



DSAS-CUYAHOGA COUNTY DIVISION OF SENIOR & ADULT SERVICES

2013 Customer Satisfaction Survey Results

As a way to monitor client feedback, the DSAS Performance Management Unit mails Customer Satisfaction surveys to clients who were enrolled in DSAS programs. These surveys are mailed on a random, quarterly basis and the results are entered and maintained in a database. Clients receiving this survey are provided a postage-paid return envelope. They also have the ability to provide specific comments about their services and are contacted if requested.

In 2013, DSAS received 660 surveys, a response rate of approximately 25%. This report provides an analysis of all questions that were asked in each survey.

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Contacts

Questions/Comments about the Statistical Performance Report should be directed to:

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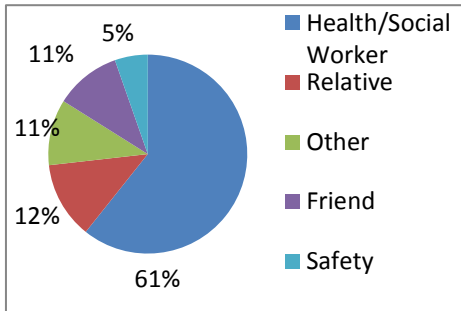


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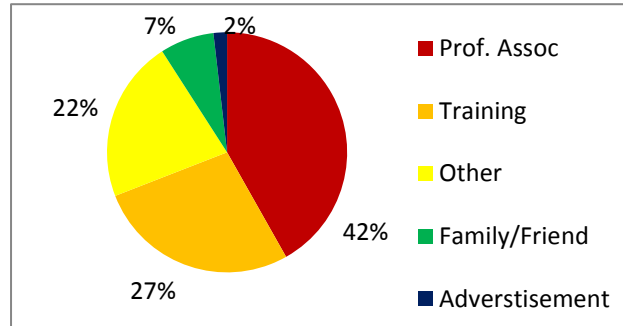
2013 Customer Satisfaction Survey Results

Adult Protective Services (APS) - 56 Surveys Received

Relationship of Respondent to Client



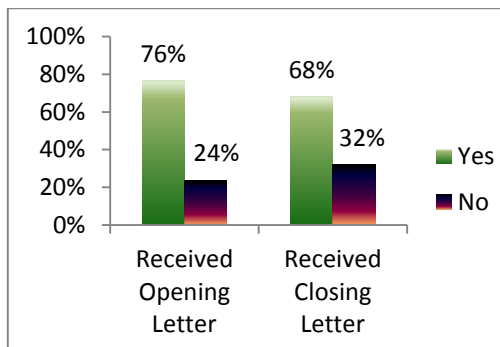
How did you find out about APS?



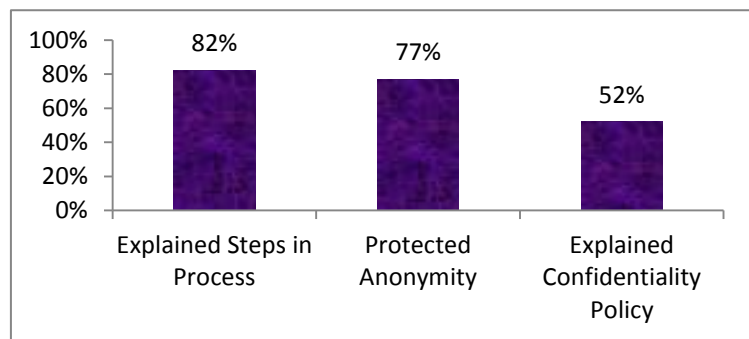
48% of respondents have made 5 or more referrals to APS;
34% have made 1

- 93% of respondents stated the Intake Worker gave his/her name
- 89% of respondents “agreed” or “strongly agreed” that the worker was respectful and receptive
- 84% of respondents stated a social worker followed up with them after the initial call
- 73% of respondents “agreed” or “strongly agreed” that APS was represented professionally
- 66% of respondents “agreed” or “strongly agreed” that information provided by worker was easy to understand

Received Opening and Closing Letter

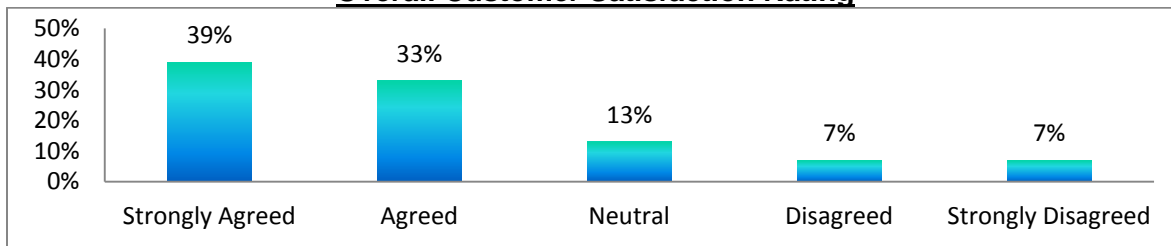


Explained Steps in APS Process, Confidentiality Policy, and Protected Referent's Anonymity



