



Client Satisfaction/Program Evaluation Report for CCE, HCE, and ADI

Area Agency on Aging of Pasco-Pinellas, Inc.

Fiscal Year 2023 - 2024

Per the Area Agency on Aging of Pasco-Pinellas, Inc.'s Client Satisfaction/Program Evaluation

Procedure, surveys were mailed to a random sample of 240 active clients in the CCE, HCE, ADI programs.

The Case Management survey and cover letter mailed in October 2023, resulted in an overall response rate of 42%. The response rate of satisfaction surveys in the 2022-2023 fiscal year was 37%.

Eligible clients who could be randomly selected were those who were active as of October 11, 2023, in at least one of the general revenue programs: CCE, HCE, or ADI. Clients active in CCE could not be a new APS high-risk referral within the last three months. Clients were randomly selected using a random number generator in Excel. Surveys were mailed with a pre-addressed and pre-stamped return envelope.

Results of the surveys were analyzed by funding source, provider, and overall combined results for all providers and funding sources. Results to each question by funding source and provider can be found in the Appendix. Table 1A, below, outlines the overall combined provider and funding source results to each question for all returned surveys in 2023 and 2022, respectively.

Table 1A: Results for all Case Managed Programs - 2023							
AI							
I	97						
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank	
1 Do you know who your case manager is?	84	87%	12	12%	1	1%	
2 Are you satisfied with your case manager?	83	86%	3	3%	11	11%	
3 Does your case manager follow-up with your needs?	82	85%	4	4%	11	11%	
4 Does your case manager return your calls promptly?	81	84%	3	3%	13	13%	
5 Is your case manager courteous and respectful?	86	89%	1	1%	10	10%	
6 Do you know who to call if you have a complaint or problem?	79	81%	16	16%	2	2%	
7 Are the services you are receiving meeting your needs?	86	89%	5	5%	6	6%	
8 Were you able to help decide what services you receive?	88	91%	3	3%	6	6%	
9 Are you satisfied with the vendors providing your in home services?	82	85%	4	4%	11	11%	
10 Do you have any recommendations for improving services?	22	23%	63	65%	12	12%	

Table 1A: Results for all Case Managed Programs - 2022

Survey Questions		# of Yes	% Yes	# of No	% No	# Blank	% Blank
1	Do you know who your case manager is?	68	80%	14	16%	3	4%
2	Are you satisfied with your case manager?	67	79%	9	11%	9	11%
3	Does your case manager follow-up with your needs?	60	71%	16	19%	9	11%
4	Does your case manager return your calls promptly?	57	67%	16	19%	12	14%
5	Is your case manager courteous and respectful?	75	88%	2	2%	8	9%
6	Do you know who to call if you have a complaint or problem?	66	78%	19	22%	0	0%
7	Are the services you are receiving meeting your needs?	69	81%	13	15%	3	4%
8	Were you able to help decide what services you receive?	70	82%	9	11%	6	7%
9	Are you satisfied with the vendors providing your in home services?	62	73%	12	14%	11	13%
10	Do you have any recommendations for improving services?	18	21%	57	67%	9	11%

Overall satisfaction was analyzed utilizing survey questions 2-5 and 7-9. Questions 1, 6, and 10 were excluded, as they were not indicators of client satisfaction. The overall satisfaction results by provider are found in the Appendix. The results for overall satisfaction for all combined providers in 2023 and 2022 can be seen in Table 2A.

Table 2A: Overall Satisfaction for All Providers in PSA 5 - 2023

Overall Satisfaction Questions	Yes
2 Are you satisfied with your case manager?	86%
3 Does your case manager follow-up with your needs?	85%
4 Does your case manager return your calls promptly?	84%
5 Is your case manager courteous and respectful?	89%
7 Are the services you are receiving meeting your needs?	89%
8 Were you able to help decide what services you receive?	91%
9 Are you satisfied with the vendors providing your in home services?	85%
Overall Client Satisfaction	86.60%

Table 2A: Overall Satisfaction for All Providers in PSA 5 - 2022

Based on Questions- 2, 3, 4, 5, 7, 8, 9	
*Responses of Yes indicate Satisfaction	
Overall Satisfaction Questions	Yes
2 Are you satisfied with your case manager?	79%
3 Does your case manager follow-up with your needs?	71%
4 Does your case manager return your calls promptly?	67%
5 Is your case manager courteous and respectful?	88%
7 Are the services you are receiving meeting your needs?	81%
8 Were you able to help decide what services you receive?	82%
9 Are you satisfied with the vendors providing your in home services?	73%
Overall Client Satisfaction	
77.31%	

