



**Older Americans Act (OAA) Title IIIE
National Family Caregiver Support Program (NFCSP)
Customer Satisfaction Survey
October 2023**

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 CY2023 and for many years prior, the AAAPP has done such for the Older Americans Act, Title IIIE 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 an E-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 CY2023, the sample of caregivers to be surveyed equaled 100 and the number of surveys returned equaled 70 or a 70% 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 III E
National Family Caregiver Support Program
Customer Satisfaction Survey
October 2023

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 Ext. 251 in Pinellas) or Jody Ferguson-Hensler (727-570-9696 Ext 221 in Pasco) or Elizabeth Deland (727-570-9696 Ext 167). Thank you very much for your help!

To help us quickly understand your thoughts, please respond by November 15, 2023.

Please circle the most appropriate response:

1. Are you satisfied with the help you receive from the Area Agency on Aging staff person (Jody, Nicole, Elizabeth) 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.....

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

Circle one answer for each question.

9. Caregiving creates a financial burden for you?
Always or Usually Sometimes Rarely or Never Don't Know
10. You do not have enough time for yourself?
Always or Usually Sometimes Rarely or Never Don't Know
11. You do not have enough time for family?
Always or Usually Sometimes Rarely or Never Don't Know
12. Caregiving conflicts with your social life?
Always or Usually Sometimes Rarely or Never Don't Know
13. 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 any feedback you offered, please let us know your name so we can contact you to resolve.

Signature (optional) _____ Date: _____

Summary:

The results of the survey reveal that within our thirteenth consecutive year of gauging satisfaction that 100% of the caregivers who responded are satisfied with the services that they are receiving and 100% with the services of any of the Caregiver Specialists. 100% of those responding reported that they would call the AAAPP again for help and 100% would recommend the Caregiver Program to their friends. When asked if these services help the person receiving care to stay at home, 97.1% felt that was accurate and 98.5% reported that the services helped the caregiver maintain or improve the quality of their life. 97.1% or 68 individuals rated the quality of the services they received as excellent, while 1.4% or 1 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 program is wonderful! Jody always checks on us each month to see if mom needs anything plus after storms. I am so thankful to have Jody’s help.”

“Nicole goes out of her way for my mom and I. We could not ask for a better case worker.”

“I am (we are) totally impressed with the program, every aspect. Elizabeth is fantastic and we both love her.”

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, 52 caregivers (74.2%) replied that it was helping the care receiver live at home. Not surprisingly, approximately 8 or (11.4%) reported that caregiving always created a financial burden, 41 or (58.5%) responded it sometimes created a financial burden and the remaining 21 or (30%) said it rarely or never created a financial burden. Further, when asked if the caregiver feels that they do not have enough time for themselves, 10 or (14.2%) said they always feel that they do not have time for themselves, 35 or (50%) said that they sometimes feel that they do not have time, and 24 or (34.2%) said that they rarely or never feel that way. Even with some respite being provided, over half of the participant caregivers felt there were conflicts with personal time and socially being with family or friends.

Data

Total Number Surveys Mailed out: 100

Total Number of Surveys received: 70

Return rate: 70%

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, Jody, Elizabeth) who visits you at home?

Yes responses = 70 (100%)

No responses = 0

Not sure = 0

Missing data = 0

Comments:

*Jody- *(star symbol)*

Jody- Very

Jody- Very (smiley face)

Jody- Very helpful

Question 2:

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

Yes responses = 69 (98.5%)

No responses = 0

Not sure = 1 (1.4%)

Missing data = 0

Comments:

N/A

Question 3:

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

Yes responses = 70 (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 = 70 (100%)

No responses = 0

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 = 68 (97.1%)

No responses = 0

Not sure = 2 (2.8%)

Missing data = 0

Comments:

N/A

Question 6:

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

Yes responses = 69 (98.5%)

No responses = 0

Not sure = 1 (1.4%)

Missing data = 0

Comments:

N/A

Question 7:

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

Excellent = 68 (97.1%)

Good = 1 (1.4%)

Fair = 1 (1.4%)

Poor = 0

Missing data = 1 (1.4%)

Comments:

Elizabeth - "Elizabeth was AMAZING! She took time, followed up, and cared."

*Jody - *(star symbol)*

Jody - ++

Jody - Very

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 = 52 (74.2%)
Spending time with someone you care about = 24 (34.2%)
Feeling a sense of accomplishment = 12 (17.1%)
Satisfaction that care and attention are received = 10 (14.2%)
Being appreciated = 6 (8.5%)
Fulfilling a duty = 5 (7.1%)
Other = 2 (2.8%)
None = 1 (1.4%)
Don't know = 0
Missing Data = 0

Comments:

Elizabeth - "All of the above"

Elizabeth - "Services have helped during that time" "Client has been transferred to ALF"

Nicole - Tough one to answer.

