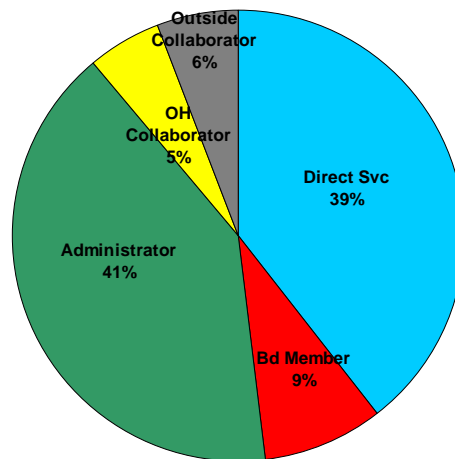


OHIO SAMI CCOE Customer Evaluation Survey 2005

SUMMARY OF RESULTS

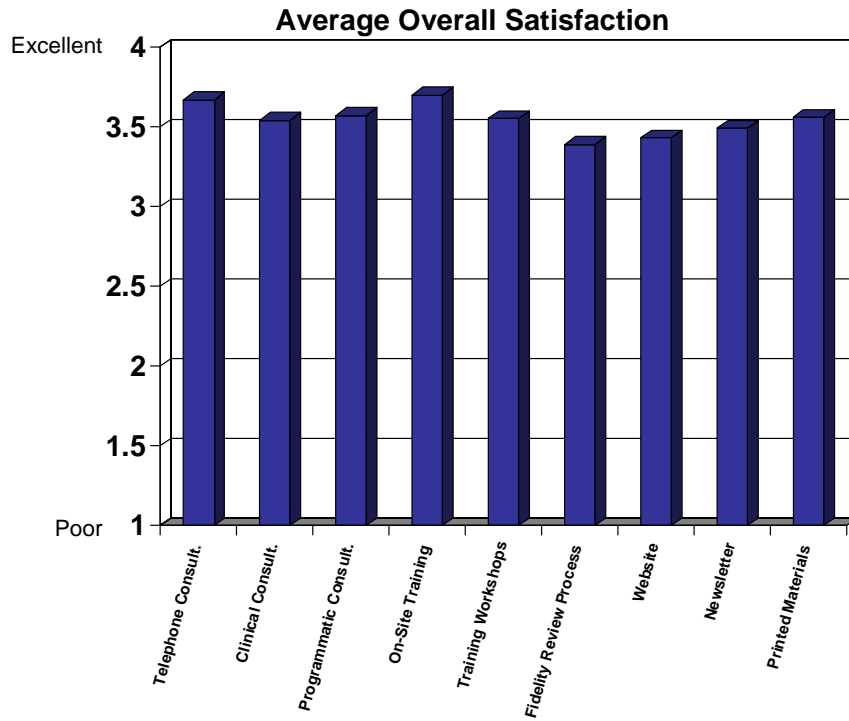
In April 2005, the Center conducted its second Customer Evaluation Survey. The purpose of the survey was to gather data about the satisfaction of its SAMI CCOE “customers,” (some of whom are also implementing Supported Employment) across **all** of the IDDT services and products that it provides. Surveys were mailed to a representative sample of diverse IDDT provider stakeholders, including administrators, practitioners, board members, and collaborators from inside and outside of Ohio. A total of 140 completed surveys were returned.

Respondent Role



Survey respondents were asked to identify the types of contact they had had with the CCOE over the past year, and were then asked to rate those contacts, i.e., the products/services used, on each of several criteria: organization of the product/service, degree of knowledge and effectiveness of CCOE staff, frequency of the product/service, helpfulness of the information received, usefulness to the respondent's work of the product/service, and overall rating of the product/service. Ratings options ranged from poor (1) to excellent (4). Open-ended questions eliciting respondents' views of the most and least helpful aspects of each product/service were also included.

