



**RICK SCOTT**  
GOVERNOR

**CHARLES T. CORLEY**  
SECRETARY

## MEMORANDUM

TO: AAA Executive Directors **Notice #:** 060713-1-I-PE

FROM: Charles T. Corley, Secretary

DATE: June 7, 2013

SUBJECT: Notice of Instruction: Client Satisfaction Survey Scheduled

---

The purpose of this notice is to inform the Area Agencies on Aging (AAAs) that the Department of Elder Affairs' Planning and Evaluation Bureau 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, and
- Nursing Home Diversion Medicaid Waiver.

The goal is to complete about 350 surveys statewide. Calls will be made from a list of 1,500 names drawn at random from the Client Information and Registration 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 potential respondents.

The survey will begin mid-June 2013. Please let your providers know about this survey as they may receive calls from consumers.

Copies of the notification letter that will be sent to clients and 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).

Attachments

CTC/sls

cc: Darlene Heinrich  
Contract Managers

4040 ESPLANADE WAY  
TALLAHASSEE, FLORIDA  
32399-7000

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

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