



## Division of Senior and Adult Services-2016 Annual Customer Satisfaction Survey Results

As a way to monitor client feedback and improve customer services, the Division of Senior and Adult Services (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. Clients receiving this survey are provided a postage-paid return envelope, but no other incentive. Clients also have the ability to provide specific comments about their services and are contacted if requested.

**In 2016, DSAS received 1,145 surveys, and had a response rate of 31%.** For Adult Protective Services (APS), surveys are sent to the person making the referral to APS. This report provides an analysis of all questions that were asked in each survey. A sample of the comments received is provided at the end of the report. Scores from surveys received for the Community Social Services Program (CSSP) program are used in the overall evaluation of providers contracted by DSAS.

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### Contacts

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## Division of Senior and Adult Services-2016 Annual Customer Satisfaction Survey Results

### Overall Highlights

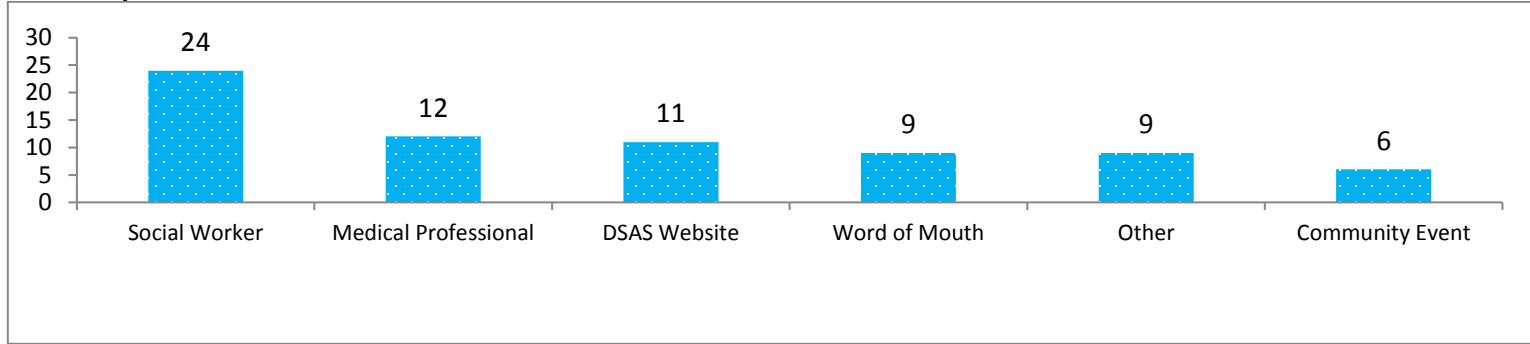
- Overall customer satisfaction rates (Percentage indicating “excellent” or “good”):
  - Centralized Intake: 84%
  - Adult Protective Services: 73%
  - Home Support Services: 99%
  - Options for Independent Living: 87%
  - Information Services Unit: 93%
- 82% of respondents indicated their call was answered by Centralized Intake in under 1 minute.
- 100% of Home Support clients indicated that the services they receive from their nurse and home health aide enable them to continue to live at home (97% for Options clients).
- 100% of Home Support clients stated they would recommend these services to their friends.
- Only 9% of Options clients indicated that they have had to stay in a Nursing Home in the last 12 months.
- 98% of Information Services respondents stated the information presented at the Benefits Check-Up event about the benefit for which they were applying was understandable.
- 86% of Community Social Services Program respondents indicated that they felt less lonely because of the services provided at their senior center. (Percentage indicating “Strongly Agree” or “Agree”)
- 87% of Community Social Services Program respondents indicated that they felt better mentally due to the services provided at their senior center; 84% said they felt better physically. (Percentage indicating “Strongly Agree” or “Agree”)



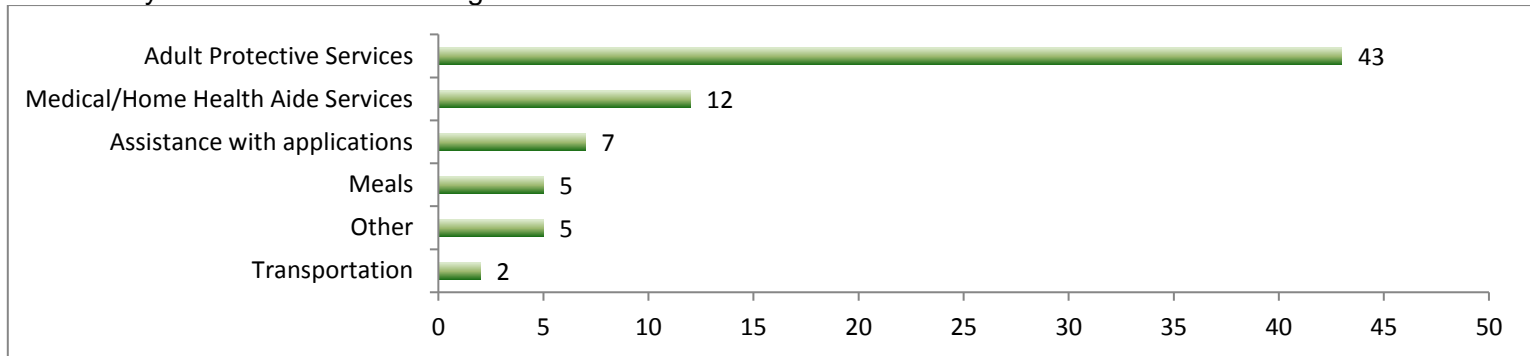
## Division of Senior and Adult Services-2016 Annual Customer Satisfaction Survey Results

### Centralized Intake (72 surveys received out of 383 mailed, 19% response rate)

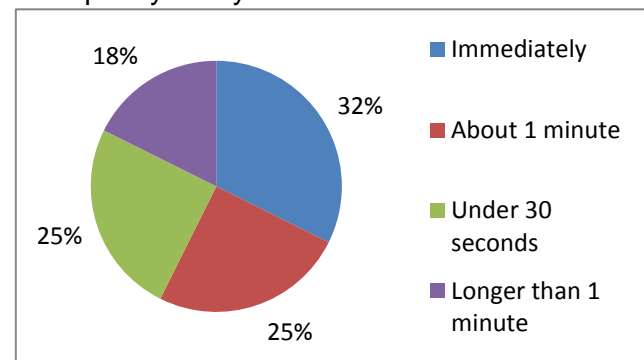
How did you find out about Centralized Intake?



