2001
Consumer Satisfaction

for

Phoenix Programs, Inc.
Columbia

Community-based Services

Division of Alcohol and Drug Abuse
Missouri Department of Mental Health

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Thanks to the many people who completed the survey and to the staff of participating agencies. Thanks to the members of the Consumer Satisfaction Work Group, the Outcomes Work Group and the Performance Measurement Group.

August 2001

DMH Satisfaction Survey Results
Consumer Satisfaction - 2001

Alcohol and Drug Abuse Services

Agency: Phoenix Programs, Inc.

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DMH Satisfaction Survey Results
Consumer Satisfaction - 2001
Alcohol and Drug Abuse Services

Agency: Phoenix Programs, Inc.
Data: Total Agency

Demographics: Total Agency

		Total Served		Total Survey Returns			
		State	Agency	Total State Total Consumers	Total Agency Total Consumers	Total Agency Residential Consumers	Total Agency Non-Residential Consumers
SEX	Male	65.5%	90.5%	58.7%	94.9%	100.0%	92.3%
	Female	34.5%	9.5%	41.3%	5.1%	0%	7.7%
RACE	White	68.7%	66.9%	66.9%	64.9%	57.7%	68.6%
	Black	29.2%	30.0%	28.0%	33.8%	38.5%	31.4%
	Hispanic	0.6%	1.4%	1.3%	0%	0%	0%
	Native American	0.5%	0.6%	1.4%	0%	0%	0%
	Pacific Islander	0.1%	0.3%	0.1%	0%	0%	0%
	*Other	0.7%	0.9%	2.3%	1.3%	3.8%	0%
MEAN AGE				32.39	32.76	31.31	33.48
	0-17	9.5%	.3%	13.9%	0%	0%	0%
	18-49	84.1%	93.9%	79.5%	93.6%	96.2%	92.3%
	50+	6.4%	5.8%	6.6%	6.4%	3.8%	7.7%

*"Biracial" and "Oriental" are included in the "Other" category.

Sample Size: Total Agency

Information is based on the number of returned forms and the number of people served according to DMH billing records.

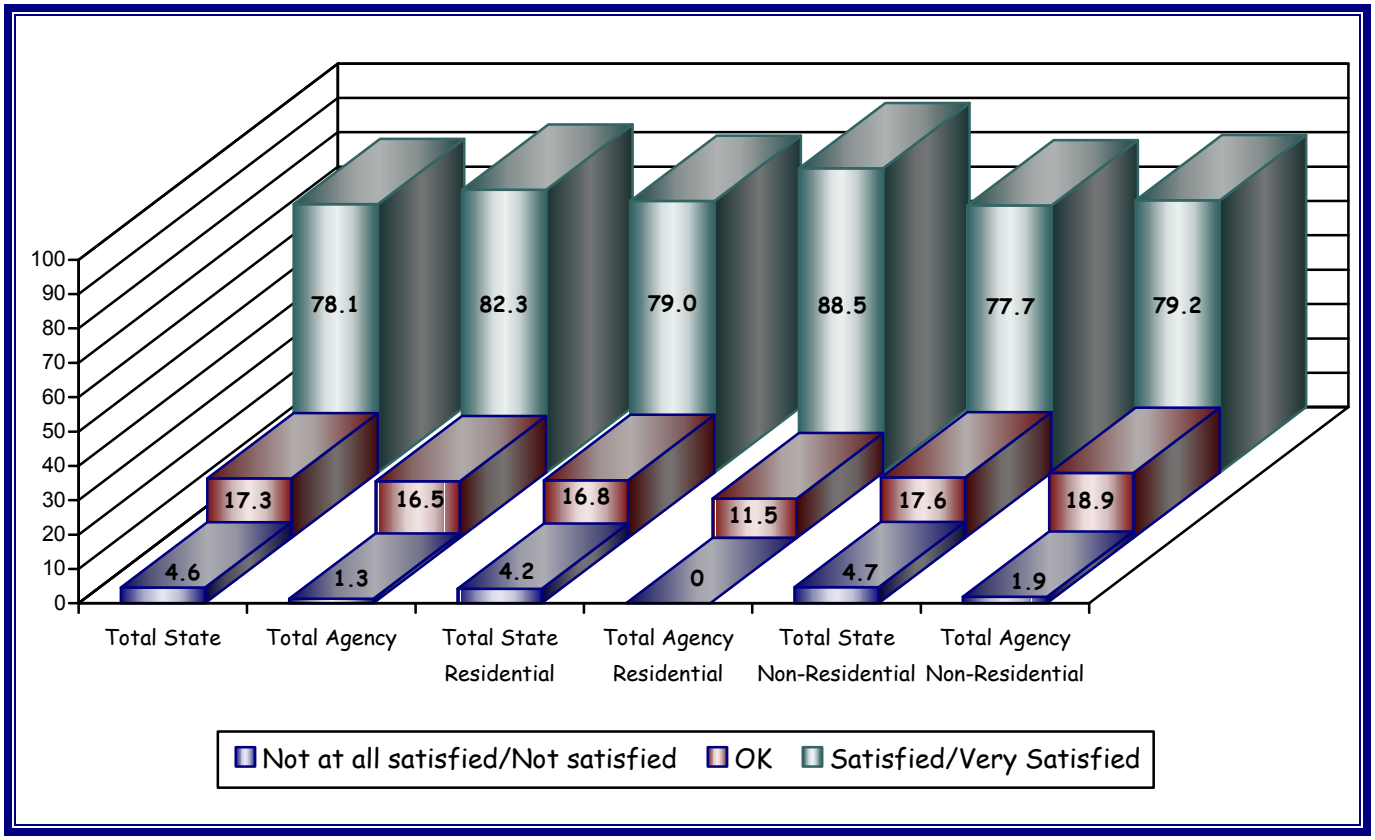
	Number Served April 2001	Number Forms Sent	Number Forms Returned	Percent of Served Returned	Percent of Forms Sent Returned
Total State*	11246		3037	27.0%	
Total Agency*	347		80	23.1%	
RESIDENTIAL:					
CONSUMERS					
Total State Residential*	2000		905	45.3%	
Total Agency Residential*	49		27	55.1%	
GTS Adult	49		27	55.1%	
NON-RESIDENTIAL:					
CONSUMERS					
Total State Non-Residential*	10712		2132	19.9%	
Total Agency Non-Residential*	339		53	15.6%	
GTS Adult	339		53	15.6%	
FAMILIES					
GTS Adult		80	15		18.8%
GTS Adult Residential		10	0		0%
*Unduplicated count					

