



Consumer & Family
Satisfaction Survey Results

FY 2012-2013
3rd Quarter: January to March 2013

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

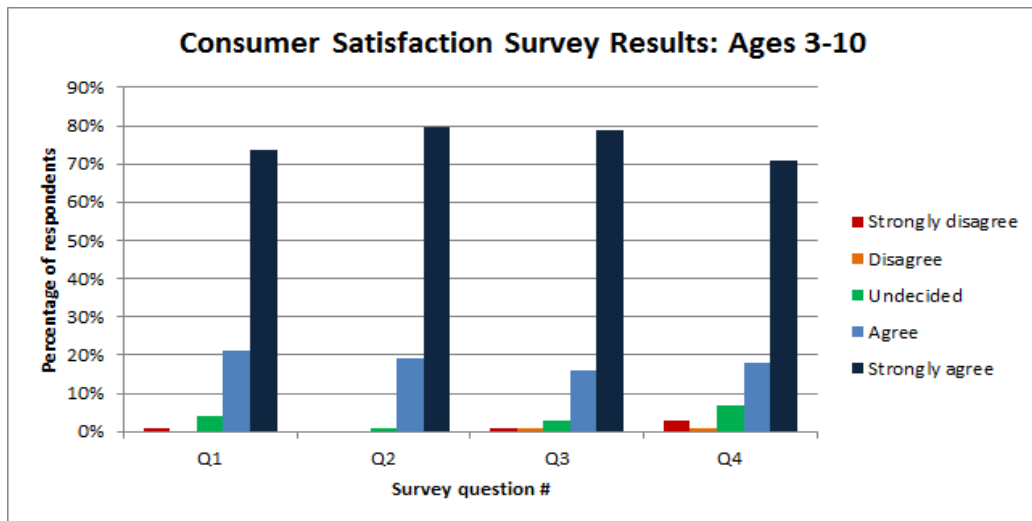
Consumer Empowerment: Choosing treatment goals, symptom management, ability to handle crises, mental health literacy, improvement of personal relationships, self-esteem, accessibility of community resources

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.

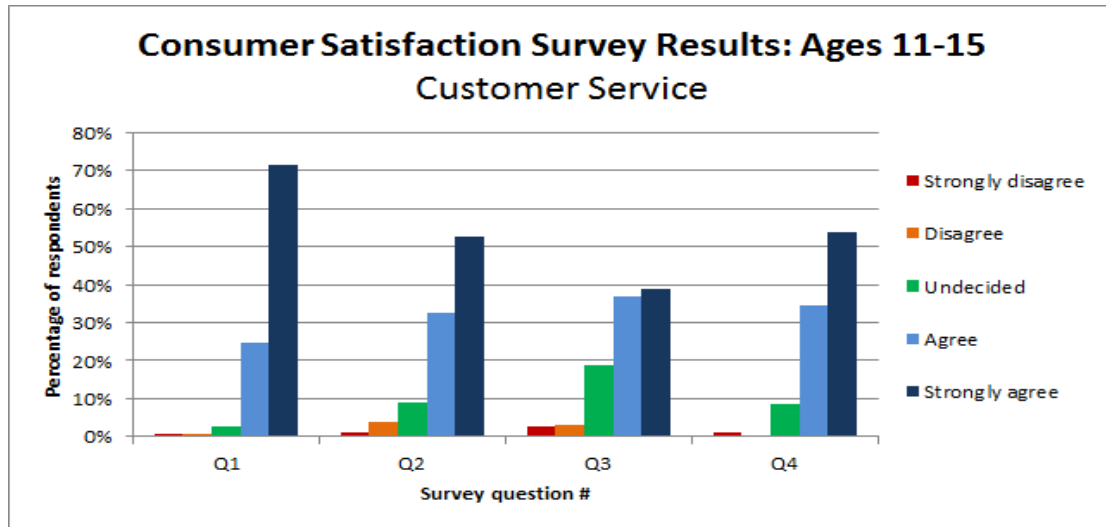
Analysis:

- Almost all of the respondents in this age category were very satisfied with Support, Inc.'s respectfulness, helpfulness, sincerity, and ability to built rapport with consumers

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	4.7	3.9	4.5	4.8	4.7
Q2	My worker helps me.	4.7	4.8	4.4	4.7	5.0	4.8
Q3	My worker is nice to me.	4.5	4.8	3.7	4.7	4.8	4.7
Q4	I can talk to my worker about all of my problems.	4.3	4.7	3.6	4.1	4.8	4.5
TOTAL RECEIVED:		6	74	7	22	4	99

Consumers Ages 11-15



Customer Service Questions:

Q1- My worker respects me.

