



DSAS-CUYAHOGA COUNTY DIVISION OF SENIOR AND ADULT SERVICES

2016 Semi-Annual Customer Satisfaction Survey Results

As a way to monitor client feedback, 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 for completing the survey. They also have the ability to provide specific comments about their services and are contacted if requested.

For the first six months of 2016, DSAS received 558 surveys, a response rate of 37%. 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

Questions/Comments about the Satisfaction Survey Results should be directed to:

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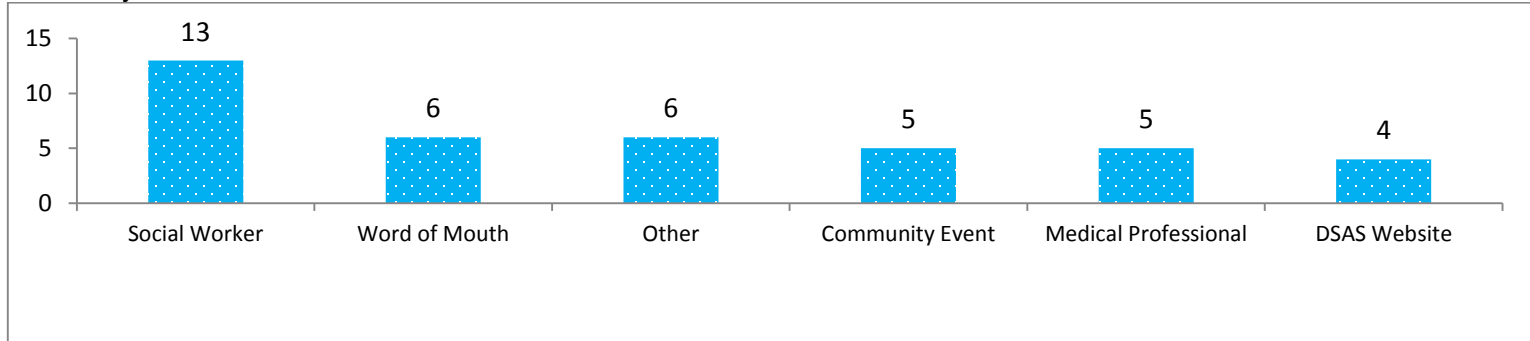


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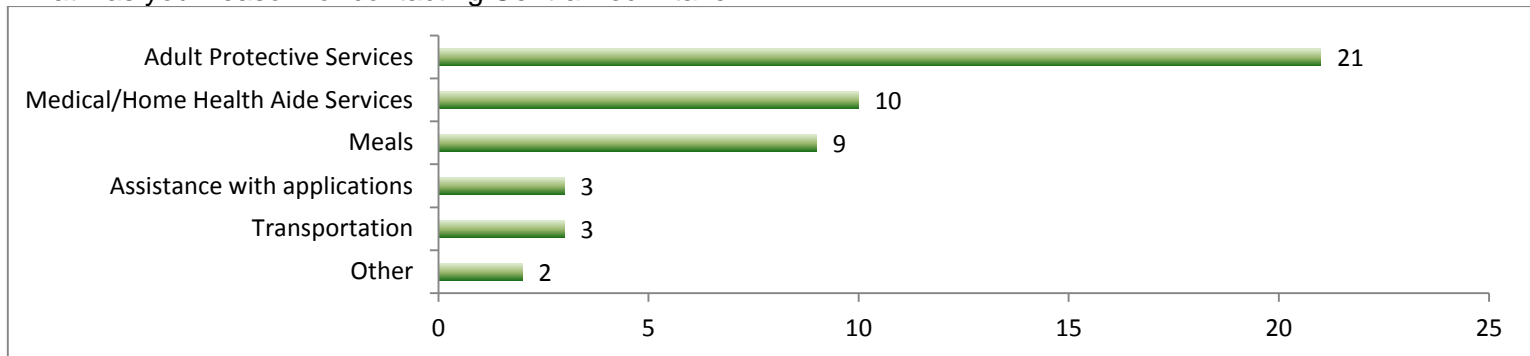
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Centralized Intake (39 surveys received out of 198 mailed, 20% response rate)

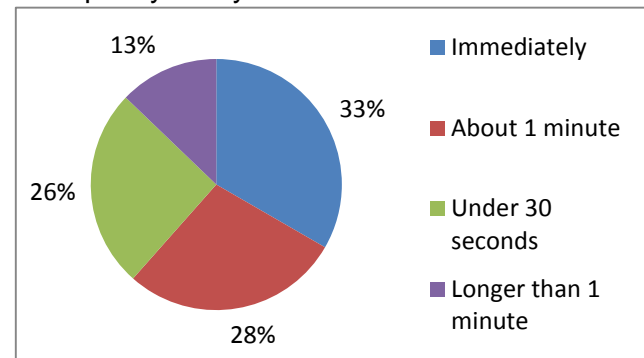
How did you find out about Centralized Intake?



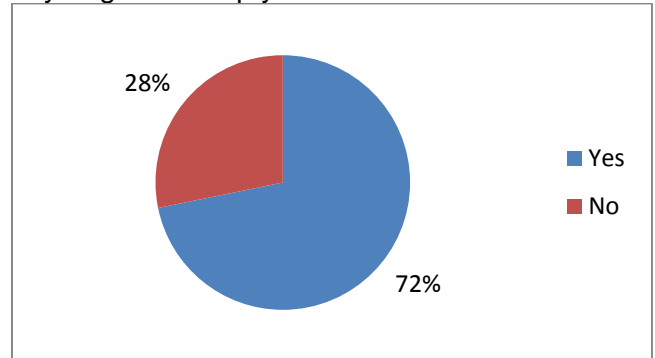
What was your reason for contacting Centralized Intake?



