

DIRECT DELIVERY SERVICE REQUEST FOR FY 2020-2023

Unless as otherwise permitted or required by law or an exception granted by the State Unit on Aging, the Direct Service Waiver request is submitted with the Area Agency on Aging's two, three or four-year Area Plan. An approved request remains in effect during the Area Plan time period, unless terminated by either the Area Agency on Aging or the State Unit on Aging. Include this form and your supporting documentation, in your Area Plan submission.

In accordance with Section 307 (a) (8)(A) and 306 (b) of the Older Americans Act, the Blue Rivers Area Agency on Aging Requests delivery of the following services:

Service	Location (Cities/Counties)
Home Delivered Meals	Gage – Cortland, Wymore Jefferson – Diller, Fairbury, Odell Johnson – Cook, Sterling Otoe – Douglas, Nebraska City, Palmyra, Syracuse Pawnee – Table Rock Richardson – Falls City Thayer – Chester, Davenport, Deshler, Hebron
Congregate Meals	Gage – Cortland, Wymore Jefferson – Fairbury Johnson – Sterling Otoe – Douglas, Nebraska City, Palmyra, Syracuse Pawnee – Table Rock Richardson – Falls City Thayer – Davenport, Deshler, Hebron
In-Home Services	Gage, Jefferson, Johnson, Nemaha, Otoe, Pawnee, Richardson, Thayer

Justification/Reason for Request (must select one):

- 1. Assure an Adequate Supply of Services (Supporting documentation included)
- 2. Services Related to the Area Agency on Aging's Administrative Function (Written explanation included)
- 3. Provide Services More Economically and with Comparable Quality (Supporting documentation included)
- 4 The waiver request is ongoing from year to year. A Request for Proposal was issued insert Date RFP published

Approval of the 2020-2023 Area Plan includes granting of the requested waiver.

DIRECT SERVICE PROVISION

Service Number	Area Agency on Aging	Max. Cost	Provide Service Paid by OAA Y/N
2	Homemaker		Y
3	Chore		Y
4	Home Delivered Meals		Y
8	Congregate Meals		Y
11	Nutrition Education		Y
13	Health Promotion/Disease Prevention (Evidence-Based)		Y
16	Legal Assistance		Y
20	Care Management		N
23	Material Distribution		N
24	Social Activities		Y
28	Information Services		Y
32	Caregiver Respite		Y
33	Caregiver Supplemental Services		Y

Blue Rivers Area Agency on Aging

Direct Service Waiver

Blue Rivers AAA serves eight of the most rural counties in the State of Nebraska. The service area consists of Gage, Jefferson, Johnson, Nemaha, Otoe, Pawnee, Richardson and Thayer counties. There are only three communities in these eight counties with populations of over 3,000 according to the 2010 US Census: Auburn (3,460), Beatrice (12,459), Fairbury (3,942), and Nebraska City (7,289). Additionally, according to experts presenting at UNO's 29th Annual Data Users Conference on August 15, 2018; only one county in the service area experienced a population increase in the last decade: Johnson County. This increase was attributed to the location of the Nebraska Department of Corrections Penitentiary in Tecumseh and the addition of that prison's population to county's population numbers.

While there is an appreciation from Blue Rivers AAA staff and administration for overseeing agencies more urban perspective; the reality of low population per physical area is a limiting factor in the number of resources available to the people living in rural America and in particular in the most rural areas of Nebraska. What is available to people in urban areas: ready and close access to restaurants, grocery stores, health care facilities, home health, housekeeping yard maintenance, and transportation are, in many cases non-existent in rural areas. Without the direct services provided by Blue Rivers AAA, many of our clients could no longer remain in the homes and communities they want to live in and those communities would experience even further decline before disappearing altogether.

In order to fulfill the requirement to request a Direct Service Waiver, Blue Rivers AAA conducted a survey during February 2019. This survey was distributed through the agency newsletter, *Table Talk* and distributed to all participants at the agency's congregate meal sites and to all home-delivered meal recipients. Additionally, the survey was sent to care management clients, recipients of the Emergency Response Systems through the agency, all Homemaker and Handyman clients and was made available on Public Transportation vehicles.

As of March 1, 2019, 246 surveys were returned. On the following pages, the survey and the compilation of responses are recorded. Of the 15 services and programs provided by Blue Rivers AAA and listed on the, all were recorded as used in the area. Nutrition Services (Congregate and Home Delivered Meals) was the most used service area followed by Senior Centers, Homemaker Program, Public Transportation and Information and Assistance.

A reading of the comments demonstrates the importance of these services to this area – services that are not provided by other organizations or businesses in the area. Additionally, due to the Older Americans Act the degree of affordability Blue Rivers AAA provides in meeting the needs of people living in the service area must be considered. Since the mission of this agency is to help people live and remain independent at home for as long as it is safe for them to do so, it is the position of Blue Rivers AAA that the Direct Service Waiver should be granted for all programs and services listed on the survey.

Blue Rivers Agency sent out surveys to our Care Management Clients, Chore, Homemaker and Family Caregiver Support Clients in July – September 2019 to fulfill the requirement of Direct Service Waiver.

The Care Management clients returned 76% of the surveys. All results proved that our services are valuable to our clients, enabling them to remain in their homes, and that their situations had improved. Also indicated with these surveys showed a reduced level of stress. Surveys sent to our Homemaker clients were returned at 82%, rating their situations as improved, and rating their services as received as Good-Excellent. All clients stated that due to these services, they were able to remain in their homes. The Chore clients returned at 82%, with same results as Homemaker. The Family Caregiver Support Program clients returned 92% of the surveys. The results overwhelmingly stated as this service valuable, enabling the caregiver to provide better care, and to continue to live in their own home and strongly agree that these services are invaluable to their living situations.



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Serving Gage, Jefferson, Johnson, Nemaha, Otoe, Pawnee, Richardson and Thayer Counties

Blue Rivers Area Agency on Aging is currently engaged in the creation of our Area Plan for Fiscal Years 2020-2023 which will commence on July 1, 2019. In order to provide the most needed programs and services in our eight-county service area, we are asking for input from residents in the area. It is our primary mission to provide service and support that allows persons age 60 and older to remain safe and independent at home. Through the ADRC Nebraska program, we provide information, assistance and education on services and supports to seniors, people with disabilities of all ages and their family members, caregivers and advocates.

Please take a few moments to complete both sides of this survey and return it no later than **March 1, 2019** for your opinions to be considered. You may return it via USPS mail or fax at the address and number listed above, or in person at any Blue Rivers Area Agency on Aging operated senior center or public transportation office. You may also return it via email to info@BlueRiversAAA.org. As our funding continues to decrease and the requests for services continue to increase, we want to ensure we are efficient and effective in serving our clients.

