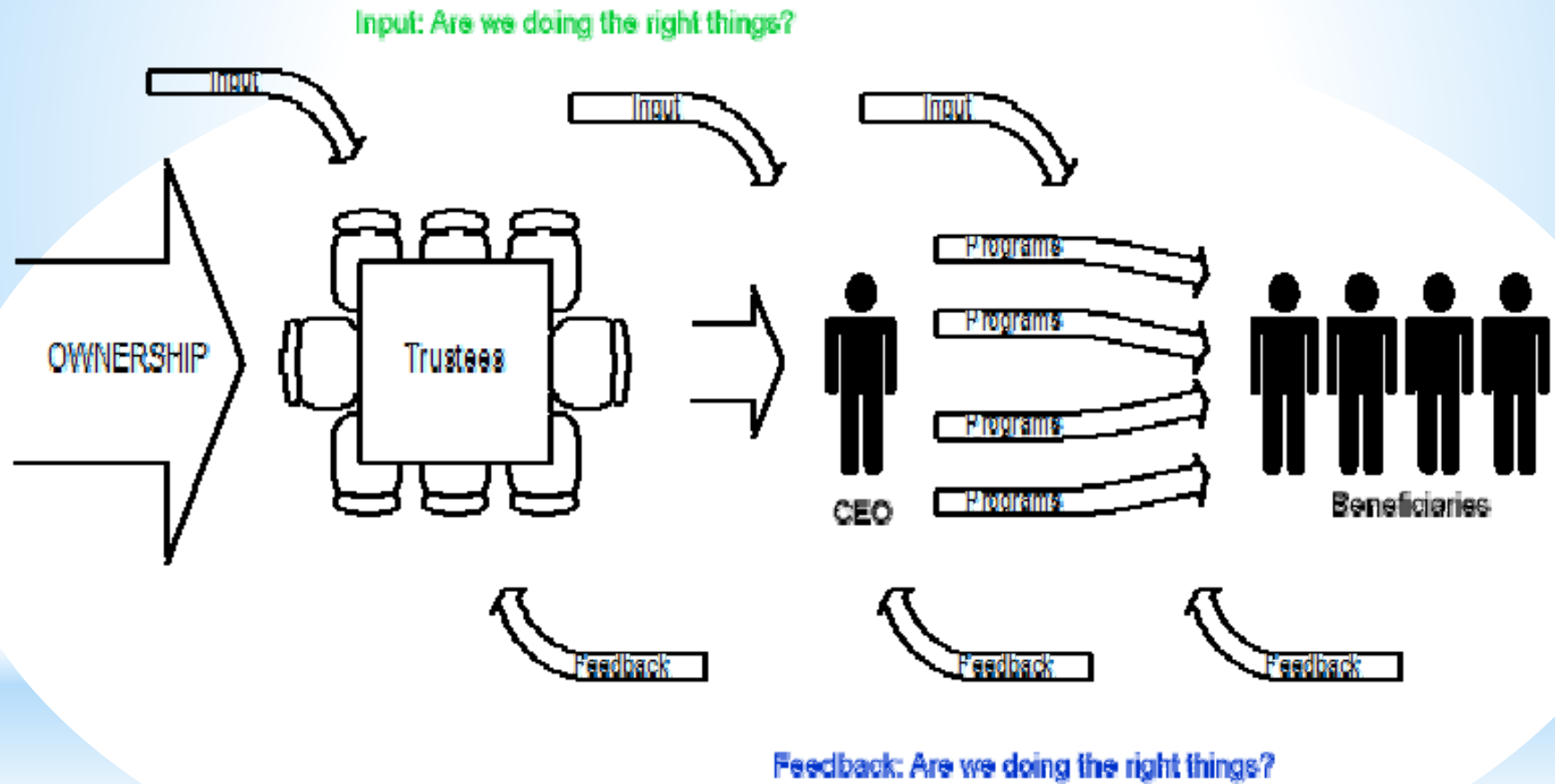


Norfolk Community Services Board
Board of Director's Annual Strategic Planning Retreat
September 9th 2011

