

POMP 4 INFORMATION & ASSISTANCE SATISFACTION SURVEY CODEBOOK April 15, 2003

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.

FOR QUESTIONS IA3-IA9, IA11-IA16, and IA18-IA19, IF MORE THAN ONE RESPONSE IS CHECKED, CODE -9, INVALID.

FOR QUESTIONS IA1, IA 2, IA 10, and IA 17, "CHECK ALL THAT APPLY", A CHECKED BOX = 1 (YES) AND AN UNCHECKED BOX = 2 (NO).

AGENCY INFORMATION - AUTOFILL

<u>Variable Name</u>	<u>Variable Description and Codes</u>
AAA	Name of agency that the client is enrolled with (REQUIRED) XXXXXXXXXXXXXXXX (Maximum of 50 Characters)
State	State that the agency is in (REQUIRED) XX (State abbreviation)

OFFICE USE ONLY BOX

<u>Variable Name</u>	<u>Variable Description and Codes</u>
Date	Date the interview was completed (REQUIRED) xx/xx/2003
ClientID	Unique client identifier (REQUIRED) XXXXXXXXXXXXXXXX (Maximum of 50 Characters)
Interview	Interview method of administration (REQUIRED) 1 =Phone 2 =In Person 3 =Mail
CallDate	Date of original I & A call (REQUIRED) xx/xx/2003
OperatorID	Unique operator identifier (REQUIRED) XXXXXXXXXXXXXXXX (Maximum of 50 Characters)

IA2F 2F. Reason for call? To file a complaint

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

IA2FOS [If to file a complaint] Describe

- XXXXXXXXXXXXXXXXXX(Maximum of 200 Characters)
- 7 = REFUSED
 - 8 = DON'T KNOW
 - 9 = MISSING OR INVALID
 - BLANK IS VALID

CODERS: BLANK IS VALID IF IA2F IS 2, -7, -8, OR -9, OTHERWISE IF NO DESCRIPTION IS PROVIDED WRITE IN -9.

IA2G 2G. Reason for call? To express financial concerns

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

IA2H 2H. Reason for call? Family caregiver program

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

IA2I 2I. Reason for call? Other

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

IA2OS [IF OTHER reason] Describe

- XXXXXXXXXXXXXXXXXX(Maximum of 200 Characters)
- 7 = REFUSED
 - 8 = DON'T KNOW
 - 9 = MISSING OR INVALID
 - BLANK IS VALID (If 2I = 2, -7, -8, or -9)

CODERS: BLANK IS VALID IF IA2I IS 2, -7, -8, OR -9, OTHERWISE IF NO DESCRIPTION IS PROVIDED WRITE IN -9. WHEN POSSIBLE, IF DESCRIPTION MATCHES ONE OF THE ABOVE CATEGORIES IA2A – IA2K, CHANGE THE ANSWER TO THE APPROPRIATE CATEGORY TO 1 AND CODE IA2I AS 2.

IA3 3. Had you ever used this service before?

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

CODERS: IF IA3 = 1 GO TO IA3a, ELSE GO TO IA4.

IA3A 3a. About how many times have you used it in the past year?

- 1-499 = Number of times
 - 7 = REFUSED
 - 8 = DON'T KNOW
 - 9 = MISSING OR INVALID
- BLANK IS VALID (If 3 = 2, -7, -8, or -9)

IA4 4. When you called the [NAME OF I & A SERVICE] last week, did you get a busy signal?

CODERS: IF IA4 = 1 GO TO IA4a, ELSE GO TO IA5.

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

IA4A 4a. How many times did you call before getting through?

- 1-99 = Number of times
 - 7 = REFUSED
 - 8 = DON'T KNOW
 - 9 = MISSING OR INVALID
- BLANK IS VALID (If IA 4 = 2, -7, -8, or -9)

IA5 5. How quickly was your call answered?

- 1 = Immediately, such as after 1 ring or 2 rings
- 2 = Quickly, less than 5 rings
- 3 = After a little while, 5-15 rings or
- 4 = Had to wait a long time, more than 15 rings
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

IA6 6. Was the initial phone call answered by voice mail or by a person?

- 1 = Person (Skip to 7.)
- 2 = Voice mail
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

CODERS: IF IA6 = 1 GO TO IA7, IF IA6 = 2 GO TO IA6a, ELSE GO TO IA13.

IA6A 6a. It was recorded that you left a voice mail message. How well did you understand the voice mail instructions?

- 1 = Very well
 - 2 = Somewhat well
 - 3 = Only a little
 - 4 = Not at all
 - 7 = REFUSED
 - 8 = DON'T KNOW
 - 9 = MISSING OR INVALID
- BLANK IS VALID

IA6B 6b. Did someone call you back?

