

POMP 5 CASE MANAGEMENT CLIENT/PROXY QUESTIONNAIRE CODEBOOK March 23, 2004

CODERS: ONLY ENTER DATA FOR QUESTIONNAIRES THAT HAVE THE OFFICE USE ONLY BOX FILLED IN. CHECK BELOW FOR REQUIRED FIELDS.

ENTER A VALUE FOR ALL QUESTIONS UNLESS "BLANK IS VALID" IS NOTED, OTHERWISE CODE -9 FOR MISSING OR INVALID VALUES. CHECK THE SURVEY MARGIN FOR REMARKS. IF REFUSED (RF) CODE -7. IF DON'T KNOW (DK), CODE -8.

OFFICE USE ONLY BOX

Variable Name	Variable Description and Codes
ClientID	Unique client identifier (REQUIRED) XXXXXXXXXXXXXXXX(Maximum of 50 Characters)
Program	Name of agency or program that the client is enrolled with (REQUIRED) XXXXXXXXXXXXXXXX(Maximum of 255 Characters)
State	State that the agency is in (REQUIRED) XX (State abbreviation)
Date	Date the interview was completed (REQUIRED) xx/xx/2004
Result	Result Code C = Complete R = Refused I = Ineligible D = Deceased N = Not available -9 = Missing
Respondent	Respondent was ... (REQUIRED) 1 = Client 2 = Interpreter 3 = Caregiver 4 = Proxy -9 = Missing
Comments	XXXXXXXXXXXXXXXX(Maximum 65,000 Characters) BLANK IS VALID

QUESTIONNAIRE

Variable Name

Question And Codes

CMC1 I know how to contact my case manager [case manager's name] when I need to.

- 1 = STRONGLY AGREE
- 2 = AGREE
- 3 = NEITHER AGREE OR DISAGREE
- 4 = DISAGREE
- 5 = STRONGLY DISAGREE
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

CMC2 I am satisfied with the amount of time it takes for my case manager to return my phone calls.

- 1 = STRONGLY AGREE
- 2 = AGREE
- 3 = NEITHER AGREE OR DISAGREE
- 4 = DISAGREE
- 5 = STRONGLY DISAGREE
- 8 = NA (Not applicable)
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

CMC3 My case manager explains my services in a way that I can understand.

- 1 = STRONGLY AGREE
- 2 = AGREE
- 3 = NEITHER AGREE OR DISAGREE
- 4 = DISAGREE
- 5 = STRONGLY DISAGREE
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

CMC4 My case manager knows what I need.

- 1 = STRONGLY AGREE
- 2 = AGREE
- 3 = NEITHER AGREE OR DISAGREE
- 4 = DISAGREE
- 5 = STRONGLY DISAGREE
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

CMC5 I am satisfied with the amount of contact I have with my case manager.

- 1 = STRONGLY AGREE
- 2 = AGREE
- 3 = NEITHER AGREE OR DISAGREE
- 4 = DISAGREE

- 5 = STRONGLY DISAGREE
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

CMC6

My case manager respects me.

- 1 = STRONGLY AGREE
- 2 = AGREE
- 3 = NEITHER AGREE OR DISAGREE
- 4 = DISAGREE
- 5 = STRONGLY DISAGREE
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

CMC7

My case manager pays attention to what I have to say.

- 1 = STRONGLY AGREE
- 2 = AGREE
- 3 = NEITHER AGREE OR DISAGREE
- 4 = DISAGREE
- 5 = STRONGLY DISAGREE
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

CMC8

On the whole, my case manager does a good job setting up care for me.

- 1 = STRONGLY AGREE
- 2 = AGREE
- 3 = NEITHER AGREE OR DISAGREE
- 4 = DISAGREE
- 5 = STRONGLY DISAGREE
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

CMC9

My case manager involves me in discussing and planning for my services.

- 1 = STRONGLY AGREE
- 2 = AGREE
- 3 = NEITHER AGREE OR DISAGREE
- 4 = DISAGREE
- 5 = STRONGLY DISAGREE
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

CMC10

I have enough information to make decisions about the services I receive.

- 1 = STRONGLY AGREE
- 2 = AGREE
- 3 = NEITHER AGREE OR DISAGREE
- 4 = DISAGREE
- 5 = STRONGLY DISAGREE

- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

CMC11 My case manager helps me get the services I need in order to stay at home.

