



Resident Relocation Survey Follow Up Questionnaire

Conducted by
A National Organization for Research
At the University of Chicago

N O R C

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

FI Name:	_____
FI ID#	_____
Interview Date	_____ / _____ / _____
Final Disposition Code	_____

Leaseholder Case ID#:	_____
Leaseholder Name:	_____
Current Address:	_____

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Section 1: Informed Consent

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

[TO THE LEASEHOLDER:]

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

In the fall of 2002 we asked you to be part of a survey about the Chicago Housing Authority's relocation project, in which people are being moved out of their homes while their buildings are repaired or replaced. The MacArthur Foundation and the CHA want to make sure that you are getting the help you need and that your rights as a leaseholder are respected.

We are asking 400 of the respondents we interviewed last year to take part in this follow-up survey. Your answers will help to improve the relocation process for the future. The survey will take about 45 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, we will ask you about your relocation experiences since we last interviewed you. We will also ask you about the housing unit and neighborhood you live in now and how the relocation has affected you and other household members. The survey also asks whether you have access to technology, such as the Internet, and about getting information about the relocation process. These questions are part of a study being conducted by Professor James Lewis of Roosevelt University, with funding from the CHA.

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 you.

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

Additional Contact Information

Cathy Haggerty
NORC
Resident Relocation Survey Project Director
312-759-4065

NORC Institutional Review Board
773-256-6302

Professor James Lewis
Roosevelt University
312-341-3531

Roosevelt University Institutional Review Board
Faculty Research Ethics Officer
312-341-3890

Section 2: Adult Roster

R.1 I'd like to ask you about everyone living in this household who is 18 years old or older. Starting with the oldest, please tell me the names or initials and ages of every adult over the age of 18 who lives here. Please be sure to include roomers, people who usually stay here but are away temporarily, on business trips, vacations, at school, temporarily in a hospital and such.

Row	Name or initials	Age
1		
2		
3		
4		
5		
6		
7		
8		

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Section 3: Screener Update on Leaseholder Status

1. Please look at Showcard A. Early last year, you completed a housing choice survey. Your permanent housing choice may have changed since that time, for example because you changed your mind, or you were not lease compliant, or the choice you made was not available. What is your current permanent housing choice? Is it ...

- A new or rehabilitated unit in CHA public housing?.....1
- A permanent housing choice or section 8 voucher
with no right to return?2
- An unsubsidized living situation?3
- DON'T KNOW-2
- REFUSED -1



2. Last year, you also went through a recertification process with your Property Manager. Your Property Manager is the person who maintains your building, collects the rent, and enforces the building rules. At that time, were you determined to be lease-compliant, non lease compliant but curable, or non lease compliant and incurable?

- LEASE COMPLIANT.....1 → GO TO Q3
- NON LEASE COMPLIANT, CURABLE2 → GO TO Q3
- NON LEASE COMPLIANT, INCURABLE.....3 → SKIP TO Q7
- DON'T KNOW -2 → GO TO Q3
- REFUSED -1 → GO TO Q3

3. When you first became a leaseholder, you were given certain rights from the CHA. Some of those rights have to do with what happens after you relocate. I want to ask you about the rights that you have. Do you ...

a. Have a right, a preference, or no right to return to a newly rehabilitated unit in public housing?

- HAVE A RIGHT1
- HAVE A PREFERENCE2
- HAVE NO RIGHT3
- DON'T KNOW-2
- REFUSED -1

b. Have a right to move permanently to a Section 8 apartment and not come back to the CHA?

- YES1
- NO2
- DON'T KNOW-2
- REFUSED -1

4. When did you first become a leaseholder with the CHA?
 _____ MONTH _____ DAY _____ YEAR

SKIP INSTRUCTIONS:
 IF R CHOSE SECTION 8, GO TO Q5
 IF R CHOSE PUBLIC HOUSING, SKIP TO Q6
 IF R CHOSE UNSUBSIDIZED, SKIP TO Q7

5. Please look at Showcard B. Where are you now in the process of finding an apartment? Are you ...

- Working on becoming lease compliant1
- Applying for a Section 8/Housing Choice voucher.....2
- Received Section 8/Housing Choice voucher
but not yet started looking for an apartment3
- Looking for an apartment, with or without the
help of the Relocation Counselor.....4
- Found an apartment but not yet moved5
- Moved to an apartment6

SHOWCARD B

SKIP TO Q7

6. Please look at Showcard C. Where are you now in the process of getting a new or rehabilitated public housing unit? Are you ...

- In a temporary or make-ready unit still waiting for a new or
rehabbed public housing unit to be ready.....1
- In another unit in your original building, waiting for your
unit to be rehabilitated.....2
- In a Section 8 unit waiting for a new or rehabilitated
public housing unit to be ready3
- In an unsubsidized living situation waiting for a
new or rehabilitated public housing unit to be ready.....4
- Already in a new or rehabilitated unit.....5

SHOWCARD C

7. I have recorded that your current address is [FILL ADDRESS]. Is this correct?

- YES1 → GO TO Q8
- NO2 → GO TO INTERVIEWER
REMARKS
- DON'T KNOW-2 → GO TO Q8
- REFUSED-1 → GO TO Q8

INTERVIEWER REMARKS – RECORD CURRENT ADDRESS:

8. How long have you lived at your current address?

_____ DAYS _____ WEEKS _____ MONTHS

9. Since the relocation process started, have you lived anywhere else in between the time you left your original CHA apartment and moved to the apartment you live in now?

- YES1 → GO TO Q10
- NO2 → SKIP TO Q11
- DON'T KNOW-2 → SKIP TO Q12
- REFUSED -1 → SKIP TO Q12

10. How many other places did you live?

_____ (NUMBER)

11. The 90-day notice is a legal notice from the CHA which gives you a date that you needed to move from your original CHA unit. Did you get your 90-day notice?

- YES1 → GO TO Q12
- NO2 → SKIP TO SKIP INSTRUCTIONS BEFORE Q13
- DON'T KNOW -2 → SKIP TO SKIP INSTRUCTIONS BEFORE Q13
- REFUSED -1 → SKIP TO SKIP INSTRUCTIONS BEFORE Q13

12. When did you get your 90-day notice?

- _____ MONTH
- _____ YEAR
- _____ DON'T KNOW
- _____ DON'T REMEMBER

**SKIP INSTRUCTIONS:
IF R HAS NOT MOVED FROM ORIGINAL CHA BUILDING, SKIP TO SKIP INSTRUCTIONS AFTER Q13
OTHERWISE, GO TO Q13**

13. When did you move out of your CHA building?

_____ MONTH _____ DAY _____ YEAR

**SKIP INSTRUCTIONS:
IF R IS IN ORIGINAL, PERMANENT, OR TEMPORARY PUBLIC HOUSING, SKIP TO SECTION 5 (Q40)
IF R IS IN TEMPORARY SECTION 8 WAITING FOR NEW OR REHABBED UNIT, GO TO SECTION 4 (Q14)
IF R CHOSE PERMANENT SECTION 8, GO TO SECTION 4 (Q14)
IF R CHOSE UNSUBSIDIZED, SKIP TO SECTION 8 (Q180)
IF R CHOSE CHA BUT IS LIVING IN UNSUBSIDIZED, SKIP TO SECTION 7 (Q110)
IF R IS NON LEASE COMPLIANT, INCURABLE, SKIP TO SECTION 8 (Q180)**

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Section 4 Finding an Apartment

Now I would like to ask you about the process of finding an apartment with a Section 8 voucher.

14. Did you get your Section 8 voucher?

- YES1 → SKIP TO Q16
- NO2 → GO TO Q15
- DON'T KNOW-2 → GO TO SECTION 5, Q40
- REFUSED-1 → SKIP TO Q16

15. Why not?

**SKIP INSTRUCTIONS:
SKIP TO SECTION 5, Q40**

16. The Relocation Counselor is the person who is supposed to help you find Section 8 housing and to help you prepare to move to a new community. After you got your Section 8 voucher, did the Relocation Counselor contact you first, or did you contact the Relocation Counselor first?

- COUNSELOR CONTACTED ME FIRST1 → GO TO Q17
- I CONTACTED COUNSELOR FIRST2 → SKIP TO Q18
- NO CONTACT MADE3 → SKIP TO SECTION 5, Q40
- DON'T KNOW4 → SKIP TO Q18
- REFUSED-1 → GO TO Q17

17. How soon after you got a Section 8 voucher did the Relocation Counselor contact you? [INTERVIEWER:PROMPT FOR BEST ESTIMATE IF R CAN'T GIVE ANSWER]

- ___ DAYS
- ___ WEEKS
- ___ MONTHS
- ___ DON'T KNOW
- ___ REFUSED

18. Did the Relocation Counselor help you look for an apartment?

- YES 1 → SKIP TO Q20
- NO 2 → GO TO Q19
- DON'T KNOW -2 → SKIP TO SECTION 5, Q40
- REFUSED -1 → GO TO Q20

19. Why didn't you get help from a Relocation Counselor?

**SKIP INSTRUCTIONS:
IF R DID NOT WORK WITH A RELOCATION COUNSELOR, GO TO SECTION 5, Q40 OTHERWISE, GO TO Q20**

20. How many apartments did the Relocation Counselor tell you about? (Including those that were on a list)

_____ NUMBER OF APARTMENTS

21. How many apartments did the Relocation Counselor take you to see?

_____ NUMBER OF ADDRESSES

IF R IS STILL LOOKING FOR AN APARTMENT GO TO Q22. IF R HAS FOUND OR MOVED, SKIP TO Q23

22. From Showcard D tell me the number next to the **main** reason you decided not to take any of the apartments that the Relocation Counselor told you about.

