

Sobriety Follow-Up Survey

**Baldwin Research
Institute, Inc.**

Final Report

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Sobriety Follow-Up

Final Report

Presented by:

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CLEARWATER
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Introduction and Background

Baldwin Research Institute, Inc., (BRI) contracted with Clearwater Research, Inc., (Clearwater) to conduct a follow-up survey of a random sample of Jude Thaddeus Program graduates. Clearwater conducted the survey and provided the required products and services including sample design, questionnaire consultation, data collection, and analysis.

Methods

Clearwater conducted a computer-assisted telephone interview (CATI) survey of a random sample of 204 participants in the Jude Thaddeus Program and one corroborating friend or family member for each participant. Data were collected between the dates of May 31 and June 18, 2006. We provided BRI with assistance to adapt the questionnaire for CATI administration, a pretest of the programmed CATI questionnaire, data collection, data set preparation, and analysis. At the end of the project, we delivered a cleaned data set, a report documenting the survey design and implementation, frequency tables of the survey responses with statistical analysis, and other deliverables required by the RFP.

Survey Instrument

Clearwater collaborated with BRI to adapt the existing interview protocol for use with our CATI system. The questionnaire was very short, essentially asking one question about the sobriety status of the program participant. We provided our standard review of the questionnaire to assess possible issues with question wording, item order, and the flow of the survey from start to finish. Our bid assumed that the average interview length would not exceed one to two minutes per respondent, would not include any open-ended items, and would be conducted in English only.

We tested the questionnaire programming thoroughly to ensure accuracy in data collection. Clearwater data collection and research staff closely monitored the interviewers initially to identify any issues that eluded detection during the testing. The final questionnaire is presented in Appendix A.

The average interview length was approximately 9½ minutes per case. This includes all of the time spent by an interviewer getting the question answered by both the guest and the corroborator. It exceeded our original estimate of two minutes per interviewee due to the amount of time spent contacting the individuals being called, the extra comments they wished to provide, and Supervisor discussion. The actual interview was much shorter in length.

Sampling

Clearwater consulted with BRI regarding the specific information needed for fielding. The Sobriety Survey Protocol provided by BRI originally specified the random sample of participants be generated manually (physically drawing cases from a container.) However, after consultation it was mutually decided we would use Access to randomly choose names from a list provided to Clearwater by BRI. After the names were selected, Clearwater accessed BRI's in-house database containing contact information for each participant in the Jude Thaddeus Program to gather specific information that was copied manually into a spreadsheet. The contact information was loaded into CATI and the interviewers began to contact designated individuals and complete interviews.

Out of a total of 475 records called, 204 resulted in completed interviews with both parties giving an overall response rate of 42.95%. Clearwater interviewers “chased” members of the sample who were not reachable at the household or telephone number provided by BRI when someone we contacted could provide us with an updated telephone number.

Data Collection

For the Sobriety Follow-up project, Clearwater adhered to the instructions in the Sobriety Survey Protocol provided by BRI with the request for proposals. Data collection was originally scheduled for May 30–June 18, 2006, but was extended through June 25, 2006. Clearwater collected data using our 120-station computer-aided telephone interview (CATI) system. Interviewers were able to see and record responses to questions on a computer screen. The software managed the telephone calling, controlled distribution of sample, consolidated data, and tracked interviewer activity and productivity. Interviewers were thoroughly briefed prior to data collection and rehearsed the questionnaire before conducting actual interviews.

After the first week of calling, interviewers were briefed a second time immediately following changes in the programming to make the survey flow better. Monitoring staff listened to a sampling of interviews throughout the fielding period to maintain data quality. Hard copies of monitoring reports are included with the final deliverables.

Clearwater used computer-aided dialing, *but not predictive dialing*. Predictive dialing has the potential to annoy respondents by introducing a delay in connections after respondents answer the telephone. This delay leads to higher hang-up and refusal rates and a correspondingly lower response rate for the survey.

Interviewers attempted each record a minimum of three times or until a final disposition (e.g., completed interview, refusal) was reached. All definite appointments were attempted regardless of the attempt number. Some records were attempted up to 14 times with an average of 5½ attempts per guest/corroborator pair to locate the correct individuals and make contact with them. To maximize the likelihood of reaching the sampled person, interviewers called each telephone number at a variety of times, including weekdays, weekday evenings, and weekends. Each attempt represents a different calling time, but could include dialing several different phone numbers. Detailed descriptions of each attempt can be found in the attached “Attempt File.” (See Appendix F for a description of the layout.)

