



Ted Strickland, Governor | Barbara E. Riley, Director

**Assisted Living Waiver Participant Satisfaction Survey Results
FY 2008**

November 2009

Assisted Living Waiver Participant Satisfaction Survey – FY 2008

Introduction: Ohio's Assisted Living Waiver program is available statewide and currently serves more than 1,000 older adults by providing services in home and community settings to delay or prevent nursing facility placement. Services help preserve the independence of the individual and maintain ties to family and friends.

In October 2008, the Ohio Department of Aging sent the Assisted Living Participant Satisfaction Survey to 253 program participants. The survey measured overall participant satisfaction with the program, as well as their satisfaction with the work of their case managers.

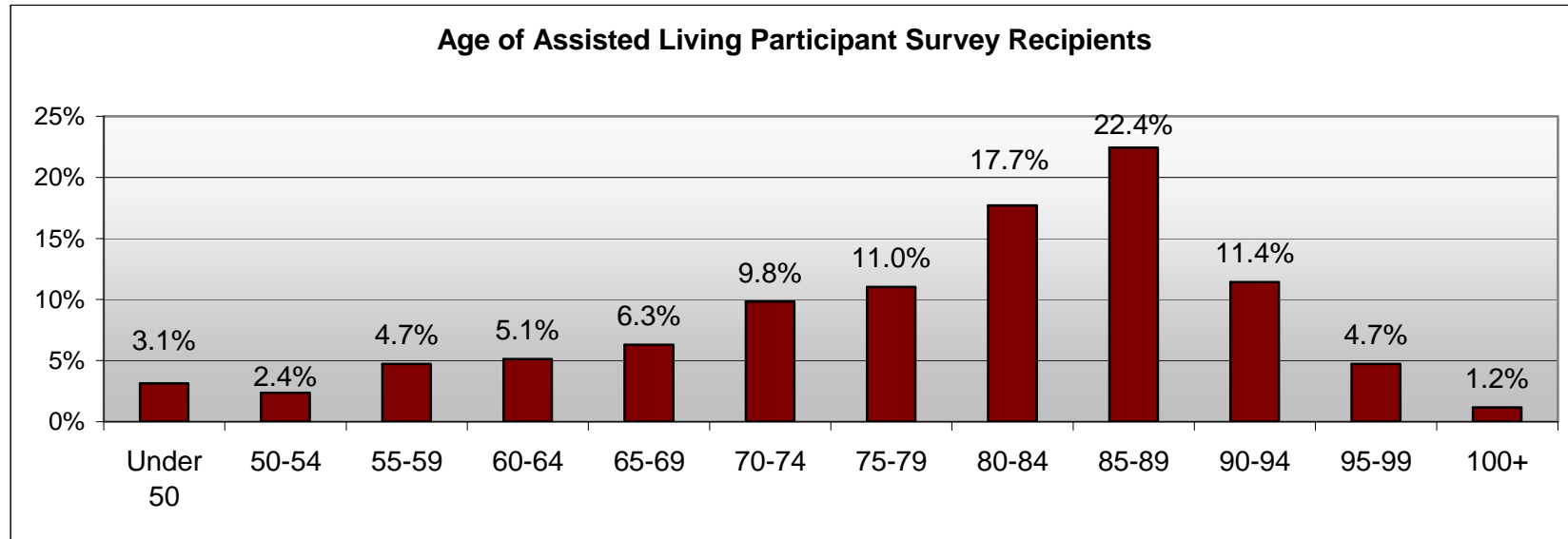
Sampling: Assisted Living Waiver participants who had received at least two services and were on the program for at least six months as of August 2008 were used as the base for the sample. Since the program has only been available since July 2006, relatively few participants (as compared to other waiver programs) qualified for the survey. Yet, because the program's census was small (732 participants), a high number of eligible participants received a survey.

Return: The survey requested that participants complete and return it by Nov. 30, 2008. The deadline was extended to Dec. 14 to ensure all survey results were included in the data analysis. A total of 125 surveys (49 percent) were returned. Forty-two percent of the surveys were completed by the participant alone and another 56 percent were completed with help from other individuals.

Results: Overall, Assisted Living participants are very pleased with the services they are receiving. Statewide, 96 percent of participants were "very satisfied," "extremely satisfied" or "somewhat satisfied." This is an increase from 92 percent in 2007. The percentage of participants who would "definitely" or "likely" recommend the Assisted Living Waiver program to a friend is 94 percent, a slight decrease from 96 percent in 2007. One percent reported that they would "probably not" recommend the program, unchanged from 2007.

