



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

Area Agency on Aging of Pasco-Pinellas, Inc.

Fiscal Year 2021-2022

Per the Area Agency on Aging of Pasco-Pinellas, Inc.'s Client Satisfaction/Program Evaluation Procedure, surveys were mailed to a random sample of 200 active clients in the CCE, HCE, ADI programs. The Case Management survey and cover letter mailed in October of 2021, resulted in an overall response rate of 32%. Satisfaction surveys were not completed in the 2020-2021 fiscal year due to COVID-19. The response rate of satisfaction surveys in the 2019-2020 fiscal year was 43%.

Eligible clients who could be randomly selected were those who were active as of October 6, 2021, in at least one of the general revenue programs: CCE, HCE, or ADI. Further, some clients were not eligible to be selected as they became active in Medicaid Long Term Care October 1, 2021 and would be closed out of CCE or ADI by October 30, 2021. 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. Survey response may have decreased due to the continued effects of COVID-19.

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 2021 and 2019, respectively.

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%	

Table 1A: Results for all Case Managed Programs - 2019

All		74					
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank	
1 Do you know who your case manager is?	71	96%	0	0%	3	4%	
2 Are you satisfied with your case manager?	71	96%	2	3%	1	1%	
3 Does your case manager follow-up with your needs?	71	96%	2	3%	1	1%	
4 Does your case manager return your calls promptly?	69	93%	2	3%	3	4%	
5 Is your case manager courteous and respectful?	72	97%	1	1%	1	1%	
6 Do you know who to call if you have a complaint or problem?	66	89%	6	8%	2	3%	
7 Are the services you are receiving meeting your needs?	68	92%	3	4%	3	4%	
8 Were you able to help decide what services you receive?	70	95%	3	4%	1	1%	
9 Are you satisfied with the vendors providing your in home services?	68	92%	4	5%	2	3%	
10 Do you have any recommendations for improving services?	16	22%	51	69%	7	9%	

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 2021 and 2019 can be seen in Table 2A.

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%	

Table 2A: Overall Satisfaction for All Providers in PSA 5 - 2019	
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?	96%
3 Does your case manager follow-up with your needs?	96%
4 Does your case manager return your calls promptly?	93%
5 Is your case manager courteous and respectful?	97%
7 Are the services you are receiving meeting your needs?	92%
8 Were you able to help decide what services you receive?	95%
9 Are you satisfied with the vendors providing your in home services?	92%
Overall Client Satisfaction	
94.40%	

The overall satisfaction rate for all providers, based on the average of included questions with answers of “yes”, resulted in 80.44% satisfaction in 2021 versus 94.40% satisfaction in 2019. Per Lead Agency, Gulf Coast Jewish Family and Community Services (GCJFCS) had an overall client satisfaction of

81.63% in 2021. In 2019, GCJFCS had an overall client satisfaction of 94.90%. CARES' overall satisfaction was 78.26% in 2021 and 93.75% in 2019.

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 2021 and in 2019 is found in Table 3A below.

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%

Table 3A: Overall Program Evaluation for All Providers in PSA 5 - 2019

Overall Program Questions		Yes
1	Do you know who your case manager is?	96%
2	Are you satisfied with your case manager?	96%
3	Does your case manager follow-up with your needs?	96%
4	Does your case manager return your calls promptly?	93%
5	Is your case manager courteous and respectful?	97%
6	Do you know who to call if you have a complaint or problem?	89%
7	Are the services you are receiving meeting your needs?	92%
8	Were you able to help decide what services you receive?	95%
9	Are you satisfied with the vendors providing your in home services?	92%
Overall Program Evaluation		93.99%

