

## ASCC Client Survey (2017) Response Data and Analyses

The 2017 Client Satisfaction Survey ([Appendix A](#)) was mailed to a sample of active clients in July with a return-by date of July 31<sup>st</sup> (although we accepted all surveys returned throughout August). A stratified approach was used to determine the number of surveys to send to specific population groups. The sample of clients included the following categories: 40% of clients in Status 40, 40% of clients in Status 50, and 20% of clients in Status 60. Each group was further categorized based on their residence in metropolitan versus rural areas. Clients were then randomly sampled from each category.

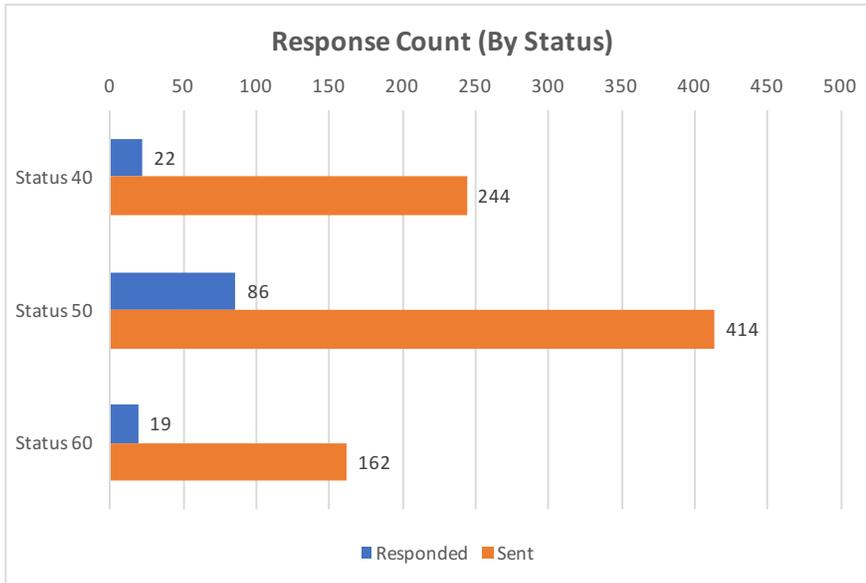
### Definitions:

Status 40 – Open, intensive, 90-day contact

Status 50 – Open, transitional, 365-day contact

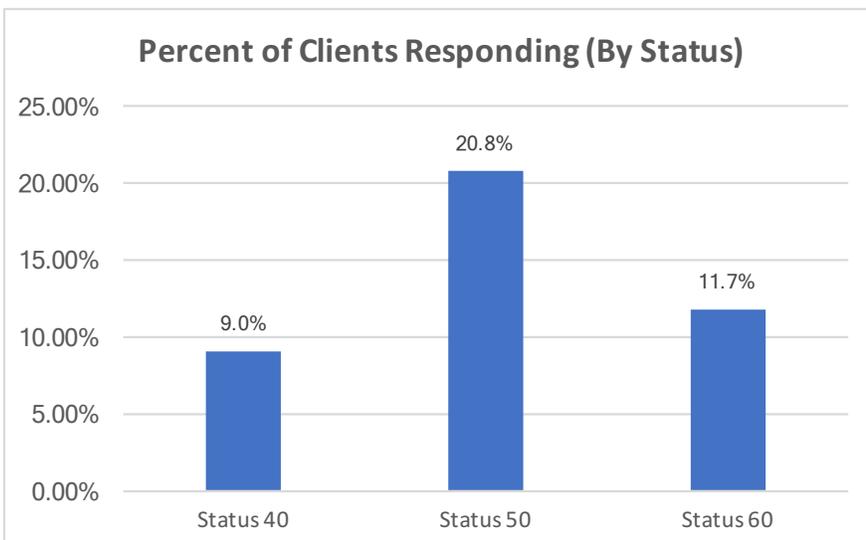
Status 60 – Open, independent, no contact initiated

The survey was mailed to 820 clients. We received 129 of them back, giving us a 15.7% response rate. Two of the surveys returned were missing the front page leaving their status unknown.



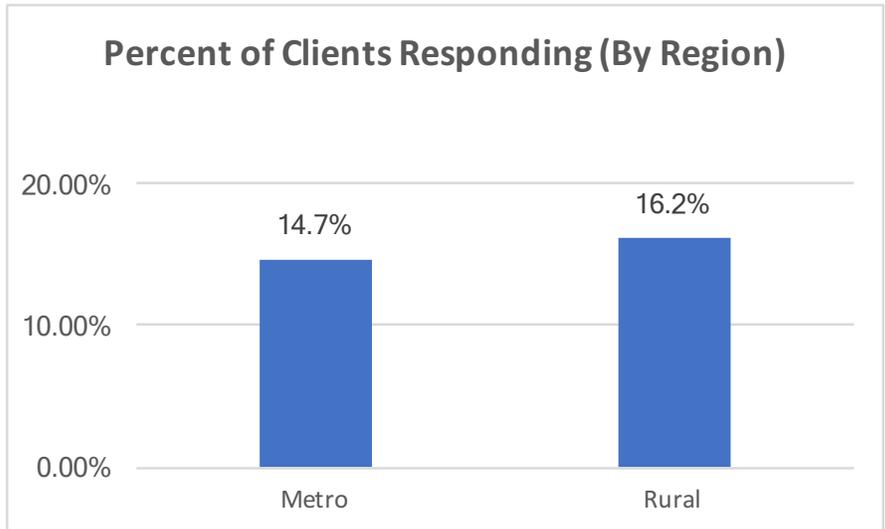
The chart to the left visually represents the number of clients that were sent the survey and the number that responded. The data points are separated by Status. The status for two are unknown and not represented in the chart.

A significant majority of clients are in Status 50 so we would expect to see a high number when using a representative sample of the population.

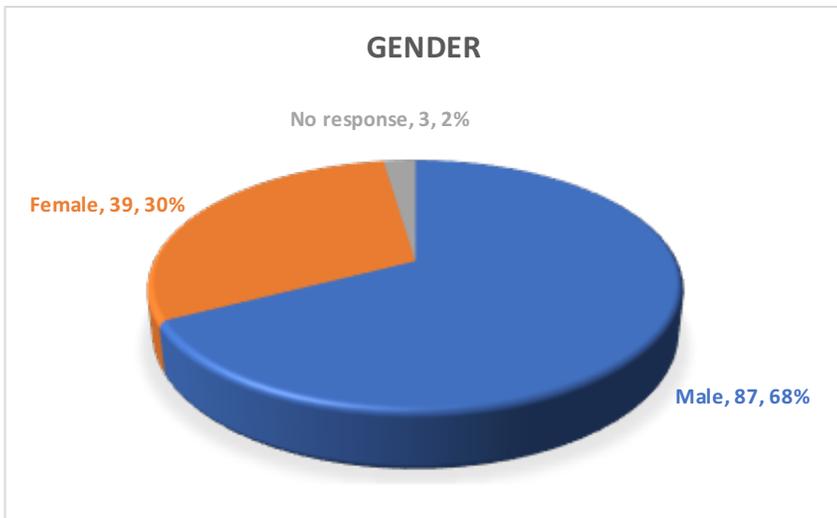


In the chart to the left, it is obvious that Status 50 clients were around twice as likely to respond to the survey than were clients in Status 40 or 60.

When broken out by region, there is not a considerable difference in the amount of responses we received from clients living in metropolitan areas versus rural areas (as seen to the right).



### Demographics (Gender)



While we did receive considerably more responses from males than females, this is not unexpected. The registry is comprised of around 66% males and 34% females. These figures very nearly match the response rates (as seen to the left).

In future surveys, we may want to consider sampling techniques to equalize the ratio of males to females.

### Demographics (Age)

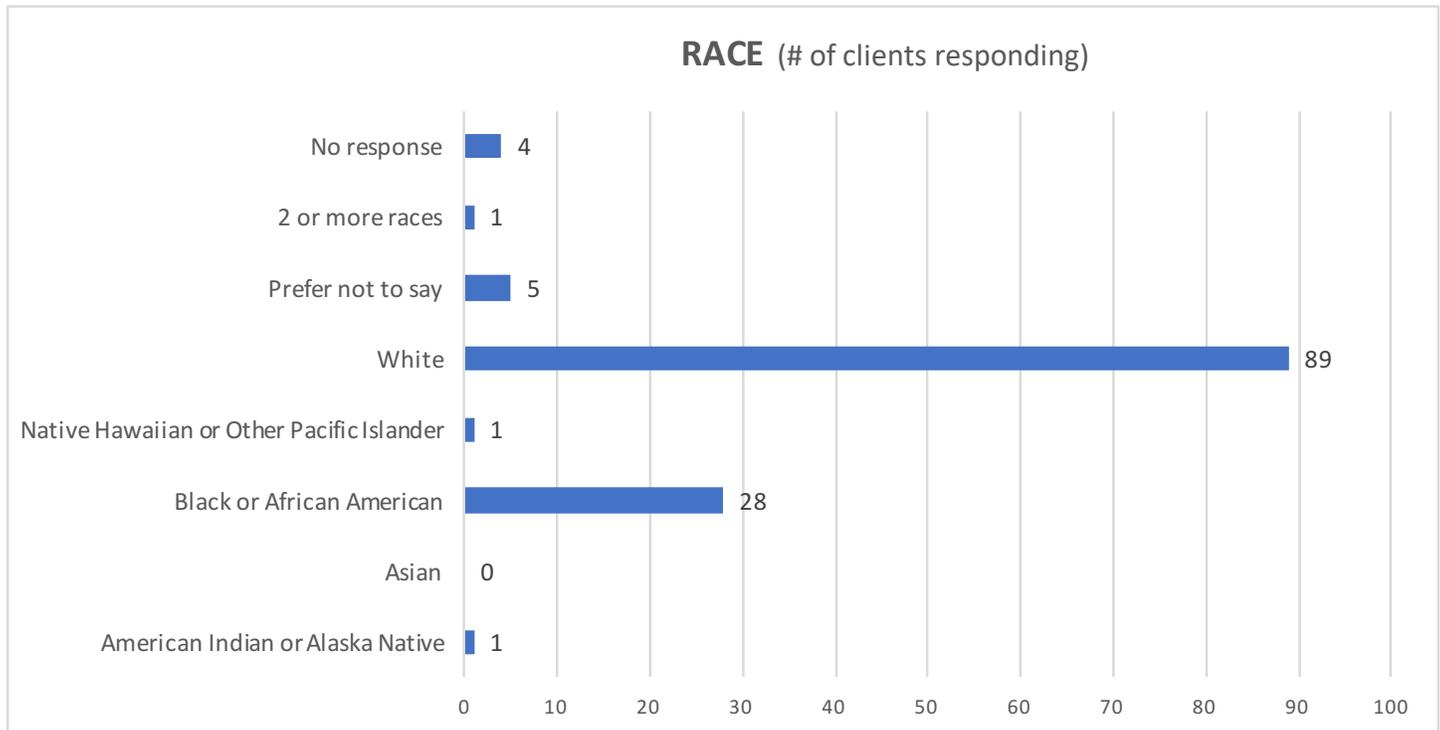
The largest number of responses came from clients between the ages of 40 and 69.

The average age of clients receiving the survey was 47. The age appearing the most was 65 and the median age was 47.6.



## Demographics (Race)

The most prominent categories of race responding to the survey were clearly individuals identifying as Black, responding at a rate of 21.7%, and White, 69%. These figures line up quite well with the makeup of the registry. The registry is composed of 22.5% clients recorded as Black and 72.8% recorded as White. While it is possible to compare and contrast the responses of these two categories of race, the low numbers for other races are too insignificant to be counted as a representative sample of the population.