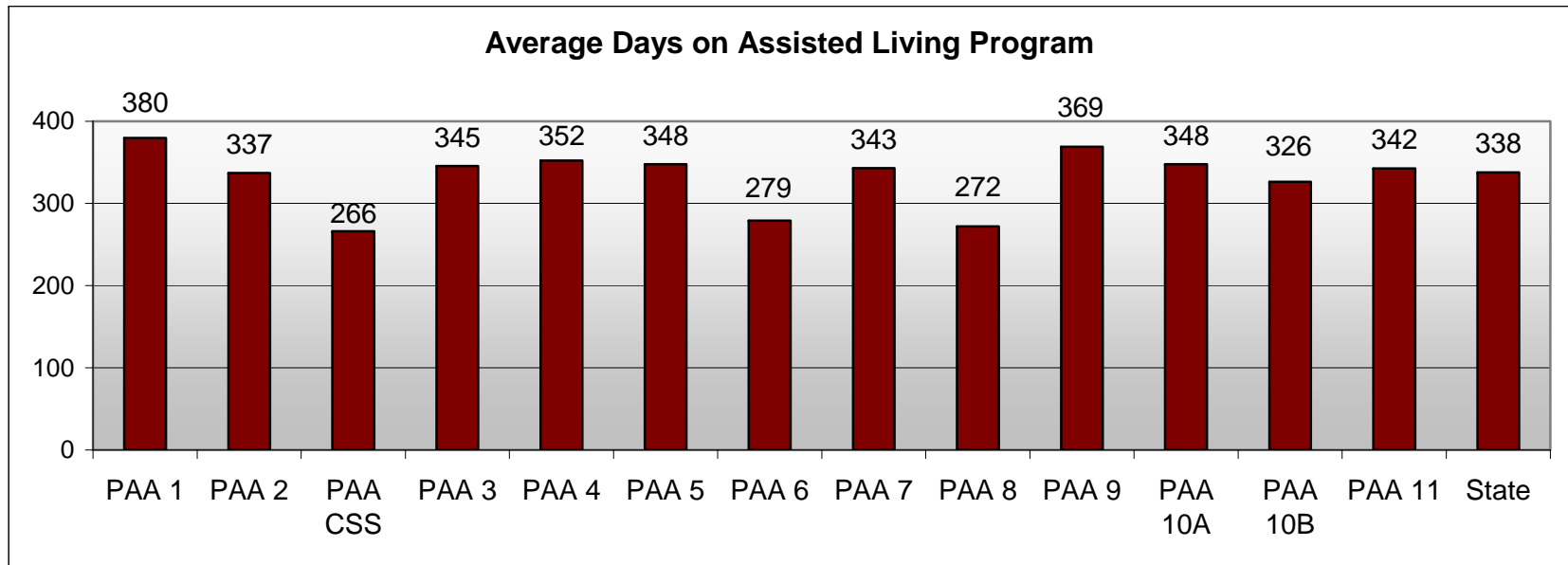
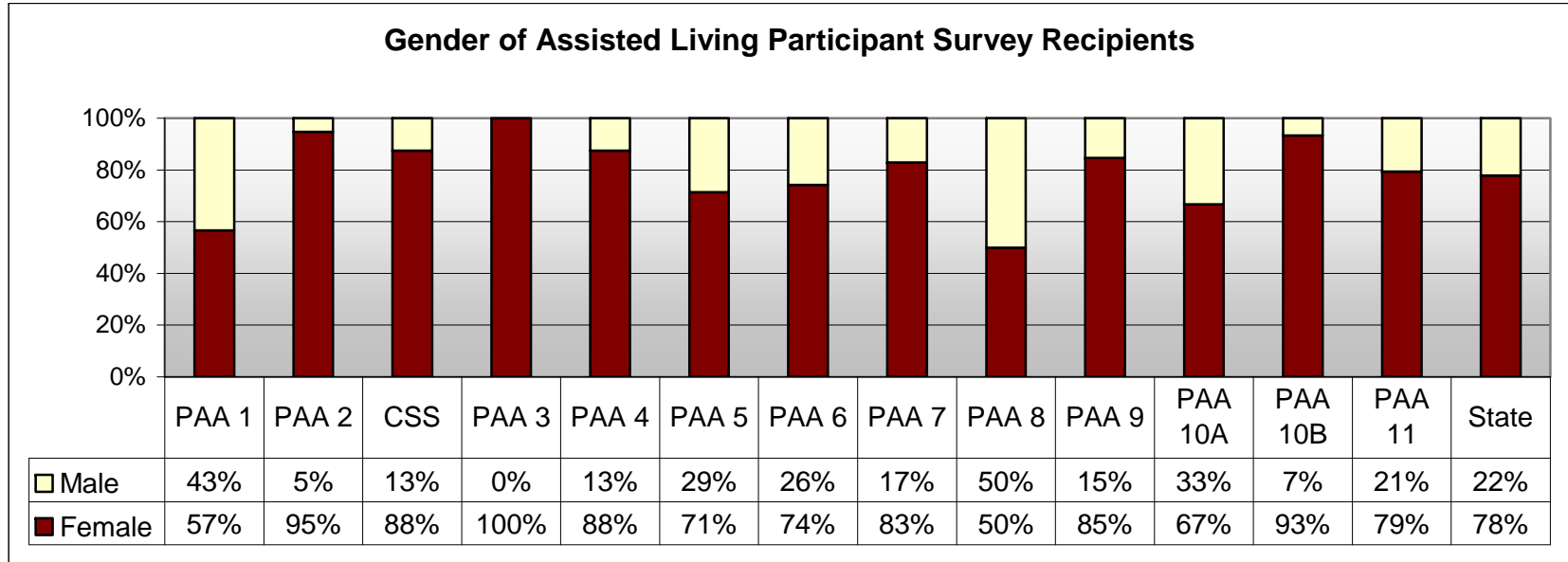
Demographic Profile of Survey Recipients

Demographic Profile of Survey Recipients

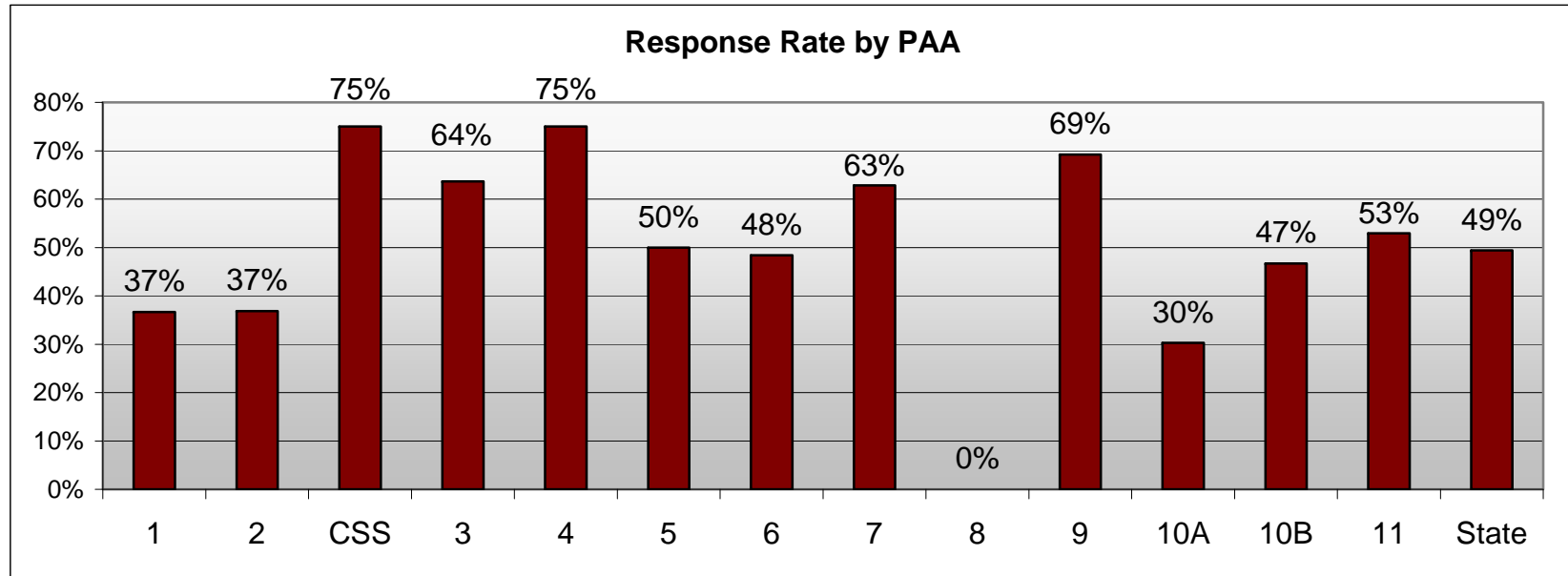


	PAA													State-wide
	1	2	CSS	3	4	5	6	7	8	9	10A	10B	11	
Under 50	3	1	0	0	0	1	0	1	0	0	1	0	1	8
50-54	4	0	0	0	0	0	1	1	0	0	0	0	0	6
55-59	3	1	0	1	0	0	1	2	0	0	3	0	1	12
60-64	2	0	0	0	1	0	2	1	0	0	5	0	2	13
65-69	0	2	1	0	0	0	2	1	0	2	2	1	5	16
70-74	4	3	0	0	0	1	3	2	0	0	6	3	3	25
75-79	3	1	1	0	1	4	3	1	1	0	6	1	6	28
80-84	2	6	2	2	3	0	6	9	0	3	2	4	6	45
85-89	7	3	3	6	1	2	5	13	1	6	2	2	6	57
90-94	2	2	1	2	2	2	2	3	0	2	6	2	3	29
95-99	0	0	0	0	0	3	6	1	0	0	0	1	1	12
100+	0	0	0	1	0	1	0	0	0	0	0	1	0	3
Total	30	19	8	12	8	14	31	35	2	13	33	15	34	254

