

Appendix E2.1 Massachusetts Participant Survey Specifications

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Rapid Cycle Evaluation of Operational Improvements in SNAP E&T Programs

Participant Survey:
Massachusetts

2023

I. Introduction

ALL

[SNAP E&T RCE INTERVENTION SITE]

IF MODE = CATI, FILL: Hi, my name is [INTERVIEWER NAME]. I work for a company called Mathematica and I am calling on behalf of the U.S. Department of Agriculture, Food and Nutrition Service, or FNS, about an important study.

IF MODE = WEB, FILL: the U.S. Department of Agriculture, Food and Nutrition Service (FNS)

IF MODE = CATI, FILL: FNS

Intro.

CATI ONLY: [Hi, my name is [INTERVIEWER NAME]. I work for a company called Mathematica and I am calling on behalf of the U.S. Department of Agriculture, Food and Nutrition Service, or FNS, about an important study.

[SNAP E&T RCE INTERVENTION SITE] is participating in a study that [the U.S. Department of Agriculture, Food and Nutrition Service (FNS) / FNS] is sponsoring. This study will help the agency learn more about ways to improve the Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) programs for participants. E&T programs are intended to help SNAP participants gain skills and find work. [SNAP E&T RCE INTERVENTION SITE] is one of eight sites seeking to understand the impact of changes to SNAP E&T program processes on SNAP participants' engagement with E&T services. Mathematica is leading this study on behalf of FNS.

ALL

[SNAP E&T RCE INTERVENTION SITE]

10. By giving permission to be in the study, you agree to take a short 15 minute survey. The survey asks about barriers to engaging with services and seeking employment, program satisfaction, and reasons for engagement decisions.

Here are some other things to know about the study:

- The study will use your data for research purposes only.
- Study reports will summarize all participants' findings and will not identify you. None of the reports prepared for this study will include information that identifies you. All confidential information will be stored safely and destroyed at the end of the study.
- Taking the survey is completely voluntary. You can skip any question that you don't want to answer. If you are unsure of how to answer a question, please give the best answer you can, rather than leaving it blank.
- Participating in the study has no known risks and will not affect your benefits. Your participation will help us learn about how to improve SNAP E&T programs and services to help SNAP participants gain skills and find work.
- You will receive a \$30 gift card to thank you for your time completing the survey.

WEB ONLY = Please indicate below whether you agree to be in the study. If you have any questions about the study or would like a copy of the above information, please contact Mathematica's survey director, Kim McDonald, at 855-831-1718 or email her at SNAPETsurvey@mathematica-mpr.com.

CATI ONLY = In a moment, I will read a statement for you to provide your consent to participate. If you have any questions about the study or would like a copy of the above information, please contact Mathematica's survey director, Kim McDonald, at 855-831-1718 or email her at SNAPETsurvey@mathematica-mpr.com.

I understand the study description and I **agree** to participate in the study.....1

I **do not agree** to participate in the study.....2

PROGRAMMER:

IF I0 = 2, STATUS NON-CONSENT AND EXIT SURVEY

CATI/CAWI HARD CHECK: **AN ANSWER MUST BE PROVIDED FOR THIS QUESTION.**

I0 = 2

IF mode = web, fill "Your feedback is important. Please give us a call at 855-831-1718."

NoConsent. Thank you very much for your time. [Your feedback is important. Please give us a call at 855-831-1718.]

[Empty rectangular box]

[CATI] ENTER 1 TO CONTINUE.....1 CATI SKIP BOX THANKS

PROGRAMMER SKIP BOX NOCONSENT
IF I0 = 2, STATUS ADAMANT REFUSAL (DIALDISP = 39, SMS STATUS 1209)
AND EXIT SURVEY. APPLY REFUSAL LOCTYPE AND SCHEDULE
FOR 2053
DO NOT CHANGE CONFIRMIT STATUS IN CASE OF CONVERSION

I0 = 1ALL

I1. First, we'd like to verify that we are reaching the correct person. What is your date of birth?

|_|_|/|_|_|/|_|_|_|_|
MONTH DAY YEAR
(1-12) (1-31) (1918-2010)

VALIDATION CHECK:
2 OF 3 FIELDS AT I1 MUST MATCH RECORDS TO
CONTINUE

ALL 3 DATE FIELDS (MM/DD/YYYY) MUST BE COMPLETE. ELSE:
CATI HARD CHECK:
AN ANSWER MUST BE PROVIDED FOR THIS QUESTION.
CAWI HARD CHECK:
AN ANSWER MUST BE PROVIDED TO GO TO THE NEXT QUESTION. THIS IS TO
PROTECT YOUR PRIVACY TO MAKE SURE NO ONE ACCESSES THE
INFORMATION PROVIDED IN THE SURVEY.

