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CHAPTER 1: INTRODUCTION

1.1 PURPOSE

This is a reference guide for employees of the National Association of State Departments of Agriculture (NASDA). It outlines present NASDA personnel and general operating policies, which, as guidelines, may be amended or deviated from by NASDA as particular circumstances warrant.

This manual is the property of NASDA. If your employment with NASDA ends, this manual and all other NASDA materials are to be returned to the appropriate NASDA representative.

This handbook is presented in a three-hole binder so that changes to this handbook can be made periodically.

Each NASDA employee is expected to be familiar with this handbook. Not all of the provisions will apply to each employee, as some guidelines differ for field and office enumerators, and field and office supervisory enumerators.

If you are not certain if a specific provision applies to you ask your immediate supervisor, if further explanation is necessary, contact NASDA headquarters or NASDA's Chief Operating Officer.

Office of the Chief Operating Officer
NASDA Headquarters Staff
1156 15th Street, N.W. Suite 1020
Washington, D.C. 20005
202-296-9680 voice
202-296-9680 fax
<http://www.nasda.org>

CHAPTER 1: INTRODUCTION

1.2 NASDA FAIR EMPLOYMENT OPPORTUNITY POLICY

NASDA has a policy of fair employment opportunity for all qualified employees and applicants for employment. NASDA does not discriminate on the basis of race, color, religion, sex, age, national origin, sexual orientation or any other basis protected by state or local law. NASDA does not discriminate against persons with disabilities as defined in the Americans with Disabilities Act and any applicable State or local law. It is NASDA's policy to keep the workplace free of discrimination, including sexual, racial or other protected-status harassment, and open to qualified persons with disabilities. Employees who believe that they have been subjected to any unlawful discrimination are directed to report their concerns to their supervisor. If the supervisor is the problem or cannot solve the problem, employees are directed to report their concerns in writing to NASDA's Chief Operating Officer. All advertisements to hire NASDA employees must carry the notation that NASDA is a Fair Employment Opportunity Employer.

CHAPTER 1: INTRODUCTION

1.3 NASDA ENUMERATOR HANDBOOK RECEIPT FORM

I acknowledge that I received a copy of the NASDA Enumerator Handbook and have read and understand its provisions. I also acknowledge that the Handbook is not a contract and that I am an employee at will. Further:

- * I understand that the policies, rules and procedures described in it are subject to change at the sole discretion of NASDA at any time. I understand that this manual supersedes all other previous manuals for NASDA.
- * I am aware that my employment maybe terminated at will, by NASDA or myself, regardless of the length of my employment.
- * I understand that no contract of employment other than "at will" has been expressed or implied, and that no circumstances arising out of my employment will alter my "at will" employment relationship unless expressed in writing, with the understanding specifically set forth and signed by myself and the Executive Vice-President & CEO of NASDA.
- * I am aware that during the course of my employment confidential information will be made available to me, i.e., survey data, survey procedures, personal information, policies and other related information. I understand that this information is critical to the success of NASDA and must not be given out or used outside of NASDA's premises or with non-NASDA employees including family. In the event of termination of employment, whether voluntary or involuntary, I hereby agree not to use or exploit this information with any other individual or association.
- * I understand that, should this manual's content be changed in any way, NASDA may require an additional signature from me to indicate that I am aware of and understand any new policies.
- * I understand that my signature below indicates that I have read and understand the above statements and have received a copy of the NASDA Enumerator Manual.

Employee's printed name _____

Employee's signature

Date

Supervisor's Initials

Copy this form after signed. Put original in FO employee file. Copy should be kept into employee's handbook.

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CHAPTER 2: FACT FINDING FOR AGRICULTURE

2.1 WELCOME TO THE NASDA TEAM

You have a significant role to play in the production of agricultural statistics. As an enumerator you will be on the front-line as a data/information gatherer and public relations operative of NASDA and NASS (National Agricultural Statistics Service).

2.2 FACT FINDING FOR AGRICULTURE

Farmers, ranchers, and others in agriculture require reliable information on production, supplies, marketing, prices, weather, and a vast array of other inputs. Up-to-date agricultural statistics, by providing valuable information, help to develop a stable economic atmosphere and reduce risk in production, marketing, and distribution operations. Agricultural statistics are essential in the planning and administration of federal and State programs. Congressional action on any farm bill relies heavily on acreage, production potential, stocks, prices, costs of production, and income data.

The structure of farming and the agricultural industry has changed dramatically over the more than 125 year history of U.S. government agricultural reports. Even in the comparatively simple agricultural economy that characterized the United States in the first half of its history, agricultural statistics helped create an efficient, equitable marketing system. In today's complex and highly industrialized economy, they are essential. Agricultural statistics are a basic tool in the operation of our complex system of producing and marketing farm products.

Enumerators gather information; face to face with operators in the field, and over the telephone. Although field and State office enumerators perform many of the same tasks, there are differences in how and where they do their work.

Field Enumerators:

1. Work out of their home and in the field.
2. Interactively interview, in person or by telephone, operators or other agriculture-related professionals.
3. Make crop counts in designated fields. Read aerial photographs and grid acreage.

CHAPTER 2: FACT FINDING FOR AGRICULTURE

4. Deliver timely, detailed, legible records of interviews, crop counts, expenditures and hours worked.
5. Maintain and insure their own vehicle
6. Complete duties as assigned by the NASDA supervisor.
7. Work part-time, although some surveys may require up to 8 hours or more per day and 40 hours or more during a single week, including weekends. The nature of the work is intermittent. Surveys are conducted on a cyclical basis, tied to the growing and harvesting seasons of crops and commodities. The workload varies from very heavy to no work at all and an offer of employment for one survey carries no promise or commitment for work on future surveys.
8. Represent NASS in all of their survey actions.

State Office Enumerators:

1. Perform NASDA work in the NASS office.
2. Conduct telephone interviews with farm and ranch operators or other agricultural related businesses.
3. Operate office business machines and computers in preparation for survey activities.
3. Prepare survey materials or process lab samples collected by field enumerators.
4. Complete duties as assigned by the NASDA supervisor.
5. Primarily work during the evening hours and in some cases on weekends, and, on a volunteer basis, on holidays as needed. Some surveys and survey preparations may be completed during normal business hours. As with field enumerators, the work is intermittent and workload varies.
6. Represent NASS in all of their survey actions.

CHAPTER 2: FACT FINDING FOR AGRICULTURE

2.3 WHAT IS NASDA?

The National Association of State Departments of Agriculture (NASDA) is a nonprofit, nonpolitical organization comprised of the 50 State Departments of Agriculture and those from the territories of Puerto Rico, Guam, American Samoa, and the Virgin Islands. Members are the Commissioners, Secretaries and Directors of Agriculture in the 50 States plus these four territories.

NASDA was formed for the purpose of bettering American agriculture through the development and promotion of sound public policy at the State, territorial and federal levels, relating to food and agriculture and agriculture-related or associated businesses or programs. NASDA's mission: is to support and promote the American agriculture industry, while protecting consumers and the environment, through the development, implementation, and communication of sound public policy and programs. Through its programs, NASDA communicates the vital importance of agriculture to the economy and general welfare of the people of the United States by providing a voluntary, non-partisan organization of the 50 State Departments of Agriculture, and four federal territories. NASDA's website address is <http://www.nasda.org>.

Founded in 1915, NASDA has carried its present name since 1955. A headquarters office in Washington, D.C. was opened in 1968. This office maintains liaisons with Congress, federal agencies, farm organizations and agribusiness and promotes the values and services of State Departments of Agriculture to the general public.

In 1972, NASDA and USDA-NASS entered into a cooperative agreement for NASDA to employ enumerators pay their salaries, travel expenses, and other costs associated with data collection for specific surveys. The original agreement was expanded from 12 States to 20 States in 1977 and was increased to cover data collection work for all surveys in all States in October 1978.

Under the terms of the Cooperative Agreement, enumerators are clearly defined as employees of NASDA. They are not federal or State employees. NASDA enumerators may introduce themselves as working on a specific survey on behalf of USDA NASS (State) Field Office, but at no time are they to introduce themselves as employees of the federal government or USDA. Examples: CORRECT — “I'm here on behalf of the”, or, “as a NASDA employee, I am associated with the (Texas Field Office of USDA/NASS).”

CHAPTER 2: FACT FINDING FOR AGRICULTURE

INCORRECT and MISLEADING—“I’m with the”, or, “I work for the”, or, “the (Texas State Field Office) sent me/assigned me your survey.”]

NASDA enumerators are employed in the collection of agricultural statistics for the 45 individual NASS offices, known as the respective USDA, NASS (State) Field Office, which are a part of NASS.

2.4 NASS WITHIN USDA

The National Agricultural Statistics Service (NASS) is a broad-based, non-policymaking organization within the United States Department of Agriculture (USDA). NASS's mission is to serve the United States, its agriculture, and its rural communities by providing meaningful, accurate, and objective statistical information and services. U.S. laws, USDA regulations, policy planning needs, cooperative agreements with State Departments of Agriculture, and funding agreements with interest groups and other government agencies require NASS to provide official agricultural statistics.

NASS is headquartered in Washington, D.C., and maintains a network of 45 field offices called Field Offices (FO's) serving all 50 States and Puerto Rico. These offices regularly survey thousands of operators of farms, ranches, and agribusinesses who voluntarily provide information on a confidential basis. Statisticians consolidate these reports along with field observations and measurements, and other data to produce State crop and livestock estimates. FO's forward these estimates to NASS headquarters, where they are combined into regional and national totals and published.

Collecting and issuing agricultural statistics is the primary, but not the only, activity of NASS. Research is constantly underway to improve the statistical methods and enhance the accuracy of agricultural estimates. Sampling, yield forecasting, and survey techniques are improved through research and the use of new technology. Computer Assisted Interviewing with automated data editing is a result of the research to improve data collection methods and data quality.

NASS's website address is <http://www.nass.usda.gov>. The website provides in-depth information about NASS and NASS reports.

CHAPTER 2: FACT FINDING FOR AGRICULTURE

2.5 THE NASDA/NASS RELATIONSHIP

The NASDA/NASS relationship is a cooperative partnership. NASDA provides NASS with services, and NASS decides which services are needed, how they are to be delivered, in what time frame they are to be delivered, and whether or not the service is acceptable.

This means that NASS:

- Decides which surveys, office and lab tasks or other duties are needed and coordinates the assignment of these tasks with the applicable NASDA supervisor
- Determines what methodology and criteria will be used in performing the surveys and tasks assigned
- Designates the priority of surveys and tasks
- Designates NASDA supervisory assignments
- Determines whether work submitted meets the required standards

Within the NASDA/NASS Relationship, NASDA:

- Employs enumerators and supervisory enumerators on a part-time, intermittent basis to complete NASS surveys
- Advertises open positions, hires qualified applicants, evaluates work performance and promotes and dismisses enumerators and supervisory enumerators
- Assigns specific survey units or tasks to individual enumerators
- Delegates to supervisory enumerator day to day responsibility for supervision of enumerators

CHAPTER 2: FACT FINDING FOR AGRICULTURE

Thus, NASDA supervisors and enumerators are employed on a part-time intermittent basis under a cooperative agreement with NASS. Under the terms of the agreement, NASDA provides supervisors and enumerators as needed for survey work and retains administrative responsibility for expert management.

