

Performance Evaluation & Innovation (PEI)

2023 Customer Satisfaction Survey Results



Division of Senior and Adult Services (DSAS)
Department of Health and Human Services
February 2024

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”.

For Community Social Service Program (CSSP) providers, surveys are tailored for each provider based on the services each community center provides. Many respondents indicate that they do not utilize all services offered, such as transportation to and from the center.

In 2023, DSAS mailed more than 5,000 surveys with a response rate of 20%, with significant variations among DSAS programs. PEI staff continues to work with all unit managers to determine methods to improve the response rate for 2024 including sending the survey via email and the possibility of simplifying the survey so that it is easier for respondents to complete.

Key highlights:

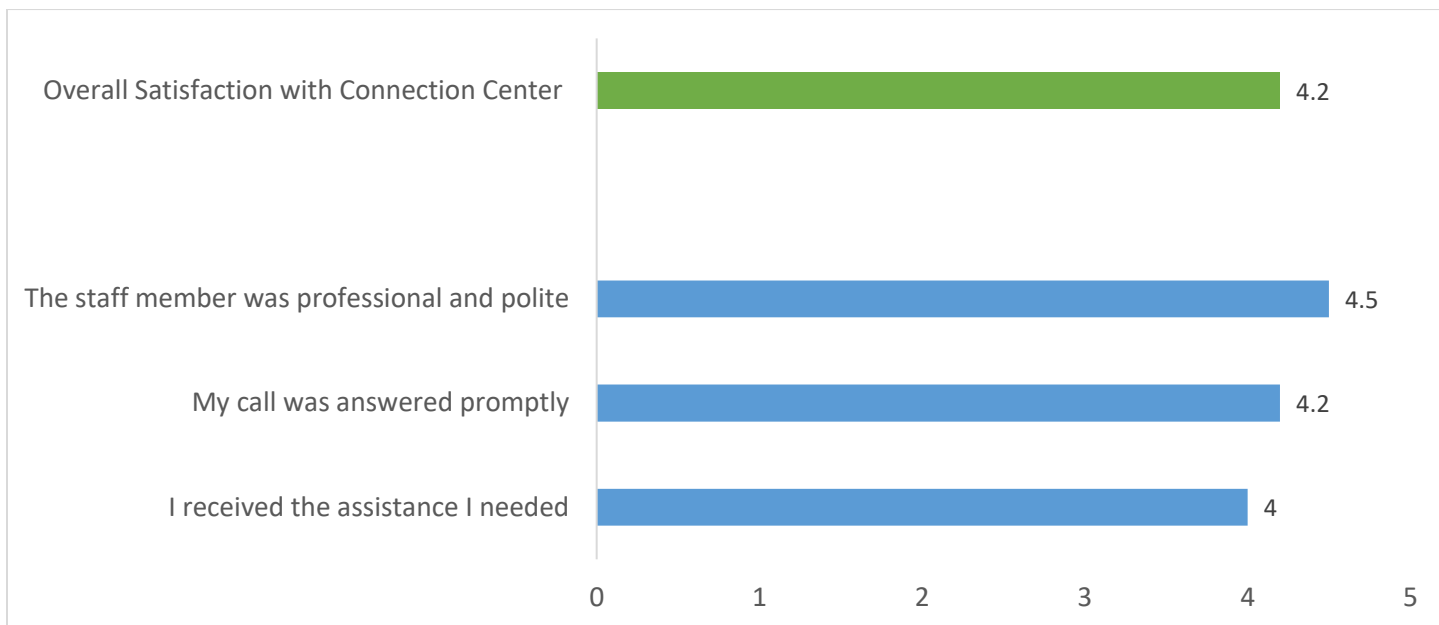
- Questions regarding overall services and interaction with social workers for **all programs** continues to remain strong and nearly all programs saw a slight increase in overall satisfaction.
- **Nearly one-third of all respondents asked for a follow-up call**, showing a critical aspect of these surveys. The most common requests were for a follow-up call from their worker and/or question about their programs and services; or asking for additional information about DSAS programs and other agencies that could assist them.
- 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. Multiple surveys were received with comments stating how critical the centers are to their well-being and independence.
- 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.
- For **Adult Protective Services**, confusion remains about the investigative process and many respondents feel that better communication about the case is needed. At the end of 2023, surveys were sent to respondents via email (when one was provided). A focus group was conducted with community members to address issues about the low response rates for these surveys. This issue will continue to be addressed in 2024.

