Supporting Statement
Longitudinal Impact Evaluation of AmeriCorps National Civilian Community Corps

B. Statistical Methods

1. Respondent Universe and Sampling Methods

Describe sample design, including plans for stratification or other specialized sampling procedures. If plan to survey the entire universe, explain why this is essential/preferable to using a sample.

Leadership Development Study

The participants for the leadership development and member retention studies will be the incoming NCCC Class 26 (Winter and Summer cycles) and NCCC Class 27 (Fall cycle). The Winter Cycle for a class begins in February, the Summer Cycle in July, and the Fall Cycle in October. The spread of service month for Class 26 and Class 27 is illustrated in Figure 1. Enrollment through graduation for three cycles spans from February 2020 to July 2021.
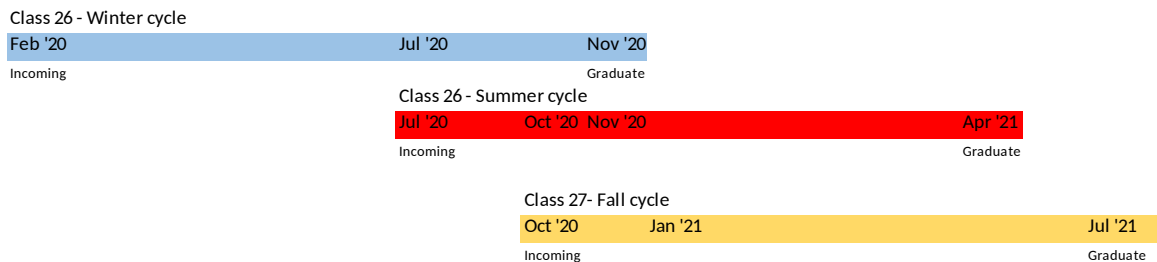
Applicants who have cleared the background check and have agreed to serve will constitute the treatment group. Applicants who have been accepted but have declined to join will constitute the comparison group. Applicants in the comparison group who have not cleared the background check will not be invited to participate in the study since failure to pass the background the check would make these individuals ineligible to become NCCC Corps members. Participants will be administered a survey at three different times or cycles. A sample of Corps members will also participate in focus groups and semi-structured interviews during their term of service. During the term of service, prior to Corps members graduating, a second comparison group will emerge from Corps members who end their service before they graduate.

It is estimated that the three enrollment cycles from Class 26 and Class 27 will consist of approximately 1,600 applicants who accept to serve and will be invited to enroll. Based on previous years' enrollment data, typically half of the applicants who accept to serve will decide to not enroll and decline the invitation. However, it is anticipated that the comparison group will be more difficult to reach and enroll in the study. For this reason, the evaluator will over recruit comparison participants. The comparison group participants will be recruited from the applicants list from Class 25 (Fall, Winter, Summer), Class 26 (Fall, Winter and Summer), and two cycles from Class 27 (Fall and Winter). Across these eight cycles, it is expected that the total number of accepted applicants who declined to serve will be approximately 3,800. Among the comparison group, the acceptance rate to participate is expected to be 30 percent, yielding an enrollment of 1,140 comparison participants at baseline. The projected number of participants is shown in

Table 1. Once enrolled in the study, the evaluator will follow an effective strategy to minimize respondent attrition and achieve an 80 percent rate at each follow-up survey.

Table 1 Leadership Development Study Projected Number of Participants

	Projected Class Participants - Baseline	**First Follow-up (80% response rate)**	**Retention from baseline to first follow-up – 75% Persist with the Program**	**Second follow-up (80% response rate)**
Treatment	1,600	1,280	960	768
Traditional	1,120	896	672	538
FEMA	480	384	288	230
Comparison	1,140	912	---	730
Traditional	798	638		510
FEMA	342	274		219

Minimum detectable effect size: The effective sample size will allow analysis for Traditional NCCC and FEMA Corps with a 95 percent confidence interval of less than +/-5 percentage points. Table 8 shows the minimum detectable effect size for analysis of responses at first follow-up and at second follow-up with a power of 0.80 and alpha value of 0.05. A sensitivity analysis shows that a first follow-up sample size of 960 respondents will detect an effect size of about 0.05 for a target proportion of 0.50. Two subgroup analyses with a total of equal size of 480 respondents per subgroup and a baseline group proportion of 0.50 will detect an effect of about 0.18. A sensitivity analysis shows that an effective sample size of 768 responses after the second follow-up survey will detect an effect size of about 0.05. Two subgroup analyses with a total of 384 respondents per subgroup detect an effect size of about 0.20.

*Table 2 **Leadership Development Study Minimum Detectable Effect Sizes for One- and Two-Sample Proportion Tests[a]***

	Single Group Analysis[b]		Two-group Analyses[c]	
Proportion	First Follow-up Survey (N=960)	Second Follow-up Survey (N=768)	Baseline Survey (N=960)	Second Follow-up Survey (N=768)
0.1	0.029	0.032	0.182	0.203
0.3	0.043	0.047	0.181	0.202
0.5	0.045	0.051	0.181	0.202
0.7	0.042	0.045	0.181	0.203
0.9	0.026	0.029	0.183	0.205
[a] Power=0.80. α=0.05				
[b] One-sample proportion test Wald z test (H_o: $p = p_0$ vs H_a: $p \neq p_0$).				
[c] Two-sample proportions test Pearson's chi-squared test (H_o: $p_2 = p_1$ vs H_a: $p_2 \neq p_1$).				

Member Retention Study

Table 9 shows the number of participants at each data collection point for the retention study. Corps members from Class 26 and Class 27 will constitute the participants for the retention study, which is the same as the leadership development study. Corps members who leave early (before their end-of-service date) and do not graduate constitute the comparison group; those who remain and graduate constitute the treatment group. Of the incoming Class 26 and Class 27, it is estimated that 25% will leave early. The recruitment of participants for the retention study is the same as described under the leadership study.

Table 3 Member Retention Study Projected Number of Participants

	Projected Participants – Baseline	First Follow-up (80% response rate	Retention from baseline to first follow-up – 75% Persist with the Program	Second follow-up (80% response rate)
Incoming Corps members	1,600	1,280		
Treatment – Corps members who complete the program	--	--	960	768
Comparison– Corps members who leave early	--	--	320	256

Minimum detectable effect size: Table 10 shows the minimum detectable effect size for analysis of responses at first follow-up and at second follow-up with a power of 0.80 and alpha value of 0.05 for the member retention study. Two subgroup analyses with a sample size of 960 respondents who complete their term of service, 320 who exit early, and a group proportion of 0.50 will detect an effect of about 0.18. Two subgroup analyses at the second follow-up survey with an effective sample size of 768 responses who complete the term of service and 256 who exit early will detect an effect size of about 0.202.

*Table 4 **Member Retention Study Minimum Detectable Effect Sizes for Two-Sample Proportion Tests[a]***

	Two-group Analyses [b]	
Proportion	Baseline Survey (N0=960, N1=320)	Second Follow-up Survey (N0=768, N1=256)
0.1	0.178	0.198
0.3	0.179	0.201
0.5	0.181	0.202
0.7	0.183	0.205
0.9	0.188	0.211
[a] Power=0.80. α=0.05		
[b] Two-sample proportions test Pearson's chi-squared test (H_o: $p_2 = p_1$ vs H_a: $p_2 \neq p_1$).		

Focus groups and semi-structured interviews

The evaluator will select participants for the focus groups and interviews from the baseline survey respondents using a random sample stratified on gender, education, race/ethnicity, or prior volunteer experience. The NCCC staff and Sponsors/FEMA POCs focus group participants will be those who volunteer to take part in the study. The evaluator will work with each campus to acquire a list of Sponsors/FEMA POCs who have agreed to be contacted to participate in the study, in which the evaluator will confirm participants to attend or participate in the discussion groups. Table 11 shows qualitative data collection method and number of participants by group for the leadership development and member retention studies.

Table 5 Leadership Development and Member Retention: Qualitative Data Collection Method and Total Participants by Group

Target Participants	Data Collection Method (per campus)			Participants	Total Participants	Total Participants
	Focus Groups*	Interviews	Follow-up telephone Interviews	Per campus	Four campuses	3 Enrollment Cycles
NCCC Corps Members	2	None	10	20	80	240
Early Exit Members	None	5	None	5	20	60
NCCC Team Leader	2	None	10	20	80	240
Sponsors/FEMA POCs	None	4	None	4	16	48
NCCC Staff	1	None	None	4	16	48
Total					164	636

*5 participants per Member and Team Leader focus groups; 4 participants in NCCC Staff focus group

Strengthening Communities Study

Based on results of analysis of the service projects database, the evaluator will select a minimum of six service projects for comprehensive case studies and up to 12 restricted case studies. Table 12 shows the qualitative data collection method and number of participants by group for the comprehensive case studies.

Table 6 Strengthening Communities Study: Qualitative Data Collection Method and Total Participants, Comprehensive Case Studies

Target Group	Data Collection Method (per case study)			Participants	Total Participants
	Focus Groups	Interviews	Follow-up Interviews	Per Case Study	Six Case Studies
NCCC Corps Members	2-3	0	0	8-12	96-216
NCCC Team Leader	0	1	0	1	6
Sponsors/FEMA POCs*	0	1	1	2	12
Site Supervisors and Staff*	1	0	2-5	4-10	24-60
Community Stakeholders	0	5-10		5-10	30-60
Total					168-354

*At two time points.

Table 13 shows the qualitative data collection method and number of participants by group for the restricted case study.

Table 7 Strengthening Communities Study: Qualitative Data Collection Method and Total Participants, Restricted Case Studies

Target Group	Data Collection Method		Participants	Total Participants
	Focus Groups	Interviews	Per Case Study	12 Case Studies
NCCC Team Leader*	0	1 - 2	1 - 2	12 - 24
Sponsors/FEMA POCs	0	1	1	12
Site Supervisors and Staff	0	1	1	12
Community Stakeholders*	0	1 - 2	1 - 2	12 - 24
Total				48-72

* Interviews with community stakeholders for up to 2 projects.

2. Information Collection Procedures

Describe the methods to be used for developing the sampling frame and selecting the sample. Describe fully the information collection procedures, including advance letters or phone calls, and plans for follow-up (to be described more fully in B.3. – the next section below).

Recruitment into the study. CNCS will provide the evaluator with two lists. One list will consist of incoming members for each of three cycles with members' names, NCCC ID numbers, email addresses, phone numbers, campuses where members will serve, and whether members will serve in Traditional or FEMA Corps. The second list will include the list of accepted applicants who declined to serve; applicants who did not clear background check will not be included in the list. The second list will also include applicants' names, email addresses,

phone numbers, and whether members were accepted for the Traditional or FEMA Corps program.

Two months prior to the start of members' service, the evaluator will send a link to incoming members and those in the comparison group. The email message will explain the study and its purpose, and invite the individual to participate in the study. The email message will include a link to the informed consent form (Attachment A) whereby the individual will indicate whether they want to participate in the study. If the individual agrees to participate, they will be routed to the online survey. If the individual declines, their response will be recorded and there will be no further contact. The evaluator will send up to two email reminders and two follow-up phone calls to those who do not complete the informed consent indicating their willingness to participate.

Over-recruitment of comparison participants: Over-recruitment of comparison group members will be used to ensure enrollment is met and to maximize the likelihood of a good match with members in the treatment group.

Survey administration. Surveys will be available online and by phone. Mode effects will be analyzed to ensure that differences in modality do not impact study results. The evaluator will provide NCCC a list of incoming members who did not complete the baseline prior to arriving on campus. Those members will be asked to complete the survey prior to the start of training.

Follow-up survey administration. The evaluator will send an email to each treatment and comparison participant who completed the baseline survey. The evaluator will send three reminder emails to all participants (treatment and comparison groups) for online surveys and call up to three times to administer the survey by phone.

Recruitment for focus groups and interviews. The evaluator will contact sampled members via email and phone to obtain their consent to participate. The NCCC staff and Sponsors and FEMA POCs who volunteered to participate will be contacted by phone and email to get their consent to be part of the focus groups.

3. Methods to Maximize Response Rates

Describe methods to maximize response rates, and to deal with issues of nonresponse. For most data collections, OMB requires that response rates be at least 75-80%, preferably 80%. You must provide convincing evidence to support the estimated response rate/s. If a similar study had been done in the past few years, it is appropriate to use that experience as the basis for the expected response rate to the proposed study.

A successful evaluation study must avoid loss of the sample due to missing data and attrition. NCCC members will be much easier to locate and survey because most will still be serving at the time of the first follow-up survey, and for those who complete their term of service, they will have some degree of connection with NCCC during the following years when the second follow-up is administered. The most focused attention for retention efforts will be necessary for comparison participants and members who leave the program prior to completing their term of service. The evaluator will monitor differential rates of attrition between members and comparison participants as well as for Traditional and FEMA Corps programs.

Specific strategies used to maximize the response rate at each of the follow-up survey include:

1. Targeted communications via the survey introduction, cover letter, telephone script, and email message;

2. Using multiple reminders and multiple modes to contact and follow-up with participants; and

3. Incentive offers.

Targeted Communication: Email messages and telephone scripts are designed to encourage participation and reduce nonresponse.

Using Multiple Reminders, Contacts and Communication Modes: The evaluator will use multiple communication approaches including:

- At the baseline survey, the evaluator will obtain information on key friends and family members whom participants provide as a good way to reach them. The evaluator will also maintain regular contact with participants during non-survey periods (e.g., every other month) through calls, texts, and/or postcards.

- A multimodal survey will be used to improve the response rate. The survey will be distributed to respondents online and by phone.

