
CAHPS® Home- and Community-Based Services Survey

Version: 1.1 Beta – Simplified Survey without
Programming Specifications

Population: Adult

Language: English

Instructions for Vendor

- The survey is intended to be an interviewer-administered survey, via computer-assisted personal interviewing (CAPI) or computer-assisted telephone interviewing (CATI). The survey should not be self-administered. All text that appears in initial uppercase and lowercase letters should be read aloud to the respondent. Text that appears in **bold, lowercase letters** should be emphasized.
- Text in *{italics and in braces}* will be provided by the HCBS program's administrative data. However, if the respondent provides another term, that term should be used in place of the program-specific term wherever indicated. For example, some respondents may refer to their case manager by another title, which should be used instead throughout the survey.
- For response options of “never,” “sometimes,” “usually,” and “always,” if the respondent demonstrates difficulty using that scale, the alternate version of the survey with response options of “mostly yes” and “mostly no” should be used. These alternate response options are reserved for respondents who find the “never,” “sometimes,” “usually,” “always” response scale cognitively challenging.
- For response options of 0 to 10, if the respondent demonstrates difficulty using that scale, the alternate version of the survey with response options of “excellent,” “very good,” “good,” “fair,” or “poor” should be used. These alternate response options are reserved for respondents who find the numeric scale cognitively challenging.
- Demonstrated difficulty with a scale is when the respondent is unable to respond after three unsuccessful attempts to use the standard response options. In such cases, the interviewer should switch to the alternate response options and use those response options throughout the remainder of the interview.
- All questions include a “REFUSED” response option. In this case, “refused” means the respondent did not provide any answer to the question.
- All questions include a “DON'T KNOW” response option. This is used when the respondent indicates that he or she does not know the answer and cannot provide a response to the question.

- All questions include an “UNCLEAR” response option. This should be used when a respondent answers, but the interviewer cannot clarify the meaning of the response even after minor probing or the response is completely unrelated to the question, (e.g., the response to “In the last 3 months, how often did your homemakers listen carefully to what you say?” is “I like to sit by Mary”).
- Some responses have skip patterns, which are expressed as “→ GO TO Q#.” The interviewer should be advanced to the next appropriate item to ask the respondent.
- Not all respondents receive all home and community-based services asked about in this instrument. Items Q4 through Q7, Q32 through Q33, Q45 and Q46 help to confirm which services a respondent receives.
- Use singular/plural as needed. In most cases, questions are written assuming there is more than one staff person supporting a respondent or it is written without an indication of whether there is more than one staff person. Based on information collected from Q4 through Q7, Q32 through Q33, Q45 and Q46, it is possible to modify questions to be singular or plural as they relate to staff.
- Use program-specific terms. Where appropriate, add in the program-specific terms for staff (e.g., *program-specific term for personal assistance; behavioral health specialist, case manager*) but allow the interviewer to modify the term based on the respondent’s choice of the word. It will be necessary to obtain information for program-specific terms. State administrative data should include the following information:
 - Agency name(s)
 - Titles of staff who provide care
 - Names of staff who provide care
 - Activities that each staff member provides (this will help with identifying appropriate skip logic)
 - Hours of staff who come to the home
 - The survey specifications will call for inserting/displaying the following program-specific terms that need to be obtained from the state or program:
 - Program-specific term for personal assistance services
 - Program-specific term for personal assistance staff
 - Program-specific term for behavioral health specialist services
 - Program-specific term for behavioral health specialist staff

- Program-specific term for homemaker services
- Program-specific term for homemaker staff
- Program-specific term for case management services
- Program-specific term for case manager
- Program-specific term for service plan
- State-specific language regarding mandated reporting (if appropriate)
 - Survey users may add questions to this survey immediately after the core survey questions and before the “About You” section. A separate supplemental employment module can be added.

GETTING HELP WITH DAILY ACTIVITIES

People might be paid to help you with daily activities such as getting ready for the day, cleaning your house, driving you around, and getting health care. This survey is about the people who are paid to help you in your home or community with daily activities.

1. Do you get help from someone who is paid to help you with the things you do at home or outside the home?

- ¹ ☐ Yes
² ☐ No → Go to HDAPASS
⁻¹ ☐ Don't know → Go to HDAPASS
⁻² ☐ Refused → Go to HDAPASS
⁻³ ☐ Unclear response → Go to HDAPASS

2. How do they help you?

[EXAMPLES OF CORRECT RESPONSES INCLUDE]

- HELPS ME GET READY EVERY DAY
- CLEANS MY HOME
- WORKS WITH ME AT MY JOB
- HELPS ME DO THINGS
- DRIVES ME AROUND

- ⁻¹ ☐ Don't know → Go to HDAPASS
⁻² ☐ Refused → Go to HDAPASS
⁻³ ☐ Unclear response → Go to HDAPASS

3. What do you call them?

[EXAMPLES OF SUFFICIENT RESPONSES INCLUDE]

- MY WORKER
- MY ASSISTANT
- NAMES OF STAFF (JO, DAWN, ETC.)

- ⁻¹ ☐ Don't know → Go to HDAPASS
⁻² ☐ Refused → Go to HDAPASS
⁻³ ☐ Unclear response → Go to HDAPASS

HDAPASS. The respondent must answer all three of the screening questions (Q1-3) as yes or a valid answer to proceed to the next survey section: PERSONAL ASSISTANT AND BEHAVIORAL HEALTH STAFF SERVICES IDENTIFICATION QUESTIONS. If any of Q1-3 are not a valid answer, go to SURVEND.

PERSONAL ASSISTANT AND BEHAVIORAL HEALTH STAFF SERVICES IDENTIFICATION QUESTIONS

Now I would like to ask you some more questions about the types of people who come to your home.

4. In the last 3 months, did you get *{program-specific term for personal assistance}* at home?

¹ ☐ Yes

² ☐ No → Go to Q6

⁻¹ ☐ Don't know → Go to Q6

⁻² ☐ Refused → Go to Q6

⁻³ ☐ Unclear response → Go to Q6

5. What do you call the person or people who gave you *{program-specific term for personal assistance}*? For example, do you call them *{program-specific term for personal assistance}*, staff, personal care attendants, PCAs, workers, or something else?
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6. In the last 3 months, did you get *{program-specific term for behavioral health specialist services}* at home?

