



Amber River Area Agency on Aging

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Program Highlights for FY 2003-04

Basic Service Statistics for the AAA's 5 County Planning and Service Area

- ❖ Beeden County
- ❖ Hulk County
- ❖ Roman County
- ❖ Rogerson County
- ❖ Spotland County

Consumer Feedback

The Amber River Area Agency on Aging partnered with the N.C. Division of Aging and Adult Services and the U.S. Administration on Aging to develop and pilot test a consumer survey for nutrition services as part of a national demonstration project. Amber River AAA also tested two Home Care Satisfaction Measures for home-delivered meal satisfaction and satisfaction with homemaker and home health aide services. Statistics were gathered for the region as a whole, not individual counties, during the pilot projects. Consumer feedback from the surveys is included with this year's annual report of Program Highlights.

What Consumers Say about Our Services. . . .

Here are some things we learned from telephone surveys of the people we serve – the good news that our quality improvement efforts are working and some feedback that there are still areas needing our attention. We appreciate the frankness of our clients and pledge to work with the Regional Advisory Council and service providers to address these concerns.

Nutrition Services

- ❖ “Often the food is so bad that I don’t eat it.”
 - 84% said “No, definitely not” or “No, I don’t think so” in FY 2001
 - 96% said “No, definitely not” or “No, I don’t think so” in FY 2002
- ❖ “My meals often arrive late.”
 - 82% said “No, definitely not” or “No, I don’t think so” in FY 2001
 - 98% said “No, definitely not” or “No, I don’t think so” in FY 2002
- ❖ 16% of clients said they need more meals than they get (“Yes, definitely” or Yes, I think so”) in FY 2002

In-home Aide Services

(both home management and personal care services in FY 2003)

- ❖ “I need more hours of [homemaker or home health aide] service each week.”
 - Homemaker – 37% said “Yes, definitely” or “Yes, I think so”
 - Home health aide – 55% said “Yes, definitely” or “Yes, I think so”
- ❖ “I wish my [homemaker or home health aide] could do more things I need to have done.”
 - Homemaker – 51% said “Yes, definitely” or “Yes, I think so”
 - Home health aide – 48% said “Yes, definitely” or “Yes, I think so”
- ❖ “My [homemaker or home health aide] does things the way I want them to be done.”
 - Homemaker – 81% said “Yes, definitely” or “Yes, I think so”
 - Home health aide – 70% said “Yes, definitely” or “Yes, I think so”
- ❖ “My [homemaker or home health aide] is very thorough.”
 - Homemaker – 87% said “Yes, definitely” or “Yes, I think so”
 - Home health aide – 82% said “Yes, definitely” or “Yes, I think so”
- ❖ “My [homemaker or home health aide] leaves too early.”
 - Homemaker – 100% said “No, definitely not” or “No, I don’t think so”
 - Home health aide – 96% said “No, definitely not” or “No, I don’t think so”
- ❖ “My [homemaker or home health aide] arrives late.”
 - Homemaker – 97% said “No, definitely not” or “No, I don’t think so”
 - Home health aide – 94% said “No, definitely not” or “No, I don’t think so”

Basic Services Statistics

Beedon County	Service Provider:	Persons Served	Units Provided
	Beedon County Division on Aging		
	Adult Day Care	10	696
	Congregate Nutrition	238	21,187
	Home Delivered Meals	43	5,629
	Housing and Home Improvement	19	19
	In-Home Level I	58	5,643
	Senior Center Operation	n/a	n/a
	General Transportation	266	21,148
	Medical Transportation	107	2,234
	Information and Assistance	n/a	n/a
	County Total	741	56,556
Hulk County	Service Provider:		
	Senior Services of Hulk County		
	Congregate Nutrition	118	12,616
	Home Delivered Meals	99	11,551
	Housing and Home Improvement	10	11
	In-Home Level I	24	1,248
	In-Home Level II	31	4,382
	General Transportation	61	12,618
	Medical Transportation	60	2,714
	County Total	403	45,140
Roman County	Service Provider:		
	Roman County Council on Aging, Inc.		
	Congregate Nutrition	224	27,256
	Home Delivered Meals	123	18,326
	In-Home Level I	99	11,645
	General Transportation	63	8,222
	County Total	509	65,449
Rogerson County	Service Providers:		
	Amber River COG		
	Congregate Nutrition	400	51,374
	Home Delivered Meals	175	28,561
	General Transportation	279	11,966
	Medical Transportation	9	35
	Provider Total	863	89,797
	Southeastern Personal Care		
	In-Home Level I	10	838
	In-Home Level II	89	20,910
	In-Home Level III	36	8,197
	Provider Total	135	27,248
	Rogerson County Church and Community Center		
	Housing and Home Improvement	82	82
	Information and Assistance	n/a	n/a
	Provider Total	82	82
	County Total	1,080	117,107

Basic Services Statistics (continued)

Spotland County	Service Providers: Spotland County DSS		
	Adult Day Care	9	1,073
	Adult Day Health Care	10	1,209
	Provider Total	19	2,282
	Amber River COG		
	Congregate Nutrition	106	17,085
	Home Delivered Meals	56	7,085
	Provider Total	162	24,170
	Hospice of Spotland County		
	In-Home Level I	34	4,093
	In-Home Level II	35	4,376
	In-Home Level III	3	632
	Provider Total	72	7,738
	Spotland County Area Transit System		
	General Transportation	34	2,211
	Provider Total	34	2,211
	County Total	287	36,401
Region	Total	3,020	320,653
Legal Services	Service Providers:		
	Legal Aid-Pembroke (Rogerson, Hulk, Spotland)		618
	Legal Aid-Wilmington (Beeden)		144
	Legal Aid-Hillsborough (Roman)		82
Region	Total		844
Region	Family Caregiver Support Program		
	Total caregivers served in region	1,049	
	Total grandparent caregivers receiving services	15	
	Total caregivers receiving respite services	75	
	Number of respite hours		2,885
	Number of group respite days		23
	Number of other short-term respite care hours		95
	Number of wheelchair ramps		4
	Number of telephone response systems installed		15
	Number of telephone hotline callers	101	
	Number of caregivers receiving legal assistance, counseling, support groups, caregiver training	139	