



2008
Consumer Satisfaction
Survey Results

Planning and Service Area (PSA) 4
Northeast Florida Covering: Baker, Clay, Duval, Flagler, Nassau, St. John's and
Volusia Counties

Table of Contents

In-Home Services Survey	3
Case Management	3
Personal Care/Homemaking	6
Nutrition	8
Adult Day Care/Facility Respite	11
Transportation Services Survey	14
Congregate Dining/Senior Center Survey	16
PSA4 Totals	18
Baker County	20
Clay County (Middleburg)	22
Clay County (Orange Park)	24
Duval County (Mandarin)	26
Duval County (Singleton)	28
Duval County (Lane Wiley)	30
Duval County (Arlington)	32
Duval County (Maxville)	34
Duval County (Riverview)	36
Duval County (Oceanway)	38
Duval County (Beaches)	40
Flagler County (Wickline)	42
Nassau County (Hilliard)	44
St. John’s County (Coastal)	46
Volusia County (Brannon Center)	48
Volusia County (Deltona)	50
Summary	52

*The 2008 In-Home Service Survey results are color coded. The colors indicate an improvement or decline from the previous year. **Blue** indicates a consistent score. **Red** indicates a significant decline in approval from the previous year. **Yellow** indicates a slight decline. **Green** indicates an improvement in approval from the previous year. The colors are not a reflection of overall performance.*

In-Home Services Survey

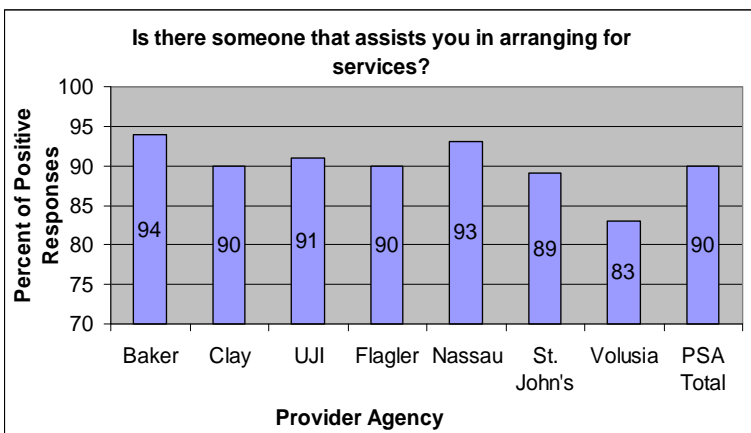
ElderSource conducted its annual survey to assess the satisfaction of active clients regarding the in home, community-based services they are receiving. With the assistance of ElderSource’s Advisory Council, this survey was conducted via telephone to an overall sample of 623 active clients (with 427 respondents or 68%) in all seven counties (Baker, Clay, Duval, Flagler, Nassau, St. John’s and Volusia). This is a substantial increase in the number of respondents when compared to the 2007 survey. Most survey participants receive multiple services from multiple programs. Sampling clients receiving multiple services allowed for a greater view of overall satisfaction with services/programs with fewer total respondents.

Most, but not all, client services offered through provider agencies are managed by a case manager. Clients receiving home delivered meals or transportation services may be assisted by a case worker or a case aide as opposed to a case manager. In the case management section, case workers and case aides are included under the heading of case manager.

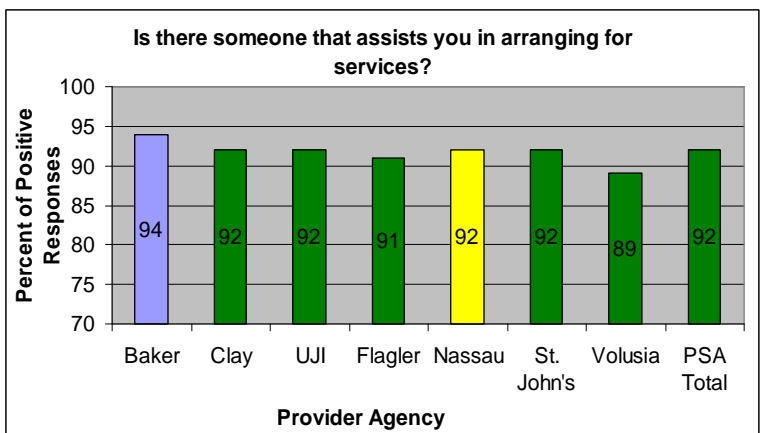
The highest approval percentage for Case Management (96%) was recorded from the overall satisfaction with services received. This score was up from 95% in 2007. The lowest approval percentage (86%) was in response to the Case Manager/Case Worker being responsive to client needs. While this remains the lowest overall percentage in the Case Management section, it is an improvement from the 82% recorded in 2007. Overall, 9% of the respondents reported that it would be beneficial to receive more information regarding general Medicaid and Medicaid funded programs. Information received from these clients has been forwarded to the ARC Elder Helpline.

Below are the results of the Case Management related questions by Provider and the totals for the PSA. Survey results from 2007 are also shown for comparison purposes. Overall, there was improvement across the board in the Case Management section.

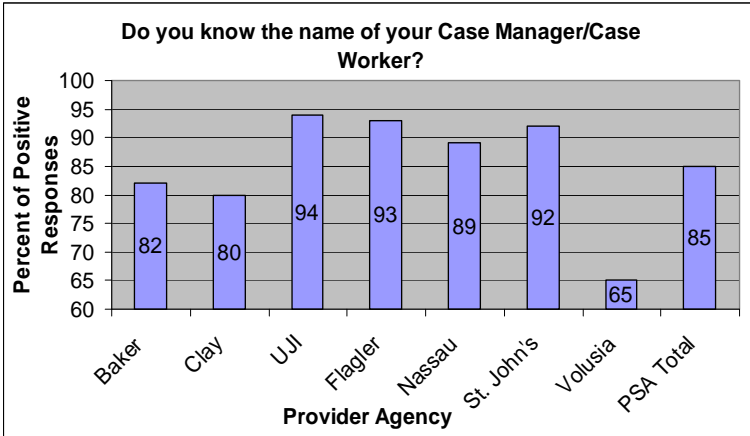
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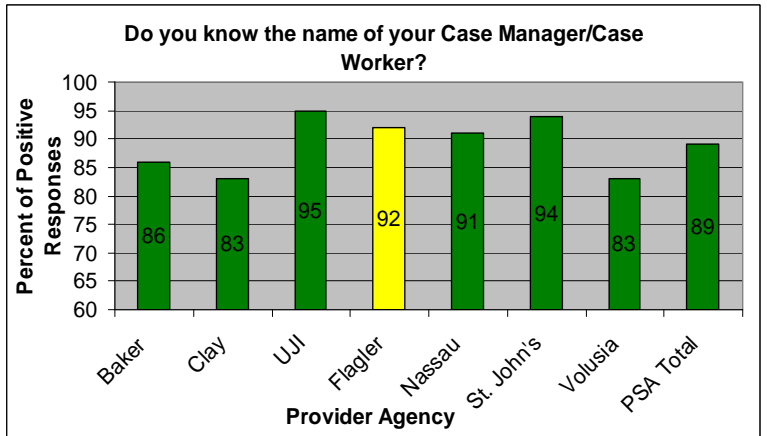
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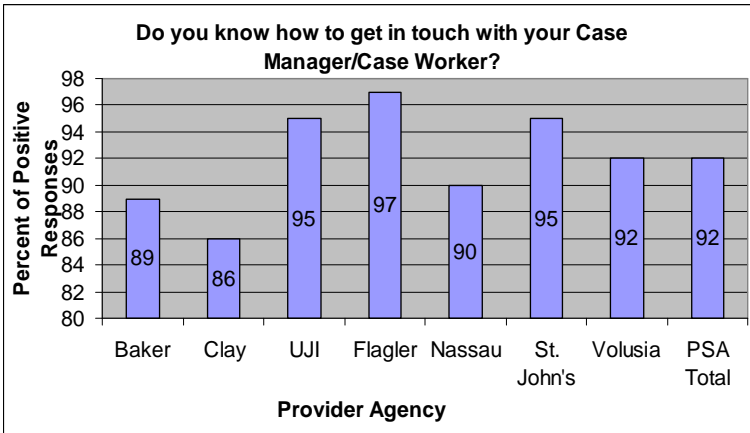
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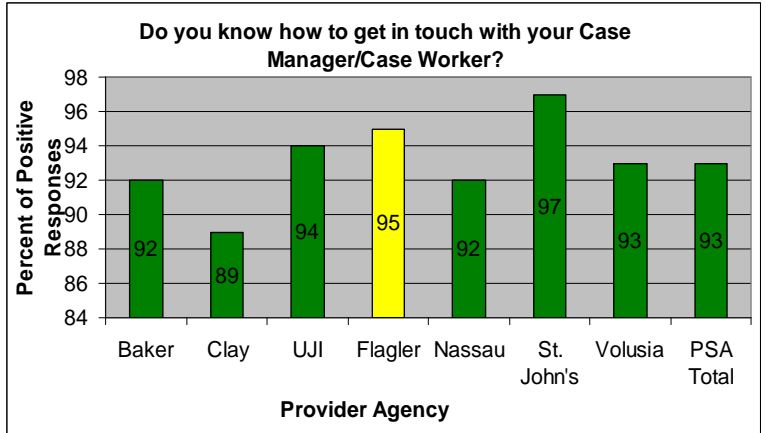
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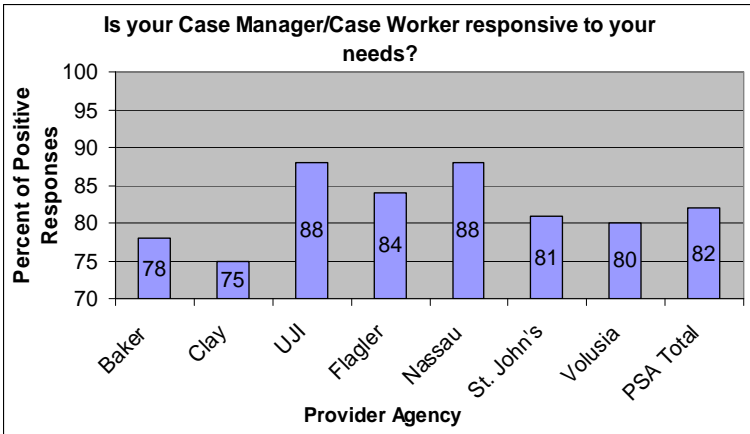
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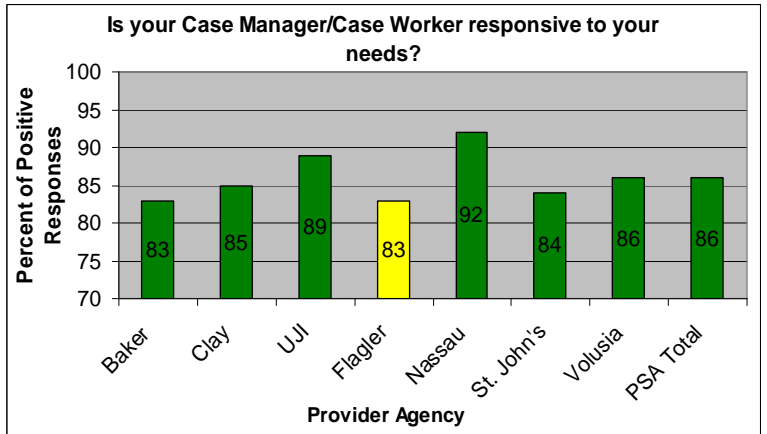
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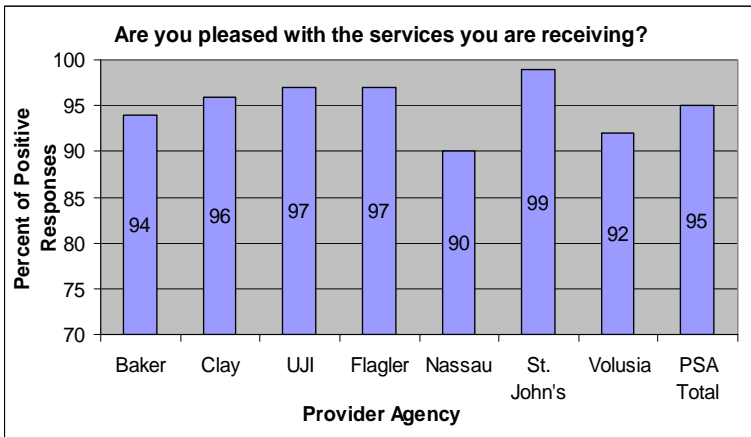
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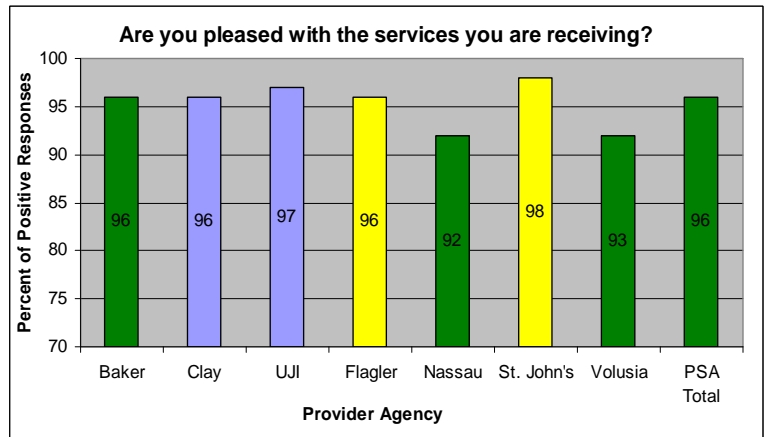
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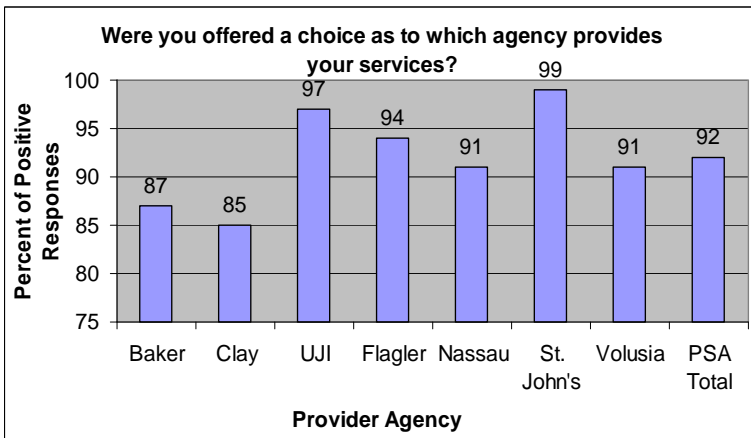
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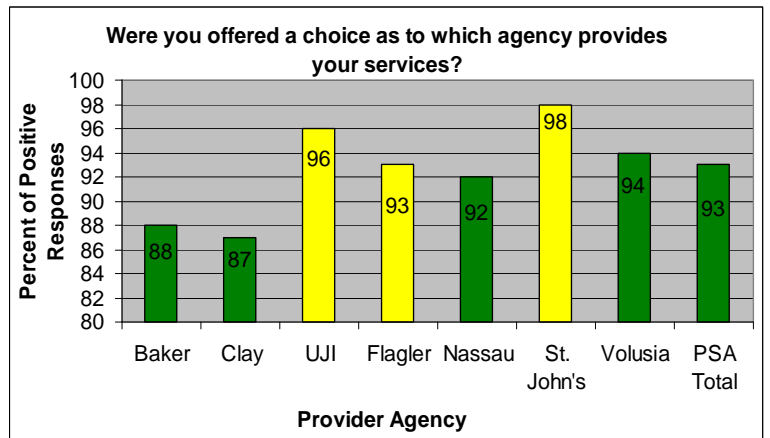
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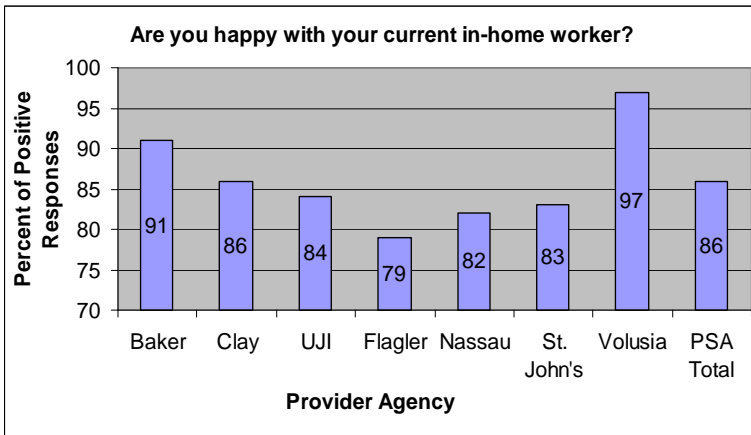


