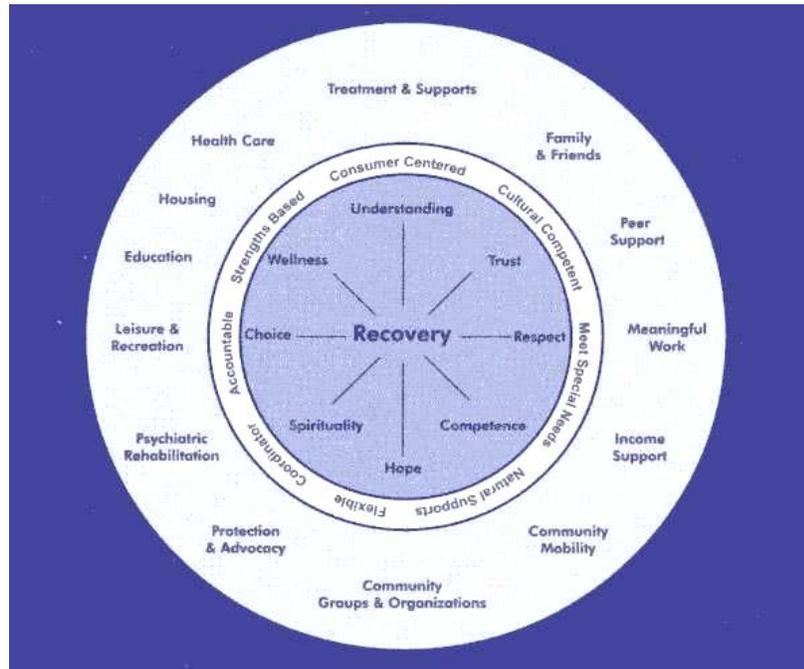




Serving Cumberland, Dauphin and Perry Counties

REPORT ON CONSUMER AND FAMILY SATISFACTION TEAMS (CFST) FISCAL YEAR 2012-2013



CONSUMER AND FAMILY SATISFACTION TEAM REPORT

FISCAL YEAR 2012-2013

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 the Mental Health Association of the Capital Region, conducted 91 surveys. Team members are individuals in recovery from mental illness and/or substance abuse as well as their family members. Surveyors were able to build rapport with consumers, with the surveys being approximately 15 minutes. These surveys were conducted at various locations where the consumer received services or by phone contact.

As is evident by the table below, the number of surveys has varied over the last 9 years. Recommendations have been made and added into the training and process of obtaining surveys as noted in the Conclusion/ Recommendations. The steady increase in the number of surveys documents the effectiveness and the success of the CFST program. This also supports the recommendations to continue CFST training and to expand the number of services surveyed to help provide more accurate portrayal of satisfaction and if services/supports are helping people. It should be noted that Cumberland/ Perry Counties Mental Health Program Office has continued to encourage the work gathering feedback from individuals in recovery regarding these 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	Fiscal Year 2012-2013
73	51	37	48	120	153	99	101	91

PROGRAMS SURVEYED

Community Residential Rehabilitation (CRR)	Outpatient	Specialized Community Residence (SCR)	Supported Employment	Supported Housing	Psychiatric Rehabilitation	Social Rehabilitation
New Visions, Inc. (Orange St.)	NHS Stevens Center	Keystone (Hodgestown Road) (Gardner's)	NHS Stevens Center (STAR)	New Visions, Inc. (Hollar Ave.) (Hanover St.)	NHS Stevens Center (STAR)	Aurora Social Rehabilitation Services (Mechanicsburg) (Dromgold Center)
NHS Stevens Center (Louther St.) (Pomfret St.)		Newville			Aurora Psychiatric Rehabilitation Services (Mechanicsburg) (Dromgold Center)	NHS Stevens Center (STAR)
					New Visions, Inc. (Shippensburg Empowerment Dock)	New Visions, Inc. (Shippensburg Empowerment Dock)

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= 91		Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
1	I am an active part of my team.	48%	43%	7%	1%	1%
2	Supports are responsive to my needs.	48%	48%	2%	0%	1%
3	I can communicate with my team about my strengths, problems, and goals.	49%	38%	7%	3%	2%
4	I am receiving services that I need to assist in my personal recovery.	53%	34%	9%	3%	1%
5	This agency is welcoming and respectful.	69%	26%	3%	3%	0%
6	I have a leadership role in developing my goals.	41%	41%	9%	7%	3%
7	I believe I receive the services that I needed promptly.	53%	41%	2%	3%	1%
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?		14%		84%	
10	Were you given the chance to make decisions?		96%		4%	
11	What effect has the treatment you received had on the quality of your life?	Please See Comments Section				

2 person abstained from answering question number 9

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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=	12	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
1	I am an active part of my team.	17%	50%	17%	8%	8%
2	Supports are responsive to my needs.	8%	75%	8%	0%	8%
3	I can communicate with my team about my strengths, problems, and goals.	25%	42%	8%	17%	8%
4	I am receiving services that I need to assist in my personal recovery.	25%	50%	8%	8%	8%
5	This agency is welcoming and respectful.	25%	58%	8%	8%	0%
6	I have a leadership role in developing my goals.	8%	58%	17%	17%	0%
7	I believe I receive the services that I needed promptly.	25%	50%	0%	17%	8%
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?	25%		75%		
10	Were you given the chance to make decisions?	83%		17%		
11	What effect has the treatment you received had on the quality of your life?	Please See Comments Section				

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COMMENTS REGARDING COMMUNITY RESIDENTIAL REHABILITATION (CRR)