% indicating agree or strongly agree

Overall Customer Satisfaction Rating



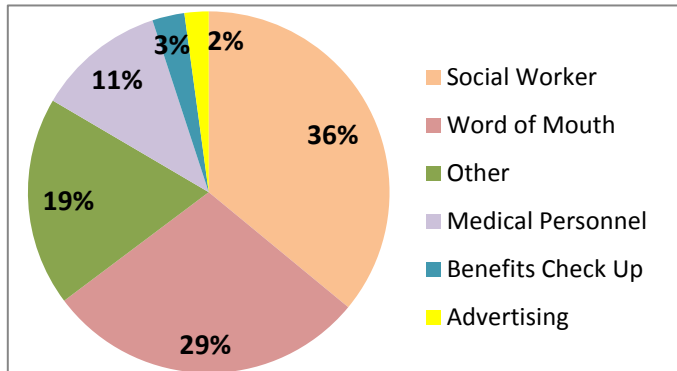


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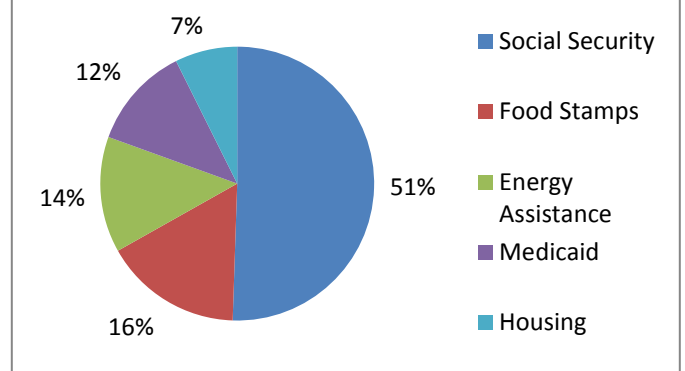
2013 Customer Satisfaction Survey Results

Home Support - 134 Surveys Received

How Client Learned About Home Support

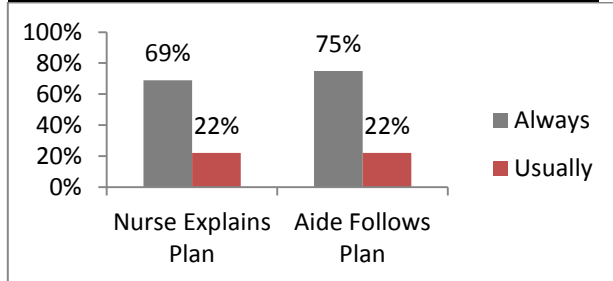


Respondents in Receipt of Other Types of Assistance

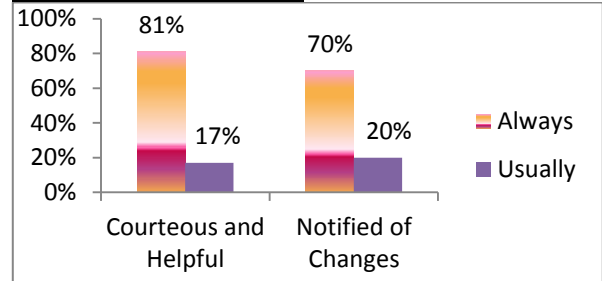


- 100% of respondents stated that their situation is better because of their home health care services
- 100% of respondents stated their home health care services helped them continue to live at home
- 94% of respondents stated they knew how to contact their nurse when needed
- 94% of respondents stated their home health care aide always treated them with respect
- 89% of respondents stated their nurse “always” or “usually” returned their phone call in a timely manner
- 78% of respondents stated their home health care aide “always” arrived at their scheduled time
- 53% of respondents stated a fill in home health care aide was “always” assigned when needed
- 16% of respondents stated their home health care aide made a personal call at their home; only 6% stated the personal call interfered with their care

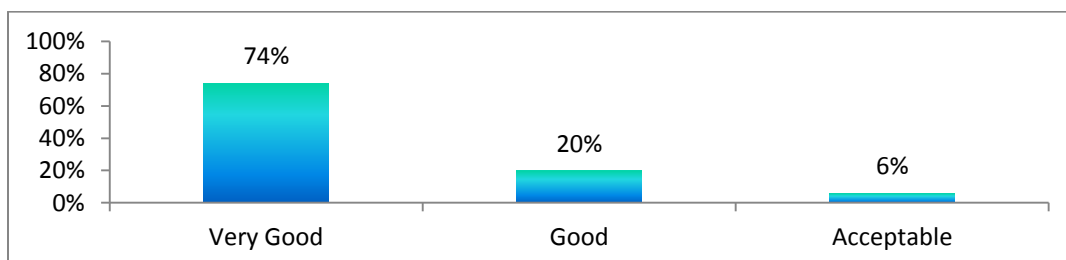
Explanation and Implementation of Care Plan