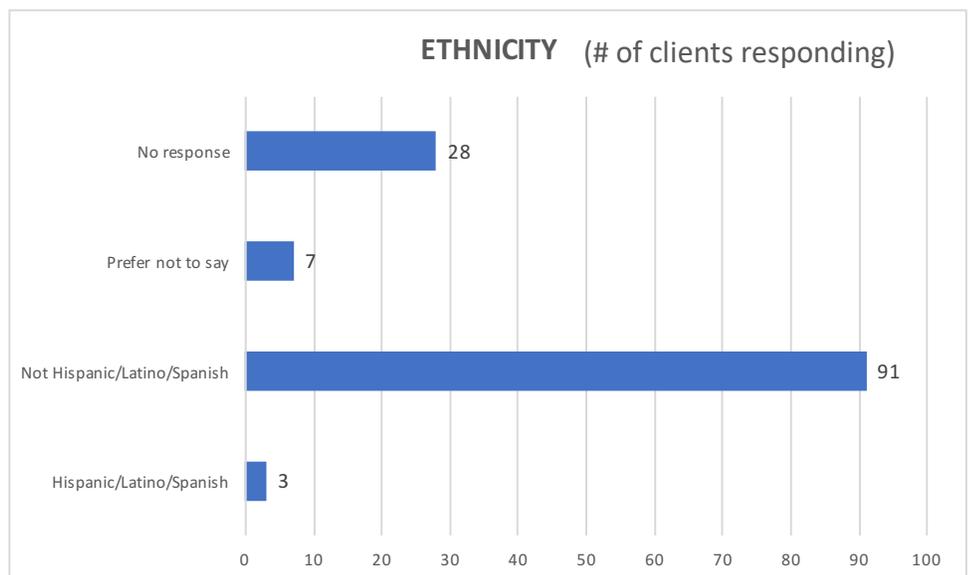


## Demographics (Ethnicity)

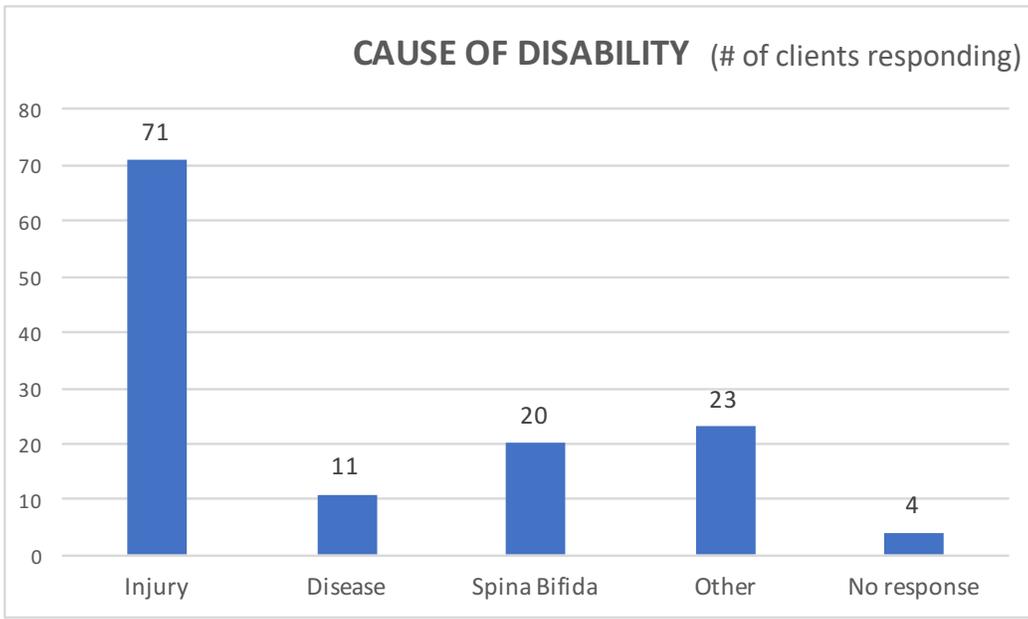
Unfortunately, we cannot use the data on Ethnicity for comparison due to the very low number of clients identifying as Hispanic (3).

Many clients skipped this question. Perhaps the question was confusing. We might consider adding defining characteristics of ethnicity to the question (such as cultural background, language, etc.) for the next survey.

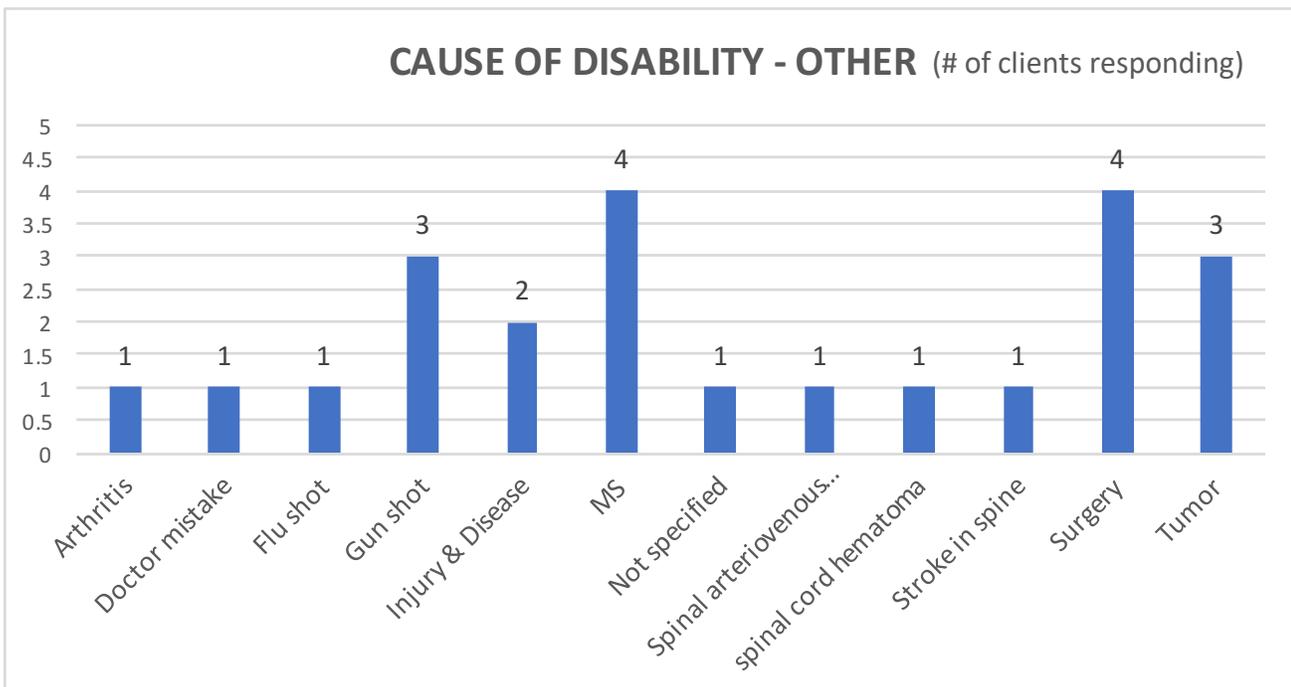
Only 2.8% of clients in the registry are identified as Hispanic.



## Cause of Disability

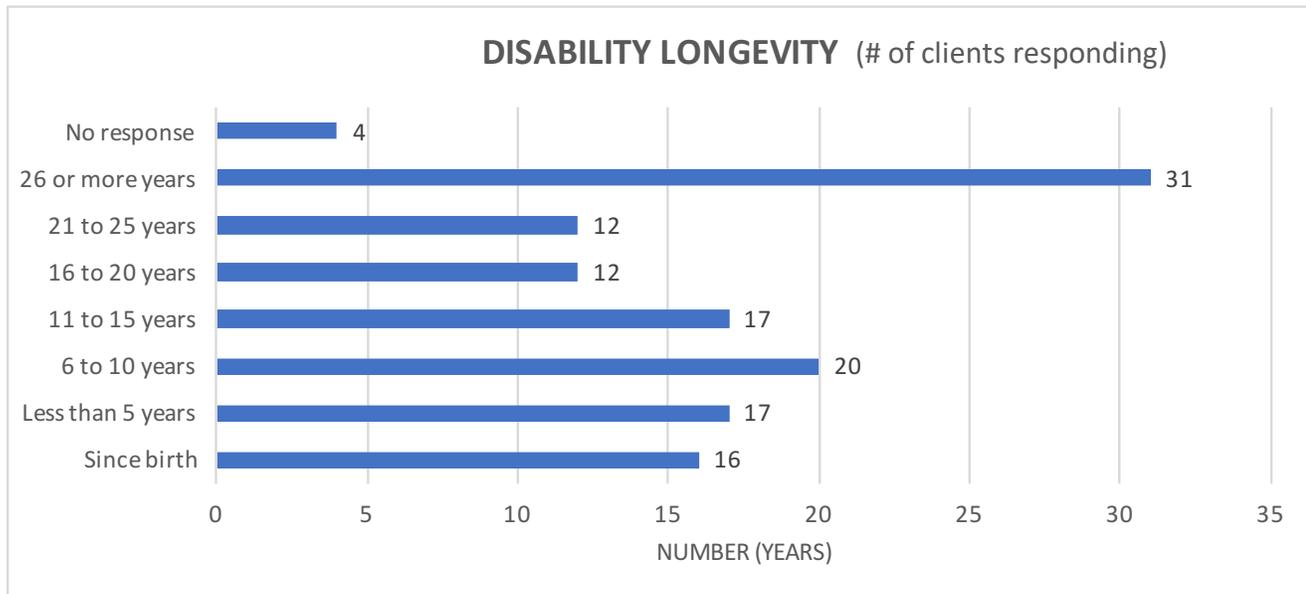


For clients reporting "Other" as their cause of disability (23 total, as seen above), the data has been broken out by category of response below. Some of these could be classified as injury or disease; however, they were reported as "Other" on the survey.



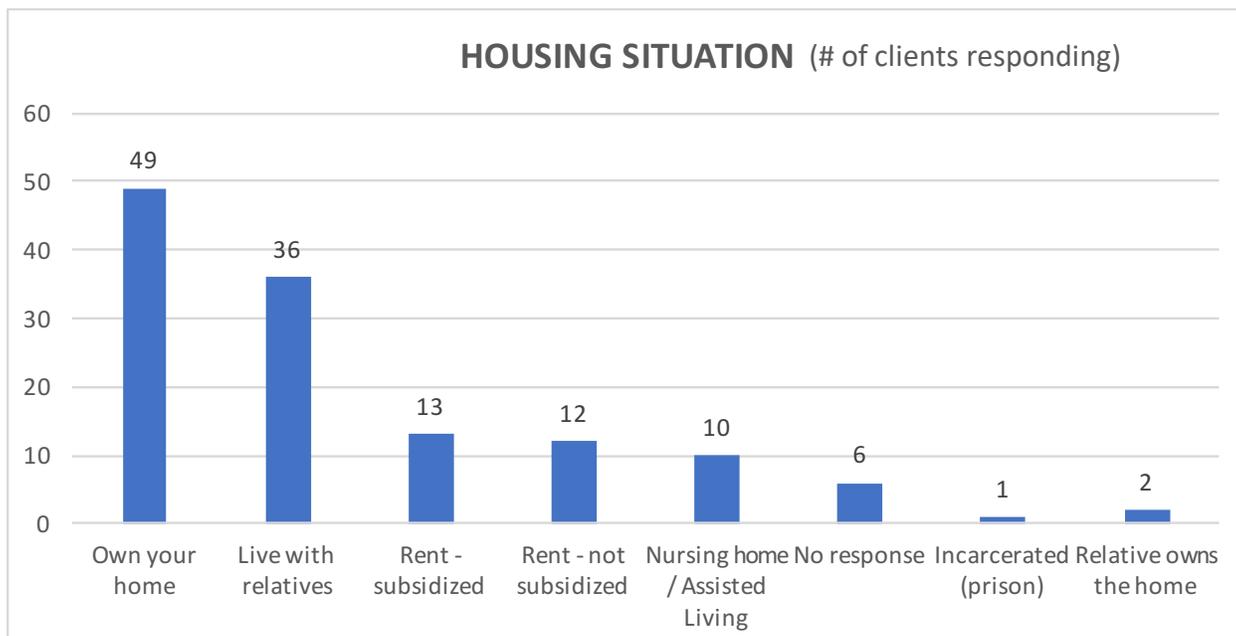
## How long have you had a spinal cord disability?

We received a decently representative amount of responses for the length of time a client has been injured. A large number of clients fall into the "26 or more years" category, but this can be attributed to being a much larger span of time than any of the other categories.

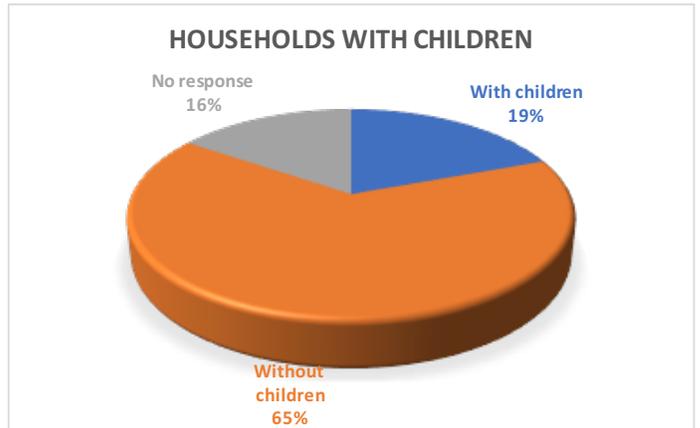
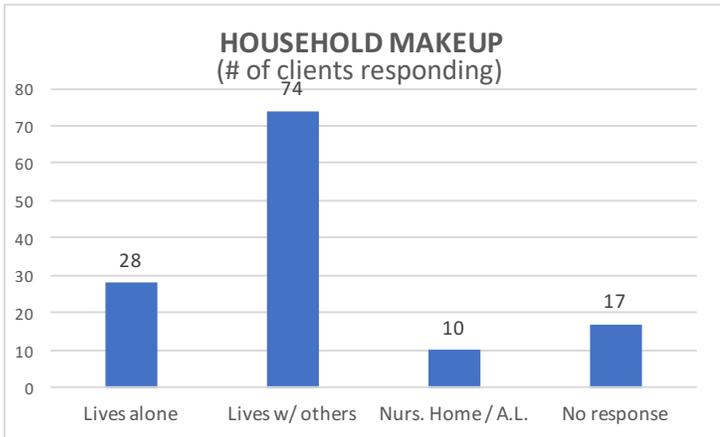


## Housing Situation

The largest number of responses regarding housing are "own your home" and "live with relatives." We may want to break the "nursing home / assisted living" category into two separate options on the next survey. Several clients either circled one of the two options or wrote in one of the options.

