

MFP Participant QoL Comments (Jan – March 2015)

1. Daughter commented that the changes requested were made, but were not up to standards at all. Said that the MFP program should use certified contractors to complete jobs and require inspections once the job is completed.
2. “[Client] is 4000% better than he was in the institution. He is back to his old self, like he was 15 years ago before the institution, walking and talking. We were a little nervous about putting him back into the community, but this is the best decision we’ve ever made.” –Participant’s sister
3. “I hate to say it, but I think [the MFP contractor] is lying to us. They give us the runaround. One day they say they don’t know how much is left in the MFP account. The next time, they say they aren’t allowed to tell us. They said they ordered the list of items we requested, but later we found out they never placed the order – they said they couldn’t pay for the things on the list – and it was pretty small stuff – until they were reimbursed by Medicaid for the washer and dryer. By the time the 60 day reimbursement period was over, her time in the MFP program had ended.” –Participant and her aide
4. “Thank God there is MFP or I’d still be in the nursing home eating that food! This [apartment for people with disabilities] is like Mayberry. Everybody gets along. Even the police know me.” – Participant
5. Participant who moved from nursing home to assisted living apartment: “I can go to the store in my chair, or sometimes I have my friend drive me places. But if I could drive myself I could do anything. I love to cook and to drive. Now I just go back to visit the nursing home and cook my specialty meatballs for the people who are still living there. They love it. ... The MFP people were so nice and helpful. After my stroke I couldn’t understand what I needed. They explained everything and checked back in with me regularly.”
6. “I was in a horrible situation in the nursing home. Doctors gave me either the wrong medicine or too much of it. MFP saved me!” Participant
7. A case manager and a caregiver both provided feedback on their experience with the MFP program for two clients. They said that transitioning to a group home was the best thing that ever happened to these clients. However, they wanted it to be known that the programs are always under threat of getting cut despite great reviews from the Department of Justice and the regional office. “There is a constant struggle with the state office (DBHDD) wanting to cut hours of nursing services. It is not necessarily MFP staff but the people that run the exceptional rate program. It takes them about 6 months to get back to us. Nursing care outside medication administration wasn’t done before these MFP clients, and now they get the superior care they need but always with a fight not to cut services”.