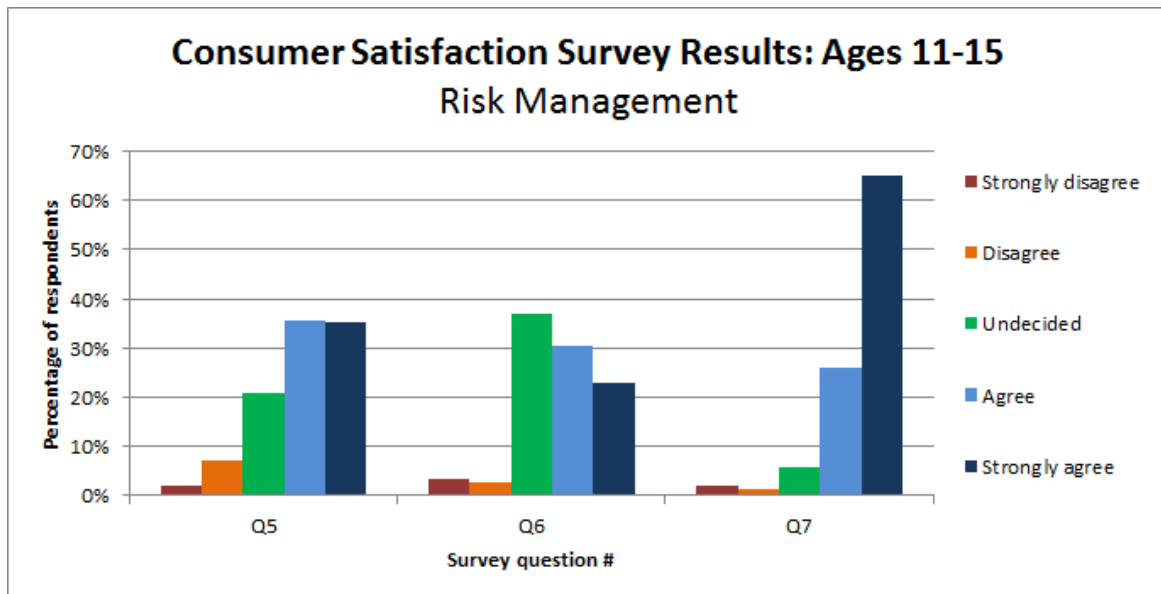
Q2- I feel like I have someone to talk to when I am troubled.

Q3- I feel comfortable asking questions about my treatment.

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

Analysis:

- A majority of the respondents were satisfied with Support, Inc.'s respectfulness, ability to build rapport with consumers, consumer involvement with treatment planning, and overall satisfaction
- Several respondents were undecided about whether they felt comfortable asking questions about their treatment



Risk Management Questions:

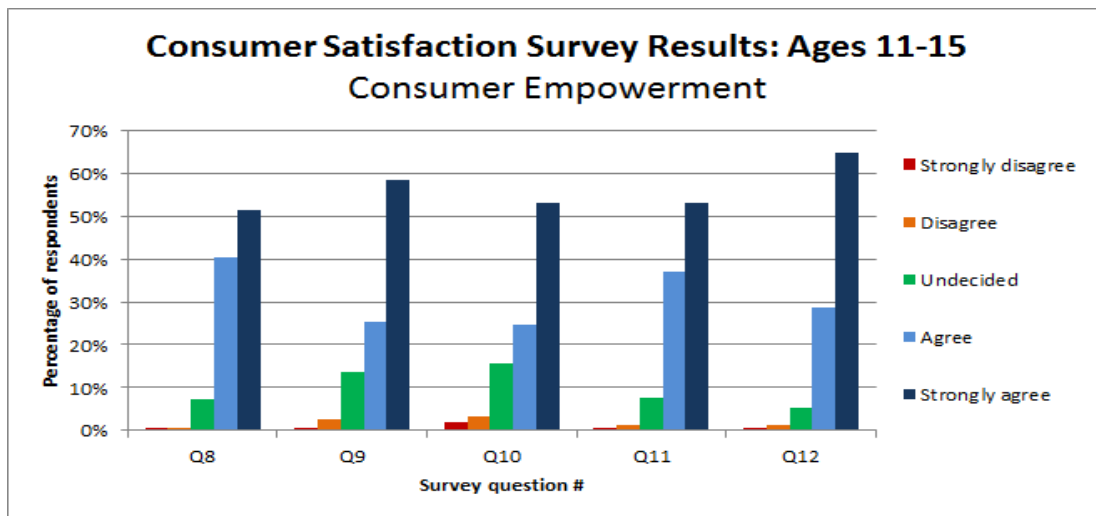
Q5- I feel free to complain.

