



**RICK SCOTT**  
GOVERNOR

**CHARLES T. CORLEY**  
INTERIM SECRETARY

## MEMORANDUM

TO: Area Agency on Aging Executive Directors  
Notice #: **031711-1-I-PE**

FROM: Charles T. Corley

DATE: March 17, 2011

SUBJECT: Notice of Instruction: Client Satisfaction Survey Scheduled

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The purpose of this memo is to inform you that the Department of Elder Affairs Planning and Evaluation Unit will soon be conducting a survey of several of our home-based services programs:

- Community Care for the Elderly
- Aged/Disabled Adult Medicaid Waiver
- Assisted Living for the Frail Elderly Medicaid Waiver
- Nursing Home Diversion (Long-Term Care Community Diversion Pilot Project)

The purpose of the survey is to assess consumer satisfaction with the services they receive.

The goal is to complete about 400 surveys statewide. Calls will be made from a list of 1,200 names drawn at random from the Client Information Registration and Tracking System (CIRTS) database. (Clients who receive only case management or meals will not be included in this survey.) Letters will be sent to all 1,200 potential respondents. The survey will begin March 21, 2011.

Please let your providers know about this survey, as they may receive calls from consumers. A copy of the letter we will be sending to our clients and a copy of the survey questions are attached for your 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 Mr. Brandon Cunningham at 850-414-2128 or 850-994-2128 (cunninghamb@elderaffairs.org).

Attachments

4040 ESPLANADE WAY  
TALLAHASSEE, FLORIDA  
32399-7000

phone **850-414-2000**  
fax **850-414-2004**  
TDD **850-414-2001**

<http://elderaffairs.state.fl.us>