Thank you in advance for completing this survey and for sharing your thoughts. It is a privilege and an honor to serve you.

Please check the box next to any program you are currently using or have used in the past.

- ADRC(Aging&DisabilityResourceCenter)–Information/Referral/OptionsCounseling
- Aged and Disabled Medicaid Waiver
- Caregiver Support Program – Respite, Emergency Response System for respite
- Care Management – Assessment/care planning/services monitoring
- Chore – Handyman/mowing/snow removal
- Durable Medical Equipment Loan Program
- Health Promotion/Disease Prevention – Tai Chi for Better Balance, Stepping On, Powerful Tools for Caregivers
- Homemaker Program – Housekeeping/meal prep/shopping/laundry, etc.
- Information and Assistance – Basic information
- Legal Assistance
- Nutrition Services – Congregate meals/Home Delivered Meals
- Public Transportation – Gage, Jefferson, Nemaha, Otoe and Thayer Counties only
- Senior Care Options – Screening for Nursing Facility Level of Care
- Senior Centers – Activities/volunteer opportunities/socialization
- Senior Volunteer Program – To have a friend; To be a friend

1. Were you satisfied with the service(s) you used? ___Yes ___No

Please share your opinion of each service, and identify that service. What worked? What didn't? What could make the program better?

2. Were there services you would have used, but were not available through Blue Rivers Area Agency on Aging? ___Yes ___No

If yes, please list and explain if you found the service available to you through another agency.

3. If Blue Rivers Area Agency on Aging were able to secure adequate funding, are there programs or services you would find beneficial?

If yes, please list below.

4. If, due to funding limitations, programs and services become limited, would you be willing to pay a fee in order to continue participating in those programs and receiving those services?

___Yes ___No

If you would like to discuss your responses, please provide your contact information:

Name

Phone Number

Thank you for sharing your opinions!

Blue Rivers AAA Services Survey Program Responses Received

1. ADRC (Aging & Disability Resource Center) – Information/Referral/Options Counseling
10
2. Aged and Disable Waiver
25
3. Caregiver Support Program – Respite, Emergency Response System for respite
17
4. Care Management – Assessment/care planning/services monitoring
29
5. Chore – Handyman/mowing/snow removal
38
6. Durable Medical Equipment Loan Program
4
7. Health Promotion/Disease Prevention – Tai Chi for Better Balance, Stepping On, Powerful Tools for Caregivers
14
8. Homemaker Program – Housekeeping/meal prep/shopping/laundry, etc.
69
9. Information and Assistance – Basic Information
44
10. Legal Assistance
15
11. Nutrition Services – Congregate meals/Home Delivered Meals
144
12. Public Transportation – Gage, Jefferson, Nemaha, Otoe and Thayer Counties only
67
13. Senior Care Options – Screening for Nursing Facility Level of Care
5
14. Senior Centers – Activities/volunteer opportunities/socialization
107
15. Senior Volunteer Program – To have a friend; to be a friend
22

Survey Question #1

#1. Were you satisfied with the service(s) you used?

1. Meals and social contact are good. A good person managing it. She knows older people's needs. She is good to provide activities for us.
2. I'm assuming the care management is when ladies come by to evaluate my needs. Yes, friendly. Helpful suggestions of other options I could use. I have a BP monitor through the program. My housekeeper's help is invaluable. I look forward to her weekly visit. I would be totally isolated without public transportation.
3. Enjoy Tai Chi group, going to morning coffee and evening meal. Friendly bus drivers.
4. I have an excellent personable person who comes one a week for two hours. I should have done this sooner. I was getting older not able to keep up. I am able to do so now and the day she comes it really lifts my spirits. What could be better?
5. Take handy van sometimes when I need it.
6. I am happy with the way everything is going now!
7. I had a man who took care of my lawn last summer. Hope he coming this year. I forgot his name. I think program is okay.
8. Todd does handyman work, and his work is great. Some of his helpers don't do such a good job. Todd is to be commended, he is putting some to work that may not be employable by some.
9. Used the homemaker program. Had excellent service. It helps me to be able to stay in my home.
10. She had a girl that does a fairly good job at cleaning. (written by her daughter)
11. Handyman lawn mowing--he was reliable. Did a great job. Homemaker program--Ardel is a great worker, goes out of her way to do tasks I can't do. I take home delivered meals from the Table Rock Senior Center every day and used to participate in activities there when able. Every day meals are good and nutritious.
12. Vacuum, cleaning bathrooms, wiping and cleaning kitchen, cabinet doors. Wiping kitchen range and refrigerator as needed. Dishes etc. as needed.
13. Sr. Dinner, love the food, help and Harley. They are so caring and accommodating to our wants, always trying new things.
14. I think the regular workers and volunteers do a very good job and great service to many people that would be worse off if not for the programs, especially the meals and transportation.
15. No concerns
16. Food-good, nice and vary some each month, other favorites are back for each season (chili and soup, cold temp), (salads for summer).
17. We eat our noon meal Mon. thru Friday every week. The meals are very good! We have a nice variety. We are served a nice amount of food. The present cook is excellent!!
18. It is thru Frontier Home Medical for incontinence supplies. They call regularly and the supplies are her within 2 days. My emergency equipment is a life saver, as I know if something happens, help is on the way. I am satisfied with both services.
19. Everything I checked was wonderful for me. They all help very much especially my chore lady (Sandy) and we can talk about everything (my life, her life) while she works.
20. Mowing done on riding tractor (no weed whacker). Limited snow removal. Unavailable handyman & need a lot of home improvements. Transportation was unbearable. Housekeeping, errands, & a person that delivers meals, help/errands, cooking.
21. All the programs I'm involved in are very helpful in keeping me in my home. I am very happy with all the services I receive.

