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# 2013 REPORT

## Client Satisfaction Survey

Program Services, Direct Service Workers, and  
Impact of Programs on Lives of Clients

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*Bureau of Planning & Evaluation, December 2013*

## Table of Contents

Executive Summary .....	1
Background.....	2
Methodology .....	4
Population and Sample .....	4
Survey .....	4
Survey Procedures .....	4
Analysis .....	4
Survey Results .....	6
Overall Satisfaction With Services Received and With Their Quality .....	6
Client Satisfaction With Aspects of Program Services .....	8
Client Satisfaction With Direct Service Workers.....	10
The Impact of Services on Clients' Lives .....	13
Other Comments Volunteered by Survey Participants.....	14
Summary and Conclusions .....	14
Appendix A: 2013 Client Satisfaction Survey Responses .....	16
Appendix B: 2013 Client Satisfaction Survey.....	17

## Executive Summary

In 2013, the Florida Department of Elder Affairs (DOEA) Bureau of Planning and Evaluation surveyed a random sample of clients in four of the Department's community-based care programs across the state.

The purpose of the surveys was to assess the satisfaction of clients with program services, the quality of direct service workers, and the impact of program services on clients' lives. Clients selected for the surveys participated in at least one of four DOEA programs serving the largest number of case-managed clients: the Long-Term Care Community Diversion Pilot Project, also known as Nursing Home Diversion Medicaid Waiver (NHD); Aged and Disabled Adult Medicaid Waiver (ADA); Assisted Living Medicaid Waiver (AL); and Community Care for the Elderly (CCE). The following report examines responses obtained across these four programs.

Program participants reported high levels of overall satisfaction with the services they received and their quality, as well as with aspects of program services, their direct service workers, and the impact of services on their lives. Overall satisfaction levels including Very Satisfied and Satisfied ranged from 90 percent to 99 percent. The lowest satisfaction level was expressed with regard to the length of service visits (90%), while respondents reported the highest levels of satisfaction with the way workers treat them (99%), worker communication (98%), and the impact of services on their ability to stay in their homes (98%).

A small number of program participants (between 0.4% and 6%) responded that they were Neither Satisfied nor Dissatisfied, Dissatisfied or Very Dissatisfied, or said No to questions addressing their satisfaction. No more than two respondents gave a Very Dissatisfied response to three of the 14 survey questions (regarding the frequency and length of services and overall satisfaction with services).

### Client Satisfaction With Services and Their Quality

The majority of respondents surveyed across the four programs reported being Very Satisfied or Satisfied with the services they received and with their quality (95% for each).

### Client Satisfaction With Aspects of Program Services

The majority of respondents surveyed across the four programs reported high levels of being Very Satisfied or Satisfied with aspects of program services:

- Ninety-five percent were Very Satisfied or Satisfied with the frequency of services,
- Ninety percent were Very Satisfied or Satisfied with the length of services,
- Ninety-six percent were Very Satisfied or Satisfied with the time of day services were provided, and

- Ninety-seven percent were Very Satisfied or Satisfied with the day(s) of the week services were provided.

### **Client Satisfaction With Direct Service Workers**

The majority of respondents were also Very Satisfied or Satisfied with their direct service workers:

- Ninety-five percent were Very Satisfied or Satisfied with their workers' knowledge and skills needed to help them,
- Ninety-nine percent said that they were Very Satisfied or Satisfied with the way their workers treated them,
- Ninety-eight percent said that they were Very Satisfied or Satisfied with worker communication,
- Ninety-three percent said that they were Very Satisfied or Satisfied with the punctuality of their workers, and
- Ninety-four percent said that they could usually expect that the same person would come to help them.

### **The Impact of Services on Clients' Lives**

The reported impact of services on program participants' needs, quality of life, and ability to stay in their homes was high as well:

- Ninety-six percent of participants said that services met their needs,
- Ninety-seven percent said that services helped them maintain or improve their quality of life, and
- Ninety-eight percent said that services helped them stay in their homes.

Because the Department has conducted these surveys annually since 2010, comparative results are available. Between 2010 and 2013, combined satisfaction scores (Very Satisfied and Satisfied combined) for most survey items increased by a minimum of one percent and a maximum of six percent.

### **Background**

The Florida Department of Elder Affairs operates a variety of programs to meet the special needs of Florida's aging residents. These programs are designed to provide cost-effective ways to enable elderly persons to remain in their homes or communities and to prevent, postpone, or reduce inappropriate or unnecessary institutional placements.

