



Consumer & Family
Satisfaction Survey Results

FY 2013-2014
1st Quarter: July to September 2013

Total surveys received: 155

IIH total: 42

OPT total: 4

SBT total: 42

TFC total: 26

DTX total: 33

Department not reported total: 8

Data Collection Methods

Support Incorporated believes consumer and family satisfaction are essential to successful clinical services and achievement of treatment goals.

Satisfaction surveys are designed to be easily completed by all types of consumers. There are 4 different versions of satisfaction survey that correspond to the needs and abilities of those they aim to collect data from:

Consumers Ages 3-5
Consumers Ages 11-15
Consumers Ages 16+
Family, Guardians, and Caretakers

Survey questions are in the form of statements to which the consumers are asked to rate their agreement. The rating scheme is a 5 item Likert scale ranging from "Strongly disagree" to "Strongly agree."

Case responsible staff are not allowed to assist consumers or families with completing surveys. QM staff are available to assist respondents with reading or explaining questions.

3 different categories of data are collected with satisfaction surveys:

Customer Service: Staff professionalism, punctuality, accessibility of services, overall satisfaction with service experience

Risk Management: Crisis response, privacy, knowledge of consumer rights, response to staff turnover, accessibility to case responsible workers

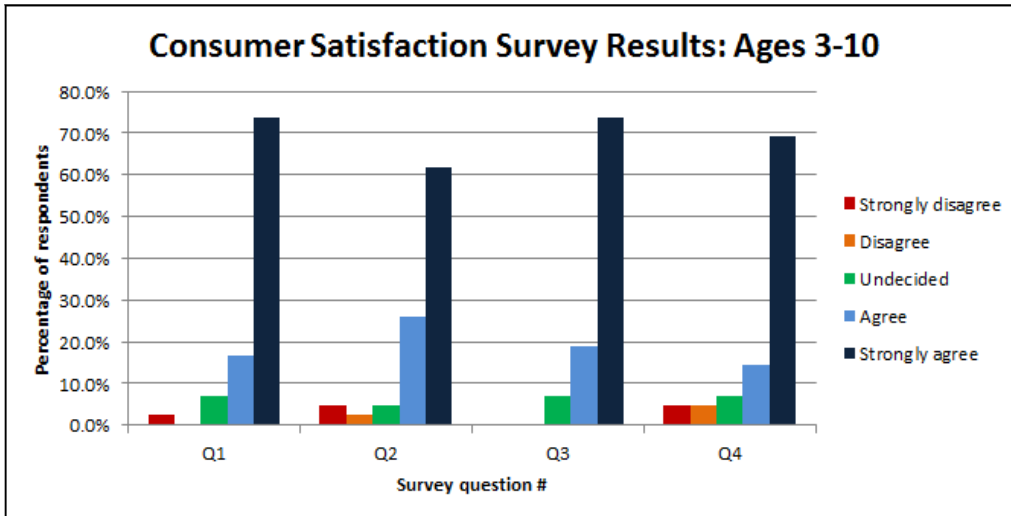
Consumer Empowerment: Choosing treatment goals, symptom management, ability to handle crises, mental health literacy, improvement of personal relationships, self-esteem, accessibility of community resources

Consumer satisfaction surveys are distributed every quarter. For consumers in Day Treatment, QM staff visit each classroom to distribute surveys to ensure confidentiality of the students' responses. At the end of the survey, students fold their surveys and individually place them into a locked box. For consumers in Therapeutic Foster Care, surveys are completed with the assistance of their foster parents, who returns completed surveys into a locked box. Consumers receiving School-Based Therapy complete surveys prior to sessions and then place them in a sealed envelope. All other surveys are distributed by the receptionist before outpatient appointments and then placed in a locked box by the consumer upon completion. QM staff then input survey responses into the web-based system for analysis.

Family, Guardians, and Caretaker satisfaction surveys are also distributed every quarter. For parents of Day Treatment, Intensive In-Home, and School-Based Therapy consumers, surveys are sent home with an envelope. Parents are asked to complete the survey in the privacy of their home, place it into a sealed envelope, and send the survey back with the consumer or give it to staff. Staff then return completed surveys to QM staff. All other surveys are distributed by the receptionist before outpatient appointments and then placed in a locked box by the family member upon completion. QM staff input the survey responses into the web-based system for analysis.

Results & Analysis

Consumers Ages 3-10



Survey Questions:

- Q1-** My worker respects me.
- Q2-** My worker helps me.
- Q3-** My worker is nice to me.
- Q4-** I can talk to my worker about all of my problems.