Services for the Deaf or Hard of Hearing: Total Agency

The following represents the percentage of affirmative responses for each item.

	Overall Totals		Total Residential		Total Non-Residential	
	State	Agency	State	Agency	State	Agency
Are you deaf or hard of hearing?	5.9%	6.3%	6.7%	7.7%	5.6%	5.7%
If yes, do you use sign language?	6.7%	0%	5.4%	0%	7.3%	0%
If you use sign language, did this agency use sign language without the help of an interpreter?	63.6%	0%	66.7%	0%	62.5%	0%
If you use sign language and the staff did not sign to you, was an interpreter provided?	50.0%	0%	66.7%	0%	42.9%	0%

Overall Satisfaction with Services: Total Agency

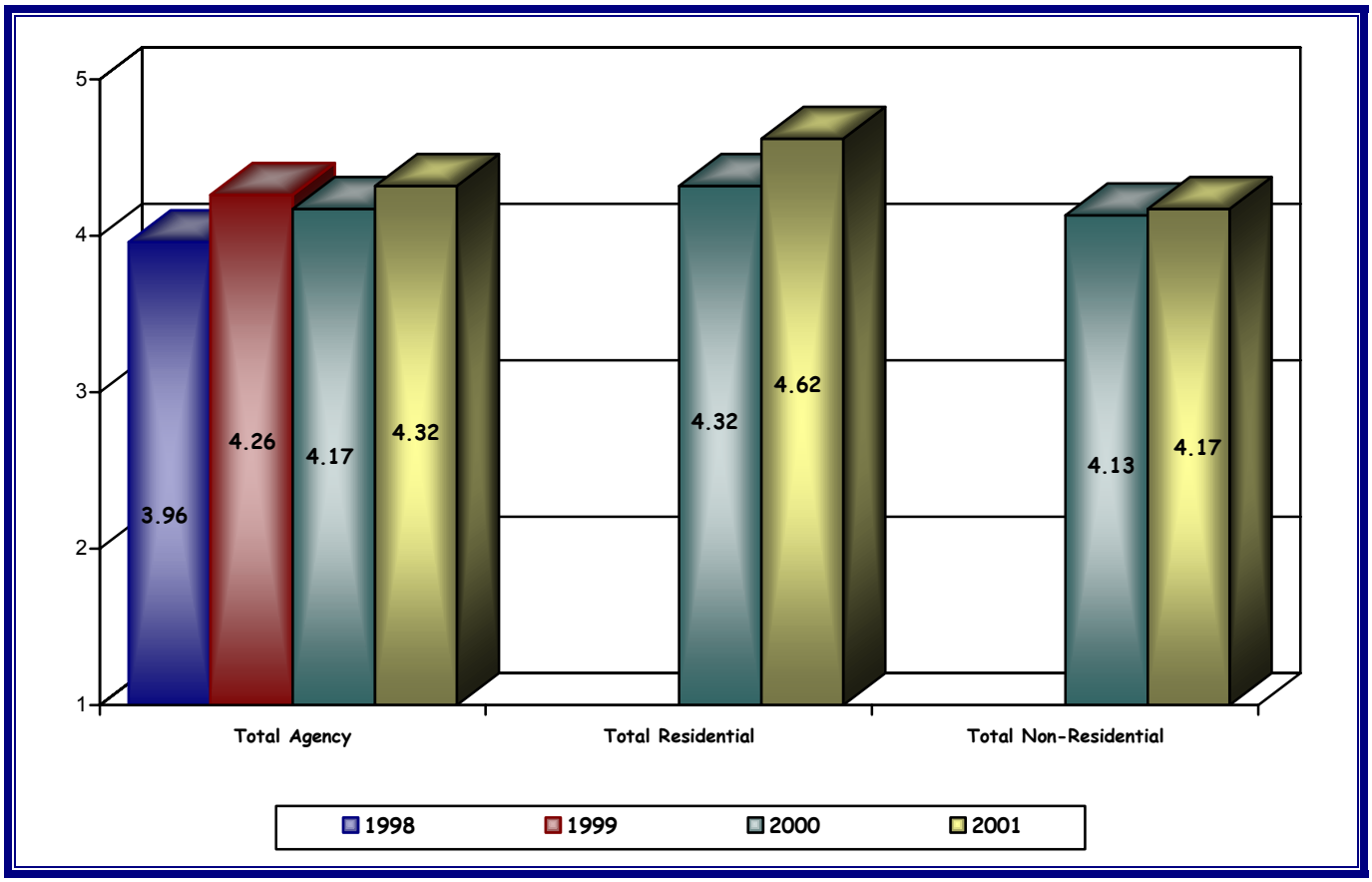


Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- **Statewide, 78.1% of the consumers of ADA services who responded to the survey were "satisfied" or "very satisfied" with the services they received.**
- **The percent of individuals who rated services as "satisfied" or "very satisfied" was higher than the state average (82.3% for this agency versus 78.1% for the state).**
- **This agency's Residential program was rated higher (88.5% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (79.0%).**
- **This agency's Non-Residential program was rated higher (79.2% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (77.7%).**

Overall Satisfaction with Services
Service Means
Comparison of 1998, 1999, 2000, & 2001:
Total Agency



Comparison of 1998, 1999, 2000 & 2001 Mean Ratings for the item "How satisfied are you with the services you received?." In 1998 and 1999 individuals served in residential settings were not surveyed.

Some of the key findings were:

- **The mean of the responses to the question " How satisfied are you with the services you received?" was 3.96 in 1998, 4.26 in 1999, 4.17 in 2000 and 4.32 in 2001.**
