
Area Agencies on Aging Customer Satisfaction Assessment



TEXAS

Department of Aging and Disability Services

**September 8, 2005
Based Upon Telephone
Interviews Conducted by:
National Service Research**

Table of Contents

	<u>Page</u>
Introduction and Methodology	1
Significant Findings	3
Home Delivered Meals – Graph of Percent Responding “Yes”	6
Transportation – Graph of Percent Responding “Yes”	7
Care Coordination – Graph of Percent Responding “Yes”	8
Benefits Counseling/Legal Assistance – Graph of Percent Responding “Yes”	9

Introduction and Methodology

Goals of the Research

This report outlines the steps taken to gain an accurate measure of satisfaction among Area Agency on Aging program participants. Results of the customer satisfaction survey are being used to improve service delivery and to identify areas where improvement may be needed.

The types of services provided by the Area Agencies on Aging and its contractors vary from region to region. For this reason, DADS elected in this customer satisfaction assessment to select services that are utilized by the largest number of customers and are considered to have the greatest impact on an individual's quality of life and ability to remain independent (e.g., Home Delivered Meals, Transportation) as well as services provided directly by Area Agencies on Aging (e.g., Care Coordination, Benefits Counseling).

DADS selected four service areas for this research. These services and a brief description of each are as follows:

Home Delivered Meals – Hot, cold, frozen, dried, canned or supplemental food (with a satisfactory storage life) which provides a minimum of one-third (1/3) of the daily recommended dietary allowances (RDA) as established by the Food and Nutrition Board of the Institute of Medicine of the National Academy of Sciences and complies with the Dietary Guidelines for Americans, published by the Secretary and the Secretary of Agriculture, and is delivered to an eligible person in the place of residence. The objective is to help the recipient sustain independent living in a safe and healthful environment.

Transportation – Transportation services designed to carry older persons from specific origin to specific destination upon request (e.g., doctor, grocery store, congregate meal site). Clients request the transportation service in advance of their need, usually twenty-four to forty-eight hours prior to the trip.

Care Coordination – An ongoing process including assessing the needs of a client and effectively planning, arranging, coordinating and following-up on services which most appropriately meet the identified needs as mutually defined by the client, the access and assistance staff, and where appropriate, a family member(s) or other caregiver(s).

Introduction and Methodology

Benefits Counseling/Legal Assistance – Advice and representation by an attorney (including assistance by a paralegal or law student under the supervision of an attorney), or counseling or representation by a non-lawyer where permitted by law, to older individuals with economic and social needs. Legal assistance activities include the following:

- Advice/Counseling - a recommendation made to a client regarding a course of conduct, or how to proceed in a matter, given either on a brief or one-time basis, or on an ongoing basis, and given by telephone or in person.
- Document Preparation - personal assistance given to a client which helps him in the preparation of necessary documents relating to public entitlements, health care/long term care, individual rights, planning/protection options, and housing and consumer needs.
- Representation - advocacy on behalf of a client in protesting or complaining against a procedure, or seeking special considerations appealing an administrative decision, or representation by an attorney of a client or class of clients in either the state or federal court systems.
- Services identified as “Legal Assistances Services” are: Benefits Counseling, Money Management, Representative Payee, and Guardianship.

Research Methodology

Telephone surveys were selected as the most appropriate method for data collection for this population. A total of 100 surveys were completed for each of the four service areas outlined above. The sample included individuals who had received services through an Area Agency on Aging. DADS conducted a random selection of customers for each service group.

Survey Instrument

The survey instrument was developed by DADS and was developed to be user-friendly, easy to understand, had non-leading and unbiased questions, and used scaled responses to questions with actual words that utilized no more than three response categories. The survey was conducted in English and Spanish. Interviews were conducted by NSR professional interviewers. Respondents were called up to three times at different times of the day and evening, seven days per week. Interviews were conducted from August 15 through August 26, 2005.

Overall Satisfaction

There is an extremely high level of satisfaction among Area Agency on Aging program participants. Respondents were found to be highly pleased with the services received. The highest level of satisfaction were found with regard to care coordination: 94% responded “yes” to the question, “Overall, are you satisfied with the person who arranged the services you received.” Satisfaction was also high with home delivered meals (93%), transportation (89%), and benefits/legal assistance (78%).

