

Appendix A. Consumer Satisfaction Survey

AGTYPE:

Imported - Type of Agency for Tracking

Lane Council of Governments.....	1
NW Senior and Disability Services	2
Oregon Cascades West Council of Governments	3
METRO (Multnomah/Washington/Columbia/Clackamas)	4
South Coast.....	5
Rogue Valley Council of Government	6
Douglas	7
Central (OC Only)	8
Eastern (OC Only)	9
Center for Independent Living.....	10

INTRO:

Access Code: <ACCESS>Phone 1: Phone 2: Name: Address: City: State: Call back name: <NAME>
 New phone number: <TEL1>Previous call info: <F9:O>

Press ENTER to continue.....ST D

BEGIN:

Access Code: <ACCESS>Phone: New phone: <TEL1>Hello, my name is \$I and I'm calling from Washington State University on behalf of Aging & Disability Services, also known as the ADRC. May I please speak to <FNAME> <LNAME>? I'm calling because you or a family member contacted the Aging & Disability Services, also known as the ADRC, during the past 2 months. We're conducting a brief survey about your experiences and opinions with the program. It is very important for us to understand what is working well and how to improve the ADRC. Would now be a good time to talk?

Local ADRC Agency Name: <AGENCY>ADRC Staff Member: <AGENT>Caller: <CALLER> Non-Consumer Caller's Name: <C_FNAME> <C_LNAME>Non-Consumer Caller's Phone Number: <C_PHONE>Notes: <NOTES>English Fluency: <ENG_FLU>Primary Language: <PRM_LANG>If R is unfamiliar with the "ADRC", try referring to it as "Aging & Disability Resource Connections," "Senior Services," "Aging Services," or "Disability Services" instead to explain what it is. IWR Note: The ADRC helps connect people to various services including: housekeeping services, transportation services, home modification services, personal care help, delivered meals, health management, or help applying for financial assistance (i.e., insurance, food stamps, Medicaid, heating bill assistance). IWR Note: If R has only contacted the ADRC through the website or a phone call to schedule an appointment, and has had no further contact with anyone from ADRC, you can 'Quit' the survey and code the call as a 'Contact with ADRC was ONLY via the website, or a call to set up an appointment' Please be sure to describe the situation in the notes.

Speaking to R	01	=> /CELL
R not available / Set callback (GB, CB, HB)	02	=> /SKIP_CB
Non contacts (AM, BC, BZ, ED, NA).....	03	=> /SKIP_NA
Refusals (R1, R2, R3, RP)	04	=> /F10
Non-working numbers (DS, MP, WN).....	05	=> /VERFY
Communication barrier (HC, LG)	06	=> /INT03
Other codes (DD, DP, OT, RN).....	07	=> /INT04
Ineligibles (IE).....	08	=> /INT05
Special project codes ().....	09	I => /INT99
Web/Mail codes	10	I => /INT98
Enter new number	22	=> /TEL1

CELL:

First, for safety reasons, I need to ask if this is a cell phone. (IWR read only if necessary "By cell phone we mean a telephone that is mobile and usable outside of your neighborhood.")

- Yes 01
- No 02 => CONFD
- Refuse -9 => CONFD

CLSAF:

To ensure your safety and the safety of others can you please tell me if you are driving a motor vehicle right now?(If yes say: "Sorry to have bothered you, it is our policy to not conduct surveys with people while they are driving, regardless if they are using bluetooth technology. We will call you back at another time." Do not take time to set a call back.)

- Yes 01 => /INT01
- No 02 => CONFD
- Refuse -9 => /REFUS

CONFD:

While your participation is voluntary, your responses will be kept completely confidential. This interview may be monitored by my supervisor to check my work. If I come to any question you would prefer not to answer, just let me know and I will skip over it. Okay?

- Continue with survey 01 => /Q1 (ERR)
- No - Try refusal prevention..... 02 => /F10
- Not a good time - Call back later 03 => /INT01

SECTION1:

Great, this survey will take about 15 to 20 minutes to complete. Your answers will be kept completely confidential. Your participation is voluntary and will not affect your services or your relationship with the ADRC. You can stop at any time and skip any item you don't want to answer.

I would like to begin by asking about your first experience with the ADRC.

Call Date: <CALLDATE>ADRC Staff Member: <AGENT>Local ADRC Agency Name: <AGENCY>If R is unfamiliar with the "ADRC", try referring to it as "Aging & Disability Resource Connections," "Senior Services," "Aging Services," or "Disability Services" instead to explain what it is. IWR Note: The ADRC helps connect people to various services including: housekeeping services, transportation services, home modification services, personal care help, delivered meals, health management, or help applying for financial assistance (i.e., insurance, food stamps, Medicaid, heating bill assistance).

Press Enter to Continue 0 D

Q4_CONTACT:

ADRC is the Aging & Disability Resource Connections

Did you contact ADRC for yourself or on behalf of someone else (like a family member or friend)?

- Self 1
- Someone else 2
- Don't know 8
- Refused 9

FM_POSS_FILL:

Fill for "your/your family member's"

..... 1
family member's 0

FM_YOU_HAD:

Fill for "you had/your family member had"

you had 1
your family member had 0

YOUR_FM:

Fill for "you/your family member"

you 1
your family member 0

TO_THEM:

Fill for "to you/to them"

to you 1
to them 0

YOU_THEY:

Fill for "you/they"

you 1
they 0

YOUR_THEIR:

Fill for "your/their"

your 1
their 0

HAVE_HAS:

Fill for "have/has"

have 1
has 0

I_THEY:

Fill for "I/they"

I 1
they 0

ME_FM:

Fill for "me/my family member"

me 1
My family member 0

AM_IS:

Fill for "am/is"

am 1
is 0

MY_THEIR:

Fill for "my/their"

My 1
their 0

I_FM:

Fill for "I/my family member"

I 1
my family member 0

MY_FM:

Fill for "My/my family member's"

My 1
My family member's 0

ARE_IS:

fill for "are/is"

are 1
is 0

OR_FM:

Fill for "or your family member"

..... 1
or your family member 0

Q4:

Can you tell me a little about why you were in contact with the ADRC?

