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SECTION A: CATI INTRODUCTION SCRIPTS

CATI: RECORD START DATE (SECASTDT) AND TIME (SECASTTM)

INT10. Is this an incoming call, or outgoing call?

- IC Incoming Call (**GO TO CI_INTRO**)
- OK Outgoing Call (**GO TO INT00**)
- 09 Not dialed or attempted – need to exit case (**GO TO CNOTES**)

INT00.

NUMBER TO DIAL: **[PHONE]**

YOU ARE CALLING RESPONDENT: **[FLNAME]**

WHAT IS THE RESULT OF THIS CALL?

- OK SOMEONE IS ANSWERING YOUR CALL (**GO TO INTRO_RESP**)
- 10 ANSWERING MACHINE – RESPONDENT SCRIPT (**GO TO INT01**)
- 50 NO ANSWER (**GO TO CNOTES**)
- 48 REGULAR BUSY (**GO TO CNOTES**)
- 49 FAST BUSY (**GO TO CNOTES**)
- 55 NUMBER DISCONNECTED, NO LONGER IN SERVICE (**GO TO CNOTES**)
- 53 FAX/DATA LINE (**GO TO CNOTES**)
- 54 NUMBER TEMPORARILY DISCONNECTED (**GO TO CNOTES**)
- 56 UNABLE TO CONNECT TO NUMBER AT THIS TIME (**GO TO CNOTES**)
- 01 ADDITIONAL OUTCOME CODES (**GO TO INT**)

INT01. Hello, my name is **INTERVIEWER NAME** and I am trying to reach **[FLNAME]** for a short, paid interview about the **[STEPPED/TIERED]** rent study at **[PHA NAME]**.

Please have **[FLNAME]** call us at **(XXX) XXX-XXXX**. Thank you.

- 11 ANSWERING MACHINE – RESPONDENT NAME (FIRST/LAST FULL) (**GO TO CNOTES**)
- 17 ANSWERING MACHINE – NO MESSAGE LEFT (**GO TO CNOTES**)
- 14 ANSWERING MACHINE – OTHER (**GO TO CNOTES**)
- OK SOMEONE ANSWERS (**GO TO INTRO_RESP**)

CI_INTRO. Hello, my name is **INTERVIEWER NAME**. How may I help you?

1 Continue

INTERVIEWER: PLEASE PRESS “NEXT” TO CONTINUE.

CATI: IF A_TYPE=2, GO TO SRCE1; ELSE GO TO Q_CONT

SRCE1. Are you...

- 1 Responding to a ‘Sorry I Missed You’ card that was left at your door? OR
- 2 Responding to a letter or postcard you received in the mail? OR
- 3 Responding to a voicemail message from someone here at DIR?
- 7 DON’T KNOW
- 8 REFUSED

CATI: ALL GO TO Q_CONT

INTRO_RESP. Hello, my name is **INTERVIEWER NAME** and I am trying to reach **[FLNAME]** for a short, paid interview about the **[STEPPED/TIERED]** rent study at **[PHA NAME]**. May please speak to **[FLNAME]**?

INTERVIEWER: IF NECESSARY, READ: “**[FLNAME]** is participating in a study about the **[PHA NAME]**’s **[STEPPED/TIERED]** rent.”

- 01 RESPONDENT ON THE PHONE – CONTINUE (**GO TO Q_CONT**)
- 02 RESPONDENT IS COMING TO THE PHONE (**GO TO Q_CONT**)
- 03 RESPONDENT NOT AVAILABLE (**GO TO NOTAVAIL1**)
- 04 REFUSED – (**GO TO END_INT**)
- 05 WRONG NUMBER FOR R (**CODE AS 71 AND GOTO CNOTES**)
- 08 RESPONDENT BREAKOFF – HANG-UP/DISCONNECT (**GO TO CNOTES**)

Q_CONT.

[IF INTRO_RESP=02, DISPLAY: Hello, my name is **INTERVIEWER NAME** and I am trying to reach **[FLNAME]** for a short, paid interview about the **[STEPPED/TIERED]** rent study at **[PHA NAME]**. May please speak to **[FLNAME]**?**]**

Thank you for taking the time to speak with me today.

INTERVIEWER: IF R INDICATES READINESS TO PARTICIPATE AFTER THIS POINT OR SEEMS TO BECOME IMPATIENT WITH THE SCRIPT, STOP READING AND CONTINUE ON.

Decision Information Resources is conducting follow-up surveys with families who were enrolled in the **[STEPPED/TIERED]** rent study HUD Stepped and Tiered Rent Demonstration study. The survey should take about 15 minutes. You will receive a \$**[INCENTIVE]** gift card as a thank you for completing the survey.

You entered the study beginning with your recertification that was effective on **[REF_DATE]**. You may have received a letter recently to let you know that the survey was available and we might be calling soon.

- 01 CONTINUE (**GO TO SCRNI**)
- 02 NOT NOW (**GO TO INT20**)
- 08 RESPONDENT REFUSED (**GO TO UE**)

NOTAVAIL1

Is this the best number to reach **<TXT_HIMHER>**?

INTERVIEWER: IF NECESSARY, READ: “**[FLNAME]** is participating in a study about the **[PHA NAME]**’s **[STEPPED/TIERED]** rent study.”

- 1. YES – SET CALLBACK FOR R AT THIS NUMBER (**GOTO INT20**)
- 2. NO – R NO LONGER LIVES HERE OR USES THIS NUMBER (**GO TO INT04**)
- 3. WRONG NUMBER – DOESN’T KNOW R (**CODE 71 AND GOTO CNOTES**)

INT20

IF SPEAKING WITH R: What is the best time for us to call you back to complete the survey?

IF R UNAVAILABLE: Thanks, what is the best time to call back?

- 23. SPOKE TO R – CALL BACK (**GO TO CNOTES**)
- 20. HARD APPOINTMENT (**GO TO CB**)
- 21. SOFT APPOINTMENT (**GO TO CB**)

CB.

INTERVIEWER: ENTER DATE AND TIME

CATI: DISPLAY CALENDAR TO ALLOW INTERVIEWER TO CHOOSE DATE & TIME FOR CALLBACK

Thank you. We will call back then.

GO TO CNOTES

INT04

Is there a different number where he/she can be reached?

IF PERSON PERIODICALLY HEARS FROM R, SAY: “Could I leave our toll-free number with you so he/she can call us? It is **<TOLLFREENUMB>**.”

57. YES, NEW NUMBER AVAILABLE FOR R **(CODE 57 AND GO TO NEWPHONE)**

1. NO, NO NEW NUMBER AVAILABLE FOR R **(GO TO INT05)**

71. WRONG NUMBER FOR R **(CODE AS 71 AND GOTO CNOTES)**

INT05

Is there someone else I could call who might know his/her address or phone number or who might be able to get a message to him/her?

IF PERSON PERIODICALLY HEARS FROM R, SAY: “Could I leave our toll-free number with you so **he/she** can call us? It is **<TOLLFREENUMB>**.”

57. YES – ADD NEW CONTACT **(GOTO NEWPHONE)**

71. WRONG NUMBER FOR R **(GOTO CNOTES)**

NEWPHONE. What is the new phone number?

INTERVIEWER: ENTER NEW PHONE NUMBER (FORMAT 9999999999)

TZ_02. Please confirm the time zone of the phone number.

- 00 UNKNOWN
- 02 Midway Island, Samoa
- 03 Hawaii
- 04 Alaska
- 05 Pacific Time (PST)
- 07 Mountain Time (MT)
- 08 Arizona
- 12 Central Time (CST)
- 12 Eastern Time (EST)
- 19 Atlantic/Puerto Rico

INTERVIEWER: IF PERSON ON THE PHONE DOESN'T KNOW THE TIME ZONE FOR THE PHONE, ASK IN WHAT STATE DOES THE OWNER OF THIS PHONE LIVE IN? AND SELECT BEST OPTION

PHTYPE02. Is this a home, work or cell number?

- 1 HOME
- 2 WORK
- 3 CELL
- 5 OTHER
- 6 UNKNOWN

EMAIL02. What is their email address? **(GOTO NN_CB)**

NN_CB. Is there a specific date or time when we should call?

