

Attachment G

Moderate Needs Group Survey Results

July 2008

Choices for Care Moderate Needs Group
Consumer Satisfaction Structured Interviews
Summary Report

July 15, 2008

Presented to:

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Independent Living

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Introduction

To assess consumer satisfaction with long-term care services, in 2006 the Department of Disabilities, Aging and Independent Living (DAIL) contracted with Macro International to conduct a client survey. Macro used both mail and telephone surveys to conduct a statewide study gathering information from consumers or their surrogates who receive services through DAIL's long-term care programs, including Choices for Care (CFC) Medicaid Waiver program.

The CFC program is divided into two parts: highest/high needs and moderate needs groups. The highest/high needs group (HNG) may receive a range of options, including personal care, companion, adult day, homemaker and case management services. The moderate needs group (MNG) are limited to homemaker, adult day, and case management services. While HNG consumers may choose between consumer/surrogate-directed or agency-directed services, MNG consumers must receive their services through agencies. In addition, HNG consumers receive a higher amount of services than do MNG consumers.

While Macro found that most HNG consumers were highly satisfied with long-term services, MNG consumers were significantly less likely to be as satisfied with CFC services. Indeed, 80% of HNG consumers were "always or almost always" satisfied with the quality of CFC service, while only 31% of MNG consumers were as satisfied. Quite similar differences were found in terms of the services' ability to meet consumer need; respect and courtesy of CFC caregivers; timeliness and location of services; and knowledge about contact persons for complaints or requests for more help.

However, when MNG consumers or their surrogates were asked about two specific services delivered through CFC, homemaker and adult day, satisfaction ratings were considerably higher. When asked about the quality of homemaker services, 83% of respondents said the services were "excellent" or "good." Adult day services were "always" or "almost always" satisfactory to 83% of survey respondents. Again, this level of satisfaction remained steady across all measures.

These survey results raise several questions. Why might MNG consumers be less satisfied with the CFC program overall that delivers homemaker and/or adult day services, but report satisfaction with these specific services? Could this be due to the fact that MNG consumers receive less volume of service, might they be dissatisfied with the amount of service delivered? Or might they be less satisfied with the range of options and flexibility of services?

DAIL wanted to better understand the reasons underlying the relatively lower satisfaction with CFC generally among MNG consumers. To do so, DAIL contracted with Flint Springs Associates, a Vermont consulting firm specializing in qualitative and quantitative research, to conduct telephone interviews with a sample of MNG consumers. The following report outlines the research method and results of this interview study.

Method

To select a study sample, DAIL randomly selected 200 clients from the 1,000 in the CFC MNG database. In early June, 2008, a letter was sent to these 200 consumers alerting them to the possibility of receiving a telephone call and explaining the purpose of the study (see Appendix A). The letter was sent by the Commissioner of DAIL, with a DAIL staff member's contact information if the consumer had questions. Just before the letter was distributed, DAIL contacted case managers working with CFC MNG consumers to alert them to the study, sharing a copy of the letter and providing further information about the study.

Flint Springs Associates (FSA) was then provided with information on the 200 consumers selected for the potential sample; this information included names, contact information, allocated services, and service start dates. FSA stratified the sample by geographic region and services (Adult Day, homemaker, or both). Two FSA interviewers then randomly selected names of individuals to call from each region to provide a sample stratified by region and service. The interviewers used a script to ask for permission to do the interview, explain the purpose of the study, and then, if permission was granted, to conduct the interview (see Appendix B).

The structured interview included five items based on the Macro survey addressing:

- Satisfaction with quality of service
- Degree to which services meet needs
- Service provided when and where needed
- Courtesy and respect from caregivers
- Knowledge of contacts for complaints or additional help

Additional interview questions explored further needs consumers might like services to address, alternative services or delivery methods, and suggestions for improvement.

Interview responses were recorded electronically using unique identifiers. A separate list connecting unique identifiers with individuals was used to incorporate information that was not asked through the interview (e.g., actual service start date). Once these data were added, information connecting unique identifiers to individuals was destroyed insuring confidentiality to consumers.

