

Multi-City Survey of Social Service Providers (MSSSP)

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

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 → CONTINUE TO QUESTION 1A

IF PROVIDER DOES NOT SERVICES TO ADULTS → END SURVEY

Which of the following services do you provide to low-income adults?

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) GED, ESL, or high school completion

Yes No DK/NA

1f) Job training, search, or placement services

Yes No DK/NA

1g) Emergency cash or utility assistance

Yes No DK/NA

1h) Food assistance

Yes No DK/NA

1i) Preparation of tax returns and/or receipt of the Earned Income Tax Credit (EITC)

Yes No DK/NA

1j) Assistance with financial planning, savings, or investment

Yes No DK/NA

1k) Registration, education, or mobilization of voters

Yes No DK/NA

1l) Other: _____

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

2a) About how many individual adult clients do you serve in a typical month?

_____ (Approximate number) DK/NA

2b1) 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

IF PROVIDER ANSWERS SAME → SKIP TO QUESTION 2B3

2b2) Would you say demand has increased or decreased significantly or moderately?

Keep in mind that moderately may be defined as a 10%-25% change, significant as more than a 25% change.

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

2b3) Do you expect to increase the number of clients served or expand programs in the coming year?

Yes No DK/NA

2c1) Please estimate the percentage of your adult clients who are women.

_____ (Approximate percentage) DK/NA

IF PROVIDER PROVIDES VALID ANSWER → SKIP TO QUESTION 2D1

2c2) Would you say that 0% to 25%, 26% to 50%, 51% to 75%, or 76% to 100% 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

IF PROVIDER PROVIDES VALID ANSWER → SKIP TO QUESTION 2E1

2d2) Would you say that 0% to 25%, 26% to 50%, 51% to 75%, or 76% to 100% 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 PROVIDER PROVIDES VALID ANSWER → SKIP TO QUESTION 2F1

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

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

2f1) Please estimate the percentage of your adult clients who are Asian or Asian American.

_____ (Approximate percentage) DK/NA

IF PROVIDER PROVIDES VALID ANSWER → SKIP TO QUESTION 2G1

2f2) Would you say that 0% to 25%, 26% to 50%, 51% to 75%, or 76% to 100% of your clients are Asian or Asian-American?

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 PROVIDER PROVIDES VALID ANSWER → SKIP TO QUESTION 2H1

2g2) Would you say that 0% to 25%, 26% to 50%, 51% to 75%, or 76% to 100% 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 PROVIDER PROVIDES VALID ANSWER → SKIP TO QUESTION 2I1

2h2) Would you say that 0% to 25%, 26% to 50%, 51% to 75%, or 76% to 100% 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 PROVIDER PROVIDES VALID ANSWER → SKIP TO QUESTION 2J1

2i2) Would you say that 0% to 25%, 26% to 50%, 51% to 75%, or 76% to 100% 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 live in single parent households.

_____ (Approximate percentage) DK/NA

IF PROVIDER PROVIDES VALID ANSWER → SKIP TO QUESTION 2K1

2j2) Would you say that 0% to 25%, 26% to 50%, 51% to 75%, or 76% to 100% of your clients 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 within 3 miles of your site?

_____ (Approximate percentage) DK/NA

IF PROVIDER PROVIDES VALID ANSWER → SKIP TO QUESTION 3

2k2) Would you say that 0% to 25%, 26% to 50%, 51% to 75%, or 76% to 100% of your clients live within 3 miles of your site?

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

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

Yes No DK/NA

IF PROVIDER ANSWERS NO OR DK/NA → SKIP TO QUESTION 4A1

If so, which of the following languages are commonly encountered by staff?

- 3a) Language 1 Yes No DK/NA
3b) Language 2 Yes No DK/NA
3c) Language 3 Yes No DK/NA
3d) Language 4 Yes No DK/NA

Which of the following languages are spoken by your staff?

- 3e) Language 1 Yes No DK/NA
3f) Language 2 Yes No DK/NA
3g) Language 3 Yes No DK/NA
3h) Language 4 Yes No DK/NA

Now I would like to ask you about collaborations or partnerships you might have with public housing authorities – that is government agencies who provide housing assistance through vouchers or subsidized housing development projects.

4a1) Do you provide services to clients who live in publicly subsidized housing, or receive vouchers or rent subsidies from public housing authorities?