¹ ☐ Yes

² ☐ No → Go to PAQPIPE

⁻¹ ☐ Don't know → Go to PAQPIPE

⁻² ☐ Refused → Go to PAQPIPE

⁻³ ☐ Unclear response → Go to PAQPIPE

7. What do you call the person or people who gave you *{program-specific term for behavioral health specialist services}*? For example, do you call them *{program-specific term for behavioral health specialists}*, counselors, peer supports, recovery assistants, or something else?
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PAQPIPE. Set PAQPIPE = response from Q5, identified term for personal assistance. If Q5 is blank set, PAQPIPE = response from Q7, identified term for behavioral health specialist services.

Routing Instructions: If neither Q4, nor Q6 = Yes, go to survey section: **HOMEMAKER SERVICES IDENTIFICATION QUESTIONS.**

GETTING NEEDED SERVICES FROM PERSONAL ASSISTANT AND BEHAVIORAL HEALTH STAFF

First, I would like to talk about the *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}* who are paid to help you with everyday activities—for example, getting dressed, using the bathroom, taking a bath or shower, or going places.

8. In the last 3 months, how often did *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}* come to work on time? Would you say . . .

- ¹ ☐ Never,
- ² ☐ Sometimes,
- ³ ☐ Usually, or
- ⁴ ☐ Always?
- ⁻¹ ☐ Don't know → GO TO Q8AV
- ⁻² ☐ Refused
- ⁻³ ☐ Unclear response → GO TO A8AV

ALTERNATE VERSION: Q8AV. In the last 3 months, did *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}* come to work on time? Would you say. . .

- ¹ ☐ Mostly yes or
- ² ☐ Mostly no?
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

9. In the last 3 months, how often did *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}* work as long as they were supposed to? Would you say. . .

- ¹ ☐ Never,
- ² ☐ Sometimes,
- ³ ☐ Usually, or
- ⁴ ☐ Always?
- ⁻¹ ☐ Don't know → GO TO Q9AV
- ⁻² ☐ Refused
- ⁻³ ☐ Unclear response → GO TO Q9AV

ALTERNATE VERSION: Q9AV. In the last 3 months, did *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}* work as long as they were supposed to? Would you say . . .

- ¹ ☐ Mostly yes or
- ² ☐ Mostly no?
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

10. Sometimes staff cannot come to work on a day that they are scheduled. In the last 3 months, when staff could not come to work on a day that they were scheduled, did someone let you know that *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}* could not come that day?

- ¹ ☐ Yes
- ² ☐ No
- ⁻¹ ☐ Don't know
- ⁻² ☐ Refused
- ⁻³ ☐ Unclear response

11. In the last 3 months, did you need help from *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}* to get dressed, take a shower, or bathe?

- ¹ ☐ Yes
- ² ☐ No → Go to Q15
- ⁻¹ ☐ Don't know → Go to Q15
- ⁻² ☐ Refused → Go to Q15
- ⁻³ ☐ Unclear response → Go to Q15

12. In the last 3 months, did you **always** get dressed, take a shower, or bathe when you needed to?

- ¹ ☐ Yes → Go to Q14
- ² ☐ No
- ⁻¹ ☐ Don't know → Go to Q14
- ⁻² ☐ Refused → Go to Q14
- ⁻³ ☐ Unclear response → Go to Q14

13. In the last 3 months, was this because there were no *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}* to help you?

1 ☐ Yes
2 ☐ No
-1 ☐ Don't know
-2 ☐ Refused
-3 ☐ Unclear response

14. In the last 3 months, how often did *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}* make sure you had enough personal privacy when you dressed, took a shower, or bathed? Would you say. . .

1 ☐ Never,
2 ☐ Sometimes,
3 ☐ Usually, or
4 ☐ Always?
-1 ☐ Don't know → GO TO Q14AV
-2 ☐ Refused
-3 ☐ Unclear response → GO TO Q14AV

ALTERNATE VERSION: Q14AV. In the last 3 months, did *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}* make sure you had enough personal privacy when you dressed, took a shower, or bathed? Would you say. . .

1 ☐ Mostly yes or
2 ☐ Mostly no?
-1 ☐ DON'T KNOW
-2 ☐ REFUSED
-3 ☐ UNCLEAR RESPONSE

15. Sometimes people need help with meals, such as help making, cooking, or eating meals. In the last 3 months, did you need help from *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}* with your meals?

1 ☐ Yes
2 ☐ No → Go to Q18
-1 ☐ Don't know → Go to Q18
-2 ☐ Refused → Go to Q18
-3 ☐ Unclear response → Go to Q18

16. In the last 3 months, were you **always** able to get something to eat when you were hungry?

- ¹ ☐ Yes → Go to Q18
- ² ☐ No
- ⁻¹ ☐ Don't know → Go to Q18
- ⁻² ☐ Refused → Go to Q18
- ⁻³ ☐ Unclear response → Go to Q18

17. In the last 3 months, was this because there were no {PAQPIPE/identified term for personal assistant/behavioral health specialist(s)} to help you?

- ¹ ☐ Yes
- ² ☐ No
- ⁻¹ ☐ Don't know
- ⁻² ☐ Refused
- ⁻³ ☐ Unclear response

18. Sometimes people need help taking their medicines, such as reminders to take a medicine, help pouring them, or setting up their pills. In the last 3 months, did you need help from {PAQPIPE/identified term for personal assistant/behavioral health specialist(s)} to take your medicines?

- ¹ ☐ Yes
- ² ☐ No → Go to Q21
- ⁻¹ ☐ Don't know → Go to Q21
- ⁻² ☐ Refused → Go to Q21
- ⁻³ ☐ Unclear response → Go to Q21

19. In the last 3 months, did you **always** take your medicine when you were supposed to?

- ¹ ☐ Yes → Go to Q21
- ² ☐ No
- ⁻¹ ☐ Don't know → Go to Q21
- ⁻² ☐ Refused → Go to Q21
- ⁻³ ☐ Unclear response → Go to Q21

20. In the last 3 months, was this because there were no *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}* to help you?

1 ☐ Yes
2 ☐ No
-1 ☐ Don't know
-2 ☐ Refused
-3 ☐ Unclear response

21. Help with toileting includes helping someone get on and off the toilet or help changing disposable briefs or pads. In the last 3 months, did you need help from *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}* with toileting?

1 ☐ Yes
2 ☐ No → Go to Q23
-1 ☐ Don't know → Go to Q23
-2 ☐ Refused → Go to Q23
-3 ☐ Unclear response → Go to Q23

22. In the last 3 months, did you get all the help you needed with toileting from *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}* when you needed it?

