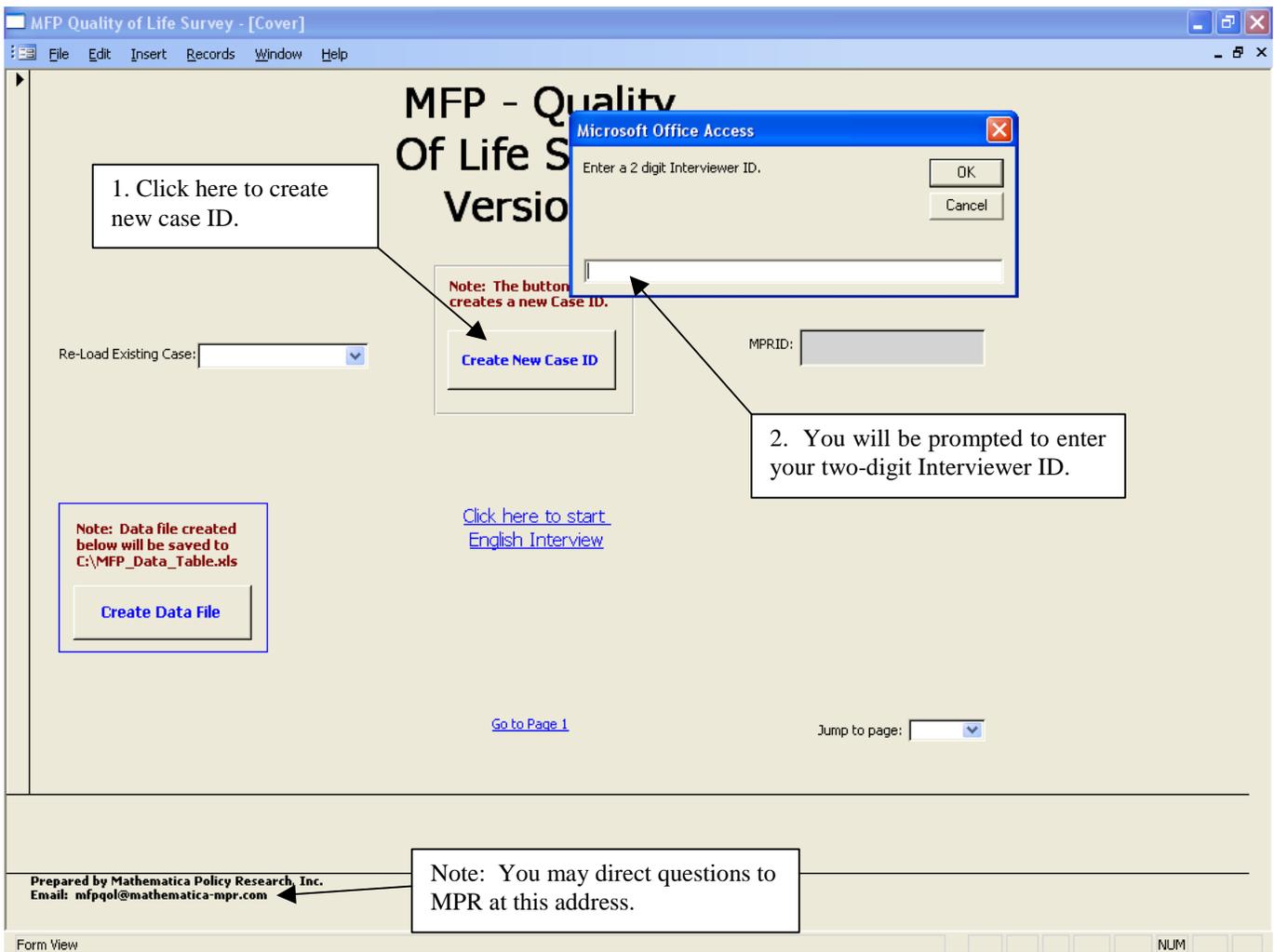


MFP—QUALITY OF LIFE ELECTRONIC SURVEY MANUAL

This section familiarizes interviewers with the Money Follows the Person Quality of Life Survey electronic tool. The tool is intended to assist interviewers in collecting data from respondents and follows the format of the paper survey. The manual provides interviewers with instructions on how to proceed through the electronic survey tool and with information on some of its technical aspects. The manual is both an instruction manual and a reference resource.

CREATING A NEW CASE

- Select “Create New Case ID.”
- A pop-up window will appear instructing you to enter a two-digit Interviewer ID (assigned by the state).



