

BERGMANN CENTER, INC.

ANNUAL SATISFACTION SURVEY RESULTS

2016

Results based on Satisfaction Surveys Returned from our Clients, CMH, Home Providers
and Guardians as of January 2017

Surveys sent/returned:

Clients: 52/35 – 67%

CMH: 9/4 – 44%

Guardians: 37/23 – 62%

Home Providers: 20/15 – 75%

COMMUNITY EMPLOYMENT SERVICES

	<i>EXCELLENT</i>	<i>GOOD</i>	<i>FAIR</i>	<i>POOR</i>	<i>RESPONSES</i>
FUNDING AGENCIES 100% Satisfied to very satisfied <i>2015-100%</i>	25% (1) 2016-25% 2015-75% 2014-50% 2013-38% 2012-50% 2011-43% 2010-0%	75% (3) 2016-75% 2015-25% 2014-50% 2013-50% 2012-20% 2011-57% 2010-78%	0% (0) 2016-0% 2015-0% 2014-0% 2013-12% 2012-30% 2011-0% 2010-22%	0% (0) 2016-0% 2015-0% 2014-0% 2013-0% 2012-0% 2011-0% 2010-0%	4 2016-4 2015-4 2014-7 2013-8 2012-10 2011-7 2010-9
HOME PROVIDERS/ GUARDIAN 100% Satisfied to very satisfied <i>2015-96%</i>	40% (12) 2016-40% 2015-36% 2014-43% 2013-51% 2012-33% 2011-38% 2010-55%	60% (18) 2016-60% 2015-60% 2014-52% 2013-45% 2012-54% 2011-52% 2010-41%	0% (0) 2016-0% 2015-4% 2014-5% 2013-2% 2012-9% 2011-5% 2010-4%	0% (0) 2016-0% 2015-0% 2014-0% 2013-0% 2012-4% 2011-5% 2010-0%	30 2016-30 2015-22 2014-44 2013-41 2012-45 2011-37 2010-33
CLIENTS 80% Satisfied to very satisfied <i>2015-75%</i>	29% (10) 2016-29% 2015-31% 2014-38% 2013-47% 2012-48% 2011-43% 2010-28%	51% (18) 2016-51% 2015-44% 2014-53% 2013-45% 2012-32% 2011-45% 2010-52%	12% (4) 2016-12% 2015-19% 2014-8% 2013-6% 2012-18% 2011-10% 2010-15%	8% (3) 2016-8% 2015-6% 2014-1% 2013-2% 2012-2% 2011-2% 2010-5%	35 2016-35 2015-16 2014-53 2013-49 2012-50 2011-40 2010-40
OVERALL RESULTS: 90% Satisfied to Very Satisfied <i>2015-86%</i>	33% (23) 2016-33% 2015-36% 2014-41% 2013-48% 2012-45% 2011-45% 2010-35%	57% (39) 2016-57% 2015-50% 2014-52% 2013-45% 2012-44% 2011-44% 2010-50%	6% (4) 2016-6% 2015-10% 2014-6% 2013-5% 2012-7% 2011-1% 2010-11%	4% (3) 2016-4% 2015-4% 2014-1% 2013-2% 2012-4% 2011-4% 2010-2%	69 2016-69 2015-42 2014-104 2013-98 2012-105 2011-84 2010-82

COMMENTS/SUGGESTIONS:

“Works her paper route.” - *Guardian*

“Not sure.” - *Guardian*

“Would like more services.” - *Guardian*

“Got my son his first job.” – *Home Provider*

“Getting better! Previous job coach didn’t listen to clients and made some less than great placements. - *CMH*

“Current job coaches are great!” - *CMH*

“Sheila was a great addition.” - *CMH*

“I haven’t worked yet.” – *Client*

“Depends on what I am doing.” - *Client*

“I want more work.” – *Client*

“I like shredding.” – *Client*

“Do more bowling.” - *Client*

“Work @ the Resale Shop job.” - *Client*

“I would like to see more job opportunities for the fall/winter seasons.” – *Client*

“I want to get a job.” – *Client*

“Work more.” - *Client*

RECOMMENDATIONS:

Employment Team will focus on access for an individual to receive job development and/or job coaching services within the first 90 days after supported employment referral.