Results

Respondents

A total of 45 interviews were conducted with 39 (87%) consumers and 6 (13%) family members of consumers. Most of the consumers received homemaker services (n=40, 89%) and directly participated in the interview. Four (9%) consumers participated in adult day services, and one (2%) both attended an adult day program and received homemaker services. Family members responded for all adult day clients (n=5) and one homemaker client.

The sample included representation from all regions Vermont, as shown in Table 1.

Table 1: Respondents' County of Residence

County	Frequency	Percent
Addison	5	11%
Bennington	4	9%
Caledonia	5	11%
Chittenden/Grand Isle	7	16%
Essex/Orleans	3	7%
Franklin	2	4%
Lamoille	3	7%
Orange/Windsor	7	16%
Rutland	5	11%
Washington	3	7%
Windham	1	2%
Total	45	100%

Interview respondents were asked when they first started receiving CFC homemaker or adult day services. Most respondents had a fairly accurate recollection of when the service began, only eight individuals (18%) could not remember. On average, consumers in the sample had been enrolled in CFC MNG for a bit more than a year (410 days), ranging from two weeks to 2.7 years (see Table 2).

Table 2: Number of Days Enrolled in CFC

Enrollment date to Interview	Frequency	Percent
Two months or less	5	11%
Three to six months	5	11%
Seven months to 1 year	20	44%
One to two years	7	16%
More than two years	8	18%
Total	45	100%

Services Received

Respondents reported receiving from one hour of homemaker service bi-weekly to 6 hours of weekly service (see Table 3).

Table 3: Amount of Homemaker Service Provided

Amount of Service	Frequency	Percent
Twice/week (4-6 hrs)	14	37%
Once/week (2-4 hrs)	14	37%
Once/week (1-2 hrs)	6	16%
Every other week	4	11%
Total	38	100%

Five consumers attended adult day programs; of these individual, two persons attended the program all week, one person attended three days, another 1.5 days, and one person had chosen to attend only three times.

Most of the consumers had received services right after completing the application process (n=38, 84%). Seven (16%) consumers reported that they had to wait to receive services. Two of these consumers had to wait because the agency was “short-staffed” and needed to find someone to provide the service. Of the other five consumers, three waited for long periods of time to be found eligible for services while two reported that they are currently on the HNG waiting list.

Satisfaction with services

Each respondent was asked if they were satisfied with the quality of service; always, almost always, sometimes, seldom or never, to mirror the Macro survey question. Macro found that 31% of MNG consumers were always or almost always satisfied with the quality of CFC services; 83% were satisfied with homemaker services; and, 83% were satisfied with adult day services.

Among survey respondents, 100% of adult day consumers’ family members reported high levels of satisfaction with the CFC services.

Among homemaker clients, 26 individuals (63% of 41 homemaker clients) said they were always satisfied with the quality of services. While the Macro survey suggested that about 70% of MNG consumers were less satisfied with services, the interviews found that 37% (n=15) of consumers were not always satisfied with the quality of homemaker services.

The most frequently mentioned concerns about the quality of homemaker services focused on specific persons providing this service (n=10). Survey respondents spoke about past or present homemakers that did not clean or do other household chores in satisfactory manner or required too much supervision. Comments illustrating these concerns are as follows:

I was satisfied with first person, now with different person she doesn't get things clean, I've asked her to do certain things and they don't get done

Most are pretty good; just one wasn't happy with, she didn't do things well, not thorough at all

The one doing it now is good – the first was in a hurry.

The first homemaker looked around and did things that I didn't ask her to do. She'd stay the full time and look for other things that needed to be done; she moved things out of the way to clean underneath...The current homemaker does what needs to be done but doesn't look for other things that need to be done. I've taken to picking up things and sweeping underneath myself.

They don't do half the work that I ask them to do and they don't do it well. She was asked to clean the rug and I could feel the stones in the rug; I've got to watch them to do the work

The homemaker I have is a talker, she talks more than she does...and I'm not a talker. When she does stuff, she'll do it, but I'm not getting the 2 hours; sometimes she's left early, sometimes I've been so sick I've asked her to go.

