

West Suburban Senior Services Annual Review

Executive Summary

October 2009

West Suburban Senior Services promotes the general welfare of senior citizens, and specifically, to: improve their quality of life, assess their needs, develop and provide services for them based on the assessment of their needs, and to assist them in preventing premature and inappropriate institutionalization. In order to evaluate whether West Suburban Senior Services has been effectively helping seniors through the programs offered, we looked at the objectives for each program. It has been found that West Suburban Senior Services has been successful in improving the lives of seniors through its services and that the objectives of the programs have been met. This has been evidenced by the results of the client satisfaction surveys that were sent out to clients that participated in the programs provided by West Suburban Senior Services. The responses of the surveys were mainly positive. The seniors were happy with the services provided to them and they felt that the services helped them and improved their lives.

While most of the comments were positive, there were a few minor recommendations for change that were found through the client satisfaction surveys. Some of the recommendations were to extend the length of time of the Telephone Reassurance phone calls, to extend the service area for the Transportation program and to continue on-going discussion about the Senior Center to help develop new programs and marketing for it. For next year's program evaluation we will want to identify more closely the areas for improvement. This process will be helped by the Kott project, which will develop outcomes and measures to more effectively evaluate whether the objectives of the programs are being met.

For next year we will look at the following specific targets for change.

For the ADHC program, we will conduct weekly staff de-briefings of activities for the week. The weekly de-briefings will end with a decision to modify, drop the activity for an alternative, or include it in next month's schedule. ADHC staff will further analyze the progress of the Intergenerational Program pilot by de-briefing with the Living Word Student Leadership Institute members and faculty. Program aspects will be summarized before the conclusion of the school year. For the Transportation program, WSSS has applied to IDOT for the replacement of two vehicles this year. We will also implement ongoing driver staff training.

For the Kott program, we will increase the professions that we draw interns from to include Occupational Therapists and Art Therapists.

For the Senior Center, we will include an interest and need survey in the *Senior Chronicle* to determine which programs and services should be implemented or expanded, and continue the monitoring of participation in current Senior Center offerings. For the Health Screens, we will expand the types of complimentary health screenings offered, such as stroke risk assessments, based on seniors' input and offer weekly screening clinics, for example hypertension and glucose checks. For the Mental Health program, we will look at the number of clients who receive individual counseling and who participate in group activities to determine effectiveness of community outreach. For the Podiatry program, we will monitor the number of new and returning clients to measure the success of program marketing. For the Home Delivered Meals program, we will telephone participants during the first month of a quarterly menu to determine their satisfaction with food quality with the intent of bolstering continued participation in the program. For the Congregate Meals program, we will add special monthly meals, such as a salad bar or ethnic meal, and combine with related programs to attract more seniors to the lunches. For the Emergency Food program, we will work with the caterer to ensure that the food meets the state's new nutritional guidelines within the available grant monies. For the Chore program, during the course of the next year we will visit each client's home after it has been cleaned for immediate client input and quality check.

For the Case Manager program we will look at how treatment plans are created and how much input the client has on them. For the I&R program, we will follow up with clients who are placed on waiting lists. For Friendly visits, we will look at the number of clients who are homebound and are not eligible for services. For the Telephone Reassurance program, we will provide more friendly visiting calls and offer longer calls.

WEST SUBURBAN SENIOR SERVICES

Program Evaluation

October, 2009

This is the first annual program evaluation that reviews the eighteen different programs that are sponsored by West Suburban Senior Services. They are:

Daycare

Adult Day Health Care

Transportation Services

Clinical

The Kott Gerontology Scholars Internship Program

Senior Center

Chore Housekeeping

Congregate Meals

Emergency Food

Health Screening

Home Delivered Meals

Mental Health Services

Podiatry

Senior Center

Social Services

Caregiver Specialist

Respite Services

Information and Assistance

Case Management

Friendly Visiting

Telephone Reassurance

Senior Advocate

Survey questions were asked of a sampling of participants in each program. For the most part responses were positive. An attempt was made to find areas that improvements can be implemented. The program summaries include recommendations for next year. The Kott interns have a yearlong project that develops outcomes and measures to be used in next year's program evaluations.

Adult Day Health Care

Adult Day Health Care

Program Summary

Adult day health care services offer clients the opportunity to interact with peers in a supervised community setting. The service is not only beneficial to the client receiving the care, but also provides respite to families and other caregivers, particularly those who need regular relief from the burden of caregiving or who are employed outside the home. Among the services provided by Adult Day Health Care are: transportation, nursing services, assistance with activities of daily living (ADLs), health monitoring, individual and group counseling, therapeutic activity programs and nutritious meals and snacks.

