

# POMP 4 CAREGIVER SUPPORT AND SATISFACTION SURVEY DATA COLLECTION OVERVIEW

April 16, 2003

- An analysis of caregiver services at the AAA level is proposed.
- Only clients or caregivers currently receiving services, who were receiving services **before October 15, 2002** (i.e., at least a minimum of 6 months), will be surveyed.
- Create a **master list of all caregivers** in your area:
  - Include:
    - All **caregivers** who are enrolled in AAA-sponsored services (*such as respite care, support groups, counseling, training and education*); as well as
    - All caregivers whose **care recipients** are enrolled in AAA-sponsored services (*such as adult daycare, case management, homemaker, home health aide, home delivered meals, grocery service, or transportation*).
    - Only caregivers who are caregivers for senior citizens or who are 60 years of age or older in the master caregiver list.
    - Only caregivers who are at least 18 years of age.
- Use the Sample Size Calculator to determine the appropriate sample size for your community. Each agency should plan to collect 150 completed questionnaires if possible. To obtain 150 completed interviews, a sample of 300 persons or more will probably be needed.
- **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.
  - **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 questionnaire will be administered to the random sample of caregivers in April, May, and June 2003, or until everyone in the sample has been contacted.
- The amount of time to administer the Caregiver Support and Satisfaction Survey is approximately 25 minutes. Some people will want to talk more, and others will talk less.