

# **BERGMANN CENTER, INC.**

## **ANNUAL SATISFACTION SURVEY RESULTS**

### **2020**

Results based on Satisfaction Surveys Returned from our Clients, CMH, Home Providers  
and Guardians as of January 2021

Surveys sent/returned:

Clients: 51/49 - 96%

CMH: 16/1 – 7%

Guardians: 40/13 – 33%

Home Providers: 16/3 – 16%

**COMMUNITY EMPLOYMENT SERVICES**

	<i>EXCELLENT</i>	<i>GOOD</i>	<i>FAIR</i>	<i>POOR</i>	<i>RESPONSES</i>
<b>FUNDING AGENCIES</b>  <b>100%</b> <b>Satisfied to very satisfied</b> 2019- 100% 2018-100% 2017-100% 2016-100% 2015-100%	<b>100%</b> (1) 2019-60% 2018-0% 2017-0% 2016-25% 2015-75%	<b>0%</b> (0) 2019-40% 2018-100% 2017-100% 2016-75% 2015-25%	<b>0%</b> (0) 2019-0% 2018-0% 2017-0% 2016-0% 2015-0%	<b>0%</b> (0) 2019-0% 2018-0% 2017-0% 2016-0% 2015-0%	<b>1</b> 2019-5 2018-3 2017-3 2016-4 2015-4
<b>HOME PROVIDERS/ GUARDIAN</b>  <b>93%</b> <b>Satisfied to very satisfied</b> 2019- 90% 2018-90% 2017-94% 2016-100% 2015-96%	<b>63%</b> (9) 2019-39% 2018-45% 2017-54% 2016-40% 2015-36%	<b>38%</b> (3) 2019-50% 2018-45% 2017-40% 2016-60% 2015-60%	<b>0%</b> (1) 2019-11% 2018-10% 2017-6% 2016-0% 2015-4%	<b>0%</b> (0) 2019- 0% 2018-0% 2017-0% 2016-0% 2015-0%	<b>13</b> 2019-26 2018-25 2017-30 2016-30 2015-22
<b>CLIENTS</b>  <b>96%</b> <b>Satisfied to very satisfied</b> 2019- 94% 2018-94% 2017-91% 2016-80% 2015-75%	<b>33%</b> (15) 2019- 46% 2018-40% 2017-53% 2016-29% 2015-31%	<b>63%</b> (30) 2019- 50% 2018-54% 2017-38% 2016-51% 2015-44%	<b>3%</b> (1) 2019- 0% 2018-6% 2017-9% 2016-12% 2015-19%	<b>3%</b> (1) 2019- 4% 2018-0% 2017-0% 2016-8% 2015-6%	<b>47</b> 2019- 44 2018-35 2017-32 2016-35 2015-16
<b>OVERALL RESULTS:</b>  <b>95%</b> <b>Satisfied to Very Satisfied</b> 2019- 93% 2018- 93% 2017-93% 2016-90% 2015-86%	<b>40%</b> (25)  2019- 44% 2018-40% 2017-51% 2016-33% 2015-36%	<b>53%</b> (33)  2019- 49% 2018-53% 2017-42% 2016-57% 2015-50%	<b>7%</b> (2)  2019- 4% 2018-7% 2017-7% 2016-6% 2015-10%	<b>0%</b> (1)  2019- 3% 2018-0% 2017-0% 2016-4% 2015-4%	<b>61</b> 2019- 75 2018-60 2017-65 2016-69 2015-42

## **COMMENTS/SUGGESTIONS:**

“ Would like to work more” guardian

“ Maybe let the guardians know where they are working” Guardian.

“ Could this be expanded beyond the traditional hours of operation to allow for more work opportunities for people?” CMH

## **RECOMMENDATIONS:**

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

*Status:10 individuals who were referred for supported employment services were placed in a community job. Placements were made at Wojan Window- & Doors-2, McDonalds of Petoskey-1, American House-1, Charlevoix Library-1, Goodwill Industries-1, Charlevoix Inn and suites-3 and Boyne Mountain-1.*

*As of 1/31/17 a total of 15 individuals served are employed by a local business.*

*7 individuals served where 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.