Demographic Profile of Survey Recipients



Demographic Profile of Survey Recipients

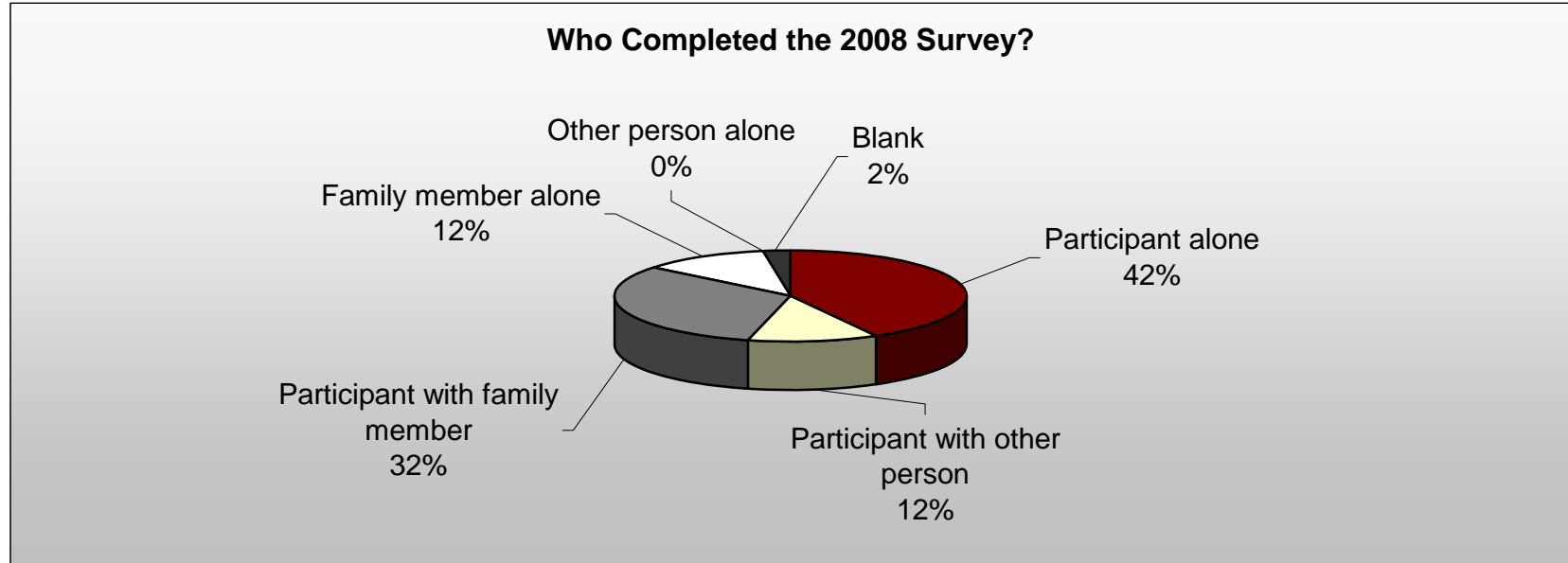


	PAA													State-wide
	1	2	CSS	3	4	5	6	7	8	9	10A	10B	11	
Sample	30	19	8	11	8	14	31	35	2	13	33	15	34	253
Surveys Returned	11	7	6	7	6	7	15	22	0	9	10	7	18	125
Response Rate	37%	37%	75%	64%	75%	50%	48%	63%	0%	69%	30%	47%	53%	49%

Notes:

1. Sample: Number of surveys sent to Assisted Living participants in each PAA.
2. Surveys Returned: Number of surveys that were completed by Assisted Living Participants and were returned to ODA.

Demographic Profile of Survey Recipients

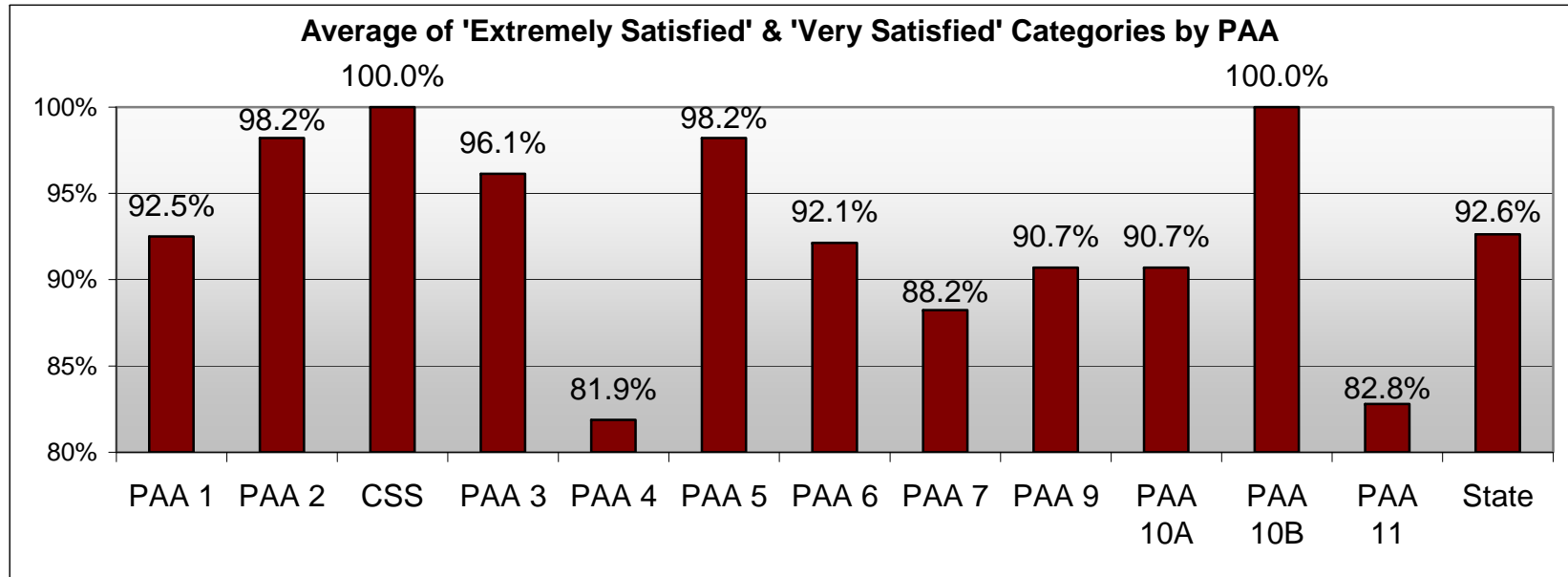


	PAA													State-wide
	1	2	CSS	3	4	5	6	7	8	9	10A	10B	11	
Participant alone	36%	57%	33%	43%	40%	14%	38%	43%	N/A	22%	70%	29%	55%	42%
Participant with other person	36%	0%	33%	0%	0%	0%	6%	14%	N/A	33%	0%	0%	10%	12%
Participant with family member	27%	14%	17%	43%	20%	57%	31%	29%	N/A	22%	30%	57%	35%	32%
Family member alone	0%	14%	0%	0%	40%	29%	25%	14%	N/A	22%	0%	14%	0%	12%
Other person alone	0%	0%	0%	0%	0%	0%	0%	0%	N/A	0%	0%	0%	0%	0%
Blank	0%	14%	17%	14%	0%	0%	0%	0%	N/A	0%	0%	0%	0%	2%

Note: Percentages may add up to a little under or over 100 percent due to rounding.