Five respondents were not always satisfied because they preferred more hours of service. Two of these consumers received one hour of service per week, one received four hours, one received five hours and one received six hours. Comments included:

An hour can't accomplish much, not enough time

Could use them a couple of hours on Wed but don't get it. The state only allows 6 hours, but I'm only getting 5. Because of a bladder problem, I could use help to change my bedding another day of the week.

It would be nice to have more time; it would make life more beautiful.

Three respondents were less than satisfied with the quality of homemaker services because of high turnover rates among workers, for example:

I've had 6 people in three years, and that is a heavy turnover; in the turnover I've had to wait up to 8-10 weeks before I'm matched up with someone who is appropriate, while she's doing her matching I have no one to do my laundry, clean my apartment or get groceries.

Most of the girls were satisfactory; the problem was I had to part with them. I almost hate to get to like them too well because they would move on; I generally like the girls, once in a while had a problem. They were awfully good to me.

Of the 15 consumers who were not thoroughly satisfied with the quality of homemaker services, only one reported being on a waiting list for the HNG. This consumer had not been satisfied with the caliber of cleaning from one of the homemakers; later in the interview this individual also said that more hours of service would be helpful.

Consumers expressing lower levels of satisfaction had been receiving services from about one month to more than two years; there were not clear patterns in terms of length of service.

Macro study results indicated that consumers in some regions of Vermont had lower levels of satisfaction; particularly low levels were seen in Addison, Lamoille, Rutland, and Washington counties. Among the interview sample, counties with the most low satisfaction ratings did not match Macro findings at all (see Table 4). The one pattern to emerge in relation to consumers' county of residence and reasons for dissatisfaction was as follows: all three Bennington consumers said they would like more hours of service; currently they receive from 1 to 5 hours of service.

Table 4: County of Residence and Low Satisfaction Ratings

County	Full Sample		Respondents not Satisfied		
	Frequency	Percent	Frequency	% of 15	% of sample
Addison	5	11%			
Bennington	4	9%	3	20%	75%
Caledonia	5	11%			
Chittenden/Grand Isle	7	16%	3	20%	43%
Essex/Orleans	3	7%	2	13%	67%
Franklin	2	4%			
Lamoille	3	7%			
Orange/Windsor	7	16%	5	33%	71%
Rutland	5	11%	1	7%	20%
Washington	3	7%			
Windham	1	2%	1	7%	100%
Total	45	100%	15	100%	33%

Services Meet Consumers' Needs

Consumers were asked if the services they received met their needs; always, almost always, sometimes, seldom or never. All adult day clients' family members reported that the service "always" meets the consumer's needs. Of the homemaker clients, 29 (71%) said the service always meets their needs; 12 (29%) reported that the service sometimes did not meet their needs. The Macro study found that 79% of consumers felt homemaker services met their needs and 87% felt adult day programs met their needs; however, only 32% of MNG consumers said CFC services always or almost always met their needs.

Of the 12 respondents that said their needs were not always met, one consumer had reported satisfaction with the quality of service but that service didn't always meet their needs.

Sometimes I could use an extra half hour, sometimes would like do something else when we shop that we don't have time for, like get brace on my leg checked, takes an hour just to travel in and out of the city, so only leaves two hours to shop, and I can't hustle.

Of the 15 consumers who were not always satisfied with the quality of services, 11 individuals said homemaker services did not always meet their needs; 4 individuals said the service always met their needs. The reasons why services didn't always meet needs echoed reasons for low

level of satisfaction with the quality of homemaker services: workers didn't always do the tasks as consumers wished and/or there wasn't sufficient time to complete all the tasks. For example:

She can't do it all in hour, not enough time.

There was a certain girl that was perfect, she knew what to do, she was top girl, these young girls they don't know what to do, supposed to be 1 1/2 hours and house doesn't look any better than it did before

Sometimes, she comes in cleans the toilet, I asked her to clean bathroom tub and she doesn't do that, she mops but she doesn't move anything when she mops, so there was a spot where my cat threw up and same spot was there for 4 weeks.

