



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

Area Agency on Aging of Pasco-Pinellas, Inc.

Fiscal Year 2022 - 2023

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 September 2022, resulted in an overall response rate of 37%. The response rate of satisfaction surveys in the 2021-2022 fiscal year was 32%.

Eligible clients who could be randomly selected were those who were active as of August 26, 2022, 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 2022 and 2021, respectively.

Table 1A: Results for all Case Managed Programs - 2022							
All	85						
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%	

Table 1A: Results for all Case Managed Programs - 2021

All		65					
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank	
1 Do you know who your case manager is?	56	86%	7	11%	2	3%	
2 Are you satisfied with your case manager?	56	86%	7	11%	2	3%	
3 Does your case manager follow-up with your needs?	55	85%	7	11%	3	5%	
4 Does your case manager return your calls promptly?	54	83%	8	12%	3	5%	
5 Is your case manager courteous and respectful?	59	91%	2	3%	4	6%	
6 Do you know who to call if you have a complaint or problem?	47	72%	12	18%	6	9%	
7 Are the services you are receiving meeting your needs?	47	72%	11	17%	7	11%	
8 Were you able to help decide what services you receive?	53	82%	5	8%	7	11%	
9 Are you satisfied with the vendors providing your in home services?	42	65%	11	17%	12	18%	
10 Do you have any recommendations for improving services?	19	29%	35	54%	11	17%	

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 2022 and 2021 can be seen in Table 2A.

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%

Table 2A: Overall Satisfaction for All Providers in PSA 5 - 2021

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?	86%
3 Does your case manager follow-up with your needs?	85%
4 Does your case manager return your calls promptly?	83%
5 Is your case manager courteous and respectful?	91%
7 Are the services you are receiving meeting your needs?	72%
8 Were you able to help decide what services you receive?	82%
9 Are you satisfied with the vendors providing your in home services?	65%
Overall Client Satisfaction	
80.44%	

The overall satisfaction rate for all providers, based on the average of included questions with answers of “yes”, resulted in 77.31% satisfaction in 2022 versus 80.44% satisfaction in 2021. Per Lead Agency, Gulf Coast Jewish Family and Community Services (GCJFCS) had an overall client satisfaction of 89.22% in 2022. In 2021, GCJFCS had an overall client satisfaction of 81.63%. Community Aging and Retirement Services’ (CARES) overall satisfaction was 57.59% in 2022 and 78.26% in 2021.

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 2022 and in 2021 is found in Table 3A below.

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%	

Table 3A: Overall Program Evaluation for All Providers in PSA 5 - 2021	
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?	86%
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?	83%
5 Is your case manager courteous and respectful?	91%
6 Do you know who to call if you have a complaint or problem?	72%
7 Are the services you are receiving meeting your needs?	72%
8 Were you able to help decide what services you receive?	82%
9 Are you satisfied with the vendors providing your in home services?	65%
Overall Program Evaluation	
80.17%	

The overall program evaluation rate, utilizing the average of included questions with the answers of “yes”, for all providers in 2022 resulted in 77.65% compliance versus 80.17% compliance in 2021. GCJFCS demonstrates an increase in overall program evaluation with an average rating of 89.52% as compared to 82.80% in 2021. CARES demonstrates a steep decline in overall program evaluation between 2022 and 2021. 2022 Program evaluation average in 2022 was 57.99% while the average was 75.36% in 2021.

All areas of the overall program evaluation decreased in 2022 from surveys completed in 2021 except for the areas concerning knowing who to call when the client has a complaint or problem and in questions seven through nine regarding in-home services and met needs. The areas with the highest difference in overall satisfaction from 2022 to 2021 include case management factors. The sharpest decline was observed to be related to case managers promptly returning phone calls and case managers following-up with client needs.

Over the past year, both lead agencies have reported an increase in turnover and lack of response to job postings for both case management and case aide positions. CARES reports that at one point in 2021, they only had two full-time case managers and one part-time case manager covering 400+ clients. Both lead agencies will be asked to address how they can better follow-up with the needs of clients in a timely fashion not only when they are fully staffed but also addressing how client needs will be handled when labor shortages are experienced. Using the same methodology, the common areas for improvement have rarely been case management satisfaction in previous satisfaction surveys. Past surveys have previously revealed the need for improvement with service vendors and in-home services not meeting needs. This year, an increase occurred in satisfaction with in-home services and current services meeting client needs.