- BAD NEIGHBORHOOD 1
- LANDLORD WON'T ACCEPT CHILDREN 2
- TOO EXPENSIVE 3
- APARTMENT IN POOR CONDITION 4
- DID NOT LIKE THE APARTMENT 5
- OTHER (SPECIFY BELOW) 6



23. The Joint Interview Assessment is the interview where the Relocation Counselor and the Service Connector meet together with you to talk about where you wanted to live and what you could afford. Did you have a Joint Interview Assessment?

- YES 1
- NO 2
- DON'T KNOW -2
- REFUSED -1

24. “Opportunity Areas” are cities or neighborhoods that have residents with a mixture of income levels, races, and ethnicities. Did the Relocation Counselor talk to you about “opportunity areas” at the Joint Interview Assessment?

- YES 1
- NO 2
- DON'T KNOW -2
- REFUSED -1

25. Did the Relocation Counselor ask you what neighborhoods or cities you wanted to move to?

- YES 1 → GO TO Q26
- NO 2 → SKIP TO SKIP INSTRUCTIONS BEFORE Q27
- DON'T KNOW -2 → SKIP TO SKIP INSTRUCTIONS BEFORE Q27
- REFUSED -1 → SKIP TO SKIP INSTRUCTIONS BEFORE Q27

26. What neighborhoods or cities did you tell the Relocation Counselor you wanted to move to? [INTERVIEWER PROBE FOR NAME OF NEIGHBORHOOD, NAME OF CITY, OR INTERSECTION, SHOW MAP IF NECESSARY]

- DON'T KNOW -2
- REFUSED -1

**SKIP INSTRUCTIONS:
IF R FOUND AN APARTMENT OR MOVED, GO TO Q27
OTHERWISE, SKIP TO SKIP INSTRUCTIONS BEFORE Q30**

27. Now I want to know how you found the apartment that you chose. Did you find this apartment ...

- Through the Relocation Counselor, or 1 → SKIP TO Q29
- Without the help of the Relocation Counselor? 2 → GO TO Q28
- DON'T KNOW -2
- REFUSED -1

28. Please look at Showcard E. How did you find your new apartment? Was it ...

- Through a friend or family member,.....1
- Through the newspaper,2
- From a Social Service Agency referral,3
- Through the internet or BEHIVE, or4
- Some other way?(Please specify)5



- DON'T KNOW -2
- REFUSED -1

29. Has your Relocation Counselor contacted you, either in person or by telephone since your move?

- YES1
- NO2
- DON'T KNOW -2
- REFUSED -1

30. When did you start looking for an apartment?

- AFTER EVENT _____ OR
_____ DAYS/WEEKS/MONTHS AGO [CIRCLE ONE]
- DON'T KNOW -2
- REFUSED -1

**SKIP INSTRUCTIONS:
IF R MOVED, GO TO Q31
IF R FOUND BUT DID NOT MOVE, SKIP TO Q34**

31. Once you got your section 8 voucher how long did it take you to find the apartment that you chose?

- _____ DAYS/WEEKS/MONTHS [CIRCLE ONE]
- DON'T KNOW -2
- REFUSED -1

32. Is there anything you can think of that would have helped you to move faster?

IF R HAS FOUND AN APARTMENT OR MOVED, GO TO Q33. OTHERWISE, SKIP TO Q35

33. Please look at Showcard F and tell me the number next to the **main** reason that you decided to live in the place that you chose.

- RECOMMENDATION OF THE COUNSELING AGENCY.....1
- BETTER SCHOOLS FOR MY CHILDREN.....2
- FAMILY OR FRIENDS NEARBY3
- CONVENIENT LOCATION4
- TO BE NEAR MY JOB.....5
- TO GET A JOB6
- I LIKED THE APARTMENT7
- TO GET A BIGGER OR BETTER APARTMENT8
- THIS WAS THE ONLY UNIT AVAILABLE.....9
- AFFORDABLE RENT10
- TO HAVE BETTER TRANSPORTATION.....11
- TO GET AWAY FROM DRUGS AND GANGS.....12
- FELT COMFORTABLE IN COMMUNITY/NEIGHBORHOOD..13
- OTHER/SPECIFY _____14
- DON'T KNOW-2
- REFUSED-1



34. During your apartment search, did you find at least two apartments that you could have moved to, or did you move to the only place you could find?

- FOUND AT LEAST TWO APARTMENTS
- I COULD HAVE MOVED TO1
- MOVED TO THE FIRST PLACE I FOUND.....2
- DON'T KNOW-2
- REFUSED-1

35. While you (are/were) searching for an apartment, (do/did) you need help with ...

36. [IF YES:] Has the Relocation Counselor given you the help that you needed?

	YES	NO	DON'T KNOW	REF		YES	NO	DON'T KNOW	REF
a. Choosing an area to move to?	1	2	-2	-1		1	2	-2	-1
b. Finding addresses for available apartments?	1	2	-2	-1		1	2	-2	-1
c. Transportation to possible rental units?	1	2	-2	-1		1	2	-2	-1
d. Transferring children to new schools?	1	2	-2	-1		1	2	-2	-1
e. Finding child care?	1	2	-2	-1		1	2	-2	-1

37. 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 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 are/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	-2	-1
b. Finding a place that you like. Would you say that's a ...	1	2	3	-2	-1
c. Finding landlords that will accept Section 8 vouchers.	1	2	3	-2	-1
d. Not having access to transportation for apartment hunting.	1	2	3	-2	-1
e. Landlords who did not want to rent to you because you are coming from CHA public housing.	1	2	3	-2	-1
f. Anything else that was a problem for you in looking for an apartment? (Specify below)	1	2	3	-2	-1

_____	1	2	3	-2	-1

**SKIP INSTRUCTIONS:
IF FOUND AN APARTMENT OR MOVED, GO TO Q38
OTHERWISE, GO TO SKIP INSTRUCTIONS BEFORE Q40**

38. Did you ever feel that you were pressured to accept a unit that was not suited to your needs or liking?

- YES1 → GO TO Q39
- NO2 → SKIP TO SKIP INSTRUCTIONS BEFORE Q40
- DON'T KNOW -2 → SKIP TO SKIP INSTRUCTIONS BEFORE Q40
- REFUSED -1 → SKIP TO SKIP INSTRUCTIONS BEFORE Q40

39. Please look at Showcard G. Who pressured you? Was it ...

[CIRCLE ALL THAT APPLY]

- The Relocation Counselor1
- Your Property Manager.....2
- The Relocation Project Manager3
- The Service Connector, or4
- Someone else? (Specify below)5



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Section 5: Your Current Housing Unit and Neighborhood

The next questions are about the apartment and the neighborhood you live in now.

**SKIP INSTRUCTIONS:
IF R HAS NOT MOVED FROM ORIGINAL BUILDING, SKIP TO Q46**

40. Please look at Showcard H. How much did you know about your new neighborhood before you moved here? Would you say...

- A lot1
- Some2
- A little.....3
- Nothing4
- DON'T KNOW -2
- REFUSED -1

SHOWCARD H

41. Please look at Showcard H. Now I am going to ask you how much information you had about the new neighborhood when you were planning your relocation from your CHA apartment.

	A lot	Some	A little	None	DON'T KNOW	REFUSED
a. What about access to employment services? Would you say you had ...	1	2	3	4	-2	-1
b. [IF CHOSE SECTION 8] What about different places you might move to? Would you say you had ...	1	2	3	4	-2	-1
c. What about social services available in neighborhoods? Would you say you had ...	1	2	3	4	-2	-1
d. What about access to public transportation? Would you say you had...	1	2	3	4	-2	-1
e. What about child care services available in the new neighborhood? Would you say you had...	1	2	3	4	-2	-1

42. Please look at Showcard H. How much do you think you know now about the neighborhood you live in?

- A lot 1
- Some 2
- A little 3
- Nothing 4
- DON'T KNOW -2
- REFUSED -1



43. Please look at Showcard H. Now I am going to ask you about community services. By community services, we mean things like day care centers, counseling agencies, health clinics, job training centers or welfare offices. At the time that you moved, how much did you know about what community services were available in the community you were moving to? Would you say ...

