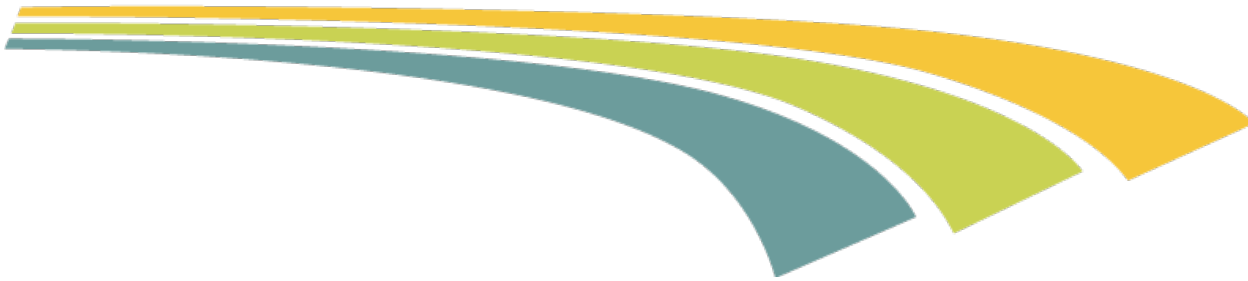


NASDA



Enumerator Handbook

May 2016

NASDA grows and enhances agriculture by forging partnerships and creating consensus to achieve sound policy outcomes between state departments of agriculture, the federal government, and stakeholders.

NASDA has a policy of fair employment opportunity for all qualified employees and applicants for employment. NASDA does not discriminate based on race, color, religion, sex, age, national origin, sexual orientation or any other basis protected by applicable law. Moreover, NASDA does not discriminate against persons with disabilities as defined by the Americans with Disabilities Act and any applicable 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 individuals with disabilities. NASDA will not tolerate any act of retaliation against an employee for bringing forth a complaint or concern regarding alleged discrimination or for his or her involvement in an investigation of same. Employees who believe that they have been subjected to any unlawful discrimination, harassment or retaliation are directed to report their concerns to a supervisory enumerator and NASDA's NASS Program Director in Washington, D.C. NASDA will demonstrate by example, full support of the policy and communicate that it considers discrimination and/or retaliation to be a serious matter as well as endeavor to keep work areas free from such misconduct.

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NASDA ENUMERATOR HANDBOOK RECEIPT FORM

I acknowledge that I have 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 of employment for any period or duration of time 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, for any legal reason.

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 Chief Executive Officer 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 handbook'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, understand and agree to the above statements and have received a copy of the NASDA Enumerator Handbook.

Employee's Printed Name: _____

Employee's Signature: _____

Date: _____

NASDA Coordinator's Initials: _____

Signed form should be placed in the employee's personnel file before appointment begins.

INTRODUCTION

This handbook is a reference for enumerators (supervisory and non-supervisory) who are employed by the National Association of State Departments of Agriculture (NASDA). Enumerators are hired to collect data and perform other duties in furtherance of the cooperative agreement between NASDA and the United States Department of Agriculture's National Agricultural Statistics Service (NASS). The handbook outlines NASDA personnel and general operating policies, which may be amended or deviated from by NASDA as particular circumstances warrant. The handbook also outlines the interaction of NASS personnel with NASDA enumerators.

Each NASDA enumerator is expected to be familiar with this handbook. Not all of the provisions will apply to each employee. Some guidelines differ for field and office enumerators and supervisory enumerators. If you are not certain if a specific provision applies to you ask your supervisor. If further explanation is necessary, contact your NASDA coordinator or NASDA's NASS Program Director.

WELCOME

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.

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 office enumerators perform many of the same tasks, there are differences in how and where they do their work.

WHAT IS NASDA?

The National Association of State Departments of Agriculture (NASDA) is a nonpartisan, nonprofit association which represents the elected and appointed commissioners, secretaries, and directors of the departments of agriculture in all fifty states and four U.S. territories.

NASDA was founded in 1916. NASDA grows and enhances agriculture by forging partnerships and creating consensus to achieve sound policy outcomes between state departments of agriculture, the federal government, and stakeholders. NASDA members are the chief regulators and promoters of agriculture in their states. They manage a diverse portfolio of regulatory programs in their state including conservation, pollinator health, food safety, animal and plant health, and more. NASDA employs over 3,000 enumerators to collect agricultural data in support of the mission of NASS. This partnership began in 1972. Please visit our website www.nasda.org for more information.

WHAT IS USDA NASS?

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 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 (<http://www.nass.usda.gov/>) provides in-depth information about NASS and NASS reports.

NASDA/NASS RELATIONSHIP

The NASDA/NASS relationship is a cooperative partnership. NASS determines what services are needed, how the services are to be delivered, when the services are to be delivered, and whether or not the service is acceptable. NASDA, in turn, provides those services.

NASS Responsibilities:

- Defines which surveys, office and lab tasks or other duties are needed and coordinates the assignment of these tasks with the applicable NASDA supervisory enumerator
- Determines what methodology and criteria will be used in performing the surveys and tasks assigned
- Designates the priority of surveys and tasks
- Contacts local news media and agriculture leaders in regards to upcoming surveys
- Authorizes NASDA supervisory assignments
- Verifies that work submitted meets the required standards and retains the authority to stop or reject unsatisfactory data collection and/or reporting
- Manages the NASDA budget, reviewing and approving all disbursement authorizations, including payroll
- Maintains a comprehensive and up-to-date employee file on all NASDA employees for the period of their employment plus three years
- Establishes territory boundaries for supervisory enumerators during surveys
- Provides training and instruction on interviewing techniques, map reading procedures for completing survey forms, questionnaires and administration forms for each new survey
- Furnishes work assignment materials (segments, samples, etc.), survey forms, quality control forms, supplies, specialized equipment, and necessary administrative forms
- Provides guidelines for the estimated number of enumerators required in each selected area
- Provides procedures for reassignment of work areas for efficiency in completing work assignments

- Monitors enumerator job performance to assure quality standards and provides feedback on the performance to NASDA supervisory enumerators;
- Provides feedback on the performance of NASDA supervisory enumerators to NASDA's NASS Program Director or designee

NASDA Responsibilities:

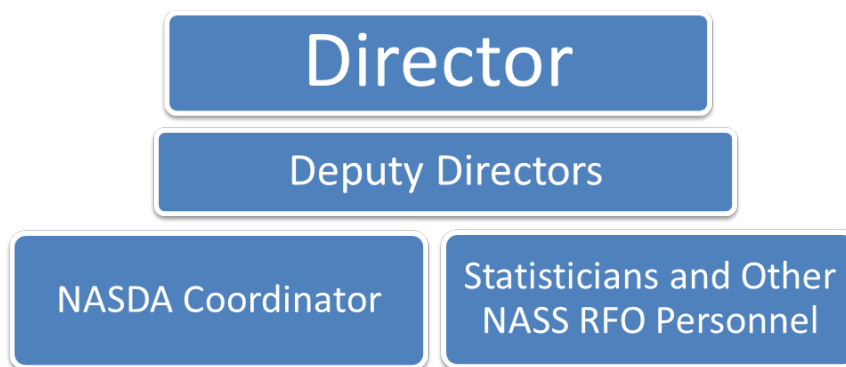
- Employs and manages enumerators and supervisory enumerators on a part-time, intermittent basis to complete NASS surveys;
- Advertises open positions, hires qualified applicants, evaluates work performance and promotes and dismisses enumerators and supervisory enumerators;
- Assigns specific survey units or tasks to individual enumerators through NASDA supervisory enumerators;

NASS has full technical authority for the sample survey methodology, the content, timing, and quality of the survey work. Since the agreement is fully funded by NASS, the Regional Directors have budget authority including approval of payroll and expense vouchers and any other decisions which may impact the budget.