Individuals served by these programs are frail elders and persons with disabilities who are functionally impaired and at risk of nursing home placement. CARES (Comprehensive

Assessment and Review for Long-Term Care Services) is Florida's federally mandated nursing home pre-admission screening program that determines medical eligibility for the Medicaid waiver programs. Individuals must be age 60 or older and meet the same functional and financial criteria as individuals seeking Medicaid assistance for nursing home placement to qualify for the ADA and AL programs administered by the Department. In addition, for AL and NHD eligibility, individuals must meet at least one of the following additional criteria: require assistance with activities of daily living (ADL), be diagnosed with Alzheimer's disease or other dementia, or have a diagnosis of a degenerative or chronic medical condition requiring nursing services. A further eligibility criterion for AL clients includes that they are awaiting discharge from a nursing home and unable to return to a private residence. Additional eligibility for the NHD program requires clients to be age 65 or older, be enrolled in Medicare, and be eligible for Medicaid. Individuals eligible for CCE must be age 60 or older and functionally impaired. Primary consideration for CCE services is given to elderly persons reported to Adult Protective Services (APS) and determined by APS to be victims of abuse, neglect, or exploitation who are in need of immediate services to prevent further harm.

Services provided to participants of the above-mentioned programs may include personal care, homemaker assistance, adult day health care, respite, home-delivered meals, companionship, case management, case aide, assistance with chores, respite, attendant care, and counseling.

The number of clients served in Fiscal Year 2012-13 ranged from 3,955 in AL to over 25,600 in NHD (see the following exhibit). The CCE Program is funded solely by state General Revenue with a 2012-2013 appropriation of over \$41 million. NHD, ADA, and AL are Medicaid programs jointly funded by the federal government and the state; appropriations ranged from over \$37 million for AL to approximately \$359 million for NHD.

**Enrollment and Funding for the Department-Administered Programs  
Surveyed, 2012–2013**

Program	Clients	Funding
Community Care for the Elderly (CCE)	14,424	\$41,479,617
Aged and Disabled Adult Medicaid Waiver (ADA)	11,321	\$106,651,856
Assisted Living Medicaid Waiver (AL)	3,955	\$37,257,303
Nursing Home Diversion Medicaid Waiver (NHD)	25,631	\$359,036,110

Source: Number of clients as of September 2013: CIRTIS (CCE) and FMMIS (ADA, AL, and NHD).

Funding: 2012-2013 Approved Operating Budget.

## Methodology

### Population and Sample

The four DOEA programs selected for the survey (NHD, ADA, AL, and CCE) are those which serve the largest number of case-managed clients. The clients selected for the survey received services from one of these programs for at least three months and received a service in addition to case management and home-delivered meals. The sample size was large enough to assure a 90-percent confidence level for the representativeness of results at the state level.

### Survey

The survey contained 15 questions for recipients of program services, of which 11 evaluated services and direct service workers and three addressed the impact of services on respondents' lives. Questions assessing satisfaction with services included those on the frequency, length, time of day, day(s) of the week, and quality of services provided. Questions assessing satisfaction with direct service workers focused on adequacy of worker knowledge and skills, communication with workers, treatment of clients, punctuality, and continuity of services conducted by the same worker. Three questions addressing the impact of services on the lives of clients asked respondents whether services met their needs, helped to maintain or improve their quality of life, and helped them continue living in their home. A final question gave respondents the opportunity to volunteer any other information about the services they received. This report includes the survey instrument as Appendix B.

### Survey Procedures

Clients were sent letters notifying them that they might be called to participate in a survey about the services they received. They were assured that, whether or not they participated, their DOEA program services would not be affected.

The survey was conducted by professional interviewers in the DOEA Computer-Assisted Telephone Interview (CATI) Call Center. Instructions informed respondents that the survey would take an estimated 10 minutes to complete. The interviewers placed 409 calls to clients of the NHD, ADA, AL, and CCE programs between June 16, and July 17, 2013. The NHD clients contacted resided in a private residence or assisted living facility and did not include those residing in nursing homes. In total, 275 surveys were successfully completed, yielding a 67 percent response rate. The survey's high response rate can be attributed to the exclusion of clients who had hearing, cognitive, or memory problems.

### Analysis

The 275 responses to the survey were analyzed across the four programs. A summary chart, containing the combined percentages of Very Satisfied and Satisfied responses, Dissatisfied and

Very Dissatisfied, Neither Satisfied nor Dissatisfied, and Yes or No responses to items, is presented in Appendix A.

In addition, current survey results are compared to those obtained in 2010 through 2012.

