



**Older Americans Act (OAA) Title III E  
National Family Caregiver Support Program (NFCSP)  
Customer Satisfaction Survey  
October 2020**

**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 CY2020 and for many years prior, the AAAPP has done such for the Older Americans Act, Title III E 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 CY2020, the sample of caregivers to be surveyed equaled 88 and the number of surveys returned equaled 64 or a 73% 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 IIIE  
National Family Caregiver Support Program  
Customer Satisfaction Survey  
October 2020**

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 (727-322-7669 in Pinellas) or Jody Ferguson-Hensler (727-322-7660 in Pasco) or Shannon Lensing (727-322-7674). Thank you very much for your help!

To help us quickly understand your thoughts, please respond by November 13<sup>th</sup>, 2020.

**Please circle the most appropriate response:**

1. Are you satisfied with the help you receive from the Area Agency on Aging staff person (Nicole, Jody or Shannon) 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 tenth consecutive year of gauging satisfaction that 100% of the caregivers who responded are satisfied with the services that they are receiving and 95% 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, 100% felt that was accurate and 98.4% reported that the services helped the caregiver maintain or improve the quality of their life. 85.9% or 55 individuals rated the quality of the services they received as excellent, while 14% or 9 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:

***“We are thankful for this program and everyone who works to help us out. It has been a true blessing.”***

***“I truly appreciate the help we receive. Life would be better without COVID.”***

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, 46 caregivers (71.8%) replied that it was helping the care receiver live at home. Not surprisingly, approximately 9 or (14%) reported that caregiving always created a financial burden, 26 or (40.6%) responded it sometimes created a financial burden and the remaining 29 or (45.3%) 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, 13 or (20.3%) said they always feel that they do not have time for themselves, 37 or (57.8%) said that they sometimes feel that they do not have time, and only 13 or (20.3%) 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 (10.9%) addressed it as “Fulfilling a Duty” in CY2020. In CY2019, we observed a very elevated response whereas, 48 or 65.7% of those participating caregivers saw their experience as “Fulfilling a Duty”. This denotes a regressed shift in this personalized perception and maybe due to the Pandemic.

## Data

**Total Number Surveys Mailed out: 88**

**Total Number of Surveys received: 64**

**Return rate: 73%**

**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 or Shannon) who visits you at home?

Yes responses = 61 (95.3%)

No responses = 0

Not sure = 2 (3.1%)

Missing data = 1 (1.5%)

**Comments:**

*Jody - Excellent!*

**Question 2:**

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

Yes responses = 64 (100%)

No responses = 0

Not sure = 0

Missing data = 0

**Comments:**

*N/A*

**Question 3:**

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

Yes responses = 64 (100%)

No responses = 0

Not sure = 0

Missing data = 0

**Comments:**

*Jody - Definitely!*

**Question 4:**

Would you recommend these services to a friend?

Yes responses = 64 (100%)

No responses = 0

Not sure = 0

Missing data = 0

**Comments:**

*Jody - I already have recommended you to others.*

*Jody - Have already.*

**Question 5:**

Do these services help the person receiving care to stay in the home?

Yes responses = 64 (100%)

No responses = 0

Not sure = 0

Missing data = 0

**Comments:**

*N/A*

**Question 6:**

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

Yes responses = 63 (97.2%)

No responses = 0

Not sure = 1 (1.5%)

Missing data = 0

**Comments:**

*Jody - Very much.*

*Jody - Definitely.*

**Question 7:**

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

Excellent = 55 (85.9%)

Good = 9 (14%)

Fair = 0

Poor = 0

Missing data = 0

**Comments:**

*Jody - Very Pleased!*

*Jody - Jackie is an excellent aid to my brother. We are blessed to have her.*

*Nicole - Thanks!!*

**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 = 46 (71.8%)  
Spending time with someone you care about = 19 (29.6%)  
Feeling a sense of accomplishment = 8 (12.5%)  
Satisfaction that care and attention are received = 20 (31.3%)  
Being appreciated = 7 (10.9%)  
Fulfilling a duty = 7 (10.9%)  
Other = 1 (1.5%)  
None = 0  
Don't know = 0  
Missing Data = 0

