

# Performance Evaluation & Innovation (PEI)

## *2022 Customer Satisfaction Survey Results*



Division of Senior and Adult Services (DSAS)  
Department of Health and Human Services  
*March 2023*

Cuyahoga County  
**Together We Thrive**

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## Executive Summary and Findings

To monitor client feedback and improve customer service, the Division of Senior and Adult Services (DSAS) Performance, Evaluation, and Innovation (PEI) Unit sends customer satisfaction surveys to approximately one-third of clients who are enrolled in DSAS programs. Clients receiving this survey are provided a postage-paid return envelope, but no other incentive. Clients may also provide specific comments about their services and are contacted if requested. For Adult Protective Services (APS), surveys are sent to the person making the referral to APS. Beginning in 2018, most questions were changed to a 5-point Likert scale to get an overall score for the unit. An overall score is provided for questions asked about satisfaction on a scale of 1 to 5, with 1 being “strongly disagree” and 5 being “strongly agree”.

In 2022, DSAS mailed nearly 5,000 surveys with a response rate of 20%, with significant variations among DSAS programs. This is the lowest response rate in more than five years. PEI staff is working with all unit managers to determine methods to improve the response rate for 2023.

The 2022 surveys returned to the question format used prior to Covid. Changes in questions were most notable for the Community Social Services Program (CSSP), as senior centers began to open their doors and offer a full array of services. Additional questions were added to CSSP surveys in 2022 asking about awareness of services offered by DSAS.

### Key highlights:

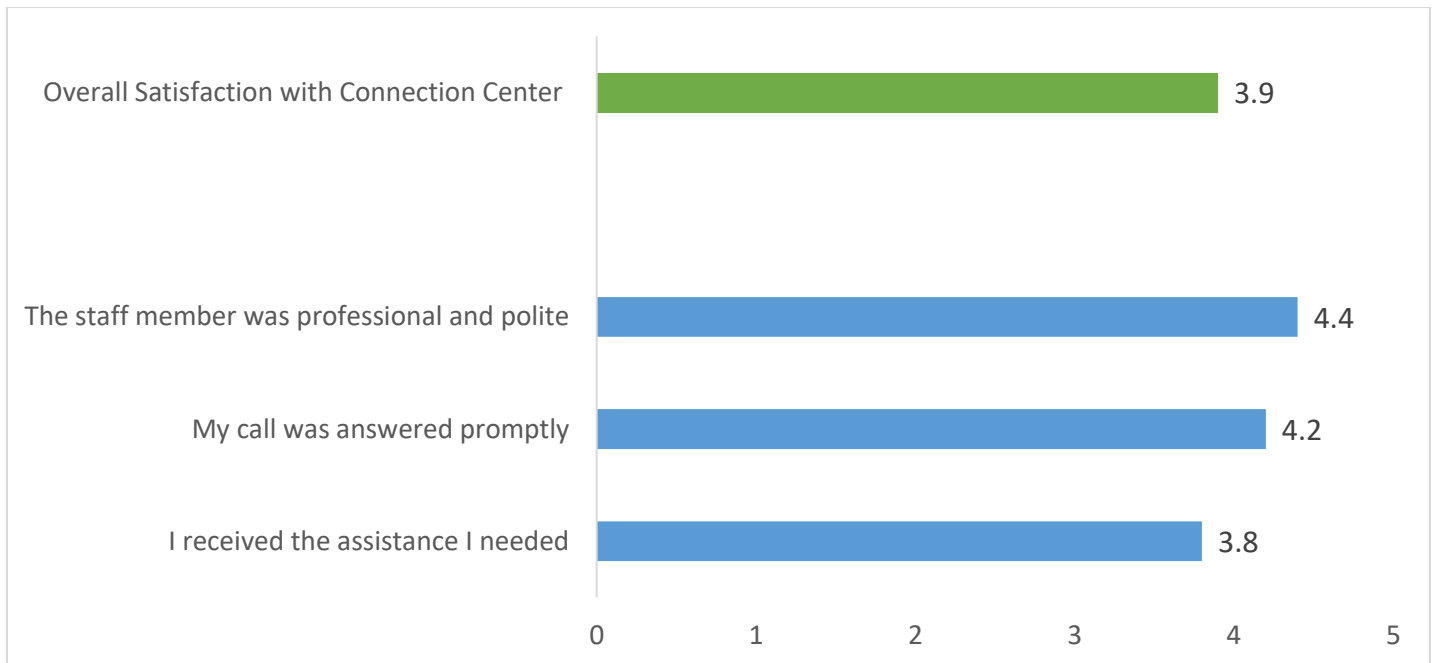
- Questions regarding overall services and interaction with social workers for **all programs** continues to remain strong.
- For the **Community Social Services Program**, respondents rely on their senior center for basic services and social interaction; many would like services expanded, especially having additional trips and activities.
- A key goal of **Home Support and Options for Independent Living** is to provide care that improves health and allows clients to live independently; scores were high for questions that addressed these issues, however shortages in home health aides and services offered by aides was a key concern indicated by clients.
- The two major areas of concern for all programs indicated in the surveys are a need for better follow-up about services requested or applications submitted; and a need for additional services (including more services offered by the DSAS program, especially the need for homemaking services, or services not offered through DSAS.) These comments have been a consistent theme for the last five years.
- For **Adult Protective Services**, confusion remains about the investigative process and many respondents feel that better communication about the case is needed.
- Approximately 25% of all surveys received indicated a need for follow-up contact and satisfaction surveys continue to play a vital role in allowing the client another opportunity to express needs and concerns.

