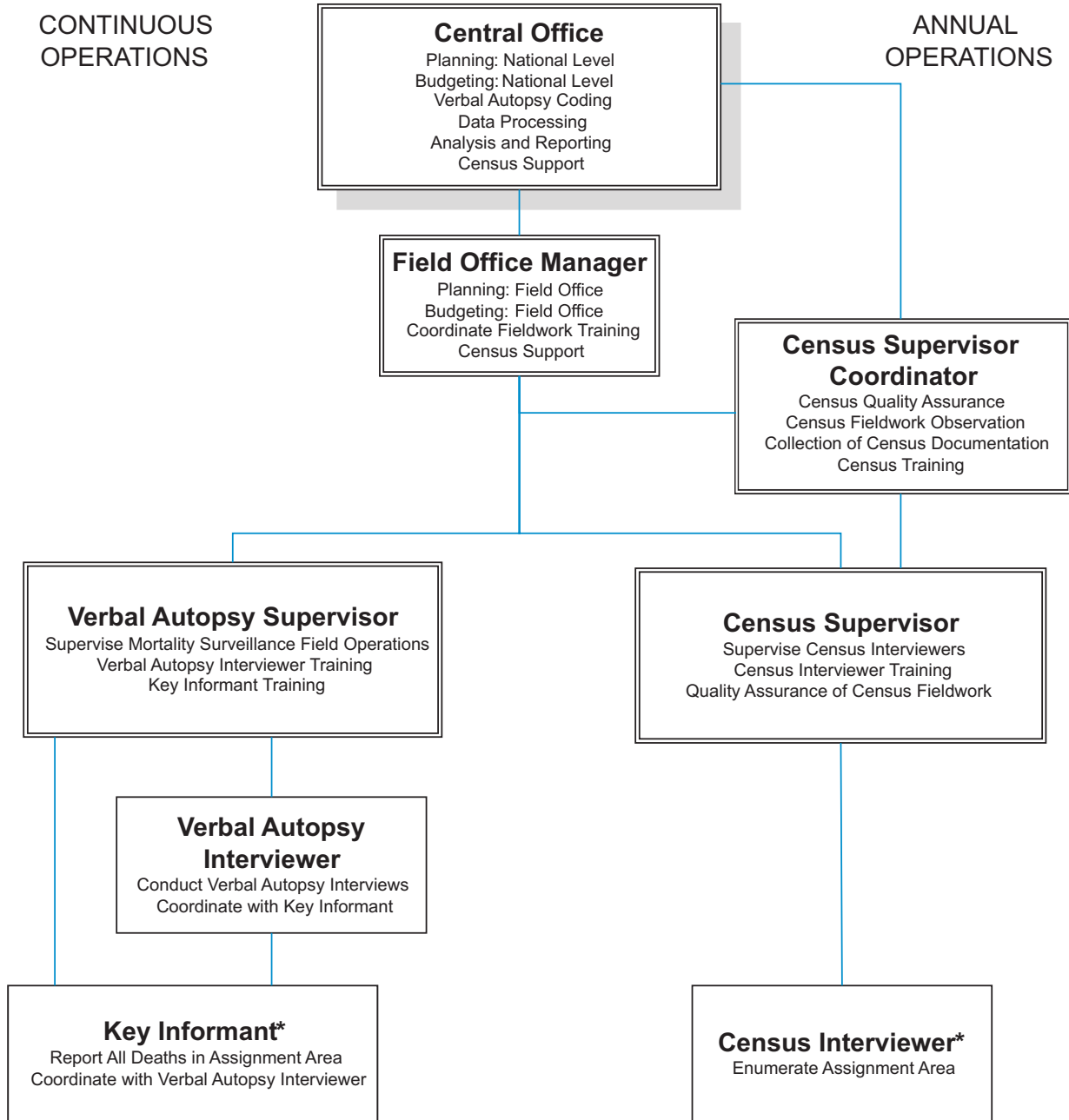
SAVVY can be implemented in many ways. It is not always necessary to implement SAVVY as a complete system. There are many circumstances in which various SAVVY methods might be effectively implemented. One option is to adapt specific modules and manuals in order to attain rapid cause-specific mortality estimates as part of a stand-alone data collection exercise, such as a survey. Another potential use of SAVVY methodologies is to augment existing facility-based or administrative data sources. SAVVY methods are integrated into the Health Metrics Network’s vision of “stepping stones” to better vital events monitoring, and are entirely harmonized to the World Health Organization (WHO) International Classification of Diseases (ICD).

The remainder of this chapter will describe the structure of a complete SAVVY system, as part of a long-term strategy to attain universal vital registration and the proper medical certification of deaths. When implemented as a complete system, SAVVY can serve to provide nationally representative information about levels and causes of death, as well as generate many other socio-demographic indicators.

SAVVY includes resources to implement the following:

- ❖ **Demographic surveillance system (DSS)** — DSS is a complete and continuous enumeration of births, deaths, and migration in a geographically defined population.
- ❖ **Mortality surveillance system (MSS)** — MSS consists of the active reporting of deaths in a geographically defined population. Verbal autopsy (VA) interviews are used to determine the probable causes of death.

# Organizational Chart of the Full SAVVY System



\*If possible, these roles should be filled by a single individual.

- ✦ **Death certification and ICD coding** — Death certification and ICD coding involves application of the tenth revision of ICD and WHO-approved procedures to certify deaths from verbal autopsy interviews and assign a probable cause of death.
- ✦ **Nested surveys** — Nested surveys consist of focused sets of questions and are included in the census update rounds. Examples include surveys on poverty monitoring, reproductive health, health service coverage, and environmental and behavioral risk factors.

In establishing a full SAVVY system, the first step is to select and define representative sample areas. Then a complete baseline census is conducted of all households and residents in those areas. The census information on the residents of each sample area is updated annually.

Following the baseline census and continuously thereafter, a local key informant (KI) notifies a verbal autopsy interviewer (VAI) of all deaths occurring in the KI's assigned area. The VAI then conducts a verbal autopsy interview at the household where that death occurred. This information is used later to determine the most likely cause of death.

The SAVVY system field operational structure will depend on the sample selection, as well as the availability of local resources and logistical support. The diagram on page 2 provides a general outline of the field operations in a prototypical SAVVY system.

Most of the people who work to implement SAVVY are selected with community input and participation. Ensuring the success and sustainability of SAVVY, and the use of the information it generates, depends upon fostering participation and ownership from the community to the national levels.

Demographic surveillance is designed to collect accurate demographic data for the SAVVY system. The initial step is to conduct a baseline census for the areas within the SAVVY system. During the census, information is collected on age, sex, marital status, and educational attainment for people living within the SAVVY area. Information is also collected about family structures and other socioeconomic characteristics. Typically, interviewers who live within

the community collect the census data and the data are updated annually.

The data collected in the SAVVY censuses are used to calculate many indicators. The census data provide accurate population denominators for calculating rates (e.g., mortality rates). The census data also provide a sampling frame for supplementary surveys that are nested within the system.

## **MORTALITY SURVEILLANCE WITH VERBAL AUTOPSY**

Mortality surveillance is designed to produce accurate community-based information on the levels and causes of death. Mortality surveillance involves continuously and actively identifying all deaths that take place in sample areas soon after they happen. Verbal autopsy interviewers visit households where deaths have occurred and interview relatives or caregivers using the SAVVY VA forms. Once completed, these forms are used to determine probable causes of death.

The data collected by SAVVY mortality surveillance techniques are used to calculate many indicators. Among the most important are mortality by age, sex, and specific causes of death. This information can be used at many levels of the health system for planning, reporting, monitoring, evaluating, and priority setting.

The information collected through SAVVY is generally not available from any other source or on an annual basis. Complete coverage and participation by all communities and the individuals residing in sample areas is extremely important.

## **WHAT IS VERBAL AUTOPSY?**

Verbal autopsy, or VA, is a questionnaire administered to caregivers or family members of deceased persons to elicit signs and symptoms and their durations, and other pertinent information about the decedent in the period before death. SAVVY uses international standards for verbal autopsy forms, death certification and ICD coding procedures developed in collaboration with WHO, the Health Metrics Network, and other stakeholders. Separate verbal autopsy forms are used for the following age groups:

perinatal and neonatal mortality (death of a child under four weeks)

post-neonatal child mortality (age four weeks to 14 years)

adult mortality (age 15 years and over).

All forms used to conduct these interviews include an open narrative section and a structured symptom duration checklist. There are also questions about the health and status of mothers (in the case of perinatal, neonatal, and child deaths), and questions that specifically relate to all women (15 years of age or older). Additional information is collected about previously diagnosed conditions, medications used, health services used, place of death, and behavioral and environmental risk factors. After the administration of the VA interview, a panel of physicians reviews the forms and assigns a probable cause of death using a method that conforms to international convention.

The purpose of VA is to describe the cause structure of mortality at the community or population level where no better alternative sources exist. VA is not intended to diagnose cause of death at the individual level. While VA has some serious limitations, the shortcomings of the tool are known and quantifiable. These deficiencies, however, should not prevent countries requiring information on causes of death from benefiting from the use of VA when no practical alternative for obtaining these data exist.

The SAVVY Resource Kit has been completely harmonized with WHO recommended tools and procedures. It is understood that there will be a need to carry out a small degree of local adaptation to these materials in each country setting in which they are applied. Certain applications of verbal autopsy may benefit from a shortened or condensed version of the standard WHO VA forms, for example to reduce the amount of paper required. An alternative layout, containing the same questions and content as the standard WHO VA forms, has been designed. Each of these forms fits onto four sides of A4 paper. These forms are available upon request.