**Comments:**

*Jody - Most important\* Spending time with someone I love and care about.*

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 = 9  
Sometimes = 26  
Rarely or Never = 28  
Don't Know = 0  
Missing data = 1

**Comments:**

*N/A*

**Question 10 - You do not have enough time for yourself**

Always/Usually = 13  
Sometimes = 37  
Rarely or Never = 13  
Don't Know = 1  
Missing data = 0

**Comments:**

*N/A*

**Question 11 - You do not have enough time for family**

Always/Usually = 10  
Sometimes = 32  
Rarely or Never = 18  
Don't Know = 2  
Missing data = 2

**Comments:**

*Nicole - Family live in another state so with Covid I am unable to visit.*

**Question 12 - Caregiving conflicts with your social life**

Always/Usually = 13  
Sometimes = 32  
Rarely or Never = 18  
Don't Know = 1  
Missing data = 0

**Comments:**

*N/A*

**13. Comments/ Suggestions**

Jody - Instead of two days a week, it would be great to have them for four days a week.(Respite service).

Jody - No

Jody - Already an excellent program.

Jody - I would just like to say how helpful and kind Jody is.

Jody - I would like to thank Jody for great service that she gives my mom and she is always very kind and positive.

Jody - We are thankful for this program and everyone who works to help us out. It has been a true blessing.

Jody - None at this time.

Jody - The services are excellent, a job well done. Thank you.

Jody - You all are doing well its helping me with my caregiving. Thanks.

Jody - Very pleased with all your people and all of your functions. Jody is a doll/very helpful.

Jody - Just wish the home health aid could help more hours a week.

Jody - Would like to have Jackie spend more time with my brother.(Jackie is Respite aide)

Jody - Vast help with the program! Couldn't suggest anything else. Helpful friendly agents who really go above & beyond to help!!

Jody - The program is Great to improve the company add more Jody's.

Jody - Jody is awesome.

Jody - Your program is great! I don't what I would do if I didn't have the help of your program. I am so grateful to Jody and all her help.

Jody - Nothing to improve.

Nicole - I really appreciate your services, and my Caregiver Specialist Nicole is the best. She is so caring and shows genuine concern about my mom and myself. Thank you.

Nicole - I do not understand why I need to be on a waiting list to receive money to be a caregiver. Not Fair.

Nicole - Your care and attention are most appreciated. Nicole is amazing.

Nicole - Nicole does an excellent job. Thanks Nicole

Nicole - The services I receive are excellent. Nicole has been very helpful.

Nicole - If possible weekend relief. Nicole has been attentive and supportive of our requests. We are very appreciative of services rendered by your agency.

Nicole - Not at this time. Nicole Day has been excellent and proudly all I could ask for.

Nicole - I truly appreciate the help we receive. Life would be better without COVID.

Nicole - Continue to provide any opportunities to help my father in laws quality of life.

Nicole – No “Needs improvement” comment. Just a satisfied customer with Nicole and the services you all provide. Thank you just does not seem enough.

Nicole - I would like to thank you for all that you have done for us and am looking forward to seeing if there is anything else they may need and can be helpful with.

Nicole - Everything has been great for my mother and I. Thank you for everything.

Nicole - Offer a program that would pay for the caregiver to take care of loved ones.

Nicole - Light breakfast or snack for husband and keep his coffee hot while I run errands.

Nicole - You all are doing a great job. If you can improve anything it would be a bonus.

### **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 two of the three Caregiver Specialists serving them, high accolades. At the time of this survey, the newest Caregiver Specialist was working on building her client caseload. 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 or the inability to have the program meet individual wants due to programmatic regulations. 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 3% lower this year versus last year. We equate this to COVID19 and the hardships it has placed on individuals remaining socially distanced. While a response rate of 73% is great, the program will continually strive to secure a higher return rate during our 11<sup>th</sup> consecutive satisfaction survey process.