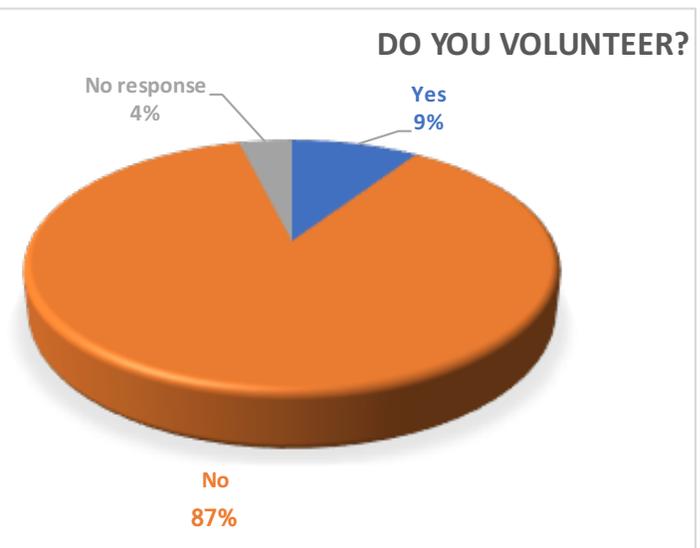
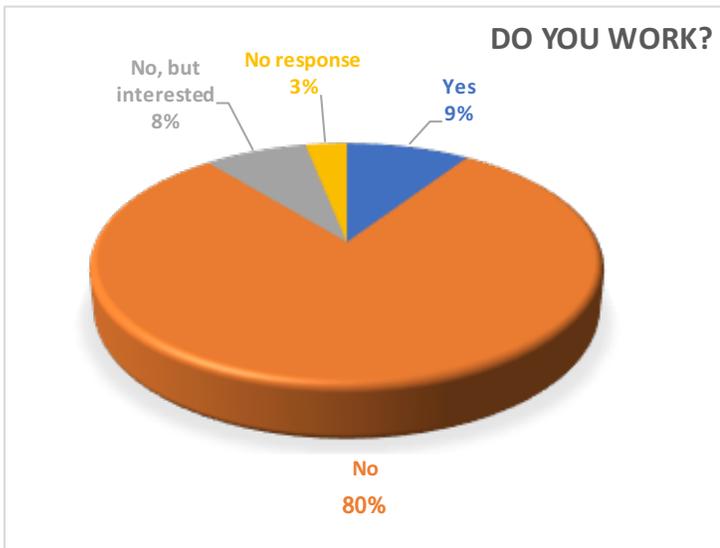


A majority of clients live with others and do not live with children. We did not ask any questions regarding relationship status. Thus, we are not able to determine if a client lives with a spouse, roommate, or other defining characteristic.



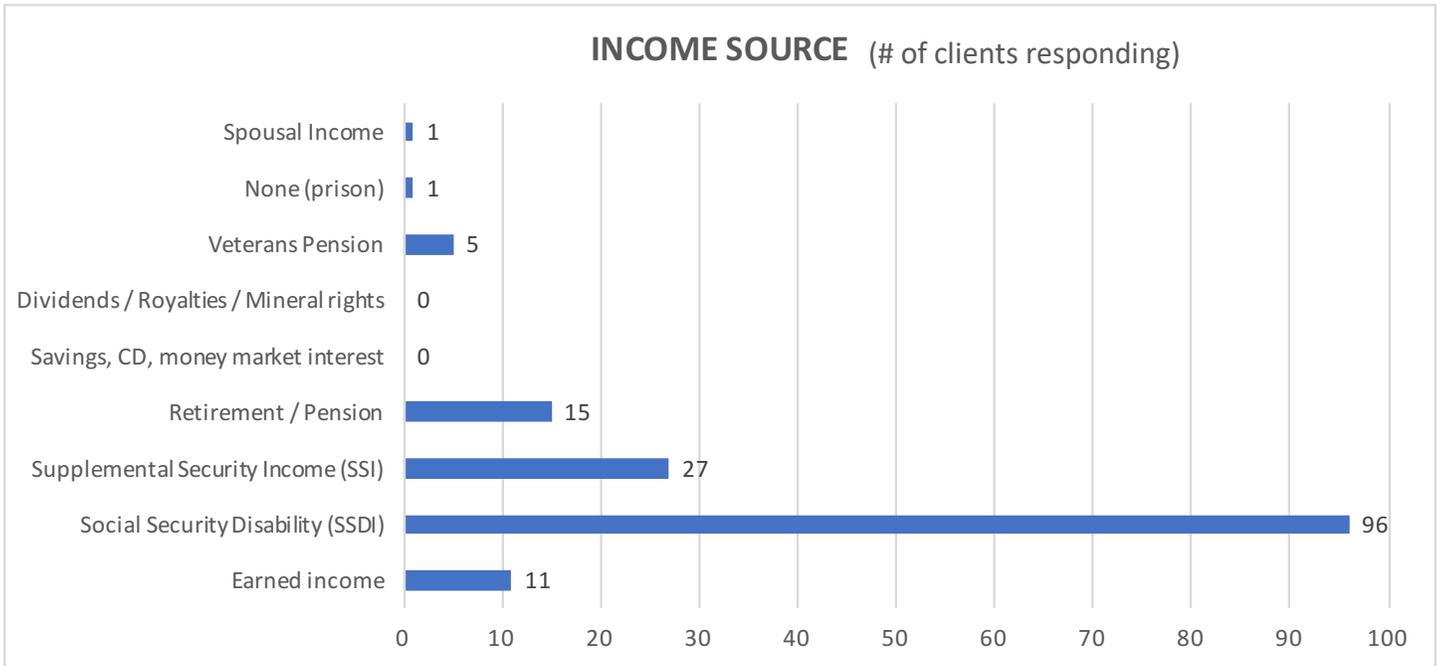
### Do you work/volunteer?

A large majority of clients do not currently work or volunteer. I suspect a portion of this majority could be retired from the workforce as opposed to unable to work. We might consider adding a response option for "retired." A small percentage of clients are interested in working.



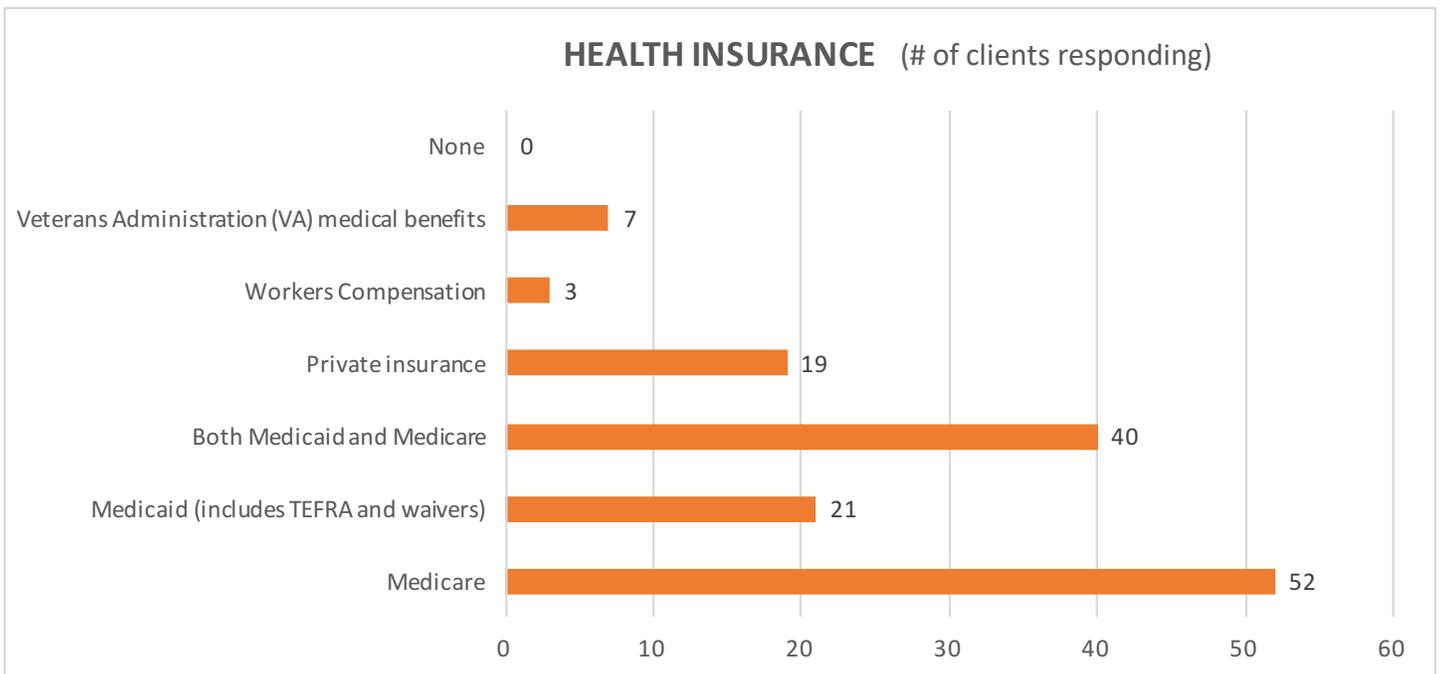
## Source of Income

The largest category of income source, by far, is Social Security Disability (SSDI).



## Health Insurance

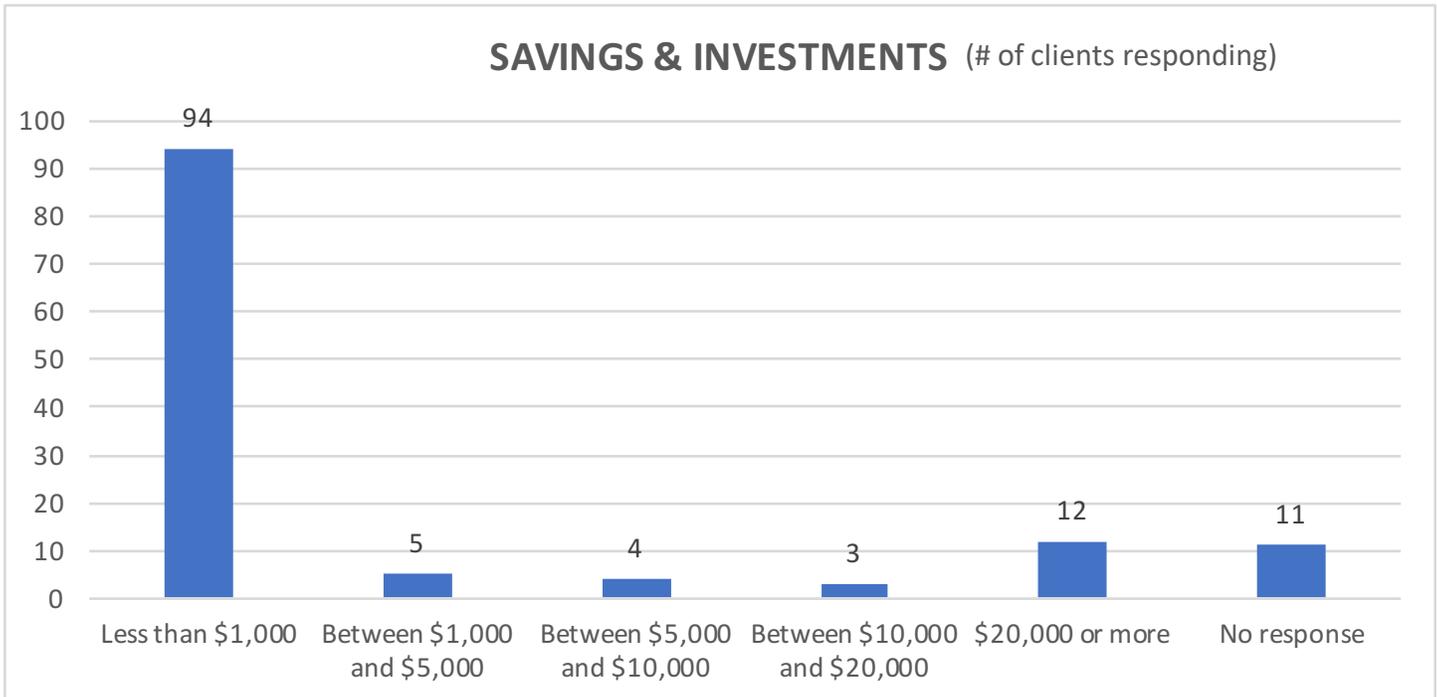
Of those responding, nearly 80% have either Medicare, Medicaid, or both.



## Savings & Investments

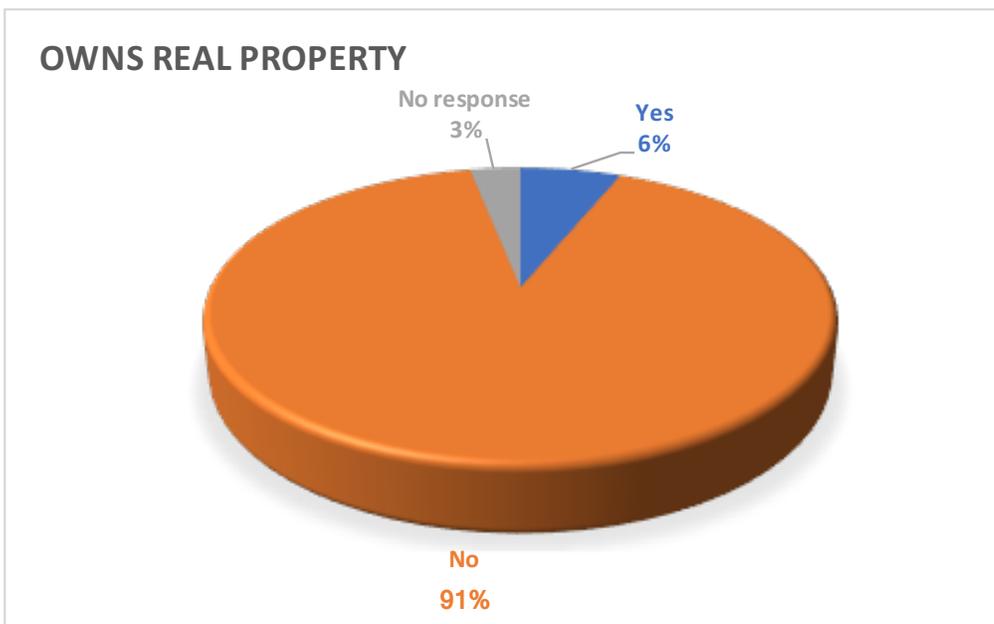
Most clients indicated they have less than \$1,000 in savings and investments. For the next survey, we will need to add an option for \$0 or "none."

