

**LACKAWANNA-SUSQUEHANNA COUNTY
MENTAL HEALTH/MENTAL RETARDATION PROGRAM**

**THE CONSUMER SATISFACTION SURVEY
OF
CONSUMERS OF MENTAL RETARDATION SERVICES**

JULY 1, 2008 – JUNE 30, 2010

**Presented to
The Advisory Board
Of the Lackawanna-Susquehanna
Mental Health/Mental Retardation Program**

August 2010

LACKAWANNA-SUSQUEHANNA COUNTY
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**LACKAWANNA-SUSQUEHANNA COUNTY
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July 1, 2008 – June 30, 2010

STUDY PROCEDURE:

The Consumer Satisfaction Survey form is distributed at the time that the annual plan for each consumer of mental retardation services and Early Intervention services is reviewed and changed, if needed. Under this timing, every consumer should receive a survey form during the course of a twelve-month period.

As a result of a BSU II transition from Tri-County Human Services to NHS, interruption in survey distribution occurred. Surveys were eventually resumed however the delay resulted in the decision to combine two fiscal years for a two year report.

Another difference in the current study involved a modification of the survey format. In an effort to determine whether individuals are being given choice in Base Service Unit, Supports Coordination Services, and Provider, additional questions were added to the survey. In addition, a question regarding the need for additional services was added to the survey. This question was included to try to solicit additional information related to satisfaction.

Approximately 2,500 individuals per year receive mental retardation services in the Lackawanna-Susquehanna county MH/MR Program Joinder. Approximately 1,000 individuals per year are admitted and/or discharged from the program. Approximately 80 individuals are residents of ICF/MR facilities. This leaves approximately 1,400 persons available for the survey on an annual basis at the time of their annual plan. This would translate to 116 surveys being distributed on a monthly basis.

**TABLE I:
DISTRIBUTION/RETURN OF SURVEY FORMS:**

During the July 1, 2008 to June 30, 2010 period, a total of 1,898 survey forms were distributed to consumers and family members. This distribution took place at the time when the annual plan was discussed with the consumer and family. The recipients of the survey form completed the form and mailed it to the Administrator's Office.

One thousand three hundred ninety-eight forms were distributed to residents of Base Service Unit I, which is the area of Lower Lackawanna County; 300 (26.3%) were distributed in BSU II, with 18.2% given to residents of Upper Lackawanna County; and 8.1% given to residents of Susquehanna County.

The total returns, which are also displayed in Table I, were computed as a percentage of the distribution for each area of the Joinder. As the table displays, BSU I had 73.7% of the surveys distributed and 61.5% of the surveys returned. This resulted in a return of 15.7% of the original distribution. BSU II had 26.3% of the surveys distributed, 38.4% of the surveys returned, and 27.6% of the forms distributed being returned.

The 358 returns represented 18.9% of the overall distribution of 1,898.

**TABLE I
July 1, 2008 - June 30, 2010
NUMBER OF FORMS DISTRIBUTED BY NUMBER OF RETURNS**

	TOTAL DISTRIBUTED		TOTAL RETURNED		TOTAL RETURNED AS % OF TOTAL DISTRIBUTED
	NO.	%	NO.	%	%
BSU I	1398	73.7%	220	61.5%	15.7%
BSU II	500	26.3%	138	38.4%	27.6%
JOINDER	1898	100.0%	358	100.0%	18.9%
LOWER LACKAWANNA	1398	73.7%	220	61.5%	15.7%
UPPER LACKAWANNA	346	18.2%	93	26.0%	26.9%
SUSQUEHANNA	154	8.1%	45	12.5%	29.2%
TOTAL	1898	100.0%	358	100.0%	18.9%

**TABLE II:
RETURN PERCENTAGE OF SURVEYS DISTRIBUTED
HISTORICAL SERIES:**

As a result of thirteen years having passed since the inception of the Consumer Satisfaction Survey, we have enough data to begin to observe historical trends by comparing the annual data. One of the areas which was analyzed is the percentage of surveys being returned as a product of those which were distributed. As indicated in Table II, there has been a decrease in the percentage of surveys being returned since the inception of the survey.

**TABLE II
RETURN PERCENTAGE OF SURVEYS DISTRIBUTED
HISTORICAL SERIES**

FISCAL YEAR	JOINDER	BSU I	BSU II	TOTAL	LOWER LACKAWANNA	UPPER LACKAWANNA	SUSQUEHANNA
97-98	52.9%	56.2%	48.5%	52.9%	56.2%	38.6%	48.0%
98-99	39.3%	41.0%	36.9%	39.3%	41.0%	26.0%	40.7%
99-00	32.1%	26.3%	40.0%	32.1%	26.3%	30.9%	46.1%
00-01	23.3%	12.2%	34.6%	23.3%	12.2%	29.0%	37.5%
01-02	27.5%	20.0%	35.7%	27.5%	20.0%	29.9%	39.4%
02-03	32.9%	27.9%	40.6%	32.9%	27.9%	34.7%	39.4%
03-04	27.3%	20.2%	39.9%	27.3%	20.2%	45.0%	39.3%
04-05	32.5%	24.5%	45.0%	32.5%	24.5%	62.1%	45.2%
05-06	28.1%	21.7%	42.8%	28.1%	21.7%	44.8%	39.4%
06-07	25.8%	16.4%	44.7%	25.8%	16.4%	41.5%	50.4%
07-08	22.8%	13.8%	42.9%	22.8%	13.8%	39.0%	51.6%
08-10	18.9%	15.7%	27.6%	18.9%	15.7%	26.9%	29.2%

**TABLE III:
POPULATION DISTRIBUTIONS/PERSONS SERVED/SURVEYS RETURNED:**

Table III relates the area population to the number of persons with mental retardation served in the Joinder during Fiscal Year 2007-2008. BSU I, with 64.1% of the Joinder population, served 75.8% of persons active during Fiscal Year 2007-2008 with mental retardation services, and it received 61.5% of all the surveys returned.

Correspondingly, BSU II had 35.9% of the Joinder population, 24.2% of the persons served, and 38.5% of the surveys which were returned.