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

Each Regional Field Office (RFO) has a NASS employee designated as the NASDA Coordinator. The NASDA Coordinator acts as the main facilitator of communication between NASS and NASDA employees. The NASDA Coordinator works directly with the NASDA supervisory enumerators. If a NASDA enumerator cannot reach their supervisory enumerator and has an emergency or requires immediate guidance, he or she should contact the NASDA Coordinator in the RFO.

NASS REGIONAL FIELD OFFICE (RFO) STRUCTURE



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

The NASS Deputy Regional Directors are 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

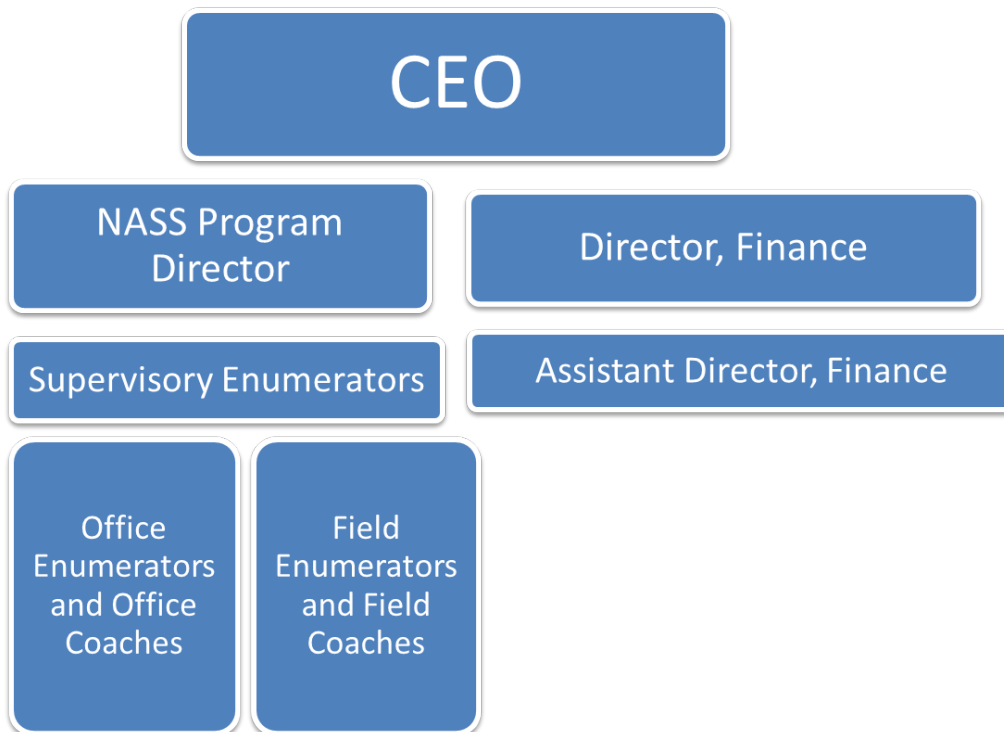
supervisors, and is the point of contact for communications between the NASDA and NASS staff.

The Budget & Accounting Technician (BAT) coordinates NASDA/NASS paper and information-flow, processes payroll 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 Regional Director and NASDA Coordinator for assignment to NASDA supervisors.

Note that for office enumerators the corresponding NASS Structure is similar. However, for NASDA-related purposes, the National Operations Division (NOD) Director or the Census and Survey Division (CSD) Director serves a role similar to the Regional Director. The NOD Deputy Director or CSD Branch Chief serves the same NASDA-related role as the Deputy Regional Directors. The Data Collection Center (DCC) Coordinator serves the same role as the NASDA Coordinator.

NASDA STRUCTURE



NASDA’s Chief Executive Officer (CEO) oversees the administration and management of the organization, including the NASS/NASDA cooperative agreement. The CEO directs and is responsible for the day-to-day functions and activities of NASDA.

NASDA’s NASS Program Director is responsible for the daily operational management of the NASS/NASDA cooperative agreement. The NASS Program Director oversees all administrative and personnel activities of the enumerator program, including all employee/job actions. These responsibilities include: coordinating with NASS Regional and State staff, reviewing enumerator assignments, performance, and timesheets, and investigating any employee complaints or grievances.

NASDA’s Director of Finance oversees all budget and financial activities of the NASS/NASDA cooperative

agreement and enumerator program. These responsibilities include management of all budget and financial activities, including the NASDA payroll.

NASDA's Director of Human Resources Administration and Assistant Director of Finance provides assistance on personnel and administrative issues, including payroll, timesheets, and worker's compensation insurance.

LINES OF COMMUNICATION

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

Technical: Contact the statistician in charge of the survey at the NASS office.

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 be "blind-sided" on information that they need to do their job.

CHAPTER 1

ENUMERATOR JOB DESCRIPTIONS AND EXPECTATIONS

1.1 NASDA CODE OF ETHICS AND STANDARDS OF PRACTICE

1. There can be no supervisory relationship between relatives (relatives may work for NASDA if there is no supervisory relationship).
2. Political activity is not permitted while working for NASDA. Enumerators and supervisory enumerators who are candidates for local or county office will not be assigned work in the election area.
3. Enumerators and supervisory enumerators must display NASDA identification while on NASDA business. NASDA identification is not to be displayed at any other time.
4. Enumerators and supervisory enumerators may not conduct any commercial or private business with operators encountered in an enumerator's official capacity as an employee of NASDA.
5. Enumerators and supervisory enumerators must not display any logos, emblems, or other business identifiers on their person or vehicle which represents a business other than NASDA while representing NASDA.
6. Enumerators and supervisory enumerators may not hand out business cards other than NASDA approved business cards or literature furnished by NASS when working for NASDA.
7. 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 a NASDA supervisor.
8. Employment of current NASS employees as NASDA enumerators is not allowed. Federal and State employees not working for NASS may be hired as NASDA enumerators or supervisory enumerators provided there is no conflict of interest. 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.
9. 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/CAPI devices, and office supplies should only be used to conduct government business and is not to be used for personal use.
10. NASDA employees must take care at all times not to make any remarks or take any action that could be interpreted as discriminatory or otherwise offensive when dealing with operators, respondents, fellow employees and NASS workers and visitors.
11. Any NASDA employee who verbally or physically assaults or otherwise threatens another employee or any person will be immediately terminated. This includes any type of physical and verbal assault or anything that could be perceived as making the workplace a "hostile working environment". If you

encounter such behavior, call NASDA's NASS Program Director immediately. *See also* section 6.4 – Violence in the Workplace

1.2 ENUMERATOR REQUIREMENTS

1. Ability to understand complex instructions in both written and oral form
2. Ability to apply these instructions
3. Basic knowledge of agriculture
4. Ability and willingness to learn and apply agricultural terminology
5. Common Sense
6. Ability to enlist the cooperation of farmers and other respondents
7. Legible handwriting
8. Ability to communicate effectively both in writing and orally
9. Clear voice and speech pattern
10. Good comprehension skills
11. Ability to meet deadlines
12. Ability to use electronic media to complete interviews and enter data
13. Ability to accurately follow survey procedures
14. Ability to positively interact with co-workers
15. Ability to positively promote NASS and NASDA to the general public.

