



Preliminary Report: Results from Post-Interview Questionnaires

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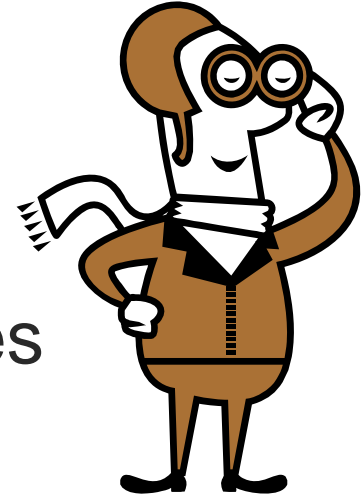
Burning Questions

- What Support Needs Assessment Pilot?
- What Questionnaire?
- What Results (so far)?



What Support Needs Assessment Pilot?

- Supports Intensity Scale Plus...
- 11 Oregon Counties
- Multiple interview sites in counties
- 401 Interviews completed as of 8/24/07
- # of people attending the interviews ???



Response Rate and Why Do We Care?

- The proportion of people in a study who respond to a researcher's questionnaire
- $RR = \# \text{ received} / \# \text{ distributed}$
- Are we getting enough responses to accurately represent the entire population of people who attended interviews?
- If the response rate is low, is there a “non-response bias”—which affects the results?





Challenges to Determining Response Rate

- Some of the people who attended more than one interview in the same day with the same interviewer...
 - For some of the pilot, they may have completed 1 questionnaire for each interview
 - For some of the pilot, they were instructed that they could complete 1 survey for the whole day

[...More Challenges.....]

- For the first 5 weeks, some of the interviewers did not record the roles of the attendees
- For the last 7 weeks, they were asked to record this information

Response Rate

- For consumers:
 - About 75%-90% of the 401 interviews were attended by consumers,
 - We received 73 questionnaires indicating “consumer”
 - So the response rate for consumers is about 20-25%

