

Displaced New Orleans Residents Pilot Study

Final Methods Report

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1.0 Overview of the Study

This report describes the activities associated with conducting the Displaced New Orleans Residents Pilot Study, which RTI International conducted for the RAND Corporation, from August-November, 2006. The goal of this study was to determine the feasibility, best practices, and expected costs of conducting a long-term study of the demographic, social, economic, and health effects of Hurricane Katrina on the population of New Orleans.

Starting with a sample of 344 housing units selected from the period pre-Katrina, the project team used a multi-mode approach to locate and interview an individual from each sampled housing unit. The protocol called for sending every sampled household a letter and questionnaire, while concurrently sending the sample through multiple batch tracing and intensive tracing searches to attempt to assign a name and telephone number to each sampled unit. Following the batch tracing efforts, all cases with a telephone number were assigned to RTI's Call Center for an attempt at a telephone interview. Cases without telephone numbers were sent to RTI's Tracing Operations Unit (TOPS) for further tracing work and then to our Call Center if a telephone number was located or to one of 4 field interviewers if the case was not located.

In the following sections, we describe the study sample, tracing activities, and survey instrument. *Chapter 2* provides an overview of the data collection methods and results, *Chapter 3* presents the weighting and response rate calculations, and *Chapter 4* discusses recommendations for a full implementation of the survey.

1.1 The Study Sample

Table 1 presents the original sampling strategy proposed. Due to client concerns that the proposed strategy would under-represent individuals in the most damaged area, the sampling strategy was revised to reflect a compromise between proportionate allocation and an allocation

Table 1. Sampling Strategy

	Stratum			Total
	1	2	3	
	Least Damaged	Medium Damage	Most Damaged	
Sample Size	200	100	50	350
Completion Rate	80%	70%	50%	73%
Interviews	160	70	25	255

to maximally reduce field costs. *Table 2* presents the final sample design. A full discussion of the sampling strategy is included as *Appendix C*.

Table 2. Final Sample Design

	Flood Level			Total
	Low	Medium	High	
Named (n)				
Yes	93	59	70	222
No	31	21	70	122
Total	124	80	140	344
Percent	36%	23%	41%	100%

1.2 Tracing Activities

The primary objective of conducting batch tracing was to decrease the number of cases that would need intensive tracing during data collection, thereby decreasing the cost of intensive tracing. After receiving the cases back from batch tracing, we updated each case record with any new telephone numbers returned from the batch tracing sources.

Batch Tracing

We selected a sample of 376 cases; however, as the originally budgeted sample was 350, we removed a total of 32 cases from the sample, resulting in a final sample of 344. Since batch tracing activities had already begun on the original sample of 376, we made the decision not to pull the 32 deleted cases from the sample until *after* batch tracing activities were completed.

Of the 376 cases, MSG was unable to assign a name to 130 (34.6%). Since the tracing protocol called for sending the sample through Trans Union (which requires a name), we changed the tracing protocol slightly to conduct a parallel batch tracing activity on the unnamed cases while the cases with names were being sent through Trans Union and a Death Audit Search. The unnamed cases were sent through Telematch for an “address match,” which attempts to assign a name to an address. Following these steps, any cases with names were then sent through NCOA, Accurint, and Telematch.

Table 3 shows the batch tracing steps that were followed, the batch tracing outcome, and the costs associated with each step. Our initial sample of 376 cases was sent through batch tracing on 9/7/06, with 246 cases that had names and 130 with no names. Batch tracing efforts

ended 9/13/06. Of the initial sample of 344 cases, we were able to assign a name to the household for 222 cases (64.5%). After batch tracing, we had a total of 270 cases (78.5%) with names.

Table 3. Summary of Batch Tracing Results

Tracing Vendor	Number of Cases Sent	Number of Cases Matched	Hit Rate	Cost
(MSG: Initial Sample)	376 cases selected: 246 named 130 unnamed			
Trans Union	246 (cases with names)	132	53.7%	\$100
Death Audit (PBI)	132 (cases with SSN)	10	7.6%	\$278
Telematch	130 (unnamed cases)	51	39.2%	\$400
NCOA	297 cases (246 named cases plus the 51 returned with a name from Telematch)	31	10.4%	\$65
Accurint	297 (see above—named cases)	121 subj. tel #	40.7%	\$223
Telematch (for telephone number)	297	198	66.7%	\$250

Note: NCOA batch tracing requires a name. The death search audit requires a social security number.

The death audit search was conducted through Pension Benefits Information (PBI), which searches the master death index as well as state and local services. Accurint provided 93 valid, confirmed addresses, 135 cases with new address information, and 121 cases with a telephone number for the subject. Accurint also provided telephone numbers for relatives and associates, which were loaded into our system for calling.

Following the batch tracing, we removed the 32 cases that had been selected for deletion. This resulted in 230 cases with at least one telephone number for the subject, a relative, or an “associate,” which is a term used by Accurint to designate someone other than a relative or the subject, and 114 cases with no telephone numbers. The cases with no telephone numbers were sent to RTI’s Tracing Operations Unit for interactive tracing, including Internet and commercial database searches.

The 114 cases with no telephone number were distributed as shown in *Table 4*.

Table 4. Distribution of Cases with No Telephone Number

Stratum	Number of Cases with No Telephone Number	Number of Cases with Names
1	34	13
2	23	9
3	57	18
Total	114	40

Tracing Activities during Data Collection

We trained a total of 6 tracers and 2 team leaders. Our tracing unit began tracing the 114 cases that did not have a telephone number and then conducted additional tracing activities on cases that dead-ended in our call center after all batch tracing numbers had been attempted with no success. A total of 81 cases with telephone numbers from batch tracing dead-ended and were sent to our tracing unit.

Four weeks after starting intensive tracing, budget constraints dictated that we end all tracing efforts. At that time, all cases that had not been finalized as either locate or unable to locate were moved over to “needs field.” At that point, we reviewed each case to determine whether to assign it to a field interviewer or not. Cases which we did not assign to a field interviewer were finalized with a status of “time expired, not sent to field.” **Table 5** shows the final status of cases that were traced in our tracing unit, as well as those that did not go through intensive tracing.

Handling Decedents

A case was coded as deceased if the tracer or telephone interviewer confirmed that the decedent was the only resident at the sampled address in August 2005, before Katrina. If the decedent was not the only resident, attempts were made to contact another adult member of the household (e.g., spouse, grandchild, etc.). A total of 5 cases were designated as deceased.

Handling Vacant Sampled Units

During tracing and interviewing activities, we learned that for a few cases, the sampled housing unit was owned but vacant in August 2005, prior to Katrina. These cases were ultimately assigned a special code of “Ineligible, unit unoccupied in August 2005” and excluded from the numerator and denominator of the response rate. A total of 5 cases were assigned this code.

Table 5. Final Status of Cases Sent through RTI's Tracing Operations (TOPS) Unit vs. Those Not Sent through TOPS

Case Status	Sent through TOPS		Not Sent through TOPS	
	Number of Cases	Percentage of Total Cases Traced	Number of Cases	Percentage of Total Cases
Total Cases sent to TOPS	195	NA	NA	NA
Not worked because mail questionnaire received*	(16)	8.9%	27	18.1%
Total cases worked in TOPS	179	100.0%	NA	NA
Total cases not sent through TOPS	NA	NA	149	100.0%
Located Cases	92	51.4%	96	64.4%
Completed Telephone Interview	39	21.8%	68	45.6%
Field Complete	3	1.7%	1	0.7%
Ineligible, unit unoccupied in 8/2005	4	2.2%	1	0.7%
Ineligible, subject deceased	3	1.7%	2	1.3%
Physically/mentally incapable	2	1.1%	0	0.0%
Telephone refusal	12	6.7%	8	5.4%
Address located, no phone, not in 4 field zones	3	1.7%	0	0.0%
Field locate, unable to contact	8	4.5%	5	3.4%
Telephone unable to contact	2	1.1%	5	3.4%
Work stopped on case, not selected for subsample, contact info presumed good	16	8.9%	6	4.0%
Not Located	87	48.6%	26	17.4%
Case sent to field, unable to locate	8	4.5%	4	2.7%
Work stopped on case, not selected for subsample, unable to locate	79	44.1%	22	14.8%

*Note: includes questionnaires returned with Q1=no. These questionnaires were later designated as ineligible for analysis purposes.

