



Supports Coordination Organization 2020 Satisfaction Survey Summary Report

The Supports Coordination Organization at Westmoreland Casemanagement and Supports, Inc. distributed a consumer satisfaction survey to individuals receiving Supports Coordination (SC) services. This report summarizes the results of the survey and provides continuous quality improvement initiatives for follow up.

A total of **744** surveys were distributed by SCs to consumers on their caseloads. WCSI's SCO sets the requirement that distribution happen at 100%, for every active individual. Surveys were distributed during the months of January, February, and March of 2020 by SCs. SC's were given a stamped envelope to distribute to each of their consumers with the survey. SC's were instructed to not complete the survey for their consumers, to not take the survey from their consumers to bring back to the office, and to encourage their consumer to complete the survey when the SC was not present. These instructions were set in place as a result of the 2017 and 2018 survey cycles and to ensure unbiased consumer and family responses. In rare circumstances where the family insisted on completing the survey with the SC present, SC's were directed to leave the room and to place the survey in a sealed envelope and return the sealed envelope to a designated person. SC's were advised to distribute the survey face-to-face, but some permission was given by the SC Supervisor to mail the survey. SC's documented the distribution of the surveys in a service note, and each service note was verified for compliance.

The top of each survey indicated that the paper survey could also be completed on Survey Monkey, and the direct URL was provided. The majority, 99%, of the surveys were completed on paper. All paper surveys were received and entered in to Survey Monkey by the Quality/Compliance Department and spot audited for accuracy. The response due date for all feedback was May 15, 2020; however, the process was put on hold due to COVID-19 and as per ODP guidance, SC's could no longer complete face to face monitors. When all Support Coordinators were required to continue their support remotely, no further surveys were distributed. The decision was made to move forward with the distribution to date and responses received based on that distribution. Due to these changes, a total of 412 surveys were received, with a response rate of 55%.

A total of 48 SCs distributed surveys, and responses were received from 44 SC caseloads. The minimum responses per caseload was 0, and the maximum was 18. The average was approximately 9.5 responses per SC. There was a slight decrease from the 2019 survey due to COVID-19, where an average of 13 responses were received per SC.

The Support Coordination Organization Quality Management team evaluated the surveys and identified a **positive overall average response rate of 99.31%** overall. For purposes of the summary report, a sample of positive/neutral comments will be included in each summary response for reference. Any negative comments will be appended to this report for further review. All N/A's have been added to the into the final percentage for applicable questions. The results are summarized below:

Q3 My Supports Coordinator supports my preferences, my desires, and my choices.

Answered: 408 Skipped: 4

ANSWER CHOICES	RESPONSES
Agree- 99.51%	406
Disagree-0.74%	3

If you disagree, please comment why on the last page. -0.25%

Q4 My Supports Coordinator schedules my meetings at a time that is convenient to me and my family.

Answered: 408 Skipped: 4

ANSWER CHOICES	RESPONSES
Agree- 99.51%	406
Disagree- 0.49%	2

If you disagree, please comment on the last page. – 0.00%

Q5 During meetings, my Supports Coordinator listens to my concerns, my desires and my suggestions.

Answered: 406 Skipped: 6

ANSWER CHOICES	RESPONSES
Agree- 99.51%	404
Disagree- 0.49%	2

If you disagree, please comment on the last page.- 0.25%

Q6 My Supports Coordinator communicates with me about the services I am receiving to make sure everything is OK.

Answered: 407 Skipped: 5

ANSWER CHOICES	RESPONSES
Agree- 99.02%	403
Disagree- 1.23%	5

If you disagree, please comment why on the last page.- 0.25%

Q7 My Supports Coordinator is available when I have an emergency and responds to me within 24 hours.

Answered: 405 Skipped: 7

ANSWER CHOICES	RESPONSES
Agree- 80.00%	324
Disagree- 0.74%	3

N/A- 19.51%

79

If you disagree, please comment on the last page.- 0.25%

Q8 My Supports Coordinator is available when I have a question and responds to me within 72 hours.

Answered: 406 Skipped: 6

ANSWER CHOICES	RESPONSES
Agree- 90.89%	369
Disagree- 1.23%	5
N/A- 7.88%	32

If you disagree, please comment on the last page.- 0.49%

Q9 My Supports Coordinator respects me, my culture, traditions and the way I like to do things and treats me with dignity.

Answered: 404 Skipped: 8

ANSWER CHOICES	RESPONSES
Agree- 99.75%	403
Disagree- 0.50%	2

If you disagree, please comment on the last page.- 0.25%

Q10 The Supports Coordination Organization is available to me to answer questions for me when my Supports Coordinator cannot.

Answered: 401 Skipped: 11

ANSWER CHOICES	RESPONSES
Agree- 80.30%	322
Disagree- 1.25%	5
N/A- 18.95%	76

If you disagree, please comment on the last page.- 0.50%

Q11 The Supports Coordination Organization is available after regular business hours for emergencies via the Crisis Hotline.