Methodology

In order to measure the success of the Adult Day Health Care program, a survey was given to the clients who participated in the program and their caregivers. This was a four question survey where the client and caregivers answered questions about their overall satisfaction of the program, the help the caregiver feels they receive from the program and the fees charged for the program.

The survey also has a section where the caregiver could write comments that they have about the Adult Day Health Care program. This section gives the caregiver the opportunity to further express their opinions or other comments on the staff, medical care, activities, safety and caregiver benefits.

Results

Twenty-two of the caregivers completed the ADHC survey. Of those surveyed, twenty of the caregivers were very satisfied with the program and two caregivers were somewhat satisfied with the program. Twenty of the caregivers thought that the ADHC program helped them a lot as a caregiver and two of the caregivers thought it somewhat helped them as a caregiver. Sixteen of the caregivers said the services provided by the ADHC enabled them to provide care for their loved one for a longer period of time than without the services. Two of the caregivers thought that the services provided may have helped them care for their loved one for a longer period of time than without the services. One caregiver thought that the services did not help them care for their loved one for a longer period of time than without the services. One caregiver was unsure of if the services helped them care for their loved one for a longer period of time than without the services. Seventeen of the caregivers thought the fees paid for services were reasonable. One caregiver thought the fees charged for the services was somewhat reasonable. One caregiver thought the fees charged for the services were somewhat unreasonable. Three of the caregivers have the fees for the services paid for by another source such as the VA.

Summary

The clients and caregivers are satisfied with the Adult Day Health Care program. They believe that the program has helped them as caregivers and enables the caregiver to provide care for their loved one for a longer period of time. They also believe that the fees paid for services are reasonable. The clients and caregivers are satisfied with the staff, medical care and activities provided at ADS. Some caregivers would like to see their loved one go outside more or have a garden outside. They also feel that their loved one is safe at ADHC. Many caregivers said that their loved one's lives have been enriched by having them at ADHC and they are able to do things that they would not be able to do without ADHC.

Transportation Services

Program Summary

Transportation services provide transportation to and from the ADHC program.

Methodology

In order to measure the success of the Transportation program, a survey was given to the clients who participated in the program and their caregivers. This was a five statement survey where the caregiver answered if they agreed or disagreed with a statement about the program. Statements on the survey asked about the reliability and consistency of the service, their overall satisfaction of the service and driver and if the service makes it possible for the client to participate in the ADHC program.

Results

There were fifteen clients and caregivers who completed the survey on the Transportation program. Ninety-three percent of caregivers thought that the pick-up and drop-off times were consistent. Ninety-three percent of caregivers thought that clients received enough assistance getting on and off the bus. One hundred percent of the caregivers thought that the bus driver was caring, concerned with safety, attentive and congenial. One hundred percent of the caregivers said that the transportation program made it possible for them to participate in the Adult Day Health Care program.

Summary

The client's caregivers are happy with the transportation program. They are happy with the drivers, the consistency of the pick-up and drop-off times and the assistance that the clients receive getting on and off the bus. The caregivers also agree that the transportation program has made it possible for the client to participate in the Adult Day Health Care Program. One caregiver suggested that the transportation program be extended so that more clients can utilize the transportation program.

Clinical

Kott Gerontology Scholar's Internship Program

Program Summary

The Kott Gerontology Scholar's internship program provides training experiences for graduate students who are interested in working with older adults. West Suburban Senior Services is one of six agencies that provide clinical training for students in master's level graduate programs as part of a consortium. There were four interns during the 2008-2009 school year. Two were first year social work students from Governor's State University. The other two were second year social work students, one was from The University of St. Francis, and the other was from the UIC Jane Addams School of Social Work. The first year students were at the agency a total of 480 hours each, and the two second year students were at the agency for 720 hours each.

Methodology

In order to assess the success of the training program, the productivity and final evaluations of the four Kott Scholars were reviewed. The productivity review reported the benefit that the interns offered the agency. The final evaluation review reports the benefit of the internship on the interns' professional development.

Results

The interns provided fifty-nine nursing home pre-screenings, thirty-three simple assessments, eight comprehensive assessments, twelve comprehensive redeterminations, thirteen hospital interim assessments and three redeterminations of clients who previously terminated their services. They led four groups: brain games, grief support, socialization and caregiver support. They provided ongoing counseling to four seniors and addressed a variety of problems. They took turns doing telephone intakes and providing information and referrals to the appropriate resources. The graduate students began their internship with very little experience working with seniors and knowing what services to offer them. By the end of their internships they could independently interview, screen and assess clients for services. They received Illinois Department on Aging training to perform screenings and comprehensive assessments. They learned the benefits and resources that were available to seniors. They became more competent and confident in providing group counseling to seniors.