Survey Question #1

22. Help at home and with different things. Al seem to work for me.
23. Meals on Wheels: I'm receiving meals on wheels and am real pleased with the program. It sure makes my day to see such nice people that deliver. Transportation: Have used the bus service and am so happy we have it. I enjoy riding it.
24. I'm in a wheelchair and oxygen 24/7 and I really appreciate the buses because of the lifts. We have really good bus drivers and they always go the "extra mile" to make sure you are safe.
25. Absolutely satisfied for instance, I have both rotor cups out of place and cannot get or put anything above my shoulders. Have had to have help just to replace light bulbs. Otherwise I'd hope to wait till one of my kids showed up, they live in Lincoln and Grand Island. These things might seem simple but once you can't do them it's an entirely different story. Sometimes my shoulder locks up before I can shake your hand. My caregiver is once a week but I think if I had her here soon she'd be right here.
26. I very much like the service I got for the mowing.
27. The cleaning lady is good. The handyman that cleaned the walk and driveway was great. Really appreciated him. Care Manager replaced some light bulbs which was great.
28. Very pleased with housekeeping. There is so much I cannot do now. My son who lives with me has no arms and can help with some things. Snow cleanup has been wonderful. Not being snowed in the house is such a relief. There are times I cannot drive and the bus is so helpful. Thank you so much.
29. Housekeeping: Housekeeper is efficient, honest, on time, and friendly.
30. Everything is ok.
31. I was extremely satisfied as you can see I'm about half blind.
32. Cleaning, also things I cannot reach to clean and etc. As I walk with a walker, cannot do everything that needs cleaning myself. Pleased with the service. Thank you. I am 92 years of age.
33. Life Line, we don't have friends to list anymore before they call 911. Do you have people on call that come help lift my husband off the floor?
34. Lawn mowing and snow removal is always excellent. The trimming makes a big difference in the lawns appearance.
35. Homemaker program – am new to this program but am satisfied with the limited time I have used it. Tai Chi- feel balance has really improved. Senior center meals are tasty and everyone welcoming. Transportation – used bus once for a medical appt. in Lincoln. It was a real lifesaver.
36. I eat at the senior center almost EVERY DAY!
37. Table Rock Senior Center has "excellent" meals. Thanks to a very good cook!
38. Finding me another housekeeper.
39. Handyman mowing did a very nice job of mowing. I really appreciated the care he took of my yard.
40. Great to have a shopper.
41. Very helpful.
42. I've had the handyman mow my lawn as of summer 2018 and snow removal 2018-2019 cuz I am not able to do it myself anymore. I'm 63 (tho look, act, feel only 20) me "ole-legs" just can't "dood-it" no more and I appreciate it more than you'll ever know. Glad I don't have ½ to pay nutrition. I just don't have the money.
43. Snow removal—can't remove snow with a cane – 2 lots. Mowing, is hard to get on mower with bad hip. Doing any work I have to bend over hurts by lower back. I've had shots in my back that don't help and I've gone to physical therapy that hasn't heled.

Survey Question #1

44. Handyman Svc excellent. Housekeeping excellent. Used to have meals on wheels, excellent.
45. ADRC Options counseling has been invaluable. Medicaid waiver we are still working on this, simplify this process. Care manager has been wonderful! Information handouts are good. Legal assistance - - was able to meet with UNL law school at Beatrice to answer questions. Public transportation -- have used this a lot. Senior center -- attend meals and some speakers, have some speakers at night. I am a volunteer foster grandparent, wonderful program.
46. Housekeeping
47. I am very happy with my lady who does my cleaning. My house smells so fresh when she is done.
48. Sometimes the portion of meals on wheels is too short, cud have higher grade of meat, also, or gook beef roasts slower and longer – not tough tho. Rare desserts not out of a can.
49. I have taken part with the senior diners. I have done hospice on a regular basis. I take part in having mowing and snow removal. All these services have helped me a lot. I need these services as I am not able to do these chores alone. Services are great.
50. The lady is very good at her job and she is very nice!
51. Everyone was very polite and on time.
52. My housekeeper is very friendly and efficient. Care Manager calls on me monthly to make sure I am okay. I enjoy going to the Senior Center to eat and visit with friends.
53. Housekeeping going great.
54. Housekeeping worked okay.
55. Very good so far. Can't complain.
56. Would like to see a person at least 2 times a month in your home or apt.
57. We could use help bathing.
58. Enjoy the group of people we socialize with over the noon hour. We don't eat every day because some of the meals aren't very appetizing. We always check the menu ahead of time.
59. Our meals could be better. Their needs to be more of a variety. Some are too salty.
60. More consideration for diabetics. More variety and less salt.
61. Always very good.
62. More housekeepers, bus on weekends, more senior housing for rent (reasonable)
63. Go down to senior center to eat meals which could be greatly improved.
64. I eat lunch at the Table Rock Senior Center. The food that is served are excellent. There is good fellowship. Bingo is enjoyed by those who participate.
65. Very efficient, I eat at the senior center, the food is wonderful and all the volunteers are friendly and pleasant. The head cook does an excellent job and makes everyone feel welcomed.
66. Very good food. Great variety and well balanced.
67. Excellent food, well balanced.
68. Love the congregate meal program.
69. The meals are well balanced, attractively served, good quality and they are delicious. Mrs. Turnball does a fabulous job, works hard to satisfy everyone. It would be very, very difficult to replace her.
70. Foot care. The meals are very good at the center in Table Rock.
71. Great meals.
72. Well balanced meals.

Survey Question #1

73. Meals are great!
74. Senior Center Meals serve whole milk and butter.
75. Love the meals.
76. Just keep up the good work. Thank you
77. Chicken and other meals at the Table Rock Senior Center.

78. Meals are delicious. Cook and staff are friendly and helpful. Very efficient.
79. Meals are wonderful! Staff is very good.
80. Very satisfied with homemaker program.
81. I enjoyed and learned a lot on the classes for your balance. I took advantage of the flu shot. Enjoy all the information in Table Talk.
82. Have called for information – very helpful. Have used the handi bus service for many years. Have always paid for the rides, quite reasonable rates. Days I can go have been cut back. Not as handy to plan for.
83. Housekeeping, not enough hours allowed for this job.
84. All services used have been excellent and worked well.
85. I just have a lady to help with some house work, make bed on Friday, change sheets, vacuum, dust, 1 hr.
86. The housekeeping now is excellent. I had one before that didn't do much cleaning. The snow removal is great. Last year mowing was very good, hope to get someone like that again.
87. Tai Chi -- that really helped me in my walking better and help my balance and help to pick up my feet. It was a good program. I still have a CD that I use.
88. Public Transportation, the service was great. Your drivers did a great job when they came and picked me or drop me off.
89. Sr. Center meals are ok. Legal assistance could do more because many seniors are on a fixed budget and can't afford an attorney.
90. Blood pressure. Toe nail care.
91. Sterling Sr. Center is great for socialization and meals are adequate. Legal Aid is pretty limited in the area I requested.
92. Meals, they are much better than in the past. Thank you! Location is fine. Need light bulbs replaced.
93. Everything is fine.
94. Our card clubs on Tues and Thurs for our meeting place. Doris is very accommodating for us.
95. Meals.
96. Moved to town a few years ago. Lunch and activities has helped us make new friends.
97. Good food and socialization with meals. Useful information on programs for seniors.
98. Meals are excellent. You have variety, flavorful and very reasonably priced.
99. Congregate meals, I have attended infrequently due to my schedule but meals are very good and the local director is kind and makes things enjoyable for all.
100. More programs
101. I mainly take part in coming to the meals at the center and then I help with delivering the meals to the shut in.
102. Flu vaccination -- Very good.
103. I was very satisfied with the program.