## Survey Results

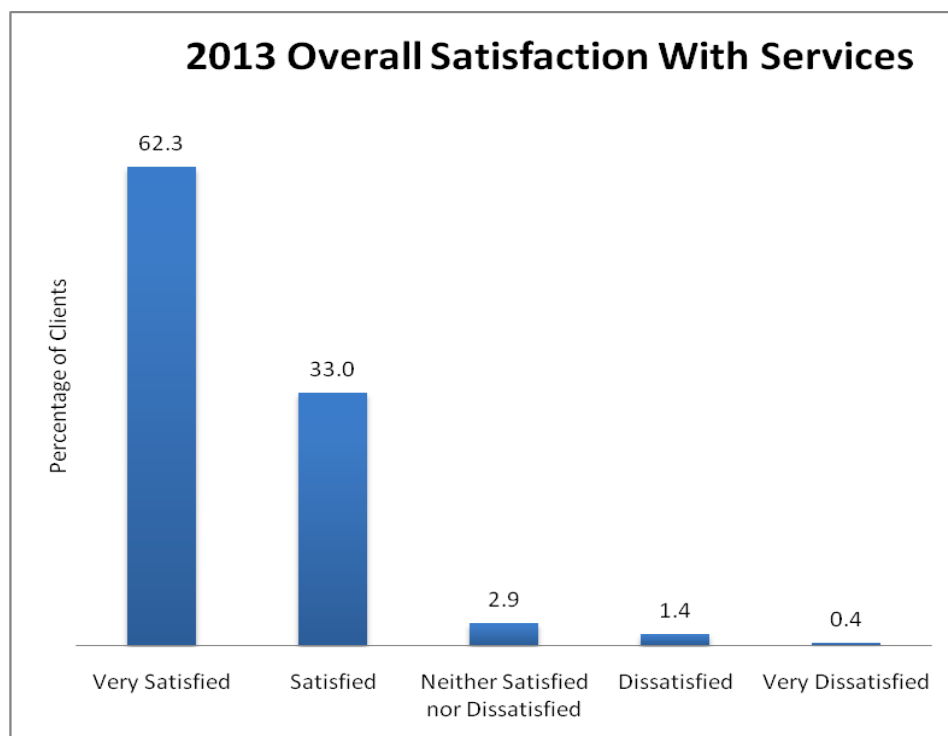
### Overall Satisfaction With Services Received and With Their Quality

Clients expressed high overall satisfaction with the services and quality of services they received. The combined response options of Very Satisfied and Satisfied yielded high overall levels of satisfaction with program services by respondents across programs (95% for each question).

### *Overall Satisfaction With Current Services*

The majority of respondents reported being Very Satisfied with program services (62.3%), and an additional 33 percent of respondents reported being Satisfied, yielding a combined overall satisfaction level of 95 percent.

Combined satisfaction levels for 2013 are similar to those reported in prior years. For 2012, an average of 96 percent of clients in the four programs combined were Very Satisfied or Satisfied with the services they were currently receiving, compared to an average of 95 percent in 2011 and 92 percent of all clients surveyed in 2010.





### *Overall Satisfaction With the Quality of Services Received*

The majority of respondents were Very Satisfied with the quality of services they received (54.9%), and an additional 40 percent said that they were Satisfied. None of the respondents said that they were Very Dissatisfied. The combined response options of Very Satisfied and Satisfied yielded high overall satisfaction with the quality of services, i.e., 95 percent.

Satisfaction levels for the prior survey years were similar. For 2012, an average of 96 percent of clients in the four programs combined were Very Satisfied or Satisfied with the quality of services, compared to an average of 95 percent in 2011 and 94 percent of all clients surveyed in 2010.