Significant Findings

Satisfaction with Specific Aspects of Service

Respondents were also asked about specific aspects of each service. Their responses reveal high levels of satisfaction.

Home Delivered Meals: According to home delivered meal clients, the delivery person was friendly (99%), the temperature of the meals was satisfactory (91%), there was enough food (93%) and the deliveries were on time (91%). The taste of the meals was rated only slightly lower (rated good by 78%). Comments on how to improve meals mainly included requests for meals for diabetics (no sugar), more flavorful meals, more chicken and fish, more fruit, and better food overall. A total of 76% indicated someone had mentioned they could make a donation toward the meal if they wanted. As a result of getting home delivered meals, 89% reported they have been able to keep their independence.

Overall Satisfaction

There is an extremely high level of satisfaction among Area Agency on Aging program participants. Respondents were found to be highly pleased with the services received. The highest level of satisfaction were found with regard to care coordination: 94% responded “yes” to the question, “Overall, are you satisfied with the person who arranged the services you received.” Satisfaction was also high with home delivered meals (93%), transportation (89%), and benefits/legal assistance (78%).

Satisfaction with Specific Aspects of Service

Respondents were also asked about specific aspects of each service. Their responses reveal high levels of satisfaction.

Home Delivered Meals: According to home delivered meal clients, the delivery person was friendly (99%), the temperature of the meals was satisfactory (91%), there was enough food (93%) and the deliveries were on time (91%). The taste of the meals was rated only slightly lower (rated good by 78%). Comments on how to improve meals mainly included requests for meals for diabetics (no sugar), more flavorful meals, more chicken and fish, more fruit, and better food overall. A total of 76% indicated someone had mentioned they could make a donation toward the meal if they wanted. As a result of getting home delivered meals, 89% reported they have been able to keep their independence.

Transportation: Clients of the transportation program also appear very satisfied with specific aspects of the service. They indicated that the driver was friendly (96%), drove safely (99%), and the rides came on time (80%). A total of 84% reported rides were available when they needed them, and 15% reported they were “sometimes” available when needed. A total of 82% indicated someone had mentioned they could make a donation toward the ride if they wanted. A total of 92% were better able to keep their independence as a result of getting rides.

Significant Findings

Care Coordination: Case managers also received good ratings of satisfaction, especially with regard to being friendly (98%), and providing services in a reasonable amount of time (89%). Understanding customers' needs (93%) and explaining services clearly (86%) also rated high. Some customers (6%) did not feel involved in planning and choosing which services to receive (79% said they were involved). More than three-fourths (75%) reported someone followed-up with them to see how they were doing, 98% said it was important that they received these services and 95% would call again if they needed assistance.

Benefits Counseling/Legal Assistance: Clients felt the person listened to them and understood their needs (89%), that they got useful information (88%), and received information in a reasonable amount of time (82%). 98% reported the person was friendly and 78% are satisfied with the help they received. 69% said their problem was resolved to their satisfaction. A majority, 94% would call again if they needed help. A total of 85% were better able to keep their independence as a result of getting help.

Suggestions for Improvement

Clients were asked for their suggestions for ways to improve services. Most of the respondents are extremely satisfied and like the services just as they are. A few people made suggestions. Some specific suggestions included requests for meals for diabetics, more fruit, more chicken and fish and more flavorful meals (meals), more drivers, arrive on time, better drivers, operate on Saturdays, and more cars (transportation), quicker follow-up, listen to our needs better, better communication on expectations, and more help for blind people (care coordination) and call ahead, let more people know you are out there, need more people to help, and did not receive all my medicine (benefits counseling/legal assistance).

Impact of Services

One of the most important findings of this study is the impact these services have on customers. Customers regard these services as very important to their lives (rated as important by 83% to 95% for all services) and as being instrumental in helping them keep their independence. Transportation perceived as having the greatest impact on helping elderly persons remain independent: 92% of transportation recipients reported that as a result of getting the rides, they are better able to keep their independence. Next in importance to an elderly person's independence is home delivered meals (89%) benefits counseling/legal assistance (85%) and care coordination (83%).

