



NEW HAMPSHIRE CAHPS HOME AND COMMUNITY-BASED
SERVICES (HCBS CAHPS) SURVEY
ROUND 2 FINAL REPORT

Submitted to:

New Hampshire Department of Health and Human Services

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EXECUTIVE SUMMARY

BACKGROUND AND PURPOSE OF THE REPORT

The New Hampshire Department of Health and Human Services (DHHS) contracted with Vital Research, LLC (VR) to conduct the CAHPS Home and Community-Based Services (HCBS CAHPS) survey. VR was contracted to collect 1,201 HCBS CAHPS surveys across four Medicaid programs: Acquired Brain Disorder (ABD), Choices for Independence (CFI), Developmental Disabilities (DD), and Community Mental Health Services (CMHS). The survey is intended to gain client and guardian feedback about their Medicaid services and supports so that New Hampshire (and other states) can better understand how well they are serving their clients' needs.

This is the final report for Round 2 of the New Hampshire HCBS CAHPS survey. This report serves to provide DHHS with analyses of the HCBS CAHPS survey data. This report contains the following:

- A description of the New Hampshire HCBS CAHPS survey instrument
- A description of the data collection process
- Survey respondent characteristics
- Descriptive statistics for each individual survey item at the statewide level
- Significant tests for: global ratings measures, recommendation measures, scale measures, unmet needs measures, and the physical safety measure, by each of the four programs and at the statewide level
- Any statistically significant results that were derived from comparing survey responses of clients to those of proxies
- Key findings and recommendations based upon these analyses
- Recommendations for how to improve the HCBS CAHPS survey, based upon Field Interviewers' experience with the instrument
- Recommendations for how to improve the survey administration process in the future
- Notes from the field: Feedback from clients and guardians about their services and supports, which was gathered during in-person interviews whenever the survey attendees desired to provide further feedback (Appendix A)

OVERVIEW OF THE SURVEY INSTRUMENT

The HCBS CAHPS survey was developed by the Centers for Medicare & Medicaid Services (CMS) for state Medicaid programs to utilize as part of their ongoing quality improvement efforts. It is designed to be utilized across a wide range of adults with various physical, cognitive, developmental, mental, and intellectual disabilities. The survey itself contains the following parts:

- Cognitive Screen
- Identification questions
- Core set of 69 questions
- "About You" section
- Post-interview set of questions for the interviewer
- Supplemental Employment Module (optional)

DATA COLLECTION SUMMARY

VR recruited, trained, and employed Field Interviewers throughout the state of New Hampshire, as well as subcontracted with Information Services Group (ISG), to conduct in-person and phone interviews for the project.

The survey instrument was programmed in Computer Assisted Telephone Interviewing (CATI) and Computer Assisted Personal Interviewing (CAPI) survey software, enabling skip patterns and open text boxes that followed the HCBS CAHPS survey protocol.

VR mailed pre-notification letters to randomly selected participants from the four target programs, as well as to any known legal guardians. Participants and legal guardians had access to toll-free numbers and project website for further information. Additional outreach to stakeholders included communication, such as memos, a webinar, and Frequently Asked Questions, from the DHHS TEFT Grant Project Manager to agency staff, the Office of Public Guardian, Privacy and Security officers, and other stakeholders.

Interviewers utilized CAHPS-based calling scripts, in English and Spanish, to contact participants after pre-notification letter mailings. Scripts included informed consent and proxy guidelines. Across the four programs, about 20% of participants agreed to participate in either a phone interview or an in-person interview, whichever they preferred. Of the participating participants, 80% preferred a phone interview. The ABD group was most likely to request an in-person interview (about 28%) and the CMHS group was least likely to request an in-person interview (about 9%).

A total of 1,101 interviews were conducted across the four programs. As anticipated, targets were met for all but the ABD group due to the smaller number of ABD recipients and invalid contact information. The table below shows the number of interviews completed for each program, as well as the response rate.¹

Program	Number of Interviews			Response Rate
	In-Person	Phone	Total	
ABD	11	28	39	20.3%
CFI	94	253	347	34.7%
CMHS	32	322	354	15.2%
DD	90	271	361	17.7%
Total	227	874	1,101	19.8%

The three main reasons for interviews not conducted included outdated contact information (69%), refusals from both participants and legal guardians (15%) and failed cognitive screens (9%).

Quality assurance activities included observations of in-person interviews, live monitoring of phone interviews, and verification calls for more than 10% of all completed interviews.

¹ These response rates were calculated according to AAPOR guidelines, not including sampled clients who were never contacted (as they did not have the opportunity to participate or refuse).

RECOMMENDATIONS

Recommendations pertaining to survey administration are as follows (with further details provided in the Conclusions and Recommendations section):

- Regularly update beneficiary contact information
- Streamline the consent process
- Update case manager information regularly and inform case managers of the survey
- Update protocol for working with the Office of Public Guardians
- Consider implementing quotas for each of the survey modalities
- Begin data collection using both CATI and CAPI systems for phone interviews

Recommendations pertaining to the survey instrument are as follows (with further details provided in the Conclusions and Recommendations section):

- Reframe and reword the cog screen
- Consider making changes to the survey instrument

Based upon the data produced by the HCBS CAHPS survey, VR suggests the following four recommendations regarding the home and community-based services and supports provided in New Hampshire:

1. Examine the transportation services provided to the CFI group, and consider how to expand or enhance these services so waiver recipients have sufficient transportation to medical appointments.
2. Examine the personal assistance and behavioral health staff services provided to the ABD group. Consider providing additional personal assistance services, as well as professional development to staff already employed.
3. Further research would be needed to reveal whether allowing proxy participation in Round 2 of the HCBS CAHPS survey has enabled greater participation of the DD population as compared to Round 1 of the survey. However, as the Chi-Square Tests in this report show, there are many statistically significant differences in responses between clients and proxies. Further analyses of these data could show if these differences are occurring within the DD group. If so, future Field Interviewer trainings may need to include best practices for how to elicit responses from proxies that are more closely aligned with client responses.
4. Examine the avenues by which all beneficiaries of HCBS services and supports, especially those receiving Community Mental Health Services, are able to access and participate in community activities. Consider how to expand or enhance these avenues.

METHODS

DEVELOPMENT OF THE SURVEY INSTRUMENT

The HCBS CAHPS survey was developed by CMS for state Medicaid programs to utilize as part of their ongoing quality improvement efforts. According to CMS, the survey is intentionally designed to be employed across a wide range of adults with various physical, cognitive, developmental, mental health, and intellectual

disabilities. State Medicaid programs may choose to use the survey to learn about beneficiaries' experience receiving their home and community-based long-term services and supports.

The survey itself contains the following parts:

- A cognitive screen (cog screen) with three questions to determine survey participant eligibility.
- Nine identification questions to determine what types of assistance the survey participant receives in his/her home or community.
- A core set of 69 questions that asks the participant about any services he/she receives from personal assistants, behavioral health staff, homemakers, a case manager, transportation services, as well as other questions such as about personal safety and community inclusion.
- An "About You" section with 15 general questions, such as physical and mental health self-ratings, primary language spoken at home, and other background items.
- A post-interview section of six questions for the interviewer to answer about the interview experience, including the interviewer's perceived validity of the participant's answers, and if any proxy respondents helped the participant answer questions.
- DHHS opted to include the Supplemental Employment Module with the regular survey as well. This module contains 21 questions about the participant's employment status, whether he/she has a job coach, their experience with this job coach, etc.

For several of the questions throughout the survey, a more simplified, alternate response option is available if the participant is not able to understand the primary response options. Answers to these alternative response options were recoded per CAHPS guidelines and then combined with regular response options for analysis purposes.

VR made two additions to the HCBS CAHPS survey for implementation in New Hampshire. First, as VR also found when previously implementing the survey in other states, question one of the Cog Screen is too narrow for the purposes of the survey. That is, the first Cog Screen question asks about services in the home, but not about services in the community. Therefore, if a respondent states they do not receive home-based services (even though they may receive community-based services and therefore would be eligible for the survey), they would be considered ineligible to participate and the survey would end. There would be no opportunity for the respondent to answer the survey questions about his/her community-based services. As such, VR and DHHS added a prompt to question one for when respondents answered "no" to the original Cog Screen question. The prompt, which asks about community-based services, reads, "[IF NO TO Q.1] Does someone help you in the community? For example, provides housing assistance, drives you to medical appointments, takes you grocery shopping, or provides activities at the community center (such as bingo, dancing, etc.)?" If the respondent answers "yes" to this prompt, the interviewer proceeded with the remaining cognitive screening questions. If the respondent answered "no" to this prompt, they were ineligible for the survey and the survey process was discontinued.

Another addition to the HCBS CAHPS survey that VR made was identifying, by individual survey item, whether a proxy answered the question or whether the beneficiary answered. This will provide a side-by-side analysis of any statistically significant differences that may have occurred in responses provided by clients versus proxy respondents.

COLLECTION OF SURVEY DATA

Field Staff Recruitment and Training

VR screened and recruited 22 Field Interviewers throughout the state of New Hampshire to conduct in-person interviews. VR then trained the selected interviewers in Concord on November 29-30, 2017. Field Interviewer training included the following:

- Company policies and procedures, including HIPAA/HITECH compliance;
- Consent procedures;
- Conducting data collection on a tablet computer using Computer Assisted Personal Interviewing (CAPI) software
- How to contact clients and schedule interviews;
- Disability etiquette;
- Structured interviewing and probing;
- The HCBS CAHPS survey;
- Quality assurance monitoring; and,
- Reporting abuse, neglect, and exploitation.

VR selected two Field Interviewers to also act as Quality Assurance Mentors (QAMs) throughout data collection. These QAMs were responsible for (1) conducting interview observations (2) acting as liaisons between the Field Interviewers and VR.

VR subcontracted with Information Specialists Group (ISG), located in Bloomington, Minnesota, to make initial outbound phone calls and to conduct phone interviews. VR trained the ISG interviewer team via webinar on November 27, 2017, regarding the aforementioned topics as well as how to make initial phone calls using Computer Assisted Telephone Interviewing (CATI) software and how to best communicate with participants.

Survey Programming

VR worked closely with DHHS to write the interviewer calling script, utilizing the template CAHPS script as a starting point. This calling script was programmed into ISG's CATI system initially, and then was disbursed to Field Interviewers when they began making initial outbound calls and phone interviews later in the data collection. The script followed all DHHS and CAHPS guidelines on use of proxies, informed consent, HIPAA compliance and confidentiality, AAPOR calling dispositions, and how to answer client/guardian requests for more information.

VR programmed CAPI software for the Field Interviewers to access on handheld computer tablets for in-person data collection. The HCBS CAHPS survey, as well as AAPOR-compatible calling dispositions, were programmed into the CAPI software. Both the CATI and CAPI-programmed surveys enabled skip patterns and open text boxes so that interviewers could accurately follow the HCBS CAHPS survey protocol.

The calling script and survey were translated into Spanish and utilized by bilingual interviewers when needed. A total of three Spanish surveys were conducted during data collection (the remaining interviewers were all conducted in English).

Sample List and Notification Letters

Prior to the start of data collection, DHHS pulled information for 10,033 clients who received services and supports from the ABD waiver program, CFI waiver program, CMHS program, or DD waiver program. Upon receipt of this information, VR created a randomized sample of 4,481 clients to participate in the HCBS CAHPS survey project. DHHS then augmented this random sample with contact and guardian information, for whom project notification letters were prepared.

In late November, VR printed and mailed DHHS-approved pre-notification letters with Frequently Asked Questions (FAQs) to 4,481 clients in the sample. VR also mailed pre-notification letters, FAQs, written consent forms, and business reply envelopes to 591 legal guardians of the sampled clients. These materials notified clients and guardians about the project, how they were selected to participate to provide feedback about their services and supports, and that they may expect a phone call from ISG. Consent procedures were outlined in these letters, as well.

Due to outdated contact information, refusals, failed cog screens (including the unavailability or refusal of potential proxies when a client did not pass the cog screen), and guardian consent forms that were never returned, VR requested an additional sample for the remaining CMHS and DD beneficiaries. Upon receipt of the sample, VR mailed pre-notification letters (plus FAQs, etc.) to the corresponding clients and legal guardians to inform them of their selection to potentially participate. Letters were mailed to 4,045 clients and 728 guardians in this second batch on February 1, 2018.

Data Collection

Data collection began on December 5, 2017 and was completed on March 27, 2018. The respective roles and responsibilities of ISG, VR, and the Field Interviewers during data collection are delineated below.

ISG was responsible for:

- Making initial phone calls to clients and/or legal guardians
- Obtaining verbal consent
- Alerting VR when clients/guardians requested an in-person interview
- Receiving written consent, when applicable
- Conducting the Cog Screen for all interested participants
- Conducting phone interviews
- Programming and utilizing a CATI system for call tracking, phone interviews, and quality assurance activities

VR was responsible for:

- Providing overall, day-to-day management of the project
- Receiving daily updates from ISG regarding clients/guardians that requested in-person interviews
- Incorporating information about sampled clients into Field Interviewer assignments
- Uploading Field Interviewer assignments to a secure, HIPAA-compliant FTP site
- Receiving and tracking written consent forms
- Conducting quality assurance monitoring
- Creating and maintaining the project website for stakeholder information

- Answering phone calls from clients, guardians, and other stakeholders
- Updating DHHS on an ongoing basis

Both VR and ISG developed tracking databases for the project. These databases tracked all AAPOR call dispositions, reasons for refusals, status of interviews, status of written consent where required, and aggregated data collection results (statewide across the four programs and by individual program).

Field Interviewers were responsible for:

- Scheduling interviews at the location of the client or guardian's choosing
- Making reminder phone calls
- Obtaining verbal and written consent
- Conducting Cog Screens and interviews (phone and in-person)
- Logging and tracking call dispositions
- Syncing CAPI software with VR daily
- Following all HIPAA and confidentiality protocols

Quality Assurance Monitoring

VR trained two Quality Assurance Mentors (QAMs) to conduct field interview observations. These observations included evaluation of interviewing skills, adherence to the survey protocol, and HIPAA/HITECH compliance. The QAM also entered survey responses into his/her tablet while observing the actual interview being conducted by the Field Interviewer, ensuring fidelity of data between interviewers.

In addition to these QA observations, VR conducted verification calls with clients and guardians who had been interviewed. These brief, two-minute calls surveyed respondents about their experience with the Field Interviewer and the survey overall. The VR Project Manager also monitored phone interviews that were scheduled in advance by the Field Interviewers. Between the in-person QAM observations, verification calls, and phone interview monitoring, every Field Interviewer was monitored for quality assurance for at least ten percent of the total number of interviews they conducted.

In addition, VR held bi-weekly conference calls with the Field Interviewer team to continue training on various aspects of data collection, troubleshoot any issues arising in the field, answer questions, etc. VR also sent weekly newsletters to the interviewers to inform them of the project's progress, provide updates, and give tips regarding field issues.

ISG conducted the following quality assurance activities related to the completion of calls and phone interviews throughout data collection:

- Live monitoring of phone interviews
- Reviewing recorded phone interviews and calls
- Reviewing dispositions and notes in CATI to determine if calls have been appropriately dispositioned
- Calling a portion of the "Unknown Household" numbers (busy, disconnected) to confirm accuracy in dispositioning
- Providing correction to phone interviewers immediately, when needed
- Conducting validation calls

Response Rates and Interview Modality

A total of 1,101 interviews were conducted during the New Hampshire HCBS CAHPS survey data collection. Recipients who participated in the survey could choose between a phone and in-person survey interview. Due to a high number of ineligible and unreachable ABD waiver recipients, as well as a high target number as compared to the total population, VR was not able to reach the target for ABD. However, the other three targets were met. The table below shows the number of interviews conducted in-person and by phone across the four groups. The ABD group was most likely to request an in-person interview (about 28%) and the CMHS group was least likely to request an in-person interview (about 9%).

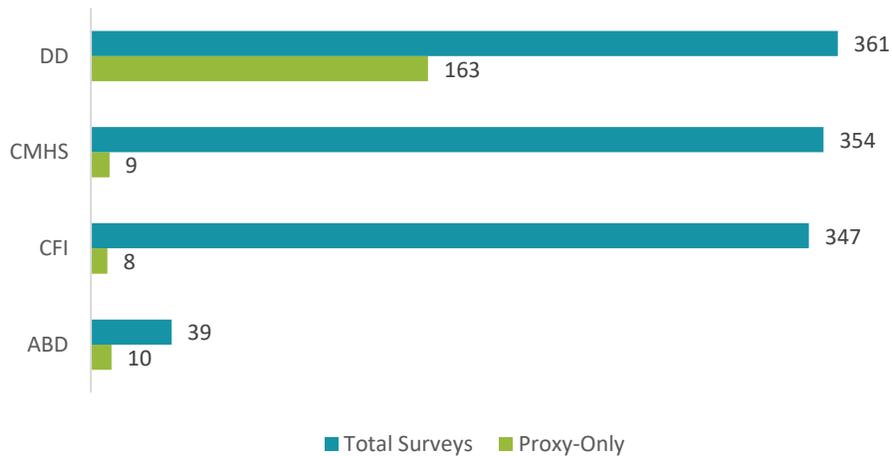
The interviewer teams at ISG and VR attempted to contact a total of 6,668 HCBS beneficiaries across the ABD, CFI, CMHS, and DD groups. The project yielded an approximately 20 percent response rate across all four groups, with the highest response rate for the CFI group, at almost 35 percent.

Program	Number of Interviews			Response Rate ²
	In-Person	Phone	Total	
ABD	11	28	39	20.3%
CFI	94	253	347	34.7%
CMHS	32	322	354	15.2%
DD	90	271	361	17.7%
Total	227	874	1,101	19.8%

There were 190 out of 1,101 surveys (17%) that were conducted with a proxy only. The DD waiver program participants requested more proxy surveys than the other programs, comprising 45% of all DD surveys (163 out of 361), and 86% of proxy-only surveys across all four groups (163 out of 190). The number of proxy surveys for each of the four programs is shown in the next graph.

² These response rates were calculated according to AAPOR guidelines, not including sampled clients who were never contacted (as they did not have the opportunity to participate or refuse).

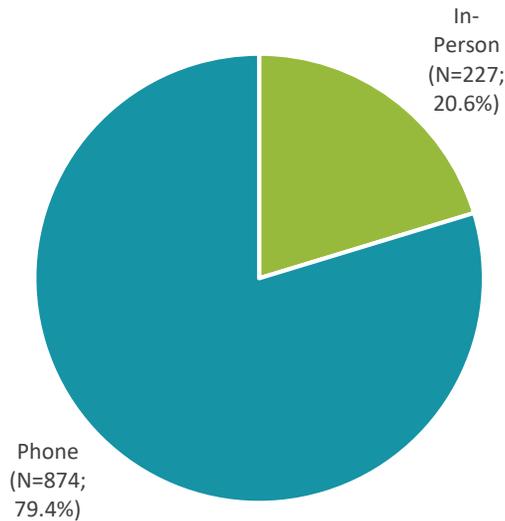
Proxy-Only Surveys



Interview modality was tracked in the CAPI software, which required field interviewers to enter either “in-person” or “phone” interview when logging in to begin a survey. Field Interviewers conducted a total of 227 in-person interviews and 385 phone interviews. The expansion of Field Interviewer capacity, whereas DHHS allowed Field Interviewers to conduct phone interviews in conjunction with ISG, was extremely beneficial in ultimately completing the project.

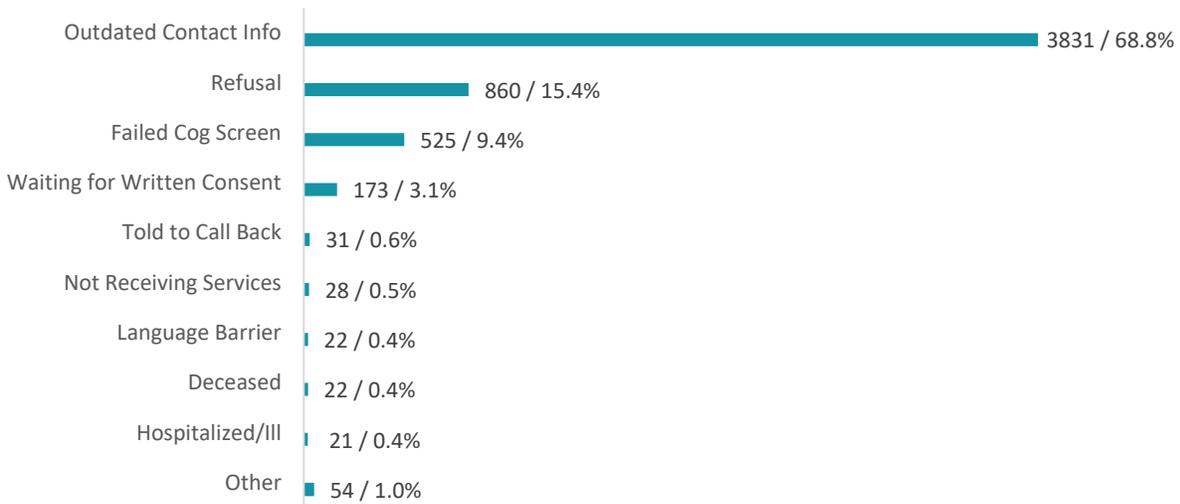
Overall, as shown in the chart below, about 20 percent of the interviews were conducted in-person, and about 80 percent were conducted over the phone.

Interview Modality



A total of 6,668 sampled beneficiaries were contacted for the study, with 1,101 beneficiaries deciding to participate (and subsequently also passing the Cog Screen to continue on to an interview). The following graph displays all call dispositions that did not end in a completed interview, along with the reasons interviews were not conducted, across the four targets:

Reasons for Not Conducting Interviews (N=5,567)



Stakeholder Outreach

DHHS conducted robust stakeholder and community outreach. For example:

- In late October-November 2017, the NH TEFT Grant Project Manager sent out roughly 60 memos containing personal notes to every Case Manager Agency, Public Guardian Agency, Peer Support Agency, Community Mental Health Center, Area Agency, and HCBS Service Provider registered with NH discussing the survey and including a Frequently Asked Question (FAQ) document and a poster about the survey to increase engagement and enthusiasm about the survey.
- NH DHHS identified that the state would need support from guardians to complete the survey. As a result, the NH TEFT Grant Project Manager included the Office of Public Guardian in reviewing all letters and forms and included them in all outreach throughout the survey process.
- During survey data collection when NH DHHS was receiving calls from NH citizens concerned about the validity of the survey, the NH TEFT Grant Project Manager created a script that DHHS staff and providers could use, if they desired, when fielding questions about the survey from citizens. This script, along with a FAQ was provided to all internal and external stakeholders for use, as desired, in early February 2018.
- NH also focused on providing a timely and immediate response to stakeholder obstacles and expressed needs. For example, when VR informed the NH TEFT Grant Project Manager that agency-based guardians were requesting lists of clients for whom written consent was required for participation in the survey, NH coordinated with the DHHS Privacy and Security Officers, the DHHS Legal Department, and VR to allow VR to offer HIPAA-compliant ShareFile folders in which these needs could be met. The NH TEFT Grant Project Manager also created an electronic-signature consent and proxy form for agency-based guardians to use with the HIPAA-compliant folders. This was to further ease potential administrative burden on guardian agencies.

NH DHHS developed a stakeholder website early in the Spring of 2017 and offered a webinar about the TEFT Grant and HCBS CAHPS Survey as well in June 2017. Every Case Manager Agency, Public Guardian Agency, Peer Support Agency, Community Mental Health Center, Area Agency, and HCBS Service Provider registered with NH DHHS was:

- Invited to a webinar on the TEFT Grant and HCBS CAHPS Survey, in which the following topics were presented: the purpose of the TEFT Grant and HCBS CAHPS Survey, the content of the HCBS CAHPS Survey, what providers and clients could expect over the coming months, and a timeline for the survey. This webinar was also recorded and a transcript of the webinar as well as the webinar itself was posted on the NH TEFT Grant website at <https://www.dhhs.nh.gov/dphs/oqai/teft.htm>
- Alerted on numerous occasions of the resources and information available on the TEFT Grant website at <https://www.dhhs.nh.gov/dphs/oqai/teft.htm> This website includes real-time weekly reports about the collection and status of HCBS CAHPS Survey data collection and is a one-stop location for all internal stakeholders, external stakeholders, and clients/family members to access resources, such as the HCBS CAHPS Survey tool, all forms associated with the survey, posters, Frequently Asked Questions documents, and other resources for providers and families. The NH DHHS website also provides a link to VR's website which contains similar information as well as a page devoted to the survey interviewers which contains the interviewer's pictures.

VR also implemented outreach strategies to engage stakeholders, including:

- A project-specific website (<https://vitalresearch.com/newhampshire/>) for clients, guardians, and other stakeholders to access additional information about the HCBS CAHPS survey implementation in New Hampshire. This website included:
 - an overview of the survey process, including what to expect, data collection timeline, and the inclusion of proxy respondents
 - a page specific to guardians, addressing common concerns they may have
 - a page that shows the pictures and locations of the Field Interviewers, so clients and guardians may see a photo of the person coming to their home should they decide to do an in-person interview
 - a documents page, which provides downloadable client and guardian notification letters, the HCBS CAHPS survey and supplemental employment module, the survey poster advertising the study, and client and guardian consent forms
 - a link to the NH DHHS TEFT website
- Two toll-free phone numbers for clients, guardians, and others to contact the project teams at ISG and VR with questions or concerns, and to schedule, reschedule, or cancel an appointment
- A HIPAA-compliant FTP site, set-up with private folders for staff at the Offices of Public Guardians to upload signed consent forms, in order to ease the administrative burden of required written consent
- Notification letters sent to every sampled client and associated legal guardian to inform them of the project, provide them with information about the HCBS CAHPS survey and what they could expect, as well as contact information

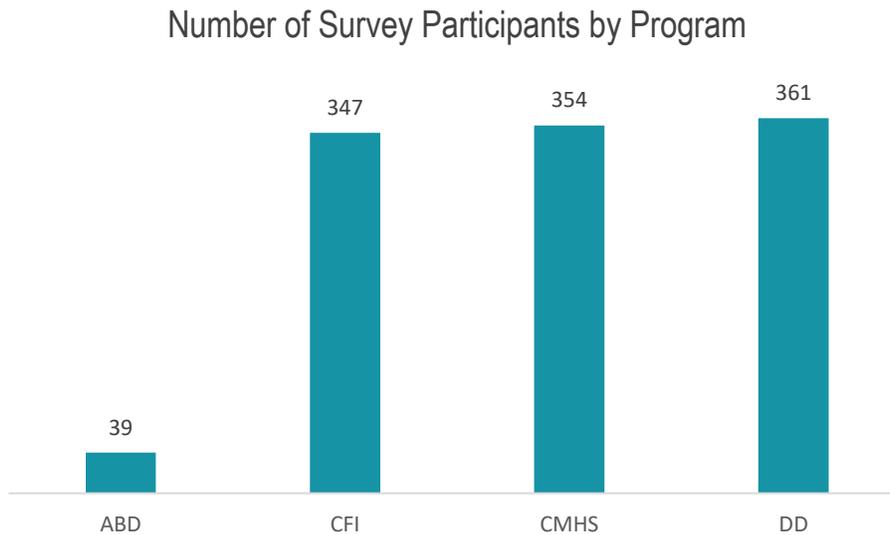
- These notification letters were accompanied by an FAQ document, which provided information about survey implementation, common questions that arise, as well as contact information for DHHS in case they have questions about their Medicaid services

RESULTS AND KEY FINDINGS

SURVEY RESPONDENT CHARACTERISTICS

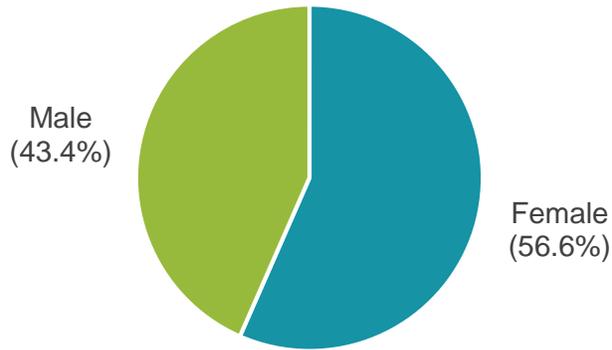
A total of 1,101 beneficiaries participated in the HCBS CAHPS survey. These participants receive home and community-based long-term services and supports from the following four Medicaid groups: Acquired Brain Disorder (ABD), Choices for Independence (CFI), Developmental Disabilities (DD), and Community Mental Health Services (CMHS).

