



It's Okay to Get Help!

Serving Cumberland, Dauphin and Perry Counties

REPORT ON CONSUMER AND FAMILY SATISFACTION TEAMS (CFST) FISCAL YEAR 2010-2011



CONSUMER AND FAMILY SATISFACTION TEAM REPORT

FISCAL YEAR 2010-2011

INTRODUCTION

For more than a decade The Mental Health Association of the Capital Region has provided feedback to Cumberland and Perry Counties' Mental Health Program regarding satisfaction with County funded services from individuals in recovery who have been service recipients. This project/program has continued to grow and evolve through the years, and it is our belief that this report provides the most comprehensive information to date regarding levels of satisfaction with services and ultimately if individuals have been assisted in their recovery journey.

INTERVIEWING PROTOCOL

Consumer/Family Satisfaction Team members, trained and employed by Mental Health Association of the Capital Region, conducted 90 interviews. Team members are individuals in recovery from mental illness and/or substance abuse as well as their family members. Interviewers were able to build a rapport with consumers, with interviews being approximately 15 minutes. These interviews were conducted at the various locations where the consumer received services or by phone contact.

As is evident from the table below, the number of completed surveys has varied over the last 8 years. The steady increase in the number of completed surveys documents the effectiveness and success of the CFST program. This also supports the recommendations to continue CFST staff training and expanding the number of services surveyed to help provide a more accurate portrayal of satisfaction and if services/supports are helping people. It should be noted that Cumberland and Perry Counties Mental Health Program Office has continued to encourage the work of gathering feedback from individuals in recovery regarding their satisfaction with services. There is a strong commitment to using data gathered in monitoring overall quality assurance by the surveyors with the County Office.

COMPARISON OF TOTAL COMPLETED SURVEYS

Fiscal Year 2004-2005	Fiscal Year 2005-2006	Fiscal Year 2006-2007	Fiscal Year 2007-2008	Fiscal Year 2008-2009	Fiscal Year 2009-2010	Fiscal Year 2010-2011	Fiscal Year 2011-2012
73	51	37	48	120	153	66	101

PROGRAMS SURVEYED

Community Residential Rehabilitation (CRR)	Inpatient	Outpatient	Specialized Community Residence (SCR)	Supported Employment	Supported Housing	Supported Living	Psychiatric Rehabilitation	Social Rehabilitation
New Visions, Inc. (Orange St.)	Holy Spirit	Holy Spirit	(Unable to locate these reports during the transition)	NHS Stevens	New Visions, Inc. (Hollar Ave.) (Hanover St.)	NHS	NHS Stevens Center (STAR)	Aurora Social Rehabilitation Services (Mechanicsburg) (Dromgold Center)
NHS Stevens Center (Louther St.)	Roxbury	NHS Stevens Center						
		Diakon						

TOTAL SATISFACTION RESULTS

**Note: Numbers are identified as % of total surveys completed

** Numbers were rounded off to the nearest whole number % resulting in a total of 99% to 101% on any one question

TOTAL FOR ALL SERVICES

N= 66		Strongly Agree		Agree		Uncertain		Disagree		Strongly Disagree	
1	I am an active part of my team.		46%		43%		7%		4%		0%
2	Supports are responsive to my needs.		60%		31%		7%		2%		0%
3	I can communicate with my team about my strengths, problems, and goals.		57%		32%		9%		1%		1%
4	I am receiving services that I need to assist in my personal recovery.		54%		36%		7%		3%		0%
5	This agency is welcoming and respectful.		66%		27%		7%		0%		0%
6	I have a leadership role in developing my goals.		44%		41%		11%		4%		0%
7	I believe I receive the services that I needed promptly.		50%		41%		7%		2%		0%
8	Please share what has helped you in your recovery.	Please See Comments Section									
		YES		NO							
9	In the last 12 months did you have trouble getting the help you needed?		15%				85%				
10	Were you given the chance to make decisions?		97%				3%				
11	What effect has the treatment you received had on the quality of your life?	Please See Comments Section									

1 person abstained from answering question number 2

1 person abstained from answering question number 3

1 person abstained from answering question number 9

2010-2011

SATISFACTION BY SERVICE

** Numbers were rounded off to the nearest whole number % resulting in a total of 99% to 101% on any one question

Community Residential Rehabilitation (CRR)

N= 14		Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
1	I am an active part of my team.	29%	50%	0%	21%	0%
2	Supports are responsive to my needs.	57%	21%	21%	0%	0%
3	I can communicate with my team about my strengths, problems, and goals.	43%	29%	14%	7%	7%
4	I am receiving services that I need to assist in my personal recovery.	36%	36%	14%	14%	0%
5	This agency is welcoming and respectful.	36%	36%	29%	0%	0%
6	I have a leadership role in developing my goals.	57%	36%	7%	0%	0%
7	I believe I receive the services that I needed promptly.	43%	57%	0%	0%	0%
8	Please share what has helped you in your recovery.	Please See Comments Section				
		YES		NO		
9	In the last 12 months did you have trouble getting the help you needed?	43%		50%		
10	Were you given the chance to make decisions?	71%		29%		
11	What effect has the treatment you received had on the quality of your life?	Please See Comments Section				

1 person abstained from answering question 9

2010-2011

COMMENTS REGARDING COMMUNITY RESIDENTIAL REHABILITATION (CRR)

Question # 1. I am an active part of my team:

- I get treated pretty good here.
- Unable to take care of self without assistance.
- They control who you hang out with and where you go.

