

Consumer Satisfaction Survey Report FY 2011

Consumer satisfaction is annually measured and reported as an outcome measure. The Consumer Satisfaction Survey is a tool useful in determining where improvements maybe needed in service delivery and in viewing consumers' perception of care. Consumers, in this survey, are the recipients of services from provider agencies. They are the 50,000+ persons served in Mecklenburg County. Consumer satisfaction with the LME is measured in the annual LME Stakeholders Survey.

A measure of consumer satisfaction is required by:

- **DMH** to comply with requirements of the federal Community Mental Health Services Block Grant and the Substance Abuse Prevention and Treatment Block Grant. DMH has a survey for Adult, Youth and Families.
- **Mecklenburg County** as a Balanced Scorecard (BSC) Service Level Measure. The County's focus areas are Service Quality, Ethics, Timeliness, Courtesy and Respect and Communication.
- **URAC** to maintain accreditation. URAC recognizes the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey as meeting the survey requirement as well as other mechanisms to collect information, i.e. surveys, focus groups, complaints, grievances, etc.
- The **1915 (b) (c) Waiver** as identified through collaboration between DMA and DMH/DD/SAS.

The North Carolina Consumer Satisfaction Survey

The federal Community Mental Health Services Block Grant and the Substance Abuse Prevention and Treatment Block Grant include requirements that the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS) conduct a yearly consumer satisfaction survey. LMEs are required to administer the survey that the Division prepares. The LME receives surveys from the Division, prepares specific instructions for administration, distributes the surveys and instructions to providers who administer it to consumers, receives the completed surveys and forwards the completed surveys to the Division. The LME has been conducting this survey since 2000. The usefulness of the survey was limited. The benefit of conducting the survey was the ability to compare results from one year to the next as well as surveying a sample of all consumers with mental health and substance abuse disorders. Persons with developmental disabilities have not been included in this survey.

In 2009 the DMH/DD/SAS made several changes to the survey:

- The name of the instrument was changed to the North Carolina Perception of Care Survey from North Carolina Consumer Satisfaction Survey.
- More modules were added to all three types of surveys (Adult, Youth and Family)
- The survey was to be administered twice a year, rather than once, as has been the practice. The first administration was October 2009. The second administration was June 16 – July 9, 2010.
- One to three services are selected as the focus of the survey. Only those providers are deliver the selected services are included in the survey.

The changes made in 2009 further challenged the survey's usefulness due to the limited services and populations being surveyed. Surveys are no longer comparable from one year to the next.

The last state survey was administered from June 16 – July 9, 2010 to mental health and substance abuse consumers receiving Psychosocial Rehabilitation, Day Treatment, SAIOP and SACOT. A survey was not requested in FY 2011.

The LME Consumer Satisfaction Survey

The LME began development of a consumer satisfaction survey in November 2009 to comply with the terms of the Medicaid 1915(b) (c) Waiver which was planned for implementation in July 2012. Because DMH did not announce a survey in FY 2011, the LME had to proceed with administering its own survey in FY 2011 to meet requirements for BSC and URAC. The LME expects that the survey will be further developed in the next year. This report is on the LME Consumer Satisfaction Survey which was conducted May 15 – June 10, 2011.

Although the LME survey had to be administered sooner than planned, there are several accomplishments:

- This was the first survey developed by the LME.
- One survey was distributed to all populations and all providers.
- The survey included more demographics, useful for cultural competence.
- Some surveys were returned directly from consumers.

Survey Methodology

The survey instrument was developed by the Quality Improvement (QI) Department in coordination with the Mecklenburg Provider Council and the Consumer Family and Advisory Committee. The methodology for administering the survey was similar to past surveys, in that surveys with instructions were sent to provider agencies to distribute to the consumers they served during the survey period. Most providers are familiar with the process. The survey and instructions for administration were placed on the public web page and announced in the Hot Sheet. The QI Department mailed surveys and instructions to all providers (216 - IPRS and Medicaid) and providers distributed the surveys to consumers. Most of the completed surveys were returned by providers, but some were returned directly by consumers, an option included in the instructions.

Summary of Responses (See Appendices for details.)

