



DSAS-CUYAHOGA COUNTY DIVISION OF SENIOR AND ADULT SERVICES

2015 Annual Customer Satisfaction Survey Results

Overall Highlights

- Response rates have been over 30% for each of the last three years
- The overall customer satisfaction rating for all programs in 2015 was 85%
- For the Home Support program, the percentage of clients who state that these services enable them to live at home averaged 97% for the last three years; for Options for Independent Living program, this was 96%
- For the Centralized Intake Unit, the percentage of respondents who indicated their call was answered immediately increased from 46% in 2014 to 64% in 2015
- For the Community Social Services Program, the percentage of clients who stated the services they received make them feel less lonely averaged 89% for the last three years; The services made them feel better mentally averaged 86%; and made them feel better physically averaged 85%
- In 2015, most respondents indicated they found out about DSAS services through a social worker
- In 2015, more than 50% of all respondents indicated they found out about a Benefits Check-Up event through a local community organization

3-Year Trends for Key Questions

Overall Customer Satisfaction Rating*

	2013	2014	2015
Centralized Intake	N/A**	88%	90%
Adult Protective Services (APS)	72%	77%	74%
Home Support Services	94%	96%	94%
Options for Independent Living	89%	93%	89%
Information Outreach Unit (IOU)	71%	91%	77%

* Rating is based on respondents indicating "Excellent" or "Good"

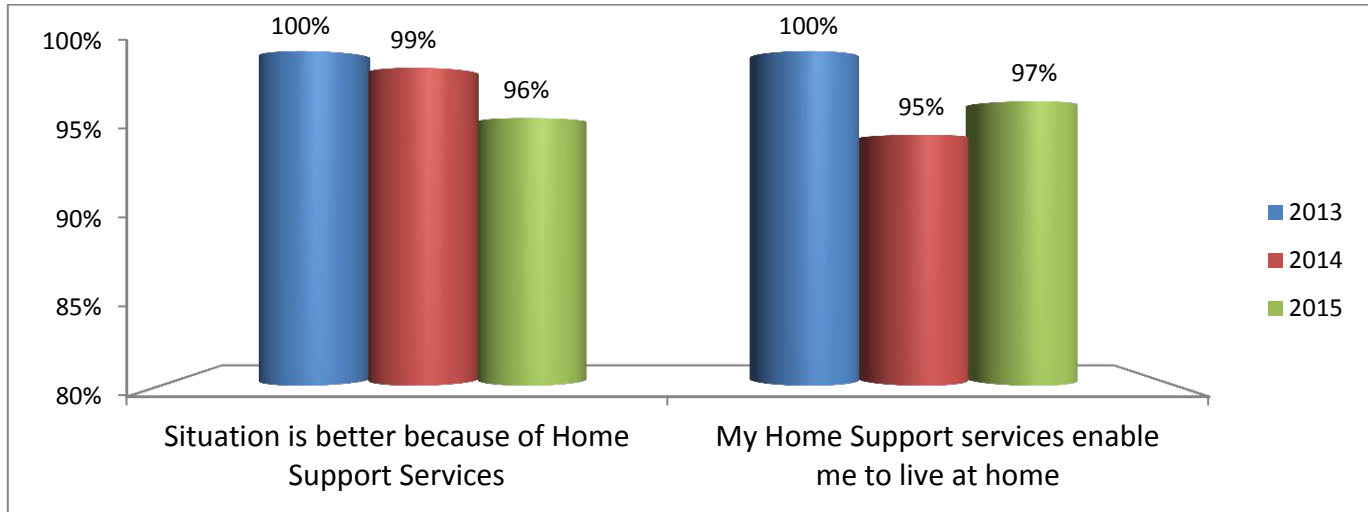
** Full implementation of Centralized Intake began in 2014



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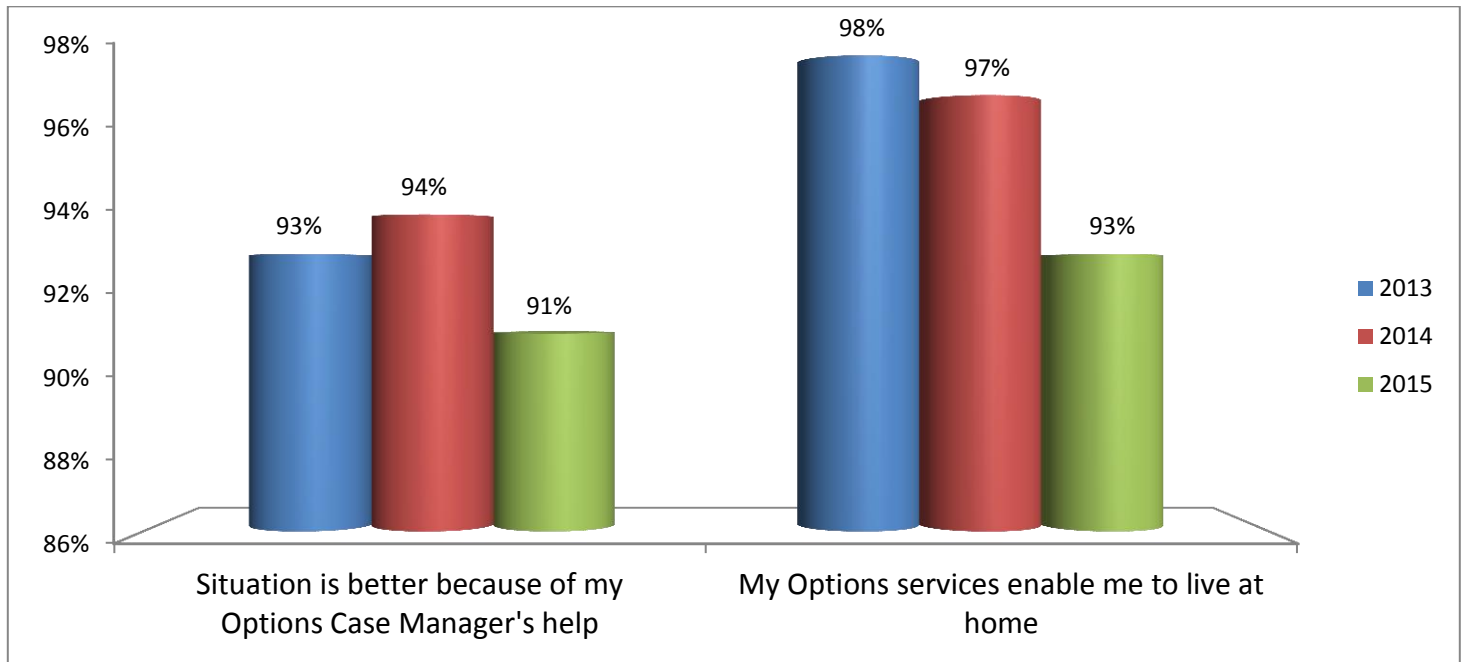
2015 Annual Customer Satisfaction Survey Results

Home Support Services



Percentages are for clients stating "yes"