**TABLE III
POPULATION DISTRIBUTIONS/PERSONS SERVED/SURVEYS RETURNED**

POPULATION (2000)	TOTAL POPULATION		UNDUPLICATED PERSONS SERVED FY 2007-2008		SURVEYS RETURNED	
	NO.	%	NO.	%	NO.	%
BSU I	163,726	64.1%	1928	75.8	220	61.5%
BSU II	91,807	35.9%	617	24.2	138	38.5%
JOINDER	255,533	100.0%	2,545	100.0%	358	100.0%
LOWER LACKAWANNA	163,726	64.1%	1,928	75.8	220	61.5%
UPPER LACKAWANNA	49,569	19.4%	486	19.1	93	26.0%
SUSQUEHANNA	42,238	16.5%	131	5.1	45	12.5%
TOTAL	255,533	100.0%	2,545	100.0%	358	100.0%

**TABLE IV:
RESPONDENTS BY STATUS:**

Family members accounted for 187 (52.2%) of all respondents, outweighing 121 consumers (33.8%) and 39 advocates (10.9%). The status of 11 (3.1%) respondents was not indicated.

In the case of Early Intervention, only a family member or advocate could respond. If these children used casemanagement or family support services, again only family members or advocates could respond.

In all services except Early Intervention, the consumer could theoretically have been the respondent, but as the data show, this was not the case.

It may appear that the statement of satisfaction/dissatisfaction is expressed by the family member rather than the consumer. However, the casemanagers were instructed to give the survey form to the consumer if it was felt he/she was able to complete the form. The form was given to the family member/advocate only when it was agreed that the consumer was unable to respond.

**TABLE IV
RESPONDENTS BY STATUS**

	TOTAL		CONSUMERS		FAMILY		ADVOCATES		STATUS NOT INDICATED	
	NO.	%	NO.	%	NO.	%	NO.	%	NO.	%
BSU I	220	100.0%	77	35.0%	111	50.5%	27	12.3%	5	2.3%
BSU II	138	100.0%	44	31.9%	76	55.1%	12	8.7%	6	4.3%
TOTAL	358	100.0%	121	33.8%	187	52.2%	39	10.9%	11	3.1%
LOWER LACKAWANNA	220	100.0%	77	35.0%	111	50.5%	27	12.3%	5	2.3%
UPPER LACKAWANNA	93	100.0%	26	28.0%	54	58.1%	11	11.8%	2	2.2%
SUSQUEHANNA	45	100.0%	18	40.0%	22	48.9%	1	2.2%	4	8.9%
TOTAL	358	100.0%	121	33.8%	187	52.2%	39	10.9%	11	3.1%

**TABLE V:
SATISFACTION WITH SERVICES:**

In any programs serving over 2,000 persons ranging from infancy through senior citizen, there is always the potential for dissatisfaction with the service delivery system. There are generally both objective and subjective elements in any measure of satisfaction with a service. One reason for conducting the survey was to identify areas of dissatisfaction so that steps necessary for improvement could be taken.

Respondents were asked to indicate their level of satisfaction or dissatisfaction with the mental retardation services they received. Respondents were also provided an opportunity for comments in which they could further explain their response.

As the table indicates, a total of 1,299 items were checked to indicate use of a service by the respondents. A total of 1,036 (79.8%) of the 1,299 responses indicated being very satisfied with the service being used. Another one hundred twenty-seven (127) or 9.8% chose level 2 satisfaction. Another sixty-six (5.1%) chose level 3. Twenty-five (1.9%) individuals chose level 4. Lastly, forty-five (4.3%) indicated level 5 or very dissatisfied with their services.

The responses for each service are presented in the table. It is not surprising that the one service most frequently cited by respondents is that of supports coordination. This is the only service which is used by every person while active in the system. Two hundred ninety-three (85.4%) respondents indicated they are very satisfied with this service.

**TABLE V
SATISFACTION WITH SPECIFIC SERVICE**

JOINDER TOTAL	VERY SATISFIED "1"		"2"		"3"		"4"		VERY DISSATISFIED "5"		TOTAL USING SERVICE
	#	%	#	%	#	%	#	%	#	%	
SUPPORTS COORDINATION	293	85.4%	31	9.0%	6	1.7%	2	0.6%	11	3.2%	343
EARLY INTERVENTION	78	78.0%	14	14.0%	6	6.0%	1	1.0%	1	1.0%	100
FAMILY SUPPORT SERVICES	158	83.6%	14	7.4%	7	3.7%	3	1.6%	7	3.7%	189
RECREATION	129	73.3%	22	12.5%	12	6.8%	4	2.3%	9	5.1%	176
ADULT DEVELOPMENTAL TRAINING	97	74.0%	16	12.2%	9	6.9%	4	3.1%	5	3.8%	131
VOCATIONAL REHABILITATION	97	74.6%	14	10.8%	11	8.5%	3	2.3%	5	3.8%	130
COMMUNITY EMPLOYMENT	72	75.0%	7	7.3%	9	6.9%	4	3.1%	4	4.2%	96
RESIDENTIAL	112	83.6%	9	6.7%	6	4.5%	4	3.0%	3	2.2%	134
TOTAL RESPONSE	1,036	79.8%	127	9.8%	66	5.1%	25	1.9%	45	4.3%	1,299
% TOTAL	79.8%		9.8%		5.1%		1.9%		3.5%		100%

LOWER LACKAWANNA COUNTY	VERY SATISFIED "1"		"2"		"3"		"4"		VERY DISSATISFIED "5"		TOTAL USING SERVICE
	#	%	#	%	#	%	#	%	#	%	
SUPPORTS COORDINATION	178	84.4%	22	10.4%	4	1.9%	1	0.5%	6	2.8%	211
EARLY INTERVENTION	54	81.8%	7	10.6%	4	6.1%	0	0.0%	1	1.5%	66
FAMILY SUPPORT SERVICES	98	81.7%	11	9.2%	4	3.3%	2	1.7%	5	4.2%	120
RECREATION	71	72.4%	14	14.3%	7	7.1%	2	2.0%	4	4.1%	98
ADULT DEVELOPMENTAL TRAINING	68	75.6%	11	12.2%	6	6.6%	2	2.2%	3	3.3%	90
VOCATIONAL REHABILITATION	65	73.9%	11	12.5%	8	9.1%	1	1.1%	3	3.4%	88
COMMUNITY EMPLOYMENT	46	74.2%	5	8.1%	6	9.7%	3	4.8%	2	3.2%	62
RESIDENTIAL	67	79.8%	7	8.3%	5	6.0%	4	4.8%	1	1.2%	84
TOTAL RESPONSE	647	79.0%	88	10.7%	44	5.4%	15	1.8%	25	3.1%	819
% TOTAL	79.0%		10.7%		5.4%		1.8%		3.1%		100%

