

**2017-18 Survey of Comprehensive Community Services (CCS)
Member Satisfaction with the Intake Process**

Version 7.16.18

Study Overview

The purpose of the survey was to measure member satisfaction with the Comprehensive Community Services (CCS) intake process.

Outline

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Methods

Design

Intake surveys were designed by the CCS Coordination Committee, which assists Dane County in quality oversight of the CCS program. As part of the 2017 CCS quality improvement plan, the coordination committee identified a desire to learn more about CCS participants' satisfaction with the intake process and to identify areas for improvement. The CCS Program Analyst then designed a survey, with review and input from the committee. The brief survey was 2 pages in length, consisting of 11 statements that the participant responded to on a Likert Scale, corresponding to Strongly Agree, Agree, Neutral, Disagree, or Strongly Disagree (See Survey Instrument, page 6-7).

Survey Method

All individuals with intake appointments from Aug 31, 2017 – Feb 28, 2018 received a survey in their intake packet. Surveys were color-coded by intake worker and distributed in matching colored envelopes that distinguished them from other intake documents. Intake workers were instructed to show members the survey, fill in the "month/year of intake" line, and to briefly explain the purpose of the survey. A postage-paid, Dane County Department of Human Services (DCDHS) addressed return envelope was included. Since surveys were returned anonymously, no method was used to re-prompt eligible members who did not return the survey, and individuals received the survey regardless of whether they screened eligible for the CCS program. Surveys were due back in two weeks, but were accepted at any time.

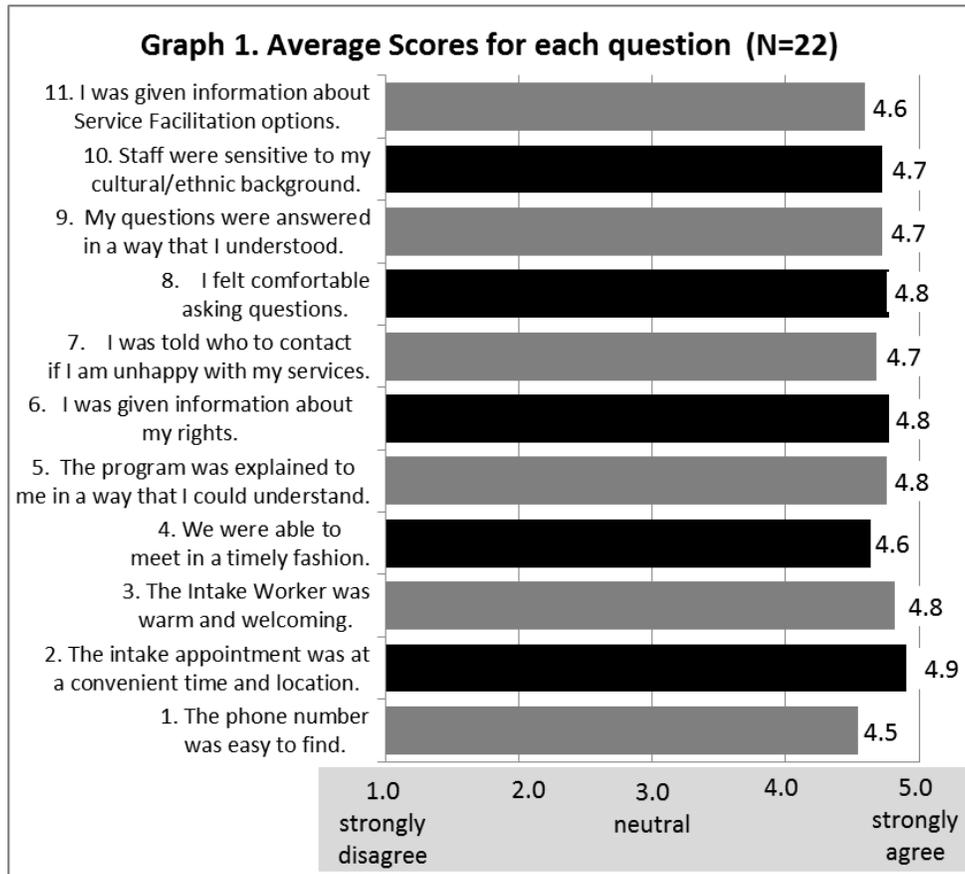
Response rate

In total, 163 intake appointments occurred during the 6 months of survey distribution. Of these, 22 surveys were completed, for an overall response rate of 13.8% (see **Table 1**). Approximately twice as many adult intakes occurred during the survey period, and the response rate was more than three times higher for adult intake appointments (17.8%) than it was for youth intake appointments (5.7%).