Options



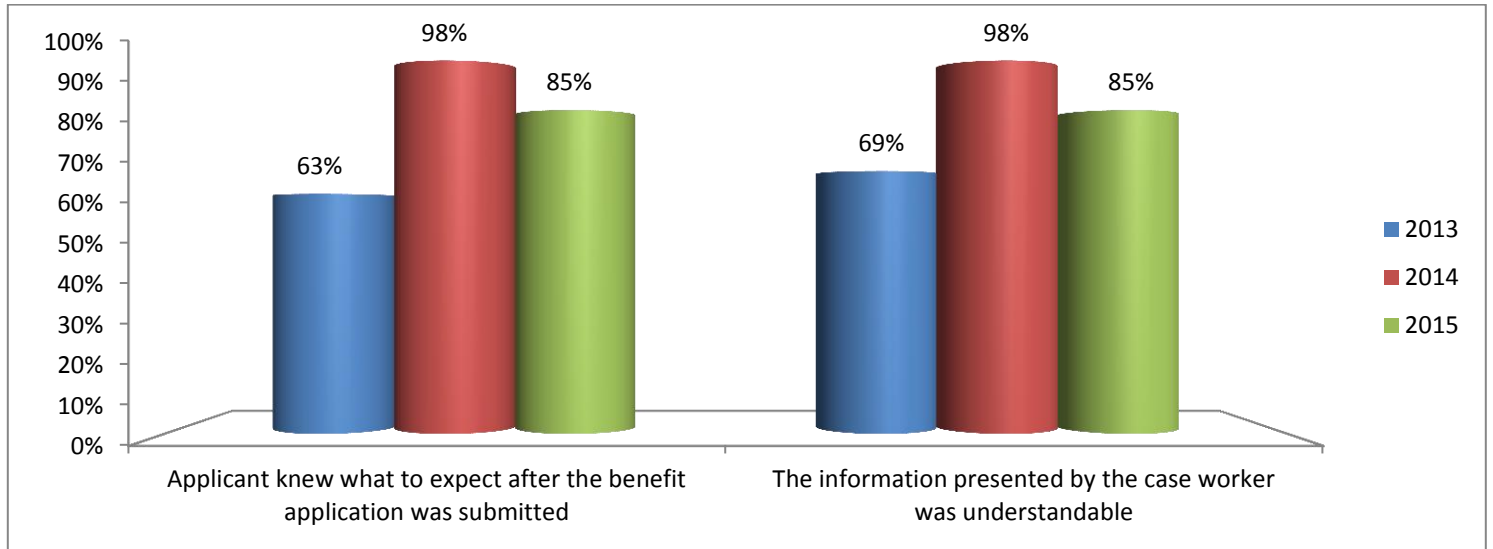
Percentages are for clients stating "yes"



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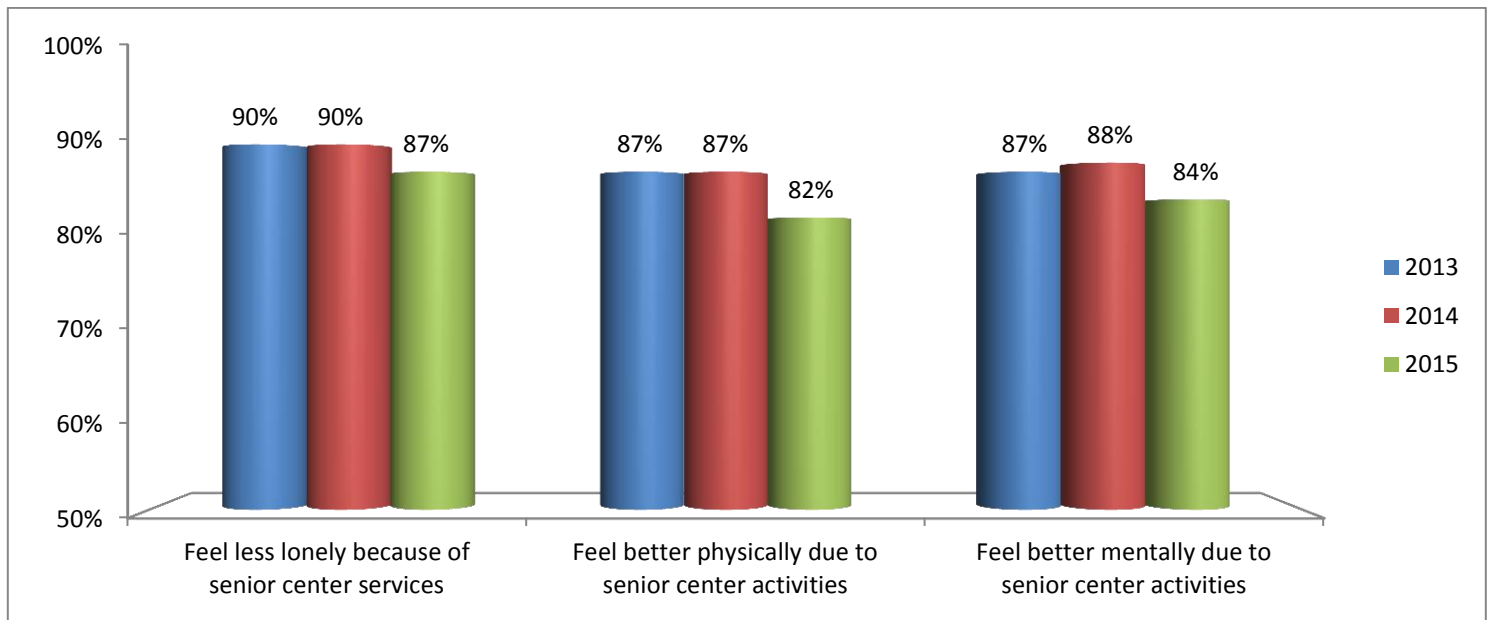
2015 Annual Customer Satisfaction Survey Results

IOU Benefits Check-Up



Percentages are for clients stating "yes"

Community Social Services Program (CSSP)



Percentages are for clients stating "yes"