Yes No DK/NA

IF PROVIDER ANSWERS NO → SKIP TO QUESTION 4B1

4a2) Please estimate the percentage of your clients who live in publicly subsidized housing, or receive vouchers or rent subsidies from public housing authorities.

_____ (Approximate percentage) DK/NA

IF PROVIDER PROVIDES VALID ANSWER → SKIP TO QUESTION 4B1

4a3) Would you say that 0% to 25%, 26% to 50%, 51% to 75%, or 76% to 100% of your clients who live in publicly subsidized housing, or receive vouchers or rent subsidies from public housing authorities?

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

How often – frequently, occasionally, or not at all - do you work or partner with public housing authorities to accomplish the following activities?

4b1) To establish contracts or arrangements to deliver services or programs?

Frequently Occasionally Not at all DK/NA

4b2) To receive client referrals for services?

Frequently Occasionally Not at all DK/NA

4b3) To help individuals or families find quality, affordable housing?

Frequently Occasionally Not at all DK/NA

4b4) To seek or secure new sources of funding for services or programs?

Frequently Occasionally Not at all DK/NA

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

5a) Would you say that your staff is very familiar, somewhat familiar, or not very familiar with current welfare-to-work policies in your state or community?

Very familiar
Somewhat familiar
Not very familiar
DK/NA

5b1) Do you provide services to clients who are referrals from welfare-to-work programs or are welfare-to-work program participants?

Yes No DK/NA

5b2) How often do receive client referrals from welfare-to-work agencies – frequently, occasionally, or not at all?

Frequently Occasionally Not at all DK/NA

5b3) Do you have arrangements or contracts with welfare-to-work agencies to deliver existing services or programs?

Yes No DK/NA

5c1) Please estimate the percentage of your clients who are welfare-to-work program participants or welfare recipients.

_____ (Approximate percentage) DK/NA

IF PROVIDER PROVIDES A VALID ANSWER → SKIP TO QUESTION 5D

5c2) Would you say that 0% to 25%, 26% to 50%, 51% to 75%, or 76% to 100% of your clients are welfare-to-work program participants or welfare recipients?

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

5d) 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

5e) 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

Next, I would like to ask you a few questions about funding sources for the services you provide to low-income populations.

6a1) Are services available at no cost to low-income clients for all of your programs, some of your programs, or none of your programs?

All programs Some programs No programs DK/NA

6a2) Do you have a sliding scale fee for any of the services you provide? (*cost determined by the client's ability to pay*)

Yes No DK/NA

IF PROVIDER ANSWERS NO OR DK/NA → SKIP TO QUESTION 7A1

6a3) Is this sliding scale in place for all of your programs, some of your programs, or none of your programs?

All programs Some programs No programs DK/NA

Do you receive funding from the following sources?

7a1) Medicaid or Medicare reimbursement

Yes No DK/NA

IF PROVIDER ANSWERS NO OR DK/NA → SKIP TO QUESTION 7B1

7a2) 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?

_____ (Approximate percentage) DK/NA

7a3) 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 PROVIDER ANSWERS SAME OR DK/NA → SKIP TO QUESTION 7B1

7a4) Would you say that funding from this source has increased or decreased significantly or moderately? Keep in mind that moderately may be defined as a 10%-25% change, significant as more than a 25% change.

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

7b1) Do you receive funding from government agencies, contracts, or grants - excluding Medicaid and Medicare?

Yes No DK/NA

IF PROVIDER ANSWERS NO OR DK/NA → SKIP TO QUESTION 7C1

7b2) 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?

_____ (Approximate percentage) DK/NA

7b3) 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 PROVIDER ANSWERS SAME OR DK/NA → SKIP TO QUESTION 7C1

7b4) Would you say that funding from this source has increased or decreased significantly or moderately? Keep in mind that moderately may be defined as a 10%-25% change, significant as more than a 25% change.

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

7c1) Do you receive funding from foundations, corporate support, philanthropic organizations, or non-governmental agencies?

Yes No DK/NA

IF PROVIDER ANSWERS NO OR DK/NA → SKIP TO QUESTION 7D1

7c2) 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?

_____ (Approximate percentage) DK/NA

7c3) 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 PROVIDER ANSWERS SAME OR DK/NA → SKIP TO QUESTION 7D1

7c4) Would you say that funding from this source has increased or decreased significantly or moderately? Keep in mind that moderately may be defined as a 10%-25% change, significant as more than a 25% change.

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

7d1) Do you receive funding from individual donations and individual private giving?

