

CENSUS SUPERVISOR COORDINATOR'S MANUAL

SAVVY

Sample Vital Registration with Verbal Autopsy



MEASURE Evaluation

U.S. Census Bureau

Census Supervisor Coordinator'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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This manual was written by Sarah Osborne of the U.S. Census Bureau.

Series editors: Philip Setel, Victoria Velkoff, and Loraine West.

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Cover

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Table of Contents

ACKNOWLEDGMENTS	ii
LIST OF ACRONYMS	v
SAVVY MANUAL SERIES	vi
1. What is SAVVY?	1
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
2. Baseline and Update Procedures	7
BECOMING FAMILIAR WITH THE BASELINE AND UPDATE PROCEDURES	7
CONFIDENTIALITY	7
FALSIFICATION OF DATA	7
3. Responsibilities of the Census Supervisor Coordinator	9
THE CENSUS SUPERVISOR COORDINATOR'S RESPONSIBILITIES	9
CENSUS SUPERVISOR COORDINATOR'S TASKS DURING A CENSUS	10
CENSUS SUPERVISOR COORDINATOR MATERIALS	10
4. Hiring of Supervisors and Interviewers	13
HIRING OF CENSUS SUPERVISORS	13
HIRING OF CENSUS INTERVIEWERS	13
5. Training and Assignment of Census Supervisors and Interviewers	15
TRAINING THE TRAINER — CENSUS SUPERVISORS TRAINING	15
SUPERVISOR AND INTERVIEWER ASSIGNMENTS	16
INTERVIEWER TRAINING	16
MONITORING INTERVIEWER TRAINING	17
6. Distribution of Baseline Census Materials	19
SUPERVISOR-ONLY MATERIALS	20
BASELINE CENSUS INTERVIEWER MATERIALS	20
CENSUS UPDATE INTERVIEWER MATERIALS	21
MATERIALS FOR EMPLOYMENT AND REMUNERATION	21

7.	Field Observation	23
	INITIAL OBSERVATION VISITS	24
	INTERMEDIATE OBSERVATION VISITS	25
	SPECIAL CIRCUMSTANCES	26
	ON-THE-JOB TRAINING VISITS	27
	QUALITY ASSURANCE VISITS	28
8.	Special Circumstances that Require CSC Field Visits	29
	FALSIFICATION	29
	POOR JOB PERFORMANCE	29
9.	Collection of Census Materials	31
	QUALITY ASSURANCE OF COLLECTED MATERIALS	31
	QUALITY ASSURANCE OF ADDRESS LISTING BOOK COVER SHEETS	32
	QUALITY ASSURANCE OF QUESTIONNAIRES	32
	UNIT VERIFICATION	33
	RETURNING QUESTIONNAIRES FOR REPAIR AND ADDITIONAL VERIFICATION	33
10.	Unusual Situations	35
	AN INTERVIEWER RESIGNS	35
	ONE OR MORE INTERVIEWERS ARE SLOW IN PRODUCING WORK	35
	THERE IS A LARGER NUMBER OF HOUSING UNITS THAN EXPECTED IN THE SUPERVISORY AREA	35
	Glossary of Terms	37
	Appendices	43
	APPENDIX A: TRAINING OBSERVATION FORM	45
	APPENDIX B: INITIAL OBSERVATION CHECKLIST	47
	APPENDIX C: QUALITY ASSURANCE REVIEW PAGE	49
	APPENDIX D: QUALITY ASSURANCE CHECK RECORD	53
	APPENDIX E: ON-THE-JOB TRAINING OBSERVATION CHECKLIST	55
	APPENDIX F: UNIT VERIFICATION FORM	57
	APPENDIX G: ERROR LIST	59
	APPENDIX H: HOUSEHOLD RETURN-VISIT FORM	61

LIST OF ACRONYMS

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

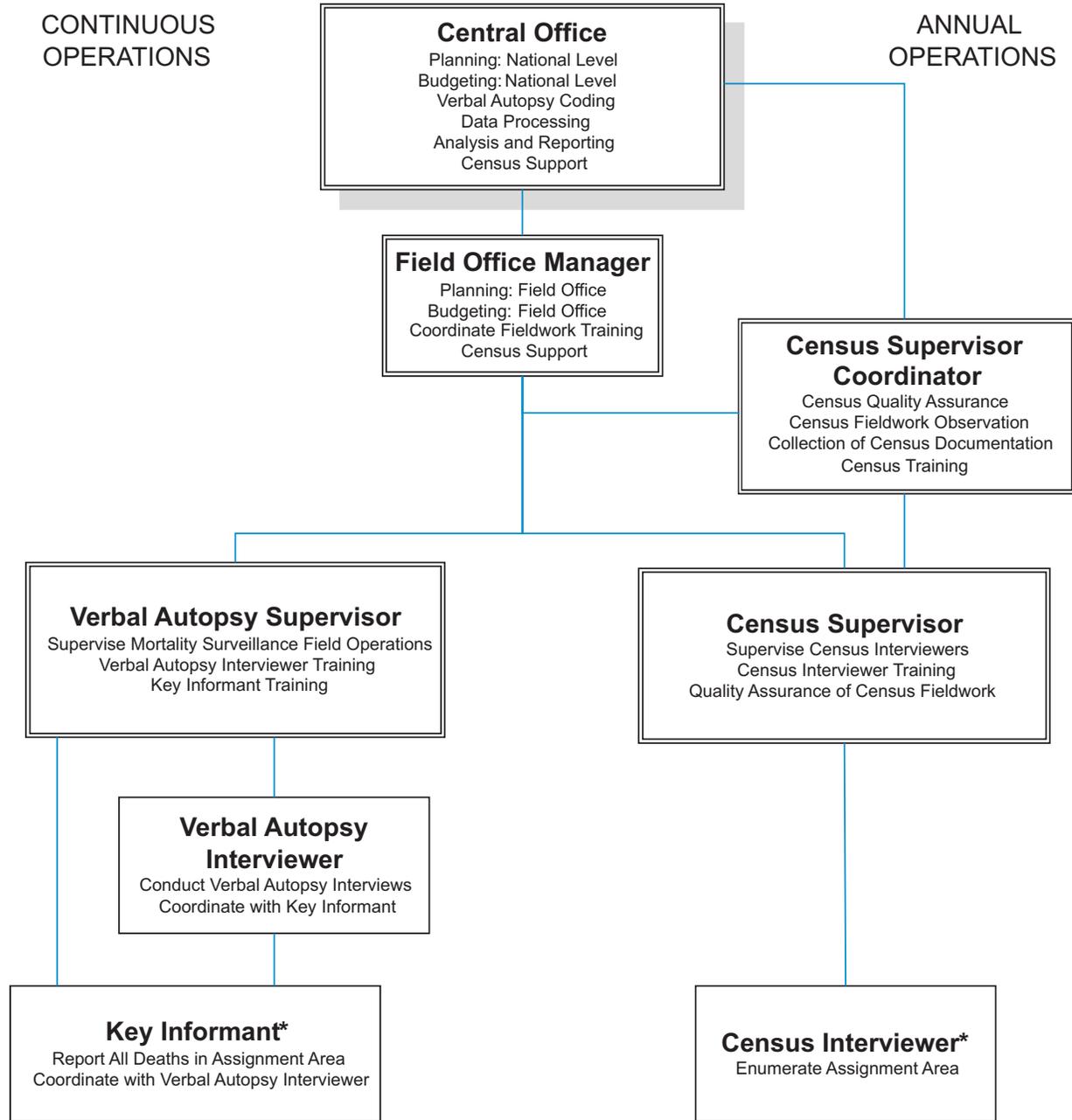
SAVVY can be implemented in many ways. It is not always necessary to implement SAVVY as a complete system. There are many circumstances in which various SAVVY methods might be effectively implemented. One option is to adapt specific modules and manuals in order to attain rapid cause-specific mortality 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 (four weeks to 14 years); and

