

**HOME REPAIR PROJECT
FOLLOW-UP QUALITATIVE QUESTIONNAIRE PROTOCOL**

Participant Name:

Participant Phone Number:

Participant Note Left on Survey:

Additional Notes for Interviewer:

PRESS RECORD BEFORE STARTING THE INTERVIEW PORTION

Introduction: “You have been invited to participate in an interview for a research study led by Dr. Todd Swanstrom at the University of Missouri St. Louis. The purpose of this interview is to better understand the effectiveness of home repairs for older adults in the City of St. Louis. Your participation will involve answering questions about your experience with home repairs. The interview will be recorded and will take about 60 minutes. Your participation is voluntary, and you may choose not to participate in this interview or withdraw your consent at any time.

Your identity will not be revealed in any publication or communication that may result from this study. We will do everything we can to protect your privacy. There are minimal risks and no direct benefits involved in participating in this research. After this interview, a \$25 gift card will be mailed to you as a thank you for your time today.”

IN THIS SECTION:

ENCOURAGE THE RESPONDENT TO TELL THE STORY OF THE HOME REPAIR

1. **“In this conversation, I’ll be asking you about your experience with getting a home repair. First, please tell me what specific repairs you had done. And walk me through how you learned about this home repair program, and how you got involved with it.”**

****INTERVIEWER NOTES****

- *Listen closely to their response here; this is where they describe the initial home repair problem. They will further elaborate this story throughout the interview. Try to draw this part out as long as you can, getting them to tell a fuller story.*
- *Try to write down a list of things they mention, and if necessary ask them to elaborate one by one.*
- *Be sure to establish the timeline of what led to what as clearly as possible (especially before, during and after the repair).*
- *Push them to be specific as they can on details about everything.*
- *As much as possible, use their own words as you engage with them.*
- *Listen especially for the following:*
 - o *What specific repairs they mention*
 - o *How they talk about the events that led up to the home repair*

- o *What they found useful (or not) about the home repair*
- o *What specific feelings or experiences they recall*
- o *How they talk about life after the home repair*
- *Take a moment to determine which sections of this interview guide (below) are most relevant to their specific words and story. Try to integrate those questions into the conversation you're already having. Or, if you feel they've given a complete account in this section, shift gears by navigating to the most relevant sections below and restarting the conversation following the questions there.*

IN THE FOLLOWING SECTIONS:

ENCOURAGE THE RESPONDENT TO ELABORATE THEIR STORY BY ADDRESSING SPECIFIC ISSUES BELOW

HOME LIFE QUESTIONS

2. **"I'm going to start with some questions about your home life, both in general and after the repair. Before getting to the home repair, I'd like for you to tell me about your regular life at home. Please walk me through your daily routine."**

****INTERVIEWER NOTES****

- *Listen for the following:*
 - o *What kinds of things do they seem to enjoy?*
 - o *What kinds of things might throw their day off?*
 - o *How specifically might have the initial problem impacted their daily life?*
 - o *Are they talking about issues of mood and feeling here? If so, engage them on that, rather than waiting to get to that section below.*
 - *Additional questions if they need help elaborating:*
 - o *How much time do you spend at home?*
 - o *In which rooms do you spend the most time?*
 - o *What are some of your favorite things to do?*
3. **Turning to ask now about the home repair: you mentioned on the initial survey that the home repair had XXX impact on your overall quality of life. Can you tell me why you marked that particular response?**
 4. ****Optional Questions****
 - a. You mentioned on the initial survey that the home repair had XXX impact on your level of ease getting into and out of your home. Can you tell me why you marked that particular response?
 - b. You mentioned on the initial survey that the home repair had XXX impact on your level of ease cooking at home. Can you tell me why you marked that particular response?
 - c. You mentioned on the initial survey that the home repair had XXX impact on your level of ease taking baths and/or showers safely. Can you tell me why you marked that particular response?

- d. You mentioned on the initial survey that the home repair had XXX impact on your comfort level in the home with regard to air temperature and air quality. Can you tell me why you marked that particular response?
- e. You mentioned on the initial survey that the home repair had XXX impact on the sense of pride that you feel about your home. Can you tell me why you marked that particular response?

PHYSICAL HEALTH AND WELL-BEING QUESTIONS

5. **“I want to turn now to ask you some questions about what makes you feel physically healthy and well, and how your home life plays into that. Let’s go back to the problem at your home that needed repair. How would you describe your physical health back then?”**

****INTERVIEWER NOTES****

- *Listen for the following:*
 - *What specific ailments do they mention?*
 - *What worries about physical health do they seem to have?*
 - *When did these issues seem to start and how long have they been going on?*
 - *Which issues seem directly relevant to the home repair problem, and which seem indirectly relevant (or not relevant)?*
- *Additional questions if they need help elaborating:*
 - *Were you dealing with any ailments then?*
 - *How are you feeling these days, compared to that?*
 - *Do you think that the home repair problem had any impact on your how physically well or healthy you felt? And if so, in what way?*

6. **Turning to ask now about the home repair: you mentioned on the initial survey that the home repair had XXX impact on your overall physical health. Can you tell me why you marked that particular response?**

7. ****Optional Questions****

- a. On the initial survey, when asked to rate your chances of falling on your property since the repairs, you answered XXX. Now I’d like to ask you to elaborate on that response.

