

***Families First Transitional Benefits,
2001***

August 2002

PREPARED FOR THE

Tennessee Department of Human Services



**UNIVERSITY OF TENNESSEE
COLLEGE OF SOCIAL WORK
OFFICE OF RESEARCH AND PUBLIC SERVICE**

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BY

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Executive Summary

Under contract with the Tennessee Department of Human Services (TDHS), the University of Tennessee College of Social Work Office of Research and Public Service (UT SWORPS) conducted a study to assess transitional services available to Families First participants after cash assistance ends. Data for this study were taken from two telephone interviews administered during June 2001. The telephone interviews were administered to a random sample of 425 current and 365 former Families First participants. The response rates for the current and former participant samples are 64.3% and 75.9%, respectively. Additionally, a mail survey was administered to a sample of 243 contract employees most knowledgeable of transitional services (i.e., case management specialists and brokers of child care and transportation services). A total of 114 completed, useable surveys were returned, resulting in a 47% response rate for this mail survey—a fairly typical rate for a mail survey..

The primary objectives of this study were to identify the extent to which Families First participants are aware of, utilize, and are affected by services that assist them in the transition from cash benefits to self-sufficiency. Evaluators also sought to identify the factors that correlate most highly with participant awareness and utilization of these transitional services. The main findings of this study are listed below.

Awareness of Transitional Services

- Many former Families First participants recall being told they could continue to enroll in TennCare and could qualify for child care assistance once their cash benefits ended (77.0% and 62.1%, respectively).

- Far fewer, however, recall being told they were eligible for transportation assistance (29.6%) or Family Services Counseling (19.5%).
- When participants did learn of these transitional services, caseworkers were the most common source of the information.
- There are few differences in awareness of their eligibility for transitional services between rural and urban former customers.
- The results of multivariate analyses suggest that eligibility is related to awareness. Those who meet eligibility requirements are more likely to recall being told about a program. Additionally, customers whose cases were closed more recently are more likely to recall being informed of a transitional benefit. Finally, individuals who are very satisfied overall with TDHS services while a Families First participant are more likely than others to say they were told about transitional services.
- Most current participants recall being told of their continued eligibility for TennCare (73.4%) and child care assistance (61.3%) while their cash benefits are stopped. Information about both of these services is enclosed in all case closure notices.
- Only about 1 in 3 of current participants recall being told that they are eligible for extended transportation assistance while their cash benefits are stopped. This might be due to the fact that only those participants who were closed due to earnings and were in compliance would be eligible given the aforementioned relationship between eligibility and awareness.
- Only about 1 in 3 of current participants recall being told that they are eligible for Family Services Counseling.

Utilization of Transitional Services

- Of those former participants who recall being told about available transitional services, 32.6% (or 116) used child care assistance, 23.1% (or 25) received transportation assistance, and 11.3% (or 8) reported to have received Family Services Counseling since cash benefits have ended.
- Utilization of TennCare was far more common partly due to the fact that continuation of medical benefits is guaranteed, while other transitional benefits have separate eligibility criteria. More specifically, after cash benefits ended, 82.9% maintained TennCare enrollment for themselves and their children and an additional 6.7% did so only for their children.
- Of former participants, urban residents were more likely to use child care assistance than were rural residents.

- Of former participants, there were no significant differences in satisfaction with transitional services between urban and rural residents.
- Multivariate analyses were unable to identify correlates of utilization by former participants across transitional services.
- Among current participants who experienced interruptions in cash benefits, continued enrollment in TennCare and child care assistance were the most frequently used services. Transportation assistance was less frequently utilized and few took advantage of Family Services Counseling. This might be due to aforementioned eligibility requirements for transitional transportation. As for Family Services Counseling, the novelty of the program (implemented early in 2000), might explain in part the low levels of utilization.

Satisfaction with Transitional Services

- Overall, former participants who have taken advantage of transitional services are very satisfied with the help they have received. A high level of satisfaction with child care and transportation assistance was reported by 66.4% and 88% of respondents, respectively.
- Concern about their ability to be self-sufficient once the transitional period ends was expressed by the following percent of recipients for each transitional service: child care, 45.6% (or 27); transportation, 91% (or 10); Family Services Counseling, 62.5% (or 5).

Contract Employee Perceptions of Transitional Services

- Contract staff members generally agree that the level of assistance provided by transitional child care and transportation services is sufficient to allow former participants to continue working.
- Contract staff members generally agree that the most important transitional service for ensuring self-sufficiency is child care and that the loss of this service once transitional eligibility expires is a reason that many former participants reapply for cash assistance.
- The experiences observed by contract workers suggest that awareness of, utilization of, and difficulties receiving transitional help differ between rural and urban service delivery contexts.

- Urban contract employees are more likely than rural ones to agree that many former participants are not eligible for a needed service, that many who are eligible are simply not aware of these services, and that those who are aware often are discouraged by difficulties trying to acquire them.

Background

Tennessee's Families First program replaced AFDC (Aid to Families with Dependent Children) in September 1996. The focus of the new program is on short-term assistance and it requires most participants to work or to participate in work-related activities designed to help achieve self-sufficiency. Furthermore, in contrast to AFDC, the new program limits the time that participants can receive cash benefits to 18 months at a time,¹ and imposes a lifetime maximum of 60 months. Qualifying families are entitled to transitional child care and Medicaid/TennCare for up to 18 months after they become ineligible for cash assistance.² These families are also eligible for Family Services Counseling and the First Wheels Loan Program within the 12 months following the end of cash benefits and for up to 4 months of extended transportation assistance.

However, eligibility requirements do vary across programs. For instance, among the criteria to qualify for transitional child care one must have an eligible child and be either employed and/or a full-time student, whereas to receive extended transportation benefits, one must have been actively enrolled in a work component at the time of closure and have reported employment/earnings in a timely manner. (See Appendix A for a full description of eligibility requirements for all transitional benefits.)

During the program's time span, the University of Tennessee College of Social Work Office of Research and Public Service (UT SWORPS), under contract with the Tennessee Department of Human Services (TDHS), has conducted process evaluations for various program components. The present project attempts to assess the effects of transitional services that former Families First participants received during the critical first few months after cash assistance stopped. Although earlier

¹ Eighteen month period need not be continuous; months do not need to be sequential.

² The transitional period of TennCare eligibility for adults is 18 months, while children continue to remain eligible beyond this period.

evaluations conducted by UT SWORPS made some basic observations with respect to the effects of transitional services, this is the first project focusing solely on this type of assistance.

Transitional services are crucial for many people because they enable the transition from public assistance to self-sufficiency. For instance, nationally, several state studies indicate that on average, employment rates for women leaving welfare since the 1996 adoption of Temporary Assistance for Needy Families (TANF) are between 60% and 75%, but income is not likely to increase greatly for these women once they leave welfare. "About half experience an increase in income immediately after leaving, with the other half experiencing a decline" (Moffitt, 2002, p. 4). Additionally, this employment estimate suggests that between 25% and 40% are not finding work. It has been estimated that nearly 18% of leavers did not work at all during their first year off welfare (Moffitt, 2002). "Because they have lost their welfare benefits and do not have earnings, they have lower incomes than non-working women who are still on TANF [Temporary Assistance for Needy Families]" (Moffitt, 2002, p. 5).

Recent studies on welfare leavers show that without adequate transportation, former welfare recipients face significant barriers in trying to move from welfare to work (Gum, 1999; Kaplan, 1998; Reichert, 1998; Sweeney et al., 2000). Existing public transportation systems cannot always bridge the gap between where the poor live and where jobs are located. These existing systems were originally established to transport inner-city residents to city locations. However, many of the entry-level jobs that former welfare recipients fill are located in suburbs that have limited or no access to existing public transportation systems. Furthermore, many entry-level jobs require shift work in the evenings or on weekends, when public transit services are either unavailable or limited. For those who have recently left the welfare rolls and are still struggling to stay off, transportation costs can be a significant barrier to continuing employment. Help from social services agencies in the form of vouchers for transportation to/from work alleviate some of the problem.

Past research has also shown a strong link between mothers' participation in the labor force and child care affordability, availability, and quality (Kisker & Ross, 1997; Schumacher & Greenberg, 1999). Problems with child care arrangements may affect not only parents' employment status, but also their work absences, hours worked, and their choice of job. Yet, after the most recent wave of welfare reform, states are not required to provide child care assistance to families that become ineligible for cash assistance. Tennessee, along with 26 other states, does provide a transitional child care guarantee for certain families who become ineligible for cash assistance.

Most welfare leaver families, responding to surveys sponsored by various states that offer transitional child care, report relying on friends or relatives for child care arrangements; only a smaller segment reports using subsidies (Schumacher &

Greenberg, 1999). Those who use subsidies are more likely to rely on child care centers. Lack of awareness of the child care subsidy system has been identified as a likely contributing factor to limited participation among welfare leaver families.

Medicaid enrollment for children and their parents began to decline at the same time welfare rolls started to decline in the mid-1990s. At the national level, there was a 2% drop in 1996 and an additional 3% drop in 1997 (Ellwood & Ku, 1998; Ellwood, 1999). Unfortunately, this trend cannot be taken as evidence of welfare reform's success or a booming economy.

Even though there have been major reductions in the unemployment rate and welfare rolls have plummeted, people are not always finding jobs with health insurance. Indeed, the number of people without health insurance has increased every year since 1987. . . . A recent survey found that only 23 percent of mothers who left welfare from 1995 to 1997 had private insurance coverage, and only 27 percent of children had it (Ellwood, 1999, p. 5).

Of those who found employment upon leaving welfare, "34 percent of adults and 24 percent of children were uninsured a year after leaving welfare" (Weil & Holohan, 2001, p. 4). Furthermore, a net increase of 800,000 uninsured people occurred even while employer coverage increased for those with low income and while an expanding economy pushed many into higher income categories (Weil & Holohan, 2001). Existing research suggests at least three reasons for the decline in Medicaid enrollment at the time cash assistance stops:

- Medicaid priorities for ensuring coverage for poor families can conflict on an administrative level with attempts to reduce welfare dependence. States that "delinked" the two programs often reduced their ability to provide Medicaid to families leaving TANF benefits.
- Many families are reported to believe that the new welfare rules, such as work requirements and time limits, extend to Medicaid.
- Policy changes in Medicaid resulting from federal legislation, state decisions, and litigation have created very complicated eligibility rules in many states, which in turn create barriers to program participation.³

Serious mental health conditions are more prevalent among those with low income (U.S. Department of Health and Human Services, 1999) and among welfare recipients than in the rest of the nation's population (Derr, Douglas, & Pavetti, 2001). One estimate holds that between 25% and 33% of welfare recipients have a mental health condition that can affect their ability to remain employed (Sweeney, 2000). In

³ Tennessee's Families First program entitles former recipients to up to 18 months of Medicaid assistance at the time cash assistance ends. At the federal level, TANF legislation requires states to extend benefits only for 12 months.

addition to having lower labor participation rates, those with mental health conditions who do work are likely to work fewer hours and receive lower wages (Baron, Raudenbush, Wilson, & Marinelli, 1996; Derr, Douglas, & Pavetti, 2001; Johnson & Meckstroth, 1998).

In the last couple of years, states have started to focus on intensive help for those left on the welfare rolls (e.g., Florida, Oregon, Utah). In February 2000, Tennessee implemented Family Services Counseling to address the mental health needs of Families First participants. The program is designed to address five barriers to self-sufficiency often cited in literature on poverty and welfare: substance abuse, mental health, domestic violence, learning disabilities, and children's behavioral problems. The service is available to all current Families First participants (except child-only cases) and to former participants for 12 months after cash benefits end.

Thus, it is clear that those moving from welfare programs to self-sufficiency have needs that pose challenges during this transitional period. It is important that the utility of programs addressing transportation, child care, and health care coverage needs for families that have recently stopped receiving cash assistance be examined. The results of such an assessment can serve the following functions for policymakers: improve program planning, suggest adjustments to enhance program operations capacity development, supplement other modes of oversight and evaluation, and improve public relations and future funding opportunities by assisting Families First participants to successfully make the transition to self-sufficiency.

Objectives

This study presents an initial assessment of Families First Transitional Services. It focuses on participants' awareness of and experience with transitional services that are available once Families First cash benefits end. To study these services, evaluators collected data on the attitudes of both current and former Families First participants and of contract staff members familiar with transitional services. All three groups provide unique perspectives of recipient awareness and utilization of transitional services, as well as the effectiveness of these services. The specific objectives of the project are as follows:

- To assess the degree to which former Families First participants are utilizing transitional services during the 18 months after they stop receiving cash assistance.
- To develop a profile (demographics, work status, etc.) of those recipients who are more likely to utilize transitional services during the 18 months after cash assistance ends.
- To describe the ways former Families First participants address transportation, child care, and medical coverage needs once they become ineligible for transitional services.
- To design and conduct a statewide assessment of customer satisfaction with transitional services offered by TDHS.
- To identify services addressing child care, transportation, and health coverage needs that are not available at present to Families First participants eligible for transitional benefits.

- To compare and contrast urban and rural participant perceptions regarding the availability and quality of transitional services (child care, transportation, and medical coverage).
- To provide program administrators with useful information to consider when planning, so that needs of transitional Families First participants are fully met.

Methods

To assess Families First participant awareness of and experience with transitional services, data from separate telephone surveys administered to former and current participants were used. Additionally, a mail survey was designed to collect data on perceptions held by contract staff members about transitional services. The sampling procedures employed for each of the three surveys and the research methods used to analyze the data for this study are discussed below.

Survey Design and Sampling

Data on former and current Families First participant attitudes about and experiences with transitional services were obtained from the *Families First Customer Satisfaction Survey, 2001* (Houston & Hadjiharalambous, forthcoming). The instrument used for the 2001 survey was a slight modification of the instrument used in the *Families First Customer Satisfaction Survey, 2000* (Houston, Hadjiharalambous, & Magda, 2000). In addition to questions addressing expectations, experiences, and satisfaction with Families First services, the 2001 surveys contained questions on recipients' awareness of, utilization of, and satisfaction with transitional services.⁴ Twenty-seven questions about transitional services were included in the survey instrument used for former recipients (see Appendix B), and 14 questions were added to the survey instrument used for current recipients (see Appendix C). This report covers responses only to these questions concerned with transitional services.

The pool of respondents for the former recipient sample included those who, by January 2001, had not received any cash benefits for at least 5 months.⁵ It is

⁴ The present report focuses on transitional services alone. For survey findings related to customer satisfaction with the Families First program, please see Houston & Hadjiharalambous (forthcoming).

⁵ Child-only cases were excluded from the pool of eligible survey participants.

important to focus on this group of former recipients because program participants who have been off Families First for at least 5 months tend to be a more stable group (i.e., they are “long term” closed cases) than those whose cases were more recently closed. Furthermore, this group of former recipients is more likely to have complete experiences with transitional services.

With a target of 400 respondents, the sample was obtained using a stratified random sampling design. To account for possible differences between service delivery in rural and urban areas, the sample was stratified by region. Based on case closure reports TDHS provided to SWORPS, it was determined that the former recipient sample should be composed of approximately 55% rural and 45% urban residents from across the state. The urban subsample was further stratified by county to reflect the distribution of the population of closed cases in each of the four urban Tennessee counties (Davidson, Hamilton, Knox, and Shelby). To encourage participation, a \$5.00 gift card was sent to recipients who completed the telephone interview.

The pool of respondents for the current recipient group included all those recipients who had visited TDHS offices in April 2001.⁶ The sample of current participants was drawn in a similar fashion to that of the pool of former recipients, with a target of 400 respondents stratified by region to represent the proportion of rural and urban residents among the population of open cases (40% rural and 60% urban). Similarly, the urban subsample was stratified to obtain a proportion of residents from each of the four urban Tennessee counties to reflect the population of current Families First participants. After completing the telephone interview, respondents were sent a \$5.00 gift card.

The third survey was administered by mail to a sample of contract employees. The *Families First Customer Satisfaction Survey, 2000* revealed that contract staff members typically have very different opinions about services delivered under Families First when compared to TDHS employees (Houston, Hadjiharalambous, & Magda, 2000). For this reason, evaluators decided to solicit attitudes about transitional services from these external employees. The *Families First Supports for Long-Term Work & Self-Sufficiency Staff Survey* includes 30 closed-ended questions measuring contract staff member perceptions of recipient awareness, recipient utilization, and perceived effectiveness of transitional services. Survey respondents were also provided space on the mail survey instrument to make any additional comments about transitional services not directly captured by the 30 closed-ended questions (see Appendix D).

To solicit responses from those contract employees most knowledgeable of transitional services, the sample pool was limited to case management specialists and brokers of child care and transportation services. A total of 243 surveys were mailed

⁶ Child-only cases were excluded from the pool of eligible survey participants.

to these employees of contract organizations, and 114 completed useable surveys were returned. Thus, the response rate for this mail survey is 47%, a fairly typical rate for a mail survey.

Data Analysis

Results are analyzed separately for the former and current customer surveys. To analyze results from the customer surveys, response categories for several questions were collapsed. For instance, questions assessing customer satisfaction with transitional services used a 6-point ordinal response scale (i.e., “terrible,” “unhappy,” “mostly dissatisfied,” “mostly satisfied,” “pleased,” and “delighted”) but were collapsed into 4-point scales by combining the three dissatisfied responses into one category. Collapsing response categories in this manner was done due to the skewed response patterns observed for these survey questions. Typically, very few individuals offered a response that indicates a negative experience (i.e., “terrible,” “unhappy,” or “mostly dissatisfied”), a finding that is common in studies of customer satisfaction (Geron, 1998). Collapsing these categories highlights the trend that underlies the data and simplifies reporting results for the large number of questions that were asked in these surveys.

In addition to reporting results for the entire former and current participant samples, responses also are reported separately for rural and urban residents in each sample. To compare the experiences of these two participant groups, two statistical tests were employed. First, for questions where reported responses contain two categories, a z-test is used to compare the difference in the proportion of cases offering the reported response to a question. The sign of the z-test can be used to quickly identify whether rural or urban residents are more likely to offer the response reported in the table. Because the responses of rural residents are reported first in each table, a positive value for a z-test indicates that rural residents are more likely to offer the response, while a negative value indicates the response is given more often by urban residents.

Second, for questions where three or more categories are reported, the χ^2 (chi-square) statistic is used to compare the differences in responses between rural and urban residents. Following conventional practice, the value for a test statistic that would occur by chance no more than 5 times out of 100 trials if there is truly no difference between the groups is labeled as measuring a statistically significant difference (i.e., probability ≤ 0.05 or the 95% confidence level). To represent a high level of statistical significance, it is noted when differences between rural and urban responses would occur by chance no more than 1 time out of 100 trials from a population where there is no difference between these two groups (i.e., probability ≤ 0.01 or 99% confidence level). Where the number of responses is too small to even consider testing statistical hypotheses, this is noted by “not applicable” (i.e., “N/A”).

When calculating the test statistics identified above, “not sure” responses were not included. This was done for two reasons. First, only some questions offered individuals the choice of a “not sure” response. Second, even when “not sure” was offered as an option, it was selected by only a few respondents.

To explain awareness and utilization of transitional services by former participants, multivariate analyses are performed with the use of logistic regression analysis. This is a statistical technique appropriate when the variable being explained has only two response categories (i.e., “yes” or “no”). It permits the estimation of an explanatory variable’s effect on the variable being explained, while holding the effect of other explanatory variables in the model constant (i.e., estimation of partial effects).