- 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 supervisor coordinators with a complete description of their roles and responsibilities. The manual is to be used as a reference guide during a census supervisor coordinator's course of work with his or her assigned field office. The manual combines descriptions of the major duties of the census supervisor coordinator during the baseline census and the census update rounds. The manual provides guidelines on the field observation of census supervisors in order to determine if interviewers are being properly trained and monitored during the interview period; provides tools for helping the census supervisor maintain his or her schedule under unusual or difficult circumstances; provides instructions on actions to take if there is a

ABOUT THIS MANUAL

suspicion of falsification of data; and provides guidance about communication between the census supervisor coordinator and census supervisors. The manual also provides guidance on how to achieve quality assurance once the assignment area is completed, how to detect errors, and how to return forms and materials to the field for correction.

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 with 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.

Baseline and Update Procedures

2

Instructions for conducting the baseline census are found in the *Census Interviewer's Manual*. Instructions for conducting a census update round are found in the *Census Update Interviewer's Manual*. The roles and responsibilities of the census supervisors for both of these procedures are found in the *Census Supervisor's Manual*. In order to do your job well, you must be extremely familiar with both parts of the fieldwork (i.e., both interviewing and supervising). You should read each manual very carefully so that you understand each and every procedure that the field staff are following. Understanding each procedure completely will be essential when you make quality assurance visits to the field.

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

You must not reveal Sample Vital Registration with Verbal Autopsy (SAVVY) census information to anyone not working with the SAVVY system. This rule encourages respondents to participate in the SAVVY census because they understand that their personal information will remain confidential.

CONFIDENTIALITY

You must not accept falsified work under any circumstances. You must make sure that your supervisors do not submit falsified work to you and you do not submit falsified work to the central office. The data collected will be of no value if they are not accurate. If you suspect any data submitted have been falsified, you must act upon this assumption immediately. Procedures below will guide you on how to conduct a field quality assurance visit if you suspect falsified data. If falsification of data is confirmed, follow central office procedures to resolve the situation. If any of your supervisors submit data that have been falsified, the supervisor 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. Dismissal also may affect your chances for future employment.

FALSIFICATION OF DATA

Responsibilities of the Census Supervisor Coordinator

At the end of this section you will know your responsibilities as a SAVVY census supervisor coordinator (CSC). You will be familiar with the CSC responsibilities and tasks, as well as the materials you will receive to help you accomplish these tasks. You will know the vital part you play in the Sample Vital Registration with Verbal Autopsy (SAVVY) system, monitoring and assisting in fieldwork, training, providing support to census supervisors, and assuring the quality and timeliness of the data.

The census supervisor coordinator is a temporary appointment for the duration of the census interview period. As previously noted, the SAVVY system field operational structure will depend on the availability of local resources and logistical support. Dependent on that field operational structure, either the central office or the field office level will recruit and hire the CSC.

THE CENSUS SUPERVISOR COORDINATOR'S RESPONSIBILITIES

The census supervisor coordinator serves as an essential part of the field office team, providing both coordination and quality assurance functions. The census supervisor coordinator is the link among field staff, the field office, and the central office; therefore, it is essential that there be a strong collaborative effort between the field office and the central office to determine the most effective person to fill these requirements. CSC training will be provided at the central office.

As a census supervisor coordinator, you will be provided with credentials that show you are an official member of the SAVVY system. You will provide organizational support and quality assurance for the work of the census supervisors in the field. You will monitor the work of census supervisors, as well as train and provide replacements as necessary. You will be responsible for the quality, completeness, timeliness, and accuracy of the census data within your field office.

You will verify that the census supervisors have reviewed all the work done by the interviewers, and that supervisors conduct timely initial and intermediate field observations and on-the-job training. You will confirm that the census supervisors canvass a sample of housing units in each completed assignment area for

quality assurance, and that they have investigated unusual situations. You will collect census materials from the census supervisors and sample these materials for completeness and accuracy.

CENSUS SUPERVISOR COORDINATOR'S TASKS DURING A CENSUS

Listed below are your basic tasks as a SAVVY census supervisor coordinator. More detailed information on each item is available later in this manual. You may not be responsible for all of these tasks. The exact configuration of the tasks depends on the operational structure of the SAVVY system in your area.

