

**From Insight to Impact**  
– worldwide

**Disaster Housing  
Assistance Program  
(DHAP) Incremental  
Rent Transition (IRT)  
Study**

**Contract #  
C-CHI-01032, CHI-T0001**

*Final OMB Package*

**Follow-up Survey  
Instrument**

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INTRO1:

Hello (SAMPLE MEMBER), my name is [INTERVIEWER NAME] from Abt SRBI and I am calling on behalf of the U.S. Department of Housing and Urban Development (HUD). HUD's Office of Policy Development and Research has contracted with Abt Associates and Abt SRBI to conduct a study of the Disaster Housing Assistance Program (also called DHAP) In the DHAP program, HUD provided people with assistance in paying rent for their housing after Hurricane [Katrina/Rita].

INTRO2:

You may recall completing and mailing in a survey or talking to someone by phone for this study in [MONTH AND YEAR WHEN R COMPLETED INTERIM SURVEY]. At that time, you became one of 1,400 people who agreed to participate in this study. At that time, we also indicated we planned to contact you again at a later date for the study. This is that call to complete the follow-up survey. During this part of the study, we will ask you questions about your housing and economic situation and your experiences during and after your participation in DHAP. HUD is interested in learning whether DHAP helped you get back on your feet after the hurricane and what the agency can learn from DHAP to help improve future programs.

Your continued participation in the study is voluntary. Any information you share with us will be kept confidential to the full extent provided by the Privacy Act, unless that information implies that you or someone else is at risk of being hurt. Otherwise, your responses will only be reported as part of a group for this research. Your name will not be linked with your answers. Your participation will not affect any benefits you may receive now or in the future. The information you provide will help HUD improve future emergency housing programs.

At the end of your interview, we will verify your address so we can send you [\$20/\$30 [BASED ON WHETHER CALL COMPLETED ON LANDLINE OR CELL PHONE] to thank you for your time.

SC3. This interview will take about 40 minutes. Let's start the interview now.

- R AGREES YES.....1 [CONTINUE TO SC4]
- R IMPLIES NOT AVAILABLE/BAD TIME .....3 [ARRANGE CALLBACK]

SC4. Just to make sure that I am speaking to the correct person, I'd like to confirm your date of birth with what we have in our records. I've recorded your date of birth as [DISPLAY DOB FROM SAMPLE], is that correct?

- DOB MATCHES RECORDS.....1 [GO TO A1]
- DOB DOES NOT MATCH RECORDS.....2 [GO TO SC4A]
- DON'T KNOW.....8 [GO TO SC5]
- REFUSED.....9 [GO TO SC5]

SC4A. Can you please provide me with your correct birthday?

- GAVE UPDATED DOB.....1 [RECORD DOB, GO TO SC5]
- DON'T KNOW.....8 [GO TO SC5]
- REFUSED.....9 [GO TO SC5]

SC5. As an alternate way of confirming that I have the correct person, can you please confirm the last four digits of your social security number. I have the last four digits as: (READ LAST 4 DIGITS OF SSN). Is that correct?

YES.....1 [GO TO A1]  
 NO.....2 [GO TO SC5A]  
 DON'T KNOW.....8 [GO TO T2]  
 REFUSED.....9 [GO TO T2]

SC5a. Can you please provide me with the correct social security number?

GAVE UPDATED SSN.....1 [RECORD SSN, Go to T2]  
 DON'T KNOW.....8 [Go to T2]  
 REFUSED.....9 [Go to T2]

T1. Thank you for your time. I will try [SAMPLE MEMBER] back at another time.

T2. I need to check this with my supervisor. I may call you back at a later date once I resolve this discrepancy. Thank you for your time. [S/O, different SSN]

D1a. I am sorry for your loss. Could you please tell me your first and last name, including the spelling, as well as your relationship to the deceased, so that I can record who I spoke to?

YES .....1 [RECORD NAME AND  
 RELATIONSHIP, THANK AND END]  
 NO.....2 [THANK AND END]  
 DON'T KNOW.....8 [THANK AND END]  
 REFUSED.....9 [THANK AND END]

## SECTION A. CURRENT HOUSING

Now I'd like to ask you about your current housing.

- A1. Which of the following best describes the type of housing you live in? Are you currently (READ LIST, SINGLE RESPONSE)

Renting your home or apartment.....1  
 Living in a home you own.....2  
 Living with family or friends and pay part of the rent...3  
 Living with family or friends and do not pay rent.....4  
 Living in a shelter.....5

**INTERVIEWER: A SHELTER IS A HOMELESS SHELTER, EMERGENCY SHELTER, OR DOMESTIC VIOLENCE SHELTER BUT NOT A GROUP HOME]**

HOMELESS .....6  
 LIVING IN A GROUP HOME, DORM OR BARRACKS 7  
 LIVING IN A HOSPITAL/NURSING HOME/SPECIAL SCHOOL 8  
 INCARCERATED .....9  
 OTHER (SPECIFY: \_\_\_\_\_).....95  
 DON'T KNOW.....98  
 REFUSED.....99

- A2. Not counting bathrooms and hallways, how many rooms are in the place you are currently living in?