- 1 = STRONGLY AGREE
- 2 = AGREE
- 3 = NEITHER AGREE OR DISAGREE
- 4 = DISAGREE
- 5 = STRONGLY DISAGREE
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

CMC12 My life is better because of my case manager's help.

- 1 = STRONGLY AGREE
- 2 = AGREE
- 3 = NEITHER AGREE OR DISAGREE
- 4 = DISAGREE
- 5 = STRONGLY DISAGREE
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

CMC13 My case manager helps me get services that I did not have before.

- 1 = STRONGLY AGREE
- 2 = AGREE
- 3 = NEITHER AGREE OR DISAGREE
- 4 = DISAGREE
- 5 = STRONGLY DISAGREE
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

14. What services did your case manager arrange for you?

CMC14A Homemaker/Housekeeper Services

- 1 = YES
- 2 = NO
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

CMC14B Home Delivered Meals

- 1 = YES
- 2 = NO
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

CMC14C Personal Care or Home Health Aide

1 = YES
2 = NO
-7 = REFUSED
-8 = DON'T KNOW
-9 = MISSING OR INVALID

CMC14D Respite Care

1 = YES
2 = NO
-7 = REFUSED
-8 = DON'T KNOW
-9 = MISSING OR INVALID

CMC14E Emergency Response Service

1 = YES
2 = NO
-7 = REFUSED
-8 = DON'T KNOW
-9 = MISSING OR INVALID

CMC14F Adult Day Programs

1 = YES
2 = NO
-7 = REFUSED
-8 = DON'T KNOW
-9 = MISSING OR INVALID

CMC14G Transportation

1 = YES
2 = NO
-7 = REFUSED
-8 = DON'T KNOW
-9 = MISSING OR INVALID

CMC14H Food stamps

1 = YES
2 = NO
-7 = REFUSED
-8 = DON'T KNOW
-9 = MISSING OR INVALID

CMC14I Medicaid Eligibility

1 = YES
2 = NO
-7 = REFUSED
-8 = DON'T KNOW
-9 = MISSING OR INVALID

CMC14J Energy Assistance
1 = YES
2 = NO
-7 = REFUSED
-8 = DON'T KNOW
-9 = MISSING OR INVALID

CMC14K Medical assessment
1 = YES
2 = NO
-7 = REFUSED
-8 = DON'T KNOW
-9 = MISSING OR INVALID

CMC14L Medication Management
1 = YES
2 = NO
-7 = REFUSED
-8 = DON'T KNOW
-9 = MISSING OR INVALID

CMC14M Housing Assistance
1 = YES
2 = NO
-7 = REFUSED
-8 = DON'T KNOW
-9 = MISSING OR INVALID

CMC14N Other
1 = YES
2 = NO
-7 = REFUSED
-8 = DON'T KNOW
-9 = MISSING OR INVALID

CMC14NSpecify Other: Specify
XXXXXXXXXX (Maximum 255 Characters)
-7 = REFUSED
-8 = DON'T KNOW
-9 = MISSING
BLANK IS VALID (If CMC14N is NOT = 1)

CMC15 How long have you been receiving the case management services?
1 = Less than 6 months
2 = 6 months to 12 months
3 = Between 1 and 2 years
4 = More than 2 years
-7 = REFUSED
-8 = DON'T KNOW

-9 = MISSING OR INVALID

CMC16 How would you rate the overall quality of the case management services you have received?

- 1 = EXCELLENT
- 2 = VERY GOOD
- 3 = GOOD
- 4 = FAIR
- 5 = POOR
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

CMC17 Could you tell me in what ways you benefit from the case management services?

XXXXXXXXXX(Maximum 65,000 Characters)

- 7 = REFUSED
 - 8 = DON'T KNOW
 - 9 = MISSING OR INVALID
- BLANK IS VALID

CMC18 Is there anything you would like to change about the case management services you receive?

XXXXXXXXXX(Maximum 65,000 Characters)

- 7 = REFUSED
 - 8 = DON'T KNOW
 - 9 = MISSING OR INVALID
- BLANK IS VALID

CMC19 OPTIONAL: Are you able to select the services you receive?

- 1 = YES
- 2 = NO
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

CMC20 OPTIONAL: Are you able to choose your service provider?

- 1 = YES
- 2 = NO
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

CMC21 OPTIONAL: Do you have family/friends who can provide the services you are receiving if they were paid to do so?

- 1 = YES
- 2 = NO
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID