### RURAL SURVEY OF SOCIAL SERVICE PROVIDERS (MSSSP)

#### PROVIDER CONTACT INFORMATION

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<td>Contact Name:</td>
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<td>Provider Name:</td>
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<td>Telephone (Prefix and Four Digits):</td>
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#### INTERVIEWER INFORMATION

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<td>Interview Last Name:</td>
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SCRIPT:

Our brief survey is designed to gather general information about your site and the clients you serve. **We are interested only in the direct services offered, clients served, and organizational characteristics of your site.**

This information will be used to analyze patterns in access to social service providers across __________. The survey should take only 10 to 15 minutes to complete and your responses will be held confidential. Any information you provide to us will not be shared or presented in a manner that can be linked to you or your site. If you prefer to not answer a particular question, just indicate so and we will move on to the next question.

I would like to start by asking you a number of questions about the services you provide for low-income clients or individuals out of your particular office or site. By low-income I mean working or nonworking individuals living near or below the federal poverty line. Also, please note that I am not interested in services that are offered exclusively to individuals from the corrections system, those with disabilities or specific medical conditions, or to the elderly.

With this definition in mind, do you provide services to low-income adults at your site?

Yes ☐ No ☐ DK/NA ☐

**IF PROVIDER DOES SERVICE ADULTS ➔ PROCEED TO QUESTION 1A**

**IF PROVIDER DOES NOT SERVICE ADULTS ➔ END SURVEY**

Which of the following services do you provide to low-income adults at no or low-cost to the clients?

1a) Out-patient mental health services

Yes ☐ No ☐ DK/NA ☐

1b) Out-patient substance abuse services

Yes ☐ No ☐ DK/NA ☐

1c) Assistance in finding affordable housing

Yes ☐ No ☐ DK/NA ☐

1d) Assistance in paying rent

Yes ☐ No ☐ DK/NA ☐
1e) Assistance with home ownership
   Yes ☐ No ☐ DK/NA ☐

1f) Adult GED, ESL, literacy, or high school completion
   Yes ☐ No ☐ DK/NA ☐

1g) Job training, search, or placement services
   Yes ☐ No ☐ DK/NA ☐

1h) Emergency cash assistance
   Yes ☐ No ☐ DK/NA ☐

1i) Food assistance
   Yes ☐ No ☐ DK/NA ☐

1j) Utility or heat assistance
   Yes ☐ No ☐ DK/NA ☐

1k) Transportation assistance
   Yes ☐ No ☐ DK/NA ☐

1l) Marital or relationship counseling
   Yes ☐ No ☐ DK/NA ☐

1m) Assistance with preparation of tax returns and/or receipt of the Earned Income Tax Credit
   Yes ☐ No ☐ DK/NA ☐

1n) Assistance with financial planning, savings, or investment
   Yes ☐ No ☐ DK/NA ☐

1o) Do you help to register, educate, or mobilize voters
   Yes ☐ No ☐ DK/NA ☐
1p) Other _____________________________

2a) About how many individual adult clients do you serve in a typical month?
   _____ (Approximate number)        DK/NA  

2b) Has demand for services at your site decreased, increased, or remained about the
same over the past three years?
   Increased   Decreased   About the same        DK/NA

Now, I’d like to ask you a few general questions about the characteristics of your
adult clients.

2c1) Please estimate the percentage of your adult clients who are women?
   _____ (Approximate percentage)        DK/NA

2c2) Would you say that 0 to 25 percent, 26 to 50, 51 to 75, or 76 to 100 percent of your
clients are women?
   0-25%   26-50%   51-75%   76-100%   DK/NA

2d1) Please estimate the percentage of your adult clients who are African American?
   _____ (Approximate percentage)        DK/NA

2d2) Would you say that 0 to 25 percent, 26 to 50, 51 to 75, or 76 to 100 percent of your
clients are African American?
   0-25%   26-50%   51-75%   76-100%   DK/NA
2e1) Please estimate the percentage of your adult clients who are Hispanic?

_______ (Approximate percentage) DK/NA

IF PROVIDE VALID ANSWER ➔ SKIP TO QUESTION 2G1

2e2) Would you say that 0 to 25 percent, 26 to 50, 51 to 75, or 76 to 100 percent of your clients are Hispanic?

0-25%  ○  26-50%  ○  51-75%  ○  76-100%  ○  DK/NA

2g1) Please estimate the percentage of your adult clients who are immigrants to this country?