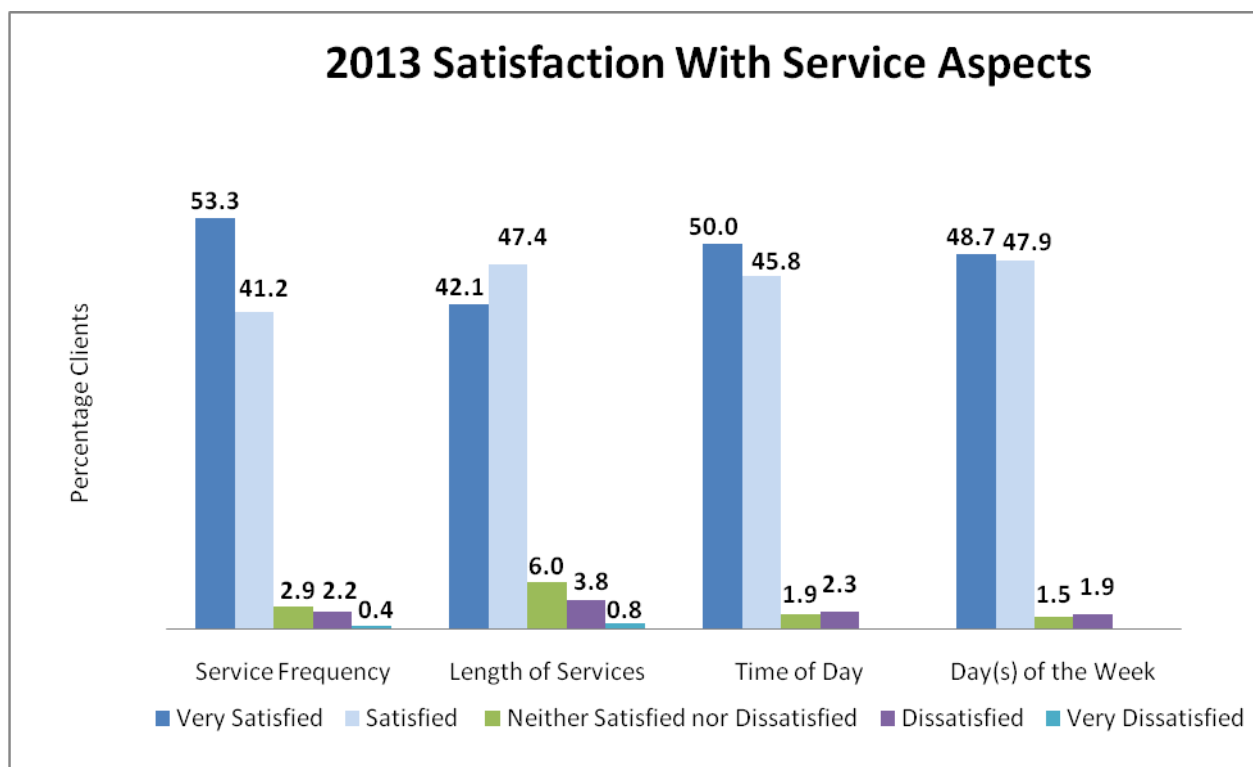


## Client Satisfaction With Aspects of Program Services

Four questions asked survey respondents about their satisfaction with program services.

- How satisfied are you with how often services are provided?
- How satisfied are you with the length of service visits?
- How satisfied are you with the time of day that services are provided?
- How satisfied are you with the day(s) of the week that services are provided?

The combined response options of Very Satisfied and Satisfied yielded high overall levels of satisfaction with aspects of program services by respondents, ranging from an average of 90 to 97 percent across programs.



### *Satisfaction With the Frequency of Services Provided*

Fifty-three percent of clients said they were Very Satisfied with the frequency of services provided, and an additional 41 percent said that they were satisfied. The combined response options of Very Satisfied and Satisfied yielded a 95 percent level of satisfaction.

For 2012, an average of 95 percent of clients in the four programs combined were Very Satisfied or Satisfied with the frequency of services, an average of 92 percent in 2011 and 91 percent of all clients surveyed in 2010.

### *Satisfaction With the Length of Service Visits*

Program participants were less likely to say that they were Very Satisfied (42.1%) than Satisfied (47.4%) with the length of service visits. The combined response options of Very Satisfied and Satisfied yielded a 90 percent level of satisfaction, the lowest overall satisfaction level reported for all questions.

While combined satisfaction levels with the length of services provided are lower in 2013 than in 2012 (93%), they are higher than in 2011 (87%) and 2010 (89%).

### *Satisfaction With the Time of Day Services Are Provided*

Fifty percent of clients stated that they were Very Satisfied with the time of day services were provided, and an additional 46 percent said they were Satisfied, yielding a combined level of satisfaction of 96 percent. None of the respondents said that they were Very Dissatisfied with this aspect of service delivery.

Combined satisfaction levels for 2013 are similar to those reported in prior years. For 2012, an average of 97 percent of clients in the four programs combined were Very Satisfied or Satisfied with the time of day services were provided, compared to an average of 95 percent in 2011 and 94 percent of all clients surveyed in 2010.

### *Satisfaction With the Days of the Week Services Are Provided*

Participants of the programs surveyed reported a similar frequency of being Very Satisfied and Satisfied with the days of the week services were provided (49% and 48%, respectively), yielding a 97 percent combined satisfaction level. None of the respondents said that they were Very Dissatisfied with this aspect of service delivery.

Combined satisfaction levels for 2013 are similar to those reported in prior years. For 2012, an average of 97 percent of clients in the four programs combined were Very Satisfied and Satisfied with the days of the week services were provided, compared to an average of 93 percent of all clients surveyed in 2011 and 2010.

