

Long Term Care Report Card Assessment January-February 2009

Ralph Holcomb, MSW, Ph.D.
Amy Miller, MS

“The gal that called me re: Food Stamp update was very nice on the phone. She didn't rush. That was great.”



**Aging and Disability Services
Office of Research and Evaluation
Facilitating Effective Decisionmaking
March 2009**

*“My caseworker is the best. She is so good to me.
She takes all the time to help me with my
medication bills.”*

Introduction

The Long Term Care program wants to increase the response rate to its consumer satisfaction survey, called the Report Card. Although the cards are available at the reception desk in each branch, the number of consumers completing and returning cards has declined since the survey was introduced in 2007 (Appendix C). For example, in January 2009 Long Term Care received only eight responses from clients who deposited cards in receptacles located in the branch reception areas. During that month thousands of consumers passed through each of the five branch offices. Starting in January, 2009 the Long Term Care Program piloted mailing its Report Card survey to a sample of recent clients in an attempt to bolster and diversify response.

The Report Card, developed in 2007, is an effective instrument for gaining feedback simply and quickly (Appendix A). Modeled after a real report card, the survey requests consumers rate the quality of their (branch office) service experience. Consumers give a letter grade (A-F) on the following subjects:

- **Courteousness** – How courteously were you served?
- **Subject Knowledge** – How knowledgeable is your case manager?
- **Communication** – How well did you understand the information your case manager gave you?
- **Timeliness** – How promptly does your case manager return your calls?
- **Helpfulness** – I received the help I needed.
- **First Impressions** – The receptionist was knowledgeable and courteous.

The final section of the card asks that consumers comment on the services they received and solicits contact information if respondents would like an ADS manager to get back to them.

The mail survey sample size was determined by a branch client count. The sample represents 25% of 1/12th of the total client count. That means LTC targets 25% of the number of clients that would have been expected to have been seen by their case manager in a given month. A random sample was selected from the mailing list of all clients who were in contact with their case manager for their annual re-assessment within 60 days prior to the mailing . Each consumer received an envelope in the mail that contained the following:

- A cover letter explaining to the consumer why their feedback was important and that their responses would be anonymous. It also gave instructions on how to complete and return the Report Card.
- The Report Card
- A postage-paid return envelope

ADS staff created the mailing labels, but the remainder of the copying, stuffing and mailing was performed by an outside direct marketing contractor.

Responses to the Mailing

LTC has met its goal of increasing responses to its Report Card satisfaction survey. Responses to the mailing over the last two months have been fair to good, but certainly an improvement over the passive method of distribution. Altogether, responses to the mailed surveys are averaging about 23 percent, or 127 completed responses for the months of January and February alone. Cards mailed to clients associated with the West Branch are being returned at the highest rate, 27%. The lowest rate of return for the two months is the Mid-county branch, at 20%.

“Service worker was very good first visit. [Then] Weeks went by no calls returned.”

Results

The Report Card is normed as if it were a GPA: 4.0 is “A” work or perfect, 3.0 equals a “B” and so on. Since February of 2007 the report card results have varied between 3.0 and 4.0 for all branches. The average response has remained stable at about 3.68, or “A-“. The chart in Appendix B shows the actual results for each branch and the average result for all branches. Strong variation between 3.0 and 4.0 can be attributed to the small number of overall responses.

Final grades for mail-in surveys (n=95; mean=3.44) differ from those collected in the reception areas (n=18; mean=3.88). A t-test of difference in means indicated a p-value close to significance ($p=.06$). This finding conforms to the “halo effect,” whereby satisfaction immediately following receipt of service is skewed in favor of greater satisfaction. Generally, the longer the service or product recipient is from the point of contact, the more critical he or she is about the contact.

Mail-in and reception responses were combined and the final grade was split between two age groups: under 60 and over 60 years. Respondents who were under 60 years old (n=49; mean=3.42) did not differ significantly from those over the age of 60 (n=57; mean=3.54) in a t-test of means ($p=.24$).