Jody - Keeping my mom alive and having her feel loved.

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

Check one answer for each question.

Question 9 - Caregiving creates a financial burden for you

Always/Usually = 8 (11.4%)
Sometimes = 41 (58.5%)
Rarely or Never = 20 (28.5%)
Don't Know = 1 (1.4%)
Missing data = 0

Comments:

N/A

Question 10 - You do not have enough time for yourself

Always/Usually = 6 (8.5%)
Sometimes = 44 (62.8%)
Rarely or Never = 19 (27.1%)
Don't Know = 0
Missing data = 1 (1.4%)

Comments:

N/A

Question 11 - You do not have enough time for family

Always/Usually = 4 (5.7%)
Sometimes = 35 (50%)
Rarely or Never = 29 (41.4%)
Don't Know = 1 (1.4%)
Missing data = 1 (1.4%)

Comments:

N/A

Question 12 - Caregiving conflicts with your social life

Always/Usually = 11 (15.7%)
Sometimes = 35 (50%)
Rarely or Never = 34.2 (25.3%)
Don't Know = 0
Missing data = 1 (1.4%)

Comments:

N/A

13. Caregiver Comments/ Suggestions

Elizabeth - So far everything is fine. I'm satisfied. Thank you.

Elizabeth - My mom is very happy with Elizabeth and how she cares for her needs. Thank you so much. God bless you all.

Elizabeth - I am (we are) totally impressed with the program, every aspect. Elizabeth is fantastic and we both love her.

Elizabeth - Client enjoyed her visit to the adult care center. It proved to be a great steppingstone and transition to the ALF. She reached that stage that she needed professional help, and I can no longer give her, thanks to all.

Nicole - Nicole is always quick to order supplies and call me back.

Nicole - Free transportation, variety of meat for food and protein and periodic light house cleaning.

Nicole - No, having Nicole Day as my coordinator, she was always on top of everything, and I really didn't think about improving anything.

Nicole - Everything has been great and very helpful.

Nicole - Saturday programs, your services are greatly appreciated. Nicole is awesome.

Nicole - Automate the monthly forms required. Provide forms online and either allow them to be submitted online, faxed, or emailed.

Nicole - Keep up the great work you have definitely changed our lives.

Nicole - We just love Nicole and how she checks on us.

Nicole - Love the program and Nicole. Keep up the good work.

Nicole - Nicole goes out of her way for my mom and I. We could not ask for a better case worker.

Nicole - Nicole is always great to talk to. She is kind and compassionate.

Nicole - Nicole Day is the best-case worker, she is very caring and compassionate. Her knowledge in this field is remarkable, without her we would be lost. Thank you.

Nicole - My Grandma and I have benefited from having Nicole. We get the supplies we need, and Nicole is always so sweet and kind to me when she calls. We love her!!

Nicole - I would like to write a response for my case worker. I would like to tell you about the outstanding service my grandmother has received from Mrs. Nicole Day. Her compassion and care is unmatched from day one. She has made caring for my grandmother so much easier. Thanks to the caregiver program. My family would like to say thank you, Nicole for all that you do.

Jody - You were always great! Thank you for the 4+ years you helped me take care of client name. Loving you and all your compassion + help.

Jody - It's pretty awesome as is (smiley face)

Jody - Thank you for all the support and help we have received. It is truly appreciated. Jody is always helpful and supportive. Thank you, Jody.

Jody - We've been with the program for years and are very appreciative for all the help.

Jody - Having people that would come do outside caring of the house-cleaning, painting, fixing things we couldn't do ourselves now a days.

Jody - Jody is amazing & always has the answers.

Jody - So far all is well.

Jody - Any programs to help with getting Compensation to help bills.

Jody - The program is wonderful! Jody always checks on us each month to see if mom needs anything plus after storms. I am so thankful to have Jody's help.

Jody - You've been more helpful than I could have imagined. Thank you.

Jody - Just want to thank Jody!! Great Program!

Jody - Jody is so very caring and interested on both me and my husband. She is always available for help, is very kind and empathetic. A pleasure to have her as my case mgr.

Jody - I love your program no need to change anything.

Jody -Everything is excellent.

Jody - Thanks' you to all thanks-

Jody - As far as I know with me experience you all is very helpful to me and family.

Jody - Jody is awesome!

Jody - Could not ask for better service @ this time.

Jody - I need a break/vacation I wish somebody can stay with my mother when I go out of town with my husband.

Jody - No comment or suggestions. Person receiving care uses the care person as she wishes. She does not involve me or my opinions in this.

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, caregivers give the AAAPP's OAA Title III E program as well as the three Caregiver Specialists serving them, many accolades. For this we are continually proud.

Better than last calendar year, our return rate was 3% higher this year. While a response rate of 70% is great, the program will continually strive to secure a higher return rate during our 14th consecutive satisfaction survey process.