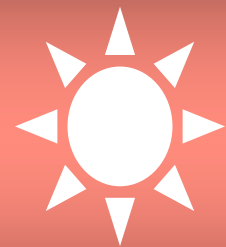


# Employment First Participant Feedback Report Phone Survey Results

**Submitted to:**

**The Colorado Department of Human Services  
Employment First Program**

**By**



*Translating research into action*



## **Center for Research Strategies**

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## EXECUTIVE SUMMARY

In October 2013, 302 phone survey participants were interviewed to determine why they had been out of contact with the Employment First (EF) program. The initial list of participant phone numbers was provided by the EF staff and included those participants who had made an initial contact with the EF program but who had failed to participate in any program services over a nine month period. While individuals referred to EF were contacted from across the state, most interviewees (48.3%) reside in the Denver metropolitan counties of Adams, Arapahoe, Denver and Jefferson Counties.

These individuals referred to EF who had been out of contact with the program were found to differ from current EF participants in the following ways:

- ✓ Individuals out of EF contact are more likely to be male (59% versus 48%)
- ✓ They are more than twice as likely to be homeless (44% versus 17%) and
- ✓ They are more than three times more likely to be ex-offenders (49% versus 15%).

Another striking difference between those with no EF contact versus participants engaged in EF programs relates to their levels of food insecurity.

- ✓ Individuals not in current contact with the EF program were twice as likely to have a high degree of food insecurity compared with current EF program participants (58% versus 28%).
- ✓ When the participant ratings for medium (34%) and high food (58%) insecurity are combined, nearly all individuals not in current EF program contact report some level of food insecurity.

The main reason EF referred individuals report that they are not in EF is because they have become employed. This is true for 45% of individuals interviewed. Another 21 percent disconnected from the program because of incarceration while illness and disability limit program participation for 12 percent of individuals.

## OVERVIEW: How the Information Was Collected

The Employment First (EF) program contracted with the Center for Research Strategies (CRS) in late summer of 2013 to conduct an evaluation of the statewide EF program that provides employment services to Colorado residents in need of food assistance.

To learn more about participants with limited EF program participation, a phone survey was designed. EF staff provided a listing of phone numbers for participants who with one program contact, but who had not continued their program participation over a nine month period.

Under contract with CRS, the Discovery Research Group conducted a phone survey over a two week period in the middle of October 2013. A copy of the phone survey questions is provided in Appendix A. Once the phone participants were screened as eligible for the interview, a consent protocol was followed, assuring individuals contacted that their participation was voluntary and that their answers would be confidential. The phone interviews lasted an average of seven minutes. Those who completed the interview were sent \$5 to an address confirmed at the end of the phone interview.

As detailed in Table 1, the Discovery Research Group completed the following numbers of calls and interviews:

- ✓ Of 22,608 dialings, interviews could not be completed with 17,743 individuals because they did not answer the phone, were busy or were unavailable.
- ✓ Contacts were made with 5,339 phone responders. Of these, 1,325 numbers (or 5.86%) were deemed unusable because individuals did not answer the phone or could not be reached.
- ✓ Among individuals reached, 2.1% refused to participate in the interview while 2.2% were deemed ineligible because they were currently in contact with the EF program.
- ✓ In all, interviews were completed with 302 phone survey participants.

Table 1 below provides an overview of these phone survey results and details reasons some individuals could not be reached. The refusal rate was found to be in line with other phone surveys conducted by the Discovery Research Group. The initial protocol called for potential phone participants to be eligible for the interview if they had had no contact with the EF program over a six month period. As a relatively high proportion of individuals were found to be ineligible for the phone survey because they had made actually made contact with the program, the eligibility criteria was broadened to include any individual with no contact with the EF program over a nine month period of time.

**Table 1: Summary of Phone Survey Contacts**

Field Diagnostic Report	Total	
Number of Dialings	22608	
Number of Contacts	5339	
Unusable Numbers	1325	5.9%
✓ Non-Business Number	102	
✓ Does not have access to a phone	34	
✓ Participant is in jail or prison	62	
✓ Participant status is unknown	67	
✓ Participant is in hospice/or has died	10	
✓ Participant is hospitalized	12	
✓ Language Problems	59	
Non-Final Phone Contacts	17743	78.5%
NO ANSWER	1342	
✓ Dialer No Answer	10393	
✓ Dialer Busy	62	
✓ Dialer Nuisance Call	126	
✓ Survey Suspend (Terminal Closed)	2	
✓ Answering Machine	4365	
✓ Respondent Not Available	1010	
✓ Callback - Contact Update	13	
✓ Mid Interview Suspend: CB time non-specific	51	
✓ Callback -	362	
✓ Mid Interview Suspend: CB time arranged	17	
Refusals	474	2.1%
Ineligible	487	2.2%
Eligible, but Incomplete	14	0.6%
✓ Mid Interview Terminate	14	
Completed Phone Interviews	302	

