

Resident Relocation Survey
Questionnaire

N O R C

*A national organization for research
at the University of Chicago*

***Conducted by
A National Organization for Research
at the University of Chicago***

FI Name: _____

FI ID #: _____

Start Date: ____/____/____

Affix Questionnaire Case ID Label Here

Section 1: Informed Consent

Hello, my name is _____ [INTERVIEWER NAME]. May I please speak with [LEASEHOLDER NAME]?

[TO THE LEASEHOLDER:]

Hello, my name is _____ [INTERVIEWER NAME]. I am from NORC, a National Organization for Research at the University of Chicago.

You are being asked to be part of a survey about the CHA's relocation project. People need to move out of their homes while their buildings are repaired or replaced. The MacArthur Foundation and the Chicago Housing Authority want to make sure that you are getting the help you need and that your rights as a leaseholder are respected.

We are asking all leaseholders who are relocating this year to complete the survey. The survey will take about 30 minutes. It is completely up to you to decide whether you want to do the survey. Whether or not you decide to participate, you will not lose any rights or services you are entitled to.

If you decide to participate, your answers will let us know if you are satisfied with how you are being treated during this time. Your answers may also be used to improve relocations that are planned for the future. During the survey, you may skip any question you do not want to answer and you may stop the interview at any time.

We will keep the information you give us private. The CHA will not be able to link your name with any answers you give. Any reports released on this survey will summarize the findings, without giving names or other information that would identify the respondents.

If you have any questions about this study or about the relocation project, please call our toll-free number, 1-866-264-8222. You can find this number in our brochure.

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Section 2: Assessment of Housing Choice

1. Earlier this year you completed a Housing Choice Survey, in which you selected the type of housing you want to relocate to. Which housing choice did you make? Did you choose...

A newly rehabilitated unit in Public Housing?1 → **GO TO Q3**
 Section 8/Housing Choice voucher (READ IF NECESSARY:
 either permanent or temporary with the right to
 return to public housing).....2
 Unsubsidized living situation3 → **GO TO Q5**
 DID NOT FILL OUT SURVEY4
 DON'T KNOWDK

2. I am going to read you some statements. Which statement best describes where you are in the process of finding an apartment?

SHOWCARD A	I have not started looking for an apartment 1 → GO TO Q5
	I am looking for an apartment 2 → GO TO Q5
	I have found an apartment, but not yet moved in 3 → GO TO Q5
	I have already moved..... 4 → GO TO Q5

3. Have you already been relocated this year to another unit in public housing?

YES1
 NO (R IS IN ORIGINAL UNIT)2

4. I am going to read you some statements. Which statement best describes where you are in the process of moving to a newly rehabilitated unit in public housing?

I am waiting for my unit to be ready1
 I have already moved to a newly
 rehabilitated public housing unit.....2

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Section 3: Services

Now I will ask you about some services available to help you in your move.

5. The relocation coach is a resident in a CHA building who was trained by the CHA to answer questions about the relocation process. (Does/Did) your CHA building have a relocation coach?

YES1
NO2
DON'T KNOWDK
REFUSEDREF

6. (Have/Did) you ever contact(ed) your Service Connector?

YES1
NO2
DON'T HAVE A SERVICE CONNECTOR3 → GO TO Q9
DON'T KNOWDK
REFUSEDREF

7. Since January 1st of this year, that is during 2002, did your Service Connector ever contact you?

YES1
NO2
DON'T KNOWDK
REFUSEDREF

8. IF R ANSWERS "YES" TO Q6 OR Q7 Was the Service Connector helpful?

YES1
NO2
DON'T KNOWDK
REFUSEDREF

9. The Good Neighbor Clinic was designed to help you learn about maintaining a home. Have you ever attended a Good Neighbor Clinic?

YES1
NO2 → GO TO Q13
DON'T KNOWDK → GO TO Q13
REFUSEDREF → GO TO Q13

10. Was the Good Neighbor Clinic helpful?

YES1
NO2
DON'T KNOWDK → GO TO Q12
REFUSEDREF → GO TO Q13

11. In what ways was the Good Neighbor Clinic (helpful/not helpful)?

12. How can the Good Neighbor Clinic be improved?

13. Now I would like to ask you about the property manager of the CHA building that you (live in now/lived in before you moved to your apartment). That is, the building at [FILL: ADDRESS]. Please answer "yes" or "no" to each question.