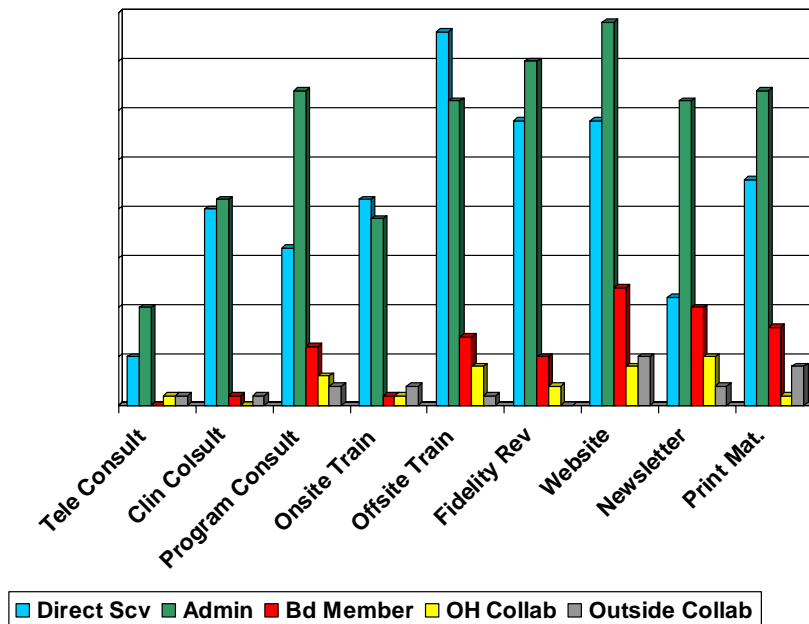
Overall, respondents were satisfied with CCOE services, with average scores for each product falling in the good to excellent range.



Ratings of 2 or less largely reflected dissatisfaction with frequency, and can be interpreted in the context of the open-ended responses as indicating that respondents would prefer more of or more frequent access to the product/service than was currently available.

Over two-thirds of the respondents reported using the Website in the past year, and just over half reported using the printed materials. Administrators and direct service providers used the vast majority of services, followed by Board members and collaborators.

Product/Service Usage by Respondent Role



For each CCOE product/service rated, respondents were asked to comment on what was least and most helpful and how the service could be improved. Responses to the open-ended questions pointed to a number of areas for quality improvement. Some examples include:

- Train on more specific treatment strategies
- Provide both basic and advanced training options for practitioners and administrators
- Expand the list of training/workshop topics
- Utilize more interactive demonstrations in training
- Quicker turnaround from on-site fidelity review to receipt of report
- Minimize last-minute schedule changes
- More frequent trainings and newsletters, more consultations, more “supervisor coaching,” more “assistance withtechnology,” “more frequent sessions,” etc
- Workshop handouts available for download online or at a nominal cost
- Keep message board postings accessible or archived

USE OF SURVEY RESULTS

The 2005 Customer Evaluation survey is the second conducted by the Center; the first was conducted in 2002 and surveyed a much smaller IDDT customer base. As before, results of the current Customer Evaluation Survey will be utilized as part of the Center's internal continuous quality improvement process.

Customer surveys are an important but by no means exclusive feedback mechanism available to CCOE customers. CCOE staff are continuously monitoring the quality of consultation, training, and evaluation services, and are attuned to opportunities for service/product improvement. For example, every CCOE training/conference includes an evaluation questionnaire to be completed by all participants and ratings are informative and helpful. It is gratifying to learn from the current survey respondents' comments that by and large, CCOE customers perceive that they have easy access to and a comfort level with CCOE staff and an avenue for good communication. The mission of the CCOE is to provide the most effective and highest quality services and products to promote successful Evidence Based Practice implementation. The Center takes its customers' views of and suggestions about those services and products very seriously.

As mentioned above, the current survey polled multiple stakeholders involved in working with the SAMI CCOE around implementing and sustaining IDDT programs. A few of the respondents were also involved in working with the SE CCOE around implementing Supported Employment and so may have responded about products and services utilized across both models. Future surveys will target customers of both CCOEs, including entities involved in IDDT and/or SE implementations, and will address particular aspects of the products and services relevant to each program of service delivery.

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