**Participant Satisfaction Level by PAA:
Results of Participant Satisfaction Survey Questions**

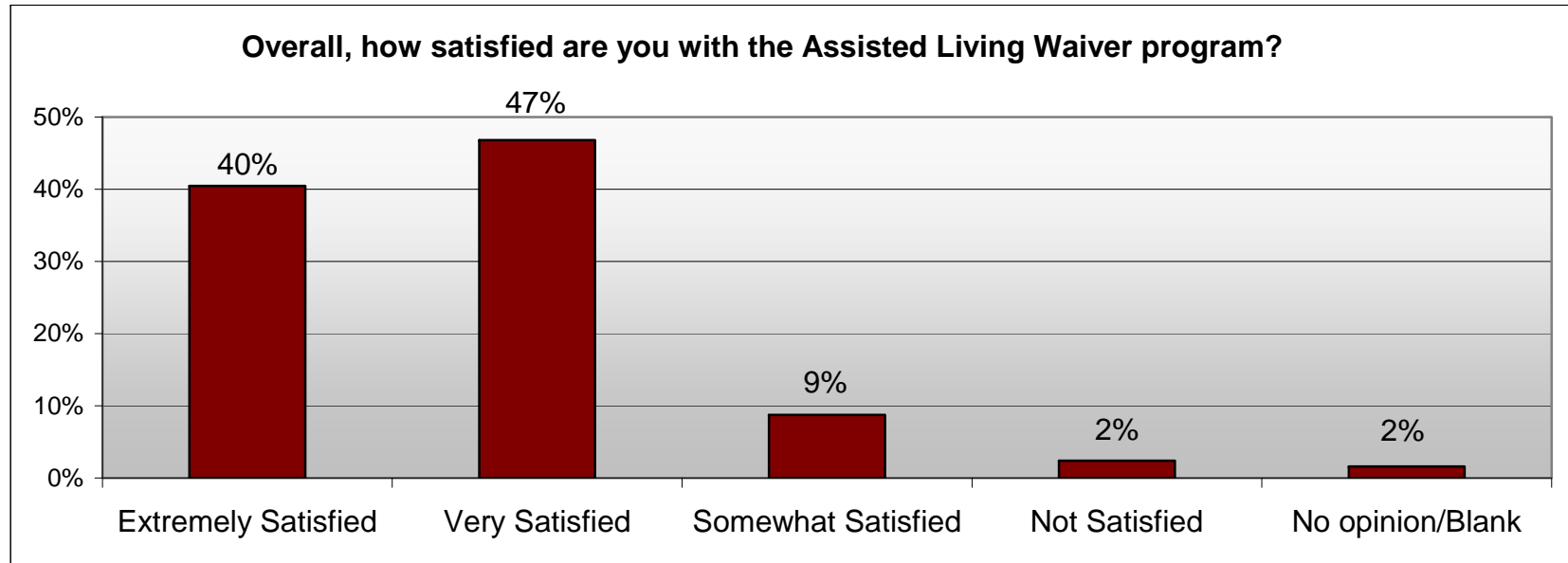
Participant Satisfaction Level by PAA



Notes:

1. Percentages may add up to a little under or over 100 percent due to rounding.

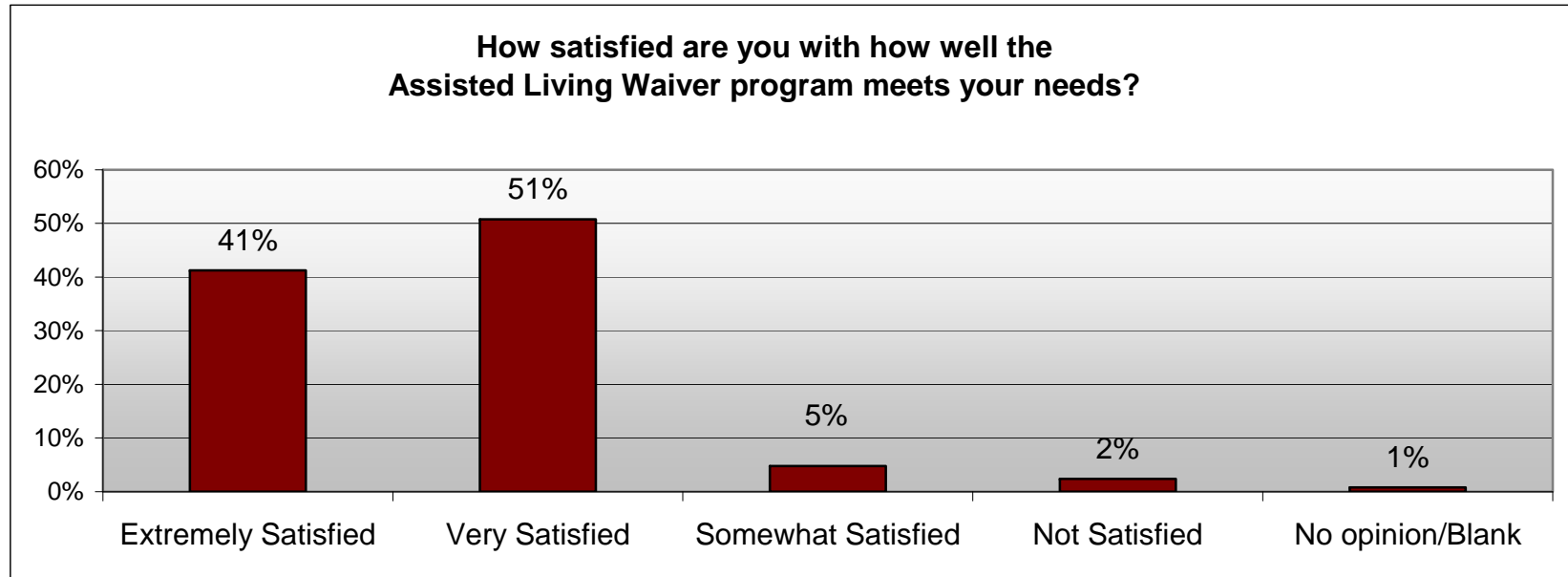
Participant Satisfaction Level by PAA



	PAA													State-wide
	1	2	CSS	3	4	5	6	7	8	9	10A	10B	11	
Extremely Satisfied	18%	71%	33%	29%	60%	14%	50%	33%	N/A	67%	60%	43%	30%	40%
Very Satisfied	55%	14%	67%	71%	40%	86%	38%	48%	N/A	22%	40%	57%	45%	47%
Somewhat Satisfied	27%	14%	0%	0%	0%	0%	6%	14%	N/A	11%	0%	0%	10%	9%
Not Satisfied	0%	0%	0%	0%	0%	0%	6%	0%	N/A	0%	0%	0%	10%	2%
No opinion/Blank	0%	0%	0%	0%	0%	0%	0%	5%	N/A	0%	0%	0%	5%	2%

Note: Percentages may add up to a little under or over 100 percent due to rounding.