NASS has full technical authority for the sample survey methodology, the content, timing, and quality of the survey work. Since NASS fully funds all portions of the agreement, the Directors have budget authority including approval of payroll and expense vouchers and make any other decisions which would impact the budget.

To protect the validity of its mission, NASS retains the right, under the NASDA/NASS agreement, to reject or stop work which it determines is unacceptable. This right does not extend to disciplining NASDA employees or to handling NASDA grievance procedures.

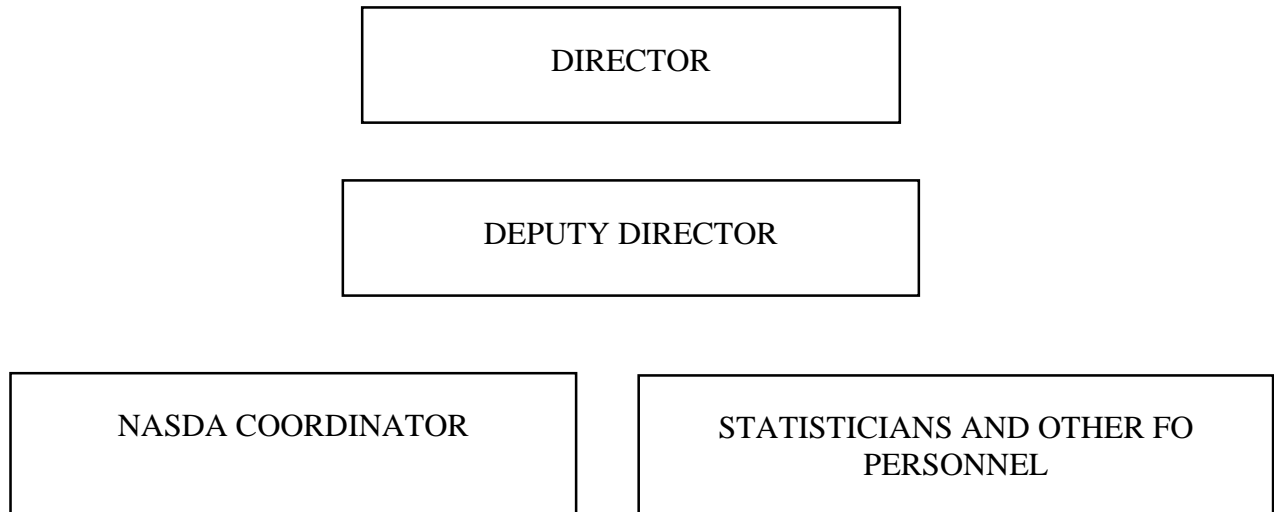
While NASDA takes its directions from NASS regarding operational requirements, all NASDA personnel actions are taken by NASDA employees, independent of NASS control.

This extends to all NASDA employee records. Although the main (and “official”) employee file is kept in the State office, the records are the property of NASDA. All requests for employee records, or information pertaining to employees, made by agencies or parties other than NASDA/NASS must be cleared immediately (prior to granting the request) by NASDA headquarters.

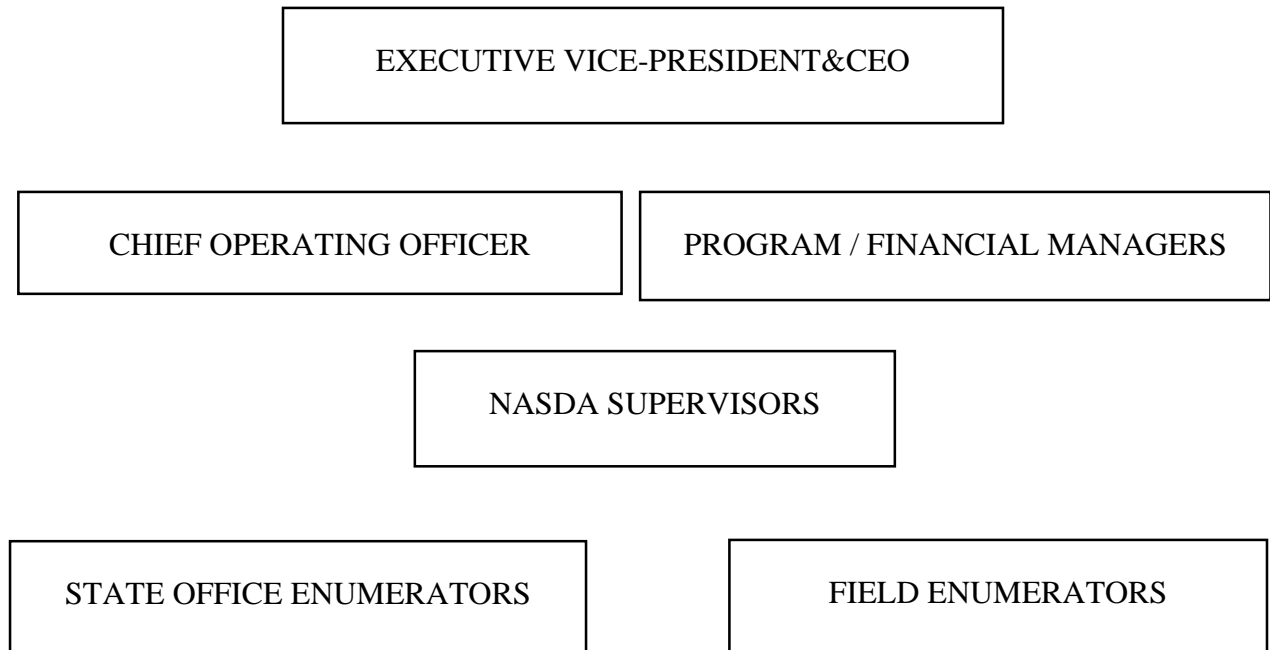
Each NASS office has a NASS employee designated as the NASDA Coordinator. The NASDA Coordinator acts as the main facilitator of communication between NASS and NASDA employees, who work in close contact but have different lines of command and authority. The NASDA Coordinator works directly with the NASDA supervisory enumerators. If a NASDA enumerator cannot reach their supervisor and has an emergency or requires immediate guidance, he or she should contact the NASDA Coordinator in the NASS office.

CHAPTER 2: FACT FINDING FOR AGRICULTURE

NASS OFFICE STRUCTURE



NASDA STRUCTURE



CHAPTER 2: FACT FINDING FOR AGRICULTURE

2.6 NASS FO STRUCTURE

The NASS Director is in charge of all of the programs, personnel, budget, and public relations in the State or region. The Director represents NASS in signing off on all NASDA personnel actions.

The NASS Deputy Director is responsible for the daily supervision of office operations. This responsibility includes; overseeing the timeliness and quality of the work generated in the office and field, prioritizing work assignments against budget constraints, participating in the evaluation of NASDA enumerators and supervisory staff, and providing feedback to NASDA supervisors for use in their evaluation of their NASDA staff.

The NASDA Coordinator prioritizes and coordinates the assignment of the surveys/tasks with NASDA supervisors, and is the point of contact for communications between the two staffs.

The Administrative Technician coordinates NASDA/NASS paper and information-flow and is an extremely valuable source of information.

In most NASS offices, there will be a number of statisticians who specialize in supporting NASS State programs or commodities and agriculture-related industries. Their contact with NASDA employees may be in training or in answering questions pertaining to a specific survey or task. But, these statisticians are to coordinate their task requirements through the NASS Deputy Director and NASDA Coordinator for assignment to NASDA supervisors.

2.7 NASDA STRUCTURE

The National Association of State Departments of Agriculture (NASDA) is a nonprofit, nonpolitical organization comprised of the 50 State Departments of Agriculture and those from the territories of Puerto Rico, Guam, American Samoa, and the Virgin Islands. Members are the Commissioners, Secretaries and Directors of Agriculture in the 50 States plus the four territories. Although there is no direct line of command or responsibility; NASDA employees essentially work for the Commissioner, Secretary, or Director (CSDs) of the Department of Agriculture in their State or territory.

The 54 CSDs delegate direct oversight for NASDA operations to an elected Board of Directors made up of ten of the members. The Board maintains different committees to oversee the many functions that NASDA undertakes. The Board employs and delegates to an Executive-Vice

CHAPTER 2: FACT FINDING FOR AGRICULTURE

The President and Chief Executive Officer are responsible for the day to day operation of all NASDA activities.

The Executive Vice-President and Chief Executive Officer (EVP) of NASDA is the senior, direct supervisor over the NASDA/NASS program. The EVP is stationed at NASDA headquarters in Washington, D.C. and is charged with the final responsibility for decisions involving NASDA employees and their responsibilities. The EVP coordinates directly with the Deputy Administrator for Field Operations, NASS, in USDA headquarters, Washington, D.C. on all NASDA/NASS issues.

The EVP routinely designates two headquarters employees to handle NASDA/NASS day to day operations. These employees report directly to him.

The Chief Operating Officer (COO) oversees all financial issues and activities, employee actions, and investigates all employee grievances and complaints. NASDA supervisory enumerators report directly to the COO.

The Program Manager (PM) assists the COO in personnel matters. The PM is responsible for employee manuals and coordination with the State offices regarding personnel job actions and concerns. The PM does not handle any NASDA/NASS financial matters.

The Financial Manager (FM) oversees the NASDA payroll and all NASDA/NASS disbursements. The FM responds to financial actions which have been signed-off on by the various NASS Directors.

In both field and State office work, the NASDA supervisor is responsible for maintaining a pool of trained NASDA enumerators capable of meeting the data collection needs of NASS. The NASDA supervisor is authorized to advertise vacancies, hire qualified candidates, assign survey work, evaluate work submitted, and promote or dismiss enumerators.

Because of NASDA's decentralized structure, the EVP may solicit from NASS recommendations regarding the performance of supervisory enumerators. However, NASDA retains final authority for all actions taken related to supervisory enumerators, including their appointment, evaluation results, promotion, or dismissal.

CHAPTER 2: FACT FINDING FOR AGRICULTURE

NASDA enumerators, field or State office, report directly to the NASDA supervisor to whom they are assigned. Each enumerator is responsible for the cost, quality and timeliness of work they submit and will be evaluated upon that basis.

2.8 LINES OF COMMUNICATION

The field and State office enumerator's primary contact is their supervisor. If an enumerator needs guidance and cannot contact their supervisor they should contact the NASS office. In cases in which the immediate need is:

- Technical; contact the statistician in charge of the survey. If the statistician is not reachable, contact the NASDA Coordinator.
- Personnel, public relations, or accident/injury related; contact the NASDA Coordinator. If the Coordinator is not reachable, contact the Deputy Director. If both are unreachable, contact the Director.

What is most important is to remember to keep the lines of communication open. No one wants to be kept out of the loop and “blind sided” on information that they need to do their job.

