

CalWORKs LEAVERS SURVEY

A Statewide Telephone Survey
of Former CalWORKs Recipients

January 2000



**California Department of Social Services
Program Planning and Performance Division
Data Operations Branch
Data Systems and Survey Design Bureau**

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Prepared By

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HIGHLIGHTS

The California Department of Social Services conducted a random statewide telephone survey of former CalWORKs recipients (“leavers”) who had left cash aid between December 1998 and June 1999. The 142 former recipients who participated in the survey provided information on why they left cash aid and their post-CalWORKs sources of support.

- ❑ Of the 142 former recipients interviewed, 132 (93%) were still off CalWORKs cash aid at the time of the survey interview. The number of months the recipients had been off aid ranged from two to eleven months.
- ❑ 68 (48%) of the former recipients left CalWORKs because they, their spouse or other family member got a job, or their earnings got too high.
- ❑ 72 (51%) of the former recipients said they were better off *overall* while off aid as when they were on aid.
- ❑ 62 (43%) of the former recipients said they were better off *financially* while off aid as when they were on aid.
- ❑ 118 (83%) of the households had wages from either the former recipient, the spouse or another adult in the household at some point while off aid.
- ❑ 88 (62%) of the former recipients received one or more types of assistance while off aid.
 - 81 (57%) received Medi-Cal.
 - 16 (11%) received child care.Additionally, 27 (19%) of the 142 former recipients received Food Stamps.
- ❑ 106 (74%) of the former recipients said they had no, a little or some difficulty paying bills while off aid.
- ❑ 110 (77%) of the former recipients said they disagree or strongly disagree with the statement “In a year from now, I expect to be receiving CalWORKs cash aid.”

SURVEY PURPOSE

The California Department of Social Services (CDSS) Data Operations Branch (DOB) conducted a telephone survey of former recipients of the California Work Opportunity and Responsibility to Kids (CalWORKs) Program. The purpose of the survey was to obtain information on former recipients (also known as “leavers”) regarding:

- Reasons CalWORKs recipients went off cash aid.
- Sources of income for the family.
- Strategies former recipients employed and services used to stay off cash aid.
- Subjective opinions as to whether they are better off, worse off, or about the same as when they were receiving cash aid.

There is little information available at the county or state level about former CalWORKs recipients. This survey provides indicator information until more comprehensive studies are completed.

SAMPLING INFORMATION

The participants in the survey were selected from a statewide random sample of discontinued CalWORKs cases. December 1998 through June 1999 were the sample months, and the interviews were conducted in July, August and September 1999.

To be selected for the survey, the case could not have received any CalWORKs cash aid for two consecutive calendar months following the sample month. If the recipient had returned to CalWORKs cash aid at anytime *after* two months, the case was still eligible for an interview.

Out of a possible 341 cases, 142 surveys were completed. The survey's response rate was 42%. Refer to **Appendix 1 Disposition of Surveys** for the disposition of each sampled case and the response rate calculation.

Almost half of the 142 interviews were in 5 counties: Los Angeles, San Diego, Orange, San Joaquin, and Santa Clara. Refer to **Appendix 2 Interviews by County** for a summary of completed interviews by county.

CalWORKs STATUS OF RESPONDENTS

Of the 142 respondents, 10 (7%) had returned to cash aid by the day of the interview. When answering the questions, the 10 leavers that were back on cash aid were asked to recall their experiences during the time they had been off cash aid.

As of the interview, the number of months that each respondent had been off cash aid varied from a minimum of two months to a maximum of 11 months. The respondents in this survey can be characterized as “new” leavers: former CalWORKs cash aid recipients who had been off cash aid for less than a year. ***Unless otherwise noted, all the data analysis in the report is for the 142 total respondents.***

LIMITATIONS OF THE DATA

Because of the small sample size and the inherent biases of telephone surveys (nothing is known about the persons who refused or those unable to be contacted), care should be exercised in extrapolating the results to the larger population of former CalWORKs recipients. Refer to **Appendix 3 Reliability Estimates** to determine the reliability of individual responses.

SURVEY INSTRUMENT

The former recipients were under no obligation to participate in the survey. Interviewers assured them that the survey was voluntary and confidential. To promote a high rate of cooperation (and avoid a high refusal rate), it was decided that the telephone interview would need to be restricted to ten to fifteen minutes. This very short timeframe limited the number and scope of the questions. The survey did not attempt to duplicate the scope of more extensive, comprehensive surveys in progress.

Refer to **Appendix 4 Survey Background** for additional information on the development of the survey. Refer to **Appendix 5 Survey Form** for a complete listing of the questions with interviewer instructions.

CONTACTING FORMER RECIPIENTS

Interviewers made at least six phone call attempts to reach the former recipient. Three of the attempts were required to be made in the evening or on weekends. When unable to reach former recipients by phone, a letter was mailed to the last known address, requesting the former recipient to contact the interviewer. Refer to **Appendix 4 Survey Background** and **Appendix 6 Survey Interview Process** for additional information about the interview process.

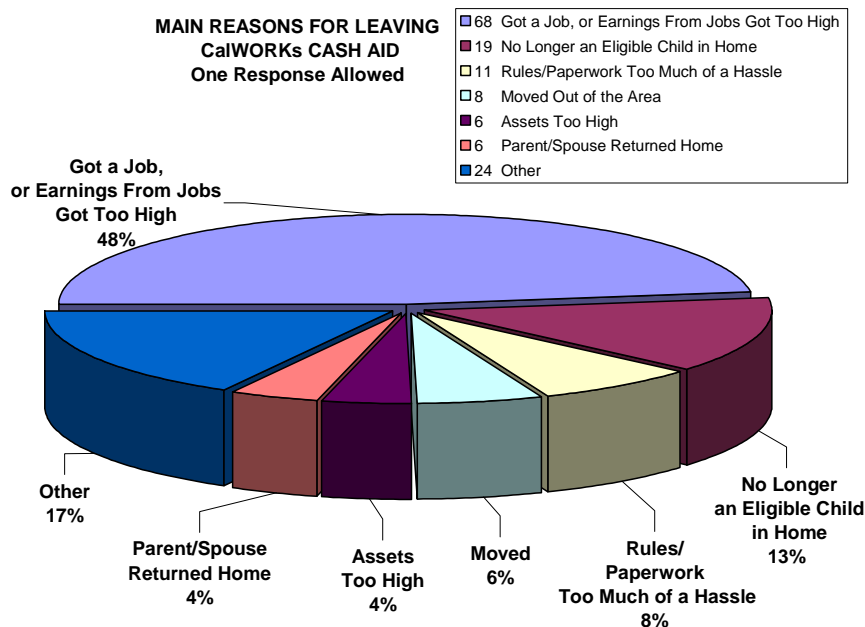
DATA FINDINGS FOR ALL RESPONDENTS

Why Respondents Left CalWORKs Cash Aid

The 142 respondents were asked “What was the MAIN reason you went off CalWORKs cash aid?”

- 68 (48%) of the respondents left because they, their spouse or other family member got a job, or their earnings got too high.
- 19 (13%) left because there was no longer an eligible child in the home (including youngest child turned 18).
- 11 (8%) left because the rules were too much of a hassle or there was too much paperwork.
- 8 (6%) left because they moved out of the area, at least temporarily.
- 6 (4%) left because their assets were too high.
- 6 (4%) left because a parent, spouse or partner returned home.
- 24 (17%) left for a variety of other reasons, such as:
 Did not want to participate in a work, training or education activity.
 Wanted to save up eligibility for months when they might need them.
 Received benefits from another program.
 Got married.
 Received child support.