**Day Program Services (offered in house)**

	<i>EXCELLENT</i>	<i>GOOD</i>	<i>FAIR</i>	<i>POOR</i>	<i>RESPONSES</i>
<b>FUNDING AGENCIES</b> <b>100%</b> <b>Satisfied to Very Satisfied</b> 2019- 100% 2018- 100% 2017-100% 2016-75% 2015-100%	<b>100%</b> (1) 2019- 40% 2018-0% 2017-0% 2016-50% 2015-50%	<b>0%</b> (0) 2019- 60% 2018-100% 2017-100% 2016-25% 2015-50%	<b>0%</b> (0) 2019- 0% 2018-0% 2017-0% 2016-25% 2015-0%	<b>0%</b> (0) 2019- 0% 2018-0% 2017-0% 2016-0% 2015-0%	<b>1</b> 2019- 5 2018-3 2017-3 2016-4 2015-4
<b>HOME PROVIDERS /GUARDIAN</b> <b>100%</b> <b>Satisfied to Very Satisfied</b> 2019- 92% 2018- 88% 2017-94% 2016-97% 2015-94%	<b>63%</b> (9) 2019-46% 2018-60% 2017-47% 2016-58% 2015-66%	<b>40%</b> (4) 2019- 46% 2018-28% 2017-47% 2016-39% 2015-28%	<b>0%</b> (0) 2019- 8% 2018-12% 2017-6% 2016-3% 2015-3%	<b>0%</b> (0) 2019- 0% 2018-0% 2017-0% 2016-0% 2015-3%	<b>13</b> 2019- 26 2018-26 2017-30 2016-33 2015-29
<b>CLIENTS</b> <b>98%</b> <b>Satisfied to very Satisfied</b> 2019- 97% 2018 – 97% 2017-91% 2016-91% 2015-90%	<b>34%</b> (16) 2019- 40% 2018-34% 2017-44% 2016-37% 2015-45%	<b>65%</b> (32) 2019- 58% 2018-63% 2017-47% 2016-54% 2015-45%	<b>2%</b> (1) 2019- 0% 2018-3% 2017-9% 2016-6% 2015-10%	<b>0%</b> (0) 2019- 2% 2018-0% 2017-0% 2016-3% 2015-0%	<b>49</b> 2019- 45 2018-38 2017-32 2016-35 2015-18
<b>OVERALL RESULTS:</b> <b>99%</b> <b>Satisfied to Very Satisfied</b> 2019- 96% 2018- 94% 2017-92% 2016-93% 2015-88%	<b>42%</b> (26) 2019- 42% 2018-42% 2017-43% 2016-47% 2015-36%	<b>52%</b> (36) 2019- 54% 2018-52% 2017-49% 2016-46% 2015-52%	<b>6%</b> (1) 2019- 3% 2018-6% 2017-8% 2016-6% 2015-10%	<b>0%</b> (0) 2019- 1% 2018-0% 2017-0% 2016-1% 2015-2%	<b>63</b> 2019-76 2018-66 2017-65 2016-72 2015-42

**COMMENTS/SUGGESTIONS:**

“ Covid has prevented almost all of these activities- rightly so” Guardian

**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.

\*New classes and activities will be activated once covid restrictions are eased or lifted.