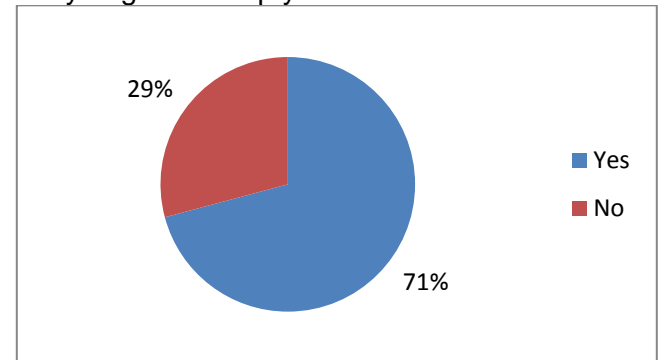
What was your reason for contacting Centralized Intake?



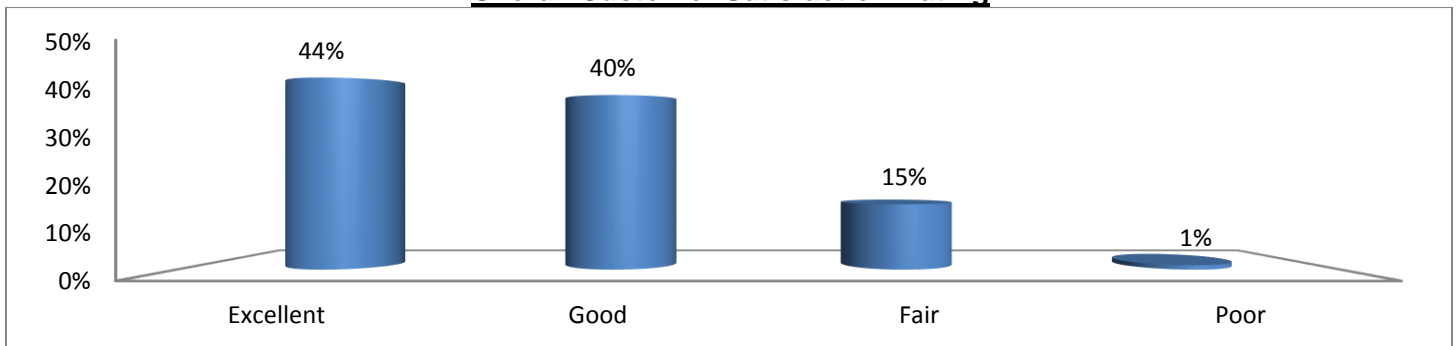
How quickly was your call answered?



Did you get the help you needed?



### Overall Customer Satisfaction Rating

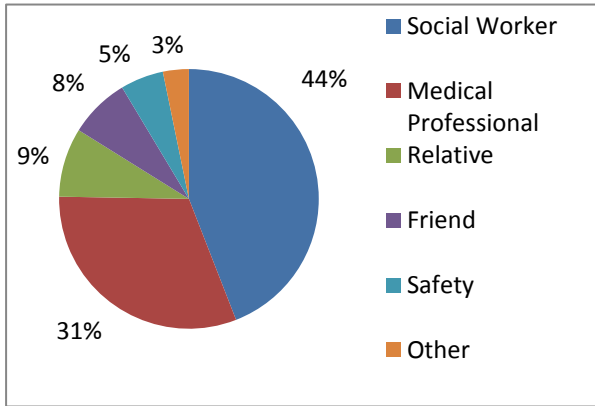




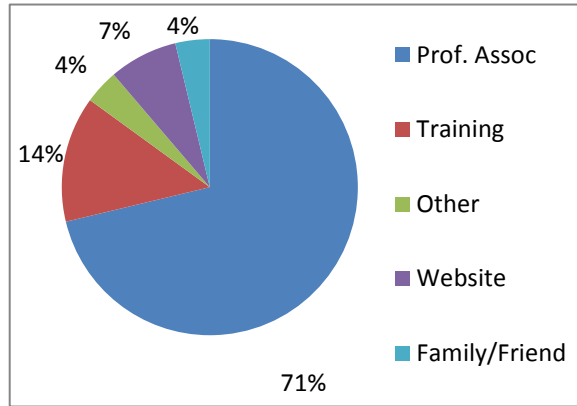
## Division of Senior and Adult Services-2016 Annual Customer Satisfaction Survey Results

### Adult Protective Services (APS) – (100 surveys received out of 507 mailed, 20% response rate-survey mailed to individual who made the APS referral)

Relationship of Respondent to Client

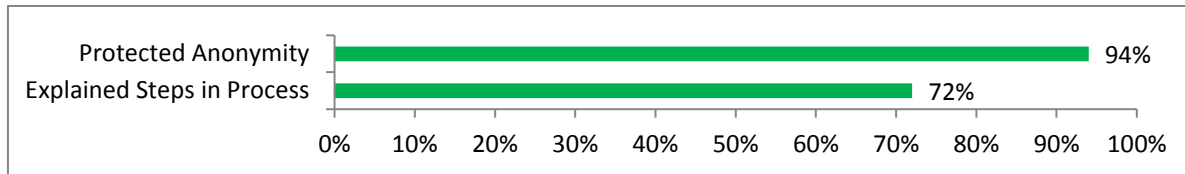


How did you find out about APS?



