

# 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

The screenshot shows the 'MFP Quality of Life Survey - [Cover]' window. The main title 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: Data file created below will be saved to C:\MFP\_Data\_Table.xls'. The 'MPRID:' field contains '331010000139'. The 'Select Round:' dropdown is set to 'Baseline'. The 'Select Language:' dropdown is set to 'English'. The 'Interviewer Name:' field contains 'Betty Worth'. There is a 'Jump to page:' dropdown menu. The footer contains the text: 'Prepared by Mathematica Policy Research, Inc. Email: mfpqol@mathematica-mpr.com' and 'Form View'.

1. Click here to create new case ID.

Note: The button below creates a new Case ID.

2. ID will be generated here.

3. Select round; Baseline, First Follow-Up or Second Follow-Up.

4. Select language; English or Spanish.

4. Click to begin English or Spanish survey.

4. Click here to jump to next page.

Click here to jump to any page.

Note: Data file created below will be saved to C:\MFP\_Data\_Table.xls

Go to Page 1

Jump to page:

MPRID: 331010000139

Select Round: Baseline

Select Language: English

Interviewer Name: Betty Worth

Create New Case ID

Create Data File

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Form View

NUM

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- Select “Create New Case ID.”
- A pop-up window will appear instructing you to enter a two-digit Interviewer ID (assigned by the state).
- If you do not have an existing case ID, select “Create New Case ID”. This will result a new ID being generated (see step “2”). 3. Select “Round”. 4. Select “Language” and input your name.
- Depending on what language was selected you will see “Click here to start [English/Spanish] Interview. This will take you to page 1 of the survey.

MPRID: 592210000045

### MFP QUALITY OF LIFE SURVEY

**RESPONDENT INFORMATION**

Respondent Name:  First Name:  Last Name:  MPR ID will automatically populate

Respondent Street Address:

Respondent City:

Respondent State:

Respondent Zip:

Respondent Medicaid ID Number:  99999999

Please re-enter Medicaid ID Number:  99999999 Please press tab or enter key after re-entering Medicaid ID before proceeding to page 2.

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

[Back to Intro Page](#) [Go to Page 2](#) Jump to page:

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- Input all of the respondent’s personal information.
- If the respondent is deceased then check the box in the lower left-hand corner of the screen and fill out the month, day and year of death and finish by selecting “Go to End, if sample member is deceased.”
- Once done, select “Go to Page 2” or use the “Jump to page” drop-down box to navigate to the next page(s).

MFP Quality of Life Survey - [Page 2]

File Edit Insert Records Window Help

MPRID 33101000304

Hello, my name is \_\_\_\_\_ and I am from \_\_\_\_\_. I'm here to ask for your help with an important study of the Medicaid beneficiaries in the state of \_\_\_\_\_. The Quality of Life Survey, sponsored by the Centers for Medicare and Medicaid Services (CMS) and the state of \_\_\_\_\_, is an essential part of an evaluation of the Money Follows the Person Program, a program designed to help Medicaid beneficiaries transition out of institutional care into the community. I'd like to ask you some questions about your housing, access to care, community involvement, and your health and well-being. Results from the study will help CMS and the state of \_\_\_\_\_ evaluate how well its programs are meeting the needs of Medicaid beneficiaries like you.

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

DON'T KNOW

REFUSED

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

Yes

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Email:

Form View NUM

- Your name should automatically appear in the “name” field of the introduction script.



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The screenshot displays a web-based survey interface titled "MFP Quality of Life Survey - [Page 4]". The interface includes a menu bar with "File", "Edit", "Insert", "Records", "Window", and "Help". The main content area contains several questions with radio button options. Question 9 asks "When you are at home, can you eat when you want to?" with options: Yes, No, Sometimes, DON'T KNOW, and REFUSED. Question 10 asks "Can you choose the foods that you eat?" with the same options. Question 11 asks "Can you talk on the telephone without someone listening in?" with the same options. Question 12 asks "Can you watch TV when you want to?" with options: Yes, No, Sometimes, No access to TV, DON'T KNOW, and REFUSED. Question 13 is marked "[AFTER TRANSITION ONLY]" and asks "Some people get an allowance from the state to pay for the help or equipment they need. Do you get an allowance like this?" with options: Yes, No, and DON'T KNOW. Each question has a "clear" button. A blue link "GO TO QUESTION 14" is visible at the bottom of the question list. The footer contains the text "Prepared by Mathematica Policy Research, Inc. Email:" and "Page 4". The status bar at the bottom shows "Form View" and "NUM".

Rolling the scroll button on your mouse will not cause the bar to slide down, this must be done manually by clicking and dragging the bar down the page.