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

- I am very active in my treatment, I have a strong say in what I want to achieve with my goals and what I don't want to work on.
- Lack of communication, communication that does happen is belittling. Staff are good, just one superior who is an issue.
- I want to be a part of anything having to do with me.
- Decisions are made here by a committee that makes decisions. Medication is the biggest area of concern. IE- I'm leaving the program Tuesday and I'm going from complete support to no support for meds.
- I'm able to set my own goals though some things I'm told to do. I'm told the layout of my treatment and that is what it is.
- I'm new to the residence

Question # 2. Supports are responsive to my needs:

- Recently had re-hospitalization because of being overwhelmed.
- Up to them, if they are in the right mood.
- Consider supports carefully.
- One staff member is not responsive to my needs. During group outings one staff member is very selfish and only takes the group to places of her interest.
- Whenever I needed to go to the hospital they were willing to support me and take me. I think sometimes the police/ hospital calls were unneeded. I am not singling out all staff, but most of them.

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

- I do communicate with staff about strengths, problems and goals.
- See #1: one staff who is belittling make me have difficulty feeling comfortable communicating with them.
- Easy to get along with, friendly.
- I have difficulty expressing myself clearly because of excitement and stress.
- I'm college educated and confident with my social skills to communicate with staff.
- I think staff is not very good at communicating. I like to talk about my feelings and some ignore me. It is hard to talk to one particular staff member. She diverts my problems instead of listening. She'll talk about her grandchildren instead of listening to me.

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

- When I find something that I can use in my personal recovery, reading it is OK but engaging in dialogue is more helpful.
- I don't know.
- I am strong-willed.
- The fact that I am moving is the reason why I no longer need this place.
- This place seems to be a medium between the hospital and total freedom.
- I would like to be able to express my feelings due to availability of staff member.

Question # 5. This agency is welcoming and respectful:

- When I first walked in they welcomed me like I was here for a long time.
- I agree with the exception of one staff member.
- Getting used to different tonalities of living and when I asked a question regarding an issue I was addressed using a slur.
- They play by the rules.
- I'm really young; staff accepted me. One staff member gives me positive feedback. He encourages me.
- Some staff members are better than others.

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

- They take my feedback and observe me to see what I need to work on.
- Need to work on that.
- Mainly because I force myself to be.
- When I first came into this program they had preset ideas. I was told to go to STAR every day. All I want to do is live I don't need pushed into STAR every day.
- I'm able to say what my goals would be. They incorporate their own ideas into structuring my goals. The way goals are presented messes with me mentally.

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

- Before I came here I had complications but we found ways through them to get me here.
- Because I assertively utilize self-advocacy skills.
- Receive everything that I need. Necessities are met.
- Had to leave messages and wait for a response.
- When I needed to go to the ER, staff didn't want to take me then even though she's 3rd shift. She told me to sleep on it.
- The people in charge here are surprisingly fast to respond to some of my needs. Staff seems to be the most organized here compared with other places I have been.

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

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

- Being given time to learn what I need to do to be happy at this stage of life.
- Therapist and House Manager
- Getting a fresh start.
- Being in an environment with people that I can share with, talk to and the freedoms that I have here.
- Peer Support.
- Insurance/Funding/ Day Programming at Ship Dock.
- Support from friends, family, Ship Dock, staff at the house and Stevens Center.
- Learning WRAP
- Certain staff tells it how it is...
- Taking my medicine
- Some staff take the time to talk to me
- Keeping an open mind

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

- I really haven't had much trouble getting help.
- Fears of being belittled, criticized, and not having progresses be recognized.
- Setting my goals and working on them.
- Friends
- Emotional stress.
- Being in environment that I'm surrounded by smokers and addictive personalities. I feel I'm surrounded by more negative personalities than positive. Meds: Not able to have control over them.
- One staff member... Frustrating to go grocery shopping with her: She'll shop for herself.
- Some staff talk down to you, some just blow you off.

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

- Not in the last 12 months.
- Yes, but because I was being vague about the kind of help I needed.
- Received everything that was necessary.
- Moving made it challenging getting the help I needed.
- See Above (Question 7) Needing to go to ER
- No
- I have not been here 12 months.

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

- Homelessness forces you to do things that you sometimes may not want to because of a need to take the first available option.
- I have different choices to make from everyone here.
- Sometimes I don't know what decisions to make, but I am given the chance to make my own decisions.
- Some. No decision on meds- strict med policy here at NHS CRR. Yes decision- to go to Subway for dinner on my own.
- They are not completely controlling
- Depending on the situation.

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

- Improved my quality of life. Life was horrible before.
- Doing better than I have been doing.
- Very good.
- Given me a point of friendship that I needed.
- Support when I need it.
- Helped me in my recovery from addiction and my transition from the streets.
- Caused me to take greater responsibility for myself.
- I think I'm really bad at transitioning. Like from being in a hospital or treatment facilities into here is one step closer to freedom.

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= 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									

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COMMENTS REGARDING INPATIENT

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

Question # 2. Supports are responsive to my needs:

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

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:

** **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?

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=	9	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
1	I am an active part of my team.	78%	22%	13%	0%	0%
2	Supports are responsive to my needs.	56%	44%	0%	0%	0%
3	I can communicate with my team about my strengths, problems, and goals.	67%	33%	0%	0%	0%
4	I am receiving services that I need to assist in my personal recovery.	89%	11%	0%	0%	0%
5	This agency is welcoming and respectful.	56%	33%	11%	0%	0%
6	I have a leadership role in developing my goals.	78%	22%	0%	0%	0%
7	I believe I receive the services that I needed promptly.	56%	44%	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?	22%		78%		
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				

2012-13

COMMENTS REGARDING OUTPATIENT

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

- No Comments

Question # 2. Supports are responsive to my needs:

- They are!