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

Connection Center:	2018 score: 3.9	2023 score: 4.2
Adult Protective Services:	2018 score: 3.6	2023 score: 3.7
Home Support:	2018 score: 4.5	2023 score: 4.2
Options for Independent Living:	2018 score: 4.4	2023 score: 4.3
Information Services:	2018 score: 4.1	2023 score: 4.3

Connection Center (143 surveys received; response rate of 10%)

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:

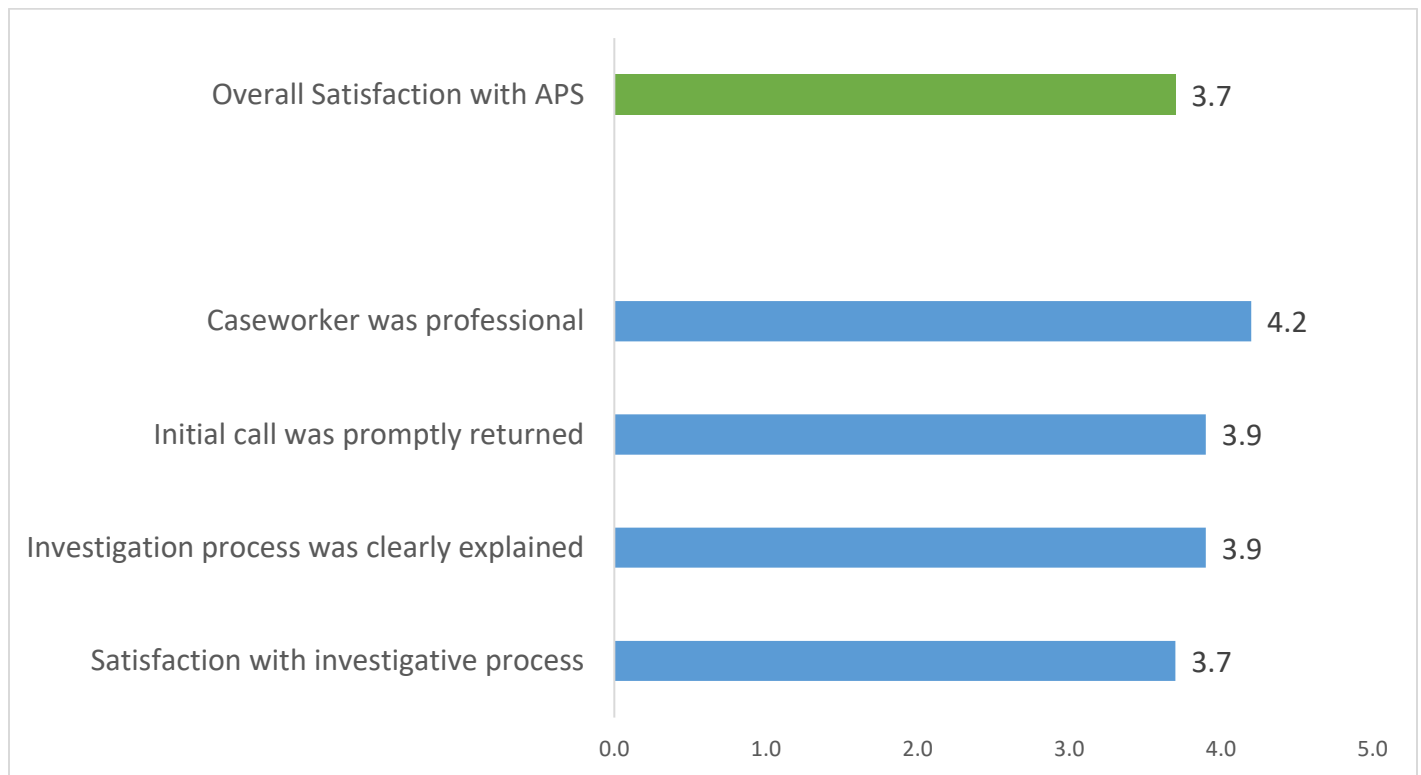
- Assistance with completing benefit applications such as HEAP, emergency assistance and SNAP was the primary reason for contacting the Connection Center followed by meals, home health services, transportation, and Adult Protective Services
- More than half of respondents found out about the Connection Center through a social service provider or worker (including United Way 211) or medical professional.