- A lot, 1
- Some, 2
- A little, or 3
- None? 4
- DON'T KNOW -2
- REFUSED -1



44. Did you want to know more about the place you moved to?

- YES 1 → GO TO Q45
- NO 2 → SKIP TO Q46
- DON'T KNOW -2 → SKIP TO Q46
- REFUSED -1 → SKIP TO Q46

45. What did you want to know?

46. Please look at Showcard I. How clean was your unit when you moved in? Would you say your unit was

- Very clean 1
- Fairly clean 2
- Not very clean 3
- Not clean at all? 4
- DON'T KNOW -2
- REFUSED -1



47. Please look at Showcard J. In what condition was your unit when you moved in? Would you say your unit was in...

- Excellent condition,1
- Good condition,2
- Fair condition, or3
- Poor condition?4
- DON'T KNOW-2
- REFUSED-1



48. Please tell me if each of the following were available and working in your unit when you moved in.

	Available and working	Available but not working	Not available	DON'T KNOW	REFUSED
a. a cooking stove with an oven?	1	2	3	-2	-1
b. a refrigerator?	1	2	3	-2	-1
c. a kitchen sink?	1	2	3	-2	-1
d. adequate heat?	1	2	3	-2	-1
e. laundry facilities in your building or unit?	1	2	3	-2	-1

49. Overall, would you say this apartment is better, worse, or about the same as your last apartment?

- BETTER1
- WORSE.....2
- ABOUT THE SAME3
- DON'T KNOW-2
- REFUSED-1

**SKIP INSTRUCTIONS:
IF R HAS NOT MOVED FROM ORIGINAL BUILDING, SKIP TO Q55**

50. Is this neighborhood better, worse, or about the same as your last neighborhood?

- BETTER1
- WORSE.....2
- ABOUT THE SAME3
- DON'T KNOW-2
- REFUSED-1

51. Please look at Showcard K. How well does your new landlord or property manager maintain the building? Would you say the building is...

- Very well maintained, 1
- Well maintained 2
- Poorly maintained, or 3
- Very poorly maintained? 4
- DON'T KNOW -2
- REFUSED -1



52. Do you feel like your new landlord or property manager treats you the same as other tenants, or are you treated better, or worse than other tenants?

- THE SAME 1
- BETTER 2
- WORSE 3
- NO OTHER TENANTS 4
- DON'T KNOW -2
- REFUSED -1

**SKIP INSTRUCTIONS:
IF R CHOSE SECTION 8 AND MOVED, GO TO Q53
OTHERWISE, GO TO Q55**

53. From Showcard L, tell me the number next to the **main** thing you like best about living outside of public housing?

- CLOSER TO FAMILY AND FRIENDS 1
- CHILDREN CAN GO TO A BETTER SCHOOL 2
- BETTER CHILDCARE 3
- BETTER ACCESS TO JOBS 4
- GOOD TRANSPORTATION 5
- SAFER NEIGHBORHOOD 6
- BETTER ACCESS TO SOCIAL SERVICES 7
- SHOPPING 8
- NICER APARTMENT 9
- OTHER (SPECIFY) _____ 10



54. From Showcard M, tell me the numbers next to any problems you may have had living outside of public housing? [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 TRANSPORTATION5
- DISCRIMINATION6
- SAFETY/VIOLENCE IN NEW NEIGHBORHOOD7
- FINANCIAL HARDSHIPS8
- HEALTH OR PERSONAL PROBLEMS9
- NOT HAVING ACCESS TO SERVICES YOU NEED10
- NOT KNOWING AREA/UNFAMILIAR/UNEASE11
- USING YOUR LINK CARD12
- ACCESSING TANF OFFICE13
- LOSS OF RESOURCE FOR
EMERGENCY CASH ASSISTANCE14
- TOO FAR FROM OLD NEIGHBORHOOD15
- OTHER (SPECIFY) _____16
- NO PROBLEMS17
- DON'T KNOW-2
- REFUSED-1



Now I want to know how easy or hard it is for you and your household members to get where you need to go.

55. Do you or any members of your household have difficulty getting to work?

- YES1 → GO TO Q56
- NO2 → SKIP TO Q57
- DO NOT WORK3 → SKIP TO Q57
- DON'T KNOW-2 → SKIP TO Q57
- REFUSED-1 → SKIP TO Q57

56. Please look at Showcard N. What is the difficulty? Would you say ...

- It's too far away,1
- You don't have access to transportation,2
- Transportation is unreliable,3
- Transportation is too expensive, or4
- Something else (SPECIFY)?5



- DON'T KNOW-2
- REFUSED-1

57. Do you or any members of your household have difficulty getting to school?

- YES1 → GO TO Q58
- NO2 → SKIP TO Q59
- DO NOT GO TO SCHOOL3 → SKIP TO Q59
- DON'T KNOW-2 → SKIP TO Q59
- REFUSED-1 → SKIP TO Q59

58. Please look at Showcard N. What is the difficulty? Would you say ...

- It's too far away,1
- You don't have access to transportation,2
- Transportation is unreliable,3
- Transportation is too expensive, or4
- Something else (SPECIFY)?5



- DON'T KNOW-2
- REFUSED-1

59. Do you or any members of your household have difficulty getting to church or another place of worship?

- YES1 → GO TO Q60
- NO2 → SKIP TO Q61
- DON'T GO TO CHURCH3 → SKIP TO Q61
- DON'T KNOW-2 → SKIP TO Q61
- REFUSED-1 → SKIP TO Q61

60. Please look at Showcard N. What is the difficulty? Would you say ...

- It's too far away,1
- You don't have access to transportation,2
- Transportation is unreliable,3
- Transportation is too expensive, or4
- Something else (SPECIFY)?5



- DON'T KNOW-2
- REFUSED-1

61. Do you or any members of your household have difficulty getting to shopping centers?

- YES1 → GO TO Q62
- NO2 → SKIP TO Q63
- DON'T GO SHOPPING.....3 → SKIP TO Q63
- DON'T KNOW-2 → SKIP TO Q63
- REFUSED-1 → SKIP TO Q63

62. Please look at Showcard N. What is the difficulty? Would you say ...

- It's too far away,1
- You don't have access to transportation,2
- Transportation is unreliable,.....3
- Transportation is too expensive, or.....4
- Something else (SPECIFY)?5



-
-
-
- DON'T KNOW-2
 - REFUSED-1

63. Do you or any members of your household have difficulty getting to your friends' or relatives' homes?

- YES1 → GO TO Q64
- NO2 → SKIP TO Q65
- DON'T VISIT FRIENDS AND RELATIVES3 → SKIP TO Q65
- DON'T KNOW-2 → SKIP TO Q65
- REFUSED-1 → SKIP TO Q65

64. Please look at Showcard N. What is the difficulty? Would you say ...

- It's too far away,1
- You don't have access to transportation,2
- Transportation is unreliable,.....3
- Transportation is too expensive, or.....4
- Something else (SPECIFY)?5



-
-
-
- DON'T KNOW-2
 - REFUSED-1

65. Please tell me any other places that you have difficulty getting to. (SPECIFY)

- NONE 1 → SKIP TO SKIP INSTRUCTIONS BEFORE Q67
- DON'T KNOW -2 → SKIP TO SKIP INSTRUCTIONS BEFORE Q67
- REFUSED -1 → SKIP TO SKIP INSTRUCTIONS BEFORE Q67

66. Please look at Showcard N. What is the difficulty? Would you say ...

- It's too far away, 1
- You don't have access to transportation, 2
- Transportation is unreliable, 3
- Transportation is too expensive, or 4
- Something else (SPECIFY)? 5
- DON'T KNOW -2
- REFUSED -1



**SKIP INSTRUCTIONS:
IF R HAS NOT MOVED FROM ORIGINAL CHA UNIT, SKIP TO SECTION 6 (Q75)**

67. Please look at Showcard O. In your new neighborhood, how satisfied are you with [FILL]?
Would you say ...

	SHOWCARD O	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DON'T KNOW	REFUSE D
a. Neighborhood safety		5	4	3	2	1	-2	-1
b. Neighborhood cleanliness		5	4	3	2	1	-2	-1
c. Police protection		5	4	3	2	1	-2	-1
d. Friendliness of neighbors		5	4	3	2	1	-2	-1
e. Convenience to shopping		5	4	3	2	1	-2	-1
f. Access to public transportation		5	4	3	2	1	-2	-1
g. Access to your job or employment services		5	4	3	2	1	-2	-1
h. Convenience to church or other place of worship		5	4	3	2	1	-2	-1
i. Quality of your home		5	4	3	2	1	-2	-1
j. Amount of space in your home		5	4	3	2	1	-2	-1
k. How near you live to family and friends.		5	4	3	2	1	-2	-1

**SKIP INSTRUCTIONS:
IF IN PERMANENT SECTION 8 WITH NO RIGHT TO RETURN, OR IF ALREADY IN PERMANENT CHA UNIT
SKIP TO SECTION 6,Q75
OTHERWISE, GO TO Q68**

68. I'm going to read you some statements about your right or preference to return to public housing. Please tell me if you think each statement is true or false. You could lose your right or preference to return if...