I. Provider Response

- Providers Sent Surveys 216
- Inactive Providers 29
- Active Providers 187
- Providers Returned Surveys 90
- Provider Response Rate 48%

A list of providers who “participated” and “did not participate” in the survey is at the **Appendix, Table 4.**

II. Number of Surveys Received 2700 (Includes 32 Spanish surveys)

III. Demographics (Appendix, Table 1)

Consumer Response

- IPRS Respondents 84%

- Medicaid Consumers 43%
- IPRS and Medicaid 32%

Although the total respondents is non-discrete (both eCura ID and Medicaid ID on the survey), IPRS respondents almost double the Medicaid respondents.

Person Completing the Survey

Of those completing this item, the largest percentage, 38%, is completed by consumers. Other choices are Parent, Guardian, and Consumer with Help.

Age

The age of those completing this item of all the surveys is very closely distributed between the age groups of 12–17, 18-24, 25-34, 35-44 and 45-54 (13% – 15%); Under 12 is 10%, 55 and up totals 9%.

Sex

Males comprise 39% of the total surveys and females 28%. Sex was left blank on almost a third (32%) of the surveys. Males constitute 58% of the consumers who responded to this item.

Race

Of the total surveys, the majority of consumers are Black or African American (57%), followed by White (33%), Hispanic or Latino (3%), other races and no response total 7%.

Language Spoken at Home

Most consumers speak English (89%). Spanish speaking consumers is 3%. All other languages are less than 1% (Arabic, Cambodian, Czech, French, Greek, Korean, Other Asian, Portuguese, Sign Language, Tagalog, and Vietnamese) of the total surveys. Ten (10%) did not complete this item.

Country of Birth

The majority of consumers (84%) were born in the United States. The remaining consumers were born in countries totaling less than 1% (Mexico, India, El Salvador, Cuba, Puerto Rico and others). Thirteen (13%) did not complete this item.

Length of Time Working With Service Provider

Of the total surveys, 36% have been served by the provider for less than 1 year, 31% for 1-5 years. Twenty three (23%) did not complete this item. Of the total who responded, 87% have been served by the provider 5 years or less.

Highest Grade Level Completed

Of the total surveys, the majority have a high school diploma or less. Of the total who responded, 83% have a high school diploma or less.

Areas Where Most Help Needed

Intellectual and Developmental Disability comprises 39% of the total surveys, closely followed by Mental Health at 38% and substance abuse at 24%. Twelve (12%) did not complete this item and twelve (12%) are in two or more populations.

Services Received by Category

Most consumers (30%) are receiving Case Management services. Outpatient Treatment, Intensive Outpatient and Residential Treatment have similar results (11 – 12%). Twenty (20%) did not complete this item.

IV. Percent Satisfaction (Appendix, Table 2)

The LME Survey contains sixteen basic and brief questions that measure concepts established by the County (ethics, communication, quality, timeliness and courtesy and respect), some bottom line service concepts (cleanliness, location, and keeping appointments) and basic concerns from previous surveys (making complaints, choice of providers, treatment planning and progress toward goals).

Consumers were given a range of responses: Never, Rarely, Most of the Time, Always, Don't Know/Doesn't Apply to Me. The satisfaction rate for each survey item is the ratio of respondents who answered "Most of the Time" and "Always" to the total number who responded to the question minus responses that are "Don't Know/Doesn't Apply". The satisfaction rates are higher than in the past because the formula excludes "Don't Know/Doesn't Apply" from the denominator. Past calculations have included these neutral responses.

The LME's goal is 85%.

Question 16 measures overall consumer satisfaction: "Overall, I am satisfied with the services I have received." The response is 98%. When computed using the past formula, the % satisfaction is 97%, not a significant difference.

A chart showing overall consumer satisfaction from 2004 is at the **Appendix, Figure 1**.

The satisfaction percentage for all questions is 90% and above.

V. Percent Satisfaction, Questions Selected for Improvement (Appendix, Table 3)

In 2008, the Quality Management Committee selected several topics for improvement from the consumer satisfaction survey: Feeling free to complain, Dealing with crises, Participation in treatment planning and establishing goals.

