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MEMORANDUM

TO: Executive Director
Area Agency on Aging (AAA)

NOTICE #: 121713-1-T-PE

FROM: Charles T. Corley, Secretary

DATE: December 16, 2013

SUBJECT: Notice of Transmittal: PSA-level Client Satisfaction Survey Reports

The purpose of this notice is to inform the AAAs that reports on the individual Planning and Service Area (PSA) client satisfaction surveys conducted in 2012 are now posted on the Department's website at the following link:
<http://elderaffairs.state.fl.us/doea/clientsatisfaction.php>.

In March 2012, the Department expanded the sample size of its annual client satisfaction survey to ensure representative results for each PSA. The Planning and Evaluation Bureau drew a sample of over 8,000 names at random from the CIRT (Client Information and Registration Tracking System) database. The sample was stratified to reflect the proportion of clients in each PSA and in each program. The size of the sample assured a 90-percent confidence level for the representativeness of the results at the PSA level.

The surveys were conducted over an eight-month period. Services from the following home and community-based programs were included in the surveys: Community Care for the Elderly, Aged and Disabled Adult Medicaid Waiver, and Assisted Living Medicaid Waiver. Clients receiving only case management and meals were excluded from the sample.

In 10 of the 11 PSAs, clients were contacted by telephone and questioned about their satisfaction with the program and the services they received from their workers. In PSA 3, the Department conducted a mail-in client satisfaction survey and placed follow-up calls to those who did not return their surveys.

Department staff completed the data analysis of the survey responses and prepared reports on the results in each PSA. If you have any questions about this project, please contact Dr. Darlene Heinrich at 850-414-2111 (heinrichd@elderaffairs.org).

CTC/sls

cc: Contract Managers
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<http://elderaffairs.state.fl.us>