



**Older Americans Act (OAA) Title III E
National Family Caregiver Support Program (NFCSP)
Customer Satisfaction Survey
October 2017**

Overview and Procedure:

It is the goal of the Area Agency on Aging of Pasco-Pinellas, Inc. (AAAPP) an Aging and Disability Resource Center (ADRC) to ascertain satisfaction from the clients and caregivers it assists. In 2017, the AAAPP did such for the Older Americans Act, Title III E National Family Caregiver Support Program (NFCSP).

On an annual basis, each Caregiver Specialist is required to ascertain client satisfaction from the caregivers they offer support to. Each Caregiver Specialist mails out a client satisfaction survey and a self-addressed envelope to each caregiver.

The sample of caregivers is derived from utilizing a CIRTS report illustrating each caregiver/client that received services in the previous month of the survey dissemination month. Some Caregivers/clients are excluded from this sample due to attrition within the program due to death or other factors whereas receiving a survey might be considered disrespectful. For 2017, the sample of caregivers to be surveyed equaled 80 and the number of surveys returned equaled 47 or a 59% rate of return.

The survey was developed to inquire about the specific caregiver/client dynamic living situation. Additionally, the survey covers aspects such the caregiver's ability to continue providing care, any issues with current service delivery or positive or negative comments regarding the caregiver specialist. Responses to each question and from all caregivers are tabulated and summarized within the data section of this report. For reference, a copy of the Survey is following:



**Title IIIE
National Family Caregiver Support Program
Customer Satisfaction Survey
October 2017**

Dear Caregiver,

You are receiving services funded by the Area Agency on Aging of Pasco-Pinellas (AAAPP) through a program that is designed to support caregivers of seniors. By answering the following questions you will help us to improve our program and to better understand the needs of caregivers. We really want your honest opinion, and your replies will be kept confidential and will NOT affect or change your services in any way. If you have any questions, please call Nicole Day (727-570-9696 x 251 in Pinellas) or Jody Ferguson Hensler (727-322-7660 in Pasco). Thank you very much for your help!

To help us quickly understand your thoughts, please respond by November 13th, 2017.

Please check the most appropriate response:

1. Are you satisfied with the help you receive from the Area Agency on Aging staff person (Nicole or Jody) who visits you at home.
 Yes No Not sure

2. Have you been satisfied with the services that you receive through this program?
 Yes No Not sure

3. If you were to seek help again, would you call our agency?
 Yes No Not sure

4. Would you recommend these services to a friend?
 Yes No Not sure

5. Do these services help the person receiving care to stay in the home?
 Yes No Not sure

6. Do these services help you maintain or improve your quality of life?
 Yes No Not sure

7. Overall, how would you rate the quality of the services you have received?
 Excellent Good Fair Poor
8. In your experience as a caregiver, what is the **ONE** most positive aspect of caregiving?
 Helping your care receiver live at home,.....
 Spending time with someone you care about,
 Feeling a sense of accomplishment,.....
 Satisfaction that care and attention are received,.....
 Being appreciated, or
 Fulfilling a duty?.....
 Other (*Specify:* _____).....
 None.....
 Don't know

9. In your experience as a caregiver, please tell how you feel about each of the following items.
 Check one answer for each question.

	Always or usually	Sometimes	Rarely or Never	Don't know
a. Caregiving creates a financial burden for you				
b. You do not have enough time for yourself				
c. You do not have enough time for family				
d. Caregiving conflicts with your social life				

10. Are there any comments or suggestions that you would like to make to help us improve our program?

Please return this form in the enclosed stamped envelope. If you would like follow-up on anything you offered, please let us know your name so we can contact you.