Out of the 427 total respondents, 289 receive Personal Care and Homemaking services. (There were 142 respondents in 2007). The satisfaction with services (or approval percentage) is based on the 289 clients who receive these services. When asked if their in-home worker has enough time to complete assigned tasks, 93% reported with a positive response compared to 89% a year ago. This was the highest percentage within this category. Only 82% of respondents stated that they are notified of schedule changes by the agency which provides their in-home services. This is the lowest percentage within this category. While needing additional improvement, this was an increase from 64% reported in the previous year.

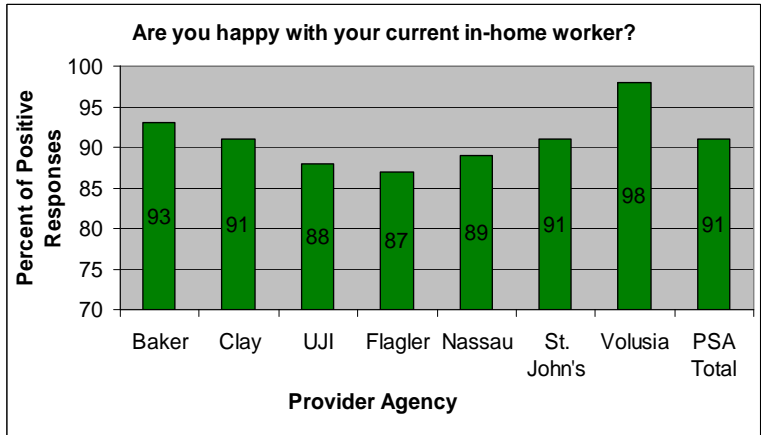
Below are the results of the Personal Care/Homemaking service related questions by Provider and the totals for the PSA. Due to client choice, many in-home services are provided through contracted vendors. The data is collected by Case Management/Provider agency.

2007 survey information is listed along with the 2008 survey for comparison purposes.