- Participants will be sent up to three reminder emails (for online surveys) or called up to three times (for phone surveys) at each point.

All participants will be informed of the significance of the survey to encourage their participation. In addition, processes to increase the efficiency of the survey (e.g., ensuring that the survey is as short as possible, using branching to ensure that respondents read and respond to only questions that apply to them) and the assurance of confidentiality will encourage survey completion.

Incentive offers: CNCS carefully considered an incentive offer for the respondents most difficult to reach, as described in A9. The proposed incentive targets participants at the critical juncture when they disengage from NCCC. Engaging in follow-up efforts to retain non-respondents would be costlier than the proposed incentive.

Addressing Issues of Nonresponse

Even with the most aggressive and comprehensive retention efforts, there is a possibility of attrition in that some respondents who participated in the baseline survey may not be found for the follow-up. Or, the respondent, even if found, may decline to participate in the follow-up. All completion rates at follow-up are conditioned on the respondent having been a baseline respondent, since follow-up data collection will be attempted only for those who responded at baseline. If the completion rate is less than 80 percent at either of the follow-up surveys, the evaluator will conduct a non-response bias analysis to determine whether the follow-up respondents differ significantly from the baseline treatment and comparison group members who enrolled in the study and whether attrition differs for the two groups. The evaluator will also track non-response for Traditional NCCC and FEMA Corps separately.

If necessary, the evaluator will calculate a non-response weight adjustment. The evaluator will compute survey weights that account for differential non-response at each round of data collection. Follow-up survey weights will account for the propensity to participate in both the baseline survey and the follow-up. The follow-up survey weights will be used in analyzing the combined baseline and follow-up data. Analyses using the weights will be representative of

the participants who enrolled in the study at baseline. The contractor will evaluate whether it is necessary to make weight adjustments for additional missing data arising from the matching process.

Since almost all questions on the survey are required of respondents, item nonresponse will likely be very minimal, and will result primarily from early termination of the survey. These will be classified as incomplete, but included, cases and non-sufficient responses. The evaluator will assess whether both partial survey completion and answers to survey items differ significantly by survey modality (online or phone).

For phone or online surveys, respondents may decline to answer some questions, and some data will be missing in the final analysis dataset. If any item response rate is less than 70%, the evaluator will conduct an item nonresponse analysis to determine if the data are missing at random at the item level.

Cases in the matched dataset with missing data will be included in the final analysis using Full Information Maximum Likelihood (FIML) or, if it becomes necessary due to sample size and outcome distribution, Bayesian estimation. This technique is preferable to listwise deletion, which has strong potential for producing biased parameter estimates. Multiple imputation, another alternative to FIML, can be cumbersome to employ when data are continually being collected and datasets are being managed and adjusted. Cases with missing values on the outcomes will be included in the analysis.

4. Tests of Procedures

Describe any test of procedures of methods to be undertaken. All data forms and data collection procedures submitted for clearance should be pilot tested. Tests involving 9 or fewer respondents are within OMB exemptions for clearance. However, larger pilot tests must first have OMB approval. If instruments have previously been tested and have known psychometric properties they should be explicitly discussed, including literature citations. Similarly, if scales that have been previously tested and validated are included be certain to identify them here.

Leadership Surveys

CNCS contracted JBS to pilot test all three waves of the online leadership surveys (baseline, first follow up, second follow, and exit survey for early leavers) with AmeriCorps NCCC members (respondents) from March to April 2019. Six members participated in the baseline survey, eight in the first follow up survey, and two in the second follow-up survey. Members were asked to complete the web-based survey first, then JBS researchers conducted the pilot tests over the telephone with members. At the end of the pilot test, a total of 16 members participated in the leadership survey debriefs and averaged about 23 minutes in length. In addition, JBS pilot tested four leadership questions with nine NCCC members. These questions would be included in the NCCC member exit form to be used in the retention study. This set of questions was pilot-tested in a 60-minute focus group setting.

The pilot test included a content review focusing on completeness of instructions and questions for respondents; clarity of instructions and questions for respondents; sequence of questions; relevance of questions for target audience; use of language that target audience understands; use of appropriate and relevant terms; online navigation format, and completion time.

Respondents' feedback from the pilot tests revealed that the survey instructions, navigation, questions, and response options were clear and were interpreted as intended, and that survey questions were relevant to the NCCC experience. However, respondents stated that some of the questions on leadership skills could be consolidated and suggested that all Likert scale "agree/disagree" response options include a neutral option for "neither agree nor disagree." The leadership survey respondents noted the ease of completing the survey on both mobile devices and personal computers. Respondents' time to survey completion varied from 15 to 30 minutes. Revisions were made to the leadership survey in response to pilot test results.

Qualitative Data Collection Instruments

JBS researchers completed pilot-testing of qualitative data collection instruments in April 2019. The pilot test was conducted in-person with eight NCCC members, eight NCCC Team Leaders, NCCC program division staff, seven FEMA liaisons and FEMA Corps housing coordinator, seven NCCC traditional sponsors, and four community stakeholders. JBS employed focus groups and semi-structured interviews to pilot-test the instruments with each of the groups to assess the extent to which participants' understandings of the questions match the intended meaning, the appropriateness of the instrument questions, and the use of focus groups and interviews for data collection with the various stakeholders.

Feedback from the pilot test indicated that the questions were easy to comprehend, but improvements to the questions could be made by making them more succinct, using plain language, and providing clear definitions or examples. Participants also recommended that questions be tailored to the appropriate stakeholders. The pilot testing also revealed important dimensions to consider when asking questions related to the concept of community and the different ways NCCC members and teams interface with communities. Participants also found that the number of questions was acceptable, that the sequence of questions flowed well, and that focus group and interviews would be a suitable method for the qualitative data collection. The qualitative instruments were revised to reflect the pilot test outcomes.

5. Statistical Consultants

Provide the contact information (names, titles, addresses, phone numbers, e-mail address) of individuals consulted on statistical aspects of the design and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and /or analyze the information for the agency. If the persons collecting or analyzing the data are contractors, list their contact information and the names of the personnel responsible for receiving and approving contract deliverables. If analysis is to be done by someone other than the contractor or project officer, provide their contact information.

The following individuals were consulted regarding the statistical methodology: Georges, Annie, Ph.D., JBS International, Inc. (Phone: 650-373-4938); Sum, Carmen, MBA, JBS International, Inc. (Phone: 650-373-4945); Cardazone, Gina, Ph.D., JBS International Inc. (Phone: 650-373-4901); Pratt, Donald Ph.D., JBS International Inc. (Phone: 650-373-4984).

Technical Working Group (TWG) members
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CNCS has not yet hired a contractor to oversee the planned data collection.

Agency Responsibility
Within the agency, the following individual will have oversight responsibility for all contract activities, including the data analysis: Andrea Robles, Research and Evaluation Manager, Office of Research and Evaluation, CNCS.

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Youth Leadership Development Study
OMB Control Number: XXX (Expires XX/XX/XX)

You are invited to participate in a research study that will examine youth leadership development in a national service program. The study will be conducted by [NAME OF CONTRACTOR], a research organization, on behalf of the Corporation for National and Community Service. We are asking for your consent to participate in this project.

What activities will you do in the study and how long will the activities last? If you decide to participate in the study, you will be asked to complete a survey online and/or over the phone three times over a two-year period. You will be asked to complete the first survey before you are scheduled to begin your service, even if you decide not to serve with AmeriCorps National Civilian Community Corps. You will be asked to complete the second survey 10-12 months after the first one. You will be asked complete the last survey one year after that. Each survey should take about 20 minutes to complete.

Benefits and Risks: We believe there is little or no risk to you in participating in this project. You may be contacted by email or phone to complete follow-up surveys. You may take a break, or you may stop the survey. You may also withdraw from the project altogether. If you choose not to complete this survey, we will not ask you to complete any future surveys for this project. There may be no direct benefits to you for participating in this research project. The results of this project will contribute to knowledge about how youth in national service programs develop leadership qualities and skills.

Confidentiality and Privacy: The personally identifiable information (PII) you provide during this project is linked to additional information about you. However, it will (a) always be stored in a safe and secure manner and (b) only used for research and/or statistical purposes. It will only be shared with CNCS staff and external parties who require the PII to complete their work. It will not be disclosed to the general public in any form that would identify you; when reporting our findings, your responses will be combined with the responses of other participants and reported in aggregate form.

Voluntary Participation: Your participation in the study is voluntary. You can choose freely to participate or not to participate. At any point during this project, you can stop participating without any adverse consequences to your term of service.

Privacy Act: CNCS is required by the Privacy Act of 1974, as amended, (5 U.S.C. 552a) to tell you what personal information we collect and how it will be used: **Authorities** – Your personal information is requested pursuant to 42 U.S.C. Chapter 129 - National and Community Service and 42 U.S.C. Chapter 66 - Domestic Volunteer Services. **Purposes** – It will be used to (a) identify best practices for recruiting and retaining NCCC members and (b) improve service projects to increase member leadership skills and strengthen the communities in which members serve. **Routine Uses** – Routine uses of this information may include disclosure to (1) contractors

hired to assist with this collection project or any related follow-up project, and (2) other Federal agencies to match your personal information with their data in order to complete additional research. **Effects of Nondisclosure** – This request is voluntary, but not providing a response may affect the results of the survey and your eligibility to receive a modest financial incentive. **Additional Information** – The current SORN, to include this collection, is pending modification and publication to the Federal Register.

Public Burden Statement: Public reporting burden for this collection is estimated to average 20 minutes per submission, including reviewing instructions, gathering and maintaining the data needed, completing the form, and reviewing the collection of information. Comments on the burden or content of this instrument may be sent to the Corporation for National and Community Service, Attn: Amy Borgstrom, 250 E. Street SW, Washington, D.C. 20525. You are not required to respond to the collection unless the OMB control number and expiration date displayed on page 1 are current and valid. (See 5 C.F.R. 1320.5(b)(2)(i).)
OMB Control Number   3045-0189
Expiration Date   12/31/2022

Contact Information: If you have any questions about any part of this survey, you are welcome to contact Melissa Gouge CNCS Research Analyst: Phone Number 202-606-6736, Address 250 E Street SW, Washington, DC. 20024.

Please indicate your agreement to participate in today's study by signing below…

Printed Name: _____

Signature: _____   Date: _____

Do you agree to participate in this study?

   O Yes, I agree. [CLICK HERE to begin the survey].

   O No, I do not agree. → STOP. Do not complete the survey.

Youth Leadership Development Study
OMB Control Number: XXX (Expires XX/XX/XX)

You are invited to participate in a research study that will examine youth leadership development in a national service program. The study will be conducted by [NAME OF CONTRACTOR], a research organization, on behalf of the Corporation for National and Community Service. We are asking for your consent to participate in this project.

What activities will you do in the study and how long will the activities last? If you decide to participate in the study, you will be asked to complete a survey online and/or over the phone, three times over a two-year period. You will be asked to complete the first survey before you would have begun your service. You will be asked to complete the second survey at the end of that NCCC service year. You will be asked to complete the last survey one year later. Each survey should take about 20 minutes to complete.

Benefits and Risks: We believe there is little or no risk to you in participating in this project. You may be contacted by email or phone to complete follow-up surveys. You may take a break or stop the survey. You may also withdraw from the project altogether If you choose not to complete this survey, we will not ask you to complete any future surveys for this project. There may be no direct benefits to you for participating in this research project. The results of this project will contribute to knowledge about how youth in national service programs develop leadership qualities and skills.

Confidentiality and Privacy: The personally identifiable information (PII) you provide during this project is linked to additional information about you. However, it will (a) always be stored in a safe and secure manner and (b) only used for research and/or statistical purposes. It will only be shared with CNCS staff and external parties who require the PII to complete their work. It will not be disclosed to the general public in any form that would identify you; when reporting our findings, your responses will be combined with the responses of other participants and reported in aggregate form.

Voluntary Participation: Your participation in the study is voluntary. You can choose freely to participate or not to participate. At any point during this project, you can stop participating without any adverse consequences to your term of service. You will receive a $20 gift card for completing each survey.

Privacy Act: CNCS is required by the Privacy Act of 1974, as amended, (5 U.S.C. 552a) to tell you what personal information we collect and how it will be used: **Authorities** – Your personal information is requested pursuant to 42 U.S.C. Chapter 129 - National and Community Service and 42 U.S.C. Chapter 66 - Domestic Volunteer Services. **Purposes** – It will be used to (a) identify best practices for recruiting and retaining NCCC members and (b) improve service projects to increase member leadership skills and strengthen the communities in which members serve. **Routine Uses** – Routine uses of this information may include disclosure to (1) contractors hired to assist with this collection project or any related follow-up project, and (2) other Federal agencies to match your personal information with their data in order to complete additional research. **Effects of Nondisclosure** – This request is voluntary, but not providing a response may

affect the results of the survey and your eligibility to receive a modest financial incentive.

Additional Information – The current SORN, to include this collection, is pending modification and publication to the Federal Register.

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OMB Control Number   3045-0189
Expiration Date   12/31/2022

Contact Information: If you have any questions about any part of this survey, you are welcome to contact Melissa Gouge CNCS Research Analyst: Phone Number 202-606-6736, Address 250 E Street SW, Washington, DC. 20024.

Please indicate your agreement to participate in today's study by signing below…

Printed Name: _____

Signature: _____   Date: _____

Do you agree to participate in this study?

O Yes, I agree. [CLICK HERE to begin the survey].

O No, I do not agree. → STOP. Do not complete the survey.

Youth Leadership Development Study
OMB Control Number: XXX (Expires XX/XX/XX)

You are invited to participate in a research study that will examine youth leadership development in a national service program. The study will be conducted by [NAME OF CONTRACTOR], a research organization, on behalf of the Corporation for National and Community Service. We are asking for your consent to participate in this project.