### Composite score of all questions (Scale of 1 to 5 with 1 being “strongly disagree” and 5 being “strongly agree”)

<b>Connection Center:</b>	2018 score: 3.9	2022 score: 3.9
<b>Adult Protective Services:</b>	2018 score: 3.6	2022 score: 3.6
<b>Home Support:</b>	2018 score: 4.5	2022 score: 4.4
<b>Options for Independent Living:</b>	2018 score: 4.4	2022 score: 4.3
<b>Information Services:</b>	2018 score: 4.1	2022 score: 4.3

## Connection Center (137 surveys received; response rate of 13%) - Overall score of 3.9

The questions listed below were scored on a 5-point Likert scale with “1” representing “Strongly Disagree” and “5” representing “Strongly Agree”



### **Responses to other questions:**

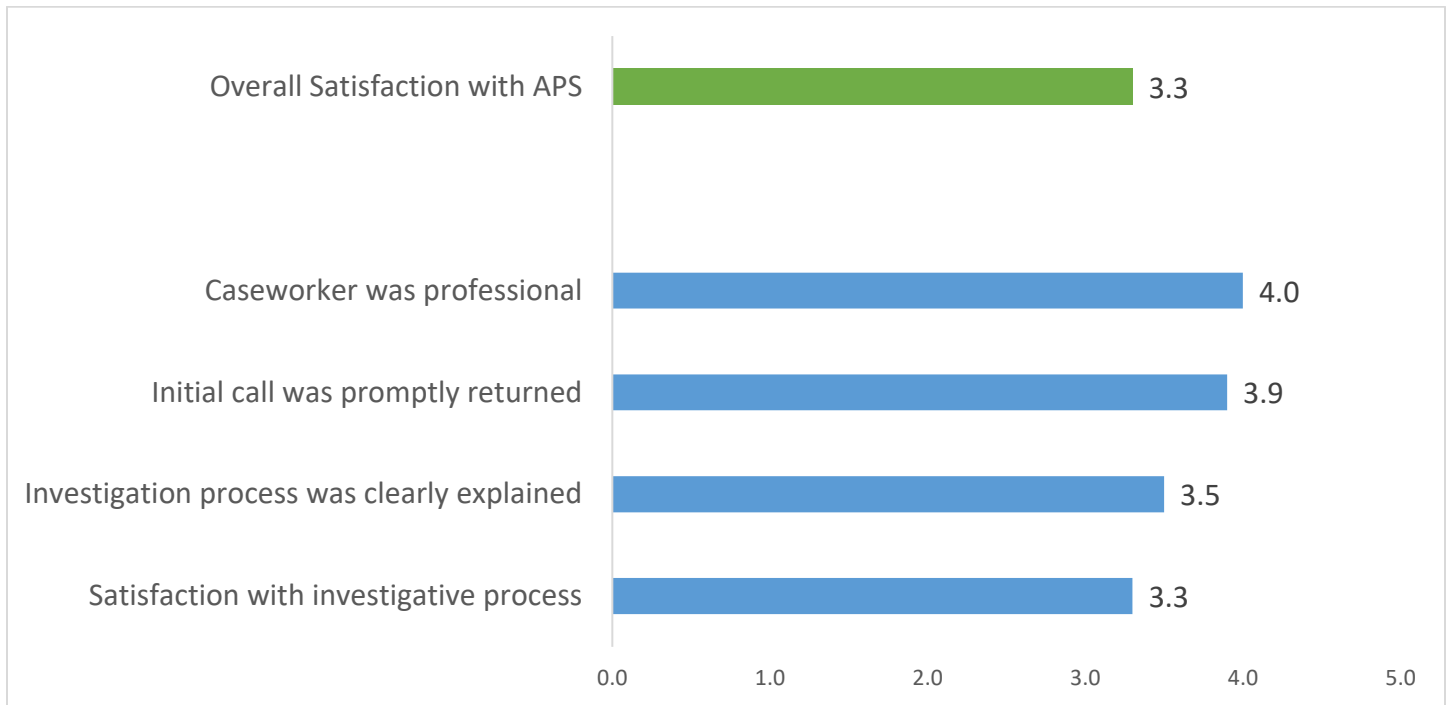
- 45% of respondents indicated they contacted the Connection Center for assistance with applying for supportive benefits such as SNAP and HEAP; 18% indicated the need for assistance with homemaking services; 18% indicated the need for assistance in obtaining food (including home-delivered and emergency meals).
- 50% of respondents indicated they found out about the Connection Center through a social worker (including United Way 211); 30% found out about the Connection Center through word of mouth.