ENTERING NEW CASE

- The respondent's ID number will appear in the "MPRID" field.
- Next, select the interview round. If this is the initial interview, select "Baseline." For subsequent interviews with the same respondent, select "First Follow-Up Survey" or "Second Follow-Up Survey."
- In the "Select language" field, choose either English or Spanish depending on the respondent's language preference.
- Enter your (the interviewer) name.
- Finally, in the center of the screen, click on the "Click here to start English interview" or the "Click here to start Spanish interview" link.

The screenshot shows the "MFP Quality of Life Survey - [Cover]" web application interface. The main heading is "MFP - Quality Of Life Survey Version 1". The interface includes a "Re-Load Existing Case:" dropdown menu, a "Create New Case ID" button, and a "Create Data File" button. A note states: "Note: The button below creates a new Case ID." Below the "Create Data File" button, a note reads: "Note: Data file created below will be saved to C:\MFP_Data_Table.xls". The "MPRID:" field displays "415510000045". The "Select Round:" dropdown is set to "Baseline". The "Select Language:" dropdown is set to "English", with "Spanish" also visible in the list. The "Interviewer Name:" field is empty. A "Go to Page 1" link and a "Jump to page:" dropdown are at the bottom. The footer contains the text: "Prepared by Mathematica Policy Research, Inc. Email: mfpqol@mathematica-mpr.com". The status bar at the bottom left says "Form View" and the bottom right says "NUM".

1. New ID will be displayed here.

2. Select round: Baseline, First Follow-Up Survey, or Second Follow-Up Survey.

3. Select language: English or Spanish

4. Enter your name here.

5. Click to begin survey.

Note: Data file created below will be saved to C:\MFP_Data_Table.xls

Note: The button below creates a new Case ID.

Click here to start English Interview

Click here to start Spanish Interview

Go to Page 1

Jump to page:

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Form View NUM

LOADING AN EXISTING CASE

- Existing cases are those in which you already interviewed a respondent and are now re-interviewing him or her for either the “First Follow-Up Survey” or “Second Follow-Up Survey.”
- If you wish to load an existing case, click on the “Re-Load Existing Case” dropdown box to the left of the “Create New Case ID” button.
- You will be presented with a drop-down list of cases that you previously entered.
- Select a case; the respondent’s information will appear in the information fields on the right side of the screen.
- Select the round (i.e., Baseline, First Follow-Up Survey, or Second Follow-Up Survey) and language (i.e., English or Spanish). Then click on the “Click here to start English interview” or “Click here to start Spanish interview” link.

HELP:

In the case that something is unclear, please send inquiries to mfpqol@mathematica-mpr.com. This address is listed in the bottom left corner of every page of the electronic survey tool.

- Enter all of the respondent's contact information.
- Once done, select "Go to page 2" to navigate to the next page.
- If the respondent is deceased, check the box in the lower left-hand corner of the screen and fill out the month, day, and year of death and select "Go to End, if sample member is deceased."

MFP Quality of Life Survey - [Page 1]

MPRID: 41551000045

MFP QUALITY OF LIFE SURVEY

RESPONDENT INFORMATION

1. Enter respondent's name.

Respondent Name: First Name: Jean-Luc Last Name: Picard MPRID: 41551000045

2. Enter respondent's current address.

Respondent Street Address: 600 Maryland Ave

3. Enter respondent's state. Field will auto-populate state's name as letters of the state are typed in.

Respondent City: Washington

Respondent State: District of Columbia

4. Enter respondent's ZIP. Clicking on this field will not automatically cause the cursor to appear to the left-most area of the box, whereas "tab" button will.

Respondent Zip: 20024-

5. Enter respondent's Medicaid ID.

Respondent Medicaid ID Number: 55555555

Check here if the Sample Member is deceased and record date of death:

RECORD MONTH: [dropdown] RECORD DAY: [dropdown] RECORD YEAR: [dropdown]

[Go to End, if sample member is deceased.](#)

[Back to Intro Page](#)

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Page 1

Form View

NUM

Note: If respondent is deceased, click on "Check here if Sample Member is deceased and record date of death." Enter date of death and click on "Go to end, if sample member is deceased."

