



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

Area Agency on Aging of Pasco-Pinellas, Inc.

Fiscal Year 2025-2026

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

Procedure, surveys were mailed to a random sample of 194 active clients in the CCE, HCE, ADI programs. The Case Management survey and cover letter mailed in October 2025, resulted in an overall response rate of 30%. The response rate of satisfaction surveys in the 2024-2025 fiscal year was 38%.

Eligible clients who could be randomly selected were those who were active as of October 17, 2025, 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 2025 and 2024, respectively.

Table 1A: Results for all Case Managed Programs - 2025						
All	59					
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank
1 Do you know who your case manager is?	57	97%	2	3%	0	0%
2 Are you satisfied with your case manager?	55	93%	4	7%	0	0%
3 Does your case manager follow-up with your needs?	55	93%	3	5%	1	2%
4 Does your case manager return your calls promptly?	54	92%	5	8%	0	0%
5 Is your case manager courteous and respectful?	56	95%	3	5%	0	0%
6 Do you know who to call if you have a complaint or problem?	55	93%	4	7%	0	0%
7 Are the services you are receiving meeting your needs?	53	90%	5	8%	1	2%
8 Were you able to help decide what services you receive?	50	85%	7	12%	2	3%
9 Are you satisfied with the vendors providing your in home services?	51	86%	3	5%	5	8%
10 Do you have any recommendations for improving services?	9	15%	45	76%	5	8%

Table 1A: Results for all Case Managed Programs - 2024						
All	90					
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank
1 Do you know who your case manager is?	82	91%	8	9%	0	0%
2 Are you satisfied with your case manager?	83	92%	6	7%	1	1%
3 Does your case manager follow-up with your needs?	81	90%	8	9%	1	1%
4 Does your case manager return your calls promptly?	78	87%	11	12%	1	1%
5 Is your case manager courteous and respectful?	86	96%	3	3%	1	1%
6 Do you know who to call if you have a complaint or problem?	77	86%	13	14%	0	0%
7 Are the services you are receiving meeting your needs?	75	83%	14	16%	1	1%
8 Were you able to help decide what services you receive?	79	88%	10	11%	1	1%
9 Are you satisfied with the vendors providing your in home services?	67	74%	16	18%	6	7%
10 Do you have any recommendations for improving services?	20	22%	61	68%	9	10%

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 2025 and 2024 can be seen in Table 2A.

Table 2A: Overall Satisfaction for All Providers in PSA 5 - 2025	
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?	93%
3 Does your case manager follow-up with your needs?	93%
4 Does your case manager return your calls promptly?	92%
5 Is your case manager courteous and respectful?	95%
7 Are the services you are receiving meeting your needs?	90%
8 Were you able to help decide what services you receive?	85%
9 Are you satisfied with the vendors providing your in home services?	86%
Overall Client Satisfaction	90.56%

Table 2A: Overall Satisfaction for All Providers in PSA 5 - 2024	
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?	92%
3 Does your case manager follow-up with your needs?	90%
4 Does your case manager return your calls promptly?	87%
5 Is your case manager courteous and respectful?	96%
7 Are the services you are receiving meeting your needs?	83%
8 Were you able to help decide what services you receive?	88%
9 Are you satisfied with the vendors providing your in home services?	74%
Overall Client Satisfaction 87.14%	

The overall satisfaction rate for all providers, based on the average of included questions with answers of “yes”, resulted in 90.56% satisfaction in 2025 versus 87.14% satisfaction in 2024. Per Lead Agency, Gulf Coast Jewish Family and Community Services (GCJFCS) had an overall client satisfaction of 95.71% in 2025. In 2024, GCJFCS had an overall client satisfaction of 91.29%. Pasco County Senior Services had an overall client satisfaction of 85.22% in 2025. In 2024, Pasco County Senior Services had an overall client satisfaction of 83.67%.

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 2025 and in 2024 is found in Table 3A below.

