



**Client Satisfaction/Program Evaluation Report for Older Americans Act (OAA)
Home and Community Based Programs**

**Area Agency on Aging of Pasco Pinellas, Inc.
PSA 5
Fiscal Year 2017**

May 2017

Table of Contents

Objective	1
Background	1
Random Sampling and Process for Distribution	1-7
Analysis of Reponses	8-16
Utilization of Results	16
Lessons Learned	16
Summary	16-17
Conclusion	17

Objective

The Area Agency on Aging of Pasco-Pinellas, Inc. (AAAPP) has conducted client satisfaction/program evaluations to better understand the overall functioning of the Home and Community Based Services we provide. For FY2017 the AAAPP conducted its fourth satisfaction/program evaluation for the Older Americans Act (OAA) Home and Community Based Programs. The objective was to evaluate client satisfaction while evaluating the OAA program's impact on that client's life. Based on conducting this type of evaluation and the nature of the various OAA programs, we continue to learn a great deal in reference to the design and processes needed to complete this task. Our procedures outline the process taken from beginning to end, however these procedures were intended to offer flexibility.

Background

The AAAPP plans for and provides Home and Community Based Services within two counties of the State of Florida, Pasco and Pinellas County, or Planning and Service Area 5 (PSA5). Each county differs by geography, population, and demographics. Unlike the State and General Revenue Case Management Programs, the Federally funded Older Americans Act Programs generally serve more of an independent clientele. Programs are provided in each county to meet certain individual needs rather than cover the client's needs through oversight, like the Case Management Programs were designed to do. Therefore, Older Americans Act programs provided in each county include: Homemaker, Legal, Adult Day Care, Congregate and Home Delivered Meals, Transportation, Gerontological and Mental Health Counseling, Emergency Alert Response, and Chore services. Individually, a client may utilize one or more specific OAA services to remain independent within the community they live rather than benefit from one case manager coordinating a multitude of services to ensure that individual's independence.

Random Sampling and Process for Distribution

Older Americans Act services are divided into two distinct types of services, Registered and Unregistered. Registered services are services that require a responsibility to input client data into a statewide database, while the provider also maintains an individual client file. The requirement of client data input within the statewide database promotes more ease in reference to report writing and when the figures of specific data are needed. The AAAPP has this report writing ability due to the fact we manage the database for PSA5. OAA services that are considered registered include: Homemaker, Adult Day Care, Congregate and Home Delivered Meals, and Chore.

Unregistered OAA services require that the OAA provider keep records on the individual and at their organizations. Whenever the AAAPP needs to collect client information, the provider's complete report requests. Services that are considered unregistered include: Legal, Mental Health Counseling & Gerontological Individual Counseling, Emergency Alert Response and Transportation. As of January 1st, 2015, Transportation services have been required to report select information into the CIRTIS statewide database. Even with this new requirement, Transportation services are still considered Unregistered because they do not

have an obligation to complete the Department of Elder Affairs Screening Tools (701 Assessments).

Given the understanding of these distinct differences, obtaining a random sample of clients for each OAA service, for survey purposes, occurred by using client data extrapolated from the statewide database for OAA IIIB Chore and Homemaker services.

Once all reports were received and a total amount of active clients served within PSA5 was established, roughly 147 individuals were chosen to sample. Because of the varying differences amongst the OAA programs in both counties, some programs have disproportionate amounts of active clients per county; therefore a specific percentage was not used across the board because of the skewing it would have on the responses and results. To make the random sample selected somewhat even across each service, percentages were calculated as followed: 15% Chore Services and 51% Homemaker Services. In all, 147 of the total OAA active population were surveyed. Please see **Figure A.** on Page 3 for more details.

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Figure A.



**2017 Active Clients (CIRTS Report Run Date: 2/21/2017)
Older Americans Act IIB/LSP Programs**

CARES, Inc.

Program	Provider #	# GOAH Clients 6/1/16-2/21/17	% of grand total for active clients	Actual # to conduct	% Surveyed from Total GOAH Clients
Chore	51015	388	54.49%	57	15%

TOTAL

POC, Inc.

