

Client Satisfaction Survey

Telephone Interview and Mail Survey

Table of Contents

Telephone-Administered Questionnaire.....	3
Satisfaction Interviewer Survey (SIS).....	3
Population Distribution	5
Response Rate	5
Survey Results	7
Services.....	7
Workers	8
Service Impact	9
Overall Satisfaction.....	10
Qualitative Data	11

Telephone-Administered Questionnaire

Satisfaction Interviewer Survey (SIS)

The first set of questions is about the services you receive through the Institute on Aging.

WORKERS	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
1. How satisfied are you with how often services are provided? <i>(for example: the frequency)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. How satisfied are you with the length of the service visits? <i>(for example: the length of the program)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Overall, how satisfied are you with the QUALITY of the services you have received?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Next I'm going to ask you several questions about how satisfied you are with your Social Worker (or Case Manager) who helps you get services.

WORKERS	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
4. How satisfied are you that your Social Worker has the knowledge and skills needed to help you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. How satisfied are you with the way your Social Worker treats you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. How satisfied are you with the way you and your Social Worker communicate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

These next questions have different response options, they are: Yes, To some extent, or No.

	Yes	To some extent	No	I don't know	Refused
7. Overall, would you say that the services you receive meet your needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Do these services help you to maintain or improve your quality of life?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Do these services help you stay in your home?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Would you recommend this program to a friend or family member?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For these last questions please consider your responses to previous questions when giving your opinion on your overall experience with IOA's services.

OVERALL	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
11. Overall, how satisfied are you with the services you receive?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

That was my last question. I want to thank you very much for your participation.

Population Distribution

As of June 15, 2015, 179 clients have been enrolled in the Community Living Fund (CLF) Program. Among interviewed clients, 48% are female (Chart 1); and the average age is approximately 64.8 years old. Data show that women are on average 7 years older than male counterparts (Table 1). The oldest female is 98 and oldest male is 90. The average enrollment length in the CLC program is 2.2 years (Table 2); the longest enrollment currently is eight years.

Gender Distribution (n=58)

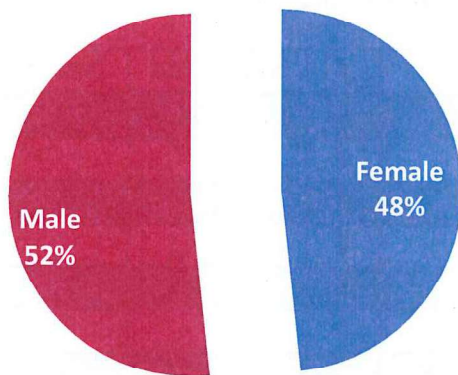


Chart 1 Gender distribution of interviewed clients.

Age	Average	Median
Female	64.8	62.5
Male	57.1	57
Total	60.8	61

Table 1 Average and Median ages of interviewed clients.

Enrollment Length	Average	Median
Female	2.75	1.5
Male	1.7	1.0
Total	2.2	1.0

Table 2 Average and Median enrollment length of interviewed clients.

Response Rate

The entire sample consisted of 178 clients, of which 11 were not reachable due to 'phone not in service' or 'wrong number'. Interviewers called up to 10 times to interview the client. An 11th call was made for two clients at their request of a call back. Thirty-two clients received a maximum of 10 calls. Pending cases include language barriers, requested mail survey, or refusals. Chart 2 shows the distribution of calls across 178 CLF clients. In total, 708 calls

