



2018 Hancock County Community Health Assessment Survey – FAQs



How did you obtain my address?

- We use a company called Melissa Data (out of California) to obtain mailing addresses. The database is frequently updated. Anyone with a valid governmental ID can be randomly selected.

Why do you want this information from me?

- We are completing a health assessment in Hancock County to help identify and prioritize health issues that are impacting our community. The information is completely anonymous and confidential- therefore, there is no way for your personal answers to be linked to you. The results will help local agencies address key health problems/needs in the community.

The return envelope is too small for my survey. What do I do?

- Simply fold the survey in half and insert it into the pre-paid return envelope.

Why did I get the survey again? I already completed and sent back the survey

- Since our Institutional Review Board (IRB) does not allow us to code the surveys, we have no idea if you sent your survey back or not. If you provide us your name/address we will take you off our mailing list.

My loved one is deceased, why did they receive this survey?

- If anyone is receiving social security benefits from their deceased loved one, their name/information can be chosen at random from our mailing list. We apologize and will remove you from our mailing list if you provide a name/address.

I never received a \$2 bill, why didn't I get one?

- The \$2 is only in the first wave of mailings.

I want to return the \$2 bill that was included, what do I do?

- Please keep the \$2, even if you choose not to take the survey or do not have a child.

My son/daughter is away at college, what do I do with this survey?

- If you would like to forward it on to them, please do. If not, someone in your household may take the survey instead. If not, we will take your child off the mailing list if you provide a name/address.

I don't live in Hancock County, why did I receive this survey?

- Some zip codes overlap with other counties. Please provide us with a name/address so we can take you off our mailing list.



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Child Specific Survey Questions

I have multiple children. How do I know which one to fill the survey out for?

- Please fill the survey out for only one child whose birthday comes next in the calendar year.

I don't have children, why am I receiving this survey?

- Because this is a very hard to maintain database, we apologize and will remove you from our mailing list if you provide a name/address.

I'm a grandparent to the child, can I still fill the survey out?

- Yes!