IWR Note: If R mentions that they contacted ADRC on behalf of someone else (a family member or friend), make a note of that. Later in the survey, you will be using the "family text" version of the questions.

Enter Response 0 DO
No comment 2
*****
Don't Know 8
Refused 9

Q14:

When you first contacted the ADRC, did you receive none, some, or all of the information you needed?

None 0
Some 1
All 2
*****
No Information Needed 7
Don't Know 8
Refused 9

Q4A:

I am going to read a list of reasons why some people contact the ADRC. Please tell me if any of these were reasons you initially contacted the ADRC. For each reason, please say "yes" or "no."

IWR Notes:

This series of questions is asking about the issues that were going on when they initially contacted ADRC.

This is regardless of if you received services. I will ask about services received later.

This list might cover something you just said, but I want to make sure I understand all the possible reasons you may have contacted ADRC.

Press enter to continue 0 D

Q4A_1:

Physical health needs?

IWR Note: For instance, you were looking for information about a specific condition or disease, rehab services, or medical care. Original Question: This is a list of reasons why some people contact the ADRC. Please tell me if any of these were reasons you initially contacted the ADRC. For each reason, please say yes or no.

No 0
Yes 1
*****
Don't Know 8
Refused 9

Q4A_NEW_MED:

Help getting medical equipment or assistive devices?

No 0
Yes 1
*****
Don't Know 8
Refused 9

Q4A_2:

Help with medications?

IWR Note: For instance, this could include financial help paying for medications, help managing medications, or taking medications. Original Question: This is a list of reasons why some people contact the ADRC. Please tell me if any of these were reasons you initially contacted the ADRC. For each reason, please say yes or no.

No 0
Yes 1
*****
Don't Know 8
Refused 9

Q4A_3:

Dental care?

Original Question: This is a list of reasons why some people contact the ADRC. Please tell me if any of these were reasons you initially contacted the ADRC. For each reason, please say yes or no.

No 0
Yes 1
*****
Don't Know 8
Refused 9

Q4A_4:

Confusion or memory loss?

Original Question: This is a list of reasons why some people contact the ADRC. Please tell me if any of these were reasons you initially contacted the ADRC. For each reason, please say yes or no.

No 0
Yes 1
*****
Don't Know 8
Refused 9

Q4A_5:

Help with personal care?

IWR Note: This could include things such as help bathing, dressing, and getting around the house.

Original Question: This is a list of reasons why some people contact the ADRC. Please tell me if any of these were reasons you initially contacted the ADRC. For each reason, please say yes or no.

- No 0
 - Yes 1
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q4A_6:

Help with transportation?

IWR Note: This could include things like help going to the doctor, going shopping, or to social activities.

Original Question: This is a list of reasons why some people contact the ADRC. Please tell me if any of these were reasons you initially contacted the ADRC. For each reason, please say yes or no.

- No 0
 - Yes 1
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q4A_7:

Help at home, such as help making meals, doing housekeeping and yard work?

Original Question: This is a list of reasons why some people contact the ADRC. Please tell me if any of these were reasons you initially contacted the ADRC. For each reason, please say yes or no.

- No 0
 - Yes 1
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q4A_8:

Help getting shopping and errands done?

IWR Note: Please do not include help with transportation to go shopping or run errands. This question is referring to someone else going shopping for you, or going with you to shop.

Original Question: This is a list of reasons why some people contact the ADRC. Please tell me if any of these were reasons you initially contacted the ADRC. For each reason, please say yes or no.

- No 0
 - Yes 1
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q4A_9:

Help modifying a home or apartment?

IWR Note: This could include modifications like installing ramps, or grab bars in the bathroom, or having kitchen counters lowered, or doorways expanded.

Original Question: This is a list of reasons why some people contact the ADRC. Please tell me if any of these were reasons you initially contacted the ADRC. For each reason, please say yes or no.

No 0
Yes 1
*****
Don't Know 8
Refused 9

Q4A_10:

Help moving into an assisted living residence, adult foster home, or nursing home?

IWR Note: Please do not include help finding subsidized housing (this will be asked next).

Original Question: This is a list of reasons why some people contact the ADRC. Please tell me if any of these were reasons you initially contacted the ADRC. For each reason, please say yes or no.

No 0
Yes 1
*****
Don't Know 8
Refused 9

Q4A_11:

Help finding subsidized housing?

IWR Note: Please do not include help finding assisted living, adult foster home, or nursing home.

Original Question: This is a list of reasons why some people contact the ADRC. Please tell me if any of these were reasons you initially contacted the ADRC. For each reason, please say yes or no.

No 0
Yes 1
*****
Don't Know 8
Refused 9

Q4A_12:

Help getting food stamps?

Original Question: This is a list of reasons why some people contact the ADRC. Please tell me if any of these were reasons you initially contacted the ADRC. For each reason, please say yes or no.

No 0
Yes 1
*****
Don't Know 8
Refused 9

Q4A_13:

Help with Medicaid or paying for medical care?

Original Question: This is a list of reasons why some people contact the ADRC. Please tell me if any of these were reasons you initially contacted the ADRC. For each reason, please say yes or no.

- No 0
 - Yes 1
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q4A_14:

Help paying for energy bills?

Original Question: This is a list of reasons why some people contact the ADRC. Please tell me if any of these were reasons you initially contacted the ADRC. For each reason, please say yes or no.

- No 0
 - Yes 1
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q4A_15:

Help getting caregiver respite?

IWR Note: Caregiver Respite is short-term, temporary relief for those people who are caring for family members or friends. Respite is receiving help with caring for someone.

Original Question: This is a list of reasons why some people contact the ADRC. Please tell me if any of these were reasons you initially contacted the ADRC. For each reason, please say yes or no.

- No 0
 - Yes 1
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q4A_16:

Help getting general information or advice?

Original Question: This is a list of reasons why some people contact the ADRC. Please tell me if any of these were reasons you initially contacted the ADRC. For each reason, please say yes or no.

