

**S & R PIEPER
FAMILY FOUNDATION**

**SINGLE MOTHER
NEEDS ASSESSMENT STUDY
PHASE II
TELEPHONE INTERVIEWS**

OCTOBER 24, 2000

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INTRODUCTION

Introduction

Background

At the request of the S & R Pieper Family Foundation, The Dieringer Research Group conducted a study on the needs of single parent families. The purpose of the research was to explore how individuals, living at or below a poverty existence feel about the services that are available and whether or not these services are supporting their needs.

It is the belief of the Foundation that "user friendly" input is crucial in defining the problem and solutions. The question could be asked, "Why look to a population, possibly in distress financially and personally, for suggestions?" The answer is, many lower income individuals have been in, or have been exposed to, crisis situations; they are in a unique position to help identify and substantiate potential solutions.

In 1991, The Dieringer Research Group conducted a similar project for the PPC Foundation regarding the issue of AFDC. The purpose of the project was to explore the "make-up" of a person receiving AFDC and to compare AFDC recipients to non-recipients who have similar levels of income.

In this year's study, The Dieringer Research Group first took a look at the major program designed to serve lower income single mothers -- Wisconsin Works (or "W-2"). Wisconsin Works provides job placement assistance and other services to parents with dependent children; under W-2 a less complicated financial eligibility test requires that the family's gross income be at or below 115% of the Federal Poverty Level. In designing this project, we have taken into consideration the revised assistance program.

Research Objectives

The primary objective of this study was to understand the issues facing single mothers living at or below a poverty existence and the circumstances that cause single mothers to apply for assistance programs and services. The goal was to get feedback directly from the individuals most involved and able to articulate their personal successes and concerns.

Other research objectives of this study were to:

- Explore how single mothers feel about the services that are available and whether or not these services are supporting their needs,
- Determine their opinion of the success of the W-2 program and collect suggestions for improving the program from the viewpoint of those who use or need the assistance,
- Understand why and how some individuals, potentially eligible for benefits, choose not to participate in the W-2 program.

Introduction

Methodology

In order to address the above objectives, a three phase research design was developed, similar to 1991:

1. Focus groups with single mothers, one with W-2 users and one with non-users (who would qualify for W-2)
2. 400 telephone interviews with single mothers, 200 with W-2 users and one with non-usrs (who would qualify for W-2)
3. Mail survey of organizations who provide services (directory to be compiled)

On August 30, 2000, two focus groups were conducted with respondents who met the following profile: single mothers, age 18 - 50, had custody of at least one dependent child, were residents of Wisconsin and did not receive Social Security Disability income. One group consisted of individuals currently participating in the W-2 program and one group consisted of individuals who qualified for the program but were not presently enrolled in the program. Based on the focus groups, key similarities and differences between the groups were:

KEY SIMILARITIES/DIFFERENCES BETWEEN USERS AND NON-USERS	
W-2 Users	W-2 Non-Users
Users were participating in job training, W-2 jobs, or unemployed	Non-users were "working poor," working at low paying jobs (sometimes 2 jobs) with no benefits
Complained about being alone	More likely to have family support
Not always aware of services available	Not always aware of services available
Concerned about quality day care	Concerned about quality day care
Believe there are past and present abuses of the system	Thought abuses of AFDC created W-2
Believe W-2 is creating a group of people prepared to work in minimum wage jobs	Also believe the jobs in W-2 will not help them raise their standard of living
Question why W-2 does not address higher education – college	Question why W-2 does not address higher education - college
Believe under W-2, there should be a plan to address needs of each individual	
Are concerned about W-2 "FEPS" who are not qualified, rude, or arbitrarily sanction participants	

Phase II of the research further explored these issues among a larger sample of the population. Telephone interviews were conducted with 400 single mothers in Milwaukee County from September 15 to October 16, 2000. The margin of error for a sample of 400 is $\pm 4.9\%$.

Introduction

A respondent was initially qualified if they were a single mother with dependent children living in the household and with a total yearly income (before deductions) at or below 115% of the Federal Poverty Level (FPL) per size of family. Two hundred respondents were W-2 users and 200 respondents qualified for W-2, but were not on W-2. The income qualifier was 115% of the Federal Poverty Level (FPL) per size of family, as shown in the following table:¹

Size of Family	115% FPL Monthly	115% FPL Annual
1	\$800	\$9,603
2	\$1,978	\$12,938
3	\$1,356	\$16,273
4	\$1,634	\$19,608
5	\$1,912	\$22,943
6	\$2,190	\$26,278
7	\$2,468	\$29,613

Respondents were then classified as either a user or non-user of W-2. For this study, a W-2 user has actual experience with the program, by either using the Wisconsin Works (W-2) program currently or in the past.

The survey questionnaire used in this phase was developed using the 1991 AFDC survey questionnaire as a starting point, however the 2000 survey instrument was modified to reflect the changes in the assistance program (W-2). It also incorporates the results received from the focus groups in Phase I. A copy of the survey questionnaire is located in Appendix A of this report.

The sample used in interviewing was a random sample of Milwaukee County zip codes, targeting those zip codes with a higher proportion of individuals with average incomes under \$25,000.

In addition to this introductory section, the report consists of the Summary and Conclusions and the Detailed Findings. A discussion on the Statistical Reliability and Limitations of the results can be found in Appendix B.

¹ W-2 income information provided by Employment Solutions, Inc, and the Milwaukee Job Center North.

SUMMARY AND CONCLUSIONS

Summary and Conclusions

A total of 400 telephone interviews were conducted with 400 low income single mothers, from September 15, 2000 to October 16, 2000. Two hundred interviews were conducted with respondents who used W-2, either currently or in the past, and 200 were conducted with non-users, who would qualify but were not on the program. A similar study was conducted in 1991 regarding the issue of AFDC. Comparisons to this study are made when appropriate.

Profile of Single Mothers

- Similar to the results of the focus groups, these single mothers were able to articulate a series of interrelated needs. They need quality child care, money to live on, a decent job, health care benefits, education, food and shelter. They view these as interconnected. It takes a good job and money to afford child care and receive health care benefits.
- They believe a variety of circumstances can cause a woman to apply for assistance -- unemployment, no child support money, lack of child care, lack of education, medical problems, and no support system. It is as if the respondents are saying:

NO JOB + NO MONEY,
+ NEED FOR CHILD CARE
+ NO HEALTH CARE BENEFITS
+ LITTLE EDUCATION
= NEED FOR ASSISTANCE

Sources of Assistance Available/Used

- The single mothers in this sample were not consistently aware of all the programs and services available for single mothers in need. At most, 55% were aware of W-2, but almost 20% could not even name one service or program to assist single mothers with financial needs.
- Although they may have used services like food stamps, AFDC, W-2, or health care benefits (in the past or present), these respondents did not believe it was easy to access assistance or that it was the right kind of help to improve their existence. In fact, 39% of the respondents felt it was difficult to access services, while 34% said it was easy.
- Some explained that there was not enough information on the services and applying for programs was a "hassle."
- The services respondents thought were most helpful were food stamps (38%) and health care benefits (24%).

W-2 Attitudes and Perceptions

- Sixty-three percent of the respondents in this sample thought there was a problem with the W-2 system. In 1991, 68% thought there was a problem with the AFDC system.
- The problem with W-2, these respondents claimed, was the lack of job training, lack of organization, inadequate money, and a staff that was not helpful.

Summary and Conclusions

- Almost 80% of the respondents in this sample believe W-2 should have a plan to address the specific needs of each participant, including job training. (An individual plan was also an important suggestion made by focus group respondents.)
- These single mothers claimed that inadequate job training and "any job" were not solutions to make them financially independent.
- While approximately half of the single mothers in this sample said they were working full-time, almost one half were either not working or working part-time.
- When asked if they were receiving job training, over 90% of the respondents in this sample said "no."
- Over 88% of the respondents in this sample were in agreement that the following were solutions to helping single mothers get off assistance programs:
 - Affordable day care (94%)
 - Job training (91%)
 - Employer sponsored programs where mothers can try out a job (89%)
 - Centralized services for single mothers located in their neighborhood -- child care, health care, job training (89%)
 - Affordable health care (88%)

Differences between W-2 Users and Non-Users

- The profile of W-2 users, compared to non-users, tended to be younger and less educated.
- W-2 users were more likely to say they were getting their GED's, while non-users were more likely to say they were taking college courses.
- Although W-2 users, like non-users believe that unemployment, lack of money, and lack of child care cause people to apply for assistance, they were more likely than non-users to admit a lack of education caused them to apply for assistance (10% versus 4%).
- W-2 users were more likely to say they were currently using food stamps, child care assistance and job training.
- While 29% of W-2 users said W-2 was the most helpful program they had used, 24% said it was the least helpful program.
- W-2 users were more likely than non-users to say there was a problem with W-2 (71% versus 55%). They had specific complaints including the quality of job training, the program is a "hassle," the staff is uncaring, the services are slow, the pay is minimum, they cut you off when you get a job/make money and the time limit to find a job is not long enough. Even non-users had heard of, or were aware of these criticisms. (This was also evident in the focus groups.)

Summary and Conclusions

- W-2 users were more likely than users to believe in community service in exchange for their aid (62% versus 50%).
- Current W-2 users said a good paying (stable) job, good child care, more education and job training were the keys to getting off W-2.
- Getting a job was the main reason past users were able to get off W-2.

Based on the focus groups and the telephone interviews with low income single mothers, the following conclusions can be drawn:

- Today, at a time when job training and jobs are available (through W-2 and other sources), low income single mothers are claiming they are still in financial need. Some mothers, working multiple minimum-wage jobs, call themselves the "working poor." They are unable to break out of the cycle of low paying, no benefits, dead-end jobs.
- Quality child care and health care benefits have become extremely important in their perceptions of what it would take to improve their existence.
- They understand that additional education could get them a better job, but their perception of W-2 is that it only addresses the need for a GED, not a college education.
- Based on this research, it appears it is not enough to go through "any job training" or take "any job;" single mothers want "decent jobs" that provide benefits, and pay enough money so that they can afford good child care and further their education...which leads to a better job, more money, and an improved existence.
- Finally, low income single mothers believe that individualized plans to help them accomplish their goals, assistance from employers with good jobs or apprentice programs, and centralized services in their neighborhood are all solutions that could "raise the bar" in terms of improving their lives and the system.

DETAILED FINDINGS

Respondent Profile - Demographic

Total Sample - Age

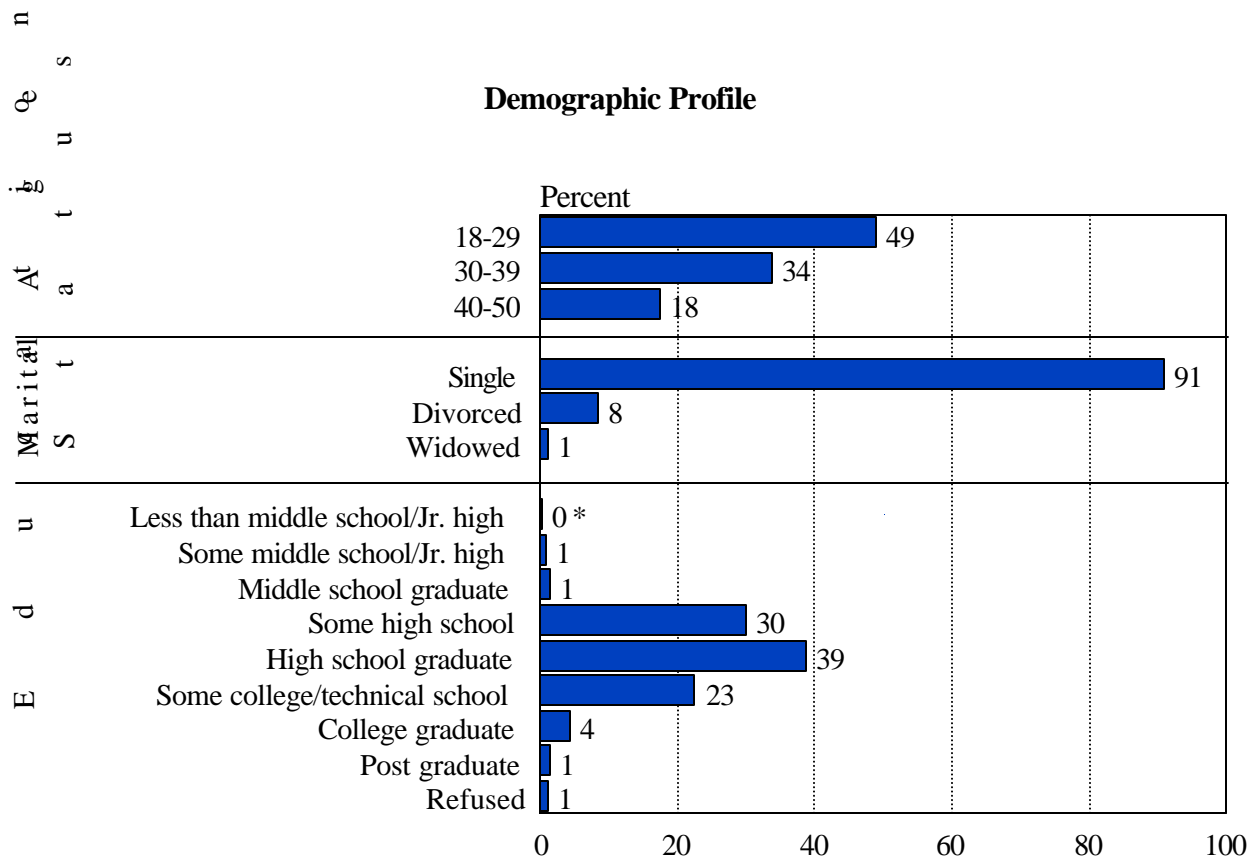
Almost half of the respondents (49%) in the survey were between the ages of 18 and 29 years of age. Thirty-four percent were between 30 and 39.

Marital Status

The majority of the mothers in this study classified themselves as "single," versus divorced or widowed. By age, younger respondents (under 39) were more likely to say they were single, while respondents aged 40 to 50, were more likely to say they were divorced.

Education Level

In general, single mothers in this study fell into three distinct educational groups: those without a high school diploma, those with a high school diploma, and those who have attended technical or college courses or actually completed college. Each category includes approximately one-third of the respondents.



Source: Data Tables 3-4, 76

N = 400

*Less than 0.5%

Respondent Profile - Demographic

W-2 Users versus Non-Users

Comparing the demographic profile of W-2 users to non-users, reveals that users of W-2 tended to be younger, in the 18 to 29 age category. This holds true for both past and current W-2 users. Non-users on the other hand, were more likely to be in the 30 to 50 year old group.

In terms of education level, users of W-2 differed from non-users. Non-users were generally more educated, with a significantly higher percentage of respondents who had either attended or completed college while users were less likely to have graduated from high school.

