



**Client Satisfaction/Program Evaluation Report for Older Americans Act (OAA)
Home and Community Based Programs**

**Area Agency on Aging of Pasco Pinellas, Inc.
PSA 5
Fiscal Year 2021**

April 2021

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Objective

The Area Agency on Aging of Pasco-Pinellas, Inc. (AAAPP) has conducted client satisfaction/program evaluations to better understand the overall functioning of the Home and Community Based Services we provide. For FY2021 the AAAPP conducted its seventh satisfaction/program evaluation for the Older Americans Act (OAA) Home and Community Based Programs. The objective was to evaluate client satisfaction while evaluating the OAA program's impact on that client's life. Based on conducting this type of evaluation and the nature of the various OAA programs, we continue to learn a great deal in reference to the design and processes needed to complete this task.

Background

The AAAPP plans for and provides Home and Community Based Services within two counties of the State of Florida, Pasco and Pinellas County, or Planning and Service Area 5 (PSA5). Each county differs by geography, population, and demographics. Unlike the State and General Revenue Case Management Programs, the federally funded Older Americans Act programs generally serve more independent clientele. Programs are provided in each county to meet certain individual needs rather than cover the client's needs through oversight, like the Case Management programs were designed to do. Therefore, Older Americans Act programs provided in each county include: Homemaker, Legal, Adult Day Care, Congregate and Home Delivered Meals, Transportation, Mental Health Counseling, Emergency Alert Response, and Chore services. Individually, a client may utilize one or more specific OAA services to remain independent within the community they live rather than benefit from one case manager coordinating a multitude of services to ensure that individual's independence.

Random Sampling and Process for Distribution

Older Americans Act services are divided into two distinct types of services, Registered and Unregistered. Registered services are services that require a responsibility to input client data into a statewide database, while the provider also maintains an individual client file. The requirement of client data input within the statewide database promotes more ease in reference to report writing and when the figures of specific data are needed. The AAAPP has this report writing ability due to the fact that we manage the database for PSA5. OAA services that are considered registered include: Homemaker, Adult Day Care, Congregate and Home Delivered Meals, and Chore.


Unregistered OAA services require that the OAA provider keep records on each individual client at their organizations. Whenever the AAAPP needs to collect client information, the providers complete report requests. Services that are considered unregistered include: Legal, Mental Health Counseling, Emergency Alert Response and Transportation. Counseling services are required to report select information into the CIRTS statewide database. Counseling services are considered Unregistered because they are not required to complete the Department of Elder Affairs Screening Tools (701 Assessments).

Obtaining a random sample of clients for each OAA service, for survey purposes, occurred by using client data extrapolated from the statewide database for OAA IIIB Homemaker. Counseling providers are Unregistered services and are not required to report to the statewide database. Therefore, a list of clients served with LSP/IIIB funding was requested from the OAA IIB counseling provider for sampling purposes.

Once reports were reviewed and a total amount of active clients served within PSA5 was established, 100 individuals were chosen to be sampled. Goal was to capture 20% of active clients receiving Homemaking and Counseling services. Because of the varying differences amongst the OAA programs in both counties, some

programs have disproportionate amounts of active clients per county. Total counts for each program were adjusted to a higher amount to allow greater survey measures.

A.