- 20 HARD APPOINTMENT **(GOTO CB)**
- 21 SOFT APPOINTMENT **(GOTO CB)**
- A2 SPOKE TO GK- CALL BACK **(GOTO CNOTES)**

CB.

INTERVIEWER: ENTER DATE AND TIME

CATI: DISPLAY CALENDAR TO ALLOW INTERVIEWER TO CHOOSE DATE & TIME FOR CALLBACK

Thank you. We will call back then.

GO TO CNOTES

END_INT. Thank you for taking the time to speak with me today. I'm sorry that you aren't able to participate in our study. If you change your mind and decide you would like to participate, please call **(XXX) XXX-XXXX** .

INTERVIEWER: PLEASE PAUSE A MOMENT TO GIVE R TIME TO WRITE NUMBER DOWN AND REPEAT IF NEEDED

01 CONTINUE **(GO TO INT03)**

INT03. WAS THIS A SOFT OR HARD REFUSAL?

- 60. SOFT REFUSAL (GOTO CNOTES)
- 61. HARD REFUSAL (GOTO CNOTES)

SCRN1. Before we begin, I'd like to confirm that I am speaking with the correct person.
In order to do so, could you please tell me your date of birth?
DOB: ____ ____ ____ ____

INTERVIEWER: ENTER MONTH AND DAY, E.G. "May 15th, 1974" = 0515

9997 DON'T KNOW (**GOTO INT3**)

9998 REFUSED (**GOTO INT3**)

CATI:

IF SCRN1= DOB FROM SAMPLE FILE GO TO INFORMCONSNT

IF (SCRN1 ≠ DOB) RMNCONF = 2; GOTO DENY_TX

DENY_TX. There seems to be a technical problem with your file. Thank you for your time and patience. We will contact you as soon as we resolve this problem. Your information is important to us and to the success of this study. Have a nice day/evening.

INTERVIEWER: PRESS NEXT TO END SURVEY

INFORMCONSNT.

Decision Information Resources (DIR) is working with MDRC, to conduct a study on the Stepped and Tiered Rent Demonstration at the **[PHA NAME]** on behalf of the U.S. Department of Housing and Urban Development, authorized by Section 501 of the Housing and Urban Development Act of 1970. Your responses will help the Study Team understand how the new rent policies affect the families participating in this study.

Your responses will not be shared with the **[PHA NAME]**. After the study is complete or at HUD's request, the Study Team will transfer your data with your responses to HUD, which will be combined with other study information we have collected from you. HUD intends to use your information only for research. We recognize that this information is sensitive and protected by the Privacy Act. HUD has published a System of Records Notice entitled Stepped and Tiered Rent Demonstration Evaluation Data Files, which describes how the information collected is protected and to whom it may be disclosed. The notice is available at hud.gov/privacy.

Only surveys that are approved by Office of Management and Budget (OMB) may be fielded in this study. This survey is approved by the OMB, and assigned OMB Approval No. 2528-0339.

Completing the questionnaire is voluntary and you may skip any questions you do not wish to answer. Your participation in this survey will not affect your participation in the [voucher/public

housing] program, the Stepped and Tiered Rent Demonstration, or any benefits you may receive now or in the future.

The survey should take about 15 minutes.

***We must also ensure effective communication and provide reasonable accommodations for individuals with disabilities throughout this study. Please let us know if you require a reasonable accommodation and the best method to use to communicate with you. We will also provide meaningful access to persons with limited English proficiency. You can complete the survey in English, Spanish, and Arabic. Please let us know if you would like to complete the survey in a different language. The survey can be completed over the phone or online, and the online survey is accessible for individuals with disabilities.

Do you have any questions or concerns about completing the survey?

[If no questions or concerns with proceeding] Great. Thank you. Let's get started.

[If not able to or does not want to complete the questionnaire during study enrollment]
Would you be willing to complete the questionnaire over the phone at a later time?

[If agreeing to complete the questionnaire over the phone at a later date] Thanks,
someone from the Study Team will call you sometime soon.

1. CONTINUE
2. SET AN APPOINTMENT WITH RESPONDENT **(GO TO INT20)**
3. R REFUSED PARTICIPATION **(GO TO INT03)**

CATI: RECORD END DATE (SECAEDDT) AND TIME (SECAEDTM)

SECTION B: WEB INTRODUCTION SCREENS

PIN PAGE

Welcome to the Stepped and Tiered Rent Demonstration Study. Please enter your unique PIN below to complete a short, paid survey.

PIN: _____

Footer to be displayed at the bottom of each survey screen:

For technical assistance, please call (XXX) XXX-XXXX or email XXXXXXXX.

INFORMCONSNT_WEB

Decision Information Resources (DIR) is working with MDRCn, to conduct a study on the Stepped and Tiered Rent Demonstration at the **[PHA NAME]** on behalf of the U.S. Department of Housing and Urban Development, authorized by Section 501 of the Housing and Urban Development Act of 1970. Your responses will help the Study Team understand how the new rent policies affect the families participating in this study.

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Please select NEXT to begin.

SCRN1_WEB. Before we begin, we want to confirm that you are the correct person.

In order to do so, please confirm your date of birth. Please enter only the month and day as MMDD.

DOB: ____ ____ ____ ____

9997 DON'T KNOW (**GOTO INT3**)

9998 REFUSED (**GOTO INT3**)

CATI:

IF SCRN1_WEB = DOB FROM SAMPLE FILE GO TO INFORMCONSNT_WEB

IF (SCRN1 ≠ DOB) RMNCONF = 2; GOTO DENYTX_WEB

DENYTX_WEB. There seems to be a technical problem with your file. Thank you for your time and patience. We will contact you as soon as we resolve this problem. Your information is important to us and to the success of this study.

**SECTION C: JOB HISTORY, WORK SEARCH, & BARRIERS TO
EMPLOYMENT**

CATI: RECORD START DATE (SECCSTDT) AND TIME (SECCSTTM)

C1. In the last 12 months, that is since **[CURRENT MONTH] [CURRENT YEAR -1]**, have you worked for pay or were self-employed? Please don't count unpaid work experience or unpaid volunteer work.

- 01 YES (**GO TO C2**)
- 02 NO
- 97 DON'T KNOW
- 98 REFUSED

C1a. A lot of people have irregular, odd, or side jobs, or do extra work to make ends meet. Have you done any work like that for pay in the last 12 months?

Again, I want to assure you that none of your answers will be discussed with anyone.

- 01 YES
- 02 NO (**GO TO C23**)
- 97 DON'T KNOW (**GO TO C25**)
- 98 REFUSED (**GO TO C25**)

C2. Are you currently working for pay, or self-employed?

- 01 YES
- 02 YES, CURRENTLY ON LEAVE, TEMPORARY LAY-OFF, OR VACATION
- 03 NO
- 97 DON'T KNOW
- 98 REFUSED

CATI: IF C2=01, 02 use “current”/present tense for text fills below; else use “most recent”/past tense for text fills

C3. I'd like to ask you some questions about your **[current/most recent]** job.

[CATI: IF C1=1, ADD] “If you have multiple jobs, please focus on the job at which you work the most hours.”

C3b. Would you say you...

- 01 **[work/worked]** for an employer, or
- 02 **[are/were]** self-employed?
- 97 DON'T KNOW
- 98 REFUSED

C3c. How would you best describe this job? **Select all that apply.**

- 01 **a** permanent job,
- 02 **a** temporary job,
- 03 a seasonal job,
- 04 **a** gig job (for example, driving for Uber), or
- 05 an odd job?
- 97 DON'T KNOW
- 98 REFUSED

C5. **[IF C2 = 3, 97, OR 98, ADD "Now/Just before you left,"]** including overtime, how many hours per week **[do/did]** you usually work on this job?

INTERVIEWER: IF GREATER THAN 84, CODE THE RESPONSE AS 84

HOURS/WEEK: _____ [RANGE: 1- 84] **(IF HOURS ARE <=10 OR >60 GO C5_CONFIRM; ELSE GO TO C6)**

- 97 DON'T KNOW **(GO TO C5a)**
- 98 REFUSED **(GO TO C5a)**

C5_CONFIRM. Just to confirm, you said that you usually **<C_WORK> <C5>** hours per week. Is that correct?