_______ (Approximate percentage) DK/NA

IF PROVIDE VALID ANSWER ➔ SKIP TO QUESTION 2H1

2g2) Would you say that 0 to 25 percent, 26 to 50, 51 to 75, or 76 to 100 percent of your clients are immigrants to this country?

0-25%  ○  26-50%  ○  51-75%  ○  76-100%  ○  DK/NA

2h1) Please estimate the percentage of your adult clients who are white and non-Hispanic?

_______ (Approximate percentage) DK/NA

IF PROVIDE VALID ANSWER ➔ SKIP TO QUESTION 2I1

2h2) Would you say that 0 to 25 percent, 26 to 50, 51 to 75, or 76 to 100 percent of your clients are white and non-Hispanic?

0-25%  ○  26-50%  ○  51-75%  ○  76-100%  ○  DK/NA

2i1) Please estimate the percentage of your clients who live at or below the poverty line?

_______ (Approximate percentage) DK/NA

IF PROVIDE VALID ANSWER ➔ SKIP TO QUESTION 2J1
2i2) Would you say that 0 to 25 percent, 26 to 50, 51 to 75, or 76 to 100 percent of your clients live at or below the poverty line?

- 0-25%  
- 26-50%  
- 51-75%  
- 76-100%  
- DK/NA

2j1) Please estimate the percentage of your clients who are from single parent households?

_____ (Approximate percentage)  
©  

[IF PROVIDE VALID ANSWER ➔ SKIP TO QUESTION 2K1]

2j2) Would you say that 0 to 25 percent, 26 to 50, 51 to 75, or 76 to 100 percent of your clients who live in single parent households?

- 0-25%  
- 26-50%  
- 51-75%  
- 76-100%  
- DK/NA

2k1) Please estimate the percentage of your clients who live in your county?

_____ (Approximate percentage)  
©  

[IF PROVIDE VALID ANSWER ➔ SKIP TO QUESTION 2K3]

2k2) Would you say that 0 to 25 percent, 26 to 50, 51 to 75, or 76 to 100 percent of your clients live in your county?

- 0-25%  
- 26-50%  
- 51-75%  
- 76-100%  
- DK/NA

Please estimate the number of minutes it takes to drive from your office to the following cities or towns:

2k3) _____ 0-10  
2k4) _____ 0-10  
2k5) _____ 0-10  
2k6) _____ 0-10  
2k7) _____ 0-10  
2k8) _____ 0-10  
2k9) _____ 0-10  
2k10) _____ 0-10  

- 11-20  
- 21-30  
- + 30 min  
- DK/NA  

- 0-10  
- 11-20  
- 21-30  
- + 30 min  
- DK/NA  

- 0-10  
- 11-20  
- 21-30  
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- DK/NA  

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- 11-20  
- 21-30  
- + 30 min  
- DK/NA  

- 0-10  
- 11-20  
- 21-30  
- + 30 min  
- DK/NA
2k11) On average, how many minutes by car does it take the average client to reach your office?

________ minutes  DK/NA  ○

3) Do you serve client populations who are not primarily English speaking?

3a) If so, which languages are commonly encountered by staff? ________________

3b) Which languages are spoken by your staff? ________________________________

Now I would like to ask you a few questions about welfare-to-work agencies and clients.

4a) Do you provide services to clients who are welfare recipients, referrals from welfare-to-work programs, or are welfare-to-work program participants?

Yes  ○  No  ○  DK/NA  ○

4b1) Do you have arrangements or contracts with welfare-to-work agencies to deliver existing services or programs?

Yes  ○  No  ○  DK/NA  ○

4b2) How often do you receive client referrals from welfare-to-work agencies frequently, occasionally, or not at all?

Frequently  ○  Occasionally  ○  Not at all  ○  DK/NA  ○

4c1) Please estimate the percentage of your clients who are welfare-to-work program participants or welfare recipients.

_______  (Percentage)  DK/NA  ○
4c2) Would you say that 0 to 25 percent, 26 to 50, 51 to 75, or 76 to 100 percent of your clients are welfare-to-work program participants or welfare recipients?

0-25% ○ 26-50% ○ 51-75% ○ 76-100% ○ DK/NA

4d) Is your site currently serving a larger, smaller, or about the same number of welfare-to-work program participants or welfare recipients than a few years ago?

