



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, semi-annual 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. Scores from surveys received for the Community Social Services Program (CSSP) program are used in the overall evaluation of providers contracted by DSAS.

**For the first six months of 2017, DSAS received 516 surveys, a response rate of 29%.** 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.

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## Contacts

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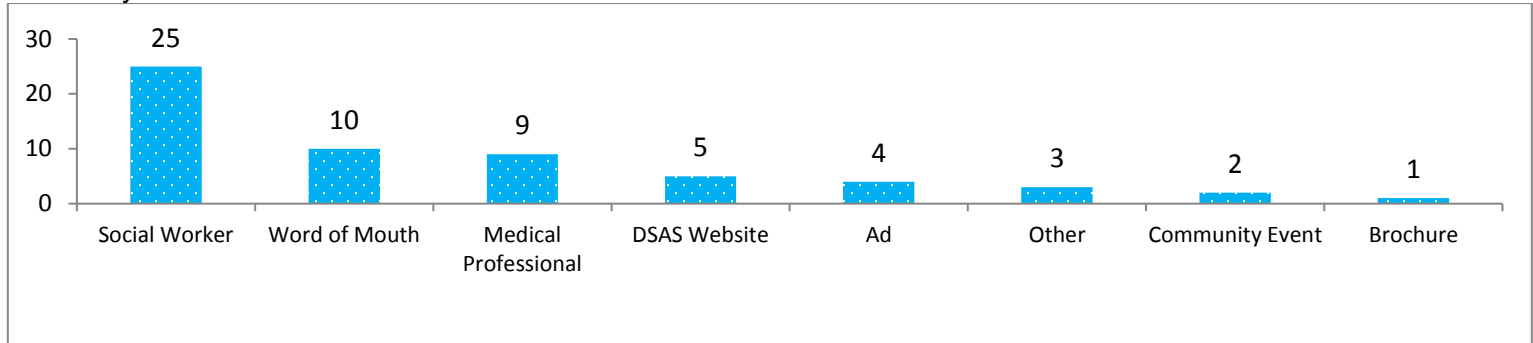
## Overall Highlights

- Overall customer satisfaction rates (Percentage indicating “excellent” or “good”):
  - Centralized Intake: 84%
  - Adult Protective Services: 53%
  - Home Support Services: 100%
  - Options for Independent Living: 91%
  - Information Services: 75%
- 88% of respondents for Centralized Intake indicated they received the help they needed.
- 96% of Adult Protective Services respondents indicated their anonymity was protected.
- 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 (94% for Options clients).
- 100% of Home Support clients stated they would recommend these services to their friends.
- Only 6% of Options clients indicated that they have had to stay in a Nursing Home in the last 12 months.
- 69% of respondents indicated they were approved for a benefit for which they applied (another 23% had their application pending at the time the survey was received).
- 85% 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”).

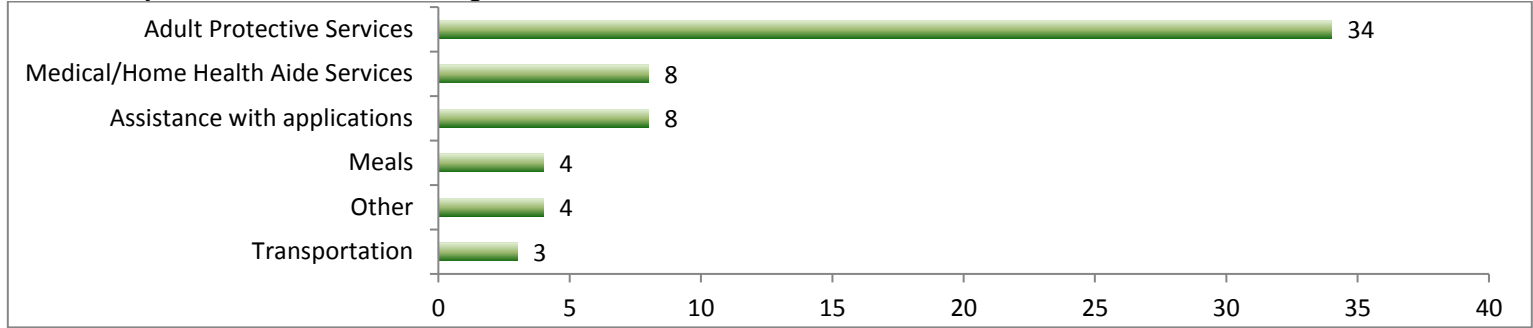


**Centralized Intake Unit (CIU) (51 surveys received out of 250 mailed, 20% response rate)**

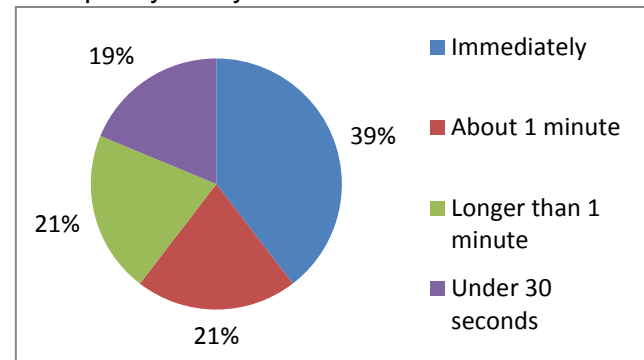
How did you find out about Centralized Intake?



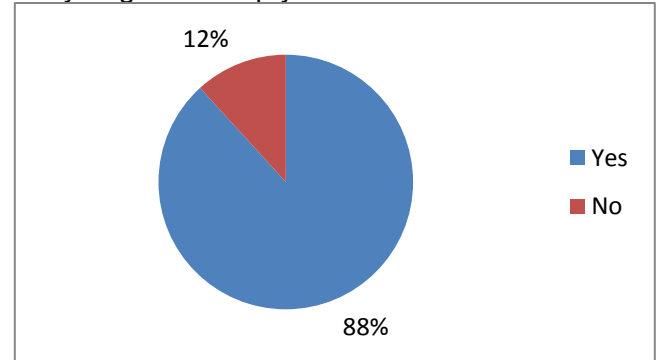
What was your reason for contacting Centralized Intake?