Specific aspects of independence were also assessed in some cases. Care coordination is critical to 89% of the respondents in being able to live where they choose. In fact, 45% of case management respondents reported if they had not received these services, they would have to choose alternative housing like a nursing home or somewhere else to live. Most transportation clients (91%) indicated they are better able to take care of personal and medical needs as a result of getting rides.

Significant Findings

Respondents were asked to tell in their own words the importance of these services in their lives. Their verbatim comments dramatically illustrate the profound impact these services have on their lives and the adverse effects if they had to live without them.

A sample of these comments follows:

Home Delivered Meals

“I have no legs and can’t cook.”

“I’m 86 and disabled, have congestive heart failure, on oxygen 24 hours a day and it helps to get meals.”

“I am bedridden and can’t walk and getting the meals helps so much.”

Transportation

“I have to get to the store for food and there’s no other way”

“I wouldn’t get to go anywhere without help from the car service”

“I like to get out and go to the recreation center, I enjoy it a lot.”

Care Coordination

“I need the services, I need help getting a bath and I can’t do my own meals.”

“I had colon surgery and needed help with housekeeping, laundry, and shopping, they did all this.”

“I’ve had several surgeries and broke my back. They cook, wash and clean for me.”

Benefits/Legal Assistance

“Helped us change our will.”

“We were short on money and needed help with medication.”

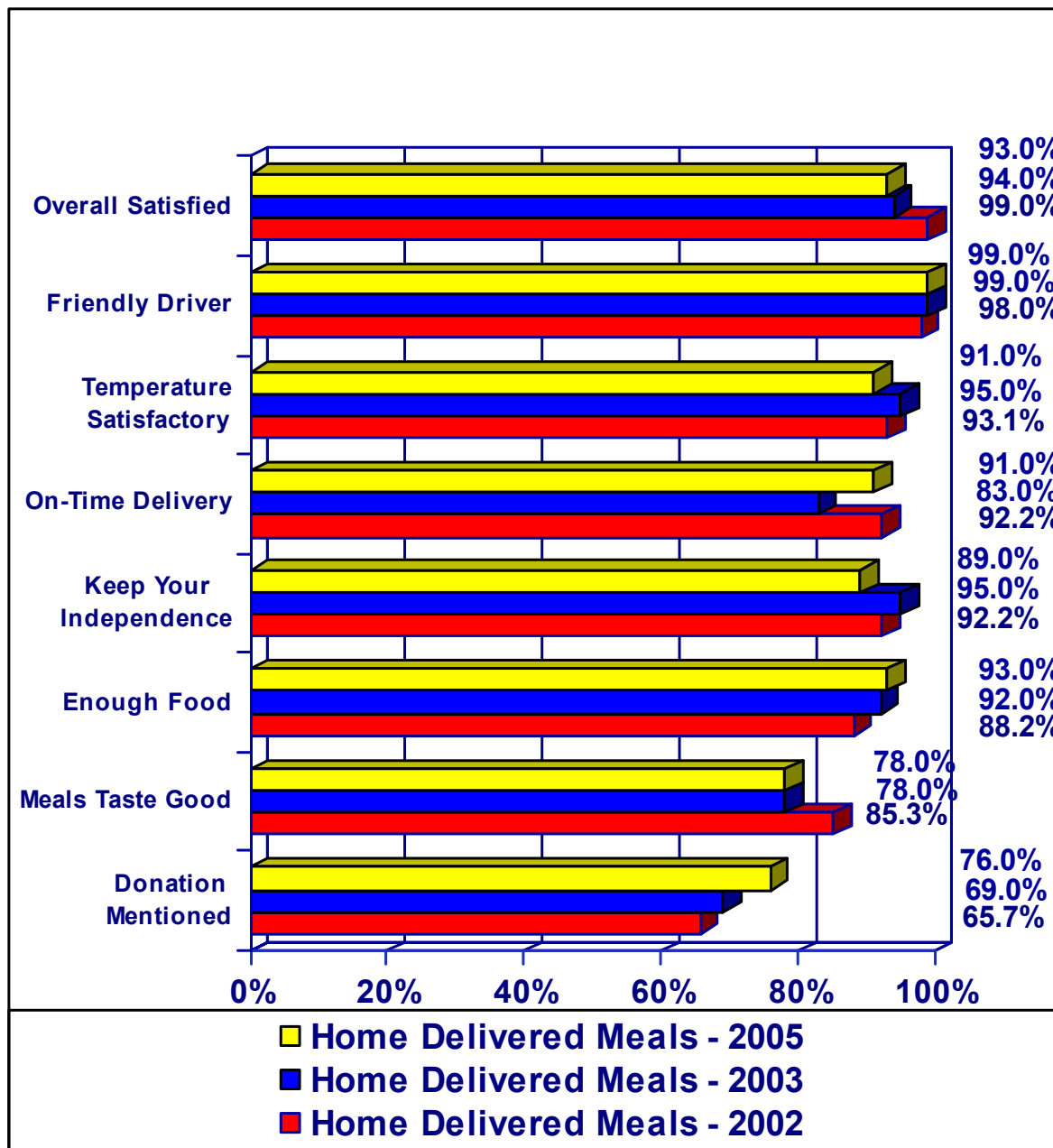
“We needed help with medicine because we have a limited income.”