Scheduler Interactions



Overall Customer Satisfaction Rating



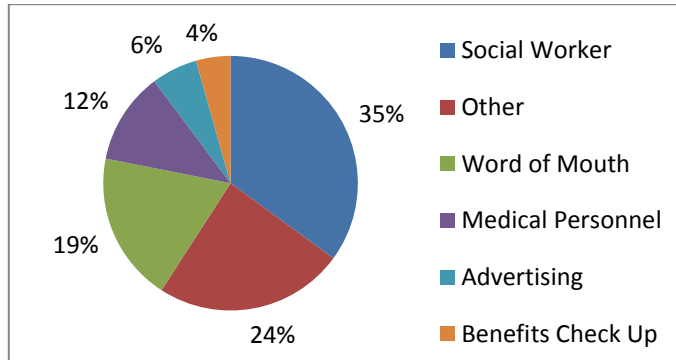


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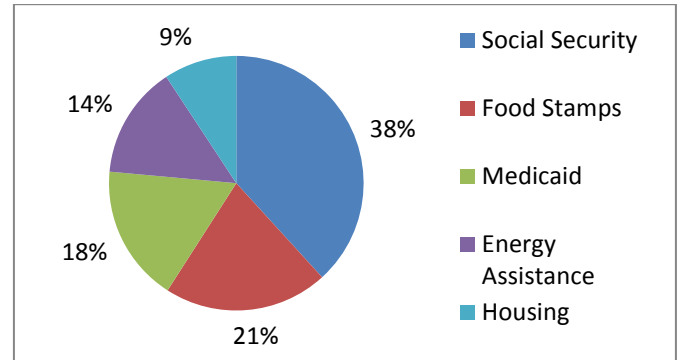
2013 Customer Satisfaction Survey Results

Options for Elders - 141 Surveys Received

How Client Learned About Options

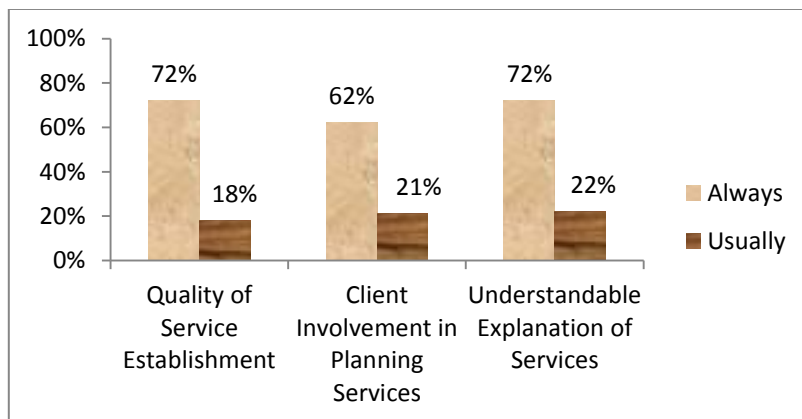


Respondents in Receipt of Other Types of Assistance

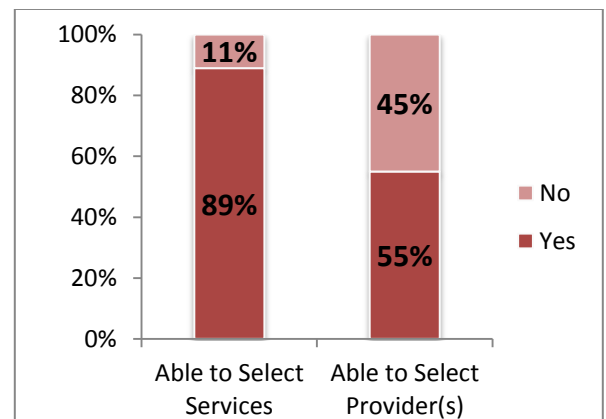


- 98% of respondents stated the services they receive helped them continue to live at home
- 93% of respondents stated their situation was better because of their case manager's help
- 84% of respondents stated their case manager helped them get services they did not have before
- 90% of respondents stated their case manager "always" or "usually" returned their phone call in a timely manner