IF WEB AND I1_validation check not passed (*web mode and DOB does not match*)

I1b. Thank you for your time. We need to check our records before continuing. Please contact us at 855-831-1718 to complete the survey.

PROGRAMMER:
STATUS 1380 FOR SUP REVIEW AND EXIT WEB
INTERVIEW
CONFIRMIT STATUS = INCOMPLETE

IF PHONE AND I1_validation check not passed (*telephone mode and DOB does not match*)

I1c. Thank you for your response. I need to check our records before continuing the interview. Please hold on a moment while I get my supervisor.

CATI HARD CHECK: BEFORE PROCEEDING, CONTACT SUPERVISOR FOR VERIFICATION CONFIRMATION

IF PHONE AND I1_validation check not passed (*telephone mode and DOB does not match*) AND SUPERVISOR ID PASSED

I1d. SUPERVISOR: PLEASE VALIDATE THE RESPONDENT IDENTITY USING ADDRESS OR OTHER CONTACT INFORMATION AVAILABLE

CORRECT RESPONDENT.....1 GO TO I1f
WRONG RESPONDENT.....0 GO TO I1e

I1d = 0 (wrong respondent)

I1e. Thank you for your response. There may be a problem with some of our records. A representative from Mathematica will give you a call to verify our information.

What is the best number to reach you?

The caller does not have a phone number.....0

CATI/CAWI HARD CHECK: AN ANSWER MUST BE PROVIDED FOR THIS QUESTION.

I1d = 0 (wrong respondent)

I1h. We need to review and confirm our records before continuing with the interview. Thank you for your help.

PROGRAMMER BOX I1d:
IF I1d = 0: UPDATE SMS STATUS 1400 FOR LOCATING (WRONG RESPONDENT) AND EXIT INTERVIEW
CONFIRMIT STATUS = INCOMPLETE
CONFIRMIT DIALDISP = 40 (PHYSICAL/COGNITIVE BARRIER)
EXIT AND PULL CASE FROM CATI BY SETTING LOCTYPE = 4 AND SCHEDULING THE CASE TO THE YEAR 2053.
RESET TO BLANK UPON RE-ENTRY OF THE CASE

I1d = 1 (correct respondent)

I1i. Thank you for your response. I will hand the phone back to the interviewer to continue the interview.

CONTINUE.....1 GO TO A1

A. Employment

ALL

A1. The first questions are about current or recent jobs.

Are you currently working at a job for pay, or self-employed?

Yes.....1
 No.....0

ALL
FILL MONTH WITH 3 MONTHS PRIOR TO SURVEY

A2. Were you working at a job for pay, or self-employed, in [MONTH]?

Yes.....1
 No.....0

ALL

A3. Some people have challenges that make it hard to find a new job or keep a current job. First, please think about the challenges you may have had finding or qualifying for a job. Did any of the following make it hard for you to find or keep a job in the last year?

	No	Yes
a. Could not find work or lack of jobs available in the area	0	1
b. Do not have the right schooling	0	1
c. Do not have the right job search skills or experience <i>For example: resume writing, interviewing, or networking</i>	0	1
d. Have difficulty speaking, reading, and/or writing English	0	1

ALL

A4. Next, consider any circumstances that might have made it hard for you to find or keep a job. Did any of the following make it hard for you to find or keep a job in the last year?

	No	Yes
a. Physical or mental health challenges (including a disability)	0	1
b. Housing problems <i>For example: homelessness, unstable housing or no regular place to stay, or no affordable housing</i>	0	1
c. Transportation issues or problems <i>For example: no car or no public transportation available, transportation costs too much, public transportation takes too much time</i>	0	1
d. Family responsibilities, like caring for children, spouse, or parent	0	1

ALL

A5. Are there any other challenges that made it hard for you to find a new job or keep a current job in the last year?

Yes 1
No..... 0

IF A5 = 1

A6. What other challenges made it hard for you to find a new job or keep a current job in the last year?

B. Intervention Information (Recruitment)

IF RA_STATUS = T1 OR T2

FILL SNAP E&T PROGRAM NAME BY SITE

B0. Next, we're going to ask you some questions about communication you might have received about the [SNAP Employment & Training program/E&T PROGRAM NAME], encouraging you to enroll and participate.

