



Services
To
Enhance
Potential

SERVICES TO ENHANCE POTENTIAL

Our Mission is to support individuals in the pursuit of their chosen goals and the achievement of personal satisfaction in their lives.

CMH Consumer Satisfaction Survey Report 2006

The CMH consumer satisfaction survey was conducted during the month of July 2006 for all persons receiving support and service coordination from STEP. The survey was composed of 22 standardized questions, 20 survey and 2 fill-in which are comprised of the respondents' verbatim comments of what would improve services and what has been the most helpful thing about the services received. Although allowed, no additional questions were added to the CMH survey.

The supports coordinators were instructed to interview the individual or a support person for the individual (legal guardian, family member or group home staff) if the individual was unable to respond. Some surveys were sent home and returned by mail.

A total of 524 surveys were offered and 497 were completed for a response rate of 91.3% of the total population receiving support and service coordination from STEP from the ConsumerLink, Synergy and CLS Networks. The survey did not include persons under the CareLink or Gateway Networks as STEP does not provide support and service coordination to these two MCPNs.

The survey was designed using a 5 point rating scale, the same as in previous year's surveys. Strongly agree and agree represented a positive response. Disagree and strongly disagree represented a negative response. In computing the percentage for a specific question, the neutral and not applicable responses were not included in either the agree or disagree counts and were excluded from the base number of surveys used to compute the satisfaction/dissatisfaction percentages.

As delineated by CMH in their Consumer satisfaction survey procedures, 80% was established as the minimal acceptable positive rating for each question. Service providers must develop a plan of correction for any items which fall below the minimal acceptable positive rating of 80%. The plan of correction will be monitored by the MCPN and the Agency (CMH) for follow-up and eventual positive outcome. Recommendations must be incorporated into the service provider's quality improvement initiative.

The Agency (CMH) required that the results of the consumer satisfaction survey be reviewed and discussed with quality improvement and management committees, board of directors, advisory committees, consumer groups and other stakeholders as needed.

This report is an overall summary of all responses made by individuals receiving support and service coordination from STEP. Network specific data was submitted to each MCPN as requested.

Survey Results: (see attached chart)

- ◆ For all of the 20 ratable questions, STEP received 95% or above, for an overall positive (strongly agree and agree) rating of 97.7% as compared to an overall satisfaction rate of 83.6% in 2005 and 95.1% in 2004. (The 2005 CMH questionnaire had more complex questions which were difficult for some of the consumers to comprehend).
- ◆ In the 2006 survey, the highest rated responses were for the following questions:
 - #9- services were available at times that were convenient – 99.5%
 - #17- I like the work setting – 99.5%
 - #1- satisfaction with services received – 99.3%
 - #10- staff were respectful– 99.2%
 - #19- would recommend this organization to a friend or family member- 98.8%
 - # 3 – was given the information needed to make choices- 98.8%

Three questions had a high neutral or not applicable response:

- #14- felt free to complain if I didn't like something – 10% unresponsive; 5% negative response
- #8- location of services was convenient – 10% unresponsive; 5% negative response
- #15 – staff have been sensitive to my cultural background – 20.5 % unresponsive; 4% negative response

The impression was that individuals did not understand the impact of these three issues on their level of satisfaction and therefore there is a need for these elements to be address by the supports coordinators for clarity and significance.

While no questions required a plan of correction in that none were below the 80% minimal positive rating and satisfaction for all questions rated very high, it is important that the organization take note of the write in responses (25% of the completed surveys had a write-in response) to the question

“What would improve the services at STEP?”

- Bus transportation – several comments were made about the schedule, reliability, and attitude of the drivers, seat belts and availability.
- More jobs in the community – a significant number of persons identified this as a needed service, including persons who were employed but desired a job closer to their residence.
- Consistent with past years, individuals and their families continue to request classroom and academic instruction. Several individuals requested computer classes, one mentioned support groups.

- More time spent in the community (volunteering and outings) - more social gatherings and a greater variety of volunteer sites, greater access for persons in wheelchairs.
- Piece work that pays more; more work

In response to the question "**The most helpful things about the services you received**", the responses that were consistently made by numerous individuals are summarized by:

- Going into the community
- Help with my micro-enterprise
- Help with my job; job development and follow-along services
- Keeping the workshop open
- Helping me to find a place to live
- Being given choices
- Assistance with medical needs and Medicaid forms
- Having a paycheck

Recommendations:

As a result of this year's satisfaction survey, the following recommendations are made to address the suggestions for better services made by the individual or their authorized representative.