Program	Provider #	# GOAH Clients 6/1/16-2/21/17	% of grand total	Actual # to conduct	% Surveyed from Total GOAH Clients
Chore	51021	206	28.93%	30	15%

TOTAL

CARES, Inc.

Program	Provider #	# Active Clients	% of grand total	Actual # to conduct	% Surveyed from Total GOAH Clients
Homemaker	51063	43	6.04%	22	51%

TOTAL

GCJFCS

Program	Provider #	# Active Clients	% of grand total	Actual # to conduct	% Surveyed from Total GOAH Clients
Homemaker	51067	75	10.53%	38	51%

Grand Active Total for All Programs	712
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*Programs have disproportionate amounts of active clients per county.

Survey Goal	10%
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Least Amount of Surveys to Conduct	71.2
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Actual Total to Conduct	147
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Verified Total	147
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Once sampling numbers per Provider were established, the AAAPP Data/IT Support Assistant was requested to utilize a random sampling program to isolate a certain number of clients out for each program. Mailing labels were created for each client chosen and the clients were sent a cover letter, satisfaction survey, and a self-addressed and stamped return envelope.

Cover letters conveyed the intention of soliciting satisfaction survey responses, the appreciation of the client's willingness to complete the survey, and the security of client anonymity. If the client wanted to be contacted or needed a follow-up, the individual had an (optional) opportunity to provide their contact information. They were also informed in no way would their comments negatively affect their service delivery. Lastly, the cover letter denoted the date the AAAPP would like the survey to be returned. Clients were given roughly a five-week period to respond.

Satisfaction surveys, which accompanied a cover letter and contained (8) specific questions for Homemaker services and (7) specific questions for Chore services, are located in **Figure B. & C.** on page 5 and 6. Codes were placed on the bottom of the survey form to indicate to the AAAPP staff performing the analysis, what OAA service provider the client represented and from which county.

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Figure B.



**Area Agency on Aging of Pasco-Pinellas, Inc.
Client Satisfaction Survey – Older Americans Act
Chore Services**

Please answer the following questions as honestly and accurately as possible. Check one answer per question.

1. How satisfied are you with the Chore services you received? (Check the one that best applies)

- Very Satisfied
- Somewhat satisfied
- Neither satisfied/dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

2. How would you rate the quality of the Chore service you received? (Check the one that best applies)

- Excellent
- Good
- Fair
- Poor

PLEASE EXPLAIN WHY: _____

	YES	NO
3. Did the workers complete all the tasks that were assigned on the Chore Work Order?	_____	_____
4. Do you know what to do if you have a complaint or a problem?	_____	_____
5. Do you know how to get in contact with the Agency providing the Chore service?	_____	_____
6. Was all of the staff courteous and respectful towards you?	_____	_____

7. Do you have any additional comments you would like to add, either about the service you received or this survey?

NAME: (optional) _____ DATE: _____

Figure C.



**Area Agency on Aging of Pasco-Pinellas, Inc.
Client Satisfaction Survey – Older Americans Act
Homemaker Services**

Please answer the following questions as honestly and accurately as possible. Check one answer per question.

1. How satisfied are you with the Homemaker services you receive? (Check the one that best applies)

- Very Satisfied
- Somewhat satisfied
- Neither satisfied/dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

2. How would you rate the quality of the Homemaker services you receive? (Check the one that best applies)

- Excellent
- Good
- Fair
- Poor

PLEASE EXPLAIN WHY: _____

	YES	NO
3. Does the Homemaker complete the work identified in your Service Plan?	_____	_____
4. Does the Homemaker stay for the complete allocated time?	_____	_____
5. Do you know what to do if you have a complaint or a problem?	_____	_____
6. Do you know how to get in contact with your Case Manager/Homemaker Supervisor?	_____	_____
7. Is the Homemaker staff courteous and respectful towards you?	_____	_____

8. Do you have any additional comments you would like to add, either about the service you received or this survey?

NAME: (optional) _____ DATE: _____

Once the completed satisfaction surveys were received, the amount of surveys were input on a spreadsheet and categorized by provider to illustrate return rates. Please see **Figure D.** for specific details.

Figure D.