- She goes on outings and meets with people when she needs to and puts in suggestions
- Relates well to staff.
- I do my part but some people don't do theirs.

Question # 2. Supports are responsive to my needs:

- Staff treats me nice here.
- Not responsive everyone in general could be a little bit better.
- Family members are my supports.
- Staff and case management there when he needs them.
- They're there when I need them. Transportation available.

Question # 3. I can communicate with my team about my strengths, problems, and goals:

- I get to make dinner here for everyone.
- Intimidated by certain staff. Can communicate with other staff.
- Certain things unable to discuss.
- There when I need them.
- He has bimonthly reviews where he sets goals.
- I don't get the support I need.

Question # 4. I am receiving services that I need to assist in my personal recovery

- I might get to move over to Louthier Street apartments.
- Still waiting for therapist at Holy Spirit.
- Anytime being told something is wrong it's with an attitude. Especially from certain staff.
- I'm learning how to live on my own.
- I have to do a lot of things myself, I don't get a lot of support.
- They make sure that he takes meds properly and that he's taken to the pharmacy.
- They're providing everything that she needs but she needs the finances.

Question # 5. This agency is welcoming and respectful:

- I get along with everyone in here.
- Except for certain staff.

- One staff member is very tactful about things. Another staff member is disrespectful and not welcoming. Has a real attitude.
- Certain staff has no respect.
- Made him feel at home and thanked staff for being so welcoming

Question # 6. I have a leadership role in developing my goals:

- I keep myself out of the hospital.
- He decides his goals. They give him mentoring help.
- They ask her what she wants. Give suggestions and ask her approval.

Question # 7. I believe I received the services that I needed promptly:

- I come to the staff once in awhile and tell them how I feel.
- Intervention is quick

Question # 8. Please share what has helped you in your recovery:

**** Most helpful as identified by consumer:**

- I get treated good here, I take my meds on time, I get my meals on time.
- Communicating with people.

- Certain staff, 3 in particular
- Independent living skills, teaching self
- Keeps me sober. Being helped by staff when not mentally well.
- Structure. Day to day routine.
- Staff lends an ear to listen.
- Working on getting out on my own.
- Learning how to live on my own again which I am not used to.
- Making new friends, staying on my meds.
- Medication compliance. Whole arrangement has helped as he didn't take meds regularly.
- The distributions and steps of medication management are good.

**** Least helpful as identified by consumer:**

- Some residents don't do their chores and I have to do them. When it's my turn to do the laundry, someone always has their laundry in the washer.
- Communication
- My own mouth
- Money management
- Staff and clients arguing
- Staff being fired. Gossip among staff and clients.
- Not caring for myself. Some of the staff.
- Doesn't need to have chore list in own apartment but clean only when needed.
- Problems with my apartment mate.
- People being pests

Question # 9. In the last twelve months did you have trouble getting the help that you needed?

- When I listen to the radio, they turn the TV on loud and I have trouble telling staff.
- Finding a family doctor.
- Recognition of doing well.
- Was depressed and cut myself with broken glass and burnt self with cigarette. Month or two ago went to the hospital. (They would not let her go to hospital. They said if went to hospital she'd go back to jail.)
- Being in hospital when didn't need to be.
- Help wasn't readily available
- Had no insurance for meds, psychologist or psychiatrist. Went in and out of depression.
- Wasn't there for 12 months.

Question # 10. Were you given the chance to make decisions?

- I set goals for myself.
- They make them.
- Lead to making decisions.
- Not allowed to go where they want.
- Wanted to go to the hospital.
- Shouldn't have to be out of the house from 9-3.
- He makes most of decisions himself in bimonthly review.

Question # 11. What effect has the treatment you received had on the quality of your life?

- I have a clean room, my bed gets made and I'm able to get myself up in the morning.
- Not sure.
- Has gotten worse. Having to pay rent, certain staff not caring about issues and other residents arguing.
- Is making life worse. Living here with all of the gossip.
- There are good and bad times.
- Helped to be independent but supervised.
- I am getting on the right track.
- Nice place and clean. Well run and comfortable.
- It is better than the state hospital or jail.
- I'm living better and healthier.
- Caused me to backslide.
- Made me better in house cleaning skills and cooking
- Has a normal, manageable life again. Life is worth living again.
- Improved it greatly.