- No 0
 - Yes 1
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q4A_16_EVICT:

Did you contact the ADRC because of worries about eviction from your current home or because of worries about homelessness?

No 0
Yes 1
*****
Don't Know 8
Refused 9

Q4A_16_FALLS:

Worries about falling?

No 0
Yes 1
*****
Don't Know 8
Refused 9

Q4A_16_ABUSE:

Worries about abuse or neglect?

No 0 => Q4A_17
Yes 1
*****
Don't Know 8 => Q4A_17
Refused 9 => Q4A_17

Q4A_16_AB_A:

Here are areas of abuse or neglect that some people experience. Which of these are of concern to you?

Press enter to continue 0 D

Q4A_16_AB_B:

Physical abuse

No 0
Yes 1
*****
Don't Know 8
Refused 9

Q4A_16_AB_C:

Emotional abuse

No 0
Yes 1
*****
Don't Know 8
Refused 9

Q4A_16_AB_D:

Financial exploitation (abuse)

No 0 => Q4A_16_AB_E
Yes 1
*****
Don't Know 8 => Q4A_16_AB_E
Refused 9 => Q4A_16_AB_E

Q4A_16_AB_H:

How much money is at risk?

Enter Response 0 DO
Don't know 8
Refused 9

Q4A_16_AB_E:

Sexual abuse

No 0
Yes 1
*****
Don't Know 8
Refused 9

Q4A_16_AB_F:

Neglect

No 0
Yes 1
*****
Don't Know 8
Refused 9

Q4A_16_AB_G:

Abandonment

No 0
Yes 1
*****
Don't Know 8
Refused 9

Q4A_17:

Did you contact ADRC to get help with anything else that we did not already cover?

No 0 => Q5
Yes 1
*****
Don't Know 8 => Q5
Refused 9 => Q5

Q4A_17A:

What else did you contact ADRC for?

Record Response 0 DO
No comment 2
*****
Don't Know 8
Refused 9

Q5:

READ OPTIONS 1-3; SELECT ONLY ONE

When you called the ADRC, was the phone answered by a person, an answering machine, or an automated system?

A person 1
An answering machine 2
An automated message system 3
*****
Don't Know 8
Refused 9

Q6:

READ OPTIONS 1-4

When did someone from the ADRC get back to you? Was it on the same day, the next day, 2 to 4 days, or 5 or more days?

On the same day 1
The next day 2
2 to 4 days 3
5 or more days 4
*****
Don't Know 8
Refused 9

Q7:

READ OPTIONS 1-3

Do you think that the ADRC's response time was prompt and timely; some wait, but was reasonable; or much too long?

- Prompt and timely 1
- Some wait, but was reasonable 2
- Much too long 3
- *****
- Don't Know 8
- Refused 9

Q15:

Do you think that the person at the ADRC spent enough time with you to understand your concerns?

- No 0
- Yes (Somewhat) 1
- *****
- Don't Know 8
- Refused 9

Q17A:

Did you receive written materials?

- No 0
- Yes 1
- *****
- Don't Know 8
- Refused 9

Q17B:

Were the materials relevant to your concerns?

- No 0
- Yes 1
- *****
- Don't Know 8
- Refused 9

Q18:

Did someone from the ADRC come to your <FM_POSS_FILL> home?

- No 0
- Yes 1
- *****
- Don't Know 8
- Refused 9

Q19:

READ OPTIONS 1-3 UNTIL STOPPED

How long did it take from the time you talked to someone from the ADRC to the time someone visited your <FM_POSS_FILL> home? Was it 2 days or less, 3 to 7 days, or more than a week?

- 2 days or less 1
- 3 to 7 days 2
- More than a week..... 3
- *****
- Don't Know 8
- Refused 9

Q20:

READ OPTIONS 1-3

Considering the time you had to wait for the appointment to occur, do you think that the wait time was short and timely; some wait, but reasonable; or much too long?

- Short and timely 1
- Some wait, but reasonable 2
- Much too long 3
- *****
- Don't Know 8
- Refused 9

Q21:

READ OPTIONS 1-4

How helpful was the visit to your <FM_POSS_FILL> home in addressing your concerns? Was it not at all helpful, not too helpful, somewhat helpful, or very helpful?

- Not at all helpful 1
- Not too helpful 2
- Somewhat helpful..... 3
- Very helpful 4
- *****
- Don't Know 8
- Refused 9

Q22:

READ OPTIONS 1-4

How comfortable did you feel with the person who came to your <FM_POSS_FILL> home? Would you say very uncomfortable, a little uncomfortable, somewhat comfortable, or very comfortable?

- Very uncomfortable..... 1
- A little uncomfortable 2
- Somewhat comfortable 3
- Very comfortable..... 4
- *****
- Don't Know 8
- Refused 9

Q23:

Did the person identify any other types of help that might be needed?

IWR Note: This is asking about the person who came to their home.

No 0
Yes 1
*****
Don't Know 8
Refused 9

Q23A:

What types of help were identified?

Enter Response 0 DO
No comment 2
*****
Don't Know 8
Refused 9

Q24:

Did you agree with them that <FM_YOU_HAD> additional needs?

No 0
Yes 1
*****
Don't Know 8
Refused 9

Q25_FILL:

Fill for Q25

Were family members or others involved with the discussion when the person from the ADRC came to your home?
..... 1
Were you or others involved with the discussion when the person from the ADRC went to your family member's
home? 0

Q25:

<Q25_Fill>

No 0
Yes 1
*****
Don't Know 8
Refused 9

Q26_FILL:

Fill for Q26

How closely did everyone involved agree about your circumstances 1
How closely did you and others agree with your family member about their circumstances 0
.....

Q26:

READ OPTIONS 1-4

<Q26_fill>, such as having the same concerns and looking for the same kinds of help? Would you say you agreed on almost everything, you agreed more than you disagreed, you disagreed more that you agreed, or you disagreed on almost everything?

IWR Note: "Everyone" means all people that participated in the family meeting.

