

**CITY OF OAKLAND**  
**AGENDA REPORT**

FILED  
OFFICE OF THE CITY CLERK  
OAKLAND

2004 JUL -1 PM 2: 09

TO: Office of the City Administrator  
ATTN: Deborah Edgerly  
FROM: Department of Human Services  
DATE: July 6, 2004

RE: SUPPLEMENTAL INFORMATION TO THE MSSP GRANT REQUEST REPORT OF JUNE 22, 2004 PROVIDING THE RESULTS OF THE MSSP CUSTOMER SATISFACTION SURVEY AND THE NUMBER OF CLIENTS SERVED BY ZIP CODE

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The Multipurpose Senior Services Program (MSSP) presented an agenda report on June 22, 2004 to the Life Enrichment Committee for a resolution authorizing the City Administrator to apply for, accept and appropriate a grant in the amount of \$1,352,467 from the State Department of Aging. The Committee requested a copy of the client satisfaction survey responses and a breakdown of MSSP clients by Council District as a supplemental to the original report, however, the State Department of Aging requires that MSSP collect data and serve clients by zip code. This supplemental report provides client satisfaction survey responses and a breakdown of MSSP clients by zip code and ethnicity. MSSP spans all of the Council Districts as the clients served by MSSP reside in each of Oakland's zip codes.

*Client Survey.* MSSP mails a client satisfaction survey to all of the clients every year. This is mandated by the State Department of Aging for all MSSP Sites. In FY 2003-04, fifty-five percent (55%) of our clients or 225 individuals responded to the survey. The detailed survey results can be found in Attachment A.

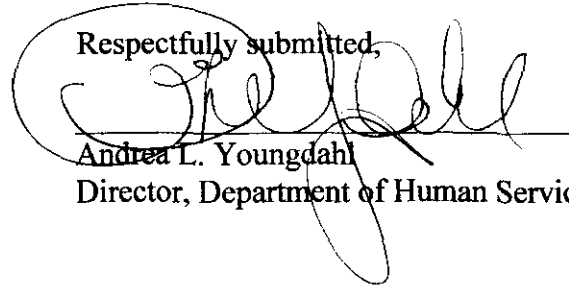
The survey shows that clients overwhelmingly believe the services provided by MSSP assist them in remaining independent (221 Yes, 4 No), and clients overwhelmingly feel they are treated with respect by their case manager (222 Yes, 3 No). For more detailed survey responses regarding timeliness, complaint process and other issues, see Attachment A.

*Zip Codes of MSSP Clients.* The zip codes of the clients served can be found in Attachment B. Overall the number of clients served by zip code is 43 in 94601, 10 in 94602, 27 in 94603, 46 in 94605, 28 in 94606, 57 in 94607, 40 in 94608, 25 in 94609, 13 in 94610, 22 in 94611, 34 in 94612, 4 in 94618, 8 in 94619, and 34 in 94621.

The ethnicity of clients served can also be found in Attachment B. Overall, the ethnic breakdown for clients served by MSSP is: 71% African American, 17% Asian/Pacific Islander, 6% Caucasian, 5% Hispanic, and .5% Native American.

Item: 10.22CC  
City Council  
July 6, 2004

Respectfully submitted,



Andrea L. Youngdahl  
Director, Department of Human Services

Reviewed by:  
Brendalyn Goodall, Manager  
Aging and Adult Services

Prepared by:  
Linda Johnson  
MSSP Supervisor

APPROVED AND FORWARDED TO THE  
Life Enrichment Committee

*for Cheryl A. Thompson*  
OFFICE OF THE CITY ADMINISTRATOR

Item: 10.22CC  
City Council  
July 6, 2004

**MSSP PROGRAM**  
**CLIENT SATISFACTION SURVEY**

SEPTEMBER 26, 2003



DECEMBER 15, 2003

225 RESPONSES 55%

The City of Oakland MSSP (Multipurpose Senior Services Program) is asking for your help with evaluating the work we do. We want to make sure that we provide services in a courteous, respectful, and effective manner.

After reading the question please choose the answer you want. Where the question asks for a comment please use the space given to write your response. Please feel free to have someone help you fill out this survey. You do not have to sign your name unless you wish to.

Thank you.



Case Manager: \_\_\_\_\_

Case Manager's Partner: \_\_\_\_\_

Case Manager's Supervisor: \_\_\_\_\_



1. Do you know what the MSSP program does?

217  YES                      8  NO

2. Does your case manager contact you at least once a month?

219  YES                      6  NO

3. Do you see your case manager at least every three (3) months?

223  YES                      2  NO

4. Do you feel that your case manager understands your problem(s) enough to help you?

216  YES                      9  NO

5. Does your case manager involve you in the planning for services you need?

180  YES                      4  NO                      41  SOMETIMES

6. Do you know your rights as a client of MSSP?

159  YES                      66  NO                      Client's receive a copy of their right once a year.

7. Does your case manager return your telephone calls in a timely manner?

192  YES                      4  NO                      29  SOMETIMES

8. Do you know who to call if you have a complaint about MSSP?

193  YES                      32  NO                      The person to call regarding complaints is listed on the client rights form that clients receive once a year.