As with the participant surveys, responses to questions in the contract staff member survey are collapsed from a 4-point scale (i.e., “strongly disagree,” “disagree,” “agree,” and “strongly agree”) into two categories to facilitate the analysis (i.e., “strongly disagree or disagree” and “strongly agree or agree”). Beyond reporting the frequency of responses for the questions in the contract staff member survey, differences in responses between contract employees serving a majority of recipients in large cities and those serving customers in smaller settings are examined. To test the statistical significance of any difference between these two groups of contract employees, statistical “not sure” responses were excluded from the analysis and χ^2 (chi-square) statistics are reported.

Results

The analysis presented in this report focuses on responses to questions pertaining to transitional services that comprise one section of the *Families First Customer Satisfaction Survey, 2001* that was administered to both former and current program participants. The response rate for the combined current and former participant sample is 69.3%, which is strong for social science surveys (Babbie, 1990). Only 6.9% of all potentially eligible cases that were contacted refused to be interviewed. Responses are analyzed separately for the former and current participant samples. Following discussion of the results from the participant surveys, analysis of responses from the contract staff member survey is provided.

Former Participant Survey

SAMPLE CHARACTERISTICS

Of the 790 respondents who participated in the customer satisfaction survey, 365 were former program participants. Of these, 217, or 59%, live in urban areas. The overall response rate for the sample was 75.9%, with a refusal rate of 10.2%.

The average age of former participant respondents is 34.3 years. Individuals who are neither high school graduates nor possess a GED account for 23.8% of the sample, while those with a high school degree (or GED) comprise 44% of the sample. The remaining 16% reported that they had at least some formal education beyond the high school level (i.e., some college or vocational school). Women comprise 96% of the sample.⁷

In terms of racial/ethnic composition, the majority of the former participant sample reported that they are African American (56.7%), 42.5% reported to be Caucasian, and 0.8% are of another racial/ethnic group. The rural and urban portions of this

⁷ The demographics reported for the sample roughly correspond to TDHS administrative data.

sample differ significantly in terms of racial/ethnic composition. Urban residents are far more likely to report that they are African American than are rural residents (78% and 25%, respectively).

Ninety-seven percent of former Families First participants continue to have children under 18 living with them. Of these, 30% have only one child, 32% have two, and 35% have three or more children. Regarding their employment status, 58% are currently employed. Of these, most work 40 hours or more per week (63%), 27% work between 21 and 39 hours, and 10% work 20 hours or less.

In terms of the length of time they received benefits, over half (55%) were Families First recipients for a total of 18 months or less, and just over half of these were recipients for only 6 months total or less.⁸ Only 24% of respondents were Families First participants for more than 4 years. However, urban participants reported receiving cash assistance for a longer period of time than rural participants.⁹

The responses regarding the amount of time it has been since an individual received cash benefits from Families First were diverse. Respondents were most likely to report they had not received any cash benefits in more than 18 months (41%). However, an additional 29.5% reported that it has been about a year since they last received cash benefits. Most former participants stopped receiving benefits because they were no longer eligible due to income (67%). The remainder stopped receiving benefits for the following reasons: requested closure (12%), child no longer under 18 or in the home (6.6%), sanctioned for lack of compliance (5%), exhausted their time limit (1.4%), or other (8.5%).

Finally, less than a third (29%) experienced an interruption in their cash benefits during the period they were enrolled in Families First, with urban residents being more likely to report an interruption.¹⁰

AWARENESS OF TRANSITIONAL SERVICES

The first question of the *2001 Former Families First Customer Satisfaction Survey* that specifically addresses transitional benefits asks former participants about their last meeting with a caseworker prior to the end of cash benefits. Respondents were asked whether, during this meeting, the caseworker discussed their eligibility for transitional services once cash benefits ended. Most respondents (67.4%) recalled that the caseworker did talk about their eligibility for these services, an experience that was equally frequent among rural and urban participants (67.6% of 148 rural respondents, 67.3% of 217 urban respondents). However, this figure indicates that

⁸ These categories refer to the *total* number of months on assistance, which may be non-consecutive.

⁹ $\chi^2 = 18.1$, statistically significant at the 0.01 confidence level.

¹⁰ z-test = -2.28, statistically significant at the 0.05 confidence level.

more than 30% reported that their caseworker did not talk with them about available services after cash benefits.

Former participants' awareness of various transitional services is reported in Table 1. Most recipients were aware that they could continue to enroll in TennCare and could qualify for child care assistance once their cash benefits ended (77.0% and 62.1%, respectively). Fewer respondents (29.6%) recall being told about extended transportation assistance, which in part may be attributable to a lower rate of eligibility than for other transitional services (see Appendix A for specific eligibility requirements).

The transitional service that respondents were least likely to be told about was Family Services Counseling (19.5%). Since February 2000, this program has provided families with counseling to help them overcome barriers to self-sufficiency such as a child's behavioral problems, learning disabilities, mental health problems, domestic violence, or substance abuse. Awareness of this service is low in part because it is the newest of these transitional programs.¹¹ Additionally, the perceived need for counseling is likely to influence whether or not an individual learns of this program.

Rural and urban respondents reported similar experiences about being told of transitional benefits. The only statistically significant difference in awareness is that rural residents are more likely than urban ones to report that they had been told about qualifying for continued transportation assistance (39.2% and 23.0%, respectively).

Table 1. Former Recipients: Awareness of Transitional Services — Percent Responding “Yes”

Question	All	Rural	Urban	z-test
TRANSITIONAL SERVICE				
Q23. After you stopped getting Families First cash benefits, told could still qualify for childcare assistance.	62.1%	58.3%	64.6%	-1.20
N =	356	144	212	
Q34. After you stopped getting Families First cash benefits, told could still qualify for transportation assistance.	29.6%	39.2%	23.0%	3.29*
N =	365	148	217	
Q45. After you stopped getting Families First cash benefits, told could still be enrolled in TennCare.	77.0%	80.4%	74.7%	1.30
N =	365	148	217	
Q49. After you stopped getting Families First cash benefits, told could still get Family Services Counseling.	19.5%	20.9%	18.4%	0.59
N =	365	148	217	

*Note: The response “not sure” was not included in the analysis.

¹¹ Former program participants who last received cash benefits within the past 12 months were significantly more likely to be told of this service than those who last received cash benefits more than 12 months ago ($\chi^2 = 5.92$, statistically significant at the 0.05 confidence level).

For those recipients who are aware that they can continue to receive help after cash benefits end, how do they learn of these transitional services? Caseworkers are by far the most common source of this information. For each of the four services addressed in Table 2, over 79% reported that their caseworker had told them about help available after cash benefits stopped. After caseworkers, no other single source was credited with providing this information by more than 5.6% of respondents.

What accounts for whether or not a former recipient has been told of the availability of transitional services? To address this question, separate multivariate models have been estimated to identify the correlates of a recipient's awareness of the four transitional services. Because each of the dependent variables is dichotomous (1 = was told about eligibility, 0 = was not told about eligibility), logistic regression analysis was employed. Each of the independent variables in these models is also dichotomous (1 = presence of the attribute, 0 = absence of the attribute), except for an individual's age, which is measured in years. Table 3 reports the results of these models.

Table 2. Former Recipients: How They Learned About Transitional Services

Question	All	Rural	Urban	z-test
TRANSITIONAL SERVICE				
†Q24. How did you learn about help with child care after Families First benefits stopped?				
Caseworker	79.6%	73.8%	83.2%	-1.62
Case management specialist	2.7%	2.4%	2.9%	-0.23
ABE/Fresh Start/Job Club instructor	2.3%	3.6%	1.5%	0.92
Friend/relative	5.4%	7.1%	4.4%	0.82
Other	10.0%	13.1%	8.0%	1.17
N =	221	84	137	
†Q35. How did you learn about help with transportation after Families First benefits stopped?				
Caseworker	85.2%	86.2%	84.0%	0.32
Case management specialist	1.9%	1.7%	2.0%	-0.12
ABE/Fresh Start/Job Club instructor	3.7%	3.4%	4.0%	-0.16
Friend/relative	1.9%	0.0%	4.0%	-1.44
Other	12.0%	13.8%	10.0%	0.76
N =	108	58	50	
†Q46. How did you learn about help with TennCare after Families First benefits stopped?				
Caseworker	79.4%	80.7%	78.4%	0.47
Case management specialist	1.1%	1.7%	0.6%	0.83
ABE/Fresh Start/Job Club instructor	0.7%	0.8%	0.6%	0.20
Friend/relative	4.3%	5.0%	3.7%	0.52
Other	15.7%	14.3%	16.7%	-0.55
N =	281	119	162	
†Q50. How did you learn about Family Services Counseling after Families First benefits stopped?				
Caseworker	84.5%	83.9%	85.0%	-0.13
Case management specialist	5.6%	6.5%	5.0%	0.27
ABE/Fresh Start/Job Club instructor	1.4%	0.0%	2.5%	-1.01
Friend/relative	1.4%	0.0%	2.5%	-1.01
Other	1.4%	3.2%	0.0%	1.01
N =	71	31	40	

Note: Percent totals for each question may be greater than 100% due to multiple responses.

† Case closure notices to customers generated by ACCENT make a reference to continued TennCare eligibility and transitional child care. For closures reviewed by Customer Service Reviewers there is also mention of transitional services. Survey participants mentioned none of these information sources. Interviewers were instructed NOT to read out any response categories for these questions.

Table 3. Former Recipients: Logistic Regressions Explaining Awareness of Transitional Services

	Child Care	Transportation	TennCare	Family Services Counseling
Urban resident	0.122 (1.13)	-0.690 *** (0.50)	-0.310 (0.73)	0.171 (1.19)
Years of age	-0.057 *** (0.95)	-0.009 (0.99)	-0.011 (0.99)	0.013 (1.01)
More than high school education	-0.212 (0.81)	-0.446 (0.64)	-0.080 (0.92)	0.196 (1.22)
Currently employed	0.535 ** (1.71)	-0.378 (0.69)	0.321 (1.38)	-0.017 (0.98)
Have 3+ children	0.196 (1.22)	0.549 ** (1.73)	0.057 (1.06)	0.509 * (1.66)
Received cash benefits 4+ years	0.089 (1.09)	0.609 ** (1.84)	0.053 (1.06)	0.210 (1.23)
Cash benefits ended 13+ months ago	0.01 (1.01)	-0.625 ** (0.54)	-0.114 (0.89)	-0.731 *** (0.48)
Worked with 3+ caseworkers	0.109 (1.12)	-0.080 (0.92)	0.073 (1.08)	-0.763 *** (0.47)
Very satisfied with Families First services	0.138 (1.15)	1.036 *** (2.82)	0.511 (1.67)	1.042 ** (2.84)
Constant	1.938 ***	0.522	1.618 **	-1.220 ***
Sample size	356	365	365	365
-2 Log L	438.86	397.46	388.87	327.42
Model χ^2	36.68 ***	45.90 ***	7.93	32.26 ***
Nagelkerke R ²	0.133	0.168	0.033	0.135
Correctly Predicted	68.3%	71.8%	77.0%	79.2%

Note: Cell entries are parameter estimates. (Numbers in parentheses are odds ratios.)

* Statistically significant at the 0.10 level.

** Statistically significant at the 0.05 level.

*** Statistically significant at the 0.01 level.

As the first model indicates, only two of the independent variables are statistically related to an individual’s awareness of child care assistance after cash benefits end. First, the older an individual is, the less likely he or she is to report being told of child care assistance. Second, individuals who are currently employed are 1.7 times more likely than others to be aware of this service. While they are not direct measures of eligibility, these variables are related to two requirements that must be met to qualify for child care assistance. Older individuals likely do not hear of this service because their children are more likely to be too old for child care. Also, an individual must be either employed and/or a full-time student in post-secondary education to qualify.

Several participant attributes, however, are statistically related to being told about transportation assistance after cash benefits stop. First, urban residents are only about half as likely as rural residents to be told about this service. Second, individuals with

3 or more children are about 1.7 times more likely to report that they were told about this help. Third, participants who received cash benefits for more than 4 years are more likely to be told of extended transportation assistance. Fourth, those whose cash benefits ended more than 12 months ago are only half as likely as others to hear of this program. Fifth, individuals who were very satisfied overall with TDHS services received while they were receiving Families First are 2.8 times more likely than others to report that they were told about transportation assistance. What do these results suggest? One conclusion is that individuals who have a long experience with TDHS and have had positive experiences are more likely to be given such information. Another conclusion is that the more recent an individual's cash benefits stopped, the more likely they are to recall being told of transportation benefits.¹²

In contrast to the previous model, the logistic regression explaining awareness of continued TennCare eligibility does not perform well. None of the variables in the model approach statistical significance. Overall, the model performs poorly, indicating that the variables entered into it do not distinguish those who are told about this service from those who are not. Earlier it was identified that 77% of all former participants reported that they had been told they could remain enrolled in TennCare after cash benefits end, suggesting that most participants are getting the word. There appears to be little variation to explain on this variable. This is likely due to the fact that virtually every former Families First participant is eligible to receive this coverage (see Appendix A).

The last model reported in Table 3 explains awareness of continued Family Services Counseling. Four variables are statistically significant here. First, individuals who have 3 or more children are 1.7 times more likely to be told of this service. This finding may relate to need, as larger families may experience more conflict and thus be more likely to experience problems that counseling can address. Second, those whose cash benefits ended over a year ago are much less likely to be told of this service. Family Services Counseling did not exist prior to February 2000; therefore, cases that were closed before this time were not eligible to receive this assistance. Third, individuals who worked with 3 or more caseworkers in their last year were only about half as likely as others to be told about this service. In this instance, working with more than one caseworker may be an impediment to receiving the type of assistance that a participant may need. Fourth, individuals who were very satisfied overall with TDHS services while they were receiving Families First are nearly three times more likely to be told that they can receive Family Services Counseling once cash benefits end than are others.

¹² In another transportation model not reported here, a dichotomous variable was included to represent whether or not cash benefits were stopped because income made the participant ineligible. This was done to represent the income eligibility requirement for this program. However, this variable was not statistically related to awareness of extended transportation benefits and is not reported in the model in Table 3.

Several general conclusions can be drawn from the pattern of results across the four models. Eligibility appears to be related to hearing about transitional benefits. Although not directly measured, program eligibility appears to be related to being told about child care assistance and Family Services Counseling. The lack of finding any correlates to being told of TennCare may be explained by the fact that virtually all former Families First participants are eligible for this coverage.

Additionally, time reduces the likelihood that an individual recalls being told of a particular transitional service. Recent case closures may find it easier to recall conversations with caseworkers. Finally, individuals who were very satisfied overall with TDHS services while they were receiving Families First are more likely to be told about transitional services than others. Even though this variable is statistically significant in only two models, it is positively related to being told of transitional benefits in all four models. Perhaps such an individual will remain compliant with Families First requirements and thereby be more likely to hear of available services from a caseworker.

UTILIZATION OF TRANSITIONAL SERVICES

Beyond simply being aware of transitional services, additional questions asked former participants whether and how long they actually used this help. Responses to these questions are reported in Table 4. Of the 356 former participants who have children, 32.6% (or 116) received child care assistance after cash benefits stopped. Urban residents are statistically more likely to take advantage of this help.

Table 4. Former Recipients: Utilization of Transitional Services

Question	All	Rural	Urban	z-test
CHILD CARE				
Q25. Have you actually received help with childcare since your cash benefits stopped? (% YES)	32.6%	23.6%	38.7%	-3.1***
N =	356	144	212	
†‡Q26. After your cash benefits ended, for approximately how long have you actually received help with childcare?				
6 months or less	37.8%	41.9%	36.3%	0.51
7 to 12 months	27.0%	22.6%	28.8%	
13 months or more	35.1%	35.5%	35.0%	
N =	111	31	80	
TRANSPORTATION				
Q36. Have you actually received any help with transportation since your cash benefits stopped? (% YES)	23.1%	17.2%	30.0%	-1.57
N =	108	58	50	
†‡Q37. After your cash benefits ended, approximately how long have you actually received help with transportation?				
6 months or less	62.5%	66.7%	60.0%	1.33
7 to 12 months	29.2%	33.3%	26.7%	
13 months or more	8.3%	0.0%	13.3%	
N =	24	9	15	
FAMILY SERVICES COUNSELING				
Q51. Have you actually received any Family Services Counseling since your cash benefits stopped? (% YES)	11.3%	6.5%	15.0%	-1.18
N =	71	31	40	
†Q52. After your cash benefits ended, approximately how long have you actually received help with Family Services Counseling?				
6 months or less	42.9%	0.0%	50.0%	N/A
7 to 12 months	42.9%	0.0%	50.0%	
13 months or more	14.3%	100.0%	0.0%	
N =	7	1	6	

†The response “not sure” was not included in the analysis for questions 26, 37, and 52.

‡A chi-square test (χ^2) was used for questions 26 and 37.

**Statistically significant at the 0.05 level.

***Statistically significant at the 0.01 level.

The length of time that former participants received child care assistance varies significantly. Of the 111 recipients who indicated how long they had been using child care services, 37.8% reported using child care assistance for 6 months or less, while 35.1% used it for over a year. However, the longer an individual has been without cash benefits, the longer they report to have used TDHS child care services.¹³

Currently, 49.1% of the 116 participants who have used this transitional service are still receiving help with child care from TDHS. Of this group, over half of urban

¹³ $\chi^2 = 23.2$, statistically significant at the 0.01 confidence level.

residents (54.9%) are still utilizing this service, as compared to only 35.3% of rural participants, a difference that is statistically significant.¹⁴

Regarding extended transportation assistance, of the 108 former participants who were told about this help after cash benefits ended, only 25 (23.1%) have taken advantage of this service. Those who do are most likely to receive transportation assistance for a short time and almost half of these 25 individuals (44.0%) are still receiving this benefit.¹⁵ There are no statistically significant differences in the utilization of transportation benefits between rural and urban respondents.¹⁶

Even less frequent are former participants who have taken advantage of Family Services Counseling after cash benefits end. Of the 71 respondents who recalled being told about this help, only 8 (or 11.3%) reported that they have received Family Services Counseling. This low utilization number is in part due to the fact that many former participants had their cash benefits stopped prior to the inception of this service in February 2000.

Lastly, of the 281 former participants who report that they were told about eligibility to continue their enrollment in TennCare, the vast majority continues to do so. Since their cash benefits have stopped, 82.9% have maintained Medicaid/TennCare enrollment for themselves and their children, and an additional 6.7% have continued enrollment of only the children. Only 10.3% of these respondents indicate that they have not continued with Medicaid/TennCare after cash benefits ended. Compared to the other transitional services, former participants are not only more likely to use Medicaid/TennCare, but are also more likely to use Medicaid/TennCare for a longer time. For those who have continued with Medicaid/TennCare, 59.2% have done so for more than a year, and an additional 24.9% remained on TennCare for 7 to 12 months after cash benefits ended. The length of continued enrollment is primarily a function of the length of time an individual has been without cash benefits, as 82.8% of those whose cash benefits ended more than 12 months ago report to have utilized extended TennCare coverage for more than 12 months.¹⁷

What explains whether or not an individual who is aware of transitional benefits actually uses them? This question is addressed by the logistic regression analysis reported in Table 5.¹⁸ Several personal attributes are statistically significant in the child care utilization model. First, urban residents are about 1.6 times more likely than rural residents to take advantage of transitional child care assistance. Second,

¹⁴ z -test = -1.99, statistically significant at the 0.05 confidence level.

¹⁵ Extended transportation assistance is available for up to 4 months to eligible former recipients once cash benefits end. After that some former recipients use Job Access funds.

¹⁶ The length of time an individual reports of having used transportation assistance is statistically unrelated to the length of time that they have been without cash benefits.