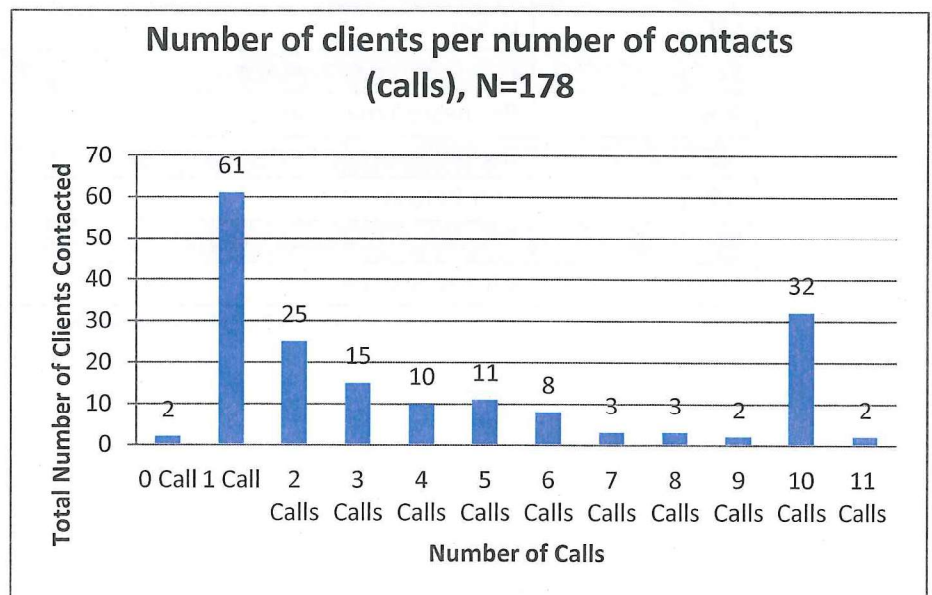


Chart 2 Number of clients per number of contacts (calls)

were made. Thirty-four percent of clients (or 61 clients) were been contacted one time and another 34% were contacted five or more times. Altogether, 58 clients were successfully interviewed. Nineteen clients were successfully interviewed on the first call attempt, while 10 were completed after five or more calls.

The response rate has been calculated using the total sum of completed interviews as the numerator and non-interviewed eligible Respondents as the denominator. The following cases were excluded from the denominator: language barriers, wrong number, disconnected, business/commercial, illness, death, and no number. The table below shows the numerator and denominator coded cases used to calculate the response rate. The overall response rate, as of July 25, 2015 is 74%. The response rate is anticipated to increase as all pending cases will be re-contacted through a mail survey. Language barrier cases will also receive a translated survey via mail. The survey has been translated to Russian, Spanish, and Cantonese.

Code	Outcome code	<i>f</i>	Numerator	Denominator
AM	Answering Machine or Voicemail	5		√
BUS	Business/Commercial	7		
DISC	Disconnected	5		
FAX	Facsimile	2		
HCB	Hard callback	1		√
HREF	Hard Refusal	5		√
I	Interview complete	58	√	√
INC	Interview Incomplete	2	√	√
LB	Language Barrier	18		
MAX	Reached maximum # of calls	32		
NIS	Not in Service	6		
NN	No number (missing phone number)	2		
NS	No services for a long time	3		
OTH	Other	9		
PNS	Program has NOT started	1		
RMS	Requested mail survey	5		√
SCB	Soft Callback	1		√
SREF	Soft Refusal	4		√
TS	Too sick to speak on the phone	6		
WN	Wrong Number	5		

Table 1 Telephone survey outcome code results.

Survey Results

Survey results show generally positive findings- the majority of clients are satisfied with services, their social workers, and overall services. This analysis combined Very satisfied and satisfied into one category, and Dissatisfied and Very Satisfied into another category.

Services

Eighty percent of clients reported being satisfied with their services. The overall satisfaction with the quality of services was greater than 80% and no client reported being dissatisfied. In terms of frequency of services and overall quality of services, there was a higher satisfaction level, for instance 45% reported as very satisfied and 48% satisfied. Only four clients responded negatively about the timeliness of services. One Respondent expressed that it was easier to get things done, however, that it had changed a few months ago. Another mentioned that it is difficult to get things done, but overall, they are satisfied.