Demographic Profile – W-2 Users versus Non-Users			
	Total	Users	Non-Users
N =	400	200	200
Age			
18 – 29	48.8	57.0	40.5
30 – 39	33.8	29.5	38.0
40 – 50	17.5	13.5	21.5
Marital Status			
Single	90.8	93.5	88.0
Divorced	8.3	5.5	11.0
Widowed	1.0	1.0	1.0
Education			
Less than middle school/Jr. high	0.3	--	0.5
Some middle school/Jr. high	0.8	0.5	1.0
Middle school graduate	1.3	1.0	1.5
Some high school	30.0	35.5	24.5
High school graduate	38.8	39.0	38.5
Some college/technical school	22.5	17.0	28.0
College graduate	4.3	4.0	4.5
Post graduate	1.3	2.0	0.5
Refused	1.0	1.0	1.0
Source: Data Tables 3-4, 76			

Respondent Profile - Household

Total Sample - Number of Children in Household

On average, respondents in this study had two children under the age of 18. There were some interesting differences by age and education. On average, respondents aged 30 to 39 and those without a high school diploma were likely to have more children than younger respondents.

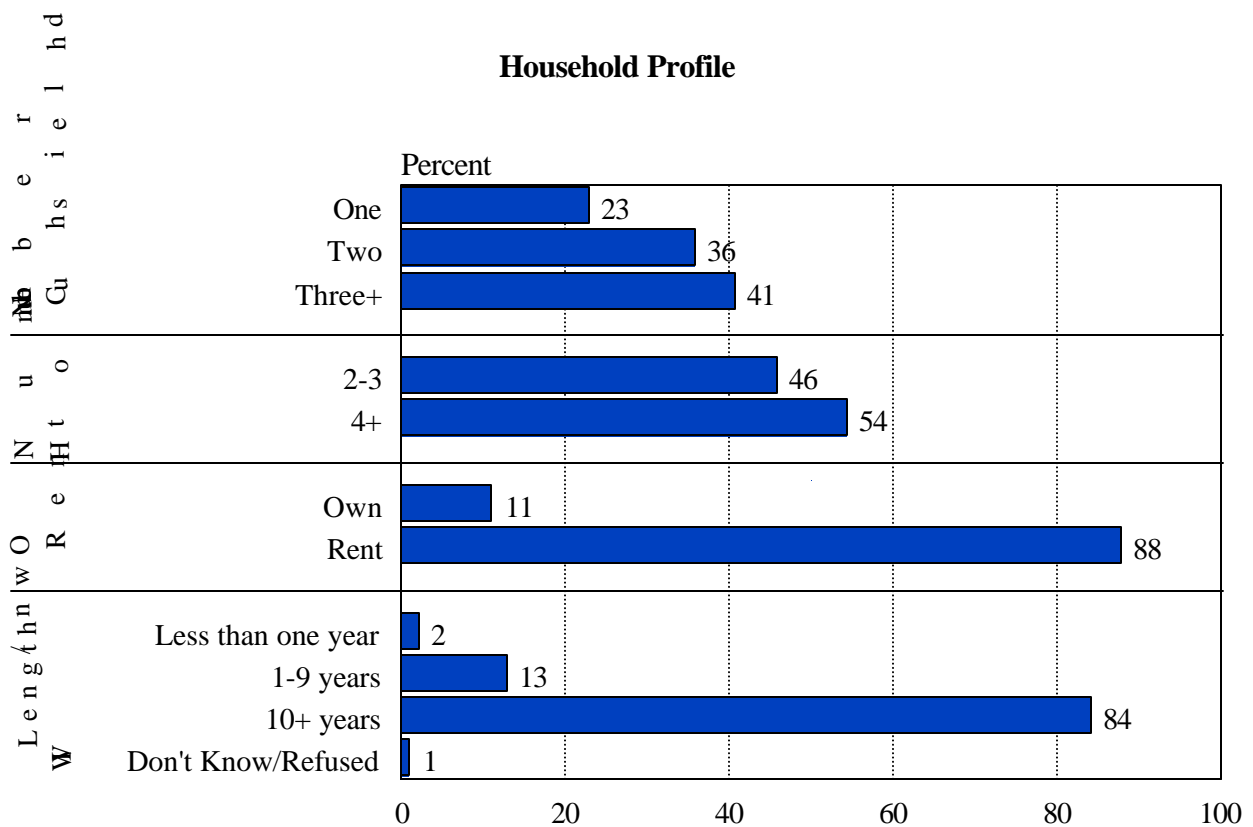
In most cases, a respondent household consisted of the mother and her children. Some households included additional residents, but not frequently enough to analyze.

Home Ownership

Overall, most respondents did not own their own home. By education, less-educated respondents were also less likely to own their home.

Length of Residency in Wisconsin

The single mothers included in this study were primarily long-term residents of the state. The majority of respondents have lived in the state for ten or more years. Only a few have moved here within the past year.



Source: Data Tables 11, 79, 81-82
N = 400

Respondent Profile - Household

W-2 Users versus Non-Users

Comparing the household profiles of W-2 users and non-users, there was very little difference between the two groups in terms of the number of children or people living in the household.

Home ownership was one of the few areas in which single mothers using W-2 and those who are not were significantly different. Non-users were more likely to own their home while users were more likely to rent.

Overall, there were no significant differences between W-2 users and non-users regarding length of Wisconsin residency.

Household Profile – W-2 Users versus Non-Users			
	Total	Users	Non-Users
N =	400	200	200
Number of Children in Household			
One	22.8	19.5	26.0
Two	35.8	38.5	33.0
Three +	40.5	41.5	39.5
Refused	1.0	0.5	1.5
MEAN	2.46	2.54	2.38
Number of People in Household			
2 – 3	45.8	45.0	46.5
4+	54.2	55.0	53.5
MEAN	3.85	3.90	3.80
Own/Rent Home			
Own	11.0	5.0	17.0
Rent	87.8	94.0	81.5
Refused	1.3	1.5	1.0
Length of Wisconsin Residency			
Less than one year	2.0	2.0	2.0
1 – 9 years	12.8	11.5	14.0
10+ years	84.0	85.5	82.5
Don't Know/Refused	1.3	1.0	2.0
Source: Data Tables 11, 79, 81-82			

Single Mother Needs Profile

Most Pressing Needs of Single Mothers

When asked what they thought to be the most pressing needs of single mothers, respondents were most likely to say child care (48%), money to live on (21%), a decent job (16%), food (14%), health care benefits (13%), shelter (11%) and education (10%). There were no significant differences between W-2 users and non-users in terms of these needs. However younger respondents, in both questions, were more likely to mention child care, while respondents between 40 and 50 were more likely to mention health care benefits.

When respondents were asked about their own most pressing needs, most of the same responses appeared, but in a slightly different order: money to live on (26%), child care (23%), decent jobs (13%), health care benefits (12%), child support payments (9%), food (8%), shelter (8%), clothing (6%) and education (5%).

The rank of the response (determined by the frequency) may indicate priority, each needing to be satisfied before the next can be achieved or even attempted. These single mothers may be saying they need money in order to pay for child care that will allow them to get a decent job. This will then help them to acquire health care benefits, adequate food, and shelter. Again, the personal needs were very similar between W-2 users and non-users. Age was more likely to differentiate needs than W-2 status, with younger mothers more concerned about child care and middle age mothers concerned about health care benefits.

What do you think are some of the most pressing needs of single mothers? What do you consider to be YOUR most pressing needs as a single mother?		
	Needs of Single Mothers Total	Personal Needs Total
N =	400	400
Child care	48.0	23.0
Money to live on	21.0	26.0
Decent jobs	15.5	12.8
Food	13.8	8.3
Health care benefits	12.8	12.0
Shelter	10.5	7.5
Education	9.8	5.0
Child support payments from father	9.0	8.8
Job training	8.0	4.0
Clothing	6.5	5.5
A support network	5.0	4.8
A supportive family	4.0	3.3
Transportation	3.8	3.3
Quality time for oneself	1.5	3.0
Source: Data Tables 17-18 Note: Responses mentioned by 1.5% or more for the Needs of Single Mothers are shown.		

Single Mother Needs Profile

Circumstances That Cause Single Mothers to Apply for Assistance

Respondents were asked what they thought were some of the personal circumstances that caused single mothers to apply for assistance programs and services. Most frequently mentioned were lack of money (32%), no child support money (18%), unemployment (16%), lack of education (16%) and no child care (15%). There were no significant differences between W-2 users and non-users in terms of these circumstances.

Respondents were asked about their own personal circumstances that caused them to apply for assistance programs or services. Many of the same responses appeared, but in a slightly different order: lack of money (34%), unemployment (16%), no child care (15%), medical problems (10%), no support system (9%), no child support money (9%), no health insurance (8%), lack of education (7%), and teenage pregnancy (7%). Younger respondents were more likely than 40 to 50 year-old respondents to say a lack of child care caused them to apply for assistance (20% versus 8%). However, respondents 40 to 50 were more likely than younger respondents to say unemployment caused them to apply for assistance (32% versus 12%). W-2 users were more likely than non-users to say a lack of education contributed to their applying for assistance (10% versus 4%).

<p align="center">What do you think are some of the personal circumstances that cause single mothers to apply for assistance programs and services?</p> <p align="center">What were some of the circumstances that caused YOU to apply for assistance programs or services?</p>		
	Causes in General Total	Personal Circumstances Total
N =	400	400
No income/no money	32.3	33.8
No child support money	17.8	8.6
Being laid off/unemployed	15.8	16.1
Lack of education	15.5	7.2
Child care/no babysitter	15.3	15.2
Single parent	12.3	13.9
No support system	8.8	9.1
Medical problems	6.0	9.7
Unwed mothers	4.5	3.0
Laziness	3.5	0.6
No health insurance	3.3	8.0
Teenage pregnancies	3.0	6.9
Low paying job – not enough to support family	2.8	0.8
Not able to make ends meet	2.0	2.2
<p>Source: Data Tables 19-20</p> <p>Note: Responses mentioned by 2% or more for Causes in General are shown.</p>		

Sources of Assistance Available/Used

Unaided Awareness of Services/Programs To Assist Single Mothers with Financial Needs

The majority of single mothers in this study were aware of a service/program that provided assistance to single mothers with financial needs, with about 17% responding “don’t know.” Overall, the service or program with the highest level of awareness was W-2, however this higher awareness level was also probably due to its inclusion as a screening question. Other services mentioned by respondents included food stamps (22%), child care (9%), WIC (8%) and health care benefits (8%).

Not all users (69%) mentioned W-2 as a “service or program providing assistance to single mothers with financial needs.” Even fewer non-users mentioned it as this particular type of assistance (41%).

There seems to be some confusion regarding the existence of AFDC, especially among the 40 - 50 year-old respondents. Overall, 16% of respondents said they were aware of AFDC as a service or program that assists single mothers, with respondents in the 40 to 50 age category more likely to mention this than younger single mothers (27% versus 15%). In addition, past W-2 users were more likely to mention AFDC than current W-2 users.

What services or programs are you aware of that provide assistance to single mothers that have financial needs?			
	Total	Users	Non-Users
N =	400	200	200
W-2 (Wisconsin Works)	54.8	69.0	40.5
Food stamps	22.0	22.0	22.0
AFDC	16.3	15.5	17.0
Child care	8.8	6.5	11.0
WIC	8.0	8.0	8.0
Health care benefits	7.8	6.0	9.5
Job training	4.8	5.5	4.0
Food pantries	4.0	4.5	3.5
Badger Care	4.0	3.0	5.0
Shelters	3.5	4.5	2.5
Community organizations	3.0	2.5	3.5
Churches	3.0	3.0	3.0
Energy assistance	2.3	2.0	2.5
Don't know	17.3	11.5	23.0

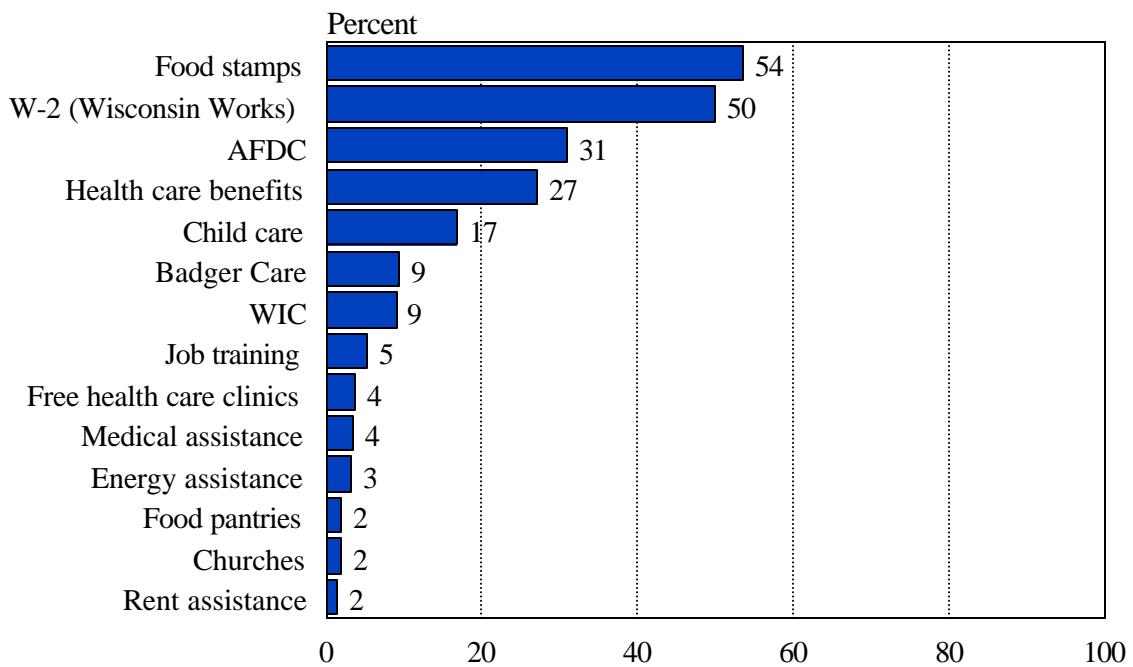
Source: Data Table 21
Note: Responses mentioned by 2.3% or more of the total sample are shown.

Sources of Assistance Available/Used

Total Sample -Utilization of Services/Programs

Overall, respondents in this study were most likely to say they had used (or were using) food stamps, mentioned by over half of all the single mothers. Other most frequently used services in the past or present included: W-2 (50%), AFDC (31%), health care benefits (27%), child care (17%), Badger Care (9%), WIC (9%) and job training (5%). W-2 users were more likely than non-users to say they had used or were using child care assistance (21% versus 13%) and job training (9% versus 2%).

What services or programs have you used, currently or in the past?



Source: Data Table 22

N = 400

Note: Responses mentioned by 2% or more of the total sample are shown.