The following graph shows how many beneficiaries participated by program:



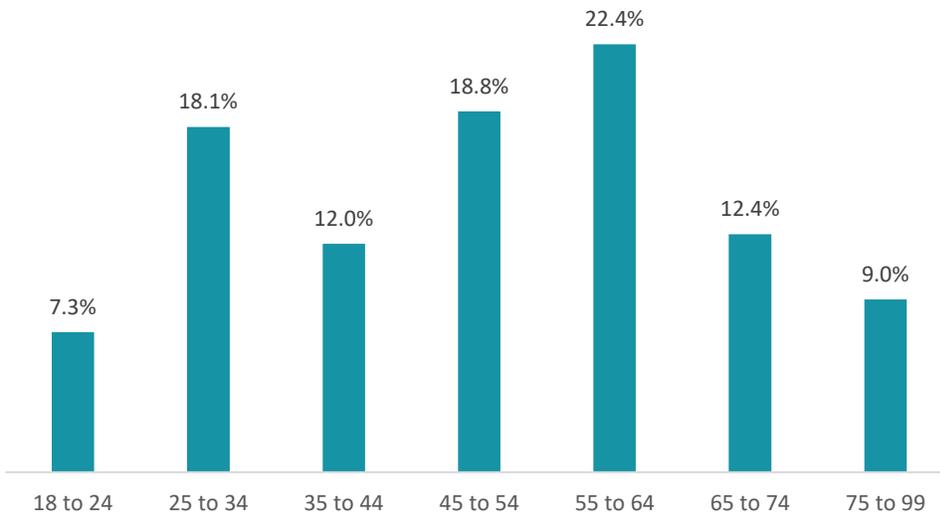
About 57 percent of the survey participants were female, and about 43 percent were male:

Gender of Survey Participants



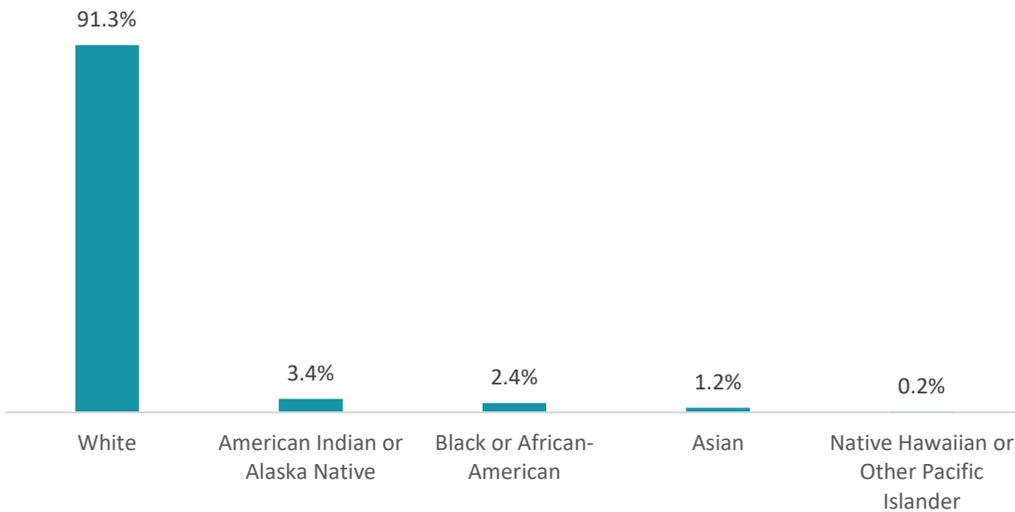
The age of survey participants ranged from 18 to 99. The largest participant age group was those between 55 and 64 years old, comprising 22.4 percent of all participants.

Age Ranges of Survey Participants



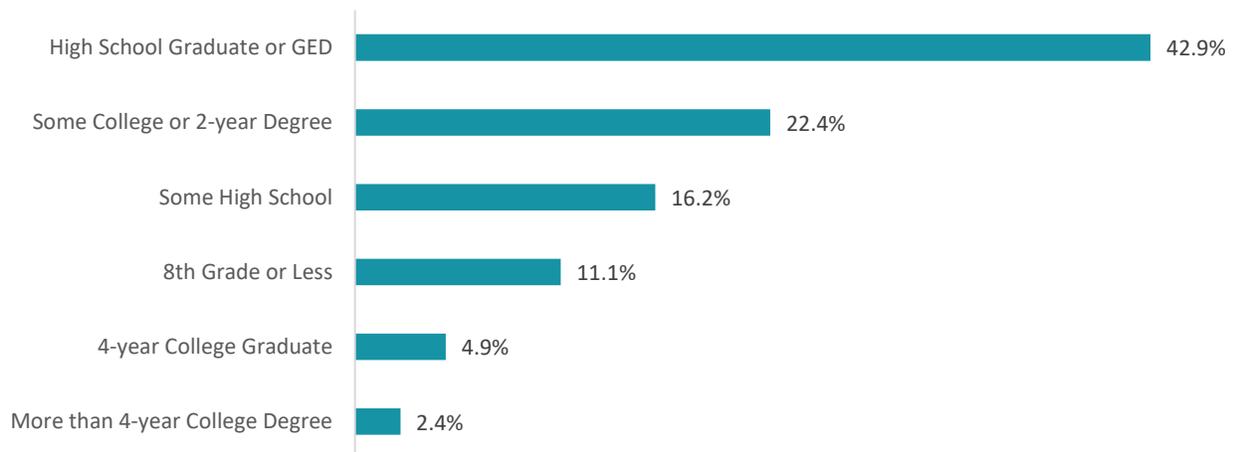
Over 90 percent of the survey participants self-reported their race as white. Other self-reported races were: American Indian or Alaska native (3.4%), Black or African American (2.4%), Asian (1.2%), and Native Hawaiian or Other Pacific Islander (0.2%). Note that participants could select more than one race.

Self-Reported Race of Survey Participants



About 43 percent of the participants had an education level of high school diploma or GED. Another 22 percent had some college or a two-year degree. Less than ten percent of the participants had a four-year college degree or higher.

Education Levels of Survey Participants



DESCRIPTIVE STATISTICS – INDIVIDUAL SURVEY ITEMS

The following set of tables provides data for every question in the HCBS CAHPS survey, including the Supplemental Employment Module. All data have been recoded as per the CAHPS analysis guidelines. Wherever applicable, the standard response option has been recoded and combined with the alternate response option so the two types could be analyzed together. The data were recoded, per the “Technical Assistance Guide for Analyzing Data from the CAHPS Home and Community-Based Services Survey,” as follows:

- Alternate two-point Mostly Yes/Mostly No responses were transformed to the standard four-point Never/Sometimes/ Usually/Always scales
- Standard 0–10 responses were transformed to the alternate five-point global rating Excellent/Very Good/Good/Fair/Poor scale
- Standard Never/Sometimes/Usually/Always were recoded as: Least positive option = 1; Second least positive option = 2; Third least positive option = 3; Most positive option = 4
- Alternate responses for Mostly- Yes / Mostly No were recoded as: Least positive option = 1; Most positive option = 4

VR used the following logic to combine standard global ratings with alternate global ratings:

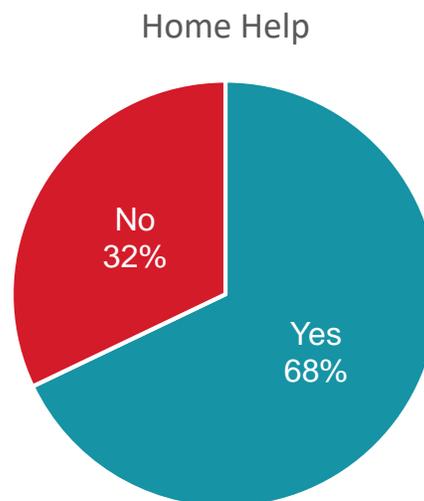
- Alternate responses were kept on a five-point Excellent/Very Good/Good/Fair/Poor scale but recoded to: Poor = 1; Fair = 2; Good = 3; Very Good = 4; Excellent = 5
- Standard responses were recoded as: 0,1,2 = 1; 3,4 = 2; 5,6 = 3; 7,8 = 4; 9,10 = 5

Frequency and valid percent by response category are reported for every survey item. Means and top-box scores are provided for survey questions that are coded on a 0-100 scale. The top box score indicates the proportion of respondents who provided a rating of ‘9’ or ‘10’ for the standard response or a response of ‘excellent’ for the alternate response option. The tables provide statewide-level data across all four groups: ABD, CFI, CMHS, and DD.

Cog Screen

1. Does someone come into your home to help you?

	Frequency	Valid Percent
Yes	748	67.9
No	353	32.1
Total	1,101	100.0



- 1B. Does someone help you in the community? For example, provides housing assistance, drives you to medical appointments, takes you grocery shopping, or provides activities at the community center (such as bingo, dancing, etc.)?³

³ This probe was asked of participants who answered “no” to question one. If a respondent also answered “no” to this question, they would fail the Cog Screen and not be eligible for the survey. Their data would, thus, not be included here.

	Frequency	Valid Percent
Yes	353	100.0

2. How do they help you?

Please see Appendix B for the raw, open-ended data collected for this question.

3. What do you call them?

Response by Theme	Frequency
By Name	227
Staff	130
Case Manager	111
Aide(s)	67
Homemaker	40
Caregiver(s)	38
Assistant/Assistance	37
Case Worker	37
Other	36
Personal Care Assistant	35
Nurse	30
Therapist	28
Home Health Aide	26
LNA	22
Provider	21
Home Care Provider	20
Housekeeping	18
Helper	17
Counselor	16
Family	16
Community Partners	15
Worker	12
Mentor	11
Direct Support	10
Driver	10
Home Health Worker	9
Job Coach	9
Friend/Companion	8

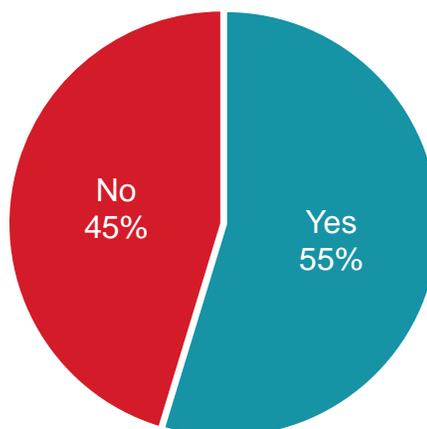
Response by Theme	Frequency
Social Worker	8
Support Person	8
Life Coach	7
Functional Support	6
Non-Verbal	6
Outreach	6
Respite	6
Transportation Services	6
Care Provider	5
CNA	5
Direct Service Professional	5
PCP/PCSP	5
Coach	4
Hotline Team	4
Roommate	4
Gateway	3
School	3
Day Support	2
Direct Service Provider	2
Lake Region Community Services	2
Primary Care	2
Self	2

Identification Questions

4. In the last 3 months, did you get personal assistance at home?

	Frequency	Valid Percent
Yes	599	54.7
No	496	45.3
Total	1,095	100.0

Personal Assistance



	Client	Proxy	Total
No (n)	413	83	496
%	48.5%	34.0%	45.3%
Yes (n)	438	161	599
%	51.5%	66.0%	54.7%
Total (n)	851	244	1095
%	100.0%	100.0%	100.0%

5. What do you call the person or people who gave you personal care services? For example, do you call them <staffservices>, staff, personal care attendants, PCAs, workers, or something else?

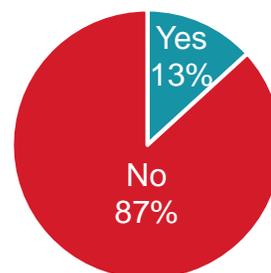
Response by Theme	Frequency
By name	117
Personal Care Assistant/Aide/Attendant(s)	98
Staff	51
Aide(s)	36
Other	32
Caregiver(s)	31
Nurse(s)	24
Worker(s)	22
Home Care Provider(s)	20
Case Manager(s)	19
Home Health Aide(s)	19
LNA	18
Family	14
Homemaker(s)	12
PCA(s)	12
Provider	9
Direct Support Person/Provider/Professional	8
Mentor(s)	7
Functional Support Person/Staff/Workers/Specialist	6
Health aide(s)	6
Assistant(s)	5
Friend(s)	5
Case Worker(s)	4
Helper(s)	4
Housekeeper	4

Response by Theme	Frequency
Therapist(s)	4
Social Worker	3
Support Staff/People/Workers	3
Attendant(s)	2
Care Attendant(s)	2
Counselor(s)	2
Home Provider(s)	1

6. In the last 3 months, did you get behavioral health specialist services at home?

	Frequency	Valid Percent
Yes	141	13.2
No	931	86.8
Total	1,072	100.0

Behavioral Health Specialist Services



	Client	Proxy	Total
No (n)	712	219	931
%	86.5%	88.0%	86.8%
Yes (n)	111	30	141
%	13.5%	12.0%	13.2%
Total (n)	823	249	1072
%	100.0%	100.0%	100.0%

7. What do you call the person or people who gave you behavioral health specialist services? For example, do you call them <bhservices>, counselors, peer supports, recovery assistants, or something else?

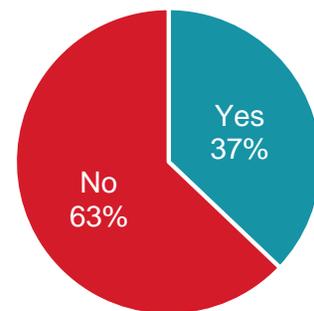
Response by Theme	Frequency
By Name	24
Therapist(s)	23
Other	18
Counselor(s)	17
Case Manager	14
Behavior Specialist/Therapist	9
Case Worker	9
Staff	7

Response by Theme	Frequency
Functional Support	5
Psychiatrist/Psychiatric Nurse	4
Mental Health Case Manager/Worker(s)	3
Clinician(s)	2
Psychologist	2
Nurse(s)	1

8. In the last 3 months, did you get homemaker services at home?

	Frequency	Valid Percent
Yes	406	37.1
No	689	62.9
Total	1,101	100.0

Homemaker Services



	Client	Proxy	Total
No (n)	523	166	689
%	62.6%	63.8%	62.9%
Yes (n)	312	94	406
%	37.4%	36.2%	37.1%
Total (n)	835	260	1095
%	100.0%	100.0%	100.0%

9. What do you call the person or people who gave you homemaker services? For example, do you call them <hmservices>, aides, homemakers, chore workers, or something else?

Response by Theme	Frequency
By Name	98
Homemaker	70
Aide(s)	41
Staff	32
Caregiver(s)	24
Home Aide(s)	20
Family	12
Home Care Provider(s)	11
Other	10
Housekeeper	10
Home Health Aide(s)	8
Patient Care Assistant(s)	8
Worker(s)	7
Patient Centered Specialty Practice	7
Nurse(s)	5
LNA(s)	5
Personal Care Service Provider	5
Provider(s)	5
Direct Support Provider	4
Helper(s)	4
Home Provider(s)	4
PCA	4
Granite State Independent Services	3
Case Manager	2
Home Health Worker(s)	2
Mentor	2
Support Person/worker	2

10. In the last 3 months, did the same people who help you with everyday activities also help you clean your home?

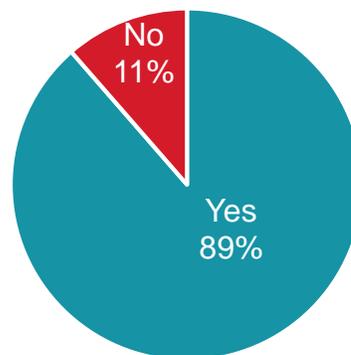
	Frequency	Valid Percent
Yes	304	89.9
No	34	10.1
Total	1,101	100.0

	Client	Proxy	Total
No (n)	27	7	34
%	10.7%	8.2%	10.1%
Yes (n)	226	78	304
%	89.3%	91.8%	89.9%
Total (n)	253	85	338
%	100.0%	100.0%	100.0%

11. In the last 3 months, did you get help from <cmservices> to help make sure that you had all the services you needed?

	Frequency	Valid Percent
Yes	945	88.6
No	121	11.4
Total	1,101	100.0

Case Manager Services



	Client	Proxy	Total
No (n)	85	36	121
%	10.5%	14.2%	11.4%
Yes (n)	727	218	945
%	89.5%	85.8%	88.6%
Total (n)	812	254	1066
%	100.0%	100.0%	100.0%

12. What do you call the person who gave you <cmservices>? For example, do you call the person a <cm>, case manager, care manager, service coordinator, supports coordinator, social worker, or something else?

Response by Theme	Frequency
Case Manager	607
By Name	233
Case Worker	50
Service Coordinator	42

Response by Theme	Frequency
Social Worker	32
Choices for Independence Case Manager	20
No Case Manager	19
Care Manager	18
Other	15
Counselor	6
Nurse	6
One Sky	5
Therapist	4
Caregiver	3
Community Bridges	3
Hannah Stafford Community Partners/Services	3
Resource Coordinator	3
Support Coordinator	3
Community Partners Ride	2
Family	2
Doctor	2
Family Service Coordinator	2
Home Health Care Services	2
River Bend Co. Health	2
Support Broker	2
Care Coordinator	1
Friend	1
Worker	1

Core Survey Questions

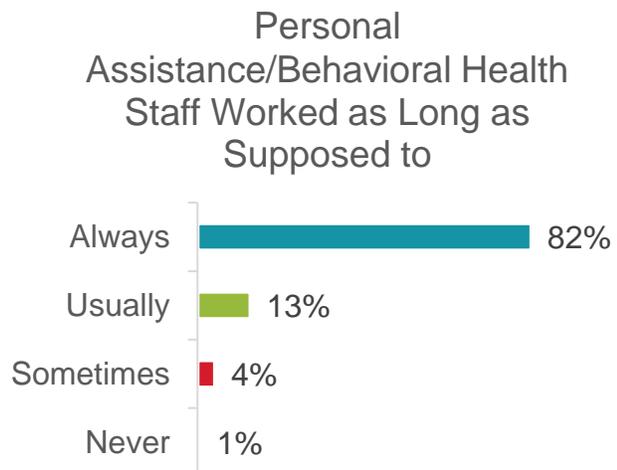
13. First, I would like to talk about the {*personal assistance/behavioral health staff*} who are paid to help you with everyday activities—for example, getting dressed, using the bathroom, taking a bath or shower, or going places. In the last 3 months, how often did {*personal assistance/behavioral health staff*} come to work on time? Would you say ...

	Frequency	Valid Percent
Never	11	1.8
Sometimes	30	4.8
Usually	112	18.0
Always	469	75.4
Total	622	100.0
Top Box Score		75.4
Mean		89.0

	Client	Proxy	Total
Never (n) %	8 1.8%	3 1.8%	11 1.8%
Sometimes (n) %	22 4.9%	8 4.7%	30 4.8%
Usually (n) %	88 19.4%	24 14.2%	112 18.0%
Always (n) %	335 74.0%	134 79.3%	469 75.4%
Total (n) %	453 100.0%	169 100.0%	622 100.0%

14. In the last 3 months, how often did {*personal assistance/behavioral health staff*} work as long as they were supposed to? Would you say...

	Frequency	Valid Percent
Never	5	0.8
Sometimes	27	4.3
Usually	81	13.0
Always	511	81.9
Total	624	100.0
Top Box Score		81.9
Mean		92.0



	Client	Proxy	Total
Never (n)	4	1	5
%	0.9%	0.6%	0.8%
Sometimes (n)	25	2	27
%	5.4%	1.2%	4.3%
Usually (n)	62	19	81
%	13.5%	11.6%	13.0%
Always (n)	369	142	511
%	80.2%	86.6%	81.9%
Total (n)	460	164	624
%	100.0%	100.0%	100.0%

15. Sometimes staff cannot come to work on a day that they are scheduled. In the last 3 months, when staff could not come to work on a day that they were scheduled, did someone let you know that {*personal assistance/behavioral health staff*} could not come that day?

	Frequency	Valid Percent
Yes	507	87.6
No	72	12.4
Total	579	100.0

	Client	Proxy	Total
No (n)	55	17	72
%	12.8%	11.5%	12.4%
Yes (n)	376	131	507
%	87.2%	88.5%	87.6%
Total (n)	431	148	579
%	100.0%	100.0%	100.0%

16. In the last 3 months, did you need help from {*personal assistance/behavioral health staff*} to get dressed, take a shower, or bathe?

	Frequency	Valid Percent
Yes	363	56.5
No	279	43.5
Total	642	100.0

	Client	Proxy	Total
No (n)	221	58	279
%	47.6%	32.6%	43.5%
Yes (n)	243	120	363
%	52.4%	67.4%	56.5%
Total (n)	464	178	642
%	100.0%	100.0%	100.0%

17. In the last 3 months, did you **always** get dressed, take a shower, or bathe when you needed to?

	Frequency	Valid Percent
Yes	320	88.9
No	40	11.1
Total	360	100.0

	Client	Proxy	Total
No (n)	23	17	40
%	9.5%	14.3%	11.1%
Yes (n)	218	102	320
%	90.5%	85.7%	88.9%
Total (n)	241	119	360
%	100.0%	100.0%	100.0%

18. In the last 3 months, was this because there were no {*personal assistance/behavioral health staff*} to help you?

	Frequency	Valid Percent
Yes	16	42.1
No	22	57.9
Total	38	100.0

	Client	Proxy	Total
Yes (n)	12	4	16
%	54.5%	25.0%	42.1%
No (n)	10	12	22
%	45.5%	75.0%	57.9%
Total (n)	22	16	38
%	100.0%	100.0%	100.0%

19. In the last 3 months, how often did {*personal assistance/behavioral health staff*} make sure you had enough personal privacy when you dressed, took a shower, or bathed? Would you say...

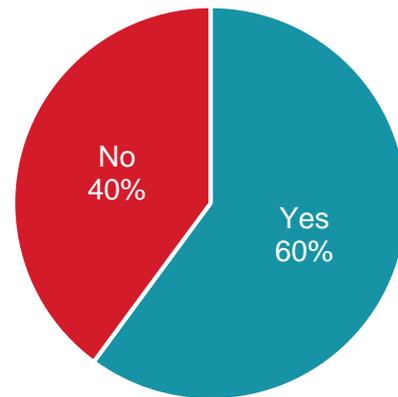
	Frequency	Valid Percent
Never	9	2.5
Sometimes	6	1.7
Usually	35	9.8
Always	306	86.0
Total	356	100.0
Top Box Score		86.0
Mean		93.1

	Client	Proxy	Total
Never (n) %	6 2.5%	3 2.6%	9 2.5%
Sometimes (n) %	6 2.5%	0 0.0%	6 1.7%
Usually (n) %	23 9.6%	12 10.3%	35 9.8%
Always (n) %	204 85.4%	102 87.2%	306 86.0%
Total (n) %	239 100.0%	117 100.0%	356 100.0%

20. In the last 3 months, did you need help from {personal assistance/behavioral health staff} with your meals, such as help making or cooking meals or help eating?

	Frequency	Valid Percent
Yes	386	60.1
No	256	39.9
Total	642	100.0

Needed Help with Meals



	Client	Proxy	Total
No (n) %	221 47.5%	35 19.8%	256 39.9%
Yes (n) %	244 52.5%	142 80.2%	386 60.1%
Total (n) %	465 100.0%	177 100.0%	642 100.0%

21. In the last 3 months, were you always able to get something to eat when you were hungry?

	Frequency	Valid Percent
Yes	373	96.9
No	12	3.1
Total	385	100.0

	Client	Proxy	Total
No (n) %	10 4.1%	2 1.4%	12 3.1%
Yes (n) %	232 95.9%	141 98.6%	373 96.9%
Total (n) %	242 100.0%	143 100.0%	385 100.0%

22. In the last 3 months, was this because there were no one to help you?

	Frequency	Valid Percent
Yes	9	81.8
No	2	18.2
Total	11	100.0

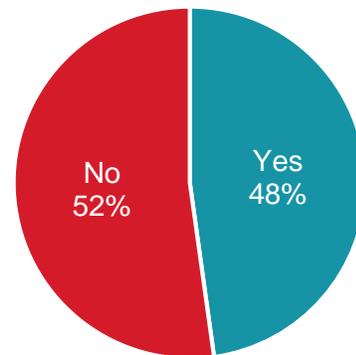
	Client	Proxy	Total
Yes (n)	8	1	9
%	88.9%	50.0%	81.8%
No (n)	1	1	2
%	11.1%	50.0%	18.2%
Total (n)	9	2	11
%	100.0%	100.0%	100.0%

23. Sometimes people need help taking their medicines, such as reminders to take a medicine, help pouring them, or setting up their pills. In the last 3 months, did you need help to take your medicines?

	Frequency	Valid Percent
Yes	306	47.8
No	334	52.2
Total	646	100.0

	Client	Proxy	Total
No (n)	275	59	334
%	59.4%	33.3%	52.2%
Yes (n)	188	118	306
%	40.6%	66.7%	47.8%
Total (n)	463	177	640
%	100.0%	100.0%	100.0%

Needed Help Taking Medicine



24. In the last 3 months, did you always take your medicine when you were supposed to?

	Frequency	Valid Percent
Yes	261	85.9
No	43	14.1
Total	304	100.0

	Client	Proxy	Total
No (n)	34	9	43
%	18.4%	7.6%	14.1%
Yes (n)	151	110	261
%	81.6%	92.4%	85.9%
Total (n)	185	119	304
%	100.0%	100.0%	100.0%

25. In the last 3 months, was this because there was no one to help you?

	Frequency	Valid Percent
Yes	14	33.3
No	28	66.7
Total	42	100.0

	Client	Proxy	Total
Yes (n)	13	1	14
%	38.2%	12.5%	33.3%
No (n)	21	7	28
%	61.8%	87.5%	66.7%
Total (n)	34	8	42
%	100.0%	100.0%	100.0%

26. Help with toileting includes helping someone get on and off the toilet or help changing disposable briefs or pads. In the last 3 months, did you need help with toileting?

	Frequency	Valid Percent
Yes	188	29.3
No	453	70.7
Total	649	100.0

	Client	Proxy	Total
No (n)	367	86	453
%	79.1%	48.6%	70.7%
Yes (n)	97	91	188
%	20.9%	51.4%	29.3%
Total (n)	464	177	641
%	100.0%	100.0%	100.0%

27. In the last 3 months, did you get all the help you needed with toileting when you needed it?

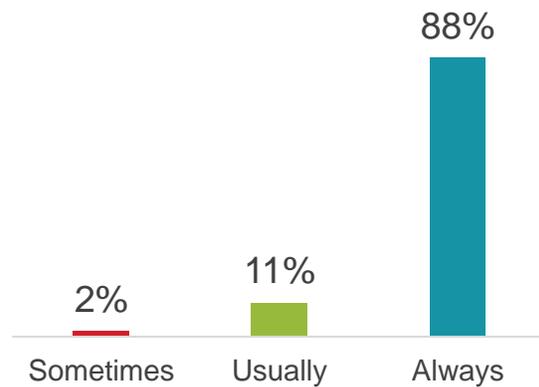
	Frequency	Valid Percent
Yes	177	94.7
No	10	5.3
Total	187	100.0

	Client	Proxy	Total
No (n)	7	3	10
%	7.1%	3.4%	5.3%
Yes (n)	92	85	177
%	92.9%	96.6%	94.7%
Total (n)	99	88	187
%	100.0%	100.0%	100.0%

28. In the last 3 months, how often did {personal assistance/behavioral health staff} treat you with courtesy and respect? Would you say ...