- 1. Yes, it is correct **(GO TO C6)**
- 2. No, that is incorrect **(GO TO C5 TO CORRECT RESPONSE)**

C5a. Would you say that you usually **[work/worked]**...

- 01 1 to 20 hours per week,
- 02 21 to 34 hours per week, or
- 03 35 or more hours per week?
- 97 DON'T KNOW
- 98 REFUSED

C6. How many days per week **[do/did]** you usually work?

DAYS/WEEK: _____ [RANGE: 1- 7]

97 DON'T KNOW

98 REFUSED

- C7. What **[are/were]** your earnings from your job or income from self-employment **[now/just before you left]** before taxes? Please include tips, commissions, and regular overtime pay.

INTERVIEWER: IF R'S JOB IS ON AN IRREGULAR SCHEDULE OR A COMMISSION BASIS, PROBE FOR HOW MUCH R MAKES IN A TYPICAL WEEK.

\$ _____, _____ [RANGE 000000.01 – 999999.94]

AMOUNT

999999.97 DON'T KNOW **(GO TO C10)**

999999.98 REFUSED **(GO TO C10)**

- C8. **[Is/Was]** that...

01 Per hour,

02 Per week,

03 Every 2 weeks,

04 Twice a month,

05 Once a month,

06 Per year,

07 Per day, or

08 Some other way?

97 DON'T KNOW

98 REFUSED

CATI: IF C8=8, ASK C8_O;

ELSE GO TO C7_CONFIRM IF AMOUNT REPORTED AT C7/C8 IS ANY OF THE FOLLOWING:

- **GREATER THAN \$20/HOUR**
- **\$200/DAY**
- **\$1,000/WEEK**
- **\$2,000/EVERY 2 WEEKS OR TWICE A MONTH**
- **\$4,000/MONTH**
- **\$50,000/YEAR;**

ELSE GO TO C9

C8_O. How often did you receive that amount?

01 _____
 97 DON'T KNOW
 98 REFUSED

CATI: GO TO C7_CONFIRM IF AMOUNT REPORTED AT C7/C8 IS ANY OF THE FOLLOWING:

- GREATER THAN \$20/HOUR
- \$200/DAY
- \$1,000/WEEK
- \$2,000/EVERY 2 WEEKS OR TWICE A MONTH
- \$4,000/MONTH
- \$50,000/YEAR;

ELSE GO TO C9

C7_CONFIRM. Just to confirm, you said your earnings were \$<C7> <C8>, is that correct?

01 YES (**GO TO C9**)
 02 NO, CORRECT \$ AMOUNT IN C7 (**GO TO C7**)
 03 NO, CORRECT TIME PERIOD IN C8 (**GO TO C8**)

C9. [Is/Was] that before or after taxes?

01 BEFORE
 02 AFTER
 97 DON'T KNOW
 98 REFUSED

CATI: IF C3b=2, GO TO C27.

C10. Now I'd like to ask a few questions about benefits that may be available at your job. Through your employer are you eligible for any of the following benefits? By eligible we

mean the benefit is available for you now, even if you have decided to not receive it or have not needed it.

INTERVIEWER: SELECT "YES" IF R REPORTS THAT R WILL BE OFFERED BENEFITS AT A FUTURE TIME UPON REACHING A MILESTONE, SUCH AS COMPLETING A PROBATION PERIOD FOR NEW EMPLOYEES OR TRANSITIONING FROM PART-TIME TO FULL-TIME HOURS.

	YE S	N O	DON'T KNO	REFUSE D

			W	
C10a. Any sick days with full pay?	1	2	97	98
C10b. Any vacation days with full pay?	1	2	97	98
C10c. Paid overtime?	1	2	97	98
C10d. A plan that gives you money for retirement?	1	2	97	98
C10e. A health plan or medical insurance, including any offered at a cost to you?	1	2	97	98

GO TO C27

C23. Some people may not be able to get a job even if they want to work. Other people may have personal or other reasons for not working for pay. What is the main reason you are not working for pay?

INTERVIEWER: DO NOT READ LIST; SELECT ONLY ONE RESPONSE.

INTERVIEWER: IF YOU ARE UNCERTAIN HOW TO CODE THE RESPONSE, READ THE OPTIONS ALOUD TO THE RESPONDENT.

- 01 ILLNESS, DISABILITY, SELF
- 02 ILLNESS, DISABILITY OTHER
- 03 TAKING CARE OF HOME OR FAMILY MEMBERS
- 04 UNABLE TO FIND (ADEQUATE) AND/OR AFFORDABLE CHILD CARE
- 05 GOING TO SCHOOL, IN TRAINING
- 06 UNABLE TO FIND WORK
- 07 PREGNANCY
- 08 CRIMINAL RECORD MAKES FINDING WORK HARD
- 09 POOR CREDIT SCORE MAKES FINDING WORK HARD
- 10 TEMPORARILY LAID OFF/ TEMPORARY LEAVE
- 11 INADEQUATE TRANSPORTATION OPTIONS
- 12 RETIRED OR TOO OLD
- 13 NEED MORE EDUCATION
- 14 NEED MORE WORK EXPERIENCE
- 15 NEED/PREFER TO STAY HOME WITH CHILDREN
- 16 HAS JOB BUT TEMPORARILY ABSENT
- 17 WAITING FOR JOB TO BEGIN
- 18 DOES NOT WANT TO WORK
- 19 OTHER SPECIFY
- 97 DON'T KNOW
- 98 REFUSED

CATI: IF C23=19 ASK C23_O, ELSE GO TO C24

C23_O. What is the main reason you are not working for pay?

01 _____

97 DON'T KNOW
98 REFUSED

CATI: IF C23=97 OR 98, GOTO C25

C24. Are there any other reasons for not working for pay?

INTERVIEWER: DO NOT READ LIST; SELECT ALL THAT APPLY.

INTERVIEWER: IF YOU ARE UNCERTAIN HOW TO CODE THE RESPONSE, READ THE OPTIONS ALOUD TO THE RESPONDENT.

CATI: ELIMINATE RESPONSE FROM C23 FROM LIST

01 ILLNESS, DISABILITY, SELF
02 ILLNESS, DISABILITY OTHER
03 TAKING CARE OF HOME OR FAMILY MEMBERS
04 UNABLE TO FIND (ADEQUATE) AND/OR AFFORDABLE CHILD CARE
05 GOING TO SCHOOL, IN TRAINING
06 UNABLE TO FIND WORK
07 PREGNANCY
08 CRIMINAL RECORD MAKES FINDING WORK HARD
09 POOR CREDIT SCORE MAKES FINDING WORK HARD
10 TEMPORARILY LAID OFF/ TEMPORARY LEAVE
11 INADEQUATE TRANSPORTATION OPTIONS
12 RETIRED OR TOO OLD
13 NEED MORE EDUCATION
14 NEED MORE WORK EXPERIENCE
15 NEED/PREFER TO STAY HOME WITH CHILDREN
16 HAS JOB BUT TEMPORARILY ABSENT
17 WAITING FOR JOB TO BEGIN
18 DOES NOT WANT TO WORK
19 OTHER SPECIFY
20 NO OTHER REASON
97 DON'T KNOW
98 REFUSED

CATI: IF C23a=19 ASK C23a_O, ELSE GO TO C25

C24_O. What are the other reasons you are not working for pay?

01 _____
97 DON'T KNOW
98 REFUSED

C25. In the last four weeks, have you looked for a full-time or part-time work?

- 01 YES
- 02 NO (**GO TO C27**)
- 97 DON'T KNOW (**GO TO C27**)
- 98 REFUSED (**GO TO C27**)

C26. Were you looking for full-time work, that is, 35 or more hours a week, or part-time work?

- 01 Full-time
- 02 Part-time
- 03 Both
- 97 DON'T KNOW
- 98 REFUSED

CATI: IF (C2 = 1 or 2 and (C1d <> 1 and C2b <35)) and C25=1 AND C26=1 or 3 GO TO D1

IF C2 = 1 or 2 and (C1d = 1 or C2b >=35) GO TO D1

C27.