	YES	NO	DON'T KNOW
A. (Has/Did) the property manager maintain(ed) the building well?	1	2	DK
B. (Is/Was) the property manager too lenient in enforcing building rules?	1	2	DK
C. (Is/Was) the property manager fair in handling lease compliance issues?	1	2	DK
D. (Has/Did) the property manager adequately explain(ed) lease compliance?	1	2	DK

Now I would like to ask you a few questions about the 90-day notice. This is a notice you should have received telling you when you must leave your unit at [FILL: ADDRESS].

14. Did you get your 90-day notice?

- YES1
- NO2
- MOVED OUT BEFORE 90-DAY NOTICE WAS ISSUED3
- DON'T KNOW/DON'T REMEMBERDK
- REFUSEDREF

15. Did you know that you were going to get a 90-day notice?

- YES1
 - NO2
 - DON'T KNOWDK
 - REFUSEDREF
- CORRECTION: IF Q.14 IS 2,3,DK, OR REF, GO TO Q.17.**

16. The 90-day notice can be difficult to read. We want to know what people understand about this notice. I am going to read you some statements. Please tell me if each statement about the 90-day notice is true. Is it true that....?

	TRUE	FALSE	DON'T KNOW
A. You have 90 days until you must move	1	2	DK
B. The 90-day notice will supply you with an address to move to.....	1	2	DK
C. You can request transportation to inspect the unit you have been offered	1	2	DK
D. You are not given grievance rights with the 90-day notice	1	2	DK

17. When (will/was) your building at [FILL: ADDRESS] (be) closed?

DATE: _____(VERBATIM)

DON'T KNOWDK

REFUSEDREF

SHOWCARD B

18. Did you contact any of the following people after your received the 90-day notice? <i>CIRCLE ONE</i> ↓	19. IF YES TO Q18 Why did you contact that person?					
	TO ASK QUESTIONS	DIDN'T UNDERSTAND THE 90-DAY NOTICE	TO SCHEDULE A MOVE	TO TRY TO BECOME LEASE COMPLIANT	TO TRY TO FIND OUT ABOUT A SECTION 8/ HOUSING CHOICE VOUCHER	TO TRY TO FIND AN APARTMENT
A. Service Connector YES NO	1	2	3	4	5	6
	OTHER (SPECIFY) _____					
B. Relocation Counselor YES NO	1	2	3	4	5	6
	OTHER (SPECIFY) _____					
C. Property Manager YES NO	1	2	3	4	5	6
	OTHER (SPECIFY) _____					
D. The CHA YES NO	1	2	3	4	5	6
	OTHER (SPECIFY) _____					
E. CHAC Office YES NO	1	2	3	4	5	6
	OTHER (SPECIFY) _____					
F. Someone else YES NO	1	2	3	4	5	6
	OTHER (SPECIFY) _____					

SKIP: IF RESPONDENT IS WAITING TO MOVE TO NEWLY REHABILITATED PUBLIC HOUSING, → GO TO SECTION 5 (Q22).

SKIP: IF RESPONDENT HAS ALREADY MOVED TO NEWLY REHABILITATED PUBLIC HOUSING, → GO TO SECTION 4 (Q20).

SKIP: IF RESPONDENT CHOSE SECTION 8....AND HAS NOT STARTED LOOKING FOR AN APARTMENT OR IS CURRENTLY LOOKING FOR AN APARTMENT → GO TO SECTION 5 (Q22).

SKIP: IF RESPONDENT CHOSE SECTION 8... AND HAS FOUND AN APARTMENT OR HAS MOVED → GO TO SECTION 6 (Q25).

