Measuring Outcomes of Financial Capability Programs:
Success Measures Tools for Practitioners
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This publication is available online at www.successmeasures.org/fctools.html
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The purpose of this publication is twofold: to introduce new Success Measures® outcome indicators and data collection tools that can be used by nonprofit practitioners to measure the impact and effectiveness of an array of financial capability programs; and to describe exactly how and why these tools were created. For those committed to advancing financial coaching, financial education, asset building and asset preservation activities as a means of helping low- and moderate-income people achieve economic security, these outcome evaluation measures, when applied in a systematic way over time, can become an integral part of their financial capability strategies.

At a time when counselors from community-based organizations, funders, researchers, and policymakers are looking for reliable, valid information on effective financial capability programs and practices that work at the ground level, these new measurement tools hold the promise of further enhancing our understanding regarding the combination of financial attitude, behavior, and other factors that impede, or facilitate, the pursuit of financial stability and economic inclusion. The fact that the process guiding the development of the outcome tools was highly participatory, transparent, and collegial, with input from a broad range of stakeholders, underscores the timeliness of this effort and the potential utility of the tools.

Measuring Outcomes of Financial Capability Programs is structured to respond to the interests of practitioners and those who support their efforts to gauge the impact of a range of financial capability coaching, counseling, training, and technical assistance initiatives. The first part of the publication provides an overview of the collaborative process that led to the development of the new indicators and tools, examples of their use to date, and a brief description of the prospects for their wide application in the future. Part two of the document provides the actual evaluation indicators and data collection tools as well as a brief primer on the benefits of using these measures. These indicators and data collection tools may also be accessed through subscription to the Success Measures Data System (www.successmeasures.org) which provides full online data management services for conducting financial capability evaluations over time.

The story of the evolution of the Financial Capability Outcome Indicators Project does not end with the publication of the new set of tools in this document. Thanks to the generous support of, and in collaboration with, the Citi Foundation, NeighborWorks® America has launched a 2.5 year national scaling initiative that aims to expand and strengthen financial capability programs for low- and moderate-income individuals and families by significantly boosting the capacity of nonprofits to deliver effective financial coaching and education programs. The financial capability evaluation tools introduced here comprise a key component of the national initiative; they will be used in outcome evaluations undertaken by a cohort of thirty-one organizations drawn from urban and rural communities throughout the country.

The financial capability evaluation indicators and tools project would not have been possible without the work of many dedicated individuals and organizations. Success Measures would like to thank everyone who contributed their time, expertise, and resources during the two-year period it took to develop this new set of outcome measures. It is our hope that, by making the tools available, practitioners will use them to more fully understand and communicate the results of a broad range of financial capability programs and, in so doing, help ensure the continued growth and vitality of this critically needed field.
“NeighborWorks® America is committed to working with national partners to deliver state-of-the-art financial capability programs in local communities across the country. Our collaborative efforts are providing low- and moderate-income families with the critical skills and tools they need to build their assets and achieve greater financial security – contributing in a significant way to the growth of stable, thriving communities.”

— Eileen Fitzgerald, CEO, NeighborWorks® America

“Citi Foundation’s investment in the Success Measures Data System’s financial capability measures, reflects our commitment to financial capability and inclusion and our interest in helping practitioners assess the behavioral and attitudinal changes that occur as a result of their work with low-income consumers. This measurement system will enable practitioners, policy makers and funders to better understand and communicate which financial capability strategies truly help people develop the skills and habits to make sound financial decisions that help them improve their financial situation, build and preserve assets over time. We hope this effort will lead the sector to embed outcome measurement as a standard practice so that real time client data can be used to promote innovation and share best practices across the field.”

— Pam Flaherty, President and CEO, Citi Foundation
The Financial Capability Outcome Indicators Project, the focus of this report, emerged in 2008 in response to a set of interrelated factors that were having a dramatic effect on the asset building field. As is well known, for more than two decades community development practitioners, the funders who support them, policymakers, and researchers worked hard to make asset development programs a cornerstone of efforts to help low- and moderate-income people achieve economic security. They did this by creating and mainstreaming programs/products that included Individual Development Accounts (IDAs); tax preparation assistance; financial education; credit and homebuyer counseling; support for first-time homebuyers; access to financial products and services; and financial coaching. Not surprisingly, against the backdrop of the economic downturn of 2008 and the recession that followed, these initiatives have become more important, in greater demand, and under greater scrutiny than ever before.

As the asset development field itself continued to evolve, pressure to respond to consumers’ growing needs, while remaining accountable to a variety of stakeholders, also escalated. In this dynamic and challenging environment, sound demonstration of results became a key driver in determining which asset building programs are most effective. This, in turn, led practitioners and researchers to move beyond traditional performance-based evaluation approaches and seek ways to better measure the impact and effectiveness of an array of activities along the financial education, asset building, and asset preservation continuum. On a parallel track, foundations committed to supporting a variety of asset building activities also recognized the need to address gaps in outcome measurement, and were interested in funding the development of new outcome indicators and data collection tools that would have relevance for the field as a whole.

The Financial Capability Outcome Indicators Project responds to this demand for timelier and more meaningful evaluation measures, as well as a process that would enhance the capacity of practitioners to evaluate their work and test assumptions about their own theories of change, strengthening programs as a result. As this highly collaborative project took shape, spearheaded by Success Measures and a core group of asset development funders and practitioners, it was motivated by an overarching goal: to engage a wide range of stakeholders in a participatory process that would produce credible and accessible outcome-focused evaluation measures and tools to address gaps in current field knowledge. These new evaluation measures and tools would be designed for use by a variety of community-based groups to demonstrate change, over time, in consumers’ understanding and behavior about their personal finances within formal and informal systems.

Success Measures, a specialized outcome evaluation resource program for the community development field, based at NeighborWorks America, assumed the role of convener for the project. An innovator in participatory outcome evaluation and the development of collaboratively-designed shared outcome measures, Success Measures’ approach is rooted in a hands-on field-building process that aligned well with the objectives of the Financial Capability Outcome Indicators Project. The Corporation for Enterprise Development (CFED) and Woody Widrow, Executive Director of RAISE Texas, served as key project partners, providing added context and access derived from their expertise in the asset building field. The project received initial support from a core group of funders that included NeighborWorks America, the F.B. Heron Foundation, and the Walter and Elise Haas Fund.

1 The term “financial capability” encompasses an approach that moves beyond “financial education” and “financial literacy” to include strategies that focus on motivating longer-term changes to financial attitudes and behaviors. These programs offer access to a wide array of financial counseling and coaching, products and services, and ongoing support and incentives all aimed at helping consumers gain greater economic stability, resiliency and assets.
The Project’s diverse funding has also included support from the North Carolina Association of Community Development Corporations (NCACDC) and the Federal Reserve Bank of Richmond. In 2008, the initiative was expanded through a major two-year commitment from the Citi Foundation that included support for the critical field test and demonstration phases of the project.

In order to identify gaps in the available evaluation measures and literature, and as part of an extensive due diligence process, Success Measures conducted a comprehensive literature review and a survey of practitioners, leading researchers, and entities that included the Federal Reserve and the U.S. Department of the Treasury. In addition to a summary report produced from this field reconnaissance, and as a means of further defining the factors that were most important to measure, the Project gathered input from nearly 70 stakeholders through structured Working Group sessions held over the course of six months, to define a vision of what the tools would comprise and how they could be most useful. (See complete list of participants and summary report in Appendices.) The result of this process was the creation of a set of evaluation measures to track changes in consumer attitudes and behavior related to financial capability. These measures are a suite of brief data collection tools comprised of 67 tools developed for adults and 49 tools developed for youth. They include surveys, interviews, and client data forms that can be used alone, or in combination, to create evaluation plans tailored to a wide variety of financial capability programs and services. During 2009, with additional funding support from the Arizona Community Foundation, the new outcome indicators and data collection tools were field-tested by 19 community-based organizations nationwide.

In keeping with the initial, field-building objectives of the Project, and to enhance access to the resulting tool set, Success Measures is providing the new tools through this publication, as well as to subscribers of the Success Measures Data System (SMDS) at www.successmeasures.org. In addition, this guide offers an overview of Success Measures and the tool development process. It also includes an introduction to the tools, experiences of organizations that have used them, and perspectives from technical assistance providers who served as “coaches” for the organizations that tested the tools in a demonstration project in 2010.

This publication is funded by Citi Foundation, whose generous contributions and ongoing guidance and support have proved catalytic, not only by advancing the goals of the Project, but in laying the groundwork for a more expansive national scaling effort that promises to further advance the field. Success Measures hopes that the financial capability evaluation tools offered here, as well as the story of their development, will provide practitioners, researchers and funders with easy-to-use, value-added options for evaluating their clients’ outcomes and, in doing so, create even more effective programs and services.

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2 Donelson, Angela Ph.D., A Framework for Developing Outcome Tools for Practitioners along the Asset Continuum, Success Measures, NeighborWorks America 2008.
**Success Measures at NeighborWorks America**

NeighborWorks America, a Congressionally-chartered nonprofit organization, is a national leader in affordable housing and community development. For more than three decades, it has worked to create opportunities for low- and moderate-income people to live in affordable homes in safe, sustainable neighborhoods. Headquartered in Washington, DC, NeighborWorks America operates through a national office and eight regional field offices.

Based at NeighborWorks America, the Success Measures social enterprise is a specialized outcome evaluation resource for the community development field. It offers an integrated set of evaluation consulting, technical assistance, training, and technology services for community-based organizations, intermediaries, funders, and funder collaboratives seeking to learn from and demonstrate the results of their programs and investments in communities across America. Success Measures assists community-based organizations and their funding partners to plan and conduct evaluations using a growing, well-vetted set of over 80 indicators and 240 data collection tools that measure results of a broad range of activities in the areas of affordable housing, economic development, neighborhood revitalization, community building and organizing, and financial capability. These data collection tools are in the form of surveys, interview and focus group guides, checklists, spreadsheets, and other instruments to array or analyze numeric program and secondary data. A participatory approach engages stakeholders in the evaluation process and equips them with the tools they need to document outcomes, measure impact, and inform change.

Success Measures spent more than seven years developing and testing shared outcome evaluation measures and a participatory evaluation approach with community development practitioners, funders, intermediaries, and researchers across the country. Since moving to NeighborWorks America in 2004, Success Measures has supported more than 300 community-based organizations and 28 foundations, intermediaries, and public sector funders to measure program and community level outcomes and integrate evaluation into their ongoing work.

Organizations that use Success Measures also have access to the Success Measures Data System (SMDS), a Web-based application that hosts a library of user-friendly, tested data collection tools, applied alone or in combination to measure the results of community development programs. SMDS also structures data collection for field work or online delivery, tabulates, aggregates, and stores the resulting evaluation data for easy retrieval or download for further analysis.

In addition to developing the financial capability tools introduced here, Success Measures has recently led field-building collaborations of funders, intermediaries, researchers, and community-based practitioners to create new evaluation indicators and tools in the areas of community stabilization, green affordable housing and communities, and the value of community development intermediary services.
Overview
Several factors converged to produce the Financial Capability Outcome Indicators Project. Key among these are:

- Growing capacity and interest from a wide range of practitioners in participatory outcome measurement,
- Willingness on the part of leading practitioners and intermediaries to share knowledge to develop evaluation measures that would address gaps in the asset development and financial education field broadly defined, and
- Availability of philanthropic resources to support an effort that was characterized by a high degree of collaboration, transparency, and precision.

As noted in the introduction to this report, the Financial Capability Outcome Indicators Project was prompted by a field-wide recognition of the need for a set of measurement tools that evaluated the outcomes of activities taking place along the asset building continuum. Practitioners and funders were interested in moving beyond documentation of outputs to capture more nuanced, longer term transformations – how clients’ attitudes and behaviors actually changed as a result of specific financial capability programs.

Success Measures was pleased to have the opportunity to lead this innovative action research project. Because the development, testing, and application of shared outcome measures is one of its primary areas of expertise, Success Measures was able to address the outcome evaluation interests of its colleagues in the asset development field in a responsive way. The effort also benefitted from Success Measures’ position within NeighborWorks America, a national leader in homeownership and foreclosure counseling; its working relationships with community development, asset development and financial capability practitioners; and its longstanding partnerships with funders who supported asset programs. All these elements combined to further ground and integrate this collaborative effort.

Involving Stakeholders
Because the Success Measures approach to creating new indicators and evaluation frameworks is highly participatory, key stakeholders were actively engaged throughout the indicators development process. Leaders in financial coaching, financial education, asset building and asset preservation programs, as well as philanthropy, were recruited to tap best thinking related to gaps in measurement and understanding of client-level financial change. These thought partners became the Project’s Working Group, a microcosm of the asset development field that included policymakers, researchers, technical assistance providers, and clients from local, statewide, and national arenas. (See list of Advisory Working Group Participants in Appendices.)

Their input shaped every stage of the Project, from defining the parameters of the preliminary evaluation framework, to monitoring the progress of the field test and demonstration sites, to reviewing and helping to refine the final set of indicators and data collection tools.

The project funders’ contributions within the Working Group were integral to its success for several reasons. The engagement of senior foundation staff, many of whom are recognized leaders in the asset field, helped to leverage additional resources and a wider ring of stakeholders, including policymakers and leading academics. Their strategic, expansive thinking encouraged the Working Group to pursue creative, out-of-the-box approaches. The active involvement of these “champions” also raised the overall visibility and enhanced the credibility of the Project.
Benefits of Using the Financial Capability Tools

The broad stakeholder engagement in the development, testing, and demonstration use of these new tools ensured that, while they are aimed primarily for community-based practitioners, the tools can be used by a broad spectrum of nonprofits and funders to evaluate a wide array of financial capability programs. The following highlights just a few of the benefits to be derived from using the tools, for these key stakeholder groups.

**Funders**
- Offers a rigorous, credible way to determine the efficacy of funded programs, in order to improve accountability.
- Enhances the skills of staff in helping build grantees’ capacity to refine programs, better assist clients, measure change, and demonstrate results.
- Shows donors the concrete ways in which grantees benefitted from program evaluation tools.

**National Organizations and Researchers**
- Promotes innovative programs and ideas.
- Sharpens understanding of what practitioners need to know, thus helping to guide future research.
- Advances advocacy and promotes policy reform through the use of tested, shared metrics to underscore what works in the field of financial capability.

**Practitioners and Technical Assistance Providers**
- Refines and improves programs.
- Helps to serve clients more effectively by using evaluation metrics that are culturally sensitive and respond to local contextual issues within formal and informal systems.
- Leverages resources by using evaluation results to tell stories of impact and change over the short- and long-term.

**Consumers**
- Recognize personal financial attitudes and behaviors and identify the effect these have on one’s ability to achieve financial security goals.
- Become more motivated to improve management of personal finances by seeing progress toward reaching one’s financial goals.

Creating the Evaluation Framework and Tools

During initial meetings for the Project’s Working Group, in August 2008, 30 practitioners, funders, and researchers identified a number of needs shared across the financial capability spectrum that a set of financial capability tools should address. The Working Group agreed that the new evaluation measures and tools should have the following attributes.

- **Capture a blend of individual-, household- and family-level outcomes.** Successful asset building often involves, and even requires, the engagement of family members (including multiple generations) and friends. At other times, assets only accrue to individuals or households.
- **Capture the impact of bundled services.** Researchers and practitioners struggle to understand how different levels, types and timing of services impact outcomes. Tools that consider the effects of tailoring and layering asset services would help practitioners and researchers understand how to better target program interventions.
• **Assess the impact of communally held assets.** These would enable evaluators to examine how shared ownership strategies (such as land banks or trusts and culturally specific communal assets that build shared financial, natural, physical and institutional capital) create wealth for individuals as well as communities.

• **Take into account varied definitions of “community.”** “Community” can refer to the family, neighborhood, city, state, policy network, etc. Because of its wide-ranging nature, practitioners should be able to choose a definition appropriate for their work.

• **Capture the role of the informal economy and informal exchange.** These strategies are critical to asset building success among low-income and underserved populations.

• **Track clients consistently.** Different organizations have traditionally used different standards for measuring demographics and financial status.

• **Be outcome-focused, rather than program-focused.** For example, a tool should ask clients about their perceptions of their ability to save and manage money, rather than evaluating only the program itself. This would be appropriate for a financial education program, a matched-savings account program or a homebuyer education class.

From articulation of these shared goals, the Working Group proceeded to develop a specific shared outcome measures framework, or outline, that described different dimensions of financial capability. After testing, revisions, and refinement, the outcomes in the framework evolved into the following seven categories, or dimensions, that systematize the financial capability tools developed by Success Measures:

- Individual/Family/Household Background
- Individual/Family/Household Financial Status
- Financial Behavior
- Financial Attitudes
- Non-Financial Aspects of Well-Being and Security
- Informal and Communal Assets
- Asset Preservation: Foreclosure Mitigation

As the evaluation framework took shape, it became clear that the range of activities along the financial capability spectrum, which have typically been developed in separate silos and traditionally considered to address different issues, actually share many common goals related to increasing economic self-sufficiency and achieving long-term security and well-being. By recognizing and focusing on these interdependencies, the new tools give practitioners the opportunity to accurately measure the quality of services and programs using a common set of metrics.

Between September 2008 and January 2009, additional input was elicited from a wider group of stakeholders convened in two more Working Group sessions. At the end of this stage in the Project, Success Measures had synthesized feedback from more than 70 experts, and developed the following tools to measure the impact and effectiveness of an array of financial capability programs. (See Part 2, beginning on page 27 for full text financial capability tools.)
### Success Measures Financial Capability Indicators and Tools  *For Adult Participants*

#### Individual/Family/Household Background

- **Household Composition**: Documents characteristics (e.g., gender, race, marital status) and relationships of individuals in household and any changes in the past year.
- **Financial Education**: Documents what financial education and/or counseling the client has received from the organization and elsewhere.
- **Financial Support for Others**: Documents financial support provided by the respondent to others.

#### Financial Behavior

- **Saving Behavior**: Focuses on saving behavior, use of bank accounts, reasons for saving, and how often and where one is likely to save money for future goals.
- **Spending Behavior**: Documents spending behavior including paying bills, use of sales or coupons when shopping, and whether one tracks and plans one’s spending.
- **Managing Debt**: Focuses on major debt and how to manage debt, including residential loans, vehicle and student loans, and other types of loans.
- **Building and Managing Credit**: Focuses on experience building and managing credit, such as use of credit cards, debit cards, prepaid cards, and whether one has looked at his/her credit report or knows his/her credit score.
- **Response to Financial Change**: Focuses on how the client has in the past or will in the future respond to a significant change in financial situation, such as a sudden reduction in income or an unexpected expense of significant size.
- **Strategic Use of Formal Financial Resources**: Focuses on how the respondent uses formal financial resources, from banking to long-term investments and retirement savings products.
- **Bill Payment Behavior**: Focuses on how the respondent manages bill payment, the types of bills he/she has and various methods for paying them, and how he/she has managed/would manage if he/she did not have the funds to pay a bill one month.

#### Financial Attitudes

- **Attitudes Toward Saving**: Measures attitudes toward saving, including where one secures his/her information, whether one plans to save, and how important is saving to him/her.
- **Attitudes Toward Spending**: Focuses on attitudes toward spending including one’s priority expenses and whether he/she believes himself/herself to be a “smart spender”.
- **Attitudes Toward Credit and Debt**: Measures attitudes toward credit and debt, using credit, and going into debt for major items.
- **Attitudes Toward Financial Situation and Future**: Focuses on attitudes about whether one feels financially secure now and whether he/she believes his/her financial situation will improve.
- **Attitudes Toward Use of Financial Resources**: Focuses on attitudes toward financial resources that are available, how one secures information about financial resources and their use, the level of importance those resources have, and a self-assessment of skill level in utilizing financial resources appropriately.
- **Attitudes Toward Having Enough**: Focuses on attitudes toward having enough, however the client defines that; how important it is to him/her to be able to pay for his/her education or that of his/her children or others; and how he/she feels about his/her current financial situation.
- **Attitudes Toward Homeownership**: Focuses on attitudes about homeownership.
- **Attitudes Toward Entrepreneurship**: Focuses on attitudes toward entrepreneurship.

#### Non-Financial Aspects of Well-Being and Security

- **Training and Educational Attainment**: Documents levels of training and educational attainment.
- **Sense of Well-Being**: Focuses on how the client perceives himself/herself and his/her life and neighborhood.
- **Family and Household Dynamics**: Documents the current household dynamics around financial decisions, and how having children in the household may affect these dynamics.
- **Civic Engagement and Political Participation**: Focuses on the client’s level of participation in civic activities.

#### Informal and Communal Assets

- **Social Networks and Informal Exchange**: Documents use of social networks and informal exchanges such as bartering for goods and services.
- **Communally Held Assets**: Focuses on involvement with communally held assets.

#### Asset Preservation: Foreclosure Mitigation

- **Status of Mortgage**: Documents the current status, disposition, and/or modification of the client’s mortgage.
- **Experience with Counseling Services**: Focuses on experience with foreclosure prevention counseling services.
Success Measures Financial Capability Indicators and Tools For Youth Participants, Ages 14-24

Individual/Family/Household Background

Household Composition: Documents the makeup of the household and any changes in the past year.

Financial Education: Documents what financial education and counseling the respondent has received from the agency and elsewhere.

Individual/Family/Household Financial Status

Income and Expenses: Documents income, expenses, and the predictability of both.

Asset Cushion: Documents access to cash, credit and retail cards, and home equity.

Financial Behavior

Saving Behavior: Focuses on saving behavior, use of bank accounts, reasons for saving, and how often and where one is likely to save money for future goals.

Spending Behavior: Documents respondent’s spending behavior including how they pay bills, whether they wait for sales or use coupons, and whether they track and plan their spending.

Managing Debt: Focuses on how respondents manage major debt, including residential loans, vehicle and student loans, and other types of loans.

Building and Managing Credit: Focuses on respondent’s experiences building and managing credit, such as use of credit cards, debit cards, prepaid cards, and whether respondents have looked at their credit report or know their credit score.

Response to Financial Change: Focuses on how the respondent has in the past or will in the future, respond to a significant change in financial situation, such as an unexpected cash gift or expense of significant size.

Strategic Use of Formal Financial Resources: Focuses on the use of formal financial resources, from banking to long-term investments and retirement savings products.

Financial Attitudes

Attitudes Toward Saving: Measures attitudes toward saving including where respondents secure their information, if they plan to save, and how important saving is to them.

Attitudes Toward Spending: Focuses on attitudes toward spending, including priority expenses and whether respondents believe themselves to be “smart spenders”.

Attitudes Toward Credit and Debt: Measures attitudes toward credit and debt, including using credit and going into debt for major items.

Attitudes Toward Financial Situation and Future: Focuses on attitudes about whether respondents feel financially secure now and whether they believe their financial situation will improve.

Attitudes Toward Use of Financial Resources: Focuses on attitudes toward financial resources that are available and the level of importance those resources have.

Attitudes Toward Owning Your Own Business: Focuses on attitudes toward owning a business and whether it is something the respondent would like to undertake in the future.

Social Networks

Social Networks and Informal Exchange: Documents respondent’s perception of the strength of their social networks, use of non-monetary exchanges, and borrowing and lending money.

Peer/Friend Dynamics: Focuses on the ability to talk about money with close friends, the financial behavior of close friends, and the perceptions of others about their financial behavior.

Non-Financial Aspects of Well-Being and Security

Educational Attainment and Training: Documents levels of educational attainment and training.

Sense of Well-Being: Focuses on how respondents perceive themselves, their capabilities, and their community.

Family and Household Dynamics: Documents the current household dynamics around financial decisions.

Civic Engagement and Political Participation: Focuses on respondent’s level of participation in civic activities.
Refining the Evaluation Framework and Tools

The new financial capability tools were field-tested by 19 nonprofit organizations and their financial capability clients across the country. (See complete list of Field Test and Demonstration Sites in Appendices.) Each participating organization received a modest stipend to offset staff time and provide for client incentives such as grocery, phone, or gift cards.

Success Measures team members conducted site visits with each participating organization, working with each to interview clients (both youth and adults) one-on-one, in English and Spanish, using the tools. After the interviews, clients were asked for their feedback on the tools themselves. Their responses focused on four areas of particular interest to Success Measures staff and the consultant responsible for tool development. These related to question wording, ability/willingness of those interviewed to respond, overall client reaction, and interview administration.

In many cases, a survey’s structure — the question wording and order — was changed as a result of client feedback. For example, the tools originally emphasized the notion of “wealth creation.” Based on responses from those interviewed during the field test, Success Measures learned that for many clients, this was not a meaningful concept. When clients did have a particular impression of “wealth creation,” they related it either to someone else wielding power over them, an unattainable goal, or as a reference to people who were generally living lifestyles completely unlike their own, such as well-known actors or politicians. When asked how the language used in the tools could be changed to convey and capture a concept of financial well-being that would have meaning for them, clients of programs across the financial capability spectrum suggested “having enough to do the things that I/my family want to do.”

In response to this nuanced, constructive feedback, the language and emphasis of the tools was shifted from the accumulation of resources as a stand-alone positive financial activity/behavior, to center on the idea of clients having enough money to not only do what they need to do, but also what they want to do. This could include a wide variety of behaviors, such as saving money without anxiety, paying bills, sending children to college, supporting elders, or passing down money to younger generations.

Another way in which the tools were adjusted related to the ability and willingness of clients to respond to certain interview questions of a more personal nature, such as inquiring about the exact amount in a client’s savings account. The tools were refined to be less intrusive and more sensitive to the realities of people’s lives. It was also critical to ensure that the tone of the questions was in keeping with cultural norms. For example, in an original version of a tool regarding behavior and financial change, the questions all assumed negative financial change such as job loss or divorce. In their responses, clients emphasized the importance of addressing positive changes, like an increase in income or receiving a financial gift of $50 or more. Clients wanted to capture real behavior changes, which they indicated were truly “tested” when their financial situations improved, not only when they were challenged.
Demonstrating Use of the Tools

As a final step in the development of the financial capability tools, 10 of the original 19 organizations that took part in the field test were selected to participate in a more in-depth, applied demonstration of the tools. These pilot groups worked closely with the Success Measures team over an eight-month period, using the new tools to evaluate a sample of clients from their financial capability programs.

Specifically, during this demonstration phase of the Project, a Success Measures technical assistance provider or “coach” helped each organization identify its desired outcomes, choose the appropriate tools to measure those outcomes, then assist in collecting information from clients, and analyzing the data gathered. Because this was a demonstration, organizations kept the number of participants lower than would normally be the case in a comprehensive evaluation, using the tools with up to 40 clients per organization. Because the demonstration organizations were able to focus on how to embed the tools into their programming effectively, this pilot process ended up adding value to, rather than taking time away from, essential ongoing work. Feedback from organizations that took part in the demonstration reinforced the value of this technical assistance or coaching process to help plan and implement the evaluation, as well as help build internal organizational capacity to use the evaluation findings to inform and improve programs.

At the conclusion of the Project’s demonstration phase, each organization presented its findings at a convening hosted by the Citi Foundation and held in conjunction with the Corporation for Enterprise Development’s (CFED) biannual Assets Learning Conference, in September 2010. The presentations, and related panel discussions led by Success Measures, focused on the tool development process, lessons learned, and guidance on integrating participatory outcome evaluation into financial capability programming in ways that would help to inform the efforts of practitioners, funders, and researchers.

Finally, based on analysis of feedback from the Project’s demonstration organizations, the tools were further divided into shorter, more manageable modules, providing practitioners with greater flexibility to adjust and align the length of the tools to individual program needs. (See full tool set on pg. 27)
The following brief case examples of a sample of organizations participating in the field test and demonstration use of the Success Measures Financial Capability Tools illustrate how these tools can be used by different types of organizations to evaluate client level change resulting from a broad range of financial capability programs. In 2011 and 2012, 31 additional organizations supported by Citi Foundation through a national partnership with NeighborWorks America, are actively using these new measures to document the results of financial coaching programs.

Evaluating a Financial Coaching Program

For more than a decade, The East Bay Asian Local Development Corporation (EBALDC) has administered programs that promote financial literacy, economic self sufficiency, asset accumulation, and poverty reduction for low-income individuals and families in Oakland, California.

During the field test and demonstration phases of the Financial Capability Outcome Indicators Project, the Success Measures evaluation tools were used by EBALDC to:

- Help the organization learn more about clients enrolled in its financial coaching program;
- Determine how to help them cultivate attitudes and behaviors that facilitate their financial goals; and
- Capture short-term shifts within attitudes and behaviors that will lead to long-term outcomes.

EBALDC interviewed 11 of its most engaged financial coaching clients, the majority of whom are low-income African-American women providing support to children. Most are focused on improving credit and building savings to meet a specific goal (e.g., adding to their IDA to secure homeownership, start a small business, or pay down debt).

***VOICES FROM THE FIELD***

Client Benefits

The financial services coordinator for Oakland’s East Bay Asian Local Development Corporation (EBALDC), one of the 10 organizations that participated in the Success Measures demonstration project, says that many of her clients were frustrated with their seeming inability to catch up on their debt while simultaneously saving money. Success Measures’ financial capability tools helped the practitioners have this conversation with their clients and come up with a solution. “The result,” the staff member said, “was to get them to save very small amounts—even if it was just $10 per month—which we found really alleviated some of that frustration.”
After using evaluation tools, including *Attitudes Toward Saving*, *Attitudes Toward Credit and Debt*, and *Attitudes Toward Having Enough*, EBALDC found that its clients:

- Have a strong desire for financial stability and do not currently feel stable;
- Feel that saving for a variety of goals is very important but are dissatisfied with their current savings;
- Are not sure how to save more;
- Are generally uncomfortable with debt;
- Feel that they know how to improve their credit but are less confident about getting and reading a credit report; and that
- They most trust one-on-one financial counseling and workshops for guidance, rather than written information.

EBALDC’s financial services coordinator found the tools “comprehensive, well thought-out and easy to use.” She said, “Sometimes I learned things I didn’t know, or that I knew only anecdotally, but never had any way to document.” As a next step, EBALDC is in the process of determining how to best integrate the Success Measures Financial Capability Tools with the other client tracking tools it is already using.

The financial services coordinator’s immediate goal is to use the tools with all 40 of EBALDC’s current financial coaching clients. Staff is excited about continuing the process of tracking change over time, using the data collected to identify shifts in behaviors and attitudes, then customizing the tools in response to program objectives and clients’ capacities and needs.

**Evaluating a Foster Care Youth Transition Program**

The New York City Youth Financial Empowerment (YFE) program was designed to help young people between the ages of 16 and 21 transition from foster care. YFE contributes to the success of youth transitioning to adulthood by raising their awareness of effective financial management through savings and asset building.

YFE envisioned using the Success Measures evaluation to gauge youth attitudes and behaviors toward financial practices, and to find out how YFE could help their clients cultivate attitudes and behaviors about saving that would help to ensure a smooth transition from foster care. The financial capability tools used were *Attitudes Toward Saving*, and *Saving Behavior*.

YFE surveyed 22 youth, about one-fifth of those served in a year. Through the survey, YFE learned that:

- A significant portion of youth is saving, but many are not utilizing formal banking institutions to do so.
- Of those saving, the focus is primarily on short-term goals (things they need in real time, such as rental security deposits, emergencies, and education).
- There is a culture of saving behavior that supports the transition from foster care that YFE had not recognized. This took the form of keeping savings at home and tapping it when needed.
During the evaluation process, YFE also learned that:

- Incorporation of the youth voice adds to the effective development of the tools and facilitates their implementation.
- Youth trusted staff to ask probing questions while completing the tools.

The Youth Financial Empowerment Program has shared the Success Measures evaluation results internally and intends to continue to use the results to refine programs going forward. Staff is determining when to best administer the evaluations, realizing that they can be used to benchmark clients’ pre- and post-involvement in the YFE program. Delivery of the tools is also being re-calibrated. YFE previously delivered coursework in-house, but now contracts with facilitators to conduct site-based trainings. Additional training on how to use the tools must be developed for this new cadre of technical assistance providers.

For staff of the Youth Financial Empowerment (YFE) program, the benefits to clients of the Success Measures Financial Capability Tools were clear. According to YFE’s project lead, “The beauty of the tools is that Success Measures staff interviewed the population. Our youth 16 to 21 were very candid about the way some of the questions were worded. Success Measures then tweaked the questions so that the two tools we used had an authentic voice that the youth could relate to.”

**Evaluating an Asset Building Program**

The Primavera Foundation is a veteran, multi-service community-based organization that serves low- and moderate-income individuals and families in Tucson and Pima County, Arizona. Its mission is to provide pathways out of poverty through safe, affordable housing, workforce development, and neighborhood revitalization.

Its well-established asset building programs include financial education (including a special three-year program for mothers with daughters between the ages of 6 and 16), homeownership education, homeownership promotion and preservation, and neighborhood revitalization through new construction and housing rehabilitation.
Prior to the financial capability evaluation demonstration, Primavera had only been collecting quantitative demographic information. It lacked the appropriate tools to track behavior or attitudes, but was interested in understanding additional client information such as:

- How they accessed and used formal financial resources;
- The range of options they used to make payments;
- Whether they invested;
- How they accessed and used credit;
- How wisely they spent money; and
- Whether they budgeted.

“Being able to be in the demonstration project was very useful,” said Peggy Hutchison, CEO. “It put us in the forefront of being able to look at what long-term changes you’re making in people’s lives and in the community. This is what we want to know, and also what funders want to know. People want more than numbers.”

“The evaluation tools also help answer the question, ‘Why’?, said Cammie Dirrim, Chief Compliance and Information Technology (IT) Officer, who was the team leader for the evaluation project. “This whole housing and financial crisis we’ve been in — why? We knew anecdotally that people who got homebuyer education were not for the most part the ones who foreclosed. Now we have data, not just our stories, that shows you that. We can use that data to get financial institutions to invest in what works.”

Primavera has used the data it collected during the demonstration in several different ways. This included restructuring some of its homeownership programs by applying the evaluation survey tool just after the orientation of new homeownership education clients, then again at the end of the financial fitness classes, at which point Primavera compiles and analyzes the data. The organization also uses the evaluation tools in its one-on-one financial coaching activities.

In some cases, Primavera assists clients who anticipate purchasing a home or building other assets, over the course of several years. For this reason, it plans to administer select financial capability tools every six months to give the organization a clear idea of how its clients’ behaviors are changing.
The organization’s funders are very interested in, and “really like” that they are using the evaluation tools, Dirrim said. “I think it’s too soon to have a longitudinal assessment of enough people to show a correlation between changes in behaviors and attitudes. That’s another reason we’re surveying every six months. If credit scores increase, or if they get halfway to their goal of savings, then we’ll be able to show a direct correlation between our programs and their outcomes. Our funders really want to hear more about that.”