What activities will you do in the study and how long will the activities last? If you decide to participate in the study, you will be asked to participate in a focus group or interview. You will be interviewed or participate in a focus group at the end of your service with NCCC. The interview should take approximately 60 minutes, and the focus group should take about 90 minutes to complete.

Benefits and Risks: We believe there is little or no risk to you in participating in this project. You may skip any question, or take a break, or you may exit the interview or focus group. You may also withdraw from the project altogether. If you choose not to participate, we will not ask you to participate in any other interviews or focus groups for this project. There may be no direct benefits to you for participating in this research project. The results of this project will contribute to knowledge about how youth in national service programs develop leadership qualities and skills.

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Please indicate your agreement to participate in today's study by signing below…

Printed Name: _____

Signature: _____   Date: _____

Do you agree to participate in this study?

   O Yes, I agree. [CLICK HERE to begin the survey].

   O No, I do not agree. → STOP. Do not complete the survey.

Youth Leadership Development Study
OMB Control Number: XXX (Expires XX/XX/XX)

You are invited to participate in a research study that will examine youth leadership development in a national service program. The study will be conducted by [NAME OF CONTRACTOR], a research organization, on behalf of the Corporation for National and Community Service. We are asking for your consent to participate in this project.

What activities will you do in the study and how long will the activities last? If you decide to participate in the study, you will be asked to participate in a focus group or interview. You will be interviewed or participate in a focus group at the end of your service with NCCC. The interview should take approximately 60 minutes, and the focus group should take about 90 minutes to complete.

Benefits and Risks: We believe there is little or no risk to you in participating in this project. You may skip any question, or take a break, or you may exit the interview or focus group. You may also withdraw from the project altogether. If you choose not to participate, we will not ask you to participate in any other focus groups or interviews for this project. There may be no direct benefits to you for participating in this research project. The results of this project will contribute to knowledge about how youth in national service programs develop leadership qualities and skills.

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Please indicate your agreement to participate in today's study by signing below…

Printed Name: _____

Signature: _____   Date: _____

Do you agree to participate in this study?

   O Yes, I agree. [CLICK HERE to begin the survey].

   O No, I do not agree. → STOP. Do not complete the survey.

Strengthening Communities Study
OMB Control Number: XXX (Expires XX/XX/XX)

You are invited to participate in a research study that will examine youth leadership development in a national service program. The study will be conducted by [NAME OF CONTRACTOR], a research organization, on behalf of the Corporation for National and Community Service. We are asking for your consent to participate in this project.

What activities will you do in the study and how long will the activities last? If you decide to participate in the study, you will be asked to participate in a focus group or interview. You will be interviewed or participate in a focus group at the end of your service with NCCC. The interview should take approximately 60 minutes, and the focus group should take about 90 minutes to complete.

Benefits and Risks: We believe there is little or no risk to you in participating in this project. You may skip any question, or take a break, or you may exit the interview or focus group. You may also withdraw from the project altogether. If you choose not to participate, we will not ask you to participate in any other interviews or focus groups or interviews for this project. There may be no direct benefits to you for participating in this research project. The results of this project will contribute to knowledge about how youth in national service programs develop leadership qualities and skills.

Confidentiality and Privacy: The personally identifiable information (PII) you provide during this project is linked to additional information about you. However, it will (a) always be stored in a safe and secure manner and (b) only used for research and/or statistical purposes. It will only be shared with CNCS staff and external parties who require the PII to complete their work. It will not be disclosed to the general public in any form that would identify you; when reporting our findings, your responses will be combined with the responses of other participants and reported in aggregate form.

Voluntary Participation: Your participation in the study is voluntary. You can choose freely to participate or not to participate. At any point during this project, you can stop participating without any adverse consequences to your term of service.

Privacy Act: CNCS is required by the Privacy Act of 1974, as amended, (5 U.S.C. 552a) to tell you what personal information we collect and how it will be used: **Authorities** – Your personal information is requested pursuant to 42 U.S.C. Chapter 129 - National and Community Service and 42 U.S.C. Chapter 66 - Domestic Volunteer Services. **Purposes** – It will be used to (a) identify best practices for recruiting and retaining NCCC members and (b) improve service projects to increase member leadership skills and strengthen the communities in which members serve. **Routine Uses** – Routine uses of this information may include disclosure to (1) contractors hired to assist with this collection project or any related follow-up project, and (2) other Federal agencies to match your personal information with their data in order to complete additional research. **Effects of Nondisclosure** – This request is voluntary, but not providing a response may affect the results of the survey and your eligibility to receive a modest financial incentive.

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Please indicate your agreement to participate in today's study by signing below…

Printed Name: _____

Signature: _____   Date: _____

Do you agree to participate in this study?

   O Yes, I agree. [CLICK HERE to begin the survey].

   O No, I do not agree. → STOP. Do not complete the survey.

<mark>Sponsors/FEMA POCs – focus group and interview strengthening communities</mark>
Strengthening Communities Study
OMB Control Number: XXX (Expires XX/XX/XX)

You are invited to participate in a research study that will examine youth leadership development in a national service program. The study will be conducted by [NAME OF CONTRACTOR], a research organization, on behalf of the Corporation for National and Community Service. We are asking for your consent to participate in this project.

What activities will you do in the study and how long will the activities last? If you decide to participate in the study, you will be asked to participate in a focus group or interview. You will be interviewed or participate in a focus group at the end of your service with NCCC. The

interview should take approximately 60 minutes, and the focus group should take about 90 minutes to complete.

Benefits and Risks: We believe there is little or no risk to you in participating in this project. You may skip any question, or take a break, or you may exit the interview or focus group. You may also withdraw from the project altogether. If you choose not to participate, we will not ask you to participate in any other interviews or focus groups or interviews for this project. There may be no direct benefits to you for participating in this research project. The results of this project will contribute to knowledge about how youth in national service programs develop leadership qualities and skills.

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Please indicate your agreement to participate in today's study by signing below…

Printed Name: _____

Signature: _____   Date: _____

Do you agree to participate in this study?

    O Yes, I agree. [CLICK HERE to begin the survey].

    O No, I do not agree. → STOP. Do not complete the survey.

NCCC Leadership Development Baseline Questionnaire

[**NOTE:** questions 1-3 for Corps members only; comparison group participants begin with question 4]

OMB Control Number: XXX (Expires XX/XX/XX)

Your Upcoming NCCC Service

This survey will start with a few questions about you and your upcoming service with NCCC.

1. What are the first four letters of your last name?*

If your last name has less than four letters, please add one or more **X**s to the end of the name to fulfill the four letter requirement.

_____

2. In which program will you serve?

( ) NCCC Traditional   GO TO Q5

( ) NCCC FEMA Corps   GO TO Q3

3. Was it your first choice to join FEMA Corps?

( ) Yes

( ) No

NOTE: Corps members continue with question 5; COMPARISON GROUP participants begin with question 4

4. There are many reasons why individuals who have been accepted to serve with NCCC decide not to join. NCCC is interested in understanding the reason applicants may decide not to join NCCC after receiving an acceptance letter. For each of the reasons below please indicate whether it contributed to your decision not to serve with NCCC?*

[response option Yes No]

a. I am going back to school
b. I found a job / I am working
c. I will not be earning enough money as a NCCC member
d. I am concerned about my ability to do some physical activities
e. I have difficulty doing some activities because of a physical, mental, or emotional condition
f. I need to care for a family member or close friend
g. I am joining the military
h. I am going to serve with Peace Corps
i. I am going to serve with another AmeriCorps program (ASN, VISTA)
j. NCCC has too much structure / too strict
k. Other reason you decided not to join NCCC, please explain

*5. How did you hear about AmeriCorps NCCC? [Check all that apply] ***

[ ] a. From an AmeriCorps NCCC or FEMA Corps representative at a career fair or presentation.

[ ] b. From volunteering alongside an AmeriCorps NCCC or FEMA Corps team.

[ ] c. From an AmeriCorps NCCC or FEMA Corps representative someplace other than a career fair, presentation, or volunteer activity.

[ ] d. From a friend or family member who served in AmeriCorps NCCC or FEMA Corps.

[ ] e. From a friend or family member who served in a different AmeriCorps or service program (e.g., ASN, VISTA).

[ ] f. From people in my social group who had or knew of NCCC members that served in their communities.

[ ] g. From a teacher, professor, school counselor, or advisor.

[ ] h. From my time serving with Job Corps.

[ ] i. From my time serving with YouthBuild.

[ ] j. From my time serving with Youth ChalleNGe.

[ ] k. From a news story.

[ ] l. From an advertisement.

[ ] m. From the AmeriCorps website.

[ ] n. From social media (Facebook, Twitter, Tumblr, LinkedIn, etc.).

[ ] o. After applying to/serving with a different service organization (Peace Corps, Teach for America, City Year, etc.).

[ ] p. FEMA representative, website, news coverage, or social media.

[ ] Other - Please specify: _____*

*6. Have you previously volunteered with AmeriCorps?***
( ) Yes   GO TO Q7a-c

( ) No   GO TO Q8

7a-c. With which AmeriCorps have you previously volunteered?*

	Yes	**No**
a. AmeriCorps State and National (ASN)	( )	( )
b. NCCC/FEMA Corps	( )	( )
c. VISTA	( )	( )

7d. What year was your most recent service?*

Year _____

Don' remember

7e. For your most recent service, did you complete your service?*

( ) Yes

( ) No, left early/did not complete service

8. Have you previously volunteered with any other organizations [e.g., religious, educational, health related, other charitable organization]?*

( ) Yes

( ) No

---

9. There are many reasons why individuals want to volunteer with NCCC. For each reason listed below, please indicate how relevant this reason was in your decision to serve with AmeriCorps NCCC/FEMA Corps.*

	Not relevant	**Somewhat relevant**	**Very relevant**	**Quite relevant**
a. I want to try something new to find what direction I want to take in my career.	( )	( )	( )	( )
b. I want to gain leadership skills.	( )	( )	( )	( )
c. I want to gain professional skills / carpentry or construction skills / build my résumé.	( )	( )	( )	( )

d. I want to meet new people / make friends.	( )	( )	( )	( )
e. I want to have stable housing and other benefits.	( )	( )	( )	( )
f. I want to travel the country / I want to leave the town that I am living in right now.	( )	( )	( )	( )
g. There are not enough jobs where I live				
h. I want to earn money for future college tuition.	( )	( )	( )	( )
i. I want to earn money to pay off student loans.	( )	( )	( )	( )
j. I want to take a break before college.	( )	( )	( )	( )
k. I want to take a break .while enrolled in college.	( )	( )	( )	( )
l. I want to take a break between college/grad school.	( )	( )	( )	( )
m. I want the opportunity to network with professionals in my field of interest.	( )	( )	( )	( )
n. I want to gain experience to serve in other AmeriCorps programs (eg., ASN, VISTA)	( )	( )	( )	( )
o. I want to gain experience to join the military	( )	( )	( )	( )
p. I want to gain experience to join the Peace Corps	( )	( )	( )	( )
q. I want to make a difference / serve my country.	( )	( )	( )	( )
r. I want to reduce social or economic inequality	( )	( )	( )	( )

s. NCCC will give me a sense of purpose.				
t. I have a friend or family member who was applying or participating.	( )	( )	( )	( )
u. An AmeriCorps organization or one like it helped you (or a loved one) in the past.	( )	( )	( )	( )
v. I want to earn money / I needed to get a job.	( )	( )	( )	( )
w. My parents/guardians wanted me to join NCCC.	( )	( )	( )	( )
x. There was another reason I wanted to join NCCC.	( )	( )	( )	( )

9x. The other reason I wanted to join NCCC was:*

_____

_____

_____

_____

*10. What sources did you use to learn what your experience will be like as an AmeriCorps NCCC member? [Choose yes or no]**

	Yes	No
a. I spoke with an AmeriCorps NCCC or FEMA Corps representative at a career fair, presentation, or volunteer activity.	( )	( )
b. I spoke with an AmeriCorps NCCC or FEMA Corps representative someplace other than a career fair, presentation, or volunteer activity.	( )	( )
c. I spoke with a friend or family	( )	( )

member who served in AmeriCorps NCCC or FEMA Corps.		
d. I spoke with a friend or family member who served in a different AmeriCorps or other national service program.	( )	( )
e. I spoke with people in my social group who had or knew of NCCC members that served in their communities.	( )	( )
f. I spoke with a teacher, professor, school counselor, or advisor.	( )	( )
g. I read information on the AmeriCorps NCCC website.	( )	( )
h. I read information on social media (Facebook, Twitter, Tumblr, LinkedIn, Reddit, etc.).	( )	( )
i. I watched a video online		
j. I read the AmeriCorps NCCC Member Handbook.	( )	( )
k. I used other sources to learn about the NCCC AmeriCorps member experience.	( )	( )

 10k. The other sources I used to learn about the NCCC AmeriCorps member experience include: *

_____

11. The following statements reflect people's thoughts about the NCCC experience. For each statement below please indicate if you believe the statement is true, not true, maybe true about the NCCC experience.