CORRECTION: SKIP: IF Q.1 IS 3 THEN GO TO Q.70

Section 4:
Rehabilitated CHA Public Housing

20. Did you see your unit or any other unit in the development before you moved there?

- YES1 → GO TO Q25
- NO2
- DON'T KNOWDK → GO TO Q25
- REFUSEDREF → GO TO Q25

21. Why did you not see any units in your development before moving there?

CODE ALL THAT APPLY

- WAS NOT GIVEN THE OPPORTUNITY1 → GO TO Q25
- DID NOT ASK TO SEE THEM2 → GO TO Q25
- DID NOT HAVE TIME3 → GO TO Q25
- WAS UNABLE TO GET THERE (NO TRANSPORTATION)4 → GO TO Q25
- OTHER (SPECIFY) _____5 → GO TO Q25

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Section 5: Lease Compliance

22. Are you lease compliant?

YES1 → **GO TO Q25**
NO2
DON'T KNOWDK → **GO TO Q25**
REFUSEDREF → **GO TO Q25**

23. People who are non lease compliant are either curable or non-curable. Which status are you?

CURABLE1
NONCURABLE2 → **SKIP TO Q70**
DON'T KNOWDK → **GO TO Q25**
REFUSEDREF → **GO TO Q25**

24. What steps are you taking to become lease compliant?

CODE ALL THAT APPLY

WORKING WITH THE SERVICE CONNECTOR1
WORKING WITH THE PROPERTY MANAGER2
GETTING ON A PAYMENT PLAN3
NONE4
DON'T KNOWDK
REFUSEDREF

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Section 6: Relocation Preferences

25. I am going to read several statements about housing options. Please tell me if you think each statement is true or false.

	TRUE	FALSE	DON'T KNOW
A. Leaseholders may only relocate in public housing.	1	2	DK
B. Leaseholders may only take a Section 8/Housing Choice voucher.	1	2	DK
C. Leaseholders may choose to relocate in public housing or take a Section 8/Housing Choice voucher.	1	2	DK
D. Leaseholders can move temporarily with a Section 8/Housing Choice voucher and move back permanently to public housing.	1	2	DK
E. Leaseholders have no choices; the CHA will choose where they live.	1	2	DK

26. (Do/Did) you want to move out of public housing?

YES	1	
NO	2	→ GO TO Q28
DON'T KNOW	DK	→ GO TO SKIP INSTRUCTIONS AFTER Q28
REFUSED	REF	→ GO TO SKIP INSTRUCTIONS AFTER Q28

27. What are the main reasons you (want/wanted) to move?

CODE AND GO TO SKIP INSTRUCTIONS AFTER Q28

CODE ALL THAT APPLY

BETTER SCHOOLS FOR MY CHILDREN	1
TO BE NEAR MY JOB	2
TO HAVE BETTER TRANSPORTATION	3
TO GET A JOB	4
TO GET AWAY FROM DRUGS AND GANGS	5
TO GET AWAY FROM CRIME AND VIOLENCE	6
TO GET A BIGGER OR BETTER APARTMENT	7
TO BE NEAR MY FAMILY	8
OTHER (SPECIFY)	9
DON'T KNOW	DK
REFUSED	REF

28. What are the main reasons you (do/did) not want to move out of public housing?

CODE AND GO TO SKIP INSTRUCTIONS AFTER Q28

CODE ALL THAT APPLY

- TO STAY CLOSE TO MY FAMILY/FRIENDS1
- TO KEEP MY CHILDREN IN THE SAME SCHOOL2
- TO KEEP MY CHILDREN IN CHILDCARE3
- TO STAY NEAR MY JOB4
- TO STAY NEAR TRANSPORTATION5
- AFRAID OF ENCOUNTERING DISCRIMINATION6
- LONG TERM RESIDENT7
- SAFETY/VIOLENCE IN NEW NEIGHBORHOOD8
- OTHER (SPECIFY) _____ 9
- DON'T KNOWDK
- REFUSEDREF

SKIP: IF R CHOSE PUBLIC HOUSING, GO TO SECTION 9 (Q73).

SKIP: IF R CHOSE SECTION 8 AND HAS FOUND AN APARTMENT OR ALREADY MOVED, GO TO SECTION 7 (Q35).

