

County of Los Angeles – Department of Public Health
Substance Abuse Prevention and Control

SURVEY INSTRUCTIONS AND REQUIRED DOCUMENTS

The following are instructions on how Environmental Prevention Services (EPS) and Comprehensive Prevention Services (CPS) contractors must conduct the field surveys to remain in compliance with the Department of Public Health (DPH) Substance Abuse Prevention and Control (SAPC) contract requirements and its DPH approved Institutional Review Board (IRB) application. SAPC maintains the right to modify these guidelines based on the needs of the program. Requests for modifications and exemptions may be granted by SAPC on a case-by-case basis. Requests must be submitted in writing to SAPC and must be received prior to the data collection activity in question.

For further information on these requirements see the **Conducting Community Field Surveys with Youth, Young Adults, and Adults** and the **Human Subjects** section of the *Prevention Program Manual and Standards and Practices Fiscal Years 2011-2014* (hereafter *Prevention Manual*) and the corresponding sections of the *Comprehensive Community Assessment Work Plan (AWP)*.

BEFORE INITIATING FIELD SURVEYS

1. Only contractor staff that are aged 18 or older and have attended the Department of Public Health Institutional Review Board Training on Human Subjects Protection (AWP C5) may conduct community-based needs assessment surveys.
2. The *Assigned Surveyor Grid* submitted to SAPC must include the name and assigned code of each individual who will be conducting surveys. Other staff can only be added with advance SAPC approval.
 - Pre-printed on each survey is a unique alphanumeric agency code that identifies the agency and individual survey for tracking purposes. Agency codes contain the letters “CPS” or “EPS,” the contractor’s SPA number, a letter assigned to the contractor by SAPC, and a three-digit survey number (e.g., CPS-4A-001).
 - Using the required *Assigned Surveyor Grid* form, contractors will assign two-letter surveyor codes from AA-ZZ to each staff responsible for conducting surveys. Individual surveyors will add this pre-assigned surveyor code by hand to the pre-printed agency code each time a survey is administered in the field.
 - A new surveyor code should be assigned to each new staff and a revised form submitted to SAPC. Do not reuse codes that have been used for previous staff. Contractors may not begin conducting surveys until the *Assigned Surveyor Grid* has been submitted to SAPC.
3. Contractors are required to conduct the minimum number of surveys in each age category: 12-17 years, 18-24 years, and 25 years and over. The number of surveys required per age group is determined by the contract award (see *Prevention Manual* for details).
4. The *Survey Recruitment and Incentives Plan* submitted to SAPC for each Service Planning Area (SPA) must accurately reflect where and how each EPS and CPS contractor providing services in that SPA will actually conduct the survey activities for each age population (AWP B2a and E1). With the exception of reducing the number of cities/communities, any changes must be submitted to the EPS agency in advance and receive subsequent approval by SAPC.

REQUIREMENTS FOR COMPLETING FIELD SURVEYS

1. **All survey forms must be legible and complete** and must be collected in compliance with SAPC instructions and DPH IRB (AWP C5) requirements. Do not skip any question. If a participant refuses to answer a question and there is no “Refused” option for the question, write “REFUSED” over the question. If more than three questions per survey are left blank or refused, SAPC will not accept the survey as complete and will thus reissue the survey to the contractor for completion. Regardless of this requirement, contractors must freely allow participants to refuse to answer any single question or discontinue the survey at any time without losing their right to the promised incentive.
2. Do not collect data on a separate form and transfer later to a SAPC-provided survey form. **Only surveys completed on ORIGINAL forms printed by SAPC will be accepted.**
3. Only agencies who indicated on the *Survey Incentive and Recruitment Plan* that staff have demonstrated capacity to read and speak Spanish, Korean or Khmer may conduct the adult survey in a language other than English. The appropriate DPH IRB-approved translations of the survey and verbal consent script **must be used** and will be provided upon request. Qualified surveyors will read from the approved alternative language instruments and enter survey responses on an English-language survey with pre-printed agency code.

Agencies are not allowed to conduct verbal only translations without the IRB approved alternate language documents. This includes translation into languages other than English, Spanish, Korean, and Khmer as this is in violation of the SAPC IRB approved application. If your agency encounters an individual who speaks Spanish, Korean, or Khmer and you do not have the IRB approved forms **or** an individual speaks another language other than those listed, that person is not eligible to participate in the survey.