Status: 9 individuals who were referred for supported employment services in 2016 were placed in a community job. Placements were made at Petoskey News Review, Young State Park, Wojan Window & Doors, McDonalds of Petoskey and Salvation Army.

As of 1/31/16 a total of 15 individuals served are employed by a local business.

7 individuals served were employed in a year round community (Petoskey News Review, Boyne Mountain, Bay Harbor, American House, Charlevoix Library, Goodwill of Petoskey, Goodwill of Charlevoix, Charlevoix Library, Wojan Windows & Doors). 8 Individuals served were employed in a seasonal job in the community. (Young State Park, Family Fare, Salvation Army, Pointes North)

Employment Team to develop a new system for each individual who request supported employment services as indicated in their plan of service. This can be accomplished by creating a form which includes referral date for S.E. and/or MRS services, type of positions individual is interested in, resume, places individual has applied for position to include status (interview, no call, no hiring, hired) name of place, supervisor, wage, # hours & days worked per week, means of transportation, etc.

Status: New Community Connections Coordinator will create and implement new form by 4/1/2017.

Day Program Services (offered in house)

	<i>EXCELLENT</i>	<i>GOOD</i>	<i>FAIR</i>	<i>POOR</i>	<i>RESPONSES</i>
FUNDING AGENCIES 75% Satisfied to Very Satisfied <i>2015-100%</i>	50% (2) 2016-50% 2015-50% 2014-72% 2013-75% 2012-64% 2011-71% 2010-45%	25% (1) 2016-25% 2015-50% 2014-28% 2013-25% 2012-36% 2011-29% 2010-55%	25% (1) 2016-0% 2015-0% 2014-0% 2013-0% 2012-0% 2011-0% 2010-0%	0% (0) 2016-0% 2015-0% 2014-0% 2013-0% 2012-0% 2011-0% 2010-0%	4 2016-4 2015-4 2014-7 2013-8 2012-11 2011-7 2010-9
HOME PROVIDERS /GUARDIAN 97% Satisfied to Very Satisfied <i>2015-94%</i>	58% (19) 2016-58% 2015-66% 2014-61% 2013-69% 2012-74% 2011-64% 2010-70%	39% (13) 2016-39% 2015-28% 2014-37% 2013-26% 2012-22% 2011-31% 2010-30%	3% (1) 2016-3% 2015-3% 2014-2% 2013-5% 2012-4% 2011-5% 2010-0%	0% (0) 2016-0% 2015-3% 2014-0% 2013-0% 2012-0% 2011-0% 2010-0%	33 2016-33 2015-29 2014-44 2013-42 2012-46 2011-37 2010-33
CLIENTS 91% Satisfied to very Satisfied <i>2015-90%</i>	37% (13) 2016-37% 2015-45-% 2014-52% 2013-52% 2012-43% 2011-36% 2010-43%	54% (19) 2016-54% 2015-45% 2014-45% 2013-29% 2012-50% 2011-43% 2010-45%	6% (2) 2016-6% 2015-10% 2014-5% 2013-14% 2012-7% 2011-19% 2010-12%	3% (1) 2016-3% 2015-0% 2014-2% 2013-5% 2012-0% 2011-2% 2010-0%	35 2016-35 2015-18 2014-58 2013-56 2012-58 2011-47 2010-47
OVERALL RESULTS: 93% Satisfied to Very Satisfied <i>2015-88%</i>	47% (34) 2016-47% 2015-36% 2014-55% 2013-60% 2012-57% 2011-52% 2010-53%	46% (33) 2016-46% 2015-52% 2014-40% 2013-28% 2012-38% 2011-35% 2010-41%	6% (4) 2016-6% 2015-10% 2014-4% 2013-9% 2012-5% 2011-1% 2010-6%	1% (1) 2016-1% 2015-2% 2014-1% 2013-3% 2012-0% 2011-1% 2010-0%	72 2016-72 2015-42 2014-109 2013-106 2012-115 2011-91 2010-89

COMMENTS/SUGGESTIONS:

“Client states” bored”.” - *Guardian*

“Consumer enjoys it very much.” - *Guardian*

“Folks are bored at times. We need to encourage more time in the community, less in house.” - *CMH*

“This is not a job.” - *Client*

RECOMMENDATIONS:

Bergmann Center will continue to provide clients with enrichment classes and activities of choice from input gathered in group meetings, from individuals and in accordance with each individuals plan of service.