- ✘ recruit and hire census supervisors
- ✘ train census supervisors
- ✘ assist census supervisors in interviewer assignments
- ✘ observe and monitor interviewer training
- ✘ make census supervisor assignments
- ✘ distribute census materials
- ✘ communicate with census supervisors frequently to help resolve any problems or difficulties being encountered by the interviewers
- ✘ assure census quality
- ✘ observe census field work
- ✘ collect census materials.

CENSUS SUPERVISOR COORDINATOR MATERIALS

You will be provided with the materials listed below in order to help you complete your duties. Please have these materials with you when you are working. Keep them in a safe place when you are not working. You may not be able to complete your work if these items are lost or damaged.

- ✘ SAVVY identification card (be sure to wear it where it can be seen)
- ✘ list of census interviewers and supervisors with their residential addresses or locations
- ✘ SAVVY *Census Supervisor Coordinator's Manual*, (this manual)
- ✘ training observation form (see Appendix A).

- ☒ initial observation checklist (see Appendix B)
- ☒ quality assurance review page (see Appendix C)
- ☒ quality assurance check record (see Appendix D)
- ☒ on-the-job training observation checklist (see Appendix E)
- ☒ unit verification form (see Appendix F).
- ☒ error list (see Appendix G).
- ☒ household return-visit form (see Appendix H).

Check these materials when you receive them. If anything is missing or defective, notify your central office or field office immediately.

Hiring of Supervisors and Interviewers

4

At the end of this section, you will know your responsibilities with respect to the hiring of census supervisors and census interviewers. You will understand the information you need to provide to the field or central office to facilitate the recruiting and hiring process. You will understand the organizational requirements you need to monitor — that is, the proper number of supervisors and interviewers, as well as making sure that hiring and notification are done in a timely fashion.

You may be directly responsible for the hiring of supervisors, or they may be hired by the central or field office. Since you are responsible for the timeliness and accuracy of the census, you will want to be involved in the hiring process as much as possible.

You will be responsible for providing the central or field office with information to ensure that the proper number of supervisors are available for the census interviewers. The exact ratio of census supervisors to census interviewers will depend on the geographic size of the areas and the estimated population in each area. The ratio should be manageable, meaning that census supervisors should be able to train, assist, and monitor interviewers, as well as distribute and collect materials. You must inform the central or field office of any difficulties in topology or terrain that can change the effective ratio of census supervisors to interviewers.

You will need to ensure that the census supervisors are hired in a timely manner, making sure that they are allocated enough days to receive the proper classroom instruction to conduct census interviewer training. Even though you may not be responsible for the actual hiring process, you should ensure that the supervisors are properly notified of their appointment, making sure that they have enough time to get to the classroom instruction site. The census supervisors should live within a reasonable distance of the areas in which they are assigned to work.

It is best if people close to the field hire the interviewers, so it is best that the hiring be done at the field office level, if possible. You may be responsible for the actual hiring process or interviewers may be hired directly by the field office. Again, you will ensure that

HIRING OF CENSUS SUPERVISORS

HIRING OF CENSUS INTERVIEWERS

the proper number of census interviewers are hired in a timely manner, allowing for proper training. Since the Sample Vital Registration with Verbal Autopsy (SAVVY) system depends on community involvement, the census interviewers should live in or around the areas they will be assigned to work.

Working with the community is an important component of a successful SAVVY system. It would be ideal if the baseline census interviewers were later hired as the census update interviewers. If you are involved with the recruitment and hiring of census interviewers and supervisors, make sure to keep careful notes of the community leaders who have helped you in recruiting SAVVY census field staff and the best points of contact for future help. This will facilitate future hiring of interviewers.

Training and Assignment of Census Supervisors and Interviewers

At the end of this section, you will know about the type of training that you will receive, who is responsible for that training, and the training that you will need to provide to the census supervisors. You will be familiar with ways to help census supervisors find training sites and with the processes and forms used in monitoring interviewer training by census supervisors. You will be familiar with the concept of interviewer assignments and how to assist your supervisor in making those assignments, and you will know who to contact for further collaboration in that area.

The census supervisor coordinator (CSC) will be responsible for conducting training for all census supervisors. Census supervisors will receive training specific to their roles as supervisors using the *Census Supervisor's Manual*. The CSC should coordinate with the field office to ensure that there are no conflicts in scheduling with other training sessions. Census supervisors will also receive the same training as the interviewers. For the baseline census, this would comprise baseline census interviewer training using the *Census Interviewer's Training Guide* and the *Census Interviewer's Manual*. For the census update rounds, census supervisors will receive the census update interviewers training using the *Census Update Interviewer's Training Guide* and the *Census Update Interviewer's Manual*.

At the end of supervisor training, you will split the supervisors into training groups. You will provide each group with a list of interviewer trainees that will be attending their training session. Each training group will need a training site that is centrally located for all the census interviewers attending. Supervisors are almost always able to locate free training space. A list of potential locations for training is found in the *Census Supervisor's Manual*. If a supervisor is unable to find rent-free space for training, you will determine where he or she has attempted to find space and provide guidance on additional places or organizations that should be approached. If you find that there truly is no option for rent-free space, assist the supervisor in the process of getting central office approval for renting space for training.

TRAINING THE TRAINER — CENSUS SUPERVISORS TRAINING

SUPERVISOR AND INTERVIEWER ASSIGNMENTS

At the completion of supervisor training, you will inform each supervisor of the supervisory area (SA) assigned to him or her, and you will provide a list of interviewers assigned to the supervisor. The census supervisor will need to identify the assignment area (AA) boundaries in the whole of the supervisory area. Make sure that this is done before the supervisors leave the training center, so that they can consult with the census supervisors of adjacent areas to identify physical features that demarcate SA boundaries. Whenever necessary, provide assistance in identifying the boundaries.

The census supervisor is responsible for determining the assignment areas, working with the CSC and the Sample Vital Registration with Verbal Autopsy (SAVVY) field office. As part of SAVVY planning, criteria for interviewer selection are set. The CSC should understand the criteria used for making the interviewer selections, and help supervisors make assignments based on those criteria. The supervisors will be responsible for informing the interviewers of their assignment areas. You should explain guidelines from the central office concerning the paperwork required for the training and employment of the interviewers, and make sure the supervisors have an adequate supply of any forms they will need to hand out at interviewer training.