<div style="text-align: center;">  2021 Active Clients (CIRTS Report Run Date: 03/30/21) Older Americans Act IIIB/IIIC/LSP Programs </div>							
Cares HMK							
Program	Provider #	# Active Clients	% of total for active clients	Total # to be surveyed based on % of active	Actual Number Conducted	Adjusted #	Reason for Adjustment
Homemaker	51063	155	0.02%	31.00	51	20	Increase outcome measure
GCJFCS HMK							
Program	Provider #	# Active Clients	% of total for active clients	Total # to be surveyed based on % of active	Actual Number Conducted	Adjusted #	Reason for Adjustment
Homemaker	51067	80	0.20	16.00	24	8	Increase outcome measure
GCJFCS Counseling Pinellas							
Program	Provider #	# Active Clients	% of total for active clients	Total # to be surveyed based on % of active	Actual Number Conducted	Adjusted #	Reason for Adjustment
Counseling	51067	39	0.20	7.8	20	12	Increase outcome measure
GCJFCS Counseling Pasco							
Program	Provider #	# Active Clients	% of total for active clients	Total # to be surveyed based on % of active	Actual Number Conducted	Adjusted #	Reason for Adjustment
Counseling	51067	11	0.20	2.2	5	2	Increase outcome measure
Grand Active Total for All Programs		285					
Survey Goal		20%					
Grand Total to Conduct		57					
Actual Total to Conducted		100		Verified Total	100		

Once sampling numbers per provider were established, the AAAPP Program Manager utilized a random sampling report to isolate the designated number of clients from each program. Mailing labels were created for each client chosen and the clients were sent a cover letter, satisfaction survey, and a self-addressed and stamped return envelope.

Cover letters conveyed the intention of soliciting satisfaction survey responses, the appreciation of the client's willingness to complete the survey, and the security of client anonymity. If the client wanted to be contacted or needed a follow-up, the individual had an (optional) opportunity to provide their contact information. They were also informed that in no way would their comments negatively affect their service delivery. Lastly, the cover letter denoted the date the AAAPP would like the survey to be returned. Clients were given roughly a four-week period to respond.

Satisfaction surveys, which accompanied a cover letter and contained (8) specific questions for Homemaking services and (8) specific questions for Counseling services, are in **Figure B. & C.** on page 6 and 7. Codes were placed on the bottom of the survey form to indicate to the AAAPP staff performing the analysis, what OAA service provider the client represented and from which county.

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Figure B.

**Area Agency on Aging of Pasco-Pinellas, Inc.
Client Satisfaction Survey – Older Americans Act
Homemaker Services**

Please answer the following questions as honestly and accurately as possible. Check one answer per question.

1. How satisfied are you with the Homemaker services you receive? (Check the one that best applies)

- Very Satisfied
- Somewhat satisfied
- Neither satisfied/dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

2. How would you rate the quality of the Homemaker services you receive? (Check the one that best applies)

- Excellent
- Good
- Fair
- Poor

PLEASE EXPLAIN WHY: _____

YES NO

3. Does the Homemaker complete the work identified in your Service Plan?

4. Does the Homemaker stay for the complete allocated time?

5. Do you know what to do if you have a complaint or a problem?

6. Do you know how to get in contact with your Case Manager/Homemaker Supervisor?

7. Is the Homemaker staff courteous and respectful towards you?

8. Do you have any additional comments you would like to add, either about the service you received or this survey?

NAME: (Optional): _____ **DATE:** _____



Figure C.

Area Agency on Aging of Pasco-Pinellas, Inc.
Client Satisfaction Survey – Older Americans Act
Counseling Services

Please answer the following questions as honestly and accurately as possible. Check one answer per question.

1. How satisfied are you with the counseling services you receive? (Check the one that best applies)

- Very Satisfied
- Somewhat satisfied
- Neither satisfied/dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

2. How would you rate the quality of the counseling services you receive? (Check the one that best applies)

- Excellent
- Good
- Fair
- Poor

PLEASE EXPLAIN WHY: _____


	YES	NO
3. Do you feel treated with respect and dignity by the counselor?	_____	_____
4. Do you feel your mental health needs are being met?	_____	_____
5. Do you know what to do if you have a complaint or a problem?	_____	_____
6. Do you know how to get in contact with your counselor supervisor?	_____	_____
7. Would you recommend this program to others?	_____	_____

8. Do you have any additional comments you would like to add, either about the service you received or this survey?

NAME: (Optional): _____ DATE: _____

Once the completed satisfaction surveys were received, the data was entered on a spreadsheet and categorized by provider to illustrate return rates. Please see Figure D. for specific details.