- Your name will automatically appear in the “name” field of the introduction script. Fill in the blanks with your state’s information when you read the script to the respondent.
- Enter the number of years/months that the respondent has resided in his or her current dwelling. Selecting “Go to Question 2” afterward will automatically take you to the next appropriate question and skip any unnecessary questions.
- Not all of the questions are meant to be answered. Please pay special attention to the responses with the “Go to Question” text link next to them; they require you to click the link and skip to the next appropriate question. If the response does not have a link next to it, you proceed to the next immediate question.
- Indented questions are follow-up questions that seek further clarification of the respondent’s answers and might be skipped if so directed.
- In the case of an error, the “Clear” buttons allow you to change the responses for that question.

The screenshot shows a web browser window titled "MFP Quality of Life Survey - [Page 2]". The address bar shows "MPRID: 41551000045". The main content area contains an introduction script with several callout boxes:

- Top right callout:** "Interviewer name should automatically appear in the name field. Other 'blanks' are to be completed orally." This points to the blank space in the script: "Hello, my name is [Ebo Dawson-Andoh] and I am from _____."
- Left callout:** "Enter number of years." This points to the "RECORD NUMBER OF YEARS" input field.
- Bottom left callout:** "Dropdown box allows you to select number of months." This points to the "RECORD NUMBER OF MONTHS" dropdown menu.
- Right callout:** "Clicking this text link will allow you to skip to the appropriate follow-up question." This points to the "GO TO QUESTION 2" link.
- Bottom right callout:** "'Clear' button allows you to reset the question responses." This points to the "clear" buttons next to the input fields.

The script text includes:

"Before we begin, let me assure you that all information collected will be kept strictly confidential and will not be reported in any way that identifies you personally. Your answers will be combined with the answers of others and reported in such a way that no single individual could ever be identified. Further, the information collected will not be used by anyone to determine your continuing eligibility for Medicaid benefits. We are collecting this information for research purposes only. However, I may be required to report any instances of abuse or neglect that you tell me about to authorities. Your participation is completely voluntary and if we come to any question you prefer not to answer, just tell me and we'll move on to the next one."

"If you have any questions, please stop me and ask me. Also, please let me know if you do not understand a question or if you would like me to repeat it."

MODULE 1: LIVING SITUATION

1. I'm going to ask you a few questions about the place you live. About how long have you lived (here/in your home)?

PROBE: Your best estimate is fine.

Interviewer: If respondent indicates less than 1 month, enter 1 month.

[RECORD NUMBER OF YEARS] [RECORD NUMBER OF MONTHS] [GO TO QUESTION 2](#)

[DON'T KNOW]

[REFUSED]

1a. Would you say you have lived here more than five years?

[Yes]

[No]

[DONT KNOW]

[REFUSED]

2. Interviewer: Does sample member live in a group home or nursing facility?

[Yes]

At the bottom of the page, it says:

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Page 2

- Note that all of the response boxes appear “gray” when no responses have been selected. After making a choice, all other boxes will appear “white” with a check marking your selected response.
- The two “Go to page x” options at the bottom of the screen allow you to move either forward or backward one page.

The screenshot shows a software window titled "MFP Quality of Life Survey - [Page 3]". The window has a menu bar with "File", "Edit", "Insert", "Records", "Window", and "Help". Below the menu bar, the "MPRID:" field contains the value "331010000304".

The main content area displays several survey questions with radio button options:

- Question 5: "Do you feel safe living (here/there)?" with options: Yes, No, DON'T KNOW, REFUSED. A "clear" button is to the right.
- Question 5a: "How often do you feel unsafe living (here/there)?" with options: Sometimes, Most of the time, DON'T KNOW, REFUSED. A "clear" button is to the right.
- Question 6: "Can you get the sleep you need without noises or other disturbances where you live?" with options: Yes, No, Sometimes, DON'T KNOW, REFUSED. A "clear" button is to the right.
- Section Header: "MODULE 2: CHOICE AND CONTROL"
- Question 7: "Can you go to bed when you want?" with options: Yes, No, Sometimes, DON'T KNOW, REFUSED. A "clear" button is to the right.

Navigation options at the bottom include "Go to Page 2" (in purple), "Go to Page 4" (in blue), and a "Jump to page:" dropdown menu.

Two callout boxes provide instructions:

- A box on the right side of the form states: "Answer choices appear 'gray' until a response has been selected. Once selected, all boxes will become white with the answer filled in with a 'check.'"
- A box at the bottom center states: "Move forward or move backward one page." with arrows pointing to the "Go to Page 2" and "Go to Page 4" buttons.

The footer of the window contains the text "Prepared by Mathematica Policy Research, Inc. Email:" on the left, "Page 3" in the center, and "Form View" on the left side of the bottom bar, with "NUM" on the right side of the bottom bar.

