### **SURVEY COMMITTEE**

## HARBORCREEK YOUTH SERVICES PERFORMANCE AND QUALITY IMPROVEMENT PROGRAM

2020-2021 IMPROVEMENT CYCLE

AGGREGATED DATA COLLECTION REPORT				
Case #: CR004	COMMUNITY STAKEHOLDER SATISFACTION SURVEYS: COMMUNITY AGENCY SATISFACTION SURVEY 2020 N= 42	Data Source: RESPONDENTS		
Performance Area COMMUNITY STAKEHOLDER SATISFACTION SURVEYS		<b>Data Collection Method</b> :SURVEY RESEARCH		

SURVEY ITEM	AGREE	NEUTRAL	DISAGREE
1. Agency staff members are qualified and competent in the performance of their jobs.	98%	2%	0%
2. Under normal circumstances, the agency has reasonable client admission procedures and waiting periods for services are acceptable.	98%	2%	0%
3. Harborcreek Youth Services' programs are of high quality, and the agency has a good reputation in the community.	90%	10%	0%
4. I am optimistic about the future of clients that Harborcreek Youth Services serves.	83%	14%	3%
5. Agency staff members effectively collaborate with community agencies.	88%	12%	0%
6. Harbocreek Youth Services staff members provide quality reports in a timely fashion.	79%	21%	0%
7. The agency provides appropriate services to meet the needs of families in our community.	83%	17%	0%
8. Harborcreek Youth Services prioritizes discharge planning and aftercare for all clients.	70%	30%	0%
9. Agency staff members are prepared for treatment team meetings.	92%	8%	0%
10. Information about agency services and eligibility criteria are made available to the community.	83%	17%	0%
11. The agency provides culturally sensitive services.	83%	17%	0%
12. I have confidence in the Trauma-informed care approach Harborcreek practices.	93%	7%	0%
13. I would recommend Harborcreek Youth Services to prospective clients.	100%	0%	0%

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SECTION II: OPE	EN-ENDED SURVEY STATEMENTS	/QUESTIONS		
14. Harborcreek ha	as expanded its Evidence-based express	sive therapies to include: a	rt, music, movement, & writing. We rely on a	
combination of El'	TC funding, grants, and other fundraisi	ng to provide these valuab	le therapies. Based on your professional	
experience, do you	see clients benefiting from these prog	rams?		
Yes 100%	<u>COMMENTS:</u>			
No <u>0</u> %	Helpful with trauma	<ul><li>Helpful with coping</li></ul>	<ul><li>Helpful with client progress</li></ul>	
Maybe <u>0%</u> ■	• Helpful with expressing feelings	<ul><li>Engages client</li></ul>	<ul> <li>Holistic approach reinforced</li> </ul>	
15. In response to	the COVID-19 pandemic Harborcreek	Youth Services, following	the guidelines set by local, state and federal	
	•	_	ns and provision of services. Such modifications	
	<u> </u>		in-person visitors, providing some services by	
telehealth, etc. Do	you feel (your) clients can receive satis	sfactory treatment with the	se modifications? Please explain.	
Yes 100%	<u>COMMENTS:</u>			
No <u>0%</u>	<ul><li>Appropriate agency p</li></ul>	rotocol • Se	ervice interruption minimized	
	<ul><li>Safety prioritized</li></ul>	<b>-</b> 1	Agency adaptive; flexible	
	<ul> <li>Home pass exclusion understandable</li> </ul>			
	<u>-</u>			
SECTION III: DEMOGRAPHIC DATA				
16. Which of Harborcreek Youth Services programs are you most familiar with?				
□ Residential Treatment Facility 62%				
☐ Host Home Treatment Program (Therapeutic Foster Care) 9%				
☐Multisystemic T	herapy Program <u>17%</u>			
□Campus Educational Program 12%				

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- 17. Please provide any comments or suggestions that may help us better meet your needs or better service our clients
- Quality Services
- Trauma approach impressive
- Agency accepts complex cases
- Internship issues

- Community asset
- Very good supervision
- Strengthen reports

- Client very satisfied
- Very collaborative

Strengthen family program

17. Type of Organization:

Children & Youth Services Juvenile Probation Office 32% 7% Department of Human Services 0% **Educational Program** 9% Mental Health and/ or Behavioral Health Agency 32% Regulatory Body 0% Managed Care Organization Other 20% 0%

### INFLUENCING FACTORS

• Survey Return Rate: <u>7%</u> (42 of 580)

• Overall Satisfaction Rate: 88%