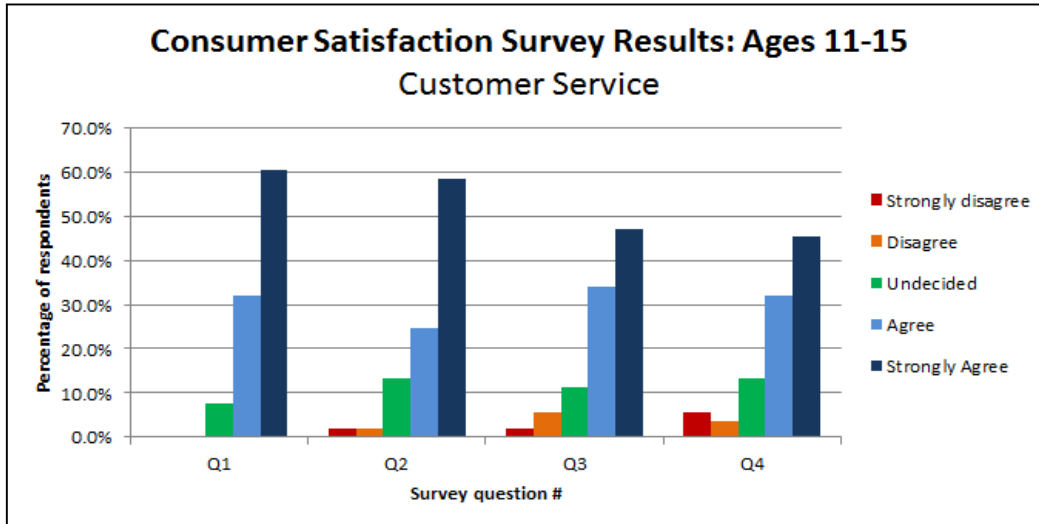
Analysis:

- Respondents in this age group appear to be very satisfied with their direct care workers and the services they are receiving

Average Rating of Survey Questions By Department from Consumers Ages 3-10

#	Question	OPT	SBT	TFC	DTX	IIH	AGGREGATE
Q1	My worker respects me.		4.5	5	4	5	4.6
Q2	My worker helps me.		4.4	5	2.5	4.8	4.4
Q3	My worker is nice to me.		4.6	5	4	5	4.7
Q4	I can talk to my worker about all of my problems.		4.4	5	1.5	5	4.4
TOTAL RECEIVED:		0	32	4	2	4	42

Consumers Ages 11-15



Customer Service Questions:

Q1- My worker respects me.

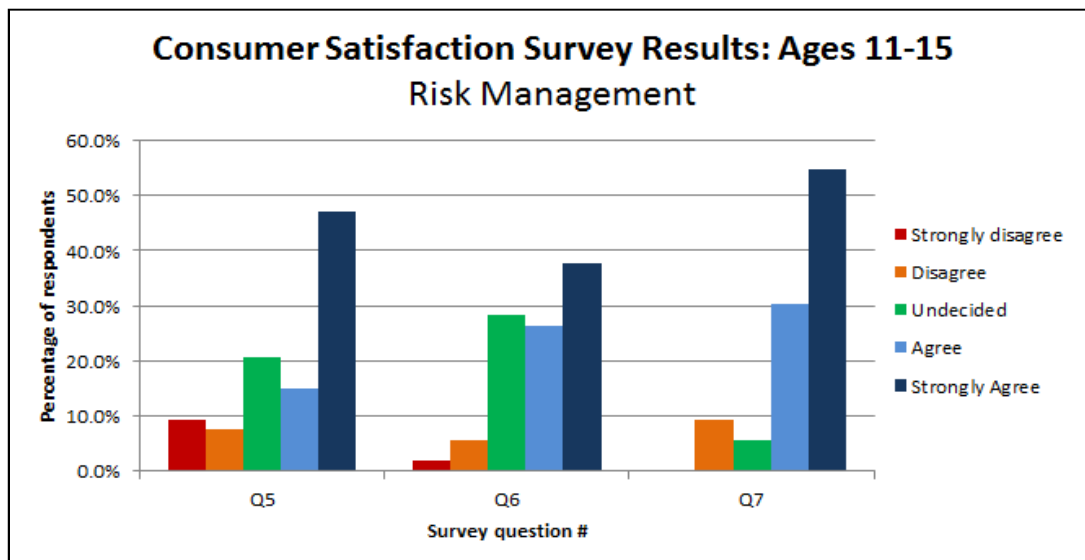
Q2- I feel like I have someone to talk to when I am troubled.

Q3- I feel comfortable asking questions about my treatment.

Q4- Overall, I am satisfied with the services that I receive at Support, Inc.