Courtesy and Respect

	Frequency	Valid Percent
Sometimes	11	1.7
Usually	68	10.6
Always	560	87.6
Total	639	100.0
Top Box Score		87.6
Mean		95.3



	Client	Proxy	Total
Sometimes (n)	10	1	11
%	2.1%	0.6%	1.7%
Usually (n)	45	23	68
%	9.6%	13.5%	10.6%
Always (n)	414	146	560
%	88.3%	85.9%	87.6%
Total (n)	469	170	639
%	100.0%	100.0%	100.0%

29. In the last 3 months, how often were the explanations {*personal assistance/behavioral health staff*} gave you hard to understand because of an accent or the way {*personal assistance/behavioral health staff*} spoke English? Would you say ...

	Frequency	Valid Percent
Never	525	82.4
Sometimes	52	8.2
Usually	11	1.7
Always	49	7.7
Total	637	100.0
Top Box Score		82.4
Mean		88.4

	Client	Proxy	Total
Always (n)	39	10	49
%	8.4%	5.8%	7.7%
Usually (n)	7	4	11
%	1.5%	2.3%	1.7%
Sometimes (n)	32	20	52
%	6.9%	11.6%	8.2%
Never (n)	386	139	525
%	83.2%	80.3%	82.4%
Total (n)	464	173	637
%	100.0%	100.0%	100.0%

30. In the last 3 months, how often did {*personal assistance/behavioral health staff*} treat you the way you wanted them to? Would you say ...

	Frequency	Valid Percent
Never	2	0.3
Sometimes	24	3.8
Usually	98	15.3
Always	515	80.6
Total	639	100.0
Top Box Score		80.6
Mean		92.1

	Client	Proxy	Total
Never (n)	2	0	2
%	0.4%	0.0%	0.3%
Sometimes (n)	19	5	24
%	4.1%	2.9%	3.8%
Usually (n)	59	39	98
%	12.6%	22.9%	15.3%
Always (n)	389	126	515
%	82.9%	74.1%	80.6%
Total (n)	469	170	639
%	100.0%	100.0%	100.0%

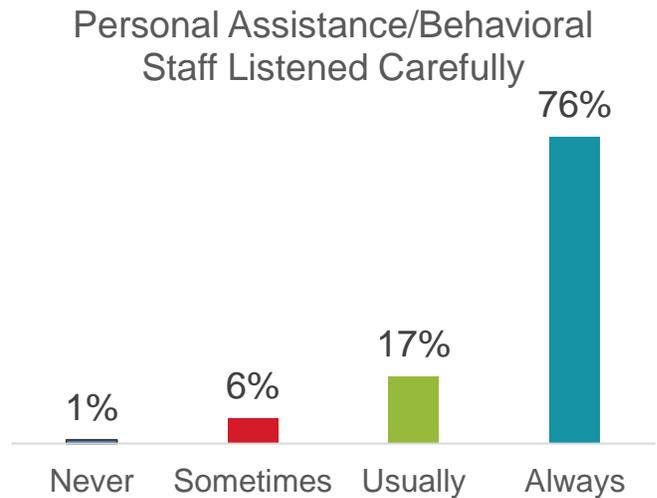
31. In the last 3 months, how often did {*personal assistance/behavioral health staff*} explain things in a way that was easy to understand? Would you say ...

	Frequency	Valid Percent
Never	4	0.6
Sometimes	22	3.4
Usually	122	19.0
Always	493	76.9
Total	641	100.0
Top Box Score		76.9
Mean		90.7

	Client	Proxy	Total
Never (n)	3	1	4
%	0.6%	0.6%	0.6%
Sometimes (n)	16	6	22
%	3.4%	3.5%	3.4%
Usually (n)	77	45	122
%	16.3%	26.5%	19.0%
Always (n)	375	118	493
%	79.6%	69.4%	76.9%
Total (n)	471	170	641
%	100.0%	100.0%	100.0%

32. In the last 3 months, how often did {personal assistance/behavioral health staff} listen carefully to you?
Would you say ...

	Frequency	Valid Percent
Never	6	0.9
Sometimes	40	6.3
Usually	107	16.7
Always	486	76.1
Total	639	100.0
Top Box Score		76.1
Mean		89.3



	Client	Proxy	Total
Never (n)	5	1	6
%	1.1%	0.6%	0.9%
Sometimes (n)	30	10	40
%	6.4%	6.0%	6.3%
Usually (n)	65	42	107
%	13.8%	25.0%	16.7%
Always (n)	371	115	486
%	78.8%	68.5%	76.1%
Total (n)	471	168	639
%	100.0%	100.0%	100.0%

33. In the last 3 months, did you feel {personal assistance/behavioral health staff} knew what kind of help **you** needed with everyday activities, like getting ready in the morning, getting groceries, or going places in your community?

	Frequency	Valid Percent
Yes	581	93.6
No	40	6.4
Total	621	100.0

	Client	Proxy	Total
No (n)	31	9	40
%	6.9%	5.2%	6.4%
Yes (n)	418	163	581
%	93.1%	94.8%	93.6%
Total (n)	449	172	621
%	100.0%	100.0%	100.0%

34. In the last 3 months, did *{personal assistance/behavioral health staff}* encourage you to do things for yourself if you could?

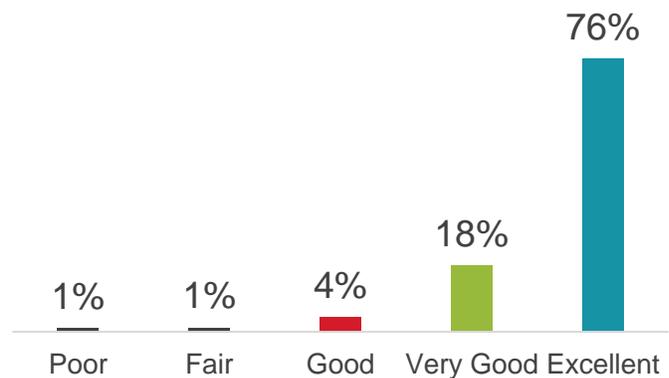
	Frequency	Valid Percent
Yes	567	92.0
No	49	8.0
Total	616	100.0

	Client	Proxy	Total
No (n)	40	9	49
%	8.9%	5.4%	8.0%
Yes (n)	410	157	567
%	91.1%	94.6%	92.0%
Total (n)	450	166	616
%	100.0%	100.0%	100.0%

35. Using any number from 0 to 10, where 0 is the worst help from *{personal assistance/behavioral health staff}* possible and 10 is the best help from *{personal assistance/behavioral health staff}* possible, what number would you use to rate the help you get from *{personal assistance/behavioral health staff}*?⁴

Rating of Personal Assistance / Behavioral Health Staff

	Frequency	Valid Percent
Poor	6	0.9
Fair	7	1.1
Good	25	3.9
Very Good	116	18.3
Excellent	479	75.7
Total	633	100.0



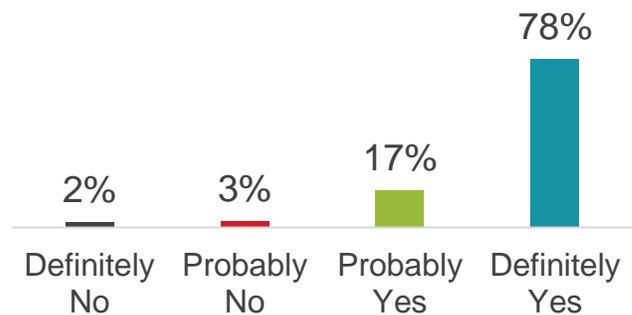
⁴ Response categories have been recoded for this question to accommodate the alternate response option.

	Client	Proxy	Total
Poor (n)	5	1	6
%	1.1%	0.6%	0.9%
Fair (n)	6	1	7
%	1.3%	0.6%	1.1%
Good (n)	19	6	25
%	4.1%	3.5%	3.9%
Very Good (n)	78	38	116
%	17.0%	22.0%	18.3%
Excellent (n)	352	127	479
%	76.5%	73.4%	75.7%
Total (n)	460	173	633
%	100.0%	100.0%	100.0%

36. Would you recommend the {personal assistance/behavioral health staff} who help you to your family and friends if they needed help with everyday activities? Would you say you would recommend the {personal assistance/behavioral health staff} ...

Recommend Personal Assistance / Behavioral Health Staff

	Frequency	Valid Percent
Definitely No	15	2.4
Probably No	18	2.9
Probably Yes	107	17.2
Definitely Yes	481	77.5
Total	621	100.0
Top Box Score		77.5
Mean		89.9



	Client	Proxy	Total
Definitely no (n)	12	3	15
%	2.6%	1.8%	2.4%
Probably no (n)	12	6	18
%	2.6%	3.6%	2.9%
Probably yes (n)	80	27	107
%	17.6%	16.2%	17.2%
Definitely yes (n)	350	131	481
%	77.1%	78.4%	77.5%
Total (n)	454	167	621
%	100.0%	100.0%	100.0%

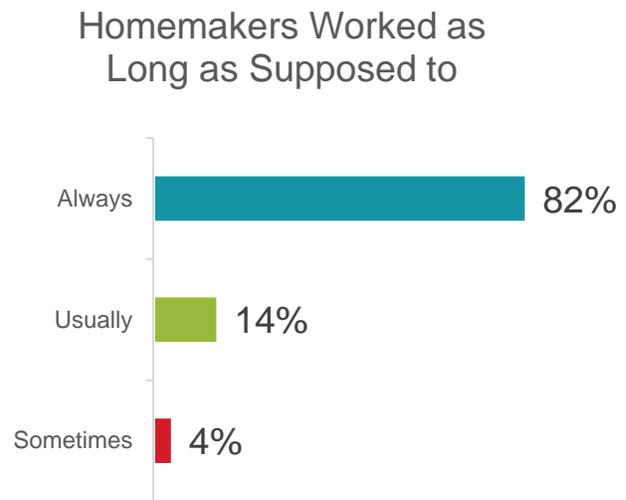
37. In the last 3 months, how often did {homemakers} come to work on time? Would you say ...

	Frequency	Valid Percent
Sometimes	19	4.8
Usually	57	14.5
Always	318	80.7
Total	394	100.0
Top Box Score		80.7
Mean		92.0

	Client	Proxy	Total
Sometimes (n)	16	3	19
%	5.2%	3.4%	4.8%
Usually (n)	47	10	57
%	15.4%	11.2%	14.5%
Always (n)	242	76	318
%	79.3%	85.4%	80.7%
Total (n)	305	89	394
%	100.0%	100.0%	100.0%

38. In the last 3 months, how often did {homemakers} work as long as they were supposed to? Would you say...

	Frequency	Valid Percent
Sometimes	17	4.3
Usually	56	14.2
Always	321	81.5
Total	394	100.0
Top Box Score		81.5
Mean		92.4



	Client	Proxy	Total
Sometimes (n)	14	3	17
%	4.6%	3.4%	4.3%
Usually (n)	47	9	56
%	15.4%	10.1%	14.2%
Always (n)	244	77	321
%	80.0%	86.5%	81.5%
Total (n)	305	89	394
%	100.0%	100.0%	100.0%

39. In the last 3 months, did your household tasks, like cleaning and laundry, **always** get done when you needed them to? [ASK IF HOMEMAKER IS THE SAME AS PCA STAFF]

	Frequency	Valid Percent
Yes	271	90.9
No	27	9.1
Total	298	100.0

	Client	Proxy	Total
No (n)	19	8	27
%	8.7%	10.1%	9.1%
Yes (n)	200	71	271
%	91.3%	89.9%	90.9%
Total (n)	219	79	298
%	100.0%	100.0%	100.0%

40. In the last 3 months, was this because there were no {*homemakers*} to help you? [ASK IF HOMEMAKER IS THE SAME AS PCA STAFF]

	Frequency	Valid Percent
Yes	9	33.3
No	18	66.7
Total	27	100.0

	Client	Proxy	Total
Yes (n)	8	1	9
%	42.1%	12.5%	33.3%
No (n)	11	7	18
%	57.9%	87.5%	66.7%
Total (n)	19	8	27
%	100.0%	100.0%	100.0%

41. In the last 3 months, how often did {homemakers} treat you with courtesy and respect?
Would you say ...

	Frequency	Valid Percent
Sometimes	13	3.2
Usually	36	9.0
Always	352	87.8
Total	401	100.0
Top Box Score		87.8
Mean		94.8

	Client	Proxy	Total
Sometimes (n)	12	1	13
%	3.9%	1.1%	3.2%
Usually (n)	21	15	36
%	6.8%	16.3%	9.0%
Always (n)	276	76	352
%	89.3%	82.6%	87.8%
Total (n)	309	92	401
%	100.0%	100.0%	100.0%

42. In the last 3 months, how often were the explanations {homemakers} gave you hard to understand because of an accent or the way the {homemakers} spoke English? Would you say ...

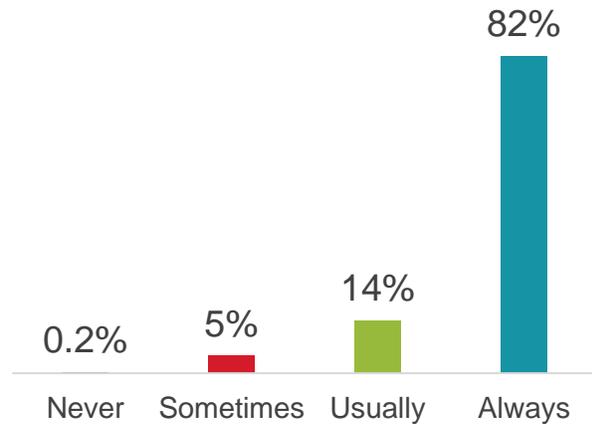
	Frequency	Valid Percent
Never	328	81.4
Sometimes	29	7.2
Usually	10	2.5
Always	36	8.9
Total	403	100.0
Top Box Score		81.4
Mean		87.0

	Client	Proxy	Total
Always (n)	32	4	36
%	10.4%	4.3%	8.9%
Usually (n)	8	2	10
%	2.6%	2.1%	2.5%
Sometimes (n)	13	16	29
%	4.2%	17.0%	7.2%
Never (n)	256	72	328
%	82.8%	76.6%	81.4%
Total (n)	309	94	403
%	100.0%	100.0%	100.0%

43. In the last 3 months, how often did {homemakers} treat you the way you wanted them to? Would you say...

How Homemakers Treat You

	Frequency	Valid Percent
Never	1	0.2
Sometimes	18	4.5
Usually	55	13.6
Always	329	81.6
Total	403	100.0
Top Box Score		81.6
Mean		92.2



	Client	Proxy	Total
Never (n)	1	0	1
%	0.3%	0.0%	0.2%
Sometimes (n)	14	4	18
%	4.5%	4.4%	4.5%
Usually (n)	29	26	55
%	9.3%	28.6%	13.6%
Always (n)	268	61	329
%	85.9%	67.0%	81.6%
Total (n)	312	91	403
%	100.0%	100.0%	100.0%

44. In the last 3 months, how often did {homemakers} listen carefully to you? Would you say...

	Frequency	Valid Percent
Never	3	0.7
Sometimes	21	5.2
Usually	66	16.4
Always	313	77.7
Total	403	100.0
Top Box Score		77.7
Mean		90.3

	Client	Proxy	Total
Never (n)	3	0	3
%	1.0%	0.0%	0.7%
Sometimes (n)	18	3	21
%	5.8%	3.2%	5.2%
Usually (n)	41	25	66
%	13.3%	26.6%	16.4%
Always (n)	247	66	313
%	79.9%	70.2%	77.7%
Total (n)	309	94	403
%	100.0%	100.0%	100.0%

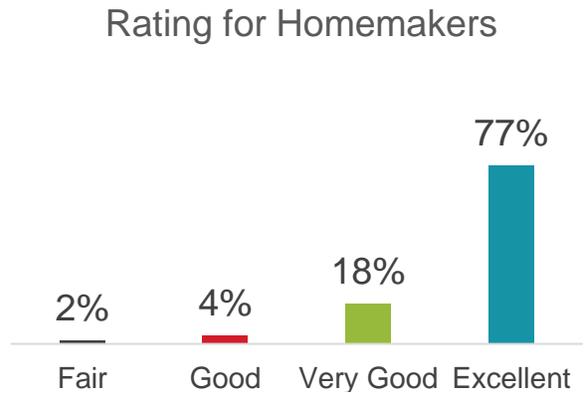
45. In the last 3 months, did you feel {homemakers} knew what kind of help you needed?

	Frequency	Valid Percent
Yes	387	98.0
No	8	2.0
Total	395	100.0

	Client	Proxy	Total
No (n)	7	1	8
%	2.3%	1.1%	2.0%
Yes (n)	294	93	387
%	97.7%	98.9%	98.0%
Total (n)	301	94	395
%	100.0%	100.0%	100.0%

46. Using any number from 0 to 10, where 0 is the worst help from {homemakers} possible and 10 is the best help from {homemakers} possible, what number would you use to rate the help you get from {homemakers}?⁵

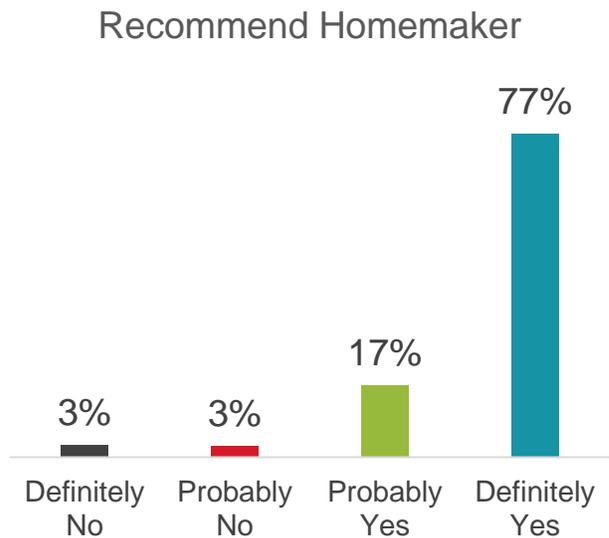
	Frequency	Valid Percent
Fair	6	1.5
Good	15	3.7
Very Good	71	17.6
Excellent	311	77.2
Total	403	100.0



	Client	Proxy	Total
Fair (n)	6	0	6
%	1.9%	0.0%	1.5%
Good (n)	11	4	15
%	3.5%	4.3%	3.7%
Very Good (n)	51	20	71
%	16.4%	21.7%	17.6%
Excellent (n)	243	68	311
%	78.1%	73.9%	77.2%
Total (n)	311	92	403
%	100.0%	100.0%	100.0%

47. Would you recommend the {homemakers} who help you to your family and friends if they needed {program-specific term for homemaker services}? Would you say you would recommend the {homemakers}?

	Frequency	Valid Percent
Definitely No	12	3.0
Probably No	11	2.8
Probably Yes	68	17.1
Definitely Yes	306	77.1
Total	397	100.0
Top Box Score		77.1
Mean		89.4



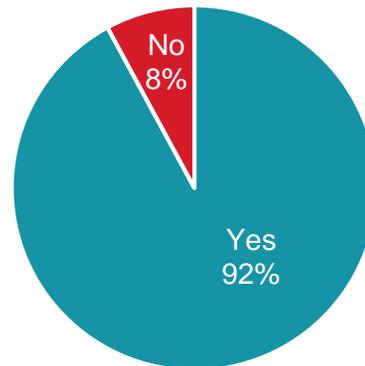
⁵ Response categories for this question have been recoded to accommodate the alternate response option.

	Client	Proxy	Total
Definitely NO (n)	10	2	12
%	3.3%	2.2%	3.0%
Probably NO (n)	7	4	11
%	2.3%	4.4%	2.8%
Probably YES (n)	50	18	68
%	16.3%	19.8%	17.1%
Definitely YES (n)	239	67	306
%	78.1%	73.6%	77.1%
Total (n)	306	91	397
%	100.0%	100.0%	100.0%

48. Do you know who your {case manager} is?

	Frequency	Valid Percent
Yes	992	92.1
No	85	7.9
Total	1,077	100.0

Know Case Manager

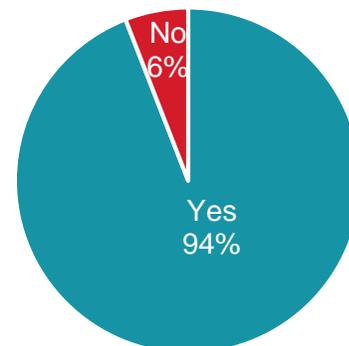


	Client	Proxy	Total
No (n)	63	22	85
%	7.6%	9.0%	7.9%
Yes (n)	770	222	992
%	92.4%	91.0%	92.1%
Total (n)	833	244	1077
%	100.0%	100.0%	100.0%

49. In the last 3 months, could you contact this {case manager} when you needed to?

	Frequency	Valid Percent
Yes	922	94.1
No	58	5.9
Total	980	100.0

Contact Case Manager



	Client	Proxy	Total
No (n)	51	7	58
%	6.8%	3.1%	5.9%
Yes (n)	703	219	922
%	93.2%	96.9%	94.1%
Total (n)	754	226	980
%	100.0%	100.0%	100.0%

50. Some people need to get equipment to help them, like wheelchairs or walkers, and other people need their equipment replaced or fixed. In the last 3 months, did you ask this {*case manager*} for help with getting or fixing equipment?

	Frequency	Valid Percent
Yes	181	18.4
No	722	73.5
Don't Need	79	8.0
Total	982	100.0

	Client	Proxy	Total
No (n)	570	152	722
%	79.7%	80.9%	80.0%
Yes (n)	145	36	181
%	20.3%	19.1%	20.0%
Total (n)	715	188	903
%	100.0%	100.0%	100.0%

51. In the last 3 months, did this {*case manager*} work with you when you asked for help with getting or fixing equipment?

	Frequency	Valid Percent
Yes	149	83.7
No	29	16.3
Total	178	100.0

	Client	Proxy	Total
No (n)	24	5	29
%	16.8%	14.3%	16.3%
Yes (n)	119	30	149
%	83.2%	85.7%	83.7%
Total (n)	143	35	178
%	100.0%	100.0%	100.0%

52. In the last 3 months, did you ask this {*case manager*} for help in getting any changes to your services, such as more help from {*personal assistance/behavioral health staff and/or homemakers if applicable*}, or for help with getting places or finding a job?

	Frequency	Valid Percent
Yes	401	41.1
No	564	57.8
Don't Need	11	1.1
Total	976	100.0

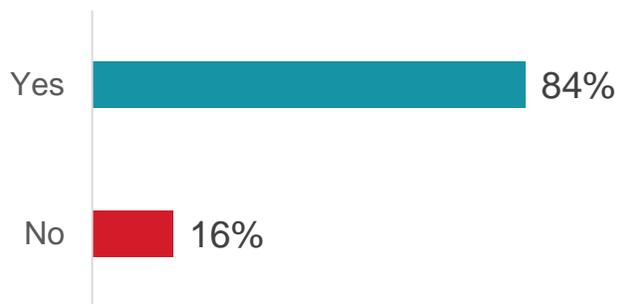
	Client	Proxy	Total
No (n)	440	124	564
%	59.3%	55.6%	58.4%
Yes (n)	302	99	401
%	40.7%	44.4%	41.6%
Total (n)	742	223	965
%	100.0%	100.0%	100.0%

53. In the last 3 months, did this {*case manager*} work with you when you asked for help with getting other changes to your services?

	Frequency	Valid Percent
Yes	330	84.2
No	62	15.8
Total	392	100.0

	Client	Proxy	Total
No (n)	50	12	62
%	17.0%	12.2%	15.8%
Yes (n)	244	86	330
%	83.0%	87.8%	84.2%
Total (n)	294	98	392
%	100.0%	100.0%	100.0%

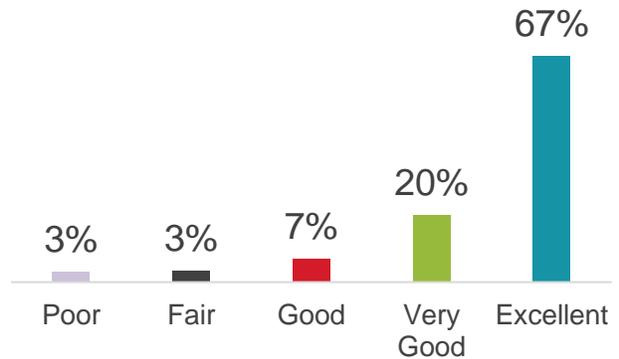
Case Manager Worked with Client When Asked for Help with Other Changes to Services



54. Using any number from 0 to 10, where 0 is the worst help from {*case manager*} possible and 10 is the best help from {*case manager*} possible, what number would you use to rate the help you get from {*case manager*}?⁶

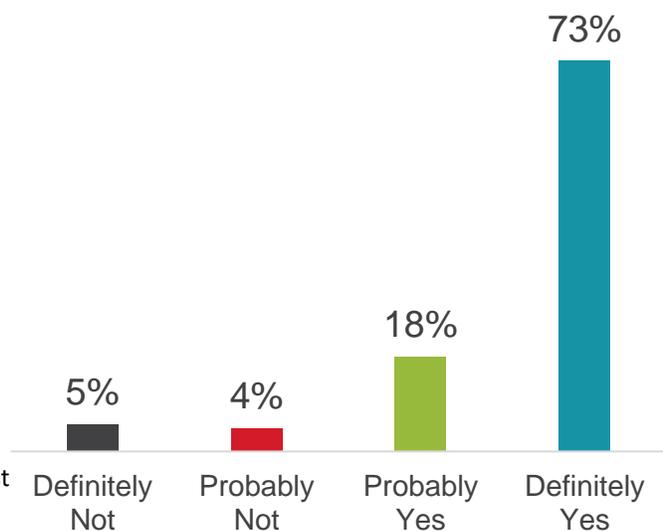
	Frequency	Valid Percent
Poor	30	3.1
Fair	33	3.4
Good	68	7.0
Very Good	193	19.8
Excellent	652	66.8
Total	976	100.0

Rating for Case Manager Help



	Client	Proxy	Total
Poor (n)	22	8	30
%	2.9%	3.5%	3.1%
Fair (n)	27	6	33
%	3.6%	2.6%	3.4%
Good (n)	50	18	68
%	6.7%	7.8%	7.0%
Very Good (n)	140	53	193
%	18.8%	23.0%	19.8%
Excellent (n)	507	145	652
%	68.0%	63.0%	66.8%
Total (n)	746	230	976
%	100.0%	100.0%	100.0%

Recommend Case Manager



⁶ Response categories have been recoded for this question

55. Would you recommend the {*case manager*} who helps you to your family and friends if they needed {*program-specific term for case-management services*? Would you say you would recommend the {*case manager*}...