CATI: IF (C2 = 1 or 2 and C1d<>1 and C2b < 35 AND C25<>1) OR (C2 = 1 or 2 and C1d<>1 and C2b < 35 AND C25=1 AND C26<>1 or 3) ASK "According to what you've told us, you are currently working less than 35 hours per week and you are not looking for full-time work. Some people may not be able to get a full-time job even if they want to. Other people may have personal or other reasons for not working full-time. What is the main reason why you are not working full-time or looking for full-time work? "

CATI: IF ((C1>1 AND C1a>1) or C2 <>1 or 2) AND C25=1 ASK "According to what you've told us, you are not currently working but you are looking for work. Some people may not be able to get a job even if they want to work. Other people may have personal or other reasons for not working for pay. What is the main reason why you are not working? "

CATI: IF ((C1>1 AND C1a>1) or C2 <>1 or 2) AND C25>1 ASK "According to what you've told us, you are not currently working or looking for work. Some people may not be able to get a job even if they want to work. Other people may have personal or other reasons for not working for pay. What is the main reason why you are not looking for work? "

INTERVIEWER: DO NOT READ LIST; SELECT ONLY ONE RESPONSE.

- 01 YOU CAN'T FIND A JOB THAT PAYS ENOUGH.
- 02 YOU CAN'T FIND ANY JOB.
- 03 YOU CAN'T FIND SATISFACTORY CHILD CARE AT A REASONABLE COST.
- 04 YOU CAN'T ARRANGE TRANSPORTATION TO GET TO WORK.

- 05 YOU ARE AFRAID YOU WILL LOSE YOUR CURRENT HEALTH INSURANCE.
- 06 YOU ARE AFRAID YOU WILL LOSE YOUR HOUSING SUBSIDY OR THAT YOUR RENT WOULD GO UP.
- 07 YOU ARE AFRAID YOU WILL LOSE OTHER BENEFITS YOU MAY HAVE, SUCH AS FOOD STAMPS.
- 08 YOU NEED MORE SKILLS OR EDUCATION.
- 09 YOU NEED MORE EXPERIENCE.
- 10 YOU ARE PREGNANT OR HAD A BABY WITHIN THE PAST 3 MONTHS.
- 11 YOU WANT TO STAY HOME WITH YOUR CHILDREN.
- 12 YOU HAVE A CHILD WITH HEALTH PROBLEMS OR A DISABILITY.
- 13 YOU NEED TO CARE FOR SOMEONE IN YOUR FAMILY OTHER THAN A CHILD.
- 14 YOU HAVE HEALTH PROBLEMS.
- 15 YOU ARE CURRENTLY IN A SCHOOL OR TRAINING PROGRAM.
- 16 YOU ARE ON SSI OR DISABILITY.
- 17 YOU ARE GETTING FINANCIAL SUPPORT FROM A HUSBAND OR PARTNER.
- 18 A FORMER HUSBAND OR PARTNER IS HARASSING YOU OR OTHERWISE INTERFERING WITH YOUR ATTEMPT TO WORK.
- 19 YOU ARE FEELING DEPRESSED OR OVERWHELMED.
- 20 YOU ARE DEALING WITH A DRINKING OR DRUG PROBLEM.
- 21 OTHER
- 97 DON'T KNOW
- 98 REFUSED

CATI: IF C27=21 ASK C27_O, ELSE GO TO C28.

C27_O. ENTER VERBATIM RESPONSE

- 01 _____
- 97 DON'T KNOW
- 98 REFUSED

C28. CATI: IF (C2 = 1 or 2 and C1d<>1 and C2b < 35 AND C25<>1) OR (C2 = 1 or 2 and C1d<>1 and C2b < 35 AND C25=1 AND C26<>1 or 3) ASK "Are there any other reasons why you are not working full-time or looking for full-time work?"

CATI: IF ((C1>1 AND C1a>1) or C2 <>1 or 2) AND C25=1 ASK "Are there any other reasons why you are not working?"

CATI: IF ((C1>1 AND C1a>1) or C2 <>1 or 2) AND C25>1 ASK "Are there any other reasons why you are not looking for work?"

INTERVIEWER: DO NOT READ THE LIST, CHECK ALL THAT APPLY FROM REASONS R PROVIDES

CATI: ELIMINATE RESPONSE FROM C27 FROM LIST

- 01 YOU CAN'T FIND A JOB THAT PAYS ENOUGH.
- 02 YOU CAN'T FIND ANY JOB.
- 03 YOU CAN'T FIND SATISFACTORY CHILD CARE AT A REASONABLE COST.
- 04 YOU CAN'T ARRANGE TRANSPORTATION TO GET TO WORK.
- 05 YOU ARE AFRAID YOU WILL LOSE YOUR CURRENT HEALTH INSURANCE.
- 06 YOU ARE AFRAID YOU WILL LOSE YOUR HOUSING SUBSIDY OR THAT YOUR RENT WOULD GO UP.
- 07 YOU ARE AFRAID YOU WILL LOSE OTHER BENEFITS YOU MAY HAVE, SUCH AS FOOD STAMPS.
- 08 YOU NEED MORE SKILLS OR EDUCATION.
- 09 YOU NEED MORE EXPERIENCE.
- 10 YOU ARE PREGNANT OR HAD A BABY WITHIN THE PAST 3 MONTHS.
- 11 YOU WANT TO STAY HOME WITH YOUR CHILDREN.
- 12 YOU HAVE A CHILD WITH HEALTH PROBLEMS OR A DISABILITY.
- 13 YOU NEED TO CARE FOR SOMEONE IN YOUR FAMILY OTHER THAN A CHILD.
- 14 YOU HAVE HEALTH PROBLEMS.
- 15 YOU ARE CURRENTLY IN A SCHOOL OR TRAINING PROGRAM.
- 16 YOU ARE ON SSI OR DISABILITY.
- 17 YOU ARE GETTING FINANCIAL SUPPORT FROM A HUSBAND OR PARTNER.
- 18 A FORMER HUSBAND OR PARTNER IS HARASSING YOU OR OTHERWISE INTERFERING WITH YOUR ATTEMPT TO WORK.
- 19 YOU ARE FEELING DEPRESSED OR OVERWHELMED.
- 20 YOU ARE DEALING WITH A DRINKING OR DRUG PROBLEM.
- 21 OTHER
- 22 NO OTHER REASON
- 97 DON'T KNOW
- 98 REFUSED

CATI: IF C28=21 ASK C28_O, ELSE GO TO D1

C28_O. ENTER VERBATIM RESPONSE

- 01 _____
- 97 DON'T KNOW
- 98 REFUSED

CATI: RECORD END DATE (SECCEDDT) AND TIME (SECCEDTM)

SECTION D: HOUSEHOLD COMPOSITION & CHILD CARE

CATI: RECORD START DATE (SECDSTDT) AND TIME (SECDSTTM)

D1. Now I'm going to ask you some questions about you and your household.

Which situation best describes your marital status. Are you currently...

INTERVIEWER: READ LIST

- 01 Married, living with spouse **(GO TO D2)**
- 02 Single, never married
- 03 Separated or living apart from your spouse
- 04 Divorced
- 05 Widow/Widower
- 97 DON'T KNOW
- 98 REFUSED

D1a. Are you currently living with a partner?

- 01 YES
- 02 NO
- 97 DON'T KNOW
- 98 REFUSED

D2. Next, think about the people who lived in your household at least two nights a week last month.

How many adults age 18 years or older lived in your household for at least two nights a week during the month of **[PRIOR MONTH]**? Please include yourself, **[CATI: IF D1 = 1, INSERT "your spouse" IF D1a = 1, INSERT "your partner"]**, adult family members, and any other adults **age** 18 years or older who lived in your household for at least two nights a week during the month of **[PRIOR MONTH]**?

INTERVIEWER: IF R SAYS ZERO, REMIND R TO INCLUDE SELF IN THE COUNT.