Dirrim noted that it can be challenging using the evaluation tools. “Not everyone has an IT officer or someone working on MIS evaluations, so you need to get buy-in from the executive director or CEO, the program director, and the staff. I think that’s really key. It’s also important to figure out what size piece can you bite on that won’t choke you. You need to ask, ‘What can we do that won’t overwhelm us, but gets us into it slowly but meaningfully?’ That’s important.”

Hutchison found the Success Measures coach to be “extremely helpful to us in getting things started off, helping us see the whole picture. There are a lot of things to think about when you’re first doing it. It’s a learning process and having a coach helps you set up a strong evaluation with a lot of meaning for the long term, rather than setting up one that won’t work over time.”

Also, through the demonstration project, Primavera discovered that there was “a certain level of knowledge our clients tended to have,” Hutchison said. “One of the surveys was a little too detailed. So we determined that we would change the survey – not use the Strategic Use of Financial Resources one, but the Saving Behavior one. This is what we wanted to focus on — saving and spending behavior. This helped us get a better hold on customer needs.”

One of the things they found through the evaluations “was that not a lot of our clients used payday lending,” said Hutchison. “We were surprised that most did not use them. That was good to find out.”

“Another surprise,” Dirrim said, “was how many people lent money to family or friends — and how many had a former relationship with a bank but did not use it to pay some bills.”

For future evaluations, Primavera expects to make several enhancements such as to:

- Merge Success Measures surveys with intake information from its basic client intake and tracking databases to identify changes in behaviors and/or client status over time;
- Add a few questions from the Attitudes Toward Spending tool to its evaluation to gain a clearer sense of how clients address their “wants” vs. their “needs,” especially for clients who buy on impulse;
- Replace questions about Attitudes Toward Investment with Attitudes Toward Saving to gain a better sense of why clients put aside money as savings, how often and why money they put aside as savings is used on something other than for their savings goals, and where clients put money when they save.

“Down the road we may use some tools to measure community and civic engagement around advocacy, and community engagement around financial issues,” Hutchison said, with regard to future evaluation plans.
Evaluating a Community Development Corporation

Nogales Community Development Corporation (NCD) works to build thriving communities in Nogales and Santa Cruz County, Arizona, by providing management assistance for commercial revitalization and affordable housing projects, business support for entrepreneurs, and asset development counseling for individuals and families.

NCD participated in the financial capability tools demonstration project so that staff members could begin to systematically collect information that would help them better gauge the effectiveness of the organization’s IDA, financial education, business services, and foreclosure mitigation programs, as well as how their clients currently use financial resources.

NCD surveyed 60 clients, 24 of whom were foreclosure intervention clients and 36 were non-foreclosure clients. Twenty of these clients were new and 40 were already in NCD programs. For the foreclosure clients, NCD used the tools Strategic Use of Formal Financial Resources, and Experience with Counseling Services, and a section of the Spending Behavior tool. For the non-foreclosure clients, NCD used Strategic Use of Formal Financial Resources.

For new clients, NCD counselors administered surveys in group classes during program intake. Other clients self-administered the surveys, although many clients also received one-on-one assistance from staff. Most of the surveys were administered in Spanish, using the version of the tools available in Spanish.

After completing the data collection and analysis process, NCD concluded that clients were more financially sophisticated than previously assumed. There was a high degree of customer satisfaction with the foreclosure intervention program and a great deal of trust in the staff. Data revealed that those clients facing foreclosure were benefiting from counseling, but needed continued assistance with credit management and budgeting. The majority of clients not facing foreclosure appeared to be savvy about accessing financial resources. They recognized and avoided services with unfavorable terms, such as payday loans or auto title loans. While most of these clients had not made investments because they lacked steady sources of income, some did say that they would be likely to invest if they were provided with an adequate level of information that would enable them to make an informed decision.

NCD intends to use these findings to drill down deeper regarding the impact of its services on the community, and convey those results to its board and prospective funders. The demonstration project also spurred

VOICES FROM THE FIELD

Appreciating Evaluation at the Ground Level

According to a financial services coordinator for the East Bay Asian Local Development Corporation (EBALDC) in Oakland, the more precise, client-focused language of the tools made it easier for clients to recognize their own financial behaviors and move closer to reaching their personal financial goals. Using the financial capability tools with clients, the EBALDC staffer said, “helped us broaden what they wanted to focus on. For instance, they may have thought they wanted to focus on savings.”
candid conversations within NCD about how to develop and improve its services. For external audiences, the initial evaluation results are helping NCD find more effective ways to market and promote its programs and, internally, to continue to build its fundraising capacity.

**Evaluating a Homebuyer Education Organization**

For the past 15 years, Home HeadQuarters, Inc., in Syracuse, New York, has worked to create housing and related opportunities that improve lives and revitalize communities, for underserved residents in Central and Upstate New York. It does this by offering homebuyer education for first-time homebuyers, financial and homeownership counseling, foreclosure prevention, and real estate planning and development. A chartered member of the NeighborWorks network, Home HeadQuarters is also one of the largest regional providers of affordable home and energy improvement loans and grants to area homeowners.

As part of its homebuyer education program, Home HeadQuarters requires clients to attend a series of five two-hour classes and one-on-one meetings with a counselor that addresses topics such as credit and budgeting, financing a home purchase, shopping for a home, insurance, and the closing process.

For its participation in the demonstration phase of the Financial Capability Outcome Indicators Project, Home HeadQuarters chose to systematically collect information that would help it sharpen understanding of both the homeownership clients it serves, as well as the degree to which its program encourages financial behaviors that prepare clients for homeownership. With those objectives in mind, staff selected the following tools for the demonstration project:

- **Bill Payment Behavior,**
- **Spending Behavior,** and
- **Strategic Use of Formal Financial Resources.**

From the data collected, Home HeadQuarters discovered that, while many of its clients had difficulty paying bills and preserving their credit, most avoided payday lenders, cash checking stores, and other high-penalty lending services. Most of the clients actually did bank, but used cash and money orders to pay bills. Regarding facilitation of future evaluation efforts, Home HeadQuarters learned that it needed to collect demographic information at the beginning of the survey process, rather than at the end, when it was more difficult to gather, and that it needed to provide more guidance to clients when asking demographic questions related to household size.

As a result of information drawn from the demonstration, Home HeadQuarters now aims to promote access to a wider range of financial vehicles, to ensure that its clients have more flexible mortgage payment options; are using reasonably priced services to pay bills (e.g., low-cost money orders); can establish and retain good credit; and have action plans, developed with the assistance of Home HeadQuarters staff, that will help establish a path to greater financial stability. The organization also plans to expand its use of the financial capability tools, to include instruments such as **Saving Behavior** and **Building and Managing Credit.**

Home HeadQuarters expects to incorporate the data gleaned from the demonstration project as part of its applications to prospective bank sponsors and for follow-up with clients. It will also continue to analyze its delivery system on an ongoing basis as a means of continually refining and improving its homebuyer education courses.
Due in large part to the highly collaborative way in which the financial capability outcome indicators and tools have been developed, tested, and shared, this project has already gained considerable traction within the financial capability field. In May 2011, NeighborWorks America announced an unprecedented opportunity to expand and strengthen financial capability programs nationwide. Through a two-year, $5 million collaboration with the Citi Foundation, a scaling up initiative is currently underway, aimed at delivering state-of-the-art financial education and coaching needed to enable families to build their savings, reduce debt, and better manage their finances. As an important field-building component of the initiative, a cohort of thirty-one organizations will receive Success Measures training and technical assistance, as well as subscriptions to SMDS, using the new financial capability outcomes indicators and tools to conduct real-time evaluations of how the financial knowledge, attitudes, and behaviors of their clients change over time. Data culled from this process will be aggregated and shared among participants and a wider ring of stakeholders, thus adding to the body of knowledge regarding those practices that actually help low- and moderate-income families achieve greater financial security.

In addition, in an ongoing effort to keep colleagues in the field apprised of both the tool development process and the publication of the new financial capability outcome indicators and data collection instruments, Success Measures has made a series of presentations to peer networks that have included:

- U.S. Department of the Treasury, Financial Literacy and Education Commission
- The Asset Funders Network
- Grassroots Grantmakers
- Neighborhood Funders Group
- Federal Reserve Bank of Dallas; Federal Reserve Bank of San Francisco
- National League of Cities, Institute for Youth, Education and Families: Bank On Initiative
- NYC Department of Consumer Affairs, Office of Financial Empowerment

In all of these conversations, the overarching goal is to keep each other informed of disparate but related projects regarding the measurement of impact in the financial capability arena, in order to avoid redundant efforts and promote coordination — including the use of shared metrics — between similar activities whenever possible. An ancillary objective is to identify and promote effective ways for practitioners to build their own capacity to evaluate the outcomes of their financial capability programs.
A recent example of how this kind of peer-to-peer exchange of information and best practice has played out, involves Success Measures and senior staff from Toynbee Hall, one of the oldest community-based social service organizations in the United Kingdom. Introduced to the Success Measures Financial Capability Outcome Indicators Project at a Financial Education Summit hosted by the Citi Foundation, representatives from Toynbee Hall’s financial inclusion program were about to launch a national effort to gauge the impact of an array of financial education and counseling activities. They were just beginning to explore the feasibility of developing outcome measures very similar to those in the Success Measures toolkit. After recognizing the commonalities between the two approaches, Toynbee Hall was able to use a portion of its grant support from the Citi Foundation to visit with the Success Measures team in Washington, DC, and meet with a broad cross-section of practitioners and experts involved in the development of the financial capability tools. As a result, Toynbee Hall was able to draw from and adapt the Success Measures indicators and tools in the design of its own financial inclusion outcome evaluation framework, which is now being implemented in a demonstration test phase in the U.K. Success Measures staff and their colleagues from Toynbee Hall intend to share results and lessons learned from the implementation of their respective financial capability evaluation initiatives.

In a similar manner moving forward, Success Measures hopes to further deepen understanding of those strategies, products, and services that most effectively motivate longer-term changes to financial attitudes and behaviors, by forging research partnerships with public and private institutions interested in addressing the same issues. We are hopeful that release of the financial capability tools through this publication will encourage their broad dissemination and wide use by practitioners, researchers, funders, and policymakers. With information culled from ongoing application of the tools, these kinds of collaborations can only serve to advance efforts aimed at helping low- and moderate-income individuals and families secure a permanent place in the economic mainstream.
Practitioners can use the Success Measures Financial Capability Tools to evaluate changes in clients' financial attitudes, behaviors, and strategies. There are four different types of tools: surveys, interviews, forms, and forms over time; each type is tailored for different situations. By utilizing these tools in a systematic way, organizations can sharpen their understanding of what kinds of interventions and assistance best enhance their clients' prospects for achieving economic self-sufficiency and long-term financial security.

The financial capability outcome evaluation tools will be especially valuable to:

- Organizations that are establishing and implementing new financial capability programs and could use the tools in program planning and design;
- Organizations that already elicit client feedback about their programs and welcome new tools to better evaluate their efficacy;
- Organizations with financial capability programs that need to communicate clients’ stories, individually or in the aggregate, to funders, policymakers, and other stakeholders;
- Entities that fund financial capability programs and seek credible proof of outcomes that are a direct result of their investments.

Benefits of Using the Tools

Practitioners operating financial capability programs consistently search for more practical, reliable ways to evaluate the impact and effectiveness of their efforts. The new tools help them to:

- Understand more about individual clients in order to better serve them.
- Understand trends among broader groups of clients, to improve and modify.
- Help clients track and see their progress.
- Document change over time for client outcomes.

By using the financial capability tools, and incorporating this kind of evaluation into their ongoing work, practitioners will generate a body of outcome information that can be tapped to attract resources and enhance marketing, outreach, and advocacy activities. With broad and active adoption of a shared vocabulary, a common set of measurements, and more consistent reporting processes, these new tools have the potential to benefit the entire financial capability field.

How to Use the Tools

As noted, the financial capability outcomes evaluation framework consists of the following categories:

- Individual/Family/Household Background
- Individual/Family/Household Financial Status
- Financial Behavior
- Financial Attitudes
- Non-Financial Aspects of Well-Being and Security
- Informal and Communal Assets
- Asset Preservation: Foreclosure Mitigation
In order to ensure that the tools are as straightforward and user-friendly as possible, they are broken down into short modules. These can then be re-arranged or re-assembled as distinct sets tailored to an organization’s specific interests and needs. All of the tools are available in English and Spanish within the Success Measures Data System and in English in this publication. In addition, and in response to feedback from the project’s working group, the financial capability outcomes framework includes separate categories for adults and for youth, ages 14-24.

Within each of the evaluation framework categories, many possible outcomes can be measured, depending on the scope and objectives of an organization’s financial capability programs. Tool outcomes can be both short-term and long-term.

Examples of short-term outcomes (client focus):

- Knowledge of basic financial terms and concepts
- Immediate new financial behaviors, such as opening a bank account

Examples of long-term outcomes (client focus):

- Confidence in a positive financial future
- Practice of behaviors that ensure long-term financial stability, such as emergency savings
- Decreased and well-managed debt

An organization may also have goals of particular relevance to its own programs and services. For example, it might use the financial capability tools to:

- Understand clients’ attitudes towards spending and saving.
- Learn more about how clients develop and adjust a savings plan and strategically make spending decisions.
- Examine how clients strategically use financial vehicles that align with financial goals.
- Gauge clients’ knowledge of their debt and credit situation to assess current status and adjust financial behavior.

All of the financial capability tools can be accessed online through the Success Measures Data System (SMDS) for a modest subscription fee. SMDS enables users to manage, store, aggregate and share data collected in a practical online environment. Success Measures also provides customized training and technical assistance for organizations interested in learning how to use SMDS for their outcome evaluation data collection activities.

For more information on Success Measures products and services, contact Success Measures, 202.220.2330, successmeasures@nw.org.
VI. TOOLS FOR ADULTS
Captures core background information pertaining to household composition, financial education, and financial support for others.

**Household Composition** .................................................... 35
Documents characteristics (e.g., gender, race, marital status) and relationships of individuals in household and any changes in the past year.

**Financial Education — Part 1** ................................................ 38
Documents financial training or education classes taken and any financial counseling received from the organization.

**Financial Education — Part 2** ................................................ 39
Documents financial education training or counseling received elsewhere.

**Financial Support for Others** ................................................. 40
Documents whether and how individuals support others financially, either regularly or from time to time.
Thank you for taking the time to participate in this survey. We are interested in the composition of your household and any changes that may have occurred during the past year.

First, please tell us a little bit about your household.

1. Other than yourself, how many people live in your home?  
   ____________________________________________

2. What language is most often spoken in your home?  
   - English  
   - Spanish  
   - Other Specify: _______________________________

Next, please tell us about the others who live in your home.

For each household member one by one, complete a column of the attached grid by asking the following questions.

4a. What is this person’s gender?  
   - Male  
   - Female  
   - Transgender

4b. In what year was this person born? _________

4c. What is this person’s relationship to you?  
   - Spouse  
   - Partner  
   - Daughter/Stepdaughter/Son/Stepson  
   - Granddaughter/Step-granddaughter/Grandson/Step-grandson  
   - Mother/Mother-in-law/Father/Father-in-law  
   - Grandmother/Grandfather  
   - Sister/Sister-in-law/Brother/Brother-in-law  
   - Other relative  
   - Non-relative

4d. Does this person consider him/herself as Hispanic, Latino, or Latina?  
   - Yes, Hispanic/Latino/Latina  
   - No, not Hispanic/Latino/Latina

4e. What is this person’s race?  
   - Black/African American  
   - Caucasian/White  
   - American Indian/Aleut/Eskimo/Alaska Native  
   - Asian  
   - Native Hawaiian/Pacific Islander  
   - Mixed race

4f. Which of the following is this person’s current marital status?  
   - Never married  
   - Married  
   - Separated  
   - Divorced  
   - Widowed

5. What is your first language?  
   - English  
   - Spanish  
   - Something else Specify: ______________________

Now, we would like some information about you as an individual.

3a. Gender:  
   - Male  
   - Female  
   - Transgender

3b. In what year were you born? _________

3c. Do you consider yourself as Hispanic, Latino, or Latina?  
   - Yes, Hispanic/Latino/Latina  
   - No, not Hispanic/Latino/Latina

3d. What is your race?  
   - Black/African American  
   - Caucasian/White  
   - American Indian/Aleut/Eskimo/Alaska Native  
   - Asian  
   - Native Hawaiian/Pacific Islander  
   - Mixed race

3e. Which of the following is your current marital status?  
   - Never married  
   - Married  
   - Separated  
   - Divorced  
   - Widowed

3f. What is your first language?  
   - English  
   - Spanish  
   - Something else Specify: ______________________

Thank you for taking the time to participate in this survey. We are interested in the composition of your household and any changes that may have occurred during the past year.
4g. What is this person’s first language?
   ○ English
   ○ Spanish
   ○ Something else Specify: ______________________

Next, I’d like to know about any recent changes in your household’s composition.

5. During the past 12 months, has anyone moved out of your household?
   ○ Yes Go to question 6.
   ○ No Go to question 7.

6. How many individuals moved out? __________________

   Move Out 1:
   6a. In what year was this person born? ______________
   6b. For how many months out of the past 12 months did this person live in your household? ______________
   6c. Why did this person move out of your household?

   Move Out 2:
   6d. In what year was this person born? ______________
   6e. For how many months out of the past 12 months did this person live in your household? ______________
   6f. Why did this person move out of your household?

7. During the past 12 months, has anyone moved into your household? __________________
   ○ Yes Go to question 8.
   ○ No Go to question 9

8. How many individuals moved in? __________________

   Move In 1:
   8a. In what year was this person born? ______________
   8b. For how many months out of the past 12 months did this person live in your household?

   Move In 2:
   8c. In what year was this person born?
   8d. For how many months out of the past 12 months did this person live in your household? ______________

Finally, a question about any recent moves your household may have made.

9. During the past 12 months, did your household move from one residence to another?
   ○ Yes Go to question 9a.
   ○ No Skip remaining question. The survey is complete.

9a. Why did your household make that move?
   ____________________________________________
   ____________________________________________
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<th>Person</th>
<th>a. Gender</th>
<th>b. Year Born</th>
<th>c. Relationship</th>
<th>d. Hispanic/Latino</th>
<th>e. Race</th>
<th>f. Marital Status</th>
<th>g. Language</th>
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<td>○ Married</td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
<td>○ Separated</td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>○ Divorced</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>○ Widowed</td>
</tr>
<tr>
<td>3</td>
<td>○ Male</td>
<td>○ Female</td>
<td>○ Transgender</td>
<td>○ Yes</td>
<td>○ No</td>
<td>○ Black/African American</td>
<td>○ Never married</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td>○ Divorced</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>○ Widowed</td>
</tr>
</tbody>
</table>
The purpose of this tool is to concisely document the financial training and financial counseling you have received.

Record in the following table any formal courses, seminars, or workshops you have completed on financial matters or money management.

<table>
<thead>
<tr>
<th>Title of Course, Seminar, or Workshop</th>
<th>Organization Offering the Training</th>
<th>Duration</th>
<th>Total Hours</th>
<th>Date Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
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<tr>
<td>3</td>
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<td>4</td>
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<tr>
<td>5</td>
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</tr>
<tr>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Record in the following table any one-on-one financial counseling sessions you have completed.

<table>
<thead>
<tr>
<th>Counselor’s Name</th>
<th>Counselor’s Organization</th>
<th>Number of Sessions</th>
<th>Average Session Length</th>
<th>Counseling Topics Covered</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. We are interested in what financial training, if any, you have had in the past.

First, please think about any formal courses, seminars, or workshops about financial matters or money management you may have attended. These classes, which can be offered by places such as schools, community organizations, and government agencies, are typically held for a group of people in a classroom or training setting. They can cover a wide variety of different topics and may include information on credit, debt, budgeting, saving, or financing.

1. Before you turned 21 years of age, did you attend any of these types of formal financial courses, seminars, or workshops?
   - Yes  Go to question 1a.
   - No  Go to question 2.

   1a. Where did you attend these sessions?

   _______________________________________________________________________________________________

   1b. What types of topics were covered in these sessions?

   _______________________________________________________________________________________________
   _______________________________________________________________________________________________
   _______________________________________________________________________________________________

2. Since you turned 21 years of age, have you attended any of these types of formal financial courses, seminars, or workshops?
   - Yes  Go to question 2a.
   - No  Go to question 3.

   2a. Where did you attend these sessions?

   _______________________________________________________________________________________________

   2b. What types of topics were covered in these sessions?

   _______________________________________________________________________________________________
   _______________________________________________________________________________________________
   _______________________________________________________________________________________________

Next, please think about individual one-on-one counseling about financial matters or money management. In these situations, you and perhaps other members of your household work with a financial counselor on your own personal financial situation.

3. Have you participated in any of these types of individual financial counseling sessions?
   - Yes  Go to question 3a.
   - No  Go to question 4.

   3a. Where did you participate in these counseling sessions?

   _______________________________________________________________________________________________

   3b. What did you work on with the financial counselor?

   _______________________________________________________________________________________________
Thank you for taking the time to participate in this survey. We are interested in the financial responsibilities you have for others, both inside and outside your household.

First, please think about the people who depend on you for some or all of their financial support. “Financial support” means giving money to other individuals on a regular basis, buying them things on a regular basis, or paying their bills on a regular basis. Please do not include doing these things once in a while.

Please start with any people who live in your home.

1. Is there anyone living in your home for whom you regularly provide some or all of their financial support?  
   - Yes  Go to question 2.  
   - No  Go to question 4.

2. Of the individuals in your home whom you financially support, how many are adults 18 years of age or older?  
   ________
   If none:  Go to question 3.
   - If one or more adults:  Go to question 2a.

2a. Of those adults, how many depend on you for all of their financial support?  
   ________

3. Of the individuals in your home whom you financially support, how many are children under 18 years of age?  
   ________
   If none:  Go to question 4.
   - If one or more children:  Go to question 3a.

3a. Of those children, how many depend on you for all of their financial support?  
   ________

Now, please consider any people who live outside your household who regularly depend on you for some or all of their financial support.

4. Is there anyone living outside your home for whom you regularly provide some or all of their financial support?  
   - Yes  Go to question 4a.  
   - No  Go to question 7.

4a. Do any of those individuals happen to live in another country?  
   - Yes  
   - No

5. Of all the individuals outside your household whom you financially support, how many are adults 18 years of age or older?  
   If none:  Go to question 6.
   - If one or more adults:  Go to question 5a.

5a. Of those adults, how many depend on you for all of their financial support?  ________

6. Of all the individuals outside your household whom you financially support, how many are children under 18 years of age?  ________
   If none:  Go to question 7.
   - If one or more children:  Go to question 6a.

6a. Of those children, how many depend on you for all of their financial support?  ________

Next, please think about any other financial help you might give to other people from time to time.

7. Is there anyone living in your home for whom you provide financial help every once in a while, but not on a regular basis?  
   - Yes  Go to question 7a.  
   - No  Go to question 8.

7a. Of these individuals, how many are adults 18 years of age or older?  ________

7b. Of these individuals, how many are children under 18 years of age?  ________

8. Is there anyone living outside your home for whom you provide financial help every once in a while, but not on a regular basis?  
   - Yes  Go to question 8a.  
   - No  Skip remaining questions. The survey is complete.

8a. Of these individuals, how many are adults 18 years of age or older?  ________

8b. Of these individuals, how many are children under 18 years of age?  ________

8c. Do any of these individuals, regardless of age, happen to live in another country?  
   - Yes  
   - No
Documents an individual’s or household’s current financial picture (income, expenses, and the predictability of both), net worth, and asset cushion.

**Income and Expenses**

**Income** .......................................................... 43
Documents income for individual or household respondents.

**Expenses** .......................................................... 45
Documents expenses for individual or household respondents.

**Income and Expenses — Predictability** ................... 48
Documents the predictability of income and expenses from month to month.

**Net Worth**

**Assets** .............................................................. 49
Documents current assets for individuals or households.

**Liabilities** .......................................................... 51
Documents current liabilities for individuals or households.

**Asset Cushion**

**Asset Cushion — Status** .................................... 52
Documents respondent’s use of credit and cash, including how much he/she has in various savings vehicles and how much credit is available to him/her on various types of credit cards.

**Asset Cushion — Access to Resources** ................. 55
Documents access to and use of credit cards, debit cards, and pre-paid cards.

**Asset Cushion — Insurance and Safeguards** ......... 56
Documents access to and use of insurance.

**Asset Cushion — Health Care and Will** .......... 59
Documents access to and use of health care, and use of a will to plan for disposition of assets.
### Earned Income Sources

<table>
<thead>
<tr>
<th>Has Income Source</th>
<th>Monthly Amount</th>
<th>Documentation Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

- **Wages or salaries**
  - Gross amount
  - Net amount
- **Income from tips**
- **Income from self employment**
  (e.g., contractor, licensed day care provider, taxi driver, shop owner)
- **Income from casual or informal work**
  (e.g., day labor, babysitting)
- **Stipends**
  (e.g., educational, work program participation)
- **Income from rental property**
- **Other earned income**
  *Specify:*

**A. Total Monthly Income from Earned Income Sources**

### Means-Tested Benefits

<table>
<thead>
<tr>
<th>Has Income Source</th>
<th>Monthly Amount</th>
<th>Documentation Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

- **General public assistance for individuals without children**
- **TANF (Temporary Assistance to Needy Families)**
  for families with children
- **Food stamps**
- **Rental allocation or housing subsidy**
- **WIC (Special Supplemental Nutrition Program for Women, Infants, and Children)**
  benefits
- **Child care subsidy**
- **Other means-tested benefits**
  *Specify:*

**B. Total Monthly Income from Means-Tested Benefits**
### UNearned Income Sources

<table>
<thead>
<tr>
<th>Income Source</th>
<th>Has Income Source</th>
<th>Monthly Amount</th>
<th>Documentation Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unemployment insurance benefits</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SSI (Supplemental Security Income)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SSDI (Social Security Disability Income)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tuition reimbursement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social Security retirement/survivor benefits</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Veterans benefits</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Worker’s compensation benefits</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child support or alimony</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pension payments</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interest/Dividends</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gifts, remittances, or money transfers from others</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other unearned income Specify:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

C. Total Monthly Income from Unearned Income

### Income Tax Credits

<table>
<thead>
<tr>
<th>Income Tax Credit</th>
<th>Has Income Source</th>
<th>Monthly Amount</th>
<th>Documentation Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Earned income Tax Credit (EITC)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other tax credit Specify:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

D. Total Monthly Income from Tax Credits

Add Up Totals from A, B, C, D

TOTAL MONTHLY INCOME
### Housing Expenses

<table>
<thead>
<tr>
<th>Item</th>
<th>Has Expense</th>
<th>Monthly Amount</th>
<th>Documentation Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Mortgage payments</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Utilities (e.g., gas, electric, water)</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Real estate taxes (If not included in mortgage payment)</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Homeowner’s insurance (If not included in mortgage payment)</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Renter's insurance</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Home maintenance costs</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Other Housing Expenses Specify:</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**A. Total Monthly Housing Expenses**
<table>
<thead>
<tr>
<th>OTHER HOUSEHOLD OR PERSONAL EXPENSES</th>
<th>Has Expense</th>
<th>Monthly Amount</th>
<th>Documentation Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Groceries</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>School/Work lunches</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle loan/lease payments (Vehicle 1)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle loan/lease payments (Vehicle 2)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle registration/license plates/inspection</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle insurance premiums</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle gasoline and maintenance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other transportation (e.g., buses, taxis)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telephone</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cell phone</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internet</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cable TV or Satellite TV</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health insurance premiums (If gross income noted in Income section or not paid through payroll deduction)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Out-of-pocket medical/health care costs (e.g., doctor, dentist, prescriptions)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Life insurance premiums (If gross income noted in Income section or not paid through payroll deduction)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disability insurance premiums (If gross income noted in Income section or not paid through payroll deduction)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child care or babysitting</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Income taxes (If gross income noted in Income section)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Credit card payments</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tuition, educational fees, and lessons (e.g., sports, music)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contributions to charities and faith communities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child support and alimony paid</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wage garnishments (If gross income noted in Income section)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gifts, remittances, and money transfers to others</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Entertainment (e.g., eating out, movies, events)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clothing, laundry, and dry cleaning</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Household/Personal Expenses Specify:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**B. Total Monthly Household and Personal Expenses**
<table>
<thead>
<tr>
<th>RENTAL PROPERTY AND SELF-EMPLOYMENT EXPENSES</th>
<th>Has Expense</th>
<th>Monthly Amount</th>
<th>Documentation Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Mortgage payments for residential rental property</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rent on commercial/business real estate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mortgage payments for commercial/business real estate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Utilities (e.g., gas, electric, water)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technology (e.g., telephone, internet)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Real estate taxes (If not included in mortgage payment)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Property insurance premiums (If not included in mortgage payment)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Commercial/business real estate maintenance costs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee payroll</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supplies, equipment, and inventory</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advertising and marketing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Estimated income taxes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Rental/Self-Employment Expenses Specify:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

C. Total Monthly Rental Property and Self-Employment Expenses

Add Up Totals from A, B, C
TOTAL MONTHLY EXPENSES

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Thank you for taking the time to participate in this survey. We are interested in the predictability of your income and expenses.

1. Thinking about the past 6 months, how often was your income about the same from one month to the next?
   - Always
   - Usually
   - Sometimes
   - Rarely
   - Never

2. Again thinking about the past 6 months, how often were your expenses about the same from one month to the next? Would you say ...
   - Always
   - Usually
   - Sometimes
   - Rarely
   - Never
### ASSETS

#### CASH ACCOUNTS

<table>
<thead>
<tr>
<th>Has Account</th>
<th>Monthly Amount</th>
<th>Documentation Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

- Checking accounts
- Savings accounts
- Money market accounts and savings certificates
- Other cash accounts *Specify:*

**A. Total Amount in Cash Accounts**

#### OTHER FINANCIAL ASSETS

<table>
<thead>
<tr>
<th>Has Account</th>
<th>Current Balance</th>
<th>Documentation Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

- Certificates of deposit (CDs), Mini-CDs
- Municipal/Corporate bonds and government securities
- Stocks and mutual funds
- U.S. Savings Bonds
- Cash value in life insurance policies
- Individual Development Accounts (IDAs)
- Educational savings accounts
- Money owed to you by other individuals
- Money owed to you by businesses
- Other financial assets *Specify:*

**B. Total Amount in Other Financial Assets**
### RETIREMENT ACCOUNTS

<table>
<thead>
<tr>
<th>Has Expense</th>
<th>Monthly Amount</th>
<th>Documentation Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Individual Retirement Account (IRA), Roth IRA, KEOUGH accounts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>401(k), 403(b), Thrift accounts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pension funds</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other retirement assets <strong>Specify:</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**C. Total Amount in Retirement Accounts**

### REAL ESTATE AND PERSONAL PROPERTY

<table>
<thead>
<tr>
<th>Has Asset</th>
<th>Estimated Market Value</th>
<th>Documentation Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Principal residence</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other residence(s)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential rental property</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Commercial/Business real estate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicles (e.g., car, truck, motorcycle, boat)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal property (e.g., furniture, appliances)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Collectibles and other valuables (e.g., jewelry, artwork, antiques)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Livestock and crops</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Businesses, farms buildings, and farm equipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other tangible assets <strong>Specify:</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**D. Total Amount in Real Estate and Personal Property**

Add Up Totals from A, B, C, D

**TOTAL ASSETS**
### Liabilities

**Debts Guaranteed by Assets Held**

<table>
<thead>
<tr>
<th>Description</th>
<th>Has Debt</th>
<th>Amount of Debt</th>
<th>Documentation Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mortgages on principal residence</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home equity loans on principal residence</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mortgages on other residential real estate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Liens on real estate holdings</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loans for vehicles (e.g., car, truck, motorcycle, boat)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loans secured by retirement accounts or life insurance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mortgages on commercial/business real estate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Liens on business assets</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other business liabilities guaranteed by assets held</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other debts guaranteed by residence or other assets <em>Specify:</em></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**A. Total Debts Guaranteed by Assets Held**

**Debts Not Guaranteed by Assets Held**

<table>
<thead>
<tr>
<th>Description</th>
<th>Has Debt</th>
<th>Balance Owed</th>
<th>Documentation Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Store and credit card debts</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student/Educational loans</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home improvement loans</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal loans from a bank or credit union (except student or home improvement loans)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Money owed on lines of credit</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unpaid medical bills not covered by insurance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unpaid legal bills</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unpaid taxes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Money owed to private individuals</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other debts not guaranteed by residence or other assets <em>Specify:</em></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**B. Total Debts Not Guaranteed by Assets Held**

**Add Up Totals from A, B Total Liabilities**
Thank you for taking the time to participate in this survey. We’re interested in your access to cash, credit, and insurance.

**First, please think about the places where you might keep cash that you can withdraw whenever you wish and without a penalty.**

1. Below is a list of places where people sometimes put cash that they have. Please indicate whether or not you currently keep cash in these places by answering “yes” or “no” to each one.

   *If you said “yes:” Record approximately how much money you have there at this time.*

<table>
<thead>
<tr>
<th>Put Cash Here</th>
<th>Dollar Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
</tbody>
</table>

- Someplace at home
- Personal checking account
- Personal savings account
- Business checking account
- Business savings account

**Next, let’s turn to other places where you might have money that you can withdraw if you needed to.**

2. Please indicate whether or not you currently keep money in the places listed below by answering “yes” or “no” to each one.

   *If you said “yes:” Record approximately how much money you have there at this time.*

<table>
<thead>
<tr>
<th>Put Money Here</th>
<th>Dollar Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
</tbody>
</table>

- A Certificate of Deposit, sometimes called a CD, for a set period of time at a bank or credit union
- A United States savings bond
- An Individual Development Account, sometimes called an IDA, where the money deposited for homeownership or education is matched with additional funds
- An Individual Retirement Account, sometimes called an IRA
- A 401(k) or 403(b) retirement account
- Stocks not in a retirement account
- Mutual funds not in a retirement account
- Someplace else *Specify:* ____________________________
Now, we’d like to know about your access to credit.

3. Do you currently have any credit cards in your name with a bank or credit union?
   If yes: Mark here and go to question 3a.
   If no: Mark here and go to question 4.

3a. How many credit cards do you currently have with a bank or credit union? __________

3b. For each of these credit cards, please complete one line in the table on the next page. Record the credit line limit, interest rate, annual fee, and current balance in the appropriate columns.

