



# Mesa Police Department



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Award Submission 1999  
Mesa Police Department  
Falcon Community Action Team

**Project 97**

# Project Abstract

## Scanning

In recent years, a large mobile home park known as Country Club Village, located in Mesa, Arizona, has attained the dubious honor of having more police related calls for service than any other address in the city. The Mesa Police Department's Falcon District Community Action Team collaborated with city entities and community members in an operation known as Project 97. The project's goal was to reduce the amount of police related calls for service and improve the quality of life in the community.

Project 97 was created in an attempt to drastically reduce crime and increase the quality of life within the 496 unit mobile home park which is home to 1600-1800 residents. A history of calls for service beginning January 1, 1998 through June 30, 1998 revealed a diverse array of crime related calls. Specifically, a majority of the calls were residential thefts, subjects disturbing, criminal damage, graffiti, and drug related calls. A majority of the less serious calls for service were 911 hangups, illegal parking, dogs at large, and various city code violations. An initial survey was given to all residents inquiring about the perception of crime and living conditions. The survey revealed that community members had become disillusioned and felt paralyzed by the scope of their situation.

## Analysis

In order to obtain an accurate perspective on the situation and to explore possible solutions, several brainstorming sessions were held between officers and other city entities. The officers and various city entities worked in partnership to identify, prioritize and solve community based problems. However, the project officers quickly noted that positive change within the community could not be accomplished without the support and empowerment of community members.

To analyze the park's problems, the project officer used the knowledge obtained during Mesa Police Department's Problem Oriented Policing (POP) training course. The officer employed tactics provided by the class such as Crime Free Housing practices, Crime Prevention Through Environmental Design (CPTED), and surveys. In addition, the officer developed contacts with various organizations for the necessary assistance in dealing with the specialized needs of the park. It was determined early on that a POP project was the best method available for the organization and delivery of services in attempting to solve the park's crime problems.

## Response

Through the combined efforts of the Mesa Police Department, community members, and various other city departments, a detailed strategy on crime and related problems was developed. Through numerous foot beats and increased patrols in the area, the officers developed a rapport with the residents who talked with them and provided valuable information regarding the community. Various agencies worked with police and community members to organize a community clean-up, clean the streets, remove abandoned appliances and furniture, and remove graffiti.

A Mesa Police Department Satellite Office was opened in the park which allowed officers to spend more time in the park. Community Action Team and Bike Team officers utilized this office for report writing and follow up. Officers were regularly seen in the park which augmented the community policing based strategy. In addition, the manager of the park made a commitment to the residents and the police department to work with the police in order to resolve the issues and problems plaguing the community.

## Assessment

Through the working partnerships formed by the project officers, a crime analysis revealed the amount of police related calls have been reduced by 30%. The appearance and quality of life in the community has markedly improved. Officers who work the area have commented that they have seen a dramatic decrease in the amount of crime. More importantly, recent contact with community members have not only noted a decrease in thefts, drugs and related crimes, they also noted a sense of increased vigilance and pride. Country Club Village has lost its once dubious honor.

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## Mesa Police Department Project 97 Description

### SCANNING

History shows that the Country Club Village Mobile Home Park located in Mesa, Arizona has consistently had more police related calls for service than any other address in the entire city. A crime analysis on the calls for service revealed a range of 90-95 police related calls per month. In August, 1997, a Problem Oriented Policing project was initiated and centered on the more traditional "zero tolerance" approach. During the analysis phase of this project, it was learned that the "zero tolerance" approach was not entirely effective. In July 1998, the Mesa Police Department's Falcon District Community Action Team reevaluated the project and targeted the entire mobile home park. The Scanning, Analysis, Response and Assessment (SARA) problem-solving model was used by officers and community members to identify and solve problems. The project's goal was to reduce the amount of crime and improve the quality of life within the mobile home community. In order to achieve this goal, the following objectives needed to be met: reduce the incidence and fear of crime, and remove the blight from the neighborhood. Community involvement was essential in maintaining the project.