Make sure to discuss any arrangements that need to be made for conveying messages from the census supervisors to the field office. Decide on the frequency of meetings between yourself and the supervisor and set up a tentative schedule. Upon completing the training, follow central office guidelines to ensure prompt payment of supervisors from the beginning of the census period.

INTERVIEWER TRAINING

You must ensure that there are proper training materials at each training site for all staff. This includes the supervisor's training package comprised of the *Census Supervisor's Manual*, appropriate interviewer training guides, workbooks and scripts for use in the classroom, attendance rosters, and classroom supplies; the interviewer's training package comprised of the appropriate interviewer training manuals, a notebook or pad, a pencil, and any other items required for training. A more detailed list of materials is provided in the next chapter of this manual.

You will allow supervisors the option of sharing the training duties by dividing the census interviewer's manuals into sections, or one supervisor can present the training using the proper training guide while the rest of the supervisors monitor the class and assist

with exercises. However, have all supervisors prepare for the training in the same fashion by reading and understanding the instructions in the appropriate training guide.

You should visit the interviewer training sites to monitor attendance, progress, adequacy of training materials (quantity and content), and quality of training. It is especially important to determine if the supervisors are following the training guide consistently.

When observing a training session, allow the supervisors to proceed normally with their training unless there is a serious problem, such as incorrect information being given. Otherwise, you should wait until there is a break in the training before you take any corrective action or offer suggestions to the supervisors. If you find that the trainer is not following the training manuals properly, review with him or her the need for consistency in training and review the procedures for following the manual.

All supervisors are required to participate in the training exercises. If the training duties are being shared among the supervisors, make sure that your observation visit is long enough to allow each supervisor to present some of the training. If only one supervisor is presenting the training guide, be sure that the supervisors who are monitoring the class and assisting the students in the exercises are well versed in the contents of the training manual and the exercises.

For each training site visited, you should complete a training observation form (found in Appendix A).

If additional interviewers are required in one or more supervisory areas following the classroom training, the CSC must provide the additional training or ask a census supervisor to provide the training. The additional interviewers must receive the same training that was provided to interviewers at the beginning of the census round. Training a single interviewer is very expensive, so try to determine all areas where additional or replacement interviewers will be needed. Try to train these interviewers in a single group.

MONITORING INTERVIEWER TRAINING

Distribution of Baseline Census Materials

At the end of this section, you will know how to organize, plan, and implement the distribution of census materials to the census supervisors and interviewers. You will know what documentation is required for distribution and what labeling is needed on the materials. You will know the timing of the distribution of materials and specific materials to distribute for each of the baseline or census update rounds. You will know which materials are specific to each staffing level.

Census materials will be delivered from the central office to each field office. The census supervisor coordinator (CSC) should distribute supervisor materials at the end of supervisor training. As previously mentioned, the CSC is responsible for ensuring that the interviewer training sites have sufficient materials for training, so these must be delivered before interviewer training begins. Additionally, the CSC will use distribution guidelines from the central office to package and send the appropriate number of interviewer materials before the end of interviewer training.

Interviewer materials must be clearly labeled with the appropriate census supervisor's name and relevant assignment area (AA). Interviewer materials should be distributed to the census supervisors shortly before the end of the interviewer training. At the end of training, each census supervisor will distribute the interviewer materials to the census interviewers in the supervisor's assignment area.

It is important that all materials that are distributed be accounted for at the end of the census interview period. Therefore, the CSC must organize the distribution of materials to facilitate this requirement. Blank address listing books, questionnaires (or questionnaire pads), maps, and supervisor management records, for example, should be placed serially in each package going to the census supervisors. The CSC should retain documentation on the distribution of the forms, questionnaires, maps, etc., to identify and recover any missing materials at the end of the census interview period.

SUPERVISOR-ONLY MATERIALS

Each supervisor needs the following:

- ✘ *Census Supervisor's Manual*
- ✘ supervisor area map
- ✘ listing books for each assignment area
- ✘ supervisor management record
- ✘ quality assurance review pages (initial observation checklist, quality assurance review page, and quality assurance check record).

BASELINE CENSUS INTERVIEWER MATERIALS

You will need a sufficient supply of the baseline census materials listed below to ensure that each interviewer assigned to your census supervisors has these materials. There should be one extra package for each census supervisor to use for training and reference purposes, plus a three-week supply of extra questionnaires, blank address listing books, map sketch sheets, other forms, and exhaustible supplies. Baseline census materials are the following:

- ✘ identification card for each interviewer
- ✘ blank address listing book (example shown in the *Census Interviewer's Manual*)
- ✘ two blank AA maps
- ✘ map sketch sheets (example shown in the *Census Interviewer's Manual*)
- ✘ census questionnaires (shown in the *Census Interviewer's Manual*)
- ✘ household return-visit forms (shown in the *Census Interviewer's Manual*)
- ✘ *Census Interviewer's Manual*
- ✘ historical calendar (example shown in the *Census Interviewer's Manual*)
- ✘ pencils and pens
- ✘ a portfolio or satchel for each interviewer
- ✘ Sample Vital Registration with Verbal Autopsy (SAVVY) system information booklet/letter (example shown in the *Census Interviewer's Manual*).