One.....1  
 Two.....2  
 Three.....3  
 Four.....4  
 Five.....5  
 Six.....6  
 Seven.....7  
 Eight .....8  
 Nine or more.....9  
 DON'T KNOW.....98  
 REFUSED.....99

- A3. Is the place where you are living now the same place you lived in while you were receiving DHAP assistance?

YES.....1 [SKIP TO A4]  
 NO.....2 [SKIP TO A4]  
 HAD MULTIPLE DHAP RESIDENCES.....3  
 DON'T KNOW.....8 [SKIP TO A4]  
 REFUSED.....9 [SKIP TO A4]

A3a. Is the place where you are living now one of the places you lived in while you were receiving DHAP?

- YES.....1
- NO.....2
- DON'T KNOW.....8
- REFUSED.....9

A4. How many months or years have you lived in this unit?

- GAVE ANSWER.....1 (RECORD YEARS/MONTHS)
- DON'T KNOW.....8
- REFUSED.....9

A4a. Do you expect to be living in this unit one year from now?

- YES.....1
- NO.....2
- DON'T KNOW.....8
- REFUSED.....9

**Housing Costs**

(CATI NOTE: IF RENTERS--A1=1,3—ASK A5, ELSE SKIP TO A8)

A5. Altogether in the past month, what did you and your household pay for rent? We are interested only in knowing the amount of the rent payment that you or the other people in your household paid.

Please do not include any amount that may have been paid by a government agency or other people who did not live with you. Please do not include any utilities that you paid directly to the utility company.

- GAVE ANSWER.....1 [RECORD AMOUNT]
- Don't Know.....8 [SKIP TO A5b]
- Refused.....9 [SKIP TO A5b]

[CATI: AMOUNT SHOULD BE PER MONTH: \$ \_\_\_\_ \_\_\_\_.00 (FOUR DIGITS, ROUNDED TO DOLLAR; EXPECTED RANGE = \$0-3000)]

A5a. I have recorded that you and your household paid [AMOUNT FROM A5] in rent last month, is that correct?

- YES.....1 [SKIP TO A6]
- NO.....2 [GO BACK TO A5 AND REPEAT Q]
- DON'T KNOW.....8 [SKIP TO A5b]
- REFUSED.....9 [SKIP TO A6]

A5b. Would you say that your rent payment last month was:

- Between 0 and \$200 per month.....1
- Between \$201 and \$400.....2
- Between \$401 and \$600.....3
- Between \$601 and \$800.....4
- More than \$800 per month.....5
- DON'T KNOW.....8
- REFUSED.....9

A6. During the past 12 months, were you ever more than 15 days late paying your rent?

- YES.....1
- NO.....2
- DON'T KNOW.....8
- REFUSED.....9

A7. During the last 12 months, have you been evicted from a home or apartment for any reason?

- YES.....1
- NO.....2
- DON'T KNOW.....8
- REFUSED.....9

(CATI NOTE: IF OWNER: A1=2—ASK A8, IF RENTER—A1=1, 3—GO TO A10; ELSE GO TO B1)

A8. Altogether in the past month, what did you and your household pay for your mortgage? We are interested only in knowing the amount of the mortgage payment that you and the other people in your household paid.

Please DO NOT include any amount that may have been paid by a government agency or by other people who do not live with you.

- GAVE ANSWER.....1 [RECORD AMOUNT]
- DON'T KNOW.....8 [SKIP TO A8B]
- REFUSED.....9 [SKIP TO A8B]

[CATI: AMOUNT SHOULD BE PER MONTH: \$ \_\_\_\_ \_\_\_\_.00 (FOUR DIGITS, ROUNDED TO DOLLAR; EXPECTED RANGE = \$0-3000)]

A8a. I have recorded that you pay [AMOUNT FROM A8] monthly to own the place that you live, is that correct?

- YES.....1 [SKIP TO A9]
- NO.....2 [GO BACK TO A8 AND REPEAT Q]
- DON'T KNOW.....8 [SKIP TO A8b]
- REFUSED.....9 [SKIP TO A9]



A8b. Would you say that your mortgage payment last month was:

- Between 0 and \$200 per month.....1
- Between \$201 and \$400.....2
- Between \$401 and \$600.....3
- Between \$601 and \$800.....4
- Between \$801 and \$1000.....4
- More than \$1000 per month.....5
- DON'T KNOW.....8
- REFUSED.....9

A9. During the past 12 months, were you ever more than 15 days late paying your mortgage?

- YES.....1
- NO.....2
- DON'T KNOW.....8
- REFUSED.....9

A10. Did you pay for any utilities that are not included as part of the [RENT/MORTGAGE] that you pay? By utilities, I mean electricity, heat, gas, telephone, and water, but NOT cable services.

- YES.....1
- NO.....2 [SKIP TO B1]
- DON'T KNOW.....8 [SKIP TO B1]
- REFUSED.....9 [SKIP TO B1]

A11. What is the total amount of all utility payments that you and your household pay in a typical month—that is not a month with unusually high or low heat or air conditioning bills?