Answer choices appear "gray" until a response choice has been selected. Once selected, all boxes will become white with the answer filled in with a "check".

- Note that all of the response boxes will appear to by "grey" when no responses have been selected. After making a choice, all other boxes will appear "white" with a check marking your selected response.
- Furthermore, also beware that rolling the scroll button on your mouse will not result in the sidebar's movement down the page. This must be done manually.

# MFP –Quality of Life Electronic Survey Manual

The screenshot shows a web browser window titled "MFP Quality of Life Survey - [Page 6]". The address bar contains "MPRID: 33101000304". The menu bar includes "File", "Edit", "Insert", "Records", "Window", and "Help". The main content area displays several survey questions with radio button options and "clear" buttons. Question 15b asks "Is this because there is no one there to help you?" with options Yes, No, DON'T KNOW, and REFUSED. Question 16 asks "Do you ever go without a meal when you need one?" with options Yes, No, DON'T KNOW, and REFUSED. A callout box points to the "GO TO QUESTION 17" links, stating: "In this case, clicking 'Go To Question 17' will automatically take you to the following page." Below question 16, there are links for "Go to Page 5" and "Go to Page 7", and a "Jump to page:" dropdown menu. The footer contains "Prepared by Mathematica Policy Research, Inc. Email:", "Page 6", and "Form View" with a "NUM" label.

- In some cases, selecting “Go To Question x” will result in you being taken to the following page.

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MFP Quality of Life Survey - [Page 8]

MPRID: 33101000139

No

DON'T KNOW

REFUSED

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 [GO TO QUESTION 20](#)

DON'T KNOW [GO TO QUESTION 20](#)

NOT APPLICABLE [GO TO QUESTION 20](#)

REFUSED [GO TO QUESTION 20](#)

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

DON'T KNOW

REFUSED

NOT APPLICABLE

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

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

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Form View

NUM

Open response field allows for up to 256 characters.

- In the case of “open” responses, you may fill out this field to the limit of a total of 256 characters.

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The screenshot displays the 'MFP Quality of Life Survey - [Page 9]' window. At the top, the MPRID is 33101000139. Question 21 is partially visible, asking about family help with household tasks. A pop-up window titled 'Page 5' is open, 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 'No' option is selected. A 'Close' button is at the bottom right of the pop-up. Below the pop-up, the 'MODULE 4: RESPECT AND DIGNITY' section is shown. A note states: 'NOTE: IF Q14 = NO, DK or R GO TO QUESTION 27'. A 'VIEW QUESTION 14' button is highlighted with a red box and an arrow pointing to the pop-up window. A text box explains: 'Clicking this button will cause the answer from question 14 to pop up, preventing the need to go back and check on the respondent's answer.' Below this, Question 22 is visible, asking about how people who help are treated. Question 22a asks how often they are not treated the way they want. The footer includes contact information for Mathematica Policy Research, Inc. and 'Page 9'.

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

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MFP Quality of Life Survey - [Page 10]

MPRID: 33101000139

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 [GO TO QUESTION 25](#)  
 DON'T KNOW [GO TO QUESTION 25](#) clear  
 REFUSED [GO TO QUESTION 25](#)

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

DON'T KNOW clear  
 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 clear  
 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 [GO TO QUESTION 26](#)  
 DON'T KNOW [GO TO QUESTION 26](#) clear  
 REFUSED [GO TO QUESTION 26](#)

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

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- For Question 24b, you must enter a numeric value into the response field otherwise you will receive an error message instructing you to do so.

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MPRID: **59221000045**

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   
2011  
2012  
2013  
2014  
2015  
2016  
2017  
2018  
2019  
2020

Notes:

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

Clicking here will automatically take you to the end of the survey

- If contact information is available, then complete the personal information fields.
- Make sure to note whether the interview was completed by the sample member alone, with assistance or by a proxy.
- Once done filling out all of the required fields, click on “Go to Page 18” to be taken to the final page of the survey.

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MFP Quality of Life Survey - [Page 18]

File Edit Insert Records Window Help

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END INTERVIEW

[Go to Page 17](#) Jump to page:

Click here to end survey and begin another.

Begin New Survey Page 18

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

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MFP Quality of Life Survey - [Cover]

File Edit Insert Records Window Help

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Re-Load Existing Case:

Note: The button below creates a new Case ID.

Create New Case ID

MPRID:

Note: Data file created below will be saved to C:\MFP\_Data\_Table.xls

Create Data File

Click here to start English Interview

Once returned to this page click "Create Data File" to export data to Excel data spreadsheet. This file should appear in your "C:\ " drive.

Go to Page 1

Jump to page:

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Form View NUM

- Once you have been returned to the cover page, select "Create Data File" in order to generate an Excel spreadsheet of the recently completed interview.