INTERVIEWER: IF GREATER THAN 10, CODE THE RESPONSE AS 10

ADULTS: _____ [RANGE 1-10]

- 97 DON'T KNOW
- 98 REFUSED

IF (D1=1 OR D1a=1) AND D2=1, ASK

D2_CONF. Earlier you said you lived with a spouse or partner but now you are saying only 1 adult, you, live in your household. Can you help me with this?

INTERVIEWER: IF R DOES NOT LIVE WITH SPOUSE:

- 1) SELECT OPTION 01 R DOES NOT LIVE WITH SPOUSE
- 2) DO NOT RE-READ D1, AND
- 3) SELECT OPTION 03 SEPARATED OR LIVING APART FROM YOUR SPOUSE AND CLICK NEXT TO CONTINUE

IF R DOES LIVE WITH SPOUSE:

- 1) SELECT OPTION 02 R DOES LIVE WITH SPOUSE
- 2) DO NOT RE-READ D2
- 3) ENTER THE NUMBER 2 AND CLICK NEXT TO CONTINUE

- 01 R DOES NOT LIVE WITH SPOUSE/PARTNER **(GO TO D1 AND REVISE ANSWER)**
- 02 R DOES LIVE WITH SPOUSE/PARTNER **(GO TO D2 AND REVISE ANSWER)**

D3. How many children, age 17 or younger lived in your household for at least two nights a week during the month of **[PRIOR MONTH]**? Please include your own children and any other children who lived in your household.

INTERVIEWER: IF GREATER THAN 10, CODE THE RESPONSE AS 10

ANY CHILDREN: ____ [RANGE 0-10]_____
97 DON'T KNOW
98 REFUSED

**CATI: CREATE VARIABLE "OHHMBR" WHERE
IF D2=2-10 OR D3=1-10, OHHMBR=1 (YES OTHERS IN HHLD)
ELSE OHHMBR=0 (NO OTHERS IN HHLD OR UNKNOWN)**

CATI: RECORD END DATE (SECDEDDT) AND TIME (SECDEDTM)

SECTION E: INCOME, FOOD SECURITY, & MATERIAL HARDSHIP

CATI: RECORD START DATE (SECESTDT) AND TIME (SECESTM)

CATI: IF OHHMBR=0, USE FIRST TEXT FILL THROUGHOUT SECTION. ELSE USE SECOND TEXT FILL.

E1_INTRO: Now, I am going to ask you some questions about the income that came into your household in **[PRIOR MONTH]**.

CATI: OHHMBR=1, ADD:

Unless the question concerns income for a specific person, like you, please include any income from all adults and children who lived together in your household for at least two nights a week in **[PRIOR MONTH]**.

Again, I want to assure you that none of your answers will be discussed with anyone.

INTERVIEWER: PRESS NEXT TO CONTINUE

Monthly Income

E1. During **[PRIOR MONTH]**:

Did you work for pay?

- 01 YES
- 02 NO
- 97 DON'T KNOW
- 98 REFUSED

CATI: IF OHHMBR=1, ASK E1a. ELSE GO TO E2.

E1a. Did any other adults or children who lived in your household work for pay or were self-employed?

- 01 YES
- 02 NO
- 97 DON'T KNOW
- 98 REFUSED

E2. In **[PRIOR MONTH]**, did you **[CATI: IF OHHMBR=1, INSERT “or anyone else in your household”]** receive:

	YES	NO	DON'T KNOW	REFUSED
E2a. SNAP, also known as Food Stamps, including EBT cards from the government that can be used at the store to buy food?	1	2	97	98
E2b. Child Support?	1	2	97	98
E2c. TANF or any cash assistance, not including child support money or child care payments?	1	2	97	98
E2d. Unemployment Insurance Benefits or UI?	1	2	97	98
E2e. Social Security Disability Insurance benefits, or SSDI	1	2	97	98
E2f. Supplemental Security Income benefits, or SSI	1	2	97	98
E2g. The Special Supplemental Nutrition Program for Women, Infants, and Children or WIC?	1	2	97	98
E2h. Heating or Cooling Assistance?	1	2	97	98
E2i. Free or reduced-price school lunch?	1	2	97	98
E2j. Alimony?	1	2	97	98
E2k. Medicaid, CHIP, [STATE HEALTH INSURANCE PROGRAM] or other government health insurance?	1	2	97	98

E3. In **[PRIOR MONTH]** did you **[CATI: IF OHHMBR=1, INSERT “or anyone else in your household”]** receive money from any other source, such as rent from boarders, a pension, other government benefits, or any other income we have not already talked about?

01 YES
02 NO
97 DON'T KNOW
98 REFUSED

E4. What was the total monthly income for you **[CATI: IF OHHMBR=1, INSERT: “and everyone else living together in your household”]** in **[PRIOR MONTH]**? Please include income from all of the sources that you just mentioned, plus any other income.

PROBE: Your best estimate is fine.

AMOUNT: \$ __ __ __, __ __ __. [RANGE = 0 – 999996]
999997 DON'T KNOW

999998 REFUSED

CATI:

IF E4 IS LESS THAN OR EQUAL TO \$10,000, GO TO E6.

IF E4 IS GREATER THAN \$10,000 AND LESS THAN 999997, ASK E4_confirm.

IF E4 = 999997 OR 999998, GO TO E5a.

E4_confirm. Just to confirm, you said that the total monthly income for you **[CATI: IF OHHMBR=1, INSERT: “and everyone else living together in your household”]** in **[PRIOR MONTH]** was **[INSERT E4]**. Is that correct?

- 01 YES (**GOTO E6**)
- 02 NO
- 97 DON'T KNOW (**GO TO E5a**)
- 98 REFUSED (**GO TO E5a**)

E4_revised. What would you say was the correct amount of total monthly income for everyone living together in your household?

AMOUNT: \$ ____ ____, ____ ____. [RANGE = 0 – 999996]
999997 DON'T KNOW
999998 REFUSED

CATI: IF E4_revised IS 0 - 999997, GO TO E6. ELSE, CONTINUE WITH E5a.

E5a. Would you say it was more or less than \$1,500?

INTERVIEWER: DO NOT READ LIST

- 01 MORE THAN \$1,500 (**GO TO E5b**)
- 02 EXACTLY \$1,500 (**GO TO E6**)
- 03 LESS THAN \$1,500 (**GO TO E5c**)
- 97 DON'T KNOW (**GO TO E6**)
- 98 REFUSED (**GO TO E6**)

E5b. Would you say it was:

INTERVIEWER: READ LIST

- 01 More than \$1,500 but less than \$2,000,
- 02 At least \$2,000 but less than \$2,500, or
- 03 \$2,500 or more?

- 97 DON'T KNOW
- 98 REFUSED

CATI: ALL E5b GO TO E6

E5c. Would you say it was:

INTERVIEWER: READ LIST

- 01 At least \$1,200 but less than \$1,500,
- 02 At least \$800 but less than \$1,200,
- 03 At least \$500 but less than \$800, or
- 04 Less than \$500?
- 97 DON'T KNOW
- 98 REFUSED

GO TO E10

Financial Strain

E10. How much do you agree or disagree with the following statement?

My financial situation is better than it was last year at this time.

Would you say you...

- 01 Strongly Agree
- 02 Agree Somewhat
- 03 Neither Agree nor Disagree
- 04 Disagree Somewhat, or
- 05 Strongly Disagree?
- 97 DON'T KNOW
- 98 REFUSED

Material Hardship Scale

E11a. In the last 12 months, that is since **[CURRENT MONTH] [CURRENT YEAR-1]**, was there ever a time when, **[you/you or your household]** did not pay the full amount of the rent that you are responsible for?

- 01 YES
- 02 NO (**GO TO E11b**)
- 97 DON'T KNOW (**GO TO E11b**)
- 98 REFUSED (**GO TO E11b**)

E11a.1 In the last 12 months, about how many months has this happened?

INTERVIEWER: DO NOT READ LIST

- 01 1
- 02 2-3
- 03 4-6
- 04 7 OR MORE
- 97 DON'T KNOW
- 98 REFUSED

E11b. In the last 12 months, has there been a time when **[you/you or your household]** had service turned off by the gas or electric company, or the oil company would not deliver oil because payments were not made?