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 Support, Inc.'s respect for consumer privacy
- A little less than half of the respondents were unsure about the easy of access to emergency or after hours services
- Several respondents were undecided about whether they felt free to complain about the services they receive



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:

- Almost all respondents were very satisfied with Support, Inc.'s encouragement of personal responsibility in consumers, effectiveness of coping skills, self-esteem improvement interventions, helpfulness with reaching treatment goals, and communication skills
- There was slight indecision about whether the respondent's self-esteem has improved

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

#	Question	OPT	SBT	TFC	DTX	IIH	AGGREGATE
Q1	My worker respects me.	4.7	4.7	4.3	4.5	4.6	4.7
Q2	I feel like I have someone to talk to when I am troubled.	4.7	4.3	4.1	4.4	4.4	4.3
Q3	I feel comfortable asking questions about my treatment.	4.5	3.9	4.0	4.4	4.3	4.1
Q4	Overall, I am satisfied with the services that I receive at Support, Inc.	4.6	4.4	4.0	4.5	4.4	4.4
Q5	I feel free to complain.	4.4	3.8	3.9	4.0	4.3	3.9
Q6	It is easy for me to access emergency services or after hours services.	4.2	3.6	4.1	3.7	3.9	3.7
Q7	My worker respects my privacy.	4.5	4.6	4.4	4.2	4.3	4.5
Q8	Staff encourage me to take responsibility for how I live my life.	4.7	4.2	4.3	4.7	4.7	4.4
Q9	Since starting services, I have learned skills that help me get along better with family and friends.	4.7	4.3	3.9	4.4	4.7	4.4
Q10	Since starting services, I feel like my self-esteem has improved.	4.7	4.1	4.6	4.4	4.4	4.3
Q11	Support helps me make progress towards my goals.	4.7	4.4	4.3	4.5	4.4	4.4
Q12	My worker explains things to me in a way that I understand.	4.6	4.5	4.4	4.5	4.8	4.5
TOTAL RECEIVED:		11	99	7	27	18	154

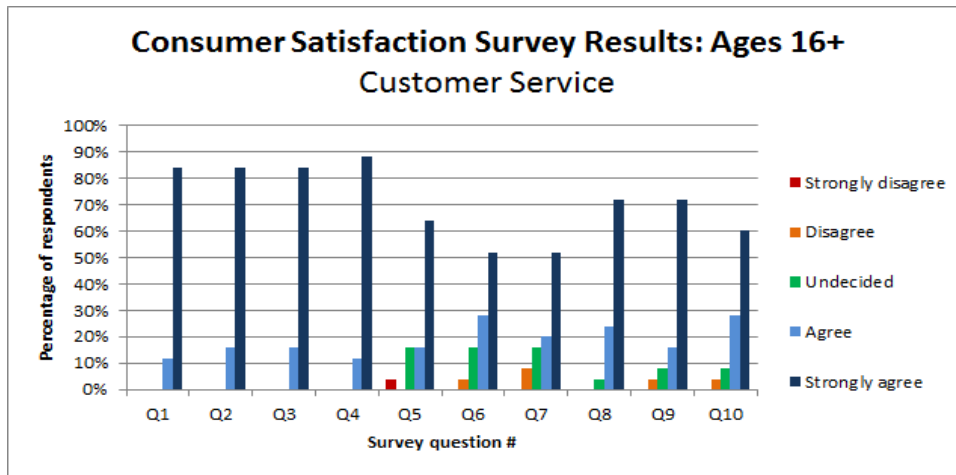
Trending concerns and suggestions:

Day Treatment consumers would like more fun group activities and several School-Based Therapy consumers would like to be able to see their therapists more often

Trending Praise:

Workers are very nice and respectful, staff members are great at communicating with consumers in a way they understand, and workers are very reliable and trustworthy