If you are now participating in the [SNAP E&T program/E&T PROGRAM NAME], please answer the following questions thinking about the information you received about the program before you joined.

The [SNAP E&T program / E&T PROGRAM NAME] helps SNAP participants gain skills and find work, providing participants access to employment training and support services.

PROGRAMMER BOX B0

IF T1/T2 AND did not respond, GO TO B1

IF T1/T2 AND responded AND Screener_Complete = 0, GO TO B5

IF T1/T2 AND responded AND Screener_Complete = 1, GO TO B8

IF Control_Text, GO TO B15

IF RA_STATUS = T1 OR T2 AND RESPONDED TO TEXT = NO

FILL TIME RANGE BY SITE

B1. Our records show that we sent you a text in [DATE(S)] inviting you to learn more about [SNAP E&T program/E&T PROGRAM NAME] services and you did not respond to this message.

Do you remember getting this message?

Yes.....1 GO TO B2

No.....0 GO TO B3

B1 = 1 (T1/T2, remembers getting message and did not respond)

B2. Why didn't you respond to this message?

Select all that apply

You were too busy to respond.....1

You thought it was spam.....2

You meant to respond but forgot.....3

You didn't know what to do.....4

You already had the information they were sending you.....5

You weren't interested in participating in the program.....6

You didn't think program staff would be available to help you.....7

Something else (SPECIFY)99

PROGRAMMER BOX B2
 IF B1 = 1, GO TO B15 (T1/T2, remembers getting message but did not respond)

B1 = 0 (T1/T2, does not remember getting message and did not respond)

B3. The message invited you to learn more about enrolling in employment and training services.
Does that sound familiar?
 Yes.....1 GO TO B18
 No.....0 GO TO B4

B3 = 0 (T1/T2, does not remember getting message and did not respond)

B4. [The SNAP E&T program/E&T PROGRAM NAME] sent you a text to XXX-XXX-XXXX. Is that the correct phone number for you?
 Yes.....1 GO TO B18
 No.....0 GO TO B18

PROGRAMMER BOX B4:
 IF B3 = 0, GO TO B15 (T1/T2, does not remember getting message & did not respond)
 IF Screener_Complete = 0, GO TO B5
 IF Screener_Complete = 1, GO TO B8

T1/T2 AND RespondText= 1 AND Screener_Complete = 0
 FILL TIME RANGE BY SITE

B5. Our records show that after you replied “YES” to our initial text, we sent you a text on [DATE(S)] inviting you to learn more about [SNAP E&T program/E&T PROGRAM NAME] services. This message invited you to answer a few questions online.
Do you remember getting this message?
 Yes.....1 GO TO B6
 No.....0 GO TO B5b

B5 = 0

B5b. The message invited you to answer a few questions online related to employment.

Does that sound familiar?

- Yes.....1 GO TO B6
- No.....0 GO TO B15

B5 = 1 OR B5b = 1

B6. Did you start answering any of the questions online?

- Yes.....1 GO TO B7
- No.....0 GO TO B7
- I don't remember.....d GO TO B7

B5 = 1 OR B5b = 1

FILL "finish answering" IF B6 = 1

FILL "answer" if B6 = 0 or d

B7. Why didn't you [answer/finish answering] those questions?

Select all that apply

- You were too busy to respond.....1
- You thought it was spam.....2
- You meant to answer the questions but forgot.....3
- You didn't know how to answer the questions.....4
- You didn't understand how the information would be used.....5
- You weren't interested in participating in the program.....6
- You were having difficulty accessing the questions online.....7
- Something else (SPECIFY)99

[Empty rectangular box for specifying other reasons]

T1/T2 AND responded AND Screener_Complete = 1

FILL TIME RANGE BY SITE

B8. Our records show that after you replied “YES” to our initial text, we sent you a text on [DATE(S)] inviting you to learn more about [SNAP E&T program/E&T PROGRAM NAME] services. This message invited you to respond to about 6 questions online, which you completed in [DATE].

