NORC is a national organization for research and computing at the University of Chicago—with offices on the University’s campus, in Chicago’s downtown Loop, and in Washington DC, Bethesda, MD, and Berkeley, CA, as well as a nationwide field staff. NORC’s clients include government agencies, educational institutions, foundations, other nonprofit organizations, and private corporations. Although NORC’s national studies are the best known, our projects range across local, regional, and international perspectives as well.

NORC creates unique value for its clients by developing effective, innovative solutions at the nexus of information technology and public interest research. Established in 1941, NORC was the first not-for-profit research firm created to pursue objective research that served a broadly conceived public interest. NORC has since emerged as an organization on the cutting edge of data collection, management, and analysis technologies. Building on a corporate history of over sixty years of conducting objective research in the public interest, today NORC delivers focused research and information technology solutions in support of social research.

NORC offers a full range of information technology, data collection, and analytic capabilities delivered in an integrated manner. NORC information technology capability includes applications development; database development and warehousing; and project management, systems analysis, and quality control assurance. NORC data collection resources include questionnaire design and survey methodology; telephone, in-person, and Internet data collection and data preparation; and world leadership in sample design and weighting. NORC analysis capability includes a wide range of both quantitative and qualitative techniques. Our long-standing affiliation with the University of Chicago provides privileged access to the University’s world-renowned faculty.

NORC’s project work is done in an interdisciplinary framework, with strong staff cooperation across substantive areas. NORC is an equal opportunity employer committed to facilitating the personal and professional development of everyone on our staff.
We are pleased to record 2005 as a year of significant accomplishments at NORC. We continued important research collaborations with faculty at the University of Chicago, we launched significant new projects on very tight schedules, we implemented important advances in data collection technology, we brought significant new senior researchers to our firm, we achieved high levels of survey productivity, and we achieved strong financial performance. In short, we made solid progress toward all of our long-term organizational goals.

Throughout this report are examples of the application of new tools and technology in the execution of complex data collection projects. In some cases, the tools were developed to meet the needs of a specific project – for example, a specialized “two-point discriminator” designed and fabricated for the National Social Life, Health, and Aging Project to measure the tactile (touch) sensitivity of older adults. In other cases, existing technology was adapted for special use – for example, use of Global Positioning System (GPS) devices, cell phones, and mapping software to aid in locating rural addresses and the use of lightweight scanners by field interviewers to capture data from household utility bills for the Residential Energy Consumption Survey.

Among the most important developments at NORC in the past year was our successful recruitment of new senior research and administrative staff. Among the important additions are:

• Mary Jo Ardizzone – Senior Vice President and Chief Financial Officer. Previously Mary Jo served as CFO at Environmental Systems Design and as corporate controller at Skidmore, Owings, Merrill.

• Dan Black – Principal Investigator, 1997 Cohort of the National Longitudinal Study of Youth and senior fellow, Economics, Labor, and Population Studies Department. At Syracuse University, Dan served as Trustee Professor and for a time as Chair of the Economics Department and as Senior Research Associate at Syracuse’s Center for Policy Research.

• Henry Brownstein – Senior Vice President and Director of the Substance Abuse, Mental Health, and Criminal Justice Department. He previously served as Director of the Center on Crime, Drugs, and Justice at Abt Associates and as Director of Drugs, Crime and Crime Research at the National Institute of Justice.

• Julia Lane – Senior Vice President and Director, Economics, Labor, and Population Studies Department. Julia previously held senior research positions at the National Science Foundation, the Census Bureau, and the Urban Institute and was the architect and driving force behind the Longitudinal Employer-Household Dynamics Project for Census.

• Michael O’Grady – Senior Fellow in the Health Survey, Program, and Policy Research department and for the prior several years Assistant Secretary for Planning and Evaluation at the Department of Health and Human Services.

We have doubled in size in the last four years and have grown by 50 percent in the last two years. This growth has made organizational change a necessity.
In April 2005 NORC established an International Projects Department and recruited Jeff Telgarsky as Senior Vice President and founding director of the group. Jeff served for the previous twelve years as director of the International Activities Center at the Urban Institute. During its first year, the new department took over the administration of our large project in Qatar, supporting that country’s expanding program of education reform. The department also provided methodological advice to the UK Department of Culture, Media, and Sport on the effectiveness of screening questions to identify problem gamblers. And NORC became lead in a consortium of organizations, including the Urban Institute and RAND, selected to carry out impact evaluations of the Millennium Challenge Corporation’s overseas development programs. The work will assess project contributions to economic growth, job creation, and household incomes, and to help guide the design of future programs.

Planned in late 2005 and implemented in early 2006, NORC's Health, Survey, Program, and Policy Research (HSPPR) Department, which had grown very rapidly in the last few years, was reorganized into three new departments. Dan Gaylin, previously HSPPR's Senior Vice President and Director, became Executive Vice President for Health Research, and will oversee the newly formed departments:

- **Health Policy and Evaluation**, led by Marc Berk, Senior Vice President and Director.
- **Public Health and Epidemiology**, headed by Missy Koppelman, Senior Vice President and Director.
- **Health Care Delivery and Health Outcomes**, led by Stephen Smith, Vice President and Director.

Kathleen Parks, who has coordinated the work of NORC's academic research centers for the past five years, was promoted to Senior Vice President and Director at the end of 2005.

The year brought change and renewal to our Board of Trustees. Arthur Nielsen, a NORC trustee since 1981, and Dorothy Rice, a NORC trustee since 1987, retired and were named honorary life trustees. Early in 2005, four new trustees were elected, including Craig Coelen, James L. Madara, John W. McCarter, and Gail R. Wilensky. Those new to NORC include:

- **James L. Madara, M.D.** – University Vice President for Medical Affairs; Dean, Biological Sciences Division and Pritzker School of Medicine, University of Chicago; and Sara and Harold Thompson Distinguished Service Professor, Department of Pathology, Pritzker School.
- **John W. McCarter, Jr.** – President and CEO of The Field Museum and previously Senior Vice President of Booz, Allen, Hamilton, Inc.; and a trustee of the University of Chicago.
- **Gail R. Wilensky, Ph.D.** – A senior fellow at Project HOPE, an international health education foundation. She previously held the position of Administrator, Health Care Financing Administration, which oversaw Medicare and Medicaid programs, and she has chaired and participated on several national commissions.