Signature (optional) _____ Date: _____

Summary:

The results of the survey reveal that within our seventh consecutive year of gauging satisfaction that 100% of the caregivers who responded are extremely satisfied with the services that they are receiving and with the services of both Caregiver Specialists. 100% of those responding reported that they would call the AAAPP again for help and 97.8% would recommend the Caregiver Program to their friends. When asked if these services help the person receiving care to stay at home, 93.6% replied that they did and 97.8% reported that the services helped the caregiver maintain or improve the quality of their life. 87.2% or 41 individuals rated the quality of the services they received as excellent, while 8.5% or 4 individuals rated their service quality as good. It is evident from individual comments that clients appreciate and depend on the services provided and the support that they receive from the Caregiver Specialists. An example of such is demonstrated through a variety of comments:

“The quality of care and assistance has been amazing! Answers to questions and guidance for services-life saving. We can’t thank your agency and caregivers contracted enough.”

“My mother’s worker, Nicole, helps me in a huge way with my mother’s needs. And I am happy with all services I receive through the Agency.”

In addition to asking about their satisfaction with the IIIE program, the survey also inquired about their caregiving experience. In response to the question regarding the one most positive aspect of being a caregiver, 34 caregivers (72.3%) replied that it was helping the care receiver live at home. Not surprisingly, approximately 10 or (21.2%) reported that caregiving always created a financial burden, 17 or (36.1%) responded it sometimes created a financial burden and the remaining 17 or (36.1%) said it rarely or never created a financial burden. When asked if the caregiver feels that they do not have enough time for themselves, 10 or (21.2%) said they always feel that that they do not have time for themselves, 25 or (53%) said that they sometimes feel that they do not have time, and only 8 or (17%) said that they rarely or never feel that way. Even with some respite being provided, over (50%) felt the stress due to a conflict with personal time with family or friends, related to caregiving.

Data

Total Number Surveys Mailed out: 80
Total Number of Surveys received: 47
Return rate: 59%

Results of the survey are following.

(Note: Comments indicate the name of the staff person who works with the person responding.)

Question 1:

Are you satisfied with the help you receive from the Area Agency on Aging staff person (Nicole or Jody) who visits you at home?

Yes responses = 47 (100%)

No responses = 0

Not sure = 0

Missing data = 0

Comments:

N/A

Question 2:

Have you been satisfied with the services that you receive through this program?

Yes responses = 47 (100%)

No responses = 0

Not sure = 0

Missing data = 0

Comments:

N/A

Question 3:

If you were to seek help again, would you call our agency?

Yes responses = 47 (100%)

No responses = 0

Not sure = 0

Missing data = 0

Comments:

N/A

Question 4:

Would you recommend these services to a friend?

Yes responses = 46 (97.8%)

No responses = 1 (2.1%)

Not sure = 0

Missing data = 0

Comments:

N/A

Question 5:

Do these services help the person receiving care to stay in the home?

Yes responses = 44 (93.6%)

No responses = 1 (2.1%)

Not sure = 2 (4.2%)

Missing data = 0

Comments:

N/A

Question 6:

Do these services help you maintain or improve your quality of life?

Yes responses = 46 (97.8%)

No responses = 1 (2.1%)

Not sure = 0

Missing data = 0

Comments:

N/A

Question 7:

Overall, how would you rate the quality of the services you have received?

Excellent = 41 (87.2%)

Good = 4 (8.5%)

Fair = 0

Poor = 0

Missing data = 2 (4.2%)

Comments:

N/A

Question 8:

In your experience as a caregiver, what is the **ONE most positive aspect** of caregiving?

Note: Some caregivers checked more than 1 category.

Helping your care receiver live at home = 34 (72.3%)
Spending time with someone you care about = 12 (25.5%)
Feeling a sense of accomplishment = 11 (23.4%)
Satisfaction that care and attention are received = 10 (21.2%)
Being appreciated = 8 (17%)
Fulfilling a duty = 10 (21.2%)
Other = 1 (2.1%)
None = 0
Don't know = 0
Missing Data = 1 (2.1%)

Comments:

Jody- I don't have to worry about client when I have to be gone

Question 9:

In your experience as a caregiver, please tell how you feel about each of the following items.

