

APPENDIX C  
FREQUENTLY ASKED QUESTIONS

**WIA Adult and Dislocated Worker Programs Gold Standard Evaluation  
FREQUENTLY ASKED QUESTIONS**

**WHO/WHICH AGENCY IS SPONSORING THE STUDY?**

This study is being sponsored by the U.S. Department of Labor.

**WHO IS CONDUCTING THE STUDY?**

The study is being conducted by a team of researchers at Mathematica Policy Research, Social Policy Research Associates and MDRC, under contract to the U.S. Department of Labor.

**WHAT IS THE PURPOSE OF THE STUDY?**

Our goal is to learn about how effectively some employment and training programs meet the needs of unemployed and underemployed workers. This study is very important for improving services to jobseekers in the future. It will allow us to understand what works well and what doesn't.

**NO LONGER IN TRAINING/NEVER PARTICIPATED.**

We are calling people who signed up to participate, even if they never did get any training, or are no longer participating. Your responses and views are important because they help us understand why some individuals never received services.

**I'M DISSATISFIED WITH MY UNEMPLOYMENT BENEFITS/LOCAL AGENCIES.**

I understand. Your comments will be especially important to the research. The U.S. Department of Labor needs to hear from people who were satisfied and people who were dissatisfied with their experiences.

**I'M DISSATISFIED WITH THE TRAINING PROGRAM.**

I understand. Your comments will be especially important to the research. The U.S. Department of Labor wants to have feedback from people who were satisfied and dissatisfied with their experiences.

**HOW DID YOU GET MY NAME?**

[IF 15 MO IS COMPLETE]: You participated in a similar survey for this same study a little over a year ago.

[IF 15 MO IS NOT COMPLETE]: Your name was scientifically selected from among persons in your state who participated in the study registration process at a local One-Stop Career Center/American Job Center. The consent form that you signed mentioned we may be calling you to conduct an interview.

**I GOT A JOB SOON AFTER I SIGNED UP.**

That is wonderful, but we still need to talk to people who didn't participate in any of the services as well as those who did.

**THERE WAS NO FUNDING/NO MONEY FOR ME TO GET TRAINING.**

I am sorry to hear that and understand that federal funds run out quickly. We still need to talk to you about your experiences and what you're currently doing.

**WILL THE INFORMATION FROM THE SURVEY BE KEPT PRIVATE?**

All of the information we collect in the survey will be kept private to the extent allowed by federal law and will be used for research purposes only. Your answers will be combined with those of others and your name will never be used in reporting the results of the study. Your answers to questions will not affect your eligibility for any public program.

**I DON'T HAVE THE TIME.**

We can schedule a call to do the survey at your convenience. Our interviewers are available to speak with you seven days a week as follows: on Mondays through Thursdays from 9:00 A.M. to 12:00 midnight, on Fridays from 9:00 A.M. to 8:00 P.M., Saturdays from 9:00 A.M.-5:00 P.M. and Sundays from 1:00 P.M. to 9:00 P.M. Eastern Standard Time. We can also complete the survey in more than one call, if necessary.

**WHAT HAPPENS IF I DON'T PARTICIPATE IN THE SURVEY?**

Your participation is voluntary and will not affect your eligibility to receive any services or benefits. Your selection for the survey was done scientifically. You were chosen to represent other people who also consented to the study in your area. Your answers will help the U.S. Department of Labor improve services to people who become unemployed. There are no right or wrong answers. We're interested in your experiences and opinions.

**I'M NOT INTERESTED.**

BLAISE; FILL \$25 IF CASE HAS BEEN WORKED FOR four MONTHS OR LESS. FILL \$40 IF CASE HAS BEEN WORKED FOR MORE THAN four MONTHS.
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Let me reassure you that we are not selling anything. The questions we ask are designed to help the U.S. Department of Labor improve services to people who are unemployed and seeking jobs. There are no right or wrong answers. We're interested in your experiences and opinions. Your answers will be combined with those of others and your name will never be included in any report. If you complete the survey we will pay you \$25 as a token of appreciation.

**HOW LONG WILL THIS TAKE?**

The length of the interview varies, but it usually takes about 30 minutes.

