

June 30th, 2014

Dear SAM Consumer and Family Member:

As part of Service Access and Management (SAM), Inc.'s quality improvement process, your feedback was requested to assist in the evaluation of our services and support provided by SAM staff.

A brief 15 question, survey was created to gather your feedback and comments over a four month period. Thank you for making the survey successful, with more than a thousand (1000) survey responses across all of our SAM sites.

The results have been reviewed across the organization by site staff and management, corporate personnel and the SAM Board of Directors, to identify quality improvement activities in response to your feedback.

Here is what you said about your SAM services and staff support:

- ✦ **More than 98%** of individuals surveyed indicated “Strongly Agree” and “Agree” when asked if they were satisfied with SAM services received through Case Management, Service Coordination, Support Coordination, Psychiatric Rehabilitation, Certified Peer Specialist, and Crisis Intervention. Additionally, **more than 91%** of individuals indicated the same high level of satisfaction with SAM Outpatient services.
- ✦ When asked to rate their agreement to a question regarding the staff’s knowledge about services and resources and the advocacy support by staff, **more than 96%** of survey respondents, representing all SAM programs, indicated “Strongly Agree” or “Agree.”
- ✦ **More than 97%** of survey respondents in most SAM programs indicated “Strongly Agree” or “Agree” in response to the question if the services and individual plan focused on strengths, needs, abilities, and preferences.
- ✦ **More than 91%** of survey respondents in most SAM programs stated they received information about after-hours support from SAM staff. Additionally, **more than 96%** of those surveyed stated they received information about their rights as consumers, including filing complaints and grievances.

- ✦ Survey respondents were asked if they would recommend SAM services to a friend or family member. **98%** of responses, compared to 96% last year, indicated they would recommend SAM services to family and friends.

Many individuals that completed a survey provided additional comments related to their SAM services. These comments were reviewed to identify areas of ongoing satisfaction as well as identify any opportunities for improvement.

- ✦ **More than 90%** of the comments made, were positive with few recommendations for improvement. Most comments were provided by individuals receiving Case Management, Service Coordination, or Support Coordination.
- ✦ Several SAM Case Management staff in several SAM sites were identified by name as providing excellent service, including timely response to questions, described as an invaluable resource to families, and responsive, professional and respectful towards individuals and family members.
- ✦ The areas of improvement identified some common themes including the desire for Case Managers to transport consumers to appointments, the desire for SAM to provide funding for additional services and consumer material needs such as personal computers, more information about housing, and education about specific diagnoses. One individual stated a desire for larger print materials, which has been discussed and identified as a needed area of improvement.

Thank you for your participation and feedback, and for assisting SAM, Inc. in identifying opportunities that will support our efforts to make improvements, and provide the highest quality services and supports to you and your family.

Sincerely,



Craig L. Johnston
President/CEO