The initial list of individuals to be interviewed provided by Colorado Department of Human Services (CDHS) included individuals from across Colorado. Table 2 below shows the distribution of those who completed the phone interview by county of residence.

- ✓ Most of the phone survey participants interviewed (48.3%) reside in the Denver metropolitan counties of Adams, Arapahoe, Denver and Jefferson Counties.
- ✓ The county with the highest number of participating individuals was Denver, representing 24% of the completed interviews.

**Table 2: County of Residence for EF Participants Completing the Phone Survey**

County of Residence	N	Percent	County of Residence	N	Percent
DENVER	72	23.8	MONTEZUMA	2	.7
EL PASO	44	14.6	ALAMOSA	1	.3
ARAPAHOE	39	12.9	BENT	1	.3
ADAMS	23	7.6	BROOMFIELD	1	.3
LARIMER	16	5.3	COSTILLA	1	.3
JEFFERSON	12	4.0	GILPIN	1	.3
WELD	12	4.0	LINCOLN	1	.3
MESA	11	3.6	MOFFAT	1	.3
BOULDER	10	3.3	MORGAN	1	.3
DOUGLAS	5	1.7	OTERO	1	.3
MONTROSE	5	1.7	SUMMIT	1	.3
RIO GRANDE	5	1.7	YUMA	1	.3
PUEBLO	4	1.3	DID NOT SPECIFY	7	2.3
FREMONT	3	1.0	DON'T KNOW	14	4.6
LA PLATA	3	1.0	REFUSED	2	.7
LOGAN	2	.7	<b>TOTAL</b>	<b>302</b>	<b>100.0</b>

## PARTICIPANT CHARACTERISTICS

Employment First (EF) is Colorado’s mandated job seeking program for those on food assistance who do not meet any exemptions for participation. It is part of the federal Supplemental Nutrition Assistance Program’s Employment & Training (SNAP E&T) program.

The EF referred individuals responding to the phone survey had the following characteristics:

- ✓ More than half were male (or 59%)
- ✓ Nearly half were people of color (44%) with high proportions of Latinos (18.5%) and African Americans (16.6%).

Challenges to employability are likely to occur for several reasons:

- ✓ More than half (56%) have only a high school degree or have not completed high school.
- ✓ Almost half (49%) are ex-offenders.
- ✓ Almost half (44%) do not have stable housing, living either in homeless shelters or in their cars.

**Table 3: Characteristics of EF Referred Individuals Completing the Phone Survey**

	N	Percent		N	Percent
<b>Gender</b>			<b>Education</b>		
Male	179	59.3	<HS diploma	52	17.2
<b>Race/Ethnicity</b>			HS diploma	118	39.1
White	170	56.3	Some college, tech or trade school	97	32.1
Latino	56	18.5	Associates degree	11	3.6
Black	50	16.6	Four year college degree	15	5.0
American Indian	10	3.3	Graduate school	5	1.7
<b>Homeless (living on the street or in a vehicle or looking for a place to live)</b>	133	44.0	<b>Ex-offender</b>	149	49.3

## Comparison Between Phone Survey Participants and EF Program Participants

Individuals responding to the phone survey were purposefully chosen because they had not been in contact with the EF program over the past nine months. When compared to participants profiled at four EF sites, <sup>1</sup> the following differences can be observed as highlighted in Table 4:

- ✓ Individuals out of EF contact are more likely to be male (59% versus 48%)
- ✓ They are more than twice as likely to be homeless (44% versus 17%) and
- ✓ They are more than three times more likely to be ex-offenders (49% versus 15%).