1.3 FIELD ENUMERATOR JOB DESCRIPTION

1. **Interview, in person or by telephone, operators and other individuals**
 - a. Schedule interview appointments
 - b. If necessary, persuade reluctant operators to participate in surveys
 - c. Use congenial but professional communication skills to establish trust and cooperation
 - d. Allow respondents to answer questions in full, without interruption
 - e. Do not lead the respondent in his/her response
2. **Make crop counts in designated fields**
 - a. Contact operator for approval to enter field for crop counts
 - b. Use maps to identify the correct farm
 - c. Read aerial photographs to find the designated survey unit
 - d. Identify agricultural crops and commodities
 - e. Physically gain access to the survey field and sample site (may require climbing over/through fences/ditches and carrying equipment, materials and crop samples)
 - f. Effectively use survey equipment and materials
 - g. Accurately stake out and measure the survey unit(s) and sample area(s)
 - h. Accurately count crop characteristics within the survey unit
 - i. Draw maps to identify the sampled fields
3. **Deliver timely, detailed, legible records of interviews, crop counts, mileage, expenditures and hours worked to supervisors**
 - a. Demonstrate the ability to follow instructions within reasonable timeframes
 - b. Use legible handwriting for all records
 - c. Be an effective listener
 - d. Accurately record the results of crop counts
 - e. Record data and keep records in a timely, detailed manner. Recording entries later from memory is unreliable and will not be tolerated

- f. Keep accurate mileage and expenditures records and receipts and file for reimbursement in a timely manner
 - g. Never falsify data of any kind. Submission of falsified or fabricated data will result in immediate dismissal
 - h. Keep all survey information confidential
 - i. Deliver all records to supervisory enumerator or the RFO on or before the designated deadline
 - j. Communicate by phone and by person to collect data using a Computer Assisted Personal Interview (CAPI) device
4. **Work from residence with an operable telephone in an area (room) free from distractions**
 5. **Maintain and insure reliable personal vehicle**
 - a. Must have access to vehicle when a survey is underway
 - b. See NASDA's motor vehicle policy for insurance coverage requirements
 6. **Work part-time intermittently, including some evenings, weekends and holidays**
 - a. Work will not always be available and when it is available, enumerators may be asked to work a heavy workload for short periods of time
 - b. Enumerators may find that they need to adjust their working hours to times when respondents are available (before 7:00 a.m., after 9:00 p.m. and weekends). Sunday and holiday pay is the regular rate.
 - c. Breaks should be taken in accordance with applicable law.
 7. **Represent NASDA/NASS and the benefits of enumerators positively in all survey actions**
 - a. Serving as the operator's only contact with NASDA and NASS places a large amount of responsibility on the enumerator. Conduct that reflects negatively upon NASDA and NASS is cause for immediate suspension and/or dismissal.

1.4 OFFICE ENUMERATOR JOB DESCRIPTION

1. **Conduct telephone interviews of farm and ranch operators and other related businesses**
 - a. Interviews are computer assisted and require typing
 - b. Interviews using paper questionnaires require legible handwriting
2. **Prepare survey materials or process lab samples collected by field enumerators**
3. **Other duties as assigned by supervisory enumerator including operating office machines**
4. **Work part-time intermittently, including some evenings, weekends and holidays**
 - a. Work will not always be available and when it is available, enumerators may be asked to work a heavy workload for short periods of time
 - b. Enumerators may be asked to adjust their working hours to times when respondents are available (before 7:00 a.m., after 9:00 p.m. and weekends). Sunday and holiday pay is the regular rate.
5. **Represent NASDA/NASS and the benefits of enumerators positively in all survey actions**
 - a. Serving as the operator's only contact with NASDA and NASS places a large amount of responsibility on the enumerator. Conduct that reflects negatively upon NASDA and NASS is cause for immediate suspension and/or dismissal.

1.5 WORK HOURS

Work as an enumerator is 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 long hours, and periods during which no hours will be worked.

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. **Enumerators and supervisory enumerators may not exceed 375 hours per calendar quarter.**

1.6 CONFIDENTIALITY

The need for integrity, reliability, and impartiality in agricultural estimates is critical to NASDA's mission. The law guarantees respondents that the information they provide about their operations will remain confidential. Because NASDA enumerators and supervisory enumerators interview farmers, ranchers, and businesses about confidential matters, NASDA employees are required to sign a statement certifying that they will maintain confidentiality.

This 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 & Motor Vehicle Insurance Form (NAS-004). You must be recertified each year prior to being assigned work.

Enumerators who willfully disclose confidential information are subject to \$1,000 in fines and/or up to one year imprisonment and will be immediately dismissed as a NASDA employee (CIPSEA: Title V of E-Government Act of 2002, Public Law 107-347, Section 513. Fines and Penalties).

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 and survey 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, labels or other material containing names and addresses at the end of each survey, unless the RFO has arranged or agreed to another method of disposal/storage.
- NASDA employees must not leave completed questionnaires, forms, or CAPI devices 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.

In summary, all information gathered by NASDA employees in the survey process may not be shared with others and 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.**

1.7 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.

Quality control for office enumerators is handled through a monitoring system in the RFO that your supervisory enumerator will conduct. Monitoring is conducted on random basis in hopes of collecting useful data.

Quality control for field enumerators is conducted by a supervisor. In most cases, the supervisory enumerator will contact a respondent by telephone to conduct a quality control interview with one or more of your sampled respondents. This assures NASS and NASDA that all communications between you and the respondent were handled professionally and data was collected accurately.

1.8 TRAINING

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

1. State workshops
2. State regional or mini-workshops
3. Individual supervisory groups
4. One-on-one
5. Home study

Training workshops are designed to provide background information about the survey and its purpose, and to familiarize enumerators with the survey materials and procedures. It is important to learn the data collection instrument [paper questionnaire, Computer Assisted Personal Interviewing (CAPI) instrument, Computer Assisted Telephone Interviewing (CATI) instrument, objective yield recording forms, etc.] and follow the correct procedures so data is collected in a consistent manner throughout the survey area (often national).

In some instances, training may require spending one or more nights away from home. If this occurs, expenses will either be covered or reimbursed.

To work a particular survey an enumerator must participate in the training provided for that survey. Strictly limited exceptions based on unusual circumstances may be allowed at the discretion of your NASDA supervisory enumerator with concurrence from the NASDA Coordinator and NASDA's NASS Program Director. Enumerators may be assigned and paid for home study.

Enumerators should be provided with an Interviewer's Manual for each survey worked. Most enumerators interviewing will receive the Agricultural Surveys Interviewer's Manual when they first begin work. Instructions for many of the regular crop and livestock surveys are contained in this manual. Most other surveys will have an Interviewer's Manual specific to the survey. If assigned to work a survey with no Interviewers Manual, check with your supervisory enumerator.

1.9 COOPERATING WITH 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 may be one of thousands who voluntarily participates in surveys. This cooperation may be through mail surveys, telephone or 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. The enumerator's ability to maintain good public relations with farmers is a prime responsibility.