Note: A number of clients wrote in "none" or "0" to indicate these options did not apply. All clients with write-in answers were added to the "Less than \$1,000" category.



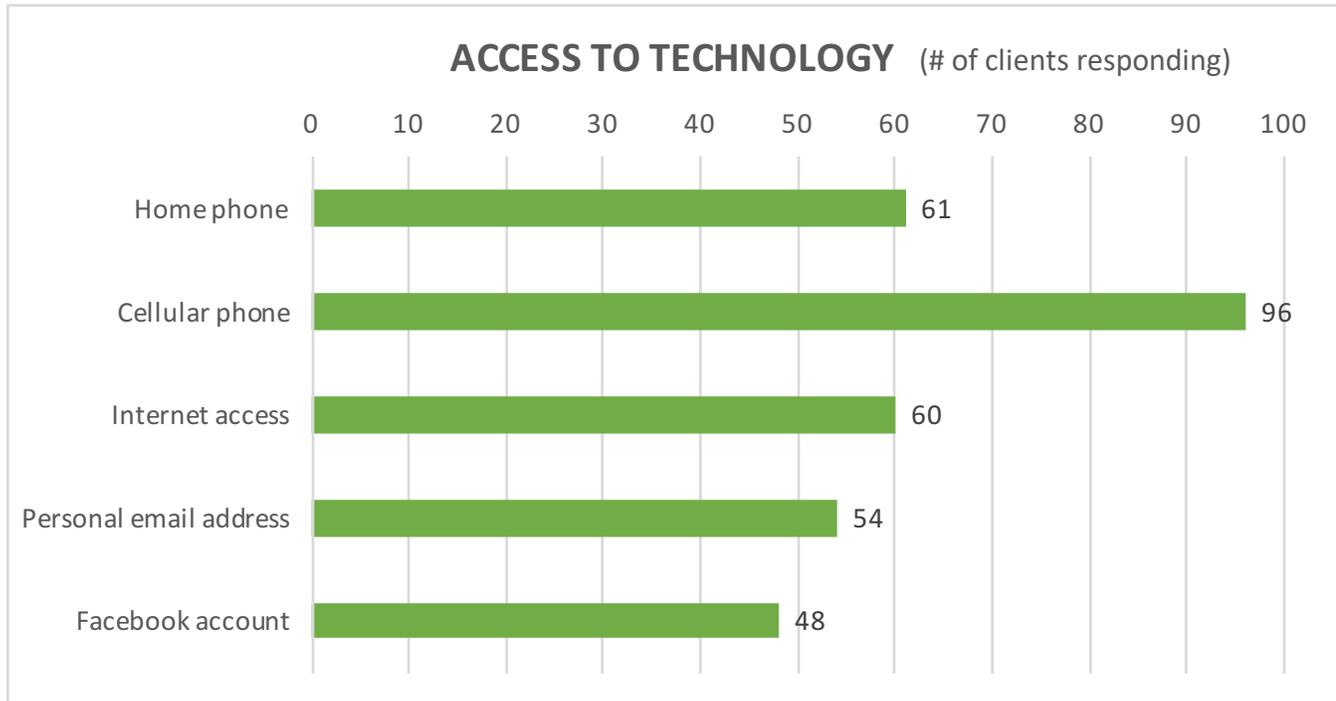
## Owens Real Property

Real property was defined in the survey as "land, other homes, rent houses."



## Access to Technology

Having thought about the composition of this question after analyzing the data, I believe it is not clear whether clients have "access to the Internet" (such as the local library or other source) or "Internet service at home." We also do not have any way to tell whether or not a client has a smartphone, iPad, or other tablet device with access to the Internet. We could potentially have clients who said they don't have Internet service at home but, in fact, do have access to the Internet via their smartphone. The question will need to be revised to account for these factors in the future.



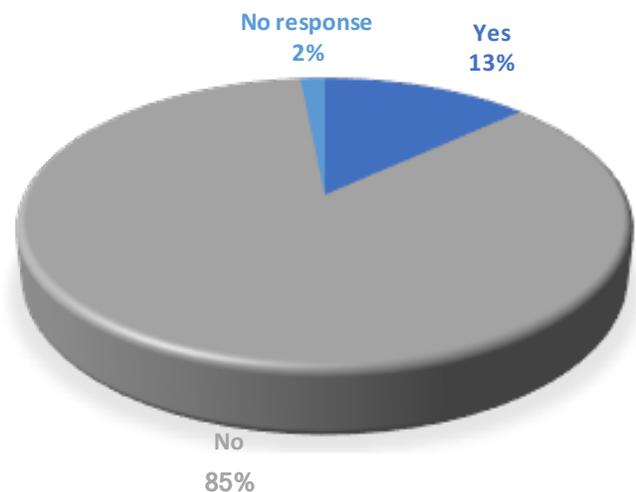
## Provider Accessibility Issues

It would appear that most clients have not had an issue with the physical accessibility of doctor or dentist offices, hospitals, or other health care facilities in the past year.

### Common themes among comments regarding Provider Access Issues:

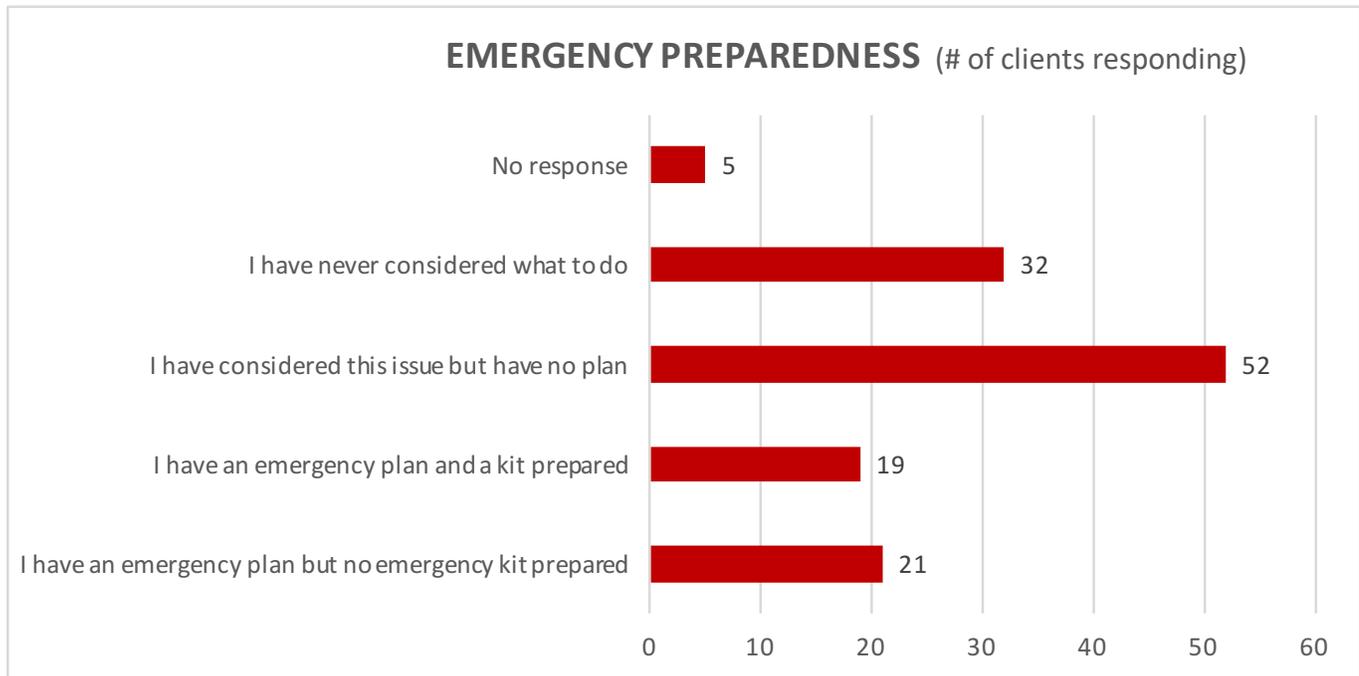
- Lack of proper equipment (including exam tables, lifts, ramps, accessible entry and doorways)
- Transportation issues

## PROVIDER ACCESSIBILITY ISSUES



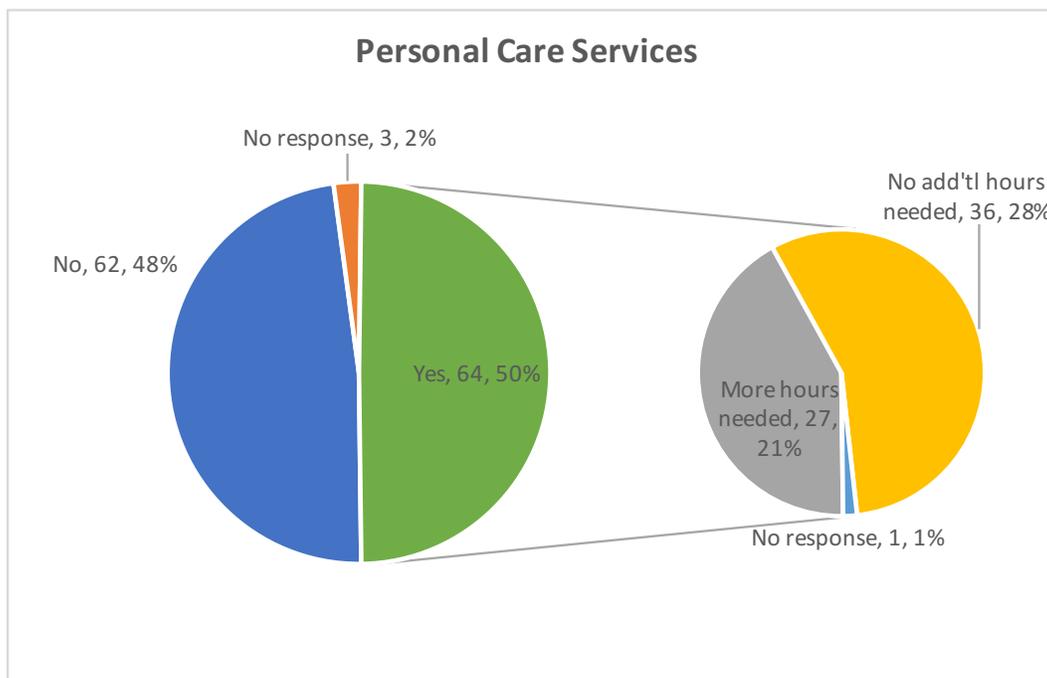
**Question: In case of a natural disaster or emergency, which option describes you best?**

Unfortunately, it would appear that most clients have no plan or have never considered making a plan. In response to this data, I think it would be pertinent to do an article in the newsletter on emergency planning, including steps to take, items to purchase, etc.



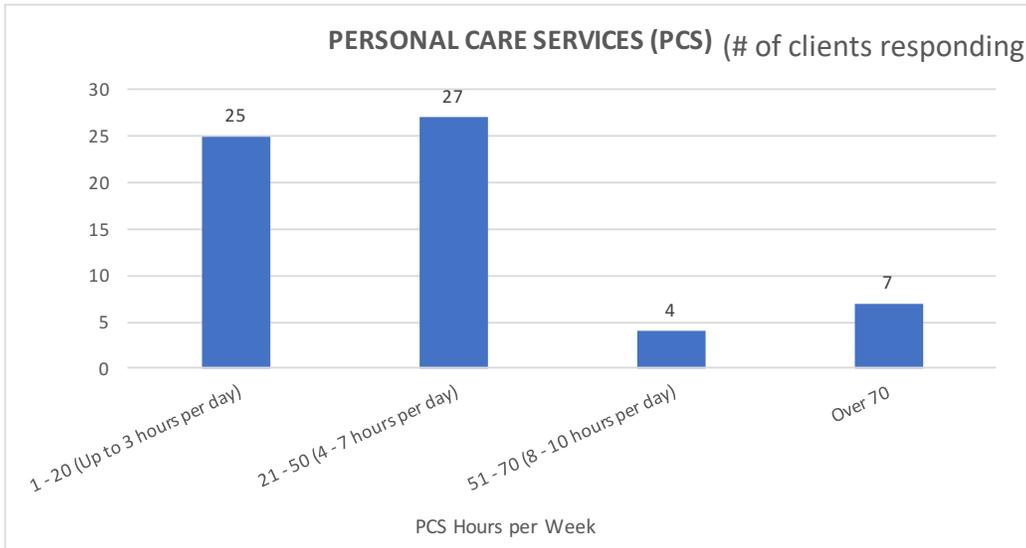
**Personal Care Services**

The chart below indicates the number and percentage of clients receiving Personal Care Services (in the left pie). Out of those clients responding 'yes,' the pie on the right shows how many clients need additional hours. Twelve (12) clients indicated they are not receiving Personal Care Services now but do need PCS hours.