Answered: 397 Skipped: 15

ANSWER CHOICES	RESPONSES
Agree- 72.29%	287
Disagree- 1.01%	4
N/A- 26.70%	106

If you disagree, please comment on the last page.- 0.00%

In addition to collecting specific data, respondents were given the opportunity to expand on their thoughts through two open-ended questions. The first, "in what ways has your Supports Coordinator been helpful to you?" had 272 responses. 44 of the responses were able to be linked to the specific SC (if the respondent had indicated their SC; 228 respondents had not specified their SC). A compilation of the responses was sorted for each SC, and will be provided to each individual SC and SC Supervisor. However, a sampling of the comments received in this section are summarized below:

- She is professional, competent, and caring. I am glad she is my SC.
- Any concerns I have she has been able to help. Haley always listens and remembers all our conversations. Treats Tyler like he's her only client. She's wonderful and caring.
- SC has always had my best interest at heart. Great resource finder.
- She always responds within a timely manner and with helpful information.
- We are very thankful for our SC. She is knowledgeable in many areas that we have concerns in. She is also informative on other services available to our family.
- In every way... we are totally satisfied and appreciate all that our SC and the service is providing. Well done!
- Just keep in contact (first visit) so we know the case hasn't been forgotten.

The second, "What ideas/suggestions/additional comments do you have for improvements to your Supports Coordination Services", had 155 comments. Although many respondents reiterated being very happy with their Supports Coordination services and did not have suggestions, many respondents provided suggestions to improve Supports Coordination services. A sampling of the most frequent suggestions are summarized below. All concerns documented within the surveys were handled through the Support Coordination Organization Grievance Process and researched at a supervisory and management level. All grievances were handled within 30 days of receipt and all successfully resolved.

- Keep doing what she does - She is always respectful, and approachable with any of our concerns. Thanks!
- None. Very happy with service.
- My needs are being met, very grateful for all the support I've received.
- The only issues we have had is the number of SC we have lost just over the past year.
- I wish changing a plan didn't take 21 days. Sometimes changes need made much sooner.
- Better upline communication when issues arise.
- Funding for those under the age of 18
- Nothing does any good goes in one ear out the other

Consumers and their families were notified that this survey was intended to serve as a tool to further improve Supports Coordination services. The survey noted that if the consumer or family had a specific concern and wanted someone to contact them to place a check on a line and someone would contact them. There were also optional lines for people to leave their name and phone number. There were 4 total responses to this question. These four respondents provided their name and phone number but did not indicate that they wanted to be contacted. All responses that provided contact information and requested a call from someone will receive a phone call from the SC Supervisor.

A comparison of the 2019 survey results is overall impressive. Slightly fewer responses were received (610 for 2019, versus 412 in 2020), which yielded a slightly lower response rate of 31% in 2020 compared to 45% in 2019. The slight decline may have occurred due to a high number of new intakes,

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which may result in consumers not feeling comfortable filling out a survey along with Covid-19 occurring in March 2020. It is also possible that fewer respondents are willing to participate in the survey when it is conducted on an annual basis. There was an improvement in some questions compared to 2019, with the exception of the questions “My Supports Coordinator supports my preferences, my desires, and my choices”, “During meetings, my Supports Coordinator listens to my concerns, my desires and my suggestions”, and “My Supports Coordinator communicates with me about the services I am receiving to make sure everything is OK.” However, in reviewing these questions, the question in reference to supporting client, only declined by .3 of a point (99.83% in 2019 and 99.51% in 2020) the question in reference to SC listens to my concerns, only declined by 0.15 of a point (99.66% in 2019 and 99.51% in 2020), and the question in reference to communicating about services declined by .81 points (99.83% in 2019, and 99.02% in 2020). Mathematically, some variation in the numbers is anticipated to occur as the number of responses changes year to year and there were 198 less surveys completed in 2020 compared to 2019. Therefore, it is believed that these small changes do not represent any cause for concern or alarm and are more reflective of a different number of people answering the survey, which results in a slightly different, but still very impressive, number. Please see the comparison chart below.

	2019	2020
My Supports Coordinator supports my preferences, my desires, and my choices.	99.83%	99.51%
My Supports Coordinator schedules my meetings at a time that is convenient to me and my family.	99.50%	99.51%
During meetings, my Supports Coordinator listens to my concerns, my desires and my suggestions.	99.66%	99.51%
My Supports Coordinator communicates with me about the services I am receiving to make sure everything is OK.	99.83%	99.02%
My Supports Coordinator is available when I have an emergency and responds to me within 24 hours.	99.33%	99.51%
My Supports Coordinator is available when I have a question and responds to me within 72 hours.	99.67%	98.77%
My Supports Coordinator respects me, my culture, traditions and the way I like to do things and treats me with dignity.	99.49%	99.75%
The Supports Coordination Organization is available to me to answer questions for me when my Supports Coordinator cannot.	100%	99.25%
The Supports Coordination Organization is available after regular business hours for emergencies via the Crisis Hotline.	99.83%	98.99%
OVERALL RESULTS	99.64%	99.31%

Overall, the results of the 2020 survey are very positive and do not warrant a Corrective Action Plan.

The results of the survey will be shared with the Support Coordination Organization Department during a department training with the guidance to use the information to continually improve the quality of supports coordination services. Normally SC's would be asked to share the one-page summary of this report to all individuals on their caseload. This year it has been decided that all information will be shared with families through means of our website and through distribution of Annual Informational Packets. This will also be shared with Westmoreland County BH/DS and summarized in the SCO Quality Management Plan.