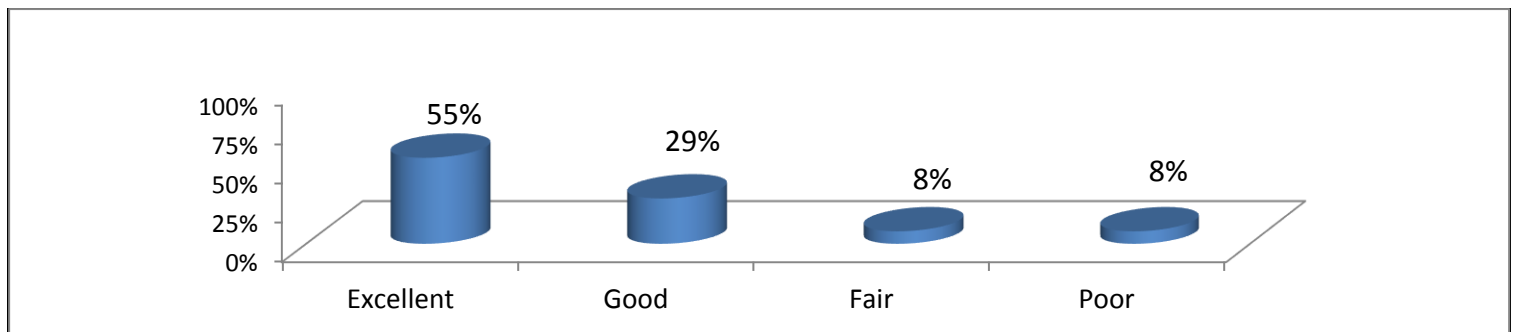
How quickly was your call answered?



Did you get the help you needed?



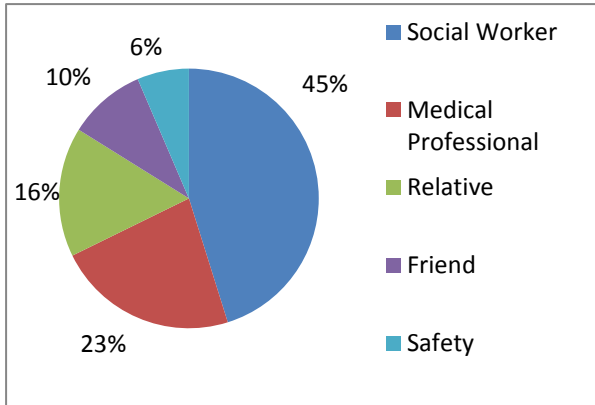
**Overall Customer Satisfaction Rating**



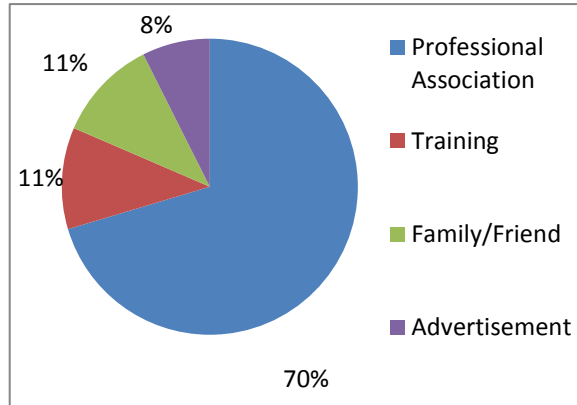


**Adult Protective Services (APS) (31 Surveys received out of 258 mailed, 12% response rate-survey mailed to individual who made the APS referral)**

Relationship of Respondent to Client

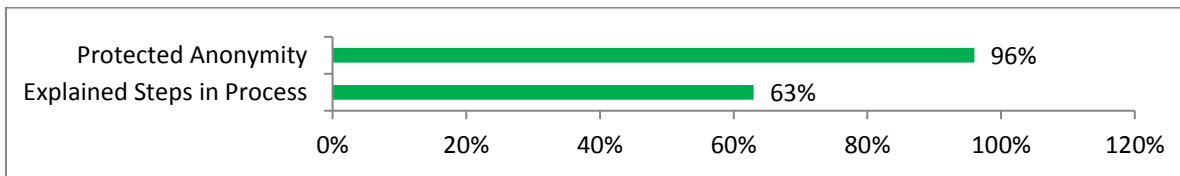


How did you find out about APS?



55% of respondents have made 5 or more referrals to APS; 26% have made 1

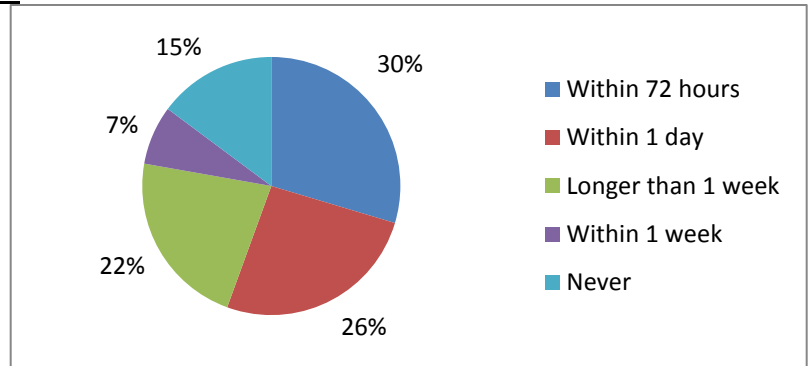
**Explained Steps in APS Process and Protected Referent's Anonymity**



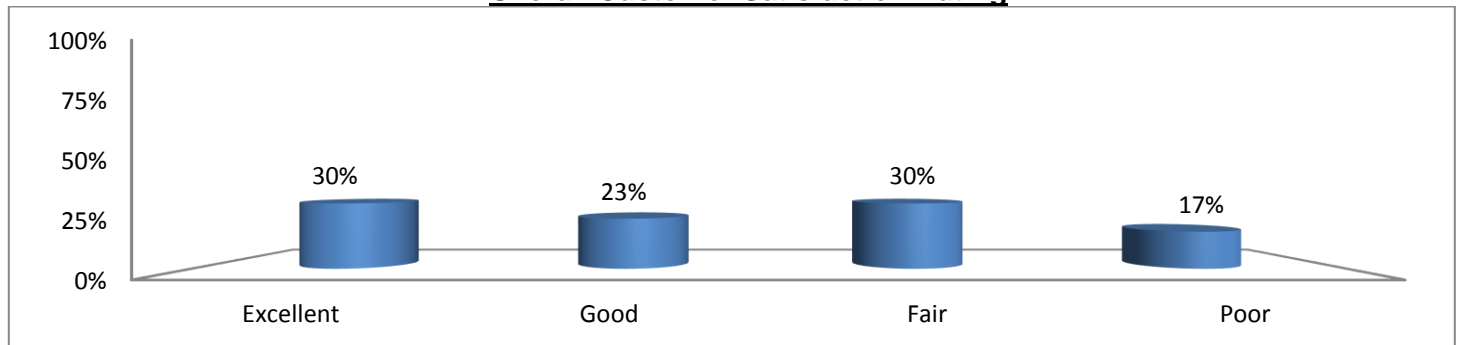
← % indicating Yes

**How Quickly Referent was Contacted by APS Staff**

68% of respondents stated they were contacted by APS



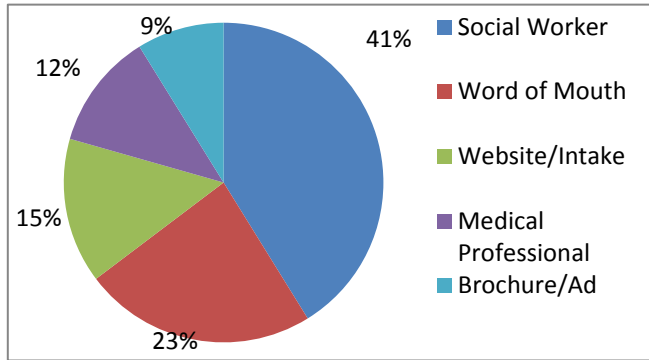
**Overall Customer Satisfaction Rating**



