



St. Charles Council on Aging, Inc.

Annual Assessment Report

2019

St. Charles Council on Aging, Inc. Annual Assessment 2019

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 forty-four (244) 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 113	Homemaker 40	Legal 9	Respite 12
Meals at a center 50	Medical Alert 11	Personal Care 21	Recreation 29
Transportation 59	Utility Assistance 15	Walk with Ease 13	

How often do you receive these services?

5 days a week 126	4 days a week 13	3 days a week 18	2 days a week 15	1 day a week 49
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Which centers do you attend?

Luling 59	New Sarpy 25	Norco 28
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Do you participate in these events?

Comments or suggestions: Very well executed,

How do you rate COA Staff?	Excellent	Very Good	Good	Average	Poor
Clean	124	65	23	6	0
Courteous	131	55	22	6	0
Helpful	123	57	21	6	0
Knowledgeable	111	60	25	5	0
Patience	115	54	17	8	1

Comments or Suggestions: good people, completely pleased

How do you rate COA Facilities?	Excellent	Very Good	Good	Average	Poor
Clean	60	34	13	6	1
Neat	56	36	15	7	0
Accessible	54	36	10	1	0
Comments or Suggestions: all good					

How do you rate Meals?	Excellent	Very Good	Good	Average	Poor
Tasty	45	49	45	14	7
Adequate	40	53	44	11	5
Attractive	34	52	44	15	5
Hot meals are served hot	61	59	29	7	4
Cold meals are served cold	55	59	31	9	2
Served same time within 15 minutes each day	57	56	34	8	5
Overall how satisfied are you with meals?	50	46	38	10	4
Are you provided with envelopes for contributions?				Yes 120	No 27
Do you place contribution in locked box?				Yes 73	No 61
Favorite Foods on Menu? Hamburgers, Red Beans & Rice with sausage,					
Least Favorite Foods on Menu? Chicken, Greens					
Comments or Suggestions?					

How do you rate?	Excellent	Very Good	Good	Average	Poor
Driver offer Assistance boarding and departure	35	22	12	3	2
Buses Clean	35	25	14	1	0
On time for appointments	31	23	13	5	1
Driver obey speed limit	40	20	9	2	1
Driver stops at all railroad	41	20	11	2	0
Driver cell phone use while	24	16	14	0	1
Requests met	30	1	7	4	0

Comments or Suggestions none

How do you rate Recreation?	Excellent	Very Good	Good	Average	Poor
Games	19	14	16	3	2
Arts	17	11	10	2	3
Crafts	17	10	10	3	3
Parties	20	19	7	2	1
Dances	15	14	8	4	1
Field Trips	20	10	7	1	3
Comments or Suggestions	More Field Trips				

How do you rate Personal Care?	Excellent	Very Good	Good	Average	Poor
One hour two times a week	14	14	4	1	0
Schedule	12	14	5	2	0
Bathing	18	13	6	1	1
Grooming	15	11	6	1	0
Dressing	13	11	4	2	0
Oral Hygiene	12	10	5	2	0
Cleaning Bathroom	15	10	5	2	1
Changing Bed linens	10	12	7	1	1
Cleaning Bedroom Area	13	8	6	2	0
Comments or Suggestions	None				

How do you rate Homemaker?	Excellent	Very Good	Good	Average	Poor
Provided 2 hours a month	20	13	6	4	0
Schedule	20	12	8	1	0
Food preparation	12	9	5	1	0
Sweeping	22	10	9	3	0

Vacuuming	21	11	10	3	0
Mopping	22	13	10	2	0
Dusting main living area	20	11	2	4	3
Bedroom	20	13	5	4	0
Laundry	10	9	3	4	0
Kitchen	20	11	3	4	0
Bathroom	22	13	5	4	0
Comments or Suggestions None					

How do you rate Walk with Ease?	Excellent	Very Good	Good	Average	Poor
1 Hour 3 times a week for 6	12	6	6	0	1
Improve flexibility	11	6	4	2	1
Improve strength	12	5	6	1	1
Improve Stamina	11	3	7	2	0
Reduced Pain	12	3	6	1	1
Comments or Suggestions None					