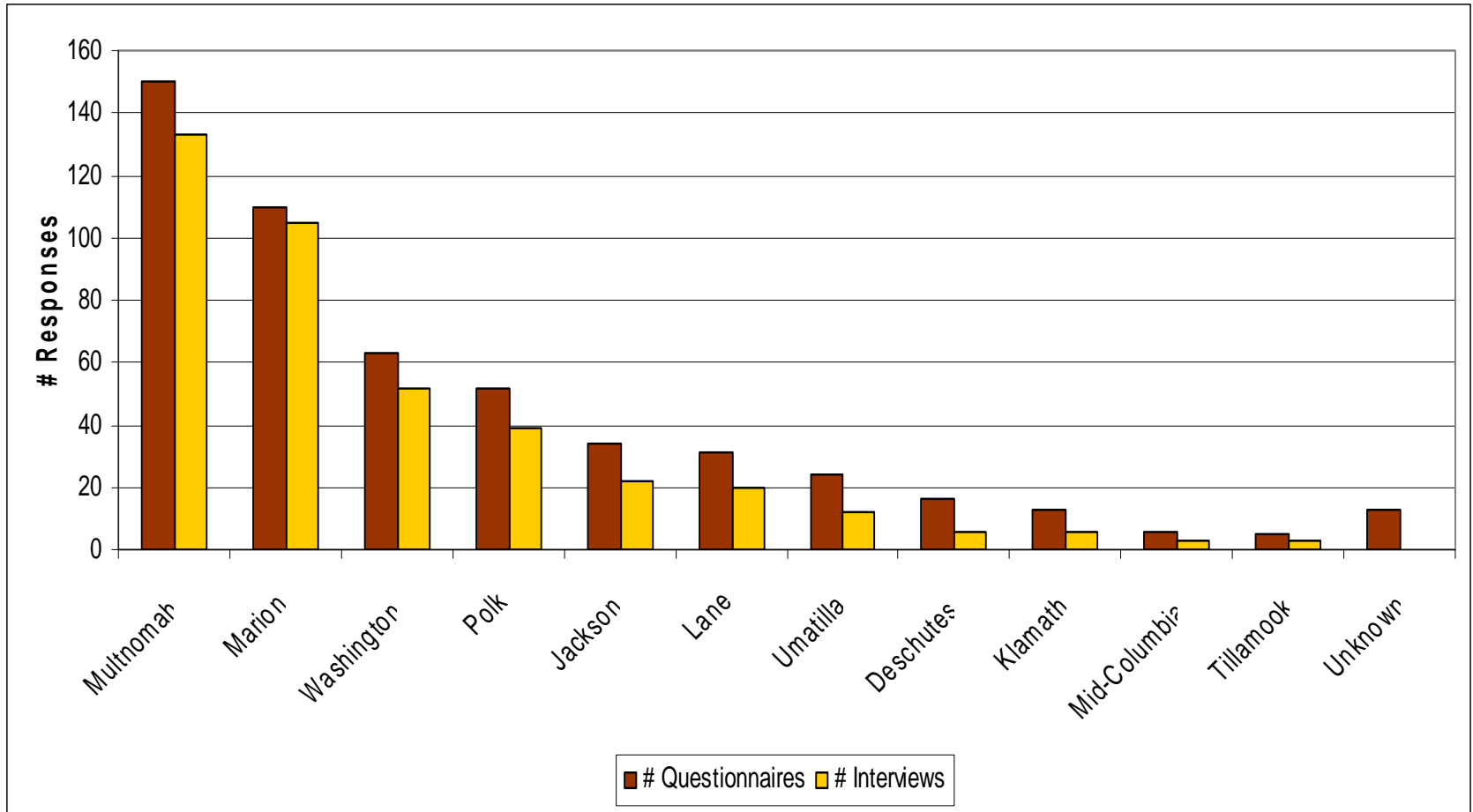


...But, we really don't know for other respondent types because we don't have a good count of 1) how many of each attended the interviews or 2) how many completed 1 or multiple surveys

