

Crossroads Observation Checklist

- Did any volunteers not weigh their clients before doing intake or did any clients refuse to be weighed? Why were they not weighed or why did they refuse?
- Did volunteers use the question recordings to ask questions...for English speakers? For Spanish speakers?
- Did clients use the headphones to listen to questions?
- How was income data collected...at recertification? Every time?
- How long did it take for clients to go through recertification?
- How long did it take for clients to go through the normal data entry before they made their food selections?
- Did the volunteers read the questions exactly as they appeared on the screen or did they paraphrase? Please give examples of the paraphrasing you observed.

- Did you observe any volunteers acting negatively about the survey questions? If so, please describe.

- Did you observe any volunteers acting positively about the survey questions? If so, please describe.

- Do the volunteers read the survey questions out loud or do they lead the clients read them?

- Did any clients refuse to take the survey? If so, what was their reason for doing so?