



State of Louisiana

Department of Health and Hospitals
Office of Aging and Adult Services

2012 Consumer Survey

Long Term Personal Care Services



DEPARTMENT OF HEALTH
AND HOSPITALS
Aging and Adult Services

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Executive Summary

The purpose of this report is to present findings from an in-home survey of participants in the Long Term Personal Care Services (LTPCS) Program. This program provides personal care services to support adults with disabilities and the elderly living in the community. All LTPCS recipients were considered for the initial sample population. However, those with high levels of cognitive impairment were excluded from the pool from which the random sample was drawn. The survey was conducted in the summer of 2012 by an independent party on behalf of the Department of Health and Hospitals, Office of Aging and Adult Services.

Key Findings from the Survey

Access

- Eighty-four percent (84.7%) received information about the personal care agencies in their area.

Service Planning

- Ninety percent (90.6%) reported that they helped to plan their personal care services.
- Twenty-four percent (24.2%) reported that they would be interested in a consumer directed option.

Unmet Needs

- Nine percent (9.5%) of those interviewed reported that they were unable to complete a *personal care task* in the last 60 days because no one was there to help them. The tasks most often not performed were bathing and dressing.
- Seven percent (7.5%) of those interviewed reported that they were unable to complete a *household task* in the last 60 days because no one was there to help them. The task most often not performed was meal preparation.

Special Equipment

- Twelve percent of those interviewed reported that that someone has discussed with them special equipment and/or home modifications that might make their life easier.

Workers

- Ninety-eight percent of those interviewed reported that workers treat them respectfully and listen carefully to what is asked of them.

Informal Supports

- Eighty percent of those interviewed reported that they have family, friends or neighbors that help them.

Health

- Ninety-seven percent (96.9%) of those interviewed reported that they have visited a doctor for a routine check-up within the past year.
- Only twenty-five percent (25.3%) of those interviewed reported that they have visited a dentist within the past year.

Employment

- Of those under age 65, Ninety-eight percent (98.4%) are not currently employed and nine percent expressed interest in working.

Purpose

The purpose of the 2012 Consumer Survey was to find out about the experiences of consumers receiving services through the Long Term Personal Care Services (LTPCS) Program, a Medicaid State Plan Service. The LTPCS program provides help with activities of daily living (ADL) and instrumental activities of daily living (IADL) to the elderly and persons with adult onset disabilities in their homes. LTPCS participants receive assistance with activities such as eating, bathing, dressing, grooming, transferring, walking or using a wheelchair, toileting, bed mobility, light housekeeping, food preparation and storage, shopping, laundry, medication reminders, help with medical appointments and help finding transportation to medical appointments.

The survey asks questions across multiple areas, including:

- Access to services
- Service planning and delivery
- Safety
- Health
- Qualified Providers
- Community and Social Connections
- Employment/Day Supports
- Housing
- Rights, Responsibilities and Risk

Methodology

The surveys were conducted by an independent contractor in the participant's home. All potential participants were mailed an announcement describing the purpose of the survey and inviting them to participate. Interviewers then called the LTPCS recipients to ask for permission to come into their home for the purpose of conducting the interview. The results of the survey were then entered into a data system by the interviewers for analysis by the Office of Aging and Adult Services (OAAS).

The LTPCS recipient count in the summer of 2012 was 14,896 individuals. Because of the length of the survey and the amount of recall expected from the clients, OAAS was concerned about the recipients' ability to participate. For this reason, the recipients' most recent assessment (MDS-HC) was used to limit the sample. To be included in the potential survey population, memory, decision making, delirium, hearing, expression, and comprehension were all considered in excluding recipients with high levels of cognitive impairment. Those participants without any telephone numbers on file were also excluded from the survey for scheduling and logistic reasons.

Three hundred and sixty (360) completed interviews were obtained; which provided the necessary statistical power to achieve a 95% confidence level with a 5% confidence interval.

Survey Instrument

The Participant Experience Survey (PES), developed by The MEDSTAT Group, Inc. for Centers for Medicare and Medicaid Services (CMS), was the core of the survey. In August 2003, CMS released the PES as a way to solicit feedback from HCBS waiver participants about the services that they receive. Louisiana contracted with the Muskie School to develop a set of questions relevant for the Louisiana LTPCS population. Additional questions were added to the PES survey in order to capture information about all of the following areas: access to services, service planning and delivery, qualified providers, safety, health, community and social connection, housing, employment\day supports, rights, responsibilities and risk.

Benchmarks

In order to compare the results found in the LTPCS survey to population norms we used Louisiana's 2013 Behavioral Risk Factor Surveillance System (BRFSS) Report. The BRFSS is a state-based system of health surveys that collect information on health risk behaviors, preventive health practices and health care access primarily related to chronic disease and injury. The population is a random sample selected from any non-institutionalized adult (age 18 or over) with a household land line telephone.

Though the BRFSS results are a year apart from the LTPCS results, it serves as a benchmark for the general population on a couple of survey questions. Comparison results are reported on body mass index as well as health screenings for men and women.

Characteristics of the sample

- Gender: Sixty-eight percent (68.1%) among the survey participants were female.
- Age group: Forty-six percent (46.9%) were older than 65 years old.

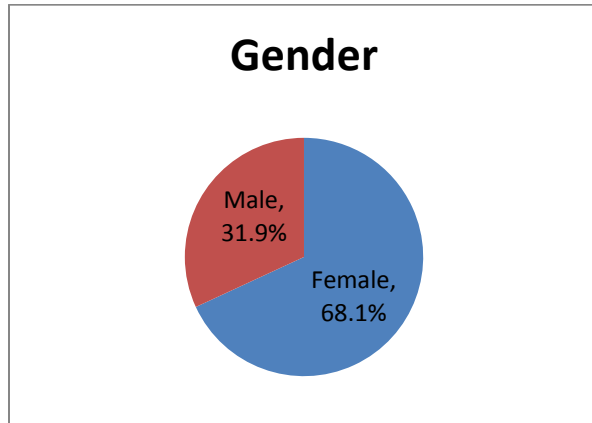


Figure 1: LTPCS Sample by Gender

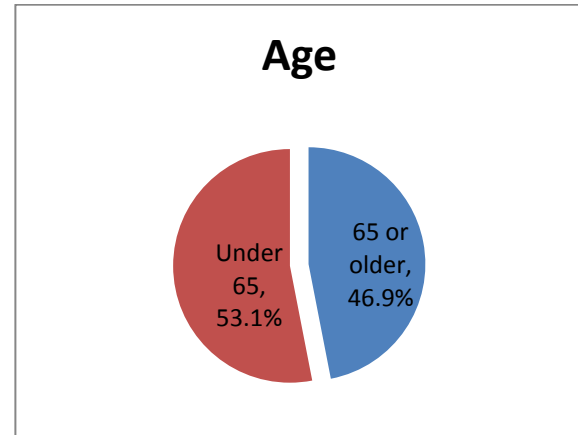


Figure 2: LTPCS Sample by Age

Survey Results

Interviewer comments and observations

- The average time to complete the direct interview was thirty-two minutes. Eighty-one (81.9%) among the participants completed the direct interview within thirty-five minutes.
- The interviewers reported that, in their opinion, 89.7% of the participants appeared to understand most questions and 89.4% of the participants seemed to answer the questions in a consistent manner.
- The interviewers reported that 58.6% of the participants answered all the questions by themselves. The participant's child, home health care worker, parent, or spouse helped with answering the survey questions when needed.
- A service provider was present at 44.4% of the interviews.

