

## WHAT clients say about us

"Having a neutral, third party conduct the survey enables consumers and caregivers to freely voice their opinions. SPEC's ability to achieve very high survey response rates means that we can rely on the data as an accurate representation of our customer population."

**Kathy Kueppers, Director**  
Community Care Services Department  
Area Agency on Aging 1-B

"I just finished reading the report. It is terrific. I think this information will be very useful for providers and worker organizations...Our NPO staff really want to work with you to get the findings out...Great job!"

**Robyn Stone, Executive Director**  
Institute for the Future of Aging Services

"Your on-going consultation and input throughout the three years allows us to establish a working relationship which weathered the peaks and valleys of an evaluation process."

**Linda Woloshansky, President**  
The Center of Workforce Innovations

Let SPEC be your partner  
in performance assessment.



**SERIOUS RESEARCH**  
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State Units on Aging,  
Area Agencies on Aging,  
and  
Service Providers:

**FINALLY,**  
**there's a way to assess**  
**CLIENT SATISFACTION**  
**that can help management**  
**IMPROVE SERVICES.**



**SOCIAL PROGRAM EVALUATORS AND CONSULTANTS, INC.**

Helping organizations be more effective at helping people

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## INFORMATION you need to know

Person-centered care and self-determination are cornerstones of quality home- and community-based services for frail, elderly, and disabled adults. True person-centered care includes regular assessment of recipients' satisfaction.

**We've created a Consumer Satisfaction Tool with input from consumer advisory groups and the Area Agency on Aging 1-B of southeastern Michigan to meet the need for consumer-driven information.**



**We conduct high quality telephone surveys with service recipients.**

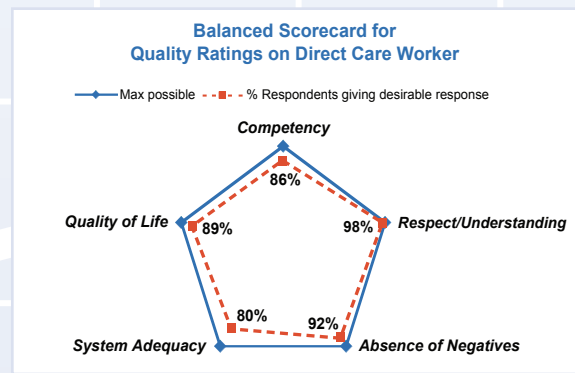
**We can work with our tool or any of the Administration on Aging's Performance Outcome Measures Project (POMP) assessments.**

**Our services are HIPAA compliant.**

## WHAT we have to offer

Using robust research tools and processes, we provide:

- Survey planning
- Survey sampling
- Telephone interviews
- Information analysis
- Report writing



**We generate a comprehensive report that presents an accurate picture of your care managers' and provider agencies' performance along several dimensions of service delivery. SPEC gives you the facts and helps you interpret them with powerful insights about how to improve quality.**

**2006 Survey Results for Direct Care Worker Competency**

Question	% Desirable Response	Grade
Q26. The worker leaves too early.*	92%	A
Q29. The worker does things the way they should be done.	93%	A
Q30. The worker arrives late.*	88%	B
Q36. A time sheet is signed every time that the worker comes.	78%	C
Q37. The worker requests more than one time slip be signed at one time.*	79%	C
<b>AVERAGE</b>	<b>86%</b>	<b>B</b>

\* These items are reverse scored.

## REASONS to choose SPEC

We are objective, professional, external evaluators, who can gather honest, accurate, focused responses from the frailest of individuals and their caregivers.

Since 1980, SPEC Associates has worked with non-profits, foundations, and government agencies to provide answers to critical performance questions. Much of our evaluation and research has been in the arena of aging and home-based care.

Our work in aging includes clients such as:

- Michigan Office of Services to the Aging
- Illinois Department on Aging
- Area Agency on Aging 1-B

Our clients also include nationally recognized organizations such as:

- Ford Foundation
- National Crime Prevention Council
- Girl Scouts of the USA

**Over time, we plan to create a system where agencies across the country can contribute their data confidentially into a common database of results against which any agency can compare its performance.**