We agreed on almost everything 1
We agreed more than we disagreed 2
We disagreed more than we agreed 3
We disagreed on almost everything 4
*****
Don't Know 8
Refused 9

Q27:

Did the person from the ADRC help you resolve these differences?

No 0
Yes (Somewhat) 1
*****
Don't Know 8
Refused 9

Q28:

READ OPTIONS 1-4

How helpful was meeting together with the person from the ADRC? Was it not at all helpful, not too helpful, somewhat helpful, or very helpful?

Not at all helpful 1
Not too helpful 2
Somewhat helpful 3
Very helpful 4
*****
Don't Know 8
Refused 9

SECTION2:

You may have worked with more than one person at the ADRC. For the next questions I would like you to think about the person from the ADRC that you <OR_FM> worked with the most.

IWR Note: If family member and consumer talked to two different people from ADRC, focus on the person from ADRC that the R worked with.

Press enter to continue 0 D

Q29:

READ OPTIONS 1-4

How respectful was the person with whom you worked the most? Would you say not at all respectful, not that respectful, somewhat respectful or very respectful?

- Not at all respectful 1
- Not that respectful 2
- Somewhat respectful..... 3
- Very respectful 4
- *****
- Don't Know 8
- Refused 9

Q30:

READ OPTIONS 1-4

How knowledgeable was this person about helpful resources and services? Would you say not at all knowledgeable, not that knowledgeable, somewhat knowledgeable, or very knowledgeable?

IWR Note: This question is asking about the person they worked with the most from the ADRC.

- Not at all knowledgeable 1
- Not that knowledgeable 2
- Somewhat knowledgeable 3
- Very knowledgeable 4
- *****
- Don't Know 8
- Refused 9

Q31:

READ OPTIONS 1-4

How would you rate this person in helping <your_FM> explore choices available <to_them>? Was it poor, fair, good, or excellent?

IWR Note: This question is asking about the person they worked with the most from the ADRC.

- Poor 1
 - Fair 2
 - Good 3
 - Excellent 4
 - *****
 - Not Applicable 7
 - Don't Know 8
 - Refused 9
-

Q32:

READ OPTIONS 1-4

How good of a job did this person do considering your <FM_POSS_FILL> opinions, likes and dislikes before recommending services? Was it poor, fair, good, or excellent?

IWR Note: This question is asking about the person they worked with the most from the ADRC.

- Poor 1
- Fair 2
- Good 3
- Excellent 4
- *****
- Don't Know 8
- Refused 9

Q34:

READ OPTIONS 0-1 IF NEEDED

Did this person work with <your_fm> to develop a plan listing <your_their> goals and next steps?

IWR Note: This question is asking about the person they worked with the most from the ADRC.

- No 0
- Yes (Some) 1
- *****
- Don't Know 8
- Refused 9

Q35:

READ OPTIONS 1-4

How would you rate this person in supporting your <FM_POSS_FILL> decisions? Was it poor, fair, good, or excellent?

IWR Note: This question is asking about the person they worked with the most from the ADRC.

- Poor 1
- Fair 2
- Good 3
- Excellent 4
- *****
- Don't Know 8
- Refused 9

Q36:

Did you ever feel that this person was trying to talk <your_FM> into things <you_they> did not want?

IWR Note: This question is asking about the person they worked with the most from the ADRC.

- No 0
- Yes (Some) 1
- *****
- Don't Know 8
- Refused 9

Q37:

READ OPTIONS 1-4

How would you rate this person on explaining how to get the help or information <your_fm> needed? Was it poor, fair, good, or excellent?

IWR Note: This question is asking about the person they worked with the most from the ADRC.

- Poor 1
- Fair 2
- Good 3
- Excellent 4
- *****
- Not Applicable 7
- Don't Know 8
- Refused 9

Q38:

READ OPTIONS 1-4

How would you rate this person on helping <your_fm> understand the service system? Was it poor, fair, good, or excellent?

IWR Note: This question is asking about the person they worked with the most from the ADRC.

- Poor 1
- Fair 2
- Good 3
- Excellent 4
- *****
- Don't Know 8
- Refused 9

Q33:

Compared to your understanding about available options BEFORE you contacted the ADRC, what is your understanding NOW? Would you say you have a better understanding, your understanding is about the same, or you are more confused and understand less?

IWR Note: This would be comparing your level of understanding before and then after talking with the person from the ADRC.

- Better understanding 1
 - Understanding is about the same..... 2
 - More confused and understand less 3
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q39:

What decisions did <your_fm> make as a result of <your_their> involvement with the ADRC?

IWR Note: This could include a decision to follow the recommendations made by others, including the person from the ADRC.

Enter open-ended response 0 DO
No comment 2 => Q43_A1
*****
No decisions..... 7 => Q43_A1
Don't Know 8 => Q43_A1
Refused 9 => Q43_A1

Q40:

Did <your_fm> receive services or benefits?

No 0 => Q43_A1
Yes 1
*****
Don't Know 8 => Q43_A1
Refused 9 => Q43_A1

Q41:

Did the person from the ADRC help <your_fm> complete paperwork needed to get services or benefits?

No 0
Yes (A little)..... 1
*****
Don't Know 8
Refused 9

Q42SECT:

I'm going to read a list of services that are available. First, I would like to know if <your_fm> actually used this service and then for each service used, I will then ask about how timely it occurred and how helpful it was.

Press enter to continue 0 D

Q42A:

Did <your_fm> use housekeeping services or receive help around the house?

No 0
Yes 1
*****
Don't Know 8
Refused 9

Q42ATIME:

READ OPTIONS 1-3

How quickly did the service begin? Did it begin right away; you had to wait, but it was reasonable; or you had to wait much too long?

- Right away 1
- Had to wait, but it was reasonable 2
- Had to wait much too long 3
- *****
- Don't Know 8
- Refused 9

Q42AHELP:

READ OPTIONS 1-4

How helpful has this service been? Has it been not at all helpful, a little helpful, somewhat helpful, or very helpful?

- Not at all helpful 1
- A little helpful 2
- Somewhat helpful 3
- Very helpful 4
- *****
- Don't Know 8
- Refused 9

Q42B:

Did <your_fm> receive home modification services?