- GAVE ANSWER.....1 (RECORD AMOUNT)
- DON'T KNOW.....8 [SKIP TO A12]
- REFUSED.....9 [SKIP TO A12]

(CATI: AMOUNT SHOULD BE MONTHLY UTILITIES: \$\_\_ \_\_ \_\_ \_\_.00 (FOUR DIGITS, ROUNDED TO DOLLAR; (EXPECTED RANGE: \$0-1000)

A11a. I have recorded that you pay [AMOUNT FROM A11] monthly for utilities in the place where you live. Is that correct?

- YES .....1 [SKIP TO A13]
- NO.....2 [GO BACK TO A11 AND REPEAT Q]
- DON'T KNOW.....8 [ASK A12]
- REFUSED.....9 [SKIP TO A13]

A12. Would you say that your utility payments last month were...

- Between 0 and \$100 per month.....1
- Between \$101 and \$200 .....2
- Between \$201 and \$300.....3
- Between \$301and \$400.....4
- Between \$401and \$500.....5
- More than \$500 per month.....6
- DON'T KNOW.....8
- REFUSED.....9

A13. People sometimes have trouble paying their utility bills on time. During the past 12 months, were you ever more than 15 days late paying your electric, gas, heat, telephone, or water bill?

- YES.....1
- NO.....2 [SKIP TO B1]
- UTILITIES INCLUDED IN RENT/CONDO FEES.....4 [SKIP TO B1]
- DON'T KNOW.....8 [SKIP TO B1]
- REFUSED.....9 [SKIP TO B1]

A13a. In the past 12 months, was your gas, water, heat, telephone, or electricity ever shut off for nonpayment?

- YES.....1
- NO.....2
- DON'T KNOW.....8
- REFUSED.....9

## SECTION B: DHAP HOUSING ASSISTANCE AND COMPARISON TO CURRENT HOUSING

B1. Our records indicate that you started to receive DHAP assistance in [INSERT MONTH AND YEAR START DATE]. Does that seem right to you?

YES.....1 [SKIP TO B2]  
 NO.....2  
 DON'T KNOW.....8  
 REFUSED.....9

B1a. In what month and year did you start receiving DHAP assistance?

GAVE ANSWER.....1 (RECORD MONTH/YEAR)  
 DON'T KNOW.....8  
 REFUSED.....9

B2. Our records indicate that you received DHAP assistance until [INSERT MONTH AND YEAR END DATE] Does that seem right to you?

YES.....1 [SKIP TO B3]  
 NO.....2  
 DON'T KNOW.....8  
 REFUSED.....9

B2a. In what month and year did you stop receiving DHAP assistance?

GAVE ANSWER.....1 (RECORD MONTH/YEAR)  
 DON'T KNOW.....8  
 REFUSED.....9

CATI NOTE: FOR START AND END DATE OF DHAP ASSISTANCE, USE PRE-POPULATED DATES FOR THOSE WHO SAY YES TO B1 and B2; USE B1A AND B2A FOR THOSE WHO GIVE NEW DATES THERE, AND DO NOT USE ANY DATES FOR THOSE WHO RESPONDED NO TO B1 AND B2 AND CANNOT GIVE CORRECTED DATE INFORMATION.

B3. People stopped getting DHAP assistance for different reasons. Which of the following factors are reasons you stopped receiving DHAP assistance [in ENDDATE MONTH AND YEAR]? You may have more than one reason. Would you say...

PROGRAMMER INSTRUCTIONS: PLEASE RANDOMIZE ORDER THESE QUESTIONS ARE READ

Q#		YES	NO	DK	REF
B3a	The DHAP assistance became too small	1	2	8	9
B3b	The DHAP program ended or was ending soon	1	2	8	9
B3c	My house repair was finished and I could move back	1	2	8	9
B3d	I did not need the financial assistance any more	1	2	8	9
B3e	I found another program to help pay for my housing	1	2	8	9
B3f	I wanted to move in with other people	1	2	8	9
B3g	I was tired of dealing with the program rules	1	2	8	9
B3h	I was terminated from the program	1	2	8	9

B4. Were there any other reasons you stopped receiving DHAP assistance?

- YES.....1
- NO.....2 [SKIP TO B5]
- DON'T KNOW.....8 [SKIP TO B5]
- REFUSED.....9 [SKIP TO B5]

B4a: What were the other reasons you stopped receiving assistance (in MONTH AND YEAR ENDDATE)? (RECORD REASONS)

\_\_\_\_\_

B5. Now I would like to ask you a few questions about your experience with the DHAP housing assistance you received from [NAME OF PHA]. Thinking back on your experience with DHAP between (MONTH AND YEAR START DATE) and (MONTH AND YEAR END DATE), how satisfied were you with the information you got from the PHA about how much rent you would pay each month? Were you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the information you received?

- VERY SATISFIED.....1
- SOMEWHAT SATISFIED.....2
- SOMEWHAT DISSATISFIED.....3
- VERY DISSATISFIED.....4
- DON'T KNOW.....98
- REFUSED.....99

B6. How satisfied were you with your housing options or choices while you were receiving DHAP? Were you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with your housing?