This manual is intended to provide census supervisors with a complete description of their roles and responsibilities. The manual is to be used as a training and reference guide during a census supervisor's course of work within his or her supervisory area. The manual combines descriptions of supervisory work during the baseline and the update rounds of the census. It provides guidelines for supervising interviewers during a baseline census when they are canvassing assignment areas (AA), reading and updating AA maps, completing address listing books and completing SAVVY baseline census questionnaires. It also provides guidelines for supervising interviewers during a census update round, when they are canvassing, reading, and revising pre-printed address listing books; reading and

## **ABOUT THIS MANUAL**

updating AA maps; completing SAVVY census update questionnaires; and completing census change questionnaires. This manual also provides directions for assuring quality work by the interviewers through the use of various techniques and forms.

## **IMPORTANCE OF THE SAVVY CENSUS DATA**

A census is a complete count of all the persons in an area. In the SAVVY system, a census will be conducted every year in the selected sample areas. It is important to know the size and characteristics of the population in the sample areas in comparison to the deaths that occur in these areas over time. This information will help officials target programs to address the leading causes of death in the different communities that exist throughout the country. The information that will be collected with the SAVVY system is not available from any other source, so participation by all persons in the sample areas is extremely important.

# Responsibilities of the SAVVY Census Supervisor

2

At the end of this section, you should know your responsibilities as a Sample Vital Registration with Verbal Autopsy (SAVVY) census supervisor. You will be familiar with the census supervisor materials and your duties. You will understand the importance of keeping data confidential and the consequences of falsifying data. You will also know how to travel your supervisory area.

As a supervisor for a SAVVY baseline or update census, you will supervise the work of SAVVY interviewers within your supervisory area (SA). You will be provided with credentials that will show that you are an official member of the SAVVY system. You are responsible for ensuring that your SAVVY interviewers complete their work accurately and in a timely manner.

During a baseline census, you should verify that your interviewers list all buildings and housing units in their assignment areas (AAs); complete questionnaires for all businesses, institutions, vacant housing units, and households in their AAs; and complete all questions on the questionnaire form for each member of every household. During the census update rounds, you should verify that interviewers update their listing books and maps as needed, keep listings and maps as accurate as possible, and complete census update questionnaires and census change questionnaires as necessary for households. This will involve visiting your interviewers in the field during baseline census and census update interviews, as well as checking the interviewers' work during the data collection process and after a census is completed.

Your duties may also involve explaining to members of the community the purpose of the SAVVY system, why households should report deaths to a key informant, and the importance of providing complete and accurate data.

Below is an overview of your job as a SAVVY baseline census or census update supervisor. For more detailed information, refer to the appropriate chapters of this manual. As a supervisor, you will do the following:

## THE SUPERVISOR'S RESPONSIBILITIES

## WHAT SUPERVISORS DO

- ✘ Inventory baseline census or census update packages and other materials to ensure that they are complete.
- ✘ Become familiar with your SA.
- ✘ Train interviewers under your supervision, if instructed to do so.
- ✘ Distribute assignments to each interviewer under your supervision.
- ✘ Conduct an initial observation visit with each interviewer under your supervision.
- ✘ Provide on-the-job training and other assistance for your interviewers, as needed.
- ✘ Conduct an intermediate review of questionnaires, listing books, and maps for completeness and accuracy, and provide any assistance needed.
- ✘ Conduct quality assurance visits to a sample of randomly selected occupied housing units.
- ✘ Revisit assignment areas that did not contain any housing units to verify that there are no housing units.
- ✘ Visit and interview households with occupants who refused to cooperate with an interviewer, or assign these households to other interviewers.
- ✘ Provide assistance with assignment areas that interviewers were unable to complete due to difficult and unusual circumstances.
- ✘ Reassign assignment areas that require more work to be completed or corrected to other interviewers.
- ✘ Provide procedures for maintaining safe work conditions and for handling accidents or injuries, if they occur.
- ✘ Conduct a formal check of each interviewer's work at the end of the interview process.
- ✘ Periodically report on the progress of interviewing in your SA and turn in your completed work to your SAVVY census supervisor coordinator (CSC).

As a supervisor, you will be provided with the materials listed below in order to help you complete your duties. Please ensure that you keep these materials with you at all times when you are working in the field and that you secure them in a safe place when you are

## SUPERVISOR MATERIALS

not working, to prevent loss, damage, or anyone seeing information that is recorded on the forms. You will receive materials needed for the baseline census when you are a supervisor for the baseline census, and you will receive materials for the census update when you are a supervisor for the update rounds.

You will be provided with the following items for the baseline census:

- ✘ supervisor identification card (be sure to wear it where it can be seen)
- ✘ *Census Supervisor's Manual* – this manual
- ✘ supervisory area (SA) map
- ✘ supervisor management form
- ✘ quality assurance review pages and other related forms
- ✘ interviewer identification cards
- ✘ SAVVY Baseline Census Address Listing Books
- ✘ AA maps
- ✘ map sketch sheets
- ✘ SAVVY Baseline Census Questionnaires
- ✘ household return-visit forms
- ✘ SAVVY system information letter
- ✘ *Census Interviewer's Manual*
- ✘ historical calendar
- ✘ random number table
- ✘ pencils or pens, green pencil for correcting questionnaires
- ✘ portfolio (satchel)

For the census update rounds, you will be provided with the same materials listed above, except for different manuals and questionnaires: you will receive a copy of the *Census Update Interviewer's Manual*; the pre-printed SAVVY Census Update Questionnaires; and blank SAVVY Census Change Questionnaires. Check these materials when you receive them. If anything is missing or defective, notify your SAVVY census supervisor coordinator (CSC).

The supervisory area map shows every AA in your supervisory area. This map shows major roads, names, and boundaries of important landmarks along with the boundaries of each AA. This map will help you to find and travel the assignment areas in your SA and supervise your interviewers. You are free to mark these maps in any way to aid your work and track the progress in your SA. The map sketch sheet is used to draw detailed sketches of groups of buildings or roads that are missing from the SA map when there is not enough room to enter these details directly on your SA map. You may also need to provide interviewers with additional map sketch sheets as needed.

The blank address listing book will be used during the baseline census to canvass and record each housing unit in an AA during the interview process. During the update round, each interviewer's pre-printed address listing book and AA map will be used to verify all buildings and housing units in each AA and to make any additions or deletions, based on the instructions in the *Census Update Interviewer's Manual*.

The supervisor's management form lists the assignment areas in your SA by number. You will use this form to record which interviewer each AA is assigned to, and as a supervisory tool when reviewing an interviewer's work.

The quality assurance review pages and other related forms are used to perform field checks to verify that the interviewers canvassed their assignment areas and completed their questionnaires correctly.

The SAVVY baseline census questionnaires are used to record basic information about the location of every occupied household and basic information on all usual residents of the household. A copy of this form is provided in the *Census Interviewer's Manual*, and the manual provides step-by-step instructions for completing the form.

The pre-printed census update questionnaires used during the census update will have the names and information of the residents of a household, and the interviewer will add names of new members and delete names of those who are no longer a part of that household. Instructions are provided in the *Census Update Interviewer's Manual*, which includes an example of the questionnaire.

Also found in the *Census Update Interviewer's Manual* are instructions for completing the change questionnaires and an example of the form. These are blank questionnaires used by

interviewers to record changes within their AA since the previous census round — adding or removing businesses, institutions, housing units, or households that are new or have since left the AA.

Interviewers complete the household return-visit form if no one is at home on the first or second visits. These forms, shown in the two interviewer manuals, are left at a housing unit to indicate that the interviewer will make a return visit. (Interviewers are trained to visit each household up to three times in an effort to conduct an interview, then to notify you if they are still unsuccessful after the third attempt.)

The SAVVY information letter (an example appears in both interviewer manuals) is left at every business, institution, and housing unit to provide information about the SAVVY system. It also contains information on how a household can notify a key informant about deaths in the household.

The historical calendar lists dates of locally known events; an example is included in the interviewer manuals. This helps people determine approximate age when a date of birth is unknown.

In addition to the materials listed on page 9, you will also receive a training package. This package will contain materials that you will use to train interviewers, if asked to do so. The enclosed materials will depend upon whether training is for a baseline census or an update round. The package will contain the following:

- ✘ supervisor’s training materials
- ✘ list of trainees
- ✘ interviewer trainee packages for each trainee
- ✘ portfolios (satchels) for each trainee

The package contains the training guide used to train interviewers and other materials necessary for the training sessions.

A trainee’s package includes all materials necessary for the interviewer to do his or her job. The CSC will provide you with the list of trainee names in your session.

You report to the SAVVY CSC. The CSC trains all the field supervisors and manages the baseline census and update census in your area. You will communicate with the CSC frequently, as decided

## **SUPERVISOR’S TRAINING PACKAGE FOR INTERVIEWER TRAINING**

## **YOUR SUPERVISOR**

during your training. However, you may contact your CSC whenever you have a question that is not covered in this manual, or if you are concerned about any of your job duties. During meetings with your CSC, keep him or her informed about the progress in your supervisory area. If any of your interviewers produces poor quality work, resigns, or falls behind schedule, inform your CSC **immediately**. Your CSC will provide you with replacement staff and may also suggest ways to get the delayed work back on schedule.