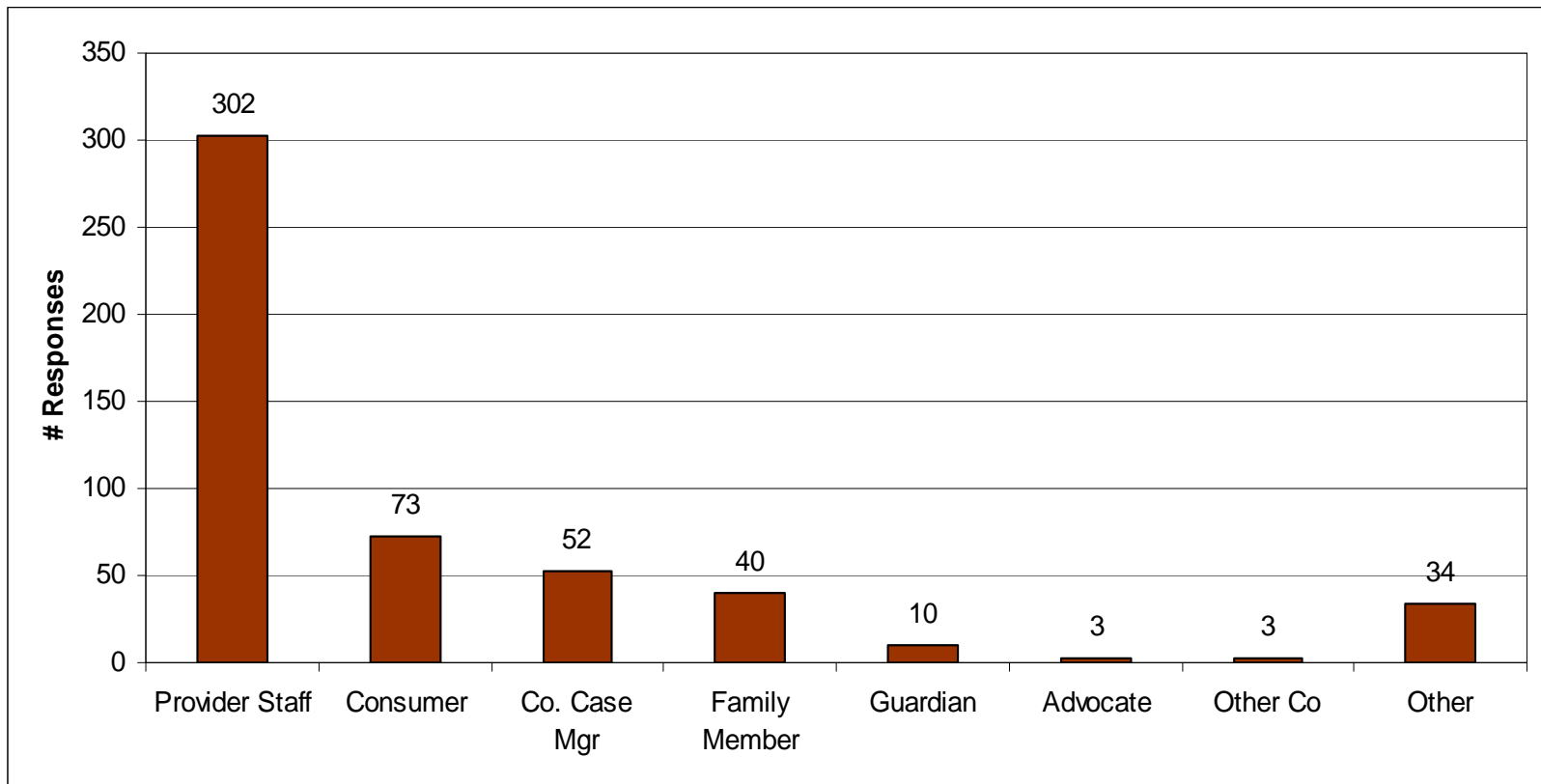
of Responses by County

	# Questionnaires	# Interviews
Multnomah	150	133
Marion	110	105
Washington	63	52
Polk	52	39
Jackson	34	22
Lane	31	20
Umatilla	24	12
Deschutes	16	6
Klamath	13	6
Mid-Columbia	6	3
Tillamook	5	3
Unknown	13	
	517	401