Figure 1: Factors Influencing Client Satisfaction & Program Evaluation

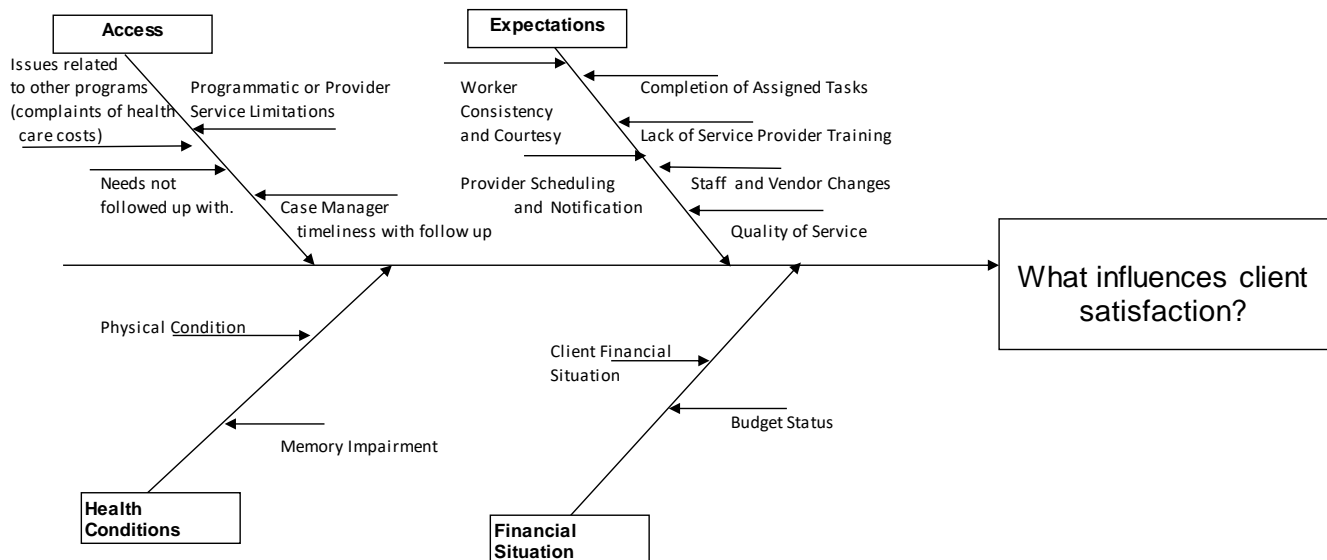


Figure 1, above, reflects the fish bone diagram that outlines the factors contributing to the overall satisfaction and program evaluation rates. Despite an increase in satisfaction with in-home services meeting needs, comments left by respondents indicate a continued issue of not having available in-home services to meet client expectations. Clients who are receiving these services left comments detailing scheduling issues, missed shifts without communication by the vendor or assigned home health aide, or vendor staff being on their phone while inside the home. Some surveys returned indicated these types of services have not started due to unavailability of service vendors and/or appropriate service staff. Several vendors have reached out to AAAPP directly reporting a serious lack of available work force to assign to clients. Some vendors have reported they will have fifteen new staff ready for hire but only two or three individuals will arrive for their first day of work while the rest do not respond to any further communication.

Additionally, vendors continue to report a grievance to AAAPP regarding appropriate reimbursement for services. Vendors indicate staff are continuing to request high wages to match the increasing cost of living. Vendors, especially smaller, independent businesses, report not being able to sustain the higher wages the market demands. AAAPP recognizes the importance of increasing reimbursement rates to ensure service vendor partners are able to keep up with market wage demands and attract staff. In Spring 2022, AAAPP advocated to the Florida Department of Elder Affairs for mid-year rate increases for all home health agencies. This brought non-hands-on care reimbursement rates to \$24.15 per hour and hands-on care services to \$25.50 per hour. The rates will be reviewed each year upon Vendor Agreement Renewals and adjusted based on current market situations.

The AAAPP is also committed to attracting new service vendors to serve clients under these state-funded programs. As of December 2022, there are currently fifty-six (56) total service vendors. There are

thirty-one (31) home health agencies with twenty-two (22) having capabilities and appropriate licensing to provide hands-on care. In 2022, thirty-two (32) new vendors were contacted to begin the process of entering into an agreement with the AAAPP to provide services to clients under the General Revenue Programs. Of those thirty-two (32), six (6) vendors followed through with the application process and completed agreements. The remainder either declined to continue the application process or did not respond to further communication requests. Those that communicated their inability to continue with applying cited reasons ranging from low reimbursement rate to not having adequate staff at the time of applying.