- **For this agency, the mean of the responses to the service question increased from year 1998 (mean = 3.96) to year 2001 (mean = 4.32).**

Satisfaction with Services: Total Agency

How satisfied are you . . .	Total State Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency	State	Agency
with the staff who serve you?	4.22 (2965)	4.33 (80)	4.21 (886)	4.56 (27)	4.22 (2079)	4.21 (53)
with how much your staff know about how to get things done?	4.07 (2961)	4.22 (80)	4.07 (890)	4.37 (27)	4.07 (2071)	4.15 (53)
with how staff keep things about you and your life confidential?	4.27 (2960)	4.41 (80)	4.31 (885)	4.56 (27)	4.25 (2075)	4.34 (53)
that your treatment plan has what you want in it?	4.11 (2933)	4.16 (79)	4.17 (870)	4.31 (26)	4.09 (2063)	4.09 (53)
that your treatment plan is being followed by those who assist you?	4.15 (2924)	4.32 (77)	4.19 (863)	4.68 (25)	4.13 (2061)	4.15 (52)
that the agency staff respect your ethnic and cultural background?	4.30 (2907)	4.41 (79)	4.33 (872)	4.77 (26)	4.29 (2035)	4.23 (53)
with the services that you receive?	4.19 (2955)	4.32 (79)	4.20 (883)	4.62 (26)	4.19 (2072)	4.17 (53)
Non-Residential Facilities Only:						
that services are provided in a timely manner?	4.03 (2079)	3.94 (53)	-	-	4.03 (2079)	3.94 (53)
Residential Facilities Only:						
that the staff treats you with respect, courtesy, caring and kindness?	4.10 (887)	4.41 (27)	4.10 (887)	4.41 (27)	-	-
that the environment is clean and comfortable?	4.19 (885)	4.59 (27)	4.19 (885)	4.59 (27)	-	-
with opportunities for exercise and relaxation?	3.64 (883)	4.22 (27)	3.64 (883)	4.22 (27)	-	-
that the meals are good, nutritious and in sufficient amounts?	3.93 (877)	4.78 (27)	3.93 (877)	4.78 (27)	-	-
with the childcare provided by the agency?	3.91 (79)	- (0)	3.91 (79)	- (0)	-	-