Access - *Individuals have information about how to access the service system and what services are available*

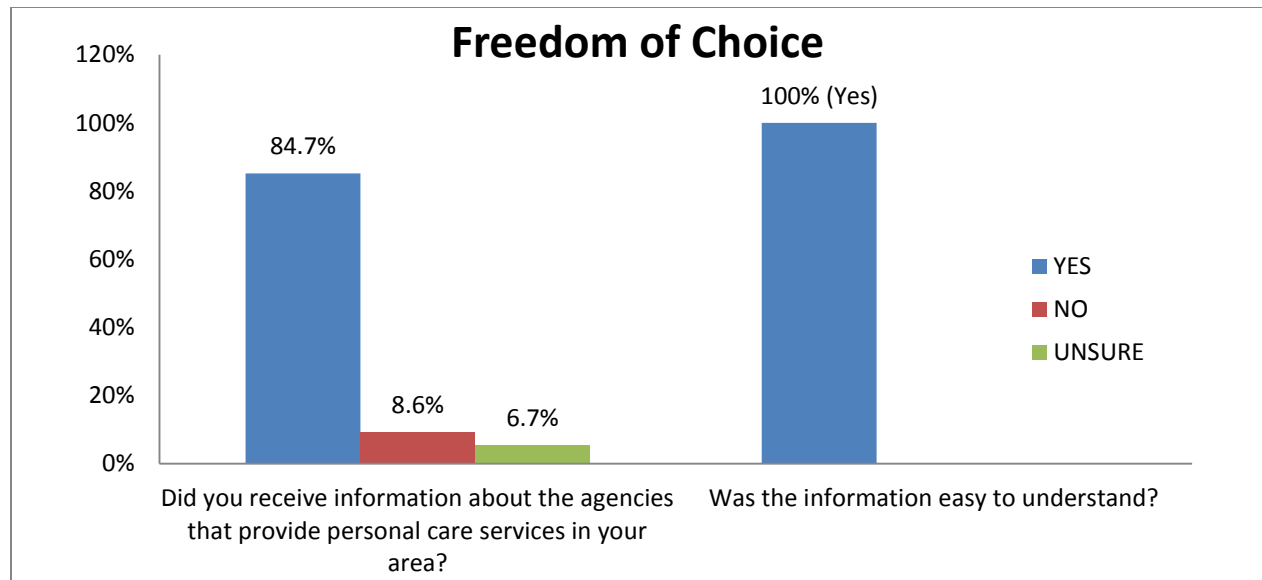


Figure 3: Freedom of Choice. Data from Survey Question #1 and Question #2

Survey Question #1:

Did you receive information about the agencies that provide personal care services in your area?

	Percentage	Count
YES	84.72%	305
NO	8.61%	31
UNSURE	6.67%	24
TOTAL	100.00%	360

Survey Question #2:

If yes, was the information easy to understand?

	Percentage	Count
YES	100.00%	302
TOTAL	100.00%	302

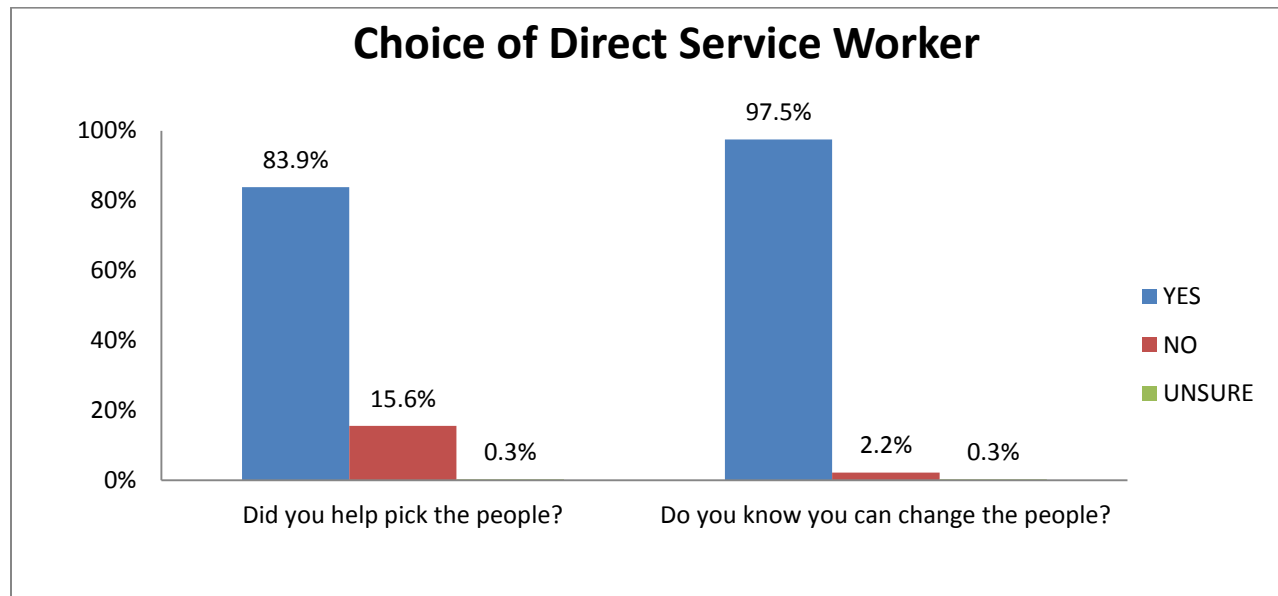


Figure 4: Data from Survey Question #27 and Question #28

Survey Question #27:

Did you help pick the people who are paid to help you?

	Percentage	Count
YES	83.89%	302
NO	15.56%	56
NO PERSONAL CARE STAFF	0.28%	1
UNSURE	0.28%	1
TOTAL	100.00%	360

Survey Question #28:

Do you know you can change the people who are paid to help you if you want to?

	Percentage	Count
YES	97.49%	350
NO	2.23%	8
UNSURE	0.28%	1
TOTAL	100.00%	359

Service Planning and Delivery - *Individuals have a choice of services, which are responsive to the individual's changing needs. The individuals are supported to learn to be independent and to participate in planning their services. Individuals' needs are met.*

Participation in Planning Services

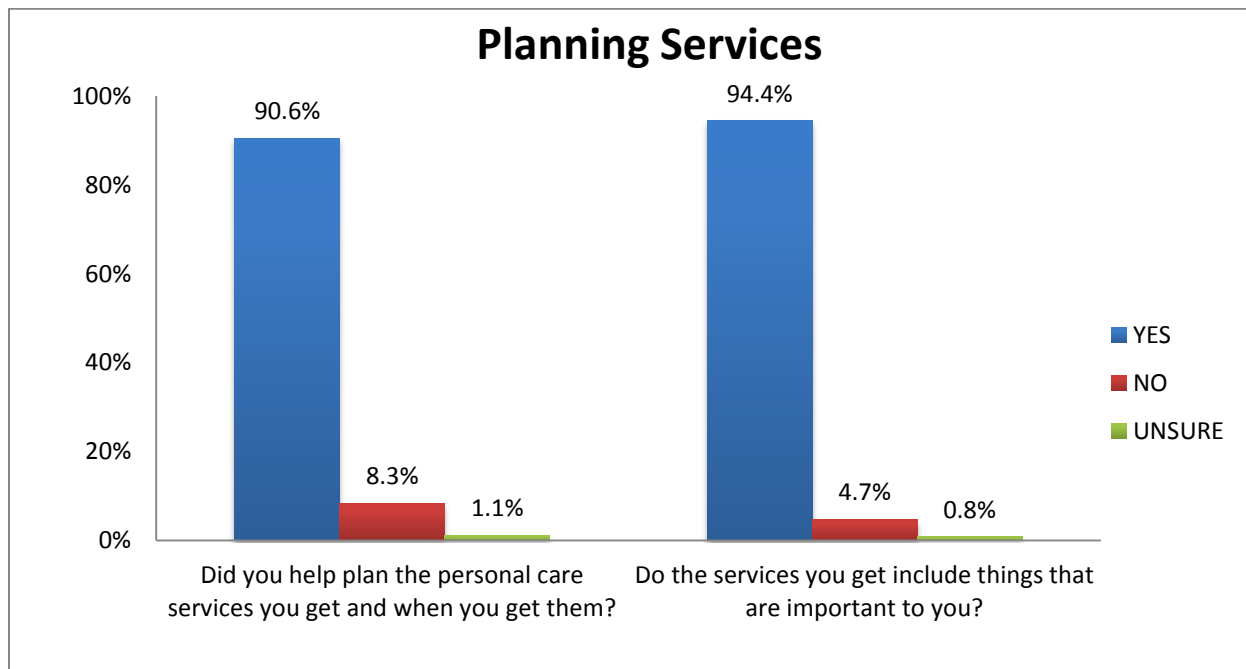


Figure 5: Data from Survey Question #3 and Question #4

Survey Question #3:

Did you help plan the personal care services you get and when you get them?

