



St. Charles Council on Aging, Inc.

Annual Assessment Report

2018

St. Charles Council on Aging, Inc. Annual Assessment 2018

Client Surveys

Overview

Client surveys were completed during April and May:

- Annual Client Satisfaction Survey

Spreadsheets with the survey results are included with this report.

Client Satisfaction - Services

Two hundred twenty-six (226) Client Satisfaction Surveys were returned from clients out of the seven hundred ninety two (792) distributed. Respondents have been receiving Council on Aging, Inc. services from 1993 to 2018.

Respondents are satisfied with their services and the information they have received about all services. The following are the results of the Client Satisfaction Survey:

Home Delivered Meals 105	Homemaker 29	Legal 5	Respite 14
Meals at a center 48	Medical Alert 10	Personal Care 13	Recreation 287
Transportation 39	Utility Assistance 24	Walk with Ease 10	

How often do you receive these services?

5 days a week 115	4 days a week 8	3 days a week 9	2 days a week 19	1 day a week 109
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Which centers do you attend?

Luling 14	New Sarpy 210	Norco 13
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Do you participate in these events?

Fall Fest 46	Christmas Celebration 60	Mardi Gras Dance 38	Fishing Rodeo 28	Older Americans Celebration 36
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Comments or suggestions: Very well executed,

How do you rate COA Staff?	Excellent	Very Good	Good	Average	Poor
Clean	115	51	16	2	
Courteous	115	42	79	4	
Helpful	113	47	14	5	
Knowledgeable	109	53	11	5	1
Patience	109	46	9	5	

Comments or Suggestions: good people, completely pleased and satisfied, need more hours at the center

How do you rate COA Facilities?	Excellent	Very Good	Good	Average	Poor
Clean	50	14	12	5	1
Neat	50	21	13	6	
Accessible	49	19	12	3	

Comments or Suggestions: all good

How do you rate Meals?	Excellent	Very Good	Good	Average	Poor
Tasty	34	51	39	100	1
Adequate	32	45	35	20	1
Attractive	28	48	31	21	3
Hot meals are served hot	61	59	27	8	1
Cold meals are served cold	62	55	26	6	1

Served same time within 15 minutes each day	46	46	29	17	3
Overall how satisfied are you with meals?	41	410	32	15	4
Are you provided with envelopes for contributions?				Yes 129	No 16
Do you place contribution in locked box?				Yes 81	No 51
Favorite Foods on Menu? Gumbo, baked chicken, beans, pork w/gravy, hamburger					
Least Favorite Foods on Menu? Sandwiches, breakfast, mustard greens, chicken noodle soup					
Comments or Suggestions? none					

How do you rate Transportation?	Excellent	Very Good	Good	Average	Poor
Driver offer Assistance boarding and departure	32	15	99	5	1
Buses Clean	22	18	10	5	1
On time for appointments	25	11	11	3	2
Driver obey speed limit	30	15	13	3	
Driver stops at all railroad crossing	33	18	11		
Driver cell phone use while driving	21	11	5	3	1
Requests met	26	8	8	3	1
Comments or Suggestions none					

How do you rate Recreation?	Excellent	Very Good	Good	Average	Poor
Games	15	16	9	3	2
Arts	12	10	8	5	1

Crafts	12	13	6	5	2
Parties	18	22	9	2	
Dances	14	14	5	2	
Field Trips	11	12	5	2	1
Comments or Suggestions	More trips				

How do you rate Personal Care?	Excellent	Very Good	Good	Average	Poor
One hour two times a week	3	8		1	
Schedule	1	8	2	2	
Bathing		11		1	
Grooming	1	8		1	
Dressing		10		1	
Oral Hygiene		4		1	
Cleaning Bathroom	1	5	1	2	
Changing Bed linens		4	1	1	
Cleaning Bedroom Area		6		1	
Comments or Suggestions	None				

How do you rate Homemaker?	Excellent	Very Good	Good	Average	Poor
Provided 2 hours a month	9	13	3	6	
Schedule	9	9	4	4	2
Food preparation	6	1	1	1	
Sweeping	11	3	7	5	1