Figure D.

 Area Agency on Aging of Pasco-Pinellas, Inc. Client Satisfaction Survey - OAA IIIB/IIIC/LSP Fall 2021 Results																																																																																																
<table border="1"> <tr> <th colspan="7">Overall Response Rates by Provider and Program</th> <th colspan="3">Response Rate by Agency</th> </tr> <tr> <th>Provider Name</th> <th>Program</th> <th>Provider #</th> <th># Surveys Mailed</th> <th># Surveys 'Returned to Sender'</th> <th># Surveys Received</th> <th>Response Rate</th> <th colspan="3">GCJFCS Total Surveys Received & Response Rate</th> </tr> <tr> <td>Cares HMK</td> <td>HMK</td> <td>51063</td> <td>51</td> <td>1</td> <td>17</td> <td>33%</td> <th>Mailed</th> <th>Received</th> <th>Rate</th> </tr> <tr> <td>GCJFCS HMK</td> <td>HMK</td> <td>51067</td> <td>24</td> <td>1</td> <td>6</td> <td>25%</td> <td>49</td> <td>19</td> <td>38.78%</td> </tr> <tr> <td>GCJFCS COUNS (Pinellas)</td> <td>Counseling</td> <td>51067</td> <td>20</td> <td>0</td> <td>12</td> <td>60%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>GCJFCS COUNS (Pasco)</td> <td>Counseling</td> <td>51067</td> <td>5</td> <td>0</td> <td>1</td> <td>20%</td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="3">TOTAL</td> <td>100</td> <td>2</td> <td>36</td> <td>36%</td> <th colspan="3">CARES Total Surveys Received & Response Rate</th> </tr> <tr> <td colspan="3"></td> <td></td> <td></td> <td></td> <td></td> <th>Mailed</th> <th>Received</th> <th>Rate</th> </tr> <tr> <td colspan="3"></td> <td></td> <td></td> <td></td> <td></td> <td>51</td> <td>17</td> <td>33.33%</td> </tr> </table>							Overall Response Rates by Provider and Program							Response Rate by Agency			Provider Name	Program	Provider #	# Surveys Mailed	# Surveys 'Returned to Sender'	# Surveys Received	Response Rate	GCJFCS Total Surveys Received & Response Rate			Cares HMK	HMK	51063	51	1	17	33%	Mailed	Received	Rate	GCJFCS HMK	HMK	51067	24	1	6	25%	49	19	38.78%	GCJFCS COUNS (Pinellas)	Counseling	51067	20	0	12	60%				GCJFCS COUNS (Pasco)	Counseling	51067	5	0	1	20%				TOTAL			100	2	36	36%	CARES Total Surveys Received & Response Rate										Mailed	Received	Rate								51	17	33.33%
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Response rates were across the board in comparison to each of the individual providers and will be taken into consideration throughout the analysis.

Analysis of the Responses

Responses were received as of the date requested. Responses included ‘Yes’ and ‘No’ denotations, comments, and (optional) contact information for a return response. Any comments associated with the survey in a negative connotation were followed up, regardless if the survey was received on time or late.

Results were tabulated and analyzed in two different ways:

1. By Service and the Entire Planning and Service Area (PSA)
2. By Providers and Services

By Service and the Entire Planning and Service Area (PSA) Analysis

While observing responses for the individual providers and services, a macro analysis was needed to review overall satisfaction by program and by PSA. Utilizing the combined data from the clients submitting responses in reference to the individual program and service, information about the overall percentages became clearer. Please see **Table 1 and 2** for specific details.

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Provider and Service

Clients being served from two (2) different service providers within the two county PSA were surveyed. Amongst the providers, two (2) distinct services are offered within the PSA (Homemaker and Counseling). The following tables illustrate specific responses to inquiries based upon the provider and the specific service offered. Please see **Tables 3-6** for specific details.