<table>
<thead>
<tr>
<th>Credit Line Limit</th>
<th>Interest Rate</th>
<th>Annual Fee</th>
<th>Current Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total Amounts

4. Do you currently have any credit cards in your name with a retail store or other business?
   If yes: Mark here and go to question 4a.
   If no: Mark here and go to question 5.

4a. How many credit cards do you currently have with a retail store or other business? __________

4b. For each of these credit cards, please complete one line in the table on the next page. Record the credit line limit, interest rate, annual fee, and current balance in the appropriate columns.

<table>
<thead>
<tr>
<th>Credit Line Limit</th>
<th>Interest Rate</th>
<th>Annual Fee</th>
<th>Current Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total Amounts
5. Do you currently have an approved home equity loan through a bank, credit union, or other financial institution?

If yes: **Mark here** and go to question 5a.

If no: **Mark here** Skip remaining questions. The survey is complete.

5a. How many home equity loans do you currently have with a bank or credit union? __________

5b. For each of these loans, please complete one line in the table on the next page. Record the credit line limit, whether it is a fixed or adjustable rate, the interest rate, and the current balance in the appropriate columns.

Complete a separate line for each home equity loan.
Thank you for taking the time to participate in this survey. We are interested in your access to personal and community resources.

First, we’d like to know a little about obtaining credit.

1. Which of the following four statements best describes your current credit situation? Choose only one.
   - I have never tried to obtain credit.
   - I have tried to obtain credit, but I have never been able to do so.
   - I have obtained credit in the past, but I no longer have credit.
   - I have obtained credit in the past, and I continue to have credit.

2. If you wanted to obtain a credit card from a retail store or other company, how easy or difficult do you think it would be?
   - Very easy
   - Fairly easy
   - Somewhat difficult
   - Very difficult

3. If you wanted to obtain a loan or a credit card from a bank or credit union, how easy or difficult do you think it would be?
   - Very easy
   - Fairly easy
   - Somewhat difficult
   - Very difficult

Now, please consider a hypothetical situation.

4. Please think about an emergency situation in which you needed at least $500 in cash that you did not have. Below is a list of sources people sometimes turn to in order to get cash when they need it.
   Please indicate which of these, if any, you think would be potential sources for getting $500 in cash that you needed in an emergency?

Finally, let’s turn to community resources.

5. Below is a list of life necessities. If someone you knew had an emergency and needed one of these necessities, do you know where in your community they could go to obtain them at little or no cost?

6. Below is a list of other services people sometimes need. If someone you knew needed one of these services, do you know where in your community they could go to obtain them at little or no cost?
Thank you for taking the time to participate in this survey. We are interested in things you have done to safeguard yourself, your family, and your possessions.

First, we have a few questions about any insurance protection you may have. This could be insurance that you receive through the government, through your employer, or through a policy that you purchased yourself.

Let’s start off with life insurance.

1. Do you happen to have life insurance for yourself?
   - Yes  Go to question 1a.
   - No   Go to question 2.

1a. Are the beneficiaries up to date?
   - Yes
   - No

2. If there are children under 18 living in your household:
   Do you happen to have life insurance for the children who live in your household?
   - Yes  Go to question 2a.
   - No   Go to question 3.
   - Not applicable  Go to question 3

2a. Are the beneficiaries up to date?
   - Yes
   - No

3. If there are other adults 18 or over living in your household:
   Do the other adults who live in your household happen to have life insurance?
   - Yes  Go to question 3a.
   - No   Go to question 4.
   - Don’t know  Go to question 4.
   - Not applicable  Go to question 4.

3a. Are the beneficiaries up to date?
   - Yes
   - No
Next, we’d like to turn to other types of insurance that people sometimes have.

4. Please indicate whether or not you have each of the following types of insurance for yourself.

<table>
<thead>
<tr>
<th>Insurance Type</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disability insurance should you be unable to work</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Long-term care insurance should you be unable to care for yourself</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Insurance to cover mortgage payments should you be unable to make them</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Homeowner’s or renter’s insurance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Automobile insurance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Insurance on other vehicles, such as a boat or motorcycle</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Insurance on valuables, such as jewelry or artwork</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5. If there are other adults 18 or over living in the household: Please indicate whether or not the other adults living in your household have the following types of insurance for themselves.

<table>
<thead>
<tr>
<th>Insurance Type</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disability insurance should they be unable to work</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Long-term care insurance should they be unable to care for themselves</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Insurance to cover mortgage payments should they be unable to make them</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Homeowner’s or renter’s insurance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Automobile insurance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Insurance on other vehicles, such as a boat or motorcycle</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Insurance on valuables, such as jewelry or artwork</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Now, we’d like to know what methods, if any, you use to safeguard your valuables, such as jewelry or artwork, and your important papers, such as a house deed, car title, or power of attorney.

6. Here is a list of places that people sometimes use to safeguard their valuables or their important papers. Please indicate which of these methods, if any, you currently use to protect your valuables or important papers.

   Record answers as “Yes” or “No.”

<table>
<thead>
<tr>
<th>Method</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>A safe, locked box, or locked cabinet in your home</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Storage elsewhere in your home</td>
<td></td>
<td></td>
</tr>
<tr>
<td>An alarm system at your home</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Storage at someone else’s home</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Storage at a business location</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A safety deposit box</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Something else Specify:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Finally, please consider any financial assets that are being set aside for you to use in the future. This could be payments that someone else has committed to making for you, such as paying for your college tuition, or it could be money that you know you will receive after a special life event, like a marriage.

7. Are you aware of any funds that someone else is setting aside to give to you or use for your benefit in the future?
   - Yes Go to question 7a.
   - No Skip remaining questions. The survey is complete.

7a. Please describe the purpose for which these funds are being set aside. ____________________________________________

7b. Who is setting aside these funds for you? ________________________________________________________________

7c. When do you think you will be receiving these funds? ______________________________________________________
Thank you for taking the time to participate in this survey. We are interested in your access to health care and health insurance.

Let’s start with health care.

1. Do you feel you are able to obtain medical care for yourself whenever you need it?
   - Yes
   - No

2. If there are children under 18 living in your household:
   Do you feel you are able to obtain medical care for the children who live in your household whenever they need it?
   - Yes
   - No
   - Not applicable

3. If there are other adults 18 or over living in your household:
   Do you feel you are able to obtain medical care for the other adults who live in your household whenever they need it?
   - Yes
   - No
   - Not applicable

Now, please think about any health insurance you currently receive through the government, such as Medicare, Medicaid, VA, ADAP, or SCHIP; through your employer; or through a policy that you purchased yourself.

4. Do you currently have health care or medical insurance for yourself?
   - Yes
   - No

5. If there are children under 18 living in your household:
   Are the children who live in your household currently covered by health care or medical insurance?
   - Yes
   - No
   - Not applicable

6. If there are other adults 18 or over living in your household:
   Do the other adults who live in your household currently have health care or medical insurance?
   - Yes
   - No
   - Not applicable

Some people prepare written wills for themselves, while others do not.

7. Do you happen to have a written will for yourself?
   - Yes Go to question 7a.
   - No Go to question 8.

   7a. Are the beneficiaries up to date?
       - Yes
       - No

   7b. Does the executor of your will, or someone else, know where to obtain a copy of your will?
       - Yes
       - No

8. If there are other adults 18 or over living in your household:
   Do the other adults who live in your household happen to have a written will?
   - Yes Go to question 8a.
   - No Skip the remaining questions.
     The survey is complete.

   8a. Are the beneficiaries up to date?
       - Yes
       - No

   8b. Does the executor of that will, or someone else, know where to obtain a copy of the will?
       - Yes
       - No
       - Don’t know
Documents change in financial behavior related to key areas that contribute to long-term financial well-being.

**Saving Behavior**

**Saving Behavior — Bank Accounts** ............................................ 63
Documents whether the household has checking and savings accounts, whether it uses them for saving, and how funds get deposited.

**Saving Behavior — Reasons** ................................................. 64
Documents the respondent’s motivations for saving, the reasons this respondent is trying to save - for what future goal.

**Saving Behavior — How Often and Where** ...................................... 66
Documents how often the respondent saves, whether it is a set amount on a regular basis or something less formal, and where he/she keeps those savings.

**Spending Behavior**

**Spending Behavior — Payment Methods** ....................................... 68
Documents how the respondent pays expenses - whether he/she pay bills with credit, check, or another means.

**Spending Behavior — Shopping and Lending** ................................... 70
Documents the respondent’s behaviors around shopping - does he/she wait for sales, comparison shop, use coupons - and whether and how he/she lends funds to others.

**Spending Behavior — Tracking and Planning** ................................... 71
Documents whether and how the respondent tracks and plans his/her spending.

**Managing Debt**

**Managing Debt — Residential Loans and Rent** .................................. 72
Documents how the respondent pays his/her rent or residential loans and what he/she has done if unable to make a payment on time.

**Managing Debt — Vehicle and Student Loans** ................................... 74
Documents how the respondent pays vehicle and student loans and what he/she has done if unable to make a payment on time.

**Managing Debt — Other Loans** ................................................ 75
Documents how the respondent pays other types of loans and what he/she has done if unable to make a payment on time.

**Managing Debt — Strategies** .................................................. 76
Documents how the respondent manages debt, how he/she feels about paying down debt, if he/she has long-term debt, and how he/she decides to take on more debt.
Building and Managing Credit
Building and Managing Credit — Credit Cards .................................. 77
Documents if and how the respondent uses credit cards, how he/she pays credit card bills, any experience with late fees, and how he/she has managed if unable to pay on time.

Building and Managing Credit — Debit Cards ................................... 79
Documents if and how the respondent uses debit cards and why he/she chooses to use a debit card instead of another method of payment.

Building and Managing Credit — Prepaid Cards ................................ 80
Documents if and how the respondent uses prepaid cards and why he/she chooses to use prepaid cards instead of another method of payment.

Building and Managing Credit — Credit Report and Score .................. 81
Documents whether the respondent is familiar with his/her credit score or report and whether he/she has filed for bankruptcy in the past 10 years.

Response to Financial Change
Response to Financial Change — Past ......................................... 82
Documents whether the respondent has experienced a significant change in financial situation such as a sudden change in income or an unexpected expense, and how he/she has dealt with it

Response to Financial Change — Future ....................................... 83
Documents what the respondent might do if he/she has a sudden change in financial situation in the future, such as a sudden decrease in income or an unexpected expense.

Strategic Use of Formal Financial Resources
Strategic Use of Formal Financial Resources — Accounts ......................... 84
Documents whether the respondent is using formal financial resources such as checking accounts, savings accounts, and credit cards.

Strategic Use of Formal Financial Resources — Alternatives .......................... 85
Documents whether the respondent has, in the past, used alternative financial services such as payday loans or rent-to-own facilities.

Strategic Use of Formal Financial Resources — Investments ........................ 86
Documents whether the respondent uses investments such as savings bonds, Certificates of Deposit, IRA’s, or stocks; how often and how he/she makes deposits; and the reasons if investments are not used.

Bill Payment Behavior
Bill Payment Behavior — Types and Methods .................................... 88
Documents what types of bills the respondent pays regularly and how they pay those bills.

Bill Payment Behavior — Past ................................................ 89
Documents whether there has been a time in the past year the respondent could not pay all of his/her bills one month, how he/she prioritized payments, and how he/she addressed the situation.

Bill Payment Behavior — Future .............................................. 90
Documents the respondent’s thinking about what he/she would do in the future if unable to pay all bills one month, how he/she would prioritize payments, and how he/she would address the situation.
Thank you for taking the time to participate in this survey. We are interested in what experience, if any, you have had with checking or savings accounts at banks and other financial institutions.

1. Do you currently have a checking account at a bank or credit union?
   - Yes  Go to question 1a.
   - No  Go to question 1c.

1a. Is that checking account yours alone or a joint account with someone else?
   - Mine alone
   - Joint with someone else

1b. How often do you deposit money into that checking account? Would you say ...
   - Often  Go to question 2.
   - Sometimes  Go to question 2.
   - Rarely  Go to question 2.
   - Never  Go to question 2.

1c. Which one of the following is the major reason you do not have a checking account?  Choose only one.
   - I don’t need a checking account
   - I don’t have access to a bank or credit union where I can open a checking account
   - I don’t trust banks and credit unions
   - I don’t have documents required to open a checking account
   - I don’t want to pay the fees for a checking account
   - I can’t meet the minimum balance required for a checking account
   - My request for a checking account was rejected by a bank or credit union
   - Some other reason  Please describe that reason:

2. Do you currently have a savings account at a bank or credit union?
   - Yes  Go to question 2a.
   - No  Go to question 2c.

2a. Is that savings account yours alone or a joint account with someone else?
   - Mine alone
   - Joint with someone else

2b. How often do you deposit money into that savings account? Would you say ...
   - Often  Go to question 3.
   - Sometimes  Go to question 3.
   - Rarely  Go to question 3.
   - Never  Go to question 3.

2c. Which one of the following is the major reason you do not have a savings account?  Choose only one.
   - I don’t need a savings account
   - I don’t have access to a bank or credit union where I can open a savings account
   - I don’t trust banks and credit unions
   - I don’t have documents required to open a savings account
   - I don’t want to pay the fees for a savings account
   - I can’t meet the minimum balance required for a savings account
   - My request for a savings account was rejected by a bank or credit union
   - Some other reason  Please describe that reason:

3. Do you receive income on a regular basis from employment, Social Security, a pension, or unemployment benefits?
   - Yes  Go to question 3a.
   - No  Skip the remaining question. The survey is complete.

3a. Is one or more of those income sources deposited directly into a bank account or added to a card you can use to purchase things?
   - Yes
   - No
Thank you for taking the time to participate in this survey. We are interested in why you may or may not save or set aside money as savings.

1. Some people put money aside as savings, while others choose not to. Do you ever put money aside as savings?
   - Yes  Go to question 2.
   - No  Go to question 1a.

1a. What is the major reason you do not put money aside as savings? __________________________________________________________
   __________________________________________________________

1b. What are other reasons you do not put money aside as savings? __________________________________________________________

Skip the remaining questions. The survey is complete.

2. Some people have a general plan for how they save money, while other people do not. Do you happen to have a plan that guides how you set aside money for savings?
   - Yes  Go to question 2a.
   - No  Go to question 3.

2a. Please describe your plan for setting aside money as savings. __________________________________________________________
Now, let's turn to the reasons why you save money.

3. Below is a list of purposes for which people sometimes put aside money as savings. Please indicate whether or not you save for these purposes by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Purposes for Setting Aside Money as Savings</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergencies or other unknown expenses that aren’t anticipated</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The purchase of specific goods or services, such as a car, a vacation, or home furnishings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Retirement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Future homeownership</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Education expenses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contributions to charities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Helping relatives who do not live in your household</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tithing, that is, giving a set portion of my income to my faith community</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Starting or contributing to a business</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legal costs or immigration fees</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Remittances, that is, sending money to others outside the United States</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Some other reason Specify: _______________________________</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4. There are times when people put aside money for a certain reason, but end up using it for something else. When you save money for a particular purpose, how often do you find yourself spending it on something else?

- Often
- Sometimes
- Rarely
- Never

5. Below is a list of individuals for whom people sometimes put money aside as savings. Please indicate whether or not you save for these individuals by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>People Set Aside Money For</th>
<th>Yes</th>
<th>No</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>My children</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other household members</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family members or relatives who live outside my household</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other individuals Please describe: ____________________</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. We are interested in how often you save money and where you put that money when you do.

1. How often do you put money aside as savings?
   - On a regular basis
   - Every once in a while
   - Rarely
   - Never  
     *Skip the remaining questions. The survey is complete.*

2. Which of the following statements best describes the way in which you decide how much money to put aside as savings?
   - I have a set amount that I always put aside.
   - I put aside what is left over after expenses.
   - I determine how much I put aside in another way.  
     *Please describe:*

3. Below is a list of places where people sometimes put money that they set aside as savings. Please indicate whether or not you have set aside money for savings in these places during the past 12 months by answering “yes” or “no” for each one.

   If you answer “yes,” please also indicate the approximate number of deposits and withdrawals you have made at this place during the past 3 months.

<table>
<thead>
<tr>
<th>Places Saved in Past 12 Months</th>
<th>Yes</th>
<th>No</th>
<th># Deposits</th>
<th># Withdrawals</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Someplace at home</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Savings account</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Checking account</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. A Certificate of Deposit,</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
     sometimes called a CD, for  |
     a set period of time at a  |
     bank or credit union        |
   | e. United States savings bond |     |    |            |               |
   | f. Individual Development    |     |    |            |               |
     Account, sometimes called   |
     an IDA, where the money     |
     deposited for homeownership |
     or education is matched     |
     with additional funds       |

   *continued on next page*
### Saving Behavior — How Often and Where

<table>
<thead>
<tr>
<th>Places Saved in Past 12 Months</th>
<th>Yes</th>
<th>No</th>
<th># Deposits</th>
<th># Withdrawals</th>
</tr>
</thead>
<tbody>
<tr>
<td>g. Individual Retirement Account, sometimes called an IRA</td>
<td>☐</td>
<td>☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>h. 401(k) or 403(b) retirement account</td>
<td>☐</td>
<td>☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>i. Stocks not in a retirement account</td>
<td>☐</td>
<td>☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>j. Mutual funds not in a retirement account</td>
<td>☐</td>
<td>☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>k. Lending circle, where individuals combine their funds to make loans to those who need them</td>
<td>☐</td>
<td>☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>l. With another individual</td>
<td>☐</td>
<td>☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>m. Someplace else <strong>Specify:</strong> ________________</td>
<td>☐</td>
<td>☐</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4. Of the places above for which you answered “yes,” which one did you use most often to set aside money as savings? Please indicate that place by entering the letter that appears in front of it on the above list: ________________

5. Please now think about how much you were saving 12 months ago and how much you are saving now. Which of the following best describes how your savings has changed?

- ☐ I am saving more now than I did 12 months ago **Go to Question 5a.**
- ☐ I am saving about the same amount now that I did 12 months ago **Skip the remaining questions. The survey is complete.**
- ☐ I am saving less now than I did 12 months ago **Go to Question 5a.**

5a. Why is what you are saving now different than it was 12 months ago? ________________
Thank you for taking the time to participate in this survey. We are interested in the methods you use to pay for your monthly expenses and day-to-day expenses.

In telling us about how you pay for your expenses, please use the following definitions.

**Monthly expenses:** Paying for things like rent, a car loan, a mortgage, and utilities.

**Day-to-day expenses:** Paying for things like food, clothing, transportation, and entertainment.

1. Do you currently pay for any monthly expenses, such as rent, a car loan, a mortgage, or utilities?
   - Yes  [ ]  Go to question 2.
   - No  [ ]  Go to question 4.

2. Below is a list of ways in which people sometimes pay for their monthly expenses. Please indicate whether or not you have used these methods to pay for your monthly expenses during the past 3 months by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Payment Methods Used in the Past 3 Months</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Cash</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Debit card (For a direct purchase, not to obtain cash)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Credit card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Personal check</td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Money order</td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Payroll deduction</td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. Electronic, online, or automatic transfer of funds</td>
<td></td>
<td></td>
</tr>
<tr>
<td>h. Some other way Please describe:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. Of the payment methods for which you answered “yes,” which one did you use most often to pay for your day-to-day expenses?
   Please indicate that method by entering the letter that appears in front of the method on the above list: _______________________

**Now, let’s turn to day-to-day expenses.**

4. Do you currently pay for any day-to-day expenses, such as food, clothing, transportation, or entertainment?
   - Yes  [ ]  Go to question 5.
   - No  [ ]  Skip the remaining questions. The survey is complete.
5. Below is a list of ways in which people sometimes pay for their day-to-day expenses. Please indicate whether or not you have used these methods to pay for your day-to-day expenses during the past 3 months by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Payment Methods Used in the Past 3 Months</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Cash</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Debit card (For a direct purchase, not to obtain cash)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Credit card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Personal check</td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Electronic Benefits Transfer (EBT) card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Some other way Please describe: ____________________</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6. Of the payment methods for which you answered “yes,” which one did you use most often to pay for your day-to-day expenses? Please indicate that method by entering the letter that appears in front of the method on the above list: ____________________
Thank you for taking the time to participate in this survey. We are interested in how you shop for things you want or need as well as your experiences in lending money to others.

1. Below is a list of some things people do when they are looking to purchase something. Please indicate how often you do each of them.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>I comparison shop when I make purchases</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>I make an effort to buy things on sale if I don’t need them right away</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>I use coupons when I make purchases</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>I use an affinity card to get discounts or specials when I purchase things at places like grocery or drug stores</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>I shop at a thrift store or second-hand shop</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>I buy something I want, but really don’t need, without giving it a lot of thought</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

Now, please tell us if you have recently loaned money to other individuals.

2. Below is a list of individuals to whom people sometimes loan money. Please indicate whether or not you have loaned $25 or more to any of them during the past 12 months by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Individual</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Someone who lives in my household</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Family members or relatives who do not live in my household</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Other individuals who do not live in my household</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. We are interested in what you do, if anything, to keep track of your income and your spending.

1. Which of the following statements best describes how you keep track of your income?
   - [ ] I keep a written record of my income as it comes in.
   - [ ] I have a general idea of my income, but do not keep a written record as it comes in.
   - [ ] I do not keep track of my income.

2. Which of the following statements best describes how you keep track of your spending?
   - [ ] I keep a written record of my spending as it occurs.
   - [ ] I have a general idea of my spending, but do not keep a written record as it occurs.
   - [ ] I do not keep track of my spending.

3. Regardless of whether or not you are always able to follow it, do you have some kind of written budget or spending plan?
   - [ ] Yes  Go to question 3a.
   - [ ] No  Skip the remaining questions. The survey is complete.

3a. Please describe that budget or spending plan. __________________________________________________________

_____________________________________________________________________________________________
_____________________________________________________________________________________________
_____________________________________________________________________________________________

3b. How often do you make changes to that budget or spending plan, and why? ________________________

_____________________________________________________________________________________________
_____________________________________________________________________________________________
_____________________________________________________________________________________________

3c. Please describe how you use that budget or spending plan to guide your expenses for the coming month. __________________

_____________________________________________________________________________________________
_____________________________________________________________________________________________
_____________________________________________________________________________________________
Thank you for taking the time to participate in this survey. We are interested in your experience as a renter or homeowner.

First, we'd like to know a little bit about your living situation.

1. Which of the following best describes where you currently live?
   - Single-family home
   - Apartment
   - Someplace else Please describe: ______________________________

2. Do you currently own the home where you live?
   - Yes Go to question 4.
   - No Go to question 3.

3. Which of the following best describes how you currently pay for your home?
   - I pay rent directly to a landlord. Go to question 3a.
   - I pay rent to someone else living in the same home. Go to question 3a.
   - I live in the home, but do not pay rent. Skip the remaining questions. The survey is complete.

3a. What method do you most often use to pay your rent?
   - Cash
   - Personal check
   - Money order
   - Some other way Please describe: ______________________________

3b. During the past 12 months, how often did you pay your rent on time and in full?
   - Always Go to question 4.
   - Usually Go to question 3c.
   - Sometimes Go to question 3c.
   - Rarely Go to question 3c.
   - Never Go to question 3c.

3c. Which of the following statements best describes those times when you did not pay your rent on time and in full?
   - I paid only part of the rent on time.
   - I paid the rent in full, but late.
   - I paid only part of the rent, and it was late.
   - I did not pay the rent at all.

3d. Did you contact your landlord or housemate to talk about paying the rent late?
   - Yes Skip the remaining questions. The survey is complete.
   - No Skip the remaining questions. The survey is complete

4. Do you own the land on which your home is located?
   - Yes
   - No

5. Is your home registered; that is, do you have full title to the dwelling?
   - Yes
   - No

6. Is there a mortgage (or contract for deed) on your home?
   - Yes Go to question 6a.
   - No Go to question 7.

6a. Does your mortgage (or contract for deed) payment include payments for real estate taxes?
   - Yes
   - No

6b. Does your mortgage (or contract for deed) payment include payments for homeowner’s insurance?
   - Yes
   - No

6c. What method do you most often use to pay your mortgage (or contract for deed)?
   - Personal check
   - Money order
   - Some other way Please describe: ______________________________

6d. During the past 12 months, how often did you make your mortgage (or contract for deed) payment on time and in full?
   - Always Go to question 7.
   - Usually Go to question 6e.
   - Sometimes Go to question 6e.
   - Rarely Go to question 6e.
   - Never Go to question 6e.
MANAGING DEBT — RESIDENTIAL LOANS AND RENT

6e. Which of the following statements best describes those times when you did not make your mortgage (or contract for deed) payment on time and in full?
- I made only part of the payment on time.
- I made the payment in full, but late.
- I made only part of the payment, and it was late.
- I did not make the payment at all.

6f. Did you contact the loan servicer to talk about the late payments?
- Yes
- No

7. Do you currently have a home improvement loan with a bank, credit union, or other financial institution?
- Yes Go to question 7a.
- No Skip the remaining questions. The survey is complete

7a. During the past 12 months, how often did you make your home improvement loan payment on time and in full?
- Always Skip the remaining questions. The survey is complete
- Usually Go to question 7b.
- Sometimes Go to question 7b.
- Rarely Go to question 7b.
- Never Go to question 7b.

7b. Which of the following statements best describes those times when you did not make your home improvement loan payment on time and in full?
- I made only part of the payment on time.
- I made the payment in full, but late.
- I made only part of the payment, and it was late.
- I did not make the payment at all.

7c. Did you contact the loan servicer to talk about the late payments?
- Yes
- No
Thank you for taking the time to participate in this survey. We are interested in your experience with education loans or loans to purchase a vehicle.

First, we’d like to know about any vehicles you may own.

1. Do you currently own a car, truck or other vehicle?
   - Yes  Go to question 2.
   - No  Go to question 3.

2. How many cars, trucks, or other vehicles do you own?
   - One  Go to question 2a.
   - More than one  Go to question 2b.

2a. Do you currently have a loan on that vehicle?
   - Yes  Go to question 2c.
   - No  Go to question 3.

2b. Do you currently have a loan on one or more of those vehicles?
   - Yes  Go to question 2c.
   - No  Go to question 3.

2c. During the past 12 months, how often did you make your vehicle loan payments(s) on time and in full?
   - Always  Go to question 3.
   - Usually  Go to question 2d.
   - Sometimes  Go to question 2d.
   - Rarely  Go to question 2d.
   - Never  Go to question 2d.

2d. Which of the following best describes those times when you did not make your vehicle loan payment on time and in full?
   - I made only part of the payment on time.
   - I made the payment in full, but late.
   - I made only part of the payment, and it was late.
   - I did not make the payment at all.

2e. Did you contact the loan servicer to talk about the late payments?
   - Yes
   - No

Next, we’d like to turn to student or educational loans.

3. Do you currently have a student or educational loan with a bank, credit union, or other financial institution?
   - Yes  Go to question 3a.
   - No  Skip the remaining questions. The survey is complete.

3a. Are payments on that student or educational loan currently due, or is the loan deferred, that is, repayment is not yet required?
   - Payments are due  Go to question 3b.
   - Loan is deferred  Skip the remaining questions. The survey is complete.

3b. During the past 12 months, how often did you make your student or educational loan payment on time and in full?
   - Always  Skip the remaining questions. The survey is complete.
   - Usually  Go to question 3c.
   - Sometimes  Go to question 3c.
   - Rarely  Go to question 3c.
   - Never  Go to question 3c.

3c. Which of the following statements best describes those times when you did not make your student or educational loan payment on time and in full?
   - I made only part of the payment on time.
   - I made the payment in full, but late.
   - I made only part of the payment, and it was late.
   - I did not make the payment at all.

3d. Did you contact the loan servicer to talk about the late payments?
   - Yes
   - No
Thank you for taking the time to participate in this survey. We are interested in loans that are not mortgages or vehicle, student, or home improvement loans.

First, we’d like to know a little bit about other types of loans you may have with banks, credit unions, or other financial institutions. This does not include credit or debit cards, only loans.

1. Other than a mortgage, a vehicle loan, a student or educational loan, or a home improvement loan, do you currently have any other outstanding loans from a bank, credit union, or other financial institution?
   - Yes  Go to question 2.
   - No   Skip the remaining questions.
   The survey is complete.

2. How many of these other types of loans do you currently have? _____________________________________

3. What types of loan(s) are these? Check all that apply.
   - Home equity loan
   - Loan from an insurance policy
   - Loan from a retirement account
   - Consolidation loan, that is, a loan that combined existing loans into one
   - Some other type of loan Please describe:___________________________

4. The following is a list of reasons why people sometimes borrow money from a bank, credit union, or some other financial institution. Thinking about the loans that you have, please indicate whether or not you used the money you borrowed for these reasons by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Use of Borrowed Money</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic living expenses, such as food, clothing, or transportation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical expenses or prescription drugs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency car repairs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency home repairs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bail, legal, court, or immigration fees</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child care expenses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outstanding bills</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Taxes or back taxes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Something else Please describe:___________________________</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5. During the past 12 months, how often did you make your payments on these loans on time and in full?
   - Always  Skip the remaining questions.
   The survey is complete.
   - Usually Go to question 6.
   - Sometimes Go to question 6.
   - Rarely Go to question 6.
   - Never Go to question 6.

6. Which of the following statements best describes those times when you did not make your loan payment on time and in full?
   - I made only part of the payment on time.
   - I made the payment in full, but late.
   - I made only part of the payment, and it was late.
   - I did not make the payment at all.

7. Did you contact the loan servicer to talk about the late payments?
   - Yes
   - No
Thank you for taking the time to participate in this survey. We are interested in your thoughts about owing money to banks, credit unions, or other financial institutions for loans to purchase the things like a home, car, truck, education, home improvement, or other such items.

1. In what ways, if any, do you manage these types of debts? That is, in light of your living expenses and other bills, how do you handle repayment of these debts?
   
   __________________________________________________________________________________________
   
   __________________________________________________________________________________________
   
   __________________________________________________________________________________________
   
   __________________________________________________________________________________________

2. If you currently have debt, what, if anything, are you doing to try to lower your level of debt?
   
   __________________________________________________________________________________________
   
   __________________________________________________________________________________________
   
   __________________________________________________________________________________________
   
   __________________________________________________________________________________________

3. How do you decide when to take on additional debt and for what?
   
   __________________________________________________________________________________________
   
   __________________________________________________________________________________________
   
   __________________________________________________________________________________________
   
   __________________________________________________________________________________________
Thank you for taking the time to participate in this survey. We are interested in knowing a little about your use of credit cards. When people use these types of cards, they are obtaining credit from a bank, credit union, retail store, or other company to cover the amount of a purchase. Then they pay that money back at a later date. Please note that this does not include debit cards, just credit cards.

1. Do you currently have any credit cards in your name?
   - Yes Go to question 2.
   - No Go to question 10.

2. How many credit cards do you currently have? _____

3. Below is a list of ways in which people sometimes use credit cards. Please indicate how often during the past 30 days you did each of the following.

<table>
<thead>
<tr>
<th>Use of Credit Card</th>
<th># times in past 30 days</th>
</tr>
</thead>
<tbody>
<tr>
<td>I made a purchase with a credit card for basic living expenses, such as food, clothing, or transportation</td>
<td></td>
</tr>
<tr>
<td>I made a purchase with a credit card for medical expenses or prescription drugs</td>
<td></td>
</tr>
<tr>
<td>I made a purchase with a credit card for other products or services</td>
<td></td>
</tr>
<tr>
<td>I used a credit card check</td>
<td></td>
</tr>
<tr>
<td>I used a credit card to make an ATM withdrawal</td>
<td></td>
</tr>
</tbody>
</table>

4. What method do you most often use to pay your credit card bills?
   - Personal check
   - Money order
   - Electronic, online, or automatic transfer of funds
   - Some other way Specify: ______________

5. Which of the following statements best describe the monthly payments you typically make when you receive your credit card bill(s)?
   - Less than the minimum amount that appears on the bill
   - The minimum amount that appears on the bill
   - More than the minimum amount, but less than the full balance
   - The full balance, that is, the entire bill

6. Below is a list of experiences people sometimes have when they use credit cards. Please indicate whether or not you have done each of these during the past 12 months by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Experiences Using a Credit Card</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>I paid a late fee on a credit card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I reached my limit on a credit card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I received a phone call or letter about an overdue credit card bill</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

7. Below is a list of reasons that people sometimes have for using a credit card when they make purchases or pay bills. Please indicate whether or not these are reasons for you by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Reasons for Using a Credit Card</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. It is more convenient to use a credit card than it is to use another method of payment.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. I can use a credit card when I don’t have the money to pay for things.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. It is safer to use a credit card than it is to use another method of payment.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Using a credit card and paying off those bills allows me to improve my credit rating.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. I am confident in my financial future, so I am fine with taking out credit to pay for things.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Something else Please describe:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
8. Of the reasons for which you answered “yes,” which one is the major reason that you use a credit card? Please indicate that reason by entering the letter that appears in front of it on the list: ____________

9. People sometimes look for ways in which they can obtain better terms on the credit cards they have, like a lower interest rate or reduced fees. This is not getting a new credit card, but rather changing the terms on an existing credit card. Below is a list of ways in which people try to get better terms on their credit cards. Please indicate whether or not you have tried each of the following by answering “yes” or “no.”

<table>
<thead>
<tr>
<th>Method to Obtain Better Terms</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>I contacted a bank, credit union, retail store, or other company directly to negotiate better terms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I worked with a credit counselor to try to obtain better terms</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

10. Thinking back to 12 months ago, did you have any credit cards in your name at that time?
   - Yes  Go to question 10a.
   - No   Skip the remaining question.
   
   The survey is complete.

10a. Compared to 12 months ago, which of the following statements best describes how your credit card debt has changed?
   - I have more credit card debt now than I did 12 months ago
   - I have about the same credit card debt that I did 12 months ago
   - I have less credit card debt now than I did 12 months ago
Thank you for taking the time to participate in this survey. We are interested in knowing a little about your use of debit cards. When people use these types of cards, the purchase amount is automatically deducted from the existing funds in their bank or credit union accounts. These debit cards are not credit cards.

1. Do you currently have any debit cards in your name?
   - Yes  Go to question 2.
   - No  Skip the remaining questions.
   *The survey is complete.*

2. How many debit cards do you currently have? ______

3. Below is a list of ways in which people sometimes use debit cards. Please indicate how often during the past 30 days you did each of the following.