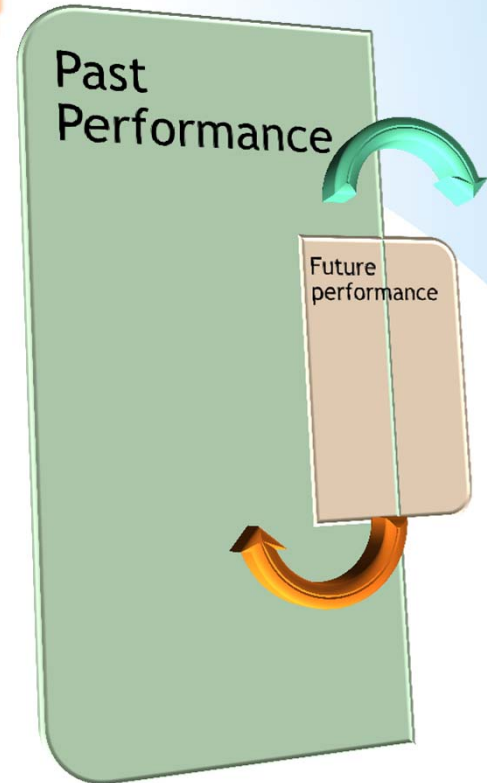


The NCSB Board of Director's Carver Policy Governance Model

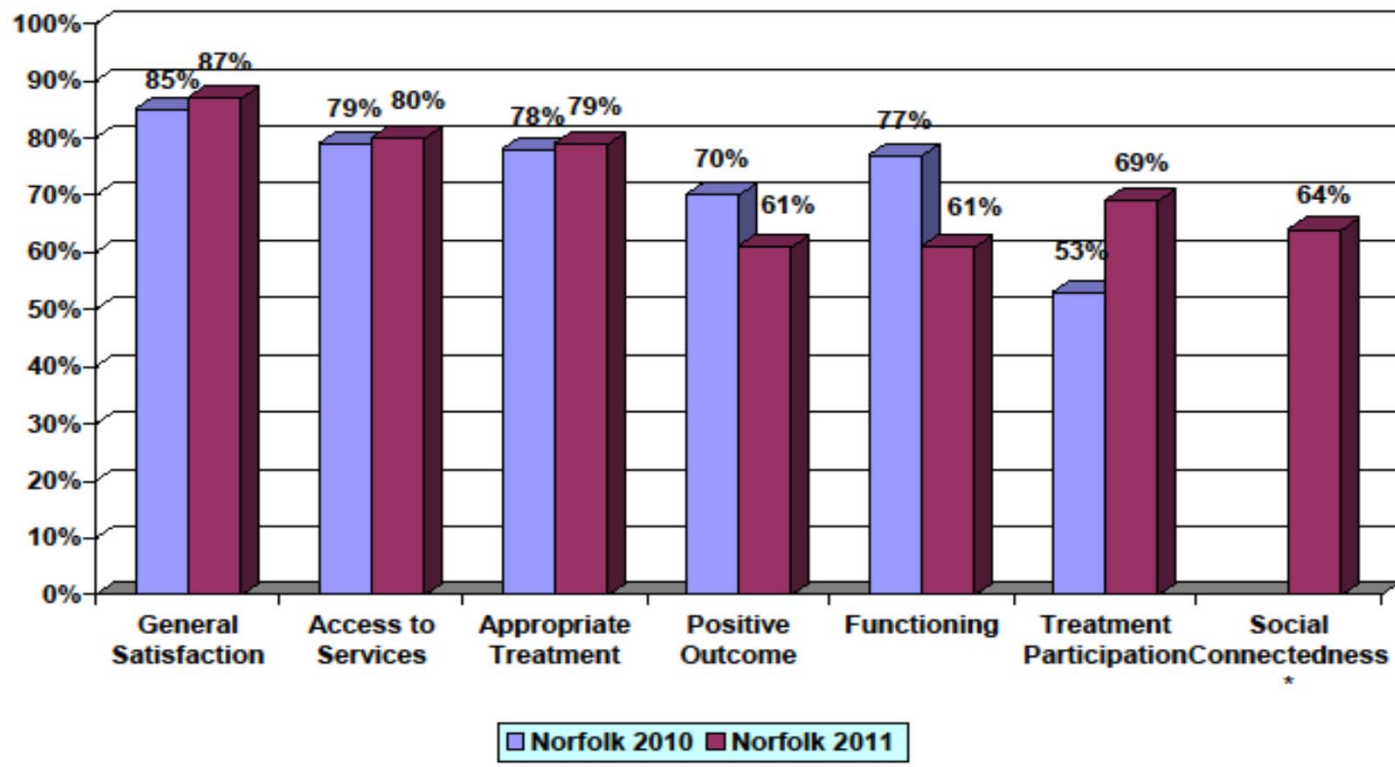


How do we
Know we are
doing the
right thing ?

Monitoring
the Ends
Policies



Norfolk Domain Scores - Comparison from 2010 to 2011



* Social Connectedness was not included in 2010



Monitoring the Ends Policies for 2011

Results are at a 95% confidence level
Based on the Mental Health Statistical
Improvement Program (MHSIP) survey
conducted by the
Department of Behavioral Health
And Developmental Disabilities

Indicator:	NORFOLK CSB (N = 47)	NORFOLK CSB (N=61)	HPR V (N=702)	STATE (N=3084)
	2010	2011	2011	2011
General satisfaction	85%	87%	85%	86%
Good access to services	79%	80%	80%	81%
Appropriate treatment	78%	79%	82%	83%
Positive outcome	70%	61%	69%	70%
Functioning	77%	61%	61%	60%
Treatment participation	53%	69%	64%	67%
Social Connectedness	NA	64%	65%	65%

Domain Definitions:

Consumer Satisfaction with Services, defined as the percentage of consumers who reported general satisfaction with CSB services. (Items: 1-3 in Table 2)

Consumer Perception of Access, defined as the percentage of consumers who reported good access to services. (Items: 4-8 in Table 2)

Consumer Perception of Appropriateness, defined as the percentage of consumers reporting that they received services appropriate to their needs. (Items: 9, 11-15 and 17-19 in Table 2)

Consumer Perception of Outcome, defined as the percentage of consumers who reported positive change as a result of the services they received through the CSB. (Items: 20-27 in Table 2)

