

ALL SERVICES

Home Delivered Meals

Transportation

Case Management

Homemaker

Personal Care

Respite Care

Congregate Meals

ARC Regional Client Overall Satisfaction

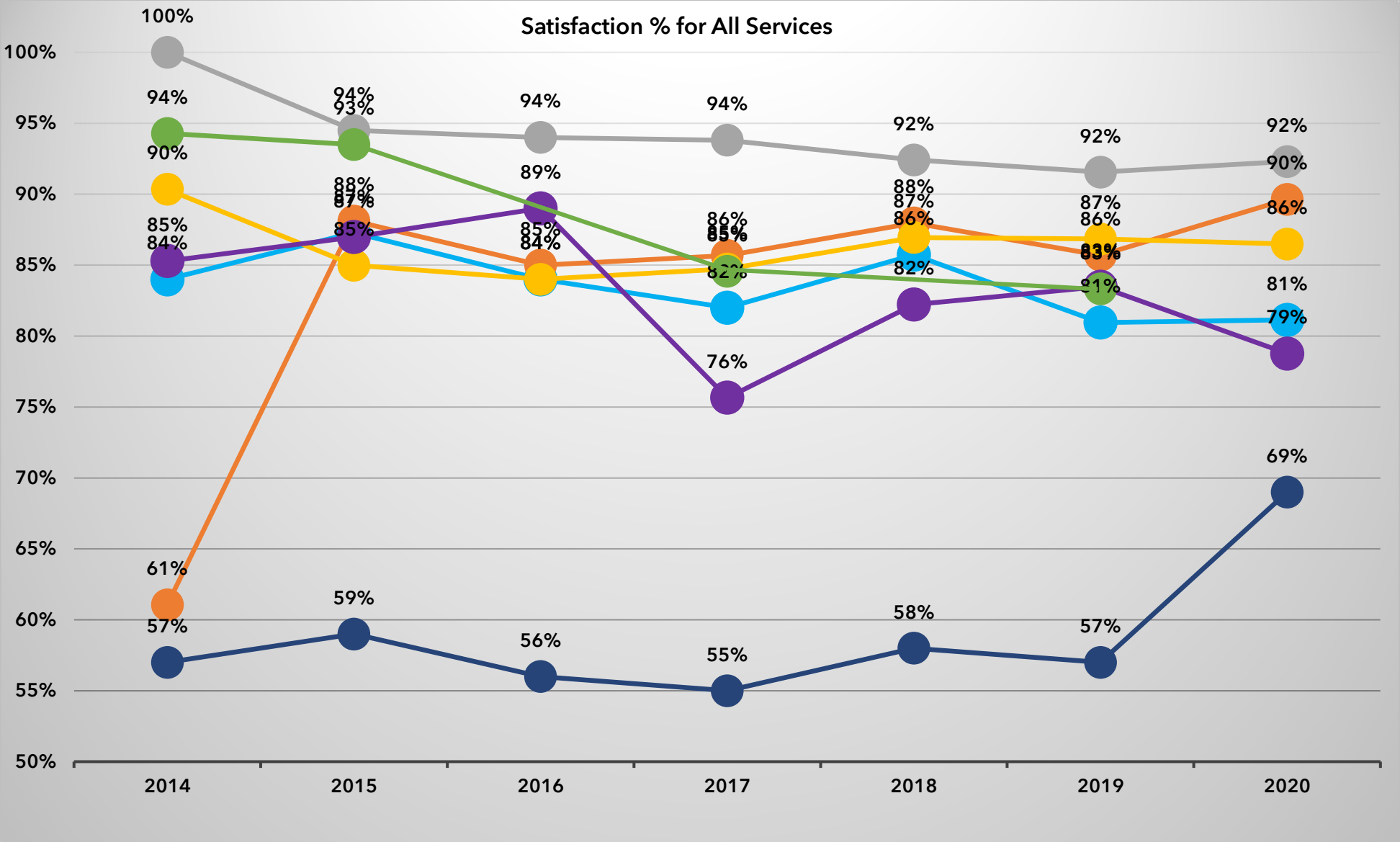
Background

- Division of Aging Services(DAS) requires surveys to be conducted every year, some services are only surveyed every other year
- Our process – ARC receives the blank templates from DAS, we then send those out to each provider, they send back their individual spreadsheets, we compile regional results and send back to DAS