- No 0
- Yes 1
- *****
- Don't Know 8
- Refused 9

Q42BTIME:

READ OPTIONS 1-3

How quickly did the service begin?

- Right away 1
 - Had to wait, but it was reasonable 2
 - Had to wait much too long 3
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q42BHELP:

READ OPTIONS 1-4

How helpful has this service been? Has it been not at all helpful, a little helpful, somewhat helpful, or very helpful?

- Not at all helpful 1
 - A little helpful 2
 - Somewhat helpful..... 3
 - Very helpful 4
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q42C:

Did <your_fm> receive help with personal care such as bathing?

- No 0
 - Yes 1
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q42CTIME:

READ OPTIONS 1-3

How quickly did the service begin? Did it begin right away; you had to wait, but it was reasonable; or you had to wait much too long?

- Right away 1
 - Had to wait, but it was reasonable 2
 - Had to wait much too long 3
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q42CHELP:

How helpful has this service been? (Has it been not at all helpful, a little helpful, somewhat helpful, or very helpful?)

- Not at all helpful 1
 - A little helpful 2
 - Somewhat helpful..... 3
 - Very helpful 4
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q42D:

Did <your_fm> receive meals delivered to the home or to a meal site?

- No 0
- Yes 1
- *****
- Don't Know 8
- Refused 9

Q42DTIME:

How quickly did the service begin? (Did it begin right away; you had to wait, but it was reasonable; or you had to wait much too long?)

- Right away 1
- Had to wait, but it was reasonable 2
- Had to wait much too long 3
- *****
- Don't Know 8
- Refused 9

Q42DHELP:

How helpful has this service been? (Has it been not at all helpful, a little helpful, somewhat helpful, or very helpful?)

- Not at all helpful 1
- A little helpful 2
- Somewhat helpful 3
- Very helpful 4
- *****
- Don't Know 8
- Refused 9

Q42E:

Did <your_fm> receive information about or help managing <your_their> health?

- No 0
 - Yes 1
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q42ETIME:

How quickly did the service begin? (Did it begin right away; you had to wait, but it was reasonable; or you had to wait much too long?)

- Right away 1
- Had to wait, but it was reasonable 2
- Had to wait much too long 3
- *****
- Don't Know 8
- Refused 9

Q42EHELP:

How helpful has this service been? (Has it been not at all helpful, a little helpful, somewhat helpful, or very helpful?)

- Not at all helpful 1
- A little helpful 2
- Somewhat helpful..... 3
- Very helpful 4
- *****
- Don't Know 8
- Refused 9

Q42F:

Did <your_fm> receive help getting benefits or financial assistance, such as health insurance, food stamps, Medicaid, or help with heating bills?

- No 0
- Yes 1
- *****
- Don't Know 8
- Refused 9

Q42FTIME:

How quickly did the service begin? (Did it begin right away; you had to wait, but it was reasonable; or you had to wait much too long?)

- Right away 1
 - Had to wait, but it was reasonable 2
 - Had to wait much too long 3
 - *****
 - Don't Know 8
 - Refused 9
-

Q42FHELP:

READ OPTIONS 1-4

How helpful has this service been? (Has it been not at all helpful, a little helpful, somewhat helpful, or very helpful?)

- Not at all helpful 1
- A little helpful 2
- Somewhat helpful..... 3
- Very helpful 4
- *****
- Don't Know 8
- Refused 9

Q42_ABUSE:

Did <your_fm> receive services to address abuse or neglect?

- No 0
- Yes 1
- *****
- Don't Know 8
- Refused 9

Q42_ABUSE_T:

How quickly did the service begin? (Was it right away; you had to wait, but it was reasonable; or you had to wait much too long?)

- Right away 1
- Had to wait, but it was reasonable 2
- Had to wait much too long 3
- *****
- Don't Know 8
- Refused 9

Q42_ABUSE_H:

How helpful has this service been? (Has it been not at all helpful, a little helpful, somewhat helpful, or very helpful?)

- Not at all helpful 1
 - A little helpful 2
 - Somewhat helpful..... 3
 - Very helpful 4
 - *****
 - Don't Know 8
 - Refused 9
-

Q42_EVICT:

Did <your_fm> receive services to help with housing to prevent eviction or homelessness?

- No 0
- Yes 1
- *****
- Don't Know 8
- Refused 9

Q42_EVICT_T:

How quickly did the service begin? (Was it right away; you had to wait, but it was reasonable; or you had to wait much too long?)

- Right away 1
- Had to wait, but it was reasonable 2
- Had to wait much too long 3
- *****
- Don't Know 8
- Refused 9

Q42_EVICT_H:

How helpful has this service been? (Has it been not at all helpful, a little helpful, somewhat helpful, or very helpful?)

- Not at all helpful 1
- A little helpful 2
- Somewhat helpful 3
- Very helpful 4
- *****
- Don't Know 8
- Refused 9

Q42_NEW:

Did <your_fm> receive help managing <your_their> money or assets?

IWR Note: For instance, this could include help with financial planning, reverse mortgages, long-term care insurance, or wills.

- No 0
- Yes 1
- *****
- Don't Know 8
- Refused 9

Q42TIMEN:

How quickly did the service begin? (Did it begin right away; you had to wait, but it was reasonable; or you had to wait much too long?)

IWR Note: For instance, this could include help with financial planning, reverse mortgages, long-term care insurance, or wills.

Right away	1
Had to wait, but it was reasonable.....	2
Had to wait much too long	3
*****	
Don't Know	8
Refused	9

Q42HELPN:

How helpful has this service been? (Has it been not at all helpful, a little helpful, somewhat helpful, or very helpful?)

Not at all helpful	1
A little helpful	2
Somewhat helpful.....	3
Very helpful	4
*****	
Don't Know	8
Refused	9

Q42G:

Did <your_fm> use transportation services?

No	0
Yes	1
*****	
Don't Know	8
Refused	9

Q42GTIME:

How quickly did the service begin? (Did it begin right away; you had to wait, but it was reasonable; or you had to wait much too long?)