Community Living Services (offered in the community)

	EXCELLENT	GOOD	FAIR	POOR	RESPONSES
North Country CMH 100% Satisfied to Very Satisfied 2015-100%	50% (2) 2016-50% 2015-25% 2014-67%	50% (2) 2016-50% 2015-75% 2014-33%	0% (0) 2016-0% 2015-0% 2014-0%	0% (0) 2016-0% 2015-0% 2014-0%	4 2016-4 2015-4 2014-3
GUARDIAN/HOME PROVIDER 100% Satisfied to Very Satisfied 2015-75%	53% (17) 2016-53% 2015-63% 2014-54%	47% (15) 2016-47% 2015-21% 2014-39%	0% (0) 2016-0% 2015-8% 2014-7%	0% (0) 2016-0% 2015-8% 2014-0%	32 2016-32 2015-24 2014-13
CLIENT 85% Satisfied to Very Satisfied 2015-70%	29% (10) 2016-29% 2015-47% 2014-75%	56% (19) 2016-56% 2015-23% 2014-25%	9% (3) 2016-9% 2015-23% 2014-0%	6% (2) 2016-6% 2015-7% 2014-0%	34 2016-34 2015-17 2014-4
Overall Results: 93% Satisfied to Very Satisfied 2015-90%	41% (29) 2016-41% 2015-36% 2014-60%	52% (36) 2016-52% 2015-52% 2014-35%	4% (3) 2016-4% 2015-19% 2014-5%	3% (2) 2016-3% 2015-7% 2014-0%	70 2016-70 2015-17

COMMENTS/SUGGESTIONS:

“Everyone works well together ☺.” – *Home Provider*

“I know is difficult to come up with activities that are accessible and cheap, but saw lots of color tours, deer park and errand outings in the fall.” - *CMH*

“Staffing changes are always present.” - *CMH*

“I like going to deer park.” - *Client*

RECOMMENDATIONS:

Bergmann Center will continue to provide clients with activities of their choice during regular and after hours to the best of our ability when resources are available to accommodate request/dreams as stated in plan of service, individual and group input meetings.

Status: Several after hour, week-end and overnight activities offered by Bergmann Center in 2016 (conventions, waterpark, camping, ball games, movies, zoo) based on client preference.

