



HELENA INDUSTRIES



Montana Career Development
Services



Helena Industries
Case Management

FY 2009 Satisfaction Survey Results

September 30, 2009

Introduction

Annually, Helena Industries conducts surveys among various stakeholder groups to determine the overall level of satisfaction with the services we provide. Surveys of persons receiving services, their families/guardians, case managers and others involved are completed during the year at a variety of times for compilation at the end of the fiscal year. Surveys of persons served are completed annually at the same time as the person's Personal Support Plan is reviewed or Individual Plan for Employment is reviewed.

In compiling this report, we list written comments received from every survey completed, unless stated otherwise for that specific survey. The report is used as one means of improving our services. We try to ensure that we maintain the efforts that have resulted in high levels of satisfaction in the past and seriously and closely review situations where, by survey comments and scores, we can and should do better in the future. When requested, we will contact persons to address any issues in more detail. Further, we encourage any community member, whether involved with the services of the agency or not, to comment regarding our services or our presence in the community at any time.

This report is reviewed by the Helena Industries Management Team and staff, the agency Board of Directors, and our funders. **Copies of the report are available by calling 442-8632 and requesting the 2009 Satisfaction Survey.**

If you have additional comments regarding our services, please feel free to contact Greg Olsen, the Director of Programs at 442-8632 or for comments regarding case management services, contact Deb Heerdt, Director of Case Management at 587-7703 (Bozeman).

HELENA BASED SERVICES

Facility-Based Employees Survey

Note that in 2009, in an attempt to gather more practical information and encourage more detailed responses, we updated the facility-based satisfaction survey questions. As a result, there is information from both surveys included in this section.

N = of approximately 80 (% return)

QUESTION

% YES

| QUESTION | % YES |
|--|-------------|
| 1. Do you feel you are given enough choices on the job? | 87% |
| 2. Would you like a job change at HI? | 24% |
| 3. Would you like a job in the community? | 35% |
| 4. Do you think you are paid fairly? | 96% |
| 5. Are you satisfied with the hours that you work each week? | 84% |
| 6. Do you feel that you are given enough break time? | 100% |
| 7. Do you feel that you spend enough time with your counselor? | 100% |
| 8. Are you treated with respect by the people who work with you? | 100% |
| 9. Do you have enough chances for input? | 88% |
| 10. Do you know your rights? | 78% |
| 11. Do you have a current handbook? | 56% |
| 12. Do you know what your goals are? | 32% |
| 13. Overall, are you satisfied with your services? | 100% |

QUESTION**%
YES**

| | |
|---|-------------|
| 1. What area do you work in? (COMMENTS ONLY) | |
| 2. What is your favorite job to do? (COMMENTS ONLY) | |
| 3. Is there a job you do not like? If yes, what? (COMMENTS ONLY) | |
| 4. Do you get choices at work? | 82% |
| 5. Do you want to work in a different area at HI? If yes, Where? | 27% |
| 6. Is there any place else you would like to work? Where? | 56% |
| 7. Do you think you make enough money? | 91% |
| 8. Do you like the amount of hours you work? | 76% |
| 9. Do you get enough time for breaks? | 88% |
| 10. Do you get enough time for lunch? | 94% |
| 11. If you have a problem who do you talk to? (COMMENTS ONLY) | |
| 12. Who is your counselor? (COMMENTS ONLY) | |
| 13. Can you visit with your counselor when you need to? | 100% |
| 14. What are your rights and responsibilities? (UNDERSTAND THEM) | 50% |
| 15. Do you have an HI Employee Handbook? If no, do want one? | 67% |
| 16. What are the PSP meetings for? (KNOW THE PURPOSE) | 71% |
| 17. What do you remember from your last meeting? | 43% |
| 18. What would you like to talk about at your next meeting? (COMMENTS ONLY) | |
| 19. Is there enough work to keep you busy? | 87% |
| 20. If you could do any job what would it be? (COMMENTS ONLY) | |
| 21. If there was not work, what kind of activity would you do? (COMMENTS ONLY) | |
| 22. Overall, are you satisfied with the services you receive? | 100% |