Analysis:

- Most respondents from this age group are very satisfied with the customer service skills of their direct care workers
- Slight undecidedness related to feeling like they have someone to talk to and overall satisfaction



Risk Management Questions:

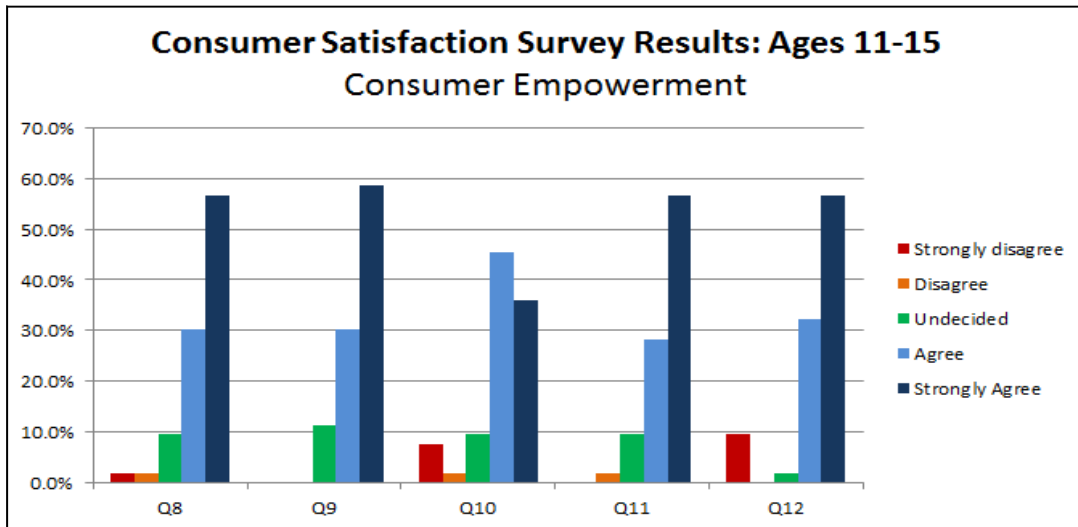
Q5- I feel free to complain.

Q6- It is easy for me to access emergency services or after hours services.

Q7- My worker respects my privacy.

Analysis:

- Most respondents were very satisfied with the risk management practices of their direct care workers
- Slight undecidedness in feeling free to complain
- Substantial undecidedness about whether respondents felt they were able to access emergency or after hours services



Consumer Empowerment Questions:

Q8- Staff encourage me to take responsibility for how I live my life.

Q9- Since starting services, I have learned skills that help me get along better with family and friends.

Q10- Since starting services, I feel like my self-esteem has improved.

Q11- Support helps me make progress towards my goals.

Q12- My worker explains things to me in a way that I understand.

Analysis:

- Most respondents were satisfied with the consumer empowerment practices of their direct care workers
- Slight disagreement among a few respondents regarding their workers explaining things to them in consumer friendly language.

Average Rating of Survey Questions By Department from Consumers Ages 11-15

#	Question	OPT	SBT	TFC	DTX	IIH	NR	AGG
Q1	My worker respects me.	5.0	4.5	4.7	4.3	4.6	4.5	4.5
Q2	I feel like I have someone to talk to when I am troubled.	5.0	4.5	4.5	4.4	4.2	3.8	4.4
Q3	I feel comfortable asking questions about my treatment.	5.0	4.0	4.5	4.1	4.1	4.0	4.2
Q4	Overall, I am satisfied with the services that I receive at Support, Inc.	4.0	4.5	4.4	3.2	4.4	4.5	4.1
Q5	I feel free to complain.	5.0	3.5	4.4	2.9	4.3	4.5	3.8
Q6	It is easy for me to access emergency services or after hours services.	3.0	3.6	4.5	3.9	3.7	4.0	3.9
Q7	My worker respects my privacy.	5.0	4.8	4.5	3.4	4.7	4.5	4.3
Q8	Staff encourage me to take responsibility for how I live my life.	5.0	3.9	4.6	4.5	4.5	3.5	4.4
Q9	Since starting services, I have learned skills that help me get along better with family and friends.	5.0	4.6	4.5	4.7	4.4	3.8	4.5
Q10	Since starting services, I feel like my self-esteem has improved.	4.0	4.4	4.2	3.6	4.1	3.8	4.0
Q11	Support helps me make progress towards my goals.	5.0	4.3	4.6	4.5	4.6	3.5	4.5
Q12	My worker explains things to me in a way that I understand.	5.0	4.6	4.8	3.5	4.4	4.3	4.3
TOTAL RECEIVED:		1	8	11	15	14	4	53

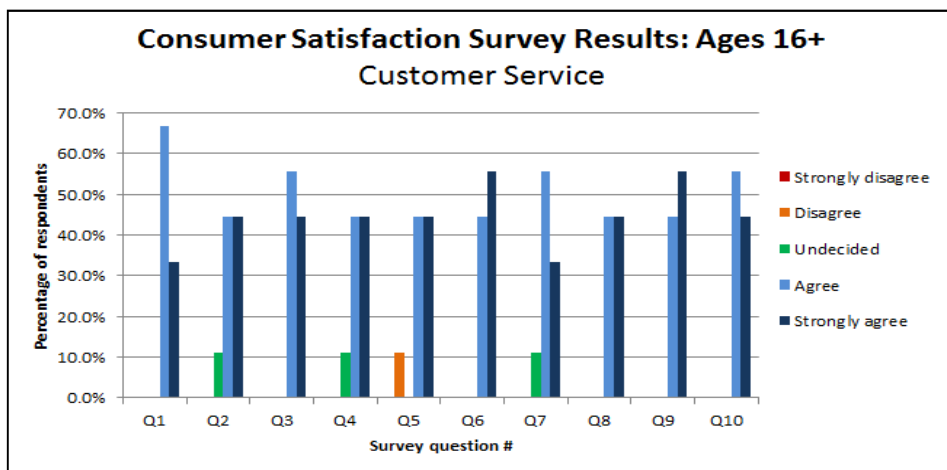
Trending concerns and suggestions:

More interventions to increase social skills, Day Treatment consumers would like better lunches and more technology in their classrooms

Trending Praise:

Staff are honest, nice, respectful, and do a good job of helping consumers reach their treatment goals

Consumers Ages 16+

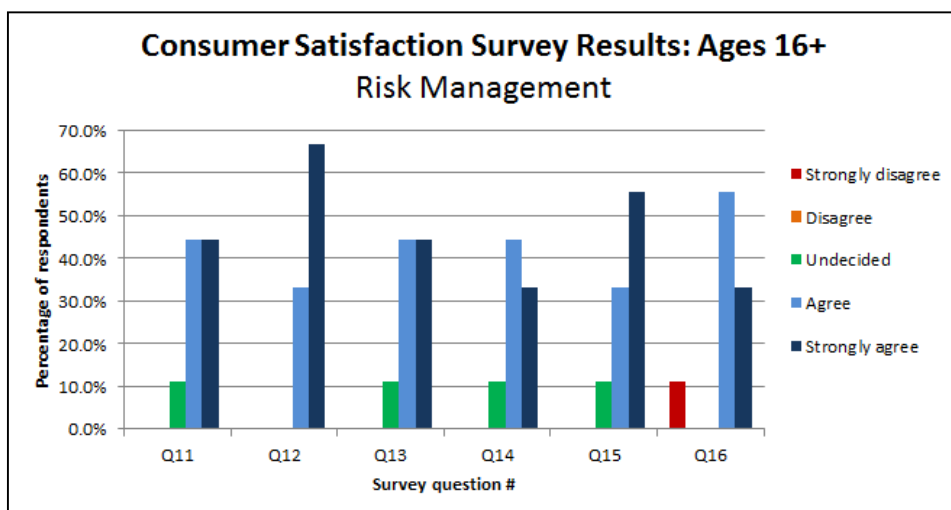


Customer Service Questions:

- Q1**– My worker comes to visits on time.
- Q2**– My worker is respectful.
- Q3**– My worker is professional.
- Q4**– I feel like I have someone to talk to when I am troubled.
- Q5**– I would recommend this agency to a friend or family member.
- Q6**– The location of my services is convenient.
- Q7**– Services are available at times that are good for me.
- Q8**– I feel comfortable asking questions about my treatment.
- Q9**– I received a good and complete introduction to services at Support, Inc.
- Q10**– Overall, I am satisfied with services that I receive at Support, Inc.

Analysis:

- Most respondents were very satisfied with the customer service skills of Support, Inc. staff members