Our interviewers are trained in techniques of refusal avoidance that are effective in maximizing response rates. We developed an interviewer manual for the Sobriety Follow-up study that provided the interviewer with information about the study to be used while relating with respondents to keep them on the phone. Answers to frequently asked questions and guidelines for dealing with certain situations were available during the interviews on hotkeys listed in the interviewer manual. The interviewer manual is presented in Appendix B. The text of the scripts are in the questionnaire document in Appendix A.

Data Preparation

During data collection, interviewers documented any errors they encountered on data change forms. At the conclusion of data collection, these errors were corrected in preparing the data set for analysis. The data were converted and formatted for review in SPSS (a statistical analysis software package) and Microsoft Access.

Clearwater pays close attention to comprehensive and routine data inspections, data cleaning, and data set preparation. The completed survey data set was cleaned and prepared in an electronic file format in SPSS and Excel. Any data changes were documented on data change forms which are included with the final deliverables. For table production and statistical analysis, variable and value labels were added to the cleaned SPSS data set.

Calling on the RDD sample was considered complete at the point all records had reached their minimum attempts or a final disposition had been assigned. We exported the data from CATI, cleaned, and compiled them into a labeled SPSS datafile.

Clearwater calculated the final disposition for each sample record. The CATI call history tables recorded the interim or final disposition entered by the interviewer for each call attempt. Database programming referenced both the CATI call history tables and the data sets to determine the correct final disposition.

Call Outcomes

Each call attempt was given an interim disposition depending on the outcome of the call. At the end of the field period, each record was assigned a final disposition for the study based on the history of interim dispositions and data collected for that case. Because there were multiple phone numbers on each record, the interim dispositions only captured the results of the last phone number attempted, so additional notes were made. These notes are available in the attached Attempt File.

Table 1 shows the calculated final dispositions. Detailed descriptions of each disposition can be found in the interviewer manual in Appendix B, Table 2. The final dispositions shown represent the overall outcome of a guest/corroborator pair. Some individual refusals may be hidden within the partial complete counts.

Table 1: Final Dispositions

| FinalDisposition | Description | Count |
|---------------------|---|------------|
| 22 | Final Refusal - By Guest | 4 |
| 23 | Disconnect/Non-working | 23 |
| 27 | Not Avail. during Int. Period | 10 |
| 30 | Wrong Number | 23 |
| 34 | Final Refusal-By Corroborator | 13 |
| 35 | Deceased | 5 |
| 36 | Complete - both | 204 |
| 40 | Do Not Call | 5 |
| 41 | Partial Complete Guest Only | 32 |
| 42 | Partial Complete Corroborator Only | 103 |
| 43 | Refusal - Unknown | 3 |
| 44 | Noncontact | 50 |
| 99 | Insufficient contact information or record states not to contact corroborator | 192 |
| TOTAL SAMPLE | | 667 |

Response Rates

We calculated response rates based on a break down of four final disposition categories, summarized in Table 2. The overall response rate was 47.55%. This rate reflects the percentage of completed interviews achieved after fully processing all attempted sample records according to the prescribed sample management rules. Table 2 also estimates the invalid numbers from the total number of sample.

Table 2: Response Rate Formula Categories

| Symbol | Description | Dispositions | Both | Guest Only | CRB Only |
|--------|--|--------------|--------|------------|----------|
| I | Complete interviews by both | 36 | 204 | 204 | 204 |
| P | Partial Complete | 41 or 42 | - | 32 | 103 |
| IN | Invalid | 99, 23, 30 | 238 | | |
| TS | Total Sampled | All | 667 | 667 | 667 |
| RR1 | Response rate 1 – out of total valid records | | 47.55% | 55.01% | 71.56% |
| RR2 | Response rate 2 – out of total sampled records | | 30.58% | 35.38% | 46.03% |
| INV | Invalid rate | | 35.68% | | |

The higher corroborator response rate reflects both a greater availability and willingness to answer among the corroborators than the guests.

The formulas for the response rates were designed specifically for this study, but were based upon the widely accepted response rate formulas published by the American Association of Public Opinion Research¹. The following formulas were applied to each column individually:

The formula for RR1 is:

$$RR1=(I+P)/(TS-IN)$$

The formula for RR2 is:

$$RR2=(I+P)/TS$$

The formula for INV is:

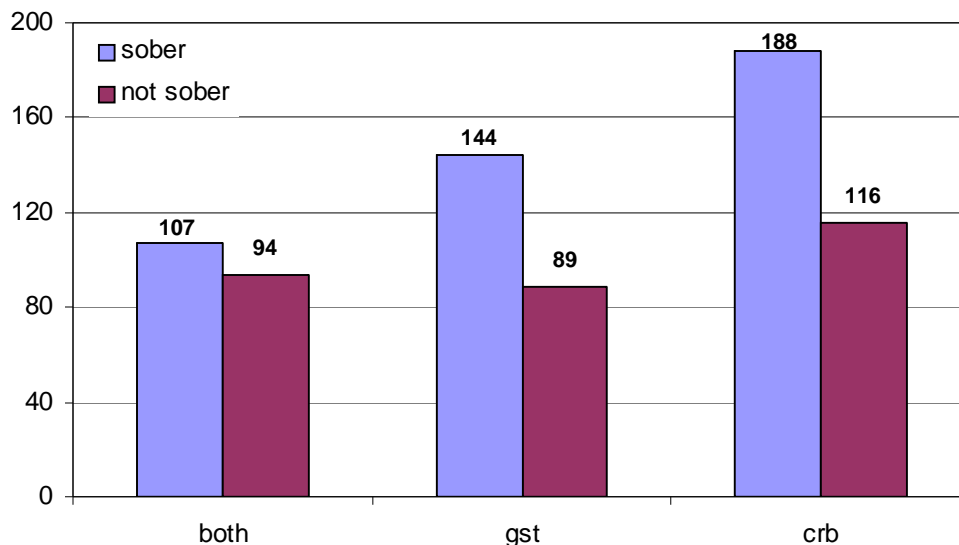
$$INV=IN/TS$$

¹ The American Association for Public Opinion Research. 2004. *Standard Definitions: Final Disposition Case Codes and Outcome Rates for Surveys*. Ann Arbor, Michigan: AAPOR. <http://www.aapor.org>

Discussion

The success rate based on the answers of both the guest and corroborator is 53.2%. The success rate based on just the guest answer is 61.8%. When both the guest and the corroborator were reached, 107 agreed the guest was sober and 94 said they were not. Based on just the guests' response, 144 guests said they were sober, while 89 said they were not. According to the corroborators' responses, 188 were sober and 116 guests were not.

Figure 1: Sober vs. Not sober



Considering both guest and corroborator answers, the true percentage of all guests who are sober is 95% likely to lie in the range of 47.1% to 59.4%. More than six out of ten guests (61.8%) indicated they are currently sober. Based upon their answers alone, the true percentage of all guests who are sober is 95% likely to lie in the range of 56.4% to 67.2%, as shown in Table 3. Considering only the responses from corroborators, 61.8% of guests are currently sober. The true percentage of guests who are actually sober according to the corroborator is 95% likely to lie in the range of 57.3% to 66.4%.

Table 3: Confidence Intervals

| Guest Status | n | Percent | CI |
|-------------------------------------|-----|---------|-----------|
| Sober according to both | 107 | 53.2 | 47.1-59.4 |
| Not Sober according to at least one | 94 | 46.8 | 40.6-52.9 |
| Sober according to guest | 144 | 61.8 | 56.4-67.2 |
| Not sober according to guest | 89 | 38.2 | 32.8-43.6 |
| Sober according to corroborator | 188 | 61.8 | 57.3-66.4 |
| Not sober according to corroborator | 116 | 38.2 | 33.6-42.7 |

*** Note: 3 of the 204 double-responses were excluded from these calculations since these guests never finished the program.

Recommendations

In light of the experience gained through this initial wave of data collection, the following areas should be evaluated as possible changes for the next wave.

- Having all sample prepared in a format that can be immediately loaded into our CATI system would allow for more efficient sample management. To keep study costs to a minimum, BRI could use Appendix D to provide valid sample information in Excel for immediate loading.
- The interviewers indicated many family members were unwilling to let us speak to the guest or corroborator because we could not tell them any more than “it’s a personal matter.” A generic script similar to the answering machine message would be very useful to read if necessary before reaching a named respondent.
- The interviewers also said mentioning Baldwin Research and New York *before* mentioning Clearwater Research could be useful in avoiding quick hang-ups.
- We may consider changing the protocol to calling all available phone numbers for both the guest and the corroborator from the very first attempt. According to current protocol, interviewers must try to reach the guest for a couple of attempts before calling the corroborator. Because of the higher difficulty in reaching guests than corroborators, trying both from the beginning may increase our likelihood of getting good contact information earlier in the field period.
- Many guests to whom we were never able to speak with were actually back in rehab again. That information was tracked in the attempt messages, but may be something that should be tracked more quantitatively using a specific disposition or answer choice.
- Guests and corroborators often expressed surprise at the abrupt shortness of the survey and desired to express more comments on the program. Next time, we could include a comment box after the sobriety question in order to capture some of those comments. We may also want to explicitly offer the opportunity for comments in order to reduce the feeling of abruptness in the interview.
- Even if we do capture some of their comments, some respondents still have more to say than we can capture. It could be useful to have someone at BRI or St. Jude’s to refer them to for more discussion.
- We also had quite a few requests for a phone number for St. Jude’s. If it is different than the BRI phone number we gave out, we may want to include that as well.
- The interviewers also requested more specific direction on the following situations:
 - If the corroborator is reasonably certain the guest is sober (or not), but indicates they are not positive, should we probe in any way to encourage a definite response rather than a “don’t know?”
 - When requesting a new corroborator name from a guest (because the original one is unavailable or unwilling), can the new corroborator be someone who doesn’t know about the program, but does know about the guest’s sobriety status?
 - If the guest says they’ve been sober, but then admits that they’ve had some alcohol (but were in St. Jude’s for another reason), do we have to force them to say “no” or can we accept the “yes?”