	True	False	Don't Know
a. You are late in paying your rent. Is that ...	1	2	-2
b. If you are late in paying your utility bills. Is that...	1	2	-2
c. If your landlord does not maintain your apartment building well.	1	2	-2
d. If your friends or relatives stay with you for the afternoon in your CHA unit when they come to visit.	1	2	-2
e. If one of the members of your household is a gang member.	1	2	-2

Next I am going to read some situations that might occur. I want you to imagine each situation and answer a question about it. Here is the first one.

69. Mary lives in a temporary CHA unit. She works hard to follow the rules of her CHA lease. However, her son John, who is not on her lease, is staying with her because he is not employed and has no other place to live. John is not a gang member and has not been in prison. Can Mary lose her right to return to a newly rehabilitated unit because John is staying with her?

- YES1
- NO2
- DON'T KNOW-2
- REFUSED-1

Now listen to this situation.

70. The Smith family chooses to rent an apartment using a Section 8 voucher. They would like to return to public housing when a new unit is ready for them. Before they moved into their Section 8 apartment, the family had trouble paying their utility bills but they have now caught up and paid all the past due bills since living in their current apartment. Can the Smith family lose their right to return because they were behind in paying their bills before they moved?

- YES1
- NO2
- DON'T KNOW-2
- REFUSED-1

Here is another situation.

71. The Davis family has been offered only one unit so far in a new CHA development. They have decided to reject this unit because they did not like the location. How many more units can they turn down before they lose their right to return to a newly rehabilitated unit?

_____ NUMBER

Here is the final situation.

72. Tanya is a CHA leaseholder living with her sister and niece in a Section 8 apartment. She has the right to return to public housing but has decided she does not want to go back to CHA. Can Tanya's sister become the CHA leaseholder and take over the right to return from Tanya?

YES1
NO2
DON'T KNOW-2
REFUSED-1

73. Do you ever worry that you might not be able to return to a new or rehabilitated unit in public housing?

YES1 → GO TO Q74
NO2 → SKIP TO Q75
DON'T KNOW-2 → SKIP TO Q75
REFUSED-1 → SKIP TO Q75

74. What are your concerns?

NO UNIT WILL BE AVAILABLE.....1
MAY NOT BE ABLE TO MAINTAIN LEASE COMPLIANCE.....2
OTHER/SPECIFY3

Section 6: Children in the Household

75. I'd like to find out a little more about the members of your household. First of all, are there any children under the age of 18 currently in your household?

- YES1 → GO TO R.2
 NO2 → SKIP TO SECTION 7 (Q110)
 DON'T KNOW-2 → SKIP TO SECTION 7 (Q110)
 REFUSED-1 → SKIP TO SECTION 7 (Q110)

R.2 I'd like to ask you the first names or initials of everyone living in your household who is under age 18, starting with the oldest person under age 18. Please be sure to include roomers, children who usually live here but are away temporarily – on vacation, at school, temporarily in a hospital, and so on. Please be sure to include babies or small children. I'd also like to remind you that your responses are confidential, and no names or identifying information will be shared with anyone, including the CHA. Let's start with the oldest child ...

Row	Name or initials	Age
1		
2		
3		
4		
5		
6		
7		
8		

KISH: I would like to ask some questions about one child in your household. To do that, I will scientifically select that child by using a list of random numbers to tell me about whom to ask questions. I am not permitted to substitute someone else.

KISH SAMPLING TABLE				
IF 2 PEOPLE LISTED ON ROSTER, CHOOSE PERSON ON LINE	IF 3 PEOPLE LISTED ON ROSTER, CHOOSE PERSON ON LINE	IF 4 PEOPLE LISTED ON ROSTER, CHOOSE PERSON ON LINE	IF 5 PEOPLE LISTED ON ROSTER, CHOOSE PERSON ON LINE	IF 6 OR MORE PEOPLE LISTED ON ROSTER, CHOOSE PERSON ON LINE
<i>Affix Case KISH Label Here</i>				

K. 1 The child that has been selected is

76. During the past school year, was CHILD in school?

- YES1 → GO TO Q77
- NO2 → SKIP TO Q95
- DON'T KNOW-2 → SKIP TO Q95
- REFUSED-1 → GO TO Q95

77. In what school is CHILD currently enrolled?

- NAME OF SCHOOL _____
- DON'T KNOW-2
- REFUSED-1

78. Is SCHOOL a public or private school?

- PUBLIC SCHOOL (K-12).....1
- PRIVATE SCHOOL (K-12)2
- DON'T KNOW-2
- REFUSED-1

79. What grade is he/she in?

- PRE-SCHOOL1
- KINDERGARTEN.....2
- 1ST THROUGH 8TH GRADE3
- 9TH GRADE/FRESHMAN4
- 10TH GRADE/SOPHOMORE5
- 11TH GRADE/ JUNIOR6
- 12TH GRADE/SENIOR7
- COLLEGE STUDENT8
- DON'T KNOW -2
- REFUSED -1

80. How long has CHILD been at [FILL FROM Q77] [CODE ONLY ONE]?

- ____ DAYS ____ WEEKS ____ MONTHS ____ YEARS
- DON'T KNOW -2
 - REFUSED -1

81. When was the approximate date that CHILD enrolled at his/her new school? By enroll, we mean the date that the parent or guardian went to the school to fill out paperwork. [CODE ALL FIELDS]

- ____ MONTH ____ DAY ____ YEAR
- DON'T KNOW -2
 - REFUSED -1

82. About how far is it from where you live now to SCHOOL? Is it...

- Less than 1 mile,1
- Less than 2 miles, or2
- 2 miles or more from your home?3
- DON'T KNOW -2
- REFUSED -1

83. Did CHILD transfer to a different school because of your relocation?

- YES1 → GO TO Q84
- NO2 → SKIP TO Q91
- DON'T KNOW -2 → GO TO Q85
- REFUSED -1 → GO TO Q85

84. Please look at Showcard P and tell me the number next to the main reason CHILD transferred to a different school.

- CLOSER TO NEW HOUSE1
- BETTER EDUCATION.....2
- NO TRANSPORTATION TO OLD SCHOOL.....3
- CHILD REQUESTED TO CHANGE SCHOOL4
- CHILD OR PARENT LIKED NEW SCHOOL BETTER.....5
- OTHER/SPECIFY _____.....6
- DON'T KNOW -2
- REFUSED -1



85. What was the name of the school CHILD attended before you relocated?

- NAME OF SCHOOL _____.....1
- DID NOT ATTEND SCHOOL.....2
- DON'T KNOW -2
- REFUSED -1

86. Is [FILL SCHOOL FROM Q85] a public or private school?

- PUBLIC SCHOOL (K-12).....1
- PRIVATE SCHOOL (K-12)2
- DON'T KNOW -2
- REFUSED -1

87. When CHILD attended SCHOOL, how far away from the school did CHILD live?

- Less than 1 mile,1
- Less than 2 miles, or2
- 2 miles or more from your home?3
- DON'T KNOW -2
- REFUSED -1

88. Compared to PREVIOUS SCHOOL [FILL FROM Q85], how satisfied are you with CURRENT SCHOOL [FILL FROM Q77]? Are you...

- More satisfied with CURRENT SCHOOL,1
- Less satisfied with CURRENT SCHOOL, or2
- About as satisfied with CURRENT SCHOOL
as with PREVIOUS SCHOOL?3
- DON'T KNOW -2
- REFUSED -1

89. Were there any problems enrolling CHILD in CURRENT SCHOOL [FILL FROM Q77]?

- YES1 → GO TO Q90
- NO.....2 → SKIP TO Q91
- DON'T KNOW -2 → SKIP TO Q91
- REFUSED -1 → SKIP TO Q91

90. Please explain what problems you had.

91. Did CHILD miss any days of school because of your relocation?

- YES1 → GO TO Q92
 NO2 → SKIP TO Q93
 DON'T KNOW-2 → SKIP TO Q93
 REFUSED-1 → SKIP TO Q93

92. How many days did CHILD miss?

- _____ (NUMBER)
 DON'T KNOW-2
 REFUSED-1

93. Before you were relocated did CHILD ever stop attending school for a period of 10 or more days in a row even if HE/SHE wasn't sick or on vacation?