Never enter a field without having current permission from the operator. Always avoid unnecessarily trampling farmers' crops while making plant counts. Do not leave trash or equipment in field or orchards.

An enumerator encounters many different personalities, occasionally, dealing with a difficult respondent. Remember that enumerators are NASDA employees, not federal or state government employees. When engaged on NASDA business, it is neither an enumerator's responsibility nor place to defend or comment upon federal or state policies and programs. Refer all issues of policy and program to your supervisory enumerator. The primary responsibility of the enumerator is 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 obtaining data from agribusinesses (slaughterhouse managers, auction yard managers, grain elevator operators). It is important to extend the same level of professionalism to the operators of 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 what needed for making crop and livestock estimates. NASS surveys do not duplicate these other surveys. However, there may be times when you work with some of these agencies to locate respondents or other information. If a respondent asks about apparent duplication with another survey, or within a current survey, obtain as much information as possible about the other survey form, including label information, who is conducting the survey and the operator ID number. Later, contact the supervisory enumerator who will make every effort to help resolve the problem.

1.10 ENUMERATOR IDENTIFICATION

NASDA provides each enumerator with a NASDA ID Card which can be used to identify the enumerator to respondents or others who may question authority to conduct interviews. This card may be used as a name

badge at schools or while enumerating. It identifies the enumerator as an employee of NASDA working in cooperation with USDA-NASS. The ID Card includes a photo and expires on June 30 of each Agricultural Census year.

Each NASDA enumerator is provided with a name badge if they work or attend a training school before receiving their picture ID Card. A name badge should be worn by all enumerators at training workshops and by field enumerators while conducting face-to-face interviews. Field enumerators who interview respondents face-to-face are also provided with NASDA approved business cards.

Field enumerators are 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 while completing interviews or working in operator fields. This identification does not permit NASDA employees to break traffic or parking laws.

CHAPTER 2 COMPENSATION

2.1 HOURLY RATES AND EXPENSES

Enumerators, while engaging in assigned work for NASDA, will be paid according to pre-determined pay scale and mileage rates. Supervisors will supply enumerators with a copy of the current pay scale and mileage rates. This information is also available on the NASDA website. You will be paid the regular hourly rate for all hours worked except for situations where overtime is required. Overtime compensation is paid in accordance with applicable law. All overtime must be expressly authorized by a supervisor. The working of unapproved overtime will result in disciplinary action, up to and including termination.

When collecting data in the field, enumerators will be paid mileage and hours on a portal-to-portal basis (the time you leave your residence until the time you return). Since office enumerators are hired to work in the NASS office, they will not be paid mileage or wages on a portal-to-portal basis. Office enumerators will not be reimbursed for parking fees while working in the NASS office. NASDA employees are not paid for time spent on lunch breaks and personal business. NASDA will adhere to applicable meal and break laws.

Field enumerators must keep an accurate log of their hours worked, miles traveled, and other reimbursable expenses incurred in doing their job. Generally, their work assignment will be in their home area. If an enumerator must be away overnight, a pre-determined per diem will be paid as an allowance for lodging, food, and other incidental expenses. Supervisors will provide enumerators with a copy of the current per diem rate. Claims for time, mileage, and reimbursable expenses are submitted electronically via NASDA's web-based timesheet system (except for field enumerators in designated areas where Computer Assisted Personal Interview [CAPI] devices are not issued).

When attending survey training workshops, enumerators 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 RFO. If it is necessary to be away overnight while attending state, regional, or national training workshops, travel expenses and per diem will be based on the time of leaving and returning home, as well as up to 8 hours pay for travel in each direction. The RFO or Headquarters will usually reserve and pay for rooms under contract, billed to a master account and paid by NASDA. The enumerator will be responsible for paying any room service or incidental charges such as tips, laundry and telephone calls. 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.

In the rare case that the cost of hotel rooms is not paid for under a contract, each NASDA enumerator and supervisory enumerator will pay for their own lodging and claim reimbursement for the expenses electronically on their timesheet. Spouses and other family members are permitted to accompany enumerators to the training workshops (spouses, family members and others, however, are not covered by NASDA's Workers' 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.

Hourly rates will be paid for actual travel time, up to 8 hours maximum, each way, and hours in scheduled training sessions. 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. Airfare and other expenses must be pre-authorized and pre-approved prior to booking.

2.2 NASDA TIME, MILEAGE and EXPENSE SHEET

The NASDA web-based electronic Time, Mileage and Expense Sheet (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. An electronic timesheet must be completed for each calendar week in which you work. Time for lunch and personal business must **not** be entered. The laws regarding breaks (coffee/lunch) per number of hours worked vary from state to state. Supervisory enumerators can provide guidance on state laws. **All enumerator timesheets are to be reviewed and electronically approved or signed by a supervisory enumerator.**

In special cases where designated areas are given permission to use paper forms, sign and date the NAS-011 and send the original form to your NASDA supervisory enumerator, keeping a copy for yourself. Detailed instructions for completing the NAS-011 are printed on the back of the form. The form and instructions are available at <http://www.nasda.org/File.aspx?id=2714>. Supervisory enumerators may maintain copies of the timesheets but the official file will be maintained in the RFO. Faxed copies of signed timesheets are acceptable as the official RFO file copies. Supervisory enumerators do not need to mail the original form if it has been faxed.

NASDA Coordinators review and electronically approve timesheets for both the office and field enumerators.

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 Time, Mileage and Expense entries for the week, review it to confirm that all necessary entries have been made on each line. For electronic timesheets, **enter information daily**, review at end of each week and submit every 2 weeks.

It is each enumerator's responsibility to make sure timesheets are submitted in a timely fashion. Timesheets 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 timesheets. **Timesheets submitted one pay period late must have the written approval of the Regional Director prior to payment. Timesheets submitted more than two pay periods late must have the written approval NASDA's NASS Program Director.**

Any reusable supplies or equipment reimbursed by NASDA, are the property of NASS. All submissions for reimbursement must be accompanied by a legible receipt. These items should be returned to a supervisory enumerator at the end of the survey or upon separation from NASDA as an enumerator.

2.3 ADVANCE OF FUNDS

If the purchase of a transportation ticket presents a hardship, an advance of funds may be requested. A request for an advance should be made of the RFO **at least two weeks** prior to the date the funds are needed. The NASS office will review and forward the request to NASDA's NASS Program Director. The request should include name, address, cost of ticket, time and points of travel, and other pertinent information related to the scheduled trip. If the request for advance is approved, the advance may be requested through the web-based Time, Mileage and Expense Sheet.

Enumerators are required to provide receipts for the tickets purchased with the advance of funds to the RFO as soon as the ticket is purchased. The RFO will forward receipts and documentation to NASDA. These costs

should not be entered on the Time, Mileage and Expense Sheet as they have already been paid. However, costs for lodging, per diem, and other expenses not advanced should be recorded on the Time, Mileage and Expense Sheet.

If the travel advance is less than the actual purchase price of the ticket, the difference may be claimed on the electronic Time, Mileage and Expense Sheet with an attached copy of the receipt. If the travel advance is greater than the actual purchase price of the ticket, the difference must be refunded through a personal check payable to "NASDA." The check and receipt should be mailed RFO to be forwarded to NASDA.