<table>
<thead>
<tr>
<th>Ways to Use a Debit Card</th>
<th># times in past 30 days</th>
</tr>
</thead>
<tbody>
<tr>
<td>I made a purchase with a debit card for basic living expenses, such as food, clothing, or transportation</td>
<td></td>
</tr>
<tr>
<td>I made a purchase with a debit card for medical expenses or prescription drugs</td>
<td></td>
</tr>
<tr>
<td>I made a purchase with a debit card for other products or services</td>
<td></td>
</tr>
<tr>
<td>I used a debit card to make an ATM withdrawal</td>
<td></td>
</tr>
</tbody>
</table>

4. Below is a list of reasons that people sometimes have for using a debit card when they make purchases or pay bills. Please indicate whether or not these are reasons for you by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Reasons for Using a Debit Card</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. It is more convenient to use a debit card than it is to use another method of payment.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. It is safer to use a debit card than it is to use another method of payment.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Using a debit card allows me to know if I have the money to cover a purchase.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Something else  Please describe:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5. Of the reasons above for which you answered “yes,” which one is the major reason that you use a debit card? Please indicate that reason by entering the letter that appears in front of it on the above list: ______
Thank you for taking the time to participate in this survey. We are interested in knowing a little about your use of prepaid cards to make purchases. These are different than credit cards and debit cards. Funds can be added to a prepaid card whenever the holder would like, and money is deducted directly from the card as purchases are made. Prepaid cards are not the same as gift cards.

1. Do you currently have any prepaid cards?
   - Yes  **Go to question 2.**
   - No  **Skip the remaining questions.**
   The survey is complete.

2. How many prepaid cards do you currently have? ________

3. Below is a list of ways in which people sometimes use prepaid cards. Please indicate how often during the past 30 days you did each of these.

<table>
<thead>
<tr>
<th>Ways to Use a Prepaid Card</th>
<th># times in past 30 days</th>
</tr>
</thead>
<tbody>
<tr>
<td>I made a purchase with a prepaid card for basic living expenses, such as food, clothing, or transportation</td>
<td></td>
</tr>
<tr>
<td>I made a purchase with a prepaid card for medical expenses or prescription drugs</td>
<td></td>
</tr>
<tr>
<td>I made a purchase with a prepaid card for other products or services</td>
<td></td>
</tr>
<tr>
<td>I used a prepaid card to make an ATM withdrawal</td>
<td></td>
</tr>
</tbody>
</table>

4. Below is a list of reasons that people sometimes have for using a prepaid card when they make purchases or pay bills. Please indicate whether or not these are reasons for you by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Reasons for Using a Prepaid Card</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. It is more convenient to use a prepaid card than it is to use another method of payment.</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>b. It is safer to use a prepaid card than it is to use another method of payment.</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Using a prepaid card allows me to know if I have the money to cover a purchase.</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>d. Something else  <strong>Please describe:</strong></td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

5. Of the reasons above for which you answered “yes,” which one is the major reason that you use a prepaid card? Please indicate that reason by entering the letter that appears in front of it on the above list: ______
Thank you for taking the time to participate in this survey. We are interested in knowing a little about your credit score and credit report.

1. Do you happen to know your current credit score?
   - Yes  Go to question 3.
   - No  Go to question 2.

2. Do you know what your credit score was sometime in the past?
   - Yes  Go to question 4.
   - No  Go to question 6.

3. What is that credit score? ___________  Go to question 5.

4. What was that credit score? ___________

5. What, if anything, do you think you can do to improve your credit score? ____________________________________________
   __________________________________________________________________________________________________
   __________________________________________________________________________________________________
   __________________________________________________________________________________________________

6. During the past 12 months, have you seen a copy of your credit report?
   - Yes  Go to question 6a.
   - No  Go to question 7.
   6a. How many times during the past 12 months have you requested a copy of your credit report? ___________

7. At any time during the past 10 years, did you file for bankruptcy?
   - Yes  Go to question 7a.
   - No  Skip the remaining question. The survey is complete.
   7a. In what year was that? ___________
Thank you for taking the time to participate in this survey. We are interested in how you have responded to financial changes that may have happened in the past.

1. Thinking about the past 12 months, were there any months during which your income, for whatever reason, was significantly less than you expected it to be?
   - Yes, Go to question 2.
   - No, Go to question 6.

2. For how many months during the past 12 months was your income significantly less than you expected it to be?
   _______

3. Thinking about the most recent time this happened, please indicate which the following were factors in that situation by answering “yes” or “no” to each one.

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loss of a job</td>
<td></td>
</tr>
<tr>
<td>Reduction in work hours, but not loss of a job</td>
<td></td>
</tr>
<tr>
<td>An injury or health emergency</td>
<td></td>
</tr>
<tr>
<td>Something else Specify: ____________</td>
<td></td>
</tr>
</tbody>
</table>

4. During that time, were you able to cover your expenses with money you already had?
   - Yes, Go to question 5.
   - No, Go to question 6.

5. Please indicate what you did in response to that situation by answering “yes” or “no” to each of the following.

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>I used a credit card</td>
<td></td>
</tr>
<tr>
<td>I paid bills late</td>
<td></td>
</tr>
<tr>
<td>I went without some things</td>
<td></td>
</tr>
<tr>
<td>I borrowed money from relatives, friends, or coworkers</td>
<td></td>
</tr>
<tr>
<td>I did something else Specify: ____________</td>
<td></td>
</tr>
</tbody>
</table>

6. Again, please think about the past 12 months. Were there any months in which you had an unexpected expense, for whatever reason, that was more than $200?
   - Yes, Go to question 7.
   - No, Skip the remaining questions. The survey is complete.

7. For how many months during the past 12 months did you have an unexpected expense that was more than $200?
   _______

8. Thinking about the most recent time this happened, please indicate which of the following were factors in that situation by answering “yes” or “no” to each one.

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical or dental expenses</td>
<td></td>
</tr>
<tr>
<td>Emergency repairs on your home or vehicle</td>
<td></td>
</tr>
<tr>
<td>Loss or damage to physical property</td>
<td></td>
</tr>
<tr>
<td>Something else Specify: ____________</td>
<td></td>
</tr>
</tbody>
</table>

9. Were you able to cover that expense with that month’s income?
   - Yes, Skip the remaining questions. The survey is complete.
   - No, Go to question 10.

10. Please indicate what you did in response to that situation by answering “yes” or “no” to each of the following.

    | Yes | No |
    |-----|----|
    | I used money from my savings |   |   |
    | I used a credit card |   |   |
    | I paid bills late |   |   |
    | I went without some things |   |   |
    | I borrowed money from relatives, friends, or coworkers |   |   |
    | I did something else Specify: ____________ |   |   |
Thank you for taking the time to participate in this survey. We are interested in how you might respond to financial changes in the future. Let’s consider a situation where your income in the future goes up.

1. Have you thought about how you would spend and/or save money if your income increased over future years?
   - Yes
   - No

2. If in the future your income continued to go up, what, if anything, would you do different financially than you currently do?
   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________

3. Please now consider a situation in the future where you unexpectedly received a gift of $500. If you could do only one thing with that money, which of the following would you do? Choose only one.
   - Spend it on myself
   - Spend it on my children or other relatives
   - Pay outstanding bills or credit card balances
   - Set it aside as savings
   - Something else  Please describe:  

4. If you could do more than one thing with that unexpected gift of $500, which of the following would you also do? Check all that apply.
   - Spend it on myself
   - Spend it on my children or other relatives
   - Pay outstanding bills or credit card balances
   - Set it aside as savings
   - Something else  Please describe:  

Next, let’s turn to how you might respond to an emergency in the future.

5. Please think about a possible future emergency situation where you needed $500 in cash that you did not have. Which of the following actions would you do first? Choose only one.
   - I would use a credit card
   - I would borrow money from relatives, friends, or coworkers
   - I would seek help from a faith community or church charity
   - I would do something else  Please describe:  

6. If your first course of action did not work, which other actions would you take? Check all that apply.
   - I would use a credit card
   - I would borrow money from relatives, friends, or coworkers
   - I would seek help from a faith community or church charity
   - I would do something else  Please describe:  

7. Have you thought about what you would do financially if there were a disaster, such as a hurricane, flood, tornado, drought, or fire?
   - Yes
   - No

8. Regardless of what you have done in the past, if in the future you found yourself in a situation where your monthly expenses were significantly greater than your income, what do you think you would do?
   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________
Thank you for taking the time to participate in this survey. We are interested in how you view different types of bank and credit card accounts.

1. Do you currently have, or have you ever looked into opening, a checking account at a bank or credit union?
   - Yes  Go to question 2.
   - No  Go to question 3.

2. Below is a list of things that people sometimes consider when they decide about opening a checking account. Please indicate whether or not you considered these factors when you looked into opening a checking account by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Factors in Opening a Checking Account</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>The minimum account balance required</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The cost for different types of transactions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The penalty fees that could be incurred for things like a bounced check</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overdraft protection, that is, the availability of funds when you do not have sufficient money in your account to cover a check</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Some other factor Specify:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. Do you currently have, or have you ever looked into opening, a savings account at a bank or credit union?
   - Yes  Go to question 4.
   - No  Go to question 5.

4. The following is a list of things that people sometimes consider when they decide about opening a savings account. Please indicate whether or not you considered these factors when you looked into opening a savings account by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Factors in Opening a Savings Account</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>The minimum account balance required</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The interest rate earned on the account</td>
<td></td>
<td></td>
</tr>
<tr>
<td>An introductory offer to open an account</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Some other factor Specify:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5. Do you currently have, or have you ever looked into getting, a credit card in your name?
   - Yes  Go to question 6.
   - No  Skip the remaining questions. The survey is complete.

6. Below is a list of things that people sometimes consider when they decide about getting a credit card. Please indicate whether or not you considered these factors when you looked into getting a credit card by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Factors in Getting a Credit Card</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>The introductory interest rate charged</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The interest rate charged after the introductory period</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The annual fee for the card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The credit limit available</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The penalty fees that could be incurred for things like late payments</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Points, rebate dollars, or rewards that could be earned</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Some other factor Specify:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. We are interested in how you use different types of financial services.

1. Below is a list of ways in which people sometimes obtain cash that they want or need. Please indicate whether or not you have used the following activities during the past 12 months by answering “yes” or “no” for each one.

   For those you answered “yes,” please also indicate the approximate number of times you have done so during the past 12 months.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Yes</th>
<th>No</th>
<th>If yes: # of times</th>
</tr>
</thead>
<tbody>
<tr>
<td>I obtained cash using a debit card</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I obtained cash from a payday loan in anticipation of a upcoming pay check</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I used a check cashing store where I paid a fee to get cash in exchange for a check</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I sold something to a pawn shop</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I obtained a loan that required me to transfer the title of my automobile</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I obtained a tax refund on the same day I filed my income tax return</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I over-withheld income taxes throughout the year so that I would get a big refund when I filed my tax return</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Below is a list of ways in which people sometimes pay for things they purchase. Please indicate whether or not you have used each of the following methods during the past 12 months by answering “yes” or “no” for each one.

   For those you answered “yes,” please also indicate the approximate number of times you have done so during the past 12 months.

<table>
<thead>
<tr>
<th>Method</th>
<th>Yes</th>
<th>No</th>
<th>If yes: # of times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rented something from a rent-to-own store</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purchased a money order</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I used a layaway plan at a retail store</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. We are interested in any financial investments you may currently hold.

1. Below is a list of ways in which people sometimes invest money. Please indicate whether or not you have these types of investments by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Types of Investments</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Certificate of Deposit, sometimes called a CD, for a set period of time at a bank or credit union</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A United States savings bond</td>
<td></td>
<td></td>
</tr>
<tr>
<td>An Individual Development Account, sometimes called an IDA, where the money deposited for homeownership or education is matched with additional funds</td>
<td></td>
<td></td>
</tr>
<tr>
<td>An Individual Retirement Account, sometimes called an IRA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A 401(k) or 403(b) Retirement Account</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If yes: Does your employer offer a match?  ☐ Yes  ☐ No  ☐ Don’t know

Stocks not in a retirement account                                                    |     |    |

Mutual funds not in a retirement account                                               |     |    |

Universal life insurance, sometimes called whole life insurance, where a life insurance policy also earns interest, dividends, or some other return |     |    |

Investment in a business                                                              |     |    |

Some other type of investment  Specify: ________________________________________________ |     |    |

If you answered “No” to all of the above: Complete questions 2 and 3 only.

If you answered “Yes” at least once: Skip questions 2 and 3, and go to question 4.

2. What is the major reason you do not have any investments?

__________________________________________________________________________________

__________________________________________________________________________________

__________________________________________________________________________________

__________________________________________________________________________________

__________________________________________________________________________________
3. What are other reasons you do not have any investments?

________________________________________________________________________________________________

________________________________________________________________________________________________

________________________________________________________________________________________________

________________________________________________________________________________________________

________________________________________________________________________________________________

Skip the remaining questions. The survey is complete.

4. How often do you contribute money to your investments? Would you say you contribute on a regular basis, every once in a while, or rarely?
   - On a regular basis
   - Every once in a while
   - Rarely

5. How often do you actively manage the money you have already invested, that is, do things such as move around the money in those investments or purchase different kinds of investments?
   - Often
   - Sometimes
   - Rarely
   - Never

6. Below is a list of things that people sometimes consider when they are deciding how to invest money. Please indicate whether or not you considered these factors before you chose where to invest your money by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Factors in Choosing an Investment</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>The rate of return, that is, the amount of money I could gain relative to the amount of money I invest</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The level of risk, that is, how much uncertainty there is about what the future gain or loss would be</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The tax implications, that is, how the investment would be treated when I file federal and state income tax returns</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The past results of the investment, that is, how much the investment has gained or lost in previous years</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The ability to move money around among various types of investments, such as different mutual funds, stocks, or bonds</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The availability of matching funds, that is, money that is invested on my behalf whenever I contribute to your investment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Some other factor Specify: __________________________________________________________________</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. We are interested in any bills you receive on a regular basis. Those bills could be monthly, quarterly, every six months, or yearly. Please include only those bills you pay regularly, not those you cover only once in a while.

1. Below is a list of bills people sometimes receive. Please indicate which of these bills you pay, either for yourself or for others by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Types of Bills Paid</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utilities, such as heat, electricity, and water</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Landline telephone service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cell phone service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internet service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cable or satellite television service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child care costs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>School tuition, fees, or lunch costs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health, medical, and/or dental insurance premiums</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Life insurance premiums</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Automobile or other vehicle insurance premiums</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Homeowner’s or renter’s insurance premiums</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Something else Specify:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Below is a list of methods people sometimes use to pay their bills. Please indicate whether or not you have used these methods during the past 12 months by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Methods Used to Pay Bills in Past 12 Months</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Cash</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Debit card (For a direct purchase, not to obtain cash)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Credit card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Personal check</td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Money order</td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Payroll deduction</td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. Electronic, online, or automatic funds transfer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>h. Some other way Specify:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. Of the payment methods for which you answered “yes,” which one did you use most often to pay your bills? Please indicate that method by entering the letter that appears in front of it on the above list: __________
Thank you for taking the time to participate in this survey. We are interested in the bills you receive for payment. By this I mean your mortgage, rent, bank loans, and credit card payments as well as regular bills for things like utilities, insurance, telephone, cell phone, and cable television.

1. Unfortunately, people sometimes find themselves in situations where they are unable to pay all of their bills. Were there any times during the past 12 months when you were not able to make all of your bill payments on time and in full?
   - Yes  Go to question 2.
   - No  Skip the remaining questions. The survey is complete.

2. When this happened, which bills did you pay and which bills did you hold off on?

________________________________________________________________________________________________
________________________________________________________________________________________________

3. How did you decide which bills to pay?

________________________________________________________________________________________________
________________________________________________________________________________________________

4. Below is a list of factors that people sometimes consider when they are making decisions about which bills to pay and which to hold off on. Please indicate whether or not these factors entered into your decisions by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Factors Considered When Deciding Which Bills to Pay</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>The penalty fees incurred for not making payments</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The due dates of different bills</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The fact that not paying certain types of bills has a negative impact on your credit history</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The possibility of eviction or foreclosure on your home</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The possibility that a utility service would be cut off, such as heat or electricity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The possibility that a telecommunication service would be cut off, such as telephone, cable television, or internet service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The possibility that a personal service would be stopped, such as child care or medical care</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The possibility that a product would be repossessed, such as furniture, an appliance, or a car</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5. Below is a list of experiences people sometimes have when they are paying bills. Please indicate whether or not the following has happened to you during the past 12 months by answering “yes” or “no” for each one.

   If you answered “yes,” please indicate approximately how many times this has happened to you during the past 12 months.

<table>
<thead>
<tr>
<th>Bill-Paying Experiences</th>
<th>Yes</th>
<th>No</th>
<th>If yes: # of times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pay a late fee on a bill</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Receive a phone call or a letter about an overdue bill</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contact a creditor about a late bill payment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Talk with a creditor about a billing cycle change</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. Unfortunately, people sometimes find themselves in situations where they are unable to pay all of their bills. We are interested in what you think you would do if this happened.

1. If sometime in the future you found that you couldn’t pay all of your bills on time and in full, how would you decide which bills to pay and which bills to hold off on?

________________________________________________________________________________________________
________________________________________________________________________________________________

2. Why would you make those decisions about which bills to pay?

________________________________________________________________________________________________
________________________________________________________________________________________________

3. Below is a list of factors that people sometimes consider when they are making decisions about which bills to pay and which to hold off on. Please indicate whether or not you think any of these factors would enter into your decisions by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Factors Considered When Deciding Which Bills to Pay</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>The penalty fees incurred for not making payments</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>The due dates of different bills</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>The fact that not paying certain types of bills has a negative impact on my credit history</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>The possibility of eviction or foreclosure on my home</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>The possibility that a utility service would be cut off, such as heat or electricity</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>The possibility that a telecommunication service would be cut off, such as telephone, cable television, or internet service</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>The possibility that a personal service would be stopped, such as child care or medical care</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>The possibility that a product would be repossessed, such as furniture, an appliance, or a car</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>
FINANCIAL ATTITUDES

Focuses on attitudes toward various financial situations from saving and spending to financial security.

Attitudes Toward Saving
Attitudes Toward Saving — Information and Planning ........................................ 93
Documents where/how the respondent obtains information about saving, whether he/she has a plan to save, and what timeframe for saving is most important to him/her.

Attitudes Toward Saving — Importance ........................................ 94
Documents the respondent’s important motivations or goals for saving and whether he/she saves for a major family event, retirement, etc.

Attitudes Toward Saving — Self-Assessment ................................... 95
Documents how the respondent feels about saving and his/her ability to save.

Attitudes Toward Spending
Attitudes Toward Spending — Importance ..................................... 96
Documents key monthly expense items and asks the respondent his/her priorities among items such as a landline phone, cell phone, cable access, etc.

Attitudes Toward Spending — Self-Assessment ................................. 97
Documents whether the respondent feels he/she is a smart spender and spends wisely.

Attitudes Toward Credit and Debt
Attitudes Toward Credit and Debt — Information ................................ 98
Documents where the respondent gets his/her information about credit and debt, if he/she knows his/her credit score, and whether he/she is satisfied with that credit score.

Attitudes Toward Credit and Debt — Importance ................................ 99
Documents how the respondent feels about taking on debt for major and other personal expenses, and his/her attitude about having good credit, paying back loans, etc.

Attitudes Toward Credit and Debt — Self-Assessment ...................... 100
Documents attitudes about credit and debt such as doing without rather than going into debt, confidence in paying bills on time, etc.
FINANCIAL ATTITUDES

Attitudes Toward Financial Situation and Future

Attitudes Toward Financial Situation — Security ........................................ 101
Documents respondent’s definition of financial security and whether he/she feels financially secure according to that definition.

Attitudes Toward Financial Situation — Future .......................................... 102
Documents respondent’s attitudes about his/her financial future, whether he/she can make any changes to improve it, and whether he/she thinks it will be better for his/her children.

Attitudes Toward Use of Financial Resources

Attitudes Toward Use of Financial Resources — Information .......................... 103
Documents where a respondent obtains reliable information about financial resources and whether he/she feels comfortable that he/she could explain various financial resources to a friend.

Attitudes Toward Use of Financial Resources — Importance .......................... 104
Documents how important the respondent believes certain financial investment activities are and how acceptable different forms of payment are.

Attitudes Toward Use of Financial Resources — Self-Assessment ..................... 105
Documents how the respondent feels about investing, what it means to him/her, and whether he/she feels satisfied with his/her current investing.

Attitudes Toward Use of Financial Resources — Insurance ........................... 106
Documents the respondent’s attitude about having various forms of insurance for themselves and his/her family.

Attitudes Toward Having Enough

Attitudes Toward Having Enough .......................................................... 107
Documents whether or not the respondent feels he/she has enough to be financially stable and how he/she feels about sharing with others.

Attitudes Toward Homeownership

Attitudes Toward Homeownership ....................................................... 108
Documents respondent’s attitudes about homeownership and whether homeownership is important.

Attitudes Toward Entrepreneurship

Attitudes Toward Entrepreneurship ....................................................... 109
Documents those respondents who are entrepreneurs and/or for whom entrepreneurship is important.
Thank you for taking the time to participate in this survey. People have different ways of managing their money and different approaches to saving. We are interested in where you learn about saving money.

1. Below is a list of ways in which people sometimes get information about saving money. Please indicate whether or not you use these sources when you are looking for information you can trust about saving money by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Ways to Get Information about Saving Money</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workshops or training sessions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial institutions, such as banks and credit unions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>One-on-one sessions with a financial counselor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Publications, such as books, newspapers, and magazines</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family members and relatives</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Friends and neighbors</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Church or faith community</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online through the Internet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Some other source Specifying</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Next, we’d like to know how you view savings for the future.

2. Regardless of whether or not you are putting aside money as savings right now, do you have some kind of plan for saving in the future? This could be either a formal written plan or an informal sense of how you would like to save.
   - Yes [Go to question 3.]
   - No [Skip remaining questions. The survey is complete.]

3. Please describe that plan, including for what purpose you expect to save money and for whom you will be saving money.

________________________________________________________________________________________________
________________________________________________________________________________________________

4. In planning your savings, which of the following time periods is most important to you?
   - The coming months
   - The coming year
   - The next 2-5 years
   - The next 6-10 years
   - Beyond 10 years
Thank you for taking the time to participate in this survey. People have different ways of managing their money and different approaches to saving. We are interested in how important you believe saving is in a number of different situations. No matter what you are actually doing now, please tell us how important you feel these things are.

1. Below is a list of situations for which people sometimes save money. Please indicate how important is it to you to save money for each of them.

<table>
<thead>
<tr>
<th>Situation</th>
<th>Very important</th>
<th>Important</th>
<th>Somewhat important</th>
<th>Not very important</th>
<th>Not at all important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saving money for the coming 2 to 5 years</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Saving money for 10 or more years into the future</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Saving money for significant family festivities, such as a wedding,</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>quinciniera, bar mitzvah, or family reunion</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saving money for significant holidays, such as Christmas, Diwali, or</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Chinese New Year</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saving money for significant community activities, such as a potlatch,</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>powwow, or street fair</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saving money for significant life events, such as birth or funerals</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Saving money for possible future emergencies</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Saving money to purchase a home</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Saving money for other large purchases, such as a car, furniture, or</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>appliances</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saving money for my own education or my children’s education</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Saving money for the education of other relatives or friends</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Saving money so that I can treat myself to something special every once</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>in a while</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investing money in my business</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Investing money in my business</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

○ Not applicable
Thank you for taking the time to participate in this survey. People have different ways of managing their money and different approaches to saving. We are interested in how you see your own saving activity.

1. Below are several statements about saving. Please indicate whether or not you feel each of them is mostly true or mostly not true.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mostly True</th>
<th>Mostly Not True</th>
</tr>
</thead>
<tbody>
<tr>
<td>I would feel calmer if I could save more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If I had debt, I would want to pay off everything I owed before I started saving.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I feel my money is safe in a bank or credit union.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. How satisfied are you with how much you are currently saving? Would you say you are ... ?
   - Completely satisfied
   - Satisfied
   - Somewhat satisfied
   - Not very satisfied
   - Not at all satisfied

3. Other than an increase in income, what would allow you to set aside more in savings than you do now?

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
ATTITUDES TOWARD SPENDING — IMPORTANCE

1. Different people have different ideas about the things they like to have. Below is a list of things people sometimes spend money on. Please indicate how important it is to you to have each of them.

<table>
<thead>
<tr>
<th></th>
<th>Very important</th>
<th>Important</th>
<th>Somewhat important</th>
<th>Not very important</th>
<th>Not at all important</th>
</tr>
</thead>
<tbody>
<tr>
<td>A landline telephone</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>A cell phone</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Internet access</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Cable television</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

2. Some people feel very strongly about certain things they spend money on while others do not. Other than necessities, such as food and shelter, is there anything that you spend money on now that is so important to you that you would never cut back on it?
   ○ Yes  Go to question 3.
   ○ No   Skip the remaining question. The survey is complete.

3. What spending would you not cut back on?

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
Thank you for taking the time to participate in this survey. People have different ways of managing their money, and everyone makes choices based on the information they have at the time. We are interested in how you feel about various types of spending.

1. Different people have different ideas about the best ways to spend their money. Below are several statements related to spending. Please indicate if you feel each of them is mostly true or mostly not true.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mostly true</th>
<th>Mostly not true</th>
</tr>
</thead>
<tbody>
<tr>
<td>I consider myself a “smart spender.”</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Planning my budget is a priority for me.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The more I pay for a product, the better the quality.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>There are only certain brand names that I trust for things like electronics and clothing.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I know the difference between the things that I need and the things that I want.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>When I am stressed, shopping makes me feel better.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I would rather share my money with others who are important to me than spend it on myself.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>There’s value in keeping a written record of my spending as it occurs.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Even if I wanted to, I don’t think I could change my spending habits.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Some people are comfortable with the ways in which they spend money, while others are less comfortable. Compared to how you think you should be spending the money that you have, how satisfied are you with the ways in which you actually spend it? Would you say you are ... ?
   - Completely satisfied  **Skip question 3. The survey is complete.**
   - Satisfied  **Go to question 3.**
   - Somewhat satisfied  **Go to question 3.**
   - Not very satisfied  **Go to question 3.**
   - Not at all satisfied  **Go to question 3.**

3. What would make you more satisfied with how you spend your money?

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
ATTITUDES TOWARD CREDIT AND DEBT — INFORMATION

Thank you for taking the time to participate in this survey. People differ in how they view credit and debt, and they make choices based on the best information they have at the time. We are interested how you learn about obtaining, using, or repairing credit.

1. Below is a list of ways in which people sometimes get information about credit. Please indicate whether you use these sources when you are looking for information you can trust about credit by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Ways to Get Information about Credit</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workshops or training sessions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial institutions, such as banks and credit unions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>One-on-one sessions with a financial counselor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Publications, such as books, newspapers, and magazines</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family members and relatives</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Friends and neighbors</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Church or faith community</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online through the Internet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Some other source Specify: ______________________________</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Some people also get information by reviewing their credit scores.

2. Do you happen to know your current credit score?
   - Yes [Go to question 2b.]
   - No [Go to question 2a.]

2a. Do you know what your credit score was sometime in the past?
   - Yes [Go to question 2c.]
   - No [Skip remaining questions. The survey is complete.]

2b. What is that credit score? ________ [Go to question 3.]

2c. What was that credit score? ________ [Go to question 3.]

3. How satisfied are you with your credit score. Would you say you are ... ?
   - Completely satisfied [Skip remaining question. The survey is complete.]
   - Satisfied [Go to question 4.]
   - Somewhat satisfied [Go to question 4.]
   - Not very satisfied [Go to question 4.]
   - Not at all satisfied [Go to question 4.]

4. What would you like your credit score to be, and why?
   ________________________________________________________________
   ________________________________________________________________
   ________________________________________________________________
Thank you for taking the time to participate in this survey. People differ in how they view credit and debt, and they make choices based on the best information they have at the time. We are interested in certain aspects of credit and bill paying and how important you believe they are. No matter what you are actually doing now, please indicate how important you feel these things are.

1. How important is each of the following to you?

<table>
<thead>
<tr>
<th></th>
<th>Very important</th>
<th>Important</th>
<th>Somewhat important</th>
<th>Not very important</th>
<th>Not at all important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Being able to borrow money if I need it</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Paying all of my bills on time</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Having good credit</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Paying back loans as quickly as I can when I have them</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

We'd also like to know whether or not it is acceptable, from your perspective, to take on debt to pay for certain items.

2. Do you feel it is acceptable to take on debt for each of the following?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>A home</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>An automobile</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Major household goods, like appliances or furniture</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Personal expenses, such as clothing and entertainment</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Educational expenses</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. People differ in how they view credit and debt, and they make choices based on the best information they have at the time. We are interested in how you feel.

1. Below are several statements about credit and debt. Please indicate if you feel each of them is mostly true or mostly not true.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mostly true</th>
<th>Mostly not true</th>
</tr>
</thead>
<tbody>
<tr>
<td>I would rather do without something than have to go into debt to get it.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am confident that I can pay all my bills on time.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am not interested in obtaining credit.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I know how to get a copy my credit report.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I can read and understand my credit report.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I know what to do to build or improve my credit.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Some bills are more important to pay than others are.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The effort it takes to establish credit is well worth it.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. We are interested in your thoughts about financial security.

1. What does the term “financial security” mean to you?
   
   ____________________________________________________________________________________________________
   ____________________________________________________________________________________________________
   ____________________________________________________________________________________________________

2. Using this definition, how secure do you feel your financial situation is right now? Would you say it is ... ?
   
   ○ Very secure
   ○ Secure
   ○ Somewhat secure
   ○ Not very secure
   ○ Not at all secure

3. Why do you describe your financial situation this way?
   
   ____________________________________________________________________________________________________
   ____________________________________________________________________________________________________
   ____________________________________________________________________________________________________

We’d also like to know how you view different aspects of money and finances.

4. Below are several statements about finances. Please indicate whether you feel each of them is mostly true or mostly not true.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mostly true</th>
<th>Mostly not true</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel I manage my money well.</td>
<td></td>
<td>○ ○</td>
</tr>
<tr>
<td>I feel I am in control of my finances.</td>
<td></td>
<td>○ ○</td>
</tr>
<tr>
<td>I feel stressed about my financial situation.</td>
<td></td>
<td>○ ○</td>
</tr>
</tbody>
</table>

5. How confident are you that you could weather a financial crisis if it should occur? Would you say you are ... ?
   
   ○ Very confident
   ○ Confident
   ○ Somewhat confident
   ○ Not very confident
   ○ Not at all confident
ATTITUDES TOWARD FINANCIAL SITUATION — FUTURE

Thank you for taking the time to participate in this survey. We are interested in your thoughts about your financial future.

1. Thinking about the things you can change or the things that are in your control, what do you think you can do, if anything, to make your financial future better?
____________________________________________________________________________________________________________________________________
____________________________________________________________________________________________________________________________________
____________________________________________________________________________________________________________________________________
____________________________________________________________________________________________________________________________________

2. How confident are you about your financial future?
   - Very confident
   - Confident
   - Somewhat confident
   - Not very confident
   - Not at all confident

3. Why do you describe your confidence level this way?
____________________________________________________________________________________________________________________________________
____________________________________________________________________________________________________________________________________
____________________________________________________________________________________________________________________________________
____________________________________________________________________________________________________________________________________

4. Please think about your current financial situation. How do you feel that your finances in the future will be compared to your current financial situation?
   - My future financial situation will be much better than it is now
   - My future financial situation will be somewhat better than it is now
   - My future financial situation will be about the same as it is now
   - My future financial situation will be somewhat worse than it is now
   - My future financial situation will be much worse than it is now

5. Answer only if you have child(ren): Please think about your children’s financial future. How do you feel that your children’s finances in the future will be compared to your current financial situation?
   - Not applicable
   - Much better off
   - Somewhat better off
   - About the same
   - Somewhat worse off
   - Much worse off
Thank you for taking the time to participate in this survey. We are interested where you learn about investments and investing.

1. Below is a list of possible ways in which people sometimes get information about investing money. Please indicate whether you use these sources when you are looking for information you can trust about how to invest by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Ways to Get Information about Investing</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workshops or training sessions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial institutions, such as banks and credit unions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>One-on-one sessions with a financial counselor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Publications, such as books, newspapers, and magazines</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family members and relatives</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Friends and neighbors</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Church or faith community</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online through the Internet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Some other source Specify: _____</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Now, let’s turn to your understanding of different types of financial investments.

2. The following is a list of ways in which people sometimes invest money. Please indicate whether or not you would be able to explain the following to a friend who asked by answering “yes” or “no.”

<table>
<thead>
<tr>
<th>Can Explain to a Friend Who Asked</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>An interest-bearing savings account</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A certificate of deposit, sometimes called a CD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A savings bond</td>
<td></td>
<td></td>
</tr>
<tr>
<td>An Individual Development Account, sometimes called an IDA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stocks and the stock market</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mutual funds</td>
<td></td>
<td></td>
</tr>
<tr>
<td>An Individual Retirement Account, sometimes called an IRA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A 401(k) or 403(b) Retirement Account</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Universal Life Insurance, sometimes called Whole Life Insurance</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. How often do your friends or relatives come to you for financial advice?
   - Often
   - Sometimes
   - Rarely
   - Never
ATTITUDES TOWARD USE OF FINANCIAL RESOURCES — IMPORTANCE  

Thank you for taking the time to participate in this survey. We are interested in how important you believe certain financial investment activities are. No matter what you are actually doing now, please describe how you feel about these things.

1. How important is each of the following to you?

<table>
<thead>
<tr>
<th>Activity</th>
<th>Very important</th>
<th>Important</th>
<th>Somewhat important</th>
<th>Not very important</th>
<th>Not at all important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finding out about the different ways in which money can be invested</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Actively managing the money that you have invested</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Spending time comparing different types of investments</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Investing money for your retirement or old age</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Knowing that you are using your money to make money</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Only putting money into investments that have no chance of declining in value</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Trying to get a substantial return on an investment, even if there is a risk of losing money</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

Next, we’d like to know your views about different types of financial products and services. We are not interested in whether you have used these services, but rather how you feel about them.

2. The following is a list of ways in which people sometimes get money for things they want or need. From your perspective, is it acceptable to get money by...? Record answers as “Yes” or “No.”

<table>
<thead>
<tr>
<th>Activity</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Using a debit card</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Using a credit card</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Using a prepaid card</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Doing business with a pawn shop</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Doing business with a payday lender</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Doing business with a check cashing store</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Getting a loan from a bank</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Getting a loan from a credit union</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Borrowing from relatives or friends</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. We are interested in your thoughts about investing and financial services.