	Percentage	Count
YES	90.56%	326
NO	8.33%	30
UNSURE	1.11%	4
TOTAL	100.00%	360

Survey Question #4:

Do the services you get include things that are important to you?

	Percentage	Count
YES	94.44%	340
NO	4.72%	17
UNSURE	0.83%	3
TOTAL	100.00%	360

Consumer Direction

There are programs that allow people to choose their own worker, who could be a friend or family member. You would train that person, set the hours he or she works, and manage that worker, rather than have an agency send someone to your home. This is called Consumer Directed Option.

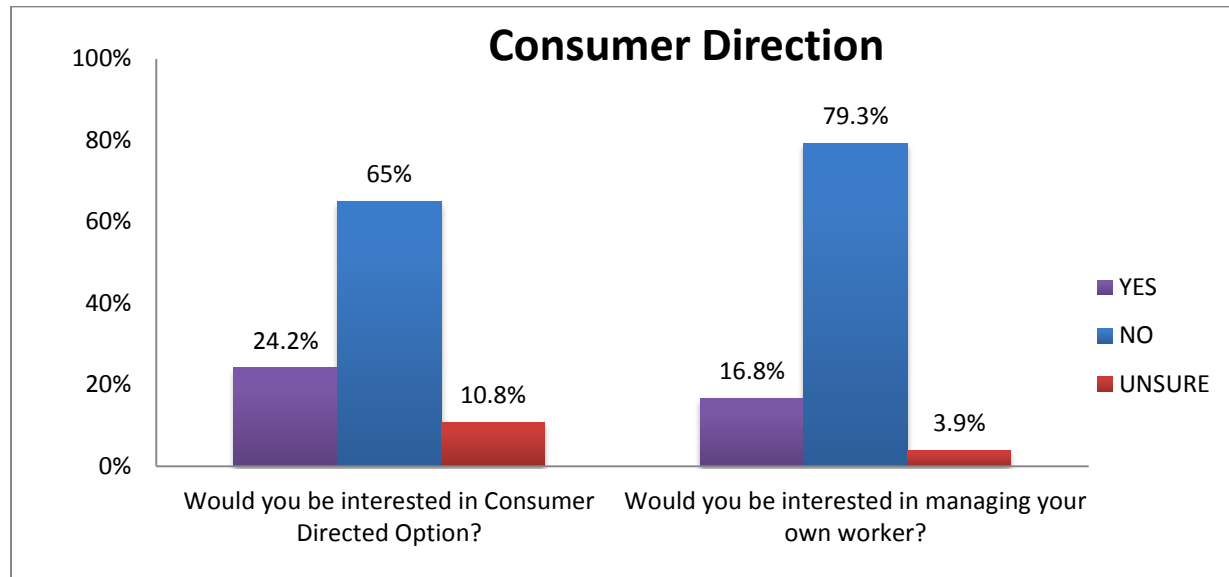


Figure 6: Data from Survey question #49a and question #49b

Survey Question #49a:

Would you be interested in Consumer Directed Option?

	Percentage	Count
YES	24.17%	87
NO	65.00%	234
UNSURE	10.83%	39
TOTAL	100.00%	360

Survey Question #49b:

Would you be interested in managing your own worker?

	Percentage	Count
YES	16.75%	34
NO	79.31%	161
UNSURE	3.94%	8
TOTAL	100.00%	203

Individual's needs are met: Personal Tasks (ADL) & Household Tasks (IADL)

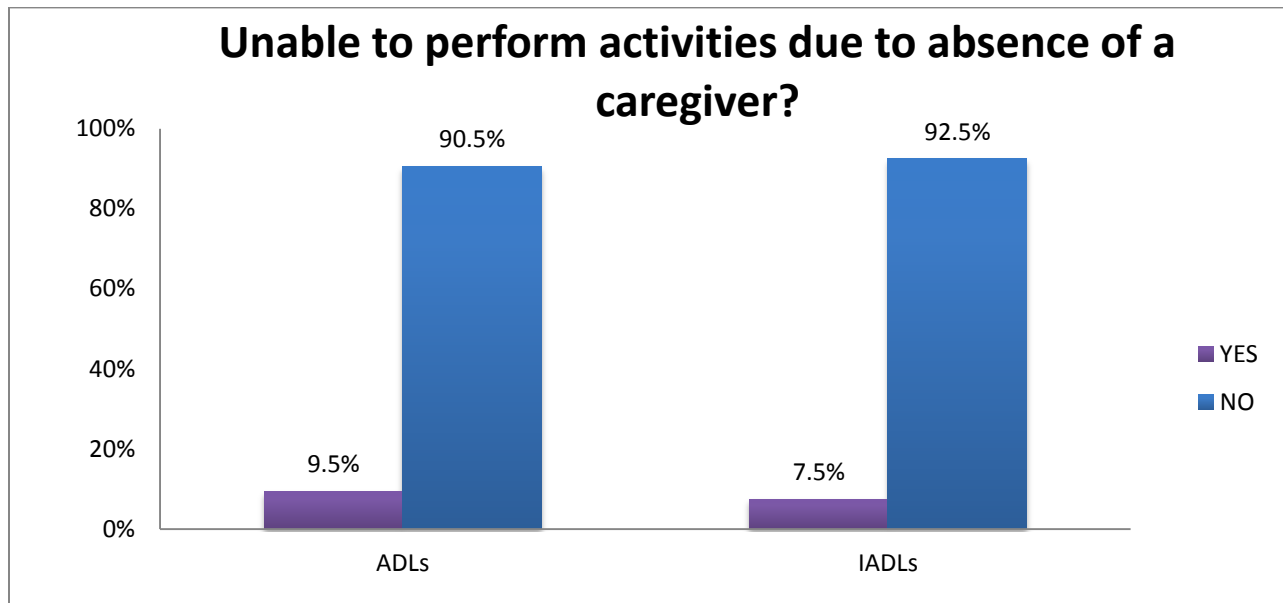


Figure 7: Data from Survey question #5 and question #9

Survey Question #5:

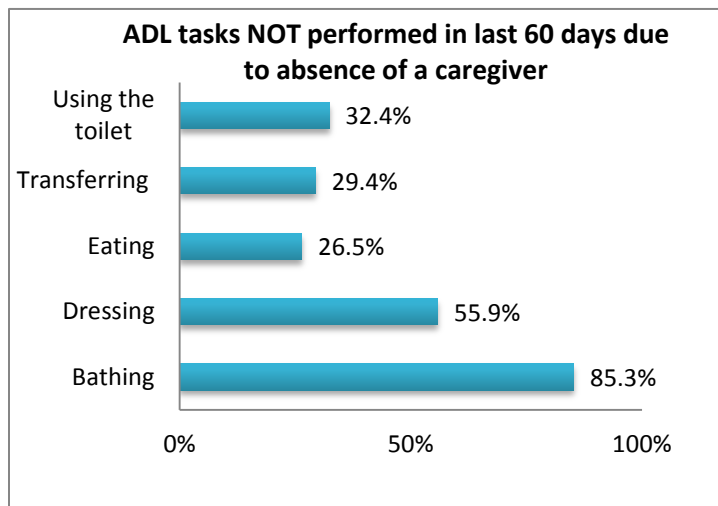
In the last 60 days, have you ever been unable to complete a personal care task such as bathing or dressing, because there was no one there to help?

	Percentage	Count
YES	9.47%	34
NO	90.53%	325
TOTAL	100.00%	359

Survey Question #9:

In the last 60 days, have you ever been unable to complete a household task, such as laundry or preparing food, because you didn't have someone to help?

	Percentage	Count
YES	7.52%	27
NO	92.48%	332
TOTAL	100.00%	359



Survey Question #6:

What tasks were you unable to do because there was no one to help?

ADL	Percentage	Count
Bathing	85.3%	29 of 34
Dressing	55.9%	19 of 34
Using the Toilet	32.4%	11 of 34
Transferring	29.4%	10 of 34
Eating	26.5%	9 of 34

Figure 8: Data from Survey question #6 (n=34; those answering "YES" to question 5)

Survey Question #7: Why was there no one there to help you?