Action From Previous Year Review

Counselors have identified individual issues from the surveys and attempted to address them with the person. We have continued to move persons in facility-based services into supported employment as allowed by staff capacity and Individual Cost Plans. (See Review Comments below for further discussion of this subject.) We have tried to make

sure that folks who wanted handbooks (a past issue) received them by offering them at the time of their PSP meeting. As a result, the percentage of persons who said that they had a current copy of the Consumer Handbook increased from 46% to 69%. We have tried to stress a review of each person's goals and objectives with them during quarterly reviews and have put more emphasis on goal and objective selection to try to ensure that the goals and objectives selected are important to the person. This has resulted in an increase of 19% from 40% to 59% in the number of folks who said that they know the goals in their plan. We have moved folks asking for internal transfers when there was space available, no identified compatibility issues or legal impediment and the person has the basic necessary skills needed for the move. We are anticipating the changes designed into the Personal Support Plan process, which were implemented last year, to result in a further increase in the number of persons aware of their content of their goals.

Review Comments

Scores are very good overall, reflecting employees overall satisfaction with the services they receive and the work that they do. Based upon the percentage responding positively to the question, two ongoing issues continue to be areas that the agency needs to continue to address.

The first issue is that more than half of all current consumers (56%) say that they would like to have a community-based job and do not have one now. This number continues to go up incrementally with each passing year and remains the single biggest issue we need to address in meeting the desired need of the persons we serve. However, even under the revised funding system for developmental disabilities put into place in July 2008, this improvement is still extremely difficult to achieve as changes and especially increases in the cost plans for individuals are difficult to achieve once rates are initially set for an individual. Additionally, the majority of persons expressing interest in community-based employment would clearly be in need of long-term or permanent, high work-time percentage job coaching (an estimate would be that 50% or more of those requesting it would need 80 – 100% intervention), which is provided at a ratio of one job coach to one person served. Facility-based employment services are generally provided at a ratio of between 1:2 to 1:7, with the majority of persons receiving 1:5 services. As such, community-based employment is, on average, 5 – 7 times more expensive to provide given the same number of hours worked. Making the equation even more complicated is the fact that the majority of persons receiving facility-based services, who are interested in community-based services, also want to remain in their facility-based employment for the remainder of the work week, if they work less than full-time in community-based employment. Our average supported employment consumer works approximately 19 hours per week in a community-based job. Many of those wanting to work in the community will still need some form of services during the remainder of a typical 30 - 40-hour work week in order to maintain their current quality of life and not dramatically change the lives of their families or residential service provider. HI currently provides daily community-based employment (either as the sole service or as a combination of facility-based and community-based

service) to approximately 30 persons with developmental disabilities and another 30 - 40 persons in supported employment through other funding sources.

We continue to bring new consumers into supported employment services as staff capacity and individual cost plans allow (4 persons in 2009, 7 persons in 2008, 3 in 2007), but unless and until the DDP offers an increased rate under the new rate system that allows for persons receiving combination services (facility and community based services) at a level of funding that meets their needs, significant progress towards achieving the goal of working in the community and maintaining a schedule that functions appropriately for their families and or residential services will remain as a work-in-progress that we will continue to focus on.

The second issue is that approximately 30% of the persons we serve state they are not aware of the visions, outcomes and actions in their plan. While this is a definite improvement over the past several years and one that we will try to increase in the future, it still falls short of the level that we would like to achieve for this issue. We will continue to review plan outcomes and actions at least quarterly with all persons as a part of the quarterly review process and also anticipate that the new Personal Support Plan process will help to increase these numbers with its increased focus on person-driven planning.

Objectives Based Upon This Survey

Continue to seek funding to increase supported employment staff resulting in a decrease of the number of persons waiting for supported employment services.

Staff will specifically review objectives and the status of objectives within plans with each consumer employee not less than quarterly in an effort to ensure that they are aware of them.

Staff will address individual issues identified in surveys.

Supported Employment Employee Survey

N = 52 of 52 (100% return)

| | |
|-----|---|
| 96% | 1. Are you happy with your job? |
| 98% | 2. Does your job coach help when needed? |
| 19% | 3. Do you need more training to do your job? |
| 94% | 4. Does your work supervisor help when needed? |
| 87% | 5. Do you work enough hours? |
| 92% | 6. Do you feel you are paid fairly? |
| 96% | 7. Are you treated with respect? |
| 96% | 8. Do you get along with your co-workers? |
| 10% | 9. Do you have work issues that you need to talk about? |

| | |
|------|---|
| 100% | 10. Overall, are you happy with the services you are receiving from Helena Industries? |
|------|---|

Action From Previous Year Review

Job coaches were asked to check with folks that had individual issues or stated that they needed training or help. The majority of these issues have already been addressed as the compilation of this report is, in some instances, many months from the time that the survey is completed and the issue is identified. It should also be noted that some identified issues are out of the control of job coaches and need to be addressed with planning teams or guardians and may or may not be addressed to the person’s complete satisfaction.