NORC’s upgrade of the infrastructure it uses for telephone interviewing achieved a major milestone this year, with the launch of the National Immunization Survey through our new Voice over Internet Protocol (VoIP) system, just three months after winning the competition. Our current system supports over 350 simultaneous interviewer work stations and offers many sophisticated features that improve our calling efficiency, including automated assignment of call outcomes, advanced scheduling rules, and power dialing (telephone numbers are delivered and dialed for interviewers). We have also begun digitally recording and storing telephone interviews, significantly boosting our ability to provide coaching and feedback to interviewers.
In addition to making technology advancements, we also saw improvements in our interviewing efficiency as the number of field and telephone interviews hit record levels. In the field, thousands of interviews were completed for large projects such as the National Longitudinal Surveys of Youth funded by the Bureau of Labor Statistics, the Residential Energy Consumption Survey sponsored by the Energy Information Administration, and the National Social, Life, Health and Aging Project, sponsored by the National Institute on Aging. The resulting measures for productivity and cost efficiency in the field reached new levels of performance, and we are optimistic that we are starting to see the results of our corporate investments in improvement initiatives. In the telephone center we called over 4 million numbers and completed more than 26,000 telephone cases for the National Immunization Survey and close to 18,000 cases for the associated Children with Special Health Care Needs telephone survey, both on behalf of the Centers for Disease Control and Prevention. Our progress on the Watson project and our improvements in interviewer performance have moved us a long way toward achieving the goal set out in our 2003 strategic plan to improve productivity in our field and telephone center centers.

Another significant achievement was the continued growth of our IT line of business. In addition to the launch of a public knowledge portal for the AHRQ National Health Information Technology Resource Center and follow-on work to Patient Safety that includes systems development to support a National Patient Safety Incident Reporting Database initiative, the group was awarded a contract to design and develop the online presence for the American Hospital Association’s new Quality Center targeted at hospital CEOs. These initiatives highlight the group’s capabilities to facilitate web-based dissemination, collaboration, and knowledge management.

A final defining aspect of 2005 was the sense of purpose and accomplishment generated by the nature of the work and the wide range of subjects being investigated: from a web portal designed to foster the growing field of health information technology, to groundbreaking work using biomarkers in social science research, to finding out about Americans’ attitudes toward and experiences with poetry. These and many other projects undertaken this year add in important ways to our knowledge about our society and will help policymakers and other leaders make better choices.

We thank the many people who made 2005 another very successful year for NORC and who are helping to make a difference by conducting social science research in the public interest.

Edward O. Laumann, Chairman
Craig G. Coelen, President
NORC’s newly upgraded telephony infrastructure, uses Voice over Internet Protocol (VOIP) technology to link up to 370 interviewer work stations in multiple locations. The system automatically recognizes and dispositions calls that have nonworking or busy outcomes. It also offers opportunities for hybrid dialing, a major advance that dials calls and routes them to interviewers only after they have been answered by potential survey respondents.
The National Longitudinal Survey of Youth

NORC plays an integral role, together with Ohio State University’s Center for Human Resource Research, in conducting two allied surveys of America’s youth: the National Longitudinal Survey of Youth 1979 (NLSY79) and the National Longitudinal Survey of Youth 1997 (NLSY97). Sponsored by the Bureau of Labor Statistics, each is nationally representative and each oversamples African American and Hispanic American youth.

NLSY79 interviews over 12,000 men and women ages 14 to 22 years in 1979. Annual through 1994, it is now biennial. A key feature is the event history format, with beginning and end dates for important life events. Although the primary focus is labor force behavior, it also includes education, training investments, income and assets, health, workplace injuries, insurance coverage, alcohol and substance abuse, sexual activity, and marital and fertility histories.

NLSY97 interviews annually about 9,000 youths ages 12 to 16 years in 1996. It documents the transition from school to work and into adulthood. In addition to extensive information about labor market behavior and educational experiences, it details relationships with parents, contact with absent parents, marital and fertility histories, dating, sexual activity, puberty onset, training, government assistance, expectations, time use, criminal behavior, and alcohol and drug use. The self-administered portion comprises sensitive areas such as sexual activity and criminal behavior.

A project of NORC’s Economics, Labor, and Population Department.

AHA Quality Center

NORC is developing a Quality Center for the American Hospital Association. A forum for practice-focused learning, it is a repository of action-oriented tools and information to help hospital executives make the case for improved hospital quality and patient safety as well as plan and implement quality improvement activities, and assess progress. The Center has three key attributes:

1. **Knowledge repository.** This is a library that draws on the wealth of hospital quality and patient safety expertise from all sources to produce a collection of the most trusted and highly proven materials for hospital executives.

2. **Opportunity assessment.** This on-line assessment tool helps leaders understand their hospitals’ needs and provide immediate results for them to access the best repository resources for their needs.

3. **Member matching.** This is a professional user matching service, to foster a collaborative community of leading professionals with responsibility for quality initiatives at the nation’s hospitals.

A public web portal will house all three, as well as provide an overall communications hub for all AHA Quality Center resources.

A joint project of NORC’s Health Survey, Program, and Policy Research Department and Information Technology Department.
**Survey of Former Prisoners**

The purpose of this study, funded by the Bureau of Justice Statistics (BJS), is to explore the incidence and prevalence of prison assaults, particularly sexual assaults, among former prisoners. NORC’s current role is to develop and pretest a self-administered instrument, the Former Prisoner Survey, to measure sexual assault in prison as reported by paroled offenders. Twenty parole offices, ten in each of two states, will be sampled and seventy-five offenders on active parole supervision at each office will be randomly selected for interview. The sampling and implementation strategies will provide estimates for the two pretest states. The field stage will test the sampling and implementation protocols, as well as the data collection instrument, to assess their adequacy and efficiency for national implementation. The interview will use both Computer Assisted Personal Interviews (CAPI) and Touchscreen Audio Computer Assisted Self Interviews (TACASI) technology. NORC is also developing a plan for nationwide implementation to provide national estimates.

*A project of NORC’s Substance Abuse, Mental Health, and Criminal Justice Department.*

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**Patient Safety Research Coordinating Center**

In collaboration with the Miami Center for Patient Safety at the University of Miami, NORC is developing and operating a Coordinating Center for AHRQ’s Patient Safety Initiative. Its objective is to coordinate federal research and demonstration projects on patient safety and medical errors, linking all stakeholders in AHRQ’s patient safety initiative. The Coordinating Center supplies technical expertise, logistical capabilities, and infrastructure to AHRQ’s patient safety stakeholders; provides technical assistance to, and facilitates ongoing discussion and collaboration among, grantees; and prepares researchers to effectively communicate research findings to diverse target audiences. It also manages the monitoring of grantee progress and reporting on project status to AHRQ. To further AHRQ’s mission of reaching a wider patient safety audience, the Coordinating Center is charged with developing innovative ways of translating grantees’ research into lessons for practitioners, and assisting the Agency transform and disseminate results so as to facilitate translation into policy and practice.