SATISFACTION BY SERVICE (CONTINUED)

** Numbers were rounded off to the nearest whole number % resulting in a total of 99% to 101% on any one question

INPATIENT

N= 2		Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
1	I am an active part of my team.	0%	100%	0%	0%	0%
2	Supports are responsive to my needs.	0%	100%	0%	0%	0%
3	I can communicate with my team about my strengths, problems, and goals.	50%	0%	50%	0%	0%
4	I am receiving services that I need to assist in my personal recovery.	50%	50%	0%	0%	0%
5	This agency is welcoming and respectful.	50%	50%	0%	0%	0%
6	I have a leadership role in developing my goals.	0%	100%	0%	0%	0%
7	I believe I receive the services that I needed promptly.	100%	0%	0%	0%	0%
8	Please share what has helped you in your recovery.	Please See Comments Section				
		YES		NO		
9	In the last 12 months did you have trouble getting the help you needed?	0%		100%		
10	Were you given the chance to make decisions?	100%		0%		
11	What effect has the treatment you received had on the quality of your life?	Please See Comments Section				

2010-2011

COMMENTS REGARDING INPATIENT

Question # 1. I am an active part of my team:

- When I was inpatient usually I felt I was an active part of my team.
- Most of the time.

Question # 2. Supports are responsive to my needs:

- For the most part they were.
- Usually.

Question # 3. I can communicate with my team about my strengths, problems, and goals:

- They did listen to me about my problems especially in groups and we did work on goals. Plus I was asked what I thought my strengths were and the therapists and doctors helped me see strengths that I have.
- Sometimes I disagree about my meds because of side effects.

Question # 4. I am receiving services that I need to assist in my personal recovery:

- Overall I feel I did.
- Overall I am.

Question #5. This agency is welcoming and respectful:

- Most of the staff was very respectful and took time to help me with what I needed help with.

Question # 6. I have a leadership role in developing my goals:

- At first I wasn't able to have a leadership role developing my goals because of the condition that I was in. After awhile I helped deciding goals when I started feeling better.
- I guess I do.

Question # 7. I believe I received the services that I needed promptly:

- I was hospitalized right when I needed to be.

Question # 8. Please share what has helped you in your recovery:

**** Most helpful as identified by consumer:**

- The therapy groups and also getting on new medicine.
- Group Therapy

**** Least helpful as identified by consumer**

- Side effects of medicine.

Question # 9. In the last twelve months did you have trouble getting the help that you needed?

Question # 10. Were you given the chance to make decisions?

- I was encouraged to make decisions for myself even when I didn't want to.

Question # 11. What effect has the treatment you received had on the quality of your life?

- It has given me new insight into what I can accomplish by getting my self esteem back. Also my new medicines are working for me.
- I'm learning coping skills and how to socialize better.

SATISFACTION BY SERVICE (CONTINUED)

** Numbers were rounded off to the nearest whole number % resulting in a total of 99% to 101% on any one question

OUTPATIENT

N=	14	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
1	I am an active part of my team.	50%	50	0	0%	0%
2	Supports are responsive to my needs.	57%	36	7	0%	0%
3	I can communicate with my team about my strengths, problems, and goals.	79%	14%	7%	0%	0%
4	I am receiving services that I need to assist in my personal recovery.	64%	21%	7%	7%	0%
5	This agency is welcoming and respectful.	64%	36%	0%	0%	0%
6	I have a leadership role in developing my goals.	50%	29%	7%	14%	0%
7	I believe I receive the services that I needed promptly.	50%	36%	7%	7%	0%
8	Please share what has helped you in your recovery.	Please See Comments Section				
		YES		NO		
9	In the last 12 months did you have trouble getting the help you needed?	36%		64%		
10	Were you given the chance to make decisions?	93%		7%		
11	What effect has the treatment you received had on the quality of your life?	Please See Comments Section				

1 person abstained from answering question # 2

1 person abstained from answering question number 3

2010-2011

COMMENTS REGARDING OUTPATIENT

Question # 1. I am an active part of my team:

- Most of the time.
- Most of the time.
- Probably.
- I usually feel that I am.
- I am a very active part of my team, whatever Rose wants me to try to do, I do it.

Question # 2. Supports are responsive to my needs:

- My therapist and doctor seem to care about my needs.
- My therapist is supportive and helps me deal with my problems.
- Usually.
- My therapist listens to me and whatever I need to talk about.
- Usually.
- Psychiatrist seems ineffective and unconcerned about suicide attempt.
- They help me.
- Unless I need a medicine changed or to see the doctor early.
- My therapist helps me work out my problems and my doctor takes care of my medicine.