- Be aware that rolling the scroll button on your mouse will not move the sidebar down the page. This must be done manually.
- You must scroll down to the bottom of each page to ensure that you do not miss any questions.

MFP Quality of Life Survey - [Page 4]

MPRID: 331010000304

Sometimes

DON'T KNOW

REFUSED

9. When you are at home, can you eat when you want to?

Yes

No

Sometimes

DON'T KNOW

REFUSED

10. Can you choose the foods that you eat?

Yes

No

DON'T KNOW

REFUSED

11. Can you talk on the telephone without someone listening in?

Yes

No

DON'T KNOW

REFUSED

12. Can you watch TV when you want to?

Yes

No

Sometimes

No access to TV

DON'T KNOW

REFUSED

13. [AFTER TRANSITION ONLY] Some people get an allowance from the state to pay for the help or equipment they need. Do you get an allowance like this?

Yes

No [GO TO QUESTION 14](#)

DON'T KNOW [GO TO QUESTION 14](#)

Prepared by Mathematica Policy Research, Inc. Page 4

Email:

Form View NUM

- In some cases, clicking “Go to Question x” will forward you to the next page. This occurs when the next question is on the following page.

The screenshot shows a software window titled "MFP Quality of Life Survey - [Page 6]". The window has a menu bar with "File", "Edit", "Insert", "Records", "Window", and "Help". Below the menu bar, the "MPRID" is displayed as "331010000304".

The main content area contains several survey questions with radio button options and "clear" buttons:

- Question 15: "15b. Is this because there is no one there to help you?" with options: Sometimes, Most of the time, DONT KNOW, REFUSED.
- Question 15b: "15b. Is this because there is no one there to help you?" with a "PROBE: Please include any help received by another person. Including cueing or standby assistance." and options: Yes, No, DONT KNOW, REFUSED.
- Question 16: "16. Do you ever go without a meal when you need one?" with options: Yes, No, DONT KNOW, REFUSED. A callout box points to the "GO TO QUESTION 17" links next to the "No" and "DONT KNOW" options.
- Question 16a: "16a. How often do you go without a meal when you need one? Would you say only sometimes or most of the time?" with options: Sometimes, Most of the Time, DONT KNOW, REFUSED.
- Question 16b: "16b. Is this because there is no one there to help you?" with options: Yes, No, DONT KNOW, REFUSED.

At the bottom of the form, there are navigation links: "Go to Page 5", "Go to Page 7", and a "Jump to page:" dropdown menu. The footer of the window contains the text "Prepared by Mathematica Policy Research, Inc. Email:" and "Page 6". The status bar at the very bottom shows "Form View" and "NUM".

In this case, clicking “Go To Question 17” will automatically take you to the following page.

- You may fill out these “open” response fields up to a total of 256 characters.
- Questions marked as [AFTER TRANSITION ONLY] are questions that are relevant only in the First Follow-Up and Second Follow-Up surveys, which occur only after the respondent has been transitioned out of a state institution and into the community. They are not included in the Baseline interview.

MFP Quality of Life Survey - [Page 8]

MPRID: 331010000139

No
 DON'T KNOW
 REFUSED

clear

19. [AFTER TRANSITION ONLY] Have you ever talked with a case manager or support coordinator about any special equipment or changes to your home that might make your life easier?

PROBE: Equipment means things like wheelchairs, canes, vans with lifts, and automatic door opener.

Yes
 No
 DON'T KNOW
 NOT APPLICABLE
 REFUSED

[GO TO QUESTION 20](#)
[GO TO QUESTION 20](#)
[GO TO QUESTION 20](#)
[GO TO QUESTION 20](#)

clear

19a. [AFTER TRANSITION ONLY] What equipment or changes did you talk about?

DON'T KNOW
 REFUSED
 NOT APPLICABLE

clear

19b. [AFTER TRANSITION ONLY] Did you get the equipment or make the changes you needed?

Yes
 No
 In Process
 DON'T KNOW
 REFUSED
 NOT APPLICABLE

clear

20. [AFTER TRANSITION ONLY] Please think about all the help you received during the last week around the house, like cooking or cleaning. Do you need more help with things around the house than you are now receiving?

Yes
 No

clear

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NUM

Questions marked [AFTER TRANSITION ONLY] are to be asked only during the First Follow-Up and the Second Follow-Up interviews. For the Baseline interview, please skip these questions.

Open response fields allow for up to 256 characters.