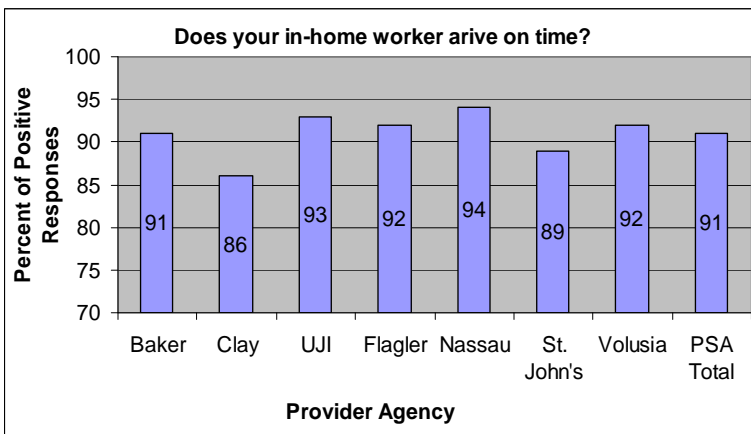
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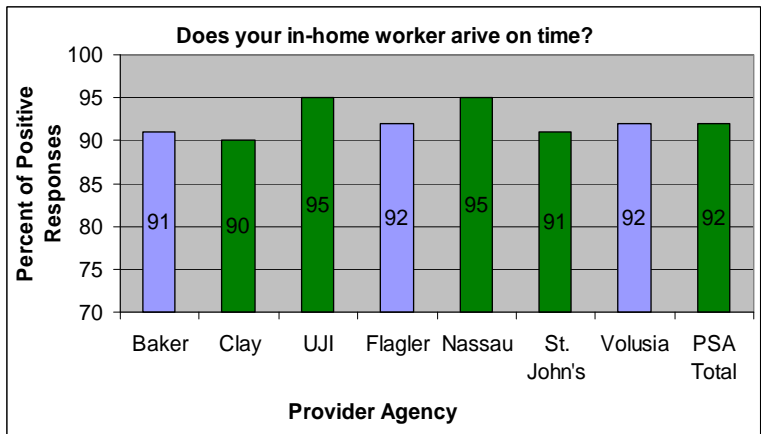
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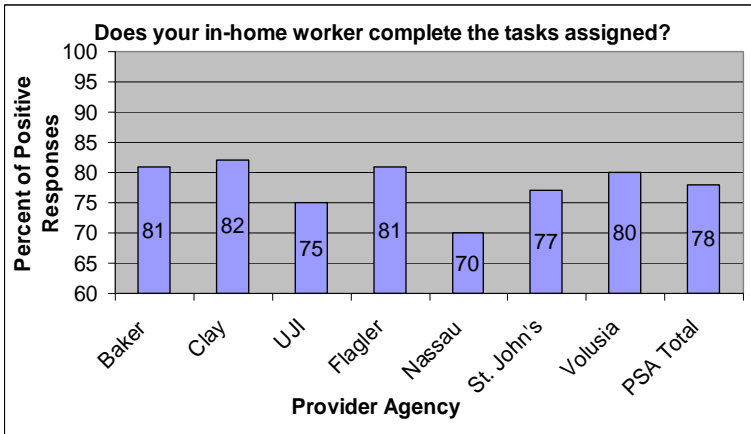
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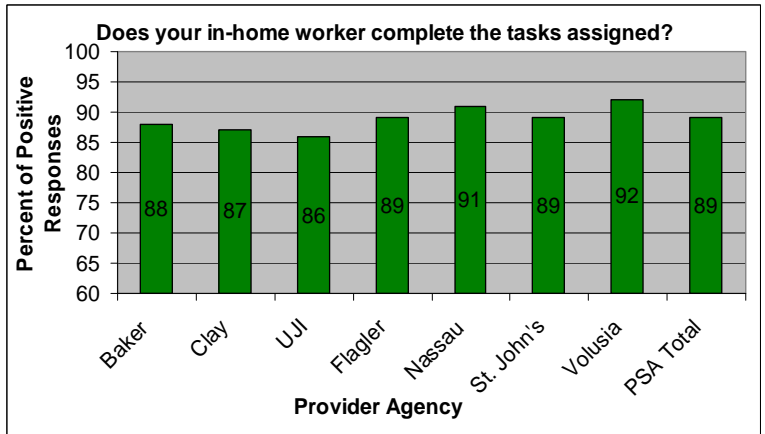
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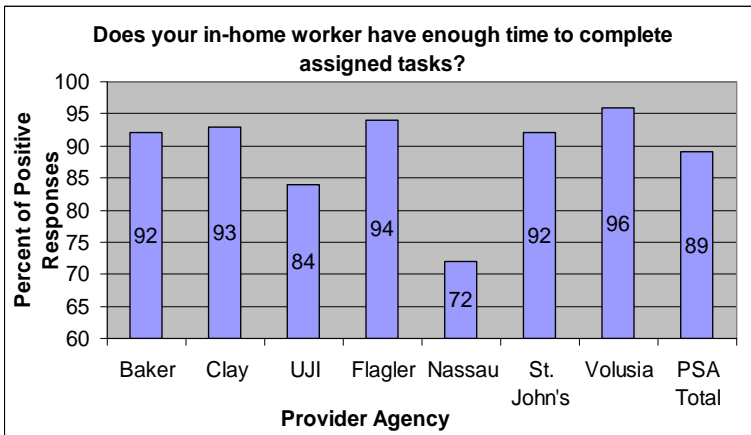
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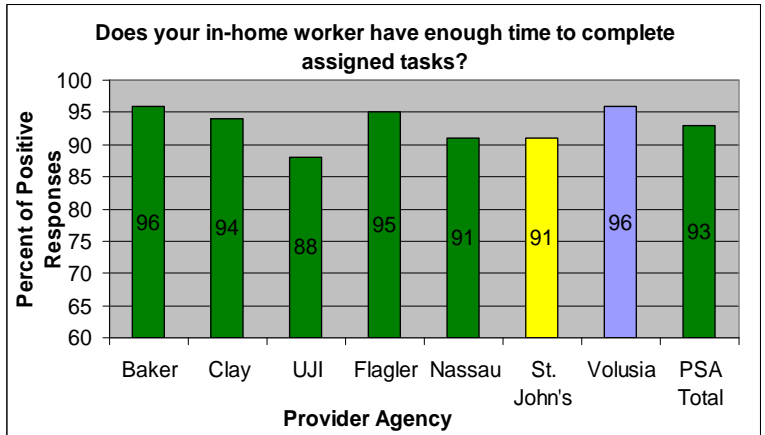
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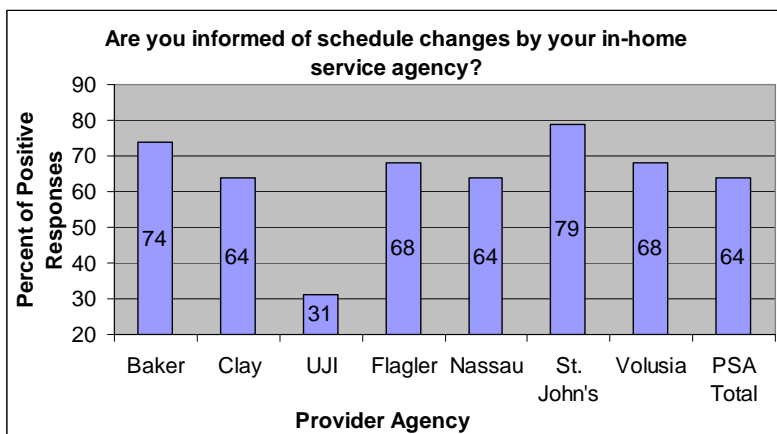
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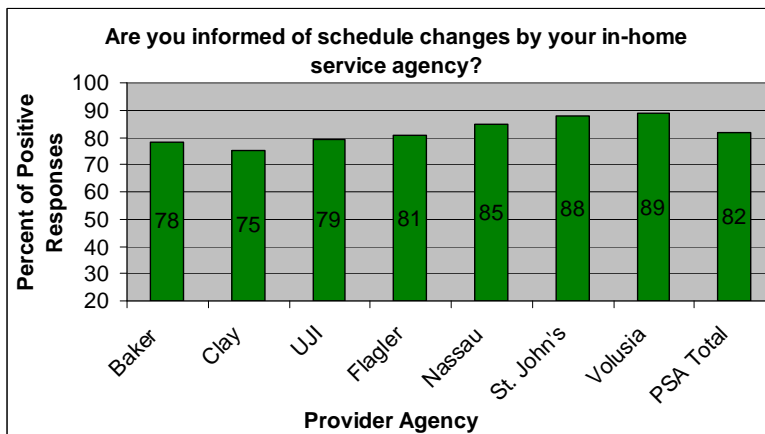
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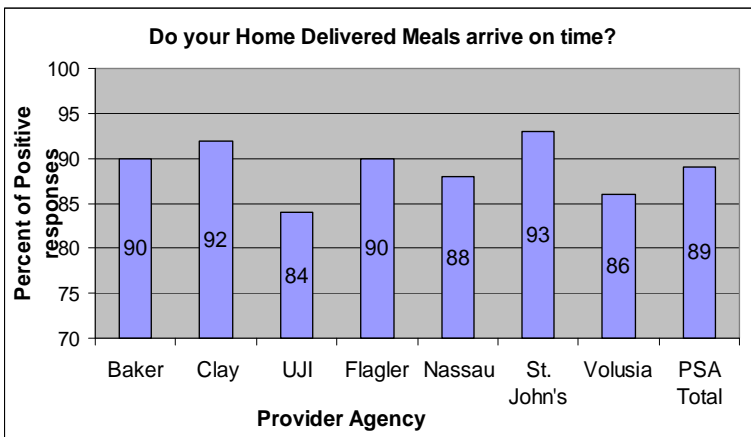
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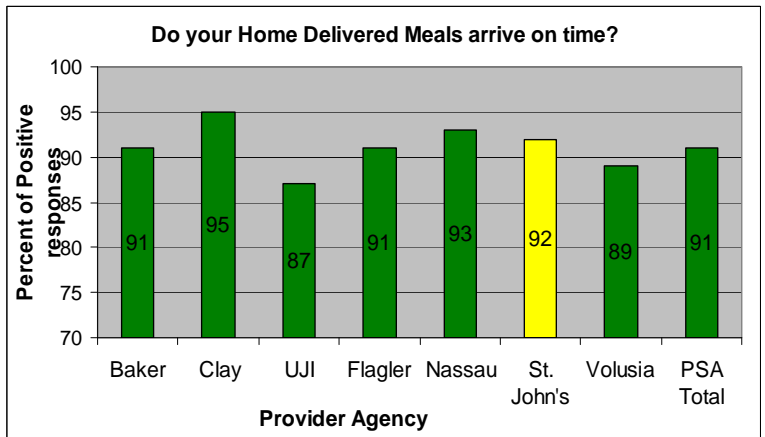
Of the 427 total respondents, 302 responded to the Nutrition questions of the survey. (There were 153 respondents in 2007). The overall satisfaction regarding nutrition is 87.1% up from 77.8% in the 2007 survey. The increase in the overall approval rating was due to increased satisfaction in consuming all portions of the Home Delivered Meal, consuming the milk product and receiving Nutrition Education Materials. In many cases, the one component of the home delivered meal which is not consumed is the vegetable. Many consumers indicated that the vegetables are “not appealing” or “have no taste”. It must also be reported that 91% reported that their meals arrive on time and that 93% report that their meal arrives at an acceptable temperature. Each category within the nutrition section made noted gains in consumer satisfaction. The lone area without improvement was in meals arriving at an acceptable temperature, which carried a 93% approval rating for the second straight year.

Below are the results of the Nutrition Services related questions by Provider and the totals for the PSA.