1.3 The Survey Instrument

RAND provided RTI with the desired questionnaire items and both organizations worked together to develop a final set of questions and an appropriate questionnaire format. RTI formatted the questionnaire for both mail and telephone/field administration. Due to the short data collection timeframe, the instrument was formatted as hard copy only. A copy of the questionnaire is included as *Appendix A*.

The questionnaire was organized as follows:

- Confirmation of eligibility (i.e., lived in the sampled housing unit in August 2005)
- Rostering of up to ten household members
- Collection of basic demographic and pre- and post-Katrina evacuation experiences of up to five rostered household members
- Questions on housing and family characteristics, including description of housing unit, extent of damage to housing, monthly income pre-Katrina, sources of aid
- Health questions and overall rating of experience with Katrina and flooding
- Collection of telephone number and zip code

2.0 Data Collection Activities

Table 6 presents an overview of the data collection schedule. Detailed descriptions of the three major components of data collection are provided in the sections that follow, along with the data collection results.

Table 6. Data Collection Schedule

Activity	Dates
Batch Tracing	9/7/06 – 9/13/06
Mail Survey	9/12/06
Training for Tracing Staff	9/18/06, 9/22/06
Telephone Interviewer Training	9/16/06
Telephone Interviewing	9/18/06 – 11/3/06
Intensive Tracing (TOPS)	9/18/06 – 10/13/06
Field Interviewer Training	9/19/06, 9/21/06
Field Interviewing	9/28/06 – 11/7/06

2.1 Mail, Telephone, and Field Activities

Mail Survey

Concurrent with the batch tracing activities, we mailed the questionnaire, a cover letter, a business reply envelope (BRE), and a postage-paid postcard to the originally sample address, for our sample of 344 cases. Although the cover letter included the name associated with the sample (or the word “resident” if no name was available), the questionnaire contained the unique subject ID only. Due to privacy concerns, RTI’s IRB required that a postage-paid postcard be included with the questionnaire mailing for respondents to return with their name and address to request the \$20 incentive. Instructions were included on the questionnaire directing the respondent to return the completed questionnaire in the BRE provided and to mail the postcard separately. A copy of the cover letter is included in *Appendix B*.

The questionnaires were mailed on 9/12/06. A total of 126 questionnaires were ultimately returned undeliverable; a total of 50 questionnaires were returned completed (although some were duplicates of telephone interviews and thus are not shown in the final status report). We received only seven address correction cards—all on October 19, 37 days after the mailing was sent out. These seven updated addresses were logged into our control system to help with tracing

activities. Similarly, any information on the undeliverable questionnaires, such as the word “vacant” written on the envelope, was logged into a spreadsheet to be appended to the final data file.

Telephone Interviewing

We conducted telephone interviewer training on 9/16, training a total of 6 interviewers, 2 monitors, 2 team leaders, and 1 supervisor. Telephone data collection began on 9/18, with the interviewers working the 230 cases with at least one telephone number. As telephone interviewing progressed, project staff reviewed cases and made a determination about where the case needed to go or whether efforts should continue on the case. For example, if we learned through a telephone contact with a case that the subject did not have a telephone, the case was moved to the field for an attempt at contacting the subject. Similarly, if a case had been called more than 15 times over varying days and time periods with no contact, the case was also referred to a field interviewer. We designated a total of 51 cases as needing to be sent to the field from our call center, after exhausting leads provided by batch tracing and TOPS.

By the fourth week of interviewing, the case load within the call center was small enough that we decided to reduce the level of effort to calling each case approximately three times per day, unless contact was made with the case and a callback appointment set. We continued this reduced level of effort through November 3.

Field Interviewing

We trained four field interviewers (FIs) via telephone on study procedures on 9/19. Training lasted approximately 2-1/2 hours. Materials were shipped to the FIs in advance of the training so that they could become familiar with the questionnaire and protocols prior to the training. While the original protocol called for training one FI in each of New Orleans, Baton Rouge, Houston, and Dallas, we decided to bring two additional FIs on board early on once we saw that there were 114 cases with no telephone number. Our rationale was that we might end up having to trace our full quota of field cases in New Orleans alone. We trained the two additional New Orleans interviewers on 9/21. The first wave of cases was sent to our FIs on 9/28.

Information on the status of each case that was worked in the field, such as whether the property was vacant or occupied, and any information about where the former residents were, was logged into a spreadsheet to be appended to the final data file.

Subsampling

On October 18, facing limited time and resources, the project team made a decision to select a subsample of 30 cases from the 154 then pending cases and cease work on all cases not selected into the subsample. Seven cases that were selected into the subsample continued to be worked in our call center because they were being worked there before the subsample was drawn, and 23 cases were sent to the field for intensive locating efforts. After the subsample was selected, we discovered that one of the selected cases designated for the field had actually been completed as a telephone interview but had not been properly coded. The total subsample was therefore reduced to 29 cases.

The 29 subsample cases were resolved as follows:

- 3 were completed by field, 2 completed by mail, and 2 completed by telephone;
- 3 were final telephone refusals;
- 6 were final field unable to locate;
- 2 were telephone unable to contact, and 11 were coded as field unable to contact.

2.2 Interviewer Training

We trained a total of 6 telephone interviewers, 2 monitors, and 2 Team Leaders for the study. All of the telephone interviewers assigned to this study were experienced telephone interviewers, having worked on at least one prior telephone survey. The interviewers had between 10 months to 3 years of experience. Two of the telephone interviewers work in supervisory roles as a monitor and team leader and were able to provide additional guidance and strategies to the other interviewers during the data collection period. All telephone interviewers, monitors, and team leaders were required to attend a project-specific training session before starting work on the survey. The trainers used a combination of lecture, role-play exercises, question and answer sessions, and demonstration and practice interviews. The demonstration and practice interviews were designed to focus on procedures involving particular situations that the interviewers might encounter when administering the interview. Special attention was paid to making sure that the interviewers understood the multiple contacts available for many of the cases and how to ensure that all such contacts had been attempted, if necessary. A portion of the training was devoted to a discussion of the background of the project and the need for sensitivity when conducting the interviews. Additionally, all interviewers and supervisors were trained on how to handle distressed respondents, including how to recognize and handle respondents who seemed incapable of continuing an interview. During data collection, we logged only one case as a distressed respondent. The interviewer skipped the series of questions that upset the respondent

and the respondent was able to finish the rest of the interview. As the available sample was worked and cases were finalized, staff was cross trained on other projects.

2.3 Telephone and Field Interview Quality Control Procedures

RTI project staff implemented quality control procedures during the telephone and field data collection period to ensure that data of the highest possible quality would be collected.

The first effort to ensure that we collected high quality data was made during the interviewer training sessions. The trainer and telephone supervisor observed each interviewer's performance during the session, and made sure that extra attention and help were given to those interviewers who had a problem with a procedure or question specification. Interviewers were not allowed to begin work on the project unless they had performed satisfactorily during the training. In addition, all monitors, team leaders, supervisors and interviewers were required to take an oral exit exam at the end of training. Field interviewer training was somewhat less rigorous for this pilot study because all six field interviewers were experienced (5-11 years of experience each), and had worked on some of RTI's largest field studies. Still, during the field interviewer training, all efforts were made to assess the initial level of understanding of the study by each interviewer and provide guidance and suggestions about conducting field tracing activities in particular.

The second quality control measure implemented during the telephone data collection period involved silent monitoring of each interviewer's work. Telephone supervisors and other project staff used RTI's computerized silent monitoring system to unobtrusively listen to a sample of calls made by all telephone interviewers. Monitoring was conducted throughout the data collection period.

Finally, RTI project staff actively monitored production levels and the distribution of cases across event and status codes. We monitored the number of refusals and the status of refusal conversion and tracing cases. Each case designated by our call center as needing tracing was reviewed to make sure that all available telephone numbers had been attempted and efforts exhausted on those numbers, before sending the case to our tracing unit for intensive tracing. Similarly, we conducted several case-by-case reviews of cases in the call center and in our tracing unit to ensure that we knew where the cases were at all times; this was necessary due to the hard copy administration mode. These steps allowed us to identify problems early on and ensure that the sample was being worked efficiently.