Sample of Comments received from clients

- “Thank you for helping to connect with the resources that were much needed!”
- “I call frequently, and staff are always helpful.”
- “The call started off rocky but ended great. The intake office and I did as much as we could. So overall, a great experience.”
- “I have not received the service as of yet. I'm waiting on Rental Assistance and I'm waiting on being approved. I really could use the help. Please and thank you.”

Adult Protective Services (APS) (61 surveys received; response rate of 9%-survey mailed or emailed to individual who made the APS referral)

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:

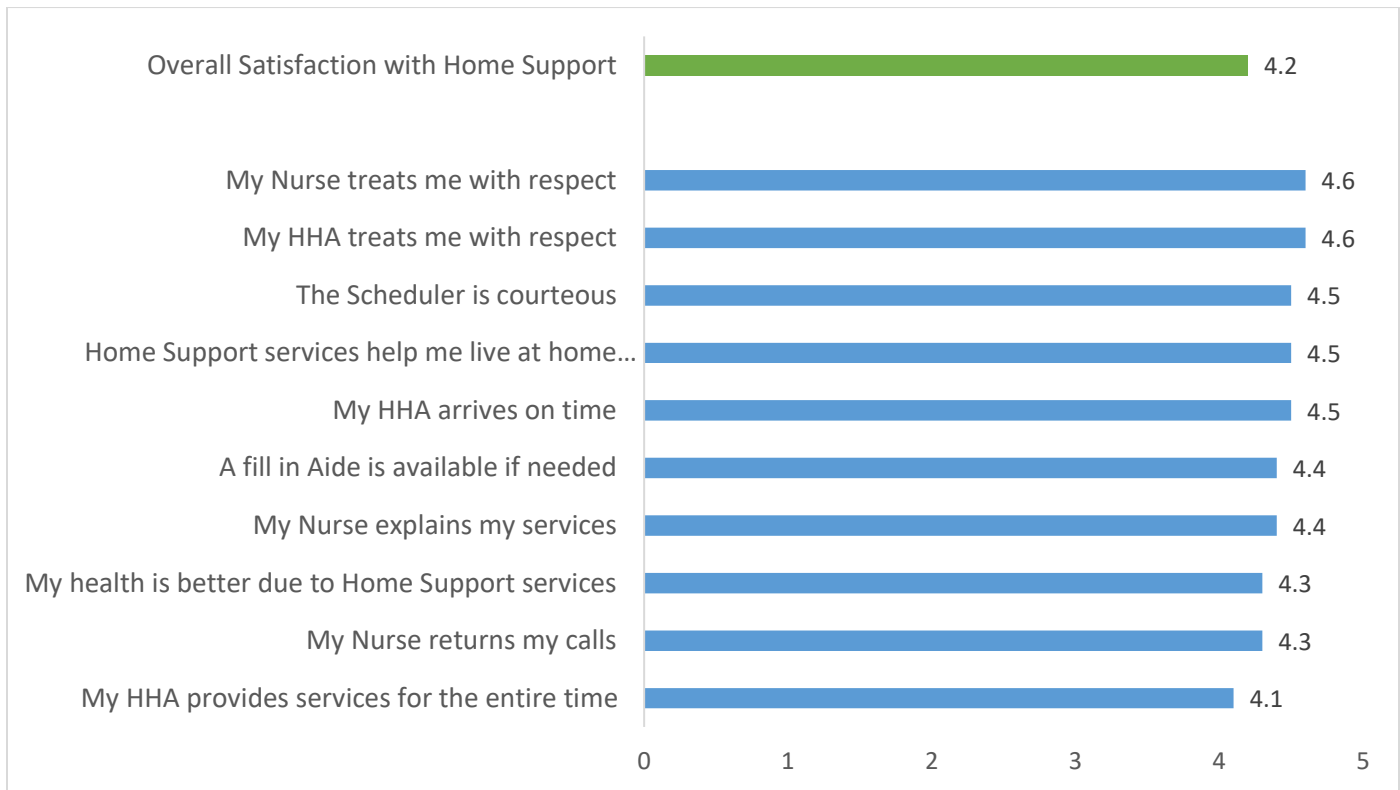
- More than half of respondents indicated they discovered APS through a professional contact and/or training.
- 45% of respondents indicated they made one referral to APS; another 45% indicated they made 5 or more.