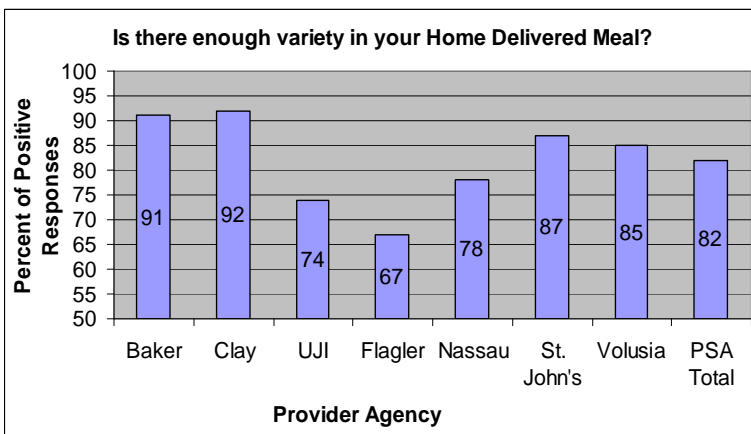
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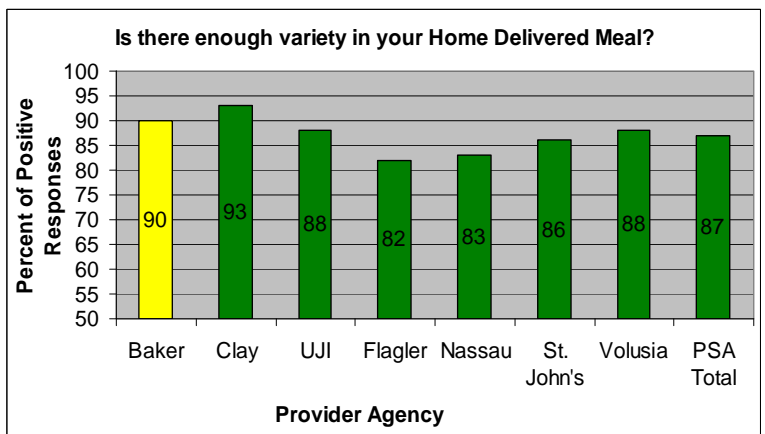
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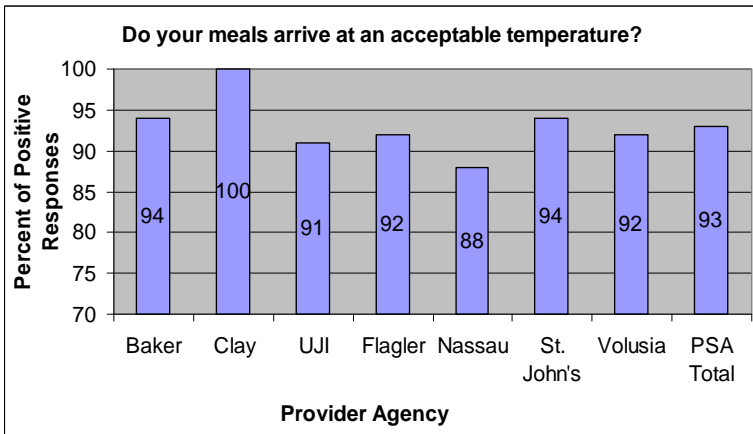
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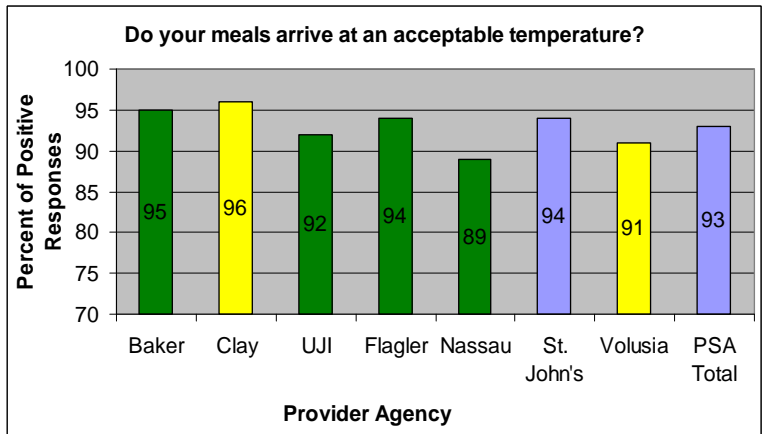
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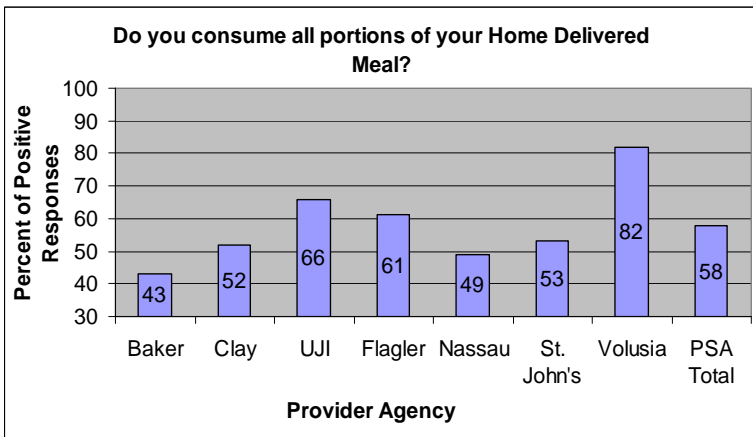
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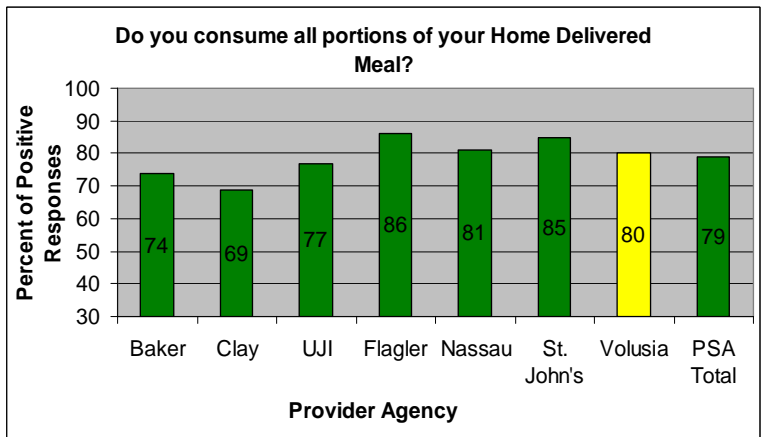
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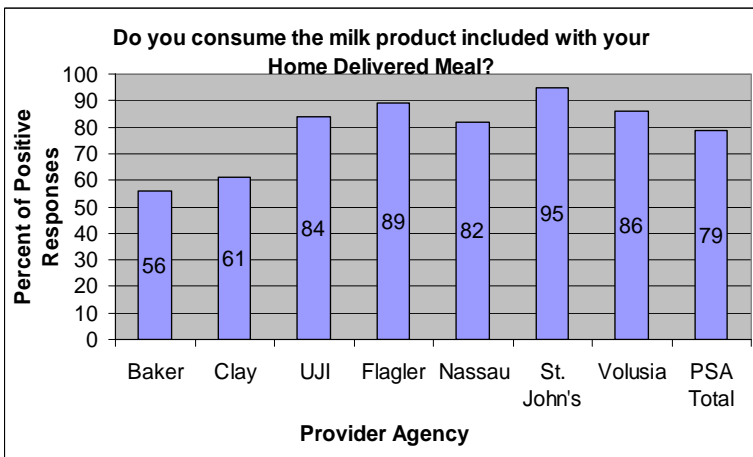
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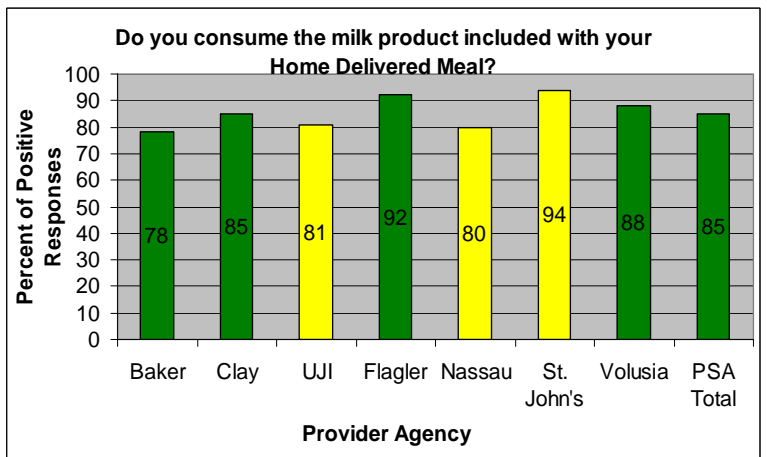
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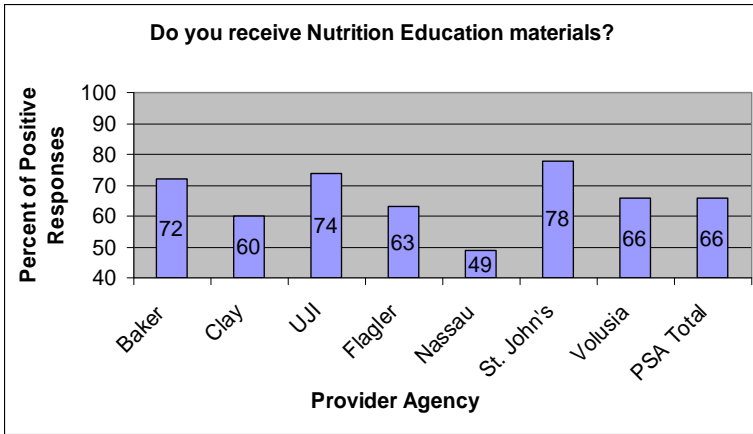
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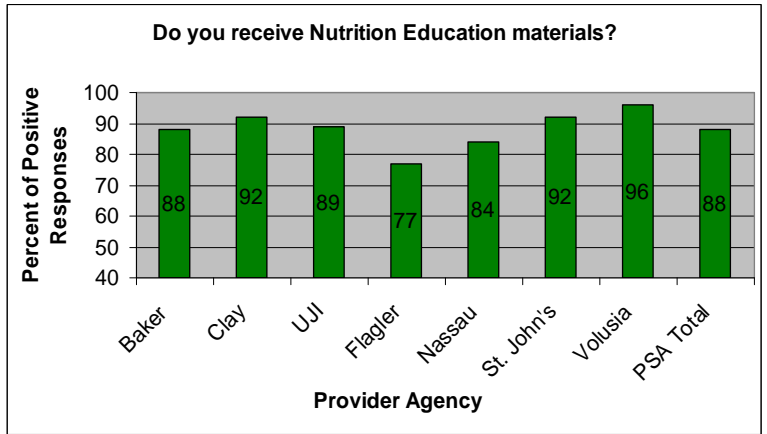
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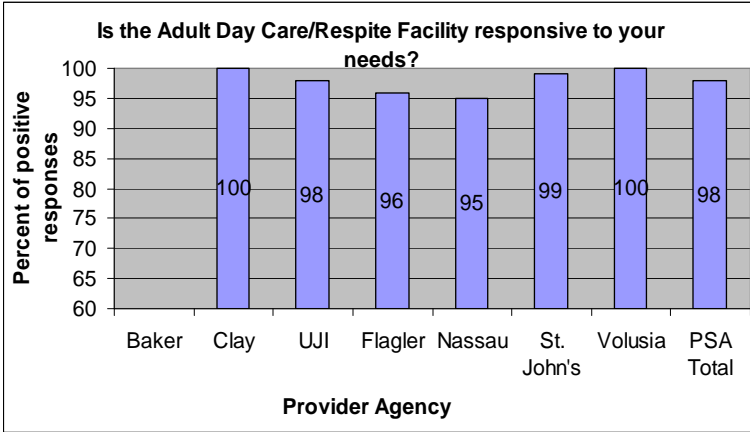
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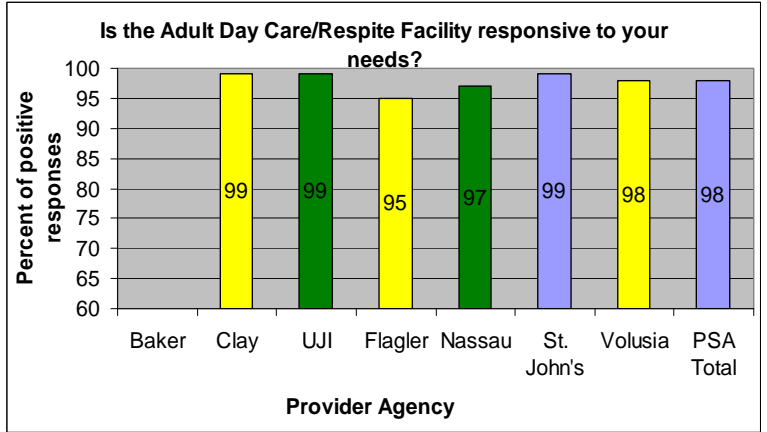
Adult Day care/In-Facility Respite with 85 respondents, Consumable Medical Supplies with 56 respondents and Caregiver Services with 96 respondents all ranked with very high overall approval percentages.

Below you will find the totals from each of the Adult Day Care, Consumable Medical Supplies and Caregiver Services questions.