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3.1 NASDA EMPLOYMENT QUALIFICATIONS AND EXCEPTIONS

- Age — High school graduates that are at least 16 years old, or 16 to 17-year-old non-graduates with work permits (where necessary), or 18 years of age regardless of high school degree.
- Citizenship — Applicants must be either a U.S. citizen or an alien lawfully authorized to work in the U.S.
- Education — High school graduates with an agricultural background are preferred. Applicants must have a passing score on the Enumerator Selection Aid.
- Relatives — While multiple members of one extended family may be employed by NASDA at the same time, no supervisory relationship between relatives is permitted. The NASDA coordinator has the right to make the determination if relationships between relatives exist in any unclear situation.
- Political Activity — Political activity is not permitted when working as a NASDA enumerator. Because the potential for conflict of interest and problems with survey respondents increases if the enumerator is engaged in partisan political activities, the employment of elected or appointive office holders is not advisable. If an individual employed as an enumerator becomes a candidate for local or county office, the individual must not be assigned any work in the election area during the campaign and election period.
- Business activities — Enumerators are not permitted to engage in other business activities while “on-the-clock” for NASDA. Offering products or services for sale, distributing brochures, promotional materials and/or business cards to any individual while “on-the-clock”, or canvassing respondents during or after enumeration will result in termination.
- Current or Retired Federal and State Employees — Employment of current NASS employees (State or federal) as NASDA enumerators is not allowed. Use of NASS employees as NASDA enumerators has the potential for conflict and also may be viewed as a means of circumventing overtime regulations. Federal and

CHAPTER 3: EMPLOYMENT

State employees not working for NASS may be hired as NASDA enumerators or supervisory enumerators provided there is no conflict of interest.

Retired federal or State employees may be hired as NASDA enumerators. Appointment of a former federal or State employee should be at the first step of their appropriate title series, enumerator or supervisory enumerator, and should begin with the conventional trial period required of all new enumerators.

- Transportation and Communication — All applicants who will be paid for driving on NASDA business must have a valid driver's license, submit a current state motor vehicle driving record which meets NASDA's Driving Record policy (refer to 3.13.1), maintain NASDA's minimum drivers insurance requirement (refer to 3.13.1), have access to a dependable vehicle with functioning lap, or lap/shoulder seat belts (a minimum of lap belts are required by our insurance) and abide by NASDA's seatbelt policy (refer to 3.13.1). Applicants must also be readily accessible by telephone.
- Non-Discrimination —NASDA has a policy of fair employment opportunity for all qualified employees and applicants for employment. NASDA does not discriminate on the basis of race, color, religion, sex, age, national origin, sexual orientation or any other basis protected by state or local law. NASDA does not discriminate against persons with disabilities as defined in the Americans with Disabilities Act and any applicable State or local law. It is NASDA's policy to keep the workplace free of discrimination, including sexual, racial, or other protected-status harassment, and open to qualified persons with disabilities. Employees who believe that they have been subjected to any unlawful discrimination are directed to report their concerns to their supervisor. If the supervisor is the problem or cannot solve the problem, employees are directed to report their concerns to NASDA's Chief Operating Officer. All advertisements to hire NASDA employees must carry the notation that NASDA is a Fair Employment Opportunity Employer. See also 1.2.

CHAPTER 3: EMPLOYMENT

3.2 ENUMERATOR QUALIFICATIONS

Being a field enumerator requires:

- the ability to understand complex instructions in both written and oral form;
- the ability to apply these instructions while working independently in the field;
- a basic knowledge of agriculture;
- common sense;
- the ability to enlist the cooperation of farmers and other respondents;
- legible handwriting;
- the ability to communicate effectively both in writing and orally;
- a clear voice and speech pattern;
- good listening skills;
- the ability to meet deadlines;
- the ability to use maps and aerial photographs in completing survey forms;
- the ability to gain physical access to fields;
- the ability to accurately follow survey procedures;
- positively interacting with co-workers;
- and positively promoting NASS and NASDA to the general public.

Being a State office enumerator requires:

- the ability to understand complex instructions in both written and oral form;
- the ability to apply these instructions;
- common sense;
- the ability to enlist the cooperation of farmers and other respondents;
- legible handwriting;
- the ability to communicate effectively both in writing and orally;
- the ability to meet deadlines;
- a clear voice and speech pattern;
- good listening skills;
- typing skills for use in Computer Assisted Telephone Interviews (CATI);
- the ability and willingness to learn and apply agricultural terminology;
- the ability to accurately follow survey procedures;
- positively interacting with co-workers;
- and positively promoting NASS and NASDA to the general public.

CHAPTER 3: EMPLOYMENT

3.3 JOB DESCRIPTION: ENUMERATORS

3.3.1 Field Enumerators:

1. Conduct surveys on-site and by telephone.

The enumerator:

- a. interactively interviews, in person or by telephone, operators and other individuals.
- b. sets up their interview appointments with operators. If necessary, persuades reluctant operators to participate in surveys. The enumerator's people and communication skills are very important. A congenial but businesslike personality is very important to establishing trust and cooperation.
- c. allows the respondent the freedom to fully explain. In an interactive interview, the enumerator asks a question and allows the respondent to respond in full without interruption. It is important that the enumerator not lead the contact in his/her response.

2. Make crop counts in designated fields.

The enumerator must be able to:

- a. contact and gain operator approval to enter fields for crop counts.
- b. use road-maps to find the correct farm.
- c. read aerial photographs to find the designated survey unit.
- d. identify agricultural crops and commodities.
- e. gain physical access to the survey field and sample site, occasionally climbing over/through fences and ditches, carrying equipment, materials and crop samples.

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- f. effectively use survey equipment and materials.
 - g. accurately stake out and measure the survey unit(s) sample area(s).
 - h. accurately count crop characteristics within the survey unit.
 - i. draw maps which locate the sampled fields.
3. Deliver timely, detailed, legible records of interviews, crop counts, mileage, expenditures, and hours worked to their supervisors.

The enumerator must:

- a. demonstrate the ability to follow instructions within reasonable time frames.
- b. have legible handwriting. Records are often kept for years and must be readable by persons unfamiliar with an individual's particular writing.
- c. be an effective listener.
- d. accurately record the results of crop counts.
- e. record data and keep records in a timely, detailed manner. After-the-fact recorded entries from memory are notoriously erroneous and will not be tolerated.
- f. keep accurate mileage and expenditure records and receipts, and file for reimbursement in a timely fashion.
- g. never falsify data of any kind. Submission of falsified or fabricated data will result in immediate dismissal.
- h. keep all information associated with surveys confidential.
- i. deliver all records to their supervisor **or to the State office** on or before the designated deadline.
- j. will, in many offices, use a computer to record phone (CATI) interviews.

CHAPTER 3: EMPLOYMENT

4. Work from their residence.
 - a. Enumerators must have access to an operable telephone.
 - b. Telephone interviews must be conducted in an area (room) free from distractions.
5. Maintain and insure their own vehicle
 - a. Enumerators must have access to reliable, personal transportation whenever a survey is underway.
 - b. Enumerators must maintain the motor vehicle insurance coverage consistent with NASDA's motor vehicle policy (3.13) while driving a motor vehicle on NASDA business.
6. Work part-time, intermittently, including some evenings and weekends, and voluntarily on holidays as work requires.
 - a. Enumerators are employed on a part-time, intermittent basis. This means there will be stretches when no work is available and other times, such as during major surveys, when enumerators may be required to work full-time. Evening, weekend, and voluntary holiday work may be required. Enumerators should generally plan to work an 8-hour day, although not necessarily an 8:00 a.m. to 5:00 p.m. day.
 - b. Enumerators will often be required to adjust their hours to those times when respondents are available for interviews. Contacts before 7:00 a.m., after 9:00 p.m., or on Sunday should be made only by appointment. Saturday is considered a regular work day for enumerating, but Sunday is not. However, you may find that Sunday is the only day the respondent is available for an interview. Sunday and voluntary holiday pay is the same as all other days.
7. Represent NASDA/NASS and the benefits of enumeration positively in all of their survey actions.

CHAPTER 3: EMPLOYMENT

- a. The enumerator is the only contact with NASS for many operators. Therefore, the enumerator must ensure that their interactions with the public reflect positively upon NASDA and NASS, and when questioned, positively and accurately relate the benefits of enumeration to the public. Conduct that reflects negatively upon NASDA and NASS is cause for dismissal. The NASS Director has the authority to immediately suspend work by an enumerator pending review by the assigned NASDA supervisory enumerator.

3.3.2 State Office Enumerators:

1. Work part-time, intermittently, including some evenings and weekends, and voluntarily on holidays as work requires.
 - a. Enumerators are employed on a part-time, intermittent basis. This means there will be stretches when no work is available and other times, such as during major surveys, when enumerators may be required to work full-time. During major surveys, enumerators are required to work a full schedule while employed on a survey.
 - b. Work during the evening hours and in some cases on the weekend. Some surveys that involve contact with agribusinesses must be done during normal daytime business hours.
 - c. Enumerators will often be required to adjust their hours due to a heavy survey schedule or respondent's availability for interviews. Sunday and voluntary holiday pay rate is the same as all other days.
2. Conduct telephone interviews of farm and ranch operators or other related businesses.
 - a. Enumerators conduct Computer Assisted Interviews and must type.
 - b. Enumerators must have legible handwriting for paper questionnaires.
3. Prepare survey materials or process lab samples collected by field enumerators.
4. Are given other duties as assigned by the NASDA supervisor.

CHAPTER 3: EMPLOYMENT

- a. Enumerators operate office machines (calculators, copiers, fax machines, telephones, and computers).
5. Represent NASDA/NASS and the benefits of enumeration positively in all of their survey actions.
- a. The enumerator is the only contact with NASS for many operators. Therefore, the enumerator must ensure that their interactions with the public reflect positively upon NASDA and NASS, and when questioned, positively and accurately relate the benefits of enumeration to the public. Conduct that reflects negatively upon NASDA and NASS is cause for dismissal. The NASS Director has the authority to immediately suspend work by an enumerator pending review by the assigned NASDA supervisory enumerator.

3.4 WORK HOURS

Work as an enumerator is temporary part-time employment which is intermittent and does not offer regular hours. Weather, seasonal farm responsibilities, holidays, and community functions can all affect the hours you will be working. These factors will typically result in part-time hours, occasional full-time, and periods during which no hours will be worked.

NASDA Field enumerators will be assigned work dependent on the size of the NASS assigned survey sample, the location of the sample, whether a visit is necessary, the time allowed to collect the data and the methods used to collect it. These variables are based on survey requirements and budgeting limitations of NASS and are outside of NASDA's control. Since most survey samples are a random selection of farm operators in the State, supervisors generally do not know in advance the exact number of contacts in their assigned area. Some surveys are targeted at specific types of farm operations. These operators may be concentrated in specific areas of the State.

The trial or probationary level is a minimum six-month time period and 100 hours of work experience to evaluate whether an individual should be given "active status." Failure of new hires to perform satisfactorily during the trial period will result in either the termination of employment or the extension of the probation period.

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Enumerators and supervisors, as temporary employees, are NASDA employees only during the survey period for which they are asked to work. Although NASS desires an experienced, well-qualified enumerator corps, an offer of employment for one survey carries no promise or commitment for work on future surveys.