Survey Question #1

104. Meals good, sometimes too many sandwiches and chips.
105. I am very satisfied with the housekeeper. She has been coming and always asks if anything is new and then goes to work.
106. I had housekeeping service. She did a great job each time she came. She was always on time and was able to complete all I needed in the time she was here. I am so grateful.
107. We've had someone come and stay with my Mom for 10 hours a month. That way I could go to work and my sister could travel to see her oldest Grandson perform in a music contest 3 hours away. Several times my sister could go home 4 hours away early on Saturday and I could work while we had someone to stay with Mom until I got there.

108. Cleans the bathroom, shower and vacuum the floor, good job. Vacuum the living room and hallway and sometimes the bedrooms, although I don't ask her to do them. She has also cleaned the carpet and also dusts. She has wiped down my kitchen cabinets and cleans the counters and stove. Scrubs the floor sometimes with a brush and mop both and then puts a nice shine on it. I like her very much.
109. Works fine.
110. Like seeing you. Help pay the bill. You pep me up.
111. Yeah I like it alright.
112. Caring friends – (thru waiver) enjoyed all the gals but didn't get along with 1. Waiver – It's fine..
113. Enjoy ALF service (waiver)
114. Handibus too busy cause they take school kids and also due to appointments that run late - for instance she said she has an appointment at 4pm today but can't get back on handibus.
115. We are lucky all of our services are great at Syracuse Senior Center.
116. Very good meals at our Syracuse Senior Center.
117. Snow removal -- Great. Center meals are a Godsend.
118. So far just senior dinners.
119. Home delivered meals. Very good meals and enjoy the volunteers that deliver the meals. Enjoy the homemade soups (delicious).
120. Senior center birthday meal is always good. Fun playing bingo and visiting
121. The meals aren't always as good as they should be, flat taste or many times they seem to be just put together in a hurry. Many are not a balanced diet (menu). Not much variety or better expressed yet. Cooked up in a hurry.
122. Handyman to mow and remove snow.
123. Home Health only. Satisfied, we have some wonderful, wonderful nurses.
124. ALF. I couldn't have it any better. I just feel so fortunate.
125. ALF. Satisfied. Sometimes I don't care for sandwich.
126. ALF. Satisfied. I can't think of anything.
127. ALF. Home Health. I'm happy here.
128. ALF Waiver. Toilet "making noise." They treat me good.
129. Chore – The last girl I had was really good. ALF. I think it's a lonely place." Visited with people. "They never return a visit."

Question #2

#2. Were there services you would have used, but were not available through Blue Rivers Area Agency on Aging?

1. Yes, bath aide
2. No, not at this time.
3. No. Since I had throat surgery in Nov., 2018, I have Home Health coming in on Mondays & Thursday cleaning my apartment, bath & fixed meals sometimes.
4. Public Transportation – I know drivers in demand but maybe once a month try a few hour trip to Beatrice that does not start at 7-8 am. Maybe a pre-Easter trip.
5. Chore, Legal Assistance
6. House cleaning and repairs. Very limited hire help. Kitchen and equipment not adequate for handicap.
7. Window washing
8. I could use the person that helps me a longer period of time however she seems to have only the amount of time she spends cleaning. I had her get my groceries for a short time but then she or I thought she didn't have much time left to clean. I'm paying a neighbor \$15 a week to get my groceries.
9. House cleaning
10. Bathing, found thru Beatrice Community Hospital
11. Leaf raking, gutter cleaning would be great help.
12. Someone to install door knobs
13. I have not used the handyman services, but could really use this service to do maintenance on my home: ie: empty leaves in gutters, paint trim, etc. that needs to be done.
14. As far as I know, I think doing windows outside and inside, especially in spring and fall. Another plus would be mowing and cleaning sidewalks (snow)
15. Meals prepared for elderly by helpers.
16. I eat at Senior Diners every day and they told me of delivering on wheels.
17. Home cleaning service. Hard to find someone to do this chore in the small town.
18. Help with house cleaning. No, I didn't find other agency.
19. Public transportation
20. Bus
21. Transportation
22. Handy bus
23. Handy bus
24. Through SENDCA in Pawnee City, NE. I wish the handi-bus would come to Table Rock, NE from Pawnee City, NE free of charge.
25. SENCA in Pawnee City, NE. I wish the handybus would come to Table Rock, NE from Pawnee City, NE with free of charge.
26. Eye – cataract surgery – only Medicaid Dental – exam, cleaning, dentures partial or full – only Medicaid. I make just a little bit too much to get Medicaid.
27. Income tax
28. Need more information on handyman. There is some heavy lifting I can NOT do.
29. My mom is blind since May 2018. I wish there was more help with a blind person to make her life more interesting. We try but have no training.
30. I didn't all these services were available.
31. Toe nail
32. Meals on Wheels and lunch. Very well done.
33. Would like to pay for Home Delivery when delivered.

Question #2

34. Any programs
35. We are still independent, are not in need of the other services provided or not provided.
36. Because I live at the Gold Crest Townhouses, I am able to get or go to any services they have.
37. Toe nail clinic. Nursing home info. An exercise equipment. Pay for home deliver at the center.
38. Not that I know of.

Question #3

#3. If Blue Rivers Area Agency on Aging were able to secure adequate funding, are there programs or services you would find beneficial?

1. Taking care of my lawn in Summer. Snow removal have to much for me to do.
2. Go to no appts. in a private vehicle. (I no longer drive) I walk w a walker and I need someone to walk into Drs office beside me for my security, so I just do not go to Dr's appointments
3. Trips to Lincoln (group trips) to cultural functions.
4. Daily newspapers
5. More rides available locally for elderly handicap. Pawnee City Bus had too short hours for afternoon doctor appointments.
6. I want to stay in my home.
7. Toe nails cutting.
8. More local legal types of service.
9. More singers or music during lunch (or before and after). The other lunch people are so happy when there is music. (Maybe even a radio or connect to front office internet.)
10. I'm having trouble getting Dr. Johnson to accept my Medicaid card for glasses. He said it don't cover them.
11. Home repairs and upkeep. House cleaning
12. Being able to get out on the weekends, like shopping or church.
13. Home delivered meals
14. Housekeeping
15. Cleaning lady & snow removal and lawn care in summer.
16. Only housekeeping
17. Wheelchair, I need one badly. I'm always falling.
18. Housecleaning, grocery store and laundry.
19. Leaf raking, gutter cleaning.
20. Exercise programs.
21. Daily exercise program
22. Maintenance on my home, empty leaves in gutters, paint trim, meal prep, shopping.
23. Continued Respite Care
24. Snow removal, lawn mowing and windows.
25. My CA children cannot understand this: Assist w/ showers – chose not to pay Home Nursing – Auburn \$75 X2/week = \$150 x4=\$600/mo to our indebted Gov't – so, now only get shower 1/wk – and pay for it myself.
26. Legal assistance
27. 93 years old, living on the family farm and would like someone to care for toenails.
28. Legal assistance
29. Talk to someone
30. Chore
31. Yes, it would be the housecleaning I can't afford.
32. Expand meals to DuBois
33. Handyman services
34. Public Transportation
35. Somehow noon meals in DuBois, NE
36. Handy bus