Yes No DK/NA

IF PROVIDER ANSWERS NO OR DK/NA → SKIP TO QUESTION 7E1

7d2) 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?

_____ (Approximate percentage) DK/NA

7d3) 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 PROVIDER ANSWERS SAME OR DK/NA → SKIP TO QUESTION 7E1

7d4) 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% change, significant as more than a 25% change.

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

7e1) Do you receive funding from earned revenue (commercial ventures, fees, dues, sales)?

Yes No DK/NA

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

7e2) Approximately what share of your total funding for services for low-income individuals came from earned revenue in the most recently completed fiscal year?

_____ (Approximate percentage) DK/NA

7e3) 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 PROVIDER ANSWERS SAME OR DK/NA → SKIP TO QUESTION 8A

7e4) Would you say that funding from this source has increased or decreased significantly or moderately? Keep in mind that moderately may be defined as a 10%-25% change, significant as more than a 25% change.

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	<input type="radio"/>	No	<input type="radio"/>	DK/NA	<input type="radio"/>
8b) Reduce the number of clients served	Yes	<input type="radio"/>	No	<input type="radio"/>	DK/NA	<input type="radio"/>
8c) Cut back on staff	Yes	<input type="radio"/>	No	<input type="radio"/>	DK/NA	<input type="radio"/>
8d) Temporarily shut down your site	Yes	<input type="radio"/>	No	<input type="radio"/>	DK/NA	<input type="radio"/>

9) Do you consider your organization to be governmental, private non-profit, or private for profit?

Governmental Non-profit For-profit DK/NA

IF PROVIDER ANSWERS 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 in your city.

9a) Do you consider your organization to be religious or secular?

Religious Secular DK/NA

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

9b) Is your organization a religious congregation (church, synagogue, temple, mosque)?

Yes No DK/NA

IF PROVIDER ANSWERS NO OR DK/NA → SKIP TO QUESTION 9D

9c) Please specify the religious denomination of your congregation.

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) Do you have a formal institutional or administrative affiliations with (other) religious or faith-based organizations?

Yes No DK/NA

10b) Does your site maintain programmatic partnerships or collaborations with (other) religious organizations?

Yes No DK/NA

10c) Does your site work with (other) religious organizations to reach clients and individuals potentially in need of assistance or treatment?

Yes No DK/NA

11a) Does your site receive financial support from (other) religious organizations?

Yes No DK/NA

IF PROVIDER ANSWERS NO OR DK/NA → SKIP TO QUESTION 12A

11b) Approximately what percentage of your funding comes from (other) religious organizations?

Small/Minimal Amount DK/NA

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

12a) Staff or volunteers pray with a client.

Frequently Occasionally Not at all DK/NA

12b) Staff or volunteers promote a particular religious viewpoint to a client.

Frequently Occasionally Not at all DK/NA

12c) Staff or volunteers offer encouragement to clients by speaking of spiritual matters.

Frequently Occasionally Not at all DK/NA

12d) 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.

13a) How long have you been operating at your current site?

_____ (Number of years)

13b) In what year was your organization founded?

13c) 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

13d) 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

13e) How many paid full-time employees provide services at your site?

_____ (Enter number) DK/NA

14) Is there a public transit stop within one-half mile of your site?

Yes No DK/NA

15a) How often -- frequently, occasionally, or not at all - do you contact or communicate with your elected representatives to city or county government?

Frequently Occasionally Not at all DK/NA

15b) How often -- frequently, occasionally, or not at all - do you contact or communicate with your elected representatives to the state legislature?

Frequently Occasionally Not at all DK/NA

15c) How often -- frequently, occasionally, or not at all - do you contact or communicate with administrators from city, county, or state governmental agencies?

Frequently Occasionally Not at all DK/NA

15d) How often -- frequently, occasionally, or not at all - do you serve as advocates for program clients involved with courts, law enforcement, or the legal system?

Frequently Occasionally Not at all DK/NA

15e) Does your organization publicly advocate for particular programs on behalf of poor populations?

Yes No DK/NA

15f) 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?

- 16a) Internet Yes No DK/NA
16b) Mailings Yes No DK/NA
16c) Print ads Yes No DK/NA

16d) Community reference or service provider directories

Yes No DK/NA

16e) Postings in governmental offices or social service agencies

Yes No DK/NA

16f) Radio/TV commercials

Yes No DK/NA

17a) 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

That is all the questions we have at this time, thank you for completing the survey.