How much do you agree or disagree with the following statements regarding questions you answered?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. The questions were easy to understand	1	2	3	4	5
b. You were able to complete the questions without any difficulties	1	2	3	4	5
c. You understood why you were being asked to answer these questions	1	2	3	4	5
d. You would have preferred to answer these questions another way (by phone, in person, or something else)	1	2	3	4	5
e. It was clear to you what your next steps were after answering the questions	1	2	3	4	5

PROGRAMMER BOX B8

IF Assessment_Complete = 0, GO TO B9

IF Assessment_Complete = 1, GO TO B10

If ScreenFail = 1 OR Assessment_Control = 1, GO TO B15

Assessment_complete = 0 (Full assessment offered but not taken) AND MA_ScreenFail = 0

B9. After completing the questions online, someone from the [SNAP E&T program/E&T PROGRAM NAME] called you to complete an interview. Our records show that you did not complete this interview.

Why didn't you complete the interview?

Select all that apply

- You were too busy to talk.....1
- You thought it was a spam call.....2
- You meant to call back but forgot.....3
- You didn't receive a phone call.....4
- You tried calling back but were unable to reach the [SNAP E&T program/E&T PROGRAM NAME].....5
- You didn't understand how the interview responses would be used.....6
- You weren't interested in participating in the program.....7
- Something else (SPECIFY)99

Assessment_complete = 1 (Full assessment offered and taken)

FILL TIME RANGE BY SITE

B10. After completing the questions online, someone from DTA's employment and training team contacted you to complete an interview in [DATE].

How much do you agree or disagree with the following statements regarding the telephone interview you completed?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. The interview helped you better understand your own needs or goals related to your career and employment	1	2	3	4	5
b. The interview questions were easy for you to understand and answer	1	2	3	4	5
c. It was easy for you to find a time to connect with [SNAP E&T program/E&T PROGRAM NAME] to complete the interview	1	2	3	4	5
d. The interview was a good use of your time	1	2	3	4	5
e. You preferred talking with someone one-on-one more than answering questions online on your own	1	2	3	4	5
f. It was clear to you what your next steps were after completing the interview	1	2	3	4	5

Assessment_complete = 1 (Full assessment offered and taken) and Work_ready = NO (referred to barrier reduction services)

B11. After completing your telephone interview, you were referred to an E&T specialist to learn more about available support services. Have you received any support from an E&T specialist?

Yes.....1 GO TO B11a
 No.....0 GO TO B11a

Assessment_complete = 1 (Full assessment offered and taken) and Work_ready = NO (referred to barrier reduction services)

B11a. How much do you agree or disagree with the following statements regarding the referral to an E&T specialist?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
a. You understood what services you could receive	1	2	3	4	5	
b. It was clear who you could talk to in order to learn more about services	1	2	3	4	5	
c. It was easy for you to get in touch with someone at [BARRIER REDUCTION SERVICES]	1	2	3	4	5	6
d. It was clear to you what your next steps were to receive services at [BARRIER REDUCTION SERVICES]	1	2	3	4	5	

PROGRAMMER BOX B11
 IF Treatment_Career = 1, GO TO B12
 IF Treatment_Career = 0, GO TO B15
 IF Work_Ready = 0, GO TO B18

Treatment_Career = 1 (warm handoff complete)

B12. After completing your telephone interview, you were referred to the MassHire career center for career planning support. Did you receive information about how to receive services from the career center?

Yes.....1 GO TO B13
 No.....0 GO TO B18

B12 = 1

B13. After receiving information about the MassHire career center, did you take any of the following steps to receive services?

Select all that apply

- Spoke with someone at a MassHire career center.....1
- Attended an orientation at a MassHire career center.....2
- Signed up for career center services at a MassHire career center.....3
- [EXCLUSIVE] None of the above.....4
- Some other step (specify).....99

Treatment_Career = 1 (warm handoff complete) and B12 = 1

B14. How much do you agree or disagree with the following statements regarding the referral to the MassHire career center?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. You understood what services you could receive at the career center	1	2	3	4	5
b. It was clear to you who you could talk to at the career center to learn more about services	1	2	3	4	5
c. It was easy for you to get in touch with someone at the career center	1	2	3	4	5
d. It was clear to you what your next steps were to receive services at the career center	1	2	3	4	5

PROGRAMMER BOX B14

IF REFERRED TO CAREER CENTER WEBSITE (at any point in the process) or B3 = 0, GO TO B15
ELSE, GO TO B18

IF REFERRED TO CAREER CENTER WEBSITE (at any point in the process) or (B3 = 0 (does not remember text) AND Work_Ready NE 0)

FILL "After answering the questions online, you were referred to" if ScreenFail = 1
FILL "After your telephone interview, you were referred to" if Control_Assessment = 1
ELSE FILL "Have you visited the MassHire career center website".

B15. [[After answering the questions online, you were referred to / After your assessment, you were referred to] the MassHire career center website.] Have you visited the MassHire career center website?