Appendices

A: Questionnaire

Sobriety Follow-up Survey Questionnaire

| |
|---------------|
| INTRO1 |
|---------------|

May I please speak to [GUEST NAME / CORROBORATOR NAME]?

[IF GUEST & CORROBORATOR ARE AT SAME NUMBER:]

INTERVIEWER: IF GUEST IS UNAVAILABLE, YOU MAY ASK FOR [CORROBORATOR NAME] AT THIS SAME NUMBER.

[NOTE: GUEST NAME WILL APPEAR FIRST UNTIL THAT SECTION IS COMPLETED OR THE GUEST PHONE NUMBER HAS BEEN CONFIRMED INCORRECT.]

- 01. NO ANSWER
- 02. BUSY
- 03. ANSWERING MACHINE -- [GO TO ANSMACH]
- .
- .
- .
- 11. UNAVAILABLE -- [DISPOSITION = 11 (CALLBACK)]
- 22. GUEST REFUSES -- [GO TO QDNC]
- 23. DISCONNECTED / NONWORKING NUMBER -- [SWITCH TO CORROBORATOR]
- 30. WRONG NUMBER -- [SWITCH TO CORROBORATOR]
- 34. CORROBORATOR REFUSES -- [GO TO NEXT CORROBORATOR]
- 35. DECEASED -- [GO TO DECEASED]
- 41. SPEAKING TO GUEST -- [GO TO QGUEST]
- 42. SPEAKING TO CORROBORATOR -- [GO TO QCORROB]
- 43. ENTER NEW NUMBER FOR GUEST -- [GO TO NEWNUM1]
- 44. ENTER NEW NUMBER FOR CORROBORATOR -- [GO TO NEWNUM2]

| |
|-----------------------------------|
| DECEASED -- IF INTRO1 = 35 |
|-----------------------------------|

Please accept our deepest sympathies for your loss. We will update our records. We apologize for any inconvenience.

PRESS ANY KEY TO CONTINUE

[DISPOSITION = 35 (DECEASED)]

ANSMACH

INTERVIEWER, LEAVE THIS MESSAGE ONLY IF THE ANSWERING MACHINE MESSAGE CONFIRMS THAT IT REACHES NAMED RESPONDENT:

This is [YOUR NAME] from Clearwater Research conducting an important survey for Baldwin Research Institute in New York that will take less than 1 minute of your time. Please contact me at 1-800-xxx-xxxx at your earliest convenience. Thank you. We hope to hear back from you.

1. LEFT MESSAGE
2. MACHINE DID NOT MENTION RESPONDENT'S NAME
3. MACHINE FULL/NOT WORKING

QGUEST -- ASK OF GUESTS ONLY

Hello, this is [YOUR NAME] with Clearwater Research. We've been hired by Baldwin Research Institute and the St Jude Retreat Houses, formerly known as the Hagaman Guesthouse, to conduct a survey to measure their success rate. Your response is completely confidential and will remain anonymous.

Have you been sober, not using any illicit drugs or alcohol, for at least the last 30 days?

INTERVIEWER, READ IF NECESSARY:

For the purposes of this study, "not sober" means drinking alcohol in any amount, using illicit or legal drugs recreationally, using any mind-altering substance in any fashion other than for which it was intended (i.e. sniffing glue), and ingesting, snorting, or injecting any medications other than as prescribed by a doctor for medical reasons. The use of coffee and tobacco products is not considered "using substances." To be counted as sober, substances shall not have been ingested within the past 30 days.

1. YES -- [GO TO EXIT]
2. NO -- [GO TO EXIT]

9. REFUSED -- [GO TO DNC]

NEWCRBNM -- IF NEW CORROBORATOR NAME NEEDED

Hello, this is [YOUR NAME] with Clearwater Research. We've been hired by Baldwin Research Institute and the Saint Jude Retreat Houses, formerly known as the Hagaman Guesthouse, to conduct a survey to measure their success rate.

We also need to contact a family member or friend who can answer our simple survey question. We have tried to contact the individual that you listed previously, but have been unable to. Is there someone else who we could contact?

