

# OPI Customer Service Phone Survey Results

October 2009

140 clients

67 Unavailable; of these:

- Deceased (4)
- Assisted Living/Foster Home (4)
- Hospital: (1)
- Wrong #/Disconnect/Call could not be completed: (19)
- Customer unknown at this number: (1)
- Not accepting calls/did not want to talk (7)
- Answering service/Voice Mail (28)
- Always busy (2)
- Answerer refused to allow (1) - referred to local case manager for check

73 responses

- 13 Not receiving services at this time: (did at one time/have been assessed but have not yet begun)
  - Applied but no one came out - children help now
  - Needs help, referred to MCADS & 211
  - Not needed and not used yet
  - Needs help, writes a ck 1x/wk for her assistance - transportation needs
  - No help for 2 months but sounded very weak and uncertain
  - Applies 2x/yr but has never received help (last time - May 2009)
  - Needs bathing help but no services since August, housework due to begin again this month (Oct)
  - Does not need help; children help her
  - Not receiving at this time
  - Applied but no services yet
  - Disqualified in June/July - needs help with vacuuming
  - No longer getting services; children now assist

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60 Responses

Are you satisfied with the person who comes to help you in your home?	(59) Yes (0) No (1) don't know
To what extent do your services help you? Would you say	(59) They help a lot (1) They help a little (there isn't much to do) (0) They don't help at all (0) They make things worse
<p>If you did not receive help, would you be able to stay in your home?  <i>*Majority did not answer yes or no but instead took the opportunity to discuss options</i></p>	<p>(27) Yes (<u>all</u> qualified with it would be difficult)</p> <ul style="list-style-type: none"> <li>▪ (25) manage on my own             <ul style="list-style-type: none"> <li>○ For awhile (1); as long as possible (1)</li> <li>○ Shopping/laundry</li> <li>○ Somehow</li> <li>○ Would stay because I am stubborn</li> <li>○ Not easily (1), extremely difficult (3); much harder (1)</li> <li>○ I really don't know what I'd do</li> <li>○ No \$\$ to pay though, cannot afford</li> <li>○ But wouldn't be able to clean</li> <li>○ Somehow, I don't know</li> <li>○ Stay in my home, no matter what!</li> <li>○ Fear of sudden illness</li> <li>○ I would need help, almost blind and tremors</li> <li>○ Yes, with no other comments (9)</li> </ul> </li> <li>▪ (2) I would have to pay more             <ul style="list-style-type: none"> <li>○ But I can't pay for it (1)</li> </ul> </li> <li>▪ (1) yes, but 'other' checked (nothing specified)</li> </ul> <p>(20) No</p> <ul style="list-style-type: none"> <li>▪ (6) Children or other family member             <ul style="list-style-type: none"> <li>○ But might not be able to stay w/son</li> </ul> </li> <li>▪ (8) nursing home or assisted living             <ul style="list-style-type: none"> <li>○ I really don't know what I'd do (assisted living marked)</li> <li>○ Assisted living (or not a very clean life would I live)</li> <li>○ Assisted living (very difficult)</li> <li>○</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>▪ Wouldn't be able to live</li> <li>▪ No, I have no other way</li> <li>▪ I struggle pretty hard</li> </ul> <p>(13) Maybe</p> <ul style="list-style-type: none"> <li>▪ I'd be a mess - I'm 92 years old!</li> <li>▪ Don't know what I'll do (3)</li> <li>▪ But not able to pay; don't know what I'd do (2)</li> <li>▪ Guess I could but maybe not</li> <li>▪ Questionable - don't know what we'd do</li> <li>▪ Haven't tried, so don't know</li> <li>▪ I wouldn't be able to do much of anything</li> <li>▪ Tasks at home would be impossible</li> <li>▪ Trying to make it on my own but very difficult (laundry)</li> </ul>
<p>How helpful would you say the person who set up your services is in making sure your needs are being met?</p>	<p>(51) Very helpful          (5) helpful          (1) Sometimes helpful (a lot to be desired)          (3) Other comments</p> <ul style="list-style-type: none"> <li>▪ Didn't get to talk too long to person who set up my services</li> <li>▪ Care person talks to AAA office not to client</li> <li>▪ No comment but Other was marked</li> </ul>
<p>Other comments</p>	<ul style="list-style-type: none"> <li>▪ Thank you/gratitude (11)</li> <li>▪ 1.5 hours is short but better than nothing</li> <li>▪ Program stability is essential; every 6 months we expect to be cut off (follow up with consumer)</li> <li>▪ Praise for caregiver (9)</li> <li>▪ This help makes my life work!</li> <li>▪ I'm paying more now since services have been cut</li> <li>▪ Portland Impact does great work</li> <li>▪ Very important and less costly to keep elderly home</li> <li>▪ Keep up the good work</li> <li>▪ Always glad to have the help - quite happy! (3)</li> <li>▪ Very satisfied</li> <li>▪ Services are wonderful but I need more hours(3)</li> </ul>