Overall Response Rates by Provider and Program

Provider Name	Program	Provider #	# Surveys Mailed	# Surveys 'Returned to Sender'	# Surveys Received	Response Rate
CARES, Inc.	Chore	51015	57	2	25	44%
POC, Inc.	Chore	51021	30	0	10	33%
CARES, Inc.	Homemaker	51063	22	0	11	50%
GCJFCS	Homemaker	51067	38	1	20	53%
TOTAL			147	3	66	45%

Response Rate by Agency

CARES, Inc. Total Surveys Received & Response Rate		
Mailed	Received	Rate
79	36	45.57%

POC, Inc. Total Surveys Received & Response Rate		
Mailed	Received	Rate
30	10	33.33%

GCJFCS Total Surveys Received & Response Rate		
Mailed	Received	Rate
38	20	52.63%

Response Rate by Program

Program	Received	Rate
Chore	35	40%
Homemaker	31	52%

Response rates were across the board in comparison to each of the individual providers and will be taken into consideration throughout the analysis.

Analysis of the Responses

Responses were received as of the date requested. Responses included ‘Yes’ and ‘No’ denotations, comments, and (optional) contact information for a return response. Any comments associated with the survey in a negative connotation were followed up, regardless if the survey was received on time or late.

Results were tabulated and analyzed in two different ways:

1. By Service and the Entire Planning and Service Area (PSA)
2. By Providers and Services

By Service and the Entire Planning and Service Area (PSA) Analysis

While observing responses for the individual providers and services, a macro analysis was needed to review overall satisfaction by program and by PSA. Utilizing the combined data from the clients submitting responses in reference to the individual program and service, information about the overall percentages became clearer. Please see **Table 1 and 2** for specific details.

Table 1: All Chore Services – Combined Results for PSA 5

Survey Questions		# of	% of			
1. How satisfied are you with the Chore services you received? (Check the one that best applies)	Very Satisfied	28	80%			
	Somewhat Satisfied	4	11%			
	Neither Satisfied/Unsatisfied	0	0%			
	Somewhat Unsatisfied	1	3%			
	Very Unsatisfied	2	6%			
	TOTAL		35			
2. How would you rate the quality of the Chore service you received? (Check the one that best applies)	Excellent	22	63%			
	Good	9	26%			
	Fair	1	3%			
	Poor	2	6%			
	Left blank	1	3%			
	TOTAL		35			
	# of Yes	% Yes	# of No	% No	# Blank	% Blank
3. Did the workers complete all the tasks that were assigned on the Chore Work Order?	31	89%	3	9%	1	3%
4. Do you know what to do if you have a complaint or a problem?	25	71%	9	26%	1	3%
5. Do you know how to get in contact with the Agency providing the Chore service?	28	80%	5	14%	2	6%
6. Was all of the staff courteous and respectful towards you?	34	97%	0	0%	1	3%

*Analysis of Chore Services percentages confirms that response rates were low and may factor into the overall PSA's analysis. As noted on **Figure D**, 87 surveys were sent to individual clients and 35 were returned equaling a response rate of 40%. Given the data collected, some assumptions can be made:*

- 1.** Assumption: 80% or 28 individuals indicate they are 'Very Satisfied' with the Chore Services they received. The higher percentage of satisfied consumers represents a positive for OAA clients.
- 2.** Assumption: 63% or 22 individuals indicate the quality of Chore Service was 'Excellent' for them, and 26% or 6 individuals rated the quality as 'Good'. The higher percentage of responses indicating 'Excellent' and 'Good' represents a positive.
- 3.** Assumption: 89% or 31 individuals indicate the workers completed all assigned tasks. The higher percentage of 'Yes' responses represent a positive.
- 4.** Assumption: 71% or 25 individuals indicate they know what to do if they have a complaint or problem, which represents a positive. However based upon the response rate for 'No', a suggestion will be made to the agencies providing Chore to ensure all clients are notified on how to complain.
- 5.** Assumption: 80% or 28 individuals indicate they know how to get in contact with the agency providing the Chore service. Indicating knowledge of who to contact represents a positive.
- 6.** Assumption: 97% or 34 individuals indicate the Chore staff is courteous and respectful, indicating positive service delivery in reference to OAA clients and the OAA providers.
- 7.** Individuals commented on the service they received. Comments either were positive or negative in context. Based upon analysis of the comments, higher rates of positive comments indicate an overall satisfaction with the Chore services they received.