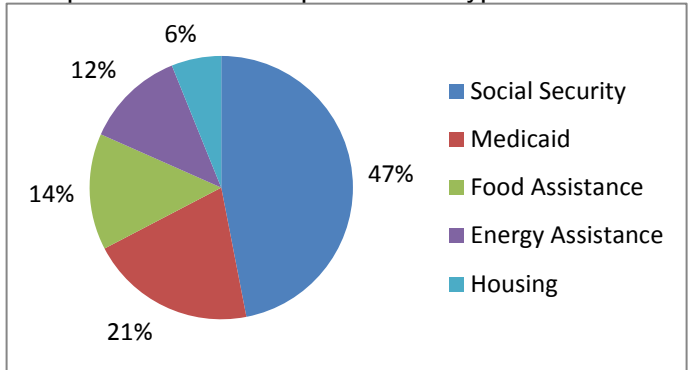


**Home Support Services (32 Surveys received out of 115 mailed, 28% response rate)**

How Client Learned About Home Support

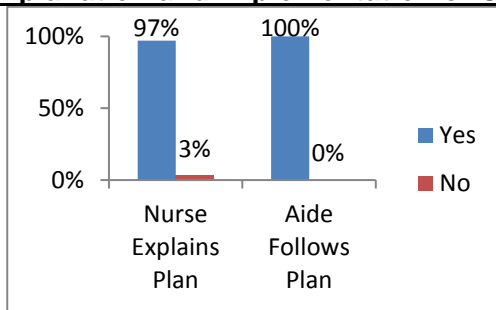


Respondents in Receipt of Other Types of Assistance

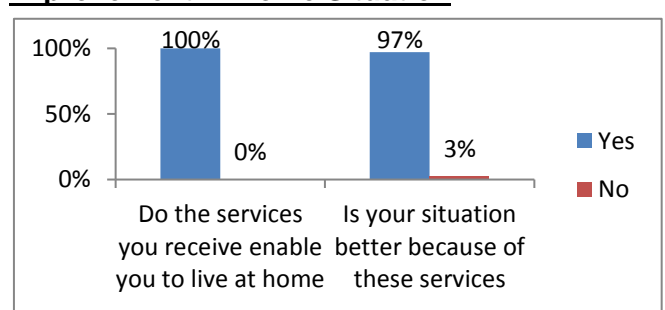


- 100% of respondents stated their Home Health Aide treated them with respect
- 100% of respondents stated their Nurse treated them with respect
- 100% of respondents stated the scheduler was courteous and helpful
- 100% of respondents stated they would recommend these services to family and friends
- 97% of respondents stated their nurse returned their phone call in a timely manner
- 93% of respondents stated their home health care aide “always” arrived at their scheduled time
- 92% stated they have never sought home health aide services from another agency
- 86% stated their Home Health Aide “always provided service the entire time
- 83% of respondents stated they were “always” notified when there was a substitute home health aide
- 76% of respondents stated a fill-in aide was always offered when needed

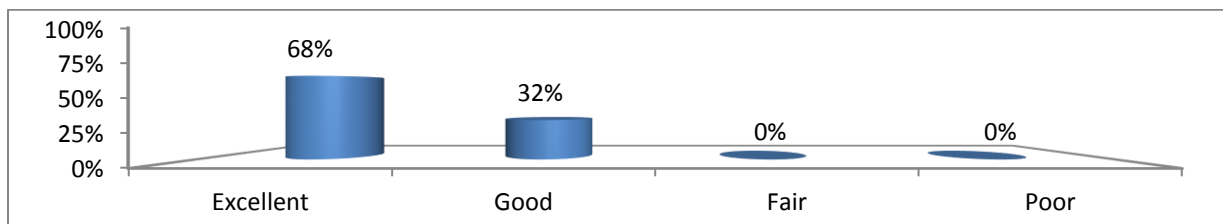
**Explanation and Implementation of Care Plan**



**Improvement in Home Situation**



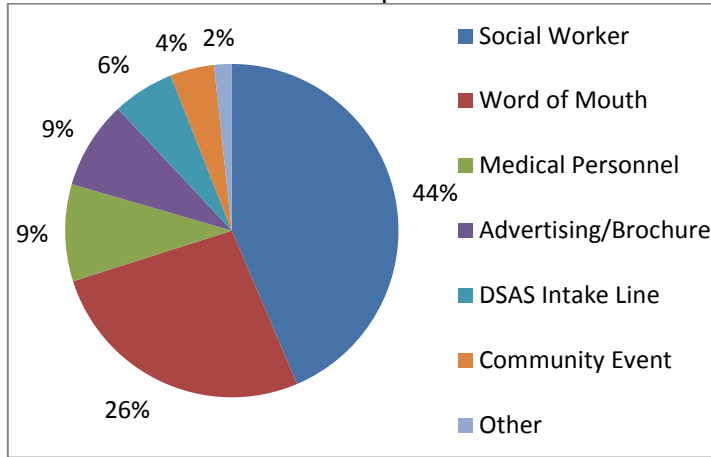
**Overall Customer Satisfaction Rating**