Review Comments

Persons in this service are funded either by the Developmental Disabilities Program, the Supported Employment program (6B) of the Vocational Rehabilitation Program or by the Extended Employment program funded through Vocational Rehabilitation and operated by Rocky Mountain Rehab in Billings. Overall survey scores reflect an impressive degree of satisfaction with the services offered and received. The rate of survey return is excellent at 100%. This program continues to run well with 4.25 FTE job coaches providing the services.

The demand for this program continues to rise annually as it has for the past several years as an increasing number of persons with developmental disabilities are requesting the service through their planning teams. Four factors are making this increased demand difficult to meet. First, funding for the service through the Developmental Disabilities Program is based on “tiers” or levels and is quite low compared to the previous payment (Prior to FY 09) system (on average the switch has resulted in a loss of 50% of the previous reimbursement rate), especially if a consumer is at the upper end of the tier. Second, although some consumers could frequently “bump up” into another tier (example: received more than 10 hours in a month thereby moving from the Base Tier to Tier 1), their cost plan will not support the move into the next tier and the amount of administrative work to accomplish this move, if it is allowed, is very significant, especially if the movement from tier to tier will be frequent. Third, many of those requesting a move to supported employment are only ready to be employed in the community at a minimal level. When this occurs (dually served in the facility and community), even though they are likely to get 1:1 services through their job coach, there is no additional payment to Helena Industries for the provision of the service, making it fiscally difficult to provide the service to a significant number of persons. We provide this dual service now to 12 persons who average as many as 10 hours per month of job coach service without additional reimbursement. Finally, the economy in 2008 – 2009 has made it more difficult than usual to find jobs, especially jobs for those with fewer skills. Until changes to the system occur that address these needs and the

result is an improvement in the procedures and rates for persons served in Supported Employment, we will continue to see slow growth in the program.

Objectives Based Upon This Survey

Ensure that discussions are held with anyone who stated that they need additional training or assistance.

Ensure that job coaches address individual issues that are identified on surveys.

Continue to look for ways to make it fiscally feasible to increase the number of persons served in this program

Learning Center Survey

N = 6 of 7 (86% return)

Number of Persons Participating including those not yet completed with class 7

Percent of overall goals considered met by recipient- 6 of 6 returned (the 1 unavailable did complete Drivers Education and received his permit)

Percent of participants who think instructor was helpful -6 of 6 returned

Percent of participants that feel material used for class were appropriate for them- 6 of the 6 returned.

Classes taken- Math skills, Reading, Drivers education, Communication skills

Comments

I liked it.

Shannon's nice

(Most Enjoyed) Everything.

(Most Enjoyed) Reading (2X)

(Most Enjoyed) Computer.

(Most Enjoyed) Learning communicating better

Reading class was good because I like to read.

Action From Previous Year Review

None needed.

Review Comments

The Learning Center is an unfunded service offered by HI to meet the educational needs and wants of the persons served. Any person receiving services through HI is eligible for referral to receive this service. Space is limited as all classes are one-on-one.

Only those persons who have received this service during the past year were asked to complete a survey.

Participant classes included:

(Note: Pre-assessments are completed to determine skill levels.)

Skill-level Reading
Writing
Basic Math
Money math
Time telling skills
Driver's Education
Speech
Computer skills

Objectives Based Upon This Survey

None.

Facility-Based Extended Employment Survey
N = 16 of approximately 16 (100% return)

Are you given choices on the job when possible?

YES 66% NO 34%

Would you like to make a job change at HI?

YES 18% NO 82%

Would you like a job in the community?

YES 66% NO 34%

Do you feel you are paid fairly?

YES 92% NO 8%

Are you satisfied with the number of hours that you work daily?

YES 100% NO 0%

Do you feel that you are given enough break time?

YES 100% NO 0%

Do you feel that you are given enough time for lunch?

YES 100% NO 0%

Do you feel your counselor is accessible enough to you?

YES 100% NO 0%

Overall, are you satisfied with the services you receive at Helena Industries?