1. When you hear the term “investing” or “investments,” what comes to mind?
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________

2. How satisfied are you with how you are currently investing money?
   ● Completely satisfied  
   ○ Satisfied  
   ○ Somewhat satisfied  
   ○ Not very satisfied  
   ○ Not at all satisfied

   ○ Completely satisfied  
   ○ Satisfied  
   ○ Somewhat satisfied  
   ○ Not very satisfied  
   ○ Not at all satisfied

   ○ Completely satisfied  
   ○ Satisfied  
   ○ Somewhat satisfied  
   ○ Not very satisfied  
   ○ Not at all satisfied

3. What would make you more satisfied with how you are investing your money?
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
Thank you for taking the time to participate in this survey. We are interested in your thoughts about obtaining and paying for different types of insurance.

1. Some people feel purchasing insurance is important, while others do not. Below is a list of things for which people sometimes obtain insurance. Regardless of whether you currently hold these types of policies, please indicate whether you think it is worthwhile to purchase the following insurances by answering “yes” or “no” to each.

<table>
<thead>
<tr>
<th>Insurance Type</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Life insurance for yourself</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Life insurance for the children who live in your household</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Life insurance for the other adults who live in your household</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disability insurance should you be unable to work</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Long-term care insurance should you be unable to care for yourself</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Insurance to cover your mortgage payments should you be unable to make them</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Homeowner’s or renter’s insurance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Insurance on automobiles or other vehicles</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Insurance on valuables, such as jewelry or artwork</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Healthcare or medical insurance for yourself</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Healthcare or medical insurance for the children who live in your household</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Healthcare or medical insurance for the other adults who live in your household</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
ATTITUDES TOWARD HAVING ENOUGH

Thank you for taking the time to participate in this survey. We are interested in your thoughts about what it means to have enough financially.

First, we’d like to hear how important you believe it is to be able to do certain things financially, no matter what you are actually doing now.

1. How important is it that you are able to do each of the following?

<table>
<thead>
<tr>
<th></th>
<th>Very important</th>
<th>Important</th>
<th>Somewhat important</th>
<th>Not very important</th>
<th>Not at all important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Be able to pay for my own education, my children’s education, and/or the education of other relatives or friends</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Be able to support myself during old age or my retirement years</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Be able to share with relatives or friends by helping out with expenses or giving them things</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Be able to leave an inheritance to my children, other relatives, and/or friends</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Be able to leave an inheritance to charities, community organizations, or faith communities</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

Next, we’d like to know your thoughts about different aspects of financial stability.

2. Below are several statements. Please indicate if you feel each of them is mostly true or mostly not true.

<table>
<thead>
<tr>
<th></th>
<th>Mostly true</th>
<th>Mostly not true</th>
</tr>
</thead>
<tbody>
<tr>
<td>My financial situation right now is pretty stable.</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>I have enough money to afford the kind of home I would like to have.</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>I have enough money to afford the kind of leisure and fun activities my family, friends, and I enjoy.</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>I can do what I want to do to help relatives and friends without risking my own financial stability.</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>I give to others even when I don’t have enough for myself.</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Continued financial stability is a life goal of mine.</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

Answer only if you have child(ren): The next generation in my family will be more financially stable than I am. ○ Not applicable

Finally, we’d like to know a little about how you see your current financial situation when it comes to things you need and things you want.

3. Please think about the things you need for yourself, and if applicable, your partner, spouse, or dependent children. Which of the following statements would you say best describes your current financial situation?

○ I have more than I need.
○ I have about what I need.
○ I have less than I need.

4. Now please think about things that you want for yourself, and if applicable, your partner, spouse, or dependent children. Which of the following statements would you say best describes your current financial situation?

○ I have more than I want.
○ I have about what I want.
○ I have less than I want.
Thank you for taking the time to participate in this survey. We are interested in your thoughts about homeownership.

1. What does “owning your own home” mean to you?

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________

2. Do you currently own your own home?
   - Yes
   - No

3. How important is it to you that you own your own home?
   - Very important
   - Important
   - Somewhat important
   - Not very important
   - Not at all important
ATTITUDES TOWARD ENTREPRENEURSHIP

Thank you for taking the time to participate in this survey. We are interested in your thoughts about entrepreneurship.

1. What does “entrepreneurship” mean to you?

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________

2. Are you currently an entrepreneur?
   - ☐ Yes
   - ☐ No

3. How important is it to you that you be an entrepreneur?
   - ☐ Very important
   - ☐ Important
   - ☐ Somewhat important
   - ☐ Not very important
   - ☐ Not at all important
Focuses on non-financial aspects of the household including use of training and education, the level of communication within the household, the household’s sense of well-being, and the level of civic engagement.

**Training and Educational Attainment**
- **Training and Educational Attainment – Status and Aspirations** ............................................. 113
  Documents what training and education the respondent has had and what his/her goals are.
- **Training and Educational Attainment — Children** ................................................................. 114
  Documents the respondent’s goals for his/her children.

**Sense of Well-Being**
- **Sense of Well-Being** ............................................................................................................ 115
  Documents the respondent’s feelings about himself/herself and his/her life and neighborhood.

**Family and Household Dynamics**
- **Family and Household Dynamics — Handling Finances** ..................................................... 116
  Documents who makes the financial decisions in the household and how satisfied the respondent is with the financial decisions.
- **Family and Household Dynamics — Behaviors — Adults with Children** ............................. 117
  Documents whether there is a financial plan in place, how the household works together to manage finances, and whether the children are involved in those conversations and decisions.
- **Family and Household Dynamics — Behaviors — Adults with No Children Under 18** ........ 118
  Documents whether there is a financial plan in place, if the household has financial goals, and how the household talks about and works together to manage finances and that plan.
- **Family and Household Dynamics — Self-Assessment — Adults with Children** ................. 119
  Documents how well the respondent thinks his/her household is able to talk about financial matters and involve children in the conversations and decision making.
- **Family and Household Dynamics — Self-Assessment — Adults with No Children** ............ 120
  Documents how well the respondent thinks his/her household is able to discuss financial matters.

**Civic Engagement and Political Participation**
- **Civic Engagement and Political Participation** ................................................................. 121
  Documents respondent’s involvement in community affairs, neighborhood activities, and nonprofit organizations.
Thank you for taking the time to participate in this survey. We are interested in knowing a little about your educational background and your aspirations for the future.

1. Below is a list of different levels of educational attainment people sometimes achieve. Please indicate which one of these best describes your highest level of schooling. 
   
   **Choose only one.**
   - Less than a high school diploma
   - High school diploma or equivalent (GED)
   - Some post-secondary education, but no degree or certification
   - Certification from a vocational or technical training program
   - Associate’s degree
   - Bachelor’s degree
   - Master’s or other graduate degree

2. During the past 12 months, have you been enrolled in school or taken any training classes?  
   - Yes  **Go to question 3.**
   - No  **Go to question 4.**

3. Here is a list of different types of educational or training classes people sometimes take. Please indicate the schooling or training you have taken in the past 12 months. 
   - Check all that apply.
   - Classes in a high school equivalency or GED program
   - Classes to improve knowledge or skills, but not toward a degree or certification
   - Classes toward certification from a vocational or technical training program
   - Classes toward an Associate’s degree
   - Classes toward a Bachelor’s degree
   - Classes toward a Master’s or other graduate degree

4. How interested are you in furthering your education in the future? 
   - Very interested  **Go to question 5.**
   - Interested  **Go to question 5.**
   - Somewhat interested  **Go to question 5.**
   - Not very interested  **Skip the remaining questions. The survey is complete.**
   - Not at all interested  **Skip the remaining questions. The survey is complete.**

5. Here is a list of different levels of educational attainment to which people sometimes aspire. Please indicate which one of these best describes the highest level of education you would like to complete in the future.
   - High school diploma
   - Certification from a vocational or technical training program
   - Associate’s degree
   - Bachelor’s degree
   - Master’s or other graduate degree

6. Do you currently have a plan in place for pursuing your education in the future? 
   - Yes  **Go to question 6a.**
   - No  **Go to question 7.**

6a. Please describe that plan.  ____________________________________
    ____________________________________
    ____________________________________
    ____________________________________

7. Have you started to save for your future educational expenses?  
   - Yes
   - No

8. Below is a list of ways that people sometimes pay for their educational expenses. Please indicate whether or not you think you will be using these methods to pay for your educational expenses by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Method</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Savings set aside specifically for your education</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contributions from relatives or friends</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student or educational loans</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scholarships or grants</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Something else <em>Specify:</em></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. We are interested in your thoughts about the education of your children.

1. Are you the parent or guardian of one or more children who are not adults living on their own?
   - Yes Go to question 2.
   - No Skip remaining questions. The survey is complete.

2. Are any of these children attending pre-school, elementary, or secondary school?
   - Yes Go to question 2a.
   - No Go to question 3.

2a. Below is a list of activities in which parents and guardians sometimes participate. Please indicate whether or not you have done these things in the past 12 months by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participated in school open houses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attended a PTA or PTSA meeting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attended a parent-teacher conference</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attended my child(ren)’s extra-curricular school activities, such as sports events or arts, music, or theater performances</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reviewed my child(ren)’s report cards</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Volunteered to help out at a school or child care facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Made sure that my child(ren) received tutoring assistance with their homework if they needed it</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Talked with my child(ren) about my expectations for them in school</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. Below is a list of different levels of educational attainment to which people sometimes aspire. Which one of the following describes the highest level of education you would like your child(ren) to complete?
   - High school diploma Skip remaining questions. The survey is complete.
   - Certification from a vocational or technical training program Go to question 4.
   - Associate’s degree Go to question 4.
   - Bachelor’s degree Go to question 4.
   - Master’s or other graduate degree Go to question 4.
   - No opinion on exact level of child(ren)’s educational attainment Go to question 4.

4. Do you currently have a plan in place for helping your child(ren) pursue their education?
   - Yes Go to question 4a.
   - No Go to question 5.

4a. Please describe that plan. ____________________________________________
    ____________________________________________
    ____________________________________________

5. Have you started to save for your child(ren)’s educational expenses?
   - Yes
   - No

6. Below is a list of ways that people sometimes pay for their children’s educational expenses. Please indicate whether or not you think you will be using these methods to pay your child(ren)’s educational expenses by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Method</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Savings set aside specifically for my child(ren)’s education</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contributions from relatives or friends</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student or educational loans</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scholarships or grants</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Something else Specify:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. We are interested in your thoughts about your neighborhood and your life overall.

1. Below are several statements about your neighborhood. Please indicate if you feel each of them is mostly true or mostly not true.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mostly true</th>
<th>Mostly not true</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am satisfied with the physical condition of my neighborhood.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am satisfied with the relationships I have with my neighbors.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am satisfied with the public services, such as police, fire department, and trash pickup, in my neighborhood.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I feel safe in my neighborhood.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Answer only if you have children under 18 living at home:**
I feel my children are safe in my neighborhood.     ☐ Not applicable

2. Below are a few statements about your life in general. Please indicate if you feel each one is mostly true or mostly not true.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mostly true</th>
<th>Mostly not true</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am satisfied with the amount of time I have for leisure time activities.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am satisfied with the friendships I have.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am satisfied with my involvement in community organizations.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I feel that I am able to live to my full potential.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Answer only if you have children under 18 living at home:**
I feel my children are able to live to their full potential.     ☐ Not applicable

3. Finally, a few statements about the future. Please indicate if you feel each one is mostly true or mostly not true.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mostly true</th>
<th>Mostly not true</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have a clear vision of what I want my family's future to look like.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Improving my family's standard of living in the future is important to me.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. We are interested in how finances are handled in your household.

1. Who typically makes the decisions about money and finances in your household?
   - I make the decisions myself
   - Someone else makes the decisions
   - Someone else and I make the decisions together
   - Some other way Specify: ____________________________

2. Who actually manages the household money by doing such things as paying the bills and keeping track of spending?
   - I manage the money myself
   - Someone else manages the money
   - Someone else and I manage the money together
   - Some other way Specify: ____________________________

3. How satisfied are you with how finances are handled in your household?
   - Completely satisfied  **Skip the remaining question. The survey is complete.**
   - Satisfied  **Go to question 4.**
   - Somewhat satisfied  **Go to question 4.**
   - Not very satisfied  **Go to question 4.**
   - Not at all satisfied  **Go to question 4.**

4. What would make you more satisfied with how finances are handled in your household?

   __________________________________________________________________________
   __________________________________________________________________________
   __________________________________________________________________________
   __________________________________________________________________________
Thank you for taking the time to participate in this survey. We are interested in how you and those in your household discuss money and financial matters. First, please think about financial planning. By the term, “financial plan,” we mean a written plan about how to budget, spend, save, and/or invest money.

1. Does your household currently have a financial plan?
   - Yes  Go to question 1a.
   - No  Go to question 2.

   1a. Is that financial plan shared with the other adults in the household?
      - Yes
      - No

   1b. Is that financial plan shared with the children in the household?
      - Yes
      - No
      - Children are too young

2. Does your household have written short-term and/or long-term financial goals?
   - Yes  Go to question 2a.
   - No  Go to question 3.

   2a. Are those financial goals shared with the other adults in the household?
      - Yes
      - No

   2b. Are those financial goals shared with the children in the household?
      - Yes
      - No
      - Children are too young

3. Below is a list of things related to finances that people sometimes do. For each one, please indicate whether or not you do these things by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Talk regularly about money and finances with other adults in your household</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Talk regularly about money and finances with your children</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work together with other adults in your household on a budget or spending plan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Discuss financial goals with other adults in your household</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plan large purchases, like a car or appliance, with other adults in your household</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Teach your children how to deal with money when they have it</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Include your children in household financial discussions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Teach your children how to budget money</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4. Do you regularly give your child(ren) an allowance?
   - Yes
   - No

5. For what reasons have you made this decision about an allowance for your child(ren)?
   ___________________________________________________________
   ___________________________________________________________
   ___________________________________________________________
   ___________________________________________________________
   ___________________________________________________________
Thank you for taking the time to participate in this survey. We are interested in how you and those in your household discuss money and financial matters.

First, please think about financial planning. By the term, “financial plan,” we mean a written plan about how to budget, spend, save, and/or invest money.

1. Does your household currently have a financial plan?
   - Yes  Go to question 1a.
   - No  Go to question 2.

1a. Is that financial plan shared with the other adults in the household?
   - Yes
   - No

2. Does your household have written short-term and/or long-term financial goals?
   - Yes  Go to question 2a.
   - No  Go to question 3.

2a. Are those financial goals shared with the other adults in the household?
   - Yes
   - No

3. Below is a list of things related to finances that people sometimes do. For each one, please indicate whether or not you do these things by answering “yes” or “no.”

<table>
<thead>
<tr>
<th>Activity</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Talk regularly about money and finances with other adults in your household</td>
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</tr>
<tr>
<td>Talk regularly about money and finances with your children</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work together with other adults in your household on a budget or spending plan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Discuss financial goals with other adults in your household</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plan large purchases, like a car or appliance, with other adults in your household</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. We are interested in how you feel about money and financial matters in your household.

1. Here is a list of statements about finances. Please indicate whether you feel each of them is mostly true or mostly not true.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mostly true</th>
<th>Mostly not true</th>
</tr>
</thead>
<tbody>
<tr>
<td>In my household, it's OK to talk about money and finances.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>There is tension in my household about who earns how much money.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The adults in my household have different views about how to spend money.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>My children are comfortable discussing financial matters with me.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I know enough about budgeting and spending to teach my children about those things.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Now, we’d like to know how you view interacting with children when it comes to money.

2. At what age do you think child(ren) should begin learning to budget and manage money? ___________

3. If your child received money as a gift, through an allowance, or from a part-time job, what advice would you give him/her about what to do with it?

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________


Thank you for taking the time to participate in this survey. We are interested in how you feel about money and financial matters in your household.

1. Here is a list of statements about finances. Please indicate whether you feel each of them is mostly true or mostly not true.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mostly true</th>
<th>Mostly not true</th>
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</thead>
<tbody>
<tr>
<td>In my household, it’s OK to talk about money and finances.</td>
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</tr>
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<td></td>
<td></td>
</tr>
<tr>
<td>The adults in my household have different views about how to spend money.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Now, we’d like to know how you view interacting with children when it comes to money.

2. At what age do you think children should begin learning to budget and manage money? ___________

3. If you knew a child who received money as a gift, through an allowance, or from a part-time job, what advice would you give him/her about what to do with it?

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
Thank you for taking the time to participate in this survey. We are interested in the ways in which people are involved in community affairs.

1. Below is a list of different ways in which people sometimes become involved in their communities. Please indicate whether or not you have participated in these activities in your community during the past 12 months by answering “yes” or “no” for each one:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>I attended a public meeting, wrote to a public official, or talked with a public official</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>I volunteered my time to support a nonprofit or community organization</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>I became involved in community affairs, civic activities, or political issues</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>I worked to improve the public spaces in my neighborhood</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>I voted in a local or national election</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>I participated in a neighborhood association, a community civic organization, or a community event or activity</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>
INFORMAL AND COMMUNAL ASSETS

Documents experience with and attitudes about informal and communal assets.

Social Networks and Informal Exchange

Social Networks and Informal Exchange — Connections. ......................... 125
Documents the respondent’s feelings about his/her social network, how often he/she cares for and help others, and whether he/she feels strong connections to those around him/her.

Social Networks and Informal Exchange — Transactions ....................... 126
Documents whether, how often, and why the respondent has participated in informal transactions such as bartering exchanges.

Communally Held Assets

Communally Held Assets — Ownership ........................................... 129
Documents whether the respondent has partial ownership in any communally held assets, what types of assets those are, and what the level of his/her participation is.

Communally Held Assets — Contributions ...................................... 132
Documents whether the respondent contributes to any communally held assets, what the asset is, and what the level and type of contribution is, such as money, time, etc.
Thank you for taking the time to participate in this survey. We are interested in any social networks you depend on for support as well as any connections you may have to your community.

First, tell us about your personal and professional support networks.

1. Below are several statements. Please indicate if you feel each of them is mostly true or mostly not true.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mostly true</th>
<th>Mostly not true</th>
</tr>
</thead>
<tbody>
<tr>
<td>If I needed to, I can rely on my social network for support.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The people in my social support network change frequently.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Next, we have a few questions about the things you do for others.

2. Please indicate how often you do each of the following.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care for and help your relatives</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Care for and help your friends</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Care for and help your neighbors</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Now, we’d like to know your thoughts about your community.

3. Below are several statements. Please indicate if you feel each of them is mostly true or mostly not true.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mostly true</th>
<th>Mostly not true</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have a lot in common with the people around me.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>My social support network is strong.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I feel connected to my family and relatives.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>People in my neighborhood help each other out.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If I need support, I know who I can call on.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I feel connected to the people in my community.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I have a social network I can rely on.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Finally, we have a few questions about circumstances that people sometimes encounter.

4. Below is a list of situations involving money. Please indicate how often these things happen to you.

<table>
<thead>
<tr>
<th>Situation</th>
<th>Often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your family and friends ask you for money</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>You are pressured to spend money in order to maintain your social networks</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>In group situations where cash is involved, you are the person responsible for covering the bill</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>You are asked to buy things for other in your social network</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5. Below are several statements about money. Please indicate if you feel each of them is mostly true or mostly not true.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mostly true</th>
<th>Mostly not true</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sharing money among those in my social network is expected.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>My family or community will support me financially if I’m unable to pay my bills.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I would borrow money from other people if I needed it.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. We are interested in any informal trading or bartering you are involved in with people outside your household.

We'd like you to consider different types of informal, non-monetary transactions that sometimes occur between people who do not live in the same household. These exchanges do not involve the use of cash or the transfer of any funds. Rather you trade certain goods or services with someone in exchange for goods or services from them, or you provide goods or services to someone knowing that someday in the future you will need some goods or services in return.

Examples of the types of things that might be traded this way include doing someone’s hair, giving someone a ride, doing yard work, watching someone’s children, making a meal, repairing someone’s car, or sharing items of clothing. The only limitation is that the activities are not done for pay.

1. During the past 30 days, did you engage in any of these types of informal, non-monetary exchanges with people outside your household?
   - Yes  Go to question 1a.
   - No  Go to question 2.

1a. Please describe those informal, non-monetary exchanges and the goods and services that were involved.

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________

1b. About how many times during the past 30 days did you engage in these types of activities?
   - Just once
   - 2 or 3 times
   - 4 to 10 times
   - 11 to 30 times
   - More than 30 times

1c. Below is a list of reasons why people sometimes engage in informal, non-monetary exchanges with others. Which of these were reasons why you participate in this type of exchange?  Check all that apply on the left.

Of the reasons you have mentioned, which would you say is the major reason why you participate in this type of exchange?  Choose only one on the right.

<table>
<thead>
<tr>
<th>All Reasons</th>
<th>Major Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check all that apply</td>
<td>Choose only one</td>
</tr>
<tr>
<td>I did not have the money to make the purchase</td>
<td></td>
</tr>
<tr>
<td>I did not want to spend money on the purchase</td>
<td></td>
</tr>
<tr>
<td>I wanted to help out friends or relatives</td>
<td></td>
</tr>
<tr>
<td>I wanted to help out neighbors</td>
<td></td>
</tr>
<tr>
<td>The income would not be taxed</td>
<td></td>
</tr>
<tr>
<td>It would not affect my public assistance benefits</td>
<td></td>
</tr>
<tr>
<td>Some other reason  Specify:</td>
<td></td>
</tr>
</tbody>
</table>

2. During the past 30 days, did you informally give cash to someone outside your household who provided you with goods or services?
   - Yes  Go to question 2a.
   - No  Go to question 3.

2a. Please describe those informal exchanges and the goods and services that were involved.
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________

2b. About how many times during the past 30 days did you informally give cash to someone who provided you with goods or services?  
   Would you say ... ?
   - Just once
   - 2 or 3 times
   - 4 to 10 times
   - 11 to 30 times
   - More than 30 times

3. During the past 30 days, did you informally receive cash from someone outside your household for goods or services you provided them?
   - Yes  Go to question 3a.
   - No  Go to question 4.

3a. Please describe those informal exchanges and the goods and services that were involved.
________________________________________________________________________________________________
________________________________________________________________________________________________
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________________________________________________________________________________________________
________________________________________________________________________________________________

3b. About how many times during the past 30 days did you informally receive cash from someone outside your household for goods or services you provided?  Would you say ... ?
   - Just once
   - 2 or 3 times
   - 4 to 10 times
   - 11 to 30 times
   - More than 30 times
Next, we’d like to talk a little about informal ways in which people sometimes borrow and lend money.

4. During the past 12 months, did you loan $25 or more to any person outside your household?
   - Yes  Go to question 4a.
   - No  Go to question 5.

4a. How many times did you do this in the past 12 months? _______

5. During the past 12 months, did you borrow $25 or more from any person outside your household?
   - Yes  Go to question 5a.
   - No  Go to question 6.

5a. How many times did you do this in the past 12 months? _______

6. During the past 12 months, did you receive informal credit from a merchant or storeowner who gave you products or services with your promise to pay for them at a later date?
   - Yes  Go to question 6a.
   - No  Go to question 7.

6a. How many times did you do this in the past 12 months? _______

7. During the past 12 months, did you participate in a lending circle?
   - Yes  Go to question 7a.
   - No  Skip the remaining question. The survey is complete.

7a. Please describe how that lending circle works.

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________

7b. Please describe how you have participated in the lending circle over the past 12 months.

________________________________________________________________________________________________
________________________________________________________________________________________________
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________________________________________________________________________________________________

Thank you for taking the time to participate in this survey. We are interested in any assets that are jointly held by people in your neighborhood or community.

First, we’d like you to think about communally held assets. By “communally held assets,” we mean things such as property, legal rights, or resources that are owned jointly as a neighborhood or community. These are not assets owned by an individual or the government, but rather owned by the people in the neighborhood, community, or tribe.

1. Below is a list of assets that are sometimes owned by a group of people. Please indicate whether or not you share an interest in or rights to any of these things that are owned by your neighborhood or community by answering “yes” or “no” to each.

<table>
<thead>
<tr>
<th>Asset Description</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communal businesses, such as a marketplace or casino</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public space, such as a town square, park, or playground</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physical infrastructure, such as roads, utilities, or technology</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shared land, such a land bank or land trust</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shared-equity housing, such as jointly owned homes or apartments</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other communal buildings, such as a recreation center or library</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Natural resources, such as timber, wildlife, or livestock</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legal rights or claims, such as sovereign status or tax immunity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Institutions, such as philanthropic organizations or tribal colleges</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cultural assets, such as traditions, language, or indigenous knowledge</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Some other communal asset Specify:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you answered “No” to all of the above: *Skip question 2, and go to question 3.*

If you answered “Yes” at least once: *Go to question 2.*
For each of the communal assets you have ownership in, we’d like to know what benefits you receive from your share of the holdings.

2. Please start with the first asset listed in question 1 that you own. Write the name of the asset in the first box below. Then in the space to the right of the box, describe the benefits you receive from your share of that asset.

Please repeat this process for each asset you mentioned in question 1 by using one box per asset.

<table>
<thead>
<tr>
<th>Communal Asset</th>
<th>Benefits Received</th>
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</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>
Next, please think about any assets you might hold jointly with some of your family members or a group of other families. By this, we mean you own part of an asset along with a limited number of relatives or other families you know. This is different than a communal asset, which is owned by the people in a neighborhood, community, or tribe as a whole, not by just a few families or family members.

3. Do you currently own any assets jointly with some of your family members or a group of other families you know?
   - Yes  Go to question 4.
   - No  Skip the remaining questions. The survey is complete.

4. Please describe the asset(s) you own jointly with family members or a group of other families.

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________

5. Please describe the benefits you receive from these joint assets.

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________

6. Please describe what contributions, if any, you are making to these assets in terms of things like money, time, products, or services.

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________

Thank you for taking the time to participate in this survey. We are interested in any communal assets that you are currently contributing resources to, but do not yet own. By “communally held assets,” we mean things such as property, legal rights, or resources that are owned jointly as a neighborhood or community.

1. Do you currently participate in a community group or coalition to which you contribute any resources, such as money, time, products, or services, so that you can obtain a share in a communal asset?
   - Yes  Go to question 2.
   - No   Go to question 3.

2. Below is a list of communal assets that people sometime contribute to. Please indicate whether or not you contribute resources to a community group or coalition so you can own a share of that asset by answering “yes” or “no” to each of the following.

<table>
<thead>
<tr>
<th>Communal Asset</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communal businesses, such as a marketplace or casino</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public space, such as a town square, park, or playground</td>
<td></td>
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<tr>
<td>Other communal buildings, such as a recreation center or library</td>
<td></td>
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<tr>
<td>Natural resources, such as timber, wildlife, or livestock</td>
<td></td>
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<td>Legal rights or claims, such as sovereign status or tax immunity</td>
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<tr>
<td>Institutions, such as philanthropic organizations or tribal colleges</td>
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<td></td>
</tr>
<tr>
<td>Cultural assets, such as traditions, language, or indigenous knowledge</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Some other communal asset  Specify: ________________________________</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If “No” to all of the above:   Go to question 5.

If at least one “Yes” answer: Go to question 3.
For each of the communal assets you are contributing to, we’d like you to describe the contributions you are making to those assets in terms of things like money, time, products, or services.

3. Using the list in question 2, write the names of the assets you contribute to in the boxes on this page. Then in the space to the right of each box, describe the contributions you are making to those assets in terms of things like money, time, products, or services.

<table>
<thead>
<tr>
<th>Communal Asset</th>
<th>Contributions Made</th>
</tr>
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<tbody>
<tr>
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</tbody>
</table>
For each of the communal assets you are contributing to, we’d like to know what, if any, benefits you receive from your current share of the holdings.

4. Using the list in question 2, write the names of the assets you contribute to in the boxes on this page. Then in the space to the right of each box, describe the benefits you receive from your share of that asset.

<table>
<thead>
<tr>
<th>Communal Asset</th>
<th>Benefits Received</th>
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<tr>
<th>Communal Asset</th>
<th>Benefits Received</th>
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</tbody>
</table>
Focuses on the status of a mortgage and experience with foreclosure prevention counseling services.

**Status of Mortgage**

**Status of Mortgage** ....................................................... 137
Documents the respondent’s home mortgage situation, payment history, actions taken in response to delinquency, and financial counseling history.

**Experience with Counseling Services**

**Experience with Counseling Services** ........................................ 142
Documents the respondent’s satisfaction with counseling services, outcome of mortgage foreclosure situation, anticipated future experiences, understanding of financial topics, and changes in behavior.
Thank you for taking the time to participate in this survey. We are interested in your past and current housing and mortgage situations.

First, please tell us about your current homeownership status.

1a. Which of the following best describes your current home?
   - Mobile home, modular home, or trailer
   - Single-family home
   - Two-family home or duplex
   - Row house or townhouse
   - Building with three or more apartments
   - Something else Please describe: ____________________________

1b. In what year did you purchase your home? _______

1c. Was this the first time you have owned a home?
   - Yes
   - No

1d. What was the original purchase price of your home (in dollars)? ___________

1e. What is the current market value of your home (in dollars)? That is, if you were to sell your home today, how much do you think you would get for it? ____________

1f. Thinking about how much money you owed on your home when you first purchased it, how would you compare that to what you now owe?
   - I owe more now than when I first purchased my home
   - I owe about the same now as when I first purchased my home
   - I owe less now than when I first purchased my home

1g. Are you at risk of losing your home because of tax delinquency?
   - Yes
   - No
Next, we would like to know about your home mortgage situation.

2. How many mortgages do you currently have on your home? _______
   
   If none: Go to question 3.

   Otherwise: Go to question 2a.

2a. Please enter the year(s) in which you took on your mortgage(s) in the first row of the following chart.

2b. Next, please answer the questions in the following grid for each of the mortgages you listed.

<table>
<thead>
<tr>
<th>Please indicate the year you took on your mortgages:</th>
<th>Mortgage 1:______</th>
<th>Mortgage 2:______</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is this a fixed interest rate mortgage, an adjustable interest rate mortgage (ARM), or something else?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If something else: Please describe the interest rate on this mortgage.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_______ ___________________</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is this an original first mortgage, a refinanced first mortgage, a second mortgage, or a new mortgage you took on after you paid off an earlier mortgage?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>○ Original</td>
<td></td>
<td></td>
</tr>
<tr>
<td>○ Refinanced</td>
<td></td>
<td></td>
</tr>
<tr>
<td>○ Second</td>
<td></td>
<td></td>
</tr>
<tr>
<td>○ New</td>
<td></td>
<td></td>
</tr>
<tr>
<td>○ Fixed rate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>○ Adjustable</td>
<td></td>
<td></td>
</tr>
<tr>
<td>○ Other</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For how many years is the mortgage?

Will a large lump-sum payment, sometimes called a “balloon payment,” be due at the end of the mortgage? ○ Yes ○ No

What is the current interest rate on the mortgage?

What was the original amount of the mortgage when you first purchased your home (in dollars)?

What is the current outstanding mortgage balance (in dollars)?

What is the current monthly mortgage payment (in dollars)?

Does your monthly mortgage payment include escrow for real estate taxes? ○ Yes ○ No

Does your monthly mortgage payment include escrow for homeowners insurance? ○ Yes ○ No

3. How many home equity loans, if any, do you currently have with a bank or credit union? _______

   If none: Go to question 4.

   Otherwise: Go to question 3a.
3a. Now please think about the home equity loans you have. Please enter the year(s) in which you took on these home equity loans in the first row of the chart below.

3b. Next, please answer the questions in the following grid for each of the home equity loans you listed.

<table>
<thead>
<tr>
<th>Please indicate the year you took on your loans:</th>
<th>Loan 1:_____</th>
<th>Loan 2:_____</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the current interest rate on the home equity loan?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>What was the original amount of the home equity loan (in dollars)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>What is the balance you currently owe on the home equity loan (in dollars)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>What is the current monthly home equity loan payment (in dollars)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>When you took out this home equity loan, what did you use the money for?</td>
<td>Medical bills</td>
<td>Medical bills</td>
</tr>
<tr>
<td>Was it for ... ? <em>Check all that apply.</em></td>
<td>Household bills</td>
<td>Household bills</td>
</tr>
<tr>
<td>If other, specify:</td>
<td>Home repair</td>
<td>Home repair</td>
</tr>
<tr>
<td></td>
<td>Car repair</td>
<td>Car repair</td>
</tr>
<tr>
<td></td>
<td>Major purchases</td>
<td>Major purchases</td>
</tr>
<tr>
<td></td>
<td>Education</td>
<td>Education</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td>Other</td>
</tr>
</tbody>
</table>

4. Are you currently behind on your mortgage payments?
   - Yes  Go to question 5.
   - No  Go to question 4a.

4a. Was there any time during the past 12 months when you were behind on your mortgage payments?
   - Yes  Go to question 6.
   - No  Skip remaining questions. The survey is complete.
Now please tell us a little about your mortgage payments.

5. How many months are you currently behind in your mortgage payments? ________

5a. Is your home currently in foreclosure?
   ○ Yes
   ○ No

6. Below is a list of factors that sometimes contribute to people being behind in their mortgage payments. Please indicate whether or not these are reasons for you by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Reasons for Being Behind in Mortgage Payment</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Loss of employment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B. Decrease in employment income</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C. Decrease in income from sources other than employment, such as child support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D. Medical emergency, disability, illness, or injury</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E. Medical expenses, such as hospitalization, doctors, or prescriptions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>F. Home emergency, such as fire or theft</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G. Major home repairs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>H. Rising costs of necessities, such as food and utilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I. Increased household or family size</td>
<td></td>
<td></td>
</tr>
<tr>
<td>J. Separation from partner or divorce</td>
<td></td>
<td></td>
</tr>
<tr>
<td>K. Death in the household or family</td>
<td></td>
<td></td>
</tr>
<tr>
<td>L. Natural disaster, such as a hurricane, tornado, earthquake, flood, or drought</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M. Other unexpected expenses Please describe:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>N. Change in the terms of the mortgage</td>
<td></td>
<td></td>
</tr>
<tr>
<td>O. Transfer of mortgage to a different loan servicer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>P. Loan servicer errors</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q. Something else Please describe:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Of the factors for which you answered “yes,” which one was the major reason for your being behind in your mortgage payments? Please indicate that factor by entering the letter that appears in front of it on the preceding list: ________

7. Did you receive a letter from the loan servicer saying you were behind in your payments?
   - Yes
   - No

8. Did you contact the loan servicer to discuss the back payments?
   - Yes
   - No

9. Did you contact any community organizations to discuss your situation?
   - Yes  Go to question 9a.
   - No  Go to question 10.

9a. What organizations did you contact? ____________________________________________

9b. How did you find out about these organizations? _________________________________

Finally, some questions about financial counseling.

10. Which of the following statements best describes the loan servicer’s recommendation to you?
    - The loan servicer required that I seek financial counseling
    - The loan servicer suggested that I seek financial counseling
    - The loan servicer did not require or suggest that I seek financial counseling

11. Did you receive counseling, or are you currently receiving counseling, to help with your mortgage situation?
    - Yes  Go to question 11a.
    - No  Skip remaining question. The survey is complete.