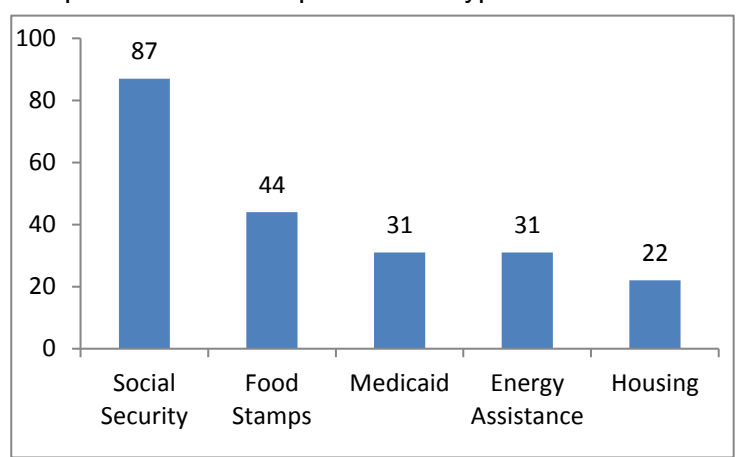


**Options for Independent Living (122 Surveys received out of 312 mailed, 39% response rate)**

How Client Learned About Options

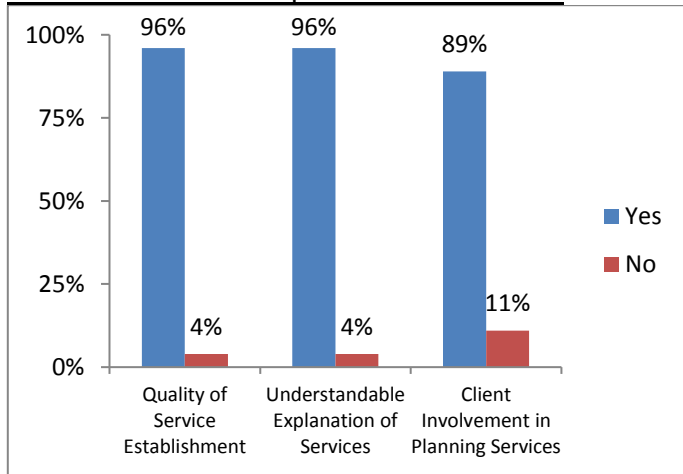


Respondents in Receipt of Other Types of Assistance

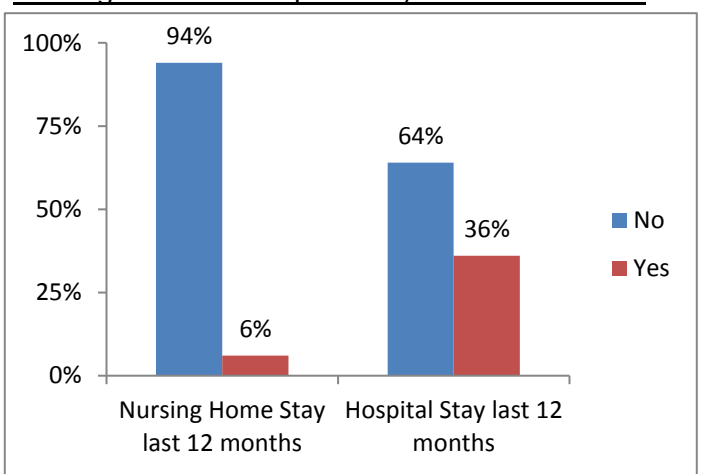


- 94% of respondents stated the services they receive helped them continue to live at home
- 94% of respondents stated their situation was better because of their case manager's help
- 94% of respondents stated their case manager returned their phone call in a timely manner
- 85% of respondents stated their case manager helped them get services they did not have before

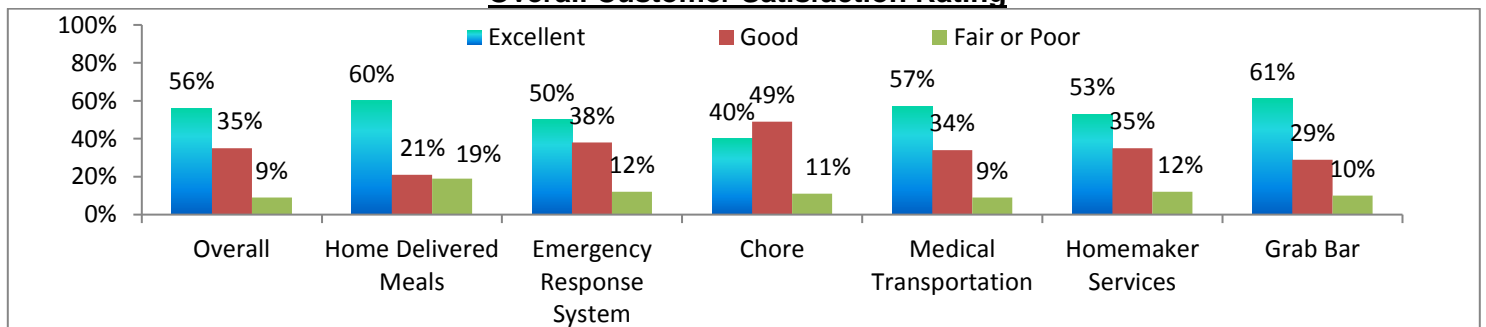
Establishment and Explanation of Services



Nursing Home or Hospital Stay in last 12 months



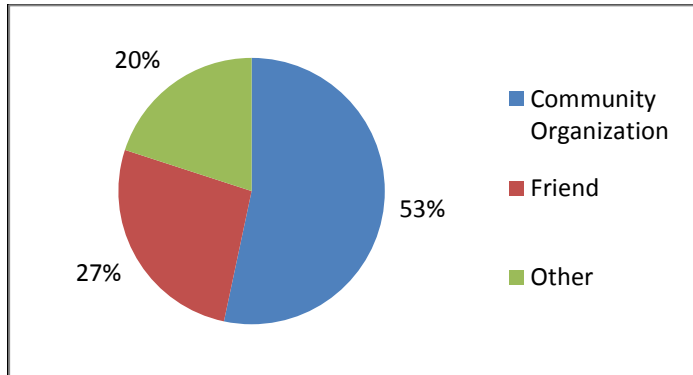
**Overall Customer Satisfaction Rating**



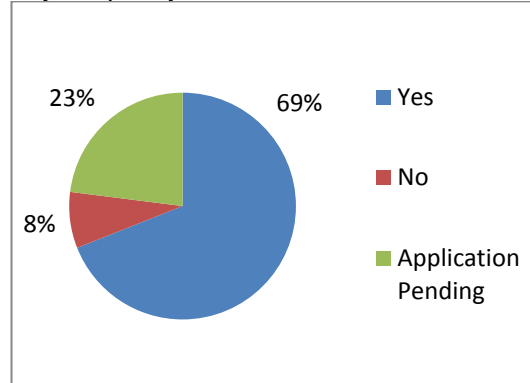


**Information Services Unit (Clients Attending Benefits Check-Up (BCU) Events) 17 Surveys received out of 101 mailed, 17% response rate**

How did you find out about the BCU event?