YES 94% NO 6%

Action From Previous Year Review

Note that scores from the previous years are not available as we significantly changed the survey questions in 2009. We have increased our efforts to ensure that goals and objectives are reviewed with people throughout the year and to ensure that the goals selected by/for them are meaningful to them. We have addressed community employment desires on an individual basis as appropriate.

Review Comment

The scores for this program are very good. In-house Extended Employment is a long-term state-funded program for people with basic work skills, but continue to need more assistance than is generally available in community jobs.

Objectives Based Upon This Survey

Ensure that persons wanting to explore or get community based jobs have an opportunity to investigate options with community based employment staff.

Make any changes possible that will assist persons wanting change in facility-based jobs have an opportunity to explore them.

Family Member (Non-Case Management Services)

N = 37 of approximately 102 (36% return)

1-WORST 5-BEST

SCORE QUESTION

- | | |
|-------------|---|
| | 1. Are you satisfied with your opportunities for providing input into the services your family member receives at Helena Industries? |
| 4.51 | |
| | 2. Do you feel the staff at Helena Industries are open to your suggestions? |
| 4.53 | |
| | 3. When you communicate with staff at Helena Industries, are you satisfied with the results? |
| 4.57 | |
| | 4. Are you satisfied with the number and types of choices your family member has with regard to services? |
| 4.39 | |
| | 5. Are you satisfied with the quality of services? |
| 4.57 | |
| | 6. If your family member is employed directly by Helena Industries, do you feel they are paid fairly? |
| 3.97 | |
| | 7. Do you feel your family member is treated with dignity and respect at Helena Industries? |
| 4.67 | |
| | 8. Are there vocational/employment services that you would like to see Helena Industries offer that are not now available? |
| 2.31 | |

PREVIOUS YEAR SCORES

| QUESTION | 2008 | 2007 | 2006 |
|-----------------|-------------|-------------|-------------|
| 1 | 4.63 | 4.56 | 4.69 |
| 2 | 4.66 | 4.65 | 4.66 |
| 3 | 4.67 | 4.73 | 4.79 |
| 4 | 4.03 | 4.56 | 4.54 |
| 5 | 4.53 | 4.73 | 4.69 |
| 6 | 4.36 | 4.33 | 4.41 |
| 7 | 4.76 | 4.80 | 4.81 |

Comments to Specific Questions

- 1. Are you satisfied with your opportunities for providing input into the services your family member receives at Helena Industries?**

COMMENTS

None

- 2. Do you feel the staff at Helena Industries are open to your suggestions?**

COMMENTS

Sandi is the best

I feel that the staff are great members of the team and support my client.

- 3. When you communicate with staff at Helena Industries, are you satisfied with the results?**

COMMENTS

Yes – professional, courteous caring staff

- 4. Are you satisfied with the number and types of choices your family member has with regard to services?**

COMMENTS

I can't tell you how important it is to have Sandi know sign language. She is a great asset.

I am not certain what the number and types of choices are.

- 5. Are you satisfied with the quality of services?**

COMMENTS

Not enough work in the mail room

- 6. If your family member is employed directly by Helena Industries, do you feel they are paid fairly?**

COMMENTS

It seems like a low salary.

- 7. Do you feel your family member is treated with dignity and respect at Helena Industries?**

COMMENTS

I don't think this would be true if you didn't have someone who knows sign language. Absolutely – over the years HI has been a good friend, support and employer!!

- 8. Are there vocational/employment services that you would like to see Helena Industries offer that are not now available?**

COMMENTS

Job coach services for community employment

Thrift Shop

I am not certain of services available.

Wish I had a great idea and could be more involved.

9. Do you have any other comments or feedback that you think might be useful to us?

COMMENTS

You are doing a great job finding employment for students and adults with disabilities in fields they desire to work in.

Continue to hire good staff at good pay.

Sandi McDonald – Absolutely outstanding. Assisted our daughter K in leaving an abusive home.

Keep us good work with J. He really enjoys his job.

I think Helena Industries does the best they can with what they have. To do any better they would need better funding.

Doing a great job.

Employees should be better compensated.

Shannon kept in quarterly contact with me by having D send a note/picture and sharing a brief report. This was great and much appreciated. Thank you.

You all do a great job.

Change your caseworker D.

Sandi McDonald is our son's job coach. She is always interested, caring and a true professional.

Stay a little more tuned into these people.