ADL	Count
Worker didn't show up and no replacement was sent	4
Worker called in sick	1
Worker was late	2
No family or friends available	18
Other	19
TOTAL	41

Of the 41 responses, 46% answered 'Other' to this question. When asked further to explain they responded with details such as 'limited hours for worker' or 'worker off' and some simply answered 'need more help or assistance'.

Survey Question #10:

What tasks were you unable to do because there was no one there to help you?

	Percentage	Count
Meal Preparation	77.78%	21 of 27
Housework	51.85%	14 of 27
Laundry	62.96%	17 of 27
Getting Groceries	51.85%	14 of 27

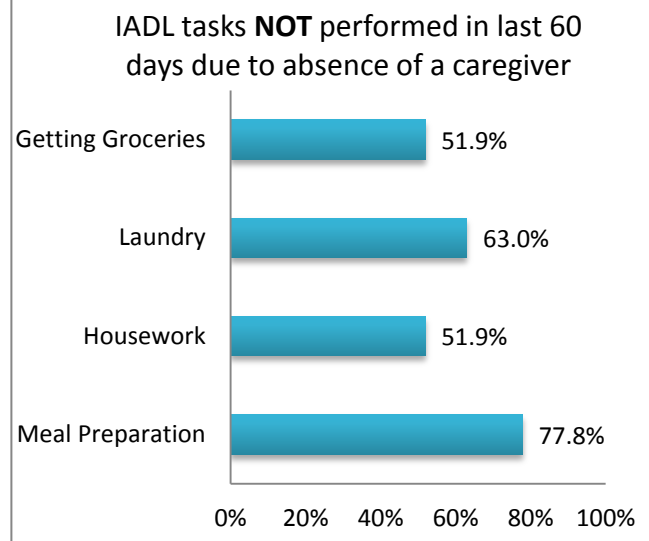


Figure 9: Data from Survey question #10 (n=27; those answering "YES" to question 9)

Survey Question #11: Why was there no one there to help you?

	Count
Worker didn't show up and no replacement was sent	4
Worker called in sick	1
Worker was late	1
No family or friends available	11
Other	16

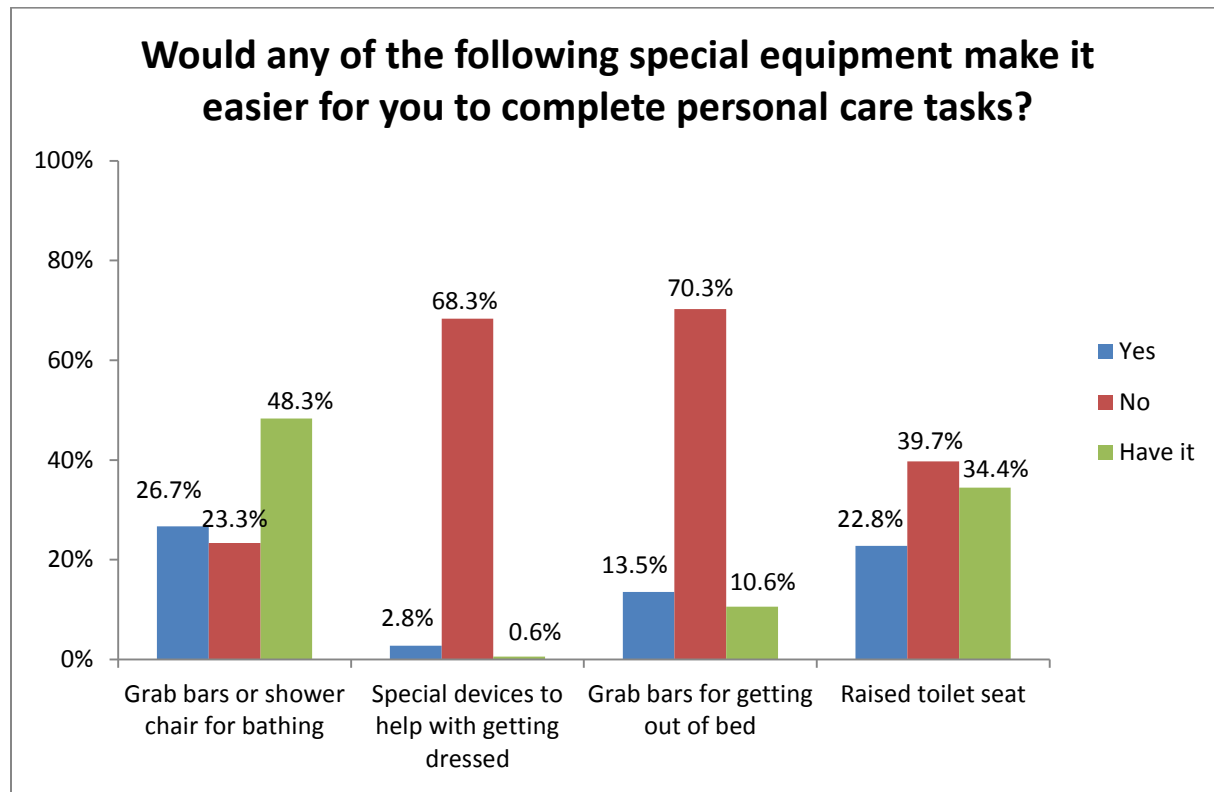


Figure 10: Data from Survey question #8

Survey Question 8:

Would any of the following special equipment make it easier for you to complete personal care tasks?

	Yes	Have it	No	Unsure
Grab bars or shower chair for bathing	26.67%	48.33%	23.33%	1.67%
Special devices to help with getting dressed	2.78%	0.56%	68.33%	28.33%
Grab bars for getting out of bed	13.51%	10.56%	70.28%	5.56%
Raised toilet seat	22.78%	34.44%	39.72%	3.06%

Individual's needs are met: Medication

Survey Question 14: Is there any special help that you need to take medicine, such as someone to pour it or set up your pills?

	Percentage	Count
YES	70.19%	252
NO	29.81%	107
TOTAL	100.00%	359

Survey Question #15:

Do you ever go without taking your medicine when you need it?

	Percentage	Count
YES	7.97%	20
NO	92.03%	231
TOTAL	100.00%	251

Survey Question #16:

Is this because there is no one there to help you?

	Percentage	Count
Yes	100.00%	8
TOTAL	100.00%	8

Individual's needs are met: Special equipment

Survey Question #21: Has anyone ever talked to you about any special equipment, or changes to your home that might make your life easier?

	Percentage	Count
YES	11.73%	42
NO	84.92%	304
UNSURE	0.84%	3
NONE NEEDED	2.51%	9
TOTAL	100.00%	358

Survey Question #23a:

Did you get the equipment or make the changes you needed?

	Percentage	Count
YES	42.50%	17
NO	57.50%	23
TOTAL	100.00%	40

Survey Question #23b:

If yes, did someone explain to you how to use the equipment or make the changes?

	Percentage	Count
Yes	94.12%	16
No	5.88%	1
TOTAL	100.00%	17

Services are responsive to the individual's changing needs

Survey Question #24:

In the last 6 months has the type of help you need changed?

	Percentage	Count
YES	31.01%	111
NO	68.99%	247
TOTAL	100.00%	358

Survey Question #25:

Did the number of hours of service, the type of service, or anything else in your plan of care change?

	Percentage	Count
Yes	45.45%	50
No	52.73%	58
UNSURE	1.82%	2
TOTAL	100.00%	110

Survey Question #26: Were you satisfied with the change in services?

	Percentage	Count
VERY SATISFIED	18.00%	9
SOMEWHAT SATISFIED	10.00%	5
SATISFIED	46.00%	23
NOT AT ALL SATISFIED	26.00%	13
TOTAL	100.00%	50

Qualified Providers - *the workforce is consistent, stable and competent*

Survey Question #17:

Think about the people who are paid to help you with the everyday activities we have been discussing. Do they spend all the time with you that they are supposed to?