**Table 4: Comparison of EF Referred individuals with less than 9 months Program Contact and Current Program Participants**

	Participants Out of EF Contact	Current EF Participants		Participants Out of EF Contact	Current EF Participants
<b>Gender</b>	59%	48%	<b>Education</b>		
<b>Male</b>			<HS diploma	17%	17%
			HS diploma	39%	32%
<b>Race/Ethnicity</b>			Some college, tech or trade school	32%	25%
<b>White</b>	56%	44%	Associates degree	4%	12%
<b>Latino</b>	19%	27%	Four year college degree	5%	7%
<b>Black</b>	17%	17%	Graduate school	2%	3%
<b>Homeless (living on the street or in a vehicle or looking for a place to live)</b>	44%	17%	<b>Ex-offender</b>	49%	15%

<sup>1</sup> The Center for Research Strategies profiled EF clients at four locations during the months of August through October: Adams, Arapahoe, El Paso and Denver Counties. In all 348 clients completed a paper survey and 103 clients with previous program experience were interviewed.



## Food Insecurity

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To determine the extent to which the individuals participating in the phone survey are experiencing food insecurity to any degree, they were asked a series of question developed by the US Department of Agriculture to measure food insecurity. Among current EF program participants, two thirds of participants reported their food insecurity to be either high (28%) or in the medium range (37%),<sup>2</sup> meaning that even though they received food assistance, their need was still not sufficiently met. (See Table 5.)

- ✓ Individuals not in current contact with the EF program were twice as likely to have high food insecurity as current EF program participants (58% versus 28%).
- ✓ When the participant ratings for medium (34%) and high food (58%) insecurity are combined, nearly all participants not in current EF program contact report some level of food insecurity.

**Table 5: Participants' Ratings of their Degree of Food Insecurity**

	Low Insecurity	Medium Insecurity	High Insecurity
<b>Total Phone Survey Participants (Not in EF)</b>	<b>6%</b>	<b>34%</b>	<b>58%</b>
<b>Total Participants (In EF)</b>	<b>23%</b>	<b>37%</b>	<b>28%</b>

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<sup>2</sup> The US Department of Agriculture uses three questions to screen for food insecurity: 1) *I worried whether my food would run out before I got money to buy more.* 2) *The food I bought doesn't last and I didn't have money to get more* and 3) *I couldn't afford to eat balanced meals.* Clients are asked for each question if this is never true, sometimes true or often true. Total scores are then used to define low food insecurity, medium food insecurity and high food insecurity.

## CLIENT PARTICIPATION PATTERNS

EF program managers are particularly interested in understanding why some EF referred individuals who make an initial contact with the program, subsequently fail to continue to participate. As demonstrated in Table 6, individuals interviewed by phone report that the main reason they are no longer participating is because they became employed. This is true for 45% of the phone participants interviewed.

In addition, incarceration was a second common reason for EF referred individuals to become inactive. While only one of the phone participants interviewed reported being in jail as the reason for non-program participation, the rate of incarceration is most likely higher since 62 potential phone participants could not be reached because they are currently in jail or prison as reported on Table 1. Adding these counts together brings the total number of individuals who are incarcerated to 63 (or 21%) of participants in the phone survey cohort.

Finally, 15 EF referred individuals became exempt from EF program requirements due to medical reasons. An additional 22 individuals could not be reached due to illness, being hospitalized, being in hospice or having died. If these individuals are added to those actually interviewed, illness/disability would be a reason for non program participation for 37 individuals (or 12%).

**Table 6: Main Reasons that EF Referred Individuals are NOT Participating in the EF Program**

	N	Percent
<b>Got a job</b>	136	45.0
<b>Went to school</b>	7	2.3
<b>Became exempt because of medical issues</b>	15	5.0
<b>Became exempt- unspecified</b>	3	1.0
<b>Moved to a county without the program</b>	6	2.0
<b>Went to jail/prison</b>	1	.3
<b>Got sanctioned</b>	13	4.3
<b>Unfamiliar with EF/Didn't know I was referred to it</b>	7	2.3
<b>Am currently participating in EF</b>	15	5.0
<b>Don't know/not sure</b>	12	4.0
<b>Other:</b>	86	28.5
<ul style="list-style-type: none"> <li>- Because of a job interview</li> <li>- Have 2 year old child</li> <li>- I am pregnant</li> <li>- I have a disabled daughter</li> <li>- Current living situation not the best and I just had a baby</li> <li>- I am now a military spouse</li> <li>- Applied for Social Security</li> <li>- Homeless</li> <li>- Because I have to go in at 8 o'clock</li> <li>- Can't make it in</li> <li>- Community service, not enough time</li> <li>- Didn't get a referral in the first place</li> <li>- Didn't give me benefits so I stopped going</li> <li>- Didn't go to class or do volunteer work</li> <li>- Distance to travel; transportation difficult; location not reasonable</li> <li>- Forgot to go; misread my appointment date; wasn't told I needed to go to classes</li> <li>- Found a different program that is easier</li> <li>- I'm not sure what employment I am going to be looking for</li> <li>- Don't know about computers</li> <li>- Moved out of state</li> <li>- Never signed up for it again</li> <li>- I didn't get anything out of it; wasn't fit for me</li> </ul>		