44% of respondents have made 5 or more referrals to APS  
22% have made 1

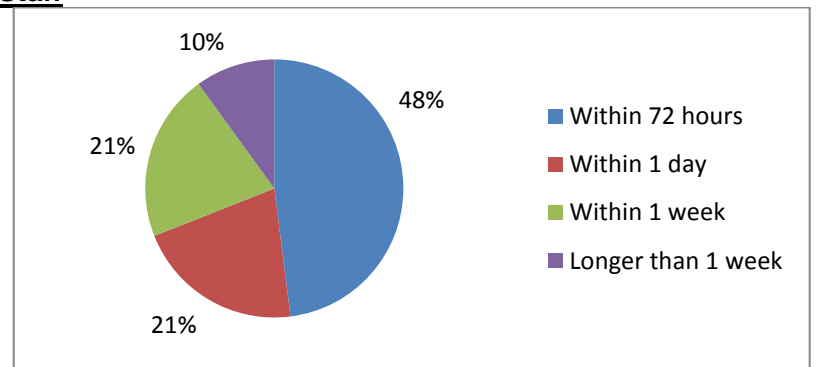
### Explained Steps in APS Process and Protected Referent's Anonymity



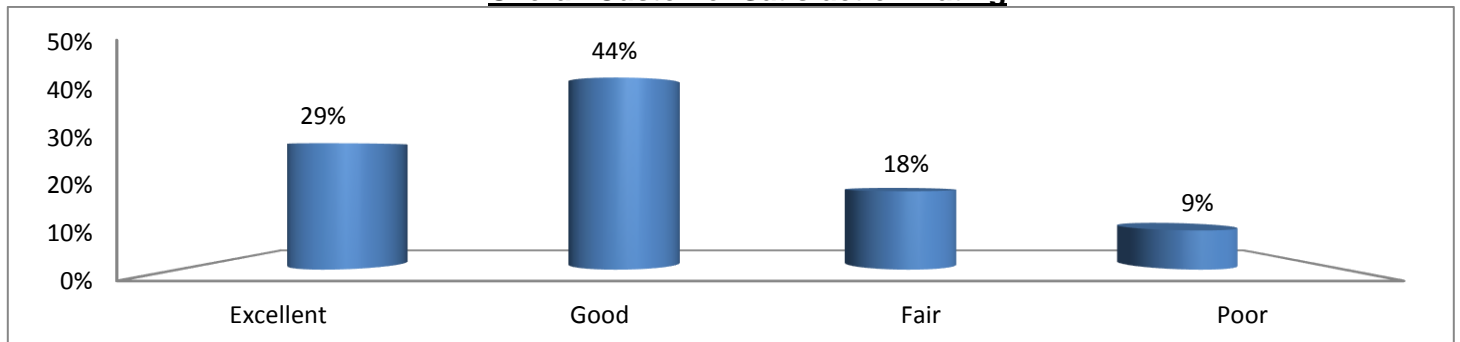
← % indicating Yes

### How Quickly Referent was contacted by APS Staff

80% of respondents stated they were contacted by APS



### Overall Customer Satisfaction Rating

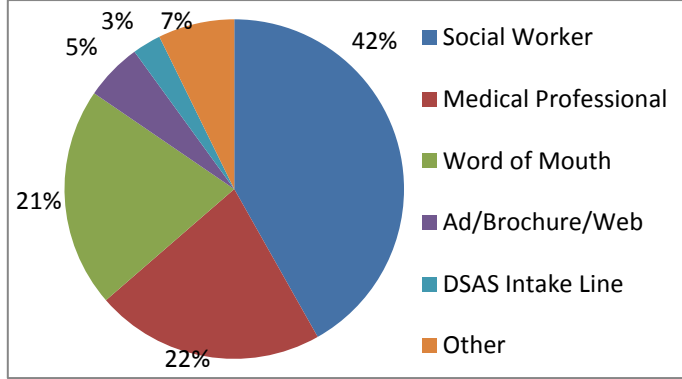




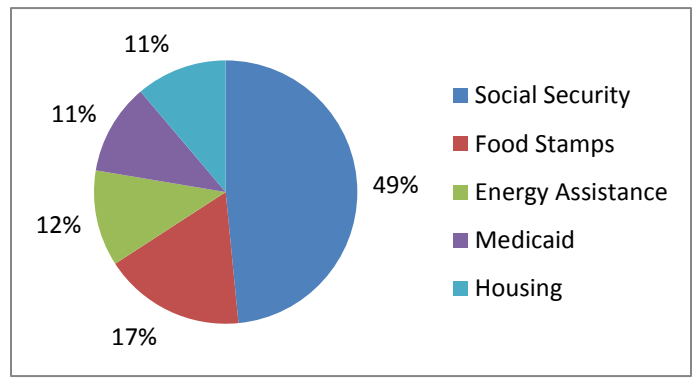
## Division of Senior and Adult Services-2016 Annual Customer Satisfaction Survey Results

### Home Support - (104 surveys received out of 237 mailed, 44% response rate)

How Client Learned About Home Support

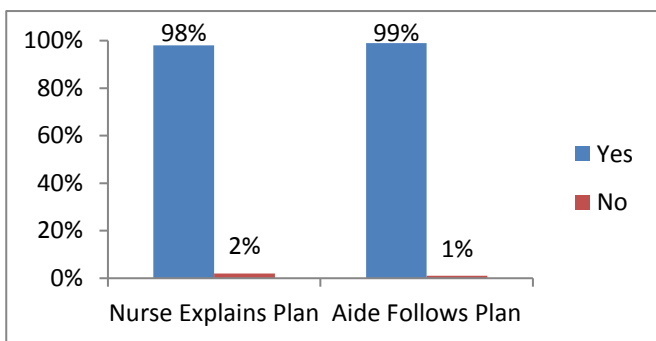


Respondents in Receipt of Other Types of Assistance

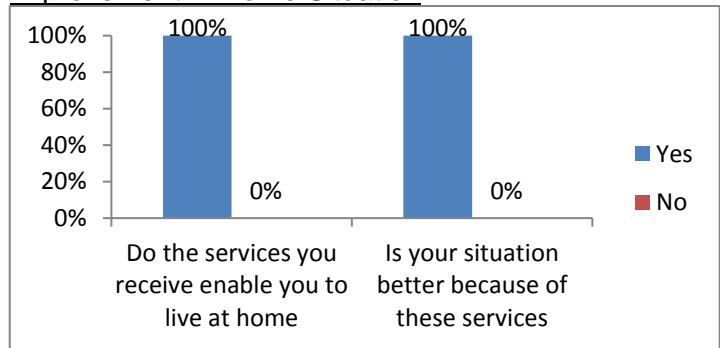


- 100% of respondents stated their Home Health Aide treated them with respect
- 100% of respondents stated their nurse treated them with respect
- 100% of respondents stated the scheduler was courteous and helpful
- 100% of respondents stated they would recommend these services to family and friends
- 99% stated they have never sought home health aide services from another agency
- 97% of respondents stated their nurse “always” or “usually” returned their phone call in a timely manner
- 82% of respondents stated their home health care aide “always” arrived at their scheduled time
- 71% of respondents stated they were always notified when there was a substitute home health aide