- YES1
 NO2
 DON'T KNOW-2
 REFUSED-1

94. During the past year, have you or anyone in your household...

	YES	NO	DON'T KNOW	REFUSED
a. Visited CHILD's school for report card pick-up?	1	2	-2	-1
b. Attended a Local School Council or School Board meeting?	1	2	-2	-1
c. Attended an activity at CHILD'S school with CHILD?	1	2	-2	-1

95. Does CHILD require child care?

- YES1 → GO TO Q96
 NO2 → SKIP TO Q102
 DON'T KNOW-2 → SKIP TO Q102
 REFUSED-1 → SKIP TO Q102

96. Are you looking for child care for CHILD?

- YES1 → SKIP TO Q100
- NO2 → GO TO Q97
- DON'T KNOW-2 → GO TO Q97
- REFUSED-1 → GO TO Q97

97. Do you have child care arrangements for CHILD?

- YES1 → GO TO Q98
- NO2 → SKIP TO Q102
- DON'T KNOW-2 → SKIP TO Q102
- REFUSED-1 → SKIP TO Q102

98. Are you satisfied with your child care arrangements?

- YES1 → SKIP TO Q102
- NO2 → GO TO Q99
- DON'T KNOW-2 → SKIP TO Q102
- REFUSED-1 → SKIP TO Q102

99. Why not?

100. Are you having any difficulties finding child care for CHILD?

- YES1 → GO TO Q101
- NO2 → SKIP TO Q102
- DON'T KNOW-2 → SKIP TO Q102
- REFUSED-1 → SKIP TO Q102

101. What difficulties are you having?

102. Has CHILD met new friends in his/her new neighborhood?

- YES1
- NO2
- CHILD TOO YOUNG3
- DON'T KNOW-2
- REFUSED-1

103. Please look at this list of school activities on Showcard Q and tell me the numbers next to the activities that CHILD participates in now? CODE ALL THAT APPLY

- SPORTS 1
- AFTERSCHOOL PROGRAMS 2
- SCOUTS 3
- ART/MUSIC/DANCE/DRAMA PROGRAMS..... 4
- TUTORING 5
- MENTORING 6
- NONE 7
- CHILD TOO YOUNG 8
- OTHER/SPECIFY 9



104. Has CHILD had positive experiences as a result of your relocation? For example, better grades in school, fewer problems with gangs or drugs, more opportunities for youth programs, or anything else?

- YES 1 → GO TO Q105
- NO 2 → SKIP TO Q106
- DON'T KNOW -2 → SKIP TO Q106
- REFUSED -1 → SKIP TO Q106

105. What positive experiences has CHILD had?

106. Has CHILD had difficulties as a result of your relocation? For example, problems at school, difficulty meeting new people or finding new activities to take part in?

- YES 1 → GO TO Q107
- NO 2 → SKIP TO SKIP INSTRUCTIONS BEFORE Q108
- DON'T KNOW -2 → SKIP TO SKIP INSTRUCTIONS BEFORE Q108
- REFUSED -1 → SKIP TO SKIP INSTRUCTIONS BEFORE Q108

107. What difficulties has CHILD had?

**IF CHILD IS IN SCHOOL, GO TO Q108
OTHERWISE, SKIP TO SECTION 7, Q110**

108. Before you moved here, did you feel like you had enough information or not enough information about the schools CHILD might go to?

- ENOUGH INFORMATION1 → SKIP TO Q110
- NOT ENOUGH INFORMATION2 → GO TO Q109
- DON'T KNOW-2 → SKIP TO Q110
- REFUSED-1 → SKIP TO Q110

109. What further information did you want?

Section 7: Support Services

The next section asks questions about social services you may need.

- 110.** At the time of your move, did you or anyone in your household need help with finding a job?
- | | | |
|------------------|----|----------------|
| YES | 1 | → GO TO Q111 |
| NO | 2 | → SKIP TO Q113 |
| DON'T KNOW | -2 | → SKIP TO Q113 |
| REFUSED | -1 | → SKIP TO Q113 |

- 111.** Did you get the help that you needed?
- | | | |
|------------------|----|----------------|
| YES | 1 | → GO TO Q112 |
| NO | 2 | → SKIP TO Q113 |
| DON'T KNOW | -2 | → SKIP TO Q113 |
| REFUSED | -1 | → SKIP TO Q113 |

- 112.** Please look at Showcard R card and tell me the numbers next to the all of the people or places that helped you?
- | | | |
|--|---|--|
| RELOCATION COUNSELOR..... | 1 | |
| SERVICE CONNECTOR | 2 | |
| OUTSIDE SERVICE PROVIDER | 3 | |
| CHURCH OR OTHER PLACE OF WORSHIP | 4 | |
| SOMEWHERE ELSE/SPECIFY | 5 | |
- SHOWCARD R
- _____
- _____
- _____

- 113.** At the time of your move, did you or anyone in your household need help with job training?
- | | | |
|------------------|----|----------------|
| YES | 1 | → GO TO Q114 |
| NO | 2 | → SKIP TO Q116 |
| DON'T KNOW | -2 | → SKIP TO Q116 |
| REFUSED | -1 | → SKIP TO Q116 |

- 114.** Did you get the help that you needed?
- | | | |
|------------------|----|----------------|
| YES | 1 | → GO TO Q115 |
| NO | 2 | → SKIP TO Q116 |
| DON'T KNOW | -2 | → SKIP TO Q116 |
| REFUSED | -1 | → SKIP TO Q116 |

115. From Showcard R tell me the numbers next to the all of the people or places that helped you?

- RELOCATION COUNSELOR.....1
- SERVICE CONNECTOR2
- OUTSIDE SERVICE PROVIDER3
- CHURCH OR OTHER PLACE OF WORSHIP4
- SOMEWHERE ELSE/SPECIFY5



116. At the time of your move, did you or anyone in your household need help with filling out job applications?

- YES1 → GO TO Q117
- NO2 → SKIP TO Q119
- DON'T KNOW-2 → SKIP TO Q119
- REFUSED-1 → SKIP TO Q119

117. Did you get the help that you needed?

- YES1 → GO TO Q118
- NO2 → SKIP TO Q119
- DON'T KNOW-2 → SKIP TO Q119
- REFUSED-1 → SKIP TO Q119

118. From Showcard R tell me the numbers next to all of the people or places that helped you?

- RELOCATION COUNSELOR.....1
- SERVICE CONNECTOR2
- OUTSIDE SERVICE PROVIDER3
- CHURCH OR OTHER PLACE OF WORSHIP4
- SOMEWHERE ELSE/SPECIFY5



119. At the time of your move, did you or anyone in your household need help with getting a GED?

- YES1 → GO TO Q120
- NO2 → SKIP TO Q122
- DON'T KNOW-2 → SKIP TO Q122
- REFUSED-1 → SKIP TO Q122

120. Did you get the help that you needed?

- YES 1 → GO TO Q121
- NO 2 → SKIP TO Q122
- DON'T KNOW -2 → SKIP TO Q122
- REFUSED -1 → SKIP TO Q122

121. From Showcard R tell me the numbers next to all of the people or places that helped you?

- RELOCATION COUNSELOR 1
- SERVICE CONNECTOR 2
- OUTSIDE SERVICE PROVIDER 3
- CHURCH OR OTHER PLACE OF WORSHIP 4
- SOMEWHERE ELSE/SPECIFY 5



122. At the time of your move, did you or anyone in your household need help with learning to read?

- YES 1 → GO TO Q123
- NO 2 → SKIP TO Q125
- DON'T KNOW -2 → SKIP TO Q125
- REFUSED -1 → SKIP TO Q125

123. Did you get the help that you needed?

- YES 1 → GO TO Q124
- NO 2 → SKIP TO Q125
- DON'T KNOW -2 → SKIP TO Q125
- REFUSED -1 → SKIP TO Q125

124. From Showcard R tell me the numbers next to all of the people or places that helped you?

- RELOCATION COUNSELOR 1
- SERVICE CONNECTOR 2
- OUTSIDE SERVICE PROVIDER 3
- CHURCH OR OTHER PLACE OF WORSHIP 4
- SOMEWHERE ELSE/SPECIFY 5



125. At the time of your move, did you or anyone in your household need help with college counseling and financial aid referrals?

- YES1 → GO TO Q126
- NO2 → SKIP TO Q128
- DON'T KNOW-2 → SKIP TO Q128
- REFUSED-1 → SKIP TO Q128

126. Did you get the help that you needed?

- YES1 → GO TO Q127
- NO2 → SKIP TO Q128
- DON'T KNOW-2 → SKIP TO Q128
- REFUSED-1 → SKIP TO Q128

127. From Showcard R tell me the numbers next to all of the people or places that helped you?

- RELOCATION COUNSELOR.....1
- SERVICE CONNECTOR2
- OUTSIDE SERVICE PROVIDER3
- CHURCH OR OTHER PLACE OF WORSHIP4
- SOMEWHERE ELSE/SPECIFY5



128. At the time of your move, did you or anyone in your household need help with computer training?

- YES1 → GO TO Q129
- NO2 → SKIP TO Q131
- DON'T KNOW-2 → SKIP TO Q131
- REFUSED-1 → SKIP TO Q131

129. Did you get the help that you needed?

- YES1 → GO TO Q130
- NO2 → SKIP TO Q131
- DON'T KNOW-2 → SKIP TO Q131
- REFUSED-1 → SKIP TO Q131

130. From Showcard R tell me the numbers next to all of the people or places that helped you?

- RELOCATION COUNSELOR.....1
- SERVICE CONNECTOR.....2
- OUTSIDE SERVICE PROVIDER.....3
- CHURCH OR OTHER PLACE OF WORSHIP.....4
- SOMEWHERE ELSE/SPECIFY _.....5



131. At the time of your move, did you or anyone in your household need help with managing your money?

- YES.....1 → GO TO Q132
- NO.....2 → SKIP TO Q134
- DON'T KNOW.....-2 → SKIP TO Q134
- REFUSED.....-1 → SKIP TO Q134

132. Did you get the help that you needed?

- YES.....1 → GO TO Q133
- NO.....2 → SKIP TO Q134
- DON'T KNOW.....-2 → SKIP TO Q134
- REFUSED.....-1 → SKIP TO Q134

133. From Showcard R tell me the numbers next to all of the people or places that helped you?

- RELOCATION COUNSELOR.....1
- SERVICE CONNECTOR.....2
- OUTSIDE SERVICE PROVIDER.....3
- CHURCH OR OTHER PLACE OF WORSHIP.....4
- SOMEWHERE ELSE/SPECIFY.....5



134. At the time of your move, did you or anyone in your household need help with household management, such as keeping your unit clean and getting along with neighbors?

