
CAHPS[®] Home- and Community-Based Services Survey: Supplemental Employment Module

Version: 1.0

Population: Adult

Language: English

IF THE SUPPLEMENTAL MODULE IS USED, IT SHOULD BE INSERTED PRIOR TO THE “ABOUT YOU” SECTION IN THE CORE SURVEY.

EM1. In the last 3 months, did you work for pay at a job?

- 1 YES → GO TO EM9
- 2 NO
- 1 DON'T KNOW → GO TO THE ABOUT YOU SECTION
- 2 REFUSED → GO TO THE ABOUT YOU SECTION
- 3 UNCLEAR RESPONSE → GO TO THE ABOUT YOU SECTION

EM2. In the last 3 months, did you want to work for pay at a job?

- 1 YES
- 2 NO → GO TO EM4
- 1 DON'T KNOW → GO TO THE ABOUT YOU SECTION
- 2 REFUSED → GO TO THE ABOUT YOU SECTION
- 3 UNCLEAR RESPONSE → GO TO THE ABOUT YOU SECTION

EM3. Sometimes people feel that something is holding them back from working when they want to. In the last 3 months, was this true for you? If so, what has been holding you back from working? (INTERVIEWER LISTENS AND MARKS ALL THAT APPLY)

- 1 BENEFITS → GO TO EM5
- 2 HEALTH CONCERNS → GO TO EM5
- 3 DON'T KNOW ABOUT JOB RESOURCES → GO TO EM5
- 4 ADVICE FROM OTHERS → GO TO EM5
- 5 TRAINING/EDUCATION NEED → GO TO EM5
- 6 LOOKING FOR AND CAN'T FIND WORK → GO TO EM5
- 7 ISSUES WITH PREVIOUS EMPLOYMENT → GO TO EM5
- 8 TRANSPORTATION → GO TO EM5
- 9 CHILD CARE → GO TO EM5
- 10 OTHER (_____) → GO TO EM5
- 11 NOTHING IS HOLDING ME BACK → GO TO EM5
- 1 DON'T KNOW → GO TO EM5
- 2 REFUSED → GO TO EM5
- 3 UNCLEAR RESPONSE → GO TO EM5

EM4. Sometimes people would like to work for pay, but feel that something is holding them back. In the last 3 months, was this true for you? If so, what has been holding you back from wanting to work? (INTERVIEWER LISTENS AND MARKS ALL THAT APPLY)

- 1 BENEFITS → GO TO THE ABOUT YOU SECTION
- 2 HEALTH CONCERNS → GO TO THE ABOUT YOU SECTION
- 3 DON'T KNOW ABOUT JOB RESOURCES → GO TO THE ABOUT YOU SECTION
- 4 ADVICE FROM OTHERS → GO TO THE ABOUT YOU SECTION
- 5 TRAINING/EDUCATION NEED → GO TO THE ABOUT YOU SECTION
- 6 LOOKING FOR AND CAN'T FIND WORK → GO TO THE ABOUT YOU SECTION
- 7 ISSUES WITH PREVIOUS EMPLOYMENT → GO TO THE GO TO THE ABOUT YOU SECTION
- 8 TRANSPORTATION → GO TO THE GO TO THE ABOUT YOU SECTION
- 9 CHILD CARE → GO TO THE ABOUT YOU SECTION
- 10 OTHER (_____) → GO TO THE ABOUT YOU SECTION
- 11 NOTHING/DON'T WANT TO WORK → GO TO THE ABOUT YOU SECTION
- 1 DON'T KNOW → GO TO THE ABOUT YOU SECTION
- 2 REFUSED → GO TO THE ABOUT YOU SECTION
- 3 UNCLEAR RESPONSE → GO TO THE ABOUT YOU SECTION

EM5. In the last 3 months, did you ask for help in getting a job for pay?

- 1 YES → GO TO EM7
- 2 NO
- 1 DON'T KNOW
- 2 REFUSED
- 3 UNCLEAR RESPONSE

EM6. In the last 3 months, did you know you could get help to find a job for pay?

- 1 YES → GO TO THE ABOUT YOU SECTION
- 2 NO → GO TO THE ABOUT YOU SECTION
- 1 DON'T KNOW → GO TO THE ABOUT YOU SECTION
- 2 REFUSED → GO TO THE ABOUT YOU SECTION
- 3 UNCLEAR RESPONSE → GO TO THE ABOUT YOU SECTION

EM7. Help getting a job can include help finding a place to work or help getting the skills that you need to work. In the last 3 months, was someone paid to help you get a job?

