

# HTG Field Test Consumer Survey

## UPDATED FINDINGS AS OF 5/15/06

Consumer surveys were mailed out to 952 participants as of April 21, 2006. To date CDSS has received 294 surveys (70 initial assessments, 218 reassessments, and 6 blank). The survey contains 15 questions that the participants were asked to answer. The following are the findings to those questions:

1. The approximate waiting period from the day of the initial request for IHSS until the Notice of Action (NOA) was received:
  - 7-20 days 31%
  - 21- 30 days 22%
  - 31-60 days 13%
  - 61-90 days 4%
  - Over 90 days 4%
  - No response given 26%
  
2. The locations where the assessment/reassessment took place (out of 288 completed surveys):
  - Over the phone 4%
  - In the home 91%
  - Other location 3%
  - No response given 2%
  
3. The approximated time to perform the assessment/reassessment (out of 288 completed surveys):
  - 5-30 minutes 40%
  - 31-45 minutes 23%
  - 46-60 minutes 27%
  - 61-120 minutes 5%
  - No response given 5%
  
4. Printed information was provided and available in the language needed (out of 288 completed surveys):
  - Yes 91%
  - No 7%
  - No response given 2%
  
5. Language problems (out of 288 completed surveys):
  - No problem 94%
  - Language problem 2%
  - Other problem 2%
  - No response given 2%
  
6. NOA was clear and easy to understand (out of 288 completed surveys):
  - Yes 90%
  - No 6%
  - No response given 4%

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### 7. Number of hours received per month:

New Assessments (out of 70 completed surveys with the lowest number of hours being 2.5 and the highest number of hours being 280):

- 2.5-30 hours 20%
- 31-60 hours 30%
- 61-90 hours 17%
- 91-120 hours 10%
- Over 120 hours 7%
- No response given 16%

Reassessments (out of 218 completed surveys with the lowest number of hours being 3 and the highest number of hours being 280):

- 3-30 hours 11%
- 31-60 hours 29%
- 61-90 hours 27%
- 91-120 hours 10%
- \*Over 120 hours 17%
- No response given 6%

\*Over 120 hours--14 of the 36 cases in this range were over 200 hours.

### 8a. Adequate number of hours listed on NOA (out of 288 completed surveys):

- Yes 64%
- No 32%
- No response given 4%

### 8b. Additional hours needed (out of 87 requests):

- 1-10 hours 55%
- 11-20 hours 15%
- 21-50 hours 8%
- 51-100 hours 11%
- Over 200 hours 11%
- Common reasons for additional hours:
  - Accompaniment to/from medical/hospital appointments
  - Domestic, laundry, and heavy cleaning
  - Bathing and grooming
  - Administer medication
  - Disability is worse
  - Consumer is older
  - Provider needs more hours to complete tasks
  - Requires services on the weekends

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9. Hours received prior to the January 2006 reassessment (out of 218 completed surveys with the lowest number of hours being 3 and the highest number of hours being 285):

- 3-30 hours 15%
- 31-60 hours 30%
- 61-90 hours 27%
- 91-120 hours 9%
- \*Over 121 hours 16%
- No response given 3%

\*Over 121 hours--14 of the 29 cases in this range were over 200 hours.

**When comparing *reassessed hours* (Q. #7) to *previous assessed hours* (Q. #9), out of the 218 reassessed cases:**

- **39% increased in hours**
- **19% decreased in hours**
- **35% stayed the same**
- **7% No response given**

10. Social Worker ranking 1 “*very helpful*” to 5 “*not helpful*” (out of 288 completed surveys):

- Rank 1 65%
- Rank 2 13%
- Rank 3 10%
- Rank 4 5%
- Rank 5 4%
- No response given 3%

11. Social worker properly explained consumer’s rights and what to do if there is a disagreement with the hours received (out of 288 completed surveys):

- Yes 81%
- No 16%
- No response given 3%

12. Social worker addressed consumer’s needs (out of 288 completed surveys):

- Yes 86%
- No 11%
- No response 3%

13. Social worker provided other resources to obtain help (out of 288 completed surveys):

- Yes 60%
- No 35%
- No response given 5%

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### 14. County (out of 288 completed surveys):

- Humboldt 5%
- Kern 19%
- Lassen 1%
- Riverside 35%
- Santa Barbara 9%
- San Bernardino 31%

### 15. Common themes to enhance the IHSS program:

- Nothing is wrong with the program, everything is fine, program is successful
- Thankful for the program
- Don't change a thing
- Social Workers to listen with an open heart
- Provide more information regarding IHSS and other programs
- Provide transportation and Meals on Wheels
- More hours for services
- Update worker lists
- Provider speaks the same language as the consumer
- More hours for providers
- More resources for providers
- More incentives and insurance programs for providers
- Better Addus Healthcare workers