	No, this is not true	Yes, this is true	Maybe this is true	
a. I always must conform to uniform standards when on duty.	( )	( )	( )	
b. I am part of a team of 8-10 other members who share my values.	( )	( )	( )	
c. I live in a dormitory that feels like being in the military.	( )	( )	( )	
d. I have complete privacy when I am not on duty.	( )	( )	( )	
e. I serve on projects that are away from the dormitory of my campus and must live, eat and work with my team all the time around the clock.	( )	( )	( )	
f. I get to work in an office doing administrative duties.	( )	( )	( )	
g. I travel all over the United States and meet a lot of people.	( )	( )	( )	
h. I do my service projects between 9 am and 5 pm, and I have free time at night and on weekends to do the things I want to do.	( )	( )	( )	

i. I can take time off anytime I want.	( )	( )	( )	
j. I participate in physical training only when I want.	( )	( )	( )	
k. I cannot take a part-time job or take night classes.	( )	( )	( )	
l. I can choose what type of work or project I will be doing.	( )	( )	( )	
m. I will have a formal structure and processes to guide me on how, what and when things need to be done.	( )	( )	( )	
n. I believe that there are times the rules can be bent.	( )	( )	( )	
o. I have heard other statements about the NCCC experience.	( )	( )	( )	

11o. Other statements I have heard about the NCCC experience include: *

_____

_____

_____

_____

NCCC is interested in understanding your work skills, like how you gather and analyze information, motivate co-workers, and manage time as well as your belief about what contributes to successful employment. This section includes questions to better understand these work skills.

Member Skills

12. How much confidence do you have that you could:*

	No confidence at all	Very little confidence	Moderate confidence	Much confidence	Complete confidence
a. Plan, coordinate and manage meetings or events	( )	( )	( )	( )	( )
b. Deliver presentations	( )	( )	( )	( )	( )
c. Work with the media and public relations	( )	( )	( )	( )	( )
d. Manage a project	( )	( )	( )	( )	( )
e. Community outreach	( )	( )	( )	( )	( )
f. Recruit, manage or train volunteers	( )	( )	( )	( )	( )

13. How much confidence do you have that you could:*

	No confidence at all	**Very little confidence**	**Moderate confidence**	**Much confidence**	**Complete confidence**
a. Set priorities for multiple tasks	( )	( )	( )	( )	( )
b. Adapt to new situations	( )	( )	( )	( )	( )
c. Seek new information to learn new or better ways of doing things	( )	( )	( )	( )	( )
d. Follow through to complete assigned tasks	( )	( )	( )	( )	( )

This section of the survey asks about how you achieve your goals.

Achieving Goals

*14. How much do you agree or disagree that each of the following statements describes you:**

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
a. I am confident that I could deal efficiently with unexpected events.	( )	( )		( )	( )
b. Thanks to my resourcefulness, I know how to handle unforeseen situations.	( )	( )		( )	( )
c. I can solve most problems if I invest the necessary effort.	( )	( )		( )	( )
d. I can remain calm when facing difficulties because I can rely on my coping abilities.	( )	( )		( )	( )
e. When I am confronted with a problem, I can usually find several solutions.	( )	( )		( )	( )
f. If I am in trouble, I can usually think of a solution.	( )	( )		( )	( )
g. I can usually handle whatever comes my way.	( )	( )		( )	( )

This section of the survey asks your opinion about the importance and desirability of relationships between people of different background, how often you participate in group situations working out conflicts and sharing ideas, and the techniques you use to encouraging participation when in group situations.

Cultural Competency

15. How much do you agree or disagree that each of the following statements describes you:*

	Strongly disagree	Disagree	Agree	Strongly agree
a. I can verbally communicate my ideas to other people	( )	( )	( )	( )
b. I listen to other people's opinions or position on an issue	( )	( )	( )	( )
c. I collaborate on projects as a team member to achieve a shared goal	( )	( )	( )	( )
d. I get along with other people in my work environment	( )	( )	( )	( )
e. I resolve conflicts through discussion and dialog	( )	( )	( )	( )
f. I treat other people with courtesy and respect	( )	( )	( )	( )

16. How often do you do the following:*

	Never	Rarely	Sometimes	Often	Very Often
a. I try to understand other people's ideas and opinions before arguing or stating my own.	( )	( )	( )	( )	( )
b. I try to present my ideas without criticizing the ideas of others.	( )	( )	( )	( )	( )
c. I encourage different points of view without worrying about agreement.	( )	( )	( )	( )	( )
d. I try to consider all points of view or possible options before forming an opinion or making a decision.	( )	( )	( )	( )	( )
e. I encourage the participation of other people and support their right to be heard.	( )	( )	( )	( )	( )
f. I help find solutions when unexpected problems arise.	( )	( )	( )	( )	( )

17. How much do you agree with the following statements:*

	Strongly disagree	**Disagree**	**Neither agree or disagree**	**Agree**	**Strongly agree**
a. If people from different backgrounds took the time to understand each other, there wouldn't be so many social problems.	( )	( )		( )	( )
b. I feel comfortable belonging to groups where people are different from me.	( )	( )		( )	( )
c. Diverse viewpoints bring creativity and energy to a work group.	( )	( )		( )	( )
d. Multicultural teams can be stimulating and fun.	( )	( )		( )	( )
e. People are more motivated and productive when they feel they are accepted for who they are.	( )	( )		( )	( )
f. Diversity brings many perspectives to problem-solving.	( )	( )		( )	( )
g. I feel comfortable in forming friendships with people who are different from me.	( )	( )		( )	( )

The questions in this section ask your opinions on contributing to public life and participating in solving public problems, and volunteer experience.

Participation in Solving Public Problems

18. How much do you agree or disagree with the following:*

	Strongly disagree	**Disagree**	**Neither agree or disagree**	**Agree**	**Strongly agree**
a. I feel a personal obligation to contribute in some way to my community.	( )	( )		( )	( )
b. I am actively involved in issues that positively affect my community.	( )	( )		( )	( )
c. I can make a difference in my community or neighborhood.	( )	( )		( )	( )
d. I am not active but plan to become active in issues that positively affect my community.	( )	( )		( )	( )
e. I feel I have the ability to make a difference in my community.	( )	( )		( )	( )
f. I try to find the time or a way to make a positive difference in my community.	( )	( )		( )	( )

*19. If you found out about a problem in your community that you wanted to do something about, how well do you think you would be able to do each of the following:**

	I definitely could NOT do this	I probably could NOT do this	I'm not sure if I could do this	I probably could do this	I definitely could do this
a. Create a plan to address the problem	( )	( )	( )	( )	( )
b. Get other people to care about the problem	( )	( )	( )	( )	( )
c. Organize and run a meeting	( )	( )	( )	( )	( )
d. Express your views in front of a group of people	( )	( )	( )	( )	( )
e. Identify individuals or groups who could help you with the problem	( )	( )	( )	( )	( )
f. Express your views on the Internet or through social media	( )	( )	( )	( )	( )
g. Call someone on the phone you had never met before to get their help with the problem	( )	( )	( )	( )	( )
h. Contact an elected official about the problem	( )	( )	( )	( )	( )

Participation in Public Life

20. Are you eligible to vote in the state where you live?*

( ) Yes

( ) No, not eligible to vote

( ) Don't know
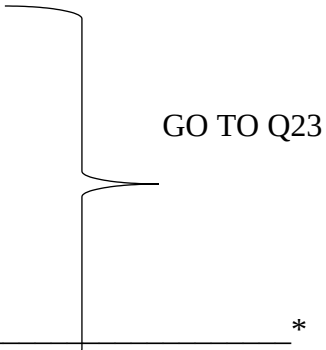
21. How likely are you to vote in future national/general elections?*

( ) Definitely will not vote

( ) Probably will not vote

( ) Probably will vote

( ) Definitely will vote

This is the final section of the survey. These questions are about you in order to help us better understand participants' background and experiences.

Member Background and Experiences

22. Please select the highest level of education you have completed.*

( ) Middle school   GO TO Q22

( ) Some high school, I do not have a diploma or certificate   GO TO Q22

( ) High school diploma or GED

( ) Technical school / Apprenticeship certificate or degree

( ) Some college   GO TO Q23

( ) Associate's degree

( ) Bachelor's degree

( ) Graduate degree

( ) Other - Write In (Required): _____*

22. Do you plan to get a high school diploma or GED?*

( ) Yes

( ) No

( ) Not Sure

23. When were you born?*

Month: _____

Year: _____

24. What were you doing in the last six months?	Yes	No
a. Working in the private sector	( )	( )
b. Working in the nonprofit or social service sector	( )	( )
c. Working in the public/government sector	( )	( )
d. Attending high school	( )	( )
e. Attending a vocational/technical training program	( )	( )
f. Attending college	( )	( )
g. Attending graduate school	( )	( )
h. Engaged in another national service experience	( )	( )
i. Working in my own small business	( )	( )
j. I am not in school / taking a break from school		
k. Working in food preparation and serving related occupations (e.g., waitress, server, cook, bar tender, food service, baker, deli clerk)		
l. Working at a nonprofit or social entrepreneurship venture that I created	( )	( )
m. Serving in the military	( )	( )
n. Not working/unemployed – this means you did not have a job and you were actively looking for work	( )	( )
o. Other	( )	( )

24o. If other, please describe what you have been doing in the last six months.*

_____

_____

_____

_____

*25. Do you consider yourself of Hispanic or Latino origin?**

( ) No

( ) Yes

*26. What is your race? [Check all that apply]**

[ ] American Indian or Alaska Native

[ ] Asian

[ ] Black or African American

[ ] Native Hawaiian or Other Pacific Islander

[ ] White

Member Background and Experiences

27. In the last six months, what was your living arrangement?

	Yes	No
a. Live at home with one or more parents or guardians	( )	( )
b. Live with friend or relative and did not pay rent	( )	( )
c. Live in a dormitory on a college campus / off campus college housing	( )	( )
d. Live in an apartment or home where you paid rent	( )	( )
e. Live in a residential program (e.g., JobCorps, military housing)	( )	( )
f. Homeless, live in a motel or hotel room / live in boarding house, halfway house, or board and care facility	( )	( )
g. In (or aging out of) foster care or I lived with a relative through a state-supervised kinship or guardianship program	( )	( )
h. I have had other living arrangements. Please describe below.	( )	( )

27h. Other living arrangements: *

_____

_____

_____

_____

*28. Please check all of the following that previously applied or currently apply to you:**

	Yes	No
a. I speak a language other than English.	( )	( )
b. I returned to school after initially being expelled or dropped out		
c. I left home and remained away without parental or guardian permission.	( )	( )
d. I was convicted of an offense as a juvenile or adjudicated as a juvenile offender.	( )	( )
e. I have a physical impairment that has a substantial impact on my ability to carry out day-to-day activities.	( )	( )
f. I have a mental impairment that has a substantial impact on my ability to carry out day-to-day activities.	( )	( )

Parent/Guardian Background

29. What is this parent's or guardian's relationship to you?*

( ) Biological Mother

( ) Biological Father

( ) Adoptive Mother

( ) Adoptive Father

( ) Stepmother

( ) Stepfather

( ) Foster Mother

( ) Foster Father

( ) Female Partner of your Parent or Guardian

( ) Male Partner of your Parent or Guardian

( ) Grandmother

( ) Grandfather

( ) Other Female Relative

( ) Other Male Relative

( ) Other Female Guardian

( ) Other Male Guardian

( ) No Parent   GO TO Q38

( ) I do not want to answer   GO TO Q38

30. What is the highest level of education completed by this parent/guardian?*

( ) Less than high school completion

( ) Completed a high school diploma, GED or alternative high school credential

( ) Completed a certificate or diploma from a school that provides occupational training

( ) Completed an Associate's degree

( ) Completed a Bachelor's degree

( ) Completed a Master's degree

( ) Completed a Ph.D., M.D., law degree, or other high level professional degree

( ) Don't know

*31. Does this parent/guardian currently hold a job for pay?**

( ) Yes   GO TO Q33

( ) No   GO TO Q32

( ) Don't Know   GO TO Q32

*32. Has this parent/guardian ever held a job for pay?**

( ) Yes

( ) No

( ) Don't Know

*33. Do you have another parent or guardian in the same household?**

( ) Yes   GO TO Q34

( ) No   GO TO Q38

Parent/Guardian Background (Parent/Guardian 2)

*34. What is this parent's or guardian's relationship to you?**

( ) Biological Mother

( ) Biological Father

( ) Adoptive Mother

( ) Adoptive Father

( ) Stepmother

( ) Stepfather

( ) Foster Mother

( ) Foster Father

( ) Female Partner of your Parent or Guardian

( ) Male Partner of your Parent or Guardian

( ) Grandmother

( ) Grandfather

( ) Other Female Relative

( ) Other Male Relative

( ) Other Female Guardian

( ) Other Male Guardian

( ) I do not want to answer   GO TO Q38

*35. What is the highest level of education completed by this parent/guardian?**

( ) Less than high school completion

( ) Completed a high school diploma, GED or alternative high school credential

( ) Completed a certificate or diploma from a school that provides occupational training

( ) Completed an Associate's degree

( ) Completed a Bachelor's degree

( ) Completed a Master's degree

( ) Completed a Ph.D., M.D., law degree, or other high level professional degree

( ) Don't know

36. Does this parent/guardian currently hold a job for pay?*

( ) Yes   GO TO Q38

( ) No   GO TO Q37

37. Has this parent/guardian ever held a job for pay?*

( ) Yes

( ) No

( ) Don't Know

Final Questions About You

38. What is your gender?*

( ) Male

( ) Female

( ) Other - Write In (Required): _____*

39. Have you served on active duty in the military *

( ) No

( ) Yes

40. Where do you currently live?*

City or town*: _____

Zip code*: _____

Contact information for the follow-up surveys

Thank you again for taking the time to participate in this survey.
Just to make sure we are able to contact you for the follow-survey, could you provide your contact information. We will protect all the information from the surveys and phone interviews. Your information will be (a) stored in a safe and secure manner and (b) only used for research and/or statistical purposes. It will only be shared with CNCS staff and external parties who require the PII to complete their work. You will only be contacted for the purpose of this study. Your participation is voluntary, you can end your participation at any time.