These materials have to be sufficient to supply each interviewer assigned to a census supervisor. The pre-printed forms and address listing books will be specific to the assignment area. There should be one extra package of material for each census supervisor to use for training and reference purposes, exclusive of the pre-printed materials, plus a three-week supply of extra questionnaires, blank address listing books, map sketch sheets, other forms and exhaustible supplies:

- ✘ interviewer identification card (when interviewing, a census update interviewer should be sure to wear it where it can be seen)
- ✘ address listing book (example shown in the *Census Update Interviewer's Manual*)
- ✘ *Census Update Interviewer's Manual*
- ✘ AA map from previous census round
- ✘ AA maps for current census round
- ✘ map sketch sheet (example shown in the *Census Update Interviewer's Manual*).
- ✘ SAVVY Census Update Questionnaires (in the *Census Update Interviewer's Manual*)
- ✘ SAVVY Census Change Questionnaires (in the *Census Update Interviewer's Manual*)
- ✘ household return-visit forms (see Appendix H)
- ✘ SAVVY information booklet/letters (example shown in the *Census Update Interviewer's Manual*)
- ✘ historical calendar (example shown in the *Census Interviewer's Manual*)
- ✘ pencils or pens
- ✘ portfolio (satchel)

Follow central office guidelines on the distribution of materials for employment, payment, and remuneration.

At the end of this section, you will know how to use field observation to supervise and monitor your staff. You will understand the procedures and forms required to monitor and document field observation of supervisors. You will know who you need to visit in the field and the general sequence of follow-up observations to monitor initial observation visits, intermediate observation visits, quality assurance visits, and on-the-job training. You will know how to determine if an SA is on track for timely completion and how to assist and guide the census supervisor if there are problems.

The census survey coordinator (CSC) is constantly on the move supervising staff under his or her charge to ensure that census work is progressing smoothly in each supervisory area (SA). The CSC should check with the census supervisors to make sure that they are carrying out their duties seriously and properly; for example, making initial and intermediate checks on their interviewers and that they are reporting if interviewers are having any difficulties in the field. CSCs will verify that census supervisors are checking the progress of work in their area and that any problems that the interviewers are having are resolved immediately.

You must make sure that you have frequent and regular contact with each census supervisor about the progress of the interviews in the supervisory area. Make sure that the supervisors are working with interviewers in the field to check work and resolve problems quickly and tactfully. Encourage supervisors to discuss any issues they may be facing in their supervisory area immediately, rather than waiting until issues reach a crisis point. Provide encouragement and support for your supervisors in resolving work problems, in addition to monitoring their work.

In order to check the quality of a supervisor's work, it is necessary to visit the census interviewers from time to time in the field. In the field, you will perform the same quality assurance checks that are being done by the supervisor and determine if your results are consistent with the results you receive from the supervisor.

Decide on the number of interviewers you will observe from each supervisory area prior to each field observation trip. Be consistent with the number of interviewers you observe. You may decide to visit three census interviewers per census supervisor. If

you decide to do so, you should verify the results of three census interviewers in each supervisory area.

INITIAL OBSERVATION VISITS

Census supervisors are required to conduct initial observation visits with their interviewers within a few days after training is completed. The supervisor will fill out an initial observation checklist (see Appendix B). The CSC should begin follow-up to the initial observations as soon as he or she is informed that the initial observations are complete by the census supervisor. CSC follow-up involves making visits, in the field, to a sample of the interviewers from each SA. Make sure that you are consistent with the number of interviewers you observe from each SA.

Upon visiting a census interviewer in the field, first determine if an initial observation visit was made and on what date. Following the procedure from the *Census Supervisor's Manual*, observe the interviewer canvass and record at least five addresses in the address listing book and try to observe the interviewer completing at least three census questionnaires. Techniques differ slightly if this is a census update round; details are found in the *Census Supervisor's Manual*.

If you are not satisfied with the performance of an interviewer, you may guide him or her on proper procedures to follow using the interviewer's manual. However, if you rate an interviewer as "below average" or "poor," it is important to follow up with his or her supervisor to see if both you and the supervisor consistently agree with how the interviewer should be rated. Keep careful notes of errors and defects that you found, as you may not take the address listing book or questionnaires out of the field at this point.

Meet with the census supervisor as soon as possible after your follow-up to the initial observations. Review the supervisor's initial observation checklist forms and verify that they are complete, legible, and used correctly. If the supervisor did not review all tasks for an interviewer, determine if there is a reasonable cause for this, or instruct the supervisor to return to the field for further observation of that interviewer. Verify that there is an initial observation checklist form for every interviewer in the supervisory area.

Review your assessment of the interviewers and check that it is consistent with the supervisory assessment. If there are inconsistencies, then guide the supervisor in the use of supervisory procedures to spot defects and errors that he or she may have missed. If the supervisory rating is consistently lower than the CSC rating,

then determine where the supervisor is misunderstanding the census procedure and review that section with him or her. Make sure that the supervisor is comfortable using all training and reference materials to strengthen his or her understanding of the supervisory procedures.

When meeting with the supervisor, determine how many interviewers achieved below average or poor assessments and verify that they have been scheduled for on-the-job training. Discuss with the supervisor his or her current assessment of requirements for additional or replacement interviewers.

If the supervisor has not completed the initial observation visits within a week of the beginning of the interview period, then the CSC must investigate the cause of the delay. Delays may be due to poor communications strategies, more difficult terrain than anticipated, ill health on the part of interviewers or supervisors, or below average job performance by the supervisor.

- ✘ If delays are due to poor communications between a supervisor and interviewers in the SA, guide the supervisor in setting up a system of communication between a central location and the interviewers.
- ✘ If delays are due to more difficult travel and terrain than anticipated, discuss the need for additional help, either at the interviewer level or supervisory level with the field office or central office.
- ✘ If delays are due to ill health on the part of the supervisor or interviewers, determine if replacement staff will be required.
- ✘ If delays are due to below average job performance by the supervisor, determine the areas of weakness on the part of the supervisor and provide guidance and on-the-job training in these areas.

Census supervisors are required to review work for the second time near the middle of the census interview period. The supervisor will conduct an intermediate check of all interviewers in the SA area to assess their progress and the quality of their work. The CSC should begin follow-up to the intermediate reviews as soon as he or she is informed that they are complete by the census supervisor. The supervisor will need to meet with several interviewers from

INTERMEDIATE OBSERVATION VISITS

each SA to check forms so far completed. Select a convenient meeting place where work can be reviewed, but where confidential information will be protected.

Upon visiting a census interviewer in the field, first determine if an intermediate review was completed and on what date. Following the procedure from the *Census Supervisor's Manual*, chapter 7, review all completed forms, the address listing book and the AA map as well as reviewing the interviewer's progress record on the cover of the address listing book. Keep careful notes of errors and defects that you found, as you may not take the address listing book or questionnaires out of the field at this point.