SKIP: IF R CHOSE SECTION 8 AND HAS NOT STARTED LOOKING OR IS CURRENTLY LOOKING FOR AN APARTMENT, GO TO Q29.

29. In what kind of neighborhood (would/did) you most like to live? One that is ...

SHOWCARD C

- Mostly African American, 1
- Mostly Hispanic, 2
- Mostly White, 3
- A mix of African American and White, 4
- A mix of African American and Hispanic, 5
- A mix of Hispanic and White, or 6
- A mix of African American, Hispanic, and White? 7
- OTHER (SPECIFY) _____ 8
- DOESN'T MATTER/DON'T CARE 9
- DON'T KNOW DK
- REFUSED REF

30. How would you feel about living in a neighborhood where *more than half* of the people earn more money than you do? Would you say ...

SHOWCARD D

- Very good 1
- Good 2
- Not sure 3
- Bad or Very bad? 4
- DON'T KNOW DK
- REFUSED REF
- CORRECTION: Very Bad5**

31. How willing are you to move to an area where you have never lived before? Would you say...

SHOWCARD E

- Very willing, 1 → GO TO Q33
- Somewhat willing, 2 → GO TO Q33
- Neither willing nor unwilling,..... 3 → GO TO Q33
- Somewhat unwilling, or 4
- Very unwilling? 5
- DON'T KNOW DK → GO TO Q33
- REFUSED REF → GO TO Q33

32. What are your main concerns about moving into an area where you have never lived before?

CODE ALL THAT APPLY

- LEAVING FAMILY AND FRIENDS1
- CHILDREN GOING TO A NEW SCHOOL.....2
- CHILDREN CHANGING OR LOSING CHILDCARE3
- BEING FAR AWAY FROM MY JOB4
- BEING FAR FROM TRANSPORTATION.....5
- AFRAID OF ENCOUNTERING DISCRIMINATION6
- SAFETY/VIOLENCE IN NEW NEIGHBORHOOD.....7
- NOT KNOWING AREA/UNFAMILIAR/UNEASE8
- OTHER (SPECIFY) _____9
- NO CONCERNS10
- DON'T KNOWDK
- REFUSEDREF

33. The Relocation Counselor is the representative from E. F. Ghoughan or Changing Patterns who offers CHA residents help in finding an apartment. Did you tell the Relocation Counselor about the kind of neighborhood you want(ed) to live in?

- YES1 → GO TO Q35
- NO2
- DON'T KNOWDK → GO TO Q35
- REFUSEDREF → GO TO Q35
- DOES NOT APPLY/DID NOT WORK WITH COUNSELORNA → GO TO Q35

34. Why not?

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Section 7: Finding An Apartment

Now I will ask you about the process of finding an apartment.

IF NOT YET STARTED LOOKING, GO TO Q64.

35. When did you start looking for an apartment?

AFTER EVENT _____ OR
_____ DAYS/MONTHS/WEEKS AGO [CIRCLE ONE]

36. (Did/Have) you specify(ied) particular cities or neighborhoods that you want(ed) to live in?

YES1
NO2 → **GO TO Q38**
DON'T KNOWDK → **GO TO Q38**
REFUSEDREF → **GO TO Q38**

37. What city or neighborhood did you specify?

_____ (RECORD VERBATIM)
DON'T KNOWDK

38. [READ IF NECESSARY: The Relocation Counselor is the representative from E. F. Goughan or Changing Patterns who offers CHA residents help in finding an apartment.] When looking for apartments, did you get the help of the Relocation Counselor?

YES1 → **IF MOVED OR FOUND
BUT NOT MOVED, GO
TO Q40; IF LOOKING,
GO TO Q40**
NO2
DON'T KNOWDK → **GO TO Q54**
REFUSEDREF → **GO TO Q54**

39. Why did you not use the help of a Relocation Counselor?

SKIP: IF MOVED OR FOUND BUT NOT MOVED, GO TO Q42.

SKIP: IF LOOKING, GO TO Q54.

40. **IF R SPECIFIED A CITY OR NEIGHBORHOOD IN Q37** Did the Relocation Counselor show you apartments in [FILL: AREA NAMED IN Q37]?