NASDA will assign work by taking into account various factors including, but not limited to, NASDA's desire to develop and maintain a large, experienced, well-qualified enumerator corps, survey costs, survey needs, and training needs, accordingly, NASDA will not assign work based solely on an employee's length of service with NASDA.

NASDA enumerators and supervisors cannot exceed the maximum of 1,500 hours worked in a calendar year.

3.5 CONFIDENTIALITY

The need for integrity, reliability, and impartiality in agricultural estimates is reflected in the laws, regulations, and procedures that govern the work of NASS. The law guarantees respondents that the information they provide about their operations will remain confidential. Because NASDA enumerators and supervisors interview farmers, ranchers, and businesses about confidential matters, NASDA employees are required to sign a statement certifying that they will maintain confidentiality.

NASS's confidentiality policy is the foundation for the collection of accurate information on sensitive questions. NASDA enumerators and supervisory enumerators are working with the public trust when they obtain information from respondents. The information obtained from respondents is solely for statistical purposes under the guidelines of the survey.

As a NASDA enumerator, before you do your first interview, you must read and sign a Certification of Confidentiality and a Motor Vehicle Insurance Form (NAS-004). You must be recertified each year prior to being assigned work.

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Enumerators who willfully disclose confidential information are subject to \$1,000 in fines, or up to one year imprisonment, or both, and shall be dismissed as a NASDA employee.

NASDA enumerators and supervisors must remember the following guidelines on confidentiality:

- All survey information collected by NASDA employees is confidential.
- No information obtained as a result of the interview process can be used either to the detriment of the respondent or the benefit of a NASDA employee.
- NASDA employees shall not disclose the identity of respondents to anyone other than NASS employees. [For example: Enumerators must not relate to a respondent that a specific neighbor or operator has or will be interviewed. Conversely, relating that all operators within an area frame segment have been selected does not violate confidentiality guidelines. The issue is one of individual privacy.]
- Names, addresses, and telephone numbers and data gained during the interviewing process are the property of NASS, and may not be used for solicitation purposes following the survey.
- Enumerators may not discuss with any person outside of NASDA or NASS any information obtained during an interview.
- Enumerators may not keep copies of completed questionnaires or any proprietary information supplied by NASDA or NASS.
- Enumerators may not keep records on the respondents whom they survey, with the exception of operator location and directions.
- Enumerators must return to the NASS office any remaining listings, diskettes, labels or other material containing names and addresses at the end of each survey, unless the State Office has arranged or agreed to another method of disposal/storage.

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- NASDA employees must not leave completed questionnaires, forms, or diskettes where others may see or use them.
- NASDA employees must not allow anyone not working for NASDA or NASS (**including spouses and family members**) to be present when conducting an interview without the respondent's permission.
- All information gathered by NASDA employees in the survey process must be sent to the NASS office. With the exception of operator location and directions, enumerators are not to keep personal records on operators or survey results.

3.6 CODE OF ETHICS AND STANDARDS OF PRACTICE

Ethical conduct is the hallmark of any profession. Since NASDA can only offer intermittent, part-time employment to its enumerators, many enumerators and supervisory enumerators may engage in other employment. For these reasons, there must be a clear separation of NASDA related work and other employment.

In general, remember these guidelines on ethics of conduct and standards of practice:

- Survey assignments may not be delegated or completed by any person (including spouses and family members) other than another NASDA employee, and then only with the permission of the NASDA supervisor.
- While on NASDA business, enumerators and supervisory enumerators must display NASDA identification. NASDA identification is not to be displayed at any other time.
- When working for NASDA, employees must not display any logos, emblems, or other business identifiers on their person or vehicle which represents a business other than NASDA.
- Enumerators and supervisors may not hand out business cards other than NASDA approved business cards or literature furnished by NASS when working for NASDA.
- Political activity is not permitted while working as an enumerator or supervisory enumerator. Enumerators and supervisory enumerators who become candidates for local or county office will not be assigned work in the election area.

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- NASS office telephone usage is for official government business and for your NASDA work. Limited use of the NASS office telephones is allowed for local personal calls, but they must be made during scheduled breaks. NASS office and other government (federal/State/local) equipment such as fax machines, copiers, computers, and office supplies should only be used to conduct government business and is not to be used for personal use.
- NASDA employees must take care at all times not to make any remarks or take any action that could be interpreted as prejudice, bigotry, favoritism, sexism, or racism, or which refers to any physical attribute or to any age or religious group when dealing with respondents, fellow employees and NASS workers and visitors.
- The NASS State office, housed in a state, federal, or leased building, has regulations restricting drugs, alcohol, weapons, smoking, bigotry, sexism, racism and more. NASDA personnel must abide by these regulations.
- Any NASDA employee who assaults verbally or threatens another employee or any person will be immediately terminated. This includes any type of physical and verbal assault or anything that could be conceived as making the workplace a “hostile working environment”. Call NASDA office immediately.

3.7 ACCURACY/QUALITY CONTROL

Farmers, ranchers, and agribusinesses deserve a survey program that provides the industry with the best and most accurate information the survey can produce. This can only be achieved by developing and implementing strict data collection procedures. NASS has established a quality assurance program which involves randomly re-contacting respondents or samples and verifying the accuracy of the information recorded during the original interview. Submission of falsified or inaccurate data by an enumerator is cause for dismissal.

3.8 THE ENUMERATOR AND THE OPERATOR

The most important source of reliable data for crop, livestock, environmental and economic estimates is, by far, the individual farm operator. Be aware of the importance of the operator's cooperation on these surveys. The operator you contact may be one of thousands who voluntarily participates in surveys. This cooperation may be through mail surveys, telephone or

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personal enumeration, or by allowing an enumerator to make counts or measurements in their crop fields.

Remember, the willingness of people to help in these surveys makes the estimating programs possible. Your ability to maintain good public relations with farmers is a prime responsibility.

Never enter a field without having the current permission of the operator. Always avoid unnecessarily trampling farmers' crops while making plant counts.

An enumerator encounters many different personalities. Occasionally you may find yourself dealing with a difficult respondent. Remember that you are an employee of NASDA and not of the federal or State government. When you are engaged on NASDA business, it is neither your responsibility nor is it proper for you to defend or comment upon federal or State policies and programs. Refer all issues of policy and program to your supervisor. Also, remember that you have a primary responsibility to maintain confidentiality with regard to all survey collections. Do not discuss or mention any information related to one operator's business to another operator and do not identify specific operators taking part in any survey.

Some surveys will require you to deal with agribusinesses (slaughterhouse managers, auction yard managers, grain elevator operators). It is important that you extend the same level of professionalism to these businesses.

Other government agencies, such as USDA's Farm Service Agency (FSA) also gather data from farmers. However, their information differs in scope, timing, and purpose from that needed for making crop and livestock estimates. The surveys you will be working on do not duplicate these other surveys.

If a respondent asks about the apparent duplication with another survey, obtain as much information as possible about the other survey. Later, contact your NASDA supervisor who will make every effort to help you resolve the problem.

3.9 APPLICATION FOR EMPLOYMENT (NAS-001)

The employee application is not a contract and is not to be construed as a guarantee of any employment with NASDA. Every NASDA employee is an employee at will, which means that employment may be terminated at any time by either the employee or by NASDA for any reason not prohibited by law. Any oral representations to the contrary are unauthorized and invalid, and should not be relied upon by any prospective or current employee.

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Only citizens of the United States, aliens lawfully admitted for permanent residence, and aliens authorized by the Immigration and Naturalization Service to work in the U.S. are eligible for employment as enumerators for NASDA/NASS. All applicants must comply with federal law in showing they are eligible for employment.

The application for employment must be completed in full. By submitting an application, applicants acknowledge that they are applying for part-time work. Submission of a completed application is not an offer of employment.

The application and employment eligibility verification will be carefully reviewed by a NASDA supervisor prior to the determination of an offer of employment. The supervisor will determine the employment start-date.

3.10 ADMINISTRATIVE INFORMATION

NASDA classifies enumerators as either field enumerators or State office enumerators. Both State office and field enumerators work under the direct supervision of a NASDA supervisory enumerator collecting data for the USDA-NASS, (State) Field Office. NASDA supervisory enumerators will make work assignments, provide on-the-job assistance during the survey, review completed work, evaluate performance and monitor claims for wages and expenses which are submitted to NASDA headquarters. NASDA supervisory enumerators are responsible for the hiring and firing of enumerators. Formal training and technical guidance will be provided by NASS, generally through the individual NASS offices and a designated NASS survey statistician.

3.11 TRAINING

Enumerator training is regularly conducted in conjunction with most surveys. In both general and survey specific training there are a number of different methods used:

- State workshops;
- State regional or mini-workshops;
- Individual supervisory groups;
- One to one; and,
- Home study

Training workshops are designed to provide you with background information about the survey and its purpose, and to familiarize you with the survey materials and procedures. It is important to learn the data collection instrument (paper questionnaire, Computer Assisted Interview (CAI) instrument, recording form, etc.), and follow the correct procedures so data is collected in a consistent manner throughout the survey area (often nationally).

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To work a particular survey you must participate in the training provided for that survey. Strictly limited exceptions based on unusual circumstances may be allowed at the discretion of the NASDA supervisor with concurrence from the NASDA Coordinator. Enumerators may be assigned and paid for home study.

3.12 ENUMERATOR IDENTIFICATION

NASDA provides each enumerator with a NASDA Picture ID Card. The ID Card can be used to identify yourself to respondents or others who may question your authority to conduct interviews. It identifies you as an employee of NASDA working in cooperation with USDA-NASS. The ID Card provides space for a photo (1" x 1"). The I.D. card has an expiration date.

Each NASDA enumerator is provided with a name badge. Name badge should be worn by all enumerators at training workshops and by field enumerators while conducting face-to-face interviews. Name badge make it easier for persons to remember your name after the introduction or for respondents to call you by your name if a question should arise during the interview.

Field enumerators are also provided with a Motor Vehicle ID Card, NAS-007, which is to be placed on their vehicle, on the windshield if possible, while working on their assignment. The Motor Vehicle ID Card identifies you as a NASDA employee using your vehicle while conducting USDA-NASS business. This is particularly important when leaving vehicles parked along the road to complete interviews or to work in operator fields. This identification does not permit NASDA employees to break traffic or parking laws.

Along with all other NASDA provided materials, the NASDA I.D. business cards, name badges and Vehicle ID cards must be returned to your supervisor or State office when you terminate employment with NASDA.

3.13 NASDA's MOTOR VEHICLE POLICIES

Due to substantial increases in NASDA's Worker's Compensation premiums, changes have been made to NASDA's Vehicle policies. These policies apply to all NASDA employees who receive reimbursement for the use of the vehicle while "on-the-clock" for NASDA. Please read them carefully and feel free to call NASDA Headquarters with any questions relating to the changes.

Each year, all NASDA employees receiving reimbursement for mileage must sign a NASDA Certification of Confidentiality and Motor Vehicle Insurance Form, (NAS-004), indicating you have read and are abiding by the NASDA Motor Vehicle Insurance Resulation. Each year you

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will be required to recertify that your liability insurance continues to meet minimum State requirements and has not been canceled or allowed to lapse.