The baseline censuses and census updates need to be completed in a timely manner. As a supervisor, it is essential that you take all the necessary actions to ensure that the interviewers under your supervision complete their work correctly and on time, and that you inform your CSC in the case of a delay or expected delay. You will also turn in your completed work to the CSC when your SA has been completely enumerated.

Here are some examples of situations where you could expect a delay in the work involving one or more of your interviewers:

- ✘ An interviewer resigns.
- ✘ Some of your interviewers are slow in producing work. You will need to monitor the productivity of these interviewers carefully to determine if they will be able to complete their assignment areas during the interview period.
- ✘ One or more of your interviewers are completing fewer questionnaires per day than expected. You will need to monitor their interview rates to see if it is a temporary problem or a more serious problem that may delay interviewing in those assignment areas.
- ✘ There is a larger than expected number of housing units in your supervisory area. If your interviewers are consistently finding more housing units and households than expected, this means that enumeration may take longer than expected in those assignment areas.

Any of these problems may require organizers to add or replace staff to complete the baseline census or census update on time. **It is therefore critical that you inform your CSC of any of these events.**

Instructions for conducting the baseline census appear in the *Census Interviewer's Manual*. Instructions for conducting the census update appear in the *Census Update Interviewer's Manual*. You must be very familiar with these manuals in order to supervise your interviewers effectively. Read the manuals for the baseline census and census update very carefully so that you understand each and every procedure that needs to be followed. Understanding these procedures is necessary in order for you to train and supervise your interviewers effectively.

## **BECOMING FAMILIAR WITH THE BASELINE CENSUS AND UPDATE PROCEDURES**

You must not reveal SAVVY census data to anyone who is not working with the SAVVY system. Never reveal any information about a particular person or household except to your CSC. This rule encourages respondents to participate in the SAVVY census because they understand that their personal information will remain confidential.

## **CONFIDENTIALITY**

Your job and your interviewers' jobs will not always be easy. There may be times when your progress is slow, even though you and your interviewers want to do a good job and keep on schedule. However, you or your interviewers must not complete questions or questionnaires on your own, outside of recording answers that are given by an appropriate respondent in an interview. You must make sure that your interviewers do not submit falsified work to you and you do not submit falsified work to your CSC. The data collected will be of no value if it is not accurate.

## **FALSIFICATION OF DATA**

You will perform many quality assurance checks on the data that your interviewers collect. This means that you will be reviewing the work of your interviewers and will revisit households in your supervisory area to check the data that your interviewers have collected. If any of your interviewers submit data that have been falsified, the interviewer may be dismissed from his or her job. Similarly, if any of the data that you have submitted are falsified, you may be dismissed from your job. These actions also may affect your chances for future employment.

Prior to the interviewer training, you should travel around your SA to familiarize yourself with the area and AA boundaries, as well as to be able to answer any questions that the trainees/interviewers may have about their areas. While traveling your SA, note anything

## **TRAVELING YOUR SUPERVISORY AREA**

that might be a potential challenge for your interviewers. For example:

- ✘ apartment buildings
- ✘ apartments or other housing with restricted access
- ✘ rundown or dangerous neighborhoods
- ✘ new construction
- ✘ seasonal housing, such as worker camps or vacation homes
- ✘ access problems due to road conditions
- ✘ living quarters behind the main housing unit
- ✘ garages, sheds, and basements that have been converted into living quarters
- ✘ transient locations, such as motels or tourist camps
- ✘ temporary shelters used as permanent living quarters
- ✘ living quarters located on commercial property, church property, or institutions (for example, hospitals), where employees may be living
- ✘ buildings not intended for habitation that are inhabited
- ✘ living quarters in a converted or in-use barn, an old bus or railway car, a tent, or a houseboat or other watercraft

This information will help you when you review your interviewers' work and progress, and conduct initial observations.

At the end of this chapter, you will have an overview of how to prepare for and conduct interviewer training, if needed. The field office will hire interviewers and it is essential that your interviewers be well trained so that they are adequately prepared to do their jobs. Even if you do not conduct classroom training, you may have some classroom responsibility during training.

Whether you conduct the classroom training or someone else does, you will use the training period to make initial evaluations of each trainee. If you will be providing classroom training to the interviewers in your area, use the training guide provided in the supervisor's training package. After training, you will be responsible for completing an initial observation of each interviewer in your SA and answering any job-related question they might have. You may also be required to train replacement interviewers.

At the end of your own supervisor training, you and the other supervisors will need to split into training groups. Each training group will need to identify a centrally located training site for census interviewer training. The following are possible locations for training sessions:

- ✘ schools, including colleges or vocational training centers
- ✘ churches, synagogues, temples, or mosques
- ✘ community or recreation centers
- ✘ clubs or lodge meeting halls
- ✘ libraries
- ✘ post offices
- ✘ military centers
- ✘ other government offices
- ✘ rural gathering centers, such as village health centers

Free training space can almost always be found. However, if for some reason you fail to find a rent-free space for training, notify your CSC. He or she will guide you and give you additional suggestions of places or organizations you can approach. He or she will also tell you more about the process to get office approval for renting space for training, if the need arises.

## OBTAINING TRAINING SPACE

## PREPARING FOR INTERVIEWER TRAINING

Your CSC will provide you with a list of trainees who will be attending your training session. You will need to notify all trainees where and when to report to training. Make sure you have the supervisor's training package. This package contains the *Census Interviewer's Training Guide*, the *Census Update Interviewer's Training Guide*, and other materials necessary for conducting the training session.

Make sure you have about three weeks supply of the other materials necessary, including the interviewer trainee's packages. Check these packages to make sure that they have all the listed and necessary items and are complete.

Make sure you have the address listing books, AA maps, questionnaires, and other items that you will need to give to the interviewers after training.

Prepare for the training session by reading and understanding the instructions in the *Census Interviewer's Training Guide* and the *Census Update Interviewer's Training Guide*.

## CONDUCTING INTERVIEWER TRAINING

It is very important that you train your interviewers well so that they are sufficiently prepared for their jobs. You may share training duties with your fellow supervisors, dividing the *Census Interviewer's Training Guide* or *Census Update Interviewer's Training Guide* into sections, or one supervisor can present the training guide while the other supervisors monitor the class and assist with exercises.

Interviewer training will last for a given number of days. The interviewer training guides provide detailed instructions about how to conduct the training. In order to complete the training on schedule, you will need to limit unnecessary discussions and distractions, which can get the training off schedule.

Record attendance on the first day of training, using the list of trainees provided to you by your office. Put a checkmark beside the name of each trainee who is present. Continue to keep attendance each day of training, and return this list to the CSC after training.

At the beginning of training, guide the interviewers as they fill out required paperwork for training and employment, and review their entries for accuracy. After completion of interviewer training, you will assign the assignment areas to interviewers.

# Interviewer Assignments

## 4

At the end of this chapter, you will know how to assign interviewers to their assignment areas (AAs) and how to record these assignments in the supervisor's management record.

After completion of interviewer training, you will assign assignment areas to interviewers. Generally, you will work together with the Sample Vital Registration with Verbal Autopsy (SAVVY) field office to set criteria for and to make interviewer assignments in your supervisory area (SA). These assignments are made such that each AA is assigned to the interviewer who lives closest to that AA. It will be easier for him or her to locate buildings and gain cooperation for interviews in an AA close to his or her home. This will also save the interviewer travel time and reduce the amount of supervisory assistance needed to help the interviewer locate the AA boundaries.

Assign one AA at a time to each interviewer. As a rule, you should not give an interviewer his or her next AA until you have received and reviewed a set of completed AA forms for that interviewer. However, if an interviewer has demonstrated the ability to do acceptable work, consider giving him or her a second AA to work on if one of the following situations applies:

- ✘ The interviewer is likely to complete the AA currently in progress before your intermediate review of his work and will need an additional AA before that time.
- ✘ The interviewer has completed the AA except for a few callbacks or other unresolved cases that cannot be completed immediately.

Record the assignment and completion of each AA by each interviewer in the supervisor's management record.

After assigning assignment areas, give each interviewer the material needed for interviewing. For the baseline census interviewers, this will include an interviewer ID card, address listing book, AA map, map sketch sheet, household return-visit form, SAVVY system informational letter, *Census Interviewer's Manual*, SAVVY baseline census questionnaire, historical calendar, pencils, and a portfolio. For the census update rounds, most of the same materials are needed but you will provide a different manual (*Census Update Interviewer's Manual*) and different questionnaires (pre-printed

**DISTRIBUTING  
INTERVIEWER  
ASSIGNMENTS AND  
MATERIALS**

SAVVY Census Update Questionnaire and SAVVY Census Change Questionnaire).

## COMPLETING THE SUPERVISOR'S RECORD FORM

The primary purpose of the supervisor's management record is to record interviewer assignments, track the status and progress of each AA, and record when the questionnaires and summary sheets for the AA have been transmitted to the field office.

When you receive this form, it will list all assignment areas in your supervisory area. The form will be pre-printed with each AA, the interviewer ID code, name, and contact information, as shown in the illustration below.