	Frequency	Valid Percent
Definitely No	49	5.1
Probably No	42	4.4
Probably Yes	170	17.7
Definitely Yes	697	72.8
Total	958	100.0
Top Box Score		72.8
Mean		86.0

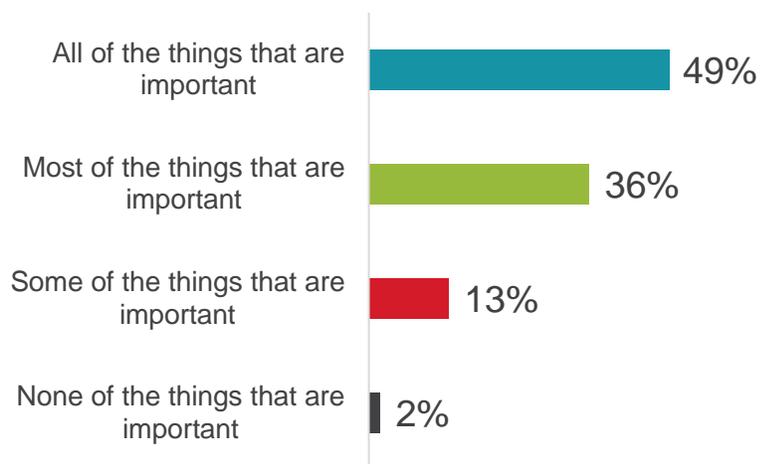
	Client	Proxy	Total
Definitely NO (n)	41	8	49
%	5.6%	3.6%	5.1%
Probably NO (n)	31	11	42
%	4.2%	4.9%	4.4%
Probably YES (n)	125	45	170
%	17.0%	20.2%	17.7%
Definitely YES (n)	538	159	697
%	73.2%	71.3%	72.8%
Total (n)	735	223	958
%	100.0%	100.0%	100.0%

56. In the last 3 months, did your [*program-specific term for "service plan"*] include ...

	Frequency	Valid Percent
None of the things that are important	19	1.8
Some of the things that are important	135	13.0
Most of the things that are important	375	36.0
All of the things that are important	512	49.2
Total	1,041	100.0
Top Box Score		49.2
Mean		77.5

	Client	Proxy	Total
None of the things that are important (n) %	17 2.2%	2 0.8%	19 1.8%
Some of the things that are important (n) %	97 12.4%	38 14.6%	135 13.0%
Most of the things that are important (n) %	264 33.8%	111 42.5%	375 36.0%
All of the things that are important (n) %	402 51.5%	110 42.1%	512 49.2%
Total (n) %	780 100.0%	261 100.0%	1041 100.0%

Service Plan Includes What is Important



57. In the last 3 months, did you feel {*personal assistance/behavioral health staff*} knew what's on your [*program-specific term for "service plan"*], including the things that are important to you?

	Frequency	Valid Percent
Yes	558	94.7
No	31	5.3
Total	589	100.0

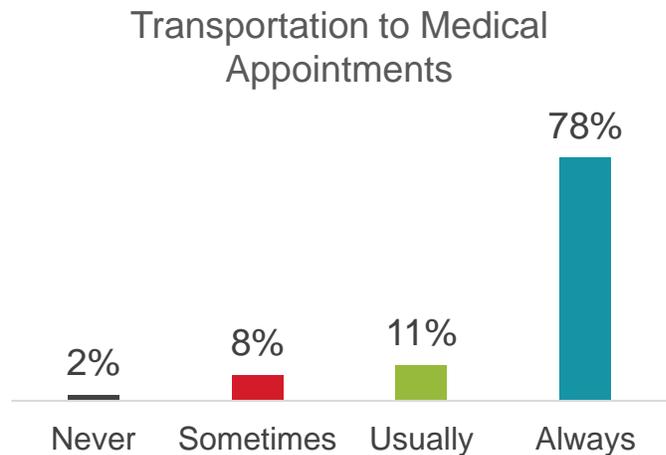
	Client	Proxy	Total
No (n) %	22 5.2%	9 5.4%	31 5.3%
Yes (n) %	401 94.8%	157 94.6%	558 94.7%
Total (n) %	423 100.0%	166 100.0%	589 100.0%

58. In the last 3 months, who would you have talked to if you wanted to change your [program-specific term for "service plan"]? Anyone else? [INTERVIEWER MARKS ALL THAT APPLY]

	Frequency	Valid Percent
Case Manager	766	69.7
Other Staff	220	20.0
Family / Friends	133	12.1
Someone Else	173	15.7

59. Medical appointments include seeing a doctor, a dentist, a therapist, or someone else who takes care of your health. In the last 3 months, how often did you have a way to get to your medical appointments? Would you say

	Frequency	Valid Percent
Never	21	1.9
Sometimes	91	8.3
Usually	124	11.4
Always	855	78.4
Total	1,091	100.0
Top Box Score		78.4
Mean		88.7



	Client	Proxy	Total
Never (n)	18	3	21
%	2.2%	1.1%	1.9%
Sometimes (n)	88	3	91
%	10.6%	1.1%	8.3%
Usually (n)	112	12	124
%	13.5%	4.6%	11.4%
Always (n)	610	245	855
%	73.7%	93.2%	78.4%
Total (n)	828	263	1091
%	100.0%	100.0%	100.0%

60. In the last 3 months, did you use a van or some other transportation service? Do not include a van you own.

	Frequency	Valid Percent
Yes	420	38.5
No	671	61.5
Total	1,091	100.0

	Client	Proxy	Total
No (n)	491	180	671
%	59.4%	68.2%	61.5%
Yes (n)	336	84	420
%	40.6%	31.8%	38.5%
Total (n)	827	264	1091
%	100.0%	100.0%	100.0%

61. In the last 3 months, were you able to get in and out of this ride easily?

	Frequency	Valid Percent
Yes	400	95.9
No	17	4.1
Total	417	100.0

	Client	Proxy	Total
No (n)	16	1	17
%	4.8%	1.2%	4.1%
Yes (n)	318	82	400
%	95.2%	98.8%	95.9%
Total (n)	334	83	417
%	100.0%	100.0%	100.0%

62. In the last 3 months, how often did this ride arrive on time to pick you up? Would you say ...

	Frequency	Valid Percent
Never	10	2.4
Sometimes	38	9.2
Usually	92	22.2
Always	274	66.2
Total	414	100.0
Top Box Score		66.2
Mean		84.1

	Client	Proxy	Total
Never (n)	9	1	10
%	2.7%	1.2%	2.4%
Sometimes (n)	33	5	38
%	9.9%	6.1%	9.2%
Usually (n)	72	20	92
%	21.7%	24.4%	22.2%
Always (n)	218	56	274
%	65.7%	68.3%	66.2%
Total (n)	332	82	414
%	100.0%	100.0%	100.0%

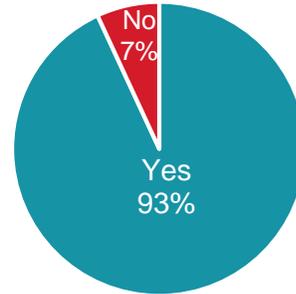
63. Who would you contact in case of an emergency? [INTERVIEWER MARKS ALL THAT APPLY]

	Frequency	Valid Percent
Family Member or Friend	716	65.2
Case Manager	136	12.4
Agency that Provides HCBS Services	99	9.0
Paid emergency Response	148	13.5
9-1-1	349	31.8
Someone Else	110	10.0

64. In the last 3 months, was there a person you could talk to if someone hurt you or did something to you that you didn't like?

	Frequency	Valid Percent
Yes	990	93.1
No	73	6.9
Total	1,063	100.0

Someone to Talk to if Hurt



	Client	Proxy	Total
No (n)	60	13	73
%	7.3%	5.4%	6.9%
Yes (n)	762	228	990
%	92.7%	94.6%	93.1%
Total (n)	822	241	1063
%	100.0%	100.0%	100.0%

65. In the last 3 months, did **any** {personal assistance/behavioral health staff, homemakers, or your case managers} take your money or your things without asking you first?

	Frequency	Valid Percent
Yes	11	1.0
No	1,072	99.0
Total	1,083	100.0

	Client	Proxy	Total
Yes (n)	11	0	11
%	1.3%	0.0%	1.0%
No (n)	826	246	1072
%	98.7%	100.0%	99.0%
Total (n)	837	246	1083
%	100.0%	100.0%	100.0%

66. In the last 3 months, did someone work with you to fix this problem?

	Frequency	Valid Percent
Yes	3	30.0
No	7	70.0
Total	10	100.0

	Client	Total
No (n)	7	7
%	70.0%	70.0%
Yes (n)	3	3
%	30.0%	30.0%
Total (n)	10	10
%	100.0%	100.0%

67. In the last 3 months, who has been working with you to fix this problem? Anyone else? [INTERVIEWER MARKS ALL THAT APPLY]

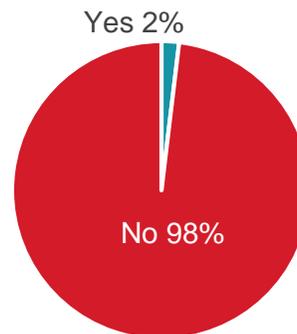
	Frequency	Valid Percent
Family Member or Friend	1	33.3
Someone Else	2	66.7

68. In the last 3 months, did any {staff} yell, swear, or curse at you?

	Frequency	Valid Percent
Yes	20	1.9
No	1,061	98.1
Total	1,081	100.0

	Client	Proxy	Total
Yes (n)	13	7	20
%	1.5%	2.9%	1.9%
No (n)	830	231	1061
%	98.5%	97.1%	98.1%
Total (n)	843	238	1081
%	100.0%	100.0%	100.0%

Staff Yell, Swear or Curse at You



69. In the last 3 months, did someone work with you to fix this problem?

	Frequency	Valid Percent
Yes	9	50.0
No	9	50.0
Total	18	100.0

	Client	Proxy	Total
No (n)	8	1	9
%	72.7%	14.3%	50.0%
Yes (n)	3	6	9
%	27.3%	85.7%	50.0%
Total (n)	11	7	18
%	100.0%	100.0%	100.0%

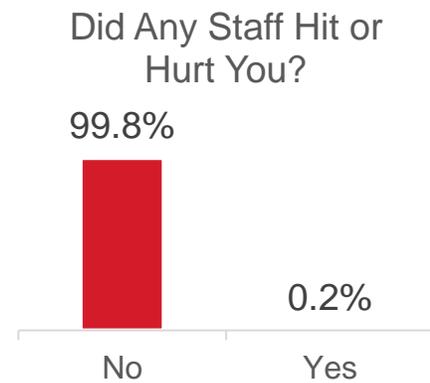
70. In the last 3 months, who has been working with you to fix this problem? Anyone else? [INTERVIEWER MARKS ALL THAT APPLY]

	Frequency	Valid Percent
Family Member or Friend	3	33.3
Case Manager	2	22.2
Agency	3	33.3
Someone Else	4	44.4

71. In the last 3 months, did any {staff} hit you or hurt you?

	Frequency	Valid Percent
Yes	2	0.2
No	1,087	99.8
Total	1,089	100.0

	Client	Proxy	Total
Yes (n)	1	1	2
%	0.1%	0.4%	0.2%
No (n)	842	245	1087
%	99.9%	99.6%	99.8%
Total (n)	843	246	1089
%	100.0%	100.0%	100.0%



72. In the last 3 months, did someone work with you to fix this problem?

	Frequency	Valid Percent
Yes	1	50.0
No	1	50.0
Total	2	100.0

	Client	Proxy	Total
No (n)	1	0	1
%	100.0%	0.0%	50.0%
Yes (n)	0	1	1
%	0.0%	100.0%	50.0%
Total (n)	1	1	2
%	100.0%	100.0%	100.0%

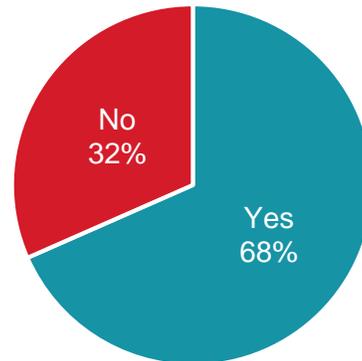
73. In the last 3 months, who has been working with you to fix this problem? Anyone else? [INTERVIEWER MARKS ALL THAT APPLY]

	Frequency	Valid Percent
Someone Else: Nurse	1	100.0

74. Do you have any **family** members who live nearby? Do not include family members you live with.

	Frequency	Valid Percent
Yes	750	68.4
No	347	31.6
Total	1,097	100.0

Family Member Lives Nearby



	Client	Proxy	Total
No (n)	295	52	347
%	35.0%	20.5%	31.6%
Yes (n)	548	202	750
%	65.0%	79.5%	68.4%
Total (n)	843	254	1097
%	100.0%	100.0%	100.0%

75. In the last 3 months, when you wanted to, how often could you get together with these family members who live nearby? Would you say ...

	Frequency	Valid Percent
Never	41	5.5
Sometimes	192	25.9
Usually	166	22.4
Always	342	46.2
Total	741	100.0
Top Box Score		46.2
Mean		69.7

	Client	Proxy	Total
Never (n)	37	4	41
%	6.9%	2.0%	5.5%
Sometimes (n)	151	41	192
%	28.0%	20.3%	25.9%
Usually (n)	114	52	166
%	21.2%	25.7%	22.4%
Always (n)	237	105	342
%	44.0%	52.0%	46.2%
Total (n)	539	202	741
%	100.0%	100.0%	100.0%

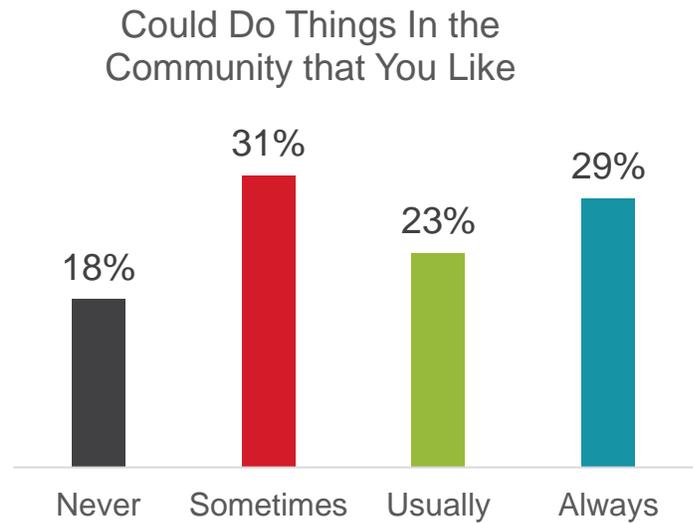
76. Do you have any **friends** who live nearby?

	Frequency	Valid Percent
Yes	695	64.1
No	390	35.9
Total	1,085	100.0

	Client	Proxy	Total
No (n)	293	97	390
%	34.9%	39.4%	35.9%
Yes (n)	546	149	695
%	65.1%	60.6%	64.1%
Total (n)	839	246	1085
%	100.0%	100.0%	100.0%

77. In the last 3 months, when you wanted to, how often could you get together with these friends who live nearby? Would you say ...

	Frequency	Valid Percent
Never	24	3.5
Sometimes	231	33.6
Usually	174	25.3
Always	259	37.6
Total	688	100.0
Top Box Score		37.6
Mean		65.7



	Client	Proxy	Total
Never (n)	19	5	24
%	3.5%	3.3%	3.5%
Sometimes (n)	188	43	231
%	35.1%	28.3%	33.6%
Usually (n)	125	49	174
%	23.3%	32.2%	25.3%
Always (n)	204	55	259
%	38.1%	36.2%	37.6%
Total (n)	536	152	688
%	100.0%	100.0%	100.0%

78. In the last 3 months, when you wanted to, how often could you do things in the community that you like? Would you say ...

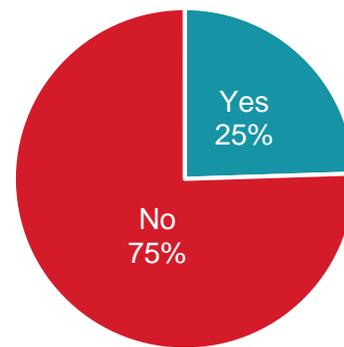
	Frequency	Valid Percent
Never	192	17.8
Sometimes	333	30.9
Usually	245	22.7
Always	307	28.5
Total	1,077	100.0
Top Box Score		28.5
Mean		54.0

	Client	Proxy	Total
Never (n)	186	6	192
%	22.7%	2.3%	17.8%
Sometimes (n)	262	71	333
%	32.0%	27.5%	30.9%
Usually (n)	165	80	245
%	20.1%	31.0%	22.7%
Always (n)	206	101	307
%	25.2%	39.1%	28.5%
Total (n)	819	258	1077
%	100.0%	100.0%	100.0%

79. In the last 3 months, did you need more help than you get from {personal assistance/behavioral health staff} to do things in your community?

	Frequency	Valid Percent
Yes	152	24.5
No	468	75.5
Total	620	100.0

Need More Help in Community



	Client	Proxy	Total
Yes (n)	108	44	152
%	24.2%	25.3%	24.5%
No (n)	338	130	468
%	75.8%	74.7%	75.5%
Total (n)	446	174	620
%	100.0%	100.0%	100.0%

80. In the last 3 months, did you take part in deciding **what** you do with your time each day?

	Frequency	Valid Percent
Yes	984	92.0
No	86	8.0
Total	1,070	100.0

	Client	Proxy	Total
No (n)	44	42	86
%	5.4%	16.6%	8.0%
Yes (n)	773	211	984
%	94.6%	83.4%	92.0%
Total (n)	817	253	1070
%	100.0%	100.0%	100.0%

81. In the last 3 months, did you take part in deciding **when** you do things each day—for example, deciding when you get up, eat, or go to bed?

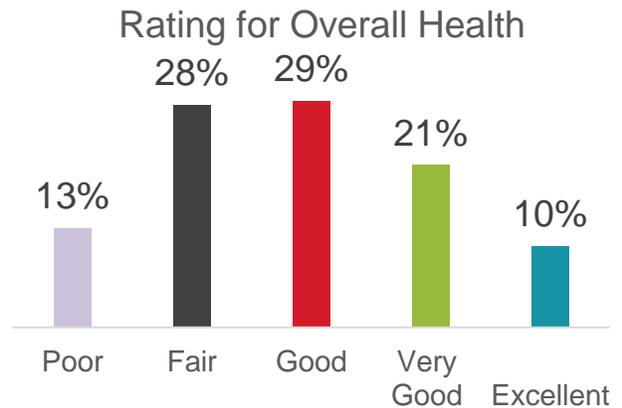
	Frequency	Valid Percent
Yes	999	92.5
No	81	7.5
Total	1,080	100.0

	Client	Proxy	Total
No (n)	35	46	81
%	4.2%	18.1%	7.5%
Yes (n)	791	208	999
%	95.8%	81.9%	92.5%
Total (n)	826	254	1080
%	100.0%	100.0%	100.0%

About You

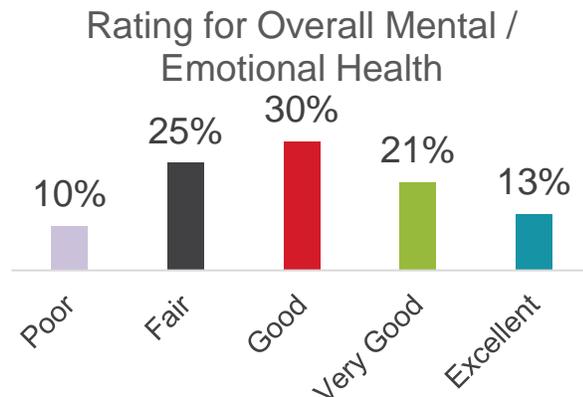
82. In general, how would you rate your overall health? Would you say ...

	Frequency	Valid Percent
Excellent	112	10.3
Very Good	224	20.5
Good	312	28.6
Fair	307	28.1
Poor	136	12.5
Total	1091	100.0



83. In general, how would you rate your overall mental or emotional health? Would you say...

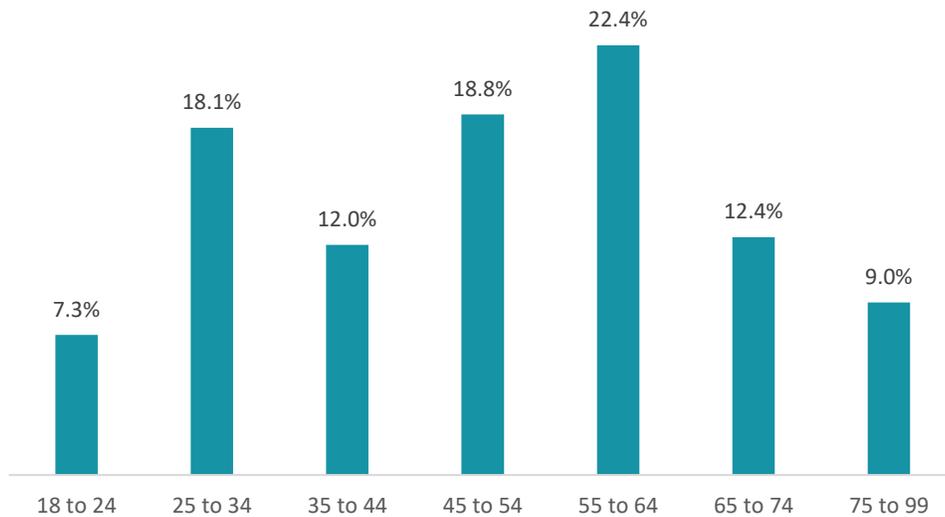
	Frequency	Valid Percent
Excellent	144	13.2
Very Good	226	20.8
Good	330	30.3
Fair	275	25.3
Poor	113	10.4
Total	1088	100.0



84. What is your age?

	Frequency	Valid Percent
18 to 24 years	80	7.3
25 to 34 years	198	18.1
35 to 44 years	131	12.0
45 to 54 years	206	18.8
55 to 64 years	245	22.4
65 to 74 years	136	12.4
75 years or older	99	9.0
Total	1095	100.0

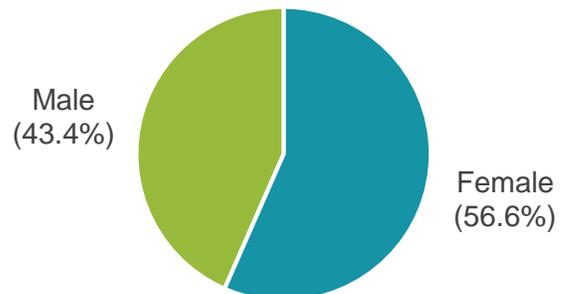
Age Ranges of Survey Participants



85. [IF NECESSARY, ASK, AND VERIFY IF OVER THE PHONE] Are you male or female?

	Frequency	Valid Percent
Male	476	43.4
Female	620	56.6
Total	1096	100.0

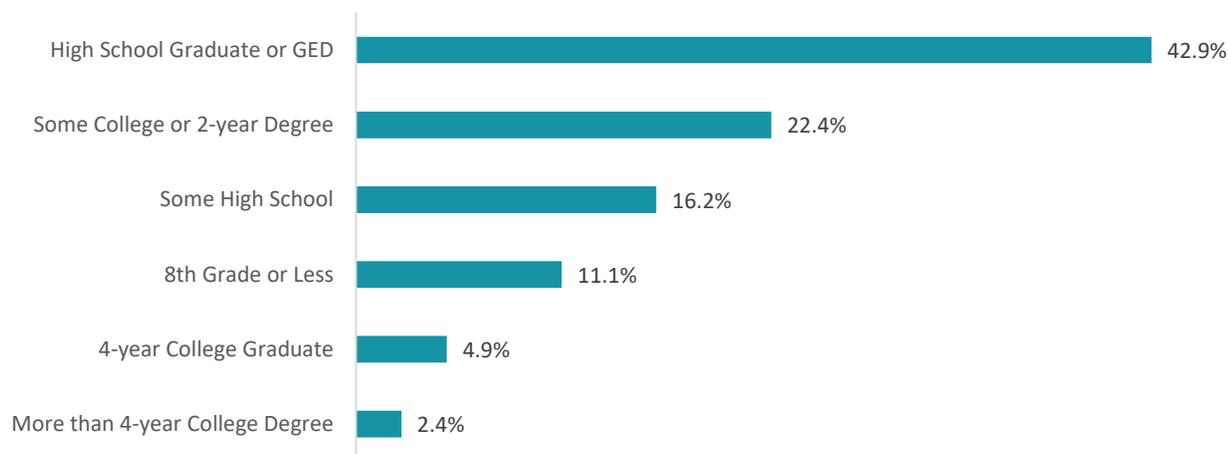
Gender of Survey Participants



86. What is the highest grade or level of school that you have completed?

	Frequency	Valid Percent
8 th grade or less	118	11.1
Some high school, but did not graduate	172	16.2
High school graduate or GED	456	42.9
Some college or 2-year degree	238	22.4
4-year college graduate	52	4.9
More than 4-year college	26	2.4
Total	1062	100.0

Education Levels of Survey Participants



87. Are you of Hispanic, Latino, or Spanish origin?

	Frequency	Valid Percent
Yes	21	2.0
No	1054	98.0
Total	1075	100.0

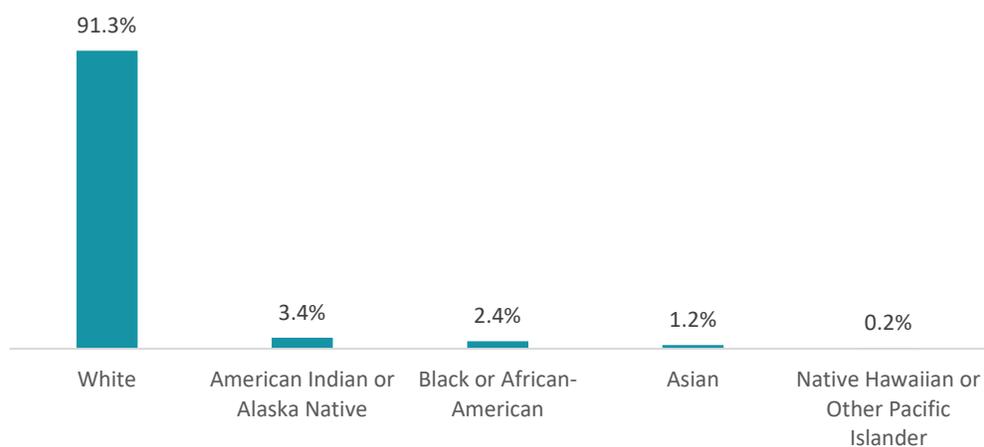
88. Which group best describes you? [READ ALL ANSWER CHOICES. CODE ALL THAT APPLY.]

	Frequency	Valid Percent
Mexican, Mexican American, Chicano, Chicana	2	9.5
Puerto Rican	10	47.6
Cuban	1	4.8
Another Hispanic, Latino or Spanish origin	8	38.1
Don't know	0	0
Refused	0	0
Unclear response	0	0

89. What is your race? You may choose one or more of the following. Would you say you are...

	Frequency	Valid Percent
White	1002	91.3
Black or African-American	26	2.4
Asian	13	1.2
Native Hawaiian or Other Pacific Islander	2	0.2
American Indian or Alaska Native	37	3.4
Other	43	3.9
Don't know	4	0.4
Refused	16	1.5
Unclear Response	1	0.1

Self-Reported Race of Survey Participants



90. Which group best describes you? [READ ALL ANSWER CHOICES. CODE ALL THAT APPLY.]⁷

	Frequency	Valid Percent
Asian Indian	3	23.1
Chinese	2	15.4
Filipino	0	0
Japanese	2	15.4
Korean	3	23.1
Vietnamese	0	0
Other Asian	3	23.1
Don't Know	0	0
Refused	0	0
Unclear Response	0	0

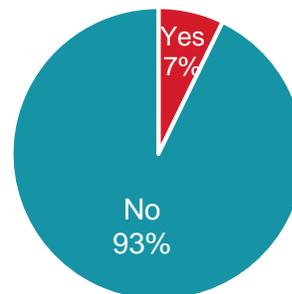
91. Which group best describes you? [READ ALL ANSWER CHOICES. CODE ALL THAT APPLY.]