1. YES (ENTER NAME) -- [GO TO NEWNUM2]
2. NO -- [DISPOSITION = 39 (FINAL PARTIAL COMPLETE)]

9. REFUSED -- [DISPOSITION = 39 (FINAL PARTIAL COMPLETE)]

NEWCRB -- ASK IF NEW CORROBORATOR INFO IS NEEDED

We are also trying to contact [CORROB NAME], but the phone number we have seems to be incorrect. Do you have a more recent phone number for [COOROB NAME]?

INTERVIEWER: IF THEY ARE RELUCTANT TO GIVE YOU ANY INFORMATION, TELL THEM: "I understand your position. Please ask [CORROB NAME] to contact Baldwin Research at 1-888-424-2626 to have their information updated."

- 1. YES -- [CONTINUE WITH NEWNUM2]
- 2. NO -- [DISPOSITION = 39 (FINAL PARTIAL COMPLETE)]
- 7. DON'T KNOW -- [DISPOSITION = 39 (FINAL PARTIAL COMPLETE)]
- 9. REFUSED -- [DISPOSITION = 39 (FINAL PARTIAL COMPLETE)]

NEWNUM2 -- IF NEW CORROBORATOR NUMBER

ENTER NEW PHONE NUMBER: (____) _____

[EXPORT NEW PHONE NUMBER TO CALLING STRING]

QDNC -- ASK IF GUEST REFUSES

Do you want to be permanently excluded from all future surveys?

- 1. YES -- [DISPOSITION = 40 (DNC)]
- 2. NO / DON'T KNOW -- [DISPOSITION = 22 (FINAL REFUSAL)]

QCORROB -- ASK OF CORROBORATORS ONLY

Hello, this is [YOUR NAME] with Clearwater Research. We've been hired by Baldwin Research Institute and the St Jude Retreat Houses, formerly known as the Hagaman Guesthouse, to conduct a survey to measure their success rate. Your response is completely confidential and will remain anonymous.

We wish to know if [GUEST'S NAME] has been sober, not using any illicit drugs or alcohol, for at least the last thirty days.

INTERVIEWER, READ IF NECESSARY:

For the purposes of this study, "not sober" means drinking alcohol in any amount, using illicit or legal drugs recreationally, using any mind-altering substance in any fashion other than for which it was intended (i.e. sniffing glue), and ingesting, snorting, or injecting any medications other than as prescribed by a doctor for medical reasons. The use of coffee and tobacco products is not considered "using substances." To be counted as sober, substances shall not have been ingested within the past 30 days.

- 1. YES -- [GO TO EXIT OR NEWGUEST]
- 2. NO -- [GO TO EXIT OR NEWGUEST]
- 7. DON'T KNOW -- [GO TO NEXT CORROBORATOR]
- 9. REFUSED -- [GO TO NEXT CORROBORATOR]

NEWGUEST -- IF PREVIOUSLY UNABLE TO CONTACT GUEST

We are also trying to contact [GUEST NAME], but the phone number we have seems to be incorrect. Do you have a more recent phone number for [GUEST NAME]?

INTERVIEWER: IF THEY ARE RELUCTANT TO GIVE YOU ANY INFORMATION, TELL THEM: "I understand your position. Please ask [GUEST'S NAME] to contact Baldwin Research at 1-888-424-2626 to have their information updated."

- 1. YES -- [CONTINUE WITH NEWNUM1]
- 2. NO -- [DISPOSITION = 39 (FINAL PARTIAL COMPLETE)]
- 7. DON'T KNOW -- [DISPOSITION = 39 (FINAL PARTIAL COMPLETE)]
- 9. REFUSED -- [DISPOSITION = 39 (FINAL PARTIAL COMPLETE)]

NEWNUM1 -- IF NEW GUEST NUMBER

ENTER NEW PHONE NUMBER: (____) _____

[EXPORT NEW PHONE NUMBER TO CALLING STRING AND TERMINATE AS DISPOSITION 38 (PARTIAL COMPLETE CALLBACK)]

EXIT

Thank you for participating in the survey.

PRESS ANY KEY TO CONTINUE

[WHEN BOTH PARTS COMPLETED, DISPOSITION = 36 (COMPLETE); WHEN ONLY ONE PART COMPLETE, DISPOSITION = 38 (PARTIAL COMPLETE, CALL NEXT)]

FAQS -- AVAILABLE ON CTRL-F FROM ANYWHERE IN STUDY

IF A GUEST OR RELATIVE/FRIEND BEGINS TALKING ABOUT ANYTHING BEYOND ANSWERING THE SIMPLE QUESTION AS TO THEIR CURRENT SOBRIETY STATUS, PLEASE KINDLY REMIND THEM THAT:

"I am with Clearwater Research, an outside organization hired to conduct this survey, and am otherwise not affiliated with Baldwin Research. If you have any questions or concerns regarding [yourself / your loved one] or the program, please call 1-888-424-2626 to reach a Baldwin Research employee who can help you."

