

# Performance Evaluation & Innovation (PEI)

## *2024 Customer Satisfaction Survey Results*



Division of Senior and Adult Services (DSAS)  
Department of Health and Human Services  
*January 2025*

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 2024, DSAS mailed more than 5,000 surveys with a response rate of 19%, with significant variations among DSAS programs. PEI staff continues to work with all unit managers to determine methods to improve the response rate for 2025. In 2024, surveys were emailed when a valid email address was provided for people making a referral to APS. This method will be expanded for all other programs in 2025.

### Key highlights:

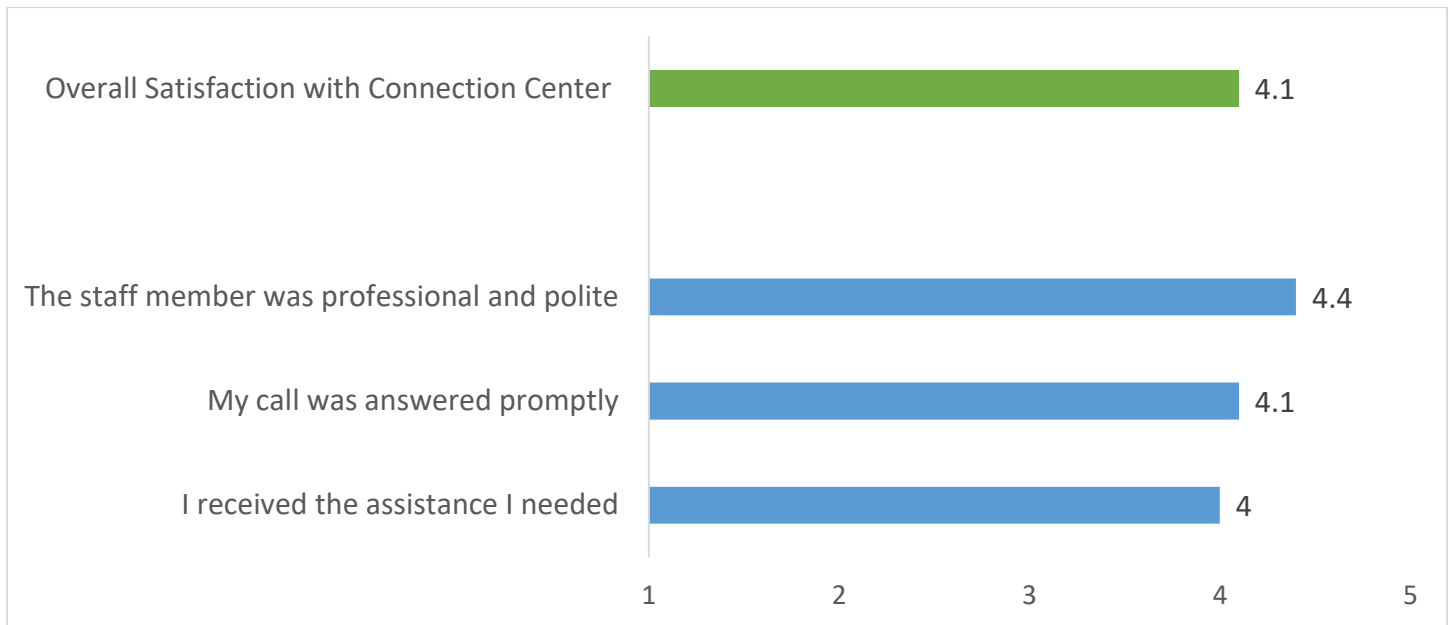
- Questions regarding overall services and interaction with social workers for **all programs** continues to remain strong and nearly all programs saw a slight increase in overall satisfaction.
- **More than 25% of all respondents asked for a follow-up call**, showing a critical aspect of these surveys. 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.
- Respondents who complete **Connection Center** surveys often provide feedback not only for the initial call, but for the DSAS program to which they were referred. The biggest concern indicated in these services is needing a follow-up call after the referral to the DSAS program to check on the status of their program enrollment or services.
- 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, including a waiting list for homemaking services, was a key concern indicated by clients.
- For **Adult Protective Services**, some confusion remains about the investigative process and many respondents feel that better communication about the case is needed.