> [COMPARISON GROUP will also include this text: We will use the contact information to send you your $20 gift card.]

First Name: _____ Last Name: _____

Street Address: _____

_____

City: _____ State: _____ Zip: _____

Phone: _____

E-mail: _____

41. How would you prefer we contact you in the future?
    1. Phone   ____
    2. Email   ____
    3. Mail   ____

42. What is the best phone number, email address, or physical address where you can be reached?
_____

Contact Information for Relative and Friend:

In order for the research team to reach you for the next survey, please answer the next two questions about how to find you.]
43. Is there a relative or friend, who does not live in this household, who will always know how to get in touch with you? The research team will only contact this person if it cannot locate you for the next survey.

NO.. 0 **(END THE SURVEY)**
YES... 1 **(GO TO 44)**
DON'T KNOW .... 8 **(END THE SURVEY)**
Prefer not to answer .... 9 **(END THE SURVEY)**

44. What is the name, address, and telephone number of that person?
First Name: _____ Last Name: _____
Street Address: _____

_____
City: _____ State: _____ Zip: _____
Phone: (_____)_____
Email: _____

45. What is this person's relationship to you?
RELATIVE _____ 2
NEIGHBOR _____ 3
FRIEND _____ 4
OTHER (SPECIFY)_____ 7
PREFER NOT TO ANSWER 9

46. Is there another relative or friend, who does not live in this household, who will always know how to get in touch with you? The research team will only contact this person if it cannot locate you for the next interview.
NO.. 0 **(END SURVEY)**
YES... 1 **(GO TO 47)**

DON'T KNOW .... 8 **(END SURVEY)**
REFUSED .... 9 **(END SURVEY)**
47. What is the name, address, and telephone number of that person?
First Name: _____ Last Name: _____

Street Address: _____

_____

City: _____ State: _____ Zip: _____

Phone: (_____) _____

48. What is this person's relationship to you?
RELATIVE (SPECIFY)_____ 2
NEIGHBOR (SPECIFY)_____ 3
FRIEND (SPECIFY)_____ 4
OTHER (SPECIFY)_____ 7
PREFER NOT TO ANSWER 9

NCCC Leadership Development <mark>First</mark> Follow-up Questionnaire

COMPARISON GROUP ONLY ANSWERS Q1a to Q1e

CORPS MEMBERS BEGIN WITH Q1

1a. Since the last survey have you served with AmeriCorps?

a.	**Yes**	**GO TO Q1b**
b.	**No**	**GO TO Q1c**

1b. With which AmeriCorps program have you previously volunteered? [check all that apply]

a. AmeriCorps State and National (ASN)
b. NCCC/FEMA Corps
c. VISTA

1c. what year was your most recent service?

Year _____
Don't remember

1d. For your most recent year of service, did you complete your service?

a. Yes
b. No not yet, I am still in service
c. No, left early/did not complete service

1e. Have you previously volunteered with other organization [e.g., religious, educational, health related, other charitable organization

a. Yes
b. No

[NOTE: ALL COMPARISON GROUP PARTICIPANTS GO TO Q16]

AmeriCorps NCCC Term of Service

1. Did you complete your AmeriCorps NCCC term of service?*

( ) Yes	GO TO Q3b
( ) No	GO TO Q2

Reasons for Ending Service Early

There are many reasons why Corps members end their service early. NCCC is interested in understanding your NCCC experience and the reasons you might wish to end your service before graduation.

2. For each of the reasons below please indicate whether it contributed to your decision to leave early?*

	Yes	No
a. I was dismissed by the program	( )	( )
b. I want to go back to school	( )	( )
c. I found a job / I will start working	( )	( )
d. I am not earning enough money / I need to earn more money to help my family pay the bills	( )	( )
e. I have a condition that substantially limits my ability to do some physical activities	( )	( )
f. I have a mental or emotional condition that limits my ability to do some activities	( )	( )
g. I need to care for a family member or close friend	( )	( )
h. I felt disrespected by the people in the program		
i. I do not feel valued by people in the program		
j. People in the program did not try to get to know me		
k. I do not get along with my supervisor or leadership (team leader, unit leader, or site supervisor)	( )	( )
l. I do not get along with the other members on my team	( )	( )
m. I am not making friends with the other people on my team	( )	( )
n. I am not learning the skills I need for the career I want	( )	( )
o. I do not feel part of the team	( )	( )
p. I am not gaining any leadership skills	( )	( )

q. I am not making a difference in people's live with the projects I was assigned	( )	( )
r. I am not getting to do the type of work I thought I would be doing	( )	( )
s. My parents/guardians have told me I can come home	( )	( )
t. The work I was assigned is not fulfilling	( )	( )
u. I do not like the type of housing	( )	( )
v. I am joining the military	( )	( )
w. I am going to serve with Peace Corps	( )	( )
x. I am going to serve with another AmeriCorps program (ASN, VISTA)	( )	( )
y. NCCC has too much structure / too strict	( )	( )
z. Other reason for leaving, please explain	( )	( )

2z. Please explain reason for leaving:*

_____

_____

_____

_____

*3. How likely are you to participate in another AmeriCorps NCCC term in the future?**

( ) Not at all likely

( ) Not likely

( ) Somewhat likely

( ) Very likely

( ) Extremely likely

3b. Overall, how satisfied are you with your NCCC experience?

( ) Completely satisfied

( ) Very satisfied

( ) Somewhat satisfied

( ) Not very satisfied

( ) Not at all satisfied

Motivation for serving/Wanting to serve with NCCC

An important part of the survey is to understand why individuals decide/wanted to volunteer with NCCC.

4. There are many reasons why individuals want to volunteer with NCCC. For each reason listed could you indicate how relevant this reason was in your decision to serve with AmeriCorps NCCC/FEMA Corps?*

	For each reason listed could you indicate how relevant this reason was in your decision to serve with AmeriCorps NCCC/FEMA Corps?				Do you feel NCCC helped you achieve this?		
	Quite Relevant*	Very Relevant*	Somewhat Relevant*	Not Relevant*	Yes*	No*	Not Sure*
a. I want to try something new to find what direction I want to take in my career.	( )	( )	( )	( )	( )	( )	( )
b. I want to gain leadership skills.	( )	( )	( )	( )	( )	( )	( )
c. I want to gain professional skills / build my résumé.	( )	( )	( )	( )	( )	( )	( )
d. I want to meet new people.	( )	( )	( )	( )	( )	( )	( )
e. I want to have stable housing and other benefits.	( )	( )	( )	( )	( )	( )	( )
f. I want to travel the country / I want to leave the town that I am living in right now	( )	( )	( )	( )	( )	( )	( )
g. There are not enough jobs where I live							
h. I want to earn money for future college tuition.	( )	( )	( )	( )	( )	( )	( )
i. I want to earn money to pay off student loans.	( )	( )	( )	( )	( )	( )	( )
j. I want to take a break before college.	( )	( )	( )	( )	( )	( )	( )
k. I want to take a break	( )	( )	( )	( )	( )	( )	( )

while enrolled in college.							
l. I want to take a break between college/grad school.	( )	( )	( )	( )	( )	( )	( )
m. I want the opportunity to network with professionals in my field of interest.	( )	( )	( )	( )	( )	( )	( )
n. I want to gain experience to serve in other AmeriCorps programs (eg., ASN, VISTA)	( )	( )	( )	( )	( )	( )	( )
o. I want to gain experience to join the military	( )	( )	( )	( )	( )	( )	( )
p. I want to gain experience to join the Peace Corps	( )	( )	( )	( )	( )	( )	( )
q. I want to make a difference / serve my country.	( )	( )	( )	( )	( )	( )	( )
r. I want to reduce social or economic inequality.	( )	( )	( )	( )	( )	( )	( )
s. NCCC will give me a sense of purpose							
t. I have a friend or family member who was applying or participating.	( )	( )	( )	( )	( )	( )	( )
u. An AmeriCorps organization or one like it helped you (or a loved one) in the past.	( )	( )	( )	( )	( )	( )	( )
v. I want to earn money / I needed to get a job.	( )	( )	( )	( )	( )	( )	( )
w. My parents/guardians wanted me to join NCCC.	( )	( )	( )	( )	( )	( )	( )
x. . There was another reason I wanted to join NCCC	( )	( )	( )	( )	( )	( )	( )

4x. The other reason I wanted to join NCCC was:

_____

_____

_____

_____

NCCC Service Projects Experiences

The following questions ask about your service experience, service projects, and satisfaction with the NCCC program.

5. How do you feel about your NCCC service experience?*

( ) Very dissatisfied

( ) Dissatisfied   GO TO Q6

( ) Neither

( ) Satisfied   GO TO Q7

( ) Very satisfied

6. You stated that you are not satisfied, could you describe why you are not satisfied with your NCCC service experience?*

_____

_____

_____

_____

7. What is your recommendation to improve the NCCC service experience?*

_____

_____

_____

_____

8. Do you agree that it is important to have the opportunity to serve with members from diverse backgrounds?*

( ) Strongly disagree

( ) Disagree

( ) Neither agree or disagree

 ( ) Agree

( ) Strongly agree

NCCC Service Projects Experiences

9. People think of diversity in different ways such as for example, race, ethnicity, religion, political, economic, education, sexual orientation. How do you define diversity?*

_____

_____

_____

_____

10. NCCC has a strong commitment to retaining a diverse pool of diverse applicants through the year of service. What should NCCC do to attain this commitment?*

_____

_____

_____

_____

*11. If a good friend or family member told you he or she was interested in joining NCCC, would you:**

( ) Advise against it

( ) Have second thoughts about recommending it

( ) Recommend it

( ) Strongly recommend it

*12. Thinking about your NCCC service projects, please indicate how much you agree or disagree with each of the following statements:**

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
a. I developed an understanding of the strengths of communities.	( )	( )		( )	( )
b. I can recognize solutions to challenges communities face.	( )	( )		( )	( )
c. I spent a lot of time doing meaningless "make work" tasks.	( )	( )		( )	( )
d. I felt defeated by the complexities	( )	( )		( )	( )

		Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
of the problems that I worked on.						

13. *Thinking about the people you interacted with in your NCCC team and in the communities you served, please indicate how much you agree or disagree with each of the following statements:**

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
a. I was exposed to new ideas and ways of seeing the world.	( )	( )		( )	( )
b. I had an opportunity to interact with people who were different than me.	( )	( )		( )	( )
c. I re-examined my beliefs and attitudes about other people.	( )	( )		( )	( )
d. I re-examined my beliefs and attitudes about challenges communities face					
e. I did not get along well with my supervisor or leadership (team leader, , unit leader, or site supervisor)	( )	( )		( )	( )
f. I did not feel value by the people in my team or group.	( )	( )		( )	( )
g. I felt that the people I worked with or lived with did not understand me.	( )	( )		( )	( )
h. I felt a sense of belonging on my team.	( )	( )		( )	( )
i. I felt accepted by my teammates.	( )	( )		( )	( )
j. I felt personally accepted in the communities in which I worked and served.	( )	( )		( )	( )
k. I get asked to contribute in					

planning social activities not directly related to my volunteer work.					
l. I am told about informal social activities and events.					
m. I am rarely invited to join other team members when they go out or to take a break.					

14. Thinking about how work on NCCC projects affected your growth, please indicate how much you agree or disagree with each of the following statements:*

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
a. I did things l never thought I could do.	( )	( )	( )	( )	( )
b. My service in NCCC helped me understand what my next steps are in terms of educational goals.	( )	( )	( )	( )	( )
c. My service in NCCC helped me understand what my next steps are in terms of career/professional goals.	( )	( )	( )	( )	( )
d. My service in NCCC helped me understand what my next steps are in terms of personal goals.	( )	( )	( )	( )	( )

15. How often has your NCCC team done the following:

	Never	Rarely	Sometimes	Often	Very often
a. We discuss issues and problems and share ideas.	( )	( )	( )	( )	( )
b. We involve everyone and avoid favoritism.	( )	( )	( )	( )	( )
c. We can disagree and be different from one another.	( )	( )	( )	( )	( )
d. We take time to work out any conflicts.	( )	( )	( )	( )	( )

NCCC is interested in understanding your work skills, like how you gather and analyze information, motivate co-workers, and manage time as well as your belief about what contributes to successful employment. This section includes questions to better understand these work skills.

Member Skills

16. How much confidence do you have that you could:

	No confidence at all	Very little confidence	Moderate confidence	Much confidence	Complete confidence
a. Plan, coordinate and manage meetings or events	( )	( )	( )	( )	( )
b. Deliver presentations	( )	( )	( )	( )	( )
c. Work with the media and public relations	( )	( )	( )	( )	( )
d. Manage a project	( )	( )	( )	( )	( )
e.	( )	( )	( )	( )	( )

Community outreach					
f. Recruit, manage or train volunteers	( )	( )	( )	( )	( )

17. How much confidence do you have that you could:*

	No confidence at all	Very little confidence	Moderate confidence	Much confidence	Complete confidence
a. Set priorities for multiple tasks	( )	( )	( )	( )	( )
b. Adapt to new situations	( )	( )	( )	( )	( )
c. Seek new information to learn new or better ways of doing things	( )	( )	( )	( )	( )
d. Follow through to complete assigned tasks	( )	( )	( )	( )	( )

This section of the survey asks about how you achieve your goals.