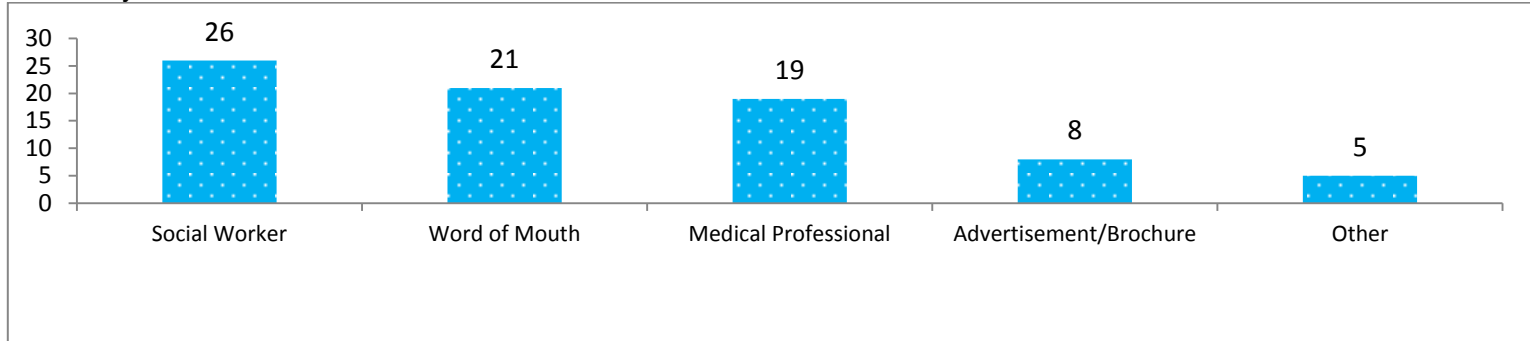


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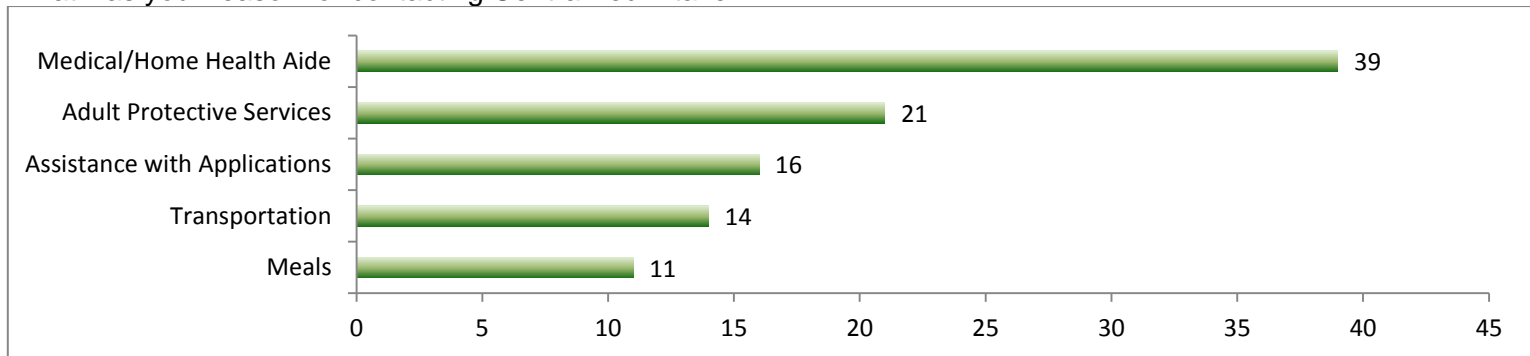
2015 Annual Customer Satisfaction Survey Results

Centralized Intake (67 surveys received out of 325 mailed, 21% response rate)

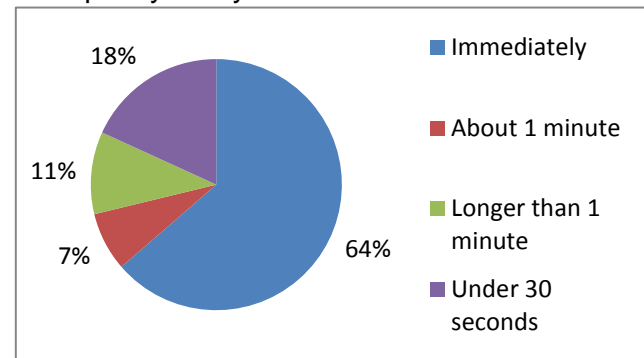
How did you find out about Centralized Intake?



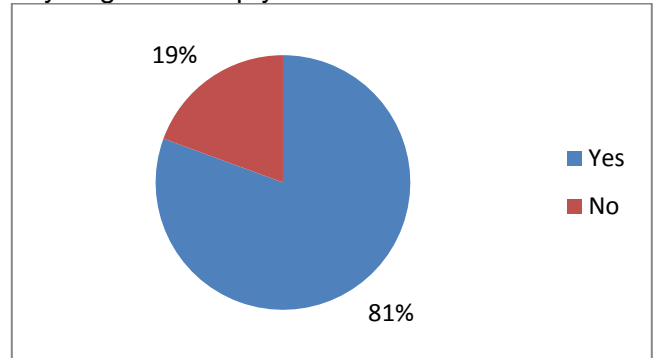
What was your reason for contacting Centralized Intake?



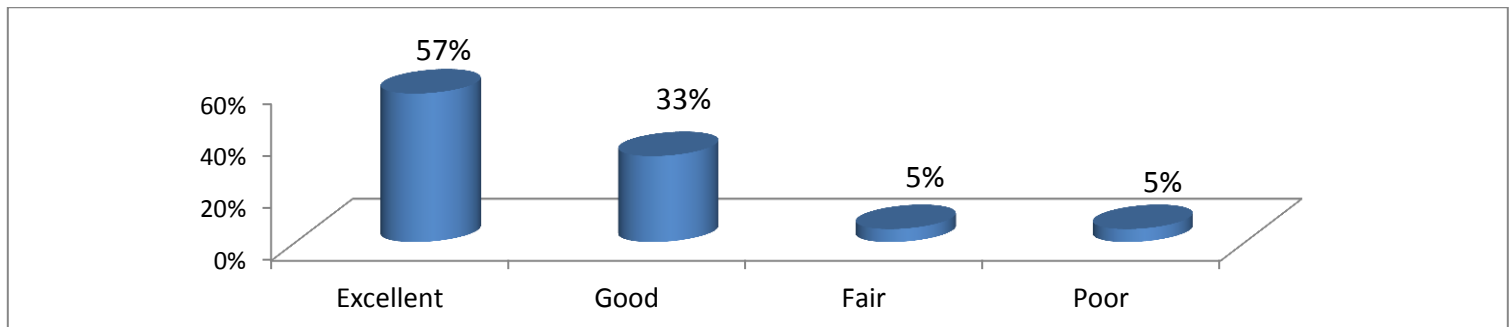
How quickly was your call answered?



Did you get the help you needed?