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Table 2: All Homemaker Services – Combined Results for PSA 5

Survey Questions		# of	% of
1. How satisfied are you with the Homemaker services you receive? (Check the one that best applies)	Very Satisfied	24	77%
	Somewhat Satisfied	4	13%
	Neither Satisfied/Unsatisfied	0	0%
	Somewhat Unsatisfied	1	3%
	Very Unsatisfied	1	3%
	Left Blank	1	3%
	TOTAL	31	
2. How would you rate the quality of the Homemaker services you receive? (Check the one that best applies)	Excellent	22	71%
	Good	5	16%
	Fair	2	6%
	Poor	1	3%
	Left blank	1	3%
	TOTAL	31	

	# of Yes	% Yes	# of No	% No	# Blank	% Blank
3. Does the Homemaker complete the work identified in your Service Plan?	27	87%	4	13%	0	0%
4. Does the Homemaker stay for the complete allocated time?	28	90%	3	10%	0	0%
5. Do you know what to do if you have a complaint or a problem?	26	84%	5	16%	0	0%
6. Do you know how to get in contact with your Case Manager/Homemaker Supervisor?	27	87%	4	13%	0	0%
7. Is the Homemaker staff courteous and respectful towards you?	30	97%	1	3%	0	0%

*Analysis of Homemaker Services percentages confirms that response rates were low and may factor into the overall PSA’s analysis. As noted on **Figure D**, 60 surveys were sent to individual clients and only 31 were returned equaling a response rate of 52%. Given the data collected, some assumptions can be made:*

1. Assumption: 77% or 24 individuals indicate they were satisfied with their Homemaker services. The higher percentage of satisfied consumers represents a positive for OAA clients for Homemaker programs.
2. Assumption: 71% or 22 individuals indicate they would rate the quality of service they receive as excellent, and 16% or 5 individuals indicate the service was good. The higher percentage of responses indicating excellent quality service represents a positive.
3. Assumption: 87% or 27 individuals indicate that the Homemaker completed the work identified in their Service Plan. The higher percentage of satisfied consumers represents a positive for OAA clients for Homemaker programs.
4. Assumption: 90% or 28 individuals indicate their Homemaker stays for the full allocated time. The higher number of individuals reporting their full allotted time was completed represents positive service delivery in reference to OAA clients and the OAA providers.

5. Assumption: 84% or 26 individuals indicate they know what to do if they have a complaint or a problem, while 16% or 5 individuals indicate they are unaware of what to do. The higher percentage of responses indicating knowledge of complaint procedures represents a positive. However based upon the response rate for 'No', a suggestion will be made to the agencies providing Homemaker to ensure all clients are notified on how to complain.

6. Assumption: 87% or 27 individuals indicate they know how to get in contact with their case manager or agency. The higher percentage of responses indicating knowledge of who to contact represents a positive.

7. Assumption: 97% or 30 individuals indicate their service provider is courteous and respectful. The higher percentages of responses indicate their service provider is courteous and respectful represents positive service delivery in reference to OAA clients and the OAA providers.

8. Individuals commented on the service they are receiving. Comments either were positive or negative in context. Based upon analysis of the comments, higher rates of positive comments indicate an overall satisfaction with the Homemaker services they are receiving.

Provider and Service

Clients being served from three (3) different service providers within the two county PSA were surveyed. Amongst the 3 providers, two (2) distinct services are offered within the PSA. In one case, one provider in Pasco County provides the two services (Chore and Homemaker). The following tables illustrate specific responses to inquiries based upon the provider and the specific service offered. Please see **Tables 3-6** for specific details.