¹⁷ $\chi^2 = 107.6$, statistically significant at the 0.01 confidence level.

¹⁸ Because of the few respondents who reported having used either transportation assistance or Family Services Counseling after cash benefits stopped, meaningful multivariate analysis could not be performed to explain the utilization of these two transitional services.

the older an individual is, the less likely he or she is to use this service. Third, recipients with more than a high school education are over one and a half times more likely than others to use this help. Fourth, individuals who are employed, regardless of the number of hours worked per week, are twice as likely as others to take advantage of child care services; this is hardly surprising given that eligibility for services hinges on employment. Thus, younger, urban residents who are employed are those most likely to take advantage of transitional child care services.

Table 5. Former Recipients: Logistic Regressions Explaining Utilization of Transitional Services

	Child Care	Medicaid/ TennCare
Urban resident	0.474 * (1.61)	0.217 (1.24)
Years of age	-0.087 *** (0.92)	-0.023 (0.98)
More than high school education	0.466 * (1.59)	-0.163 (0.85)
Have 3+ children	0.302 (1.35)	0.500 (1.65)
Employed < 40 hours per week	0.728 ** (2.07)	-0.467 (0.63)
Employed 40+ hours per week	0.694 ** (2.00)	-0.904 * (0.41)
Received cash benefits 4+ years	0.004 (1.00)	0.347 (1.41)
Worked with 3+ caseworkers	0.024 (1.02)	0.435 (1.55)
Very satisfied with Families First services	-0.282 (0.75)	0.032 (1.03)
Constant	1.114 * (1.114)	3.004 *** (3.004)
Sample size	356	281
-2 Log L	392.189	176.845
Model χ^2	57.222 ***	9.775
Nagelkerke R ²	0.207	0.070
Correctly Predicted	72.2%	89.7%

Note: Cell entries are parameter estimates. (Numbers in parentheses are odds ratios.)

- * Statistically significant at the 0.10 level.
- ** Statistically significant at the 0.05 level.
- *** Statistically significant at the 0.01 level.

In contrast, the model explaining Medicaid/TennCare utilization after cash benefits end does not offer much insight as to why one continues enrollment. The overall model is statistically insignificant, which is likely due to the fact that 90% of cases examined in this logistic regression analysis continued to enroll in Medicaid/TennCare after cash benefits stopped. The only variable that approaches statistical significance is “employed 40+ hours per week,” indicating these individuals are less likely to have continued Medicaid/TennCare enrollment after cash benefits ended. This may be because those who work 40 or more hours per

week are more likely to be enrolled in their employer's health insurance plan than are others.¹⁹

SATISFACTION AND SELF-SUFFICIENCY

Overall, former participants who have taken advantage of transitional services are very satisfied with the help they have received. Of the 116 individuals who have used help with child care, 66.4% report to be highly satisfied (i.e., either "pleased" or "delighted") and only 1.7% indicated any level of dissatisfaction (i.e., "terrible," "unhappy," or "mostly dissatisfied"). Similarly, of the 25 individuals who have received transportation assistance, 22 (or 88%) report being highly satisfied, and only 1 person expressed being dissatisfied. In terms of Family Services Counseling, 5 of the 8 respondents who have taken advantage of this transitional service reported a high level of satisfaction. General satisfaction can also be seen in the few number of individuals who offered a response when asked what they "did not like" about each service (child care, n = 2; transportation, n = 1; Family Services Counseling, n = 1).

Former participants express concern about their ability to be self-sufficient after transitional services end. For those currently receiving help with child care (n = 57), only 45.6% are confident that they will be able to take care of these needs after child care assistance ends. These 57 individuals will employ a wide variety of means to address their child care needs after assistance ends. About 28% will pay for care at a daycare center, about 23% will rely on a family member (either with or without compensation), and 15.8% do not yet know what they will do. Of the 11 respondents receiving help with transportation, 10 of these are confident that they will be able to meet these needs once assistance ends. Lastly, only 3 of the 8 former Families First participants receiving Family Services Counseling feel that they will be able to continue without such assistance in their present situation.

HEALTH INSURANCE

The last issue that will be addressed from the former Families First customer satisfaction survey is access to health insurance. As mentioned earlier, a majority of former participants continued to enroll in TennCare after cash assistance stopped. The responses reported to the questions in Table 6 indicate that 82.0% of former participants have health insurance and 89.6% have health insurance for their children. Of the 211 respondents (or 57.8% of the sample) who are employed, 63.5% of these (or 134 respondents) report that their employer has a health plan, and 52.2% (or 70) of these are enrolled in their employer's plan. During the transitional eligibility period, TennCare is provided even when an employer offers health insurance. While most former participants express some level of satisfaction with

¹⁹ $\chi^2 = 6.71$, statistically significant at the 0.05 confidence level.

their present health insurance coverage, only 50.5% report that they are “pleased” or “delighted.” Of the 14.1% (or 46 respondents) who report that they are dissatisfied (answered “terrible,” “dissatisfied,” or “mostly dissatisfied”), the most common reason cited was that they cannot get the services they need (21.7% of dissatisfied respondents).

Table 6. Former Recipients: Health Insurance — Percent Responding “Yes”

Question	All	Rural	Urban	z-test
Q58. Are you currently employed?	57.8%	53.4%	60.8%	-1.04
N =	365	148	217	
Q61. Does your employer offer any health insurance benefits?	63.5%	58.2%	66.7%	-1.23
N =	211	79	132	
Q62. Are you enrolled in your employer's health insurance plan?	52.2%	56.5%	50.0%	0.72
N =	134	46	88	
Q63. Do you currently have health insurance?	82.0%	79.5%	83.8%	-0.93
N =	295	122	173	
Q64. Do your children currently have health insurance?	89.6%	88.5%	90.3%	-0.54
N =	365	148	217	
†Q65. How satisfied are you with your health care insurance coverage?				χ^2
Dissatisfied	14.1%	15.3%	13.3%	3.17
Mostly satisfied	35.5%	30.5%	38.8%	
Pleased	30.0%	34.4%	27.0%	
Delighted	20.5%	19.8%	20.9%	
N =	327	131	196	
Q66. What is it that you do not like about your health care coverage? (% YES)				z-test
Do not like my assigned doctor/health care professional	17.4%	20.0%	15.4%	0.40
Do not like the type of TennCare coverage	15.2%	30.0%	3.8%	2.40**
I cannot get an appointment when needed	6.5%	0.0%	6.5%	-1.34
I cannot get the services needed	21.7%	15.0%	26.9%	-1.01
I cannot afford my prescriptions	4.3%	5.0%	3.8%	0.20
Have to drive too far to see my assigned doctor	4.3%	5.0%	3.8%	0.20
My doctor will not answer my questions	4.3%	5.0%	3.8%	0.20
Insurance premiums/payments are too expensive	10.9%	5.0%	15.4%	-1.21
Other	43.5%	50.0%	38.5%	0.78
N =	46	20	26	

†Q65 combines “terrible,” “dissatisfied,” and “mostly dissatisfied” to create the “dissatisfied” category.

**Statistically significant at the 0.05 level.

In terms of other general health behavior, most former participants report that they see a doctor or health care professional when they are sick (67.9%). In addition, 34.5% report that they go to a hospital emergency room to get treatment when they are ill. In terms of preventative care, 74.0% report they receive screenings and check-ups conducted by a doctor, and 40.4% visit a dentist. Only 14.2% report taking no preventative health care measures.

SUMMARY

Most former participants report that during their last meeting while receiving cash benefits, a caseworker talked to them about their eligibility for transitional services, an experience that was equally frequent among rural and urban participants (67.4%). Many report they were told they could continue to enroll in TennCare and could qualify for child care assistance once their cash benefits ended (77.0% and 62.1%, respectively). Far fewer, however, indicate they were made aware of their eligibility for transportation assistance (29.6%) or Family Services Counseling (19.5%). When participants did learn of these transitional services, caseworkers were the most common source. The results of multivariate analyses suggest that the longer a participant has received cash benefits and the happier he/she is with services, the more likely he/she is to learn of additional services.

Of those former participants who were told about available transitional services, few actually utilized this help. Utilization of child care assistance was reported by 116 (32.6%), 25 (23.1%) received transportation assistance, and only 8 (11.3%) reported to have received Family Services Counseling since cash benefits have stopped. Utilization of TennCare after cash benefits stopped was far more common: 82.9% maintained TennCare enrollment for themselves and their children, and an additional 6.7% did so only for their children. Multivariate analyses were unable to identify correlates of utilization across transitional services.

Overall, former participants who have taken advantage of transitional services are very satisfied with the help they have received. A high level of satisfaction with child care and transportation assistance was reported by 66.4% and 88% of respondents, respectively. For those currently receiving these services, concern was expressed about their ability to be self-sufficient once this transitional period ends.

Current Participant Survey

SAMPLE CHARACTERISTICS

A total of 425 current participants participated in the customer satisfaction survey. Of these, 253, or 60%, live in urban areas. The overall response rate for the sample was 64.3%, with a refusal rate of 4.7%.

The average age of current respondents is 38.5 years. Individuals who are neither high school graduates nor possess a GED account for 48% of the sample, while those with a high school degree (or GED) comprise 36% of the sample. The remaining 16% reported that they had formal education beyond the high school level (i.e., some college or vocational school). Women comprise 98% of the sample respondents.

In terms of racial/ethnic composition, the majority of the current participant sample reported that they are African American (56%). Of the rest of the current

participants, 42% reported to be Caucasian and 2% are of another racial/ethnic group. The rural and urban portions of this sample differed significantly in terms of racial/ethnic composition. Urban residents were far more likely to report that they are African American than were rural residents (76% and 28%, respectively).

Of the 425 current respondents, approximately a quarter (25.7%) have been a Families First recipient for 18 months or less, and 56% have been Families First participants for more than 4 years.²⁰ Most have not experienced an interruption in their cash benefits during the period that they have been enrolled in Families First (69%), with urban residents being more likely to report an interruption. Over half of those who reported a cash benefit interruption indicated that it was due to no longer being eligible because of income, while 19% indicated their benefits were interrupted as a sanction for non-compliance with program requirements.

Individuals who reported experiencing an interruption in their cash benefits were asked questions about their awareness and utilization of transitional services during the time of the benefit interruption. For this reason, the analysis below will focus on the subsample of current Families First participants who reported experiencing a cash benefit interruption. Of these 131 respondents (or 30.8% of the overall sample), 70% are urban residents, 61% are African American, 66% received TDHS services for 4 or more years, and 60% reported having at least a high school degree or GED.

AWARENESS AND UTILIZATION OF TRANSITIONAL SERVICES

Current Families First participants who experienced cash benefit interruption at least once in the past offer very different responses to the four survey questions reported in Table 7. Most individuals (73.4%) were told of their continued eligibility for TennCare and child care assistance (61.3%) while their cash benefits were interrupted. (This does indicate, however, that more than 1 in 4 current participants were not told of their eligibility for these services at this time.) In contrast, only about 1 in 3 were told that they were eligible for transportation assistance and Family Services Counseling. Thus, current participants indicate that they are not getting information about transitional services from which they could benefit while their cash benefits have been interrupted.

²⁰ The length of time that survey respondents report receiving Families First benefits are shorter than what TDHS administrative data show. This could be a function of a social desirability bias where participants feel more comfortable reporting that they have received benefits for a shorter period of time.

Table 7. Current Recipients: Awareness of Transitional Services — Percent Responding “Yes”

Question	All	Rural	Urban	z-test
TRANSITIONAL SERVICE				
Q72. Told could qualify for Child Care assistance after cash benefits interrupted.	61.3%	60.0%	61.8%	-0.18
N =	124	35	89	
Q76. Told could qualify for Transportation assistance after cash benefits interrupted.	32.0%	33.3%	31.4%	0.19
N =	103	33	70	
Q80. Told could qualify for TennCare after cash benefits interrupted.	73.4%	87.2%	67.4%	2.19**
N =	128	39	89	
Q83. Told could qualify for Family Services Counseling assistance after cash benefits interrupted.	31.7%	48.6%	24.7%	2.54**
N =	126	37	89	

Note: The response “not sure” was not included in the analysis.

** Statistically significant at the 0.05 level.

As with former participants, when these current participants are told about transitional benefits it is by a caseworker (see Table 8). At least 75% of current participants who knew about the availability of each transitional service learned about it from a caseworker. There are only minor differences between rural and urban participants in this regard.

Table 8. Current Recipients: How They Learned About Transitional Services

Question	All	Rural	Urban	z-test
TRANSITIONAL SERVICE				
Q73. How did you learn about DHS being able to help with Child Care even after Families First cash benefits were interrupted?				
Caseworker	78.9%	85.7%	76.4%	0.97
Case management specialist	2.6%	0.0%	3.6%	-1.43
ABE/Fresh Start/Job Club instructor	1.3%	4.8%	0.0%	1.03
Friend/relative	11.8%	9.5%	12.7%	-0.41
Other	11.8%	9.5%	12.7%	-0.41
N =	76	21	55	
Q77. How did you learn about DHS being able to help with transportation even after Families First cash benefits were interrupted?				
Caseworker	81.8%	90.9%	77.3%	1.09
Case management specialist	12.1%	0.0%	18.2%	-2.21**
ABE/Fresh Start/Job Club instructor	0.0%	0.0%	0.0%	N/A
Friend/relative	0.0%	0.0%	0.0%	N/A
Other	9.1%	9.1%	9.1%	0.00
N =	33	11	22	
Q81. How did you learn about DHS being able to help with TennCare even after Families First cash benefits were interrupted?				
Caseworker	76.6%	70.6%	80.0%	-1.00
Case management specialist	3.2%	5.9%	1.7%	0.96
ABE/Fresh Start/Job Club instructor	0.0%	0.0%	0.0%	N/A
Friend/relative	4.3%	2.9%	5.0%	-0.52
Other	19.1%	23.5%	16.7%	0.78
N =	94	34	60	
Q84. How did you learn about DHS being able to help with Family Services Counseling even after Families First cash benefits were interrupted?				
Caseworker	77.5%	83.3%	72.7%	0.82
Case management specialist	5.0%	5.6%	4.5%	0.16
ABE/Fresh Start/Job Club instructor	2.5%	0.0%	4.5%	-1.02
Friend/relative	0.0%	0.0%	0.0%	N/A
Other	17.5%	11.1%	22.7%	-1.00
N =	40	18	22	

Note: Percent totals for each question may be greater than 100% due to multiple responses.

** Statistically significant at the 0.05 level.

Of those who were told about transitional child care assistance (n = 76), 68.4% did use this service. Similarly, 63.6% of the 33 respondents told of transportation assistance take advantage of the available help. In contrast, only 25% of the 40 individuals aware of Family Services Counseling used this service during their cash benefit interruption. Low utilization of Family Services Counseling may partly be due to the notion that some current participants may have experienced benefit interruptions before the service began (February 2000). Almost all current participants who were aware that they qualified for continued enrollment in

TennCare during this time stayed enrolled themselves (89.4%) or maintained only their children's enrollment. For all four of these transitional services, there were no statistically significant differences in the utilization patterns of rural and urban Families First participants. Twenty-one respondents indicated that they returned to Families First because of concerns about child care benefits and 4 returned due to transportation concerns.

Contract Staff Survey

GENERAL PERCEPTIONS ABOUT TRANSITIONAL SERVICES

Table 9 reports responses from contract employees to general questions about transitional services on the *2001 Families First Supports for Long-Term Work & Self-Sufficiency Staff Survey*. This table reports the percentage of individuals offering an "agree" or "strongly agree" response to each of the questions listed. Collapsing response categories in this manner facilitates comparison across two categories of contract employees: those for whom a majority of their Families First participants are not in a large city and those for whom a majority of their recipients are in a large city. The former category will be referred to as "non-urban staff" and the latter group as "urban staff."

Table 9. Contract Staff: General Perceptions — Percent Responding “Agree” or “Strongly Agree”

Question	All Staff	Non-Urban Staff	Urban Staff	z-test
Q1. Most Families First customers who are eligible to receive transitional benefits get quick referrals for services.	71.1%	84.8%	56.8%	3.66***
N =	90	46	44	
Q2. Most eligible Families First customers are simply not interested in receiving help...once cash assistance ends.	9.7%	18.0%	1.9%	2.80***
N =	103	50	53	
Q3. Most of my customers are aware that they are eligible to receive help from TDHS...after cash assistance ends.	72.0%	84.0%	60.0%	2.77***
N =	100	50	50	
Q5. Many of my customers receive transitional benefits...but choose to discontinue service...before eligibility period ends.	24.1%	25.5%	22.5%	0.33
N =	87	47	40	

Note: “Not sure” responses are excluded from this analysis.
 *** Statistically significant at the 0.01 level.

When asked for their general perceptions of transitional services, contract staff respondents report that eligible Families First participants are interested in receiving transitional services, generally are aware of these services, receive quick referrals when requested, and do not choose to discontinue receiving this help before eligibility expires.

While this pattern holds regardless of whether or not the majority of a respondent’s participants live in a large city, contract employees serving mainly large-city residents are less likely to think referrals for transitional services are quick, are more likely to think their participants are interested in these services, and are less likely to think their recipients are aware of these services. Of those offering a response other than “not sure,” 84% of non-urban staff think eligible participants are aware of transitional services, compared to 60% of urban staff.

Overall, 33% of respondents estimate that no more than 30% of the participants in their caseload are eligible for transitional benefits, while 39.6% of respondents estimate that between 61% and 100% are eligible. But non-urban staff are more likely to estimate that 61% to 100% of their participants are eligible, while 46.8% of urban staff indicate that no more than 30% are eligible, a difference that is statistically significant.²¹ Thus, non-urban contract workers are more likely than urban workers to indicate that most of their participants are eligible for transitional services.

²¹ $\chi^2 = 8.41$, statistically significant at the 0.05 confidence level.

When asked about the service that they thought was most important in helping former participants stay off cash assistance, both groups of contract employees agree that child care was most important. Of 112 respondents, 64.3% identified child care assistance as the most important service, transportation assistance was selected by 8.9%, and TennCare and Family Services Counseling were each selected by 3.6% of respondents.

CHILD CARE SERVICES

When asked specifically about transitional child care assistance, non-urban and urban contract staff again had divergent views. As Table 10 shows, only 17.0% of non-urban staff agree that eligible recipients are not aware of this service, compared to 54.0% of their urban counterparts. As to why participants who qualify for child care help do not use it, urban staff are much more likely to cite difficulties getting these services. In contrast, non-urban workers are statistically more likely to indicate that participants do not use these services because they just do not need the help (24.5% as compared to 1.9% of urban staff). While the general sense among contract staff is that child care services are sufficient to allow recipients to continue working (62.8%), this opinion is much more prevalent among non-urban respondents.

Table 10. Staff Survey: Transitional Child Care Service — Percent Responding “Agree” or “Strongly Agree”

Question	All Staff	Non-Urban Staff	Urban Staff	z-test
Q7. Many Families First customers who qualify for transitional child care do not receive services because they are not aware such services are still available when they get off cash assistance.	35.0%	17.0%	54.0%	-4.2***
N =	103	53	50	
Q8. Many Families First customers who qualify for transitional child care do not receive help because of difficulties they encounter in child care services.	38.3%	24.5%	53.3%	-3.0***
N =	94	49	45	
Q9. Many Families First customers who qualify for transitional child care refuse services because they simply do not need help with child care.	13.3%	24.5%	1.9%	3.64***
N =	105	53	52	
Q10. Many Families First customers who qualify for transitional child care refuse services because they have concerns about the quality of available child care.	25.5%	19.6%	31.9%	-1.40
N =	98	51	47	
Q12. Most Families First customers, who get off cash assistance and are eligible to receive transitional child care, are provided enough assistance to allow them to continue working.	62.8%	72.9%	52.2%	2.12**
N =	94	48	46	
Q13. Many Families First customers who get off cash assistance are not eligible to receive transitional child care even though they really need the help in order to continue working.	53.9%	44.9%	65.0%	-1.94
N =	89	49	40	
Q14. Loss of transitional child care causes many former Families First customers to reapply for cash assistance once transitional benefits end.	80.5%	74.5%	88.6%	-1.96**
N =	82	47	35	

Note: “Not sure” responses are excluded from this analysis.