The Mesa Police Department's Community Action Team (CAT) is a federally funded program under the direction of the Mesa Police Department. The department has a CAT unit for each of its four districts. Five officers are assigned to the Falcon District's CAT unit. The unit uses innovative methods in an attempt to secure long term solutions to problematic areas. The unit selected the mobile home park (Project 97) as a Problem Oriented Policing project due to the high calls for service and the obvious need for revitalization.

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The mobile home park consists of 496 units which house 1600-1800 residents. The park is home to a diverse population of various ethnicities including Anglo-American, Hispanic, Native American, and African American. Due to criminal activity, residents became reclusive and rarely walked their neighborhood. Trees and shrubbery were overgrown, graffiti was prominent, the streets were dirty and cluttered with abandoned appliances, furniture, and trash. At night, the streets were dark due to broken or inoperable lamps which created a haven for criminals to remain undetected.

## **ANALYSIS**

In order to obtain an accurate perspective on the situation and to explore possible solutions, several brainstorming sessions were held between officers and other city entities such as: fire department, code compliance, and community relations. The officers and various city entities worked in partnership to identify, prioritize and solve community based problems. However, the project officers quickly noted that a positive change within the community could not be accomplished without the support and empowerment of community members.

To identify problems recognized by community members, a door-to-door survey of the entire park was conducted by CAT and Bike Team members. The paramount concern of the CAT unit was to solve the concerns identified by the community members, rather than following the more traditional "zero tolerance" approach. While crime problems would continue to be

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targeted, emphasis would also include addressing other pertinent quality of life issues. The survey revealed that residents overwhelmingly wanted more police visibility and reduction in crime. As part of this early analysis, input was elicited from various officers as well as various city departments and community members.

In analyzing the problem, the lead officer used the knowledge obtained during Mesa Police Department's Problem Oriented Policing (POP) training course. The officer employed tactics provided by the class such as Crime Free Housing practices, Crime Prevention Through Environmental Design (CPTED), and surveys. In addition, officers developed contacts to network with various organizations for the necessary assistance in dealing with the park's specialized needs. It was determined early on that a POP project was the best method available to solving the community's crime problems. CAT Officers intentions were to incorporate innovative ideas from all sources to unite and improve the community.

Contributing to the project's problems was management's lack of knowledge on Landlord/Tenant Laws. During the onset of the project, the lead officer learned that management would rarely evict problematic tenants because she would rather "work with them" than evict. Another problem was that the community members believed the duration of police presence would be short-lived. After a few weeks, the police would redirect their efforts and the same problems would then return. Several members of the community wanted long-lasting change, but had lost any hope that such change could endure. Therefore, community members

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were reluctant to become involved in the project. It was apparent to officers that in order to effectively respond to community issues, they needed the confidence and cooperation of community members.

## **RESPONSE**

A number of strategies were implemented in response to the needs and concerns of the park members. For example, in an effort to cultivate the community's trust, the Department's Neighborhood Block Watch program was introduced to the entire park. Each resident was invited to attend the meeting through a monthly newsletter created by management. CAT unit members and the Department's Community Relations unit attended the meetings in force. Their presence was a clear demonstration of their commitment to this endeavor. The purpose of the initial meeting was to create a partnership with community members to develop problem-solving strategies and to nurture self-governance. Block Watch members were instructed on how to conduct and initiate their own meetings. In addition, presentations regarding local laws and regulations, as well as police department functions familiarized the project community with its local law enforcement operations.

CAT unit and Bike Team officers provided a continued presence through foot and bike patrols. Through numerous patrols in the park, the officers developed a rapport with residents which provided valuable crime related information. This information later resulted in several



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arrests. Officers also established an excellent rapport with the children by handing out junior police stickers and free slurpee coupons donated by Seven-Eleven convenience stores. As the residents began to believe in the sincerity of the Mesa Police Department, more cooperation towards the police department was evident.

Management saw the police department's continued efforts and quickly agreed to cooperate in an attempt to improve the park. Management did not know who to call for help nor did they know what their limitations as managers were. As a result, every time there was a problem, civil or criminal, the police were called. Management made a commitment to the residents and the police department to work with the police in order to resolve the issues and problems plaguing the community.

