

SERVICE/AMENITY	a. Supermarket/ large grocery store	b. Pharmacy/Drug store
TIMEPERIOD	12 Months	12 Months
<b>4.3</b> Have you (or any member of your household) used [a(n)] [SERVICE/AMENITY] in the last [TIMEPERIOD]?	Yes ..... 1 No ..... 2 → GO TO 4.5b DON'T KNOW ..... DK → NEXT SA REFUSED ..... REF → NEXT SA	Yes ..... 1 No ..... 2 → GO TO 4.5b DON'T KNOW ..... DK → NEXT SA REFUSED ..... REF → NEXT SA
<b>SHOWCARD X</b> <b>4.4</b> On a scale of 1 to 7, where 1 indicates that it is "very difficult to use," and 7 indicates that it is "very easy to use" how difficult or easy is it for you to use [a(n)] SERVICE/AMENITY]?	Very Easy to Use..... 7 → GO TO 4.7 ..... 6 → GO TO 4.7 ..... 5 → GO TO 4.7 ..... 4 → GO TO 4.7 ..... 3 → GO TO 4.5a ..... 2 → GO TO 4.5a Very Difficult to Use..... 1 → GO TO 4.5a DON'T KNOW ..... DK → SKIP TO 4.7 REFUSED ..... REF → SKIP TO 4.7	Very Easy to Use..... 7 → GO TO 4.7 ..... 6 → GO TO 4.7 ..... 5 → GO TO 4.7 ..... 4 → GO TO 4.7 ..... 3 → GO TO 4.5a ..... 2 → GO TO 4.5a Very Difficult to Use..... 1 → GO TO 4.5a DON'T KNOW ..... DK → SKIP TO 4.7 REFUSED ..... REF → SKIP TO 4.7
<b>4.5a</b> Please tell me what are the problems that make using the [SERVICE/AMENITY] difficult?  <div style="border: 1px solid black; padding: 2px; margin: 5px 0;"> <b>FI INFO:</b> RECORD THE FIRST PROBLEM OR REASON MENTIONED AT "1 VERBATIM", THE SECOND PROBLEM OR REASON AT "2 VERBATIM", AND THE THIRD PROBLEM OR REASON AT "3 VERBATIM"         </div> <div style="border: 1px solid black; padding: 2px; margin: 5px 0;"> <b>SKIP:</b> GO TO 4.6a         </div> <b>4.5b</b> Why don't you use the [SERVICE/AMENITY]?  <div style="border: 1px solid black; padding: 2px; margin: 5px 0;"> <b>FI INFO:</b> RECORD THE FIRST PROBLEM OR REASON MENTIONED AT "1 VERBATIM", THE SECOND PROBLEM OR REASON AT "2 VERBATIM", AND THE THIRD PROBLEM OR REASON AT "3 VERBATIM"         </div> <div style="border: 1px solid black; padding: 2px; margin: 5px 0;"> <b>SKIP:</b> GO TO 4.6b         </div>	1. VERBATIM _____ _____ _____ _____ <input type="checkbox"/> CHECK BOX IF MAIN 2. VERBATIM _____ _____ _____ _____ <input type="checkbox"/> CHECK BOX IF MAIN	1. VERBATIM _____ _____ _____ _____ <input type="checkbox"/> CHECK BOX IF MAIN 2. VERBATIM _____ _____ _____ _____ <input type="checkbox"/> CHECK BOX IF MAIN
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<b>SHOWCARD X</b> <b>4.7</b> On a scale of 1 to 7 where 1 indicates that you are "very dissatisfied" and 7 indicates that you are "very satisfied", how dissatisfied or satisfied are you with the [SERVICE/AMENITY]?	Very Satisfied ..... 7 ..... 6 ..... 5 ..... 4 ..... 3 ..... 2 Very Dissatisfied..... 1 DON'T KNOW ..... DK REFUSED ..... REF	Very Satisfied ..... 7 ..... 6 ..... 5 ..... 4 ..... 3 ..... 2 Very Dissatisfied..... 1 DON'T KNOW ..... DK REFUSED ..... REF