### **Sample of Comments received from clients**

- “I was greeted professionally, and the process was easy. My dad was able to get the services he needed. He passed away a few weeks ago but the services that were provided made the end of his life better.”
- “Staff was professional in helping me with a client that I work with who has dementia.”
- “I was supposed to receive a follow-up phone call. I never got it.”
- “Very good people in the call center. Will use again if needed. Very helpful.”
- “Process was very easy, timely and helped me in a time of crisis.”

Adult Protective Services (APS) (58 surveys received; response rate of 10%-survey mailed to individual who made the APS referral) - Overall score of 3.6

The questions listed below were scored on a 5-point Likert scale with “1” representing “Strongly Disagree” and “5” representing “Strongly Agree”



#### **Responses to other questions:**

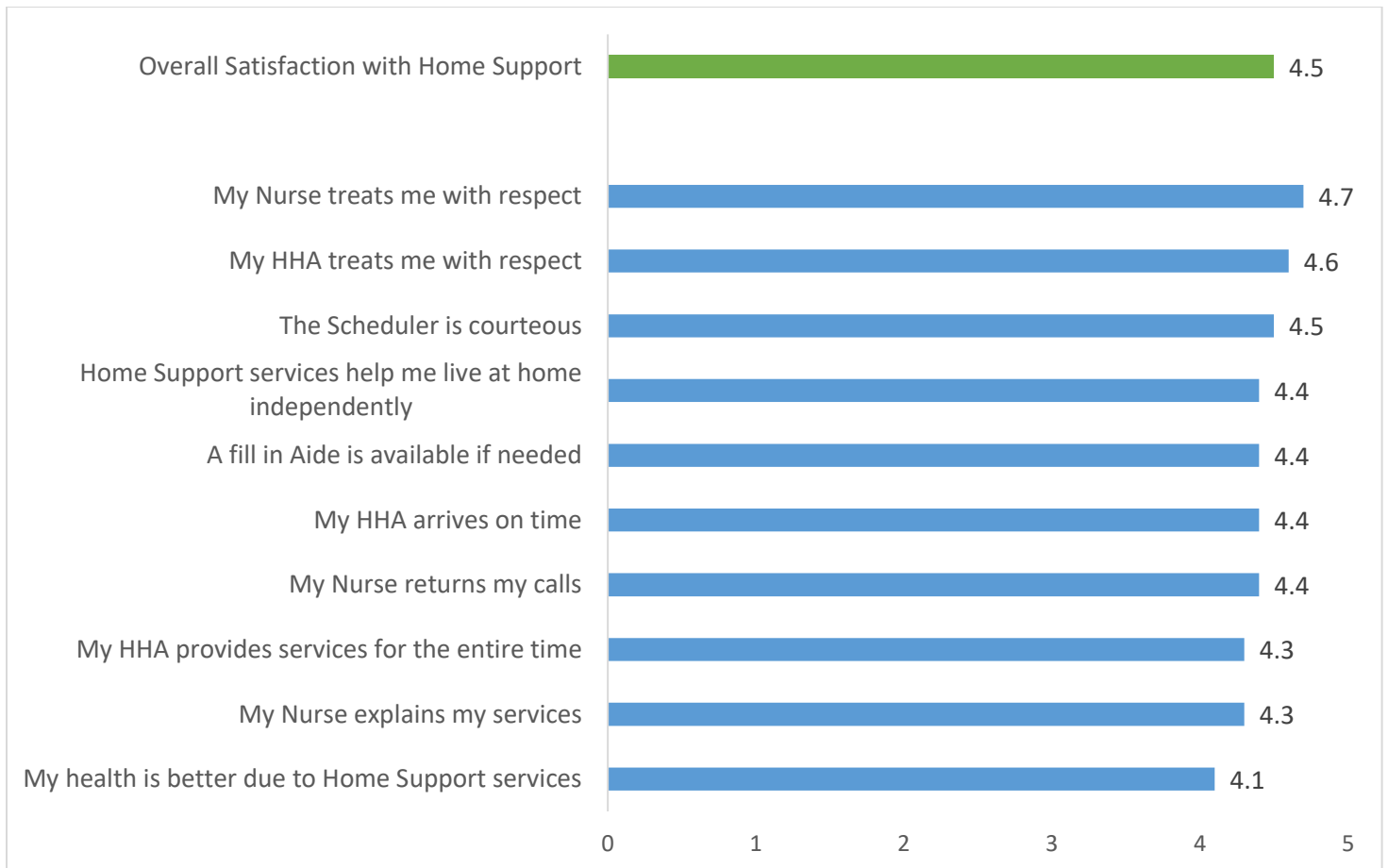
- 47% of respondents indicated they found out about APS through a professional association; 28% indicated through training; 13% indicated through a friend or family member; and 12% indicated via a website.
- 40% of respondents indicated their relationship to the client was a social worker; 33% indicated they were a friend or family member; and 12% were a medical professional.
- 40% indicated they have made 5 or more referrals to APS; 38% of respondents indicated that this was their first referral.