Right away	1
Had to wait, but it was reasonable.....	2
Had to wait much too long	3
*****	
Don't Know	8
Refused	9

Q42GHELP:

How helpful has this service been? (Has it been not at all helpful, a little helpful, somewhat helpful, or very helpful?)

- Not at all helpful 1
 - A little helpful 2
 - Somewhat helpful..... 3
 - Very helpful 4
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q42H:

Did <your_fm> receive legal assistance or advice?

- No 0
 - Yes 1
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q42HTIME:

How quickly did the service begin? (Did it begin right away; you had to wait, but it was reasonable; or you had to wait much too long?)

- Right away 1
 - Had to wait, but it was reasonable..... 2
 - Had to wait much too long 3
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q42HHELP:

How helpful has this service been? (Has it been not at all helpful, a little helpful, somewhat helpful, or very helpful?)

- Not at all helpful 1
 - A little helpful 2
 - Somewhat helpful..... 3
 - Very helpful 4
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q42J:

Did <your_fm> receive access to other benefits or information about other benefits?

- No 0
- Yes 1
- *****
- Don't Know 8
- Refused 9

Q42JTIME:

How quickly did the service begin? (Did it begin right away; you had to wait, but it was reasonable; or you had to wait much too long?)

IWR Note: If needed to clarify, ask: How quickly did you receive information?

- Right away 1
- Had to wait, but it was reasonable 2
- Had to wait much too long 3
- *****
- Don't Know 8
- Refused 9

Q42JHELP:

How helpful has this service been? (Has it been not at all helpful, a little helpful, somewhat helpful, or very helpful?)

IWR Note: If needed to clarify, ask: How helpful has the information been?

- Not at all helpful 1
- A little helpful 2
- Somewhat helpful 3
- Very helpful 4
- *****
- Don't Know 8
- Refused 9

Q42_FALL:

Did <your_fm> attend a class to prevent falls (e.g., tai chi, matter of balance, Otago)?

- No 0 => Q42K
- Yes 1
- *****
- Don't Know 8 => Q42K
- Refused 9 => Q42K

Q42_FALL_A:

Did <your_fm> attend a Tai Chi class? (falls reduction based on attending at least twice/week for at least 12 weeks)?

- No 0
 - Yes 1
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q42_FALL_B:

Did <your_fm> attend a Matter of Balance class (impact based on attending at least 5 sessions of an 8-week program)?

- No 0
 - Yes 1
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q42_FALL_C:

Did <your_fm> attend an Otago class (in-home falls program where impact is based on receiving at least 5 visits over an initial 8-week period)?

- No 0
 - Yes 1
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q42_FALL_D:

Did <your_fm> attend any other falls prevention class?

- No 0
 - Yes (Please provide the name of the class) 1 O
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q42_FALL_T:

How long do you attend or how often di you attend? Was it two times or less, about half the time, or you attended all or most all of the sessions?

- Two times or less 1
 - About half the time 2
 - All or most all of the sessions 3
 - *****
 - Don't know 8
 - Refused 9
-
-

Q42_FALL_H:

How helpful has this class or program been? (Has it been not at all helpful, a little helpful, somewhat helpful, or very helpful?)

- Not at all helpful 1 => Q42_FALL_T
- A little helpful 2
- Somewhat helpful..... 3
- Very helpful 4 => Q42_FALL_T
- *****
- Don't Know 8
- Refused 9

Q42K:

Did <your_fm> receive any other services?

- No 0
- Yes (What services were received?) 1 O
- *****
- Don't Know 8
- Refused 9

Q43_A1:

During the past 12 months, <have_has> <your_fm> experienced confusion or memory loss that is happening more or is getting worse?

- No 0 => SECTION3
- Yes 1
- *****
- Don't Know 8 => SECTION3
- Refused 9 => SECTION3

Q43_A2:

<Have_has> <your_fm> received a diagnosis of Alzheimer's or a related dementia?

- No 0
- Yes 1
- *****
- Don't Know 8
- Refused 9

SECTION3:

Thinking about the information and any services received from the ADRC, please tell me how much you agree or disagree with the following statements.

- Press enter to continue 0 D

Q45:

READ OPTIONS 1-4

The services or information have allowed <me_fm> to live in the place <i_they> most desire. Do you strongly disagree, disagree, agree, or strongly agree?

- Strongly disagree 1
- Disagree 2
- Agree 3
- Strongly agree..... 4
- *****
- Don't Know 8
- Refused 9

Q46:

READ OPTIONS 1-4

<me_fm> <am_is> receiving enough support to meet <my_their> needs and preferences. Do you strongly disagree, disagree, agree, or strongly agree?

IWR Note: "Support" could be services such as meals, housekeeping, personal care, assistance with paperwork, assistance obtaining medical insurance, or transportation services. Support could also be the presence of family members or neighbors to make sure things are going all right.

- Strongly disagree 1
- Disagree 2
- Agree 3
- Strongly agree..... 4
- *****
- Don't Know 8
- Refused 9

Q47:

I believe <i_fm> <am_is> safer in <my_their> home as a result of the information and services <i_they> received. (Do you strongly disagree, disagree, agree, or strongly agree?)

- Strongly disagree 1
- Disagree 2
- Agree 3
- Strongly agree..... 4
- *****
- Don't Know 8
- Refused 9

Q47A:

I believe <l_fm> <am_is> less likely to fall as result of the information and services <l_they> received. (Do you strongly disagree, disagree, agree, or strongly agree?)

Strongly disagree	1
Disagree	2
Agree	3
Strongly agree.....	4
*****	
Don't Know	8
Refused	9

Q47B:

I believe <l_fm> <am_is> less likely move into a nursing home as result of the information and services <l_they> received. (Do you strongly disagree, disagree, agree, or strongly agree?)

Strongly disagree	1
Disagree	2
Agree	3
Strongly agree.....	4
*****	
Don't Know	8
Refused	9

Q48:

I believe <l_fm> <am_is> more independent as a result of the information and services <l_they> received. (Do you strongly disagree, disagree, agree, or strongly agree?)