Consumer Perception of Functioning, defined as the percentage of consumers who reported improved functioning as a result of the services they received through the CSB. (Items: 26, 28-31 in Table 2)

Consumer Perception of Treatment Participation, defined as the percentage of consumers who report that they participated in their treatment planning. (Items 10 and 16 in Table 2)

Consumer Perception of Social Connectedness, defined as the percentage of consumers who reported improved social connections as a result of the services they received through the CSB. (Items: 32 - 35 in Table 2)

Table 2. Percent Agreement on Items

ITEMS	Norfolk 2010	Norfolk 2011	HPR V 2011	State 2011
1. I like the services that I received here	85%	85%	87%	87%
2. If I had other choices, I would still get services from this agency	81%	85%	80%	81%
3. I would recommend this agency to a friend or family member	87%	88%	84%	85%
4. The location of services was convenient (parking, public transportation, distance, etc.)	85%	83%	84%	86%
5. Staff were willing to see me as often as I felt it was necessary	87%	79%	84%	85%

6. Staff returned my call in 24 hours	70%	67%	79%	79%
7. Services were available at times that were good for me	83%	83%	87%	87%
8. I was able to get all the services I thought I needed	79%	86%	79%	80%
9. Staff believe that I can grow, change, and recover.	85%	91%	87%	87%
10. I feel comfortable asking questions about my treatment and medication.	85%	83%	78%	77%
11. I feel free to complain.	87%	71%	77%	79%
12. I was given information about my rights	94%	89%	92%	92%
13. Staff encouraged me to take responsibility for how I live my life.	79%	84%	83%	84%