1 ☐ Yes
2 ☐ No
-1 ☐ Don't know
-2 ☐ Refused
-3 ☐ Unclear response

HOW WELL PERSONAL ASSISTANT AND BEHAVIORAL HEALTH STAFF COMMUNICATE WITH AND TREAT YOU

The next several questions ask about how *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}* treats you.

23. In the last 3 months, how often did *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}* treat you with courtesy and respect? Would you say . . .

- ¹ ☐ Never,
- ² ☐ Sometimes,
- ³ ☐ Usually, or
- ⁴ ☐ Always?
- ⁻¹ ☐ Don't know → GO TO Q23AV
- ⁻² ☐ Refused
- ⁻³ ☐ Unclear response → GO TO Q23AV

ALTERNATE VERSION: Q23AV. In the last 3 months, did *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}* treat you with courtesy and respect? Would you say . . .

- ¹ ☐ Mostly yes or
- ² ☐ Mostly no?
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

24. In the last 3 months, how often were the explanations *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}* gave you hard to understand because of an accent or the way *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}* spoke English? Would you say . . .

- ¹ ☐ Never,
- ² ☐ Sometimes,
- ³ ☐ Usually, or
- ⁴ ☐ Always?
- ⁻¹ ☐ Don't know → GO TO Q24AV
- ⁻² ☐ Refused
- ⁻³ ☐ Unclear response → GO TO Q24AV

ALTERNATE VERSION: Q24AV. In the last 3 months, were the explanations {PAQPIPE/identified term for personal assistant/behavioral health specialist(s)} gave you hard to understand because of an accent or the way {PAQPIPE/identified term for personal assistant/behavioral health specialist(s)} spoke English? Would you say. . .

- 1 ☐ Mostly yes or
- 2 ☐ Mostly no?
- 1 ☐ DON'T KNOW
- 2 ☐ REFUSED
- 3 ☐ UNCLEAR RESPONSE

25. In the last 3 months, how often did {PAQPIPE/identified term for personal assistant/behavioral health specialist(s)} treat you the way you wanted them to? Would you say . . .

- 1 ☐ Never,
- 2 ☐ Sometimes,
- 3 ☐ Usually, or
- 4 ☐ Always?
- 1 ☐ Don't know → GO TO Q25AV
- 2 ☐ Refused
- 3 ☐ Unclear response → GO TO Q25AV

ALTERNATE VERSION: Q25AV. In the last 3 months, did {PAQPIPE/identified term for personal assistant/behavioral health specialist(s)} treat you the way you wanted them to? Would you say . . .

- 1 ☐ Mostly yes or
- 2 ☐ Mostly no?
- 1 ☐ DON'T KNOW
- 2 ☐ REFUSED
- 3 ☐ UNCLEAR RESPONSE

26. In the last 3 months, how often did {PAQPIPE/identified term for personal assistant/behavioral health specialist(s)} explain things in a way that was easy to understand? Would you say . . .

- 1 ☐ Never,
2 ☐ Sometimes,
3 ☐ Usually, or
4 ☐ Always?
-1 ☐ Don't know → GO TO Q26AV
-2 ☐ Refused
-3 ☐ Unclear response → GO TO Q26AV

ALTERNATE VERSION: Q26AV. In the last 3 months, did {PAQPIPE/identified term for personal assistant/behavioral health specialist(s)} explain things in a way that was easy to understand? Would you say . . .

- 1 ☐ Mostly yes or
2 ☐ Mostly no?
-1 ☐ DON'T KNOW
-2 ☐ REFUSED
-3 ☐ UNCLEAR RESPONSE

27. In the last 3 months, how often did {PAQPIPE/identified term for personal assistant/behavioral health specialist(s)} listen carefully to you? Would you say ...

- 1 ☐ Never,
2 ☐ Sometimes,
3 ☐ Usually, or
4 ☐ Always?
-1 ☐ Don't know → GO TO Q27AV
-2 ☐ Refused
-3 ☐ Unclear response → GO TO Q27AV

ALTERNATE VERSION: Q27AV. In the last 3 months, did {PAQPIPE/identified term for personal assistant/behavioral health specialist(s)} listen carefully to you? Would you say . . .

- 1 ☐ Mostly yes or
2 ☐ Mostly no?
-1 ☐ DON'T KNOW
-2 ☐ REFUSED
-3 ☐ UNCLEAR RESPONSE

28. In the last 3 months, did you feel *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}* knew what kind of help **you** needed with everyday activities, like getting ready in the morning, getting groceries, or going places in your community?

1 ☐ Yes
2 ☐ No
-1 ☐ Don't know
-2 ☐ Refused
-3 ☐ Unclear response

29. In the last 3 months, did *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}* encourage you to do things for yourself if you could?

1 ☐ Yes
2 ☐ No
-1 ☐ Don't know
-2 ☐ Refused
-3 ☐ Unclear response

30. Using any number from 0 to 10, where 0 is the worst help from *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}* possible and 10 is the best help from *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}* possible, what number would you use to rate the help you get from *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}*?

___ 0 TO 10

-1 ☐ Don't know → GO TO Q30AV
-2 ☐ Refused
-3 ☐ Unclear response → GO TO Q30AV

ALTERNATE VERSION: Q30AV. How would you rate the help you get from *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}*? Would you say . . .

1 ☐ Excellent,
2 ☐ Very good,
3 ☐ Good,
4 ☐ Fair, or
5 ☐ Poor?
-1 ☐ DON'T KNOW
-2 ☐ REFUSED
-3 ☐ UNCLEAR RESPONSE

31. Would you recommend the *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}* who help you to your family and friends if they needed help with everyday activities? Would you say you would recommend the *{PAQPIPE/identified term for personal assistant/behavioral health specialist(s)}* . . .

- ¹ ☐ Definitely no,
² ☐ Probably no,
³ ☐ Probably yes, or
⁴ ☐ Definitely yes?
⁻¹ ☐ Don't know
⁻² ☐ Refused
⁻³ ☐ Unclear response

HOMEMAKER SERVICES IDENTIFICATION QUESTIONS

Now I would like to ask you some more questions about the types of people who come to your home.

32. In the last 3 months, did you get *{program-specific term for homemaker services}* at home?

¹ ☐ Yes

² ☐ No → Go to CASE MANAGER IDENTIFICATION QUESTIONS

⁻¹ ☐ Don't know → Go to CASE MANAGER IDENTIFICATION QUESTIONS

⁻² ☐ Refused → Go to CASE MANAGER IDENTIFICATION QUESTIONS

⁻³ ☐ Unclear response → Go to CASE MANAGER IDENTIFICATION QUESTIONS

33. What do you call the person or people who gave you *{program-specific term for homemaker services}*? For example, do you call them *{program-specific term for homemaker}*, aides, homemakers, chore workers, or something else?
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HSQPIPE. Set HSQPIPE = response from Q33, identified term for homemaker.