Summary

The internship program provided added case management and counseling services to seniors. This allowed the agency to reach out to more seniors. It trained four social work interns and led to two of them getting jobs in the gerontology field. The other two went on to complete their second year of study. One intern joined the staff of West Suburban Senior Services as a caregiver specialist. For the 2009-2010 school year the agency has five interns. Four are second year social work students from Governor's State University, Dominican University and UIC Jane Addams School of Social Work. One is a first year student from the University of Chicago School of Social Service Administration. The four second year students are Kott Scholars. One of the second year students is learning more administrative skills. Her focus is on various programs rather than on direct work with clients. One improvement that was learned from last year was to start the state training earlier so that the interns have more clients and broader experiences.

Senior Center

Chore Housekeeping

Program Summary

Chore Housekeeping services can be provided for clients who have an available income which makes them ineligible for the Community Care Program homemaker services. These services are provided for a suggested monthly contribution based on the number of hours of service provided.

Methodology

Clients in the chore housekeeping program have ongoing opportunities to voice their problems with and/or compliments about the program. The monthly contribution letter asks for their satisfaction or dissatisfaction with their most recent service. The program supervisor talks with each client at least monthly and some more frequently during phone spot checks of workers' job performance, including thoroughness of cleaning, punctuality, reliability and courtesy. At the request of the worker, client or both, the program supervisor visits clients' homes to resolve issues, and the supervisor goes to each client's initial cleaning appointment to explain program guidelines.

A volunteer conducted a random survey of fifty percent of the current chore clients. Clients were asked eight questions about the quality of the program, if it met their needs and their overall satisfaction of the program. They were also asked if they would recommend the program to a friend. There was also a spot for clients to write comments about the program.

Results

The random survey of fifty percent of current chore clients (eighteen of thirty-seven) in August did not reveal many surprises. In terms of quality, sixteen clients said the program was excellent, two good and one fair; fourteen said almost all of their needs had been met, eighteen said the program met their personal expectations, twelve were very satisfied and five mostly satisfied, and eighteen said the service helped them with their housekeeping needs. Fourteen said they would definitely recommend the program to a friend who needed help, and four others thought they would do so.

One client gave the program a "fair" rating and was "quite dissatisfied" with the amount of help received. That person did not share reasons with the volunteer conducting the survey.

Summary

Clients are happy with the type, frequency and quality of this program. The monthly evaluation tool sent to clients should be modified to reflect specific categories of satisfaction or dissatisfaction of worker's job performance: for example, thoroughness of cleaning, punctuality, reliability and courtesy. The program supervisor should make in-person rather than phone checks after cleaning appointments.

Congregate Meals

Program Summary

Congregate meals are served in a group setting once per day, five days per week, during lunchtime. The hot, nutritionally balanced meals provide one-third of the U.S. recommended daily allowance of vitamins and minerals. Congregate meals are served at the Senior Center in Bellwood, and OARS Center in LaGrange.

Methodology

Client satisfaction with the congregate meals program at both the Senior Citizen Center and at OARS Center was addressed throughout the year. Diners had the opportunity to share their views about food quality and quantity in quarterly written surveys, daily conversations with senior members of each site's Advisory Council and with each site's manager, and monthly at meetings with a representative of Open Kitchens Catering. Therefore, concerns were addressed in a timely manner.

The clients were given a six question survey where asked the clients questions about their satisfaction of the congregate meals. Clients were asked if the food was appetizing, if the portions were adequate and if meals were served in a timely manner. There was also a spot for clients to write in suggestions for the program.

Results

The most recent quarterly written survey (August 2009) was the first to measure diners' satisfaction with the Illinois Department on Aging's revised nutrition standards; these changes were incorporated in the fourth quarter menu (July, August and September). At Bellwood, twenty-eight of the twenty-nine respondents rated the food appetizing and the portions adequate and felt the meals were served in a timely manner. Seven of the respondents were willing to contribute more to the program if portion servings were increased.

The OARS survey netted similar results: Thirteen of the fourteen respondents rated the food appetizing and portions adequate, and felt the meals were served on time. Three were willing to contribute more to the program if portion sizes were increased.

Suggestions from both sites to improve the program reflected more personal taste preferences than complaints. For example, four diners wanted more pie for dessert, but each wanted a different kind. One wanted fish, another wanted more tomatoes and one wanted to eliminate turkey from the menu. Three others wanted more fowl served.

Summary

Clients are happy with this program. Ongoing monitoring should continue to address suggestions and complaints in a timely manner.