Through the Coordinating Center’s technology infrastructure, NORC will provide a data warehouse, knowledge repository, and other tools to assist AHRQ in bringing its patient safety stakeholders into a virtual community with on-line access to structured data, unstructured data, metadata, and tools for collaboration. Currently, the Coordinating Center supports over 150 patient safety research grantees and maintains a web portal of resources for patient safety researchers.

*A joint project of NORC’s Health Survey Program and Policy Research Department and Information Technology Department.*
Black Youth Culture

Arguably more than any other subgroup of Americans, African American youth reflect the challenges of inclusion and empowerment in the post-civil rights period. Increasingly, researchers and policy makers have detailed and measured their behavior with little concern for their attitudes, ideas, wants, and desires. This project, sponsored by the Ford Foundation, the University of Chicago, and NORC’s Center for Excellence in Survey Research, helps fill that gap. The overall project includes a new national telephone survey, the Youth Culture Survey, which NORC conducted in 2005.

Nearly 1,600 young people (ages 15-25) nationwide were asked to complete a telephone interview that covered political, cultural, and social ideas and experiences. The sample was nationally representative of all youth, with an oversample of black and Hispanic youth, to help understand and begin to represent, in a comparative context, the perspectives and opinions of the range of young people in the United States. Often, a youth perspective is missing in public policy debates and decisions that have significant influences on young people’s lives. Further, the researchers want to understand the connection between younger people’s attitudes and their actions.

A joint project of NORC’s Statistics and Methodology Department and Academic Research Centers.

National Data on U.S. Doctorate Recipients

This project involves two national data collection efforts: the Survey of Earned Doctorates (SED) and the Survey of Doctorate Recipients (SDR). The SED, supported by the National Science Foundation (NSF) and five other federal agencies, is a detailed annual census of, and the most comprehensive source on, all new research doctorate recipients from U.S. universities. The number of new research doctorates a year now exceeds 42,000.

The SDR, supported by the NSF and the National Institutes of Health, is an ongoing national survey of science and engineering recipients of U.S. doctorates. The sample is drawn from the Doctorate Records File (DRF), a census of research doctorate holders from accredited U.S. institutions that is maintained and annually updated by NORC. NORC, which performed the 1997 and 2003 rounds, will handle the 2006 round as well. The SDR provides data on the education and training, work experience, career development, and demographics of this important population. SDR data are incorporated into NSF’s Scientists and Engineers Statistical Data System, an integrated collection and dissemination tool providing a wealth of information on the U.S. science and engineering labor force and the education pipelines to those careers.

A project of NORC’s Education and Child Development Department.
National Immunization Survey

The National Immunization Survey (NIS), sponsored by the Centers for Disease Control and Prevention, is the largest ever conducted to assess vaccination levels of young children in the U.S. and many times larger than any other NORC telephone survey. To increase the accuracy and precision of the data, the NIS also obtains consent to contact the immunization providers of the children in households surveyed. It provides an ongoing, consistent data set for providing national and state estimates of vaccination levels among children ages 19-35 months, including new vaccines as they are licensed and recommended for use. Covering 78 non-overlapping geographic Immunization Action Plan areas (the 50 states and 28 urban areas), the NIS also helps track progress towards public health immunization goals.

In addition to the central focus on immunization levels in young children, the NIS includes the State and Local Area Integrated Telephone Survey (SLAITS), which builds on the NIS sampling frame to address additional issues of importance. One of these is the Survey of Children with Special Health Care Needs. For this part of the NIS, NORC has so far conducted over 7,000 interviews with households that have children under age 18 years with such needs, and over 23,000 interviews with households that have same age children without such needs.

A project of NORC’s Health Survey, Program, and Policy Research Department.

Making Connections

This initiative, funded by the Annie E. Casey Foundation, seeks to improve outcomes for disadvantaged children by strengthening their families, improving their neighborhoods, and raising local service quality. NORC is collaborating with the Foundation, the Urban Institute, research advisors, and local organizations to design and implement baseline and follow-up surveys to provide data to evaluate the initiative in selected low-income neighborhoods in ten cities. The neighborhoods from which our samples were drawn include diverse households in race, ethnicity, immigration status, and physical and economic conditions. Yet all are disadvantaged relative to their surrounding metropolitan areas.

Baseline data were collected during 2002-2004; follow-up data collection began during 2005 and will continue through 2007. The objective is to understand how residents perceive conditions in their neighborhood (including schools), how residents interact with their neighbors, use of and satisfaction with community services, and what new directions the initiative may need to take to be maximally effective.

A project of NORC’s Economics, Labor, and Population Department.
Qatar Education Reform

The State of Qatar enacted a decree in November 2002 to establish a new K-12 education system to improve student outcomes in Qatar. Implementation of this reform, which follows extensive research on the current Qatar system, calls for four new permanent organizations to provide the necessary infrastructure to support new schools: the Supreme Education Council, the Education Institute, the Evaluation Institute, and the Higher Education Institute.

NORC’s role within the overall reform is to assist the Evaluation Institute’s Office of Data Collection and Management in building the capacity needed to collect the data to support and assess the reform effort. This includes survey development and creation of the infrastructure for a Qatar national educational data system (the QNEDS). To date, NORC has assisted the Evaluation Institute in two years of monitoring, with efforts currently underway for the third year, the 2005-2006 school year.

The QNEDS work comprises three major components. The first is development of an integrated database to provide a wide-ranging and comprehensive picture of education in Qatar. The second is IT systems development, to facilitate data collection, reconciliation and cleaning, analysis, and dissemination of findings. The third is to build local capacity for various functions, including training of field staff, logistics and operation of data collection, survey design, and system requirements development and user acceptance testing.

*A project of NORC's International Projects Department.*

Father’s Involvement in Permanency Planning and Child Welfare Casework

This was a Caseworker Telephone Survey conducted by NORC, under subcontract to the Urban Institute, as part of a larger study for the U.S. Department of Health and Human Services. The purpose of the NORC portion was to collect data about the extent to which child welfare agencies in four selected states identify, locate, and involve noncustodial fathers in decision making and permanency planning for their children in foster care. To collect this information, caseworkers in the four states were interviewed about their work and the children in their caseloads.

After pretest, review by caseworker supervisors, and instrument revision, the questionnaire was programmed by NORC into the SurveyCraft CATI program for the main data collection, with the states of Arizona, Massachusetts, Minnesota, and Tennessee recruited to participate. The target response rate was substantially exceeded in all four states.