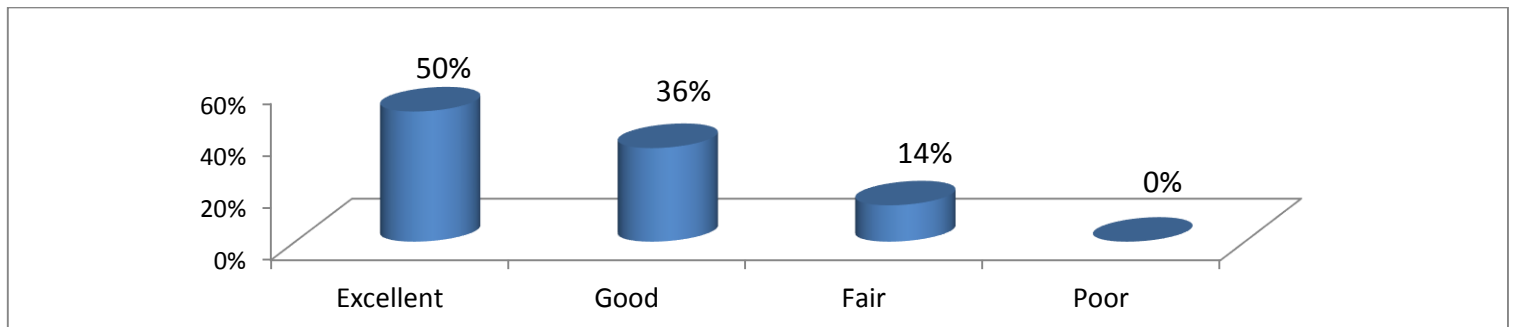
How quickly was your call answered?



Did you get the help you needed?



Overall Customer Satisfaction Rating



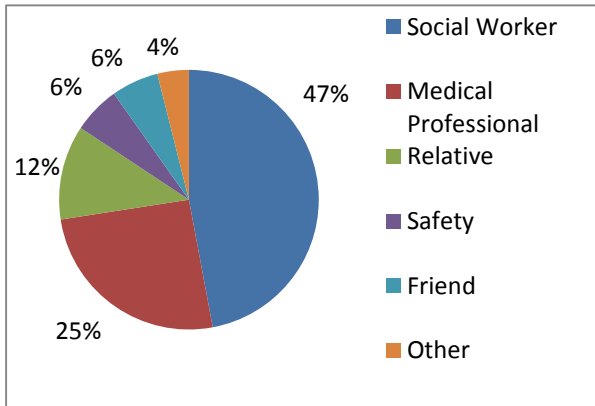


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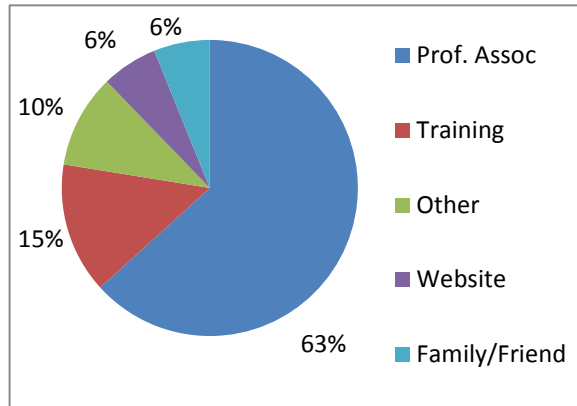
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Adult Protective Services (APS) – (52 Surveys received out of 202 mailed, 25% response rate-survey mailed to individual who made the APS referral)

Relationship of Respondent to Client

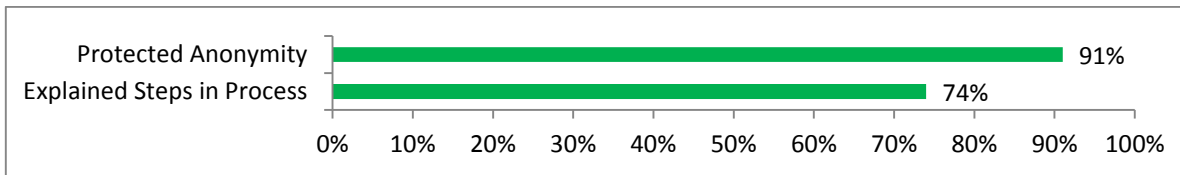


How did you find out about APS?