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

- No Comments

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

- No Comments

Question # 5. This agency is welcoming and respectful:

- Absolutely! They are nice and they care.
- The therapist and doctor are but the front desk staff isn't always welcoming.

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

- They are helping me reach my goals.

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

- Somewhat. There was a several week delay and when I switch counselors there was another delay and seeing the psychiatrist was a 3+ month wait.

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

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

- Weekly therapist sessions
- Being able to talk about my problems.
- Medication
- None at this point
- Working with case worker and the psychiatrist
- Therapy
- Seeing my counselor and being able to talk about whatever is on my chest.
- My therapist- her way of asking me questions that guide me to help myself.
- The quality of the treatment and the only entirely secular treatment center.

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

- None except when you first walk in it says "No Smoking" but there are people smoking right at the entrance.
- Everything's been helpful.
- It takes a long time for the process.

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

- Since 2007, I was trying to get in there. I only got services this past September.
- It wasn't as difficult as I thought it would be.
- Waited three months to get an appointment with the doctor.
- Waiting period to see the psychiatrist.
- If I would have needed medicine from that facility 4 months would have been too long to wait.

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

- They give me options.

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

- It's helped a lot. It's been a positive change.
- I had trouble with my medications but things are going better for me.
- It has improved. I am more functional, less angry and upset. I am not as out of control as I was before I started.
- I have seen some improvement. I know that I'm not alone.
- It has improved the quality of my life.
- It's better. It's helping.
- That one I can't answer.
- Dramatic so far. Every time I go see her I go in crying and come out smiling. I am able to deal with home life better.
- It's been a big help.

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=	8	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
1	I am an active part of my team.	25%	63%	13%	0%	0%
2	Supports are responsive to my needs.	50%	38%	13%	0%	0%
3	I can communicate with my team about my strengths, problems, and goals.	63%	25%	0%	13%	0%
4	I am receiving services that I need to assist in my personal recovery.	38%	50%	13%	0%	0%
5	This agency is welcoming and respectful.	75%	13%	0%	13%	0%
6	I have a leadership role in developing my goals.	0%	50%	0%	25%	25%
7	I believe I receive the services that I needed promptly.	50%	38%	0%	13%	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%		75%		
10	Were you given the chance to make decisions?	88%		1%		
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

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COMMENTS REGARDING SPECIALIZED COMMUNITY RESIDENTIAL (SCR)

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

- I like to be more independent
- Could be more active if I had a greater say so in my treatment.
- Depending on what they do.

Question # 2. Supports are responsive to my needs:

- Very, very caring. They really care about you.
- Things are better here that I would like to change. I talked to them before but they don't want to hear it.
- The staff really helps me out when I get stressed out and upset. They encourage me to use my healthy coping skills.
- Take me to my doctor appointments.

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

- I talked to them before and they won't budge an inch.
- I can talk to them about pretty much anything.
- I have a case manager who tries to see me once or twice a week.

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

- Medication is incorrect and that is not their fault.
- If I sat down with them and had a heart to heart with them. If they did things more my way things would be much better.

Question # 5. This agency is welcoming and respectful:

- Very caring. They treat me as a human being. I really, really like it here.
- Visitors are really welcomed and that makes me feel good.
- The staff will try to help you when you ask for it.

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

- They make most of the decisions. At Danville, I was able to put out my own medications. I can't do that here. I am going backwards.
- Off and on, they sometimes do not have enough staff.

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

- I wish it would be promptly.

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

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

- Ship Dock, Psychiatrist and the home here
- Getting out of my old living environment.
- If they do things my way and agree to them it would save a lot of discontent.
- Helping me with transportation
- Being encouraged to take my medicine on a regular basis and the friendly staff.
- You get accustomed to the routine.
- Helping and doing my laundry.
- Help me get dressed.

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

- I never thought about that before.
- Lithium and Resperdal
- They make me take 3 showers a week, and I was raised to take 1 shower a week by my father.
- Some of them do not believe things I say, although this does not happen a lot.

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

- Been very helpful.
- They have indicated to me that I am through and I wish they would live up to that.
- They talk me down when I get angry.

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

- Sometimes. Budgeting.
- I don't like that.
- Staff here is polite.
- With case manager

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

- Pretty good effect. 60%
- Much better. They need a car here to get in and out of safely. It's hard and scary to try to get into the high vans here.
- Right now, I feel much better being that they are indicating that I am through, that makes me feel more well.
- I like it here.
- Made it better.
- Pretty good.
- I don't know...
- I am happy or "OK" today.

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= 1		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.		100%		0%		0%		0%		0%
5	This agency is welcoming and respectful.		100%		0%		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.		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									

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COMMENTS REGARDING SUPPORTED EMPLOYMENT

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

- No Comments

Question # 2. Supports are responsive to my needs:

- No Comments

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

- No Comments

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

- When I was getting services that was the case.

Question # 5. This agency is welcoming and respectful:

- No Comments

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

- No Comments

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

- No Comments

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

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

- Figuring out what my strengths really were and getting affirmed in those strengths

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

- No Comments

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

- No Comments

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

- No Comments

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

- Definitely boosted my confidence. Brandy was really helpful and easy to get along with.