11a. Please indicate which of the following types of counseling you received or are receiving by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Types of Counseling</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homebuyer education or pre-purchase counseling</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Budgeting, credit, or financial counseling</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loss mitigation or foreclosure prevention counseling</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Some other type of counseling Please describe:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. We are interested in your reaction to services offered by this organization.

**First, we would like to know what you thought of the counseling services you received.**

1. Overall, considering everything, how would you rate the quality and effectiveness of the counseling services you received? Would you say they were ...?
   - Excellent
   - Very good
   - Good
   - Fair
   - Poor

2. How effective were the counseling services in locating and obtaining the resources that you needed? Would you say they were ...?
   - Very effective
   - Effective
   - Somewhat effective
   - Not very effective
   - Not at all effective

3. How helpful were the counseling services in reducing the stress you felt regarding finances? Would you say they were ...?
   - Very helpful
   - Helpful
   - Somewhat helpful
   - Not very helpful
   - Not at all helpful

**Next, we would like to hear about the results, if any, you have seen from the counseling services.**

4. What was the outcome of your mortgage foreclosure situation in terms of payment plans, loan modifications, or other actions by the loan servicer?
   ____________________________________________
   ____________________________________________
   ____________________________________________
   ____________________________________________

**Now, let’s talk about the future.**

5. To what extent would you say the counseling services you received will help you keep your home in the future? Would you say to ...?
   - A very great extent
   - A great extent
   - Some extent
   - Little extent
   - No extent

6. To what extent would you say the counseling services you received will help you maintain your other assets, like your personal property and savings, in the future? Would you say to ...?
   - A very great extent
   - A great extent
   - Some extent
   - Little extent
   - No extent

7. If you knew someone who was in a situation similar to yours, how likely would you be to recommend the counseling services? Would you say you ...?
   - Definitely would recommend the services
   - Probably would recommend the services
   - Probably would not recommend the services
   - Definitely would not recommend the services

8. If in the future you needed other services that this organization offered, how likely would you be to go back there? Would you say you ...?
   - Definitely would go back
   - Probably would go back
   - Probably would not go back
   - Definitely would not go back
Finally, a few questions about your understanding of financial topics.

9. Thinking back to before you started receiving counseling services, how well do you think you understood the following topics? Would you say you understood them very well, somewhat, or not that well?

<table>
<thead>
<tr>
<th>Topic</th>
<th>Very well</th>
<th>Somewhat</th>
<th>Not that well</th>
</tr>
</thead>
<tbody>
<tr>
<td>How to choose an appropriate home mortgage loan</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The mortgage default and foreclosure process</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How to budget and manage your money</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How to improve or repair your credit</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How to make sound financial decisions</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

10. Since you started receiving counseling services, how has your understanding of the following topics changed? Would you say it is a lot better now, a little better now, or about the same?

<table>
<thead>
<tr>
<th>Topic</th>
<th>A lot better</th>
<th>A little better</th>
<th>About the same</th>
</tr>
</thead>
<tbody>
<tr>
<td>How to choose an appropriate home mortgage loan</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The mortgage default and foreclosure process</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How to budget and manage your money</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How to improve or repair your credit</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How to make sound financial decisions</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

11. Since you started receiving counseling services, what, if anything, are you doing differently with regard to your finances? __________

__________________________________________________________________________________________________________________________________________
__________________________________________________________________________________________________________________________________________
__________________________________________________________________________________________________________________________________________
__________________________________________________________________________________________________________________________________________
Tools for YouTh, ages 14-24
INDIVIDUAL/FAMILY/HOUSEHOLD BACKGROUND

Focuses on the individual’s past use of financial education or counseling.

**Household Composition** ................................................... 149
Documents the makeup of the household and any changes in the past year.

**Financial Education — Part 1** ............................................... 150
Documents the financial training or education classes taken by respondent and any financial counseling received from this organization.

**Financial Education — Part 2** ............................................... 151
Documents the financial education training or counseling the individual has participated in elsewhere.
People live in lots of different types of places. The following questions ask about your current living situation and any changes that may have occurred during the past year.

First, we’d like to know a little bit about the place where you live most of the time.

1a. Below is a list of places where people sometimes live. Please indicate where you live most of the time. Choose only one.
   - With my boyfriend, girlfriend, or partner
   - With a roommate(s) or housemate(s)
   - With my birth mother and/or father
   - With other relative(s)
   - With my adoptive parent(s)
   - With my foster parent(s) who are not related to me
   - With a friend’s family (not foster care)
   - In a group home or residential facility
   - In a shelter or emergency housing
   - Someplace else If someplace else, please describe: ______________________

1b. How long have you lived there?
   ______________________

1c. Other than yourself, how many adults 18 years of age or older live there? ________

1d. Other than yourself, how many children under 18 years of age live there? ________

1e. What language is most often spoken there?
   - English
   - Spanish
   - Other Please describe: ______________________

Now, we’d like some information about you as an individual.

2a. Gender: ______________________
   - Male
   - Female
   - Transgender

2b. In what year were you born? ________

2c. Do you consider yourself as Hispanic, Latino, or Latina?
   - Yes, Hispanic/Latino/Latina
   - No, not Hispanic/Latino/Latina

2d. What is your race?
   - Black/African American
   - Caucasian/White
   - American Indian/Aleut/Eskimo/Alaska Native
   - Asian
   - Native Hawaiian/Pacific Islander
   - Mixed race

2e. Which of the following is your current marital status?
   - Never married
   - Married
   - Separated
   - Divorced
   - Widowed

2f. What is your first language?
   - English
   - Spanish
   - Something else Please describe: ______________________

2g. Do you have any children?
   - Yes Go to question 2g1.
   - No Go to question 3.

2g1. How many children do you have? ________

2g2. Do your children live with you?
   - Yes
   - No

Finally, let’s turn to any recent changes in the place where you live.

3. During the past 12 months, has anyone moved out of the place where you live?
   - Yes Go to question 3a.
   - No Go to question 4.

3a. How many individuals moved out? ________

4. During the past 12 months, has anyone moved into the place where you live?
   - Yes Go to question 4a.
   - No Skip remaining question. The survey is complete.

4a. How many individuals moved in? ________
Record any formal courses, seminars, or workshops you have completed on financial matters or money management.

<table>
<thead>
<tr>
<th>Title of Course, Seminar, or Workshop</th>
<th>Organization Offering the Training</th>
<th>Duration</th>
<th>Total Hours</th>
<th>Date Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please record any one-on-one financial counseling sessions you have completed.

<table>
<thead>
<tr>
<th>Counselor's Name</th>
<th>Counselor's Organization</th>
<th>Number of Sessions</th>
<th>Average Session Length</th>
<th>Counseling Topics Covered</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The questions below ask about the financial training, if any, you have had in the past.

First, we’d like to hear about any formal courses, seminars, or workshops about financial matters or money management you have attended. These classes, which can be offered by places such as schools, community organizations, and government agencies, are typically held for a group of people in a classroom or training setting. They can cover a wide variety of different topics and may include information on credit, debt, budgeting, saving, or financing.

1. Have you attended any of these types of formal financial courses, seminars, or workshops?
   - Yes  Go to question 1a.
   - No  Go to question 2.

1a. Where did you attend these sessions?
_____________________________________________________________________________________________

1b. What types of topics were covered in these sessions?
_____________________________________________________________________________________________
_____________________________________________________________________________________________

Next, let’s turn to individual one-on-one counseling about financial matters or money management. In these situations, you work with a financial counselor on your own personal financial situation.

2. Have you participated in any of these types of individual financial counseling sessions?
   - Yes  Go to question 2a.
   - No  If no to question 1, skip remaining questions. The survey is complete.  If Yes to question 1, go to question 3.

2a. Where did you participate in these counseling sessions?
_____________________________________________________________________________________________

2b. What did you work on with the financial counselor?
_____________________________________________________________________________________________
_____________________________________________________________________________________________

Finally, we’d like to know how helpful you feel this financial training has been.

3. How interesting was the financial training to you?
   - Very interesting
   - Interesting
   - Somewhat interesting
   - Not very interesting
   - Not at all interesting

4. How important do you think the things you learned will be to you when you are on your own?
   - Very important
   - Important
   - Somewhat important
   - Not very important
   - Not at all important
Documents an individual’s or household’s current financial picture, including funds that he/she gives to other people.

**Income and Expenses**

**Income**
Documents income for individual or household respondents.

**Expenses**
Documents expenses for individual or household respondents.

**Predictability**
Documents the predictability of respondent’s income and expenses from month to month.

**Asset Cushion**

**Asset Cushion — Status**
Documents respondent’s use of cash, bank accounts, IDA’s, and credit cards.

**Asset Cushion — Access to Resources**
Documents respondent’s access to and use of various financial resources such as credit cards, debit cards, and pre-paid cards.

**Asset Cushion — Funds Set Aside by Others**
Documents whether, and how much, there are financial assets being set aside for the respondent by others.

**Asset Cushion — Health Care**
Documents respondent’s access to and use of health care and health insurance.
### EARNED INCOME SOURCES

<table>
<thead>
<tr>
<th>Source</th>
<th>Has Income Source</th>
<th>Monthly Amount</th>
<th>Documentation Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Wages or salary (Job 1)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wages or salary (Job 2)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wages or salary (Job 3)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Income from tips</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Income from self employment (e.g., contractor, licensed day care provider, taxi driver, shop owner)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Income from casual or informal work (e.g., day labor, babysitting)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stipends (e.g., educational, work program participation)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other earned income Specify:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**A. Total Monthly Income from Earned Income Sources**

### MEANS-TESTED BENEFITS

<table>
<thead>
<tr>
<th>Source</th>
<th>Has Income Source</th>
<th>Monthly Amount</th>
<th>Documentation Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>General public assistance for individuals without children</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TANF (Temporary Assistance to Needy Families) for families with children</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food stamps</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rental allocation or housing subsidy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WIC (Special Supplemental Nutrition Program for Women, Infants, and Children) benefits</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child care subsidy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other means-tested benefits Specify:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**B. Total Monthly Income from Means-Tested Benefits**
### UNEARNED INCOME SOURCES

<table>
<thead>
<tr>
<th>Has Income Source</th>
<th>Monthly Amount</th>
<th>Documentation Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Unemployment insurance benefits
2. SSI (Supplemental Security Income)
3. SSDI (Social Security Disability Income)
4. Tuition reimbursement, scholarships, or grants
5. Child support or alimony
6. Interest/Dividends
7. Gifts, remittances, or money transfers from others
8. Other unearned income *Specify:*

**C. Total Monthly Income from Unearned Income**

### INCOME TAX CREDITS

<table>
<thead>
<tr>
<th>Has Income Source</th>
<th>Monthly Amount</th>
<th>Documentation Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Earned Income Tax Credit (EITC)
   - If yes: Did you go to a VITA site for tax preparation assistance?
   - ______________________________________________________

2. Other tax credit *Specify:*

**D. Total Monthly Income from Tax Credits**

**Add Up Totals from A, B, C, D**

**TOTAL MONTHLY INCOME**
### EXPENSES

#### HOUSING EXPENSES

<table>
<thead>
<tr>
<th>Has Expense</th>
<th>Monthly Amount</th>
<th>Documentation Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

- Contribution to rent
- Contribution to utilities (e.g., gas, electric, water)
- Other Housing Expenses **Specify:**

**A. Total Monthly Housing Expenses**

#### OTHER HOUSEHOLD OR PERSONAL EXPENSES

<table>
<thead>
<tr>
<th>Has Expense</th>
<th>Monthly Amount</th>
<th>Documentation Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

- Groceries
- School/Work lunches
- Vehicle loan/lease payments (Vehicle 1)
- Vehicle loan/lease payments (Vehicle 2)
- Vehicle registration/license plates/inspection
- Vehicle insurance premiums
- Vehicle gasoline and maintenance
- Other transportation (e.g., buses, taxis)
- Telephone
- Cell phone
- Internet
- Cable TV or Satellite TV
- Health insurance premiums *(If gross income noted in Income section or not paid through payroll deduction)*
- Out-of-pocket medical/health care costs (e.g., doctor, dentist, prescriptions)
- Child care or babysitting
- Income taxes *(If gross income noted in Income section)*
- Credit card payments
- Tuition, educational fees, and lessons (e.g., sports, music)
- Contributions to charities and faith communities
- Child support and alimony paid
- Wage garnishments *(If gross income noted in Income section)*
- Gifts, remittances, and money transfers to others
- Entertainment (e.g., eating out, movies, events)
- Clothing, laundry, and dry cleaning
- Other Household/Personal Expenses **Specify:**

**B. Total Monthly Household and Personal Expenses**
<table>
<thead>
<tr>
<th>SELF-EMPLOYMENT EXPENSES</th>
<th>Has Expense</th>
<th>Monthly Amount</th>
<th>Documentation Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Technology (e.g., telephone, internet)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supplies, equipment, and inventory</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advertising and marketing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Estimated income taxes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Other Self-Employment Expenses Specify:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>C. Total Monthly Self-Employment Expenses</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Add Up Totals from A, B, C

**TOTAL MONTHLY EXPENSES**
Thank you for taking the time to participate in this survey. We are interested in the predictability of your income and expenses.

1. Thinking about the past 6 months, how often was your income about the same from one month to the next?
   - Always
   - Usually
   - Sometimes
   - Rarely
   - Never

2. Again thinking about the past 6 months, how often were your expenses about the same from one month to the next? Would you say ... ?
   - Always
   - Usually
   - Sometimes
   - Rarely
   - Never
Thank you for taking the time to participate in this survey. As a young person, you may or may not have established a relationship with a bank or credit union. The following questions ask about whether or not you currently have access to banking services, including things like a checking account, savings account, or credit card.

First, please think about the places where you might keep cash that you can withdraw whenever you wish.

1. Below is a list of places where people sometimes put cash that they have. Please indicate whether or not you currently keep cash in these places by answering “yes” or “no” to each one.

   If you said “yes:” Record approximately how much money you have there at this time.

<table>
<thead>
<tr>
<th>Put Cash Here</th>
<th>Dollar Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Someplace at home</td>
<td></td>
</tr>
<tr>
<td>Personal checking account</td>
<td></td>
</tr>
<tr>
<td>Personal savings account</td>
<td></td>
</tr>
<tr>
<td>Business savings account</td>
<td></td>
</tr>
</tbody>
</table>

   Total Amount

2. Do you happen to have what is called an Individual Development Account or IDA, where the money you save for your education or homeownership is matched with additional funds?

   If you said “yes:” Record below approximately how much money you have there at this time.

<table>
<thead>
<tr>
<th>Has an Individual Development Account (IDA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
</tr>
</tbody>
</table>

Now, let’s turn to the topic of credit cards. As a young person, you may or many not have begun to use formal credit. We’d like to know if you have.

3. Do you currently have any credit cards in your name with a bank or credit union?

   If yes: Mark here and go to question 3a.
   If no: Mark here and go to question 4.

3a. How many credit cards do you currently have with a bank or credit union? __________

3b. For each of these credit cards, please complete one line in the table below. Record the credit line limit, interest rate, annual fee, and current balance in the appropriate columns.

<table>
<thead>
<tr>
<th>Credit Line Limit</th>
<th>Interest Rate</th>
<th>Annual Fee</th>
<th>Current Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

   Total Amounts
4. Do you currently have any credit cards in your name with a retail store or other business?
   If yes: **Mark here** and go to question 4a.
   If no: **Mark here** Skip the remaining questions. The survey is complete.

4a. How many credit cards do you currently have with a retail store or other business? __________

4b. For each of these credit cards, please complete one line in the table on the next page. Record the credit line limit, interest rate, annual fee, and current balance in the appropriate columns.

<table>
<thead>
<tr>
<th>Credit Line Limit</th>
<th>Interest Rate</th>
<th>Annual Fee</th>
<th>Current Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total Amounts**

Complete a separate line for each credit card.
Thank you for taking the time to participate in this survey. Some people your age have things like credit and other financial resources. Others do not. We are interested in your access to different types of personal and community resources.

First, let’s consider financial services.

1. Do you happen to be aware of any financial institution, such as a bank or credit union, that offers accounts for young people like you?
   - Yes
   - No

2. Have you ever tried to obtain credit from a bank, credit union, retail store, or other company?
   - Yes  Go to question 2a.
   - No  Go to question 3.

   2a. When you tried to obtain credit, were you able to do so?
      - Yes  Go to question 2b.
      - No  Go to question 3.

   2b. Did an adult also sign with you for that credit account?
      - Yes
      - No

3. If you wanted to obtain a credit card from a retail store or other company, how easy or difficult do you think it would be? Would it be ...
   - Very easy
   - Fairly easy
   - Somewhat difficult
   - Very difficult

4. If you wanted to obtain a loan or a credit card from a bank or credit union, how easy or difficult do you think it would be? Would it be ...
   - Very easy
   - Fairly easy
   - Somewhat difficult
   - Very difficult

Now, let’s talk about a hypothetical situation.

5. Suppose there was an emergency situation in which you needed at least $200 in cash that you did not have. Below is a list of sources people sometimes turn to in order to get cash when they need it. Please indicate whether or not you think that each of these would be potential sources for getting $200 in cash that you needed in an emergency.

<table>
<thead>
<tr>
<th>Sources for $200 in Cash</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Someone you live with</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>A relative you do not live with</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>A friend you do not live with</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>A co-worker or business associate</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>A neighbor</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>A faith community or church charity</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>A fraternal or community organization</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Someplace else Specify: ________</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

Finally, we have some questions about community resources.

6. Below is a list of life necessities. If someone you knew had an emergency and needed one of these necessities, do you know where in your community they could go to obtain them at little or no cost?

<table>
<thead>
<tr>
<th>Where to Get</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Shelter</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Clothing</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

7. Below is a list of other services people sometimes need. If someone you knew needed one of these services, do you know where in your community they could go to obtain them at little or no cost?

<table>
<thead>
<tr>
<th>Where to Obtain</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health or medical care</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Utilities</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Child care</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Transportation</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Legal assistance</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Employment assistance</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. Sometimes individuals save money for people your age. We are interested in any money that is now being set aside for you to use in the future. This could be payments that someone else has committed to making for you, such as paying for your college tuition, or it could be money that you know you will receive after a special life event, like a marriage.

1. Are you aware of any funds that someone else is setting aside to give to you or use for your benefit in the future?
   - ○ Yes  Go to question 2.
   - ○ No  Skip remaining questions. The survey is complete.

2. Please describe the purpose for which these funds are being set aside.

_____________________________________________________________________________________________
_____________________________________________________________________________________________
_____________________________________________________________________________________________
_____________________________________________________________________________________________
_____________________________________________________________________________________________
_____________________________________________________________________________________________

3. Who is setting aside these funds for you? ___________________________

4. When do you think you will be receiving these funds? ___________________________
Thank you for taking the time to participate in this survey. We are interested in your access to health care and health insurance.

Let’s start with health care.

1. Do you feel you are able to obtain medical care for yourself whenever you need it?
   - Yes
   - No

2. If you have a child: Do you feel you are able to obtain medical care for the your child whenever it is needed?
   - Yes
   - No
   - Not applicable

Now, please think about any health insurance you currently receive through the government, such as Medicare, Medicaid, VA, ADAP, or SCHIP; through your employer; or through a policy that you purchased yourself.

3. Do you currently have health care or medical insurance for yourself?
   - Yes
   - No

4. If you have a child: Is your child currently covered by health care or medical insurance?
   - Yes
   - No
   - Not applicable
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FINANCIAL BEHAVIOR

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Thank you for taking the time to participate in this survey. We are interested in what experience, if any, you have had with checking or savings accounts at banks and other financial institutions.

1. Do you currently have a checking account at a bank or credit union?
   - Yes  Go to question 1a.
   - No  Go to question 1c.

1a. Do you have that checking account on your own or did someone else guarantee the account for you?
   - On my own
   - Someone else guaranteed the account

1b. How often do you deposit money into that checking account?
   - Often  Go to question 2.
   - Sometimes  Go to question 2.
   - Rarely  Go to question 2.
   - Never  Go to question 2.

1c. Which one of the following is the major reason you do not have a checking account?  Choose only one.
   - I don't need a checking account
   - I don’t have access to a bank or credit union where I can open a checking account
   - I don’t trust banks and credit unions
   - I don’t have documents required to open a checking account
   - I don’t want to pay the fees for a checking account
   - I can’t meet the minimum balance required for a checking account
   - I don’t think I would qualify to open a checking account
   - My request for a checking account was rejected by a bank or credit union
   - Some other reason  Please describe that reason: ________________________________________________________________

1d. Do you think you would like to have a checking account sometime in the future?
   - Yes
   - No

2. Do you currently have a savings account at a bank or credit union?
   - Yes  Go to question 2a.
   - No  Go to question 2c.

2a. Do you have that savings account on your own or did someone else guarantee the account for you?
   - On my own
   - Someone else guaranteed the account

2b. How often do you deposit money into that savings account?
   - Often  Go to question 3.
   - Sometimes  Go to question 3.
   - Rarely  Go to question 3.
   - Never  Go to question 3.

2c. Which one of the following is the major reason you do not have a savings account?  Choose only one.
   - I don’t need a savings account
   - I don’t have access to a bank or credit union where I can open a savings account
   - I don’t trust banks and credit unions
   - I don’t have documents required to open a savings account
   - I don’t want to pay the fees for a savings account
   - I can’t meet the minimum balance required for a savings account
   - My request for a savings account was rejected by a bank or credit union
   - Some other reason  Please describe that reason: ________________________________________________________________

2d. Do you think you would like to have a savings account sometime in the future?
   - Yes
   - No

3. Do you receive income on a regular basis from a job or other sources?
   - Yes  Go to question 3a.
   - No  Skip the remaining question. The survey is complete.

3a. Is one or more of those income sources deposited directly into a bank account or added to a card you can use to purchase things?
   - Yes
   - No
Thank you for taking the time to participate in this survey. We are interested in why you may or may not save or set aside money as savings.

1. Some people put money aside as savings, while others choose not to. Do you ever put money aside as savings?
   - Yes  Go to question 2.
   - No  Go to question 1a.

   1a. What is the major reason you do not put money aside as savings?

   ______________________________________________________________________________________________

   ______________________________________________________________________________________________

   ______________________________________________________________________________________________

   1b. What are other reasons you do not put money aside as savings?

   ______________________________________________________________________________________________

   ______________________________________________________________________________________________

   ______________________________________________________________________________________________

   Skip the remaining questions. The survey is complete.

2. Some people have a general plan for how they save money, while other people do not. Do you happen to have a plan that guides how you set aside money for savings?
   - Yes  Go to question 2a.
   - No  Go to question 3.

   2a. Please describe your plan for setting aside money as savings.

   ______________________________________________________________________________________________

   ______________________________________________________________________________________________

   ______________________________________________________________________________________________
Now, let's turn to the reasons why you save money.

3. Below is a list of purposes for which people sometimes put aside money as savings. Please indicate whether or not you save for these purposes by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Purposes for Setting Aside Money as Savings</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergencies or other unknown expenses that aren’t anticipated</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The purchase of a car or other vehicle</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The purchase of other goods, such as clothing or electronics</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Special events, such as a trip or a prom</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The security deposit for a place to rent in the future</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Your current education or school expenses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Your future education or school expenses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Starting or contributing to a business</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Some other reason Specify: ____________________________________________________</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4. There are times when people put aside money for a certain reason, but end up using it for something else. When you save money for a particular purpose, how often do you find yourself spending it on something else?

- Often
- Sometimes
- Rarely
- Never
Thank you for taking the time to participate in this survey. We are interested in how often you save money and where you put that money when you do.

1. How often do you put money aside as savings?
   - On a regular basis
   - Every once in a while
   - Rarely
   - Never. **Skip the remaining questions.** *The survey is complete.*

2. Which of the following statements best describes the way in which you decide how much money to put aside as savings?
   - I have a set amount that I always put aside.
   - I put aside what is left over after expenses.
   - I determine how much I put aside in another way.

   **Please describe:**
   __________________________________________
   __________________________________________
   __________________________________________

3. Below is a list of places where people sometimes put money that they set aside as savings. Please indicate whether or not you have set aside money for savings in these places during the past 12 months by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Places Saved in Past 12 Months</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Someplace at home</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Savings account</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Checking account</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. With another individual</td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Someplace else Specify:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4. Of the places above for which you answered “yes,” which one did you use most often to set aside money as savings? Please indicate that place by entering the letter that appears in front of it on the above list: __________

5. Sometimes people receive money from others to set aside as savings. We would like to know if that is the case for you.

   5a. Does anyone else contribute money to your savings?
   - Yes. **Go to question 5a**
   - No. **Skip the remaining question.** *The survey is complete.*

   5a. Below is a list of people and places that sometimes set aside money as savings for others. Please indicate which of these sources contributes money to your savings by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parent</td>
<td></td>
</tr>
<tr>
<td>Grandparent</td>
<td></td>
</tr>
<tr>
<td>Sibling</td>
<td></td>
</tr>
<tr>
<td>Other relatives</td>
<td></td>
</tr>
<tr>
<td>Adult who is not a relative</td>
<td></td>
</tr>
<tr>
<td>Community organization</td>
<td></td>
</tr>
<tr>
<td>Faith community</td>
<td></td>
</tr>
<tr>
<td>Someone or someplace else Specify:</td>
<td></td>
</tr>
</tbody>
</table>

   **Specify:**
Thank you for taking the time to participate in this survey. We are interested in the methods you use to pay for your household and personal expenses.

In telling us about how you pay for your expenses, please use the following definitions.

Household expenses: Any contributions you make to paying things like rent, utilities, and food at the place where you live.

Personal expenses: Spending money on such things as clothing, hair care, cell phone, transportation, and entertainment.

1. Do you currently pay for any household expenses by contributing to things like rent, utilities, or food at the place where you live?
   - Yes  Go to question 2.
   - No  Go to question 4.

2. Below is a list of ways in which people sometimes pay for household expenses. Please indicate whether or not you have used these methods to pay for household expenses during the past 3 months by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Payment Methods Used in the Past 3 Months</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Cash</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Debit card (For a direct purchase, not to obtain cash)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Credit card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Personal check</td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Money order</td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Electronic, online, or automatic transfer of funds</td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. Some other way Please describe:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. Of the payment methods for which you answered “yes,” which one did you use most often to pay for household expenses? Please indicate that method by entering the letter that appears in front of the method on the above list: ______

4. Do you currently pay for any personal expenses, such as clothing, hair care, cell phone, transportation, or entertainment?
   - Yes  Go to question 5.
   - No  Skip the remaining questions. The survey is complete.

5. Below is a list of ways in which people sometimes pay for personal expenses. Please indicate whether or not you have used these methods to pay for personal expenses during the past 3 months by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Payment Methods Used in the Past 3 Months</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Cash</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Debit card (For a direct purchase, not to obtain cash)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Credit card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Personal check</td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Money order</td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Electronic, online, or automatic transfer of funds</td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. Some other way Please describe:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6. Of the payment methods for which you answered “yes,” which one did you use most often to pay for personal expenses? Please indicate that method by entering the letter that appears in front of the method on the above list: ______
Thank you for taking the time to participate in this survey. We are interested in how you shop for things you want or need as well as your experiences in lending money to others.

1. Below is a list of some things people do when they are looking to purchase something. Please indicate how often you do each of them.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>I comparison shop when I make purchases</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>I make an effort to buy things on sale if I don’t need them right away</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>I use coupons when I make purchases</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>I use an affinity card to get discounts or specials when I purchase things at places like grocery or drug stores</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>I shop at a thrift store or second-hand shop</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>I buy something I want, but really don’t need, without giving it a lot of thought</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Now, please tell us if you have recently loaned money to other individuals.

2. Below is a list of individuals to whom people sometimes loan money. Please indicate whether or not you have loaned $10 or more to any of them during the past 12 months by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Individual</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Someone who lives in the same place that you do</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Someone who does not live at the same place that you do</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. We are interested in what you do, if anything, to keep track of your income and your spending.

1. Which of the following statements best describes how you keep track of your income?
   - I keep a written record of my income as it comes in.
   - I have a general idea of my income, but do not keep a written record as it comes in.
   - I do not keep track of my income.

2. Which of the following statements best describes how you keep track of your spending?
   - I keep a written record of my spending as it occurs.
   - I have a general idea of my spending, but do not keep a written record as it occurs.
   - I do not keep track of my spending.

3. Regardless of whether or not you are always able to follow it, do you have some kind of written budget or spending plan?
   - Yes  Go to question 3a.
   - No  Skip the remaining questions. The survey is complete.

3a. Please describe that budget or spending plan.

_____________________________________________________________________________________________
_____________________________________________________________________________________________
_____________________________________________________________________________________________

3b. How often do you make changes to that budget or spending plan, and why?

_____________________________________________________________________________________________
_____________________________________________________________________________________________
_____________________________________________________________________________________________

3c. Please describe how you use that budget or spending plan to guide your expenses for the coming month.

_____________________________________________________________________________________________
_____________________________________________________________________________________________
_____________________________________________________________________________________________
Thank you for taking the time to participate in this survey. We are interested in your current living situation.

1. Following is a list of places where people sometimes live. With whom do you currently live? **Choose only one.**
   - With my boyfriend, girlfriend, or partner
   - With a roommate(s) or housemate(s)
   - With my birth mother and/or father
   - With other relative(s)
   - With my adoptive parent(s)
   - With my foster parent(s) who are not related to me
   - With a friend’s family (not foster care)
   - In a group home or residential facility
   - In a shelter or emergency housing
   - Someplace else **Please describe:** ____________

2. Which of the following best describes how you currently pay for where you live?
   - I contribute a fixed amount for rent, utilities, and/or food each month to someone else living in the same place. **Go to question 2a.**
   - I sometimes contribute money for rent, utilities, and/or food to someone else living in the same place, but I do not pay a fixed amount each month. **Go to question 5.**
   - I do not contribute to paying the rent, utilities, and/or food. **Skip the remaining questions. The survey is complete.**

   2a. During the past 12 months, how often did you make your contribution to the rent, utilities, and/or food on time and in full?
   - Always **Go to question 6.**
   - Usually **Go to question 3.**
   - Sometimes **Go to question 3.**
   - Rarely **Go to question 3.**
   - Never **Go to question 3.**

3. Which of the following statements best describes those times when you did not make your contribution to the rent, utilities, and/or food on time and in full?
   - I made only part of my contribution on time.
   - I made my contribution in full, but late.
   - I made only part of my contribution, and it was late.
   - I did not make my contribution at all.

4. Did you talk to the person you are living with about paying your contribution late?
   - Yes **Go to question 6.**
   - No **Go to question 6.**

5. During the past 12 months, how many times did you make a contribution to the rent, utilities, and/or food? ________

6. What method do you most often use to make your contribution to the rent, utilities, and/or food?
   - Cash
   - Personal check
   - Money order
   - Some other way **Please describe:** ____________________
Thank you for taking the time to participate in this survey. We are interested in your experience with education loans or loans to purchase a vehicle.

First, we’d like to know about any vehicles you may own.

1. Do you currently own a car, truck or other vehicle?
   - Yes [ ] Go to question 1a.
   - No [ ] Go to question 2.

1a. Do you currently have a loan on that vehicle?
   - Yes [ ] Go to question 1b.
   - No [ ] Go to question 2.

1b. During the past 12 months, how often did you make your vehicle loan payment(s) on time and in full?
   - Always [ ] Go to question 2.
   - Usually [ ] Go to question 1c.
   - Sometimes [ ] Go to question 1c.
   - Rarely [ ] Go to question 1c.
   - Never [ ] Go to question 1c.

1c. Which of the following best describes those times when you did not make your vehicle loan payment on time and in full?
   - I made only part of the payment on time.
   - I made the payment in full, but late.
   - I made only part of the payment, and it was late.
   - I did not make the payment at all.

1d. Did you contact the loan servicer to talk about the late payments?
   - Yes [ ]
   - No [ ]

Next, I’d like to turn to student or educational loans.

2. Do you currently have a student or educational loan with a bank, credit union, or other financial institution?
   - Yes [ ] Go to question 2a.
   - No [ ] Skip the remaining questions. The survey is complete.

2a. Are payments on that student or educational loan currently due, or is the loan deferred, that is, repayment is not yet required?
   - Payments are due [ ] Go to question 2b.
   - Loan is deferred [ ] Skip the remaining questions. The survey is complete.

2b. During the past 12 months, how often did you make your student or educational loan payment on time and in full?
   - Always [ ] Skip the remaining questions. The survey is complete.
   - Usually [ ] Go to question 2c.
   - Sometimes [ ] Go to question 2c.
   - Rarely [ ] Go to question 2c.
   - Never [ ] Go to question 2c.

2c. Which of the following statements best describes those times when you did not make your student or educational loan payment on time and in full?
   - I made only part of the payment on time.
   - I made the payment in full, but late.
   - I made only part of the payment, and it was late.
   - I did not make the payment at all.

2d. Did you contact the loan servicer to talk about the late payments?
   - Yes [ ]
   - No [ ]
Thank you for taking the time to participate in this survey. We’re interested in loans you may have with banks, credit unions, or other financial institutions loans that are not a vehicle loan or student loan. This does not include credit or debit cards, only loans.

1. Other than a vehicle loan or a student or educational loan, do you currently have any other outstanding loans from a bank, credit union, or other financial institution?
   - Yes  Go to question 1a.
   - No  Skip the remaining questions. The survey is complete.

1a. How many of these other types of loans do you currently have? ________

1b. Below is a list of reasons why people sometimes borrow money from a bank, credit union, or some other financial institution. Thinking about the loans that you have, please indicate whether or not you used the money you borrowed for these reasons by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Reason</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic living expenses, such as clothing or transportation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outstanding bills</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Something else Specify: __________________________</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1c. During the past 12 months, how often did you make your payments on these loans on time and in full?
   - Always  Skip the remaining questions. The survey is complete.
   - Usually  Go to question 2
   - Sometimes  Go to question 2.
   - Rarely  Go to question 2.
   - Never  Go to question 2.

2. Which of the following statements best describes those times when you did not make your loan payment on time and in full?
   - I made only part of the payment on time.
   - I made the payment in full, but late.
   - I made only part of the payment, and it was late.
   - I did not make the payment at all.

3. Did you contact the loan servicer to talk about the late payments?
   - Yes
   - No
Thank you for taking the time to participate in this survey. We would like to know a little about your use of credit cards. When people use these types of cards, they are obtaining credit from a bank, credit union, retail store, or other company to cover the amount of a purchase. Then they pay that money back at a later date. Please note that this does not include debit cards, just credit cards.