Vacuuming	5	2	5	3	
Mopping	11	6	7	4	1
Dusting main living area	7	6	1	3	2
Bedroom	8	8	3	1	2
Laundry	5	4		1	1
Kitchen	8	7	2	3	
Bathroom	8	6	4	3	1
Comments or Suggestions 2 hours a month is not enough,					

How do you rate Walk with Ease?	Excellent	Very Good	Good	Average	Poor
1 Hour 3 times a week for 6 weeks	10	5	2	2	1
Improve flexibility	8	3	3	3	
Improve strength	9	3	3	3	
Improve Stamina	8	2	2	5	
Reduced Pain	7	1	2	6	
Comments or Suggestions need more often					

How do you rate Respite?	Excellent	Very Good	Good	Average	Poor
Schedule	5	3	1	6	
Bathing	4	4		1	
Assistance with commode	3	2	1	3	
Diaper Change	4	2		3	

Assisting with Bedpans	3			1	
Preparing Meals	4			3	
Feeding	3	3		3	
Companionship	5	3		3	
Comments or Suggestions None					

How do you rate Medical Alert?	Excellent	Very Good	Good	Average	Poor
Installation	3	1	3		
Testing	4	1	2	2	
Monitoring	4	1	2	2	
Maintaining	3	1		2	
Comments or Suggestions None					

How do you rate Legal Assistance?	Excellent	Very Good	Good	Average	Poor
Advice	7	5	2	1	
Counseling	7	3		1	
Representation	87	2	2	1	
Comments or Suggestions None					

Conclusion

Overall, clients appear to be satisfied with services provided by St. Charles Council on Aging staff and appreciate the efforts of St. Charles Council on Aging.

Assessment Committee

Assessment Committee

The 2018 Assessment Committee consisted of these Advisory Council members:

- Patricia Abadie
- Salavador Calcagno
- Audrey Martindale
- Beulah Markey
- Ben Singleton
- Herman Louque
- Clementine Charles
- Elza LeBeauf
- Arthur “Dee” Parquet
- Earline Spiers
- Richard Harris
- Albert Joseph
- Lupe Sweeney
- Debra Freeman

St. Charles Council on Aging, Inc. staff members April Keller and Sharon Walters provided support and assistance for the project.

Overview

Committee members conducted on-site assessments March 16, 2018 through May 18, 2018. These services and programs were reviewed:

- Acadian on Call – Lafayette – Arthur Parquet, Lupe Sweeney, April Keller and Sharon Walters.
- Bateman Senior Meals – Baton Rouge – Albert Joseph and Clementine Charles, April Keller and Sharon Walters.
- Fiscal and Contributions – Office , Lupe Sweeney, Arthur “Dee” Parquet Earline Spiers ,Audrey Martindale, Elza LeBeauf, interviewed with April Keller, Executive Director and Sharon Walters, Assistant Director.
- Hahnville Home Delivered Site – Hahnville –Debra Freeman and Dasha Pierre
- Home Delivered Meals – Route 2 – Albert Joseph and Melvin Honor
- Home Delivered Meals – Route 3 – Audrey Martindale and Amelia Williams
- Home Delivered Meals – Route 4 – Clementine Charles and Michelle Lewis
- Home Delivered Meals – Route 5 – Ben Singleton and Megan Conrey
- Home Delivered Meals – Route 6 – Beulah Markey and Connie Benoit
- Home Delivered Meals – Route 7 – Lupe Sweeney and Latari Poche
- Home Delivered Meals – Route 8 – Salvador Calcagno and Amanda
- Luling Activity Center – Luling – Salvador Calcagno, Audrey Martindale and Janice Royal
- New Sarpy Activity Center – New Sarpy – Debra Freeman and Lois Eugene
- Norco Activity Center – Norco – Salvador Calcagno and Keion Smith
- Outreach, Nutrition Education, and Information and Assistance – Office – Audrey Martindale, Elza LeBeauf, Earline Spiers, Lupe Sweeney, Clementine Charles, interviewed with April Keller, Executive Director and Sharon Walters, Assistant Director.
- Personnel Policies, Personnel Files, and Training – Office – Audrey Martindale, Elza LeBeauf, Earline Spiers, Lupe Sweeney, Clementine Charles, interviewed with April Keller, Executive Director and Sharon Walters, Assistant Director.
- Recreation and Activities – Office – Audrey Martindale, Elza LeBeauf, Earline Spiers, Lupe Sweeney, Clementine Charles, interviewed with April Keller, Executive Director and Sharon Walters, Assistant Director.
- Southeast Louisiana Legal Services Corporation – Harvey – Earline Spiers, Elza Lebeauf, April Keller and Sharon Walters.