Achieving Goals

18. How much do you agree or disagree that each of the following statements describes you:*

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
a. I am confident that I could deal efficiently with unexpected events.	( )	( )		( )	( )
b. Thanks to my resourcefulness, I know how to handle unforeseen situations.	( )	( )		( )	( )
c. I can solve most problems if I invest the necessary effort.	( )	( )		( )	( )
d. I can remain calm when facing difficulties because I can rely on my coping abilities.	( )	( )		( )	( )
e. When I am confronted with a problem, I can usually find several solutions.	( )	( )		( )	( )
f. If I am in trouble, I can usually think of a solution.	( )	( )		( )	( )
g. I can usually handle whatever comes my way.	( )	( )		( )	( )

This section of the survey asks for your opinion about the importance and desirability of relationships between people of different background, how often you participated in group situations working out conflicts and sharing ideas, and the techniques you use to encouraging participation when in group situations.

Cultural Competency

*19. How much do you agree or disagree that each of the following statements describes you:**

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
a. I can verbally communicate my ideas to other people	( )	( )		( )	( )
b. I listen to other people's opinions or position on an issue	( )	( )		( )	( )
c. I collaborate on projects as a team member to achieve a shared goal	( )	( )		( )	( )
d. I get along with other people in my work environment	( )	( )		( )	( )
e. I resolve conflicts through discussion and dialog	( )	( )		( )	( )
f. I treat other people with courtesy and respect	( )	( )		( )	( )

20. How often do you do the following:*

	Never	Rarely	Sometimes	Often	Very Often
a. I try to understand other people's ideas and opinions before arguing or stating my own.	( )	( )	( )	( )	( )
b. I try to present my ideas without criticizing the ideas of others.	( )	( )	( )	( )	( )
c. I encourage different points of view without worrying about agreement.	( )	( )	( )	( )	( )
d. I try to consider all points of view or possible options before forming an opinion or making a decision.	( )	( )	( )	( )	( )
e. I encourage the participation of other people and support their right to be heard.	( )	( )	( )	( )	( )
f. I help find solutions when unexpected problems arise.	( )	( )	( )	( )	( )

*21. How much do you agree with the following statements:**

	Strongly disagree	**Disagree**	**Neither agree or disagree**	**Agree**	**Strongly agree**
a. If people from different backgrounds took the time to understand each other, there wouldn't be so many social problems.	( )	( )		( )	( )
b. I feel comfortable belonging to groups where people are different from me.	( )	( )		( )	( )
c. Diverse viewpoints bring creativity and energy to a work group.	( )	( )		( )	( )
d. Multicultural teams can be stimulating and fun.	( )	( )		( )	( )
e. People are more motivated and productive when they feel they are accepted for who they are here.	( )	( )		( )	( )
f. Diversity brings many perspectives to problem-solving.	( )	( )		( )	( )
g. I feel comfortable in forming friendships with people who are different from me.	( )	( )		( )	( )

This section of the survey asks about your opinions on contributing to public life and participating in solving public problems, and volunteer experience prior to NCCC.

Participation in Solving Public Problems

22. How much do you agree or disagree with the following:*

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
a. I feel a personal obligation to contribute in some way to my community.	( )	( )		( )	( )
b. I am actively involved in issues that positively affect my community.	( )	( )		( )	( )
c. I can make a difference in my community or neighborhood.	( )	( )		( )	( )
d. I feel I have the ability to make a difference in my community.	( )	( )		( )	( )
e. I try to find the time or a way to make a positive difference in my community.	( )	( )		( )	( )

23. If you found out about a problem in your community that you wanted to do something about, how well do you think you would be able to do each of the following:*

	I definitely could NOT do this	I probably could NOT do this	I'm not sure if I could do this	I probably could do this	I definitely could do this
a. Create a plan to address the problem	( )	( )	( )	( )	( )
b. Get other people to care about the problem	( )	( )	( )	( )	( )
c. Organize and run a meeting	( )	( )	( )	( )	( )
d. Express your views in front of a group of people	( )	( )	( )	( )	( )
e. Identify individuals or groups who could help you with the problem	( )	( )	( )	( )	( )
f. Express your views on the Internet or through social media	( )	( )	( )	( )	( )
g. Call someone on the phone you had never met before to get their help with the problem	( )	( )	( )	( )	( )
h. Contact an elected official about the problem	( )	( )	( )	( )	( )

Contact information for the follow-up surveys

Thank you again for taking the time to participate in this survey.
Just to make sure we are able to contact you for the follow-survey, could you provide your contact information. We will protect all the information from the surveys and phone interviews. Your information will be (a) stored in a safe and secure manner and (b) only used for research and/or statistical purposes. It will only be shared with CNCS staff and external parties who require the PII to complete their work. You will only be contacted for the purpose of this study. Your participation is voluntary, you can end your participation at any time.

> [COMPARISON GROUP will also include this text: We will use the contact information to send you your $20 gift card.]

First Name: _____ Last Name: _____

Street Address: _____

_____

City: _____ State: _____ Zip: _____

Phone: _____

E-mail: _____

24. How would you prefer we contact you in the future?
    1. Phone   ____
    2. Email   ____
    3. Mail   ____

25. What is the best phone number, email address, or physical address where you can be reached?
    _____

Contact Information for Relative and Friend:

In order for the research team to reach you for the next survey, please answer the next two questions about how to find you.]
26. Is there a relative or friend, who does not live in this household, who will always know how to get in touch with you? The research team will only contact this person if it cannot locate you for the next survey.

NO.. 0 **(END THE SURVEY)**
YES.. 1 **(GO TO 27)**
DON'T KNOW .... 8 **(END THE SURVEY)**
Prefer not to answer .... 9 **(END THE SURVEY)**

27. What is the name, address, and telephone number of that person?
First Name: _____ Last Name: _____
Street Address: _____

_____

City: _____ State: _____ Zip: _____
Phone: (_____)_____
Email: _____

28. What is this person's relationship to you?
RELATIVE _____ 2
NEIGHBOR _____ 3
FRIEND _____ 4
OTHER (SPECIFY)_____ 7
PREFER NOT TO ANSWER 9

29. Is there another relative or friend, who does not live in this household, who will always know how to get in touch with you? The research team will only contact this person if it cannot locate you for the next interview.
NO.. 0 **(END SURVEY)**
YES.. 1 **(GO TO 30)**
DON'T KNOW .... 8 **(END SURVEY)**
REFUSED .... 9 **(END SURVEY)**
30. What is the name, address, and telephone number of that person?
First Name: _____ Last Name: _____

Street Address: _____

_____

City: _____ State: _____ Zip: _____

Phone: (_____) _____

31. What is this person's relationship to you?
RELATIVE (SPECIFY)_____ 2
NEIGHBOR (SPECIFY)_____ 3
FRIEND (SPECIFY)_____ 4
OTHER (SPECIFY)_____ 7
PREFER NOT TO ANSWER 9

NCCC Leadership Development <mark>Second</mark> Follow-up Questionnaire

[NOTE: COMPARISON GROUP BEGIN SURVEY WITH Q6]

An important part of the survey is to understand why individuals decide to volunteer with NCCC.

Motivation for Volunteering

1. There are many reasons why individuals wanted to volunteer with NCCC. For each reason listed below could you indicate how relevant this reason was in your decision to serve with AmeriCorps NCCC/FEMA Corps?*

	For each reason listed could you indicate how relevant this reason was in your decision to serve with AmeriCorps NCCC/FEMA Corps?				Do you feel NCCC helped you achieve this?		
	Quite Relevant*	Very Relevant* *	Somewhat Relevant*	Not Relevant*	Yes*	No*	Not Sure*
a. I wanted to try something new to find what direction I wanted to take in my career.	( )	( )	( )	( )	( )	( )	( )
b. I wanted to gain leadership skills.	( )	( )	( )	( )	( )	( )	( )
c. I wanted to gain professional skills / build my résumé.	( )	( )	( )	( )	( )	( )	( )
d. I wanted to meet new people.	( )	( )	( )	( )	( )	( )	( )
e. I wanted to have stable housing and other benefits.	( )	( )	( )	( )	( )	( )	( )
f. I wanted to travel the country / I wanted to leave the town that I was living in at the time.	( )	( )	( )	( )	( )	( )	( )
g. There were not enough jobs where I live							

h. I wanted to earn money for future college tuition.	( )	( )	( )	( )	( )	( )	( )
i. I wanted to earn money to pay off student loans.	( )	( )	( )	( )	( )	( )	( )
j. I wanted to take a break before college.	( )	( )	( )	( )	( )	( )	( )
k. I wanted to take a break while enrolled in college.	( )	( )	( )	( )	( )	( )	( )
l. I wanted to take a break between college/grad school.	( )	( )	( )	( )	( )	( )	( )
m. I wanted the opportunity to network with professionals in my field of interest.	( )	( )	( )	( )	( )	( )	( )
n. I wanted to gain experience to serve in other AmeriCorps programs (eg., ASN, VISTA)	( )	( )	( )	( )	( )	( )	( )
o. I wanted to gain experience to join the military	( )	( )	( )	( )	( )	( )	( )
p. I wanted to gain experience to join the Peace Corps	( )	( )	( )	( )	( )	( )	( )
q. I wanted to make a difference / serve my country.	( )	( )	( )	( )	( )	( )	( )
r. I wanted to reduce social or economic inequality.	( )	( )	( )	( )	( )	( )	( )
s. NCCC could give me a sense of purpose							
t. I had a friend or family member who was	( )	( )	( )	( )	( )	( )	( )

applying or participating.							
u. An AmeriCorps organization or one like it helped you (or a loved one) in the past.	( )	( )	( )	( )	( )	( )	( )
v. I wanted to earn money / I needed to get a job.	( )	( )	( )	( )	( )	( )	( )
w. My parents/guardians wanted me to join NCCC.	( )	( )	( )	( )	( )	( )	( )
x. There was another reason I wanted to join NCCC	( )	( )	( )	( )	( )	( )	( )

1x. The other reason I wanted to join NCCC was:

_____

_____

_____

_____

NCCC Experience

2. Thinking about how work on NCCC projects affected your growth, please indicate how much you agree or disagree with each of the following statements:*

	Strongly disagree	Disagree	Agree	Neither agree or disagree	Strongly agree
a. My service in NCCC helped me to further my educational goals.	( )	( )	( )		( )
b. My service in NCCC helped me to further my career/professional goals.	( )	( )	( )		( )
c. My service in NCCC helped to further my personal goals.	( )	( )	( )		( )

Use of Education Award

3. How did you use your AmeriCorps education award?*

	Yes	No
a. To attend college	( )	( )
b. To repay student loans	( )	( )
c. To attend graduate school	( )	( )
d. To attend a technical or vocational training program	( )	( )
e. Transfer education award to a family member	( )	( )
f. I did not qualify to receive an education award	( )	( )
g. I did not use my education award	( )	( )
h. I have not yet used my education award, but I plan to use it	( )	( )

4. If you are working now, does your current job involve any of the organizations or AmeriCorps programs that you worked with during your AmeriCorps NCCC service?*

( ) Yes

( ) No

5. If a good friend or family member told you he or she was interested in joining NCCC, would you:*

( ) Advise against it

( ) Have second thoughts about recommending it

( ) Recommend it

( ) Strongly recommend it

[NOTE: COMPARISON GROUP BEGIN SURVEY WITH Q6]

Employment

6. What are you doing now?

	Yes	No
a. Working in the non-profit sector	( )	( )
b. Working in the private sector	( )	( )

c. Working in government or in the public sector	( )	( )
d. Serving in the military	( )	( )
e. Self-employed	( )	( )
f. Looking for work	( )	( )
g. Staying at home to take care of a family or household member or for other reasons	( )	( )
h. Working as a supervisor or in a management capacity	( )	( )
i. Serving in another national service program (another AmeriCorps program, Senior Corps, NCCC, or VISTA project)	( )	( )
j. Serving with the Peace Corps	( )	( )
k. Engaging in other volunteer service	( )	( )
l. Making plans to attend school	( )	( )
m. Attending college or graduate school	( )	( )
n. Enrolled in a certificate, technical, or vocational program	( )	( )
o. I am doing something else that is not listed:	( )	( )

6v. Other (specify):*

_____

_____

_____

_____

7. Since the last survey have you served with?*

	Yes	No
a. AmeriCorps State and National (ASN)	( )	( )
b. NCCC/FEMA Corps	( )	( )
c. VISTA	( )	( )

7a. Since the last survey, have you volunteered with any other organizations [e.g., religious, educational, health related, other charitable organization

( ) Yes

( ) No

NCCC is interested in understanding your work skills, like how you gather and analyze information, motivate co-workers, and manage time as well as your belief about what contributes to successful employment. This section includes questions to better understand these work skills.

Skills

*8. How much confidence do you have that you could:**

	No confidence at all	Very little confidence	Moderate confidence	Much confidence	Complete confidence
a. Plan, coordinate and manage meetings or events	( )	( )	( )	( )	( )
b. Deliver presentations	( )	( )	( )	( )	( )
c. Work with the media and public relations	( )	( )	( )	( )	( )
d. Manage a project	( )	( )	( )	( )	( )
e. Community outreach	( )	( )	( )	( )	( )
f. Recruit, manage or train volunteers	( )	( )	( )	( )	( )

9. How much confidence do you have that you could:

	No confidence at all	**Very little confidence**	**Moderate confidence**	**Much confidence**	**Complete confidence**
a. Set priorities for multiple tasks	( )	( )	( )	( )	( )
b. Adapt to new situations	( )	( )	( )	( )	( )
c. Seek new information to learn new or better ways of doing things	( )	( )	( )	( )	( )
d. Follow through to complete assigned tasks	( )	( )	( )	( )	( )

This section of the survey asks about how you achieve your goals.