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Table 3: Results by Provider and Service Offered (Chore Services)

51015 CARES, Inc.

25 Responses

Survey Questions		# of	% of
1. How satisfied are you with the Chore services you received? (Check the one that best applies)	Very Satisfied	20	80%
	Somewhat Satisfied	4	16%
	Neither Satisfied/Unsatisfied	0	0%
	Somewhat Unsatisfied	0	0%
	Very Unsatisfied	1	4%

TOTAL 25

2. How would you rate the quality of the Chore service you received? (Check the one that best applies)	Excellent	17	68%
	Good	6	24%
	Fair	0	0%
	Poor	1	4%
	Left blank	1	4%

TOTAL 25

PLEASE EXPLAIN WHY YOU RATED THAT QUALITY:

EXCELLENT

Because they did a good job and were very helpful and nice.
 Did all they were asked
 These workers know what their individual job is and do it professionally! AMEN!
 They did everything that they were assigned to do and did it well.
 These men knew how to clean properly.
 The guys were fast, efficient, very pleasant. Represented the organization excellent.
 This was a team effort, the work was wonderful and they made a big difference.
 Did a very thorough job.
 They do work you ask!
 They did a great job.
 The men did everything I asked to my satisfaction and cleaned up.
 The worker does a very good job in everything.
 Very thorough cleaning windows.

GOOD

Outside windows were poorly cleaned and streaked.
 They are on a time schedule and aren't that thorough
 I have to explain too much.
 They use too many paper towels.

POOR

I have not received any help this year, been waiting for the help.

	# of Yes	% Yes	# of No	% No	# Blank	% Blank
3. Did the workers complete all the tasks that were assigned on the Chore Work Order?	23	92%	1	4%	1	4%
4. Do you know what to do if you have a complaint or a problem?	17	68%	7	28%	1	4%
5. Do you know how to get in contact with the Agency providing the Chore service?	21	84%	2	8%	2	8%
6. Was all of the staff courteous and respectful towards you?	24	96%	0	0%	1	4%

7. Do you have any additional comments or suggestions for improvement that you would like to add about the service you receive or the agency providing it?

I absolutely appreciate the service, and wish it were more frequent as I have a handicap.
 I was very happy to get help as I could not do it.
 I asked to have leaves removed from gutters and back flat roof. I was disappointed to see them left in the yard and patio. I guess I should have asked that they be picked up too.
 I was disappointed to hear services would be cut from every 6 months to once a year.
 A big thank you for the service.
 Thanks a lot!
 I want to thank you for all your help, I really needed your help.
 I really appreciate this service it truly helps.

I am a perfectionist and these workers are too. They do wonderful work, and when they're done they know that this old man will reward them with a Klondike Ice Cream! I am 92 years old and they do what I can't do anymore!
 Was nice having met the 2 men last year and very satisfied with their work then and now.
 You have very good employees both in the office and work. I wish I could remember their names to commend them.
 If I could get more help (the better). Call me anytime 321-549-9460.
 Thank you! I think this is a wonderful service for windows in my same position. But you need to hire more people so they can do work more than once a year.
 As older seniors and partially disabled, we are just very grateful to have this service available to us.
 I was very pleased with their job. Always respectful and I am happy for the way they helped me.
 I know they are limited what they can do.
 All workers very polite and worked hard. However my windows on the outside corners were not cleaned very well.
 I am thankful for this service.
 I appreciate the service, my age and back problems hinder my work.
 I have no complaint or problem.

Table 4: Results by Provider and Service Offered (Chore Service)

51021 POC, Inc.

10 Responses

Survey Questions		# of	% of
1. How satisfied are you with the Chore services you received? (Check the one that best applies)	Very Satisfied	8	80%
	Somewhat Satisfied	0	0%
	Neither Satisfied/Unsatisfied	0	0%
	Somewhat Unsatisfied	1	10%
	Very Unsatisfied	1	10%
TOTAL		10	
2. How would you rate the quality of the Chore service you received? (Check the one that best applies)	Excellent	5	50%
	Good	3	30%
	Fair	1	10%
	Poor	1	10%
	Left blank	0	0%
TOTAL		10	

PLEASE EXPLAIN WHY YOU RATED THAT QUALITY:

EXCELLENT

Feeling clean in an environment with blinds and windows clean is a good feeling. It helps keep me going.

GOOD

Noticed several things after they left, nothing really big.

FAIR

Broke my collectibles while dusting and I was never informed.

POOR

Half did the work.

