



**Older Americans Act (OAA) Title III E  
National Family Caregiver Support Program (NFCSP)  
Customer Satisfaction Survey  
October 2022**

**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 CY2022 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 CIRTS 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 CY2022, the sample of caregivers to be surveyed equaled 100 and the number of surveys returned equaled 67 or a 67% 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 III E**  
**National Family Caregiver Support Program**  
**Customer Satisfaction Survey**  
**October 2022**

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 (727-570-9696 ext. 251 in Pinellas) or Jody Ferguson-Hensler (727-322-7660 in Pasco) Thank you very much for your help!

To help us quickly understand your thoughts, please respond by November 30, 2022.

**Please circle the most appropriate response:**

1. Are you satisfied with the help you receive from the Area Agency on Aging staff person (Jody, or Nicole) 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 twelfth consecutive year of gauging satisfaction that 100% of the caregivers who responded are satisfied with the services that they are receiving and 100% 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, 98.5% felt that was accurate and 100% reported that the services helped the caregiver maintain or improve the quality of their life. 89.5% or 60 individuals rated the quality of the services they received as excellent, while 8.9% or 6 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:

***“Jody our representative could not be any more helpful if she was a family member. She is wonderful and I could not ask for any more helpful and attentive to our needs.***

***“Thank you for providing services. My dad needs it and I need it as a caregiver. Nicole has been helpful, responsive and highly recommend.”***

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 (68.6%) replied that it was helping the care receiver live at home. Not surprisingly, approximately 13 or (19.4%) reported that caregiving always created a financial burden, 31 or (46.2%) responded it sometimes created a financial burden and the remaining 23 or (34.3%) 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, 10 or (14.9%) said they always feel that they do not have time for themselves, 47 or (70.1%) said that they sometimes feel that they do not have time, and only 9 or (13.4%) said that they rarely or never feel that way. Even with some respite being provided, over 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, 5 or (7.4%) addressed it as “Fulfilling a Duty” in CY2022. In CY2021, we observed a slight uptick to that question whereas, 11 or 13.3% of those participating caregivers saw their experience as “Fulfilling a Duty”.

## Data

**Total Number Surveys Mailed out: 100**

**Total Number of Surveys received: 67**

**Return rate: 67%**

**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) who visits you at home?

Yes responses = 67 (100%)

No responses = 0

Not sure = 0

Missing data = 0

### **Comments:**

*Jody - Jody provides outstanding support.*

*Jody - Jody is Fantastic!*

*Jody - She is very helpful + lovely to work with.*

*Jody - Excellent Service*

### **Question 2:**

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

Yes responses = 67 (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 = 67 (100%)

No responses = 0

Not sure = 0

Missing data = 0

### **Comments:**

*N/A*

**Question 4:**

Would you recommend these services to a friend?

Yes responses = 67 (100%)

No responses = 0

Not sure = 0

Missing data = 0

**Comments:**

N/A

**Question 5:**

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

Yes responses = 66 (98.5%)

No responses = 0

Not sure = 0

Missing data = 1 (1.4%)

**Comments:**

*Jody - Definitely*

*Jody - Very much.*

**Question 6:**

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

Yes responses = 67 (100%)

No responses = 0

Not sure = 0

Missing data = 0

**Comments:**

N/A

**Question 7:**

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

Excellent = 60 (89.5%)

Good = 6 (8.9%)

Fair = 0

Poor = 0

Missing data = 1 (1.4%)

**Comments:**

*Jody - Jody is wonderful to work with and a big help. Very Thankful!*

**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 (68.6%)  
Spending time with someone you care about = 14 (20.8%)  
Feeling a sense of accomplishment = 9 (13.4%)  
Satisfaction that care and attention are received = 12 (17.9%)  
Being appreciated = 7 (10.4%)  
Fulfilling a duty = 5 (7.4%)  
Other = 32 (47.7%)  
None = 1 (1.4%)  
Don't know = 1 (1.4%)  
Missing Data = 0

**Comments:**

*Jody – All the above*

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 = 13 (19.4%)  
Sometimes = 31 (46.2%)  
Rarely or Never = 20 (29.8%)  
Don't Know = 0  
Missing data = 3 (4.4%)

