

### **Introduction:**

The Region Ten Stakeholder Survey is conducted every year to assess the quality of care provided by The Region Ten Community Services Board. The October 2014 survey was Region Ten's tenth stakeholder survey. The survey questionnaire presents statements regarding the quality of interactions between Region Ten and its' stakeholders. Percent of respondent agreement with statements below are presented in three areas: staff behavior, provision of information, and overall quality. The Region Ten Board utilizes community stakeholder input to target areas for improvement as well as to highlight strengths. "Stakeholders" of Region Ten references community people and agencies in areas including: School systems, law enforcement, the medical community, and the Department of Social Services.

In 2014, the survey changed back to a paper questionnaire. For the previous four years the survey had utilized a web format. The U.S. Postal service was utilized to mail 286 questionnaires. The results captured in the 2014 survey suggest stakeholder support for high quality of interactions with Region Ten. Response rate, however, continues to be low. Recommendation for the next survey are: complete redevelopment of the survey methods utilizing the latest developments in survey research, consider alternative survey planning such as distribution of future surveys at a different time of year, or distributing the survey every other year, and follow up with participants with phone calls.

### **Results:**

The response rate did not greatly improve between 2013 and 2014. Table 1 includes the response rate for the last seven years. Note the drop in response rate with the shift to the web questionnaire.

Method	Paper		Internet				Paper
	2008	2009	2010	2011	2012	2013	2014
Number of respondents	130	107	76	62	89	59	79

The percentage of respondents who agreed with the statements on the Stakeholder Survey suggests potential improvement from 2013 to 2014. While the difference is not statistically significant, the percentages appear higher in all categories. Historically, “Staff return my calls within 24 hours,” has been an area of concern with lower rates of agreement. This year suggests improvement with an increase from 79% to 85%. Another statement worthy of attention, “information is consistent across staff,” remains low at 71%. All other areas report agreement in the high 80s or 90s.

The tables below illustrate the high percentages of agreement with the quality of Region Ten interactions with stakeholders. In parenthesis are the numbers of participants included in the analysis of each statement. These results are not significantly different from last year.

**Table 2: Staff Behavior 2014:**

Staff are courteous	<b>98%</b> (n=79)
Staff are helpful	<b>97%</b> (n=75)
Staff are professional	<b>97%</b> (n=76)
Staff seek appropriate community/family input	<b>95%</b> (n=64)
Staff return my calls within 24 hours	<b>85%</b> (n=58)

Staff are responsive to various cultural backgrounds	<b>100%</b> (n=55)
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**Table 3: Provision of Information 2014:**

Information is consistent across staff	<b>71%</b> (n=48)
Information is available in various forms: booklet, web, video	<b>92%</b> (n=39)
Information is available about the types of services offered.	<b>92%</b> (n=49)
Information is available regarding various disabilities	<b>88%</b> (n=34)
Region Ten processes are explained to me	<b>86%</b> (n=51)

**Table 4: Overall Satisfaction 2014:**

I feel welcome at Region Ten	<b>91%</b> (n=46)
Region Ten provides a caring environment	<b>97%</b> (n=60)
Region Ten works well with other agencies	<b>96%</b> (n=68)
I would recommend this agency to a friend or family member	<b>96%</b> (n=72)
Overall, I am satisfied with Region Ten services	<b>97%</b> (n=68)

**Measures of Satisfaction for 3 Most Reported Services:**

After analysis of the three services/programs with which respondents were most familiar (Access/Intake, Case Management – Mental Health, and Emergency Services), we assessed

the stakeholders' satisfaction reported with the associated program. The level of agreement reported by participants that they were satisfied with the relevant service/program is indicated in the table below:

Service/Program	Percentage of Agreement for Satisfaction
Access/Intake	<p style="text-align: center;"><b>75%</b> (n=24)</p>
Case Management – Mental Health	<p style="text-align: center;"><b>89%</b> (n=27)</p>
Emergency Services	<p style="text-align: center;"><b>100%</b> (n=29)</p>

**Conclusions:**

The 2014 Region Ten Stakeholder survey suggests strong existing relationships with community stakeholders. Open ended responses within the survey suggest the need for consideration of additional services. After many years of small changes to the questionnaire, it is time to consider an investigation into methods of reaching stakeholders, and of the types of information useful to Region Ten decision makers.

**Recommendations for Region Ten Policies and Procedures:**

- Continue training for to strengthen consistence of information across staff.
- Take steps to improve perceptions of level of welcoming at front desk.
- Consider development of additional programs including: substance abuse programs, services for women, and availability of existing emergency services.

**Recommendations for Future Stakeholder Satisfaction Survey:**

- Complete redevelopment of the survey methods utilizing the latest developments in survey research, as well as alternative distribution of survey (time of year, alternating years)

- Follow up with participants with phone calls to encourage a greater response.