“I’m so grateful, food stamps and Medicare helped me the most”

**Department of Aging and Disability Services
Access & Intake – Area Agencies on Aging Section
Customer Satisfaction Survey**

Home Delivered Meals

Percent Responding “Yes” to Each Issue Listed in the Chart Below

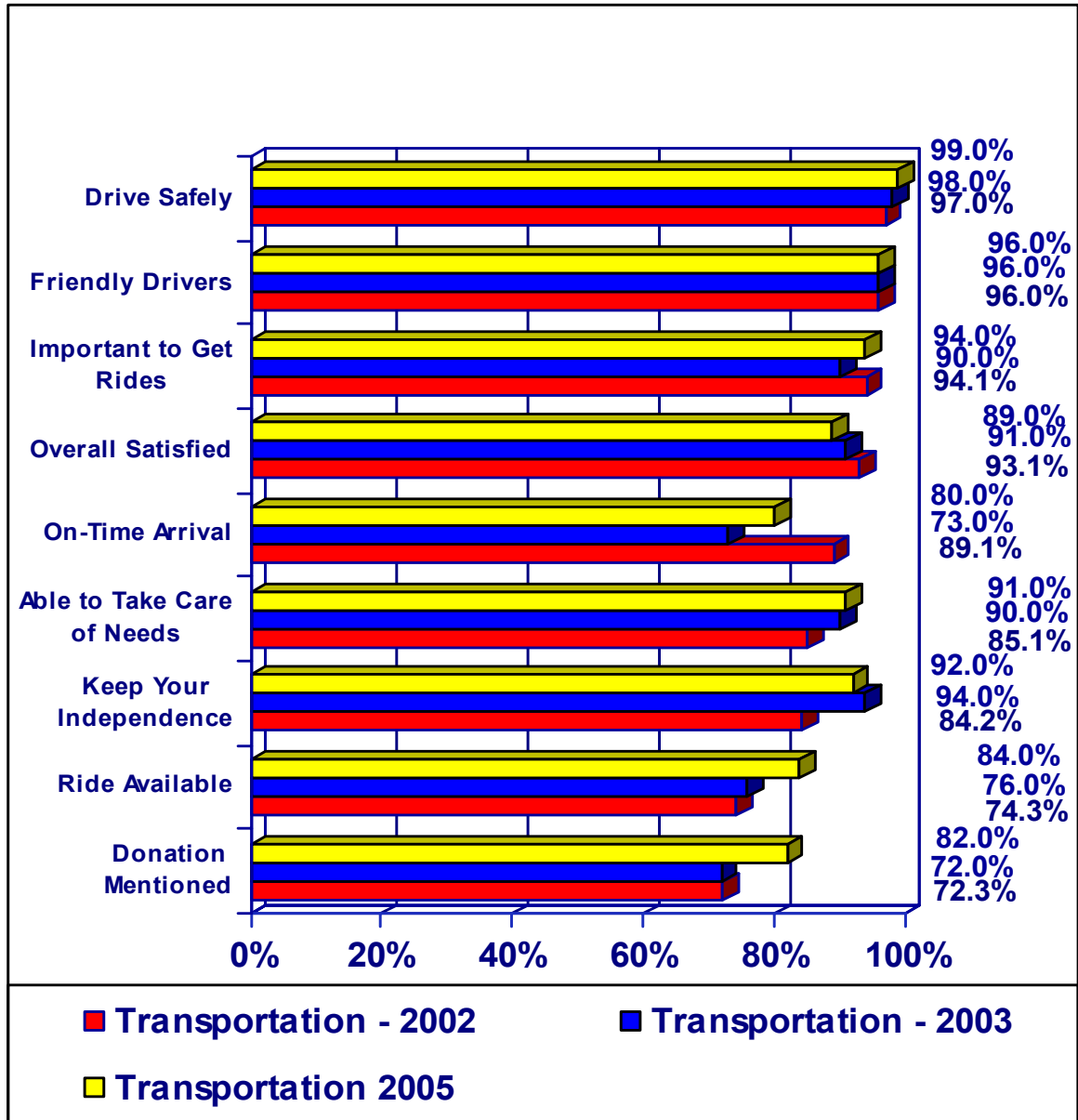


Based Upon Telephone Interviews Conducted by: National Service Research

**Department of Aging and Disability Services
Access & Intake – Area Agencies on Aging Section
Customer Satisfaction Survey**