Sample of Comments received from clients

- “I own a rental property. I have concerns when a client cannot live independently. It is helpful to know that these services are available.”
- “Need for continuing assistance. Case should be reopened. Contact with DSAS is welcome.”
- “As the lone eviction baliff for 6 cities, and with an area of 6 counties for civil services, I occasionally encounter seniors in need of quality, professional assistance due to physical or mental issues. This is the first time I received great help.”
- “It would be helpful to receive a call with a case summary, whether the case is accepted or rejected.”

Home Support Services (38 surveys received; response rate of 34%)

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:

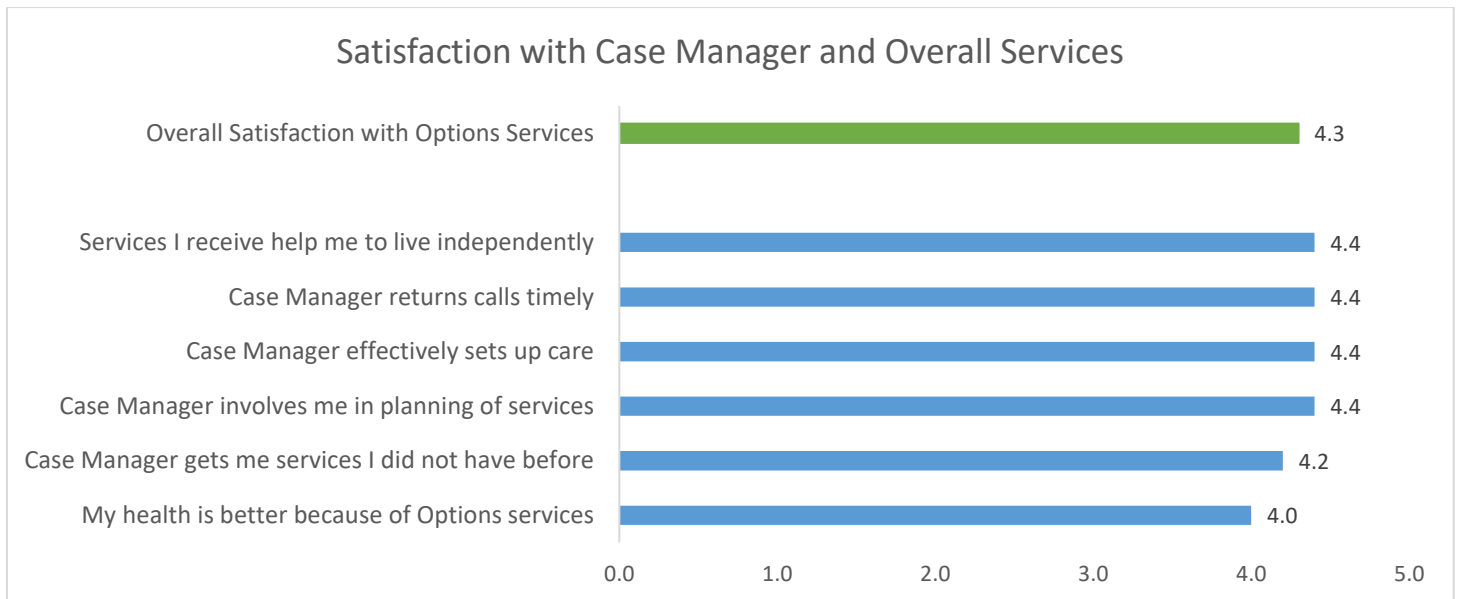
- 60% of respondents indicated they found out about Home Support services through a social worker or medical professional; 20% indicated they found out through a friend or family member.

Sample of Comments received from clients

- “The home health aide is very pleasant and respectful. She gets right to work, and she does more at times than she asks for. She does a good job and helps me a lot. Thank you.”
- “I need more hours of service and I would like a permanent person or persons.”
- “My housekeeping aide is wonderful, and the nurse is a great help. They both deserve a raise.”