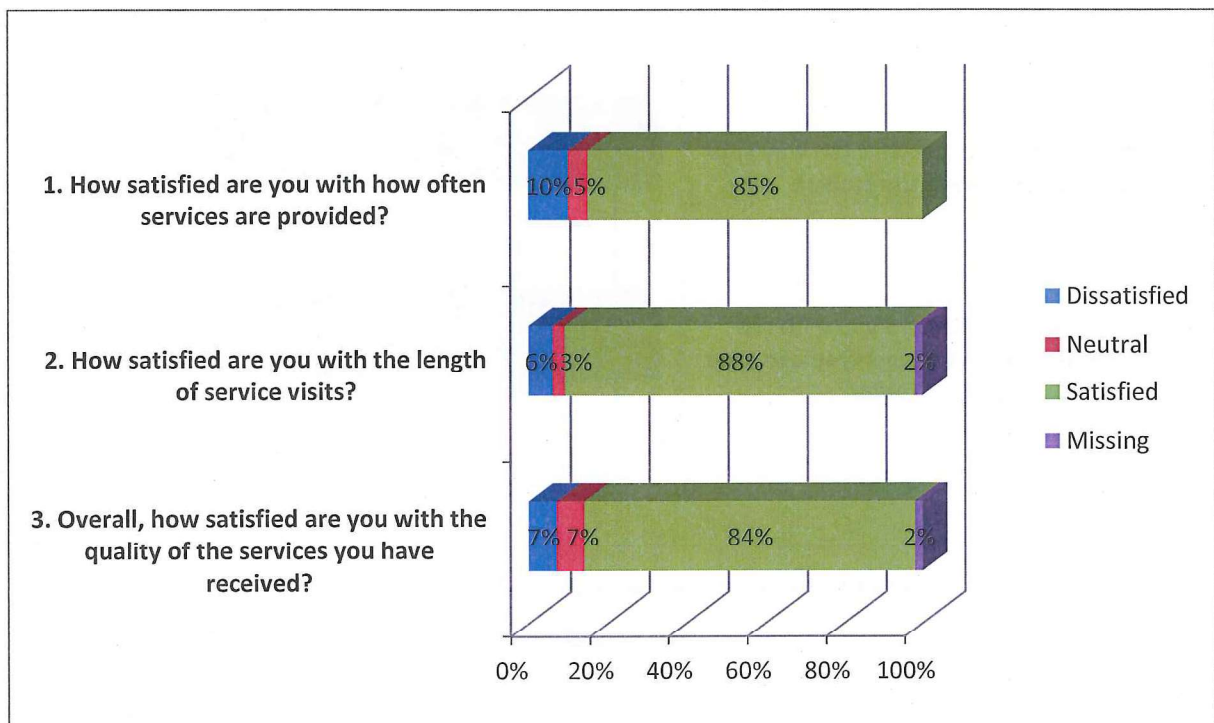


Chart 3 Client satisfaction pertaining to services received.

Workers

Overall, there is an average 80% client satisfaction level with clients' Social Worker which includes perception of their Social Worker's knowledge, treatment, and communication. There is less than 10% dissatisfaction and/or neutral response for each question. In general, there is a higher very satisfied response rate pertaining to Social Worker's knowledge, treatment, and communication- 53%, 60%, and 57% respectively. One client reported that (s)he had multiple social workers and could not rate his/her satisfaction with the Social Worker.