- YES1
- NO2
- DON'T KNOWDK
- REFUSEDREF

41. How many times have you talked with a Relocation Counselor?

READ CATEGORIES IF NECESSARY

- NEVER1
- ONCE2
- 2 TO 5 TIMES3
- 6 TO 10 TIMES4
- MORE THAN 10 TIMES.....5
- DON'T KNOWDK
- REFUSEDREF

SKIP: IF R IS LOOKING FOR AN APARTMENT, GO TO Q50.

42. Once you started looking for an apartment how long did it take you to find the one that you (moved to/will move to)?

_____ DAYS/MONTHS [CIRCLE ONE] → **IF R HAS ALREADY MOVED, GO TO Q48.**

43. Have you signed a lease for your new unit?

- YES1 → **GO TO Q45**
- NO2
- DON'T KNOWDK → **GO TO Q45**
- REFUSEDREF → **GO TO Q45**

44. When do you expect to sign the lease?

_____ DAYS/WEEKS [CIRCLE ONE] OR ____/____/____ DATE

DON'T KNOWDK

45. Have you gotten your keys?

- YES1
- NO2 → **GO TO Q47**
- DON'T KNOWDK → **GO TO Q47**
- REFUSEDREF → **GO TO Q47**

46. When did you get your keys?

_____ DAYS/WEEKS [CIRCLE ONE] AGO OR _____ DATE

DON'T KNOWDK

REFUSEDREF

SKIP: IF R HAS NOT YET MOVED BUT GOT KEYS MORE THAN TWO WEEKS AGO, GO TO Q49. IF GOT KEYS TWO WEEKS AGO OR LESS, GO TO Q50.

47. When do you expect to get the keys?

_____ DAYS/WEEKS [CIRCLE ONE] OR ____/____/____ DATE → GO TO Q50

DON'T KNOWDK → GO TO Q50

REFUSEDREF → GO TO Q50

48. How soon after you signed your lease and got your keys did you move in?

ONE WEEK OR LESS1 → GO TO Q50

TWO WEEKS OR LESS2 → GO TO Q50

FOUR WEEKS OR LESS3

MORE THAN FOUR WEEKS4

DON'T KNOWDK → GO TO Q50

REFUSEDREF → GO TO Q50

49. **READ QUESTION THAT APPLIES.** Why was it not possible for you to move sooner? / Why have you not been able to move yet?

TOOK TIME TO SET UP A MOVE APPOINTMENT WITH CHA1

INCONVENIENT TO MOVE EARLIER2

FAMILY/PERSONAL EVENTS3

NEED TIME TO PACK4

DIDN'T WANT TO LEAVE UNTIL IT WAS NECCESARY5

GETTING TO WORK WAS EASIER FROM OLD RESIDENCE6

UNIT WAS NOT AVAILABLE SOONER7

SKIP: IF R GOT HELP FROM RELOCATION COUNSELOR, GO TO Q50.

SKIP: IF R DID NOT GET HELP FROM RELOCATION COUNSELOR, GO TO Q54.

50. [READ IF NECESSARY: You told me that you worked with a Relocation Counselor to help plan your move.] How many apartment listings did the Relocation Counselor give you?

_____ NUMBER OF LISTINGS → IF ZERO, SKIP TO Q54

51. How many of these listings did the Relocation counselor take you to see?

_____ NUMBER OF LISTINGS

52. How many of these listings did you go to see on your own?

_____ NUMBER OF LISTINGS

**SKIP: IF R IS STILL LOOKING FOR APARTMENT, GO TO Q53.
IF R HAS FOUND AN APARTMENT OR ALREADY MOVED,
GO TO Q54.**

53. Why did you decide not to take any of the apartments that the Relocation Counselor told you about?

- BAD NEIGHBORHOOD.....1
- LANDLORD WON'T ACCEPT CHILDREN.....2
- TOO EXPENSIVE3
- APARTMENT IN POOR CONDITION4
- DID NOT LIKE THE APARTMENT5
- OTHER (SPECIFY BELOW).....6

54. (Did/Have) you search(ed) for apartments on your own, without the help of the Relocation Counselor?