IF THE FAMILY MEMBER/FRIEND LISTED IS UNAVAILABLE FOR ANY REASON, WE SHOULD NOT INQUIRE OF ANYONE ELSE WHO IS NOT LISTED. IF SOMEONE WHO IS NOT LISTED ANSWERS THE PHONE AND STARTS PRYING FOR INFORMATION BEYOND WHO IS CALLING, PLEASE RESPOND WITH:

"I am sorry, but it is a personal matter."

THEN ASK FOR A BETTER TIME TO CALL OR ANOTHER NUMBER AT WHICH TO REACH THE SPECIFIC INDIVIDUAL.

IF A RELATIVE OR FRIEND OF THE GUEST SEEMS ALARMED, SHOCKED, OR OFFENDED THAT THEY HAVE BEEN CALLED, PLEASE INFORM THEM:

"Permission to contact you has been granted by the program graduate."

(OR IF IT'S THE GUEST THEMSELVES, "you previously gave permission to be contacted for the survey.")

"We conform to confidentiality codes and will not share your information with anyone other than Baldwin Research. Furthermore, all findings remain anonymous. If you do not wish to respond to this survey or any in the future, please inform us of that right now and we will accommodate your wishes."

IF ANYONE, INCLUDING THE GUEST, STATES THAT THEY DO NOT WISH TO BE CONTACTED, PLEASE INDICATE SUCH BY DISPOSITIONING AS 40 (DO NOT CALL).

IF THEY ASK ABOUT THE RESULTS:

"The results of the survey in anonymous statistics form will be published on the website, www.soberforever.net in the future."

B: Sobriety Follow-Up Interviewer Manual

Specifications

Table 1: Specification Sheet

| SPEC SHEET FOR: | 06-436 Sobriety Follow-up Study |
|--|--|
| General Introduction: | Clearwater will conduct a computer-assisted telephone interview (CATI) survey of a random sample of 200 participants in the Jude Thaddeus Program and one corroborating friend or family member for each participant. Data will be collected between the dates of May 31 and June 18, 2006. We will provide BRI with assistance to adapt the questionnaire for administration on our CATI system, a pretest of the programmed CATI questionnaire, data collection, data set preparation, and analysis. At the end of the project, we will deliver a cleaned data set, a report documenting the survey design and implementation, frequency tables of the survey responses with statistical analysis, and the other deliverables required by the RFP. |
| Basic purpose of the study: | This study is to determine the success rate of abstinence from all illicit drugs and alcohol from randomly selected program graduates. |
| Interviewer Requirements: | Experienced interviewers with further Sobriety Follow-up training. |
| Attempts: | 8 attempts. |
| Number of Interviews: | Approximately 200 completes – each requiring answers from 2 separate respondents. |
| Calling Schedule: | Data collection <ul style="list-style-type: none"> • May 31, 2006–June 18, 2006 • Callbacks will be within above dates only • Daytime, evening and weekend calls |
| Where are we calling? | Anywhere in the United States. |
| Interview Length: | Average interview length is 1-2 minutes per respondent. |
| Sample / Respondent Qualifications: | List sample provided by Baldwin Research Institute. |
| Refusal Conversion: | No refusal conversion. |
| Questions / Contact: | Please contact your supervisor first with any questions. <ul style="list-style-type: none"> • Project Manager: Emily Hopping, 376-3376 ext. 431 • Research Analyst Intern: Jessica Clipson, 376-3376 ext. 425 |
| About the Questionnaire: | <ul style="list-style-type: none"> • To be offered in English only. |

| SPEC SHEET FOR: | 06-436 Sobriety Follow-up Study |
|------------------------------|--|
| Special Instructions: | <ul style="list-style-type: none"> • Every call must have a note, no exceptions. • All notes must include either GST (guest) or CRB (corroborator) to describe whom we were trying to reach on that attempt. • We can leave up to two messages for each respondent, so every record may contain up to four messages total. Interviewers will be responsible for keeping track. • If the number we have for the corroborator is no longer valid, please get back in touch with guest to get a new phone # or new corroborator entirely. |