The first number represents a mean rating.
Scale: 1=Not at all satisfied . . . 5=Very satisfied.
The number in parentheses represents the number responding to this item

Some of the key findings were:

- **Statewide, the people served by the Division of Alcohol and Drug Abuse Programs reported that they were satisfied with the services they received. For this agency the mean scores ranged from 3.94 to 4.78. (1=not satisfied…5=very satisfied)**
- **The ratings of the Residential Program for this agency ranged from 4.22 to 4.78. The people were most satisfied with the meals being good, nutritious and in sufficient amounts. They were least satisfied with opportunities for exercise and relaxation.**
- **The ratings of the Non-Residential Program for this agency ranged from 3.94 to 4.34. The people were most satisfied with the staff keeping information confidential. They were least satisfied with the services being provided in a timely manner.**

Satisfaction with Quality of Life: Total Agency

How satisfied are you . . .	Total State Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency	State	Agency
with how you spend your day?	3.70 (2948)	3.78 (79)	3.65 (883)	4.00 (27)	3.73 (2065)	3.67 (52)
with where you live?	3.74 (2928)	3.97 (79)	3.76 (878)	4.22 (27)	3.73 (2050)	3.85 (52)
with the amount of choices you have in your life?	3.65 (2952)	3.70 (79)	3.75 (880)	4.00 (27)	3.61 (2072)	3.54 (52)
with the opportunities/ chances you have to make friends?	3.85 (2943)	3.96 (79)	3.96 (880)	4.19 (27)	3.80 (2063)	3.85 (52)
with your general health care?	3.74 (2909)	4.06 (79)	3.80 (873)	4.33 (27)	3.71 (2036)	3.92 (52)
with what you do during your free time?	3.75 (2941)	4.01 (79)	3.70 (876)	4.00 (27)	3.77 (2065)	4.02 (52)
How safe do you feel . . .						
in this facility?	4.34 (884)	4.59 (27)	4.34 (884)	4.59 (27)	-	-
in your home?	4.24 (2914)	4.45 (78)	4.09 (861)	4.11 (27)	4.30 (2053)	4.63 (51)
in your neighborhood?	4.01 (2920)	4.20 (79)	3.94 (861)	3.81 (27)	4.04 (2059)	4.40 (52)

The first number represents a mean rating.
How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.
How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.
The number in parentheses represents the number responding to this item.

Some of the key findings were:

- **The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services from the Division of Alcohol and Drug Abuse. For this agency the mean scores ranged from 3.70 to 4.59. (1=not satisfied…5=very satisfied)**
- **The consumers served by this agency's Residential Program were most satisfied with safety in this facility (mean of 4.59). They were least satisfied with safety in their neighborhood (mean of 3.81).**
- **The consumers served by this agency's Non-Residential Program were most satisfied with safety in their home (mean of 4.63). They were least satisfied with the amount of choices in their life (mean of 3.54).**

DMH Satisfaction Survey Results
Consumer Satisfaction - 2001
Alcohol and Drug Abuse Services