Question #3

37. Transportation
38. Tai Chi at the Table Rock site.
39. Bus services
40. Eye glasses, cataract surgery, dental cleaning & exam. Dentures full or partials.
41. I guess it would be if you don't have the money to have someone come in and clean house, dishes and washing.
42. Help with income tax.
43. If you could help.
44. Meals on wheels. Chores.
45. Housekeeping/Homemaker Transportation Nutrition services.
46. Not this year, maybe at a later time.
47. I am satisfied with the other people that are helping me.
48. Toe nail.
49. Toe nail.
50. Toe nail clinic.
51. Continue meals. Toe nail clipping.
52. Toe nail.
53. Toe nail clinic
54. Public transportation.
55. We are still independent, are not in need of the other services provided or not provided.
56. Perhaps in the future.
57. With adequate funding, maybe legal assistance could actually go to court for people who need help. Also tours for seniors during the daytime would be nice.
58. Toe nail.
59. Perhaps pick up service.
60. Not at this stage in life (62 years old and still working part time)
61. Like the Assisted Living.
62. Not at this time.
63. Handibus too busy cause they take school kids and also due to appointments that run late - for instance she said she has an appointment at 4pm today but can't get back on handibus.
64. Caregiver support

Blue Rivers AAA

Services Survey Responses

	Date Received	Question 1	Question 2	Question 3	Question 4
1	1/31/2019	yes	no	yes	yes
2	1/31/2019	yes	no	yes	yes
3	1/31/2019	yes	yes	no	yes
4	1/31/2019	yes	no	no	no
5	1/31/2019	yes	no	no	yes
6	1/31/2019	yes	no	no	no
7	1/31/2019	yes	no	no	yes
8	1/31/2019	yes	no	yes	yes
9	1/31/2019	yes	no	yes	yes
10	1/31/2019	yes	no	no	yes
11	2/1/2019	yes	no	no	no
12	2/1/2019	yes	no	yes	yes
13	2/1/2019	yes	no	yes	yes
14	2/1/2019	yes	no	yes	yes
15	2/4/2019	yes	no	no	yes
16	2/4/2019	yes	no	yes	yes
17	2/4/2019	yes	no	yes	yes
18	2/4/2019	yes	no	no	no
19	2/4/2019	yes	no	no	yes
20	2/4/2019	yes	yes	yes	yes
21	2/4/2019	yes	no	no	yes
22	2/4/2019	yes	yes	yes	yes
23	2/4/2019	yes	no	yes	yes
24	2/4/2019	yes	no	no	yes

25	2/4/2019	yes	no	no	yes
26	2/4/2019	yes	no	yes	yes
27	2/4/2019	yes	no	no	yes
28	2/4/2019	yes	yes	yes	maybe
29	2/4/2019	yes	no	no	no
30	2/4/2019	yes	no	no	yes
31	2/4/2019	yes	no	no	yes
32	2/4/2019	yes	no	not sure	no
33	2/4/2019	yes	no	no	yes
34	2/4/2019	yes	no	yes	yes
35	2/4/2019	yes	yes	no	yes
36	2/4/2019	yes	no	yes	yes
37	2/4/2019	yes	no	no	yes
38	2/4/2019	yes	no	no	yes
39	2/4/2019	yes	yes	no	yes
40	2/4/2019	yes	no	yes	yes
41	2/4/2019	yes	no	yes	yes
42	2/4/2019	yes	no	yes	yes
43	2/4/2019	yes	no	yes	no
44	2/4/2019	yes	yes	no	yes
45	2/4/2019	yes	no	no	no
46	2/4/2019	yes	no	yes	no
47	2/4/2019	yes	no	no	yes
48	2/4/2019	yes	yes	no	no
49	2/4/2019	yes	no	no	yes
50	2/4/2019	yes	yes	yes	no
51	2/4/2019	yes	no	no	yes
52	2/5/2019	yes	no	yes	yes

53	2/5/2019	yes	no	no	yes
54	2/5/2019	yes	no	no	no
55	2/5/2019	yes	no	no	no
56	2/5/2019	yes	no	yes	no
57	2/5/2019	yes	no	no	no
58	2/5/2019	yes	no	no	no
59	2/5/2019	yes	no	yes	yes
60	2/5/2019	yes	no	yes	yes
61	2/5/2019	yes	no	no	yes
62	2/6/2019	yes	no	yes	no
63	2/6/2019	yes	yes	no	yes
64	2/6/2019	yes	no	no	no
65	2/6/2019	yes	yes	no	no
66	2/6/2019	yes	no	no	no
67	2/6/2019	yes	no	no	yes
68	2/6/2019	yes	no	yes	no
69	2/6/2019	yes	no	no	no
70	2/7/2019	yes	no	yes	yes
71	2/7/2019	yes	yes	yes	yes
72	2/7/2019	yes	no	no	yes
73	2/7/2019	yes	yes	yes	yes
74	2/7/2019	yes	yes	yes	no
75	2/7/2019	yes	no	no	yes
76	2/7/2019	yes	no	yes	yes
77	2/7/2019	yes	no	no	no
78	2/7/2019	yes	no	yes	yes
79	2/7/2019	yes	no	no	yes
80	2/7/2019	yes	no	yes	yes

81	2/8/2019	yes	no	no	no
82	2/8/2019	yes	no	no	yes
83	2/8/2019	yes	no	no	no
84	2/8/2019	yes	no	no	no
85	2/8/2019	yes	no	no	yes
86	2/11/2019	yes	no	yes	yes
87	2/11/2019	yes	no	no	yes
88	2/11/2019	yes	no	yes	yes
89	2/11/2019	yes	no	no	yes
90	2/11/2019	yes	no	no	no
91	2/11/2019	yes	no	yes	no
92	2/11/2019	yes	no	no	no
93	2/11/2019	yes	yes	yes	no
94	2/13/2019	yes	no	no	no
95	2/13/2019	yes	no	no	no
96	2/13/2019	yes	no	no	no
97	2/13/2019	no	no	no	yes
98	2/13/2019	yes	no	no	no
99	2/14/2019	yes	no	no	no
100	2/14/2019	yes	no	no	no
101	2/14/2019	yes	no	no	no
102	2/14/2019	yes	no	no	no
103	2/14/2019	yes	no	no	no
104	2/14/2019	yes	no	no	no
105	2/14/2019	yes	no	no	no
106	2/14/2019	yes	no	no	no
107	2/14/2019	yes	no	no	no
108	2/14/2019	yes	no	no	no