**Comments:**

*Jody – But not often*

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

Always/Usually = 10 (14.9%)  
Sometimes = 47 (70.1%)  
Rarely or Never = 9 (13.4%)  
Don't Know = 0  
Missing data = 1 (1.4%)

**Comments:**

*Jody - I almost never have "me" time  
Jody - Plenty of time always time for myself!!*

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

Always/Usually = 8 (11.9%)  
Sometimes = 35 (52.2%)  
Rarely or Never = 18 (26.8%)  
Don't Know = 2 (2.9%)  
Missing data = 4 (5.9%)

**Comments:**

*Jody - Our family doesn't live close = I can't travel to see them.*

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

Always/Usually = 19 (28.3%)  
Sometimes = 29 (43.2%)  
Rarely or Never = 17 (25.3%)  
Don't Know = 0  
Missing data = 2 (2.9%)

**Comments:**

*Jody - I have almost no social life.*

*Jody - N/A*

**13. Comments/ Suggestions**

Jody - Very pleased with program. Jody is wonderful!!!

Jody - It's all good Jody F. is wonderful.

Jody - Have more caring, thoughtful people like Jody!

Jody - Jody our representative could not be any more helpful if she was a family member. She is wonderful and I could not ask for any more helpful and attentive to our needs.

Jody - Jody is more than helpful. Always there for me + mom. Puts clients ahead of herself.

Jody - I just love the care you guys give.

Jody - None at this time. The program and assistance we receive from Jody is always on spot on perfect.

Jody - Thank you so much the program is a God send for caregiver = recipients.

Jody - If the world had more representatives like Jody Ferguson, then we would be better, she always makes sure all my needs are accommodated to maintain my 94 yr old mother at home, she is also concerned for my care as well because I have M.S. and aging as well. Thank you, Jody, for all you do, "Plus".

Jody - Jody I am grateful for all the help I get from AOA and the Neighborly Daycare program. I'm not sure how you could make it better.

Jody - The program is extremely helpful. Jody is always cheerful and very supportive always checking on us to make sure we have what is needed and also providing emotional support. It has been a blessing.

Jody - For me the support resources and my mom received is amazing Great Job!! Specially Jody with her support and her genuine caring for mom and I. Thanks for all you do!



Jody - I appreciate everything this program has afforded to us + so does my husband. Jody is wonderful too!

Jody - Jody has been an angel and I can't Thank her enough. She has earned her wings Tenfold.

Jody - none

Jody - None

Jody - None

Jody - Thank you for your support.

Jody - None

Jody - It is a great program! Thank you so much.

Jody - Increase reimbursement rate. Jody has been wonderful.

Jody - No.

Jody - I have been doing this since 2012. I don't mind taking care of Carolyn, I love her. I was hoping I could get payment each month.

Nicole - Nicole Day called before and after hurricane Ian to learn how my I and were doing. I found this to be professional and appreciated. It shows her commitment to our community. Totally Awesome.

Nicole - Thank you for providing services. My dad needs it and I need it as a caregiver. Nicole has been helpful, responsive and highly recommend.

Nicole - My mom has passed away, Nicole was great help and concerned until the end.

Nicole - Services are a big help. Nicole is a huge help and appreciate her.

Nicole - Nicole is always helpful and Ageless does a good job.

Nicole - Nicole was phenomenal. Our mom passed in July. We are very appreciative of all the time, effort and attention given to our family.

Nicole - Linda and I appreciate for services we receive.

Nicole - Keep up the great work and thank you.

Nicole - My sister likes staying home unless with me.

Nicole - I truly appreciate this program that has helped my mother and I cope with the new caregiving role the last few years. My only recommendation is to automate the monthly paperwork required instead of having to mail n hard copies.

Nicole - I am very happy with this program.

Nicole - Weekend assistance for a few hours.

Nicole - Don't ever let Nicole leave.

Nicole - Nicole and the AAA are truly a blessing to us.

### **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 IIIIE 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, caregivers give the AAAPP's OAA Title IIIIE program as well as the two Caregiver Specialists serving them, high accolades. For this we are continually proud.

Last and like last calendar year, our return rate was 2% lower this year versus last year. While a response rate of 67% is great, the program will continually strive to secure a higher return rate during our 13<sup>th</sup> consecutive satisfaction survey process.