*A project of NORC's Economics, Labor, and Population Department.*
National Resource Center for Health Information Technology

For the Agency for Healthcare Research and Quality (AHRQ), NORC is leading a partnership effort to develop a resource center for AHRQ's Health Information Technology (HIT) planning, implementation and value grantees. The Center will support over 100 HIT projects with services that include: monitoring grantee needs; providing technical assistance; coordinating HIT grantee activities; facilitating idea sharing among grantees; serving as a repository for best practice HIT assimilation and diffusion; performing and sponsoring educational activities; offering HIT support for providers and communities; and developing and disseminating tools to help providers and organizations within and outside the federal government utilize HIT to improve patient safety and quality of care in their communities.

The Center will leverage best practices in knowledge management, e-learning, and online collaboration to provide a “virtual community,” to help grantees and other stakeholders learn from one another and access current thinking on HIT issues. It will also offer a wide range of technical assistance in person, electronically, and by phone. The effort responds directly to the recent federal priority to promote adoption of a national health information infrastructure, including development of implementation standards and best practices, and the articulation of evidence regarding a “business case” to support provider and payer investments in HIT. NORC’s partners include the Foundation for eHealth Initiative, Indiana University/Regenstrief, Burness Communications, BL Seamon Corporation, Computer Sciences Corporation, Vanderbilt University, Brigham and Women’s Hospital and other industry thought leaders.

A joint project of NORC’s Health Survey, Program, and Policy Research Department and Information Technology Department.

Problem Gambling Prevalence in California

This objective of this study, funded by the State of California Department of Alcohol and Drug Programs, Office of Problem Gambling, is to provide information about the public's knowledge of available resources for addressing gambling problems. The results will assist California in its efforts to improve programs that help those who are adversely affected by gambling. NORC has been chosen to assess the extent and impact of problem gambling in the state’s adult population through a survey of 7,500 adults. NORC staff will design and program the questionnaires; draw the sample; conduct the interviews; and analyze the data. The objective is to determine the extent of at-risk, problem, and pathological gambling in California by age, gender, ethnicity, gambling venue, disability, residence, and primary language. The study may be further expanded, and a series of public presentations of findings is planned.

A project of NORC’s Substance Abuse, Mental Health, and Criminal Justice Department.
No Child Left Behind

The No Child Left Behind Act (NCLB), a landmark in educational reform, embodies four principles—stronger accountability for results; greater flexibility for states, school districts, and schools in the use of federal funds; more choices for parents of children from disadvantaged backgrounds; and an emphasis on teaching methods demonstrated to work. It also increases emphasis on reading, enhancing the quality of our nation’s teachers, and ensuring that all children in America’s schools learn English.

NORC is responsible for designing and implementing the sampling plan, and collecting the data, for the first large-scale survey of NCLB, the National Longitudinal Study. About 1,500 schools in 300 public school districts are included in the survey. This study will be the main source of information to help the U.S. Department of Education understand how schools and districts are implementing Title I and Title II of the Act. Round One (school year 2004-05) collected data from over 10,000 respondents. Plans for Round Two (school year 2006-07) call for 13,500 respondents, including district administrators, principals, teachers, and paraprofessionals. Parents selected in a subsample of the 300 districts will provide important additional information about NCLB’s choice requirements.

A project of NORC’s Education and Child Development Department.

Attitudes towards Poetry

Poetry in America is the first national, in-depth survey of people’s attitudes towards and experiences with poetry. Conducted in 2005 by NORC, on behalf of the Poetry Foundation, the survey investigated people’s leisure time pursuits and reading habits; experiences with poetry; and perceptions of poets, poetry, and poetry readers. The sample of more than 1,000 adult readers includes those who currently read or listen to poetry, have read poetry in the past but no longer do so, and have never read poetry.

Preliminary findings show that readers in general, and poetry readers in particular, tend to be highly educated, African Americans, and women. With the exception of watching television, poetry readers have higher than average rates of participation in cultural and leisure activities. They have more positive perceptions of poetry than non-poetry readers, but non-poetry readers do recognize and appreciate the benefits poetry offers. They also read or listen to poetry when they come across it in unexpected places. Regardless of whether readers still read or listen to poetry, many can recall the names of poets and poems, and can recite poetry lines.

A project of NORC’s Academic Research Centers.
Gates Millennium Scholars

The Bill and Melinda Gates Foundation established the Gates Millennium Scholars Program in 1999. Its goal is to provide scholarship and leadership opportunities to 20,000 high achieving, low-income African American, Asian American, Hispanic American, and Native American students—by enabling them to attend the undergraduate and graduate institutions of their choice.

The NORC study is to analyze the short- and long-term effects of the program on scholars’ academic, professional, and civic lives. The research will also inform the education community about strategies to improve the educational attainment and achievement of students of color. NORC is responsible for questionnaire development, sampling, locating and tracking, data collection, data dissemination, and analysis. Transcripts have also been collected for selected survey respondents to capture high school curriculum data. The main study involves web-based and telephone interviews with four of five cohorts (Cohorts 1, 2, 3, and 5) of Gates Millennium Scholars and their non-recipient counterparts. Cohort 4 recipients, as well as all survey respondents, will be included in a NORC tracking database maintained across all five years of the survey.

A project of NORC’s Education and Child Development Department.

Residential Energy Consumption

The primary national source of energy-related data for U.S. households, the congressionally mandated Residential Energy Consumption Survey (RECS), is sponsored by the Energy Information Administration (EIA), an independent statistical agency within the U.S. Department of Energy. RECS provides critical data for EIA’s National Energy Modeling System (NEMS), which is used as a guide in government planning for future U.S. energy needs. Other users include federal and state offices that administer the Low Income Energy Assistance and weatherization programs. Users include universities doing energy research, as well as Boy Scouts working on an energy badge and even households needing to decide what type of heating system to purchase.

NORC administered the 2005 RECS, which included a household personal interview, household measurements, authorization forms, and rental agent questionnaires. Over 4,000 households (an 80% response rate) and 212 rental agents provided the requisite information. NORC has now begun to administer the Energy Supplier Survey (ESS), which complements RECS. This requires contacting energy suppliers for the RECS-interviewed households to gather monthly energy use and price data for each housing unit. NORC will then merge the two datasets and create climate indices that map to the monthly billing periods. The combined dataset forms the heart of the NEMS, which predicts U.S. energy consumption by fuel type.