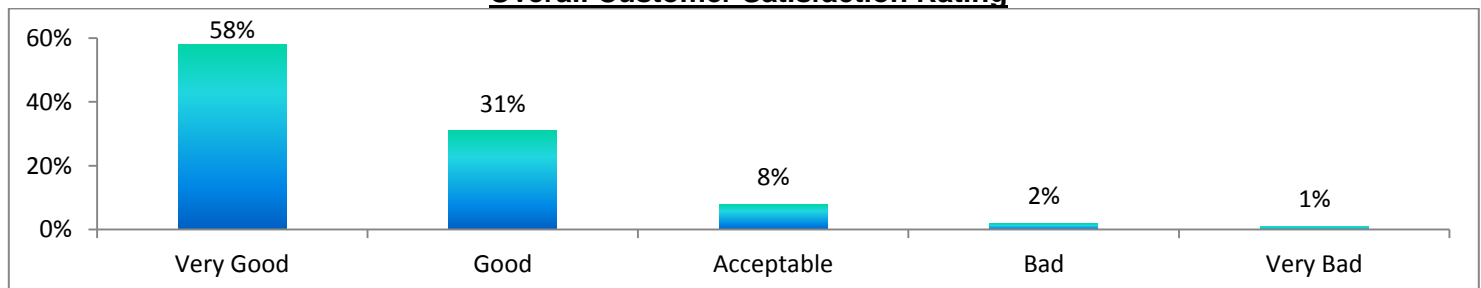
Establishment and Explanation of Services



Selection of Services and Provider(s)



Overall Customer Satisfaction Rating



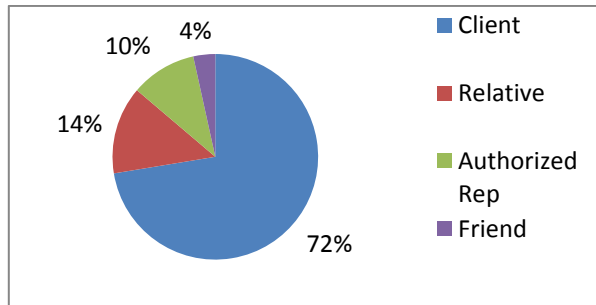


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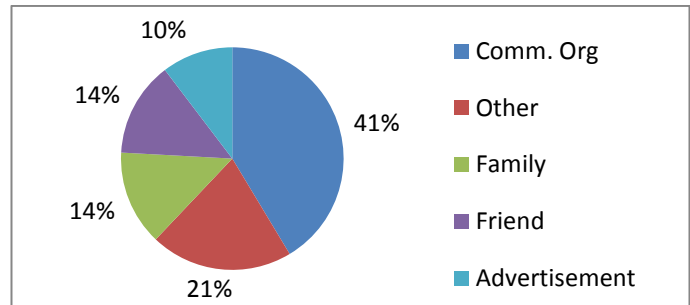
2013 Customer Satisfaction Survey Results

Information and Outreach Unit (Clients Attending Benefits Check-Up (BCU) Events) - 30 Surveys Received

Survey Completed By

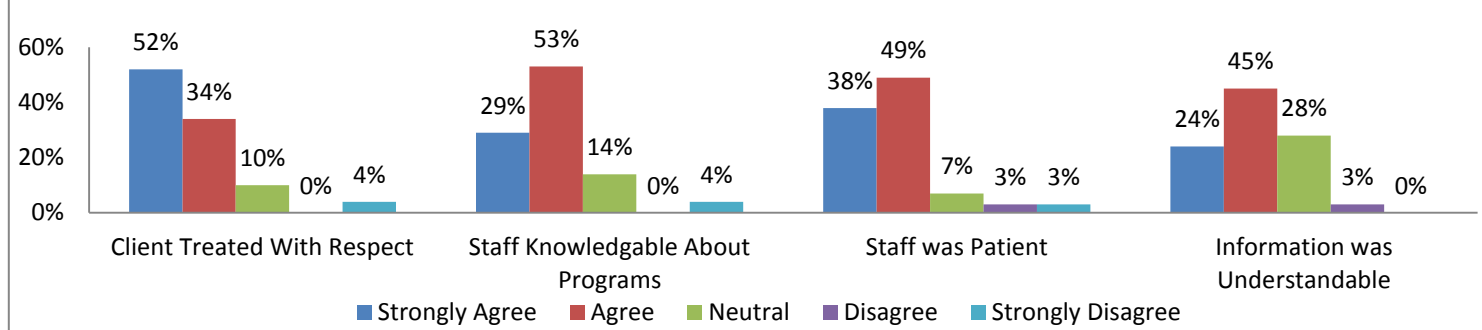


How did you find out about BCU event?