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= 7		Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
1	I am an active part of my team.	71%	29%	0%	0%	0%
2	Supports are responsive to my needs.	86%	14%	0%	0%	0%
3	I can communicate with my team about my strengths, problems, and goals.	71%	14%	14%	0%	0%
4	I am receiving services that I need to assist in my personal recovery.	57%	43%	0%	0%	0%
5	This agency is welcoming and respectful.	71%	14%	14%	0%	0%
6	I have a leadership role in developing my goals.	71%	14%	0%	0%	14%
7	I believe I receive the services that I needed promptly.	100%	%	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?	14%		86%		
10	Were you given the chance to make decisions?	86%		14%		
11	What effect has the treatment you received had on the quality of your life?	Please See Comments Section				

2012-13

COMMENTS REGARDING SUPPORTED HOUSING

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

- Some groups I attend. Yet there needs to be more group activity.
- We have different days I go out with my case manager. Each case manager has a case load and day which stays the same. I have recent medical issues and staff was good at helping me.
- Helping me with psych problems, taking meds, doing chores, menu planning.
- I try to participate in activities here. I get along well with my neighbors.
- I go grocery shopping by myself.
- We talk a lot.

Question # 2. Supports are responsive to my needs:

- They are on top of everything.
- They always are; sometimes I need to wait. They always make time for us. Help us keep track of appointments.
- They help me with daily activities.
- They do pretty good at supporting my needs. I got my own med packer! And take/test my blood sugar without staff needing to remind me.
- When I need help with something, staff helps when I needed my vacuum cleaner fixed.
- Staff and I see each other on a daily basis.

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

- I'm honest and approachable however I'm not sure if staff could meet an approachable need. Maybe have a psychiatrist on staff.
- I've learned with my case manager about my stress. Good things can be stressful too.
- I can though things do not change enough. Some good goals; but I'd like to do new ones.
- Working on new goals- 1. Cleaning goal 2. Driver's License
- Folding laundry.
- We know each other. We trust each other.

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

- They make me take my meds; they remind me I need to take my meds.
- If we need supplies for our hobbies, staff researches and helps us get them.
- I take meds and they are brought and given to me as needed!
- Staff helps me out a lot.
- Staff takes me to my psychiatrist.

Question # 5. This agency is welcoming and respectful:

- One staff member can be a b****. Another staff member can be over assertive.
- Staff helps each other. They work well together.
- Very!
- One particular staff member is pretty cool.
- They helped me to get to know everybody.
- They always treat me nice.

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

- I feel like my rights have been stripped and they are controlling me.
- I'm working on getting the names of my medicines. To study and learn the medicines.
- I've decided what I want to do with my future.
- Working on new goals. Driver's license and cleaning goal.
- I pick my goals here.

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

- They make me take my meds which is my main concern.
- I have a cat; staff took care of her when I had to have surgery.
- No problems with taking medicines- help me with my menu planning; outside community activities
- Take me grocery shopping and to do laundry. Also any errands I need ran.
- We discuss/ help me when I am depressed.
- We get along with each other.

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

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

- Reinforce taking meds.
- Get me to accept that I need medication.
- Medicines
- Working with me, being I'm a slow learner.
- Get to appointments
- They help me in everyday things.
- Support system.

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

- Negative attitudes
- Over Holly, my cat
- Always checking my apartment; every time they come in, they always find something wrong.
- Other people's opinions.

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

- Gave me PRN on time.
- We could do more if staff had more money. More activities in the community.
- Help I suggested is not available.

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

- I don't want to take meds.
- Food activities; we each donate a "portion" to the meal. Proving socialization and good manners.
- Things aren't always approved; but I'm still given the chance of a decision.
- Help with trying to quit smoking.

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

- The treatment I have received enables me not to work. I am staying stable and still alive.
- It's improved a whole lot. Recognized as an individual; we are all different- I think staff adjusts to that.
- It's better than being out on the street.
- Peaceful.
- Prepare for a place of my own.
- I can see life more clearly.

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=	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									

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COMMENTS REGARDING SUPPORTIVE LIVING

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 # 5. This agency is welcoming and respectful:

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:

** **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?

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=	19	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
1	I am an active part of my team.	58%	37%	5%	0%	0%
2	Supports are responsive to my needs.	68%	32%	%	0%	0%
3	I can communicate with my team about my strengths, problems, and goals.	47%	47%	5%	0%	0%
4	I am receiving services that I need to assist in my personal recovery.	53%	26%	16%	5%	0%
5	This agency is welcoming and respectful.	68%	26%	0%	5%	0%
6	I have a leadership role in developing my goals.	53%	37%	5%	5%	0%
7	I believe I receive the services that I needed promptly.	47%	42%	11%	%	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?	21%		79%		
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				
2012-13						

COMMENTS REGARDING PSYCHIATRIC REHABILITATION

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

- I have become more active in participation than I had been in the past.
- We need more groups on Friday and activities I can go to on Fridays (more options)
- A lot of things don't pertain to me.
- Try to help be an active part of group and do what I need to do to take part.
- The Psych Rehab worker asks questions and gives time to answer and listens to what I say.
- I utilize information that I have along with what she teaches.
- As a team we work together.
- I do meet with the Psych Rehab worker and we have been discussing a lot of material.

Question # 2. Supports are responsive to my needs:

- They are quick to help me with resources.
- I feel I have a lot of supports, peers and staff.
- I appreciate them- they are kind people.
- She is a very nice person. We work well together.
- I find them to be very helpful.
- Want to do what I am told to do.
- Supports the needs that I say that I have, not the ones that I keep quiet.
- Currently it's more educational than other services. That is what is most important to me. More groups should be that educational.
- The Psych Rehab worker is working with me, in response to my needs.
- Everything we discuss has to do with the goals that were set at the beginning.
- I think the Psych Rehab worker is awesome and she knows her job. She lets me make decisions.