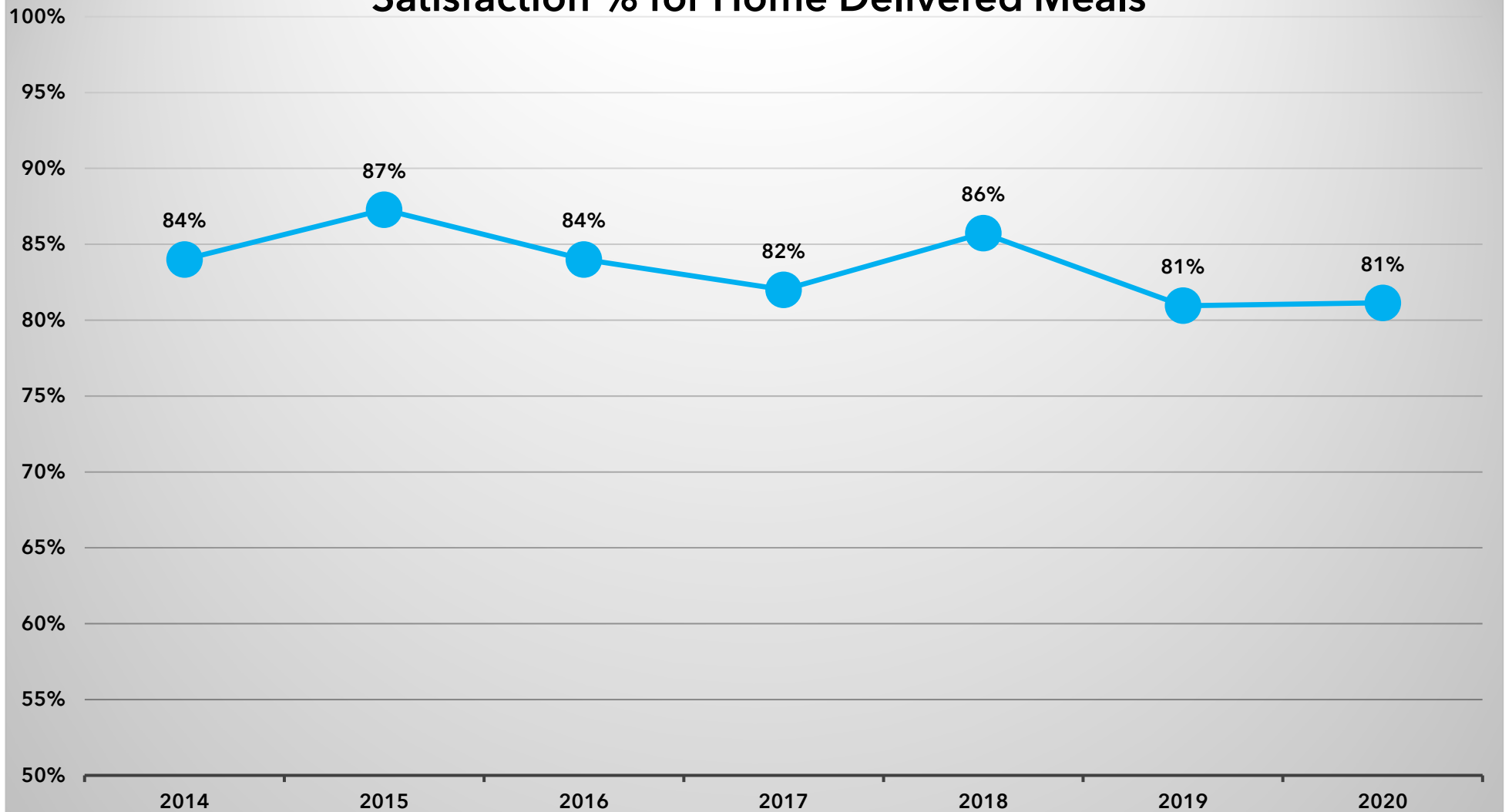
Services Required to be Surveyed <u>Annually</u> Beginning in SFY 2012			
<u>Services to be Surveyed</u>	<u>Even Year</u> (SFY 2012)	<u>Odd Year</u>	<u>Even Year</u>
HCBS Congregate Meals Services	X	X	X
HCBS Home Delivered Meals Services	X	X	X
HCBS Transportation Services	X	X	X
HCBS Case Management Services	X	X	X
HCBS Homemaker Services	X	X	X
HCBS Personal Care Services	X	X	X