Dispositions

Table 2: Disposition Codes

| Disposition | Label | Notes |
|-------------|--|---|
| 01 | No Answer | No Answer after 5 rings. |
| 02 | Busy / All circuits busy | Busy |
| 03 | Answering machine | No message left. |
| 04 | Initial Technological Barrier | Includes call forwarding, automated call rejection, call blocking, etc. Final disposition of 32 at third instance. |
| 05 | First Refusal – Not Resp. | Use this disposition if someone other than the guest or corroborator refuses. |
| 06 | Fax/Data/Modem | Fax signal. |
| 07 | Answering Machine – Left 1 st msg. | Use this to indicate that you have left the first message on the answering machine. Remember to note whether it was for the guest or corroborator. |
| 08 | Answering Machine – Left 2 nd msg. | Use this to indicate that you have left the second message on the answering machine. Remember to note whether it was for the guest or corroborator. |
| 10 | First Communication Barrier | Communication barrier with non-respondent (such as hearing problem, mental impairment, or noisy feedback). |
| 11 | Callback | The person asks you to callback another time or to callback to speak to the correct respondent. Use for hang up that is not a refusal. |
| 14 | Fast Busy / Noise / Dead Air | First instance of a possible disconnected or non-working number; includes temporary disconnects. Use final disposition 23 at second instance. |
| 15 | First Language Barrier | Language barrier with non-respondent (doesn't speak English). |
| 20 | P.C. Attention | Use in special circumstances requiring P.C. attention, such as quota cell full warnings. |
| 21 | Get New Number | Anytime chosen respondent not available, attempt to get new contact number. |
| 22 | Final Refusal – by Guest | Use for coding any refusals by the guest (if they request to never be called back on any more surveys, use disposition 40.) |
| 23 | Disconnect / Nonworking Number | Disconnected or nonworking number recording. Includes "number changed" and repeated rings to wrong number, as well as temporary disconnects. For fast busy—final disposition at second instance. |
| 27 | Respondent Not Available during Interview period | The selected respondent will not be available or could not be reached during the field period. If it's the corroborator who won't be available, we should try to reach another corroborator. |
| 28 | Final Language Barrier | Second instance of language barrier or first instance if respondent does not speak English well enough to be interviewed. |
| 30 | Wrong Number | The first time we reach a wrong number results in a callback. The second time a respondent tells us we have reached a wrong number, it will be coded using this final disposition (30). We should also make sure we've called all available numbers for guest and corroborator. |
| 31 | Final Communication Barrier | Second instance of communication barrier or first instance if with selected respondent. |

| Disposition | Label | Notes |
|--|------------------------------------|---|
| 32 | Final Technical Barrier | Final disposition coded at third instance. |
| 34 | Final Refusal – by Corroborator | Use for coding a final refusal by the corroborator – if another corroborator can be called computer will switch to next one or call guest back for new name. |
| 35 | Deceased | Use this disposition when the guest is being reported as deceased. If corroborator is deceased, we should attempt to get another corroborator from guest. Please note who is deceased. |
| 36 | Complete - both | Used only when both guest and corroborator have completed. Final disposition. |
| 38 | Partial Complete – Callback | Use this disposition when either the guest or the corroborator has completed their question, but the other is still outstanding. |
| 39 | Partial Complete – Final | Use this disposition when we have completed one interview, but for some reason we are unable to get a hold of the other person. |
| 40 | Do Not Call | Either the Guest or Corroborator has refused and requested that they not be called for any future surveys. If it is the corroborator and they do not live with the guest, then try to obtain a new corroborator from the guest. |
| THE DISPOSITIONS BELOW THIS LINE WERE USED ONLY AS FINAL DISPOSITIONS AFTER DATA COLLECTION | | |
| 41 | Partial Complete Guest Only | The guest answered the question, but the corroborator refused or was never reached. |
| 42 | Partial Complete Corroborator Only | The corroborator answered the question, but the guest refused or was never reached. |
| 43 | Refusal - Unknown | Someone refused to speak to us, but did not identify themselves. |
| 44 | Non-contact | All other records where no data was collected |
| 99 | Invalid | Excluded during sample processing because of insufficient contact information or the record states not to contact corroborator |

HOTKEYS:

F2 – Phone #, Record #, and Intro Script

F4 – Contact Information and Results

Ctrl-F - Frequently Asked Questions

C: Interviewer Memo

Memo

To: Interviewers working on **436 Sobriety Follow-up**
From: Emily Hopping, Project Manager
CC: Supervisors & Trainers
Date: 6/1/2006
Re: Attempt Messages on 436006

Thank you all for working with me on this survey as we attempt to track these people down! I was able to look through the attempt messages being left on the dials we made last night and wanted to make a few comments:

- Please remember to **specify “GST” for guest or “CRB” for corroborator in each message** – the first attempt cannot always be assumed to be made to the guest (for example, they may not have a phone number, so we’ll call the corroborator immediately.)
- **Leave a message on every attempt.** One call last night ended up coded as a callback with no message – it would have been nice to know who set the callback and if it sounded like the guest still could be reached through that number.
- It’s may also be useful to **type the actual numbers called in your message** every time as well since what you see listed as phone numbers may change as new ones are collected or the number in the string is changed.
- There were a couple good messages regarding answering machine dispositions that specified **whether the respondent’s name was mentioned on the machine or not.** The only thing that could have been better would be to specify which respondent you’re referring to (GST or CRB.)
- With all the different phone numbers and people being called for this study, the dispositions may or may not be useful for figuring out what happened on an attempt. **Remember that the attempt messages may be your only way to know what’s going on** and leave good ones for the interviewers who come after you (and for me!)

Thank you all again for working through this! Don’t hesitate to submit a project feedback form if there’s an aspect of the programming that isn’t working or could be improved. I have tried to work as much automation in as possible, but I have not been able to take into account every possible circumstance so you’ll want to keep an eye on what’s being coded to see if it’s reasonable. Turn in data change forms with as much information as possible and we’ll change dispositions/programming as needed.

D: Sample Layout

| FIELD | Example | DESCRIPTION |
|--------------|--------------------------|---|
| FRANCHISE | SJRH | Indicates the place where the guest stayed. |
| PHONE | (208) 555-5555 | This is the same number as the GUESTPHN field. |
| CHECKOUT | 01/10/2006 | The day they checked out from the facility. |
| GUEST | Jane Doe | Guest name. |
| GUESTPHN | (208) 555-5555 | The primary telephone number for the guest. |
| GUESTPH2 | (208) 999-9999 | An alternative telephone number for the guest. |
| GUESTPH3 | (208) 333-3333 | A third number for the guest. |
| CORROB | John Doe (HUSBAND) | The first corroborator name and relationship to the guest. |
| CRRBNUM1 | (208) 555-5555 | The first corroborator's telephone number. |
| CRRBALT1 | (208) 444-4444 | An alternative telephone number for the corroborator. |
| CORROB2 | Sara Smith (MOTHER) | A second corroborator and relationship to the guest. |
| CRRBNUM2 | (208) 111-1111 | The second corroborator's telephone number. |
| CRRBALT2 | (208) 222-2222 | Alternative telephone number for the second corroborator. |
| SAMENUM | 1 | A one indicates that the guest and first crb have the same telephone number, while a 0 indicates they are not the same. |
| COMMENTS | Jane Doe is an employee. | Any notes that would be useful for the interviewer to be shown on screen. |
| MORE INFO | 1 | A one indicates that there would be additional contact information in the database unavailable to the interviewer, while a 0 indicates that there isn't any more information. |

E: Data File Layout

| Field | Example | Description |
|---------------|----------------|---|
| Record Number | 592 | Unique identifier. |
| Disposition | 36 | A 36 indicates both the guest and corroborator have completed the interview. For a complete list of dispositions, please refer to appendix B. |
| Guest | Jane Doe | Guest name. |
| Guest Answer | 1 | A one indicates the guest answered yes, they are sober. |
| Crb Answer | 2 | A two indicates that the corroborator said the guest is not sober. |
| Guest Phone | (208) 555-5555 | Guest primary phone number. |
| Guest Phone2 | (208) 555-1212 | Guest secondary phone number. |
| Guest Phone3 | (208) 555-1213 | Guest alternative phone number. |
| Corroborator | John Doe | Corroborator name. |
| Crb1 Phone1 | (208) 555-5555 | Corroborator primary phone number. |
| Crb1 Phone2 | (208) 444-4444 | Corroborator secondary phone number. |
| Corrob2 | Sara Smith | Second corroborator name. |
| Crb2 Phone1 | (208) 444-1212 | Second corroborator primary phone number. |
| Crb2 Phone2 | (208) 444-5555 | Second corroborator alternative phone number. |
| Corrob3 | Melissa Banks | Another corroborator given to the interviewer by the guest when the first two corroborator's are unavailable. |
| Crb3 Phone | (208) 444-7777 | Third Corroborator phone number. |
| Start Date | 6/23/2006 | The date of the first attempt for this record. |
| Complete Date | 6/29/2006 | The date of the last attempt for this record. |

F: Attempt File Layout

| Field | Example | Description |
|-----------------|-----------------------------|---|
| Record Number | 123 | Unique Identifier. |
| Guest Name | Jane Doe | Guest name. |
| Attempt Number | 5 | Numer of attempts we have made total. |
| Disposition | 36 | A 36 indicates both the guest and corroborator have completed the interview. For a complete list of dispositions, please refer to appendix B. |
| Attempt Message | Reached CBR at 555-123-4567 | Message indicating the important |