



MEMORANDUM

JEB BUSH GOVERNOR

TO: All AAA Directors **NOTICE #:** 032703-2-I-OVCS

FROM: Terry White
Secretary

DATE: March 24, 2003

SUBJECT: Notice of Instruction: Information and Assistance Satisfaction Survey

TERRY F. WHITE
SECRETARY

The Department of Elder Affairs' Planning and Evaluation Unit is preparing to administer an information and assistance survey. This survey is a part of the Administration on Aging's Performance Outcomes Measure Project (POMP) to evaluate information and assistance services.

We are asking the Elder Helplines in your planning and service area to participate in the survey. The implementation instructions are attached. Information and Referral Specialists are asked to record contact information for a randomly selected portion of the Information and Assistance callers (*except those only wanting a phone number*) who call the Helpline between March 31 and May 9, 2003. Some of these callers will then be called back to gain an understanding of who the callers are, their needs, and how much the I&A service helped them.

For area agency purposes we have also attached a copy of the survey instrument. We greatly appreciate your support and assistance in administering the survey in your planning and service area. Should you have questions or need additional information, you may contact Sean Lewis at lewiss@elderaffairs.org or call Suncom 994-2000, ext. 3148.

TR/gj

Attachments

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