

## CAREGIVER SATISFACTION SURVEY DATA COLLECTION SUMMARY

- An analysis of caregiver services at the AAA level is proposed.
- Only clients who have been receiving services for at least 6 months (i.e., prior to November 1, 2001) will be surveyed.
- A **master caregiver list** should be generated. This list should include **caregivers** who are enrolled in services (*such as respite care, support groups, counseling, training and education*); as well as caregivers whose **care recipients** are enrolled in services (*such as adult daycare, case management, homemaker, home health aide, home delivered meals, grocery service, or transportation*). All persons on the master list should be currently receiving services and should have been receiving those services for at least 6 months.
- Only caregivers of senior citizens should be included in the master caregiver list. Caregivers may be of any age.
- A random sample of at least 200 caregivers should be drawn from the master caregiver list. It is assumed that you will not be able to reach all of these clients or that some of the clients will refuse to participate. If possible, each agency should collect 150 completed questionnaires.
- Questionnaires should be administered to the caregivers by phone. For persons who are difficult to reach, at least seven (7) attempts to contact the person should be made before excluding them from further calls.
- The questionnaire will be administered to the random sample of caregivers in May and June 2002 or until everyone in the sample has been contacted.
- The amount of time to administer the Caregiver Satisfaction Survey is approximately 25-35 minutes.