Transportation

Percent Responding “Yes” to Each Issue Listed in the Chart Below

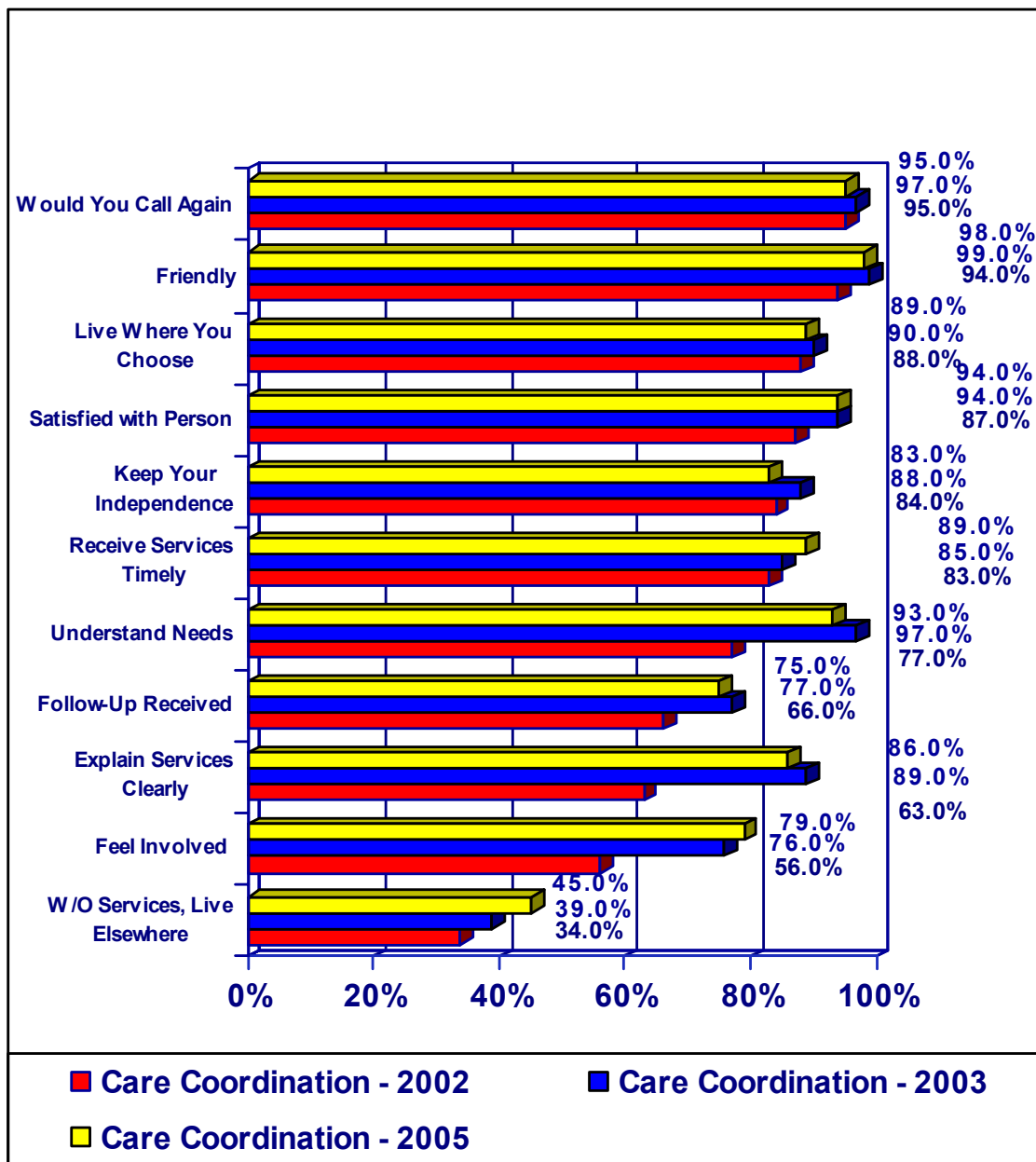


Based Upon Telephone Interviews Conducted by: National Service Research

**Department of Aging and Disability Services
Access & Intake – Area Agencies on Aging Section
Customer Satisfaction Survey**