The response to those questions range from 96% - 97%, exceeding all previous years.

Conclusion

The consumer satisfaction survey was conducted to measure overall consumer satisfaction with services provided by the community of providers in the areas noted in this report, namely ethics, communication, timeliness, quality, courtesy and respect, cleanliness, accessibility, availability, choice, complaints help in a crisis, treatment planning and progress. This data is used to meet reporting requirements from several entities. Consumer satisfaction with the LME is measured in the annual LME Stakeholders Survey.

Overall, results from this first LME developed survey reflect high satisfaction in all areas, with satisfaction ranging from a low of 90% to a high of 99%, five to fourteen percentage points above the LME goal of 85%. Respondents report overall satisfaction (question #16) of 98%, greatly exceeding the LME's goal. The items selected for improvement (Feeling free to complain, Dealing with crises, Participation in treatment planning and establishing goals) also greatly exceed the goal, 96% - 97%.

The high satisfaction results could be attributed to a much shorter survey (one page 16 questions *versus* 3 different surveys multi-paged with 2-3 modules each and from 35 – 55 questions) and more simplistic responses (Never, Rarely, Most of the Time, Always, Don't Know/Doesn't Apply to Me *versus* N/A, Strongly Disagree, Disagree, I Am Neutral, Agree, Strongly Agree).

The LME will continue development of the survey to:

- Include recovery and self development concepts
- Meet the requirements of the Waiver
- Pursue methods for direct administration to consumers
- More extensively coordinate with stakeholders

Appendices

Table 1: Demographics of Respondents

Table 2: Satisfaction Rate for Each Item

Table 3: Year to Year Comparison on Selected Questions

Table 4: Provider Response

Figure 1: Percent Satisfaction by Year

Table 1: Demographics of Respondents

Demographic	# of Responses	% of Responses
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Total Surveys: 2700

IPRS Consumer	2,266	84%
Medicaid Consumers	1,153	43%
No Response (No ID#)	150	6%
IPRS and Medicaid	869	32%

132%

Non-discrete total:
Consumers both IPRS and Medicaid.

Person Completing Survey

Consumer	1,031	38%
Parent	542	20%
Guardian	246	9%
Consumer With Help	479	18%
No Response	402	15%

100%

Age

Under 12	258	10%
12-17	402	15%
18-24	357	13%
25-34	414	15%
35-44	340	13%
45-54	406	15%
55-64	219	8%
Over 64	32	1%
No Response	272	10%

100%

Sex

Male	1,062	39%
Female	762	28%
No Response	876	32%

100%

Race

Black or African American	1,532	57%
White	880	33%
Asian	29	1%
Hispanic or Latino	90	3%
American Indian	13	0%
Alaska Native	1	0%

Native Hawaiian or Pacific Islander	1	0%
Other	49	2%
No Response	105	4%

100%

Language Spoken at Home

Amharic	3	0%
Arabic	3	0%
Cambodian	1	0%
Czech	1	0%
English	2334	86%
French	3	0%
Greek	2	0%
Korean	2	0%
Other	5	0%
Other Asian	1	0%
Portuguese	1	0%
Sign Lang	9	0%
Spanish	69	3%
Tagalog	2	0%
Vietnamese	1	0%
No Response	263	10%

100%

Country of Birth

Afghanistan	3	0%
Aland	1	0%
Angola	1	0%
Bahamas	1	0%
Bosnia and Herzegovina	2	0%
Brazil	1	0%
Canada	1	0%
China	1	0%
Congo (Dem. Rep.)	1	0%
Costa Rica	1	0%
Cuba	5	0%
Ecuador	1	0%
El Salvador	7	0%
Germany	2	0%
Greece	1	0%
Guatemala	3	0%
Haiti	1	0%

Honduras	1	0%
India	5	0%
Iran	2	0%
Ireland	1	0%
Italy	1	0%
Japan	1	0%
Liberia	3	0%
Macedonia (Former Yugoslav Republic)	1	0%
Mexico	12	0%
Morocco	1	0%
Philippines	4	0%
Puerto Rico	5	0%
Russia	2	0%
Senegal	1	0%
South Korea	1	0%
Syria	1	0%
Taiwan	2	0%
United Kingdom	1	0%
United States	2271	84%
United States Virgin Islands	2	0%
Venezuela	1	0%
Viet Nam	1	0%
No Response	347	13%