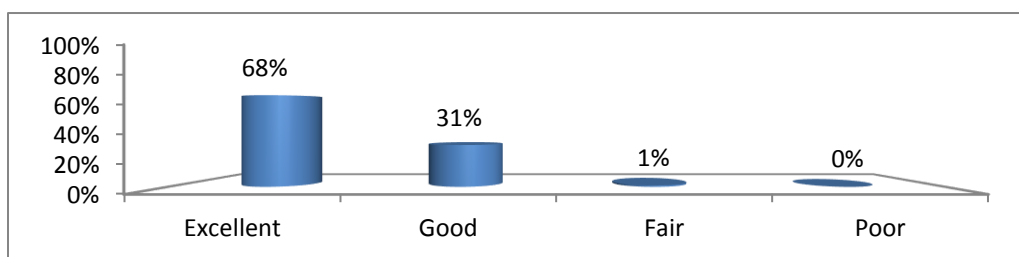
Explanation and Implementation of Care Plan



Improvement in Home Situation



### Overall Customer Satisfaction Rating

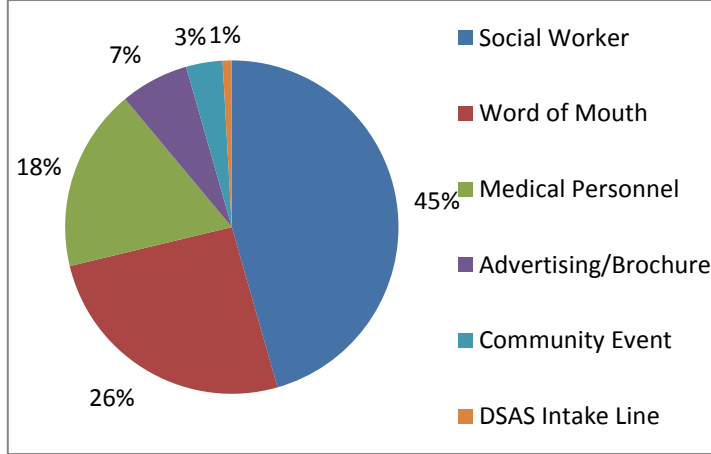




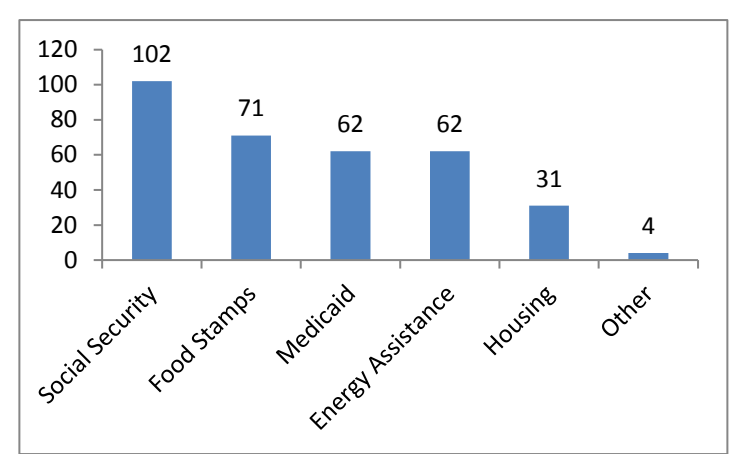
## Division of Senior and Adult Services-2016 Annual Customer Satisfaction Survey Results

### Options for Independent Living – (232 surveys received out of 599 mailed, 39% response rate)

How Client Learned About Options

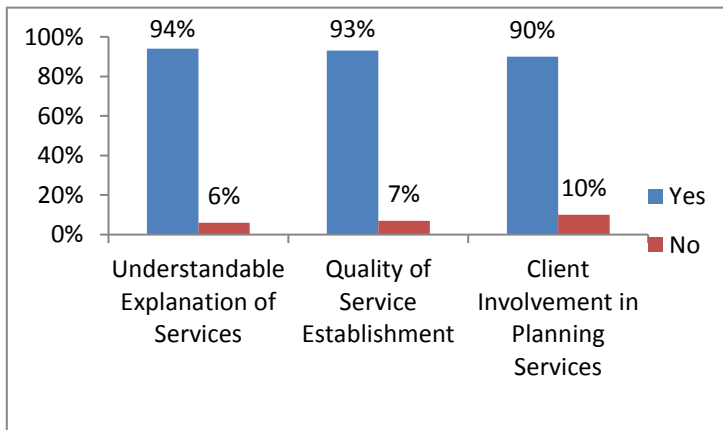


Respondents in Receipt of Other Types of Assistance

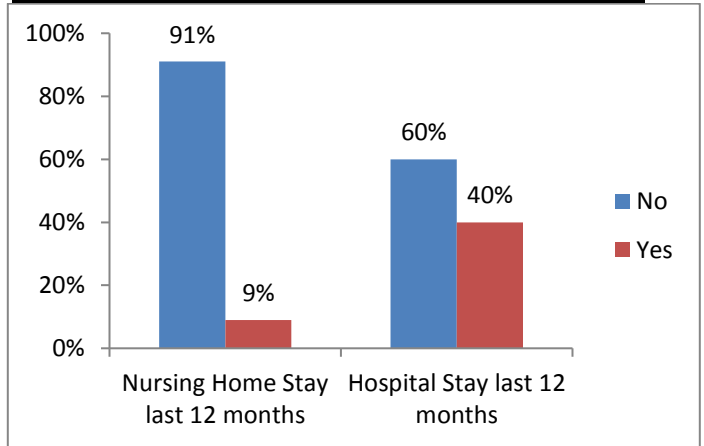


- 97% of respondents stated the services they receive helped them continue to live at home
- 91% of respondents stated their situation was better because of their case manager's help
- 90% of respondents stated their case manager returned their phone call in a timely manner
- 80% of respondents stated their case manager helped them get services they did not have before