#### **Sample of Comments received from clients**

- “There should be periodic check-ins after the referral is made to keep the person who made the referral apprised of the investigation.”
- “The APS worker was excellent; his decisions make good sense and are realistic. The intake worker does a great job of taking the initial call and follows-up promptly.”
- “I truly appreciate the follow-up call to state they couldn't open the case due to not showing a lack of capacity. A follow-up call is always appreciated.”
- “I am discouraged to continually hear from workers "People have the right to their own choices even if those choices are bad choices.”
- “Some APS workers are wonderful, but some take forever to return calls and are rude. Some have given me false information (confirmed by talking to a supervisor). Thank you for this survey. I believe that APS can be a wonderful asset to this community with some changes in training and professionalism of certain staff.”

## Home Support Services (49 surveys received; response rate of 37%) - Overall score of 4.4

The questions listed below were scored on a 5-point Likert scale with “1” representing “Strongly Disagree” and “5” representing “Strongly Agree”



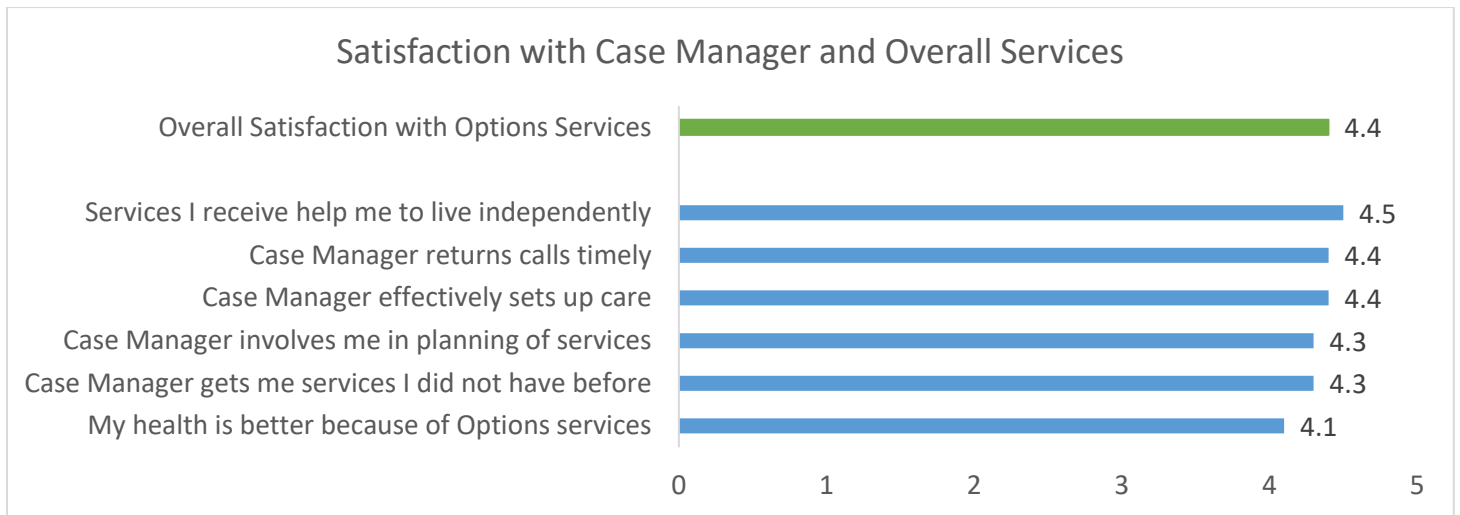
### **Responses to other questions:**

- 52% of respondents indicated they found out about Home Support services through a social worker; 33% indicated they found out through a medical professional.
- 52% of respondents indicated they used an Emergency Room in the last 12 months; 44% indicated a hospital stay in the last 12 months; and 9% indicated they had a nursing home stay in the last 12 months.

### **Sample of Comments received from clients**

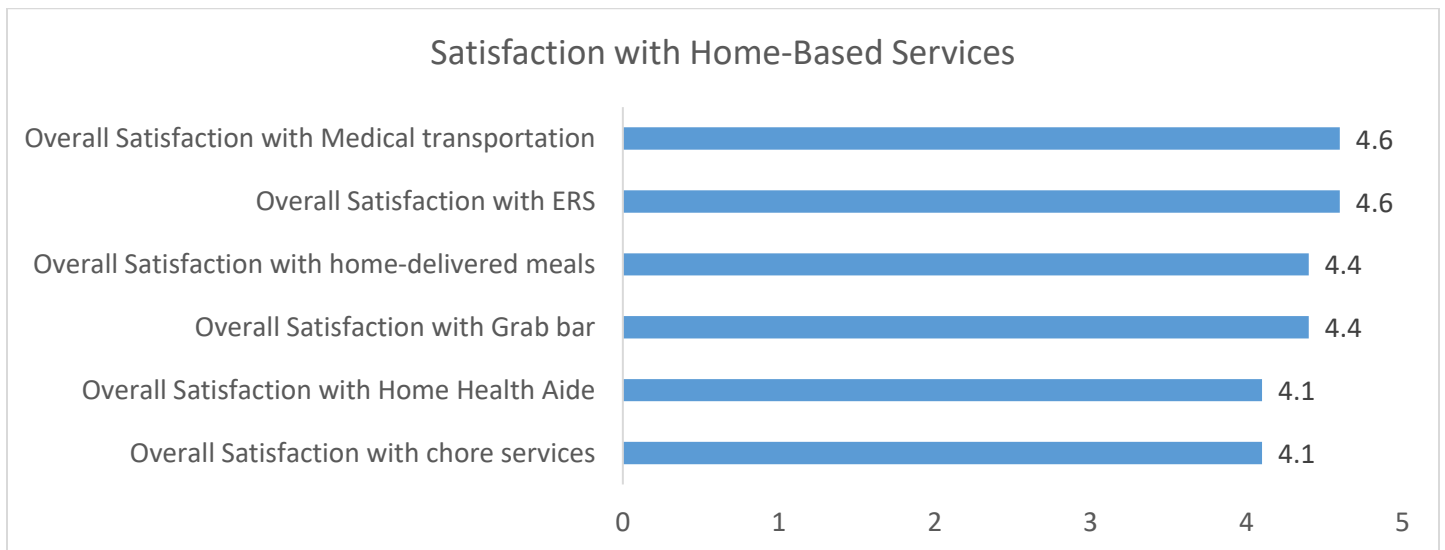
- “My life is much better because of my nurse and aide.”
- “I would like to thank the staff for making me feel comfortable in my own home.”
- “God bless everyone who helps us. My love comes back to you.”