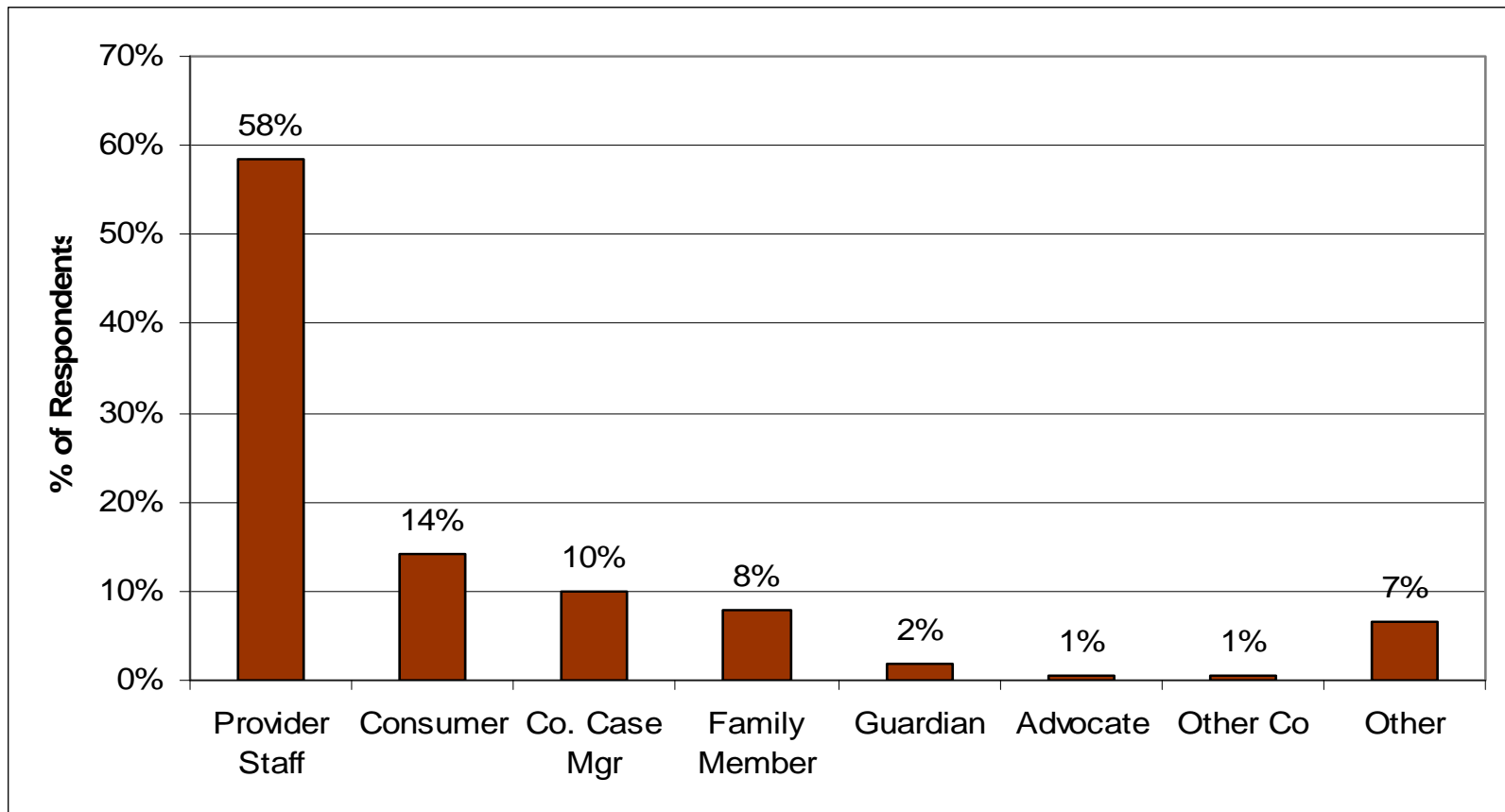
of Responses by County



Who Responded? Count of Roles



Who Responded? % by Roles



What Questionnaire?

- Pre-Interview Preparation
- Opening the Interview
- The Interview
- Help Received