An ANOVA of differences between branches (irregardless of location of survey) in final grade revealed not significance between groups ($p=.66$). The branch with the highest final grade was Southeast, at 3.61. The branch with the lowest final grade was Mid-County, with a score of 3.29. The table of findings follows:

Groups	Count	Average	Variance
East	28	3.39	1.06
Mid	21	3.29	0.81
NNE	25	3.56	0.76
SE	23	3.61	0.34
West	18	3.33	0.71

Narrative responses from the mail-in surveys differ in level of detail from those received in the reception area in the amount of detail respondents provide. Mail-in responses are much more detailed and specific, suggesting that the reception area respondents feel rushed and unable to complete their thoughts on paper.

Overall, narrative responses were positive. When respondents were unhappy, the unhappiness with services occurred around matters of courtesy. Respondents showed varying levels of sophistication about services in general, with some complaining they did not receive sufficient resources, and others indicating they understood the larger context within which services are rendered. A complete set of responses can be found in Appendix E.

“Connect with the person, not the task. Be present to the human being in front of you. Add staff to the staff-client ratio - they are stretched too thin to give much attention to the individual.”

Conclusion

The LTC program of mailing out satisfaction surveys to increase response has been a success. During the first two months of 2009, over five times the number of responses were mailed in than were hand delivered to containers in the reception area. Final grades are consistently high and do not differ significantly by age or branch. Respondents who mailed in surveys averaged final grades that were lower compared to averages from those who submitted surveys by hand. This conforms to the halo effect, whereby the respondent becomes more critical the further away from the service. Even these lower grades were not a matter of concern.

Narrative responses followed the grades: respondents were more commonly glowing about the quality of service. When they were critical of workers, they were critical about matters of courtesy.

“My caseworker was very polite and professional and I was impressed with her knowledge of benefits available.”

Appendix

Appendix A: the LTC Report Card

Appendix B: Overall Satisfaction Results Since February 2007

Appendix C: Response Rate 2007-2008

Appendix D: Copy of the Holcomb August 2008 Report Card Analysis

Appendix E: All Narrative Responses, January-February 2009

“My worker was late for the appt. I was early & she was late.”

Appendix A: The LTC Report Card



Mission Statement

The Mission of Aging and Disabilities Services is to assist older adults and persons with disabilities to live as independently as possible with a range of accessible, quality services that meet their diverse needs and preferences.



Please tape this edge closed before sending by mail.

Report Card

Aging and Disabilities Services



Today, we learn from you about how well we are conducting our services...

Department of
County Human Services

Aging and Disabilities Services
421 SW Oak St. #510
Portland OR 97204



Phone: 503.988.3620
Helpline: 503.988.3646

www.co.multnomah.or.us/ads/



Aging and Disability Services Report Card



Please fill out the following report card as if you were the teacher and we were the student.

- A = The Best Possible**
- B = Very Good**
- C = Adequate**
- D = Improvement Needed**
- F = Failing Grade**
- N/A = Does Not Apply**



Please tell us two things about yourself:

1. Are you over 60 years old?
 Yes No

2. How long have you received services through Aging and Disability Services? _____ Years

Subject	Grade
Courteousness: How courteously were you treated?	
Subject Knowledge: How knowledgeable is your case manager?	
Communication: How well did you understand the information your case manager gave you?	
Timeliness: How promptly does your case manager return your calls?	
Helpfulness: I received the help I needed.	
First Impressions: The receptionist was knowledgeable and courteous.	

Final Grade: _____



Please comment on the services you received:

Please let us know how we can help you better:

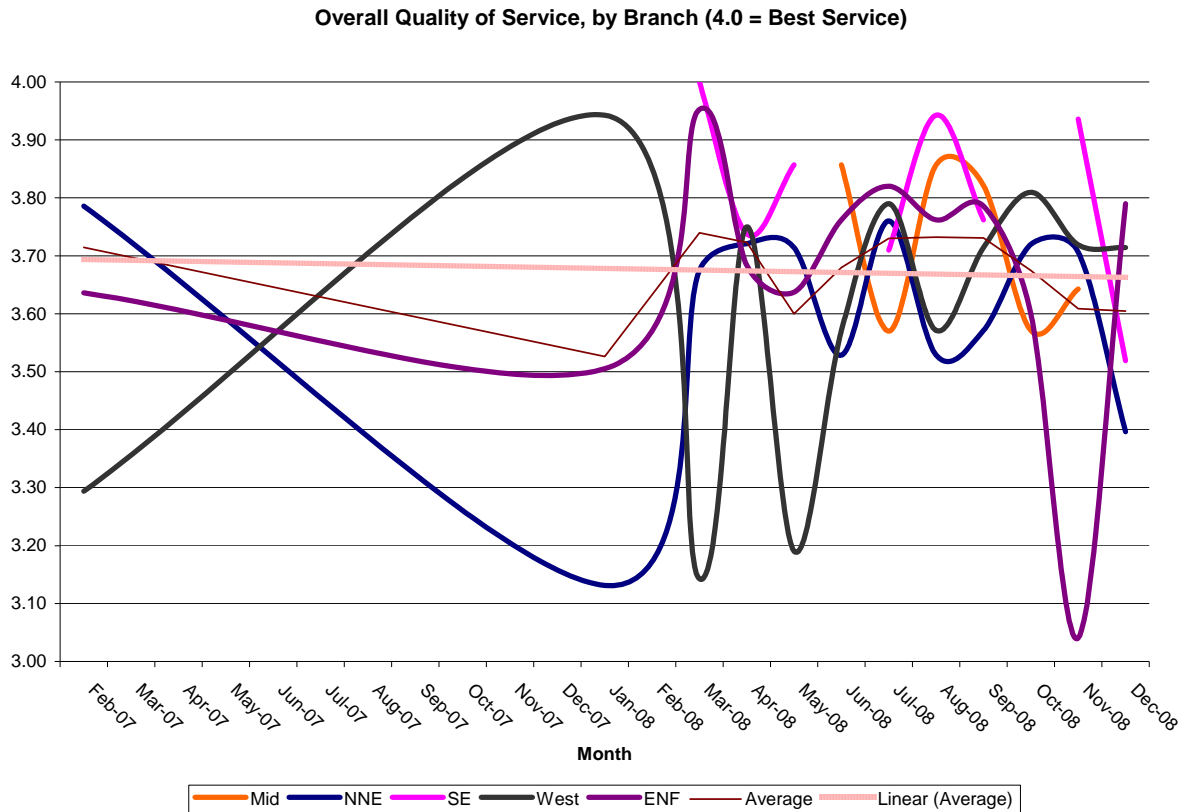
Would you like a meeting with an ADS manager to talk about an issue? If so, leave your name and phone number so we can contact you: _____