Larger ○ Smaller ○ About the Same ○

Don’t Serve WR’s ○ DK/NA ○

4e) Has your site seen an increase in the last few years in the share of clients who have been sanctioned by welfare-to-work programs?

Yes ○ No ○ DK/NA ○

Based on your impressions, how often do your clients encounter the following problems, barriers, or obstacles when trying to access services at your site:

5a) Clients have difficulty arranging transportation from their home to your office frequently, occasionally, or not at all?

Frequently ○ Occasionally ○ Not at all ○ DK/NA ○

5b) Clients have difficulty arranging for child care:

Frequently ○ Occasionally ○ Not at all ○ DK/NA ○

5c) Clients have difficulty making or keeping appointments due to substance or alcohol abuse:

Frequently ○ Occasionally ○ Not at all ○ DK/NA ○

5d) Clients have difficulties related to physical health problems or illness:

Frequently ○ Occasionally ○ Not at all ○ DK/NA ○

5e) Client’s fear of stigma, personal concerns, or pride:

Frequently ○ Occasionally ○ Not at all ○ DK/NA ○
5f) Clients have difficulty making appointments due to their work schedules:
   Frequently ☐  Occasionally ☐  Not at all ☐  DK/NA ☐

5g) Clients’ problems with literacy or completing necessary paperwork:
   Frequently ☐  Occasionally ☐  Not at all ☐  DK/NA ☐

5h) Clients experience domestic violence that makes it difficult to keep or make appointments:
   Frequently ☐  Occasionally ☐  Not at all ☐  DK/NA ☐

PAYMENT OF SERVICES
Next, I would like to ask you a few questions about funding sources for the services you provide to low-income populations. Do you receive funding from the following sources?

6a1) Medicaid or Medicare reimbursement
   Yes ☐  No ☐  DK/NA ☐

IF NO OR DK/NA → SKIP TO QUESTION 6B1

6a2) Approximately what share of your total funding for services for low-income individuals came from Medicaid or Medicare in the most recently completed fiscal year?
   ________ (Percent)  DK/NA ☐

6a3) Has the amount from this source of funding increased, decreased, or stayed the same over the last three years?
   Increased ☐  Decreased ☐  About the Same ☐  DK/NA ☐

IF SAME OR DK/NA → SKIP TO QUESTION 6B1

6a4) Would you say that funding from this source has (increased/decreased) significantly or moderately? (Keep in mind that moderately may be defined as a 10-25 percent change, significant as more than a 25 percent change)
   Significantly (+ 25%) ☐  Moderately (10 – 25 %) ☐  DK/NA ☐
6b1) Do you receive funding from government agencies, contracts, or grants - other than Medicaid and Medicare?

Yes  ○  No  ○  DK/NA

**IF PROVIDE VALID ANSWER ➔ SKIP TO QUESTION 6c1**

6b2) Approximately what share of your total funding for services for low-income individuals came from governmental sources – excluding Medicaid and Medicare - in the most recently completed fiscal year?

________ (Percent)  DK/NA  ○

6b3) Has the amount from this source of funding increased, decreased, or stayed the same over the last three years?

Increased  ○  Decreased  ○  About the Same  ○  DK/NA  ○

**IF PROVIDE VALID ANSWER ➔ SKIP TO QUESTION 6c1**

6b4) Would you say that funding from this source has (increased/decreased) significantly or moderately? (Keep in mind that moderately may be defined as a 10-25 percent change, significant as more than a 25 percent change)

Significantly (+ 25%)  ○  Moderately (10 – 25 %)  ○  DK/NA  ○

6c1) Do you receive funding from foundations, corporate support, philanthropic organizations, or non-governmental agencies?

Yes  ○  No  ○  DK/NA  ○

6c2) Approximately what share of your total funding for services for low-income individuals came from foundations, corporate support, philanthropic organizations, or non-governmental agencies in the most recently completed fiscal year?

________ (Percent)  DK/NA  ○

**IF PROVIDE VALID ANSWER ➔ SKIP TO QUESTION 6d1**
6c3) Has the amount from this source of funding increased, decreased, or stayed the same over the last three years?

- Increased
- Decreased
- About the Same
- DK/NA

**IF PROVIDE VALID ANSWER  SKIP TO QUESTION 6d1**

6c4) Would you say that funding from this source has (increased/decreased) significantly or moderately? (Keep in mind that moderately may be defined as a 10-25 percent change, significant as more than a 25 percent change)

- Significantly (+ 25%)
- Moderately (10 – 25 %)
- DK/NA

6d1) Do you receive funding from individual donations and individual private giving?