**Common themes among comments regarding Personal Care Service Needs:**

- Daily living tasks (including using the bathroom, cooking, bathing, cleaning)
- Additional PCS hours and full-time care

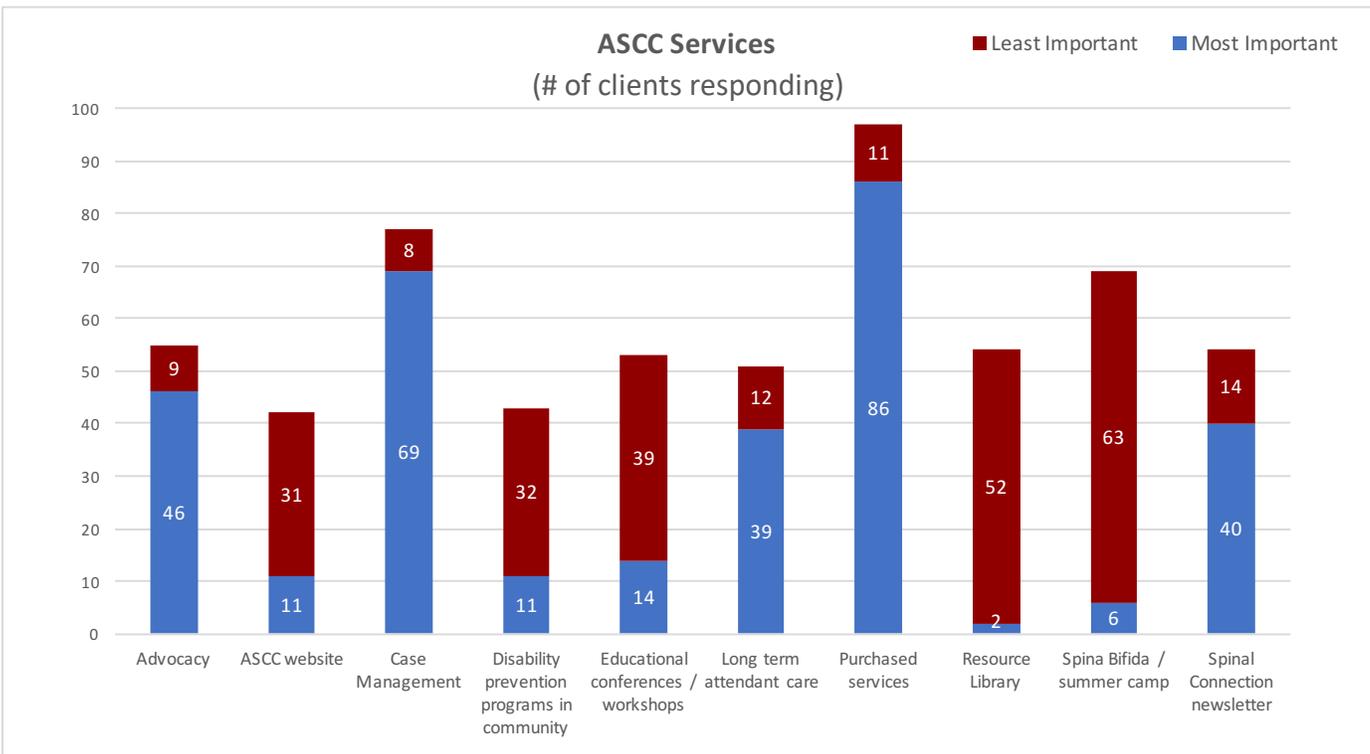


Out of the 64 clients indicating they currently receive PCS, most fall into the 1-20 and 21-50 hours per week ranges.

Four (4) of the clients receiving over 70 PCS hours indicated they live in either a nursing home or assisted living facility. The other 3 clients receiving over 70 PCS hours live with relatives.

**ASCC Services (Clients were asked to choose the 3 most important and 3 least important services):**

Looking at the chart below, it is quite clear that Purchased Services and Case Management are the most important services to clients, with Advocacy falling into third place. Least important to clients are the Spina Bifida summer camp, resource library, and Educational Conferences/Workshops.



### ASCC Services Rank Order (by the number of clients choosing the service)

Of note, out of 63 respondents listing the Spina Bifida Camp as one of the "least important" services, **only 4** or 6.3% indicated they have Spina Bifida. I believe this mostly indicates that it's not a relevant service to anyone but clients with Spina Bifida. Also of note, out of 31 respondents listing the ASCC website as one of the "least important" services, **only 4** or 12.9% have ever visited the site.

I find it interesting that "Educational conferences/workshops" is third highest on the least important list. I'm only speculating, but this could indicate that many clients feel it's an irrelevant service because they haven't been able to attend due to location or transportation issues. We did not ask any questions directly related to conference/workshop attendance.

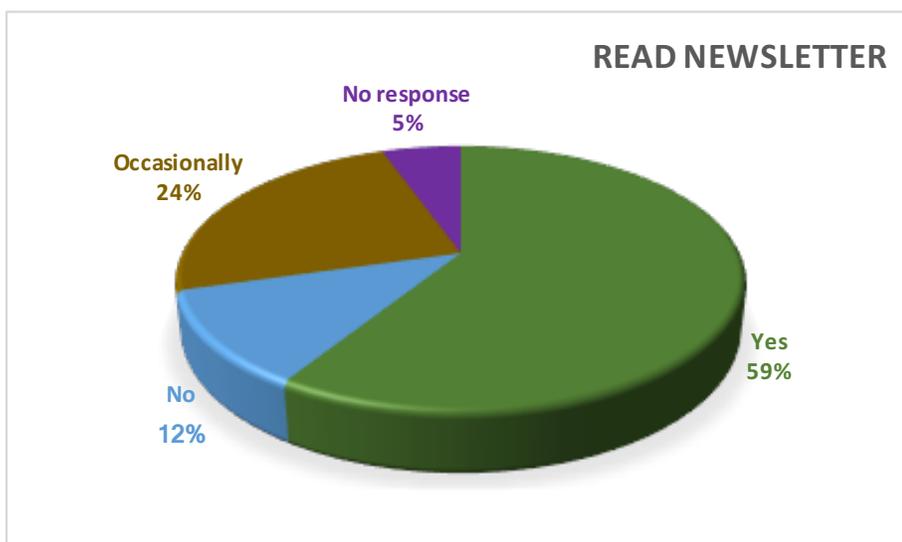
| ASCC Services, Most Important               | Count |
|---|-------|
| Purchased services                          | 86    |
| Case Management                             | 69    |
| Advocacy                                    | 46    |
| Spinal Connection newsletter                | 40    |
| Long term attendant care                    | 39    |
| Educational conferences / workshops         | 14    |
| ASCC website                                | 11    |
| Disability prevention programs in community | 11    |
| Spina Bifida / summer camp                  | 6     |
| Resource Library                            | 2     |

| ASCC Services, Least Important              | Count |
|---|-------|
| Spina Bifida / summer camp                  | 63    |
| Resource Library                            | 52    |
| Educational conferences / workshops         | 39    |
| Disability prevention programs in community | 32    |
| ASCC website                                | 31    |
| Spinal Connection newsletter                | 14    |
| Long term attendant care                    | 12    |
| Purchased services                          | 11    |
| Advocacy                                    | 9     |
| Case Management                             | 8     |

When asked what services the client would like ASCC to provide that are not available now, common themes among these comments included:

- Medical research for SCI/D topics
- Support/social groups for people with SCI/D
- General advocacy on behalf of client needs

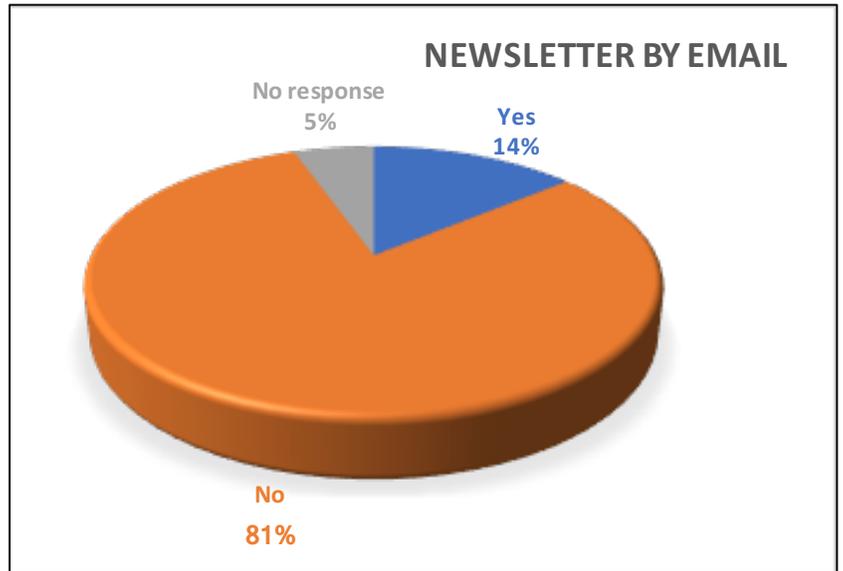
### Question: Do you read the Spinal Connection newsletter?



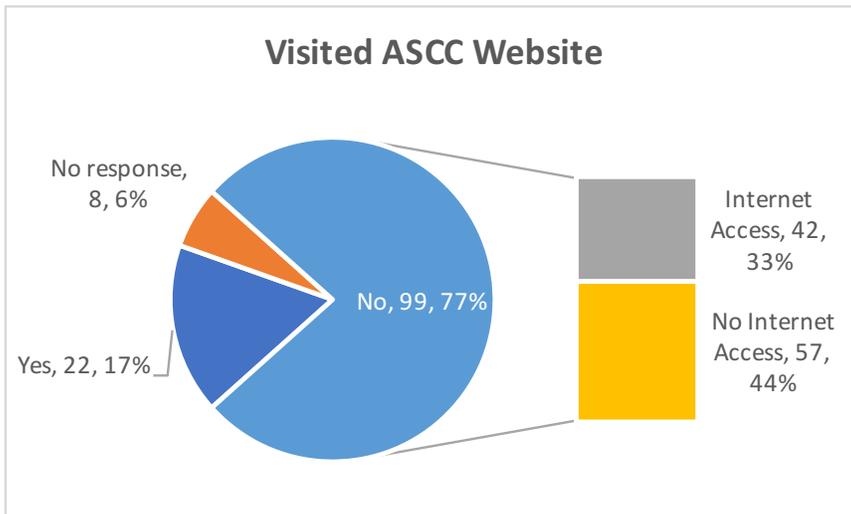
83% of clients indicated they either read the newsletter or do so occasionally. Only 12% of clients said they do not read the newsletter.

**Question: Would you be interested in receiving the ASCC newsletter by email instead of by mail?**

It's pretty clear that clients wish to continue receiving the newsletter by mail.



**Question: Have you visited the ASCC website?**

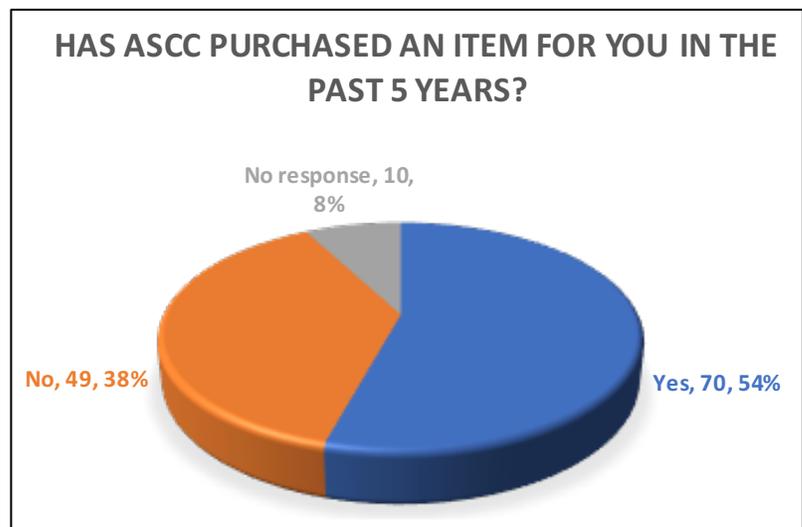


Based on the responses to this question, it appears a majority of clients have never been to our website. Out of the clients responding 'no' to this question, over half also indicated they do not have access to the Internet. Very few comments were made when asked for website suggestions; however, one theme did emerge:

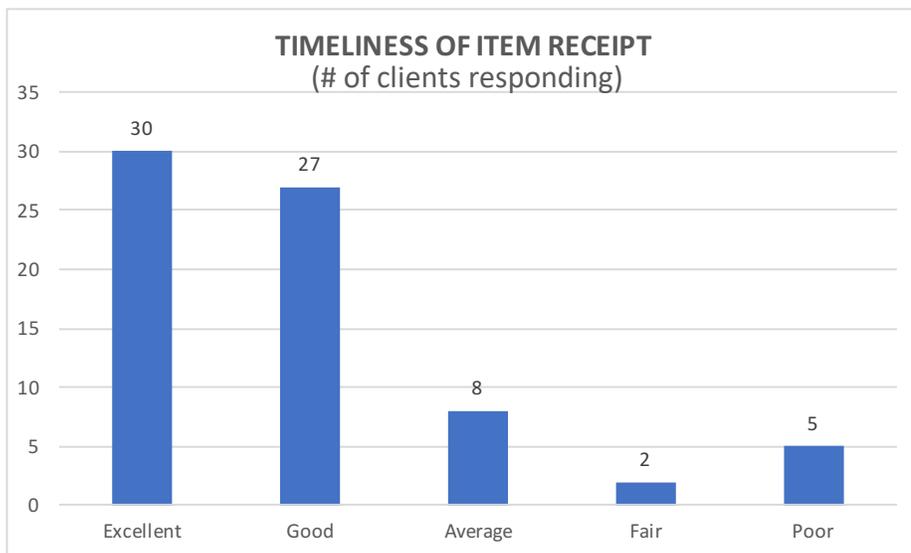
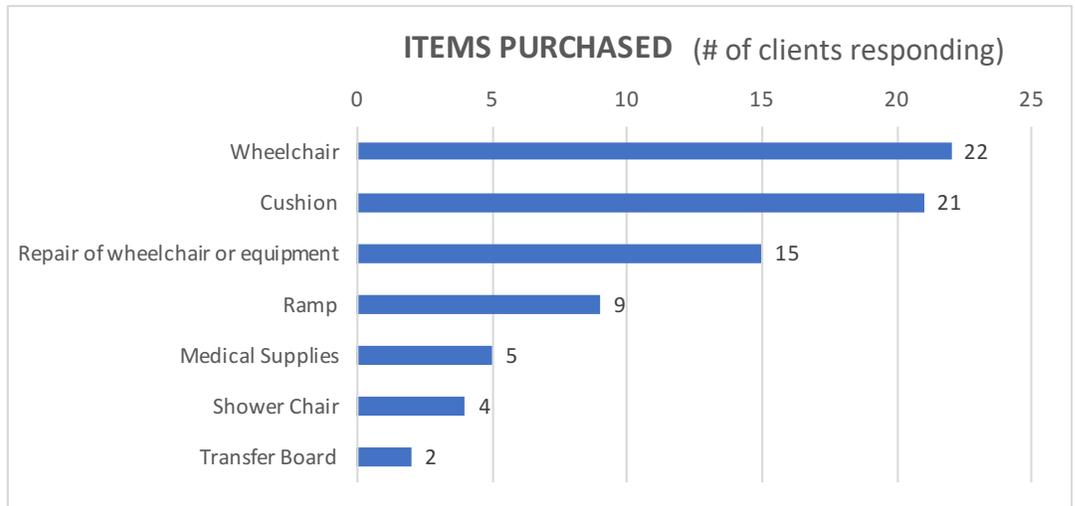
- Videos depicting personal accounts of people with SCI/D living independently (this was also mentioned in the previous section on ASCC Service Suggestions)

**Question: Within the last five years, has the Commission purchased equipment, home mods, medical supplies, or any other item(s) for you?**

A majority of clients have had one or more items purchased for them by the Commission within the past five years.



When asked what item was purchased by the Commission, many clients checked more than one item even though the question specified to "check 1 box." This prevents us from being able to distinguish which item was being rated in the following 2 questions (regarding timeliness and quality)



Most clients feel they received the item(s) in a timely manner.

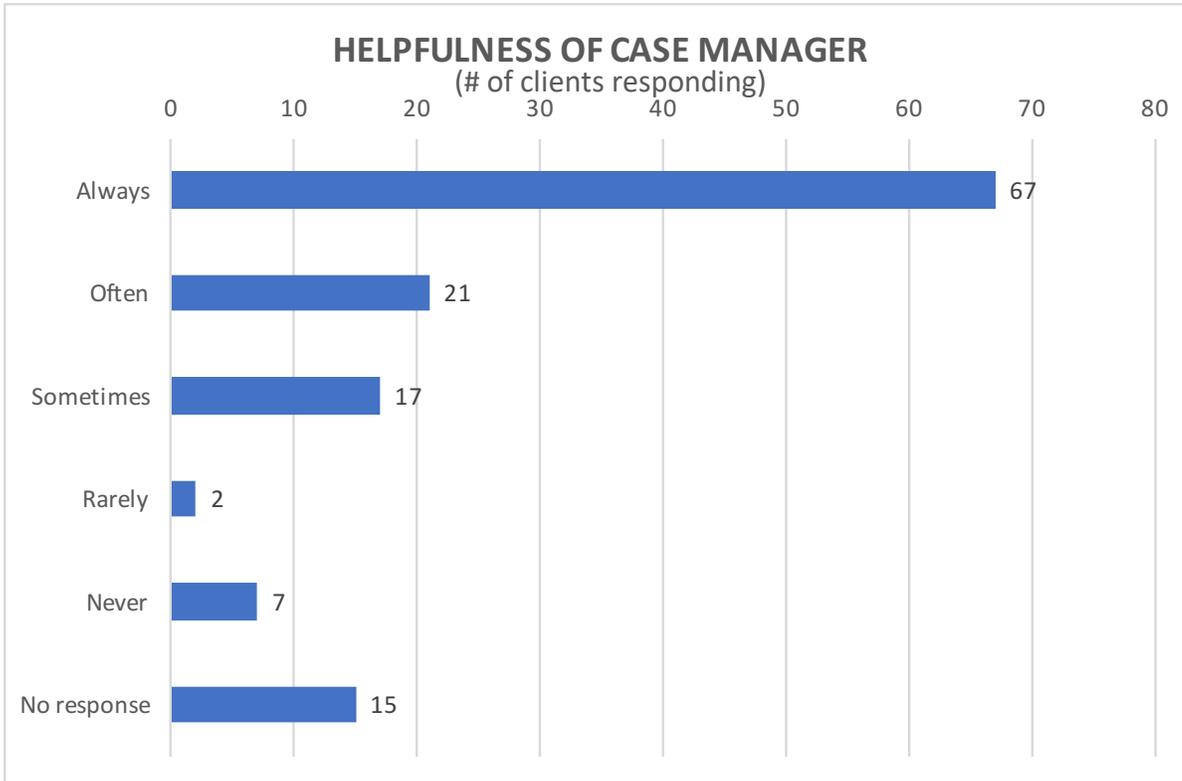
Most clients feel the quality of the item purchased is either excellent or good.



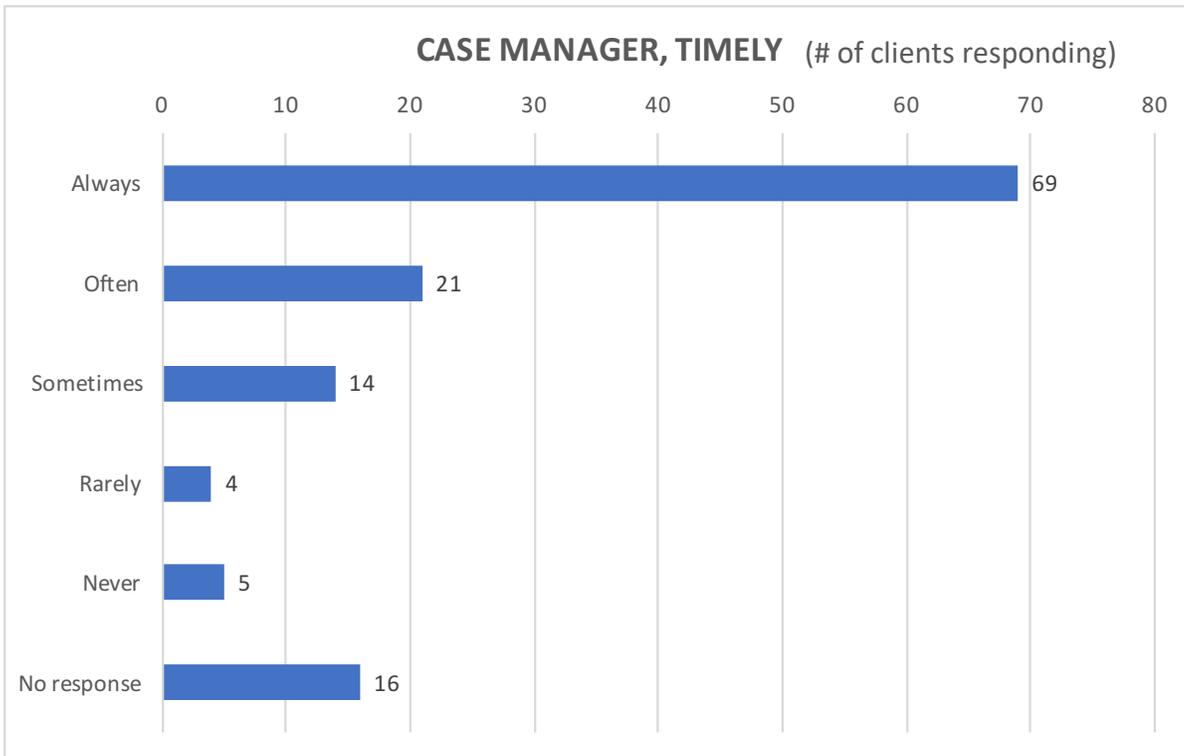
**Question: When did you last see or talk with your Case Manager?**



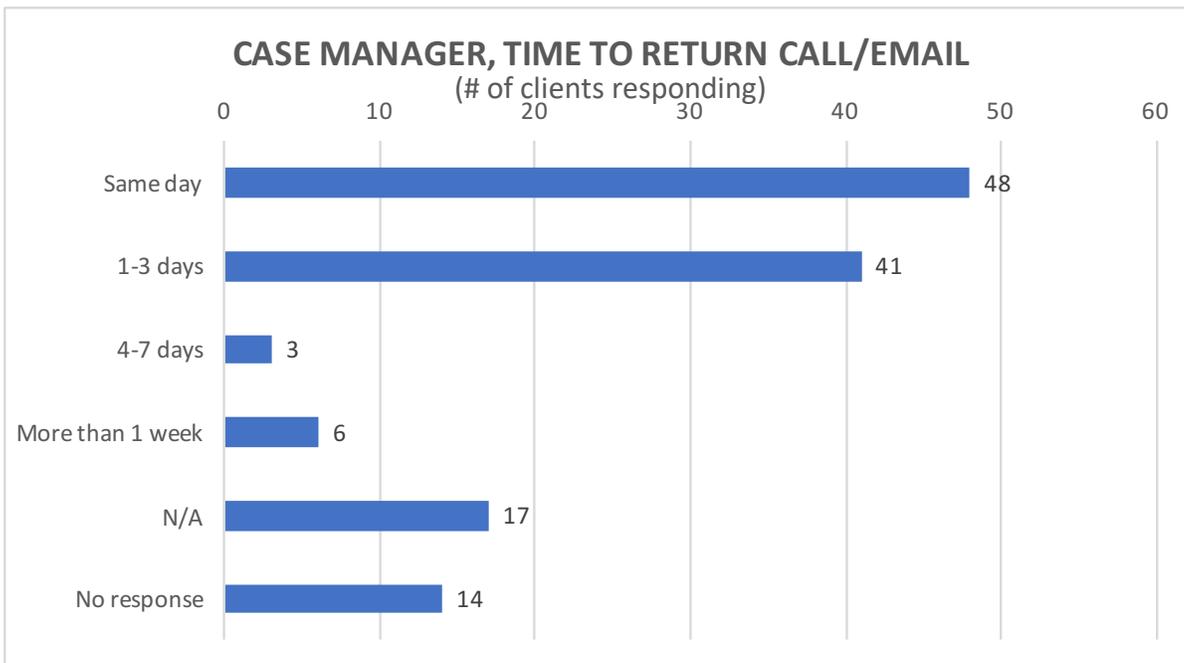
**Question: Is your Case Manager helpful when you have a problem or need?**



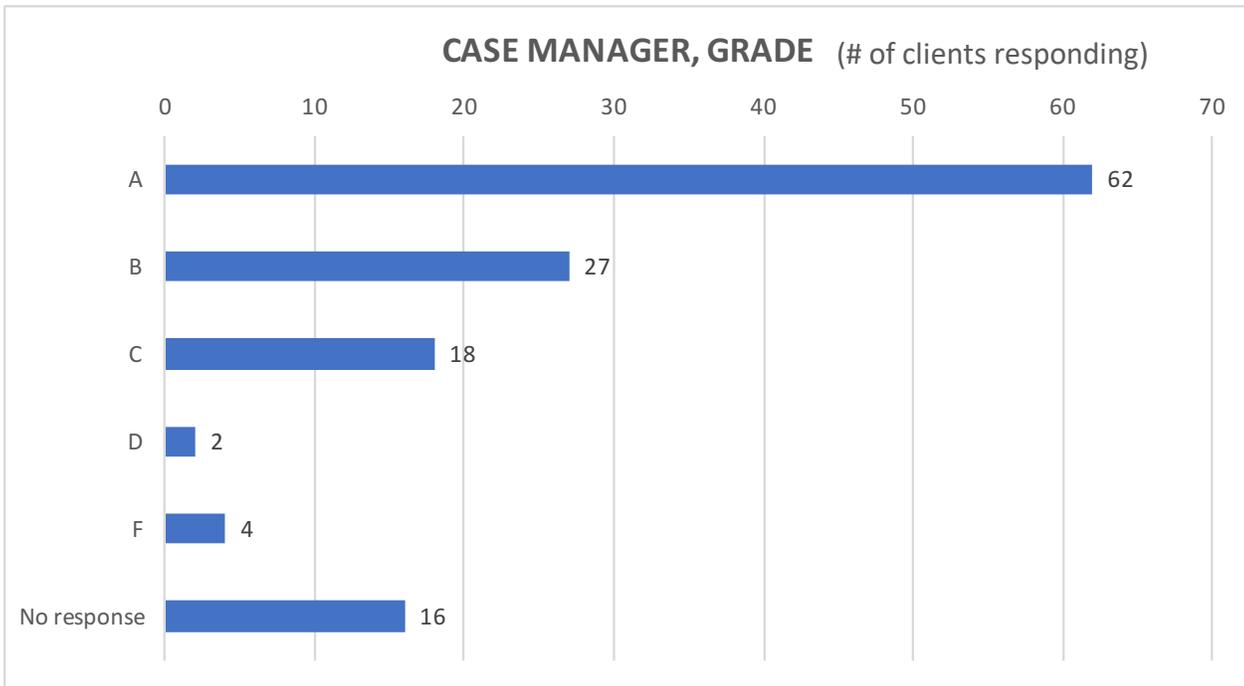
**Question: Is your Case Manager timely in meeting your agreed upon needs?**