- YES1
- NO.....2 → GO TO Q59
- DON'T KNOWDK
- REFUSEDREF

55. What did you do on your own to try to find an apartment?

- CODE ALL THAT APPLY*
- LOOKED AT ADS1
 - TALKED TO PEOPLE.....2
 - DROVE AROUND.....3
 - MADE CALLS TO LANDLORDS4 → GO TO Q57

56. Did you make telephone calls to landlords to ask about available apartments?

- YES1
- NO2 → GO TO Q58
- DON'T KNOWDK → GO TO Q58
- REFUSEDREF → GO TO Q58

57. How many different apartments did you call about? _____

58. How many apartments did you see on your own? _____

IF R ANSWERED 'NO' TO Q38 (THAT IS, GOT NO HELP FROM RELOCATION COUNSELOR), GO TO Q62. ELSE GO TO Q59.

59. IF R USED RELOCATION COUNSELOR AND ALSO SEARCHED ON THEIR OWN (Did/do) you prefer to have the Relocation Counselor show you available units or (did/do) you prefer to look by yourself?

- RELOCATION COUNSELOR SHOW ME UNITS1
- BY MYSELF2
- SKIP INSTRUCTIONS:3

IF R IS STILL LOOKING FOR AN APARTMENT, GO TO Q63.

IF R HAS FOUND APARTMENT OR HAS ALREADY MOVED, GO TO Q60.

60. Now I want to know how you found the unit that you (will move to/are living in now). Did you find this apartment ...

- Through the Relocation Counselor, or1
- Without the help of the Relocation Counselor?.....2 → GO TO Q62

61. Did the counselor take you alone or with a group when you found your unit?

- WENT ALONE WITH COUNSELOR1
- WENT IN GROUP WITH COUNSELOR.....2

62. Why did you decide to live in the place that you chose?

CODE ALL THAT APPLY

PRESSURE FROM THE COUNSELING AGENCY	1
BETTER SCHOOLS FOR MY CHILDREN.....	2
FAMILY OR FRIENDS NEARBY	3
CONVENIENT LOCATION	4
TO BE NEAR MY JOB	5
TO GET A JOB	6
I LIKED THE APARTMENT	7
TO GET A BIGGER OR BETTER APARTMENT	8
THIS WAS THE ONLY UNIT AVAILABLE	9
AFFORDABLE RENT	10
TO HAVE BETTER TRANSPORTATION.....	11
TO GET AWAY FROM DRUGS AND GANGS.....	12
OTHER/SPECIFY _____	13
DON'T KNOW	DK

SHOWCARD F

63. I'm going to read a list of factors that may or may not affect someone who is looking for an apartment to rent with a Section 8/Housing Choice certificate or voucher. Please think about your situation and tell me if you have experienced a big problem, some problem, or no problem at all when you were looking for a place to live.

	BIG PROBLEM	SOME PROBLEM	NO PROBLEM	DON'T KNOW	REFUSED
A. Finding a place with enough bedrooms. Would you say that's a ...	1	2	3	DK	REF
B. Finding a place that you like. Would you say that's a ...	1	2	3	DK	REF
C. Finding place that will pass Section 8/Housing Choice inspection.	1	2	3	DK	REF
D. Finding landlords that will accept Section 8/Housing Choice vouchers.	1	2	3	DK	REF
E. Knowing how to look for a new apartment.	1	2	3	DK	REF
F. Not having access to transportation for apartment hunting.	1	2	3	DK	REF
G. Having a disability or other physical problem that makes it hard to search.	1	2	3	DK	REF
H. Finding childcare so you can look for housing.	1	2	3	DK	REF
I. Discrimination because of your race.	1	2	3	DK	REF
J. Landlords who do not want to rent to families with children.	1	2	3	DK	REF
K. Discrimination because you are coming from CHA public housing.	1	2	3	DK	REF
L. Taking time off from work to look for an apartment.	1	2	3	DK	REF
M. Anything else that was a problem for you in looking for an apartment? (SPECIFY) _____	1	2	3	DK	REF