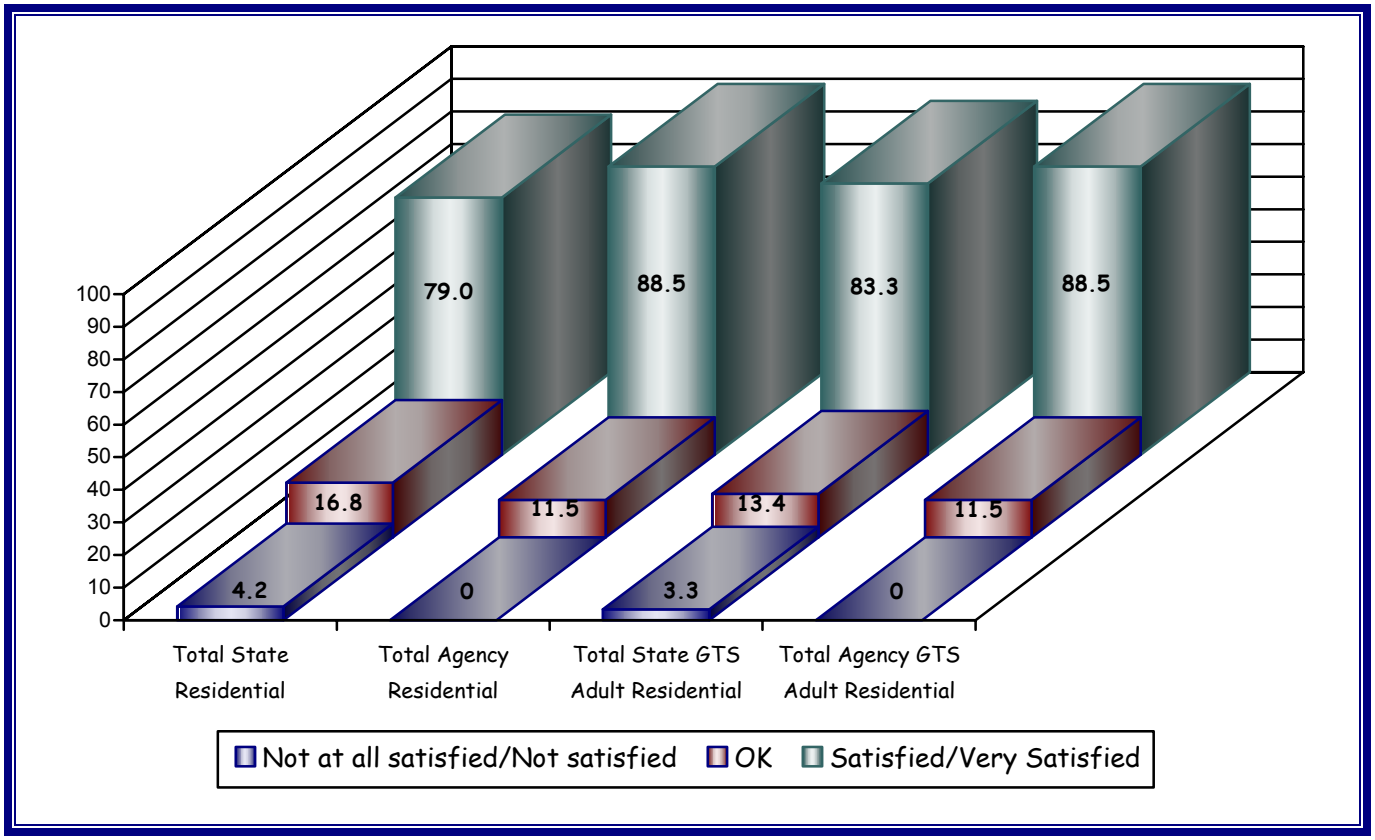
Agency: Phoenix Programs, Inc.
Data: Total Agency Residential

Demographics: Residential

		Total Served		Total Survey Returns		
		State Residential	Agency Residential	Total State Consumers Residential	Total Agency Consumers Residential	Total Agency GTS Adult Consumers
SEX	Male	66.6%	100.0%	64.3%	100.0%	100.0%
	Female	33.4%	0%	35.7%	0%	0%
RACE	White	71.8%	65.3%	76.2%	57.7%	57.7%
	Black	26.1%	34.7%	19.9%	38.5%	38.5%
	Hispanic	0.4%	0%	0.6%	0%	0%
	Native American	0.8%	0%	1.2%	0%	0%
	Pacific Islander	0.2%	0%	0%	0%	0%
	*Other	1.0%	0%	2.2%	3.8%	3.8%
MEAN AGE				30.98	31.31	31.31
	0-17	14.1%	0%	15.2%	0%	0%
	18-49	81.3%	93.9%	80.4%	96.2%	96.2%
	50+	4.7%	6.1%	4.4%	3.8%	3.8%

*"Biracial" and "Oriental" are included in the "Other" category.

Overall Satisfaction with Services: Residential



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- **Statewide, 79.0% of the consumers of ADA Residential services who responded to the survey were "satisfied" or "very satisfied" with the services they received.**
- **The percent of individuals who rated services as "satisfied" or "very satisfied" was higher than the state average (88.5% for this agency versus 79.0% for the state).**
- **This agency's GTS Adult Residential program was rated higher (88.5% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (83.3%).**

