



**Older Americans Act (OAA) Title III E
National Family Caregiver Support Program (NFCSP)
Customer Satisfaction Survey
November 2021**

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 CY2021 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 CY2021, the sample of caregivers to be surveyed equaled 119 and the number of surveys returned equaled 83 or a 69% 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
November 2021

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). Thank you very much for your help!

To help us quickly understand your thoughts, please respond by November 30th, 2021.

Please circle the most appropriate response:

1. Are you satisfied with the help you receive from the Area Agency on Aging staff person (Nicole or Jody) 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 98.7% 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. 87.9% or 73 individuals rated the quality of the services they received as excellent, while 12% or 10 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:

“I am very pleased with the services available thru AAAPP. People are caring and check frequently to insure all is well.”

“You guys are great. Your help means everything to me.”

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, 60 caregivers (72.2%) replied that it was helping the care receiver live at home. Not surprisingly, approximately 10 or (12%) reported that caregiving always created a financial burden, 48 or (57.8%) responded it sometimes created a financial burden and the remaining 24 or (28.9%) 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, 22 or (26.5%) said they always feel that they do not have time for themselves, 51 or (61.4%) said that they sometimes feel that they do not have time, and only 8 or (9.6%) 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, 11 or (13.3%) addressed it as “Fulfilling a Duty” in CY2021. In CY2019, we observed a very elevated response whereas, 48 or 65.7% of those participating caregivers saw their experience as “Fulfilling a Duty”. The responses in CY2020 & CY2021, illustrate a regressed shift in this personalized perception and maybe due to the Pandemic, lasting multiple years.

Data

Total Number Surveys Mailed out: 119

Total Number of Surveys received: 83

Return rate: 69%

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 = 82 (98.7%)

No responses = 0

Not sure = 1 (1.2%)

Missing data = 0

Comments:

Jody - Absolutely

Jody is wonderful

Jody - Very Happy with Service

Nicole - No home visits since Covid, we do get calls.

Nicole is terrific we are blessed

Question 2:

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

Yes responses = 83 (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 = 83 (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 = 83 (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 = 83 (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 = 79 (95.1%)

No responses = 1 (1.2%)

Not sure = 2 (2.4%)

Missing data = 1 (1.2%)

Comments:

N/A

Question 7:

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

Excellent = 73 (87.9%)

Good = 10 (12%)

Fair = 0

Poor = 0

Missing data = 0

Comments:

Nicole - Good due to transportation problems.

Nicole - Thank you so much appreciate you.

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 = 60 (72.2%)
Spending time with someone you care about = 26 (34.9%)
Feeling a sense of accomplishment = 16 (19.2%)
Satisfaction that care and attention are received = 19 (22.8%)
Being appreciated = 8 (9.6%)
Fulfilling a duty = 11 (13.3%)
Other = 3 (3.6%)
None = 1 (1.2%)
Don't know = 1 (1.2%)
Missing Data = 0

Comments:

Jody - Since getting the help at home it gives me some time to focus on myself to be able to take care of some needs which without service I would not have the extra time to do so.

Jody - Showing love to my loved one.

Nicole-Bath and walk her.

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 = 10 (12%)
Sometimes = 48 (57.8%)
Rarely or Never = 24 (28.9%)
Don't Know = 1 (1.2%)
Missing data = 0

Comments:

N/A

Question 10 - You do not have enough time for yourself

Always/Usually = 22 (26.5%)
Sometimes = 51 (61.4%)
Rarely or Never = 8 (9.6%)
Don't Know = 0
Missing data = 2 (2.4%)

Comments:

Jody - I always take my mom with me that she wont be home alone. She loves it

Question 11 - You do not have enough time for family

Always/Usually = 18 (21.6%)

Sometimes = 36 (43.3%)

Rarely or Never = 28 (33.7)

Don't Know = 1 (1.2%)

Missing data = 0

Comments:

Jody - John is family.

Jody - I always take my mom with me that she won't be home alone. She loves it

Jody - Don't have a social life.

Question 12 - Caregiving conflicts with your social life

Always/Usually = 21 (25.3%)

Sometimes = 33 (39.7%)

Rarely or Never = 26 (31.3%)

Don't Know = 0

Missing data = 3 (3.6%)

Comments:

Jody - N/A

Jody - I always take my mom with me that she won't be home alone. She loves it

13. Comments/ Suggestions

Jody - I have not needed any other services as of yet. However, Jody has been an amazing person not just to me, but the way she goes above and beyond in her care for my mother. I have nothing but gratitude for all she does for her. Thank you, Jody!