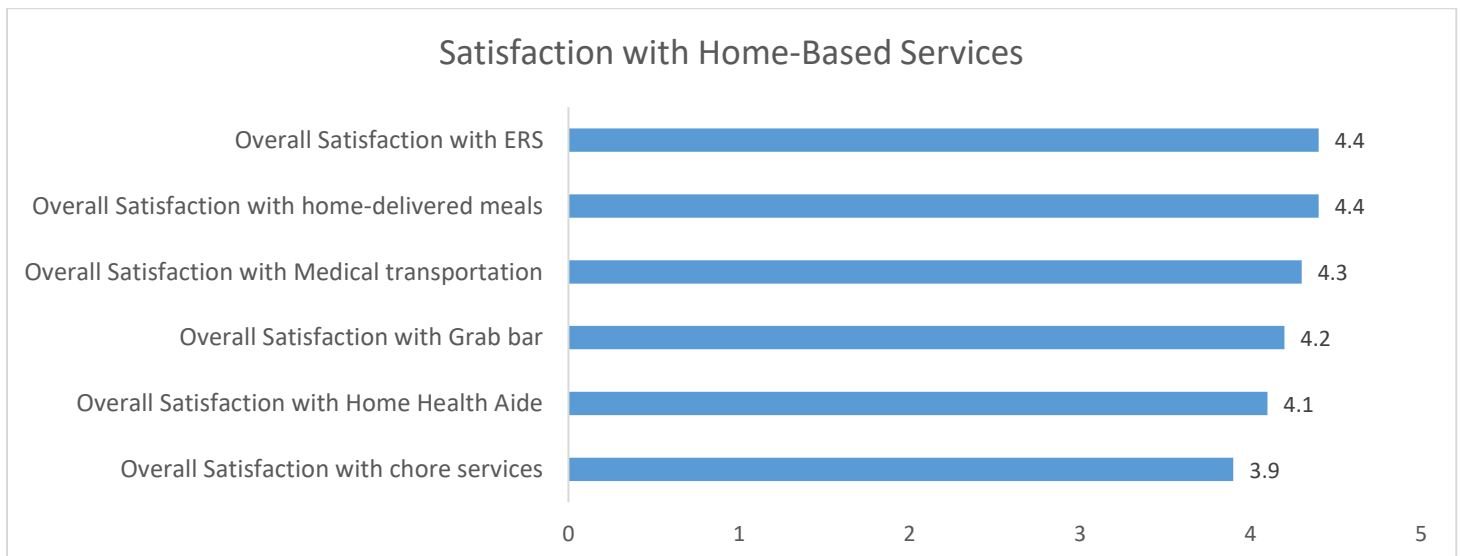
Options for Independent Living (144 surveys received; response rate of 34%)

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:

- 60% of respondents found out about the Options for Independent Living program through a social worker or medical professional; 22% found out through word of mouth.
- 15% of clients indicated a need for home health aide services or additional hours of homemaking.



Sample of Comments received from clients

- “My case worker is a very caring and loving person. She gives 100% of what is required. There are not many of them around with such a fantastic heart.”
- “I would like additional hours for my home health aide if possible.”
- “My case worker has made a huge difference in my life and has given me hope for the future. She is a true blessing.”

Information Services Unit Aging and Disability Resource Center (ADRC)- 66 surveys received; response rate of 13%)

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:

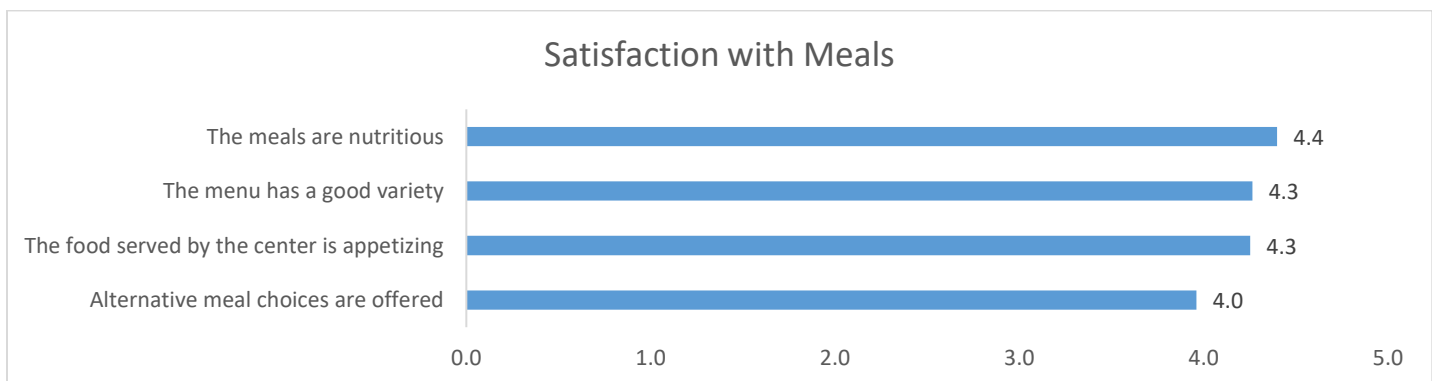
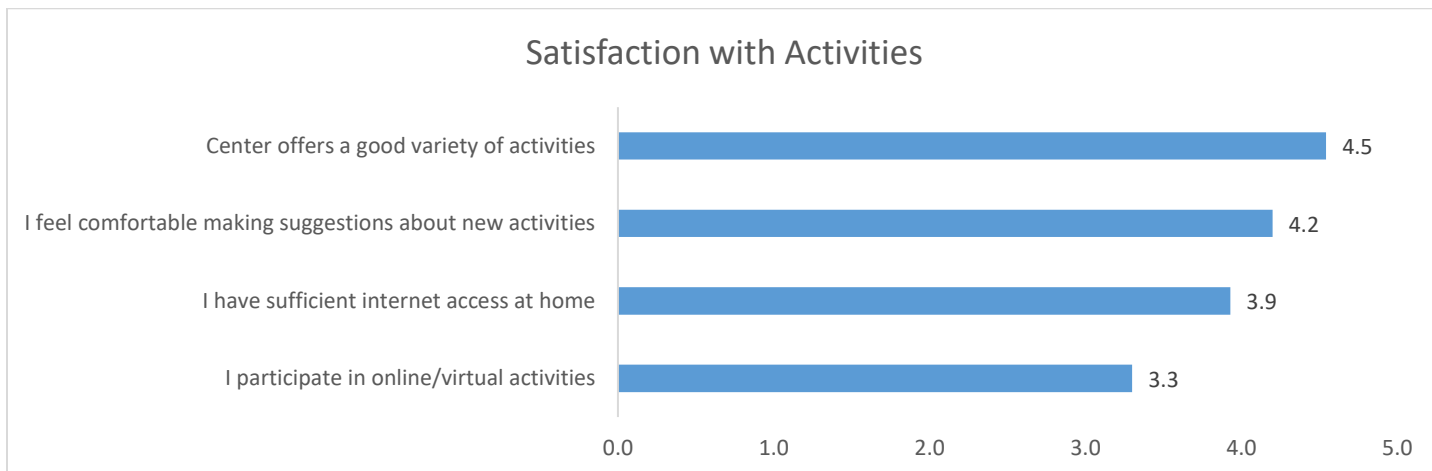
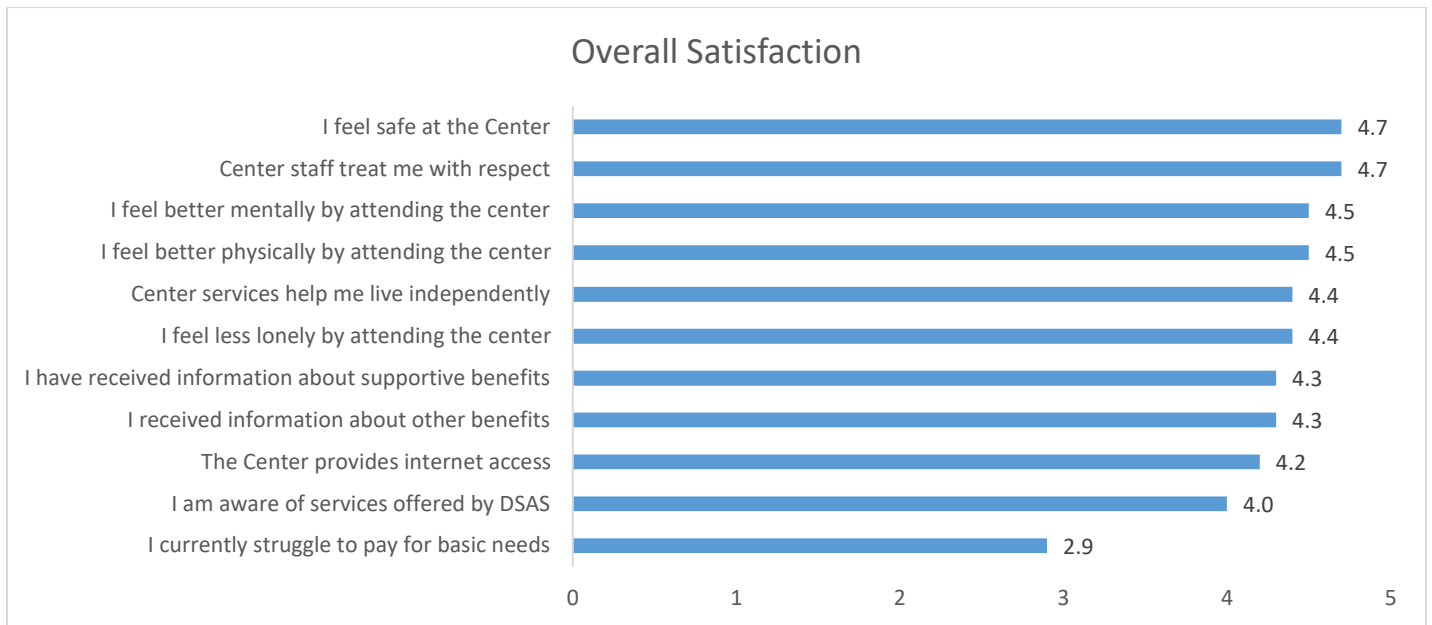
- 65% of respondents indicated they qualified for the benefit for which they applied; 24% did not qualify; and 11% had their application pending at the time of survey response.
- Clients most commonly found out about Information Services benefits through social workers at community organizations and through friends and family members.