Health conditions also significantly impact client satisfaction. Several surveys returned in 2022 did not have answers clearly marked or were left blank. One respondent, who remained anonymous, answered questions as it related to their involvement with the Medicaid Managed Care application process instead of their home and community-based services. This is noted as a trend in all survey years completed to date. This could be the result of clients having physical limitations such as vision impairments, preventing them from accurately answering the questions. Clients who have memory loss or cognitive impairment may also have difficulty answering questions on surveys as they may be unable to recall the name of their case manager, the program documents and policies reviewed with them, or if their case manager has followed up with their needs. Health conditions may result in decreased result accuracy when measuring client satisfaction and program evaluation.

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 2022 complaint log for tracking and follow-up purposes.

Combined survey results will also be reviewed during the Annual Case Management training occurring in December 2022. The training will also address trending issues noted in the returned surveys. This will include 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 over the next year to focus on the identified areas.

During 2021 and 2022, lead agencies continued to experience a plethora of changes due to the COVID-19 pandemic, a new statewide database, and overall changing landscape of the home health field. Case Managers have returned to seeing many clients face-to-face after only completing telephonic and virtual assessments and follow-up. Flexibility remains for those clients who wish to limit their exposure to COVID-19 and virtual assessments are still allowed, per the Department of Elder Affairs. Both lead agencies continued to follow-up with clients to the best of their ability given the extreme reported staffing concerns and implementation of the new statewide database which required extensive training for all staff at every level of the statewide aging network.

It is vital to note that several returned surveys contained thanks and praise of case management staff and addressd 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 2022							
HCE		17					
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank	
1 Do you know who your case manager is?	15	88%	0	0%	2	12%	
2 Are you satisfied with your case manager?	15	88%	0	0%	2	12%	
3 Does your case manager follow-up with your needs?	15	88%	1	6%	1	6%	
4 Does your case manager return your calls promptly?	15	88%	1	6%	1	6%	
5 Is your case manager courteous and respectful?	16	94%	0	0%	1	6%	
6 Do you know who to call if you have a complaint or problem?	15	88%	2	12%	0	0%	
7 Are the services you are receiving meeting your needs?	15	88%	2	12%	0	0%	
8 Were you able to help decide what services you receive?	15	88%	1	6%	1	6%	
9 Are you satisfied with the vendors providing your in home services?	13	76%	3	18%	1	6%	
10 Do you have any recommendations for improving services?	3	18%	14	82%	0	0%	
ADI		19					
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank	
1 Do you know who your case manager is?	15	79%	4	21%	0	0%	
2 Are you satisfied with your case manager?	13	68%	3	16%	3	16%	
3 Does your case manager follow-up with your needs?	12	63%	3	16%	4	21%	
4 Does your case manager return your calls promptly?	11	58%	3	16%	5	26%	
5 Is your case manager courteous and respectful?	15	79%	1	5%	3	16%	
6 Do you know who to call if you have a complaint or problem?	16	84%	3	16%	0	0%	
7 Are the services you are receiving meeting your needs?	14	74%	3	16%	2	11%	
8 Were you able to help decide what services you receive?	15	79%	1	5%	3	16%	
9 Are you satisfied with the vendors providing your in home services?	10	53%	2	11%	7	37%	
10 Do you have any recommendations for improving services?	6	32%	10	53%	3	16%	
CCE		49					
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank	
1 Do you know who your case manager is?	38	78%	10	20%	1	2%	
2 Are you satisfied with your case manager?	39	80%	6	12%	4	8%	
3 Does your case manager follow-up with your needs?	33	67%	12	24%	4	8%	
4 Does your case manager return your calls promptly?	31	63%	12	24%	6	12%	
5 Is your case manager courteous and respectful?	44	90%	1	2%	4	8%	
6 Do you know who to call if you have a complaint or problem?	35	71%	14	29%	0	0%	
7 Are the services you are receiving meeting your needs?	40	82%	8	16%	1	2%	
8 Were you able to help decide what services you receive?	40	82%	7	14%	2	4%	
9 Are you satisfied with the vendors providing your in home services?	39	80%	7	14%	3	6%	
10 Do you have any recommendations for improving services?	9	18%	33	67%	6	12%	