Aging and Disability Services

Helpline: 503.988.3646

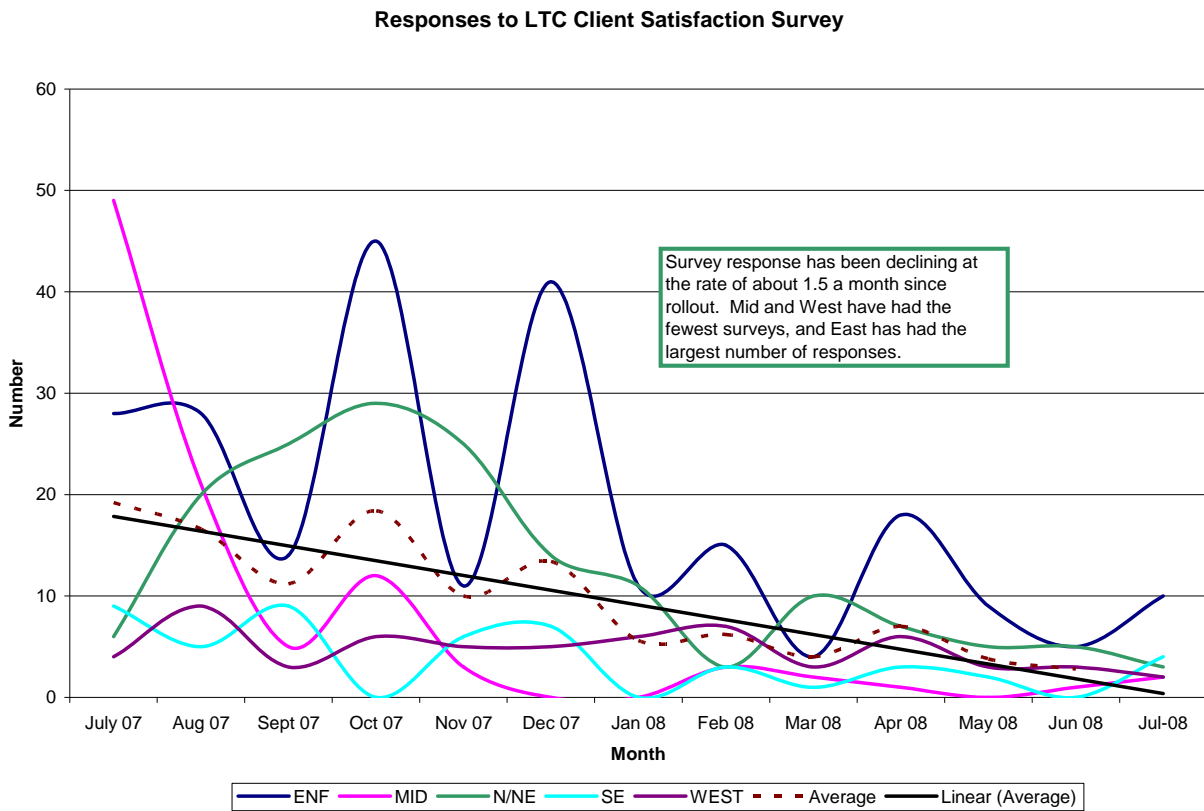
www.co.multnomah.or.us/ads/

Appendix B: Overall results since February 2007



“I really hate it when they change workers on us so often.”

Appendix C: Response rate: July 2007 to July 2008



“I honestly would like a better case manager.”

Appendix D: Report Card analysis from August 2008

In preparation for our meeting today I reviewed the responses from the LTC Report Cards August 2007 to July 2008. Data was received from Amy Miller. In order to increase variation in satisfaction responses I chose to average all graded elements of the satisfaction survey. This means I averaged the following categories: Courteousness, Subject Knowledge, Communication, Timeliness, Helpfulness, First Impressions and Final Grade.

A t-test of the difference between “Helpfulness” and “Final Grade” showed no significant difference (Mean of Helpfulness: 3.67, Mean of Final Grade=3.70, df=126, $p=.46$).

The data has quite a high ceiling: a red light is obtained if you get an A- (3.6) on your monthly assessment. I chose this cutpoint to increase variability.

December and January appear to be the lowest months, with the most red lights among them. The following three months (February through April) are the highest, with only two red lights and five green lights. Southeast and Mid have the highest overall scores, but each has three of the 12 observations missing.

Respondents were able to write in the number of years they had been receiving service. I found that this number was pretty stable. The mean years of service for all responses was 6.38 years. SE had the clients with the most number of years of service (7.08), and Mid had clients with the least number of years (5.21). The difference is unlikely to be significant.

Low or missing observations is a critical factor in this analysis. Note that the total number of satisfaction surveys has been declining by about 1.5 each month since inception. East and North/Northeast have consistently had the most responses each month, while Southeast and Mid have had the fewest number of responses.

Legend		Client Satisfaction Surveys, “Final Grade,” August 2007-July 2008												
Above		Ave	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
3.6-3.8		SE	3.82											
Below		Mid	3.78											
		Average	3.67											
		ENF	3.66											
		NNE	3.60											
		West	3.60											

Appendix E: All Narrative Responses, January and February 2009 (case manager and client names are redacted). Colored cells represent reception area hand-in responses.

