

<p>Describe what you feel was easy or not difficult about the program?</p>	<p>Being able to know that I can have PAS and pay that person myself using the funding. Also, getting my chair repaired...no brainstorming on how I will be able to do these things...the \$\$ was already there. I had more savings for myself to use on myself, rather than using my \$\$ on my chair only... I was able to gather ideas on opening my own business and becoming self employed</p> <p>More \$\$ for PAS</p>
<p>What have you found to be the most important item to use the additional money for?</p>	<p>Yes</p>
<p>Was this something that you have always wanted or needed? Explain</p>	<p>Yes</p>
<p>Describe the process of receiving the additional funds or the money?</p>	<p>Obstacles:</p> <ol style="list-style-type: none"> <li>1. Filling out the forms...to many forms and they weren't easy to fill out.</li> <li>2. Processing of vouchers were not on time...expecting a return in 1-2 days but actually waiting 1 full week.</li> </ol>
<p>What would you suggest as a way to improve the program?</p>	<ol style="list-style-type: none"> <li>1. Type out the vouchers under the actual individual's name and let them cash them so that they can buy the things themselves by going to the store themselves and paying cash rather than getting price quotes and turning them in and waiting for that.</li> <li>2. Took two days to use gas coupons...rather than on the spot.</li> </ol>
<p>What would you suggest to change or remove from the program?</p>	<ol style="list-style-type: none"> <li>1. Decision on utilities: amount available for use on utilities was limited to what the public assistance figure/equation allotted...rather than what was actually needed for the bill. Telephone bill is \$30 but the program only allowed \$15...same with water, power, etc. The funds available is not realistic</li> </ol>

**Final comment:** Request for payment was submitted but problem was with the check...it took over a week. Hindering the process of getting the \$\$

Participant Interview – Final

Participant # 3

<p>1. What services or support did you obtain under IB that you previously did not have the financial resources to obtain?</p> <p>a. Were these services an extension of something you already had?</p> <p>b. Were these services new?</p> <p>c. How long had these services been on your wish list?</p> <p>d. Were you able to get the services on a timely basis?</p>	<p>Personal Assistance Services, physical therapy, transportation, wheel chair repairs, walker, shower chair, recreational meals, eyeglasses.</p> <p>NO</p> <p>YES 20 years or more</p> <p>YES</p>
<p>2. How has the quality of life changed for you after you participated in IB?</p>	<p>Individual is able to function with greater independence. Decision making by self. Flexibility in PA services of who to use, where and when. Learned more self responsibility, control of a budget and how to plan things out. Now have ideas of becoming self employed. Purchasing medications was easier. Greater independence in transportation area, ability to charter, involve family members. Scooter could go everywhere. Able to have lunch with family &amp; friends, shop with a friend. Could buy basic household needs in larger quantity, economizing and reducing # trips to keep up supply. Could stay up to date on utility bills.</p>
<p>3. In your opinion, would you have been able to get this change without IB?</p>	<p>NO</p>
<p>4. After having participated in the program, how satisfied were you with</p> <p>a. <b>The process to establish your budget</b></p> <p>1) the team members</p>	<p>NOT TOO SATISFIED. Had to balance across time. Considerable government control still seemed present.</p> <p>FAIR. Time to get accomplished was too compressed, almost no time to mentally process.</p>