Overall Customer Satisfaction Rating



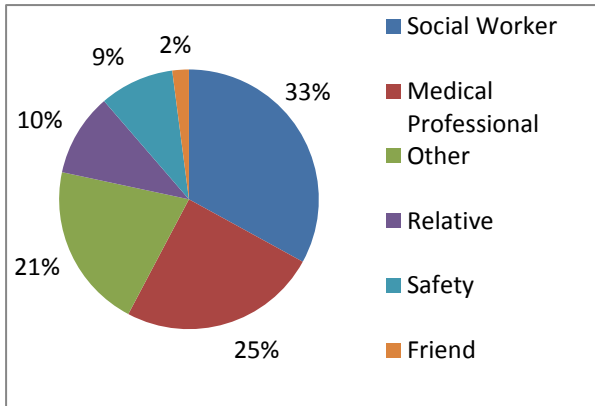


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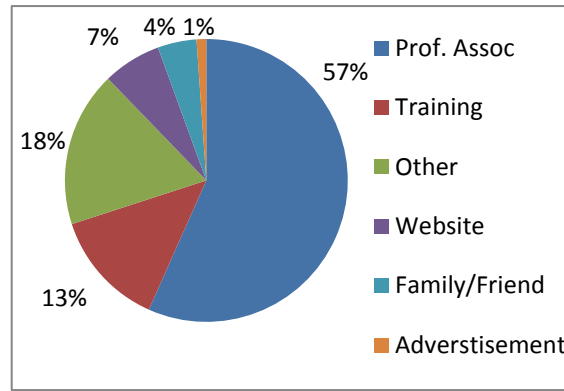
2015 Annual Customer Satisfaction Survey Results

Adult Protective Services (APS) – (99 Surveys received out of 500 mailed, 20% response rate-survey mailed to individual who made the APS referral)

Relationship of Respondent to Client

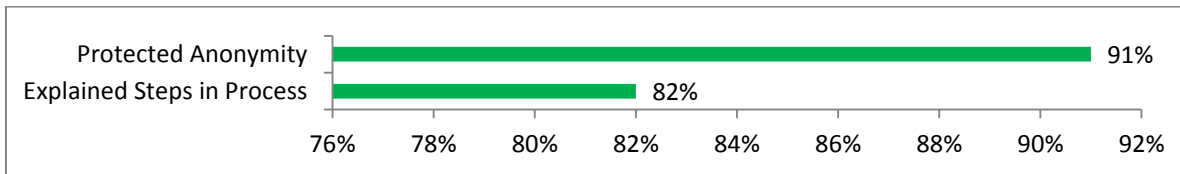


How did you find out about APS?



48% of respondents have made 5 or more referrals to APS;
33% have made 1

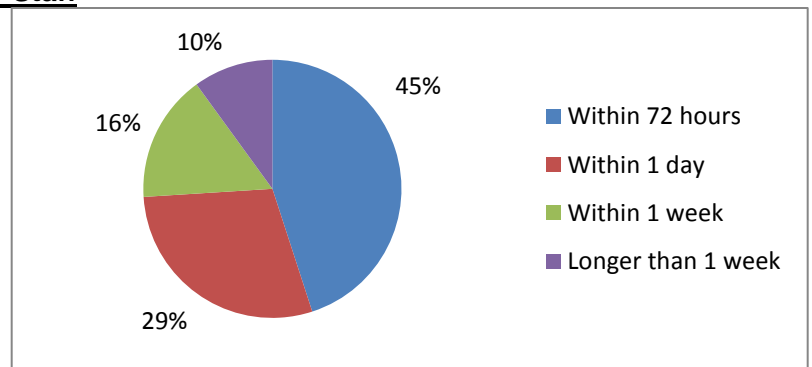
Explained Steps in APS Process and Protected Referent's Anonymity



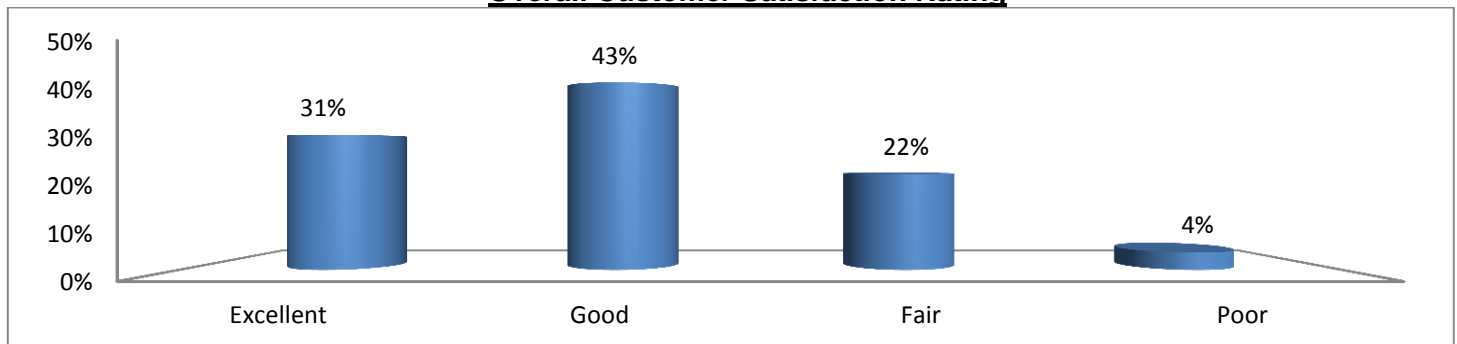
← % indicating Yes

How Quickly Referrant was Contacted by APS Staff

80% of respondents stated they were contacted by APS



Overall Customer Satisfaction Rating



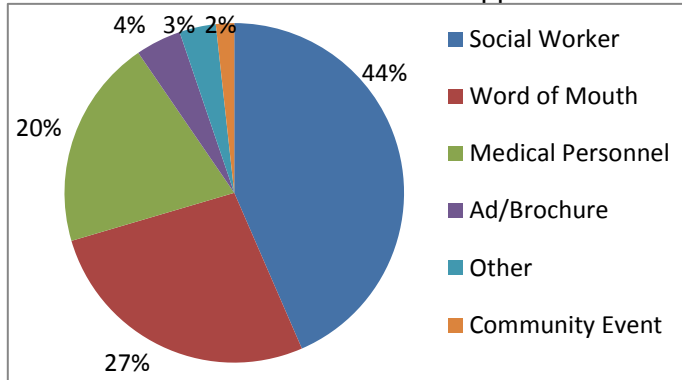


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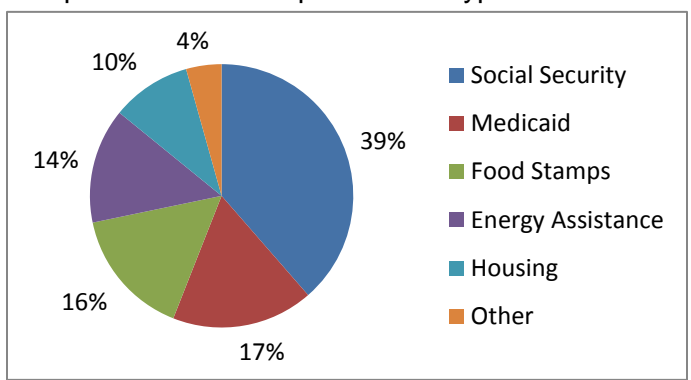
2015 Annual Customer Satisfaction Survey Results

Home Support - (101 Surveys received out of 237 mailed, 43% response rate)