2.4 Special Measures to Increase the Response Rate

The project team implemented several measures as part of an on-going effort to increase the response rate and monitor production. These are described briefly below.

Assuring that each case was worked to full resolution. Project staff reviewed cases whose status indicated that further treatment was needed (such as tracing or field interviewing), and reviewed and directed courses of action to ensure that each case received the full level of effort.

Review of refusal cases. All “refusal” cases were reviewed and a conversion attempt made. Our most experienced interviewers were assigned to work the refusal cases. The greatest factor in whether or not an interviewer was able to convert a refusal was whether we had located the target sample member (i.e., the correct individual associated with the sampled address). In cases where we were still unsure as to whether we had contacted the correct household, it was less likely that the telephone interviewer would be able to convert the refusal.

Review of intensive tracing cases. Locate rates from the Tracing Operations unit (TOPS) were also monitored; cases that TOPS finalized as unable to locate were reviewed by project staff on an ongoing basis to determine whether there were any additional leads to attempt one last time in our call center before assigning the case to a field interviewer.

Questionnaire remails. Although not part of the original protocol, we remailed questionnaires upon request if individuals expressed to the telephone interviewer that they would not complete an interview by telephone and preferred to receive a questionnaire by mail. These requests were infrequent; a total of 5 questionnaires were remailed at the respondent’s request, all to addresses different from the originally sampled one. Four of these resulted in completed mail surveys being returned.

Use of subsampling. As discussed earlier, facing limited time and resources, the project team decided to select a subsample of 30 cases from among the approximately 150 pending cases that remained and work those intensively for two weeks. For each case selected into the subsample, the interviewer was asked to attempt to answer the following questions: Did the selected unit exist? Was the selected unit currently occupied or vacant? What do the current residents/neighbors know about the individuals living in the house in August 2005 and their current whereabouts?

2.5 Data Collection Results

Data collection activities resulted in an overall unadjusted response rate of 45.0%, with response rates for each of the three strata varying from 51.3% in the low-flood damage stratum to 39.0% in the high-flood damage stratum. *Table 7* shows the final disposition of cases by each of the three strata. Chapter 3.0 presents the response rate calculations taking into account the effect of subsampling.

Table 7. Final Dispositions by Stratum

Final Disposition	Flood Level						Total	
	Low		Medium		High			
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
Completed Interviews								
Mail survey complete	20	16.1%	11	13.8%	5	3.6%	36	10.5%
Telephone interview complete	37	29.8%	23	28.8%	47	33.6%	107	31.1%
Field interview complete	2	1.6%	1	1.3%	1	0.7%	4	1.2%
Ineligible								
Q'aire returned with Q1=No	5	4.0%	2	2.5%	0	0.0%	7	2.0%
Ineligible, unit unoccupied in August 2005 ¹	2	1.6%	0	0.0%	3	2.1%	5	1.5%
Subj. deceased, no other hh members	2	1.6%	2	2.5%	1	0.7%	5	1.5%
Final Non-Interview								
<i>Located Cases</i>								
Telephone refusal	8	6.5%	3	3.8%	9	6.4%	20	5.8%
Field locate, unable to contact	6	4.8%	5	6.3%	2	1.4%	13	3.8%
Telephone locate, unable to contact	5	4.0%	1	1.3%	1	0.7%	7	2.0%
Address located, no phone, not in 4 field zones	0	0.0%	0	0.0%	3	2.1%	3	0.9%
Physically/mentally incapable	1	0.8%	0	0.0%	1	0.7%	2	0.6%
Work stopped on case, not selected for subsample, contact info presumed good	9	7.3%	3	3.8%	10	7.1%	22	6.4%
<i>Not located</i>								
Case sent to field, unable to locate	2	1.6%	1	1.3%	9	6.4%	12	3.5%
Work stopped on case, not selected for subsample, unable to locate	25	20.2%	28	35.0%	48	34.3%	101	29.4%
Total Sample	124	100.0%	80	100.0%	140	100.0%	344	100.0%
Number Eligible	115	92.7%	76	95.0%	136	97.1%	327	95.1%
Final Unadjusted Response rate		51.3%		46.1%		39.0%		45.0%

¹ Identified through in-house tracing or telephone interview.

3.0 Weighting and Response Rate Calculations

3.1 Weighting

Household-level design weights were created as the inverse probability of selection for each mailing address or household. This weight was used to create a person-level design weight. In most situations, the person-level and the household-level design weight are the same because a census was taken of all persons in households with up to five people. Person-level design weights were inflated for households that had more than five persons. This was done by inflating the weight of persons with survey data. For example, given a household with 7 eligible persons and a household design weight of 500, the person-level weight becomes $500 \times (7/5) = 700$.

The final analysis weight was created using the person-level design weight which was post-stratified by Stratum, Gender, Age and Race to the 2000 US Census figures for Orleans Parish. Post-stratification was done using non-linear optimization to minimize the overall unequal weighting effect and achieve the 2000 Census totals at the margins of Gender, Age and Race within strata. The final weight sums to 484,674 (see *Table 8*) and has a mean of 1236.4, a standard deviation of 1081.1 and a range of (131.5, 9989.5).

Table 8. Weighted and Unweighted Frequencies by Gender, Age and Race

	Overall		Low Flood		Medium Flood		High Flood	
	Freq	Wt Freq	Freq	Wt Freq	Freq	Wt Freq	Freq	Wt Freq
Male	169	227,094	60	58,889	39	43,318	70	124,887
Female	223	257,580	85	63,184	55	51,152	83	143,244
Total	392	484,674	145	122,073	94	94,470	153	268,131
Ages < 5	8	33,496	2	7,847	4	6,352	2	19,297
Ages 5 - 17	87	95,912	25	21,607	21	17,971	41	56,334
Ages 18 - 21	22	32,557	13	6,640	6	8,349	3	17,568
Ages 22 - 29	33	59,093	10	16,266	5	11,440	18	31,387
Ages 30 - 39	40	69,103	19	19,575	5	12,333	16	37,195
Ages 40 - 49	70	71,006	35	18,214	16	13,107	19	39,685
Ages 50 - 64	76	66,854	27	17,610	18	12,834	31	36,410
Ages >= 65	56	56,653	14	14,314	19	12,084	23	30,255
Total	392	484,674	145	122,073	94	94,470	153	268,131
White	142	135,956	77	56,652	29	27,976	36	51,328
Black	238	325,947	67	59,124	58	63,514	113	203,309
Other	12	22,771	1	6,297	7	2,980	4	13,494
Total	392	484,674	145	122,073	94	94,470	153	268,131

We performed imputation for missing data as needed for gender, age, and race. *Table 9* summarizes what was imputed as well as our justification for the decision.

Table 9. Decisions and Justifications for Imputation
(Gray cells indicate where imputations were made)