<p>2) influence of team members  3) Do you rate this process as easy or difficult  4) Recommendation for change:</p>	<p>DIFFICULT. Everything was last minute. Individuals should to their budget planning early, even if it is prior to the release of funding. Individuals need time to process (think through) their needs.</p>
<p>5. After having participated in the program, how satisfied were you with  a. <b>Process to expend your budget funds</b>  b.  1) process to justify your expenditures  2) forms used to initiate services/supports  3) the ease of submitting your requests</p> <p>Do you rate this process as easy or difficult</p> <p>Recommendation for change:</p>	<p>NOT VERY SATISFIED. TOO MUCH RUSH.</p> <p>Price quotations slowed the process. Individual not fully aware of costs prior to purchase, so sometimes budget categories and desired purchases did not match up.  Confusing. Too many signatures.  Not much ease. Had to wait for service coordinator to pick it up, then get signatures of DISID, Service Coordinator and Fiscal intermediary,  Signature of family advisor was at a different location.  IN BETWEEN</p> <p>Reduce signatories. Consider going directly from Participant to the Fiscal Intermediary.</p>
<p>6. After having participated in the program, how satisfied were you with  <b>Time frame for obtaining services/supports</b></p>	<p>Not timely in getting started. Very late.</p>
<p>7. After having participated in the program, how satisfied were you with  a. <b>The system used to obtain/hire personal assistant services</b>  1) the system used to locate and hire personal assistants  2) the system of payment</p>	<p>Not satisfied. Application was through DISID. Nothing direct.</p> <p>Not satisfied. My decision to pay FICA and Medicaid benefits was not</p>

<p>3) the use of contracts</p> <p>4) <del>I felt like I was in control of the process</del></p> <p>5) <del>I felt like I was in control of my personal assistant</del></p> <p>6) <del>My personal assistant viewed me as their employer</del></p> <p>7) <b>I did not feel like I was in control of the process</b></p> <p>8) <b>I did not feel like I was in control of my personal assistant</b></p> <p>9) My personal assistant <b>viewed DISID/CSS</b> as their employer</p> <p>10) Do you rate this process as easy or difficult</p> <p>11) Recommendation for change:</p>	<p>followed.</p> <p>No contract established.</p> <p>NO.</p> <p>NO.</p> <p>NO</p> <p>YES</p> <p>YES</p> <p>DISID</p> <p>EASY</p> <p>Provide option of application procedure direct to the participant and follow contractual wishes of participant, even if it includes payment of FICA and Medicaid.</p>
<p>8. After having participated in the program, how satisfied were you with</p> <p><b>a. Effectiveness of the Fiscal Intermediary</b></p> <p>1) Were you treated with courtesy and understanding</p> <p>2) Was the FI willing to expedite</p> <p>3) Did the FI adapt to your desire to modify and change your plan</p> <p>4) Did the FI try to influence your decision</p> <p>i) <del>No influence. Choice was mine.</del></p> <p><b>ii) Influenced. I felt my choice was taken away.</b></p> <p>iii) <del>Influenced. I felt I made a better choice.</del></p> <p>5) Rate your overall experience with the Fiscal</p>	<p>Slow to get signatures.</p> <p>YES</p> <p>YES</p> <p>YES</p> <p>YES.</p> <p>Did not give flexibility of how to pay. Contractual system of flat pay was used instead of hourly wage with FICA, Social Security and Medicaid benefits paid out.</p>

<p>Intermediary</p> <p>(1 - 2 - 3 - 4 - 5 - 6 - 7 - 8 - 9 - 10)</p>	<p>7</p>
<p>9. After having participated in the program, how satisfied were you with</p> <p>a. <b>Effectiveness of the Service Coordinator</b></p> <ol style="list-style-type: none"> <li>1) Were you treated with courtesy and understanding</li> <li>2) Was the SC willing to expedite</li> <li>3) Did the SC adapt to your desire to modify and change your plan</li> <li>4) Did the SC try to influence your decisions             <ol style="list-style-type: none"> <li>i) <del>No influence. Choice was mine.</del></li> <li>ii) <b>Influenced. I felt my choice was taken away.</b></li> <li>iii) <del>Influenced. I felt I made a better choice.</del></li> </ol> </li> <li>5) Rate your overall experience with the Service Coordinator</li> </ol> <p>(1 - 2 - 3 - 4 - 5 - 6 - 7 - 8 - 9 - 10)</p>	<p>Yes, but SC was doing too many things on his own. Had to wait to get the PA management binder (consumer guide) because he forgot.</p> <p>YES</p> <p>Willing, but sometimes unable to since SC was so busy.</p> <p>YES</p> <p>Yes, I was not given flexibility</p> <p>I chartered a bus once to participate fully in family funeral activities with my scooter. I was only allowed once...Charter for 2<sup>nd</sup> family funeral within a month was discouraged.</p> <p>7</p>

