HPOG 2.0 Follow-up Survey FAQs

What is the survey about? The HPOG 2.0 Short-term Follow-up Survey is the primary source for many of the outcomes of interest to the evaluation team. The survey results provide critical information that is not available in program or other administrative data. It is the evaluation’s only source of data on training, employment, and service receipt for control group members.

Who is part of this survey? When will it take place? Interviewers will attempt to complete interviews with about 13,000 study participants in the treatment and control groups who enrolled between March 2017 and February 2018. The survey takes place about 15 months after participants enrolled in the study. Data collection began in early October 2018 and will run through the fall 2019.

Do HPOG 2.0 participants know they are part of this study? Yes, all study participants enrolled between March 2017 and February 2018 signed a consent form at the time of enrollment. That form explained that they were part of the study. They also should have received a “Welcome to the Study” package. The package included an overview of the two primary study activities they will be asked to participate in: periodic requests for updated contact information and follow-up surveys at about 15-months and 36-months post enrollment. The welcome package also included a cell phone charger with the study’s logo and toll-free hotline on it. Study participants will also receive a letter explaining the upcoming survey data collection about two weeks before data collection begins (See HPOG 2.0_Advance Letter).

Do participants have to complete this survey? No. Participation is voluntary. All data from the survey are kept secure and are aggregated for reporting.

Has the evaluation team had any contact with participants since enrollment? Yes, every few months, the evaluation teams sends study participants a letter asking them to update their contact information to help ensure that the contact information provided to survey interviewers is current.

How will interviewers attempt to contact study participants? Once data collection begins, interviewers will reach out to study participants to invite them to complete the survey, either by phone or in-person. Interviewers will first reach out to participants by phone, email or text message to try to reach them. (Interviewers will only contact participants via text if the participant consented to receive text messages when they enrolled in the study.) If they are still unable to reach the participant, interviewers will visit the participants’ homes to complete the survey. Interviewers may also call or visit the homes of the friends or families that the respondent identified at the time of enrollment as someone who would always know how to reach them. If the interviewer does not reach the participant or secondary contacts during an in-person visit, the interviewer may leave a flyer asking the participant to call them. Participants who complete the survey will receive a $40 gift card.

The protocols and procedures for telephone and in-person locating were reviewed and approved by an oversight board at Abt Associates and are designed to protect the rights of research study participants.

How will participants know the interviewer is legitimate? Interviewers will have photo identification, study flyers, and a letter to share with community members who ask about the study.

Questions? If you have questions about the survey data collection effort, please contact your site team members or Debi McInnis at Abt Associates (617-349-2387 or Debi_McInnis@abtassoc.com).

If you receive questions about the survey from participants, please reassure them that the survey is valid and important. For questions or concerns, please call or refer participants to the HPOG 2.0 study hotline at 1-866-725-1562.