

Means of Obtaining Consumer Input

Dane County Department of Human Services

Adult Community Services (ACS) Division

Area Agency on Aging – 2019-2021 Goals

Survey released Oct. 1 – Oct. 31, 2018 via SurveyMonkey. The survey asked respondents to indicate the importance of goals that had been identified by older adults and professionals in aging services and to provide comments. A link to the survey appeared on the AAA website, notices were sent to the senior focal points, a number of focal points included the link to the survey in their newsletters. 146 respondents.

Case Management Services for Older Adults

Surveys were conducted annually from 2014-2017 and have gone to every two years, of a random sample of seniors using the mail version of the Case Management Survey from the Administration on Community Living, Performance Outcome Measures Project (POMP) with modifications specific to Dane County. This instrument has been used in looking at performance nationally. Using it for this study allows for comparison to national and regional data available at <http://www.agid.acl.gov/> from ACL. 403 useable surveys in 2017 were returned. Survey results are on the DCDHS web site at:

<https://danecountyhumanservices.org/reports.aspx> . Results are presented in aggregate and by Senior Focal Point agency.

Comprehensive Community Services

Surveys are conducted annually for client who have been enrolled for six months or longer as of the survey date. The Wisconsin Department of Health Services requires the use of one of three instruments depending on the age of the CCS client at the time of the survey:

- The Mental Health Statistical Improvement Project Family Satisfaction Survey (MHSIP-Family) for completion by parents or guardians of children age 12 and under.
- The MHSIP Youth Satisfaction Survey (MHSIP-Youth) for clients ages 13-17.
- The Recovery Oriented System Indicators (ROSI) survey for adult clients age 18 and older.

A \$5.00 gift card is used as an incentive to increase the response rate.

In 2017, 99 completed surveys were returned. Survey results are on the DCDHS web site at: <https://danecountyhumanservices.org/reports.aspx> .

Disability Benefit Specialists

Through the Aging and Disability Resource Center (ADRC), free and confidential disability benefit specialist (DBS) services are offered to persons age 18-59 with a disability. Disability Benefit Specialists help answer questions and solve problems related to Social Security, Medicare, Medicaid, health insurance, and other public and private benefits. In Dane County, these services are provided in the home or at the ADRC located at 2865 N Sherman Avenue in Madison by one of the four (4) Disability Benefit Specialists. In 2018, a survey was conducted of all customers served between January 1, 2018 and March 31, 2018. There were 53 respondents. When fully available, survey results will be posted on the DCDHS web site reports page.

In subsequent years it is planned to combine the surveys for DBS and EBS (Elderly Benefit Specialists) services and to conduct the survey on a rolling basis.

Mental Health/Behavioral Health Services

Surveys are conducted annually of a random sample of clients using the 36-item MHSIP (Mental Health Statistics Improvement Project) survey. This instrument was developed as one of several instruments to measure the domains, concerns, and indicators of the MHSIP Consumer-Oriented Report Card which was developed by a task force of consumers, family members, researchers, federal, state, and local mental health agency representatives. It has been tested for reliability and validity. It measures consumer perception of care across the domains of access, quality/appropriateness of services, participation in treatment and planning, outcomes, social connectedness, functioning, and overall satisfaction. It is used by over 50 states and territories, including Wisconsin, with the results reported as part of the (Center for Mental Health Services) CMHS Uniform Reporting System (URS). Surveys are made available in English, Hmong, and Spanish. A \$5.00 gift card is used as an incentive to increase the response rate. 270 useable surveys were returned in 2017. 2018 data is still being compiled. Survey results are on the DCDHS web site at:

<https://danecountyhumanservices.org/reports.aspx> . Results are presented in aggregate and by agencies with 10 or more respondents.

Senior Nutrition Program

Annual surveys are conducted at the meal sites and for home delivered meal participants.

Results available on Legistar - see the 12.18.2018 Minutes from the Area Agency on Aging – Nutrition/Wellness Committee. 507 respondents for congregate meal sites and 239 for home delivered meal sites.

Every five years a random survey is conducted – last time was 2015. The 2015 survey included questions and responses required by the State of Wisconsin along with the updated Administration on Community Living, Performance Outcome Measures Project (POMP) nutrition surveys and the Nutritional Risk Assessment adapted from the Nutrition Screening Initiative, a project of the American Academy of Family Physicians, The American Diabetic Association, and the National Council on the Aging, Inc. 614 useable surveys were returned. Written comments are provided by meal site/caterer.

Survey results are on the DCDHS web site at:

<https://danecountyhumanservices.org/reports.aspx> .

Meal Site Reviews – In 2019, Area Agency on Aging Nutrition/Wellness Committee members are being asked to visit meal sites where the Committee will not be holding their meetings and to complete a meal site review using a standardized instrument.

Transportation Services

In May 2018, a survey was conducted of transportation services for seniors and select specialized groups. The mail version of the Transportation Survey from the Administration on Community Living (ACL), Performance Outcome Measures Project (POMP) served as the base instrument. This instrument has been used in looking at performance nationally. Using it for this study allowed for comparisons to national and regional data available at <https://agid.acl.gov/> from the AGing Integrated Database from the Administration for Community Living. The topics cover the frequency and reason for use, overall experience, service quality, self-reported outcomes, and ease of access to transportation. 387 useable surveys were returned. Information is presented in aggregate and at an individual agency level. When fully available, survey results will be posted on the DCDHS web site reports page.

Children, Youth, and Families Division

Building Bridges

Catholic Charities, the POS contractor for service provision, conducts a survey at the end of each 90 day service cycle during the school year, of school administrators, educators, and parents/guardians who participated in services. Data is compiled by Catholic Charities and shared with the DCDHS Program Manager as part of the quarterly reporting. The SR Program Analyst with DCDHS has access to the raw data and will be working with Catholic Charities in 2019 to develop survey instruments that flow with the program logic model of the Building Bridges program.

Children Come First

Methods of obtaining consumer input include:

- Feedback form for members and parent/guardians distributed with intake packet
- Member and parent/guardian satisfaction survey (last completed in Nov. 2016)
- CCF parent(s) and Family & Consumer Advocate(s) as members of CCF Quality Assurance/Performance Improvement (QAQI) committee
- CCF parent/caregiver feedback forum (focus group held Oct. 2018).

Dane County Youth Assessment

Since 1980, Dane County youth in grades 7-12 have been surveyed regarding their opinions, concerns, attitudes, behaviors and experiences. Survey results provide essential data and "youth voice" to educators, service providers, parents, policy-makers and funding bodies to inform grant writing, program development and public policy. The 2018 Youth Assessment was a collaborative effort led by the Dane County Youth Commission in partnership with the United Way of Dane County, Public Health Madison & Dane County, the City of Madison, seventeen public school districts and one private high school. Youth completed the survey through their schools between January and April 2018. Survey results are on the DCDHS web site at: https://danecountyhumanservices.org/yth/yth_asmt_2018.aspx.

Youth Justice

This is a rolling survey for youth and their families/guardians whose cases have closed in Youth Justice. The survey started the first quarter 2018 and is available on SurveyMonkey and via paper. Administrative Support staff mail the survey form which has a code that allows the recipient to use SurveyMonkey. This prevents duplicates in the event someone tries to submit the survey through both means. Alternately, persons may complete the paper version of the survey. A \$10.00 gift card is used as an incentive. When fully available, survey results will be posted on the DCDHS web site reports page.