

2007 ENROLLEE SURVEY RESULTS

The Western New York Care Coordination Program (WNYCCP) is dedicated to improving outcomes for adults with serious mental illness through person-centered, recovery-focused practices. Approximately 3,000 persons are currently enrolled in WNYCCP through case management programs across six counties: Chautauqua, Erie, Genesee, Monroe, Onondaga, and Wyoming.

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 conducted during November - December 2007.

DEMOGRAPHICS OF SURVEY PARTICIPANTS

- 556 Enrollees participated in 2007, up from 391 in 2006
- 42% more Enrollees participated in 2007 than in 2006
- Gender: 51% male and 49% female
- Ethnicity: 57% white, 31% black, 5% Latino/Hispanic, 7% other

THE MAJORITY OF SURVEY PARTICIPANTS REPORTED THEIR EXPERIENCES WERE PERSON-CENTERED AND RECOVERY-FOCUSED.

- 89% thought their Care Coordinators believed they could grow, change, and recover.
- 84% were satisfied with the range of services available to them.
- 83% felt their dreams, interests, preferences, and strengths were clearly acknowledged and used to drive activities, services and supports.
- 79% said their Individual Service Plan reflected their strengths as well as their weaknesses.
- 78% felt free to choose or reject services.
- 77% said their Individual Service Plan reflected their plan for recovery.

THE MAJORITY OF SURVEY PARTICIPANTS REPORTED DOING BETTER IN THE FOLLOWING AREAS.

- 79% dealt more effectively with daily problems.
- 75% were better able to control their lives.
- 73% were better able to deal with crisis.
- 71% had improved housing situations.
- 67% got along better with their families.
- 66% were less bothered by symptoms.

Efforts will continue to be made across all six WNYCCP counties to further enhance services and promote a recovery-oriented, person-centered approach to service planning and delivery. For more details about the 2007 Enrollee Satisfaction Survey, go to www.carecoordination.org and click on "Results."