	Frequency	Valid Percent
Native Hawaiian	2	100.0
Guamanian or Chamorro	0	0
Samoan	0	0
Other Pacific Islander	0	0
Don't know	0	0
Refused	0	0
Unclear response	0	0

92. Do you speak a language other than English at home?

	Frequency	Valid Percent
Yes	79	7.2
No	1013	92.8
Total	1092	100.0

Speaks a Language Other than English at Home



⁷ Questions 90 and 91 are part of a skip pattern from Q89. These two questions provide more specific data about Asian and Pacific Islander, respectively.

93. What is the language you speak at home?

	Frequency	Valid Percent
Spanish	19	24.1
Some other language	59	74.7
Total	78	100.0

94. [IF NECESSARY, ASK] How many adults live at your home, including you?

	Frequency	Valid Percent
1 [Just the respondent]	456	41.9
2 to 3	473	43.4
4 or more	160	14.7
Total	1089	100.0

95. [IF NECESSARY, ASK] Do you live with any family members?

	Frequency	Valid Percent
Yes	405	63.4
No	234	36.6
Total	639	100.0

96. [IF NECESSARY, ASK] Do you live with people who are not family or are not related to you?

	Frequency	Valid Percent
Yes	251	39.4
No	386	60.6
Total	637	100.0

Interviewer Questions

97. Was the respondent able to give valid answers?

	Frequency	Valid Percent
Yes	1078	98.3
No	19	1.7
Total	1097	100.0

98. Was anyone else present during the interview?

	Frequency	Valid Percent
Yes	235	21.4
No	862	78.6
Total	1097	100.0

99. Who was present during the interview? (MARK ALL THAT APPLY.)

	Frequency	Valid Percent
Someone not paid	194	82.6
Staff or someone paid	48	20.4

100. Did someone help the respondent complete this survey?

	Frequency	Valid Percent
Yes	172	73.2
No	63	26.8
Total	235	100.0

102. Who helped the respondent? (MARK ALL THAT APPLY.)

	Frequency	Valid Percent
Someone not paid	150	87.2
Staff or someone paid	23	13.4

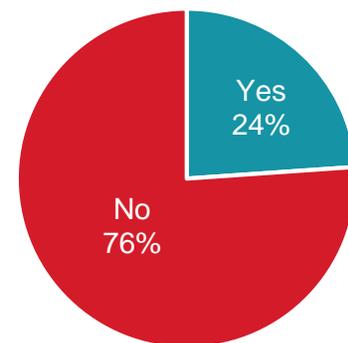
Supplemental Employment Module

EM1. In the last 3 months, did you work for pay at a job?

	Frequency	Valid Percent
Yes	262	23.9
No	833	76.1
Total	1095	100.0

	Client	Proxy	Total
No (n)	670	163	833
%	80.0%	63.4%	76.1%
Yes (n)	168	94	262
%	20.0%	36.6%	23.9%
Total (n)	838	257	1095
%	100.0%	100.0%	100.0%

Work for Pay at a Job



EM2. In the last 3 months, did you want to work for pay at a job?

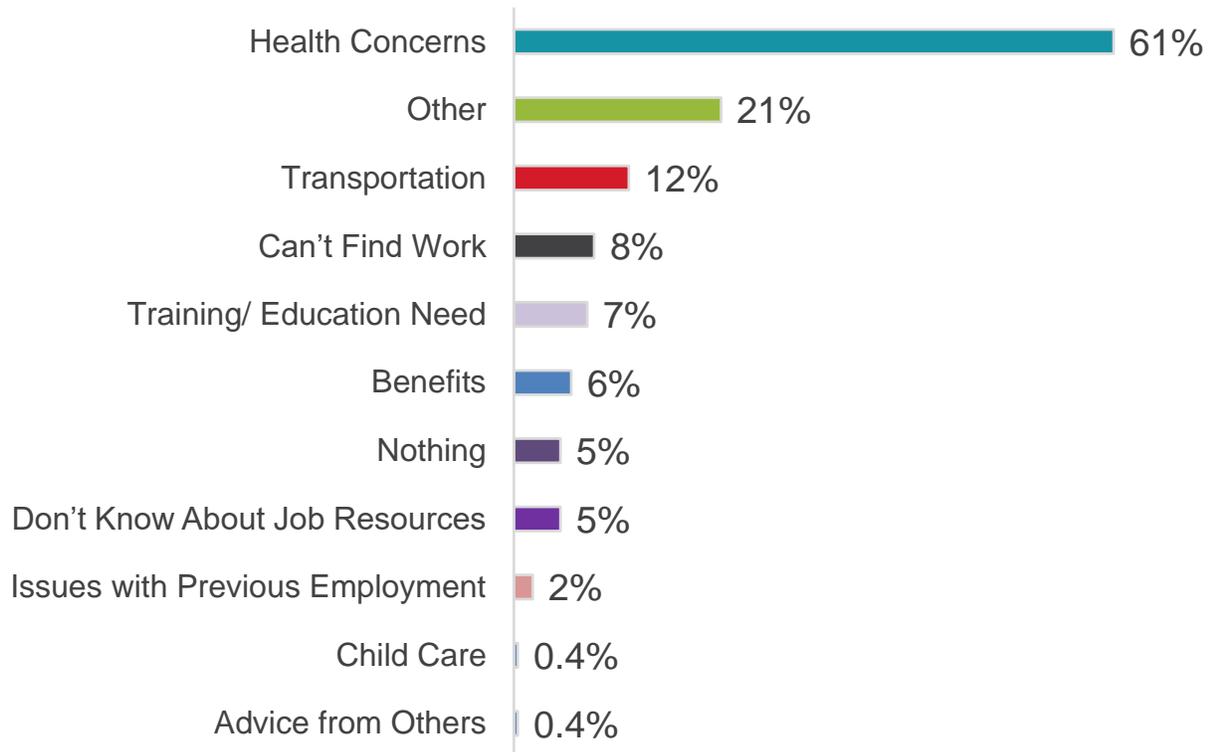
	Frequency	Valid Percent
Yes	258	32.0
No	548	68.0
Total	806	100.0

	Client	Proxy	Total
No (n)	428	120	548
%	65.4%	78.9%	68.0%
Yes (n)	226	32	258
%	34.6%	21.1%	32.0%
Total (n)	654	152	806
%	100.0%	100.0%	100.0%

EM3. Sometimes people feel that something is holding them back from working when they want to. In the last 3 months, was this true for you? If so, what has been holding you back from working? (INTERVIEWER LISTENS AND MARKS ALL THAT APPLY)

	Frequency	Valid Percent
Benefits	15	5.8
Health Concerns	156	60.5
Don't Know about Job Resources	12	4.7
Advice from Others	1	0.4
Training/ Education Need	19	7.4
Can't Find Work	21	8.1
Issues with Previous Employment	5	1.9
Transportation	30	11.6
Child Care	1	0.4
Other	54	20.9
Nothing	12	4.7

Issues Holding You Back from Working



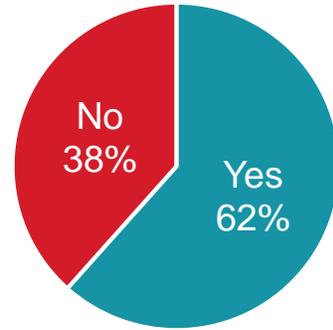
EM4. Sometimes people would like to work for pay, but feel that something is holding them back. In the last 3 months, was this true for you? If so, what has been holding you back from wanting to work? (INTERVIEWER LISTENS AND MARKS ALL THAT APPLY)

	Frequency	Valid Percent
Benefits	12	2.2
Health Concerns	301	54.9
Don't Know about Job Resources	5	0.9
Advice from Others	3	0.5
Training/ Education Need	10	1.8
Can't Find Work	4	0.7
Issues with Previous Employment	5	0.9
Transportation	18	3.3
Child Care	2	0.4
Other	39	7.1
Nothing / Don't Want to Work	200	36.5

EM5. In the last 3 months, did you ask for help in getting a job for pay?

	Frequency	Valid Percent
Yes	76	29.8
No	179	70.2
Total	255	100.0

Knew Could Get Help to Find a Job



	Client	Proxy	Total
No (n)	156	23	179
%	70.3%	69.7%	70.2%
Yes (n)	66	10	76
%	29.7%	30.3%	29.8%
Total (n)	222	33	255
%	100.0%	100.0%	100.0%

EM6. In the last 3 months, did you know you could get help to find a job for pay?

	Frequency	Valid Percent
Yes	109	61.6
No	68	38.4
Total	177	100.0

	Client	Proxy	Total
No (n)	64	4	68
%	40.5%	21.1%	38.4%
Yes (n)	94	15	109
%	59.5%	78.9%	61.6%
Total (n)	158	19	177
%	100.0%	100.0%	100.0%

EM7. Help getting a job can include help finding a place to work or help getting the skills that you need to work. In the last 3 months, was someone paid to help you get a job?

	Frequency	Valid Percent
Yes	33	44.0
No	42	56.0
Total	75	100.0

	Client	Proxy	Total
No (n)	34	8	42
%	53.1%	72.7%	56.0%
Yes (n)	30	3	33
%	46.9%	27.3%	44.0%
Total (n)	64	11	75
%	100.0%	100.0%	100.0%

EM8. In the last 3 months, did you get all the help you need to find a job?

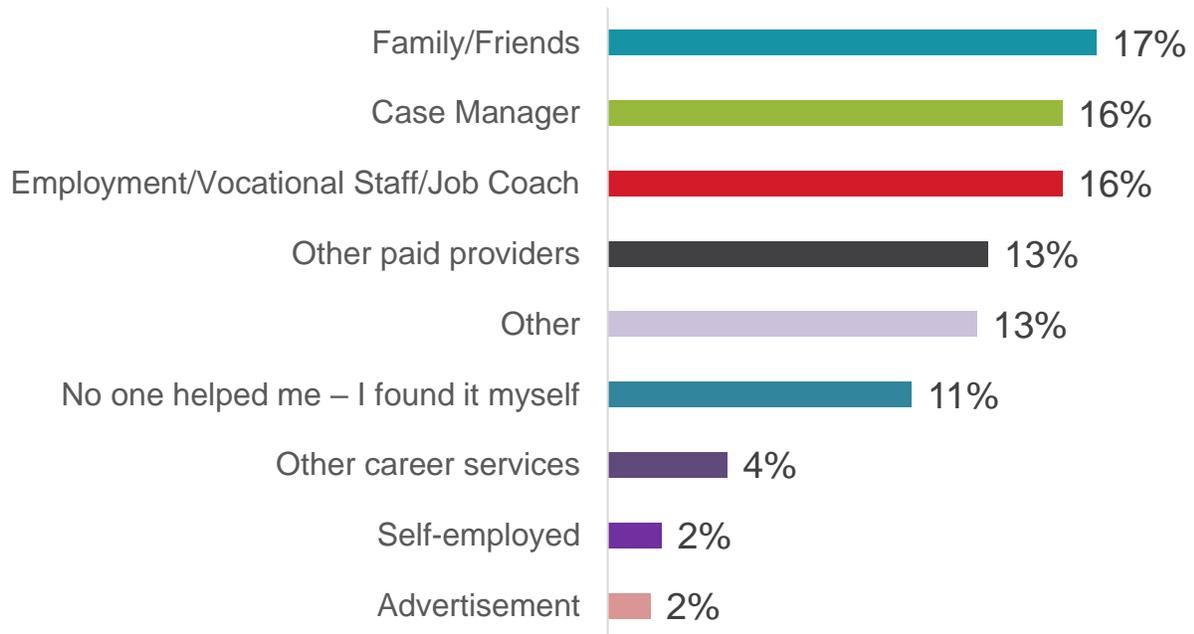
	Frequency	Valid Percent
Yes	18	56.3
No	14	43.8
Total	32	100.0

	Client	Proxy	Total
No (n)	13	1	14
%	44.8%	33.3%	43.8%
Yes (n)	16	2	18
%	55.2%	66.7%	56.3%
Total (n)	29	3	32
%	100.0%	100.0%	100.0%

EM9. Who helped you find the job that you have now? [MARK ALL THAT APPLY]

	Frequency	Valid Percent
Employment/Vocational Staff/Job Coach	99	37.8
Case Manager	42	16.0
Other paid providers	35	13.4
Other career services	11	4.2
Family/Friends	45	17.2
Advertisement	4	1.5
Self-employed	5	1.9
Other	34	13.0
No one helped me – I found it myself	28	10.7

Who Helped You Find Your Current Job



EM10. Did you help choose the job you have now?

	Frequency	Valid Percent
Yes	172	77.8
No	49	22.2
Total	221	100.0

	Client	Proxy	Total
No (n)	19	30	49
%	14.5%	33.3%	22.2%
Yes (n)	112	60	172
%	85.5%	66.7%	77.8%
Total (n)	131	90	221
%	100.0%	100.0%	100.0%

EM11. Sometimes people need help from other people to work at their jobs. For example, they may need help getting to or getting around at work, help getting their work done, or help getting along with other workers. In the last 3 months, was someone paid to help you with the job you have now?

	Frequency	Valid Percent
Yes	140	54.1
No	119	45.9
Total	259	100.0

	Client	Proxy	Total
No (n)	98	21	119
%	60.1%	21.9%	45.9%
Yes (n)	65	75	140
%	39.9%	78.1%	54.1%
Total (n)	163	96	259
%	100.0%	100.0%	100.0%

EM12. What do you call this person? A job coach, peer support provider, personal assistant, or something else?

Responses by Theme	Frequency
Job Coach	44
Staff	29
By Name	19
Other	9
Aide(s)	6
Peer Support	5
Supervisor	4
Personal Assistant	4
Caregiver(s)	3
Family	3
Mentor	3
Provider	3
Coach	2
Coworker	2
Direct Support Professional	2
Employment	1

EM13. Did you hire your *{job coach}* yourself?

	Frequency	Valid Percent
Yes	25	17.9
No	115	82.1
Total	140	100.0

	Client	Proxy	Total
No (n)	55	60	115
%	84.6%	80.0%	82.1%
Yes (n)	10	15	25
%	15.4%	20.0%	17.9%
Total (n)	65	75	140
%	100.0%	100.0%	100.0%

EM14. In the last 3 months, has your *{job coach}* been with you all the time that you were working?

	Frequency	Valid Percent
Yes	79	69.9
No	34	30.1
Total	113	100.0

	Client	Proxy	Total
No (n)	23	11	34
%	40.4%	19.6%	30.1%
Yes (n)	34	45	79
%	59.6%	80.4%	69.9%
Total (n)	57	56	113
%	100.0%	100.0%	100.0%

EM15. In the last 3 months, how often did your *{job coach}* give you all the help you needed? Would you say

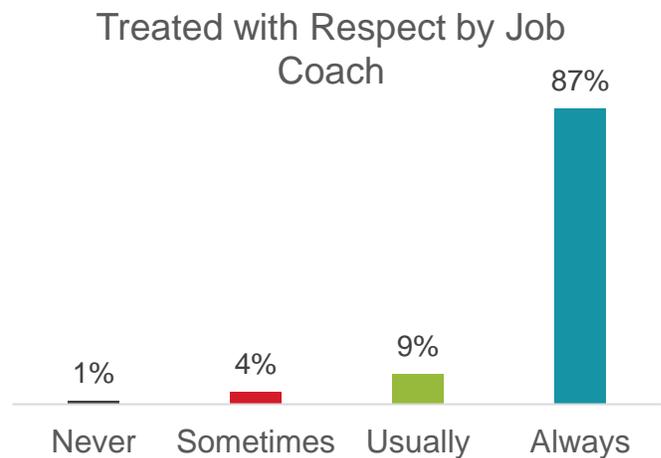
...

	Frequency	Valid Percent
Never	1	0.9
Sometimes	13	11.6
Usually	17	15.2
Always	82	72.3
Total	113	100.0
Top Box Score		72.3
Mean		86.3

	Client	Proxy	Total
Never (n)	1	0	1
%	1.8%	0.0%	0.9%
Sometimes (n)	9	4	13
%	15.8%	7.3%	11.6%
Usually (n)	5	12	17
%	8.8%	21.8%	15.2%
Always (n)	42	39	81
%	73.7%	70.9%	72.3%
Total (n)	57	55	112
%	100.0%	100.0%	100.0%

EM16. In the last 3 months, how often did your {job coach} treat you with courtesy and respect? Would you say ...

	Frequency	Valid Percent
Never	1	0.9
Sometimes	4	3.6
Usually	10	8.9
Always	97	86.6
Total	112	100.0
Top Box Score		86.6
Mean		93.8



	Client	Proxy	Total
Never (n)	1	0	1
%	1.7%	0.0%	0.9%
Sometimes (n)	2	2	4
%	3.4%	3.7%	3.6%
Usually (n)	5	5	10
%	8.6%	9.3%	8.9%
Always (n)	50	47	97
%	86.2%	87.0%	86.6%
Total (n)	58	54	112
%	100.0%	100.0%	100.0%

EM17. In the last 3 months, how often did your {job coach} explain things in a way that was easy to understand? Would you say ...

	Frequency	Valid Percent
Never	3	2.7
Sometimes	9	8.0
Usually	25	22.3
Always	75	67.0
Total	112	100.0
Top Box Score		67.0
Mean		84.5

	Client	Proxy	Total
Never (n)	2	1	3
%	3.5%	1.8%	2.7%
Sometimes (n)	7	2	9
%	12.3%	3.6%	8.0%
Usually (n)	9	16	25
%	15.8%	29.1%	22.3%
Always (n)	39	36	75
%	68.4%	65.5%	67.0%
Total (n)	57	55	112
%	100.0%	100.0%	100.0%

EM18. In the last 3 months, how often did your {job coach} listen carefully to you? Would you say ...

	Frequency	Valid Percent
Never	3	2.7
Sometimes	7	6.3
Usually	25	22.5
Always	76	68.5
Total	111	100.0
Top Box Score		68.5
Mean		85.6

	Client	Proxy	Total
Never (n)	3	0	3
%	5.3%	0.0%	2.7%
Sometimes (n)	4	3	7
%	7.0%	5.6%	6.3%
Usually (n)	8	17	25
%	14.0%	31.5%	22.5%
Always (n)	42	34	76
%	73.7%	63.0%	68.5%
Total (n)	57	54	111
%	100.0%	100.0%	100.0%

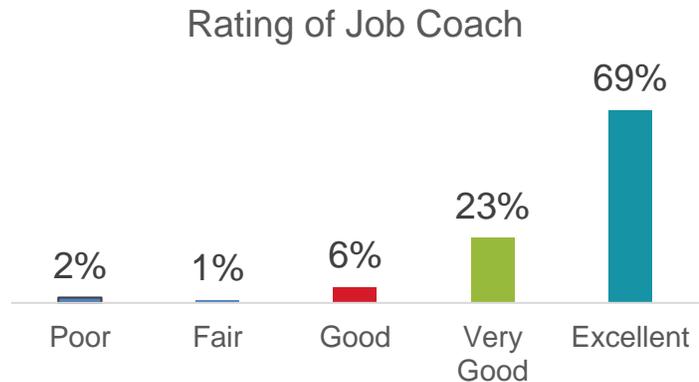
EM19. In the last 3 months, did your {job coach} encourage you to do things for yourself if you could?

	Frequency	Valid Percent
Yes	108	96.4
No	3	2.7
Total	111	100.0

	Client	Proxy	Total
No (n)	1	2	3
%	1.8%	3.7%	2.7%
Yes (n)	56	52	108
%	98.2%	96.3%	97.3%
Total (n)	57	54	111
%	100.0%	100.0%	100.0%

EM20. Using any number from 0 to 10, where 0 is the worst help from {job coach} possible and 10 is the best help from {job coach} possible, what number would you use to rate the help you get from your {job coach}?⁸

	N	Valid Percent
Poor	2	1.9
Fair	1	0.9
Good	6	5.6
Very Good	25	23.1
Excellent	74	68.5
Total	108	100.0

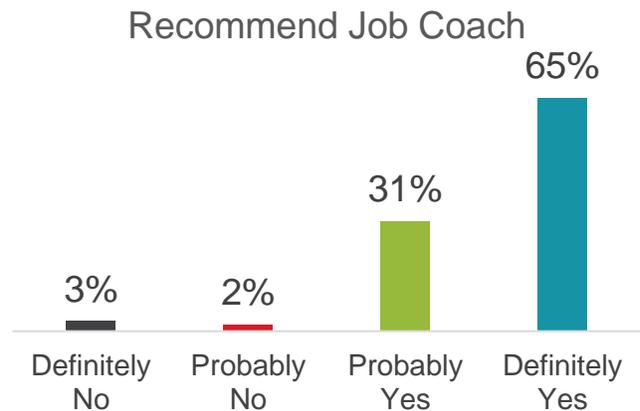


⁸ Response categories have been recoded to accommodate the alternate response option.

	Client	Proxy	Total
Poor (n)	1	1	2
%	1.9%	1.9%	1.9%
Fair (n)	1	0	1
%	1.9%	0.0%	0.9%
Good (n)	5	1	6
%	9.3%	1.9%	5.6%
Very Good (n)	11	14	25
%	20.4%	25.9%	23.1%
Excellent (n)	36	38	74
%	66.7%	70.4%	68.5%
Total (n)	54	54	108
%	100.0%	100.0%	100.0%

EM21. Would you recommend the {job coach} who helps you to your family and friends if they needed {program-specific term for employment services}? Would you say you recommend the {job coach} ...

	Frequency	Valid Percent
Definitely No	3	2.8
Probably No	2	1.9
Probably Yes	33	30.6
Definitely Yes	70	64.8
Total	108	100.0
Top Box Score		64.8
Mean		85.8



	Client	Proxy	Total
Definitely NO (n)	2	1	3
%	3.8%	1.8%	2.8%
Probably NO (n)	1	1	2
%	1.9%	1.8%	1.9%
Probably YES (n)	18	15	33
%	34.0%	27.3%	30.6%
Definitely YES (n)	32	38	70
%	60.4%	69.1%	64.8%
Total (n)	53	55	108
%	100.0%	100.0%	100.0%

CHI-SQUARE TEST

In addition to running descriptive statistics for every survey item, as shown in the previous section, VR also tested the responses to determine if there were any statistically significant differences in responses between clients and proxies. Using the Pearson Chi-Square test, VR examined responses to each survey item to determine whether any differences in responses between clients and proxies were what one would expect to occur by chance. Using this test and a P-value of 0.05⁹, VR uncovered several questions that received significantly different responses from clients and proxies. That is, one would not expect these differences to have occurred by chance alone. These questions, including the counts and percentages of client vs. proxy respondents, are delineated below. Survey questions not shown below did not show statistically significant differences in responses given by client and proxies.

The Chi-Square test reveals the following, overall:

- Proxy respondents are more likely to report the receipt of personal assistance
- Proxy respondents are more likely to report the need for care; conversely, clients are more likely to report independence
- Proxy respondents are more likely to report mistreatment by staff
- Clients are more likely to report the positive behavior of staff
- Clients are less likely to report they are able to contact their case manager when needed
- Proxies are more likely to report that their client’s treatment plan did not include things that were important to their client
- Clients are more likely to report transportation issues, as well as lack of community access
- Clients are less likely to report accessibility to family
- Proxies are less likely to report choice in everyday activities
- Clients are more likely to express the desire to work for pay at a job

Q4. Did you get personal assistance at home?

	Client	Proxy	Total
No (n)	413	83	496
%	48.5%	34.0%	45.3%
Yes (n)	438	161	599
%	51.5%	66.0%	54.7%
Total (n)	851	244	1095
%	100.0%	100.0%	100.0%

⁹ The P-value indicates a probability of less than 5% that the distribution of responses occurred by chance alone.

Q16. Did you need help getting dressed, take a shower or bath?

	Client	Proxy	Total
No (n)	221	58	279
%	47.6%	32.6%	43.5%
Yes (n)	243	120	363
%	52.4%	67.4%	56.5%
Total (n)	464	178	642
%	100.0%	100.0%	100.0%

Q20. Did you need help with meals?

	Client	Proxy	Total
No (n)	221	35	256
%	47.5%	19.8%	39.9%
Yes (n)	244	142	386
%	52.5%	80.2%	60.1%
Total (n)	465	177	642
%	100.0%	100.0%	100.0%

Q23. Did you need help to take your medicine?

	Client	Proxy	Total
No (n)	275	59	334
%	59.4%	33.3%	52.2%
Yes (n)	188	118	306
%	40.6%	66.7%	47.8%
Total (n)	463	177	640
%	100.0%	100.0%	100.0%

Q24. Did you always take your medicine when you were supposed to?

	Client	Proxy	Total
No (n)	34	9	43
%	18.4%	7.6%	14.1%
Yes (n)	151	110	261
%	81.6%	92.4%	85.9%
Total (n)	185	119	304
%	100.0%	100.0%	100.0%

Q26. Did you need help with toileting?

	Client	Proxy	Total
No (n)	367	86	453
%	79.1%	48.6%	70.7%
Yes (n)	97	91	188
%	20.9%	51.4%	29.3%
Total (n)	464	177	641
%	100.0%	100.0%	100.0%

Q30. How often did someone treat you the way you wanted them to?

	Client	Proxy	Total
Never (n)	2	0	2
%	0.4%	0.0%	0.3%
Sometimes (n)	19	5	24
%	4.1%	2.9%	3.8%
Usually (n)	59	39	98
%	12.6%	22.9%	15.3%
Always (n)	389	126	515
%	82.9%	74.1%	80.6%
Total (n)	469	170	639
%	100.0%	100.0%	100.0%

Q31. How often did they explain things in a way that was easy to understand?

	Client	Proxy	Total
Never (n)	3	1	4
%	0.6%	0.6%	0.6%
Sometimes (n)	16	6	22
%	3.4%	3.5%	3.4%
Usually (n)	77	45	122
%	16.3%	26.5%	19.0%
Always (n)	375	118	493
%	79.6%	69.4%	76.9%
Total (n)	471	170	641
%	100.0%	100.0%	100.0%

Q32. How often did someone listen carefully to you?

	Client	Proxy	Total
Never (n) %	5 1.1%	1 0.6%	6 0.9%
Sometimes (n) %	30 6.4%	10 6.0%	40 6.3%
Usually (n) %	65 13.8%	42 25.0%	107 16.7%
Always (n) %	371 78.8%	115 68.5%	486 76.1%
Total (n) %	471 100.0%	168 100.0%	639 100.0%

Q41. Did the homemaker treat you with courtesy and respect?

	Client	Proxy	Total
Sometimes (n) %	12 3.9%	1 1.1%	13 3.2%
Usually (n) %	21 6.8%	15 16.3%	36 9.0%
Always (n) %	276 89.3%	76 82.6%	352 87.8%
Total (n) %	309 100.0%	92 100.0%	401 100.0%

Q42. How often were the homemaker explanations hard to understand because of an accent or way they spoke English?

	Client	Proxy	Total
Always (n) %	32 10.4%	4 4.3%	36 8.9%
Usually (n) %	8 2.6%	2 2.1%	10 2.5%
Sometimes (n) %	13 4.2%	16 17.0%	29 7.2%
Never (n) %	256 82.8%	72 76.6%	328 81.4%
Total (n) %	309 100.0%	94 100.0%	403 100.0%

Q43. How often did the homemaker treat you the way you wanted to be treated?

	Client	Proxy	Total
Never (n) %	1 0.3%	0 0.0%	1 0.2%
Sometimes (n) %	14 4.5%	4 4.4%	18 4.5%
Usually (n) %	29 9.3%	26 28.6%	55 13.6%
Always (n) %	268 85.9%	61 67.0%	329 81.6%
Total (n) %	312 100.0%	91 100.0%	403 100.0%

Q44. How often did the homemaker listen carefully to you?