NASDA carries an automobile liability insurance policy which protects NASDA the entity, not its employees, for NASDA's legal liability against claims for accidents resulting from employees operating their own, or someone else's car(s) while on NASDA's business. NASDA's policy pays all sums NASDA is legally obligated to pay as damages because of bodily injury or property damage. This insurance is not primary for the employee, and would be in excess of the employee's policy, depending upon the ruling of the court.

Survey work qualifies as a non-farm business. Insurance companies generally require a higher rate for cars and trucks used for non-farm business in comparison with vehicles used solely for farm work. It is recommended you notify your insurance company in writing outlining the type of work you will be doing to determine if additional coverage is needed. Should you have a farm policy and fail to notify your insurance company that you are engaged in a non-farm business with your motor vehicle, you may face possible cancellation of the policy if you are involved in an accident while doing survey work.

POLICIES:

- Seatbelts, specifically lap-belts at a minimum, must be worn by all NASDA employees when they are on NASDA business (on-the-clock) regardless of the ownership of the vehicle they are traveling in.
- NASDA employees' on-the-clock must have an active, "in-use" NAS-011 in their vehicle while they are claiming time and mileage. If an active, "in-use" NAS-011 is not in the vehicle, the presumption will be that they are not on-the-clock and thus not covered by any NASDA insurance(s).
- Only NASDA employees working on-the-clock are covered by NASDA insurance(s). If a vehicle carrying both on-the-clock NASDA employee(s) and persons not employed by NASDA is involved in an accident, only the NASDA on-the-clock employee(s) will be covered by NASDA insurance.
- Minimum Drivers Insurance Coverage: All NASDA employees, all new hires must maintain the greater of: their state's minimum requirement or 25/50/25 (\$25,000 bodily injury per occupant, \$50,000 per incident, \$25,000 property damage) for any driver or vehicle used in performing NASDA work. Proof of insurance, a photocopy of the policy showing amounts and types of coverage, must be submitted annually and at the time of renewal as directed by their field office and verified by the Administrative-Technician prior to the assignment of NASDA work.

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Anytime the NASDA employee makes a change in insurance or insurance companies a new proof of insurance should be submitted.

- Driving Record: All NASDA employees, who will drive on-the-job, must submit an annually copy of their state motor vehicle driving record as directed by their field office. NASDA employees will be compensated up to \$10, based solely upon the cost of the report, to defray the cost of obtaining the state driving record. The driving records of all employees driving on NASDA business must conform to NASDA's Driving Record Policy (3:13:1). The driving record will be kept in the employee file.

3.13.1 NASDA's DRIVING RECORD POLICY

NASDA's must ensure that its employees who drive on NASDA business both individually and as a group maintain good driving records so that NASDA can qualify for Worker'

Compensation Insurance in all locations; This policy is based upon gauging the level of risk associated with each employee based upon his Motor Vehicle Record (MVR).

MVRs are secured by each individual from his/her state's motor vehicle authority and will generally list the prior five-year activity. In the case of enumerators, they are submitted to their supervisor for rating. In the case of supervisors, they are submitted to the NASS State Office for rating.

A. Rating Criteria

The rating criteria are listed from most to least serious.

1. Hit and run; driving while intoxicated (DWI), driving under the influence (DUI), leaving the scene of an accident, driving without a valid license, reckless driving, evading responsibility, driving under suspension or revocation, possessing or using narcotics.
2. Major speeding violation; 20 MPH or more over the speed limit listed on the state MVR.
3. Minor speeding violation, less than 20 MPH over the speed limit where specified in the state's MVR; standard moving violation, careless driving, driving too fast for the conditions, failure to obey stop sign/light, reckless lane change, failure to signal - keep right, following too closely; and any accident listed on the state MVR.
4. Equipment violations; overloads, brakes, spills, failure to pass inspection, etc., as listed on the state MVR.

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B. Actions Related to MVR reports.

Regarding New Hires

I. Job applicants will not be hired if:

1. Driver has DWI, DUI, or reckless operation on MVR within the prior three year period (criteria #1).
2. Driver has two or more at-fault accidents within the prior three year period (criteria #3).
3. Driver has the combination of three: accidents, speeding, or other moving violations during prior three year period (criteria 2,3).

Regarding Existing Employees

II. Loss of driving privileges, transfer to non-driving position, or termination if mutually acceptable alternative is not available if:

1. Driver has DWI, DUI, or reckless operation on MVR (criteria #1).
2. Driver has two or more at-fault accidents within the prior three year period (criteria #3).
3. Driver has the combination of three: accidents, speeding, or other moving violations during prior three year period (criteria 2,3).

3.14 TELEPHONE, CELL PHONE AND POSTAL DROP ACCESS

All field enumerators must have access to a working telephone. This allows them to be accessible to others and conduct telephone interviews and schedule appointments for personal interviews. Telephone interviews should be conducted in a quiet place, free from interruptions. There is no nationally mandated cell phone policy therefore each state must adopt their own policy. If you have any questions about your state's cell phone policy please contact your State Director. All enumerators must have a suitable postal address to which correspondence can be delivered.

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CHAPTER 4: COMPENSATION

4.1 SALARY AND EXPENSES

Enumerators, while engaging in assigned work for NASDA, will be paid according to the pay scale and mileage rates. Supervisors will supply enumerators with a copy of the current pay scale and mileage rates. You will be paid the regular hourly rate for all hours worked except for situations where overtime is required. Overtime compensation is paid at 1.5 times the base salary rate. All overtime must be expressly authorized by the supervisory enumerator. Overtime will be paid for all time in excess of 8 hours per day or 40 hours per week.

When collecting data in the field, you will be paid mileage and hours on a portal-to-portal basis (the time you leave your residence until the time you return). Since State office enumerators are hired to work in the NASS office, they will not be paid mileage or wages on a portal-to-portal basis. NASDA employees are not paid for time spent on lunch breaks and personal business. The laws regarding breaks (coffee/lunch) per number of hours worked vary from state to state. Ask your supervisor what your state's laws are.

You must keep an accurate log of your hours worked, miles traveled, and other reimbursable expenses incurred in doing your job. Generally, your work assignment will be in your home area. If you must be away overnight, you will be paid an allowance for lodging, food, and other incidental expenses. Your supervisor will provide you with a copy of the current per-diem rate. Claims for time, mileage, and reimbursable expenses are made on form NAS-011. Record only the hours worked and miles traveled in connection with your assignment.

When attending survey training workshops, persons traveling a distance of less than 30 miles one way, will be expected to commute. Seasonal weather hazards may be an exception to this rule as determined by the NASS office. If it is necessary for you to be away overnight while attending State, regional, or national training workshops, you will receive travel expenses and per diem based on the time of leaving and returning to your home, as well as up to 8 hours pay for travel in each direction. The State or Headquarters office will usually make the following arrangements:

- Reserve and pay for rooms under contract. In this case, you will not pay for your room. It will be billed to a master account and paid by NASDA. You will be responsible for paying any room service or incidental charges such as tips, laundry and telephone calls.

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- Provide rooming list to hotel. The sharing of rooms is encouraged. Sharing provides the opportunity to hold training workshops in acceptable facilities while maintaining costs within the allowable per diem rates.

If the cost of hotel rooms is not paid for under a contract, each NASDA enumerator and supervisor will pay for their own lodging and claim reimbursement for the expenses on form NAS-011. Spouses and other family members are permitted to accompany enumerators to the training workshops (Remember: spouses, family members and others are not covered by NASDA's Worker's Compensation insurance at any time.). When this occurs, the enumerator must pay and will not be reimbursed for the difference in cost between the single and double sleeping room charge.

Enumerators are authorized to claim the cost of a telephone call to their home while they are on official business for more than one night. This should not exceed an average of one brief call daily. These calls can be charged to your home phone number, credit card, or hotel bill and claimed after a receipt is obtained.

Salary will be paid for actual travel time, up to 8 hours maximum, each way, and hours in scheduled training sessions. State office enumerators will not be paid mileage or wages for travel time when training is provided at the NASS office location. If you are required to fly to national or regional training workshops, you will be reimbursed for airfare, mileage round trip to the airport, plus parking, bus fare, taxi fare, or other charges for ground transportation.

4.2 NASDA TIME, MILEAGE and EXPENSE SHEET

The NASDA Time, Mileage and Expense Sheet, form NAS-011, is the official record of the hours worked, miles driven, and other reimbursable expenses incurred for each survey enumerators are assigned to work. A form NAS-011 must be completed for each calendar week in which you work even though you may work only part of a day during the entire week. Time for lunch and personal business must not be included in the time spent working on surveys. If no lunch is taken during the normal lunch period, it must be noted in column 15. The laws regarding breaks (coffee/lunch) per number of hours worked vary from state to state. Ask your supervisor what your state's laws are.

Be sure that you complete each column as you work. Don't wait and try to remember times, odometer readings, and project codes to be recorded later. It is important that work hours, odometer readings, and project codes be recorded immediately so accurate costs can be charged

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to each project. All time entries on the NAS-011 are to be made in military (24 hour) time, to the closest quarter-hour. The project code to be used for each survey is either printed on that survey's questionnaire(s) or will be supplied by your supervisor.

After completing your NAS-011 for the week, review it to see that all necessary entries have been made on each line. Sign and date it, and then send the original (white) copy to the NASS office, the second (pink) copy to your NASDA supervisor, and keep the third (blue) copy.

Use a ball point pen and press firmly while writing on the NAS-011 form to make sure your entries are legible on all four copies.

It is each enumerator's responsibility to make sure time sheets are returned to the NASS office in a timely fashion. Time sheets turned in late create unnecessary difficulty in processing and managing the payroll system. This process has such importance that enumerators will be evaluated on how well they prepare and submit their time sheets. Time sheets submitted to the NASS State office one pay period late must have the written approval of the Director prior to payment. Time sheets submitted more than two pay periods late must have the written approval of a Associate Deputy Administrator in NASS Headquarters, Washington, D.C.

Any reusable supplies or equipment you purchase and then receive reimbursement for, are the property of NASS. All submissions for reimbursement must be accompanied by a legible receipt. You must return these items to your supervisor at the end of the survey, or upon separation from NASDA as an enumerator.

Calls to the NASS office should be on the provided 1-800 number or on a collect basis as directed by the NASS office. If your call is on a collect basis and is expected to take more than a few minutes, the person whom you are calling in the NASS office may prefer to call you back at your number. This is more economical than continuing with a collect call.

Detailed instructions for completing the NAS-011 are printed on the back of the form.

4.3 ADVANCE OF FUNDS

If the purchase of a transportation ticket presents a hardship, an advance of funds may be requested (not intended for per diem or lodging, unless for an extended period of time). A request for an advance should be sent in writing to the NASS office at least two weeks prior to the date the funds are needed. The NASS office will review and forward your request to

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NASDA's H.Q. Your letter should include your name, address, cost of tickets, time and points of travel, and other pertinent information related to the scheduled trip. NASDA will issue you a check and forward it through the NASS office.