	Percentage	Count
YES	96.65%	346
NO	3.07%	11
UNSURE	0.28%	1
TOTAL	100.00%	358

Survey Question #18a:

In the past 3 months, have you felt unsafe because you did not have a worker present?

	Percentage	Count
Yes	12.26%	44
No	77.72%	279
SOMETIMES	9.47%	34
UNSURE	0.56%	2
TOTAL	100.00%	359

Survey Question #29:

Do you tell them what to help you with?

	Percentage	Count
YES	97.77%	351
NO	0.84%	3
SOMETIMES	1.11%	4
UNSURE	0.28%	1
TOTAL	100.00%	359

Survey Question #30:

Would you like to tell them the things you want help with?

	Percentage	Count
NO	100.00%	2
TOTAL	100.00%	2

Survey Question #31: Do they do things the way you want them to be done?

	Percentage	Count
YES	96.66%	347
NO	0.28%	1
UNSURE	0.28%	1
SOMETIMES	2.79%	10
TOTAL	100.00%	359

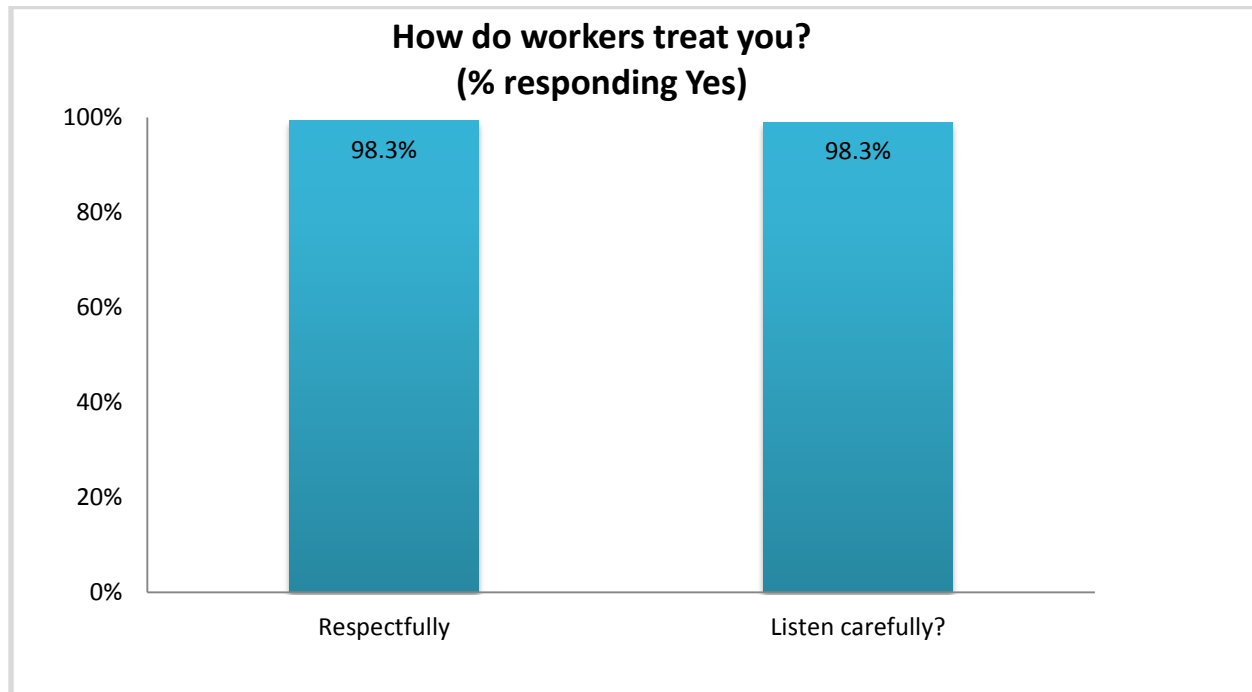


Figure 12: Data from Survey question #34 and question #35

Survey Question #34:

Do the people paid to help you treat you respectfully in your home?

	Percentage	Count
YES	98.33%	353
NO	1.11%	4
SOMETIMES	0.56%	2
TOTAL	100.00%	359

Survey Question #35:

Do the people paid to help you listen carefully to what you ask them to do in your home?

	Percentage	Count
YES	98.31%	350
NO	1.12%	4
UNSURE	0.56%	2
TOTAL	100.00%	356

Health - Individuals have the best possible health

Survey Question #59:

Do you have one person you think of as your personal doctor or health care provider?

	Percentage	Count
Yes, only one	95.28%	343
More than one	4.44%	16
No	0.28%	1
TOTAL	100.00%	360

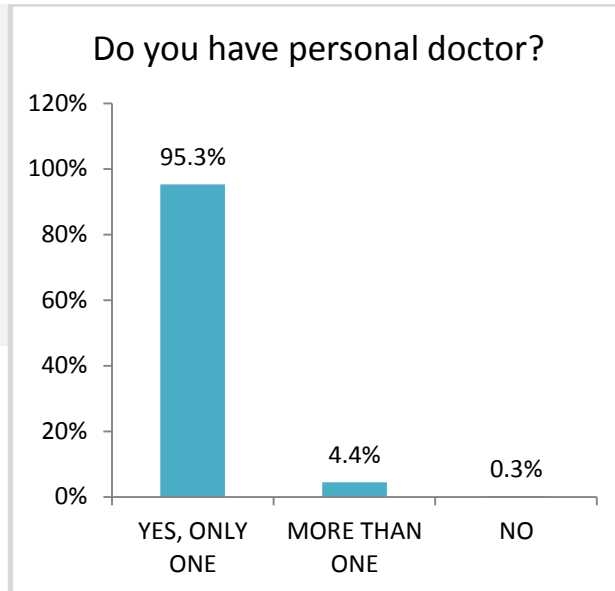


Figure 13: Data from Survey question #59

Survey Question 63 & 64:

How much do you weigh without shoes? How tall are you without shoes?

Body Mass Index (BMI) is a way to estimate an individual's relative body fat. It measures the relationship between weight and height. The BMI is grouped into Underweight, Normal, Overweight and Obese categories. If your BMI is too high, you are at an increasing risk for many health problems.

	Percentage	Count
Underweight	3.99%	13
Normal	23.01%	75
Overweight	23.01%	75
Obese	50.00%	163
TOTAL	100.00%	326

Louisiana's 2009 BRFSS results indicate just over one third (33.9%) of the adult population in Louisiana as obese compared to one half (50%) of LTPCS participants sampled in this survey. This is a major health concern for participants in this program as higher BMI increases risk for many different adverse chronic health conditions. However, it is important to remember that there are differences between these populations, those served by the LTPCS program are either elderly or have an adult onset physical disability which limits both their ability to perform activities of daily living and physical activity in general.