Satisfaction with Services: Residential

How satisfied are you . . .	Total Residential Consumers		GTS Adult Residential Consumers	
	State	Agency	State	Agency
with the staff who serve you?	4.21 (886)	4.56 (27)	4.31 (484)	4.56 (27)
with how much your staff know about how to get things done?	4.07 (890)	4.37 (27)	4.16 (487)	4.37 (27)
with how staff keep things about you and your life confidential?	4.31 (885)	4.56 (27)	4.40 (483)	4.56 (27)
that your treatment plan has what you want in it?	4.17 (870)	4.31 (26)	4.29 (475)	4.31 (26)
that your treatment plan is being followed by those who assist you?	4.19 (863)	4.68 (25)	4.32 (466)	4.68 (25)
that the agency staff respect your ethnic and cultural background?	4.33 (872)	4.77 (26)	4.37 (476)	4.77 (26)
with the services that you receive?	4.20 (883)	4.62 (26)	4.34 (486)	4.62 (26)
that the staff treats you with respect, courtesy, caring and kindness?	4.10 (887)	4.41 (27)	4.26 (485)	4.41 (27)
that the environment is clean and comfortable?	4.19 (885)	4.59 (27)	4.31 (486)	4.59 (27)
with opportunities for exercise and relaxation?	3.64 (883)	4.22 (27)	3.89 (485)	4.22 (27)
that the meals are good, nutritious and in sufficient amounts?	3.93 (877)	4.78 (27)	4.22 (477)	4.78 (27)
with the childcare provided by the agency?	3.91 (79)	- (0)	- (0)	- (0)

The first number represents a mean rating.
Scale: 1=Not at all satisfied . . . 5=Very satisfied.
The number in parentheses represents the number responding to this item

Some of the key findings were:

- **Statewide, the people served by the Division of Alcohol and Drug Abuse Residential Programs reported that they were satisfied with the services they received.**

- **The ratings of the Residential Program for this agency ranged from 4.22 to 4.78. The people were most satisfied with the meals being good, nutritious and in sufficient amounts. They were least satisfied with opportunities for exercise and relaxation.**

Satisfaction with Quality of Life: Residential

How satisfied are you . . .	Total Residential Consumers		GTS Adult Residential Consumers	
	State	Agency	State	Agency
with how you spend your day?	3.65 (883)	4.00 (27)	3.77 (484)	4.00 (27)
with where you live?	3.76 (878)	4.22 (27)	3.84 (479)	4.22 (27)
with the amount of choices you have in your life?	3.75 (880)	4.00 (27)	3.88 (479)	4.00 (27)
with the opportunities/ chances you have to make friends?	3.96 (880)	4.19 (27)	3.97 (480)	4.19 (27)
with your general health care?	3.80 (873)	4.33 (27)	3.88 (480)	4.33 (27)
with what you do during your free time?	3.70 (876)	4.00 (27)	3.74 (479)	4.00 (27)
How safe do you feel . . .				
in this facility	4.34 (884)	4.59 (27)	4.42 (483)	4.59 (27)
in your home?	4.09 (861)	4.11 (27)	4.03 (474)	4.11 (27)
in your neighborhood?	3.94 (861)	3.81 (27)	3.89 (473)	3.81 (27)

The first number represents a mean rating.
How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.
How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.
The number in parentheses represents the number responding to this item.

Some of the key findings were:

- **The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services from the Division of Alcohol and Drug Abuse Residential Programs.**
- **The consumers served by this agency's Residential Program were most satisfied with safety in this facility (mean of 4.59). They were least satisfied with safety in their neighborhood (mean of 3.81).**

DMH Satisfaction Survey Results
Consumer Satisfaction - 2001
Alcohol and Drug Abuse Services