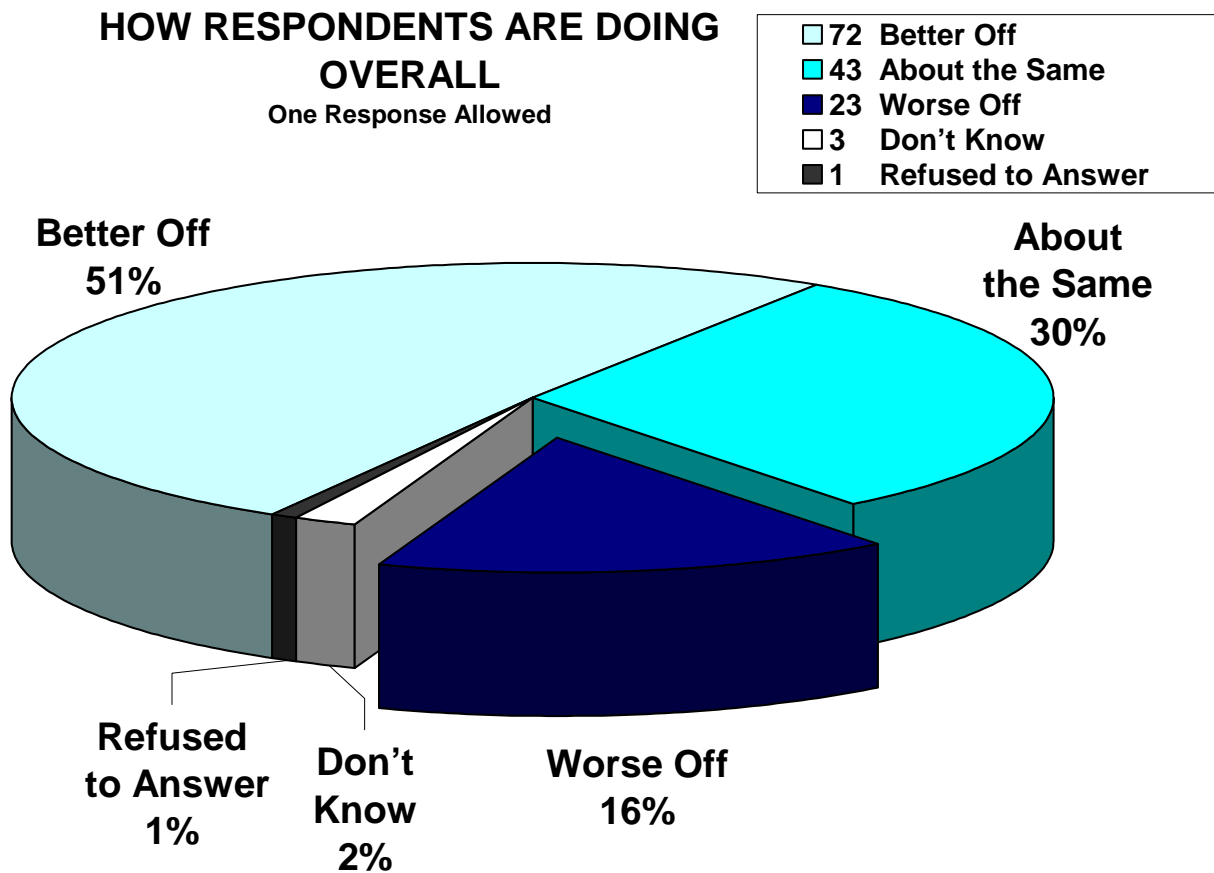
Refer to **Appendix 7** for a complete listing of responses.



Respondents Assess How They Are Doing Overall

The 142 respondents were asked “Since leaving CalWORKs cash aid, *overall* are you better off, worse off, or about the same?”

- ❑ 72 (51%) said they were better off overall.
- ❑ 43 (30%) said they were about the same.
- ❑ 23 (16%) said they were worse off.



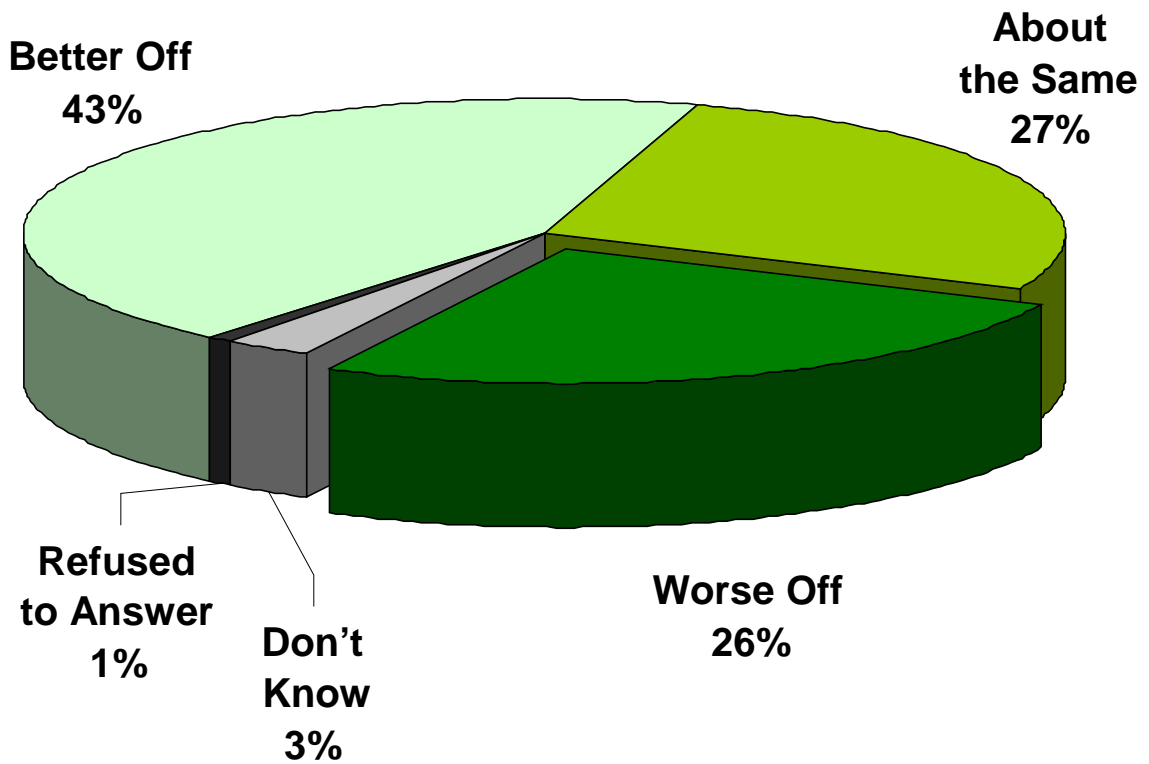
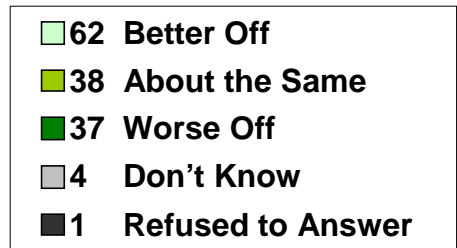
Respondents Assess How They Are Doing Financially

The 142 respondents were asked “Would you say that you are *financially* better off, worse off, or about the same as when you were on cash aid?”

- 62 (43%) said they were better off financially.
- 38 (27%) said they were about the same.
- 37 (26%) said they were worse off.