Options for Independent Living (133 surveys received; response rate of 33%) - Overall score of 4.3  
 The questions listed below were scored on a 5-point Likert scale with “1” representing “Strongly Disagree” and “5” representing “Strongly Agree”



**Responses to other questions:**

- 56% of respondents found out about the Options for Independent Living program through a social worker; 25% found out through word of mouth; and 11% found out through a medical professional.
- In the last year, 40% of respondents indicated an emergency room visit; 26% indicated an overnight hospital stay; 3% indicated a nursing home stay.
- 30% of respondents indicated the need for additional services; the need for a Home Health Aide and/or additional home health aide services was indicated 60% of the time.



**Sample of Comments received from clients**

- “Thank you for the kindness and patience shown to me. My delivery driver is really great.”
- “The small meals I get have been a big help when I don't feel like cooking. I appreciate this a lot.”
- “I appreciate the services but need additional help.”
- “The service is great and my social worker is very nice and helps me a lot.”

Information Services Unit Aging and Disability Resource Center (ADRC)- 64 surveys received; response rate of 14%) - Overall score of 4.3

The questions listed below were scored on a 5-point Likert scale with “1” representing “Strongly Disagree” and “5” representing “Strongly Agree”



**Responses to other questions:**

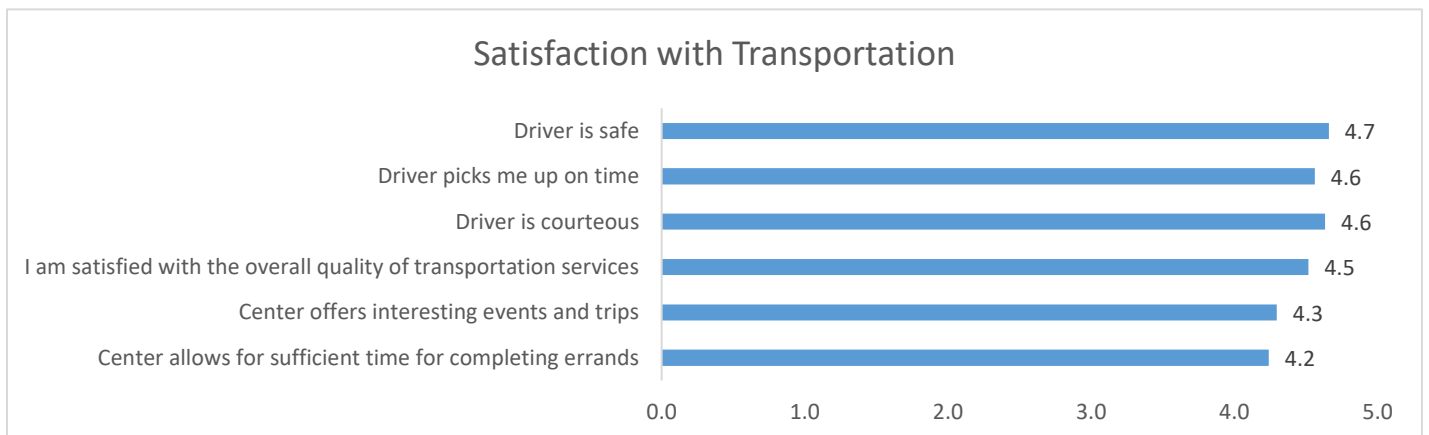
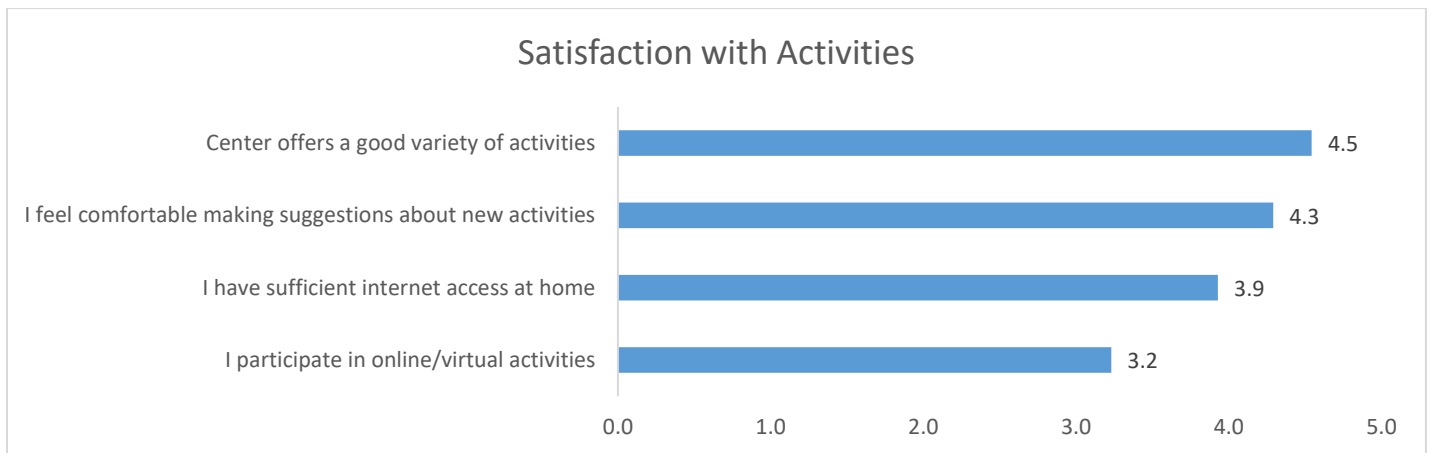
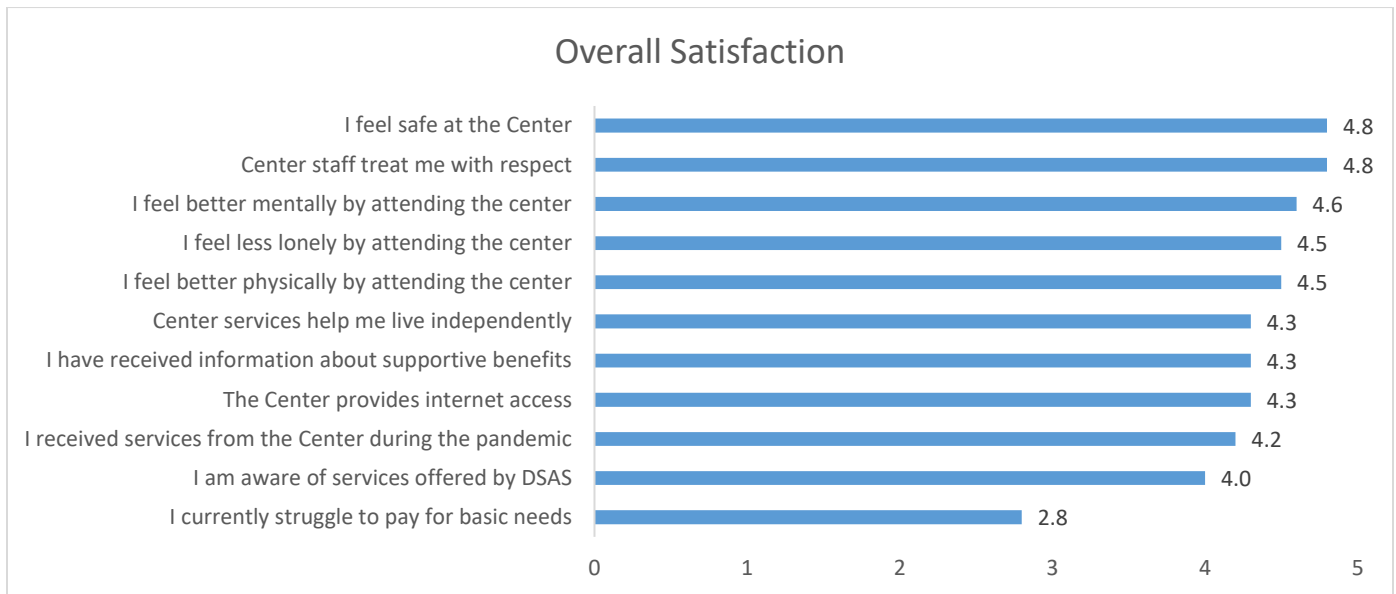
- 66% of respondents indicated they qualified for the benefit for which they applied; 21% did not qualify; and 13% had their application pending at the time of survey response
- Clients most commonly found out about Information Services benefits through social workers at community organizations (66%); and through word of mouth (20%)