Keep Sandi there to sign, it is a valuable asset.

We are very pleased with the services our daughter C receives from HI. The staff is very cooperative and professional.

We appreciate you folks so very much. We thank the dear Lord that there is a place where V can go to work each day. At one time she was able to hold down a more industrious part time job but physically she is no longer able to do that. Helena Industries provides an opportunity to continue to be working – a place to go and goals for each day. Thank you for all you do for her and her fellow employees.

Help the people that don't have a severe disability get into the work force.

When training is first offered to a new consumer then they should be able to continue employment when they have met the training goals. The funding for employers needs to be worked out better.

Dear Mr. Melcher,

Just a note to thank you for having Sandi McDonald on staff, If not for her, our daughter would still be living with an extremely abusive husband and she had x children under the age of x at the time.

She had a brain tumor at the age of x with resulting effects of short-term memory loss. Our family realized in the past year that she was in an abusive situation but the husband had her under such control we felt helpless. To make a long story short she was able to confide in her employment counselor, Sandi McDonald who immediately gathered the necessary agencies and resources and assisted her in leaving the abusive situation. As a result, she spent 6 weeks in the XX XX and now has a permanent restraining order against her husband.

She is now in Section 8 housing, her children's behaviors are more positive and all in all her life is improving each and every day....all of this because of Sandi McDonald's instrumentation.

You are to be commended for having such a competent, caring person on staff. Thank you.

Action From Previous Year Review

Copies of this survey were sent to family members requesting them as a part of the completion of the survey. We have attempted to address individual issues identified through the efforts of staff, IP teams and when necessary because of the nature of the issue, the involvement of management staff. However, some issues cannot be addressed, as the author is unknown. As stated in other sections of this report, some

issues, due to funding constraints, legal requirements or individual circumstances may not be resolvable to the satisfaction of the person.

Review Comments

The rate of return for this survey is quite good overall (36 percent). The overall scores are similar to the previous year with all but one score being $\pm .2$ of last years scores. The lowest score (4.03 - Are you satisfied with the number and types of choices your family member has with regard to services?) is significantly lower than the result of the same question last year – 4.36 or the last 3 years and is likely a function of an increasing number of families interested in community employment. It should be noted however, that of the 30 persons responding to this question, 22 scored the question at 4 or 5. See this section in the Facility-Based Employees Survey results for a discussion of this subject.

Objectives Based Upon This Survey

Copies of this report will be sent to family members requesting them.

Staff or management will address individual issues arising from the survey when the family member or guardian can be identified.

We will continue to promote persons moving from facility-based employment to community-based employment as individual cost plans and staff capacity allow.

Funding Source (Developmental Disabilities and Vocational Rehabilitation) **(N=2)**

Two responses were received from a total of six (2 to DDP, 4 to VR) surveys sent out. One of the returned surveys came from the Developmental Disabilities Program and one from a Vocational Rehabilitation counselor.

1. What is your overall satisfaction with the services your agency purchases from Helena Industries?

Average score (out of 5) 4.00 4 4

2. What is it that Helena Industries does best in providing services for your agency?

Job search assistance, on the job support

Our clients have a need to work and be doing something meaningful during the day.

3. Is there something you think Helena Industries could be doing better? Please explain.

More contracts to ease the “downtime” in the shops. At times there may be a need for more supervision in the shops.

Our clients can't get in for Job Readiness Training because you do not have enough work. The waiting list for JRT is about 4 months. You do not have the capacity to serve more clients in supported employment.

4. In communicating with personnel from Helena Industries are they responsive? If not please explain.

Average score (out of 5) 4.00 4 4

5. When communicating with personnel from Helena Industries are they cooperative? If not, please explain.

Average score (out of 5) 4.00 4 4

6. Are there services that we do not currently provide that your agency may be interested in purchasing from us?

NA

You provide the service, i.e. Job Readiness Training, but there is a four-month waiting list. You provide job search assistance and on the job supports under supported employment but you do not have the capacity to serve new clients.

6. Do you feel that persons served by Helena Industries are treated with dignity and respect?

Average score (out of 5) 4.00 4 4

7. Do you feel that staff and management at Helena Industries are receptive to feedback (positive and negative)?

Average score (out of 5) 4.00 4 4

Action From Previous Year Review

None.