**Statistically significant at the 0.05 level.

***Statistically significant at the 0.01 level.

Two additional concerns are addressed by the survey. First is whether or not many participants who need transitional child care help are not getting it because of ineligibility. Contract employees are divided in their responses—53.9% agree with this statement. Non-urban and urban respondents indicate with similar frequency (about 40% and 35%, respectively) that 61% to 100% of their participants are eligible for these services. However, urban contract staff are much more likely (50.0%) than their non-urban counterparts (22.4%) to indicate that only a few (i.e., no more than 30%) of their participants are eligible.²²

²² $\chi^2 = 9.95$, statistically significant at the 0.01 confidence level.

The second concern addressed by the survey is the impact that loss of child care assistance may have on participants. There is greater agreement among respondents on this issue. Overall, 80.5% of respondents agree that the loss of this service causes many former Families First participants to reapply for cash benefits, but urban staff are statistically more likely to agree with this concern. Furthermore, while 49.2% of contract staff indicate that no more than 30% of their participants have reapplied for cash assistance for this reason, 36.8% of respondents place that number in the 61% to 100% range of their caseload. These findings are consistent with the importance that these individuals assign to transitional child care assistance.

TRANSPORTATION SERVICES

Similar to their perceptions of child care, less than half of contract staff think eligible recipients are aware that transportation assistance is available once cash benefits end (see Table 11). However, this overall figure masks the divergent views of non-urban and urban respondents (a divergence also seen in their perceptions of child care). While only 20.8% of non-urban respondents agree that many eligible recipients do not get transportation help because they are unaware it exists, 67.3% of urban staff have this opinion—a difference that is highly statistically significant. Additionally, urban contract staff are much more likely than are non-urban staff to see difficulties with getting this help and the lack of eligibility for many needy individuals. About 42% of respondents estimate that at least 61% of their participants are eligible while 36.3% estimate this figure to be 30% or less. Both groups agree that lack of need is not a primary reason this service is not used by participants.

Table 11. Contract Staff: Transitional Transportation Services — Percent Responding “Agree” or “Strongly Agree”

Question	All Staff	Non-Urban Staff	Urban Staff	z-test
Q16. Many Families First customers who qualify for transitional transportation benefits do not receive help because they are not aware such services are still available as they get off cash assistance.	43.1%	20.8%	67.3%	-5.3***
N =	102	53	49	
Q17. Many Families First customers who qualify for transitional transportation benefits do not receive help because of difficulties they encounter in getting services.	45.9%	30.8%	63.0%	-3.4***
N =	98	52	46	
Q18. Many Families First customers who qualify for transitional transportation benefits refuse services because they simply do not need help with transportation	21.4%	30.6%	12.2%	2.28**
N =	98	49	49	
Q20. Most Families First customers who get off cash assistance and are eligible to receive transitional benefits are provided enough assistance with transportation to allow them to continue working.	65.3%	76.5%	53.2%	2.48**
N =	98	51	47	
Q21. Many Families First customers who get off cash assistance are not eligible to receive transitional transportation even though they really need the help in order to continue working.	51.8%	37.8%	67.5%	-2.9***
N =	85	45	40	
Q22. Loss of transitional transportation benefits causes many former Families First customers to reapply for cash assistance once transitional benefits end.	58.9%	51.4%	66.7%	-1.35
N =	73	37	36	

Note: “Not sure” responses are excluded from this analysis.

**Statistically significant at the 0.05 level.

***Statistically significant at the 0.01 level.

Although utilization of transportation help is not as high as it could be, most contract staff (65.3%) think the current level of help is sufficient to allow a former recipient to continue working, although non-urban staff are more in agreement on this point than are urban staff (76.5% and 53.2%, respectively). Slightly more than half agree that the loss of this assistance is a reason that many former participants reapply for cash assistance, yet it is a less common reason for reapplication than is the loss of child care help. Indeed, only 9.5% of contract staff members believe that more than 60% of their caseload reapplied for cash assistance because of difficulty with transportation support, while 59.5% of respondents estimate that less than 31% of their participants do so for this reason.

OTHER TRANSITIONAL SERVICES

Additional questions that probe contract staff perceptions of Family Services Counseling and TennCare are listed in Table 12. In terms of Family Services Counseling, lack of awareness is generally seen as a more likely impediment to receiving this service than is difficulty getting the necessary referral. Especially for urban contract staff, lack of awareness is seen as a reason why many eligible former participants do not seek out this service (72.7% as compared to 31.1% of non-urban contract employees). However, respondents believe that a more common reason why recipients do not use this service is that many recipients feel they do not need this kind of help when they get off cash assistance, a view held by more non-urban than urban contract staff (75.0% and 53.5%, respectively).

Regarding health insurance, both groups of contract workers are in agreement that the loss of health insurance (i.e., TennCare) when transitional status ends causes many former Families First participants to reapply for cash benefits. A total of 74.6% of all respondents agree with this statement. However, 49% of contract staff members estimate that this has happened to less than 31% of their participants, while only 14.3% of respondents indicate that this situation describes more than 60% of the individuals in their caseload.

Table 12. Contract Staff: Other Transitional Services — Percent Responding “Agree” or “Strongly Agree”

Question	All Staff	Non-Urban Staff	Urban Staff	z-test
Q24. Many Families First customers who still qualify for Family Services Counseling as cash assistance ends, do not receive services because of difficulties they encounter in getting a referral for counseling services.	31.9%	18.8%	46.5%	-2.9***
N =	91	48	43	
Q25. Many Families First customers who qualify for Family Services Counseling do not receive services because they are not aware such services are still available for a full year after they get off cash assistance.	51.7%	31.1%	72.7%	-4.3***
N =	89	45	44	
Q26. Many Families First customers who qualify for Family Services Counseling when they get off cash assistance refuse services because they simply do not feel a need for help.	64.4%	75.0%	53.5%	2.14**
N =	87	44	43	
Q27. Loss of health insurance (TennCare) causes many Families First customers to reapply for cash assistance as the period of transitional status ends.	74.6%	72.2%	77.1%	-0.48
N =	71	36	35	

Note: “Not sure” responses are excluded from this analysis.

**Statistically significant at the 0.05 level.

***Statistically significant at the 0.01 level.

SUMMARY

Contract staff, whether or not the majority of their Families First participants live in a large city, generally agree that the level of assistance provided by transitional child care and transportation services is sufficient to allow former participants to continue working. They also agree that child care is the most important of the transitional services for ensuring self-sufficiency and that the loss of this service once transitional eligibility expires is a reason that many former participants reapply for cash assistance.

Beyond these points of general agreement, non-urban and urban contract staff members are characterized by divergent views. Urban respondents are more likely to agree that many former participants are not eligible for a needed service, that many who are eligible are simply not aware of these services, and that those who are aware often are discouraged by difficulties trying to acquire them. Thus the experiences observed by contract workers appear to suggest that awareness, utilization, and difficulties receiving help differs between rural and urban transitional service delivery contexts.

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Study Limitations

As with any research, several limitations of this study can be identified. First, significant variation occurred in the utilization of transitional services. In some cases, the number of recipients who utilized a particular service after cash assistance ended was too small for meaningful statistical analysis. To gain a more complete understanding of the utilization of and satisfaction with transportation assistance and Family Services Counseling, an alternative sampling method could be employed: oversampling participants who have utilized these services. In the event that sample sizes sufficient for statistical analysis remain elusive, focus groups would be a useful alternative or supplement to customer surveys.

Second, only some of the questions in the current and former customer surveys offer the respondents a “not sure” response category. Without this response option, it is possible that individuals will choose one of the given responses to a question even though they do not have an opinion about the issue. However, when it was offered, the “not sure” response typically was selected by only a few respondents. This suggests the presence of non-attitudes is not a significant issue for this study. In contrast, all of the questions in the contract staff survey provided “don't know/not sure” responses. There was significant variation in the number of staff respondents who selected this response option. An additional “neither agree nor disagree” category placed in the middle of the strongly disagree-strongly agree scale would separate non-responses from a neutral response and preserve the sample size across questions.

Third, attitudes of Families First participants and contract staff were studied, but perceptions of TDHS employees were not. It would be useful to study perceptions that TDHS service providers hold. “Dialogue between service providers and evaluators about participants’ perceptions can provide a wealth of information concerning potential causes of service quality shortfalls” (Zeithaml, Parasuraman, & Berry ., 1990). When service providers possess an inaccurate understanding of what

recipients expect and what really matters to them, the result is likely to be program performance that does not meet participant expectations.

Fourth, the reliance on closed-ended questions as the primary means of measuring attitudes in these surveys may generate more positive responses than would be the case with the use of open-ended questions (Godley, Fiedler, & Funk, 1998; Perreault & Lechner, 1993). However, it would be unfeasible to rely primarily on open-ended questions, because these are much more difficult to answer and analyze. For this reason, one open-ended question is used to solicit respondent attitudes in each of the customer surveys.

Fifth, eligibility is likely an important determinant of whether or not a participant is informed about available services, yet in this present study eligibility is not directly measured. To address this concept, proxies for eligibility were used (e.g., current employment status, age). Future studies should attempt to devise a scheme whereby eligibility issues can be more directly considered. For instance, the age of the youngest child in the home can be included in the survey, because it is highly associated with eligibility for child care. Similarly, need is expected to be related to awareness and utilization of these services. This concept was not operationalized in the present survey and should be considered more fully in future studies.

Sixth, surveying contract workers has limitations in addressing issues related to all transitional benefits available to Families First participants. Contract workers may have experience dealing with only some transitional services. In the present case, these individuals may not be particularly knowledgeable about Medicaid/TennCare or Family Services Counseling.

Conclusions

Tennessee's Families First welfare program was created in September 1996 with a focus on providing short-term assistance and requiring most participants to work or participate in work-related activities designed to help achieve self-sufficiency. Crucial to this process are the few months that follow the end of cash assistance. During this period, transitional services are made available to help individuals make the transition from cash benefits to self-sufficiency. The purpose of this project was to assess the effectiveness of these transitional services.

Focusing on former and current Families First participants, data collected from telephone surveys were used to assess the extent that recipients are aware of these transitional services, how much they have used these services, and their satisfaction with these services. In terms of awareness, evaluators found significant variation in whether or not a former or current participant was told about his/her eligibility for these different services. Participants are more likely to be aware that they can continue to be enrolled in TennCare and may be eligible for child care assistance after cash assistance ends. Recipients are less likely to be aware of transportation services and Family Services Counseling. Few significant differences were found between rural and urban participants in terms of awareness of transitional services. Multivariate analyses suggest that the longer a participant has received cash benefits and the happier he/she is with TDHS services overall, the more likely he/she is to learn of additional services.

Of those participants who were told about available transitional services, relatively few actually utilized this help. For former participants, utilization of child care assistance was reported by 116 (or 32.6%), 25 received transportation assistance, and only 8 reported to have received Family Services Counseling. Utilization of TennCare was far more common: 82.9% maintained TennCare enrollment for themselves and their children after cash benefits stopped, and an additional 6.7% did so only for their children. Similarly, current participants typically maintained TennCare enrollment during cash benefit interruptions. About 65% who were aware

of child care and transportation services utilized them. Multivariate analyses were unable to identify correlates of utilization that exist across transitional services.

Overall, former participants who have taken advantage of transitional services are very satisfied with the help they have received. A high level of satisfaction with child care and transportation assistance was reported by 66.4% and 88% of respondents, respectively. Those currently receiving these services expressed concern about their ability to be self-sufficient once the transitional period ends.

Furthermore, a mail survey administered to contract employees most likely to be knowledgeable of transitional services indicates that about two-thirds agree that the level of assistance provided by transitional child care and transportation services is sufficient to allow former participants to continue working. They also agree that the most important of the transitional services for ensuring self-sufficiency is child care and that the loss of this service once transitional eligibility expires is a reason that many former participants reapply for cash assistance. Beyond these points of general agreement, non-urban and urban contract staff members are characterized by divergent views. Experiences observed by contract workers appear to suggest that awareness, utilization, and difficulties receiving help differ between rural and urban transitional service delivery contexts.

Perhaps the biggest message revealed in this study is the importance of communication. It is clear that not all participants are getting the message that services are available while they are making the transition from cash assistance to self-sufficiency. The issues of child care, transportation, and health insurance are certainly important to Families First participants and their ability to remain self-sufficient. Many recipients will take advantage of transitional services once they are aware of them. Thus, the first obstacle to overcome in improving the effectiveness of transitional services is to better communicate to Families First participants that these services are available. Once this obstacle is overcome, then the focus can turn to other impediments to the utilization and effectiveness of these transitional services.

The present study focused on individuals who reported utilization of transitional benefits. However, the other half of the story can only be told by those Families First participants who choose not to utilize transitional services after cash benefits end. Future studies should describe that group of leavers to determine their characteristics and explore their reasons for not utilizing transitional services.

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Appendix A

Transitional Benefits Eligibility Requirements

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TRANSITIONAL BENEFITS				
	Who is Eligible	Qualifications	Eligibility Period	Requirements
Child Care	<p>All case closures EXCEPT:</p> <ul style="list-style-type: none"> ▪ Closures for non-cooperation with Child Support; ▪ Closures due to the AG moving out of state; ▪ Closures that have no eligible adult; or ▪ Closures that do not have a minor parent (EC) who has signed a PRP in the AG. 	<p>The customer must:</p> <ul style="list-style-type: none"> ▪ Be either employed and/or a full-time student in post-secondary education for a total of 20 hours per week; ▪ Have an eligible child; ▪ Meet the 60% of the State Median Income guidelines; and ▪ Cooperate with child support requirements 	18 months	<p>Caretaker contributes to the cost of care by paying a weekly co-payment fee based on the family's income and number in the household.</p>
Medicaid	<p>All case closures EXCEPT:</p> <ul style="list-style-type: none"> ▪ Closed for sanction or time limit reasons when the AG is eligible for MA C; ▪ Because of death of all AG members; or ▪ Because all of the AG members leave the state. ▪ When eligible AG members are no longer in the household. 	<p>The customer must:</p> <ul style="list-style-type: none"> ▪ Have received Families First assistance and subsequently have had case closed. 	18 months	None
Extended Transportation	<p>A participant who is no longer eligible for Families First due to an increase in earnings or leaves Families First with earnings.</p>	<p>The customer must:</p> <ul style="list-style-type: none"> ▪ Have been actively enrolled in a work component at the time of closure; ▪ Have reported employment/earnings in timely manner (for closures due to earnings); ▪ Be a resident of Tennessee; and ▪ Be in compliance with work 	4 months	<p>Customer must choose to:</p> <ul style="list-style-type: none"> ▪ Continue with current mode of transportation or ▪ Receive a lump sum payment.

	<p>First Wheels Loan Program</p> <p>Up to 12 months after all case closures EXCEPT:</p> <ul style="list-style-type: none"> ▪ "Child-only" cases; ▪ There were no eligible children present in the home at the time of closure; ▪ A child support sanction was imposed at the time of closure; ▪ The customer had moved out of state at the time of closure; or ▪ Disqualified for a Families First Intentional Program Violation. 	<p>and child support at the time of case closure.</p> <p>The customer must:</p> <ul style="list-style-type: none"> ▪ Be a resident of Tennessee; and ▪ Have been employed for 35 or more hours per week or must be working 20 hours per week and participating in full-time post-secondary education. If self-employed, income must equal at least the minimum wage for the hours worked per week as in Families First policy. 	<p>Request must be made within the 12 month period after cash payments end.</p>	<p>The customer must:</p> <ul style="list-style-type: none"> ▪ Provide proof of completion of personal financial management class of five hours or more; ▪ Provide proof of completion of vehicle maintenance class of one or more hours; ▪ Possess a current, valid Tennessee drivers license; ▪ Provide copy of driver's safety record; ▪ Have no serious driving violations within last three years; ▪ Identify all other drivers in the household; ▪ Demonstrate ability to make regular monthly payments, pay for regular vehicle maintenance, obtain and afford basic automobile liability and uninsured motorist insurance; ▪ Have a demonstrated transportation need; and ▪ Have no DWI/DUI in the past 24 months. <p>None</p>
<p>Family Services Counseling</p>	<p>An individual who has received Families First cash payments within the last 12 months and shows signs of a barrier or who wishes to be referred. Child only assistance groups are not eligible.</p>		<p>12 months</p>	<p>None</p>

Appendix B

2001 Former Families First Customer Survey

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**FAMILIES FIRST CUSTOMER SATISFACTION SURVEY
(Former Customers Only)**

INTERVIEWER: READ THE FOLLOWING: “Hello, may I speak with [RESPONDENT’S NAME]? My name is [YOUR FIRST NAME] and I am a staff member at the University of Tennessee’s College of Social Work.”

- 1 RESPONDENT NOT AVAILABLE [**PROBE:** “When would be a good time to call back to talk with [RESPONDENT’S NAME]?”
RECORD CALL BACK ON LOG SHEET]

- 2 RESPONDENT AVAILABLE

“A week ago we sent you a letter saying that we would be calling to talk to you about your experiences with the Department of Human Services and the services it provides. Do you remember receiving this letter?”

- 1 YES [READ INTRO “B”]
- 2 NO [**PROBE:** “The letter offered a \$5 Wal-Mart gift certificate for completing this interview. The letter came in a University of Tennessee envelope. Do you remember receiving such a letter?”]
 - 1 YES [READ INTRO “B”]
 - 2 NO [READ INTRO “A”]
 - 3 NOT SURE [READ INTRO “A”]

INTRO A:

“The letter explained that we are doing a study of *Families First* services across the state of Tennessee. The Department of Human Services has given us your name as someone who used to receive *Families First* benefits. We’d like to ask you about your experiences with services from the Department of Human Services. The interview will last about 15 minutes. It is very important that we hear the views of previous customers so we can make better recommendations on how to improve services for future participants. Your answers will be confidential and your name will not be identified with any answers you give. After the interview is completed, we will send you a \$5 gift certificate for Wal-Mart to thank you for your time.”

“First, I’d like to confirm that at least since the end of last year you are no longer receiving *Families First* cash benefits.” [**INTERVIEWER:** This includes CASH benefits only. Individuals receiving transitional non-cash benefits are eligible to participate in the survey].

- 1 YES [BEGIN SURVEY]
- 2 NO [**POLITELY TERMINATE INTERVIEW BY SAYING:**
“I apologize for bothering you this evening. For this study we are supposed to contact only former *Families First* customers who have not been receiving cash benefits for at least five months.” **PLEASE NOTE “NOT ELIGIBLE” IN YOUR LOG]**

INTRO B:

“Good! As we mentioned in the letter, we’re doing a study of *Families First* services in the state of Tennessee. The Department of Human Services has given us your name as someone who used to receive *Families First* benefits. We’d like to ask you about your experiences with services from the Department of Human Services. The interview will last about 15 minutes. It is very important that we hear the views of previous customers so we can make better recommendations on how to improve services for future participants. Your answers will be confidential and your name will not be identified with any answers

you give. After the interview is completed, we will send you a \$5 gift certificate for Wal-Mart to thank you for your time.”

