



**Department of Homeland Security
Web-based Basic Pilot Evaluation**

Case Study Employee Interview Protocols

Conducted by:
Westat

EMPLOYEE LABEL:

INTERVIEW INFORMATION:

INTERVIEWER:

DATE OF INTERVIEW:

|_|_| |_|_| |_|_|
MONTH DAY YEAR

START TIME: |_|_|:|_|_| a.m. or p.m.

END TIME: |_|_|:|_|_| a.m. or p.m.

RESULT CODE: |_|_|

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TYPEFACES

Focus questions, general descriptions, and comments are printed in this type face. Focus questions, general descriptions, and comments are not to be read aloud.

Instructions to interviewers are printed in this typeface. Instructions are not to be read aloud.

Scripts and suggested questions to be read aloud to the respondent are printed in this typeface.

Introduction

SAY TO EMPLOYEE:

Hello, I am (INTERVIEWER NAME) with Westat. [SHOW WESTAT ID BADGE] [CONFIRM ADDRESS] May I please speak with (R NAME)?

We are conducting interviews about employee experiences with verification of employment eligibility. A letter was sent to you recently explaining the study and the importance of your participation. Did you receive this letter? As mentioned in the letter, your participation is voluntary and all the information you give us will be kept confidential as required by the Privacy Act. Your name will not be attached to any of your answers. In appreciation for your cooperation with the interview, you will receive a \$25 cash gift after completing the interview.

Do you have any questions before we start?

[Instructions to Interviewers: If the respondent does not have any questions, proceed to the Screener questions on next page.]

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Screener Section: Identifying the Person to Be Interviewed

***Instruction to interviewers:** Before the interview, verify that the person you are speaking to is the person you should interview. If it is the correct person, proceed with the interview. Otherwise, thank the person, inquire as to the current residence of the person to be interviewed, and withdraw from the residence.*

S1. Let me confirm, did you talk to (NAME OF EMPLOYER) about a job during the last year or so?

YES 1
 NO 2

S2. To help us understand how we selected you, I'd like to confirm your name, date of birth and social security number. What is your full name?

NAME _____
 REFUSED 7

S3. Is your date of birth [R DATE OF BIRTH]?

YES 1
 NO 2
 CORRECT DATE OF BIRTH:
 |__|__| - |__|__| - |__|__|__|__|
 REFUSED 7

S4. Is your Social Security number [R SOCIAL SECURITY NUMBER]?

YES 1
 NO 2
 CORRECT SOCIAL SECURITY NUMBER:
 |__|__|__| - |__|__| - |__|__|__|__|
 REFUSED 7
 DON'T KNOW..... 8

FOCUS QUESTION 1a

Did the employer use the Web-based Basic Pilot (WBP) to prescreen this employee and, if so, did the employer offer the employee a job?

1a. Application and hiring process

Instructions to interviewers: To find out if the employee was prescreened, you may need to help the employee “walk through” the application and hiring process:

1. How did you know about the job with this employer (e.g., told by a friend/family member, an advertisement, a temp agency, etc.)?
2. How did you apply for the job (e.g., by phone, e-mail, show-up at the door, etc.)?
3. Do you remember when you applied for the job (specific date)?
4. What happened after you applied and when did this happen? For example: did you have an interview, fill out an application form, fill out the Form I-9, or show your work documents [present Show Cards A&B]?
5. After you applied for a job with [employer], did you ever receive a job offer? (If so) How many days did you wait before hearing from the employer that you got the job?
6. Did the employer tell you that you did not get the job? When were you told? How were you told? (e.g., I was told on the spot; I was called after the interview; etc.)
7. Why do you think you did not get the job?
8. Did the employer ever tell you why you did not get the job?

9. What did the employer tell you about your not getting the job?
10. When did you show your identification and work documents to your employer? Was it during the interview or after you received the job?
11. What documents did you show to the employer when you applied?
12. Did you have a valid passport/social security card/alien card when you applied for the job?
13. Did you have to renew your temporary working permit at the time you applied for the job?
14. Did the employer tell you that you needed to correct your paperwork before they could hire you?
15. Any other questions that can help determine whether the employee was prescreened.

FOCUS QUESTION 1b
What was the impact of prescreening on the employee?

1b. Impact of prescreening on the employee

Instructions to interviewers: If the employee was prescreened, the following questions may help determine the impact of prescreening on the employee.

If the employee was prescreened and never hired:

16. At the time that you applied for the job, were you employed by another employer? Did you have to quit another job to apply for this one?
17. Were you upset/mad/embarrassed that you did not get the job? Why?
18. How long after you applied for this job was it until you received another job?
19. Was the job you applied for at [employer] better than the job you had before?
20. How was it better?
21. Did you ever get another job that was as good as the one at [employer]?
22. How long was it until you got a better job?