The overall satisfaction rate for all providers, based on the average of included questions with answers of “yes”, resulted in 86.60% satisfaction in 2023 versus 77.31% satisfaction in 2022. Per Lead Agency, Gulf Coast Jewish Family and Community Services (GCJFCS) had an overall client satisfaction of 92.57% in 2023. In 2022, GCJFCS had an overall client satisfaction of 89.22%. The new Lead Agency in Pasco County, Pasco County Seniors Services, began providing case management activities on September 1, 2023. Despite only being the Lead Agency for a little over a month when the survey was initiated, the Lead Agency garnered an 80.24% satisfaction rate in 2023. In 2022, the previous Lead Agency satisfaction rate was 57.59% in 2022.

The final component analyzed was overall program evaluation. Overall program evaluation utilized questions 1-9 from the survey. Question 10 was excluded because it is a question requesting recommendations for improving services, and frequently left blank or answered as “no”. The results of the overall program evaluation by provider can be seen in the Appendix. The analysis of program evaluation for all providers combined in 2023 and in 2022 is found in Table 3A below.

Table 3A: Overall Program Evaluation for All Providers in PSA 5 - 2023		
Based on Questions 1-9		
*Responses of Yes indicate compliance with programmatic requirements.		
Overall Program Questions		Yes
1	Do you know who your case manager is?	87%
2	Are you satisfied with your case manager?	86%
3	Does your case manager follow-up with your needs?	85%
4	Does your case manager return your calls promptly?	84%
5	Is your case manager courteous and respectful?	89%
6	Do you know who to call if you have a complaint or problem?	81%
7	Are the services you are receiving meeting your needs?	89%
8	Were you able to help decide what services you receive?	91%
9	Are you satisfied with the vendors providing your in home services?	85%
Overall Program Evaluation		86.03%

Table 3A: Overall Program Evaluation for All Providers in PSA 5 - 2022		
Based on Questions 1-9		
*Responses of Yes indicate compliance with programmatic requirements.		
Overall Program Questions		Yes
1	Do you know who your case manager is?	80%
2	Are you satisfied with your case manager?	79%
3	Does your case manager follow-up with your needs?	71%
4	Does your case manager return your calls promptly?	67%
5	Is your case manager courteous and respectful?	88%
6	Do you know who to call if you have a complaint or problem?	78%
7	Are the services you are receiving meeting your needs?	81%
8	Were you able to help decide what services you receive?	82%
9	Are you satisfied with the vendors providing your in home services?	73%
Overall Program Evaluation		77.65%

The overall program evaluation rate, utilizing the average of included questions with the answers of “yes”, for all providers in 2023 resulted in 86.03% compliance versus 77.65% compliance in 2022. GCJFCS demonstrates an increase in overall program evaluation with an average rating of 92.22% as compared to 89.52% in 2022. The new Lead Agency in Pasco County, Pasco County Senior Services, demonstrates

improving rates of overall program evaluation of 79.43%. The previous Lead Agency in Pasco demonstrated an overall program evaluation rate of 57.99% in 2021. It is important to note that Pasco County Senior Services only became the awarded Lead Agency on September 1, 2023.

All areas of the overall program evaluation increased in 2023 compared to data from 2022. The areas with the highest difference in overall satisfaction from 2023 to 2022 included evaluating if the case manager followed up with client's needs promptly, does the case manager return phone calls promptly, and if the client was satisfied with the vendors providing in-home services.

In May 2023, the procured Lead Agency for Pasco County provided notice that they would be withdrawing their application for CCE, ADI, and HCE case management services. An emergency Request for Procurement process was immediately initiated. Due to the safety concerns this presented to seniors in Pasco County, the procured Lead Agency in Pinellas county, Gulf Coast Jewish Family and Community Services, Inc. agreed to enter into a limited two-month contract to continue case management services to seniors in Pasco under CCE, ADI, and HCE. Gulf Coast Jewish Family and Community Services hired existing case managers, case aides, and support staff from July 1, 2023 – August 31, 2023 to ensure limited interruption to client services. Most, if not all clients, were able to keep their same case manager. Following the completed emergency procurement, Pasco County Senior Services was named the awardee for the designation of CCE Lead Agency for Pasco County. Pasco County began services on September 1, 2024. Both Lead Agencies are commended for providing partnership and support to not only staff that transitioned between agencies but to the clients to ensure continued services. The increases in each factor of the overall program evaluation is a testament to the hard work, dedication, and support both Lead Agencies provide to their clients in these state-funded programs.