- VERY SATISFIED.....1
- SOMEWHAT SATISFIED.....2
- SOMEWHAT DISSATISFIED.....3
- VERY DISSATISFIED.....4
- DON'T KNOW.....98
- REFUSED.....99

B7. How satisfied were you with the housing you lived in while you were receiving DHAP? Were you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with your housing?

- VERY SATISFIED.....1
- SOMEWHAT SATISFIED.....2
- SOMEWHAT DISSATISFIED.....3
- VERY DISSATISFIED.....4
- DON'T KNOW.....98
- REFUSED.....99

B8. Were you satisfied with how easy it was to contact the PHA when you had questions or concerns about your housing? Were you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with your ability to contact the PHA?

- VERY SATISFIED.....1
- SOMEWHAT SATISFIED.....2
- SOMEWHAT DISSATISFIED.....3
- VERY DISSATISFIED.....4
- DON'T KNOW.....98
- REFUSED.....99

B9. As you may recall, under DHAP, the amount of rent you were responsible for paying increased over time, and the amount HUD paid decreased. Thinking back to your experience with DHAP, how difficult was it for you to pay the rent as your payment amount went up? Was it not difficult at all, somewhat difficult, or very difficult?

- NOT DIFFICULT.....1
- SOMEWHAT DIFFICULT.....2
- VERY DIFFICULT.....3
- REFUSED.....98
- REFUSED.....99

B10. (IF A3 = YES, SKIP TO B11) Since you stopped receiving DHAP assistance [in ENDDATE MONTH AND YEAR], how many different apartments or houses have you lived in, including the one you are living in now?

- Zero (LIVE IN SAME UNIT AS IN DHAP).....0
- One.....1
- Two.....2
- Three.....3
- Four .....4
- Five or more.....5
- DON'T KNOW.....8
- REFUSED.....9

B11. Compared to the amount of rent you were paying at the end of your DHAP assistance, are you now paying more, less, or about the same for your monthly housing costs?

- PAY MORE NOW.....1
- PAY LESS NOW.....2
- PAY ABOUT THE SAME.....3
- DON'T KNOW.....8
- REFUSED.....9

B12. Some people qualified to apply for a hardship exemption under DHAP. Did you apply for a hardship exemption?

- YES.....1
- NO.....2 [SKIP TO B13]
- DON'T KNOW.....8 [SKIP TO B13]
- REFUSED.....9 [SKIP TO B13]

B12a. Did you receive a hardship exemption?

- YES.....1
- NO.....2
- DON'T KNOW.....8
- REFUSED.....9

B12b. How satisfied were you with the information you received about how to apply for a hardship exemption? Would you say you were...

- VERY SATISFIED.....1
- SOMEWHAT SATISFIED.....2
- SOMEWHAT DISSATISFIED.....3
- VERY DISSATISFIED.....4
- DON'T KNOW.....98
- REFUSED.....99

B12c. How satisfied were you with the amount of time it took to get a response to your request for a hardship exemption? Would you say you were...

- VERY SATISFIED.....1
- SOMEWHAT SATISFIED.....2
- SOMEWHAT DISSATISFIED.....3
- VERY DISSATISFIED.....4
- DON'T KNOW.....98
- REFUSED.....99

B13. Now, I'd like you to compare the quality of your current housing to the other places you have lived in the past.

B13a. Compared to the place you lived in before Hurricane [Katrina/Rita]—that is the place you lived in August or September 2005—is the quality of the housing you live in now better, worse, or the same?

- Housing better now.....1
- Housing worse now.....2
- Housing the same.....3
- DON'T KNOW.....8
- REFUSED.....9

B13b. Compared to the place you lived in just before you started receiving DHAP assistance [in MONTH AND YEAR OF START OF DHAP ASSISTANCE], is the quality of the housing you live in now better, worse, or the same?

- Housing better now.....1
- Housing worse now.....2
- Housing the same.....3
- DON'T KNOW.....8
- REFUSED.....9

B13c. Compared to the place you lived in just before you stopped receiving DHAP assistance in [MONTH AND YEAR OF END OF DHAP ASSISTANCE], is the quality of the housing you live in now better, worse, or the same?

- Housing better now.....1
- Housing worse now.....2
- Housing the same.....3
- DON'T KNOW.....8
- REFUSED.....9

B14. (SKIP TO C1 IF A1=5 (LIVING IN A SHELTER) OR 6 (HOMELESS)) Was there ever a time during the past 12 months when you did not have your own place to stay? For this question you should consider living in a FEMA or DHAP unit as having your own place.

- YES.....1
- NO.....2 [SKIP TO C1]
- DON'T KNOW.....8 [SKIP TO C1]
- REFUSED.....9 [SKIP TO C1]

B15. During the past 12 months when you did not have your own place to stay, we would like to know about any places where you stayed. Did you...

	YES	NO	DK	REF
B15a. Stay with a relative	1	2	8	9
B15b. Stay with a friend	1	2	8	9
B15c. Stay in a shelter [INTERVIEWER: A SHELTER IS A HOMELESS SHELTER, EMERGENCY SHELTER, OR DOMESTIC VIOLENCE SHELTER BUT NOT A GROUP HOME]	1	2	8	9
B15d. Stay on the streets or in some other place that is not generally used for housing	1	2	8	9

**SECTION C: CURRENT NEIGHBORHOOD**

C1. How many months or years have you lived in your current neighborhood?