If the employee was prescreened and hired after contesting the TNC:

23. How long was it from the time you were told you had a problem with your paperwork until you started working for this employer?
24. How many days would you have worked during this time, if you had been offered the job immediately?
25. Any other questions that will help determine the impact of prescreening on the employee.

FOCUS QUESTION 2a

Was the employee informed about the tentative nonconfirmation and, if so, was this done privately? Did he/she make an informed decision to contest the finding?

2a. Process of receiving a TNC

Instructions to interviewer: Suggested interview questions for this section (note: not all questions are relevant for all employees):

26. Did your employer ever tell you that there were problems with your paperwork?
27. Did you know what the problem was? (e.g., you used a different name, SSN or Alien number, or your work papers were expired at the time of application.)
28. When did your employer tell you about the problem?
29. Did your employer ever show you the notice of Tentative Nonconfirmation and give you a copy of it? [Present Show Cards C, D & E]
30. How did your employer tell you about the notice? Did he/she tell you privately or in a place where other people could hear?
31. Did your employer ever tell you that you could contest the findings if you wished?
32. Did you know what “contest” means? If not, did you ask your employer to explain it to you? [Explain if necessary.]
33. Do you remember signing the TNC notice?
34. Did your employer ever give you a copy of the TNC notice with both your and the employer’s signatures?
35. Did you decide to contest the finding?
36. Any other questions that can help answer if and how the employee was informed of the TNC.

Instructions to interviewer: *If the employee received a TNC and did not contest the finding, you may ask the following questions:*

37. What stopped you from trying to correct your paperwork?
38. Were you allowed to work in the United States at the time you applied for the job?
39. Did you need to renew your work permit before you could work legally?
40. Were you worried that you would lose too much time at work and too much pay if you took the time to correct your paperwork?
41. Were you afraid of having to contact the government? Were you afraid that you would be punished/arrested/forced to leave the country?
42. Did your employer tell you that you would [lose your job/not get the job] if you didn't correct your paperwork?
43. Were you worried that your employer would not treat you fairly because you had paperwork problems?
44. After you decided not to contest, did your employer [fire you/tell you that you wouldn't be hired]?
45. Did you decide that you would rather get another job with a different employer than take the trouble to correct your paperwork?
46. Did you quit?
47. Any other questions that can help in obtaining the answer for the focus question.

FOCUS QUESTION 2b

What psychological impact did receiving a TNC have on the employee?

2b. Psychological impact of receiving a TNC

Instructions to interviewer: To uncover any psychological burden an employee might have experienced as a result of the TNC process, you may ask the following:

48. Would you describe how your employer gave you the notice of TNC? Did you receive it in front of other people or in a place where nobody was around? If other people could hear, how did that make you feel?
49. Besides you and your employer, do you know whether any of your co-workers knew about your TNC situation? How did they know? How do you feel about other people knowing?
50. How did you feel when you received the notice of TNC? Were you scared, nervous, embarrassed, or did not feel much about it?
51. Did you have a chance to read the notice?
52. Were you given a TNC notice in English or Spanish? Was it a language that you could read/understand?
53. Did you understand the content and technical terms written in the notice?
54. (For employees not fluent in English) Did you get nervous because you do not speak much English?
55. (For employees who are not fluent in English and did not contest) Is the fact that you do not speak much English a reason that you did not go to the SSA/USCIS to correct your record?
56. Did you feel tension or stress at work because of your TNC status?
57. Any other questions that can help uncover the psychological burden of receiving a TNC.

FOCUS QUESTION 3a

Did the employer give the employee all information necessary for contesting?

3a. Referral process for contesting the TNC

Instructions to interviewers: Suggested questions to ask the employee may be:

58. When you decided to contest the finding, did your employer give you a referral letter? [Present Show Cards F & G to the employee so that s/he can identify the one received.]
59. Did you understand what the referral letter was and what it said? (If the person does not know, you need to explain it to the person.)
60. Did your employer explain it to you?
61. Did you ask your employer any questions if you did not understand?
62. Did your employer tell you what to do or who to call in order to solve your problem?
63. Which government agency were you referred to, SSA or USCIS?
64. Did your employer give you the address of a nearby SSA office (or the USCIS toll-free number)?
65. Did you understand what the employer told you about how to correct your SSA/USCIS record?
66. Did your employer tell you how many days you had to contact SSA/USCIS? (8 Federal Government work days)
67. Did your employer tell you that you would [lose your job/not get the job] if you didn't correct your records?
68. Any other questions that can help determine whether the employee was given all the information necessary to contest.

FOCUS QUESTION 3b

How was the employee's relationship with their employer affected when he/she contested the TNC?