14. Staff told me what medication side effects to watch out for	81%	72%	77%	76%
15. Staff respected my wishes about who is and who is not to be given	77%	81%	87%	88%
information about my treatment				
16. I, not staff, decided my treatment goals	49%	64%	65%	67%
17. Staff was sensitive to my cultural background (think of race- ethnicity, religion, language, age, sexual orientation, etc.)	77%	75%	83%	83%

<p>18. Staff helped me obtain the information I needed so that I could take charge of managing my illness</p>	<p>75%</p>	<p>79%</p>	<p>79%</p>	<p>79%</p>
<p>19. I was encouraged to use consumer run-programs (support groups, drop- in centers, crisis phone line, etc.)</p>	<p>64%</p>	<p>73%</p>	<p>75%</p>	<p>74%</p>

24. I do better in social situations	66%	59%	62%	60%
25. I do better in school and/or work	51%	70%	60%	57%
26. My symptoms are not bothering me as much	68%	51%	60%	59%
27. I am satisfied with my living arrangements	66%	66%	71%	72%
28. I do things that are more meaningful to me	79%	67%	69%	68%

As a direct result of the services I received:

20. I deal more effectively with daily problems	79%	76%	74%	73%
21. I am better able to control my life	79%	75%	72%	70%
22. I am better able to deal with crisis	70%	65%	67%	64%
23. I am getting along better with my family	72%	56%	68%	68%

29. I am better able to take care of my needs	75%	72%	68%	70%
30. I am better able to handle things when they go wrong	68%	57%	61%	60%
31. I am better able to do things that I want to do	64%	61%	63%	62%
32. In a crisis, I would have the support I need form family or friends	NA	67%	72%	73%

Please provide any other comments you have about this organization and services you have received:

I think they are a big help to me and others.

They do a real good job providing services. Thank you.

They really do listen to me and help me find me again even though I was very lost and alone all the time. And it is good that someone cared about me, and they did not pass judgment on me and I that also made me feel good about myself again.

Your doing a good job. Keep it up.

I feel good about the organization services I'm receiving at this time.

Some of the groups I need are not available to people with no money or insurance (IDP). Groups are under staffed.

I had problems with someone coming into my apartment and was diagnosed as paranoid. Because I was not believed.

I find the staff to be perceptive, kind, and caring.

I'm glad that I got a psychiatrist to listen to me and take his time listening to find out the real me. I also appreciate the staff who is very encouraging words. They have very sweet and kind personality. They are very understanding people. They also are very supportive. They have happy spirits that will make you have a smile on yours. They are good people. I love the services I have with them.

All services are most excellent. Could not be any better, in my opinion.

This program has changed my life and I am very grateful to all the staff. Dr. Lowe is very helpful and supportive as well as Mrs. Swiney. My counselor Mrs. Alexandra is awesome. The only thing that I think needs help is intake - the way I was treated at my intake appt. almost made me turn around and walk out of the door. the woman was extremely insensitive and rude to me. Not a nice way to treat someone that's at the lowest point in their lives, she had me feeling even worse than I did when I came in.

The program changes to much from one thing to another too much. I've been trying to get help so I can move home with my family in Richmond. But I don't wait to live with them. Have I live in MRHS on through community service board and I've trying to get information to see if Richmond has any programs there. My children are in Richmond my grandmother is there she has Alzheimer's and I don't want her to die before I can spend some time with her. Everyone always seems so busy no one seems to have time to help me.

Improve on billing; prefer an itemize bill.

I no longer go to this program. I have been off since July 2010. I am doing great, living a clean and sober lifestyle. This is a great program and I am happy to say it saved my life. Thank you very much.