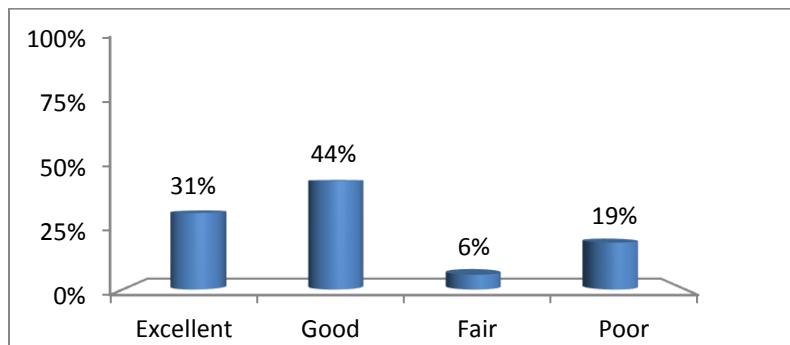


Did you qualify for a benefit as a result of the BCU Event?



- 88% of respondents stated they were treated with respect
- 85% of respondents stated the IOU staff member arrived at the scheduled time
- 75% of respondents stated the information presented to them was understandable
- 75% of respondents stated they knew what to expect after the application was submitted
- 67% of respondents stated the IOU staff member helped them get services they did not have before
- 50% of respondents stated they knew who to contact with questions
- 47% of respondents stated that they have a better idea of how to get help

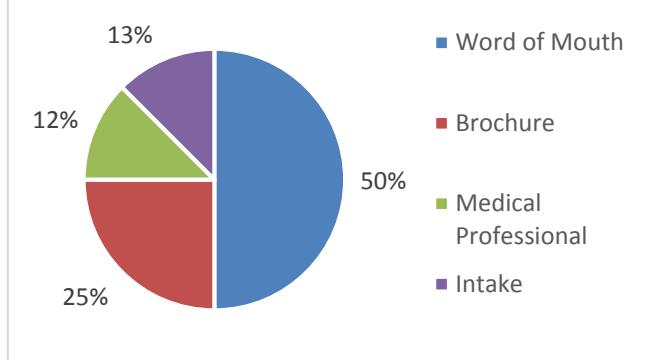
**Overall Customer Satisfaction Rating**



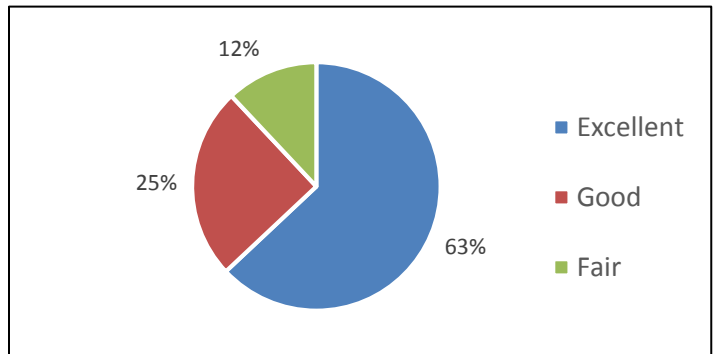


**Information Services Unit-Bed Bug Extermination Program– 8 Surveys received out of 15 mailed, 17% response rate**

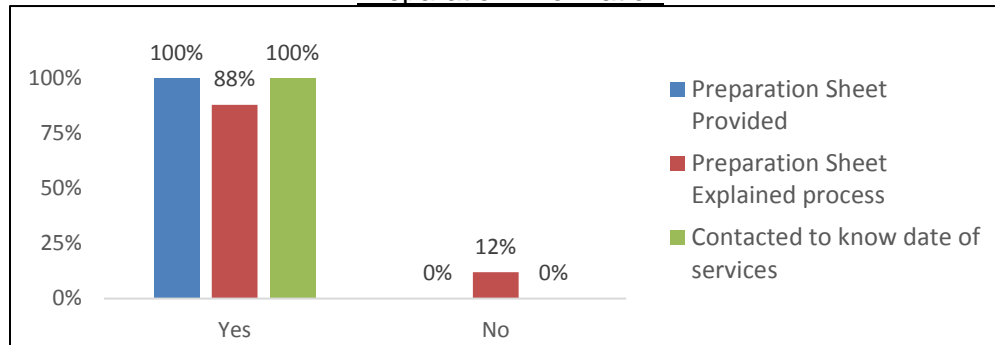
How did you find out about Extermination Services?



Professionalism of the staff providing services

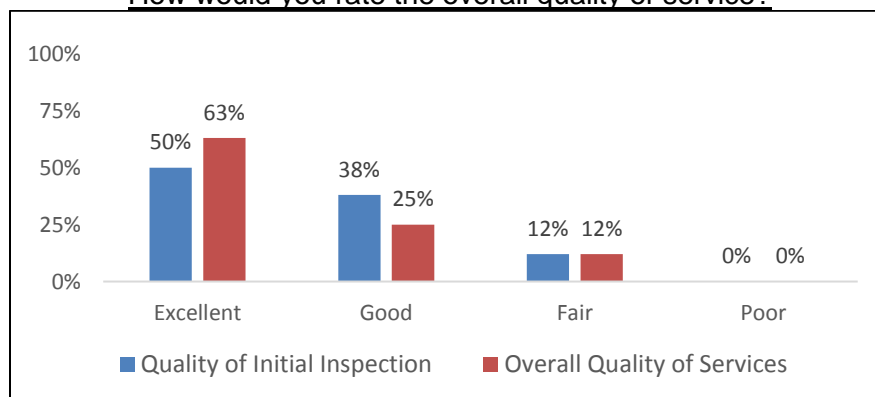


Preparation Information



- 86% of respondents stated the Information Services staff provided a clear expectation of services
- 88% of respondents stated that follow-up services were provided after the initial treatment
- 86% of respondents stated the provider answered all of their questions
- 83% of respondents stated they knew how to contact the provider
- 83% of respondents stated the treatment eliminated the bed bug program

