



**Older Americans Act (OAA) Title IIIE  
National Family Caregiver Support Program (NFCSP)  
Customer Satisfaction Survey  
September 2019**

**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 CY2019 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 a CIRT 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 CY2019, the sample of caregivers to be surveyed equaled 96 and the number of surveys returned equaled 73 or a 76% 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**  
**September 2019**

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 16<sup>th</sup>, 2018.

**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
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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 stated, please let us know your name so we can contact you.**

Signature (optional) \_\_\_\_\_ Date: \_\_\_\_\_

## **Summary:**

The results of the survey reveal that within our ninth 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 100% would recommend the Caregiver Program to their friends. When asked if these services help the person receiving care to stay at home, 95.8% felt that was accurate and 97.2% reported that the services helped the caregiver maintain or improve the quality of their life. 82.1% or 60 individuals rated the quality of the services they received as excellent, while 15% or 11 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:

***“AAA is without a doubt the most helpful thing that has happened to us over seven years of caregiving.”***

***“Thankfully with the help of the AAA I have been able to keep my Mom at home where she is comfortable. The assistance I receive is invaluable and greatly appreciated.”***

In addition to asking about their satisfaction with the IIE program, the survey also inquired about their caregiving experience. In response to the question regarding the one most positive aspect of being a caregiver, 56 caregivers (76.7%) replied that it was helping the care receiver live at home. Not surprisingly, approximately 8 or (10.9%) reported that caregiving always created a financial burden, 35 or (47.9%) responded it sometimes created a financial burden and the remaining 30 or (41%) 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, 18 or (24.6%) said they always feel that they do not have time for themselves, 43 or (58.9%) said that they sometimes feel that they do not have time, and only 10 or (13.6%) said that they rarely or never feel that way. Even with some respite being provided, approximately half of the participant caregivers felt there were conflicts with personal time and socially being with family or friends.

Of particular interest was how participants addressed question 8. When asked about their experience as a caregiver as a positive aspect, 7 or 9.5% addressed it as “Fulfilling a Duty” in CY2018. In CY2019, we observed a marked increase whereas, 48 or 65.7% of those participating caregivers saw their experience as “Fulfilling a Duty”. Quite a remarkable personalized perception.

## Data

**Total Number Surveys Mailed out: 96**

**Total Number of Surveys received: 73**

**Return rate: 76%**

**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 = 73 (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 = 72 (98.6%)

No responses = 1

Not sure = 0 (1.3%)

Missing data = 0

### **Comments:**

N/A

### **Question 3:**

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

Yes responses = 73 (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 = 73 (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 = 70 (95.8%)

No responses = 0

Not sure = 1 (1.3%)

Missing data = 2 (2.7%)

**Comments:**

N/A

**Question 6:**

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

Yes responses = 71 (97.2%)

No responses = 0

Not sure = 2 (2.7%)

Missing data = 0

**Comments:**

N/A

**Question 7:**

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

Excellent = 60 (82.1%)

Good = 11 (15%)

Fair = 1 (1.3%)

Poor = 0

Missing data = 1 (1.3%)

**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 = 56 (76.7%)  
Spending time with someone you care about = 16 (21.9%)  
Feeling a sense of accomplishment = 10 (13.6%)  
Satisfaction that care and attention are received = 20 (27.3%)  
Being appreciated = 8 (10.9%)  
Fulfilling a duty = 48 (65.7%)  
Other = 2 (2.7%)  
None = 1 (1.3%)  
Don't know = 0  
Missing Data = 1 (1.3%)

**Comments:**

1. *Taking care of my husband*

**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 = 9  
Sometimes = 36  
Rarely or Never = 25  
Don't Know = 3  
Missing data = 2

**Comments:**

N/A

**b. You do not have enough time for yourself**

Always/Usually = 19  
Sometimes = 43  
Rarely or Never = 10  
Don't Know = 0  
Missing data = 2

**Comments:**

N/A

**c. You do not have enough time for family**

Always/Usually = 17  
Sometimes = 29  
Rarely or Never = 23  
Don't Know = 3

Missing data = 3

**Comments:**

1. *No Family Local*
2. *Family does not live here*

**d. Caregiving conflicts with your social life**

Always/Usually = 17

Sometimes = 38

Rarely or Never = 16

Don't Know = 2

Missing data = 1

**Comments:**

N/A

## **10. Comments/ Suggestions**

Jody - Only if I could get more than the 8 hours a week I get now for respite.