Emergency Food

Program Summary

This “food pantry on wheels” is funded by a Federal Emergency Management Agency (FEMA) grant. Traditionally, the food distribution begins early spring and ends in the fall. Each client receives three cartons of food, dry, frozen and refrigerated, weekly until grant monies are depleted and agency staff deliver the food to clients’ homes.

Methodology

Twenty-four of the fifty-eight emergency food recipients were randomly surveyed by an agency volunteer in August to measure their satisfaction with the food and its delivery, and to solicit their suggestions for program improvements.

Results

Twenty-two of the clients surveyed said variety of the food was good. One client said the variety of the food wasn’t good and one did not express an opinion. Twenty-two of the clients surveyed said portions were adequate, one said they weren’t and one did not respond. Seventeen of the clients surveyed found the food appetizing, one said it wasn’t, four said sometimes and two didn’t respond. Twenty-three of the clients surveyed said the food met their needs, and one did not express an opinion. Twenty-three of the clients surveyed said that the staff were polite, and one did not express an opinion. Twenty-two of the clients surveyed said food arrived at the anticipated time, one said delivery was sometimes on schedule and one did not express an opinion.

Sixteen of the emergency food clients surveyed did not make any suggestions to improve the program. One senior (a diabetic) suggested reducing the amount of rich starchy food and eliminating sweet apple and grape juices. Another suggested numbering or lettering each food carton so that each client receives the correct assortment of boxes. Other suggestions reflected personal taste preferences: less bologna, more dairy products, less butter and crackers, and less lumpy cottage cheese.

Summary

There is overall satisfaction with this program. However, diabetic concerns need to be addressed with the caterer.

Health Screening

Program Summary

The 2009-2010 fiscal year was the Senior Center's first designation as a *Health Disease Prevention Enhanced Host Site*. Staff set two goals for that time period:

Goal 1: To meet AgeOptions' requirements for the new designation.

Goal 2. To offer seniors a variety of informative and useful health programs and screenings beyond AgeOptions' requirements.

Results

Both goals were achieved.

Goal 1: This goal was achieved at the end of June. Adhering to AgeOptions' requirements, the Senior Center hosted an educational program by White Crane Wellness Center (*Bouncing Back from Adversity*), a White Crane Wellness Center health screening (*Body Mass Index and individualized calorie planning*), a University of Illinois College of Pharmacy medication management program (*Fall Prevention and Medication Review*), two sessions of *Take Charge of Your Health!* (chronic illness management) – one session in English and the other in Spanish – and an agency-sponsored local health promotion (*Common Eye Disorders of the Elderly*).

Goal 2: In addition to agency staff, approximately twenty-five health care providers visited the Senior Center and presented an assortment of programs addressing emotional, nutritional, physical and other health concerns:

Emotional: dealing with dementia, grief and depression support groups, humor and health, laugh therapy, relaxation techniques, compassionate touching, counting blessings amidst loss and personality effects on heart disease.

Nutrition: understanding nutrition labels, understanding the Illinois Department on Aging's revised nutrition standards and how they translate to congregate meal menus, making healthy gifts from the kitchen, selecting produce at farmers' markets and preparing healthy recipes with produce.

Physical: advances in cataract treatment, advances in diabetic testing and treatment, components of healthy aging in the 21st Century, gizmos and gadgets that enhance home safety, non-medication ways to deal with arthritis pain, overmedicating ones-self, pandemic flu, staying strong for life, swine flu vaccine, understanding Medicare Part D and supplemental insurance and Wii fitness.

A variety of complimentary health screenings/services were also offered on site: flu shot clinics; hypertension checks; and arthritis, bone density, cataract, cholesterol, glucose, hearing and prostate cancer screenings. More than 140 unduplicated seniors participated in health programs at the Senior Center.

Summary

Continued client input is necessary to make this program relevant for seniors.

Home Delivered Meals

Program Summary

The agency sends approximately One hundred meals to homebound seniors in Proviso Township Monday through Friday. Various ongoing steps are in place to maintain and improve program quality. Program staff not only inspect meals daily for temperature and presentation, but they also taste them. Staff concerns are immediately communicated to the caterer. Home Delivered Meal clients receive a quarterly written satisfaction survey to complete, and they have the opportunity to share their concerns in their weekly contribution envelopes. Staff also makes random phone calls monthly to assess client satisfaction. Agency staff delivers the initial meal to a new Home Delivered Meal client and explain program guidelines.

Information gathered from these communications is shared with the caterer as needed. The caterer's Home Delivered Meals staff and account manager meet with the agency's Executive Director and program staff quarterly to discuss successes and problems.

Methodology

Surveys were given to clients who participated in the Home Delivered Meals program. The survey was a six question survey. They were asked questions about if the food was appetizing, if the food came on time and about portion size. They were also asked about the courteousness of the staff.