Question # 3. I can communicate with my team about my strengths, problems, and goals:

- My therapist is easy to talk to and I do like my doctor.
- Sometimes.
- I feel like I can talk to my therapist and doctor about whatever I need to.
- We set goals together.
- My therapist is very understanding and helps me work out my problems. I can talk about anything.
- My therapist and I work on my goals like me working on my self confidence and not dwelling on problems.

Question # 4. I am receiving services that I need to assist in my personal recovery:

- I feel I am doing better now than I was before I started therapy.
- I am feeling better.
- I'm not sure what I need for my recovery.
- Yes, because I am feeling less depressed.
- It usually seems like it.
- After Partial, they didn't really help with getting services set up.
- I am helped with my problems.
- I need the services I am getting to recover from my depression and other issues.

Question # 5. This agency is welcoming and respectful:

- They are very friendly.
- Everyone is respectful and friendly.
- Very personable. Very welcoming.

Question # 6. I have a leadership role in developing my goals:

- I usually decide what I talk about with my therapist. Also, my doctor tells me about my meds.
- I think so.
- Yes.
- I help decide my goals.
- I don't think so.
- Not really.
- Maybe.
- I help decide what goals I need to work on to get to feeling better.

Question # 7. I believe I received the services that I needed promptly:

- Not when I need to see the doctor sooner because one of my meds isn't working.
- I got into treatment right away.
- Oh yes, very much so.
- At one point I could not get a car to get prescriptions filled and my county scripts ran out and when I went to get new scripts, no one could out the scripts.

Question #8. Please share what has helped you in your recovery:

**** Most helpful as identified by consumer:**

- With my doctor: my meds are helping
With my therapist: Talking and working out problems.
- Talking about my problems with my therapist.
- Therapy plus meds. My therapist listening to me.
- Talking to my therapist and my medicine helps me.
- Therapy.
- Steady med management.
- Talking to my therapist.
- Working on my problems.
- The help.
- Group Therapy.
- Going to Rose and the doctor; Rapport with Rose.
- Working on my goals with my therapist and seeing the doctor plus the meds help with my depression.
- Being able to talk about my symptoms with the doctor.

**** Least helpful as identified by consumer:**

- Side effects of medicine.
- My meds don't seem to be working and I'm not sure I'm recovering.
- The distance from house to provider was too great and that was the closest provider. So appointments were few and far between.
- Medication side effects.

- Not sure that the therapist is guiding my recovery in a direct way- the therapist needs to take more of a lead.

Question # 9. In the last twelve months did you have trouble getting the help that you needed?

- Just when I need my medicine adjusted if they're not working or if I have side effects.
- Only because of distance.
- My doctor doesn't seem to listen to me about how bad my side effects from my meds are.
- Kind of. My medicine wasn't changed soon enough when I had side effects.
- Once when I was out of medicine.
- I continually get the help I need.
- Not at all.
- I always get the help I need.

Question # 10. Were you given the chance to make decisions?

- Yes I decide what issues I need to work on with my therapist.
- I decide what I need to talk about.
- Yes, I decide what goals to work on.
- I guess sometimes.
- I help decide what goals to work on.

Question # 11. What effect has the treatment you received had on the quality of your life?

- Overall my treatment has helped me in my life when on the right medicine then I start feeling better.
- It's been a slight improvement.
- Not much.
- The therapy has helped me a little to make better decisions in life.
- I am feeling better about myself since I started therapy and am taking medicine regularly.
- I'm not as depressed.
- I feel better about myself.
- My quality of life is better because I have better coping skills and my meds are working.
- It helped me deal better with things and I didn't realize that there were so many people out there like me.
- Made it better.
- I am more confident.
- Oh, it's made me feel so much better, my feelings and personality are so much better.
- I am starting to feel better about my life and more confident.
- Medicine has helped to stabilize my bipolar disorder. Therapy has allowed me to vent and express what's on my mind.

SATISFACTION BY SERVICE (CONTINUED)

** Numbers were rounded off to the nearest whole number % resulting in a total of 99% to 101% on any one question

SPECIALIZED COMMUNITY RESIDENTIAL (SCR)

N=	0	Strongly Agree		Agree		Uncertain		Disagree		Strongly Disagree	
1	I am an active part of my team.		0%		0%		0%		0%		0%
2	Supports are responsive to my needs.		0%		0%		0%		0%		0%
3	I can communicate with my team about my strengths, problems, and goals.		0%		0%		0%		0%		0%
4	I am receiving services that I need to assist in my personal recovery.		0%		0%		0%		0%		0%
5	This agency is welcoming and respectful.		0%		0%		0%		0%		0%
6	I have a leadership role in developing my goals.		0%		0%		0%		0%		0%
7	I believe I receive the services that I needed promptly.		0%		0%		0%		0%		0%
8	Please share what has helped you in your recovery.	Please See Comments Section									
		YES				NO					
9	In the last 12 months did you have trouble getting the help you needed?		0%				0%				
10	Were you given the chance to make decisions?		0%				0%				
11	What effect has the treatment you received had on the quality of your life?	Please See Comments Section									