Check one answer for each question.

a. Caregiving creates a financial burden for you

Always/Usually = 10

Sometimes = 17

Rarely or Never = 17

Don't Know = 2

Missing data = 1

Comments:

Jody - Always

Jody - Yes

b. You do not have enough time for yourself

Always/Usually = 10

Sometimes = 25

Rarely or Never = 8

Don't Know = 2

Missing data = 2

Comments:

Jody - Yes

c. You do not have enough time for family

Always/Usually = 8
Sometimes = 20
Rarely or Never = 12
Don't Know = 3
Missing data = 4

Comments:

Jody- None available

d. Caregiving conflicts with your social life

Always/Usually = 12
Sometimes = 21
Rarely or Never = 12
Don't Know = 0
Missing data = 2

Comments:

N/A

10. Comments/ Suggestions

Jody is an amazing case worker

Jody- This is really a nice program and I feel lucky to be helped by it.

Jody- Not as I can think of. Jody is such a wonderful + caring person. She's always so helpful + thoughtful. She always works to help any way she can.

Jody-None

Jody-The quality of care and assistance has been amazing! Answers to questions and guidance for services-life saving. We can't thank your agency and caregivers contracted enough.

Jody- More hours for Respite care.

Jody is compassionate, caring, a great listener, so understanding and has been a tremendous help. We feel truly blessed with the Agency and very appreciative of all the assistance received.

Jody- Yes help client get a ramp so he don't fall coming out the door.

Jody- As a caregiver with health problems of my own at times I do not want to go out due to pain. Grace is always willing to shop for me + has become familiar with the brands I use + size of item.

Jody-More time (hours) for the caretaker. 4 hrs. a week for a 24/7 JOB is very hard.

Jody-Thanks for the help Thank you

Nicole- I used to get six hours per week for aide and was cut to four. I could use six again if possible.

Nicole- I appreciate the phone call from Nicole during Hurricane Irma to check on us. This program definitely lessens the burden of everyday care.

Nicole- Nicole Day is wonderful and very helpful. She is prompt to return calls and order supplies as needed. Thank you, Nicole!

Nicole-The help of the agency is appreciated.

Nicole- You have been very good to us thanks to Nicole Day. Thank you so much.

Nicole- I am so grateful for the help this program provides our family. Mom gets to attend the service center 3 days per week which affords me the opportunity to do things I would not be able to do with her in the home.

Nicole- It is perfect.

Nicole- Everyone has been amazing to the people that are sick and staying in their own home. Thanks for all that you do.

Nicole- Some health agencies hire help that is not trained. AAAPP should specify guidelines.

Nicole- Very pleased with the program.

Nicole- Better communication when a change has occurred such as approval for more time. Please send an email when a change has occurred. Pamela Footman

Nicole- My mother's worker, Nicole, helps me in a huge way with my mother's needs. And I am happy with all services I receive through the Agency.

Conclusion:

There are a multitude of surveys that the AAAPP is aware of and that are sent to Caregivers to gauge their satisfaction with services, or aspects of life, and/or needs. The AAAPP OAA Title III E Caregiver Satisfaction Survey is careful to not duplicate those surveys in order to decrease any unnecessary burdens on the caregiver. Questions are generally designed to help the AAAPP understand how services are going as well as be a tool to improve on any deficiencies.

During the tabulation of the responses and the writing of this report, it is clear that caregivers give the AAAPP's OAA Title III E program as well as the two Caregiver Specialists serving them, high accolades. For this we are proud. Any remarks that illustrated dissatisfaction were more relative to limited hours regarding respite services, which is indicative of the budgeting process. The AAAPP can and will do its' part to advocate for increased funding as this is most likely a trend nationwide. The opportunity to help clarify any comments was not easy due to the anonymity of the survey process. Participants were notified that if they wished for a response to please signify who they were. That did not always occur. Lastly, our return rate was 1/2% lower this year versus last year. The program will continually strive to secure a higher return rate during our 8th consecutive satisfaction survey process.