How Client Learned About Home Support

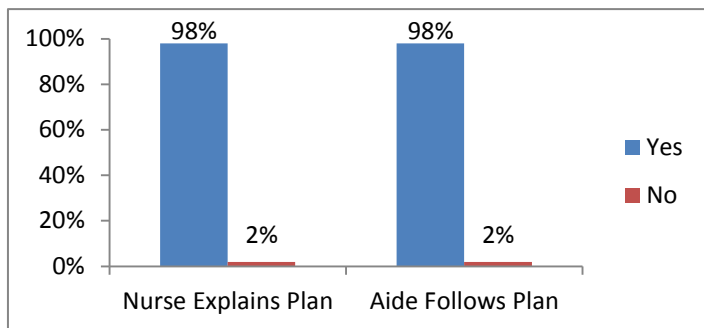


Respondents in Receipt of Other Types of Assistance

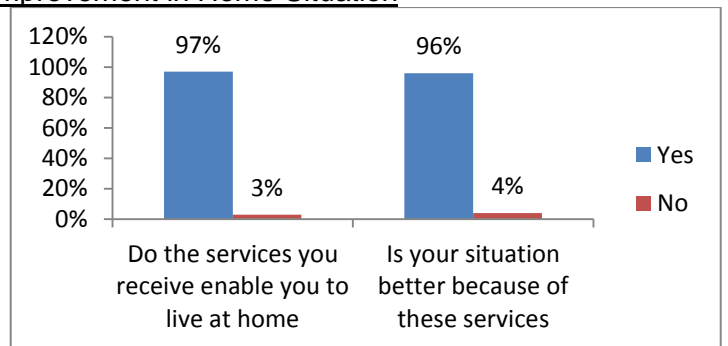


- 99% of respondents stated their Home Health Aide treated them with respect
- 99% of respondents stated their nurse treated them with respect
- 99% of respondents stated the scheduler was courteous and helpful
- 97% of respondents stated they would recommend these services to family and friends
- 91% of respondents stated they were notified when there was a substitute home health aide
- 89% of respondents stated their nurse “always” or “usually” returned their phone call in a timely manner
- 86% of respondents stated a fill-in aide was offered when needed
- 80% of respondents stated their home health care aide “always” arrived at their scheduled time

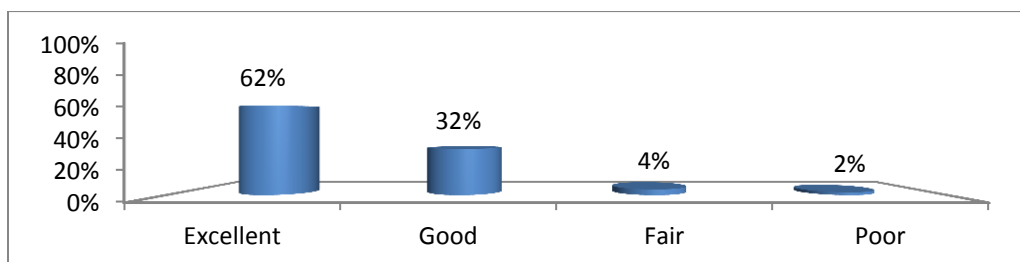
Explanation and Implementation of Care Plan



Improvement in Home Situation



Overall Customer Satisfaction Rating



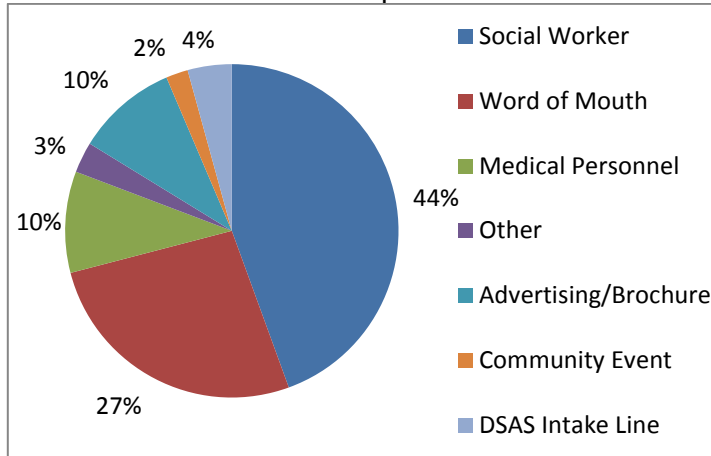


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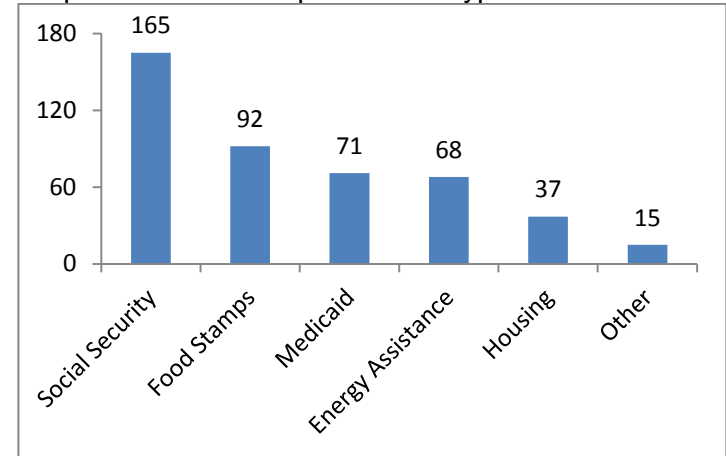
2015 Annual Customer Satisfaction Survey Results

Options for Independent Living – (217 Surveys received out of 599 mailed, 36% response rate)

How Client Learned About Options

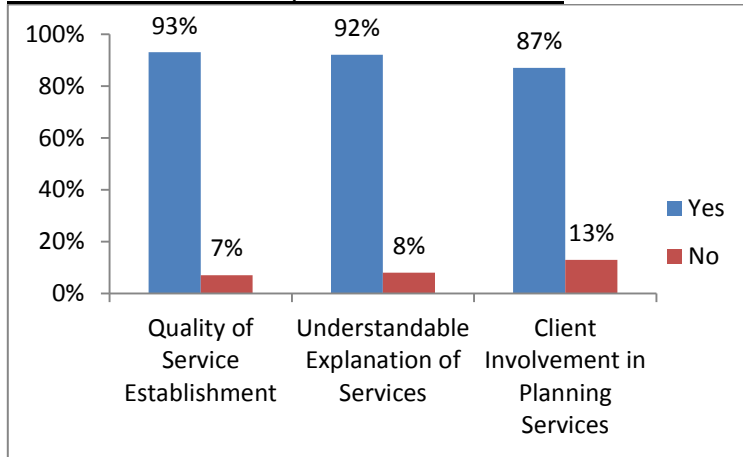


Respondents in Receipt of Other Types of Assistance

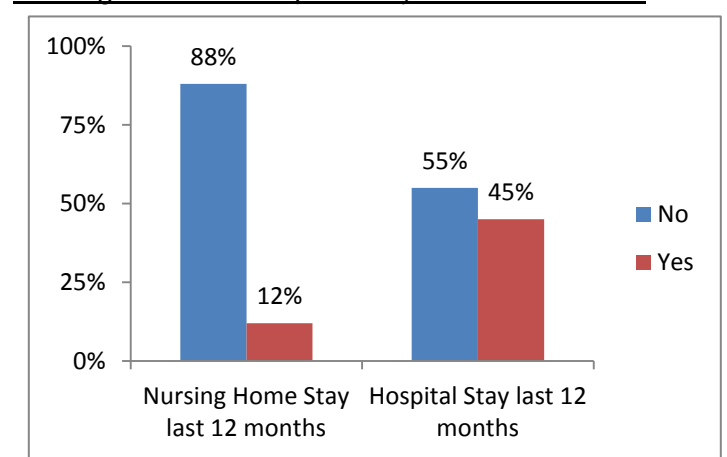


- 93% of respondents stated the services they receive helped them continue to live at home
- 91% of respondents stated their situation was better because of their case manager's help
- 88% of respondents stated their case manager returned their phone call in a timely manner
- 80% of respondents stated their case manager helped them get services they did not have before