HOW RESPONDENTS ARE DOING FINANCIALLY

One Response Allowed



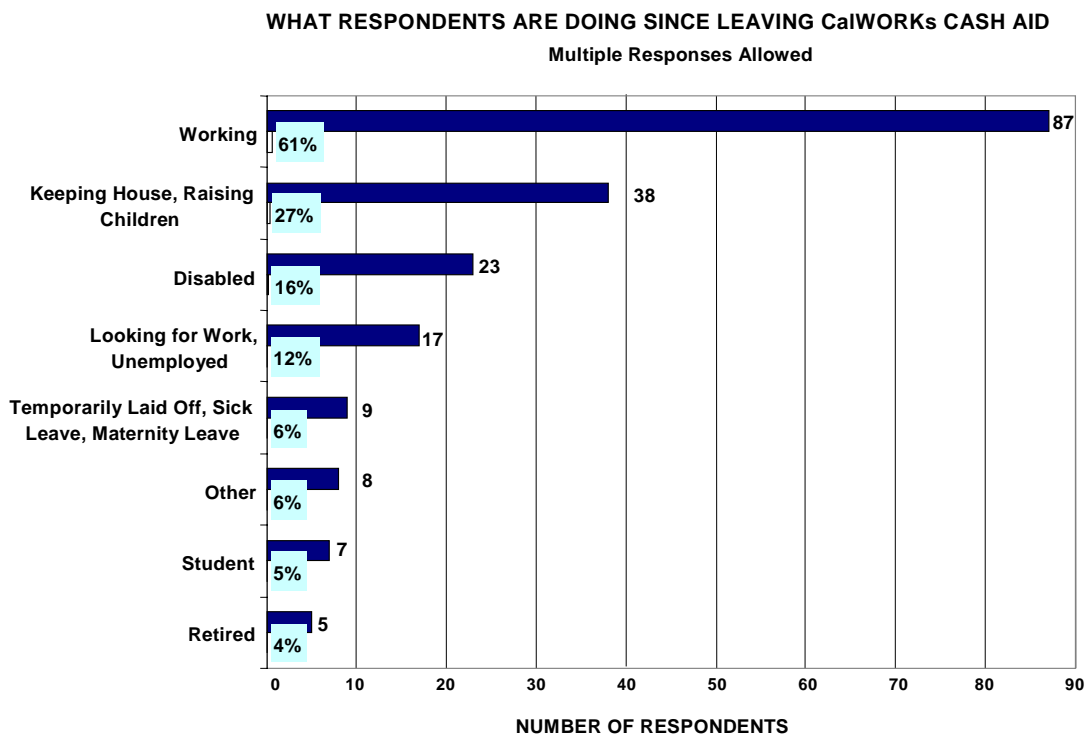
What Respondents Are Doing Since Leaving Cash Aid

The 142 respondents were asked “Are you **currently** working either part or full time, looking for work, retired, disabled, keeping house/at home with children, or a student?”

- 87 (61%) of the 142 respondents said they were working.
98 (69%) of the 142 households had either the respondent, and/or their spouse/partner working.
- 55 (39%) of the respondents were not working.

In the following chart, the numbers do not add to 142 because people could check more than one answer. For example, a person could be looking for work **and** keeping house/raising children.

- 38 (27%) were keeping house/raising children.
- 23 (16%) were either permanently or temporarily disabled.
- 17 (12%) were looking for work, unemployed.
- 9 (6%) were temporarily laid off, on sick leave or on maternity leave.
- 7 (5%) were students.
- 5 (4%) were retired.



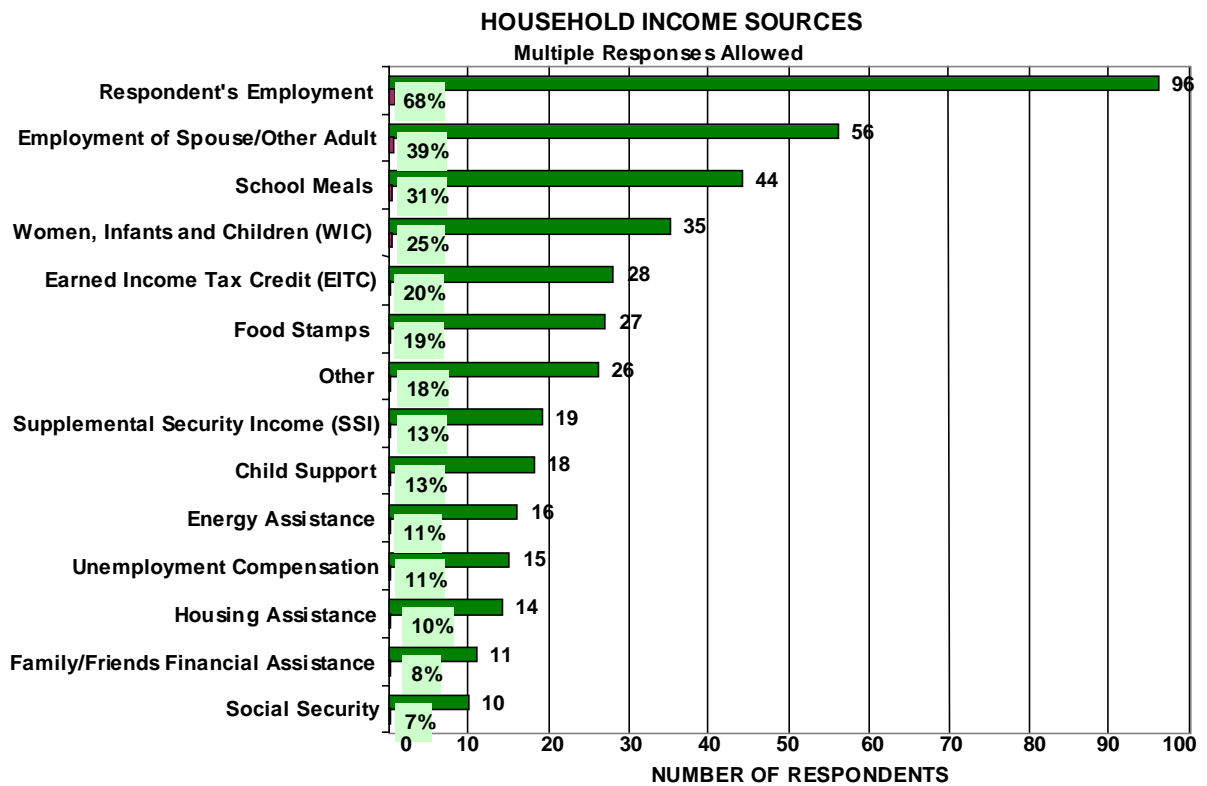
Household Income Sources

The 142 respondents were asked “What income sources did you receive while off cash aid?”

Of the 142 households,

- 118 (83%) had wages from **either** the respondent, the spouse or another adult in the household **at some point** while off cash aid.
In 31 (22%) of the households **both** adults had wages.
- 22 (16%) had received income **other than** wages.
- 2 (1%) had received no income.

In the following chart, the numbers do not add to 142 because people could check more than one answer. For example, a person could be working, receiving free school meals for her children, **and** using the Earned Income Tax Credit (EITC).



The previous chart of Household Income Sources displays 26 responses in the “Other” category. Below is a complete listing of the “Other” income sources.

- 5 (4%) Financial assistance from a charitable group like a church or agency.
- 3 (2%) Workers Compensation.
- 2 (1%) In Home Supportive Services (IHSS) Provider Wages (provided care to an IHSS recipient).
- 2 (1%) Veteran’s (VA) payments.
- 2 (1%) Telephone bill assistance.
- 1 (less than 1%) each:
 - Wages of an 18-year-old child in home.
 - Wages of a 16-year-old child in home.
 - Babysitting for relatives.
 - Rental property income.
 - Income from pensions, retirement income, trusts, annuities or survivor benefits.
 - Interest income.
 - School financial aid.
 - State Disability Insurance (SDI).
 - Public assistance payments.
 - Foster care payments.
 - Rent deposit.
 - Residing in a drug rehabilitation center – all necessities provided.