<p>10. After having participated in the program, how satisfied were you with</p> <p><b>a. Effectiveness of the Urgent Response System</b></p> <ol style="list-style-type: none"> <li>1) Were you treated with courtesy and understanding       <ol style="list-style-type: none"> <li>2) Was there a demonstrated willingness to expedite           <ol style="list-style-type: none"> <li>a) I used the Urgent Response System               <ol style="list-style-type: none"> <li>i) <del>I found it very responsive to my needs</del></li> <li>ii) <b>I found it average in responsiveness to my needs</b></li> <li>iii) <del>I found it slow to respond to my needs</del></li> <li>iv) The value to me was _____</li> </ol> </li> <li>b) <del>I did not use the Urgent Response System</del> <ol style="list-style-type: none"> <li>i) <del>I liked the option of the system but did not need it</del></li> <li>ii) <del>I did not think this option was valuable to me</del></li> </ol> </li> </ol> </li> </ol> </li> <li>3. Rate your overall experience with the Urgent Response System (1 - 2 - 3 - 4 - 5 - 6 - 7 - 8 - 9 - 10)</li> </ol>	<p>Not completely explained. Participant thought it was a 24/7 program, told for use only after 5 PM.</p> <p>Not very effective.</p> <p>Courtesy yes, understanding a problem 1<sup>st</sup> request. Okay thereafter.</p> <p>So-so</p> <p>1<sup>st</sup> request response time was slow. 2<sup>nd</sup> request time didn't work, I was unable to get same day response. 3<sup>rd</sup> request worked okay. There seems to be poor efficiency in design of service deliver.</p> <p>3</p>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Interviewer Notes:

**Interviewee comments:**

Need improved communication for all components. People at all levels need to be empowered with information and be able to make decisions and act appropriately at their level. Everyone needs to be familiarized. I received too much of .... "No, we have to wait until Greg gets back."

Participant #4	
Age	36
Living Situation (i.e. alone, with family, rent, no home, etc)	Renting home, lived in Guam since 1997
Agencies/service providers used or accessed on Guam	GHURA, CSS, MIP/Public Health
What are your monthly expenses and how much do you feel you spend in one month? (i.e. food, domestic goods, recreation, transportation, etc)	\$900-\$1,00 due to medical supplies and children expenses...wife works
Name some things that you would do if you had additional \$\$	Transportation
What are your perceptions or views of the Individualized Budgets Program?	Good...helpful
Were you provided with a training or support prior when you joined the program?	Yes
Have you been attending the bi-weekly meetings? If no, then why?	Yes
Can you describe what you had to do to prepare your budget?	Had to find out the needs vs. the wants. Needed to find a trainer for the computer so could be employed and to pay the person to train...also needed to find \$\$ for physical therapy and occupational therapy
How did you feel when you were preparing your individual budget?	Felt happy to do the budget...just grateful for the opportunity and to be able to break down the needs vs. wants
What are some of the challenges or hardships you experienced having participated so far in the program?	Choice is good...no real hardships because of the great opportunity
Describe what you feel was easy or not difficult about the program?	Bill: how much to pay for personal assistant and how to manage the personal assistance Arlene: grateful...happy...blessed
What have you found to be the most important item to use the additional money for?	Rent, water, food, power, medical supplies, telephone...current \$\$ without the program not enough to make ends meet
Was this something that you have always wanted or needed? Explain	Transportation...computer and internet...able to study. Already have the computer, just need to have it hooked up and set up the internet
Describe the process of receiving the additional funds or the money?	Okay...have not spent much of the \$\$ yet...waiting for the internet and for the computer trainer



What would you suggest as a way to improve the program?	Increase the amount...
What would you suggest to change or remove from the program?	none