100%

Length of Time Working with Service Provider

Less than 1 Year	965	36%
1-5 Years	842	31%
Over 5 Years	269	10%
No Response	624	23%

100%

Highest Grade Level Completed

8th Grade or Less	550	20%
High School, but did not graduate	650	24%
High School Diploma or GEED	801	30%
Some College	299	11%
College Graduate	78	3%
More than 4 years of college	37	1%
No response	285	11%

100%

Areas Where Most Help Needed

Mental Health	1,033	38%
Substance Abuse	649	24%
Intellectual and Developmental Disability	1,061	39%
Two areas	305	11%
All areas	32	1%
No response	326	12%

Services Received by Category

Case Management	802	30%
Day Treatment	35	1%
Day Program	178	7%
Outpatient Treatment	335	12%
Personal Care	57	2%
Intensive Outpatient	318	12%
Residential Living	228	8%
Residential Treatment	284	11%
Respite	168	6%
No Response	549	20%

109%

Non Discrete total: Some respondents received more than one service.

Table 2: Satisfaction Rate for Each Item

Consumers were given a range of responses: Never, Rarely, Most of the Time, Always, Don't Know/Doesn't Apply to Me. The satisfaction rate for each survey item is the ratio of respondents who answered "Most of the Time" and "Always" to the total number who responded to the question minus responses that are "Don't Know/Doesn't Apply". The satisfaction rates are higher than in the past because the formula excludes "Don't Know/Doesn't Apply" from the denominator. Past calculations have included the neutral responses.

	Question	Numerator (Always + Most of the Time)	Denominator (All Responses - Doesn't Apply)	Satisfaction Rate
1	The location of services is easy to get to.	2278	2382	96%
2	The place where I get services is neat and clean.	2391	2418	99%
3	I got the services I needed.	2574	2621	98%
4	I get help in a crisis.	2208	2289	96%
5	My service provider helped me to make my life better.	2537	2586	98%
6	My service provider works with me in a way that is honest and fair.	2618	2653	99%
7	My service provider meets with me as we agreed.	2600	2642	98%
8	My service provider treats me with courtesy and respect.	2634	2654	99%
9	I understand when my service provider talks with me about my services and my rights.	2592	2629	99%
10	I discuss my progress and goals with my service provider regularly.	2526	2611	97%
11	I know how to make a complaint.	2383	2499	95%
12	My service provider understands my cultural background (race, religion, language, native country, etc.)	2473	2526	98%
13	I choose the service providers that work with me.	2213	2458	90%
14	I can make a complaint without fear that I will be harmed or will lose services I need.	2427	2506	97%
15	My service provider makes translators available when I need them.	932	1003	93%
16	Overall, I am satisfied with the services I have received.	2566	2607	98%

Table 3: Year to Year Comparison on Selected Questions

The table below shows survey results for selected questions from 2004 – 2011. The questions displayed are the overall measure of satisfaction (#1 on all previous surveys, #16 on the 2011 survey) and those the Quality Management Committee selected for improvement from the 2008 survey. *Comparative results are shown as information only. Comparisons with years prior to 2009 are not valid since the state changed the survey process in 2009. The shaded columns represent survey results under the changed process. The 2011 results are from the new LME survey and are likewise, not comparable.*

**NC Consumer Satisfaction Survey Results
Year to Year Comparison on Selected Questions: 2004-2011**

* Asterisk indicates the 85% LME goal was not met.

n is the number of surveys received.

Highlighted questions are improvements selected in 2008.