Strongly disagree	1
Disagree	2
Agree	3
Strongly agree.....	4
*****	
Don't Know	8
Refused	9

Q48A:

I believe <l_fm> <am_is> at less risk for abuse or neglect as result of the information and services <l_they> received. (Do you strongly disagree, disagree, agree, or strongly agree?)

Strongly disagree	1
Disagree	2
Agree	3
Strongly agree.....	4
*****	
Not applicable.....	7
Don't Know	8
Refused	9

Q49:

The services or information received have allowed <me_fm> to expand or maintain activities outside of <my_their> home. (Do you strongly disagree, disagree, agree, or strongly agree?)

- Strongly disagree 1
- Disagree 2
- Agree 3
- Strongly agree..... 4
- *****
- Don't Know 8
- Refused 9

Q50A:

READ OPTIONS 1-4

One of the goals of the ADRC program is to help people avoid running out of money or avoid needing to use Medicaid. How much do you agree with the following statement: "The services or information received have helped make the most of personal money and resources?" Do you strongly disagree, disagree, agree, or strongly agree?

- Strongly disagree 1
- Disagree 2
- Agree 3
- Strongly agree..... 4
- *****
- Don't Know 8
- Refused 9

Q50B:

READ OPTIONS 1-4

How much do you agree with the following statement: "<l_fm> was eventually able to find help that <l_they> could afford." Do you strongly disagree, disagree, agree, or strongly agree?

- Strongly disagree 1
 - Disagree 2
 - Agree 3
 - Strongly agree..... 4
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q51:

What do you think your <FM_POSS_FILL> circumstances would be now if <you_they> had not received information or services through the ADRC?

IWR NOTE: Use following probes if R is having difficulty answering.

PROBES: How well would [you/they] be able to manage [your/their] personal needs? Where do you think [you/they] would be living? What about in a nursing home or assisted living facility?

Enter Response 0 DO
No comment 2
*****
Don't Know 8
Refused 9

Q51A:

I'm going to read you a list of things other people have said about their circumstances without the ADRC. Please let me know if this applies to <your_fm> . For each reason, please say "yes" or "no."

Press Enter to continue 1 D
*****
Don't know 8
Refused 9

Q51A_1:

<l_fm> would not have had the information <l_they> needed to get help

Original Question: This is a list of things other people have said about their circumstances without the ADRC. Please let me know if this applies to you. For each reason, please say yes or no.

No 0
Yes 1
*****
Don't Know 8
Refused 9

Q51A_2:

<l_fm> would be stressed about not knowing what to do

Original Question: This is a list of things other people have said about their circumstances without the ADRC. Please let me know if this applies to you. For each reason, please say yes or no.

No 0
Yes 1
*****
Don't Know 8
Refused 9

Q51A_3:

<l_fm> would not have had the help <l_they> need

Original Question: This is a list of things other people have said about their circumstances without the ADRC. Please let me know if this applies to you. For each reason, please say yes or no.

- No 0
 - Yes 1
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q51A_4:

<l_fm> could not meet <my_their> basic needs

Original Question: This is a list of things other people have said about their circumstances without the ADRC. Please let me know if this applies to you. For each reason, please say yes or no.

- No 0
 - Yes 1
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q51A_5:

<l_fm> would be more isolated from the community

Original Question: This is a list of things other people have said about their circumstances without the ADRC. Please let me know if this applies to you. For each reason, please say yes or no.

- No 0
 - Yes 1
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q51A_6:

<My_fm> medical condition would be worse

Original Question: This is a list of things other people have said about their circumstances without the ADRC. Please let me know if this applies to you. For each reason, please say yes or no.

- No 0
 - Yes 1
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q51A_7:

<l_fm> would be in a nursing home

Original Question: This is a list of things other people have said about their circumstances without the ADRC. Please let me know if this applies to you. For each reason, please say yes or no.

- No 0
 - Yes 1
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q51A_8:

<l_fm> would be dead

Original Question: This is a list of things other people have said about their circumstances without the ADRC. Please let me know if this applies to you. For each reason, please say yes or no.

- No 0
 - Yes 1
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q51A_9:

<l_fm> would be worse off financially

Original Question: This is a list of things other people have said about their circumstances without the ADRC. Please let me know if this applies to you. For each reason, please say yes or no.

- No 0
 - Yes 1
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q51A_10:

<l_fm> would be homeless

Original Question: This is a list of things other people have said about their circumstances without the ADRC. Please let me know if this applies to you. For each reason, please say yes or no.

- No 0
 - Yes 1
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q51A_11:

It has made no difference. <l_fm> would be just the same.

Original Question: This is a list of things other people have said about their circumstances without the ADRC. Please let me know if this applies to you. For each reason, please say yes or no.

- No 0
- Yes 1
- *****
- Don't Know 8
- Refused 9

Q51A_12:

<l_fm> would be better off without the ADRC.

Original Question: This is a list of things other people have said about their circumstances without the ADRC. Please let me know if this applies to you. For each reason, please say yes or no.

- No 0
- Yes 1
- *****
- Don't Know 8
- Refused 9

Q56:

READ OPTIONS 1-4

How much control did <your_fm> have in making decisions about what <you_they> would do next? Would you say no control, a little control, most of the control, or total control?

- No control 1
- A little control 2
- Most of the control 3
- Total control 4
- *****
- Don't Know 8
- Refused 9

Q52:

Has the person you worked with at the ADRC called you to see how <your_fm> <are_is> doing?

- No 0
 - Yes 1
 - *****
 - Don't Know 8
 - Refused 9
-

Q53:

Since your first contact with the ADRC, have you contacted them again?

- No 0
- Yes 1
- *****
- Don't Know 8
- Refused 9

Q53A:

Since that time, would you say you've had contact with the ADRC one time, 2 to 3 times, or more than 3 times?

- 1 time..... 1
- 2 to 3 times..... 2
- More than 3 times 3
- *****
- No contact 7
- Don't know 8
- Refused 9

Q54:

READ OPTIONS 1-4

If you needed to contact ADRC, how easy would that be? Would it be very difficult, somewhat difficult, somewhat easy, or very easy?