Officers introduced the Crime Free Mobile Housing program to management. This program attempts to register mobile home communities as "crime free" property. Several stipulations, including security gates, improved lighting, landscaping requirements, applicant screening, enforcement of park rules, and adding the Crime Free Lease Addendum must be implemented. The Crime Free Lease Addendum allows managers to evict tenants arrested for nearly any misdemeanor or felony committed within the park.

The mobile home park quickly became "registered" as a Crime Free property. This allowed management to proceed with several evictions. During the month of October, 1998, management evicted 21 residents based on violations of the Crime Free Lease Addendum. Most

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of these evicted tenants were involved in drug related activity. Several other residents moved away without notice and several other evictions occurred in the following months. With management conducting credit and criminal history checks on applicants, they were able to gain more respectable residents who had no prior serious criminal history. In a short time, this created a higher standard of living, the park became noticeably cleaner, people became more respectful of each other, and crime was drastically reduced.

In order to determine the best response to problems in the neighborhood, a total of three meetings were held between community members, management, the police department, and various other agencies. During the meetings, problems were discussed including what had been done, what still needs to be done, and if there was a better way of resolving the problem. The entities involved in the meetings helped brainstorm and volunteered their services. Each meeting had a significant increase in attendance and many residents were wanting to become actively involved.

In addition, the following resources were used to reduce crime and improve the standard of living within the mobile home community:

- **City of Mesa Parks and Recreation:** Although Parks and Recreation can not work on private property, their efforts were outstanding. They helped organize the first meeting with residents and provided excellent gifts for a drawing. They offered numerous ideas and suggestions on how to

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get latchkey children involved in extra-curricular activities. They were also instrumental in obtaining two Arizona State University interns who helped with planning activities for the youth at the park.

- **City of Mesa Fire Prevention Unit:** Fire prevention officers worked with management to conform to fire codes. This included removal of several dead plant debris, repair of broken baseboards, and relocation of several items which could create a fire, health or safety issue. They were also very instrumental in implementing functioning "knox" boxes at gate entrances for emergency vehicle access and providing CPR classes to those interested.
- **City of Mesa Code Compliance:** Although several code violations were not enforceable due to private property laws, management understood the necessity of mandating all code compliance throughout the park. Several enforceable violations were rectified, including the removal of trash, furniture, appliances, and graffiti. Several window mounted air conditioners were improperly connected and deemed a fire hazard. Owners were warned to remove or replace the air conditioners or be cited. Exterior walls were repaired and other appearance issues were dealt with.
- **City of Mesa Building Inspections:** Building inspectors identified numerous buildings which were in violation of city codes. There were several detached or illegally constructed buildings which were later removed or torn down. Many of these violations were a result of abandoned homes or no permits on file.

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- **United Way:** The Director of Youth Initiatives became involved as a support and advisor to assist with programs for children. The United Way also introduced **KidsCAN** which is a federally funded program in which leaders from various organizations provide children and their families with safe, fun, and educational experiences during after-school hours. The program created "movie nights," "game nights," and "school nights," for children living within the mobile home park.
- **Mesa Community Action Network:** Members of the network were very instrumental in helping on special projects around the park. The most significant help was repairing an elderly resident's mobile home, which was ready to fall over due to an eroding base. They also participated in numerous planning sessions and offered suggestions and ideas for future implementation.
- **Arizona State University:** Two student interns were assigned to the project to help initiate and manage youth activities. The interns helped create the Community Action Coalition (CAC) which was comprised of youth living in the park. The purpose of the CAC was to provide meaningful youth activities. The activities included: helping younger children with homework, creating a food bank for the elderly, cleaning yards, handing out newsletters, and participation in CPR and Karate classes.
- **Mesa Police Department Warrants Unit:** Management provided CAT officers with a listing of all residents which included their dates of birth and social security numbers. The list was turned over to the Warrants unit

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where a warrant check on each resident was completed. A total of 27 arrests were made for outstanding misdemeanor and felony warrants. Some of those arrested were later evicted due to the initial crime occurring on park property.