Yes.....1 GO TO B16
No.....0 GO TO B17

IF B15 = 1 (*Went to the website*)

B16. Did you take any of the following steps after looking at the MassHire career center website?

Select all that apply

Reached out to the MassHire career center.....1
Spoke with someone at a MassHire career center.....2
Signed up for career center services at a MassHire career center.....3
[EXCLUSIVE] None of the above.....4
Some other step (SPECIFY).....99

IF B15 = 0 (*Did not go to the website*)

B17. Why didn't you go to the MassHire career center website?

Select all that apply

You had gone to the website before.....1
You didn't think a website would be helpful.....2
You didn't want to look through a website on your own.....3
You already had the information you needed.....4
You weren't interested in participating in the program.....5
You found it hard to look up the website on your phone.....6
Something else (SPECIFY)99

ALL

B18. How much do you agree or disagree with the following statement about the steps needed to take to enroll in SNAP E&T services?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. You understood what steps you needed to take to enroll in SNAP E&T services	1	2	3	4	5

ALL
PROGRAMMER: Randomize/rotate options 1 and 3

B19. Would you say the SNAP E&T staff provided...

- Too much support.....1
- Just the right amount of support.....2
- Not enough support.....3
- I did not talk to SNAP E&T staff.....4

IF B19 = 1, 2, 3

B20. How much do you agree or disagree with the following statement about your interactions with [the SNAP E&T program/E&T PROGRAM NAME]?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. I had a positive experience with program staff	1	2	3	4	5

ALL

B21. What is the best way to contact you or provide you with information about [the SNAP E&T program/E&T PROGRAM NAME]?

Select one only

Text message.....1

Email.....2

Phone call.....3

Mail.....4

Some other way (SPECIFY)99

Treatment_Career = 1 (warm handoff complete) AND Enrolled = Yes

B22. It looks like you were referred to a MassHire career center for E&T services. Thinking back to the steps you took before you started working with your career specialist from MassHire , how much do you agree or disagree with the following statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. The steps you took to start working with your career specialist took up the right amount of time	1	2	3	4	5
b. The steps you took to start working with your career specialist felt worth your time	1	2	3	4	5

C. Program Motivation

PROGRAMMER BOX C0
 IF REFERRED TO CAREER CENTER WEBSITE (at any point in the process) OR Work_Ready NE 0 , GO TO C1a
 ELSE, GO TO C2

IF REFERRED TO CAREER CENTER WEBSITE (at any point in the process) OR Work_Ready NE 0

C1a. Which of the following describes your status with the MassHire career center?

- You are currently receiving services1 GO TO C2
- You are not currently receiving services.....2 GO TO C1b

C1a = 2

C1b. Have you received any services from the MassHire career center in the last 3 months?

- Yes1 GO TO C2
- No.....0 GO TO C2

ALL

Fill "Besides the MassHire career center, are" / "other" IF C1a = 1 or C1b = 1
Fill "Are" IF C1b = 0 OR WORK READY = 0

C2. [Besides the MassHire career center, are / Are] you receiving services from any [other] providers to help you further your education or training or help you prepare for or find a job?

- Yes.....1 GO TO C3
- No.....0

IF C1a = 1 OR C1b = 1 OR C2 = 1

IF C1a or C1b = 1, fill "services from the MassHire career center"

IF C2 = 1 and C1a NE 1 and C1b NE 1, fill "those services"

PROGRAMMER: Randomize response options

C3. What were the main reasons you decided to receive [services from the MassHire career center/those services]?

Select all that apply

- To keep SNAP benefits..... 1
- To receive help with child care..... 2
- To get help with the costs of training or employment..... 3
- To improve your English..... 4
- To gain job search skills..... 5
- To learn about self-employment (*for example, how to work for yourself or start your own business*)..... 6
- To earn a certification/credential/license..... 7
- To gain work experience..... 8
- To get promoted..... 9
- To get a raise..... 10
- To get a job..... 11
- To find a better job..... 12
- Some other reason (SPECIFY) 99

IF (C1a = 2 AND C1b=0) OR Workready=0 AND C2 = 0

PROGRAMMER: Randomize response options

IF C1a = 2 AND C1b = 0, fill "services from the MassHire career center"

IF WORK READY = 0 and C2 = 0, fill "any services"

C4. What were the main reasons you haven't received [services from the MassHire career center/any services]?