109	2/14/2019	yes	no	no	no
110	2/14/2019	yes	no	no	no
111	2/14/2019	yes	no	no	no
112	2/14/2019	yes	no	no	yes
113	2/14/2019	yes	no	no	no
114	2/14/2019	yes	no	no	no
115	2/14/2019	yes	no	no	no
116	2/14/2019	yes	no	no	no
117	2/14/2019	yes	no	no	no
118	2/14/2019	yes	no	no	no
119	2/14/2019	yes	no	no	no
120	2/14/2019	yes	no	yes	yes
121	2/14/2019	yes	no	no	no
122	2/14/2019	yes	yes	yes	no
123	2/15/2019	yes	no	no	no
124	2/15/2019	yes	yes	no	no
125	2/15/2019	yes	no	no	yes
126	2/15/2019	yes	yes	yes	no
127	2/15/2019	yes	no	yes	yes
128	2/15/2019	yes	no	no	no
129	2/15/2019	no	no	no	no
130	2/15/2019	yes	no	no	no
131	2/15/2019	yes	no	no	no
132	2/15/2019	yes	yes	no	no
133	2/15/2019	yes	no	no	no
134	2/15/2019	yes	no	no	no
135	2/15/2019	yes	no	no	no
136	2/15/2019	yes	yes	yes	no
137	2/15/2019	yes	yes	yes	yes
138	2/15/2019	yes	no	no	no

139	2/15/2019	yes	yes	no	no
140	2/15/2019	yes	yes	no	no
141	2/15/2019	yes	yes	no	no
142	2/15/2019	yes	yes	no	no
143	2/15/2019	yes	no	no	no
144	2/15/2019	yes	no	no	yes
145	2/15/2019	yes	no	no	yes
146	2/15/2019	yes	no	no	yes
147	2/15/2019	yes	no	no	no
148	2/15/2019	yes	no	no	no
149	2/15/2019	yes	no	no	yes
150	2/15/2019	yes	no	no	yes
151	2/15/2019	yes	no	yes	yes
152	2/15/2019	yes	no	no	no
153	2/15/2019	yes	no	yes	yes
154	2/15/2019	yes	no	yes	yes
155	2/15/2019	yes	no	yes	yes
156	2/19/2019	yes	no	no	yes
157	2/19/2019	yes	no	no	no
158	2/19/2019	yes	no	no	no
159	2/19/2019	yes	no	no	no
160	2/19/2019	yes	no	no	no
161	2/19/2019	yes	no	no	yes
162	2/19/2019	yes	yes	yes	no
163	2/21/2019	yes	no	no	no
164	2/21/2019	yes	no	yes	no
165	2/21/2019	yes	yes	yes	no
166	2/22/2019	yes	no	yes	yes
167	2/22/2019	yes	no	yes	no
168	2/22/2019	yes	no	yes	yes
169	2/26/2019	yes	no	no	no
170	2/26/2019	yes	no	no	no
171	2/26/2019	yes	no	yes	yes
172	2/26/2019	yes	no	no	yes
173	2/26/2019	yes	no	no	yes

174	2/26/2019	yes	no	no	no
175	2/26/2019	yes	no	no	no
176	2/26/2019	yes	no	no	no
177	2/26/2019	yes	no	no	no
178	2/26/2019	yes	no	no	yes
179	2/26/2019	yes	no	no	yes
180	2/26/2019	yes	no	no	yes
181	2/26/2019	yes	yes	no	yes
182	2/26/2019	no	no	no	yes
183	2/26/2019	yes	no	no	no
184	2/26/2019	yes	no	no	yes
185	2/26/2019	yes	no	no	yes
186	2/26/2019	yes	yes	no	yes
187	2/26/2019	yes	yes	no	no
188	2/26/2019	yes	no	no	yes
189	2/26/2019	yes	no	no	yes
190	2/26/2019	yes	no	no	yes
191	2/26/2019	yes	no	no	no
192	2/26/2019	yes	yes	yes	yes
193	2/26/2019	yes	yes	yes	Not provided
194	2/26/2019	yes	yes	yes	yes
195	2/26/2019	yes	no	no	maybe
196	2/26/2019	yes	yes	yes	yes
197	2/26/2019	yes	yes	yes	yes
198	2/26/2019	yes	no	no	no
199	2/26/2019	yes	no	no	yes
200	2/26/2019	yes	no	yes	no
201	2/26/2019	yes	no	yes	maybe
202	2/26/2019	yes	no	yes	no
203	2/26/2019	yes	no	yes	yes
204	2/26/2019	yes	no	yes	no
205	2/26/2019	yes	yes	yes	no
206	2/27/2019	yes	nw	no	yes
207	2/27/2019	yes	no	no	no
208	2/27/2019	yes	no	no	no
209	2/27/2019	yes	no	yes	yes
210	2/27/2019	yes	no	no	no

211	2/27/2019	yes	no	no	no
212	2/27/2019	yes	no	no	yes
213	2/27/2019	yes	no	no	no
214	2/27/2019	no	no	no	no
215	2/27/2019	yes	no	yes	yes
216	2/27/2019	yes	no	no	yes
217	2/27/2019	yes	no	no	no
218	2/27/2019	yes	no	no	no
219	2/27/2019	yes	yes	yes	no
220	2/27/2019	yes	no	no	yes
221	2/27/2019	yes	no	no	no
222	2/27/2019	yes	no	yes	yes
223	2/27/2019	yes	no	no	no
224	2/27/2019	yes	no	no	no
225	2/27/2019	yes	no	no	no
226	2/27/2019	yes	no	yes	no
227	2/27/2019	yes	no	no	no
228	2/27/2019	yes	no	no	no
229	2/27/2019	yes	no	no	no
230	2/27/2019	yes	no	no	yes
231	2/28/2019	yes	no	no	no
232	2/28/2019	yes	no	no	no
233	2/28/2019	yes	no	no	no
234	2/28/2019	yes	no	yes	no
235	2/28/2019	yes	no	no	no
236	2/28/2019	yes	no	no	no
237	2/28/2019	yes	no	no	no
238	2/28/2019	yes	no	no	no
239	2/28/2019	yes	no	no	no
240	2/28/2019	yes	no	no	no
241	2/28/2019	yes	no	no	no
242	2/28/2019	yes	no	no	no
243	2/28/2019	yes	no	no	yes
244	2/28/2019	yes	no	no	no
245	2/28/2019	yes	no	no	no
246	2/28/2019	yes	no	no	no