- For Module 4: Respect and Dignity, if you selected “No,” “DK,” or “R” in Question 14, then click “Go to Question 27” to skip to Module 5: Community Integration and Inclusion.” When you click on the “View Question 14” button, a small pop-up window will appear with Question 14 and the chosen response.

The screenshot shows the 'MFP Quality of Life Survey - [Page 9]' window. The main survey area displays Question 21: '[AFTER TRANSITION ONLY] During the last week, did any Family member or friends help you with things around the house?'. Below this question are radio buttons for 'Yes', 'No', 'DONT KNOW', and 'REFUSED'. A 'GO TO QUESTION 22' link and a 'clear' button are also present. A pop-up window titled 'Page 5' is overlaid on the survey, showing Question 14: 'Now I'd like to ask you about some everyday activities, like getting dressed or taking a bath. Some people have no problem doing these things by themselves. Other people need somebody to help them. First, does anyone help you with things like bathing, dressing, or preparing meals?'. The pop-up includes a 'PROBE' instruction: 'Please include any help received by another person, including cueing or standby assistance.' and radio buttons for 'Yes', 'No' (which is selected), 'Don't Know', and 'Refused'. A 'Close' button is at the bottom of the pop-up. An arrow points from the 'Close' button to the 'VIEW QUESTION 14' button in the main survey area. A callout box on the right contains the text: 'When this button is clicked, the answer from Question 14 will pop up, eliminating the need to go back and check on the respondent's answer.'

MODULE 4: RESPECT AND DIGNITY

NOTE: IF Q14 = NO, DK or R [GO TO QUESTION 27](#)

VIEW QUESTION 14

Interviewer: For questions in this module, refer to your state's policy on reporting any suspected incidents of abuse and neglect. For this survey, record only reports of current abuse.

22. You said that you have people who help you. Do the people who help you treat you the way you want them to?

Yes [GO TO QUESTION 23](#)

No [GO TO QUESTION 23](#)

DONT KNOW [GO TO QUESTION 23](#)

REFUSED [GO TO QUESTION 23](#)

22a. How often do they not treat you the way you want them to? Would you say only sometimes or most of the time?

Sometimes Most of the time

DON'T KNOW

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Form View

- For Question 24b, you must enter a numeric value in the response field; otherwise, you will receive an error message instructing you to do so.
- [OPTIONAL] Your state will determine whether these questions are to be posed.
- ***Note: pages 11 through 16 follow the same format as pages 1 through 10.**

MFP Quality of Life Survey - [Page 10]

MPRID: 331010000139

DON'T KNOW
 REFUSED

24. [OPTIONAL] Have you been physically hurt by any of the people who help you now?
PROBE: Physically hurt means someone could have pushed, kicked, or slapped you.

Yes
 No
 DON'T KNOW
 REFUSED

[GO TO QUESTION 25](#)

24a. [OPTIONAL] What happened when the people who help you now physically hurt you?

DON'T KNOW
 REFUSED

24b. [OPTIONAL] How many times have you been physically hurt by the people who help you now?
Probe: Your best guess is fine.

DON'T KNOW
 REFUSED

25. [OPTIONAL] Are any of the people who help you now mean to you or do they yell at you?
Probe: Do they treat you in a way that makes you feel bad or do they hurt your feelings?

Yes
 No
 DON'T KNOW
 REFUSED

[GO TO QUESTION 26](#)

[Go to Page 9](#) [Go to Page 11](#) Jump to page:

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[OPTIONAL] Your state will determine whether these questions are to be posed.

Enter numeric values only. The program will not allow you to enter any other characters.

- If the respondent provides contact information, then complete the personal information fields.
- Make sure that you note whether the interview was completed by the sample member alone, with assistance, or by a proxy; note the date of the interview.
- Once you have filled out all required fields, click “Go to page 18” to be taken to the final page of the survey.

MFP Quality of Life Survey - [Page 17]

File Edit Insert Records Window Help

MPRID: 41551000045

42. Those are all the questions I have for you now. We would like to talk with you in about a year or so to find out how you are doing. In case we have trouble reaching you, what is the name, address, and phone number of a close relative or friend who is not living with you and is likely to know your location in the future? For example, a mother, father, brother, sister, aunt, uncle, or close friend.

No Contact Available [Go to Question 43](#)

Contact Available

Contact Name:

Contact Street Address:

Contact City:

Contact State:

Contact Zip:

Contact Phone:

43. Interviewer: Did you complete the interview with the sample member alone, the sample member who was assisted by another, or with a proxy?