Table 1. Response rate by intake type

# Surveys	Intake Type		Overall
	Youth	Adult	
# completed / distributed	3 / 54	19 / 109	22 / 163
response rate	5.6%	17.4%	13.5%

Results



Notes:

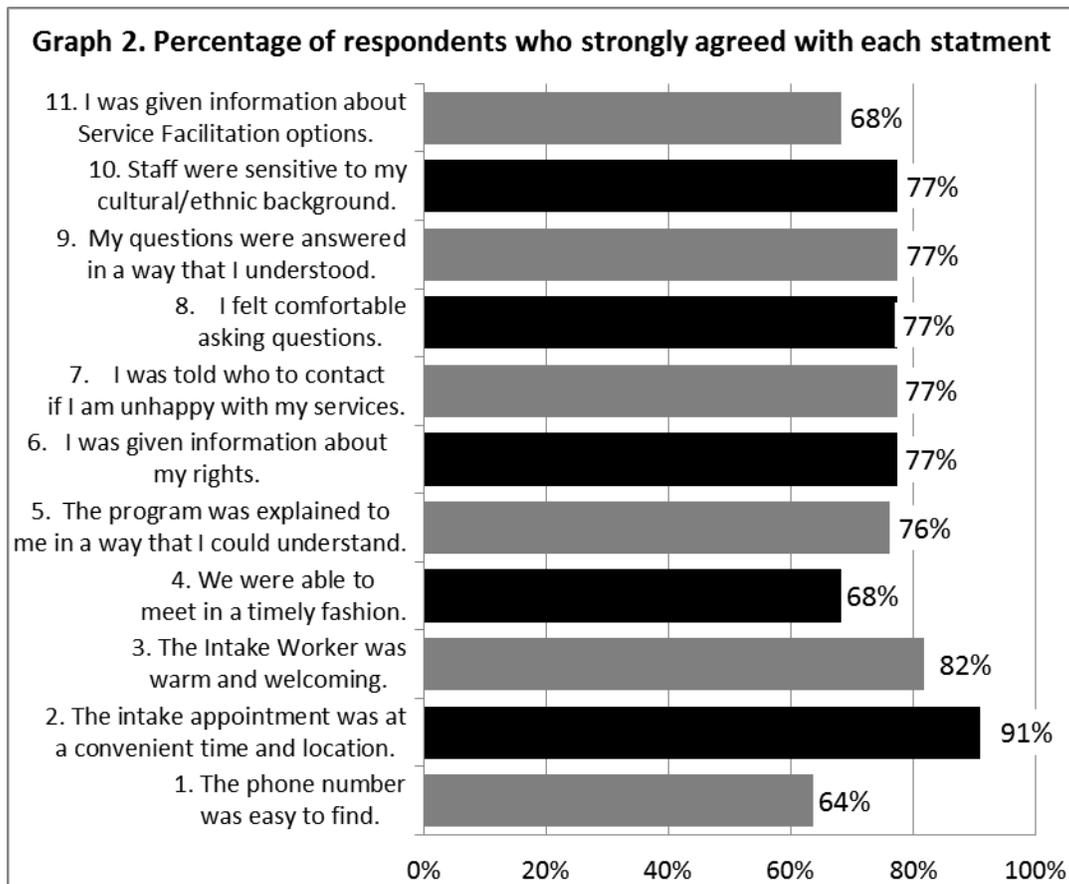
- Scores could range from 1.0 to 5.0, with higher scores representing a more positive experience with the intake process.
- Overall, respondents rated their intake experience very positively, with average responses on each statement ranging between 4.5 and 4.9.
- The lowest rated statement was statement #1; on average, respondents agreed/strongly agreed that the phone number for the intake unit was easy to find (mean score=4.5).
- The most positive score was in response to statement #2, that the meeting with the CCS intake worker was held at a time and location that was convenient for the member (mean score = 4.9).
- T-tests were used to determine whether mean responses differed by gender (male versus female), racial category (white versus black), or age category (<44 versus 45+).
 - No significant differences were detected when stratifying responses by gender¹ or race².
 - Overall, satisfaction with the intake process did not differ by age³. However, statement #5 (the program was explained in a way I could understand) was scored significantly higher⁴ (mean score = 4.8) by respondents over 45 than those below age 45 (mean score = 4.3).