<b>Supervisor's Management Record Baseline/Census Update</b>		1. Baseline/Census Update (City, County, State)			2. Date of Baseline/Census Update		
		3a. Supervisor Name  Alonso Pedres					
		3b. Supervisor Home Address 1234 SAVVY Road Tannerville City			3c. Supervisor Contact Information		
	Interviewer Name, Address, and Contact Information	Count at Interim Review			Count at Final Review		Date Completed
		HU	POP	Callbacks Outstanding	HU	POP	
AA Number 35	Maria Duogie 78 Main Street Tannerville City  Reassigned on 25/11/2007 Name of new interviewer and contact information						
Date Assigned 21/10/2007							

If you reassign an AA for completion by another interviewer, you will need to mark the management record form as reassigned. In the cell for interviewer name and address, write the date of reassignment. Enter the employee ID code and contact information of the reassignment interviewer. To indicate that the AA has been reassigned, print "Reassigned" across the unfilled columns of the form.

## CONFIDENTIALITY OF INTERVIEWER INFORMATION

Personal information, such as contact information and any supervisory notes on interviewers in your supervisory area, should not be shared with other interviewers in your area or with respondents.

# Initial Observation Visits

## 5

At the end of this chapter, you will know how to conduct initial observation visits with your interviewers correctly. You will learn how to observe your interviewers as they conduct interviews and how to correct them, if they make errors. You will also learn how to use an initial observation checklist to assess your interviewers (the checklist is included in Appendix B of this manual).

After the training, you will conduct an initial observation of each of your interviewers canvassing and conducting interviews in their assignment areas. This will help to ensure that the interviewers understand their training and follow the interviewing procedures. It will also help you to correct any problems early in the interview period. During these observation visits, be prepared to answer any questions that the interviewers might have.

Try to schedule initial observations during an interviewer's first few days in the field. This will help the interviewer to get a good start, as well as correct any misunderstandings about census procedures. Try to schedule your first few observation visits with the weakest interviewers, as determined by their answers to exercises during training and your own observations.

While conducting an observation visit, allow interviewers to proceed normally with their interviews. Never interrupt the interviewer unless there are serious problems. For example, you may want to provide correct information if an interviewer is giving incorrect information to a respondent. You may also want to interrupt the interviewer if it will help encourage participation by a household that is refusing to be interviewed. Otherwise, you should wait for the interviewer to leave the household before you take any corrective action or offer suggestions to the interviewer.

If you find that an interviewer is not following instructions properly, you need to go over the correct procedures with the interviewer using the *Census Interviewer's Manual* or the *Census Update Interviewer's Manual* as the case may be, before he or she goes to the next household.

### WHEN TO OBSERVE AND WHOM

### WHEN AND HOW TO CORRECT INTERVIEWER ERRORS

## HOW MUCH TO OBSERVE

During the initial observation visit of a baseline census, observe the interviewer canvass and record at least five addresses in the address listing book and try to observe the interviewer complete at least three baseline census questionnaires at households. If it is an update round, observe the interviewer verify or update at least five addresses in the address listing book and try to observe the interviewer update at least three pre-printed update census questionnaires at households. If the interviewer is unable to find any knowledgeable respondents at home, reschedule the observation for a time of day when people are more likely to be at home.

## EVALUATION

If you are not satisfied with the performance of an interviewer, instruct him or her on the proper procedures to follow, using the interviewer manuals. After you have instructed him or her on the proper procedures, observe the same interviewer at three additional households to see if the interviewer’s performance improves.

The initial observation checklist will guide you through each observation visit as you verify that interviewers are following the rules concerning canvassing, interviewing, entering information in the address listing book, updating their maps, and completing questionnaires, as well as answering respondents’ questions. (See Appendix B for a copy of the checklist.)

In the checklist, below item 3 enter each interviewer’s name and the date of their initial observation, as in the illustration below, which shows the top portion of the two-page checklist. For each key point listed in item 4, decide whether or not the interviewer is performing his or her task correctly, and place an “X” in either the Yes or the No column of item 4. (The complete form lists nine key points under three different headings, while the illustration shows only the first heading with its three key points.)

INITIAL OBSERVATION CHECKLIST Baseline Census	1. Supervisor Name		2. Supervisor Area			
	3a. Interviewer Name	John Doe	Jane Smith	Jenny Doe	Joe Jones	
3b. Date of Observation	09/09/2006	09/09/2006	09/09/2006	09/09/2006		
4. Key Points - Mark appropriate box with an (X)	Yes	No	Yes	No	Yes	No
Canvassing						
o Follows path of travel correctly						
o Stays within AA boundary						
o Indicates on map which roads covered						

If the interviewer was not performing a task to a satisfactory level initially but has improved to a satisfactory level by the end of your observation visit, mark the yes columns. If you do not observe all the tasks described in item 4, leave the Yes/No column blank for those tasks that were not observed.

Below item 4 of the checklist, item 5 contains an additional checklist to ensure that you either verify or discuss specific aspects of the interviewer’s job with each interviewer. The illustration below shows the top portion of this section. Enter each interviewer’s name and an “X” for each task that you verify or discuss. Since item 5 can be completed by discussion, be sure to verify or discuss every aspect of the job that is indicated in the checklist.

<b>INITIAL OBSERVATION CHECKLIST</b> <b>Baseline Census</b>	1. Supervisor Name		2. Supervisor Area	
	5. Observer’s Checklist - Mark (X) for each point covered	John Doe	Jane Smith	Jenny Doe
a. Review progress report, summary entries for completeness and accuracy				
b. Remind interviewer to keep track of progress				

Based on your observation, you will rate the interviewer as “satisfactory,” “below average,” or “poor” under item 6 (not shown).

- ☒ If an interviewer performs his work satisfactorily, he or she should continue their work without any immediate supervision.
- ☒ If an interviewer’s work is below average or poor, you will schedule an on-the-job training for the interviewer. Following the on-the-job training, you will make a final decision about the interviewer’s ability to perform the job and discuss it with your census supervisor coordinator.



By the end of this chapter, you will know how and when to provide on-the-job training (OJT) to your interviewers. OJT teaches an interviewer to perform his or her job correctly while you are present with him or her in the field. During OJT, you observe his or her work without comment, and then acknowledge what he or she does correctly, followed by any necessary correction in areas that the interviewer needs to improve upon.

You will need to schedule OJT for those interviewers found to be below average or poor during your initial observation visit. After OJT, you will observe these interviewers to determine whether their work has improved to a “satisfactory” level.

Additionally, you may schedule OJT at any time for any interviewer initially evaluated as satisfactory, but who may be having some difficulty in one or two areas during a subsequent visit. For example, if the interviewer has difficulty reading maps or canvassing, or explaining the census to reluctant respondents, then you can schedule OJT to discuss or explain these aspects of the job.

Whenever OJT is provided, enter “OJT” below item b in the Initial Observation Checklist (this form is shown in Appendix B).

If additional interviewers are needed in your supervisory area following classroom training, your SAVVY supervisor will provide the additional training or will ask you or another field supervisor to provide the training. These additional interviewers will receive the same classroom training that was provided to interviewers at the beginning of the census. Following training, they will also need initial observation and an intermediate check, along with the other interviewers in your supervisory area. Intermediate check procedures are explained in the next chapter.

## WHEN TO PROVIDE OJT

## TRAINING REPLACEMENT INTERVIEWERS



# Intermediate Review of Work

By the end of this chapter, you will know how to check and review the work of your interviewers while they are about halfway through the interview process. As a census supervisor, you must make sure that interviewers complete their assignment areas (AAs) accurately and on time. You must meet with each interviewer for an intermediate review of their questionnaires, address listing books, AA maps, and progress reports. It will not be possible to meet with all of your interviewers on one day. Therefore, you should schedule meetings at different times and places throughout your supervisory area (SA), allowing you sufficient time to meet with all of your interviewers for an intermediate review.

You will review the work of your interviewers for the second time near the middle of the enumeration period. You should schedule your interim checks so that you visit any interviewers who received a “below average” or a “poor” rating during their initial observation first. You will need to conduct an intermediate check of all your interviewers to assess their progress and the quality of their work. Do not make any assumptions prior to your observations. Sometimes a good interviewer can pick up bad habits and sometimes interviewers who started with problems may become very good.

During the intermediate check, you will evaluate each interviewer’s work and observe him or her interviewing, to determine the quality of the interviewer’s work. This intermediate check may be conducted in conjunction with on-the-job training (OJT) as needed. If the interviewer performs his or her work satisfactorily during intermediate check, he or she may work without further observation. However, if you observe problems with the interviewer’s work, you should conduct OJT or schedule a time to do so in the future. If the interviewer’s work does not improve after OJT, then you should contact your census supervisor coordinator (CSC).

Enter the date of the intermediate check on the initial observation checklist for each interviewer. Use the initial checklist that you filled out earlier for the interviewer and simply make a note of the intermediate date review.

## INTERMEDIATE CHECK

## SELECTING PLACES AND TIMES FOR INTERMEDIATE MEETINGS WITH INTERVIEWERS

The intermediate check will require you to check the forms so far completed by your interviewers. You will need to select a convenient meeting place where you can take a look at the work that the interviewers have so far completed. Select only public places where there is no charge to conduct meetings. Possible locations may include town halls, village committee meeting places, market corners, shopping centers, public parks, schools, or places of religious worship. Ensure that you do not loudly discuss any confidential information during your meetings with the interviewers in public places.

## TASKS FOR INTERMEDIATE MEETING WITH INTERVIEWERS

During an intermediate check with interviewers, you will need to accomplish a variety of tasks. You should review all completed forms from the interviewers (questionnaires, address listing books, change forms, etc). Depending on the type of census, the review is based on definitions and guidelines found in the *Census Interviewer's Manual* or the *Census Update Interviewer's Manual*.