PERSONID	Event Code	Q3	Q23	Q4_SEX	Q4_AGE	Race1	Race2	Justification/Assumptions for imputation
1009701	491	MG	.	1	81	1	1	Age assumes respondent is the same age as spouse. Assume same race as other HH members.
1009702	491	GLORIA	1	2	81	1	1	
1009703	491	MG	3	1	59	1	1	
1110801	491	SHARON	.	2	42	2	2	
1110802	491	LEONJALA	3	2	21	2	2	Assumed to be a female first name.
1110803	491	DARANCE	4	1	19	2	2	Assumed to be a male first name.
1110804	491	DARINIQUE	3	2	19	2	2	Assumed to be a female first name.
1110805	491	HARRY	1	1	42	2	2	Assumed to be a male first name.
1114001	491	VM	.	1	46	1	1	
1114002	491	AM	1	2	40	1	1	Assume respondent is the opposite sex of spouse.
1114003	491	RM	3	1	13	1	1	Randomly assigned male.
1116501	491	JAMES	.	1	71	2	2	
1116502	491	SHARON	10	2	50	2	2	
1116503	491	MARIAN	.	2	50	2	2	Assumed same age as other unmarried partner.
2163101	491	WILLIE	.	2	63	4	3	
2163102	491	LC	5	2	45	4	3	Assume respondent is the opposite sex of spouse.
2163103	491	CS SR	5	1	46	4	3	Assume "SR" in the name field is Senior, which is typically found in male names.
2163104	491	R	2	1	70	2	2	
2163105	491	CS JR	8	1	16	4	3	Assume "JR" in the name field is Junior, which is typically found in male names. Assume same race as "CS SR".
2169501	492	YF	.	2	56	2	2	Given mean age of persons living alone.
3179701	490	BOBBY	.	2	53	2	2	
3179702	490	TB	3	2	34	2	2	
3179703	490	TERRANCE	3	1	26	2	2	
3179704	490	DERRICK	8	1	16	2	2	
3179705	490	ROBERTNICE	8	1	13	2	2	Assumed to be a male first name.
3183601	491	ALTON	.	1	73	2	2	
3183602	491	AUGUSTINE	.	2	73	2	2	Assumed to be spouse of person 1 and that they are the same age. Assume same race as other HH member.
3190001	491	JM	.	2	35	2	2	
3190002	491	EM	3	2	16	2	2	Randomly assigned female.
3190003	491	EM	3	2	14	2	2	Randomly assigned female.
3190004	491	EM	3	1	6	2	2	Randomly assigned male.

3.2 Response Rate Calculations

The final response rates, shown in *Table 10*, were calculated using AAPOR's Standard Definitions as a guide. *Table 11* displays the crosswalk between this study's final event codes and the AAPOR final disposition codes used in the formulas. Unadjusted response rates were calculated using RR1 for both weighted and unweighted data (see *Equation 1*).

Table 10. Final Response Rates

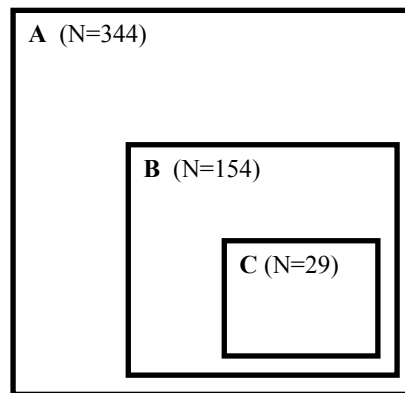
	Unweighted		Weighted	
	Unadjusted	Adjusted	Unadjusted	Adjusted
Overall	45.0%	51.2%	41.2%	45.4%
Low Flood	51.3%	63.0%	48.5%	56.8%
Medium Flood	46.1%	51.8%	37.8%	45.0%
High Flood	39.0%	40.9%	38.8%	39.6%

Table 11. Event Code – AAPOR Code Crosswalk

Event Code	Event Code Label	AAPOR Code	AAPOR Code Label	#
161	Q'aire Returned with Q1 = No	NE	Not eligible	7
400	Field locate, unable to contact	O	Other	13
410	Field unable to locate	NC	Non-Contact	12
420	Telephone Unable to Contact	O	Other	7
480	Physically/mentally incapable	O	Other	2
481	Deceased	NE	Not eligible	5
482	Institutionalized	O	Other	0
483	Language Barrier	O	Other	0
484	Field refusal	R	Refusal	0
485	Final Telephone Refusal	R	Refusal	20
486	Address located, no phone, not in one of the 4 field zones	O	Other	3
490	Field Interview Complete	I	Interview	4
491	Telephone Interview Complete	I	Interview	107
492	Completed Mail Q'aire received	I	Interview	36
493	Complete, eligible, unit unoccupied	NE	Not eligible	5
500	Work stopped on case; not selected for subsample; unable to locate	NC	Non-Contact	101
501	Work stopped on case; not selected for subsample; presumed located	O	Other	22
Total				344

Adjusted rates were created to provide an estimate of what could have been achieved in this study with more time in the field. Conceptually, the adjusted response rates used the achieved response rate in the subsample of 29 (described in section 2.1 of this report) to estimate the response rate of the 154 cases that were eligible for the subsample. This may be considered in more depth using the Venn diagram found in *Exhibit 1* and *Equation 2*. The original sample is represented in set A with N=344. set B, N=154, is a subset of A and represents all cases eligible for the subsample described in section 2.1. Finally, set C, N=29, is a subset of B and represents the cases that were selected in the subsample. The response rate in set C was used to estimate the response rate in set B. The estimated response rate for B taken with the actual response rate in set A-B was used to calculate the overall adjusted response rate.

Exhibit 1. Venn Diagram of Sampled Cases



Equation 1. Unadjusted Response Rate Formula

$$RR = \frac{I}{I + NC + R + O}$$

Equation 2. Adjusted Response Rate Formula

$$RR = \frac{I_{A-B} + \hat{I}_B}{I + NC + R + O}$$

where I_{A-B} is the number of completed interviews in set A and not in set B, and \hat{I}_B is the estimated number of completed interviews in set B calculated as follows:

$\hat{I}_B = RR_C * N_B$ where N_B is the number of elements in set B and RR_C is the response rate in set C calculated as follows:

$$RR_C = \frac{I_C}{I_C + NC_C + R_C + O_C}$$

4.0 Recommendations for Full Implementation

This section documents some of the lessons learned during the pilot study and recommendations for a full survey implementation. Issues are discussed by topic.

4.1 Questionnaire

During the telephone and field interviewer debriefing sessions, interviewers noted that there were several items in the questionnaire that were sometimes problematic for respondents. Some of this was due to the fact that this was a hard copy administration. Examples included the need for clarification on Q17 and Q18 about whether multiple responses were acceptable or desired, the suggestion that Q23 be moved up to immediately follow the roster, the need for interviewers to “ad lib” some of the questions depending on the number of people being rostered, and the need for explanation of some of the descriptions used in the Q31-Q36 series. A description of the issues raised by both field and telephone interviewers, including their suggestions for a full-scale implementation are provided in *Appendix D*. A preliminary review of the questionnaire data also points to the need to build drop-down lists or the equivalent into a CATI program for items that require the interviewer to enter states and countries. This will avoid the incidence of “TN” vs. “TENN” vs. “Tennessee” all appearing as different responses in the keyed data. Although there is not much that can be done to control for this variation in the mail survey, any time open-ended questions can be avoided, there will be a reduction in the amount of recoding needed and an improvement in the quality of the data collected.

4.2 Mail Survey

Out of 344 questionnaires mailed, we received 177 pieces back during the approximately 7-week data collection period (127 returned undeliverable, and 50 returned with a completed questionnaire). This remains a relatively cost-effective way to obtain a completed interview, despite the few completes achieved this way. Note that mail service delivery to New Orleans and any forwarding of that mail appears to take a long time—we did not receive address correction request cards back until 37 days after the questionnaires were mailed (and only 7 were received). One approach that may be worth considering if this is implemented on a larger scale, is to send an identical package to any updated addresses obtained through batch tracing, with a reference to the originally sampled address (this is effectively what we did when we remailed questionnaires). It is possible that additional completed questionnaires could be picked up this way, which would reduce the number of cases needing to be called for a telephone survey.

4.3 Telephone Survey

This was by far the most effective and efficient way to reach individuals. One approach we would advise is to allow the mail survey (s) time to reach the sampled households and be returned, before beginning to place calls. This wasn't possible under the tight timeframe of the pilot, but allowing time for questionnaires to be returned would reduce the number of calls needing telephone follow-up. Interviewers were also required to do some "tracing" activities as they placed calls to telephone numbers returned from batch tracing resources, as the telephone numbers may or may not have been for individuals who were living in the sampled household pre-Katrina.

4.4 Field Survey

Due to the delay in starting the project and getting the questionnaire finalized, we were faced with a situation where the interviewers slated for this work had to turn their priorities back to their regular RTI projects. This impacted our ability to get sufficient hours from them, and we believe that if this were done on a larger scale, having a team of New Orleans interviewers dedicated exclusively to this project would allow us to more effectively conduct both field tracing and field interviewing activities. A change in protocol that was made from what was originally proposed was to hire 4 field interviewers to work in New Orleans, rather than assign 1 interviewer each to New Orleans, Baton Rouge, Dallas, and Houston. Based on the tracing that was done during this pilot, we had only 1 case that could have been sent to Houston, and none to Dallas or Baton Rouge.

