

POMP Final: Home-Delivered Meals Survey Instrument

(Telephone Version)

Hello. My name is _____. I am calling from the (name of AAA). I understand that you participate in the meal program. We would like to ask you a few questions about the meals that you receive. The interview will take about 15 to 30 minutes. We are interested in the length of time you have received home-delivered meals, what you like about the meals, and if the meals have helped you. Your answers will help us make sure that the service meets your needs. Participation in the interview is voluntary and you may skip any question. Your answers will be kept confidential and will not influence the services that you receive.

Now we are going to talk about home-delivered meals you receive from (agency/provider name).

HDM1. When was the last time you received a home-delivered meal?

- | | | |
|---|----|--|
| Today or yesterday | 1 | Thank you, but the focus of this survey is on people who have used the service within the past year. END INTERVIEW |
| More than 1 day, but not more than a week ago | 2 | |
| More than 1 week, but not more than a month ago | 3 | |
| More than 1 month ago | 4 | |
| Over 1 year ago..... | 5 | |
| Refused | -7 | } END INTERVIEW |
| Don't Know | -8 | |

HDM2. How long have you been receiving home-delivered meals? Would you say...

- | | |
|--|----|
| 6 months or less | 1 |
| More than 6 months, but less than 1 year | 2 |
| At least 1 year, but less than 2 years..... | 3 |
| 2 to 5 years..... | 4 |
| More than 5 years | 5 |
| Refused | -7 |
| Don't Know | -8 |

HDM3. How many days each week do you receive home-delivered meals?

- | | |
|-----------------------|----|
| __ __ Number of Days | |
| Refused | -7 |
| Don't Know | -8 |

HDM3a. How many meals do you receive during an average week?

- | | |
|------------------------|----|
| __ __ Number of Meals | |
| Refused..... | -7 |
| Don't Know..... | -8 |

Office Use Only:

Client ID: _____

Service Enrollment Date: _____

Date of Survey Administration: _____

The following questions are about your eating habits.

HDM4. On the days that you eat the home-delivered meal, how many meals do you usually eat?

|__|__| . |__|
Refused -7
Don't Know -8

HDM5. On the days you don't eat the home-delivered meal, how many meals do you usually eat?

|__|__| . |__|
Refused -7
Don't Know -8

HDM6. Think about the amount of food you eat from home-delivered meals. On the days you eat a meal from home-delivered meals, what proportion of all the food you eat in a day does this meal represent? Would you say...

Less than one-third 1
Between one-third and one-half 2
About one-half 3
More than one-half 4
Refused -7
Don't Know -8

For the next set of questions, I will tell you the standard serving size for a particular food or group of foods. Please tell me how many total servings of each food or group of foods you usually eat each day.

HDM7. One serving of fruit is one small piece of fruit, about one-half cup of chopped fruit, or one-half cup of juice.

How many servings of **fruit** do you usually eat every day?

|__|__| . |__|
Refused -7
Don't Know -8

HDM8. One serving of potatoes is one small baked potato or one-half cup mashed or boiled potatoes.

How many servings of **potatoes** do you usually eat every day?

|__|__| . |__|
Refused -7
Don't Know -8

HDM9. One serving of vegetables is about one cup raw vegetables, one-half cup of cooked vegetables, or one-half cup of juice.

Other than potatoes, how many servings of **vegetables** do you usually eat every day?

|__|__| . |__|
Refused -7
Don't Know -8

HDM10. One serving of milk or yogurt, including soy milk or yogurt, is one cup of milk or yogurt. One serving of cheese is 1.5 slices or 1.5 ounces of cheese

How many servings of **milk, cheese, yogurt, or soy milk, soy cheese, or soy yogurt** do you usually eat every day?

|__|__| . |__|
Refused -7
Don't Know -8

HDM11. Beans, nuts, eggs, and tofu are sources of protein in the diet. One serving of beans or tofu is about one-half cup; one serving of peanut butter is two tablespoons; one serving of nuts is one ounce, and a serving of eggs is two eggs.

How many servings of **beans, nuts, tofu, or eggs** do you usually eat every day?

|__|__| . |__|
Refused -7
Don't Know -8

HDM12. One serving of meat, chicken, turkey, or fish is a two to three ounce hamburger patty, chicken breast, or fish fillet.

How many servings of **meat, chicken, turkey, or fish** do you usually eat every day?

|__|__| . |__|

Refused -7
Don't Know -8

HDM13. One serving of bread is one piece of bread, one tortilla, or one small pancake.

How many servings of **bread, tortillas, or pancakes** do you usually eat every day?

|__|__| . |__|

Refused -7
Don't Know -8

HDM14. Cereal, rice, pasta, and noodles are sources of grains in the diet. A serving of cereal is one cup of cold cereal or one-half cup hot cereal; a serving of rice, pasta, or noodles is one-half cup.

How many servings of **cereal, rice, pasta or noodles** do you usually eat every day?

|__|__| . |__|

Refused -7
Don't Know -8

HDM15. A serving of dessert is one-half slice of pie or cake or two medium cookies.

How many servings of **dessert** do you usually eat every day?

|__|__| . |__|

Refused -7
Don't Know -8

For the next set of questions, I am going to ask about foods or groups of foods that you eat from your home-delivered meals. Please tell me if you usually eat each food or group of foods when you eat the home-delivered meals.

HDM16. When you eat the home-delivered meals, do you usually eat the **fruit** when it is provided?

- Yes..... 1
- No..... 2
- Refused -7
- Don't Know -8

HDM17. When you eat the home-delivered meals, do you usually eat the **potatoes** when they are provided?

