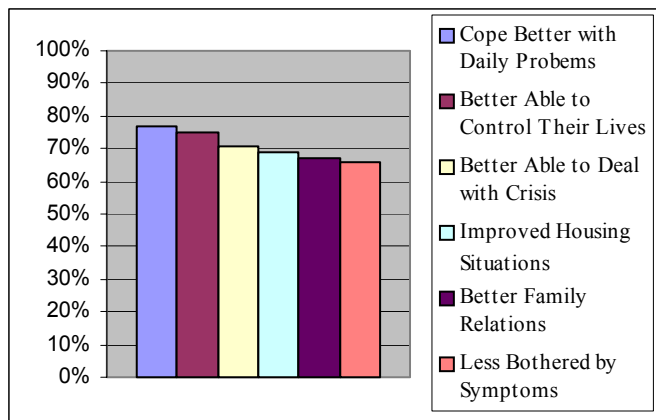


THE MAJORITY OF SURVEY PARTICIPANTS REPORTED DOING BETTER IN THE FOLLOWING AREAS:

- 77% dealt more effectively with daily problems.
- 75% were better able to control their lives.
- 71% were better able to deal with crisis.
- 69% had improved housing situations.
- 67% got along better with their families.
- 66% were less bothered by symptoms.



For more details about the 2006 Enrollee Satisfaction Survey, go to www.carecoordination.org and click on "Results."

To receive the WNYCCP Newsletter by email, email Kathy Berthod at kberthod@ccsi.org. You can also view and download the newsletter at the website, www.carecoordination.org.

Western New York Care Coordination Program
c/o Coordinated Care Services, Inc.
1099 Jay Street, Bldg J
Rochester, NY 14611-1153

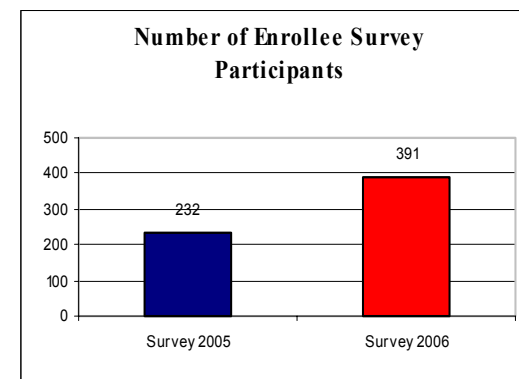
2006 ENROLLEE SURVEY RESULTS

The Western New York Care Coordination Program (WNYCCP) is dedicated to improving outcomes for adults with serious mental illness through person-centered, recovery-focused practices. Approximately 3,000 persons are currently enrolled in WNYCCP through case management programs across six counties: Chautauqua, Erie, Genesee, Monroe, Onondaga, and Wyoming.

The annual Enrollee Satisfaction Survey is an opportunity for enrollees to rate the services they are receiving through the Care Coordination Program. The 2006 Enrollee Satisfaction Survey was conducted between June and October 2006.

There was a 68.5% increase in enrollee participation in the survey from 2005 to 2006, jumping from 232 to 391 participants. The participants were 53% male and 47% female; 53% white, 34% black, 5% Latino/Hispanic, and 8% other.

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THE MAJORITY OF SURVEY PARTICIPANTS REPORTED THEIR EXPERIENCES WERE PERSON-CENTERED AND RECOVERY-FOCUSED.

- 87% thought their Care Coordinators believed they could grow, change, and recover.
- 79% felt their dreams, interests, preferences, and strengths were clearly acknowledged and used to drive activities, services, and supports.
- 79% said their Individual Service Plan (ISP) reflected their plan for recovery.
- 82% said their ISP reflected their strengths as well as their weaknesses.
- 85% were satisfied with the range of services available to them.
- 80% felt free to choose or reject services.

A LIBRARY OF MEDICAL KNOWLEDGE

Medical Librarians answer questions from health care professionals and residents in their communities.

Many medical libraries associated with hospitals or universities are also chartered to serve the public. Friendly librarians are available to help health care professionals and members of their communities with medical research questions. These facilities do not provide information on locating support services nor do they provide crisis help. But they can guide patrons to appropriate materials concerning illness and medication. This information can help consumers ask informed questions of their health care providers, making their experience more person-centered.

Central New York

Health Sciences Library

SUNY Upstate Medical University
766 Irving Avenue
Syracuse, NY 13210

Reference Questions: (315) 464-4410

Reference Emails: askalibrarian@upstate.edu

Health Information Center for Consumers: hic@upstate.edu

Provides service to Onondaga County and the 19 surrounding counties.

Greater Rochester Area

The Wellness Information Center

Werner Library

Rochester General Hospital
1425 Portland Avenue

Rochester, NY 14621-3095

Reference Questions: (585) 922-9355

Reference Emails:

<http://www.viahealth.org>

Click *Departments & Services*

Click *Ask a Medical Librarian*

Provides service to Monroe and Wyoming Counties, among others.

Western New York

Kaleida Health Libraries

Aaron Health Sciences Library
Buffalo General Hospital
4th Floor, D Building

Buffalo, NY 14203

Reference Questions: (716) 859-2878

Reference Emails:

<http://library.kaleidahealth.org/requests/ReqRx.asp>

2 Provides Service to Erie County.



Health Sciences Library

State University of New York at Buffalo
3435 Main Street
Buffalo, New York 14214-3002.

Reference Questions: (716) 829-3335

Provides service to any NYS resident, including Chautauqua and Genesee Counties.



SUPPORT SYSTEMS

by Patti Leonardo

Patti Leonardo is on the WNYCCP Local Advisory Group of Monroe County.

2001 is when I was really starting to slide down and flat-lined out emotionally, physically, and spiritually. I just couldn't get back up. I was working in a restaurant and I just couldn't function at work. I basically just sat in my apartment.

I had to pound the pavement for some kind of help because, at the time, I had no insurance. Spiritus Christi was there as a stepping stone, but they knew I was in too much of a crisis for them to be able to take care of me. So I went home; and after calling a bunch of places, I was lucky enough to reach someone at Evelyn Brandon Health Center. I spoke with a man who referred me to partial hospitalization, which I've been in three times. Then I was referred into an IPRT program.

I have a wonderful Care Coordinator through the Western New York Care Coordination Program. She's with Evelyn Brandon Health Center. She's been a big support in matters that were too stressful for me to handle. She really, really came through for me; and it made me feel like I was not going to fall back. When I need personal items, she's really good about helping me out with that. A lot of times she lets me do things that I can do so I won't be so dependent, and to make me more independent. I've always been an independent person. I'm happy with the services.

I'm now in a wonderful women's group at Evelyn Brandon Health Center for anxiety and trauma. It really has helped me to grow so much in the last year. It has made a big difference in my recovery not to blame myself, and learn to forgive myself. I have a great support system there.

I've learned to be with people that are helpful; people that have my best interests at heart. Through Evelyn Brandon, I was connected with the Mental Health Coalition. The Coalition has been a big, big part of my support. I do a lot of volunteer work for them. I'm a Board Member of the Mental Health Coalition of Rochester. That's something that I'm very proud of. I feel it is a big accomplishment for me. I want to thank everyone at the Coalition for their support. Also, I enjoy being on the Employment and Recovery Educators' Panel of the Mental Health Association of Rochester.

On weekends, I work part-time as an independent rep for a pet food company. I work three shifts a month for four hours each.

For fun, I love watching the Food Network. At the Coalition they have a shared workstation where I can go look up recipes. I love cooking for my friends and someday I hope to open a small business related to food.

At the end of the day, I go home to my two cats Lucky and Mister. They're most of the reason why I wake up every day.

