

## MFP Participant QoL Comments: April – June 2015

1. “MFP was a very good experience. I was worried before [the transition] but my coordinator was good. She answered all my questions. I wouldn’t want to go back to the nursing home and I am able to do more things on my own.” Participant
2. “It’s an awesome program and I hope they continue to finance it. For People like me with no family, it’s the only thing we have to help us. As soon as I got sight back (after glaucoma surgery), I was out of there (the nursing home)! They told me about the MFP program and two days later I was out. And I’m going to give back. MFP are awesome people. They are precious to me. They check on me and take care of me. So many people are dumped up there in the nursing home. MFP people are a family for someone who has no family. I love those people.” Participant
3. “This program just freed me up or else I would be languishing in the nursing home. The ombudsman checks on me a lot, which I like. I am really happy with the program.” Participant
4. “This program changed my life. I want to shout it from the rooftops. It gave me my life back and I want everyone that is in my situation to experience this program.” Participant
5. “I am trying to move to the first floor of my building, which is proving very difficult. I want to move downstairs, because, when the elevator goes out, it goes out for 3+ days and I’m stuck upstairs. I tried to scooch down the stairs the last time it happened, but I fell down the stairs and ended up in the hospital with a gash in my leg. MFP should make sure the people who are wheelchair bound, don’t go on the second floor of an apartment building.” Participant
6. “My experience was very good. People were helpful, did all they could, and were always on time. I recommend this program to anyone who may benefit from these services.” Participant
7. “Aides were too expensive, they provided low quality services and there were always changing. I am glad to be out of a nursing home though.” Participant
8. Interview was completed with the participant’s wife. She explained how the participant had a stroke and went to a nursing home in Macon for rehab. The participant’s leg was twisted due to the stroke, placing pressure on his ankle. The participant did not have Medicaid at the time and the family was told the only way to get a brace to straighten his leg was to private pay for it, which they offered to do. The participant was admitted to a hospital in Macon to treat the symptoms of an infection, but the hospital stated that they could do nothing to treat the wound which had developed on his ankle. The participant was moved to a nursing facility closer to home and was quickly sent to the hospital again for his open wound. The participant’s wife was immediately told that the wound could not be treated and his leg would need to be amputated (bone was visible). The participant now lives in a home with his wife and receives support from caregivers. His wife states that “being at home is so much better. I can sleep beside him. His care is attended to better at home.”
9. An interview was conducted in-person with a participant in Jefferson. The participant was 9 days from the end of the program and had received almost none of the things she needs. They requested railings for the front steps a year ago, and they still haven’t been installed; the client fell going down the steps a couple weeks ago and needed x-rays. The client was moving into an unfurnished and unoccupied family home that needed a few repairs. The client’s daughter has been helping out, and they have received some donations and loaned items from friends and charities. They requested basic furnishings (bed, chairs, sofa, lamps, tables), dishes and utensils for the kitchen, railings for the front step (and a ramp if possible), a widened bathroom

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doorway, a step in tub, a shower chair, a sprayer shower head, a heater, bed rails, some minor repairs, and an ironing board. She has received a sofa (about a month ago), dishes and utensils, and one initial load of groceries when she first moved in. The family, which is on a limited budget, ended up purchasing her bed, bed rails, and shower chair. They have received a donated easy chair and some other items. The client is unable to bathe by herself because she can't get into the bathroom with her walker and can't step safely into the tub – sometimes she does miss a bath or shower because she can't get into it. She has fallen and hurt herself on the front steps. The MFP contractor has told them repeatedly that they can't get the requested items "because they are nonprofit without enough funding"; that they can't order the client's items because "someone else just came out" (of the nursing home); and also that they haven't had the home modifications done because they had only gotten one quote from a construction contractor. The client's daughter even sent them the names of some reliable contractors to try to get the work in motion but still nothing has been done. Last week, they called the client, saying they were at the bargain furniture store buying the tables she needed and would bring them to her house at noon – but they never showed up.

10. Client state that she is happy to have left the nursing home, where the Doctor had switched her Thyroid medicine and caused her to be dependent on an Oxygen tank. She stated that the people working fro MFP were really nice and she was happy to work with them.
11. The client said that she had a decent experience with MFP but was not satisfied with the amount of money spent on making changes to her home: "they didn't put a vent in the floor when modifying the bathroom, and there was no follow up after my complain". CL.
12. This client stated that she liked MFP but that it took a while to get things started; it took a while to get the ramp she needed for the house. "We get taken care of but after a while". The client however indicated that she liked the people working with MFP and felt that they were very understanding.
13. This client was not given an option to look at apartment options with MFP. He never saw his apartment until he moved there. The apartment was in a bad neighborhood "surrounded by crackheads and prostitutes" as he stated. He stayed there for 10 weeks then started drinking more due to the anxiety of living in such a neighborhood, where he was robbed, and suffered a nervous breakdown. The CNA that worked with him "used to smoke pot" and was incompetent according to the client. All of this led to having to move to a nursing home. Client was preparing to move to a new apartment after getting rehabilitated for alcohol abuse and social worker stated that he will be looking at options before deciding where to move. She was not aware why the MFP transition coordinator did not provide this option for the client
14. The client stated the MFP staff was "very helpful and kind" and he had never heard of it. He stated he came home and then he had the services.