- 01 YES
- 02 NO **(GO TO E11c)**
- 97 DON'T KNOW **(GO TO E11c)**
- 98 REFUSED **(GO TO E11c)**

E11b.1. In the last 12 months, that is since **[CURRENT MONTH] [CURRENT YEAR-1]**, about how many months has this happened?

INTERVIEWER: DO NOT READ LIST

- 01 1
- 02 2-3
- 03 4-6
- 04 7 OR MORE
- 97 DON'T KNOW
- 98 REFUSED

E11c. In the last 12 months, have **[you/you or your household]** had cellular or landline service disconnected because payments were not made?

- 01 YES
- 02 NO **(GO TO E11d)**
- 97 DON'T KNOW **(GO TO E11d)**
- 98 REFUSED **(GO TO E11d)**

E11c.1 In the last 12 months, about how many months has this happened?

INTERVIEWER: DO NOT READ LIST

- 01 1
- 02 2-3
- 03 4-6
- 04 7 OR MORE
- 97 DON'T KNOW
- 98 REFUSED

E11d. In the last 12 months, was there ever a time when, because of cost, **[you/you or your household]** were not able to buy food?

- 01 YES
- 02 NO **(GO TO E11e)**
- 97 DON'T KNOW **(GO TO E11e)**
- 98 REFUSED **(GO TO E11e)**

E11d.1 In the last 12 months, about how many months has this happened?

INTERVIEWER: DO NOT READ LIST

- 01 1
- 02 2-3
- 03 4-6
- 04 7 OR MORE
- 97 DON'T KNOW
- 98 REFUSED

E11e. In the last 12 months, that is since **[CURRENT MONTH] [CURRENT YEAR-1]**, was there ever a time when, because of cost, **[you/you or your household]** were not able to buy prescription medicine?

- 01 YES
- 02 NO
- 97 DON'T KNOW
- 98 REFUSED

E11f. In the last 12 months, was there ever a time when, because of cost, **[you/you or members of your household]** were not able to see a doctor or get medical assistance?

- 01 YES
- 02 NO
- 97 DON'T KNOW
- 98 REFUSED

Assistance/Services & Transportation Assistance

E12. Do you have reliable access to a vehicle?

- 01 YES
- 02 NO
- 97 DON'T KNOW
- 98 REFUSED

Food Insufficiency

E14. Which of these statements best describes the food eaten by **[you/you and the people in your household who usually ate with you]** in **[PRIOR MONTH]**: Did you have...

- 01 Enough of the kinds of food you wanted,
- 02 Enough but not always the kinds of food you wanted to eat,
- 03 Sometimes not enough to eat, or
- 04 Often not enough to eat?
- 97 DON'T KNOW
- 98 REFUSED

E14a. In **[PRIOR MONTH]**, did **[you/you or anyone in your household]** ever skip a meal because there wasn't enough money for food?

- 01 YES
- 02 NO (**GO TO E15**)
- 97 DON'T KNOW (**GO TO E15**)
- 98 REFUSED (**GO TO E15**)

[CATI: ASK IF E14a=1, ELSE GO TO E15]

E14b. In the past 12 months, about how many months has this happened?

- 01 1 Month
- 02 2 or 3 months
- 03 4 to 6 months
- 04 7 or more months
- 97 DON'T KNOW
- 98 REFUSED

Overall Financial Well-Being

E15. In general, how do **[your/your household]** finances usually work out at the end of the month? Is there...

- 01 Some money left over,
- 02 Just enough to make ends meet, or
- 03 Not enough money to make ends meet?
- 97 DON'T KNOW
- 98 REFUSED

E15a. Do you ever borrow from family and/or friends to get cash for basic household necessities, such as food, rent, or utilities?

- 01 YES
- 02 NO (**GO TO F1**)
- 97 DON'T KNOW (**GO TO F1**)

98 REFUSED (**GO TO F1**)

E15b. How often do you do this?

INTERVIEWER: IF R SAYS “JUST ONE TIME” SELECT OPTION 05 ONCE A YEAR

- 01 Every week
- 02 A couple times a month
- 03 Every month
- 04 A couple times a year
- 05 Once a year
- 97 DON'T KNOW
- 98 REFUSED

CATI: RECORD END DATE (SECEEDDT) AND TIME (SECEEDTM)

SECTION G: HOUSING AND MOVING

CATI: RECORD START DATE (SECGSTDT) AND TIME (SECGSTTM)

Housing Assistance

G1. When you were enrolled in the study, you were receiving housing assistance from [PHA NAME]. Are you still receiving assistance from **[PHA NAME]**, such as receiving a housing voucher or living in public housing?

- 01 YES (GO TO NEXT SECTION)
- 02 NO (GO TO G4a)
- 97 DON'T KNOW (GO TO NEXT SECTION)
- 98 REFUSED (GO TO NEXT SECTION)

Assistance with Housing/Landlord Issues

G4a. What would you say was the main reason you no longer receiving housing assistance?

- 01 NEVER ABLE TO USE VOUCHER (VOUCHER NEW ADMISSIONS ONLY)
- 02 INCOME TOO HIGH/OVER INCOME
- 03 EVICTED
- 04 HOUSING AUTHORITY TERMINATED SUBSIDY DUE TO A PROBLEM (BROKE PROGRAM RULES, VIOLATED LEASE, ETC.)
- 05
- 06 LEFT SUBSIDIZED HOUSING TO BUY A HOME
- 07 NO LONGER NEEDED IT
- 08 DISSATISFIED WITH SUBSIDIZED HOUSING
- 09 OTHER (SPECIFY)
- 97 DON'T KNOW
- 98 REFUSED

CATI: IF G4a<>8 GO TO G4b

G4a_O. ENTER VERBATIM RESPONSE

- 01 _____
- 97 DON'T KNOW
- 98 REFUSED

CATI: IF G4a<>4 GO TO G5

G4b. Why did you lose your housing assistance? Was it because of...

- 01 NONPAYMENT OF RENT OR LATE RENT,
- 02 NONPAYMENT OF MORTGAGE BY YOU OR SOMEONE ELSE
- 03 ABSENT FROM UNIT FOR 90 OR MORE DAYS,
- 04 PROBLEMS WITH VISITORS (STAYED MORE THAN 7 DAYS OR
BEHAVIOR),
- 05 DAMAGING UNIT,
- 06 HOUSEKEEPING VIOLATIONS,
- 07 ONE-STRIKE VIOLATION,
- 08 INCOME INCREASE, OR
- 09 SOME OTHER REASON, SPECIFY _____
- 97 DON'T KNOW
- 98 REFUSED

CATI: IF G4b<>9 GO TO SECTION H

G4b_O. ENTER VERBATIM RESPONSE

- 01 _____
- 97 DON'T KNOW
- 98 REFUSED

CATI: RECORD END DATE (SECGEDDT) AND TIME (SECGEDTM)

SECTION H: PROGRAM GROUP EXPERIENCES

CATI: RECORD START DATE (SECHSTDT) AND TIME (SECHSTTM)

CATI: IF G1=1 USES FIRST (PRESENT TENSE) TEXT FILL, ELSE USE SECOND (PAST TENSE) TEXT FILL

Stepped and Tiered Groups Only:

H_INTRO.

[Recertifying households only:] You may recall that starting in [REF_DATE] [PHA NAME] changed the way it calculated your rent. [PHA NAME] may have referred to this as the **[STEPPED/TIERED] rent**.

[All respondents] I would like to ask you a few questions about the way in which your rent is being calculated and how that affects you.

[HCV only] When I use the word “rent,” I will be referring to the portion of the rent that you pay to your landlord.

I will also use the term “income review” OR “recertification.” This is when you provide information on your income to the housing authority to determine whether you’re still eligible for housing assistance and how much you have to pay in rent.

INTERVIEWER: PRESS NEXT TO CONTINUE

Knowledge and awareness

H1. [CATI: IF RULES=”STEPPED”] Thinking about how [PHA NAME] [calculates/calculated] the amount your household [pays/paid in rent, which of the following rent rules [apply to you /applied to you while you {HCV:} still had a voucher/{PH:} were living in public housing]? For each one, would you say.....Yes, no, or you’re not sure?