- Subcontractors – Office – Audrey Martindale, Elza LeBeauf, Earline Spiers, Lupe Sweeney, Clementine Charles, interviewed with April Keller, Executive Director and Sharon Walters, Assistant Director.
- The Medical Team – Houma – Clementine Charles, Earline Spiers, April Keller and Sharon Walters
- Transportation – Route 1 – Clementine Charles and David Havard
- Transportation – Route 2 – Elza Lebeauf and Katrina Reynaud
- Transportation – Route 3 – Patricia Abadie and Cassandra
- Transportation – Route 4 – Debra Freeman and Mona Sicard
- Transportation and Assisted Transportation – Office - Beulah Markey, Elza LeBeauf, Earline Spiers, Lupe Sweeney, Audrey Martindale, Clementine Charles, Karman Hill, April Keller and Sharon Walters.

Bateman Senior Meals

Albert Joseph and Clementine Charles visited Bateman Senior Meals with April Keller and Sharon Walters. They interviewed Ed Martinez.

The group toured the kitchen, which had been restructured giving the employees more room to move around. Some new equipment is on order. Floors were dryer than recent years. Kitchen was considerably cleaner than recent year.

Southeast Louisiana Legal Services

Earline Spiers and Lupe Sweeney visited Southeast Louisiana Legal Services with April Keller and Sharon Walters.

Michelle Stross, legal services attorney explained all the legal services available to seniors of St. Charles Parish to the group. The group was very impressed with the legal services that are available to the seniors.

Acadian on Call

Arthur Parquet and Lupe Sweeney viewed Acadian on Call with April Keller and Sharon Walters. They interviewed Steve Landry.

Mr. Landry explained how each of the Medical Alert - Traditional Home, Home & Yard, Nationwide Cellular, and Traditional Cellular Systems work. He gave the group a tour of the Secured Control Room, the Billing and Customer Service areas, and the Warehouse. The Staff uses very extensive efforts to provide timely and professional care on both routine and emergency basis.

The Medical Team

Clementine Charles and Earline Spiers visited The Medical Team office in Houma with April Keller and Sharon Walters. They interviewed Amy Champagne, Jamie Dupre and Kristen Rogers.

Personal Care Services are provided to eighty three (83) clients a month.

National Family Caregiver Support Program In-Home Respite (NFCSP) services are provided to thirty five (35) clients a month.

Homemaker services are provided to one hundred thirty-five (135) clients a month.

Mrs. Champagne explained the difference in the services, which The Medical Team provides. All agreed that the Medical Team provides quality operations and services.

Hahnville Meal Site

Debra Freeman reviewed the Hahnville Home Delivery Meal Site. They interviewed Dasha Pierre.

They found the center to be clean and setup nicely. The staff was receiving food for the day from Bateman. All food temperatures were as required. The staff packed the Home Delivered Meals for the Home Delivered Meal Routes in an orderly and efficient manner.

Luling Activity Center

Salvador Calcagno and Audrey Martindale visited the Luling Activity Center. They interviewed Janice Royal Activity Center Manager, Patricia Lewis, Center Aide and the clients at the center. The clients seemed to be having a good time playing cards and dominos.

