



MECKLENBURG COUNTY

Community Support Services

Client Satisfaction Survey Summary

FY20 Q4: Apr – Jun 2020

Survey Report

This report was presented at the virtual 11/29/2020 PIC meeting and includes data from CSS Substance Use surveys completed during the period April through June 2020, for the following programs. The estimated number of clients served was derived by taking the average number of clients served in FY19.

<u>Program Name</u>	<u>Estimated # of Clients Served Updated for fy20</u>	<u># Surveys Returned</u>	<u># Surveys Filled Out</u>	<u>Response Rate (Estimated)</u>	<u>* Positive Response Rate from CSS-Wide Survey</u>	<u>* Positive Response Rate from Program Specific Survey</u>
JAIL	146	16	16	11%	97.92%	100%
MEN'S SHELTER	31	0	0			
WOMEN'S SHELTER	28	0	0			
* TOTAL AVERAGE	205	16	16	11%	97.92%	100%
CREW		6	6		100%	NA

Summary

Typically, an estimated 205 clients would have been served in the CARF accredited Substance Use Services programs during the three-month period of April 1, 2020 through June 30, 2020. Due to COVID-19, this number was reduced drastically. The Detention Center severed a limited number of clients, and a total of 16 surveys were returned. This was an increase of 1 survey from their previous quarter. The Men's and Women's shelters were unable to provide services to clients the last quarter of FY20.

The 16 surveys that were returned contained client responses resulting in an estimated completion rate of 100%. The program specific survey for the detention center resulted in 100% positive responses.

CREW had 6 surveys returned, a decrease of 2 from the last quarter.

* Responses left blank and responses marked "N/A" on the survey forms were not considered in the calculations of the results.

Introduction

Client satisfaction is a critical outcome measure for the Community Support Services (CSS) Substance Use Programs. The focus is on soliciting, collecting, analyzing, and using input from all stakeholders to develop services that meet or exceed the expectations of our clients, staff, the community and other stakeholders. Client satisfaction data assist in the identification of sources of satisfaction and dissatisfaction with the CSS Substance Use programs, procedures and client services. After sources of client dissatisfaction are identified, further barrier analysis is conducted to identify the root causes that create the dissatisfaction. Actions are implemented to reduce or remove these root causes of client dissatisfaction.

This report summarizes data about CSS-SU client satisfaction. As the data is analyzed the key sources of client dissatisfaction will be identified and the root causes of the dissatisfaction selected for improvement. Actions taken to address sources of dissatisfaction will be listed along with the evaluation of the effectiveness of those actions.

Survey Development

The Client Service Excellence Workgroup began the process of developing an internal Client Satisfaction Survey process in the spring of 2006. The Workgroup developed a set of twelve general questions that would be given to each client; each program within the CSS then developed a set of questions specific to the program.

CSS programs with high turnover of short-term clients began distributing surveys January 2007. The Quality Improvement Team designed Excel spreadsheets and an Access database to collect and organize the data. In 2016, we began entering data into our electronic record, Echo. Reports were developed and made available to the CSS staff, clients, Performance Improvement Council and program leaders.

Survey Administration

The following table shows the CSS programs involved along with the scheduled client satisfaction survey frequency.

<u>Program Name</u>	<u>Survey Title</u>	<u>POC</u>	<u>Frequency Clients are Surveyed</u>
JAIL	Jail Central & North Program Survey	Evelyn McGill	At or prior to Discharge
MEN'S SHELTER	Men's Shelter Program Survey	Chinita Craighead-Davis	At or prior to Discharge
WOMEN'S SHELTER	Women's Shelter Program Survey	Chinita Craighead-Davis	At or prior to Discharge
CREW	CREW Program Survey	Angel Green	Monthly

Grid updated 2/2019