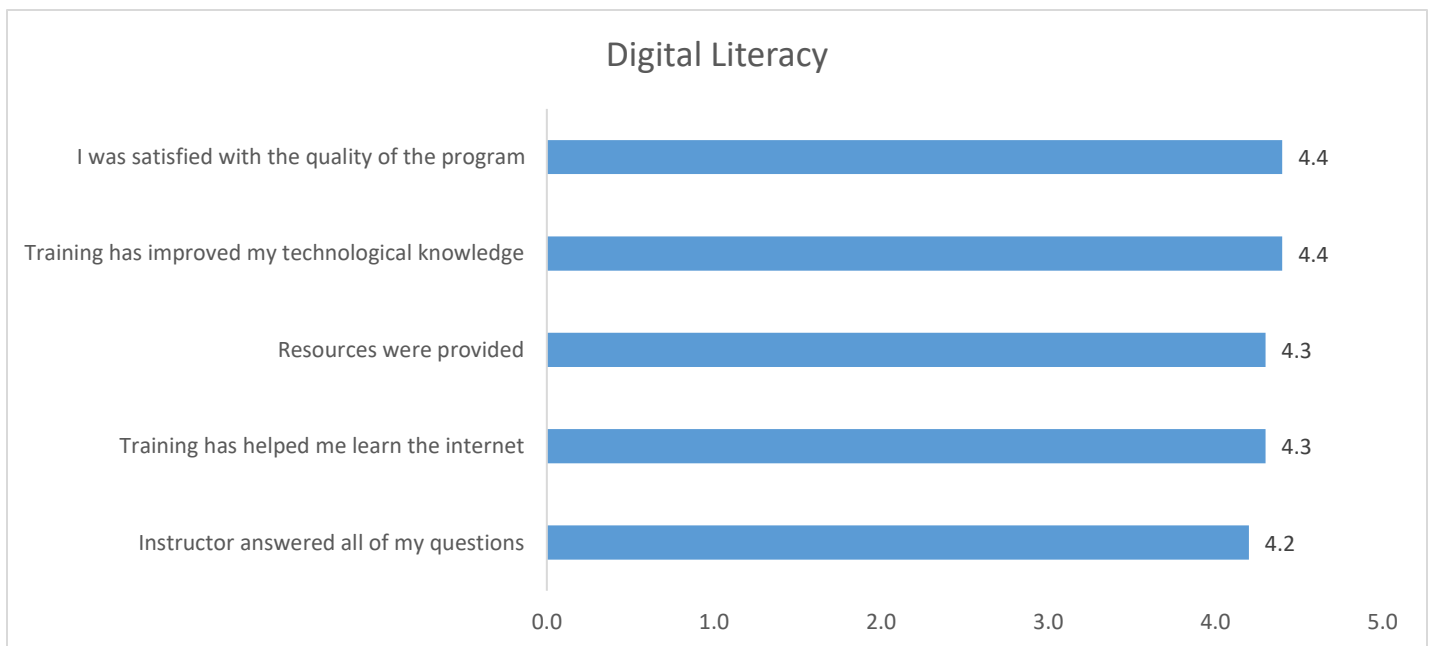
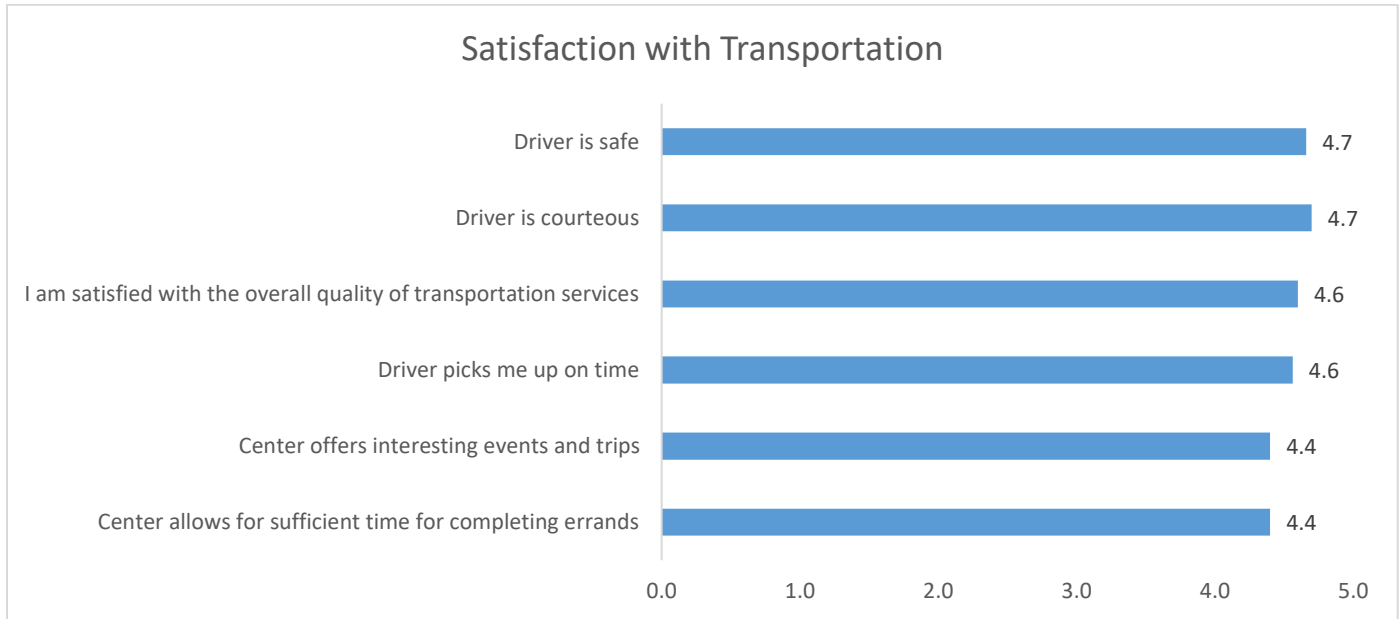
Sample of Comments received from clients

- “Worker was great. I did not know how to or if I could get any services, so she was a help.”
- “I was very grateful for the help of the worker with both the re-verification of SNAP benefits and getting my HEAP application submitted.”
- “Worker was most helpful every step of the way.”

Community Social Services Program-(506 surveys received; response rate of 28%)

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





Sample of Comments

- “Center is wonderful, and it keeps me involved in society and the activities keep me physically active. Nothing would be available to me without it. The pickup lunches are great. I love the staff.”
- “I refer my friends to the center for the food and activities. The staff is very caring. I've made many new friends there and the transportation service is very helpful.”
- “I think the city does a great job with us seniors. The trips are fun and interesting. I like to be treated with respect, but I also like to have fun and do cool stuff. Some of us still have a wicked sense of humor and there’s lots of wisdom between us, and much to offer anybody who will listen.”
- “This program helps with my quality of life”
- “This program has been a life saver. The drivers are nice and professional.”