- Yes
- No
- DK/NA

**IF PROVIDE VALID ANSWER  SKIP TO QUESTION 6e1**

6d2) Approximately what share of your total funding for services for low-income individuals came from individual donations and individual private giving in the most recently completed fiscal year?

- ________ (Percent)
- DK/NA

6d3) Has the amount from this source of funding increased, decreased, or stayed the same over the last three years?

- Increased
- Decreased
- About the Same
- DK/NA

**IF SAME OR DK/NA  SKIP TO QUESTION 6e1**

6d4) Would you say that funding from this source has (increased/decreased) significantly or moderately? (Keep in mind that moderately may be defined as a 10-25 percent change, significant as more than a 25 percent change)

- Significantly (+ 25%)
- Moderately (10 – 25 %)
- DK/NA
6e1) Do you receive funding from earned revenue (commercial ventures, fees, dues, sales)?

Yes ☐ No ☐ DK/NA ☐

**IF NO OR DK/NA → SKIP TO QUESTION 7A**

6e2) Approximately what share of your total funding for services for low-income individuals came from earned revenue in the most recently completed fiscal year?

_______ (Percent) ☐ DK/NA ☐

6e3) Has the amount from this source of funding increased, decreased, or stayed the same over the last three years?

Increased ☐ Decreased ☐ About the Same ☐ DK/NA ☐

**IF SAME OR DK/NA → SKIP TO QUESTION 7A**

6e4) Would you say that funding from this source has (increased/decreased) significantly or moderately? (Keep in mind that moderately may be defined as a 10-25 percent change, significant as more than a 25 percent change)

Significantly (+ 25%) ☐ Moderately (10 – 25 %) ☐ DK/NA ☐

7a) Do you receive in-kind help?

Yes ☐ No ☐ DK/NA ☐

**IF NO OR DK/NA → SKIP TO QUESTION 8A**

7b) Would you say that in-kind help represents 0 to 25 percent, 26 to 50, 51 to 75, or 76 to 100 percent of the resources your site commits to services or assistance?

Significantly (+ 25%) ☐ Moderately (10 – 25 %) ☐ DK/NA ☐
In the past year have you had to do any of the following because of funding problems or shortages?

8a) Reduce the number of services offered  Yes ☐  No ☐  DK/NA ☐
8b) Reduce the number of clients served  Yes ☐  No ☐  DK/NA ☐
8c) Cut back on staff  Yes ☐  No ☐  DK/NA ☐
8d) Reduced hours of operation  Yes ☐  No ☐  DK/NA ☐
8e) Temporarily shut down your site  Yes ☐  No ☐  DK/NA ☐

**ORGANIZATIONAL INFORMATION**

9) Do you consider your organization to be governmental, private non-profit, or private for profit?
   - Governmental ☐
   - Non-profit ☐
   - For-profit ☐
   - DK/NA ☐

IF GOVERNMENTAL → SKIP TO QUESTION 10A

There is a lot of discussion about faith-based organizations today. We are interested in understanding more about the religious affiliations of social service providers.

9a) Do you consider your organization to be religious or secular?
   - Religious ☐
   - Secular ☐
   - DK/NA ☐

IF SECULAR OR DK/NA → SKIP TO QUESTION 10A

9b) Is your organization a religious congregation or place of worship (for example, a church, synagogue, temple, mosque)?
   - Yes ☐
   - No ☐
   - DK/NA ☐

IF NO OR DK/NA → SKIP TO QUESTION 9d
9c1) Please specify the religious denomination of your congregation?

(Enter congregation or detail on type of organization): _______________________

9c2) How large is your congregation? _______ (Number of members)

9d) Are you aware of a national initiative that would make it easier for religious organizations to apply for government money to support their human service programs?

Yes ☐ No ☐ DK/NA ☐

10a) Does your site receive financial support from (other) religious organizations?

Yes ☐ No ☐ DK/NA ☐

IF NO OR DK/NA ➔ SKIP TO QUESTION 11A

10b) Approximately what percentage of your funding comes from (other) religious organizations?

_______ (percentage) Small/Minimal Amount ☐ DK/NA ☐

Would you say the following activities occur frequently, occasionally, or not at all at your site?

11a) Staff or volunteers pray with a client.