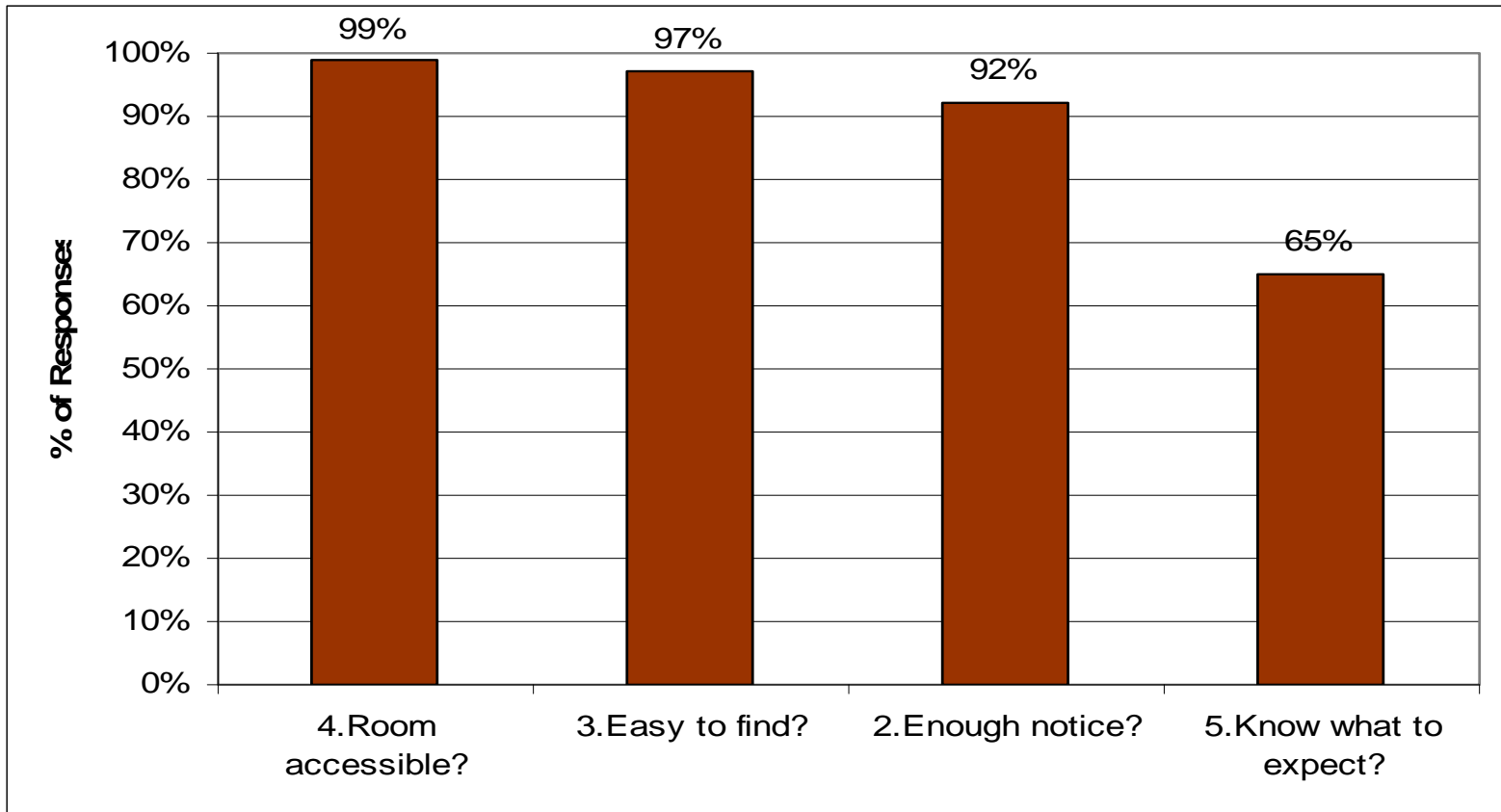


What Results?

- As of 9/10/2007
- 517 surveys received and in database...



Pre-Interview Preparation

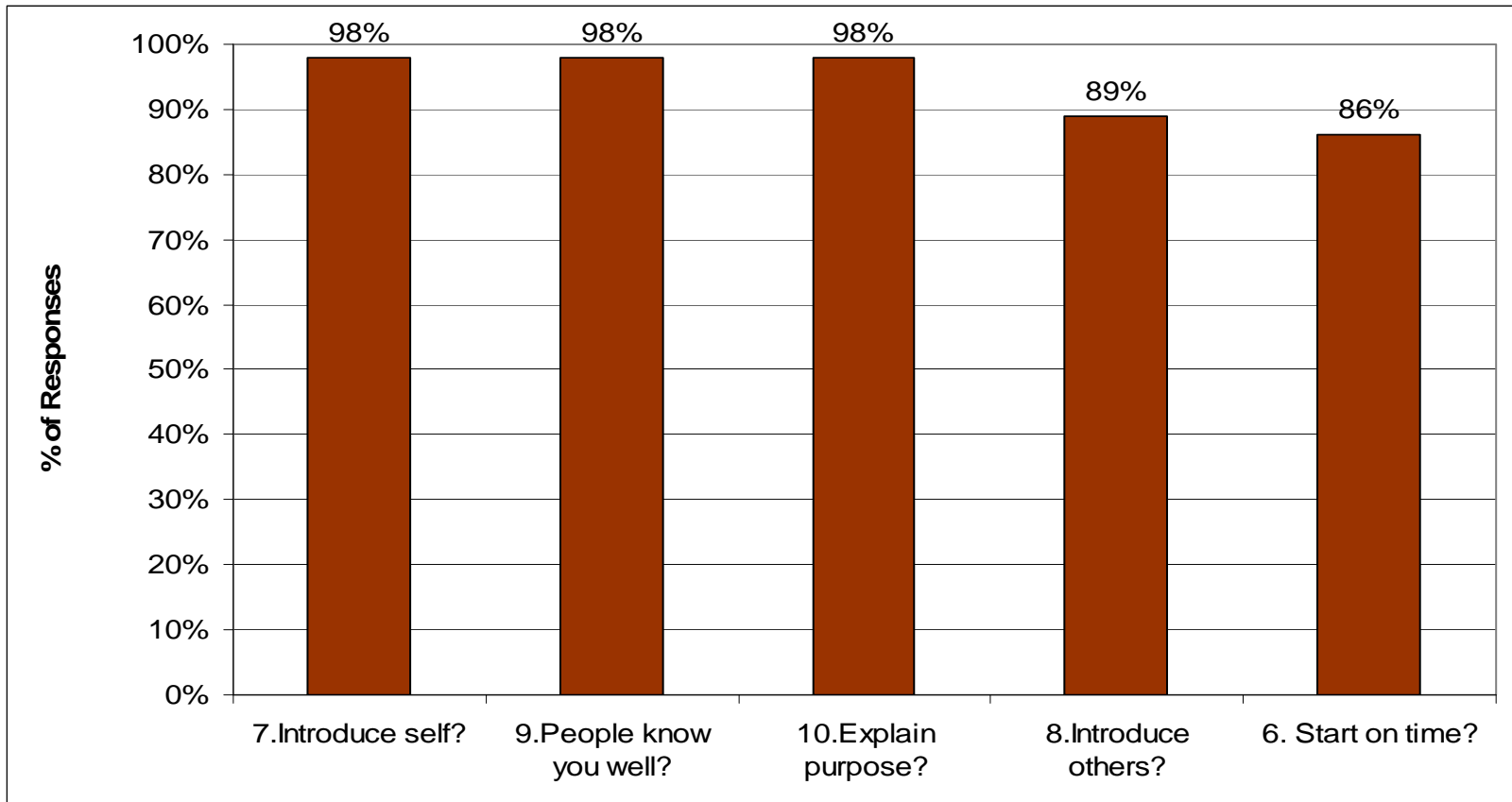


Of those who responded, what % said YES to: *“Did you know what to expect when you went into the interview?”*