Sample Member Alone

Sample Member with Assistance

Proxy

44. Interviewer: Record date the interview was completed:

Month Day Year

[Go to Page 16](#) [Go to Page 18](#) Jump to page:

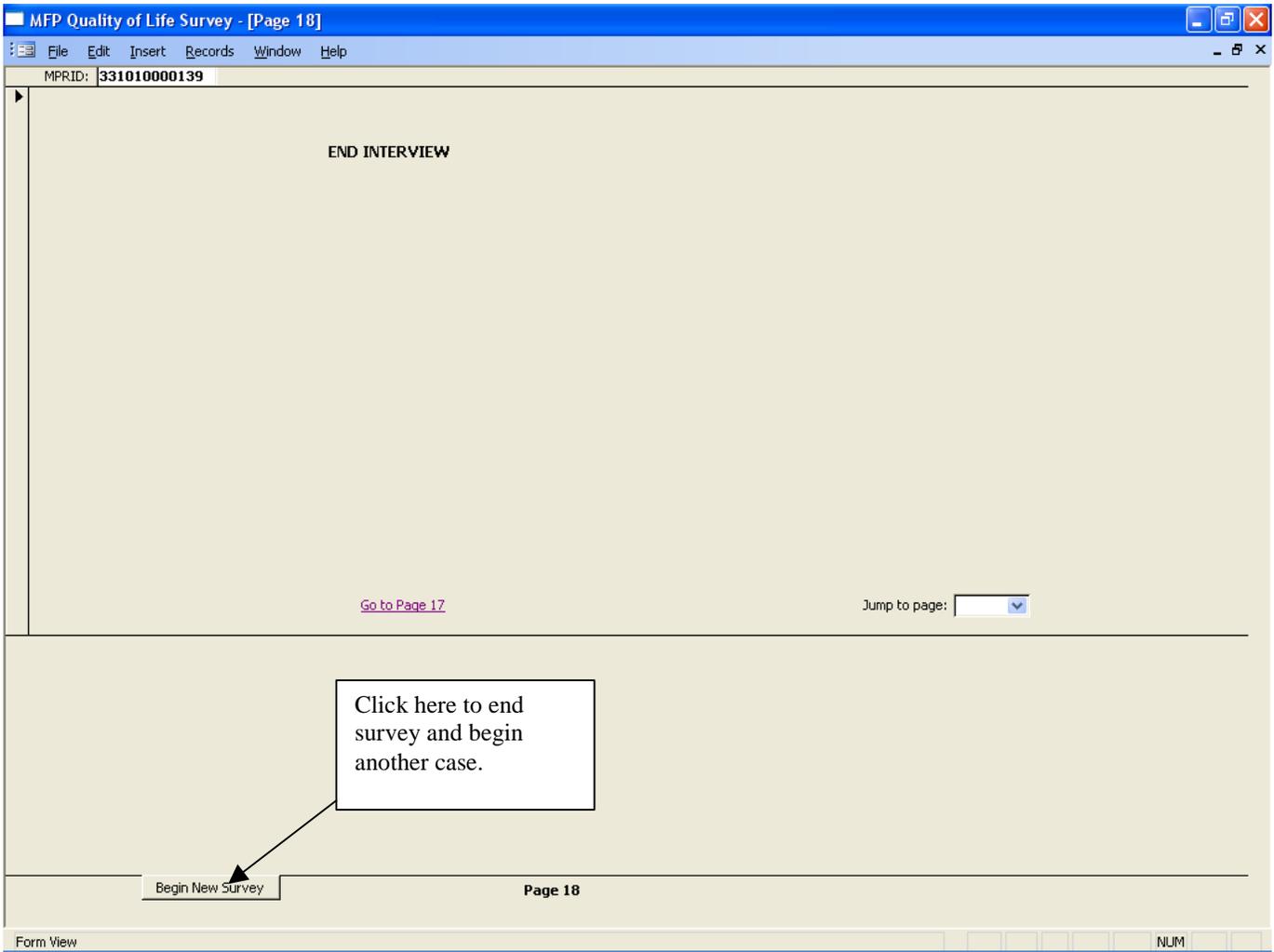
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Page17

Form View NUM

Clicking here will take you to the final page.

- Once you have reached the final page of the survey, click “Begin New Survey” to complete the survey and return to the cover page.



- Once you return to the cover page, select “Create Data File” to generate an Excel spreadsheet of the recently completed interview. This must be done each time you complete an interview. The system will save all of the entered data, so if you accidentally close the survey you will not lose any data. Selecting “Create Data File” will update the C:\MFP_Data_Table.xls file.