Consumers Ages 16+

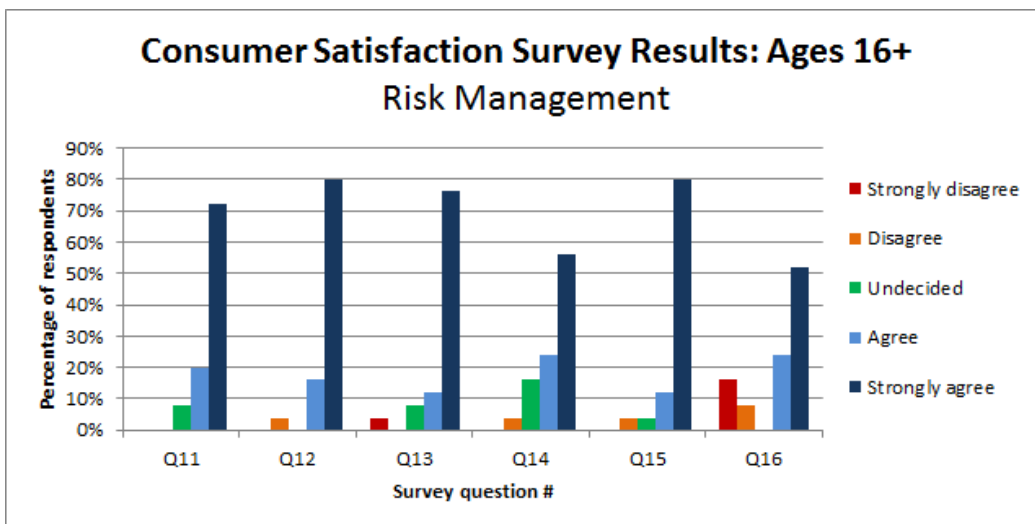


Customer Service Questions:

- 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:

- Almost all respondents were very satisfied with our punctuality, respectfulness, professionalism, reliability, location, involvement in treatment planning, intake experience, and overall satisfaction
- Almost all respondents would recommend Support, Inc. to friends or family
- Several consumers were not completely satisfied with the availability of outpatient appointments

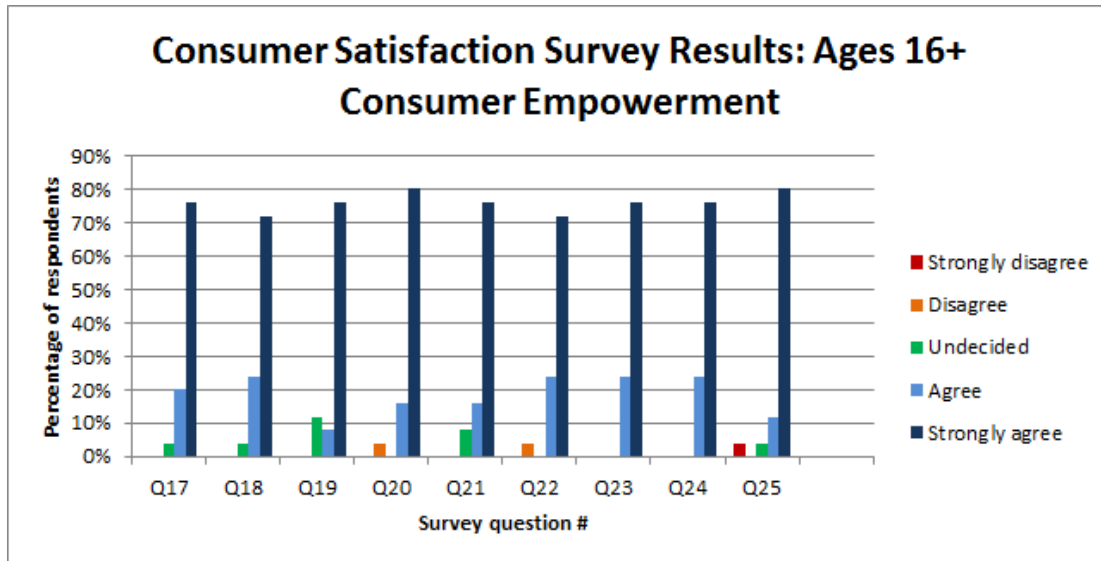


Risk Management Questions:

- 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:

- Almost all respondents were very satisfied with their freedom to complain if services were not meeting their needs, the education provided about consumer rights, ease of access to workers and emergency services, confidentiality, and consistency with direct care staff
- Several respondents were very dissatisfied with the frequency of staff changes



