



Data Collection & the Impact, challenges and opportunities of the COVID-19 pandemic

UNECE Data Collection Virtual Workshop –

October 5-8, 2020

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Delivering insight through data for a better Canada



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Background - COVID-19 in Canada

- In Canada, COVID-19 cases started to appear in January
- Mid-March, state of emergency measures were put in place in all provinces/territories.
 - School closed all on-site activities focussing more on on-line classes
 - Non essential businesses closed (e.g. bar, restaurants, movie theaters)
 - Economic assistance programs for individuals and businesses were put in place
 - International travel was banned
- Reopening of the activities started in most parts of Canada in June.

Impact of COVID-19 on StatCan Collection

For health and security reasons during the pandemic, the following actions were immediately taken:

Collection staff

- CATI: All five call centers were closed, 500 interviewers equipped with secured laptop and cell phone, using virtual call center
- CAPI: no personal interviews, no travelling. Mid-May, letter drop off
- All CATI and CAPI interviews are completed by phone from the interviewers' house

Collection workload

- Collection activities were restricted to mission-critical surveys and COVID-19 related surveys. Regular survey collection activities resumed in June

Impact on Response Rates

Substantial Drop in CAPI Response Rates due to:

- Lower number of completed questionnaires, specially for cases without a valid phone number
- Not able to validate the out-of-scope cases, therefore increasing the number of valid cases and *decreasing collection response rates*
- Not able to perform listing activities to improve the quality of the frame

Collection Opportunities

- Maximizing collection workforce
 - From brick and mortar to virtual call centers
 - Introduction of a CAPI Lite methodology
- Testing new flexible and agile collection vehicles
 - Crowdsourcing
 - Panel Surveys

Collection Opportunities – From brick and mortar to virtual call centers

- Provided all available CATI interviewers (780) access to secure equipment (laptop and phone), Virtual Call Center, email, training
- Provided all available CAPI interviewers (400) access to secure equipment (laptop and phone), Virtual Call Center, email, training and access to CATI workload
- Use of video conferencing (meetings, training, coaching)
- One StatCan infrastructure for telephony, replacing multiple old ones

Collection Opportunities – Introduction of CAPI Lite

- **HEALTH & SAFETY = TOP PRIORITY**
- Since June, travelling by CAPI interviewers is allowed in areas where the number of COVID-19 active cases is null or low and where the interviewer has agreed to travel
- Interviewers are dropping-off letter at respondents house's leaving a personalized hand-written message, asking for a call back
 - Results – 30% of cases called us back and completed the questionnaire.
- Ability to partially validate the out-of-scope cases (visual listing)

Collection Opportunities - Testing new flexible and agile collection vehicles

- Crowdsourcing
- Panel Surveys

Crowdsourcing Data on the Social Impacts of COVID-19

From April to August completed eight (8) Crowdsourcing projects

- Impacts of COVID-19 on Canadians
- Impacts of COVID-19 on Postsecondary students
- Impacts of COVID-19 on Canadians - Mental Health
- Impacts of COVID-19 on Canadians - Perception Safety
- Impacts of COVID-19 on Canadians - Trust in Others Crowdsourcing
- Impacts of COVID-19 - Parenting During the Pandemic
- Impact of COVID-19 on Canadians – Living with a Long-Term Condition or Disability
- Impact of COVID-19 on Canadians – Experiences in Discrimination

Three (3) completed crowdsourcing projects

– Targeted Population

- Impacts of COVID-19 on Canadians - Statistics Canada Employees
- Impacts of COVID-19 on Canadians - CIRNA/IRC Employees
- Impacts of COVID-19 on Canadians - Statistics Canada Employees - Wave 2

More than 525,000 participants in the general population crowdsourcing collection initiatives

Impacts of COVID-19 on Canadians – Your mental health 37%

Behaviours and health impacts Cancel

6. How concerned are you about each of the following impacts of COVID-19?

	Not at all	Somewhat	Very	Extremely
a. My own health	0	0	0	0
b. Member of the household's health	0	0	0	0
c. Vulnerable people's health e.g., elderly family members	0	0	0	0
d. Canadian population's health	0	0	0	0
e. World population's health	0	0	0	0
f. Overloading the health system	0	0	0	0
g. Civil disorder	0	0	0	0
h. Maintaining social ties	0	0	0	0
i. Ability to cooperate and support one another during the crisis	0	0	0	0
j. Ability to cooperate and support one another after the crisis	0	0	0	0
k. Family stress from confinement	0	0	0	0
l. Violence in your home	0	0	0	0

Developed and completed three COVID-19 business surveys

- Business:
 - Canadian Survey of Business Conditions (3 waves)
 - Survey of the Canadian Emergency Business Account (CEBA) – in development
 - Personal Protective Equipment Survey (PPES)

Completed four cycles (4) of collection related to COVID-19 with a new Web Panel

Web Panel: Canadian Perspectives Survey Series

A pool of respondents was created from a sub-sample of respondents to the Labour Force Survey (LFS), who agreed to participate in monthly surveys for a specified period.

Current web panel is approximately 7,200 people.

Topics have included:

- 1) Impacts of COVID-19
- 2) Monitoring the Effects of COVID-19
- 3) Resuming economic and social activities during COVID-19
- 4) Information sources consulted during the pandemic

CORONAVIRUS DISEASE (COVID-19)

This is the second survey in the Canadian Perspectives Survey Series. You will recall that this project involves conducting a series of surveys using electronic questionnaires with the same group of respondents, including you, over a one-year period.

The social and economic impacts of COVID-19 continue to be felt and are disrupting the lives and habits of all Canadians. Statistics Canada remains committed to collecting data in response to the urgent need for information and to help understand the impacts on the daily lives of people like you across Canada. This short survey will cover a number of important topics including: the impacts of COVID-19 on food security and mental health of individuals, and on their social and employment circumstances.

This information will be used by government organizations, such as Health Canada, the Public Health Agency of Canada and Employment and Social Development Canada, and other types of organizations, to evaluate the need for health and social services, as well as economic support during and after the pandemic.

Next steps

- Re-evaluating the need for brick and mortar Call Centers
- Rethinking the profile of interviewers
- Evaluate the quality of CPI data since March and assess if visits to store are required
- Align Subject Matter expectations with our delivery capacity



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