Routing Instruction: If (Q4 or Q6) AND Q32 = YES, ASK Q34, else go to GETTING NEEDED SERVICES FROM HOMEMAKERS

34. In the last 3 months, did the same people who help you with everyday activities also help you clean your home?

¹ ☐ Yes → Go to Q37

² ☐ No

⁻¹ ☐ Don't know

⁻² ☐ Refused

⁻³ ☐ Unclear response

GETTING NEEDED SERVICES FROM HOMEMAKERS

The next several questions are about the *{HSQPIPE/identified term for homemaker(s)}*, the staff who are paid to help you do tasks around the home—such as cleaning, grocery shopping, or doing laundry.

35. In the last 3 months, how often did *{HSQPIPE/identified term for homemaker(s)}* come to work on time? Would you say ...

- ¹ ☐ Never,
- ² ☐ Sometimes,
- ³ ☐ Usually, or
- ⁴ ☐ Always?
- ⁻¹ ☐ Don't know → GO TO Q35AV
- ⁻² ☐ Refused
- ⁻³ ☐ Unclear response → GO TO Q35AV

ALTERNATE VERSION: Q35AV. In the last 3 months, did *{HSQPIPE/identified term for homemaker(s)}* come to work on time? Would you say . . .

- ¹ ☐ Mostly yes or
- ² ☐ Mostly no?
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

36. In the last 3 months, how often did *{HSQPIPE/identified term for homemaker(s)}* work as long as they were supposed to? Would you say . . .

- ¹ ☐ Never,
- ² ☐ Sometimes,
- ³ ☐ Usually, or
- ⁴ ☐ Always?
- ⁻¹ ☐ Don't know → GO TO Q36AV
- ⁻² ☐ Refused
- ⁻³ ☐ Unclear response → GO TO Q36AV

ALTERNATE VERSION: Q36AV. In the last 3 months, did {HSQPIPE/
identified term for homemaker(s)} work as long as they were supposed to?
Would you say . . .

- ¹ ☐ Mostly yes or
- ² ☐ Mostly no?
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

37. In the last 3 months, how often did you get the help you needed from {HSQPIPE/*identified term for homemaker(s)*} with household tasks, like cleaning and laundry? Would you say. . .

- ¹ ☐ Never,
- ² ☐ Sometimes,
- ³ ☐ Usually, or
- ⁴ ☐ Always?
- ⁻¹ ☐ Don't know → GO TO Q37AV
- ⁻² ☐ Refused
- ⁻³ ☐ Unclear response → GO TO Q37AV

ALTERNATE VERSION: Q37AV. In the last 3 months did you get the help
you needed from {HSQPIPE/*identified term for homemaker(s)*} with
household tasks, like cleaning and laundry? Would you say. . .

- ¹ ☐ Mostly yes or
- ² ☐ Mostly no?
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

Routing Instruction: If Q34 = Yes, go to CASE MANAGER IDENTIFICATION QUESTIONS, else
continue.

HOW WELL HOMEMAKERS COMMUNICATE WITH AND TREAT YOU

The next several questions ask about how *{HSQPIPE/identified term for homemaker(s)}* treats you.

38. In the last 3 months, how often did *{HSQPIPE/identified term for homemaker(s)}* treat you with courtesy and respect? Would you say . . .

- ¹ ☐ Never,
- ² ☐ Sometimes,
- ³ ☐ Usually, or
- ⁴ ☐ Always?
- ⁻¹ ☐ Don't know → GO TO Q38AV
- ⁻² ☐ Refused
- ⁻³ ☐ Unclear response → GO TO Q38AV

ALTERNATE VERSION: Q38AV. In the last 3 months, did *{HSQPIPE/identified term for homemaker(s)}* treat you with courtesy and respect? Would you say . . .

- ¹ ☐ Mostly yes or
- ² ☐ Mostly no?
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

39. In the last 3 months, how often were the explanations *{HSQPIPE/identified term for homemaker(s)}* gave you hard to understand because of an accent or the way the *{HSQPIPE/identified term for homemaker(s)}* spoke English? Would you say . . .

- ¹ ☐ Never,
- ² ☐ Sometimes,
- ³ ☐ Usually, or
- ⁴ ☐ Always?
- ⁻¹ ☐ Don't know → GO TO Q39AV
- ⁻² ☐ Refused
- ⁻³ ☐ Unclear response → GO TO Q39AV

ALTERNATE VERSION: Q39AV. In the last 3 months, were the explanations {HSQPIPE/identified term for homemaker(s)} gave you hard to understand because of an accent or the way {HSQPIPE/ identified term for homemaker(s)} spoke English? Would you say. . .

- 1 ☐ Mostly yes or
- 2 ☐ Mostly no?
- 1 ☐ DON'T KNOW
- 2 ☐ REFUSED
- 3 ☐ UNCLEAR RESPONSE

40. In the last 3 months, how often did {HSQPIPE/identified term for homemaker(s)} treat you the way you wanted them to? Would you say . . .

- 1 ☐ Never,
- 2 ☐ Sometimes,
- 3 ☐ Usually, or
- 4 ☐ Always?
- 1 ☐ Don't know → GO TO Q40AV
- 2 ☐ Refused
- 3 ☐ Unclear response → GO TO Q40AV

ALTERNATE VERSION: Q40AV. In the last 3 months, did {HSQPIPE/identified term for homemaker(s)} treat you the way you wanted them to? Would you say . . .

- 1 ☐ Mostly yes or
- 2 ☐ Mostly no?
- 1 ☐ DON'T KNOW
- 2 ☐ REFUSED
- 3 ☐ UNCLEAR RESPONSE

41. In the last 3 months, how often did {HSQPIPE/identified term for homemaker(s)} listen carefully to you? Would you say ...

- 1 ☐ Never,
- 2 ☐ Sometimes,
- 3 ☐ Usually, or
- 4 ☐ Always?
- 1 ☐ Don't know → GO TO Q41AV
- 2 ☐ Refused
- 3 ☐ Unclear response → GO TO Q41AV

ALTERNATE VERSION: Q41AV. In the last 3 months, did *{HSQPIPE/identified term for homemaker(s)}* listen carefully to you? Would you say . . .