Enumerators are required to mail passenger receipts for the tickets purchased with the advance of funds to the NASS office as soon as travel is complete. The NASS office will forward receipts and documentation to NASDA on completion of travel. Do not enter these costs on the NAS-011 as they have already been paid. Costs for lodging, per diem, and other expenses should be recorded on the NAS-011.

If the travel advance is less than the actual purchase price of the ticket, you may claim the difference on the NAS-011 and attach a copy of the receipt. If the travel advance is greater than the actual purchase price of the ticket, you must refund the difference. You should write a personal check payable to "NASDA" and attach the passenger ticket receipt to the check. Mail these materials to the NASS office and they will forward it to NASDA.

4.4 DEPOSIT OF SALARY

NASDA engages an outside contractor to process employee payrolling. Direct Deposit is available and encouraged. To receive Direct Deposit, employees must provide the NASS office with information about your bank and individual account number and a voided check-original. Payment will be transferred to your local account on payday. Check remittance are written biweekly to cover payment for wages and reimbursable expenses. Check advisements are mailed from Washington, D.C. on Thursday, one day prior to payday.

In either case, each payday you will be given or mailed a deposit notification or earnings statement showing the amount of gross salary earnings and reimbursement for mileage and other expenses along with net earnings. If notification is not received, the NASS office may also provide a copy of your gross pay, deductions, and net pay report on request. Enumerators should allow five business days for possible mail delays before calling the NASS office to confirm the status of payment. Replacement of lost, stolen, or erroneously addressed check(s) takes a minimum of one week. Checks should be deposited in a timely fashion and un-deposited checks will be void after six months.

If any other questions concerning payroll should arise, enumerators should contact the NASS office and provide as much detail related to the specific problem as soon as possible. Changes in Direct Deposit accounts must be made well in advance of payment to avoid disruption. The

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NASS office will contact the Financial Manager at NASDA headquarters who will work with the bank to resolve the problem.

It is the employee's responsibility to determine the amount of taxes that they want withheld from their pay. NASDA wages are fully taxable income.

4.5 UNEMPLOYMENT COMPENSATION

You may be eligible for unemployment benefits under federal and State regulations. If you file for unemployment compensation you should be aware of the following items:

- If you have worked the necessary time to qualify for unemployment compensation (this can vary among States), you are eligible for unemployment benefits.
- By definition of each state's laws, filing for unemployment benefits indicates that you are available and looking for full-time work and thus will no longer be working for NASDA.
- Because NASS survey work is part-time but on rigid time schedules, NASDA supervisory enumerators may choose not to hire individuals as enumerators who are actively seeking full-time work; the assumption being that an individual looking for full-time work would leave a part-time job if full-time work becomes available.
- Unemployment compensation is unavailable during the time you are actively performing NASDA survey work.

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CHAPTER 5: PROMOTIONS & AWARDS

5.1 PROMOTIONS

NASDA's enumerator promotion program has been made as objective as possible to ensure consistency in the promotion of enumerators in all geographic locations. The program has a "trial level" and eight levels within "active status."

The trial or probationary level is a minimum six-month time period and 100 hours of work experience to evaluate whether an individual should be given "active status." Failure of new hires to perform satisfactorily during the trial period will result in termination of employment.

Active status employees will be considered for promotion to the next level if they: (1) are recommended by their NASDA supervisory enumerator, (2) receive a Fully Successful / Satisfactory or better performance rating on their annual evaluation, and (3) work a minimum "regular-time" hours or calendar time (as specified for each level). The regular-time hours required for promotion to the next level have been adjusted for field and State office enumerators to allow comparable calendar time between promotions from one level to the next. Enumerators may be recommended for promotion to the next level based upon calendar year of service without meeting the service hour's requirement.

Hours worked includes any regular-time hours you have worked as recorded on your Time, Mileage and Expense Sheet (NAS-011). The NASS office has a record of the number of hours worked and will notify NASDA supervisory enumerators with a Notification of Eligibility for Promotion Form, NAS-006, when an enumerator assigned to their region is eligible for promotion. NASDA supervisory enumerators must indicate their approval or denial of the promotion on the NAS-006, sign the form, and return it to the NASS office.

If an enumerator is denied a promotion, comments supporting this action must be given on the NAS-006 form. Denial of a promotion must also include a completed Enumerator Evaluation Form, NAS-008, demonstrating the NASDA supervisory enumerator has discussed the areas of performance inconsistent with a Fully Successful / Satisfactory rating with the individual. NASDA enumerators in active status who have been denied a promotion will be reconsidered for promotion at the time of their next scheduled annual evaluation.

Exceptions to the time requirements for promotion to the next level can be made if overall OUTSTANDING performance is consistently (multiple years) documented by the NASDA supervisory enumerator. A performance-based promotion requires supporting appraisals of work quality by the NASS office and the approval of NASDA and NASS headquarters personnel. Exceptions are extraordinary but will be allowed where warranted.

CHAPTER 5: PROMOTIONS & AWARDS

Standard Criteria for Promotion to Different Levels

- | | |
|------------------|--|
| Trial | <ul style="list-style-type: none"> ● Hired by a NASDA supervisory enumerator. |
| Level I | <ul style="list-style-type: none"> ● Rated Fully Successful / Satisfactory overall or better on the Enumerator Evaluation Form (NAS-008). ● Worked a minimum of 6 calendar months and 100 hours. |
| Level II | <ul style="list-style-type: none"> ● Rated Successful / Satisfactory overall or better on the Enumerator Evaluation Form (NAS-008). ● Worked a minimum of: <ul style="list-style-type: none"> -Field enumerators 500 hours -NASS State office enumerators 350 hours or – 30 months |
| Level III | <ul style="list-style-type: none"> ● Met the responsibilities of Level II. ● Rated Successful / Satisfactory overall or better on the Enumerator Evaluation Form (NAS-008). ● Worked a minimum of: <ul style="list-style-type: none"> -Field enumerators 1,000 hours -NASS State office enumerators 700 hours or - 5 calendar years |
| Level IV | <ul style="list-style-type: none"> ● Met the responsibilities of Level III. ● Rated Successful / Satisfactory overall or better on the Enumerator Evaluation Form (NAS-008). <ul style="list-style-type: none"> ● Worked a minimum of: <ul style="list-style-type: none"> -Field enumerators.1,800 hours -NASS State office enumerators1,300 hours or – 7.5 calendar years |
| Level V | <ul style="list-style-type: none"> ● Met the responsibilities of Level IV. ● Rated Successful / Satisfactory overall or better on the Enumerator Evaluation Form (NAS-008).
<ul style="list-style-type: none"> ● Worked a minimum of: |

CHAPTER 5: PROMOTIONS & AWARDS

		-Field enumerators 2,600 hours
		-NASS State office enumerators 1,800 hours
			or -10 calendar years
Level VI	●	Met the responsibilities of Level V.	
	●	Rated Successful / Satisfactory overall or better on the Enumerator Evaluation Form (NAS-008).	
	●	Worked a minimum of:	
		-Field enumerator 4,600 hours
		-NASS State office enumerators 3,500 hours
			or -15 calendar years
Level VII	●	Met the responsibilities of Level VI.	
	●	Rated Successful / Satisfactory overall or better on the Enumerator Evaluation Form (NAS-008).	
	●	Worked a minimum of:	
		-Field enumerator 6,800 hours
		-NASS State office enumerators 5,700 hours
			or -20 calendar years
Level VIII	●	Met the responsibilities of Level VII.	
	●	Rated Successful / Satisfactory overall or better on the Enumerator Evaluation Form (NAS-008).	
	●	Worked a minimum of:	
		-Field enumerator 9,000 hours
		-NASS State office enumerators 7,900 hours
			or -25 calendar years

CHAPTER 5: PROMOTIONS & AWARDS

5.2 AWARDS

NASDA has a performance awards program for recognizing outstanding work by its enumerators and supervisors. Enumerators or supervisory enumerators may be nominated for this award by other enumerators, supervisory enumerators, or NASS survey statisticians by completing a Nomination for Special Awards form, NAS-009 .When enumerators are nominated, the NAS-009 form must be approved and signed by the nominees' NASDA supervisory enumerator.

Performance Awards recognize NASDA staff that has over the past year shown extended, outstanding performance over the course of a year. Performance Awards are based on the following criteria:

- Complexity of work requirements;
- Quality and quantity of work performed;
- Comments on individual dedication, reliability, and extra effort in meeting NASDA goals;
- Communication skills and respondent cooperation;
- Cost effectiveness both in time and dollars.

CHAPTER 5: PROMOTIONS & AWARDS

An Awards Committee comprised of at least two supervisory enumerators, the NASDA Coordinator, and the Deputy Director will meet annually. The committee will decide the amounts of the awards, review and evaluate all the nominations, and select which nominees receive the awards. Supervisors will be nominated and recommended to NASDA headquarters by NASS staff.

As of 6/1/99, each state will be allocated 1% of their gross salary for use as awards. The Director will determine the methodology used in awarding these monies.

5.3 CERTIFICATE OF APPRECIATION

All enumerators and supervisory enumerators will be issued Certificates of Appreciation on completion of five calendar years service (or multiples thereof).

5.4 ENUMERATOR ADVISORY COUNCIL

The NASDA Supervisory Enumerator Advisory Council (SEAC) will convene on an as needed basis to address NASDA issues and provide feedback to NASS on a variety of survey needs. Each council will be staffed through a selection process of NASDA supervisors and will have a set of assignments independent of previous councils. Length of service on the council will vary depending on the council's assignment. Most assignments can be completed with only one group meeting.

Enumerators, supervisors and NASS office staff may nominate individual supervisors to be considered for service on the council. NASDA headquarters staff will make the final selection of supervisors chosen to serve. Selections to serve on the council will allow equal representation of field and State office supervisors, regional diversity, and supervisory experience.

Any concerns you may have relating to data collection procedures, materials, or administrative issues should be discussed with your NASDA supervisory enumerator. They have access to the channels to bring your concerns to the proper officials to be reviewed.

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CHAPTER 6: EVALUATION

6.1 EVALUATION

NASDA's evaluation system is a tool intended to assist NASDA employees in improving and maintaining a high level of performance. Corrective notice and guidance are required to assist employees in those elements in which they must improve. Notification in the form of praise is effective in assisting employees in maintaining a high level of performance.

The evaluation is based upon actual data, i.e., number of samples or segments completed number of errors made or the accuracy of field observations, cost per sample, percentage of overtime hours. The evaluation is based upon the supervisor's observations regarding the enumerator's behavior and skills while enumerating and evaluating the objective data in light of all the circumstances. Evaluation should be performed in the context of the pay level of the enumerator.

The evaluation form has been designed to encourage the evaluator to address the employee's performance through written comments. The Workload section provides the objective basis for the evaluation. The six major categories listed (*A, B, C, D, E, and F*), are provided for commentary upon both the subjective and objective aspects of the evaluation.

NASDA employees are evaluated solely on their work performance. However, improper conduct can be grounds for dismissal. Evaluators must exercise extreme care to avoid evaluations influenced by personal relationships.

NAS-008 has six major categories to rate an enumerator's performance. Consider the following guidelines in completing this form.