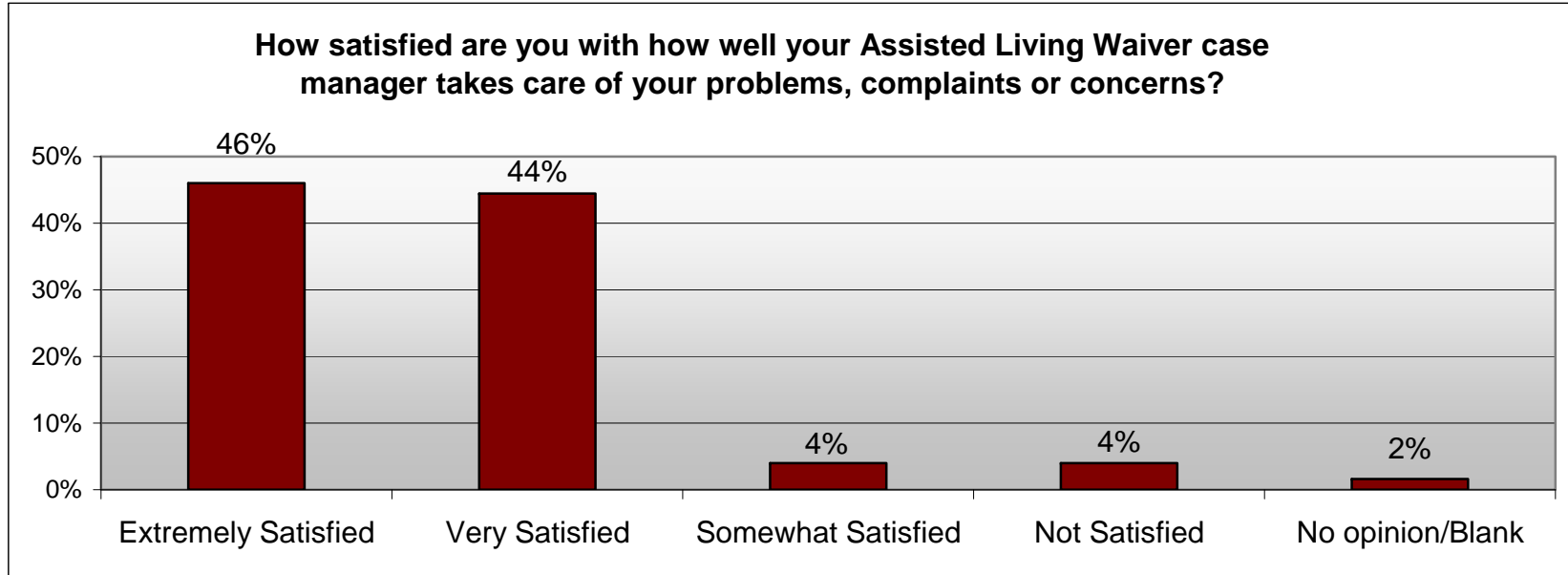
Participant Satisfaction Level by PAA



	PAA													State-wide
	1	2	CSS	3	4	5	6	7	8	9	10A	10B	11	
Extremely Satisfied	9%	57%	33%	43%	60%	43%	44%	33%	N/A	78%	50%	57%	30%	41%
Very Satisfied	82%	43%	67%	57%	20%	57%	44%	52%	N/A	22%	50%	43%	55%	51%
Somewhat Satisfied	9%	0%	0%	0%	20%	0%	6%	10%	N/A	0%	0%	0%	5%	5%
Not Satisfied	0%	0%	0%	0%	0%	0%	6%	0%	N/A	0%	0%	0%	10%	2%
No opinion/Blank	0%	0%	0%	0%	0%	0%	0%	5%	N/A	0%	0%	0%	0%	1%

Note: Percentages may add up to a little under or over 100 percent due to rounding.

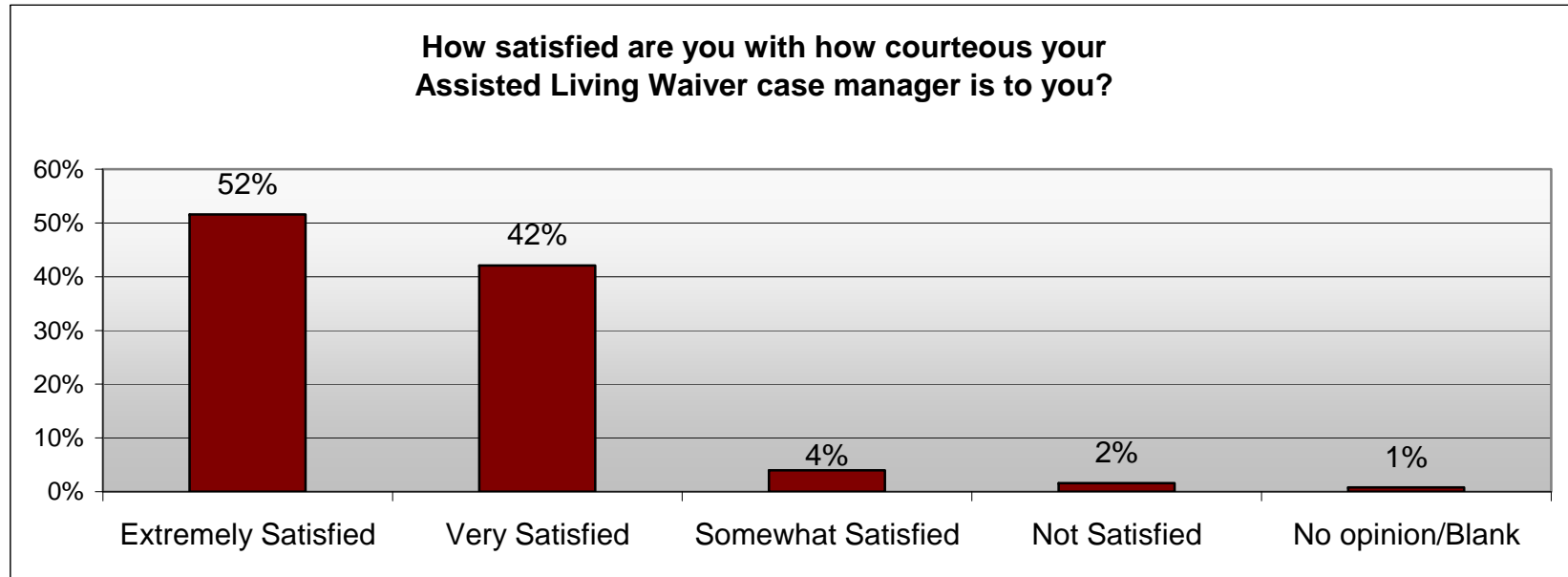
Participant Satisfaction Level by PAA



	PAA													State-wide
	1	2	CSS	3	4	5	6	7	8	9	10A	10B	11	
Extremely Satisfied	18%	57%	67%	43%	40%	71%	56%	38%	N/A	56%	40%	57%	40%	46%
Very Satisfied	82%	43%	33%	57%	40%	29%	31%	52%	N/A	33%	40%	43%	40%	44%
Somewhat Satisfied	0%	0%	0%	0%	0%	0%	6%	10%	N/A	0%	0%	0%	10%	4%
Not Satisfied	0%	0%	0%	0%	0%	0%	6%	0%	N/A	11%	10%	0%	10%	4%
No opinion/Blank	0%	0%	0%	0%	20%	0%	0%	0%	N/A	0%	10%	0%	0%	2%

Note: Percentages may add up to a little under or over 100 percent due to rounding.