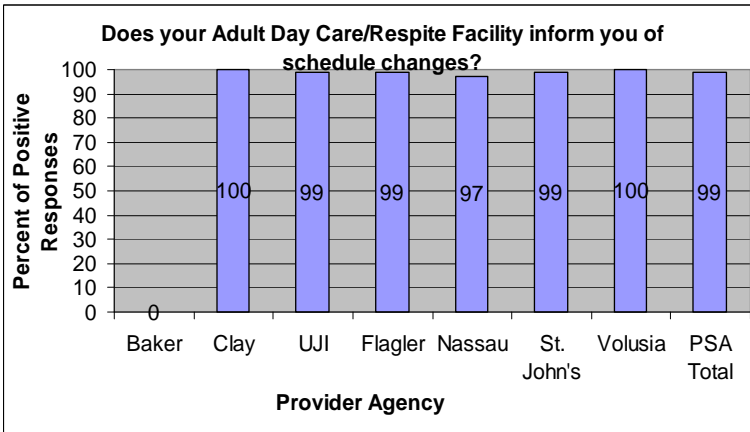
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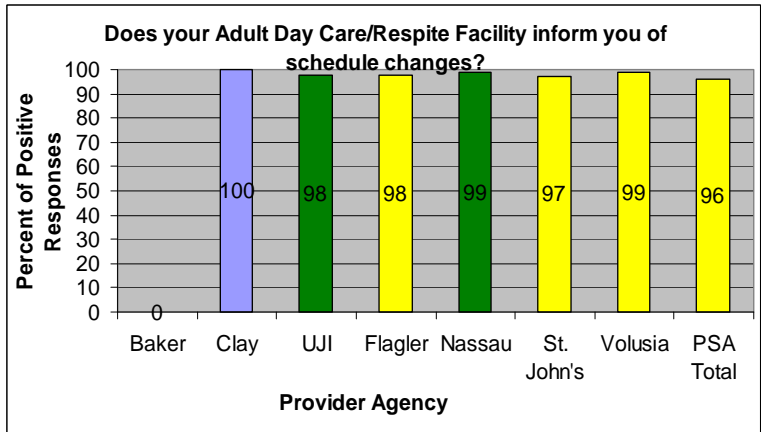
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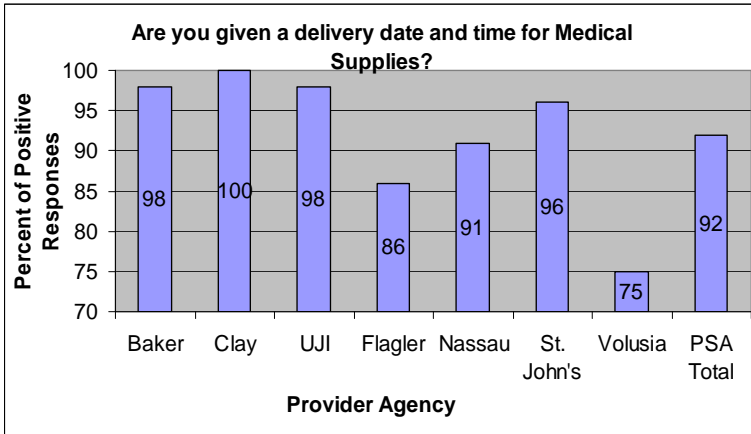
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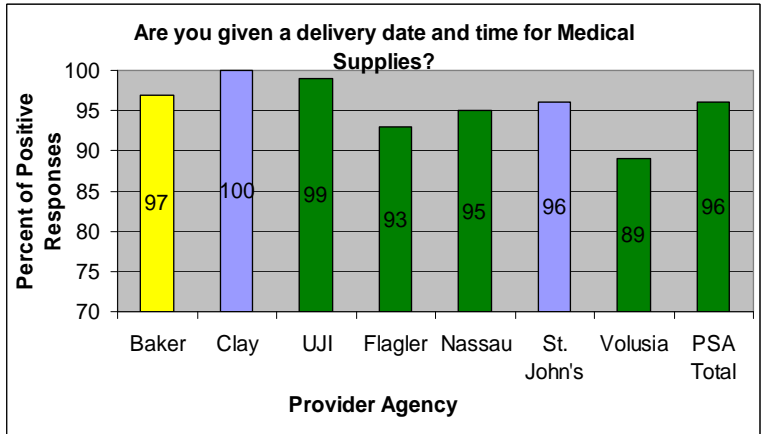
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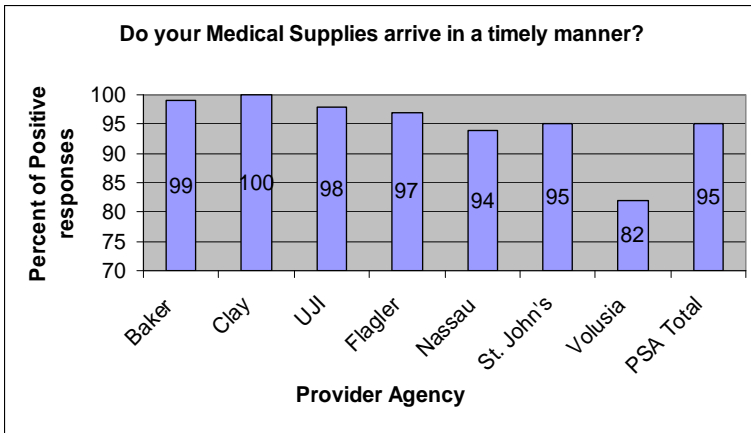
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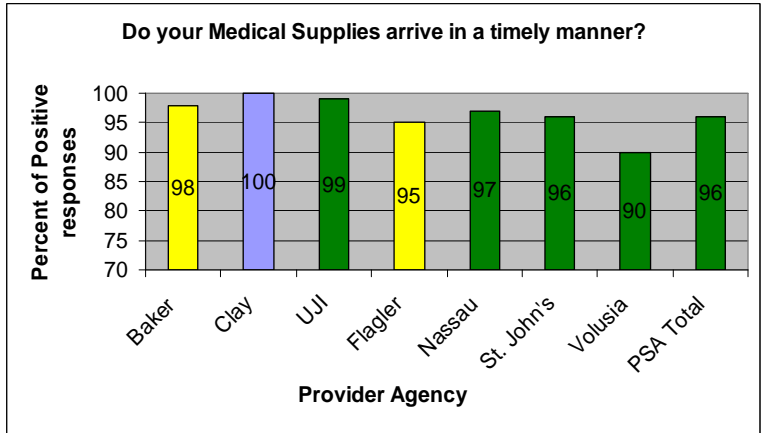
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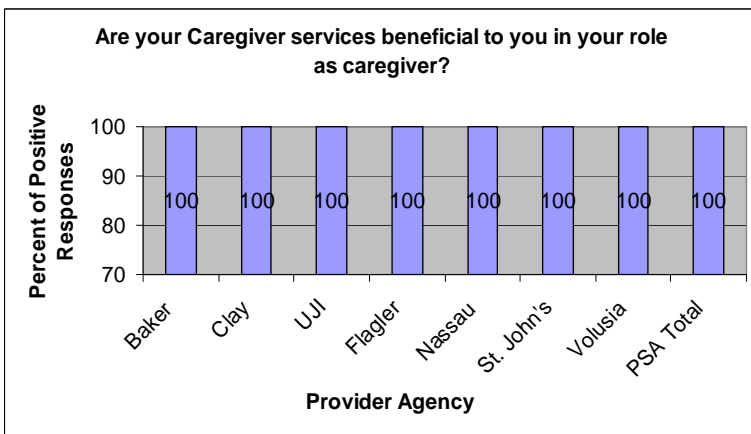
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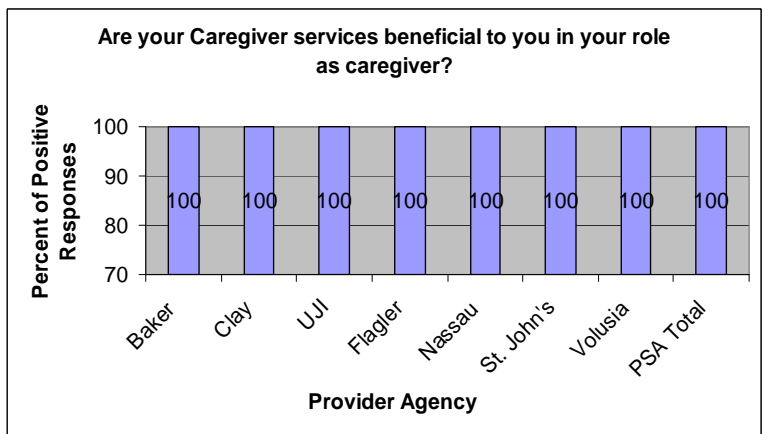
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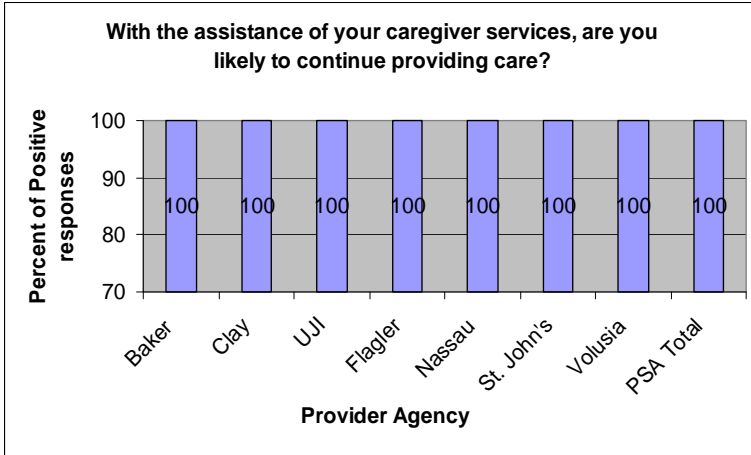
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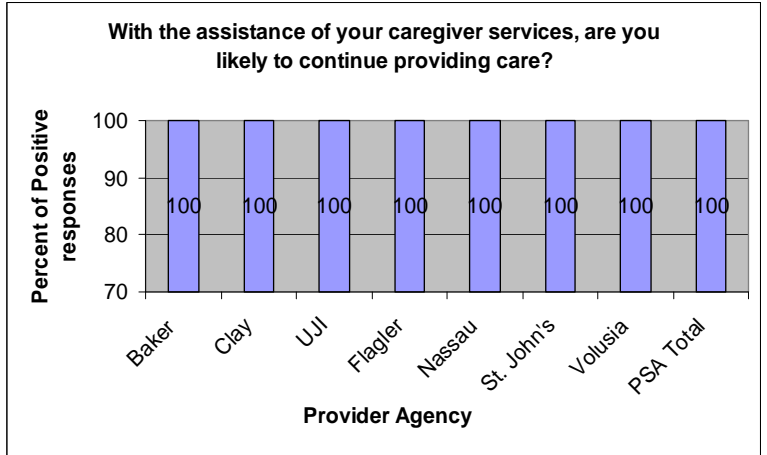
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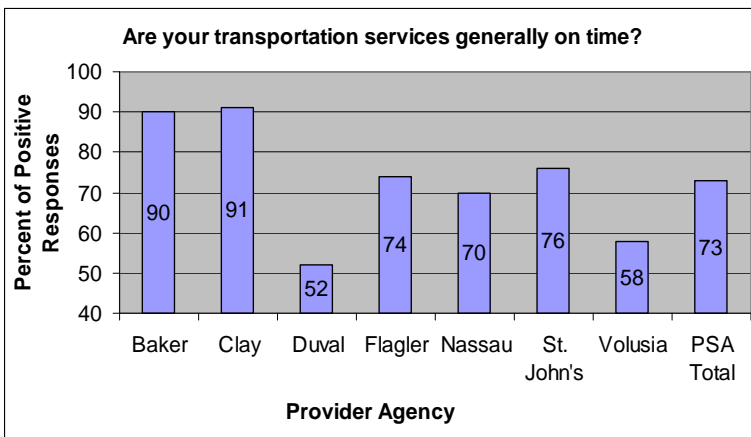
Transportation Services Survey

In 2008, ElderSource conducted a survey to measure the satisfaction of transportation services throughout our Planning and Service Area. With the assistance of ElderSource’s Advisory Council, we were able to poll 228 clients who currently receive transportation services. (There were 86 respondents in 2007). Most transportation clients utilize the service to access senior centers and congregate dining sites as well as for medical appointments. Due to the nature of the transportation program, services are often provided by vendor agencies.

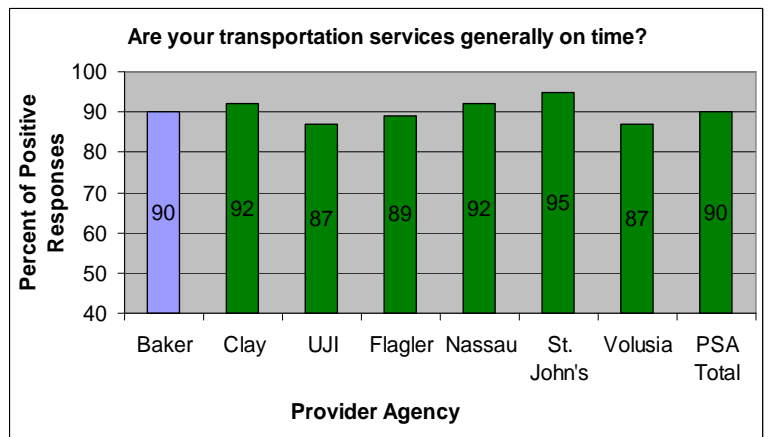
The overall approval of transportation services increased from 72.3% in 2007 to 84.6% in 2008. Most respondents indicated that senior center transportation is fine. However, overall transportation services generally did not meet their needs. Most who offered comments were concerned about local transportation for shopping, entertainment, recreation and for medical appointments.