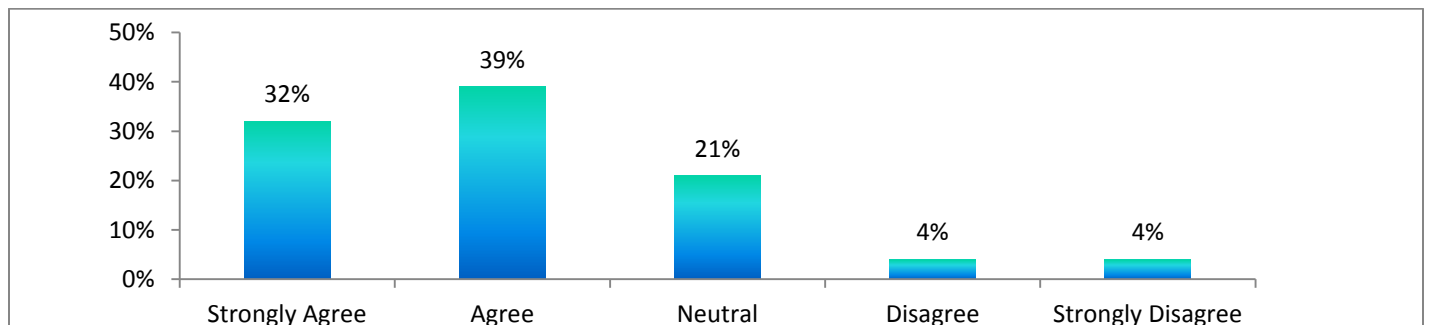


- 86% of respondents stated their annual income was \$30,000 or less
- 56% of respondents stated they qualified for a benefit as a result of the BCU screening
 - 76% of those who qualified for a benefit mailed an application
- 63% of respondents stated they “strongly agreed” or “agreed” knew what would happen after BCU screening
- 56% of respondents stated they “strongly agreed” or “agreed” they knew who to contact with questions

IOU Staff and Client Interaction



Overall Customer Satisfaction Rating



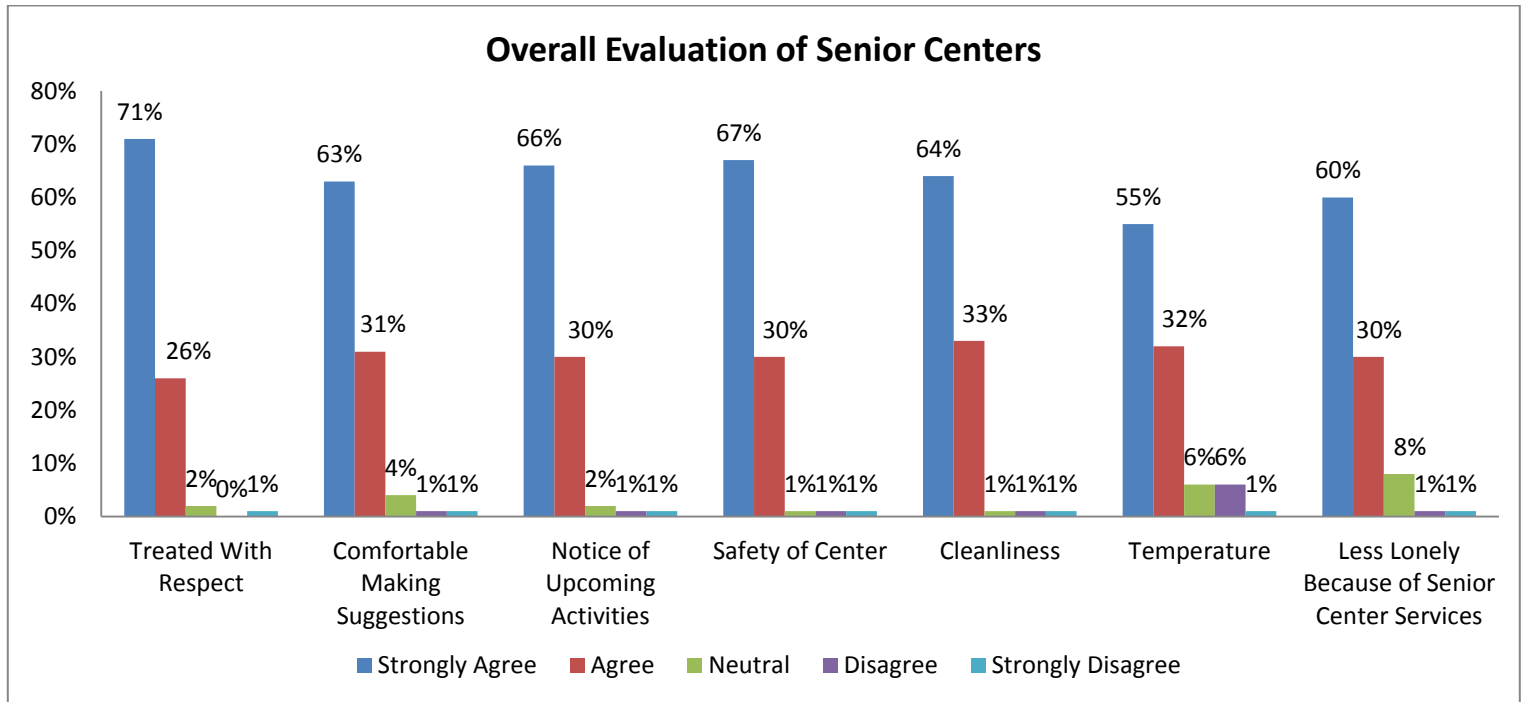
An additional 2 surveys were returned by HEAP clients. The average cumulative score for all questions was 4.5 (5 = strongly agree; 4 = agree).