103 Eastside Boulevard
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Long-Term Services and Support Program (LTSS) Survey

Your Care Manager is _____

1. Is your situation better because of the services you receive?

Strongly Agree Agree Disagree Strongly Disagree

2. Do the services you receive help you to continue to live at home or your preferred setting?

Strongly Agree Agree Disagree Strongly Disagree

3. Have the services you received reduced your level of stress?

Strongly Agree Agree Disagree Strongly Disagree

4. Are you satisfied with the services you receive?

Strongly Agree Agree Disagree Strongly Disagree

Comments:

Thank your information. The completion of this survey helps Blue Rivers AAA determine the effectiveness of the services we provide. Please return to Blue Rivers AAA in the enclosed self-addressed prepaid envelope at your earliest availability.



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Blue Rivers Area Agency on Aging works to make sure you receive the highest quality services in your home. Please take a moment to complete the survey below and return it in the enclosed pre-paid envelope. Your answers are confidential and will help us continue to provide quality services.

1. Does your Housekeeper explain the services he/she is providing in a way you understand?
_____ Yes _____ No

2. Has your living situation improved because of the services your Housekeeper provides?
_____ Yes _____ No

3. How would you rate the Housekeeping services you have received?
1 Excellent
2 Very Good
3 Good
4 Fair
5 Poor

4. Do the Housekeeping services you receive help you continue to live in your home?
_____ Yes _____ No

5. Does your Housekeeper treat you with respect?
_____ Yes _____ No

HOUSEKEEPER # _____



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Blue Rivers Area Agency on Aging works to make sure you receive the highest quality services in your home. Please take a moment to complete the survey below and return it in the enclosed pre-paid envelope. Your answers are confidential and will help us continue to provide quality services.

1. Does your Handyman explain the services he/she is providing in a way you understand?
_____ Yes _____ No

2. Has your living situation improved because of the services your Handyman provides?
_____ Yes _____ No

3. How would you rate the Handyman services you have received?
1 Excellent
2 Very Good
3 Good
4 Fair
5 Poor

4. Do the Handyman services you receive help you continue to live in your home?
_____ Yes _____ No

5. Does your Handyman treat you with respect?
_____ Yes _____ No

HANDYMAN # _____



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National Family Caregiver Support Program (NFSP) Survey

Your Care Manager is: _____

1. Does this program help you provide better care to the person you are caring for?

Strongly Agree Agree Disagree Strongly Disagree

2. Do the services you receive help the person you are caring for to continue to live in their home/current setting (avoiding seeking placement in a care facility)?

Strongly Agree Agree Disagree Strongly Disagree

3. Do you feel that this program assists to meet your needs as a caregiver?

Strongly Agree Agree Disagree Strongly Disagree

4. Overall, are you satisfied with the services you have received?

Strongly Agree Agree Disagree Strongly Disagree

Comments:

Thank your information. The completion of this survey helps Blue Rivers AAA determine the effectiveness of the services we provide. Please return to Blue Rivers AAA in the enclosed self-addressed prepaid envelope at your earliest availability.



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Care Management Program Survey for dates

July 1 – December 31, 2019

Survey #	CM Name	Q 1	Q 2	Q 3	Q 4
1	KK				
2	KK	Strongly Agree	Agree	Agree	Strongly Agree
3	KK				
4	KK	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
5	KK	Strongly agree	Strongly agree	Strongly agree	Strongly agree
6	KK	Strongly agree	Strongly agree	Strongly agree	Strongly agree
7	KK	Strongly agree	Strongly agree	Strongly agree	Strongly agree
8	KK	Agree	Agree	Agree	Agree
9	KK	Strongly agree	Strongly agree	Strongly agree	Strongly agree
10	KK	AGREE	AGREE	AGREE	DISAGREE
11	KK	Strongly Agree	Strongly Agree	Agree	Strongly Agree
12	KK	Agree	Agree	Strongly agree	agree
13	KK				
14	KK				
15	KK	Agree	Strongly Agree	Agree	Agree
16	KK				
17	KK	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
18	KK				
19	KK				
20	KK	Strongly agree	Strongly agree	agree	Strongly agree
21	KK	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
22	KK	Strongly agree	Strongly agree	Strongly agree	Strongly agree
23	KK				
24	KK	Agree	Strongly agree	Strongly agree	Strongly Agree
25	KK	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
1	SS	Strongly agree	Strongly agree	Agree	Strongly agree
2	SS	Strongly agree	Strongly agree	Agree	Strongly agree

3	SS	Agree	Agree	Agree	Agree
4	SS	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
5	SS	Strongly agree	Agree	Agree	Strongly agree
6	SS	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
7	SS	Strongly agree	Strongly agree	Strongly agree	Strongly agree
8	SS	Agree	Agree	Strongly agree	Strongly agree
9	SS	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
10	SS				
11	SS				
12	SS	Strongly agree	Strongly agree	Strongly agree	Strongly agree
13	SS	Agree	Strongly Agree	Agree	Strongly Agree
14	SS	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
15	SS	Agree	Strongly Agree	Agree	Agree
16	SS	Strongly agree	Strongly agree	Strongly agree	Strongly agree
17	SS				
18	SS	Strongly Agree	Agree	Agree	Strongly Agree
19	SS	Strongly agree	Strongly agree	Strongly agree	Strongly agree
20	SS	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
21	SS	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
22	SS	Agree	Strongly Agree	Strongly Agree	Strongly Agree
23	SS	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
24	SS	Agree	Strongly Agree	Strongly Agree	Strongly Agree
25	SS	Strongly agree	Agree	Agree	Strongly agree
1	RT	Agree	Agree	Agree	Agree
2	RT	Agree	Agree	Agree	Agree
3	RT	Agree	Agree	Agree	Agree
4	RT	Agree	Agree	Agree	Strongly Agree
5	RT				
6	RT	Strongly disagree	Agree	Strongly disagree	disagree
7	RT	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
8	RT	Strongly agree	Agree	Strongly agree	Strongly agree