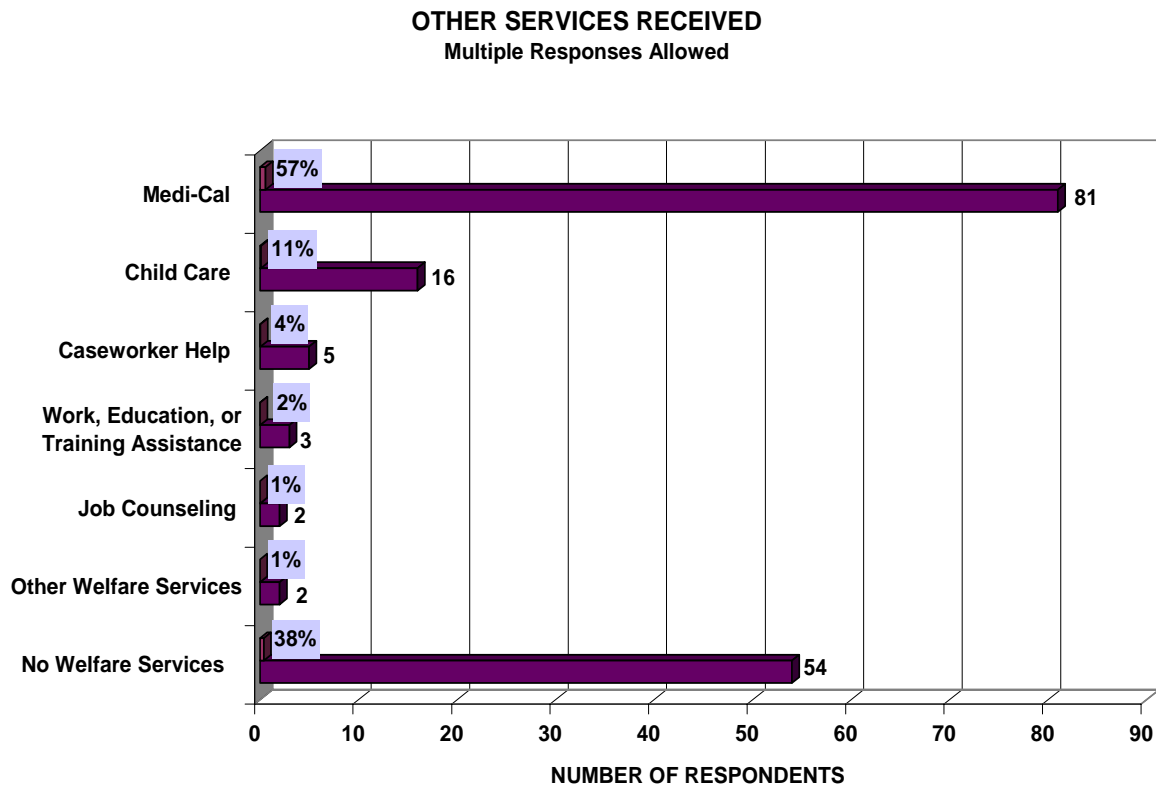
Use of Other Types of Assistance

The 142 respondents were asked “Since leaving CalWORKs cash aid, have you received any other welfare services for free or at a reduced cost?”

- 88 (62%) received **one or more** types of assistance.
- 54 (38%) received no types of assistance.

In the following chart, the numbers do not add to 142 because people could check more than one answer. For example, a person could have received Medi-Cal **and** child care.

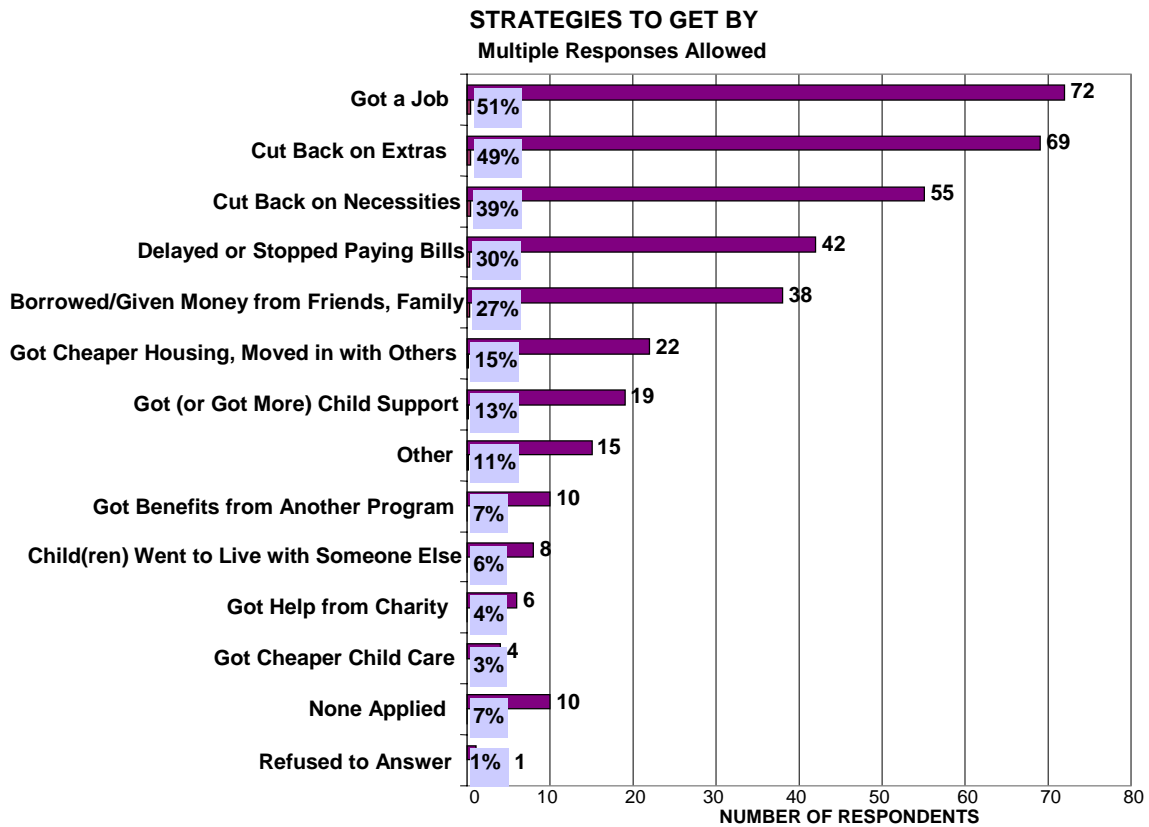
- 81 (57%) received Medi-Cal.
- 16 (11%) received child care.
- 5 (4%) received caseworker help.
- 3 (2%) received work, education or training assistance, such as books, tools, clothing or fees.
- 2 (1%) received job counseling.



Strategies to Get By

The 142 respondents were asked “What have you done to get by instead of going back on aid?” The numbers do not add to 142 because some people were using more than one strategy.

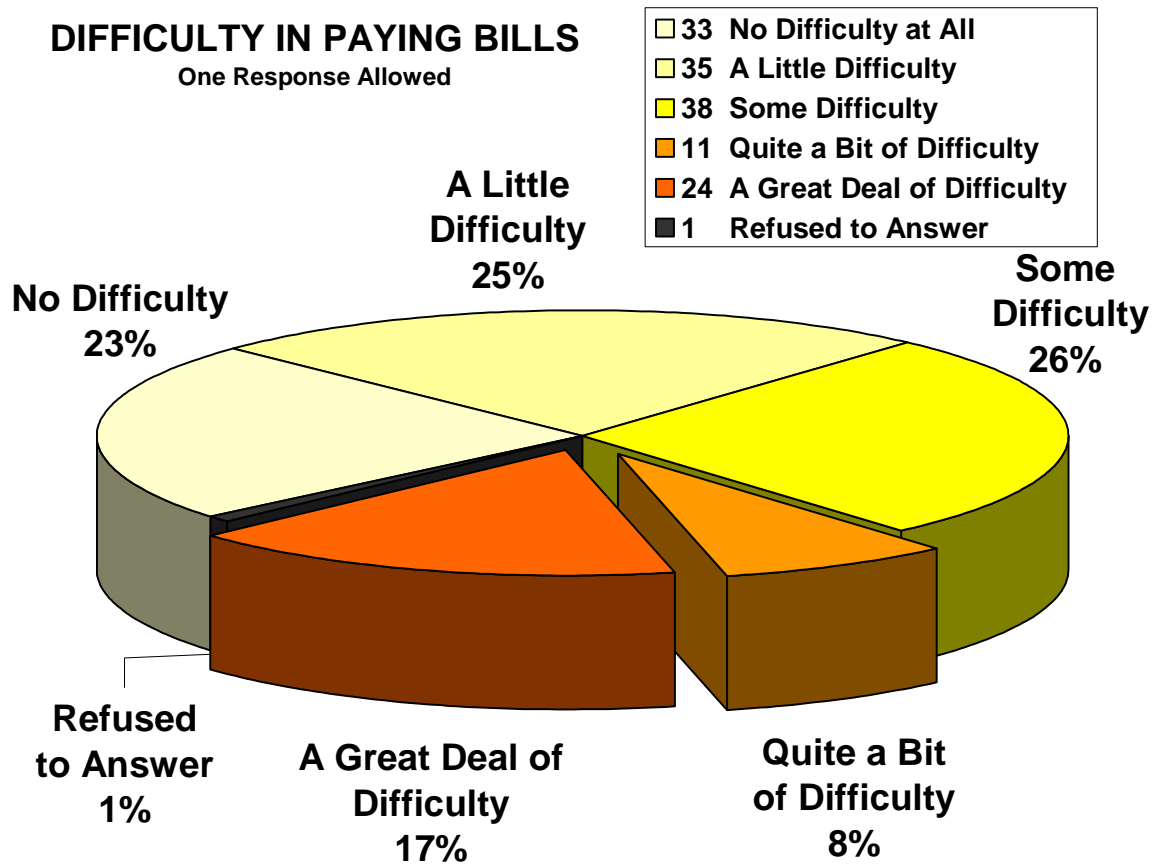
- 72 (51%) got a job.
- 69 (49%) cut back on extras.
- 55 (39%) cut back on necessities.
- 42 (30%) delayed or stopped paying bills.
- 38 (27%) borrowed or were given money from friends or family.
- 22 (15%) got cheaper housing, moved in with others.