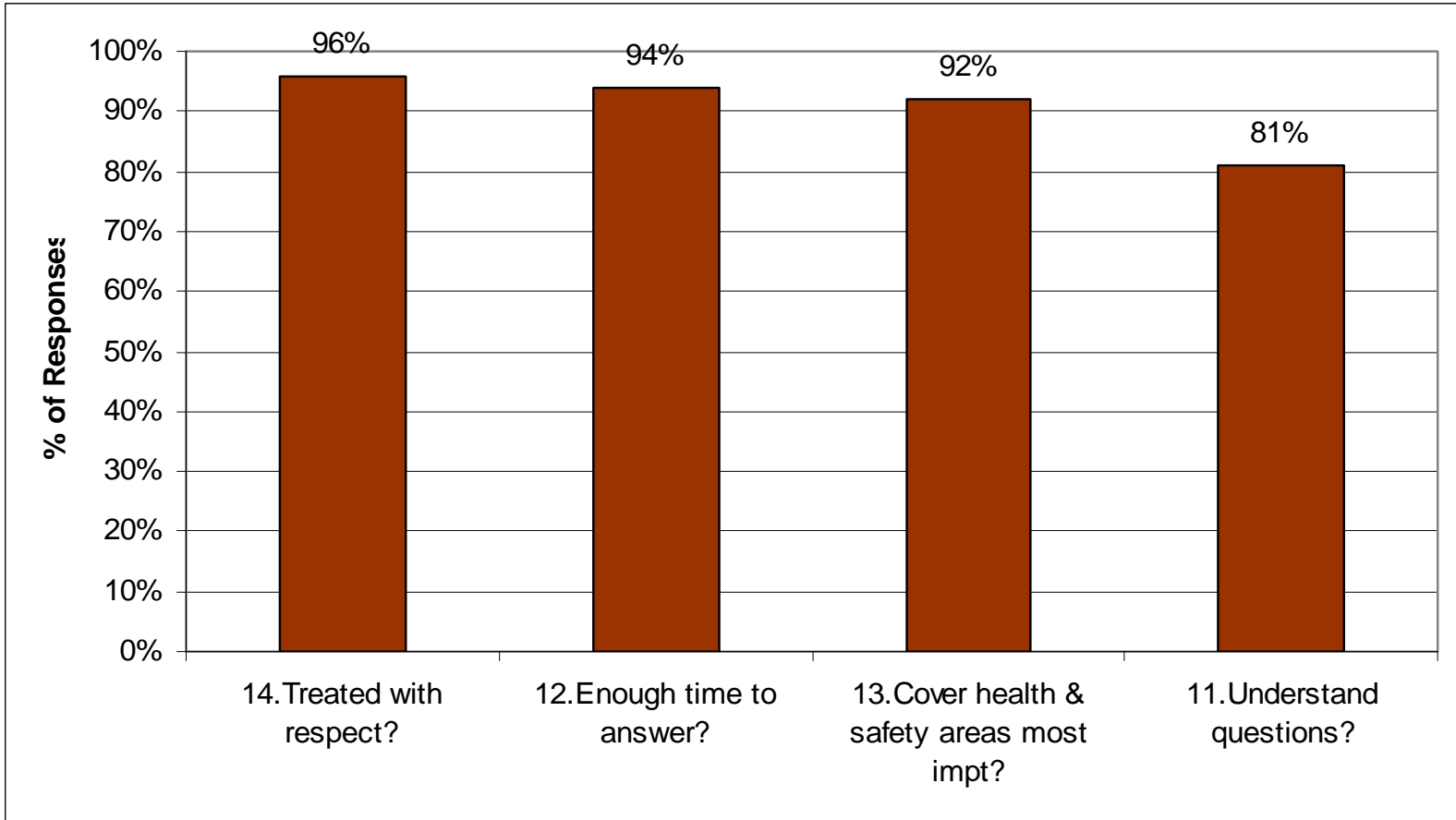
- 76% of County Case Mgrs (38 of 50)
- 69% of Provider staff (201 of 292)
- 56% of Consumers (40 of 72)
- 46% of Family Members (18 of 39)



Opening the Interview



The Interview



Did you understand the interview questions?