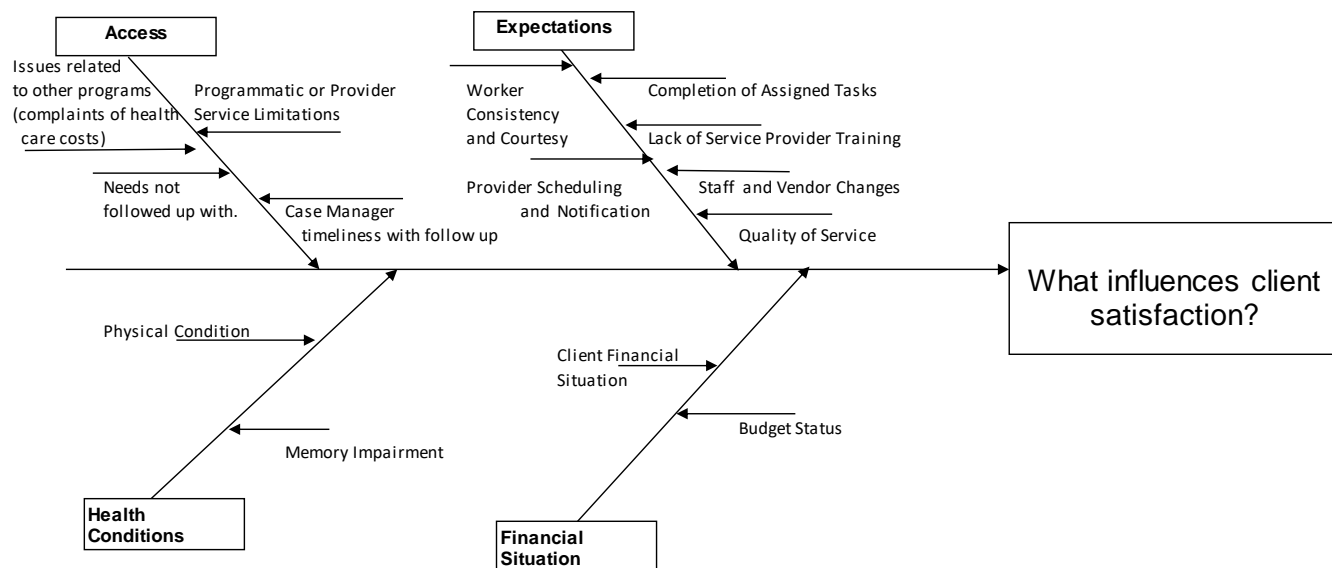
The overall program evaluation rate, utilizing the average of included questions with the answers of “yes”, for all providers in 2021 resulted in 80.17% compliance versus 93.99% compliance in 2019. Both lead agencies experienced a decrease in overall program evaluation in 2021 when comparing to 2019. GCJFCS had an overall program evaluation of 82.80% in 2021 and 94.44% in 2019. CARES has an overall program evaluation of 75.36% in 2021 and had a 93.40% in 2019.

All areas of the overall program evaluation decreased in 2021 from surveys completed in 2019. The areas with the highest difference in overall satisfaction from 2019 to 2021 include vendor and/or in-home services satisfaction, services meeting the needs of clients, knowing who to call when the client has a complaint or concern, and involving the client in deciding what services should be received. Additionally, lead agencies will need to better address following up with the needs of clients in a timely fashion and ensuring clients are aware as to who their case manager is. It is important to note that the question addressing if the case manager is courteous and respectful had the highest satisfaction rate of 91% across both providers and experienced the least decrease in score when compared to 2019 results.

Using the same methodology, the common areas for improvement in past surveys were satisfaction with service vendors and awareness of who to contact if there was a complaint or problem.

Figure 1, below, reflects the fish bone diagram that outlines the factors contributing to the overall satisfaction and program evaluation rates.

Figure 1: Factors Influencing Client Satisfaction & Program Evaluation



Based on comments left by respondents, a serious issue identified is not having homemaking, companion, personal care, or respite services currently due to lack of available vendors or available staff to perform these duties. 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. Many vendors are keeping waitlists of 20-plus clients who they cannot find staff to

cover. 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 have reported a grievance to AAAPP with appropriate reimbursement for services. Vendors point to the recent increase in minimal wage causing their business costs to increase. Vendors report potential staff are requesting large increases in pay and bonuses which vendors cannot cover. Case Managers at both lead agencies also report these responses given to them by vendors when they attempt to call to staff services for new clients. AAAPP recognized the importance of increasing reimbursement rates and have rolled out a flat rate system with maximum allowed reimbursement for each vendor provided they can meet a 10% match. The rates will be reviewed each year upon Vendor Agreement Renewals and adjusted based on current market situation. Case Managers continue to make repeated phone calls to all available vendors to staff clients' needed services. AAAPP service analysts are working with potential new vendors to become contracted and accept clients in the General Revenue programs.

Service vendor staffing issues may also partially explain the decrease in "yes" answers to the questions "are the services you are receiving meeting your needs" and "were you able to decide what services you receive". Some respondents left comments explaining their services have not started yet or that they are in between home health agencies. Several surveys were returned with this question left blank. Since clients are not receiving in-home services immediately after program enrollment, clients may feel they do not have a role in deciding the services that will best assist them.

The expectations clients have regarding the worker consistency, staff and vendor changes, courtesy, provider scheduling and notification, service provider training, completion of assigned tasks, as well as

quality of services directly impact client satisfaction. Clients have individual expectations about the care they receive. If those expectations are not met, client satisfaction is less likely to be achieved. These issues are not specific to this year as surveys in 2012 and 2014 also reported several issues with vendor availability and staff training. Provider scheduling and notification as well as quality of vendor services have remained issues from 2008 to 2019 except for 2017, where results showed a small improvement of 1% in client satisfaction with vendors.