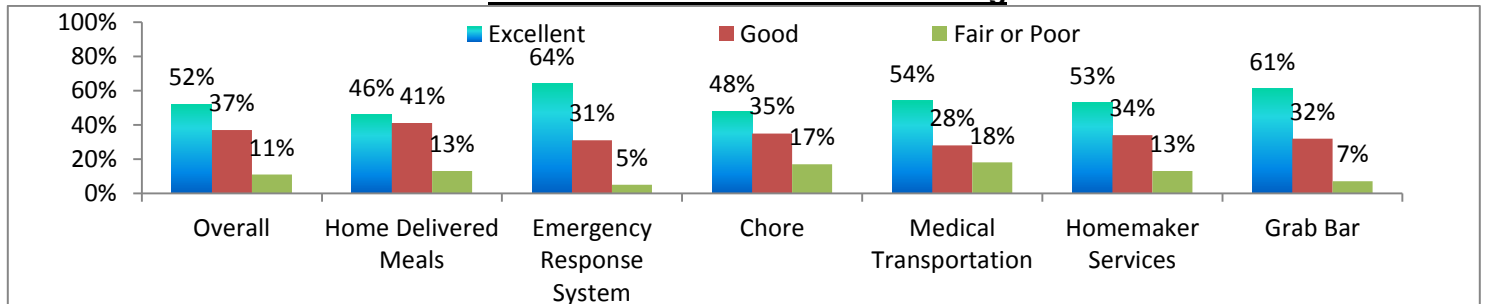
Establishment and Explanation of Services



Nursing Home or Hospital Stay in last 12 months



Overall Customer Satisfaction Rating



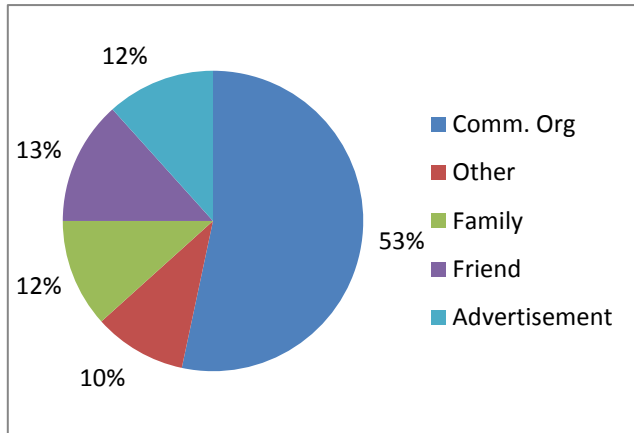


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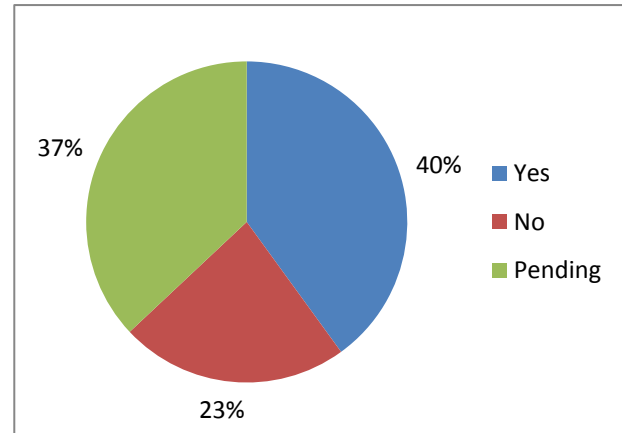
2015 Annual Customer Satisfaction Survey Results

Information and Outreach Unit (Clients Attending Benefits Check-Up (BCU) Events) – 62 Surveys received out of 242 mailed, 26% response rate)

How did you find out about the BCU event?

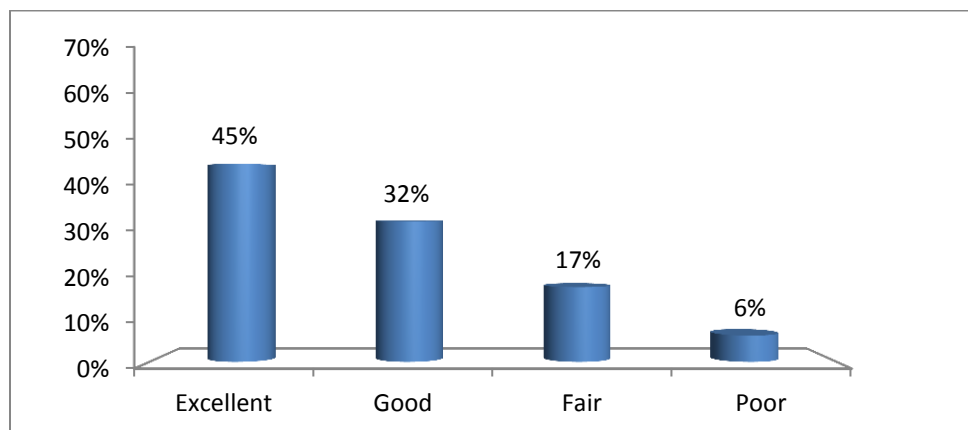


Did you qualify for a benefit as a result of the BCU Event?



- **Income:** 51% of respondents stated their annual income was \$10,000 or less
- 98% of respondents stated they were treated with respect
- 85% of respondents stated the information presented to them was understandable
- 85% of respondents stated they knew what to expect after the application was submitted
- 83% of respondents stated the IOU staff member arrived at the scheduled time
- 60% of respondents stated they knew who to contact with questions
- 59% of respondents stated the IOU staff member helped them get services they did not have before
- 54% of respondents stated that they have a better idea of how to get help