- 81% Yes
- 17% Not Sure
- 3% No



Did you understand the interview questions?

		Yes	No	Not Sure
■ Consumers	71	46%	6%	48%
■ Family	39	95%	0	5%
■ Prov. Staff	297	84%	3%	14%
■ Co. C Mgr	51	94%	2%	4%

Help during the Interview

- A total of 116 people said they had help completing the questionnaire (24% of the 486 who responded to this question)

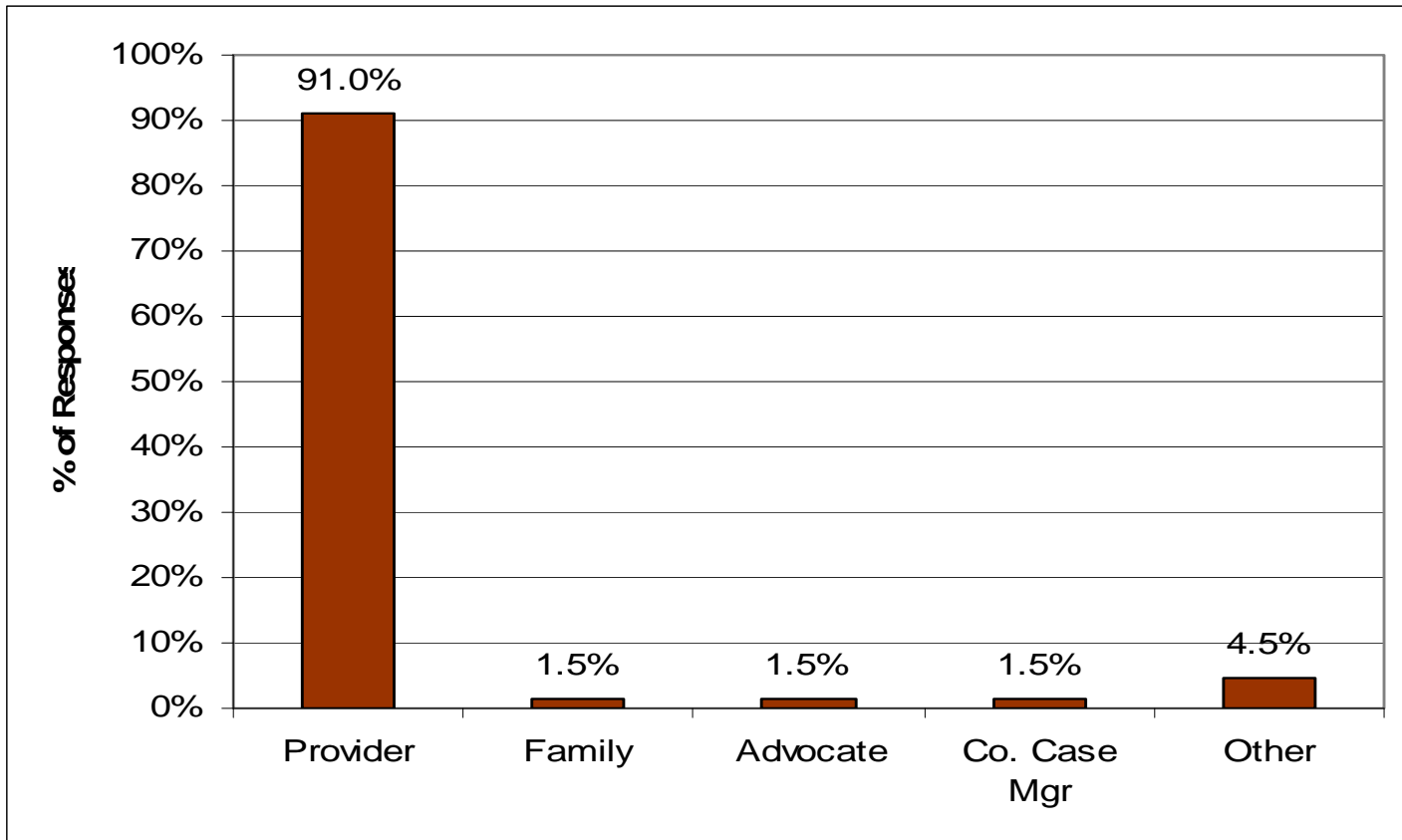
- The following items asked:

“If you are a consumer and had help with this form...”