- 1 ☐ Mostly yes or
- 2 ☐ Mostly no?
- 1 ☐ DON'T KNOW
- 2 ☐ REFUSED
- 3 ☐ UNCLEAR RESPONSE

42. In the last 3 months, did you feel *{HSQPIPE/identified term for homemaker(s)}* knew what kind of help you needed?

- 1 ☐ Yes
- 2 ☐ No
- 1 ☐ Don't know
- 2 ☐ Refused
- 3 ☐ Unclear response

43. Using any number from 0 to 10, where 0 is the worst help from *{HSQPIPE/identified term for homemaker(s)}* possible and 10 is the best help from *{HSQPIPE/identified term for homemaker(s)}* possible, what number would you use to rate the help you get from *{HSQPIPE/identified term for homemaker(s)}*?

___ 0 TO 10

- 1 ☐ Don't know → GO TO Q43AV
- 2 ☐ Refused
- 3 ☐ Unclear response → GO TO Q43AV

ALTERNATE VERSION: Q43AV. How would you rate the help you get from *{HSQPIPE/identified term for homemaker(s)}*? Would you say . . .

- 1 ☐ Excellent,
- 2 ☐ Very good,
- 3 ☐ Good,
- 4 ☐ Fair, or
- 5 ☐ Poor?
- 1 ☐ DON'T KNOW
- 2 ☐ REFUSED
- 3 ☐ UNCLEAR RESPONSE

44. Would you recommend the *{HSQPIPE/identified term for homemaker(s)}* who help you to your family and friends if they needed *{program-specific term for homemaker services}*? Would you say you would recommend the *{HSQPIPE/identified term for homemaker(s)}* . . .

- ¹ ☐ Definitely no,
² ☐ Probably no,
³ ☐ Probably yes, or
⁴ ☐ Definitely yes?
⁻¹ ☐ Don't know
⁻² ☐ Refused
⁻³ ☐ Unclear response

CASE MANAGER IDENTIFICATION QUESTIONS

Now I would like to ask you some questions about the person who helps make sure you have the services you need.

45. In the last 3 months, did you get help from *{program-specific term for case manager services}* to help make sure that you had all the services you needed?

- 1 ☐ Yes
2 ☐ No
-1 ☐ Don't know
-2 ☐ Refused
-3 ☐ Unclear response

46. What do you call the person who gave you *{program-specific term for case manager services}*? For example, do you call the person a *{program-specific term for case manager}*, case manager, care manager, service coordinator, supports coordinator, social worker, or something else?
-

CMQPIE. Set CMQPIE = response from Q46, identified term for case manager.

YOUR CASE MANAGER

Now I would like to talk to you about your *{CMQPIE/identified term for case manager(s)}*, the person who helps make sure you have the services you need.

47. Do you know who your *{CMQPIE/identified term for case manager(s)}* is?

- 1 ☐ Yes
2 ☐ No → Go to Q55
-1 ☐ Don't know → Go to Q55
-2 ☐ Refused → Go to Q55
-3 ☐ Unclear response → Go to Q55

48. In the last 3 months, could you contact this {CMQPIPE/identified term for case manager(s)} when you needed to?

- 1 ☐ Yes
- 2 ☐ No
- 1 ☐ Don't know
- 2 ☐ Refused
- 3 ☐ Unclear response

49. Some people need to get equipment to help them, like wheelchairs or walkers, and other people need their equipment replaced or fixed. In the last 3 months, did you ask this {CMQPIPE/ identified term for case manager(s)} for help with getting or fixing equipment?

- 1 ☐ Yes
- 2 ☐ No → Go to Q51
- 3 ☐ Don't need → Go to Q51
- 1 ☐ Don't know → Go to Q51
- 2 ☐ Refused → Go to Q51
- 3 ☐ Unclear response → Go to Q51

50. In the last 3 months, did this {CMQPIPE/identified term for case manager(s)} work with you when you asked for help with getting or fixing equipment?

- 1 ☐ Yes
- 2 ☐ No
- 1 ☐ Don't know
- 2 ☐ Refused
- 3 ☐ Unclear response

STAFFPIPE. Set STAFFPIPE = response from PAQPIPE. If PAQPIPE is blank set, STAFFPIPE = response from HSQPIPE. If HSQPIPE is blank set, STAFFPIPE = staff.

51. In the last 3 months, did you ask this {CMQPIPE/identified term for case manager(s)} for help in getting any changes to your services, such as more help from {STAFFPIPE/identified term for staff} or for help with getting places or finding a job?

- 1 ☐ Yes
- 2 ☐ No → Go to Q53
- 3 ☐ Don't need → Go to Q53
- 1 ☐ Don't know → Go to Q53
- 2 ☐ Refused → Go to Q53
- 3 ☐ Unclear response → Go to Q53

52. In the last 3 months, did this *{CMQPIPE/identified term for case manager(s)}* work with you when you asked for help with getting other changes to your services?

1 ☐ Yes
2 ☐ No
-1 ☐ Don't know
-2 ☐ Refused
-3 ☐ Unclear response

53. Using any number from 0 to 10, where 0 is the worst help from *{CMQPIPE/identified term for case manager(s)}* possible and 10 is the best help from *{CMQPIPE/identified term for case manager(s)}* possible, what number would you use to rate the help you get from *{CMQPIPE/identified term for case manager(s)}*?

___ 0 TO 10

-1 ☐ Don't know → GO TO Q53AV
-2 ☐ Refused
-3 ☐ Unclear response → GO TO Q53AV

ALTERNATE VERSION: Q53AV. How would you rate the help you get from *{CMQPIPE/identified term for case manager(s)}*? Would you say . . .

1 ☐ Excellent,
2 ☐ Very good,
3 ☐ Good,
4 ☐ Fair, or
5 ☐ Poor?
-1 ☐ DON'T KNOW
-2 ☐ REFUSED
-3 ☐ UNCLEAR RESPONSE

54. Would you recommend the *{CMQPIPE/identified term for case manager(s)}* who helps you to your family and friends if they needed *{program-specific term for case-management services}*? Would you say you would recommend the *{CMQPIPE/identified term for case manager(s)}* . . .