UPPER LACKAWANNA COUNTY	VERY SATISFIED "1"		"2"		"3"		"4"		VERY DISSATISFIED "5"		TOTAL USING SERVICE
	#	%	#	%	#	%	#	%	#	%	
SUPPORTS COORDINATION	81	91.0%	3	3.4%	0	0.0%	1	1.1%	4	4.5%	89
EARLY INTERVENTION	19	76.0%	4	16.0%	1	4.0%	1	4.0%	0	0.0%	25
FAMILY SUPPORT SERVICES	38	84.4%	2	4.4%	2	4.4%	1	2.2%	2	4.4%	45
RECREATION	41	78.8%	4	7.7%	2	3.8%	2	3.8%	3	5.8%	52
ADULT DEVELOPMENTAL TRAINING	21	72.4%	4	13.8%	2	6.9%	1	3.4%	1	3.4%	29
VOCATIONAL REHABILITATION	24	82.8%	3	10.3%	1	3.4%	1	3.4%	0	0.0%	29
COMMUNITY EMPLOYMENT	17	81.0%	1	4.8%	2	9.5%	0	0.0%	1	4.8%	21
RESIDENTIAL	33	91.7%	1	2.8%	1	2.8%	0	0.0%	1	2.8%	36
TOTAL RESPONSE	274	84.0%	22	6.7%	11	3.4%	7	2.1%	12	3.7%	326
% TOTAL	84.0%		6.7%		3.4%		2.1%		3.7%		100%

SUSQUEHANNA COUNTY	VERY SATISFIED "1"		"2"		"3"		"4"		VERY DISSATISFIED "5"		TOTAL USING SERVICE
	#	%	#	%	#	%	#	%	#	%	
SUPPORTS COORDINATION	34	79.1%	6	14.0%	2	4.7%	0	0.0%	1	2.3%	43
EARLY INTERVENTION	5	55.6%	3	33.3%	1	11.1%	0	0.0%	0	0.0%	9
FAMILY SUPPORT SERVICES	22	91.7%	1	4.2%	1	4.2%	0	0.0%	0	0.0%	24
RECREATION	17	65.4%	4	15.4%	3	11.5%	0	0.0%	2	7.7%	26
ADULT DEVELOPMENTAL TRAINING	8	66.7%	1	8.3%	1	8.3%	1	8.3%	1	8.3%	12
VOCATIONAL REHABILITATION	8	61.5%	0	0.0%	2	15.4%	1	7.7%	2	15.4%	13
COMMUNITY EMPLOYMENT	9	69.2%	1	7.7%	1	7.7%	1	7.7%	1	7.7%	13
RESIDENTIAL	12	85.7%	1	7.1%	0	0.0%	0	0.0%	1	7.1%	14
TOTAL RESPONSE	115	74.7%	17	11.0%	11	7.1%	3	1.9%	8	5.2%	154
% TOTAL	74.7%		11.0%		7.1%		1.9%		5.2%		100%

**TABLE VI:
SATISFACTION WITH SERVICES
HISTORICAL SERIES**

A historical review of satisfaction responses was completed regarding the Consumer Satisfaction Survey. As indicated in Table VI, the percentage of overall consumer satisfaction has maintained a steady rate (89.7% - 99.2%) over the past thirteen years. There were no significant trends noted in regard to consumer satisfaction of services overall. Over the first eleven years, the average overall satisfaction with services was 97.5%. Therefore, the current study indicates a 7.8% percentage point decrease from the historical average. However, in the current survey year, a scale was used to indicate level of satisfaction. This is in contrast to previous years when a "yes" or "no" response was requested in response to service satisfaction. This study combined the two highest levels (one and two) to determine a satisfaction percentage for this table.

**TABLE VI
SATISFACTION WITH SERVICES
HISTORICAL SERIES**

Fiscal Year	Total Response	EI	SUPPORTS COORDINATION	FSS	REC	ADT	VR	CE	RES
97-98	97.8%	100.0%	99.1%	98.2%	95.7%	96.6%	95.7%	93.2%	96.8%
98-99	97.4%	100.0%	98.8%	98.7%	95.9%	95.9%	93.8%	90.0%	95.7%
99-00	97.6%	98.3%	99.3%	98.6%	96.3%	98.4%	96.1%	93.0%	93.2%
00-01	97.1%	100.0%	99.0%	95.8%	92.5%	97.4%	96.8%	96.2%	98.1%
01-02	96.5%	97.6%	99.2%	95.5%	93.9%	92.5%	93.5%	88.0%	98.6%
02-03	97.6%	100.0%	99.0%	98.5%	95.0%	95.2%	98.2%	88.9%	98.9%
03-04	99.2%	100.0%	100.0%	100.0%	95.4%	98.4%	100.0%	100.0%	100.0%
04-05	96.6%	94.3%	98.3%	97.3%	94.4%	97.6%	92.8%	93.9%	96.7%
05-06	97.7%	100.0%	98.8%	96.2%	93.6%	98.7%	95.3%	100.0%	98.6%
06-07	97.6%	100.0%	97.6%	97.3%	96.7%	94.2%	100.0%	100.0%	98.4%
07-08	97.4%	100.0%	98.5%	98.9%	93.1%	98.1%	100.0%	90.5%	96.8%
*08-10	89.6%	92.0%	94.4%	91.0%	85.8%	86.2%	85.4%	82.3%	90.3%
LOWER LACKAWANNA COUNTY									
02-03	97.9%	100.0%	99.3%	98.6%	95.5%	96.1%	100.0%	85.7%	100.0%
03-04	99.4%	100.0%	100.0%	100.0%	97.0%	97.7%	100.0%	100.0%	100.0%
04-05	97.5%	100.0%	97.7%	96.4%	97.7%	97.9%	93.5%	100.0%	98.4%
05-06	96.9%	100.0%	99.2%	94.8%	87.5%	98.1%	91.3%	100.0%	98.0%
06-07	98.0%	100.0%	98.0%	98.0%	93.9%	97.1%	100.0%	100.0%	100.0%
07-08	95.3%	100.0%	96.4%	97.4%	87.9%	97.0%	100.0%	85.7%	94.6%
*08-10	89.7%	92.4%	94.8%	90.9%	86.7%	87.8%	86.4%	82.3%	88.1%