FINANCIAL SECURITY AND WELL-BEING QUESTIONS

8. **“I want to turn now to ask you some questions about what makes you feel financially secure, and how your home life plays into that. First, let’s go back again to the problem at your home that needed repair. How would you describe your finances back around that time that you were living with that problem?”**

****INTERVIEWER NOTES****

- *Listen for the following:*

- o *What specific financial challenges/worries do they mention?*
- o *When did these issues start and how long have they been going on?*
- o *Which issues seem directly relevant to the home repair problem and which seem indirectly relevant (or not relevant)?*
- *Additional questions if they need help elaborating:*
 - o *Were you dealing with any specific financial challenges back then?*
 - o *How much financial stress are you feeling these days? And what kind of things are contributing to that?*
 - o *Are your home-related costs relatively affordable? Describe that for me.*
 - o *Are you able to set aside funds in case of emergency?*
 - o *Have you used savings or emergency funds for repair?*
 - o *Do you think that the home repair problem had any impact on your level of financial stress or stability? And if so, in what way?*

9. Turning to ask now about the home repair: you mentioned on the initial survey that the home repair had XXX impact on your overall sense of financial security and well-being. Can you tell me why you marked that particular response?

10. *Optional Questions*****

- a. You mentioned on the initial survey that the completion of the home repair had XXX impact on easing your financial burden. Can you tell me why you marked that particular response?
- b. You mentioned on the initial survey that the home repair had XXX impact on your utility bill costs (like gas or electric). Can you tell me why you marked that particular response?
- c. You mentioned on the initial survey that the home repair had XXX impact on the cost of your regular home maintenance and upkeep. Can you tell me why you marked that particular response?
- d. On the initial survey, when asked about how valuable you felt your home was given its condition after the home repair, you answered XXX. Can you tell me why you marked that particular response?

LONG TERM OUTLOOK QUESTIONS

11. “The next questions ask about your plans to stay in your home. On the initial survey, when asked how likely was it that you would stay in your home, you answered XXX.”

- a. **Can you tell me why you marked that particular response?**
- b. **Have you ever thought about—or would you ever think about—leaving this home? If so, what might lead you to do that?**

*****INTERVIEWER NOTES*****

- *Listen for the following:*

- o *Is leaving the home a consideration at all for them?*
- o *Of the possible factors they mention, which sound voluntary? Which sound involuntary?*
- o *What parts of their answer seem directly (or indirectly) relevant to the home repair issue?*
- *Additional questions if they need help elaborating:*
 - o *Is this an issue you've every discussed with family, friends or anyone else?*
 - o *Have you ever worried that maybe you wouldn't be able to stay here?*
 - o *Did the home repair issue ever impact how you thought or felt about that?*
 - o *What is your hope for this property 20-30 years from now?*

12. *Optional Questions*****

- a. On the initial survey, when asked how likely was it, after you got the repair, that you would pass your home to another person later in your life, you answered XXX. Can you tell me why you marked that particular response?

MOOD AND FEELING QUESTIONS

(**SPECIAL NOTE: This part can be sensitive. Try to save it until later in the interview unless prompted by the respondent**)

13. “Shifting gears a bit now. Homes are such a big part of us being able to feel good about life. With that in mind, I'd like to get a sense of what kinds of things put you in a good mood, and what kinds of things get in the way of that. So, imagine that you're having a really good day. Please describe what that looks like, and what comes to mind for you.”

*****INTERVIEWER NOTES*****

- *Listen for the following:*
 - o *What specific things, habits or experiences do they mention?*
 - o *What specific emotions, feelings or moods do they mention? And what specific events/experiences are connected with them?*
 - o *What can you infer (from their words) about the not-so-good days? What might those days look like?*
 - o *What parts are directly related to the home, and what parts indirectly related (or seemingly not relevant at all)?*
 - o *What parts seem relevant (directly, indirectly or not at all) to the specific home repair issue?*
- *Additional questions if they need help elaborating:*
 - o *On your really good days, do you usually have favorite habits or activities? Are you like to contact particular friends/family? Any favorite foods you might eat or drinks you might consume?*
 - o *What about those days when you feel stressed out, depressed or not so good about life. What do those days look like for you? How are they different?*

- o Do you think that the home repair problem had any impact on whether you felt good, or not so good, about life? And if so, in what way?

14. Turning to ask now about the home repair: you mentioned on the initial survey that the home repair had XXX impact on your overall mental health and emotional well-being. Can you tell me why you marked that particular response?

15. *Optional Questions*****

- a. You mentioned on the initial survey that the home repair had XXX impact on your level of stress about home repairs and maintenance. Can you tell me why you marked that particular response?
- b. You mentioned on the initial survey that the home repair had XXX impact on the happiness you feel living in your home. Can you tell me why you marked that particular response?
- c. You mentioned on the initial survey that the home repair had XXX impact on your feelings of safety in your home. Can you tell me why you marked that particular response?

FINAL QUESTION

16. Finally, I'd like to ask you to reflect on the following question: what about your experience getting a home repair has had the most positive impact on your quality of life? What stands out the most to you?

Thank you so much for participating in this follow-up questionnaire and helping make the St. Louis region an even better place for older adult homeowners! To thank you for your time, a 25\$ gift card will be arriving in the mail within the next month. We really appreciate you taking the time to talk with us about your experiences.