### 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	2024 score: 4.1
<b>Adult Protective Services:</b>	2018 score: 3.6	2024 score: 3.6
<b>Home Support:</b>	2018 score: 4.5	2024 score: 4.2
<b>Options for Independent Living:</b>	2018 score: 4.4	2024 score: 4.5
<b>Information Services:</b>	2018 score: 4.1	2024 score: 4.3

## Connection Center (139 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:**

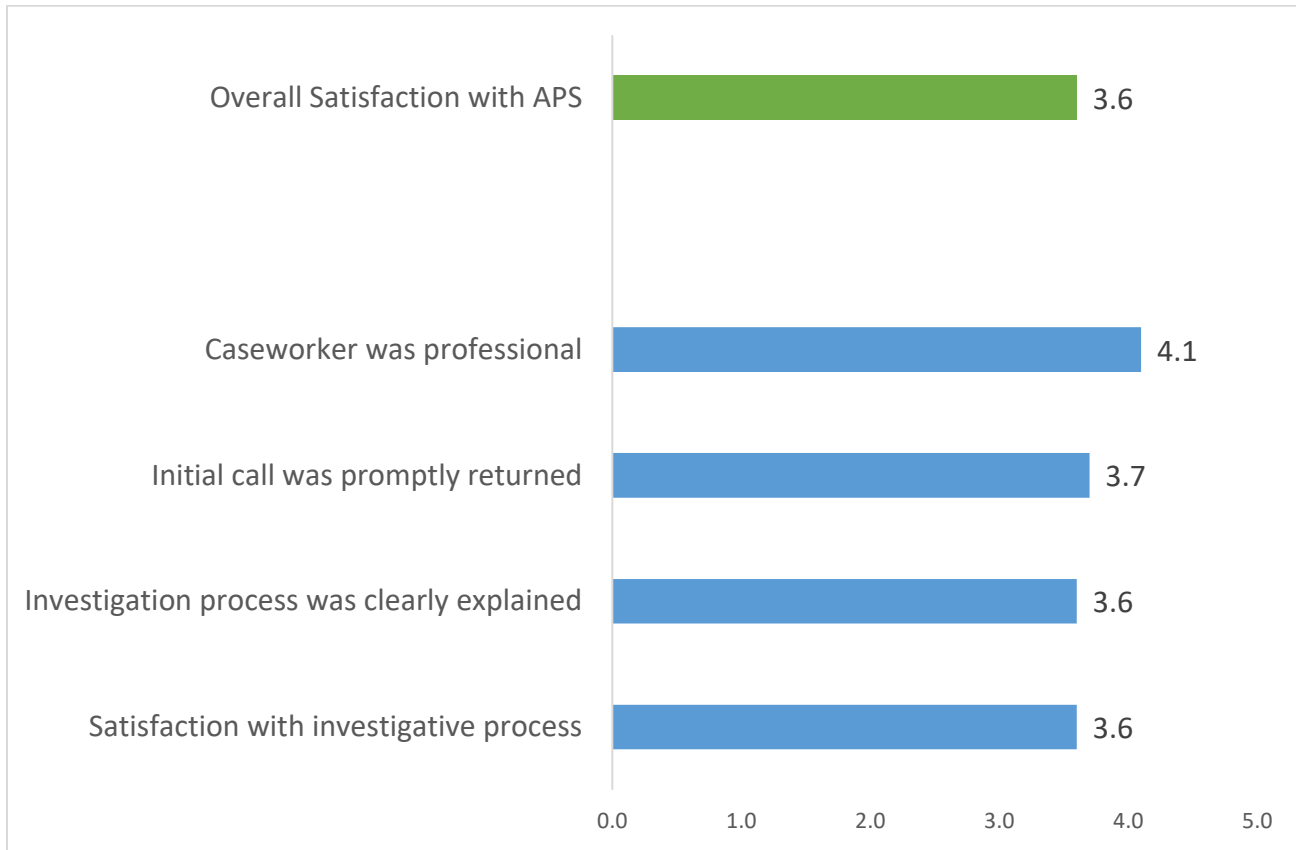
- Assistance with completing benefit applications such as HEAP, emergency assistance and SNAP was the primary reason for contacting the Connection Center followed by meals, home health services, transportation, and Adult Protective Services
- More than half of respondents found out about the Connection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

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

- “The social worker reached out to me because of difficulty finding the client. I appreciate the worker making the extra effort.”
- “Every time I have called, everyone has been prompt and professional. They are also exceptionally thorough.”
- “Much better experience than previous calls in past years.”