Fiscal Year	Total Response	EI	SUPPORTS COORDINATION	FSS	REC	ADT	VR	CE	RES
UPPER LACKAWANNA COUNTY									
02-03	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%
03-04	98.8%	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%
04-05	97.1%	90.0%	97.7%	95.5%	97.7%	100.0%	93.8%	100.0%	97.1%
05-06	99.0%	100.0%	98.8%	96.0%	100.0%	100.0%	100.0%	100.0%	100.0%
06-07	97.0%	100.0%	96.7%	96.2%	100.0%	92.3%	100.0%	100.0%	94.1%
07-08	99.5%	100.0%	100.0%	100.0%	97.0%	100.0%	100.0%	100.0%	100.0%
*08-10	90.7%	92.0%	94.4%	88.8%	86.5%	86.2%	93.1%	85.8%	94.5%
SUSQUEHANNA COUNTY									
02-03	96.5%	100.0%	94.3%	95.8%	100.0%	100.0%	100.0%	100.0%	93.3%
03-04	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
04-05	97.1%	75.0%	100.0%	100.0%	95.8%	100.0%	92.3%	100.0%	92.9%
05-06	96.0%	100.0%	97.2%	100.0%	88.9%	100.0%	85.7%	100.0%	100.0%
06-07	97.5%	100.0%	98.3%	97.1%	96.4%	80.0%	100.0%	100.0%	100.0%
07-08	99.2%	100.0%	100.0%	100.0%	95.2%	100.0%	100.0%	100.0%	100.0%
*08-10	85.7%	88.9%	93.1%	95.9%	80.8%	75.0%	61.5%	76.9%	92.8%

*In fiscal years 2008-2010 the survey began using a scale for level of satisfaction. Levels 1 and 2 (indicating satisfaction) were combined for these percentages to attempt to maintain the historical tables as accurately as possible.

**TABLE VII:
NUMBER OF SERVICES USED**

The number of mental retardation services used by the respondents ranged from one (1) service (17.3%) to five (5) or more services (28.2%). Within that range, 20.9% used two (2) services, 21.0% used three (3) services, and 11.4% used four (4) services.

**TABLE VII
NUMBER OF SERVICES USED BY RESPONDENTS**

	TOTAL		ONE SERVICE		TWO SERVICES		THREE SERVICES		FOUR SERVICES		FIVE OR MORE SERVICES		NO RESPONSE	
	NO.	%	NO.	%	NO.	%	NO.	%	NO.	%	NO.	%	NO.	%
BSU I	220	100.0%	46	20.9%	33	15.0%	46	20.9%	24	10.9%	68	30.9%	3	1.4%
BSU II	138	100.0%	16	11.6%	42	30.4%	29	21.0%	17	12.3%	33	23.9%	1	.7%
JOINDER TOTAL	358	100.0%	62	17.3%	75	20.9%	75	21.0%	41	11.4%	101	28.2%	4	1.1%
LOWER LACKAWANNA	220	100.0%	46	20.9%	33	15.0%	46	20.9%	24	10.9%	68	30.9%	3	1.4%
UPPER LACKAWANNA	93	100.0%	11	11.8%	28	30.1%	20	21.5%	13	14.0%	21	22.6%	0	0.0%
SUSQUEHANNA	45	100.0%	5	11.1%	14	31.1%	9	20.0%	4	8.9%	12	26.7%	1	2.2%
TOTAL	358	100.0%	62	17.3%	75	20.9%	75	21.0%	41	11.4%	101	28.2%	4	1.1%

**TABLE VIII:
PERCENTAGE OF RESPONDENTS INDICATING THEY WERE GIVEN A CHOICE IN BASE SERVICE UNIT**

Respondents were encouraged to indicate whether they were given a choice in selecting a Base Service Unit (Scranton Counseling Center or Tri-Valley Care, Inc.) for the provision of Supports Coordination services. A total of 224 (62.6%) indicated that they were given this choice. Another eighty-one (22.6%) indicated they were not given a choice. Another fifty-three (14.8%) did not answer this question.

**TABLE VIII
PERCENTAGE OF RESPONDENTS INDICATING THEY WERE GIVEN A CHOICE IN BASE SERVICE UNIT**

	TOTAL		CHOICE IN BSU		NO CHOICE IN BSU		NO ANSWER	
	#	%	#	%	#	%	#	%
BSU I	220	100%	131	59.6%	57	25.9%	32	14.6%
BSU II	138	100%	93	67.4%	24	17.4%	21	15.2%
TOTAL	358	100%	224	62.6%	81	22.6%	53	14.8%
LOWER LACKAWANNA	220	100%	131	59.6%	57	25.7%	32	14.5%
UPPER LACKAWANNA	93	100%	65	69.9%	14	15.0%	14	15.0%
SUSQUEHANNA	45	100%	28	62.2%	10	22.2%	7	15.6%
TOTAL	358	100%	224	62.6%	81	22.6%	53	14.8%

**TABLE IX:
PERCENTAGE OF RESPONDENTS INDICATING THEY HAD CHOICE IN THEIR SUPPORTS
COORDINATOR**

Respondents were requested to indicate whether they had choice in who is their individual Supports Coordinator. A total of one hundred eighty-five (51.6%) indicated they were given a choice. Another one hundred thirty-nine (38.8%) responded that they were not given a choice. Thirty-four (9.5%) individuals did not respond to this question.

**TABLE IX
PERCENTAGE OF RESPONDENTS INDICATING THEY HAD CHOICE IN THEIR SUPPORTS COORDINATOR**

	TOTAL		CHOICE IN SUPPORTS COORDINATOR		NO CHOICE IN SUPPORTS COORDINATOR		NO ANSWER	
	#	%	#	%	#	%	#	%
BSU I	220	100%	95	43.2%	107	48.6%	18	8.2%
BSU II	138	100%	90	65.2%	32	23.2%	16	11.6%
TOTAL	358	100%	185	51.7%	139	38.8%	34	9.5%
LOWER LACKAWANNA	220	100%	95	43.0%	108	49.0%	18	8.1%
UPPER LACKAWANNA	93	100%	62	66.7%	21	22.6%	10	10.8%
SUSQUEHANNA	45	100%	28	62.2%	11	24.4%	6	13.3%
TOTAL	358	100%	185	51.7%	139	38.8%	34	9.5%

**TABLE X:
PERCENTAGE OF RESPONDENTS INDICATING THEY WERE GIVEN CHOICE IN THEIR PROVIDER OF SERVICES**

In response to being asked if they had choice in their Provider of Services, the majority of respondents (67.3%) indicated that they were given a choice. Another 20.1% indicated they were not given a choice. An additional 12.6% of the respondents did not answer the question.

