

ARMHS 2006 Consumer Satisfaction Survey

Survey Response Rates

Table 1: Percentage of returned surveys, total and by role and region.

	Total	Client	Case Mgr.	Family Member	Other Provider	Advocate	Guardian and Family Member
Total: All Regions	37.22%	37.74%	52.08%	26.09%	22.92%	100.00%	50.00%
Duluth	35.37%	34.78%	54.55%	25.00%	17.39%	100.00%	0.00%
7E	35.94%	38.10%	52.63%	11.11%	28.57%	0.00%	0.00%
NSLC	44.12%	44.44%	42.86%	100.00%	27.27%	0.00%	60.00%

The total number of surveys sent equals 180, and five of these surveys were returned blank. The total number of surveys filled in and returned was sixty seven. The result is an overall response rate of 37.22%.

ARMHS 2006 Consumer Satisfaction Survey Results

Response	Does the ITP that was developed meet your needs?	Have we provided the services and supports we promised?	Have the services RSI provided help you work toward your goals and/or becoming more independent?	Please rate your current quality of life	DSS: Respectful, courteous, polite	DSS: Provide prompt services	DSS: Respond to your needs, questions, requests for help	DSS: Have the services provided match what you developed in your ITP?	PTC: Respectful, courteous, polite	PTC: Listened to you, your goals, hopes, dreams
Excellent/Always/Very Much	48	41	39	19	53	45	47	38	55	48
Good/Usually/Somewhat	14	19	20	31	11	19	16	21	6	13
Fair/Sometimes/A Little	4	4	2	11	2	3	4	5	1	2
Poor/Never/Not at All	0	1	4	4	0	0	0	1	2	1
No Answer	1	2	2	2	1	0	0	2	3	3
Total #	67	67	67	67	67	67	67	67	67	67
Percentages										
Excellent/Always/Very Much	71.64%	61.19%	58.21%	28.36%	79.10%	67.16%	70.15%	56.72%	82.09%	71.64%
Good/Usually/Somewhat	20.90%	28.36%	29.85%	46.27%	16.42%	28.36%	23.88%	31.34%	8.96%	19.40%
Fair/Sometimes/A Little	5.97%	5.97%	2.99%	16.42%	2.99%	4.48%	5.97%	7.46%	1.49%	2.99%
Poor/Never/Not at All	0.00%	1.49%	5.97%	5.97%	0.00%	0.00%	0.00%	1.49%	2.99%	1.49%
No Answer	1.49%	2.99%	2.99%	2.99%	1.49%	0.00%	0.00%	2.99%	4.48%	4.48%

Results of survey
answers (continued)

Response	PTC: Communicates with you about progress, activities, changes	PTC: Responded to your needs, questions, and requests for help	Other RSI Staff and Management: Respectful, courteous, polite	Other RSI Staff and Management: Responded to your needs, questions, requests for help	Other RSI Staff and Management: Communicated with you about progress, activities, changes	Has RSI treated you with respect for your culture, spirituality, & values?	Were your rights as a client clearly explained to you by the PTC?	Did you feel your personal goals were reflected in the goals and services established in your ITP?	What is your overall rating of RSI as your service provider?
<i>Excellent/Always/Very Much</i>	55	48	44	47	53	48	41	50	38
<i>Good/Usually/Somewhat</i>	6	13	18	12	13	16	20	12	17
<i>Fair/Sometimes/A Little</i>	1	2	2	4	1	2	4	0	4
<i>Poor/Never/Not at All</i>	2	1	2	1	0	1	2	2	1
<i>No Answer</i>	3	3	1	3	0	0	0	3	7
Total #	67	67	67	67	67	67	67	67	67
Percentages									
<i>Excellent/Always/Very Much</i>	82.09%	71.64%	65.67%	70.15%	79.10%	71.64%	61.19%	74.63%	56.72%
<i>Good/Usually/Somewhat</i>	8.96%	19.40%	26.87%	17.91%	19.40%	23.88%	29.85%	17.91%	25.37%
<i>Fair/Sometimes/A Little</i>	1.49%	2.99%	2.99%	5.97%	1.49%	2.99%	5.97%	0.00%	5.97%
<i>Poor/Never/Not at All</i>	2.99%	1.49%	2.99%	1.49%	0.00%	1.49%	2.99%	2.99%	1.49%
<i>No Answer</i>	4.48%	4.48%	1.49%	4.48%	0.00%	0.00%	0.00%	4.48%	10.45%

Glossary of Acronyms

ARMHS -- Adult Rehabilitative Mental Health Services

DSS -- Direct Support Staff (ARMHS Workers)

ITP -- Individual Treatment Plan

Mgr -- Manager

NSLC -- Northern St. Louis County

PTC -- Program Treatment Coordinator

RSI -- Residential Services of NE MN, Inc