Adult Protective Services (APS) (61 surveys received; response rate of 10%-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:**

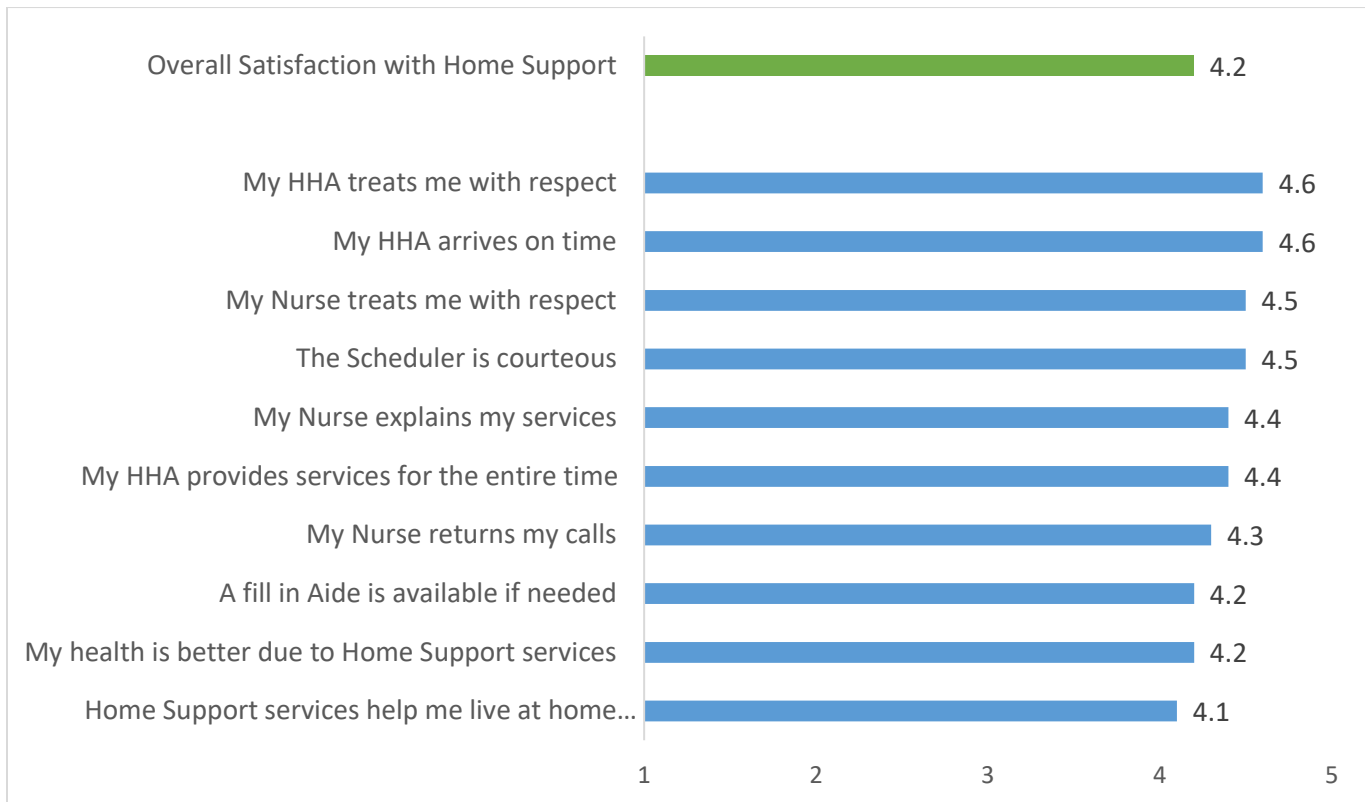
- More than half of respondents indicated they discovered APS through a professional contact and/or training.
- 40% indicated they have made 5 or more referrals to APS; 35% of respondents indicated this was their first one.

**Sample of Comments received from clients**

- “This was by far the best experience I had with APS. The worker was very professional, prompt and returned all calls in a timely manner.”
- “Thank you for the services for my brother.”
- “I am not always pleased with APS because I am not always followed up with regarding the outcome of the case. Sometimes I might get a letter stating that the case has been closed, and several times, I have gotten no response despite my being the referral source.”