45% of respondents have made 5 or more referrals to APS;
20% have made 1

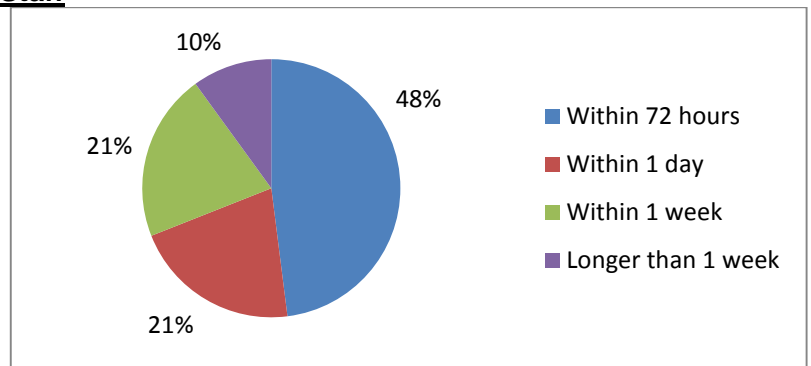
Explained Steps in APS Process and Protected Referent's Anonymity



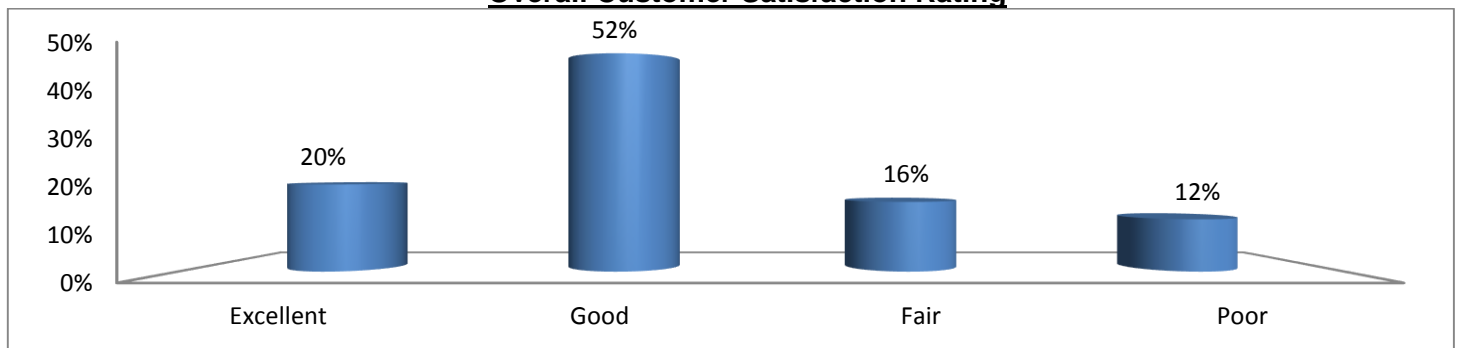
← % indicating Yes

How Quickly Referent was Contacted by APS Staff

86% of respondents stated they were contacted by APS



Overall Customer Satisfaction Rating



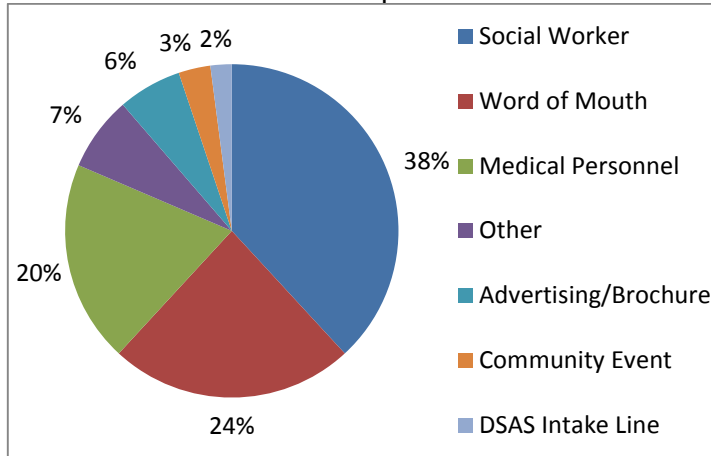


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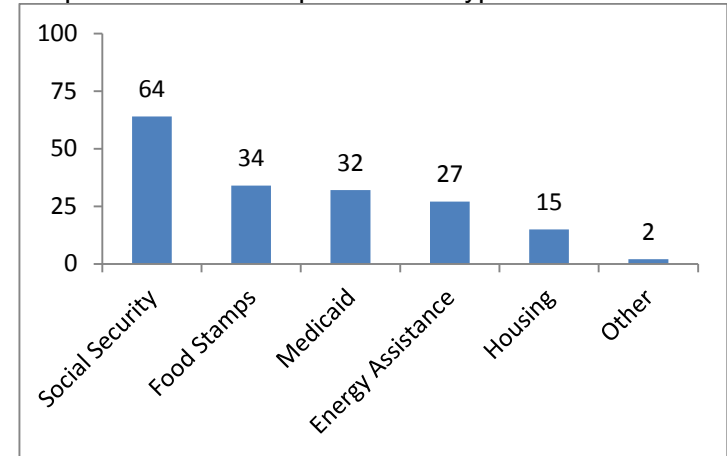
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Options for Independent Living – (92 Surveys received out of 270 mailed, 34% response rate)

