

RURAL SURVEY OF SOCIAL SERVICE PROVIDERS (MSSSP)

PROVIDER CONTACT INFORMATION

Contact Name:

Provider Name:

Telephone Area Code: ()

Telephone (Prefix and Four Digits):

INTERVIEWER INFORMATION

Interview Last Name:

Provider MID:

Survey Start Hour and Minute:

Survey End Hour and Minute:

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

IF PROVIDE VALID ANSWER → SKIP TO QUESTION 2D1

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

IF PROVIDE VALID ANSWER → SKIP TO QUESTION 2E1

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) DK/ NA

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) DK/ NA

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 11-20 21-30 + 30 min DK/NA
- 2k4) _____ 0-10 11-20 21-30 + 30 min DK/NA
- 2k5) _____ 0-10 11-20 21-30 + 30 min DK/NA
- 2k6) _____ 0-10 11-20 21-30 + 30 min DK/NA
- 2k7) _____ 0-10 11-20 21-30 + 30 min DK/NA
- 2k8) _____ 0-10 11-20 21-30 + 30 min DK/NA
- 2k9) _____ 0-10 11-20 21-30 + 30 min DK/NA
- 2k10) _____ 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?

IF NO OR DK/NA → SKIP TO QUESTION 4A

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

IF NO OR DK/NA → SKIP TO QUESTION 5

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.