In addition, one consumer noted that “only three of eight have really devoted themselves to caring for me in a respectful, human kind of way (one male & two females); of the three the young man treated me as he would his own grandmother... Not at all happy with the lady who assigns people, she doesn't think outside the box, she thinks everyone needs the same thing, she is working with a model that is outdated.”

Two additional interview questions were designed to probe deeper into whether or not current services were meeting consumers' needs. The first question asked if there were any other needs that adult day or homemaker services could address; the second asked what consumers would choose if they could choose any type of services or delivery system.

Three family members of adult day service clients identified additional services they felt would be helpful. These included a therapist for the consumer to talk to about “things that bother her and she doesn't quite know how to bring out;” a social worker for the family; assistance with legal and medical issues; and, transportation to and from the adult day program.

In response to both questions about additional service needs, more than half of the homemaker clients (n=24, 59%) were able to identify ways in which services might better meet their needs. Eleven of these respondents said they were always satisfied with the quality of service, but when probed could identify possible improvements, primarily more time to allow for additional cleaning, such as refrigerator, walls, or curtains (see Table 5). Consumers also said they'd use time to get out of the house and ask the worker to run more errands. Two of these individuals would like assistance with showering, washing hair, and clipping toe nails.

Respondents who had concerns with the quality of homemaker services made similar comments when asked about service needs. They most often requested an increase in allotted hours so workers could do more cleaning or be able to help with more shopping and errands. Two consumers wanted homemakers that “can see what needs to be done and do it.” One consumer wanted the restrictions on cleaning tasks to be lifted so that the homemaker could wash walls that didn't require standing on a ladder; another consumer wanted to know if homemakers could help with yard and garden work. Two consumers wanted restrictions lifted so that homemakers could take consumers shopping, to doctor's appointments, and other errands; one consumer wanted a trained professional such as a nurse, rather than volunteers, to take consumers shopping. Two respondents said they would like assistance with showering, though one noted she did not qualify for that service.

Table 5: Homemaker Clients' Report of Additional Service Needs

Concern with Service Quality	If service doesn't meet need, why...	Other needs service could address...	Additional services consumer would choose	County of Residence	Days receiving service
satisfied	shopping		more time	Franklin	344
satisfied		more cleaning		Addison	344
satisfied		more cleaning		Lamoille	982
satisfied		more cleaning	more time	Washington	56
satisfied		more cleaning, time for errands	more time	Rutland	671
satisfied		run errand		Orange/Windsor	223
satisfied		more time	more time	Lamoille	826
satisfied		more time	more time	Rutland	131
satisfied		personal hygiene		Addison	935
satisfied		personal hygiene	more time, air filter	Lamoille	252
satisfied			ramp	Chittenden/Gl	69
time	time	more cleaning		Bennington	980
time	time	more cleaning	hospital bed, nurse to take shop	Bennington	344
time	time	more cleaning	Lift restriction to shopping w/ worker	Bennington	405
time	cleaning	more cleaning w/out restriction		Essex/Orleans	312
cleaning	cleaning			Orange/Windsor	313
cleaning	cleaning	Worker know what to do		Chittenden/Gl	980
cleaning	cleaning	Worker know what to do		Orange/Windsor	313
cleaning	cleaning		more time	Essex/Orleans	339
cleaning	cleaning	more time	blood draw at home	Rutland	132
cleaning	cleaning	outdoor help	yard work	Chittenden/Gl	704
cleaning	cleaning	companion	pay son as homemaker	Orange/Windsor	224
turnover	turnover			Orange/Windsor	313
turnover	respect		add shopping	Chittenden/Gl	882
turnover	time	Showering	bath bench	Windham	942
turnover	cleaning	showering	lift restriction on shopping w/ worker	Orange/Windsor	46

Services Provided When and Where Needed

About three-quarters of the respondents (n=34, 76%) reported that they receive CFC services when and where needed; all adult day clients receive services when and where needed, while 73% of homemaker clients do so. In the Macro study, 84% of adult day clients and 82% of homemaker clients reported that services were provided when and where needed; although, only 30% of MNG clients report that CFC services were provided when and where needed.