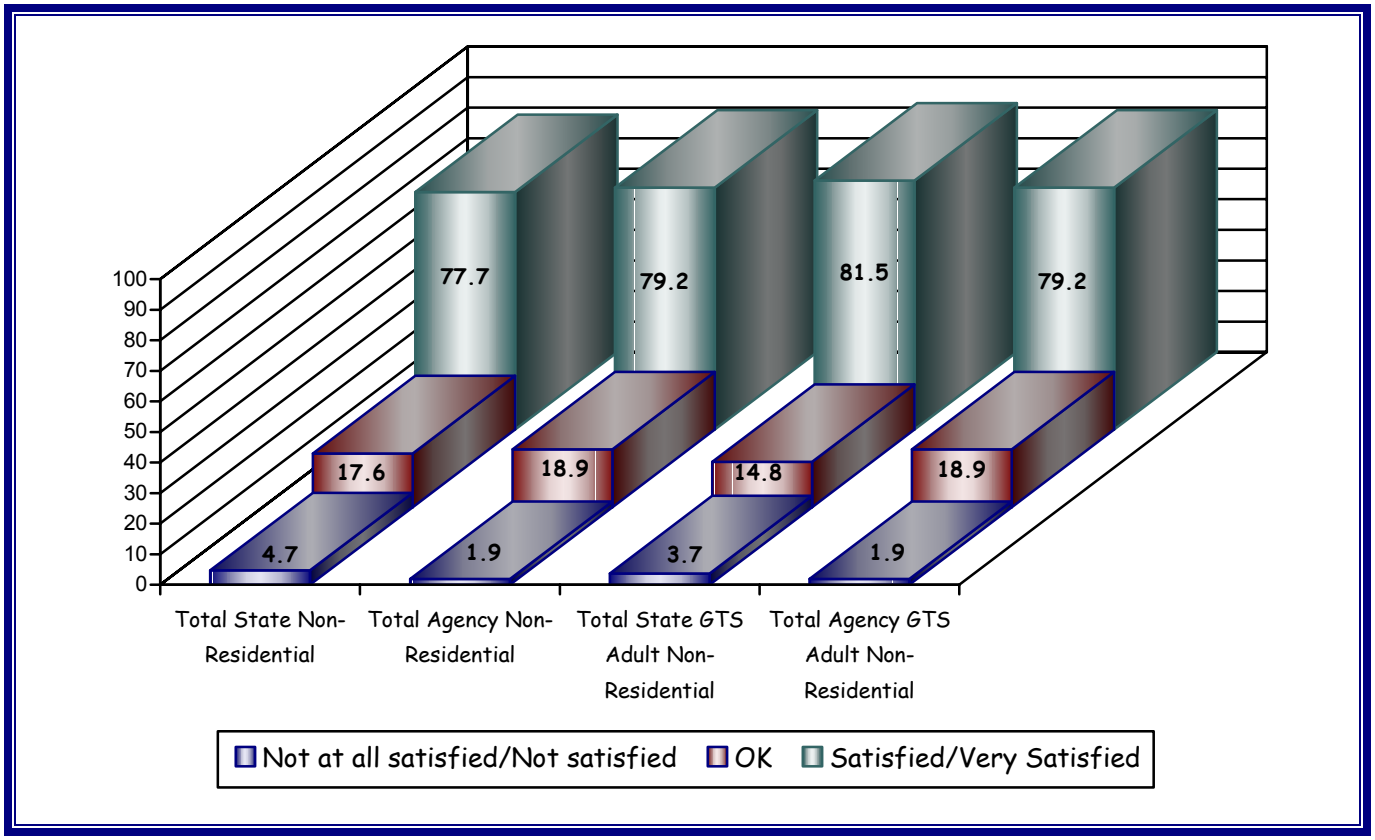
Agency: Phoenix Programs, Inc.
Data: Total Agency Non-Residential

Demographics: Non-Residential

		Total Served		Total Survey Returns		
		State Non-Residential	Agency Non-Residential	Total State Consumers Non-Residential	Total Agency Consumers Non-Residential	Total Agency GTS Adult Non-Res. Consumers
SEX	Male	64.5%	90.3%	56.3%	92.3%	92.3%
	Female	35.5%	9.7%	43.7%	7.7%	7.7%
RACE	White	68.3%	66.7%	63.0%	68.6%	68.6%
	Black	29.7%	30.1%	31.5%	31.4%	31.4%
	Hispanic	0.6%	1.5%	1.6%	0%	0%
	Native American	0.5%	0.6%	1.5%	0%	0%
	Pacific Islander	0.1%	0.3%	0.1%	0%	0%
	*Other	0.7%	0.9%	2.3%	0%	0%
MEAN AGE				32.98	33.48	33.48
	0-17	10.0%	.3%	13.4%	0%	0%
	18-49	83.6%	94.1%	79.1%	92.3%	92.3%
	50+	6.5%	5.6%	7.5%	7.7%	7.7%

*"Biracial" and "Oriental" are included in the "Other" category.

Overall Satisfaction with Services: Non-Residential



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- **Statewide, 77.7% of the consumers of ADA Non-Residential services who responded to the survey were "satisfied" or "very satisfied" with the services they received.**
- **The percent of individuals who rated services as "satisfied" or "very satisfied" was higher than the state average (79.2% for this agency versus 77.7% for the state).**
- **This agency's GTS Adult Non-Residential program was rated lower (79.2% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (81.5%).**

Satisfaction with Services: Non-Residential

How satisfied are you . . .	Total Non-Residential Consumers		GTS Adult Non-Residential Consumers	
	State	Agency	State	Agency
with the staff who serve you?	4.22 (2079)	4.21 (53)	4.31 (677)	4.21 (53)
with how much your staff know about how to get things done?	4.07 (2071)	4.15 (53)	4.20 (675)	4.15 (53)
with how staff keep things about you and your life confidential?	4.25 (2075)	4.34 (53)	4.40 (677)	4.34 (53)
that your treatment plan has what you want in it?	4.09 (2063)	4.09 (53)	4.18 (672)	4.09 (53)
that your treatment plan is being followed by those who assist you?	4.13 (2061)	4.15 (52)	4.25 (671)	4.15 (52)
that the agency staff respect your ethnic and cultural background?	4.29 (2035)	4.23 (53)	4.38 (665)	4.23 (53)
with the services that you receive?	4.19 (2072)	4.17 (53)	4.28 (677)	4.17 (53)
that services are provided in a timely manner?	4.03 (2079)	3.94 (53)	4.14 (679)	3.94 (53)