- Yes..... 1
- No..... 2
- Refused -7
- Don't Know -8

HDM18. When you eat the home-delivered meals, do you usually eat the **vegetables** that are provided?

- Yes..... 1
- No..... 2
- Refused -7
- Don't Know -8

HDM19. When you eat the home-delivered meals, do you usually eat or drink the **milk, cheese, yogurt, or soy milk, soy cheese, or soy yogurt** that are provided?

- Yes..... 1
- No..... 2
- Refused -7
- Don't Know -8

HDM20. When you eat the home-delivered meals, do you usually eat the **beans, nuts, eggs, or tofu** when they are provided?

- Yes..... 1
- No..... 2
- Refused -7
- Don't Know -8

HDM21. When you eat the home-delivered meals, do you usually eat the **meat, turkey, chicken, or fish** that is provided?

- Yes..... 1
- No..... 2
- Refused -7
- Don't Know -8

HDM22. When you eat the home-delivered meals, do you usually eat the **bread, tortillas, or pancakes** that are provided?

- Yes..... 1
- No..... 2
- Refused -7
- Don't Know -8

HDM23. When you eat the home-delivered meals, do you usually eat the **cereal, rice, pasta, or noodles** when they are provided?

- Yes..... 1
- No..... 2
- Refused -7
- Don't Know -8

HDM24. When you eat the home-delivered meals, do you usually eat the **dessert** when it is provided?

- Yes..... 1
- No..... 2
- Refused -7
- Don't Know -8

Now I am going to ask about the quality of the meals you receive.

HDM25. How would you rate the quality of home-delivered meals overall? Would you say...

- Excellent..... 1
- Very good 2
- Good 3
- Fair 4
- Poor 5
- Refused -7
- Don't Know -8

HDM26. Do the home-delivered meals arrive when expected?

Always.....	1
Usually	2
Sometimes.....	3
Seldom	4
Never	5
Refused	-7
Don't Know	-8

Think about all the foods that you receive from home-delivered meals. Now tell me, how often are you satisfied...

	<u>Always</u>	<u>Usually</u>	<u>Some- times</u>	<u>Rarely</u>	<u>Never</u>	<u>Refused</u>	<u>Don't Know</u>	<u>Not Applicable</u>
HDM27. With the way the food smells Would you say...	1	2	3	4	5	-7	-8	-9
HDM28. With the way the food looks	1	2	3	4	5	-7	-8	-9
HDM29. With the way the food tastes	1	2	3	4	5	-7	-8	-9
HDM30. With the variety of foods	1	2	3	4	5	-7	-8	-9
HDM31. That the hot foods are hot and cold foods are cold	1	2	3	4	5	-7	-8	-9
HDM32. With the way the food is cooked	1	2	3	4	5	-7	-8	-9

Please answer the following questions about the home-delivered meals program. Do services received from the home-delivered meals program help you to...

	<u>Yes</u>	<u>No</u>	<u>Refused</u>	<u>Don't Know</u>
HDM33. Eat healthier foods	1	2	-7	-8
HDM34. Achieve or maintain a healthy weight	1	2	-7	-8
HDM35. Improve your health.....	1	2	-7	-8
HDM36. Feel better	1	2	-7	-8
HDM37. Continue to live at home.....	1	2	-7	-8

Please tell me:

	<u>Yes</u>	<u>No</u>	<u>Refused</u>	<u>Don't Know</u>
HDM38. Do you like the meals you get from the home-delivered meals?.....	1	2	-7	-8
HDM39. Would you recommend the home-delivered meals to a friend?	1	2	-7	-8
HDM40. As a result of receiving home-delivered meals, do you have a better idea of where to get information about other services.....	1	2	-7	-8

The next questions are about resources.

HDM41. Do you know that the home-delivered meal donation is voluntary?

Yes.....	1
No.....	2
Refused	-7
Don't Know	-8

HDM42. Do you always have enough money or food assistance/food stamps/SNAP to buy the food you need?

Yes.....	1
No.....	2
Refused	-7
Don't Know	-8

HDM43. During the past month, did you have to choose between buying food or buying medication?

- Yes..... 1
- No..... 2
- Refused -7
- Don't Know -8

HDM44. During the past month did you have to choose between buying food or paying your rent or utility bills?

- Yes..... 1
- No..... 2
- Refused -7
- Don't Know -8

HDM45. On one or more days during the past month, did you skip meals because you had no food and no money or food assistance/food stamps/SNAP to buy food?

- Yes..... 1
- No..... 2
- Refused -7
- Don't Know -8

HDM46. In general, would you say that the home-delivered meals service has helped you?

- Yes..... 1
 - No..... 2
 - Refused -7
 - Don't Know -8
- } GO TO HDM47

HDM46a. How has the home-delivered meals service helped you?

HDM47. Do you have any recommendations to improve the home-delivered meals service?

- | | | |
|------------------|----|---|
| Yes..... | 1 | } GO TO ADDITIONAL
MODULES OR
CLOSE |
| No..... | 2 | |
| Refused | -7 | |
| Don't Know | -8 | |

HDM47a. What recommendations do you have for improving the service?

Note to Interviewer:

Additional modules may be used with this survey:

- 1. Additional Services Received Module**
- 2. Physical Functioning and Health Module**
- 3. Social and Emotional Well-Being Module**
- 4. Demographics Module**

Thank you very much for your time and cooperation. Your answers are very important to us in improving the home-delivered meals services.