Of the 11 consumers who report that homemaker services are not always when needed, four said they would prefer a different time of day (either earlier or later in the day) and five said they would like a better match between their own schedule and the homemaker's. Of those with a poor match, one consumer said the agency tried to make a better match, while two individuals said the agency gave them no choice in the schedule. Two consumers said they'd had experiences with unreliable or unpredictable schedules never knowing when the homemaker would arrive.

First worker wasn't reliable, I wanted to switch. The new worker is reliable – as an older person, you need this, plan your day around this. New worker is there when she should be, no switching – regularity means a lot.

I prefer the homemaker to come at 1:00 - sometimes she comes later towards supper time and I'll tell her to come around 1:00 pm. She said that she has so many people she is attending that she can't come at 1:00 every time.

I'm up all night in pain, so I tell people to call me in the afternoon; asked for someone later in the afternoon and was told you're lucky to even get someone; the person is available at this time and take it.

It doesn't always work; the agency tries to reschedule. I need to have it on Tuesdays because garbage needs to go on to the porch and it gets picked up on Wednesday. I thought I was scheduled for Tuesday this week but it won't be until Wednesday so garbage sits there for a week;

Sometimes the time works, sometimes I would like them earlier; the time is set up, not a lot to say about the time.

Among the majority of satisfied homemaker clients, several mentioned that the agency and/or homemaker would work with them to arrange mutually convenient schedules.

Courtesy and Respect toward Consumers

In the Macro survey, 90% of adult day clients and 86% of homemaker clients said that caregivers always or almost always showed them courtesy and respect; only 33% of MNG clients said CFC caregivers were respectful and courteous. All interview respondents said that caregivers were courteous and respectful. One respondent felt that the home health agency staff person responsible for scheduling and coordinating homemaker services was inflexible, did not treat individuals as human beings, and was not respectful to clients or homemakers. Another consumer said that a previous homemaker “was not that way” and was therefore replaced. Otherwise, consumers report excellent relationships with homemakers.

Consumers Know Who to Contact

Consumers were asked if they knew whom to contact if they had a complaint about services or needed more help. In the Macro study, 81% of homemaker clients and 88% of adult day clients knew whom to contact; only 32% of MNG clients said they knew whom to contact. Interview results indicated that 84% (n=34) of respondents knew whom to contact; 100% of adult day respondents knew whom to contact; 83% (n=34) of homemaker clients knew whom to contact.

Four respondents mentioned past experiences lodging complaints about homemaker services. Two of these individuals reported very positive experiences, “they have always responded.” On the other hand, two respondents did not have positive experiences. One reported that after complaining about a homemaker, “The person was here cleaning right after my call and wanted to know what she’d done.” This consumer felt betrayed by the agency staff member who breached the consumer’s sense of confidentiality and was therefore reluctant to make any further complaints. Another consumer reported that after having “complained over and over again to the supervisor I don’t see any change; or the person will stop coming to me then it will be four to eight weeks before I get someone.”

One consumer who was not satisfied with the quality of cleaning received from the homemaker said “I have been thinking about talking with the contact person in my building, but funding for her has been cut and she’s only here two days a week so trying to catch her is hard. I don’t want to complain, I need the help, but I need someone that will be a help.”

Suggestions for Program Improvements

Interview respondents were asked if they had any suggestions for the agency providing CFC services or for DAIL. About one-third of the respondents (n=13) offered suggestions to the agency providing services.

One suggestion was directed to adult day services: raise additional funds to provide regular field trips for participants. The remaining 12 suggestions were directed toward agencies providing homemaker services. Four consumers again noted that it would be helpful to have more hours of service; two consumers mentioned the need for more workers to provide sufficient matches between clients and workers. One respondent wanted nurses to do more, “I asked a nurse about exercise for my hand and she said they weren’t there for that; I didn’t feel the nurses were always respectful and nice.” Three respondents spoke about supervisors’ knowledge and skills:

Whoever supervises (my worker) I should have met them at least once, they should see where their employee works.

People who work in the office, case managers and such, forget how difficult it can be to work in the field, they need to support their staff, and they forget the people side of it because they look at paper so much.