OVERALL QUALITY OF SERVICES PROVIDED BY BERGMANN CENTER

	<i>EXCELLENT</i>	<i>GOOD</i>	<i>FAIR</i>	<i>POOR</i>	<i>RESPONSES</i>
FUNDING AGENCIES 100% Satisfied to Very Satisfied <i>2015-100%</i>	75% (3) 2016-75% 2015-50% 2014-78% 2013-89% 2012-73% 2011-43% 2010-22%	25% (1) 2016-25% 2015-50% 2014-22% 2013-11% 2012-27% 2011-57% 2010-78%	0% (0) 2016-0% 2015-0% 2014-0% 2013-0% 2012-0% 2011-0% 2010-0%	0% (0) 2016-0% 2015-0% 2014-0% 2013-0% 2012-0% 2011-0% 2010-0%	4 2016-4 2015-4 2014-7 2013-9 2012-11 2011-7 2010-9
HOME PROVIDERS /GUARDIAN 97% Satisfied to Very Satisfied <i>2015-91%</i>	58% (22) 2016-58% 2015-52% 2014-65% 2013-62% 2012-62% 2011-65% 2010-73%	39% (15) 2016-39% 2015-39% 2014-30% 2013-31% 2012-36% 2011-32% 2010-27%	3% (1) 2016-3% 2015-5% 2014-5% 2013-7% 2012-5% 2011-5% 2010-0%	0% (0) 2016-0% 2015-5% 2014-0% 2013-0% 2012-0% 2011-0% 2010-0%	38 2016-38 2015-23 2014-44 2013-39 2012-45 2011-37 2010-33
CLIENTS 91% Satisfied to Very Satisfied <i>2015-89%</i>	37% (13) 2016-37% 2015-25% 2014-45% 2013-52% 2012-46% 2011-38% 2010-38%	54% (19) 2016-54% 2015-63% 2014-43% 2013-43% 2012-45% 2011-53% 2010-49%	6% (2) 2016-6% 2015-6% 2014-5% 2013-5% 2012-9% 2011-9% 2010-11%	3% (1) 2016-3% 2015-6% 2014-1% 2013-0% 2012-0% 2011-0% 2010-2%	35 2016-35 2015-16 2014-58 2013-56 2012-58 2011-47 2010-47
OVERALL RESULTS: 95% Satisfied to Very Satisfied <i>2015-91%</i>	49% (38) 2016-49% 2015-43% 2014-55% 2013-59% 2012-55% 2011-50% 2010-50%	46% (35) 2016-46% 2015-48% 2014-41% 2013-36% 2012-40% 2011-45% 2010-41%	4% (3) 2016-4% 2015-5% 2014-3% 2013-5% 2012-5% 2011-5% 2010-6%	1% (1) 2016-1% 2015-5% 2014-1% 2013-0% 2012-0% 2011-0% 2010-0%	77 2016-77 2015-42 2014-109 2013-104 2012-114 2011-91 2010-88

COMMENTS/SUGGESTIONS:

“You guys are awesome, but as you know there’s always room for improvement ☺.” - *CMH*

“Quality has (gone downhill) with departure of Robyn Ames. “Chuck” not a good fit. More training?” - *CMH*

“I want to work more. I am not here to have fun.” - *Client*

RECOMMENDATIONS:

Taking time for Professional Development & Training continues to be the key focus for all Staff.

Status: 2016 was a year of several transitions in staffing. Professional Development and Training was and continues to be offered to all staff based on their positions; Attending CMH supervisor and provider meetings, Mental Health First Aid, Attending Transitional service meetings through Char-Em ISD, Dementia, Seizure, First Aid, CPR Training, Gentle Teaching, Cultural Diversity, Corporate Compliance, Recipient Rights, Blood borne Pathogens, SDS Right to Know, 1:1 Mentoring with Team Leader, American Sign Language.

Hours of Service Provided

	<i>EXCELLENT</i>	<i>GOOD</i>	<i>FAIR</i>	<i>POOR</i>	# <i>RESPONSES</i>
FUNDING AGENCIES 100% Satisfied to Very Satisfied 2015-100%	50% (2) 2016-50% 2015-100% 2014-57% 2013-56%	50% (2) 2016-50% 2015-0% 2014-43% 2013-44%	0% (0) 2016-0% 2015-0% 2014-0% 2013-0%	0% (0) 2016-0% 2015-0% 2014-0% 2013-0%	4 2016-4 2015-4 2014-7 2013-9
HOME PROVIDERS /GUARDIAN 97% Satisfied to Very Satisfied 2015-91%	50% (19) 2016-50% 2015-52% 2014-58% 2013-54%	47% (18) 2016-47% 2015-39% 2014-38% 2013-44%	3% (1) 2016-3% 2015-5% 2014-4% 2013-2%	0% (0) 2016-0% 2015-5% 2014-0% 2013-0%	38 2016-38 2015-23 2014-45 2013-39
CLIENTS 94% Satisfied to Very Satisfied 2015-89%	29% (10) 2016-29% 2015-28% 2014-0% 2013-0%	65% (23) 2016-65% 2015-61% 2014-95% 2013-95%	6% (2) 2016-6% 2015-11% 2014-0% 2013-0%	0% (0) 2016-0% 2015-0% 2014-5% 2013-5%	35 2016-35 2015-18 2014-58 2013-56
OVERALL RESULTS: 96% Satisfied to Very Satisfied 2015-96%	40% (31) 2016-40% 2015-47% 2014-41%	56% (43) 2016-56% 2015-44% 201-49%	4% (3) 2016-4% 2015-7% 2014-10%	0% (0) 2016-0% 2015-2% 2014-0%	77 2016-77 2015-45 2014-110

COMMENTS/SUGGESTIONS:

“Clients want evening activities, and they would love weekends too.” - *CMH*

RECOMMENDATIONS:

None at this time-

Status: Bergmann Center will continue to offer evening and week-end activities per client interest and as resources (funds and staffing) are available.