- 1 YES → GO TO EM8
- 2 NO → GO TO THE ABOUT YOU SECTION
- 1 DON'T KNOW → GO TO THE ABOUT YOU SECTION
- 2 REFUSED → GO TO THE ABOUT YOU SECTION
- 3 UNCLEAR RESPONSE → GO TO THE ABOUT YOU SECTION

EM8. In the last 3 months, did you get all the help you need to find a job?

- 1 YES → GO TO THE ABOUT YOU SECTION
- 2 NO → GO TO THE ABOUT YOU SECTION
- 1 DON'T KNOW → GO TO THE ABOUT YOU SECTION
- 2 REFUSED → GO TO THE ABOUT YOU SECTION
- 3 UNCLEAR RESPONSE → GO TO THE ABOUT YOU SECTION

EM9. Who helped you find the job that you have now? [MARK ALL THAT APPLY]

- 1 EMPLOYMENT/VOCATIONAL STAFF/JOB COACH
- 2 CASE MANAGER
- 3 OTHER PAID PROVIDERS
- 4 OTHER CAREER SERVICES
- 5 FAMILY/FRIENDS
- 6 ADVERTISMENT
- 7 SELF-EMPLOYED → GO TO EM11
- 8 OTHER (_____)
- 9 NO ONE HELPED ME—I FOUND IT MYSELF → GO TO EM11
- 1 DON'T KNOW → GO TO EM11
- 2 REFUSED → GO TO EM11
- 3 UNCLEAR RESPONSE → GO TO EM11

EM10. Did you help choose the job you have now?

- 1 YES
- 2 NO
- 1 DON'T KNOW
- 2 REFUSED
- 3 UNCLEAR RESPONSE

EM11. Sometimes people need help from other people to work at their jobs. For example, they may need help getting to or getting around at work, help getting their work done, or help getting along with other workers. In the last 3 months, was someone paid to help you with the job you have now?

- 1 YES
- 2 NO → GO TO THE ABOUT YOU SECTION
- 1 DON'T KNOW → GO TO THE ABOUT YOU SECTION
- 2 REFUSED → GO TO THE ABOUT YOU SECTION
- 3 UNCLEAR RESPONSE → GO TO THE ABOUT YOU SECTION

EM12. What do you call this person? A job coach, peer support provider, personal assistant, or something else?

[USE THIS TERM WHEREVER IT SAYS {*job coach*} BELOW.]

EM13. Did you hire your {*job coach*} yourself?

- 1 YES → GO TO THE ABOUT YOU SECTION
- 2 NO
- 1 DON'T KNOW
- 2 REFUSED
- 3 UNCLEAR RESPONSE

EM14. In the last 3 months, has your {*job coach*} been with you all the time that you were working?

- 1 YES
- 2 NO
- 1 DON'T KNOW
- 2 REFUSED
- 3 UNCLEAR RESPONSE

EM15. In the last 3 months, how often did your {*job coach*} give you all the help you needed? Would you say . . .

- 1 Never,
- 2 Sometimes,
- 3 Usually, or
- 4 Always?
- 1 DON'T KNOW
- 2 REFUSED
- 3 UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did your {*job coach*} give you all the help you needed? Would you say . . .

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

EM16. In the last 3 months, how often did your *{job coach}* treat you with courtesy and respect? Would you say . . .

- 1 Never,
- 2 Sometimes,
- 3 Usually, or
- 4 Always?
- 1 DON'T KNOW
- 2 REFUSED
- 3 UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did your *{job coach}* 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

EM17. In the last 3 months, how often did your *{job coach}* 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
- 2 REFUSED
- 3 UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did your *{job coach}* 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

EM18. In the last 3 months, how often did your {*job coach*} listen carefully to you? Would you say . . .

- 1 Never,
- 2 Sometimes,
- 3 Usually, or
- 4 Always?
- 1 DON'T KNOW
- 2 REFUSED
- 3 UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did your {*job coach*} listen carefully to you? Would you say . . .

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

EM19. In the last 3 months, did your {*job coach*} encourage you to do things for yourself if you could?

- 1 YES
- 2 NO
- 1 DON'T KNOW
- 2 REFUSED
- 3 UNCLEAR RESPONSE

EM20. Using any number from 0 to 10, where 0 is the worst help from {*job coach*} possible and 10 is the best help from {*job coach*} possible, what number would you use to rate the help you get from your {*job coach*}?

__ 0 TO 10

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

ALTERNATE VERSION: How would you rate the help you get from your *{job coach}*? Would you say . . .

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

EM21. Would you recommend the *{job coach}* who helps you to your family and friends if they needed *{program-specific term for employment services}*? Would you say you recommend the *{job coach}* . . .

- 1 Definitely no,
- 2 Probably no,
- 3 Probably yes, or
- 4 Definitely yes?
- 1 DON'T KNOW
- 2 REFUSED
- 3 UNCLEAR RESPONSE