Jody - Would like to have home visits available for lab personnel or MD or PT

Jody - Additional hours would be nice, but the program as it stands is wonderful. I really appreciate what you are doing for my wife and me. Thank you.

Jody - Area Agency on Aging helping me financial with some to the things I need for caregiving. I could not do what I am doing. Thank you all and "God Bless"

Jody - I am totally satisfied with the current services. Jody is always very helpful and a pleasure to deal with. I appreciate all she has helped us achieve.

Jody - Your program is doing a great job as far as I'm concerned.

Jody - Your program has been very Helpful. Helps to keep my husband home & at the senior center and out of a nursing home - Thank you

Jody - Not really. AAA is without a doubt the most helpful thing that has happened to us over seven years of caregiving.

Jody - Your program is wonderful. You help me so much to keep my mom at Home. I don't want to sound greedy but I need a plumber, an exterminator and I will need a new roof in the next year or so.

Jody - The help we have had for a few months now is the best and we have had since the beginning of your service to us.

Jody - I'm thrilled to have this service.

Jody - Services we've received have been most appreciated. Jody has been most helpful, suggesting services and products available thru the agency.

Jody - Jody Hensler has helped me in every way with my dealings with her.

Jody - We have recommended these services to others. Jody is the best! She really cares for us + watches out for us. We feel very blessed receiving help from AAAPP!

Nicole - Thankfully with the help of the AAA I have been able to keep my Mom at home where she is comfortable. The assistance I receive is invaluable and greatly appreciated.



Nicole - Volunteers to come visit old people.

Nicole - This is a very valuable help financially for us. We would not be able to afford those badly needed items. This help improves our quality of life.

Nicole - I believe the program does its best with the resources it manages.

Nicole - The program is excellent and a great benefit to our family.

Nicole - This program has helped me keep my sanity.

Nicole - Sandra (the aide) is the only one who has been dependable. Nicole is wonderful. I truly believe she cares for her client's.

Nicole - At present this program is working smoothly. Nicole always gave client the time and care necessary for him. The team receives a lot from me. Many thanks

Nicole - With how many hours that client receives sometime more than 8 hours a week is needed.

Nicole - Thank you so much for all you have done for our family.

Nicole - You guys are great.

Nicole - Saturday Day Care. I have been searching and cannot find one. Once a month would help allow for shopping, friends, movie, family outing, cleaning or doing a project at home.

Nicole - You guys are very good. Thank you so much for being there.

Nicole - Daycare should hire more staff to handle patients who need more care in order to prevent families from hiring home health care assistants.

Nicole - I feel you provide excellent services. The staff (Nicole) seems to be concerned and cares about the wellbeing of my mom and myself. I appreciate her very much. Thank you.

Nicole - Every little bit helps with whatever you share.

Nicole - Keep up the great work.

Nicole - Any chance supplies can be delivered and not have to sign for them. Nicole is wonderful, very attentive and specific to our needs.

Nicole - Everything is great and Nicole was very helpful. I am really grateful for the help I am receiving from this agency.

Nicole - People coming to home are often late or can't come at last minute. We try to be flexible to work things out. – *Issue resolved September*

Nicole - Please continue to provide with information regarding additional services we can take advantage of.

Nicole - Very happy with program. Nicole Day has been great in helping us. Wouldn't want anyone else.

### **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 continually proud. Any remarks that illustrated dissatisfaction were more relative to limited hours regarding respite services, which is indicative of the

budgeting process. The opportunity to help clarify any comments was not easy due to the anonymity of the survey process, although some comments were able to be followed up on as indicated in italics. 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 4% higher this year versus last year. While a response rate of 76% is great, the program will continually strive to secure a higher return rate during our 10<sup>th</sup> consecutive satisfaction survey process.