

Performance Improvement Plan 2018

December 2017

The following information represents STOP's satisfaction surveys for patients, stakeholders and employees, and put the information into an analysis for management to identify where improvements are needed.

This year, the results are broken down as follows:

- Chemical Dependency services
- Domestic Violence services
- Mental Health services (no surveys were returned)
- Attorneys/Probation/Insurance Companies/Patient Family Members
- Employee satisfaction

The following pages are the tabulations, the rankings, and tasks for improvement in each category/question. The results were reviewed by executive management and sent to Program Managers at each location for their review and feedback. We have listed the Top Suggestions for Improvement.

We have incorporated much of the satisfaction survey results into our strategic, accessibility, cultural diversity, technology and risk management plans this year and continue to strive to improve services. Again for 2018, one focus of operations is to concentrate on improving customer service in all aspects (clinical services, financial services, support services) in an effort to raise the ratings in several key areas surveyed. Another focus for this year will be Team Building training, as we have again found morale to be a bit low in some locations. The economy still impacts our ability to provide pay raises and other financial incentives for staff, and staff report more 'burnout' than in previous years because of caseloads and other frustrations of the job.

Many of the suggestions for improvement by location have not been addressed at this time. One issue that is brought up each year is getting updated videos. We are continually getting updated videos and distributing to all offices. Clients also complain about the chairs, and each year we get some new chairs or refurbish chairs for offices. These we consider ongoing issues and we will continue to annually review and replace these items. We also have had ongoing discussions with staff about the complaints regarding billing issues, curriculum issues, hours of operations and hours of availability of groups, better cleaning of offices, and customer service issues, and will address any more complaints and issues that arise.

We will continue to revise the survey process in efforts to generate better feedback from stakeholders, and continue to strive to meet our goals in making those improvements that are identified.