Respondents Assess Their Difficulty in Paying Bills

The 142 respondents were asked “Since leaving CalWORKs cash aid, how much difficulty have you had paying your bills or paying for basic needs such as food or housing?”

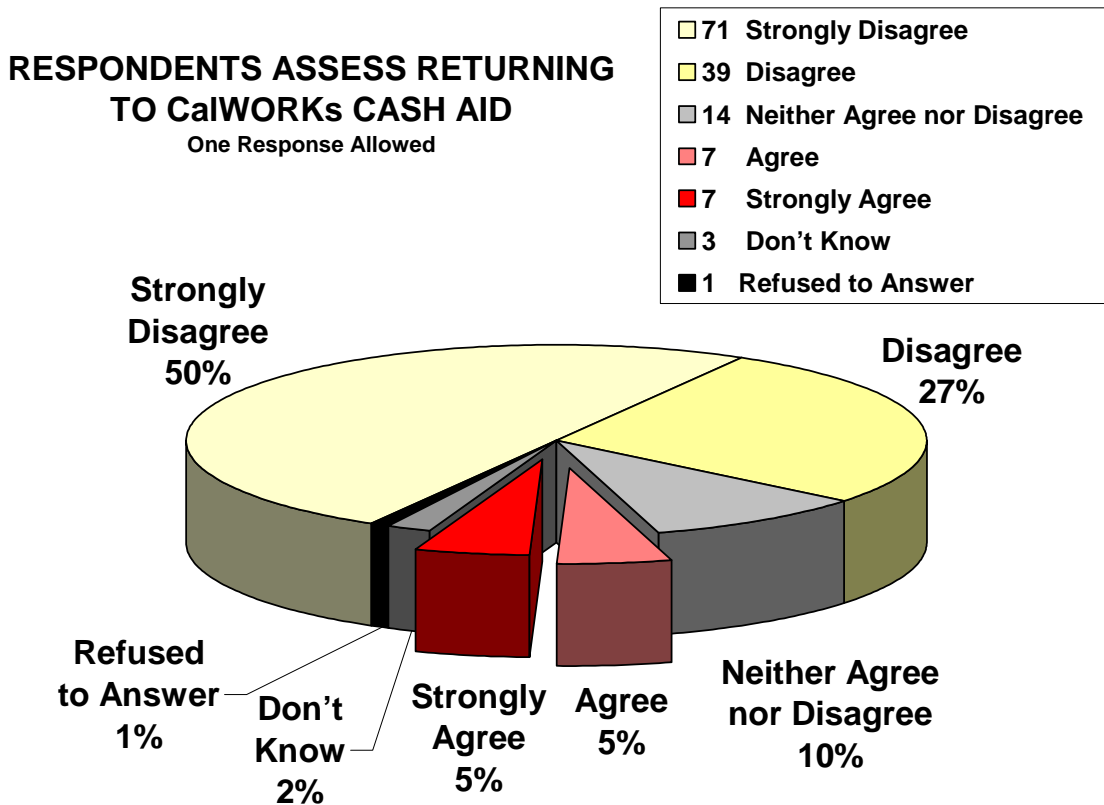
- ❑ 106 (74%) said they had no difficulty, a little difficulty or some difficulty.
- ❑ 35 (25%) said they had quite a bit or a great deal of difficulty.



Respondents Assess Returning to Cash Aid

The 142 respondents were asked “How much do you agree or disagree with the statement: In a year from now, I expect to be receiving CalWORKs cash aid?”

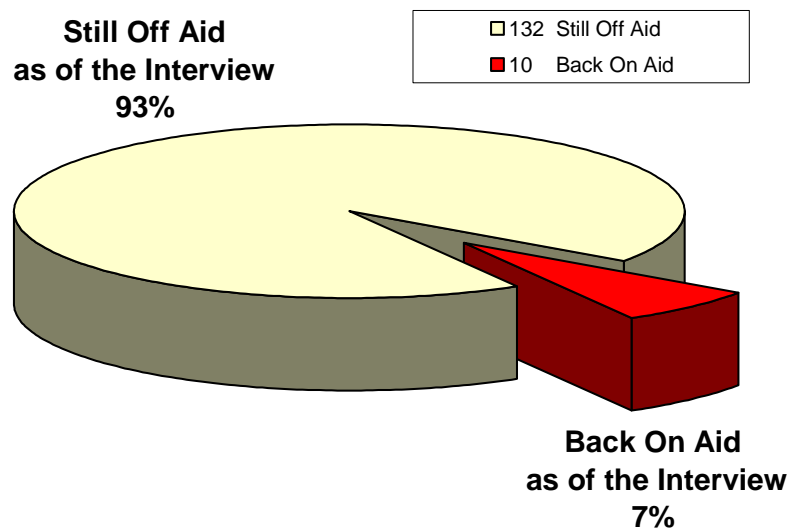
- ❑ 110 (77%) of the respondents said they disagree or strongly disagree.
- ❑ 14 (10%) said they agree or strongly agree.



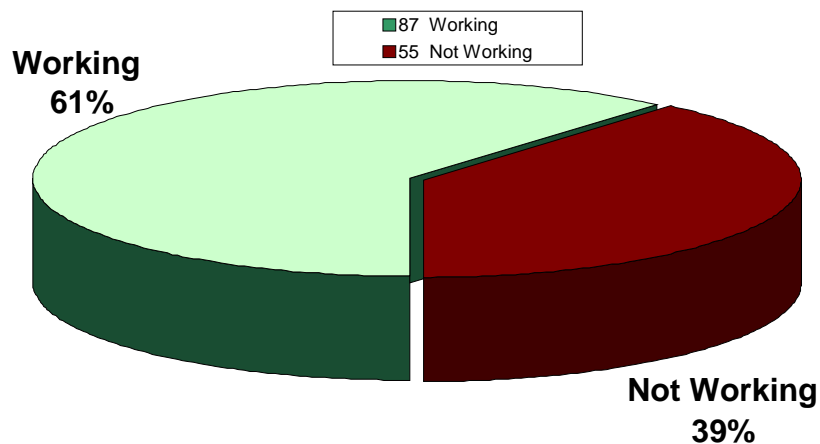
SUBGROUP COMPARISONS

Because of the survey's small sample size, ***no conclusions can be made about subgroups of respondents***. However, two major subgroups were compared to determine if the differences in how they answered questions might suggest potential areas to be explored in the future. The subgroups selected were:

- Respondents who were back **on cash aid** at the time of the survey's phone interview compared to respondents who were still **off cash aid** at the time of the interview.



- Respondents who were **not working** at the time of the interview compared to respondents who were **working** at the time of the interview.



Aided Respondents Compared to Not Aided Respondents

Of the 142 total respondents, 132 (93%) were still off CalWORKs cash aid (not aided) at the time of the survey's phone interview, and 10 (7%) were back on cash aid (aided). The responses selected by both groups were similar throughout the survey. The small sample size may be the reason that major distinctions between the two groups were not apparent. The most noticeable differences between the two groups are described below.

Why did 10 respondents go back on cash aid?

The 10 respondents who returned to cash aid were asked, "What was the MOST important reason you had for re-applying for CalWORKs cash aid?"

- 5 of the respondents said they lost or couldn't find a job, or had a job but the pay was low.
- 5 went back on cash aid for a variety of reasons.
 - 1 quit her job.
 - 1 spouse was not working enough hours.
 - 1 did not have enough money.
 - 1 received custody of her children.
 - 1 had child support stopped or reduced.