1 ☐ Definitely no,
2 ☐ Probably no,
3 ☐ Probably yes, or
4 ☐ Definitely yes?
-1 ☐ Don't know
-2 ☐ Refused
-3 ☐ Unclear response

CHOOSING YOUR SERVICES

55. In the last 3 months, did your [*program-specific term for “service plan”*] include . . .

- ¹ ☐ **None** of the things that are important to you,
- ² ☐ **Some** of the things that are important to you
- ³ ☐ **Most** of the things that are important to you, or
- ⁴ ☐ **All** of the things that are important to you?
- ⁻¹ ☐ Don't know → Go to Q57
- ⁻² ☐ Refused → Go to Q57
- ⁻³ ☐ Unclear response → Go to Q57

Routing Instruction: If neither Q4, nor Q6 = Yes, go to Q57, else go to Q56

56. In the last 3 months, did you feel {*PAQPIPE/identified term for personal assistant/behavioral health specialist(s)*} knew what's on your {*program-specific term for “service plan”*}, including the things that are important to you?

- ¹ ☐ Yes
- ² ☐ No
- ⁻¹ ☐ Don't know
- ⁻² ☐ Refused
- ⁻³ ☐ Unclear response

57. In the last 3 months, who would you have talked to if you wanted to change your {*program-specific term for “service plan”*}? Anyone else? [INTERVIEWER: MARK ALL THAT APPLY]

- ¹ ☐ Case manager
- ² ☐ Other staff
- ³ ☐ Family/friends
- ⁴ ☐ Someone else, please specify _____
- ⁻¹ ☐ Don't know
- ⁻² ☐ Refused
- ⁻³ ☐ Unclear response

TRANSPORTATION

The next questions ask about how you get to places in your community.

58. Medical appointments include seeing a doctor, a dentist, a therapist, or someone else who takes care of your health. In the last 3 months, how often did you have a way to get to your medical appointments? Would you say . . .

- 1 ☐ Never,
- 2 ☐ Sometimes,
- 3 ☐ Usually, or
- 4 ☐ Always?
- 1 ☐ Don't know → GO TO Q58AV
- 2 ☐ Refused
- 3 ☐ Unclear response → GO TO Q58AV

ALTERNATE VERSION: Q58AV. Medical appointments include seeing a doctor, a dentist, a therapist, or someone else who takes care of your health. In the last 3 months, did you have a way to get to your medical appointments?
Would you say . . .

- 1 ☐ Mostly yes or
- 2 ☐ Mostly no?
- 1 ☐ DON'T KNOW
- 2 ☐ REFUSED
- 3 ☐ UNCLEAR RESPONSE

59. In the last 3 months, did you use a van or some other transportation service? Do not include a van you own.

- 1 ☐ Yes
- 2 ☐ No → Go to Q62
- 1 ☐ Don't know → Go to Q62
- 2 ☐ Refused → Go to Q62
- 3 ☐ Unclear response → Go to Q62

60. In the last 3 months, were you able to get in and out of this ride easily?

- 1 ☐ Yes
- 2 ☐ No
- 1 ☐ Don't know
- 2 ☐ Refused
- 3 ☐ Unclear response

61. In the last 3 months, how often did this ride arrive on time to pick you up? Would you say . . .

- ¹ ☐ Never,
- ² ☐ Sometimes,
- ³ ☐ Usually, or
- ⁴ ☐ Always?
- ⁻¹ ☐ Don't know → GO TO Q61AV
- ⁻² ☐ Refused
- ⁻³ ☐ Unclear response → GO TO Q61AV

ALTERNATE VERSION: Q61AV. In the last 3 months, did this ride arrive on time to pick you up? Would you say . . .

- ¹ ☐ Mostly yes or
- ² ☐ Mostly no?
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

PERSONAL SAFETY

The next few questions ask about your personal safety.

62. Who would you contact in case of an emergency? [INTERVIEWER: MARK ALL THAT APPLY]

- ¹ ☐ Family member or friend
- ² ☐ Case manager
- ³ ☐ Agency that provides home- and community-based services
- ⁴ ☐ Paid emergency response service (e.g., lifeline)
- ⁵ ☐ 9-1-1 (first responders, police, law enforcement)
- ⁶ ☐ Someone else, please specify _____
- ⁻¹ ☐ Don't know
- ⁻² ☐ Refused
- ⁻³ ☐ Unclear response

63. In the last 3 months, was there a person you could talk to if someone hurt you or did something to you that you didn't like?

- ¹ ☐ Yes
- ² ☐ No
- ⁻¹ ☐ Don't know
- ⁻² ☐ Refused
- ⁻³ ☐ Unclear response

The next few questions ask if **anyone** paid to help you treated you badly in the last 3 months. This includes *{STAFFPIPE/identified term for staff}* or your *{CMQPIPE/identified term for case manager(s)}*. We are asking everyone the next questions—not just you. [ADD STATE-SPECIFIC LANGUAGE HERE REGARDING MANDATED REPORTING, IF APPROPRIATE—"I want to remind you that, although your answers are confidential, I have a legal responsibility to tell *{STATE}* if I hear something that makes me think you are being hurt or are in danger."]

64. In the last 3 months, did **any** *{STAFFPIPE/identified term for staff}* or your *{CMQPIPE/identified term for case manager(s)}* take your money or your things without asking you first?

- ¹ ☐ Yes
- ² ☐ No → Go to Q67
- ⁻¹ ☐ Don't know → Go to Q67
- ⁻² ☐ Refused → Go to Q67
- ⁻³ ☐ Unclear response → Go to Q67

65. In the last 3 months, did someone work with you to fix this problem?

- 1 ☐ Yes
- 2 ☐ No → Go to Q67
- 1 ☐ Don't know → Go to Q67
- 2 ☐ Refused → Go to Q67
- 3 ☐ Unclear response → Go to Q67

66. In the last 3 months, who has been working with you to fix this problem? Anyone else?
[INTERVIEWER: MARK ALL THAT APPLY]

- 1 ☐ Family member or friend
- 2 ☐ Case manager
- 3 ☐ Agency
- 4 ☐ Someone else, please specify _____
- 1 ☐ Don't know
- 2 ☐ Refused
- 3 ☐ Unclear response

67. In the last 3 months, did any {STAFFPIPE/identified term for staff} or your {CMQPIPE/identified term for case manager(s)} yell, swear, or curse at you?

- 1 ☐ Yes
- 2 ☐ No → Go to Q70
- 1 ☐ Don't know → Go to Q70
- 2 ☐ Refused → Go to Q70
- 3 ☐ Unclear response → Go to Q70

68. In the last 3 months, did someone work with you to fix this problem?

- 1 ☐ Yes
- 2 ☐ No → Go to Q70
- 1 ☐ Don't know → Go to Q70
- 2 ☐ Refused → Go to Q70
- 3 ☐ Unclear response → Go to Q70

69. In the last 3 months, who has been working with you to fix this problem? Anyone else?
[INTERVIEWER: MARK ALL THAT APPLY]

- 1 ☐ Family member or friend
- 2 ☐ Case manager
- 3 ☐ Agency
- 4 ☐ Someone else, please specify _____
- 1 ☐ Don't know
- 2 ☐ Refused
- 3 ☐ Unclear response

70. In the last 3 months, did any {STAFFPIPE/identified term for staff} or your {CMQPIPE/identified term for case manager(s)} hit you or hurt you?