2010-2011

COMMENTS REGARDING SPECIALIZED COMMUNITY RESIDENTIAL (SCR)

Question # 1. I am an active part of my team:

Question # 2. Supports are responsive to my needs:

Question # 3. I can communicate with my team about my strengths, problems, and goals:

Question # 4. I am receiving services that I need to assist in my personal recovery:

Question # 6. I have a leadership role in developing my goals:

Question # 7. I believe I received the services that I needed promptly:

Question # 8. Please share what has helped you in your recovery:

****Most helpful as identified by consumer:**

Question # 10. Were you given the chance to make decisions?

Question # 11. What effect has the treatment you received had on the quality of your life?

•

SATISFACTION BY SERVICE (CONTINUED)

** Numbers were rounded off to the nearest whole number % resulting in a total of 99% to 101% on any one question

SUPPORTED EMPLOYMENT

N= 2		Strongly Agree		Agree		Uncertain		Disagree		Strongly Disagree	
1	I am an active part of my team.		100%		0%		0%		0%		0%
2	Supports are responsive to my needs.		100%		0%		0%		0%		0%
3	I can communicate with my team about my strengths, problems, and goals.		100%		0%		0%		0%		0%
4	I am receiving services that I need to assist in my personal recovery.		50%		50%		0%		0%		0%
5	This agency is welcoming and respectful.		50%		50%		0%		0%		0%
6	I have a leadership role in developing my goals.		100%		0%		0%		0%		0%
7	I believe I receive the services that I needed promptly.		0%		50%		50%		0%		0%
8	Please share what has helped you in your recovery.	Please See Comments Section									
		YES		NO							
9	In the last 12 months did you have trouble getting the help you needed?		50%		50%						
10	Were you given the chance to make decisions?		100%		0%						
11	What effect has the treatment you received had on the quality of your life?	Please See Comments Section									

2010-2011

COMMENTS REGARDING SUPPORTED EMPLOYMENT

Question # 1. I am an active part of my team:

- With my worker.
- Yes, but I just started.

Question # 2. Supports are responsive to my needs:

Question # 3. I can communicate with my team about my strengths, problems, and goals:

- Just employment specialist- Brandi Keefe
- I can tell her what jobs I want to apply for.

Question # 4. I am receiving services that I need to assist in my personal recovery:

- Because getting a job will help me financially and boost my self esteem.

Question # 5. This agency is welcoming and respectful:

Question # 6. I have a leadership role in developing my goals:

- Definitely.
- I decide what jobs I feel I can do.

Question # 7. I believe I received the services that I needed promptly:

- Took awhile to get started.

Question # 8. Please share what has helped you in your recovery:

**** Most helpful as identified by consumer:**

- Having help looking for a job.
- How helpful Brandi is, plus all of the information I'm getting to help me find a job.

**** Least helpful as identified by consumer:**

Question # 9. In the last twelve months did you have trouble getting the help that you needed?

- Sort of at first.

Question # 10. Were you given the chance to make decisions?

- I'm deciding what and where I want to work.

Question # 11. What effect has the treatment you received had on the quality of your life?

- So far it has been positive.
- Positive effect.

SATISFACTION BY SERVICE (CONTINUED)

** Numbers were rounded off to the nearest whole number % resulting in a total of 99% to 101% on any one question

SUPPORTED HOUSING

N= 8		Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
1	I am an active part of my team.	63%	38%	0%	0%	0%
2	Supports are responsive to my needs.	75%	25%	0%	0%	0%
3	I can communicate with my team about my strengths, problems, and goals.	38%	50%	13%	0%	0%
4	I am receiving services that I need to assist in my personal recovery.	75%	25%	0%	0%	0%
5	This agency is welcoming and respectful.	88%	13%	0%	0%	0%
6	I have a leadership role in developing my goals.	25%	63%	13%	0%	0%
7	I believe I receive the services that I needed promptly.	50%	50%	0%	0%	0%
8	Please share what has helped you in your recovery.	Please See Comments Section				
		YES		NO		
9	In the last 12 months did you have trouble getting the help you needed?	13%		88%		
10	Were you given the chance to make decisions?	100%		0%		
11	What effect has the treatment you received had on the quality of your life?	Please See Comments Section				

2010-2011

COMMENTS REGARDING SUPPORTED HOUSING

Question # 1. I am an active part of my team:

- They're great.
- I wish I had more time with staff, but I understand that they want me to be more independent.
- I've been working with them for a long time.

Question # 2. Supports are responsive to my needs:

- Everything is good here.