Care Coordination

Percent Responding “Yes” to Each Issue Listed in the Chart Below

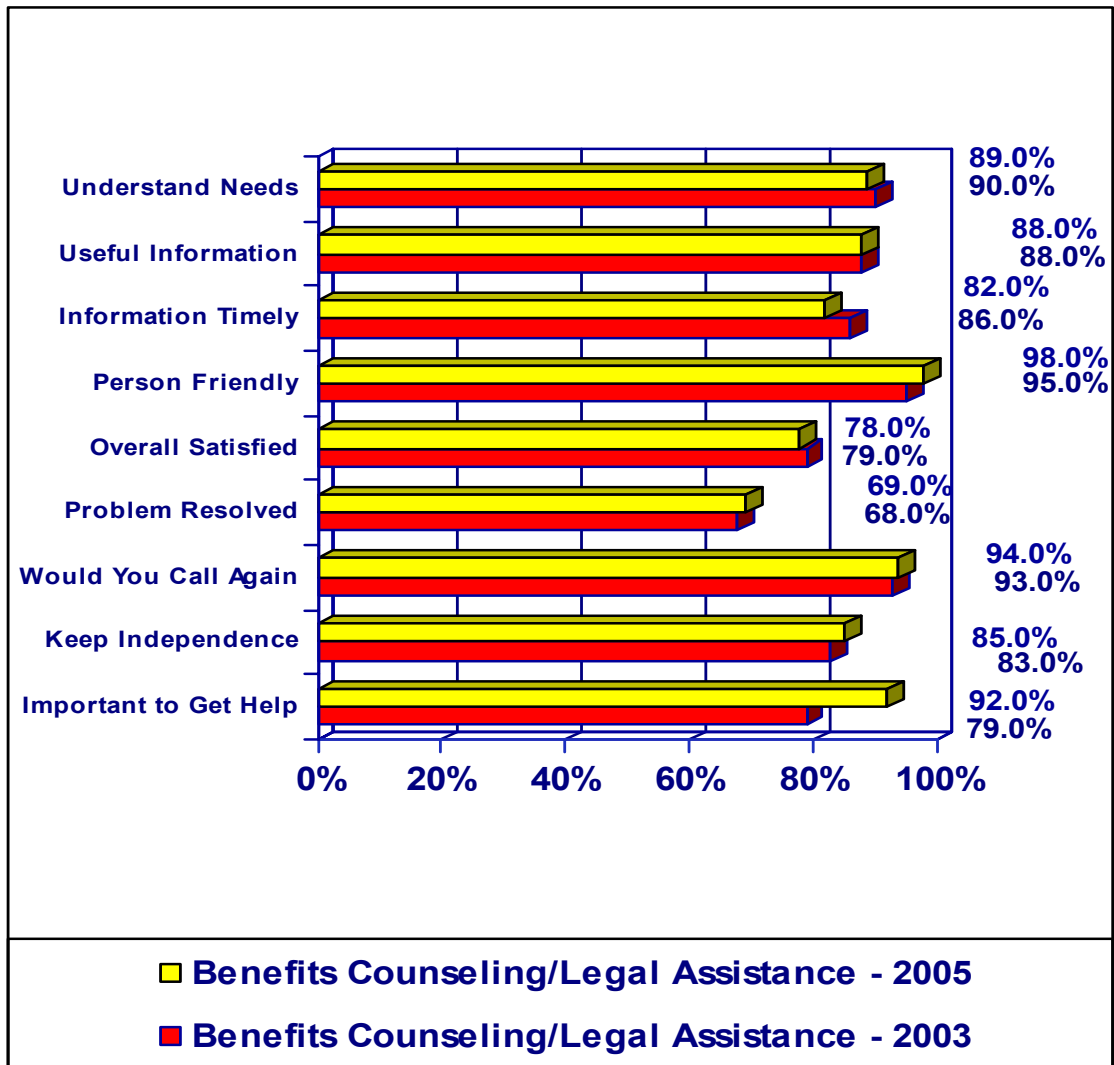


Based Upon Telephone Interviews Conducted by: National Service Research

**Department of Aging and Disability Services
Access & Intake – Area Agencies on Aging Section
Customer Satisfaction Survey**

Benefits Counseling/Legal Assistance

Percent Responding “Yes” to Each Issue Listed in the Chart Below



Survey Instruments

**ACCESS & INTAKE – AREA AGENCIES ON AGING
CUSTOMER SATISFACTION SURVEY
HOME DELIVERED MEALS**

May I please speak to _____.

Hello, Mr/Mrs. _____. My name is _____. I am calling for the <NAME> Area Agency on Aging. We are the office that oversees services for older adults in your community.

We would like to get your opinion on meals that have been delivered to your home, like Meals on Wheels.

I am going to ask you a few questions, and I'd like for you to answer, "Yes," "Sometimes," or "No." Anything you say is totally confidential and will have no effect on any services you receive.

The first question is:

	YES	SOME-TIMES	NO	DON'T KNOW
1.Do the meals taste good?	3	2	1	0
(Again, the answers are yes, sometimes, or no)				
1.Is there enough food in each meal?	3	2	1	0
1.Is the temperature of the meals satisfactory?	3	2	1	0
1.Are the meals delivered on time?	3	2	1	0
1.Is the person who delivers the meals friendly?	3	2	1	0
1.Overall, are you satisfied with the meals at home program?	3	2	1	0
1.Has anyone mentioned that you can make a donation toward the cost of the meals if you want?	3	2	1	0
1.As a result of getting the meals, have you been able to keep your independence?	3	2	1	0
1.Is it important to you that you get meals delivered to your home?	3	2	1	0

Home Delivered Meals, Page 2

Can you tell me why it is important/not important to you? PROBE: How (else) has it helped you?

Lastly, how could the home delivered meals program be improved?

