

Advocate Support Services, Inc.

Psychiatric Rehabilitation Program Client Satisfaction Survey

Survey Data: Advocate Support Services, Inc. Clients

Start Date: 12/01/2023

Location: ALL

End Date: 02/20/2024

Client Type: Psychiatric Rehabilitation Program

As of Date: 02/20/2024

Total Surveys: 29

Company Average: 3.6

Number of Participants / Average

GENDER: Count / Avg	RACE: Count / Avg	AGE: Count / Avg	TIME IN PROG: Count / Avg
Male: 11 /3.53	African American: 22 /3.56	11 and under: 0 /0.00	< 3 months: 1 /3.41
Female: 18 /3.64	Caucasian: 5 /3.80	12-17: 0 /0.00	3 to 5 months: 3 /3.62
Transgender: 0 /0.00	Hispanic: 0 /0.00	18-21: 0 /0.00	6 to 8 months: 2 /3.24
No Response: 0 /0.00	Asian: 0 /0.00	22-29: 2 /3.51	9 to 11 months: 2 /3.78
	Native American: 0 /0.00	30-39: 6 /3.65	1 to 2 years: 8 /3.64
	Indian: 0 /0.00	40-49: 6 /3.76	> 2 years: 13 /3.61
	Arabic: 0 /0.00	50-59: 7 /3.58	No Response: 0 /0.00
	Other: 2 /3.60	60+: 8 /3.48	
	No Response: 0 /0.00	No Response: 0 /0.00	

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1	2	3	4	5
Strongly Disagree	Disagree	Agree	Strongly Agree	N/A

Access/Admission/Orientation

	Question	Low	High	Average	Disagree	Agree
1	I was admitted to the program in a reasonable amount of time.	1	4	3.71	1 / 3%	27 / 93%
2	If there was a Waiting List, appropriate contact was made to me so that admittance into the program occurred seamlessly.	1	4	3.68	1 / 3%	27 / 93%
3	The staff who admitted and oriented me to available services were knowledgeable and professional.	1	4	3.76	2 / 7%	27 / 93%
4	I reviewed and was provided a Handbook (Guide to Services) that explained the program rules, program limitations, as well as financial responsibilities including billing, no show policy, and insurance information.	1	4	3.59	1 / 3%	28 / 97%
5	The Mission, Values, and Goals of the Program were explained to me.	1	4	3.57	1 / 3%	27 / 93%

The average score for this section is: 3.66

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Strongly Disagree	Disagree	Agree	Strongly Agree	N/A

Referrals, Transition and/or Discharge

	Question	Low	High	Average	Disagree	Agree
1	I was provided with relevant community referrals when I asked for them or as the staff became aware of my need.			0.00	0 / 0%	0 / 0%
2	If a level of care change or other type of Transition occurred, I was informed and participated in this change.			0.00	0 / 0%	0 / 0%
3	Upon Discharge, I was consulted and participated in reviewing my progress.			0.00	0 / 0%	0 / 0%
4	Upon Discharge, the need or availability for additional services was discussed with			0.00	0 / 0%	0 / 0%
5	Upon Discharge, I was provided with a copy of my Discharge Summary.			0.00	0 / 0%	0 / 0%
6	After Discharge, follow up contact was performed within 30 days.			0.00	0 / 0%	0 / 0%

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Strongly Disagree	Disagree	Agree	Strongly Agree	N/A

Input from Persons Served

	Question	Low	High	Average	Disagree	Agree
1	People who work here seem interested in my progress and services provided.	1	4	3.59	2 / 7%	27 / 93%
2	I am encouraged to give my opinion about my treatment, the staff, as well as the program and services.	1	4	3.48	2 / 7%	27 / 93%
3	There are several different ways to offer feedback about the program (suggestion box, satisfaction survey, online survey, etc.).	1	4	3.65	1 / 3%	25 / 86%
4	I understand how my opinion is used to improve business practices including the program and services.	1	4	3.43	2 / 7%	26 / 90%

The average score for this section is: 3.54

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Strongly Disagree	Disagree	Agree	Strongly Agree	N/A

Rights and Responsibilities

	Question	Low	High	Average	Disagree	Agree
1	I am treated with dignity and respect.	1	4	3.75	1 / 3%	27 / 93%
2	My rights and responsibilities were clearly explained to me and I was offered a copy for my records.	1	4	3.66	1 / 3%	28 / 97%
3	If something happens that I dont like or I feel like my rights have been violated, I know how to file a complaint or a	2	4	3.50	3 / 10%	23 / 79%
4	Duty to Warn and Limits to Confidentiality were explained to me.	2	4	3.81	1 / 3%	25 / 86%
5	My rights regarding privacy and confidentiality was explained to me.	1	4	3.66	2 / 7%	27 / 93%