The first number represents a mean rating.
Scale: 1=Not at all satisfied . . . 5=Very satisfied.
The number in parentheses represents the number responding to this item

Some of the key findings were:

- **Statewide, the people served by the Division of Alcohol and Drug Abuse Non-Residential Programs reported that they were satisfied with the services they received.**

- **The ratings of the Non-Residential Program for this agency ranged from 3.94 to 4.34. The people were most satisfied with the staff keeping information confidential. They were least satisfied with the services being provided in a timely manner.**

Satisfaction with Quality of Life: Non-Residential

How satisfied are you . . .	Total Non-Residential Consumers		GTS Adult Non-Residential Consumers	
	State	Agency	State	Agency
with how you spend your day?	3.73 (2065)	3.67 (52)	3.79 (675)	3.67 (52)
with where you live?	3.73 (2050)	3.85 (52)	3.75 (674)	3.85 (52)
with the amount of choices you have in your life?	3.61 (2072)	3.54 (52)	3.68 (677)	3.54 (52)
with the opportunities/ chances you have to make friends?	3.80 (2063)	3.85 (52)	3.84 (678)	3.85 (52)
with your general health care?	3.71 (2036)	3.92 (52)	3.77 (675)	3.92 (52)
with what you do during your free time?	3.77 (2065)	4.02 (52)	3.85 (676)	4.02 (52)
How safe do you feel . . .				
in your home?	4.24 (2914)	4.63 (51)	4.35 (669)	4.63 (51)
in your neighborhood?	4.01 (2920)	4.40 (52)	4.11 (673)	4.40 (52)

The first number represents a mean rating.
How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.
How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.
The number in parentheses represents the number responding to this item.

Some of the key findings were:

- **The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services from the Division of Alcohol and Drug Abuse Non-Residential Programs.**
- **The consumers served by this agency's Non-Residential Program were most satisfied with safety in their home (mean of 4.63). They were least satisfied with the amount of choices in their life (mean of 3.54).**

Previous Feedback

The last page of the survey offered people the opportunity to address any issues by writing in comments. These hand-written comments were copied and faxed back to your agency as they were received. The primary purposes for this action was to allow for immediate feedback from the people you serve, to give you the opportunity to make any necessary improvements, and to pass along compliments to your staff.

Sampling Methodology

Consumer Satisfaction Forms were given to people served by ADA and CPS during April 2001. For MRDD, data was collected through interviews.

People who received services from more than one program or agency received more than one survey. Therefore, some people completed more than one survey.

While this method may not have achieved a sufficient sample size to represent the opinions of all people who receive services from each provider, the survey has provided people with an opportunity to express their opinions and concerns. Giving the majority of people who receive DMH services a quick and simple way to express opinions and concerns about service quality is a major aim of this process.

Use of Data and Quality Improvement

The methods of data collection, the survey content and the survey results should all be considered in terms of quality improvement. The Missouri Department of Mental Health Satisfaction Survey has been designed as a quality improvement process, not as traditional mental health research.

There are two primary uses of this data. First, this data gives the Department of Mental Health an expression of the level of satisfaction of the people served by the Missouri DMH system as a whole.

Second, this data is designed to support quality improvement processes at the provider level. Each provider will have a basis upon which to compare the level of satisfaction of the people who receive services at their agency with other providers of their type and the state as a whole. This comparison makes it possible for each provider to improve the quality of the services they offer. In addition, each provider can get a clear idea of some of the issues that are important to the people they serve.

It is important to understand the context of services at each agency when interpreting the meaning of survey results. Differences in the population served at each agency, variations in service provision, and particular cultural characteristics of the community in which services take place must be taken into account as providers use this information to improve the quality of services. This report does not attempt to take into account these variations. As your agency engages in quality improvement, it is your responsibility to understand and take into account these local variations in order to make the most of the information contained within this report.

Please forward any suggestions for improvement of the survey process to Gary Harbison, Outcomes, Missouri Department of Mental Health, PO Box 687, Jefferson City, Missouri 65102. Additional information about survey results may be obtained by contacting Christine Rinck, Ph.D., University of Missouri-Kansas City Institute for Human Development, 2220 Holmes, 3rd Floor, Kansas City, Missouri 64108.