Did both groups receive the same income sources while off cash aid?

The five most common income sources (wages, school meals, WIC, EITC, and Food Stamps) were present in both groups. Some income sources were reported by the not aided group that were not present in the aided group such as financial assistance from non-household family and friends, social security and SSI.

Did both groups access Medi-Cal, child care and other types of assistance?

The utilization rates of other types of assistance appear to be similar for both groups.

Did both groups have the same degree of difficulty paying bills?

- Of the 33 respondents who said that they were having "no difficulty at all" paying bills, all 33 were still off cash aid as of the interview.
- All of the 10 respondents who returned to cash aid said they had some degree of difficulty in paying bills while off cash aid.

Not Working Respondents Compared to Working Respondents

Of the 142 total respondents, 87 (61%) said they were working at the time of the interview, and 55 (39%) said they were not working.

Did more of the not working respondents return to cash aid, than the working respondents?

Most people in both groups remained off aid.

- 80 (92%) of those working were still off cash aid, 7 (8%) of those working were back on cash aid.
- 52 (95%) of those not working were still off cash, 3 (5%) of those not working were back on cash aid.

Did both groups say they were better off overall while off cash aid?

Those working were more likely than those not working to report that they were better off overall.

- Of the 87 working respondents:
 - 56 (65%) said they were better off.
 - 22 (25%) said they were about the same.
 - 9 (10%) said they were worse off.
- Of the 55 not working respondents:
 - 16 (29%) said they were better off.
 - 21 (39%) said they were about the same.
 - 14 (25%) said they were worse off.
 - 3 (5%) said they didn't know.
 - 1 (2%) did not respond.

Did both groups say they were better off *financially* while off cash aid?

Those working were more likely than those not working to report that they were better off financially.

- Of the 87 working respondents:
 - 50 (57%) said they were better off.
 - 18 (21%) said they were about the same.
 - 18 (21%) said they were worse off.
 - 1 (1%) said they didn't know.

- Of the 55 not working respondents:
 - 12 (22%) said they were better off.
 - 20 (36%) said they were about the same.
 - 19 (35%) said they were worse off.
 - 3 (5%) said they didn't know.
 - 1 (2%) refused to answer.

Did both groups have the same degree of difficulty in paying bills?

More of the not working group had a "great deal of difficulty" in paying their bills.

- 15 (27%) of those not working said they had a great deal of difficulty.
- 9 (10%) of those working said they had a great deal of difficulty.

Did more of the not working respondents expect to return to cash aid in a year, than the working respondents?

More of those who were not working agreed with the statement "In a year from now I expect to be receiving CalWORKs cash aid."

- 11 (20%) of the 55 not working group agreed or strongly agreed.
- 3 (3%) of the 87 working group agreed or strongly agreed.

APPENDIX 1

**DISPOSITION OF SURVEYS
AND RESPONSE RATE CALCULATION**

Of the 430 sampled cases,

- 89 (21%) cases did not meet the survey’s review criteria and consequently no interview was pursued.
- 341 (79%) cases met the survey’s review criteria and an interview was attempted.
- Of the 341 cases eligible for review,
 - 142 (42%) interviews were conducted.
 - 13 (4%) of the former recipients refused to be interviewed.
 - 186 (54%) of the former recipients could not be located or contacted.

CDSS/DOB District Office	Sampled/Assigned	Code 01 Completed Interview	Code 02 Partial Interview	Code 03 Unable to Locate or Contact	Code 04 Refused	Code 05 Not Subject To Review – Case Did Not Meet Criteria	Code 06 Not Subject To Review – Recipient Received Cash Aid During Two Months Following Sample Month
Fresno	72	28	0	26	3	4	11
Los Angeles	105	34	0	50	0	10	11
Oakland	72	24	1	29	2	9	7
Sacramento	63	17	0	32	2	3	9
San Diego	118	38	0	49	6	4	21
TOTALS	430	141	1	186	13	30	59
	100%	33%	0%	43%	3%	7%	14%

141 = 42% of 341	1 = 0% of 341	186 = 54% of 341	13 = 4% of 341
Codes 01 + 02 + 03 + 04 = 341 Eligible Surveys			
Codes 01 + 02 = 142 Interviews			
41.64% Response Rate = Codes 01 + 02 / Codes 01 + 02 + 03 + 04			

APPENDIX 2

INTERVIEWS BY COUNTY

COUNTY	INTERVIEWS		COUNTY	INTERVIEWS	
	Number	%		Number	%
Alameda	2	1%	Orange	9	6%
Alpine	0	0%	Placer	0	0%
Amador	0	0%	Plumas	0	0%
Butte	2	1%	Riverside	6	4%
Calaveras	0	0%	Sacramento	5	4%
Colusa	1	1%	San Benito	0	0%
Contra Costa	4	3%	San Bernardino	6	4%
Del Norte	0	0%	San Diego	14	10%
El Dorado	0	0%	San Francisco	3	2%
Fresno	2	1%	San Joaquin	9	6%
Glenn	0	0%	San Luis Obispo	1	1%
Humboldt	0	0%	San Mateo	3	2%
Imperial	3	2%	Santa Barbara	7	5%
Inyo	0	0%	Santa Clara	8	6%
Kern	7	5%	Santa Cruz	0	0%
Kings	0	0%	Shasta	1	1%
Lake	0	0%	Sierra	0	0%
Lassen	0	0%	Siskiyou	2	1%
Los Angeles	26	18%	Solano	2	1%
Madera	0	0%	Sonoma	1	1%
Marin	1	1%	Stanislaus	5	4%
Mariposa	0	0%	Sutter	0	0%
Mendocino	2	1%	Tehama	1	1%
Merced	0	0%	Trinity	0	0%
Modoc	0	0%	Tulare	4	3%
Mono	0	0%	Tuolumne	2	1%
Monterey	0	0%	Ventura	1	1%
Napa	0	0%	Yolo	2	1%
Nevada	0	0%	Yuba	0	0%
			TOTAL	142	100%

APPENDIX 3**RELIABILITY ESTIMATES**

It was calculated that a minimum of 100 cases would provide a reliability of + or – 10% with a 95% confidence level for an expected rate of occurrence of 50%. The resultant sample of 142 cases provides somewhat better reliability. For example, the reliability of the estimate that 83% of the sampled households had earnings at some point while off aid is about +/- 7%. We are 95% confident that the true value is between 76% and 90%.

The following reliability estimates are based on a sample size of 142 completed survey interviews with 95% confidence.

PERCENT RESPONDING	RELIABILITY + OR -
10%	5.0%
20%	6.7%
30%	7.7%
40%	8.2%
50%	8.4%
60%	8.2%
70%	7.7%
80%	6.7%
90%	5.0%

How to Use this Table

Example: In Question 3a, 37% of the respondents stated that one of the reasons that they left cash aid was because they got a job. This provides a reliability from the table of about +/- 8%. We are 95% confident that the true value is between 29% (37% - 8%) and 45% (37% + 8%).

APPENDIX 4

SURVEY BACKGROUND

Developing the Survey Instrument

The survey questions were based on input from the California Department of Social Services (CDSS) Welfare to Work Division, a review of similar former recipient surveys conducted by other states, and on the CalWORKs recipients survey being developed by RAND under contract with the CDSS. Input was also received from the CDSS Data Analysis and Publications Branch, the Research and Evaluation Branch, the Regional Advisors Office and the Data Operations Branch's Field Operations Bureau.

The questions were designed to gather information available through recipient contact only. No case record information was included as part of the survey.

There were 13 questions, seven requesting the respondent to choose one response only, and six requesting the respondent to choose as many responses as applied to the circumstances. The total percent of the single-response questions equals 100%, and the multiple-response questions exceed 100%. ***Each response displayed in the report is an unduplicated count, unless otherwise noted.***

Conducting the Interviews

Prior to conducting the interviews, it was anticipated that the longer the recipient had been off cash aid, the more difficult it would be to locate and contact the recipient. In reality, during the seven-month period, December 1998 (the "oldest" sample month) and June 1999 (the most current sample month) yielded the most interviews. For each sample month, the greatest obstacle to contacting former recipients was case record phone numbers that were no longer in service without a referral number available.