How do you rate Respite?	Excellent	Very Good	Good	Average	Poor
Schedule	1	5	4	1	0
Bathing	1	4	3	1	0
Assistance with commode	4	3	4	1	0
Diaper Change	4	2	5	0	0
Assisting with Bedpans	5	2	3	0	0
Preparing Meals	6	4	4	0	0
Feeding	3	5	3	0	1
Companionship	1	3	1	0	0
Comments or Suggestions None					

How do you rate Medical Alert?	Excellent	Very Good	Good	Average	Poor
Installation	9	9	3	0	0
Testing	6	10	3	0	1
Monitoring	6	8	3	0	1
Maintaining	7	7	2	0	1
Comments or Suggestions None					

How do you rate Legal Assistance?	Excellent	Very Good	Good	Average	Poor
Advice	1	7	6	1	1
Counseling	1	8	6	1	0
Representation	1	7	5	1	0
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 2019 Assessment Committee consisted of these Advisory Council members:

- Patricia Abadie
- Salvador Calcagno
- Audrey Martindale
- Beulah Markey
- Ben Singleton
- Herman Louque
- Clementine Charles
- Elza LeBeauf
- Arthur “Dee” Parquet
- James “Ernie” Wright
- Richard Harris
- Philip Peyregne
- Lupe Sweeney
- Debra Freeman
- Steve Slwinski
- Danielle Yenuganti

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 14, 2019 through May 17, 2019. These services and programs were reviewed:

- Acadian on Call – Lafayette – Elza LeBeauf, Steve Slwinski, April Keller and Sharon Walters.

- Bateman Senior Meals – Baton Rouge – James Wright and Herman Louque, April Keller and Sharon Walters.
- Fiscal and Contributions – Office Lupe Sweeney, Audrey Martindale, Debra Freeman, Beulah Markey, Philip Peyregne, Clementine Charles, Ben Singleton and Stephen Sliwinski interviewed with April Keller, and Sharon Walters.
- Hahnville Home Delivered Site Patricia Abadie and Elza LeBeauf
- Home Delivered Meals Route 1 – Albert Joseph and Melvin Honor
- Home Delivered Meals Route 2 – Audrey Martindale and Amanda Borne
- Home Delivered Meals Route 3 – Lupe Sweeney and Amelia Williams
- Home Delivered Meals Route 4 – Elza LeBeauf and Karen Green
- Home Delivered Meals Route 5 – Stephen Sliwinski and Michelle McKinnis
- Home Delivered Meals Route 6 – Philip Peyregne and Eilbert Francis
- Home Delivered Meals Route 7 – Clementine Charles and Latari Poche
- Home Delivered Meals Route 8 – Beulah Marley and Megan Conrey
- Luling Activity Center – Clementine Charles, Richard Harris and Janice Royal
- New Sarpy Activity Center – Debra Freeman, Dee Parquet and Lois Eugene
- Norco Activity Center – Danielle Yenuganti and Keion Smith
- Outreach, Nutrition Education, and Information and Assistance – Office – Lupe Sweeney, Audrey Martindale, Debra Freeman, Beulah Markey, Philip Peyregne, Clementine Charles, Ben Singleton and Stephen Sliwinski interviewed with April Keller and Sharon Walters.
- Personnel Policies, Personnel Files, and Training – Office – Lupe Sweeney, Audrey Martindale, Debra Freeman, Beulah Markey, Philip Peyregne, Clementine Charles, Ben Singleton and Stephen Sliwinski interviewed with April Keller and Sharon Walters.
- Recreation and Activities – Office – Lupe Sweeney, Audrey Martindale, Debra Freeman, Beulah Markey, Philip Peyregne, Clementine Charles, Ben Singleton and Stephen Sliwinski interviewed with April Keller, and Sharon Walters.
- Southeast Louisiana Legal Services Corporation – Harvey – Debra Freeman, Philip Peyregne, April Keller, and Sharon Walters.
- Subcontractors – Office – Lupe Sweeney, Audrey Martindale, Debra Freeman, Beulah Markey, Philip Peyregne, Clementine Charles, Ben Singleton and Stephen Sliwinski interviewed with April Keller, and Sharon Walters.
- The Medical Team – Houma – Lupe Sweeney, Dee Parquet, April Keller and Sharon Walters
- Transportation – Route 1 – Patricia Abadie and Mona Sicard
- Transportation – Route 2 – David Havard was not assessed.
- Transportation – Route 3 – Philip Peyregne and Katrina Reynaud
- Transportation – Route 4 – Ben Singleton and Cassandra Delpit
- Transportation and Assisted Transportation – Office - Lupe Sweeney, Audrey Martindale, Debra Freeman, Beulah Markey, Philip Peyregne, Clementine Charles, Ben Singleton and Stephen Sliwinski, interviewed with Karman Hill, Dispatcher, April Keller Executive Director and Sharon Walters Assistant Director.