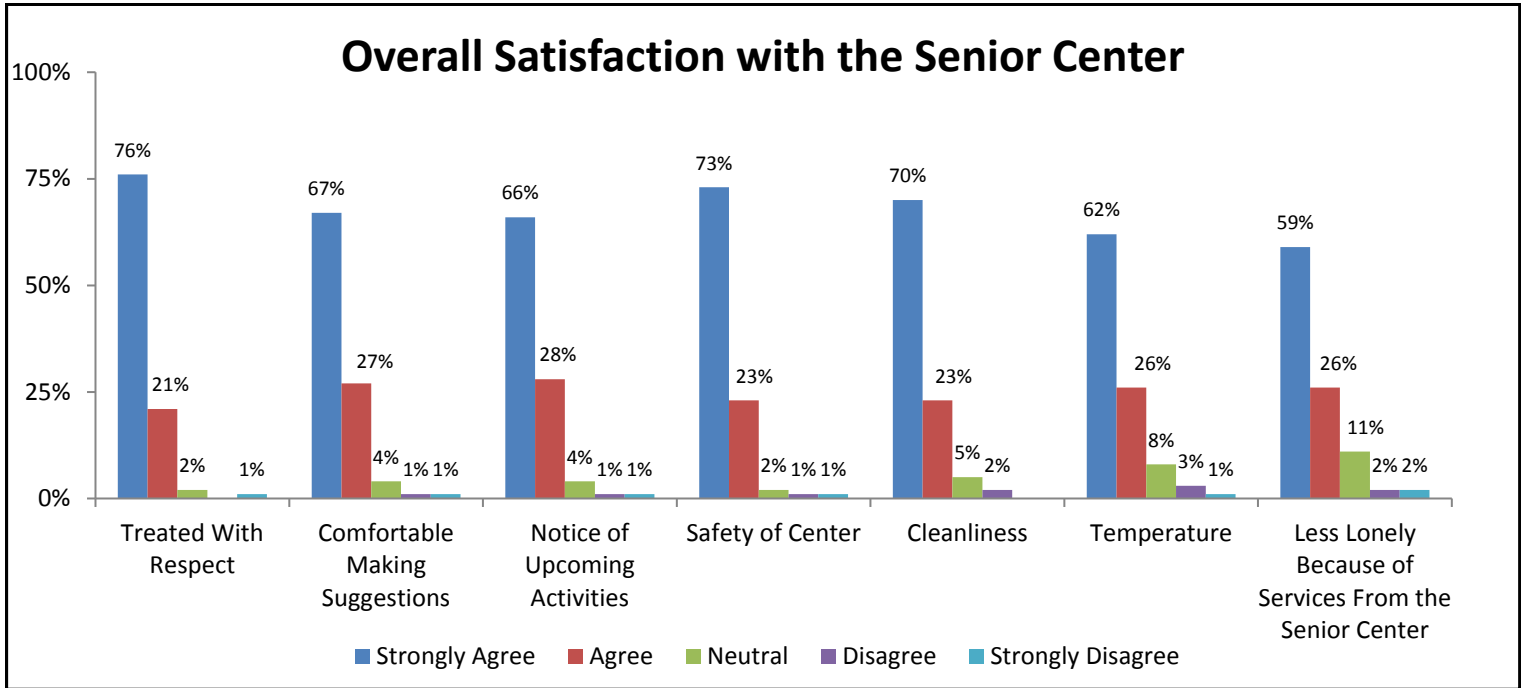
How would you rate the overall quality of service?