Below are the results of the Transportation service related questions by county and the totals for the PSA.

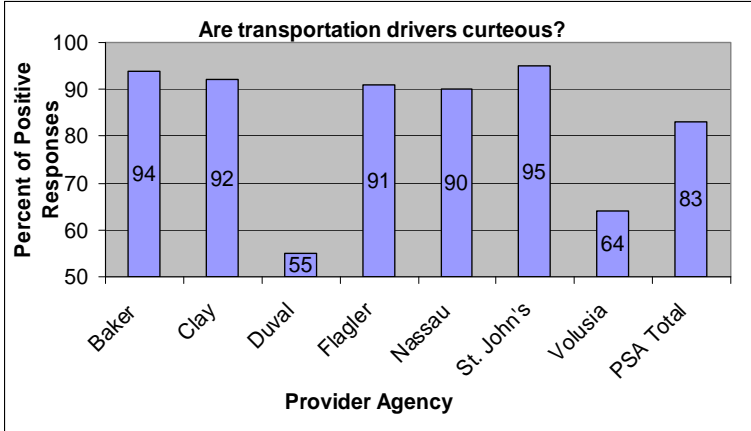
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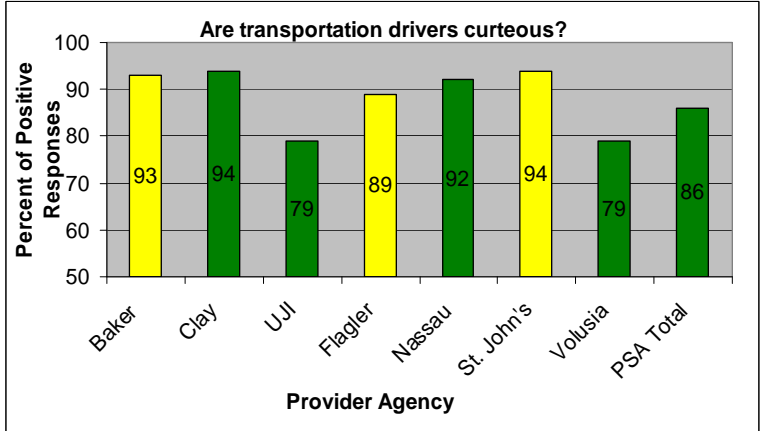
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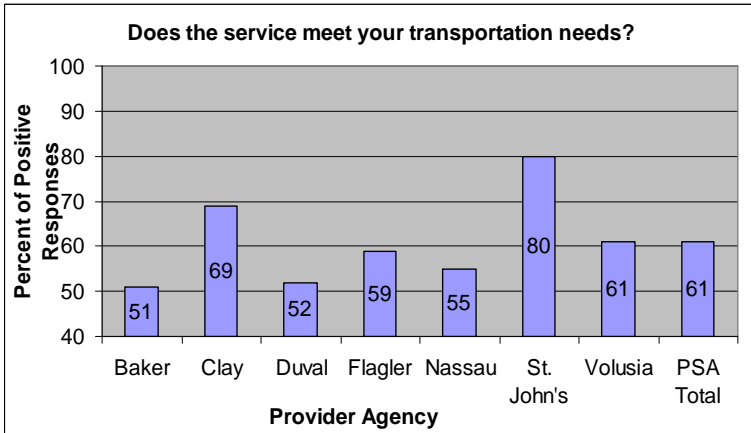
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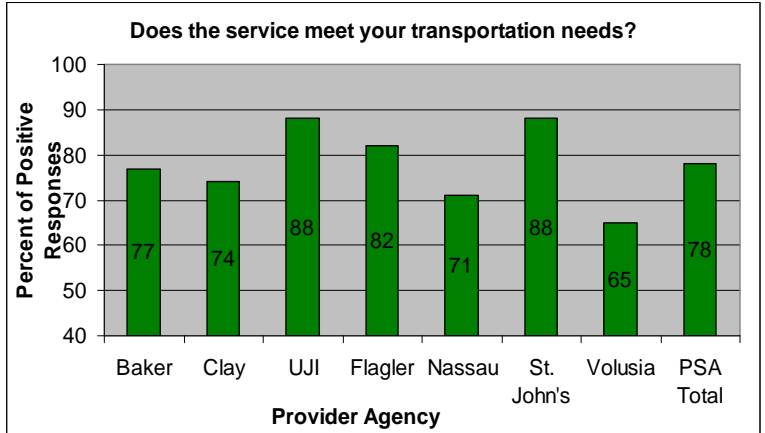
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2008



Congregate Dining/Senior Center Survey

ElderSource completed its 2008 consumer satisfaction survey of Congregate Dining and Senior Center Facilities. With the assistance of ElderSource's Advisory Council and Health Sciences students from the University of North Florida, a series of questionnaires were distributed to participants at Older American Act (OAA) subsidized congregate dining sites and senior centers throughout Planning and Service Area (PSA) 4.

Respondents in all seven counties were asked a series of questions regarding various aspects of their experience.

PSA4 results:

There were a total of 479 respondents to this survey. The majority of participants polled visit the centers either every day or occasionally (more than two but less than five days per week). Most drink all the milk products served with each meal. Out of the 479 clients polled, 442 (92.1%) indicated drinking the milk product always or occasionally. Thirty-seven respondents (7.9%) indicate that they rarely or never drink the milk product. In each of these cases, the respondents noted it was either due to lactose intolerance or the client simply stated that they "didn't like the milk product". Consuming the vegetables is an area of concern for quite a few of the respondents in the 2007 survey. The numbers for 2008 are drastically improved. Of the 479 responses survey participants 453 (94.6%) noted eating the vegetables always or occasionally. Of those 26 that indicated eating the vegetables rarely or never, only 13 responded with specific details. Each one of those detailed responses list the vegetables as being over-cooked and having no flavor.

Of the total 479 respondents, 449 participants (93.3%) noted acceptable meal service temperature, 454 participants (94.8%) indicated very good or fair taste and 469 participants (97.9%) indicated fair or very good appearance of food. Responses to whether substitutions to the meal menu were announced before meal service also varied. This result was interesting as all surveys conducted at a site were conducted on the same day and most participants frequent the centers on a daily basis. The majority of respondents (73%) indicated that substitutions were announced. Nutrition education materials appeared to be received frequently by respondents as reported by 86.4% of respondents. The few comments regarding participants not receiving nutrition education materials were reported by those who do not attend the center on a daily basis.

While there were not a significant number of participants stating a need for food stamps (39) PSA wide, there were a few that did state a need at every site polled. All who checked "Needing assistance accessing the food stamp program" recorded their contact information and are being assisted through the Elder Helpline.

No survey respondents listed having difficulty traveling to the center. Some in specific areas did site some scheduling concerns relating to the center provided transportation. The top answers in order of most common to least common method of traveling to the center were:

1. Drive my own car
2. Center Transportation
3. As a passenger in someone else's car
4. Ride A City Bus
5. Walk

Each of the centers had limited respondents who would like to see the centers open at varying times during alternative hours.

Environmentally, there were three concerns which topped all others. Cleanliness, temperature and seating were equally split as the areas of most concern. It must be noted that combined, these were only a concern for 11% of total respondents.

One-Hundred percent of survey respondents stated that they feel safe attending their respective center.

There were an extensive number of participants who made personal comments on the quality of the site, the professionalism of the staff and the kindness of the volunteers at each one of the sites surveyed. Only 11 of the 479 (2.3%) indicated any issues relating to center staff. In each instance, no specific details were given.

Overall, the 2008 survey shows dramatic improvements from the 2007 survey. It is a testament to the exemplary level of service being offered to our clients. The PSA4 totals as well as a site-by-site analysis of all responses to the survey questionnaire are on the pages following.

As the 2008 survey consisted of sites not included in the 2007 survey, it is difficult to draw site by site comparisons.

PSA4 Totals (479 Respondents)

How often do you attend this center?

Daily	346	72.2%
Weekly	124	25.9%
Monthly	9	1.9%

How often do you eat lunch at this meal site?

Daily	346	72.2%
Weekly	119	25.9%
Monthly	10	2.1%
Never	4	.8%

Are the meals usually served at an acceptable temperature?

Yes	447	93.3%
No	32	6.7%

How does the food taste?

Very Good	303	63.3%
Fair	151	31.5%
Poor	25	5.2%

How does the food look?

Very Good	334	69.7%
Fair	135	28.2%
Poor	10	2.1%

Is there enough variety in the meals served?

Yes	407	85%
No	72	15%

Do you consume all portions of your meal?

Yes	341	71.2%
No	138	28.8%

Do you drink the milk product served with each meal?

Always:	368	76.8%
Occasionally:	73	15.3%
Rarely:	12	2.5%
Never:	26	5.4%

Do you eat the vegetables served with each meal?

Always:	329	68.7%
Occasionally:	124	25.9%
Rarely:	20	4.2%
Never:	6	1.2%

Are changes to the menu announced before the meal is served?

Yes	350	73%
No	129	27%

Do you receive information on Nutrition Education?

Yes	414	86.4%
No	65	13.6%

Do you find it difficult to travel to the center?

Yes	29	6.1%
No	450	93.9%

Is there enough variety in the activities offered at the center?

Yes	425	88.7%
No	54	11.3%

Baker County:

Twenty-Two (22) Baker County Council on Aging dining site attendee’s participated in the survey. Of the 22 respondents, all 22 either visited the site every day or occasionally. There were only three who reported being on a special diet, all of which were reported to be low caloric/low fat diets. There were a few clients reporting to need food stamp assistance and would like assistance accessing the food stamp program. A common theme among the respondents of the Baker County site was the friendly nature of all center participants and that the activities and socialization are valuable components of the center. Several participants reported on the steady improvements made over the past years and how thankful they are to have such a wonderful and caring place to spend their time.

Below are the totals for Baker County.

Center: Baker County (22 Respondents)

How often do you attend this center?

Daily	18
Weekly	4
Monthly	0

How often do you eat lunch at this meal site?

Daily	17
Weekly	5
Monthly	0
Never	0

Are the meals usually served at an acceptable temperature?

Yes	22
No	0

How does the food taste?

Very good	16
Fair	5
Poor	1

How does the food look?

Very good	20
Fair	2
Poor	0

Is there enough variety in the meals served?

Yes 21
No 1

Do you consume all portions of your meal?

Yes 18
No 4

Do you drink the milk product served with each meal?

Always: 21
Occasionally: 1
Rarely: 0
Never: 0

Do you eat the vegetables served with each meal?

Always: 19
Occasionally: 2
Rarely: 1
Never: 0

Are changes to the menu announced before the meal is served?

Yes 20
No 2

Do you receive information on Nutrition Education?

Yes 18
No 4

Do you find it difficult to travel to the center?

Yes 0
No 22

Is there enough variety in the activities offered at the center?

Yes 19
No 3

Clay County:

At the Middleburg and Orange Park sites, 39 center participants responded to the survey questionnaire. Twenty respondents stated that they attend the center on a daily basis and 19 attend more than two days a week but less than 5. Of the 39 participants, 2 stated a special low sugar diet and 3 indicated a low fat diet. Most participants reported either driving their own vehicle or using Council on Aging transportation to attend the center. Overall, the survey participants were very pleased with the two sites and had no comments or concerns. However, several survey respondents indicated that each center has made great strides over the past year although no specific comments were noted. There were a couple of clients who reported needing assistance in accessing the food stamp program. These clients are being contacted by the Elder Helpline.

