

GOOCHLAND POWHATAN COMMUNITY SERVICES
Outcomes Measurement Results
FY 2004 - 2005

STAKEHOLDER SURVEY RESULTS

Goal: Conduct and Analyze Stakeholder Surveys Annually

As part of the Outcomes Measurement Planning process, the Agency sent surveys to the consumers we serve, the agencies and school systems we relate to in the two counties and the staff of the agency. The purpose of these surveys is to receive feedback regarding how we are doing in the different arenas we operate. We intent to use the results of the surveys to improve our services provided to consumers, to improve the way we relate to agencies in the community and to improve the internal operations of the agency.

The results and a brief analysis of the results of all three surveys follow.

CONSUMER/FAMILY MEMBER SURVEY RESULTS

These surveys were distributed to each consumer that had contact with GPCS during the time period of April 11 through April 22, 2005. There were a total of 86 responses. Presented below are average responses to each question. The rating was from 1 (almost never) to 5 (almost always).

	Never or Almost Never	Seldom (Less than ½ the time)	Sometimes (About ½ the time)	Usually (About ¾ of the time)	Almost Always or Always	Not Applicable/ Don't Know
1. The services I receive at Goochland/Powhatan Community Services Board help me.					4.5	
2. The staff at GPCS treat me with respect.					4.8	
3. The staff of the CSB listens to me.					4.7	
4. I can get the services I need through GPCS.					4.5	
5. I can afford the services I get at the CSB.				4.2		
6. I would recommend GPCS to others.					4.7	

The results of this survey were very favorable, with consumers rating services quite high, and commenting very favorably on those specific services that they were receiving. The lowest score was on the item about affordability of services. This was also scored lowest last year. The total score remained essentially the same.

The comments on the surveys are included in Appendix B. They are varied and difficult to categorize, but reflect the scored questions in that they indicate that consumers are quite pleased with the services they are offered and receive. Those comments on areas where we can improve and areas to add new services are always valuable ways to learn and plan for service improvements.

COMMUNITY AGENCY SURVEY

Surveys were sent to community agencies and the schools. We had 16 responses. The individual responses were summed and divided by the number of responses. The information presented below is the average response from the community as a whole. Under “not applicable/don’t know” column, we list the number of respondents who checked this response. Note: The rating was from 1 (almost never or never) to 5 (almost always or always).

	Never or Almost Never	Seldom (Less than ½ the time)	Sometimes (About ½ the time)	Usually (About ¾ of the time)	Almost Always or Always	Not Applicable/ Don’t Know
1. The services GPCS provides are helpful to consumers				4.0		2
2. GPCSB has the capacity to accommodate our referrals.			3.54			3
3. GPCS responds quickly when there is an emergency.				3.9		2
4. GPCS provides routine services in a timely manner.				3.75		0
5. GPCS is available for requested consultation.					4.3	4
6. The services provided by GPCS are affordable.					4.2	2
7. In general, I find the GPCS staff easy to work with.				4.08		1
8. When there are problems, I am able to work them out with GPCS.				4		2
9. GPCS is a good community partner in providing services to county citizens.				4		3

Community responses to the surveys were favorable in most areas. Capacity continues to be reflected as an issue, related to continuing staff shortages due to recent cuts in state funding.

The comments on the surveys are included in Appendix C. Written responses praise staff, programs and the quality of care the agency offers. Comments also pointed out the need to expand hours for consumers and to eliminate the waiting list. There was also a request for SA groups for adolescents, anger management and conflict resolution.

STAFF SURVEY RESULTS

Surveys were distributed to all GPCS employees. There were 28 surveys returned, with a return rate of 19.4%. The information presented below is the average response from staff to each question. The rating was from 1 (almost never) to 5 (almost always).

	Never or Almost Never	Seldom (Less than ½ the time)	Sometimes (About ½ the time)	Usually (About ¾ of the time)	Almost Always or Always	Not Applicable/ Don't Know
1. I understand the goals of GPCS				4.36		
2. I have the resources I need to do my job.				4.13		
3. I receive the supervisory support I need				4.07		
4. I am able to receive feedback about my job performance.			3.93	4.51		
5. GPCS has an effective performance evaluation system				4.16		
6. I feel empowered to make suggestions for positive change.			3.74			
7. I have the support of and confidence in my co-workers.				4.21		
8. I have the support of and confidence in management.			3.96			

The individual comments, included in Appendix C, reflect concerns regarding agency communication as well as providing community based activities for our consumers. The need for additional staff was a prominent need. Many of the areas rated lowest – ability to receive feedback, comfort making suggestions for positive change and support of management, will be improved with the new organizational structure, allowing all direct service personnel to have a direct line supervisor to report to and receive support from. In addition, a feedback form has been implemented, allowing suggestions, comments and feedback directly to the Executive Director on various issues as they arise, or on any topic at all.

All of the comments are valued. It is good to note that staff value GPCS as a place to work and are willing to suggest areas for change and growth, as well as the areas they feel we do well.