Question # 3. I can communicate with my team about my strengths, problems, and goals:

- Sometimes I have trouble communicating with other people at times. Sometimes I feel that staff doesn't understand me.

Question # 4. I am receiving services that I need to assist in my personal recovery:

- Excellent care.

Question # 5. This agency is welcoming and respectful:

- Very kind.

Question # 6. I have a leadership role in developing my goals:

- Because I didn't make up my goals, my case worker did.

Question # 7. I believe I received the services that I needed promptly:

- Excellent.

Question # 8. Please share what has helped you in your recovery:

**** Most helpful as identified by consumer:**

- People are open and willing to talk.
- Well minded people.
- The support, the independence.
- Everything is all good.
- Being social and helpful.
- My caseworker.
- Medicine.
- Believing in God. Staff support.

**** Least helpful as identified by consumer:**

- Being in the hospital.
- No resting, not taking meds, not going to appointments or programs.

Question # 9. In the last twelve months did you have trouble getting the help that you needed?

Question # 10. Were you given the chance to make decisions?

- Able to make choices.

Question # 11. What effect has the treatment you received had on the quality of your life?

- Made me a smarter person.
- I'm happier.
- They've helped me better my life.
- Maintaining goals.
- Very helpful.
- Made me a better person.
- It's made it better.
- I like the apartments here, just have trouble transitioning, but they are helping me work through it.

SATISFACTION BY SERVICE (CONTINUED)

** Numbers were rounded off to the nearest whole number % resulting in a total of 99% to 101% on any one question

SUPPORTIVE LIVING

N=	3	Strongly Agree		Agree		Uncertain		Disagree		Strongly Disagree	
1	I am an active part of my team.		67%		0%		33%		0%		0%
2	Supports are responsive to my needs.		100%		0%		0%		0%		0%
3	I can communicate with my team about my strengths, problems, and goals.		67%		0%		33%		0%		0%
4	I am receiving services that I need to assist in my personal recovery.		67%		0%		33%		0%		0%
5	This agency is welcoming and respectful.		67%		33%		0%		0%		0%
6	I have a leadership role in developing my goals.		67%		0%		33%		0%		0%
7	I believe I receive the services that I needed promptly.		100%		0%		0%		0%		0%
8	Please share what has helped you in your recovery.	Please See Comments Section									
		YES			NO						
9	In the last 12 months did you have trouble getting the help you needed?		0%				100%				
10	Were you given the chance to make decisions?		100%				0%				
11	What effect has the treatment you received had on the quality of your life?	Please See Comments Section									

2010-2011

COMMENTS REGARDING SUPPORTIVE LIVING

Question # 1. I am an active part of my team:

Question # 2. Supports are responsive to my needs:

- Yes, she takes me to appointments and places I need to go to. Also she reminds me about my appointments.
- She helps me do things I need to do every week.

Question # 3. I can communicate with my team about my strengths, problems, and goals:

- Yes, if I tell her I need to go somewhere like a doctor's appointment she finds a way to get me there.

Question # 4. I am receiving services that I need to assist in my personal recovery:

- Having her helps me get what I need to get done.

Question # 5. This agency is welcoming and respectful:

Question # 6. I have a leadership role in developing my goals:

- I say what I need to do.
- I decide what stores I get to go to: To do my grocery shopping and other types of shopping like clothes shopping.

Question # 7. I believe I received the services that I needed promptly:

- It was right away.

Question # 8. Please share what has helped you in your recovery:

**** Most helpful as identified by consumer:**

- With this service, being able to get to the places I need to get to every week.
- Help getting to appointments, the store and other places.
- Transportation.
- **** Least helpful as identified by consumer:**

Question # 9. In the last twelve months did you have trouble getting the help that you needed?

Question # 10. Were you given the chance to make decisions?

Question # 11. What effect has the treatment you received had on the quality of your life?

- It has made my life easier.
- It is better because I don't have to worry about how I'm going to get to my appointments and to the store.
- Tremendously helped with transportation.

SATISFACTION BY SERVICE (CONTINUED)

** Numbers were rounded off to the nearest whole number % resulting in a total of 99% to 101% on any one question

PSYCHIATRIC REHABILITATION

N=	8	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
1	I am an active part of my team.	38%	50%	13%	0%	0%
2	Supports are responsive to my needs.	50%	25%	0%	25%	0%
3	I can communicate with my team about my strengths, problems, and goals.	50%	38%	13%	0%	0%
4	I am receiving services that I need to assist in my personal recovery.	75%	25%	0%	0%	0%
5	This agency is welcoming and respectful.	38%	38%	25%	0%	0%
6	I have a leadership role in developing my goals.	25%	50%	25%	0%	0%
7	I believe I receive the services that I needed promptly.	63%	25%	13%	0%	0%
8	Please share what has helped you in your recovery.	Please See Comments Section				
		YES		NO		
9	In the last 12 months did you have trouble getting the help you needed?	0%		100%		
10	Were you given the chance to make decisions?	88%		13%		
11	What effect has the treatment you received had on the quality of your life?	Please See Comments Section				
2010-2011						

COMMENTS REGARDING PSYCHIATRIC REHABILITATION

Question # 1. I am an active part of my team:

- I think they should help a little more. (Computer classes or drawing possibly)
- I feel like they make decisions for me and I don't always have a say here at STAR

Question # 2. Supports are responsive to my needs:

- An incident that happened... they don't take what I say seriously and sometimes talk behind my back.
- They don't have time and aren't really helpful with my needs.
- All the time.