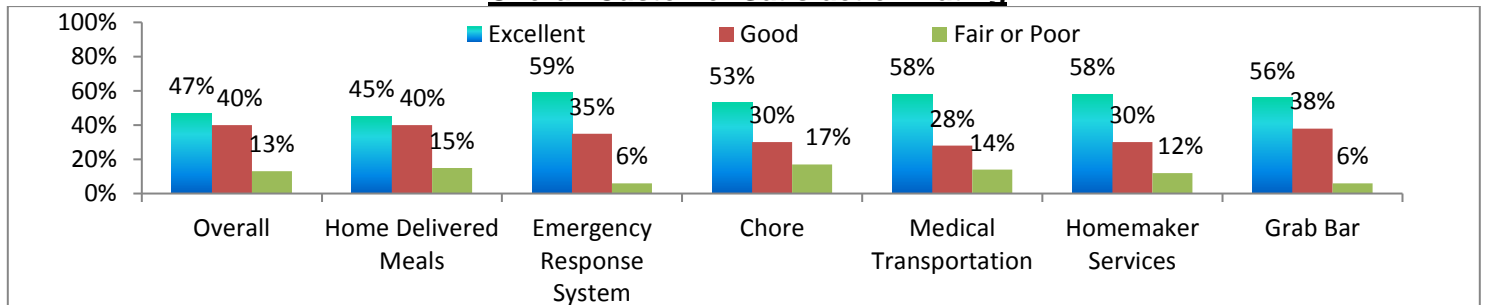
Establishment and Explanation of Services



Nursing Home or Hospital Stay in last 12 months



### Overall Customer Satisfaction Rating

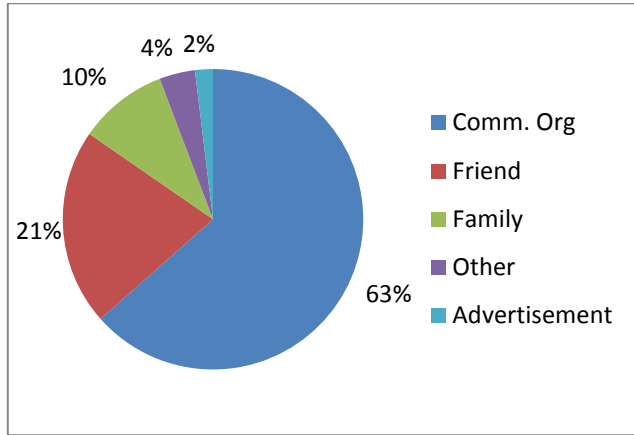




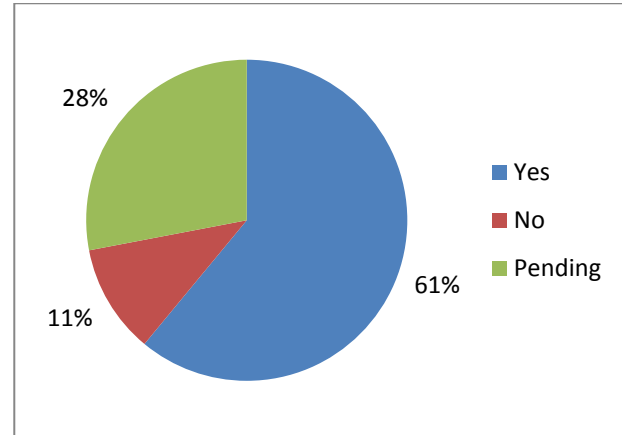
### Division of Senior and Adult Services-2016 Annual Customer Satisfaction Survey Results

#### Information Services (Clients Attending Benefits Check-Up (BCU) Events) – 56 surveys received out of 242 mailed, 23% response rate

How did you find out about the BCU event?

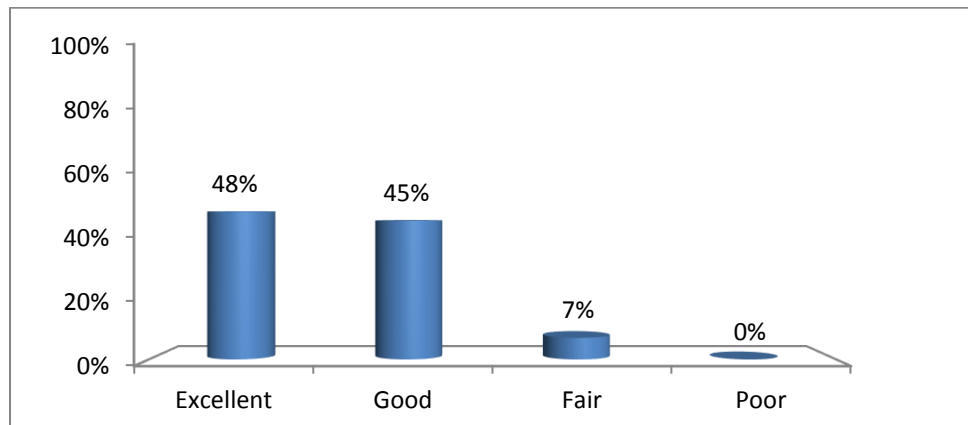


Did you qualify for a benefit as a result of the BCU Event?



- **Income:** 48% of respondents stated their annual income was \$10,000 or less
- 98% of respondents stated the information presented to them was understandable
- 96% of respondents stated they were treated with respect
- 93% of respondents stated the staff member arrived at the scheduled time
- 92% of respondents stated they knew what to expect after the application was submitted
- 74% of respondents stated they knew who to contact with questions
- 63% of respondents stated the staff member helped them get services they did not have before
- 46% of respondents stated that they have a better idea of how to get help

