## Cognitive Interviewing Guide: Draft Content for 2021 RHFS

**Interviewer notes are in red.**

**Introduction:**

* Explain purpose of meeting: to obtain feedback on reporting to the RHFS, to understand the process of answering questions, and to evaluate how new questions work or don’t work.
* Some questions we ask may seem odd and/or obvious, but we don’t want to assume we know what you are thinking.
* Explain that we are *not* testing the respondent – we only want to evaluate the questionnaire.
* Structure of meeting: Understand your business and your role in it, then review the questionnaire and ask you questions as you complete it.
* Ask respondent to sign the consent form.

**Research Questions to Address:**

* Are respondents able to answer the questions as intended?
* Are there any items that cause the respondents problems?
  + What can be done to fix those problems?

**Before the Questionnaire:**

* IF property management company, what is your role in the company? What kind of responsibilities do you have?
* Are you one of the owners of the rental property or of the business that owns the rental property?
* Have you completed other surveys from the Census Bureau or other agencies? If so, which ones?
* What was your role in the process for responding to this questionnaire? *(Gather data? Enter data? Consult with data providers? Etc.)*

## Thanks for providing some background information. Now let’s look at the survey questions.

## Direct participant to look at draft content.

**Item 1**

* How would you answer this question?

**Item DP\_1**

* How would you answer this question?
* Are there any answer categories we are missing?
* Would you need to reach out to other people or departments to answer this question?
  + IF YES: What departments/positions would you reach out to?
* Is this something you would have in your records?
* What do you think about the definition provided?
* IF Other, please tell us more about your rental property.
  + Can you imagine a scenario where someone would select ‘Other’? Please describe.

**Item DP\_4**

* How would you answer this question?
* Would you need to reach out to other people or departments to answer this question?
  + IF YES: What departments/positions would you reach out to?
* Is this something you would have in your records?
* When answering this question, what were you including in your answer? The number of buildings for the entire property or for a sampled address?
  + IF ANSWER DIFFERENT THAN RECORDS: It looks like when you last reported for this survey, you responded X number of buildings, were you including the entire property at that time? Or just the units for the sampled address?

**Item DP\_7**

* How would you answer this question?
* Would you need to reach out to other people or departments to answer this question?
  + IF YES: What departments/positions would you reach out to?
* Is this something you would have in your records?
* When answering this question, what were you including in your answer? The number of units for the entire property or for a sampled address?
  + IF ANSWER DIFFERENT THAN RECORDS: It looks like when you last reported for this survey, you responded X number of units, were you including the entire property at that time? Or just the units for the sampled address?

**Item DP\_8**

* How would you answer this question?
* Would you need to reach out to other people or departments to answer this question?
  + IF YES: What departments/positions would you reach out to?
* Is this something you would have in your records?
* In your own words, what is a nursing home?
  + Do you have any other terms for this?
  + What do you think about the definition provided? Is it missing anything?
* In your own terms, what is an assisted living facility?
  + Do you have any other terms for this?
  + What do you think about the definition provided? Is it missing anything?
* In your own words, what is a senior independent living community?
  + Do you have any other terms for this?
  + What do you think about the definition provided? Is it missing anything?

**Item DP\_9** (if participant answered yes to DP\_8)

* How would you answer this question?
* Can you tell me more about how you came up with this figure?
* Would you need to look in records to answer this question?
* Would you need to consult anyone else in order to answer this question?

**Item 17**

* How would you answer this question?
* Would you need to reach out to other people or departments to answer this question?
  + IF YES: What departments/positions would you reach out to?
* Is this something you would have in your records?
* How easy or difficult would it be to obtain the costs associated with capital improvements?
* In your own words, what does “capital improvements” mean to you?
* Do you think that there are any examples of “capital improvements” missing from the list?
* Would you prefer to give a cost for each capital improvement or a total cost for capital improvements?
* How easy or difficult was it to exclude any amount spent on maintenance and repairs that was already reported?

**Item 17a**

* How would you answer this question?
* How did you come up with this/these numbers?
* Would you need to reach out to other people or departments to answer this question?
  + IF YES: What departments/positions would you reach out to?
* Is this something you would have in your records?
* In your own words, what does “capital reserves” mean to you?
* Is “capital reserves” a term that you or your business use?
* Would a definition of “capital reserves balance” be helpful to include?
* How do you feel about providing this figure?

**Item 19a**

* How would you answer this question?
* Would you need to reach out to other people or departments to answer this question?
  + IF YES: What departments/positions would you reach out to?
* Is this something you would have in your records?
* Are you familiar with the term Section 8? HAP?
* How comfortable or uncomfortable might it be for people to answer this question?
  + If participant expresses a lack of comfort in answer this question, how do you suggest that we could improve the likeliness of people answering this question?

**Item 19b**

* How would you answer this question?
* Would you need to reach out to other people or departments to answer this question?
  + IF YES: What departments/positions would you reach out to?
* Is this something you would have in your records?
* IF participant answers 1 or more units, what kind of subsidies were you thinking of when answering this question?
* How comfortable or uncomfortable might it be for people to answer this question?
  + If participant expresses a lack of comfort in answer this question, how do you suggest that we could improve the likeliness of people answering this question?

**Item 37**

* How would you answer this question?
* Would you need to reach out to other people or departments to answer this question?
  + IF YES: What departments/positions would you reach out to?
* Is this something you would have in your records?
* How comfortable or uncomfortable might it be for people to answer this question?
  + If participant expresses a lack of comfort in answer this question, how do you suggest that we could improve the likeliness of people answering this question?

**WRAP UP**

* Do you have any other comments of suggestions about anything we have discussed today?

THANK YOU FOR YOUR TIME!