9. Does the assistance you receive from MSSP help you to remain independent?

221  YES                      4  NO

MSSP Survey

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10. Does your case manager treat you with respect?

222  YES

3  NO

The 3 no responses were not signed.

11. Are there areas in which you need help?

43  YES

182  NO

11a. If your answer is YES what services do you need?

26 want more transportation assistance; 6 want more IHSS hours

7 yes responses to # 11 with nothing written in 11A

3 want more help with personal care; 1 wants more ensure

EXAMPLES  
OF  
RESPONSES:

12. What do you like about MSSP?

I like my case manager, I like the nice people at MSSP, I like the help I get.

The staff at MSSP care about me, I can call on them when I need help with  
or when I have a problem.

EXAMPLES  
OF  
RESPONSES:

12a. What don't you like about MSSP?

They do not come visit often enough. Sometimes it is hard to speak to my  
case manager on the phone. She is sometimes late when she comes to see  
me. She does not give me enough Taxi Ticket.

Your Name (optional): \_\_\_\_\_

MSSP CLIENTS  
By Zip Codes and Ethnicity  
Attachment B

ZIP CODE	ETHNICITY	# CLIENTS	%
94601	ASIAN/PACIFIC ISLANDER	6	13.95
94601	AFRICAN AMERICAN	24	55.81
94601	HISPANIC	12	27.91
94601	CAUCASIAN	1	2.33
		43	100%
94602	ASIAN/PACIFIC ISLANDER	3	30.00
94602	AFRICAN AMERICAN	5	50.00
94602	CAUCASIAN	2	20.00
		10	100%
94603	AFRICAN AMERICAN	25	93.00
94603	HISPANIC	1	3.5
94603	CAUCASIAN	1	3.5
		27	100%
94605	ASIAN/PACIFIC ISLANDER	1	2.17
94605	AFRICAN AMERICAN	43	91.31
94605	HISPANIC	1	2.17
94605	CAUCASIAN	1	4.35
		46	100%
94606	ASIAN/PACIFIC ISLANDER	8	28.57
94606	AFRICAN AMERICAN	15	53.57
94606	CAUCASIAN	5	17.86
		28	100%
94607	ASIAN/PACIFIC ISLANDER	10	17.55
94607	AFRICAN AMERICAN	45	78.95
94607	HISPANIC	1	1.75
94607	CAUCASIAN	1	1.75
		57	100%
94608	ASIAN/PACIFIC ISLANDER	2	5.00
94608	AFRICAN AMERICAN	36	90.00
94608	HISPANIC	1	2.50
94608	CAUCASIAN	1	2.50
		40	100%
94609	AFRICAN AMERICAN	25	100%
94610	NATIVE AMERICAN	1	7.69
94610	ASIAN/PACIFIC ISLANDER	2	15.39
94610	AFRICAN AMERICAN	5	38.46
94610	HISPANIC	1	7.69
94610	CAUCASIAN	4	30.77
		13	100%

MSSP CLIENTS  
By Zip Codes and Ethnicity  
Attachment B

ZIP CODE	ETHNICITY	# CLIENTS	%
94611	NATIVE AMERICAN	1	4.55
94611	ASIAN/PACIFIC ISLANDER	10	45.45
94611	AFRICAN AMERICAN	7	31.82
94611	CAUCASIAN	3	13.63
94611	HISPANIC	1	4.55
		22	100%
94612	ASIAN/PACIFIC ISLANDER	18	52.94
94612	AFRICAN AMERICAN	14	41.18
94612	CAUCASIAN	2	5.88
		34	100%
94618	ASIAN/PACIFIC ISLANDER	1	25.00
94618	AFRICAN AMERICAN	2	50.00
94618	CAUCASIAN	1	25.00
		4	100%
94619	ASIAN/PACIFIC ISLANDER	3	42.86
94619	AFRICAN AMERICAN	4	57.14
		7	100%
94621	ASIAN/PACIFIC ISLANDER	1	2.94
94621	AFRICAN AMERICAN	29	85.30
94621	HISPANIC	2	5.88
94621	CAUCASIAN	2	5.88
		34	100%
<b>SUMMARY</b>			
<b>ZIP CODE</b>			
	94601	43	
	94602	10	
	94603	27	
	94605	46	
	94606	28	
	94607	57	
	94608	40	
	94609	25	
	94610	13	
	94611	22	
	94612	34	
	94618	4	
	94619	8	
	94621	34	
	<b>Total</b>	<b>391</b>	
<b>ETHNICITY</b>			
	AFRICAN AMERICAN	278	
	ASIAN/PACIFIC ISLANDER	65	
	CAUCASIAN	26	
	HISPANIC	20	
	NATIVE AMERICAN	2	
	<b>Total</b>	<b>391</b>	

10.22CC

ORA/COUNCIL  
JUL 6 2004