- Very difficult 1
- Somewhat difficult..... 2
- Somewhat easy..... 3
- Very easy 4
- *****
- Don't Know 8
- Refused 9

Q57:

READ OPTIONS 1-4

Overall, how helpful was the ADRC? Was it not at all helpful, only a little helpful, somewhat helpful, or very helpful?

- Not at all helpful 1
- Only a little helpful 2
- Somewhat helpful..... 3
- Very helpful 4
- *****
- Don't Know 8
- Refused 9

Q58:

Do you have concerns that the ADRC has not addressed? [IF YES:] Could you briefly describe those concerns?

- No 0
- Yes (Please specify) 1 O
- *****
- Don't Know 8
- Refused 9

Q59:

Would you recommend the ADRC to a friend or family member?

- No 0
- Yes (Maybe) 1
- *****
- Don't Know 8
- Refused 9

Q60:

What recommendations do you have for improving the services of the ADRC?

- Enter Response 0 DO
- No comment 2
- *****
- No Recommendations 7
- Don't Know 8
- Refused 9

Q61:

READ OPTIONS 0-7 IF NEEDED, SELECT ONLY ONE

What is the BEST way the ADRC can provide you information?

- Face to face or in-person 0
- Written materials (e.g., brochures) 1
- Personal contact (e.g., telephone, email) 2
- Internet 3
- Local media (e.g., TV, newspapers) 4
- Presentations at social gatherings (e.g., meal sites, churches, senior centers, civic organizations)5
-
- Other (please specify) 6 O
- In the mail 7
- *****
- Don't Know 8
- Refused 9

Q62:

Do you own or have easy access to a computer?

- No 0
 - Yes 1
 - *****
 - Don't Know 8
 - Refused 9
-
-

Q63:

READ OPTIONS 1-4

How would you rate your computer skills? Would you say poor, fair, good, or excellent?

- Poor 1
 - Fair 2
 - Good 3
 - Excellent 4
 - *****
 - Don't Know 8
 - Refused 9
-
-

DEMO:

We are almost done. The next few questions are for demographic purposes only.[Family Text: We are almost done. The next few questions are for demographic purposes only. The following questions are about you.]

Press enter to continue 0 D

RACE:

READ OPTIONS 0-5; SELECT ALL THAT APPLY

Which of the following groups best identifies you?

As I read to following groups, please tell me if it identifies you.

Are you...White or Caucasian

Black or African-American

Asian or Asian-American

American-Indian or Alaskan Native

Native Hawaiian or other Pacific Islander

Spanish, Hispanic, or Latino

IWR Note: Asian or Asian American includes Chinese, Filipino, Japanese, Asian Indian, Korean, and Vietnamese.

IWR Note: Please only use the "Other" code if R refuses to choose a race/ethnicity category listed above.

- White or Caucasian..... 0
- Black or African-American 1
- Asian or Asian-American..... 2
- American-Indian or Alaskan Native 3
- Native Hawaiian or other Pacific Islander..... 4
- Spanish, Hispanic, or Latino..... 5
- *****
- Other (Please Specify)..... 7 O
- Don't Know 8 X
- Refused..... 9 X

YEAR:

ENTER 4-DIGIT YEAR

What year were you born?

Don't Know 8888

Refused 9999

ZIP:

ENTER 5-DIGIT ZIPCODE

What is your home zip code?

Don't Know 88888

Refused 99999

EDUC:

READ OPTIONS 01-08 IF NEEDED

What is the highest level of education you have completed?

- Less than 12th Grade (not a high school graduate)..... 01
- High School Graduate or GED..... 02
- Some College or Other Post-Secondary Education..... 03
- Associates Degree or Technical Degree (AA or AS) 04
- Bachelor's Degree (BA, AB, BS)..... 05
- Some Post-Graduate..... 06
- Master's Degree 07
- Other Professional or Doctoral Degree 08
- *****
- Don't Know 88
- Refused 99

INCOME:

Please stop me when I reach the category that best describes your yearly total household income from all sources before taxes in 2018. Was it less than \$10,000, \$10,000 to less than \$20,000, \$20,000 to less than \$30,000, \$30,000 to less than \$40,000, \$40,000 to less than \$50,000, \$50,000 to less than \$60,000, \$60,000 to less than \$70,000, or \$70,000 or more?

IF NEEDED: Your best estimate is fine.

- Less than \$10,000 0
- \$10,000 to less than \$20,000 1
- \$20,000 to less than \$30,000 2
- \$30,000 to less than \$40,000 3
- \$40,000 to less than \$50,000 4
- \$50,000 to less than \$60,000 5
- \$60,000 to less than \$70,000 6
- \$70,000 or more 7
- *****
- Don't Know 8
- Refused 9

GENDER:

For survey purposes, I need to ask: What is your gender?

- Male..... 0
- Female 1
- Something else (please specify) 2 O
- *****
- Refused 9

THX:

That is my last question. Thank you so much for taking the time to talk with me today.

- Yes, comments..... 01 O
- No comments 02

IWRLG:

What language was this interview completed in?

- English..... 01 D
 - Spanish..... 02 NI
-
-

I0:

Do you have any comments, for the CLIENT, about how the interview went?

- No comments 0
 - Yes, comments..... 1 O
-
-

I1:

Overall, how much difficulty did R have in understanding the questions?

- No difficulty 1
 - A little difficulty 2
 - Moderate difficulty..... 3
 - A Great deal of difficulty..... 4
-
-

I2:

How engaged was the Respondent?

- Not at all..... 1
 - A little 2
 - Moderately 3
 - Very..... 4
-
-

I3:

How distracted did R seem by other people or things (e.g. television) during the interview?

- Not at all 1
 - A little 2
 - Moderately 3
 - Very..... 4
-
-

I4:

Who did you conduct the interview with?

- Care recipient (Consumer)..... 1
 - Family member (or caregiver) 2
 - Don't know 8
-
-