## Home Support Services (43 surveys received; response rate of 36%)

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:**

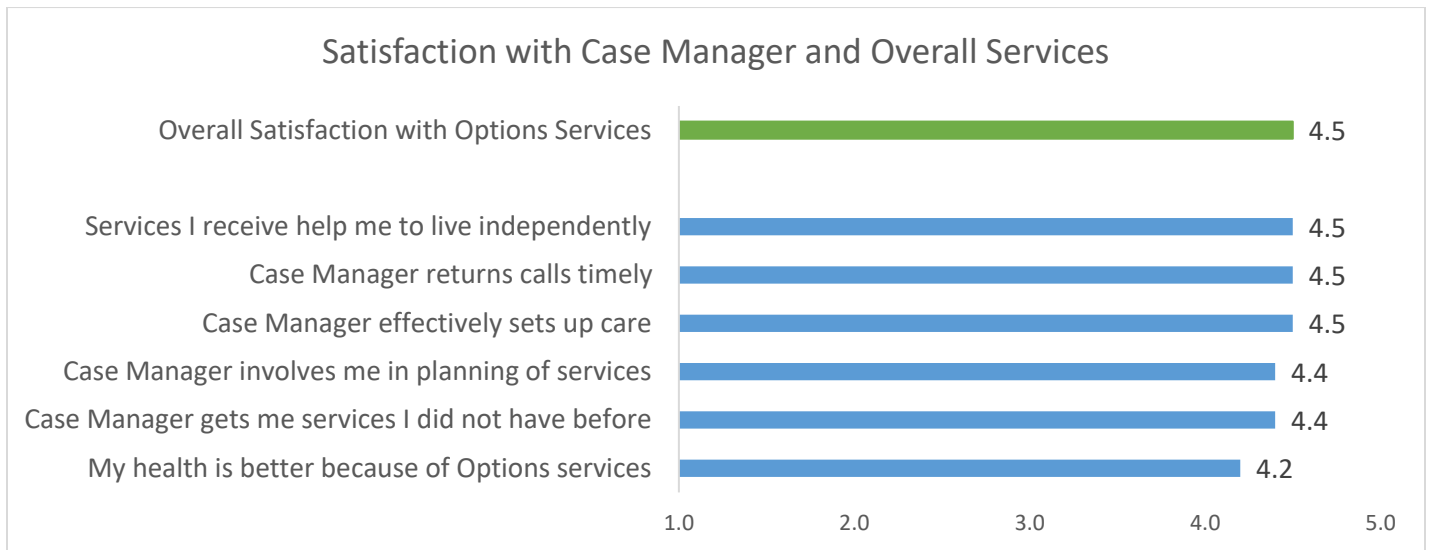
- 60% of respondents indicated they found out about Home Support services through a social worker or medical professional; 23% indicated they found out through a friend or family member.

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

- “My aides are wonderful. Office staff is nice. I could not ask for better ladies to help me.”
- “My aide Teresa is wonderful. She does her work smoothly and timely. I love her.”
- “I have high regard for my regular aide, but the quality drops off with a fill-in aide. Fill-in aide seems rushed.”

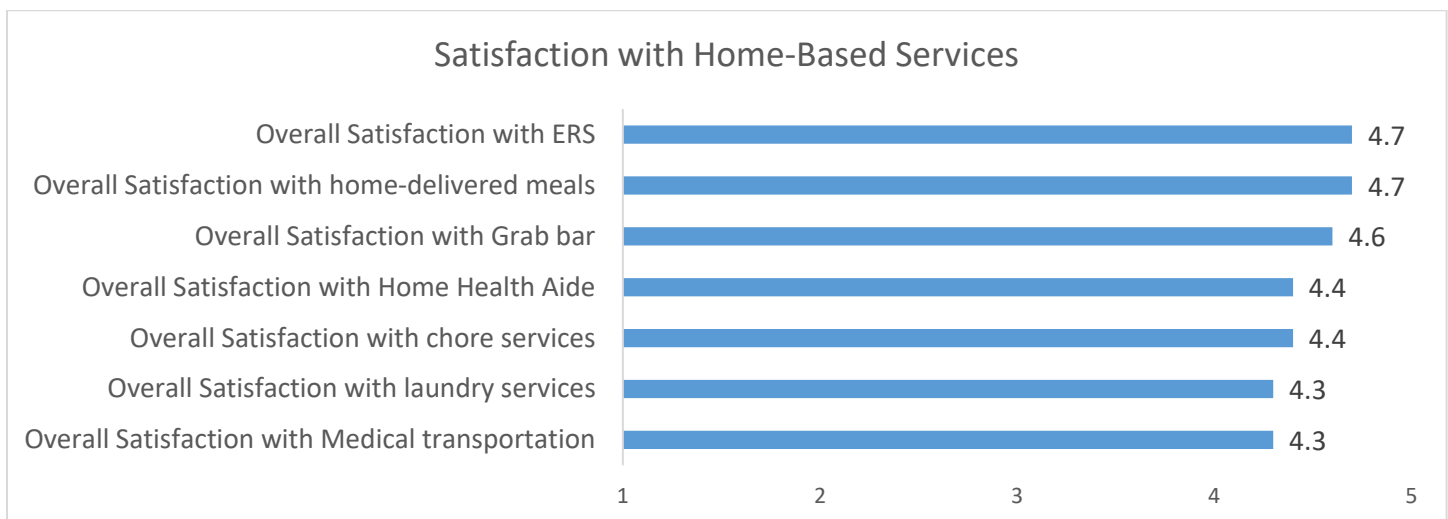
## Options for Independent Living (116 surveys received; response rate of 26%)