3b. Job-related burdens while contesting a TNC finding

Instructions to interviewers: If the employee was fired after deciding to contest the TNC, you may ask the following questions:

69. Why do you think you lost your job?
70. Did you lose the job before you had a chance to correct your records at SSA/USCIS?
71. Were you surprised when you were fired? How did you feel?
72. If you were given a TNC notice after you started the job, did you feel that you had to work harder or longer hours to keep the job?
73. Were you paid for any work you had already done for the employer?

If the employee was not fired between the time of receiving the TNC and final case resolution:

74. Did you think that you were treated differently from other new employees after you received the notice of TNC? In what way? (e.g., disrespectful remarks or jokes, less pleasant job assignments, etc.)
75. Did your employer ask you to stop working until you corrected the problems with your paperwork?
76. Did your employer stop paying you for your work while you were correcting the problems with your paperwork?
77. Did your employer pay you less than other employees doing the same job because you had problems with your paperwork?
78. Did your employer postpone training because you had problems with your paperwork?
79. Any other questions that can help uncover any denial, firing without due process, or discrimination the employee might have experienced.

FOCUS QUESTION 4

If the employee decided to contest the TNC, what were his/her experiences in contesting the TNC?

4a. SSA Referral process

Instructions to interviewer: To find out about the employee's experiences contesting his/her finding at SSA, you may ask:

80. Did you call the SSA number before you went to the SSA office? Were they helpful? Did they tell you what to bring to the SSA office?
81. Did you go to the SSA office?
82. (if not) Why did you decide not to go?
83. (if yes) Did you have any problems finding the SSA office?
84. Did you take the referral letter with you?
85. Did you have someone go to the SSA office with you? If so, why?
86. Would you share with me what happened at the SSA office?
87. Did you have to wait long time to speak to someone at the SSA office?
88. Did you have to talk to a few people before you talked to the "right person?" (If yes) Why?
89. How many times did you have to go to the SSA office to solve your problem? (If more than once) Why?
90. Were you able to solve the problem with your SSA records?
91. (If not) Why weren't you able to solve the problems with your SSA records?
92. Did the SSA official sign your referral letter after the problem was resolved?
93. Were you satisfied with the way you were treated while you were there?
94. Did you remember to give the signed referral letter back to your employer? (NOTE: you may also find this out by record review.)
95. Any other questions about the employee's experience contesting the TNC with SSA.

4b. USCIS Referral process

Instructions to interviewer: To find out about the employee's experiences contesting his/her finding with the USCIS, you may ask:

96. Did your employer give you the toll-free number to call USCIS?
97. Did you call the number?
98. (if not) Why did you decide not to call?
99. Was it easy to get through or did you have to wait for a long time to speak to someone?
100. Do you think that the USCIS official understood your problem?
101. Did you talk to the official yourself or did you have someone do it for you? If someone does it for the person, why?
102. How many times did you have to call USCIS to solve your problem?
103. Did you have trouble finding a place where you could fax your documents to the USCIS official?
104. Did you visit a USCIS office? Why did you decide to visit the USCIS office?
105. Did you have to talk to a few people before you could talk to the "right person"?
106. Were there problems with your USCIS records?
107. (If problems with USCIS records) Were you able to solve the problem with your USCIS records? If not, why not?
108. Were you referred to USCIS because you needed to renew your work permit?
109. (If needed to renew work permit) Were you able to renew your work permit? How soon did you get the renewal?
110. Any other questions about the employee's experience contesting the TNC with USCIS.

4c. Financial burden to employees who contest

Instructions to interviewers: Interviewers need to find out what kinds of financial burdens the employee had to bear and approximately how much they amounted to. Some possible questions may be:

111. Were you allowed to work while you corrected your paperwork?
112. If you were not allowed to work, how long were you not working? (e.g., 3 days, 1 week, etc.) How much did you lose in wages?
113. How many days (or hours) did you lose at work in order to correct your paperwork?
114. About how much money would that be?
115. Did you have to spend any money on parking (at SSA or USCIS if went in person), public transportation, gas for long distance driving, babysitting, etc.? About how much?
116. Did you have to spend money on sending faxes to USCIS? About how much?
117. Did you have any other financial costs related to solving your TNC finding?
118. Any questions that can help determine the answer for the financial burden on the employee.

4d. Psychological burden to employees who contest

Instructions to interviewers: If the employee contested the TNC finding with either SSA or USCIS, the process of contacting government agencies might have had a psychological effect on the employee. You may ask the following questions:

119. Were you scared or nervous when you went to SSA/called USCIS/went to USCIS? Why?
120. Were you nervous because they were government agencies?
121. Were you afraid that you would be punished or arrested?
122. (For English language learners) Did you get nervous because you do not speak much English?
123. Did you understand what the officials at the agency were saying? Were you able to speak to someone who speaks your language?
124. Were the officials helpful?
125. Did the officials at the agency treat you with respect?
126. Any questions that can help uncover the psychological burden of contesting a TNC with government agencies.