**Review address listing books and AA maps** — During your review of address listing books and AA maps, be sure to cover the following:

- ☒ Make sure that all entries are legible and are written in pencil.
- ☒ Check whether the interviewer is staying within his or her AA boundary, is canvassing or updating one block at a time, and is noting his or her progress on the AA map.
- ☒ Check that there is a map spot and address listing book entry for each building.
- ☒ Verify that the building numbers are unique throughout the AA.

**Review the interviewer's progress record on the cover of the address listing book** — During your observation visit and intermediate check, you will review the cover of the interviewer's listing book to see how much work the interviewer is performing each day according to predetermined interviews/day rate based on estimated population. Be sure to check or do the following:

- ☒ Interviewers need to complete their progress form in blue or black ink.
- ☒ In case an interviewer has not completed the record for the previous day, make sure that he or she completes it in front of you.

- ✘ Consult your CSC immediately if you suspect that an interviewer has falsified information on this form.

**Questionnaire review** — During your review of questionnaires, do the following:

- ✘ Make sure that all the entries in the questionnaires are made in pencil.
- ✘ Make sure that all the addresses in the address listing book match the addresses noted on the questionnaires.
- ✘ If an interviewer used more than one questionnaire to accommodate additional people in the housing unit, make sure that the ID information has been correctly copied to the second questionnaire.
- ✘ Verify that the answers to each question in the questionnaire have been correctly marked.
- ✘ Check to make sure that there are no inconsistencies in responses noted for a household member, such as date of birth not matching age, births noted for men, age inconsistent with education, etc.
- ✘ Have the interviewer revisit the respondent to complete any missing information.
- ✘ Verify that the interviewer has signed and entered the date of interview and his or her ID in certifying the questionnaires.
- ✘ If an interviewer completed a change questionnaire during the update census because he or she added or deleted a housing unit, verify that the unit ID number matches the ID number in the address listing book.
- ✘ During an update round, make sure that the interviewer has used a change questionnaire if there are more than 10 new members in a household.

**Update the management record form** — An example of the management record form is provided in the appendices. Revise this form based on the baseline or update questionnaires completed by the interviewers. Use this information to provide feedback on each of your interviewer's performance, including quality of work and production rates. This is a critical part of your job. Poor quality work and low production rates will result in delays and cost overruns.



# Collecting Completed Work and Final Review

At the end of this chapter, you will know how to conduct a final review of the work of your interviewers, which is done before you accept the completed forms. You should begin to schedule final reviews with interviewers when they complete their entire assignment areas (AAs). Completed questionnaires should be returned to you along with the address listing books and AA maps from completed assignment areas. Use the address listing book and AA map to verify all listings and questionnaires. Note any inconsistencies found among the AA map, address listing book, and questionnaires. You may need to send the interviewer back to the field to collect any missing information or resolve inconsistencies.

You will conduct a final review when an interviewer completes his or her entire AA. Do not accept incomplete, illegible, or inaccurate work from any interviewer. The census supervisor coordinator (CSC) will review all the work and will reject incomplete, illegible, or inaccurate work, returning it to you for correction. To minimize unacceptable work, have the interviewer make the necessary corrections in your presence, if possible. Some errors might be corrected easily without going back to the household involved, such as noting births on the husband's line instead of on his wife's line. The interviewer can correct such mistakes by simply erasing the wrong information and re-writing it in the correct line. This should be done in your presence.

## FINAL REVIEW

During the final review, you will put questionnaires in address listing book order according to the questionnaire control fields and verify that there is a questionnaire with matching identification for each entry in the address listing book. You will also verify that there is a matching map spot for every entry in the address listing book. As a general guideline, follow all the steps of review that were followed during the intermediate review. You will also check that the number of forms returned equals the number of forms distributed to the interviewer. Additionally, to assure quality, you will use a quality assurance check record to review all necessary items before accepting completed work from an interviewer. This record is discussed in detail in chapter 9, Quality Assurance Check.

Review completed address listing books to verify that entries are complete and legible. If they are not, then return the address listing book to the interviewer for repair. If a completed AA has no

housing units, question the interviewer to see how he or she reached this conclusion. If there are no housing units in an AA, you will need to recanvass the AA or verify this information with a knowledgeable informant, such as an administrative official for the area.

During an update round, when you put the questionnaires in address listing book order, the update questionnaires will be on top and bundled together with a string; and change questionnaires will be at the bottom bundled with a string. After checking all the questionnaires against the address listing book and the AA map, as well as checking all questionnaires for completeness, inconsistencies, and legibility, you will bundle all the questionnaires together along with the cover sheet of the address listing book.

The cover sheet of the address listing book must also be checked, as this will tell the field and central offices if all the forms are present. You should also check the person counts on the cover sheet against preliminary population estimates, and investigate any discrepancies.

At the end of this chapter, you will know how, as a supervisor, you can ensure that the data collected during the SAVVY baseline census and update rounds are reliable. An important step in the process of getting good, reliable data is the task of quality assurance. It is most important that the interviewers submit accurate and complete work. There are various tasks that can ensure quality. In addition to proper training of interviewers, this includes observation of interviewers and review of their work.

There are several quality assurance (QA) reviews that will be performed on the interviewers' work, including an initial observation of their work, an interim check, and a final review of work. During these reviews, you will:

- ✘ meet with interviewers to review forms, and questionnaires;
- ✘ check for legibility, completeness, and accuracy;
- ✘ repair errors or return materials to the field when necessary;
- ✘ provide positive and negative feedback to interviewers for continuous improvement; and
- ✘ develop tools to evaluate interviewers using your own judgement.

These three reviews have been discussed in detail in the previous chapters of this manual. During this final review, you will review the address listing book and map with a detailed quality assurance (QA) review page. The complete form is provided in the appendices.

After the final review, there might be circumstances that require you to recanvass an AA.

The supervisor will canvass a sample of households in each interviewer's completed AA, using the address listing books, to determine if the interviewer is finding every household. The supervisor will also determine if the interviewer is verifying and updating information in the address listing book and on the maps, and is doing so completely and accurately.

**Selecting a sample** — To select a sample, determine the total number of listings in the address listing book. For the baseline census, you will only need to count the numbers in the address listing book. For the update rounds, you will also need to add any new listings to the pre-printed listing book in order to come up with a complete count. In this case, starting with the first new listing, number the added housing units starting with the next consecutive number after the last pre-printed listing line number on the address listing pages. Enter the new numbers in the left margin.

The total number of listings in the register is recorded in the QA check record. For example, suppose the last listing on the address listing book is number 45, and for the update round there are five new housing units listed on the change form page. You would number the new listings on the housing units change page 46, 47, 48, 49, and 50, and enter 50 as the total number of listings in the register on the QA check record, as shown in the illustration of the top portion of the form below. (A blank check record form is provided in Appendix D, and an example of a completed form appears on page 34.)

<b>QUALITY ASSURANCE (QA) CHECK RECORD</b> <b>SAVVY Baseline Census</b>	Supervisor Name	Date
	Interviewer Name	Total Number of Listings in Register <b>50</b>
	Interviewer Area	Line Number of Designated Unit <b>15</b>

Determine which listing to start the sample with by using a random number start table (not provided in this manual) until you find a number that falls in the range of the total number of listings in the address listing book. This number then becomes the “designated unit.” Enter this number under “Line Number of Designated Unit” on the QA check record. Begin your canvass with the designated unit and continue with the next consecutive addresses on the ground for a total of the number of listings that you decided to verify in the AA. In the example above, the “line number of designated unit” is 15.

Begin your canvass with the designated unit and continue with the next addresses on the ground. You can decide on the number of addresses you will verify prior to canvassing. Be consistent with the number of addresses that you verify. You may decide to canvass 10 percent of the number of the total listings identified by your interviewer. If you decide to do so, you should verify 10 percent of the listings in each AA.

In addition to the address listing book, gather the questionnaires and maps for the selected listings. Also, take along blank questionnaires in case you need them. Canvass the consecutive units as an interviewer would. Compare the units found on the ground to those listed in the address listing book to make sure that all observed units are listed.

In the lower portion of the QA check record (shown on the next page), use one line for each selected unit. If the interviewer missed a unit that should have been listed in the address listing book, enter a check in column 2, “Housing unit missing from address listing book.” In case the interviewer entered a wrong action code, enter a check in column 3, “Incorrect action code.” If the address or location description is not correct, enter a check in column 4, “Incorrect address or location description.” If the ID label is missing from the address listing book, then add a check to column 5, “ID label missing from housing unit address listing book.” Based on this review, update and correct the address listing book as necessary. Complete a questionnaire for any added housing unit. Do not complete interviews for any added special places the interviewer missed.

**Review the AA maps** — Check AA maps to be sure they were updated correctly and to update or correct them if necessary. If there is an incorrect feature or name on a map, enter a check mark in column 6 “Incorrect name or feature or name on census map” on the QA check record. In case the housing unit is not map-spotted in the correct spot, enter a check in column 7 “Housing unit not map spotted in correct map.” Enter a check mark in column 8, “Map spot not deleted for nonexistent or uninhabitable housing unit,” if a map spot was not deleted for a nonexistent or uninhabitable housing unit.

Review the entries in columns 2 through 8 for each address to determine if the address passed or failed the QA check record. For each address record the outcome in column 9. If there are zero or only one “fails” in column 9, the AA passes the QA check

However, if there are two or more lines with “fail” in column 9, the AA fails the dependent QA check. Under such circumstances, you will recanvass the AA. If more than one interviewer completed the AA, you will need to recanvass the area covered by the interviewer whose work you sampled.