	Client	Proxy	Total
Never (n) %	3 1.0%	0 0.0%	3 0.7%
Sometimes (n) %	18 5.8%	3 3.2%	21 5.2%
Usually (n) %	41 13.3%	25 26.6%	66 16.4%
Always (n) %	247 79.9%	66 70.2%	313 77.7%
Total (n) %	309 100.0%	94 100.0%	403 100.0%

Q49. Could you contact your case manager (CM) if you needed to?

	Client	Proxy	Total
No (n) %	51 6.8%	7 3.1%	58 5.9%
Yes (n) %	703 93.2%	219 96.9%	922 94.1%
Total (n) %	754 100.0%	226 100.0%	980 100.0%

Q56. Did your plan include...

	Client	Proxy	Total
None of the things that are important (n) %	17 2.2%	2 0.8%	19 1.8%
Some of the things that are important (n) %	97 12.4%	38 14.6%	135 13.0%
Most of the things that are important (n) %	264 33.8%	111 42.5%	375 36.0%
All of the things that are important (n) %	402 51.5%	110 42.1%	512 49.2%
Total (n) %	780 100.0%	261 100.0%	1041 100.0%

Q59. How often did you have a way to get to medical appointments?

	Client	Proxy	Total
Never (n) %	18 2.2%	3 1.1%	21 1.9%
Sometimes (n) %	88 10.6%	3 1.1%	91 8.3%
Usually (n) %	112 13.5%	12 4.6%	124 11.4%
Always (n) %	610 73.7%	245 93.2%	855 78.4%
Total (n) %	828 100.0%	263 100.0%	1091 100.0%

Q60. Did you use a van or some other transportation service?

	Client	Proxy	Total
No (n) %	491 59.4%	180 68.2%	671 61.5%
Yes (n) %	336 40.6%	84 31.8%	420 38.5%
Total (n) %	827 100.0%	264 100.0%	1091 100.0%

Q69. Did someone work with you to fix the problem of yelling and cursing?

	Client	Proxy	Total
No (n) %	8 72.7%	1 14.3%	9 50.0%
Yes (n) %	3 27.3%	6 85.7%	9 50.0%
Total (n) %	11 100.0%	7 100.0%	18 100.0%

Q74. Do you have family members who live nearby?

	Client	Proxy	Total
No (n)	295	52	347
%	35.0%	20.5%	31.6%
Yes (n)	548	202	750
%	65.0%	79.5%	68.4%
Total (n)	843	254	1097
%	100.0%	100.0%	100.0%

Q75 When you wanted to, how often could you get together with nearby family members?

	Client	Proxy	Total
Never (n)	37	4	41
%	6.9%	2.0%	5.5%
Sometimes (n)	151	41	192
%	28.0%	20.3%	25.9%
Usually (n)	114	52	166
%	21.2%	25.7%	22.4%
Always (n)	237	105	342
%	44.0%	52.0%	46.2%
Total (n)	539	202	741
%	100.0%	100.0%	100.0%

Q78. When you wanted to, how often could you do things in the community?

	Client	Proxy	Total
Never (n)	186	6	192
%	22.7%	2.3%	17.8%
Sometimes (n)	262	71	333
%	32.0%	27.5%	30.9%
Usually (n)	165	80	245
%	20.1%	31.0%	22.7%
Always (n)	206	101	307
%	25.2%	39.1%	28.5%
Total (n)	819	258	1077
%	100.0%	100.0%	100.0%

Q80. Did you take part in deciding what you do with your time each day?

	Client	Proxy	Total
No (n)	44	42	86
%	5.4%	16.6%	8.0%
Yes (n)	773	211	984
%	94.6%	83.4%	92.0%
Total (n)	817	253	1070
%	100.0%	100.0%	100.0%

Q81. Did you take part in deciding when you do things each day?

	Client	Proxy	Total
No (n)	35	46	81
%	4.2%	18.1%	7.5%
Yes (n)	791	208	999
%	95.8%	81.9%	92.5%
Total (n)	826	254	1080
%	100.0%	100.0%	100.0%

Qem1. Do you work for pay at a job?

	Client	Proxy	Total
No (n)	670	163	833
%	80.0%	63.4%	76.1%
Yes (n)	168	94	262
%	20.0%	36.6%	23.9%
Total (n)	838	257	1095
%	100.0%	100.0%	100.0%

Qem2. Do you want to work for pay at a job?

	Client	Proxy	Total
No (n)	428	120	548
%	65.4%	78.9%	68.0%
Yes (n)	226	32	258
%	34.6%	21.1%	32.0%
Total (n)	654	152	806
%	100.0%	100.0%	100.0%

Qem10. Did you help choose the job you have now?

	Client	Proxy	Total
No (n)	19	30	49
%	14.5%	33.3%	22.2%
Yes (n)	112	60	172
%	85.5%	66.7%	77.8%
Total (n)	131	90	221
%	100.0%	100.0%	100.0%

Qem11. Was someone paid to help you with the job you have now?

	Client	Proxy	Total
No (n)	98	21	119
%	60.1%	21.9%	45.9%
Yes (n)	65	75	140
%	39.9%	78.1%	54.1%
Total (n)	163	96	259
%	100.0%	100.0%	100.0%

Qem14. Has your job coach been with you all the time that you were working?

	Client	Proxy	Total
No (n)	23	11	34
%	40.4%	19.6%	30.1%
Yes (n)	34	45	79
%	59.6%	80.4%	69.9%
Total (n)	57	56	113
%	100.0%	100.0%	100.0%

CAHPS MACRO ANALYSES

VR was contracted to conduct significance testing of the HCBS CAHPS survey data, specifically the 19 survey measures that have been endorsed by the National Quality Forum. These 19 measures are comprised of seven composite, or scale, measures that are each a combination of survey questions around a similar topic, as well as 12 measures that are comprised of a single survey question. This section provides scores for the 19 measures, which are broken into five categories: composite/scale measures, global ratings, recommendation measures, unmet needs measures, and a physical safety measure. The analysis of these measures was conducted using the CAHPS macro analysis program.

1. Seven Composite/ Scale measures:
 - Staff are reliable and helpful
 - Staff listen and communicate well
 - Case manager is helpful
 - Choosing the services that matter to you
 - Transportation to medical appointments
 - Personal safety and respect
 - Planning your time and activities
2. Three Global ratings
 - Global rating of personal assistance and behavioral health staff
 - Global rating of homemaker
 - Global rating of case manager
3. Three Recommendation measures
 - Would recommend personal assistance/behavioral health staff to family and friends
 - Would recommend homemaker to family and friends

- Would recommend case manager to family and friends
4. Five Unmet Needs measures
 - Unmet need in dressing/bathing due to lack of help
 - Unmet need in meal preparation/eating due to lack of help
 - Unmet need in medication administration due to lack of help
 - Unmet need in toileting due to lack of help
 - Unmet need with household tasks due to lack of help
 5. One Physical Safety measure
 - Hit or hurt by staff

VR utilized the CAHPS Analysis Program as well as the guide, *Instructions for Analyzing Data from CAHPS Surveys: Using the CAHPS Analysis Program Version 4.1*, to produce scores for the 19 measures. After cleaning and recoding the data per the instructional guide, VR adjusted the scores using the case-mix adjustments. VR followed the CAHPS macro analysis protocol and adjusted for three variables: general health rating, age, and education. The analysis program produced statewide results, as well as across the four programs (ABD, CFI, CMHS, and DD) whenever the number of responses was sufficient for reporting. Due to the small number of ABD interviews conducted (n=39), results for this group should be taken with caution.¹⁰

Each of the 19 measures were assigned a star rating by the CAHPS Analysis Program. These ratings reflect the group’s performance based on the comparison of the group’s Adjusted Plan Mean to the statewide Overall Mean. The rating identifies statistically meaningful differences:

Star Rating	Meaning
*	Group is significantly below average
**	Group is not significantly above or below average
***	Group is significantly above average

Also presented for each of the measures are the following:

- The coefficient of determination or Pearson’s correlation coefficient (R-squared), which shows the proportion of the variance in the dependent variable (e.g., the response to a survey question) that can be explained by the independent variable(s) (e.g., the ABD, CFI, CMHS, and DD groups). The closer R-squared is to a value of one, the more likely the variance can be explained by the independent variable. For example, an R-squared of 0.84 shows that approximately eighty-four percent of the variance in the dependent variable can be explained by the independent variable.
- The F-statistic, which shows if the means between two populations are significantly different in a regression analysis. When the means between multiple groups are similar, the F-statistic will be small; when the means between multiple groups are different, the F-statistic will be large.

¹⁰ CAHPS guidelines suggest a minimum of 100 responses for individual measures.

- The p-value, which is set to less than .05 for these analyses, is the smallest level of significance at which the null hypothesis is rejected (whereas the null hypothesis states there is no significant difference between populations). A p-value of less than .05 shows that the statistical model utilized fits the data well and therefore explains much of the variation in scores. The smaller the p-value, the more confidence we can have in the alternative hypothesis (e.g., there is a significant difference between populations).

Scale Measures

Staff are Reliable and Helpful (q13-15, 19, 37-38)

Dependent Variable	R-squared
Q13	0.0158
Q14	0.0201
Q15	0.0268
Q19	0.0391
Q37	0.0301
Q38	0.0562

Overall Mean	F-Statistic	P-value
3.6776	5.2658	0.0014

Plan Name	Adjusted Plan Mean	Rating
ABD	3.5591	**
CFI	3.7321	**
CMHS	3.6063	**
DD	3.8129	***

Interpretation: *The DD group reporting staff are reliable and helpful is significantly above average.*

Staff Listen and Communicate Well (q28-33, 41-45)

Dependent Variable	R-squared
Q28	0.0381
Q29	0.0172
Q30	0.0308
Q31	0.0346
Q32	0.0360
Q33	0.0257
Q41	0.0346
Q42	0.0129
Q43	0.0674
Q44	0.0468
Q45	0.0847

Overall Mean	F-Statistic	P-value
3.6840	7.9876	0.0001

Plan Name	Adjusted Plan Mean	Rating
ABD	3.4791	*
CFI	3.8296	***
CMHS	3.6824	**
DD	3.7451	**

Interpretation: *The CFI group reporting staff listen and communicate well is significantly above average, whereas the ABD group shows results that are significantly below average.*

Case Manager is Helpful (q49, 51, 53)

Dependent Variable	R-squared
Q49	.
Q51	.
Q53	.

Overall Mean	F-Statistic	P-value
1.0000	0.0000	1.0000

Plan Name	Adjusted Plan Mean	Rating
ABD	1.0000	**
CFI	1.0000	**
CMHS	1.0000	**
DD	1.0000	**

Interpretation: *No groups have significant results for case manager is helpful.*

Choosing the Services that Matter to You (q56-57)

Dependent Variable	R-squared
Q56	0.0268
Q57	0.0191

Overall Mean	F-Statistic	P-value
3.5308	6.2835	0.0003

Plan Name	Adjusted Plan Mean	Rating
ABD	3.3505	**
CFI	3.6922	***
CMHS	3.4942	**
DD	3.5862	**

Interpretation: *The CFI group shows results for choosing the services that matter to you that are significantly above average.*

Transportation to Medical Appointments (q59, 61-62)

Dependent Variable	R-squared
Q59	0.0543
Q61	0.0320
Q62	0.0750

Overall Mean	F-Statistic	P-value
3.7097	17.9783	0.0001

Plan Name	Adjusted Plan Mean	Rating
ABD	3.7540	**
CFI	3.5881	*
CMHS	3.6414	**
DD	3.8552	***

Interpretation: *The CFI group shows results for transportation to medical appointments that are significantly below average, whereas the DD group shows results that are significantly above average.*

Personal Safety and Respect (q64-65, 68)

Dependent Variable	R-squared
Q64	.
Q65	.
Q68	.

Overall Mean	F-Statistic	P-value
1.0000	0.0000	1.0000

Plan Name	Adjusted Plan Mean	Rating
ABD	1.0000	**
CFI	1.0000	**
CMHS	1.0000	**
DD	1.0000	**

Interpretation: *No groups show significant results for personal safety and respect.*

Planning Your Time and Activities (q75, 77-81)

Dependent Variable	R-squared
Q75	0.0458
Q77	0.0340
Q78	0.0811
Q79	0.0821
Q80	0.0253
Q81	0.0205

Overall Mean	F-Statistic	P-value
3.2448	0.2493	0.8619

Plan Name	Adjusted Plan Mean	Rating
ABD	3.2205	**
CFI	3.2484	**
CMHS	3.2382	**
DD	3.2720	**

Interpretation: *No groups show significant results for planning your time and activities.*

Global Ratings Measures

Global Rating of Personal Assistance and Behavioral Health Staff (q35)

R-squared	Overall Mean	F-Statistic	p-value
0.0218	4.5741	5.5816	0.0009

Plan Name	Adjusted Plan Mean	Rating
ABD	4.3697	**
CFI	4.7724	***
CMHS	4.5248	**
DD	4.6296	**

Interpretation: *The global rating of personal assistance and behavioral health staff for CFI is significantly above average.*

Global Rating of Homemaker (q46)

R-squared	Overall Mean	F-Statistic	P-value
0.0560	4.5755	3.3072	0.0203

Plan Name	Adjusted Plan Mean	Rating
ABD	4.3285	**
CFI	4.7668	***
CMHS	4.5297	**
DD	4.6768	**

Interpretation: *The global rating of homemaker for CFI is significantly above average.*

Global Rating of Case Manager (q54)

R-squared	Overall Mean	F-Statistic	P-value
0.0201	4.3829	3.9093	0.0086

Plan Name	Adjusted Plan Mean	Rating
ABD	4.1375	**
CFI	4.5950	***
CMHS	4.4133	**
DD	4.3859	**

Interpretation: *The global rating of case manager for CFI is significantly above average.*

Recommendation Measures

Recommendation of Personal Assistance and Behavioral Health Staff (q36)

R-squared	Overall Mean	F-Statistic	P-value
0.0335	3.5575	8.7791	0.0001

Plan Name	Adjusted Plan Mean	Rating
ABD	3.1697	*
CFI	3.8279	***
CMHS	3.5173	**
DD	3.7151	***

Interpretation: *The recommendation measure of personal assistance and behavioral health staff for ABD is significantly below average, whereas it is significantly above average for CFI and DD.*

Recommendation of Homemaker (q47)

R-squared	Overall Mean	F-Statistic	P-value
0.0587	3.5175	6.4911	0.0003

Plan Name	Adjusted Plan Mean	Rating
ABD	3.1461	**
CFI	3.8090	***
CMHS	3.5939	**
DD	3.5209	**

Interpretation: *The recommendation measure for homemaker in the CFI group is significantly above average.*

Recommendation of Case Manager (q55)

R-squared	Overall Mean	F-Statistic	P-value
0.0231	3.5426	2.2342	0.0827

Plan Name	Adjusted Plan Mean	Rating
ABD	3.3367	**
CFI	3.6875	***
CMHS	3.5543	**
DD	3.5919	**

Interpretation: *The recommendation measure for case manager is significantly above average in the CFI group.*

Unmet Needs Measures

Sufficient Staff to Help Dress, Shower, or Bathe (q18)

R-squared	Overall Mean	F-Statistic	P-value
0.3341	0.5982	111.3894	0.0001

Plan Name	Adjusted Plan Mean	Rating
ABD	-0.1970	*
CFI	0.9390	***
CMHS	0.6377	**
DD	1.0131	***

Interpretation: *The ABD group shows results for sufficient staff to help dress, shower, or bathe that are significantly below the average. The CFI and DD groups show results that are significantly above average.*

Sufficient Staff to Help You with Meals (q22)

R-squared	Overall Mean	F-Statistic	P-value
1.0000	0.1667	17.4522	0.1496

Plan Name	Adjusted Plan Mean	Rating
ABD	0.1667	**
CFI	0.1667	**
CMHS		
DD		

Interpretation: *The ABD and CFI groups do not show significant results for sufficient staff to help you with meals, and the number of respondents for CMHS and DD in this measure are too small to calculate.*

Sufficient Staff to Help You with Medications (q25)

R-squared	Overall Mean	F-Statistic	P-value
0.3015	0.6127	6.0251	0.0033

Plan Name	Adjusted Plan Mean	Rating
ABD	0.1869	*
CFI	0.7225	**
CMHS	0.8692	***
DD	0.6722	**

Interpretation: *The ABD group shows results for sufficient staff to help you with medications that are significantly below average, whereas the results in this measure for CMHS are significantly above average.*

Sufficient Staff to Help You with Toileting (q27)

R-squared	Overall Mean	F-Statistic	P-value
0.0871	0.9532	9.6471	0.0001

Plan Name	Adjusted Plan Mean	Rating
ABD	0.9040	**
CFI	0.9103	**
CMHS	1.0227	***
DD	0.9758	**

Interpretation: *The CMHS group shows results for sufficient staff to help you with toileting that are significantly above average.*

Sufficient Homemakers to Help You with Household Tasks (q40)

R-squared	Overall Mean	F-Statistic	P-value
0.2910	0.6250	14.5246	0.0015

Plan Name	Adjusted Plan Mean	Rating
ABD		
CFI	0.4907	**
CMHS	0.3715	**
DD	1.0128	***

Interpretation: *The DD group shows results for sufficient homemakers to help you with household tasks that are significantly above average. The number of responses for the ABD group is too small to calculate.*

Physical Safety Measure

Do Any Staff Hit or Hurt You (q71)

R-squared	Overall Mean	F-Statistic	P-value
0.0169	0.9921	0.8278	0.4786

Plan Name	Adjusted Plan Mean	Rating
ABD	0.9715	**
CFI	0.9998	**
CMHS	0.9980	**
DD	0.9994	**

Interpretation: *None of the groups show significant results for the physical safety measure.*

CONCLUSIONS AND RECOMMENDATIONS

KEY FINDINGS

The following are the key findings that have been revealed by the HCBS CAHPS survey administration in New Hampshire:

1. The CFI group shows results that are significantly above average for all three global ratings of personal assistance and behavioral health staff, homemaker, and case manager.
2. The CFI group shows results that are significantly below average for transportation to medical appointments, while the DD group shows significantly above average results for transportation to medical appointments.
3. The DD group also shows significantly above average results for the following measures:
 - a. Recommendation of personal assistance and behavioral health staff
 - b. The composite measure of staff are helpful and reliable
 - c. The unmet needs measure of sufficient staff to help dress, shower, and bathe
 - d. The unmet needs measure of sufficient homemakers to help you with household tasks
4. The CMHS group shows results that are significantly above average for both the measures, sufficient staff to help with medications and sufficient staff to help with toileting.
5. The ABD group shows results that are significantly below average for the following measures:
 - a. Recommendation of personal assistance and behavioral health staff
 - b. The composite measure of staff listen and communicate well
 - c. The unmet needs measure of sufficient staff to help dress, shower, and bathe
 - d. The unmet needs measure of sufficient staff to help you with medications
6. All four groups (ABD, CFI, CMHS, and DD) expressed a lack of access to community activities, as revealed in the responses to questions 78 and 79:
 - a. The top box score for question 78 (“In the last 3 months, how often could you do things in the community that you like?”) is 28.5 out of 100.0, and the overall mean is 54.0
 - b. 25 percent of respondents answered “yes” to question 79 (“In the last 3 months, did you need more help than you get from {personal assistance / behavioral health staff} to do things in your community?”)
7. Furthermore, over 20 percent of CMHS respondents stated they could “never” do things in the community that they liked (Q78), and 35 percent of CMHS respondents stated they needed more help from personal assistance / behavioral health staff to do things in the community (Q79).
8. The DD population had the most proxy-only surveys out of the four groups, comprising 45% of all DD surveys (163 out of 361), and 86% of proxy-only surveys across all four groups (163 out of 190).

9. The Chi-Square Tests in this report reveal many statistically significant differences in responses between clients and proxies.

Based upon the data produced by the HCBS CAHPS survey, VR suggests the following four recommendations regarding the home and community-based services and supports provided in New Hampshire:

1. Examine the transportation services provided to the CFI group, and consider how to expand or enhance these services so waiver recipients have sufficient transportation to medical appointments.
2. Examine the personal assistance and behavioral health staff services provided to the ABD group. Consider providing additional personal assistance services, as well as professional development to staff already employed.
3. Further research is needed to reveal whether allowing proxy participation in Round 2 of the HCBS CAHPS survey has enabled greater participation of the DD population as compared to Round 1 of the survey. However, as the Chi-Square Tests in this report show, there are many statistically significant differences in responses between clients and proxies. Further analyses of these data could show if these differences are occurring within the DD group. If so, future Field Interviewer trainings may need to include best practices for how to elicit responses from proxies that are more closely aligned with client responses.
4. Examine the avenues by which all beneficiaries of HCBS services and supports, especially those receiving Community Mental Health Services, are able to access and participate in community activities. Consider how to expand or enhance these avenues.

SURVEY ADMINISTRATION

The following list is a compilation of recommendations for how to improve future administrations of the HCBS CAHPS survey.

- **Regularly update beneficiary contact information.** There was a high level of outdated contact information in the sampled participant data. The contact information that VR was given often did not reflect the reality in the field (e.g., a participant had a legal guardian, but the guardian was not listed in the participant data file). Ideally, contact information for all recipients would be updated on a regular basis so these beneficiaries are able to be reached and so that interviewers know when clients have guardians.
- **Streamline the consent process.** While the CAHPS protocol requires written consent for proxy or guardian participation, or for a guardian to consent to client participation, to ensure a person-centered approach DHHS required written consent to be obtained and in-hand from guardians before interviewers could contact their clients. This piece of the consent process created an unexpected burden on guardians and was additionally an obstacle to data collection, as many times a guardian would give verbal consent over the phone, but then did not send in written consent, leaving willing participants unable to participate. VR suggests that verbal consent from guardians be sufficient for contacting their clients, with written consent obtained at the time of the interview.

- **Update case manager information regularly and inform case managers of the survey.** While it was DHHS' intention to have case managers help locate clients, this was not a fruitful aspect of the survey administration. First, case managers were not often listed in the sample data. Second, when case manager information was available, and interviewers would contact them for updated client phone numbers, the case managers declined to share this information due to privacy concerns. VR suggests that case manager information be updated regularly, and communication be sent to individual case managers informing them of the survey and asking for their assistance.
- **Update protocol for working with the Offices of Public Guardians (OPGs).** It was extremely helpful when DHHS reached out to individual managers of the OPGs to inform them of the study and ask for consent to contact their clients. However, while many of these guardians indeed provided consent, the interviewers were instructed to not ask them for updated phone numbers for their clients. As the phone numbers of many of these clients were the actual OPG general lines, it was not possible to contact the clients. Second, a guardian at one OPG in particular gave a blanket refusal on behalf of all her clients, citing a lack of time. VR suggests further communication with the OPGs about the survey process, as well as implementing a way to collect client phone numbers while obtaining consent.
- **Begin data collection using both CATI and CAPI systems for phone interviews.** It was contracted that all phone interviews would be conducted using a CATI system. However, due to the slow progress of data collection, DHHS then allowed phone interviews to be conducted using the CAPI system in tandem with a conference line for quality assurance monitoring. VR suggests that future survey administration continue to allow for the use of both CATI and CAPI systems to conduct phone interviews, with a measure of quality assurance in place to monitor the calls.

SURVEY INSTRUMENT

Vital Research sent an exit questionnaire to each Field Interviewer at the close of data collection, requesting their feedback about the survey process as well as the survey instrument. The following is a compilation of their feedback on the HCBS CAHPS survey. Note these comments are solely anecdotal and are offered by Field Interviewers as potential areas for future improvement of the survey.

1. CLARIFY SURVEY QUESTIONS THAT ARE UNCLEAR TO CLIENTS

- Questions about individualized service plans were difficult to understand and confusing.
- In Q.56, it was not clear whether the question was asking about services in the plan or services to be added to the plan.
- Some questions were not applicable to clients' program rules. For example, clients' service providers are not allowed to take them on errands.
- The first few cog screen questions could be misleading as they were somewhat ambiguous. The survey did not capture all types of scenarios. There needed to be a broader meaning and examples provided for "services in the community," to be more inclusive of the types of services that they might receive.
- Many clients were confused by the question about mental health visits received at home.
- Question 7 regarding the personal care and behavioral health staff was confusing, as behavioral health staff are typically not hands-on (e.g., helping with bathing).

2. CONSIDER MAKING CHANGES TO THE SURVEY INSTRUMENT

- Many clients' service care providers fulfilled multiple roles, so the survey was often very repetitive.
- Have a place at the end for open feedback, both positive and negative. The respondents often had valuable messages to take back to management that may never be heard. One guardian called Vital Research and rescinded her survey data due to a lack of ability to provide open-ended feedback to the state.
- If possible, have the survey tailored more to the types of services being received. For example, tailor according to residents living at care facilities, to those living at home but receiving services in community, and to clients who only receive services in their homes.
- Ideally, include questions for the client and questions for the guardian.
- Include questions that better explore the needs of the individual.
- Include an "N/A" answer option, as Field Interviewers found it challenging to appropriately code answers to questions that did not apply to clients.
- Include a skip pattern for Q11. Question 12 asks about case managers even if the person states they do not have a case manager (i.e. asking Q 12 even if answer to Q 11 is "No").

3. REFRAME AND REWORD THE COG SCREEN

- Q1 is too specific, in that it only asks about home-based services. This has led to many failed cog screens in the field. VR therefore implemented a prompt, Q 1B, to address community-based services.
- The present-tense wording is restrictive, as participants were eligible for the survey if they had received services within the last 90 days. The questions in the main section of the survey include the clause, "in the past three months," but this is not congruent with the present-tense cog screen.

APPENDIX A. NOTES FROM THE FIELD

NOTES FROM THE FIELD

While the core survey collects key data points, many survey participants wanted to offer additional feedback on their services and supports. The following topics are a collection of comments and themes gathered by Field Interviewers from clients and guardians after the in-person interviews concluded. These comments are solely anecdotal. While VR is providing this information to NH DHHS, it cannot endorse the thoughts and opinions expressed thereof.

FRONTLINE STAFF AND CAREGIVERS

- According to clients/guardians, people directly providing services are doing an excellent job but seem to be severely limited by the system. The pay for these positions is often near minimum wage, which seems to create high turnover. The high turnover of providers has a negative impact on clients and families, according to respondents.
- Case managers seem to be stretched thin. While they always seem to have great intentions, it seems like they are not “positioned for success.” This appears to result in high turnover and burnout rates. One guardian said he believed the high turnover was due mostly to the increase in the minimum wages that made other jobs financially attractive to the caregiver, and therefore attracting workers away from caregiver positions.
- Many survey participants expressed a feeling that too many resources were being used on administration, and not enough was left for client support.
- Many of the DD population guardians whom we spoke with emphasized the importance of paid respite care being provided. Most DD care is 24/7 and respite care is a necessity to the health and wellbeing of caregivers, and to prevent caregiver burnout. Clients wanted to make sure that management understands the critical nature of this.
- Many strong relationships between caregivers and clients were observed, and providers are very dedicated despite the low wages. In cases where family members were both the guardian and the primary caregiver, a sense of being overwhelmed by the responsibility was often expressed. Frequent staff turnover added to the frustration as did the difficulty in finding day programs for adults who need all-day care.
- In one interviewer’s experience, a majority of the respondents expressed their gratitude for the caregivers and services being received. Very few respondents had serious concerns about their services or providers in the Lakes Region Area, which is where most of this interviewer’s surveys took place. Some had problems in the past, but most current services and providers were spoken of very well by respondents. The interviewer heard the same observations and anxieties voiced to field team members in other areas to a lesser degree. In the Lakes Region, programs appear to be meeting the needs of those individuals she contacted.

EQUIPMENT

- Oftentimes, case managers do everything they can to obtain equipment for clients, but limitations in healthcare insurance programs make it challenging. An example was one client who needed tracheostomy equipment with replacement on a schedule. In this instance, insurance would not

cover the cost of the required equipment resulting in the client guardian needing to go to a hardware store to “piece together” a solution.