Sources of Assistance Available/Used

W-2 Users versus Non-Users - Past Utilization of Services/Programs

Strictly speaking about services or programs they had used in the past, respondents in this sample of low income single mothers have had some experience with assistance programs like AFDC and W-2, and have received food stamps, health care benefits and child care. Although more W-2 users than non-users said they had received job training in the past (7% versus 2%), this is a relatively low number mentioning "job training" for those involved in a jobs-oriented program.

What services or programs, if any, have you used in the past?			
	Total	Users	Non-Users
N =	400	200	200
W-2 (Wisconsin Works)	44.5	89.0	--
Food stamps	40.3	37.0	43.5
AFDC	30.8	28.5	33.0
Health care benefits	18.3	14.0	22.5
Child care	12.5	14.0	11.0
WIC	8.3	9.5	7.0
Badger Care	5.5	4.5	6.5
Job training	4.3	6.5	2.0
Energy assistance	3.3	3.5	3.0
Churches	2.0	2.5	1.5
Free health care clinics	1.8	1.5	2.0
Rent assistance	1.5	1.0	2.0
Medical assistance	1.5	1.0	2.0
Source: Data Table 23			
Note: Responses mentioned by 1.5% or more of the total sample are shown.			

Sources of Assistance Available/Used

W-2 Users versus Non-Users - Current Utilization of Services/Programs

In terms of services being used currently, over one-third of the respondents in this sample said they were receiving food stamps. W-2 users were more likely than non-users to say they were currently receiving food stamps, child care and job training. Again, this is a relatively low number mentioning job training for current users of a jobs-oriented program.

What services or programs, if any, are you currently using?			
	Total	Users	Non-Users
N =	400	200	200
Food stamps	36.0	41.5	30.5
Health care benefits	19.3	21.5	17.0
W-2 (Wisconsin Works)	16.5	33.0	--
Child care	10.5	14.5	6.5
Badger Care	6.8	5.0	8.5
WIC	3.8	4.0	3.5
Medical assistance	3.0	2.5	3.5
AFDC	2.8	1.5	4.0
Free health care clinics	2.5	4.0	1.0
Job training	1.5	3.0	--
Food pantries	1.5	2.5	0.5
Source: Data Table 24			
Note: Responses mentioned by 1.5% or more of the total sample are shown.			

Sources of Assistance Available/Used

Most Helpful Services

Of the respondents who said they had used assistance or programs (either in the past or present), 38% said food stamps had been the most helpful, followed by health care benefits (24%). W-2 users felt that food stamps (36%), W-2 (29%), health care benefits (23%) and child care (18%) were the most help. Non-users primarily said food stamps and health care benefits were the most helpful (41% and 25% respectively).

What services have been the MOST help to you?			
	Total	Users	Non-Users
N =	371	200	171
Food stamps	38.3	36.0	40.9
Health care benefits	23.5	22.5	24.6
W-2 (Wisconsin Works)	15.4	28.5	--
Child care	14.6	18.0	10.5
AFDC	10.5	6.5	15.2
Badger Care	6.7	4.5	9.4
WIC	5.4	6.0	4.7
Job training	3.8	6.0	1.2
Free health care clinics	3.0	4.0	1.8
Medical assistance	3.0	2.5	3.5
Rent assistance	1.9	1.0	2.9
Energy assistance	1.6	1.0	2.3
Source: Data Table 25			
Note: Responses mentioned by 1.6% or more of the total sample are shown.			

Sources of Assistance Available/Used

Least Helpful Services

In terms of least helpful, overall respondents said W-2 was the least helpful (18%), while 24% of users said it was the least helpful (it is hypothesized that some non-users applied for W-2 but were turned down or did not accept the assistance). Ten percent of W-2 non-users who probably had experience with AFDC in the past said AFDC was not helpful.

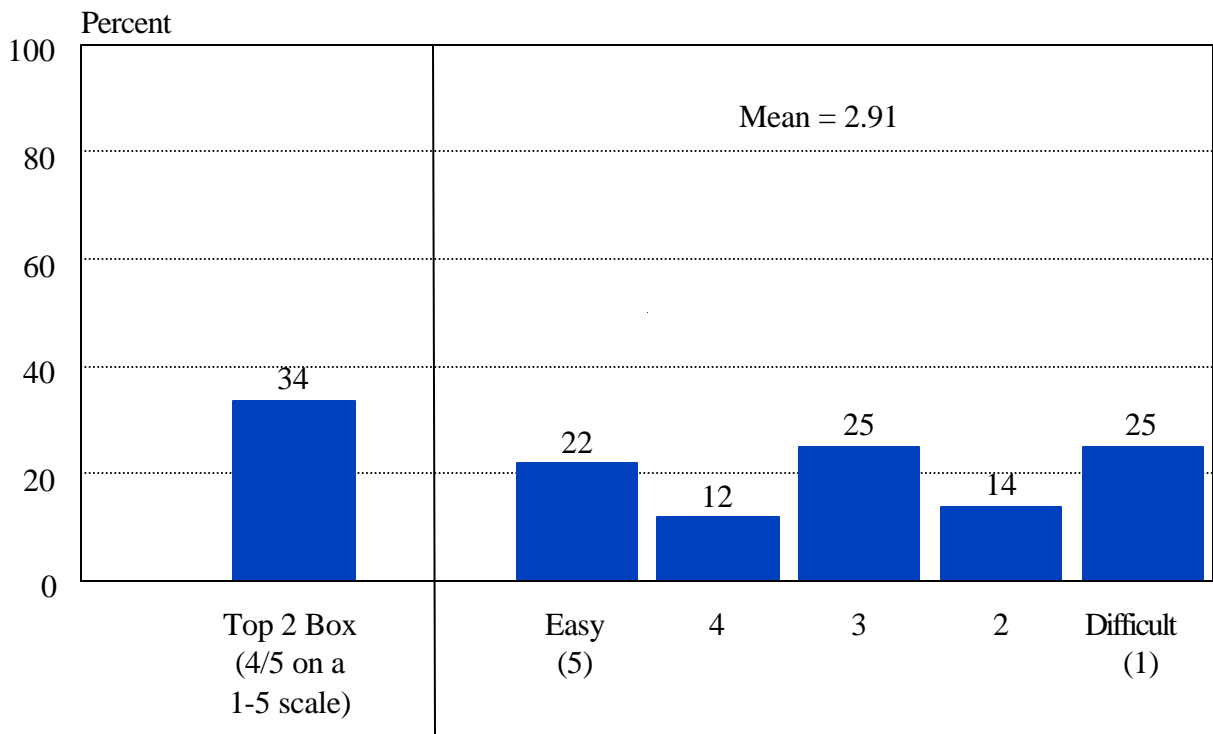
What services have been the LEAST help to you?			
	Total	Users	Non-Users
N =	371	200	171
W-2	18.1	24.0	11.1
Food stamps	9.2	9.5	8.8
AFDC	6.7	4.0	9.9
Job training	3.5	3.5	3.5
Child care	3.5	2.0	5.3
Badger Care	1.1	1.5	0.6
Rent assistance	1.1	1.0	1.2
Health care benefits	1.1	1.0	1.2
Source: Data Table 26			
Note: Responses mentioned by 1.1% or more of the total sample are shown.			

Sources of Assistance Available/Used

Ease/Difficulty of Finding Needed Services

While 34% of the respondents said it was easy to find the services they needed as a single parent (combined 4/5 scores on a 1-5 scale), more (39%) said it was difficult (combined 1/2 scores). This holds true for both users and non-users. This means more work must be done to make sure there is awareness and ease of accessibility of services for single mothers in need.

How easy or difficult is it to find the services you need to help you as a single parent?



Source: Data Table 27
N = 400

Sources of Assistance Available/Used

Reasons Why It Is Difficult to Find Services

Respondents who said it was difficult to find the services they needed explained that there "wasn't enough advertising or information available on the services offered" (27%), "applying is a hassle" (16%), "they don't provide aid or deny you service" (7%) and "the staff is rude" (7%).

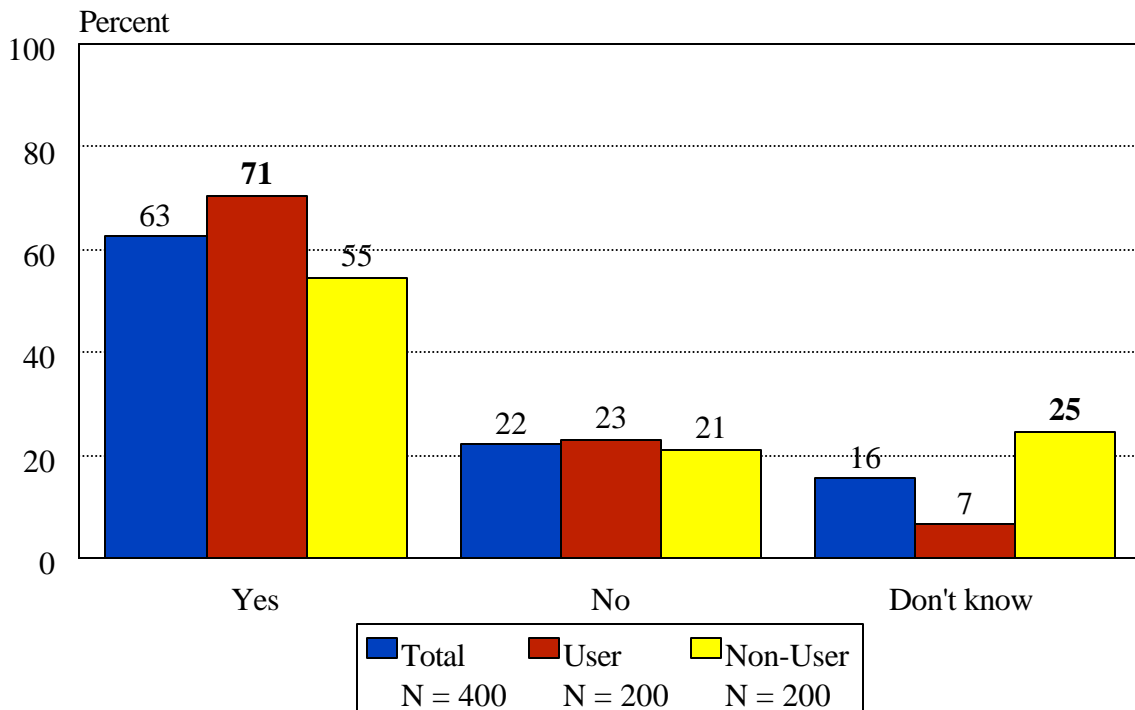
Why is it difficult?	
	Total
N =	155
They don't advertise/provide information on services offered	26.5
Applying is a hassle/give you the run around	16.1
Don't provide aid/deny services	7.1
Staff is rude/unhelpful	6.5
Hard to find good child care	5.2
Can't get ahead – start making money and they cut you off	5.2
Aid provided is not enough to support family	4.5
Services are slow	4.5
Staff unavailable/hard to reach	3.9
Cut off due to medical problems	2.6
Hard to find housing	1.9
No transportation	1.9
Source: Data Table 28	
Note: Responses mentioned by 1.9% or more are shown.	

W-2 Attitudes and Perceptions

Perceptions of Problems with W-2

All respondents were asked "Some people think there are problems with the present W-2 system. Do you think there is a problem?" The majority of respondents said "yes" (63%). Users were more likely than non-users to say "yes" (71% versus 55%).

**Some people think there are problems with the present W-2 system.
Do you think there is a problem?**



Source: Data Table 31

In 1991, respondents were asked whether or not they thought there was a problem with the present "welfare system." In 2000, respondents were asked if they thought there was a problem with "W-2." Comparing the results reveal more similarities in perception in 1991 than in 2000. Users were more likely than non-users in 2000 to believe there is a problem with W-2. There is more uncertainty among non-users about the W-2 system.

Differences in Response in 1991 and 2000 to "Are there Problems with the Present (AFDC/W-2) System?"						
	1991 Total	AFDC Users	AFDC Non-Users	2000 Total	W-2 Users	W-2 Non-Users
Yes	67.5%	63.0%	72.0%	62.5%	70.5%	54.5%
No	21.3%	30.0%	12.5%	22.0%	23.0%	21.0%
Don't know	11.3%	7.0%	15.5%	15.5%	6.5%	24.5%

Source: Data Tables 31 (2000) and 25 (1991)

W-2 Attitudes and Perceptions

Specific Problems with W-2

Respondents were very clear about what they thought the problems were with W-2. Wisconsin Works "didn't provide adequate training" (13%), the "money received is not adequate for support" (12%) and the "program was unorganized" (11%). There were no statistically significant differences between users and non-users in terms of these perceptions.

What do you think is the problem with the present W-2 system?	
	Total
N =	250
Don't provide adequate training	12.8
Money received is not adequate for support	11.6
Program is unorganized/hassle to go through	11.2
Staff is rude/uncaring	8.0
Services are too slow	7.2
Staff is unorganized/not helpful	5.2
Work hard for little pay/minimum wage	3.6
Cut off when you get a job/make money	3.6
System is too strict	3.6
Time limit to find job/day care is not long enough	3.6
People abuse the program	3.2
Cannot receive aid while attending school	2.8
Case workers unavailable/hard to reach	2.8
Daytime only availability of case worker/training program jeopardizes job	2.4
Programs should be individualized to each person's needs	2.4
Difficult to get help finding/funding child care	2.4
Hard to get/denied assistance	2.4
Lack of knowledgeable staff	2.0
Lack of communication from case/social workers	2.0
Program not helpful/doesn't work	2.0
Source: Data Table 32	
Note: Responses mentioned by 2% or more are shown.	

Interestingly, in 1991 respondents were more likely to say that the problem with the AFDC system was that it invited abuses and welfare fraud by recipients, while in 2000, respondents were more likely to say that the problem with the W-2 program was the program itself, specifically the quality of the job training offered, the organization of the program and uncaring staff.