Results by Provider Fall 2022

Results by Provider Fall 2022							
GC		53					
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank	
1	Do you know who your case manager is?	50	94%	1	2%	2	4%
2	Are you satisfied with your case manager?	49	92%	2	4%	2	4%
3	Does your case manager follow-up with your needs?	48	91%	2	4%	3	6%
4	Does your case manager return your calls promptly?	47	89%	4	8%	2	4%
5	Is your case manager courteous and respectful?	51	96%	0	0%	2	4%
6	Do you know who to call if you have a complaint or problem?	46	87%	7	13%	0	0%
7	Are the services you are receiving meeting your needs?	47	89%	6	11%	0	0%
8	Were you able to help decide what services you receive?	49	92%	2	4%	2	4%
9	Are you satisfied with the vendors providing your in home services?	40	75%	6	11%	7	13%
10	Do you have any recommendations for improving services?	8	15%	43	81%	2	4%
CARES		32					
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank	
1	Do you know who your case manager is?	18	56%	13	41%	1	3%
2	Are you satisfied with your case manager?	18	56%	7	22%	7	22%
3	Does your case manager follow-up with your needs?	12	38%	14	44%	6	19%
4	Does your case manager return your calls promptly?	10	31%	12	38%	10	31%
5	Is your case manager courteous and respectful?	24	75%	2	6%	6	19%
6	Do you know who to call if you have a complaint or problem?	20	63%	12	38%	0	0%
7	Are the services you are receiving meeting your needs?	22	69%	7	22%	3	9%
8	Were you able to help decide what services you receive?	21	66%	7	22%	4	13%
9	Are you satisfied with the vendors providing your in home services?	22	69%	6	19%	4	13%
10	Do you have any recommendations for improving services?	10	31%	14	44%	7	22%

Overall Satisfaction by Provider - 2022

***Omits questions 1, 6, 10**

GC

53

	Overall Satisfaction Questions			Yes	%
2	Are you satisfied with your case manager?			49	92%
3	Does your case manager follow-up with your needs?			48	91%
4	Does your case manager return your calls promptly?			47	89%
5	Is your case manager courteous and respectful?			51	96%
7	Are the services you are receiving meeting your needs?			47	89%
8	Were you able to help decide what services you receive?			49	92%
9	Are you satisfied with the vendors providing your in home services?			40	75%

Overall Client Satisfaction

89.22%

CARES

32

	Overall Satisfaction Questions			Yes	%
2	Are you satisfied with your case manager?			18	56%
3	Does your case manager follow-up with your needs?			12	38%
4	Does your case manager return your calls promptly?			10	31%
5	Is your case manager courteous and respectful?			24	75%
7	Are the services you are receiving meeting your needs?			22	69%
8	Were you able to help decide what services you receive?			21	66%
9	Are you satisfied with the vendors providing your in home services?			22	69%

Overall Client Satisfaction

57.59%

Program Evaluation By Provider - 2022

***Omits question 10**

GC

53

	Overall Evaluation Questions			Yes	%
1	Do you know who your case manager is?			50	94%
2	Are you satisfied with your case manager?			49	92%
3	Does your case manager follow-up with your needs?			48	91%
4	Does your case manager return your calls promptly?			47	89%
5	Is your case manager courteous and respectful?			51	96%
6	Do you know who to call if you have a complaint or problem?			46	87%
7	Are the services you are receiving meeting your needs?			47	89%
8	Were you able to help decide what services you receive?			49	92%
9	Are you satisfied with the vendors providing your in home services?			40	75%

Overall Program Evaluation

89.52%

CARES

32

	Overall Evaluation Questions			Yes	%
1	Do you know who your case manager is?			18	56%
2	Are you satisfied with your case manager?			18	56%
3	Does your case manager follow-up with your needs?			12	38%
4	Does your case manager return your calls promptly?			10	31%
5	Is your case manager courteous and respectful?			24	75%
6	Do you know who to call if you have a complaint or problem?			20	63%
7	Are the services you are receiving meeting your needs?			22	69%
8	Were you able to help decide what services you receive?			21	66%
9	Are you satisfied with the vendors providing your in home services?			22	69%

Overall Program Evaluation

57.99%