1. Do you currently have any credit cards in your name?
   - Yes  Go to question 2.
   - No   Go to question 1a.

1a. Do you think you would like to have a credit card sometime in the future?
   - Yes  Skip the remaining questions. The survey is complete.
   - No    Skip the remaining questions. The survey is complete.

2. How many credit cards do you currently have? _________
   2a. Do you have that credit card on your own or did someone else guarantee the card for you?
      - On my own
      - Someone else guaranteed the card

3. Below is a list of ways in which people sometimes use credit cards. Please indicate how often during the past 30 days you did each of these.

<table>
<thead>
<tr>
<th>Use of Credit Card</th>
<th># times in past 30 days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make a purchase with a credit card for basic living expenses, such as food, clothing, or transportation</td>
<td></td>
</tr>
<tr>
<td>Make a purchase with a credit card for other products or services</td>
<td></td>
</tr>
<tr>
<td>Use a credit card check</td>
<td></td>
</tr>
<tr>
<td>Use a credit card to make an ATM withdrawal</td>
<td></td>
</tr>
</tbody>
</table>

4. What method do you most often use to pay your credit card bills?
   - Personal check
   - Money order
   - Electronic, online, or automatic transfer of funds
   - Some other way  Specify: ____________________________

5. Which of the following statements best describes the monthly payments you typically make when you receive your credit card bill(s)?
   - Less than the minimum amount that appears on the bill
   - The minimum amount that appears on the bill
   - More than the minimum amount, but less than the full balance
   - The full balance, that is, the entire bill
6. Below is a list of experiences people sometimes have when they use credit cards. Please indicate whether or not you have done each of these during the past 12 months by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Experiences Using a Credit Card</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pay a late fee on a credit card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reach your limit on a credit card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Receive a phone call or letter about an overdue credit card bill</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

7. Below is a list of reasons that people sometimes have for using a credit card when they make purchases or pay bills. Please indicate whether or not these are reasons for you by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Reasons for Using a Credit Card</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. It is more convenient to use a credit card than it is to use another method of payment.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. I can use a credit card when I don’t have the money to pay for things.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. It is safer to use a credit card than it is to use another method of payment.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Using a credit card and paying off those bills allows me to improve my credit rating.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. I am confident in my financial future, so I am fine with taking out credit to pay for things.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Something else Specify: ___________________________</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

8. Of the reasons above for which you answered “yes,” which one is the major reason that you use a credit card? Please indicate that reason by entering the letter that appears in front of it on the above list: ______

9. People sometimes look for ways in which they can obtain better terms on the credit cards they have, like a lower interest rate or reduced fees. This is not getting a new credit card, but rather changing the terms on an existing credit card. Please tell me if you have tried any of the following to get better terms on your credit cards. Have you ever ... ?

<table>
<thead>
<tr>
<th>Method to Obtain Better Terms</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contacted a bank, credit union, retail store, or other company directly to negotiate better terms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Worked with a credit counselor to try to obtain better terms</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. We would like to know a little about your use of debit cards. When people use these types of cards, the purchase amount is automatically deducted from the existing funds in their bank or credit union accounts. These debit cards are not credit cards.

1. Do you currently have any debit cards in your name?
   - Yes  Go to question 2.
   - No  Go to question 1a.

1a. Do you think you would like to have a debit card sometime in the future?
   - Yes  Skip the remaining questions.
     The survey is complete.
   - No  Skip the remaining questions.
     The survey is complete.

2. How many debit cards do you currently have? __________

2a. Do you have that debit card on your own or did someone else guarantee the card for you?
   - On my own
   - Someone else guaranteed the card

3. Below is a list of ways in which people sometimes use debit cards. Please indicate how often during the past 30 days you did each of these.

   Use of Debit Card  # times in past 30 days
   Make a purchase with a debit card for basic living expenses, such as food, clothing, or transportation
   Make a purchase with a debit card for other products or services
   Use a debit card to make an ATM withdrawal

4. Below is a list of reasons that people sometimes have for using a debit card when they make purchases or pay bills. Please indicate whether or not these are reasons for you by answering “yes” or “no” for each one.

   Reasons for Using a Debit Card  Yes  No
   a. It is more convenient to use a debit card than it is to use another method of payment.  ○  ○
   b. It is safer to use a debit card than it is to use another method of payment.  ○  ○
   c. Using a debit card allows me to know if I have the money to cover a purchase.  ○  ○
   d. Something else  Specify:  ○  ○

5. Of the reasons above for which you answered “yes,” which one is the major reason that you use a debit card? Please indicate that reason by entering the letter that appears in front of it on the above list: _______
Thank you for taking the time to participate in this survey. We are interested in knowing a little about your use of prepaid cards to make purchases. These are different than credit cards and debit cards. Funds can be added to a prepaid card whenever the holder would like, and money is deducted directly from the card as purchases are made. Prepaid cards are not the same as gift cards.

1. Do you currently have any prepaid cards?
   - Yes  Go to question 2.
   - No  Go to question 1a.

1a. Do you think you would like to have a prepaid card sometime in the future?
   - Yes  Skip the remaining questions. The survey is complete.
   - No  Skip the remaining questions. The survey is complete.

2. How many prepaid cards do you currently have? ___________

3. Below is a list of ways in which people sometimes use prepaid cards. Please indicate how often during the past 30 days you did each of these.

<table>
<thead>
<tr>
<th>Ways to Use a Prepaid Card</th>
<th># times in past 30 days</th>
</tr>
</thead>
<tbody>
<tr>
<td>I made a purchase with a prepaid card for basic living expenses, such as food, clothing, or transportation</td>
<td></td>
</tr>
<tr>
<td>I made a purchase with a prepaid card for other products or services</td>
<td></td>
</tr>
<tr>
<td>I used a prepaid card to make an ATM withdrawal</td>
<td></td>
</tr>
</tbody>
</table>

4. Below is a list of reasons that people sometimes have for using a prepaid card when they make purchases or pay bills. Please indicate whether or not these are reasons for you by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Reasons for Using a Prepaid Card</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. It is more convenient to use a prepaid card than it is to use another method of payment.</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>b. It is safer to use a prepaid card than it is to use another method of payment.</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>c. Using a prepaid card allows me to know if I have the money to cover a purchase.</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>d. Something else Please describe: ________________________</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>

5. Of the reasons above for which you answered “yes,” which one is the major reason that you use a prepaid card? Please indicate that reason by entering the letter that appears in front of it on the above list: ______
Thank you for taking the time to participate in this survey. We are interested in knowing a little about your credit score and credit report.

1. Do you happen to know your current credit score?
   - Yes  Go to question 3.
   - No   Go to question 2.

2. Do you know what your credit score was sometime in the past?
   - Yes  Go to question 4.
   - No   Go to question 6.

3. What is that credit score?  ___________  Go to question 5.

4. What was that credit score?  ___________

5. What, if anything, do you think you can do to improve your credit score?
   ________________________________________________________________________________________________
   ________________________________________________________________________________________________
   ________________________________________________________________________________________________

6. During the past 12 months, have you seen a copy of your credit report?
   - Yes  Go to question 6a.
   - No   Skip the remaining question. The survey is complete.

   6a. How many times during the past 12 months have you requested a copy of your credit report?  ___________
RESPONSE TO FINANCIAL CHANGE

People respond to financial changes in different ways. We are interested in how you might deal with financial changes that could occur in your future.

Let's start with a hypothetical situation.

1. Please consider a situation in the future where you unexpectedly received a gift of $200. If you could do only one thing with that money, which of the following would you do? Choose only one.
   - Spend it on myself
   - Spend it on my friends
   - Spend it on my relatives
   - Pay outstanding bills or other debts
   - Set it aside as savings
   - Something else Please describe:

2. If you could do more than one thing with that unexpected gift of $500, which of the following would you also do? Check all that apply.
   - Spend it on myself
   - Spend it on my friends
   - Spend it on my relatives
   - Pay outstanding bills or other debts
   - Set it aside as savings
   - Something else Please describe:

Next, let's turn to how you might respond to an emergency in the future.

3. Please think about a possible future emergency situation where you needed $500 in cash that you did not have. Which of the following actions would you do first? Choose only one.
   - Sell something I own
   - Ask relatives to cover the expense
   - Borrow money from relatives
   - Borrow money from friends or coworkers
   - Seek help from a community organization
   - Seek help from a faith community or church charity
   - Use a credit card
   - I would do something else Please describe:

4. If your first course of action did not work, which other actions would you take? Check all that apply.
   - Sell something I own
   - Ask relatives to cover the expense
   - Borrow money from relatives
   - Borrow money from friends or coworkers
   - Seek help from a community organization
   - Seek help from a faith community or church charity
   - Use a credit card
   - I would do something else Please describe:

Next, let's talk about sometime in the future when you are on your own and your income is greater than it is now.

5. Have you thought about how you would spend and/or save money in the future when you are on your own?
   - Yes
   - No

6. In the future, when you are on your own and your income is greater than it is now, what do you think you would do differently when it comes to money and finances?

   ______________________________________________________
   ______________________________________________________
   ______________________________________________________

7. If in the future, when you are on your own, you found yourself in a situation where your monthly expenses were significantly greater than your income, what do you think you would do?

   ______________________________________________________
   ______________________________________________________
   ______________________________________________________

8. What, if anything, are you currently doing that you think will make you more financially independent in the future when you are on your own?

   ______________________________________________________
   ______________________________________________________
Thank you for taking the time to participate in this survey. We are interested in how you view different types of bank and credit card accounts.

1. Do you currently have, or have you ever looked into opening, a checking account at a bank or credit union?
   - Yes  [ ]  Go to question 2.
   - No  [ ]  Go to question 3.

2. Below is a list of things that people sometimes consider when they decide about opening a checking account. Please indicate whether or not you considered these factors when you looked into opening a checking account by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Factors in Opening a Checking Account</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>The minimum account balance required</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The cost for different types of transactions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The penalty fees that could be incurred for things like a bounced check</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overdraft protection, that is, the availability of funds when you do not have sufficient money in your account to cover a check</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Some other factor  Specify:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>___________________________________________</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. Do you currently have, or have you ever looked into opening, a savings account at a bank or credit union?
   - Yes  [ ]  Go to question 4.
   - No  [ ]  Go to question 5.

4. Below is a list of things that people sometimes consider when they decide about opening a savings account. Please indicate whether or not you considered these factors when you looked into opening a savings account by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Factors in Opening a Savings Account</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>The minimum account balance required</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The interest rate earned on the account</td>
<td></td>
<td></td>
</tr>
<tr>
<td>An introductory offer to open an account</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Some other factor  Specify:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>___________________________________________</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5. Do you currently have, or have you ever looked into getting, a credit card in your name?
   - Yes  [ ]  Go to question 6.
   - No  [ ]  Skip the remaining questions. The survey is complete.

6. Below is a list of things that people sometimes consider when they decide about getting a credit card. Please indicate whether or not you considered these factors when you looked into getting a credit card by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Factors in Getting a Credit Card</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>The introductory interest rate charged</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The interest rate charged after the introductory period</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The annual fee for the card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The credit limit available</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The penalty fees that could be incurred for things like late payments</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Points, rebate dollars, or rewards that could be earned</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Some other factor  Specify:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>___________________________________________</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. We are interested in how you use different types of financial services.

1. Below is a list of ways in which people sometimes obtain cash that they want or need. Please indicate whether or not you have used the following activities during the past 12 months by answering “yes” or “no” for each one.

   *For those you answered “yes,” please also indicate the approximate number of times you have done so during the past 12 months.*

<table>
<thead>
<tr>
<th>Activity</th>
<th>Yes</th>
<th>No</th>
<th># of times</th>
</tr>
</thead>
<tbody>
<tr>
<td>I obtained cash using a debit card</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I obtained cash from a payday loan in anticipation of a upcoming pay check</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I used a check cashing store where I paid a fee to get cash in exchange for a check</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I sold something to a pawn shop</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I obtained a loan that required me to transfer the title of my automobile</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I obtained a tax refund on the same day I filed my income tax return</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I over-withheld income taxes throughout the year so that I would get a big refund when I filed my tax return</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Below is a list of ways in which people sometimes pay for things they purchase. Please indicate whether or not you have used each of the following methods during the past 12 months by answering “yes” or “no” for each one.

*For those you answered “yes,” please also indicate the approximate number of times you have done so during the past 12 months.*

<table>
<thead>
<tr>
<th>Method</th>
<th>Yes</th>
<th>No</th>
<th># of times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rented something from a rent-to-own store</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purchased a money order</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I used a layaway plan at a retail store</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Documents changes in attitudes, values, and beliefs that will support long-term financial stability, security, and wealth creation.

**Attitudes Toward Saving**

**Attitudes Toward Saving — Information and Planning** ........................... 187
Documents where/how a respondent obtains information about saving, whether he/she has a plan to save, and what timeframe is most important for saving.

**Attitudes Toward Saving — Importance** ............................... 188
Documents the important motivations or goals for a respondent to save, such as a major family event, retirement.

**Attitudes Toward Saving — Self-Assessment** ............................. 189
Documents how a respondent feels about saving and his/her ability to save.

**Attitudes Toward Spending**

**Attitudes Toward Spending — Importance** ............................ 190
Documents key monthly expenses, a respondent’s priorities among items such as a landline phone, cell phone, or cable access, and whether there is anything he/she would never cut back spending on.

**Attitudes Toward Spending — Self-Assessment** ........................... 191
Documents whether a respondent is satisfied with how he/she is spending money and what would increase his/her satisfaction with that spending behavior.

**Attitudes Toward Credit and Debt**

**Attitudes Toward Credit and Debt — Information** .............................. 192
Documents where a respondent gets his/her information about credit and debt, whether he/she knows his/her credit score, and whether he/she is satisfied with that credit score.

**Attitudes Toward Credit and Debt — Importance** ............................. 193
Documents a respondent’s attitudes about taking on debt for major and other personal expenses, and his/her attitudes about having good credit and paying back loans.

**Attitudes Toward Credit and Debt — Self-Assessment** ........................ 194
Documents a respondent’s attitudes about credit and debt, such as doing without rather than going into debt, confidence in paying bills on time, and his/her knowledge about his/her credit report.
FINANCIAL ATTITUDES

Attitudes Toward Financial Situation and Future

Attitudes Toward Financial Situation — Security ........................................ 195
Documents respondent’s definition of financial security and whether he/she feels financially secure according to that definition.

Attitudes Toward Financial Situation — Future ......................................... 196
Documents a respondent’s attitudes about his/her financial future, whether he/she can make any changes to improve it, and his/her confidence level in his/her financial future.

Attitudes Toward Use of Financial Resources

Attitudes Toward Use of Financial Resources — Acceptability ......................... 197
Documents a respondent’s attitudes toward different types of financial services, including alternative services (e.g., pawn shops, check cashing stores) and knowledge and attitudes toward various financial vehicles (e.g., CD’s, stocks).

Attitudes Toward Use of Financial Resources — Importance .......................... 198
Documents how important a respondent believes certain financial investment activities are and how acceptable different forms of payment are.

Attitudes Toward Owning Your Own Business

Attitudes Toward Owning Your Own Business ........................................... 199
Documents those who are entrepreneurs and/or for whom entrepreneurship is important.
Thank you for taking the time to participate in this survey. People have different ways of managing their money and different approaches to saving. We are interested in where you learn about saving money.

1. Below is a list of ways in which people sometimes get information about saving money. Please indicate whether or not you use these sources when you are looking for information you can trust about saving money by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Ways to Get Information about Saving Money</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workshops or training sessions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial institutions, such as banks and credit unions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>One-on-one sessions with a financial counselor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Publications, such as books, newspapers, and magazines</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family members and relatives</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Friends and neighbors</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Church or faith community</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online through the Internet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Some other source Specify: ____________________________</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Next, we’d like to know how you view savings for the future.

2. Regardless of whether or not you are putting aside money as savings right now, do you have some kind of plan for saving in the future? This could be either a formal written plan or an informal sense of how you would like to save.
   - Yes  Go to question 3.
   - No  Skip remaining questions. The survey is complete.

3. Please describe that plan, including for what purpose you expect to save money and for whom you will be saving money.

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________

4. In planning your savings, which of the following time periods is most important to you?
   - The coming months
   - The coming year
   - The next 2-5 years
   - The next 6-10 years
   - Beyond 10 years
Thank you for taking the time to participate in this survey. People have different ways of managing their money and different approaches to saving. We are interested in how important you believe saving is in a number of different situations. No matter what you are actually doing now, please tell us how important you feel these things are.

1. Below is a list of situations for which people sometimes save money. Please indicate how important it is to you to save money for each of them.

<table>
<thead>
<tr>
<th>Situation</th>
<th>Very important</th>
<th>Important</th>
<th>Somewhat important</th>
<th>Not very important</th>
<th>Not at all important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saving money for the coming 2 to 5 years</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saving money for 10 or more years into the future</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saving money for significant family festivities, such as a wedding,</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>quinciniera, bar mitzvah, or family reunion</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saving money for significant holidays, such as Christmas, Diwali, or</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chinese New Year</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saving money for significant community activities, such as a potlatch,</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>powwow, or street fair</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saving money for significant life events, such as birth or funerals</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saving money for possible future emergencies</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saving money for a rental security deposit</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saving money for large purchases, such as a car, furniture, or appliances</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saving money for your education</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saving money so that you can treat yourself to something special every</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>once in a while</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investing money in your business, if you have one. Not applicable</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. People have different ways of managing their money and different approaches to saving. We are interested in how you see your own saving activity.

1. Below are several statements about saving. Please indicate whether or not you feel each of them is mostly true or mostly not true.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mostly true</th>
<th>Mostly not true</th>
</tr>
</thead>
<tbody>
<tr>
<td>I would feel calmer if I could save more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If I had debt, I would want to pay off everything I owed before I started saving.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I feel my money is safe in a bank or credit union.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. How satisfied are you with how much you are currently saving?
   - Completely satisfied
   - Satisfied
   - Somewhat satisfied
   - Not very satisfied
   - Not at all satisfied

3. Other than an increase in income, what would allow you to set aside more in savings than you do now?
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________
Thank you for taking the time to participate in this survey. People have different ways of managing their money, and everyone makes spending choices based on the information they have at the time. We are interested in what things may be important to you.

1. Different people have different ideas about the things they like to have. Below is a list of things that people sometimes spend money on. Please indicate how important it is for you to have each of them.

<table>
<thead>
<tr>
<th>Item</th>
<th>Very important</th>
<th>Important</th>
<th>Somewhat important</th>
<th>Not very important</th>
<th>Not at all important</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Have a landline telephone</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>b. Have a cell phone</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>c. Have an electronic device such as an iPod or MP3 player</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>d. Have access to social networking sites</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>e. Have Internet access</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>f. Have cable television</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>g. Have video games</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>h. Have brand-name clothing</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>i. Be able to eat out at food places</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>j. Be able to go to the movies, concerts, or other such events</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

2. Some people feel very strongly about certain things they spend money on while others do not. Other than necessities, such as food and shelter, is there anything that you spend money on now that is so important to you that you would never cut back on it?

○ Yes  Go to question 2a.
○ No  Skip the remaining question. The survey is complete.

2a. What spending would you not cut back on?

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
Thank you for taking the time to participate in this survey. People have different ways of managing their money, and everyone makes choices based on the information they have at the time. We are interested in how you feel about various types of spending.

1. Different people have different ideas about the best ways to spend their money. Below are several statements related to spending. Please indicate if you feel each of them is mostly true or mostly not true.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mostly true</th>
<th>Mostly not true</th>
</tr>
</thead>
<tbody>
<tr>
<td>I consider myself a “smart spender.”</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Planning my budget is a priority for me.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The more I pay for a product, the better the quality.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>There are only certain brand names that I trust for things like electronics and clothing.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I know the difference between the things that I need and the things that I want.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>When I am stressed, shopping makes me feel better.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I would rather share my money with others who are important to me than spend it on myself.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>There’s value in keeping a written record of my spending as it occurs.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Even if I wanted to, I don’t think I could change my spending habits.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Some people are comfortable with the ways in which they spend money, while others are less comfortable. Compared to how you think you should be spending the money that you have, how satisfied are you with the ways in which you actually spend it?

- Completely satisfied  *Skip the remaining question. The survey is complete.*
- Satisfied  *Go to question 3.*
- Somewhat satisfied  *Go to question 3.*
- Not very satisfied  *Go to question 3.*
- Not at all satisfied  *Go to question 3.*

3. What would make you more satisfied with how you spend your money?

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
Thank you for taking the time to participate in this survey. People differ in how they view credit and debt, and they make choices based on the best information they have at the time. We are interested how you learn about obtaining, using, or repairing credit.

1. Below is a list of ways in which people sometimes get information about credit. Please indicate whether you use these sources when you are looking for information you can trust about credit by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Ways to Get Information about Credit</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workshops or training sessions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial institutions, such as banks and credit unions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>One-on-one sessions with a financial counselor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Publications, such as books, newspapers, and magazines</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family members and relatives</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Friends and neighbors</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Church or faith community</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online through the Internet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Some other source Specify:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Some people also get information by reviewing their credit scores.

2. Do you happen to know your current credit score?
   - Yes  Go to question 2b.
   - No   Go to question 4.

2b. What is that credit score? ________________

3. How satisfied are you with your credit score?
   - Completely satisfied  Skip remaining questions. The survey is complete.
   - Satisfied  Go to question 5.
   - Somewhat satisfied  Go to question 5.
   - Not very satisfied  Go to question 5.
   - Not at all satisfied  Go to question 5.

4. Have you thought about what you would like your credit score to be?
   - Yes  Go to question 5.
   - No   Skip the remaining question. The survey is complete.

5. What would you like your credit score to be, and why?

   ____________________________________________
   ____________________________________________
   ____________________________________________
   ____________________________________________
   ____________________________________________
Thank you for taking the time to participate in this survey. People differ in how they view credit and debt, and they make choices based on the best information they have at the time. We are interested in certain aspects of credit and bill paying and how important you believe they are. No matter what you are actually doing now, please indicate how important you feel these things are.

1. How important is each of the following to you?

<table>
<thead>
<tr>
<th></th>
<th>Very important</th>
<th>Important</th>
<th>Somewhat important</th>
<th>Not very important</th>
<th>Not at all important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Being able to borrow money if I need it</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Paying all of my bills on time</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Having good credit</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Paying back loans as quickly as I can when I have them</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

We’d also like to know whether or not it is acceptable, from your perspective, to take on debt to pay for certain items.

2. Do you feel it is acceptable to take on debt for each of the following?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>A home</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>An automobile</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Major household goods, like appliances or furniture</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Personal expenses, such as clothing and entertainment</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Educational expenses</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. People differ in how they view credit and debt, and they make choices based on the best information they have at the time. We are interested in how you feel.

1. Below are several statements about credit and debt. Please indicate if you feel each of them is mostly true or mostly not true.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mostly true</th>
<th>Mostly not true</th>
</tr>
</thead>
<tbody>
<tr>
<td>I would rather do without something than have to go into debt to get it.</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I am confident that I can pay all my bills on time.</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I am not interested in obtaining credit.</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I know how to get a copy my credit report.</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I can read and understand my credit report.</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I know what to do to build or improve my credit.</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Some bills are more important to pay than others are.</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The effort it takes to establish credit is well worth it.</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. We are interested in your thoughts about financial security.

1. What does the term “financial security” mean to you?

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________

2. Using this definition, how secure do you feel your financial situation is right now?
   - Very secure
   - Secure
   - Somewhat secure
   - Not very secure
   - Not at all secure

3. Why do you describe your financial situation this way?

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________

4. Below are several statements about finances. Please indicate whether you feel each of them is mostly true or mostly not true.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mostly true</th>
<th>Mostly not true</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel I manage my money well.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I feel stressed about my financial situation.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I feel financially prepared for the future.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. We are interested in your thoughts about the future when you are on your own.

1. What do you think you can do now, if anything, to work toward a positive financial situation in the future?

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________

2. How confident are you about your financial future when you are on your own?
   - Very confident
   - Confident
   - Somewhat confident
   - Not very confident
   - Not at all confident

3. Why do you describe your confidence level this way?

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________

________________________________________________________________________________________________
Thank you for taking the time to participate in this survey. We are interested in your thoughts about using different types of financial resources.

1. When you think about doing business with a bank or credit union, what comes to mind?

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________

2. Below is a list of ways in which people sometimes get money for things they want or need. Please indicate if it is acceptable, from your perspective, to get money using these means by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Option</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Using a debit card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Using a credit card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Using a prepaid card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Doing business with a pawn shop</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Doing business with a payday lender</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Doing business with a check cashing store</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Getting a loan from a bank</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Getting a loan from a credit union</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borrowing from relatives or friends</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
ATTITUDES TOWARD USE OF FINANCIAL RESOURCES — IMPORTANCE

Thank you for taking the time to participate in this survey. We are interested in your thoughts about doing certain things in the future when you are on your own.

1. How important do you feel it is that sometime in the future you have each of the following?

<table>
<thead>
<tr>
<th>Service</th>
<th>Very important</th>
<th>Important</th>
<th>Somewhat important</th>
<th>Not very important</th>
<th>Not at all important</th>
</tr>
</thead>
<tbody>
<tr>
<td>A checking account</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>A savings account</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>A debit card</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>A credit card</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Good credit</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>A retirement account</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Life insurance</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Healthcare or medical insurance</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

2. Please now consider the financial services you have said are important in your future. From your perspective, what do you think you should be doing now to work towards obtaining those services in the future?

________________________________________________________________________________________________

________________________________________________________________________________________________

________________________________________________________________________________________________

________________________________________________________________________________________________

________________________________________________________________________________________________
Thank you for taking the time to participate in this survey. Some young people own their own businesses while others do not. We are interested in your thoughts about owning your own business.

1. What does “owning your own business” mean to you?

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________

2. Do you currently consider yourself as owning your own business?
   ○ Yes   Go to question 2a.
   ○ No    Go to question 3

2a. Please describe your role as a business owner.

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________

3. How important is it to you that you own your own business?
   ○ Very important
   ○ Important
   ○ Somewhat important
   ○ Not very important
   ○ Not at all important
Focuses on non-financial aspects of the household, including the use of training and education, the level of communication within the household, and the sense of well-being and civic engagement.

**Educational Attainment and Training**

**Educational Attainment and Training** ........................................ 203
Documents how a respondent has used asset building activities to further his/her education and training (job and other) and that of his/her children.

**Sense of Well-Being**

**Sense of Well-Being** ....................................................... 205
Documents how a respondent perceives himself/herself, his/her capabilities, and neighborhood.

**Family and Household Dynamics**

**Family and Household Dynamics — Handling Finances** .......................... 206
Documents who makes the financial decisions in the household and how satisfied the respondents are with those financial decisions.

**Family and Household Dynamics — Behaviors** .................................. 207
Documents whether there is a financial plan in place, if the household has financial goals, and how the household talks about and works together to manage finances and that plan.

**Family and Household Dynamics — Self-Assessment** ........................... 208
Documents how well a respondent thinks his/her household is able to talk about financial matters.

**Civic Engagement and Political Participation**

**Civic Engagement and Political Participation** ................................. 209
Documents a respondent’s involvement in community affairs, neighborhood activities, and nonprofit organizations.
Measuring Outcomes of Financial Capability Programs
Thank you for taking the time to participate in this survey. People have a variety of educational backgrounds. We are interested in what education and training you have already completed and what you would like to do regarding education in the future.

First, we’d like to know a little bit about your current educational situation. By this we mean any school or program you might be enrolled in, any vocational training you might be taking, or any specialized classes you might be attending.

1. Are you currently enrolled in school or taking any vocational or training classes?
   - Yes  Go to question 1a.
   - No  Go to question 2.

1a. Which of the following best describes your current educational situation?  Choose only one.
   - Enrolled in Grade 8 or below
   - Enrolled in Grade 9
   - Enrolled in Grade 10
   - Enrolled in Grade 11
   - Enrolled in Grade 12
   - Enrolled in a GED program
   - Enrolled in a vocational or technical training certification program (Beyond high school)
   - Enrolled in a two-year community college
   - Enrolled in a four-year college or university
   - Enrolled in a graduate or professional school
   - Attending classes to improve knowledge or skills, but not toward a degree or certification
   - Other  Specify: ________________________________

1b. People have different ideas about how much education they would like to eventually complete. Which of these describes the highest level of education you would like to complete at sometime in the future?  Choose only one.
   - Less than a high school diploma  Skip remaining questions. The survey is complete
   - High school diploma or equivalent (GED)  Skip remaining questions. The survey is complete.
   - Certification from a vocational or technical training program (Beyond high school)  Go to question 4.
   - Associate’s degree  Go to question 4.
   - Bachelor’s degree  Go to question 4.
   - Master’s degree (e.g., MA, MS, MSW, MBA)  Go to question 4.
   - Professional degree (e.g., MD, DDS, JD)  Go to question 4.
   - Doctorate degree (e.g., PhD, EdD)  Go to question 4.

2. Below is a list of different levels of educational attainment people sometimes achieve. Which of these best describes your highest level of schooling?  Choose only one.
   - Less than a high school diploma
   - High school diploma or equivalent (GED)
   - Some post-secondary education, but no degree or certification
   - Certification from a vocational or technical training program (Beyond high school)
   - Associate’s degree
   - Bachelor’s degree
   - Master’s or other graduate degree

3. How interested are you in furthering your education in the future?
   - Very interested  Go to question 3a.
   - Interested  Go to question 3a.
   - Somewhat interested  Go to question 3a.
   - Not very interested  Skip remaining questions. The survey is complete.
   - Not at all interested  Skip remaining questions. The survey is complete.
3a. Below is a list of different levels of educational attainment to which people sometimes aspire. Which of these describes the highest level of education you would like to complete in the future? **Choose only one.**

- High school diploma
- Certification from a vocational or technical training program
- Associate’s degree
- Bachelor’s degree
- Master’s degree (e.g., MA, MS, MSW, MBA)
- Professional degree (e.g., MD, DDS, JD)
- Doctorate degree (e.g., PhD, EdD)

4. Do you currently have a plan in place for pursuing your education in the future?

- Yes  **Go to question 4a.**
- No  **Go to question 5.**

4a. Please describe that plan.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

5. Have you started to save for your future educational expenses?

- Yes
- No

6. Below is a list of ways that people sometimes pay for their educational expenses. Please indicate whether or not you think you will be using these methods to pay for your educational expenses by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Method</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Savings set aside specifically for your education</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contributions from relatives or friends</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student or educational loans</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scholarships or grants</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Something else  <strong>Specify:</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**SENSE OF WELL-BEING**

Thank you for taking the time to participate in this survey. We are interested in your thoughts about the community where you live and your life overall.

1. Below are several statements about the community you live in. Please indicate whether each one is mostly true or mostly not true.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mostly true</th>
<th>Mostly not true</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am satisfied with how my community looks.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I have friends in this community who live nearby.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I feel safe in my community.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If I had to move, I would miss the community I live in.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Now, here are a few statements about other aspects of your life. Please indicate whether each one is mostly true or mostly not true.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mostly true</th>
<th>Mostly not true</th>
</tr>
</thead>
<tbody>
<tr>
<td>When it comes to school, work, and leisure-time activities, I am satisfied with the amount of time I spend on each.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>There are people in my life who are proud of me when I do things well.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am comfortable with the number of friends I have.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am part of clubs, sports teams, or other group activities.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>There are people in my life who encourage me to do my best.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>When things don’t go well for me, I am good at finding a way to make things better.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. Finally, a few statements about the future. Please indicate whether each one is mostly true or mostly not true.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mostly true</th>
<th>Mostly not true</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have a clear vision of what I want my future to look like.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>When I am on my own, I would like to continue living in my community.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. We are interested in how you feel finances are handled in the place where you live.

1. Do you participate in making decisions about money and finances in the place where you live?
   - Yes
   - No

2. How satisfied are you with how finances are handled in the place where you live?
   - Completely satisfied  *Skip the remaining question. The survey is complete.*
   - Satisfied  *Go to question 3.*
   - Somewhat satisfied  *Go to question 3.*
   - Not very satisfied  *Go to question 3.*
   - Not at all satisfied  *Go to question 3.*

3. What would make you more satisfied with how finances are handled in the place where you live?

________________________________________________________________________________________________________________________________________________________________________
________________________________________________________________________________________________________________________________________________________________________
________________________________________________________________________________________________________________________________________________________________________
________________________________________________________________________________________________________________________________________________________________________
________________________________________________________________________________________________________________________________________________________________________
________________________________________________________________________________________________________________________________________________________________________
________________________________________________________________________________________________________________________________________________________________________
________________________________________________________________________________________________________________________________________________________________________
Thank you for taking the time to participate in this survey. We are interested in how you and those where you live discuss money and financial matters.

Please first think about financial planning. By the term, “financial plan,” we mean a written plan about how to budget, spend, save, and/or invest money.

1. Does the place where you live currently have a financial plan?
   - Yes
   - No

2. Does the place where you live have written short-term and/or long-term financial goals?
   - Yes
   - No

3. Below is a list of things related to finances that people sometimes do. Please indicate whether or not you do these things by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Talk regularly about money and finances with others</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work together on a budget or spending plan with</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Discuss financial goals with others</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plan large purchases, like a car or appliance</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. We are interested in how you feel about money and financial matters in the place where you live.

1. Below is a list of statements about finances. Please indicate whether each one is mostly true or mostly not true.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mostly true</th>
<th>Mostly not true</th>
</tr>
</thead>
<tbody>
<tr>
<td>In the place where I live, it’s OK to talk about money and finances.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>There is tension in the place where I live about who earns how much money.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Those where I live have different views about how to spend money.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Now, we’d like to know how you view interacting with children when it comes to money.

2. At what age do you think child(ren) should begin learning to budget and manage money? _________

3. If you knew a child who received money as a gift, through an allowance, or from a part-time job, what advice would you give him/her about what to do with it?

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________

________________________________________________________________________________________________
CIVIC ENGAGEMENT AND POLITICAL PARTICIPATION

Thank you for taking the time to participate in this survey. Some people are involved in community affairs and civic activities while others are not. We are interested in ways you might be involved in these types of activities.

1. Below is a list of different ways in which people sometimes become involved in their communities. Please indicate whether or not you have participated in these activities in your community during the past 12 months by answering “yes” or “no” to each one.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work to improve the public spaces in my community</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Participate in a neighborhood association, a community civic organization, or a community event or activity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stand up for what I believe in, even if it was unpopular to do so</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Take on a leadership role in a local group or community organization</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. During the past 30 days, how often have you read about issues affecting the public or politics in a newspaper or magazine or on the internet?
   - Often
   - Sometimes
   - Rarely
   - Never

3. How important is it to you to participate in a democratic process by doing the following things?

<table>
<thead>
<tr>
<th>Activity</th>
<th>Very important</th>
<th>Important</th>
<th>Somewhat important</th>
<th>Not very important</th>
<th>Not at all important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vote in local and national elections</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work on a political campaign</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Run for elected office</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4. During a typical week, how many hours, if any, do you spend doing the following things?