- 1 ☐ Yes
- 2 ☐ No → Go to Q73
- 1 ☐ Don't know → Go to Q73
- 2 ☐ Refused → Go to Q73
- 3 ☐ Unclear response → Go to Q73

71. In the last 3 months, did someone work with you to fix this problem?

- 1 ☐ Yes
- 2 ☐ No → Go to Q73
- 1 ☐ Don't know → Go to Q73
- 2 ☐ Refused → Go to Q73
- 3 ☐ Unclear response → Go to Q73

72. In the last 3 months, who has been working with you to fix this problem? Anyone else?
[INTERVIEWER: MARK ALL THAT APPLY]

- 1 ☐ Family member or friend
- 2 ☐ Case manager
- 3 ☐ Agency
- 4 ☐ Someone else, please specify _____
- 1 ☐ Don't know
- 2 ☐ Refused
- 3 ☐ Unclear response

COMMUNITY INCLUSION AND EMPOWERMENT

Now I'd like to ask you about the things you do in your community.

73. Do you have any **family** members who live nearby? Do not include family members you live with.

- ¹ ☐ Yes
- ² ☐ No → Go to Q75
- ⁻¹ ☐ Don't know → Go to Q75
- ⁻² ☐ Refused → Go to Q75
- ⁻³ ☐ Unclear response → Go to Q75

74. In the last 3 months, when you wanted to, how often could you get together with these family members who live nearby? Would you say . . .

- ¹ ☐ Never,
- ² ☐ Sometimes,
- ³ ☐ Usually, or
- ⁴ ☐ Always?
- ⁻¹ ☐ Don't know → GO TO Q74AV
- ⁻² ☐ Refused
- ⁻³ ☐ Unclear response → GO TO Q74AV

ALTERNATE VERSION: Q74AV. In the last 3 months, when you wanted to, could you get together with these family members who live nearby? Would you say...

- ¹ ☐ Mostly yes or
- ² ☐ Mostly no?
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

75. Do you have any **friends** who live nearby?

- ¹ ☐ Yes
- ² ☐ No → Go to Q77
- ⁻¹ ☐ Don't know → Go to Q77
- ⁻² ☐ Refused → Go to Q77
- ⁻³ ☐ Unclear response → Go to Q77

76. In the last 3 months, when you wanted to, how often could you get together with these friends who live nearby? Would you say . . .

- 1 ☐ Never,
- 2 ☐ Sometimes,
- 3 ☐ Usually, or
- 4 ☐ Always?
- 1 ☐ Don't know → GO TO Q76AV
- 2 ☐ Refused
- 3 ☐ Unclear response → GO TO Q76AV

ALTERNATE VERSION: Q76AV. In the last 3 months, when you wanted to, could you get together with these friends who live nearby? Would you say .

. .

- 1 ☐ Mostly yes or
- 2 ☐ Mostly no?
- 1 ☐ DON'T KNOW
- 2 ☐ REFUSED
- 3 ☐ UNCLEAR RESPONSE

77. In the last 3 months, when you wanted to, how often could you do things in the community that you like? Would you say . . .

- 1 ☐ Never,
- 2 ☐ Sometimes,
- 3 ☐ Usually, or
- 4 ☐ Always?
- 1 ☐ Don't know → GO TO Q77AV
- 2 ☐ Refused
- 3 ☐ Unclear response → GO TO Q77AV

ALTERNATE VERSION: Q77AV. In the last 3 months, when you wanted to, could you do things in the community that you like? Would you say . . .

- 1 ☐ Mostly yes or
- 2 ☐ Mostly no?
- 1 ☐ DON'T KNOW
- 2 ☐ REFUSED
- 3 ☐ UNCLEAR RESPONSE

78. In the last 3 months, did you need more help than you get from {PAQPIPE/identified term for personal assistant/behavioral health specialist(s)} to do things in your community?

- 1 ☐ Yes
- 2 ☐ No
- 1 ☐ Don't know
- 2 ☐ Refused
- 3 ☐ Unclear response

79. In the last 3 months, did you take part in deciding **what** you do with your time each day?

- 1 ☐ Yes
- 2 ☐ No
- 1 ☐ Don't know
- 2 ☐ Refused
- 3 ☐ Unclear response

80. In the last 3 months, did you take part in deciding **when** you do things each day—for example, deciding when you get up, eat, or go to bed?

- 1 ☐ Yes
- 2 ☐ No
- 1 ☐ Don't know
- 2 ☐ Refused
- 3 ☐ Unclear response

ABOUT YOU

Now I just have a few more questions about you.

81. In general, how would you rate your overall health? Would you say . . .

- 1 ☐ Excellent,
- 2 ☐ Very good,
- 3 ☐ Good,
- 4 ☐ Fair, or
- 5 ☐ Poor?
- 1 ☐ Don't know
- 2 ☐ Refused
- 3 ☐ Unclear response

82. In general, how would you rate your overall mental or emotional health? Would you say . . .

- 1 ☐ Excellent,
- 2 ☐ Very good,
- 3 ☐ Good,
- 4 ☐ Fair, or
- 5 ☐ Poor?
- 1 ☐ Don't know
- 2 ☐ Refused
- 3 ☐ Unclear response

83. What is your age?

- 1 ☐ 18 to 24 years
- 2 ☐ 25 to 34 years
- 3 ☐ 35 to 44 years
- 4 ☐ 45 to 54 years
- 5 ☐ 55 to 64 years
- 6 ☐ 65 to 74 years
- 7 ☐ 75 years or older
- 1 ☐ Don't know
- 2 ☐ Refused
- 3 ☐ Unclear response

ALTERNATE VERSION: Q83AV. In what year were you born?

_____ (YEAR)

- 1 ☐ DON'T KNOW
- 2 ☐ REFUSED
- 3 ☐ UNCLEAR RESPONSE

84. [IF NECESSARY, ASK, AND VERIFY IF OVER THE PHONE] Are you male or female?