DAY/WORK PROGRAMS

- Various participants expressed disappointment that certain work programs had been “defunded” over time, depriving clients of a satisfying employment situation. In one case, a client had been receiving a small paycheck for assisting with paper shredding a few times per week. This job was a great source of self-esteem and positivity in the client’s life, but for some reason it lost funding, resulting in the client feeling like she had done something wrong.
- At least 3 participants in the Peterborough/Hancock/Antrim area expressed frustration about the limited hours for day programs. These were all working parents of young people transitioning into adult services. Specifically, they felt there were not enough hours of work support available to attract employers or alternative programs. This, in turn, was causing problems for parents unable to afford additional services and who needed to be at work.

OVERALL CARE COORDINATION

- Many guardian participants expressed concerns/sentiments that they did not feel fully supported in providing care for a client/loved one. These individuals felt intensely that they were holding everything together and that if they were not able to coordinate the whole care effort, the client would suffer significantly. It was expressed that this was a system limitation, not a criticism of case managers.
- In the Lebanon area, a high turnover of case managers was reported as a source of frustration.
- Some older family caregivers who are not computer proficient clearly have some difficulties navigating the system, especially as they seek to decrease their family member’s reliance on them and prepare for a time when they will not be available.
- The high case manager turnover was a problem and seemed to cause a lack of consistency in care. Many clients rely heavily on friends and family, and if those relationships become strained, have no other options for transportation and care.
- Many of the CMHS population expressed anxiety and depression as the main reasons for not being able to work. This was a very common response with physical limitations being the second reason. Constantly having to manage the red tape of our mental health system was a common added stressor in these people’s lives. Overall, many experienced a frustration with inadequate mental health services.
- Food and housing insecurity were also a common complaint with the CMHS population. One client felt very stressed that she could not afford dog food for her dog and needed some help. It clearly bothered her in a significant way as she needs the companionship and didn’t have family in the area.

APPENDIX B. OPEN-ENDED REPOSES TO QUESTION 2

Ways clients are helped in their homes and community
24/7 house help and support.
A gateway communities pick up, takes me to out in the community, bowling, Meals on Wheels etc.
A therapist sometimes comes in and case manager was helping in the last three months with paperwork I need to file.
Acting outreach person, takes me to grocery store
Activities
Activities
Adult day care
Aide comes in 3 twice a week to do house work and laundry, wash the floor and grocery shop.
Aide takes her to work
All day to day activities
All my addles, cleaning, cooking, laundry
All needs taken care of
All of the above
All personal care includes feeding
All physical and behavioral services
Anything within reason, grocery shopping
Apply for service
Appointments, shopping, meds
Assist getting breakfast and getting ready for the day, transportation,
Assist with daily needs
Assist with everyday living
Assist with me getting in and out the shower, housework, prepare meals
Assisted Living all of the above
Bake fudge, laundry and pick up
Basic homemaker service, cleaning and helping with the house
Bath and shower
Bathe 3 times weekly, case manager once annually, diabetic nurse, regular physician, kidney specialist twice annually, Meals on Wheels Monday and Friday.
Bathe, clean, help with laundry
Bathe, dress, shave, and take him into community
Bathe, gets me dressed, cooks for me, cleaning
Bathing, clothing, preparing food, daily activities, taking the participant out in the community

Ways clients are helped in their homes and community
Bathing, dressing, light house work
Bathing, getting dressed, light housework
Bathing, takes her out in the community, laundry, clean room
Baths, clean house, nurse
Behavior, cooking, social skills
Behavioral help
Behavioral modification plans for child
Bennie works with Tom services
Breakfast
Bring her to appointments and grocery shopping
Bring me to appointments that I need like medical, paperwork with welfare, section 8
Bring us to the bank, Kmart, Dollar Tree, help me with paperwork
Brings to counseling, get ss cards, etc.
Brings to grocery store
By paying my rent and bills and stuff, I pay them 41.00 a month rep pay
Caretaker, cleaning, meal prep, showers, toileting
Case management
Case Management and Mobility
Case management and transportation
Case management, therapist
Case manager and he is worthless
Case manager for services
Case manager from community counsel
Case manager gives rides, meets at the house, helps with bills on the phone, budgets, housing, food
Case manager helping with job searching and other things that come up
Case manager helps make sure I have services with a program, have an aide they make sure I do my job at work, aide also helps get me there
Case manager helps me checks in with me on services and I have someone that picks me up that takes me to dialysis.
Case manager helps me get to appointments
Case manager helps me with social stuff and takes me to market basket
Case manager helps take me to my medical appointments, paperwork
Case manager helps, comes every month, does a home visit to makes sure I have the help that is needed
Case manager services, functional support services, therapy services, going into the community to look for housing, being present in home when chimney cleaners are present

Ways clients are helped in their homes and community

Case manager services, mental health services

Case manager set up rides to appointments, helps me with anything I need help with, re-certify for food stamps

Case manager, drive to appointments

Case manager, homemaker that cleans

Case manager, services where he lives and community events.

Case management

Case work medication provider

Case worker

Check heart, weight, therapist

Checks in, home visits, lets us know about services and upcoming events

Checks on my well-being and my status

Checks up on me

Chores, cleaning, transport me

Chores, meals, showers

Chris washes floors, vacuums, gives me my baths every day. She does basically everything. She is all around good. She is very good to me. If I want to make a puzzle, she wheelchairs me to the table and she helps me make the puzzle. She is there for me to talk to me and just listen. Sometimes I am depressed and she listens.

Cindy takes her to appointments, also helps with housework, Community Bridges

Clean

Clean and help me do things

Clean dishes

Clean dishes, laundry, grocery

Clean groceries

Clean her room, keep her clothes hung, basic house duties

Clean home

Clean home, brush teeth, shower

Clean home, laundry, meals, in and out the shower

Clean house, cook meals, run errands

Clean house, cooking, laundry, grocery

Clean house, help grocery, meals

Clean house, toilet, vacuuming, laundry, grocery

Clean laundry and making food

Clean my room, cook food and make sure that I'm bathing

Clean room

Clean room, feed her

Ways clients are helped in their homes and community

Clean the house, those basic things, mop the floor and the wood, do the bedding and laundry

Clean, assist in chores.

Clean, bathe, shopping

Clean, cook, get out of bed, clothe

Clean, cook, get ready

Clean, cook, get ready

Clean, cook, get ready, drive around

Clean, cook, get ready, drives to places

Clean, cook, go to bathroom, showering

Clean, cooking

Clean, cooks, shower

Clean, do laundry, shower

Clean, get dressed

Clean, get ready, do laundry

Clean, get ready, laundry

Clean, go shopping

Clean, laundry, dishes

Clean, laundry, household chores

Clean, move, laundry, do things at home

Clean, prep meals, groceries

Clean, shower

Clean, shower, cook food

Clean, shower, laundry, shopping

Clean, showering, shopping

Clean, supposed to help with showers

Clean, take medicine, counsel

Clean, transportation

Clean, washing, shower

Cleaning

Cleaning and assistance with errands

Cleaning bathing and cooking

Cleaning etc.

Cleaning housework

Cleaning reminders, getting ready, takes him out to get groceries

Cleaning showers

Ways clients are helped in their homes and community

Cleaning, checks mail, does shopping, drives

Cleaning, cooking, drive me around

Cleaning, cooking, getting ready

Cleaning, cooking, rides to appointments

Cleaning, cooking, shopping, food prep

Cleaning, dishes, laundry, showering, groceries

Cleaning, drives around

Cleaning, helps do things

Cleaning, laundry

Cleaning, laundry

Cleaning, laundry, dishes

Cleaning, laundry, minor things, drives to doctor

Cleaning, laundry, shopping

Cleaning, laundry, shopping, appointment

Cleaning, mental health, showers

Cleaning, shopping

Cleaning, shopping, laundry

Cleaning, shopping, walk the mall

Cleaning, shower

Cleaning, showering, laundry, shopping

Cleaning, total care, feed, bathe, groom, cook

Cleaning, trash, laundry

Cleaning, vacuuming, whatever needs to be done

Cleaning, washing and trash and whatever else needs to be done

Cleans dishes, grocery shopping, gets medicine, laundry

Cleans home, runs errands, shower help.

Cleans house every Friday

Cleans house, helps get dressed and undressed

Cleans kitchen and bathroom, laundry, light shopping

Cleans me cleans my house.

Cleans my home

Cleans my home, help me get ready and do things

Cleans the house, takes me to therapy, gives rides and cooks

Cleans transportation

Cleans, cook meals, home tasks, help with medicine

Ways clients are helped in their homes and community
Cleans, cooking, aides in showering, dressing
Cleans, drives places, cooks
Cleans, general help
Cleans, get dressed, shower
Cleans, laundry
Cleans, picks up my medications, gets groceries
Cleans, shopping
Cleans, talks, helps with things I need
Coach day services person
Combo
Come and give medication, take me shopping
Come do all my counseling at home because I've no transportation
Come in to help with cooking, laundry and run errands
Come in to make sure I can walk okay and make sure I get in and out of the shower okay. I had a stroke so they just check in on me, help me go shopping
Come in to shower, clean, laundry, takes puppy outside, medications
Come into my home to meet with me for behavioral services
Come to my house and talk one on one, grocery shopping
Come two times a week for shopping, medications, cleaning, driving me places
Comes and checks on me, make changes in my medicines
Comes in to help me fill out my paperwork since I can't do it on my own
Common ground, take out everyday fishing, etc. lunch, gym
Community
Community Bridges, Hope Ave is a 24-hour facility helps with everything, help dressing, preparing meals, clipping bra
Community counsel
Community counseling
Community life skills
Company, counsel
Cook
Cook, clean
Cook, clean, shopping
Cooking cleaning
Cooking, clean, laundry, shopping
Cooking, cleaning, day to day living skills
Cooking, cleaning, personal care, transportation

Ways clients are helped in their homes and community
Cooking, laundry, housekeeping
Cooking, light housework, cleaning
Cooks and helps clean
Coordination appts
Counseling
Counseling at Seacoast Mental Health
Counseling mental health
Counseling, job coaching, case MGMT, meds
Counseling. Mental health
Cueing and transportation
Daily activities, cleaning
Daily activities, transportation
Daily every day activities
Daily living skills coaching
Daily living skills laundry organizing
Daily living, community access, appointments, getting dressed
Day program
Day program and case manager
Day program, gets picked up daily
Day program, have a case manager
Day services
Depends on the day. Someday my parents are here but the days my parents are not there they help with bathing, brushing teeth, preparing meal, pack her lunch or feed her at home, get her dressed, make her bed, take to her around community, play with her, they help with any and all activities someone with needs on a day to day.
Direct support
Dishes, dusting, floors, laundry, go to store
Dishes, laundry
Distribute money
Do a personal check with me, clean up, dress, make sure I'm doing okay, check in on anything I may need, help me shower. I also see a nurse twice a month
Do everything, they clean the kitchen, make my bed, help me shower
Do laundry, fix breakfast, run errands, get me dressed, get medication and go food shopping
Do my medications, housecleaning, gives me rides, does grocery shopping
Do my paperwork and take me to the dentist.
Do things together in the community

Ways clients are helped in their homes and community
Doctor appointment
Doctor's appointments, deliver medications
Doing housework, cooking, cleaning, giving me a bath and also shopping for me if I need it.
Dress
Dress him, feed him, cleaning, shopping
Dress, cleans, helps bathe
Dressing bathing transportation - all aspects of daily life
Dressing, appointment keeping, housework
Dressing, bathing, clean, set up medications, cook
Dressing, food, housework, laundry, errands
Drive me around
Drive around and take care of business
Drive around the community, take her Dr. Appointment, look for volunteer work
Drive around to volunteer jobs, gym, groceries, etc.
Drive around, clean, cook
Drive around, food shopping, do pills, mental health
Drive around, shopping, clean house, getting ready
Drive him
Drive him places
Drive him to community bridges, take him to grocery store
Drive him to program, drive him to work
Drive him to work helps him do things
Drive me around, recreation activities, works with him at job
Drive me on errands
Drive me places
Drive me to appointments and take me to the store
Drive me to doctor appointments
Drive me to doctor's appointments, a brain injury association and shopping as well
Drive me to medical appointments, housing section 8.
Drive me to program
Drive me to the food pantry and grocery store
Drive on errands
Drive to appointments
Drive to medical appointments
Drive to Moore Center where staff provides day program and drive to work

Ways clients are helped in their homes and community
Drive to program
Drive to work
Drive to work, recreation
Drive, shopping, bowling and other activities
Drivers her around and takes her to activities
Drives around to appointments
Drives around to appoints, shopping
Drives around, group, day program
Drives her around
Drives me
Drives me and helps with shopping
Drives me around
Drives me around budgeting
Drives me around to medical appointments, shopping, movies, etc.
Drives me around, helps me get dressed at times
Drives me on errands
Drives me places
Drives me to appointments, prescription pick up, etc.
Drives to appointments
Drives to appointments, helps me do things around the house
Drives to day program
Drives to programs, 3 days a week for 8 hours, shopping, doctor's appointments etc.
Drives, cleans
Drives, does things with him in the community
Drives, transportation, mental health supports
Driving to appointments
Drop off medications and grocery shopping
Eat, take a shower, clean up, provide transportation, pick up medications, pick up groceries, get dressed,
Edema pump, housework, shower
Education / School
Educational
Errands once a week
Errands, doctor appointments.
Errands, laundry, personal care assistance
Everyday tasks

Ways clients are helped in their homes and community
Everyday tasks different stuff
Everyday activities and transportation
Everyday stuff
Everyday tasks
Everyday tasks, coaching
Everyday tasks, making good choices
Everything
Everything from bathing to dressing, cooking, cleaning, taking me out
Everything, bathing, dressing, bathroom, etc.
everything, dressing, cleaning cooking, transportation
Everything, get dressed, cooking, showering, cleaning
External help groceries etc. do things
Family counseling
Feeds, shaves
Figure out needs, housing, disability
Find a place to live and paperwork
Find clothes, brush teeth, eat and prepare meals, drive around
Finding a job, drives in to places
Follow my program, work with me in house and community
Food prep, job coach
For shopping, medical appointments
Forms, legalities
Full time care providers
Get dressed
Get dressed, clean, shopping
Get dressed, get up, prepare meals, showers
Get dressed, go out, prepare food, keep him safe, clean room, make bed, pick up videos
Get dressed, make food, clean, meds
Get dressed, showering, breakfast, laundry, cleaning
Get dressed, wash hair, meal prep, cleaning
Get help with transportation
Get me up
Get out of bed, feeding when necessary, daily care
Get out of bed, take care of getting dressed, bathe if necessary and they cook.
Get ready

Ways clients are helped in their homes and community

Get ready & bathe

Get ready for bed

Get ready for day, diapers, breakfast

Get ready in the morning, bathe, cook, housekeeping and drives me around

Get ready, clean

Get ready, clean, driving around

Get ready, clean, shopping

Get ready, cooking, shower

Get ready, do house work

Get ready, drive around, cleaning

Get ready, get fed

Get ready, go out

Get ready, keeps me stable in wheelchair, activities

Get ready, meals, meds

Get ready, shower, clean

Get ready, take me shopping

Get ready. Clean my room. Drive me to places like school

Get to appointments

Get to places and appointments

Gets me into community

Gets ready for day

Gets ready, showers, shaves, cooks, transports to appointment

Gets transportation from dad's

Gets transportation from Dad's

Gets up, baths, medicines

Getting dressed housework and helping with meals, run errands

Getting dressed, hygiene, some activities

Getting dressed meals

Getting dressed, breakfast, takes me to appointments

Getting out grocery shopping

Getting out of bed, get dressed, cook, medication

Getting ready, going to work

Getting ready, shave, cooking, house cleaning

Getting resources getting part job seeing therapist

Getting to and from appointments, grocery shopping

Ways clients are helped in their homes and community
Give bath, clean, laundry, grocery, everything I need they do.
Gives a shower, washes hair, cleans, unpacks
Go grocery shopping, help cleaning, go to doctor appointment
Go shopping
Go shopping, do laundry, rides
Go shopping, staff, driving me around
Go through my mail and do paperwork to keep services
Go through my mail, do paperwork to keep services
Go to counseling
Go to day program one on one aide
Goals and skills
Going places in the community, medical care, feeding, bathing, clothing, dressing, upkeep of colostomy equipment
Greater mental health center
Groceries
Groceries, appointments, shopping, outings
Groceries, clean home, drives me around
Grocery shopping
Grocery shopping
Grocery shopping, doctor's appointments
Grocery shopping, get medicine ready, drive around
Grocery shopping, housework, laundry, right now she is helping me pack because I might move
Grocery shopping, I give them a list
Grocery shopping, medical appointments and errands.
Grocery store and take me to the pharmacy
Grocery store human services
Grooming, cutting hair, clipping nails, going to the bathroom, help with communicating
Guide him
Has limited use of hands so monitors showering so I would not fall. Helps with peeling of potatoes. They come in 3 times a week. Help with laundry and put clothes away, put on bras and shoes. Help with cooking for me.
Have someone for meds
He cleans, does things around the house
Heavy housecleaning, sometimes light, pick up prescriptions, food shopping, laundry, personal care
Help 24/7 dressing, showering, cooking, cleaning

Ways clients are helped in their homes and community
Help bathe, getting dressed, housecleaning
Help by showering, get dressed, run errands
Help clean laundry, take the trash out, run errands, light cooking
Help clean my room and sometimes help with showering is provided if I want it
Help clean, bathe, meals, shopping
Help clean, chores, some help with medicines, prepare food
Help cook, drive around, clean house
Help fill out paperwork, she comes to my home
Help fold laundry, assist in the bathroom if needed, drive to library, ISN agency that I get services through, bowling once a week, medical appointments, volunteers at CAP Program
Help get dressed, take medications, personal grooming, using the bathroom, take her shopping, going out to eat
Help get out bed, get bath, fix the bed, housekeeping, grocery
Help getting dressed, hygiene and take appointments
Help getting to food pantry, counselor, paying
Help keep me calm
Help look for a job, help with medication
Help make breakfast, clean for 1 day a week
Help me change clothes, basic housekeeping, cook breakfast for me
Help me clean up, cook, go to the store, help me bathe, help me get dressed, they just do just about everything for me
Help me do my laundry, take me to the laundromat, help me with cleaning my home.
Help me find employment
Help me find jobs and drive me around
Help me get dressed, make my meals, housekeeping, laundry
Help me get ready for shower, help me get dressed if I need to, walking a little bit, housekeeping. If I need exercises, they help me with that.
Help me get things organized, shop for me, help me bath and dress
Help me get to work, transport
Help me get up the morning, give me bathes, take me shopping, help me eat, help me when I am on the computer.
Help me get up, make breakfast and so on; I have someone in the morning and one in the evening
Help me go through paperwork and fill them out
Help me pick up medications.
Help me prepare for day, shower
Help me shower, help me with my hair, help me get dressed, help me with pretty much everything. They clean my house. They take me to doctor's appointment sometimes.

Ways clients are helped in their homes and community

They go do errands. They do my laundry.

Help me take a shower, clean the apartment

Help me with any needs, help with food and things in the community

Help me with everything

Help me with housework, cook meals, help me in the shower, shopping, picking up shopping, taking out the garbage, laundry, dishes

Help me with housing, when I need to talk to my insurance company or with the food assistance, also with transportation, they come in and help me rejoin society by going on walks with me, someone helps me with medication

Help me with medications

Help me with transportation, grocery shopping

Help me with work

Help organizing, grocery shopping and depending on how I am feeling, get out to the community to do stuff

Help out in the community with activities, provide transportation service

Help pay bills & shopping

Help taking me to appointments, doing laundry, go shopping for food

Help to walk, getting dressed, house cleaning, preparing meals

Help with bathing, walking around, house work, make meals, take shopping they take me to appointments

Help with business end of things, SSI, etc.

Help with cleaning and organize once a week, provide transportation.

Help with cleaning and organizing, they come weekly

Help with cleaning and transportation

Help with cleaning, laundry, cooking, dressing me, getting me ready

Help with community issues and paperwork

Help with computer

Help with cooking and cleaning and personal hygiene, help get around the house

Help with cooking, bathing, shopping

Help with cooking, cleaning, laundry, medications and everyday activities

Help with cooking, cleaning, shopping, transportation

Help with dishes, laundry sometimes bathing

Help with dressing, cleaning, cooking, laundry

Help with dressing, cleaning, laundry, meals, bathing

Help with everyday activities, transportation

Help with everything in my home

Help with everything, bath, transportation, grocery shopping

Ways clients are helped in their homes and community
Help with everything, cleaning, cooking
Help with groceries, assist with shopping, emotional support
Help with grocery shopping, transportation services
Help with housekeeping, shower, meals
Help with housing assistance
Help with housing assistance
Help with job at work, pick up and take to place of work
Help with jobs
Help with laundry, clean, household chores
Help with laundry, cleaning
Help with laundry, cleaning, all the basic cleaning
Help with laundry, dishes, meals, bedding, showering basic cleaning
Help with medications, drives to doctors appoints or day program
Help with medicine planner, transportation
Help with organizing, bills, job coaching
Help with paperwork when it needs to be done, give me gas reimbursement for me driving
Help with rides, find employment
Help with services
Help with shower, clean, cook
Help with transportation and grocery shopping
Help with work, go shopping, money management
Helping do what I feel needs to be done, somedays I need help with things
Helping me get or do things, they do drive me around to my doctor's appointments
Helping with my social security and housing
Helps around the house
Helps do things
Helps drive me and cleans my house
Helps get me to appointments, groceries and managing bills
Helps get ready and do things
Helps get ready, cooks
Helps get to appointment
Helps giving me with information for services like dentures
Helps her get ready
Helps her get ready, take showers
Helps him do things meet with him on a plan

Ways clients are helped in their homes and community
Helps him get ready
Helps if I have paperwork
Helps in community, healthcare, shopping, meal prep
Helps manage my bills, she takes me to some appointments
Helps me clean my apartment, helps with appointments and being supportive with everything
Helps me cook
Helps me do things
Helps me do things around the house
Helps me do things like arrange to pay my rent and drive me places. Case manager
Helps me fill out paperwork.
Helps me get in and out of the bath tub, vacuums, does my dishes, takes me to the store, she basically does everything for me
Helps me get ready
Helps me get ready and transport and clean
Helps me get ready every day
Helps me get to my appointments
Helps me go places
Helps me go through my mail, helps me organize things, helps paying my bills
Helps me organize my life
Helps me take care of paperwork and get recertification, take me shopping
Helps me with cleaning my house and with my appointments
Helps me with everyday activities
Helps me with my back, make meals, cleaning and running errands
Helps me with my housing assistance
Helps me with paperwork and phone calls, takes me to appointments
Helps me with paperwork, helps me get things done in my living arrangement
Helps me with transportation, gets me to go to community events
Helps me write up chore chart
Helps put on my compression socks. Puts my lotion on my dry skin. Helps me in the shower. She cleans up the house. She comes in 5 days a week.
Helps shower, wash
Helps showering, cooking, helps with cognitive tasks
Helps with a budget, helps with letters
Helps with activities and getting a job
Helps with any problems I might have, I only get to see her once a month
Helps with behavioral health

Ways clients are helped in their homes and community
Helps with cleaning, cooking, laundry, grocery shopping
Helps with daily activities, laundry, provides transportation
Helps with every day activities, bathing, feeding, getting dressed
Helps with everything
Helps with everything, daughter is paid to help, case manager
Helps with household drives him
Helps with laundry and takes me shopping as well
Helps with meals, case manager services
Helps with my paperwork that I need filled out
Helps with my schedule
Helps with transportation or helps fill out paperwork takes me to appointments
Home aide
Home provider
Homecare making calls getting me clothes, case manager
Homemaker, grocery and doctor medicine runs.
Home care provider
Housework
House cleaning, general help
Housecleaning
Household chores, showering, meals, transportation, appointments
Housekeeper, senior companion, meals, taxis
Housekeepers, dishes, bathe
Housekeeping
Housekeeping, cooking, grocery shopping
Housekeeping, cooking, laundry, shopping, shower.
Housekeeping, showering, meals
Housekeeping, visiting nurse
Housekeeping, visiting nurse
Housework
Housework helps with meals as well
Housework, cleaning, laundry, grocery
Housework, cleaning, laundry, hygiene needs and light cooking
Housework, dishes, housekeeping, shopping and laundry
Housework, errands, shopping, drives around
Housework, food prep, shopping, personal body care

Ways clients are helped in their homes and community
Housework, getting ready
Housework, helper with my activities
Housework, laundry, remind to take medications
Housework, nursing, showering
Housework, showering
Housing
Housing and pays rent
Housing assistance
Housing assistance and transportation services
Housing assistance, help find employment
Housing assistance, therapist for life management, medical provider, case manager
Housing determination resources food pantry
Housing jobs
Housing, drive me around
HUD
I am client of Harbor Homes and I pay sub rent
I do have a case manager who does some of that, help with everyday activities
I get a shower a day and I get some house work done. They do errands occasionally.
I get help with bathing, dressing, driving if I need to go somewhere, cooking
I get housing assistance
I go to a program for 5 to 6 hours a day, 3 to 4 days out of the week. It's basically a way to be active. They get me involved in work and volunteer or meaningful activity during the day. They drive me to the organization where I do weaving and drive home, 30 minutes each way. Other days they might take me to a volunteer situation where I might set tables or lunch in at the senior center. Sometimes I might go bowling. On a daily basis, it involves transportation and the activities. It might be a walk around the lake or biking, it all depends.
I have a homemaker who helps me clean the house and runs errands
I have a lady that comes in and cleans and she does my laundry and folds it and puts it away, she moisturizes my legs and body.
I have a nurse that comes once every two weeks she keeps track of my blood pressure and vitals and puts my pill boxes together. I also have a homemaker she does housework and home health aide
I have a physical therapist that helps me with exercises, also a case manager who helps set up services like a nurse to visit me, Meals on Wheels
I have a provider that comes help me shower, get ready for the day, take to different community events, work to help encourage independent activities
I have a staff member from independent services network
I have a transportation company that we use. It comes to my house and picks me up and takes me to doctor's appointments and back home. It'll take me anywhere in the city as

Ways clients are helped in their homes and community

well.

I have an employee helper who is helping me find a job; I have a case manager that helps me forms for housing and disability.

I have homemakers that come in 4 times a week with cleaning and cooking. They help me with the shower and washing my hair. They do my housework. They do cooking. I get Meals on Wheels. They go shopping for me. They help me pick up my medicine.