Results

Approximately twenty-five percent of Home Delivered Meal clients (twenty-three seniors) participated in the August written evaluation survey. Seventeen always found the food appetizing, two said sometimes and four said never. Twenty-one seniors said their food arrived on time, and two said "sometimes." In regard to portion size, twenty-two said meals were adequate; one felt they were insufficient. Only nine respondents indicated a willingness to contribute more for the meals if portion sizes were increased, and twenty-two of the seniors said staff, both agency and Proviso Township drivers, were courteous. One senior did not answer the question.

Concerning packaging, one senior complained that the adhesive on the plastic container covering is too strong and shreds while he/she opens the meal. This senior wants the caterer to use a heavier foil covering for the meal container and a weaker covering for the packaged cookies so they don't have to be cut out of the package.

Two seniors wanted juicier main entrees and more entrée variety, another wanted more pasta instead of rice and another wanted less bread. Regarding delivery, one senior wanted the meal delivered at 4:00 pm.

It should be noted that the agency and caterer successfully responded to previous client concerns, and that the ones voiced in the August survey were generally new.

Summary

The current monitoring tools are effective, but additional personal phone contact by staff could increase client communication. The caterer should be contacted regarding the client's recommendations.

Mental Health Services

Program Summary

Funded by a grant from the Proviso Township Mental Health Commission, the agency's healthy aging counselor provided counseling and other assistance at no charge for Proviso Township seniors. This help consisted of one-on-one counseling in their homes and at the Senior Center, support groups and activities that tackle the problems related to aging such as memory loss, physical changes, and depression and grief. The Mental Health Commission requires client satisfaction feedback to be reported at the end of its fiscal year. However, our agency monitored client satisfaction quarterly and combined the results for the Mental Health Commission's end of fiscal year report.

Methodology

Clients were given a satisfaction survey. They were asked questions about the quality of service, if they received the type of service they wanted, if the service had met their needs and if they were satisfied with the services they received. They were also asked if they would recommend the service to a friend.

Results

During Fiscal year 2008-2009, thirty-five seniors responded to the client satisfaction survey. Twenty rated the service "excellent," thirteen said "good," and two said "fair." When asked if they had received the kind of service they wanted, fourteen said "yes, generally," nineteen said "yes, definitely," and two said no. Those surveyed had the following responses when asked if the mental health services had met their needs: ten said "almost all of their needs had been met," twenty-one stated "most of their needs had been met," and four said "only a few of their needs had been met."

Current clients were asked if they would recommend a friend needing help to the WSSS program. Twenty-five said "yes, definitely," nine said "yes, I think so." and one said no. Twenty of the surveyed seniors were "very satisfied with the mental health services they received." Another thirteen were "mostly satisfied," one was "indifferent" and one was "dissatisfied." In a general, overall sense, twenty-four clients said they "were very satisfied," nine said "mostly satisfied," one said "indifferent or mildly dissatisfied," and one was "quite dissatisfied." The final survey question focused on participants' willingness to seek help again from the WSSS program. Twenty-six clients said they "definitely would" and nine said they "probably would."

Summary

Five new program initiatives were implemented this past fiscal year. Staff continue to do community outreach and new program development.

Podiatry

Program Summary

Between October 2, 2008, and September 17, 2009, Dr. Gary Trent, DPM, saw five seniors at home, treated seven different Adult Day Health clients at OARS Center and approximately 118 seniors at the Senior Citizen Center. Forty-nine patients received treatment one time; the others had multiple visits throughout the year.

Methodology

Twenty-one of the clients who utilized the podiatry program were randomly surveyed by an agency volunteer. They were given an eight question survey where they were asked questions about the quality of services received, the type of service received and the amount of help they received.

Results

Clients were pleased with the quality of service received (fourteen excellent, five good and two fair), the type of service received (seventeen definitely satisfied, two generally satisfied, two not satisfied) and the amount of help received (seventeen very satisfied, three mostly satisfied and one indifferent)

Twenty of the respondents indicated most or almost all of their podiatric needs had been met, and the service received helped them to deal effectively with their foot problems. Twenty of the respondents said they would return to the program for additional treatment and would recommend a friend to the program. Seventeen of the respondents added additional comments complimenting Dr. Trent and his treatments.

Summary

While clients are pleased with this podiatry service, staff should follow up with “one visit” clients and implement additional community outreach about the program.

Senior Center

Program Summary

The Senior Citizen Center functions to meet a variety of needs: it's a place to get help, enjoy a meal, socialize, become involved, learn new skills and information, and have fun. Several of the Senior Center's major components are congregate meals, podiatry services, and health programs and screens.