- GAVE ANSWER.....1 (RECORD MONTH/YEAR)
- DON'T KNOW.....8
- REFUSED.....9

C2. Do you live in the same neighborhood as you did before Hurricane [Katrina/Rita] in 2005?

- YES.....1
- NO.....2
- DON'T KNOW.....8
- REFUSED.....9

C3. Do you live in the same neighborhood as you did just before you stopped receiving DHAP assistance [in MONTH AND YEAR DHAP ASSISTANCE ENDED]?

- YES.....1
- NO.....2
- DON'T KNOW.....8
- REFUSED.....9

C4. Now we'd like to get a sense of how safe you think the area is where you currently live. How safe do you feel...[READ ITEM.] Would you say...

	Very safe	Safe	Unsafe	Very unsafe	DK	REF
C4a. On the streets near your home during the day?	1	2	3	4	8	9
C4b. On the streets near your home at night?	1	2	3	4	8	9

C5. Overall, how satisfied are you with the neighborhood where you currently live? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the neighborhood where you currently live?

- VERY SATISFIED.....1
- SOMEWHAT SATISFIED.....2
- SOMEWHAT DISSATISFIED.....3
- VERY DISSATISFIED.....4
- DON'T KNOW.....98
- REFUSED.....99



## SECTION D: CURRENT HOUSEHOLD COMPOSITION

*Now I'd like to change topics and ask you some questions about the people who are living with you now.*

- D1. Other than yourself, how many adults, that is, people who are 18 years old or older, in your family are living with you right now?

GAVE ANSWER.....1 (RECORD NUMBER ADULTS)  
DON'T KNOW.....8  
REFUSED.....9

- D2. How many children in your family are living with you right now? By children I mean people 17 years old or younger.

GAVE ANSWER.....1 (RECORD NUMBER CHILDREN)  
DON'T KNOW.....8  
REFUSED.....9

- D3. What is your marital status? Are you currently:

Single, never married.....1  
Married or living in a marriage-like situation.....2  
Widowed.....3  
Separated or divorced.....4  
DON'T KNOW.....8  
REFUSED.....9

## SECTION E: EMPLOYMENT AND INCOME

Now I am going to ask you some questions about your employment and income.

E1. Are you currently...

- Employed full-time (30 hours of work per week or more).....1
- Employed part-time (less than 30 hours per week).....2
- Unemployed Looking for Work .....3
- Not working for pay (retired, disabled, taking care of family, etc....).....4
- DON'T KNOW.....8
- REFUSED.....9

E2. How many people in your household (including yourself) are employed full time or part time?

- GAVE ANSWER.....1 (RECORD NUMBER EMPLOYED)
- DON'T KNOW.....8
- REFUSED.....9

E3. In the past 30 days, have you or anyone in your household received income from...

	NO	YES	DK	RF
E3a. Income from employment	1	2	8	9
E3b. Interest, dividend, or other investment income	1	2	8	9
E3c. Child support payments, alimony, or maintenance payments	1	2	8	9
E3d. Social Security retirement or disability benefits	1	2	8	9
E3e. Other Pensions or retirement income	1	2	8	9
E3f. Unemployment benefits	1	2	8	9
E3g. Veteran's benefits	1	2	8	9
E3h. Temporary Assistance for Needy Families (welfare)	1	2	8	9
E3i. Other sources of income	1	2	8	9

E4. [IF NO INCOME REPORTED FROM E3a THROUGH E3i] I just want to confirm that last month you had no income at all from any of sources I just read. Is that correct?

- YES.....1
- NO.....2 [GO BACK AND FIX INCOME SOURCES]
- DON'T KNOW.....8
- REFUSED.....9

E5. What was your household's total monthly income in the last month from all of the sources mentioned above? Please include income from all family members.

- GAVE ANSWER.....1 (RECORD AMOUNT)
- DON'T KNOW.....8
- REFUSED.....9

Monthly Household Income: \_\_\_\_\_ .00 (6 DIGITS, ROUNDED TO WHOLE NUMBER)

E5A. I recorded that your total monthly household income is \_\_\_\_\_ [answer from E5], is that correct?

- YES.....1
- NO.....2 [GO BACK AND REPEAT E5 UNTIL CORRECT]
- DON'T KNOW.....8
- REFUSED.....9

E6. Was your total household income last month what you would receive in a typical month?

- YES.....1 [SKIP TO E8]
- NO.....2
- DON'T KNOW.....8 [SKIP TO E8]
- REFUSED.....9 [SKIP TO E8]

E7. What is your typical monthly income?

- GAVE ANSWER.....1 (RECORD AMOUNT)
- DON'T KNOW.....8
- REFUSED.....9

Monthly Household Income: \_\_\_\_\_ .00 (6 DIGITS, ROUNDED TO WHOLE NUMBER)

E7a. I recorded that your typical monthly household income is \_\_\_\_\_ [Answer from E7], is that correct?