**Community Living Services (offered in the community)**

	EXCELLENT	GOOD	FAIR	POOR	RESPONSES
<p><b>North Country CMH 100%</b> Satisfied to Very Satisfied 2019- 100% 2018- 100% 2017-100% 2016-100% 2015-100%</p>	<p><b>100% (1)</b>  2019- 40% 2018-0% 2017-0% 2016-50% 2015-25%</p>	<p><b>0% (0)</b>  2019- 60% 2018-100% 2017-100% 2016-50% 2015-75%</p>	<p><b>0% (0)</b> 2019- 0% 2018-0% 2017-0% 2016-0% 2015-0%</p>	<p><b>0% (0)</b> 2019- 0% 2018-0% 2017-0% 2016-0% 2015-0%</p>	<p><b>1</b> 2019- 5 2018-3 2017-3 2016-4 2015-4</p>
<p><b>GUARDIAN/HOME PROVIDER 100%</b> Satisfied to Very Satisfied 2019- 89% 2018- 92% 2017-96% 2016-100% 2015-84%</p>	<p><b>50% (8)</b>  2019- 50% 2018-50% 2017-46% 2016-53% 2015-63%</p>	<p><b>50% (5)</b>  2019- 39% 2018-42% 2017-50% 2016-47% 2015-21%</p>	<p><b>0% (0)</b> 2019 -11% 2018-8% 2017-4% 2016-0% 2015-8%</p>	<p><b>0% (0)</b> 2019- 0% 2018-0% 2017-0% 2016-0% 2015-8%</p>	<p><b>13</b> 2019- 26 2018-22 2017-30 2016-32 2015-24</p>
<p><b>CLIENT 98%</b> Satisfied to Very Satisfied 2019- 89% 2018- 89% 2017-84% 2016-85% 2015-70%</p>	<p><b>40% (19)</b>  2019- 43% 2018-34% 2017-64% 2016-29% 2015-47%</p>	<p><b>49% (29)</b>  2019- 57% 2018-55% 2017-20% 2016-56% 2015-23%</p>	<p><b>2% (1)</b> 2019- 0% 2018-8% 2017-13% 2016-9% 2015-23%</p>	<p><b>3% (1)</b> 2019- 0% 2018-3% 2017-3% 2016-6% 2015-7%</p>	<p><b>50</b> 2019- 47 2018-38 2017-30 2016-34 2015-17</p>
<p><b>Overall Results: 97%</b> Satisfied to Very Satisfied 2019- 91% 2018- 91% 2017-91% 2016-93% 2015-90%</p>	<p><b>39%(28)</b>  2019- 45% 2018-39% 2017-53% 2016-41% 2015-36%</p>	<p><b>52%(34)</b>  2019- 51% 2018-52% 2017-38% 2016-52% 2015-52%</p>	<p><b>8%(1)</b> 2019- 4% 2018-8% 2017-8% 2016-4% 2015-19%</p>	<p><b>1% (1)</b> 2019 0% 2018-1% 2017-1% 2016-3% 2015-7%</p>	<p><b>64</b> 2019- 78 2017-61 2016-70 2015-17</p>

**COMMENTS/SUGGESTIONS:**

“To slow getting me a job” 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.

\*After hour, weekends & overnight activities will increase as covid restrictions allow.

*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>
<b>FUNDING AGENCIES</b> <b>100%</b> <b>Satisfied to Very Satisfied</b> 2019- 100% 2018- 100% 2017-100% 2016-100% 2015-100%	<b>100%</b> (1) 2019- 67% 2018-0% 2017-34% 2016-75% 2015-50%	<b>0%</b> (0) 2019- 33% 2018-100% 2017-33% 2016-25% 2015-50%	<b>0%</b> (0) 2019- 0% 2018-0% 2017-33% 2016-0% 2015-0%	<b>0%</b> (0) 2019- 0% 2018-0% 2017-0% 2016-0% 2015-0%	<b>1</b> 2019-6 2018-3 2017-3 2016-4 2015-4
<b>HOME PROVIDERS /GUARDIAN</b> <b>100%</b> <b>Satisfied to Very Satisfied</b> 2019- 89% 2018- 89% 2017-94% 2016-97%	<b>67%</b> (06) 2019- 55% 2018-59% 2017-58% 2016-58% 2015-52%	<b>34%</b> (4) 2019- 31% 2018-30% 2017-40% 2016-39% 2015-39%	<b>0%</b> (0) 2019- 15% 2018-11% 2017-6% 2016-3% 2015-5%	<b>0%</b> (0) 2019- 0% 2018-0% 2017-0% 2016-0% 2015-5%	<b>10</b> 2019- 26 2018-28 2017-28 2016-38 2015-23
<b>CLIENTS</b> <b>94%</b> <b>Satisfied to Very Satisfied</b> 2019- 98% 2018- 90% 2017-90% 2016-91% 2015-89%	<b>32%</b> (15) 2019- 36% 2018-47% 2017-56% 2016-37% 2015-25%	<b>62%</b> (30) 2019- 62% 2018-47% 2017-34% 2016-54% 2015-63%	<b>7%</b> (3) 2019- 0% 2018-6% 2017-10% 2016-6% 2015-6%	<b>0%</b> (0) 2019- 1% 2018-0% 2017-0% 2016-3% 2015-6%	<b>48</b> 2019- 45 2018-38 2017-32 2016-35 2015-16
<b>OVERALL RESULTS:</b> <b>95%</b> <b>Satisfied to Very Satisfied</b> 2019- 93% 2018- 93% 2017-91% 2016-95% 2015-91%	<b>50%</b> (22) 2019 45% 2018-50% 2017-54% 2016-49% 2015-43%	<b>43%</b> (34) 2019- 49% 2018-43% 2017-37% 2016-46% 2015-48%	<b>7%</b> (3) 2019-5% 2018-7% 2017-9% 2016-4% 2015-5%	<b>0%</b> (0) 2019- 1% 2018-0% 2017-0% 2016-1% 2015-5%	<b>59</b> 2019 -77 2018-68 2017-65 2016-77 2015-42

