

NYC KIDS Survey: Frequently Asked Questions



What is the NYC KIDS Survey? What will the survey ask me?

The NYC KIDS survey asks about the health, diet, behaviors, impact of the COVID-19 pandemic and access to health care of a child who lives or stays with you. Participation is voluntary; you may skip any question or stop the survey at any time. However, answering all of the questions will help the NYC Department of Health and Mental Hygiene (Health Department) improve the health of children in NYC.



I can't or don't want to take the survey online. Can I still take the survey?

If you can't access the internet at home or on a tablet or smartphone, you can take the survey anywhere that has internet access, such as a library or community center. If you'd like to take the survey over the phone, call **833-866-7945** and complete the survey with a trained interviewer from Abt Associates.



Do you ask personal questions?

Many of the questions are about the child's personal health. Although some people find that some answers may be difficult to share, we have no other way of knowing if a problem exists without asking about it. Your confidential answers help the NYC Health Department understand and address the health care needs of NYC children.



How did you get my address?

Your address was randomly chosen from either NYC birth certificates or New York City public school records. We do not have access to your child or children's name, or other personal information.



How do I know this is an official NYC Health Department survey?

You can visit nyc.gov/health/nycsurveys for information about the survey. You can also contact our contracted vendor, Abt Associates, at **646-486-8420** or nyckids@abtassoc.com to make sure the survey is official. If you have any questions about this survey or survey results, you can call the NYC Health Department's Project Manager at **347-396-2821**. We are not selling anything or asking for money.



Is my information confidential? Will my privacy be protected?

Your information is handled in a secure and confidential manner. If you don't want to take the survey, it will not affect benefits that you or your family get from any government agency. We do not ask about your citizenship or legal status.

Your survey answers are confidential. This survey has also been approved by the NYC Health Department's Institutional Review Board, which protects the rights of survey participants. To contact the Institutional Review Board, call **347-396-6118**.



How long will the survey take?

The survey takes about 30 to 40 minutes to complete.



How will I get paid for taking this survey?

The first step is answering a few short questions to see if you're eligible for the survey. After completing the survey, you will be offered an electronic Visa gift card for \$30 that will be sent to the email address you give us within one or two business days. You can also have the gift card mailed to you within two to four weeks by giving us your mailing address.

Due to the COVID-19 public health emergency, we understand this is a difficult time for everyone. We realize some of the survey questions may increase feelings of uncertainty or anxiety about COVID-19. If you experience emotional distress while taking this survey, we encourage you to contact NYC Well by calling 888-NYC-WELL (888-692-9355), texting "WELL" to 65173 or chatting at nyc.gov/nycwell. Counselors are available to listen and help, 24 hours a day, seven days a week. The NYC Well helpline is free and confidential, and interpretation is available in over 200 languages.

La encuesta también está disponible en español. Puede visitar kids.abtsites.com/sp.html para obtener más información sobre la encuesta en español.

这项调查还提供中文版本。请访问 kids.abtsites.com/cs.html 以获取更多有关调查的中文信息。

網絡調查以簡體中文提供。如果您寧願透過電話進行調查，可以撥打我們的免費電話 833-866-7945，與受過專門訓練的 Abt Associates 調查人員用廣東話或普通話一起完成調查。