

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

**2005 Enrollee Satisfaction Survey Results**

These outcomes are based on a total of 232 people (approximately 10 % of enrollees) across the program who completed the *Satisfaction Survey for Care Coordination Enrollees* in early Fall 2005. In this survey, care coordination services are separated out to more accurately understand how the people enrolled view them compared to what they consider as their “primary service provider”.

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

- 91% of the people enrolled agreed or strongly agreed with the statement that “My Care Coordinator believes that I can grow, change and recover.”
- 89% of people enrolled agreed or strongly agreed with the statement that “The staff (primary service provider) believe that I can grow, change and recover.”

The following list of outcomes reflects the views of the people enrolled toward their **Individual Service Planning (ISP)** process, and how well it reflects a **person-centered, recovery-oriented approach**. The numbers below are the percent of the people enrolled who agree or strongly agree with the statements that follow:

- 87% were satisfied with range of services available
- 84% think their ISP reflects strengths as well as needs
- 82% feel free to choose or reject services (choice)
- 81% of people enrolled believe their ISP reflects their plans for recovery
- 76% liked using the ISP
- 73% believe they have a Crisis Prevention Plan that is helpful
- 71% were satisfied with the availability of self-help and peer support groups

## Section B2–Enrollee Survey

### Highlights

- Areas of ***Greatest*** Satisfaction (>90% agree or strongly agree):
  - Carefully listened to and able to communicate (95%)
  - Treated with respect (95%)
  - Range of Available Services (91%)
  - Received Helpful Information (91%)
  - Care Coordinator Believes I can Grow, Change and Recover (91%)
  
- Areas of ***Least*** Satisfaction (>10% disagree or strongly disagree):
  - Symptoms Still Bothersome (13-16%)
  - Housing Situation Unimproved (10%)

**Reference:** [WNYCCP 2005 MH Survey Ranked Best-Worst.xls](#)

# Enrollee Survey October 2005

- **Care Coordinator believes that I can grow, change and recover – 91%**
- **My dreams, interests, preferences and strengths were clearly acknowledged and used to drive activities, services and supports – 88%**

# Enrollee Survey October 2005

- **Individualized services plan reflects my plans for recovery – 81%**
- **Individualized services plan reflects strengths as well as needs – 84%**
- **Feel free to choose or reject services – 82%**
- **Have a Crisis Prevention Plan that is helpful – 73%**

## 2005 MH Consumer Satisfaction Survey Ranking of "Best" and "Worst" Questions

### Top 10 Areas Where Clients Strongly Disagree or Disagree (Overall)

| <b>Question Text</b>   | <b>% Negative Response</b> | <b>Question Area</b>     |
|--|----------------------------|--------------------------|
| 24. My symptoms are not bothering me as much.                        | 16%                        | Care Coordinator         |
| 60. My symptoms are not bothering me as much.                        | 13%                        | Primary Service Provider |
| 23. My housing situation has improved.                               | 10%                        | Care Coordinator         |
| 59. My housing situation has improved.                               | 10%                        | Primary Service Provider |
| 20. I am getting along better with my family.                        | 9%                         | Care Coordinator         |
| 56. I am getting along better with my family.                        | 9%                         | Primary Service Provider |
| 57. I do better in social situations.                                | 9%                         | Primary Service Provider |
| 58. I do better in school and/or work.                               | 8%                         | Primary Service Provider |
| 48. I received helpful information about my diagnosis and treatment. | 7%                         | Primary Service Provider |
| 22. I do better in school and/or work.                               | 7%                         | Care Coordinator         |