- YES.....1
- NO.....2
- DON'T KNOW.....8
- REFUSED.....9

E8. In the past month have you or anyone in your household had to use one of the following sources to cover your living expenses? [MULTIPLE RECORD]

- Money from your savings (by savings I mean money that you put aside for use at a later date).....1
- A new credit card or other debt (that you did not pay off this month).....2
- A payday loan.....3
- A loan from a relative or friend.....4
- DON'T KNOW.....8
- REFUSED.....9

E9. Since DHAP ended in [DATE ENDDHAP], have you been able to put some money in savings for unexpected expenses or for things like education?

- YES.....1
- NO .....2
- DON'T KNOW.....8
- REFUSED.....9

CATI: IF E9 NE 1, SKIP TO E10

E9a. IF E9=1, About how much money would you say you have in savings? Would you say...

- \$0.....1
- 1-\$500.....2
- \$501-\$1000.....3
- \$1001-\$2000.....4
- \$2001-\$5000.....5
- \$5000 or more?.....6
- DON'T KNOW.....8
- REFUSED.....9

E10. Have you received a report on your credit recently?

- YES.....1
- NO.....2
- DON'T KNOW.....8
- REFUSED.....9

E11. Given your credit, how easy or hard do you think it will be for you (and any co-borrowers) to get a loan to purchase a house, a car, or get a college/student loan? Would you say it would be....

- Very easy.....1
- Somewhat easy.....2
- Somewhat hard.....3
- Very hard.....4
- DON'T KNOW.....8
- REFUSED.....9

E12. Now I will read you some statements about paying for your living expenses. Thinking about the last year, please tell me which statement best describes your ability to pay your essential living expenses, such as food, rent or mortgage, and utilities (e.g., heat, gas, electricity, water, telephone)?

- I have not been able to pay any essential living expenses .....1
- I have been able to pay some essential living expenses, but not more than half.....2
- I have been able to pay most essential living expenses, more than half but not all.....3
- I have been able to pay all, or almost all essential living expenses.....4

E13. How does your current financial situation compare to just before you started receiving DHAP in [MONTH AND YEAR START DATE]? Is it easier to cover household expenses now, harder now, or about the same?

- Easier now.....1
- Harder now.....2
- About the same.....3
- DON'T KNOW.....8
- REFUSED.....9

E14. At the time you started receiving DHAP Assistance, were you...

- Employed full-time (30 hours of work per week or more).....1
- Employed part-time (less than 30 hours per week).....2
- Unemployed Looking for Work .....3
- Not working for pay (retired, disabled, taking care of family, etc.)....4
- DON'T KNOW.....8
- REFUSED.....9

E15. Do you recall what your monthly household income was before the hurricane?

- GAVE ANSWER.....1 (RECORD AMOUNT)
- DON'T KNOW.....8 SKIP TO E16
- REFUSED.....9 SKIP TO E16

Monthly Household Income: \_\_\_\_\_ .00 (6 DIGITS, ROUNDED TO WHOLE NUMBER)

E15A. I recorded that your total monthly household income was \_\_\_\_\_ [answer from E15], is that correct?

- YES.....1
- NO.....2 [GO BACK AND REPEAT E15 UNTIL CORRECT]
- DON'T KNOW.....8
- REFUSED.....9

E16. Before Hurricanes Katrina and Rita in 2005, did you live in a home that you owned or inherited from a relative?

- YES.....1
- NO.....2
- DON'T KNOW.....8
- REFUSED.....9

## SECTION F. EDUCATION STATUS

F1. What is the highest degree or level of school you have completed?

Less than 12 <sup>th</sup> grade.....	1
12 <sup>th</sup> grade, no diploma.....	2
High school graduate or equivalent (GED).....	3
1 or more years of college, no degree.....	4
Associates degree.....	5
Bachelors degree.....	6
Masters, doctorate or other professional degree.....	7
DON'T KNOW.....	8
REFUSED.....	9

**SECTION G: CASE MANAGEMENT EXPERIENCE**

G1. Now I would like you to think back to the time you received your DHAP assistance in [START MONTH AND YEAR OF ASSISTANCE]. Do you remember working with a DHAP case manager to help you improve your housing, employment, or financial situation?

- YES.....1
- NO.....2
- MAYBE/THINK SO.....3
- DON'T KNOW.....8
- REFUSED.....9 [SKIP TO H1]

G1a: Did you work with a DHAP case manager at [PHA NAME], a case manager the PHA referred you to at a different organization or agency, or both?

- CASE MANAGER AT PHA.....1
- CASE MANAGER PHA REFERRED ME TO 2
- BOTH.....3
- NEITHER.....4 [SKIP TO G21]
- DON'T KNOW.....8 [SKIP TO G1b]
- REFUSED.....9 [SKIP TO G21]

G1b: How many DHAP case managers did you have while you were receiving DHAP assistance? Please include the total number of DHAP case managers at the PHA and case managers the PHA referred you to.