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; 20% found out through word of mouth.
- 10% 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 the best. I couldn't ask for better service.”
- “I truly appreciate all of the help I get from my aide and social worker. Their kindness is amazing.”
- “My worker is wonderful. She helped me get a bed when I was sleeping on the floor. She helped me get a wheelchair. She is awesome.”
- “I have been waiting since June for a home health aide.”

Information Services Unit Aging and Disability Resource Center (ADRC)- 48 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:**

- 69% of respondents indicated they qualified for the benefit for which they applied; 19% did not qualify; and 12% 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.

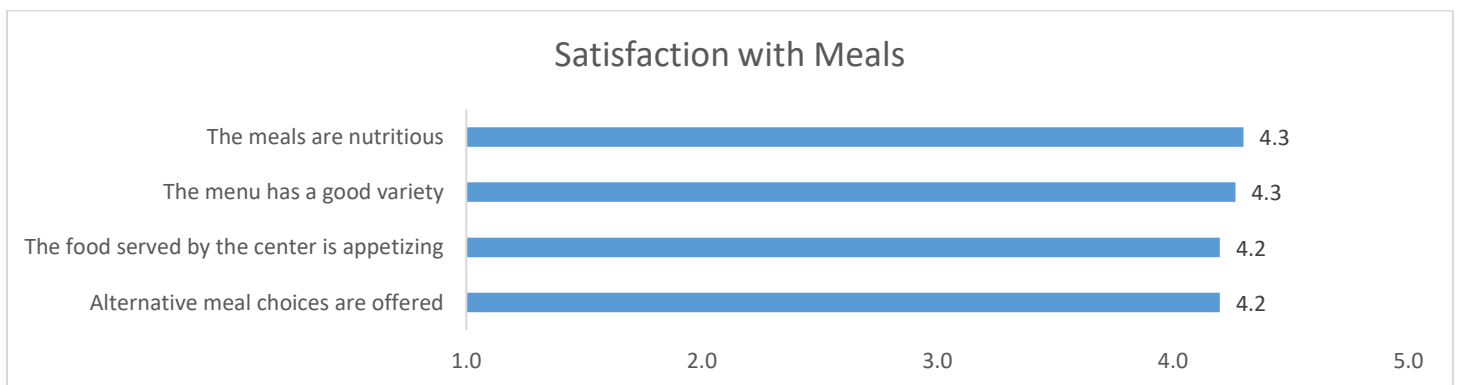
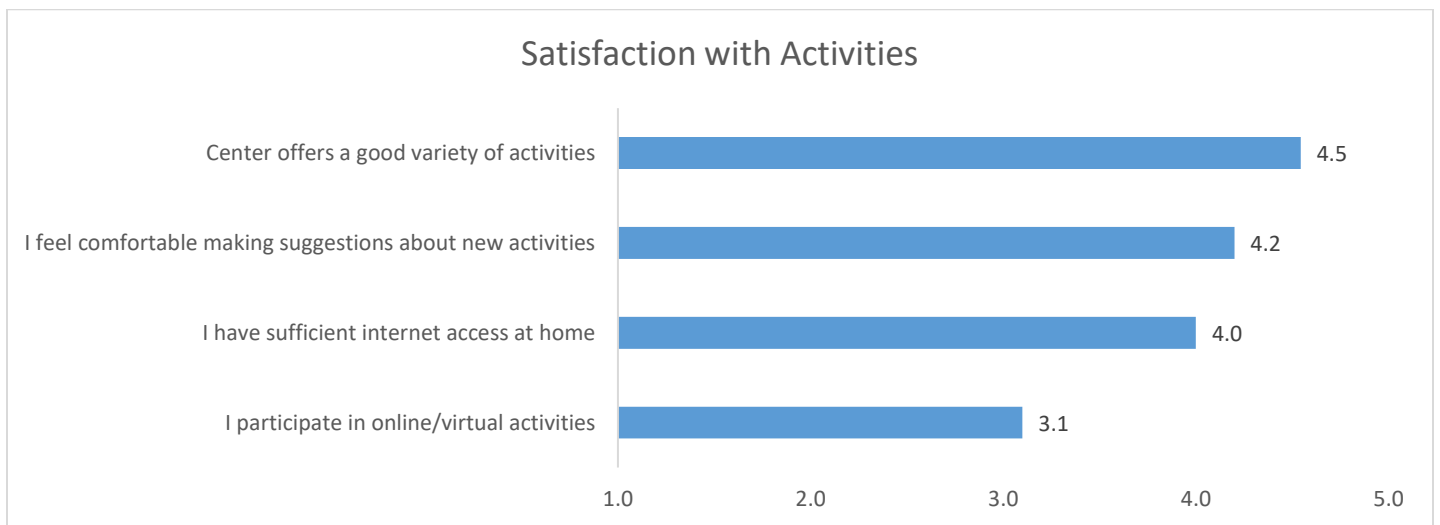
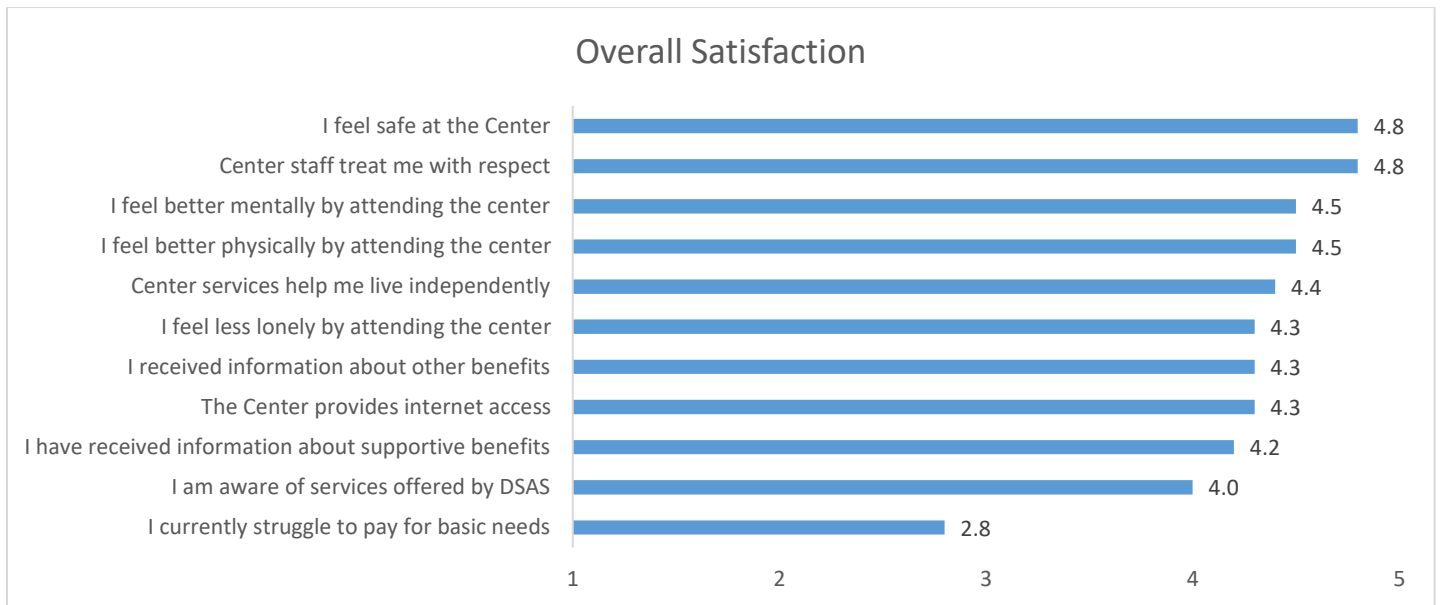
**Sample of Comments received from clients**

- “My worker was so helpful. My husband passed away and she was able to help me with the Homestead Act for property tax relief. She has followed up with me several times and has been very compassionate and willing to help in any way. Thank you.”
- “I really appreciate what was done for me. If that bill wasn't paid, I would have had to move. I am very grateful.”
- “It's very hard getting old.”