The average score for this section is: 3.67

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Strongly Disagree	Disagree	Agree	Strongly Agree	N/A

The Assessment Process

	Question	Low	High	Average	Disagree	Agree
1	My needs were identified and discussed with an educated and respectful staff member.	1	4	3.66	1 / 3%	28 / 97%
2	I felt heard, listened to, and safe when disclosing my reasons for seeking services.	1	4	3.59	1 / 3%	28 / 97%
3	I understand why I am asked questions about my history, goals, and preferences.	1	4	3.62	1 / 3%	28 / 97%
4	I felt respected when sharing my history and developing a plan for services.	1	4	3.69	1 / 3%	28 / 97%

The average score for this section is: 3.64

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Strongly Disagree	Disagree	Agree	Strongly Agree	N/A

Treatment Planning

	Question	Low	High	Average	Disagree	Agree
1	I participated in the development of my treatment plan.	3	4	3.59	0 / 0%	29 / 100%
2	I have a copy of my treatment plan or was offered a copy.	3	4	3.62	0 / 0%	29 / 100%
3	I signed and reviewed my treatment goals and objectives on a regular basis.	2	4	3.52	1 / 3%	28 / 97%
4	My treatment plan is revised or updated when things change or at my request.	2	4	3.48	1 / 3%	28 / 97%

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1	2	3	4	5
Strongly Disagree	Disagree	Agree	Strongly Agree	N/A

Quality of Care

	Question	Low	High	Average	Disagree	Agree
1	I would recommend the services I was provided to my family and friends.	1	4	3.69	1 / 3%	28 / 97%
2	The staff seem educated and competent when providing care.	1	4	3.74	1 / 3%	26 / 90%
3	The staff discussed with me and provided me with relevant and current therapeutic interventions while I was receiving services.	1	4	3.74	1 / 3%	26 / 90%
4	The environment and energy of the facility felt welcoming, professional, private, and safe.	1	4	3.54	1 / 3%	25 / 86%
5	I am encouraged to include family and/or my other support systems when engaging in services.	1	4	3.43	3 / 10%	20 / 69%

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1	2	3	4	5
Strongly Disagree	Disagree	Agree	Strongly Agree	N/A

Quality of Life

	Question	Low	High	Average	Disagree	Agree
1	My overall Quality of Life has improved since beginning services.	3	4	3.58	0 / 0%	26 / 90%
2	I am doing better in school, work, and/or other daily activities.	3	4	3.52	0 / 0%	25 / 86%
3	My personal relationships, family relationships, and/or support system dynamic has improved.	1	4	3.41	3 / 10%	19 / 66%
4	My social interaction is healthier and I feel more confident with my life situations.	1	4	3.36	4 / 14%	21 / 72%
5	I am more self-aware and better at managing my Mental Health needs.	2	4	3.37	3 / 10%	24 / 83%

The average score for this section is: 3.45

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1	2	3	4	5
Strongly Disagree	Disagree	Agree	Strongly Agree	N/A

Cultural Competency

	Question	Low	High	Average	Disagree	Agree
1	My religious or spiritual beliefs and/or practices are respected.	3	4	3.62	0 / 0%	26 / 90%
2	The staff has a professional understanding of my educational, social, socioeconomic, and family background.	3	4	3.56	0 / 0%	27 / 93%
3	I can easily understand the staff when they are speaking to me.	2	4	3.63	2 / 7%	25 / 86%
4	Other Complementary Health Approaches such as Yoga, Nutrition Management, Chiropractic Care, Acupuncture, Exercise, and Meditation were discussed.	3	4	3.74	0 / 0%	27 / 93%
5	The staff seemed self-aware, displayed an open attitude including knowledge and skills, and appeared open toward others.	2	4	3.64	1 / 3%	27 / 93%

The average score for this section is: 3.64

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1	2	3	4	5
Strongly Disagree	Disagree	Agree	Strongly Agree	N/A