## Sanctions

Among those interviewed, four percent (or 13) had discontinued their program participation because of sanctions. A quarter of participants sanctioned (or 27%) reported the main reason for being sanctioned as being unable to comply with program recommendations to attend meetings or trainings. Another 18% were unable to complete the paperwork. Others got a job and were sanctioned because they were unable to report their employment.

**Table 7: What is the main reason that you received the most recent sanction?**

Reason	N	Percent
Unable to attend orientation, trainings and meetings – personal issues	3	27.3
Failure to complete paperwork	2	18.2
Got a job	1	9.1
Don't know/Not sure	1	9.1
Other:	4	36.4
<ul style="list-style-type: none"> <li>- Misinformation about medical information</li> <li>- Missed a meeting with the food stamps people</li> </ul>	<ul style="list-style-type: none"> <li>- No explanation for sanctions</li> <li>- Was told to go to a call. Went to the calls. It was closed and shut down, so that's why I got sanctioned and they sent me to two wrong addresses.</li> </ul>	

When asked whether they had tried to contact the EF office to avoid being sanctioned, about a third had either unsuccessfully tried to contact the EF office (11%) or had reached the EF office but were sanctioned anyway (28%).

**Table 8: Efforts to Contact the EF Program**

Reason	N	Percent
Tried to contact EF but was unsuccessful in reaching someone	29	10.9
Yes, I told someone at EF but I got sanctioned anyway	74	27.7
No/Forgot	124	46.4
Don't know/Not sure	9	3.4
Other:	31	11.6
<ul style="list-style-type: none"> <li>• Because I'm gay and I'm very dissatisfied, and when my partner went down and talked to the lady, she was rude and called him a liar.</li> <li>• Contacted them; yes, I did; I tried to contact them when I got a job; I sent them a letter; I sent my daughter to the desk of the office and dropped paperwork off; my caseworker did; yes, I was in contact with them and I was exempted.</li> <li>• Yes, after I got the sanction I called someone and told them</li> <li>• I called someone at the program, I think</li> </ul>	<ul style="list-style-type: none"> <li>• They had just stopped my benefits</li> <li>• They wouldn't let me work</li> <li>• They notified me by mail because I missed a meeting with Work First. I was ten minutes late and came back the next Friday and I wasn't able to make it</li> <li>• I actually rescheduled and they told me not to return until I had the correct form</li> <li>• I didn't know that I needed to contact them; I didn't know I had to attend an appointment; I didn't know how to contact and after a week I got a job and so I felt like it was pointless</li> </ul>	

*his name is Mark. I'm not positive, but I think that is his name.*

- *I did [contact them]. I went in and turned in my meds and told them that I would not be participating in the program. I am unable medically to participate.*
- *Doesn't remember signing up for EFP*
- *Haven't even turned in an application yet; never got that far; never set up an appointment*
- *Turned in the paperwork to be able to qualify*
- *No, they have not sent me a thing to go*
- *No, tried to get a new card*
- *I have been going to my appointment and have not missed one*
- *I wanted to attend and I did attend two full meetings, and I still have the paperwork from that. I told Scott Zimmer and he offered me a deferment so that I would not have to attend meetings.*
- *I was told that if you got a job, you did not have to participate in the program*
- *Let her know that it's hard for me to get up there*

## CONCLUSION

In this report, we have summarized the results of phone interviews with 302 EF referred individuals contacted to determine why they had been out of contact with the EF program. In addition, we have compared the characteristics of those interviewed with participants currently participating in EF programs. The characteristics of current participants were compiled from 348 paper surveys, supplemented by 103 face-to-face interviews with current participants with previous EF experience.

Findings show that those who choose not to participate with Employment First compared with those who do participate are:

- ✓ More likely to be male 59% vs 48%
- ✓ More than twice as likely to be homeless 44% vs 17%
- ✓ More than three times more likely to be an ex-offender 49% vs 15%

Moreover, many of the EF referred individuals with no program contact show very high rates of food insecurity as compared to participants engaged in EF programs.