I have no short-term memory and they help manage my diabetes

I have one person once a week come over for support, he sits with me for a half of an hour

I have people who give me rides to appointments

I live with a couple, individualized service option, case worker

I was getting therapy and my case work came in to visit me during appointments; I had a wound in the last three months I had an aide that came in and help me shower

IEP services, pick up day program

If I need something, health and human services, if there is something I don't understand

In that regard I have everything I need, Medicare, Medicaid

In the morning they help me get my braces on my legs and compression socks on, help me vacuum anything that requires using my back

I've special compression garments that I need help to apply, assistance with showering

Job coach

Job coach, drive him to places

Job coach, everyday support

Job coaching

Job coaching, transportation

Job counseling

Job services

Katie

Keep safe when away, drive places, feed

Laundry, housework, get my groceries

Laundry and cleaning

Laundry needs, shopping

Laundry rides to places meds meals

Laundry, housekeeping

Laundry, shopping

Laundry, shopping, pharmacy, clean

Laundry, wash floor, make lunch, make bed, dust

Learning to walk, making bed

Let's me go to medical appointments

Ways clients are helped in their homes and community
Licensed nursing assistant, sponge Baths, light cleaning
Life skills
Light housework
Light housework, monthly nurse visit
Living Innovations
Living innovations program; I get picked up and do community events, swimming, YMCA
Make meals etc.
Make my breakfast. I don't need help getting dressed but they'll clean and shop for me. They are very good people. I only have once that someone came in and didn't do anything. They just help me with basics.
Make sure I am safe, spend time with me
Make sure I have everything I need, appointments
Make sure she gets to the appointments, take me to the counselors
Make the bed, laundry, housekeeping, anything I can't do
Makes calls, food shopping
Meals
Meals prepared, transportation needs, medication
Meals, bed, housekeeping, laundry
Meals, transportation
Medical appointment
Medical appointments and mental health and take me to the store
Medical appointments and paperwork
Medical appointments and take me around
Medical appointments, driving, take me to the grocery store
Medical appts
Medication
Medication, vitals check, take to appointments
Medications, meals, daily activities, transportation to and from appointments
Medications, mental health, case manager services
Meds, drive around, spend time with in the community
Meds, walking
Mental care
Mental Health
Mental health and transportation
Mental health appt
Mental health Counselling

Ways clients are helped in their homes and community
Mental health counseling
Mental health services
Mental health services through local health office, I see social workers for an hour for a week just to talk. It depends on how I am feeling
Mental health services, case manager helps with looking for a job
Mental health, transportation services
Monday through Friday I get help with showering and other personal things, other days I get help cleaning, groceries. etc.
Monday, nurse, medicine, take vitals
Monitors vitals, brings Meals on Wheels
Moral support, go out to the community
My caregiver helps with housework, cleaning sweeping, dishes, my showers, they help me get something I need from the store, food etc.
My case manager helps me get to appointments sometimes
My housekeeper helps me with house work and goes shopping for my food, I have an aide, she helps me with personal stuff like showering, nurse helps with medication.
My therapist is my case manager and makes sure I had the services I need in the community like finding a job
No longer receiving the services as of last week, daughter drives me around.
Non-verbal, doesn't walk, hand over hand assistance
Nurse assessment
Nurse comes and makes sure my medications are okay
Nurse comes in to check vitals once a week
Nurse comes once a week for vitals, fixes up my pill boxes and I have an aide that comes 2x a week who helps with housework and anything I need
Nurse once a week to take vitals
Nurse that comes daily to pack wound, homemaker comes to change bedsheets, sweeps mops, cooks, washes clothes, rotates mattress. Aide comes once a week to help shower, clothes clean and do Meals on Wheels.
Nurse that comes in and takes my blood pressure and visits
Nurses
Nurses and bathes, VNA
Nursing
Nursing care
Nursing, cooking, cleaning, getting ready
Occupational therapy
On Thursday 11-5 chores
One person helps with recipes and another person helps us clean
Organize household

Ways clients are helped in their homes and community
Organizes my care, housing assistance and benefits
Outreach worker
Oversee activities
Paperwork for court cases and for Riverbend
Paperwork through mental health counseling
Paperwork, case manager services
Paperwork, how things are going
Pays a percentage of my rent
Pays for rides to doctor's appointments
Personal
Personal care
Personal care safety cooking meals
Personal care, housekeeping
Personal care, housekeeping, laundry
Personal care, meals
Personal cares for me, help me in and out the shower, dressed, feed me breakfast
Personal needs
Personal support
Personal trainer, takes me grocery shopping, and makes sure I get Meals on Wheels breakfast and lunch five days a week
Physical and speech therapy
Physical support
Pick him up for his services. My job trained me and I do not need to be supervised. Day dancing, skiing, golfing. They also take me to the community center and shoot hoops, department store shopping with other guys. They Keep me quite busy.
Pick me up put me on wheelchairs, clean house, drive me around the city, laundry, cooking, clean house, give shower
Picks me up to go to the doctor, pick up groceries, help me as a counselor, solving problems
Pinkerton
Plan assessment and job coaching
Play cards with me, drive me places, hook my bra
Pretty much everything, they assist with meals
Program at common ground
Program management
Programs
Provide job support

Ways clients are helped in their homes and community
Provide me with transportation services for medical appointments
Provide mental health & rehab counseling
Provide residential support
Provide transportation
Provide transportation and help me with groceries
Provide transportation services
Provide transportation, help me with cleaning
Provides mental health counseling
Provides personal care
Provides rides
Provides rides for me to get the things I need and doctors appointments.
Provides transportation to appointments
Provides transportation to doctor appointments and grocery shopping
Provides transportation, helps with paperwork
Resident Home Easter Seals
Residential fac. Assists w home cleaning, doing things
Residential facility
Respite
Respite once every other week, shopping
Respite provider twice a week
Ride to adult day care
Ride to medical appointments, paperwork
Rides from case worker
Rides to and from counseling
Run errands, cook, food, shopping, cleaning
Run errands, supervise housecleaning
Scheduling, shopping, budgeting, safety issues
School and medical
See once a month and we talk every other month
Sees psychiatrist and case manager
Shaving, help getting dressed, help with meals
She comes in and sits down and goes over what I have to do for the day
She comes over to vacuum and dust and help me with taking a bath, makes sure I don't fall, she goes out and brings my laundry in and out, washes my blankets, towels, the bulky stuff. She'll do my dishes if I have something there, she cleans the house.
She drives me to work, reminds me to do things

Ways clients are helped in their homes and community

She fills my pill thing and checks my heart and lungs.

She gets mail, helps with showers and housework.

She gives me a shower, passes the vacuum, does the bed, makes the bed, does my dishes, feeds me lunch. I have another one who comes for dinner.

She helped us find assisted living

She helps me, makes sure that I see her every couple of weeks, makes sure I am doing ok and checks in for services

She is my cleaning lady

She provides transportation to get my groceries

She provides transportation.

She takes me shopping once a week or to my group

She transports me to the places I need to go, helps me set up my doctor appointments.

Shopping

Shopping and social events

Shopping and work

Shopping doc appointments

Shopping, cleaning

Shopping, cleaning, transportation, bills

Shopping, housework, transportation

Shopping, paying bills, cooking, getting dressed

Shopping, prescriptions, housework

Shopping, shower, laundry, cleaning

Shower assist, meal preparation, homework assist, laundry, groceries, shopping

Shower meals

Shower, breakfast, cleaning, dishes, wash

Shower, clean, shopping

Shower, cleaning

Shower, cleaning, cooking

Shower, cleaning, laundry, shopping, drive to work

Shower, cleaning, shopping

Shower, cleans, cook

Shower, cooking, cleaning

Shower, cooking, cleaning, laundry

Shower, cooking, cleans

Shower, cooking, housework

Shower, dressing, cooking breakfast and lunch, cleaning

Ways clients are helped in their homes and community
Shower, get dressed, cook meals
Shower, get dressed, cook, clean
Shower, get dressed, shave, laundry, clean
Shower, get ready, clean, shopping
Shower, get ready, shopping, clean
Shower, getting dressed, cleaning, cooking, shopping
Shower, helps with personal care needs, light housekeeping and light meals
Shower, housework, shopping
Shower, laundry, shopping, cleaning
Shower, prepare breakfast, getting dressed
Shower, toilet, medicine and get prescriptions, grocery
Showering, dressing, housework, community activities
Showering, dressing, housework, meal prep
Showering, housekeeping, prescriptions
Showering, shopping, cooking, cleaning
Showering, shops, laundry, cooking
Showers and cleaning
Showers cook laundry
Showers, cleaning, cooking
Showers, housework, cooking, take me out in the community
Someone comes and helps me shower and I have a homemaker that comes to help with cleaning my apartment, cooks, laundry, takes trash out
Someone comes in twice a week for housecleaning and laundry
Someone comes into the home, drives to program
Someone comes to help get groceries, case manager helps set up transportation services to a program currently in.
Spends time with me 3 to 4 times a week
Sponge bath, dressed
Stays around while I take a shower, dishes
Supervise him in all aspects of life
Supports in community
Take a shower, laundry, cleaning my apartment
Take care of call appointments
Take her places
Take her to activities in community
Take her to appointments grocery shopping

Ways clients are helped in their homes and community

Take him around to appointments

Take him places, drive him around, to the mall for exercise

Take him to help with interacting out in community, restaurants, stores

Take me grocery shopping and to church.

Take me grocery shopping, get my apartment organized, when I want to go to Savers to drop stuff off

Take me medical appointments.

Take me on errands

Take me places

Take me shopping and on errands

Take me shopping, they been helping me pack since I'm moving, they provide transportation

Take me to appointments, grocery shopping, picking up medications

Take me to group daily

Take me to the doctors

Take me to the medical appointments

Take me to the store and counseling from White Mental Health

Take medicine, get appointment

Take shopping and appointment

Take shopping and to workout

Take shopping, drive around, fill out paperwork

Take shower, cook

Take shower, prepare meals, help with reading the mail

Take showers, do housework, go to store, run errands

Take to cooking classes, sewing classes and gym

Take to medical appointments

Takes her on all errands and clean

Takes her to food kitchen, notifies her of appointments

Takes him places

Takes him to do errands

Takes me grocery shopping, medical appointments

Takes me places

Takes me places in the community, provides meals

Takes me places, doctor appointments

Takes me places

Takes me shopping

Ways clients are helped in their homes and community
Takes me the YMCA, food bank and medical appointments
Takes me to appointment s and grocery shopping
Takes me to community
Takes me to store
Takes out in the community
Takes to do laundry
Takes to program, takes him to work
Taking medical appointments and shopping
Talk about problems, bring to the food bank
Talk to me when I'm frustrated, organize
The case manager makes sure everything is going
The nurse comes to visit
Therapist
Therapy
Therapy and appointments
Therapy and psychiatrist
Therapy, help me deal w diagnosis, challenge me to work on certain habits
Therapy, housing assistance
They clean the house, do the shopping, do my food and groceries, sweep, laundry, all of that
They come in to help with house work every 2 weeks
They do all the housework like cleaning floor, vacuuming, dusting. Prep Meals and many other things I need.
They do errands with me, cooking, shopping, cleaning, etc.
They do everything for me, home stuff
They drive me around and they take me to a lot of places, stuff like that. They help me a lot.
They give me housing assistance. Margret provides me section 8 housing. I also get transportation reimbursement. I get transportation when I need it, when I call ahead of time. (ANY) Nope.
They give me showers, do a little housekeeping, do my shopping and laundry. (ANY) They do dishes, fold my clothes, that's all I can think of.
They go shopping for me, they clean up my apartment, do laundry, cook for me
They have 3 hours to help with laundry, light housekeeping, making the bed
They help do community activities, showering, cleaning the house. All of the above
They help find employment
They help get ready every day help, cleaning, cooking, laundry, bathing, shaving
They help in and out of bed and depends on the day, for the most part, I'm so fatigued

Ways clients are helped in their homes and community

that they have to help me get in and out of bed and when I am sitting. They help me with transportation, take me to my appointments, clean around the house, do food preparation.

They help just direct, provide guidance because I have autism

They help me get food and they usually take me to doctor's appointments.

They help me shower, cook for me anything I can't do, my housework, my bed

They help me take a shower, clean, do my laundry, make my breakfast etc.

They help me to get up and help get ready for bed

They help me with bathing and my other personal needs, do my laundry, groceries and help prepare food for me

They help me with bathing, cooks, cleaning and with everyday activities

They help me with housing, with transportation

They help me with medication help, help maintain employment

They help me with my showers. They do a lot for me, help me with get dressed, put lotion on my feet and legs.

They help me with personal care, showering, laundry, housekeeping, pet care etc.

They help me with showers, housework, everything I ask from my home health aide

They help when I have to take a bath or shower, help me go to my doctor's appointment, help cook, help clean around the house, take me to the store, just about anything that deals with daily living.

They help with beds, dishes, cleaning around my house

They help with everyday activities

They help with everyday activities housecleaning

They help with everyday activities, bathing, cooking, cleaning

They help with everyday activities, housecleaning and personal care

They help with everyday activities, showering, cooking, cleaning, laundry

They help with everything, getting dressed, medication

They help with her community activities

They help with housing assistance

They help with laundry, floors, dusting

They help with my mental health issues at home

They help with my paperwork in my home

They help with shopping, transportation

They help with transportation

They help with vacuuming, laundry, cleaning bathroom, chores

They prepare meals, give me showers, go shopping for me if I can't get up, clean the house. She yells at me to make sure I take my morning medicine because I'm bad at remembering; she really doesn't know how to yell, it's quite funny.

Ways clients are helped in their homes and community
They provide personal care services because he is confined to a wheelchair
They provide rides to my appointments.
They provide transportation
They provide transportation service
They take me grocery shopping. They take me to all the places in the community. They also take me to my medical appointments.
They take me places, shopping, groceries, shopping, doctor visits.
They take me shopping, I go out and they help me out with things. They shop, help me with my meals and stuff.
They take me to appointments and make sure that I am brushing my teeth etc.
They tutor, reinforce the basics of education, reinforce the basic quality of life by teaching the basics. They also take me out shopping.
They wash my floors and vacuum; they do dishes as well
Three different people come to help; I have helper for house worker, shower, do my shopping, cleaning and my nurse comes in to help with vitals and medicine
Total care
Total care 100%
Transport, day program
Transportation & counseling
Transportation and daily living and cooking
Transportation and job coach
Transportation and support of all kinds
Transportation and tasks
Transportation and work
Transportation and work help
Transportation life skills
Transportation service
Transportation service comes to take to day program, also have a case manager helps sometimes with making sure I get the services I needs to get where I need
Transportation services
Transportation services, case manager services
Transportation to and from medical appointments
Transportation to appointments
Transportation to health club and to work
Transportation, community resources
Transportation, daily activities, meals, laundry, medicine
Transportation, drives me around
Transportation, food preparation

Ways clients are helped in their homes and community

Transportation, getting ready

Transportation, outreach

Transportation, rides for medical, case manager services

Transportation, shopping, cash check, laundry

Transportation, supervision

Twice a week do housework and groceries

Twice a week I see a licensed nursing assistant for shower, twice a week I see a homemaker to help do other stuff like clean

Two people come in cleaning and help with showering, also meals

Vacuum, do dishes, cook meals, food shopping and helps with my laundry

Verbal cues, grocery shopping, banking

Visiting nurse

VNA, RN twice a week, home health aide for bathing etc., housekeeper

Volunteer work like reading for me and grocery shopping. I live in an assisted living place

Walk with me, talk about nutrition

With every aspect of my life

With housekeeping, sometimes get a nurse that comes to help, get meals delivered to her

With housework, getting ready every day, transporting me to appointments if I have any. I use transportation services most of the time.

With mental health services

Work opportunities

Work source. They take him to work and are with him there.

Works with me at my job

APPENDIX C. GUARDIAN AND CLIENT PRE-NOTIFICATION LETTERS



Jeffrey A. Meyers
Commissioner

Diane Langley
Director

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF QUALITY AND IMPROVEMENT

129 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-9520 1-800-852-3345 Ext. 9520
Fax: 603-271-8431 TDD Access: 1-800-735-2964
www.dhhs.nh.gov

November 22, 2017

Client Name
Client Address
City, state zip

Dear *Client Name*:

The State of New Hampshire wants to make things better for people who receive services and supports at home or in the community. We are conducting a survey called the CAHPS Home and Community-Based Services (HCBS) Survey. This survey asks about:

- The services you get at home or in the community.
- How well they meet your needs.

Two companies, Information Specialists Group and Vital Research, are helping us with the HCBS CAHPS Survey. Someone from Information Specialists Group may call you to set up a time to talk with you, either over the phone or in-person. You may also call us toll free at 800-439-3185 (please ask for extension 156) to take the survey now, or to set up a time to take the survey that works best for you.

You have been randomly chosen to help with this survey from a list of all people receiving the following community-based services:

- Choices for Independence (CFI) services;
- Home and Community-Based Care-Developmentally Disabled (HCBC-DD) services;
- Home and Community-Based Care-Acquired Brain Disorder (HCBC-ABD) services; or
- Community Mental Health services.

You have not been picked for any other reason.

We hope you will agree to talk with the person from Information Specialists Group. We want to know your thoughts. The survey will take about 30 minutes.

Your decision to participate or not will not affect your services. You do not have to answer questions if you do not want to. Your answers will be kept private.

Call toll us free at 800-439-3185 (please ask for extension 156) to take the survey now, set up a time to take the survey, or if you have any questions about the survey. You can also visit www.vitalresearch.com/newhampshire for more information.

Thank you! You are helping us understand how to improve services.

The Department of Health and Human Services' Mission is to join communities and families in providing opportunities for citizens to achieve health and independence.



Jeffrey A. Meyers
Commissioner

Diane Langley
Director

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES

OFFICE OF QUALITY AND IMPROVEMENT

129 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-9520 1-800-852-3345 Ext. 9520
Fax: 603-271-8431 TDD Access: 1-800-735-2964
www.dhhs.nh.gov

November 22, 2017

Guardian Name
Guardian Address
Guardian city, State zip

Dear *Guardian Name*:

This letter is in reference to *Client First Name Client Last Name*, for whom you are listed as the legal guardian. The New Hampshire Department of Health and Human Services (NH DHHS) would like your help. Someone from Information Specialists Group (ISG), an independent firm, may call you in the next few weeks, asking you if *[1st name of client]* may participate in an experience of care survey about the people paid to help *[1st name of client]* and the services and supports *[1st name of client]* receives at home or in the community. This survey is called the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Home and Community-Based Services (HCBS) Survey, or HCBS CAHPS Survey for short.

ISG, along with Vital Research, are working on behalf of NH DHHS to conduct this survey. If you give permission for *[1st name of client]* to participate, an ISG interviewer will ask the HCBS CAHPS Survey questions over the phone with *[1st name of client]*, or at *[1st name of client]*'s home, or at another place you or *[1st name of client]* choose.

Participation in the HCBS CAHPS Survey will help NH DHHS improve upon their programs. It is important that we hear directly from our clients to ensure that our clients' needs are being met. This feedback is most useful when it reflects the experience of program participants as communicated directly by those individuals. However, because of the nature of physical or cognitive challenges, you may determine that *[1st name of client]* is not able to participate on their own. Rather than excluding *[1st name of client]* from this survey, we hope you will consider attending the survey with *[1st name of client]* or allowing a proxy to participate in the HCBS CAHPS Survey on behalf of *[1st name of client]*.

[1st Name of client] has been chosen at random from a list of all people receiving community-based long-term services and supports, and has not been picked for any other reason. We hope you will agree to allow *[1st name of client]* to participate in the HCBS CAHPS Survey.

If you decide *[1st name of client]* may participate in the HCBS CAHPS Survey, what *[1st name of client]* has to say will be kept private and confidential. Individual answers will not be shared with NH DHHS or any of the people who provide *[1st name of client]* services.

It is your choice whether *[1st name of client]* participates or not. If you decide not to allow *[1st name of client]* to participate, *[1st name of client]*'s services will not be affected.

If you have any questions about the study, please call Information Specialists Group (toll-free: 800-439-3185, please ask for extension 156), or visit <https://vitalresearch.com/newhampshire>.

Thank you in advance for your help!

The Department of Health and Human Services' Mission is to join communities and families in providing opportunities for citizens to achieve health and independence.

APPENDIX D. GUARDIAN AND PROXY CONSENT FORMS

Guardian Consent for Participation in the Home and Community-Based Services (HCBS CAHPS) Survey

Your signature is needed to allow the individual for whom you are listed as the legal guardian to participate in the HCBS CAHPS Survey. Participation in the HCBS CAHPS Survey will help NH DHHS improve upon their programs and ensure that the services being provided are meeting the needs of the individuals who are receiving them. We want to understand how we are doing and cannot do it without the participation of our recipients. We hope you will agree to allow the person for whom you are the guardian to participate in this important survey:

My signature means I allow the individual named below to participate in the HCBS CAHPS Survey:

Printed First and Last Name of the Individual for whom I am the Guardian

Guardian Printed First Name

Guardian Printed Last Name

Guardian Signature

Date

Guardian Permission for Proxy Participation in the HCBS CAHPS Survey

Rather than excluding an individual from taking the HCBS CAHPS Survey because you have determined that your client can not participate on their own, we hope that you will consider allowing a proxy to participate in the HCBS CAHPS Survey on behalf of your client instead. The proxy chosen should know about the home and community-based services your client is receiving and have ongoing and regular contact with your client. The proxy chosen cannot be someone who is paid to provide your client's home or community-based services or supports. To allow a proxy to take the HCBS CAHPS Survey on your client's behalf, we need the information below.

Printed Proxy First Name

Printed Proxy Last Name

Proxy Relationship to Your Client: _____

Phone number of Proxy _____

Guardian Signature

Date

**PLEASE FAX THIS CONSENT FORM TO (323) 653-0123, OR MAIL IT TO:
VITAL RESEARCH
6380 WILSHIRE BLVD., SUITE 1700, LOS ANGELES, CA 90048**

If you have any questions about the HCBS CAHPS Survey, call Vital Research Project Coordinator, Viviane Norris, at (888) 848-2555.

Client Consent for the Use of a Proxy Home and Community-Based Services (HCBS CAHPS) Survey

This form allows someone else to take the HCBS CAHPS Survey for you. This person is called a proxy. Signing below means that you would like the proxy you identify below to answer the questions in this survey as you would answer them.

What is a Proxy? A proxy is someone that you choose who:

- Will take the HCBS CAHPS Survey on your behalf.
- Knows about the home and community-based services and supports you are receiving.
- Has ongoing and regular contact with you.

A proxy cannot be someone who is paid to provide your home or community-based services or supports.

A family member, friend, or guardian may be a proxy for you, as long as he or she is not being paid to provide you with home or community-based services.

My signature means that I would like the person I have named below to take the HCBS CAHPS Survey on my behalf. I understand that:

- I may be present when my proxy is taking the HCBS CAHPS Survey, if I like.
- If I am present when my proxy is participating in the HCBS CAHPS Survey, I may answer any questions that are asked if I would like to do so.

My Proxy's Name: _____
First Name *Last Name*

Relationship of Proxy to Me: _____

Phone Number of My Proxy _____
Or tell us how to reach your Proxy

My Printed First Name *My Printed Last Name*

My Signature *Date*

**PLEASE FAX THIS CONSENT FORM TO (323) 653-0123, OR MAIL IT TO:
VITAL RESEARCH
6380 WILSHIRE BLVD., SUITE 1700
LOS ANGELES, CA 90048**

If you have any questions about the HCBS CAHPS Survey, call Vital Research Project Coordinator, Viviane Norris, at (888) 848-2555.

APPENDIX E. GUARDIAN E-SIGNATURE CONSENT FORM

**Guardian Consent for Participation in the
Home and Community-Based Services (HCBS CAHPS) Survey
[Electronic Version: For use with the ShareFile only]**

*Please electronically sign below before uploading this document to
<https://vitalresearch.sharefile.com/>*

Your consent is needed to allow the individual for whom you are listed as the legal guardian to participate in the HCBS CAHPS Survey. Participation in the HCBS CAHPS Survey will help NH DHHS improve upon their programs and ensure that the services being provided are meeting the needs of the individuals who are receiving them. We want to understand how we are doing and cannot do it without the participation of our recipients. We hope you will agree to allow the person for whom you are the guardian to participate in this important survey:

I allow the individual named below to participate in the HCBS CHAPS Survey:

<input type="text"/>	<input type="text"/>
<i>Printed First and Last Name of the Individual for whom I am the Guardian</i>	<i>Date</i>
<input type="text"/>	<input type="text"/>
<i>Guardian Printed First Name</i>	<i>Guardian Printed Last Name</i>

Guardian Permission for Proxy Participation in the HCBS CAHPS Survey

Rather than excluding an individual from taking the HCBS CAHPS Survey because you have determined that your client can not participate on their own, we hope that you will consider allowing a proxy to participate in the HCBS CAHPS Survey on behalf of your client instead. The proxy chosen should know about the home and community-based services your client is receiving and have ongoing and regular contact with your client. The proxy chosen cannot be someone who is paid to provide your client's home or community-based services or supports. To allow a proxy to take the HCBS CAHPS Survey on your client's behalf, we need the information below.

<input type="text"/>	<input type="text"/>
<i>Printed Proxy First Name</i>	<i>Printed Proxy Last Name</i>

Proxy Relationship to Your Client:

Phone number of Proxy

Guardian Electronic Signature

For DHHS to be able to accept this form electronically, you must provide an electronic signature. Checking the box to the left is the legal equivalent of signing this document in pen and ink. By checking this box, you attest under penalty of unsworn falsification, pursuant to RSA 641:3, that you are the legal guardian named above for this individual.

PLEASE UPLOAD THIS CONSENT FORM TO <https://vitalresearch.sharefile.com/>

If you have any questions about the HCBS CAHPS Survey, visit <https://www.dhhs.nh.gov/dphs/oqai/teft.htm> or call Leslie Brock, Project Manager at Vital Research, at (888) 848-2555.

APPENDIX F. FREQUENTLY ASKED QUESTIONS

HOME AND COMMUNITY-BASED SERVICES (HCBS CAHPS) SURVEY FREQUENTLY ASKED QUESTIONS (FAQS)

What is this survey about?

This survey is about the services you receive at home or in your community. We want to know how well our programs are working for people who live in the community. By telling us about your experiences with these services and how well they meet your needs, you will help us understand how well these programs are working.

Why is this study being done?

NH DHHS wants to know whether people are happy with their community-based Medicaid services. NH DHHS is working with Vital Research and Information Specialists Group, private research companies, to find out. You are one of about 1,200 NH residents we are asking to participate.

How did you get my name?

We are interviewing people who receive services in their home or community. NH DHHS gave us your name from a list of people who get these services.

What kinds of questions will you ask me?

The survey asks about your experiences with the services you receive. It asks about the people paid to help you, your case manager, your personal safety, your transportation services, things you do in the community, and about working at a job. We will read the questions out loud to you and enter your answers into a computer. There are no right or wrong answers to these questions. You can skip any questions you don't want to answer.

Why should I do this survey?

It is important for us to hear from you so that we can find out how to improve community-based Medicaid programs. We want to learn more about how to help people who receive services in their homes. This survey will help us learn more about these services. We are asking people like you who get these services to help us. This is your chance to tell us about your experiences.

Do I have to take this survey?

You do not have to take the survey. Completing it is voluntary. Whether or not you participate will not change the services you receive. Once we start the survey, you may also skip any question you don't want to answer.

What will happen if I say yes?

If you agree:

Depending on your preference, an interviewer will either ask you questions over the phone, will come to your home, or will meet you at another location where you feel comfortable.

The survey will take about 30 minutes.

What happens if I say yes, but change my mind later?

You can stop taking the survey at any time. You will not be penalized. The services and supports you get will not change.

What happens if I say no, I do not want to take the survey?

If you decide not to do the survey, nothing will happen. None of your services will change. No one will treat you differently. You will not be penalized. This survey is for program evaluation only.

How long will the survey take?

The survey will take about 30 minutes of your time. We can schedule the interview at a time that is right for you.

Who will see my answers?

What you have to say will be kept private and confidential. None of the people who help you will know what you say, unless you want them in the room while you answer the questions. Your answers will be grouped with answers from all the other people who participate in the survey and will be reported all together with no identifying information. However, we may be required to report any instances of abuse or neglect that you tell us about.

How will you protect my privacy?

All answers are confidential. They will be combined with other people's answers. People cannot be identified from the reports that come to NH DHHS.

The answers are for research only. They will not be used to determine whether you can still get Medicaid services. (But if interviewers see abuse or neglect, they must report it.)

Will it cost me anything to be in the survey?

No.

Will being in this survey help me in any way?

Your participation in the survey will help people who receive similar services in the future.

Is there any way that taking this survey could be bad for me?

There is a chance that the questions could make you sad or upset.

What if I have questions?

Please call Information Specialists Group (toll-free: 800-439-3185, please ask for extension 156) if you have any questions about the survey, or visit <https://vitalresearch.com/newhampshire>.