W-2 Attitudes and Perceptions

Attitudes Toward W-2

Respondents were read a series of statements regarding W-2 and asked how much they agreed or disagreed with each statement (using a 1-5 scale with “1” meaning “strongly disagree” and “5” meaning “strongly agree”). Most respondents were likely to agree with:

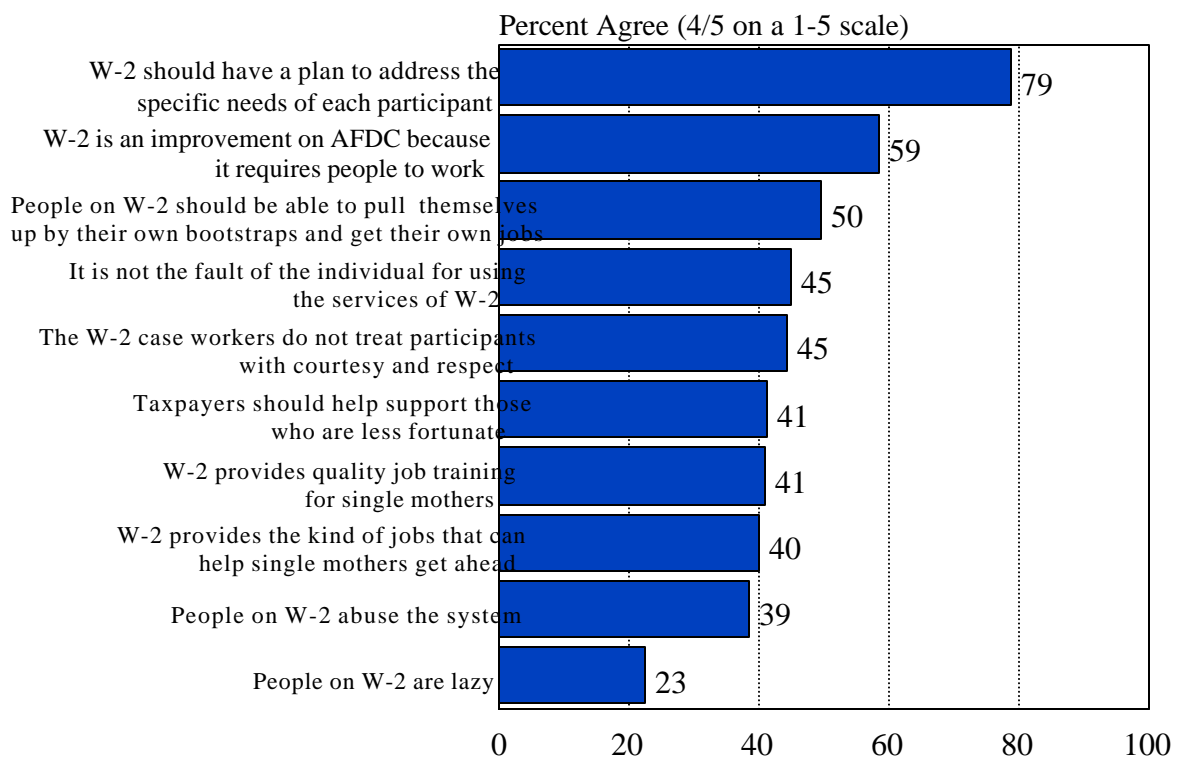
- "W-2 should have a plan to address the specific needs of each participant" (79%)
- "W-2 is an improvement on AFDC because it requires people to work" (59%)

They were least likely to agree with:

- "People on W-2 are lazy" (23%)

There were no statistically significant differences between W-2 users and non-users in response to all but one of these statements. The one exception was users were more likely than non-users to agree that "people on W-2 abuse the system" (44% versus 33%).

How much do you agree or disagree with the following statements?



Source: Data Table 33
N = 400

W-2 Attitudes and Perceptions

Some of the same statements were read to respondents in 1991 and 2000, which are presented below. (However, in 1991 the reference was toward AFDC/"welfare"; in 2000, the reference was "W-2"). What the comparison reveals is that respondents were more likely to feel people were abusing the system in 1991 than in 2000. In addition, it is interesting that in 2000 it is more likely the users who feel W-2 can be abused, which was not the case in 1991.

Level of Top Agreement (Percent 4/5 Ratings) With Statements: 1991 versus 2000		
	1991 (N = 400)	2000 (N = 400)
"People on welfare should be able to pull themselves up by their own bootstraps and get jobs"	52.5%	49.8%
"People (on welfare/on W-2) abuse the system"	51.0%	38.5%
"Taxpayers should help support those who are less fortunate"	49.3%	41.3%
"It is not the fault of the individual for (going on welfare/using the services of W- 2)"	47.5%	45.0%
"People (on welfare/W-2) are lazy"	24.0%	22.5%
Source: Data Tables 33 (2000) and 28, 29, 33, 34, 36 (1991)		

W-2 Attitudes and Perceptions

Suggestions for Improving W-2

Respondents were asked what they would suggest to improve the W-2 program. They suggested "better job training" (17%), a more "individualized program" for each person (16%), "better jobs" (9%), "better day care" (7%) and "improving the attitudes of case workers" (7%). There were no significant differences between users and non-users.

If you were in charge of W-2, what would you do to improve the program?	
	Total
N =	400
Provide more/better training	16.5
Program should be more individualized to each case	15.8
Provide better jobs - more pay	9.3
Provide better day care	6.8
Improve attitude of case workers - less rude	6.5
Help those who really need help	5.8
Allow/provide schooling	5.8
Be more sympathetic/less strict with rules and regulations	3.5
Make participant get a job	3.3
Offer more variety/choice of job training	3.3
Make sure participant is provided with enough money to support family	3.3
Extend time allowed to be on program	3.0
Don't use/unfamiliar with program	3.0
Train case workers better	2.3
Provide transportation to work	2.0
Source: Data Table 44	
Note: Responses mentioned by 2% or more of the total sample are shown.	

It is worth noting that in 1991, respondents viewed more education (31%), jobs (23%) job training (22%) and quality child care (18%) as ways of getting people off AFDC. Although a different question in 2000, respondents believe the W-2 program should be improved, especially in the area of better job training and better jobs.

W-2 Attitudes and Perceptions

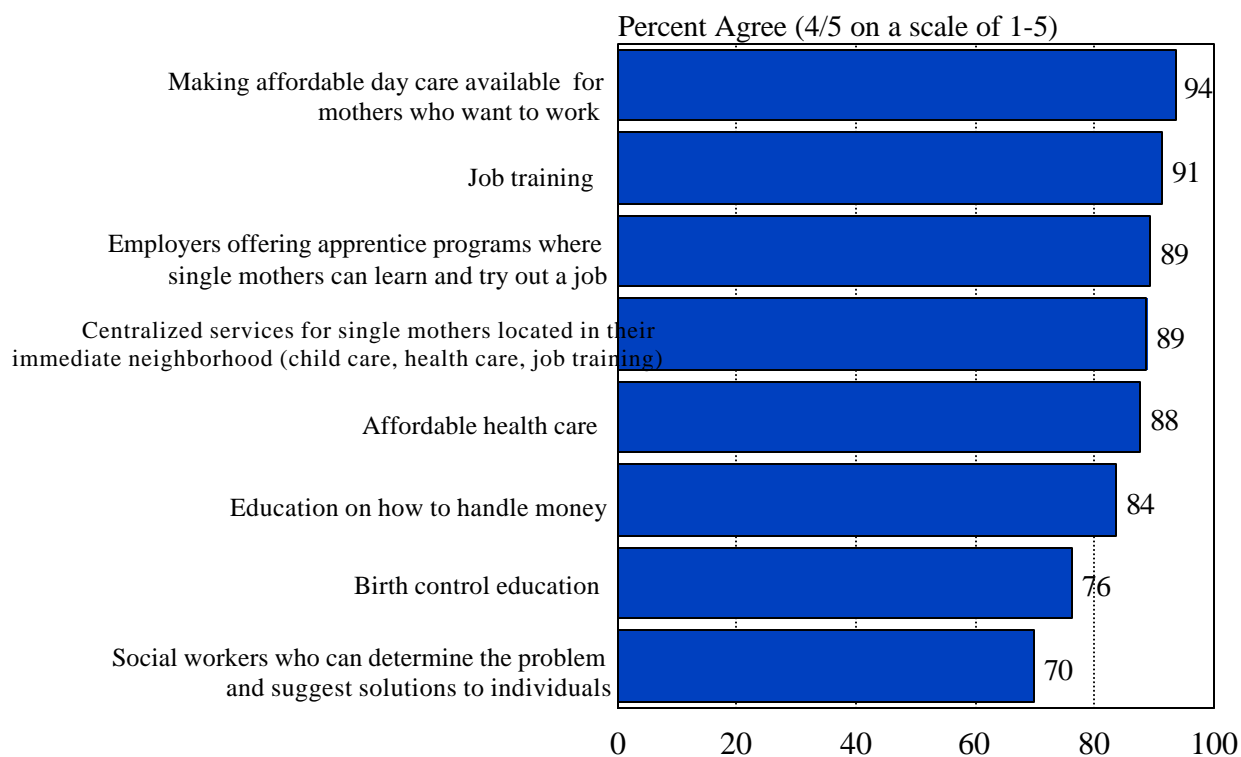
Level of Agreement/Disagreement with Suggestions to Help Single Mothers

Respondents were read a series of suggestions that have been proposed as a way of helping single mothers get off financial assistance programs and asked how much they agreed or disagreed with each statement (scale of 1 to 5). Over 80% of the respondents were likely to agree with these suggestions:

- "Making affordable day care available for mothers who want to work" (94%)
- "Job training" (91%)
- "Employers offering apprenticeship programs where single mothers can try out a job" (89%)
- "Centralized services located in the immediate neighborhood" (89%)
- "Affordable health care" (88%)
- "Education on how to handle money" (84%)

There were no statistically significant differences between W-2 users and non-users for the level of agreement with these suggestions.

How much do you agree or disagree with each of the following suggestions for helping single mothers get off of financial assistance programs?



Source: Data Table 45
N = 400

W-2 Attitudes and Perceptions

Some of these same suggestions were read to respondents in 1991. The following table is a comparison of “agree” responses (combined 4/5). What the comparison reveals is that there have been few changes in the level of agreement with these same suggestions as a way of helping people get of assistance programs. Those most immediately affected believe affordable job care, job training, employer-sponsored apprentice programs and affordable health care are keys to getting people off assistance.

Level of Agreement (Percent 4/5 on 1-5 Scale) with Suggestions to Get (People/Single Mothers) Off of (Welfare/Financial Assistance Programs): 1991 versus 2000		
	1991 (N = 400)	2000 (N = 400)
"Making affordable day care available"	92.0%	93.5%
"Job training"	91.3%	91.3%
"Employer offered apprentice programs"	91.3%	89.3%
"Affordable health care"	90.0%	87.5%
"Education on how to handle money"	75.0%	83.5%
"Birth control education"	74.3%	76.3%
"Social workers who can determine the problem and suggest solutions"	68.8%	70.0%
Source: Data Tables 45 (2000) and 38-44 (1991)		

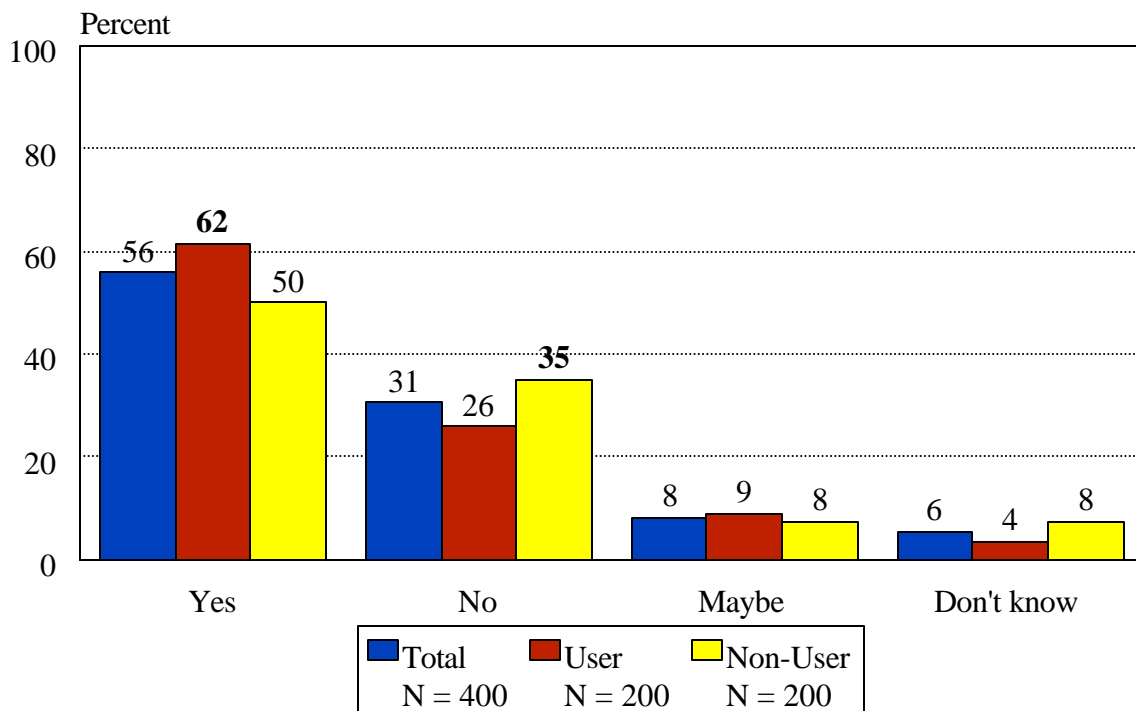
W-2 Attitudes and Perceptions

Response to Requirement of Performing Community Service

When asked if "society has the right to require W-2 recipients who are in good health to perform some kind of community service to help work off the financial aid, 56% of the respondents in this study said "yes." Thirty-one percent said "no."

W-2 users were more likely than non-users to believe in community service in exchange for their aid (62% versus 50%).

**Some people believe society has the right to require W-2 recipients, who are in good health, to perform some kind of community service to help work off the financial aid.
Do you believe this?**



Source: Data Table 54

W-2 Attitudes and Perceptions

In 1991, respondents were more likely to agree that AFDC recipients should perform some sort of community service to help work off their aid. Non-recipients were the ones who were more likely to feel this way (73% versus 59%). Conversely, in 2000, it is W-2 users who were more likely than non-users to agree recipients should perform some kind of community service (62% versus 50%).

Agreement/Disagreement with Statement: 1991 versus 2000 "Society has the right to require (Welfare/W-2 recipients), in good health, to perform some kind of community service to help work off the financial assistance?"		
	1991 (N = 400)	2000 (N = 400)
Yes	65.8%	55.8%
No	15.8%	30.5%
Maybe	7.3%	8.3%
Don't know	11.0%	5.5%
Refused	0.3%	--
Source: Data Tables 54 (2000) and 46 (1991)		

Reasons for Believing Recipients Should Perform Community Service

The reasons most people said they thought W-2 recipients should perform community service to work off the aid were explanations that "people should give back" (32%) and "healthy people should work" (21%). Non-users of W-2 were more likely than W-2 users to say that participants should give back (39% versus 26%).

Why do you say that? ("Yes" responses)	
	Total
	N = 223
Participant should pay/give back for their assistance	31.8
Healthy people should work	20.6
Get person out of house for work experience	13.0
People abuse system/won't work	7.6
Chance to help others/community	5.8
Motivates/gives sense of responsibility	4.9
Source: Data Table 56 Note: Responses mentioned by 4.9% or more are shown.	