2.4 DEPOSIT OF SALARY

NASDA engages a third-party vendor to process employee payroll by direct deposit. To receive direct deposit, employees must provide the RFO with the bank routing number and the individual account number. Payment is transferred on payday. Physical checks for enumerators not providing direct deposit information are mailed from Washington, DC on Wednesday prior to payday. NASDA **strongly** encourages all employees to enroll in direct deposit as checks are often lost or delayed (up to 3 weeks) in the mail. Checks mailed but not received will be voided and reissued with the **next** payday.

Enumerators may view check stub information including: the amount of gross pay, reimbursements, and net earnings through NASDA's payroll provider's web-based system.

Enumerators should contact the RFO regarding any payroll questions. Changes in direct deposit accounts must be made several days in advance of payroll processing to avoid disruption. If direct deposit or address changes are not submitted ahead of time and payment is returned to NASDA, payment will be re-issued with the next payroll date. The RFO will work with NASDA HQ to resolve payroll issues.

2.5 UNEMPLOYMENT COMPENSATION

Enumerators may be eligible for unemployment benefits under applicable law and should be aware of the following items:

- Only employees who have worked the necessary time and met the monetary requirements to qualify for unemployment compensation (varies from state to state) are potentially eligible for unemployment benefits.
- By definition of each state's laws, eligibility for unemployment benefits indicates that the employee is available and looking for full-time work and therefore will no longer be working for NASDA

CHAPTER 3

PROMOTION & AWARDS

3.1 PROMOTIONS

NASDA's enumerator promotion program has a trial level and eight active levels.

The trial level is a minimum six month period and 100 hours of work experience to evaluate whether an individual should be retained at this title series and given active status. Newly appointed enumerators not performing satisfactorily for promotion to active status may be given an extended evaluation period of up to six additional months or may be retained in the enumerator series. The trial period cannot be extended beyond one year.

An individual accepted into active status, to be promoted to the next level must; (1) be recommended by their supervisory enumerator, (2) receive a fully successful/satisfactory or better performance rating on their annual evaluation) and (3) work the minimum regular-time hours or calendar time. A "safety net" of calendar time is included to protect enumerators not offered enough work due to their state's survey workload. Hours worked includes any regular-time hours (not overtime hours) worked as recorded in the NASDA payroll system.

Exceptions to the time requirements for promotion to the next level can be made if exceptional individual enumerator performance is documented by the RFO. Such a promotion must be authorized by NASDA and NASS Headquarters.

3.2 NOTIFICATION OF ELIGIBILITY FOR PROMOTION (NAS-006)

The RFO is responsible for maintaining a record of hours reported worked by each NASDA enumerator and supervisory enumerator. To assist NASDA supervisory enumerators in recognizing NASDA enumerator's eligibility for promotion, the RFO will notify NASDA supervisory enumerators with a Notification of Eligibility for Promotion form, NAS-006. The supervisory enumerator must review the enumerator's latest annual performance rating, and decide whether to approve or not to approve the promotion. To approve the promotion, the supervisory enumerator must check the appropriate box to indicate their approval of the promotion, sign the NAS-006 form, and return it promptly to the RFO. If the supervisory enumerator decides not to approve the promotion, these reasons must be discussed with the enumerator and the Enumerator Evaluation Form should be signed by the enumerator indicating their supervisory enumerator has discussed these concerns with them. Any enumerator denied a promotion should be reconsidered for promotion at their next scheduled evaluation at the discretion of the supervisory enumerator.

In the case of enumerators at the trial level, supervisory enumerators should receive the NAS-006 from the RFO within one month or 50 hours of being eligible for promotion to level I, whichever occurs later. In the case of promotions from level I to II, level II to III, etc., the NAS-006 should be sent to the supervisory enumerator within 100 hours of an enumerator's eligibility for promotion.

3.3 PROMOTION CRITERIA

Level	Rating	Field Hours	Office Hours	Calendar
Trial	Fully Successful/Satisfactory	Hired by Supervisory Enumerator		
Level I	Fully Successful/Satisfactory	100	100	6 months*
Level II	Fully Successful/Satisfactory	500	350	30 months
Level III	Fully Successful/Satisfactory	1,000	700	5 years
Level IV	Fully Successful/Satisfactory	1,800	1,300	7.5 years
Level V	Fully Successful/Satisfactory	2,600	1,800	10 years
Level VI	Fully Successful/Satisfactory	4,600	3,500	15 years
Level VII	Fully Successful/Satisfactory	6,800	5,700	20 years
Level VIII	Fully Successful/Satisfactory	9,000	7,900	25 years

*Level I requires 100 hours AND 6 months

3.4 PERFORMANCE AWARDS

Any NASDA employee may be nominated by any other enumerator, supervisory enumerator, or NASS employee, but the NAS-009 form must be approved and signed by the nominee's 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 at the sole discretion of NASDA and are based on the following criteria:

1. Complexity of Work Requirements (including minimum survey participation requirement)
2. Quality and Quantity of Work Performed (including the number of completed reports)
3. Comments on Individual Dedication, Reliability, and Extra Effort in Meeting NASDA Goals
4. Communication Skills and Respondent Cooperation (completion rate must be above state average)
5. Cost Effectiveness both in Time and Dollars (barring unusual circumstances, average cost per usable survey should be below the state average)

An Awards Committee consisting of at least two supervisory enumerators, the NASDA Coordinator, and the Deputy Director will meet annually. The committee will decide the amounts of the award, review and evaluate all the nominations for enumerators in their region, and select which nominees will receive the awards. Prior to each Award Committee meeting, NASS HQ is responsible for establishing the total cash amount of awards to be given in each region. Regional Directors determine the methodology for awarding funds.

3.5 CERTIFICATES OF APPRECIATION

All enumerators are issued a Certificate of Appreciation on completion of five calendar years of service (or multiples thereof).

3.6 SUPERVISORY ENUMERATOR ADVISORY COUNCIL (SEAC)

SEAC serves as a resource for NASS and NASDA in providing input on critical issues related to NASS's data collection efforts. SEAC provides important advice on many issues, including the Agricultural Resource Management Survey (ARMS) program, respondent relations, response rates, enumerator hiring and retention, enumerator evaluation and feedback, survey promotional materials, communications, roles and responsibilities, regional Data Collection Centers (DCCs), and enumerator training and development. The Council serves in an advisory capacity, bringing attention to the NASDA's NASS Program Director and NASS Field Operations any trends, problems, issues, or circumstances which may impact the NASS-NASDA mission.

- SEAC members serve 3-year terms on a rotating basis (beginning July 1)
- NASS Field Operations and NASDA solicit nominations for new members from the states/regions in May/June and select new members
- SEAC serves in an advisory role (recommendations are not automatically approved)
- SEAC has a total of 14 members (one representative for each of the 12 NASS regions and 2 representatives from the regional DCCs)
- SEAC members elect 2 officers (President and Secretary)
- SEAC holds conference calls as needed

CHAPTER 4

EVALUATIONS

4.1 EVALUATIONS

Evaluations should reflect an employee's performance. Specific comments on the evaluation form should be used to identify their strengths and weaknesses. NASDA has defined guidelines for scoring each element rated. All NASDA enumerators must be evaluated periodically and must have at least one formal evaluation each year to determine performance levels. NASDA enumerators will be evaluated by their supervisory enumerator.

Evaluations are based upon actual data (number of samples or segments completed, number of errors made or the accuracy of field observations, cost per sample, percentage of overtime hours) and supervisory enumerator observations regarding the enumerator's behavior and skills. Evaluations 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 discipline, up to and including termination. Evaluators must exercise extreme care to avoid evaluations influenced by personal relationships.