## Client Satisfaction With Direct Service Workers

Clients expressed high overall satisfaction with different aspects of their direct service workers and were more likely to state that they were Very Satisfied than Satisfied by at least 26 percent. None of the respondents said that they were Very Dissatisfied with their workers. The combined response options of Very Satisfied and Satisfied yielded high overall levels of satisfaction that ranged from 93 to 99 percent.



### *Satisfaction With Direct Service Workers' Knowledge and Skills*

Over 60 percent of clients said that they were Very Satisfied with the knowledge and skills of their workers, and an additional 34 percent said that they were Satisfied, yielding an overall combined satisfaction level of 95 percent.

Combined satisfaction levels for 2013 are similar to those reported in prior years. For 2012, an average of 95 percent of clients in the four programs combined were Very Satisfied or Satisfied with their workers' knowledge or skills, compared to an average of 94 percent in 2011 and 91 percent of all clients surveyed in 2010.

### *Client Satisfaction With Direct Service Workers' Treatment*

Respondents reported highest satisfaction levels with the treatment by their direct service workers. Seventy percent of program clients said that they were Very Satisfied, and an additional 28 percent said that they were Satisfied with treatment by workers, yielding a combined satisfaction level of 99 percent.

For 2012, an average of 97 percent of clients in the four programs combined were Very Satisfied or Satisfied with the way their worker(s) treated them, compared to an average of 98 percent in 2011 and 95 percent of all clients surveyed in 2010.

### *Satisfaction With the Ability to Communicate With Direct Service Workers*

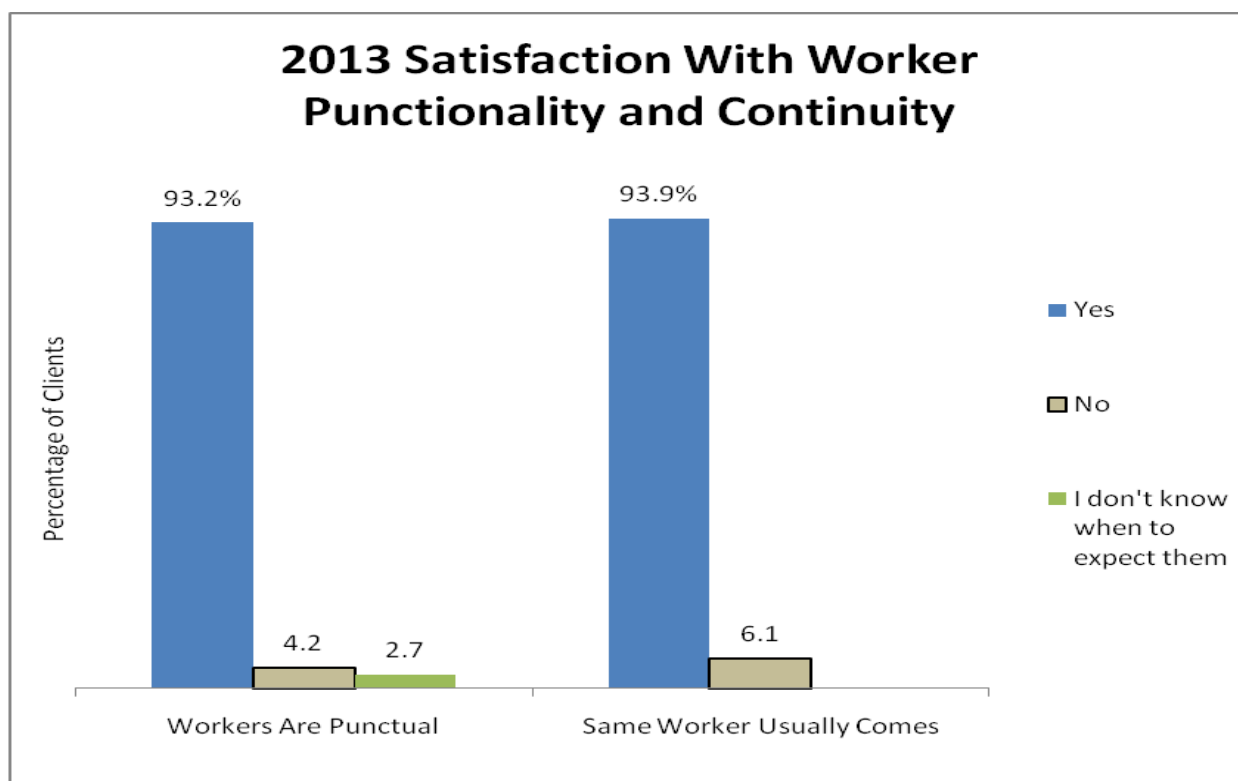
Florida's population is characterized by a mix of ethnic groups who speak different languages. For this reason, communication between clients and direct service workers of different backgrounds could present a challenge. However, survey findings show that few clients were Dissatisfied with their ability to communicate with workers. Sixty-seven percent of the survey respondents said they were Very Satisfied with worker communication, and an additional 31 percent said that they were Satisfied. The combined response options of Very Satisfied and Satisfied yielded high overall levels of satisfaction with worker communication (98%).