Doctors do not see me at the time of the appointment. Sometimes I had to wait up to an hour after my arrival. I think I should be seen at the time of my appointment. When I am 5 to 10 minutes late and the doctor is still seeing the patient that was ahead of me, I think I still should be able to have my appointment. There were times when the person ahead of me was still being seen by doctor and I could not been seen b/c of 5 to 10 minutes late.

They didn't give me the help that I needed. I needed to talk to psychiatric and they didn't get me one. I ask more the one time for help. And if you can get me some help now I would really appreciate.

I have become my own payer. I have my own apartment for five years going on six. I get the service I needed.

Need prescription refill.

I live with the same family for 2 years. It will be three years in May 2011.

I want everybody to know that I am not in school anymore. I am 37 years old who is suffering depression and I am not working.

My worker Ellie Anderson is extremely supportive and always answers my calls in 24 hours or less. Dr. Schwater as well. She makes sure I have all the support I need and she is extremely easy to talk to. Plus she is always pleasant and comes with a smile. She needs to be promoted. Thank you.

Angie Kennedy my case manager is a wonderful person - always there to help you. Therapeutic learning center is like a second home.

My life is boring.

so far I have been very happy with everything about CSB.

For me if this program was not in place I would be homeless and not getting the help that was necessary for me. So one this problem more people who are homeless and need medicine. Without this problem there are still homeless and cold and hungry and be told that they cannot get food stamps. thank you for all the help that I got and I hope they are able to find the homeless out there and get them shelter and food.

I've been really happy and have benefitted from seeing James Taylor. I'm sorry I can't continue to see him but I hope he is enjoying his new position. I wish I could get more help with my life and boyfriend strong personality/conflict avoidance issues.

The services that I received for the last 8 years with NCSB are excellent the only thing that's inconvenient the case managers change so often that my case get passed to a different one almost every 6 months. I get attached to them . I would love to have a case manager for at least 2 years in a row. This year I received a food basket and I really appreciate that. thank you NCSB.

Thanks to drug court and CSB (Ms. Hopkins and Ms. Sprately). I'm a better person knowing that I can manage my life by paying rent shopping and sobriety.



Measuring & Monitoring in the Future

Good Average Poor



Norfolk Community Services Board Customer Survey Summary September 2011

The Norfolk Community Services Board (NCSB), Board of Directors is interested in knowing whether individuals receiving treatment at the NCSB are getting better, if they are satisfied with the care they have received, and have they obtained the goals they have set for themselves. The NCSB thinks the best way to answer these questions is to ask you, the consumer. The NCSB will be conducting a survey of customer satisfaction and well-being periodically to evaluate the experiences of our customers while receiving services from our agency. This survey has been developed with the assistance of Eastern Virginia Medical School (EVMS). EVMS will independently evaluate the survey results and provide a report to the Board.

The Board of Directors will review and approve the survey on September 9th, 2011 at the annual retreat. If approved, the NCSB will begin surveying individuals the third week of September.

Survey Protocol

Names will be permanently deleted from the data set once consumer and provider responses have been linked together. At this point, only the ID number would remain.

The sampling sizes will be broken down as follows:

Adult Mental Health = 57%

Pediatric Mental Health = 10%

Intellectual Disabilities = 21%

Substance Abuse = 12%



There will be 200 surveys (114 Adult MH, 20 Ped Mental Health, 42 ID, and 24 SA). Next time, we may want to stratify the sample on age, gender, and/or ethnicity, but let's keep it simple the first time and just focus on program type. Once the data is analyzed, we will likely have some additional sampling recommendations for the next go around.

We will color code (i.e., print them on colored paper) the surveys by program type so there is no chance of error. In addition, for the ID numbers, a letter will be placed in front of each one to identify the program type for ease of data entry. So, for example, Adult Mental Health ID numbers could be A1, A2, A3, and so on. Pediatric mental health could be B1, B2, B3 and so on. (Start ID with C and SA with D.)



Copies of the
Surveys

are attached
behind

this presentation

A hand holding a blue pencil is shown writing the words "Thank You!" in blue ink on a white, curved surface. The background is a light blue gradient.

Thank You!