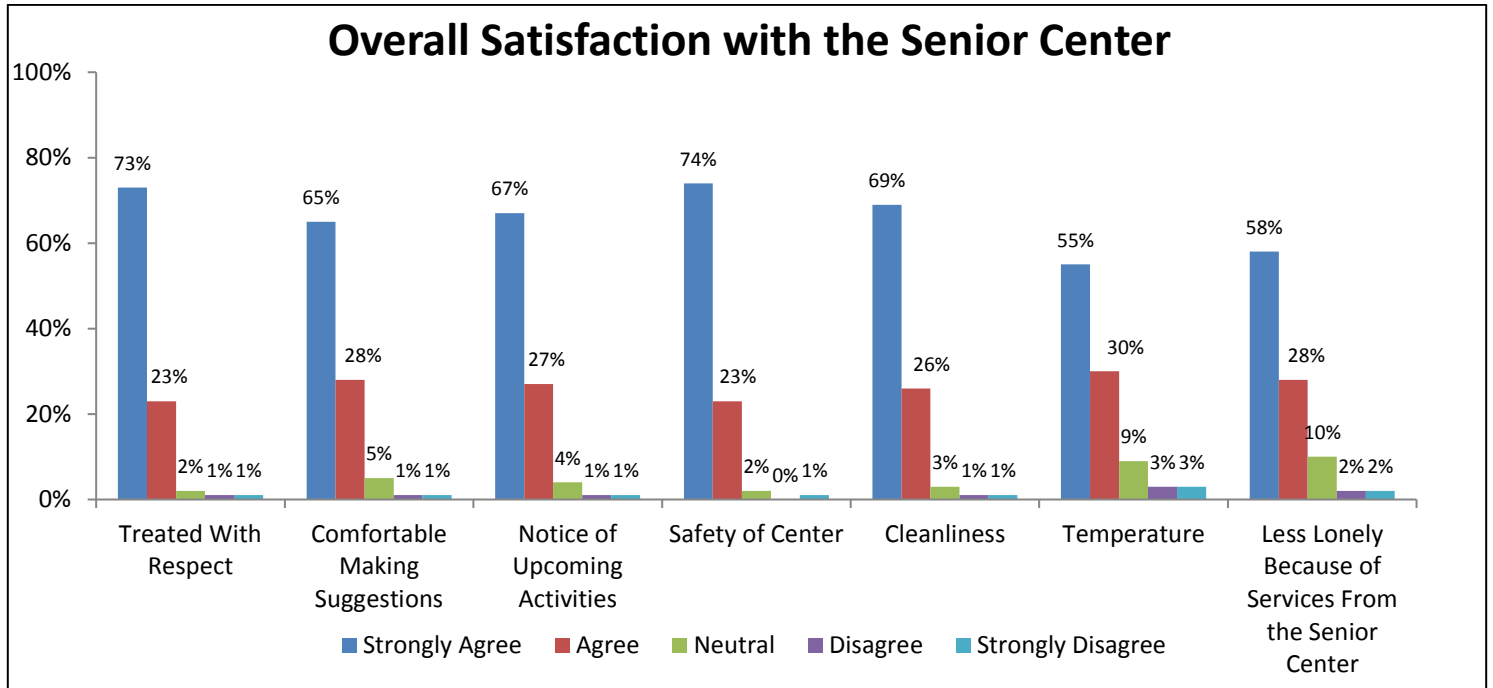
#### Overall Customer Satisfaction Rating