6.2 EVALUATION CATEGORIES

- **Training Performance** — how well you complete home study as required, are punctual in attending training, get involved in constructive participation during training sessions, demonstrate your knowledge of the survey purpose, proper survey procedures, and the meaning of survey questions.
- **Data Collection** — how well you located and interviewed the operator rather than someone else (except in unusual situations), probed when needed without leading the respondent, wrote accurate/informative notes, followed survey procedures, used computers effectively where applicable.

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- **Dependability** — how available you were to work when needed, submit completed, accurate work on schedule, accept additional work, and submit **legible** time sheets accurately and on time.
- **Efficiency** — how well you plan your survey work activities, use daily work time effectively (including overtime), maintain required records of work completed, maintain reasonable survey costs, and use the survey interviewer's manual effectively.
- **Public Relations** — how well you gained and maintained respondent cooperation, left respondent with positive impression, exhibited a positive attitude toward your work, and converted reluctant respondents or known refusals.
- **Other Qualities** — how well you exhibit map reading ability as it affects your job, recommend improvements to procedures, implement constructive feedback to improve skills, and your willingness to work unfamiliar areas.

6.3 SURVEY EVALUATION

Depending upon your state's procedure, your supervisor will complete an Enumerator Evaluation Form, NAS-008, after each major survey or quarter in which you work. This evaluation covers how well you performed each of the evaluation sub-element guidelines listed above.

Field supervisors will generally not make a specific trip to discuss each of these evaluations with you, but may go over them with you if in the area in conjunction with other work. If you cannot meet with your supervisor face-to-face to discuss the evaluation, your supervisor may call you to discuss how the survey went.

6.4 ANNUAL EVALUATION

Once per year (during the period December 1 to January 31) you will be given an annual evaluation by your NASDA supervisor. Your supervisor will discuss this evaluation with you

prior to submission to NASS. At this time, they will review any survey evaluations they have completed on you during the calendar year. They will also consider other work you were

CHAPTER 6: EVALUATION

assigned during the calendar year not covered by a specific survey evaluation. You should take an active role in the evaluation process by identifying areas in which you performed well and areas in which you could show improvement. Your supervisor will provide both data supplied by the State office comparing your performance with other enumerators and suggestions on how you might improve or maintain your performance. In this manner, you and your supervisor will be able to set realistic goals for the future.

6.5 PERFORMANCE STANDARDS

The five performance ratings noted on the NAS-008 form are Outstanding, Good, Fully Successful / Satisfactory, Needs Improvement and Unsuccessful. Your supervisor will determine the criteria applicable for rating each of the categories. A rating of Outstanding denotes exemplary and significantly impressive performance. A rating of Good denotes performance which is better than satisfactory in all criteria and activities. A rating of Fully Successful / Satisfactory denotes performance which is satisfactory and meets all performance requirements. A rating of Needs Improvement denotes performance that falls short of satisfactory and equates with a probationary status. A rating of Unsuccessful denotes performance that must be substantially improved on an immediate basis to avoid termination of employment.

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CHAPTER 7: SAFETY, LIABILITY, & ACCIDENTS

7.1 LIABILITY AND ACCIDENTS

Your personal safety is our first concern. If you ever find yourself in a situation that requires driving a vehicle, walking around farmsteads, agricultural operations, and fields, or working in labs with equipment, there is a chance of an accident or injury. **Due to the high number of claims and payouts, NASDA's worker's compensation premiums have more than doubled. This cost was directly paid by NASS and due to federal budgetary limitations, indirectly affects the NASDA budget for salaries.**

On-the-job injuries can vary from an automobile accident, to heat stroke, dog bites, or injury from equipment in the NASS office. NASDA emphasizes safety while doing your job assignment and safety must always take priority. NASDA policy requires that if a survey procedure conflicts with your safety, safety must come first and the procedure or survey must be stopped immediately and the situation reported to a NASDA supervisor, the NASDA Coordinator, or the NASS Director.

NASDA/NASS will provide general and survey specific safety training for NASDA employees during survey training.

NASDA/NASS maintains a proactive video safety training effort, including;

- Defensive Driving;
- Works Place Safety;
- The Issue is Respect
- Bio-security

All Enumerators and Supervisors are required to take all four of these trainings and sign letters of acknowledgment for each one.

7.2 ENUMERATOR RESPONSIBILITIES

The primary responsibility is to maintain your safety and the safety of others. Whenever a survey is initiated, many enumerators will be involved over a wide geographic area. It is imperative that if enumerators discover that a survey or survey procedure contains a safety risk, they not merely stop work but also immediately notify their NASDA supervisor, the NASDA Coordinator, or the NASS Director.

If you are involved in an accident:

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- Obtain first aid treatment at once.
- Notify the appropriate authorities as soon as possible, such as building managers, building maintenance, police, your supervisor, the NASDA Coordinator, etc.
- Cooperate with authorities.
- Notify your insurance agent to assure that you have the benefit of professional advice and counsel regarding the settlement of claims resulting from the accident.
- Complete all state required forms when a motor vehicle accident occurs. Make sure you and your supervisor sign all necessary forms. Copies should be forwarded to the NASS office and to your supervisor.
- Complete the Employee's Report of Accident (NAS-016) and mail it to your supervisor.
- Work with your supervisor and the NASS office to ensure that the "Employer's First Report of Injury" is filed **within the required 10 day time period**. Do not wait for care providers or insurance companies to file a report. Without the timely reporting to your supervisor and submission of the "Employer's First Report of Injury" form, you may forfeit all workers' compensation benefits to which you might otherwise be entitled.

As soon as the insurance companies involved have determined liability and have announced their intention concerning the claims, pass this information onto your supervisor. If at a later date you are served notice of involvement in a civil suit for property damage, personal injury or death as a result of such accident, notify your NASDA supervisor immediately.

7.3 EMERGENCY CONTACT

In case of emergency or personal injury, NASDA enumerators must call their NASDA supervisory enumerator and/or the NASS office as soon as possible. If it is the NASDA supervisor who is contacted, they must notify the NASS office as soon as possible.

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7.4 WORKER'S COMPENSATION

NASDA provides all employees with Worker's Compensation Insurance coverage. Worker's Compensation is intended to cover medical bills from on-the-job accidents and reimbursement for all or part of the time lost because of a job-related accident. Coverage varies widely from State to State. If you need additional details contact your NASS office.

NASDA employees are covered while on-the-job. For field enumerators, "on-the-job" is defined as beginning when the enumerators leave their place of residence and ending when they return to their residence. A major criteria used to establish that an enumerator was "on-the-job" is the payment of mileage or salary. This criteria requires that NASDA enumerators in the field and thus on-the-job have with them (either on their person or in their car) an active, "in-use" NASS-011 to verify that they are engaged in and billing for NASDA work. NASS State office enumerators are not covered outside of the office unless they are on NASDA related travel.

All job related injuries must be reported to your supervisor and the NASS office immediately. The following information should be provided: date of injury, how injury occurred, extent of your injuries, if and when your return to work will be possible. Do not wait for hospital or doctor bills or any other report before notifying your supervisor and the NASS office. "Employees First Report of Injury" or appropriate State Worker's Compensation forms must be filed by the employee within 10 days of an injury.

In all cases when State law requires automobile accident reports, you must file them directly to the State Motor Vehicle Department. Copies of auto accident reports should also be sent to your supervisor and the NASS office.

7.5 RELEASE AFTER A SERIOUS ILLNESS OR INJURY

If you were involved in a serious illness or injury, either on or off the job which prevented you from working, your doctor must certify you are in good health before you are given any NASDA assignments. This release should indicate any limitations the physician would put on your assignment workload. This release will be kept in a confidential medical file held separately from other employment files. (After training hours at workshops are not considered on-the-job).

CHAPTER 7: SAFETY, LIABILITY, & ACCIDENTS

7.6 SAFETY TIPS

Many injuries can be avoided with precautions.

- Dog bites: When setting up field appointments, enumerators should ask the operator if they have a dog. If they do, be certain to ask the operator to restrain the dog during the time you are visiting. If you arrive and see a threatening animal, do not leave your car until the animal is secured.
- Abrasions, scratches, cuts, lacerations: With fences, ditches, irrigation devices, florist stakes, crops, and walking in planted fields, there are plenty of objects and surfaces on which enumerators may injure themselves. Leaves and stalks have very sharp edges. These injuries may not seem serious, but they can lead to infection, and proper care should be taken.
- Twisted ankles, sprained and broken wrists, injuries from falls: Farms are in the business of producing crops, and take whatever steps, i.e., ditches, fences, irrigation channels, pipes and booms, plowed fields, uneven terrain, that are prudent to accomplish that goal. Too often, enumerators concentrating on finding their field sample fail to watch the hazards in front of them. Watch where you are going and plan your route when possible. Also, keep in mind the effects of weather (i.e., mud, ice, etc.). Injuries from trips and falls are a major portion of NASDA's Worker's Compensation payouts.
- Vehicle accidents: Field enumerators spend up to one-third of their work time traveling to and from respondent's homes and businesses. Enumerators should plan ahead and emphasize safe driving habits. In particular, enumerators should consider the weather (rain, lightning, hail, ice, and snow), the time of day (sunrise, sunset, rush hour), your level of attention (sleepy, physically tired, and emotionally distracted), and vehicle condition (low on gas, brakes worn, engine not running properly, headlights/brake lights out). The work plan should be realistic regarding the number of contacts you can make in a single trip. Never make up time by speeding. **Do not read maps or other documents or use a phone while the vehicle is in motion!** During 1999, a NASDA enumerator was fatally injured in an automobile accident while returning from a survey! Don't let it happen to you!
- Weather: Weather conditions, such as heat, sub-zero temperatures, electrical storms, tornados, hail, rain, ice, or snow may produce risks to enumerators.

CHAPTER 7: SAFETY, LIABILITY, & ACCIDENTS

Enumerators should take the time before beginning work to find out what the weather conditions are likely to be, then prepare accordingly. If the weather conditions begin to increase risk of accident, enumerators are expected to be prudent; to stay home, stop work, leave the field, take cover if necessary, and wait for a better time.

- People: There may be the potential for injury from the people an enumerator comes in contact with, whether in the field or the NASS office. Stay alert and trust your instincts! If you feel uncomfortable with a respondent or other person, take non-aggressive action, leave and report the incident to your supervisor and the NASDA Coordinator. If, in an initial telephone contact, an operator makes you uncomfortable, consult your supervisor. Perhaps you might visit the operator together.
- Pay close attention to the safety training provided by NASS.

Regarding State Office enumerators many of you work at night. This is when most State Offices will have their lowest level of security on hand. It is important that each member of the staff be responsible for, and with, each other for the common safety. Some tips: enter and leave by secure exits, do not leave security doors unlocked or otherwise defeat office security measures, do not bring valuables to the office, report lost ID cards and any/all suspicious individuals or threatening phone calls, park in well-lit areas and plan in advance to attend and leave work together, tell your supervisor or workmates when you are taking a break or using a bathroom/lounge.

Safety is a numbers game. The more risks you take, the higher the chance you could have a problem. Reduce your risks and lower your potential for injury. Take the time to communicate with your supervisor and with experienced enumerators. The best way to learn how to avoid accidents is to learn from the experience of others.