Accessibility and Technology

	Question	Low	High	Average	Disagree	Agree
1	The building and location are easily accessible for my needs.	3	4	3.69	0 / 0%	16 / 55%
2	My request for Reasonable Accommodations was taken seriously and met my needs.	3	4	3.57	0 / 0%	23 / 79%
3	Utilizing community transportation to and from my appointments fit my needs	2	4	3.50	1 / 3%	15 / 52%
4	Utilizing available Technology Systems such as the client portal to submit or access relevant medical information was simple and straightforward.	3	4	3.64	0 / 0%	11 / 38%
5	Telehealth Services were simple to understand and use.	3	4	3.50	0 / 0%	8 / 28%
6	Technology support was available to me if there were technology system issues.	3	4	3.56	0 / 0%	9 / 31%
7	Using the Phone System including Voicemail or ability to contact staff was simple and current with common technology standards.	3	4	3.56	0 / 0%	9 / 31%
8	Searching the website for location, contact information, services available, hours of operation, or performance outcome measures was easily accessible.	3	4	3.69	0 / 0%	13 / 45%

The average score for this section is: 3.59

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Strongly Disagree	Disagree	Agree	Strongly Agree	N/A

Health and Safety

Question	Low	High	Average	Disagree	Agree
1 The organization provides services in a safe setting.	3	4	3.68	0 / 0%	25 / 86%
2 Services are provided in a clean and sanitary facility.	3	4	3.70	0 / 0%	20 / 69%
3 I feel safe in the neighborhood and parking areas around the business location.	3	4	3.65	0 / 0%	17 / 59%
4 I believe the organization values my personal health and safety by implementing policies that do NOT permit weapons, tobacco, alcohol, and other illicit or illegal drugs on the premises, at agency sponsored events, or on agency owned	2	4	3.68	1 / 3%	24 / 83%
5 In the event of an emergency while receiving services or while at the facility, I can access health and safety information for safe evacuation or other emergency situations.	3	4	3.69	0 / 0%	16 / 55%

The average score for this section is: 3.68

Comments and Feedback: What do we do best?

Providers meet my expectations and mental state.
Continued support. Emotional Support to doctors
Group activities
Well they really respect everyone in group and i've meet so many nice people.
Attending to all needs. Being respectful and caring.
Get people together
Listen
I like how we have groups eating lunch together
My Advocate person is very knowledgable and understands my goals.
The Advocates make appointments to see the client at their home. My Advocate ask me how will I get home. I have personal paperwork that I need help with my Advocate takes time to help me.

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Respect clients show positive concern that you are really interested in their needs.
Help me vent about my problems and help me with all my needs.
Come to see me.
Help me out
You guys are life changers.
Randy helps with business, housing, and mobility
Holding me accountable, Keeping up with me.
So far i feel that Dia and Waverly are keeping me informed and even helped me get to an appointment.
Constant communication and availability. People who really care.
Aid in crisis
Your hire wonderful caseworkers all 6 or 7 of mine were very nice and loved what they were doing. Until a month left.
Good Service.
Make time for activities
Makes me feel needed, want to help me with problems, explains ways to overcome these problems.
The check ins and casual conversation helps me feel social even in the slightest. Agreeing with what i feel comfortable with helps.
Everything that the program offers is a blessing and is important part of my wellness plan.
Communicate, caring, availability, thoughtfulness, Patience and understanding.

Comments and Feedback: What is the one area we could most improve?

No areas to improve on case manager does his job really well.
N/A
N/A
More people
Nothing.
Respect. Better respect for the clients and case managers.
Raise the price on lunches 10 dollars doesn't do anything. I miss going to Dunkin donuts.
I can't think of any.

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Have more groups in East Baltimore and more outings.
Follows up on what we want as needed.
Additional trips to museums, beach, day trips, Shopping trip.
n/a
Access to more resources.
Does not apply.
I would love to see a transportations program as i cant afford a bus pass,lyft, and don't have a car.
Organize paperwork
Keeping personel there. It's hard telling people about your life then another person comes, and so on. I get close to a person and then their gone.
Add 1 big event monthly ex. Valentines, St. Patricks day, 4th of july.
Maybe not so many visits or phone appointments each month.
Im not sure as of yet.
I am very please this far into the program.

Comments and Feedback: Additional comments:

Improve the budget.
Randy has been the best Caseworker I have had. He goes above and beyond. Always get the work and job done, and I enjoy his presence.
People were treated better before CARF Accreditation was accrued.
I love Bernie she is the best case manager
I am very happy with my working counselor I get the help and resources I need in the program.

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The only exceptions to constant communication was when my case manger was out sick. They were away for a month and their replacement called inconsistently and made nice conversation but said nothing about working on my goals so basically i was without service for a month.

The program has been wonderful for me, Besides all the counselors i've has, its a great place together and work on ones self. The people are very wonderful about everything. They really do care.

Overall i am happy with the program.

I truly appreciate the program.