	Yes	No	Not Sure	Refused
H1a. My rent [increases/increased] every year by a fixed amount.	1	2	97	98
H1b. If my family’s income goes up, my rent share won’t go up.	1	2	97	98
H1c. My family’s eligibility for the [HCV/PH] program will be checked every three years instead of every year.	1	2	97	98
H1d. If I [have/had] difficulty paying my rent, I may [be/have been] able to have my rent lowered through a hardship request to the housing authority.	1	2	97	98

H1e. If another adult [moves/moved] into my household and [goes/went] on the lease, their income [will/would] not affect my rent.	1	2	97	98
---	---	---	----	----

[CATI: IF RULES="TIERED"] Thinking about how [PHA NAME] [calculates/calculated] the amount your household [pays/paid] in rent, which of the following rent rules [apply to you /applied to you while you {HCV:} still had a voucher/{PH:} were living in public housing]? For each one, would you say.....Yes, no, or you're not sure?

	Yes	No	Not Sure	Refused
H1a. Recertifications are now conducted every three years – in other words, my household only [needs/needed] to have its income reviewed every three years instead of every year.	1	2	97	98
H1b. If my family's income [goes/went] up in between the three-year recertifications, my rent [won't/wouldn't] go up until my next three-year recertification.	1	2	97	98
H1c. If my family's income [goes/went] up in between the three-year recertifications, I don't need to report my change in income to the housing authority until my next three-year recertification.	1	2	97	98
H1d. If I [have/had] difficulty paying my rent, I may [be/have been] able to have my rent lowered through a hardship request to the housing authority.	1	2	97	98
H1e. If another adult [moves/moved] into my household and [goes/went] on the lease, their income [will/would] not affect my rent until my next three-year recertification.	1	2	97	98

Control Group Only:

[CATI: IF RULES="STANDARD"] Thinking about how [PHA NAME] [calculates/calculated] the amount your household [pays/paid] in rent, which of the following rent rules [apply to you /applied to you while you {HCV:} still had a voucher/{PH:} were living in public housing]? For each one, would you say.....Yes, no, or you're not sure?

	Yes	No	Not Sure	Refused
H1a. Recertifications [are/were] conducted yearly, and my rent [is/was] adjusted for my family's income at each yearly recertification.	1	2	97	98

H1b. If my family's income [goes/went] up in between the yearly recertifications, my rent [will/would] go up at or before my next recertification.	1	2	97	98
H1c. If my family's income [goes/went] up in between the yearly recertifications, I [need/needed] to report my change in income to the housing authority.	1	2	97	98
H1d. If I [have/had] difficulty paying my rent, I may [be/have been] able to have my rent lowered through a request for an interim certification to the housing authority.	1	2	97	98
H1e. If another adult [moves/moved] into my household and [goes/went] on the lease, my rent will be adjusted based on my new family income including that new household member's income.	1	2	97	98

Stepped and Tiered Groups Only:

Hardships

H4. At any point in the past two years, did you face any financial circumstance where you needed a hardship to lower your rent?

- 01 YES
- 02 NO (**GO TO H10a**)
- 97 DON'T KNOW (**GO TO H10a**)
- 98 REFUSED (**GO TO H10a**)

H5. [IF YES] At any point in the past two years, did you request a hardship from the [PHA NAME] to lower your rent?

- 01 YES
- 02 NO (**GO TO H9**)
- 97 DON'T KNOW (**GO TO H10a**)
- 98 REFUSED (**GO TO H10a**)

H6. On how many different occasions did you submit a hardship request for a reduction? Would you say:

- 01 Just once
- 02 Two or three times
- 03 Four or five times
- 04 Six to ten times, or
- 05 More than ten times?
- 97 DON'T KNOW
- 98 REFUSED

H7. [CATI: IF H6=2, 3, 4, 5, 8, 9 SHOW] Thinking about **[when/the last time]** you submitted a request, did the housing authority lower your rent?

- 01 YES (GO TO H10a)
- 02 NO
- 97 DON'T KNOW (GO TO H10a)
- 98 REFUSED (GO TO H10a)

H8. Were you told any of the following reasons why the housing authority did not reduce your rent?

- 01 Your income wasn't low enough (GO TO H10a)
- 02 You didn't have the right documentation (GO TO H10a)
- 03 Some other reason (GO TO H8_0)
- 04 Or, they never gave you a reason (GO TO H10a)
- 97 DON'T KNOW (GO TO H10a)
- 98 REFUSED (GO TO H10a)

CATI ASK IF H8=3, ELSE GO TO H10a

H8_O. What was the reason?

- 01 _____ (GO TO H10a)
- 97 DON'T KNOW (GO TO H10a)
- 98 REFUSED (GO TO H10a)

H9. Why didn't you request a hardship from the **[PHA NAME]** to lower your rent?

- 01 You didn't know that such hardship exemptions to reduce rent were available.
- 02 You didn't think you qualified for the hardship request policy.
- 03 You didn't think the hardship exemption would lower the rent enough to be worth requesting.
- 04 You didn't want to deal with the housing authority .
- 05 You never got around to submitting a request.
- 06 Some other reason (Please specify:_____)
- 97 DON'T KNOW
- 98 REFUSED

CATI ASK IF H9=5, ELSE GOTO H10a

H9_O. What was the reason?

- 01 _____
- 97 DON'T KNOW
- 98 REFUSED

Retrospective Income

H17. [Currently/at your most recertification], to calculate your rent and subsidy, the housing authority [uses/used] your family income from the 12 months before your income review. Compared with the old rules, how much harder was it for you to provide the income documentation required under the alternative rules? Would you say it was:

- 01 Much harder
- 02 Somewhat harder
- 03 About the same, or (**GOTO H19**)
- 04 Not as hard? (**GOTO H19**)
- 97 DON'T KNOW (**GOTO H19**)
- 98 REFUSED (**GOTO H19**)

Overall impressions

H21. [CATI: Recertifying households only]

Before you switched to the [STEPPED/TIERED] rent rules, **[PHA NAME]** checked your income every year and calculated your rent share as a percent of your household income each year. If you had a choice, would you prefer to continue with the way the **[PHA NAME]** calculates your rent now, or would you prefer to go back to the old rules?

- 01 Continue with current way
- 02 Go back to the old rules
- 97 DON'T KNOW
- 98 REFUSED

CATI: RECORD END DATE (SECHEDDT) AND TIME (SECHEDTM)

SECTION I: BENEFITS CLIFFS, PHA COMMUNICATION AND TRUST, AND STRESS

CATI: RECORD START DATE (SECHSTDT) AND TIME (SECHSTTM)

Benefits Cliff

- I1.** Government benefits (things like SNAP and housing benefits) are often reduced when people increase their income—for example, by getting a new job, getting a promotion or raise, or working additional hours.

In the past [2.5 years], did you ever not increase your income because you were worried about losing government benefits or having them reduced?

- 01 YES
02 NO
97 DON'T KNOW
98 REFUSED

- I2. [IF YES]** I'm going to ask about how the potential reduction of different types of government benefits influenced your decision.

	A lot	Somewhat	Not at all	Was not receiving	Not Sure	Refused
I2a. How much did your worry about having SNAP benefits reduced influence your decision not to increase your income?	1	2	3	9	97	98
I2b. How much did your worry about having <i>child care assistance</i> reduced influence your decision not to increase your income?	1	2	3	9	97	98
I2c. How much did your worry about having <i>Medicaid</i> reduced influence your decision not to increase your income?	1	2	3	9	97	98
I2d. [Voucher households only]: How much did your worry about having your <i>Section 8 voucher</i> amount reduced influence your decision not to increase your income?	1	2	3	9	97	98
I2e. [Public housing households only]: How much did your worry about your <i>public housing rent</i> going up influence your decision to not increase your income?	1	2	3	9	97	98
I2f. How much did your worry about having <i>another government benefit</i> reduced influence your decision not to increase your income?	1	2	3	4	97	98

PHA communication and trust

I3. How much do you agree or disagree with the following statements?