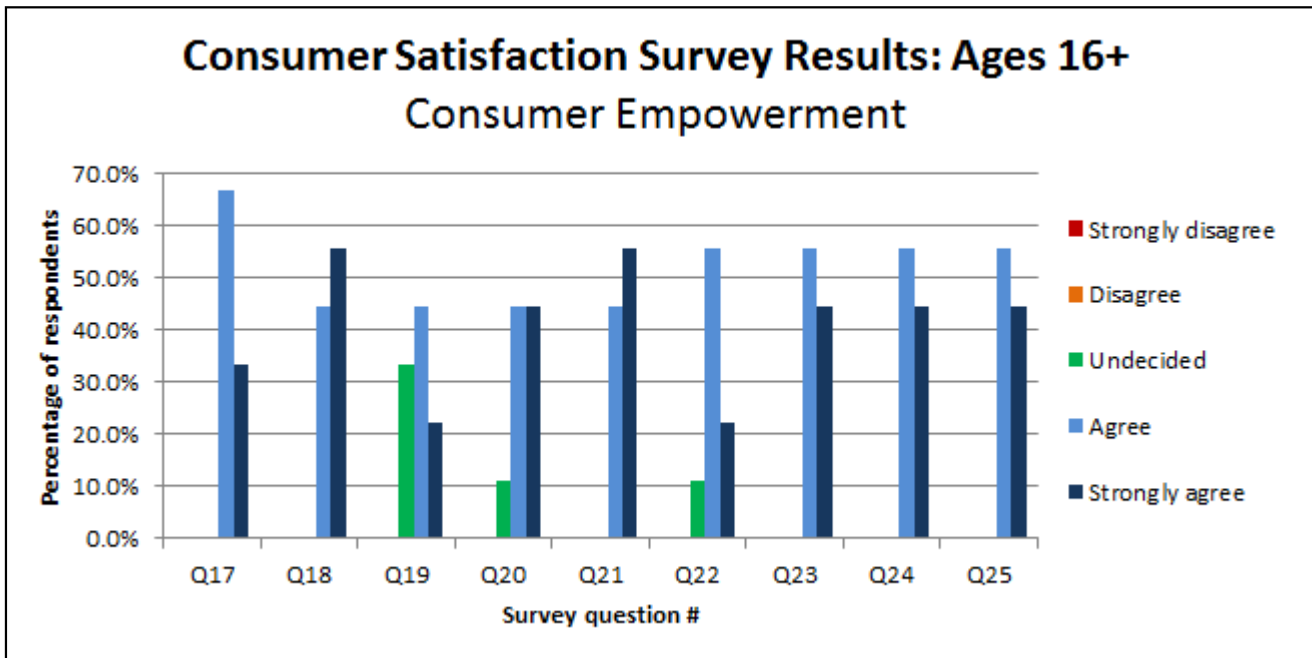


Risk Management Questions:

- Q11**– I feel free to complain.
- Q12**– I was given information about my rights.
- Q13**– It is easy for me to get in touch with my worker during working hours.
- Q14**– It is easy for me to access emergency services or after hours services.
- Q15**– My worker respects my privacy.
- Q16**– Support, Inc. meets my needs by not changing staff too often.

Analysis:

- Most respondents are very satisfied with the risk management practices of Support, Inc. staff members



Consumer Empowerment Questions:

- Q17**– Staff here believe I can grow, change, and recover.
Q18– Staff encourage me to take responsibility for how I live my life.
Q19– I, not staff, decided my treatment goals.
Q20– Staff help me access community resources that help me take charge of my life and illness.
Q21– Since starting services, I have learned skills that help me get along better with my family and friends.
Q22– I have found that the behaviors that most troubled me, and other close to me, have decreased since starting services.
Q23– Support, Inc. helps me make progress towards my goals.
Q24– My worker explains things to me in a way that I understand.
Q25– Support, Inc. helped me choose the right services based on my needs.

Q26	Yes	No	Pending disability	Receive disability	Not applicable	No Response
Have you been able to obtain or maintain employment?	0%	22%	0%	0%	67%	11%

Q27	Yes	No	Not applicable	No Response
Do you find that you have used your supports to stay away from substances you were using before you received services?	11%	11%	67%	11%

Analysis:

- Most respondents were very satisfied with the consumer empowerment practice of Support, Inc. staff members
- Moderate indecision about whether a few respondents felt like they chose their own treatment goals
- No respondents reported they were able to obtain employment after starting mental health services

Average Rating of Survey Questions By Department from Consumers Ages 16+

#	Question	OPT	TFC	DTX	IIH	NR	AGG
Q1	My worker comes to visits on time.		4.3	5.0	4.0	4.3	4.3
Q2	My worker is respectful.		4.0	5.0	5.0	4.0	4.3
Q3	My worker is professional.		4.0	5.0	5.0	4.3	4.4
Q4	I feel I like I have someone to talk to when I am troubled.		3.7	4.0	4.5	5.0	4.3
Q5	I would recommend this agency to a friend or family member.		3.3	5.0	4.5	4.7	4.2
Q6	The location of my services is convenient.		4.0	5.0	5.0	4.7	4.6
Q7	Services are available at times that are good for me.		4.0	5.0	4.5	4.0	4.2
Q8	I feel comfortable asking questions about my treatment.		4.0	5.0	4.5	5.0	4.5
Q9	I received a good and complete introduction to services at Support, Inc.		4.0	5.0	5.0	4.7	4.6
Q10	Overall, I am satisfied with the services that I receive at Support, Inc.		4.0	5.0	5.0	4.3	4.4
Q11	I feel free to complain.		4.3	5.0	4.5	4.0	4.3
Q12	I was given information about my rights.		4.0	5.0	5.0	5.0	4.7
Q13	It is easy for me to get in touch with my worker during working hours.		3.7	5.0	4.5	4.7	4.3
Q14	It is easy for me to access emergency services or after hours services.		4.0	NR	4.5	4.3	4.3
Q15	My worker respects my privacy.		3.7	5.0	5.0	4.7	4.4
Q16	Support, Inc. meets my needs by not changing staff too often.		4.0	4.0	5.0	3.3	4.0
Q17	Staff here believe I can grow, change, and recover.		4.0	4.0	5.0	4.3	4.3
Q18	Staff encourage me to take responsibility for how I live my life.		4.0	4.0	5.0	5.0	4.6
Q19	I, not staff, decided my treatment goals.		3.3	4.0	4.5	4.0	3.9
Q20	Staff help me access community resources that help me take charge of my life and illness.		4.0	4.0	5.0	4.3	4.3
Q21	Since starting services, I have learned skills that help me get along better with my family and friends.		4.0	5.0	5.0	4.7	4.6
Q22	I have found that the behaviors that most troubled me, and others close to me, have decreased since starting services.		4.0	NR	4.5	4.0	4.1
Q23	Support, Inc. helps me make progress towards my goals.		4.0	5.0	5.0	4.3	4.4
Q24	My worker explains things to me in a way that I understand.		4.0	5.0	4.5	4.7	4.4
Q25	Support, Inc. helped me choose the right services based on my needs.		4.0	5.0	4.5	4.7	4.4
TOTAL RECEIVED:		0	3	1	2	3	9