Services Required to be Surveyed <u>Every Other Year</u> Beginning in SFY 2012			
<u>Services to be Surveyed</u>	<u>Even Year</u> (SFY 2012)	<u>Odd Year</u>	<u>Even Year</u>
HCBS Senior Center Services		X	
HCBS Caregiver Services	X		X
Adult Day Care Services (HCBS Caregiver)		X	
Respite Care Services (HCBS Caregiver)		X	

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Satisfaction % for Home Delivered Meals



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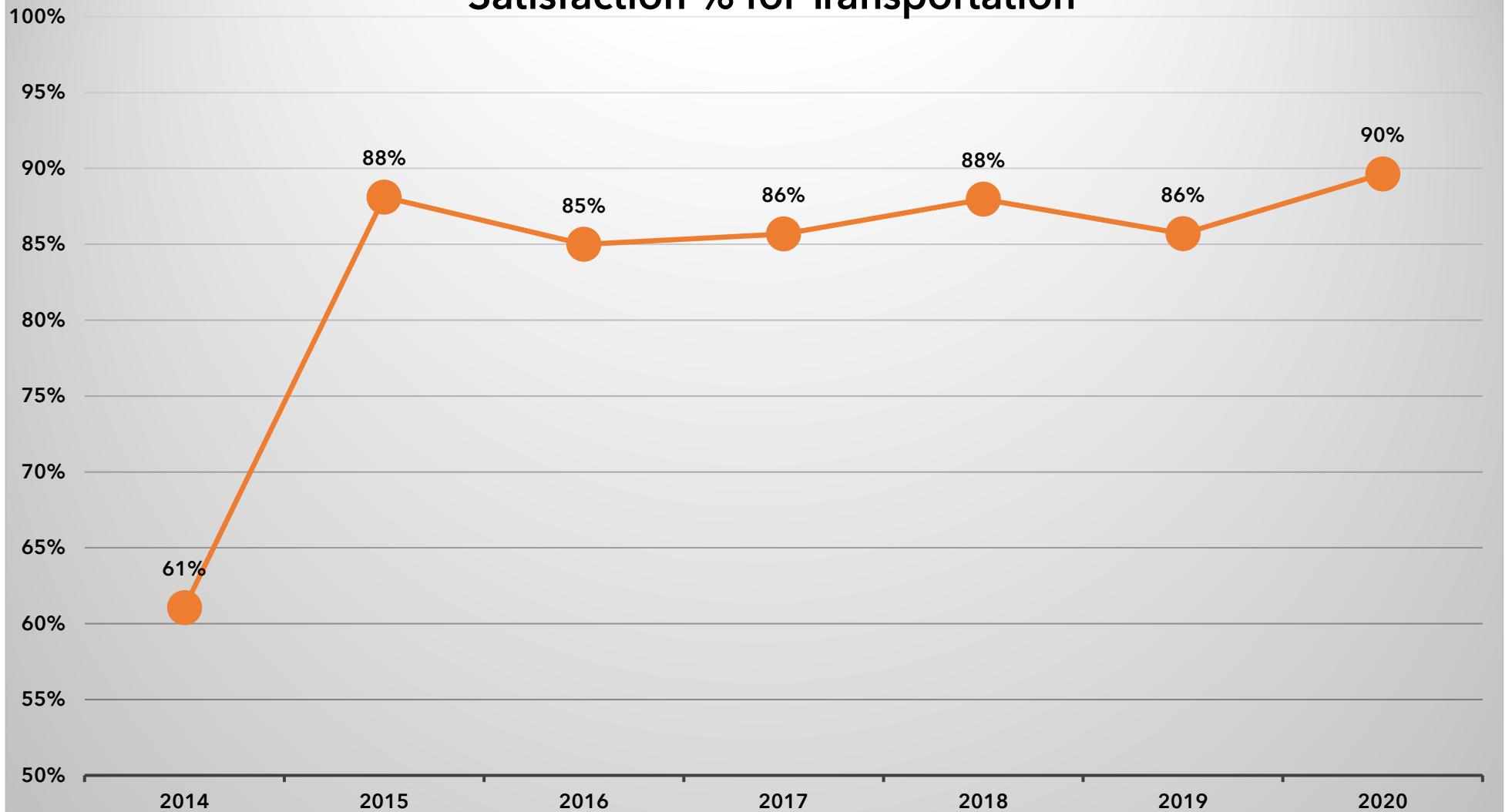
Homemaker