How Client Learned About Options

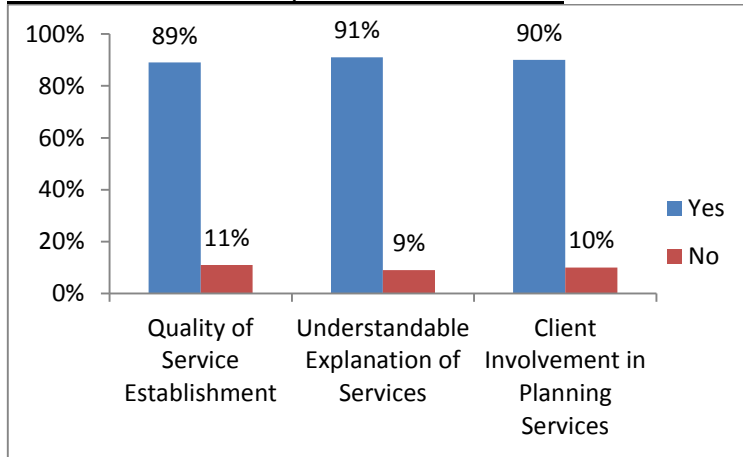


Respondents in Receipt of Other Types of Assistance

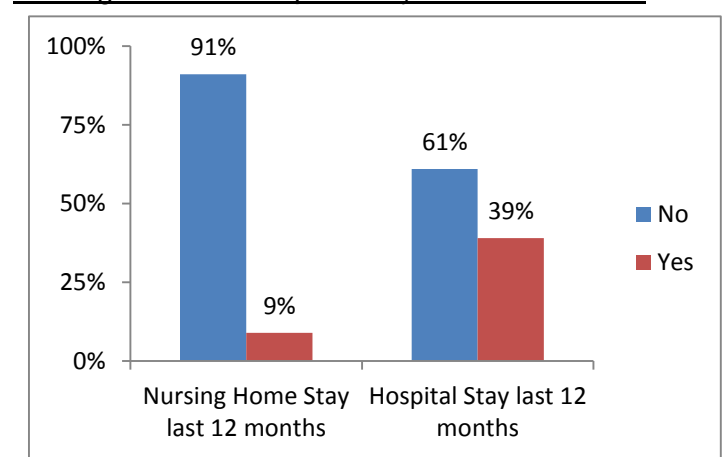


- 95% of respondents stated the services they receive helped them continue to live at home
- 87% of respondents stated their situation was better because of their case manager's help
- 86% of respondents stated their case manager returned their phone call in a timely manner
- 78% of respondents stated their case manager helped them get services they did not have before

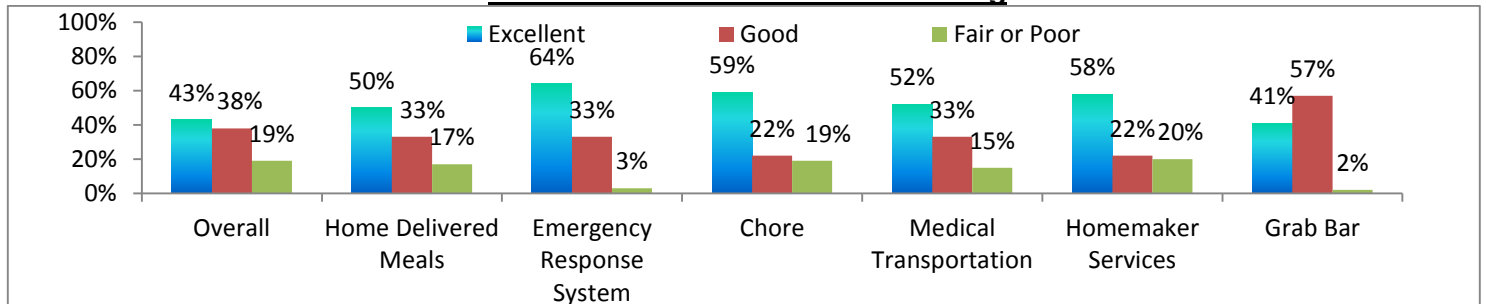
Establishment and Explanation of Services



Nursing Home or Hospital Stay in last 12 months



Overall Customer Satisfaction Rating



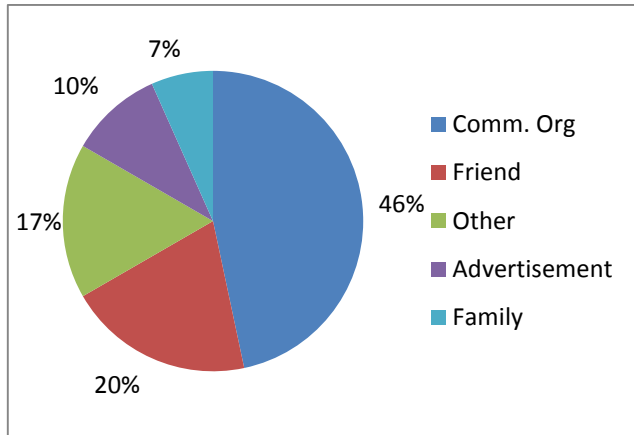


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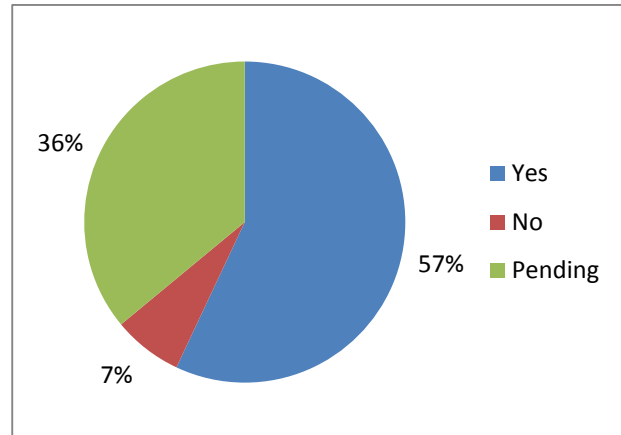
2016 Semi-Annual Customer Satisfaction Survey Results

Information and Outreach Unit (Clients Attending Benefits Check-Up (BCU) Events) – 32 Surveys received out of 65 mailed, 49% response rate; Additional surveys distributed by staff at events)

How did you find out about the BCU event?