- 1 = Yes
 - 2 = No (Skip to 6d.)
 - 7 = REFUSED
 - 8 = DON'T KNOW
 - 9 = MISSING OR INVALID
- BLANK IS VALID

CODERS: IF IA6b = 1 GO TO IA6c, ELSE GO TO IA6d.

IA6C 6c. When did they call you back?

- 1 = Within the hour
 - 2 = In the same day
 - 3 = In the same week
 - 4 = More than a week
 - 7 = REFUSED
 - 8 = DON'T KNOW
 - 9 = MISSING OR INVALID
- BLANK IS VALID

CODERS: GO TO IA7.

IA6D 6d. Did you call them back?

- 1 = Yes
 - 2 = No (Skip to 13.)
 - 7 = REFUSED
 - 8 = DON'T KNOW
 - 9 = MISSING OR INVALID
- BLANK IS VALID

CODERS: IF IA6d = 1 GO TO IA6e, ELSE GO TO 13.

IA6E 6e. Did you speak with a person when you called them back?

- 1 = Yes
 - 2 = No (Skip to 13.)
 - 7 = REFUSED
 - 8 = DON'T KNOW
 - 9 = MISSING OR INVALID
- BLANK IS VALID

IA10C 10C. Operator needed to speak louder or more slowly

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

IA10D 10D. Operator needed to listen more

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

IA10E 10E. Other communication problem

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

IA10OS [IF OTHER] SPECIFY

- XXXXXXXXXXXXXXXXXX(Maximum of 200 Characters)
- 7 = REFUSED
 - 8 = DON'T KNOW
 - 9 = MISSING OR INVALID
- BLANK IS VALID

CODERS: BLANK IS VALID IF IA10E IS 2, -7, -8, OR -9, OTHERWISE IF NO DESCRIPTION IS PROVIDED WRITE IN -9.

WHEN POSSIBLE, IF DESCRIPTION MATCHES ONE OF THE ABOVE CATEGORIES IA10A – IA10D, CHANGE THE ANSWER TO THE APPROPRIATE CATEGORY TO 1 AND CODE IA10EAS 2.

IA10F 10F. NONE: No communication problem

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

CODERS: IF IA10F = 1, VERIFY THAT IA10A – IA10E ARE NOT EQUAL TO 1. IF ANY ARE EQUAL TO 1, CHANGE IA10F TO 2. IF IA10A – IA10E ARE ALL 2, THEN IA10F, NONE, IS AUTOMATICALLY ENTERED AS 1, YES .

Next, I have a few questions about your overall experience with the [NAME OF I & A SERVICE].

IA11 11. Overall, did you receive the information from [NAME OF I & A SERVICE] that you were looking for?

- 1 = 1 Yes, definitely
- 2 = 2 Yes, I think so
- 3 = 3 No, I don't think so
- 4 = 4 No, definitely not
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID
- BLANK IS VALID

IA12 12. Overall, how satisfied were you with the way your call was handled?

- 1 = 1 Excellent
- 2 = 2 Very good
- 3 = 3 Good
- 4 = 4 Fair
- 5 = 5 Poor
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID
- BLANK IS VALID

IA13 13. Would you recommend this service to a friend or colleague who needs the kind of information and assistance you did?

- 1 = 1 Yes, definitely
- 2 = 2 Yes, I think so
- 3 = 3 No, I don't think so
- 4 = 4 No, definitely not
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

IA14 14. Do you expect that the information you received from [NAME OF I & A SERVICE] will be helpful in resolving the issue you called about?

- 1 = 1 Yes, definitely
- 2 = 2 Yes, I think so
- 3 = 3 No, I don't think so
- 4 = 4 No, definitely not
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

IA15

15. Were you referred to any other places to call for a service or more information?

- 1 = Yes I was referred to another agency
- 2 = Yes I was referred to another office in this agency
- 3 = No
- 4 = N/A
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

CODERS: IA15 = 1 or 2 GO TO IA15a, ELSE GO TO IA16.

IA15A

15a. Did you contact any of them?

- 1 = Yes (Skip to 15c.)
- 2 = No
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

CODERS: IF IA15a= 1 GO TO IA15b, ELSE SKIP TO IA16.

IA15B

15b. May I ask why you did not contact them? (DO NOT READ LIST.)

- 1 = Haven't had a chance to yet
 - 2 = I tried to, but haven't heard from them yet
 - 3 = They called and left message, but I haven't called them back.
 - 4 = I got help from somewhere else
 - 5 = Other (describe):
 - 7 = REFUSED
 - 8 = DON'T KNOW
 - 9 = MISSING OR INVALID
- BLANK IS VALID

IA15OS

[IF OTHER] SPECIFY

XXXXXXXXXXXXXXXX (Maximum of 200 Characters)

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

BLANK IS VALID

CODERS: BLANK IS VALID IF IA15b IS 1-4, -7, -8, OR -9, OTHERWISE IF NO DESCRIPTION IS PROVIDED WRITE IN -9.