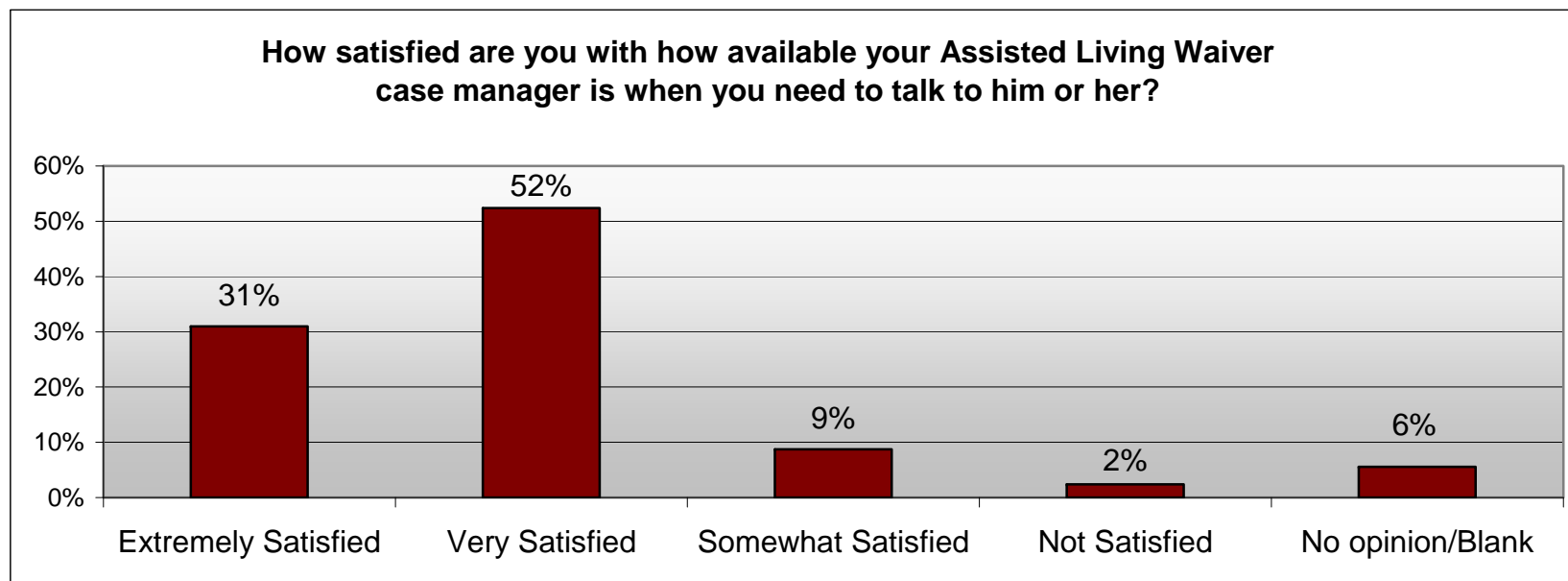
Participant Satisfaction Level by PAA



	PAA													State-wide
	1	2	CSS	3	4	5	6	7	8	9	10A	10B	11	
Extremely Satisfied	27%	71%	67%	57%	40%	71%	75%	38%	N/A	44%	60%	43%	45%	52%
Very Satisfied	73%	29%	33%	43%	40%	29%	25%	52%	N/A	44%	30%	57%	40%	42%
Somewhat Satisfied	0%	0%	0%	0%	0%	0%	0%	10%	N/A	0%	10%	0%	10%	4%
Not Satisfied	0%	0%	0%	0%	0%	0%	0%	0%	N/A	11%	0%	0%	5%	2%
No opinion/Blank	0%	0%	0%	0%	20%	0%	0%	0%	N/A	0%	0%	0%	0%	1%

Note: Percentages may add up to a little under or over 100 percent due to rounding.