**Question: How long does it take your Case Manager to return your phone call, voicemail, or email?**



**Grade how knowledgeable your Case Manager is about spinal cord disability and the services you need.**

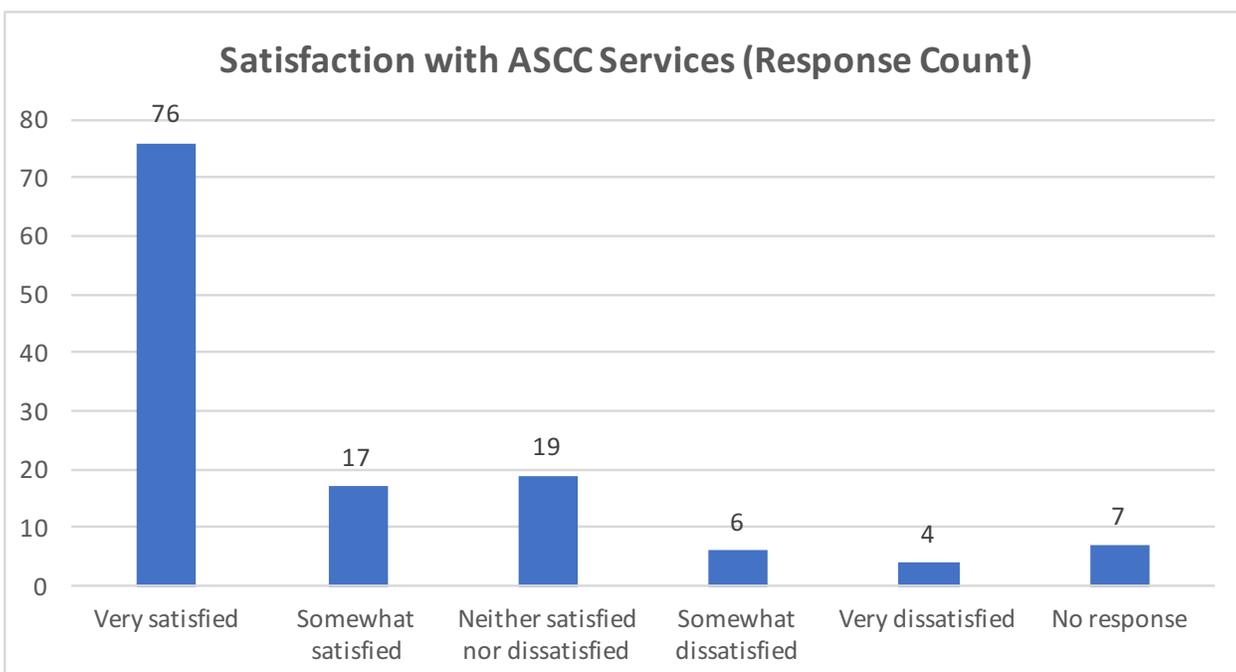


**Common themes among comments regarding Case Managers:**

- More contact/communication with clients (numerous mentions)
- Client does not know who their CM is or what services are provided by the Commission
- Positive experiences with CM and/or no complaints

**Degree of Satisfaction with ASCC (Commission) Services**

The following chart indicates the number of clients responding to each response choice.



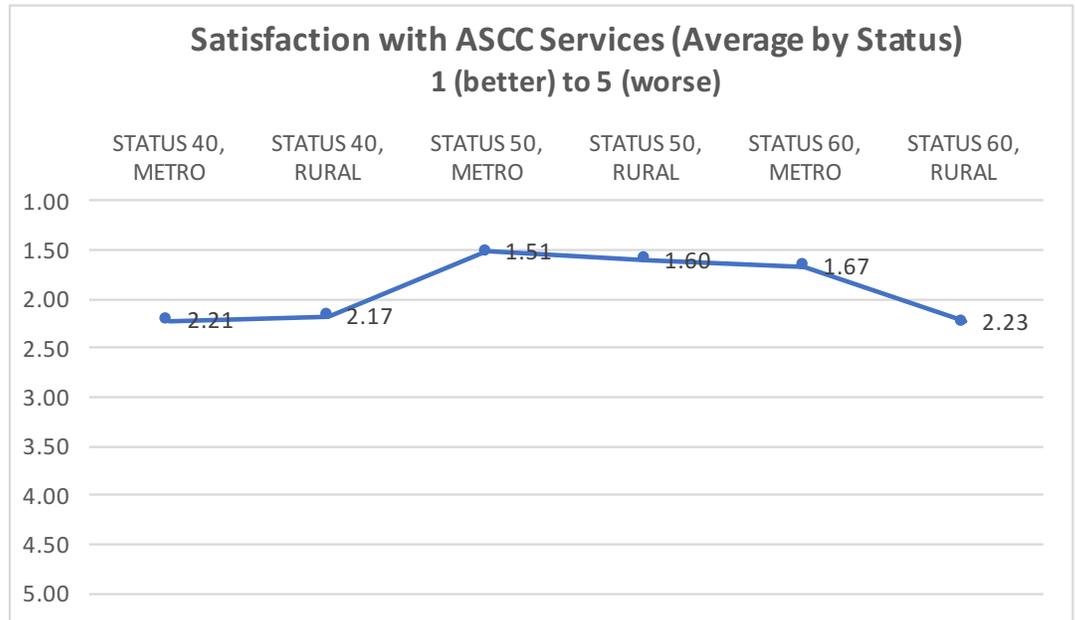
**Degree of Satisfaction with ASCC Services (continued from above; this time by average)**

I thought it pertinent to find out if there was a significant difference of satisfaction between the categories of clients. It's important to note here that the 2<sup>nd</sup> and 5<sup>th</sup> groups (S40 Rural & S60 Metro) have less than 10 client responses. This is not enough of a sample size to apply the findings to the population as a whole; however, it may indicate a trend.

It would appear that clients in Status 50 have a higher satisfaction rating by at least a ½ point margin.

**Response choices:**

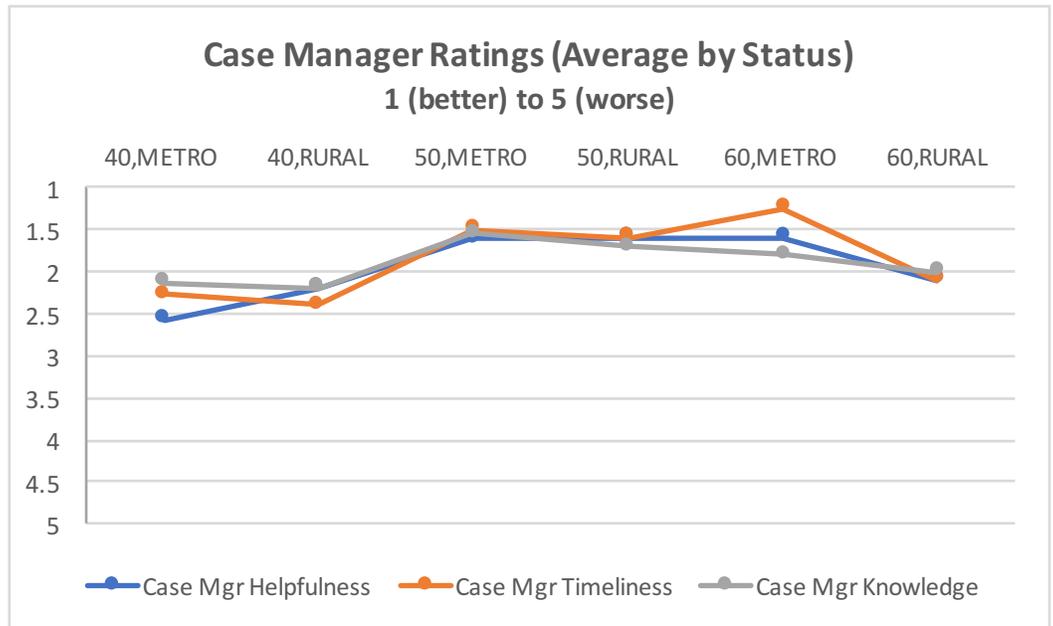
- 1 - Very satisfied
- 2 - Somewhat satisfied
- 3 - Neither satisfied nor dissatisfied
- 4 - Somewhat dissatisfied
- 5 - Very dissatisfied



**Case Manager Ratings (Average by Status)**

If we continue looking at ratings from a categorical standpoint, again we see an upward trend in ratings of Case Managers for clients in Status 50 (although we must keep in mind the 2<sup>nd</sup> and 5<sup>th</sup> groups have a very low response rate).

This chart includes Case Manager ratings for helpfulness (blue), timeliness (orange), and knowledge of Spinal Cord Injury/Disability (gray).



**Question: Have you attended or tried to attend an institution of higher education while having a spinal cord disability?**

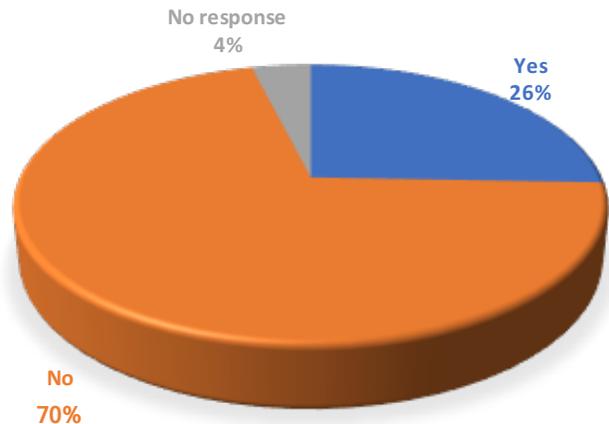
Approximately ¼ of clients responding to the survey have attended or attempted attendance at an institution of higher education.

For those answering 'yes,' they were also asked to describe the experience.

Upon reviewing the comments, common themes in response to this question were:

- Clients had generally good experiences and positive accommodations and/or no issues
- There were a couple experiences where the campus was not fully accessible

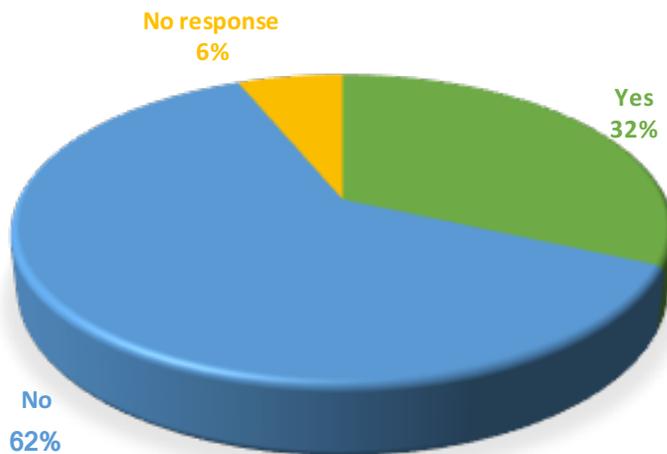
**ATTENDED HIGHER ED WITH SCI/D**



**Question: Are you aware of tuition assistance programs for higher education and/or vocational training through Arkansas Rehabilitation Services?**