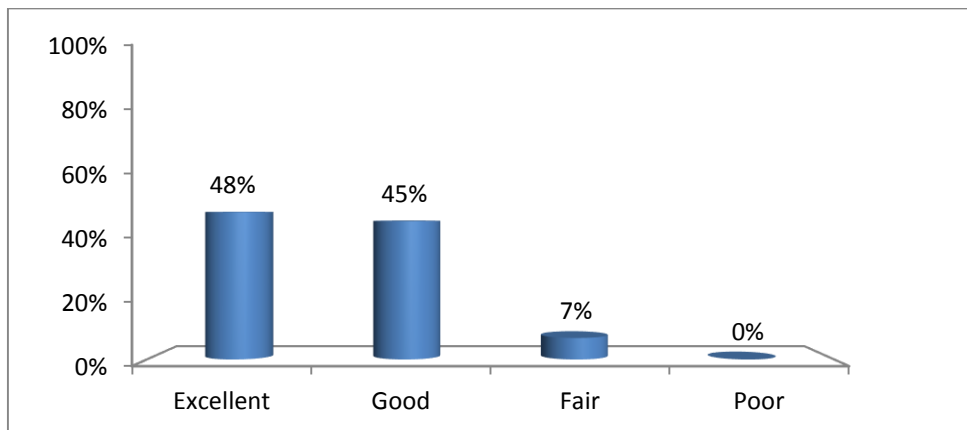


Did you qualify for a benefit as a result of the BCU Event?



- **Income:** 54% of respondents stated their annual income was \$10,000 or less
- 100% of respondents stated they were treated with respect
- 100% of respondents stated the information presented to them was understandable
- 94% of respondents stated the IOU staff member arrived at the scheduled time
- 72% of respondents stated they knew who to contact with questions
- 68% of respondents stated the IOU staff member helped them get services they did not have before
- 56% of respondents stated they knew what to expect after the application was submitted
- 35% of respondents stated that they have a better idea of how to get help