Supervisors need a great deal more in-service programs on the needs of the elderly and how the elderly should be treated, rather than whether they can move furniture etc. Re-educate people to become empathetic not sympathetic.

Two of the respondents were concerned about the accountability of homemakers. One of these individuals suggested instituting a report card system for consumers to regularly track the homemaker's activities (e.g., make the bed, do the laundry, etc.) during each visit. With some type of tracking or report card system "the homemaker knows she's being monitored."

Suggestions for DAIL often focused on funding adult day and homemaker programs to adequately address the growing need for services. One respondent suggested felt that the type of homemaker services an agency authorizes should more closely address consumers' particular needs. Another respondent emphasized the need to focus on the personal aspect of services: "find people with good hearts that will work because they want to."

Overwhelmingly, respondents advised DAIL to continue supporting the services:

Seems to be a good staff to client ratio (in adult day program), would never want to see that drop.

Don't stop! You've got me spoiled now; I like the house being clean!

I appreciate every bit of care I get; I don't know what I'd do without it. I want this lady forever; she's prompt, thoughtful, and courteous; she's always one step ahead of me.

I don't believe any state could have done better or any agency would have done better.

We're happy, the program needs to continue.

Conclusion

Interviews with CFC MNG consumers receiving adult day and/or homemaker services were designed to further clarify reasons consumers might not be fully satisfied with CFC services. The interviews revealed that while consumers are generally quite well satisfied, there are some concerns with their CFC services, particularly homemaker services. Family members of adult day consumers reported full and complete satisfaction with the service.

Among consumers receiving homemaker services the most frequently identified areas of concern were hours of service and quality of cleaning assistance. Several consumers felt it would be helpful to receive one or two more hours of homemaker service each week. This time would allow for more thorough cleaning, large occasional cleaning tasks (e.g., refrigerator, walls), and/or time for shopping or other errands. Consumers also said that sometimes they were not satisfied with the service because the worker did not clean thoroughly or did not “know what to do and do it.”

In addition, some consumers said they were not always satisfied because the service hours were not reliable, or because there was considerable turnover among workers. As one consumer said, stability and reliability are critically important.

Finally, consumers expressed the desire for services to be more flexible. These comments revealed differences in the services provided in different regions of the state. For example, some respondents reported that their homemakers took them shopping, but they wanted flexibility to allow the homemaker to take them to doctor’s appointments or other errands. Other respondents said they wanted the agency restriction on homemakers driving consumers lifted so that their homemakers could take them shopping. One consumer wanted her homemaker to be able to wash walls; the agency restricted this behavior because washing walls required a ladder, but the consumer wanted the lower part of the walls washed without using a ladder. Other consumers reported that their homemakers would do whatever chores were requested, including washing walls.

There were minimal requests for more intensive services beyond homemaker or adult day. A few consumers wanted help with personal care, but this was limited to showering, hair washing and toe nail clipping.

In future, to continue to track reasons underlying low levels of consumer satisfaction, it would be helpful for DAIL’s consumer satisfaction surveys to be revised. First, data should be analyzed so that results can be separated not only by program and region, but by other salient variables that might help explain satisfaction levels. For example: whether or not the consumer is on the waiting list; whether the respondent is the direct consumer, family member or paid caregiver; how long the consumer has been receiving services; and, the specific services the consumer receives. In addition, it would be useful to add a question when respondents report that they are not always or almost always satisfied: why not? This could be an open-ended question, or forced choice using categories revealed in this interview study.

Appendix A

Letter to Potential Sample Members

DEPARTMENT OF DISABILITIES, AGING AND INDEPENDENT LIVING

Commissioner's Office
103 South Main Street, Weeks 2
Waterbury VT 05671-1601

Address

Dear _____:

I am writing to you as someone who receives services through the Choices for Care (CFC) Moderate Needs Group. We at the Department of Disabilities, Aging and Independent Living (DAIL) want to understand your experiences with CFC services so that we can make needed improvements.