“First, I’d like to confirm that at least since the end of last year you are no longer receiving *Families First* cash benefits.” [INTERVIEWER: This includes CASH benefits only. Individuals receiving transitional non-cash benefits are eligible to participate in the survey].

1 YES [BEGIN SURVEY]

2 NO [POLITELY TERMINATE INTERVIEW BY SAYING:

“I apologize for bothering you this evening. For this study we are supposed to contact only former *Families First* customers who have not been receiving cash benefits for at least five months now.” PLEASE NOTE “NOT ELIGIBLE” IN YOUR LOG]

SECTION I:

“First, I’d like to ask you some questions about what you think is most important for customer service. Different people value different things, so keep in mind that there is no right or wrong answer. We are just asking for your opinions. When answering questions about your caseworker, please keep in mind the person you used to meet with for re-determination or to discuss your benefits.”

1. “As a *Families First* customer, how important was it for you to see the *same* caseworker for re-determining or discussing your benefits, every time you visited the Department of Human Services?”

[READ CHOICES]

- 1 EXTREMELY UNIMPORTANT [SKIP TO QUESTION 3]
- 2 VERY UNIMPORTANT [SKIP TO QUESTION 3]
- 3 UNIMPORTANT [SKIP TO QUESTION 3]
- 4 IMPORTANT
- 5 VERY IMPORTANT
- 6 EXTREMELY IMPORTANT

2. “*Why* did you feel it was important to see the same caseworker from one visit to the next?”

[INTERVIEWER: DO NOT READ OUT RESPONSE CHOICES! SELECT THE MOST APPROPRIATE RESPONSE AFTER HEARING RESPONDENT’S OPINION]

- 1 EFFICIENCY (e.g., Caseworker was familiar with my case and I didn’t have to explain everything from the start every time I visited)
- 2 RELATIONSHIP (e.g., Caseworker got to know my needs better over time and made better recommendations)
- 3 BOTH EFFICIENCY AND RELATIONSHIP
- 4 OTHER [SPECIFY] _____

3. “How often do you feel that caseworkers gave you enough time to talk about all your needs when you met?”

- 1 NEVER
- 2 OCCASIONALLY
- 3 MOST OF THE TIME
- 4 ALWAYS
- 5 NOT SURE [DO NOT READ]

4. "How often do you feel that caseworkers treated you with respect?"
 - 1 NEVER
 - 2 OCCASIONALLY
 - 3 MOST OF THE TIME
 - 4 ALWAYS
 - 5 NOT SURE [DO NOT READ]

5. "How often do you feel caseworkers acted in a caring manner?"
 - 1 NEVER
 - 2 OCCASIONALLY
 - 3 MOST OF THE TIME
 - 4 ALWAYS
 - 5 NOT SURE [DO NOT READ]

6. "How often did caseworkers you worked with ask for your thoughts as you discussed future activities?"
 - 1 NEVER
 - 2 OCCASIONALLY
 - 3 MOST OF THE TIME
 - 4 ALWAYS
 - 5 NOT SURE [DO NOT READ]

7. "How satisfied are you with the caseworker's explanation of what was required from you so you can continue getting all your benefits?"
 - 1 TERRIBLE
 - 2 UNHAPPY
 - 3 MOSTLY DISSATISFIED
 - 4 MOSTLY SATISFIED
 - 5 PLEASED
 - 6 DELIGHTED

8. "Overall, how satisfied are you with the DHS caseworkers you worked with?" [READ CHOICES]
 - 1 EXTREMELY DISSATISFIED [ASK QUESTION 9 THEN SKIP TO SECTION II]
 - 2 DISSATISFIED [ASK QUESTION 9 THEN SKIP TO SECTION II]
 - 3 SATISFIED [SKIP TO QUESTION 10]
 - 4 EXTREMELY SATISFIED [SKIP TO QUESTION 10]
 - 5 NOT SURE

9. “Thinking back for a moment to specific meetings, what is the *one thing that did NOT work very well as you met* with DHS caseworkers?” [INTERVIEWER: PROBE FOR ISSUES THAT RELATE TO CUSTOMER-CASEWORKER INTERACTION. **DO NOT READ OUT** RESPONSE CHOICES! **SELECT MOST APPROPRIATE RESPONSE AFTER** HEARING RESPONDENT’S OPINION]
- 1 LACK OF RESPECT / CARE
 - 2 CASEWORKERS NOT FAMILIAR WITH MY SITUATION
 - 3 LACK OF RESPONSIVENESS (e.g., return calls, make timely referrals, etc.)
 - 4 CASEWORKERS WERE NOT KNOWLEDGEABLE
 - 5 CASEWORKERS DID NOT EXPLAIN WELL PROGRAM REQUIREMENTS
 - 6 CASEWORKERS DID NOT EXPLAIN WELL AVAILABLE SERVICES
 - 7 OTHER [SPECIFY] _____
10. “Thinking back for a moment again to specific meetings, what is the *one thing that you liked best* about working with DHS caseworkers?” [INTERVIEWER: PROBE FOR ISSUES THAT RELATE TO CUSTOMER-CASEWORKER INTERACTION. **DO NOT READ OUT** RESPONSE CHOICES! **SELECT MOST APPROPRIATE RESPONSE AFTER** HEARING RESPONDENT’S OPINION]
- 1 RESPECT / CARE
 - 2 CASEWORKERS’ FAMILIARITY WITH MY SITUATION
 - 3 RESPONSIVENESS (e.g., return calls, make timely referrals, etc.)
 - 4 CASEWORKERS’ WORK KNOWLEDGE
 - 5 CASEWORKERS EXPLAINED PROGRAM REQUIREMENTS WELL
 - 6 CASEWORKERS EXPLAINED AVAILABLE SERVICES WELL
 - 7 OTHER [SPECIFY] _____

SECTION II:

“Next I would like to ask you a few questions about your experiences with specific services available to *Families First* customers. Again, there are no right or wrong answers. We are just trying to get a sense of what activities customers find most useful.”

11. “As a *Families First* customer, were you ever required to attend Fresh Start classes?”
- 1 NO [SKIP TO QUESTION 16]
 - 2 YES
12. “Did you attend any Fresh Start classes?”
- 1 NO [ASK QUESTION 13 THEN SKIP TO QUESTION 16]
 - 2 YES [SKIP TO QUESTION 14]

13. "People don't go to these classes for different reasons. Some people cannot attend classes because the time they are scheduled is not very convenient. Others feel that the location is out of the way. In your case, what kept you from attending Fresh Start classes?" [INTERVIEWER: DO NOT READ OUT CHOICES! LISTEN TO THE RESPONDENT'S ANSWER AND SELECT ALL THAT APPLY]

- 1 INCONVENIENT CLASS TIME
- 2 INCONVENIENT LOCATION
- 3 LACK OF ADEQUATE TRANSPORTATION
- 4 LACK OF ADEQUATE CHILD CARE
- 5 WANTED TO DO A DIFFERENT ACTIVITY
- 6 WANTED TO GO TO WORK
- 7 HEARD THAT CLASSES ARE NOT USEFUL
- 8 OTHER [SPECIFY] _____

14. "Overall, how satisfied were you with the Fresh Start classes you attended?" [READ CHOICES]

- 1 TERRIBLE
- 2 UNHAPPY
- 3 MOSTLY DISSATISFIED
- 4 MOSTLY SATISFIED
- 5 PLEASED
- 6 DELIGHTED

15. "In what specific ways, if any, do you feel that Fresh Start classes helped? I will read a number of statements and you can tell me which ones describe your views." [INTERVIEWER: READ ALL CHOICES ONE AT A TIME AND SELECT ALL THAT APPLY]

- 1 CLASSES MADE ME FEEL BETTER ABOUT MYSELF
- 2 CLASSES HELPED ME BECOME MORE ASSERTIVE WITH OTHER PEOPLE
- 3 CLASSES TAUGHT ME HOW TO TAKE CARE OF MY PERSONAL HEALTH
- 4 CLASSES MADE ME FEEL BETTER ABOUT BEING A PARENT
- 5 CLASSES HELPED ME SET GOALS FOR MY FAMILY AND MYSELF
- 6 CLASSES HELPED ME UNDERSTAND MY LEGAL RIGHTS
- 7 CLASSES TAUGHT ME TO MANAGE MY MONEY BETTER
- 8 CLASSES IMPROVED MY JOB SKILLS TO GET A BETTER JOB
- 9 CLASSES PROVIDED NO USEFUL INFORMATION

16. "As a *Families First* customer, were you ever required to attend Job Club/Job Search classes?"

- 1 NO [SKIP TO SECTION III]
- 2 YES

17. "Did you attend any Job Club/Job Search classes?"

- 1 NO [ASK QUESTION 18 THEN SKIP TO SECTION III]
- 2 YES [SKIP TO QUESTION 19]

18. "People don't attend these classes for different reasons. Some people cannot attend classes because the time they are scheduled is not very convenient. Others feel that the location is out of the way. In your case, what kept you from attending Job Club/Job Search classes?" [INTERVIEWER: DO NOT READ OUT CHOICES! LISTEN TO THE RESPONDENT'S ANSWER AND SELECT ALL THAT APPLY]

- 1 INCONVENIENT CLASS TIME
- 2 INCONVENIENT LOCATION
- 3 LACK OF ADEQUATE TRANSPORTATION
- 4 LACK OF ADEQUATE CHILD CARE
- 5 HEARD THAT CLASSES ARE NOT USEFUL
- 6 OTHER [SPECIFY] _____

19. "Overall, how satisfied were you with Job Club/Job Search classes you attended?" [READ CHOICES]

- 1 TERRIBLE
- 2 UNHAPPY
- 3 MOSTLY DISSATISFIED
- 4 MOSTLY SATISFIED
- 5 PLEASED
- 6 DELIGHTED

20. "In what specific ways, if any, do you think that Job Search/Job Club classes helped? I will read a number of statements and you can tell me which ones describe your views." [INTERVIEWER: READ ALL CHOICES ONE AT A TIME AND SELECT ALL THAT APPLY]

- 1 CLASSES GAVE ME INFORMATION ON JOBS I WAS INTERESTED IN
- 2 CLASSES GAVE ME INFORMATION ON JOBS WHICH MATCHED MY SKILLS
- 3 CLASSES HELPED ME COMPLETE JOB APPLICATIONS
- 4 CLASSES HELPED ME PRACTICE JOB INTERVIEWING SKILLS
- 5 CLASSES HELPED ME WITH HOW TO DRESS FOR SUCCESS
- 6 CLASSES TAUGHT ME WHAT TO EXPECT FROM A JOB
- 7 CLASSES HELPED ME GET A JOB
- 8 CLASSES TAUGHT ME HOW TO HANDLE CONFLICTS AT WORK
- 9 CLASSES TAUGHT ME HOW TO HANDLE PROBLEMS WITH CHILD CARE
- 10 CLASSES PROVIDED NO USEFUL INFORMATION

SECTION III:

"Next I would like to ask you a few question about your experiences with specific services available to *Families First* customers even after they stop receiving cash benefits. Again, there are no right or wrong answers. We are just trying to get a sense of what activities customers find most useful as they move toward self-sufficiency."

21. "The last time you met with your caseworker before Families First cash benefits ended, do you remember discussing possible help with childcare, transportation and/or health insurance after cash benefits end?"

- 1 NO
- 2 YES

22. "How many children do you have?"
- 1 NONE [SKIP TO QUESTION 34]
 - 2 ONE
 - 3 TWO
 - 4 THREE OR MORE
23. "After you stopped getting *Families First* cash benefits, were you ever told you could still qualify to receive assistance with childcare?"
- 1 NO [SKIP TO QUESTION 25]
 - 2 YES
24. "How did you learn about DHS being able to help with childcare even after Families First cash benefits stopped?"
- [INTERVIEWER: DO NOT READ CHOICES! PLEASE CHECK ALL THAT APPLY]
- 1 CASEWORKER
 - 2 CASE MANAGEMENT SPECIALIST
 - 3 ABE/FRESH START/JOB CLUB INSTRUCTOR
 - 4 FRIEND/RELATIVE
 - 5 OTHER [SPECIFY] _____
25. "Have you actually received help with childcare since your cash benefits stopped?"
- 1 NO [SKIP TO QUESTION 32]
 - 2 YES
26. "After your cash benefits ended, for approximately how long have you actually received help with childcare?"
- 1 6 MONTHS OR LESS
 - 2 7 MONTH TO 12 MONTHS
 - 3 13 MONTHS TO 18 MONTHS
 - 4 OTHER [SPECIFY] _____
 - 5 NOT SURE [DO NOT READ]
27. "How satisfied were you with the childcare assistance that you received after cash benefits ended?"
- 1 TERRIBLE
 - 2 UNHAPPY
 - 3 MOSTLY DISSATISFIED
 - 4 MOSTLY SATISFIED [SKIP TO QUESTION 29]
 - 5 PLEASED [SKIP TO QUESTION 29]
 - 6 DELIGHTED [SKIP TO QUESTION 29]

28. "What was it that you did not like about the child care services?" [INTERVIEWER: DO NOT READOUT CHOICES! LISTEN TO THE RESPONDENT - SELECT **ALL** THAT APPLY]
- 1 NOT ABLE TO FIND AN AFFORDABLE LICENSED/REGISTERED CHILD CARE CENTER
 - 2 CENTERS ARE NOT EASY TO GET TO
 - 3 CENTERS ARE NOT OPEN WHEN I NEED THEM TO BE (NO EVENING HOURS/NIGHT HOURS)
 - 4 CENTERS DO NOT PROVIDE SICK CHILD CARE
 - 5 CENTERS DO NOT PROVIDE GOOD SERVICE (TOO MANY CHILDREN, NOT CLEAN, SAFE)
 - 6 CENTERS DO NOT TAKE CARE OF CHILDREN WITH SPECIAL NEEDS
 - 7 OTHER [SPECIFY] _____
29. "Are you currently receiving help with childcare from DHS?"
- 1 NO [SKIP TO QUESTION 32]
 - 2 YES
30. "Given your present situation, do you feel you can continue to take care of your child care needs once benefits end?"
- 1 NO
 - 2 YES
31. "How will you take care of your childcare needs when DHS assistance stops?" [READ CHOICES]
- 1 WHILE I WORK, A FAMILY MEMBER WILL CARE FOR MY CHILDREN FOR FREE
 - 2 I WILL PAY A FAMILY MEMBER TO CARE FOR MY CHILDREN
 - 3 I WILL PAY FOR CHILDCARE AT A DAYCARE CENTER
 - 4 MY CHILDREN WILL CARE FOR THEMSELVES
 - 5 OTHER [SPECIFY] _____
 - 6 NOT SURE
32. "As a *Families First* customer, did you ever have to turn down or quit a job because of problems with child care?"
- 1 NO [SKIP TO QUESTION 34]
 - 2 YES
33. "What concerns about childcare caused you to turn down or quit a job?" [READ CHOICES]
- 1 NOT ABLE TO FIND AN AFFORDABLE CHILD CARE PROVIDER
 - 2 NOWHERE TO TAKE CHILDREN (NO EVENING OR NIGHT HOURS)
 - 3 NOWHERE TO TAKE CHILDREN WHEN THEY ARE SICK
 - 4 NOT HAPPY WITH QUALITY OF SERVICES AVAILABLE
 - 5 PERSON KEEPING CHILD WAS NOT RELIABLE
 - 6 CHILD CARE WAS STOPPED BY CARE GIVER
 - 7 HELP WITH COST WAS STOPPED
 - 8 OTHER (SPECIFY _____)

34. "After you stopped getting *Families First* cash benefits, were you ever told you could still qualify to receive help with transportation?"
- 1 NO [SKIP TO QUESTION 43]
 - 2 YES
35. "How did you learn about DHS being able to help with transportation even after cash benefits stopped?" [INTERVIEWER: DO NOT READ CHOICES! PLEASE SELECT ALL THAT APPLY]
- 1 CASEWORKER
 - 2 CASE MANAGEMENT SPECIALIST
 - 3 ABE/FRESH START/JOB CLUB INSTRUCTOR
 - 4 FRIEND/RELATIVE
 - 5 OTHER [SPECIFY] _____
36. "Have you actually received any help with transportation since your cash benefits stopped?"
- 1 NO [SKIP TO QUESTION 43]
 - 2 YES
37. "After your cash benefits ended, approximately how long have you actually received help with transportation?"
- 1 MONTHS OR LESS
 - 2 MONTH TO 12 MONTHS
 - 3 13 MONTHS TO 18 MONTHS
 - 4 OTHER [SPECIFY] _____
 - 5 NOT SURE [DO NOT READ]
38. "How satisfied were you with the transportation assistance that you received after cash benefits ended?" [READ CHOICES]
- 1 VERY UNHAPPY
 - 2 UNHAPPY
 - 3 MOSTLY DISSATISFIED
 - 4 MOSTLY SATISFIED [SKIP TO QUESTION 40]
 - 5 PLEASED [SKIP TO QUESTION 40]
 - 6 DELIGHTED [SKIP TO QUESTION 40]
39. "What was it that you did not like about the transportation services?" [INTERVIEWER: DO NOT READ OUT CHOICES! LISTEN TO THE RESPONDENT'S ANSWER AND SELECT ALL THAT APPLY]
- 1 NO ACCESS TO PUBLIC TRANSPORTATION
 - 2 I WORK A SHIFT WHEN BUSES DO NOT RUN
 - 3 MY WORK IS LOCATED IN AN AREA THAT BUSES DO NOT RUN
 - 4 I CAN'T GET TRANSPORTATION TO MY CHILD'S DAYCARE
 - 5 TRANSPORTATION MONEY DOES NOT COVER MY DRIVING EXPENSE
 - 6 IT TAKES TOO LONG TO GET TRANSPORTATION MONEY
 - 7 IT IS TOO HARD TO GET BUS PASSES/VOUCHERS
 - 8 OTHER [SPECIFY] _____

40. "Are you currently receiving help with transportation from DHS?"
1 NO [SKIP TO QUESTION 43]
2 YES
41. "Given your present situation, do you feel you can continue to take care of transportation needs once benefits end?"
1 NO
2 YES
42. "How will you take care of your transportation when DHS assistance stops?" [READ CHOICES]
1 DRIVE MY OWN CAR AND PAY FOR GAS
2 RIDE THE BUS
3 ASK FAMILY MEMBERS OR FRIENDS TO TAKE ME WHERE I NEED TO GO
4 OTHER [SPECIFY] _____
5 NOT SURE [DO NOT READ]
43. "As a *Families First* customer, did you ever have to turn down or quit a job because of problems with transportation?"
1 NO [SKIP TO QUESTION 45]
2 YES
44. "What concerns about transportation caused you to turn down or quit a job?"
1 NO PUBLIC TRANSPORTATION AVAILABLE IN AREA NEED
2 I WORK A SHIFT WHEN BUSES DO NOT RUN
3 DO NOT HAVE RELIABLE CAR
4 I CAN'T GET TO AND FROM CHILD CARE
5 ASSISTANCE WITH TRANSPORTATION FUNDING ENDED
6 TOO FAR TO DRIVE TO THE JOB
7 OTHER (SPECIFY _____)
45. "After you stopped getting *Families First* cash benefits, were you ever told you could still qualify to be enrolled in TennCare?"
1 NO [SKIP TO QUESTION 49]
2 YES
46. "How did you learn about DHS being able to help with TennCare enrollment even after cash benefits stopped?" [INTERVIEWER: DO NOT READ CHOICES! PLEASE SELECT ALL THAT APPLY]
1 CASEWORKER
2 CASE MANAGEMENT SPECIALIST
3 ABE/FRESH START/JOB CLUB INSTRUCTOR
4 FRIEND/RELATIVE
5 OTHER [SPECIFY] _____
47. "Have you actually continued to be enrolled in TennCare since your cash benefits stopped?"
1 NO [SKIP TO QUESTION 49]
2 YES
3 CHILDREN ONLY