OVERALL COMMUNICATIONS FROM BERGMANN CENTER STAFF

With Support Staff = (S.S.) & Administrative Staff = (A.S.)

	<i>EXCELLENT</i>	<i>GOOD</i>	<i>FAIR</i>	<i>POOR</i>	<i>RESPONSE</i>
FUNDING AGENCIES 100% Satisfied to Very Satisfied 2015-50%	50% (2) 2016-50% 2015-50% 2014 -S.S.-36% A.S.-57% 2013- S.S.-56% A.S.-67% 2012-S.S.-70% A.S.-70% 2011-86% 2010-50%	50% (2) 2016-50% 2015-0% 2014 S.S.-64% A.S.-43% 2013-S.S.-44% A.S.-33% 2012-S.S.-20% A.S.-30% 2011-14% 2010-38%	0% (0) 2016-0% 2015-50% 2014-S.S.-0% A.S.-0% 2013-S.S.-0% A.S.-0% 2012-S.S.-10% A.S.-0% 2011-0% 2010-12%	0% (0) 2016-0% 2015-0% 2014-S.S.-0% A.S.-0% 2013-S.S.-0% A.S.-0% 2012- S.S.-0% A.S.-0% 2011-0% 2010-0%	4 2016-4 2015-4 2014-7 2013-9 2012-10 2011-7 2010-8
HOME PROVIDERS GUARDIAN 94% Satisfied to Very Satisfied 2015-80%	50% (18) 2016-50% 2015-46% 2014- S.S.-55% A.S.-54% 2013-S.S.-55% A.S.-55% 2012-S.S.-58% A.S.-62% 2011-64% 2010-61%	44% (16) 2016-44% 2015-34% 2014-S.S.-33% A.S.-40% 2013-S.S.-35% A.S.-35% 2012-S.S.-33% A.S.-31% 2011-31% 2010-35%	6% (2) 2016-6% 2015-8% 2014- S.S.-12% A.S.-6% 2013-S.S.-3% A.S.-5% 2012-S.S.-9% A.S.-7% 2011-5% 2010-4%	0% (0) 2016-0% 2015-12% 2014-S.S.-0% A.S.-0% 2013-S.S.-7% A.S.-5% 2012-S.S.-0% A.S.-0% 2011-0% 2010-0%	36 2016-36 2015-23 2014-46 2013-42 2012-45 2011-37 2010-33
CLIENTS 95% Satisfied to Very Satisfied 2015-82%	29% (10) 2016-29% 2015-44% 2014-46%	66% (23) 2016-66% 2015-38% 2014-40%	3% (1) 2016-3% 2015-18% 2014-7%	3% (1) 2016-3% 2015-0% 2014-7%	35 2016-35 2015-16 2014-18
OVERALL RESULTS: 95% Satisfied to Very Satisfied 2015-83%	40% (30) 2016-40% 2015-532% 2014- S.S.-53% A.S.-55% 2013-S.S.-55% A.S.-57% 2012- S.S.-57% A.S.-61% 2011-68% 2010-59%	55% (41) 2016-55% 2015-29% 2014-S.S.-37% A.S.-41% 2013-S.S.-37% A.S.-35% 2012-S.S.-33% A.S.-32% 2011-27% 2010-35%	4% (3) 2016-4% 2015-12% 2014-S.S.-10% A.S.-4% 2013-S.S.-2% A.S.-4% 2012-S.S.-10% A.S.-7% 2011-5% 2010-6%	1% (1) 2016-1% 2015-5% 2014-S.S.-0% A.S.-0% 2013-S.S.-6% A.S.-4% 2012-S.S.-0% A.S.-0% 2011-0% 2010-0%	75 2016-75 2015-43 2014-53 2013-51 2012-55 2011-44 2010-41