Overall Customer Satisfaction Rating

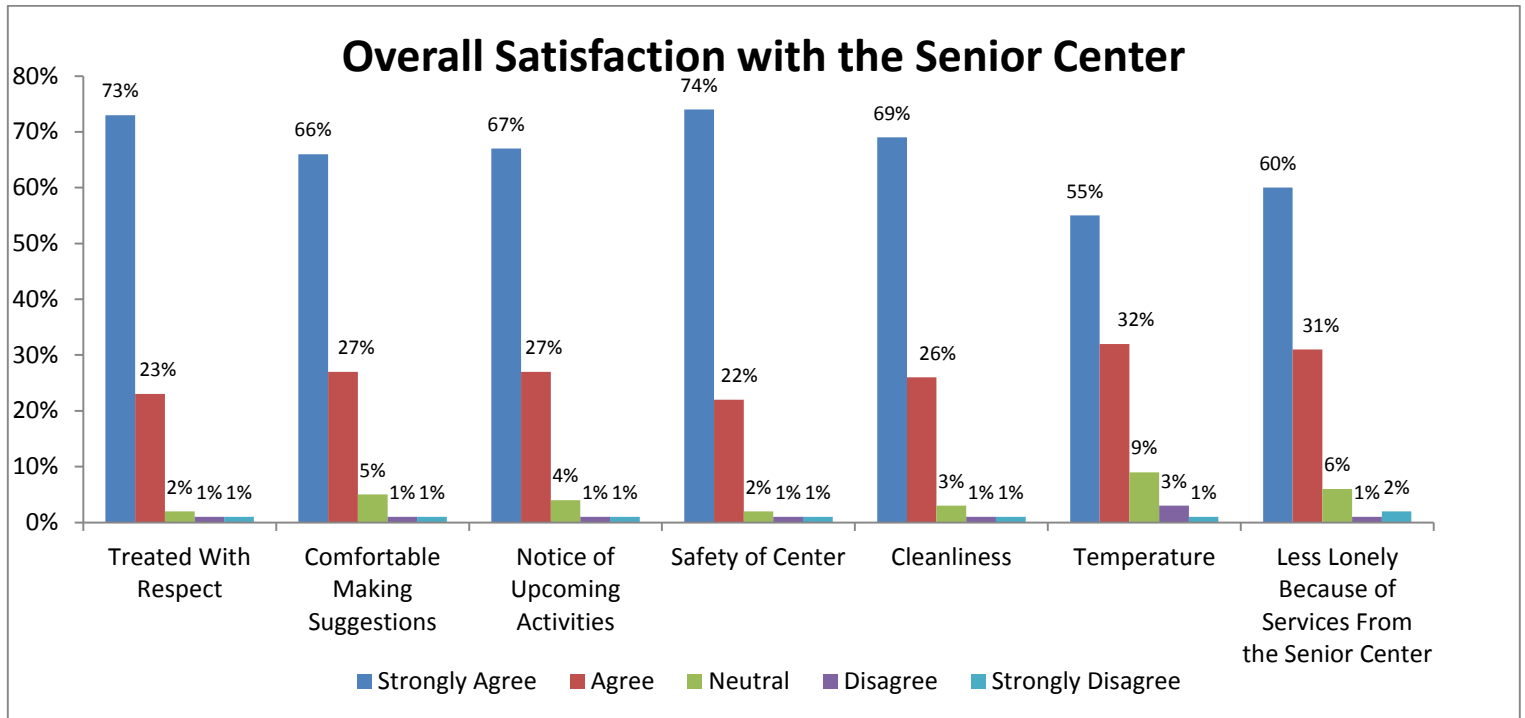




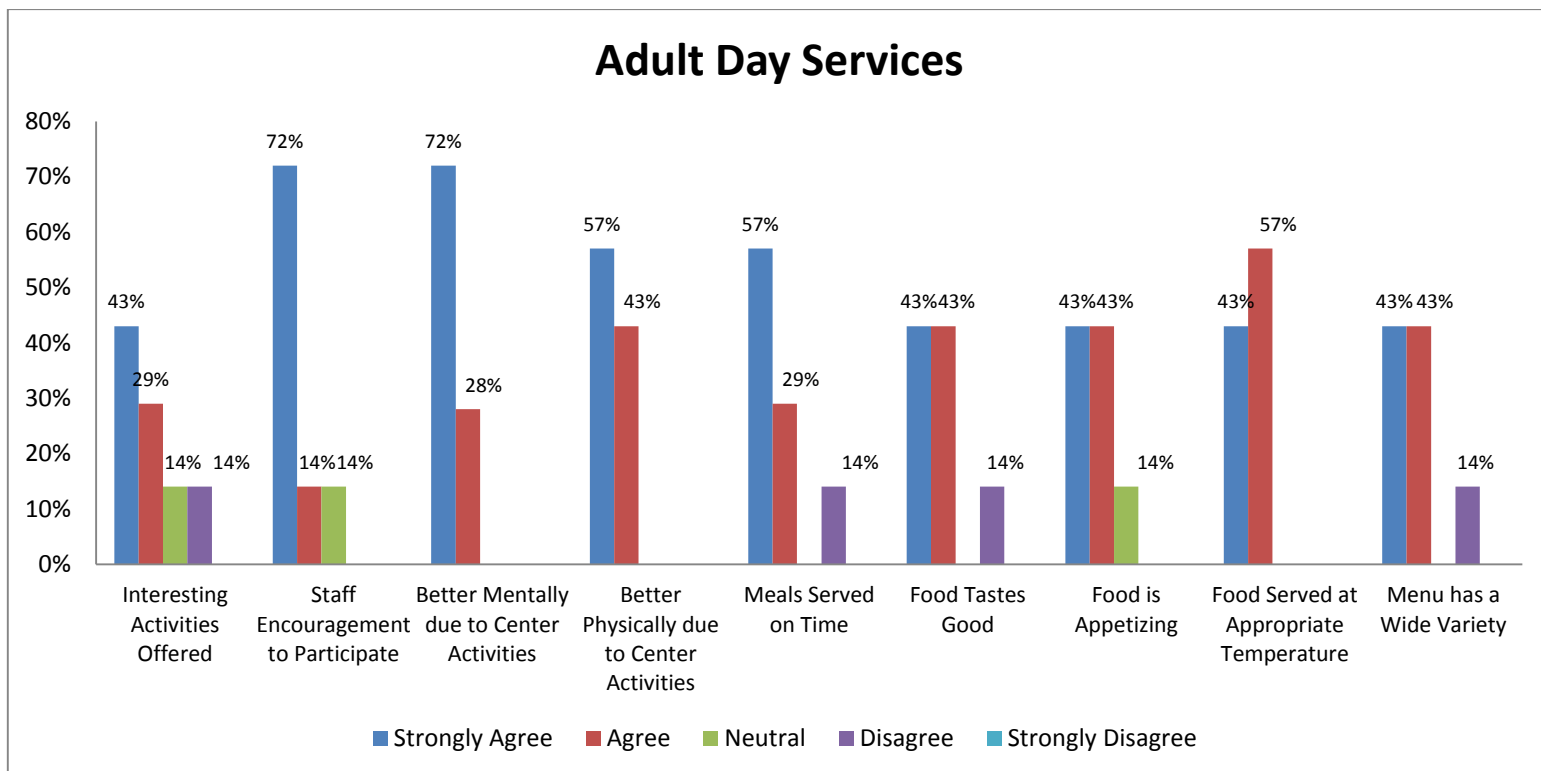
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(Community Social Services Program (CSSP) – (277 Surveys received out of 625 mailed, 44% response rate)