48. "After your cash benefits ended, for approximately how long have you actually continued to enrolled in TennCare?"
- 1 6 MONTHS OR LESS
 - 2 7 MONTH TO 12 MONTHS
 - 3 13 MONTHS TO 18 MONTHS
 - 4 OTHER [SPECIFY] _____
 - 5 NOT SURE [DO NOT READ]
49. "After you stopped getting *Families First* cash benefits, were you ever told you could still qualify to receive Family Services Counseling?"
- 1 NO [SKIP TO QUESTION 57]
 - 2 YES
50. "How did you learn about DHS being able to provide Family Services Counseling even after cash benefits stopped?" [INTERVIEWER: DO NOT READ CHOICES! PLEASE SELECT ALL THAT APPLY]
- 1 CASEWORKER
 - 2 CASE MANAGEMENT SPECIALIST
 - 3 ABE/FRESH START/JOB CLUB INSTRUCTOR
 - 4 FRIEND/RELATIVE
 - 5 CUSTOMER SERVICE REVIEWER
 - 6 OTHER [SPECIFY] _____
51. "Have you actually received any Family Services Counseling since your cash benefits stopped?"
- 1 NO [SKIP TO QUESTION 57]
 - 2 YES
52. "After your cash benefits ended, for approximately how long have you actually received help with Family Services Counseling?"
- 1 6 MONTHS OR LESS
 - 2 7 MONTH TO 12 MONTHS
 - 3 13 MONTHS TO 18 MONTHS
 - 4 OTHER [SPECIFY] _____
 - 5 NOT SURE [DO NOT READ]
53. "How satisfied were you with the Family Services Counseling you received after cash benefits ended?" [READ CHOICES]
- 1 TERRIBLE
 - 2 UNHAPPY
 - 3 MOSTLY DISSATISFIED
 - 4 MOSTLY SATISFIED [SKIP TO QUESTION 55]
 - 5 PLEASED [SKIP TO QUESTION 55]
 - 6 DELIGHTED [SKIP TO QUESTION 55]

54. "What did you not like about the Family Services Counseling Program?" [INTERVIEWER: DO NOT READ OUT CHOICES! LISTEN TO THE RESPONDENT'S ANSWER AND SELECT ALL THAT APPLY]
- 1 I DID NOT LIKE THE SCHEDULING
 - 2 I DID NOT LIKE NOT HAVING A PRIVATE PLACE TO MEET WITH COUNSELOR
 - 3 I DID NOT LIKE THE COUNSELOR
 - 4 I DID NOT LIKE THE QUESTIONS THEY ASKED
 - 5 I DID NOT LIKE NOT BEING ABLE TO HAVE INPUT
 - 6 I DID NOT TRUST MY COUNSELOR
 - 7 I DID NOT FEEL ANYTHING WAS WRONG
 - 8 OTHER [SPECIFY] _____
55. "Given your present situation, do you feel you can continue without Family Services Counseling once benefits end?"
- 1 NO
 - 2 YES
56. "After you stopped receiving cash benefits did you ever receive any other type of help from DHS that we have not discussed?" [INTERVIEWER: PROBE FOR HELP BEYOND TRANSPORTATION, CHILD CARE, TENNCARE OR FAMILY SERVICES COUNSELING]
- 1 NO
 - 2 YES [SPECIFY] _____
57. "As a Families First customer, were there some needs you had or problems you faced that the program was not addressing?"
- _____
- _____
- _____

SECTION IV:

58. "Are you currently employed?"
- 1 NO [SKIP TO QUESTION 63]
 - 2 YES
59. "How many hours do you work per week?" _____
60. "Do you feel that being a Families First customer helped you to get or find the kind of job you wanted?"
- 1 NO
 - 2 YES
61. "Does your employer offer any health insurance benefits?"
- 1 NO [SKIP TO QUESTION 63]
 - 2 YES

62. "Are you enrolled in your employer's health insurance plan?"
- 1 NO
 - 2 YES [SKIP TO QUESTION 64]
63. "Do you currently have health insurance?"
- 1 NO [ANSWER QUESTION 64 THEN SKIP TO QUESTION 67]
 - 2 YES
64. "Do your children currently have health insurance?"
- 1 NO [SKIP TO QUESTION 67]
 - 2 YES
65. "How satisfied are you with your health care insurance coverage?" [READ CHOICES]
- 1 TERRIBLE
 - 2 UNHAPPY
 - 3 MOSTLY DISSATISFIED
 - 4 MOSTLY SATISFIED [SKIP TO QUESTION 67]
 - 5 PLEASED [SKIP TO QUESTION 67]
 - 6 DELIGHTED [SKIP TO QUESTION 67]
66. "What is it that you do not like about your health care coverage?" [INTERVIEWER: DO NOT READ ANSWERS, SELECT ALL THAT APPLY]
- 1 I DO NOT LIKE MY ASSIGNED DOCTOR/HEALTH CARE PROFESSIONAL
 - 2 I DO NOT LIKE THE TYPE OF TENNCARE COVERAGE, (JOHN DEERE, ACCESS MEDPLUS, ETC.)
 - 3 I CANNOT GET AN APPOINTMENT WHEN NEEDED
 - 4 I CANNOT GET THE SERVICES NEEDED
 - 5 I CANNOT AFFORD MY PRESCRIPTIONS
 - 6 I HAVE TO DRIVE TOO FAR TO SEE MY ASSIGNED DOCTOR
 - 7 MY DOCTOR WILL NOT ANSWER MY QUESTIONS
 - 8 INSURANCE PREMIUMS/PAYMENTS ARE TOO EXPENSIVE
 - 9 OTHER [SPECIFY] _____
67. "Where are you most likely to go for treatment if you are sick?" [INTERVIEWER: DO NOT READ CHOICES - SELECT ALL THAT APPLY]
- 1 GO WITHOUT NEEDED MEDICAL CARE
 - 2 GO TO THE DOCTOR/HEALTH CARE PROFESSIONAL WHEN I AM SICK
 - 3 GO TO THE EMERGENCY ROOM
 - 4 GO TO THE HEALTH DEPARTMENT
 - 5 GO TO AN HERBALIST
 - 6 GO TALK TO THE PHARMACIST AND USE OVER THE COUNTER MEDICATIONS
 - 7 GO BACK TO DHS AND GET SOME ASSISTANCE
 - 8 I DON'T DO ANYTHING
 - 9 OTHER [SPECIFY] _____

68. "What other efforts do you take to stay healthy?" [INTERVIEWER: PROBE FOR ANNUAL CHECK-UPS, DENTIST VISITS - SELECT ALL THAT APPLY]
- 1 GO TO THE DOCTOR FOR SCREENINGS (CHECK-UPS, PAP SMEARS, BREAST EXAMS, ETC.)
 - 2 GO TO A DENTIST
 - 3 GO TO A MENTAL HEALTH PROFESSIONAL
 - 4 I DON'T DO ANYTHING
 - 5 OTHER [SPECIFY] _____

SECTION V:

69. "Next I would like to ask for approximately how long you received cash benefits from DHS?"
[INTERVIEWER PROBE: THIS INCLUDES ALL TIME ON ASSISTANCE. COMBINE SPELLS/CYCLES IF NECESSARY [READ CHOICES]
- 1 1-6 MONTHS
 - 2 7-18 MONTHS
 - 3 19-23 MONTHS
 - 4 24-35 MONTHS
 - 5 36-47 MONTHS
 - 6 4 YEARS OR MORE
70. "During the last year you were with *Families First*, approximately how many caseworkers did you work with?" _____
71. "Why did you stop receiving *Families First* cash benefits?" [INTERVIEWER: DO NOT READ OUT CHOICES! LISTEN TO THE RESPONDENT'S ANSWER AND SELECT **ONE**. IF RESPONDENT OFF MORE THAN ONCE, MARK THE REASON FOR LAST CLOSURE]
- 1 NO LONGER ELIGIBLE BECAUSE OF INCOME
 - 2 REQUESTED CLOSURE
 - 3 CHILD NOW 18 OR NO LONGER IN HOME
 - 4 EXHAUSTED TIME LIMIT
 - 5 SANCTION FOR LACK OF COMPLIANCE (e.g., MISSED APPOINTMENTS)
 - 6 OTHER [SPECIFY] _____
72. "While you were with *Families First*, were there ever times that your cash benefits stopped and started again?"
[INTERVIEWER PROBE FOR DISRUPTION OF BENEFITS DUE TO INELIGIBILITY BECAUSE OF SELF-SUFFICIENCY, LACK OF COMPLIANCE WITH PROGRAM REQUIREMENTS, OR ANY OTHER REASON.]
- 1 NO
 - 2 YES
 - 3 NOT SURE
73. "How long has it been since you last received cash benefits?" [READ CHOICES]
- 1 6 MONTHS OR LESS
 - 2 7-12 MONTH
 - 3 13-18 MONTHS
 - 4 MORE THAN 18 MONTHS

74. "Do you foresee having to return to DHS for cash benefits in the near future?"

1 NO

2 YES, SPECIFY REASON _____

SECTION VI

"Next, we would like to ask you some questions about your overall satisfaction with the Department of Human Services. Please put aside your experiences with a specific case worker and answer the following questions for the Department of Human Services office in general."

75. "Overall, how would you rate the quality of service you received as a *Families First* customer?"

[READ CHOICES]

1 POOR

2 FAIR

3 GOOD

4 EXCELLENT

76. "Do you feel that you got the kind of service that you wanted?" [READ CHOICES]

1 NO, DEFINITELY NOT

2 NO, NOT REALLY

3 YES, GENERALLY

4 YES, DEFINITELY

77. "To what extent did the *Families First* program meet your needs?" [READ CHOICES]

1 NONE OF MY NEEDS HAVE BEEN MET

2 ONLY A FEW OF MY NEEDS HAVE BEEN MET

3 MOST OF MY NEEDS HAVE BEEN MET

4 ALMOST ALL OF MY NEEDS HAVE BEEN MET

78. "If a friend was in need of similar help, would you recommend the *Families First* program to him/her?"

[READ CHOICES]

1 NO, DEFINITELY NOT

2 NO, NOT REALLY

3 YES, GENERALLY

4 YES, DEFINITELY

79. "How satisfied are you with the amount of help you received from the Department of Human Services?" [READ CHOICES]

1 QUITE DISSATISFIED

2 MILDLY DISSATISFIED

3 INDIFFERENT [MIDDLE OF THE ROAD]

4 MOSTLY SATISFIED

5 VERY SATISFIED

80. "Have the services you received helped you to deal more effectively with your problems?"

[READ CHOICES]

- 1 NO, THEY SEEMED TO MAKE THINGS WORSE
- 2 NO, THEY REALLY DID NOT HELP
- 3 YES, THEY HELPED SOMEWHAT
- 4 YES, THEY HELPED A GREAT DEAL

81. "Overall, in a general sense, how satisfied are you with the service you received from the Department of Human Services as a *Families First* customer?" [READ CHOICES]

- 1 QUITE DISSATISFIED
- 2 MILDLY DISSATISFIED
- 3 INDIFFERENT [MIDDLE OF THE ROAD]
- 4 MOSTLY SATISFIED
- 5 VERY SATISFIED

SECTION VII

"Last, I would like to ask you a few questions so we can compare your responses to other *Families First* customers. Again, your answers will remain confidential and your name will not be identified with any answers that you give."

82. "What is your race or ethnicity?" [READ CHOICES]

- 1 BLACK / AFRICAN AMERICAN
- 2 WHITE
- 3 AMERICAN INDIAN OR ALASKAN NATIVE
- 4 ASIAN
- 5 NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER
- 6 HISPANIC/LATINO
- 7 OTHER [SPECIFY] _____

83. "What is the highest grade of school you have completed?" [READ CHOICES]

- 1 NOT HS GRADUATE
- 2 HS GRADUATE
- 3 SOME COLLEGE / COLLEGE GRADUATE / VOCATIONAL SCHOOL

84. "What year were you born?" _____

"And now, let me read the address we have for mailing you your Wal-Mart gift certificate. "

[INTERVIEWER: READ ADDRESS TO THE RESPONDENT TO VERIFY THAT IT HAS BEEN WRITTEN CORRECTLY]

85. "What county is that?" _____

"Once again thank you for sharing your thoughts with us! It's been really helpful. We will put your gift certificate in the mail tomorrow!"

86. **INTERVIEWER:** [RECORD RESPONDENT'S GENDER]

1 FEMALE

2 MALE

Initials _____ Date _____

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Appendix C

2001 Current Families First Customer Survey

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FAMILIES FIRST CUSTOMER SATISFACTION SURVEY
(Current Customers Only)

INTERVIEWER: READ THE FOLLOWING: “Hello, may I speak with [RESPONDENT’S NAME]? My name is [YOUR FIRST NAME] and I am a staff member at the University of Tennessee’s College of Social Work.”

- 1 RESPONDENT NOT AVAILABLE [**PROBE:** “When would be a good time to call back to talk with [RESPONDENT’S NAME]?”
RECORD CALL BACK ON LOG SHEET]
- 2 RESPONDENT AVAILABLE

“A week ago we sent you a letter saying that we would be calling to talk to you about your experiences with the Department of Human Services and the services it provides. Do you remember receiving this letter?”

- 1 YES [READ INTRO “B”]
- 2 NO [**PROBE:** “The letter offers a \$5 Wal-Mart gift certificate for completing this interview. The letter came in a University of Tennessee envelope. Do you remember receiving such a letter?”]
 - 1 YES [READ INTRO “B”]
 - 2 NO [**READ INTRO “A”]**
 - 3 NOT SURE [READ INTRO “A”]

INTRO A:

“The letter explained that we are doing a study of *Families First* services across the state of Tennessee. The Department of Human Services has given us your name as a *Families First* customer who recently had an appointment. We’d like to ask you about your experiences with services from the Department of Human Services. The interview will last about 15 minutes. It is very important that we hear your opinions so we can make better recommendations on how to improve services for all *Families First* customers. Your answers will be confidential and your name will not be identified with any answers you give. Also, your participation will not affect your benefits. After the interview is completed, we will send you a \$5 gift certificate for Wal-Mart to thank you for your time.”

First, I’d like to confirm that you are currently receiving benefits from the Department of Human Services” [**INTERVIEWER: READ CHOICES]**

- 1 CASH ASSISTANCE ONLY [BEGIN SURVEY]
- 2 BOTH CASH AND SERVICES [BEGIN SURVEY]
- 3 SERVICES ONLY (NON-CASH) [**POLITELY TERMINATE INTERVIEW**
- 4 NO [**POLITELY TERMINATE INTERVIEW BY SAYING:**
“I apologize for bothering you this evening. For this study we are supposed to contact only *Families First* customers who are currently receiving benefits from the Department of Human Services.” **PLEASE NOTE “NOT ELIGIBLE” IN YOUR LOG]**

INTRO B:

“Good! As we mentioned in the letter, we’re doing a study of *Families First* services in the state of Tennessee. The Department of Human Services has given us your name as a *Families First* customer who recently had an appointment. We’d like to ask you about your experiences with services from the Department of Human Services. The interview will last about 15 minutes. It is very important that we hear your opinions so we can make better recommendations on how to improve services for all *Families*

First customers. Your answers will be confidential and your name will not be identified with any answers you give. Also, your participation will not affect your benefits. After the interview is completed, we will send you a \$5 gift certificate for Wal-Mart to thank you for your time.”

“First, I’d like to confirm that you are currently receiving benefits from the Department of Human Services.” [INTERVIEWER: READ CHOICE]

- 1 CASH ASSISTANCE ONLY [BEGIN SURVEY]
- 2 BOTH CASH AND SERVICES [BEGIN SURVEY]
- 3 SERVICES ONLY (NON-CASH) [POLITELY TERMINATE INTERVIEW]
- 4 NO [POLITELY TERMINATE INTERVIEW BY SAYING:
“I apologize for bothering you this evening. For this study we are supposed to contact only *Families First* customers who are currently receiving benefits from the Department of Human Services.” PLEASE NOTE
“NOT ELIGIBLE” IN YOUR LOG]

SECTION I

“To begin, I’d like to ask you some questions about what you think is most important for customer service. Different people value different things, so keep in mind that there is no right or wrong answer. We are just asking for your opinions. When answering the questions about your caseworker, please keep in mind this is the person you meet with at the Department of Human Services for re-determination or to discuss your benefits”.

1. “How important is it that you have a short wait in the lobby when you visit the Department of Human Services?” [READ CHOICES]
 - 1 EXTREMELY UNIMPORTANT
 - 2 VERY UNIMPORTANT
 - 3 UNIMPORTANT
 - 4 IMPORTANT
 - 5 VERY IMPORTANT
 - 6 EXTREMELY IMPORTANT
2. “About how much time is “reasonable” to wait when you visit the Department of Human Services?” [READ CHOICES]
 - 1 LESS THAN 15 MINUTES
 - 2 15 MINUTES TO ABOUT HALF AN HOUR
 - 3 HALF AN HOUR TO ABOUT AN HOUR
 - 4 ABOUT TWO HOURS
 - 5 OTHER [SPECIFY] _____
3. “How important is it that the lobby staff at the Department of Human Services is polite?” [READ CHOICES]
 - 1 EXTREMELY UNIMPORTANT
 - 2 VERY UNIMPORTANT
 - 3 UNIMPORTANT
 - 4 IMPORTANT
 - 5 VERY IMPORTANT
 - 6 EXTREMELY IMPORTANT

4. "How important is it to be able to see the *same* caseworker, for re-determining or discussing your benefits, from one visit to the next?"
- 1 EXTREMELY UNIMPORTANT [SKIP TO QUESTION 6]
 - 2 VERY UNIMPORTANT [SKIP TO QUESTION 6]
 - 3 UNIMPORTANT [SKIP TO QUESTION 6]
 - 4 IMPORTANT
 - 5 VERY IMPORTANT
 - 6 EXTREMELY IMPORTANT
5. "As a *Families First* customer, *why* do you feel it is important to see the *same* caseworker at each visit?" [INTERVIEWER: DO NOT READ OUT RESPONSE CHOICES! SELECT MOST APPROPRIATE RESPONSE AFTER HEARING RESPONDENT'S OPINION]
- 1 EFFICIENCY (e.g., caseworker is familiar with my case and I don't have to explain everything from the start every time I visit)
 - 2 RELATIONSHIP (e.g., caseworker gets to know my needs better over time and make better recommendations)
 - 3 BOTH EFFICIENCY AND RELATIONSHIP
 - 4 OTHER [SPECIFY] _____
6. "How satisfied are you with the length of time you had to wait in the lobby during your *last visit* to the Department of Human Services?" [READ CHOICES]
- 1 TERRIBLE
 - 2 UNHAPPY
 - 3 MOSTLY DISSATISFIED
 - 4 MOSTLY SATISFIED
 - 5 PLEASED
 - 6 DELIGHTED
7. "About how long did you have to wait in the lobby the *last time* you went to meet with your caseworker, for re-determining or discussing your benefits?" [READ CHOICES]
- 1 LESS THAN 15 MINUTES
 - 2 15 MINUTES TO ABOUT HALF AN HOUR
 - 3 HALF AN HOUR TO ABOUT AN HOUR
 - 4 ABOUT TWO HOURS
 - 5 OTHER [SPECIFY] _____
 - 6 NOT SURE
8. "During your last visit, was the lobby staff at the Department of Human Services polite?"
- 1 NO
 - 2 YES
 - 3 NOT SURE

