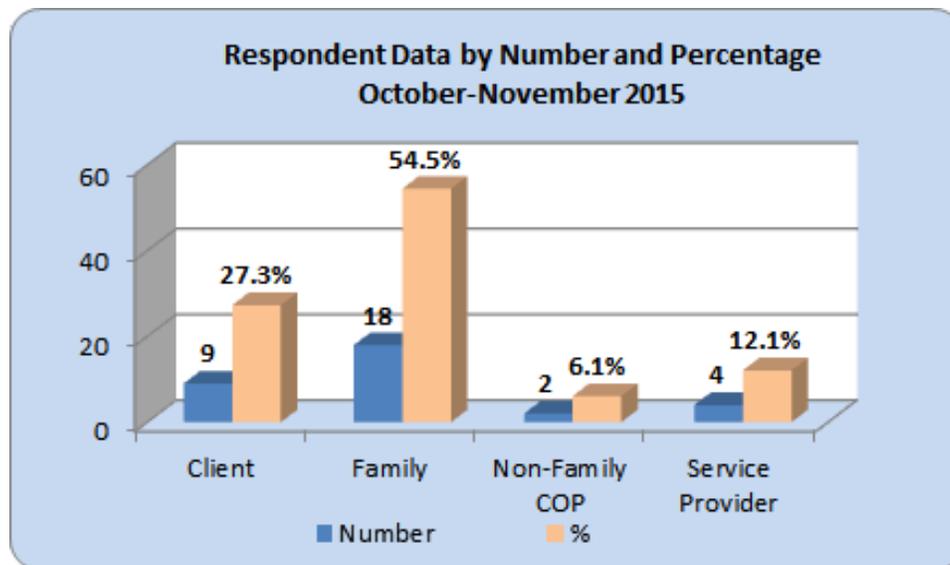


ABI Client Satisfaction Telephonic Surveys: Review and Analysis

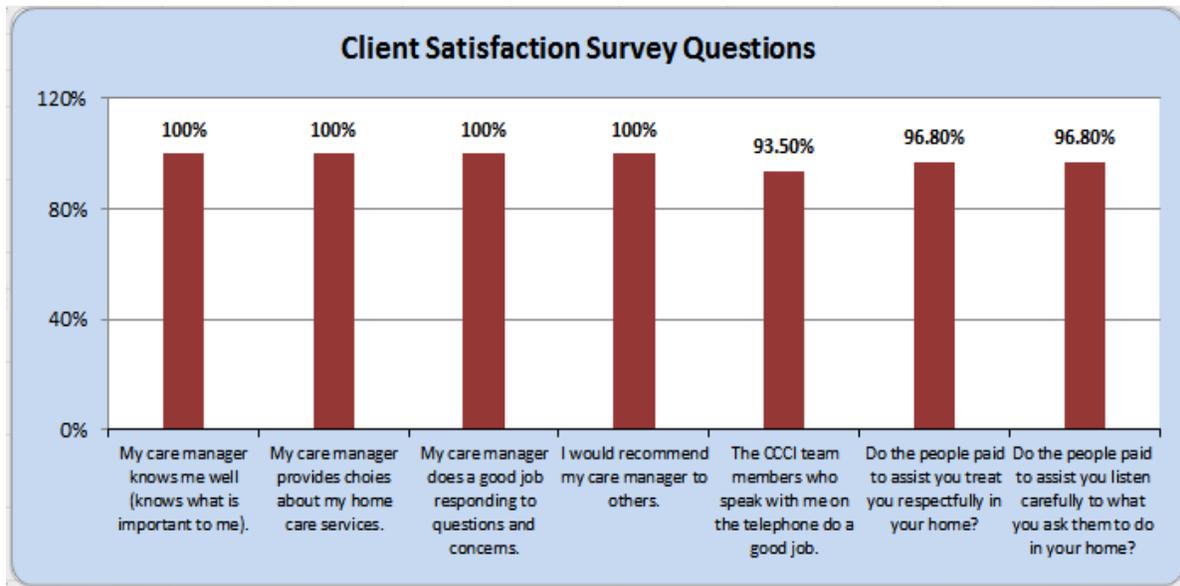
In October and November of 2015, Connecticut Community Care, Inc. (CCCI), conducted a telephone survey to determine levels of client satisfaction. The data below highlights key results from 33 completed surveys for ABI waiver participants residing or being served in the greater Danbury area.