4.5 Tracing Activities

Batch tracing allowed us to append names to 48 cases that were previously unnamed. However, in conducting tracing and telephone interviewing, we ran into situations where the name assigned to the case was not the name of the person living there in August 2005. In some cases, it was a relative and the tracer or interviewer was able to locate the right person; however, this points to some of the difficulty in matching a name with a sampled household. It also requires that both tracers and interviewers be made aware of and trained in the importance of trying to find the former residents of the household in August 2005, rather than assuming that the named individual associated with the case is the correct subject.

Although RTI's tracing supervisor placed calls to both FEMA and the Red Cross, we were not successful in getting anyone to consider our request for access to FEMA or Red Cross databases. We recommend that RAND suggest in their grant application that the Federal agency

providing the grant work with FEMA or CMS (e.g., Medicaid) to try to obtain lists to help with tracing efforts. Depending on the willingness of FEMA or CMS to work with the funding agency, this could also help inform the sampling design.

Finally, we offer some thoughts on whether it would be useful to pay a “bounty” to an associate of the sample member to help with locating the sample member. Telephone interviewers did not report having much difficulty in convincing associates to provide locating information for sample members *when it was available*. Unfortunately, that information was not always specific or actionable. For example, the associate might have mentioned that the sample member “moved to Texas” but could not provide a specific address. Or, the information provided may have been out of date (e.g., the sample member originally moved to Texas but has since moved somewhere else). From the telephone interviewers’ perspectives, the issue with locating individuals seemed more that the people contacted did not know where the individual had gone, rather than that there were gatekeepers who wouldn’t let us speak with the target individual.

Field interviewers found that construction workers and utility workers were often the most helpful in providing information about whether anyone was associated with the sampled unit, and offering these individuals money for this information does not seem necessary. Further, field interviewers also stated that in many neighborhoods, there was a sense of community, and the neighbors were willing to provide information if they knew it. Whether someone could be located seemed to depend more on the neighborhood (with the caveat that we had a small sample and this is a generalization). We would urge caution with this approach, however, because we would not want the field interviewers to have to make a judgment call on whether location information was useful and worth paying for (as it may take multiple attempts to verify the information).

4.6 Sampling Design

We make the following recommendations for improving the sample design for a large scale study, based on lessons learned during this pilot test.

- A larger sample would produce more robust estimates.
- Given much greater success with named cases, it would be worth the investment to use multiple vendors for appending names to addresses.
- Contact MSG to ensure they will continue to maintain the pre-Katrina address file. It should also be noted that the more time that passes, the harder it will be to locate the correct respondents.

- If undercoverage of the frame is a concern then RAND might consider using a frame linking procedure like the Half Open Interval (HOI) to increase coverage. However, because of the urban nature of the universe it is expected that undercoverage is very low.

Appendix A – Questionnaire

Survey of New Orleans Residents— One Year After Katrina



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September 2006



RAND GULF STATES POLICY INSTITUTE

1. Did you live at the address shown on the enclosed letter in August 2005?

Yes ₁

No ₂ → **STOP**. Do not answer the rest of these questions.

Please put this questionnaire in the postage-paid envelope and mail it back to us.

— YOUR HOUSEHOLD —

2. How many people (excluding yourself) lived with you at least half of the time during August 2005, the month before Hurricane Katrina?

Number of people

3. Please list the first names or initials of yourself and the people who lived with you at least half of the time in August 2005. To protect your privacy and the privacy of your household members, please DO NOT write last names. Please check the box next to your name.

Person 1 ₁
(the person in whose name the house in New Orleans was owned or rented)

Person 6 ₁

Person 2 ₁

Person 7 ₁

Person 3 ₁

Person 8 ₁

Person 4 ₁

Person 9 ₁

Person 5 ₁

Person 10 ₁

4. What is each person's sex and current age? Please indicate if the person currently lives with Person 1. If deceased, please indicate the person's date of death.

	Male	Female	Current Age in years	Check if Lives with Person 1	Date of Death (Month/Day/Year)
Person 1	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="text"/> <input type="text"/> <input type="text"/>		<input type="text"/> / <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/>
Person 2	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="text"/> <input type="text"/> <input type="text"/>	<input type="checkbox"/> ₁	<input type="text"/> / <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/>
Person 3	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="text"/> <input type="text"/> <input type="text"/>	<input type="checkbox"/> ₁	<input type="text"/> / <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/>
Person 4	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="text"/> <input type="text"/> <input type="text"/>	<input type="checkbox"/> ₁	<input type="text"/> / <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/>
Person 5	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="text"/> <input type="text"/> <input type="text"/>	<input type="checkbox"/> ₁	<input type="text"/> / <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/>
Person 6	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="text"/> <input type="text"/> <input type="text"/>	<input type="checkbox"/> ₁	<input type="text"/> / <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/>
Person 7	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="text"/> <input type="text"/> <input type="text"/>	<input type="checkbox"/> ₁	<input type="text"/> / <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/>
Person 8	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="text"/> <input type="text"/> <input type="text"/>	<input type="checkbox"/> ₁	<input type="text"/> / <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/>
Person 9	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="text"/> <input type="text"/> <input type="text"/>	<input type="checkbox"/> ₁	<input type="text"/> / <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/>
Person 10	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="text"/> <input type="text"/> <input type="text"/>	<input type="checkbox"/> ₁	<input type="text"/> / <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/>

The next 19 questions ask about the first FIVE people you listed in Question 3. Please look back at that question as often as you need to, to make sure that you are answering about the first five people you listed, in the same order that you listed them.

5. What was the marital status in August 2005 of the first five people listed in Question 3?

	<u>Married</u>	<u>Divorced</u>	<u>Widowed</u>	<u>Separated</u>	<u>Never Married</u>
Person 1	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Person 2	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Person 3	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Person 4	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Person 5	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

6. What is each person's marital status now?

	<u>Married</u>	<u>Divorced</u>	<u>Widowed</u>	<u>Separated</u>	<u>Never Married</u>
Person 1	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Person 2	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Person 3	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Person 4	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Person 5	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

7. What is each person's race or ethnicity?

	<u>White</u>	<u>Black or African American</u>	<u>Hispanic or Latino</u>	<u>American Indian or Alaska native</u>	<u>Asian</u>	<u>Native Hawaiian or other Pacific Islander</u>
Person 1	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Person 2	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Person 3	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Person 4	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Person 5	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆

8. Where was each person born?

	<u>In the United States</u>	<u>Outside the United States</u>
Person 1	<input type="checkbox"/> ₁ <i>Print name of state:</i> _____	<input type="checkbox"/> ₂ <i>Print name of country:</i> _____
Person 2	<input type="checkbox"/> ₁ <i>Print name of state:</i> _____	<input type="checkbox"/> ₂ <i>Print name of country:</i> _____
Person 3	<input type="checkbox"/> ₁ <i>Print name of state:</i> _____	<input type="checkbox"/> ₂ <i>Print name of country:</i> _____
Person 4	<input type="checkbox"/> ₁ <i>Print name of state:</i> _____	<input type="checkbox"/> ₂ <i>Print name of country:</i> _____
Person 5	<input type="checkbox"/> ₁ <i>Print name of state:</i> _____	<input type="checkbox"/> ₂ <i>Print name of country:</i> _____

9. What is the highest grade or level of school that each person has completed?

	<u>Less than 8th Grade</u>	<u>9th to 12th Grade— No Diploma</u>	<u>High School Graduate or GED</u>	<u>Some College or 2-Year Degree</u>	<u>Bachelor's Degree</u>	<u>More than Bachelor's Degree</u>
Person 1	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Person 2	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Person 3	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Person 4	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Person 5	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆

10. How many days before or after Hurricane Katrina struck on 29 August 2005 did each person leave New Orleans?

	<u>Days</u>	<u>Before Katrina</u>	<u>After Katrina</u>	<u>Never Left</u>	
Person 1	<input style="width: 40px; height: 20px; border: 1px solid black;" type="text"/>	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	→ <i>If never left, go to Question 13</i>
Person 2	<input style="width: 40px; height: 20px; border: 1px solid black;" type="text"/>	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	→ <i>If never left, go to Question 13</i>
Person 3	<input style="width: 40px; height: 20px; border: 1px solid black;" type="text"/>	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	→ <i>If never left, go to Question 13</i>
Person 4	<input style="width: 40px; height: 20px; border: 1px solid black;" type="text"/>	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	→ <i>If never left, go to Question 13</i>
Person 5	<input style="width: 40px; height: 20px; border: 1px solid black;" type="text"/>	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	→ <i>If never left, go to Question 13</i>

11. Where did each person evacuate to?

	<u>City or County/Parish</u>	<u>State</u>	<u>Country</u>
Person 1	_____	_____	_____
Person 2	_____	_____	_____
Person 3	_____	_____	_____
Person 4	_____	_____	_____
Person 5	_____	_____	_____

12. Where did each person spend the most time outside New Orleans since evacuating the city?

	<u>City or County/Parish</u>	<u>State</u>	<u>Country</u>
Person 1	_____	_____	_____
Person 2	_____	_____	_____
Person 3	_____	_____	_____
Person 4	_____	_____	_____
Person 5	_____	_____	_____

13. Where does each person stay or live now?

Person 1 ... New Orleans, LA ₁ → Go to Question 14
 Place mentioned in Question 12 ₂ }
 Elsewhere: } → Go to Question 16
 City/County/Parish _____ State _____ Country _____ ₃

Person 2 ... New Orleans, LA ₁ → Go to Question 14
 Place mentioned in Question 12 ₂ }
 Elsewhere: } → Go to Question 16
 City/County/Parish _____ State _____ Country _____ ₃

Person 3 ... New Orleans, LA ₁ → Go to Question 14
 Place mentioned in Question 12 ₂ }
 Elsewhere: } → Go to Question 16
 City/County/Parish _____ State _____ Country _____ ₃

Person 4 ... New Orleans, LA ₁ → Go to Question 14
 Place mentioned in Question 12 ₂ }
 Elsewhere: } → Go to Question 16
 City/County/Parish _____ State _____ Country _____ ₃

Person 5 ... New Orleans, LA ₁ → Go to Question 14
 Place mentioned in Question 12 ₂ }
 Elsewhere: } → Go to Question 16
 City/County/Parish _____ State _____ Country _____ ₃

14. Is each person living in the same house or apartment in New Orleans where he or she lived in August 2005?

	<u>Yes</u>	<u>No</u>
Person 1	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
Person 2	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
Person 3	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
Person 4	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
Person 5	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂

15. When did each person return to New Orleans after Katrina to live or to stay most of the time?

	<i>Month</i>	<i>Day</i>	<i>Year</i>	<i>Check if never left New Orleans</i>
Person 1	□ □ /	□ □ /	□ □ □ □	<input type="checkbox"/> ₁
Person 2	□ □ /	□ □ /	□ □ □ □	<input type="checkbox"/> ₁
Person 3	□ □ /	□ □ /	□ □ □ □	<input type="checkbox"/> ₁
Person 4	□ □ /	□ □ /	□ □ □ □	<input type="checkbox"/> ₁
Person 5	□ □ /	□ □ /	□ □ □ □	<input type="checkbox"/> ₁

16. On a scale from 0 to 10, how likely is it that each person will be living in New Orleans one year from now, where 0 means there is no chance they will be living in New Orleans and 10 means that it is absolutely certain they will be living in New Orleans? You can use any number between 0 and 10 to answer.

	0	1	2	3	4	5	6	7	8	9	10
Person 1	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
Person 2	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
Person 3	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
Person 4	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
Person 5	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10

17. What best describes each person's work status in August 2005? Would you say...

	Employed full time	Employed part time	Self- employed full time	Self- employed part time	Temporarily laid off, sick leave, maternity leave	Unemployed	Permanently sick or disabled	Keeping house, raising children	Student	Retired
Person 1	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
Person 2	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
Person 3	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
Person 4	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
Person 5	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10

18. What best describes each person's work status in the last month? Would you say...

	Employed full time	Employed part time	Self- employed full time	Self- employed part time	Temporarily laid off, sick leave, maternity leave	Unemployed	Permanently sick or disabled	Keeping house, raising children	Student	Retired
Person 1	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
Person 2	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
Person 3	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
Person 4	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
Person 5	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10

19. How would you describe each person's overall health before Katrina?

	<u>Excellent</u>	<u>Very good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
Person 1	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Person 2	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Person 3	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Person 4	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Person 5	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

20. How would you describe each person's overall health status now?

	<u>Excellent</u>	<u>Very good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
Person 1	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Person 2	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Person 3	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Person 4	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Person 5	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

21. Since Katrina, has each person received help from a doctor, psychologist, or therapist for problems with his or her emotions, nerves, or mental health?

	<u>Yes</u>	<u>No</u>
Person 1	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
Person 2	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
Person 3	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
Person 4	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
Person 5	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂

22. Overall, would you say each person's life is now better, about the same, or worse than before the hurricane?

	<u>Better</u>	<u>About the same</u>	<u>Worse</u>
Person 1	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
Person 2	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
Person 3	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
Person 4	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
Person 5	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃

23. What is the relationship of Person 2, Person 3, Person 4, and Person 5 to Person 1?

	Husband or wife	Unmarried partner	Son or daughter	Brother or sister	Father or mother	Father- in-law or mother- in-law	Son- in-law or daughter- in-law	Grand- child	House- mate, boarder	Other
Person 2.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀
Person 3.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀
Person 4.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀
Person 5.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀

— YOUR HOUSING AND FAMILY CHARACTERISTICS —

24. What best describes the place in which you lived in New Orleans in August 2005?

Mobile home..... ₁

Apartment..... ₂

Single-family house..... ₃

Townhouse or duplex..... ₄

25. Did you own or rent?

Owned..... ₁

Rented..... ₂

26. What was the extent of damage to your housing from Katrina and flooding?

Destroyed..... ₁

Damaged so badly that you couldn't live in it..... ₂

Damaged, but someone could still live in it..... ₃

Not damaged..... ₄

Unknown..... ₅

27. In the month preceding Hurricane Katrina, what was your household's total income after taxes? Please think about income for all household members and include all types such as income from employment, Social Security and other public programs, unemployment/workers compensation, pensions and assets. Your best guess is OK.

Under \$1,000..... ₁

\$1,000 to just under \$2,000..... ₂

\$2,000 to just under \$3,000..... ₃

\$3,000 to just under \$4,000..... ₄

\$4,000 to just under \$5,000..... ₅

\$5,000 to just under \$6,000..... ₆

\$6,000 or more..... ₇

— YOUR EVACUATION EXPERIENCE —

28. In the first month after Hurricane Katrina, where did you and/or your family stay most of the time?

- Hotel ₁
- Shelter ₂
- Own home (did not evacuate) ₃
- Home of relatives/friends in Louisiana ₄
- Home of relatives/friends outside Louisiana ₅
- Other (Specify: _____) ₆

29. How long did you stay in temporary housing after Hurricane Katrina?

- Less than 2 weeks ₁
- 2 to 4 weeks ₂
- 4 weeks to 6 months ₃
- 6 to 12 months ₄
- More than 12 months ₅

30. Did you apply to any of the following organizations for aid?

- | | <u>Yes</u> | <u>No</u> |
|--|---------------------------------------|---------------------------------------|
| FEMA..... | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ |
| Red Cross..... | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ |
| Other voluntary or religious organization..... | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ |

— YOUR HEALTH —

The next questions are about how you have been feeling during the past 30 days.

31. About how often during the past 30 days did you feel nervous — would you say...

- All of the time ₁
- Most of the time ₂
- Some of the time ₃
- A little of the time ₄
- None of the time..... ₅

32. During the past 30 days, about how often did you feel hopeless — would you say...

- All of the time ₁
- Most of the time ₂
- Some of the time ₃
- A little of the time ₄
- None of the time..... ₅

33. During the past 30 days, about how often did you feel restless or fidgety — would you say...

- All of the time ₁
- Most of the time ₂
- Some of the time ₃
- A little of the time ₄
- None of the time..... ₅

34. During the past 30 days, about how often did you feel so depressed that nothing could cheer you up — would you say...