To address the factors leading to client satisfaction and the areas identified for improvement, reports detailing the results of the surveys are provided to each lead agency. The reports identify overall satisfaction, overall program evaluation, and the areas for improvement. The combined programmatic result for all providers is included in the report to allow a method of comparison among providers. Additionally, surveys returned with identifying information requiring follow-up were forwarded to the respective lead agency to address as received. These instances were entered on the AAAPP 2023 complaint log for tracking and follow-up purposes.

Combined survey results will also be reviewed during the Annual Case Management training occurring in December 2023. The training will also address any trending issues noted in the returned surveys. All case managers will be reminded of the continuation of providing appropriate case management follow-up, addressing changing case managers and keeping clients aware of these changes, and an update on enrolling new service vendors. Technical assistance and monitoring by the AAAPP will continue to be provided to all providers and Lead Agencies.

It is vital to note that several returned surveys contained thanks and praise of case management staff and addressed the ability of these programs to assist clients in remaining in their homes safely. Both lead agencies continued to serve clients referred as APS high-risk cases and provided crisis resolving services within the mandated 72-hour period.

Since the first surveys were sent in 2008, the case management survey results and program evaluation process has continued to show the efficacy of the case managed programs. With increased awareness regarding factors influencing client satisfaction and by addressing the identified areas of concern, improvement in overall satisfaction is expected. Continuing this program evaluation on an annual basis will continue to assist the AAAPP in improving the quality and access of services to ensure

clients are receiving the care necessary to increase all clients' autonomy, dignity, and safety and to reduce the risk of nursing home placement.

Appendix

All Provider- Combined Results by Funding 2023							
HC E		17					
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank	
1 Do you know who your case manager is?	16	94%	1	6%	0	0%	
2 Are you satisfied with your case manager?	17	100%	0	0%	0	0%	
3 Does your case manager follow-up with your needs?	17	100%	0	0%	0	0%	
4 Does your case manager return your calls promptly?	17	100%	0	0%	0	0%	
5 Is your case manager courteous and respectful?	17	100%	0	0%	0	0%	
6 Do you know who to call if you have a complaint or problem?	16	94%	1	6%	0	0%	
7 Are the services you are receiving meeting your needs?	17	100%	0	0%	0	0%	
8 Were you able to help decide what services you receive?	17	100%	0	0%	0	0%	
9 Are you satisfied with the vendors providing your in home services?	16	94%	0	0%	1	6%	
10 Do you have any recommendations for improving services?	4	24%	13	76%	0	0%	
ADI		16					
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank	
1 Do you know who your case manager is?	14	88%	2	13%	0	0%	
2 Are you satisfied with your case manager?	14	88%	1	6%	1	6%	
3 Does your case manager follow-up with your needs?	15	94%	1	6%	0	0%	
4 Does your case manager return your calls promptly?	14	88%	1	6%	1	6%	
5 Is your case manager courteous and respectful?	14	88%	1	6%	1	6%	
6 Do you know who to call if you have a complaint or problem?	14	88%	2	13%	0	0%	
7 Are the services you are receiving meeting your needs?	14	88%	0	0%	2	13%	
8 Were you able to help decide what services you receive?	15	94%	1	6%	0	0%	
9 Are you satisfied with the vendors providing your in home services?	14	88%	1	6%	1	6%	
10 Do you have any recommendations for improving services?	2	13%	12	75%	2	13%	
CC E		64					
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank	
1 Do you know who your case manager is?	54	84%	9	14%	1	2%	
2 Are you satisfied with your case manager?	52	81%	2	3%	10	16%	
3 Does your case manager follow-up with your needs?	50	78%	3	5%	11	17%	
4 Does your case manager return your calls promptly?	50	78%	2	3%	12	19%	
5 Is your case manager courteous and respectful?	55	86%	0	0%	9	14%	
6 Do you know who to call if you have a complaint or problem?	49	77%	13	20%	2	3%	

7	Are the services you are receiving meeting your needs?	55	86%	5	8%	4	6%
8	Were you able to help decide what services you receive? Are you satisfied with the vendors providing your in home	56	88%	2	3%	6	9%
9	services?	52	81%	3	5%	9	14%
10	Do you have any recommendations for improving services?	16	25%	38	59%	10	16%