The survey consists of 4 sections: case management services, satisfaction with overall service quality, 4 questions eliciting direct client comment, and a series of optional questions related to demographic and housing information. In compliance with agency policy on confidentiality for our ABI waiver participants (and where applicable) those who serve them, all names have been redacted. A brief content analysis has also been completed to identify common superlatives, adjectives or terms that were used to characterize the quality of staff, services, communication, follow-up to waiver participant needs, etc.

Respondent Data: Those contacted were asked to identify themselves as the client, a family member, a Non-Family Conservator of Person (COP), or Service Provider. While received data from all 4 groups is essential to determining overall client satisfaction, note that nearly **82%** of all respondents identified as either being the client receiving the services or a close family member familiar with both the client, and his/her needs.



Care Management Satisfaction: Respondents were asked questions to assess care managers, staff interaction and workers providing service in the home. Of the 7 questions in this section, 4 were responded to favorably at **100%**, and two at almost **97%**. The lowest favorability rating was nearly **94%**, and addressed CCCI communications over the telephone.



Overall Satisfaction with Service Quality: Respondents were asked to rate the quality of the services or workers who come to the home. Choices provided were Poor, Fair, Good, or Excellent. Of the 19 services identified, **13** received ratings of Good or Excellent or **100%** favorable. Five services had a percentage rating of Good/Excellent at or above **90%** among all Respondents. One service (Cognitive Behavioral) returned an overall rating of just over **79%** favorable.



Direct Comments/Feedback: Respondents were provided 4 questions to (in their own words) describe both positive and negative aspects of case management through CCCI. Presented below are sample responses received from the 33 respondents. Effort has been made to eliminate duplicate responses and/or those that don't relate directly to the question asked.

Please give us details that will help us to understand what your home care service provider is doing well so we can keep up the good work.

- **(ABI participant)** receives excellent care from all his providers.
- All my helpers provide excellent care.
- Everything is consistent and running smoothly.
- The agency assistance is very good. Currently, they are trying to get **(ABI participant)** to do volunteer work.
- **(ABI participant)** is well cared for- his apartment is clean, and he is happy.
- ILST **(Service Provider)** is excellent, long time worker. Pre-Vocational training has been helpful.
- Without his current services, **(ABI participant)** could not live on his own. His needs are met on a daily basis.
- **(ABI participant)** loves his involvement.
- I've been with Employment Options for about 12 years. The care is excellent.
- Overall the caregivers are competent and provide good care for my son.
- My visiting nurse is fabulous. She provides excellent care.
- **(ABI participant)** is very happy with his services. Everyone is helpful and supportive.
- **(ABI participant)** has good, consistent care.
- Care has been better than what I expected, PCAs are very reliable.
- Everyone who works with me is good.

Please give details that will help us to understand what your home care service provider is NOT doing well so we can take action.

- 11 of 33 respondents entered N/A, No issues, Nothing or Nothing comes to mind.
- Really, there is nothing-everything is going really well for him.
- I have what I need.
- I think we all do our best. I have been very happy with my care.
- We feel **(ABI participant)** is getting everything he needs.
- I believe the providers are doing a good job.
- Our only complaint is occasional laxness...I attribute this to human error, and it has not been an issue.
- **(ABI participant)** needs more assistive technology.
- I would love to go to church on Sunday. Right now there is no transportation for me to get there.
- I need help looking for housing.
- Coverage for the holidays

Please share your comments about what CCCI is doing WELL.

(We want to keep up the good work).