4. Contractors may administer more surveys than the required minimum if incentive budgets permit. SAPC will provide additional surveys upon request.
5. Contractors will store survey data in accordance with their *Data Management Plan* (AWP D1) and hand-deliver the original surveys to SAPC as required. Contractors will summarize findings for use in the next phase of the assessment and Problem Analysis Logic Model (AWP E5).

ITEMS REQUIRED TO CONDUCT THE SURVEY

1. At least two black-ink pens or pencils
2. Clipboard or something hard to write on
3. Survey forms
4. Verbal consent forms
5. Approved translated adult survey and consent forms, if appropriate
6. Incentives
7. Incentives Tracking Form
8. A secure box in which to keep blank and completed survey forms
9. A copy of this protocol
10. IRB letter, if needed

ADMINISTERING THE SURVEY

1. All survey participants **must be residents of Los Angeles County and at least 12 years of age**.
2. Contractor staff must conduct the survey in interview format, asking the respondents questions from the survey and marking the survey form. Do **NOT** distribute surveys to the public and request respondents to complete survey forms on their own.
3. Determine in advance which age group(s) you intend to survey in any particular survey location (ages 12-17, 18-24, and/or 25 and over) and ensure you bring along enough surveys, consent scripts, and incentives for that age group.
4. SAPC will provide age-appropriate verbal consent scripts introducing the survey administrator, explaining the purpose of the survey and addressing human subjects protections. This must be read to each participant in advance and in accordance with the Human Subjects Protection section of the Prevention Manual (page 22).
5. Incentives must be documented in real time on the *Survey Incentives Tracking* form, unless an alternate form as been approved by SAPC. No identifying information can be collected in any format in accordance with IRB requirements.
6. Ask every third person to participate who enters the survey collection location and appears to be within the age range you are surveying. The person you approach must not be a family member, friend, or co-worker. If the person declines to participate, begin counting to three again (i.e., do not just ask the next person entering the survey location).
7. To ask someone to participate, begin reading the first paragraph of the verbal consent (adults) or verbal assent (youth) script. **After reading the first paragraph, ask potential respondents if they reside in Los Angeles County and confirm they are at least 12 years old.** Respondents who do not reside within Los Angeles County or are under age 12 are not eligible to participate. Politely inform them of these requirements and thank them for their time.
8. If the person resides in Los Angeles County and is at least 12 years old, continue reading the consent/assent script. Read the script in full and verbatim and obtain verbal consent from the participant. **DO NOT administer the survey without reading the consent script and obtaining consent.** A VERBAL CONSENT SCRIPT MUST BE READ TO EVERY POTENTIAL RESPONDENT.
9. Before asking further questions, in the section at the top of the survey entitled, "FOR ADMINISTRATOR USE ONLY," enter the appropriate surveyor code in the blank space provided after the pre-printed agency code. DO NOT ENTER A SURVEYOR CODE ASSIGNED TO ANOTHER SURVEYOR.
10. Enter the current date and time.
11. Enter the type of location where surveys are being collected (e.g., thrift store, mall, DMV).
12. Complete all pages of the survey. DO NOT read the choices "Don't Know" or "Refused" aloud.
13. City or Community of Residence (#A1) refers to the city/community where the respondent currently lives. If the respondent is visiting the target city/community but lives elsewhere, be sure to enter the city where the respondent lives on this line but also add the city/community in which the survey is being administered under "Type of Location."

14. **If the response to City/Community of Residence is “Los Angeles,”** prompt the respondent for the name of a community or area within Los Angeles. **DO NOT ASK FOR OR DOCUMENT ZIP CODES.** This is a violation of DPH IRB protocol.
15. Allow the respondent to refuse to answer any question or discontinue the survey **WITHOUT PRESSURING HER/HIM TO CONTINUE.** Provide the incentive whether or not all questions were answered.

TO ENSURE THE INTEGRITY OF RESPONSES:
DO NOT express your own opinion about anything related to the survey.
DO NOT sympathize or offer condolences.
DO NOT suggest answers or lead participants’ responding.
DO NOT refer participants to alcohol and drug abuse services based on responses or if asked.

16. When the interview is completed, thank the respondent and deliver the promised incentive (i.e., gift card) and a copy of the Verbal Consent Script. Providing a copy of the consent script is a requirement of DPH IRB protocol.
17. If for any reason the environment becomes unsafe or uncomfortable for you to survey, leave the area and do NOT continue the survey.

If you have any other questions regarding the Institutional Review Board requirements or how to conduct the field surveys, contact SAPC before initiating survey administration.