Table 3: Results by Provider and Service Offered (Homemaker Service)

51063 CARES HMK		17 Responses					
Survey Questions		# of	% of				
1. How satisfied are you with the homemaker services you receive?	Very satisfied	16					
	Somewhat satisfied	1					
	Neither satisfied/dissatisfied						
	Somewhat dissatisfied						
	Very dissatisfied						
TOTAL		17					
2. How would you rate the quality of the homemaker services you receive?	Excellent	15					
	Good	2					
	Fair						
	Poor						
TOTAL		17					
		# of Yes	% Yes	# of No	% No	# Blank	% Blank
3. Does the Homemaker complete the work identified in your Service Plan?		17	100%		0%		0%
4. Does the Homemaker stay for the complete allocated time?		17	100%		0%		0%
5. Do you know what to do if you have a complaint or a problem?		16	94%	1	6%		0%
6. Do you know how to get in contact with your Case Manager/Homemaker Supervisor		16	94%	1	6%		0%
7. Is the Homemaker courteous and respectful towards you?		17	100%		0%		0%
8. Do you have any additional comments or suggestions for improvement that you would like to add about the service you receive or the agency providing it?	See Below						
Additional comments left for each question:							
1	When they came.						
2	Responsible and cares about work provided. Linda Hill is very attentive to my needs. Not dusting the way it need to be. Diane is amazing. Diane is very nice, kind, helpful, and lots of patience. Your rep Margie is so pleasant to work with plus she completes every cleaning task I ask her to do in a most satisfactory manner. They leave my bathroom spotless. She does an excellent job. Last couple were excellent- problem is or should say was as they no longer come-just quit with no reasoning. She is very thorough and does a good job. She is freindly and kind.						
3							
4							
5	No complaint or problems.						
6							
7	Very, always						
8	Dorthea is a wonderful worker. You should pay her more. Service is great. Meals are good. Linda Hill is an awesome attendant, does job very well and sees to my needs. Prompt, on time, ready to do her job. Very appreciative of the assistance. Diane is always on time, on task, and always doing a great job. I think CARES is a wonderful program who hire the right people for the job whatever the job. Everyone I have ever spoken to there are wonderful. Barbara the lady that does the cleaning is very nice and hard working. She goes out of her way to help. I am so grateful to have Loretta as I would have to go to a nursing home.						
*1 client	1a Why do they have to call at 8:00am. Why did they just stop with no reason, no calls. Last girl never came, nobody ever called to explain nothing. 1b Am writing as well as checking questionnaire. The girls that came did all as promised except for one heavy lady who came once and was awful and never saw her again. 1c Some of the young ladies were exceptional. Problem was as soon as we get used to each other, they no longer came and a replacement sometimes showed up. I understand help is hard to get and every little bit we older clientele, 1d appreciate the help so much and then bang no more help. I do hope you continue the program as we, the older ones, are very pleasees having someone to help out. 1e If you start program again, please contact me 813.629.2123 Christine G Donnelly 3346 Castle Rock Circle 34639						

Table 4: Results by Provider and Service Offered (Homemaker Service)

51067 GCJFCS HMK		6 Responses					
Survey Questions		# of	% of				
How satisfied are you with the homemaker services you receive?	Very satisfied	5	83%				
	Somewhat satisfied		0%				
	Neither satisfied/dissatisfied		0%				
	Somewhat dissatisfied		0%				
	Very dissatisfied		0%				
TOTAL		5				*1 blank	
2. How would you rate the quality of the homemaker services you receive?	Excellent	5	83%				
	Good	1	17%				
	Fair		0%				
	Poor		0%				
TOTAL		6					
		# of Yes	% Yes	# of No	% No	# Blank	% Blank
3. Does the Homemaker complete the work identified in your Service Plan?		6	100%		0%		0%
4. Does the Homemaker stay for the complete allocated time?		6	100%		0%		0%
5. Do you know what to do if you have a complaint or a problem?		5	83%	1	17%		0%
6. Do you know how to get in contact with your Case Manager/Homemaker Supervisor		5	83%	1	17%		0%
7. Is the Homemaker courteous and respectful towards you?		6	100%		0%		0%
8. Do you have any additional comments or suggestions for improvement that you would like to add about the service you receive or the agency providing it?	See Below						
Additional comments left for each question:							
1							
2	She is good. Has experience. Always cooperative and courteous.						
3							
4							
5							
6							
7							
8	I need more hours. My health is worse. Mae Francis Meritt. I could not be more pleased. As a shut in, I'm unable to get Covid 19 shot, any hope for me? They have been consistent for years.						