APPENDIX 5

CalWORKs LEAVERS TELEPHONE SURVEY FORM

Attach to back of form: Printout of Q5 CalWORKs Closed Case Review and printout of online county case record warrant history and client contact screens.

Interview Date: <i>(Month/day/year)</i>	
Interviewer's Name: <i>(Please print)</i>	
Comments/Problems: <i>(Optional, continue on back if needed)</i>	

SURVEY FINAL CODING (Check one code only.)

Completed:	All interview questions complete.		01
Unable to complete:	Partial interview (respondent began the survey but did not complete one or more questions).		02
Unable to complete:	Unable to locate or contact client.		03
Unable to complete:	Client refused.		04
Not subject to review (NSTR)/drop:	Q5 review NSTR. The Q5 review was incorrectly coded as complete, and should have been coded as NSTR.		05
Not subject to review (NSTR)/drop:	Received warrant. Warrant was received in either the first or second month following the review month. <i>(Conduct survey only if client was off aid for two full consecutive months following review month.)</i>		06

INTERVIEWER PROCESSING TIME

Interview Start Time:		Interviewer Processing Time: <i>(In minutes, excluding interview time)</i>	
Interview End Time:		<i>Time estimate includes printing warrant history and client contact screens, reviewing paper case record for phone/address leads, utilizing county resources such as reverse directories and DMV clearances, completing Post Office address request forms, making phone calls, documenting contacts, coding, copying, mailing, etc.</i>	
Interview Total Minutes:			

CLIENT CONTACTS (Six phone attempts on various days/times and one mail attempt required)

Day/Date	Time of Day	Interviewer Notes <i>(Continue on back if needed)</i>
		Phone attempt/ Leave no message
		Phone attempt/ Leave no message
		Phone attempt/ Leave no message
		MAIL ATTEMPT
		Phone attempt/ Leave message
		Phone attempt/ Leave message
		Phone attempt/ Leave message

RESPONDENT CONTACT INFORMATION

Respondent's Name (First and Last)	
Respondent's Phone Number	(____)
Respondent's Address	

Interview was conducted in:	English____ Spanish____ Other (specify):_____
Interview was conducted by:	FOB Staff____ CDSS Language Services____

Section 1. CalWORKs Case Status as of the Interview

1. Are you currently receiving CalWORKs cash aid?

(Check one code only.)

Yes (Go to Question 2a)		01
No (Skip Question 2a-2b, Go to Question 3a)		02

Section 2. Respondent’s Reasons for Returning to CalWORKs

2a. Please think about the most recent time you went back on CalWORKs cash aid. Tell me ALL the reasons you had for applying for CalWORKs at the time. Please say yes or no as I read the list. (Check all codes with a “yes” reply.)

You lost your job or couldn’t find a job		01
Your spouse or partner lost his/her job		02
You couldn’t afford to take a job because of the cost of child care		03
You had a job, but the pay was low		04
You were sick or disabled, or had a health problem		05
Your child or other family member was sick or disabled		06
You had or were expecting a newborn child		07
You separated or divorced from a spouse or the person you were living with ..		08
Child support from your children’s absent parent stopped or was reduced		09
You left someone who was violent or threatening to you		10
Your medical insurance ended or you needed medical insurance		11
Your child care coverage ended or you needed child care		12
Any other reasons? Specify:_____		99
Respondent volunteered “Don’t know” (Don’t read to respondent.)		101
Respondent refused to answer (Don’t read to respondent.)		102

2b. What was the MOST important reason you had for re-applying for CalWORKs cash aid?

(Enter one code from Question 2a. Then go to Question 3a.)

Respondent volunteered “Don’t know” (Don’t read to respondent.)		101
Respondent refused to answer (Don’t read to respondent.)		102

Section 3. Respondent’s Reasons for Leaving CalWORKs Cash Aid

3a. **The last time you went off CalWORKs cash aid, what were ALL the reasons you went off? Please say yes or no as I read the list. (Check all codes with a “yes” reply.)**

Got a job	01
Spouse or other family member got a job	02
Earnings from jobs got too high	03
Assets were too high	04
Youngest child turned 18	05
Received child support	06
Received benefits from another program	07
Moved out of the area	08
Got married	09
Wanted to save up eligibility for months when I might need them	10
Rules were too much of a hassle	11
Too much paperwork	12
Did not want to participate in a work, training, or education activity	13
Any other reasons? <i>Specify:</i> _____	99
<i>Respondent volunteered “Don’t know” (Don’t read to respondent.)</i>	101
<i>Respondent refused to answer (Don’t read to respondent.)</i>	102

3b. **What was the MAIN reason you went off CalWORKs cash aid?**
(Enter one code from Question 3a.)

<i>Respondent volunteered “Don’t know” (Don’t read to respondent.)</i>	101
<i>Respondent refused to answer (Don’t read to respondent.)</i>	102

Interviewer Instructions for Remaining Questions

● **OFF AID – “A” Questions:**

If the respondent is still off CalWORKs cash aid at the time of the interview, ask the “A” questions, which are phrased to ask former clients about their experiences since they have been off welfare.

● **ON AID – “B” Questions:**

If the respondent is back on CalWORKs cash aid at the time of the interview, ask the “B” questions, which are phrased to ask current clients about their experiences during the time they were off welfare.

Section 4. Respondent’s Experiences Since Leaving CalWORKs Cash Aid

4. **A. OFF AID:** Are you currently working either part or full time, looking for work, retired, disabled, keeping house/at home with children, or a student? Please say yes or no as I read the list.
- B. ON AID:** During the time when you were last off CalWORKs cash aid, were you working part or full time, looking for work, retired, disabled, keeping house/home with children, or a student? Please say yes or no as I read the list.
- (Check all codes with a “Yes” reply.)*

Working.....	01
Temporarily laid off, on sick leave, on maternity leave	02
Looking for work, unemployed	03
Retired	04
Disabled (permanently or temporarily)	05
Keeping house/raising children	06
Student	07
Other, specify:_____	99
Respondent volunteered “Don’t know” (Don’t read to respondent.)	101
Respondent refused to answer (Don’t read to respondent.)	102

5. **A. OFF AID:** Since leaving CalWORKs cash aid, did you or anyone in your household receive income from any of these sources? Please say yes or no as I read the list.
- B. ON AID:** During the time when you were last off CalWORKs cash aid, did you or anyone in your household receive income from any of these sources? Please say yes or no as I read the list.
- (Check all codes with a “Yes” reply.)*

Your employment	01
Employment of your spouse or other adult in the household	02
Earned Income Tax Credit (EITC)	03
Unemployment compensation payments	04
Workers’ Compensation	05
Social Security payments (SSA) (including payments for children)	06
SSI (Supplemental Security Income)	07
State Disability Insurance (SDI)	08
California Assistance Program for Immigrants (CAPI)	09
Child Support payments	10
Alimony payments	11
Food Stamps	12
Free or reduced school meals	13
WIC	14
In Home Supportive Services (IHSS) Provider Wages <i>(provided care to an IHSS recipient)</i>	15
Public assistance payments (including County Assistance, General Relief, or other government welfare payments)	16
Foster care payments	17
Veteran’s (VA) payments	18
Income from pensions, retirement income, trusts, annuities or survivor benefits	19
Rental property payments	20
Financial assistance from family and friends who do not live in this household	21
Financial assistance from a charitable group like a church or agency	22
Royalties, lottery or gambling winnings	23
Housing assistance such as Public Housing or Section 8	24
Energy Assistance such as gas & electric bill discount	25
Any other types of income? <i>Specify:</i> _____	99
No income of any kind	100
<i>Respondent volunteered “Don’t know” (Don’t read to respondent.)</i>	101
<i>Respondent refused to answer (Don’t read to respondent.)</i>	102

6. **A. OFF AID: Since leaving CalWORKs cash aid, have you received any other welfare services for free or at a reduced cost? Please say yes or no as I read the list.**
B. ON AID: During the time when you were last off CalWORKs cash aid, did you receive any other welfare services for free or at a reduced cost? Please say yes or no as I read the list.
(Check all codes with a “yes” reply.)