We have contracted with an independent consulting team, Flint Springs Associates, to help us gather your feedback. Flint Springs will randomly select people to call, and will contact them in the next two weeks to conduct a short interview over the telephone. You may receive a call from Joy Livingston or Donna Reback from Flint Springs sometime between June 9 and June 18. They will ask if you'd be willing to answer a few questions over the phone.

Your answers will be confidential. Neither your name nor any other information that could identify you will be recorded with your answers. No one at DAIL or at the agencies providing services will know how individuals respond to the questions. Your answers to questions will not have any impact on services that you receive.

If you hear from Joy or Donna, we hope that you will participate in the telephone interview. Feedback from people receiving services helps us do the best job possible for you.

If you have any questions, please do not hesitate to contact Merle Edwards-Orr here at DAIL at 802-241-4496.

We look forward to hearing and learning from you. Thank you for your help.

Sincerely,



Joan Senecal
Commissioner

Disability and Aging Services

Licensing and Protection

Impaired

Vocational Rehabilitation

Blind and Visually

Appendix B

Interview Script: Introduction and Interview

CFC Moderate Needs Structured Interview Script

Introduction:

Request to speak to consumer, or surrogate

I am calling about the Choices for Care program that provides you with adult day/homemaker services. You may remember receiving a letter alerting you to my call. Do you have a little time to talk with me?

Thank you. My name is _____. I'm an independent consultant working with Flint Springs Associates, not an employee of the state or agency that provides services. The Department of Disabilities, Aging and Independent Living has asked us to gather feedback from people receiving adult day/homemaker services through Choices for Care Moderate Needs Group, which is how I got your name and phone number.

DAIL wants to understand your experience with your services in order to make needed improvements. Your answers to my questions will help DAIL improve (adult day or homemaker services).

Your answers will be treated confidentially. Your name or any other information that could identify you will not be recorded with your answers. Our report to DAIL will not identify individuals; it will include only summaries of people's answers. Your answers will not have any impact on the services you receive; no one at DAIL or in the agency providing services will know how you respond to my questions.

Do you have any questions before we continue?

Interviewer record:

Code number:

Town of residence:

County:

Record whether speaking to:

- a. The person who receives services
- b. Someone speaking on behalf of the person
 - i. Family/friend
 - ii. Paid care giver

Service: ___ Adult day ___ Homemaker ___ both

Interview

1. Do you remember when you first started to (receive homemaker services) or (go to the adult day program)?

2. When you first applied for homemaker/adult day services, did you get the service right away or were you on a waiting list? Are you waiting for more service now (High Needs Group wait list)?
3. How much homemaker (or adult day) services do you current get? (Probe: hours/week and days/week)
4. Overall, are you satisfied with the quality of adult day/ homemaker services that you receive: always, almost always, sometimes, seldom or never? WHY? If not satisfied: What change might help?
5. Would you say the adult day/homemaker services meet your needs: always, almost always, sometimes, seldom or never? WHY? What changes might better meet your needs?
6. Do you have needs that homemaker/adult day services do not address? If yes, please describe.
7. Do you get services when and where they are needed always, almost always, sometimes, seldom or never? If not: If you could change WHEN you receive services, what change would you make? If you could change WHERE you receive services, what change would you make?
8. If you could choose the services you receive, what would you choose? (*Another way to ask: If you could use the funds that currently pay for homemaker/adult day services, how would you use them? Would you add or change anything?*) Probes: anything else about when (setting/location) and where (schedules, time of day, day of week); who provides services (hire on own, family/friends); needed skills of caregivers; amount of services (number of hours/days each week); things to make it easier to get around your home (ramps, home modifications); things you would like to be able to buy (supplies such as depends, wheelchair, lift, assistive devices).
9. Do you feel that you are shown courtesy and respect by the people who provide services to you: always, almost always, sometimes, seldom or never? If sometimes or less: how do they treat you? How would you like them to change?
10. If you had a complaint about the program or wanted to get more help, who would you contact? Have you had a complaint in the past, or needed more help, what did you do?
11. Do you have any suggestions for the agency that provides your services?
12. Do you have any suggestions for DAIL which manages the funding for these services?
13. Anything else that you would like to tell me?