4.2 EVALUATION CATEGORIES

1. **Training Performance** (home study, punctual in attending training, constructive participation in training sessions, demonstrated knowledge of the survey purpose, procedures and the meaning of survey questions)
2. **Data Collection** (located and interviewed the operator rather than someone else, probed when needed without leading the respondent, wrote accurate/informative notes, followed survey procedures and used CAPI effectively where applicable)
3. **Dependability** (available to work when needed, submitted complete, accurate work on schedule, accepted additional work, and submitted legible time sheets accurately and on time)
4. **Efficiency** (plan 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)
5. **Public Relations** (gained and maintained respondent cooperation, left respondent with positive impression, exhibited a positive attitude, and converted reluctant respondents or known refusals)
6. **Other Qualities** (map reading, recommended improvements to procedures, implemented constructive feedback to improve skills, and willingness to work unfamiliar areas)

4.3 SURVEY EVALUATION

Depending upon the region's procedure, supervisory enumerators will complete an Enumerator Evaluation Form (NAS-008) after each major survey or quarter. This evaluation covers each of the sub-element guidelines listed above. Field supervisors will generally not make a specific trip to discuss each of these evaluations, but may go over them if in the area in conjunction with other work. Your supervisory enumerator may also call you to discuss how the survey went. Office supervisors generally conduct survey evaluations in the RFO.

4.4 ANNUAL EVALUATION

No later than June of each year, enumerators are given an annual evaluation by the supervisory enumerator. Enumerators should take an active role in the evaluation process by identifying strengths and areas for improvement. Supervisory enumerators will provide both comparative data supplied by the RFO and suggestions on how to improve or maintain performance. The annual evaluation is a time to set realistic goals for the future.

4.5 PERFORMANCE STANDARDS

Each element will receive a rating of Outstanding (O), Good (G), Fully Successful / Satisfactory (S), Need Improvement (N), or Unsuccessful (U). The following guidelines have been established for each of the rating levels:

Outstanding	Performance is clearly and consistently superior. Demonstrates a very high degree of proficiency; exceeds standards of normally expected performance is an example to peers.
Good	Performance is above satisfactory.
Fully Successful/ Satisfactory	Performance is satisfactory and consistently at a high level expected of fully qualified employees.
Needs Improvement	Performance is at the lowest level of acceptability. Improvement is necessary in many aspects of the job.
Unsuccessful	Performance must be immediately improved to maintain employment.

CHAPTER 5

SAFETY, LIABILITY, & ACCIDENTS

5.1 LIABILITY AND ACCIDENTS

Enumerator safety is NASDA's first concern and should always take priority. NASDA/NASS will provide general and survey specific safety training for NASDA employees during survey training. If safety is ever in conflict with survey procedures, stop the survey immediately and report the situation to your supervisory enumerator, the NASDA Coordinator or the NASS Regional Director.

NASDA/NASS maintain a library of proactive safety training materials on the NASDA-NASS webpage in the Safety Library. These four videos are required for all enumerators:

1. Defensive Driving
2. Work Place Safety
3. The Issue is Respect
4. Biosecurity

NASDA'S MOTOR VEHICLE POLICIES

Each year, all NASDA employees receiving reimbursement for mileage must sign a NASDA Certification of Confidentiality and Motor Vehicle Insurance Form, (NAS-004), indicating they have read and are abiding by the NASDA Motor Vehicle Insurance Policies. Each year employees will be required to recertify that their liability insurance continues to meet minimum State requirements and has not been canceled or allowed to lapse. The following policies must always be followed:

1. Seat belts must be worn by all NASDA employees when they are on NASDA business.
2. NASDA employees are prohibited from using a cell phone, iPhone, iPad or other electronic equipment while driving and use includes but is not limited to talking, dialing and texting. Drivers must move to a safe place off of the road before using a cell phone. NASDA employees are responsible for payment of civil penalties in the event a citation is issued. If an NASDA employee is cited by any enforcement agency for cell phone use violations or if an employee is observed using a hand held device while driving, the employee will be subject to discipline up to and including termination.
3. Only NASDA employees working on-the-clock are covered by NASDA insurance. 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.
4. Minimum Drivers Insurance Coverage: All NASDA employees (including 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 FO and verified by the BAT prior to the assignment of NASDA work. Anytime the NASDA employee makes a change in insurance or insurance companies a new proof of insurance should be submitted.
5. Driving Record: NASDA employees who drive on NASDA business must maintain a good driving record. All NASDA employees, who will drive on-the-job, must submit an annual copy of their state motor vehicle driving record (MVR) as directed by their FO. 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. The driving record will be kept in the employee file.

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

Actions Related to MVR reports

Employees will be transferred to a non-driving position or terminated 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 and #3)

5.2 ENUMERATOR RESPONSIBILITIES IN AN ACCIDENT

1. Obtain first aid treatment immediately
2. Notify the appropriate authorities (police, supervisory enumerator, NASDA Coordinator, building managers, etc.) as soon as possible
3. Cooperate with authorities
4. Notify insurance agent to receive the benefit of professional advice and counsel regarding the settlement of claims resulting from the accident
5. Complete and sign all state required forms when a motor vehicle accident occurs. Copies should be forwarded to the RFO and supervisory enumerator
 - a. Complete the Employee's Report of Accident (NAS-016) and submit to supervisory enumerator
 - b. Work with supervisory enumerator and the RFO 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 supervisory enumerator and submission of the Employer's First Report of Injury Form, all workers' compensation benefits may be forfeited.
6. When the insurance companies involved have determined liability and have announced their intention concerning the claims, pass this information onto the supervisory enumerator. If a notice of involvement in a civil suit for property damage, personal injury or death as a result of such accident is served at a later date, notify the supervisory enumerator immediately.
7. All field enumerators should always carry an Accident Report envelope including:
 - a. Motorist Accident Report for the state and a white self-addressed envelope to be mailed to the state Department of Transportation (only completed if a police report is not made)
 - b. Employee's Report of Accident Form (NAS-016) to be filled out by enumerator and signed by supervisory enumerator

- c. Employer's First Report of Injury or Illness Form, completed by supervisory enumerator and sent to RFO
- d. Contact information for supervisory enumerator and the RFO during and after business hours
- e. Blank sheet of paper

*Accident Report forms and additional information is posted on the NASDA-NASS webpage.

5.3 EMERGENCY CONTACT

In case of emergency or personal injury, enumerators must call the supervisory enumerator and/or the RFO ASAP. Supervisory enumerators should notify the RFO and/or NASDA's NASS Program Director ASAP.

Enumerators should have an updated Emergency Contact Form on file with the supervisory enumerator and the RFO.

5.4 WORKERS' COMPENSATION

NASDA provides all employees with Workers' Compensation Insurance coverage intended to cover medical bills from on-the-job accidents and pay lost wages due to a job-related accident. Coverage varies widely from state to state. For additional details contact the RFO.

NASDA employees are covered while on-the-job. For field enumerators, this 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 at the time of the accident is the payment of mileage or salary. Office enumerators are not covered outside of the office unless on NASDA related travel. After training hours at workshops are not considered hours on-the-job.