- 1 ☐ Male
- 2 ☐ Female
- 1 ☐ Don't know
- 2 ☐ Refused
- 3 ☐ Unclear response

85. What is the highest grade or level of school that you have completed?

- 1 ☐ 8th grade or less
- 2 ☐ Some high school, but did not graduate
- 3 ☐ High school graduate or GED
- 4 ☐ Some college or 2-year degree
- 5 ☐ 4-year college graduate
- 6 ☐ More than 4-year college degree
- 1 ☐ Don't know
- 2 ☐ Refused
- 3 ☐ Unclear response

86. Are you of Hispanic, Latino, or Spanish origin?

- 1 ☐ Yes, Hispanic, Latino, or Spanish
- 2 ☐ No, not Hispanic, Latino, or Spanish → Go to Q88
- 1 ☐ Don't know → Go to Q88
- 2 ☐ Refused → Go to Q88
- 3 ☐ Unclear response → Go to Q88

87. Which group best describes you? [INTERVIEWER: READ ALL RESPONSE OPTIONS AND MARK ALL THAT APPLY]

- ¹ ☐ Mexican, Mexican American, Chicano, Chicana
- ² ☐ Puerto Rican
- ³ ☐ Cuban
- ⁴ ☐ Another Hispanic, Latino, or Spanish origin
- ⁻¹ ☐ Don't know
- ⁻² ☐ Refused
- ⁻³ ☐ Unclear response

88. What is your race? You may choose one or more of the following. Would you say you are. . . [INTERVIEWER: READ ALL RESPONSE OPTIONS AND MARK ALL THAT APPLY]

- ¹ ☐ American Indian or Alaska Native → Go to Q91
- ² ☐ Asian
- ³ ☐ Black or African-American → Go to Q91
- ⁴ ☐ Native Hawaiian or other Pacific Islander → Go to Q90
- ⁵ ☐ White → Go to Q91
- ⁶ ☐ Other → Go to Q91
- ⁻¹ ☐ Don't know → Go to Q91
- ⁻² ☐ Refused → Go to Q91
- ⁻³ ☐ Unclear response → Go to Q91

89. Which group best describes you? [INTERVIEWER: READ ALL RESPONSE OPTIONS AND MARK ALL THAT APPLY]

- ¹ ☐ Asian Indian → Go to Q91
- ² ☐ Chinese → Go to Q91
- ³ ☐ Filipino → Go to Q91
- ⁴ ☐ Japanese → Go to Q91
- ⁵ ☐ Korean → Go to Q91
- ⁶ ☐ Vietnamese → Go to Q91
- ⁷ ☐ Other Asian → Go to Q91
- ⁻¹ ☐ Don't know → Go to Q91
- ⁻² ☐ Refused → Go to Q91
- ⁻³ ☐ Unclear response → Go to Q91

90. Which group best describes you? [INTERVIEWER: READ ALL RESPONSE OPTIONS AND MARK ALL THAT APPLY]

- 1 ☐ Native Hawaiian
- 2 ☐ Guamanian or Chamorro
- 3 ☐ Samoan
- 4 ☐ Other Pacific Islander
- 1 ☐ Don't know
- 2 ☐ Refused
- 3 ☐ Unclear response

91. Do you speak a language other than English at home?

- 1 ☐ Yes
- 2 ☐ No → Go to Q93
- 1 ☐ Don't know → Go to Q93
- 2 ☐ Refused → Go to Q93
- 3 ☐ Unclear response → Go to Q93

92. What is the language you speak at home?

- 1 ☐ Spanish,
- 2 ☐ Some other language → Which one? _____
- 1 ☐ Don't know
- 2 ☐ Refused
- 3 ☐ Unclear response

93. [IF NECESSARY, ASK] How many adults live at your home, including you?

- 1 ☐ [JUST THE RESPONDENT] → Go to SURVEND
- 2 ☐ 2 to 3
- 3 ☐ 4 or more
- 1 ☐ Don't know
- 2 ☐ Refused
- 3 ☐ Unclear response

94. [IF NECESSARY, ASK] Do you live with any family members?

- 1 ☐ Yes
- 2 ☐ No
- 1 ☐ Don't know
- 2 ☐ Refused
- 3 ☐ Unclear response

95. [IF NECESSARY, ASK] Do you live with people who are not family or are not related to you?

¹ ☐ Yes

² ☐ No

⁻¹ ☐ Don't know

⁻² ☐ Refused

⁻³ ☐ Unclear response

SURVEND.

Thank you for your time. Those are all the questions we have. Have a nice day/evening.

INTERVIEWER QUESTIONS

THE FOLLOWING QUESTIONS SHOULD BE ANSWERED AFTER THE INTERVIEW IS CONDUCTED.

96. WAS THE RESPONDENT ABLE TO GIVE VALID RESPONSES?

¹ ☐ YES

² ☐ NO

97. WAS ANYONE ELSE PRESENT DURING THE INTERVIEW?

¹ ☐ YES

² ☐ NO → Go to SURVEXIT

98. WHO WAS PRESENT DURING THE INTERVIEW? [INTERVIEWER: MARK ALL THAT APPLY]

¹ ☐ SOMEONE **NOT** PAID TO PROVIDE SUPPORT TO THE RESPONDENT

² ☐ STAFF OR SOMEONE PAID TO PROVIDE SUPPORT TO THE RESPONDENT

99. DID SOMEONE HELP THE RESPONDENT COMPLETE THIS SURVEY?

¹ ☐ YES

² ☐ NO → Go to SURVEXIT

100. HOW DID THAT PERSON HELP? [INTERVIEWER: MARK ALL THAT APPLY]

¹ ☐ ANSWERED **ALL** THE QUESTIONS FOR RESPONDENT

² ☐ ANSWERED **SOME** OF THE QUESTIONS FOR THE RESPONDENT

³ ☐ RESTATED THE QUESTIONS IN A DIFFERENT WAY OR REMINDED/PROMPTED THE RESPONDENT

⁴ ☐ TRANSLATED THE QUESTIONS OR ANSWERS INTO THE RESPONDENT'S LANGUAGE

⁵ ☐ HELPED WITH THE USE OF ASSISTIVE OR COMMUNICATION EQUIPMENT SO THAT THE RESPONDENT COULD ANSWER THE QUESTIONS

⁶ ☐ HELPED THE RESPONDENT IN ANOTHER WAY, SPECIFY _____

101. WHO HELPED THE RESPONDENT? [INTERVIEWER: MARK ALL THAT APPLY]

¹ ☐ SOMEONE **NOT** PAID TO PROVIDE SUPPORT TO THE RESPONDENT

² ☐ STAFF OR SOMEONE PAID TO PROVIDE SUPPORT TO THE RESPONDENT

SURVEXIT.