Make the following entries for the AA on the QA check record:

- ☒ Enter the total number of addresses in the lower left corner, in the “Number of addresses” box.

- ☒ Enter the number of addresses that failed the QA check in the box at right, “Number of addresses that failed inspection.”
- ☒ Mark the “AA Passed” or “AA Failed” box at the bottom of the record, based on your findings.
- ☒ Review.

Mark the “Pass” or “Fail” box at the bottom of the form and put the QA check record with the address listing book. The example below shows three addresses checked. An incorrect action code and an incorrect address were found for 789 Maple Street, resulting in check marks for that address under columns 3 and 4. Consequently, in column 9 that address received a “fail,” since there were at least two checkmarks in the previous columns. However, the entire AA passed the QA check record (as noted in the checked box at the bottom of the form) because only one address had failed. A blank QA check record sheet is in the appendices.

QUALITY ASSURANCE (QA) CHECK RECORD SAVVY Baseline Census				Supervisor Name <b>Betty Jones</b>		Date <b>05/05/2005</b>			
				Interviewer Name <b>Jane Smith</b>		Total Number of Listings in Register <b>50</b>			
				Interviewer Area <b>Central</b>		Line Number of Designated Unit <b>15</b>			
Enter a check mark in the columns below in case you identify errors with the address checked.									
Consecutive addresses on the ground (1)	Housing Unit missing from address listing book (2)	Incorrect action code (3)	Incorrect address or location description (4)	ID label missing from Housing unit address listing book (5)	Incorrect feature or name on census map (6)	Housing Unit not map spotted in correct map (7)	Map spot not deleted for nonexistent uninhabitable Housing Unit (8)	Outcome 0 checkmarks – Pass 1 or more checkmarks – Fail (9)	Comments (10)
1 201 Main Street								<b>Pass</b>	
2 203 Main Street								<b>Pass</b>	
3 789 Maple St.		√	√					<b>Fail</b>	
4									
5									
6									
7									
8									
9									
10									
QA CHECK OUTCOME		Number of addresses checked: <b>3</b>				Number of addresses that failed inspection: <b>1</b>			
Check one:	AA Passed - Return to Office (AA passes if 0 or 1 address has failed) <input checked="" type="checkbox"/>					AA Failed – Recanvass AA (AA fails if 2 or more addresses have failed) <input type="checkbox"/>			

## SPECIAL CIRCUMSTANCES THAT REQUIRE SUPERVISOR VISITS

If you recanvass the AA, then enter the results in the quality assurance review page as well (a copy of this page is in the appendices). Initial and date the cover of the address listing book to show you have recanvassed the AA.

Discuss the errors found with the interviewer and retrain as necessary. If the interviewer made excessive errors, discuss them with your CSC and decide whether you should retrain or release the interviewer.

After interviewers turn in their work, and as you review their work, you may have to visit and recanvass some of the AAs under special circumstances. Following are descriptions of situations when such visits will be necessary.

**Supervisor’s visits when population is unknown** — A supervisor will visit units for which the interviewer was unable to obtain the population count for an occupied housing unit.

If an interviewer turns in an address listing book for an AA that contains no housing units, you will need to recanvass the AA to verify that there are no housing units in the AA.

The supervisor will repair any inconsistencies in ID numbers identified in the address listing book or for any maps, to make the numbers consistent.

If you are unable to obtain additional information, add a note explaining why you were unsuccessful before submitting the questionnaire to the CSC.

Visit housing units when the population of a housing unit is unknown.

If you are able to obtain an interview, correct the questionnaire before submitting it to your CSC. Add a note explaining that you obtained the interview.

If you are unable to obtain an interview, try to obtain a population count. Add a note explaining why you were unsuccessful in obtaining an interview and stating whether you were able to obtain, verify, and correct the population count.

**Visit housing units when closeout population is “1”** — A housing unit (HU) may be marked as having a population of “1.” It is possible that an HU may have only one person. However, if an interviewer has marked the population count as “1” for over 25

percent of his or her HUs, you must independently visit the housing units having a population of “1” and try to obtain an interview or confirm the population counts.

Verify the population counts and make corrections if necessary. If there is a change in a count, obtain an interview and correct the questionnaire before submitting it to the CSC.

If you are unable to obtain an interview, add a note explaining why you were unsuccessful in obtaining an interview and stating whether you were able to verify or correct the population count.

**Visits when zero housing units are listed in an AA** — If an interviewer submits an address listing book for an AA that contains no housing units, you will need to recanvass the entire AA to verify that there are no housing units in the AA.

If you find housing units or other living quarters in the AA, add them to the address listing book. Under these circumstances, you will need to reassign this AA to an interviewer.

If you do not find any housing units in the area, make a note in the Quality Assurance Review Page form (found in the appendices) indicating, “No HUs listed by interviewer” in the “remarks” section on the form’s final page. In the same “remarks” section, also indicate the route you took while canvassing. List the names of all streets canvassed in the order that they were canvassed. In case you need more space to write while listing the names of the streets, continue on the back of the page.

# Transmitting Work to the Office, Returned Forms, Repair Instructions, and Additional Verification

At the end of this chapter, you will know how to send completed and reviewed forms to the census supervisor coordinator (CSC). You will also learn how some forms may be sent back to you from the CSC for additional verification and repair.

As you have read in the earlier chapters, after your interviewers return their completed work to you, you will verify their work for completeness. Additionally, you will perform quality assurance checks to ensure the quality of the data. As part of a quality assurance check, you will canvass a sample of housing units in each completed assignment area (AA) to determine if the interviewers are finding every unit. After interviewers turn in their work and as you review their work, you may need to visit and recanvass some of their AAs if they have an unexpectedly low population according to preliminary population estimates or if no housing units are listed in a reportedly occupied AA. After making quality assurance checks, you will collect all completed and blank questionnaires and send them to the CSC. However, after the final review, the address listing book and map need to be handed to the key informant (KI).

Before sending questionnaires to the CSC, the completed questionnaires will need to be put in address listing book order in bundles. During an update round, the update questionnaires will be on top of the change questionnaires. The cover page of the address listing book will also be sent to the CSC. You will need to prepare a separate transmittal envelope by printing your name and supervisory area (SA) number before inserting each interviewer's work into the envelope.

Questionnaires and the cover page of the address listing book will be reviewed by the main office and sent back to you if corrections are needed. On a separate error list, the office will document reasons why they are being returned to you (a copy of the list is in the appendices). If the address listing book needs repair, it will be marked on the cover to indicate that it needs repair. The office will also indicate missing or incorrect items in the covers of address listing books.

**REPAIR INSTRUCTIONS  
FOR ADDRESS LISTING  
BOOKS AND MAPS**

Remember that **you need to repair only the items marked**, unless you notice any other additional and significant problems. If you notice any additional problems, immediately inform your CSC before taking any corrective actions.

When making repairs, erase the incorrect information and use a black-lead pencil to enter corrections. Make corrections to the errors in the listing book first, since a trip to the AA may not be necessary.

On the address listing book cover page, in the column for error correction, enter the date you corrected the errors and initial. Return the repaired cover page and maps to your CSC. Enter the date returned on the error list.

**ADDITIONAL  
QUESTIONNAIRE  
VERIFICATION — UNIT  
VERIFICATION**

After questionnaires have been reviewed in the office, you may receive questionnaires that require additional verification.

As a unit, the Sample Vital Registration with Verbal Autopsy (SAVVY) office staff will verify a sample of completed questionnaires. The office staff will try to contact this sample directly to verify the questionnaires, either by a telephone call (where available) or a personal visit. However, if they are unable to reach these respondents directly, the office staff will send the questionnaires to you for verification. Under these circumstances, you will need to conduct personal interviews with these respondents. The questionnaires sent to you for unit verification will be attached to a Unit Verification SAVVY Baseline/Census Update form (the top portion of the form is shown below, and the complete form is found in Appendix E).

<b>UNIT VERIFICATION SAVVY BASELINE/CENSUS UPDATE</b>				Supervisor Name						Date		
				Interviewer Name								
				Interviewer Area								
Sample No. (1)	AA (2)	ID (3)	Date Assigned (4)	Contact Attempts								
				(5)			(6)			(7)		
				Date	Time	Outcome	Date	Time	Outcome	Date	Time	Outcome

When you receive these questionnaires, columns (1) through (4) will be completed by the office staff.

“Sample No.” in column (1) is the line number for the questionnaire in the address listing book. The AA and housing unit ID/number for the questionnaire are entered in columns (2) and (3), respectively. The date the questionnaires are given to you is entered in column (4).

Using the information in the respondent information box of the questionnaire, contact each selected household to verify the housing unit status and population.

If the original respondent is not available, try to talk with a responsible person (at least 15 years of age) in the household who can give you the information.

Introduce yourself. For example, you might say:

**Hello, I am (your name) from the SAVVY system. May I speak with (respondent’s name from the questionnaire)? I am here to verify some information about this address as part of our SAVVY quality assurance activities.**

Tell the respondent that all information will be kept private and will be used only for research purposes. Ask question 2 (do not read the introduction) and compare the respondent’s answer to the box marked. If the answer the respondent gives to you is the same as in the box marked, continue. If the answer is not the same, circle the question number using a green pencil and continue with the next questions following the same procedure.

If the answers to two or more questions conflict with what the interviewer had marked at the time of interview, the housing unit has failed verification and you will need to write across the top of the questionnaire “Failed Unit Verification.” You now need to use a new questionnaire for this housing unit. Copy the label information from the original questionnaire to the label area of the new blank questionnaire.