- All of the time ₁
- Most of the time ₂
- Some of the time ₃
- A little of the time ₄
- None of the time..... ₅

35. During the past 30 days, about how often did you feel that everything was an effort — would you say...

- All of the time 1
- Most of the time 2
- Some of the time 3
- A little of the time 4
- None of the time 5

36. During the past 30 days, about how often did you feel worthless — would you say...

- All of the time 1
- Most of the time 2
- Some of the time 3
- A little of the time 4
- None of the time 5

37. Taking everything into consideration, how stressful overall would you say your experiences with Katrina and the flood have been on a 0-to-10 scale where 0 means not at all stressful and 10 means the most stressful thing you can imagine? You can use any number between 0 and 10 to answer.

Number from 0 to 10

— CONTACT INFORMATION —

38. In case we have any questions about your answers, please provide us with a telephone number where you can be reached.

Telephone Number:

- -

Check here if no telephone number available 1

39. Please write your current zip code:

40. Please write today's date:

/ /
Month Day Year

To receive your \$20 check for participating in this study, please PRINT your name and address on the enclosed postage-paid postcard and drop it in a mailbox. To protect your privacy and the privacy of your family, please **DO NOT** return the postcard in the same envelope with this questionnaire.

THANK YOU!

Please mail this completed questionnaire in the postage-paid envelope

(Please turn to the back cover of this questionnaire for helpful telephone numbers)

If you feel like talking to someone about your experiences,
you can call the following national helpline 24 hours a day:

1-800-273-8255

You can also call the Red Cross's toll-free main
assistance number for information:

1-800-REDCROSS (1-800-733-2767)

Appendix B – Lead Letter



September, 2006

NAME ID#
ADDRESS
CITY, STATE, ZIP

Dear NAME:

We would like to ask for your help with a study being conducted by the RAND Gulf States Policy Institute called the **Survey of New Orleans Residents—One Year After Katrina**. The RAND Gulf States Policy Institute is a partnership between RAND (a nonprofit research institution) and seven universities in the Gulf states region: Jackson State University, Tulane University, Tuskegee University, University of New Orleans, University of South Alabama, University of Southern Mississippi, and Xavier University. We are working together to conduct research that will contribute towards building a better future for Louisiana, Mississippi, and Alabama after Hurricanes Katrina and Rita.

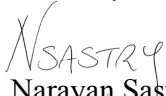
Your household was selected from a list of addresses in New Orleans on file from one year ago. The enclosed survey asks about your evacuation experience, help from the government and charities, where you are living now, plans for returning to New Orleans, and your and your family’s health and well-being. Please take a few moments to complete the survey and return it in the postage-paid envelope to RTI International, the not for profit research organization helping us with this survey. **To thank you for your help with this important study, we will mail you a \$20 check after we receive your completed survey.**

All the information you give us will be kept private and is protected by the Federal Privacy Act of 1974. We will use this information only for research purposes and we will never release any information about you as an individual. You do not have to participate in this survey. However, your knowledge and experiences will help us understand how residents of New Orleans who had to leave their homes after Hurricane Katrina are doing and what kinds of services would be useful, so we hope you will choose to help us.

If you have any questions about the survey or would like more information, please call Susan Twiddy, the RTI survey director, toll-free at 1-800-611-0338. If you have any questions about your rights as a study participant, you can call RTI's Office of Research Protection at 1-866-214-2043 (a toll-free number).

Thank you in advance for your help.

Sincerely,


Narayan Sastry, Ph.D.
Project Director

Survey of New Orleans Residents—One Year After
Katrina

Appendix C – Sampling Strategy

Displaced New Orleans Residents Pilot Study – Sample Selection

September 8, 2006

Universe

The universe for the sample is the City of New Orleans, defined as the Orleans Parish.

Background Data

We merged the RAND block data together with a block file from Marketing Systems Group (MSG) to produce a file containing block id, geographical id, number of postal addresses, and various demographic and socioeconomic characteristics. The RAND block data consisted of 10,818 records at the census block level based on 2000 Census data. This file also contained flood depth level on August 31, 2005, measured in feet. The MSG data contain 7,043 records at the block level and is a proper subset of the Census dataset received from RAND.

Explicit Stratification

We created the following levels based on the flood level information provided by RAND for each block. The code is the average level of flooding and is collapsed into the following three categories:

- Low (0 feet)
- Medium (1-3 feet)
- High (4 or more feet)

The total numbers of addresses from MSG for the three strata are:

Low	61,411
Medium	42,313
High	107,522
Total	211,246

(According to the U.S. Census Bureau, the total number of households in Orleans Parish for July 2005 is 213,137.)

Sample Allocation

Given the higher cost and lower probability of success of tracing in the High stratum, we undersampled these areas and correspondingly oversampled the Low stratum areas. We proposed the following sample allocation:

Flood Level	Low	Medium	High	Total
Success of Tracing	Easiest		Most Difficult	
Sample Size	600	150	200	950

Implicit Stratification

Within each of the three strata, we sorted blocks and all addresses within, first by the 133 census tracts, within each tract by proportion Black (3 levels: <33%, 33-92%, >92% based on the distribution of census blocks by race), and finally by proportion housing owned as a continuous variable.

Sample Selection

We sorted the block dataset by flood level, proportion Black and proportion of housing units owned. The sorted dataset was assigned a SORT_ID variable to uniquely identify each block. This variable and the flood level indicator were sent to MSG for sample selection.

MSG selected a sample of 950 addresses using the above allocation for the three strata. Below are the distributions of the sample and population of the Orleans Parish by flood level, proportion black category, and quartiles of housing units owned. (Although the implicit stratification was implemented with proportion of housing owned as a continuous variable, we summarized the sample and population by quartiles of proportion of housing units owned.)

**SAMPLE DISTRIBUTION BY FLOOD LEVEL AND PROPORTION BLACK
(% IN PARENTHESES)**

Proportion Black	Flood Level			Total
	Low	Medium	High	
Low	344 (57.3)	45 (30.0)	39 (19.5)	428 (45.1)
Medium	193 (32.2)	44 (29.3)	84 (42.0)	321 (33.8)
High	63 (10.5)	61 (40.8)	77 (38.5)	201 (21.2)
Total	600 (63.2)	150 (15.8)	200 (21.1)	950 (100.0)

**POPULATION DISTRIBUTION BY FLOOD LEVEL AND PROPORTION BLACK
(% IN PARENTHESES)**

	Flood Level			Total
	Low	Medium	High	
Proportion Black				
Low	30,000 (48.9)	129,90 (30.7)	19,768 (18.4)	62,758 (29.7)
Medium	24,050 (39.2)	11,038 (26.1)	39,767 (37.0)	74,855 (35.4)
High	7,361 (12.0)	18,285 (43.2)	47,987 (44.6)	73,633 (34.9)
Total	61,411 (29.1)	42,313 (20.0)	107,522 (50.1)	211,246 (100.0)

**SAMPLE DISTRIBUTION BY FLOOD LEVEL AND PROPORTION OF HOUSING UNITS OWNED
(% IN PARENTHESES)**

	Flood Level			Total
	Low	Medium	High	
Quartiles of Properties Owned				
Q1	113 (18.3)	37 (24.7)	30 (15.0)	180 (19.0)
Q2	148 (24.8)	46 (30.7)	41 (20.5)	235 (24.7)
Q3	180 (30.0)	46 (30.7)	56 (28.0)	282 (29.7)
Q4	159 (26.5)	21 (14.0)	73 (36.5)	253 (26.6)
Total	600 (63.2)	150 (15.8)	200 (21.1)	950 (100.0)

**POPULATION DISTRIBUTION BY FLOOD LEVEL AND PROPORTION OF HOUSING UNITS OWNED
(% IN PARENTHESES)**

	Flood Level			Total
	Low	Medium	High	
Quartiles of Properties Owned				
Q1	19,413 (31.6)	12,221 (28.9)	24,160 (22.5)	55,794 (26.4)
Q2	16,121 (26.3)	14,399 (34.0)	21,489 (20.0)	52,009 (24.6)
Q3	13,378 (21.8)	10,899 (25.7)	27,487 (25.6)	51,754 (24.5)
Q4	12,499 (20.4)	4,804 (11.4)	34,386 (32.0)	51,589 (24.5)
Total	61,411 (29.1)	42,313 (20.0)	107,522 (50.9)	211,246 (100.0)

Names Associated with Addresses

The following table presents the number of addresses for which MSG was able to append name and telephone number:

	Flood Level			Total
	Low	Medium	High	
Name				
Yes	299	71	70	440
No	301	79	130	510
Total	600	150	200	950

Final Sample

We now turned to reducing the sample size and distribution in such a way as to establish a compromise between proportionate representation and field efficiencies. We first imposed a guideline that a maximum of 50% of the cases in the high-flood stratum should be unnamed, leading to a sample of 70 from this cell.