Table 5: Results by Provider, Service Offered, and County (Counseling)

51067 GCJFCS Counseling Pinellas

12 Responses

Survey Questions		# of	% of			
How satisfied are you with the counseling services you receive?	Very satisfied	10	83%			
	Somewhat satisfied	1	8%			
	Neither satisfied/dissatisfied		0%			
	Somewhat dissatisfied		0%			
	Very dissatisfied		0%			
TOTAL		11				
2. How would you rate the quality of the counseling services you receive?	Excellent	9	75%			
	Good	3	25%			
	Fair		0%			
	Poor		0%			
			0%			
TOTAL		12				
		# of Yes	% Yes	# of No	% No	# Blank
						% Blank
3. Does you feel treated with respect and dignity by the counselor?	12	100%		0%		0%
4. DO you feel your mental health needs are being met?	11	92%	1	8%		0%
5. Do you know what to do if you have a complaint or a problem?	12	100%		0%		0%
6. Do you know how to get in contact with your Counselor Supervisor?	10	83%	2	17%		0%
7. Would you recommend this program to others?	12	100%		0%		0%
8. Do you have any additional comments or suggestions for improvement that you would like to add about the service you receive or the agency providing it?	See Below					

Additional comments left for each question:

1 She is very good. Sheila.						
2 Tracy is a compassionate professional, thoroughly knowledgeable and compassionate. They were kind enough to accommodate me with the oldest counselor in the office. Afraid to talk how I really felt, thought she would think bad of me. I been help a lot with a lot of stuff. No matter the issue, Sheila has great suggestions to help me cope. I feel she is honest and straight forward with her approach to counseling. I appreciate that so much. Counseling has been great help to me with my depression, as I had prostate cancer and several operations in the last year or so without having to take medication for depression. Such understanding, empathy, and wonderful spirit! Tracey Borne-good name for someone who helps the past traumas. Always available, even in a crisis. Very compassionate, great listening skills and excellent feedback. I like many, really miss face to face in person meetings but I have been more or less homebound for 6+ years pre-world disease. Happy I have a young lady not a man. Very nice. Calls the day before to remind. She listens and remember things and names of people I speak about. She helped me a lot through Covid						
3 Absolutely.						
4 Very much so.						
5						
6						
7 Positively.						
8 Tracy is excellent, a truly caring,perceptive,and helpful person. I cannot be more enthusiastic in praising her and recommending to others. It may be helpful to consider having a part time pre-retired counselor for older members. Thank you! The counselor was great. Just not the right one for me. Want to thank her, good person. Just keep up the good work. I think this survey is a good idea. My counselor is amazing. We may be 30 years apart in age but she relates very well and I feel no age gap.Sheila is a wealth of information and has helped me cope with quite a bit of lo:						
Thank you. The day my mother died, 68 1/2 yrs +. The day she died she came rightover with dinner. Tracey has help me every step of the way. All my contacts w/ GCJFCS have been phenomonal and counseling services are excellent and has been very helpful especially after the passing of my husband. If more people had anyone to talk to there would be less trouble. God have mercy on us all. As the earth is the Lords and the Fullness (that's us too) there of. Happy, she warms my heart. Makes feel better about self. Thank you so much! I like the service and it helpd me a lot. Yes, the counseling help I get from GCJFCS is most valuable to me as I grow older and living alone. To be frank about it, I do not know what I would do without the counsleing help.						