Mark the appropriate boxes with the answers to the questions you have already asked and continue on with the remaining questions. Record your results by entering the outcome of each contact you try to make (P=Pass, F=Fail, NC=No Contact) in the Unit Verification SAVVY Baseline/Census Update form. Also, enter the date you contacted the housing unit. If you cannot contact anyone at the housing unit on three occasions, do not make any more attempts.

**ADDITIONAL  
QUESTIONNAIRE  
VERIFICATION —  
QUESTIONNAIRE WITH  
UNKNOWN  
POPULATIONS**

The SAVVY CSC will review all questionnaires for which the population of a housing unit was stated as unknown, as well as any notes you have attached to the questionnaires, in an attempt to make sure that there are not too many cases for which the population is unknown. This is done to make sure that every attempt has been made to obtain a population count.

If the office determines that there is a problem, the relevant questionnaires will be sent back to you along with an Error List SAVVY Baseline/Census Update form (the top portion of this form is shown below, and the complete form is provided in Appendix F). The notes that you had included with the questionnaires will also be returned.

<b>ERROR LIST SAVVY BASELINE/CENSUS UPDATE</b>			Supervisor Name		Date
			Supervisor Area		
Line No. (1)	AA Number (2)	Form Type	Interviewer Name (4)	Remarks (5)	Date Sent Back (6)
		Unit ID (3)			

In this form, the AA number will be entered in column (2). In the “Remarks” in column (5), it will be mentioned that the population is unknown.

You will need to make another visit to these housing units and try to get interviews for the returned questionnaires or at least get a population count. If you are successful, correct the questionnaire and make a note that you got the interview or population count. However, if you are unable to get an interview or a population count, contact the CSC and seek further assistance about how to proceed before sending back the materials to the office.

**ADDITIONAL  
QUESTIONNAIRE  
VERIFICATION —  
QUESTIONNAIRES WITH A  
POPULATION COUNT  
OF 1**

As you may remember, as part of the quality assurance activities, you are required to visit HUs if an interviewer has indicated that the population count for over 25 percent of his or her HUs is 1. Additionally, the SAVVY CSC will review all questionnaires to ensure that there are not too many questionnaires with a population count of 1. A population count of 1 does not necessarily mean that there is a problem with the questionnaire, since HUs can have

a valid population count of 1. However, there might also be cases where this count may be a result of some oversight. In case the CSC determines that there is a problem, the questionnaire will be sent back to you along with an error list form and the notes that you included with the questionnaire.

You will need to verify these units and that the population count is indeed 1. If the population is 1, write “verified” in the “Remarks,” column (5). However, if you find that the population is more than 1, correct the questionnaire or complete a new one if necessary. In case you need to fill out a new questionnaire, write “POP 1” across the top of the old one, and on the new questionnaire, write “replacement” on the far right of the top of the page.



# Glossary of Terms

**Address** — An address is the physical location of a building or living quarters and may be comprised of a building number and street name (e.g., 123 Anywhere Street). See “location description” in this glossary.

**Address listing book** — This is a book used to record the addresses or location descriptions of all known buildings and living quarters in an assignment area. This book is prepared during each census round and is given to the key informant upon completion.

**Assignment area (AA)** — This is a geographic area established for data collection purposes. An assignment area usually represents the average workload for one census interviewer or one key informant.

**Assignment area map** — A map that shows the boundaries, features, and landmarks of an assignment area is an “assignment area map.” This map is prepared during each census round and given to the key informant upon completion.

**Assignment area number** — This number identifies a specific assignment area on SAVVY maps and forms.

**Callback** — A “callback” is a return visit to an address to complete the required information.

**Canvassing** — This refers to systematically traveling all streets, roads, paths, etc., of each block in an assignment area to identify every place where people live or could live.

**Census** — A “census” is an official, periodic count.

**Census interviewer** — This is a person responsible for conducting baseline census interviews or census update interviews. He or she is attached to the SAVVY area and is knowledgeable about that assigned area. The census interviewer is also responsible for identifying the boundaries of the assignment area and canvassing the entire assignment area to determine the location of each building, housing unit, and household.

**Confidentiality** — “Confidentiality” is a guarantee that the information respondents provide to a SAVVY employee and SAVVY office will not be revealed to others.

**Duration** — For all signs or symptoms that were not associated with a previously-diagnosed condition, nor related to an

injury, “duration” is defined as the period starting from the *appearance* of that particular sign or symptom to the *cessation* of that symptom, regardless of the presence of that sign or symptom at the time of death, and irrespective of whether the sign or symptom appeared intermittently. For example, if a woman began to have fever 10 days before death, but she ceased having fever two days before death, the *duration* of her fever would be eight days, even if she did not have fever for each and every one of those eight days.

**Head of household** — See “reference person” in this glossary.

**Household** — This is an arrangement in which one or more persons make common provisions for their own food or other essentials for living. These people may have a common budget, be related or unrelated, or a combination. There may be more than one household in a housing unit. In short, a household is defined as a group of people who “eat from the same pot.”

**Household number** — This is a number assigned by a SAVVY census interviewer to each household within a housing unit. The household identification number must be unique within the housing unit.

**Housing unit** — A housing unit is a separate and independent place of abode intended for habitation by a single household, or one not intended for habitation but occupied as living quarters by a household at the time of the census.

**Key informant (KI)** — This is a person who lives in the SAVVY assignment area and is responsible for reporting any deaths that occur in her or his assignment area to the verbal autopsy interviewer. The key informant is also responsible for arranging the date and time of the verbal autopsy interview with each bereaved family.

**Location description** — This is a description of the physical location of a living quarters that tells anyone unfamiliar with the assignment area how to find that living quarters, so the living quarters can be located by another SAVVY employee. This may be an address, if one is available.

**Reference person** — The person who makes decisions for the household on a daily basis and who is a permanent resident of the household (spends the night at least six months out of the year at the house) is the “reference person.” If the

household reports someone who spends the majority of his or her time away from home, then make that person's spouse the reference person. If there is no spouse, then make the eldest family member the reference person, as long as he or she is at least 15 years of age or older. If there is no family member 15 years of age or older, then make the eldest nonfamily member the reference person as long as he or she is 15 years of age or older. If there is no permanent household member who is at least 15 years old, then make the eldest relative or resident the reference person.

**Resident** — See “usual residence” in this glossary.

**Respondent** — There are two types of respondents in the SAVVY system, the *census respondent* and *verbal autopsy respondent*.

*Census respondent* is the person supplying census information about a household and all of its members. The respondent should be a responsible family member of the household. Possible respondents are listed in order of preference:

- ✘ reference person
- ✘ spouse of reference person
- ✘ eldest family member available, at least 15 years of age or older
- ✘ nonfamily member at least 15 years of age or older
- ✘ family member less than 15 years of age
- ✘ nonfamily member less than 15 years of age
- ✘ neighboring reference person or spouse of neighboring reference person
- ✘ local knowledgeable informant

*Verbal autopsy respondent* is the adult being interviewed, who is typically a resident in the household. The respondent must be someone who is able to give reliable and accurate information regarding the members of the household. In the case of a death in the family, the respondent will be able to give information about the circumstances leading to the death. Ideally, the verbal autopsy respondent for the verbal

autopsy interview would be the one who cared for the deceased during the period of illness. Possible verbal autopsy respondents are listed in order of preference:

- ✘ main care-giver of the deceased in the period before death
- ✘ reference person
- ✘ spouse of reference person
- ✘ parents, particularly if the deceased was a child
- ✘ eldest family member available, at least 15 years of age or older
- ✘ nonfamily member at least 15 years of age or older
- ✘ family member less than 15 years of age
- ✘ nonfamily member less than 15 years of age
- ✘ neighboring reference person or spouse of reference person

**Sample area** — This is the geographic area selected for the SAVVY system.

**Stillbirth** — A “stillbirth” is a baby that shows no signs of life when born. Stillbirths may be due to injuries, illness, infections, or catastrophic events happening to the mother or to the child while in the womb or during birth. In order to distinguish from abortion or miscarriage (for which verbal autopsy is not conducted), the SAVVY verbal autopsy system only includes births that occur after 28 weeks of pregnancy.

**Usual residence** — Usual residence is the place where the person lives and sleeps most of the time. This place is not necessarily the same as a person’s legal residence. Also, noncitizens are included if this is their usual residence.

Following are some common examples of usual residences:

- ✘ For people temporarily away on vacation or a business trip, their usual residence is the place where they live and sleep most of the time.
- ✘ The usual residence for commuter workers living away part of the week while working is the residence where they stay most of the week.

- ✦ For children in joint custody, usual residence is where they live most of the time. If time is equally divided, they are counted where they are staying during the interview period
- ✦ Usual residence for people who own more than one residence is the residence where they live most of the time.
- ✦ Usual residence for college students living away from home while attending college is where they are living at college, if they are in a household. College students living in dormitories are not counted in the SAVVY census.
- ✦ For college students living at their parental home while attending college, usual residence is their parental home.
- ✦ The usual residence for a live-in nanny or other live-in house worker is where that person lives most of the week.
- ✦ For foster children, usual residence is where they are living during the interview period.
- ✦ Usual residence for renters or boarders is where they are living during the interview period.
- ✦ Usual residence for housemates or roommates is where they are living during the interview period.
- ✦ For people in the military who are residing off-base in the country, their usual residence is the place where they live and sleep most of the time. Military people on-base are not counted in the SAVVY census unless they are in residential-style housing.
- ✦ Usual residence for staff members living in hospitals, nursing homes, prisons, or other institutions is where they report that they live and sleep most of the time; otherwise it is the living quarters that they inhabit at the institution.