FOCUS QUESTION 5

If the TNC was not resolved, did the employer terminate the employee's employment as soon as it was apparent that this was the case?

Instructions to interviewers: If the final disposition of the case failed to confirm that the employee was work-authorized, find out if the employee's employment was terminated. If not, try to find out why not. Questions that might help would be:

127. Are you still working for the employer?
128. (If did not contest) After you told your employer that you were not going to contest, did your employer tell you that you were fired?
129. Were you fired from your job?
130. How many days after your employer told you that there was a problem with your paperwork were you fired?
131. Did your employer ever say that he/she should fire you, but was not going to do that?
132. Did your employer explain why he/she wasn't going to fire you, even though your paperwork wasn't in order?
133. Any other questions that can help determine whether the employee's employment was terminated as soon as it was apparent that the case was unresolved.

FOCUS QUESTION 6

Was the employee work-authorized at the time he/she applied for the job?

Instructions to interviewer: You need to ask employees questions related to the verification finding (which we obtain from the transaction database). This includes:

- *verifying with the employee what we believe the finding is;*
- *determining whether the employee agrees with the finding and, if not, why not.*

Suggested questions could be:

134. What was the result of your verification?
135. Do you agree with this finding?
136. Were you a U.S. citizen at the time you applied for this job?
137. Were you a legal permanent resident (i.e., you had a green card)?
138. Did you have a work permit?
139. Are you currently authorized to work in the US?
140. Have you ever been authorized to work in the US before?
141. Was your work permit expired at the time you applied for the job? Did you need to renew it?
142. When did you renew your work permit?
143. Any other questions that can help determine whether or not this respondent is work-authorized.

Closure

Instructions to interviewers: At the end of the interview, please

- *ask if the respondent has any questions about the interview or anything he/she wants to share with you related to the TNC issue;*
- *answer the questions as best as you can;*
- *thank the respondent again for his/her time and for agreeing to talk to you; and*
- *give the respondent \$25 and have the person sign the Cash Gift Receipt.*

~ END OF INTERVIEW ~

Questions to be completed by the interviewer after the interview

Instructions to interviewers: Complete these questions after you finish an interview. Please answer them with your best judgment and observation.

1. Is the respondent:

Male Female

2. Does the respondent seem to be foreign-born?

Yes No

Explain:

3. Do you believe that this respondent was authorized to work at the time he/she was verified?

Yes No

Explain:

4. How confident are you of your answer to #3 above? (*circle one.*)

very sure somewhat sure somewhat unsure very unsure

Questions to be completed by the interviewer after the interview (cont'd)

5. Do you think that the employer followed all of the WBP procedures in hiring and verifying this employee?

Yes No

Explain (Be specific about what procedures, if any, were not followed):

6. How confident are you of your answer to 5?

very sure somewhat sure somewhat unsure very unsure

7. In your opinion, did the employee incur any costs (financial, psychological, or other) because he/she received a TNC?

Yes No

Explain (include an estimate of the dollar cost, where relevant):

8. How confident are you of your answer to 7?

very sure somewhat sure very unsure

Questions to be completed by the interviewer after the interview (cont'd)

9. Please rate the following qualities of the respondent, the interviewing situation, and the data. Please consider these carefully and code immediately after the interview. Many of these items can have an influence on the outcome of the interview.

CONFIDENCE RATINGS

The respondent (was/had):

HIGH	5	4	3	2	1	LOW
A. ABLE TO UNDERSTAND QUESTIONS EASILY	5	4	3	2	1	HARDLY ABLE TO UNDERSTAND QUESTIONS
B. TRUTHFUL	5	4	3	2	1	UNTRUTHFUL
C. ACCURATE	5	4	3	2	1	INACCURATE
D. INTERESTED IN THE INTERVIEW	5	4	3	2	1	NOT INTERESTED IN THE INTERVIEW
E. COOPERATIVE	5	4	3	2	1	UNCOOPERATIVE
F. NO ENGLISH LANGUAGE PROBLEMS	5	4	3	2	1	SPOKE ENGLISH WITH DIFFICULTY
G. INTERVIEWED WITHOUT INTERRUPTIONS	5	4	3	2	1	INTERRUPTED OFTEN
H. YOUR OPINION ABOUT THE OVERALL QUALITY OF THE DATA:	5	4	3	2	1	

10. Describe any other circumstance about the interview or about the respondent that you feel might have had an effect on the interview. Provide useful information about the interview that helps describe unusual response patterns, the respondent's state of mind and/or the respondent's understanding of the interview.