MediCal	01
Child care	02
Transportation	03
Work, education, or training assistance such as books, tools, clothing or fees .	04
Job counseling	05
Caseworker help	06
Any other services? <i>Specify:</i> _____	99
I have not received any welfare services	100
<i>Respondent volunteered “Don’t know” (Don’t read to respondent.)</i>	101
<i>Respondent refused to answer (Don’t read to respondent.)</i>	102

7. **A. OFF AID: Since leaving CalWORKs cash aid, what have you done to get by instead of going back on welfare? Please say yes or no as I read the list.**
B. ON AID: During the time when you were last off CalWORKs cash aid, what did you do to get by instead of going back on welfare? Please say yes or no as I read the list.
(Check all codes with a “Yes” reply.)

Cut back on necessities	01
Cut back on extras	02
Delayed or stopped paying bills	03
Got a job	04
Borrowed or was given money from friends, family	05
Got (or got more) child support from child’s father	06
Got benefits from another program	07
Got help from charity	08
Got cheaper housing, moved in with others	09
Got cheaper child care	10
My child(ren) went to live with someone else	11
Went to a shelter	12
Other, <i>specify:</i> _____	99
None of these choices apply to me	100
<i>Respondent volunteered “Don’t know” (Don’t read to respondent.)</i>	101
<i>Respondent refused to answer (Don’t read to respondent.)</i>	102

- 8a. **A. OFF AID: Since leaving CalWORKs cash aid, how much difficulty have you had paying your bills or paying for basic needs such as food or housing?**
B. ON AID: During the time when you were last off CalWORKs cash aid, how much difficulty did you have paying your bills or paying for basic needs such as food or housing?

(Read the choices. Check one code only.)

No difficulty at all	01
A little difficulty	02
Some difficulty	03
Quite a bit of difficulty	04
A great deal of difficulty	05
Respondent volunteered "Don't know" (Don't read to respondent.)	101
Respondent refused to answer (Don't read to respondent.)	102

- 8b. **A. OFF AID: Would you say that NOW you are financially better off, worse off, or about the same as when you were on cash aid?**
B. ON AID: Would you say that NOW you are financially better off, worse off, or about the same as when you were off cash aid?

(Read the choices. Check one code only.)

Better off	01
Worse off	02
About the same	03
Respondent volunteered "Don't know" (Don't read to respondent.)	101
Respondent refused to answer (Don't read to respondent.)	102

9. **A. OFF AID: Since leaving CalWORKs cash aid, overall are you better off, worse off, or about the same?**
B. ON AID: During the time when you were last off CalWORKs cash aid, overall were you better off, worse off, or about the same as now?

(Read the choices. Check one code only.)

Better off	01
Worse off	02
About the same	03
Respondent volunteered "Don't know" (Don't read to respondent.)	101
Respondent refused to answer (Don't read to respondent.)	102

10. **This is my last question. How much do you agree or disagree with the following statement: In a year from now, I expect to be receiving CalWORKs cash aid.**

(Read the choices. Check one code only.)

Strongly disagree	01
Disagree	02
Neither agree nor disagree	03
Agree	04
Strongly agree	05
Respondent volunteered "Don't know" (Don't read to respondent.)	101
Respondent refused to answer (Don't read to respondent.)	102

APPENDIX 6

**SURVEY INTERVIEW PROCESS
MANAGEMENT INFORMATION SUMMARY**

INTERVIEW INFORMATION	Number of Interviews	Percentage of Interviews
• Total interviews	142	100%
• Average time per interview	16 minutes	NA
• Interviews completed during normal working hours (before 5:00 pm)	112	79%
• Interviews completed in the evening after normal working hours (5:00 pm or later)	30	21%
• Interviews completed on a non-holiday week day	130	92%
• Interviews completed on a weekend day or holiday	12	8%
• Interviews completed in English	115	81%
• Interviews completed in Spanish	26	18%
• Interview completed in Romanian	1	1%

SAMPLE MONTH INFORMATION		
Of the survey's seven sample months, December 1998, the "oldest" sample month, and June 1999, the most current sample month, had the most interviews.	Number of Interviews	Percentage of Interviews
• December 1998	25	18%
• January 1999	19	13%
• February 1999	17	12%
• March 1999	24	17%
• April 1999	17	12%
• May 1999	13	9%
• June 1999	27	19%
Total Interviews	142	100%

APPENDIX 7

Table 1 is a complete listing of the *main* reasons the 142 respondents had for leaving cash aid. (Refer to Page 4 Why Respondents Left CalWORKs Cash Aid.)

Table 2 lists *all* the reasons respondents had for leaving cash aid.

Table 3 lists the “*Other*” reasons referenced in Table 2.

Table 1
Main Reasons for Leaving CalWORKs Cash Aid

Responses (Only One Response Allowed)	Number	Percentage
Respondent got a job	33	23.2%
Spouse or other family member got a job	13	9.2%
Earnings from jobs got too high	20	14.1%
“Other”: Cash benefits kept getting smaller due to wages	2	1.4%
Category Subtotal	68	47.9
Youngest child turned 18	7	4.9%
“Other”: No eligible child in home	12	8.5%
Category Subtotal	19	13.4%
Rules were too much of a hassle	6	4.2%
Too much paperwork	1	.7%
“Other”: Too much hassle or trouble	2	1.4%
“Other”: Did not want to do the monthly reporting	1	.7%
“Other”: Invasion of privacy	1	.7%
Category Subtotal	11	7.7%
Moved out of the area	6	4.2%
“Other”: Temporarily moved out of area	2	1.4%
Category Subtotal	8	5.6%
Category: Assets were too high	6	4.2%
Category: “Other”: Parent (or spouse/partner) returned home	6	4.2%
Did not want to participate in a work, training, or education activity (1 was “Other” response)	4	2.8%
Wanted to save up eligibility for months when might need them	3	2.1%
Received benefits from another program	3	2.1%
Got married	3	2.1%
Received child support (1 was “Other” response)	3	2.1%
“Other” 2 Failed to provide verification 1 Did not want to add her newborn to grant 1 Child care payments late from county 1 Wanted to receive direct child support instead of only child support disregard 1 Applying for citizenship	6	4.2%
Respondent volunteered “Don’t know”	2	1.4%
Category Subtotal	24	16.9%
Total Number of Respondents*	142	100%

*142 respondents provided 142 responses: only one response per respondent was allowed.

Table 2
All Reasons for Leaving CalWORKs Cash Aid

Responses (Multiple Responses Allowed)	Number	Percentage
Got a job	53	37%
Earnings from jobs got too high	32	23%
Spouse or other family member got a job	26	18%
Too much paperwork	21	15%
Rules were too much of a hassle	16	11%
Wanted to save up eligibility for months when might need them	14	10%
Moved out of the area	9	6%
Assets were too high	8	6%
Youngest child turned 18	7	5%
Received child support	7	5%
Did not want to participate in a work, training, or education activity	6	4%
Received benefits from another program	5	4%
Got married	5	4%
Other (Refer to Table 3 for "Other" responses)	53	37%
<i>Respondent volunteered "Don't know"</i>	2	1%
Total Number of Respondents*	142*	*

*142 total respondents provided 264 responses: some respondents provided more than one reason for leaving cash aid.

Table 3
All Reasons for Leaving CalWORKs Cash Aid: "Other" Responses

"Other" Responses (Multiple Responses Allowed)	Number
No eligible child in home	13
Parent (or spouse/partner) returned home	6
Failed to provide verification	6
Invasion of privacy	3
Dissatisfaction with treatment	2
Cash benefits kept getting smaller due to wages	2
Temporarily moved out of area	2
Non-cooperation with eligibility procedures	1
Child Support	1
No longer wanted aid: Didn't want to do it anymore	1
No longer wanted aid: Too much hassle	1
No longer wanted aid: Other people need it more	1
No longer wanted aid: Wanted to be independent	1
No longer wanted aid: Too much trouble	1
Applying for citizenship	1
Required to get a job	1
New husband did not want aid	1
Did not want to do the monthly reporting	1
Did not want to add her newborn to grant	1
Child care payments late from County	1
Lump sum payment	1
Got excellent health insurance	1
Moved out-of-state for safer schools for their children	1
Wanted to stay home with her daughter instead of going to WTW meetings everyday	1
Wanted to receive direct child support instead of only child support disregard	1
Misunderstood CalWORKs policy	1
Total Responses	53 (37%)