

Cuyahoga ADAMHS Board 2012 Internal Satisfaction Survey

The Internal Satisfaction Survey collects information from the Board’s contract provider agencies on how they perceive the Boards’ overall success in accomplishing various facets of its mission.

Links to take the online survey via survey Monkey were emailed. 52 responses were received (approximately a 55.9% response rate out of 93 surveys).

The majority of respondents to the Internal Survey were Administration (Executive and Senior Clinical Staff (44 responses or 74.5%) and QI, Research and Evaluation Management Staff (12 responses or 20.3%).

The majority of agencies (86%) listed their relationship with the current Board (or the previous CCCMHB or ADASCCB) as being 10 years or more.

Results of Internal Satisfaction Questions

1. The Board is timely in its response to provider questions, problems and concerns.

Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
19.2% (10)	50.0% (26)	28.8% (15)	1.9% (1)	0.0% (0)

2. Follow-up is provided to contract providers on issues and concerns.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
17.3% (9)	65.4% (34)	13.5% (7)	3.8% (2)	0.0% (0)

3. Board staff display a high level of professional integrity and knowledge.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
36.5% (19)	42.3% (22)	15.4% (8)	5.8% (3)	0.0% (0)

4. Board staff answers inquiries correctly.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
25.0% (13)	51.9% (27)	23.1% (12)	0.0% (0)	0.0% (0)

5. Board staff is courteous.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
36.5% (19)	44.2% (23)	13.5% (7)	3.8% (2)	1.9% (1)

6. Questions, comments, and/or concerns are directed to the correct staff.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
25.0% (13)	65.4% (34)	9.6% (5)	0.0% (0)	0.0% (0)

7. Opportunities to provide feedback into system operations and continuous quality improvement are encouraged.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
25.0% (13)	46.2% (24)	25.0% (13)	3.8% (2)	0.0% (0)

Cuyahoga ADAMHS Board 2012 External Satisfaction Survey

The External Satisfaction Survey collects information from the Board’s community stakeholders on how they perceive the Boards’ overall success in accomplishing various facets of its mission.

Links to take the online survey via survey Monkey were emailed to everyone on the Board’s email distribution list. A total of 43 complete responses were received*.

The majority of respondents to the External Survey were a Supervisor /Manager (12 responses or 23.5%), Department or Unit Director (12 responses or 23.5%) and Executive Director (9 responses or 17.6%) and then various Other Staff.

The majority of agencies (68%) listed their relationship with the current Board (or the previous CCCMHB or ADASCCB) as being 10 years or more, followed by 18% at 3 to 5 years.

*(a response rate of less than 1% of the approximately 5,700 contacts on community distribution list).

Results of External Satisfaction Questions

1. The Board provides leadership in the administration of mental health, substance abuse treatment and prevention services in Cuyahoga County.

Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
44.2% (19)	39.5% (17)	11.6% (5)	4.7% (2)	0.0% (0)

2. The Board advocates for the efficient and effective delivery of mental health, substance abuse treatment and prevention services in Cuyahoga county.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
41.9% (18)	46.5% (20)	4.7% (2)	7.0% (3)	0.0% (0)

3. The Board provides information on the impact of mental health, substance abuse treatment and prevention services in Cuyahoga County.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
44.2% (19)	44.2% (19)	7.0% (3)	4.7% (2)	0.0% (0)

4. The Board is professional and ethical in the administration of funding and evaluation of mental health, substance abuse treatment and prevention services in Cuyahoga County.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
30.2% (13)	39.5% (17)	20.9% (9)	2.3% (1)	7.0% (3)

5. How would you rate the Board's collaborative effort with other social service and health care entities in the coordination of mental health, substance abuse treatment and prevention services in Cuyahoga County?

Poor	Not So Good	Neutral	Good	Excellent
2.3% (1)	9.3% (4)	11.6% (5)	48.8% (21)	27.9% (12)

6. What areas would you consider to be strengths of the ADAMHS Board?

(27 narrative comments)

Advocacy (in general and for funding, (9)

Providing Leadership, (6)

Providing Information (on issues and on Board expectations) (4)

Planning, Support and Outreach to service providers (3)

Training and Education (3)

“The Board has faced many challenges, and I think has done reasonably well in spite of an adverse environment

“The committed staff and their persistence in working with the agencies to provide the best services possible for the CC children and families.

7. In what areas would performance improvement be suggested?

(22 narrative comments)

Advocate for more AOD funding, and protection of AOD programing (5)

More funding in general (5)

Broader leadership and more oversight of local non-profits, including outcomes based funding (4).

Community Partnerships (3)

Communication (2)

Coordination around systems of care for provider agencies such as use of EMR/EHR's, Health Homes”

“Increased services for children with mental health issues”

More scholarships for students who want to obtain a degree in mental health, substance abuse treatment and prevention”