Overall Customer Satisfaction Rating

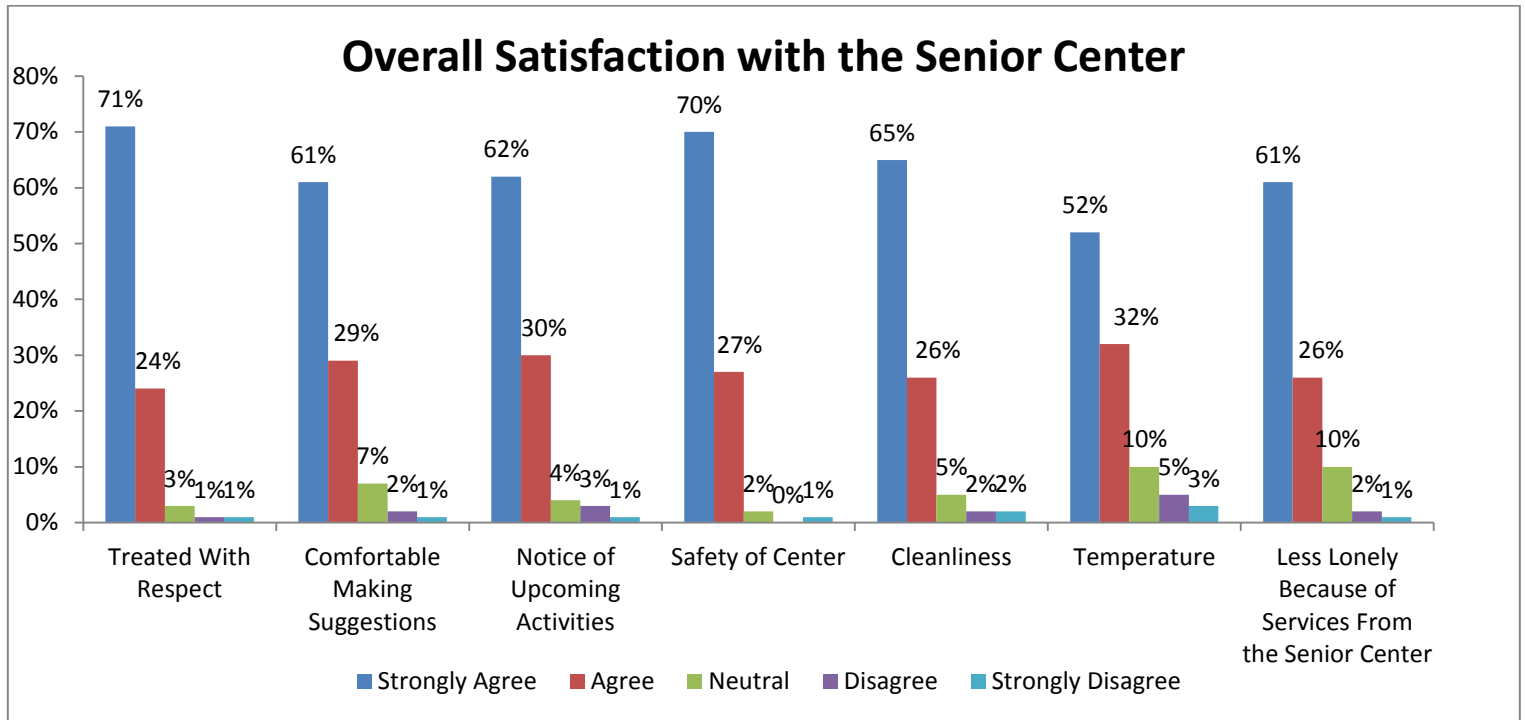




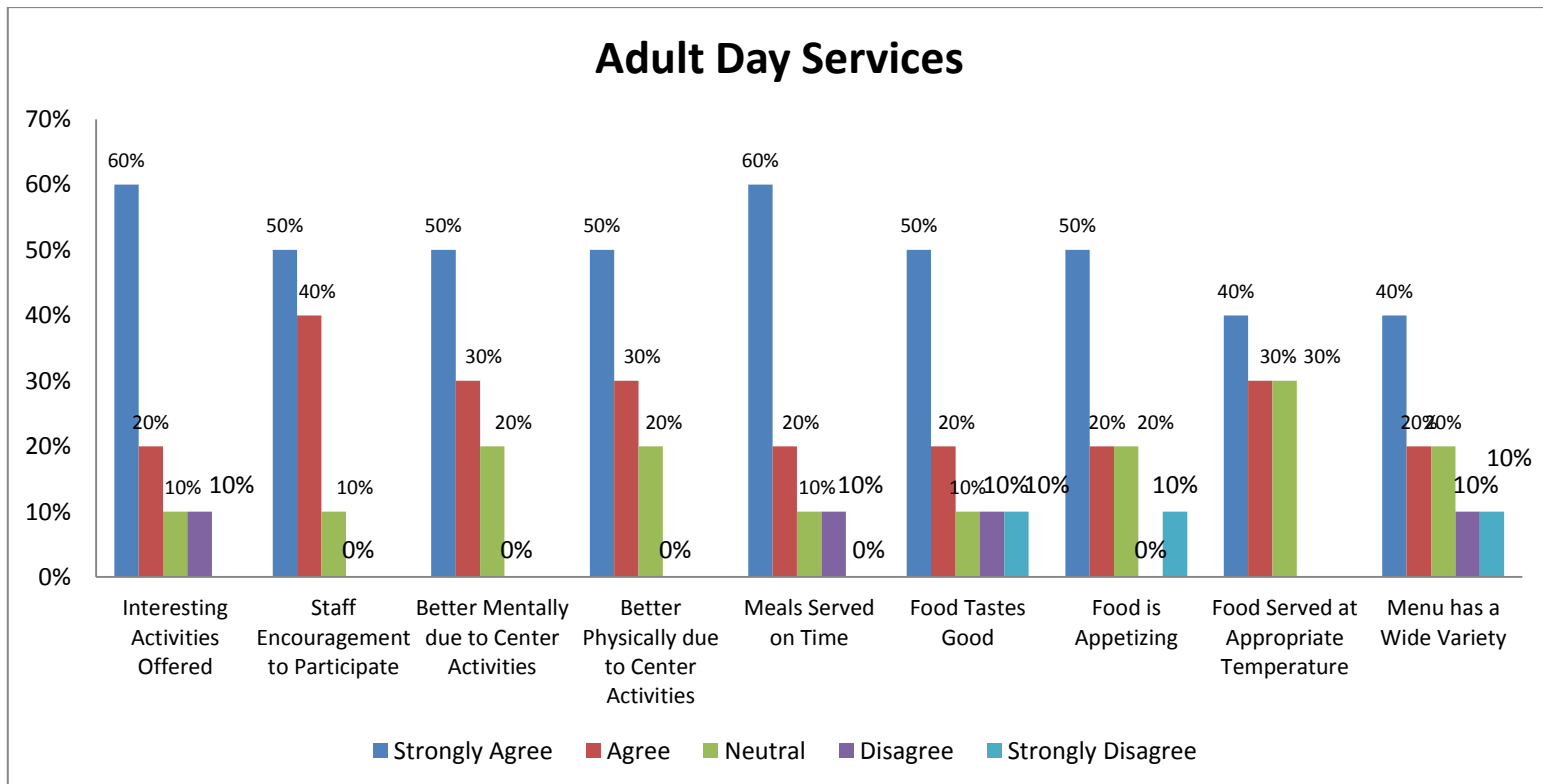
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(Community Social Services Program (CSSP) – (590 Surveys received out of 1,557 mailed, 38% response rate)