Data based on 255 responses



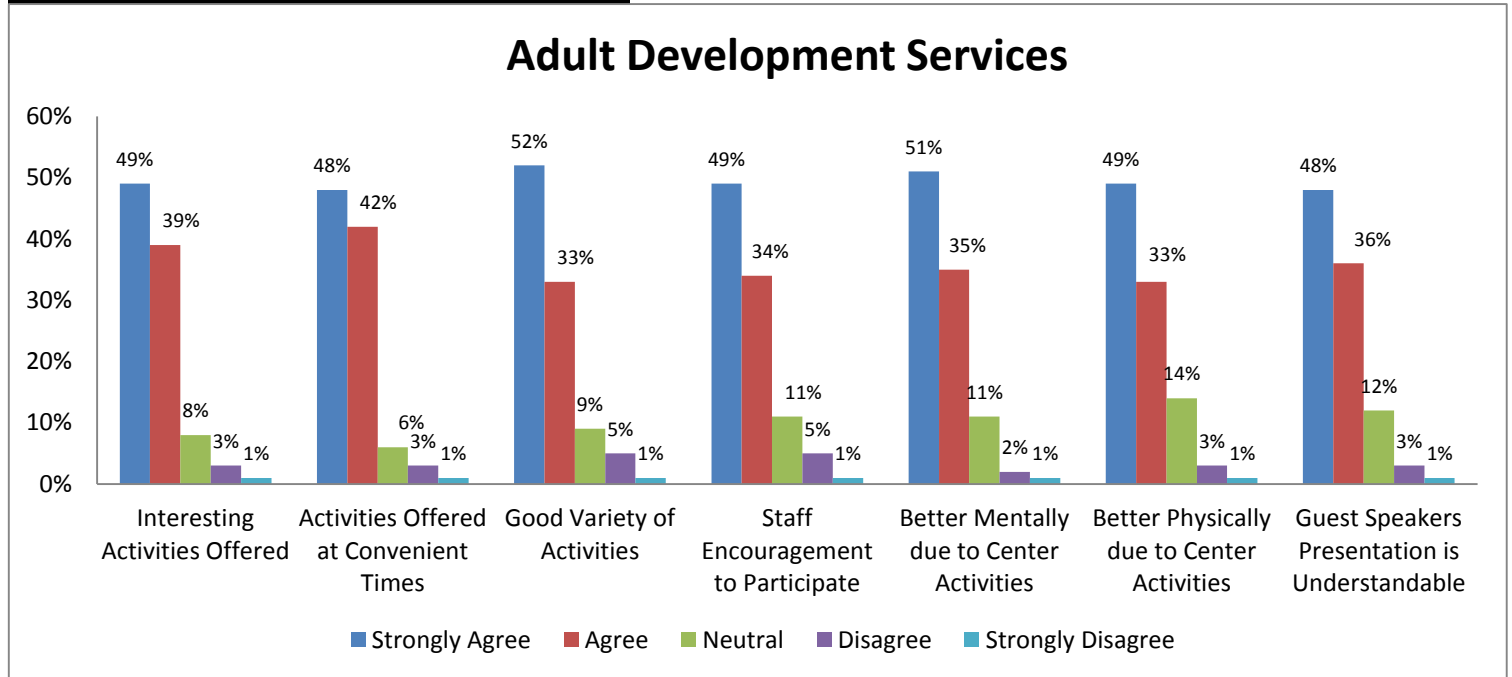
Data based on 7 responses for 1 provider



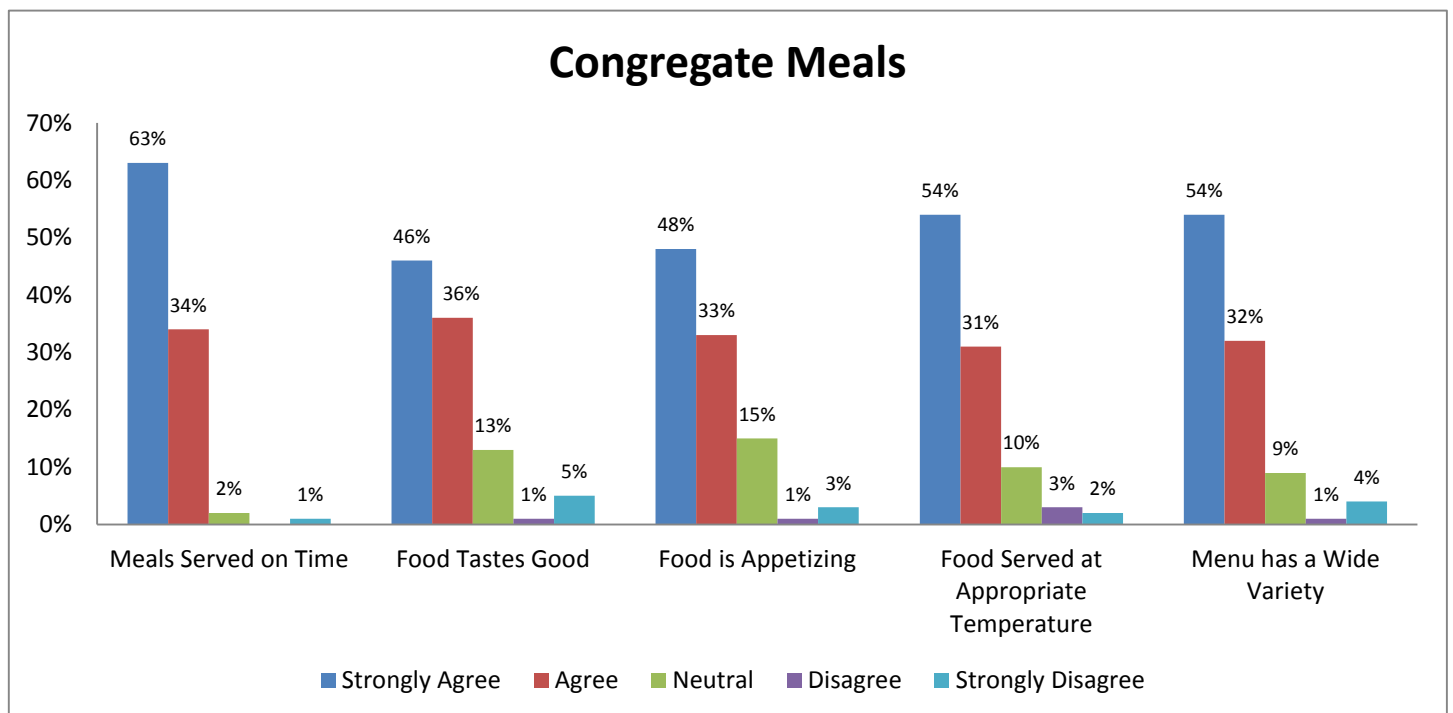
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Community Social Services Program (CSSP)