64.	Now I want to know what you (are/were) looking for in an apartment. (Are/were) you looking for an apartment with ...	YES	NO	DON'T KNOW	REFUSED
A.	Owner supplied heat?	1	2	DK	REF
B.	Carpet?	1	2	DK	REF
C.	Air conditioning?	1	2	DK	REF
D.	Paid utilities?	1	2	DK	REF
E.	The presence of appliances?	1	2	DK	REF
F.	Specific appliances? (SPECIFY) _____	1	2	DK	REF
G.	Elevators?	1	2	DK	REF
H.	Something else? (SPECIFY) _____	1	2	DK	REF

65. Who (did you/have you) work(ed) with during your relocation?

CODE ALL THAT APPLY

- LAC PRESIDENT1
- RELOCATION COUNSELOR2
- RELOCATION COACH.....3
- PROPERTY MANAGER4
- RELOCATION DEPARTMENT5
- SERVICE CONNECTOR6
- SECTION 8 DEPARTMENT7
- FELLOW RESIDENTS.....8
- FAMILY MEMBERS9
- PEOPLE WHO HAVE ALREADY RELOCATED10
- ANYONE ELSE NOT MENTIONED11
- (SPECIFY) _____
- NO ONE12 → **GO TO Q67**

66. ASK IF R NAMES MORE THAN ONE IN PREVIOUS QUESTION Of those, who (has been/was) the most helpful?

- LAC PRESIDENT1
- RELOCATION COUNSELOR2
- RELOCATION COACH.....3
- PROPERTY MANAGER4
- RELOCATION DEPARTMENT5
- SERVICE CONNECTOR6
- SECTION 8 DEPARTMENT7
- FELLOW RESIDENTS.....8
- FAMILY MEMBERS9
- PEOPLE WHO HAVE ALREADY RELOCATED10
- ANYONE ELSE NOT MENTIONED11
- (SPECIFY) _____
- NO ONE12

67. **IF R HAS MOVED** Now that you've moved, who do you continue to work with?

- LAC PRESIDENT1
- RELOCATION COUNSELOR2
- RELOCATION COACH.....3
- PROPERTY MANAGER4
- RELOCATION DEPARTMENT5
- SERVICE CONNECTOR6
- SECTION 8 DEPARTMENT7
- FELLOW RESIDENTS.....8
- FAMILY MEMBERS9
- PEOPLE WHO HAVE ALREADY RELOCATED10
- ANYONE ELSE NOT MENTIONED11
- NO ONE12

68. Overall, how easy or difficult (was the relocation process/has the relocation process been)?
(Was it/Has it been) . . .

SHOWCARD G	Very easy 1	→ GO TO Q73
	Somewhat easy 2	→ GO TO Q73
	Neither easy nor difficult 3	→ GO TO Q73
	Somewhat difficult 4	
	Very difficult 5	

69. What (was/has) been most difficult about the relocation process?

CODE ALL THAT APPLY

- THE PROCESS WAS CONFUSING1 → GO TO Q73
- THERE WAS NOT ENOUGH TIME.....2 → GO TO Q73
- I JUST DIDN'T WANT TO MOVE3 → GO TO Q73
- OTHER (SPECIFY)4 → GO TO Q73

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Section 8:
Leaseholders Moving to Unsubsidized Housing

70. Have you found another place to live?

- YES1
- NO2 → **GO TO Q72**
- DON'T KNOWDK → **GO TO Q72**
- REFUSEDREF → **GO TO Q72**

71. Where will you be living? → **GO TO Q73**

72. What steps are you taking to find another place to live?

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Section 9: Demographic Information

73. CODE RESPONDENT'S SEX (ASK IF UNCLEAR)

MALE.....1
FEMALE.....2

Now I have some questions about your background. We need this information to understand how the CHA Relocation Program has affected residents, that is, who was helped and who was not helped by the program.