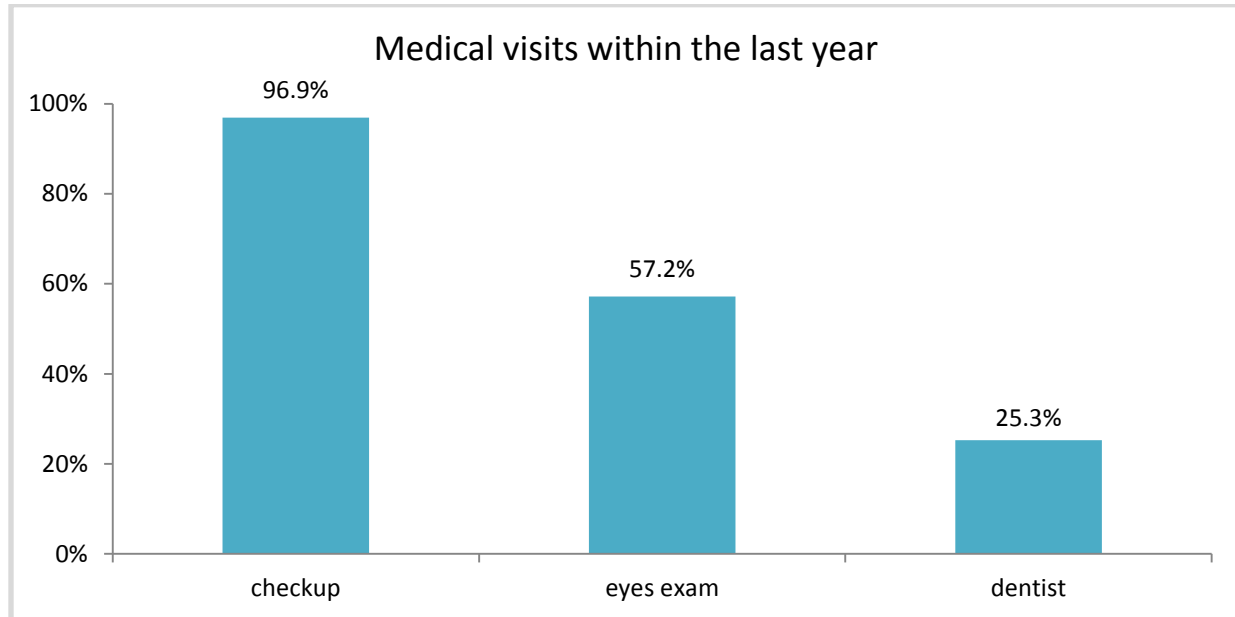


Figure 14: Data from Survey question #60, question #61 and question #62

Survey Question 60: How long has it been since you last visited a doctor for a routine checkup?

	Percentage	Count
Within past year	96.94%	349
Within past 2 years	1.39%	5
Over 2 years\nnot sure	1.67%	6
TOTAL	100.00%	360

Survey Question #61:

When was the last time you had your eyes examined by any doctor or eye care provider?

	Percentage	Count
Within past year	57.22%	206
Within past 2 years	9.72%	35
Over 2 years	31.67%	114
Never\nnot sure	1.39%	5
TOTAL	100.00%	360

Survey Question #62:

How long has it been since you visited a dentist or dental clinic for any reason?

	Percentage	Count
Within past year	25.28%	91
Within past 2 years	11.39%	41
Over 2 years	61.11%	220
Never\nnot sure	2.22%	8
TOTAL	100.00%	360

Survey Question 65 (Only for women):

A Pap test is a test for cancer of the cervix. Have you ever had a Pap test?

	Percentage	Count
YES	93.65%	118
NO	5.56%	7
DON'T KNOW / NOT SURE	0.79%	1
TOTAL	100.00%	126

Survey Question #66:

How long has it been since you had your last Pap test?

	Percentage	Count
Within past year	41.53%	49
Within 2 year	21.19%	25
Within 3 years	12.71%	15
Over 3 years	22.88%	27
Not sure	1.69%	2
TOTAL	100.00%	118

How long since your last Pap test?

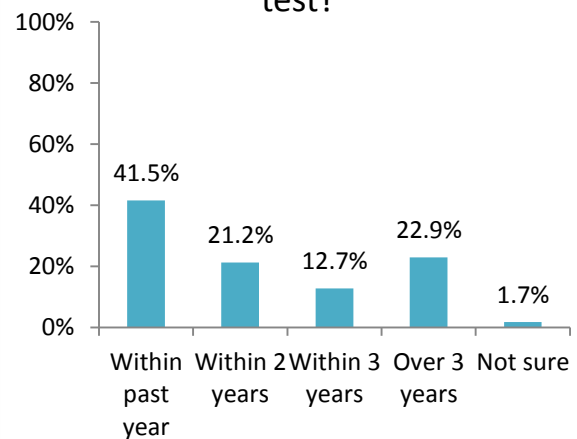


Figure 15: Data from Survey question #66

Seventy-five percent (75.4%%) of LTPCS women reported having a Pap test within the last 3 years. This result was slightly higher than similar data from the 2008 BRFSS Report (74.4%).

Survey Question 67 (Only for men aged 40 years and older):

A Prostate-specific Antigen test, also called PSA test, is a blood test used to check men for prostate cancer. Have you ever had a PSA test?

	Percentage	Count
YES	71.59%	63
NO	18.18%	16
DON'T KNOW / NOT SURE	10.23%	9
TOTAL	100.00%	88

Survey Question #68:

How long has it been since you had your last PSA test?

	Percentage	Count
Within past year	61.90%	39
Within past 2 years	19.05%	12
Over 2 years	19.05%	12
TOTAL	100.00%	63

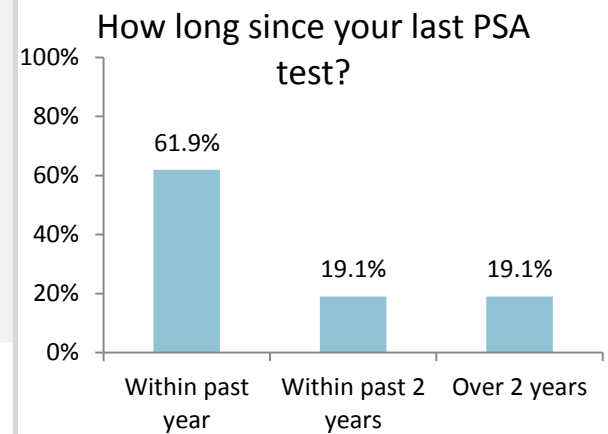


Figure 16: Data from Survey question #68

Eighty-one percent of LTPCS men ages 40 and above reported having a PSA test within the last 2 years. This represents a considerable increase (53 to 81%) when compared to similar data presented in the 2009 LTPCS report.

Safety - *Exploitation and Abuse by Direct Service Providers*

Survey Question #36:

Have you ever been injured by any of the people paid to help you now?

	Percentage	Count
YES	0.28%	1
No	99.72%	357
TOTAL	100.00%	358

Survey Question #38:

Are any of the people paid to help you now mean to you, or do they yell at you?

	Percentage	Count
YES	0.28%	1
NO	99.72%	358
TOTAL	100.00%	359

Survey Question 40:

Have any of the people paid to help you now ever taken your things without asking?

	Percentage	Count
YES	0.56%	2
NO	99.16%	356
UNSURE	0.28%	1
TOTAL	100.00%	359

Community & Social Connections - *Individuals have meaningful relationships and have access to the community*

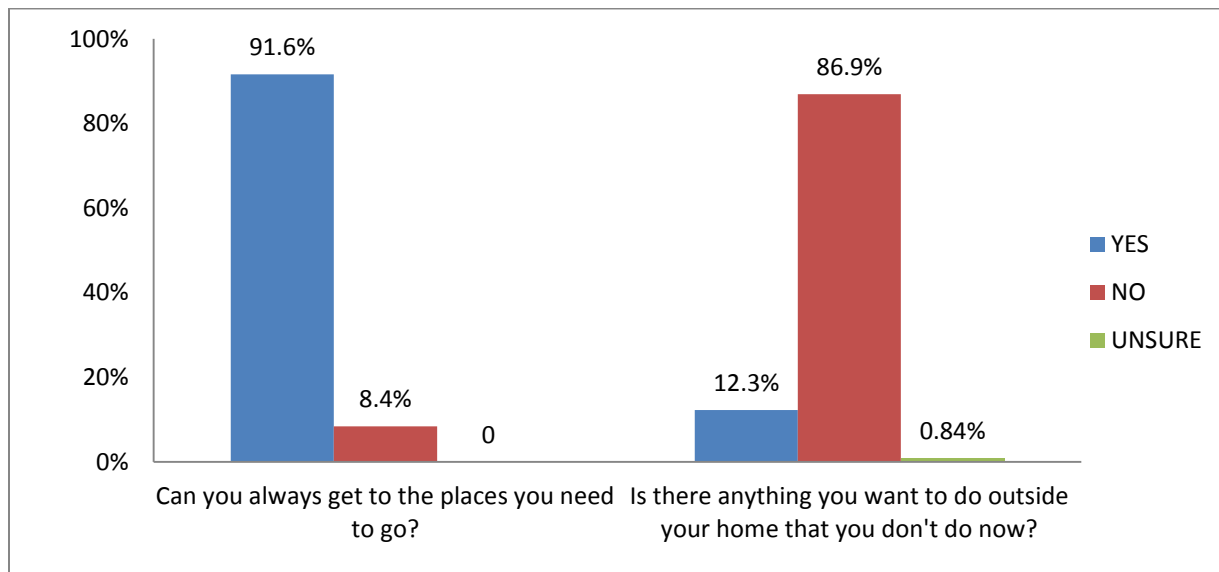


Figure 18: Data from Survey question #13 and question #42

Survey Question #13:

Can you always get to the places you need to go, like work, shopping, the doctor's office, or a friend's house?