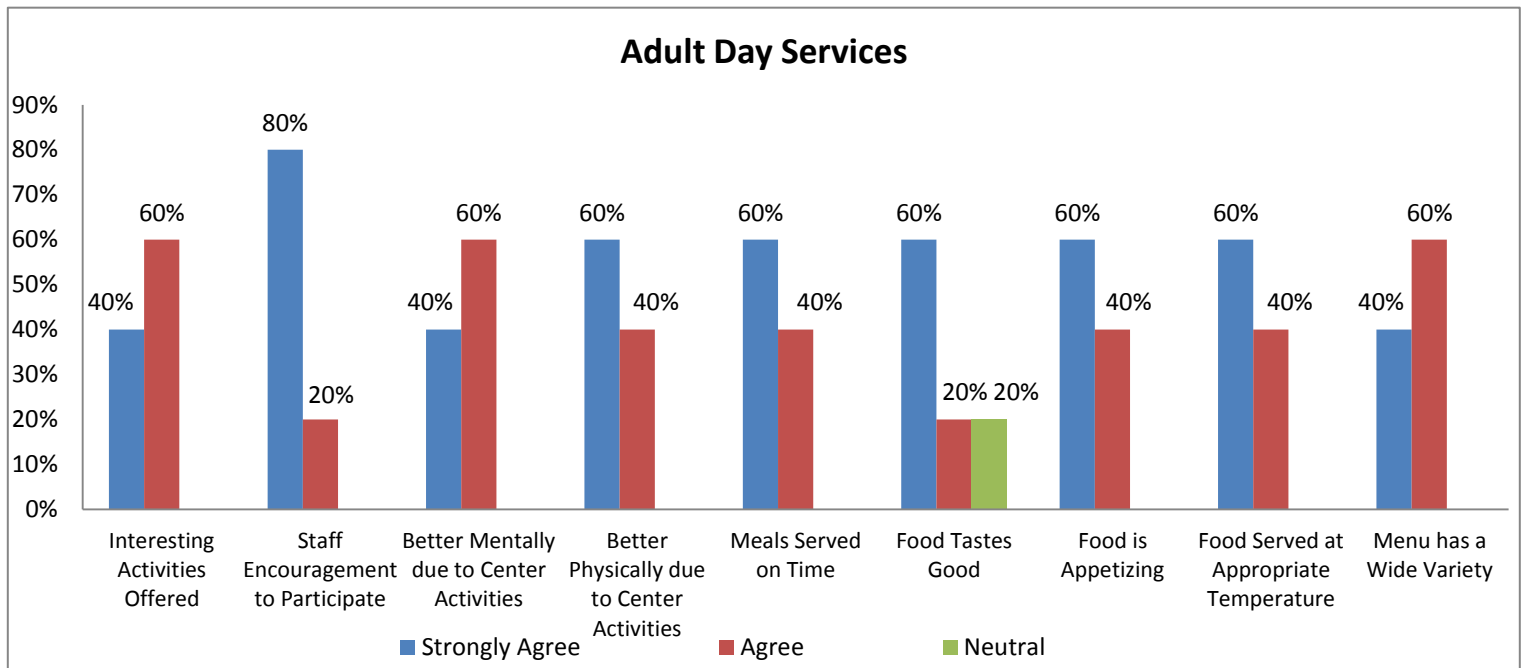
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2013 Customer Satisfaction Survey Results