	# of Yes	% Yes	# of No	% No	# Blank	% Blank
3. Did the workers complete all the tasks that were assigned on the Chore Work Order?	8	80%	2	20%	0	0%
4. Do you know what to do if you have a complaint or a problem?	8	80%	2	20%	0	0%
5. Do you know how to get in contact with the Agency providing the Chore service?	7	70%	3	30%	0	0%
6. Was all of the staff courteous and respectful towards you?	10	100%	0	0%	0	0%

7. Do you have any additional comments or suggestions for improvement that you would like to add about the service you receive or the agency providing it?

The office staff is great and the people that they send are great. Thank you very much.

I, Bobbie Perry, was very pleased with the work they did for me, and as an old person, you all is what we need.

They were the best and they really did a great job.

I was very satisfied and helps me very much.

Don't send them back.

They accidentally broke a bracket on my blinds, they called and the repair man was here within the hour. He is great I think his name was Steve. I just wish it was more often than 2/x yearly.

I really appreciate the 'deep cleaning' service. I want to live in my independent Living Apartment as long as possible. I have no family to depend on.

Table 5: Results by Provider and Service Offered (Homemaker Service)

51063 CARES, Inc.

11 Responses

Survey Questions		# of	% of
1. How satisfied are you with the Homemaker services you receive? (Check the one that best applies)	Very Satisfied	8	73%
	Somewhat Satisfied	1	9%
	Neither Satisfied/Unsatisfied	0	0%
	Somewhat Unsatisfied	1	9%
	Very Unsatisfied	0	0%
	Left Blank	1	9%

TOTAL 11

2. How would you rate the quality of the Homemaker services you receive? (Check the one that best applies)	Excellent	7	64%
	Good	3	27%
	Fair	0	0%
	Poor	0	0%
	Left blank	1	9%

TOTAL 11

PLEASE EXPLAIN WHY YOU RATED THAT QUALITY:

EXCELLENT

She does everything I need done.
 The homemakers are always kind and very helpful. God bless them!
 She knows exactly what to do. However this gal no longer comes to my home.
 Excellent with Betty Jean, Somewhat dissatisfied with Nancy. Nancy was causing problems for me.

GOOD

If my Homemaker is unable to come on my day if she is sick or whatever, they can't send any body for that day?
 She misses things sometimes.

	# of Yes	% Yes	# of No	% No	# Blank	% Blank
3. Does the Homemaker complete the work identified in your Service Plan?	10	91%	1	9%	0	0%
4. Does the Homemaker stay for the complete allocated time?	11	100%	0	0%	0	0%
5. Do you know what to do if you have a complaint or a problem?	9	82%	2	18%	0	0%
6. Do you know how to get in contact with your Case Manager/Homemaker Supervisor?	9	82%	2	18%	0	0%
7. Is the Homemaker staff courteous and respectful towards you?	11	100%	0	0%	0	0%

8. Do you have any additional comments or suggestions for improvement that you would like to add about the service you receive or the agency providing it?

I like the Homemaker I have and I want to keep her.
 I have been treated very well and I appreciate their respectfulness to me. They are a real help to me.

 I hope there will be a replacement with someone who is half as good. So far I don't this gal will replace her.
 The problem is a long story, I am not able to get into it now.
 Dorothy is the best Homemaker I have had.
 Very satisfied with my Homemaker.
 She is a good person but sometimes just skims over things and not really cleans.

Table 6: Results by Provider and Service Offered (Homemaker Service)

51067 GCJFCS

20 Responses

Survey Questions		# of	% of
1. How satisfied are you with the Homemaker services you receive? (Check the one that best applies)	Very Satisfied	16	80%
	Somewhat Satisfied	3	15%
	Neither Satisfied/Unsatisfied	0	0%
	Somewhat Unsatisfied	0	0%
	Very Unsatisfied	1	5%
	Left Blank	0	0%
TOTAL		20	
2. How would you rate the quality of the Homemaker services you receive? (Check the one that best applies)	Excellent	15	75%
	Good	2	10%
	Fair	2	10%
	Poor	1	5%
	Left blank	0	0%
	TOTAL		20

PLEASE EXPLAIN WHY YOU RATED THAT QUALITY:

EXCELLENT

The workers are very nice.
 She even thinks for me!
 She's wonderful with my mom. Thank you.
 She comes ready to get to specific set projects or work done, sometimes with different steps each week in overall help. She finishes work carefully.
 She is extremely competent, considerate, and capable.
 On time, finishes her work.
 Always does what is asked plus usual duties.
 She does every way that I would, she is great.
 She has a big heart and has been my angel!