Table 3A: Overall Program Evaluation for All Providers in PSA 5 - 2025	
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?	97%
2 Are you satisfied with your case manager?	93%
3 Does your case manager follow-up with your needs?	93%
4 Does your case manager return your calls promptly?	92%
5 Is your case manager courteous and respectful?	95%
6 Do you know who to call if you have a complaint or problem?	93%
7 Are the services you are receiving meeting your needs?	90%
8 Were you able to help decide what services you receive?	85%
9 Are you satisfied with the vendors providing your in home services?	86%
Overall Program Evaluation	
	91.53%

Table 3A: Overall Program Evaluation for All Providers in PSA 5 - 2024	
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?	91%
2 Are you satisfied with your case manager?	92%
3 Does your case manager follow-up with your needs?	90%
4 Does your case manager return your calls promptly?	87%
5 Is your case manager courteous and respectful?	96%
6 Do you know who to call if you have a complaint or problem?	86%
7 Are the services you are receiving meeting your needs?	83%
8 Were you able to help decide what services you receive?	88%
9 Are you satisfied with the vendors providing your in home services?	74%
Overall Program Evaluation	
	87.41%

The overall program evaluation rate, utilizing the average of included questions with the answers of “yes”, for all providers in 2025 resulted in 91.53% compliance versus 87.41% compliance in 2024. GCJFCS demonstrates a 4.33% increase in overall program evaluation with an average rating of 95.93% as compared to 91.60% in 2024. Pasco County Senior Services, demonstrates an improved overall program evaluation score of 86.97% in 2025 compared to 83.90% in 2024.

All areas of the overall program evaluation increased in 2025 compared to data from 2024 except in the question of “Were you able to help decide what services you receive”. These results demonstrate

that additional surveys may be needed to address satisfaction and concerning trends with specific care plan adjustment needs of seniors. All other areas addressing case management and vendor services were equal to or higher in 2025 compared to 2024.

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 2025 complaint log for tracking and follow-up purposes.

Combined survey results will also be reviewed during the Annual Case Management training occurring in December 2025. 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 2025							
HCE		10					
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank	
1 Do you know who your case manager is?	10	100%	0	0%	0	0%	
2 Are you satisfied with your case manager?	10	100%	0	0%	0	0%	
3 Does your case manager follow-up with your needs?	10	100%	0	0%	0	0%	
4 Does your case manager return your calls promptly?	10	100%	0	0%	0	0%	
5 Is your case manager courteous and respectful?	10	100%	0	0%	0	0%	
6 Do you know who to call if you have a complaint or problem?	10	100%	0	0%	0	0%	
7 Are the services you are receiving meeting your needs?	10	100%	0	0%	0	0%	
8 Were you able to help decide what services you receive?	10	100%	0	0%	0	0%	
9 Are you satisfied with the vendors providing your in home services?	8	80%	0	0%	2	20%	
10 Do you have any recommendations for improving services?	3	30%	7	70%	0	0%	
ADI		17					
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank	
1 Do you know who your case manager is?	17	100%	0	0%	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?	16	94%	1	6%	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?	16	94%	0	0%	1	6%	
8 Were you able to help decide what services you receive?	14	82%	2	12%	1	6%	
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?	0	0%	15	88%	2	12%	
CCE		32					
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank	
1 Do you know who your case manager is?	30	94%	2	6%	0	0%	
2 Are you satisfied with your case manager?	28	88%	4	13%	0	0%	
3 Does your case manager follow-up with your needs?	28	88%	3	9%	1	3%	
4 Does your case manager return your calls promptly?	28	88%	4	13%	0	0%	
5 Is your case manager courteous and respectful?	29	91%	3	9%	0	0%	
6 Do you know who to call if you have a complaint or problem?	29	91%	3	9%	0	0%	
7 Are the services you are receiving meeting your needs?	27	84%	5	16%	0	0%	
8 Were you able to help decide what services you receive?	26	81%	5	16%	1	3%	
9 Are you satisfied with the vendors providing your in home services?	27	84%	3	9%	2	6%	
10 Do you have any recommendations for improving services?	6	19%	23	72%	3	9%	

