1) Payment
   a) Survey payments
      i) How much do I get paid for participating in this study?
         (1) You will receive $40.00 for each survey you complete within 14
days of the survey being sent.
      ii) Do I need to finish a survey to get paid?
         (1) Yes. In order to get paid for completing the survey, you must
complete the whole survey and click the “Submit” button on the
last page.
      iii) When will I get paid?
         (1) You should see your payment within 20 days after the survey
window closes (i.e., within 24 days after the survey is first sent).
         However, this will typically be sooner.
      iv) How often will I get a survey?
         (1) You will get a survey once every 3 months, for the full 18 months
that you are enrolled.
   b) Monthly payments
      i) Do I need to do anything to earn or keep the monthly payments?
         (1) As long as you stay enrolled in the study (i.e., complete
the surveys when we send them to you), you don’t need to do
anything to earn or keep the monthly payments.
      ii) What can I spend the money on?
         (1) Anything you want!
      iii) When will I get paid?
         (1) You will be paid on the 1st of each month your monthly stipend
from TIC. Your bank may take a few days to accept the payment.
   c) $1000 bonus drawing
      i) Who is eligible for the bonus drawing?
         (1) Any TIC member who completed ALL 7 surveys in the study is
eligible for the random bonus payment.
      ii) When will you do the bonus drawing?
         (1) The bonus drawing will be conducted when all members have
completed 18 months, this could be up to 3 years.
iii) How will I know if I have won?
   (1) If you win the bonus drawing, we will send you an email informing you of this and automatically deposit the money into the account you have on file.

iv) How many people are winning the $1,000 bonus?
   (1) 100 members will be winning this bonus.

d) Payment process and problems
i) How do I get paid?
   (1) You will get paid directly into your UpTogether account. Money will be deposited into your chosen payment method. If you have linked your bank account it will be deposited into your bank account directly.

ii) My payment is late. What do I do?
   (1) Check that you have provided your payment information accurately and your account is still open. If everything looks correct, please wait until 30 days have passed from the date that you received the email telling you the survey was available. Sometimes there are delays due to weekends, holidays, or technical issues. However, rest assured that we will work to get you your payment as quickly as possible. Please feel free to contact us if you still don’t see your payment after that.

   (2) If your UpTogether account is labelled 'restricted' or you are having trouble receiving a payment to your account, you can get more information here to resolve the issue or contact us at UpTogether Support.

2) Surveys
   a) Completing surveys
   i) Do I need to do all the surveys to participate?
      (1) Yes. It is very important that you complete all the surveys. We understand that sometimes things come up, and so you are allowed to miss up to 2 surveys (i.e., not complete them fully within the 14 day window) before you will be unenrolled from the study and lose the benefits you got. However, we ask that you make every possible effort to complete all the surveys.

   ii) How will I know when a new survey is available?
We will email you whenever there is a new survey available for you. This is the only place that the survey link will be, so please make sure to pay attention to your email! We will send you reminders before the survey window closes.

iii) I didn’t get a survey I was expecting. What happened?
   1) Please check to make sure that you did not unenroll from receiving MailChimp notifications.
   2) Check your spam folder, make sure you are receiving notifications from UpTogether.org

iv) Why haven’t I received my consent form and first survey?
   1) If you received an approval email for the Trust + Invest Collaborative, you should receive an email from UpTogether within one month with your consent form and the initial survey. You must complete the form and survey within two weeks of receiving them to remain eligible for TIC and participate in the study. Certain email clients (i.e. Gmail) will sometimes redirect messages to other folders in your inbox. If you have not received your email from TIC, we recommend searching your entire inbox for any message from ‘tic@uptogether.org’. You can also check your ‘spam’ or ‘junk’ folder.

   If you are using Gmail, the easiest way to ensure that you receive future messages from UpTogether in your primary inbox is to “drag” and “drop” the first message you receive about the Trust + Invest Collaborative from the Promotions tab into your Primary inbox.

   If you have been approved for the Trust + Invest Collaborative, but do not see messaging from us anywhere in your email inboxes, you can reach out to our Support Team.

v) How long will each survey take?
   1) Each survey will take approximately 30-40 minutes.

vi) Can I take the survey in Spanish?
Yes, each survey will be available in both English and Spanish. You can click the top of the survey to choose your preferred language.

vii) What do I do if I don’t understand a question on the survey?
(1) Please do your best to answer the question as you understand it. We would appreciate it if you could let us know what you had difficulty with in the “open comments” box at the end of the survey—we will do our best to fix the question.

viii) What if I’m uncomfortable answering a question that is asked?
(1) We have made every effort to make you as comfortable as possible in this survey and hope that you will answer all the questions in the survey. However, if anything makes you uncomfortable, you are allowed to skip questions.

ix) How long do I have to complete a survey?
(1) From the day that we send you the email containing the survey link, you have 14 days to complete the survey. After 14 days, you will still be able to take the survey, but unfortunately, we will not be able to pay you.

x) Can I save my answers and come back?
(1) Yes. Your answers will automatically be saved and you can come back. However, if you stop the survey and come back, please make sure you come back to the same device you were using when you started the survey (e.g., laptop, mobile phone), and that you open the survey in the same web browser (e.g., Chrome, Firefox). Please make sure that you are not “incognito” and that you have not cleared cookies.