**Sample of Comments received from clients**

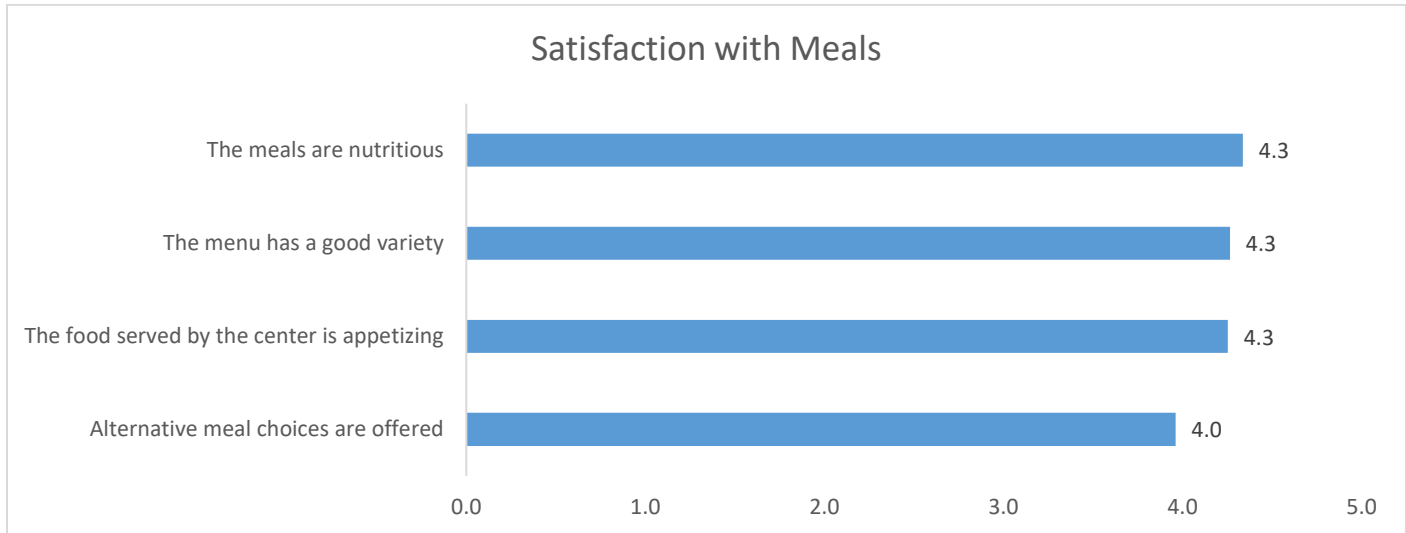
- “I am very pleased with all the help my worker has done for me over the years. She is a winner and a keeper.”
- “I need a follow-up about my emergency assistance application.”
- “My social worker was wonderful, kind, understanding and very quick to provide assistance. If all social workers were half as good, I think life for low-income seniors would be much better.”
- “The social worker was very caring and kept me informed about information as she got it. Senior and Adult Services is well needed for seniors who live alone.”



Community Social Services Program-(499 surveys received; response rate of 32%)-Overall score of 4.3  
 The questions listed below were scored on a 5-point Likert scale with “1” representing “Strongly Disagree” and “5” representing “Strongly Agree”



## Community Social Services Program



### **Additional Feedback**

- Approximately 10% of respondents indicated they wanted more information about DSAS services.
- Respondents were able to indicate if they wanted additional activities offered by the center; the majority of activities indicated were different types of physical activity classes and more trips in the community.
- More than 10% of all respondents indicate they utilize home-delivered meals (not provided by all centers).
- Many respondents indicated that they do not have sufficient internet capability at home and rely on the center for that service.
- The most common complaint about services offered by the center is not having enough time to complete errands and wanting additional trips to events in the community.
- Less than 50% of surveys had all questions completed; surveys for the centers are tailored based on services that are offered, and many clients only utilize some of the services, i.e., some clients do not use transportation since they are able to drive on their own.

### **Sample of Comments**

- “For the last 10 years I’ve relied on this center. I am so grateful for them to be there for me, anytime, any way. The director and staff are 100% wonderful and very helpful. I love them.”
- “I appreciate the services especially exercise classes; the staff is great and treat us like friends.”
- “My wife and I are very happy we discovered this center. A great group of people”
- “Center employees are very kind and are willing to help you out and find information for you when you need it. I enjoy going there.”
- “We need more time when we have to go in and see a representative for banking issues.”