Question # 3. I can communicate with my team about my strengths, problems, and goals:

- Sometimes staff says they're busy.

Question # 4. I am receiving services that I need to assist in my personal recovery:

- Helps me with my goals.

Question # 5. This agency is welcoming and respectful:

- Always.
- It is sometimes and sometimes it isn't.

Question # 6. I have a leadership role in developing my goals:

Question # 7. I believe I received the services that I needed promptly:

- My services started right away.

Question # 8. Please share what has helped you in your recovery:

** **Most** helpful as indicated by consumer:

- Time I spent in IMR. Going to Breaking the Ice and Being Nice and learning to be assertive.
- I like that they give me attention when working on my problems. I feel like I get 1:1 attention.
- Helped me to be stronger than I was and they taught me stuff.
- Working.
- The number of people and who they are that they bring in.
- Doing dishes- Working at STAR and the classes.
- The job.
- Learning better coping skills.

** **Least** helpful as indicated by consumer:

- Not being able to learn the computer.
- Not being taken seriously and being treated like my feelings don't matter. Sometimes psych rehab workers are really late for appointments.

Question # 9. In the last twelve months did you have trouble getting the help that you needed?

- They try to help me.

Question # 10. Were you given the chance to make decisions?

- With help and you worked together with others.
- I wanted to have a meeting with an individual at STAR and they denied it. I was falsely accused of something that I didn't do.

Question # 11. What effect has the treatment you received had on the quality of your life?

- Some of it made me not want to come to STAR because of the false accusations. I feel misjudged.
- I complete tasks 100% better. Think clearly. Know how to cope. Really good outlook on life.
- It's good coming to STAR. They could have reading classes though.
- Helped me learn to communicate and make friends and handle certain situations.
- Improved insecurities about myself, and I don't have fear now about making changes.
- STAR has helped me.
- Made it better, more structured.
- It has helped improve the quality of my life.

SATISFACTION BY SERVICE (CONTINUED)

** Numbers were rounded off to the nearest whole number % resulting in a total of 99% to 101% on any one question

SOCIAL REHABILITATION

N=	15	Strongly Agree		Agree		Uncertain		Disagree		Strongly Disagree	
1	I am an active part of my team.		47%		47%		7%		0%		2%
2	Supports are responsive to my needs.		73%		27%		0%		3%		0%
3	I can communicate with my team about my strengths, problems, and goals.		60%		40%		8%		0%		0%
4	I am receiving services that I need to assist in my personal recovery.		53%		47%		0%		0%		0%
5	This agency is welcoming and respectful.		80%		20%		0%		0%		0%
6	I have a leadership role in developing my goals.		40%		53%		7%		0%		0%
7	I believe I receive the services that I needed promptly.		47%		33%		13%		7%		0%
8	Please share what has helped you in your recovery.	Please See Comments Section									
		YES				NO					
9	In the last 12 months did you have trouble getting the help you needed?		13%				80%				
10	Were you given the chance to make decisions?		93%				7%				
11	What effect has the treatment you received had on the quality of your life?	Please See Comments Section									

1 person abstained from answering question number 9
2010-2011

COMMENTS REGARDING SOCIAL REHABILITATION QUESTION # 1. I AM AN ACTIVE PART OF MY TEAM:

- I wish that resources could be coordinated especially with help for adult children.
- I talk to Kathy and Teresa quite a bit, I let them know my activities and that I'm doing OK.
- I do a lot there.
- I am very active at Aurora.
- Coming to Aurora has helped me be active.
- I love all the people here.
- They've been working with me and I feel very good about that.

Question # 2. Supports are responsive to my needs:

- There's always someone there I can talk to about my problems.
- I can talk to anybody about my needs.
- They are very helpful.
- They create an easy-going, laid back atmosphere so it is more relaxing and easy to get through the day.
- Everything is being met.
- If you have a problem, everyone here helps.

Question # 3. I can communicate with my team about my strengths, problems, and goals:

- I wish there were additional staff, someone to talk about problems and special needs children.
- I get around and talk to most of the people.
- Yes, we have a group that we discuss these things in.
- If I can't talk to Sam, I can talk with a consumer so I feel better.