A project of NORC’s Health Survey, Program, and Policy Research Department.
National Social Life, Health, and Aging Project

This survey project, funded by the National Institute on Aging, is exploring (a) the health and health transitions of older Americans, (b) connections between their health and interpersonal relationships, and (c) their interpersonal relationships, social networks, and social and cultural contexts. Results will inform physicians and public health policy makers about the role such relationships play in aging and issues influencing those relationships, prolonging independence, and improving health and well-being. The 3,000 in-home interviews included the innovative collection of minimally intrusive biomarkers that are reliable and practical for a population-based survey administered by non-medical personnel. A supplementary study will explore the biophysiological mechanisms underlying interpersonal relationships—and how social and biological factors interact to promote health, prevent disease and facilitate vulnerability to illness—at older ages.

This project is also contributing to survey research methodology by allowing inclusion—not only in the National Social Life, Health, and Aging but also in the Health and Retirement Survey—of households that would otherwise be excluded due to deficiencies in the sampling frame. This provides a benchmark comparison of the traditional listing process with an alternative list-based methodology. The characteristics of the households excluded by either alone are being determined, and a representative sample of those excluded by the traditional method added to both surveys.

A project of NORC’s Academic Research Centers and Health Survey, Program, and Policy Research Department.

Healthy Communities Access Program Evaluation

The Healthy Communities Access Program (HCAP) provides grants to local communities to strengthen the health care safety net that serves the uninsured and underinsured. The grants are to be used to improve the effectiveness, efficiency, and coordination of services for the uninsured and underinsured; provide better quality health care for them; and lower the cost of the care provided to them. NORC will assist the Health Resources and Services Administration in conducting a national evaluation of the program, including a Report to Congress on whether HCAP has met its goals and objectives. The evaluation is to examine the activities of 200 grantees, chosen to reflect grantee variation in size, configuration, and number of provider partners; level of maturity of the consortia; types of activities and degree of program implementation; and the range of communities the consortia serve. The evaluation approach includes assessment of grantee activities based on progress reports, analysis of administrative data, a provider survey, stakeholder interviews, and case studies.

A project of NORC’s Health Survey, Program, and Policy Research Department.
Economic Growth, Social Inequality, and Environmental Change in Thailand and Cambodia

Funded by the National Science Foundation, this interdisciplinary study analyzes the dynamics of economies in Thailand and Cambodia experiencing dramatic social and environmental changes in the context of ongoing globalization. Environmental, social, cultural, and historical variation and how they may interact with economic factors to cause social inequality and differences in income growth are examined. The research team includes anthropologist Alan L. Kolata and economist Robert M. Townsend, both of the University of Chicago, and environmental geographer/landscape ecologist Michael W. Binford of the University of Florida.

Preliminary findings show that there has been much more forest clearing in Cambodia than has been reported by authorities, and, in Thailand, that there is more inequality in incomes across villages in regions that are relatively less developed, though this pattern has lessened over time as national markets have developed and the wage rate for unskilled labor has increased.

A project of NORC’s Academic Research Centers.

How Beneficiaries Learn about, and Choose among, Medicare Drug Plans

The new Medicare Part D prescription drug benefit offers beneficiaries a choice among privately administered plans. Dozens of insurance companies and pharmacy benefit management companies offer plans, and each may offer several packages with different covered drugs, benefit structures, and premiums. For the Medicare Payment Advisory Commission (MedPAC), NORC and Georgetown University will study how beneficiaries learn about the multitude of plan choices available to them, how they make the choice of whether to enroll, and what factors are important to them in choosing a specific plan. The project encompasses three major activities: a beneficiary survey, key informant interviews, and beneficiary focus groups. The beneficiary survey will provide a snapshot of enrollment in February and March, 2006, the midpoint of the open enrollment period. Focus groups in two communities will allow us to add richness to the survey findings. Key informant interviews with individuals who counsel Medicare beneficiaries will enable us to learn from the synthesis of their experience with those of many individuals grappling with the decision making process. Results will feed into MedPAC’s spring meeting cycle, when the commission makes recommendations to Congress about the Medicare program.

A project of NORC’s Health Survey, Program, and Policy Research Department.
(Top) The pilot study for a survey of former prisoners uses touch screen technology to improve response rates and cooperation on surveys involving sensitive and controversial topics and whenever confidentiality is an issue. Here, a trainer demonstrates the use of touch screen features on a laptop computer. Survey respondents select answers to survey questions without having to speak.

(Middle) A custom made “two-point discriminator” tool tests a survey respondent’s sensitivity to touch. It is one of several biomarkers effectively collected by field interviewers with no previous medical training as part of the National Social Life, Health and Aging Project (NSHAP). Other biomarker collection tools (see cover) include those used to obtain blood and saliva samples, height and weight measurements, and measures of physical agility.

(Bottom) Low-tech tools, including a hand cranked tape measure, are used to calculate room size and, from this, estimate household energy consumption.
The project team in Chicago can monitor, train, and provide technical support to remote interviewers using the “virtual call center.” This technology permits the cost-effective use of experienced interviewers in far-flung locations. It also has the potential to yield significant savings on travel and training expense.
ECONOMICS, LABOR, AND POPULATION

Economics, labor, and population studies continues to be the department that coordinates many of NORC’s large-scale flagship studies. These studies investigate such subject areas as the development of children as future members of the labor force, student-level transition from school to work, the finances of consumers, the financial challenges of small business owners, independent living programs, the relocation of public housing residents, parenting and child welfare, labor force participation of immigrants, and trends in general social indicators. These large scale endeavors also incorporate methodological innovations in the area of information technology systems for such activities as data capture, data cleaning, response coding, data-file production, and data warehousing.
EDUCATION AND CHILD DEVELOPMENT

Education and child development staff are leading contributors to education research on such diverse populations as Head Start enrollees and their parents; elementary, middle, and secondary school students, teachers, and administrators; postsecondary students and faculty in all fields; and developers of innovative education and training programs. The department’s portfolio of projects ranges from highly technical testing programs to assess student mastery, to completion of decade-long longitudinal studies of education and labor force activity of middle and high school students. Additionally, the department staff works to assist state and local governments in (a) determining what works to promote educational improvements and (b) contracting with federal agencies and private foundations to collect and distribute high quality data products that support the education research community at large and analyses conducted by policy makers and educators.
In 2005, the Department of Health Survey, Program, and Policy Research grew to over 60 people, enhancing its capabilities on major new initiatives begun last year. These initiatives—in the areas of childhood immunization, health information technology, and patient safety—have afforded a range of opportunities for growth in data collection, database development, and program evaluation. In addition, we continue to broaden our analytic and policy portfolio, with new studies on a range of high priority issues, notably the new Medicare prescription drug benefit, pandemic influenza, and children’s health. On a diversity of work for the federal government, NORC researchers are using both quantitative and qualitative analysis techniques to explore financing mechanisms for graduate medical education, create a framework for development of Healthy People 2020 objectives, and design an evaluation of the state and regional organizations that work to improve quality of
care for Medicare beneficiaries. In addition, collaborations both within NORC and with the University of Chicago have broadened the department’s scope. NORC researchers are working with University faculty to create a national program office for the Robert Wood Johnson Foundation to fund evaluations of initiatives for reducing health care disparities. And joint activities with NORC’s IT department continue with a major project for the American Hospital Association, building a a website on health care quality for hospital executives.