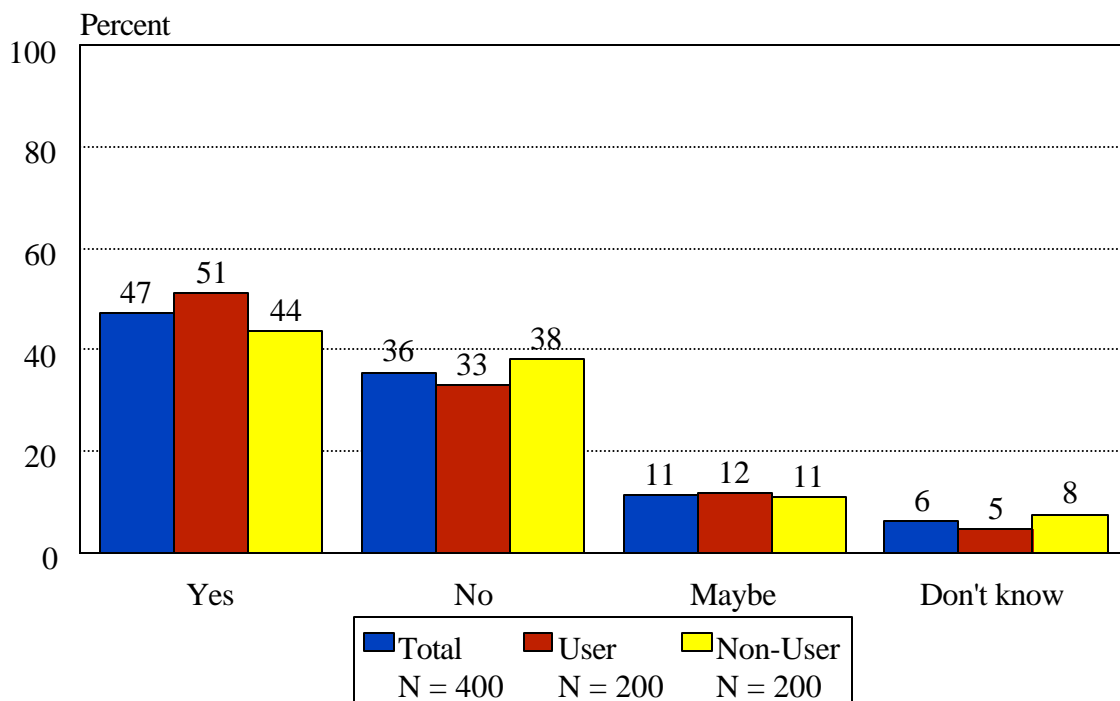
W-2 Attitudes and Perceptions

Response to Limiting Assistance When Recipients Do Not Perform Service

When asked if "society has the right to limit or cut off assistance when recipients do not perform service to work off their financial assistance," 47% of the respondents in this study said "yes." Thirty-six percent said "no."

There were no statistically significant differences between the response of W-2 users and non-users.

**Some people believe society would have the right to limit or cut off assistance when recipients do not perform service work to work off their financial assistance.
Do you believe this?**



Source: Data Table 59

W-2 Attitudes and Perceptions

Comparing the results of 1991 to 2000 reveals that today, respondents are more likely to believe that assistance should be cut off if recipients do not perform service to work off their assistance.

Agreement/Disagreement with Statement: 1991 versus 2000 "Society has the right to cut off assistance when recipients do not perform service to work off their financial assistance?"		
	1991 (N = 400)	2000 (N = 400)
Yes	33.5%	47.3%
No	34.0%	35.5%
Maybe	15.5%	11.3%
Don't know	16.5%	6.0%
Refused	0.5%	--
Source: Data Tables 59 (2000) and 50 (1991)		

Reasons for Believing Assistance Should be Cut Off

The reasons most people said they thought "society has the right to limit or cut off assistance when recipients do not perform service to work off their financial assistance," were that work should be a requirement for the aid (30%) and "people should not be allowed to abuse the system" (21%). Interestingly, W-2 users were more likely than non-users to say "you shouldn't get something for nothing" (12% versus 3%).

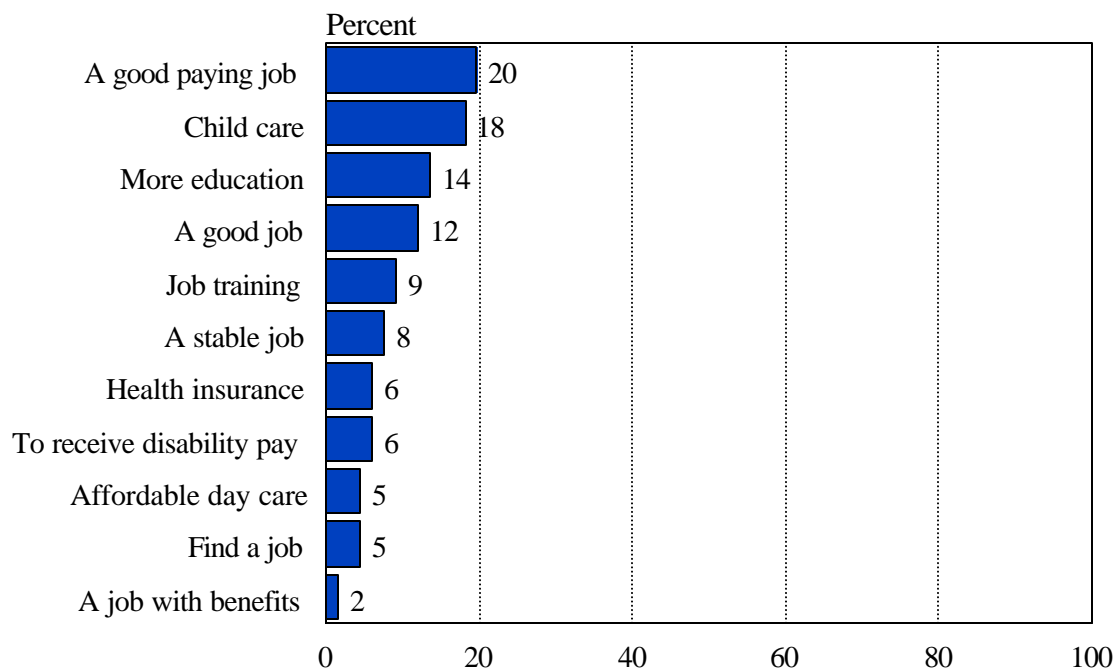
Why do you say that? ("Yes" responses)	
	Total
	N = 189
If they don't work, they should be cut off/it's a requirement to work	29.6
People should not be allowed to abuse the program	20.6
People should work if capable	9.0
Shouldn't get something for nothing	7.9
Should be willing to help when they are being helped	5.8
Motivates/gives sense of responsibility	2.6
Should be decided on a case-by-case basis	2.1
Should have time limit/warning before cutting off	2.1
Source: Data Table 61 Note: Responses mentioned by 2.1% or more are shown.	

Needs/Methods for Getting Off W-2

What Current Users Would Need to Get Off W-2

All current users of W-2 were asked what they would need to get off and stay off W-2. The most frequently mentioned answers were "a good paying job" (20%), child care (18%), "more education" (14%), a "good job" (12%) and "job training" (9%). These responses were very similar to the focus group results where users complained about dead-end jobs and training that would only get them into a minimum wage job. What users want are quality jobs and job training. They want a job with benefits. They see quality child care and more education as important tools to getting off W-2.

What do you think you would need most to get off and stay off W-2?



Source: Data Table 66

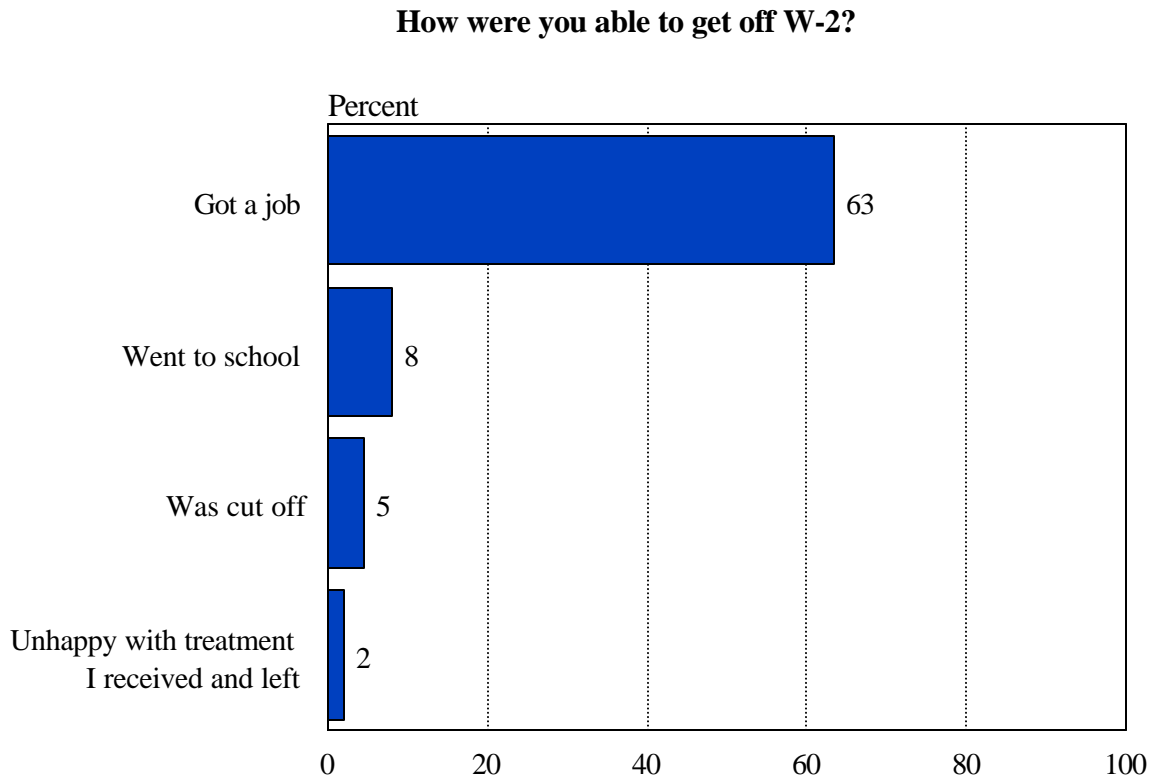
N = 66

Note: Responses mentioned by 1.5% or more are shown.

Needs/Methods for Getting Off W-2

How Past Users Were Able To Get off W-2

Past users of W-2 were asked how were they able to get off W-2. The answer was quite simple, with 63% saying they "got a job." However, other people gave comments like going to school, being cut off W-2, and leaving the program because they were unhappy.



Source: Data Table 67

N = 134

Note: Responses mentioned by 2.2% or more are shown.

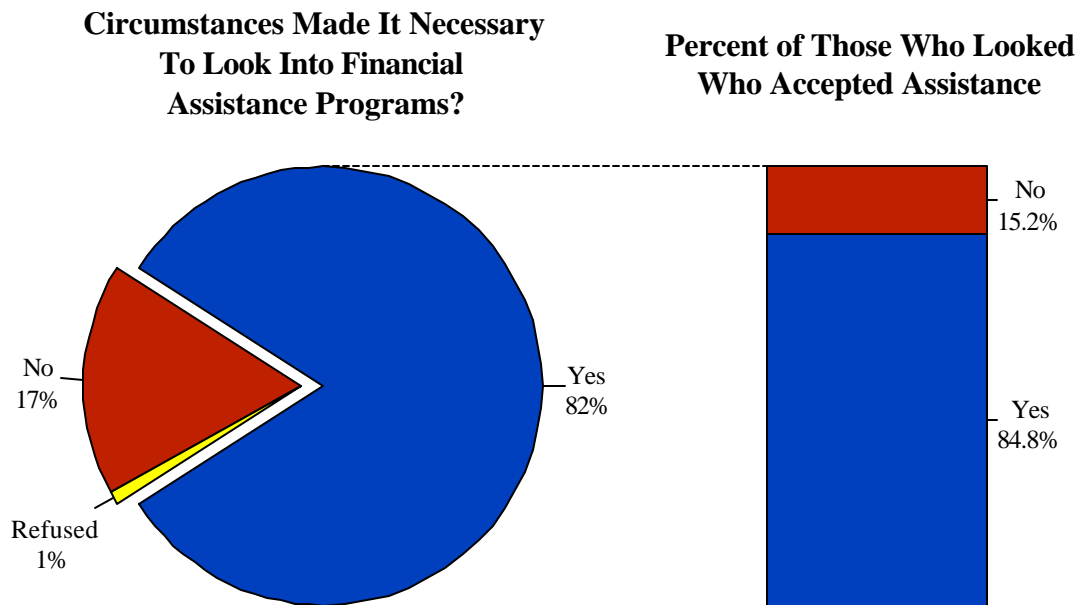
Needs/Methods for Getting Off W-2

Have Non-Users Ever Looked Into W-2 or Other Programs

Non-users were asked if there ever was a time in their lives when circumstances made it necessary to look into "W-2, food stamps or other financial assistance programs." The majority of respondents said "yes" (82%).

Acceptance of Assistance

Of the 82% of the non-users who did look into assistance, the majority (85%) did accept the assistance. As was previously noted, many of the non-users had used food stamps, AFDC, or health care benefits in the past.



Source: Data Table 68
N = 200

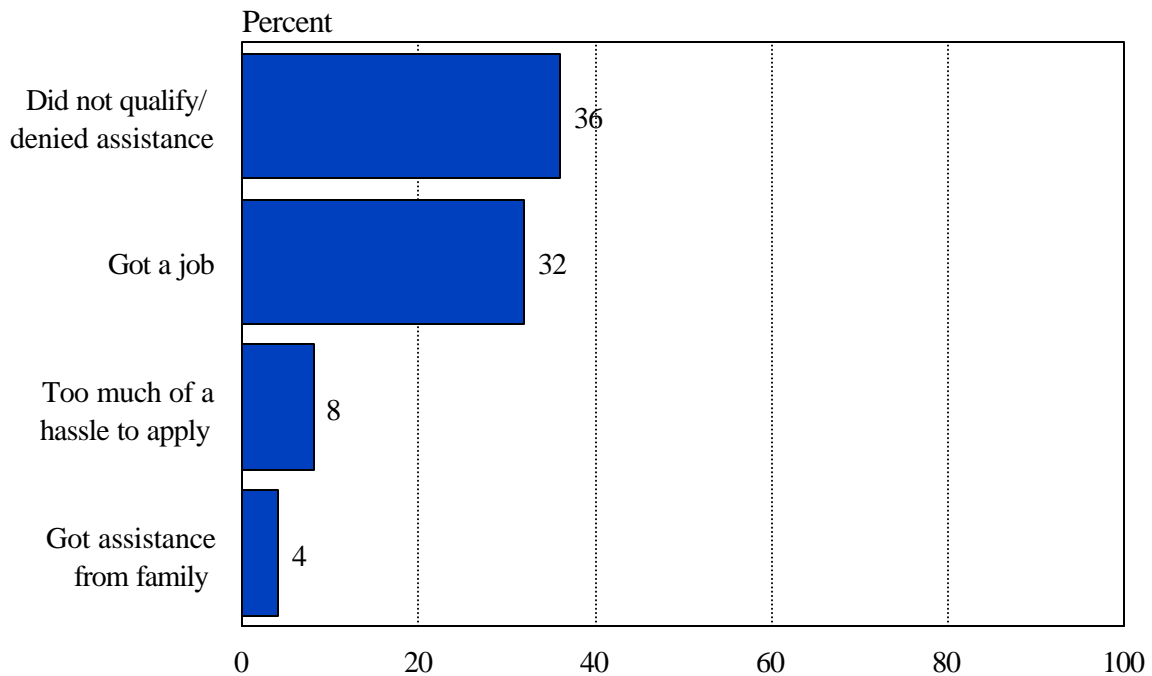
Source: Data Table 69
N = 164

Needs/Methods for Getting Off W-2

Did Not Accept Assistance

Those non-users who did not accept the assistance said they were either denied the assistance or they got a job. A few said they got assistance from their family.