With 70 named and 70 unnamed cases in the high-flood stratum, we next turned to the remaining two strata. We arbitrarily set about 25% of the sample in these two strata to come from the unnamed cases and 75% from the named cases.

We also aimed for the total number of completes to be 250. Working backwards from this target and the fixed number of cases in the high-flood stratum gave us the following sample sizes. Subsampling of these cases was implemented at random using systematic sampling applied to the list of addresses received from MSG and sorted by the original sequence.

	Flood Level			
	Low	Medium	High	Total
Named (n)				
Yes	105	71	70	246
No	35	25	70	130
Total	140	96	140	376
Percent	37%	26%	37%	100%

Finally, 32 additional cases were dropped because of concern about field costs. Subsampling of these cases was implemented at random using systematic sampling applied to the list of addresses received from MSG and sorted by the original sequence.

The final sample of 344 cases is described in the table below.

	Flood Level			
	Low	Medium	High	Total
Named (n)				
Yes	93	59	70	222
No	31	21	70	122
Total	124	80	140	344
Percent	36%	23%	41%	100%

Appendix D – Field and Telephone Interviewer Debriefing Notes

Debriefing Notes
Survey of New Orleans Residents – One Year After Katrina

November 17, 2006

The following comments and suggestions reflect discussions with field interviewers and telephone interviewers on the New Orleans study. The first section summarizes discussions with field interviewers, the second with telephone interviewers.

I. Field Interviewer Debriefing

Useful Sources:

Postmen working in the streets and neighbors were most helpful. Contractors (construction workers) were also helpful in saying when the homeowner would be at the address.

One FI had a contact in government that she claimed helped her find current addresses. The FI found out if people were still in the area or not through the municipal Conveyor's Office. She was able to determine if the sample member was in the area or where they had gone (by state only).

Not Useful:

FEMA trailer parks required the name of the person to gain access. Trailer parks are guarded and access is limited to residents. FIs found that if there was a FEMA trailer at the selected address, then that was a good indication that someone was either living there or intended on moving back in, or was simply guarding their property.

FIs knew areas that were devastated but still went in anyway. One FI said that FEMA has maps that overlay the city maps showing areas with heavy devastation. The FI did not have access to the maps: she mentioned that she knew of their existence.

RTI's field manager used the website below to access Orleans parish tax records. There is a function on the webpage that indicates if the searcher wants to see maps of adjudicated or blighted areas. Unfortunately, every time the link was accessed, it appeared to be a disabled function.

<https://secure.cityofno.com/portal.aspx?portal=1&load=~~/Services/Assessor/PropertyDatabase/PropertySearch.ascx>.

FEMA GIS.gov has links to maps associated with Hurricane Katrina:

<http://www.gismaps.fema.gov/>

There are links to satellite images of the region. We don't know how helpful these would be to an FI; but there may be useful applications for sampling. NOTE: Satellite images get detailed images showing homes, roads, bridges under water.

The 9th Ward had a lot of property abandoned or demolished by man and by nature.

Field Interviewer Suggestions:

FIs felt that if they had had more time, they could have made more progress. Sometimes it would take a long time to find a postman or even a utility company worker who was in the area and willing to talk to the FIs. Also, many areas of the city have had crime sprees and people were not willing to talk to the FIs. This should be considered when determining the time it will take to complete a case in the field.

FIs suggested that we consider a field sampling approach where a street is selected and the FI screens addresses where people seem to be living (either in structure or in FEMA trailer).

Cases that were sent to the field happened to be a lot of rental properties, where it was difficult to find the Aug '05 residents. Landlords were too busy to assist us, didn't know where tenants had gone, couldn't remember tenants, or had lost the paperwork giving names and contact information. This may be unavoidable, but it may be an important point to consider when preparing FIs to do field work on a full-scale study. Also, it is harder to find tenants of rental properties because renters don't have the connection to that property that a homeowner has to his/her property.

FIs stated that FEMA trailers are slated to be removed in February 2007. Residents don't know if FEMA will extend the deadline, but it may be even harder to find the Aug '05 residents if the trailers are removed.

It would be helpful if we had a name associated with the address, as FEMA trailer park lists are by name. However, we found that many of the names associated with selected address were not necessarily the person living there in Aug '05. Many times, the elderly parent was the name matched to the address, but the adult child was actually living at the address (either with the parent or the parent was deceased).

BellSouth in New Orleans is evidently reserving cell phone numbers for 2 years. So, if there is a way to find out cell phone numbers, we might be able to reach the selected person.

FIs suggested that we consider getting federal government support for this study. This way, we could elicit post office address update requests. (We don't know if this would be faster and more accurate than the broad-based updates conducted by batch tracing.) We might also be able to get access to FEMA records to help locate respondents. We could potentially contact city emergency response offices to see what information they could provide. And, we could possibly access Welfare Department records. If sample members were receiving checks, they very likely updated their address with Social Services to ensure that they continued to receive their money.

FIs suggested that we downplay any connection we might cultivate with the federal government, however. A lot of residents are very angry with the government. People blame the government for their situation.

All of the FIs felt that the study is worthwhile to undertake. People in New Orleans feel like they have been forgotten and are looking for any way that might help them get the help they need.

Devastated Neighborhoods Not Worth Going Into:

One FI felt that most of the areas she went into were either untouched or were damaged but coming back. One case (31916) was in the Jackson Brewery area that was heavily damaged and no one seems to be working to reconstruct that area.

One FI had several cases in the 9th Ward that were totally devastated and abandoned, with no sign of reconstruction.

Questionnaire:

Despite completing only 4 interviews in the field, each FI did comment that at the roster question, it was confusing to have the spouse listed as second. Many of the households interviewed did not include a spouse. Instead, the second person listed was a sibling or parent. One FI indicated that it is not uncommon for adult children to live with their parents.

Also, the FIs felt that Q23 should have immediately followed the roster.

Completing the paper questionnaire took a minimum of 30 minutes.

Summary:

In summary, FIs felt that people were eager to assist and participate. They felt that \$20 was a good incentive to offer. They believe that this study is a good idea and is desperately needed. People are still suffering and the FIs think that the rest of us need to be aware of this. One FI is personally concerned with the long-term health effects and the impact that this will have on children. She herself has had two bouts with bronchitis since Katrina and she had never had it before.

II. Telephone Interviewer Debriefing

Administering a hard copy interview

Most of what the interviewers had to say related to administering a self-administered survey over the phone. Some questions were awkward to read because they required the interviewer to ad-lib some question text. For instance, if the respondent lived alone, the interviewer had to remember to refer only to the single respondent throughout the questionnaire. This wasn't a big problem, but it is different from how interviewers normally administer CATI interviews (where everything must be read verbatim, and these types of fills are programmed in the system).

Questionnaire items

Interviewers found that the questions about each person's work status (Q17 and Q18) were somewhat confusing to respondents because of the long list of response categories. For instance, respondents might identify themselves as both unemployed and retired. Although the data entry program allows multiple responses, interviewers felt that this question should have been reworded to specifically alert the respondent that multiple responses were allowed (or else to ask the respondent to make their "best guess").

Interviewers commented that the question about the housing type (Q24) was also confusing to some respondents, who did not understand the term "single family home."

The series of questions about health (Q31 – Q36) frequently had to be clarified for respondents. In particular, terms such as "fidgety," "worthless," and "everything was an effort" seemed unclear to many respondents. This was also typically the only place where respondents expressed discomfort in completing the survey. Several respondents opted to skip these questions.