Thank you very much for your time. Your comments will help us improve the meal program

**ACCESS & INTAKE – AREA AGENCIES ON AGING
CUSTOMER SATISFACTION SURVEY
BENEFITS COUNSELING/LEGAL ASSISTANCE**

May I please speak to _____.

Hello, Mr/Mrs. _____. My name is _____. I am calling for the <NAME> Area Agency on Aging. We are the office that oversees services for older adults in your community. We would like to know if you are satisfied with some of the services you've received.

You or someone in your household received help with a benefit such as Social Security, Medicare, health insurance or help with a legal or financial problem sometime during the past few months. Do you recall this? (*If they say "No," say, "It shows that you or someone in your household talked with someone from the <NAME> Area Agency on Aging. Does that help you recall?*) IF STILL NO, TERMINATE INTERVIEW.

I am going to ask you a few questions, and I'd like for you to answer "Yes," "Sometimes," or "No." Anything you say is totally confidential and will have no effect on any services you receive.

	YES	SOME-TIMES	NO	DON'T KNOW
1. Did the person who helped you listen to you and understand your needs?	3	2	1	0
(Again, the answers are yes, sometimes, or no)				
1. Did you get useful information?	3	2	1	0
1. Did you get information in a reasonable amount of time?	3	2	1	0
1. Was the person friendly?	3	2	1	0
1. Overall, are you satisfied with the help you received?	3	2	1	0
1. Was the problem resolved to your satisfaction?	3	2	1	0
1. If you need help in the future, would you or someone in your household call again?	3	2	1	0
1. As a result of getting the help, have you been able to keep your independence?	3	2	1	0
1. Is it important to you that you received this help?	3	2	1	0

Benefits Counseling/Legal Assistance, Page 2

Can you tell me why it is important/not important to you? PROBE: How else has it helped you?