Methodology

There was an evaluation in August which consisted of an open dialogue between thirty participants and the Senior Center Director. The dialogue focused on the center's overall environment, and on educational and recreational offerings.

Results

Participating seniors said the Senior Center atmosphere was "friendly and welcoming," noting that "people get along well." Participants were also complimentary about the staff and the help provided, such as tax assistance, benefit applications and filings, Medicare information from SHIP (Senior Health Insurance Program) volunteers, Secretary of State's mobile drivers' facility and so forth. In fact, they rated the quality of service received as "excellent," stated that they "definitely received" the kind of service they wanted and would "definitely" recommend the Senior Center to friends in need of similar help. Twenty-eight of the seniors said they were "very happy" with the Senior Center in its present operation; two said they were "moderately happy."

The primary discussion centered on additional programs and services that should be offered at the Senior Center. Suggestions included a holiday auction, a craft project supervised by the agency's art instructor, other craft classes, bus trips to area attractions, METRA trips to Chicago, an antique road show and a variety of health programs: Social Security changes, new strains of flu, headaches, skin problems, and naprapaths.

It should be noted that program complaints and suggestions are discussed at the monthly meeting of the Senior Center's Advisory Council and individually with the Senior Center Director as needed.

Summary

Continued ongoing discussion between participants and staff is crucial to the Senior Center's success and use. Two other areas also require ongoing attention: continued marketing to make seniors aware of the Senior Center and how it can help them, and the addition of new services and programs that attract more seniors to the building and, subsequently, to programs and activities.

Social Services

Caregiver Specialist

Program Summary

The Caregiver Specialist program provides family caregivers with information and options. Information helps caregivers define their personal and older adult concerns. Options help caregivers deal with current and prepare for possible future needs. Informed caregivers can make better choices for themselves and older adults they care about.

Methodology

In order to measure the success of the Caregiver Specialist program, a survey was given to the clients who participated in the program. This was an eight statement survey where the client answered if they agreed or disagreed with a statement about the program. Statements on the survey asked clients about the explanation of services, if they felt comfortable sharing information with the Caregiver Specialist, the reliability of the Caregiver Specialist, the appropriateness of questions for services and overall satisfaction of the Caregiver Specialist.

The survey also has a section where the client could write comments that they have about the Caregiver Specialist program. This section gives the client the opportunity to further express their opinions or other comments on the program that they may have felt were not addressed in the statements or that they wanted to further explain on.

Results

There were nine clients who completed the survey about the Caregiver Specialist program. Seventy-eight percent of the clients thought that the services and their options for services were clearly explained to them. One hundred percent of clients felt comfortable sharing sensitive or personal information with the Caregiver Specialist. One hundred percent of the clients thought that the Caregiver Specialist was reliable. One hundred percent of the clients surveyed felt that the questions were appropriate for the services that they applied for. One hundred percent of the clients surveyed thought that the Caregiver Specialist took her time and made sure that the client did not feel rushed.

Summary

Clients were happy with the Caregiver Specialist program and they felt that they were not rushed when meeting with the Caregiver Specialist. They were comfortable sharing information with the Caregiver Specialist and felt that most of their questions were answered completely. Some ways to make sure that questions are answered completely would be to provide the Caregiver Specialist with more answers to common questions that they were unable to answer in the past.

Respite Services

Program Summary

Respite services are provided to caregivers as a form of relief from the responsibilities of caregiving. It offers the caregiver free time while a trained homemaker provides care to the senior in the home. Respite allows the caregiver to take regular evenings out, schedule several evenings away from home over a short period of time, or plan a weekend away from home. Respite services must be arranged in advance.

Methodology

In order to measure the success of the Respite Services, a survey was given to the clients who participated in the program. This was a seven statement survey where the client answered if they agreed or disagreed with a statement about the program. Statements on the survey asked clients about the explanation of the program, the type of respite service they utilized, their experience with the service, if problems were addressed and solved and if the respite services served its purpose.

The survey also has a section where the client could write comments that they have about the Respite Services. This section gives the client the opportunity to further express their opinions or other comments on the program that they may have felt were not addressed in the statements or that they wanted to further explain on.

Results

There were five clients who completed the survey about the Respite Services. Eighty percent of the clients utilized in home respite services only. Twenty percent of the clients surveyed utilized both in home respite services and nursing home respite services. Eighty percent of the clients thought that the respite program was clearly explained to them. One hundred percent of the clients said that the respite worker was a good fit for their loved one. Of the clients who utilized the nursing home respite service, One hundred percent said they had a good experience with the nursing home their loved one stayed in. One hundred percent of the clients surveyed agreed that if there were any problems regarding the respite services provide, the Caregiver Specialist addressed the concerns and the problem was solved. Eighty percent of the clients stated that the respite program served its purpose by providing a break for them.