Also addressed on several surveys was confusion as to who a respondent's current case manager is. Respondents noted they do not know who they should call as staff changes have caused them to have two or three different case managers in a short period of time. Additionally, some surveys returned indicated case managers are not able to follow-up with clients' phone calls in a timely fashion.

CARES, especially, has experienced a large amount of turnover in the past year causing clients to have several different case managers in a short period of time. CARES has also experienced a change in their supervisory staff as both the Project Director and Case Manager Supervisor roles have changed, and new individuals have been hired. Both CARES and GCJFCS are hiring additional case managers in the fall of 2021 to better address the influx of new clients that increased budgets have allowed.

Health conditions also significantly impact client satisfaction. Several surveys returned in 2021 did not have answers clearly marked or were left blank. One respondent, who remained anonymous, indicated they were "confused" on the survey and wrote they were not sure what the questions were pertaining to. 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 results 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. These instances were entered on the AAAPP 2021 complaint log for tracking and follow-up purposes.

Combined survey results will also be reviewed during the Annual Case Management training occurring in December 2021. 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 2020 and 2021, lead agencies experienced a plethora of changes due to the COVID-19 pandemic. Case Managers were not seeing clients face-to-face for most of the 2020 calendar year and into the Spring of 2021. Many clients are continuing to request case managers perform semi-annual care plan reviews and annual reassessments over the phone to avoid contact in their homes. Both lead agencies continued to follow-up with clients to the best of their ability and implemented new programs, such as telephone reassurance and grocery shopping assistance, despite a global pandemic.

CARES implemented several donation-drives for both food and health items throughout 2020. Bags were put together to distribute to clients enrolled in general revenue programs. These bags contained face masks, hand sanitizers, cleaning supplies, and other sanitary and health related products. GCJFCS continued to implement a food pantry and brought staple food items to clients in need. Both lead agencies continued to serve clients referred as APS high-risk cases and provided crisis resolving services within the mandated 72-hour period. It's also important to note that several returned surveys contained thanks and praise of case management staff and addresses the ability of these programs to assist clients in remaining in their homes safely.

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 reduce the risk of nursing home placement.

Appendix

All Provider- Combined Results by Funding 2021							
HCE		9					
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank	
1 Do you know who your case manager is?	7	78%	2	22%	0	0%	
2 Are you satisfied with your case manager?	8	89%	1	11%	0	0%	
3 Does your case manager follow-up with your needs?	8	89%	1	11%	0	0%	
4 Does your case manager return your calls promptly?	8	89%	1	11%	0	0%	
5 Is your case manager courteous and respectful?	8	89%	1	11%	0	0%	
6 Do you know who to call if you have a complaint or problem?	5	56%	3	33%	1	11%	
7 Are the services you are receiving meeting your needs?	7	78%	2	22%	0	0%	
8 Were you able to help decide what services you receive?	7	78%	2	22%	0	0%	
9 Are you satisfied with the vendors providing your in home services?	6	67%	2	22%	1	11%	
10 Do you have any recommendations for improving services?	3	33%	5	56%	1	11%	
ADI		14					
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank	
1 Do you know who your case manager is?	13	93%	0	0%	1	7%	
2 Are you satisfied with your case manager?	13	93%	0	0%	1	7%	
3 Does your case manager follow-up with your needs?	13	93%	0	0%	1	7%	
4 Does your case manager return your calls promptly?	13	93%	0	0%	1	7%	
5 Is your case manager courteous and respectful?	13	93%	0	0%	1	7%	
6 Do you know who to call if you have a complaint or problem?	13	93%	0	0%	1	7%	
7 Are the services you are receiving meeting your needs?	11	79%	2	14%	1	7%	
8 Were you able to help decide what services you receive?	12	86%	0	0%	2	14%	
9 Are you satisfied with the vendors providing your in home services?	10	71%	2	14%	2	14%	
10 Do you have any recommendations for improving services?	4	29%	7	50%	3	21%	
CCE		42					
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank	
1 Do you know who your case manager is?	36	86%	5	12%	1	2%	
2 Are you satisfied with your case manager?	35	83%	6	14%	1	2%	
3 Does your case manager follow-up with your needs?	34	81%	6	14%	2	5%	
4 Does your case manager return your calls promptly?	33	79%	7	17%	2	5%	
5 Is your case manager courteous and respectful?	38	90%	1	2%	3	7%	
6 Do you know who to call if you have a complaint or problem?	29	69%	9	21%	4	10%	
7 Are the services you are receiving meeting your needs?	29	69%	7	17%	6	14%	
8 Were you able to help decide what services you receive?	34	81%	3	7%	5	12%	
9 Are you satisfied with the vendors providing your in home services?	26	62%	7	17%	9	21%	
10 Do you have any recommendations for improving services?	12	29%	23	55%	7	17%	