**TABLE X
PERCENTAGE OF RESPONDENTS INDICATING THEY WERE GIVEN CHOICE IN THEIR PROVIDER OF SERVICES**

	TOTAL		CHOICE IN PROVIDER		NO CHOICE IN PROVIDER		NO ANSWER	
	#	%	#	%	#	%	#	%
BSU I	220	100%	140	63.4%	55	25.0%	25	11.4%
BSU II	138	100%	101	73.2%	17	12.3%	20	14.5%
TOTAL	358	100%	241	67.3%	72	20.1%	45	12.6%
LOWER LACKAWANNA	220	100%	140	63.4%	56	25.3%	25	11.3%
UPPER LACKAWANNA	93	100%	73	78.5%	7	7.5%	13	14.0%
SUSQUEHANNA	45	100%	28	62.2%	10	22.2%	7	15.6%
TOTAL	358	100%	241	67.3%	72	20.1%	45	12.6%

**TABLE XI:
ADDITIONAL SERVICES NEEDED**

In order to determine feedback regarding any additional services that individuals need but are not currently being provided, respondents were asked to indicate if they are in need of additional services. They were also asked to describe services they need, if they responded "yes" to the question. As Table XI indicates, sixty-six (18.4%) of the respondents need additional services. Another two-hundred forty-five (68.4%), do not believe they need additional services. Forty-seven (13.1%) of the respondents did not answer the question. The responses regarding the description of needed services are listed below.

**TABLE XI
ADDITIONAL SERVICES NEEDED**

	TOTAL		NEED ADDITIONAL SERVICES		DO NOT NEED ADDITIONAL SERVICES		NO ANSWER	
	#	%	#	%	#	%	#	%
BSU I	220	100%	42	19.1%	152	69.1%	26	11.8%
BSU II	138	100%	24	17.4%	93	67.4%	21	15.2%
TOTAL	358	100%	66	18.4%	245	68.4%	47	13.1%
LOWER LACKAWANNA	220	100%	42	19.1%	137	69.1%	26	11.8%
UPPER LACKAWANNA	93	100%	14	15.1%	70	75.3%	9	9.7%
SUSQUEHANNA	45	100%	10	22.2%	23	51.1%	12	26.7%
TOTAL	358	100%	66	18.4%	245	68.4%	47	13.1%

LOWER LACKAWANNA COUNTY

COMMENT	SERVICES RECEIVING	RESPONDENT
1. Family Aide (Family Driven Program) My son, _____, who has M.R. had a family aide worker for the last 8 years. He worked well with my son and was able to deal with his behavior issues and understand his speech. Now I am told from S.C.C. he can no longer have this family aide and that he has to go with a care provider such as St. Joe's or EIHAB. I am very dissatisfied with this and so is my son, _____. He does not want another care provider. I do not feel it's in his best interest to switch care providers.	SC, EI, FSS, REC, ADT, VR, CE, RES	Consumer
2. I have asked for different activities for my daughter to receive funding for, yet have not heard anything about them.	SC, FSS, REC	Family Member
3. Apply for more hours for _____.	SC, FSS, REC	Advocate
4. Speech and OT therapists outside the school district	SC	Family Member
5. Weekend Respite	SC, FSS, REC	Family Member
6. After school activity 3-5 p.m.	SC, EI, FSS, REC, ADT, VR, CE, RES	Family Member
7. For the future, I am inquiring about some respite care if needed which my caseworker has thoroughly discussed with me.	SC, FSS, ADT	Family Member
8. Recreational & Vocational Rehabilitation	SC	Family Member

9. Future employment for Autistic kids graduated out of school. Friendship support for autistic young adult.	SC, EI, FSS, REC, ADT, VR, CE, RES	Family Member
10. We are currently having our Supports Coordinator look into possible transportation for our daughter to and from St. Joseph's Center for outpatient therapies.	SC	Family Member
11. More recreation	SC, FSS, REC, ADT, RES	Family Member
12. Transportation	SC, EI, FSS, REC, ADT, VR, CE, RES	Family Member
13. Information disability benefits and health insurance	SC, EI, FSS, REC, ADT, VR, CE	Family Member
14. More social and recreational activities. More fun training programs.	SC, FSS, REC, VR	Family Member
15. I want my son to see a new Dr. I don't like the one he has. He's a very angry man and needs <u>help</u> . He needs angry management program.	SC, FSS, EI, REC, ADT, VR, CE	Advocate
16. Implementing a recreational/social component within the vocational work day at Sanderson (Keystone). Such as that at Hickory Street. Hickory Street Vocational Program presents with stark contrast to Sanderson - would love to see expansion of Sanderson Program to include many of the same opportunities.	SC, FSS, REC, VR	Family Member
17. Don't really know yet. _____ came to live w/me and his mom in Nov.	SC, EI, FSS, REC, ADT, VR, CE, RES	Family Member
18. Possible support group for parents of adult children.	SC, FSS, VR, RES	Family Member
19. Transportation, everyday living skills, computer classes, healthy exercise classes.	SC, FSS, REC, VR	Consumer, Family Member
20. When _____ is of age (next year) we will seek the ARC Summer Camp.	SC, EI, FSS, REC	Family Member
21. Family aid worker or companion program RC worker.	SC, EI, FSS, REC, ADT, VR, CE, RES	Consumer
22. I have been trying to get a TSS worker for behaviors exhibited in the community.	SC, EI, FSS, REC	Family Member
23. Services, as in therapy for _____ (St. Joseph's).	SC, REC	Family Member
24. Difficult to find services/recreation for High School/Autistic/MR Children.	SC, EI, FSS, REC	Family Member
25. Swimming for our daughter. She loves the pool.	RES	Family Member