One of the main comments that clients wrote on the survey was that they felt that there was a lack of funding or that the respite program became too costly for them.

Summary

Clients were happy with the Respite Services program and the workers that provided the respite care. It was found that many of the clients who used the respite services utilized the in home respite services and very few used the nursing home respite services. One of the problems that were seen with the services was that there was no funding available for the services or they were too costly. If the costs for the program were lower or there was more funding available for people to use for respite services, more people may utilize the program.

Information and Assistance

Program Summary

Information and Assistance (I&A) is an ongoing process which takes place formally and informally each day. Every employee of the agency is a potential source of information, and is in a position to refer applicants and clients to programs, services, and ancillary sources of information. It is vital that accurate I&A contacts be recorded in the agency's computer-based record system, as such records reflect, in part, the overall activity of the agency.

Methodology

In order to measure the success of the Information and Assistance program, a survey was given to the clients who participated in the program. This was a six statement survey where the client answered if they agreed or disagreed with a statement about the program. Statements on the survey asked clients about the helpfulness of the staff member, if the service met their needs and did the client understand of the information, instructions, forms and documents.

The survey also has a section where the client could write comments that they have about the Information and Assistance program. This section gives the client the opportunity to further express their opinions or other comments on the program that they may have felt were not addressed in the statements or that they wanted to further explain on.

Results

There were twenty-eight clients who completed the survey about the Information and Assistance program. Of the twenty-eight clients surveyed, twenty-five percent of the clients surveyed were male and seventy-five percent of the clients surveyed were female. It was found that ninety-six percent of the clients surveyed thought that the staff was helpful in answering their questions. Of the twenty-eight clients surveyed, ninety-six percent of the clients thought that the information, instructions, forms and documents were clearly explained to them and that they were able to understand the information, instructions, forms and documents. It was found that eighty-six percent of clients felt that the Information and Assistance services met their needs.

Some of the comments that clients wrote on the survey were about paperwork being lost from the program that the client was suppose to receive assistance from, lack of coupons at the agency, being put on a waiting list to receive services, being unable to get services and not being sure how to complete forms.

Summary

Clients who used the Information and Assistance program found it to be helpful. They were able to receive information and they felt that their questions were being answered. Some of the problems that clients ran into were the amount of time it took them to actually receive the services they wanted, such as being put on a waiting list, which is something the agency may not be able to control.

Case Management

Program Summary

Case Managers are responsible for case assessments, reassessments, and other casework activities for clients requesting services under various programs, including Elder Abuse, CCP, and ADHC. Case Managers establish care plans based on comprehensive assessments of clients, often conducted at the client's home or at area hospitals. They work with physicians, hospitals, police departments, and mental health agencies to establish coordinated services. Case Managers and the Senior Advocate assist senior citizens in obtaining services for which they are eligible, supervise volunteers and companions making visits to homebound seniors, and supervise volunteers making daily Telephone Reassurance phone calls to seniors who are alone during the day.

Methodology

In order to measure the success of the Case Management program, a survey was given to the clients who participated in the program. This was an eleven statement survey where the client answered if they agreed or disagreed with a statement about the program. Statements on the survey asked clients about the assessment, if they felt comfortable sharing information with the Case Managers, the reliability of the Case Managers and overall satisfaction of the Case Managers. There were also questions about the explanation of services, the explanation of financial donation or copayment and the services offered.

The survey also has a section where the client could write comments that they have about the Case Management program. This section gives the client the opportunity to further express their opinions or other comments on the program that they may have felt were not addressed in the statements or that they wanted to further explain on.

Results

There were twenty-six clients who completed the survey about the Case Management program. One hundred percent of the clients thought that the assessment was simple and straight forward and ninety-two percent of clients thought that the assessment took the amount of time they thought it would. One hundred percent of the clients felt comfortable sharing information with the Case Manager. One hundred percent of clients thought that the Case Manager was reliable and did not make them feel "rushed". One hundred percent of clients thought that the services were clearly explained to them. Eighty-eight percent of clients said that they had a clear explanation when services would begin. Ninety-six percent of clients had a clear understanding of the financial donation/copayment. Eighty-five percent of clients thought that there were many service available to them which were offered by WSSS.

Summary

Clients were satisfied with the Case Management program and they felt that they were not rushed when meeting with the Case Manager. They were comfortable sharing information with the Case Manager and felt that most of their questions were answered clearly and that their needs were addressed. Some of the clients felt that the assessment took longer than they thought it would. Some clients felt that they did not have a clear understanding of when the services would begin and one said that they did not have a clear understanding of the financial donation or copayment. Some clients also thought that there should be more services available to them through WSSS.