74. In what year were you born? |_1_|_9_|_|_|

75. Do you consider yourself of Hispanic, Latino or of Spanish origin?

YES1
NO.....2
DON'T KNOWDK
REFUSEDREF

76. What is your racial background?

SHOWCARD H

WHITE..... 1
BLACK/AFRICAN AMERICAN 2
ASIAN/PACIFIC ISLANDER..... 3
ALASKAN NATIVE/AMERICAN (NATIVE) INDIAN..... 4
OTHER (SPECIFY)_____ 5
REFUSED..... REF

77. What is the highest level of education you have completed?

SHOWCARD I

EIGHTH GRADE OR LESS 1
BEYOND EIGHTH GRADE BUT NOT
HIGH SCHOOL GRADUATION..... 2
GED3
HIGH SCHOOL GRADUATION..... 4
TRADE OR VOCATIONAL SCHOOL..... 5
ONE TO THREE YEARS OF COLLEGE..... 6
GRADUATED FOUR YEAR COLLEGE 7
SOME GRADUATE EDUCATION 8
GRADUATE DEGREE..... 9
POST GRADUATE EDUCATION 10
REFUSED..... REF

78. Are you currently married, widowed, divorced, separated, or have you never been married?

- MARRIED.....1
- WIDOWED2
- DIVORCED3
- SEPARATED.....4
- NEVER MARRIED5
- REFUSEDREF

79. How many children under the age of 18 are currently living in your household?

_____ NUMBER OF CHILDREN

80. What was your total household income for 2001, including income from all sources? Was it...

SHOWCARD J	\$0-3,999.....	1
	\$4,000-7,999.....	2
	\$8,000-15,999.....	3
	\$16,000-27,999.....	4
	\$28,000-35,999.....	5
	Over \$36,000.....	6
	DON'T KNOW.....	DK
	REFUSED.....	REF

Section 10: Locating Questions

NORC may wish to contact you again, to find out more about how the process went. For contacting purposes, we will need to ask for some personal identification information, including your Social Security Number. Providing this information is voluntary, you can decide not to provide it. NORC will use this information to locate you. NORC will not release any of your identifying information. NORC will only use this information to find you for the follow-up.

- 81.** May I please have your full name, address, and phone number in case my office wants to call and verify that I was here? ASK MAIDEN NAME ALSO, IF NOT GIVEN

NAME _____

ADDRESS _____

CITY/STATE/ZIP _____

TELEPHONE _____

**CORRECTION:
APARTMENT
NUMBER**

- 82.** May I please have your social security number?

			-			-			
--	--	--	---	--	--	---	--	--	--

- 83.** Do you have a driver's license or a State Identification Card?

YES1
 NO2 → **GO TO Q104**
 DON'T KNOWDK → **GO TO Q104**
 REFUSEDREF → **GO TO Q104**

CORRECTION: CHANGE Q104 TO Q86 FOR 2, DK, AND REF

- 84.** What is your license number or state identification number?

- 85.** What state issued your license/state identification? _____

- 86.** Thinking of all the people you know, either around here or elsewhere, who would be the one person you keep in touch with who would be most likely to know where you are? Can you give me their full name, address, and telephone number?

NAME _____

ADDRESS _____

CITY/STATE/ZIP _____

TELEPHONE _____

**CORRECTION: APARTMENT NUMBER:
RELATIONSHIP TO R:**

87. Besides the person you just told me about, thinking of all the people you know, either around here or elsewhere, who would be the one person you keep in touch with who would be most likely to know where you are? Can you give me their full name, address, and telephone number?

NAME _____

ADDRESS _____

CITY/STATE/ZIP _____

TELEPHONE _____

**CORRECTION: APARTMENT NUMBER:
RELATIONSHIP TO R:**

88. Is there anything else you want to tell me about the relocation process?

89. OTHER COMMENTS ON LOCATING RESIDENT

90. An Independent Monitor has been assigned to oversee the CHA Relocation effort. The monitor is Tom Sullivan from the Chicago law firm, Jenner and Block. The goal of the Independent Monitor is to evaluate the relocation effort to be sure that leaseholders are assisted and respected throughout the relocation process.

May we have your permission to give Mr. Sullivan your name so that he or a member of his staff can contact you about your relocation experiences? We also want to assure you that NORC will not link your name with the answers you gave us today in this questionnaire.

YES1
NO2

Thank you for your participation.