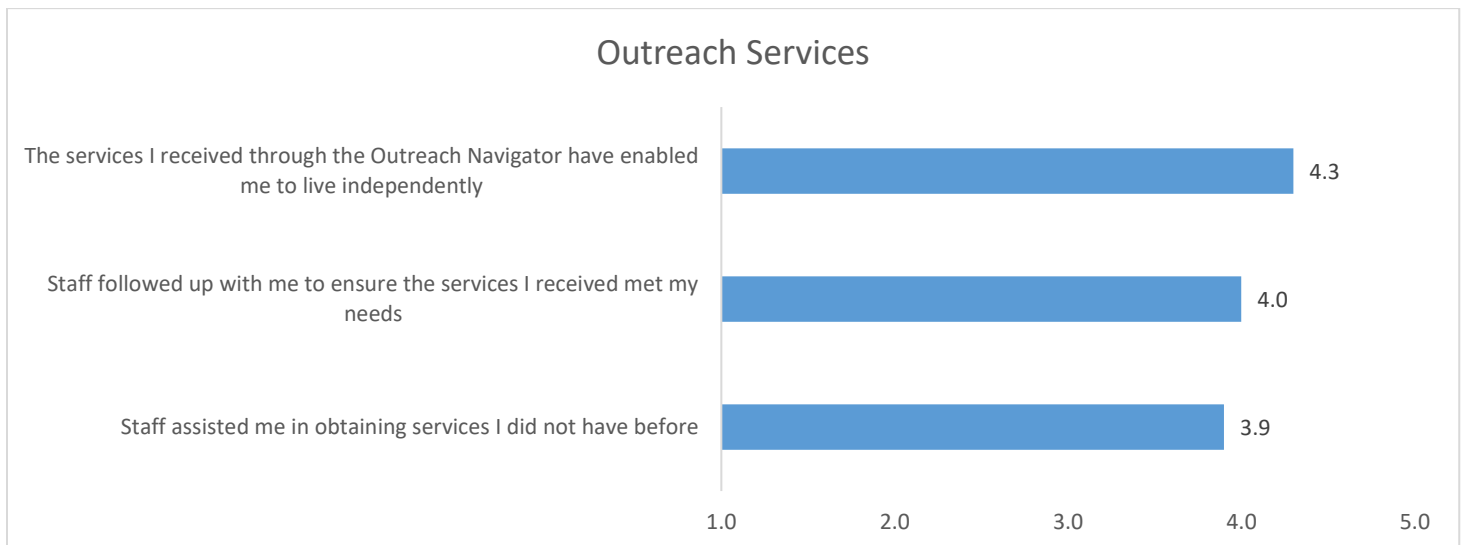
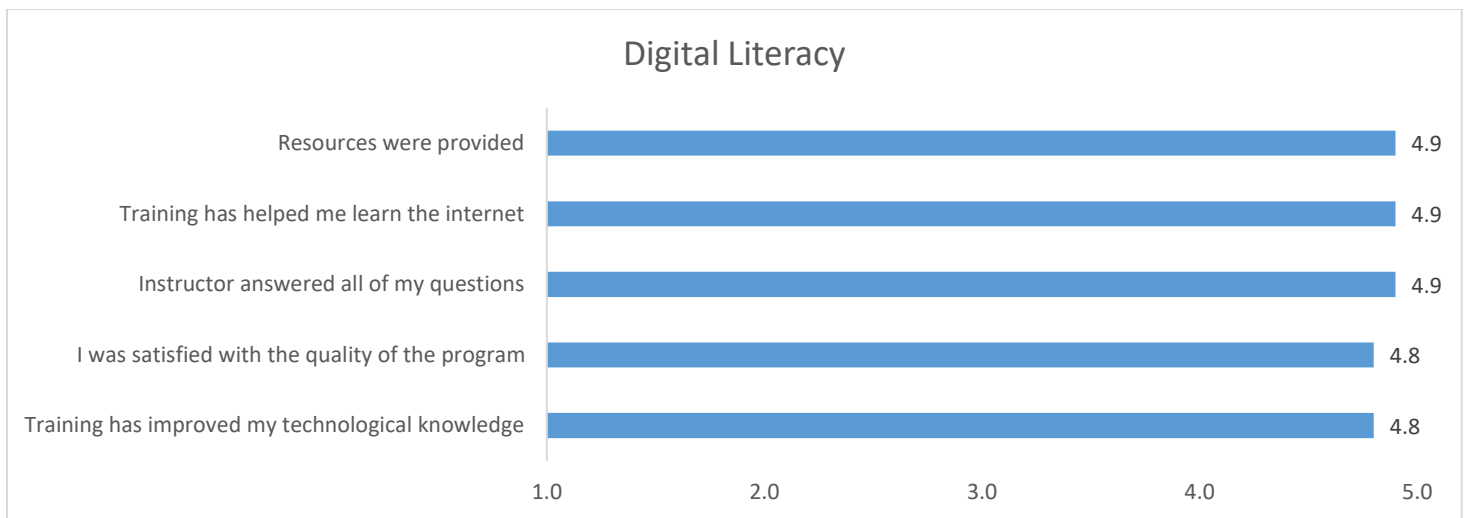
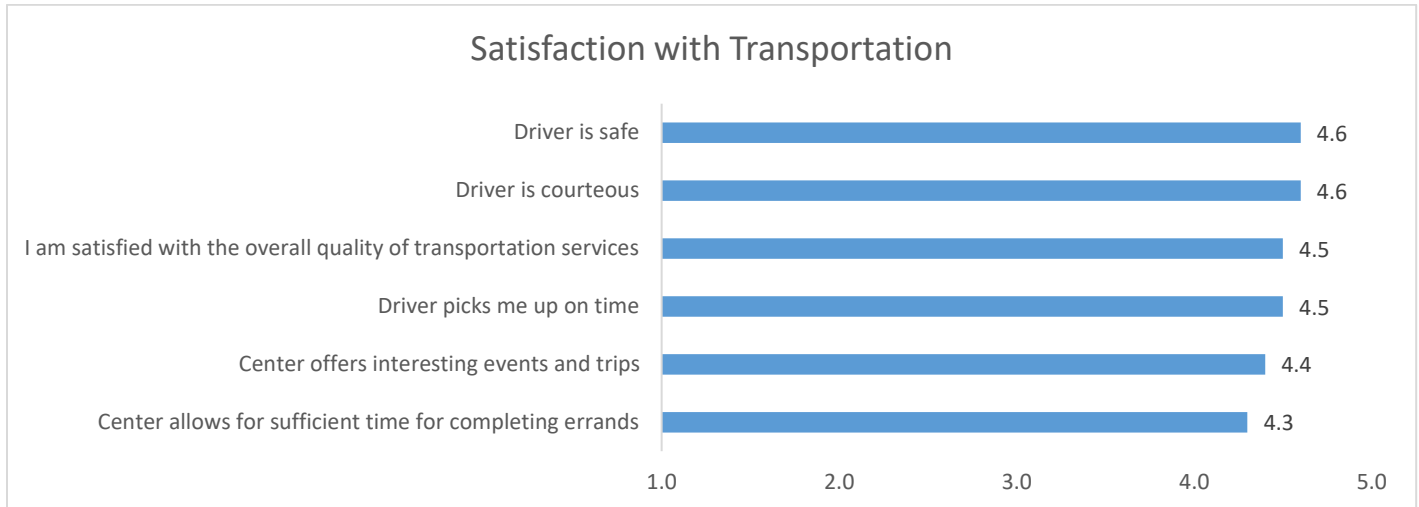