- **Mesa Police Department Community Relations:** Community Relations officers attended every meeting and provided a wealth of information to residents. This unit was relied upon heavily by project officers to disseminate pertinent information to residents. The unit created a packet for each resident which provided detailed information on simple crime prevention methods. Topics covered in the packet were: Home and Vehicle Security, Babysitting, Child Sexual Abuse Prevention, Gang Involvement, Safety Tips, Neighborhood Watch Information, Operation Identification, Rape Prevention, and Suspicious Activity.
- CAT Officers received reliable information from various residents on suspected drug houses. CAT Officers conducted eleven "Knock & Talks" within the park. A "Knock & Talk" is when officers obtain what they believe to be reliable information regarding a suspected drug house. The officers then knock on the door and make contact with the residents in an attempt to seize contraband and inform the residents that the police are aware of the suspected drug activity. Five of the eleven "Knock & Talks" resulted in the seizure of narcotics and dangerous drugs. Felony charges were filed on five subjects and they were later evicted based on the Crime Free Lease Addendum.

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- CAT and Bike Officers handed out bilingual door hangars explaining 9-1-1 information, bilingual theft prevention information, and animal control flyers. The theft prevention hangar indicated to residents that while officers were patrolling their community, they noticed several opportunities for a burglar or thief to victimize their property. Officers noted specific unsecured items which could have been taken on the door hangars.
- The pay phone located near the club house was removed due to several 9-1-1 hang-ups. The phone was used to conduct narcotic transactions and was frequently used as a hang-out for juveniles. A crime analysis revealed there were no actual emergencies occurring in the area of the pay phone at the time of the 9-1-1 hang-up calls.
- CAT officers organized a community clean-up. Every resident was notified through the park's newsletter and invited to attend. Residents were asked to place all unwanted furniture, appliances, and trash near the street for pickup. City of Mesa Solid Waste Department provided numerous commercial size dumpsters for all the trash. Trees and bushes were trimmed to meet the Crime Free standards. Several community members participated and created vast improvements to the park. A "Clean Your Yard Day" was held with a barbecue afterwards to thank those involved in both clean-ups.
- CAT officers worked with management and helped change Community Rules to include enforceable issues such as: curfew rules, maintaining yards and homes, loose animals, noise complaints, and the supervision of

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children. Violators receive warnings and then an eviction. Warnings were given to residents who failed to maintain their yards or homes. Violators received warnings and if they did not comply they were evicted.

- Loose dogs and cats were captured by Mesa Police Humane units and taken to the county pound. Most of the animals which were taken to the pound had no identifying tags and never returned to the park. Those animals which did have identifying tags could be returned to the park only after consulting with management and paying a fine. Presently, management requires all animals to be photographed, licensed and copies of both must be on file with management.
- Exterior brick walls, previously broken down in several places, have been repaired and painted. Playgrounds have been cleaned and improved.
- The automatic security gates at the park's two main entrances have been repaired to provide additional security. Originally, the gates were inoperative and left in an open position. This was an invitation for criminals. Access to the park is now adequately controlled.
- Management hired professional security to patrol the park in the evening providing additional security. Management has asked the residents to seek assistance from the security guards for all non-criminal matters.
- Street lamps in the park were repaired or replaced to augment Crime Prevention Through Environmental Design.

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- Management organized meetings with the home owners association regarding rules and policies for the park. This was done to ensure all are "on the same page."
- Management provided programs to get the community involved such as: Sunday School, "Ladies Luncheons," and "Mens Breakfasts."

## **ASSESSMENT**

Mesa Police Officers have received countless thanks from community members for the Department's work in the mobile home park. Residents now frequently wave to passing officers. Children approach police cars more frequently, and the community as a whole is appreciative for the Department's assistance.

A third meeting was held at the end of December, 1998 to evaluate the effectiveness of the project. This was an amazing metamorphosis when compared with the first project meeting with only a handful of attendees! CAT officers met with park management and leaders of the various participating entities. At this meeting, attendees were provided with crime statistics manifesting a 30% reduction in calls from July 1998 to December 1998. Several attendees were notably pleased by the repressible crime statistics, reporting a significant crime reduction. When compared with the amount of crime from January, 1998 to June, 1998, this 30% reduction is even more noteworthy.



