

Challenges (and opportunities) involved in administering a phone survey to young people during a national lockdown: the case of the YL study in Peru

Alan Sánchez

(GRADE)

Los clustes de Niños del Milenio en Perú*

Cluster ID	Departamento	Nombre "anonimizado"	Región climática
1	Tumbes	Tumbes	Costa
2	Piura	Sullana	Costa
3	Piura	Morropón	Sierra
4	Amazonas	Chachapoyas	Sierra
5	San Martín	Rioja	Selva
6	San Martín	San Martín	Selva
7	Cajamarca	Cajamarca	Sierra
8	La Libertad	Trujillo	Costa
9	Ancash	Huaylas	Sierra
10	Ancash	Huaraz	Sierra
11	Huánuco	Dos de Mayo	Sierra
12	Lima	San Juan de Lurigancho	Costa
13	Lima	Ate	Costa
14	Lima	Villa María de Triunfo	Costa
15	Junín	Satipo	Selva
16	Ayacucho	Huamanga	Sierra
17	Ayacucho	Lucanas	Sierra
18	Apurímac	Andahuaylas	Sierra
19	Arequipa	Camaná	Costa
20	Puno	Juliaca	Sierra

MAP WITH THE LOCATION OF THE YL SITES IN
PERU REMOVED

Nota: para proteger la identidad de los hogares, se utiliza el nombre de la provincia para identificar el cluster, o el nombre del distrito si la población del distrito es mayor a 125 mil habitantes.

Prior to the phone survey: context

- The pandemic in Peru started in mid-March.
- Right away, the Government initiated a national lockdown. It was very strict: people were only allowed to go out to buy food and medicines.
- Initially, the lockdown was going to last 15 days, but it was extended multiple times, for a total of 107 days (end of June).
- By April, our first instinct was to ‘get in contact’ with the YL cohorts because they were expecting to hear from us that year, and, also, because we wanted to understand the impact of the lockdown on them and inform the country.
- It took us 2 months to design a phone survey, Split in 3 calls: (i) a contact call, (ii) an extended call (survey), (iii) and a follow-up call (short survey).

Evolution of daily excess deaths in Peru



Source:
@Cholega

Evolution of daily excess deaths in Peru



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@Cholega

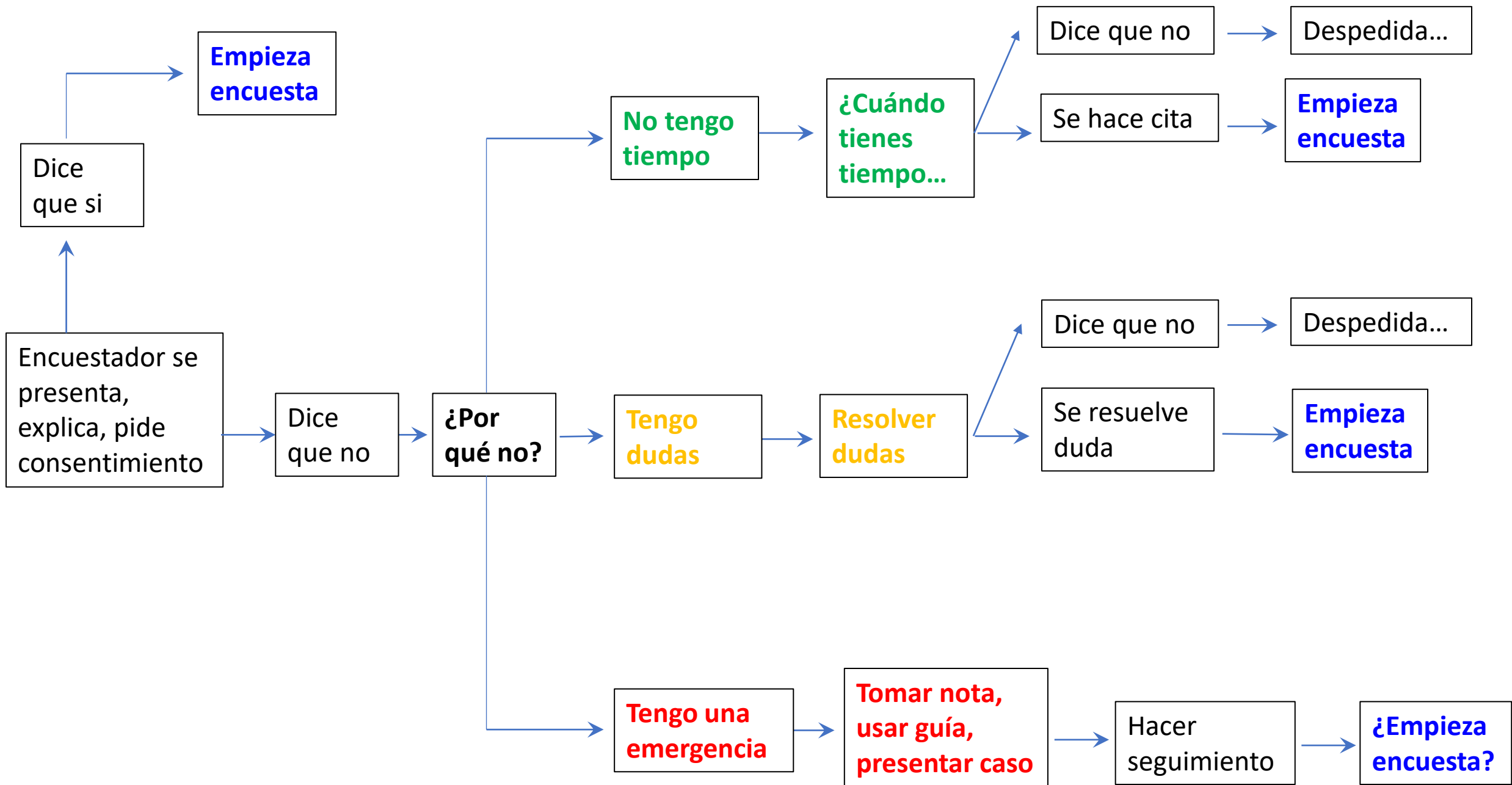
Evolution of daily excess deaths in Peru



Source:
@Cholega

The phone survey: challenges

- We were aware of the potential challenges of calling in the middle of an extended lockdown, for instance:
 - Anxiety about the future; problems with access to food; COVID in the family and lack of access to public services (lack of oxygen, hospitals crowded).
- There were also methodological challenges:
 - How to ask for informed consent by the phone?
 - How to avoid participants fatigue?; How to manage expectations?
 - How to keep our staff safe?
- Strategies:
 1. All our work was remote.
 2. We had weekly meetings with enumerators to offer feedback and support.
 3. The phone survey was announced in our website and split into 3 calls.
 4. Call 1 was designed to 'break the ice', listen to participants, and ask for consent.
 5. We created a Q&A document for interviewers to answer questions made by YL families about access to public services and provided a consultation guide with a summary of this information for all participants.
 6. For the 1st time in 20 years, we offered a reciprocity payment to all participants.



The phone survey: benefits

1. Many participants told us they were happy to hear from us and to have someone to talk to in such a difficult and uncertain times.
2. They wanted their voices to be heard.
3. We generated good information for the country and provided good information to the YL families.
4. In hindsight, it would have been much more difficult not to do the phone survey and contact the families after the crisis.