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Satisfaction % for Transportation



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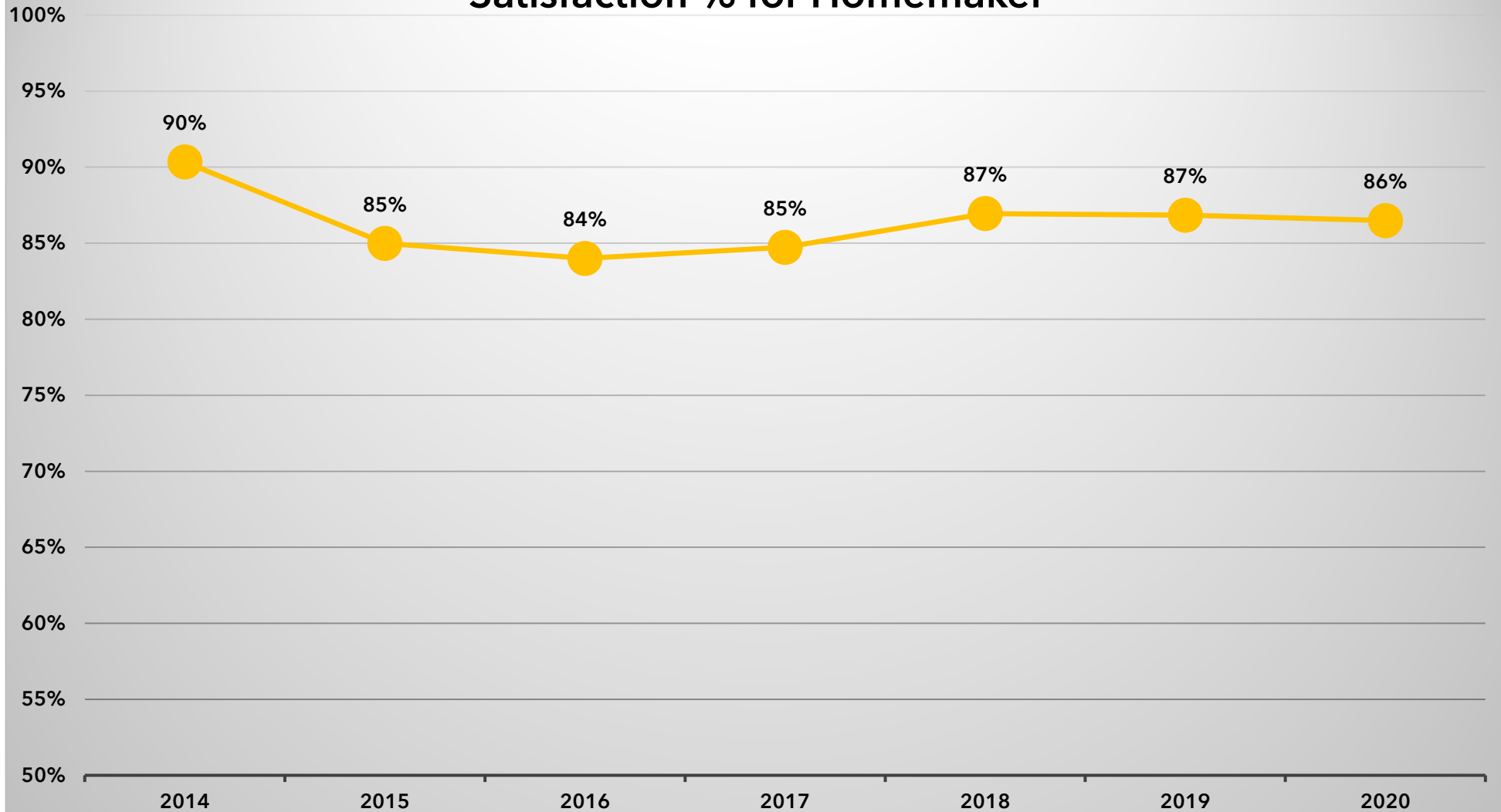
Respite Care

