

Satisfaction Survey Report

Survey Results from 2018

Analysis:

After reviewing the survey results and compiling the results, the following is a written analysis of the Geriatrics Program Survey Results from 2018. This combines both the quantitative and qualitative responses.

Overall the Geriatrics program scored high in meeting the satisfaction of the clients. The highest category of satisfaction as calculated in the quantitative portion was in response to the statement "I am treated with dignity and respect". 97.3% agreed or strongly agreed with this statement (36/37 participates). Clients also gave high responses of agreement to questions that addressed caseworkers following through and feeling nurtured by case workers. From these responses we can gather that clients are pleased with their caseworkers and feel that they are taking care of their needs. This theme is also reflected in qualitative responses where many clients praised their case workers as life savers, one of the only people of support in their lives, or people who truly listen and care. There were also several responses that gave specific examples of caseworkers providing needed help and clients expressing gratitude for their case worker.

The area of lowest rate of agreement was in response to the statement "I am able to access transportation services". Only 27 participants agreed (3 disagreed with 3 neutral responses). What is interesting is that while this may be the greatest area of need, in the qualitative section, this was only one client that mentioned transportation could be timelier.

When it came to responses to the question "Do you have any suggestions on how this program could improve?", 6/17 said the program did not need improvements. From here the two suggestions were 3 for more volunteers in the geriatrics program and 2 for better/more personalized food box contents.

Besides this the only thing that I observed that could improve the survey would be how the questions fit on the page. Seven out of 37 participants did not answer question 11. This was by far the question least answered by participants. I believe this may be because question 11 is on the backside of the paper. Most people probably believe that there are only 10 questions, they do not think to look for #11 on the other side. Finding a way to either have the questions fit on one page or bring attention to #11 would be beneficial.

Improvement Ideas:

- More advertisement/promotion of the new transportation volunteer program RSVP.
- Is there a form that lays out allergies/dietary restrictions that can be taken upon assessment for those getting food boxes?
- Modify Survey

Statements	Agreement Levels						Percentages
	S. Agree	Agree	Disagree	S.Disagree	Neutral	No Ans.	
1. This program has helped me achieve the goals I set out to accomplish.	19	11	1	1	2	3	88.23% agree or strongly agree
2. I can now make better choices for myself because of the services I have received from this program.	23	10	0	1	2	1	89.2 % agree or strongly agree
3. I am able to access medical care/medical devices/perscriptions	22	10	0	1	2	2	86.5 % Agree or strognly agree
4. I am able to access sufficient nutrition	19	12	2	0	1	3	84% agree or strongly agree
5. I am able to access safe housing/shelter	18	12	0	1	3	3	81% agree or strongly agree
6. I am able to access transportation services	13	14	1	2	3	4	73% agree or strongly agree
7. I am treated with dignity and respect	31	5	0	0	0	1	97.3% agree or strognly agree
8. My worker does what he/she says they will do	28	6	1	0	1	1	92% Agree
9. I feel more nurtured (cared for, supported) as a result of this program	25	9	0	0	2	1	92% strongly agree
10. I am satisfied with the services I have received through this program	26	6	0	0	2	3	86.5% agree or strongly agree
11. I would refer a friend to this program	23	7	0	0	0	7	81% agreed or strongly agreed

Quick Analysis	
Question with the most "Stongly Agree"	I am treated with Dignity and Respect
Question that was the least answered	I would refer a friend to this program
Question with the most "disagree" and "strongly disagree" answer	I am able to access transportati on services

Qualitative Results

Statements	Themes	Participants
What do you like best about the program?	8/23- Kindness/listening skills of case workers	23
	13/23- This program is helpful or has helped them in some way	23
	7/23- Caseworkers are informative and respond quickly	23
	7/23- Mentioned of the program they found helpful.	23
Program elements mentioned	Holiday Cheer, help with pets, food boxes, monthly check-ins, transportation to Dr. appointments	23
Do you have any suggestions on how we can improve this program?	2/17- Better contents in food box (meat, personalized)	17
	6/17- Program needs to keep doing what it is doing	17
	3/17- More volunteers and case workers	17
Specifics mentioned	Case workers should have more PTSD knowledge, more personal care help (washing clothes, lawn care), improve on timeliness of transportation, more help with insurance	17
Additional comments	15/21- Case worker is sweet/nice/caring 7/21- Program gets them much needed help 21/21- Comments spoke well about the program	