Jody - Jody is the best. She really cares. If all your people are like her, then you have a terrific crew.

Jody - None. Jody Ferguson Hensler is one of your greatest assets. She is so informative and helpful. I guess that's it.

Jody - I am very pleased with the services available thru AAAPP. People are caring and check frequently to insure all is well.

Jody - I think your service is very helpful. Thank you

Jody - I hope you get your transportation dept back in good shape. Everyone is always helpful and nice and John really enjoys Daycare. Is good for both of us. *(C/G Specialist explained to client that Transportation falls under the Day Care they use for respite)*

Jody - I am completely satisfied. Thank you.

Jody - Keep Jody

Jody - No

Jody - Can't think of at this time.

Jody - The program I think is very successful and immensely helpful. We love Jody. She is great and so is the program.

Jody - 11- sometimes, I don't have time to visit siblings. 12- What social life

Jody - We are very appreciative for everything. Jody is a very special person, always concerned for us.

Jody - Program is so very helpful. Thank you!!! Thank you, Jody.

Jody - Getting the \$107.00 a month would be nice, For caregiver. *(C/G Specialist explained to client that they are waiting on HCE service and the stipend partially re-imburses for services the client's family arranges)*

Jody - I cannot say enough about my case worker Jody. She always goes above and beyond all expectations. I am most thankful for all the help I get from Area Agency on Aging. May God Bless you all.

Jody - It is a great program. (Drew smiley face) Thank you!

Jody - A very good program. Jody has been helpful for my wife and I. Thanks!!!

Jody - So far, I am Happy with the services.

Jody - Would be nice if they give my mom more hour so I can do what I got to do in the home. Thank you

Jody - Increasing time.

Jody - Your program assistance is very, very helpful. Jody is very kind and call me to see how we are doing and to check if we need anything.

Jody - Jody is the best. Always there for us and more than helpful when I have any questions or needs.

Jody - Excellent service Interest in giving assistance

Jody - I have no suggestion. Your program is Great and very helpful for us. Thank You!

Also big thanks to Jody great customer service, very kind, very helpful, and always she does it with big smile and I hear it and feel it over the telephone.

Jody - Jody is Excellent and very nice.

Nicole - Mom and I appreciate everything Nicole does for us. Thank you

Nicole - Thanks for all that you do.

Nicole - You guys are great. Your help means everything to me.

Nicole - Don't ever let Nicole leave the program. She is the best of the best.

Nicole - I think your program is wonderful. I am very happy, thank you for everything.

Nicole - Providing rides to medical appointments would be helpful. Respite worker can do occasionally, but a limited service by reputable drivers would help. *(C/G Specialist offered to make a referral to NCN Transportation but caregiver refused and wanted an escort)*

Nicole - Your program is excellent and allows me to have somewhat of a life of my own and still care for mother in our home and ease on our financial burden for her care.

Nicole - The transportation for NCN has been very erratic. The bus will sometimes be an hour late. *(C/G Specialist followed up and determined NCN was experiencing a driver shortage)*

Nicole - I did not yet get reimbursed for September and October. You need to step it up in that area. *(C/G Specialist followed up with the caregiver and explained the lag in re-imburement was due to the process of reconciliation and payment through two entities)*

Nicole - This program is a life saver. I couldn't ask for a better staff. Nicole is responsive and approachable. We are very blessed to receive service.

Nicole - This program is so helpful and wonderful, Nicole is excellent. I can't imagine going through these challenges of this time in life without this invaluable assistance.

Nicole - Weekend assistance (occasional) or overnight assistance to get away or take a break.

Nicole - I am so pleased with your services. It has made it very possible for my mom to live at home peacefully and happy.

Nicole - So appreciative of your services. Thank you so much for what you do for me and my dad.

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, caregivers give the AAAPP's OAA Title III E program as well as the two Caregiver Specialists serving them, high accolades. For this we are continually proud. Any remarks that illustrated dissatisfaction were more relative to shortfalls in vendor staffing, which seem apropos to the pandemic and representing a shift in vendor staffing attrition, retention and recruitment. There were opportunities to help clarify any comments made by caregivers and those are indicated in italics. Lastly and similar to last calendar year, our return rate was 3% lower this year versus last year. We equate this to COVID19 and the continual hardships it has placed on individuals remaining socially distanced. While a response rate of 69% is great, the program will continually strive to secure a higher return rate during our 12th consecutive satisfaction survey process.