All job related injuries must be reported the supervisory enumerator and the RFO immediately. The following information should be provided: date of injury, how injury occurred, extent of injuries, if and when return to work will be possible. Do not wait for information from doctors or insurance to notify your supervisory enumerator and the RFO. "Employees First Report of Injury" Form or appropriate State Worker's Compensation forms must be filed by the employee within 10 days of an injury or benefits may be forfeited.

When state law requires automobile accident reports, reports must be filed by the enumerator directly to the state motor vehicle department. Copies of auto accident reports should also be sent to the supervisory enumerator and the RFO.

5.5 RELEASE AFTER A SERIOUS ILLNESS OR INJURY

In order to return to work after a serious illness or injury (on or off the job), a doctor must certify that the enumerator is in good health. This release should indicate any limitations the physician would put on an assignment workload. This release will be kept in a confidential medical file held separately from other employment files. The doctor's release should be sent to NASDA's NASS Program Director for approval prior to the enumerator returning to work. **Enumerators may not return to work without the approval of NASDA'S NASS Program Director.**

5.6 FIREARMS

The possession of firearms by NASDA employees during work hours or on NASDA premises is prohibited unless otherwise allowable under applicable law.

CHAPTER 6

CONDUCT, TERMINATION & GRIEVANCE PROCEDURES

6.1 ANTI-HARASSMENT

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

If a NASDA employee feels that they have been subjected to harassment, or if the employee feels that they have observed such behavior by another NASDA employee or an individual or member conducting business with NASDA, the employee must immediately report the harassment to their supervisory enumerator or a supervisory enumerator with whom they feel comfortable and NASDA's NASS Program Director. Upon receipt of a complaint of harassment, the supervisory enumerator must report the complaint to the NASDA NASS Program Director. 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. 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.

Discriminatory harassment is conduct that demonstrates hostility towards another person (or identifiable group of persons) on the basis of race, color, religion, age, national origin, disability, veteran or military status, citizenship status, sexual orientation or any other basis protected by state or local law.

Sexual and Discriminatory harassment occur under the following circumstances:

1. submitting to such conduct is made a term or condition of an individual's employment, either explicitly or implicitly
2. submitting to or rejecting such conduct is used as a basis for employment decisions affecting the individual,
3. 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 or discriminatory 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.

6.2 ANTI-DISCRIMINATION

It is the policy of NASDA to provide equal employment opportunity to all employees and applicants in every aspect of the employment process. NASDA does not discriminate against, nor does it tolerate discrimination against any person based on race, color, religion, sex, national origin, age, disability, veteran or military status, citizenship status, or any other characteristic protected by applicable federal, state or local law. Moreover, NASDA prohibits intimidation, threats, coercion or retaliation against any person for making concerns known, assisting in investigations, participating in compliance evaluation activities, opposing unlawful acts and practices, or exercising any rights protected by applicable law, in good faith.

NASDA will endeavor to provide a reasonable accommodation for qualified persons with known disabilities when a reasonable accommodation is necessary for the performance of the essential functions of the job the person is holding or is seeking to hold, and the reasonable accommodation does not cause undue hardship. Employees who are qualified individuals with a disability and require a reasonable accommodation should notify their supervisory enumerator and the NASDA NASS Program Director. Such employees may be required to submit documentation from a healthcare provider verifying the disability and need for an accommodation. Medical documentation related to the alleged disability and/or request for accommodation will be kept confidential, in a file separate from an employee's personnel documents. The reasonable accommodation request will be evaluated, and if appropriate, NASDA will engage in an interactive process with the employee to determine if the request (or an alternative) is appropriate and can be implemented. Supervisors who have concerns that a reasonable accommodation may be needed for a qualified employee with a disability should discuss the concern with the NASDA NASS Program Director.

Employees who have concerns regarding any unfair treatment on the basis of any characteristic protected by applicable federal, state or local law or policy and/or any accommodation request should raise his or her concern with their supervisory enumerator or any supervisory enumerator with whom they feel comfortable and the NASDA NASS Program Director. Upon receipt of such a concern, the supervisory enumerator must report the concern to the NASDA NASS Program Director. Failure to do so is grounds for termination.

6.3 DRUGS AND ALCOHOL

NASDA strives to maintain a workplace that is free from the effects of drug and alcohol abuse, and will not tolerate any abuse of drugs or alcohol that imperils the health or well-being of its employees or respondents, threatens its operations, or compromises the safety of its services. While on NASDA property, while performing NASDA business or while representing NASDA, employees are prohibited from the unlawful or unauthorized possession, use, abuse, manufacture, distribution, theft, purchase, sale or dispensation of illegal drugs, drug paraphernalia, controlled substances or alcohol. Such conduct is also prohibited during nonworking time to the extent it violates any laws, negatively affects NASDA activities, or adversely affects the reputation of NASDA, to the extent permitted by applicable law.

Employees also are prohibited from reporting to work or working while they are using or under the influence of any drugs or controlled substances which may impact an employee's ability to perform their job or otherwise pose safety concerns, except when the use is pursuant to a licensed medical practitioner's instructions and the licensed medical practitioner authorized the employee or individual to report to work. However, this does not extend any right to report to work under the influence of medical marijuana or to use medical marijuana as a defense to a positive drug test, to the extent you are subject to any drug testing requirement, to the extent permitted by and in accordance with applicable law. Employees using legally prescribed drugs during work who have any reason to expect that such use may affect their ability to perform that work or otherwise pose safety concerns must report this fact to their supervisory enumerator. Violation of this policy will result in disciplinary action, up to and including termination.

6.4 VIOLENCE IN THE WORKPLACE

NASDA is committed to providing a safe workplace for all employees and to provide our members with a comfortable business climate. We do not tolerate employee violence or threats of violence on NASDA property or on NASDA time. Employees are prohibited from making threats or engaging in violent activities.

This list of behaviors, while not inclusive, provides examples of conduct that is prohibited:

Causing physical injury to another person;

Making threatening remarks;

Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress;

Intentionally damaging employer property or property of another employee;

Possession of a weapon while on company property;

Committing acts motivated by, or related to, sexual harassment or domestic violence.

Any potentially dangerous situations must be reported immediately to a supervisory enumerator and the NASDA NASS Program Director. Reports can be made anonymously and all reported incidents will be investigated. Reports or incidents warranting confidentiality will be handled appropriately and information will be disclosed to others on a need-to-know basis.

Threats, threatening conduct, or any other acts of aggression or violence in the workplace will not be tolerated. Any employee determined to have committed such acts will be subject to disciplinary action, up to and including termination.

6.5 ACCOMMODATION TO EXPRESS BREAST MILK

NASDA will provide a reasonable amount of break time to accommodate an employee desiring to express breast milk for the employee's infant child, to the extent required and in accordance with applicable law. The break time, if possible, must run concurrently with rest and meal periods already provided to the employee. If the break time cannot run concurrently with rest and meal periods already provided to the employee, the break time will be unpaid, to the extent permitted by applicable law. NASDA will make reasonable efforts to provide employees with the use of a room or location other than a toilet stall for the employee to express milk in private.

6.6. GARNISHMENTS

NASDA will comply with an order to garnish wages from a court, the Internal Revenue Service or other governmental agency. Garnishments shall continue until the notice from the court is received that the obligation has been met and payments are to cease.

6.7 SAFETY AND HEALTH

NASDA employees should inform their supervisory enumerators regarding concerns or complaints about working conditions. Supervisory enumerators are authorized to remedy those matters within their areas of responsibility. Matters outside their areas of responsibility should be addressed with the NASDA NASS Program Director. Employees are encouraged to suggest ways to eliminate or correct the issues they have identified. Employees are responsible for complying with the safety and health procedures of the work areas to which they are assigned.