Frequently ☐ Occasionally ☐ Not at all ☐ DK/NA ☐

11b) Staff or volunteers promote a particular religious viewpoint to a client.

Frequently ☐ Occasionally ☐ Not at all ☐ DK/NA ☐

11c) Staff or volunteers offer encouragement to clients by speaking of spiritual matters.

Frequently ☐ Occasionally ☐ Not at all ☐ DK/NA ☐

11d) Staff or volunteers discuss lifestyle or behavioral issues using religious principles.

Frequently ☐ Occasionally ☐ Not at all ☐ DK/NA ☐
Next, I’d like to ask a few general questions about your site and staff.

12a) How long have you been operating at your current site?
   ______ Years DK/NA ○

12b) In what year was your organization founded?
   _______ Year DK/NA ○

12c) What is the amount of your total annual budget?
   +$1 million ○ $1 million - $200,000 ○
   $200,000 - $50,000 ○ Less than $50,000 ○ DK/NA ○

12d) Do you expect your annual budget to increase or decrease or remain the same in the coming year?
   Increase ○ Decrease ○ Remain the same ○ DK/NA ○

12e) How many paid full-time employees provide services at your site?
   _______ (Number) DK/NA ○

12f) About how many part-time employees provide services at your site?
   _______ (Number) DK/NA ○

12g) About how many volunteers provide services at your site?
   _______ (Number) DK/NA ○

Many service providers maintain partnerships or participate in service collaborations with other organizations. How often – frequently, occasionally, or not at all – do you participate in the following:

13a) Service collaborations with local or county government agencies?
   Frequently ○ Occasionally ○ Not at all ○ DK/NA ○

13b) Service collaborations with nonprofit organizations?
   Frequently ○ Occasionally ○ Not at all ○ DK/NA ○
13c) Service collaborations with area schools?

   Frequently ○  Occasionally ○  Not at all ○  DK/NA ○

13d) Service collaborations with local churches, religious, or faith-based organizations?

   Frequently ○  Occasionally ○  Not at all ○  DK/NA ○

13e) Do you work with (other) religious organizations to reach clients and identify individuals potentially in need of assistance or treatment?

   Yes ○  No ○  DK/NA ○

Now, I would like to ask you about the frequency with which your organization contacts different political officials.

14a) How often - – frequently, occasionally, or not at all - do you contact or communicate with your elected representatives to local government?

   Frequently ○  Occasionally ○  Not at all ○  DK/NA ○

14b) How often do you contact or communicate with your elected representatives in your state legislature or in Congress?

   Frequently ○  Occasionally ○  Not at all ○  DK/NA ○

14c) How often do you contact or communicate with administrators from your town, city, county, state, or federal governmental agencies?

   Frequently ○  Occasionally ○  Not at all ○  DK/NA ○

14d) How often do you serve as advocates for program clients involved with courts, law enforcement, or the legal system?

   Frequently ○  Occasionally ○  Not at all ○  DK/NA ○

14e) Does your organization advocate for particular programs on behalf of poor populations?

   Yes ○  No ○  DK/NA ○

14f) Does your organization seek to educate the public about issues particularly relevant to the interests of poor populations?

   Yes ○  No ○  DK/NA ○
Do you use any of the following to advertise or provide information about the services you offer?

15a) Internet
   Yes ☐  No ☐  DK/NA ☐

15b) Mailings
   Yes ☐  No ☐  DK/NA ☐

15c) Print ads
   Yes ☐  No ☐  DK/NA ☐

15d) Community reference or service provider directories
   Yes ☐  No ☐  DK/NA ☐

15e) Postings in governmental offices or social service agencies
   Yes ☐  No ☐  DK/NA ☐

15f) Radio/TV commercials
   Yes ☐  No ☐  DK/NA ☐

16a) Finally, we have been discussing services for adults, but do you provide services to children from low income households at your site?
   Yes ☐  No ☐  DK/NA ☐

Which of the following services do you provide to children or adolescents (under 18 years of age) from low income households?

16b) Out-patient mental health services
   Yes ☐  No ☐  DK/NA ☐

16c) Out-patient substance abuse services
   Yes ☐  No ☐  DK/NA ☐

16d) Education programs or services
   Yes ☐  No ☐  DK/NA ☐

16e) Recreational or after school programs
   Yes ☐  No ☐  DK/NA ☐

16f) Other _____________________________

Thank you for your time today. We will be in touch in the next several months with a report summarizing our findings.