If you or a supervisor suspect that an interviewer has falsified information on a form, you must re-enumerate the household to determine if this is correct. This is discussed further in chapter 8.

SPECIAL CIRCUMSTANCES

Meet with the census supervisor as soon as possible after your follow-up to the intermediate interviews. Review your assessment of the interviewers' work and make notes of any issues or defects that you found that were not found by the supervisor. If there are inconsistencies, then guide the supervisor in use of supervisory procedures to spot defects and errors that he or she may have missed. Make sure that the supervisor is comfortable using all training and reference materials to strengthen his or her understanding of the supervisory procedures.

When meeting with the supervisor, examine the supervisor's management record to determine how the interviewers are performing each day in comparison to predetermined rates of interviews per day, and how many are falling below that rate. If production rates are low, you need to work with the supervisor to determine what the problem is and how best to resolve it.

- ✘ If low production rates are due to poor communications between a supervisor and interviewers in the SA, guide the supervisor in setting up a system of communication between a central location and the interviewers.
- ✘ If low production rates are due to more difficult travel and terrain than anticipated, discuss the need for additional help, either at the interviewer level or supervisory level with the field office or central office.

- ✘ If low production rates are due to ill health on the part of the supervisor or interviewers, determine if replacement staff will be required.
- ✘ If low production rates are due to below average job performance by an interviewer, determine the areas of weakness on the part of the interviewer and have the supervisor provide guidance and on-the-job training in these areas. Determine if the interviewer will need assistance to complete the AA.
- ✘ Low production rates may occur if an interviewer has lost the good will of the community. In this case, determine if the relationship between the interviewer and the community can be mended. Ask the supervisor to work with the interviewer to determine the root cause of the problem, and to represent the Sample Vital Registration with Verbal Autopsy (SAVVY) system to the community in a positive manner. If the relationship between the interviewer and the community cannot be mended, it will be necessary to replace the interviewer. This should be done carefully, working with the supervisors and local leaders to ensure that the replacement interviewer is acceptable to the community.
- ✘ Low production rates may also occur if the supervisor has caused ill-will in the community. If you determine this to be the case, it is your responsibility to determine if the problem can be resolved. You may have to speak with members of the community, explaining the purpose of the SAVVY system and the importance of providing complete and accurate information. If the problem cannot be resolved, work within central office procedures to find a replacement supervisor.

You should visit the interviewers and supervisors in the field to monitor the quality of on-the-job training (OJT). It is especially important to determine if the supervisors are following the training guide consistently.

When observing OJT, allow the supervisors to proceed normally with their training unless there is a serious problem, such as incorrect information being given. Otherwise, you should wait until the training is complete and you are alone with the supervisor before you take any corrective action or offer suggestions. If you

find that the supervisor is not following the training manuals or census procedures properly, review with him or her the need for consistency in training and review the procedures for following the interviewers manual.

You should complete an OJT observation checklist for each training site visited.

QUALITY ASSURANCE VISITS

The CSC must follow up on quality assurance visits made by the supervisor. The supervisor will canvass a sample of each assignment area to determine if the interviewers are finding every unit and if the information on the maps and address listing books is completely accurate. It is necessary for the CSC to verify the quality assurance visits by revisiting some of these areas and households.

The supervisor will select the sample of housing units visited randomly, but the CSC must review the same area visited by the supervisor. The CSC will visit the supervisor and select every *n*th quality assurance check record, where *n* is a predetermined number (for example, if *n* is six, then every sixth record is checked). The CSC must record the interviewer name, interviewer area, date, and the line number of the designated unit. Then, using a blank quality assurance check record, the CSC will visit the interviewer in the field. Upon visiting a census interviewer in the field, first determine if a quality assurance check was completed and on what date. The CSC will then gather the address listing book and relevant questionnaires from the interviewer and proceed with the quality assurance check, as detailed in the *Census Supervisor's Manual* in chapter 9.

Meet with the census supervisor as soon as possible after your follow-up to the quality assurance checks. Review your assessment of the interviewers' work and make notes of any issues or defects that you found that were not found by the supervisor. If there are inconsistencies, then guide the supervisor in use of supervisory procedures to spot defects and errors that he or she may have missed. Make sure that the supervisor is comfortable using all training and reference materials to strengthen his or her understanding of the supervisory procedures.

Special Circumstances that Require CSC Field Visits

At the end of this section, you will know two situations that require the census supervisor coordinator (CSC) to make field visits to resolve them.

The census supervisor will have notified you if there is suspicion that an interviewer has falsified information on a form. You must follow up on this immediately. If you or a supervisor suspect that an interviewer has falsified information on a form, you must re-enumerate the household to determine if this suspicion is correct. It is better to visit the household together with the census supervisor to determine all facts of the case. Falsifying information on the forms is grounds for dismissal. If you determine that an interviewer has falsified information on a form, follow central office procedures to resolve this situation.

FALSIFICATION

The census supervisor may notify you that he or she believes an interviewer does not have the ability to perform the job of a census interviewer. You must follow up on this immediately. Visit the interviewer and determine if he or she has received on-the-job training. Even if this training has been provided, repeat on-the-job training for the interviewer before making a final decision about the interviewer's ability to perform the job. If you determine that an interviewer cannot perform the job, follow central office procedures to resolve this situation. You will need to provide the supervisor with a replacement interviewer.

POOR JOB PERFORMANCE

At the end of this section, you will know how to collect the census materials and analyze them for quality assurance. You will know in what sequence to expect returned materials and which materials to expect. You will learn how to select a sample of forms for review and unit verification. You will know the proper procedures and forms to use in returning questionnaires or the address listing book to the census supervisor for repair or additional verification.