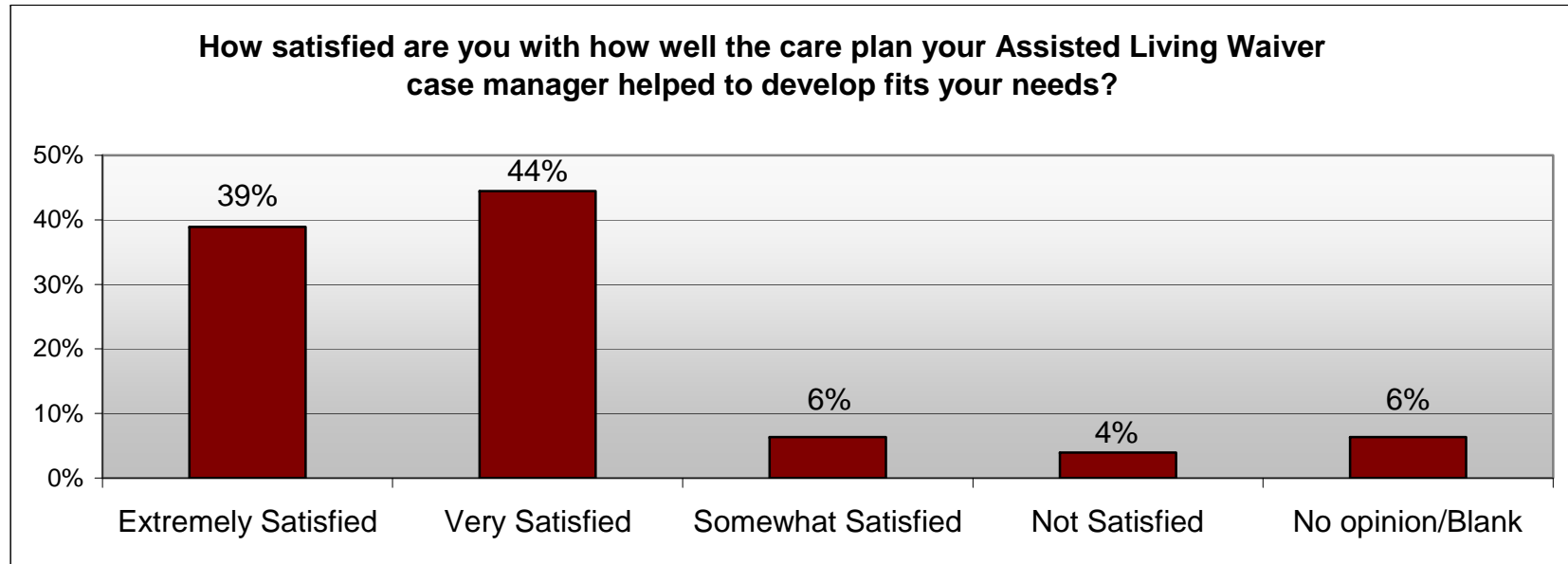
Participant Satisfaction Level by PAA



	PAA													State-wide
	1	2	CSS	3	4	5	6	7	8	9	10A	10B	11	
Extremely Satisfied	9%	57%	50%	57%	0%	57%	44%	10%	N/A	20%	20%	43%	30%	31%
Very Satisfied	64%	43%	50%	29%	40%	29%	50%	67%	N/A	60%	60%	57%	55%	52%
Somewhat Satisfied	0%	0%	0%	0%	40%	14%	0%	19%	N/A	10%	10%	0%	10%	9%
Not Satisfied	0%	0%	0%	0%	0%	0%	0%	0%	N/A	0%	10%	0%	5%	2%
No opinion/Blank	27%	0%	0%	14%	20%	0%	6%	5%	N/A	10%	0%	0%	0%	6%

Note: Percentages may add up to a little under or over 100 percent due to rounding.

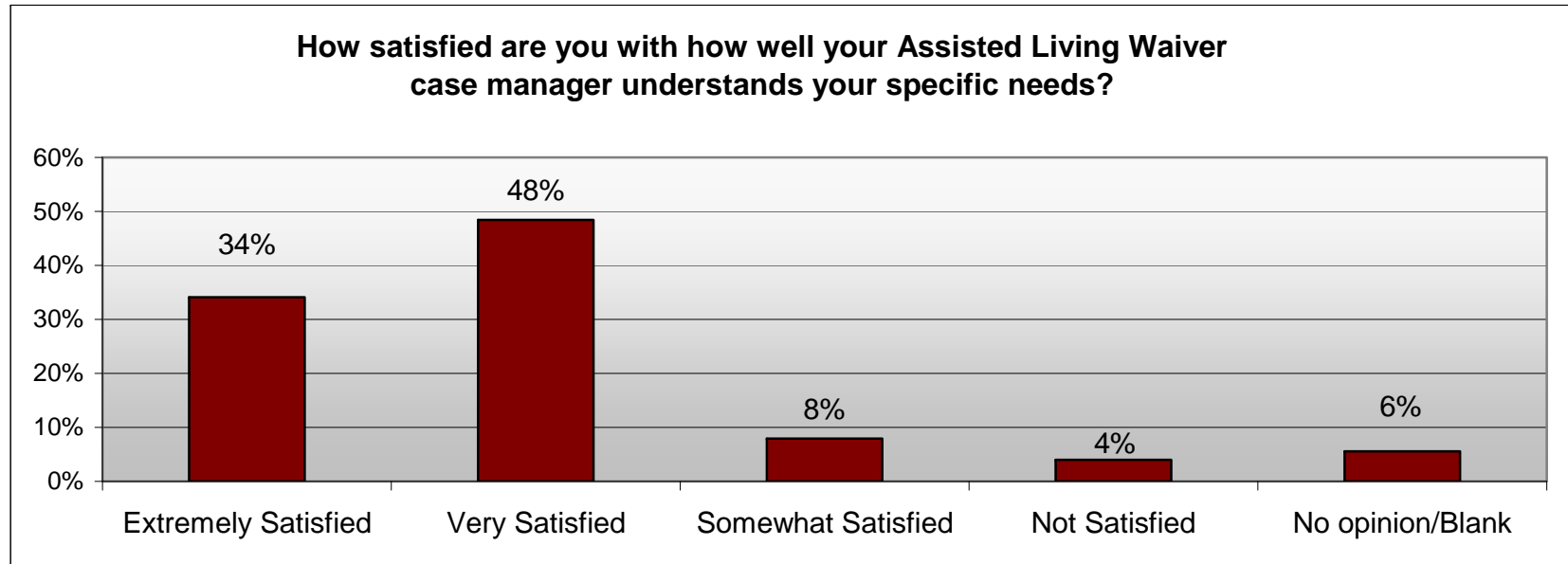
Participant Satisfaction Level by PAA



	PAA													State-wide
	1	2	CSS	3	4	5	6	7	8	9	10A	10B	11	
Extremely Satisfied	27%	57%	50%	43%	20%	43%	44%	29%	N/A	67%	20%	71%	30%	39%
Very Satisfied	36%	43%	50%	43%	40%	57%	44%	48%	N/A	22%	60%	29%	50%	44%
Somewhat Satisfied	9%	0%	0%	0%	20%	0%	0%	19%	N/A	11%	0%	0%	5%	6%
Not Satisfied	0%	0%	0%	0%	0%	0%	6%	0%	N/A	0%	10%	0%	15%	4%
No opinion/Blank	27%	0%	0%	14%	20%	0%	6%	5%	N/A	0%	10%	0%	0%	6%

Note: Percentages may add up to a little under or over 100 percent due to rounding.