**COMMENTS/SUGGESTIONS:**

“ given circumstances” Guardian

**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>
<b>FUNDING AGENCIES</b> <b>100%</b> Satisfied to Very Satisfied 2019- 100% 2018- 100% 2017-100% 2016-100% 2015-100%	0% (0)  2019- 50% 2018-0% 2017-0% 2016-50% 2015-100%	100% (1)  2019- 50% 2018-100% 2017-100% 2016-50% 2015-0%	0% (0)  2019- 0% 2018-0% 2017-0% 2016-0% 2015-0%	0% (0)  2019- 0% 2018-0% 2017-0% 2016-0% 2015-0%	1  2019-6 2018-3 2017-3 2016-4 2015-4
<b>HOME PROVIDERS /GUARDIAN</b> <b>93%</b> Satisfied to Very Satisfied 2019- 92% 2018- 92% 2017-97% 2016-91%	56% (08)  2019- 56% 2018-50% 2017-54% 2016-50% 2015-52%	34% (04)  2019- 44% 2018-42% 2017-43% 2016-47% 2015-39%	12% (1)  2019- 0% 2018-8% 2017-3% 2016-3% 2015-5%	0% (0)  2019- 0% 2018-0% 2017-0% 2016-3% 2015-5%	13  2019- 2018-26 2017-30 2016-38 2015-23
<b>CLIENTS</b> <b>96%</b> Satisfied to Very Satisfied 2019- 100% 2018- 100% 2017-91% 2016-94% 2015-89%	21% (10) 2019- 33% 2018-38% 2017-59% 2016-29% 2015-28%	75% (37)  2019- 67% 2018-62% 2017-32% 2016-65% 2015-61%	2% (1)  2019- 0% 2018-0% 2017-6% 2016-6% 2015-11%	2% (1)  2019- 0% 2018-0% 2017-3% 2016-0% 2015-0%	49  2019- 46 2018-37 2017-32 2016-35 2015-18
<b>OVERALL RESULTS:</b> <b>94%</b> Satisfied to Very <b>Satisfied</b> 2019- 100% 2018- 97% 2017-93% 2016-96% 2015-96%	<b>41% (18)</b>  2019- 42% 2018-41% 2017-53% 2016-40% 2015-47%	<b>56% (42)</b>  2019- 58% 2018-56% 2017-40% 2016-56% 2015-44%	<b>3% (2)</b>  2019 -0% 2018-3% 2017-5% 2016-4% 2015-7%	<b>0% (1)</b>  2019- 0% 2018-0% 2017-2% 2016-0% 2015-2%	<b>64</b>  2019-79 2018-66 2017-65 2016-77 2015-45

### **COMMENTS/SUGGESTIONS:**

- “ Just want to go back to work” client
- “ I feel like I’m wasting my time” client
- “ Considering 2020 and covid, would like to attend more days” guardian
- “ given circumstances” Guardian
- “ Prior to Covid” Guardian