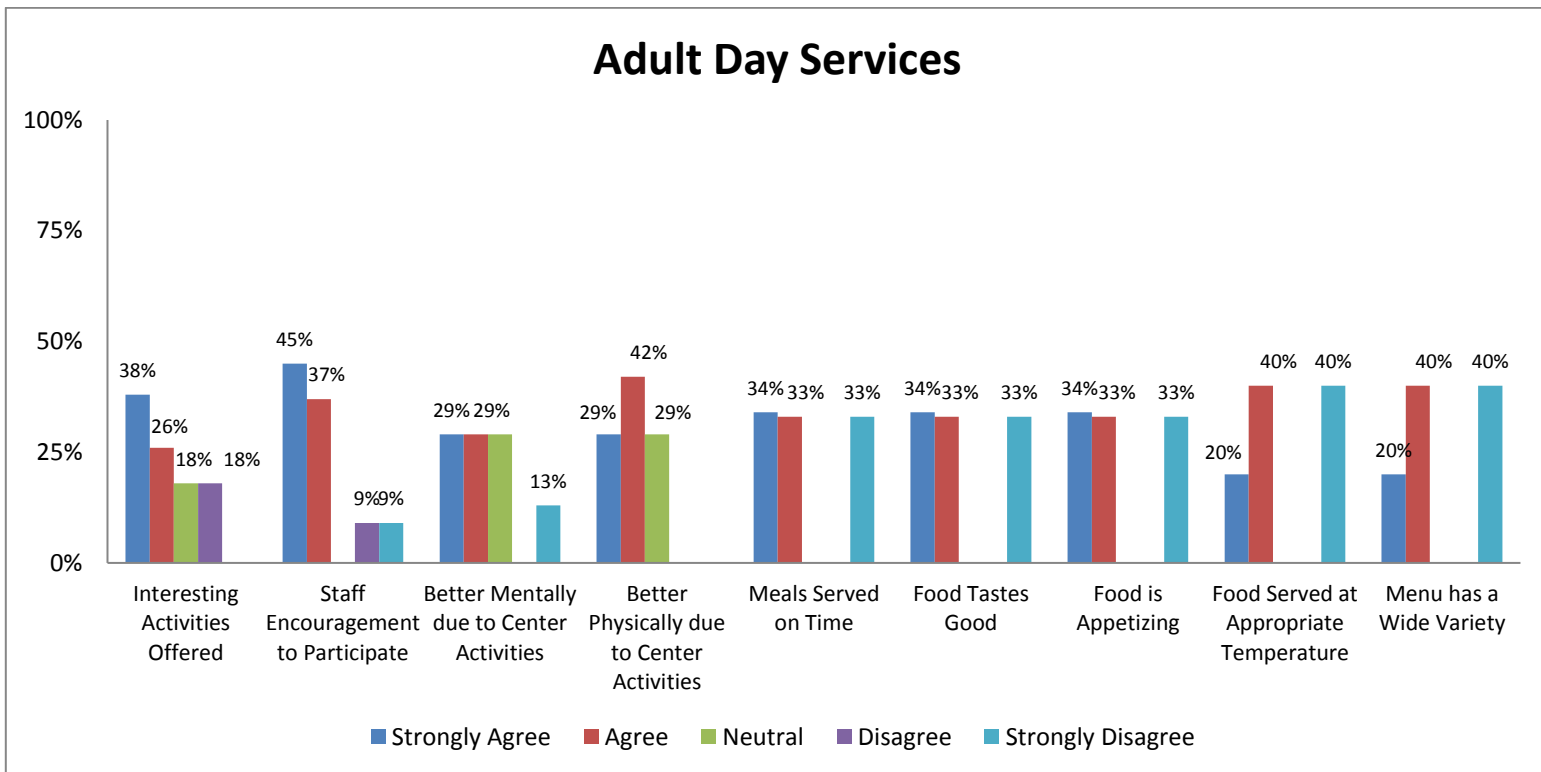




**(Community Social Services Program (CSSP) (255 Surveys received out of 746 mailed, 34% response rate)**



Data based on 238 responses

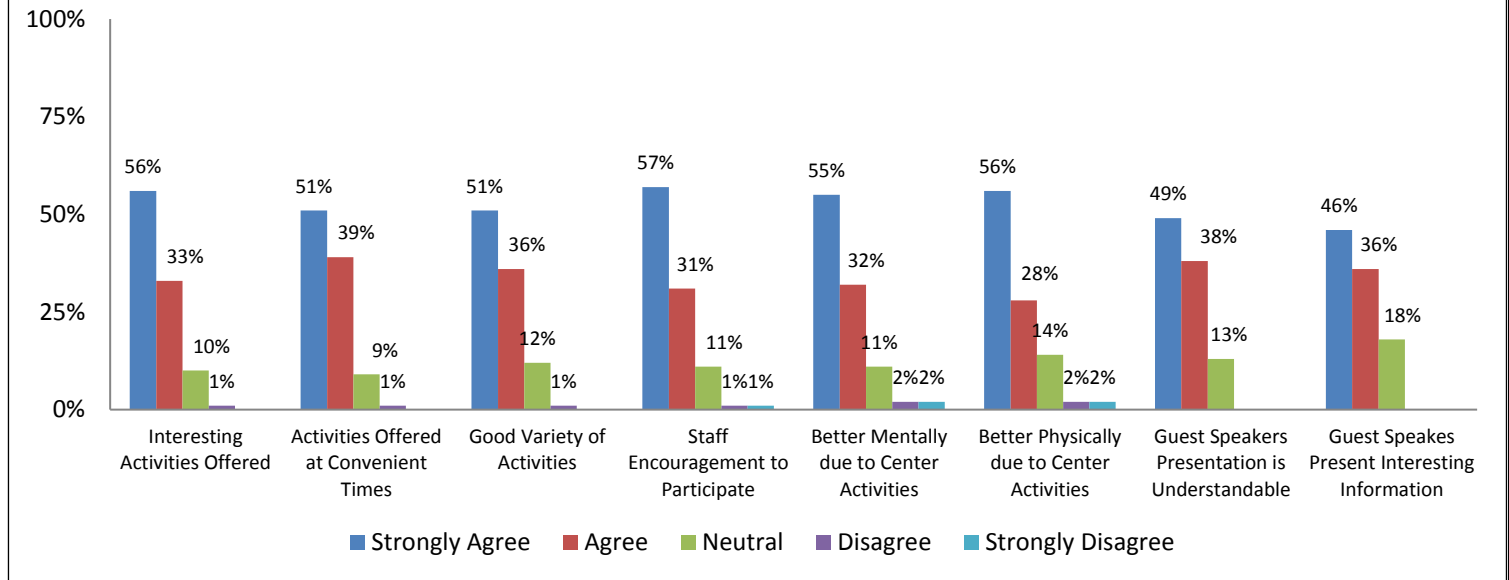


Data based on 11 responses for 1 provider



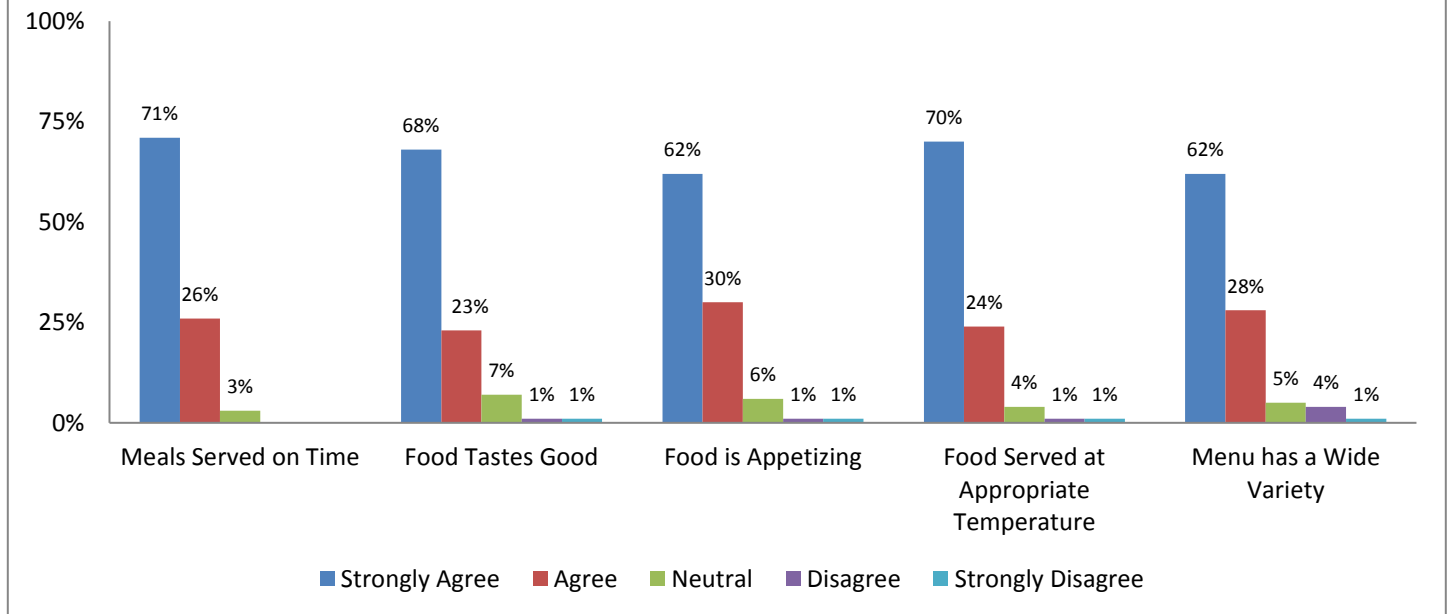
**Community Social Services Program (CSSP)**