Question # 4. I am receiving services that I need to assist in my personal recovery:

- I have been feeling less depressed since I've been going there.
- I like going to Aurora Club.
- It's good to get out of the house.
- I finally got on the right meds after a year. It was very frustrating.
- They are kind of helping me to get over my specific problem.

Question # 5. This agency is welcoming and respectful:

- They work with you and help you with different things like journaling and toolbox awareness (WRAP). I learned so much.
- They make you feel very welcome and they're very nice to you here.
- Definitely.
- They make me feel welcome.
- They are always welcoming and seem to respect me.
- I feel homey here because I am with other people with mental illness, they can understand me if I am not feeling good.

Question # 6. I have a leadership role in developing my goals:

- I think I do because in a group I'm in there, I decide what my goals are.
- I decide my goals.
- One goal was to learn new card games and learning assertiveness.
- They gave me duties at the Aurora Café.
- They are just there for me when I need them.
- Since I am working I am doing more with consumers.

Question # 7. I believe I received the services that I needed promptly:

- Agree.
- I don't really make suggestions or request services here.
- Correct.
- Took awhile to start.
- It took awhile to get approval to start going to Aurora Club.
- Just now got my meds right after 14 months.

Question # 8. Please share what has helped you in your recovery:

**** Most helpful as indicated by consumer:**

- Socializing plus the group I attend every week.
- Different classes.
- Socializing also staying busy there.
- Socializing.
- Getting out of the house and social interaction.
- Beautiful center, more spacious, easy-going atmosphere. The center is larger than the previous center.
- Going on trips and socializing. Getting out and going places.
- Working here and helping people.
- Being able to come here with my daughter.
- Being here and the support I get here.
- The counselors are supportive.
- When Teresa would do embroidery with me and teaching my crafts to other people.
- I have friends to talk to.
- I like playing ping pong.
- Staff.
- Being with people here, we understand each other.
- When I first came here they were all helpful and nice and helped me to get accustomed to the area and feel welcome.

****Least helpful as indicated by consumer:**

- When there's nothing to do.
- Not being aware of services and where to go for help.
- Being questioned about my personal life.
- Another consumer was the last straw with irritating comments.
- Talk groups and boring days when they don't have anything to do.
- I wish I could get my days cut back to two days a week.
- Medicine, side effects, sleeping.

Question # 9. In the last twelve months did you have trouble getting the help that you needed?

- Once I started attending Aurora I got the help I needed.
- I get help with whatever I need help with.
- Trouble verbalizing my wants and needs.
- I made suggestions about activities but they haven't listened. They need more group activities. I haven't requested help from anyone here.
- No, but had trouble getting help with son.
- They gave it to me.
- I was having trouble getting on the right meds.

Question # 10. Were you given the chance to make decisions?

- We're not forced to do anything we don't want to do.
- No, but that's more Keystone- Aurora is OK.
- All the time.
- I decide what groups I'm in and my own goals.
- I decide what goals to work on.
- I ask Sam.
- They were helping me a lot with my specific problem.

Question # 11. What effect has the treatment you received had on the quality of your life?

- I am socializing more, made new friends and I look forward to going to the Aurora Club.
- It's been a good thing.
- My life is better now.
- Getting to know new friends and staying busy helps.
- It's been good.
- They want you to enjoy it and find it kind of fun and that's the way I feel.
- I'm not sitting at home all day. I get out and do stuff.
- Teresa and Debbie helped when I had surgery. (Ship Dock and Kim Wilson also helped.)
- It enhances it and getting to see daughter here is a godsend.
- It's helped.
- Greatly. I get out of the house and not having cabin fever.
- It has a good effect. The support is wonderful. They work with your goals. They're very good at helping you find services and supports.
- It's been helpful because I have friends here and I have friends in Carlisle and I have family too.
- It's been helpful.
- I'm a much happier person.
- A lot because I like being a member here, what we do together.

CONCLUSIONS/RECOMMENDATIONS

The overall satisfaction with county services remained constant. It is encouraging to know the services received are beneficial to recovery. However, satisfaction in specific areas decreased slightly from prior years. This will be important information for individual providers as they evaluate the effectiveness of the services they deliver and identify areas for improvement. It is the commitment of the CFST to persistently increase the level of understanding with our local stakeholders regarding the importance and use of the survey information. This will lead to a more educated stakeholder and more active participation in data gathering.

Last year we did meet our goal for providers to receive individual feedback. We recognize that the dialogue with providers on internal changes that would lead to a greater integration of the recovery philosophy is essential. Therefore it is our goal to consistently initiate this dialogue every year. It is also recommended that additional opportunities for provider trainings based on the results of the CFST surveys be held in 2011-2012.

Providers will continue to receive individual feedback although individual feedback was not included in the body of this report.