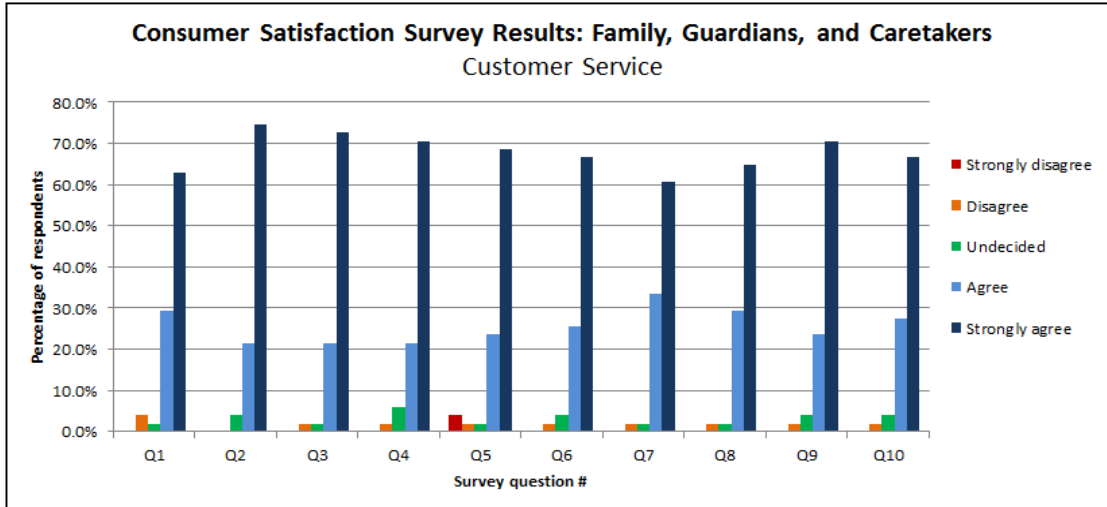
Trending concerns and suggestions:

There were no trending concerns or suggestions from this age group

Trending Praise:

Support, Inc. staff are respectful and dependable

Family, Guardians, and Caretakers

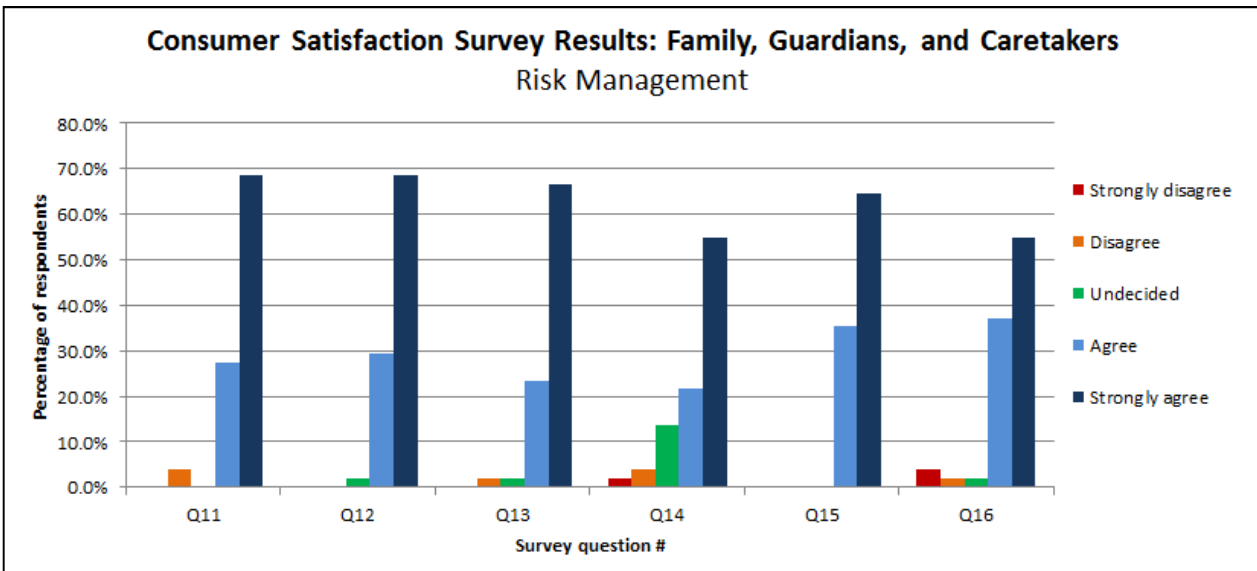


Customer Service Questions:

- Q1-** Staff come to visits on time.
- Q2-** Staff are respectful.
- Q3-** Staff are professional.
- Q4-** I feel my family member has someone to talk to when he/she is troubled.
- Q5-** I would recommend this agency to a friend.
- Q6-** The location of services is convenient.
- Q7-** Services are available at times that are good for my family.
- Q8-** I get to participate in my family member's treatment.
- Q9-** My family and I received a good and complete introduction to services.
- Q10-** Overall, I am satisfied with the services my family receives at Support, Inc.

Analysis:

- Most respondents were very satisfied with the customer service skills of Support, Inc. staff members



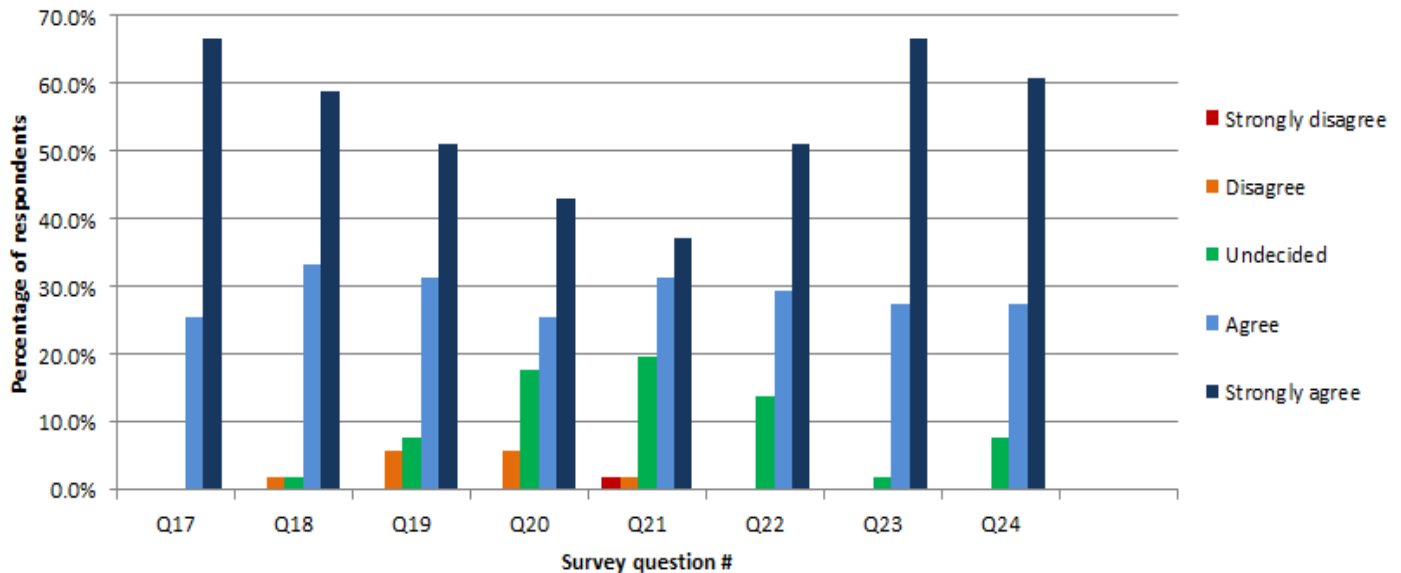
Risk Management Questions:

- Q11-** I feel free to complain.
- Q12-** My family was given information about our rights.
- Q13-** It is easy for me to get in touch with my child or family member's worker.
- Q14-** It is easy for me and my family to access emergency services or after hours services.
- Q15-** My child or family member's worker respects our privacy.

Analysis:

- Most respondents were very satisfied with the risk management practices of Support, Inc. staff members
- Slight indecision about whether respondents felt they were able to access emergency or after hours services

Consumer Satisfaction Survey Results: Family, Guardians, and Caretakers Consumer Empowerment



Q17- Staff here believe my family member can grow, change, and recover.

Q18- I helped choose my child or family member's treatment goals.

Q19- Staff help my family and I access community resources that help us take charge of our life and my family member's illness.

Q20- Since starting services, my family member has learned skills that help him/her get along better with family and friends.

Q21- I have found that my family member's behaviors that most troubled me and other close to us have decreased since starting services.

Q22- My family got the help we wanted for my family member.

Q23- Staff explain things to me in a way that I understand.

Q24- Staff helped my family choose the right services based on our needs.