xi) I made a mistake and want to change an answer. Can I go backwards in the survey or can I take it a second time?
(1) Once you have submitted the survey you can not make a change to your answers. In most places in the survey, you can go backwards to change an answer. You can also leave a comment in the “open comment” box at the end of the survey to let us know. Please do not take the survey a second time.

xii) Can I submit a survey twice?
(1) No, you should only submit one survey. You will only be paid once for each survey.

xiii) Can I share my link with a friend?
(1) No. The survey link you received from UpTogether is unique to you. Please do not share it with anyone. If you share it, we will not be able to pay your friend, and we may not be able to pay you for taking the survey.

xiv) How will you protect my data?

(1) UpTogether takes your data very seriously. Click here to learn more about UpTogether’s privacy policy.

xv) Who will have access to my information?

(1) UpTogether keeps your personal information completely confidential. The only information that will be shared with the DTA is information that you choose to share.

xvi) Who can see my answers to my survey questions?

(1) The answers to your questions will not be attached to your personal information. UpTogether staff will see the answers to your questions. The TIC evaluation team will see your answers but they will not be allowed to see your name or personal information connected with any of your answers. Your answers will be used alongside other data collected in surveys to understand what is possible when families have different access to cash, community and choice. This general information will be shared with DTA, they will not be allowed to see any personal information or be able to connect answers to your identity.

3) UpTogether

a) UpTogether is a technology platform where you can build and strengthen your social networks and get cash. Cash offers depend on the availability of funds.

4) General research study questions

a) Purpose
   i) Why are you doing this study?

(1) The purpose of this research study is to understand how different levels of access to community and cash support people who make below 200% of the federal poverty line. By participating in the 18 month research study, you are helping UpTogether produce scientific evidence to advance the social service sector’s understanding about what families living with low incomes can achieve when given access to financial capital and a new environment to strengthen and support their social circles.
b) Requirements
   i) What do I need to do as part of this study?
      (1) To be a part of this study, you must be willing and able to complete 7 surveys over a span of 18 months. Each survey will take about 30-40 minutes, and you’ll get one survey every 3 months. There may also be additional offers or benefits you receive as part of this study.
      (2) You will need an email address and access to the internet to complete surveys to be a part of this study.
   ii) Do I need to report earnings from this study to the government?
      (1) No, the funds received through UpTogether cash offers should not be considered income when filing your annual tax return. These grants are dispersed in amounts that do not exceed the reporting requirements for the Internal Revenue System. Learn more.
      (2) DTA has agreed to a waiver for TIC members who receive SNAP/TANF, cash offers from this study will not change your benefit amount.

   c) Compensation
      i) Will I be compensated for participating in the research study?
         (1) Yes. You will receive a monthly payment just for being enrolled in the study, $40 for each survey you complete, and a chance at winning a $1,000 bonus at the end. You may also receive additional cash offers. Please see the Payments section for details.

   d) How did I get chosen to receive the offer I received?
      i) This study has randomized each member of the study. Your groups and offers were chosen at random.

   e) Why was I placed in my group? Why does my friend receive different offers?
      i) Per this survey’s initial agreement, participants were randomly placed in study groups that will have different experiences. The experience that you have in this study will be based on the group you are randomly placed in.

   f) Is there any way I can receive more money?
      i) Each participant will receive the amounts described in their agreement throughout the course of the study. Alterations to the configuration of the study cannot take place. This is detailed in the initial agreement. You may also be invited to complete additional surveys or interviews throughout the 18-month period, as well as after the study is over. You
will be paid for each of these additional activities, and will be able to choose which of them you want to do.

g) Can I be placed/switched into another group?
   i) No. Participants are placed into their designated group at the beginning of the study and must remain in the same group throughout the course of the study. Changes cannot be made.

h) What other groups are there?
   i) Unfortunately, we are unable to disclose details or information regarding different components of the study. However, if you have questions regarding your personal participation and study arm we are happy to provide support.

i) Enrolling and leaving the research study
   i) I have a friend who wants to enroll. Is there a way for them to sign up?
      (1) Maybe! Here is the https://info.uptogether.org/tic to the TIC page, your friend can apply and may be selected. Remember, each member may have a different experience.
      (2) Please note that if you are already enrolled in the study, you cannot share your own survey links with your friend. We will not be able to pay your friend, and we may not be able to pay you.

   ii) I’d like to be in this research study, but now is not a good time. Is there a way for me to join later?
      (1) If you would like to join the research study later, you can just click on the link in the recruitment email and join whenever you are able. However, space in the study is limited, and so you will only be able to do so if we have not yet reached our capacity.

   iii) I want to leave this study? Can I do that?
      (1) Yes, you are allowed to leave the study at any point. To leave the study you can log into UpTogether.org and go into your contracts section to cancel. Please let us know why you are choosing to leave.
      Please know that if you choose to leave the study, this cannot be undone. You will no longer receive any monthly payments and will not have the opportunity to complete surveys for additional payments. You will no longer have any benefits or access related to TIC.