- ✘ For students living in school dormitories but who are not enrolled in college, the usual residence is their parental home.
- ✘ Usual residence for citizens of foreign countries who have established a household or are part of an established household in the country while working or studying, including family members who are with them, is the household where they are residing (spending the majority of their time while in-country).

**Verbal autopsy (VA)** — Verbal autopsy is a process used to collect information (using a specially-designed form) from relatives or caregivers of a deceased person. The process involves interviewing relatives or caregivers of the deceased regarding their knowledge of the symptoms, signs, and circumstances leading to death. The information that is collected is used by medical personnel to assign a probable cause of death for each reported death.

**Verbal autopsy form** — This is a form used to collect information on the history of illness of the deceased and presence of signs and symptoms. The form is to be completed by the interviewer during verbal autopsy interviews. There are three types of verbal autopsy forms used by the SAVVY system:

- ✘ International Verbal Autopsy Questionnaire 1: Death of a Child under 4 Weeks
- ✘ International Verbal Autopsy Questionnaire 2: Death of a Child Aged 4 Weeks to 14 Years
- ✘ International Verbal Autopsy Questionnaire 3: Death of a Person Aged 15 Years and Above

**Verbal autopsy interviewer (VAI)** — The verbal autopsy interviewer is the person responsible for conducting VA interviews with the bereaved family members in the household. He or she is attached to the SAVVY area and is knowledgeable about that assigned area. The verbal autopsy interviewer must be accepted by the community in which he or she works. Some requirements of the verbal autopsy interviewer include having attained the highest primary level of the national education system (at minimum) and the ability to speak the dialect of the area to which he or she is assigned.

# Appendices

The following documents are included in the appendices:

- ✘ Appendix A: Supervisor's Management Record
- ✘ Appendix B: Initial Observation Checklist
- ✘ Appendix C: Quality Assurance Review Page
- ✘ Appendix D: Quality Assurance Check Record
- ✘ Appendix E: Unit Verification Form
- ✘ Appendix F: Error List



**APPENDIX A:  
SUPERVISOR'S  
MANAGEMENT RECORD**

<b>Supervisor's Management Record Baseline/Census Update</b>	1. Baseline/Census Update (City, County, State)			2. Date of Baseline/Census Update			
	3a. Supervisor Name						
	3b. Supervisor Home Address			3c. Supervisor Contact Information			
	Interviewer Name, Address, and Contact Information	Count at Interim Review			Count at Final Review		Date Completed
		HU	POP	Callbacks Outstanding	HU	POP	
AA Number							
Date Assigned							
AA Number							
Date Assigned							
AA Number							
Date Assigned							
AA Number							
Date Assigned							



**APPENDIX B:  
INITIAL OBSERVATION  
CHECKLIST**

<b>INITIAL OBSERVATION CHECKLIST</b> <b>Baseline Census</b>	1. Supervisor Name				2. Supervisor Area			
3a. Interviewer Name								
3b. Date of Observation								
4. Key Points - Mark appropriate box with an (X)	Yes	No	Yes	No	Yes	No	Yes	No
Canvassing								
o Follows path of travel correctly								
o Stays within AA boundary								
o Indicates on map which roads covered								
Verifying/Updating								
o Handwriting legible								
o Locates preprinted addresses								
o Fills address listing book correctly.								
Questionnaire								
o Enters answers within answer space boundaries								
o Completes Record of Contact correctly								
o Follows correct skip patterns								
5. Observer's Checklist - Mark (X) for each point covered								
a. Review progress report, summary entries for completeness and accuracy								
b. Remind interviewer to keep track of progress								
c. Discuss when to submit complete SAVVY forms								
d. Verify that the interviewer knows what to do after verifying/updating								
e. Discuss filling required items on the forms								
f. Discuss policy for callbacks								
g. Explain the number of return visits								
h. Discuss daily progress reporting								
i. Explain and demonstrate methods for converting refusals								
j. Ensure that interviewer had an overall understanding of the work and had a positive attitude towards it								
6. Evaluation rating – Mark the appropriate rating with an (X)								
Satisfactory								
Below Average								
Poor								
Date OJT completed – All “Below Average” and "Poor" ratings require an intermediate check								
7. Comments								



<b>QUALITY ASSURANCE REVIEW PAGE</b>
<b>SECTION I: SUPERVISOR REVIEW</b>
<b>PART A – QUESTIONNAIRE REVIEW</b>
<ol style="list-style-type: none"> <li>1. Make sure that the address is legible and that the ID on the address listing matches that on the questionnaire. In the case of a census update, make sure that the preprinted address label on the address listing book matches that on the questionnaire and the AA map.</li> <li>2. Make sure that address changes on the address listing book have been accurately added to the address changes section</li> <li>3. Make sure that all the questions are answered.</li> <li>4. For occupied housing units, check to see if the number of names listed is the actual number of answers for each question</li> <li>5. For the update questionnaire, make sure that the names listed match those in the household.</li> <li>6. For occupied housing units, check to see if all information is entered for each person in the listing</li> <li>7. Make sure that the interviewer has signed his/her name, entered his/her ID code and date</li> </ol>
<b>PART B – ADDRESS LISTING AND MAP REVIEW</b>
<ol style="list-style-type: none"> <li>1. Make sure that the interviewer is writing the proper ID label on each line of an add page when used</li> <li>2. Check to see that the interviewer is generally staying within the assignment boundary</li> <li>3. Making all entries, particularly those on the add pages (when needed) on a legible manner</li> <li>4. In case of the baseline and also an add page, make sure that the interviewers are entering the complete and correct address information</li> <li>5. Check to see that the interviewers are putting an action code in the appropriate column on the address listing for each Housing Unit</li> <li>6. As required map spotting each unit added according to instruction.</li> </ol> <p>NOTE: If a completed AA has no HUs, recanvas as per instructions in the Supervisor’s Manual.</p>

SECTION II: OFFICE REVIEW				
PART A – CRITICAL ERRORS				
QA Check is: <ol style="list-style-type: none"> <li>a. Not completed – Stop Office Review and send for QA check.</li> <li>b. Completed but the AA failed and was not recanvassed – Stop Office Review and send out for recanvass.</li> <li>c. Completed and AA passed – Continue Office Review.</li> </ol>				
	Tally	Total	Tally	Total
1. Action code missing in address Listing Book 2. Added map spot with no corresponding line for an HU on the address listing for the baseline or for an add page for the update. 3. Completed HU Add Page line without corresponding map spot. 4. Added HU listed on the address listing book on a street that does not exist on the map. 5. Added HU on the Add Page without a description or street name. 6. Duplicate map spot number within the same AA. 7. Deleted/changed a map spot number without a corresponding action code. 8. Interviewer/Supervisor did not canvass all the HUs in the AA or did not return the address listing book or maps for the AA.				
PART B – CRITICAL ERROR RATE				
$\left[ \frac{\text{Number of Errors}}{\text{Number of HUs on address listing book}} \right] * 100$ <p>             **If the AA critical Rate is less than 2%, transmit              **If the critical rate is 2% or more, send out for repair.           </p>				
Transmit <input type="checkbox"/>	Repair <input type="checkbox"/>	Initials:		
Section III: QA CHECK RESULTS				
1. QA Check: Recanvass if "Fail"	Pass <input type="checkbox"/>		Fail <input type="checkbox"/>	
2. Recanvass	a. Number of HUs added	<input style="width: 80px; height: 20px;" type="text"/>		
	b. Number of HUs deleted	<input style="width: 80px; height: 20px;" type="text"/>		
REMARKS				

CERTIFICATION STATEMENTS

I certify that this information is true and correct and that I completed the register in accordance with instructions.

Interviewer's Signature

Date

I certify that I have reviewed the register and all accompanying documents and that the work has been completed satisfactorily.

Supervisor's Signature

Date



**APPENDIX D:  
QUALITY ASSURANCE  
CHECK RECORD**

<b>QUALITY ASSURANCE (QA) CHECK RECORD</b> SAVVY Baseline Census										Date
										Supervisor Name
										Total Number of Listings in Register
										Interviewer Name
										Line Number of Designated Unit
										Interviewer Area
Enter a check mark in the columns below in case you identify errors with the address checked.										
Consecutive addresses on the ground	Housing Unit missing from address listing book	Incorrect action code	Incorrect address or location description	ID label missing from Housing unit address listing book	Incorrect feature or name on census map	Housing Unit not spotted in correct map	Map spot not deleted for nonexistent uninhabitable Housing Unit	Outcome	Comments	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
<b>QA CHECK OUTCOME</b>		Number of addresses checked:								
Check one:	AA Passed - Return to Office (AA passes if 0 or 1 address has failed) <input type="checkbox"/>									
	AA Failed - Recanvass AA (AA fails if 2 or more addresses have failed) <input type="checkbox"/>									













MEASURE Evaluation  
Carolina Population Center  
University of North Carolina at Chapel Hill  
CB 8120, 123 W. Franklin St.  
Chapel Hill, NC 27516 USA  
[www.cpc.unc.edu/measure](http://www.cpc.unc.edu/measure)

International Programs Center  
Population Division  
U.S. Census Bureau  
Washington, DC 20233  
[www.census.gov](http://www.census.gov)

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