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Just before the third meeting, the park's manager, who gave total cooperation and commitment, left her position to pursue other interests. CAT officers met the new manager just before the last meeting and were confident that the same high standards would continue, even though management had changed. Originally, a press conference had been scheduled by our Community Relations office but due to the unexpected change in management it was canceled.

Perhaps even more impressive than the crime reduction figures, is the significant reduction in the fear of crime in the park. A continued police presence and the police department's sincere efforts have provided park residents with a greater feeling of safety. The park now schedules regular activities for neighborhood children including sleep-overs, youth dances, a trip to the State Fair, and various sporting events.

The success of this project is largely due to the proactive stance of the project's CAT officers. Once the community saw the officer's genuine concern and commitment to improving the neighborhood, community members themselves rose to the challenge of the project and became more actively involved. Whether they were hosting Block Watch meetings, cleaning trash from the streets and alleys, persuading neighbors to participate, or just having a vigilant eye, they all remained dedicated and courageously supported this endeavor.

For the City of Mesa, Project 97 is the epitome of the Community Policing concept—the community, the police department, and other city entities working in partnership to reduce the incidence and fear of crime. The mobile home community was initially disenchanted by the

scope of their problems. However, within a very short time and with a little encouragement, this mobile home park has emerged as a model of community participation and self-governance.

## AGENCY AND OFFICER INFORMATION

Project 97 was implemented by Officers Erik Grasse and Brad Devlin with the assistance of the Falcon Community Action Team and Falcon Patrol Officers. Sergeant Brent Olson, Lieutenants Michael Dvorak and Wade Pew provided support and leadership and allowed officers the freedom to experiment with non-traditional methods of problem solving.

The success of the project was largely attributed to the Falcon Community Action Team. Officer Grasse used the knowledge he obtained during a Mesa Police Department Problem Oriented Policing training course. The two day course teaches officers and supervisors the fundamentals of community policing. The course provided an in-depth analysis of the SARA model and several resources available to officers, augmenting problem solving success. Throughout the project, Officers Grasse and Devlin presented their ideas, obstacles, and successes to other CAT Officers for group discussion to ensure a successful outcome.

Although no additional incentives are given to officers who engage in problem solving, department staff encourage all officers to use problem oriented policing techniques. The Mesa Police Department encourages any training which increases the efficiency and effectiveness of problem oriented policing. The current rating system for officer evaluations includes a rating based on the officers ability to develop and coordinate problem oriented policing projects and appropriately applying the SARA model.

The Scanning, Analysis, Response and Assessment (SARA) problem solving model was used by officers and community members to identify and solve several problems. The goal of Project 97 was to reduce the fear and incidence of crime within the mobile home park and to improve the quality of life in the community. In order to achieve this goal, the following objectives needed to be met: reduce the fear and incidence of crime and obtain community involvement and cooperation.

As stated in the project description, many department and city resources were committed to combating the problems in the area. Some of the department resources included the Community Action Team, Bike Unit, Air Unit, Falcon Patrol Officers, Neighborhood Drug Interdiction Unit, Community Relations Unit and several other city departments. Several other organizations which provided assistance or donated time and/or supplies are mentioned in the project description.