6.8 MILITARY LEAVE

Employees serving the U.S. in the military reserves or National Guard may be granted leave without pay, or use earned annual leave (if the employee so desires), to fulfill their annual service requirements. If you are called to active military duty or to Reserve or National Guard training or other duty designated in The Uniformed Services Employment and Reemployment Act (USERRA), or if you volunteer for the same, you should submit copies of your military orders to your supervisory enumerator and the NASDA NASS Program Director as soon as possible. You will be granted a military leave of absence without pay for the period of military service, in accordance with applicable USERRA and other applicable laws. Your eligibility for reinstatement after your military duty is determined in accordance with USERRA and other applicable laws.

6.9 DISCIPLINE AND TERMINATION POLICY

NASDA expects all employees to fulfill the duties and responsibilities of their position, assist other employees when necessary, and provide quality, timely and professional work.

To that end, NASDA may utilize a progressive disciplinary system, as follows:

1. Counseling and/or Written Warnings
2. Suspension
3. Termination

Discipline may involve any or all of the aforementioned actions either in sequence or singularly. NASDA is not restricted with regard to any discipline. Examples of offenses which could lead to disciplinary action include but are not limited to:

- 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
- Dishonesty
- Breaches of confidentiality
- Misuse of position for personal or political gains or activity
- Insubordination or failing to work cooperatively with supervisory enumerators or other enumerators or NASS staff
- Any other conduct unbecoming of a NASDA employee

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

The following activities are conduct which requires immediate dismissal:

- Violence (or threats of)
- Falsifying survey information
- Falsifying a time or mileage claim
- Flagrant misconduct

Enumerators who are terminated must turn-in their ID Card, their motor vehicle ID Card (NAS-007) and all supplies and materials related to NASDA and NASS that are in their possession.

6.10 GRIEVANCES

NASDA encourages employees to work out any disputes or disagreements amongst themselves or with the assistance of supervisory enumerators on-site. Nonetheless, NASDA recognizes that enumerators may have issues that are best addressed at a higher level.

In the event an enumerator cannot resolve an issue at the local level, the enumerator may file a formal grievance which 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
- A suggested solution
- A phone number where the complainant can be reached

A formal grievance should be forwarded to:

NASS Program Director
NASDA Headquarters
4350 North Fairfax Drive #910
Arlington, VA 22203

Upon receipt of the grievance the NASDA NASS Program Director, or his designee, will investigate the grievance and:

- 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 supervisory enumerator 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
- Solicit recommendations from the NASS office, if appropriate

NASDA may utilize outside parties, including on-site 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.

At the conclusion of an investigation NASDA will respond in writing to the enumerator filing the grievance outlining the results of the investigation.

6.11 CONTACTING NASDA HEADQUARTERS

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.

NASDA headquarters contact:

NASS Program Director
NASDA Headquarters
4350 North Fairfax Drive #910
Arlington, VA 22203
202-296-9680
<http://www.nasda.org>

Current NASDA staff and their e-mail addresses may be found at <http://www.nasda.org/About/Staff.aspx>.

APPENDIX A – Interviewing Guidance

1. Be positive and smile
2. When someone answers, keep smiling and introduce yourself. State you are acting on behalf of the USDA's National Agricultural Statistics Service and tell them the name of the survey you are working on (as appeared on the questionnaire or letter mailed them). Ask if the person answering (or anyone else currently available) could answer a few questions related to the survey.
3. Be sure you know who you are talking to and that they know what operation you are asking questions about. Verify names and addresses for every questionnaire you do.
4. Ask for permission by saying "May I ask you a few questions about your farming operation?" If you ask if they would like to do the survey, they will likely say no but they are willing to answer your questions.
5. Ask the questions exactly as printed and in the same order as listed in the questionnaire or CATI or CAPI instrument. Leaving out parts, adding, or changing the wording may result in a different answer.
6. Listen to what the respondent has to say, pause to let them speak, and pay attention.
7. Probing is sometimes necessary when the respondent gives an unsatisfactory answer. A good probe would be, "what would be your best estimate to the nearest bushel?" A poor probe would be "about 35 bushels?" or "would 30 or 40 be better?" The respondent would probably answer "38 bushels" to the good probe, "yes" to the first bad probe and "40 bushels" to the second bad probe. Don't be overly helpful by putting words in the respondent's mouth, you reduce the accuracy of our data by doing so.
8. Don't rush the interview. Be honest with the time you expect it to take. If the respondent does not have time to complete the survey properly, try to set an appointment for when they will have time, or see if someone else can give the information.
9. Be familiar with your questionnaire. Know the meaning of all terms in the questions. Know the purpose of the survey and when and how the results of the survey will be published. If no one has told you, ask your supervisory enumerator.
10. Speak in a normal conversational voice. Talking loudly does not normally improve the ability of the person on to hear and may actually distort your voice. If they keep indicating they are having a problem hearing or understanding, slow down your speech and be sure you speak clearly, which is more likely to help than talking louder. Talking loudly or yelling, especially into the phone, is also very disruptive to others around you.
11. Most of us talk faster in a normal face-to-face conversation than can readily be understood over the phone. Research has shown that a pace of about 120 words per minute (two words per second) is ideal for telephone interviewing.
12. Use the respondent's name during the interview.
13. Do not use slang.

14. Always make good notes. Fully explain any unusual situations.

RELUCTANT RESPONDENTS

You will encounter some respondents who are reluctant to participate. It is important that you convince them that they should cooperate. One way to begin the process is to ask them why they are reluctant.

If the respondent answers, **“I never use the data”** or **“Why should I report?”**

Point out that the survey is the source of official USDA estimates and are used by state and federal legislatures, county extension, bankers, railroads, etc. in their everyday business, which affects him.

If the respondent answers, **“It’s no one’s business what I’m doing.”**

Explain the confidentiality of the data. It is only used to obtain state and national estimates and is protected from individual disclosure by law. Data is not stored with his name, but only by a unique ID. Point out the uses of the data that help him also.

If the respondent answers, **“The trade organization makes their own estimates and ignores our figures.”**

Point out that our figures are unbiased and tend to keep the trade honest. Most trade organizations can come up with a reasonable estimate of the crop - but they have normal biases. Most growers do not have the resources to come up with their own estimates at a state or national level.

If the respondent answers, **“I just don’t have time to do all these surveys.”**

Be honest in giving an estimate of how long the current survey may take to complete. Point out that we draw a sample for each survey to help limit how many times an individual farmer is selected, but the larger and more diversified operations are likely to be selected more often. And because it is a sample, it is more important that we get as many good reports as we can. Point out how important the data being gathered is to farmers and the agricultural community.

Listen carefully to what the respondent has to say. Often, silence can be an effective tool, let the respondent say what is on his or her mind. Answer any of his questions that you can and refer him to your supervisory enumerator for those you cannot answer. It is important that you communicate that you believe in the importance of what you do and are enthusiastic about doing a good job.

You will not convince every respondent to cooperate. Don’t take this personally. Just thank them sincerely for their time and keep the door open for future contacts.

If a respondent becomes extremely rude or vulgar - just say “I’m sorry you feel that way – goodbye.” Make good notes so they are not contacted on most surveys for a while.