### Top 10 Areas Where Clients Strongly Agree or Agree (Overall)

| <b>Question Text</b>  | <b>% Positive Response</b> | <b>Question Area</b>     |
|---|----------------------------|--------------------------|
| 15. My Care Coordinator and I were able to communicate.                         | 96%                        | Care Coordinator         |
| 14. I was treated with respect by my Care Coordinator.                          | 95%                        | Care Coordinator         |
| 11. I am carefully listened to by my Care Coordinator.                          | 95%                        | Care Coordinator         |
| 49. I was treated with respect by my primary service provider.                  | 94%                        | Primary Service Provider |
| 51. My primary service provider and I were able to communicate.                 | 93%                        | Primary Service Provider |
| 8. It was easy to get to the places where I met with my Care Coordinator.       | 93%                        | Care Coordinator         |
| 44. I am carefully listened to by my service provider.                          | 92%                        | Primary Service Provider |
| 9. I was satisfied with the range of services suggested by my Care Coordinator. | 91%                        | Care Coordinator         |
| 6. I was given helpful information about my service options.                    | 91%                        | Care Coordinator         |
| 13. My Care Coordinator believes that I can grow, change and recover.           | 91%                        | Care Coordinator         |

### Areas Where Clients Strongly Disagree or Disagree > 5% (ISP Section)

| <b>Question Text</b>  | <b>% Negative Response</b> |
|---|----------------------------|
| 32. Self-help and Peer Support Groups were available and included in my Individualized Service Plan when I needed them. | 7%                         |
| 30. I feel free to choose or reject services.   | 6%                         |
| 31. I have a Crisis Prevention Plan that is helpful.  | 6%                         |

There were no areas in the ISP Section where Positive Response was > 90 %.

Areas Where Clients Strongly Disagree or Disagree > 5% (Care Coordinator Section)

| <b>Question Text</b>                          | <b>% Negative Response</b> |
|---|----------------------------|
| 24. My symptoms are not bothering me as much. | 16%                        |
| 23. My housing situation has improved.        | 10%                        |
| 20. I am getting along better with my family. | 9%                         |
| 22. I do better in school and/or work.        | 7%                         |
| 21. I do better in social situations.         | 7%                         |
| 19. I am better able to deal with crisis.     | 6%                         |

Areas Where Clients Strongly Agree or Agree > 90% (Care Coordinator Section)

| <b>Question Text</b>  | <b>% Positive Response</b> |
|---|----------------------------|
| 15. My Care Coordinator and I were able to communicate.                         | 96%                        |
| 14. I was treated with respect by my Care Coordinator.                          | 95%                        |
| 11. I am carefully listened to by my Care Coordinator.                          | 95%                        |
| 8. It was easy to get to the places where I met with my Care Coordinator.       | 93%                        |
| 9. I was satisfied with the range of services suggested by my Care Coordinator. | 91%                        |
| 6. I was given helpful information about my service options.                    | 91%                        |
| 13. My Care Coordinator believes that I can grow, change and recover.           | 91%                        |
| 7. It was easy to get in touch with my Care Coordinator when I needed them.     | 90%                        |

Areas Where Clients Strongly Disagree or Disagree > 5% (Primary Service Provider Section)

| <b>Question Text</b>   | <b>% Negative Response</b> |
|--|----------------------------|
| 60. My symptoms are not bothering me as much.  | 13%                        |
| 59. My housing situation has improved.   | 10%                        |
| 56. I am getting along better with my family.  | 9%                         |
| 57. I do better in social situations.  | 9%                         |
| 58. I do better in school and/or work.   | 8%                         |
| 48. I received helpful information about my diagnosis and treatment.                                       | 7%                         |
| 55. I am better able to deal with crisis.  | 6.5%                       |
| 39. I was given helpful information about self-help and peer support groups.                               | 6%                         |
| 45. Staff was sensitive to issues related to my culture, race, gender, sexual orientation and/or religion. | 6%                         |
| 47. I received helpful information from staff about my medication and any side effects.                    | 6%                         |
| 43. My primary service provider helped me to get medical services when I needed them.                      | 6%                         |

Areas Where Clients Strongly Agree or Agree > 90% (Primary Service Provider Section)

| <b>Question Text</b>  | <b>% Positive Response</b> |
|---|----------------------------|
| 49. I was treated with respect by my primary service provider.  | 94%                        |
| 51. My primary service provider and I were able to communicate. | 93%                        |
| 44. I am carefully listened to by my service provider.          | 92%                        |