9. "How important is it to be able to get quick referrals to those who can provide services such as child care, job training, and assistance with transportation?" [READ CHOICES]
- 1 EXTREMELY UNIMPORTANT
 - 2 VERY UNIMPORTANT
 - 3 UNIMPORTANT
 - 4 IMPORTANT
 - 5 VERY IMPORTANT
 - 6 EXTREMELY IMPORTANT
10. "Has a caseworker ever made any arrangements for you to get help with child care, attend a job training class, get assistance with transportation, or for other services available to *Families First* customers?"
- 1 NO [SKIP TO QUESTION 12]
 - 2 YES
 - 3 NOT SURE [SKIP TO QUESTION 12]
11. "Thinking back to the *last* time such arrangements were made by a caseworker, how satisfied were you with the timing of the referrals for services such as training, employment, child care, etc.?" [READ CHOICES]
- 1 TERRIBLE
 - 2 UNHAPPY
 - 3 MOSTLY DISSATISFIED
 - 4 MOSTLY SATISFIED
 - 5 PLEASED
 - 6 DELIGHTED
12. "How important is it to have your calls returned *the same day* you try to reach someone at the Department of Human Services?" [READ CHOICES]
- 1 EXTREMELY UNIMPORTANT
 - 2 VERY UNIMPORTANT
 - 3 UNIMPORTANT
 - 4 IMPORTANT
 - 5 VERY IMPORTANT
 - 6 EXTREMELY IMPORTANT
13. "Have you ever tried to call a caseworker between appointments to talk about a concern or to ask for help?"
- 1 NO [SKIP TO SECTION II]
 - 2 YES
 - 3 NOT SURE [SKIP TO SECTION II]
14. "Thinking back to the *last time* you called the Department of Human Services, was the person who answered the telephone polite?"
- 1 NO
 - 2 YES
 - 3 NOT SURE

15. "How satisfied were you with the time it took your caseworker to return your call?"
[READ CHOICES]
1 TERRIBLE
2 UNHAPPY
3 MOSTLY DISSATISFIED
4 MOSTLY SATISFIED
5 PLEASED
6 DELIGHTED
16. "About how long did you have to wait for your caseworker to call you back the *last time* you tried to call?" [READ CHOICES]
1 SAME DAY
2 NEXT DAY
3 TWO-THREE DAYS
4 ABOUT A WEEK LATER
5 MORE THAN A WEEK LATER
6 MY CASEWORKER NEVER RETURNED MY CALL
7 NOT SURE
17. "Did you ever have to call your caseworker more than once to discuss specific issues or problems?"
1 NO [SKIP TO SECTION II]
2 YES
18. "Now please think of the most recent time you called your caseworker, what was the reason for your call?" [DO NOT READ CHOICES - CHECK **ALL** THAT APPLY]
1 HAD QUESTIONS REGARDING BENEFITS
2 REPORT CHANGE IN ADDRESS
3 REPORT CHANGE IN EARNINGS
4 NEEDED REFERRAL FOR CHILDCARE
5 NEEDED REFERRAL FOR TRANSPORTATION
6 NEEDED REFERRAL FOR FAMILY SERVICES COUNSELING
7 OTHER (SPECIFY _____)
19. "Is there a particular time during the month that it is more difficult to reach your caseworker by phone?"
1 NO [SKIP TO NEXT SECTION II]
2 YES
20. "What time of the month have you experienced more difficulties?"
1 FIRST WEEK OF THE MONTH
2 SECOND WEEK OF THE MONTH
3 THIRD WEEK OF THE MONTH
4 LAST WEEK OF THE MONTH
5 OTHER (SPECIFY _____)

SECTION II

“Before we talk about your experiences with specific services, I would like to ask you a couple of questions about the Department of Human Services offices that you have visited in the past.

21. “Are the Department of Human Services offices where you meet with your caseworker at a convenient location?”
- 1 NO
 - 2 YES
22. “As you answer the next questions, please think of the outside appearance, the waiting area, the area where you meet with your caseworker, the restrooms, etc. If you were to assign a grade to the appearance of the local office facilities –like teachers grade students-, what grade would you give?”
- [READ CHOICES]
- 1 F (TERRIBLE)
 - 2 D (POOR)
 - 3 C (FAIR)
 - 4 B (GOOD) [SKIP TO SECTION III]
 - 5 A (EXCELLENT) [SKIP TO SECTION III]
23. “In your opinion, what needs to be done to improve local office facilities?”

SECTION III

“Next I would like to ask you a few questions about your experiences with specific services available to *Families First* customers. Again, there are no right or wrong answers. We are just trying to get a sense of how things are working out for customers.”

24. “How satisfied are you with the amount of information your caseworker gives you about training, employment, child care, and other services available to *Families First* customers?”
- 1 TERRIBLE
 - 2 UNHAPPY
 - 3 MOSTLY DISSATISFIED
 - 4 MOSTLY SATISFIED
 - 5 PLEASED
 - 6 DELIGHTED
25. “Have you ever attended any Fresh Start classes?” (**INTERVIEWER** ---IF RESPONDENT IS UNSURE, MENTION THAT EMPOWERMENT 101 IS THE NEW CLASS THAT REPLACED FRESH START.)
- 1 NO [SKIP TO QUESTION 28]
 - 2 YES

26. "Overall, how satisfied are you with the Fresh Start classes you attended?" [READ CHOICES]
- 1 TERRIBLE
 - 2 UNHAPPY
 - 3 MOSTLY DISSATISFIED
 - 4 MOSTLY SATISFIED
 - 5 PLEASED
 - 6 DELIGHTED
27. "In what specific ways, if any, do you feel that Fresh Start classes helped? I will read a number of statements. Please tell me which ones describe your views and which ones do not."
[INTERVIEWER: READ ALL CHOICES ONE AT A TIME AND SELECT ALL THAT APPLY]
- 1 CLASSES MADE ME FEEL BETTER ABOUT MYSELF
 - 2 CLASSES HELPED ME BECOME MORE ASSERTIVE WITH OTHER PEOPLE
 - 3 CLASSES TAUGHT ME HOW TO TAKE CARE OF MY PERSONAL HEALTH
 - 4 CLASSES MADE ME FEEL BETTER ABOUT BEING A PARENT
 - 5 CLASSES HELPED ME SET GOALS FOR MY FAMILY AND MYSELF
 - 6 CLASSES HELPED ME UNDERSTAND MY LEGAL RIGHTS
 - 7 CLASSES TAUGHT ME TO MANAGE MY MONEY BETTER
 - 8 CLASSES IMPROVED MY JOB SKILLS TO GET A BETTER JOB
 - 9 CLASSES PROVIDED NO USEFUL INFORMATION
28. "Have you ever attended any Job Club/Job Search classes?"
- 1 NO [SKIP TO QUESTION 31]
 - 2 YES
29. "Overall, how satisfied are you with the Job Club/Job Search classes you attended?"
[READ CHOICES]
- 1 TERRIBLE
 - 2 UNHAPPY
 - 3 MOSTLY DISSATISFIED
 - 4 MOSTLY SATISFIED
 - 5 PLEASED
 - 6 DELIGHTED
30. "In what specific ways, if any, do you feel that Job Club/Job Search classes helped? I will read a number of statements. Please tell me which ones describe your views and which ones do not."
[INTERVIEWER: READ ALL CHOICES ONE AT A TIME AND SELECT ALL THAT APPLY]
- 1 CLASSES GAVE ME INFORMATION ON JOBS I WAS INTERESTED IN
 - 2 CLASSES GAVE ME INFORMATION ON JOBS WHICH MATCHED MY SKILLS
 - 3 CLASSES HELPED ME COMPLETE JOB APPLICATIONS/WRITE RESUME
 - 4 CLASSES HELPED ME PRACTICE JOB INTERVIEWING SKILLS
 - 5 CLASSES HELPED ME LEARN HOW TO DRESS FOR SUCCESS
 - 6 CLASSES TAUGHT ME WHAT TO EXPECT FROM A JOB
 - 7 CLASSES HELPED ME GET A JOB
 - 8 CLASSES TAUGHT ME HOW TO HANDLE CONFLICTS AT WORK
 - 9 CLASSES TAUGHT ME HOW TO HANDLE PROBLEMS WITH CHILD CARE
 - 10 CLASSES PROVIDED NO USEFUL INFORMATION

31. "As a *Families First* customer, have you ever used child care certificates to cover some of your child care expenses?"

- 1 NO [SKIP TO QUESTION 34]
- 2 YES
- 3 NOT SURE [SKIP TO QUESTION 34]
- 4 NO CHILDREN [SKIP TO QUESTION 36]

32. "What type of child care services do you use?" [SELECT ALL THAT APPLY]

- 1 PRIVATELY OPERATED CHILD CARE CENTER
- 2 COMMUNITY/CHURCH BASED CHILD CARE CENTER
- 3 FAMILY HOME DAY CARE (E.G. SOMEONE TAKES CARE OF A FEW CHILDREN IN THEIR HOME)
- 4 PAY SOMEONE TO PROVIDE CARE FOR A CHILD IN YOUR HOME
- 5 FRIEND
- 6 RELATIVE
- 7 SIBLING
- 8 OTHER [SPECIFY _____]

33. "Overall, how satisfied are you with child care services?" [READ CHOICES]

- 1 TERRIBLE
- 2 UNHAPPY
- 3 MOSTLY DISSATISFIED
- 4 MOSTLY SATISFIED
- 5 PLEASED
- 6 DELIGHTED

34. "Since you've been with the *Families First* program have you ever turned down or quit a job because of problems with child care?"

- 1 NO [SKIP QUESTION 36]
- 2 YES

35. "What concerns about child care made you turn down or quit a job?"

INTERVIEWER: [DO NOT READ CHOICES]

- 1 NOT ABLE TO FIND AN AFFORDABLE CHILD CARE PROVIDER
- 2 NOWHERE TO TAKE CHILDREN (NO EVENING OR NIGHT HOURS)
- 3 NOWHERE TO TAKE CHILDREN WHEN THEY ARE SICK
- 4 NOT HAPPY WITH QUALITY OF SERVICES AVAILABLE
- 5 PERSON KEEPING CHILD WAS NOT RELIABLE
- 6 CHILD CARE WAS STOPPED BY CARE GIVER
- 7 HELP WITH COST STOPPED
- 8 OTHER (SPECIFY _____)

36. "Since you became a *Families First* customer, have you ever turned down or quit a job because of problems with transportation?"
- 1 NO [SKIP TO QUESTION 38]
 - 2 YES
37. "What concerns about transportation made you turn down or quit a job?"
- INTERVIEWER:** [DO NOT READ CHOICES]
- 1 NO PUBLIC TRANSPORTATION AVAILABLE IN AREA NEEDED
 - 2 I WORK A SHIFT WHEN BUSES DO NOT RUN
 - 3 DO NOT HAVE RELIABLE CAR
 - 4 I CAN'T GET TO AND FROM CHILD CARE
 - 5 ASSISTANCE WITH TRANSPORTATION FUNDING ENDED
 - 6 TOO FAR TO DRIVE TO THE JOB
 - 7 OTHER (SPECIFY _____)
38. "Has there ever been a mistake or problem with the benefits you are entitled to receive as a *Families First* customer?" (**INTERVIEWER** ---IF NECESSARY, GIVE EXAMPLES SUCH AS THE AMOUNT OF A CHECK OR ELIGIBILITY FOR OTHER BENEFITS SUCH AS TENNCARE, CHILD CARE, TRANSPORTATION, ETC.)
- 1 NO [SKIP TO SECTION IV]
 - 2 YES
 - 3 NOT SURE [SKIP TO SECTION IV]
39. "Was the problem solved quickly?"
- 1 NO
 - 2 YES
40. "Overall, how satisfied were you with the way the Department of Human Services staff handled the correction of your problem?" [READ CHOICES]
- 1 TERRIBLE
 - 2 UNHAPPY
 - 3 MOSTLY DISSATISFIED
 - 4 MOSTLY SATISFIED
 - 5 PLEASED
 - 6 DELIGHTED

SECTION IV

"Next I would like to ask some questions about what you expect from the meetings with your caseworker. As you answer these questions, please keep in mind that the Department of Human Services has *limited* resources, and tell me what you think is MOST valuable/important and what is somewhat LESS important or maybe even NOT important at all to you. Again, remember there are no right or wrong answers. We are just looking for your opinions."

41. "How important is it for you to be able to talk with a caseworker who is familiar with your situation when you call or visit the Department of Human Services?" [READ CHOICES]
- 1 EXTREMELY UNIMPORTANT
 - 2 VERY UNIMPORTANT
 - 3 UNIMPORTANT
 - 4 IMPORTANT
 - 5 VERY IMPORTANT
 - 6 EXTREMELY IMPORTANT
42. "How important is it that your caseworker provides you with information about training, employment, child care, and other services available to *Families First* customers?" [READ CHOICES]
- 1 EXTREMELY UNIMPORTANT
 - 2 VERY UNIMPORTANT
 - 3 UNIMPORTANT
 - 4 IMPORTANT
 - 5 VERY IMPORTANT
 - 6 EXTREMELY IMPORTANT
43. "How important is it that your caseworker explains what you need to do in order to continue receiving all your benefits?" [READ CHOICES]
- 1 EXTREMELY UNIMPORTANT
 - 2 VERY UNIMPORTANT
 - 3 UNIMPORTANT
 - 4 IMPORTANT
 - 5 VERY IMPORTANT
 - 6 EXTREMELY IMPORTANT
44. "How important is it that your caseworker treats you with respect?" [READ CHOICES]
- 1 EXTREMELY UNIMPORTANT
 - 2 VERY UNIMPORTANT
 - 3 UNIMPORTANT
 - 4 IMPORTANT
 - 5 VERY IMPORTANT
 - 6 EXTREMELY IMPORTANT
45. "To sum up things for a minute, out of all the things we discussed so far about your expectations when you meet with your caseworker, what would you rate as MOST important?" [READ CHOICES]
[INTERVIEWER ---"FORCE" CHOICE]
- 1 INFORMATION ABOUT VARIOUS SERVICES AVAILABLE
 - 2 INFORMATION ABOUT PROGRAM REQUIREMENTS
 - 3 RESPECTFUL MANNER
46. "How important is it that your caseworker gives you enough time to talk about your needs when you meet?" [READ CHOICES]
- 1 EXTREMELY UNIMPORTANT
 - 2 VERY UNIMPORTANT
 - 3 UNIMPORTANT
 - 4 IMPORTANT
 - 5 VERY IMPORTANT
 - 6 EXTREMELY IMPORTANT

47. "How important is it that your caseworker acts in a caring manner?" [READ CHOICES]
- 1 EXTREMELY UNIMPORTANT
 - 2 VERY UNIMPORTANT
 - 3 UNIMPORTANT
 - 4 IMPORTANT
 - 5 VERY IMPORTANT
 - 6 EXTREMELY IMPORTANT
48. "How important is it that your caseworker asks for your thoughts as you discuss future activities?" [READ CHOICES]
- 1 EXTREMELY UNIMPORTANT
 - 2 VERY UNIMPORTANT
 - 3 UNIMPORTANT
 - 4 IMPORTANT
 - 5 VERY IMPORTANT
 - 6 EXTREMELY IMPORTANT
49. "To sum up things one last time, what would you rate as MOST important?" [READ CHOICES]
[INTERVIEWER ---"FORCE" CHOICE]
- 1 ADEQUATE APPOINTMENT TIME FOR SCHEDULED INTERVIEWS
 - 2 CARING MANNER FROM CASEWORKER
 - 3 BEING ASKED FOR INPUT

SECTION V

"Finally, I would like to ask you a few questions about how satisfied you have been with your caseworker. Please remember that all your answers are confidential. As you answer these questions, please think in terms of the caseworker you met with during your last visit to the Department of Human Services."

50. "How satisfied are you that your caseworker seemed to be familiar with your case?" [READ CHOICES]
- 1 TERRIBLE
 - 2 UNHAPPY
 - 3 MOSTLY DISSATISFIED
 - 4 MOSTLY SATISFIED
 - 5 PLEASED
 - 6 DELIGHTED
51. "Do you feel that your caseworker explained things in terms that are easy to understand?"
- 1 NO
 - 2 YES
52. "Do you feel that the information you shared with your caseworker remained confidential?"
- 1 NO
 - 2 YES
 - 3 NOT SURE

53. "Did your caseworker ask for your thoughts as you discussed future activities?"
- 1 NO
 - 2 YES
 - 3 NOT SURE
54. "How satisfied are you with your caseworker's explanation of what is required from you so you can continue getting all your benefits?" [READ CHOICES]
- 1 TERRIBLE
 - 2 UNHAPPY
 - 3 MOSTLY DISSATISFIED
 - 4 MOSTLY SATISFIED
 - 5 PLEASED
 - 6 DELIGHTED
55. "How convenient has it been to schedule an appointment with your caseworker?"
[READ CHOICES] [INTERVIEWER PROBE: IF RESPONDENT SAYS SHE/HE HAS NEVER HAD TO SCHEDULE AN APPOINTMENT, ASK ABOUT THE CONVENIENCE OF THE ASSIGNED APPOINTMENT TIME IN THE LETTER RECEIVED FROM THE DEPARTMENT OF HUMAN SERVICES.]
- 1 VERY INCONVENIENT
 - 2 SOMEWHAT INCONVENIENT
 - 3 SOMEWHAT CONVENIENT
 - 4 VERY CONVENIENT
56. "Do you feel that your caseworker gave you enough time to talk about all of your needs when you met?"
- 1 NO
 - 2 YES
57. "Approximately, how long did you spend with your caseworker last time you met?"
- 1 LESS THAN 30 MINUTES
 - 2 ABOUT HALF AN HOUR
 - 3 ABOUT 45 MINUTES
 - 4 ABOUT AN HOUR
 - 5 MORE THAN AN HOUR
 - 6 NOT SURE
58. "Do you feel that your caseworker treated you with respect?"
- 1 NO
 - 2 YES
59. "Did your caseworker seem to know how to do his/her job?"
- 1 NO
 - 2 YES
60. "Did your caseworker act in a caring manner?"
- 1 NO
 - 2 YES

61. “Overall, how satisfied are you with your caseworker?” [READ CHOICES]
- 1 EXTREMELY DISSATISFIED
 - 2 DISSATISFIED
 - 3 SATISFIED
 - 4 EXTREMELY SATISFIED
 - 5 NOT SURE

SECTION VI

“Finally, we would like to ask you some questions about your overall satisfaction with the Department of Human Services. Please put aside your personal experiences with a specific caseworker and answer the following questions for the Department of Human Services office in general.”

62. “Overall, how would you rate the quality of service you receive as a *Families First* customer?” [READ CHOICES]
- 1 POOR
 - 2 FAIR
 - 3 GOOD
 - 4 EXCELLENT
63. “Are you getting the kind of service that you want?” [READ CHOICES]
- 1 NO, DEFINITELY NOT
 - 2 NO, NOT REALLY
 - 3 YES, GENERALLY
 - 4 YES, DEFINITELY
64. “To what extent is the *Families First* program meeting your needs?” [READ CHOICES]
- 1 NONE OF MY NEEDS HAVE BEEN MET
 - 2 ONLY A FEW OF MY NEEDS HAVE BEEN MET
 - 3 MOST OF MY NEEDS HAVE BEEN MET
 - 4 ALMOST ALL OF MY NEEDS HAVE BEEN MET
65. “If a friend was in need of similar help, would you recommend the *Families First* program to him/her?” [READ CHOICES]
- 1 NO, DEFINITELY NOT
 - 2 NO, NOT REALLY
 - 3 YES, GENERALLY
 - 4 YES, DEFINITELY
66. “How satisfied are you with the amount of help you received from the Department of Human Services?” [READ CHOICES]
- 1 QUITE DISSATISFIED
 - 2 MILDLY DISSATISFIED
 - 3 INDIFFERENT
 - 4 MOSTLY SATISFIED
 - 5 VERY SATISFIED

67. "Have the services you received helped you to deal more effectively with your problems?"