The census supervisor coordinator (CSC) will receive one bundle per each assignment area (AA) that contains the address listing book cover sheet and all questionnaires for the census. For a baseline census, the bundle will contain the Sample Vital Registration with Verbal Autopsy (SAVVY) census household questionnaire in address-listing-book order. For the update census, the bundle will contain all the update questionnaires in address-listing-book order, followed by the change questionnaires in address-listing-book order. The CSC should check the address listing book's totals (Section 5 of the address listing book coversheet) for each AA against preliminary population estimates, in order to spot gross discrepancies quickly.

The CSC will check that all materials distributed at the beginning of the census interview period are accounted for. The CSC should check his or her documentation to ensure that all blank address listing books, questionnaires (or questionnaire pads), maps and supervisor management records, are returned by the census supervisors. If anything is missing, contact the census supervisor to investigate the whereabouts of the missing items.

The CSC should then conduct a random sample check of questionnaires from each AA, using the address listing book to pull every *n*th questionnaire from an AA bundle, where *n* is a predetermined number (if *n* is six, pull every sixth form, for example). If problems are found relating to consistency of data or completeness of the questionnaires, then the census supervisor should be contacted to explain and resolve the problem. If necessary, the census supervisor may need to return to the field to correct errors in an AA where there are a significant number of problems.

QUALITY ASSURANCE OF COLLECTED MATERIALS

Once all the supervisory areas for a CSC have been returned and have passed their checks for completeness and accuracy, the CSC will send the materials to the central office for data processing in supervisory area boxes containing AA bundles. Each box should be clearly marked as to contents, including the CSC identification.

QUALITY ASSURANCE OF ADDRESS LISTING BOOK COVER SHEETS

Do the following when making a random review of the address listing books:

- ✘ Check that all entries are complete.
- ✘ Check that all entries are made in blue or black ink.
- ✘ Make sure that the assignment area number, place name, and cluster number match the questionnaires in the bundle.
- ✘ Make sure you have at least one cover sheet for every address listing book listed in section 1-D.
- ✘ Make sure that the dates are sequential and totals are additive in the Interviewer Daily Progress Record.
- ✘ Make sure that the total number of housing units is less than or equal to the total number of buildings.
- ✘ Make sure that the total number of households is less than or equal to the total housing units.
- ✘ Make sure the total number of persons is greater than or equal to the total number of households (there is at least one person per household).

QUALITY ASSURANCE OF QUESTIONNAIRES

Do the following when making a random review of the questionnaires:

- ✘ 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 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 supervisor or 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 identification (ID) number in certifying the questionnaires.
- ✘ If an interviewer completed a change questionnaire during the census update 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 were more than 10 new members in a household.

Try to verify the status and population count of a sample of the completed questionnaires either by telephone call or a direct visit. If you are unable to reach these respondents, send the questionnaires to the census supervisor for unit verification of housing unit status and population. The form should be completed by the supervisor and returned to the field office as discussed in the *Census Supervisor's Manual*, Chapter 10, Additional Questionnaire Verification – Unit Verification.

If the work received is not acceptable, it should be returned to the supervisor for repair and verification. On a separate error sheet (shown on page 34), the CSC will document reasons the work is being returned. If the address listing book needs repair, you should mark the cover sheet that it needs repair. Also mark missing or incorrect address items on the address listing book cover sheet itself.

To create an error listing for a supervisor, you will fill in the supervisor's name, area identification, and the date of the error list creation. You may use one listing form for more than one assignment area, so it is important that the address listing book line number (1) and the assignment area number (2) are complete and accurate. In

UNIT VERIFICATION

RETURNING QUESTIONNAIRES FOR REPAIR AND ADDITIONAL VERIFICATION

ERROR LIST SAVVY BASELINE/CENSUS UPDATE			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)			

column (3) write both the form type (or number) and the complete unit identification, including cluster number, assignment area, building number, housing unit number, and household number. After filling out the interviewer's name in column (4), clearly state the problem in column (5) under remarks. Make sure your description clearly states what actions you would like the census supervisor to take. Leave column (6) blank, the date the supervisor sends the listing back to you.

When the supervisor corrects an error on the address listing book cover page, he or she will initial and fill in the date column (6), and return the repaired cover page to you. For repaired questionnaires or maps, the date of repair and initials will be entered on the error list, as described in Chapter 10 of the *Census Supervisor's Manual*, under Repair Instructions for Address Listing Books and Maps. Review all returned material. If the repair does not meet your expectations, contact the supervisor personally to provide further instruction and guidance.

You may also ask the supervisor to visit and recanvass some of their assignment areas that have an unexpectedly low population count or if no housing units are listed as occupied. In most cases, the supervisor will have already investigated these situations, so look carefully for any notes or explanation in the bundles.

As noted above, questionnaires will also be sent to the supervisor for unit verification if necessary.

At the end of this section, you will know of some unusual situations that you may be called upon to resolve. You will be in frequent contact with your census supervisors to help resolve any problems that arise in the field. Your supervisors have been informed to notify you immediately when any situation occurs that may cause a delay in the work in one or more assignment areas.

If an interviewer resigns, the census supervisor coordinator (CSC) is responsible for hiring and training another interviewer as soon as possible. Since training is very expensive, see if an interviewer may be made available from another AA to complete the work. The CSC should determine the amount of work that will be required. If the resigning interviewer did satisfactory work, it may be possible for the replacement interviewer simply to complete the job. If the resigning interviewer did below average work, however, it may be necessary to recanvass and reinterview the area totally.

AN INTERVIEWER RESIGNS

If an interviewer is slow in producing work for an extended period of time, determine if the census supervisor has provided on-the-job training. If the supervisor has done so, the CSC must go to the field and observe the interviewers, to determine what is causing the delay. The CSC should provide guidance and on-the-job training for the interviewers as required. If, following this, the interviewers are incapable of producing work as required, it is necessary to follow central office guidelines to replace them.

ONE OR MORE INTERVIEWERS ARE SLOW IN PRODUCING WORK

The CSC should try to help the census supervisor get delayed work back on schedule. This may mean finding staff that can assist in the interviewing process, or staff that can take on some of the supervisory work so that the supervisor can help with the canvassing and interviewing.