Select all that apply

You lacked information about the program.....1

The program didn't match your needs.....2

You had transportation issues or problems

For example: no car or public transportation available, transportation costs too much, public transportation takes too much time.....3

You didn't think the program would help you find a job.....4

You got a job.....5

You had physical or mental health challenges (including a disability).....6

You had housing issues or moved.....7

You needed to care for a child or family member.....8

Some other reason (SPECIFY)99

IF C1b = 1

PROGRAMMER: Randomize response options

C5. What were the main reasons you stopped receiving services from the MassHire career center?

Select all that apply

The program didn't match your needs.....1

You didn't think the program would help you find a job.....2

You got a job.....3

You had transportation issues or problems

For example: no car or public transportation available, transportation costs too much, public transportation takes too much time.....4

You had physical or mental health challenges (including a disability).....5

You needed to care for a child or family member.....6

You had housing issues or moved.....7

You completed the program.....8

You did not complete the program, but you no longer needed services.....9

Some other reason (SPECIFY)99

Treatment_Career = 1 AND (C1a = 1 OR C1b = 1) (warm handoff complete, and received services before or currently)

C6. How much do you agree or disagree with the following statements regarding the MassHire career center services?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. The career center has helped you better understand your own needs and goals related to your career and employment	1	2	3	4	5
b. The career center has helped you make progress towards your career	1	2	3	4	5
c. The career center has met your needs	1	2	3	4	5
d. You would recommend the career center services to someone else	1	2	3	4	5
e. You are satisfied with the services you've received at the career center	1	2	3	4	5

IF C1a = 1 or C1b = 1
If ever received services from MassHire

C7a. The next questions are about the MassHire career center program offerings.

For each category, please rank your satisfaction with the MassHire career center program offerings.

Training location and times

- Very satisfied..... 1
- Satisfied..... 2
- Neither satisfied nor dissatisfied..... 3
- Dissatisfied..... 4
- Very dissatisfied..... 5

IF C1a = 1 or C1b = 1
If ever received services from MassHire

C7b. Online training or meeting options

- Very satisfied..... 1
- Satisfied..... 2
- Neither satisfied nor dissatisfied..... 3
- Dissatisfied..... 4
- Very dissatisfied..... 5

IF C1a = 1 or C1b = 1
If ever received services from MassHire

C7c. Support with career planning or job placement services

- Very satisfied..... 1
- Satisfied..... 2
- Neither satisfied nor dissatisfied..... 3
- Dissatisfied..... 4
- Very dissatisfied..... 5

IF C1a = 1 or C1b = 1
If ever received services from MassHire

C7d. Additional support services, for example transportation assistance or child care

- Very satisfied..... 1
- Satisfied..... 2
- Neither satisfied nor dissatisfied..... 3
- Dissatisfied..... 4
- Very dissatisfied..... 5

IF C1a = 1 or C1b = 1
If ever received services from MassHire

C7e. Customer service and availability of MassHire career center staff

- Very satisfied..... 1
- Satisfied..... 2
- Neither satisfied nor dissatisfied..... 3
- Dissatisfied..... 4
- Very dissatisfied..... 5

IF C1a = 1 or C1b = 1
If ever received services from MassHire

C7f. The number of MassHire career center staff who look like you or who speak your preferred language

- Very satisfied..... 1
- Satisfied..... 2
- Neither satisfied nor dissatisfied..... 3
- Dissatisfied..... 4
- Very dissatisfied..... 5

IF (C1a = 2 and C1b = 0) OR WORK READY = 0
If never received services from MassHire or not work ready

FILL "the MassHire career center" IF C1a = 2 and C1b = 0
FILL "employment and training service" IF WORK READY = 0

C8a. The next questions are about [the MassHire career center/employment and training service] program offerings.

For each category, please indicate whether the item would affect your decision to participate in [the MassHire career center/employment and training services].

More convenient training location and times

- Much more likely to participate.....1
- More likely to participate.....2
- Unlikely to affect your participation.....3

IF (C1a = 2 and C1b = 0) OR WORK READY = 0
If never received services from MassHire or not work ready

C8b. More online training or meeting options

- Much more likely to participate.....1
- More likely to participate.....2
- Unlikely to affect your participation.....3

IF (C1a = 2 and C1b = 0) OR WORK READY = 0
If never received services from MassHire or not work ready

C8c. More support with career planning or job placement services

- Much more likely to participate.....1
- More likely to participate.....2
- Unlikely to affect your participation.....3

IF (C1a = 2 and C1b = 0) OR WORK READY = 0
If never received services from MassHire or not work ready