Friendly Visiting

Program Summary

Friendly Visiting, through scheduled home visits, provides friendship, companionship, and social activities for clients.

Methodology

In order to measure the success of the Friendly Visiting program, a survey was given to the clients who participated in the program. This was a seven statement survey where the client answered if they agreed or disagreed with a statement about the program. Statements on the survey asked clients about the helpfulness of the service, dependability of the service, if they were able to do activities of interest during visits and if they would refer this service to a friend.

The survey also has a section where the client could write comments that they have about the Friendly Visiting program. This section gives the client the opportunity to further express their opinions or other comments on the program that they may have felt were not addressed in the statements or that they wanted to further explain on.

Results

There were four clients who completed the survey on the Friendly Visiting program, all of which were female. One hundred percent of the clients felt that the Friendly Visiting program was helpful to them. One hundred percent of the clients thought that their visitor was dependable. One hundred percent of clients felt that they were able to do activities that interested them during the visits with the friendly visitor. One hundred percent of the clients would refer a friend to this program.

Many of the comments that clients wrote on the survey were of their praise to the senior companion and about how well the service is working for them.

Summary

Clients who used the friendly visiting services were very happy with the companionship they received. There were no complaints on the services they provided and the seniors felt that they would recommend it to a friend. In order to get more clients to utilize this program there needs to be more marketing for it, so that more people know that it is out there.

Telephone Reassurance

Program Summary

The Telephone Reassurance program is a daily phone call to seniors who live alone, in order to assure their continued well being. Each Telephone Reassurance client provides the agency with an emergency contact, in the event he/she does not respond to the daily call.

Methodology

In order to measure the success of the Telephone Reassurance program, a survey was given to the clients who participated in the program. This was a six statement survey where the client answered if they agreed or disagreed with a statement about the program. Statements on the survey asked clients about their overall satisfaction with the program, the consistency of the program, the helpfulness of the callers and if they inform WSSS if they are unavailable for the scheduled call, so WSSS does not act as if there is an emergency.

The survey also has a section where the client could write comments that they have about the Telephone Reassurance program. This section gives the client the opportunity to further express their opinions or other comments on the program that they may have felt were not addressed in the statements or that they wanted to further explain on.

Results

There were six clients who completed the survey on the Telephone Reassurance program. One hundred percent of the clients surveyed said that overall they were satisfied with the program. One hundred percent of the clients received calls daily. Sixty-six percent of the clients stated that they did not receive their call at the same time every day. Eighty-three percent of the clients were satisfied with the helpfulness of their callers. Fifty percent of the clients regularly inform WSSS if they will not be available for their scheduled call.

Many of the comments that clients wrote on the survey were that the clients were pleased with the service and that the callers were kind and helpful. Many clients also noted that the calls were at different times during the day, but that it is okay with them. Clients also stated that they sometimes forget to let WSSS if they are unavailable for their scheduled call. One client stated that they wished the calls were longer.

Summary

Clients liked the reassurance of the daily phone call, no matter what time of the day the call came at. It was also found that many of the clients who used the program would like the calls to be longer. If the calls were longer, more clients may use the service.

Senior Advocate

Program Summary

The Senior Advocate program assists senior citizens in obtaining services for which they are eligible, supervise volunteers and companions making visits to homebound seniors, and supervise volunteers making daily Telephone Reassurance phone calls to seniors who are alone during the day.

Methodology

In order to measure the success of the Senior Advocate program, a survey was given to the clients who participated in the program. This was a six statement survey where the client answered if they agreed or disagreed with a statement about the program. Statements on the survey asked clients about the courteousness and helpfulness of the staff member, their understanding of the information given to them, the clarity of the explanation of services and if the services met their needs.

The survey also has a section where the client could write comments that they have about the Senior Advocate program. This section gives the client the opportunity to further express their opinions or other comments on the program that they may have felt were not addressed in the statements or that they wanted to further explain on.

Results

There were nineteen clients who completed the survey about the Senior Advocate program. One hundred percent of clients thought that the staff member as courteous, helpful and spent enough time with them to meet their needs. One hundred percent of the clients thought that the information was clearly explained to them by the staff member. One hundred percent of the clients said that they understood the information, instructions, documents and forms that were given to them. One hundred percent of the clients felt that the service met their needs.

Summary

Clients were very satisfied with the Senior Advocate program. They felt that all of their questions were answered, they understood the information, instructions, documents and forms that were given to them and that the service met their needs. The clients also felt that the staff member was very supportive, helpful and courteous and that they spent enough time with them.