

3. Select the Survey Instrument

This Toolkit contains nine survey instruments to assess programs and to learn about service recipients. The survey instruments are designed to be administered by telephone; however, it is possible to administer them by mail, or, in the case of congregate meals, in person. The POMP grantees field-tested and refined these survey instruments over several years, and they conducted reliability and validity testing to ensure they were psychometrically sound.

Table 3-1. POMP Survey Instruments

Types	Names
Field-Tested Survey Instruments for Five Services*	<ul style="list-style-type: none">• Caregiver Services• Case Management• Congregate Meals• Home-Delivered Meals• Transportation
Cross-Cutting Modules Instruments about Service Recipients' Characteristics that Can Accompany the Service-Specific Instruments	<ul style="list-style-type: none">• Additional Services Received• Demographics• Physical Functioning and Health• Social and Emotional Well-Being

*The workgroup also developed survey instruments for additional services that did not have the benefit of complete testing. These covered information and referral/assistance and senior centers.

For the information and referral assistance report see http://elderaffairs.state.fl.us/doea/evaluations_0003.php

For the senior center report please see http://elderaffairs.state.fl.us/doea/sc_toolkit.php

Assessing Specific Programs and/or Services

Caregiver Services Survey Instrument

The core Caregiver Services Survey Instrument has 16 questions. The topics covered are services received, service quality, and service impact on the caregiver and care recipient. In addition, the survey instrument includes seven optional modules.

(To view the Caregiver Services Survey Instrument, see Appendix A.)

Table 3-2. Comprehensive Survey Modules on Caregiver Satisfaction and Outcomes

Modules	Names	Number of Questions
A	Care Provided	5
B	Burdens and Rewards of Caregiving	4
C	Impact on Employment	4
D	Health of Caregiver	2
E	Demographics	14
F	Health and Physical Functioning of Care Recipient	15
G	Service and Information Needs	2

Case Management Survey Instrument

The Case Management Survey Instrument has 20 questions. The topics covered are quality of service and the extent to which the case management service helped the service recipient receive needed care.

(To view the Case Management Survey Instrument, see Appendix A.)

Congregate Meals Survey Instrument

The Congregate Meals Survey Instrument has 51 questions about frequency of program participation, food intake, service quality, self-reported outcomes, nutrition education and food security.

(To view the Congregate Meals Survey Instrument, see Appendix A.)

Home-Delivered Meals Survey Instrument

The Home-Delivered Meals Survey Instrument has 47 questions about the frequency of program participation, food intake, service quality, self-reported outcomes, and food security.

(To view the Home-delivered Meals Survey Instrument, see Appendix A.)

Transportation Survey Instrument

The Transportation Survey Instrument has 27 questions. The topics covered are frequency of and reason for use, overall experience with service, service quality, self-reported outcomes, and ease of access to transportation.

(To view the Transportation Survey Instrument, see Appendix A.)

Cross-Cutting Modules

The cross-cutting modules focus on service recipient characteristics and well-being. These instruments allow agencies to make comparisons between service recipients' characteristics at the local level with AoA National Survey data or to see if responses to self-reported service outcomes vary by demographic, frailty, or other factors. These modules may be used in conjunction with any of the previously discussed survey instruments and are administered by telephone, mail, or in-person.

(To view the Cross-Cutting Modules, see Appendix A.)

Demographics Module

The Demographics Module has ten questions related to gender, age, race, marital status, and income, and they follow standard wording used in many national surveys.

(To view the Demographics Module, see Appendix A.)

Physical Functioning and Health Module

The Physical Functioning and Health Module has 21 questions. The topics covered are self-assessment of health, limitations in activities of daily living and instrumental activities of daily living, and use of one or more assistive devices (e.g., walker, wheelchair, hearing aid).

(To view the Physical Functioning and Health Module, see Appendix A.)



Social and Emotional Well-Being Survey Module

The Social and Emotional Well-Being Module has seven questions. The topics covered are frequency of contact with other people, frequency of leaving home for social activities, self-assessment of emotional well-being, and frequency of negative feelings (e.g., stress, grief, worry) and their impact on participation in social activities.

(To view the Social and Emotional Well-Being Module, see Appendix A.)

Additional Services Received Module

The Additional Services Received Module has 20 questions. The topics covered are receipt of other services and self-reported outcomes associated with the receipt of these services.

(To view the Additional Services Received Module, see Appendix A.)