## **WHO GAVE YOU THE AUTHORITY TO CONDUCT THE STUDY?**

As stated in the letter we mailed you, and can be remailed if you like, this study is being sponsored by the U.S. Department of Labor and has been approved by the U.S. Office of Management and Budget under OMB control number 1205-0504. Without this approval we would not be able to conduct this survey. Questions regarding any aspect of this survey may be directed to Eileen Pederson, WIA Evaluation, U.S. Department of Labor, ETA, 200 Constitution Avenue, NW, Frances Perkins Bldg., Room N-5641, Washington, DC 20210, telephone number (202) 693-3647 (this is not a toll-free number) or by email: <mailto:Mpederson.eileen@dol.gov>.

## **WILL I BE PAID?**

Yes, we will mail you a check in the amount of \$25 within 2 weeks of completing the survey.

## **WILL THERE BE A REPORT ON THE FINDINGS THAT I CAN READ? WHERE/WHEN CAN I SEE A PUBLISHED REPORT ABOUT THE NATIONAL EVALUATION?**

Survey results will be reported in several reports prepared by Mathematica for the U.S. Department of Labor. Once these reports are cleared by the U.S. Department of Labor for public release, they will be available on Mathematica's website—[www.mathematica-mpr.com](http://www.mathematica-mpr.com).

## **WHAT ARE YOU GOING TO DO FOR ME NOW? ARE YOU GOING TO HELP ME FIND A JOB? ARE YOU GOING TO SEND ME FOR MORE TRAINING?**

Mathematica is a private, independent research firm. Our firm is conducting this evaluation for the U.S. Department of Labor, and this survey is part of this evaluation. We cannot provide assistance finding jobs or training. You will, however, receive \$25 for completing the survey.

## **I'M ON THE NATIONAL "DO NOT CALL LIST/REGISTRY." WHY ARE YOU CALLING ME?**

The do not call list or registry applies to telemarketing calls, not to calls like this one that are approved by the government. Lawmakers recognize the need for the public to participate in studies like this to learn how government programs are working and how to improve them. We will not sell you anything, nor will we ask for money. Your privacy will be respected, and your cooperation is appreciated. For more information on who is included and excluded on the do not call list, you can visit the website at [www.donotcall.gov](http://www.donotcall.gov).

## **DOES THE MONEY I RECEIVE FOR COMPLETING THIS SURVEY COUNT TOWARDS MY INCOME FOR THIS YEAR?**

No, the money received for completing this survey is not considered employment income. Employment income is generated from an employment contract. This is a one-time payment for volunteering to take part in the survey.

**WHO CAN I CONTACT FOR MORE INFORMATION?**

For more information about the study, you can visit the U.S. Department of Labor (DOL) website at <http://www.dol.gov/>. You can also call the study's project officer, Eileen Pederson of DOL at (202) 693-3647 or Mathematica's Project Director, Dr. Sheena McConnell at 202-484-4518. For questions about the survey you can call Mathematica's Survey Director, Ms. Pat Nemeth at 609-275-2294.

**WILL THERE BE ANOTHER FOLLOW-UP TO THIS STUDY?**

No. This is the last time we will contact you about this particular study.

**CAN SOMEONE ELSE RESPOND TO THIS QUESTIONNAIRE ON MY BEHALF?**

Because of the types of questions we ask, it is important that we talk specifically to you. If, however, you need a family member or friend to translate our questions or your answers, that is okay.

**WILL I BE ASKED THE SAME QUESTIONS I WAS ASKED BEFORE?**

Last time, we talked about your experiences since you first sought services at your local One-Stop Career Center/American Job Center. This time, we will talk about your experiences since the last time you participated in an interview with us which was a little over a year ago.

**CAN I WITHDRAW MY CONSENT FOR THIS EVALUATION?**

The decision to participate in the study is up to you. You may terminate your participation in the study at any time by writing to the WIA Evaluation, Mathematica Policy Research, P.O. Box 2393, Princeton, New Jersey 08543-2393 or to Eileen Pederson, WIA Evaluation, U.S. Department of Labor, ETA, 200 Constitution Ave., NW, Room N-5641, Washington, DC 20210. Any information we collect about you prior to your termination request will be used for research purposes.

**I GOT \$40 LAST TIME I COMPLETED THE SURVEY, WHY AM I ONLY GETTING \$25 THIS TIME?**

For this final round of the survey we're only authorized to give \$25.

[IF THE RESPONDENT ARGUES/INSISTS]: Let me go and speak to my supervisor.

**WILL SOMEONE VISIT MY HOUSE TO HELP ME TAKE THE SURVEY THIS TIME?**

No, if you answer the survey over the phone with me right now we will not need to send anyone to your house. After completing the survey today you won't get any more correspondence, calls, or visits from us.