[READ CHOICES]

- 1 NO, THEY SEEMED TO MAKE THINGS WORSE
- 2 NO, THEY REALLY DID NOT HELP
- 3 YES, THEY HELPED SOMEWHAT
- 4 YES, THEY HELPED A GREAT DEAL

68. "Overall, in a general sense, how satisfied are you with the service you received from the

1 Department of Human Services as a *Families First* customer?" [READ CHOICES]

- 1 QUITE DISSATISFIED
- 2 MILDLY DISSATISFIED
- 3 INDIFFERENT
- 4 MOSTLY SATISFIED
- 5 VERY SATISFIED

SECTION VII

"Thank you for helping us! Your thoughts are very important to us as we prepare recommendations for improving the *Families First* program. Now I have just a few last questions so we can compare your responses with those of other *Families First* customers. Again, your answers will be confidential and your name will not be identified with any answers you give."

69. "Approximately how long have you received assistance from the Department of Human Services?"

[**INTERVIEWER PROBE:** THIS INCLUDES ALL TIME ON ASSISTANCE. COMBINE SPELLS/CYCLES IF NECESSARY] [READ CHOICES]

- 1 1-6 MONTHS
- 2 7-18 MONTHS
- 3 19-23 MONTHS
- 4 24-35 MONTHS
- 5 36-47 MONTHS
- 6 4 YEARS OR MORE

70. "Have there been any times that there was an interruption in your cash benefits during this time?"

[**INTERVIEWER PROBE:** FOR DISRUPTION OF BENEFITS DUE TO INELIGIBILITY BECAUSE OF SELF-SUFFICIENCY, LACK OF COMPLIANCE WITH PROGRAM REQUIREMENTS, OR ANY OTHER REASON.]

- 1 NO [SKIP TO QUESTION 86]
- 2 YES
- 3 NOT SURE [SKIP TO QUESTION 86]

71. "Why were your Families *First* cash benefits interrupted?" [INTERVIEWER: DO NOT READ OUT CHOICES! LISTEN TO THE RESPONDENT'S ANSWER AND SELECT **ONE**]
- 1 NO LONGER ELIGIBLE BECAUSE OF INCOME
 - 2 REQUESTED CLOSURE
 - 3 CHILD NOW 18 OR NO LONGER IN HOME
 - 4 EXHAUSTED TIME LIMIT
 - 5 SANCTION FOR LACK OF COMPLIANCE (e.g., MISSED APPOINTMENTS)
 - 6 OTHER [SPECIFY] _____
72. "After your Families *First* cash benefits were interrupted, were you ever told you could still qualify to receive assistance with childcare?"
- 1 NO [SKIP TO QUESTION 76]
 - 2 YES
 - 3 NOT SURE [SKIP TO QUESTION 76]
73. "How did you learn about DHS being able to help with childcare even after Families First cash benefits were interrupted?" [INTERVIEWER: DO NOT READ CHOICES! PLEASE CHECK ALL THAT APPLY]
- 1 CASEWORKER
 - 2 CASE MANAGEMENT SPECIALIST
 - 3 ABE/FRESH START/JOB CLUB INSTRUCTOR
 - 4 FRIEND/RELATIVE
 - 5 OTHER [SPECIFY] _____
74. "Did you actually receive help with childcare after your cash benefits were interrupted?"
- 1 NO [SKIP TO QUESTION 80]
 - 2 YES
75. "Did concerns about child care benefits ending make you decide to return to the *Families First* program?"
- 1 NO
 - 2 YES
76. "After your Families *First* cash benefits were interrupted, were you ever told you could still qualify to receive help with transportation?"
- 1 NO [SKIP TO QUESTION 80]
 - 2 YES
 - 3 NOT SURE [SKIP TO QUESTION 80]
77. "How did you learn about DHS being able to help with transportation even after cash benefits were interrupted?" [INTERVIEWER: DO NOT READ CHOICES! PLEASE SELECT ALL THAT APPLY]
- 1 CASEWORKER
 - 2 CASE MANAGEMENT SPECIALIST
 - 3 ABE/FRESH START/JOB CLUB INSTRUCTOR
 - 4 FRIEND/RELATIVE
 - 5 OTHER [SPECIFY] _____

78. "Have you actually received any help with transportation since your cash benefits were interrupted?"
- 1 NO [SKIP TO QUESTION 80]
 - 2 YES
79. "Did concerns about transportation benefits being interrupted make you decide to return to the *Families First* program?"
- 1 NO
 - 2 YES
80. "After your *Families First* cash benefits were interrupted, were you ever told you could still qualify to receive assistance with TennCare?"
- 1 NO [SKIP TO QUESTION 83]
 - 2 YES
 - 3 NOT SURE [SKIP TO QUESTION 83]
81. "How did you learn about DHS being able to help with TennCare even after cash benefits were interrupted?" [INTERVIEWER: DO NOT READ CHOICES! PLEASE SELECT ALL THAT APPLY]
- 1 CASEWORKER
 - 2 CASE MANAGEMENT SPECIALIST
 - 3 ABE/FRESH START/JOB CLUB INSTRUCTOR
 - 4 FRIEND/RELATIVE
 - 5 OTHER [SPECIFY] _____
82. "Did you actually remain enrolled in TennCare when your cash benefits were interrupted?"
- 1 NO
 - 2 YES
 - 3 CHILDREN ONLY
83. "After your *Families First* cash benefits were interrupted, were you ever told you could still qualify to receive Family Services Counseling?"
- 1 NO [SKIP TO QUESTION 86]
 - 2 YES
 - 3 NOT SURE [SKIP TO QUESTION 86]
84. "How did you learn about DHS being able to receive Family Services Counseling even after cash benefits were interrupted?" [INTERVIEWER: DO NOT READ CHOICES! PLEASE SELECT ALL THAT APPLY]
- 1 CASEWORKER
 - 2 CASE MANAGEMENT SPECIALIST
 - 3 ABE/FRESH START/JOB CLUB INSTRUCTOR
 - 4 FRIEND/RELATIVE
 - 5 OTHER [SPECIFY] _____
85. "Did you actually receive Family Services Counseling when your cash benefits were interrupted?"
- 1 NO
 - 2 YES
86. "Finally, how many caseworkers have you worked with in the past year?" _____

87. "What is the highest grade of school you have completed?"

- 1 NOT HS GRADUATE
- 2 HS GRADUATE / GED
- 3 SOME COLLEGE / COLLEGE GRADUATE / VOCATIONAL SCHOOL

88. "What year were you born?" _____

89. "What is your race or ethnicity?" [READ CHOICES]

- 1 BLACK / AFRICAN AMERICAN
- 2 WHITE
- 3 AMERICAN INDIAN / ALASKAN NATIVE
- 4 ASIAN
- 5 NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER
- 6 HISPANIC/LATINO
- 7 OTHER [SPECIFY] _____

"Please let me read the address we have to mail you your Wal-Mart gift certificate." [INTERVIEWER: READ ADDRESS TO THE RESPONDENT TO VERIFY THAT IT HAS BEEN WRITTEN CORRECTLY]

90. "What county is that in?" _____

"Once again thank you for sharing your thoughts with us! It's been really helpful. We will put your gift certificate in the mail tomorrow!"

91. **INTERVIEWER:** [RECORD RESPONDENT'S GENDER]

- 1 FEMALE
- 2 MALE

Initials _____ Date _____

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Appendix D

2001 Families First Supports for Long-Term Work & Self-Sufficiency Staff Survey

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TRANSPORTATION
Child Care
Family Services Counseling
Health Care

FAMILIES FIRST
**SUPPORTS FOR LONG-TERM WORK &
SELF-SUFFICIENCY**
Staff Survey



University of Tennessee
College of Social Work
Office of Research and Public Service

Dear Respondent:

Families First has been in place for over four years now! A lot of customers have moved off cash assistance and have benefited from transitional services to make a more successful, long-term transition to self-sufficiency. Every day at work, you have the opportunity to interact with former *Families First* customers who are still receiving help from TDHS with child care, transportation, TennCare enrollment, and other services available to those who have recently stopped receiving cash assistance. You see and hear what services customers value the most or say they need the most as they move off cash assistance. Please take a few minutes today to share your thoughts/observations with us and help us make good recommendations for improving *Families First* services so customers make a more successful transition to self-sufficiency. Thank you!

Please read each sentence and CIRCLE the number that most closely corresponds to your experiences as you work with Families First customers who are getting off cash assistance.

1. Most *Families First* customers who are eligible to receive transitional benefits get quick referrals for services.
 - 1 STRONGLY DISAGREE
 - 2 DISAGREE
 - 3 AGREE
 - 4 STRONGLY AGREE
 - 9 DON'T KNOW/NOT SURE

2. Most *Families First* customers, who are eligible to receive transitional benefits, are simply not interested in receiving help with child care, transportation, and other services once cash assistance ends.
 - 1 STRONGLY DISAGREE
 - 2 DISAGREE
 - 3 AGREE
 - 4 STRONGLY AGREE
 - 9 DON'T KNOW/NOT SURE

3. Most of my customers are aware that they are eligible to receive help from TDHS with services such as child care, transportation, and Family Services Counseling for several months after cash assistance ends.
 - 1 STRONGLY DISAGREE
 - 2 DISAGREE
 - 3 AGREE
 - 4 STRONGLY AGREE
 - 9 DON'T KNOW/NOT SURE

4. Approximately what percentage of customers in your caseload who are eligible to receive transitional benefits at the time they get off cash assistance actually receive such benefits?
 - 1 LESS THAN 10%
 - 2 10%-30%
 - 3 31%-60%
 - 4 61%-90%
 - 5 OVER 90%

5. Many of my customers receive transitional benefits for a few months after cash assistance ends, but they choose to discontinue services before the period of eligibility ends.
 - 1 STRONGLY DISAGREE
 - 2 DISAGREE
 - 3 AGREE
 - 4 STRONGLY AGREE
 - 9 DON'T KNOW/NOT SURE

6. Of the range of transitional benefits offered, which do you think is MOST IMPORTANT in helping former *Families First* customers stay off cash assistance?
 - 1 CHILD CARE
 - 2 FAMILY SERVICES COUNSELING
 - 3 TENNCARE
 - 4 TRANSPORTATION
 - 5 OTHER [please specify]: _____

TRANSITIONAL CHILD CARE

Next, we would like to ask you a few questions that relate specifically to transitional child care.

Please read each sentence and CIRCLE the number that most closely corresponds to your experiences as you work with Families First customers who are getting off cash assistance.

7. Many *Families First* customers who qualify for transitional child care do not receive services because they are not aware such services are still available when they get off cash assistance.
 - 1 STRONGLY DISAGREE
 - 2 DISAGREE
 - 3 AGREE
 - 4 STRONGLY AGREE
 - 9 DON'T KNOW/NOT SURE

8. Many *Families First* customers who qualify for transitional child care do not receive help because of difficulties they encounter in child care services.
 - 1 STRONGLY DISAGREE
 - 2 DISAGREE
 - 3 AGREE
 - 4 STRONGLY AGREE
 - 9 DON'T KNOW/NOT SURE

9. Many *Families First* customers who qualify for transitional child care refuse services because they simply do not need help with child care.
 - 1 STRONGLY DISAGREE
 - 2 DISAGREE
 - 3 AGREE
 - 4 STRONGLY AGREE
 - 9 DON'T KNOW/NOT SURE

10. Many *Families First* customers who qualify for transitional child care refuse services because they have concerns about the quality of available child care services.
 - 1 STRONGLY DISAGREE
 - 2 DISAGREE
 - 3 AGREE
 - 4 STRONGLY AGREE
 - 9 DON'T KNOW/NOT SURE

11. Approximately what percentage of customers in your caseload, who are eligible to receive transitional child care at the time they get off cash assistance, actually receive such benefits?
 - 1 LESS THAN 10%
 - 2 10%-30%
 - 3 31%-60%
 - 4 61%-90%
 - 5 OVER 90%

12. Most *Families First* customers, who get off cash assistance and are eligible to receive transitional child care, are provided enough assistance to allow them to continue working.
 - 1 STRONGLY DISAGREE
 - 2 DISAGREE
 - 3 AGREE
 - 4 STRONGLY AGREE
 - 9 DON'T KNOW/NOT SURE

13. Many *Families First* customers who get off cash assistance are not eligible to receive transitional child care even though they really need the help in order to continue working.
- 1 STRONGLY DISAGREE
 - 2 DISAGREE
 - 3 AGREE
 - 4 STRONGLY AGREE
 - 9 DON'T KNOW/NOT SURE
14. Loss of transitional child care causes many former *Families First* customers to reapply for cash assistance once transitional benefits end.
- 1 STRONGLY DISAGREE [SKIP TO NEXT SECTION—TRANSITIONAL TRANSPORTATION]
 - 2 DISAGREE [SKIP TO NEXT SECTION—TRANSITIONAL TRANSPORTATION]
 - 3 AGREE
 - 4 STRONGLY AGREE
 - 9 DON'T KNOW/NOT SURE [SKIP TO NEXT SECTION—TRANSITIONAL TRANSPORTATION]
15. What percentage of your customers had to re-apply for cash assistance because of difficulties with child care?
- 1 LESS THAN 10%
 - 2 10%-30%
 - 3 31%-60%
 - 4 61%-90%
 - 5 OVER 90%

TRANSITIONAL TRANSPORTATION

Next, we would like to know more about help offered with transportation to customers as cash assistance ends. Please read each sentence and CIRCLE the number that most closely corresponds to your experiences as you work with Families First customers who are getting off cash assistance.

16. Many *Families First* customers who qualify for transitional transportation benefits do not receive help because they are not aware such services are still available as they get off cash assistance.
- 1 STRONGLY DISAGREE
 - 2 DISAGREE
 - 3 AGREE
 - 4 STRONGLY AGREE
 - 9 DON'T KNOW/NOT SURE
17. Many *Families First* customers who qualify for transitional transportation benefits do not receive help because of difficulties they encounter in getting services.
- 1 STRONGLY DISAGREE
 - 2 DISAGREE
 - 3 AGREE
 - 4 STRONGLY AGREE
 - 9 DON'T KNOW/NOT SURE
18. Many *Families First* customers who qualify for transitional transportation benefits refuse services because they simply do not need help with transportation.
- 1 STRONGLY DISAGREE
 - 2 DISAGREE
 - 3 AGREE
 - 4 STRONGLY AGREE
 - 9 DON'T KNOW/NOT SURE

19. Approximately what percentage of customers in your caseload, who are eligible to receive transitional transportation benefits at the time they get off cash assistance, actually receive such benefits?
- 1 LESS THAN 10%
 - 2 10%-30%
 - 3 31%-60%
 - 4 61%-90%
 - 5 OVER 90%
20. Most *Families First* customers who get off cash assistance and are eligible to receive transitional benefits are provided enough assistance with transportation to allow them to continue working.
- 1 STRONGLY DISAGREE
 - 2 DISAGREE
 - 3 AGREE
 - 4 STRONGLY AGREE
 - 9 DON'T KNOW/NOT SURE
21. Many *Families First* customers who get off cash assistance are not eligible to receive transitional transportation even though they really need the help in order to continue working.
- 1 STRONGLY DISAGREE
 - 2 DISAGREE
 - 3 AGREE
 - 4 STRONGLY AGREE
 - 9 DON'T KNOW/NOT SURE
22. Loss of transitional transportation benefits causes many former *Families First* customers to reapply for cash assistance once transitional benefits end.
- 1 STRONGLY DISAGREE [SKIP TO NEXT SECTION—OTHER SERVICES]
 - 2 DISAGREE [SKIP TO NEXT SECTION—OTHER SERVICES]
 - 3 AGREE
 - 4 STRONGLY AGREE
 - 9 DON'T KNOW/NOT SURE [SKIP TO NEXT SECTION—OTHER SERVICES]
23. What percentage of your customers had to reapply for cash assistance because of difficulties with transportation?
- 1 LESS THAN 10%
 - 2 10%-30%
 - 3 31%-60%
 - 4 61%-90%
 - 5 OVER 90%

OTHER SERVICES AVAILABLE TO *FAMILIES FIRST* CUSTOMERS ON TRANSITIONAL STATUS

Now, we would like you to share with us your views about some other services available to Families First customers as they get off assistance. Please read each sentence and CIRCLE the number that most closely corresponds to your experiences as you work with customers.

24. Many *Families First* customers who still qualify for Family Services Counseling as cash assistance ends, do not receive services because of difficulties they encounter in getting a referral for counseling services.
- 1 STRONGLY DISAGREE
 - 2 DISAGREE
 - 3 AGREE
 - 4 STRONGLY AGREE
 - 9 DON'T KNOW/NOT SURE

25. Many *Families First* customers who qualify for Family Services Counseling do not receive services because they are not aware such services are still available for a full year after they get off cash assistance.
- 1 STRONGLY DISAGREE
 - 2 DISAGREE
 - 3 AGREE
 - 4 STRONGLY AGREE
 - 9 DON'T KNOW/NOT SURE
26. Many *Families First* customers who qualify for Family Services Counseling when they get off cash assistance refuse services because they simply do not feel a need for help.
- 1 STRONGLY DISAGREE
 - 2 DISAGREE
 - 3 AGREE
 - 4 STRONGLY AGREE
 - 9 DON'T KNOW/NOT SURE
27. Loss of health insurance (TennCare) causes many former *Families First* customers to reapply for cash assistance as the period of transitional status ends.
- 1 STRONGLY DISAGREE [SKIP TO QUESTION 29]
 - 2 DISAGREE [SKIP TO QUESTION 29]
 - 3 AGREE
 - 4 STRONGLY AGREE
 - 9 DON'T KNOW/NOT SURE [SKIP TO QUESTION 29]
28. What percentage of your customers had to reapply for cash assistance because of concerns over loss of health insurance coverage?
- 1 LESS THAN 10%
 - 2 10%-30%
 - 3 31%-60%
 - 4 61%-90%
 - 5 OVER 90%

Finally, just a few questions for statistical purposes, so we can compare your answers with those of others participating in our survey. Please read each sentence and CIRCLE the number that most closely corresponds to your experiences as you work with Families First customers.

29. Which of the following best describes the area where the majority of customers you serve live? Do most live in a large city (over 100,000 people), a small city (between 20,00 and 100,000 people), a town (between 5,000 and 20,000 people), a small town (fewer than 5,000 people), or in a rural area?
- 1 LARGE CITY
 - 2 SMALL CITY
 - 3 TOWN
 - 4 SMALL TOWN
 - 5 RURAL AREA
 - 9 DON'T KNOW/NOT SURE
30. How long has it been since you started working as a caseworker in that area?
- 1 LESS THAN A YEAR
 - 2 ABOUT A YEAR
 - 3 ABOUT TWO YEARS
 - 4 THREE TO FIVE YEARS
 - 5 OVER FIVE YEARS

Please use the space below for any additional comments you wish to make. We would be especially grateful for any additional light you could shed on support that you see as necessary for Families First customers who have recently moved off cash assistance to facilitate a long-term transition to self-sufficiency.

Your contribution to this effort is very greatly appreciated. Thank you for helping us out!