Combined satisfaction levels for 2013 are similar to those reported in prior years. For 2012, an average of 96 percent of clients in the four programs combined were Very Satisfied or Satisfied with the communication with workers, compared to an average of 96 percent in 2011 and 92 percent of all clients surveyed in 2010.

### *Punctuality of Direct Service Workers*

Ninety-three percent of respondents said that their direct service workers arrived at the scheduled time. Three percent of the clients said they did not know when to expect workers.

For 2012, an average of 93 percent of clients in the four programs combined said that their worker arrived at the scheduled time, compared to an average of 94 percent in 2011 and 89 percent of all clients surveyed in 2010.



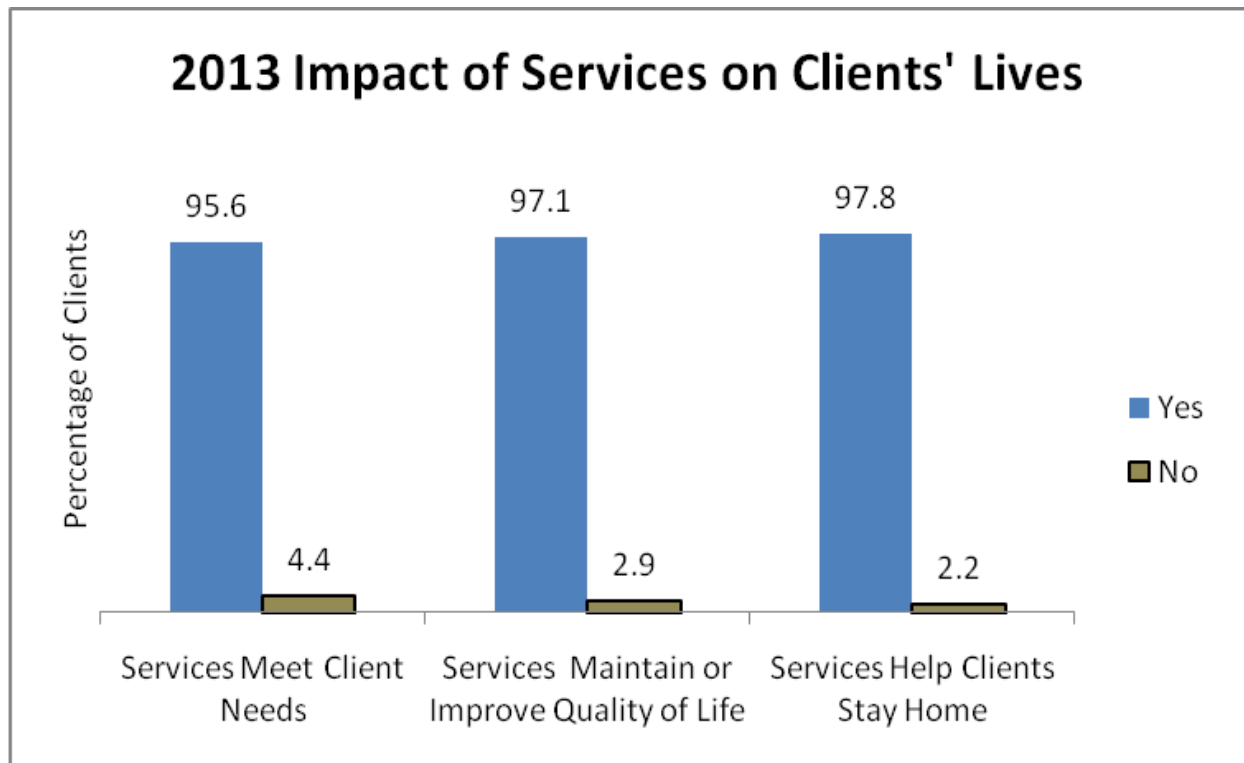
### *Continuity of Direct Service Workers*

Whether the same direct service worker comes to assist a program participant may have an impact on client trust and ease of interaction with workers. In addition, continuity of workers may avoid the need for participants to repeat instructions to workers to explain what they require. A high proportion of survey respondents said that they usually have the same worker come to help (94%).