Survey Question	2004 Results (n=1685)	2005 Results (n=1451)	2006 Results (n=1642)	2007 Results (n=2368)	2008 Results (n=2864)	2009 Results (CST, IIH) (n=358)	2010 Results (Day Tx, SAIOP, SACOT, Psy Rehab) (n=453)	2011 Results LME survey. All providers. All populations. (n= 2700)
1. I like the services I received here. (All surveys)	89% (1281/1442)	90% (1260/1406)	91% (1450/1602)	90% (2034/2268)	90% (2417/2672)	94% (336/357)	87% (385/442)	#16 98% (2566/2607)
10. I felt free to complain. (Adult survey only)	*84% (838/996)	*81% (692/856)	*84% (916/1087)	86% (1056/1232)	86% (1236/1434)	93% (184/197)	*84% (314/375)	#14 97% (2427/2506)
17. I am better able to deal with crises. (Adult survey only)	*81% (824/1014)	*77% (675/874)	*80% (874/1086)	*79% (975/1228)	*79% (1141/1443)	*79% (151/190)	86% (322/376)	#4 96% (2208/2289)
27. I, not staff, decided my treatment goals. (Item #3 on Youth and Parent surveys)	*78% (760/971)	*78% (676/864)	*83% (897/1085)	*83% (1877/2248)	85% (2219/2617)	86% (299/347)	85% (369/435)	#10 97% (2526/2611)
30. In a crisis, I would have the support I need from family or friends. (Item #25 on Parent survey, not on Youth survey)	NA	*81% (716/884)	*83% (942/884)	*82% (1005/1225)	*82% (1568/1915)	*71% (182/257)	85% (336/396)	N/A

Table 4: Provider Response

Providers Who Participated	Providers Who Did Not Participate
Alexander Youth Network	Abundant Community Partnerships
Another Level Counseling and Consultation	A Caring Alternative, LLC
Anuvia Prevention and Recovery Center, Inc. formerly Chemical Dependency Ctr.	A Caring Home, Inc.
ARJ, LLC	A United Community, LLC
Autism Services of Mecklenburg County, Inc.	Acadia Village dba The Village
BACS Place	Access Family Services, Inc.
Baptist Children's Homes of NC, Inc.	Agape Services, Inc.
Barium Springs Home for Children	Behavioral Enrichment Services, Inc.
Bayada Nurses, Inc.	Bethlehem Center of Charlotte, Inc.
Bridgebuilders family and Youth Services, Inc.	Blessed Assurance Adult Day Care
Brown Residential Support Services, Inc	Bread of Life Youth & Family Services
Care Well of Charlotte	Carolina Access Support and Enrichment Services, Inc. (CASES)
Caring Arms Youth & Family Services, Inc.	Carolina Support Services, Inc
Carolina Family Comprehensive	Carolinas Creative Counseling, PA
Community Choices, Inc.	Changing Paths, LLC
Connections BWB, Inc.	Chastity's Place Inc.
Covenant Case Management Services, Inc	Children's Home Society of NC dba Youth Homes Inc.
Day by Day Family Services, Inc.	Circle of Life International, Inc.
Developmental Disabilities Resources, Inc.	Collaborative Hope, LLC
Diamonds Community Based Services	Community Alternatives, Inc.
Dreams & Visions, Inc.	Community Care Services, LLP
Easter Seals UCP North Carolina, Inc.	Community Treatment Alternatives
Echelon Consulting, Inc.	Comprehensive Community Care, Inc.
Epiphany Family Services, LLC	Creative Case Management
Family Care Services, LLC	Crestar Health, LLC
Family First Community Services	Davidson Homes, Inc.
Family Innovations LLC	Eliada Homes, Inc.
Family Preservation Services, Inc.	Empowerment Enterprises, LLC
Family Support Services	Empowerment Quality Care Services, LLC
First Choice Community Services, Inc.	Enterpro STC Services, LLC
Gaston Residential Services. Inc	Esteem Family Life Center, LLC
GIC, Inc.	Family Enrichment Program Services
Goodwill Industries of the Southern Piedmont, Inc.	Family Enrichment Network, Inc.