Achieving Goals

10. How much do you agree or disagree that each of the following statements describes you:*

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
a. I am confident that I could deal efficiently with unexpected events.	( )	( )	( )		( )
b. Thanks to my resourcefulness, I know how to handle unforeseen situations.	( )	( )	( )		( )
c. I can solve most problems if I invest the necessary effort.	( )	( )	( )		( )
d. I can remain calm when facing difficulties because I can rely on my coping abilities.	( )	( )	( )		( )
e. When I am confronted with a problem, I can usually find several solutions.	( )	( )	( )		( )
f. If I am in trouble, I can usually think of a solution.	( )	( )	( )		( )
g. I can usually handle whatever comes my way.	( )	( )	( )		( )

This section of the survey asks for your opinion about the importance and desirability of relationships between people of different background, how often you participated in group situations working out conflicts and sharing ideas, and the techniques you use to encouraging participation when in group situations.

Cultural Competency

11. How much do you agree or disagree that each of the following statements describes you:*

	Strongly disagree	**Disagree**	**Neither agree or disagree**	**Agree**	**Strongly agree**
a. I can verbally communicate my ideas to other people	( )	( )	( )		( )
b. I listen to other people's opinions or position on an issue	( )	( )	( )		( )
c. I collaborate on projects as a team member to achieve a shared goal	( )	( )	( )		( )
d. I get along with other people in my work environment	( )	( )	( )		( )
e. I resolve conflicts through discussion and dialog	( )	( )	( )		( )
f. I treat other people with courtesy and respect	( )	( )	( )		( )

*12. How often do you do the following:**

	Never	**Rarely**	**Sometimes**	**Often**	**Very Often**
a. I try to understand other people's ideas and opinions before arguing or stating my own.	( )	( )	( )	( )	( )
b. I try to present my ideas without criticizing the ideas of others.	( )	( )	( )	( )	( )
c. I encourage different points of view without worrying about agreement.	( )	( )	( )	( )	( )
d. I try to consider all points of view or possible options before forming an opinion or making a decision.	( )	( )	( )	( )	( )
e. I encourage the participation of other people and support their right to be heard.	( )	( )	( )	( )	( )
f. I help find solutions when unexpected problems arise.	( )	( )	( )	( )	( )

13. How much do you agree with the following statements:*

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
a. If people from different backgrounds took the time to understand each other, there wouldn't be so many social problems.	( )	( )	( )		( )
b. I feel comfortable belonging to groups where people are different from me.	( )	( )	( )		( )
c. Diverse viewpoints bring creativity and energy to a work group.	( )	( )	( )		( )
d. Multicultural teams can be stimulating and fun.	( )	( )	( )		( )
e. People are more motivated and productive when they feel they are accepted for who they are here.	( )	( )	( )		( )
f. Diversity brings many perspectives to problem-solving.	( )	( )	( )		( )
g. I feel comfortable in forming friendships with people who are different from me.	( )	( )	( )		( )

This section of the survey asks about your opinions on contributing to public life and participating in solving public problems, and volunteer experience prior to NCCC.

Participation in Solving Public Problems

14. How much do you agree or disagree with the following:*

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
a. I feel a personal obligation to contribute in some way to my community.	( )	( )	( )		( )
b. I am actively involved in issues that positively affect my community.	( )	( )	( )		( )
c. I can make a difference in my community or neighborhood.	( )	( )	( )		( )
d. I feel I have the ability to make a difference in my community.	( )	( )	( )		( )
e. I try to find the time or a way to make a positive difference in my community.	( )	( )	( )		( )

15. If you found out about a problem in your community that you wanted to do something about, how well do you think you would be able to do each of the following:*

	I definitely could NOT do this	I probably could NOT do this	I'm not sure if I could do this	I probably could do this	I definitely could do this
a. Create a plan to address the problem	( )	( )	( )	( )	( )
b. Get other people to care about the problem	( )	( )	( )	( )	( )
c. Organize and run a meeting	( )	( )	( )	( )	( )
d. Express your views in front of a group of people	( )	( )	( )	( )	( )
e. Identify individuals or groups who could help you with the problem	( )	( )	( )	( )	( )
f. Express your views on the Internet or through social media	( )	( )	( )	( )	( )
g. Call someone on the phone you had never met before to get their help with the problem	( )	( )	( )	( )	( )
h. Contact an elected official about the problem	( )	( )	( )	( )	( )

Participation in Public Life

16. In the state where you live, are you eligible to vote?*

( ) Yes   GO TO Q17

( ) No, not eligible to vote   GO TO Q18

( ) Don't know   GO TO Q18

17. How often do you vote in local elections?*

( ) I do not vote in local elections

( ) Sometimes/occasionally

( ) When I can

( ) Every election

18. How likely are you to vote in future [general]/national elections?*

( ) Definitely will vote

( ) Probably will vote

( ) Probably will not vote

( ) Definitely will not vote

Education

19. Please select the highest level of education that you have completed:*

( ) a. Middle school   GO TO Q20

( ) b. Some high school, I do not have a diploma or certificate   GO TO Q20

( ) c. High school diploma or GED

( ) d. Technical school / Apprenticeship certificate or degree

( ) e. Some college

( ) f. Associate's degree

( ) g. Bachelor's degree   END

( ) h. Graduate degree

( ) i. Other, please specify:

Other, please specify:*

_____

20. Do you plan to get a high school diploma or GED?*

( ) Yes

( ) No

( ) Not sure
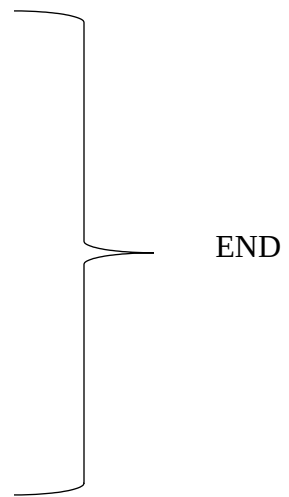
Thank you again for taking the time to participate in this study.

Just to make sure that you receive the $20, could you provide your contact information?

First Name: _____

Last Name: _____

Street Address: _____

_____

City: _____ State: _____ Zip: _____

Phone: _____

E-mail: _____

NCCC Leadership Development Corps <mark>Member Early Exit</mark> Short Questionnaire

Reasons for Ending Service Early

There are many reasons why Corps members end their service early. NCCC is interested in understanding your NCCC experience and the reasons you might wish to end your service before graduation.

1. For each of the reasons below please indicate whether it contributed to your decision to leave early?*

	Yes	No
a. I was dismissed by the program	( )	( )
b. I want to go back to school	( )	( )
c. I found a job / I will start working	( )	( )
d. I am not earning enough money / I need to earn more money to help my family pay the bills	( )	( )
e. I have a condition that substantially limits my ability to do some physical activities	( )	( )
f. I have a mental or emotional condition that limits my ability to do some activities	( )	( )
g. I need to care for a family member or close friend	( )	( )
h. I felt disrespected by the people in the program		
i. I do not feel valued by people in the program		
j. People in the program did not try to get to know me		
k. I do not get along with my supervisor or leadership (team leader, unit leader, or site supervisor)	( )	( )
l. I do not get along with the other members on my team	( )	( )

m. I am not making friends with the other people on my team	( )	( )
n. I am not learning the skills I need for the career I want	( )	( )
o. I do not feel part of the team	( )	( )
p. I am not gaining any leadership skills	( )	( )
q. I am not making a difference in people's live with the projects I was assigned	( )	( )
r. I am not getting to do the type of work I thought I would be doing	( )	( )
s. My parents/guardians have told me I can come home	( )	( )
t. The work I was assigned is not fulfilling	( )	( )
u. I do not like the type of housing	( )	( )
v. I am joining the military	( )	( )
w. I am going to serve with Peace Corps	( )	( )
x. I am going to serve with another AmeriCorps program (ASN, VISTA)	( )	( )
y. NCCC has too much structure / too strict	( )	( )
z. Other reason for leaving, please explain	( )	( )

1z. Please explain reason for leaving:*

_____

_____

_____

_____

*2. Thinking about your NCCC service projects, please indicate how much you agree or disagree with each of the following statements:**

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
a. I developed an understanding of the strengths of communities.	( )	( )		( )	( )
b. I can recognize solutions to challenges communities face..	( )	( )		( )	( )
c. I spent a lot of time doing meaningless "make work" tasks.	( )	( )		( )	( )
d. I felt defeated by the complexities of the problems that I worked on.	( )	( )		( )	( )

*3. Thinking about the people you interacted with in your NCCC team and in the communities you served, please indicate how much you agree or disagree with each of the following statements:**

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
a. I was exposed to new ideas and ways of seeing the world.	( )	( )		( )	( )
b. I had an opportunity to interact with people who were different than me.	( )	( )		( )	( )
c. I re-examined my beliefs and attitudes about other people.	( )	( )		( )	( )
d. I re-examined my beliefs and attitudes about challenges communities face					
e. I did not get along well with my supervisor or leadership (team	( )	( )		( )	( )

leader, , unit leader, or site supervisor)					
f. I did not feel value by the people in my team or group.	( )	( )		( )	( )
g. I felt that the people I worked with or lived with did not understand me.	( )	( )		( )	( )
h. I felt a sense of belonging on my team.	( )	( )		( )	( )
i. I felt accepted by my teammates.	( )	( )		( )	( )
j. I felt personally accepted in the communities in which I worked and served.	( )	( )		( )	( )
k. I get asked to contribute in planning social activities not directly related to my volunteer work					
l. I am told about informal social activities and events					
m. I am rarely invited to join other team members when they go out or to take a break					

4. How often has your NCCC team done the following:*

	Never	Rarely	Sometimes	Often	Very often
a. We discuss issues and problems and share ideas.	( )	( )	( )	( )	( )
b. We involve everyone and avoid favoritism.	( )	( )	( )	( )	( )
c. We can disagree and be	( )	( )	( )	( )	( )

different from one another.					
d. We take time to work out any conflicts.	( )	( )	( )	( )	( )

Contact information for the follow-up surveys

Thank you again for taking the time to participate in this survey.
Just to make sure we are able to contact you for the follow-survey, could you provide your contact information. We will protect all the information from the surveys and phone interviews. Your information will be stored in a safe and secure manner and (b) only used for research and/or statistical purposes. It will only be shared with CNCS staff and external parties who require the PII to complete their work. You will only be contacted for the purpose of this study. Your participation is voluntary, you can end your participation at any time.

First Name: _____ Last Name: _____

Street Address: _____

_____

City: _____ State: _____ Zip: _____

Phone: _____

E-mail: _____

5. How would you prefer we contact you in the future?
    1. Phone   ____
    2. Email   ____
    3. Mail   ____

6. What is the best phone number, email address, or physical address where you can be reached?
_____

Contact Information for Relative and Friend:

In order for the research team to reach you for the next survey, please answer the next two questions about how to find you.]
7. Is there a relative or friend, who does not live in this household, who will always know how to get in touch with you? The research team will only contact this person if it cannot locate you for the next survey.

NO.. 0 **(END THE SURVEY)**
YES.. 1 **(GO TO 8)**
DON'T KNOW .... 8 **(END THE SURVEY)**
Prefer not to answer .... 9 **(END THE SURVEY)**

8. What is the name, address, and telephone number of that person?
First Name: _____ Last Name: _____
Street Address: _____
_____
City: _____ State: _____ Zip: _____
Phone: (_____)_____
Email: _____

9. What is this person's relationship to you?
RELATIVE _____ 2
NEIGHBOR _____ 3
FRIEND _____ 4
OTHER (SPECIFY)_____ 7
PREFER NOT TO ANSWER 9

10. Is there another relative or friend, who does not live in this household, who will always know
how to get in touch with you? The research team will only contact this person if it cannot locate
you for the next interview.
NO.. 0 **(END SURVEY)**
YES.. 1 **(GO TO 11)**
DON'T KNOW .... 8 **(END SURVEY)**
REFUSED .... 9 **(END SURVEY)**
11. What is the name, address, and telephone number of that person?
First Name: _____ Last Name: _____

Street Address: _____

_____
City: _____ State: _____ Zip: _____

Phone: (_____) _____
12. What is this person's relationship to you?
RELATIVE (SPECIFY)_____ 2
NEIGHBOR (SPECIFY)_____ 3
FRIEND (SPECIFY)_____ 4
OTHER (SPECIFY)_____ 7
PREFER NOT TO ANSWER 9

Attachment C. Leadership and Retention Qualitative Instrument

NCCC Focus Groups and Interviews Questions Leadership Development and Member Retention by Target Group

Retention

Questions Asked Follow-Up Time Point

Corps Members and Team Leaders

1. What were the things you wished you had learned or known prior to your NCCC service time?

2. What are the reasons that motivated you to stay in the program? Was there any point that you considered leaving NCCC? What was happening that made you want to leave? How did you overcome and decided to remain through the end of your service? What might cause you to leave? **[Probe if Members considering/consider leaving NCCC]** What would convince/convinced you to stay? Why do you think some members leave before completing their term of service?

3. What can or could the program do to best support you/Members in the program? What would motivate you to stay connected to NCCC after you complete your service year? **[Prompts: donating, talking with new members, volunteering, sitting on an advisory committee, getting regular updates on the programs etc.]**

NCCC Staff

1. What factors motivate/have motivated Members to stay in the program? What factors might cause Members to consider leaving?
2. What can or could the program do to best support Members in the program?
3. What can NCCC do to motivate Members to stay connected after their service?