Results by Provider Fall 2023							
G		50					
C		50					
Survey Questions		# of Yes	% Yes	# of No	% No	# Blank	% Blank
1	Do you know who your case manager is?	46	92%	4	8%	0	0%
2	Are you satisfied with your case manager?	47	94%	0	0%	3	6%
3	Does your case manager follow-up with your needs?	47	94%	1	2%	2	4%
4	Does your case manager return your calls promptly?	46	92%	0	0%	4	8%
5	Is your case manager courteous and respectful?	47	94%	0	0%	3	6%
6	Do you know who to call if you have a complaint or problem?	45	90%	4	8%	1	2%
7	Are the services you are receiving meeting your needs?	46	92%	1	2%	3	6%
8	Were you able to help decide what services you receive? Are you satisfied with the vendors providing your in home	47	94%	1	2%	2	4%
9	services?	44	88%	1	2%	5	10%
10	Do you have any recommendations for improving services?	11	22%	35	70%	4	8%
Pasco County		47					
SS		47					
Survey Questions		# of Yes	% Yes	# of No	% No	# Blank	% Blank
1	Do you know who your case manager is?	38	81%	8	17%	1	2%
2	Are you satisfied with your case manager?	36	77%	3	6%	8	17%
3	Does your case manager follow-up with your needs?	35	74%	3	6%	9	19%
4	Does your case manager return your calls promptly?	35	74%	3	6%	9	19%
5	Is your case manager courteous and respectful?	39	83%	1	2%	7	15%
6	Do you know who to call if you have a complaint or problem?	34	72%	12	26%	1	2%
7	Are the services you are receiving meeting your needs?	40	85%	4	9%	3	6%
8	Were you able to help decide what services you receive? Are you satisfied with the vendors providing your in home	41	87%	2	4%	4	9%
9	services?	38	81%	3	6%	6	13%
10	Do you have any recommendations for improving services?	11	23%	28	60%	8	17%

Overall Satisfaction by Provider - 2023				
<i>*Omits questions 1, 6, 10</i>				
GC		50		
	Overall Satisfaction Questions		Yes	%
2	Are you satisfied with your case manager?		47	94%
3	Does your case manager follow-up with your needs?		47	94%
4	Does your case manager return your calls promptly?		46	92%
5	Is your case manager courteous and respectful?		47	94%
7	Are the services you are receiving meeting your needs?		46	92%
8	Were you able to help decide what services you receive?		47	94%
9	Are you satisfied with the vendors providing your in home services?		44	88%
			Overall Client Satisfaction 92.57%	
<i>*Omits questions 1, 6, 10</i>				
Pasco County SS		47		
	Overall Satisfaction Questions		Yes	%
2	Are you satisfied with your case manager?		36	77%
3	Does your case manager follow-up with your needs?		35	74%
4	Does your case manager return your calls promptly?		35	74%
5	Is your case manager courteous and respectful?		39	83%
7	Are the services you are receiving meeting your needs?		40	85%
8	Were you able to help decide what services you receive?		41	87%
9	Are you satisfied with the vendors providing your in home services?		38	81%
			Overall Client Satisfaction 80.24%	

Program Evaluation By Provider - 2023

**Omits question 10*

GC

50

	Overall Evaluation Questions			Yes	%
1	Do you know who your case manager is?			46	92%
2	Are you satisfied with your case manager?			47	94%
3	Does your case manager follow-up with your needs?			47	94%
4	Does your case manager return your calls promptly?			46	92%
5	Is your case manager courteous and respectful?			47	94%
6	Do you know who to call if you have a complaint or problem?			45	90%
7	Are the services you are receiving meeting your needs?			46	92%
8	Were you able to help decide what services you receive?			47	94%
9	Are you satisfied with the vendors providing your in home services?			44	88%

Overall Program Evaluation 92.22%

**Omits question 10*

Pasco County SS

47

	Overall Evaluation Questions			Yes	%
1	Do you know who your case manager is?			38	81%
2	Are you satisfied with your case manager?			36	77%
3	Does your case manager follow-up with your needs?			35	74%
4	Does your case manager return your calls promptly?			35	74%
5	Is your case manager courteous and respectful?			39	83%
6	Do you know who to call if you have a complaint or problem?			34	72%
7	Are the services you are receiving meeting your needs?			40	85%
8	Were you able to help decide what services you receive?			41	87%
9	Are you satisfied with the vendors providing your in home services?			38	81%

Overall Program Evaluation 79.43%