Table 6: Results by Provider and Service Offered and County (Counseling Service)

51067 GCJFCS Counseling Pasco		1 Responses					
Survey Questions		# of	% of				
How satisfied are you with the counseling services you receive?	Very satisfied	1	100%				
	Somewhat satisfied		0%				
	Neither satisfied/dissatisfied		0%				
	Somewhat dissatisfied		0%				
	Very dissatisfied		0%				
TOTAL		1					
2. How would you rate the quality of the counseling services you receive?	Excellent	1	100%				
	Good		0%				
	Fair		0%				
	Poor		0%				
			0%				
TOTAL		1					
		# of Yes	% Yes	# of No	% No	# Blank	% Blank
3. Does you feel treated with respect and dignity by the counselor?		1	100%		0%		0%
4. DO you feel your mental health needs are being met?		1	100%		0%		0%
5. Do you know what to do if you have a complaint or a problem?		1	100%		0%		0%
6. Do you know how to get in contact with your Counselor Supervisor?		1	100%		0%		0%
7. Would you recommend this program to others?		1	100%		0%		0%
8. Do you have any additional comments or suggestions for improvement that you would like to add about the service you receive or the agency providing it?	See Below						
Additional comments left for each question:							
1							
2	Attention to detail and accessibility to weekly sessions.						
3							
4							
5							
6							
7							
8							

Based upon the data collected and specifically pertaining to statistics analyzed by provider, service, and county, it was determined that this information was useful for initiating individualized information sharing with each provider. Any survey received that had a comment and contact information which required immediate follow up, was sent to the corresponding provider for review and follow up if necessary.

Utilization of Results

Results were observed and systematically analyzed. The final report, including all statistics and summaries will be shared with the OAA service providers within PSA5, which were surveyed. Additional and individual follow-up will be conducted:

1. Based upon trends observed that deal with positives and negatives with OAA service provider policy, each provider will receive individualized information offering assistance with performance deficiencies or accolades for exceptional service delivery.

Lessons learned:

- A. Based upon the amount of surveys completed and returned to our office, our response rate was 36%. This is a 4% drop over 2019 survey results, when the response rate was 40%. In order to achieve a higher rate of return, self-addressed stamped envelopes have been utilized.
- B. The OAA providers have a requirement to capture client satisfaction using a survey tool of their own. These surveys, depending on the provider, are sent out one to three times per year. The lower rate of surveys returned to the AAAPP might be due to the overwhelming request to complete satisfaction surveys for the services they are receiving. Since the Older Americans Act requires gauging of client satisfaction, it will be difficult not to duplicate these efforts. One client that was sent an AAAPP survey did call to indicate that they already completed a survey for the program and needed clarification for the survey sent by AAAPP. AAAPP will consider adding clarification of separate surveys in the cover letter to clients. This may reduce any confusion and yield a higher return rate.

Summary

A best practice identified from the client satisfaction survey process incorporated processes needed to generate random samples and the methodology in tabulating response results was accurate and efficient.

All OAA Service Providers are required to conduct their own Satisfaction Survey process. Data collected through these individual efforts is noted during the AAAPP Programmatic Monitoring visits and reflects high levels of satisfaction. By using similar questions as the OAA providers have for services, we will be able to compare and contrast future provider specific results more accurately. This information will be invaluable. AAAPP will review current cover letters used for survey purposes and provide clarification of reason to AAAPP conducting their own, separate from the provider survey. Providing clarification will hopefully yield a higher response rate.

Conclusion

After evaluation of the responses presented and segregated by OAA services and by the entire Planning and Service Area, the AAAPP can confidently state that clients receiving services either from Homemaking or Counseling are overall satisfied with the services offered to them within their county of residence. Further, based upon the results, it is clear that these OAA Home and Community Based services are impacting the clients' lives in a meaningful and positive way.