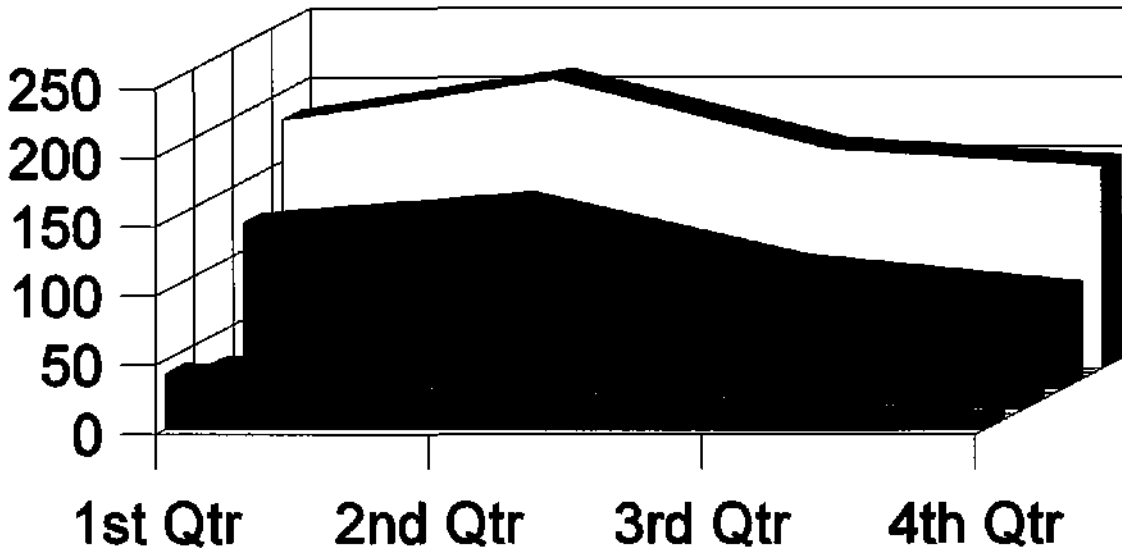
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## **Supporting Documents**

# 2060 N. CENTER

## Calls For Service



- Total Calls
- Crime Related
- Non-Crime Related
- Humane

## PROJECT 97 PERSONNEL

Lt Wade Pew  
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Chuck Monroe  
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## PROJECT 97 PERSONNEL

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Ofc Frank Bryner  
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Bike Team  
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Leslie Gaugler  
City of Mesa  
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Helen Coulter  
Country Club Village  
Manager  
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Jim Milecki  
City of Mesa  
Community Action Network  
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Marc Beasley  
City of Mesa  
Parks and Recreation  
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Melanie Dykstra  
City of Mesa  
Parks and Recreation  
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Diane Fausel  
United Way  
Director of Youth Initiative  
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Assistant Principal  
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Jacy Oden  
Arizona State University  
Student/Intern  
(480)965-9011

Mara Maselli  
Arizona State University  
Student/Intern  
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## NEIGHBORHOOD CONCERNS SURVEY

The City of Mesa and the Police Department are aware that you have special concerns about your neighborhood right now. We are eager to identify those concerns, and work with you and your neighbors to find solutions. We invite you to take a minute to fill out this survey, so that we have preliminary information, directly from you, regarding the conditions in your area.

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**What are the most serious concerns about your neighborhood? (Please check and/or write in as many as possible)**

- |   |   |
|---|---|
| <input type="checkbox"/> conditions of nearby parks     | <input type="checkbox"/> conditions at nearby schools     |
| <input type="checkbox"/> conditions in retention basins | <input type="checkbox"/> lack of street lighting          |
| <input type="checkbox"/> illegal parking                | <input type="checkbox"/> gang activity/juvenile problems  |
| <input type="checkbox"/> transient activity             | <input type="checkbox"/> conditions of alleys/vacant lots |
| <input type="checkbox"/> thefts                         | <input type="checkbox"/> trespassing                      |
| <input type="checkbox"/> speeding vehicles              | <input type="checkbox"/> lack of neighborhood unity       |
| <input type="checkbox"/> burglaries                     | <input type="checkbox"/> criminal damage                  |
| <input type="checkbox"/> police visibility              | <input type="checkbox"/> substance abuse                  |
| <input type="checkbox"/> noise/disturbances             | <input type="checkbox"/> loitering/suspicious people      |

**Other?** \_\_\_\_\_

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**What actions would you like to see taken to address these concerns and improve your neighborhood? (Please list what actions you would like seen done by the City, the Police Department and by residents of your neighborhood)**

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Do you know your neighbors on either side of you?  yes  no

In order to assist us in beginning our work together please fill in:

NAME \_\_\_\_\_ PHONE \_\_\_\_\_

MOBILE HOME # \_\_\_\_\_

PLEASE RETURN THIS SURVEY IN THE ATTACHED ENVELOPE OR LEAVE AT THE RENTAL OFFICE BY AUGUST 1, 1998.