C8d. Additional support services, for example transportation assistance or additional child care

- Much more likely to participate.....1
- More likely to participate.....2
- Unlikely to affect your participation.....3

IF (C1a = 2 and C1b = 0) OR WORK READY = 0
If never received services from MassHire or not work ready

FILL "MassHire career center" IF C1a = 2 and C1b = 0

C8e. Additional [MassHire career center] staff training and availability

- Much more likely to participate.....1
- More likely to participate.....2
- Unlikely to affect your participation.....3

IF (C1a = 2 and C1b = 0) OR WORK READY = 0
If never received services from MassHire or not work ready

FILL "MassHire career center" IF C1a = 2 and C1b = 0

C8f. More [MassHire career center] staff who look like you or who speak your preferred language

- Much more likely to participate.....1
- More likely to participate.....2
- Unlikely to affect your participation.....3

ALL

FILL "consider" if C1a = 2 OR WORK READY = 0
FILL "continue" if C1a = 1
FILL "the MassHire career center" IF C1a = 2 and C1b = 0
FILL "employment and training services" IF WORK READY = 0

C9. Are there any other program offerings or features not mentioned that would make you more likely to [consider/continue] participating in [the MassHire career center/employment and training services]?

- Yes.....1
- No.....2

C9 = 1

Fill "consider" IF C1a = 2 OR WORK READY = 0
Fill "continue" IF C1a = 1
FILL "the MassHire career center" IF C1a = 2 and C1b = 0
FILL "employment and training services" IF WORK READY = 0

C10. Tell us more about the program offerings or services that you feel would make you more likely to [consider/continue] participating in [the MassHire career center/employment and training services].

D. Respondent Characteristics

IF ANY QUESTIONS ASKED IN SECTION D

D0. Finally, we have some questions about your background.

ALL

D1. What is your gender?

Select all that apply

Male..... 1

Female..... 2

Non-binary/third gender..... 3

You use another term (SPECIFY)..... 99

You do not wish to answer..... r

ALL

D2. Are you of Hispanic, Latino/a, or Spanish origin?

No, not of Hispanic, Latino/a, or Spanish origin..... 1

Yes, Hispanic, Latino/a or Spanish origin..... 2

ALL

D3. What is your race?

Select all that apply

American Indian or Alaska Native..... 1

Asian..... 2

Black or African American..... 3

Native Hawaiian or Pacific Islander..... 4

White..... 5

Other (SPECIFY)..... 99

ALL

D4. What is the highest degree or level of school you have completed?

Select one only

- Less than 8th grade..... 1
- 8th to 12th Grade, no diploma..... 2
- High School Diploma or GED..... 3
- Adult Basic Education (ABE) certificate..... 4
- Some college but no degree..... 5
- Vocational/Technical degree or certificate (for example: cosmetology,
automotive repair, Certified Nursing Assistant (CNA))..... 6
- Business degree/certificate..... 7
- Associate's degree (AA)..... 8
- Bachelor's degree or equivalent (for example: BA/BS)..... 9
- Master's degree (for example: MA/MS) or higher (for example: MD, PhD)..... 10
- Other (SPECIFY)..... 99

E. END

PROGRAMMER CONTACT INFO FILL BOX
IN THIS SECTION [SM FIRST] IS THE SAMPLE MEMBER'S FIRST NAME
FILL **your / you** IF (REPTYPE = 0 OR 1) (SAMPLE MEMBER OR TRANSLATOR)
FILL SMFIRSTNAME IF REPTYPE = 2 (PROXY)

PAYMENTTYPE OR SMUPDATENAME OR SMUPDATEADDRESS OR SMUPDATEPHONE OR SMUPDATEEMAIL = 1

BeginTracking. Thank you for completing the interview today. You're almost done. Now we need to verify [your/[SM FIRST]'s] contact information.

CONTINUE.....1 MAILTO

PAYMENTTYPE = 1 – 3 AND ((DIALNUMBER = 1, 2, 5, OR 6) OR (DIALNUMBER = 4 AND (FIELDCELLS = 0 OR (FIELDCELLS = 1 AND (CALLINTYPE = 1 OR (CALLINTYPE = 2 AND FIELDPAYMENTS = 0)))))) OR MODE = CAWI)

MailTo.

CATI/CAPI

Would you like us to send the payment to you or someone else?

CAWI

Would you like your payment sent to you or someone else?