New Sarpy Activity Center

Debra Freeman viewed the New Sarpy Activity Center. They interviewed Lois Eugene, Center Manager and Denise Jarrow, Center Aide and the clients at the center. The center was clean and organized.

Norco Activity Center

Salvador Calcagno visited the Norco Activity Center. They interviewed Keion Smith, Activity Center Manager, Letitia Sandolph Center Aide and the clients at the center.

The Center was very clean, well-organized and neat, bright and cheery.

Home-Delivered Meals

Albert Joseph rode with Melvin Honor; they covered Route 2.
Audrey Martindale rode with Amelia Williams. They covered Route 3.
Clementine Charles rode with Michelle Lewis; they covered Route 4.
Ben Singleton rode with Megan Conrey; they covered Route 5.
Beulah Markey rode with Connie Benoit; they covered Route 6.
Lupe Sweeney rode with Latari Poche; they covered Route 7.

Recreation and Activities

Audrey Martindale, Elza LeBeauf, Earline Spiers, Lupe Sweeney, Clementine Charles, interviewed with April Keller, Executive Director and Sharon Walters, Assistant Director.
The Committee reviewed Recreation and Activities with Ms. Keller and Ms. Walters. All seemed according to policy.

Transportation and Assisted Transportation

Audrey Martindale, Elza LeBeauf, Earline Spiers, Lupe Sweeney, Beulah Markey, Clementine Charles, interviewed with Karman Hill, Dispatcher, April Keller, Executive Director and Sharon Walters, Assistant Director.
Ms. Hill reviewed the procedures for taking reservations for transportation to medical appointments, centers, and personal businesses.
Clementine Charles rode with David Havard on the Transportation Route 1.
Elza Lebeauf rode with Katrina Reynaud on the Transportation Route 2.
Patricia Abadie rode with Cassandra Delpit on the Transportation Route 3.
Debra Freeman rode with Mona Sicard on the Transportation Route 4.

Administrative Services

Audrey Martindale, Elza LeBeauf, Earline Spiers, Lupe Sweeney, Beulah Markey, Clementine Charles, interviewed with April Keller, Executive Director and Sharon Walters, Assistant Director.

Regarding information and assistance, explanation was given of the procedures for receiving requests for service and for determining eligibility for services, so that client's needs can be met individually. In regards to nutrition education information is provided on a regular basis.

Fiscal Records

Audrey Martindale, Elza LeBeauf, Earline Spiers, Lupe Sweeney, Beulah Markey, Clementine Charles, interviewed with April Keller, Executive Director and Sharon Walters, Assistant Director. The committee members noted that all policies and procedures for fiscal records seem to be in order.

Human Resources

Audrey Martindale, Elza LeBeauf, Earline Spiers, Lupe Sweeney, Beulah Markey, Clementine Charles, interviewed with April Keller, Executive Director and Sharon Walters, Assistant Director. The committee members noted that all procedures and policies are being followed according to the guidelines.

Subcontractors

Audrey Martindale, Elza LeBeauf, Earline Spiers, Lupe Sweeney, Beulah Markey, Clementine Charles, interviewed with April Keller, Executive Director and Sharon Walters, Assistant Director.

The committee members noted that all procedures are followed and documentation is on hand.

Summary

For both contractor services and programs and services provided by St. Charles Council on Aging, Inc. no discrepancies or problems were noted by the assessors.

When committee members expressed an evaluative opinion, they said they were favorably impressed by the work being done by the subcontractors and by the Council on Aging's staff.

Conclusion

The St. Charles Council on Aging, Inc. assessments for 2018 have been completed as of this report. Clients and members of the Advisory Council Assessment Committee are satisfied with the administration, programs, and services of St. Charles Council on Aging, Inc.

Thanks

St. Charles Council on Aging, Inc. would like to thank all who participated in the 2018 Annual Assessment. Much time was spent in meetings and on location. Without the individual commitment of the Advisory Council and especially the members of the Assessment Committee to learning more about the work of the Council on Aging, much of what is done would go unnoticed.