GO TO 16.

IA15C

15c. Have you started receiving services from any of the places you were referred to?

- 1 = 1 Yes
 - 2 = 2 No
 - 7 = REFUSED
 - 8 = DON'T KNOW
 - 9 = MISSING OR INVALID
- BLANK IS VALID (If 15A = 2, -7, -8, or -9)

IA16 16. Have you made any other calls besides the referrals to get the information or help you needed?

- 1 = 1 Yes
- 2 = 2 No
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

CODERS: IF IA16= 1 GO TO IA16a, ELSE GO TO IA17.

IA16A 16a. Did you get the information or help you needed?

- 1 = Yes
 - 2 = No
 - 7 = REFUSED
 - 8 = DON'T KNOW
 - 9 = MISSING OR INVALID
- BLANK IS VALID (If 16 – 2, -7, -8, or -9)

CODERS: IF IA16a= 1 GO TO IA16b, ELSE GO TO IA17.

IA16B 16b. About how many calls did you have to make before you got the information or help you needed?

- 1-100 = NUMBER OF CALLS
 - 7 = REFUSED
 - 8 = DON'T KNOW
 - 9 = MISSING OR INVALID
- BLANK IS VALID (If 16a – 2, -7, -8, -9, or BLANK)

17. Do you have any recommendations on how to make the [NAME OF I & A SERVICE] better? (DO NOT READ LIST. Check all that apply.)

IA17A A. None: No recommendations

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

CODERS: IF IA17A = 1, VERIFY THAT IA17B – IA17J ARE NOT EQUAL TO 1. IF ANY ARE EQUAL TO 1, CHANGE IA17A TO 2. IF IA17B – IA17J ARE ALL 2, THEN 17A, NONE, IS AUTOMATICALLY ENTERED AS 1, YES.

IA17B B. Increase the hours the service is available

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

IA17C

C. Reduce the waiting time to speak to someone

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

IA17D

D. Eliminate voice mail system/have persons answer the phone

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

IA17E

E. Get more knowledgeable persons to answer the phone

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

IA17F

F. Try to answer all questions on the first call

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

IA17G

G. Be more timely in returning phone calls

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

IA17H

H. Better advertising of services

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

IA17I

I. Reduce the wait time on services

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

IA17J J. Other Recommendations (describe)

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

IA17OS [IF OTHER] DESCRIBE

XXXXXXXXXXXXXXXX (Maximum of 200 Characters)

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

CODERS: BLANK IS VALID IF IA17J IS 2, -7, -8, OR -9, OTHERWISE IF NO DESCRIPTION IS PROVIDED WRITE IN -9.

WHEN POSSIBLE, IF DESCRIPTION MATCHES ONE OF THE ABOVE CATEGORIES IA17A – IA17I, CHANGE THE ANSWER TO THE APPROPRIATE CATEGORY TO 1 AND CODE IA17J AS 2.

IA18 18. Would you say, you were calling [NAME OF I & A SERVICE] primarily

- 1 = For yourself (Skip to demographics section.)
- 2 = For a relative or friend (End Interview.)
- 3 = For a client (Skip to #19, then End Interview.)
- 4 = Other (Describe, then End Interview)
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

IA18OS [IF OTHER] DESCRIBE

XXXXXXXXXXXXXXXX (Maximum of 200 Characters)

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

CODERS: BLANK IS VALID IF IA18 IS NOT = 4, OTHERWISE IF NO DESCRIPTION IS PROVIDED WRITE IN -9.

WHEN POSSIBLE, IF DESCRIPTION MATCHES ONE OF THE ABOVE CATEGORIES 1 - 3, CHANGE THE ANSWER TO THE APPROPRIATE CATEGORY AND LEAVE OTHER DESCRIBE AS BLANK.

IA19 19. What type of service provider are you?

- 1 = Hospital
- 2 = Long-term care
- 3 = Social service agency
- 4 = Other (Describe
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

IA19OS

[IF OTHER] DESCRIBE

XXXXXXXXXXXXXXXX (Maximum of 200 Characters)

-7 = REFUSED

-8 = DON'T KNOW

-9 = MISSING OR INVALID

BLANK IS VALID

CODERS: BLANK IS VALID IF IA19 IS NOT = 4, OTHERWISE IF NO DESCRIPTION IS PROVIDED WRITE IN-9.

WHEN POSSIBLE, IF DESCRIPTION MATCHES ONE OF THE ABOVE CATEGORIES 1 - 3, CHANGE THE ANSWER TO THE APPROPRIATE CATEGORY AND LEAVE OTHER DESCRIBE AS BLANK