- YES.....1 → GO TO Q135
- NO.....2 → SKIP TO Q137
- DON'T KNOW.....-2 → SKIP TO Q137
- REFUSED.....-1 → SKIP TO Q137

135. Did you get the help that you needed?

- YES 1 → GO TO Q136
- NO 2 → SKIP TO Q137
- DON'T KNOW -2 → SKIP TO Q137
- REFUSED -1 → SKIP TO Q137

136. From Showcard R tell me the numbers next to all of the people or places that helped you?

- RELOCATION COUNSELOR 1
- SERVICE CONNECTOR 2
- OUTSIDE SERVICE PROVIDER 3
- CHURCH OR OTHER PLACE OF WORSHIP 4
- SOMEWHERE ELSE/SPECIFY 5



137. At the time of your move, did you or anyone in your household need help with finding child care?

- YES 1 → GO TO Q138
- NO 2 → SKIP TO Q140
- DON'T KNOW -2 → SKIP TO Q140
- REFUSED -1 → SKIP TO Q140

138. Did you get the help that you needed?

- YES 1 → GO TO Q139
- NO 2 → SKIP TO Q140
- DON'T KNOW -2 → SKIP TO Q140
- REFUSED -1 → SKIP TO Q140

139. From Showcard R tell me the numbers next to all of the people or places that helped you?

- RELOCATION COUNSELOR 1
- SERVICE CONNECTOR 2
- OUTSIDE SERVICE PROVIDER 3
- CHURCH OR OTHER PLACE OF WORSHIP 4
- SOMEWHERE ELSE/SPECIFY 5



140. At the time of your move, did you or anyone in your household need help with parenting education?

- YES 1 → GO TO Q141
- NO 2 → SKIP TO Q143
- DON'T KNOW -2 → SKIP TO Q143
- REFUSED -1 → SKIP TO Q143

141. Did you get the help that you needed?

- YES 1 → GO TO Q142
- NO 2 → SKIP TO Q143
- DON'T KNOW -2 → SKIP TO Q143
- REFUSED -1 → SKIP TO Q143

142. From Showcard R tell me the numbers next to all of the people or places that helped you?

- RELOCATION COUNSELOR..... 1
- SERVICE CONNECTOR 2
- OUTSIDE SERVICE PROVIDER 3
- CHURCH OR OTHER PLACE OF WORSHIP 4
- SOMEWHERE ELSE/SPECIFY 5



143. At the time of your move, did you or anyone in your household need help finding any kinds of sports, tutoring, or other activities for your children?

- YES 1 → GO TO Q144
- NO 2 → SKIP TO Q146
- DON'T KNOW -2 → SKIP TO Q146
- REFUSED -1 → SKIP TO Q146

144. Did you get the help that you needed?

- YES 1 → GO TO Q145
- NO 2 → SKIP TO Q146
- DON'T KNOW -2 → SKIP TO Q146
- REFUSED -1 → SKIP TO Q146

145. From Showcard R tell me the numbers next to all of the people or places that helped you?

- RELOCATION COUNSELOR.....1
- SERVICE CONNECTOR.....2
- OUTSIDE SERVICE PROVIDER.....3
- CHURCH OR OTHER PLACE OF WORSHIP.....4
- SOMEWHERE ELSE/SPECIFY.....5



146. At the time of your move, did you or anyone in your household need legal assistance?

- YES.....1 → GO TO Q147
- NO.....2 → SKIP TO Q149
- DON'T KNOW.....-2 → SKIP TO Q149
- REFUSED.....-1 → SKIP TO Q149

147. Did you get the help that you needed?

- YES.....1 → GO TO Q148
- NO.....2 → SKIP TO Q149
- DON'T KNOW.....-2 → SKIP TO Q149
- REFUSED.....-1 → SKIP TO Q149

148. From Showcard R tell me the numbers next to all of the people or places that helped you?

- RELOCATION COUNSELOR.....1
- SERVICE CONNECTOR.....2
- OUTSIDE SERVICE PROVIDER.....3
- CHURCH OR OTHER PLACE OF WORSHIP.....4
- SOMEWHERE ELSE/SPECIFY.....5



149. At the time of your move, did you or anyone in your household need help with physical health problems or finding a doctor?

- YES.....1 → GO TO Q150
- NO.....2 → SKIP TO Q152
- DON'T KNOW.....-2 → SKIP TO Q152
- REFUSED.....-1 → SKIP TO Q152

150. Did you get the help that you needed?

- YES1 → GO TO Q151
- NO2 → SKIP TO Q152
- DON'T KNOW-2 → SKIP TO Q152
- REFUSED-1 → SKIP TO Q152

151. From Showcard R tell me the numbers next to all of the people or places that helped you?

- RELOCATION COUNSELOR.....1
- SERVICE CONNECTOR2
- OUTSIDE SERVICE PROVIDER3
- CHURCH OR OTHER PLACE OF WORSHIP4
- SOMEWHERE ELSE/SPECIFY5



152. At the time of your move, did you or anyone in your household need help with mental health problems like depression, anxiety or stress?

- YES1 → GO TO Q153
- NO2 → SKIP TO Q155
- DON'T KNOW-2 → SKIP TO Q155
- REFUSED-1 → SKIP TO Q155

153. Did you get the help that you needed?

- YES1 → GO TO Q154
- NO2 → SKIP TO Q155
- DON'T KNOW-2 → SKIP TO Q155
- REFUSED-1 → SKIP TO Q155

154. From Showcard R tell me the numbers next to all of the people or places that helped you?

- RELOCATION COUNSELOR.....1
- SERVICE CONNECTOR2
- OUTSIDE SERVICE PROVIDER3
- CHURCH OR OTHER PLACE OF WORSHIP4
- SOMEWHERE ELSE/SPECIFY5



155. At the time of your move, did you or anyone in your household need help with rebuilding your credit history?

- YES 1 → GO TO Q156
- NO 2 → SKIP TO Q158
- DON'T KNOW -2 → SKIP TO Q158
- REFUSED -1 → SKIP TO Q158

156. Did you get the help that you needed?

- YES 1 → GO TO Q157
- NO 2 → SKIP TO Q158
- DON'T KNOW -2 → SKIP TO Q158
- REFUSED -1 → SKIP TO Q158

157. From Showcard R tell me the numbers next to all of the people or places that helped you?

- RELOCATION COUNSELOR..... 1
- SERVICE CONNECTOR 2
- OUTSIDE SERVICE PROVIDER 3
- CHURCH OR OTHER PLACE OF WORSHIP 4
- SOMEWHERE ELSE/SPECIFY 5



158. At the time of your move, did you or anyone in your household need help with drug or alcohol problems?

- YES 1 → GO TO Q159
- NO 2 → SKIP TO Q161
- DON'T KNOW -2 → SKIP TO Q161
- REFUSED -1 → SKIP TO Q161

159. Did you get the help that you needed?

- YES 1 → GO TO Q160
- NO 2 → SKIP TO Q161
- DON'T KNOW -2 → SKIP TO Q161
- REFUSED -1 → SKIP TO Q161

160. From Showcard R tell me the numbers next to all of the people or places that helped you?

- RELOCATION COUNSELOR.....1
- SERVICE CONNECTOR.....2
- OUTSIDE SERVICE PROVIDER.....3
- CHURCH OR OTHER PLACE OF WORSHIP.....4
- SOMEWHERE ELSE/SPECIFY.....5



161. At the time of your move, did you or anyone in your household need help with domestic violence problems?

- YES.....1 → GO TO Q162
- NO.....2 → SKIP TO Q164
- DON'T KNOW.....-2 → SKIP TO Q164
- REFUSED.....-1 → SKIP TO Q164

162. Did you get the help that you needed?

- YES.....1 → GO TO Q163
- NO.....2 → SKIP TO Q164
- DON'T KNOW.....-2 → SKIP TO Q164
- REFUSED.....-1 → SKIP TO Q164

163. From Showcard R tell me the numbers next to all of the people or places that helped you?

- RELOCATION COUNSELOR.....1
- SERVICE CONNECTOR.....2
- OUTSIDE SERVICE PROVIDER.....3
- CHURCH OR OTHER PLACE OF WORSHIP.....4
- SOMEWHERE ELSE/SPECIFY.....5



164. At the time of your move, did you or anyone in your household need help with paying the bills?

- YES.....1 → GO TO Q165
- NO.....2 → SKIP TO Q167
- DON'T KNOW.....-2 → SKIP TO Q167
- REFUSED.....-1 → SKIP TO Q167

165. Did you get the help that you needed?

- YES1 → GO TO Q166
- NO2 → SKIP TO Q167
- DON'T KNOW-2 → SKIP TO Q167
- REFUSED-1 → SKIP TO Q167

166. From Showcard R tell me the numbers next to all of the people or places that helped you?

- RELOCATION COUNSELOR.....1
 - SERVICE CONNECTOR2
 - OUTSIDE SERVICE PROVIDER3
 - CHURCH OR OTHER PLACE OF WORSHIP4
 - SOMEWHERE ELSE/SPECIFY5
-
-
-

167. At the time of your move, did you or anyone in your household need help with anything else that I didn't mention?

- YES1 → GO TO Q168
- NO2 → SKIP TO SKIP INSTRUCTIONS BEFORE Q171
- DON'T KNOW-2 → SKIP TO SKIP INSTRUCTIONS BEFORE Q171
- REFUSED-1 → SKIP TO SKIP INSTRUCTIONS BEFORE Q171

168. What did you need help with?

169. Did you get the help that you needed?

- YES1 → GO TO Q170
- NO2 → SKIP TO SKIP INSTRUCTIONS BEFORE Q171
- DON'T KNOW-2 → SKIP TO SKIP INSTRUCTIONS BEFORE Q171
- REFUSED-1 → SKIP TO SKIP INSTRUCTIONS BEFORE Q171

170. From Showcard R tell me the numbers next to all of the people or places that helped you?

- RELOCATION COUNSELOR.....1
- SERVICE CONNECTOR.....2
- OUTSIDE SERVICE PROVIDER.....3
- CHURCH OR OTHER PLACE OF WORSHIP.....4
- SOMEWHERE ELSE/SPECIFY.....5

Now I would like to ask you about other people you may have worked with during your relocation.

SKIP INSTRUCTIONS:
IF R CHOSE SECTION 8, SKIP TO Q172
IF R CHOSE CHA OR UNSUBSIDIZED HOUSING, GO TO Q171

The Service Connector is the person who is assigned to help you with a personal or family problem or to help you become lease compliant. Also, the Service Connector is supposed to conduct an interview with leaseholders about where they want to live and what they can afford.

171. Did the Service Connector contact you either by phone or in person before you moved out of your original unit?

- YES.....1
- NO.....2
- DON'T KNOW.....-2
- REFUSED.....-1

172. Did the Service Connector contact you after you moved into your new apartment?

- YES.....1
- NO.....2
- DON'T KNOW.....-2
- REFUSED.....-1

The Relocation Project Manager is the CHA employee who is responsible for helping you with all parts of your move. For example, the Relocation Project Manager is supposed to conduct a personal interview with you, organize a Relocation Planning Fair in your development, and organize regular meetings at your development to bring you up to date about the relocation process.

173. Did the Relocation Project Manager conduct a personal interview with you?

- YES 1
- NO 2
- DON'T KNOW -2
- REFUSED -1

174. Did the Relocation Project Manager organize a Relocation Planning Fair in your development?

- YES 1
- NO 2
- DON'T KNOW -2
- REFUSED -1

175. Did the Relocation Project Manager organize either monthly or weekly meetings at your development to bring you up to date about the relocation process?

- YES 1
- NO 2
- DON'T KNOW -2
- REFUSED -1

The Property Manager is the person responsible for managing your building day-to-day. For example, the Property Manager is supposed to make sure that leaseholders complete a Housing Choice Survey, make sure that buildings are maintained well, and help residents with their moves.

176. Did the Property Manager make sure that you completed a Housing Choice Survey?

- YES 1
- NO 2
- DON'T KNOW -2
- REFUSED -1

177. Did the Property Manager make sure that your building was maintained well?

- YES 1
- NO 2
- DON'T KNOW -2
- REFUSED -1

178. Did the Property Manager help you with your move?

- YES 1
- NO 2
- DON'T KNOW -2
- REFUSED -1

179. There are many people and organizations whose job it is to help you during your relocation. Were you ever confused about who you should go to when you needed help with something?

- YES 1
- NO 2
- DON'T KNOW -2
- REFUSED -1

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Section 8: Health Assessment

Next we would like to ask you some general questions about your state of health. Your responses will be kept confidential and not associated with you in any way.

180. Please look at Showcard S and tell me, in general, would you say your health is excellent, very good, good, fair, or poor?

- EXCELLENT 1
- VERY GOOD 2
- GOOD 3
- FAIR..... 4
- POOR..... 5

181. Compared to one year ago, would you say that your general health now is ...

- Much better 1
- About the same, or , 2
- Much worse? 3

The following questions are about activities you might do during a typical day.

	Yes, you are limited a lot	Yes, You are limited a little	No, You are not limited at all
182. What about moderate activities, such as moving a table, pushing a vacuum cleaner, bowling, or playing golf? Does your health now limit you in these activities? If so, how much? Would you say...	1	2	3
183. What about climbing several flights of stairs? Does your health now limit you in these activities? If so, how much? Would you say ...	1	2	3

During the past 4 weeks, how much of the time have you had any of the following problems with your work or other regular daily activities as a result of your physical health?

	All of the time	Most of the time	Some of the time	A little of the time	None of the time
184. You accomplished less than you would like. Would you say...	5	4	3	2	1
185. You were limited in the kind of work or other activities you could do. Would you say...	5	4	3	2	1

Please look at Showcard T. During the past 4 weeks, how much of the time have you had any of the following problems with your work or other regular daily activities as a result of an emotional issue, such as feeling depressed or anxious?

SHOWCARD T

	All of the time	Most of the time	Some of the time	A little of the time	None of the time
186. You accomplished less than you would like. Would you say...	5	4	3	2	1
187. You didn't do work or other activities as carefully as usual. Would you say...	5	4	3	2	1

188. Please look at Showcard U. During the past 4 weeks, how much did pain interfere with your normal work, including both work outside the home and housework? Would you say ...

- Not at all1
- A little bit.....2
- Moderately3
- Quite a bit, or.....4
- Extremely5

SHOWCARD U

Please look at Showcard T. These questions are about how you feel and how things have been with you during the past 4 weeks. For each question, please give the one answer that comes closest to the way you have been feeling.

SHOWCARD T

	All of the time	Most of the time	Some of the time	A little of the time	None of the time
189. How much of the time during the past 4 weeks have you felt calm and peaceful? Would you say ...	5	4	3	2	1
190. How much of the time during the past 4 weeks did you have a lot of energy? Would you say...	5	4	3	2	1
191. How much of the time during the past 4 weeks have you felt downhearted and depressed? Would you say...	5	4	3	2	1
192. In the past 4 weeks, how much of the time has your physical health or have your emotional problems interfered with your social activities like visiting friends or relatives? Would you say...	5	4	3	2	1

Please look at Showcard V. I will read a list of the ways you might have felt or behaved recently. Please tell me how often you have felt this way during the past week.

SHOWCARD V

	Not at all or less than one day	1 to 2 days	3 to 4 days	5 to 7 days
193. I was bothered by things that usually don't bother me. Would you say that during the past week you felt that way...	1	2	3	4
194. I had trouble keeping my mind on what I was doing. Would you say that during the past week you felt that way...	1	2	3	4
195. I felt depressed	1	2	3	4
196. I felt that everything I did was an effort	1	2	3	4
197. I felt hopeful about the future	1	2	3	4
198. I felt fearful	1	2	3	4
199. My sleep was restless	1	2	3	4
200. I was happy	1	2	3	4
201. I felt lonely	1	2	3	4
202. I could not get "going"	1	2	3	4

**SKIP INSTRUCTIONS:
IF R IS NON LEASE COMPLIANT, NON CURABLE,
OR IF R CHOSE UNSUBSIDIZED, SKIP TO SECTION 11, Q235**

Section 9: Access to Technology

Now I'd like to ask you a few questions about your use of computers.

203. Do you have a personal computer in your household?

- YES1 → GO TO Q204
- NO2 → SKIP TO Q207
- DON'T KNOW-2 → SKIP TO Q207
- REFUSED-1 → SKIP TO Q207

204. Please look at Showcard W. How often do you use it?

- Daily,1 → GO TO Q205
- About once a week,2 → GO TO Q205
- About once a month,3 → GO TO Q205
- Less than twice a month, or4 → GO TO Q205
- Never?5 → SKIP TO Q206

205. What do you use it for most of the time?

206. Can you get onto the Internet in your home?

- YES1
- NO2
- DON'T KNOW-2
- REFUSED-1

207. Do you get onto the Internet somewhere outside of your home?

- YES1 → GO TO Q208
- NO2 → [AND/OR IF Q206 = NO, SKIP TO Q212]
- DON'T KNOW-2 → [AND/OR IF Q206 = NO, SKIP TO Q212]
- REFUSED-1 → [AND/OR IF Q206 = NO, SKIP TO Q212]

208. Please look at Showcard X and tell me the numbers next to all of the places where you get onto the internet? CODE ALL THAT APPLY

- LIBRARY1
- SCHOOL2
- FAMILY INVESTMENT CENTER3
- COMMUNITY TECHNOLOGY CENTER4
- BOYS & GIRLS CLUB5
- OTHER/SPECIFY _____6
- DON'T KNOW-2
- REFUSED-1



209. How often do you use the Internet?

- Daily,1
- About once a week,2
- About once a month,3
- Less than twice a month or4
- Never?5

210. Did you use the Internet to help with your relocation in any way?

- YES1 → GO TO Q211
- NO2 → SKIP TO Q212
- DON'T KNOW-2 → SKIP TO Q212
- REFUSED-1 → SKIP TO Q212

211. Now I want to learn more about how you used the Internet in planning your relocation. Did you use the Internet...?

	YES	No	DON'T KNOW	REFUSED
a. To get information on employment opportunities in your new neighborhood?	1	2	-2	-1
b. To get information on schools in your new neighborhood?	1	2	-2	-1
c. To get information on child care in your new neighborhood?	1	2	-2	-1
d. Sending and receiving emails?	1	2	-2	-1
e. To get updated information on the CHA website?	1	2	-2	-1
f. To find an apartment?	1	2	-2	-1
g. To get information about neighborhood services?	1	2	-2	-1
h. For something else related to relocation planning? (Specify)	1	2	-2	-1

Section 10: Overall Satisfaction

212. Please look at Showcard O. Overall, how satisfied are you with your current apartment? Would you say ...

- | | | | |
|---|----|--|----------------|
| Very satisfied..... | 1 | | → GOTO Q213 |
| Somewhat satisfied..... | 2 | | → GO TO Q213 |
| Neither satisfied nor dissatisfied..... | 3 | | → GO TO Q215 |
| Somewhat dissatisfied..... | 4 | | → SKIP TO Q214 |
| Very dissatisfied..... | 5 | | → SKIP TO Q214 |
| DON'T KNOW..... | -2 | | → SKIP TO Q215 |
| REFUSED..... | -1 | | → SKIP TO Q215 |



213. Please explain why you are satisfied.

SKIP TO Q215

214. Please explain why you are not satisfied.

215. Please look at Showcard O. Overall, how satisfied are you with your neighborhood? Would you say ...

- | | | | |
|---|----|--|----------------|
| Very satisfied..... | 1 | | → GO TO Q216 |
| Somewhat satisfied..... | 2 | | → GO TO Q216 |
| Neither satisfied nor dissatisfied..... | 3 | | → GO TO Q218 |
| Somewhat dissatisfied..... | 4 | | → SKIP TO Q217 |
| Very dissatisfied..... | 5 | | → SKIP TO Q217 |
| DON'T KNOW..... | -2 | | → SKIP TO Q218 |
| REFUSED..... | -1 | | → SKIP TO Q218 |



216. Please explain why you are satisfied.

SKIP TO Q218

217. Please explain why you are not satisfied.

218. Please look at Showcard O. Overall, how satisfied are you with how your relocation went? .
Would you say ...

- Very satisfied.....1 → GO TO Q219
- Somewhat satisfied.....2 → GO TO Q219
- Neither satisfied nor dissatisfied3 → SKIP TO Q221
- Dissatisfied.....4 → SKIP TO Q220
- Very dissatisfied5 → SKIP TO Q220
- DON'T KNOW-2 → SKIP TO Q221
- REFUSED-1 → SKIP TO Q221

219. Please explain why you are satisfied.

SKIP TO Q221

220. Please explain why you are not satisfied.

221. Do you think that you had special needs that should have been addressed during the relocation process?

- YES1 → GO TO Q222
- NO2 → SKIP TO Q225
- DON'T KNOW-2 → SKIP TO Q225
- REFUSED-1 → SKIP TO Q225

222. Do you feel that these special needs were or were not taken into consideration?

- WERE.....1 → GO TO Q223
- WERE NOT.....2 → SKIP TO Q224
- DON'T KNOW.....-2 → SKIP TO Q225
- REFUSED.....-1 → SKIP TO Q225

223. How were the special needs taken into consideration?

SKIP TO Q225

224. How were the special needs **not** taken into consideration?

225. Do think you were treated fairly during relocation, or do you think you were not treated fairly?

- TREATED FAIRLY.....1 → GO TO Q226
- NOT TREATED FAIRLY.....2 → SKIP TO Q227
- DON'T KNOW.....-2 → SKIP TO Q228
- REFUSED.....-1 → SKIP TO Q228

226. In what way were you treated fairly?

SKIP TO Q228

227. In what way were you not treated fairly?

228. Do you think the CHA showed compassion towards you and your family, or do you think the CHA did not show compassion?

- SHOWED COMPASSION.....1 → GO TO Q229
- DID NOT SHOW COMPASSION.....2 → GO TO Q230
- DON'T KNOW -2 → GO TO Q231
- REFUSED -1 → GO TO Q231

229. In what way did the CHA show compassion?

SKIP TO Q231

230. In what way did the CHA not show compassion?

231. What are the biggest problems with the relocation process?

232. What are your suggestions for improving the relocation process?

233. Is there anything else you want to tell me about the relocation process or your current situation?

234. 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
- DON'T KNOW -2
- REFUSED -1

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Section 11: Demographic Information

235. 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.

236. In what year were you born?

19__ __

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

- YES.....1
- NO.....2
- DON'T KNOW.....-2
- REFUSED.....-1

238. What is your racial background?

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

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

- EIGHTH GRADE OR LESS.....1
- BEYOND EIGHTH GRADE BUT NOT HIGH SCHOOL GRADUATION.....2
- GED.....3
- 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.....-1

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

- MARRIED.....1
- WIDOWED2
- DIVORCED3
- SEPERATED4
- NEVER MARRIED5
- REFUSED -1

241. Please look at Showcard Y. What was your total household income for 2002, including income from all sources? Was it ...

- \$0-3,9991
- \$4,000 – 7,9992
- \$8,000 – 15,9993
- \$16,000 – 27,9994
- \$28,000 – 35,9995
- Over \$36,0006
- DON'T KNOW -2
- REFUSED -1



Section 12: Locating Questions

NORC may want to contact you again, to find out more about how you are doing after your move, or to verify that I was here to interview you. 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 not release any of your identifying information. NORC will only use this information to find you for a follow-up survey or to verify that I was here.

242. May I please have your full name, address, and phone number? [ASK MAIDEN NAME ALSO, IF NOT GIVEN]

NAME _____
 ADDRESS _____
 APARTMENT NUMBER _____
 CITY/STATE/ZIP _____
 TELEPHONE WITH AREA CODE _____

243. May I please have your Social Security Number?

____ - ____ - ____ - ____ - ____ - ____

DON'T KNOW -2
 REFUSED -1

244. What is your license number or state identification number?

DON'T HAVE ONE..... -4
 DON'T KNOW -2
 REFUSED -1

245. What state issued your license/state identification?

246. 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 _____
 APARTMENT NUMBER _____
 CITY/STATE/ZIP _____
 TELEPHONE WITH AREA CODE _____
 RELATIONSHIP TO R _____

247. Besides the person you just told me about who would be another 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 _____
APARTMENT NUMBER _____
CITY/STATE/ZIP _____
TELEPHONE WITH AREA CODE _____
RELATIONSHIP TO R _____

248. OTHER COMMENTS ON LOCATING RESIDENT

Thank you for your participation!

Section 13: Interviewer Observations

249. WHERE DID THE INTERVIEW TAKE PLACE?

- RESPONDENT'S HOME1
- OTHER/SPECIFY _____.....2

250. WHAT OTHER PERSONS WERE PRESENT DURING THE INTERVIEW? CIRCLE ALL THAT APPLY.

- CHILDREN UNDER SIX1
- OLDER CHILDREN2
- SPOUSE/PARTNER3
- OTHER RELATIVES4
- OTHER ADULTS5
- NO ONE6

251. IN GENERAL, WHAT WAS THE RESPONDENT'S ATTITUDE TOWARD THE INTERVIEW?

- FRIENDLY AND INTERESTED1
- COOPERATIVE BUT NOT PARTICULARLY INTERESTED2
- IMPATIENT AND RESTLESS3
- HOSTILE4

252. WAS THE RESPONDENT'S UNDERSTANDING OF THE QUESTIONS...

- GOOD,1
- FAIR, OR.....2
- POOR.....3

253. IS THERE ANYTHING ELSE ABOUT THIS RESPONDENT THAT YOU WOULD LIKE FOR US TO KNOW?