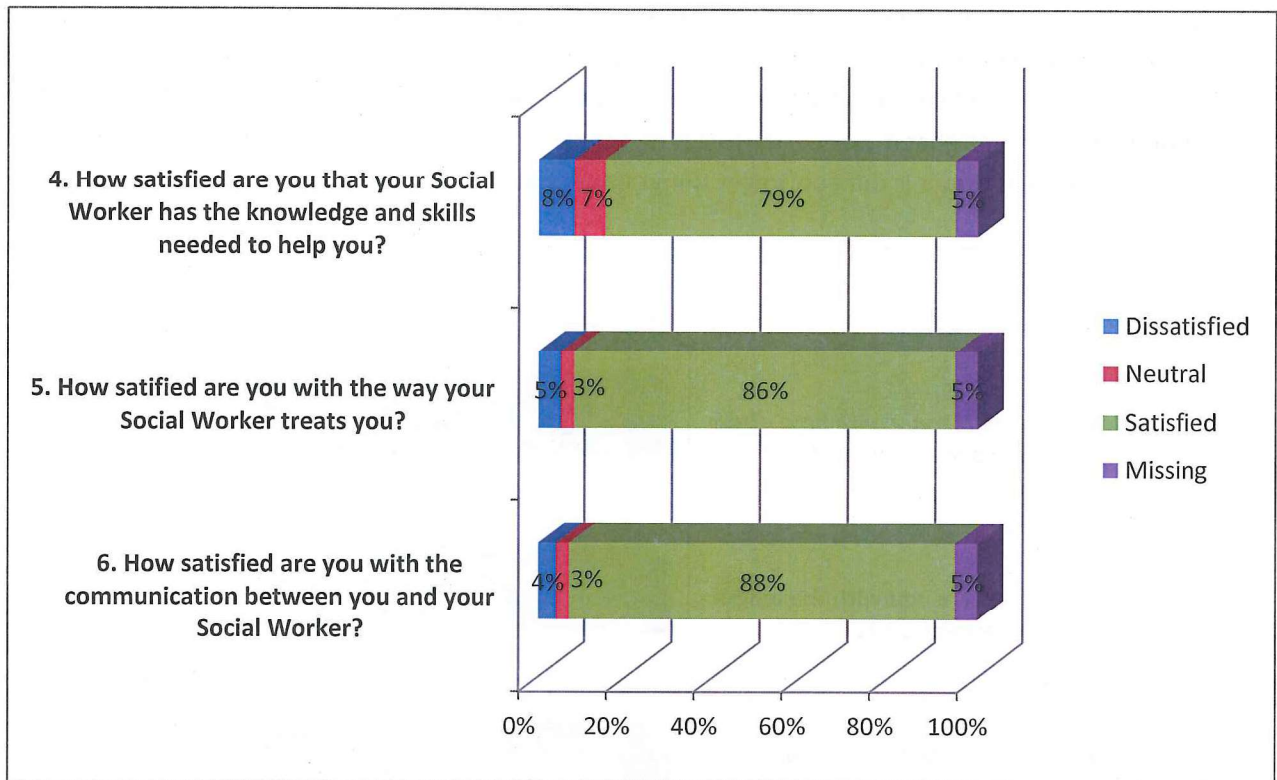


Chart 4 Client satisfaction pertaining to their Social Worker.

Service Impact

More than 60% of clients selected “to some extent” when asked about the impact of the services they are receiving. Only less than 10% per category of clients responded that they are not positively impacted by the services that they are receiving. The Other category includes refused, N/A and or missing data. At least half of the clients (30 clients) have been enrolled in the program a year or less and responded that they cannot give an accurate response to the impact of the services that they are receiving.

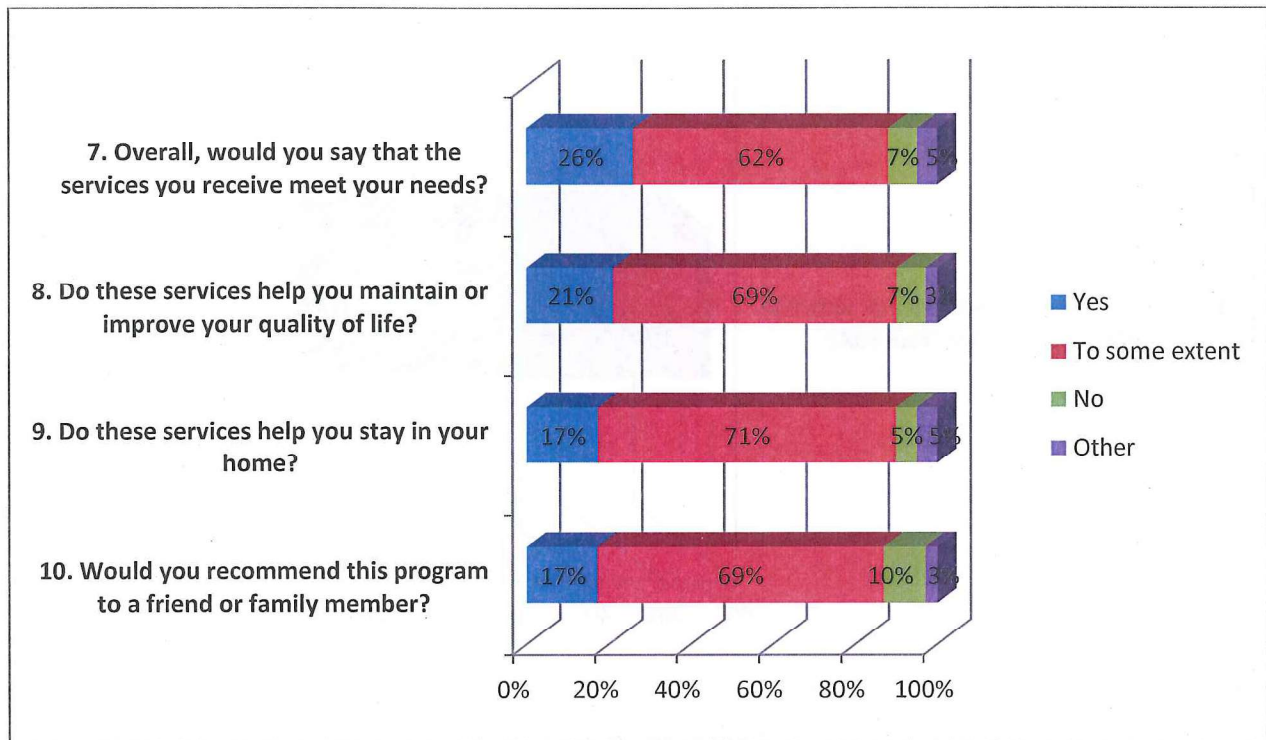


Chart 5 Client satisfaction pertaining to service impact.