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
Have you been able to obtain or maintain employment?	28%	4%	12%	12%	40%

Q27	Yes	No	Not applicable
Do you find that you have used your supports to stay away from sub-	32%	4%	64%

Analysis:

- Almost all respondents were very satisfied with staff's encouragement of recovery and personal responsibility, involvement with treatment planning, education regarding accessing community resources, effectiveness of services, progress towards goals, staff's communication skills, and helpfulness with choosing the appropriate services
- Major increase in satisfaction for consumers ages 16+ from 2nd quarter
- There was an increase from 2nd quarter in the number of consumers reporting the ability to obtain or maintain employment since starting services
- There was a decrease from 2nd quarter in the number of consumers reporting decreased substance abuse issues

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

#	Question	OPT	TFC	DTX	IIH	AGG
Q1	My worker comes to visits on time.	4.9	4.6	4.0	5.0	4.9
Q2	My worker is respectful.	5.0	4.6	4.0	4.9	4.8
Q3	My worker is professional.	5.0	4.6	4.0	4.9	4.8
Q4	I feel I like I have someone to talk to when I am troubled.	5.0	4.6	4.0	5.0	4.9
Q5	I would recommend this agency to a friend or family member.	4.5	3.4	2.0	4.9	4.4
Q6	The location of my services is convenient.	4.3	3.6	3.5	4.7	4.3
Q7	Services are available at times that are good for me.	4.2	3.6	3.0	4.7	4.2
Q8	I feel comfortable asking questions about my treatment.	4.8	4.0	4.0	4.7	4.7
Q9	I received a good and complete introduction to services at Support, Inc.	4.8	4.0	2.5	4.9	4.6
Q10	Overall, I am satisfied with the services that I receive at Support, Inc.	4.6	4.0	2.5	4.7	4.4
Q11	I feel free to complain.	4.8	4.0	3.5	4.9	4.6
Q12	I was given information about my rights.	4.9	4.4	3.0	5.0	4.7
Q13	It is easy for me to get in touch with my worker during working hours.	4.7	4.4	2.5	5.0	4.6
Q14	It is easy for me to access emergency services or after hours services.	4.2	4.0	3.0	4.9	4.3
Q15	My worker respects my privacy.	5.0	4.2	2.5	4.9	4.7
Q16	Support, Inc. meets my needs by not changing staff too often.	3.2	4.4	4.0	4.9	3.9
Q17	Staff here believe I can grow, change, and recover.	4.8	4.2	4.0	5.0	4.7
Q18	Staff encourage me to take responsibility for how I live my life.	4.8	4.2	4.0	4.9	4.7
Q19	I, not staff, decided my treatment goals.	4.8	3.6	3.0	5.0	4.7
Q20	Staff help me access community resources that help me take charge of my life and illness.	4.9	4.4	3.0	5.0	4.7
Q21	Since starting services, I have learned skills that help me get along better with my family and friends.	4.7	4.0	4.0	5.0	4.7
Q22	I have found that the behaviors that most troubled me, and others close to me, have decreased since starting services.	4.6	3.8	4.0	5.0	4.6
Q23	Support, Inc. helps me make progress towards my goals.	4.8	4.2	4.0	5.0	4.8
Q24	My worker explains things to me in a way that I understand.	4.9	4.4	4.0	4.9	4.8
Q25	Support, Inc. helped me choose the right services based on my needs.	4.9	4.2	2.0	5.0	4.6
TOTAL RECEIVED:		13	5	2	7	25

Trending concerns and suggestions:

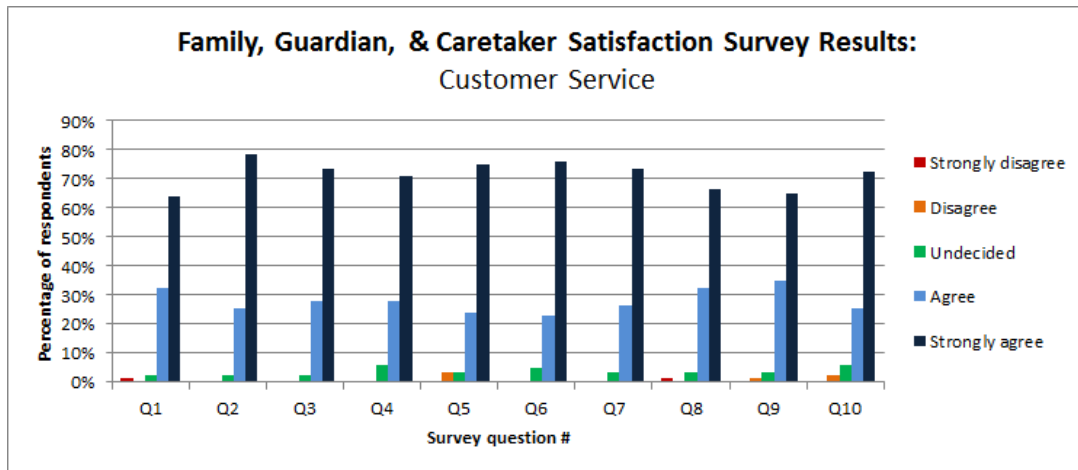
Better reading material and things to do while waiting for appointments, many respondents are dissatisfied with the frequent changes in therapists, many respondents would like more availability for doctor appointments and to decrease the time spent in the waiting room for doctor appointments

Trending Praise:

Many respondents are very satisfied with Charisma's customer service, friendly staff, reliable, caring, Intensive In-Home teams always focus on the individual needs of families.

"Everything about them is awesome."

Family, Guardians, and Caretakers

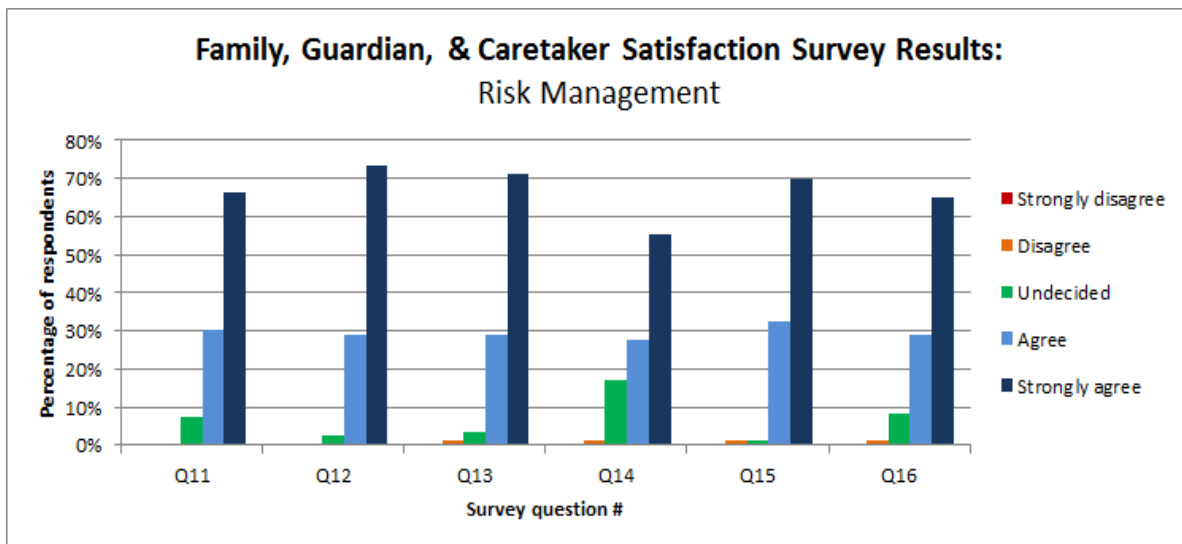


Customer Service Questions:

- 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:

- Almost all respondents were extremely satisfied with staff punctuality, respectfulness, professionalism, ability to build rapport, location and availability of services, ability to participate in their loved one's treatment, and intake processes
- Almost all respondents would recommend Support, Inc. to friends or family