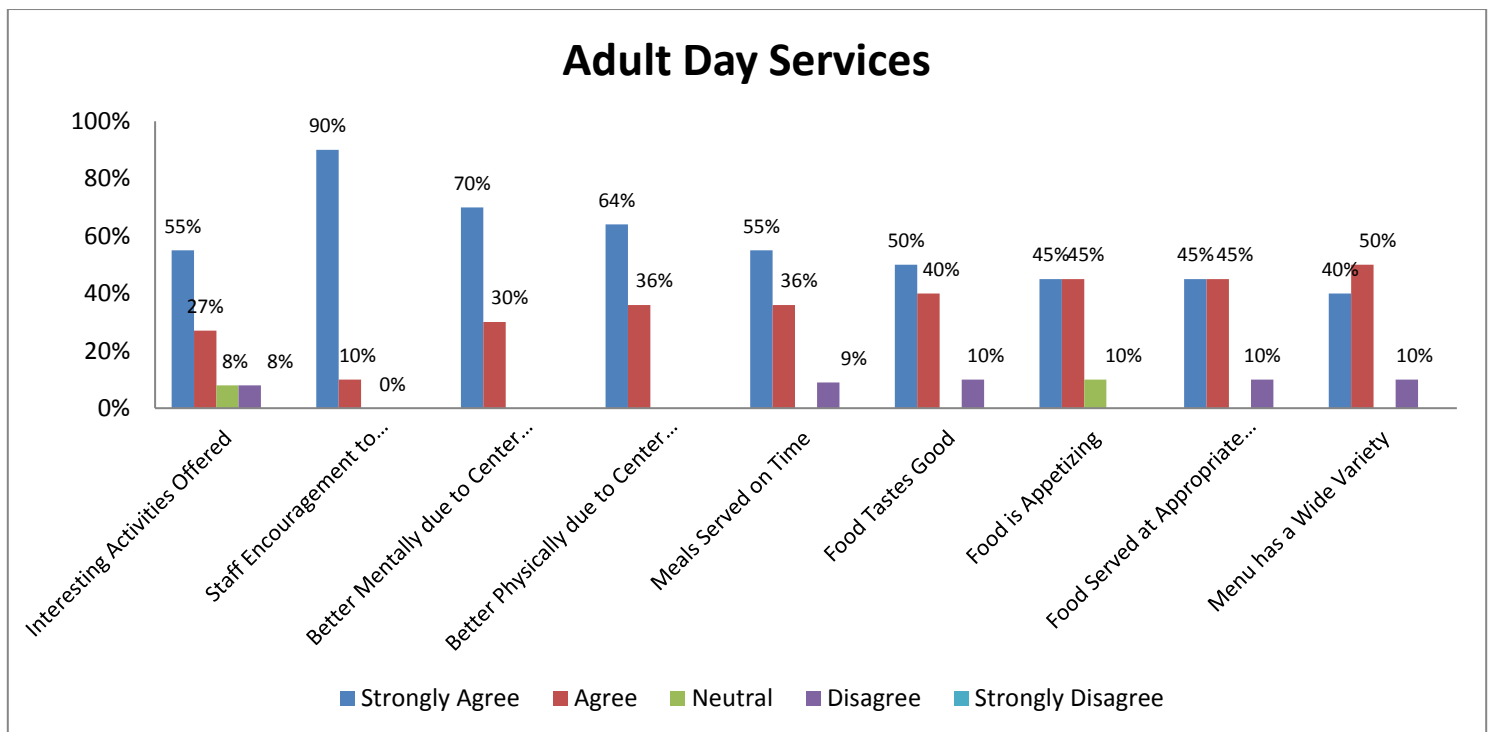


## Division of Senior and Adult Services-2016 Annual Customer Satisfaction Survey Results

**(Community Social Services Program (CSSP) – (581 surveys received out of 1,615 mailed, 36% response rate)**



Data based on 537 responses



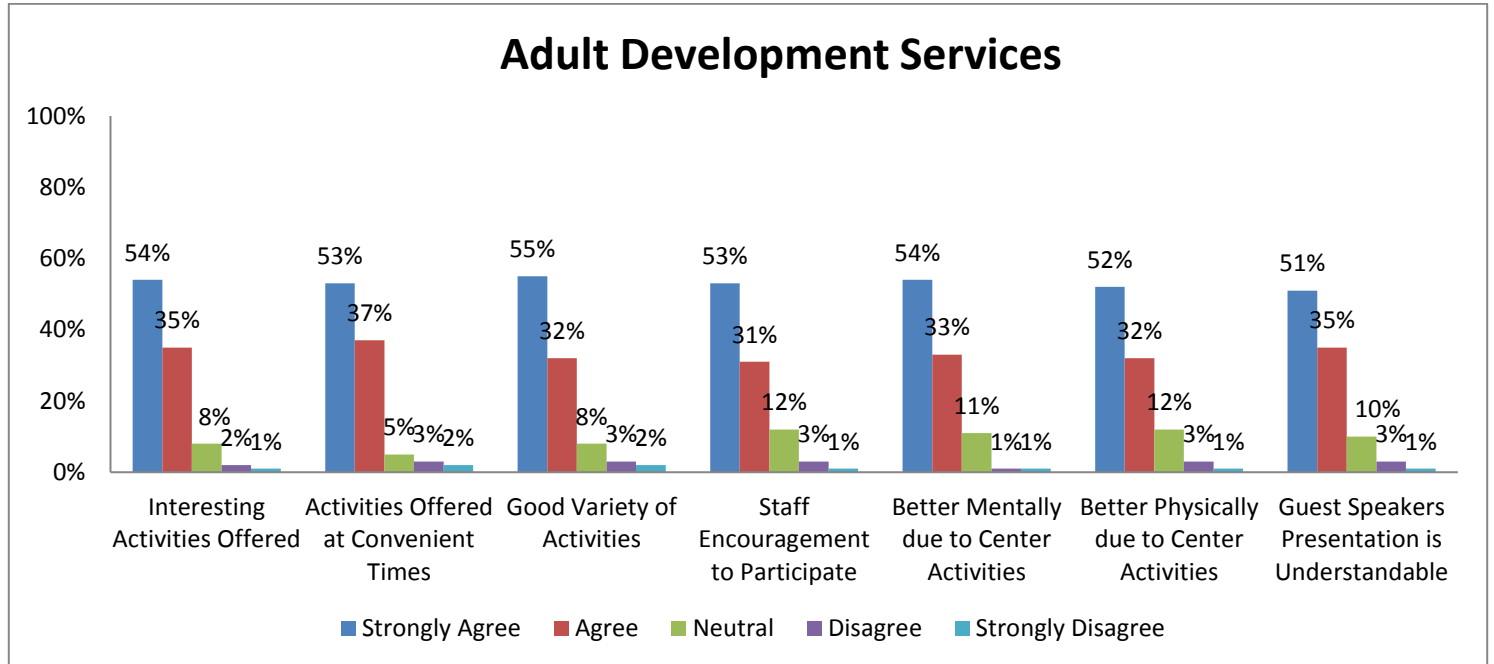
Data based on 12 responses for 1 provider; Number of responses to each question varies.



