

POMP HOME-BASED SERVICES SURVEY DATA COLLECTION OVERVIEW

November 19, 2007

- An analysis of services at the state level is proposed.
- Only clients currently receiving any home-based services will be surveyed. They must have received one service for a minimum of 3 months.
- A **master client list** should be generated of eligible candidates for the survey. This list should only include clients who are enrolled in home-based services.
 - Clients must be 60 years of age or older.
 - Clients must have received services within the last month, prior to drawing the sample.
 - Clients must have received at least one service for 3 months.
- Westat will help each state develop a 1-tier or 2-tier sampling plan. Review the questions in the document “Sampling for the Statewide Survey” before contacting Dwight Brock at Westat for assistance in developing your agency’s sampling plan. Each agency should plan to collect 300 completed questionnaires if possible.
- **ATTEMPT TO CONTACT EVERYONE ON THE SAMPLE LIST.** It is assumed that you will not be able to reach all of these clients or that some of the clients will refuse to participate. Enter this information on the sample list in the result code column.
- While questionnaires will most often be administered by telephone, questionnaires may also be administered by mail. It is recommended that cover letters be sent to the service recipients, including to those being interviewed by telephone.
 - **Note that there is a separate questionnaire for mail surveys.**
- When administering the survey by telephone, for persons who are difficult to reach, at least five (5) attempts to contact the person should be made, at different times of the day and different days of the week, before excluding them from further calls.
- The amount of time to administer the Home-Based Services Survey is approximately 5 minutes. Some people will want to talk more, and others will talk less.
- **MAKE SURE THAT ALL INTERVIEWERS ARE FULLY TRAINED IN ADMINISTERING THIS SURVEY.** Do not allow interviewers to conduct actual interviews until they are fully conversant with all aspects of this instrument. The Implementation Instructions discusses most training issues and should be read by all interviewers.