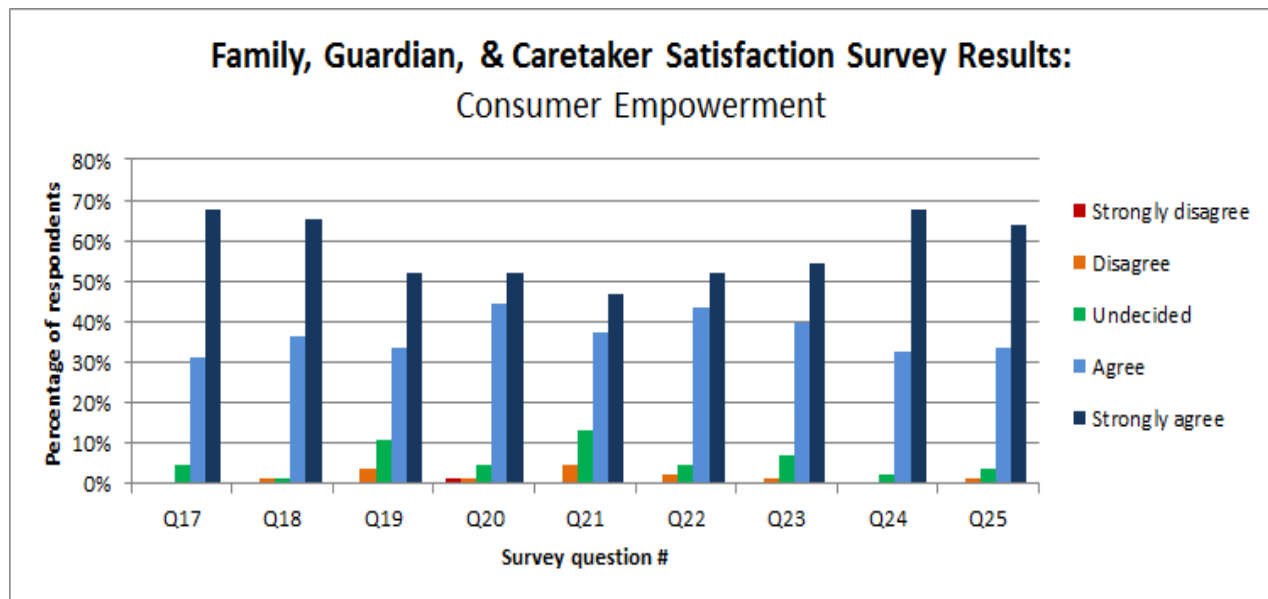


Risk Management Questions:

- 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.
- Q16-** Support, Inc. meets mine and my family's needs by not changing staff too often.

Analysis:

- No change in indecision about access to emergency services from 2nd quarter results
- Most respondents were extremely satisfied with feeling free to complain about services not meeting their family's needs, information provided about consumer rights, ease of access to workers and emergency services, respectfulness of privacy, and consistency with direct care staff



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- My family got as much help as we needed for my family member.

Q24- Staff explain things to me in a way that I understand.

Q25- Staff helped my family choose the right services based on our needs.

Analysis:

- Almost all respondents were extremely satisfied with staff encouragement of recovery, involvement in treatment planning, education regarding accessing community resources, effectiveness of services, communication skills, and helpfulness with choosing appropriate services

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

#	Question	OPT	SBT	TFC	DTX	IIH	AGGREGATE
Q1	Staff come to visits on time.	4.8	4.5	4.8	4.6	4.7	4.6
Q2	Staff are respectful.	4.8	4.7	4.8	4.5	4.8	4.7
Q3	Staff are professional.	4.8	4.7	4.8	4.4	4.8	4.7
Q4	I feel my family member has someone to talk to when he/she is troubled.	4.8	4.6	4.6	4.4	4.7	4.6
Q5	I would recommend this agency to a friend or other family member.	4.8	4.6	4.8	4.2	4.7	4.6
Q6	The location of services is convenient.	4.7	4.7	4.8	4.5	4.8	4.7
Q7	Services are available at times that are good for my family.	4.8	4.7	4.6	4.5	4.8	4.7
Q8	I get to participate in my child or family member's treatment.	4.8	4.5	4.8	4.5	4.8	4.6
Q9	My family and I received a good and complete introduction to services at Support, Inc.	4.5	4.5	4.4	4.4	4.8	4.6
Q10	Overall, I am satisfied with the services my family receives at Support, Inc.	4.8	4.6	4.8	4.2	4.8	4.6
Q11	I feel free to complain.	4.8	4.5	4.4	4.4	4.8	4.6
Q12	My family was given information about our rights.	4.8	4.7	4.6	4.5	4.9	4.7
Q13	It is easy for me to get in touch with my child or family member's worker.	5.0	4.6	4.8	4.4	4.8	4.6
Q14	It is easy for me and my family to access emergency services or after hours services.	4.5	4.2	4.4	4.3	4.7	4.4
Q15	My child or family member's worker respects our privacy.	4.8	4.4	4.6	4.6	4.6	4.5
Q16	Support, Inc. meets mine and my family's needs by not changing staff too often.	5.0	4.5	4.8	4.5	4.8	4.6
Q17	Staff here believe my family member can grow, change, and recover.	4.3	4.6	4.2	4.5	4.8	4.6
Q18	I helped choose my child or family member's treatment goals.	4.5	4.6	4.6	4.4	4.8	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.	4.5	4.2	4.4	4.3	4.6	4.3
Q20	Since starting services, my family member has learned skills that help him/her get along better with family and friends.	4.0	4.4	4.2	4.3	4.6	4.4
Q21	I have found that my family member's behaviors that most troubled me and other close to use have decreased since starting services.	3.5	4.2	4.0	4.0	4.5	4.2
Q22	My family got the help we wanted for my family member.	4.0	4.4	4.4	4.2	4.6	4.4
Q23	Staff explain things to me in a way that I understand.	4.0	4.4	4.4	4.2	4.7	4.4
Q24	Staff helped my family choose the right services based on our needs.	4.5	4.6	4.4	4.5	4.8	4.6
TOTAL RECEIVED:		4	41	5	13	26	83