Review Comments

Comments from Vocational Rehabilitation counselors regarding capacity are correct in that we generally limit the number of persons served on the Job Readiness Training (JRT) program to one new person per month or at most one new person in one of two production areas (Benchmark or Wood Products). This is based on staff capacity and work availability. The current staff person responsible for the JRT program provides services to new JRT consumers, manages the caseload of facility-based Extended Employment (14 persons in FY 2010) and supervises six positions, in addition to a variety of other responsibilities. Our work load in both Benchmark and Wood Products

has been somewhat irregular this past year primarily as a result of the slack economy (Wood Products) and the completion of a very substantial military project (Benchmark) In addition, most persons coming through the JRT program are in need of facility-based Extended Employment services and the EE program has limited funding, resulting in an extensive waiting list. In addition, the number of persons requesting JRT services is limited enough that we could not currently justify additional staff to provide this service.

In community based services, we believe that we could provide supported employment services to all VR consumers referred to us, but again the bottleneck in the service is based on the fact that most persons in need of supported employment, are also in need of extended employment services following the completion of the time-limited supported employment service. As is the case with facility-based EE services, community based EE services are limited in terms of the amount of available funding and the program is typically full, resulting in persons in need of supported employment being forced to stop services and go on a waiting list to receive services in the EE program.

Objectives Based Upon This Survey

Continue to seek to expand the EE program in a manner that will allow us to add additional capacity to the JRT, VRSE and EE programs (Facility and Community)

Follow-up Survey (Persons Leaving All Service)

N = 5

The following include all written comments from participants regarding the services they received:

1. Did the services you received from Helena Industries help you?

Yes 100%

2. Were you treated with respect by the staff of Helena Industries/MCDS?

Yes 100%

3. Are you satisfied with the amount of contact you had with Helena Industries?

Yes 100 %

4. Is there anything we could have done different or better?

Yes 20% No 80%

Comments:

(You) did everything – miracle – great establishment

Sandi McDonald has helped me so much. She has gone above and beyond her job to help me. She is excellent in what she does. Thank you.

I appreciate everything Kerrie has done to help me! Thank you.

Action From Previous Year Review

None.

Review Comments

Although it is possible for anyone receiving our services to complete one of these surveys, the majority of the persons completing surveys are short-term clients through VR (generally Job Readiness Training or Placement services, as opposed to folks receiving services through the Developmental Disabilities Program or supported employment services through Vocational Rehabilitation. Follow-up Surveys are sent to/completed by service recipients immediately after exiting services. In FY2009, a total of five completed surveys were returned to the agency.

Objectives Based Upon This Survey

We would like to increase the number of respondents to this survey and will continue to search for a method that will bring about that result.

**Helena Developmental Disabilities
Case Manager Survey**

N = 1 of 8 (% return)

Question Scale

1= BEST 5= WORST

1. Generally, do staff respond to your requests for information/assistance in a timely manner?

Score 1

COMMENTS

2. Are staff helpful in resolving issues identified by a person's team?

Arrive on time

Score 1

COMMENTS

3. Do our incident reports contain useful, complete information?:

Score 1

COMMENTS

4. Are our quarterly reports useful to you?

Score 1

COMMENTS

6. Do staff generally meet PSP preparation and meeting timelines?

Score 1

COMMENTS

7. Are staff effective in the PSP meeting and process?

Score 1

COMMENTS

8. Do our suggestions for outcomes and action steps generally meet the vocational needs of those served?

Your Score 1

COMMENTS

9. Overall, how satisfied are you with the services of Helena Industries and our staff (circle most appropriate response)?

Your Score Satisfied

COMMENTS

What do we do best?

Communication between Vocational Counselors and Job Coaches I work with is excellent. Brian, Frank, Ona, Sandi and Nathan do a great job.

What could we do better?

More supervision in the shed-making area. Several incidents have happened in that area with my consumers.

What can we improve what we already do?

Couldn't think of anything at this time.

Action From Previous Year Review

None

Review comments

There are too few surveys returned to draw any specific conclusions from the comments and scores.

Objectives Based Upon This Survey

None.