Data based on 554 responses



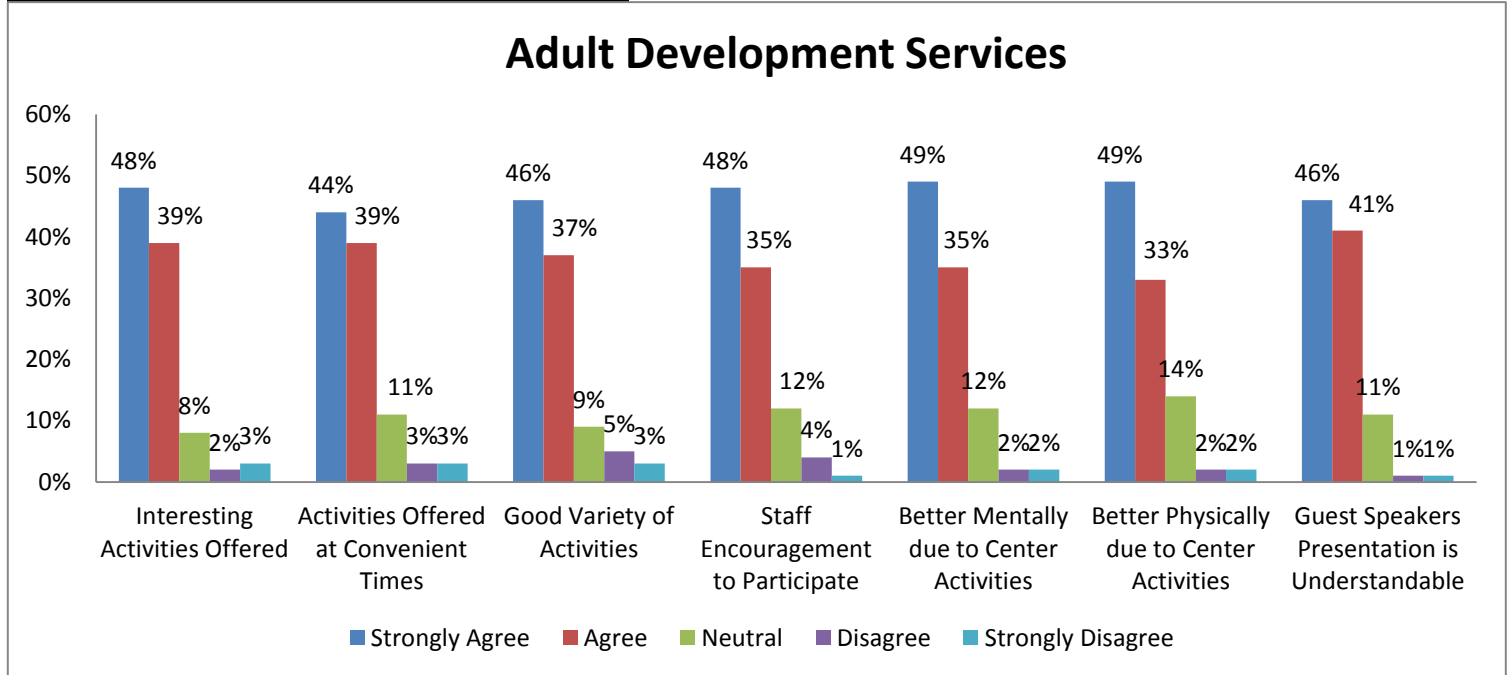
Data based on 10 responses for 1 provider



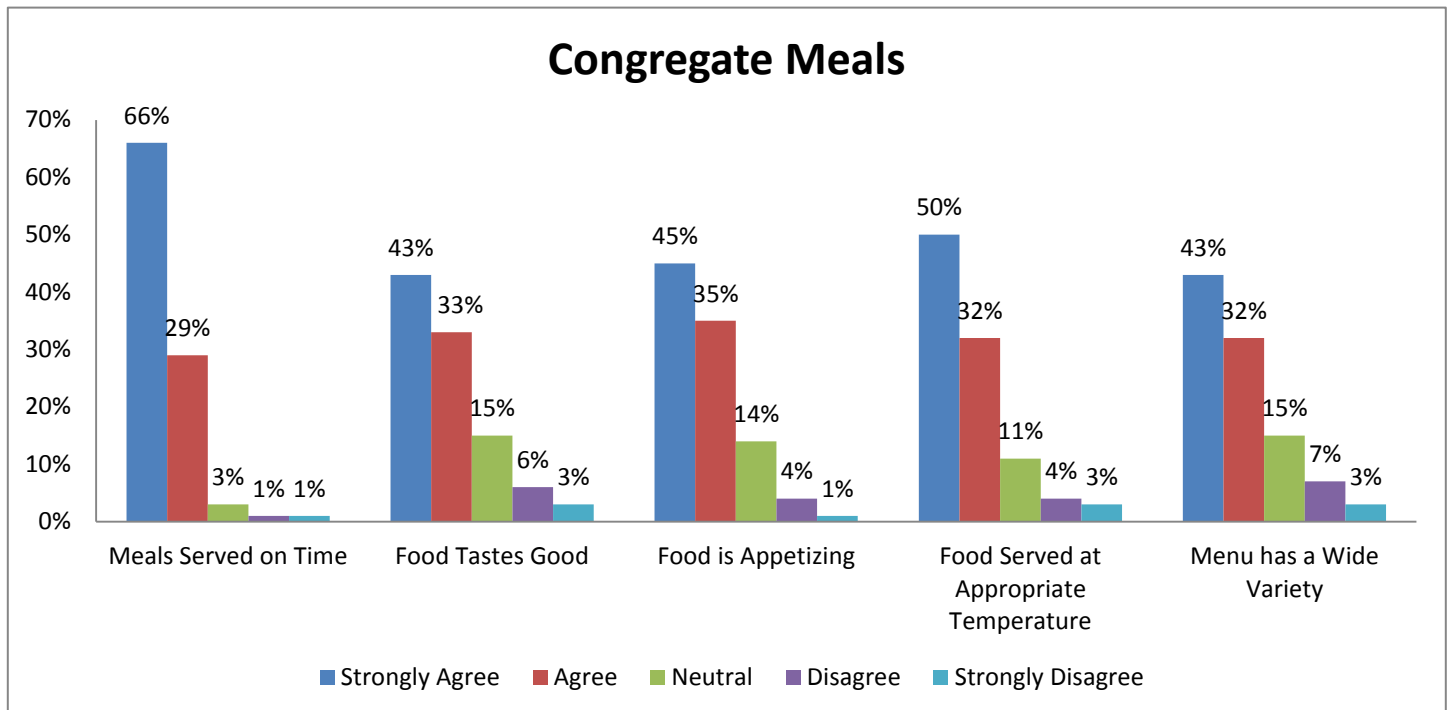
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2015 Annual Customer Satisfaction Survey Results

Community Social Services Program (CSSP)



Data based on 281 responses



Data based on 373 responses