- GAVE ANSWER.....1 (RECORD NUMBER)
- DON'T KNOW.....8
- REFUSED.....9

The next set of questions asks about referrals for services you may have received from your DHAP case manager. We would like to ask you about your experience with those referrals - whether you got the services you were referred to and whether the services helped you.

<b>Q #</b>	<b>Base Question: Did your DHAP case manager refer you for help with ...</b>	<b>Answer to base question</b>	<b>A. [IF ANSWER TO BASE IS YES, OTHERWISE SKIP TO NEXT QUESTION] Did you receive that service?</b>	<b>B. [IF ANSWER TO Q#A IS YES, OTHERWISE SKIP TO NEXT QUESTION]. How would you rate that service? As....</b>
<b>G2</b>	...accessing benefits such as Food Stamps/SNAP, veterans benefits, or social security?	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	Not Helpful.....1 Somewhat Helpful.....2 Very Helpful.....3 DON'T KNOW.....8 REFUSED.....9
<b>G3</b>	...searching for housing?	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	Not Helpful.....1 Somewhat Helpful.....2 Very Helpful.....3 DON'T KNOW.....8 REFUSED.....9
<b>G4</b>	...getting counseling about buying a home?	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	Not Helpful.....1 Somewhat Helpful.....2 Very Helpful.....3 DON'T KNOW.....8 REFUSED.....9
<b>G5</b>	...getting household goods such as furniture, linens, or kitchen equipment?	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	Not Helpful.....1 Somewhat Helpful.....2 Very Helpful.....3 DON'T KNOW.....8 REFUSED.....9
<b>G6</b>	...finding or paying for child care?	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	Not Helpful.....1 Somewhat Helpful.....2 Very Helpful.....3 DON'T KNOW.....8 REFUSED.....9
<b>G7</b>	...getting transportation?	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	Not Helpful.....1 Somewhat Helpful.....2 Very Helpful.....3 DON'T KNOW.....8 REFUSED.....9
<b>G8</b>	...improving your education?	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	Not Helpful.....1 Somewhat Helpful.....2 Very Helpful.....3 DON'T KNOW.....8 REFUSED.....9



Q #	Base Question: Did your DHAP case manager refer you for help with ...	Answer to base question	A. [IF ANSWER TO BASE IS YES, OTHERWISE SKIP TO NEXT QUESTION] Did you receive that service?	B. [IF ANSWER TO Q#A IS YES, OTHERWISE SKIP TO NEXT QUESTION]. How would you rate that service? As....
G9	....finding a job or job training?	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	Not Helpful.....1 Somewhat Helpful.....2 Very Helpful.....3 DON'T KNOW.....8 REFUSED.....9
G10	....getting legal assistance?	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	Not Helpful.....1 Somewhat Helpful.....2 Very Helpful.....3 DON'T KNOW.....8 REFUSED.....9
G11	....improving your credit, savings, budgeting skills, or other financial skills	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	Not Helpful.....1 Somewhat Helpful.....2 Very Helpful.....3 DON'T KNOW.....8 REFUSED.....9
G12	...obtaining medical or mental health care?	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	Not Helpful.....1 Somewhat Helpful.....2 Very Helpful.....3 DON'T KNOW.....8 REFUSED.....9
G13	...finding elderly or disability-related services?	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	Not Helpful.....1 Somewhat Helpful.....2 Very Helpful.....3 DON'T KNOW.....8 REFUSED.....9
G14	....dealing with marriage or family issues?	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	YES.....1 NO.....2 DON'T KNOW...8 REFUSED.....9	Not Helpful.....1 Somewhat Helpful.....2 Very Helpful.....3 DON'T KNOW.....8 REFUSED.....9

G15. Are there other services that I did not mention that would have been helpful to you, but you were unable to get?

[RECORD ANY SERVICES MENTIONED] \_\_\_\_\_

Thinking about the help you received from the DHAP case manager, I want to ask you a few questions about how satisfied you were with the staff that helped you.

G16. How often were you in touch with your case manager by phone, in person, or by email or text?  
On average, was it...

- More than once a week.....1
- Once a week.....2
- Once every two weeks.....3
- Once a month.....4
- Less than once a month.....5
- DON'T KNOW.....8
- REFUSED.....9

G17. Were you satisfied with how often you spoke with your DHAP case manager? Would you say you were always, sometimes, or never satisfied with how often you spoke with your case manager?

- ALWAYS.....1
- SOMETIMES.....2
- NEVER.....3
- DON'T KNOW.....8
- REFUSED.....9

G18. Were you satisfied with how easy it was to reach the DHAP case manager? Would you say you were always, sometimes, or never satisfied with how easy it was to reach your case manager?

- ALWAYS.....1
- SOMETIMES.....2
- NEVER.....3
- DON'T KNOW.....8
- REFUSED.....9

G19. How satisfied were you overall with your experience working with the DHAP case manager? Overall, were you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the help you received?

- VERY SATISFIED.....1
- SOMEWHAT SATISFIED.....2
- SOMEWHAT DISSATISFIED.....3
- VERY DISSATISFIED.....4
- DON'T KNOW.....98
- REFUSED.....99

I have just a few more questions about your participation in DHAP.