	Percentage	Count
Yes	91.62%	328
No	8.38%	30
TOTAL	100.00%	358

Survey Question #42:

Given your current situation and health status, is there anything you want to do outside your home that you don't do now?

	Percentage	Count
Yes	12.26%	44
No	86.91%	312
Unsure	0.84%	3
TOTAL	100.00%	359

Survey Question 43: (n=44)

What would you like to do? What do you need to make this happen?

Some respondents wanted to work in the yard or go outside, others were concerned about going to church or going shopping, while others liked to go outside more. Transportation and wheelchair were often responses for how to make this happen.

Survey Question #19:

Do you have family, friends or neighbors who help you? For example, with things such as shopping, transportation, or meals?

Answer	Percentage	Count
Yes	80.00%	288
No	19.72%	71
Unsure	0.28%	1
TOTAL	100.00%	360

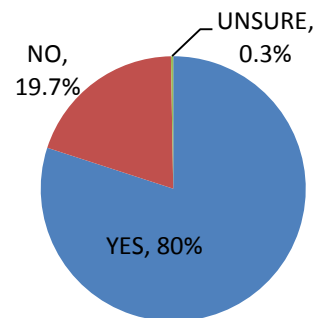
Do you have informal supports to help you?


Figure 19: Data from Survey question #19

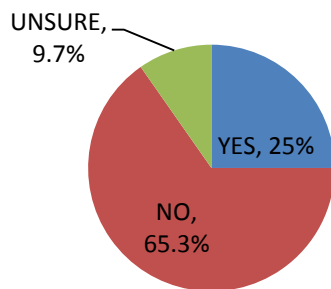
Would you like help from someone?


Figure 20: Data from Survey question #20

Survey Question #20:

If not, would you like help from family and friends or neighbors?

Answer	Percentage	Count
Yes	25.00%	18
No	65.28%	47
Unsure	9.72%	7
TOTAL	100.00%	72

Employment/Day Supports: Individuals have a choice of employment

Survey Question 44: Are you working right now (under 65 only)?

Answer	Percentage	Count
YES	1.05%	2
NO	98.43%	188
UNSURE	0.52%	1
TOTAL	100.00%	191

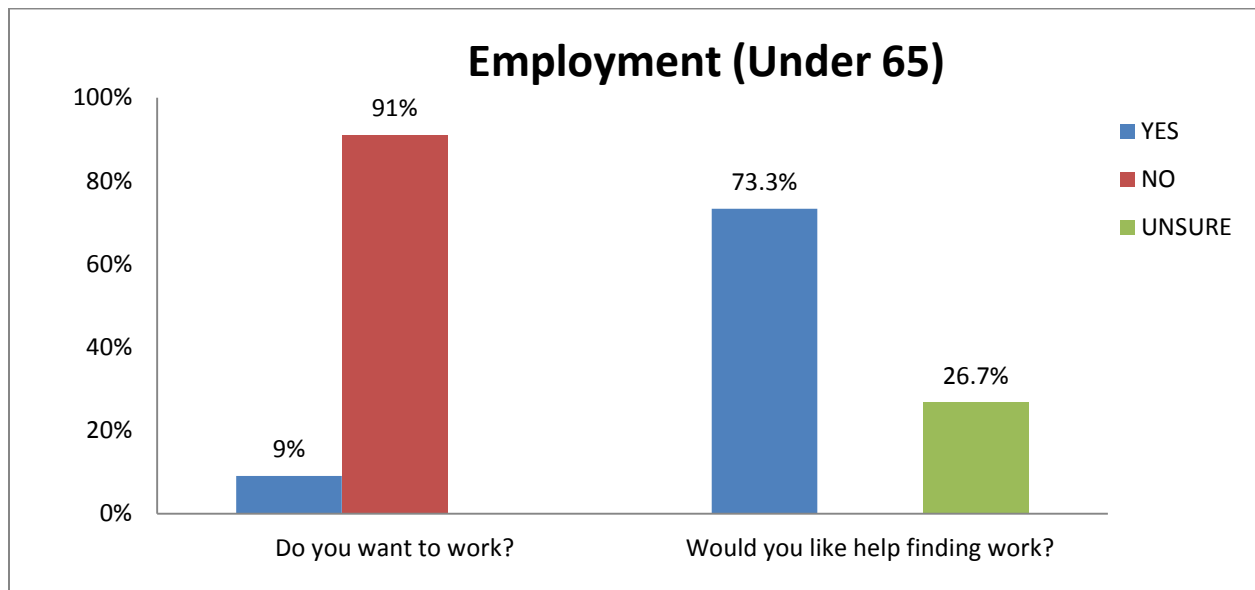


Figure 21: Data from Survey question #48a and question #48b

Survey Question #48a:

Do you want to work?

	Percentage	Count
YES	9.04%	16
NO	90.96%	161
TOTAL	100.00%	177

Survey Question #48b:

Would you like help finding work?

	Percentage	Count
YES	73.33%	11
UNSURE	26.67%	4
TOTAL	100.00%	15

Housing - Individuals choose where they live

Survey Question #50: What kind of housing do you now live in?

	Percent	Count
Apartment or house that your family rent	3.31%	12
Apartment or house that you rent	47.11%	171
House attached to your relatives home	0.83%	3
House that you own	26.72%	97
House that your relatives own	19.01%	69
Assisted Living	1.10%	4
Other	1.93%	7
TOTAL	100.00%	363

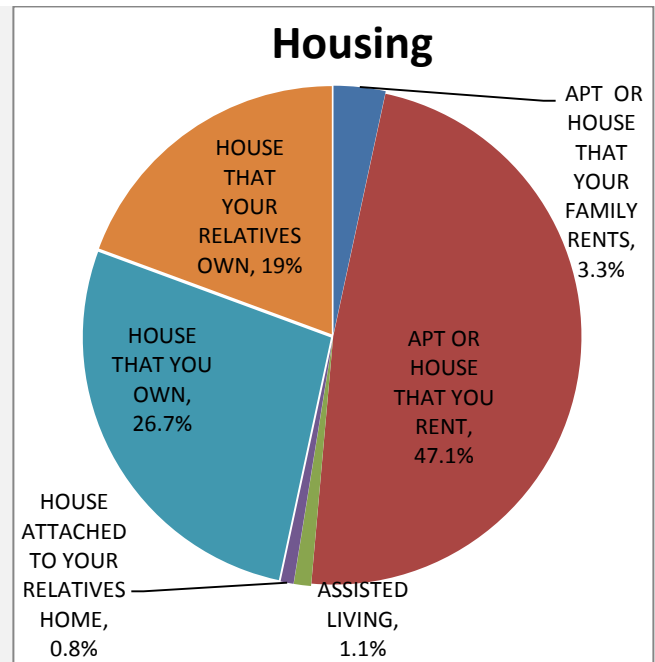


Figure 22: Data from Survey question #50

Survey Question #51:

Given your current situation and health status, what kind of housing would you prefer to live in?

	Percentage	Count
YES	93.89%	338
NO	5.83%	21
SOMETIMES	0.28%	1
TOTAL	100.00%	360

Survey Question #52:

Given your current situation and health status, what kind of housing would you prefer to live in?

	Percentage	Count
House that you own	22.73%	5
Apartment or house that you rent	31.82%	7
Apartment or house that your family rent	9.09%	2
Assisted living	9.09%	2
Other	27.27%	6
TOTAL	100.00%	22

Survey Question #58: Do you live in this neighborhood because you want to?

	Percentage	Count
Yes	92.20%	331
No	6.69%	24
Unsure	1.11%	4
TOTAL	100.00%	359

Do you live in this neighborhood because you want to?