Results by Provider Fall 2021

GC		42					
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank	
1 Do you know who your case manager is?	40	95%	1	2%	1	2%	
2 Are you satisfied with your case manager?	36	86%	4	10%	2	5%	
3 Does your case manager follow-up with your needs?	37	88%	4	10%	1	2%	
4 Does your case manager return your calls promptly?	36	86%	4	10%	2	5%	
5 Is your case manager courteous and respectful?	39	93%	1	2%	2	5%	
6 Do you know who to call if you have a complaint or problem?	33	79%	6	14%	3	7%	
7 Are the services you are receiving meeting your needs?	30	71%	8	19%	4	10%	
8 Were you able to help decide what services you receive?	37	88%	1	2%	4	10%	
9 Are you satisfied with the vendors providing your in home services?	25	60%	9	21%	8	19%	
10 Do you have any recommendations for improving services?	13	31%	23	55%	6	14%	

Cares		23					
Survey Questions	# of Yes	% Yes	# of No	% No	# Blank	% Blank	
1 Do you know who your case manager is?	16	70%	6	26%	1	4%	
2 Are you satisfied with your case manager?	20	87%	3	13%	0	0%	
3 Does your case manager follow-up with your needs?	18	78%	3	13%	2	9%	
4 Does your case manager return your calls promptly?	18	78%	4	17%	1	4%	
5 Is your case manager courteous and respectful?	20	87%	1	4%	2	9%	
6 Do you know who to call if you have a complaint or problem?	14	61%	6	26%	3	13%	
7 Are the services you are receiving meeting your needs?	17	74%	3	13%	3	13%	
8 Were you able to help decide what services you receive?	16	70%	4	17%	3	13%	
9 Are you satisfied with the vendors providing your in home services?	17	74%	2	9%	4	17%	
10 Do you have any recommendations for improving services?	6	26%	12	52%	5	22%	

Overall Satisfaction by Provider - 2021

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

GC

42

	Overall Satisfaction Questions			Yes	%
2	Are you satisfied with your case manager?			36	86%
3	Does your case manager follow-up with your needs?			37	88%
4	Does your case manager return your calls promptly?			36	86%
5	Is your case manager courteous and respectful?			39	93%
7	Are the services you are receiving meeting your needs?			30	71%
8	Were you able to help decide what services you receive?			37	88%
9	Are you satisfied with the vendors providing your in home services?			25	60%

Overall Client Satisfaction

81.63%

Cares

23

	Overall Satisfaction Questions			Yes	%
2	Are you satisfied with your case manager?			20	87%
3	Does your case manager follow-up with your needs?			18	78%
4	Does your case manager return your calls promptly?			18	78%
5	Is your case manager courteous and respectful?			20	87%
7	Are the services you are receiving meeting your needs?			17	74%
8	Were you able to help decide what services you receive?			16	70%
9	Are you satisfied with the vendors providing your in home services?			17	74%

Overall Client Satisfaction

78.26%

Program Evaluation By Provider - 2021

*Omits question 10

GC

42

	Overall Evaluation Questions			Yes	%
1	Do you know who your case manager is?			40	95%
2	Are you satisfied with your case manager?			36	86%
3	Does your case manager follow-up with your needs?			37	88%
4	Does your case manager return your calls promptly?			36	86%
5	Is your case manager courteous and respectful?			39	93%
6	Do you know who to call if you have a complaint or problem?			33	79%
7	Are the services you are receiving meeting your needs?			30	71%
8	Were you able to help decide what services you receive?			37	88%
9	Are you satisfied with the vendors providing your in home services?			25	60%

Overall Program Evaluation	82.80%
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Cares

23

	Overall Evaluation Questions			Yes	%
1	Do you know who your case manager is?			16	70%
2	Are you satisfied with your case manager?			20	87%
3	Does your case manager follow-up with your needs?			18	78%
4	Does your case manager return your calls promptly?			18	78%
5	Is your case manager courteous and respectful?			20	87%
6	Do you know who to call if you have a complaint or problem?			14	61%
7	Are the services you are receiving meeting your needs?			17	74%
8	Were you able to help decide what services you receive?			16	70%
9	Are you satisfied with the vendors providing your in home services?			17	74%

Overall Program Evaluation	75.36%
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