9	RT				
10	RT	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
11	RT	Strongly agree	Strongly agree	Strongly agree	Strongly agree
12	RT				
13	RT	Agree	Strongly agree	Strongly agree	Strongly agree
14	RT	Agree	Agree	Agree	Agree
15	RT				
16	RT	Strongly agree	Strongly agree	Strongly agree	Strongly agree
17	RT				
18	RT	Agree	Agree	Agree	Agree
19	RT	Disagree	Disagree	Disagree	Disagree
20	RT	Strongly agree	Strongly agree	Agree	Strongly agree
21	RT				
22	RT	Strongly agree	Strongly agree	Strongly agree	Strongly agree
23	RT	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
24	RT				
25	RT	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree

Comments:

Sent out 75 surveys, 57 were returned = 76%

Provider Survey Results July 1 – December 31, 2019
Homemaker (Housekeeper)

Provider Code	Returned	Question 1	Question 2	Question 3	Question 4	Question 5
GAGATK	1/24/20	Yes	Yes	Excellent	Yes	Yes
GAGBRG	1/24/20	Yes	Yes	Excellent	Yes	Yes
GAGDRN	1/27/20	Yes	Yes	Excellent	Yes	Yes
GAGELL	1/23/20	YES	YES	EXCELLENT	YES	YES
GAGEVR	1/24/20	Yes	Yes	Good	Yes	Yes
GAGGRL	1/23/20	YES	YES	VERY GOOD	YES	YES
GAGHFL						
GAGJHN						
GAGKRS						
GAGLMB	1/23/20	YES	YES	EXCELLENT	YES	YES
GAGMCK	1/24/20	Yes	Yes	Excellent	Yes	Yes
GAGMNM	1/24/20	Yes	Yes	Excellent	Yes	Yes
GAGORL	1/23/20	YES	YES	EXCELLENT	YES	YES
GAGPRD	1/23/20	YES	YES	EXCELLENT	YES	YES
GAGRBT						
GAGSCH	1/27/20	Yes	Yes	Excellent	Yes	Yes
GAGSNY	1/30/20	Yes	Yes	Very Good	Yes	Yes
GAGSTV	2/10/20	Yes	Yes	Very Good	Yes	Yes
GAGSTW	1/24/20	Yes	Yes	Excellent	Yes	Yes
GAGWDS						
GAGWGD	1/27/20	Yes	Yes	Very Good	Yes	Yes
GAGWRN	1/24/20	Yes	Yes	Excellent	Yes	Yes
JEFCL	1/27/20	Yes	Yes	Very Good	Yes	Yes
JEFJAN	1/27/20	Yes	Yes	Excellent	Yes	Yes
JEFMYR						
JEFSRL	1/27/20	Yes	Yes	Excellent	Yes	Yes
JEFWRT	1/27/20	Yes	Yes	Excellent	Yes	Yes
JONOB	2/5/20	Yes	Yes	Excellent	Yes	Yes
NEMALY	1/24/20	Yes	Yes	Good	Yes	Yes
NEMCAT						

NEMGWN	1/24/20	Yes	Yes	Excellent	Yes	Yes
NEMLES	2/3/20	Yes	Yes	Very Good	Yes	Yes
NEMMOO	1/22/20	YES	YES	EXCELLENT	YES	YES
NEMPAT						
NEMSUE	1/23/20	YES	YES	GOOD	YES	YES
OTOBOU	1/22/20	YES	YES	EXCELLENT	YES	YES
OTOBUT	1/23/20	YES	YES	EXCELLENT	YES	YES
OTOESR	1/24/20	Yes	Yes	Good	Yes	Yes
OTOGHM	1/24/20	Yes	Yes	Very Good	Yes	Yes
OTOGRD	1/29/20	Yes	Yes	Very Good	Yes	Yes
OTOLPR						
PAWCOL	1/30/20	Yes	Yes	Excellent	Yes	Yes
PAWDVL	1/27/20	Yes	Yes	Good	Yes	Yes
PAWEDW	1/24/20	Yes	Yes	Excellent	Yes	Yes
PAWKMS						
PAWLNG	1/23/20	YES	YES	EXCELLENT	YES	YES
PAWPET	1/24/20	Yes	Yes	Excellent	Yes	Yes
PAWRHD	1/24/20	Yes	Yes	Excellent	Yes	Yes
RICADM	1/27/20	Yes	Yes	Excellent	Yes	Yes
RICBRN	1/27/20	Yes	Yes	Very Good	Yes	Yes
RICBYD						
RICCRG	1/27/20	Yes	Yes	Excellent	Yes	Yes
RICHVZ	1/29/20	Yes	Yes	Very Good	Yes	Yes
RICKRS						
RICLIB	2/14/20	Yes	Yes	Very Good	Yes	Yes
RICMSE	2/3/20	Yes	Yes	Very Good	Yes	Yes
RICRDD						
RICROL	2/3/20	Yes	Yes	Excellent	Yes	Yes
RICSCT	2/10/20	Yes	Yes	Very Good	Yes	Yes
RICSCO	1/24/20	Yes	Yes	Excellent	Yes	Yes
RICSTE	2/14/20	Yes	Yes	Excellent	Yes	Yes
RICWST	2/3/20	Yes	Yes	Very Good	Yes	Yes

**Provider Survey Results
Chore (Handyman)**

Provider Code	Returned	Question 1	Question 2	Question 3	Question 4	Question 5
GAGBNK						
GAGEGG						
GAGEPN	1/27/20	Yes	Yes	Excellent	Yes	Yes
GAGFST	1/27/20	Yes	Yes	Excellent	Yes	Yes
GAGHNN	1/27/20	Yes	Yes	Very Good	Yes	Yes
GAGJSP	1/22/20	YES	YES	EXCELLENT	YES	YES
GAGVLL						
GAGWIS	1/27/20	Yes	Yes	Good	Yes	Yes
GAGWTK	2/11/20	Yes	No	Fair	Yes	Yes
NEMDRK						
PAWKIS						
RICFRC						

HOMEMAKER SURVEYS 60 SENT, 49 RETURNED = 82%

CHORE SURVEYS 12 SENT, 6 RETURNED = 50%

*WRITTEN COMMENTS:

+WRITTEN COMMENTS:

Caregiver Support Program Survey for dates

July 1 – December 31, 2019

Survey #	CM Name	Q 1	Q 2	Q 3	Q 4
1	KK	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
2	KK	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
3	KK	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
4	KK				
5	KK	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
1	SS	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
2	SS	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
3	SS	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
1	RT	Agree	Agree	Agree	Agree
2	RT	Strongly Agree	Strongly Agree	Strongly Agree	Agree
3	RT	Strongly Agree	Strongly Agree	Agree	Agree
4	RT	Strongly Agree	Strongly Agree	Agree	Strongly Agree
5	RT	Agree	Strongly Agree	Strongly Agree	Strongly Agree

Comments:

Sent out 13 surveys, 12 returned = 92%