- Transportation – develop and send out to all involved, a transportation questionnaire which will help the organization to more clearly define the issues which make transportation a problem. The questionnaire should not only include identification of the problem but how frequently it occurs and suggestions for remedial action. Follow up with the transportation companies once information has been aggregated. Send out a follow up letter to consumer and families on plans or changes to be made.
- Jobs in the community – This continues to be a priority goal of the organization and will continue to be activity pursued
- Classroom activity – only in the sense that it supports community inclusive participation.
- Transition individuals who have participated in the incubator model to full inclusion in the community. Continue to identify marketable services and products that can be supported outside of the center based model. Bring new individuals into the resource center based incubator model teaching marketable skills.
- Pursue options for minimum wage in areas currently involving piece work.

Conclusions:

- ◆ Individuals are very satisfied with the services and supported provided by this organization.
- ◆ The sentiment or preference of individuals is shifting towards more services and supports in the community versus maintaining center-based services.
- ◆ There is a clear and persistent call for more jobs.

2006 CMH Consumer Satisfaction Survey Results Chart

Question 1 – I am satisfied with the services received

N= 492

98.9% - Strongly Agree – Agree	487
1.1% - Disagree – Strongly Disagree	5
Undecided/ Not Applicable	2

Question 2 – I was given information I needed to make choices

N= 475

97.1% - Strongly Agree – Agree	461
2.9% - Disagree – Strongly Disagree	14
Undecided/ Not Applicable	19

Question 3 – I was given the information I needed to make choices about treatment goals

N= 477

98.9% - Strongly Agree – Agree	472
1.1% - Disagree – Strongly Disagree	5
Undecided/ Not Applicable	16

Question 4 – The people helping us stuck with us no matter what

N= 484

98.3% - Strongly Agree – Agree	476
1.7% - Disagree – Strongly Disagree	8
Undecided/ Not Applicable	12

Question 5 – I had a staff person to talk to when I needed to

N= 482

98.2% - Strongly Agree – Agree	474
1.8% - Disagree – Strongly Disagree	8
Undecided/ Not Applicable	14

Question 6 – I was encouraged by staff to participate

N= 476

99.6% - Strongly Agree – Agree	474
.4% - Disagree – Strongly Disagree	2
Undecided/ Not Applicable	17

Question 7 – The services received were the ones I thought were needed

N= 473

97.7% - Strongly Agree – Agree	462
2.3% - Disagree – Strongly Disagree	11
Undecided/ Not Applicable	22

Question 8 – The location of services was convenient

N= 446

95.7% - Strongly Agree – Agree	427
4.3% - Disagree – Strongly Disagree	19
Undecided/ Not Applicable	40

Question 9 – Services were available at times that were convenient

N= 482

99.6% - Strongly Agree – Agree	480
.4% - Disagree – Strongly Disagree	2
Undecided/ Not Applicable	10

Question 10 – Staff have been respectful

N= 483

99.4% - Strongly Agree – Agree	480
.6% - Disagree – Strongly Disagree	3
Undecided/ Not Applicable	10

Question 11 – Staff have explained things in a way that I understand

N= 483

98.3% - Strongly Agree – Agree	475
1.7% - Disagree – Strongly Disagree	8
Undecided/ Not Applicable	9

Question 12 – I have been comfortable asking staff questions

N= 470

97.2% - Strongly Agree – Agree	457
2.8% - Disagree – Strongly Disagree	13
Undecided/ Not Applicable	24

Question 13 – Staff have given me information about recipient rights

N= 476

96.2% - Strongly Agree – Agree	458
3.8% - Disagree – Strongly Disagree	18
Undecided/ Not Applicable	19

Question 14 – I have felt free to complain if I didn't like something

N= 446

95.1% - Strongly Agree – Agree	424
4.9% - Disagree – Strongly Disagree	22
Undecided/ Not Applicable	44

Question 15 – Staff have been sensitive to my cultural background when needed

N= 383

95.3% - Strongly Agree – Agree	365
4.7% - Disagree – Strongly Disagree	18
Undecided/ Not Applicable	99

Question 16 – I am satisfied with the current living situation

N= 455

96.7% - Strongly Agree – Agree	440
3.3% - Disagree – Strongly Disagree	15
Undecided/ Not Applicable	27

Question 17 – I like the current school, work setting and/or activity program

N= 470

99.6% - Strongly Agree – Agree	468
.4% - Disagree – Strongly Disagree	2
Undecided/ Not Applicable	24

Question 18 – If I had other choices, I would still get services from this agency

N= 470

98.5% - Strongly Agree – Agree	463
1.5% - Disagree – Strongly Disagree	7
Undecided/ Not Applicable	19

Question 19 – I would recommend this agency to a friend or family member

N= 470

98.9% - Strongly Agree – Agree	465
1.1% - Disagree – Strongly Disagree	5
Undecided/ Not Applicable	23

Question 20 – As a direct result of the services received, progress is being made toward our goals.

N= 460

97.6% - Strongly Agree – Agree	449
2.4% - Disagree – Strongly Disagree	11
Undecided/ Not Applicable	34