Site Sponsors

1. How do you think the service project experience that members are engaged in with your organization motivates them to continue with their service experience? During their service time at your organization, are there any pressure points that might negatively affect members to consider ending their service early? What are/were these pressure points? What factors have motivated Members to stay in your project/FEMA program? What factors might cause them to consider leaving?
2. Given that NCCC is trying to maximize retention, what can or could your organization do to best support NCCC? What can NCCC do to support you/your organization in helping support volunteer retention?
3. Given your experience working with NCCC teams in your community, what areas do you feel that NCCC should explore to maximize retention? **[Probe: In what areas do you think NCCC could be improved? Examples: better recruitment process, more trainings on communication or professionalism, more technical trainings, etc.]**

Leadership

1. What skills or strengths do you have that you were able to apply in your service projects? What skills or strengths do you have that you did not get to apply in your service?

2. What did you value from your Team Leader/Member? Can you tell us a story about how your Team Leader/Member contributed to your/Member's success? In what ways could the Team Leader be more helpful/effective?

3. What **Sponsor trainings and resources** did you/Members receive/have received that helped you/them perform your/their role and were useful during your service year? What trainings do you think you/Members need more of so that you/they can (better) perform your/their role?

   For FEMA Corps also ask: What does FEMA do differently from NCCC to support Team Leaders?

   [Probe: Did the coaching, on the job training, supervision, and professional support you/Members received from your/their sponsor/POCs prepare and support you/Members in having a successful service experience?]
   a. This might include an orientation to the organization and the community, supervision and training from your sponsor, one-on-one meetings and team meetings, and general guidance throughout the year. If so, how? Was there anything that could have been done differently so that you/Members could have had a more successful service experience?

4. Which **AmeriCorps/NCCC training and resources** did you/Members receive/received prepare you/Members and support you/Members in having a successful service experience? If so, how? Was there anything that could have been done differently so that you/Members could have had a more successful service experience?
   a. Training might include orientation (TLT, CTI or FEMA trainings), online tutorials and resources, Service Learning Initiative (SLI), NCCC transition/midyear/Life After AmeriCorps training, webinars, blended courses, and social media forums presented by AmeriCorps (including AmeriCorps NCCC, FEMA Corps, and AmeriCorps VISTA).

5. **[Moderator: Define leadership before asking the question]** What leadership skills did you/Members gain during the service year? What could have helped you/Members gain those leadership skills **[Probe: NCCC training, mentorship, other]**?

6. **[Moderator: Define professional skills before asking the question]** What professional skills do you believe you have gained from being an NCCC member? What was your experience like with NCCC program that enabled you to develop the professional skills?

7. **[Moderator: Define life skills before asking the question]** What life skills did you have before joining NCCC? How do you feel your life skills changed because of your NCCC experience?

[**Probe: What personal knowledge and skills did you learn from your NCCC experience that are/will be valuable in your/their future education/career/personal growth in this area? Do you think you will use your NCCC college credits in the future?**]

NCCC Staff

1. What makes a successful member service experience?

   Which **AmeriCorps/NCCC training** did Members receive/received prepare Members and support Members in having a successful service experience? If so, how? Was there anything that could have been done differently so that they could have had a more successful service experience?
   a. Training might include orientation (TLT, CTI or FEMA trainings), online tutorials and resources, Service Learning Initiative (SLI), NCCC transition/midyear/Life After AmeriCorps training, webinars, blended courses, and social media forums presented by AmeriCorps (including AmeriCorps NCCC, FEMA Corps, and AmeriCorps VISTA).

   Which **AmeriCorps/NCCC resources** did Members receive/received that prepares Members and supports Members in having a successful service experience? If so, how? Was there anything that could have been done differently so that they could have had a more successful service experience?

2. Did the coaching, on the job training, supervision, and professional support Members received from their **project sponsor/FEMA POC** prepare and support Members in having a successful service experience? If so, how? What can NCCC do to ensure project sponsors are giving members a successful experience?
   a. **Project sponsor/FEMA POC examples:** This might include an orientation to the organization and the community, supervision and training from your sponsor, one-on-one meetings and team meetings, and general guidance throughout the year.

3. [**Moderator**: Define leadership before asking the question]
   What growth did you see in Members regarding leadership skills? What barriers may
   have prevented Corps members from gaining leadership skills? **[Probe: NCCC
   training, mentorship, others?]**

   In which ways do you feel Members have developed through NCCC? **[Probe:
   Professionally, educationally, personally, civically?]** How will they use these skills
   once they are out of NCCC?

Site Sponsor
1. What (**Sponsor/FEMA)** trainings and resources did Members receive that prepares
   Members and supports them in having a successful service experience? If so, how? Has
   your organization identified any aspects of the training and resources that should be done
   differently to support Member success their during service experience?

   For example,
      a. For FEMA – FEMA Corps 2-week training? Computer or software trainings?
      b. For Traditional sponsors – computer or software trainings?

2. In which ways do you feel that your organization's service project supports/supported
   Members to develop professionally, educationally, personally, and civically? How do you
   anticipate members might use the skills they gained through your service
   projects/FEMA Program once their complete their service with NCCC? **[Probe for:
   Professionally, educationally, personally, civically?]** How will they use these skills
   once they are out of NCCC?

NCCC Focus Groups and Interviews Questions Strengthening Communities by Target Group

Corps Members and Team Leader
1. Could you describe some of the [NCCC / FEMA Corps] project accomplishments that are readily visible to people? How about those not readily visible? What was the overall impact of this project on the community you served? What was its greatest impact on you as a member?
2. What does it mean to strengthen a community? Do you think [NCCC / FEMA Corps] team's efforts strengthen the communities in which the team served? If so, how? Do you have any stories that may show an example of how [NCCC / FEMA Corps] strengthened a community?
3. What are some of the lessons learned from your experiences with this project? If a team was to take over the project tomorrow, what is the major community impact you would want them to focus on? Is there anything that [NCCC / FEMA Corps] can do to better support the ability of [NCCC / FEMA Corps] teams to strengthen communities?
4. How will your work on projects affect [Organization Name / FEMA]? Do you believe this work is important? If so, why? If not, why not?
5. Thinking about the future, how do you think your experiences in [NCCC / FEMA Corps] will affect your activities in the community in which you live / work?
6. What have you heard people in the community say about [the NCCC program/FEMA Corps]? How about its Corps Members?
7. What did you find meaningful or rewarding about your [NCCC/FEMA Corps] work and time in the [NCCC/FEMA Corps] program?
8. [Team Leaders only] Thinking about your most recent project, what was your understanding of the sponsor's organization's primary goal for the project? Do you believe that your team was successful in reaching this goal? If so, how? If not, why do you think this is so? What characteristics of the community or of [Organization Name / FEMA] made it easier or more difficult to reach the goal?
9. [Team Leaders only] How do you define a successful project? How would you measure a successful project? Are there any measures that you currently collect (e.g., outputs) that reflect the real impact of your team's work? What are the impacts of your work that can't be measured?
10. Is there something that you thought I was going to ask, that I didn't? Is there anything else you want to share?

Site Sponsors and Site Supervisors – NCCC Traditional
1. Could you describe some of the NCCC project accomplishments that are readily visible to people? How about those not readily visible?
2. What does it mean to strengthen a community? Do you think NCCC teams' efforts strengthens the communities in which the team served? If so, how? Do you have any stories that may show an example of how NCCC strengthened a community?
3. How many projects has your organization sponsored or co-sponsored? Can you describe your [current / most recent] NCCC project? Do you see this project as a standalone effort or as one project that is part of a larger ongoing effort?
4. What [is/was] your primary goal for this project? Do you believe that the NCCC team [will be / was] successful in reaching this goal?

a. [At T1 only] What organizational or community characteristics may make it easier or more difficult to reach this goal?

b. [At T2 only] Follow up:

    i. If so, how? What did NCCC do to contribute to the success of your project? What organizational or community characteristics contributed to success?

    ii. If not, why do you think it wasn't successful? What were the barriers to success? What did you learn from this experience?

c. How successful do you think similar efforts would be in other settings?

d. What characteristics of NCCC teams or members make it easier for them to succeed in reaching project goals? What characteristics make it easier for them to engage community members or strengthen communities?

e. [For organizations that have sponsored multiple projects only] In general, how often are NCCC teams successful in achieving project goals? What would make them more successful?

f. [For organizations that have sponsored multiple projects only] Have you had any projects that were less successful? If so, what do you think made them less successful? What did you learn from this experience? What do you think NCCC, sponsors, or teams can do to increase success in similar projects?

5. What long-term effects do you think this project [will have / has had] on the community?

a. [For organizations that have sponsored multiple projects only] What are some of the long-term or indirect effects you've seen from past NCCC projects in your community, if any?

6. What impact has NCCC had on your organization? How does NCCC's presence affect your organization's capacity to strengthen communities? How will this change when NCCC members are no longer here? Do you anticipate any long-term effects to your processes or ability to engage community members due to NCCC's work with your organization?

a. [For organizations that have sponsored multiple projects only] How has NCCC's past work affected your organization's processes? Has it affected your ability to engage community members? If so, how?

7. What have you heard people in the community say about the NCCC program? How about its Corps Members?

8. How do you define a successful project? How would you measure a successful project? Are there any measures that you currently collect that reflect the real impact of NCCC's work? If so, what are they? If not, what isn't being measured that should be?

9. What has NCCC helped you understand about strengthening communities? What advice would you give to a new NCCC sponsor?

10. Is there something that you thought I was going to ask, that I didn't? Is there anything else you want to share?

FEMA POCs and staff

1. Could you describe some of the FEMA Corps accomplishments that are readily visible to people? How about those not readily visible?

2. What does it mean to strengthen a community? Do you think FEMA Corps teams' efforts strengthen the communities in which the team served? If so, how? Do you have any stories that may show an example of how FEMA Corps strengthened a community?

3. What impact has FEMA Corps had on FEMA? How does FEMA Corps' presence affect FEMA's capacity to strengthen communities? Has it affected your ability to engage community members? If so, how?

4. How has FEMA Corps' past work affected the processes of your office? How has it affected the processes of FEMA? What are some of the long-term or indirect effects on FEMA that you've

seen from FEMA Corps? What do you think will be FEMA Corps role in FEMA in the future? What do you think would change if FEMA Corps were no longer active in FEMA?

5. What have you heard people in the office or in FEMA say about FEMA Corps? How about its Corps Members? Do people in the community distinguish between FEMA and FEMA Corps? If so, what have you heard people in the community say about FEMA Corps? What have they said about FEMA Corps members?

6. How many FEMA Corps teams have you worked with as the FEMA Corps POC? Were any of these deployments in which you were the POC for multiple teams at once? Can you describe your [current / most recent] FEMA Corps [round/deployment]?

7. What [is/was] your primary goal for this [round/deployment]? Do you believe that the team [will be / was] successful in reaching this goal?
    a. [At T1 only] What organizational or community characteristics may make it easier or more difficult to reach this goal?
    b. [At T2 only] Follow up:
        i. If so, how? What did NCCC and FEMA Corps do to contribute to the success of your project? What organizational or community characteristics contributed to success?
        ii. If not, why do you think it wasn't successful? What were the barriers to success? What did you learn from this experience?
    c. How successful do you think similar efforts would be in other settings?
    d. What characteristics of FEMA Corps teams or members make it easier for them to succeed in reaching project goals? What characteristics make it easier for them to engage community members or strengthen communities?
    e. In general, based on your experience, how often are FEMA Corps teams successful in achieving project goals? What would make them more successful?
    f. Have you had any experiences with FEMA Corps that were less successful? If so, what do you think made them less successful? What did you learn from this experience? What do you think NCCC, FEMA Corps, FEMA or teams can do to increase success in similar effort?

8. What long-term effects do you think this [round/deployment] [will have / has had] on the community?
    a. What are some of the long-term or indirect effects on communities you've seen from past FEMA Corps [rounds/deployments]?

9. How do you define a successful [round/deployment]? How would you measure a successful [round/deployment]? Are there any measures that you currently collect that reflect the real impact of FEMA Corps' work? If so, what are they? If not, what isn't being measured that should be?

10. What has FEMA Corps helped you understand about strengthening communities? What advice would you give to a new FEMA Corps POC?

11. Is there something that you thought I was going to ask, that I didn't? Is there anything else you want to share?

Community Members / Stakeholders
1. We're going to ask some questions about [community name] which we are defining as [describe community]. Do you identify as a member of this community?
    a. How do you define community?
2. Are you familiar with [NCCC / FEMA Corps]
    a. If so, how did you encounter [NCCC / FEMA Corps] members in your community? If not, how did you encounter [name specific members]?
    b. What impressions do you have of the [NCCC / FEMA Corps] program and its members? How was your experience with [NCCC / FEMA Corps] members?

3. [For people who were served directly by NCCC / FEMA Corps members only] What was the benefit of your experience with [NCCC / FEMA Corps]? How will this affect you in the future? What would you have done if you hadn't had the services you received from [NCCC / FEMA Corps]?
4. How do you define a strong community? According to this definition, how would you make the community stronger? Do you have any stories that may show an example of how [NCCC / FEMA Corps] strengthened this community?
5. What is the best thing about living in [this community]? What are the biggest problems faced by [this community]?
6. Could you describe some of the [NCCC FEMA Corps] project accomplishments that are easy to see? How about those that are not easy to see?
7. What have you heard other people say about [NCCC / FEMA Corps] members or projects?
8. What long-term effects do you think [NCCC's / FEMA Corps'] work will have on [your community] if any?
   a. [For community members who are familiar with NCCC / FEMA Corps and where NCCC has been active for an extended time only] What are some of the long-term or indirect effects you've seen from past [NCCC / FEMA Corps] projects in your community, if any?
9. If [your community] were to be faced with a crisis tomorrow, what are the strengths and resources you could draw on? Would you feel like you're able to face this collective challenge? What advice would you give to a new [NCCC / FEMA Corps] team that was trying to help make [your community] stronger?
10. Is there something that you thought I was going to ask, that I didn't? Is there anything else you want to share?