What happened that you did not have to accept the assistance?



Source: Data Table 70

N = 25

Note: Responses mentioned by 4% or more are shown.

Caution: Small sample.

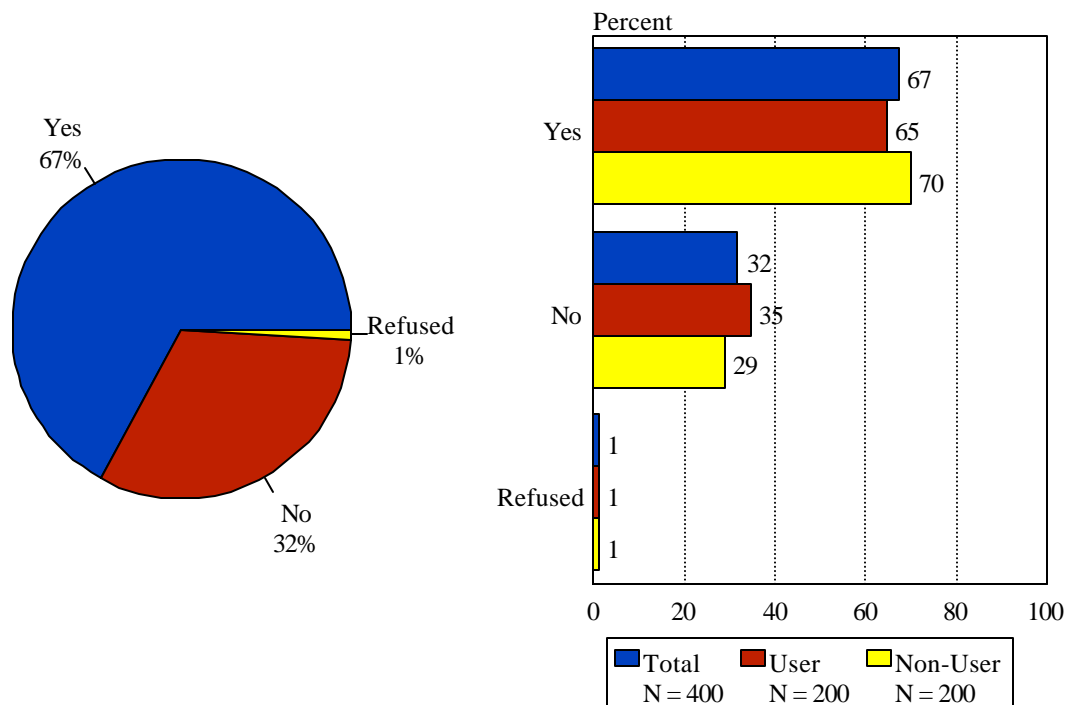
Employment/Training Needs

Status of Employment

When asked if they were presently employed, 67% of the respondents in this sample said "yes." Seventy percent of the non-users said they were employed and 65% of the users said they were employed (primarily past users of W-2). Approximately 30% - 35% were not employed. The seemingly high reported employment rates of this sample may reflect several things:

- The low unemployment rate compared to 8-9 years ago
- Prevalence of low paying minimum wage jobs
- Work requirement for W-2

Are you presently employed?



Source: Data Table 73

Employment/Training Needs

Employment Status of Current and Past Users of W-2

Isolating W-2 users reveals that past users were more likely to say they were employed than current users (76% versus 41%). Conversely, current users were more likely than past users to say they were not employed (58% versus 23%).

Are you presently employed?					
		W-2 Users			
	Total	Total	Past	Current	Non-Users
N =	400	200	134	66	200
Yes	67.3	64.5	76.1	40.9	70.0
No	31.8	34.5	23.1	57.6	29.0
Refused	1.0	1.0	0.7	1.5	1.0

Source: Data Table 73

Full or Part-Time Employment

Comparing the employment status of the various segments represented in this sample reveals the following information:

- Only about half of the total respondents are working full-time.
- Approximately 46% are unemployed (32%) or working part-time (14%).
- Past W-2 users were more likely than current W-2 users to say they are working full-time.
- A large number (58%) of current W-2 users said they are not employed (58%). Including those working part-time (12%), the majority of current users are either unemployed or working part-time (70%).

Full or Part-time Employment Status					
		W-2 Users			
	Total	Total	Past	Current	Non-Users
N =	400	200	200	134	66
Employed	67.3	64.5	70.0	76.1	40.9
Full-time	53.5	52.5	54.5	64.2	28.8
Part-time	13.8	12.0	15.5	11.9	12.1
Not employed	31.8	34.5	29.0	23.1	57.6
Refused	1.0	1.0	1.0	0.7	1.5

Source: Data Tables 73-74

Employment/Training Needs

Occupations

When asked what their occupation was, approximately 38% of the respondents in this sample said they were in some kind of service work. Interestingly, there were some skilled professions represented in this sample. This was also the case in the focus groups where there were respondents who said they had a profession but could not get a job in their field. Moreover, there were respondents who said they often worked two jobs at a time because they couldn't get the hours or benefits at either place.

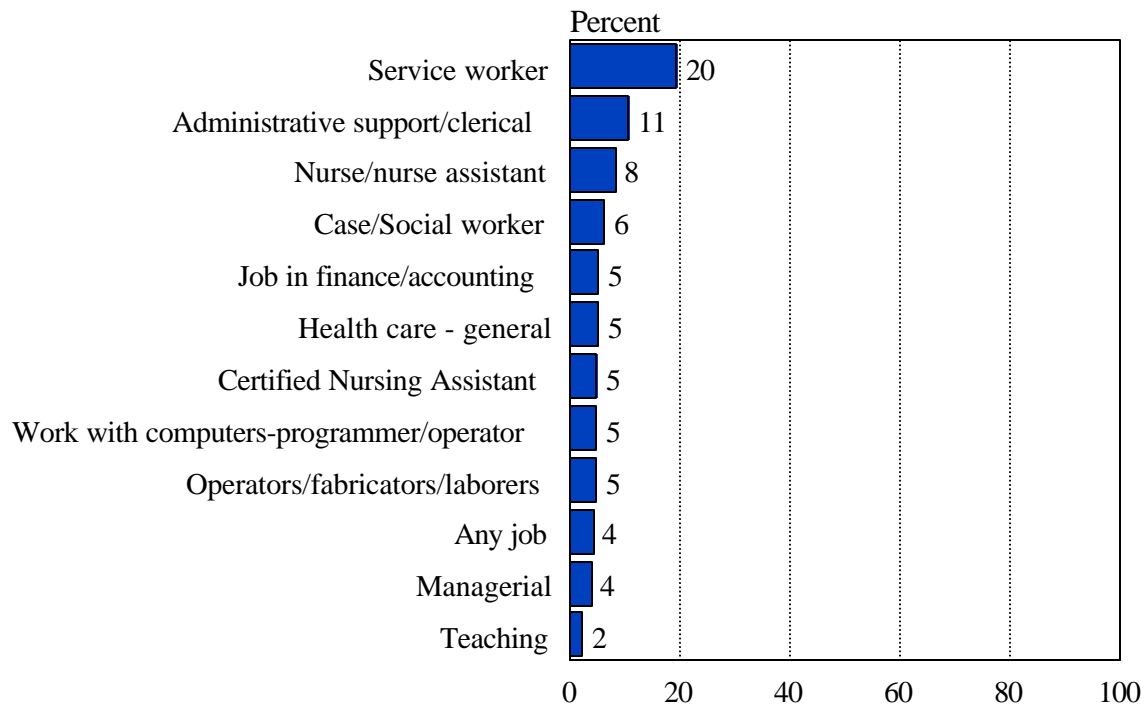
What is your job or occupation?	
	Total
N =	269
Service worker	38.3
Certified Nursing Assistant	10.8
Operators/fabricators/laborers	7.4
Administrative support/clerical	7.1
Nurse/nurse assistant	5.9
Managerial	5.2
Teaching	4.5
Health care - general	3.3
Sales	2.2
Job in finance/accounting	1.9
Case/Social worker	1.9
Telemarketing	1.1
Misc. professional	0.4
All others	10.0
Source: Data Table 75	

Employment/Training Needs

What Job Would Respondents Take

When asked what job they would take if it were available tomorrow, respondents were most likely to say "service work" (20%). Users were more likely than non-users to say they would take a clerical job (16% versus 6%) or health care job (8% versus 3%).

What job would you take tomorrow if it were available?



Source: Data Table 71

N = 400

Note: Responses mentioned by 2.3% or more of the total are shown.

When asked if they were qualified right now to do the job, 68% of the respondents said "yes." Both users and non-users said they were qualified. This was a frustration focus groups respondents felt -- not being able to work in a field they felt they were qualified to work in.

To the best of your knowledge, are you qualified for the job right now?			
	Total	Users	Non-Users
N =	400	200	200
Yes	68.0	71.5	64.5
No	27.3	23.5	31.0
Refused	4.8	5.0	4.5

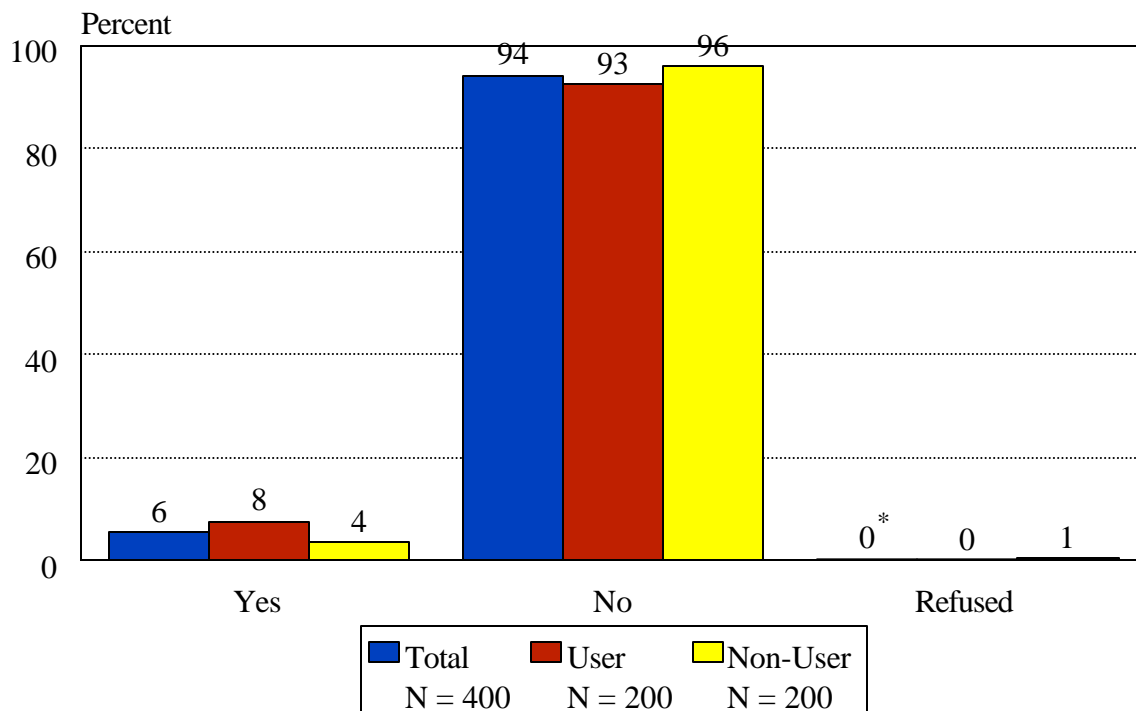
Source: Data Table 72

Employment/Training Needs

Job Training

Very few of the respondents in this sample of respondents said they were receiving any job training. It appears that whether W-2 user or non-user, they do not consider that they are receiving training or skills on the job.

Are you currently receiving any job training?



Source: Data Table 29

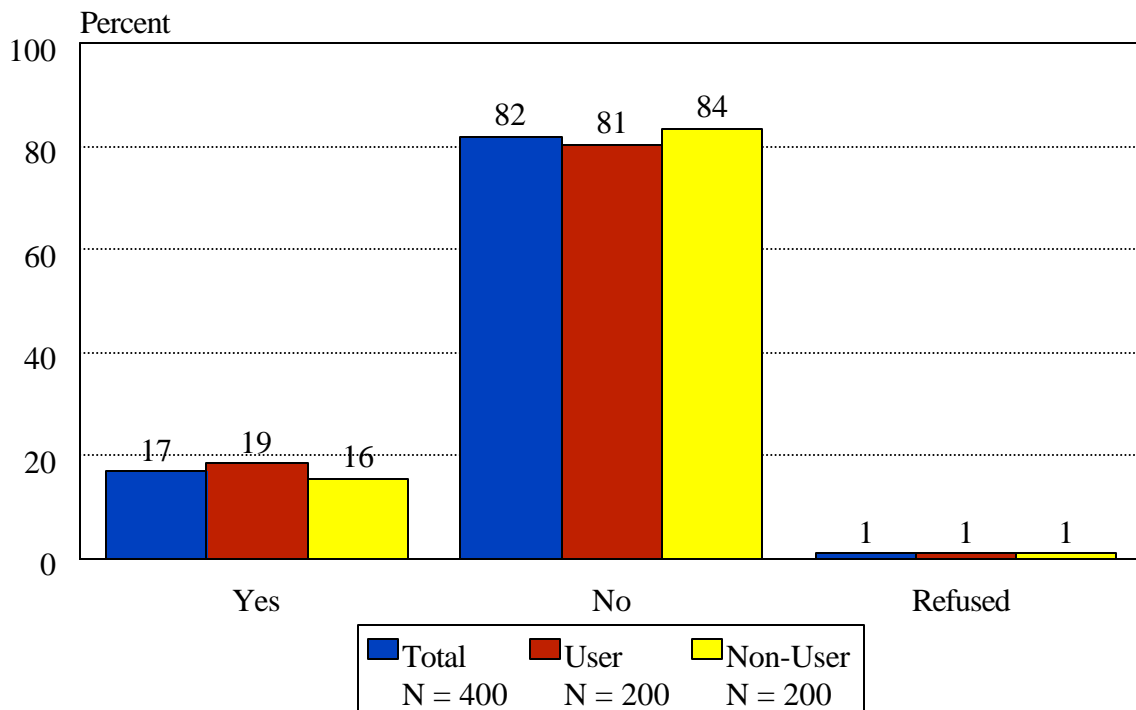
*Less than 0.5%.

