



MECKLENBURG COUNTY

Community Support Services

Client Satisfaction Survey Summary

April – June 2018

Survey Report

This report was presented at the 9/27/18 PIC meeting, and includes data from CSS Substance Use surveys completed during the period April through June 2018, for the following programs:

<u>Program Name</u>	<u>Estimated # of Clients Served</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	156	70	70	45%	98%	99%
MEN'S SHELTER	31	5	5	16%	100%	95%
WOMEN'S SHELTER	21	4	4	19%	100%	100%
* TOTAL AVERAGE	208	79	79	27%	99%	98%

Summary

An estimated 208 clients were served in the Substance Use Services programs during the three-month period of April 1, 2018 through June 30, 2018. A total of 79 surveys were returned, the same number returned last quarter. The estimated response rate decreased from 30% to 27%. The new Jail supervisor, Evelyn McGill monitored and adjusted the process, to assure surveys were collected, which resulted in a slight increase in the number of surveys returned.

A total of 79 of the 79 surveys that were returned contained client responses resulting in an estimated completion rate of 100% (79/79). All programs had results on the CSS-wide 12 question survey this quarter that were 85% or higher.

* 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 Customer 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

Grid updated 2/2018