Community Social Services Program (CSSP) - 296 Surveys Received



Data based on 288 responses



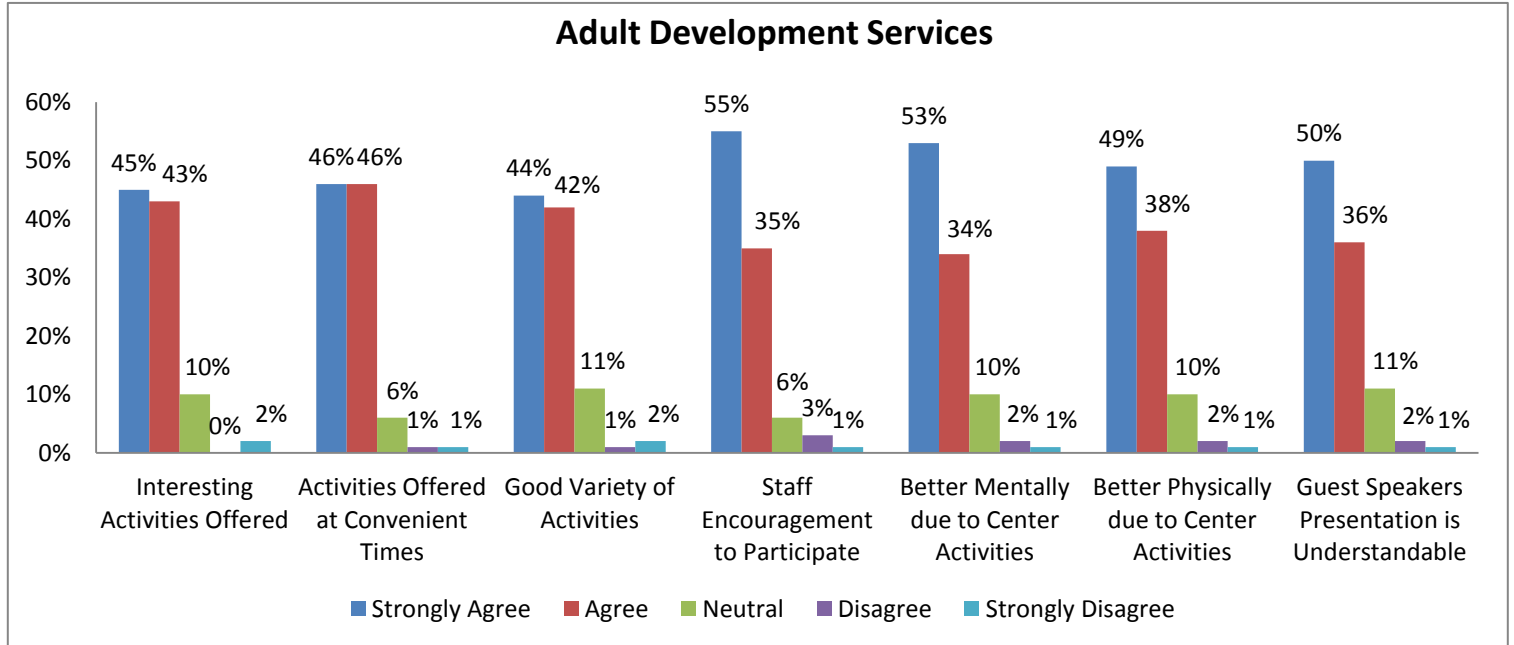
Data based on 5 responses



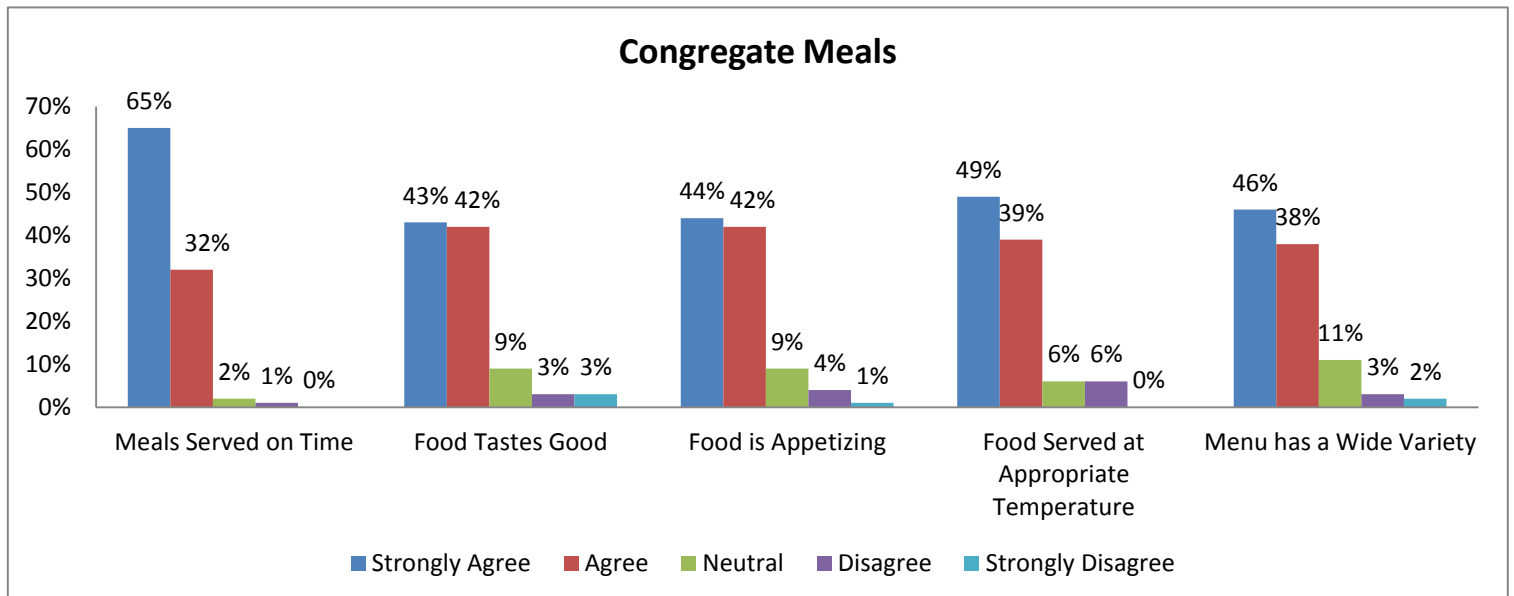
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2013 Customer Satisfaction Survey Results