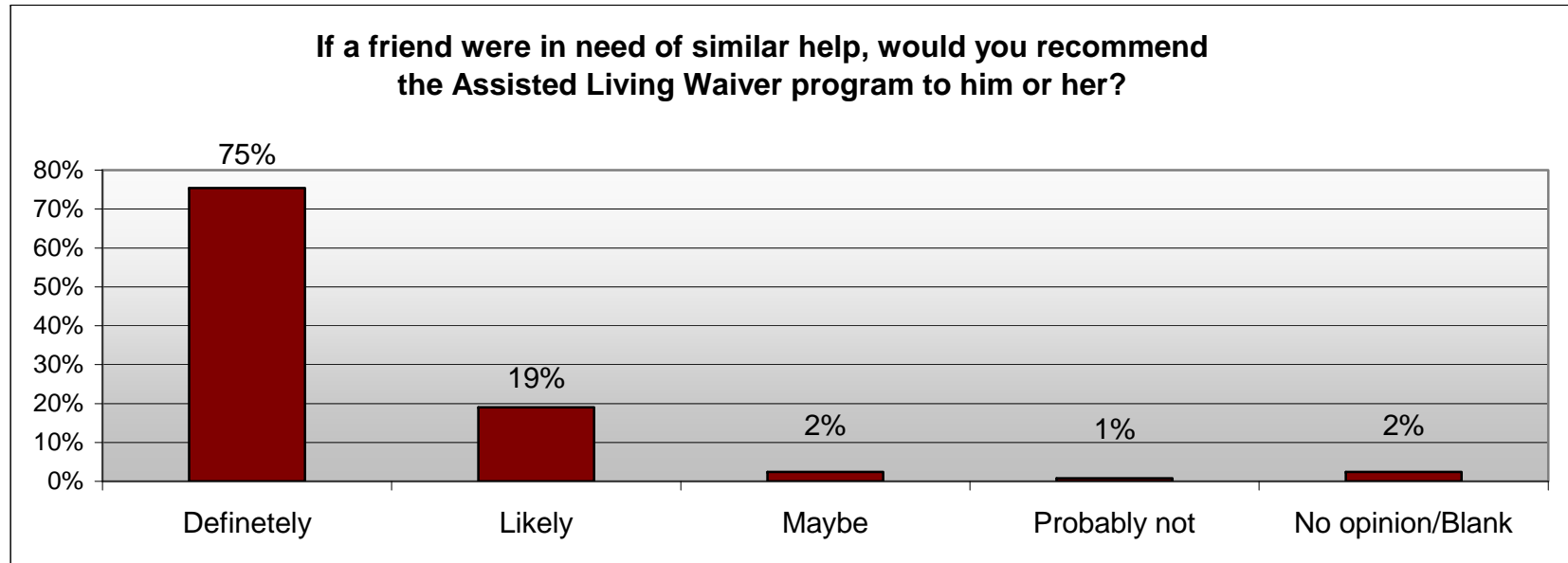
Participant Satisfaction Level by PAA



	PAA													State-wide
	1	2	CSS	3	4	5	6	7	8	9	10A	10B	11	
Extremely Satisfied	9%	57%	33%	29%	40%	57%	50%	24%	N/A	22%	10%	57%	40%	34%
Very Satisfied	64%	43%	67%	43%	0%	43%	38%	62%	N/A	67%	60%	43%	35%	48%
Somewhat Satisfied	9%	0%	0%	14%	40%	0%	6%	10%	N/A	11%	10%	0%	5%	8%
Not Satisfied	0%	0%	0%	0%	0%	0%	6%	0%	N/A	0%	10%	0%	15%	4%
No opinion/Blank	18%	0%	0%	14%	20%	0%	0%	5%	N/A	0%	10%	0%	5%	6%

Note: Percentages may add up to a little under or over 100 percent due to rounding.

Participant Satisfaction Level by PAA



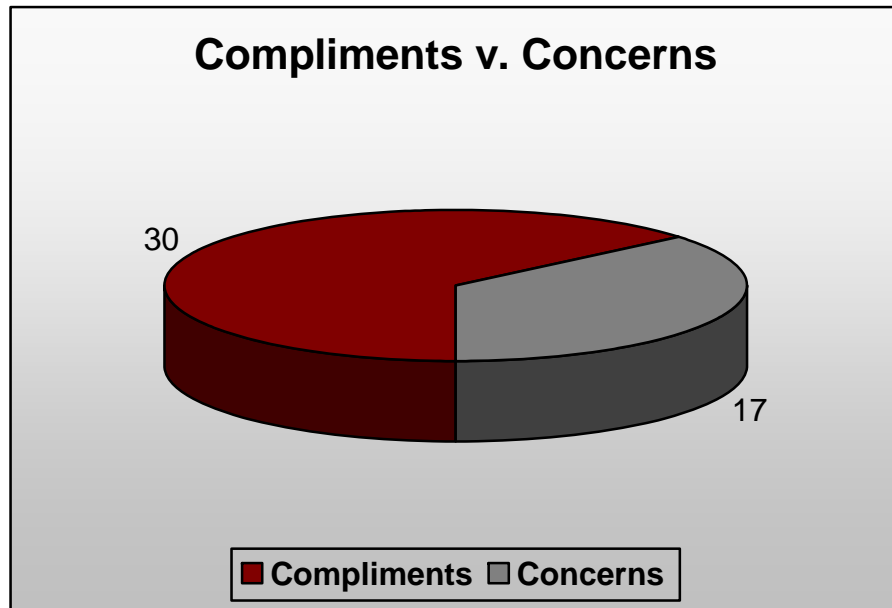
	PAA													State-wide
	1	2	CSS	3	4	5	6	7	8	9	10A	10B	11	
Definitely	45%	100%	100%	86%	100%	100%	75%	76%	N/A	78%	50%	86%	65%	75%
Likely	45%	0%	0%	0%	0%	0%	19%	19%	N/A	22%	50%	14%	20%	19%
Maybe	0%	0%	0%	14%	0%	0%	6%	0%	N/A	0%	0%	0%	5%	2%
Probably not	0%	0%	0%	0%	0%	0%	0%	0%	N/A	0%	0%	0%	5%	1%
No opinion/Blank	9%	0%	0%	0%	0%	0%	0%	5%	N/A	0%	0%	0%	5%	2%

Note: Percentages may add up to a little under or over 100 percent due to rounding.

Examples of Compliments and Concerns

Examples of Compliments and Concerns

The 2008 Assisted Living Participant Satisfaction Survey allowed participants to provide comments about the services they received. These comments were categorized as either compliments or concerns. There were almost twice as many compliments received (30) as concerns (17).



Concerns were divided into three categories: case management (4 comments), facility-based service delivery (6 comments) and ODJFS policy (7 comments). All concerns were sent to the corresponding PAAs for review and resolution. Those concerns that could be addressed and resolved were.

	Compliments	Concerns
PAA 1	0	0
PAA 2	1	0
CSS	2	0
PAA 3	1	2
PAA 4	2	0
PAA 5	0	1
PAA 6	4	2
PAA 7	8	3
PAA 8	0	0
PAA 9	3	1
PAA 10A	3	3
PAA 10B	1	1
PAA 11	5	4
Statewide	30	17

Compliments covered all facets of the program, from case managers, to care planning to quality of service. They were forwarded to the PAA in which the participant resides and a certificate of appreciation was produced for any compliment that listed a case manager or other worker by name. The following page provides a sampling of compliments received per PAA.

Compliments and Concerns

PAA 6 Compliments

“I think my mother has enjoyed more independence thanks to the waiver. Thank you.” – *Anonymous, caregiver*

“I am so grateful that Mother could stay at her facility and not move to a nursing home when her money ran out. Even though she will soon be 99, the assisted living facility is adequate for her needs. Thank you for making this possible.” – *B.S., daughter*

PAA 7 Compliments

“The Assisted Living program has been wonderful for me. I love the apartment and the space it provides. It’s so much more like home. This assisted living program has been a real blessing for me and my family.” – *H.H., participant*

“Everyone in my area has gone over and above for my mother. Someone is always there for us; leave a message and they are back in a flash. They are friendly, concerned and capable.” – *M.P., daughter*

“I am so grateful the Assisted Living Waiver program exists. Without it, I do not know what would have happened to me. I would like to see the program expand so it can help other people like me who had no where else to turn.” – *R.B., participant*

PAA 9 Compliments

“We are thrilled to have the help, the improvement in the quality of life, and peace of mind that she is well cared for. Everyone has been so helpful, thoughtful, and concerned for the client’s well being and individual needs. Just can not thank you folks enough for the help you give!” – *E.P., daughter*

“The Assisted Living Waiver program has made such a positive difference in my mother’s life – thank you!” – *Anonymous, participant*

PAA 11 Compliments

“This program is a Blessing. My mom was terrified of the thought of a nursing home or assisted living. She is quite happy where she is now.” – *R.F., daughter*

Ohio | Department of
Aging

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