

**WNY+CCP**  
Western New York Care Coordination Program

**2004 Enrollee Satisfaction Summary**

These outcomes are based on a total of 122 people enrolled across the program who completed the Satisfaction Survey for Care Coordination Enrollees in early Fall 2004.

In this survey, care coordination services are separated to more accurately understand how the people enrolled view them compared to what they consider as their "primary service."

The first two outcome statements reflect how the program enrollees view their service providers as making the transition to a recovery-oriented service:

- 91% of the people enrolled agreed or strongly agreed with the statement, "My Care Coordinator believes that I can grow, change, and recover."
- 95% of people enrolled agreed or strongly agreed with the statement, "The staff (primary service provider) believe that I can grow, change, and recover."

The following outcomes reflect the views of the people enrolled toward their Individual Service Planning (ISP) process. The numbers represent the percent of people enrolled who agree or strongly agree with the statements that follow:

- 86% of people enrolled believe their ISP reflects their plans for recovery
- 86% were satisfied with range of services available
- 84% liked using the ISP
- 84% think their ISP reflects strengths as well as needs
- 83% feel free to choose or reject services
- 76% were satisfied with the availability of self-help and peer support groups
- 75% believe they have a Crisis Prevention Plan that is helpful