If interviewers are consistently finding more housing units than expected in a supervisory area (SA), this will cause a problem. Use current rates of production to estimate how many extra interviewers will be required to finish on time. Determine if

THERE IS A LARGER NUMBER OF HOUSING UNITS THAN EXPECTED IN THE SUPERVISORY AREA

interviewers may be reassigned from another SA before hiring and training extra interviewers. It may also be possible to relieve the census supervisor of some of the organizational and quality assurance burden so that he or she may help with the canvassing and interviewing.

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: Training Observation Form
- ✘ Appendix B: Initial Observation Checklist
- ✘ Appendix C: Quality Assurance Review Page
- ✘ Appendix D: Quality Assurance Check Record
- ✘ Appendix E: On-the-Job Training Observation Checklist
- ✘ Appendix F: Unit Verification Form
- ✘ Appendix G: Error List
- ✘ Appendix H: Household Return-Visit Form

**APPENDIX A:
TRAINING OBSERVATION
FORM**

Census Interviewer Training Observation Form	Cluster Number:
Place Name(s)	Assignment Area Number(s)
Census Supervisor Name(s):	Supervisory Area Number(s)
Location of training site:	
Condition of training site:	Circle one response
Quiet and free of distractions	Yes No
Large enough to accommodate all trainees, but not too large	Yes No
Sufficient desk or table space	Yes No
Sufficient lighting	Yes No
Well ventilated and well heated or cooled as required	Yes No
Has acceptable restrooms	Yes No
Has eating facilities nearby	Yes No
Is centrally located to limit travel by all trainees	Yes No
Is rent free	Yes No
Demeanor of census supervisor trainers:	
Dressed professionally	Above average Satisfactory Below average
Spoke clearly and audibly	Above average Satisfactory Below average

Treated trainees with respect and courtesy	Above average Satisfactory Below average
Responded to classroom dynamics, asked questions, gave breaks, kept trainees engaged in training process	Above average Satisfactory Below average
Limited distractions and unnecessary discussions	Above average Satisfactory Below average
Knowledge and preparation of census supervisor trainers:	
Knowledge of Census Update Interviewer’s Training Guide	Above average Satisfactory Below average
Knowledge of Census Update Interviewer’s Manual	Above average Satisfactory Below average
Knowledge of Census Supervisor’s Manual	Above average Satisfactory Below average
Familiarity with training materials and ability to access them during training	Above average Satisfactory Below average
Ability to anticipate questions and respond clearly	Above average Satisfactory Below average
Training:	
Ability to consistently follow Census Update Interviewer’s Training Guide	Above average Satisfactory Below average
Ability to use practice exercises effectively	Above average Satisfactory Below average
Ability to correct trainees during practice exercises	Above average Satisfactory Below average
Adherence to guidelines for calling on trainees	Above average Satisfactory Below average
Other:	
Took daily attendance based on list of trainees	Yes No
Contacted CSC with difficult or unusual questions	Yes No

**APPENDIX B:
INITIAL OBSERVATION
CHECKLIST**

INITIAL OBSERVATION CHECKLIST Baseline Census	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								

QUALITY ASSURANCE REVIEW PAGE
SECTION I: SUPERVISOR REVIEW
PART A – QUESTIONNAIRE REVIEW
<ol style="list-style-type: none"> 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. 2. Make sure that address changes on the address listing book have been accurately added to the address changes section 3. Make sure that all the questions are answered. 4. For occupied housing units, check to see if the number of names listed is the actual number of answers for each question 5. For the update questionnaire, make sure that the names listed match those in the household. 6. For occupied housing units, check to see if all information is entered for each person in the listing 7. Make sure that the interviewer has signed his/her name, entered his/her ID code and date
PART B – ADDRESS LISTING AND MAP REVIEW
<ol style="list-style-type: none"> 1. Make sure that the interviewer is writing the proper ID label on each line of an add page when used 2. Check to see that the interviewer is generally staying within the assignment boundary 3. Making all entries, particularly those on the add pages (when needed) on a legible manner 4. In case of the baseline and also an add page, make sure that the interviewers are entering the complete and correct address information 5. Check to see that the interviewers are putting an action code in the appropriate column on the address listing for each Housing Unit 6. As required map spotting each unit added according to instruction. <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"> a. Not completed – Stop Office Review and send for QA check. b. Completed but the AA failed and was not recanvassed – Stop Office Review and send out for recanvass. c. Completed and AA passed – Continue Office Review. 				
	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;" type="text"/>			
	b. Number of HUs deleted <input style="width: 80px;" 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**

QUALITY ASSURANCE (QA) CHECK RECORD SAVVY Baseline Census									
					Supervisor Name		Date		
					Interviewer Name		Total Number of Listings in Register		
					Interviewer Area		Line Number of Designated Unit		
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									
QA CHECK OUTCOME					Number of addresses checked:				
AA Passed - Return to Office (AA passes if 0 or 1 address has failed)					Number of addresses that failed inspection:				
Check one:					AA Failed - Recanvass AA (AA fails if 2 or more addresses have failed)				

**APPENDIX E:
ON-THE-JOB TRAINING
OBSERVATION
CHECKLIST**

ON-THE-JOB OBSERVATION CHECKLIST	1. Supervisor Name		2. Supervisor Area					
Briefly describe background to OJT (initial review, problems in field, intermediate review, etc.)	3. Interviewer Name and Date of Observation							
	Yes	No	Yes	No	Yes	No	Yes	No
Correctly identifies interviewer errors								
Correctly cites section of interviewer manual regarding interviewer errors								
Provides correct guidance to correct interviewer errors								
Keeps OJT specific to task								
Covers all defects made by interviewer								
Properly records OJT in Quality Assurance Review page								
Displays a professional attitude								
Understands why the SAVVY Census is being done and the concepts involved								
Comments and Outcome								
Census Coordinator Supervisor Signature				Date of completion				

[SEAL or LOGO]

Hello,

My name is _____ and I am an interviewer with the SAVVY system. I am sorry I missed you on _____.

I will be returning on _____.

If this is not convenient for you, you may contact me at _____, or leave a message for me when I return.

Thank you for your participation!

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

International Programs Center
Population Division
U.S. Census Bureau
Washington, DC 20233
www.census.gov

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