Lastly, can you suggest any way to improve the service?

Thank you very much for your time. Your comments will help us improve the program.

**ACCESS & INTAKE – AREA AGENCIES ON AGING
CUSTOMER SATISFACTION SURVEY
TRANSPORTATION**

May I please speak with _____.

Hello, Mr/Mrs. _____. My name is _____. I am calling for the <NAME> Area Agency on Aging. We are the office that oversees services for older people in your community. We would like to get your opinion about rides you have received.

I am going to ask you a few questions, and I'd like for you to answer "Yes," "Sometimes," or "No." Anything you say is totally confidential and will have no effect on any services you receive.

	YES	SOME-TIMES	NO	DON'T KNOW
Is a ride available when you need it?	3	2	1	0
(Again, the answers are yes, sometimes, or no)				
1.Do the rides come on time?	3	2	1	0
1.Are the drivers friendly?	3	2	1	0
1.Do the drivers drive safely?	3	2	1	0
1.Overall, are you satisfied with the rides you receive?	3	2	1	0
1.Has anyone mentioned to you that you can make a donation toward the ride if you want?	3	2	1	0
1.As a result of getting rides, have you been able to keep your independence?	3	2	1	0
1.As a result of getting rides, are you better able to take care of personal and medical needs?	3	2	1	0
1.Is it important to you that you can get rides?	3	2	1	0

Transportation, Page 2

Can you tell me why it is important/not important to you? PROBE: How else has it helped you?

Lastly, how could the ride program be improved?

Thank you very much for your time. Your comments will help us improve the ride program.

ACCESS & INTAKE – AREA AGENCIES ON AGING CUSTOMER SATISFACTION SURVEY CARE COORDINATION

May I please speak with _____.

Hello, Mr/Mrs. _____. My name is _____. I am calling for the <NAME> Area Agency on Aging. We are the office that oversees services for older adults in your community. We would like to know if you are satisfied with some of the services you've received.

You have received help from the <NAME> Area Agency on Aging in arranging services for you in your home, such as a homemaker, an aide or other service. Do you recall this? (*If they say "No," say, "It shows that you or someone in your household talked with someone from the <NAME> Area Agency on Aging. Does that help you recall?*) IF STILL NO, TERMINATE INTERVIEW.

We would like to get your opinion about how good a job the person did in arranging for your services. I am going to ask you a few questions, and I'd like for you to answer "Yes," "Sometimes," or "No." Anything you say is totally confidential and will have no effect on any services you receive.

	YES	SOME-TIMES	NO	DON'T KNOW
Did the person who talked to you and helped arrange for services clearly explain the help you could get?	3	2	1	0
(Again, the answers are yes, sometimes, or no)				
1. Did the person listen to you and understand your needs?	3	2	1	0
1. Did you feel involved in planning and choosing which services to receive?	3	2	1	0
1. Was the person who talked with you and arranged for services friendly?	3	2	1	0
1. Did you receive the services in a reasonable amount of time?	3	2	1	0
1. Did someone follow up to see how you were doing?	3	2	1	0
1. Overall, are you satisfied with the person who arranged for the services you received?	3	2	1	0
1. If you need help in the future, would you call again?	3	2	1	0

Case Management, Page 2

I have a few more short questions. Again, the answers are yes, sometimes, or no.

	YES	SOME-TIMES	NO	DON'T KNOW
1. As a result of getting the help, have you been able to keep your independence?	3	2	1	0
1. As a result of getting the help, have you been able to live where you choose?	3	2	1	0
1. If you had not received the services, would you have had to choose an alternative like a nursing home?	3	2	1	0
1. Is it important to you that you received the services?	3	2	1	0

Can you tell me why it is important/not important to you? PROBE: How else has it helped you?

Lastly, can you give any suggestions for improving the program?

Thank you very much for your time. Your comments will help us improve the program.