1. T= 1.47, df=20, p-value = 0.157
4. T= 3.13, df=19, p-value = 0.006

2. T= 0.594, df=20, p-value = 0.559
significance: p-values <0.05

3. T= 1.32, df=20, p-value = 0.203

Results



Notes:

- Due to the high average scores for each statement, the percentage of respondents who strongly agreed with each statement was also examined.
- The statements with the lowest percentage of respondents strongly agreeing related to adequately learning about Service Facilitation options (68%), the timeliness with which members were able to schedule intake appointments (68%), and locating the Intake unit telephone number (64%).
- However, once members were able to schedule the intake appointment, 91% strongly agreed that the location and time were convenient (statement #2).

Table 2. The Lowest individual score for each survey item.

Statement #	#1	#2	#3	#4	#5	#6	#7	#8	#9	#10	#11
Lowest Score	3	4	4	3	4	4	2	4	3	3	2

- Although responses were positive overall, individual responses varied. **Table 2** shows the lowest individual score given for each survey item. Notably, nine of the lowest scores were provided by the same respondent, suggesting that their experience was more negative than that of others.

Results

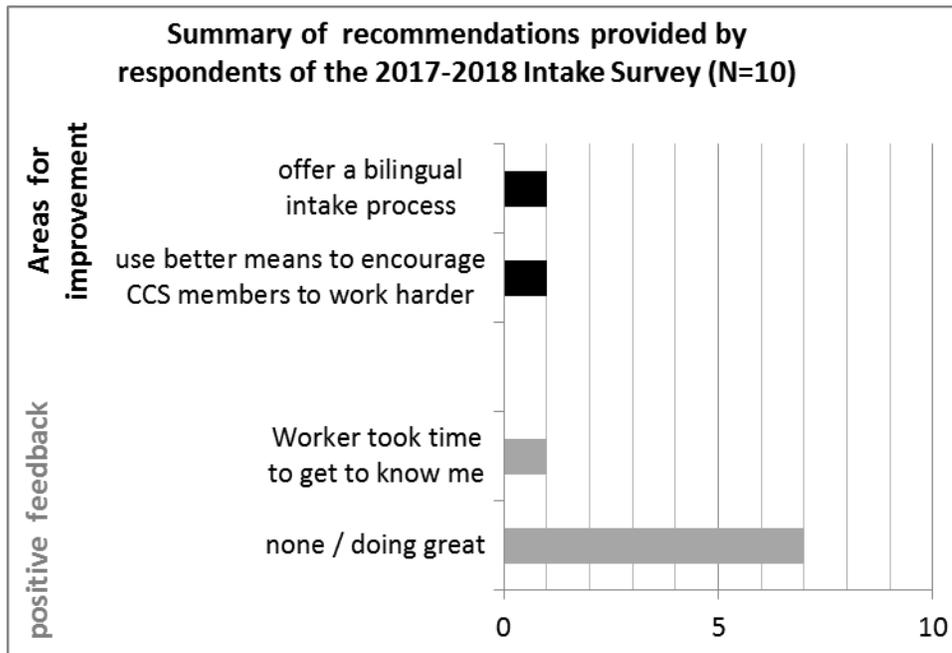
Respondents were provided opportunities to leave comments in response to the question: “What recommendations do you have to improve the CCS Intake experience?” Ten respondents provided comments, which have been summarized based on whether they suggested areas for improvement or provided positive feedback.

Areas for Improvement:

- One respondent suggested that CCS offer bilingual intake services. This respondent identified as Hispanic, suggesting that a Spanish speaking intake worker would fill this gap. Only one survey respondent identified as Hispanic; since 7% of the general CCS population identifies as Hispanic, it suggests that other potential CCS members would benefit from this service as well.
- One respondent noted a frustration in CCS members being encouraged to work harder with few incentives.

Positive feedback:

- One respondent noted that the intake experience was warming and that the worker took time to get to know them.
- Majority of respondents wrote that they had no recommendations or that the intake process was great as is.



Demographics of CCS Intake survey participants

In order to determine whether respondents were representative of those who received the survey, demographics of the two groups were compared. However, for surveys distributed following youth intakes, the survey was completed by an adult, of which representative demographics could not be determined. Therefore, this analysis only included the 19 surveys completed following adult intake appointments. Between 14 and 19 respondents answered each demographic question. The results are shown below and are compared to characteristics for all eligible adult survey recipients, using CCS records. Since two adults screened ineligible during this time, their demographic information is unknown and they are excluded from the analysis.