### **RECOMMENDATIONS:**

None at this time-

*Status: Bergmann Center will continue to offer evening and week-end activities per client interest and as resources once Covid Restrictions are lifted (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>
<b>FUNDING AGENCIES</b> <b>100%</b> Satisfied to Very Satisfied 2019- 100% 2018- 100% 2017-100% 2016-100% 2015-50%	<b>100% (1)</b>  2019- 50% 2018-0% 2017-0% 2016-50% 2015-50%	<b>0% (0)</b>  2019- 50% 2018-100% 2017-100% 2016-50% 2015-0%	<b>0% (0)</b>  2019- 0% 2018-0% 2017-0% 2016-0% 2015-50%	<b>0% (0)</b>  2019- 0% 2018-0% 2017-0% 2016-0% 2015-0%	<b>1</b>  2019- 6 2018-3 2017-3 2016-4 2015-4
<b>HOME PROVIDERS /GUARDIAN</b> <b>94%</b> Satisfied to Very Satisfied 2019 86% 2018- 100% 2017-94% 2016-94% 2015-80%	<b>46% (11)</b>  2019- 39% 2018-46% 2017-55% 2016-50% 2015-46%	<b>36% (04)</b>  2019- 47% 2018-36% 2017-39% 2016-44% 2015-34%	<b>14% (1)</b>  2019- 14% 2018-14% 2017-6% 2016-6% 2015-8%	<b>4% (0)</b>  2019 0% 2018-4% 2017-0% 2016-0% 2015-12%	<b>16</b>  2019 28 2018-27 2017-29 2016-36 2015-23
<b>CLIENTS</b> <b>97%</b> Satisfied to Very Satisfied 2019- 96% 2018- 100% 2017-91% 2016-95% 2015-82%	<b>40% (19)</b>  2019 46% 2018-38% 2017-41% 2016-29% 2015-44%	<b>58% (28)</b>  2019- 50% 2018-59% 2017-50% 2016-66% 2015-38%	<b>2% (1)</b>  2019- 4% 2018-3% 2017-9% 2016-3% 2015-18%	<b>0% (0)</b>  2019- 0% 2018-0% 2017-0% 2016-3% 2015-0%	<b>48</b>  2019- 44 2018-37 2017-32 2016-35 2015-16
<b>OVERALL RESULTS:</b> <b>97%</b> Satisfied to Very Satisfied 2019- 92% 2018- 100% 2017-95% 2016-95% 2015-83%	<b>40% (31)</b>  2019- 44% 2018-40% 2017-45% 2016-40% 2015-32%	<b>52% (32)</b>  2019- 48% 2018-52% 2017-47% 2016-55% 2015-29%	<b>7% (2)</b>  2019- 8% 2018-7% 2017-8% 2016-4% 2015-12%	<b>0% (0)</b>  2019- 0% 2018-1% 2017-0% 2016-1% 2015-5%	<b>65</b>  2019 -78 2018-68 2017-64 2016-75 2015-43

**COMMENTS:**

**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 1

Environmental 2

Attitudinal 5

Employment 7

Communication 7

Transportation 10

Community Inclusion 3

Technology 4

Financial 6

Other: “slow at getting me a job”

“ I think the Bergmann Center does a fantastic job but every community has its barriers in all these areas.”

“ coronavirus”

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

“ I want more staff” client

“ Get more job coaching staff” client

“ Trying to avoid stairs and too much walking” client

“ It would be nice to have a staff working with me (home staff)” Client

“ Getting interrupted by other people” client

“ finding sources other than Medicaid, partnerships with businesses, more concerted effort outside Charlevoix County” guardian

“ Having new Exec. Director is a step in the right direction. Covid timing extremely unfortunate” Guardian

“ Maybe more info in local papers as what exactly you do” guardian

“ I believe this will happen, but I am at a loss to say how.” Gaurdian

“ I wish we could figure out how to have clients able to attend” 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.**

“ More proof of positive outcomes & goals of the activities of each client. Mindfulness training for clients & staff. Act more as a liaison for other governmental programs. Advocate for clients- each entity doesn't necessarily know what the other is doing” guardian.

“ Looking forward to coming year given staff changes & (hopefully) more active participation & interaction between staff & clients & guardians.” Guardian.

“ Unable to comment due to Covid Restrictions and Services not utilized, thank you” guardian.

“ Lets get this virus better so things could get back as it was” provider”

“Ross is upset that others have returned to Bergmann after Covid but he has not, I hear about it from him everyday!”

SR- 2020