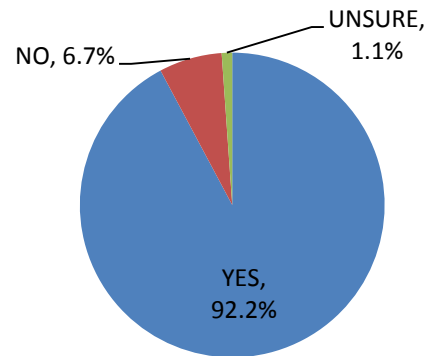


Figure 23: Data from Survey question #58

Who do you live with now?

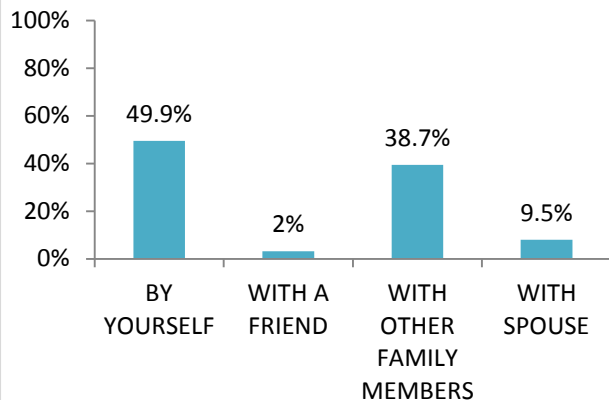


Figure 24: Data from Survey question #53a

Survey Question #53a:
Who do you live with now?

	Percentage	Count
By Yourself	49.86%	179
With a friend	1.95%	7
With other family member	38.72%	139
With spouse	9.47%	34
TOTAL	100.00%	359

Survey Question #53b:
Do you prefer to live by yourself?

	Percentage	Count
YES	89.39%	160
NO	10.61%	19
TOTAL	100.00%	179

Survey Question #54:
Do you live with people you prefer to live with?

	Percentage	Count
YES	100.00%	3
TOTAL	100.00%	3

Survey Question #56: Can you move around your house and get to the rooms and items that you need?

	Percentage	Count
Yes, most of the time	74.30%	266
Sometimes, with difficulty	18.16%	65
No, rarely can move around	7.54%	27
TOTAL	100.00%	358

Can you move around your house as you need to?

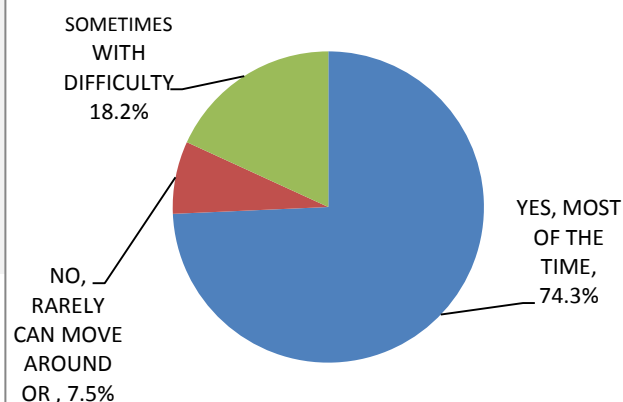


Figure 25: Data from Survey question #56

Survey Question #57: What do you not have that would help you (either in terms of equipment or home modifications) move around your house more easily or get items that you need?

	Percentage	Count
BATHROOM – LARGER OR REMODELED	6.30%	26
BEDROOM – LARGER OR REMODELED	0.97%	4
BETTER HANDLES ON DOORS AND FAUCETS	0.73%	3
BETTER LIGHTING	0.73%	3
CHAIRLIFT, RAMP OR ELEVATOR	2.91%	12
STAIR RAILS ON BOTH SIDES OF STAIRWAYS OR STEPS	2.18%	9
WALKER/CANE	2.18%	9
WIDER DOORWAYS	2.66%	11
NONE OF THE ABOVE	70.22%	290
OTHER	11.14%	46
TOTAL	100.00%	413

Rights, Responsibilities and Risk - *Individuals have and exercise their rights*

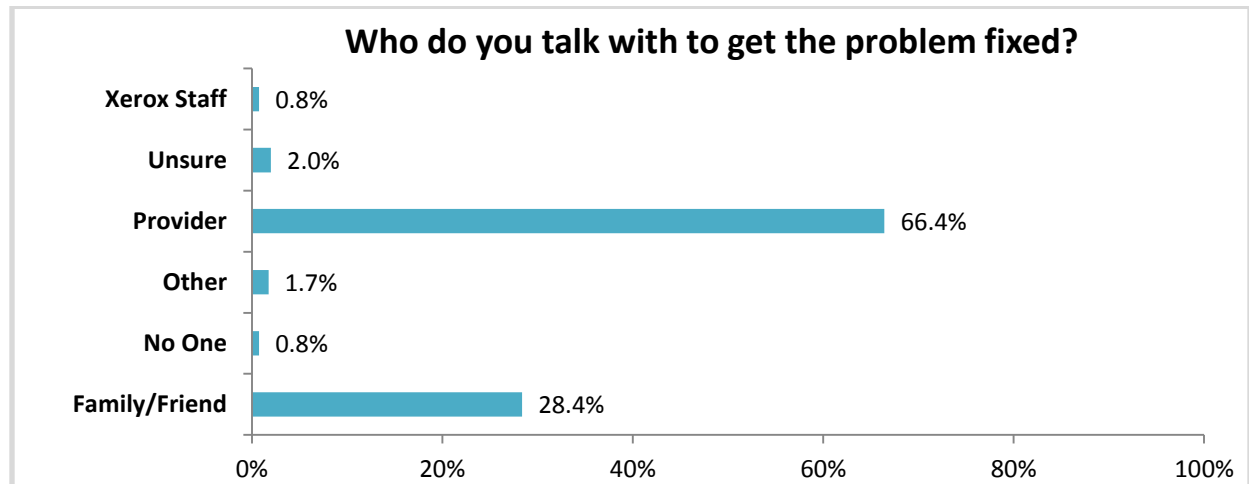


Figure 26: Data from Survey question #32

Survey Question #32: If there is something wrong with the help you are getting, who do you talk with to get the problem fixed?

	Percentage	Count
Provider	66.42%	267
Xerox Staff	0.75%	3
Family/Friend	28.36%	114
Unsure	1.99%	8
No One	0.75%	3
Other	1.74%	7
TOTAL	100.00%	402

Survey Question #33: Do you know who to call when you want to make a formal complaint?

	Percentage	Count
Yes	36.52%	130
No	53.65%	191
Unsure	9.83%	35
TOTAL	100.00%	356

If yes, who? Participants often responded with the agency or director. Some simply named a family member or their provider.

Conclusion

The Office of Aging and Adult Services (OAAS) would like to thank all of the recipients that participated in this survey. It is the goal of OAAS to develop and provide services that offer meaningful choices for persons in need of long term care. We are committed to developing a system that provides choice, ensures quality, and meets the needs of consumers and caregivers. The findings from the survey are vital to meeting these goals. This report can inform administrators of the areas that are working well and of those that need improvement.

The survey results showed that 94.4% reported the services they receive include things that are important to them. Ninety-seven percent (96.7%) reported that their LTPCS worker does things the way they want them done and over 98% report that their worker both treats them respectfully and is attentive to their needs. Furthermore, only 9.5% of participants reported they were unable to complete a personal care task within the last 60 days due to unavailability of a caregiver (informal or formal). This represents a 52% decrease from 2009 (19.7%).

Some areas for improvement are visible as well. Only 11.7% of participants report that someone had discussed special equipment or home modifications with them. Although LTPCS does not provide funding for home modifications, some equipment might be available through the Medicaid State Plan (durable medical equipment) or other community resources. This is an area for improvement on the part of OAAS to make referrals to community resources when appropriate. When examining health and medical care, only one in four (25.3%) of those interviewed reported that they had seen a dentist in the past year as opposed to 97% who received a routine checkup with their doctor. This more than likely reflects an access issue since Medicaid does not cover most dental care but is worthy of highlighting nonetheless. Finally, only 36.5% reported that they knew who to call to make a formal complaint.

The purpose of this survey was to find out about the experiences of those receiving services through the LTPCS program. This is the second consumer survey for this program and has provided a wealth of information to the OAAS.