Below are the totals for Clay County.

Center: Middleburg (20 Respondents)

How often do you attend this center?

Daily	14
Weekly	6
Monthly	0

How often do you eat lunch at this meal site?

Daily	13
Weekly	7
Monthly	0
Never	0

Are the meals usually served at an acceptable temperature?

Yes	16
No	4

How does the food taste?

Very good	16
Fair	4
Poor	0

How does the food look?

Very good	17
Fair	3
Poor	

Is there enough variety in the meals served?

Yes	18
No	2

Do you consume all portions of your meal?

Yes	14
No	6

Do you drink the milk product served with each meal?

Always:	16
Occasionally:	3
Rarely:	0
Never:	0

Do you eat the vegetables served with each meal?

Always:	16
Occasionally:	4
Rarely:	0
Never:	0

Are changes to the menu announced before the meal is served?

Yes	16
No	4

Do you receive information on Nutrition Education?

Yes	18
No	2

Do you find it difficult to travel to the center?

Yes	2
No	18

Is there enough variety in the activities offered at the center?

Yes	19
No	1

Orange Park (19 Respondents)

How often do you attend this center?

Daily	6
Weekly	13
Monthly	0

How often do you eat lunch at this meal site?

Daily	8
Weekly	11
Monthly	0
Never	0

Are the meals usually served at an acceptable temperature?

Yes	19
No	0

How does the food taste?

Very good	17
Fair	2
Poor	

How does the food look?

Very good	16
Fair	3
Poor	

Is there enough variety in the meals served?

Yes	19
No	0

Do you consume all portions of your meal?

Yes	15
No	4

Do you drink the milk product served with each meal?

Always:	16
Occasionally:	3
Rarely:	0
Never:	0

Do you eat the vegetables served with each meal?

Always: 15
Occasionally: 4
Rarely: 0
Never: 0

Are changes to the menu announced before the meal is served?

Yes 18
No 1

Do you receive information on Nutrition Education?

Yes 18
No 1

Do you find it difficult to travel to the center?

Yes 1
No 18

Is there enough variety in the activities offered at the center?

Yes 14
No 5

Duval County:

Eight sites were surveyed in the Duval County area. There were a combined 279 survey participants between the eight centers. The majority of survey respondents either attend the centers on a daily basis or occasionally. There were 37 respondents who listed being on a special diet, but only 18 of those indicated the type of diet they are on (diabetic or low-sugar). The largest area of concern from these surveys was the taste and appearance of the food. Of the 279 respondents, 130 stated that the taste of the meals are either fair or poor and 110 indicated the appearance of the food is either fair or poor. The other area of concern within these Duval County centers was consuming all portions of the meal. Ninety-Six of the participants stated that they do not consume all portions of their meal. The largest categories of comments were either portion sizes to large or poor taste of food. The activities noted as most liked are Bingo, Dancing, Computer Classes and Cards. It was a common theme throughout the eight site surveys that the participants would like more opportunities to dance and more frequent field trips.

Mandarin Senior Center (26 Respondents)

How often do you attend this center?

Daily	8
Weekly	18
Monthly	0

How often do you eat lunch at this meal site?

Daily	7
Weekly	14
Monthly	2
Never	3

Are the meals usually served at an acceptable temperature?

Yes	26
No	0

How does the food taste?

Very good	11
Fair	13
Poor	2

How does the food look?

Very good	18
Fair	7
Poor	1

Is there enough variety in the meals served?

Yes 19
No 7

Do you consume all portions of your meal?

Yes 17
No 9

Do you drink the milk product served with each meal?

Always: 19
Occasionally: 4
Rarely: 1
Never: 2

Do you eat the vegetables served with each meal?

Always: 17
Occasionally: 8
Rarely: 0
Never: 1

Are changes to the menu announced before the meal is served?

Yes 13
No 13

Do you receive information on Nutrition Education?

Yes 20
No 6

Do you find it difficult to travel to the center?

Yes 3
No 23

Is there enough variety in the activities offered at the center?

Yes 20
No 6

Mary Singleton Senior Center (77 Respondents)

How often do you attend this center?

Daily	51
Weekly	23
Monthly	3

How often do you eat lunch at this meal site?

Daily	50
Weekly	24
Monthly	3
Never	0

Are the meals usually served at an acceptable temperature?

Yes	69
No	8

How does the food taste?

Very good	37
Fair	33
Poor	7

How does the food look?

Very good	50
Fair	27
Poor	0

Is there enough variety in the meals served?

Yes	64
No	13

Do you consume all portions of your meal?

Yes	61
No	16

Do you drink the milk product served with each meal?

Always:	60
Occasionally:	12
Rarely:	3
Never:	2

Do you eat the vegetables served with each meal?

Always:	59
Occasionally:	15
Rarely:	2
Never:	1

Are changes to the menu announced before the meal is served?

Yes	38
No	39

Do you receive information on Nutrition Education?

Yes	57
No	20

Do you find it difficult to travel to the center?

Yes	5
No	72

Is there enough variety in the activities offered at the center?

Yes	69
No	8

Lane Wiley (62 Respondents)

How often do you attend this center?

Daily	52
Weekly	8
Monthly	2

How often do you eat lunch at this meal site?

Daily	59
Weekly	2
Monthly	1
Never	

Are the meals usually served at an acceptable temperature?

Yes	53
No	9

How does the food taste?

Very good	59
Fair	2
Poor	1

How does the food look?

Very good	53
Fair	8
Poor	1

Is there enough variety in the meals served?

Yes	58
No	4

Do you consume all portions of your meal?

Yes	52
No	10

Do you drink the milk product served with each meal?

Always:	54
Occasionally:	3
Rarely:	1
Never:	4

Do you eat the vegetables served with each meal?

Always:	46
Occasionally:	10
Rarely:	6
Never:	0

Are changes to the menu announced before the meal is served?

Yes	52
No	10

Do you receive information on Nutrition Education?

Yes	58
No	4

Do you find it difficult to travel to the center?

Yes	7
No	55

Is there enough variety in the activities offered at the center?

Yes	55
No	7

Arlington (23 Respondents)

How often do you attend this center?

Daily	19
Weekly	4
Monthly	

How often do you eat lunch at this meal site?

Daily	19
Weekly	3
Monthly	1
Never	0

Are the meals usually served at an acceptable temperature?

Yes	23
No	0

How does the food taste?

Very good	14
Fair	9
Poor	0

How does the food look?

Very good	18
Fair	5
Poor	

Is there enough variety in the meals served?

Yes	17
No	6

Do you consume all portions of your meal?

Yes	18
No	5

Do you drink the milk product served with each meal?

Always:	16
Occasionally:	4
Rarely:	1
Never:	2

Do you eat the vegetables served with each meal?

Always: 18
Occasionally: 4
Rarely: 1
Never:

Are changes to the menu announced before the meal is served?

Yes 18
No 5

Do you receive information on Nutrition Education?

Yes 20
No 3

Do you find it difficult to travel to the center?

Yes 3
No 20

Is there enough variety in the activities offered at the center?

Yes 19
No 4

Maxville (17 Respondents)

How often do you attend this center?

Daily	14
Weekly	3
Monthly	0

How often do you eat lunch at this meal site?

Daily	14
Weekly	3
Monthly	0
Never	0

Are the meals usually served at an acceptable temperature?

Yes	17
No	0

How does the food taste?

Very good	2
Fair	14
Poor	1

How does the food look?

Very good	4
Fair	12
Poor	1

Is there enough variety in the meals served?

Yes	15
No	2

Do you consume all portions of your meal?

Yes	8
No	9

Do you drink the milk product served with each meal?

Always:	7
Occasionally:	5
Rarely:	1
Never:	4

Do you eat the vegetables served with each meal?

Always:	7
Occasionally:	9
Rarely:	1
Never:	0

Are changes to the menu announced before the meal is served?

Yes	14
No	3

Do you receive information on Nutrition Education?

Yes	17
No	0

Do you find it difficult to travel to the center?

Yes	0
No	17

Is there enough variety in the activities offered at the center?

Yes	17
No	0

Riverview (18 Respondents)

How often do you attend this center?

Daily	12
Weekly	5
Monthly	1

How often do you eat lunch at this meal site?

Daily	15
Weekly	2
Monthly	1
Never	0

Are the meals usually served at an acceptable temperature?

Yes	16
No	2

How does the food taste?

Very good	3
Fair	12
Poor	3

How does the food look?

Very good	4
Fair	14
Poor	0

Is there enough variety in the meals served?

Yes	11
No	7

Do you consume all portions of your meal?

Yes	6
No	12

Do you drink the milk product served with each meal?

Always:	9
Occasionally:	6
Rarely:	0
Never:	3

Do you eat the vegetables served with each meal?

Always:	3
Occasionally:	12
Rarely:	3
Never:	0

Are changes to the menu announced before the meal is served?

Yes	8
No	10

Do you receive information on Nutrition Education?

Yes	9
No	9

Do you find it difficult to travel to the center?

Yes	1
No	17

Is there enough variety in the activities offered at the center?

Yes	13
No	5

Oceanway (26 Respondents)

How often do you attend this center?

Daily	20
Weekly	6
Monthly	0

How often do you eat lunch at this meal site?

Daily	19
Weekly	7
Monthly	0
Never	0

Are the meals usually served at an acceptable temperature?

Yes	26
No	0

How does the food taste?

Very good	7
Fair	16
Poor	3

How does the food look?

Very good	10
Fair	15
Poor	1

Is there enough variety in the meals served?

Yes	20
No	6

Do you consume all portions of your meal?

Yes	14
No	12

Do you drink the milk product served with each meal?

Always:	21
Occasionally:	3
Rarely:	0
Never:	2

Do you eat the vegetables served with each meal?

Always:	18
Occasionally:	8
Rarely:	0
Never:	0

Are changes to the menu announced before the meal is served?

Yes	13
No	13

Do you receive information on Nutrition Education?

Yes	26
No	0

Do you find it difficult to travel to the center?

Yes	1
No	25

Is there enough variety in the activities offered at the center?

Yes	26
No	0

Beaches (30 respondents)

How often do you attend this center?

Daily	23
Weekly	6
Monthly	1

How often do you eat lunch at this meal site?

Daily	21
Weekly	8
Monthly	0
Never	1

Are the meals usually served at an acceptable temperature?

Yes	28
No	2

How does the food taste?

Very good	12
Fair	12
Poor	6

How does the food look?

Very good	12
Fair	14
Poor	4

Is there enough variety in the meals served?

Yes	22
No	8

Do you consume all portions of your meal?

Yes	7
No	23

Do you drink the milk product served with each meal?

Always:	22
Occasionally:	4
Rarely:	1
Never:	3

Do you eat the vegetables served with each meal?

Always:	17
Occasionally:	9
Rarely:	3
Never:	1

Are changes to the menu announced before the meal is served?

Yes	16
No	14

Do you receive information on Nutrition Education?

Yes	26
No	4

Do you find it difficult to travel to the center?

Yes	1
No	29

Is there enough variety in the activities offered at the center?

Yes	28
No	2

Flagler County:

There were 36 clients polled at the George Wickline Center in Flagler County. Twenty-Six of the 36 surveyed stated daily participation at the Wickline Center. Seven of the respondents noted special diets from low fat to low sugar. There were 8 respondents that indicated a need for food stamps and requested assistance in accessing the food stamp program. These individuals are being assisted through the Elder Helpline. The respondents at this center indicated a high desire for activities including additional computer classes.