Trending concerns and suggestions:

Parents of School-Based Therapy consumers would like more frequent updates about their child's progress, Day Treatment consumer parents would like more educational time built into the program, more parking at Chestnut office, more "Encore" type activities for Day Treatment consumers (music, art, etc.), decrease staff changes with therapists, more availability for therapy appointments and later hours, many parents and caretakers are unsatisfied with Medication Management services due to wait times and ineffective communication, and one parent requested more interventions related to bullying and being bullied

Trending praise:

A lot of praise for Ruby's work in Intensive In-Home, supportive staff, effective interventions, reliable, services are helpful for the whole family, School-Based Therapy is more convenient, very professional staff, great advocates, responsive to needs and emergencies

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 satisfaction.

ISSUE	SOLUTION	TARGET DATE
Too frequent changes in outpatient and School-Based Therapy therapists	<ol style="list-style-type: none"> 1) Provide trainings and changing deadline frequencies for SBTs and OPTs to make their workloads more manageable 2) Making efforts to improve employee satisfaction in the School-Based Therapy department 	<ol style="list-style-type: none"> 1) Achieved 3/15/13 2) 5/24/13 and ongoing
Efficiency and reliability of Medication Management services, including wait times being too long	<ol style="list-style-type: none"> 1) Intensive training for staff about scheduling, handling refill requests, and keeping appointments on time 2) Improve the look and comfort of our Chestnut location so consumers will have a more enjoyable experience 	<ol style="list-style-type: none"> 1) Achieved 5/24/13 2) 7/1/13
Frequency of communication between school-based therapists and parents	<ol style="list-style-type: none"> 1) Revise deadline schedules to give therapists more time to spend collaborating with parents 2) Revise employee handbook to include checklists that require biweekly or monthly updates with parents on consumer progress and ensure documentation about the phone call is turned in with therapy notes 	<ol style="list-style-type: none"> 1) Achieved 3/15/13 2) 8/25/13
Day Treatment program curriculum does not include enough academics or “Encore” activities	<ol style="list-style-type: none"> 1) Better educate caretakers on the purpose of Day Treatment services and what type of outcome they should expect 2) Hold DTX parent support groups and educate them on how to implement academics at home 3) Implement a tutoring program for Day Treatment consumers 4) Use staff members with special talents to facilitate “Encore” like activities 5) Collaborate with school system so students can earn academic credits while they are receiving Day Treatment services during summer break 	All solutions shall be reached by the next academic year beginning 8/25/13
Consumer and family’s understanding of mental health emergencies and when or how to access Support, Inc.’s emergency services	<ol style="list-style-type: none"> 1) Require staff to better educate parents and consumers about mental health emergencies at Intake and throughout service delivery 2) Post information about our crisis phone lines more prominently at all locations where consumers frequently receive services 3) Provide new consumers with pocket calendars that include all crisis phone numbers 4) Provide new consumers with magnets that list our crisis numbers for easy access 	<ol style="list-style-type: none"> 1) 8/25/13 2) 6/1/13 3) Achieved 4/1/13 and ongoing 4) 8/25/13
Need for more interventions that improve self-esteem and help consumers understand bullying and how to deal with being bullied	<ol style="list-style-type: none"> 1) Schedule trainings focusing on effective self-esteem building interventions 2) Provide child and adolescent consumers with education regarding bullying and the consequences of bullying 	<ol style="list-style-type: none"> 1) 8/25/13 2) 8/25/13