Comments	How can we help you better?
A. is fabulous! Wonderful communicator :)	
I get Food Stamps. Without them I wouldn't have food to eat monthly.	My caseworker is the best. She is so good to me. She takes all the time to help me with my medication bills
My caseworker was very polite and professional and I was impressed with her knowledge of benefits available.	The male receptionist at the Gresham branch was not very friendly. He made the sarcastic comment, with a tone, "you're disabled?" just because my main disability is psychological. So I felt the male receptionist needs to be educated on treating all disabled with respect.
This is on my old case manager. I was just assigned a new case manager.	
I am the responsible party, not the recipient with advanced Alzheimer's.	
Service worker was very good first visit. Weeks went by no calls returned.	By calling me back and answering my questions.
She was very attentive & helpful.	I need a personal helper. Shaving & fingernails.
I got some help with heating costs.	I need help with propane again (Amerigas).
My worker was late for the appt. I was early & she was late.	Plain English.
C. ignored my last 2 e-mails & I'm still unsure of my status.	I need C. to e-mail a reply to answer my question.
N/A	Upgrade your computer/laptop systems so home visits can be more efficient and less time-consuming.
Very good and helped my income to be survive.	It's OK
Services provided by Aging & Disability has been good to this point.	Cash pay-in check earlier in month when sent out by participant.
OK	Uncertain
Meets my basic needs, but not much else	Connect with the person not the task, be present to the human being in front of you. Add staff to the staff-client ratio - they are stretched too thin to give much attention to the individual
Excellent	
Very good	
My caseworker L. is outstanding. She always gets back to me with help and answers right away.	Leave L. on my case. I really hate it when they change workers on us so often.
Very good	
Very good	Make easy-to-make appointments
Failing grade	Yes, investigating the so embarrassing situation of which we have been object, my ex-homecare and I.
Thank you so much	
Can't spell	

Comments	How can we help you better?
M. is a very good communicator & knowledgeable.	
I am pleased with the services I get. Thank you.	Wishing you the best for the New Year.
I only hear from my case worker once a year.	
P. is my case worker and she has been an A+ every time I needed her help!	There is nothing you can do for me that you haven't already done! Thank you very much!
Grateful for services	
They are complicated, numerous, and always you folks have helped to keep G. in home even though he's such a special case!	As always if there was any way to filter out the idiots and criminals off the care provider list would be cool!
P. is case manager. She did a great job for me.	Up the minimum monthly Food Stamps.
C. is the best from the beginning of the services received. I had problems from past workers with the gung-ho attitude with patience.	Continue with C. as my social worker. The facility that you have now is very much convenient for me with the disabled parking close by the building.
I'm loved services	I'm trust 100% my worker, she work hard and explain every problems
Your Managers & Case Workers need and deserve better salary package!	I am completely satisfied.
T. was helpful & courteous	
I didn't know case worker was leaving and I have no clue who my one is.	I have yet to get my medical card! I had to go in to get it.
Excellent	Continually doing what they do
	Help me get some new dentures
Very good	?
I receive the amount of \$14 in Food Stamps monthly.	I am very satisfied at this time... I hope this will be helpful to you.
Thank you!	N/A
I've always had good service	
	I don't appreciate a man delivered my food. One day he reported to a case manager about my (unable read last 2 words)
I was helped with Food Stamps card. Medical (financial) assistance. Heat assistance plus water assist. and phone assist.	What I need you can't help with I'm sure. I badly need new dentures. I've had these for 20 some years. They hurt a lot.
So thankful	You are so good! So thankful you're looking for improvement.
OK	Increase Food Stamps a little
Don't return phone call. Don't help with Mona's needs.	Better communication. More hours to help her.
It was very good	N/A
It's fine, but wish I was well enough I wouldn't be on it. Thank you.	Make me well. My legs hurt bad. I can hardly walk. I have fever 100.
So grateful! Thank you all.	
I received very good services. Thank you.	
Good	