Community Social Services Program (CSSP)



Data based on 126 responses



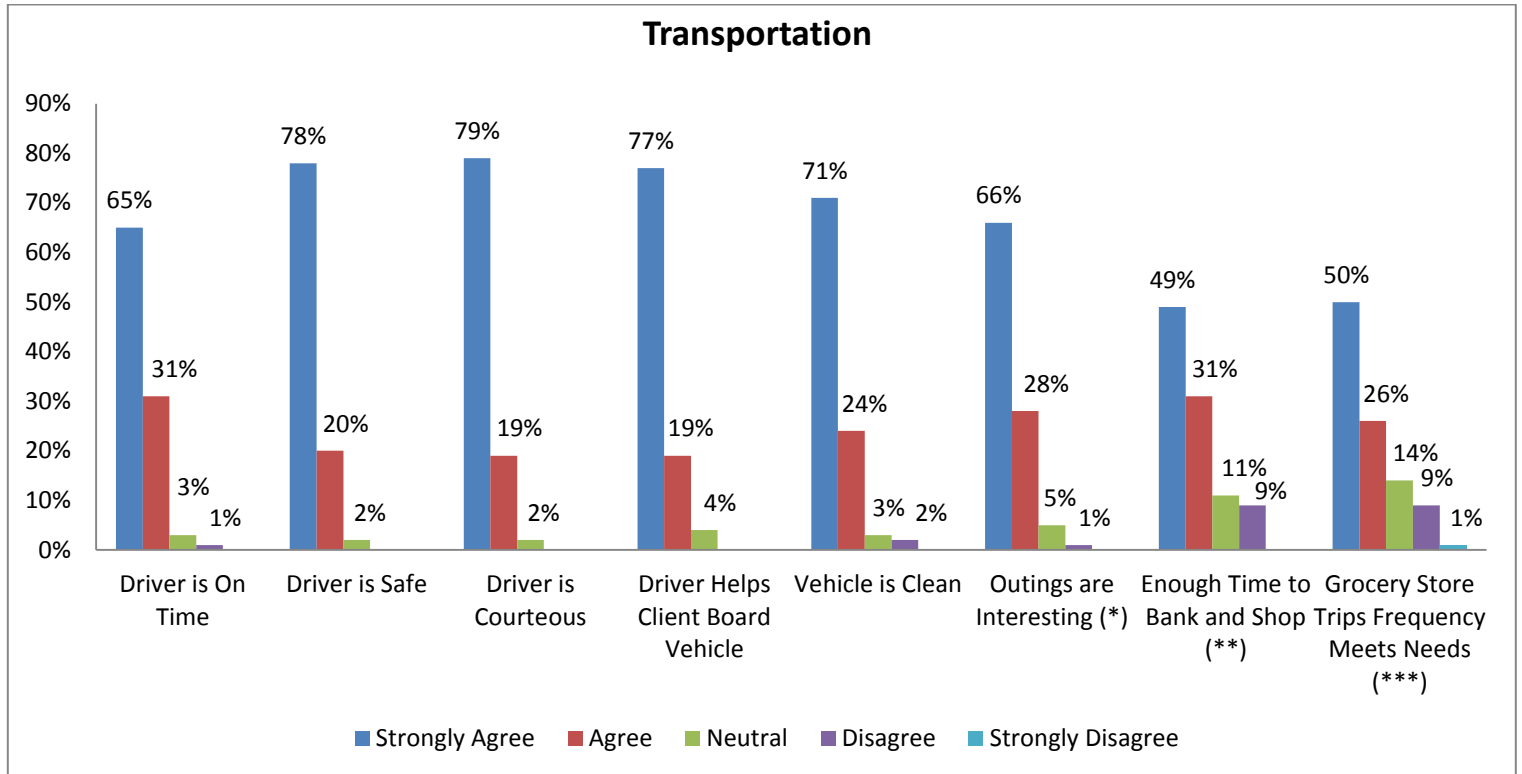
Data based on 88 responses



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2013 Customer Satisfaction Survey Results

Community Social Services Program (CSSP)



Data for first 5 questions based on 188 responses; (*)160 responses; (**)128 responses; (***)125 responses