Table 2.	Survey Respondents		all eligible
Gender	Count	Percentage	(N=107)
Female	13	68%	52%
Male	6	32%	48%
Total	19	100%	100%

- About two thirds of survey respondents identified as female, compared to one third as male. This proportion did not significantly differ from the population of members who received the survey¹.

Table 3.	Survey Respondents		all eligible
Age	Count	Percentage	(N=107)
18-24	0		4%
25-44	3	16%	36%
45-64	15	79%	52%
65+	1	5%	7%
Total	19	100%	100%

- The age distribution of survey respondents did not significantly differ from the population of members who received the survey². Although the proportion of 45-64 year olds who responded to the study appeared much higher than the eligible population, due to small sample sizes, this difference did not reach statistical significance after applying the Bonferroni correction³.

Table 4.	Survey Respondents		all eligible
Race	Count	Percentage	(N=107)
American Indian/Alaska Native	0		2%
Asian	0		0%
Black/African American	7	39%	23%
Native Hawaiiin/Pacific Islander	0		0%
White/Caucasian	11	61%	71%
Mixed or Other	0		4%
Total	18	100%	100%

- The racial composition of survey respondents mirrored that of the eligible population; 61% respondents were White/Caucasian and 39% identified as Black/African American⁴.

Table 5.	Survey Respondents		all eligible
Ethnicity	Count	Percentage	(N=107)
Hispanic/Latino	1	7%	7%
not Hispanic/Latino	13	93%	93%
Total	14	100%	100%

- Approximately 7% of respondents were Hispanic, which is representative of eligible participants⁵.

1. $\chi^2= 3.39$, $df=1$, p -value = 0.066

2. $\chi^2= 4.92$, $df=3$, p -value = 0.178

3. $\chi^2= 4.65$, $df=1$, p -value = 0.125, $B=4$

4. $\chi^2= 2.68$, $df=3$, p -value = 0.444

5. p -value = 1.00, Fisher's Exact Test

significance: p -values ≤ 0.05

Survey Instrument:

**Comprehensive Community Services (CCS)
Brief Participant Survey**

To keep improving our services, we want to know what you think about your initial experience with CCS. Your participation is voluntary, but we hope you will help us out!

Your responses are confidential. We won't be sharing your individual answers with anyone. Your answers will be combined with everyone else's to give us a better idea of what you and other participants think of the intake experience within the CCS program. Your choice to participate in this survey and your responses will NOT in any way impact your CCS services.

Return surveys by mail WITHIN 2 WEEKS using the pre-paid pre-addressed envelope included.

For each statement, please mark the box that best matches your opinion.

Regarding your CCS intake:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The phone number for the CCS Intake Unit was easy to find.					
2. The meeting with the CCS Intake Worker was held at a time and location that was convenient for me.					
3. The CCS Intake Worker was warm and welcoming.					
4. I was able to meet with the CCS Intake Worker in a timely fashion.					
5. The CCS Intake Worker explained the CCS program to me in a way that I could understand.					
6. I was given information about my rights.					
7. I was told who to contact if I am unhappy with my services.					
8. I felt comfortable asking questions about the CCS program.					
9. The CCS Worker was able to answer my questions in a way that I could understand.					
10. Staff were sensitive to my cultural/ethnic background (race, religion, language, sexual preference, gender, gender identity).					
11. The CCS Intake Worker provided me with information on the agencies I could choose to work with for service facilitation.					

12. What recommendations do you have to improve the CCS Intake experience?

If you would like to speak with someone directly about your feedback or if you need assistance completing your survey, please contact Julie Meister at 242-6413.

Survey Instrument:

**Comprehensive Community Services (CCS)
Brief Participant Survey**

Please tell us more about yourself! This information is collected to make sure that all groups are represented equally.

Gender

- female
- male
- trans female
- trans male
- other

Race (mark all that apply)

- American Indian/Alaska native
- Asian
- Black/African American
- Native Hawaiian/Pacific Islander
- White/Caucasian
- Other

Age

- 0-12
- 13-17
- 18-24
- 25-44
- 45-64
- 65+

Ethnicity

- Hispanic/Latino
- not Hispanic/Latino

When was your intake appointment? _____
(month/year)