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

- The staff is really helpful.
- I have a lot of insight.
- I am improving in this area.
- Depends on the issue.
- Staff is helping me with time management- Staff has not let me down. She is really positive.
- They're easy to approach.
- Try to do my goals.
- Only because I have trust issues.
- The Psych Rehab worker is always willing to talk with me and is willing to talk in private if I need to.
- Certain issues aren't addressed in the group setting.
- I typically keep my problems to myself.
- All discussion is centered around what has to be done.

- She is very patient. She will sit there and explain something to me until I get it and understand it.

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

- Some psych rehab groups are kind of boring because they are out of workbooks. I think they should have psych rehab groups that go into the community.
- More so now that I am opening myself up to conversations and feedback.
- Groups help me.
- With work, meetings are helping me talk things out but I wish I was given more time.
- A lot of things don't pertain to me.
- Try to do what I need to do for my recovery.
- I feel there should be more classes.
- The Psych Rehab worker is a good teacher and cares, she is informed and knowledgeable.
- I typically keep my problems to myself.
- All the topics that the Psych Rehab worker and I discuss are related to my recovery.

Question # 5. This agency is welcoming and respectful:

- Staff is very welcoming.
- Very welcome and respectful to my personal needs.
- They are kind and care about us. Don't label me. They don't treat you like you are worthless. The people will do anything for anybody.
- They give you that personal connection.
- They are definitely welcoming.
- If you have problems you want to solve them.
- All the people are kind and caring and sincere.
- Given a hard time about my religion, not by Sarah, but others here. Sarah is welcoming and respectful but I try to avoid those who aren't.
- Staff treats me great. Staff really helps me when she sees I am having a bad day.
- The Psych Rehab worker is most polite and most courteous.

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

- I am becoming stronger with the positive roles. The staff is helping me with my self esteem.
- I am working on one goal at a time.
- I haven't sat down and worked on my goals.
- I want to do goals.
- But I have issues with control and pride.
- For anyone to understand purpose and goals and base problems and goals from there.
- Talking to the Psych Rehab worker, she helps me a lot with my goals.
- As we were discussing the information to be discussed, the Psych Rehab worker asked me what topics I would be interested in.

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

- Sometimes yes sometimes I have to wait but that is my own problem with anxiety issues.
- They make sure they talk to you. They ask you what's going on.
- I had therapists who didn't refer me to STAR. I had to wait about a year to start coming to STAR. I feel like I had to earn some trust first.
- Yeah.
- Takes time to get any good.
- When I talk with the Psych Rehab worker or staff, they both help me when I need the help.
- The Psych Rehab worker and I do meet on a weekly basis.
- The Psych Rehab worker is wonderful and she's really helped me. She gives me positive feedback which I am not used to hearing. Sometimes it's had to hear but I do like to hear it. It makes me feel good about myself.
- There was a waiting list for psych rehab at Aurora.

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

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

- Participating at STAR, especially in the kitchen.
- Staff understanding my needs.
- One to one psych rehab and pet therapy.
- Just talking and action steps to reach my goals.
- My ICM (Intensive Case Manager), attending groups and pushing myself to contribute.
- That I am actually working here and it's peaceful. I can be myself here.
- Interacting with peers.
- The friendliness of the people.
- It's helping some.
- Be active, go to Planet Fitness for exercise
- Staff being treated like a person, friendly, to feel accepted
- Mainly educational stuff and worksheets to help me process through things.
- Coming to Ship Dock and having psych rehab groups, socialization and being around people who understand.
- Medication.
- My relationship with Jehovah.
- Being around other people.
- To be able to discuss with the Psych Rehab worker all the topics that we discuss each week.
- Being able to carry out a friendly conversation with a person I don't know is an important goal I'm working on and I'm working on self esteem too.
- The Psych Rehab worker keeps asking me what I want to do.

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

- Boring talk groups.
- Sometimes I feel the lack of participation of other peers affects the flow of the group.
- Some of the topics discussed at groups do not apply to me.
- I don't get the individual attention because you don't have a sponsor.
- Some of the groups don't relate to me (i.e. Drug and Alcohol) and when they have group for trauma no one wants to go and the group is cancelled.
- Like coming here not staying in my room.
- Constantly changing forms that we fill out.
- My own best thinking.
- Age difference, other consumers are so young and noisy
- Waiting list

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

- I think they should be more accommodating to people with physical limitations. I will be getting a service dog and I've been told my dog will not be allowed on field trips. I think that's discrimination. I also need help opening the door since I use a walker.
- Here people are helping me get my medical cards.
- They have been so great- sometimes it's hard to find time to meet, she is really busy.
- I didn't really ask for it.
- Asked for help when I needed it.
- Because I was homeless in the last twelve months and switching counties.
- Sometimes we have to do things for ourselves. You reap what you sow.
- Whatever I need help with the Psych Rehab worker is there to help me.
- Because of the waiting list I had to wait 4 months before starting.

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

- All the time.
- We are free to choose.
- Try to be honest always.
- We are, and accountable for making wrong decisions.
- The Psych Rehab worker and staff will ask me questions on what I want, about what I may ask them.
- When the Psych Rehab worker and I were in conversation, she would always involve me.
- Whatever I need to work on, is what we work on.
- The psych rehab program comes along beside you and doesn't say this is what I have to do.