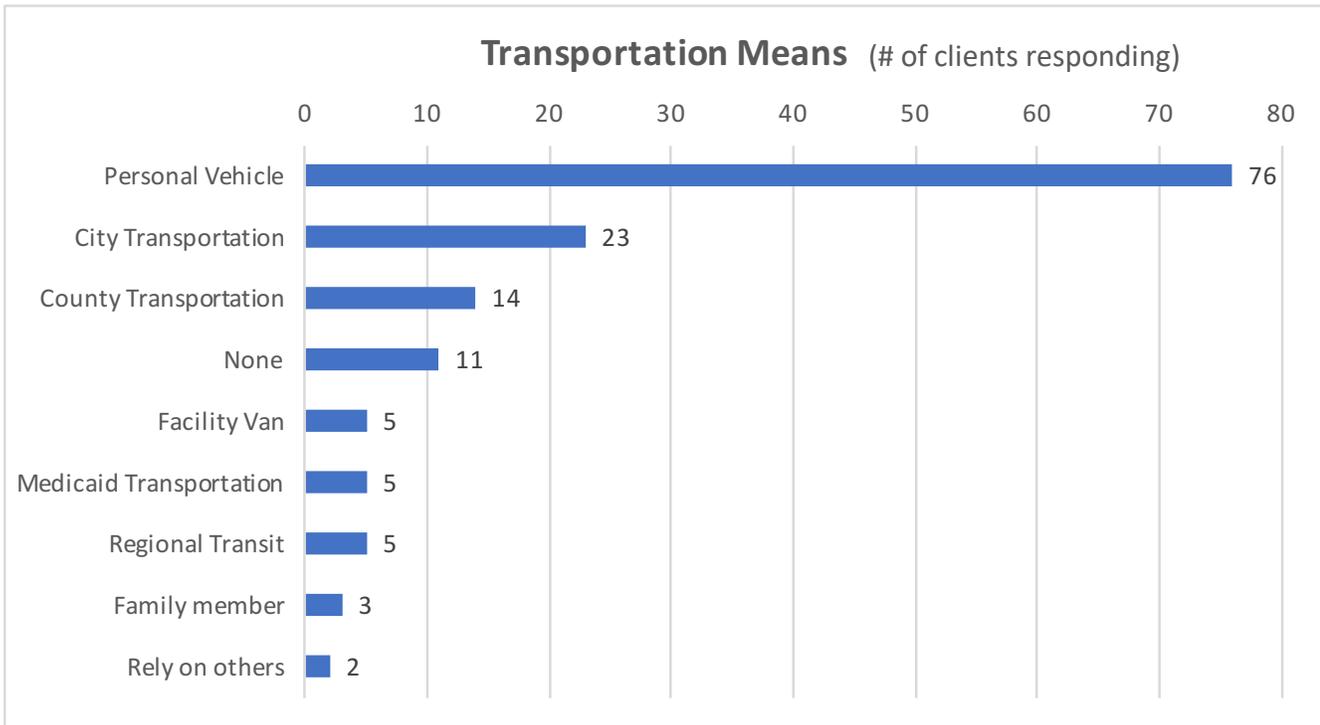
Based on the responses to this question, it would seem we need to publish info on these programs in the ASCC newsletter and/or have Case Managers communicate the information to clients who may be interested.

**AWARE OF ARS TUITION ASSISTANCE**



**Question: What accessible transportation methods are available in your area? (check all that apply)**

This question also had a write-in option for "other" transportation means. Write-ins were tallied and added to the chart.



**Common themes among comments regarding Experience with Transportation:**

- No accessible transportation options in area
- Arrival times are inconsistent; too early or too late
- Client has no experience with local transportation options

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**Do you have any suggestions or issues that you would like to share with us about your needs or our programs and services?**

**Common themes among comments found under this question include:**

- Income ineligibility for ASCC services
- More contact/communication with clients
- Other specific needs mentioned but many clients did not leave their contact info; clients that did leave contact info were forwarded to the Client Services Administrator
- Positive comments regarding client experience

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**Additional Feedback**

**Common themes among comments found under Additional Feedback:**

- No services currently provided [to client] by ASCC
- No contact or minimal contact provided by Case Manager
- Client does not know who their current Case Manager is
- Positive comments regarding Case Manager and/or ASCC services

Based on suggestions and feedback, I think it may be important to have case managers take a more communicative approach with clients, even those in Status 50 and 60. Perhaps one or a combination of the following suggestions could be considered:

- Reduce the contact period for clients in Status 50 or 60 (more communication); obviously this depends on case load and approval by the Commissioners – that is, it may not be feasible.
- Communicate a change in status directly to the client, explaining the category and length of time that will pass before communication will be attempted again.
- Ensure the client knows they can reach out to the Commission and Case Manager at any time.
- Always communicate when the Case Manager changes (new hire).
- Devote a section of the newsletter to Case Management (who, where, and what services may be provided). This section could include a "quick reference state map" for client convenience.

## Arkansas Spinal Cord Commission – Client Survey

(Please return the completed survey by **JULY 31, 2017**)

Greetings from the ASCC!

The mission of the Arkansas Spinal Cord Commission is to administer a statewide service program to identify and meet the unique and lifelong needs of people with spinal cord disabilities in the state. To this end, we are conducting this survey to assess the usefulness of the services we presently provide and to find out what other services are needed.

In addition, we need to collect some information regarding income and medical coverage to help us in our ongoing efforts to increase funding of our services.

Please take a few minutes to complete the survey. We hope you will be open and frank in your responses. If you have a concern or an idea, we want to hear about it! All answers will be anonymous unless you choose to write your name on the survey.

If the person who received the survey is a child or is unable to write, we ask that a parent or family member assist in completing the survey.

We ask that you return the completed survey in the enclosed, postage paid envelope by **July 31, 2017**. If you prefer to complete the survey online, please follow the directions below.

Thank you for helping us in meeting our mission. If you have questions about the survey, please contact us at 1-800-459-1517.

Terra Patrom  
Executive Director

**[Note: The online survey has been disabled.]**

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### **Instructions to complete the ONLINE SURVEY:**

1. Go to <http://tinyurl.com/ascc-survey-17> using an Internet browser **OR** scan the QR code to the right with your smartphone or tablet.
  2. Note the version letter found at the bottom left of this page. You will need to enter the letter at the beginning of the online survey.
  3. Complete the online survey.
  4. Discard the printed copy of the survey.
- 

QR Code



**BEGIN HERE (if you are returning the PRINTED COPY of the survey in the enclosed postage paid envelope):**

Please check the box(es) to indicate your response. If you need additional space on any written response question, please use the back page of the survey and reference the question number.

1. Your gender is:
  - Male
  - Female
  - Prefer not to say
  - Other \_\_\_\_\_
2. Your age is:
  - Under 10 years old
  - 10 to 19 years old
  - 20 to 29 years old
  - 30 to 39 years old
  - 40 to 49 years old
  - 50 to 59 years old
  - 60 to 69 years old
  - 70 years or older
3. Race (choose one or more):
  - American Indian or Alaska Native
  - Asian
  - Black or African American
  - Native Hawaiian or Other Pacific Islander
  - White
  - Prefer not to say
4. Ethnicity:
  - Hispanic or Latino or Spanish Origin
  - Not Hispanic or Latino or Spanish Origin
  - Prefer not to say
5. Your spinal cord disability is due to:
  - Injury
  - Disease
  - Spina Bifida
  - Other (specify) \_\_\_\_\_
6. How long have you had a spinal cord disability?
  - Since birth
  - Less than 5 years
  - 6 to 10 years
  - 11 to 15 years
  - 16 to 20 years
  - 21 to 25 years
  - 26 or more years
7. Please specify your housing situation.
  - Own your home
  - Live with relatives
  - Rent - subsidized
  - Rent - not subsidized
  - Nursing home / Assisted living
  - Other institution \_\_\_\_\_
8. Number of people living in your household:  
Total: \_\_\_\_\_  
Number of adults: \_\_\_\_\_  
Number of children: \_\_\_\_\_
9. Do you work?
  - Yes - Hours per week: \_\_\_\_\_
  - No
  - No, but I am interested in obtaining a job.
10. Do you volunteer outside the home?
  - Yes - Hours per week: \_\_\_\_\_
  - No
11. Total monthly net income: \$ \_\_\_\_\_  
(Net income is after taxes but before any deductions for insurance.)
12. The source of your monthly net income is:  
(Check all that apply.)
  - Earned income
  - Social Security Disability (SSDI)
  - State Supplemental Income (SSI)
  - Retirement / Pension
  - Savings, CD, money market interest
  - Dividends / Royalties / Mineral rights
  - Veterans Pension
  - Workers Compensation
  - Other (specify) \_\_\_\_\_
13. Your monthly spinal cord disability-related out of pocket expenses are (best estimate):
  - Medication \$ \_\_\_\_\_
  - Personal care services \$ \_\_\_\_\_
  - Medical supplies \$ \_\_\_\_\_
  - Medical equipment \$ \_\_\_\_\_
  - Other \_\_\_\_\_ \$ \_\_\_\_\_

14. Your primary health insurance is:
- Medicare
  - Medicaid (includes TEFRA and waivers)
  - Both Medicaid and Medicare
  - Private insurance
  - Workers Compensation
  - Veterans Administration (VA) medical benefits
  - None
  - Other: \_\_\_\_\_
15. The total amount of savings and investments you have is:
- Less than \$1,000
  - Between \$1,000 and \$5,000
  - Between \$5,000 and \$10,000
  - Between \$10,000 and \$20,000
  - \$20,000 or more
16. Besides your home, do you own any real property (land, other homes, rent houses)?
- Yes - Approximate value: \$ \_\_\_\_\_
  - No
17. Do you have any of the following? (Select all that apply.)
- Home phone
  - Cellular phone
  - Internet access
  - Personal e-mail address
  - Facebook account
18. Have you had any problems with the physical accessibility of doctors' / dentists' offices, hospitals, or other health provider facilities that you have visited in the past year?
- Yes
  - No
19. If yes, please describe your experience(s).
20. In case of a natural disaster or emergency which describes you best:
- I have an emergency plan but no emergency kit prepared
  - I have an emergency plan and a kit prepared
  - I have considered this issue but have no plan
  - I have never considered what to do
21. Do you receive personal care services? (self-care help, activities of daily living)
- Yes
  - No
22. If yes, how many hours per week?
- 1 - 20 (Up to 3 hours per day)
  - 21 - 50 (4 - 7 hours per day)
  - 51 - 70 (8 - 10 hours per day)
  - Over 70
23. Do you need additional personal care assistance?
- Yes
  - No
24. If yes, please describe your additional personal care assistance needs below.
25. From the list below, check the **THREE** services provided by ASCC that are **MOST** important to YOU. (Check **3** boxes.)
- Advocacy
  - Case Management
  - Educational conferences / workshops
  - Long term attendant care
  - Disability prevention programs in community
  - Purchased services (wheelchairs, ramps, cushions, etc.)
  - Resource Library
  - Spina Bifida / summer camp
  - Spinal Connection newsletter
  - ASCC website

26. From the list below, check the **THREE** services provided by ASCC that are **LEAST** important to YOU. (Check **3** boxes.)
- Advocacy
  - Case Management
  - Educational conferences / workshops
  - Long term attendant care
  - Disability prevention programs in community
  - Purchased services (wheelchairs, ramps, cushions, etc.)
  - Resource Library
  - Spina Bifida / summer camp
  - Spinal Connection newsletter
  - ASCC website
27. What services would you like ASCC to provide that are not available now?
28. Do you read the Spinal Connection newsletter? (Check only one.)
- Yes
  - No
  - Occasionally
29. Would you be interested in receiving the ASCC newsletter by email instead of by mail?
- Yes
  - No
30. Have you visited the ASCC website? (<http://ascc.ar.gov>)
- Yes
  - No
31. If you have visited the ASCC website, what would you like to see added?
32. Within the last five years, has the Commission purchased equipment, home modifications, medical supplies, or any other item(s) for you?
- Yes (proceed to next question)
  - No (jump to question 36)
33. What was the last item the Commission purchased for you? (check 1 box)
- Wheelchair
  - Cushion
  - Ramp
  - Home modification
  - Hand controls
  - Medication
  - Medical supplies
  - Repair of wheelchair or equipment
  - Other, specify: \_\_\_\_\_
34. Rate the quality of the item you received:
- Excellent
  - Good
  - Average
  - Fair
  - Poor
35. Rate the timeliness in which you received the item.
- Excellent
  - Good
  - Average
  - Fair
  - Poor
36. When did you last see or talk with your *Case Manager*? (Select only one.)
- Within the last month
  - 2-3 months ago
  - 4-6 months ago
  - 7-12 months ago
  - More than one year ago
  - Not sure
37. Is your *Case Manager* helpful when you have a problem or need?
- Always
  - Often
  - Sometimes
  - Rarely
  - Never

38. Is your *Case Manager* timely in meeting your agreed upon needs?
- Always
  - Often
  - Sometimes
  - Rarely
  - Never
39. How long does it take your *Case Manager* to return your phone call, voicemail, or email?
- Within the same day
  - 1-3 days
  - 4-7 days
  - More than one week
  - N/A
40. Grade how knowledgeable your *Case Manager* is about spinal cord disability and the services you need.
- A (highest)
  - B
  - C
  - D
  - F (lowest)
41. Overall, my degree of satisfaction with ASCC (Commission) services is:
- Very satisfied
  - Somewhat satisfied
  - Neither satisfied nor dissatisfied
  - Somewhat dissatisfied
  - Very dissatisfied
42. How could we improve the services provided by your *Case Manager*?
43. Have you attended or tried to attend an institution of higher education while having a spinal cord disability?
- Yes
  - No
44. If yes, how would you describe the experience? Did you experience any issues?
45. Are you aware of tuition assistance programs for higher education and/or vocational training through Arkansas Rehabilitation Services?
- Yes
  - No
46. What accessible transportation methods are available in your area? (check all that apply)
- Personal vehicle
  - City transportation
  - County transportation
  - None
  - Other \_\_\_\_\_
47. Please describe your experience(s) with transportation methods in your area. Have you had any specific issues with them?
48. Do you have any suggestions or issues that you would like to share with us about your needs or our programs and services?

This completes the survey. Thank you for taking the time to participate!

Please check your responses and return the survey in the enclosed postage paid envelope by **July 31, 2017**.

