



**RICK SCOTT**  
GOVERNOR

## MEMORANDUM

Notice #: 030112-2-I-PE

**TO:** Area Agency on Aging Executive Directors

**FROM:** Charles T. Corley, Secretary

**DATE:** March 1, 2012

**SUBJECT:** Notice of Instruction: Client Satisfaction Survey Scheduled

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The purpose of this notice is to inform the Area Agencies on Aging (AAAs) that the Department of Elder Affairs' Planning and Evaluation Unit will soon be initiating a survey to assess consumer satisfaction with the services they receive. The survey will include the following home and community-based programs:

- Community Care for the Elderly
- Aged and Disabled Adult Medicaid Waiver
- Assisted Living Medicaid Waiver

**CHARLES T. CORLEY**  
SECRETARY

The goal is to complete about 300 surveys in each Planning and Service Area (PSA). The Department will prepare a sample of names drawn at random from the Client Information and Registration Tracking System (CIRTS) database for clients receiving services in each PSA. (Clients who receive only case management or meals will not be included in this survey.) Letters will be sent to all potential respondents.

The survey project will begin in March 2012, and is expected to take nine months to be completed statewide. Each AAA will be notified individually before the survey begins in its PSA so that service providers can be informed as they may receive calls from consumers.

A copy of the letter that will be sent to clients and a copy of the survey questions are attached for reference. If you have questions now or as the survey progresses, you may contact Dr. Darlene Heinrich at 850-414-2111 (heinrichd@elderaffairs.org) or Ms. Monica Flores at 850-414-2098 (floresm@elderaffairs.org).

Attachments

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