Employment/Training Needs

Education

When asked if they were presently going to school, most of the respondents (82%) in this sample said "no." Considering this and the fact that only 6% were receiving job training presents a picture that this segment of the population is not receiving any quality job training nor pursuing their education.

Are you presently going to school?



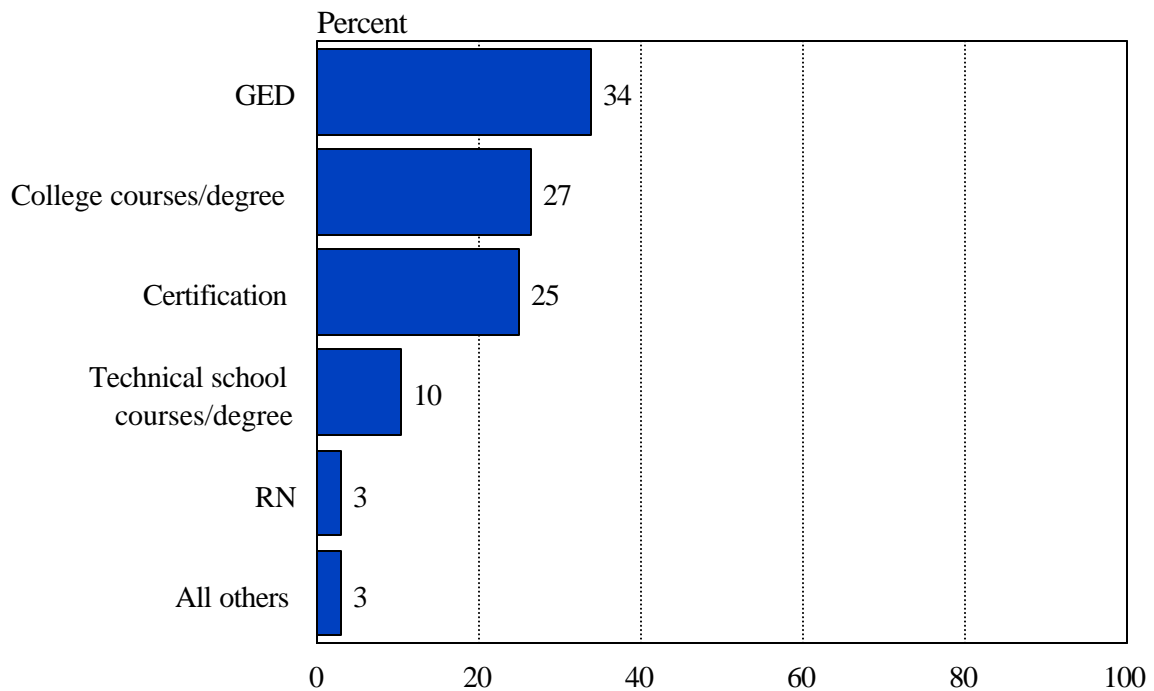
Source: Data Table 77

Employment/Training Needs

Educational Goals

The few respondents who were going to school were pursuing their GED or taking college courses. While W-2 users were more likely than non-users to say they were getting their GED (49% versus 16%), non-users were more likely than users to say they were taking college courses (39% versus 16%).

What are you going to school for?



Source: Data Table 78
N = 68

APPENDIX A

QUESTIONNAIRE

**PHASE II - NEEDS OF SINGLE MOTHERS
SURVEY QUESTIONNAIRE**

First Call: Date _____ Time _____ Interviewer _____

1st Callback _____ _____ _____

2nd Callback _____ _____ _____

3rd Callback _____ _____ _____

Name _____

Address _____

City _____ Zip _____

Telephone A/C _____ Number _____

RESPONDENT PROFILE			
ETHNIC ORIGIN		W-2 RECIPIENT	
Black	(100 Users/100 Non-users)	W-2 User	200
White	(100 Users/100 Non-users)	W-2 Non-User	200
Hispanic			
Asian			
Indian			
Mixed			
Other			

INTRODUCTION: May I please speak to the Female Head of Household?

Hello, my name is _____ from The Dieringer Research Group, an independent marketing research company. Today, we are talking to people about the needs of single mothers and programs available to assist single mothers. We are a professional research organization that surveys the attitudes and opinions of people on various issues and in no way associated with any government agencies. Our purpose is to gather opinions in total and not divulge any individual information.

- A. Would you be willing to take a few minutes to answer some questions?
 Yes..... **(PROCEED TO A.)**
 No **(TRY TO SCHEDULE A CALLBACK, ELSE THANK & TERM.)**
 No Female Head of Household ... **(THANK & TERMINATE)**
 No Children..... **(THANK & TERMINATE)**

B. What is your marital status? **(READ LIST. ENTER ONE RESPONSE ONLY.)**

- Single..... 1 **(PROCEED TO C.)**
- Married..... 2 **(THANK AND TERMINATE)**
- Divorced..... 3 **(PROCEED TO C.)**
- Separated..... 4 **(THANK AND TERMINATE)**
- Widowed..... 5 **(PROCEED TO C.)**
- (DO NOT READ)** Refused..... 6 **(THANK AND TERMINATE)**

C. Do you have custody of any minor children under the age of 18?

- Yes..... 1 **(PROCEED TO D.)**
- No..... 2 **(THANK AND TERMINATE)**
- Refused..... 3 **(THANK AND TERMINATE)**

D. In which of the following categories does your age fall? **(READ LIST. ENTER ONE RESPONSE ONLY.)**

- Under 18..... 1 **(THANK AND TERMINATE)**
- 18 - 29..... 2 **(PROCEED TO E.)**
- 30 - 39..... 3 **(PROCEED TO E.)**
- 40 - 50..... 4 **(PROCEED TO E.)**
- 51 +..... 5 **(THANK AND TERMINATE)**
- (DO NOT READ)** Refused..... 6 **(THANK AND TERMINATE)**

E. I have an optional question strictly for classification purposes. What is your race? **(DO NOT READ LIST. ENTER ONE RESPONSE ONLY.)**

- Black..... 1 **(100 USRS/100 NON-USRS)**
- White..... 2
- Hispanic..... 3
- Asian..... 4 **(100 USRS/100 NON-USRS)**
- Indian..... 5
- Mixed..... 6
- Other (specify) _____
- Refused..... 20

F. What is your zip code? **(DO NOT READ LIST.)**

- 53110..... 1
- 53202..... 2
- 53203..... 3
- 53204..... 4
- 53205..... 5
- 53206..... 6
- 53207..... 7
- 53208..... 8
- 53209..... 9
- 53210..... 10
- 53212..... 11
- 53214..... 12
- 53215..... 13
- 53216..... 14
- 53218..... 15
- 53219..... 16
- 53221..... 17
- 53222..... 18
- 53233..... 19
- 53235..... 20
- Other (specify) _____
- Refused..... 30

G. Have you ever received any kind of financial assistance or aid through a government organization such as the County or State of Wisconsin?

- Yes 1
- No 2
- Refused 3

G.1. Specifically, have you ever received any of the following kinds of assistance? (**READ LIST. ENTER ALL THAT APPLY.**)

- Food stamps 1
- Medical assistance 2
- AFDC..... 3
- W-2..... 4 (**CLASSIFY AS USER**)
- Work and Training programs..... 5
- None of the above 6
- (**DO NOT READ**) Refused 7 (**THANK AND TERM**)

H. Are you presently receiving any kind of financial assistance or aid through a government organization such as the County or State of Wisconsin?

- Yes 1 (**PROCEED TO H.1.**)
- No 2 (**SKIP TO H.2.**)
- Refused 3 (**SKIP TO H.2.**)

H.1. Which, if any, of the following kinds of assistance are you presently receiving? (**READ LIST. ENTER ALL THAT APPLY.**)

- Food stamps 1
- Medical assistance 2
- W-2..... 3 (**CLASSIFY AS USER**)
- Work and Training programs..... 4
- (**DO NOT READ**) Refused 5 (**THANK AND TERM**)

ASK OF EVERYONE

H.2. Are you presently receiving any Social Security Disability income?

- Yes 1 (**THANK AND TERM**)
- No 2 (**PROCEED TO INSTRUCT.**)
- Refused 3 (**THANK AND TERM**)

***** IF RESPONDENT IS A "USER" SKIP TO J., OTHERWISE CLASSIFY AS "NON-USER" AND PROCEED TO I. *****

NON-USER

I. Including yourself, how many people are living together at your present address?
(CHECK ANSWER UNDER I. BELOW.)

I.1. Is your household's total yearly income (before anything has been deducted) ...
(READ INCOME FOR CORRESPONDING NUMBER OF PEOPLE. RECORD UNDER I.1.)

<u>I.</u> <u>No. of people</u>	<u>I.1.</u> <u>Yearly income</u>	
One..... 1		(THANK AND TERMINATE)
Two 2	_____ \$12,900 or more	(THANK AND TERMINATE)
	_____ Less than \$12,900	(SKIP TO #1.)
	_____ Don't know/Refused	(THANK AND TERMINATE)
Three 3	_____ \$16,250 or more	(THANK AND TERMINATE)
	_____ Less than \$16,250	(SKIP TO #1.)
	_____ Don't know/Refused	(THANK AND TERMINATE)
Four 4	_____ \$19,600 or more	(THANK AND TERMINATE)
	_____ Less than \$19,600	(SKIP TO #1.)
	_____ Don't know/Refused	(THANK AND TERMINATE)
Five 5	_____ \$22,950 or more	(THANK AND TERMINATE)
	_____ Less than \$22,950	(SKIP TO #1.)
	_____ Don't know/Refused	(THANK AND TERMINATE)
Six..... 6	_____ \$26,275 or more	(THANK AND TERMINATE)
	_____ Less than \$26,275	(SKIP TO #1.)
	_____ Don't know/Refused	(THANK AND TERMINATE)
Seven..... 7	_____ \$29,600 or more	(THANK AND TERMINATE)
	_____ Less than \$29,600	(SKIP TO #1.)
	_____ Don't know/Refused	(THANK AND TERMINATE)
Refused 8		(THANK AND TERMINATE)

USER

J. Including yourself, how many people are living together at your present address?
(CHECK ANSWER UNDER **J.** BELOW.)

J.1. Is your household's total yearly income (before anything has been deducted) ...
(READ INCOME FOR CORRESPONDING NUMBER OF PEOPLE. RECORD UNDER **J.1.**)

J.	J.1.		
One..... 1			(THANK AND TERMINATE)
Two 2	_____ \$12,900 or more		(THANK AND TERMINATE)
	_____ Less than \$12,900		(PROCEED TO #1.)
	_____ Don't know/Refused		(THANK AND TERMINATE)
Three 3	_____ \$16,250 or more		(THANK AND TERMINATE)
	_____ Less than \$16,250		(PROCEED TO #1.)
	_____ Don't know/Refused		(THANK AND TERMINATE)
Four 4	_____ \$19,600 or more		(THANK AND TERMINATE)
	_____ Less than \$19,600		(PROCEED TO #1.)
	_____ Don't know/Refused		(THANK AND TERMINATE)
Five 5	_____ \$22,950 or more		(THANK AND TERMINATE)
	_____ Less than \$22,950		(PROCEED TO #1.)
	_____ Don't know/Refused		(THANK AND TERMINATE)
Six 6	_____ \$26,275 or more		(THANK AND TERMINATE)
	_____ Less than \$26,275		(PROCEED TO #1.)
	_____ Don't know/Refused		(THANK AND TERMINATE)
Seven 7	_____ \$29,600 or more		(THANK AND TERMINATE)
	_____ Less than \$29,600		(PROCEED TO #1.)
	_____ Don't know/Refused		(THANK AND TERMINATE)
Refused 8			(THANK AND TERMINATE)

QUESTIONS:

1. What do you think are some of the most pressing needs of single mothers? (**DO NOT READ LIST. ENTER ALL THAT APPLY.**)

1.1. What do you consider to be your most pressing needs as a single mother? (**DO NOT READ LIST. ENTER ALL THAT APPLY.**)

	<u>#1.</u>	<u>#1.1.</u>
Child care.....	1	1
Child support payments from father	2	2
Money to live on.....	3	3
Food.....	4	4
Shelter	5	5
Clothing	6	6
Health care benefits	7	7
Education.....	8	8
Job training.....	9	9
Decent jobs	10	10
A support network	11	11
A supportive family	12	12
Quality time with children.....	13	13
Quality time for oneself.....	14	14
Other (specify) _____		—
Other (specify) _____		—
Don't know.....	20	20

2. What do you think are some of the personal circumstances that cause single mothers to apply for assistance programs and services? **(DO NOT READ LIST. ENTER ALL THAT APPLY.)**

(REFER BACK TO G./H. IF ANSWER IS "1" TO EITHER, ASK #2.1.; IF NOT, SKIP TO #3.)

2.1. What were some of the circumstances that caused you to apply for assistance programs or services? **(DO NOT READ LIST. ENTER ALL THAT APPLY.)**

	<u>#2.</u>	<u>#2.1.</u>
Alcohol/drug problems	1	1
Being laid off/unemployed	2	2
Child care/No baby sitter	3	3
Divorce	4	4
Lack of education.....	5	5
Medical problems	6	6
Mental illness.....	7	7
No child support money.....	8	8
No health insurance	9	9
No income/no money.....	10	10
No support system.....	11	11
Not wanting to leave kids	12	12
Single parent	13	13
Teenage pregnancies.....	14	14
Unwed mothers.....	15	15
Other (specify) _____		—
Other (specify) _____		—
Don't know.....	20	20

3. What services or programs are you aware of that provide assistance to single mothers that have financial needs? **(DO NOT READ LIST. ENTER ALL THAT APPLY.)**

AFDC.....	1
Badger Care	2
Child care.....	3
Churches	4
Community organizations.....	5
Crisis centers.....	6
Educational assistance (High school).....	7
Educational assistance (College).....	8
Energy assistance.....	9
Food pantries	10
Food stamps	11
Free health care clinics	12
Free lunch program at school.....	13
Health care benefits	14
Job training.....	15
Jobs	16
Rent assistance.....	17
Shelters	18
Transitional Housing Program.....	19
Transportation.....	20
WIC	21
W-2 (Wisconsin Works)	22
Other (specify) _____	
Don't know.....	30

4. What services or programs, if any, have you used in the past? **(DO NOT READ LIST. ENTER ALL THAT APPLY.)**

4.1. What services or programs, if any are you currently using? **(DO NOT READ LIST. ENTER ALL THAT APPLY.)**

	<u>#4.</u>	<u>#4.1.</u>
AFDC.....	1	1
Badger Care	2	2
Child care.....	3	3
Churches	4	4
Community organizations.....	5	5
Crisis centers.....	6	6
Educational assistance (High school)	7	7
Educational assistance (College).....	8	8
Energy assistance.....	9	9
Food pantries	10	10
Food stamps	11	11
Free health care clinics	12	12
Free lunch program at school.....	13	13
Health care benefits	14	14
Job training.....	15	15
Jobs	16	16
Rent assistance.....	17	17
Shelters	18	18
Transitional Housing Program.....	19	19
Transportation.....	20	20
WIC	21	21
W-2 (Wisconsin Works)	22	22
Other (specify) _____		—
None.....	29	29
Don't know.....	30	30

4.2. Sample Assignment

User: G.1 = 4 OR H.1 = 3 OR 4. = 22 OR 4.1 = 22
Non User: H.1. <> 3 AND (4. <> 22 OR 4.1 <> 22)

(IF ANY SERVICES USED IN #4. OR #4.1., ASK #5.; OTHERWISE SKIP TO #6.)