Below are the totals for the Gorge Wickline Senior Center:

George Wickline Senior Center (36 Respondents)

How often do you attend this center?

Daily	26
Weekly	10
Monthly	0

How often do you eat lunch at this meal site?

Daily	26
Weekly	10
Monthly	0
Never	0

Are the meals usually served at an acceptable temperature?

Yes	35
No	1

How does the food taste?

Very good	33
Fair	3
Poor	0

How does the food look?

Very good	35
Fair	1
Poor	0

Is there enough variety in the meals served?

Yes	32
No	4

Do you consume all portions of your meal?

Yes 31
No 5

Do you drink the milk product served with each meal?

Always: 24
Occasionally: 10
Rarely: 2
Never: 0

Do you eat the vegetables served with each meal?

Always: 16
Occasionally: 19
Rarely: 1
Never: 0

Are changes to the menu announced before the meal is served?

Yes 28
No 8

Do you receive information on Nutrition Education?

Yes 29
No 7

Do you find it difficult to travel to the center?

Yes 0
No 36

Is there enough variety in the activities offered at the center?

Yes 32
No 4

Nassau County:

There were 16 clients surveyed at the Hilliard Dining Site. Of the 16 respondents, most were very complimentary of the center, its staff and activities offered. One respondent reported a special low-calorie diet. There were no issues with consuming the milk product or eating vegetables with the exception of broccoli. Respondents stated that broccoli is often over cooked and soft. There were no reported problems when asked about nutrition education. The majority of the 16 respondents stated that they frequently receive nutrition education materials as well as being notified regarding menu changes.

Below are the totals for Nassau County:

Hilliard (16 Respondents)

How often do you attend this center?

Daily	14
Weekly	2
Monthly	0

How often do you eat lunch at this meal site?

Daily	14
Weekly	2
Monthly	0
Never	0

Are the meals usually served at an acceptable temperature?

Yes	16
No	0

How does the food taste?

Very good	14
Fair	2
Poor	0

How does the food look?

Very good	15
Fair	1
Poor	0

Is there enough variety in the meals served?

Yes	15
No	1

Do you consume all portions of your meal?

Yes 13
No 3

Do you drink the milk product served with each meal?

Always: 14
Occasionally: 1
Rarely: 1
Never: 0

Do you eat the vegetables served with each meal?

Always: 11
Occasionally: 4
Rarely: 0
Never: 1

Are changes to the menu announced before the meal is served?

Yes 13
No 3

Do you receive information on Nutrition Education?

Yes 14
No 2

Do you find it difficult to travel to the center?

Yes 0
No 16

Is there enough variety in the activities offered at the center?

Yes 10
No 6

St. John's County:

Thirty-six (36) clients at the Coastal Senior Center participated in the Congregate Dining/Senior Center Survey. Of the 36 respondents, 31 eat lunch at the center on a daily basis. The majority of clients at the Coastal Center stated that they consume their milk product and vegetables always. Overall, the majority of respondents rated the meal taste and look to be "Very Good". Eight of the 38 respondents report not eating all portions of the meal served. The primary reason given was portion sizes too large and loss of appetite. Participants also indicated always receiving nutrition education materials as well as being notified of menu changes. All respondents indicated a very high satisfaction with the overall variety of activities offered at the Coastal Center.

Below are the totals for the Coastal Senior Center:

Coastal Senior Center (36 Respondents)

How often do you attend this center?

Daily	31
Weekly	5
Monthly	0

How often do you eat lunch at this meal site?

Daily	30
Weekly	6
Monthly	0
Never	0

Are the meals usually served at an acceptable temperature?

Yes	34
No	2

How does the food taste?

Very good	31
Fair	4
Poor	1

How does the food look?

Very good	30
Fair	6
Poor	0

Is there enough variety in the meals served?

Yes	35
No	1

Do you consume all portions of your meal?

Yes	28
No	8

Do you drink the milk product served with each meal?

Always:	33
Occasionally:	3
Rarely:	0
Never:	0

Do you eat the vegetables served with each meal?

Always:	34
Occasionally:	0
Rarely:	0
Never:	2

Are changes to the menu announced before the meal is served?

Yes	35
No	1

Do you receive information on Nutrition Education?

Yes	35
No	1

Do you find it difficult to travel to the center?

Yes	0
No	36

Is there enough variety in the activities offered at the center?

Yes	36
No	0

Volusia County:

There were a total of 51 clients surveyed at two sites in Volusia County. While each of these centers are in very different locations, the results were very common between all sites and participants surveyed. Only 7 respondents out of the 51 indicated special diets. Of those, the most common was low-fat and low-cholesterol. Milk consumption was high among all survey at the two Volusia County centers. The vegetable consumption was an overall improvement. About half of all respondents indicated that food taste and appearance was either fair or poor however, they were satisfied overall with the variety of meals. Respondents in all centers reported receiving Nutrition Education materials frequently as well as being notified of menu changes. Most respondents reported high satisfaction with activities offered.

Below are the results for Volusia County:

Brannon Senior Center (30 Respondents)

How often do you attend this center?

Daily	20
Weekly	9
Monthly	1

How often do you eat lunch at this meal site?

Daily	15
Weekly	13
Monthly	2
Never	0

Are the meals usually served at an acceptable temperature?

Yes	28
No	2

How does the food taste?

Very good	15
Fair	15
Poor	

How does the food look?

Very good	15
Fair	14
Poor	1

Is there enough variety in the meals served?

Yes 22
No 8

Do you consume all portions of your meal?

Yes 21
No 9

Do you drink the milk product served with each meal?

Always: 18
Occasionally: 8
Rarely: 1
Never: 3

Do you eat the vegetables served with each meal?

Always: 19
Occasionally: 9
Rarely: 2
Never: 0

Are changes to the menu announced before the meal is served?

Yes 30
No 0

Do you receive information on Nutrition Education?

Yes 29
No 1

Do you find it difficult to travel to the center?

Yes 5
No 25

Is there enough variety in the activities offered at the center?

Yes 28
No 2

Deltona Senior Center (21 Respondents)

How often do you attend this center?

Daily	19
Weekly	2
Monthly	0

How often do you eat lunch at this meal site?

Daily	19
Weekly	2
Monthly	0
Never	0

Are the meals usually served at an acceptable temperature?

Yes	19
No	2

How does the food taste?

Very good	16
Fair	5
Poor	0

How does the food look?

Very good	17
Fair	4
Poor	0

Is there enough variety in the meals served?

Yes	19
No	2

Do you consume all portions of your meal?

Yes	18
No	3

Do you drink the milk product served with each meal?

Always:	18
Occasionally:	3
Rarely:	0
Never:	0

Do you eat the vegetables served with each meal?

Always:	14
Occasionally:	7
Rarely:	0
Never:	0

Are changes to the menu announced before the meal is served?

Yes	18
No	3

Do you receive information on Nutrition Education?

Yes	20
No	1

Do you find it difficult to travel to the center?

Yes	0
No	21

Is there enough variety in the activities offered at the center?

Yes	20
No	1

Summary

Overall, the 2008 survey indicates that a very high percentage of consumers are satisfied with the services they are receiving from our provider agencies. When looking at the area specific breakdown, issues occurring in the 2007 survey have greatly improved. There are still a few issues on the local level which have room for improvement. ElderSource, as a part of continuous quality improvement, is looking to conduct future surveys on the vendor level.

It is important to look at the overall trends of this survey as opposed to the color coded graphs. The colors are not an indication of performance. They are merely used to identify trends by provider within a category.

Overall satisfaction remained very high throughout the case management section. Planning and Service Area (PSA) total satisfaction ratings were up in each area. Satisfaction with in-home workers again was improved overall in 2008. The question “Are you happy with your current in-home worker?” and “Are you informed of schedule changes by your in-home service agency?” showed an across the board increase for each provider. However, these approval numbers are still sagging when compared to the rest of the in-home service questions. This may not be a true measure of our provider agencies as many of these clients exercise their client choice and receive services from vendor agencies. Future surveys will attempt to evaluate the specific agencies providing services on the vendor level. This analysis will assist the provider agencies in evaluating the effectiveness of their service vendors.

The approval percentages for home delivered meals remains at very high levels. Consumers indicating that they consume all portions of their meal as well as consumers indicating that they receive nutrition education materials showed remarkable increases when compared to the 2007 survey.

As in the 2007 survey regarding home delivered meals, the 2008 survey participants who state that they do not consume all portions of their meal typically indicated that it is the vegetable that is not consumed on a regular basis. Many consumers commented that the vegetables are neither pleasing in look nor taste. This may be a difference in meal preparation and delivery methods. Our Planning and Service Area (PSA) has varying methods of meal preparation and delivery. Within our PSA, some meals are provided through contracted agencies such as GA Foods while others are prepared by the individual provider. GA Foods prepares meals in different forms for different providers. In Volusia, hot bulk meals are delivered to the dining sites where they are maintained at a constant high temperature. The hot meals are then individually packaged for delivery to clients. Clay County and Nassau County receive individual frozen meals from GA Foods. The individual frozen meals are heated at the dining sites prior to being delivered to clients. St. John’s County and Baker County prepare their own meals and deliver to clients individually packed hot meals. In each of the above cases, meals must be maintained at an excessively high temperature prior to delivery. This is for an even longer period of time for the meals delivered to the providers hot by GA Foods. Throughout delivery, meals are stored in thermal packs to assist in maintaining meal

temperature along the delivery route. Urban Jacksonville prepares and packages its own meals and all meals are delivered by temperature controlled vehicles. These temperature controlled vehicles allow meals to remain at consistent temperatures throughout the route. Additionally, meals delivered by temperature controlled vehicles do not need to be over heated. Flagler County provides their home delivered meal clients frozen, pre-packed meals from GA Foods. The client is responsible for heating their individual meal at the time of consumption. Each provider should evaluate their meal service and delivery methods.

One common issue related to the in-home services survey as well as the congregate dining and senior center survey was information requests for food stamps and Medicaid programs. Many respondents indicated a desire to learn about the food stamp assistance program and would like assistance in applying. Others indicated a desire to learn more about Medicaid programs and would like to receive information. ElderSource has obtained client specific information relating to these requests and will be contacting these clients offering assistance through the Elder Helpline

Transportation is as varied from county to county as home delivered meals. Several of our provider agencies serve as the coordinated transportation system within their county while others utilize existing service delivery providers. The transportation portion of the 2008 survey showed incredible improvement in all areas of client satisfaction.

To truly evaluate transportation effectiveness and satisfaction with service delivery, we will need to focus future surveys on the transportation specific providers and their contracted vendors. We will look at completing this in future surveys.

The Congregate Dining and Senior Center Survey showed improvements from consuming all portions of meals to consuming the vegetables. Additionally respondents noted significant improvement in satisfaction with menu substitution announcements as well as receiving nutrition education materials. Any issues relating to environmental conditions minor in nature and greatly reduced from the 2007 survey. There were less respondents looking for additional evening or weekend activities than in the 2007 survey. It should be noted that of the 479 respondents, there were less than 1% who listed site staff as a problem.

Overall, these surveys indicate a high level of service satisfaction throughout the PSA. As we ascertain more detailed information from future surveys, we will be able to evaluate and recommend service best practices between all provider agencies within the PSA and encourage information sharing on service delivery specific items which will enable each provider to elevate their service delivery to even greater heights.

ElderSource has every intention of expanding consumer satisfaction surveys to identify unique trends and outliers that are unable to be identified through provider surveys.