26. Clear definitions – simply stated, person friendly definitions of all terms and services – too much verbage in info. Homes – residential programming that truly feels and functions like a home-too many home-like institutions-sterile, way stations	SC, EI, FSS, REC, ADT, VR, CE, RES	Family Member
27. Habilitation but my service coordinator is already applying for it.	SC	Consumer, Advocate
28. There are always more services we would like. But we have our priorities met.	SC, FSS, REC, ADT, VR	Family Member
29. I am interested in recreation, Voc Rehab, Comm Employment, Adult Dev. Training.		Consumer
30. Would like to be referred to OVR for a job coach.	Not Indicated	Consumer, Family Member
31. Wants classes @ CTC.	Not Indicated	Consumer, Family Member
32. Blind Assoc.	SC, EI, FSS, REC, ADT, CE, RES	Family Member
33. Looking for after school care (working schedule).	SC, FSS	Family Member

UPPER LACKAWANNA COUNTY

COMMENT	SERVICES RECEIVING	RESPONDENT
1. A summer camp for children ages 11-12 or Day Camp. Also horseback riding. Help for the cost and or a place to ride.	SC, FSS	Family Member
2. Dietician if available. Did not mention to Supports Coordinator; just thought of with this question.	SC, FSS	Family Member
3. Information concerning wills, trusts, financial planning for adult children.	SC, ADT	Consumer, Family Member
4. Day Program	SC, REC, RES	Consumer
5. Senior Citizen Services for the mentally challenged by Certified supervisor.	SC, FSS, REC, ADT, VR, CE, RES	Family Member, Advocate
6. Family Support used it once had problems with who was provided.	SC, EI, FSS, REC, ADT, VR	Family Member
7. Audio Services to check the hearing of a non-verbal Autistic Child/Adult	SC, FSS	Family Member

SUSQUEHANNA COUNTY

COMMENT	SERVICES RECEIVING	RESPONDENT
1. More rec opportunities	SC, FSS, REC	Family Member
2. A recreational program that is more than a dollar store and lunch every 2 or 3 months.	SC, REC	Family Member
3. More day services in the upper tier counties.	SC, REC, VR, RES	Advocate
4. Same as before in community options.	SC, REC	Consumer
5. Transportation to rehabilitation services in Tunkhannock	SC, FSS, ADT, VR, CE	Family Member
6. Transportation to a vocational facility	SC, FSS, REC, ADT, VR, CE	Family Member
7. Transportation	SC, REC, CE	Consumer
8. Would like to see about recreation activities	SC, EI	Family Member

**TABLE XII:
PERCENTAGE OF RESPONDENTS MAKING COMMENT**

Respondents were encouraged to add any comments they wished to make regarding the services. A total of 95 (26.5%) of the respondents did so. These comments are reported without any editing within the report.

**TABLE XII
PERCENTAGE OF RESPONDENTS MAKING COMMENT**

	NO. RESPONDENTS	NO. MAKING COMMENT	% MAKING COMMENT
BSU I	220	57	25.9%
BSU II	138	38	27.5%
JOINDER TOTAL	358	95	26.5%
LOWER LACKAWANNA	220	57	25.9%
UPPER LACKAWANNA	93	26	27.9%
SUSQUEHANNA	45	12	26.7%
TOTAL	358	95	26.5%

**SURVEY OF CONSUMER SATISFACTION
WITH MENTAL RETARDATION SERVICES
TELEPHONE REQUESTS:**

During the twelve (12) month period of this report, there were 5 (1.4%) requests for a telephone callback. The Assistant Administrator for Mental Retardation Services and the Quality Management Coordinator made the phone calls.

1. Consumer requested callback – Spoke with consumer who is satisfied with services and is working with her Supports Coordinator to get into a day program.
2. Family member requested callback – Did not respond to messages left.
3. Family member requested callback – Did not respond to messages left.
4. Family member requested callback – Spoke with survey respondent. Concerns regarding transition from family aid program to waiver services were discussed. Also made plans to transfer supports coordination services to Tri-Valley.
5. Family member requested callback regarding concerns related to drop off conditions at a provider site. Correspondence was sent to provider from the Administrator's Office and the provider responded to correspondence with improvements that were made.

**SURVEY OF CONSUMER SATISFACTION
WITH MENTAL RETARDATION SERVICES
COMMENTS:**

Comments regarding consumer satisfaction are included at the end of this report and are separated by area. A reading of these comments adds support to the checklist indicating satisfaction/dissatisfaction with the various services. Especially gratifying are the number of responses which specifically noted the high level of satisfaction with the efforts of specific staff persons involved in the delivery of services.

These comments reinforce the survey checklist tabulations, and they indicate that the strong satisfaction with services is more than just a checklist satisfaction since it takes time and thought to write out comments.

The comments that did not reflect a positive experience with services need to be seriously considered and, if possible and necessary, addressed in a responsible and systematic process.

The generally commendatory comments could lull the staff into complacency and a belief that all is well. Rather, it should be taken as a goal to maintain the program's strengths and improve any areas of weakness.

**SURVEY OF
CONSUMER SATISFACTION WITH MENTAL RETARDATION SERVICES
JULY 1, 2008 - JUNE 30, 2010**

COMMENTS:

The following comments were taken from the survey instrument and are reported in their unedited form:

LOWER LACKAWANNA COUNTY			
	COMMENT	SERVICE	RESPONDENT
1.	Everyone is always so nice and helpful to myself and my granddaughter.	FSS	Family Member
2.	I _____ love my casemanager and my MR Supports Coordinator.	SC, FSS, REC	Consumer
3.	Our family is very happy with our daughter's Supports Coordinator. She's been very helpful to us.	SC, EI, FSS, REC, ADT, VR, CE, RES	Family Member
4.	We are vey satisfied with our Family Aid Program and definitely want it continued. We are also pleased with our Supports Coordinator. Please continue your service.	SC, FSS, REC	Family Member
5.	I am satisfied with the help my son receives from Scr. Counseling.	SC, FSS, VR	Family Member
6.	Very satisfied w/Kristina Raziliski from SCC. Thank you!	SC, FSS, EI, REC, ADT, VR, CE, RES	Advocate
7.	I am very happy with all of my services.	SC, RES	Consumer
8.	All OK.	SC, EI, FSS, REC, ADT, VR, CE, RES	Family Member
9.	To know if there are any recreational programs, where they are located. How to get in contact with them.	SC, FSS, REC	Family Member
10.	Paul Capparel has been incredibly supportive as well as former TSS provider Meredith Jackson. Paul has been indespensible in placing our daughter.	SC, EI, FSS, REC, ADT, VR, CE, RES	Family Member
11.	Since beginning w/Scranton Counseling MHMR, the services and follow thru have been spotty at best. It took over 10 months for my daughter to get on waiver and she has not had 1 caseworker who seemed to know anything.	SC, FSS, REC	Family Member
12.	Very satisfied with Gene Marrazzo BA my sons Counseling Services (Scranton Counseling Center). Award him a metal for a good heart.	SC, EI, FSS, REC, ADT, VR, CE, RES	Family Member
13.	I appreciate extra respite services when emergencies occur.	SC, FSS	Family Member
14.	Supports Coordinator is very helpful and conscientious.	SC	Family Member
15.	We have been very happy with all peoples and services. We have been helped efficiently any time we asked for aid.	SC, FSS, REC, ADT, VR	Family Member

LOWER LACKAWANNA COUNTY			
	COMMENT	SERVICE	RESPONDENT
16.	Upon my daughters I had to continuously contact OVR to find her a job. I was not able to get help from anyone.	SC, EI, FSS, REC, ADT, VR, CE	Family Member
17.	We are grateful to Chris Redfield who was a Scr. Counseling when our daughter was young & he helped her with finding employment and she is still working.	SC, EI, FSS, REC, ADT, VR, CE	Family Member
18.	More people to provide respite.	SC, REC, ADT	Consumer
19.	In the beginning there was no choice and as time went on we were satisfied with services given (many years ago).	SC, EI, FSS, REC, ADT, VR, RES	
20.	Supports Coordinators are extremely helpful-	SC, EI, FSS, REC, ADT, VR, RES	Advocate
21.	Satisfied	SC, VR, RES	Family Member
22.	Lisa Herie is the best support coordinator we have had. She is excellent at her job and very pleasant to work with.	SC, EI, FSS, REC, ADT, VR, CE, RES	Consumer
23.	I am happy what I am getting with services.	SC	Consumer
24.	Since it was our first visit it is not easy to eval services. I'll see how we progress.	SC, EI, FSS, REC, ADT, VR, CE, RES	Family Member
25.	Better communication needs to take place between Providers-the BSU and parents.	SC, FSS, VR, RES	Family Member
26.	I am happy with my job at the ARC and the support I get from the ARC of NEPA. I am happy living at the Harrison House.	SC	Consumer
27.	Elizabeth (casemanager) has been excellent. We are very satisfied with her services.	SC, EI, FSS, REC	Family Member
28.	My family are very grateful for the great services we received. Everyone was very nice and helpful.	EI, VR	Family Member
29.	Very satisfied.	SC, EI, FSS, REC, ADT, VR, CE, RES	Family Member
30.	Gene, our caseworker, is a nice, helpful, person.	SC, FSS, VR, CE	Family Member
31.	The Support Coordinator my daughter has right now is very good, despite the constant change in coordinator.	SC, EI, FSS, REC	Family Member
32.	Coleen M. is a wonderful efficient and compassionate supports coordinator.	SC, EI, FSS, REC, ADT, VR, CE, RES	Advocate
33.	Happy living here.	SC, EI, FSS, REC, ADT, VR, CE, RES	Consumer
34.	Completely satisfied.	SC, ADT	Family Member
35.	All services are being met. Scranton Counseling Center is helping me the most. Barbara Scaramucih is helping me find a job.	SC, EI, FSS, REC, ADT, VR, CE, RES	Consumer
36.	My family member receives ultimate care that cannot be provided by his family, by Scr. Counseling Ctr. & UCP - he is very happy and well cared for and they see that he spends his days and weekends in the community.	SC, EI, FSS, REC, ADT, VR, CE, RES	Family Member
37.	_____ is working at URS in Wilkes-Barre - he enjoys going to work.	SC, EI, FSS, REC, ADT, VR, RES	Family Member
38.	I am new to this position and was very impressed with the way the team worked together at the ISP and the communications that have been made between staff and myself during a recent emergency and with thoughtfulness of the ISP process.	SC, FSS, REC, ADT, REC	Family Member

LOWER LACKAWANNA COUNTY			
	COMMENT	SERVICE	RESPONDENT
39.	Very satisfied with results.	SC, EI, FSS, REC, ADT, VR, CE, RES	Consumer
40.	Very satisfied with all help received.	SC, EI, FSS, REC, ADT, VR, CE, RES	Advocate
41.	Just to say we are very satisfied with Lisa Heri (my granddaughters BSU Coord. She is doing a great job.)	SC, FSS	Family Member
42.	Cathleen Byrne is my daughter's Support Coordinator and she is superb.	SC, FSS, REC, ADT, VR	Family Member
43.	We are pleased with the Scr. Counseling Cent. Especially Rachel Gething. She is very helpful.	SC, EI, FSS, ADT, CE	Family Member
44.	I am very happy with all the services that my daughter receives.	SC, EI, FSS, REC, ADT, VR, CE, RES	Family Member
45.	Lisa herie is great! She always responds promptly and tries to offer all services for which _____ would be eligible.	SC, EI, FSS, REC, ADT, VR, CE	Family Member
46.	I am very grateful and thankful for all the services and help I receive for _____	SC, EI, FSS, REC, ADT	Family Member
47.	How to develop patience when put into a situation like this - when the person was never properly disciplined or schooled and thinks he can have or take whatever he wants.	SC, FSS, ADT	Family Member
48.	Elizabeth Zabrowski is an exceptional Supports Coordinator.	SC	Family Member
49.	Should have went over survey in person at time of meeting.	SC, FSS, RES	Family Member
50.	Services are fine & we are well pleased.	SC, ADT	Advocate
51.	Supports Coordinator Rachel Gething is very helpful to Michael and myself.	SC, FSS	Family Member
52.	Serious improvements needed at curbside dropoff @ Keystone Sanderson. Not handicap friendly - v. dangerous in winter - accident waiting to happen. Consumers expected to climb through snow covered slope area at curb, muddy & slippery in the spring or when it rains. They also need a new front door. The door sometimes accidentally gets locked if bumped at button on knob & staff unaware. Consumer can be locked out & unable to get in unless they knock on the window (I have seen consumers dropped off by transp. that does not wait to see them enter safely into bldg.)	SC, REC, VR	Family Member
53.	Sarah's caseworker Elizabeth Zabrowski continues to be on top of things, to offer helpful information & to help us negotiate the system.	SC, FSS, REC, VR	Family Member
54.	I am happy so far. I just got involved now so I am still learning what my son is entitled to.	SC, EI, FSS, REC, ADT, VR, CE, RES	Family Member
55.	The habilitation worker needs to show up.	SC, FSS	Family Member
56.	We are very satisfied with current supports already in place - family driven and music therapy, TSS svcs.	SC, FSS	Family Member
57.	John M. is a superb caseworker and should be commended for his level of concern for his clients, his professionalism and his reliability.	SC, EI, FSS, REC, ADT, CE, RES	Family Member