SEND TO ME.....1 SKIP BOX MAILTO
SEND TO SOMEONE ELSE.....2 SKIP BOX MAILTO
REFUSED / DO NOT WANT PAYMENT.....R SKIP BOX
ALTCONTACTS

PROGRAMMER SKIP BOX MAILTO
IF PAYMENTTYPE = 1 (MAIL), GO TO PAYADDR.
IF PAYMENTTYPE = 2 (EMAIL), GO TO PAYEMAIL.
IF PAYMENTTYPE = 3, GO TO MAILOREMAIL.

PAYMENTTYPE = 3 AND (MAILTO = 1 OR 2)

MailorEmail.

CATI/CAPI

Should we send the thank you payment by mail or electronically by email?

CAWI

Should the thank you payment be sent by mail or electronically by email?

MAIL.....1

EMAIL.....2

PROGRAMMER SKIP BOX MAILOREMAIL.
IF MAILOREMAIL = 1 (MAIL), GO TO PAYADDR.
IF MAILOREMAIL = 2 (EMAIL), GO TO PAYEMAIL.

(PAYMENTTYPE = 1 OR MAILOREMAIL = 1) AND (MAILTO = 1 OR 2)

confirm IF MAILTO = 1 AND RESPONDENT ADDRESS LOADED; **get** IF MAILTO = 2

IF MAILTO = 1 AND RESPONDENT ADDRESS LOADED, FILL NAME AND ADDRESS WITH RESPONDENT INFORMATION; IF MAILTO = 2, DO NOT FILL NAME AND ADDRESS FIELDS

PayAddr.

CATI/CAPI

INSTRUCTION: CONFIRM SPELLING OF NAME AND ADDRESS WITH RESPONDENT BEFORE CONTINUING

I would like to [confirm / get] the name and address where we should send the payment.

CAWI

Please [confirm / enter] the name and address where we should send the payment.

CATI/CAPI: **What is the first name?**

_____ (STRING 20)
First Name

CATI/CAPI: **Middle initial**

_____ (STRING 1)
Middle Initial

CATI/CAPI: **Last name?**

_____ (STRING 30)
Last Name

CATI/CAPI: **What is the first line of the payment address?**

_____ (STRING 60)
Street Address Line 1

CATI/CAPI: **Is there an apartment or unit number for this address?**

_____ (STRING 60)
Street Address Line 2

CATI/CAPI: **Town or city?**

_____ (STRING 20)
City

CATI/CAPI: **State?**

_____ (STRING 2)
State

CATI/CAPI: **And what is the zip code?**

_____ (STRING 10)
ZIP Code

DON'T KNOW.....d

REFUSED.....r

PROGRAMMER SKIP BOX PAYADDR.
ALL RESPONSES GO TO SKIP BOX ALTCONTACTS.

(PAYMENTTYPE =2 OR MAILOREMAIL = 2) AND (MAILTO = 1 OR 2)
IF MAILTO=1 AND RESPONDENT EMAIL LOADED, SHOW "CONFIRM", "THE EMAIL ADDRESS WE HAVE IS:" AND "IS THIS EMAIL ADDRESS CORRECT" AND FILL EMAIL ADDRESS WITH RESPONDENT EMAIL IF MAILTO=2 OR NO RESPONDENT EMAIL LOADED, SHOW "PROVIDE ME"
confirm IF MAILTO = 1 AND RESPONDENTEMAIL LOADED; provide me IF MAILTO = 2
The email address we have is: AND Is this email address correct? IF MAILTO = 1, ELSE NO FILL
IF MAILTO = 1 FILL EMAIL ADDRESS IF MAILTO = 2, DO NOT FILL EMAIL ADDRESS

PayEmail.

CATI/CAPI

INSTRUCTION: CONFIRM EMAIL ADDRESS WITH RESPONDENT BEFORE CONTINUING

I would like to [confirm / get] the email address where we should send the payment.
[The email address we have is:]
[RESPONDENTEMAILADDR]
Is this email address correct?

CAWI

Please [confirm / enter] the email address where we should send the payment.

_____ (STRING 50)
Email
DON'T KNOW.....d
REFUSED.....r

PROGRAMMER SKIP BOX PAYEMAIL.
ALL RESPONSES GO TO SKIP BOX ALTCONTACTS.

PROGRAMMER: SKIP BOX ALTCONTACTS
IF SMALTCONTACTS = 1, GO TO ALTCONTACT LOOP.
IF SMALTCONTACTS = 0, GO TO THANKS AND SET DISP = 13.