c. Bank or credit union	d. ATM not in a bank	e. Check cashing facility not in a bank
<b>12 Months</b>	<b>12 Months</b>	<b>12 Months</b>
Yes .....1 No.....2 → GO TO 4.5b DON'T KNOW .....DK → NEXT SA REFUSED .....REF → NEXT SA	Yes .....1 No.....2 → GO TO 4.5b DON'T KNOW .....DK → NEXT SA REFUSED .....REF → NEXT SA	Yes .....1 No.....2 → GO TO 4.5b DON'T KNOW .....DK → NEXT SA REFUSED .....REF → NEXT SA
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SERVICE/AMENITY	f. Money transfer service not in a bank, like Western Union	g. Basic medical care and services
TIMEPERIOD	12 Months	12 Months
<b>4.3</b> Have you (or any member of your household) used [a(n)] [SERVICE/AMENITY] in the last [TIMEPERIOD]?	Yes ..... 1 No ..... 2 → GO TO 4.5b DON'T KNOW ..... DK → NEXT SA REFUSED ..... REF → NEXT SA	Yes ..... 1 No ..... 2 → GO TO 4.5b DON'T KNOW ..... DK → NEXT SA REFUSED ..... REF → NEXT SA
<b>SHOWCARD X</b> <b>4.4</b> On a scale of 1 to 7, where 1 indicates that it is "very difficult to use," and 7 indicates that it is "very easy to use" how difficult or easy is it for you to use [a(n)] SERVICE/AMENITY]?	Very Easy to Use..... 7 → GO TO 4.7 ..... 6 → GO TO 4.7 ..... 5 → GO TO 4.7 ..... 4 → GO TO 4.7 ..... 3 → GO TO 4.5a ..... 2 → GO TO 4.5a Very Difficult to Use..... 1 → GO TO 4.5a DON'T KNOW ..... DK → SKIP TO 4.7 REFUSED ..... REF → SKIP TO 4.7	Very Easy to Use..... 7 → GO TO 4.7 ..... 6 → GO TO 4.7 ..... 5 → GO TO 4.7 ..... 4 → GO TO 4.7 ..... 3 → GO TO 4.5a ..... 2 → GO TO 4.5a Very Difficult to Use..... 1 → GO TO 4.5a DON'T KNOW ..... DK → SKIP TO 4.7 REFUSED ..... REF → SKIP TO 4.7
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h. After school programs	i. Community college or other adult education	j. Park or playground education
<b>12 Months</b>	<b>3 Years</b>	<b>12 Months</b>
Yes .....1 No .....2 → GO TO 4.5b DON'T KNOW .....DK → NEXT SA REFUSED .....REF → NEXT SA	Yes .....1 No .....2 → GO TO 4.5b DON'T KNOW .....DK → NEXT SA REFUSED .....REF → NEXT SA	Yes .....1 No .....2 → GO TO 4.5b DON'T KNOW .....DK → NEXT SA REFUSED .....REF → NEXT SA
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SERVICE/AMENITY	k. A recreation or community center	l. A library
TIMEPERIOD	12 Months	12 Months
<b>4.3</b> Have you (or any member of your household) used [a(n)] [SERVICE/AMENITY] in the last [TIMEPERIOD]?	Yes ..... 1 No ..... 2 → GO TO 4.5b DON'T KNOW ..... DK → NEXT SA REFUSED ..... REF → NEXT SA	Yes ..... 1 No ..... 2 → GO TO 4.5b DON'T KNOW ..... DK → NEXT SA REFUSED ..... REF → NEXT SA
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<b>SHOWCARD X</b> <b>4.7</b> On a scale of 1 to 7 where 1 indicates that you are "very dissatisfied" and 7 indicates that you are "very satisfied", how dissatisfied or satisfied are you with the [SERVICE/AMENITY]?	Very Satisfied ..... 7 ..... 6 ..... 5 ..... 4 ..... 3 ..... 2 Very Dissatisfied..... 1 DON'T KNOW ..... DK REFUSED ..... REF	Very Satisfied ..... 7 ..... 6 ..... 5 ..... 4 ..... 3 ..... 2 Very Dissatisfied..... 1 DON'T KNOW ..... DK REFUSED ..... REF

m. Child care services and preschool programs	n. Employment placement counseling and training	q. Place where you sign up for [INSERT LOCAL PROGRAM] or welfare
<b>12 Months</b>	<b>3 Years</b>	<b>12 Months</b>
Yes .....1 No .....2 → GO TO 4.5b DON'T KNOW .....DK → NEXT SA REFUSED .....REF → NEXT SA	Yes .....1 No .....2 → GO TO 4.5b DON'T KNOW .....DK → NEXT SA REFUSED .....REF → NEXT SA	Yes .....1 No .....2 → GO TO 4.5b DON'T KNOW .....DK → NEXT SA REFUSED .....REF → NEXT SA
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SERVICE/AMENITY	p. Family counseling or other family support services
TIMEPERIOD	12 Months
4.3 Have you (or any member of your household) used [a(n)] [SERVICE/AMENITY] in the last [TIMEPERIOD]?	Yes ..... 1 No ..... 2 → GO TO 4.5b DON'T KNOW ..... DK → NEXT SA REFUSED ..... REF → NEXT SA
<b>SHOWCARD X</b> 4.4 On a scale of 1 to 7, where 1 indicates that it is "very difficult to use," and 7 indicates that it is "very easy to use" how difficult or easy is it for you to use [a(n)] SERVICE/AMENITY?	Very Easy to Use ..... 7 → GO TO 4.7 ..... 6 → GO TO 4.7 ..... 5 → GO TO 4.7 ..... 4 → GO TO 4.7 ..... 3 → GO TO 4.5a ..... 2 → GO TO 4.5a Very Difficult to Use ..... 1 → GO TO 4.5a DON'T KNOW ..... DK → SKIP TO 4.7 REFUSED ..... REF → SKIP TO 4.7
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<b>SHOWCARD X</b> 4.7 On a scale of 1 to 7 where 1 indicates that you are "very dissatisfied" and 7 indicates that you are "very satisfied", how dissatisfied or satisfied are you with the [SERVICE/AMENITY]?	Very Satisfied ..... 7 ..... 6 ..... 5 ..... 4 ..... 3 ..... 2 Very Dissatisfied ..... 1 DON'T KNOW ..... DK REFUSED ..... REF