

# Field Quality Monitoring: Findings and Expansion from the Reinterview Pilot Program

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# Background: Current Reinterview (RI) process

Reinterview is the Census Bureau's quality assurance program, conducted via telephone and in-person.

Two ways to select cases for reinterview:

1. Pre-selected sample
  - Percentage of total sample (~10%)
  - Does not consider case outcome or original interviewer
2. Supplemental reinterview
  - Cases with data anomalies
  - Cases held by interviewers with data anomalies

# Background: Limitations to current approach

## Pre-selected sample:

- The random preselection of cases does not ensure all interviewers have a case selected for reinterview
- Not all interviewers have a case successfully reinterviewed

## Supplemental Reinterview:

- Supplemental RI cases are only selected on an ad hoc basis

# Reinterview Redesigned: Goals

1. Have every actively working interviewer that has worked at least one case successfully reinterviewed
2. Interviewers with a significant workload size get multiple cases reinterviewed throughout different points in the interview period
3. Reinterview happens in a timely manner

# Reinterview Pilot Program

Survey	Preselected Random Sample	Supplemental Reinterview
Survey 1		X
Survey 2	X	X

# Reinterview Redesign: Eligibility for Supplemental RI



Complete Interviews



Partial Interviews



Vacant Interviews



Non-Interviews

# Reinterview Redesigned: Type 1 Reinterview

Survey	Type 1 – Workload Requirements
Survey 1	Level 1: 2 Eligible Cases Checked-In Level 2: 7 Eligible Cases Checked-In Level 3: 8 Eligible Cases Checked-In, and no complete reinterview cases Level 4: 30+ Eligible Case Workload and 15+ Cases Checked-In
Survey 2	Level 1: 2 Eligible Cases Checked-In

# Reinterview Redesigned: Type 2 Reinterview

Data Anomaly Type	Type 2 Automatic Case Selection Requirements
Speeding	<ul style="list-style-type: none"><li>• <u>Survey 1</u>: All Complete and Vacant interviews</li><li>• <u>Survey 2</u>: Only Complete interviews</li></ul>
Item non-response/missing data outliers	<ul style="list-style-type: none"><li>• <u>Survey 1 and 2</u>: Complete, Partial and Vacant interviews</li></ul>



# Reinterview Redesigned: Monitoring Progress

Combine production data with reinterview response data to monitor outcomes

- Reviewing the notes for flagged/data irregularity cases
- Confirm refusals/don't knows

Production Time	Time Estimate	RI Selection Type	(Type 2 Flag?)	(Flagging Reason)	Notes
00:25:24	0:30:00	Type 2- A (INR)	Yes	INR	Our records indicate that we do not have answers to all of the questions we usually ask. Were there specific questions of the interview that you refused, or were unable to answer? She said that the FR asked <u>personal questions like social security number, which the respondent refused.</u>
00:06:13	00:10:00	Type 2- A (TII)	Yes	TII	Respondent stated that the interview went by very quick, and only lasted around 10 minutes and the <u>FR did not use a laptop during the interview.</u>

# Reinterview Pilot Program Outcomes

	Survey 1 (Supplemental RI only)	Survey 2 (Preselected sample and Supplemental RI)
Percentage of workload selected for Reinterview	Type 1 cases: 6% Type 2 cases: 2% Total: 8%	Preselected: 7% Type 1 cases: 1% Type 2 cases: 2% Total: 10%
Percentage of interviewers selected for Reinterview	91%	77%
Percent of eligible interviewers successfully Reinterviewed	99%	86%
Percent of Supplemental RI cases selected which were successfully reinterviewed	100%	94%

# Reinterview Pilot Program Results

	Survey 1	Survey 2
Percentage of <i>supplemental RI Type 2 cases</i> selected with a data irregularity	13%	11-13%
Percentage of <i>other RI (preselected and Type 1) cases</i> selected with data irregularity	7%	8%

- **Types of Data Irregularities:**
  - Household not contacted
  - Misclassification of unit during original interview
  - Not all questions asked during interview

# Conclusions from the Reinterview Pilot Program Survey

- The two surveys showed that it is possible to reinterview nearly all interviewers and monitor them for data quality concerns
- The data anomaly-based case selection was very useful in identifying data irregularities for both surveys

# Considerations for the Future of the Program

- Implement a combined use of a preselected random sample and supplemental reinterview
- Expansion of monitoring of the reinterview results during surveys
- Improvement of the reinterview case selection to account for the replacement of ineligible and reassigned production cases

# Contact Information

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