Providers Who Participated	Providers Who Did Not Participate
Grandfather Home and Community Services for Children	Fluent Language Solutions, Inc.
Greater Metrolina Mental Health Services	Forever Young Group Care, LLC
HeartSpring, Inc.	Genesis Project I, Inc.
Hinds' Feet Farm	Genesis Youth and Family Services, LLC
Hope Haven, Inc.	Heading in the Right Direction, Inc.
In Reach Inc. formerly Residential and Support Services, Inc	Hedgepeth Supportive Services, LLC
Innergy, LLC	H.E.L.P. LLC
InnerVision, Inc.	ICHEP of Charlotte, LLC
Institute for Family Centered Services, Inc.	Independent Opportunities, Inc.
It Takes A Village Youth & Family	Innovative Support Services
Jireh's Place, Inc.	Intensive Mental Health Care. Inc dba Intensive Rehab Health Services
Journey to Wellness	Kerr Homes
Keystone dba The Keys of Carolina	Key Behavior Essentials. LLC
Lifespan, Inc.	Keystone Continuum dba Mountain Youth Network
McLeod Addictive Disease Center, Inc.	Liberty Living, LLC
McWilliams Center for Counseling	Matrix Mental Health Alliance, LLC
Mecklenburg Substance Abuse Services	Maxim Healthcare Services Inc.
Mecklenburg PSO Men's Shelter	Melange Health Solutions, LLC.
Mecklenburg PSO Women's Shelter	Metro Life & Human Services
Miracle House, Inc.	My Peace Keeper, Inc.
Monarch	National Mentor Healthcare, LLC
My B.R.O.T.H.E.R.S. House, Inc.	NC Life of Rehabilitation, Inc.
Nevins, Inc.	New Beginnings
New Hope Carolinas, Inc.	New-Lite Living Choices
New Leaf Adolescent Care, Inc.	OneCare, Inc. dba OneCare Behavioral Health System formerly Bigmerica
New Place, Inc.	One Love Periodic Services, Inc.
No Bounds Care Inc. Formerly Known As K'nCryst Healthcare Services	PQA Healthcare, Inc.
Omni Visions, Inc.	Praising Hands, LLC
Person Centered Partnerships, Inc.	Pathways to Life, Inc
Primary Care Solutions, Inc.	Piedmont Adult Living Services, Inc. (PALS)
ProCure Therapeutic Agency	Quality Home Care Services
Quail & Manna, Inc.	Rainbow Tree, Inc.
Quality Family Services	Reaching Out Services, Inc.

Providers Who Participated	Providers Who Did Not Participate
Quest Provider Services LLC	Restart, Inc.
Reintegration Targeting, Inc.	Restored Hope
Resourceful Solutions II, LLC	Restoration Concepts, Inc.
RHA Health Services, Inc.	RHA/Howell's Child Care Center, Inc.
Southeast Addiction Institute & Learning Center	Rockwell Development Center
Special K Enrichment, Inc.	Sanguaro Group LLC dba Triumph LLC
S.T.E.P.'s Developmental Academy, Inc.	Simplicity Care, Inc.
Successions, Inc.	Sims Consulting & Clinical Services
Support Inc.	Skill Creations, Inc.
Team Daniel, LLC	Skillful Behaviors, Inc.
The Arc of North Carolina	Steps for Success Family Services
The Right Choice	Still Family, LLC
Thompson Child & Family Focus	Strategic Interventions, Inc/Cedar Brook Residential.
Total Care & Concern, Inc.	SunPath, LLC
True Behavioral Healthcare	Supported Living Youth & Family Children Services, Inc
TrueVisions, Inc.	Symmetry Behavioral Health System
Turning Point Homes	The Kid's Workshop
Unique Caring Network	
United Methodist Agency for the Retarded	The Rossberry Home of Fairmont
Wee Care Child Development Center	Therapeutic Alternatives, Inc.
WOTP	Timber Ridge Treatment Center, Inc.
Youth Villages, Inc.	Tri-Health Group
	Triad Therapy Mental Health Center
	Turning Point Services
	United Quest Care Services, Inc.
	United Support Services, Inc.
	University Adult Care
	Wilson's Professional Care
	Yahweh Center Children's Village
	Youth Adult Care Management, Inc.
	Youth Focus Inc.
	Youth Unlimited, Inc.
	You Turn, Inc.
Shaded providers in eCura	

Figure 1: Percent Satisfaction by Year

NOTE: Comparative results on the chart below are shown as information only for overall satisfaction. Comparisons with years prior to 2009 are not valid since the survey was changed. The 2011 results are from the LME survey and are likewise, not comparable.