Congregate Meals

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Satisfaction % for Homemaker



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Satisfaction % for Personal Care



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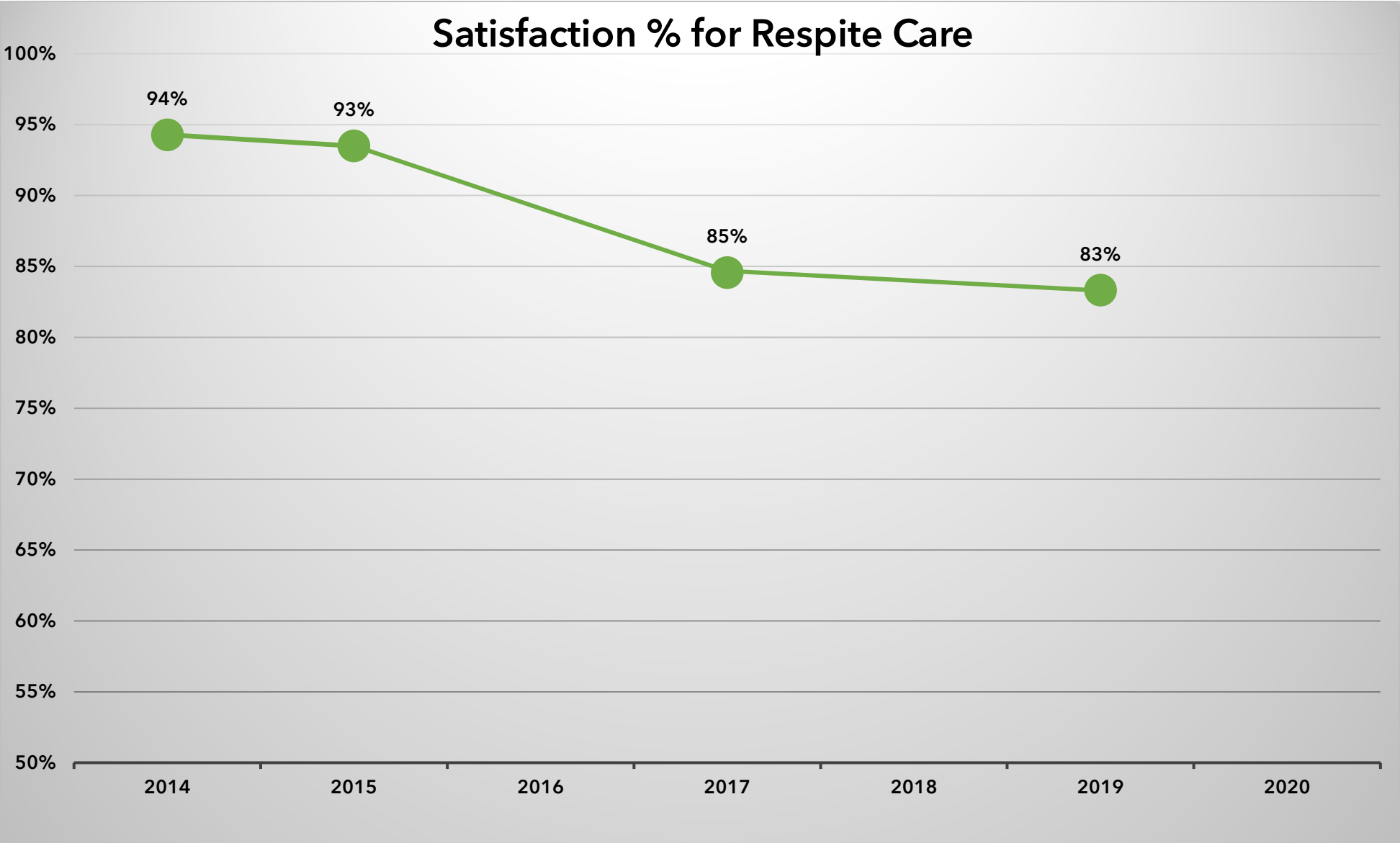
Homemaker