G20. Overall, how helpful was DHAP case management in helping you get back on your feet after the 2005 hurricanes? Would you say DHAP case management was very helpful, somewhat helpful, or not helpful at all?

VERY HELPFUL.....1  
SOMEWHAT HELPFUL.....2  
NOT HELPFUL AT ALL.....3  
DON'T KNOW.....98  
REFUSED.....99

G21. Overall, how helpful was DHAP rental assistance in helping you get back on your feet after the 2005 hurricanes? Would you say DHAP rental assistance was very helpful, somewhat helpful, or not helpful at all?

VERY HELPFUL.....1  
SOMEWHAT HELPFUL.....2  
NOT HELPFUL AT ALL.....3  
DON'T KNOW.....98  
REFUSED.....99

The next two questions ask for your suggestions for HUD to improve future programs to help people after a hurricane or other disaster. We would like to audio record your responses to these two questions. This helps me so I can make sure I take down everything you say. And if it's okay with you, we may play some parts of your answers to HUD when we present our summary of the interviews.

G21a. Do I have your permission to record your answers to these two questions?

YES.....1  
NO.....2 [SKIP TO H1]

IF G1a = 4 or 9, SKIP TO G23. ELSE CONTINUE.

G22. Do you have any suggestions for HUD to improve case management programs after a hurricane or other disaster?

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G23. Now thinking about the housing part of DHAP, do you have any suggestions for HUD to improve the housing part of DHAP after a hurricane or other disaster?

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**SECTION H: DEBRIEFING MODULE**

H1. How do you feel after completing this survey?

INTERVIEWER: LISTEN TO RESPONSE AND CODE THE RESPONSE THAT MATCHES BEST BELOW. IF RESPONDENT VOLUNTEERS THAT THEY FOUND THE INTERVIEW UPSETTING SKIP TO H1a.

- FINE/NO PROBLEMS/IT WAS LONG BUT I'M FINE [SKIP TO END].....1
- SOME OF THE QUESTIONS WERE UPSETTING, BUT I'M FINE [SKIP TO END].....2
- UPSET/A LITTLE ON EDGE/IT WAS HARD TO RELIVE IT/IT WAS STRESSFUL [ASK H1a].....3
- DON'T KNOW [SKIP TO END].....8
- REFUSED [SKIP TO END].....9

H1a. Are you okay now or do you still feel upset?

- FINE NOW [SKIP TO END].....1
- STILL UPSET [CONTINUE].....2
- DON'T KNOW [SKIP TO END].....8
- REFUSED [SKIP TO END].....9

If you would like to talk to someone about how you are feeling, you can call someone at the National Alliance on Mental Illness. They have set up a special helpline for people that are upset or sad and would like to talk to someone.

H2. Would you like me to give you the phone number so you can call and speak to someone about how you are feeling now?

- Yes [SKIP TO INTERVIEWER NOTE] .....1
- No [SKIP TO INCENTIVE].....2

INTERVIEWER: (1) PROVIDE NUMBER - 1 (800) 950-NAMI (6264), AND (2) COMPLETE ADVERSE EVENT REPORT.....

INCENTIVE: As I mentioned at the start of the interview, you will receive a [IF LANDLINE: \$20; IF CELLPHONE: \$30] check for completing the telephone interview today. In order to mail you that check, we need to verify the spelling of your name and your address.

H3. I'd like to start by confirming the spelling of your name. Our records show your name as [SPELL NAME FROM (NAME FROM SAMPLE)]. Is that correct?

- YES.....1
- NO.....2 (RECORD OTHER NAME)
- DON'T KNOW.....8 (SKIP TO CLOSING)

REFUSED.....9 (SKIP TO CLOSING)

**[IF CSTREET IS NOT NULL]**

H4. Now I'd like to confirm your current address. Our records show your current address as [ADDRESS FROM SAMPLE]. Is that correct?

YES.....1  
NO.....2 (RECORD OTHER ADDRESS)  
DON'T KNOW.....8 (SKIP TO CLOSING)  
REFUSED.....9 (SKIP TO CLOSING)

**[IF CSTREET IS NULL]**

H4a. Now I'd like to collect information about your current address. What is your current address?

GAVE ADDRESS.....1 (RECORD ADDRESS)  
DON'T KNOW.....8 (SKIP TO CLOSING)  
REFUSED.....9 (SKIP TO CLOSING)

H5. Do you use that address as your mailing address, or do you have a different mailing address?

USES RESIDENCE ADDRESS FOR MAIL. 1 (SKIP TO CLOSING)  
HAS DIFFERENT MAILING ADDRESS.....2 (RECORD BELOW)  
DON'T KNOW .....8 (SKIP TO CLOSING)  
REFUSED .....9 (SKIP TO CLOSING)

H5a. What is your mailing address?

GAVE ADDRESS.....1 (RECORD ADDRESS)  
DON'T KNOW.....8  
REFUSED.....9

CLOSING: Thanks again for taking the time to speak with me today. What you've told us is very important, and it will help HUD help others after disasters. You should receive your check in about six to eight weeks. If you do not receive the check, please call us at [TOLL FREE STUDY NUMBER].