Data based on 160 responses



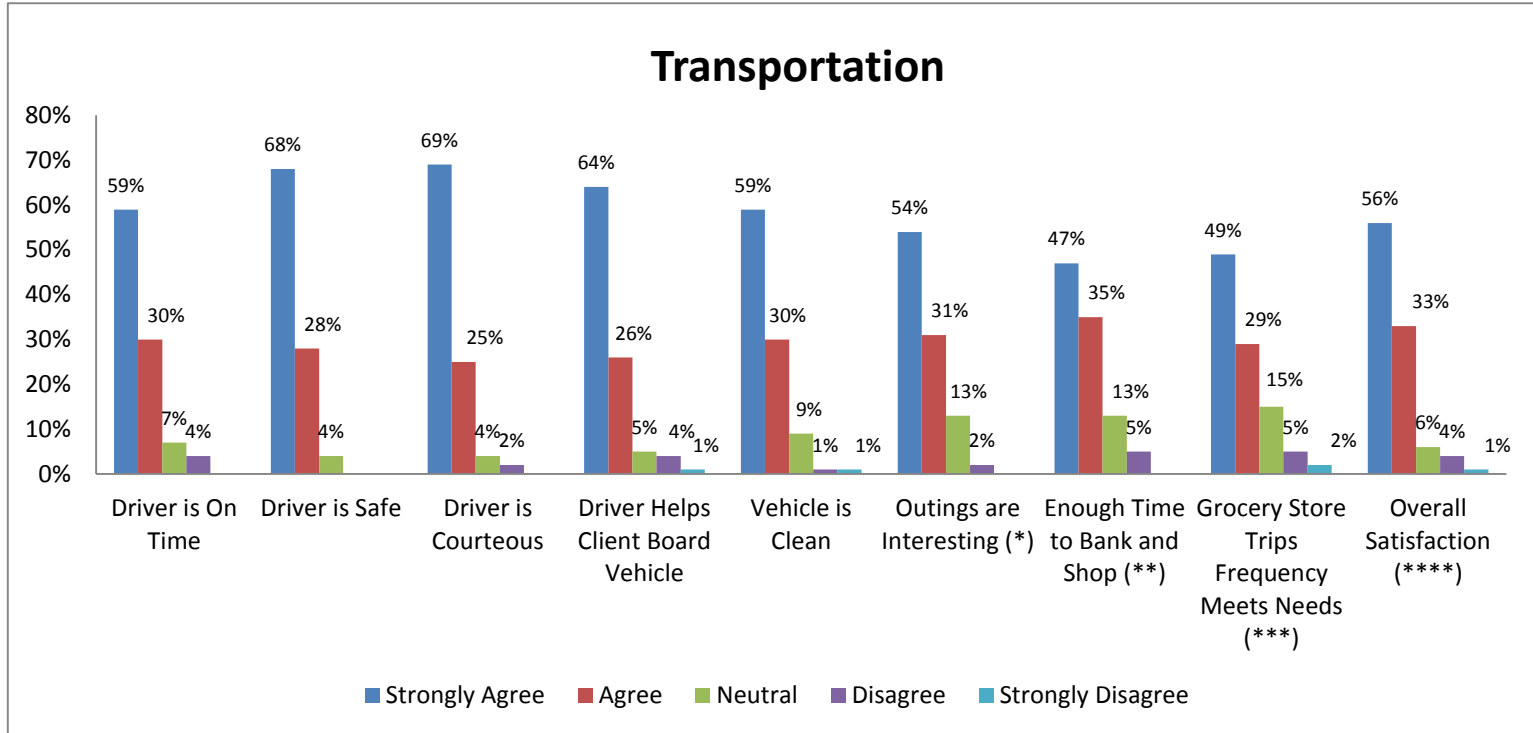
Data based on 166 responses



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Community Social Services Program (CSSP)



Data for first 5 questions based on 148 responses; (*) 174 responses; (**) 130 responses; (***) 127 responses; (****) 159 responses



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Sample of Comments Received

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.

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

I have been calling for a long time and recently the interactions have been better than in the past. Keep up the good work.

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

What a treasure; I'm so excited to have this facility in my neighborhood. A great resource for our community.

My senior center is my lifeline. Living alone, it's difficult to cook and eat a variety of foods. Being able to eat a delicious well-balanced meal with friends has kept me alive and happy in my senior years.

If not for the senior center, I would likely be home bound. Our drivers are fantastic, courteous and go out of the way to make all of our trips safe and enjoyable. I am very grateful for all of the services.

My Benefits Outreach worker is very pleasant to me. I pray that she can continue to work with me.

Services my mother receives are excellent. Caregivers are always on time and are very helpful. Everyone who came to our home was very respectful.

My Options case manager has done an excellent job in trying to coordinate services for me. She is a tireless worker who obviously takes her job seriously and makes sure her clients are cared for.

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 couldn't live at home without my Home Health Aide's help. She is an asset to your organization. She is efficient and hard-working. She deserves a raise. She is irreplaceable and is a true blessing.

My Home Health Aide is the best. She is very helpful and makes me feel like I should never give up.

The meals are good. I'm waiting for other services to begin.

I would like more time per day for the home health aide to provide services.