

CONNECTIONS Adult Client Satisfaction Report 2006

Factors Most Important to Quality of Care

Connections	Affordability	Convenient Locations	Qualified Staff	Range of Services	Time Spent	Access to Meds	Confidential Tx	Other
Case Management	35%	24%	42%	50%	38%	14%	28%	0%
Family Resource Team	35%	26%	35%	39%	65%	4%	52%	0%
Placement Partnership	24%	0%	59%	41%	82%	0%	71%	0%
Overall Total	14%	9%	17%	20%	21%	5%	15%	0%

Top 3 chosen by clients	1	2	3	4
	Time Spent by Staff with Client	Range of Services	Confidential Treatment	Affordability

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Kindness and Respect of Staff

Connections	Total	Excellent	Good	Satisfactory	Poor	Very Poor	Sum of Acceptable Ratings
Case Management	128	74%	20%	6%	0%	0%	100%
Family Resource Team	23	96%	4%	0%	0%	0%	100%
Placement Partnership	17	100%	0%	0%	0%	0%	100%
Total	168	80%	15%	5%	0%	0%	100%

Staff Listen/Understand my Needs

Connections	Total	Excellent	Good	Satisfactory	Poor	Very Poor	Sum of Acceptable Ratings
Case Management	130	74%	18%	7%	1%	0%	99%
Family Resource Team	23	91%	9%	0%	0%	0%	100%
Placement Partnership	17	76%	12%	12%	0%	0%	100%
Total	170	76%	18%	5%	1%	0%	99%

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Cleanliness & Comfort of Building

Connections	Total	Excellent	Good	Satisfactory	Poor	Very Poor	Sum of Acceptable Ratings
Case Management	82	52%	26%	21%	1%	0%	99%
Family Resource Team	7	86%	0%	14%	0%	0%	100%
Placement Partnership	7	57%	43%	0%	0%	0%	100%
Total	96	55%	25%	19%	1%	0%	99%

Safety of Building

Connections	Total	Excellent	Good	Satisfactory	Poor	Very Poor	Sum of Acceptable Ratings
Case Management	75	59%	19%	21%	1%	0%	99%
Family Resource Team	8	88%	0%	13%	0%	0%	100%
Placement Partnership	5	40%	20%	40%	0%	0%	100%
Total	88	60%	17%	22%	1%	0%	99%

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Convenience of the Location

Connections	Total	Excellent	Good	Satisfactory	Poor	Very Poor	Sum of Acceptable Ratings
Case Management	104	55%	26%	13%	7%	0%	94%
Family Resource Team	13	85%	8%	8%	0%	0%	100%
Placement Partnership	8	63%	25%	13%	0%	0%	100%
Total	125	58%	24%	12%	6%	0%	94%

Convenience of Service Hours

Connections	Total	Excellent	Good	Satisfactory	Poor	Very Poor	Sum of Acceptable Ratings
Case Management	130	69%	23%	7%	0%	1%	99%
Family Resource Team	22	73%	18%	9%	0%	0%	100%
Placement Partnership	17	88%	12%	0%	0%	0%	100%
Total	169	72%	21%	7%	0%	1%	99%

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Affordable Fees

Connections	Total	Excellent	Good	Satisfactory	Poor	Very Poor	Sum of Acceptable Ratings
Case Management	130	75%	17%	7%	0%	1%	99%
Family Resource Team	18	78%	11%	0%	0%	11%	89%
Placement Partnership	17	82%	12%	6%	0%	0%	100%
Total	165	76%	16%	6%	0%	2%	98%

Satisfied with Services Received

Connections	Total	Excellent	Good	Satisfactory	Poor	Very Poor	Sum of Acceptable Ratings
Case Management	130	71%	23%	6%	0%	0%	100%
Family Resource Team	23	78%	22%	0%	0%	0%	100%
Placement Partnership	17	94%	6%	0%	0%	0%	100%
Total	170	74%	21%	5%	0%	0%	100%

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Do you feel included in decisions regarding your care?

Connections	Total	Always	Usually	Sometimes	Never	NA	Sum of Acceptable Ratings
Case Management	130	83%	17%	0%	0%	0%	100%
Family Resource Team	22	91%	9%	0%	0%	0%	100%
Placement Partnership	17	88%	12%	0%	0%	0%	100%
Total	169	85%	15%	0%	0%	0%	100%

Were you informed of a delay while waiting for appointment?

Connections	Total	Always	Usually	Sometimes	Never	NA	Sum of Acceptable Ratings
Case Management	129	70%	22%	5%	2%	0%	98%
Family Resource Team	22	73%	18%	5%	5%	0%	95%
Placement Partnership	17	76%	12%	0%	12%	0%	88%
Total	168	71%	21%	5%	4%	0%	96%

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Do the services you receive from HMHC make you feel/function better?

Connections	Total	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree	Sum of Acceptable Ratings
Case Management	130	50%	46%	3%	1%	0%	99%
Family Resource Team	23	61%	35%	4%	0%	0%	100%
Placement Partnership	17	59%	41%	0%	0%	0%	100%
Total	170	52%	44%	3%	1%	0%	99%

Were you treated with respect regardless of your cultural/spiritual beliefs?

Connections	Total	Always	Usually	Sometimes	Never	NA	Sum of Acceptable Ratings
Case Management	128	85%	14%	1%	0%	0%	100%
Family Resource Team	22	95%	5%	0%	0%	0%	100%
Placement Partnership	17	100%	0%	0%	0%	0%	100%
Total	167	88%	11%	1%	0%	0%	100%

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Requests for Other Services

Connections	Psych./Meds	Social/Rec	Respite	Group Therapy	Peer Counsel	Transport	Case Mgt	Day Tx	GED/Educ	Subst. Abuse
Case Management	12%	29%	7%	10%	10%	14%	4%	4%	9%	9%
Family Resource Team	17%	17%	4%	8%	4%	8%	4%	0%	4%	0%
Placement Partnership	12%	12%	18%	6%	12%	6%	6%	12%	0%	6%
Overall Total	6%	10%	4%	4%	4%	6%	2%	2%	4%	4%

Connections	Ind Therapy	Parent Support	Support Groups	Residential	Family Therapy	Parenting Skills	Employment Services	Financial Services	Ind/Supp Housing
Case Management	16%	7%	15%	4%	21%	15%	11%	15%	7%
Family Resource Team	13%	13%	9%	4%	30%	8%	13%	26%	4%
Placement Partnership	24%	6%	12%	12%	29%	6%	0%	29%	0%
Overall Total	8%	4%	7%	2%	11%	6%	6%	9%	3%