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

- Makes me feel better about myself, less stress.
- I am more independent.
- It gets me out during the day. It teaches me coping skills. Other concerns: I don't think it is right to let people come here with the flu and infect everybody else even if those people are at Carlisle Cares. The policy should apply to everyone. Also, people stealing food makes it difficult for others to do their baking activities.
- I am new. This is my second visit. I have had one appointment with my psych rehab worker and she is already helping me with my goals.
- I am feeling better because I have learned to help myself through the advice of the staff.
- I can control myself a lot more.
- It's strengthening my personality.
- I have improved, I feel better just coming and being around other people.
- Greatly- good treatment.
- Helps you.
- Helped me to be sociable with others. Free to make my own decisions.
- It's given me fulfillment of my basic needs and hope and helping me through PTSD problems. Reminds me not to self medicate.
- It's had a lot of effect, helps me stay in focus.
- Improved my life.
- Positive effect
- I am more positive.
- It has enabled me to have a better knowledge of those things that we discuss. Becky is very good at involving me in the discussion and all the topics are very informative.
- It's brought me out of my shell. It's made my life easier. I made friends too. It's nice to have friends.
- It helped.

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= 35		Strongly Agree		Agree		Uncertain		Disagree		Strongly Disagree	
1	I am an active part of my team.		46%		49%		6%		0%		0%
2	Supports are responsive to my needs.		40%		60%		0%		0%		0%
3	I can communicate with my team about my strengths, problems, and goals.		46%		43%		9%		0%		3%
4	I am receiving services that I need to assist in my personal recovery.		54%		34%		9%		3%		0%
5	This agency is welcoming and respectful.		80%		20%		0%		0%		0%
6	I have a leadership role in developing my goals.		43%		46%		9%		3%		0%
7	I believe I receive the services that I needed promptly.		54%		46%		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?		6%				91%				
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									

1 person abstained from answering question number 9

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COMMENTS REGARDING SOCIAL REHABILITATION

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

- I support them, I participate in all events.
- I help out at Aurora. I clean the tables.
- As a team we work together.
- Lots of people to socialize with, varies in age and beliefs.
- I feel staff asks what everyone's needs are.
- Too little contact with one support; regarding talking with the rest of my treatment team.
- I am able to participate in all activities.
- I play cards a lot.
- Job conference- I participated through Aurora and volunteering here at Aurora.
- Won tee shirt design contest. People talk to me about confidential stuff.
- I like that I can come in and play cards and feel at home.
- They are helpful, very supportive. They help you get connected to resources like the food bank.
- When I have trouble with my kids I can go to staff. Everyone's situations are different so talking to a peer is difficult sometimes.
- Included in decision making
- Groups are interesting and helpful.
- I like social rehab better than psych rehab.
- Not often- but trying to work on those problems- social anxiety.
- I like to be given that extra positivity, sometimes you get to help out.
- Sometimes I cook or work around the kitchen.

Question # 2. Supports are responsive to my needs:

- When I have a problem, staff is there for me to talk to her, about my problems.
- If I am upset, I can talk to staff privately.
- Staff is working with me in response to my needs
- Staff does everything in her power to get you the services needed.
- Staff usually talks to us a bit about how things are going at home.
- Not all, but a good deal of my needs are met.
- Staff works well with all clients.
- Went to staff and she stopped what she was doing to listen to me.
- One of my peers moved a chair for me so I could get my wheelchair through and another peer helped me with the computer.

- Very helpful and will support your needs.
- If I need to talk to staff about something they are here.
- Supports are really responsive to our needs.
- People's groups are interesting and helpful.
- Sometimes they think I can walk without my walker but that's actually hard for me to do because of my MS.
- I am trying harder to become more socially active, through the positive feedback of staff that I can be and am a social person.
- I haven't had any trouble.

- They teach me what I need to know.

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

- This is hard for me to do; I usually keep things to myself.
- If I am angry I can talk to team about why I am angry.
- I typically keep my problems to myself.
- Staff asks questions (i.e. How are you getting along with your neighbors?)
- Due to personal issues I do not like talking to others about my problems.
- They've helped me come out of my shell.
- When I need to talk, staff is there.
- Staff has mentioned I can change my goals as needed.
- I tell them my problems and strengths.
- Staff is very helpful with workshops, like health services and how to advocate for yourself.
- Can't talk about marriage a lot.
- Lots of times it's hard to remember what my goals are.
- Through many groups, talks with staff and ICM I am no longer ashamed of my past and am getting stronger at setting goals.
- They all listen- They all care about you. I love them all.
- We all get to share.

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

- Aurora helped me getting out. Teaching me to communicate, be open, work through being shy.
- I feel like I can talk to staff more over my case manager. I see social rehabilitation staff more than my case manager.
- On rare occasion that I do need help, and I ask for it, I do get the help.
- Coming here is opening me up more.
- I am able to give feedback to everyone here. They listen then if needed give advice.
- Staff helps me with my anger management and impulse controls.
- Links to outside agencies; volunteering
- They help you find the services that you need.
- Not enough to help with mother, husband and adult children, when my mental illness flares up. Sometimes when I have no place to go and am feeling down I come here and get positive feedback.
- A nudge in the right direction.
- Very helpful.
- It helps me get better in my behavior.
- Yes definitely.
- I wish I had more frequent socialization.

Question # 5. This agency is welcoming and respectful:

- Staff understands mentally ill people. She's friendly and easy to get along with.
- Staff is really nice.
- Staff treats me great!
- Accepting and nourishing all people who come in. There are no favorites.
- I always feel welcomed here. Staff is very respectful.
- Being here makes me feel like I have a real family.
- Everybody treats you like you are family.
- Staff is very open and welcoming.
- When you walk in the door in the morning, staff says "Good Morning" to me all the time.
- Staff's awesome!
- They are very respectful and greet people when they come in the door. I've never had any disappointments with them respecting people.
- Give time to get adjusted.
- Try to be friendly with everyone.
- They help me a lot.
- I like it here.
- Very.
- They accept everybody.
- They give you that personal attention you need.
- It's code is respect.