- ✓ Individuals not in current contact with the EF program were twice as likely to have high food insecurity as current EF program participants (58% versus 28%).
- ✓ When the participant ratings for medium (34%) and high food (58%) insecurity are combined, nearly all individuals not in current EF program contact report some level of food insecurity.

While nearly half (or 45%) of EF referred individuals report having found jobs, another 21 percent of individuals disconnected from the program because of incarceration while illness is a reason for non program participation for 12 percent of EF referred individuals.

Employment is also the main reason current participants report coming in and out of the program with 52% of these participants reporting that they left the program in the past because they found a job. At the same time, interviews with current EF participants have revealed that the typical employment tends to be unstable and insufficient for economic self-sufficiency. Participants return to the EF program because the jobs they find are either temporary or subject to layoffs, with an average hourly wage of \$11.43 per hour.

## APPENDIX A: Employment First Telephone Survey Center for Research Strategies

### Connecting with Client

May I please speak with \_\_\_\_\_?

- No, client does not have access to a phone - GOTO END
- No, client is jail or prison - GOTO END
- No, client status is unknown- GOTO END
- No, client is in hospice/or has died - GO TO END
- No, client is hospitalized - GO TO END
- No, client is otherwise not available/and will not be available for survey - GO TO END
- No, wrong number - GOTO END
- No, client is not currently available; try to reschedule:
  - a. "When is a good time for me to reach \_\_\_\_\_?" (Morning? Afternoons? Evenings?)
  - b. "Is this the best number to reach \_\_\_\_\_?" (Enter phone number \_\_\_\_\_)  
GOTO END

### Opening Script

"Hello, my name is \_\_\_\_\_, I'm calling on behalf of the Employment First Program with the Colorado Department of Human Services. We're conducting a brief survey with people who were referred to Employment First when they applied for Food Assistance (previously called Food Stamps). The interview will only take 5 minutes and you will receive \$5 if you qualify and complete the survey."

### Screening Question

Have you been to the food assistance office in the last nine months?

- Yes, continue to CONSENT
- No - GO TO END

*INTERVIEWER NOTE: There may be more than one person who was referred to Employment First. Need to confirm identify of person.*

"To ensure that I am speaking with the right person, let me confirm that your name is \_\_\_\_\_?"

- Yes, continue to CONSENT
- No - May I please speak with \_\_\_\_\_?

*INTERVIEWER NOTE: Need to confirm identify of person. If there is more than one person with the same name in the household, confirm age.*

"The person with whom we want to speak is approximately \_\_\_\_ years old."

- If age is correct, continue to CONSENT
- No - GO TO END

### Consent

This study will interview over 100 people who applied for food assistance and have been referred to the Employment First Program including people who did not participate in the program. Employment First helps people look for employment as a requirement for food assistance.

Your participation in this survey is voluntary and will not affect whether you get food assistance or not. All your answers will be kept confidential and will be used only for this study. The interview takes about 5 minutes and we will send you \$5 if you complete the survey. Shall we begin?

- Yes / GOTO Q1
- No /Terminate
- Refuse /Terminate

**Interview**

- 1. Our records indicate that you are NOT currently participating in the Employment First Program. Thinking about your most recent referral to Employment First, what is the main reason that you are NOT participating in the program?**

***DO NOT READ LIST; INTERVIEWER TO CODE (SELECT ONE)***

- Don't need to be in program - got job GOTO Q3
- Don't need to be in program - went to school - became exempt GOTO Q3
- Don't need to be in program - had medical issues - became exempt GOTO Q3
- Don't need to be in program - became exempt unspecified GOTO Q3
- Don't need to be in program - moved to a county without the program GOTO Q3
- Went to jail / prison GOTO Q3
- Got sanctioned GOTO Q2A
- Unfamiliar with Employment First Program/Didn't know I was referred to it GOTO Q4
- Am currently participating in the Employment First Program GOTO Q4
- Don't know / Not sure - GOTO Q4
- Refused GOTO Q4
- Other, please specify GOTO Q3