Overall Satisfaction

Overall, 85% of clients are satisfied with the services that are provided; 47% (27 clients) of clients are very satisfied and only 2% (1 client) is very dissatisfied. The 'Other' category includes three clients missing data and one client refused to respond.

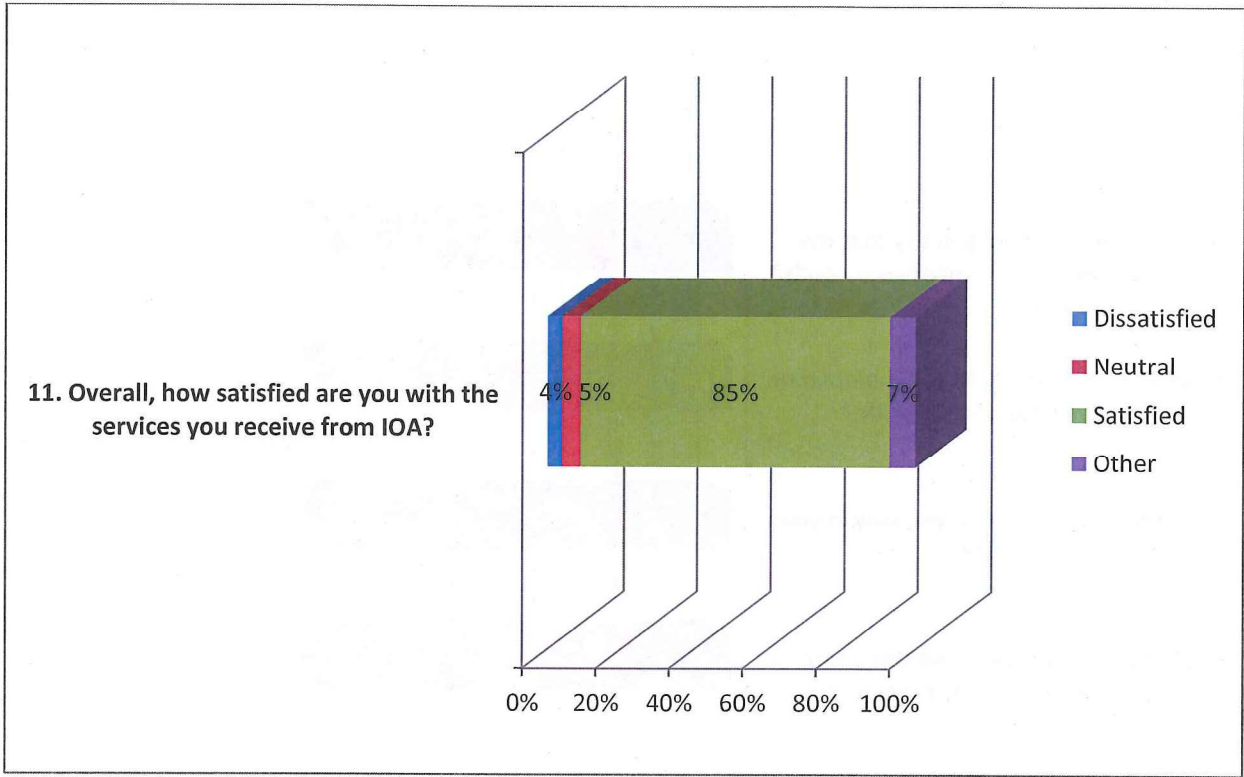


Chart 6 Client overall satisfaction.

Qualitative Data

Overall, there are a substantial amount of positive additional comments compared to negative; more than half of the comments showed a positive satisfaction perception towards IOA.

Highlights of additional comments by clients:

“Extremely grateful. Loves Social Worker.”

“Very Satisfied though often lack communication with Social Worker.”

“It had been a good relationship with my Social Worker, treats me like a princess.”

“Very satisfied with IOA.”

Theme	Positive	Negative
Social Worker	3	3
Housing		2
IOA	18	1
Timeliness of Services		4
Improved life	1	
Convenience	1	
Total	33	

Table 2 Client's additional comments overall theme.

Two negative comments pertained to housing. One client mentioned that they live in a group home and personal belongings often go missing and the other client does not like their current living situation because she would like to move back to Sacramento to be closer to her family.