**SURVEY OF
CONSUMER SATISFACTION WITH MENTAL RETARDATION SERVICES
JULY 1, 2008 - JUNE 30, 2010**

COMMENTS:

The following comments were taken from the survey instrument and are reported in their unedited form:

UPPER LACKAWANNA COUNTY			
	COMMENT	SERVICE	RESPONDENT
1.	Mary Ann Bilotta is my Support Service Coordinator and I am very happy with her services. She is readily available to me to discuss any concerns and make visits upon request	SC	Family Member
2.	I would like to note that Supports Coordinator Barb Liuzzo does a great job advocating for our consumers and providing support when needed. She is always available when needed and can be counted on in all times.	SC, REC	Advocate
3.	Alecia Battenburg made a favorable impression on our son _____ during this year's annual visit. _____ realized that the meeting was about him and wanted me to share information with family and friends that night.	SC, FSS	Family Member
4.	My Support Coordinator is very nice and very helpful. Thank You for Everything.	SC, FSS	Family Member
5.	Barbara Liuzzo is a great Supports Coordinator - a real advocate for consumers & Stephanie Jordan is doing great so far as the Behavior Specialist for one of our consumers.	SC, REC, ADT	Advocate
6.	Mrs. Maryann Bilotta has been instrumental in providing support for my daughter. She has been a wonderful asset. Very informative and helpful.	SC, EI, FSS	Family Member
7.	We are very satisfied! _____ loves Tri-County Services & UCP Services.	SC, REC, ADT	Family Member
8.	Marianne Belotta is a very excellent person. We are very, very, etc... satisfied with her.	SC, REC	Family Member
9.	Very satisfied with service.	FSS	Family Member
10.	Everyone is very helpful.	SC	Family Member
11.	Support Coordinator is always checking on services needed or satisfaction with provided services. Recreation is very well planned & implemented.	SC, FSS, REC, VR, CE	Family Member
12.	Great people.	SC, EI, FSS, REC, ADT, VR	Consumer
13.	All the services we get from Sandra Hobbs at Tri-Valley in Carbondale is great.	FSS	Family Member
14.	We love and like our new Support person Lisa Beppler - She is the BEST - God Bless Her	SC, FSS, REC, ADT, VR, CE, RES	Family Member, Advocate

UPPER LACKAWANNA COUNTY			
	COMMENT	SERVICE	RESPONDENT
15.	I think caregivers should be reminded every few months as to their duties, they seem to get complacent after a while and I feel the provider should go over their duties every so often to make sure things are done the right way in order to serve the consumer the right way. I also think providers should contact caregivers & consumers at least once a month to see if things are OK.	SC, FSS	Family Member
16.	Our Supports Coordinator, Mary Ann Bilotta, is wonderful. She is always helpful and finds answers to my questions.	SC	Family Member
17.	Everyone is helpful - services are great. Please continue all you do.	SC, EI, FSS, REC, ADT, CE	Family Member
18.	I am happy with services.	SC, FSS, REC, CE	Consumer
19.	Staff..very helpful and informative.	SC, RES	Consumer, Family Member
20.	Both Supports Coordination and Residential work well together to provide for needs.	SC, RES	Consumer
21.	Everyone is very helpful & makes changes in services when needed.	SC, FSS, RES	Family Member
22.	Very satisfied w/current services & level of communication.	SC, ADT, RES	Advocate
23.	This is a good service. Regret not to have known earlier.	SC, FSS	Family Member
24.	Thanks for your support.	SC, EI, FSS, REC, ADT, VR, CE, RES	Family Member
25.	If I answered wrong I'm sorry but I am satisfied the way my daughter is taken care of and what they offer.	SC, EI, FSS, REC, ADT, VR, RES	Family Member
26.	Alicia Battenburg has been very helpful w/the services that you provide and _____ has benefitted from these services received. Thank you.	SC, EI, FSS, REC	Family Member

**SURVEY OF
CONSUMER SATISFACTION WITH MENTAL RETARDATION SERVICES
JULY 1, 2008 - JUNE 30, 2010**

COMMENTS:

The following comments were taken from the survey instrument and are reported in their unedited form:

SUSQUEHANNA COUNTY			
	COMMENT	SERVICE	RESPONDENT
1.	Would like my monitor to be a paid support for myself.	SC, FSS, REC	Family Member
2.	Keep up the great job.	SC, REC	Consumer
3.	Kim Beardsley is excellent in her approach to the needs of _____.	SC, FSS, ADT, VR	Family Member
4.	Services were assigned at the time she began to receive them.	SC, REC, VR, RES	Advocate
5.	Its heartbreaking for a parent to know what is available in other counties and Susquehanna County has none.	SC, REC	Family Member
6.	Would not have chosen Scranton even if offered. It is to far away. Tri-County is much more convenient.	SC, FSS, REC	Family Member
7.	Frustrated with lack of transportation. Employment (part time) would be beneficial to Nicole.	SC, FSS, ADT, VR, CE	Family Member
8.	_____ does not recall who caseworkers are & to all questions says "I don't know".	?	?
9.	I am very satisfied with all services.	SC, REC, ADT, CE, RES	Consumer
10.	Always satisfied with co-ordinator.	SC, FSS, REC, CE, RES	?
11.	We are pleased with the services offered by Kim Beardsley - She has always been kind & informative.	SC, FSS	Family Member
12.	Would like to see about recreation activities.		?