GOOD

My Homemaker services time is short (only 2 hours per week).

FAIR

Leaves early, doesn't do all the work

POOR

She didn't want to be here.

	# of Yes	% Yes	# of No	% No	# Blank
3. Does the Homemaker complete the work identified in your Service Plan?	17	85%	3	15%	0
4. Does the Homemaker stay for the complete allocated time?	17	85%	3	15%	0
5. Do you know what to do if you have a complaint or a problem?	17	85%	3	15%	0
6. Do you know how to get in contact with your Case Manager/Homemaker Supervisor?	18	90%	2	10%	0
7. Is the Homemaker staff courteous and respectful towards you?	19	95%	1	5%	0

8. Do you have any additional comments or suggestions for improvement that you would like to add about the service you receive or the agency providing it?

The Homemaker Supervisor did not return my phone calls.
 I just wanted to ask you to increase my Homemaker services time for real necessities (4-5 hours min. per week).
 We are happy with the service, thank you.
 I am pleased with this service, thank you.
 We are very pleased, thanks.
 I don't know what I would do without the services. I am losing my eye site and now have lung cancer.
 My Homemaker is very courteous, listening, communicating well. She does her part assigned and advises me about best ways to get work on projects done with her being present or between visits.
 Danielle is awesome!
 I don't know how I would manage without her.
 Thank you for your service.
 I want to thank you for your kindness to me.
 Very pleasant and thorough.
 She has been with me eight years so she knows how and when to do things.
 Satisfied.
 Being that my health continues to be a problem at home, Linda Mae has it covered!

Based upon the data collected and specifically pertaining to statistics analyzed by provider, service, and county, it was determined that this information was useful for initiating individualized information sharing with each provider.

Utilization of Results

Results were observed and systematically analyzed. The final report, including all statistics and summaries will be shared with the OAA service providers within PSA5, which were surveyed. Additional and individual follow-up will be conducted:

1. Based upon trends observed that deal with positives and negatives with OAA service provider policy, each provider will receive individualized information offering assistance with performance deficiencies or accolades for exceptional service delivery.

Lessons learned:

- A. Based upon the amount of surveys completed and returned to our office, our response rate was 45%. In order to achieve a higher rate of return, the next satisfaction survey will possibly lessen the amount of questions asked per service and provider.
- B. The OAA Providers have a requirement to capture Client Satisfaction using a survey tool of their own. These surveys, depending on the Provider, are sent out one to three times per year. The low rate of surveys returned to the AAAPP might be due to the overwhelming request to complete Satisfaction surveys for the services they are receiving. Since the Older Americans Act requires gauging of client satisfaction, it will be difficult not to duplicate these efforts.
- C. Lastly, based on the low rate of surveys returned it is possible that the clients were not willing to answer information from a company they are unaware of (the AAAPP). In order to achieve a higher rate of return, efforts will continue to be made to make the connection to client between the AAAPP and the Service Providers.

Summary

During this survey, a best practice that did come from this venture is that the processes needed to generate random samples and the methodology in tabulating response results was accurate and efficient. In addition we learned that by limiting the amount of questions asked to clients provides a higher response rate while still capturing qualitative information.

Additionally, all OAA Service Providers are required to conduct their own Satisfaction Survey process. Data collected through these individual efforts are noted during the AAAPP Programmatic Monitoring appointment and reflect high amounts of satisfaction. By using similar questions as the OAA providers have for Chore and Homemaker services, we will be able compare and contrast future provider specific results more accurately. This information will be invaluable.

Conclusion

After evaluation of the responses presented and segregated by OAA Services and by the entire Planning and Service Area, the AAAPP can confidently state that clients receiving services either from Chore and/or Homemaker are satisfied with the services offered to them within their county of residence. Further, based upon the results, it is clear that these OAA Home and Community Based services are impacting the client's life in a meaningful and positive way.