<table>
<thead>
<tr>
<th>Activity</th>
<th>Number of hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer my time at a nonprofit or community organization, such as a food pantry, youth program, day care center, or hospital</td>
<td></td>
</tr>
<tr>
<td>Helping friends, neighbors, or other individuals without getting paid</td>
<td></td>
</tr>
</tbody>
</table>
Documents experience with, and attitudes about, informal and communal assets, including the power of informal exchange, giving and receiving cash, and borrowing.

Social Networks and Informal Exchange
Social Networks and Informal Exchange — Connections. 213
Documents a respondent’s perception of the strength of his/her social networks, the reasons he/she uses non-monetary exchanges, informally gives or receives cash for goods and services, and borrows or lends money.

Social Networks and Informal Exchange — Transactions 214
Documents whether and how often a respondent participates in informal, non-monetary exchanges of goods and services, such as bartering, informal lending and borrowing of money, or participation in a lending circle.

Peer/Friend Dynamics
Peer/Friend Dynamics — Current. 216
Documents the current frequency and content of talking about money with friends, and the financial behavior of closest friends.

Peer/Friend Dynamics — Future. 217
Documents a respondent’s attitudes about spending a limited budget when out with friends and how he/she would react in each of four scenarios.
Thank you for taking the time to participate in this survey. People sometimes depend on their friends, family, and others in the community for support when they need it. We are interested in any connections you may have to your community.

First, please think about your personal or peer support networks.

1. Below are several statements. Please indicate if you feel each of them is mostly true or mostly not true.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mostly true</th>
<th>Mostly not true</th>
</tr>
</thead>
<tbody>
<tr>
<td>If I needed to, I can rely on my circle of friends for support.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The people in my circle of friends change frequently.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Next are a few questions about the things you may do for others.

2. How often you do each of the following?

<table>
<thead>
<tr>
<th>Action</th>
<th>Often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help your relatives</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Help your friends</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Help your neighbors</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Now, we’d like to know your thoughts about your social network.

3. Below are several statements. Please indicate if you feel each of them is mostly true or mostly not true.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mostly true</th>
<th>Mostly not true</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have a lot in common with the friends I spend the most time with.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I have a group of friends I can really depend on.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I feel connected to my family and relatives.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>People in my community help each other out.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If I need support, I know who I can call on.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I feel connected to the people in my community.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I have good relationships with people who are older than me.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Finally, we have a few questions about situations that sometimes happen.

4. Here is a list of situations involving money. Please indicate how often these things happen to you.

<table>
<thead>
<tr>
<th>Situation</th>
<th>Often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>My family and friends ask me for money.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am pressured to spend money in order to maintain my circle of friends.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>In group situations where cash is involved, I am the person responsible for covering the bill.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am asked to buy things for others in my circle of friends.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5. Below are several statements about money. Please indicate if you feel each of them is mostly true or mostly not true.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mostly true</th>
<th>Mostly not true</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sharing money among those in my circle of friends is expected.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>My family or community will support me financially if I’m unable to pay my bills.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I would borrow money from people in my family if I needed it.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I would borrow money from people outside my family if I needed it.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. We are interested in any informal trading or bartering you are involved in with people outside your household.

We’d like you to consider different types of informal, non-monetary transactions that sometimes occur between people who do not live in the same household. These exchanges do not involve the use of cash or the transfer of any funds. Rather you trade certain goods or services with someone in exchange for goods or services from them, or you provide goods or services to someone knowing that someday in the future you will need some goods or services in return.

For example, you might give someone a ride to school or work in exchange for them doing your hair. Other types of things that might be traded this way include doing yard work, watching someone’s children, making a meal, repairing someone’s car, or sharing items of clothing. The only limitation is that there is no money exchanged.

1. During the past 30 days, did you engage in any of these types of informal, non-monetary exchanges with people you do not live with?
   - Yes  Go to question 1a.
   - No  Go to question 2.

1a. Please describe those informal, non-monetary exchanges and the goods and services that were involved.

   __________________________________________________________
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________

1b. About how many times during the past 30 days did you engage in these types of activities?
   - Just once
   - 2 or 3 times
   - 4 to 10 times
   - 11 to 30 times
   - More than 30 times

1c. The following is a list of reasons why people sometimes engage in informal, non-monetary exchanges with others. Please indicate which of these are reasons why you participated in this type of exchange by answering “yes” or “no” for each one.

<table>
<thead>
<tr>
<th>Reasons for Engaging in Informal, Non-monetary Exchanges</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. I wanted to help out a friend or relative</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. I did not want to spend money on the purchase</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. I wanted to help out someone in my community</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. It’s just what friends and family do for each other</td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. I did not have the money to make the purchase</td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Some other reason Specify:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1d. Of the reasons above for which you answered “yes,” which one is the major reason that you participated in informal, non-monetary exchanges with others? Please indicate that reason by entering the letter that appears in front of it on the above list:  ______

Next, we’d like to know about informal ways in which people sometimes borrow and lend money.

2. During the past 12 months, did you loan $25 or more to someone you do not live with?
   - Yes  Go to question 2a.
   - No  Go to question 3.

2a. How many times did you do this in the past 12 months?
   ______

3. During the past 12 months, did you borrow $25 or more from someone you do not live with?
   - Yes  Go to question 3a.
   - No  Go to question 4.

3a. How many times did you do this in the past 12 months?
   ______
4. During the past 12 months, did you receive informal credit from a merchant or storeowner who gave you products or services with your promise to pay for them at a later date?
   - Yes  Go to question 4a.
   - No   Go to question 5.

4a. How many times did you do this in the past 12 months?
   _______

5. A lending circle is an informal way to obtain a loan from a group of people who know each other. The members of a lending circle contribute a specified amount of money to a central fund on a regular basis, such as monthly. Each time this happens, the total amount collected is given to a different member of the lending circle.

During the past 12 months, did you participate in a lending circle?
   - Yes  Go to question 5a.
   - No   Skip the remaining questions. The survey is complete.

5a. Please describe how that lending circle works.
   ____________________________________________
   ____________________________________________
   ____________________________________________
   ____________________________________________
   ____________________________________________

5b. Please describe how you have participated in the lending circle over the past 12 months.
   ____________________________________________
   ____________________________________________
   ____________________________________________
   ____________________________________________
   ____________________________________________
Please think about the friends you feel the closest to.

1. How often do you talk about money with your closest friends?
   - Often  Go to question 1a.
   - Sometimes  Go to question 1a.
   - Rarely  Go to question 1a.
   - Never  Go to question 2.

1a. When you do talk about money, what kinds of things do you talk about?

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

2. Below is a list of things people sometimes do with their money. Still thinking about the friends you feel closest to, please indicate how often your closest friends do each of the following.

<table>
<thead>
<tr>
<th>Actions of Closest Friends</th>
<th>Often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spend a lot of money</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Earn money at part-time or odd jobs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Save money to buy the things they want</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borrow money from others</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lend money to others</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Now, please think about the people who know you the best. These could be your closest friends, family members, or other others who know you well. We are interested in how these people would describe you.

3. Below is a list of things individuals sometimes do financially. If we were to ask the people who know you the best, how much like you would they say each of the following is?

<table>
<thead>
<tr>
<th>People Who Know Me Best</th>
<th>Very much like you</th>
<th>Somewhat like you</th>
<th>Not much like you</th>
</tr>
</thead>
<tbody>
<tr>
<td>I know a lot about money and finances.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am good at saving money for things I really want.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I never seem to have much money on me.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am careful about how I spend my money.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Thank you for taking the time to participate in this survey. When it comes to money, different people have different types of interactions with their friends. We are interested in how you think you would react to four different hypothetical situations involving financial matters.

1. Here’s the first situation:

You just received $50 from a relative for your birthday. You thought you might get some money, but you didn’t know how much it would be. You had planned to save it so that you had extra money over the summer. The day after your birthday, you are hanging out with friends and end up in a music store. An artist you like a lot has just released a new CD, and it’s on sale for $20. What would you do?

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________

1a. Why would you do that?

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________

2. Now for the second hypothetical situation:

You are eating out with friends at a fast food place. After you and your friends order, one friend realizes he/she doesn’t have enough money to cover his/her meal and asks to borrow $10 from you. What would you do?

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________

2a. Why would you do that?

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________
3. Here's the third situation:

You are with two of your friends at a video rental store looking for something to watch at home. You had planned to spend $5 for the rental, and your friends were going to cover the money for snacks. The group can’t decide on what movie to rent, and someone suggests going to the theater to see the new IMAX film. Tickets are $12. You have $15 dollars on you, but that money has to last you for the coming week. What would you do?

________________________________________________________________________________________________

________________________________________________________________________________________________

________________________________________________________________________________________________

________________________________________________________________________________________________

3a. Why would you do that?

________________________________________________________________________________________________

________________________________________________________________________________________________

________________________________________________________________________________________________

________________________________________________________________________________________________

4. And now the fourth hypothetical situation:

You just received your first paycheck from your new part-time job. After taxes were withheld, it’s less than you thought it would be, but $200 isn’t too bad. You don’t have any bills to pay. What would you do?

________________________________________________________________________________________________

________________________________________________________________________________________________

________________________________________________________________________________________________

________________________________________________________________________________________________

4a. Why would you do that?

________________________________________________________________________________________________

________________________________________________________________________________________________

________________________________________________________________________________________________

________________________________________________________________________________________________
Asset Indicators Working Group Participants
August 5-6; September 10; September 29, 2008
Information listed here was current at time of participation.

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Woody Widrow, Executive Director, RAISE Texas
Ann Young, Principal, AGTY Consulting

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Beadsie Woo, Senior Fellow, The Annie E. Casey Foundation
### Asset Continuum Indicator Project
#### Field Test and Demonstration Sites
April - June 2009

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*Field Test Site Only
A Framework for Developing Outcome Tools for Practitioners Along the Asset Continuum
Angela Donelson, Ph.D
August 2008

Executive Summary
This environmental scan highlights key research and evaluation efforts in financial education, asset building, and asset preservation over the past decade. We first define the basic terminology and concepts used to evaluate these efforts. Next, we briefly survey the research, which shows how activities along the asset continuum are linked to increased economic self-sufficiency and long-term security for low-income individuals and families. We discuss the challenges that researchers and practitioners have confronted in analyzing how financial education and asset building efforts influence behavior. We then summarize key existing evaluation tools and resources and conclude by identifying evaluation and research questions that need to be addressed.

Purpose of the Paper | Setting the Stage
This framing document seeks to ground the thinking of the Working Group by helping participants structure their thoughts about the research and evaluation efforts along the continuum for the purposes of this project. As noted above, it uses an asset continuum framework to show how asset preparation, asset building and leveraging, and asset preservation are linked and contribute to increasing economic self-sufficiency and achieving long-term security. We recognize the complex nature of this work and the difficulty of making meaningful distinctions among terms. We will use this paper to articulate working definitions based on both the literature and the practitioner experience, in the hope that these can serve as a common jumping off point for our discussion. The Working Group’s in-depth experience and understanding about specific evaluation concerns, data sources and challenges will help us take stock of existing tools, use these to identify gaps in knowledge and lead us to develop new outcome indicators and tools for practitioners that respond to current needs in the field.

With regard to the need for practitioner level tools, our scan underscored a theme raised repeatedly by our community-based partners. While tools to track clients abound, there appears to be a notable lack of equally credible common practitioner-driven approaches to measuring the outcomes for individuals and communities along the asset continuum. In addition to sharpening our understanding of the impact of certain interventions on individual behavior, the development of sets of common outcome indicators and tools that can be aggregated and shared have broader field-building possibilities that should resonate with a wide range of stakeholders.

1 The aim of this project is to identify existing evaluation indicators and tools and to develop a set of outcome indicators and tools, for use by practitioners, that fill in notable gaps.
2 For those working along the asset continuum, the notion of asset preparation is taken to encompass those activities and services that include all stages of financial education. For the purposes of this paper and this project we will call the category asset preparation, and recognize financial education as a core component.
3 This could include longer term change in an individual’s life from increased financial knowledge and new behaviors such as savings, asset purchases and asset accumulation.
Introduction

Over the past two decades, nonprofit organizations, academic and policy researchers, and public and private sector entities throughout the U.S., and the world, have increasingly recognized the need for financial education, services and tools to help individuals and families build and preserve financial assets. Changes in financial markets – which have led to easier credit, more flexible mortgage instruments, and a tremendous range of new investment types – have increasingly shifted choice and responsibility to consumers. At the same time, consumers have generated higher household debt and bankruptcy filings that threaten their economic security (National Council of La Raza, 2004). The national savings rate is hovering near zero and is lower than any time since the Great Depression. Meanwhile, credit card debt grew nationally from $692 billion to $876 billion between 2000 and 2006 (Garcia, 2008). The trends are particularly distressing for low-income and underserved individuals. Researchers define these groups at most risk for asset poverty or possessing a low stock of financial and non-financial tangible assets to draw on in times of need. Many recent studies have found the rate of asset poverty exceeds the poverty rate (Beverly, et. al, 2008). As such, researchers and policymakers are acknowledging that asset development is as important to promote as income development, because assets can accumulate and be passed down to future generations, helping families escape intergenerational poverty. For the past decade, federal and state policies have also begun to reflect assets-based thinking.

Using an Asset Framework to Define Terms for the Project

Assets are commonly defined as stocks of wealth in a household that provide security for future consumption and a cushion in times of economic distress (Sherraden 1991). This definition encompasses both financial assets, such as bank accounts, stocks, bonds, and pensions, as well as non-financial tangible assets, such as homes, real estate equity, and small businesses (McKernan et. al, 2007).

The extensive literature on asset preparation, and financial education in particular, asset building and leveraging, and asset preservation place all three categories within the continuum of an asset framework. All can help individuals and families become more economically self-sufficient, as they develop knowledge, education, skills, resources and relationships that give them greater economic control and stability.

Asset preparation usually seeks to equip individuals with the tools and knowledge to manage personal finances, purchase a home, or start business. Within the asset preparation constellation, practitioners distinguish between financial literacy and financial education (National Council of La Raza, 2004). Financial literacy consists of acquiring basic knowledge and competencies to fight asset stripping strategies commonly employed by payday lenders, check cashing outlets, and those engaged in predatory lending practices. Financial education is a broader concept, or a means to an end, resulting in improved personal financial behavior or the purchase of assets.

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4 Caner and Wolff (2004) were among the first researchers to define asset poverty as having enough liquid assets to last three or fewer months at the federal poverty level.

5 The 1996 Welfare Reform legislation was instrumental in encouraging savings among low-income families because it relaxed federal asset rules. It enabled states to set asset limits for the Temporary Assistance to Needy Families (TANF) and Food Stamp Programs, and newly introduced Individual Development Account (IDA) programs targeted at low-income individuals.

6 Wider Opportunities for Woman began to develop the self-sufficiency standard in 1996 as a measure of what it costs families to meet their basic needs based on regionally adjusted cost factors. Researchers acknowledge no one is truly self-sufficient, but developed the term as a way of shifting the poverty debate.
Asset creation activities generally follow asset preparation, although the process of asset building is dynamic, with individuals moving backwards and forwards throughout the continuum, due to personal circumstances. These strategies help families build increased economic self-sufficiency through targeted services (such as free volunteer income tax assistance clinics to help families claim earned income tax credits and child tax credits) and tools (such as free bank accounts and individual development accounts that facilitate homeownership, business start ups, and college savings plans). These approaches are frequently leveraged with one another, such as when organizations offer free tax clinics to help families claim tax credits, which can in turn be deposited into IDAs to purchase assets.

Asset preservation strategies help individuals maintain their assets. The most common asset preservation services relate to homeownership, and include foreclosure prevention (post-purchase housing counseling) and foreclosure mitigation (negotiating with lenders to avert foreclosure proceedings). Other asset preservation services aid low-income individuals in effectively managing assets over the life cycle through assistance in establishing emergency savings, managing education debt, limiting consumer debt, and making other prudent financial decisions. Asset preservation services can also include assistance in obtaining health insurance and building retirement savings through vehicles such as 401K/IRA accounts or publicly-subsidized investment instruments like the IRS saver’s credit launched in 2001 (Beverly, et. al, 2008).

**Highlights from Key Research Related to the Continuum**

The literature on assets is extensive and continually expanding. An internet scan for this project found 349 policy and research studies on asset building alone. Another 62 peer-reviewed studies on financial literacy and asset building have been recently published in academic journals, most by scholars in the fields of social work, economic policy, and consumer economics.

Overall, the research shows that asset preparation and asset building activities are linked to increased economic self-sufficiency. In the area of asset preparation, the Federal Deposit Insurance Corporation’s (FDIC) April 2007 longitudinal study assessing the financial opinions and behaviors of low and moderate income course participants found that they became more confident in their financial abilities six to twelve months after completing the training. They were also more likely to open deposit accounts, save money, pay down credit cards, and adhere to a budget than either before or immediately after they completed the training (FDIC, 2007). Those with annual incomes less than $10,000 especially benefited from financial education training. However, the sample size was self-selected; it was comprised of only half of the 1,621 respondents who originally completed the pre- and post-test surveys. Also of note, this study – like many financial education and asset studies – may not be representative of the general population.

In the research on asset creation and leveraging, the most studied tool for building assets is IDAs, especially their role in facilitating homeownership (McKernan, et. al, 2007). Research shows that IDAs appear to expand family assets, generating more real and liquid assets than for other families who did not participate in IDA programs (McKernan et. al, 2007; Han et. al, 2007). However, the research base is

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7 The survey respondents were clients of NeighborWorks affiliates that were using the MoneySmart curriculum. Of the 631 respondents, about half were low income (21 percent had annual incomes under $10K and 27% had annual incomes between $10-$20K). The remainder had incomes above $20K.
still relatively small and researchers know little about how IDAs and their leveraged programs (such as Earned Income Tax Credits and Child Tax Credits) impact long-term effects on net worth and liquid assets (McKernan et. al, 2007; Beverly et. al, 2008). IDA research is beginning to use both experimental and non-experimental methods to examine the impact of IDA programs on asset building through control groups and treatment groups.

In the asset preservation literature, recent research has explored factors influencing the current foreclosure crisis, as well as those contributing to successful foreclosure mitigation (default counseling). Research supports the undisputed fact that subprime lending, combined with falling home values, has contributed to the wave of recent foreclosures that began in 2006 (Coulton, et. al, 2008; Foote, et. al, 2008). Interest rate resets on subprime adjustable rate mortgages are not the sole reason for the foreclosure crisis. Rather, declining housing prices, combined with individual financial problems (such as losing a job or failing to pay health care bills), have kept many – even those with good credit – from refinancing, particularly if they made low down payments and had little equity (Foote, et. al, 2008). Those able to tap the equity in their homes for consumer spending are increasingly burdened by debts they are unable to pay. These factors contribute to an ominous situation where one in 33 current homeowners nationwide is projected to face foreclosure within the next two years (Pew Charitable Trusts, 2008).

Despite these troubling statistics, research that explores the effectiveness of foreclosure mitigation efforts is encouraging. Default counseling is proving to be a cost effective strategy. A newly-released study by the Harvard Joint Center for Housing Studies shows that the earlier the discussions between the borrower and the servicer on default workout plans, the better the chances of the borrower retaining ownership before mortgage default costs rise to prohibitive levels (Cutts and Merrill, 2008). In their study, Cutts and Merrill (2008) also use innovative economic cost-benefit models, assessing tens of thousands of Freddie Mac loan repayment records to show that states can have instrumental roles in improving foreclosure mitigation, simply by modifying the timeline for the legal foreclosure process.

While the research on asset preparation, asset creation/leveraging and asset preservation is promising, investigators have found it difficult to establish a causal link between financial knowledge, intentions to save, and actual asset building behavior. Even less is known about how these strategies promote long-term asset preservation and inter-generational transfers. Impact is difficult to document because research is relatively new; consequently, most studies explore short-term results, rather than long-term outcomes. Financial asset building behavior is hard to assess with the quantitative data and empirical models typically used by researchers because of multiple intervening variables, including psychological factors, such as personality and aspirations, and sociological factors, such as family influences and one’s peer networks (Beverly et. al, 2008). Recent work by behavioral economists has improved upon neoclassical economists’ assumptions that individuals respond in predictable, rational ways to incentives. It considers that individuals often overwhelmed by too many financial choices continue to repeat current behavior, relying on mental accounting techniques in the process (Beverly, et. al, 2008). Behavioral economics studies to date have largely examined middle and upper-class individuals’ retirement savings behavior, not that of low-income or underserved populations (Beverly, et. al, 2008).

[Most research studies use quantitative data, although some use qualitative data to look at patterns and relationships. The qualitative studies generally include small samples, so their findings still appear to be tentative (Beverly, et. al, 2008).]
Scholars have also found it difficult to understand what bundles of services are most effective in influencing outcomes. For example, researchers in one study found rural IDA participant savings rates were positively influenced by multiple types of assistance: financial education, peer group meetings, match rates, direct deposits and monthly savings targets (Grinstein-Weiss, et al. 2007). Investigators also struggle to understand how different types of assets (for example, cars, homes, and bank savings accounts) affect specific outcomes, such as social well being, economic self-sufficiency, economic stability, and economic participation (McKernan, et. al, 2007).

Perhaps most useful for understanding the determinants and effects of asset building behavior is the work of two sets of scholars, who have framed their conclusions based on their extensive review of the literature. Beverly, et. al (2008) examine the determinants of asset building (see Exhibit 1). They illustrate how institutional factors (such as policies, programs, products and services that impact access, incentives, expectations and restrictions on asset programs) coupled with individual factors (such as financial education, and individual economic resources and needs) shape saving. Saving is also influenced by intergenerational and inter-household financial transfers. All of these, in turn, influence asset accumulation. Lerman, and McKernan (2008) outline the effects/outcomes of asset building. These effects include variables classified under four broad categories: economic well-being, social well-being and civic engagement, child well-being, and health and psychological well-being. These variables can shape the capacity for asset building, as well as be shaped by asset building interventions.

Sampling of Tools Used to Evaluate Components of the Continuum

**Asset preparation with an emphasis on financial education**

The array of educational materials related to asset preparation is impressive – over 400 financial education curricula are available in categories that commonly include personal financial education, pre-purchase housing counseling, and small business education (National Council of La Raza, 2004). However, little evaluation of the effectiveness of these kinds of trainings has occurred. That which has is mostly focused on specific discrete programs (O’Connell 2006; Lyons 2006). Few financial education providers have been able to identify program outcomes, and design appropriate evaluation instruments in response to these (Lyons, 2006). This led the US General Accounting Office to convene a forum in 2004 on the importance of setting standardized benchmarks and national evaluation infrastructure for building evaluation capacity in the area of financial education.

Lyons’ (2006) research – which included focus groups with 60 financial education experts, supplemented by an online survey of 342 financial educators – found that practitioners who evaluate their financial education programs do so with both general and specific measures. General measures typically include the number of program participants, their levels of satisfaction, and knowledge gained. Less commonly used measures include changes in skills, confidence levels, intended and actual behavior, as well as in attitudes. More specific measures include capturing actual changes in financial portfolios, such as increases in savings and reduced debt; development of financial plans, and building/rebuilding credit reports and scores.
Both the Woodstock Institute (Jacob 2002) and the National Endowment for Financial Education (NEFE) have produced materials to evaluate financial education targeted for the practitioner community. The most comprehensive is the NEFE Financial Education Evaluation Toolkit, a free, online resource to construct a fully customized evaluation, with instruments to benchmark the performance of local curriculum. The toolkit includes pre- and post evaluation instruments for clients and train the trainer evaluations, with indicators for testing knowledge about financial instruments, building skills/confidence about financial management skills, assessing participants’ attitudes about financial practices, assessing participants’ aspirations for making changes in financial behavior, and recording participants’ actual behavior change in financial position. The materials are being adopted by Cooperative State Research, Education, and Extension Service (CSREES) departments, which work with land-grant universities to help extension agents design customized financial education evaluation instruments based upon their program needs (Jayaratne, et. al, 2008).

**Asset creation and leveraging**

Scholars, rather than practitioners, have led evaluation efforts to assess the impact of asset creation and leveraging on the financial outcomes of low income individuals and families. In many studies, academic researchers have used secondary data, available through national quantitative longitudinal data sets. Ratcliffe, et. al (2007) assess 12 national data sets that are available on the assets and liabilities (or net worth) of low income persons. Ratcliffe, et. al (2007) find that three datasets contain the highest quality and most detailed quantitative information on low-income assets and liabilities: the Survey of Consumer Finances (available through the US Federal Reserve Board), the Survey of Income and Program Participation (administered through the US Census), and the Panel Study of Income Dynamics (conducted by the University of Michigan Institute for Social Research). These surveys include information on the type of assets held by individuals, the value of assets held, the type of debt held, the value of debt held, and variables important to calculate net worth. However, these data sources are limited in that they do not adequately capture participation in individual development account programs or informal sources of wealth common to underserved populations, such as lending circles (McKernan et. al, 2007).

Other academic and policy research examines both qualitative and quantitative information. The most comprehensive information on matched IDAs is available through the US American Dream Demonstration (ADD) program. Starting in 1997 through 2001, with an additional two years of post-program evaluation through 2003, ADD followed more than 2,000 low-income families at 14 community-based program sites within 13 host programs. The Corporation for Enterprise Development (CFED) in Washington, DC, designed and guided ADD, while the Center for Social Development (CSD) at Washington University designed and conducted much of the research and data collection. Quantitative data available through the demonstration includes both program and participant (socio-demographic and financial) characteristics, while qualitative data collected through semi-structured interviews includes respondents’ socio-economic background, history of saving, experiences with the IDA program, saving patterns, sources of savings, goals, and perceived outcomes (Mc Bride, et. al, 2004). Another promising source of qualitative data is the Saving for Education, Entrepreneurship, and Downpayment research and policy initiative (SEED), administered by the Corporation for Enterprise Development (CFED). The $30 million, privately funded demonstration was launched in 2003. It follows the work of 12 community-based organizations as they create and test incentivized sav-
ings accounts for children and youth in the United States (Adams and Scanlon, 2005; Shobe and Sturm, 2007). Preliminary qualitative data reveal that incentives for asset building include factors such as family structure and relationships, match rates, and direct deposits. Data also reveal that effects of asset building include improved self-esteem and hopefulness about the future.

Community-based organizations continue to grapple with developing appropriate evaluation tools. Since it is the largest funder of IDAs, the US Department of Health and Human Services’ Assets for Independence program has amassed a rich source of data and reporting tools related to economic self-sufficiency for use by community-based organizations. There are some community-based organizations and community action agency programs that also have developed case management tools to track individuals’ progress across the continuum of greater self-sufficiency. Case management tools help nonprofit organizations understand and assess the needs of their clients, helping them achieve a critical mass of strengths so they can achieve greater economic self-sufficiency. In 1996, Maurice Lim Miller, practitioner in the field of workforce investment, began using a matrix to track clients of the Berkeley, California-based nonprofit Asian Neighborhood Design (AND). AND staff rated clients across seven elements (income/assets; education/skills; housing/food; safety/environment; human services; relationships; and personal attributes) as they helped them move toward greater self-sufficiency (Massachusetts Department of Housing and Community Development, et. al 2003). Similarly, Community Action Agency associations in Massachusetts, Minnesota, Kansas and California have adopted “Scales and Ladders” matrices to measure the progress of both individuals and community development organizations’ across two dimensions. As shown in Exhibit 2, the first dimension displays client progress and organizational assistance on a scale of attaining employment, education, housing, child care, transportation and, occasionally, other needs. The second dimension illustrates advancement across the ladder of self-sufficiency, from being in crisis, to at-risk, safe, stable and thriving conditions (Massachusetts Department of Housing and Community Development, et. al 2003).

Asset preservation

Resources and tools to assess the impact of asset preservation activities are in short supply. The limited asset preservation evaluation resources that exist relate to housing, especially foreclosure prevention and mitigation. Although asset preservation evaluation resource tools could assess retirement and investment vehicles for low-income persons (such as savings in 401Ks, IRAs and IRS Saver’s Credit retirement accounts), and access to health insurance we did not find evaluations of these programs in our search. The absence of these studies in this paper is only an indication that we were not able to find evaluations of these programs and does not suggest a complete dearth of evaluations in this area.

While general pre-purchase housing counseling tools that contain performance reporting on components have existed for some time (such as the HUD form 9902, Counselor Max, Fannie Mae Housing Counselor Online and NStep), post-purchase counseling evaluation tools are only more recently being developed. Currently two initiatives at NeighborWorks® America are developing new performance measures to gauge the effectiveness of foreclosure counseling. The NeighborWorks Center for Homeownership Education and

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9Community Action Agencies began to do so in the mid-1990s, after the 1994 Results Oriented Management and Accountability guidelines for grantees of the Community Services Block Grant required measurement of specific outcomes and goals (Massachusetts Department of Housing and Community Development, et. al 2003). Massachusetts adopted the scale and ladder self-sufficiency tool for case management in 2001-2002.
Counseling (NCHEC), a national training resource for housing and foreclosure counseling, and the National Foreclosure Mitigation Fund, two federal appropriations totaling $360 million to support locally based foreclosure counseling efforts by nonprofits nationwide that is housed at NeighborWorks America, have created a set of 42 performance measures that will be available nationally through NeighborWorks America’s recent acquisition of Counselor Max, a web-based tool for housing and foreclosure counselors. Due to the rapid rise in families facing foreclosure and the recent increase in organizations doing some form of postpurchase counseling, existing tools are primarily focused on tracking the demographics and financial security of individuals being counseled. Anecdotally, the usefulness of post purchase counseling has been demonstrated. However, tools to track outcomes over the long term have yet to be developed.

The effectiveness of foreclosure mitigation, or default counseling, is a rapidly growing area of interest for research. A 2007 study found that most persons receiving housing counseling said they had little awareness of post-purchase and foreclosure mitigation services (Cutts and Merrill, 2008). The continued promotion of effective default counseling will require better data, improved communication among loan servicers, investors and default counselors, and improved technology to track outcomes (Cutts and Merrill, 2008).

**Emerging questions for researchers and practitioners**

There are parallel tracks of thinking vis-à-vis the continuum that relate to this project. The first is the role of research questions — which require experimental design studies to address causality in order to understand trends, as well as the effectiveness of a particular intervention. The second, is the role of good practitioner evaluation — which requires field tested data collection of both qualitative and quantitative data to understand the results of an organization’s work. This includes client tracking, performance measurement and the mid and long term outcomes that are the focus of this project. Both are important, and buttress one another.

In this project we will be taking stock of the most pertinent research questions and using findings from research studies to guide our thinking related to the creation of outcome instruments that can be used by practitioners to systematically collect information related to their work along the continuum. Recent research offers much guidance and encouragement to community-based organizations and public and private institutions assisting families as they move from poverty toward increasing self-sufficiency. However, many of the evaluation efforts are so new that researchers and evaluators are positing more questions than answers.

Researchers find that a tremendous need exists for effective evaluation materials to assess the long-term impact of financial education, asset creation/leveraging, and asset preservation. More rigorous, credible qualitative data is essential to paint a fuller picture of the determinants and effects of asset building. The behaviors of low-income persons and underserved populations — including Native Americans, African Americans, Hispanics, Asians, persons of mixed races and ethnicities, immigrants, refugees, formerly incarcerated individuals, victims of domestic violence and youth — are not well understood. The role of cultural competency in evaluation is critical to understanding whether mainstream financial education and asset-building policies are appropriate for underserved populations. These needs are underscored by
studies like those conducted by Hicks, et. al (2005), who find that asset building for individuals, rather than communal purposes, is a relatively foreign concept in Native American communities. Similarly, Beverly, et. al (2008) summarizes research findings that African Americans and Hispanics save differently than white IDA participants, partly due to social networks that encourage resource-sharing.

In order to further guide our thinking regarding future needs, questions that some practitioners and researchers have identified as gaps in current evaluation and reporting on asset preparation, creation and preservation programs are highlighted below. These gaps are focused on primary level data that practitioners can use to evaluate short, mid and longer term outcomes.

**Asset Preparation**

- What duration and type of financial education enables low income individuals and families to not only stabilize their financial situation, but also continue to manage finances by anticipating and responding effectively to change over time?

**Asset Creation and Leveraging**

- What level of participation in asset creation activities is needed to gain entry into (by reaching initial savings goals), benefit from, and remain in the economic mainstream by applying savings behavior consistently throughout one’s life?

- What are the benefits to participants when culturally competent programming is integrated into conventional asset building tools and services?

**Asset Preservation**

- Beyond the immediate result (workout, remaining in one’s home, etc.), how do individuals, and communities benefit from foreclosure counseling and mitigation activities?

- How do asset preservation strategies enhance financial security over one’s lifetime and produce intergenerational wealth transfers?
Exhibit 1. Determinants of Saving and Investment Action and Asset Accumulation

Institutional Constructs
- Access
- Information
- Incentives
- Facilitation
- Expectations
- Restrictions
- Security

Individual Constructs
- Economic resources and needs
- Social networks
- Financial literacy
- Psychological variables

Saving and Investment Action
- Deposit frequency
- Deposit amounts
- Withdrawal frequency
- Withdrawal amounts
- Portfolio composition

Asset Accumulation
- Liquid savings
- Retirement savings
- Net financial worth
- Home equity
- Net worth

Intergenerational and Interhousehold Transfers

### Exhibit 2. The Path to Self-Sufficiency

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<th>Safe</th>
<th>Stable</th>
<th>Thriving</th>
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</tr>
<tr>
<td>ESL, VESL, ABE/GED, pre-vocational/employment skills training</td>
<td>Job retention and advancement supports, i.e., mentoring, peer support groups, employer contact, skill upgrading, career ladder movement, career planning</td>
<td>Career advancement supports, i.e., support for licensure, credentialing, and degrees; employer-funded training/OU; mentoring; peer support groups</td>
<td>Support on an “as needed” basis only</td>
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<tr>
<td>Life skills training/personal success plan development</td>
<td>Financial literacy and supports services, i.e., BTC, IDAs, home ownership counseling</td>
<td>Advanced financial literacy and supports</td>
<td>Opportunities to “give back” to community, i.e., alumni events, graduate to mentor</td>
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<tr>
<td>Job development/placement</td>
<td>Entrepreneurial training</td>
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<td>Early career planning</td>
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<tr>
<td>Immigration/naturalization counseling</td>
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</table>

#### Source:
Working Paper Bibliography

Financial Education


Asset Building


Asset Preservation