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

- I am able to work on my anger goal. Such as: Control myself, walk away
- Talking to a staff member, she helps me a lot with my goals.
- If I want to do something, I am allowed to do it, within reason.
- I feel staff asks questions.
- I choose my own goals and work on them by myself.
- They always give me the information. But I need to participate to get the full function.
- People help me with looking for a new apartment in group.
- I need to adjust my goals as needed. Staff allows me.
- Yes, I am going to reach my goals.
- I have goals for myself such as getting a job in the near future.
- If I want to go to Psych Rehab I know it's available.
- They have me developing material for the group that I lead.
- Got to work more with my goals.
- It is my responsibility to develop in a positive and seek help when needed.
- They need to take us to picnics, movies and to free places.
- Sometimes it takes to find out real world.

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

- I am not sure how to answer this question.
- When I talk with staff they help me when I need the help.
- I needed a phone staff went on the computer and got me a phone.
- I mentioned needing a med check to staff. She mentioned this to my case manager. It was addressed at my next med check.
- On the occasion I ask for help, I do receive help as soon as possible.
- When I first started I talked to staff and the atmosphere was warm. The next week I was coming here.
- When I need to talk with a staff member, she makes the time for me.
- Staff will drop what they are doing to help me.
- They are very prompt on your referrals and getting you started at Aurora quickly.
- As soon as I signed up, the services started.
- I would probably have taken longer to get to the point where I would feel ready to get started.
- Satisfied with the services, they are very helpful.
- Yes but I still have some patience issues due to past behaviors of wanting things to happen now or too fast.
- They always reach out to me.

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

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

- Communicate with people better.
- Playing games has helped me learn trust.
- Being around other people.
- Camaraderie between everyone
- Follow through on a weekly schedule.
- Friendly environment.
- Being around people.
- I was shy I am able to communicate better.
- People here to talk to. Everyone here lends a hand.
- Workshops.
- Love, surrounding support- Anna is nurturing and supportive.
- Meeting people and friendships. I enjoy coming here.
- Support, services (health services- connecting you to the right people and learning to advocate for yourself.
- Just being around people while I read.
- The people – especially the staff here.
- Positive feedback and being able to talk to certain people.
- Classes or workshops
- Friendships that I've made.
- Medication.

- D & A Rehab
- Somebody to be there when I need them, there is someone there when I have a problem.
- Being here.
- Staff support.
- Being able to talk to staff or within group. Journaling and evaluating pros and cons.
Thinking before speaking.
- Meeting with peer specialist.
- Making friends.
- The staff is very supportive.
- Talking and developing coping skills.
- Trips, crafts (doing beads)
- Advice from the staff to not give up and not dwell on setbacks. Keep moving forward.
- Staff and peers are caring and want me to do better.
- I made new friends - I have fun with them.
- Friends that I am helping - giving back makes it worthwhile.
- Access to people who have the same problems as me.

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

- Needed a med adjustment to deal better with people.
- Age difference, other consumers are so young and noisy.
- Ignore some people!
- Games.
- Hearing some groups over and over.
- Farm Show outing- I froze up.
- Try to get rid of negative people.
- Unable to accept being talked to when irate. Needed space when irate.
- No, it's been great – there are more things to do, like volunteering.
- Certain subjects in my personal life are hard to talk about at times and it's hard to come in here when that stuff's going on.
- Diagnosis
- My desire to go slowly one step at a time.
- Loud music that's played all the time gives me a headache.
- My tendency to think negative, over-think and think irrationally.
- Some days are really boring, nobody is here.

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

- Not at Aurora Club, but if I wanted to talk I could, except about a few subjects. I would like more support from the Aurora Club (like an advertisement in the newsletter) for the prayer support group at my church.
- They were able to provide the help that I needed when I was in respite.
- Been very helpful.
- They need to be more accommodating to people with physical limitations. Once I get my service dog, I won't be allowed on trips because that's against policy but I really enjoy the trips.
- The last 10 months have been the best I've had in a long time. I am realizing recovery doesn't happen overnight.

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

- I moved out on my own.
- Make lunch schedule and meals.
- Staff will ask me questions on what I want.
- I'm asked if I want to attend outside functions or if I want to play games.
- Staff allows us to make decisions.
- Going to Farm Show- Maybe going would help me come out of my shell. It was too many people.
- I'm asked if I'm going to eat lunch or not.
- With lunch menu, I help prepare meals also.
- I can take over and handle situations, as needed.
- They don't force me to come every day and don't care what time I leave to go home.
- I am given the chance to make my own decisions.
- Sometimes it's hard for me to make a decision but I am always given a chance.
- Yes and the main reason is because staff has taught me to set boundaries and think before I react.
- We all vote on where we are going.
- We always have the chance to make our own decisions.

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

- Learned how to control anger. Learned to make better decisions.
- No idea.
- I'm more positive.
- Greatly!
- Positive effect.
- Since coming here, I have become more social. And it is easier to make friends.
- Helped me communicate with others. Helped me get over my fear of people.
- Better, positive communication.
- My life's getting better.