Bateman Senior Meals

Ernie Wright and Herman Louque 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. Floors were dryer than recent years. Kitchen was considerably cleaner than recent year.

Southeast Louisiana Legal Services

Philip Peyregne and Debra Freeman visited Southeast Louisiana Legal Services with April Keller and Sharon Walters.

Andrea Jean Marie and Rachel Campbell, legal services attorney's, 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

Elza LeBeauf and Steve Slwinski viewed Acadian on Call with April Keller and Sharon Walters. They interviewed Michelle Trahan and Joey Lejeune. They were introduced to the latest monitoring systems. Mr. Lejeune 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

Debra Freeman and Dee Parquet visited The Medical Team office in Houma with April Keller and Sharon Walters. They interviewed Amy Champagne, Jamie Dupre, Sherry Bolden and Kristen Rogers. Personal Care Services are provided to seventy-four (74) clients a month. National Family Caregiver Support Program In-Home Respite (NFCSP) services are provided to twenty eight (28) clients a month. Homemaker services are provided to one hundred twenty-eight (128) 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

Elza LeBeauf and Patricia Abadie reviewed the Hahnville Home Delivery Meal Site. They interviewed Dasha Pierre – manager and Amelia Williams - aide. 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

Clementine Charles and Richard Harris 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

Salvador Calcagno and Dee Parquet 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

Danielle Yeuganti and Elza LeBeauf visited the Norco Activity Center. She 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 on Route 1.
Audrey Martindale rode with Amanda Borne on Route 2.
Lupe Sweeney rode with Amelia Williams on Route 3.
Elza LeBeauf rode with Karen Green on Route 4.
Stephen Slwinski rode with Michelle McKinnis on Route 5.
Philip Peyregne rode with Eilbert Francis on Route 6.

Clementine Charles rode with Latari Poche on Route 7.
Beulah Markey rode with Megan Conrey on Route 8.

Recreation and Activities

Lupe Sweeney, Audrey Martindale, Debra Freeman, Beulah Markey, Philip Peyregne, Clementine Charles, Ben Singleton and Stephen Sliwinski 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

Lupe Sweeney, Audrey Martindale, Debra Freeman, Beulah Markey, Philip Peyregne, Clementine Charles, Ben Singleton and Stephen Sliwinski 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.

Patricia Abadie rode with Mona Sicard on the Transportation Route 1.

David Havard rode alone on the Transportation Route 2.

Philip Peyregne rode with Katrina Reynaud on the Transportation Route 3.

Ben Singleton rode with Cassandra Delpit on the Transportation Route 4.

Administrative Services

Lupe Sweeney, Audrey Martindale, Debra Freeman, Beulah Markey, Philip Peyregne, Clementine Charles, Ben Singleton and Stephen Sliwinski 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

Lupe Sweeney, Audrey Martindale, Debra Freeman, Beulah Markey, Philip Peyregne, Clementine Charles, Ben Singleton and Stephen Sliwinski 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

Lupe Sweeney, Audrey Martindale, Debra Freeman, Beulah Markey, Philip Peyregne, Clementine Charles, Ben Singleton and Stephen Sliwinski 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

Lupe Sweeney, Audrey Martindale, Debra Freeman, Beulah Markey, Philip Peyregne, Clementine Charles, Ben Singleton and Stephen Sliwinski 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

St. Charles Council on Aging, Inc. assessments for 2019 has 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 2019 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.