Analysis:

- Most respondents were very satisfied with the consumer empowerment practices of Support, Inc. staff members
- Slight indecision among a few respondents regarding increased social skills, decrease in troubling behaviors, and respondents feeling as though they received the help for which they were looking

Average Rating of Survey Questions By Department from Family, Guardians, & Caretakers

#	Question	OPT	SBT	TFC	DTX	IIH	NR	AGG
Q1	Staff come to visits on time.	4.0	4.5	4.5	4.5	4.7	5.0	4.5
Q2	Staff are respectful.	4.3	4.5	4.5	4.7	4.9	5.0	4.7
Q3	Staff are professional.	4.3	4.5	4.4	4.6	4.9	5.0	4.7
Q4	I feel my family member has someone to talk to when he/she is troubled.	5.0	4.0	4.0	4.7	4.8	5.0	4.6
Q5	I would recommend this agency to a friend or other family member.	3.7	4.5	4.1	4.5	4.7	5.0	4.5
Q6	The location of services is convenient.	4.0	5.0	3.9	4.7	4.9	5.0	4.6
Q7	Services are available at times that are good for my family.	4.0	4.5	4.1	4.7	4.6	5.0	4.6
Q8	I get to participate in my child or family member's treatment.	5.0	4.0	4.3	4.5	4.8	5.0	4.6
Q9	My family and I received a good and complete introduction to services at Support, Inc.	4.3	4.0	3.9	4.8	4.9	5.0	4.6
Q10	Overall, I am satisfied with the services my family receives at Support, Inc.	4.3	4.5	4.4	4.6	4.7	5.0	4.6
Q11	I feel free to complain.	4.0	4.5	4.3	4.8	4.7	5.0	4.6
Q12	My family was given information about our rights.	4.7	4.0	4.1	4.8	4.8	5.0	4.7
Q13	It is easy for me to get in touch with my child or family member's worker.	4.5	3.5	4.3	4.7	4.9	5.0	4.6
Q14	It is easy for me and my family to access emergency services or after hours services.	3.7	3.5	3.9	3.9	4.8	5.0	4.3
Q15	My child or family member's worker respects our privacy.	5.0	4.5	4.4	4.8	4.6	5.0	4.6
Q16	Support, Inc. meets mine and my family's needs by not changing staff too often.	4.3	4.5	4.1	4.5	4.4	5.0	4.4
Q17	Staff here believe my family member can grow, change, and recover.	5.0	4.5	4.2	4.8	4.8	5.0	4.7
Q18	I helped choose my child or family member's treatment goals.	4.7	4.5	4.1	4.5	4.7	5.0	4.6
Q19	Staff help my family and I access community resources that help us take charge of our lives and my family member's illness.	4.3	4.0	3.9	4.3	4.5	5.0	4.3
Q20	Since starting services, my family member has learned skills that help him/her get along better with family and friends.	4.3	4.5	3.7	3.8	4.4	5.0	4.1
Q21	I have found that my family member's behaviors that most troubled me and other close to use have decreased since starting services.	3.3	4.5	3.9	3.8	4.4	4.0	4.1
Q22	My family got the help we wanted for my family member.	4.0	4.5	4.0	4.3	4.6	5.0	4.4
Q23	Staff explain things to me in a way that I understand.	4.7	4.5	4.3	4.9	4.7	5.0	4.7
Q24	Staff helped my family choose the right services based on our needs.	4.7	4.5	4.1	4.6	4.6	5.0	4.6
TOTAL RECEIVED:		3	2	8	15	22	1	51

Trending concerns and suggestions:

Staff turnover and a need for more Level I foster homes

Trending praise:

Caring, effective services, Support, Inc. staff have great rapport building skills, useful interventions, emphasis on family involvement in treatment, and effective transition plans for consumers moving from Day Treatment and back into traditional school settings

Plans for Quality Improvement

Satisfaction survey results are reviewed at QI committee meetings where “Performance Improvement Plans” are created to improve the quality of our services, specifically for consumer and family.

ISSUE	SOLUTION	TARGET DATE
Consumers do not feel they are able to access emergency and after hours services	1) Ensure intake and direct care staff adequately explain the crisis services available to all consumers and families by discussing the need in department staff meetings 2) Provide consumers and families with calendars and refrigerator magnets with the agency’s crisis telephone numbers printed on them	1) 10/1/2013 2) 11/1/2013
Inadequate number of interventions to increase social skills of child and adolescent consumers	1) Have clinical staff hold trainings and in-service presentations to discuss useful social skill interventions for consumers with a variety of social issues and diagnoses	1) Summer 2014
Turnover of direct care staff members, specifically therapists	1) Improve transition planning and skills of Support, Inc. staff providing services to consumers and families that have had a recent change in therapists by discussing staff changes in department staff meetings 2) Human Resources Director will hold a training for supervisors regarding ways to increase employee satisfaction and morale within their respective departments	1) 2/1/2014 2) 9/1/2014