- I'm more positive about myself. Able to let things go...
- Socialization that keeps me upright. It keeps my recovery going well.
- I meet a lot of people, sometimes I have trouble communicating. Years ago we used to go on a lot of outings but overall things are very helpful here.
- I have less stress in my life, I'm thinking about working, I'm learning to take better care of myself and staff is excellent!
- Better mental health by being around people while reading it helps me stay connected to the world through the grief of the loss of loved ones.
- It has helped improve my social skills and gives me a chance to meet people.
- Good. It gives me a place to go, gets my mind off things and someone supportive to talk to.
- It helped it and it's kept me out of the hospital since I've been coming here. I have a good case manager that really helps me and is concerned about my needs- Holy Spirit Case Manager.
- Support
- Made my life better
- Good
- Brightens up my spirit. Have someone there to provide help.
- I think I really needed this and it's going at just the right pace.
- Helped with anxiety and physical health. Given me complete support.
- Very good effect.
- Relieve stress
- Helps me socialize and learn social skills.
- I am doing better emotionally.
- Learning what my peers do to cope and taking their suggestions they use to help me.
- It gives me a place to go during the day. I would be depressed if I was at home. It gets me out. It raises my self-esteem. It gives me socialization, I make more friends. It gives me a support system.
- Very positive, moving forward at an acceptable pace!
- Good quality – I'm able to interact better with other people.
- I made new friends. I don't have to act my age, I can laugh and have fun.
- It makes me more positive in my recovery.
- It definitely improved it. I signed up to do a bunch of things, things that I would not have done if I hadn't been here.

RECOMMENDATIONS/ CONCLUSIONS

Representatives from the Mental Health Association of the Capital Region and the Consumer and Family Satisfaction Team met to assess the progress towards meeting last year's goals and reviewed recommendations set for goals moving forward in the 2013-14 fiscal year.

Although we did not reach our goal for 2012-13 fiscal year we did receive valuable feedback in the services provided and reviewed recommendations to reach our goal for 2013-14.

Inpatient and outpatient services remained very low due to the unavailability in contacting consumers over the phone and a lack of contacts provided. We have looked into resolving this issue and came up with the solution to have one team member to be solely responsible for phone interviews. We have also met with the providers in this area and stressed the importance of obtaining and sending releases with phone numbers of the consumers to the County to effectively evaluate the services in which they provide. It is our belief that this will increase the number of surveys obtained over the phone and provide a higher number of consumer participation in these areas.

We have found that the psych/social rehab centers were across the board busy with activities at the time the surveys were conducted. To our knowledge in speaking to the consumers, they did not understand the importance of the surveys with their services. In assessing this issue we have attended the morning meeting of one of the centers and explained the importance of the surveys and how they are beneficial to services the consumers receive. This was done towards the end of the fiscal year and proved to help tremendously at that site. We will be implementing this for the 2013-14 fiscal year at all of the psych/social rehab centers surveyed. To further reference the importance of the surveys, we will be updating a brochure to be distributed at the centers in addition to attending the morning meetings. This brochure will explain what the surveys are, confidentiality and how these surveys help the services consumers receive. As well as being informative literature for the consumer we believe this will help explain the surveys to consumers that are unable to attend morning meetings and new consumers receiving services. We will also work with the centers to schedule times and dates to conduct surveys to avoid running into activities the centers have.

With the residential programs we found that many of the consumers were on planned and unplanned trips, out to eat or sleeping during the time the team member was there. We have come to a conclusion that meeting with the staff of the residential programs and explaining the importance of the surveys for the consumer in addition to sending out electronic brochures so that staff is able to explain the survey process to the consumer will help in receiving additional surveys. As well as scheduling a time with the staff that we will be conducting the surveys to avoid conflicts with trips while encouraging consumers to participate.

In our conclusion we have re-evaluated the training for our team members and added areas to more effectively resolve any issues while team members are out in the field. This will include discussing scenarios that have occurred in the past with the team member conducting the surveys and ways to effectively resolve these. Such scenarios would be but not limited to keeping the consumer focused on the task at hand, especially with consumers who are currently experiencing symptoms, how to make a person feel comfortable that is shy in speaking with the team member conducting the survey, and how to transition effectively with discussions off the task of hand. We will also be asking a representative from the MH/IDD to join our training session to explain the procedure for grievances in the case that there would be a complaint or serious concern that warrants attention sooner than the annual report. It was suggested that adding a business sized card to reference when the team member is out in the field as an informational tool highlighting the correct procedure to follow in the event of complaints made by the consumer. This will be a beneficial tool for team members to reference.

The overall satisfaction with the County services remained constant. It is encouraging to know that the services that are received are beneficial to recovery. However, we are noticing a slight increase in dissatisfaction in consumers having problems getting services. This is across all county funded areas and we believe this is a direct result of the budget cuts during this fiscal year. 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.

CFST has made significant progress in reaching our goal, even though we did not reach our target of 175 surveys completed this fiscal year. We have again set a target of 175 surveys to be completed in 2013-14 fiscal year. It is our plan to accomplish this in the trainings also by implementing our recommendations and responding quickly to the releases provided by the County. A quick response time will help us follow individuals as they go through different levels of care.

As CFST continues to grow and individuals understand how there feedback is important, it is believed that more individuals will desire to give their thoughts and participate. We believe that we, as CFST need to provide additional education to our local stakeholders regarding how information is used.

This year we plan on having an extensive training and re-evaluation of our agenda to get information out to consumers and providers alike. To start the survey process and train additional team members as well as refresh team members in obtaining surveys from a greater number of consumers in the Cumberland/ Perry County area.

Overall, the CFST has moved closer to accomplishing all their goals as well as increased its effectiveness in providing significant data on consumer satisfaction to the counties. We will continue to build the CFST program in 2013-14 through better administrative procedures, quarterly assessments of the number of surveys completed, quarterly reporting to the counties, and refresher staff trainings. This will aide in accomplishing the recommendations set forth in this document.