Comments	How can we help you better?
My name Mrs. C.. My new number is 503xxxx (not listed in the phone book). My address is xxxx S W xxxx, Portland, OR 97xxx. Name of my condos are called xxx. L. was my case manager. She is not the same case work I had before. She has another ID look.	By firing her. I gave the [illegible] more information than she have giving me the questions. I ask her she could not answer them.
Very helpful.	Help has always been there. My worker is Mrs. E..
K. is very professional, compassionate & knowledgeable. I admire her ability to maintain this despite the nature of her work.	Mental health could be more accessible
Mr. H. gave me the information I needed with kindness.	
Re-application for food and medical	
None. I'm working (just starting) for you.	Earn the most rate possible
I was glad to such a proficient case worker and nice to help me.	In making a list of everything I need to bring to the next meeting.
Very good	It is all good. A.was CM.
Perfect	Early determinations.
We have received complete information to all the questions we had.	
I have actually had little contact with them in the last year.	
I have always received excellent service in all services offered.	
Mostly good thank you so much.	You're fine, honest, and nice. God bless all of you.
They were good	N/A
It was great	You are doing great to help me
Initial help in receiving medical assistance was prompt & clear. Since then often difficult to reach case worker.	Maybe you can't. Perhaps the case load is so big workers are overloaded. Given the economy probably we should accept this as unresolvable.
My caseworkers have been sincerely caring and frustrated. The system goes against folks in my situation.	Improve laws/regs re: our challenges. Get taxes from corporations & wealthy to pay for more better services & prevention.
I received help with my electrical bill.	I'd like some literature on services you might help me with.
Food Stamp renewal/Medicare A/B coverages renewed/know now how much \$ disabled can earn.	How to get help with V.A. non-service connected disability status.
This woman was courteous & went beyond the bare necessity.	To go the extra step even if you don't think solution is possible.
I always feel I have been treated fairly and in a timely manner.	
The gal that called me re: Food Stamp update was very nice on the phone. She didn't rush. That was great.	#1 of course is I could use a few more Stamps - anything - the problem I'm having is that I have to pay my car insurance which is \$524 every six months - so I have to save every month so I will be able to pay. I have to put aside \$100 a month - so that doesn't seem to count - I get \$100 less - Maybe I'm confused - does this make sense to you? :) Thx.

Comments	How can we help you better?
Help with Food Stamps, transportation (super) some utility help.	Perhaps a reminder that I need a dateline to file application for utilities. I called for utilities. Time ran out until later (I called them too late) after I got big bills.
People at Aging & Disability have been uniformly helpful and courteous.	Make sure the services are funded and the people working there are appreciated.
M. fulfills my problems in a timely manner.	The case mgr fulfills. M. is a wonderful case worker.
ASD has been very polite and I wish to express my appreciation.	I received letter you ADS were going to think of the word simplify. That sounds great.
Food Stamps were offered. Low cost housing & insurance were not available.	I needed low-cost, safe housing information. I still need health insurance. Do you offer Social Workers? Get the government to restart Section 8 vouchers & offer health insurance.
Food Stamps, Plan B (drugs)	Receptionist is very slow & not particularly courteous.
I do not receive ADS. Thank you.	
Acceptable procedure according to SPD/ADS. Caseworker was clinical not personal.	Volunteer work for training and/or experience. If training and/or experience proves to be entry-level - maybe.
Very good	N/A
TANF OHP	N/A
I honestly would like a better case manager.	I do like and want to keep the same doctor.
Alright	Find that someday can serve you when you're aging?? [Illegible].
Basically everything seemed to be adequate.	OK at this time.
Thanks a lot for your help to everyone we met. We have been talking to: Two Receptionists, A., T., K., P. ... We would like to express our appreciation, especially to E. for your services. E. discovered and corrected the mistakes of some important information in our records (about citizen status one year ago and my case file stayed in Washington County over ten years until the end of 2008).	I hope all of the case workers are meticulous and accurate in whatever they do.
Helped me pay rent when I was in hospital last year.	Got me more Food Stamps. Don't need food boxes.
Once the manager saw me & my apt. she got me help right away.	I need more time with the caregiver - more than 5 hrs a month. I'll have increases in time.
I have always been treated with respect and referred to the right person when outside referrals were needed.	
Advise - check-up visits	Adequate
My case managers have been very helpful.	Keep up the good work. Thanks.

Make sure the services are funded and the people working there are appreciated.