2060 North Center  
Survey for Residents

This information will be used for the purpose of assisting the management of crime prevention, security/safety issues, programs for children, and to address other concerns you may have.

Please circle all that apply.

1. There are many opportunities for juveniles to keep busy. For what reasons would you encourage your children to participate in after school activities?

keep active	supervise activities	learn new skills
meet new friends	help with learning	get out of the house
physical fitness	because of your work schedule	encourage new interests
other	_____	

2. What activities would you like to see your children involved in?

sports	tutoring	clubs	arts and crafts	cooking
safety	reading	games	field trips	health/CPR
community outreach	self improvement			mentoring
other	_____			

3. What activities do your children currently participate in after school or in the evening?

babysitting	homework	library	after school programs
watch t.v.	go to the mall	play video games	hanging with friends
cleaning house	making dinner	talking on the phone	listening to music
play in the park	after school sports	volunteering	tutorial work
mentoring	clubs	work experience	
other	_____		

4. Please list the ages of your children: \_\_\_\_\_

5. What activities would you encourage your family to participate in?

movie night	team sports	arts and crafts	drug education
outings	neighborhood clean up	home improvement projects	
pizza night	holiday potlucks	game night	kids cook-off
fashion show	picnics	talent show	special events
ice cream social	dances	sporting events	

6. Would you consider being a volunteer to help children? Yes No  
Would you consider being a volunteer to help adults? Yes No

7. What activities would you like to see offered to adults?

English as a second language	cooking	health	home safety
parenting classes	drug education	quilting	arts and crafts
auto maintenance	coaching activities	leading group activities	
swimming	time management	domestic violence workshop	
exercise classes			
other	_____		

8. If you are able to, what classes would you volunteer to teach? Please list:

What classes would you volunteer to assist with?

9. What skills or talent can you share with others? Please list:

10. Do you think activities that help children grow, bring families together, and are educational are important?

11. What do you see as problems in your park? Circle all that apply.

noise	unsupervised children	animals running loose
family problems	appearance	drugs, thefts, burglaries
greenway conditions	illegal parking	homeless activity
lack of lighting	damage to property	
other	_____	

12. What actions can you, as members of the community, do to help?

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13. What actions can city agencies do to help?

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14. Do you have the following?

Smoke detector in your house?    Yes    No    if yes, where? \_\_\_\_\_

Do you have a two-way escape route in case of fire?            Yes    No

Do you have lighting in front of your residence?                Yes    No

Do you have pets?            Yes    No    if yes, how many and what kind? \_\_\_\_\_

Do you keep them inside at night?                            Yes    No    if not, why not? \_\_\_\_\_

Do you know your neighbors?                            Yes    No    Some of them

15. Would you be interested in the following?

fire prevention                            CPR                            water safety

crime prevention                            home security                            personal security

other \_\_\_\_\_

16. Any other comments, questions or problems you would like addressed?

17. OPTIONAL (will allow us to contact you for classes, etc.)

Name \_\_\_\_\_

Lot # \_\_\_\_\_

Phone # \_\_\_\_\_

This section is for statistical purposes only, and will be kept confidential.

- a. Are you      Male    Female
- b. Are you      Married      Separated      Single      Widow(er)
- c. What are the ages of the adults living in your household \_\_\_\_\_
- d. Do you work full time?    Yes    No
- e. Are you a single parent?      Yes    No
- f. What is your ethnic background? \_\_\_\_\_
- g. Is English your first language? \_\_\_\_\_
- h. If not, how well do you know English?    Well      Medium      Poor      Not at all
- i. Which statement best describes your annual household income (before taxes)?
- Less than \$10,000      \$10,000 - \$20,000      \$20,000 - \$30,000      \$30,000 +
- j. What is the highest level of education you have completed?
- Jr. High School      High School      College    AA/AS    BA/BS    MA/MS
- Technical training      Doctorate      Other
- k. What is your profession? \_\_\_\_\_