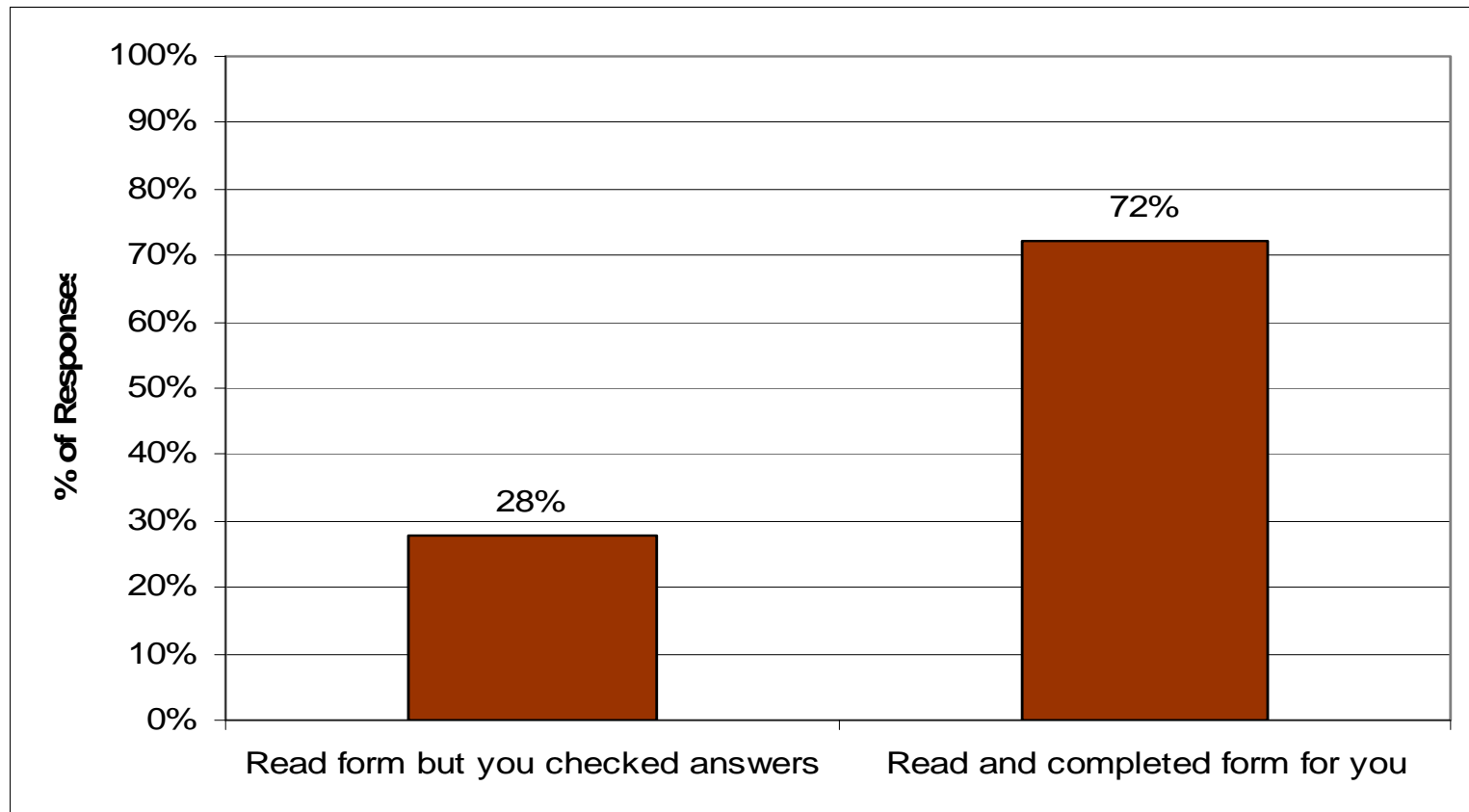
[...Who helped you?]

Of the 67 people who responded to this question, this is who helped them...



[*...How did they help you?*]

Of the 68 people who responded to this question, this is how they were helped...



[Rousing Closing]