HELENA INDUSTRIES CASE MANAGEMENT CASE MANAGEMENT SERVICES

Case Management Recipients/Family/Guardians
N = 400 of approximately 650 (61% return)

SURVEY RESULTS

2009 RESPONSES

% Agreeing Question

| | |
|--------------|---|
| 92.6% | Do you feel like your casemanager is helpful to you? |
| 97.4% | Do you feel like your casemanager listens to you? |
| 94.8% | Is your casemanager there when you need them? |
| 96.4% | Are you satisfied with the services your casemanager provides? |
| 80.5% | Do you know who to talk to if you are not happy with your case manager? |
| 84.6% | If you have had a complaint, was it handled to your satisfaction? |
| 92.6% | Has your casemanager met with you to discuss your choices for services? |

2008 RESPONSES

% Agreeing Question

| | |
|------------|---|
| 98% | Do you feel like your casemanager is helpful to you? |
| 98% | Do you feel like your casemanager listens to you? |
| 96% | Is your casemanager there when you need them? |
| 98% | Are you satisfied with the services your casemanager provides? |
| 77% | Do you know who to talk to if you are not happy with your case manager? |
| 97% | If you have had a complaint, was it handled to your satisfaction? |
| 93% | Has your casemanager met with you to discuss your choices for services? |

2007 RESPONSES

% Agreeing Question

| | |
|------------|---|
| 98% | Do you feel like your casemanager is helpful to you? |
| 98% | Do you feel like your casemanager listens to you? |
| 96% | Is your casemanager there when you need them? |
| 97% | Are you satisfied with the services your casemanager provides? |
| 76% | Do you know who to talk to if you are not happy with your case manager? |
| 88% | If you have had a complaint, was it handled to your satisfaction? |
| 93% | Has your casemanager met with you to discuss your choices for services? |

Surveys returned were completed by:

PERSON RELATIVE FRIEND GUARDIAN STAFF TOTAL

| | | | | | |
|--------|--------|-------|--------|--------|---------|
| 101 | 70 | 3 | 57 | 143 | 374 |
| 27.01% | 18.72% | 0.80% | 15.24% | 38.24% | 100.00% |

Number of surveys returned by case manager

Butte

| | |
|----------------|----|
| Rose Brock | 6 |
| Derek Ackerman | 23 |

Great Falls

| | |
|-------------------|----|
| Patti Engebretsen | 17 |
| Callie Francis | 15 |
| Virginia Lofstead | 8 |
| Lorraine Jacobs | 16 |
| Dave Buck | 24 |
| Karla Gilles | 9 |
| Desiree Tolan | 9 |
| Cindy Stenehejm | 4 |

Anaconda

| | |
|----------------------------|----|
| Bill McGowan | 19 |
| Alexis (Monaco) Marthaller | 25 |
| Kristi Cobban | 31 |
| Misty Shea | 20 |
| Erin Miller | 10 |

Bozeman

| | |
|--------------------|----|
| Bobbie Wells | 43 |
| Darin Heitt-Rennie | 29 |
| Suzette Stokke | 22 |
| Jessilyn Emmons | 40 |
| Bonnie Campbell | 20 |
| Karen McCarthy | 4 |
| Alicia Bricklemyer | 4 |

Action From Previous Year Review

Specific individual issues have been addressed throughout the year.

Review comments

This represents a decrease in the number of surveys returned from last year (398 compared to 477 surveys in 2008 but an increase over 2007 with 353 returns) and represents a return percentage of approximately 61% (398 returned vs. 650 served). This is a considerably lower rate than previous years, but still high when compared to

typical survey return rates. The reason for the decrease is not clear, as all case managers were represented by returned surveys. In addition, while satisfaction with case management services remains high, there is a drop in the individual question scores for 2009. This decrease is primarily the result of the increased responsibilities case managers have taken on of developing and monitoring individual cost plans and the new plan of care process (Personal Support Plan/PSP). Case managers, unfortunately, have had significantly increased administrative and monitoring function placed upon them and have less time to see and visit with the persons on their caseload. Case managers are not as immediately available by phone due to these administrative demands and the requirements of the Developmental Disabilities Program related to billing processes. Phone calls are returned as soon as possible, but being able to access case managers for non-emergency phone calls, without a time delay, has become rare.

Overall, the rate of positive responses to all questions remain excellent. The responses reflect a very high level of satisfaction with case management services. While there are a few specific comments regarding case managers that reflect less than complete satisfaction with services, each of these situations has been reviewed with the case manager and/or the person and addressed to the degree possible to resolve any issues (occasionally comments that should be addressed cannot be as the person making the comments chose to be anonymous).

Objectives Based Upon This Survey

Continue to address individual issues identified in surveys.