To provide a more client focused management structure and to leverage critical organizational capabilities, the HSPPR department reorganized recently into the three separate but inter-related departments, each focusing on specific aspects of health research:

- Health Policy and Evaluation
- Public Health and Epidemiology
- Health Care Delivery and Health Outcomes
INFORMATION TECHNOLOGY

NORC IT has a rich history of providing its clients with innovative, state-of-the-art technology solutions, and our commitment to furthering the social science research and policy agenda through technology is stronger than ever. Over this past year, our Technology Projects and Programming Services team delivered solutions to a wide array of projects. From technologies to support mixed-mode surveys and complex data analysis to innovative web-based tools to promote online collaboration and data dissemination, NORC IT offers its clients the latest tools and technologies. The Infrastructure and Systems Operations team continues to strengthen and upgrade the technologies that form the backbone of IT operations. Successes this year include the expansion of our state-of-the-art data center, deployment of innovative mobile technologies to support a distributed workforce, and new services that support a dynamic and increasingly complex client community.

As our environment and the needs of our clients continue to evolve, NORC will continue its tradition of offering leading technology alternatives. In both the nature of the technology solutions we provide and the IT delivery process, NORC IT remains committed to excellence.

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INTERNATIONAL PROJECTS

International projects, ranging from the International Social Survey Program to work on household risk mitigation in Thailand, have long been a vital part of NORC’s portfolio of work. There is an increasing recognition of the importance of high quality data in decision-making by governments and international donor organizations, which have a particular need for internationally comparable data to assess the impact of cross-border phenomena such as AIDS/HIV and education in a globalized economy. The new International Programs department coordinates NORC’s international work, helping to match our combined expertise in statistics, survey methodology, and information technology to these expanding opportunities.

NORC is already working extensively in the international arena. Since 2003 we have been providing support to the Evaluation Institute of the Supreme Education Council for an extensive system of data collection to monitor and assess the on-going education reform effort in Qatar. Over the past year we have also provided methodological advice to the World Bank on a household survey in Asia that tracks the transition of youth into the workforce and to the UK Department of Culture, Media, and Sport on the effectiveness of screening questions to identify problem gamblers. And NORC was one of five organizations selected by the Millennium Challenge Corporation to carry out impact evaluations of MCC-funded development programs to assess their contribution to economic growth, job creation, and increased household incomes, and to help guide the design of future programs.
STATISTICS AND METHODOLOGY

Statistics and methodology staff are important contributors to the vast majority of NORC projects, providing statistical, analytical, and methodological services under the direction of the individual project’s manager. In addition to support functions, statistics and methodology staff develop and execute projects with particular statistical or methodological complexities. Our statisticians are responsible for many aspects of study design and implementation, including sampling, weights, imputation, and variance estimation. They review the specific client’s needs and help determine the highest quality approach consistent with the project’s analytical and financial goals. Throughout, the statisticians monitor the statistical integrity of the work to ensure data quality.

NORC statistics and methodology staff build statistical infrastructure such as the National Sampling Frame for area probability surveys of housing units, and statistical standards for best practices to ensure consistently high quality across projects. They are developing, in collaboration with others at the University of Chicago, a program of courses in survey research methods for the professional development of NORC staff and the educational benefit of University of Chicago scholars.

In collaboration with the Center for Excellence in Survey Research, the department also provides NORC’s leadership in methodological innovation. NORC’s in-house experts use cognitive interviews, expert review, and focus groups for the design, evaluation, and development of questionnaires; and they provide guidance on the strengths and weaknesses of alternative data collection strategies.
The department has a rich history of conducting research on a range of issues related to substance abuse and mental health, including the establishment of performance measures for substance abuse treatment programs; large-scale studies of drug treatment outcomes; the operation and effectiveness of substance abuse and mental health treatment and prevention programs; and the dynamics and characteristics of drug markets and their relationship to public health and public safety. These topics are especially relevant given the recent surge in methamphetamine use, as states and municipalities attempt to adapt their treatment programs to meet changing needs. Other topics the department has investigated include individual substance use histories; networks of relationships among substance use, abuse, and dependence; gambling policy and behavior; and public attitudes, stereotypes, and policy views about crime, substance abuse, and mental health disorders.

The substance abuse, mental health, and criminal justice group has recently enhanced its substantive expertise in the operations and clientele of law enforcement and criminal justice programs, including homeland security; the death penalty; human trafficking; and violence against women. Of special note is NORC’s record of conducting surveys of correctional institutions and facilities; and its ground-breaking data collection methods used for interviewing incarcerated respondents on sensitive topics where confidentiality is of heightened importance.
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SURVEY OPERATIONS

NORC has a long history of conducting high quality data collection to support important social science research endeavors. The Survey Operations area is composed of the Field Operations Center and the Telephone Survey and Support Center. Since the design and operations of a survey research study are crucial to reliability, validity, and credibility, the Survey Operations area works closely with the relevant research areas, including the Statistics and Methodology Department, in developing and fielding high quality data collection activities. NORC conducts surveys in several different interviewing modes (mail, telephone, in-person, Internet). And Survey Operations center staff are very experienced in the hiring, training, and management of interviewers; directing data collection procedures including quality assurance; data coding; and conducting mail surveys. NORC methodologists bring additional skills in questionnaire design; sample management; editing and imputation; weighting; and variance estimation to ensure that NORC can supply the comprehensive survey results essential to high quality social science research. The management of Survey Operations also works closely with NORC’s Quality Assurance Department in conducting programs of continuous improvement aimed at increasing both productivity and accuracy.
TELEPHONE SURVEY AND SUPPORT OPERATIONS CENTER

The NORC telephone and data preparation facility is located in Chicago’s downtown Loop area. This location provides NORC with excellent flexibility and diversity for hiring interviewers, clerks, and supervisors.

NORC has recently upgraded its telephony infrastructure to a state-of-the-art Voice over Internet Protocol (VoIP) technology, which is highly scalable and allows NORC to operate multiple facilities as one centralized call center. The scalable VoIP technology also allows rapid expansion into additional facilities to meet emerging client demands. Currently, NORC is using an additional facility in Las Vegas to address increased call volume needs. The total calling capacity at this time is 365 stations.