Results by Provider Fall 2025

GC		30							
Survey Questions		# of Yes	% Yes	# of No	% No	# Blank	% Blank		
1	Do you know who your case manager is?	30	100%	0	0%	0	0%		
2	Are you satisfied with your case manager?	29	97%	1	3%	0	0%		
3	Does your case manager follow-up with your needs?	29	97%	1	3%	0	0%		
4	Does your case manager return your calls promptly?	29	97%	1	3%	0	0%		
5	Is your case manager courteous and respectful?	29	97%	1	3%	0	0%		
6	Do you know who to call if you have a complaint or problem?	28	93%	2	7%	0	0%		
7	Are the services you are receiving meeting your needs?	29	97%	0	0%	1	3%		
8	Were you able to help decide what services you receive?	28	93%	1	3%	1	3%		
9	Are you satisfied with the vendors providing your in home services?	28	93%	0	0%	2	7%		
10	Do you have any recommendations for improving services?	2	7%	26	87%	2	7%		
Pasco County SS		29							
Survey Questions		# of Yes	% Yes	# of No	% No	# Blank	% Blank		
1	Do you know who your case manager is?	27	93%	2	7%	0	0%		
2	Are you satisfied with your case manager?	26	90%	3	10%	0	0%		
3	Does your case manager follow-up with your needs?	26	90%	2	7%	1	3%		
4	Does your case manager return your calls promptly?	25	86%	4	14%	0	0%		
5	Is your case manager courteous and respectful?	27	93%	2	7%	0	0%		
6	Do you know who to call if you have a complaint or problem?	27	93%	2	7%	0	0%		
7	Are the services you are receiving meeting your needs?	24	83%	5	17%	0	0%		
8	Were you able to help decide what services you receive?	22	76%	6	21%	1	3%		
9	Are you satisfied with the vendors providing your in home services?	23	79%	3	10%	3	10%		
10	Do you have any recommendations for improving services?	7	24%	19	66%	3	10%		

Overall Satisfaction by Provider - 2025

**Omits questions 1, 6, 10*

GC

30

	Overall Satisfaction Questions	Yes	%
2	Are you satisfied with your case manager?	29	97%
3	Does your case manager follow-up with your needs?	29	97%
4	Does your case manager return your calls promptly?	29	97%
5	Is your case manager courteous and respectful?	29	97%
7	Are the services you are receiving meeting your needs?	29	97%
8	Were you able to help decide what services you receive?	28	93%
9	Are you satisfied with the vendors providing your in home services?	28	93%

Overall Client Satisfaction	95.71%
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**Omits questions 1, 6, 10*

Pasco County SS

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	Overall Satisfaction Questions	Yes	%
2	Are you satisfied with your case manager?	26	90%
3	Does your case manager follow-up with your needs?	26	90%
4	Does your case manager return your calls promptly?	25	86%
5	Is your case manager courteous and respectful?	27	93%
7	Are the services you are receiving meeting your needs?	24	83%
8	Were you able to help decide what services you receive?	22	76%
9	Are you satisfied with the vendors providing your in home services?	23	79%

Overall Client Satisfaction	85.22%
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Program Evaluation By Provider - 2025

**Omits question 10*

GC 30

Overall Evaluation Questions	Yes	%
1 Do you know who your case manager is?	30	100%
2 Are you satisfied with your case manager?	29	97%
3 Does your case manager follow-up with your needs?	29	97%
4 Does your case manager return your calls promptly?	29	97%
5 Is your case manager courteous and respectful?	29	97%
6 Do you know who to call if you have a complaint or problem?	28	93%
7 Are the services you are receiving meeting your needs?	29	97%
8 Were you able to help decide what services you receive?	28	93%
9 Are you satisfied with the vendors providing your in home services?	28	93%

Overall Program Evaluation 95.93%

**Omits question 10*

Pasco County SS 29

Overall Evaluation Questions	Yes	%
1 Do you know who your case manager is?	27	93%
2 Are you satisfied with your case manager?	26	90%
3 Does your case manager follow-up with your needs?	26	90%
4 Does your case manager return your calls promptly?	25	86%
5 Is your case manager courteous and respectful?	27	93%
6 Do you know who to call if you have a complaint or problem?	27	93%
7 Are the services you are receiving meeting your needs?	24	83%
8 Were you able to help decide what services you receive?	22	76%
9 Are you satisfied with the vendors providing your in home services?	23	79%

Overall Program Evaluation 86.97%