Personal Care

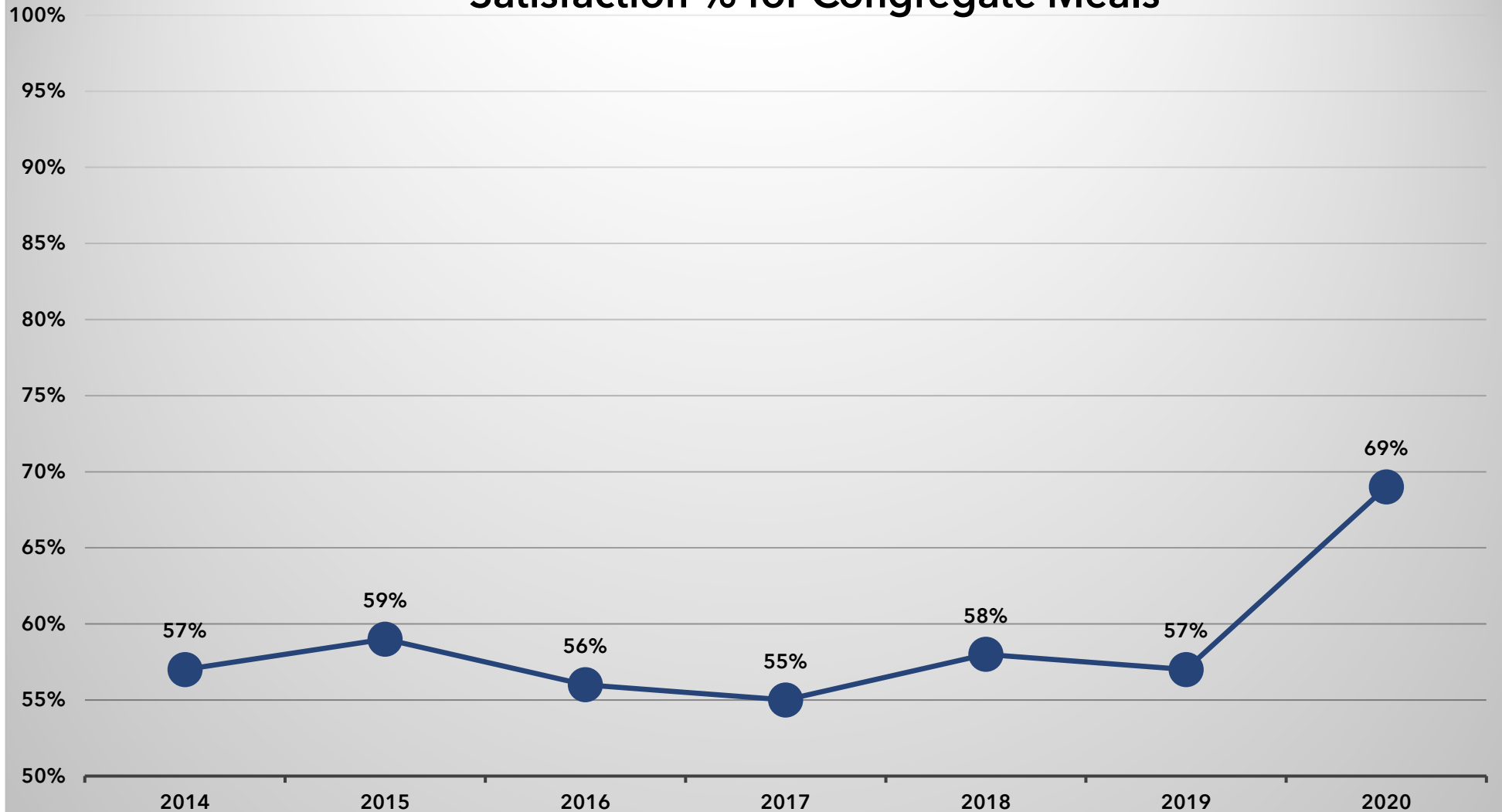
Respite Care

Congregate Meals

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Satisfaction % for Congregate Meals



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Respite Care

Congregate Meals



In conclusion

- Questions per service are so specific to each provider that the value that is attached to the survey can only be assessed on a provider basis per service
 - We work with the providers to help problem solve service issues brought to our attention to help ensure quality of services to each client
 - Client satisfaction issues can rise to the ARC level where we have a policy and practice to ensure that it is addressed in a timely manner. All other issues of client satisfaction are handled at the provider level.
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