NORC currently conducts large centralized random digit dial surveys as well as focused local studies. The VoIP technology allows for complete decentralized calling where interviewers in their homes are securely connected as a virtual call center, as well as voice recording for monitoring and improvement of interviewer quality. Other technologies used by NORC include multiple mode surveys (mail, telephone, and Internet) and Interactive Voice Recognition to address respondent privacy and to increase efficiencies.

Tasks at the facilities include computer assisted telephone (CATI) data collection, respondent locating and screening, survey response coding, hard copy document management, computer-assisted data entry, and survey material and corporate mailings. Center staff are chosen to represent the diverse backgrounds necessary to serve the needs of NORC’s wide variety of survey functions. These include bilingual interviewers who speak Spanish, Korean, Vietnamese, and Chinese and other Asian languages.
FIELD OPERATIONS CENTER

NORC supports a permanent nationwide field structure, managed by senior field staff, with extensive in-person data collection experience. Each of eight regions is headed by a regional manager. These managers are responsible for recruiting, hiring, staffing, training, and developing/supporting all field interviewers and field managers within their region. The regional managers also manage field data collection projects and serve as liaisons with departments of NORC’s central office. The eight regional managers and about 35 of our field managers are full-time staff. NORC’s 700 currently active interviewers display a broad array of backgrounds, talents, and skills. NORC depends on this diversity to sustain its successful track record of high completion rates with markedly different target populations across widely varying types of communities.

NORC has demonstrated capabilities in many areas of in-person data collection. These include experience in conducting longitudinal tracking studies, collection of biomarkers via non-medically trained interviewers, accessing diverse communities, and maintaining a portfolio of languages.

NORC’s in-person interviewing is supported by a case management system that allows for timely cost and progress reports, and also accommodates many questionnaire authoring tools including Blaise, SPSS mrinterview, and Survey Craft.

NORC has made recent significant corporate investments directed at improving and modernizing field operations. Major initiatives have been completed in the areas of training, recruitment, and management processes and we have experienced a steady gain in survey productivity. NORC also maintains a national sampling frame that uses the USPS list of addresses. This allows much increased flexibility in tailoring both national and local surveys to meet unique client requirements.
NORC’s Academic Research Centers and its wider relationship with the University of Chicago are mutually beneficial in many ways. Joint appointments provide benefits to both university faculty and NORC staff. NORC provides university faculty with stimulating intellectual challenges in important policy areas and a collegial and supportive work environment for faculty and on-the-job training for graduate students. The university’s Division of the Social Sciences is particularly prominent in this connection.

Additional benefit is derived from teaming agreements and more informal collaborations between NORC and other institutions affiliated with the university. The most important of these for NORC’s work are:

- Chapin Hall Center for Children
- Irving B. Harris School for Public Policy Studies
- Joint Center for Poverty Research
- School for Social Service Administration
- School of Medicine
- University of Chicago Hospitals
ACADEMIC RESEARCH CENTERS

University of Chicago social science faculty and graduate students conduct research within NORC’s Academic Research Centers. The Centers provide office space for faculty and their research assistants as well as computing services, training programs, workshops, proposal development support, grants administration, and other specialized services to support the collegial, interdisciplinary environment to meet the needs of individual projects. The centers aim to foster an exciting, dynamic intellectual environment for research; to encourage development of new research projects and research foci; and to facilitate collaborative research and teaching.

The Alfred P. Sloan Center on Parents, Children and Work
BARBARA L. SCHNEIDER and LINDA J. WAITE
Co-Directors

As part of a network of Sloan Working Family Centers, the Chicago Center was founded to examine the issues facing working parents and their children by taking a different conceptual approach to defining the research issues and exploring new research methodologies. Today’s families must be flexible and able to adapt to rapidly changing circumstances, which also make them more vulnerable to pressures from both within and outside the family. The issues facing parents, children, families, employers, and schools are intricate and complex, and they are at the heart of this center. Studying these issues requires that we understand the dynamics of working families, not only from the perspective of adults in the household, but also through the voices of the children. The complex dynamics of this century’s working family can only be understood through an interdisciplinary approach. Center research collaborations include the disciplines of psychology, sociology, economics, child development, human development, and public policy.

The Center on Demography and Economics of Aging
LINDA J. WAITE and DIANE LAUDERDALE
Co-Directors

This center, now in its 13th year of funding from the NIA, provides support to about 35 funded research projects in four key areas: (1) social relationships, living arrangements, and family; (2) the social context of aging; (3) health care research; and (4) biobehavioral pathways. The center consists of three core units:
(1) an Administrative and Research Support Core; (2) a Program Development Core; and (3) an External Innovative Network Core. Together these three cores facilitate and support a large and extremely active program of research and training at Chicago. Waite and Lauderdale direct the Administrative Core consisting of seven service functions. Lauderdale directs the Program Development Core, which consists of an active program of pilot projects and support for new faculty development in aging. The External Innovative Network, directed by Stacy Tessler Lindau, seeks to develop a new focus on biomarkers in population-based aging research by providing a centralized resource for collecting, discussing, evaluating, and disseminating the most recent developments in the measurement and collection of biomarker and pharmaceutical data in population-based aging research.

The Data Research and Development Center
BARBARA L. SCHNEIDER
Principal Investigator
LARRY V. HEDGES and COLM O’MUIRCHEARTAIGH
Co-Principal Directors
Funded by the federal Interagency Education Research Initiative (IERI), this research center works to understand the factors that are essential for scaling up promising educational models, programs, and strategies. As a technical center, we work with IERI researchers across the country to identify – and develop plans to address – the methodological and other challenges that arise when conducting research on scaling. The Center supports investigators carrying out research across the country as part of the IERI and conducts on-going needs assessments so that we can provide technical assistance tailored to those investigators’ individual project needs. We work with these IERI projects to build capacity by strengthening the community of scholars seeking to understand the factors that impede and enhance scale-up and to help them share this knowledge with practitioners and policy makers. Now in its fourth year, the DRDC has undertaken four activities planned in conjunction with the National Science Foundation (NSF) and identified as critical to enhancing the research capacity of IERI investigators and the wider research community: (1) Collaborate with NSF to host three principal investigator meetings designed to meet the research needs of IERI investigators. (2) Host three invitational workshops on substantive topics related to the conduct of IERI research. (3) Launch a new publications series. (4) Conduct a self-study. These activities were identified as critical to enhancing the research capacity of IERI investigators and the wider research community.
The Ogburn-Stouffer Center for the Study of Social Organizations

EDWARD O. LAUMANN
Director

This center undertakes sociological research on topics in population, education, and social structure. It also provides on-the-job training for graduate students in the University of Chicago’s sociology department. During its more than 20 years of research, the Center has been led by Edward Laumann whose recent research project, National Health, Social Life and Aging Project, draws heavily on his earlier research of the behaviors and social structures that influence transmission of HIV and other STDs.