For 2012, an average of 91 percent of clients in the four programs combined said that they could usually expect the same worker for assistance, compared to an average of 92 percent of all clients surveyed in 2011 and 2010.

## The Impact of Services on Clients' Lives

Program recipients were also asked to indicate whether the services met their needs, improved their lives, and helped them stay at home. Survey respondents expressed high levels of satisfaction with these aspects of program services, ranging from 96 to 98 percent.



### *Services Meet Client Needs*

A high percentage of program participants (96%) said that services met their needs.

For 2012, an average of 97 percent of clients in the four programs combined said that services met their needs, compared to an average of 95 percent of all clients surveyed in 2011 and 2010.

### *Services Help Maintain or Improve Clients' Quality of Life*

Ninety-seven percent of clients participating in the survey reported that the services they receive helped to maintain or improve the quality of their lives.

For 2012, an average of 97 percent of clients in the four programs combined said that services helped maintain or improve their quality of life, compared to an average of 96 percent of all clients surveyed in 2011 and 2010.

### *Services Help Clients Stay in Their Homes*

One of the main goals of participation in the programs studied is to enable clients to stay in their homes or in the least restrictive setting. This goal seems to be largely achieved for the clients who responded to the survey: 98 percent of clients said that services helped them stay in their homes or, if in an assisted living facility (ALF), helped them to avoid moving into a nursing home.

For 2012, an average of 98 percent of clients in the four programs combined said that services helped them stay in their homes, compared to an average of 99 percent of all clients surveyed in 2011 and 2010.

### **Other Comments Volunteered by Survey Participants**

At the end of the survey, survey participants were given the chance to provide additional information about the services they had received. Of the 84 percent of the survey participants who responded to this opportunity, the majority (34%) expressed their appreciation of and satisfaction with services. Approximately 18 percent of participants said that they are satisfied with their workers. Comments included that workers were “extremely helpful,” “attentive,” “friendly,” “the most wonderful thing that happened to me,” and “I would like to keep her as long as I can.” Six percent of the program clients who volunteered additional comments said that they were not satisfied with their worker. Stated reasons for worker dissatisfaction were related to workers’ unreliability (“Worker does not show up at the scheduled time.” “Worker needs to be reminded about calling in orders.”), inadequacies of services performed, communication difficulties, and inconsistencies of quality among workers. Eighteen percent of program participants said that they would like more hours of service.

### **Summary and Conclusions**

In summary, program participants reported high levels of overall satisfaction with the services they received through the NHD, ADA, AL, and CCE programs and with the quality and other aspects of these services. In addition, they were highly satisfied with their direct service workers and the impact of services on their lives. Survey participants’ combined responses of Very Satisfied and Satisfied yielded high average satisfaction levels with the frequency, length, time of day, and the day(s) of the week services were provided, ranging from 90 to 99 percent. Clients were least satisfied with the length of service visits (90%) and expressed highest levels of satisfaction with the way workers treated them (99%), worker communication (98%), and the impact of services on their ability to stay in their homes (98%).



In general, average satisfaction levels of clients surveyed in 2010 compared to 2013 increased by one to six percent. The difference of satisfaction levels from 2012 to 2013 was three percent or less.

## Appendix A: 2013 Client Satisfaction Survey Responses<sup>1,2</sup>

Survey Questions	Number of Responses	Percent of Responses		
		Very Satisfied or Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied or Very Dissatisfied
1. How satisfied are you with how often services are provided?	272	94.5	2.9	2.6
2. How satisfied are you with the length of the service visits?	266	89.5	6.0	4.5
3. How satisfied are you with the time of day that services are provided?	262	95.8	1.9	2.3
4. How satisfied are you with the day(s) of the week services are provided?	265	96.6	1.5	1.9
5. Overall, how satisfied are you with the quality of the services you have received?	275	94.5	3.6	1.8
6. How satisfied are you that your worker(s) has (have) the knowledge and skills needed to help you?	273	94.5	3.3	2.2
7. How satisfied are you with the way your worker(s) treat you?	276	98.6	1.1	0.4
8. How satisfied are you with the way you and your worker(s) communicate?	275	97.8	1.5	0.7
Survey Questions	Number of Responses	Yes	No	I don't know when to expect them
9. Do(es) your worker(s) usually arrive at the scheduled time?	263	93.2	4.2	2.7
10. Can you usually expect the same person (people) to come help?	264	93.9	6.1	
11. Overall, would you say that the services you receive meet your needs?	271	95.6	4.4	
12. Do these services help you to maintain or improve your quality of life?	272	97.1	2.9	
13. Do these services help you to stay in your home? (If at an ALF ask: Do these services help you to avoid moving into a nursing home?)	270	97.8	2.2	
Survey Question	Number of Responses	Very Satisfied or Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied or Very Dissatisfied
14. Overall, how satisfied are you with the services you receive?	276	95.3	2.9	1.8