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CHAPTER 8: DISMISSAL AND GRIEVANCE PROCEDURES

8.1 DISMISSAL

NASDA employees are employees at will and may be dismissed at any time for any reason not prohibited by law.

NASDA employees may be dismissed for, among other things:

- Unsatisfactory attendance or performance;
- Unethical or illegal conduct related to their work for NASDA;
- Use of alcohol on the job;
- Use of illegal drugs or illegal use of prescription drugs on the job;
- Dishonesty on the job;
- Breaches of confidentiality;
- Misuse of position for personal or political gains or activity;
- Failing to work cooperatively with supervisors or other enumerators or NASS staff;
- Or any other conduct unbecoming of a NASDA employee

This list is not all inclusive but provides examples of actions which will result in termination.

The following list contains breaches of conduct which require immediate dismissal:

- Violence on the job;
- "Table-topping" or falsifying survey information;
- Falsifying a time or mileage claim, or;
- Flagrant misconduct

If a NASDA supervisory enumerator(s) learns that an enumerator(s) is guilty of any of the above four infractions, they are required to immediately recommend dismissal of the enumerator(s) and retrieve their ID card and motor vehicle ID card (NAS-007) and all supplies and materials.

Any supervisory enumerator who knows that an enumerator under their supervision is guilty of one of the four infractions listed above and fails to dismiss the enumerator will also be summarily dismissed.

Enumerators may also be dismissed due to high costs, high survey refusal rates, unavailability for survey work, and mistreatment of respondents or poor public relations.

CHAPTER 8: DISMISSAL AND GRIEVANCE PROCEDURES

8.2 GRIEVANCE CRITERIA

Formal grievance procedures as they pertain to enumerators and supervisory enumerators are based on the following premises:

- Supervisors and enumerators are employed on a part-time intermittent basis by NASDA under a cooperative agreement with NASS. Under the terms of the agreement, NASDA provides supervisors and enumerators, as needed, for survey work and retains administrative responsibility for expert management. NASS has full technical authority for the sample survey methodology, the content, timing, and quality of the survey work. NASS fully funds all portions of the agreement. Therefore, Directors have budget authority including approval of payroll vouchers.
- Enumerators and supervisors, as temporary employees, are NASDA employees only during the survey period for which they are asked to work. Although NASS desires an experienced, well-qualified enumerator corps, an offer of employment for one survey carries no promise or commitment for work on future surveys.
- Directors have technical supervisory authority, which includes responsibility for training and review of completed work.

8.3 GRIEVANCES WITHIN NASDA

NASDA recognizes that disagreements between NASDA employees, whether between enumerators or between an enumerator and a supervisory enumerator, may have significant negative impact on employee job enjoyment, motivation, productivity and completion of assigned work.

Many disagreements result from misunderstandings or miscommunication and should be resolved informally by simply discussing the problem or concern with the involved parties. If the problem is between two enumerators, the enumerator's supervisor(s) should be informed of the disagreement and included in discussions, if appropriate. If the disagreement involves technical issues related to survey procedures or assignment of survey work, the NASDA Coordinator should be included as well.

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8.3.1 ENUMERATOR — ENUMERATOR

If a disagreement between two enumerators cannot be resolved informally, a formal written grievance can be filed by the enumerator with the enumerators' supervisor(s).

The supervisory enumerator(s) will evaluate the grievance, considering all available information, to determine a reasonable resolution. To evaluate the grievance, the supervisory enumerator will:

- Notify in writing the enumerator against whom the grievance is filed;
- Request a written response from the other involved parties;
- Forward a copy of the grievance to NASDA headquarters;
- Collect additional information from the applicable sources; and,
- Solicit recommendations from NASDA headquarters and the NASS office, if appropriate.

Following collection of all relevant information, the supervisory enumerator will consult with the Chief Operating Officer and decide what action should be taken, if any. The supervisory enumerator will provide a written response to the enumerator who filed the grievance detailing the action to be taken, if any, and the basis for the determination.

If the enumerator who filed the grievance, or other involved enumerators does not agree with the determination of the supervisory enumerator(s), the grievance procedures for Enumerator - Supervisory Enumerators should be followed.

8.3.2 ENUMERATOR — SUPERVISORY ENUMERATOR

If an enumerator has a disagreement with their assigned supervisor, an attempt should be made to resolve it through informal discussions. If the disagreement cannot be resolved, or the enumerator has a fear of reprisal, or the complaint involves alleged discrimination and/or harassment, the enumerator should file a formal complaint with the Chief Operating Officer at NASDA headquarters. See also the section on Harassment (8.6).

A formal grievance must be made in writing and must include the following:

- A comprehensive description of the disagreement;
- A list of the individuals involved;
- Actions previously taken by the enumerator to attempt to resolve the disagreement; and;

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- A suggested solution, and;
- A phone number where the complain tent can be reached.

A formal grievance should be forwarded to:

Chief Operating Officer
NASDA Headquarters Staff
1156 15th Street, N.W. Suite 1020
Washington, D.C. 20005

The grievance can be sent by facsimile at 202-296-9686.

Upon receipt of the grievance the COO, or his designee, will:

- Determine if additional action to informally resolve the disagreement is appropriate (NASDA reserves the right to request that the enumerator raise the grievance with the supervisor directly);
- Notify in writing the individual against whom the grievance is filed;
- Request a written response from the other involved parties;
- Collect additional information from the applicable sources; and,
- Solicit recommendations from the NASS office, if appropriate.

NASDA may utilize outside parties, including NASS office staff, to collect information regarding the grievance. Following the collection of all relevant data, NASDA will make a written determination detailing the action to be taken, by any of the parties involved and the basis for the determination.

Each individual directly involved in the grievance will be directed in writing of the action they are to take. NASDA will also respond in writing to the enumerator filing the grievance outlining the general resolution.

8.4 GRIEVANCES BETWEEN NASDA ENUMERATORS AND NASS

If an enumerator has a disagreement or misunderstanding with a NASS employee, they should report the situation to their NASDA supervisory enumerator to resolve the problem.

CHAPTER 8: DISMISSAL AND GRIEVANCE PROCEDURES

If this does not resolve the issue, the supervisory enumerator should enlist the assistance of the Director.

If a NASDA supervisory enumerator has a disagreement or misunderstanding with a NASS employee the assistance of the Director should be enlisted directly. If the State Statistician is unable to resolve the matter, document all aspects of the complaint and forward it to:

Chief Operating Officer
NASDA Headquarters Staff
1156 15th Street, N.W. Suite 1020
Washington, D.C. 20005
202-296-9680

A formal grievance must be made in writing and must include the following:

- A comprehensive description of the disagreement;
- A list of the individuals involved;
- Actions previously taken by the enumerator, supervisory enumerator and Director to attempt to resolve the disagreement; and,
- A suggested resolution.

Upon receipt of the grievance the COO, or his designee, will:

- Determine if additional action to informally resolve the disagreement is appropriate;
- Notify in writing, the Director, and the Deputy Administrator for Field Operations, NASS Headquarters;
- Request a written response from the other involved parties;
- Collect additional information from the applicable sources; and,
- Solicit recommendations from NASDA Headquarters and the Director, the Deputy Administrator for Field Operations, NASS Headquarters, if appropriate.

NASDA may utilize outside parties, including NASS office staff, to collect information regarding the grievance. Following the collection of all relevant data, NASDA will make a written determination and will document the basis for the determination.

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If NASDA finds that the Director has taken appropriate action to resolve the grievance, the NASDA employee who filed the grievance, the Director, and the Deputy Administrator for Field Operations, NASS Headquarters, will be notified in writing.

If NASDA finds that the grievance is appropriate and insufficient action has been taken to rectify the situation, NASDA will submit this detailed finding to the Director and the Deputy Administrator for Field Operations at NASS Headquarters.

The COO or his designee will then coordinate a proposed resolution to the grievance with the Director and the Deputy Administrator for Field Operations, NASS Headquarters and will notify all interested parties in writing of the proposal.

Each individual directly involved in the grievance will be directed in writing of the action they are to take to implement the resolution. NASDA and NASS personnel will oversee the implementation.

If the NASDA enumerator or supervisory enumerator believes that pertinent information was not considered, a written response detailing the additional information should be forwarded to the NASDA COO. NASDA will consider the applicability of the information and respond in writing to the enumerator. All decisions by the COO are final.

8.5 CONTACTING NASDA HEADQUARTERS

NASDA headquarters is easily contacted:

Office of the Chief Operating Officer
NASDA Headquarters Staff
1156 15th Street, N.W. Suite 1020
Washington, D.C. 20005
202-296-9680

Although most personnel concerns, problems and grievances can and are mediated in the field, please do not hesitate to contact NASDA headquarters by phone for guidance or to inform NASDA of a pressing personnel issue.

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8.6 HARASSMENT

NASDA intends to provide a work environment for employees which is free from sexual harassment, racial harassment or harassment, or any other protected-status harassment and which encourages an atmosphere of dignity and respect for everyone. Harassment of any nature of any NASDA employee will not be tolerated.

If a NASDA employee feels that he/she has been subjected to harassment, or if the employee feels that he/she has observed such behavior by another NASDA employee or an individual or member conducting business with NASDA, the employee must **immediately** report the harassment to his/her NASDA supervisor. Upon receipt of a complaint of harassment, the NASDA supervisor must report the complaint to the Chief Operating Officer. Failure to report any alleged type of harassment to the NASDA HQ office is grounds for termination.

Sexual harassment consists of unwelcome sexual advances, requests for sexual favors, verbal or physical conduct of a sexual nature, or other verbal or physical conduct of a non-sexual but gender-based nature, whether by a male or female, under the following circumstances:

1. when submitting to such conduct is made a term or condition of an individual's employment, either explicitly or implicitly;
2. when submitting to or rejecting such conduct is used as a basis for employment decisions affecting the individual;
3. when such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment

Examples of conduct which, if unwelcome, can amount to sexual harassment include but are not limited to the following: requests for sexual favors; uninvited physical contact; sexual bantering; off-color language or jokes; sexual flirtations; advances or propositions; verbal abuse of a sexual nature; commentaries about an individual's body; use of sexually degrading words to describe individuals; displays of sexual suggestive objects or pictures; gender-based insults or derogatory references, and use of sexually oriented or degrading gestures or other non-verbal communications.

Racial harassment or other protected status harassment is conduct that demonstrates hostility towards another person (or identifiable group of persons) on the basis of race, color, religion,

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age, national origin, sexual orientation or any other basis protected by state or following circumstances:

1. When submitting to such conduct is made a term or condition of an individual's employment, either explicitly or implicitly;
2. When submitting to or rejecting such conduct is used as a basis for employment decisions affecting the individual;
3. When such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

NASDA will impose disciplinary action, up to and including termination, when allegations of sexual, racial or other protected status harassment are found to be valid; ensure that no retaliation occurs against any employee who has reported sexual or otherwise discriminatory harassment or any employee who has come forward as a witness in the investigation of harassment claim; and follow-up with the employee who has been harassed to ensure that the harassment has ended.

NASDA attempts to maintain the confidentiality of harassment complaints. NASDA however, cannot guarantee such confidentiality due to its commitment to remedial action.