**Adult Development Services**



Data based on 133 responses

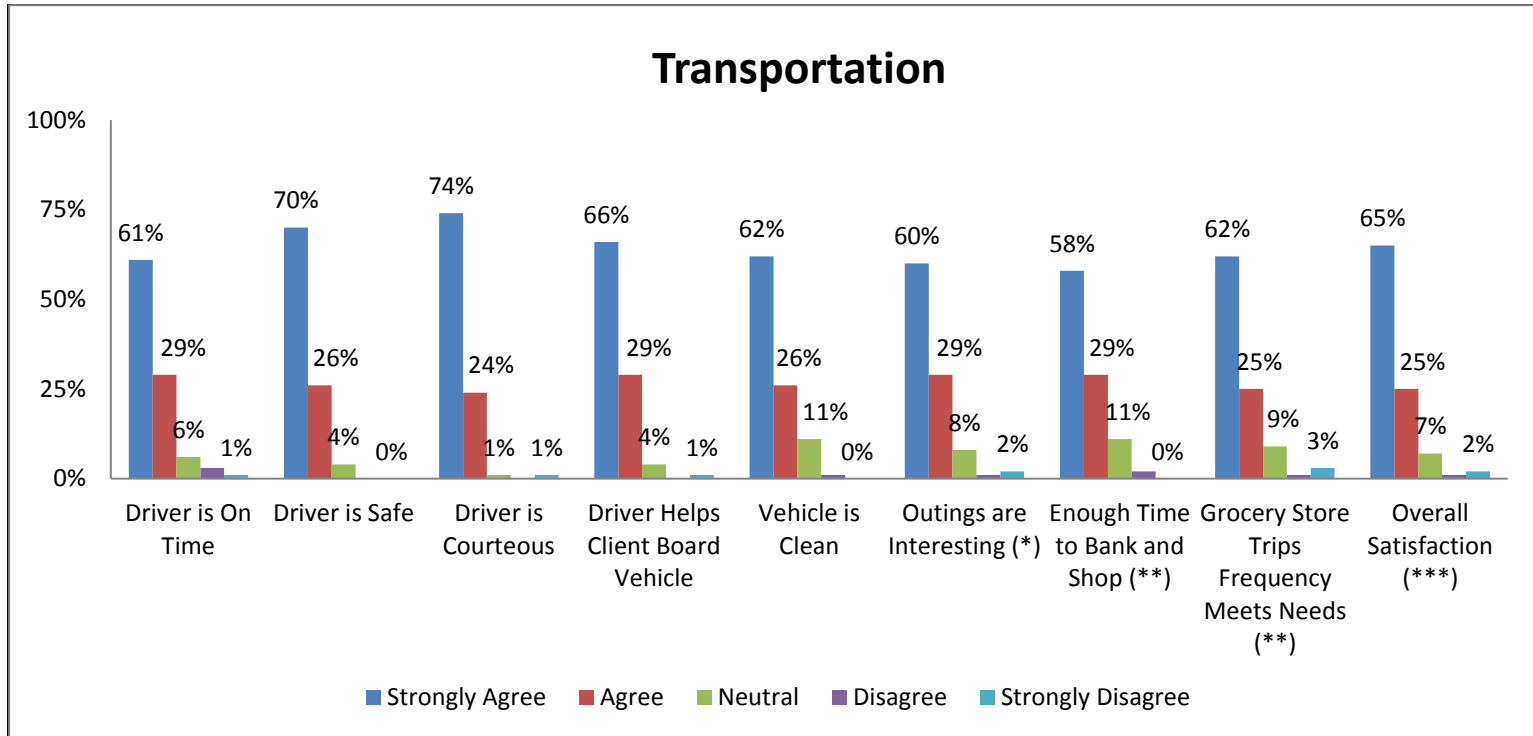
**Congregate Meals**



Data based on 121 responses

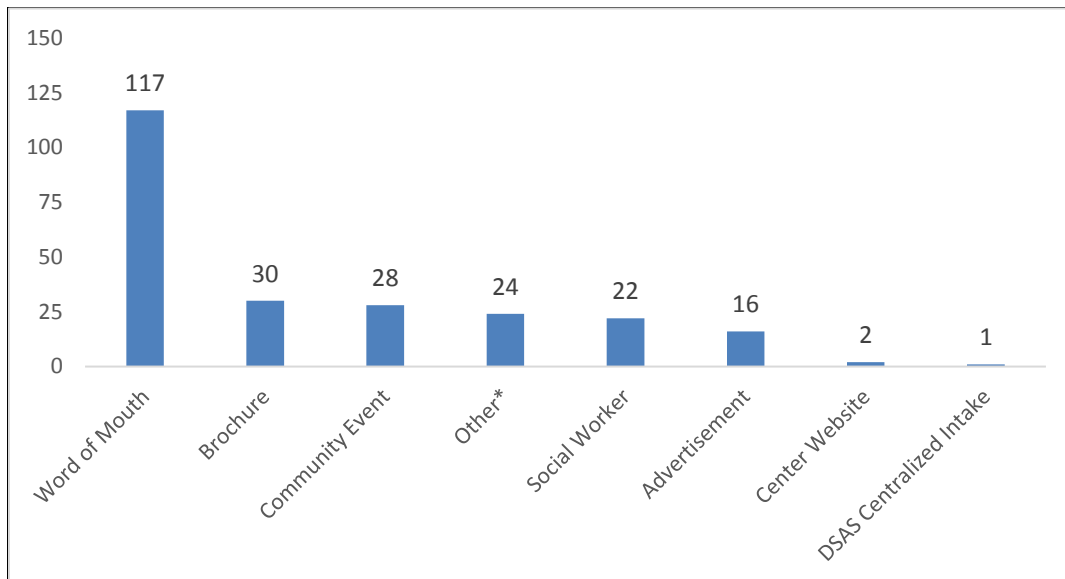


**Community Social Services Program (CSSP)**



Data for first 5 questions based on 126 responses; (\*) 154 responses; (\*\*) 102 responses; (\*\*\*) 130 responses;

**How did you find out about your Senior Center?**



\* Other includes city newsletter, provider newsletter, church, and respondent lives where services are offered



### **Sample of Comments Received**

#### **Centralized Intake**

I call frequently. I find your staff quite helpful. I appreciate all the hard work

The worker that helped me was helpful and graceful. She made a point to listen carefully. I was also provided an update on my request.

#### **Adult Protective Services**

Very good cooperation from all involved. Many times seniors refuse help.

#### **Home Support**

I am quite satisfied with my HHA. This is the first time I've ever received help in my life and I am thankful that the service has been rewarding.

We are extremely pleased with all four of our HHA's. My husband looks forward to their visits and they are all pleasant.

#### **Options for Independent Living**

I feel blessed that my county has helped me through tough times. I like to be independent but sometimes it gets tough. I feel the people involved with me are very compassionate and trustworthy. Thank you from the bottom of my heart.

I appreciate my care manager. She's kind and thoughtful. Thank you for sending nice people to me.

Please consider giving my caseworker a promotion and an increase in pay. She is very worthy of her job.

#### **Information Services**

The DSAS staff that assisted were helpful and professional and I would not hesitate to contact them again if I needed assistance.

#### **Community Social Services Program (CSSP)**

I am blessed to be able to attend here. It is always good karma to fellowship with fellow seniors, offering a variety of activities. This helps mentally more so than physically sometimes.

I am a cancer survivor and I joined the center to better my life. It has! I am truly enjoying the Smile program, pinochle and a whole number of other programs offered. It has put my life back on track. Thank you!

I am enjoying the friendliness and hospitality that I receive whenever I visit the senior center. I feel better both mentally and physically since I've become involved here.

I feel the need to remain active at the center. I'd like to share and give something back to the new seniors who will arrive later. My 2 years here have inspired me to keep moving forward, stay healthy and live longer.