- 2a. What was the main reason that you received this recent sanction?**

***INTERVIEWER NOTE - INQUIRE ABOUT THE PRIMARY REASON FOR THE MOST RECENT SANCTION (IF THEY HAD PRIOR SANCTIONS)***

***DO NOT READ LIST; INTERVIEWER TO CODE (SELECT ONE)***

- Got job
- Went to school
- Went to jail/prison
- Became exempt
- Became ill
- Unable to attend orientation, trainings, & meetings - personal issues
- Unable to attend orientation, trainings & meetings - childcare issues
- Unable to attend orientation, trainings & meetings - transportation issues
- Relocated out of county
- Accused of fraud, court hearing, quality control issue
- Failure to complete volunteer hours
- Failure to complete paperwork - (respondent's fault)
- Employment First Office administrative error
- Don't know / Not sure
- Refused
- Other, please specify

- 2b. In the past, what are other reasons you have been sanctioned?**

***DO NOT READ LIST; INTERVIEWER TO CODE (SELECT ALL THAT APPLY)***

- Got job
- Went to school
- Went to jail/prison
- Became exempt
- Became ill
- Unable to attend orientation, trainings, & meetings - personal issues
- Unable to attend orientation, trainings & meetings - childcare issues

- Unable to attend orientation, trainings & meetings - transportation issues
- Relocated out of county
- Accused of fraud, court hearing, quality control issue
- Failure to complete volunteer hours
- Failure to complete paperwork
- Employment First Office administrative error
- Don't know / Not sure
- Refused
- Other, please specify

**3. Did you contact the Employment First Program to tell them that you were unable to attend your appointment or that you no longer needed to participate in the program?**

***DO NOT READ LIST; INTERVIEWER TO CODE (SELECT ONE)***

- Tried to contact EFP but was unsuccessful in reaching someone
- Yes I told someone at EFP but I got sanctioned anyway (i.e., lost my food assistance)
- Unable to because I was in jail/prison
- No / forgot
- Other, please specify
- Don't know / not sure
- Refused

Thinking about the past twelve months, how “true” were any of the following situations for you...

**4. In the past twelve months, have you worried whether your food would run out before you got money to buy more? Would you say that this was, “Often true”, “Sometimes true”, or “Never true”? (SELECT ONE)**

- Often true
- Sometimes true
- Never true
- Don't know / not sure
- Refused

**5. In the past twelve months, was it ever true that the food you bought just doesn't last, and you didn't have money to get more? Would you say that this was, “Often true”, “Sometimes true”, or “Never true”? (SELECT ONE)**

- Often true
- Sometimes true
- Never true
- Don't know / not sure
- Refused

**6. In the past twelve months, was it ever true that you couldn't afford to eat balanced meals? Would you say that this was, “Often true”, “Sometimes true”, or “Never true”? (SELECT ONE)**

- Often true
- Sometimes true
- Never true
- Don't know / not sure
- Refused

I need to ask you a few background questions.

**7. What county do you live in? (select from list of counties; include option for tribal reservations and specify name of reservation)**

***INTERVIEWER NOTE: PLEASE ASK FOR SPELLING IF NEEDED BEFORE CODING AS OTHER***

**8. What is the highest amount of education you have received?**



**READ IF NECESSARY; INTERVIEWER TO CODE (SELECT ONE)**

- Less than a high school diploma
- High school diploma or GED
- Some college, technical or trade school
- Associates Degree
- A degree from a 4-year college
- A graduate school degree
- Other, please specify \_\_\_\_\_
- Don't know / not sure
- Refused

**What is your race or ethnicity?**

**READ LIST; INTERVIEWER TO CODE (SELECT ALL THAT APPLY)**

- Hispanic/Latino
- African-American or Black
- American Indian or Alaskan Native
- Asian
- White
- (Volunteered) Other, please specify
- Don't Know / not sure
- Refused

**9. At any point in the past twelve months have you been homeless? By homeless, I mean you were living on the street or in a vehicle or looking for a place to live. (SELECT ONE)**

- Yes
- No
- Other, please specify
- Don't know/ not sure
- Refused

**10. Have you ever been in prison or jail? (SELECT ONE)**

- Yes
- No
- Don't know/ not sure
- Refused

**11. The last thing I need from you is to confirm your name and mailing address to send you \$5 for taking the time to answer my questions.**

**INTERVIEWER TO CONFIRM NAME AND ADDRESS**

Name: \_\_\_\_\_  
In care of: \_\_\_\_\_  
Street: \_\_\_\_\_  
Apt. Number \_\_\_\_\_  
City: \_\_\_\_\_  
Zip code: \_\_\_\_\_

**End**

Thank you for your time. Have a good day. Goodbye.