<sup>1</sup> Confidence Level = .90

<sup>2</sup> Response Rate = .67

## Appendix B: 2013 Client Satisfaction Survey

Average percentage of clients of the ADA, AL, CCE, and NHD programs who were Very Satisfied or Satisfied (questions 1 - 8 and 14) or who answered Yes (questions 9 - 13). Clients receiving these services were surveyed in 2013.

### SERVICES

- |    |   |              |
|----|---|--------------|
| 1. | How satisfied are you with how often services are provided?   | <b>94.5%</b> |
|    | a. Very Satisfied b. Satisfied c. Neither Satisfied nor Dissatisfied d. Dissatisfied e. Very Dissatisfied |              |
| 2. | How satisfied are you with the length of the service visits?  | <b>89.5%</b> |
|    | a. Very Satisfied b. Satisfied c. Neither Satisfied nor Dissatisfied d. Dissatisfied e. Very Dissatisfied |              |
| 3. | How satisfied are you with the time of day that services are provided?                                    | <b>95.8%</b> |
|    | a. Very Satisfied b. Satisfied c. Neither Satisfied nor Dissatisfied d. Dissatisfied e. Very Dissatisfied |              |
| 4. | How satisfied are you with the day(s) of the week services are provided?                                  | <b>96.6%</b> |
|    | a. Very Satisfied b. Satisfied c. Neither Satisfied nor Dissatisfied d. Dissatisfied e. Very Dissatisfied |              |
| 5. | Overall, how satisfied are you with the quality of the services you have received?                        | <b>94.5%</b> |
|    | a. Very Satisfied b. Satisfied c. Neither Satisfied nor Dissatisfied d. Dissatisfied e. Very Dissatisfied |              |

### WORKERS

*Next, I'm going to ask you several questions about how satisfied you are with the workers who come to help you. Again, you can answer: Very Satisfied, Satisfied, Neither Satisfied nor Dissatisfied, Dissatisfied, or Very Dissatisfied. You can also tell me if you really don't know.*

- |    |   |              |
|----|---|--------------|
| 6. | How satisfied are you that your worker(s) has (have) the knowledge and skills needed to help you?         | <b>94.5%</b> |
|    | a. Very Satisfied b. Satisfied c. Neither Satisfied nor Dissatisfied d. Dissatisfied e. Very Dissatisfied |              |
| 7. | How satisfied are you with the way your worker(s) treat you?  | <b>98.6%</b> |
|    | a. Very Satisfied b. Satisfied c. Neither Satisfied nor Dissatisfied d. Dissatisfied e. Very Dissatisfied |              |
| 8. | How satisfied are you with the way you and your worker(s) communicate?                                    | <b>97.8%</b> |
|    | a. Very Satisfied b. Satisfied c. Neither Satisfied nor Dissatisfied d. Dissatisfied e. Very Dissatisfied |              |
| 9. | Do(es) your worker(s) usually arrive at the scheduled time?   | <b>93.2%</b> |
|    | a. Yes b. No c. I don't know when to expect them  |              |

10. Can you usually expect the same person *(people)* to come help? **93.9%**  
a. Yes      b. No      c. Don't Know    *(d. Refused)*    *(e. Not Applicable)*

#### **SERVICE IMPACT**

11. Overall, would you say that the services you receive meet needs? **95.6%**  
a. Yes   b. to some extent      c. No   d. Don't Know    *(e. Refused)*    *(f. Not Applicable)*
12. Do these services help you to maintain or improve your quality of life? **97.1%**  
a. Yes   b. to some extent      c. No   d. Don't Know    *(e. Refused)*    *(f. Not Applicable)*
13. Do these services help you to stay in your home? *(If at an ALF ask: Do these services help you to avoid moving into a nursing home?)* Would you say: **97.8%**  
a. Yes   b. to some extent      c. No   d. Don't Know    *(e. Refused)*    *(f. Not Applicable)*
14. Overall, how satisfied are you with the services you receive? **95.3%**  
a. Very Satisfied   b. Satisfied   c. Neither Satisfied nor Dissatisfied   d. Dissatisfied  
e. Very Dissatisfied

#### **COMMENTS**

15. Is there anything else you would like us to know about the services you receive?