I3a. I can count on **[PHA]** to give me the information I need about my housing subsidy.

- 01 Strongly agree
- 02 Somewhat agree
- 03 Somewhat disagree
- 04 Strongly disagree
- 97 DON'T KNOW
- 98 REFUSED

I3b. I feel confident about making decisions about work based on the information **[PHA]** gives me about how it calculates my rent.

- 01 Strongly agree
- 02 Somewhat agree
- 03 Somewhat disagree
- 04 Strongly disagree
- 97 DON'T KNOW
- 98 REFUSED

I3c. I feel confident that **[PHA]** is correctly administering the rent policy that applies to me.

- 01 Strongly agree
- 02 Somewhat agree
- 03 Somewhat disagree
- 04 Strongly disagree
- 97 DON'T KNOW
- 98 REFUSED

Stress

I4. In the last month, how often have you felt that you were unable to control the important things in your life?

- 01 YES
- 02 NO
- 97 DON'T KNOW
- 97 REFUSED

I5. In the last month, how often have you felt confident about your ability to handle your personal problems?

- 01 YES
- 02 NO
- 97 DON'T KNOW

97 REFUSED

I6. In the last month, how often have you felt that things were going your way?

01 YES

02 NO

97 DON'T KNOW

97 REFUSED

I7. In the last month, how often have you felt difficulties were piling up so high that you could not overcome them?

01 YES

02 NO

97 DON'T KNOW

97 REFUSED

CATI: RECORD END DATE (SECHEDDT) AND TIME (SECHEDTM)

SECTION Z: CLOSING SECTION/INCENTIVE PAYMENT

CATI: RECORD START DATE (SECZSTDT) AND TIME (SECZSTTM)

INCNTV_OPTN. Those are all the questions I have to ask you today. Thank you for the time you've spent talking with me and for your participation in this study. You will receive <**INCENTIVE_TX**> for completing the survey with us today. You can receive this payment as a Visa gift card that we will send you in the mail that will arrive in about 3 weeks, or as an electronic gift card that we will email to you within 24 hours. Which do you prefer?

- 01 A mailed Visa gift card
- 02 or an electronic gift card?
- 97 DON'T KNOW/NO PREFERENCE

Z1. In order to send your gift card, I need to confirm your name and address.

I have your name listed as **[FLNAME]** and spelled as (**INTERVIEWER: SPELL NAME**). Is that correct?

- 01 YES (GO TO Z4)
- 02 NO (GO TO Z3)
- 98 REFUSED (GO TO Z2)

Z2. In order to send your gift card, I am required to verify the spelling of your name. I have your name listed as **[FLNAME]** and spelled as **[INTERVIEWER: SPELL NAME]**. Is that correct?

- 01 YES (GO TO Z4)
- 02 NO (GO TO Z3)
- 98 REFUSED (GO TO Z4)

CATI: PROVIDE TEXT BOX FOR ENTRY OF CORRECTED NAME WHILE ORIGINAL NAME IS DISPLAYED FOR COMPARISON PURPOSES

Z3. INTERVIEWER: ENTER CORRECTED NAME.

[FLNAME]

Z4. Is this your current address? **[FULLADD, RCITY, RSTATE, RZIP]**

INTERVIEWER: READ ADDRESS TO R, SPELLING EACH WORD.

INTERVIEWER, IF R REFUSES SAY: We won't be able to send your gift card without a

correct mailing address.

01	YES	(GO TO Z6)
02	NO	(GO TO Z5)
98	REFUSED	(GO TO Z6)

CATI: PROVIDE TEXT BOX FOR ENTRY OF CORRECTED ADDRESS WHILE ORIGINAL ADDRESS IS DISPLAYED FOR COMPARISON PURPOSES

CATI: CREATE CDMO USING DATA ENTERED AT Z5 TO REPLACE:

FULLADD - FULL ADDRESS

RCITY - CITY

RSTATE - STATE

RZIP - ZIP

Z5. Please tell me your address.

ADDRESS	_____
CITY	_____
STATE	_____
ZIP	_____

INTERVIEWER: ENTER CORRECTED ADDRESS. READ BACK THE ADDRESS INFORMATION TO R, SPELLING THE WORDS.

INTERVIEWER, IF R REFUSES SAY: We won't be able to send your gift card without a correct mailing address.

IF INCNTV OPTN=02, SKIP TO Z8, ELSE ASK Z6

Z6. Is there another address you would like me to use to send your \$**[INCENTIVE]** gift card?

01	YES	
02	NO	(GO TO Z8)
98	REFUSED	(GO TO Z8)

CATI: PROVIDE TEXT BOX FOR ENTRY OF SUPPLEMENTAL ADDRESS

Z7. What address would you like me to use?

STREET:	_____
CITY:	_____
STATE:	_____
ZIP:	_____

Z8. I also need to confirm your phone number in case we have any questions about the interview.

CATI: DISPLAY RPHONE1

INTERVIEWER: READ THE PHONE NUMBER. Is this correct?

01	YES	(GO TO Z10)
02	NO	(GO TO Z9)
98	REFUSED	(GO TO THANK)

Z9. INTERVIEWER: ENTER CORRECTED PHONE NUMBER. READ BACK TO R
TO CONFIRM.
9999999999 REFUSED

**CATI: PROVIDE TEXT BOX FOR ENTRY OF CORRECTED PHONE NUMBER.
DISPLAY ORIGINAL PHONE NUMBER FOR COMPARISON PURPOSES**

Z10. Is this a home, work, or cell phone number?

01	HOME
02	WORK
03	CELL
98	REFUSED

TEXT_CONF. May we text you at this phone number?

01	YES
02	NO

**CATI: IF EMAIL ADDRESS ON FILE, DISPLAY EMAIL_CONF; ELSE GO TO
GC_EMAIL.**

EMAIL_CONF. Is this your current email address?

<EMAIL>

01	YES
02	NO

GC_EMAIL. What is your current email address?

1. ENTER EMAIL: _____

CATI: IF INCNTV_OPTN=02, GO TO EP_CHOICE; ELSE GO TO GC_CHOICE.

GC_CHOICE. OK, we will send you a <INCENTIVE_TX> Visa gift card in the mail. It will arrive in about three weeks.

1. CONTINUE (**GO TO THANK**)

EP_CHOICE. Okay, we will email you an electronic gift card.

INTERVIEWER: CLICK ON RYBBON HYPERLINK TO NAVIGATE TO RYBBON BROWSER. FILL IN R'S EMAIL ADDRESS AND SUBMIT.

INTERVIEWER:IF RESPONDENT HAS QUESTIONS OR NEED FURTHER ASSISTANCE, PROVIDE NUMBER FOR HELP LINE: (XXX) XXX-XXXX.

[ENTER RYBBON LINK HERE]

INTERVIEWER:AFTER CLOSING RYBBON BROWSWER, PLEASE HIT ENTER TO CONTINUE SURVEY.

THANK. Thank you very much for your time and assistance.

[IF INCNTV_OPTN=01,98 DISPLAY: You should receive your gift card in about 3 weeks. **ELSE DISPLAY:** You should receive your gift card within 24 hours.]

If you have any questions about the study or your gift card, can contact **[STUDY CONTACT]** at DIR, the company in charge of conducting this survey. The toll-free number is (XXX) XXX-XXXX.

INTERVIEWER: PRESS "NEXT" TO END SURVEY.

CATI: RECORD END DATE (SECZEDDT) AND TIME (SECZEDTM)

FIELD_GC. Was the R given a gift card in the field?

- 1 YES (**GO TO GIFTCARD1**)
- 2 NO (**GO TO CNOTES**)

GIFTCARD1.

INTERVIEWER: ENTER THE 16 DIGIT GIFT CARD NUMBERS, SEPARATING EACH 4 DIGITS WITH A HYPEN (-) OR A SPACE.

PLEASE ENTER THE 3-DIGIT SECURITY CODES (CVV) FROM THE BACK OF THE GIFT CARD.

GIFT CARD #1: - - - - - - - - - - - - - - - -
CVV #1: - - -
GIFT CARD #2: - - - - - - - - - - - - - - - -
CVV #2: - - -