Community Social Services Program-(513 surveys received; response rate of 26%)

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



## Community Social Services Program

### **Sample of Comments**

- “My instructor taught me how to learn a computer even though I never used one and was told I was too old to learn. He was very patient and kind. I thank everyone who put this together.”
- “I have anxiety and depression and the centers activities have kept me physically, emotionally, and mentally healthier. These services have helped me overcome the sense of isolation that I felt after my husband passed away. These services are a life saver.”
- “I have learned to live alone and be active since my husband died and living in a walkable community with a mayor who does so much for seniors is great.”
- “I am very happy to have access to this center. Trips to area attractions are popular and perhaps those could be expanded.”
- “I love all that the center has to offer. They have helped me in many ways. I am so grateful to the staff members and grateful that I had the courage to attend 10 years ago.”
- “My senior center is wonderful. Everybody is so much fun. They know my name when I arrive. A great place.”
- “I am so thankful for Senior Wheels and the center. At 92, I can still meet new friends and keep my mind going. The drivers are so caring and wonderful. Thank you for taking care of your seniors.”
- “The center provides activities that keep my physically and mentally active which at my age would otherwise not be possible.”
- “I am thankful for the center. I have met new friends and get to laugh. I like the exercise classes that get me moving and are easier to do in a group.”
- “I am 97 years old and am still able to go to the center for lunch thanks to the pleasant drivers.”