COMMENTS:

“I am in constant communication with Chuck, Aimee & Sally.” - *CMH*
 “Always available and/or responds quickly.” - *CMH*

RECOMMENDATIONS:

Staff will continue to keep lines of communications open with all stakeholders- *Survey results show communications have greatly improved compared to 2015 results.*

ADDITIONAL QUESTIONS

What do you believe to be barriers at Bergmann Center and /or within the community for adults who have a developmental disability?

Architectural 0

Environmental 1

Attitudinal 3

Employment 8

Communication 10

Transportation 11

Community Inclusion 3
(Sometimes we are integrated w/out being included)

Technology 3

Financial 10

Other: Staffing, Unsure, Almost all, Reading,

Do you have any suggestions as to how Bergmann Center could remove barriers you identified above?

“Be more proactive in hiring qualified staff so no staff shortages occur.” - *Guardian*

“I am not sure of how the things work there and, in our community but I believe they community things could be better if the community knows more about what this center.” - *Guardian*

“Not at this time.” - *Home Provider (2)*

“Communication has gotten better especially with Chuck in charge but still sometimes unclear maybe contact by email would be better?” - *Home Provider*

“Continue private fundraising, advocate for expanded (or new) transit systems 9 hours, routes etc.)” - *CMH*

“Develop long term relation with employees.” - *CMH*

“All good.” - *Client*

“Use I-Pad.” - *Client*

“Help count money. Teach me.” - *Client*

“Teach me how to count money.” - *Client*

“OK.” - *Client*

“Help me read.” - *Client*

“Understand sign language.” - *Client*

Recommendations:

Status: These barriers are addressed in Bergmann Center’s accessibility plan.

Please list any additional comments/suggestions/ideas/concerns, which may assist Bergmann Center with improving the quality of services offered.

“On community day (Friday) tie in things learned during the week with the outing. Ex. If learned about meal prep, plan a “pretend” meal and work with groups to make an ingredient list, then “shop” at Meijer, etc. Stop going to so many garage sales in the summer. Stop just wandering around stores. Be more creative with themes.” – *Guardian*

“Thank You.” - *Guardian*

“Good job.” – *Guardian*

“Keep up the good work.” - *Guardian*

“Very Happy with Bergmann Center.” - *Guardian*

“Bergmann Center is a great place for learning, working etc. Thank you for all the great work All Bergmann Employee’s.” – *Home Provider*

“You all provide a fantastic service. Thank you.” – *Home Provider*

“Keep up the good work! Figure out how to provide CLS in apartments for more people while containing costs. ☺” - *CMH*

“All okay.” – *Client*

“Raise chickens.” – *Client*

“All good.” - *Client*

“More work.” - *Client*

“No drama.” - *Client*

“Make more friends. I like everybody.” – *Client*

“All OK.” – *Client*

“I like the classes here.” - *Client*

“OK.” - *Client*

“Go out in the community to do yard work more. Less fun more work. People talk loud.” - *Client*

“All good.” – *Client*

“OK See more party’s.” - *Client*

“Sewing class. Make a turkey bandana.” - *Client*

“Math class – learn how to count money.” - *Client*

“More hours in the community.” - *Client*

“See more computer education.” - *Client*

“Good here.” - *Client*

“Jobs.” - *Client*

“See more paid work for me on the work floor.” - *Client*

“Its fine.” - *Client*

“I would like to see the clients getting along w/each other – have less drama.” - *Client*

“Moving out/live with a roommate.” - *Client*

“All OK.” – *Client*

“I would like to see everyone get along here. Have fun when we go out for activities w/all my friends.” - *Client*

“Walking more in community.” - *Client*

“Good.” – *Client*

“Doing really good right now.” – *Client*

“All good.” – *Client*

“I want to see more cooking classes. I like to volunteer.” - *Client*

“Sign language classes.” - *Client*