5. What services have been the most help to you? (DO NOT READ LIST. ENTER ALL THAT APPLY UNDER #5. BELOW.)

5.1. What services have been the least help to you? (DO NOT READ LIST. ENTER ALL THAT APPLY UNDER #5.1. BELOW.)

	<u>#5.</u>	<u>#5.1.</u>
AFDC.....	1	1
Badger Care	2	2
Child care.....	3	3
Churches	4	4
Community organizations.....	5	5
Crisis centers.....	6	6
Educational assistance (High school).....	7	7
Educational assistance (College).....	8	8
Energy assistance.....	9	9
Food pantries	10	10
Food stamps	11	11
Free health care clinics	12	12
Free lunch program at school.....	13	13
Health care benefits	14	14
Job training.....	15	15
Jobs	16	16
Rent assistance.....	17	17
Shelters	18	18
Transitional Housing Program.....	19	19
Transportation.....	20	20
WIC	21	21
W-2 (Wisconsin Works)	22	22
Other (specify) _____		—
None.....	29	29
Don't know.....	30	30

6. Using a 1 to 5 scale, with “5” meaning “Easy” and “1” meaning “Difficult,” how easy or difficult is it to find the services you need to help you as a single parent?

<u>Easy</u>					<u>Difficult</u>	<u>DK</u>
5	4	3	2	1		6

(IF 1 OR 2 IN #6., ASK #6.1.; OTHERWISE SKIP TO #7.)

6.1 Why is it difficult? (PROBE AND CLARIFY.)

7. Are you currently receiving any job training?

- Yes..... 1 **(PROCEED TO #7.1.)**
- No 2 **(SKIP TO #8.)**
- Refused 3 **(SKIP TO #8.)**

7.1. Is the job training through W-2 or through some other organization or company?

- W-2..... 1
- Some other organization..... 2
- Refused 3

8. Some people think there are problems with the present W-2 system. Do you think there is a problem?

- Yes..... 1 **(PROCEED TO #8.1.)**
- No 2 **(SKIP TO #9.)**
- Don't know..... 3 **(SKIP TO #9.)**

8.1. What do you think is the problem with the present W-2 system? **(PROBE AND CLARIFY.)**

9. I would like to read you some statements about W-2. We would like to know how much you agree or disagree with these statements. Please use a scale of 1 to 5, with "5" meaning "Strongly Agree" and "1" meaning "Strongly Disagree." You may use any number between 1 and 5. **(READ LIST AND ROTATE. ENTER ONE RESPONSE ONLY.)**

How much do you agree or disagree that...

<u>START</u>	<u>Strongly Agree</u>		<u>Neutral</u>		<u>Strongly Disagree</u>	<u>DK</u>
_____ W-2 is an improvement on AFDC because it requires people to work.....	5	4	3	2	1	6
_____ It is not the fault of the individual for using the services of W-2	5	4	3	2	1	6
_____ People on W-2 abuse the system	5	4	3	2	1	6
_____ W-2 provides quality job training for single mothers.....	5	4	3	2	1	6
_____ The W-2 case workers do not treat participants with courtesy and respect	5	4	3	2	1	6
_____ Taxpayers should help support those who are less fortunate	5	4	3	2	1	6
_____ People on W-2 are lazy.....	5	4	3	2	1	6
_____ W-2 should have a plan to address the specific needs of each participant	5	4	3	2	1	6
_____ People on W-2 should be able to pull themselves up by their own bootstraps and get their own jobs	5	4	3	2	1	6
_____ W-2 provides the kind of jobs that can help single mothers get ahead.....	5	4	3	2	1	6

10. If you were in charge of W-2, what would you do to improve the program? **(PROBE AND CLARIFY.)**

11. The following suggestions have been proposed as ways of helping single mothers get off of financial assistance programs. We want to know how you feel about these suggestions. Using a scale of 1 to 5, with "5" meaning "Strongly Agree" and "1" meaning "Strongly Disagree," please tell me how you feel about each of these. You may use any number between 1 and 5. **(READ LIST. START WITH THE RED "X." ENTER ONE RESPONSE ONLY.)**

_____ **(READ FACTOR FROM LIST)** could be used as a way to help people get off of financial assistance programs.

<u>START</u>	<u>Strongly Agree</u>		<u>Neutral</u>		<u>Strongly Disagree</u>	<u>DK</u>
_____ Job training.....	5	4	3	2	1	6
_____ Education on how to handle money...	5	4	3	2	1	6
_____ Birth control education.....	5	4	3	2	1	6
_____ Social workers who can determine the problem and suggest solutions to individuals	5	4	3	2	1	6
_____ Making affordable day care available for mothers who want to work.....	5	4	3	2	1	6
_____ Employers offering apprentice programs where single mothers can learn and try out a job.....	5	4	3	2	1	6
_____ Affordable health care	5	4	3	2	1	6
_____ Centralized services for single mothers located in their immediate neighborhood (child care, health care, job training).	5	4	3	2	1	6

12. Some people believe society has the right to require W-2 recipients, who are in good health, to perform some kind of community service to help work off the financial aid. Do you believe this? **(DO NOT READ LIST. ENTER ONE RESPONSE ONLY.)**

- Yes..... 1 **(PROCEED TO #12.1.)**
- No..... 2 **(PROCEED TO #12.1.)**
- Maybe..... 3 **(PROCEED TO #12.1.)**
- Don't know..... 4 **(SKIP TO #13.)**
- Refused..... 5 **(SKIP TO #13.)**

12.1. Why do you say that? Please explain. **(PROBE AND CLARIFY.)**

13. Some people believe society would have the right to limit or cut off assistance when recipients do not perform service to work off their financial assistance. Do you believe this? **(DO NOT READ LIST. ENTER ONE RESPONSE ONLY.)**

- Yes 1 **(PROCEED TO #13.1.)**
- No 2 **(PROCEED TO #13.1.)**
- Maybe 3 **(PROCEED TO #13.1.)**
- Don't know..... 4 **(SKIP TO #14.)**
- Refused 5 **(SKIP TO #14.)**

13.1. Why do you say that? Please explain. **(PROBE AND CLARIFY.)**

***** NOTE: IF CURRENT W-2 USER (H.1 = 3), PROCEED TO #14.,
IF PAST W-2 USER (G.1 = 4), PROCEED TO #14.1., OTHERWISE SKIP TO #16. *****

CURRENT USER

14. How long have you been receiving W-2 benefits in Wisconsin? **(DO NOT READ LIST.)**

- Less than one year 1
- 1 - 2 years..... 2
- 3 - 4 years..... 3
- 5 - 6 years..... 4 **ALL CURRENT USERS**
- 7 - 8 years..... 5 **GO TO #15.**
- 9 + years..... 6
- Don't know..... 7
- Refused 8

PAST USER

14.1. How long did you receive W-2 benefits in Wisconsin? **(DO NOT READ LIST.)**

- Less than one year 1
- 1 years..... 2
- 2 years..... 3 **ALL PAST USERS**
- 3 (or more) years..... 4 **GO TO #15.1.**
- Don't know..... 7
- Refused 8

15. What do you think you would need most to get off and stay off W-2? (**PROBE AND CLARIFY.**)

15.1. How were you able to get off W-2? (**PROBE AND CLARIFY.**)

***** NOTE: ALL W-2 "USERS" SKIP TO #18., ALL NON-USERS PROCEED TO #16. *****

NON-USER

16. Has there ever been a time in your life when circumstances made it necessary for you to look into W-2, food stamps or other financial assistance programs, for yourself and your family?

- Yes 1 (**PROCEED TO #17.**)
- No 2 (**SKIP TO #18.**)
- Don't remember 3 (**SKIP TO #18.**)
- Refused 4 (**SKIP TO #18.**)

17. Did you accept the assistance?

- Yes 1 (**SKIP TO #18.**)
- No 2 (**PROCEED TO #17.1.**)
- Don't remember 3 (**SKIP TO #18.**)
- Refused 4 (**SKIP TO #18.**)

17.1. What happened that you did not have to accept the assistance? (**PROBE AND CLARIFY.**)

ASK OF EVERYONE

18. What job would you take tomorrow if it were available?

18.1. To the best of your knowledge, are you qualified for the job right now?

- Yes 1
- No 2
- Refused 3

I have a few more questions for classification purposes.

19. Are you presently employed?

- Yes 1 **(PROCEED TO #19.1.)**
- No 2 **(SKIP TO #20.)**
- Refused 3 **(SKIP TO #20.)**

19.1. Is that full or part-time?

- Full-time 1
- Part-time 2
- Refused 3

19.2. What is your job or occupation?

20. What is the highest level of education you have completed? **(DO NOT READ LIST. ENTER ONE RESPONSE ONLY.)**

- Less than middle school/Jr. high..... 1
- Some middle school/Jr. high..... 2
- Middle school graduate..... 3
- Some high school..... 4
- High school graduate 5
- Some college/technical school..... 6
- College graduate 7
- Post graduate..... 8
- Refused 9

20.1. Are you presently going to school?

- Yes 1 **(PROCEED TO #20.2.)**
- No 2 **(SKIP TO #21.)**
- Refused 3 **(SKIP TO #21.)**

20.2. What are you going to school for? (**READ LIST. ENTER ALL THAT APPLY.**)

- Certification..... 1
- College courses..... 2
- College degree 3
- GED..... 4
- Technical school courses 5
- Technical school degree 6
- (DO NOT READ)** Other (specify) _____
- (DO NOT READ)** Refused 20

21. Do you own your home or rent?

- Own..... 1 **(PROCEED TO #21.1.)**
- Rent..... 2 **(SKIP TO #22.)**
- Refused 3 **(SKIP TO #22.)**

21.1. Do you personally own your home or does someone else?

- I do..... 1
- Someone else 2
- Refused 3

22. How long have you lived in Wisconsin? (**DO NOT READ LIST. ENTER ONE RESPONSE ONLY.**)

- Less than one year..... 1
- 1 - 3 years..... 2
- 4 - 6 years..... 3
- 7 - 9 years..... 4
- 10 + years..... 5
- Don't know..... 6
- Refused 7

23. How many children do you personally have, under 18, who live with you? _____

Refused.....99

For supervisor validation purposes, would you please tell me your name? _____

CLOSING:

Thank you for your time and cooperation. Have a good day/evening.

APPENDIX B

STATISTICAL RELIABILITY AND LIMITATIONS

Appendix B – Statistical Reliability and Limitations

Reliability is the degree to which survey sample data reflects the actual population and the true parameters of that population. It is dependent primarily upon survey sample size. The precise statistical interpretation of a randomly selected survey sample, such as this one, is based on other factors as well. These factors include sample selection, types of questions asked, answers received, interviewer proficiency, and respondent quality. However, a general discussion of sample size only is pertinent at this point.

As a generalization, a sample of 400 randomly selected respondents, such as we have for our total completed interviews, will generate data reliable with 95% confidence and a $\pm 4.9\%$ sampling error. That is to say, if a similar survey were conducted repeatedly, results within $\pm 4.9\%$ would occur for any one question 95 out of 100 times. Looking at it another way, if a question received a "yes" answer by 60% of the 400 respondents, the chances are 95 out of 100 that between 55.1% and 64.9% of the total population would lodge a similar "yes" response, if asked. Sampling error such as this is applied to each cross-tabulation market cell as well as the total survey sample.

To judge significance on the total responses given for a particular question, find the applicable sampling error for the sample size under examination. Then add and subtract this sampling error to the percentages under examination. If the two percentage ranges overlap, one must judge there is no significant difference between the ranges. However, should the two ranges not overlap, one can deduce with the selected level of confidence that the variation is due to real differences in opinion and not due to chance. This discussion relates, in general, to a random sample survey where one is extracting a portion of a large population and hypothesizing that the attitudes of that portion are reflective, to a statistically measurable point, of the total population.

It is also important to point out, first of all, that surveys should never be viewed as 100% reliable. A small difference between two statistics or findings cannot be considered necessarily meaningful; however, as the sample size increases, the margin of error (sampling error) decreases, thereby providing more conclusive and reliable data.

In parts of this report we may refer to different statistical measures. A brief explanation of these will facilitate individual usage and analysis.

Appendix B – Statistical Reliability and Limitations

The arithmetic **Mean** is a measure of central tendency or the average. The mean is the most common measure of central tendency for variables measured at the interval level. Often referred to as the “average,” it is merely the sum of the individual values for each case divided by the number of cases. The mean is a valuable tool for data analysis; however, it is a fixed point and does not indicate the range of responses.

The **Standard Deviation** (STD DEV) is a measure of the dispersion about the mean of an interval-level variable. More plainly stated, it is a measure of how close or how far all the answers are from the mean. The wider the spread in the response, the larger the standard deviation. It is used in comparing the variability of different groups. It is possible to have the same mean but differ in variability. The advantage of the standard deviation is that it has a more intuitive interpretation, being based on the same units as the original variable.

The **Standard Error in the Mean** (STD ERR) helps to determine the potential degree of discrepancy between the sample mean and the (usually) unknown population mean. Simply stated, it is a measure of how close or how far all of the sample means are from the true population mean. The standard error is part of the formula used to calculate confidence intervals on the total responses and gauge statistical difference.

The **Median** is the numerical value of the middle case or the case lying exactly on the 50th percentile, once all the cases have been ranked ordered from highest to lowest. For example, if the answers were from 1 to 51, 26 would be the median, therefore there would be 25 answers above and 25 answers below the median.

The Median can be a better measure of central tendency than the mean when the sample is very small or when values are highly dispersed (extreme outlying values).