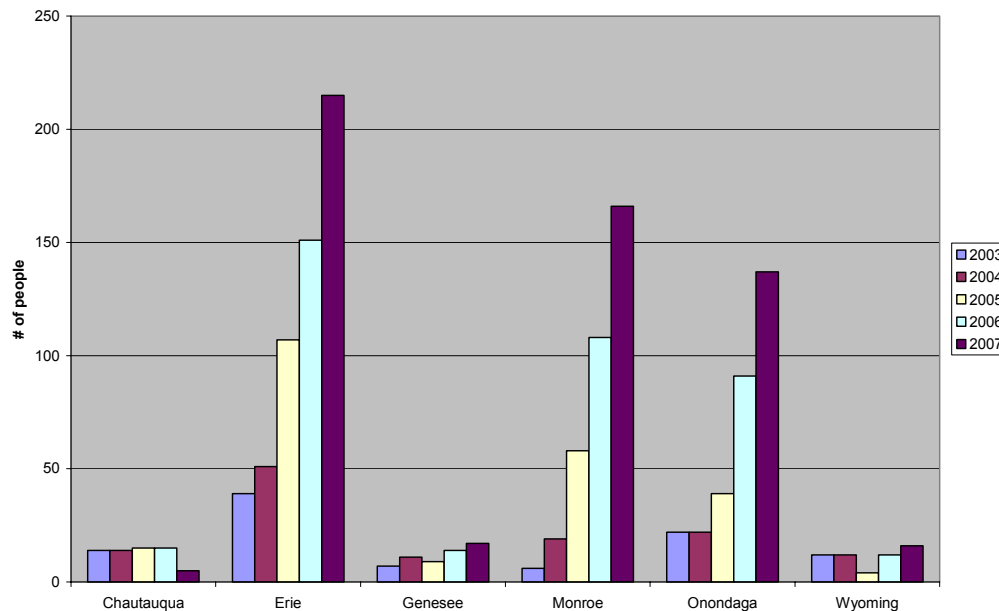


WESTERN NEW YORK CARE COORDINATION PROGRAM 2007 ENROLLEE SATISFACTION SURVEY EXECUTIVE SUMMARY

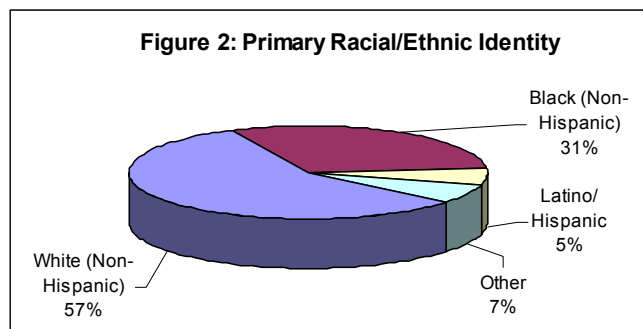
The Western New York Care Coordination Program (WNYCCP) is a unique six county consortium dedicated to transforming mental health services for adults with severe mental illness to become more responsive to the interests of consumers, ensure access to high quality services, and promote recovery. The participating upstate New York counties (Chautauqua, Erie, Genesee, Monroe, Onondaga, and Wyoming) are currently serving approximately 3,000 persons through 12 local, not-for-profit care coordination agencies. The annual Enrollee Satisfaction Survey is an opportunity for enrollees to rate the services they are receiving through the Care Coordination Program.

The 2007 Enrollee Satisfaction Survey was administered during November - December 2007. A total of 556 enrollees from across all six counties participated in the survey, representing a 42% increase compared to 2006. As shown in Figure 1, participation in five out of six counties increased from the previous year.

Figure 1: Number of respondents by County



2007 participants were almost equally split in terms of gender (51% male). The self-reported ethnicity of 2007 survey respondents is indicated in Figure 2 (below).



The survey was divided up into three sections to give enrollees the opportunity to provide separate ratings of his/her care coordinator, the Individual Service planning process, and the primary service provider. All items

were rated on a 5-point scale of “Strongly Agree” (5) to “Strongly Disagree” (1). Average scores for each of the three surveys sections were tallied in addition to individual item scores.

Overall Results

Survey results showed that enrollees reported satisfaction with most areas of the survey (that is, average scores of 4 or above), including the convenience and responsiveness of the care coordinator/case manager (average scores of 4.4 for both), overall experience with the service planning (4.1), and the responsiveness/usefulness of the primary mental health service provider (4.3 and 4.0, respectively). The only area rated below satisfactory was the helpfulness of care coordination services over the past year, which received an overall rating of 3.9.

Individual Items

The highest rated individual items on the survey (i.e. the items with the greatest amount of “Strongly Agree” or “Agree” responses) were from the care coordinator section: “I was treated with respect by my Care Coordinator,” and “My Care Coordinator and I were able to communicate.” The five highest-rated items are listed in Table 1 (below) and suggest that enrollees are particularly satisfied with the relationships that exist with care coordinators and primary service providers. These results are very similar to 2006.

Table 1: Items with the most “Strongly Agree” or “Agree” responses

<i>Item</i>	% “Strongly Agree” or “Agree”
I was treated with respect by my Care Coordinator.	93%
My Care Coordinator and I were able to communicate.	91%
I am carefully listened to by my Care Coordinator.	90%
I was treated with respect by my primary service provider.	89%
My Care Coordinator believes I can grow, change, and recover.	89%

The five items with the greatest amount of “Strongly Disagree” or “Disagree” responses are shown in Table 2 (below). These items suggest that despite indicating satisfaction with many aspects of care coordination and their primary service providers, many enrollees acknowledge significant clinical, social, and residential needs. Again, these closely parallel the results of the 2006 enrollee survey.

Table 2: Items with the most “Strongly Disagree” or “Disagree” responses

<i>Item</i>	% “Strongly Disagree” or “Disagree”
My symptoms are not bothering me as much. <i>(Care Coordinator section)</i>	13%
My symptoms are not bothering me as much. <i>(Primary Provider section)</i>	12%
I am getting along better with my family. <i>(Primary Provider section)</i>	11%
I am getting along better with my family. <i>(Care Coordinator section)</i>	10%
My housing situation has improved.	10%

The results of the 2007 Enrollee Satisfaction Survey indicate that enrollees express satisfaction with many aspects of care coordination and service providers, although a variety of needs and potential areas for improvement are apparent. Efforts will continue to be made across all six counties to further enhance services and promote a recovery-oriented, person-centered approach to service planning and delivery.