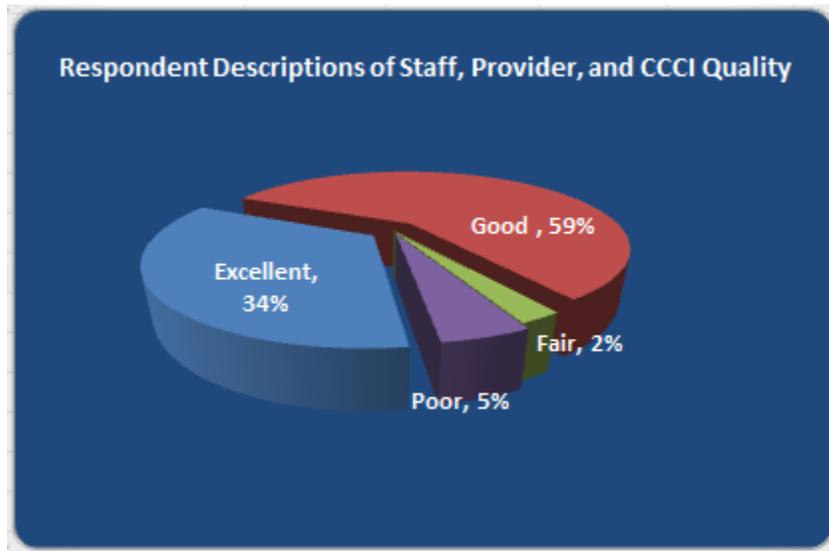
- We appreciate the assistance and have a strong sense that CCCI is on our side.
- My interactions with CCCI have been fine so far.
- My CM *(CCCI Case Manager)* is the best. She goes above and beyond to help me.
- *(CCCI Case Manager)* is very knowledgeable, and has been consistent in the oversight of *(ABI participant's)* care.
- All my helpers provide excellent care.
- All services that client needs are met. Family included-CM and family got o team meetings every 3 months.
- The care provided has been good.
- *(CCCI Case Manager)* is very easy to communicate with, and has a good understanding of *(ABI participant's)* needs.
- *(CCCI Case Manager)* is very responsive to our needs, and I am pleased with her involvement. I also spoke with *(CCCI Supervisor)*. It was stunning how quickly she responded to my calls and how nice she was.
- *(CCCI Case Manager)* communication has been excellent-she is quick to address any issues that come up.
- Frequent visits by CM. Good rapport between CM & *(CCCI Case Manager's name)*.
- *(CCCI Case Manager)* is good, she answers all my questions. I believe she understands *(ABI participant's)* needs.
- *(CCCI Case Manager)* is a wonderful advocate for *(ABI participant)*. She is caring and addresses his needs promptly.
- *(CCCI Case Manaqer)* is great she answers all our questions, and gets things done right away. This has

Please share your comments about what CCCI is doing well that NEEDS IMPROVEMENT

(We want to take action to do better).

- Nothing. I am beyond satisfied with CCCI...
- So far, everything is great.
- Nothing-you are doing a great job. So far, everything is great.
- Nothing we can think of.
- Nothing comes to mind.
- Nothing negative to report.
- I can't think of anything.
- We could really use more direction with the housing applications.
- Can't think of anything right now.

Content Analysis: Each survey was reviewed to identify patterns identifying quality, approval or dissatisfaction with any areas of CCCI service currently being provided. Specific wording was recorded that expressed directly or synonymously with terms noting **Excellent** (includes superlatives such as great, outstanding, exceptional and beyond satisfied), **Good** (includes very good, wonderful, grateful and positive), **Fair**, and **Poor** (includes one instance of the term dissatisfied), were counted.



Based on Respondent’s own direct feedback, only **7%** evaluated their experience as Fair or Poor. In contrast, **93%** rated overall satisfaction with CCCI operations as **Excellent** or **Good**.

Summary: ABI waiver participants report that they are well-served by CCCI among all criteria this surveyed considered. Given that this case management strategy is less than one-year old, data clearly indicates that all respondent groups express a high degree of overall satisfaction with CCCI and provide comments describing quality ABI services.

