

Introduction

The Region Ten Stakeholder Survey is conducted every two years to assess the quality of care provided by The Region Ten Community Services Board. The Spring 2019 survey was Region Ten's twelfth stakeholder survey. The survey questionnaire presents statements regarding the quality of interactions between Region Ten and its' stakeholders. 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 local Department of Social Services agencies.

In FY2019, the survey was mailed to stakeholders, as a questionnaire on paper. Previous response rates showed that paper surveys had a better response rate than online surveys from previous years. The survey was mailed to 325 respondents and we were unable to ascertain the address for four stakeholders. We received 64 surveys in return, reflecting a response rate of 20%. Some recommendations for the next survey are: inform stakeholders of survey before it is sent out to improve the response rate; include a "Sometimes" response option in addition to "Yes" and "No" to reflect in between feelings of respondents; and reformat Question 17 to improve aesthetic and readability.

FY2016 recommendations: Recommendations for the next survey are: ensuring it is correctly printed, reformatting the first section to improve readability, 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

Response Rate: The low response rate of the stakeholder survey is still in need of improvement. Table 1 includes the response rate for the last nine years. Note the drop in response rate with the shift to the web questionnaire in 2010. However, response numbers have not increased even with a return to paper surveys.

Table 1: Number of Respondents from 2008-2019

Method	Paper		Internet				Paper		
Year	2008	2009	2010	2011	2012	2013	2014	2016	2019
Number of respondents	130	107	76	62	89	59	79	81	64

Write a short introduction to this table.

Table 2: Respondent Affiliations

Type of Customer or Agency	Number (Percent)
Housing Community	2 (3.1%)
State Hospital	2 (3.1%)
Teacher/Educator	17 (26.6%)
Employer of Consumers	0 (0%)
Behavioral Health Provider	5 (7.8%)
Medical Community	6 (9.4%)
Legal Community	4 (6.3%)
Law Enforcement	2 (3.1%)
Advocate	2 (3.1%)
Faith Community	1 (1.6%)
Department of Social Services	7 (10.9%)
Other Non-Profit Service Provider	7 (10.9%)
Other	12 (18.8%)

Outcomes: The percentage of respondents who agreed with the statements on the Stakeholder Survey suggests that Region Ten has improved from previous years. In the free response section of the survey it was suggested that Region Ten invest in more bilingual staff and

materials, specifically involving Spanish. In addition, there was a high demand for faster and more frequent psychiatric appointments. 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 that it has remained stable at 86% compared to 85% in 2014. All other areas report agreement in the high 90s.

What R10 does well from 2019 comments section: professionalism, great support for TDT services and other services provided to students, positive collaboration experiences

Areas of improvement from 2019 comments section: more services should be made available, increased number of providers in order to minimize waiting times, improvements in communication, consistency in service provision

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 3: Staff Behavior

	Percent Agreement
Staff are courteous	93.4% (n=61)
Staff are helpful	88.5% (n=61)
Staff are professional	95.1% (n=61)
Staff seek appropriate community/family input	85.5% (n=55)
Staff return my calls within 24 hours	73.2% (n=56)
Staff are responsive to various cultural backgrounds	86.8% (n=53)

Table 4: Region Ten Information Provision

	Percent Agreement
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Information is available in various forms: booklet, web, video.	87.25% (n=39)
Information is available about the types of services offered.	91.3% (n=46)
Information is available regarding various disabilities.	88.6% (n=35)
Information is consistent across staff.	62.5% (n=40)
Region Ten processes are explained to me.	79.5% (n=44)

Table 5: Overall Region Ten Experience

	Percent Agreement
I feel welcomed when visiting Region Ten.	91.7% (n=48)
Region Ten provides a caring environment.	94.0% (n=50)
Region Ten partners well with other agencies.	84.9% (n=53)
I would recommend this agency to a friend or family member.	86.0% (n=57)
Overall, I am satisfied with Region Ten services.	87.0% (n=54)

Table 6: Satisfaction with Region Ten Services and Programs

Region Ten Service/Program	Percentage Agreement	Region Ten Service/Program	Percentage Agreement
Access/Intake	71.4% (n = 21)	Management	88.9% (n = 9)
Billing	44.4% (n = 9)	Meadowcreek Center (Day Support)	75.0% (n = 8)
Blue Ridge	71.4% (n = 7)	Mental Health Support Services (MHSS)	85.7% (n = 21)
BOOST – Integrated Care	100.0% (n = 3)	Mohr Center	100.0% (n = 10)
Case Management – Mental Health	82.8% (n = 29)	Nelson Services	80.0% (n = 5)
Case Management – ID/DD	64.3% (n = 14)	OBOT (Office Based Opioid Treatment)	83.3% (n = 6)
Case Management – Children’s	81.5% (n = 27)	Peterson Mental Health Outpatient Services	85.7% (n = 7)
Children’s Therapeutic Day Treatment*	90.9% (n = 22)	Peterson Substance Use Services	50.0% (n = 4)
Children’s Outpatient	83.3% (n = 18)	Program of Assertive Community Treatment	100.0% (n = 4)
Dual Recovery Center	100.0% (n = 6)	Prevention	88.9% (n = 9)
Emergency Services	85.7% (n = 21)	Project Link	83.3% (n = 6)
Fluvanna Services	83.3% (n = 6)	Psychiatric/Medication Management	66.7% (n = 12)
Friendly Oaks	100.0% (n = 2)	Reception	85.7% (n = 14)
Greene Services	80.0% (n = 5)	Residential – IDDD;	33.3% (n = 6)
Healthy Transitions	0.0% (n = 1)	Wellness Recovery Center	100.0% (n = 11)

Homeless Services (PATH/PACCS)	70.0% (n = 10)	Women's Center at Moore's Creek	90.9% (n = 11)
Horizon House	100.0% (n = 1)	Town Creek Assisted Living	66.7% (n = 3)
Infant and Toddler Connection of Blue Ridge	90.9% (n = 11)	Other:	100.0% (n = 7)
Louisa Services	60.0% (n = 5)		

Conclusions

The 2016 Region Ten Stakeholder survey suggests strong existing relationships with community stakeholders. After many years of small changes to the questionnaire, it is time to consider focusing on areas of improvement and better ways of reaching stakeholders and other types of information useful to Region Ten decision makers.

Recommendations for Region Ten Policies and Procedures:

- Continue training to strengthen consistency of information across staff.
- Begin adding more Spanish speaking staff and written materials for all services.
- Improve the availability of psychiatric services and increase the frequency of appointments for their clients.

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.
- Ensure that all survey materials are properly printed and complete.