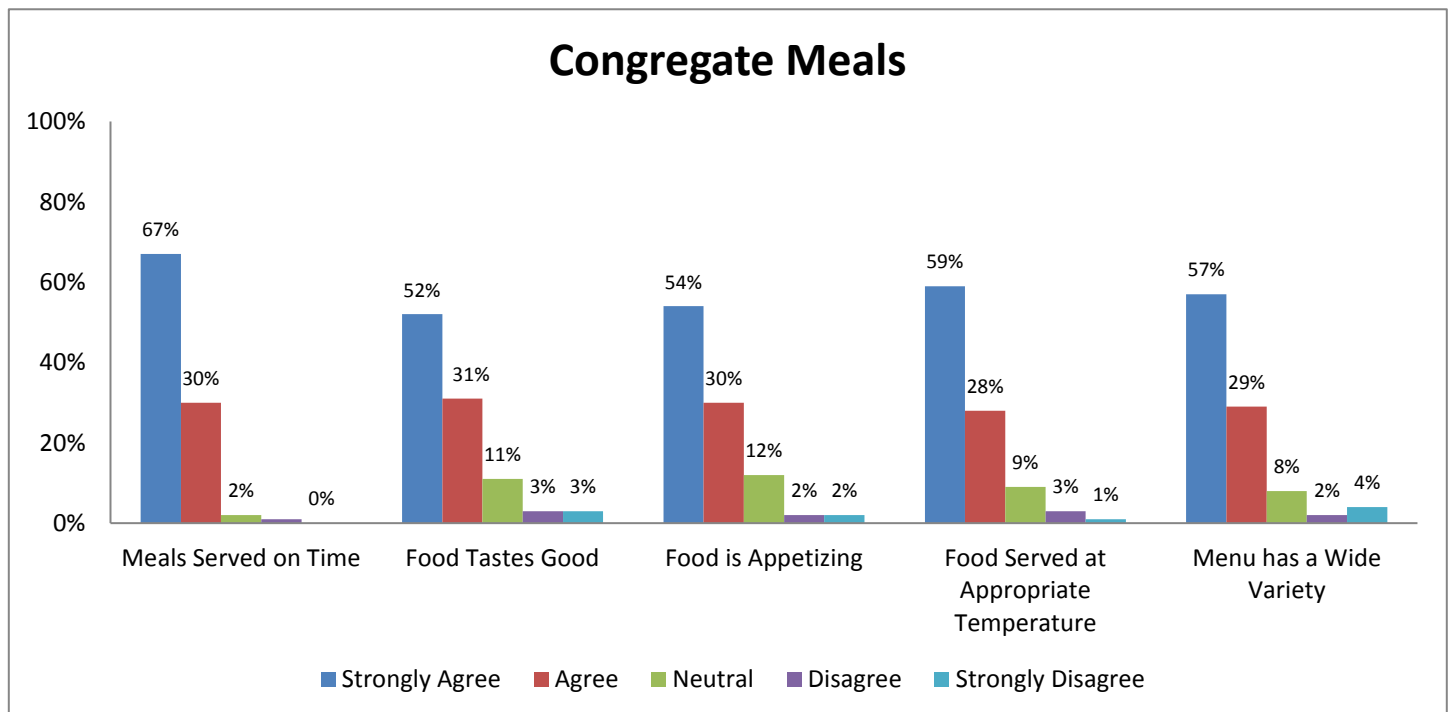


**Division of Senior and Adult Services-2016 Annual Customer Satisfaction Survey Results**

**Community Social Services Program (CSSP)**



Data based on 346 responses

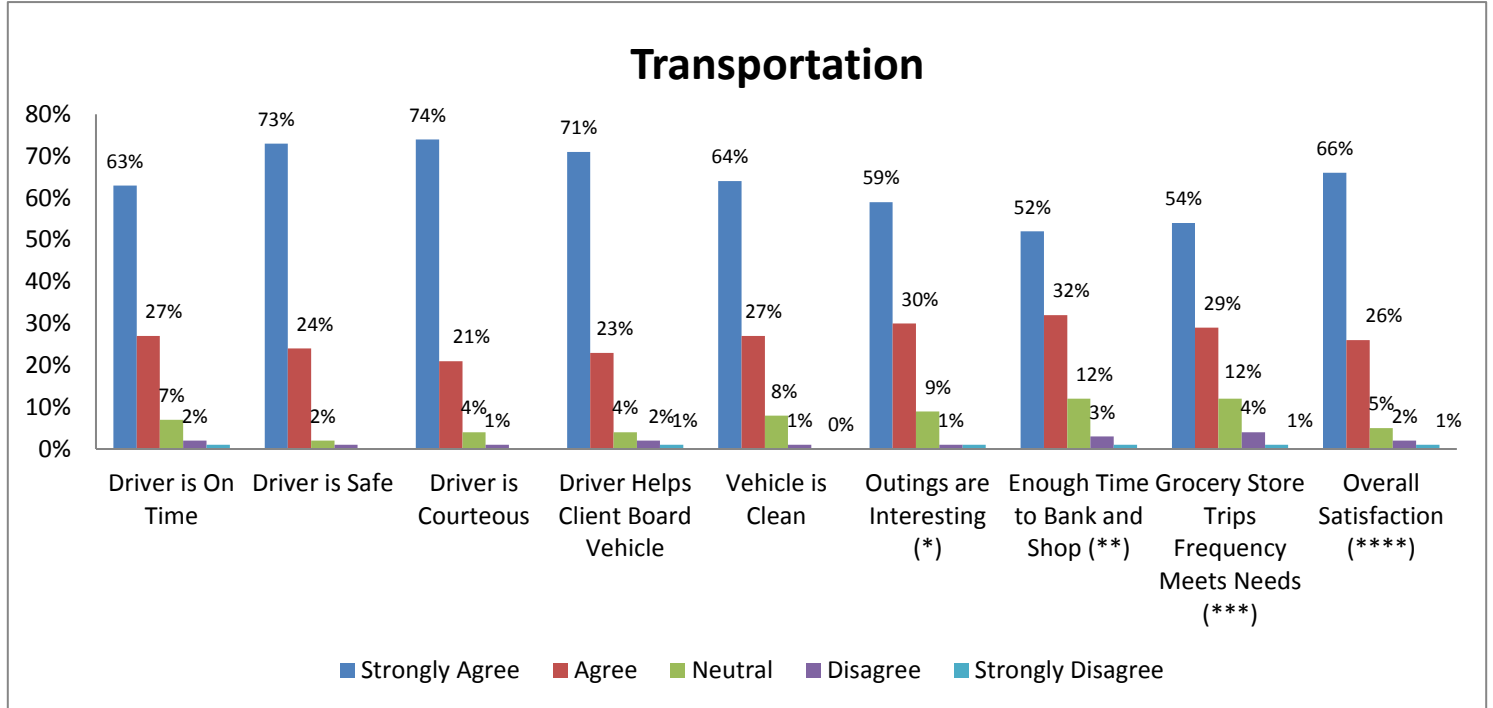


Data based on 341 responses



**Division of Senior and Adult Services-2016 Annual Customer Satisfaction Survey Results**

**Community Social Services Program (CSSP)**



Data for first 5 questions based on 307 responses; (\*) 370 responses; (\*\*) 259 responses; (\*\*\*) 252 responses; (\*\*\*\*) 321 responses



## Division of Senior and Adult Services-2016 Annual Customer Satisfaction Survey Results

### *Sample of Comments Received*

The person who took my call was professional, helpful, and took care of all of my needs.

I'm very satisfied with our working relationship with DSAS. Together we can do great things.

Great work. Your APS workers are always willing to collaborate with the local hospitals to ensure the safety of the clients.

My wife and I are very grateful for the services provided. The nurse and weekly aide are a source of support and professional care.

I appreciate the home health care services. They enable me to maintain an independent lifestyle, therefore I am a happier person.

Thank you very much for all of the service you give me which helps my life.

My case manager is more than that. He personalizes individuals and becomes a friend. He is wonderful, sympathetic, friendly, and is just awesome.

My Options case manager is consistently up to date with my care plan. Her manner is both professional and personal. She is an outstanding lady.

The assistance with the benefits applications I received was great and the manner in which I was communicated with was more than appreciated.

I appreciate the cultural connections that are celebrated and welcomed at the senior center. The staff being bilingual is a great plus.

The staff, drivers, and kitchen workers make this an enjoyable experience. The atmosphere is warm and fuzzy. The staff truly cares about the seniors.

I am happy with the center. It's my family. They all care for me and I feel safe.

Dinners are very nice; educational programs are thought provoking and helpful in gaining insight into one's sense of well-being.

It is a big family here at my senior center. The staff are awesome and treat you with dignity and respect.

I am very pleased with everything. I have met a lot of friends and learned a lot that I can do at home for my children from the crafts classes.