The Population Research Center

ROBERT T. MICHAEL
Director

This year marks the 22nd year of activities associated with this infrastructure. The Chicago Population Research Center provides support to 41 faculty research associates who have over 75 funded research projects in three key areas: (1) marriage, family, and children; (2) healthy behavior at all ages; and (3) earnings, income, and poverty. We provide support to University faculty researchers through three core units: (1) an Administrative Support Core; (2) a Computing and Information Core; and (3) a Program Development Core. Together these three cores facilitate and support a large and extremely active program of research at Chicago. The Development Core consists of an active program of pilot projects and support for new faculty research, including a focus on developments in the measurement and collection of biomarker data in population-based demography research.

Center for Excellence in Survey Research

KIRK M. WOLTER
Senior Fellow and Director

NORC’s newest of the academic research centers, this center builds on NORC’s reputation as a leader in methodological innovation in survey research. Its mission is to conduct timely, cutting-edge statistical and methodological research on problems of design, execution, and analysis of surveys and related information-collection activities. Center collaborators seek to conduct work primarily through externally sponsored grants and contracts, and secondarily through use of limited internal R&D funds that may become available from time to time.
The Center initiated its Seed Grant Program in 2004 to assist University of Chicago faculty and staff, NORC staff, and staff of other university affiliates in obtaining external funding for their work. As a result of the program’s success, the Center conducted four externally funded projects in 2005: the Black Youth Culture Project, funded by the Ford Foundation, University of Chicago, and NORC (see page 8); How Social Relations and Attitudes Vary by Neighborhood, funded by the National Institutes of Health; Workshop on the Social Psychology of Survey Participation, funded by the National Science Foundation; and Estimation of Rx Activity at Multiple Levels of Disaggregation, funded by IMS Health.

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AARP
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Administration for Children and Families
Agencia Brasileira de Cooperação
Agency for Health Care Research and Quality
Allensbach Institute
Alliance for Aging Research
American Bankruptcy Institute
American Bar Association
American Bar Foundation
American Educational Research Association
American Hospital Association
American Institutes for Research (AIR)
American Medical Association
American Society of Anesthesiologists
Annie E. Casey Foundation
Banco de Espana
Bill & Melinda Gates Foundation
Blue Cross Blue Shield Association
Board of Governors of the Federal Reserve System
Boston College
Bowling Green State University
Bureau of Justice Statistics
Bureau of Labor Statistics
Bureau of the Census
Caliber Associates
California HealthCare Foundation
CDM Group, Inc.
Center for Human Resource Research at the Ohio State University
Center for Substance Abuse Treatment (CSAT)
Centers for Disease Control & Prevention
Centers for Medicare and Medicaid Services
Chicago Academy of Sciences
Citibank
City of Chicago Mayor’s Office of Workforce Development
CNN
Colorado State University
Columbia University
Commonwealth Fund
Computer Sciences Corporation
Congressional Research Service
Delmarva Foundation for Medical Care
Disability Research Institute
District of Columbia
Duke University
Eastern Research Group, Inc.
Edna McConnell Clark Foundation

Selection of Clients:
- Federation of American Hospitals
- Fetzer Institute
- Ford Foundation
- Foundation for Accountability (FACCT)
- George Washington University
- Georgetown University
- GMMB, Inc.
- Greenwald Foundation
- Harvard University
- Health Affairs Journal
- Health Care Financing Administration (HCFA)
- Health Insurance Association of America
- Health Resources and Services Administration
- Hewlett Foundation
- Illinois Caucus for Adolescent Health
- Illinois Department of Employment Security
- Illinois Department of Human Services
- IMS Health, Inc.
- Indiana Fiscal Policy Institute
- Indiana University
- Interstitial Cystitis Association
- Institute for Psychological Sciences
- InterSurvey
- Iowa Department of Health
- John D. and Catherine T. MacArthur Foundation
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- Joint Commission on Accreditation of Healthcare Organizations
- Joyce Foundation
- Kaiser Family Foundation
- Learning Point Associates
- Lewin Group
- Manpower, Inc.
- Medicare Payment Advisory Commission (MedPAC)
- Metanexus Institute on Religion and Science
- Michigan State University
- Midwest Research Institute
- Minerals Management Services
- Mount Sinai Medical Center
- Edmund S. Muskie Foundation
- NAACP
- Nathan Cummings Foundation
- National Academy of Sciences
- National Aeronautics and Space Administration
- National Association of Public Hospitals and Health Systems
- National Cancer Institute
- National Center for Education Statistics
- National Center for Health Statistics
- National Development and Research Institutes
- National Gambling Commission
- National Governors Association
- National Institute of Arthritis and Musculoskeletal and Skin Diseases
- National Institute of Child Health and Human Development (NICHD)
- National Institute of Justice
- National Institute of Mental Health (NIMH)
- National Institute of Occupational Safety and Health (NIOSH)
- National Institute on Aging (NIA)
- National Institute on Alcohol Abuse and Alcoholism (NIAAA)
- National Institute on Drug Abuse (NIDA)
- National Institutes of Health (NIH)
- National Multiple Sclerosis Society
- National Science Foundation
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- Project HOPE
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- Riverside Publishing Co.
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- SAIC
- Social and Scientific Systems
- St. Petersburg Times
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- Statistics Canada
- Substance Abuse and Mental Health Services Administration
- Success for All Foundation
- Synthesis Professional Services
- The Associated Press
- The Chicago Tribune
- The Lakeland Ledger
- The Lilly Endowment, Inc.
- The Los Angeles Times
- The New York Times
- The Orlando Sentinel
- The Palm Beach Post
- The Sarasota Herald-Tribune
- The South Florida Sun-Sentinel
- The Urban Institute
- The Washington Post
- The Wall Street Journal
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- United Kingdom, Department for Culture, Media and Sport
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- Office of Rural Health
- Office of Women’s Health
- U.S. Department of Homeland Security
- U.S. Department of Interior
- Office of Historical Trust Accounting
- U.S. Department of Labor
- U.S. Department of Veterans Affairs
- U.S. News & World Report
- U.S. Social Security Administration
- Westaff
- World Bank
A lightweight scanner attached to a laptop captures data from a respondent’s utility bill as part of the Residential Energy Consumption Survey (RECS) conducted for the Energy Information Administration.


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