

1. The survey involves the CPC office which consists of Mechelle Dhondt, Kristie Clark, Gina Hiler and Tesha Dabling. How often do you interact with someone from the CPC Office either in person, on the phone, email or Notice of Decision?

	Response Percent	Response Count
1-5 times per year	26.3%	20
1-5 times per month	43.4%	33
1-5 times per week	19.7%	15
Daily or almost daily	10.5%	8

2. Does the CPC staff treat you with respect?

	Response Percent	Response Count
Always	93.2%	69
Most of the time	6.8%	5
Sometimes	0.0%	0
Never	0.0%	0

Very accomodating! Always friendly and helpful.

I have mainly dealt with Kristi and Gina and they have been awesome.

I haven't had communication with CPC for several years, not sure how to respond to this question.

Never communicate with them

We have found the CPC office to be both professional and respectful. They are prompt in returning our phone calls/e-mails and forward Notice of Decisions in a timely manner.

Staff is friendly, but professional.

Without exception!

Have never had any contact with Linn County CPC

Everyone is always so chipper with lots of smiles and always so helpful and knowledgeable.

Linn County's CPC staff are consistently competent, professional, and courteous.

3. Is your opinion solicited?

	Response Percent	Response Count
Always	28.8%	21
Most of the time	39.7%	29
Sometimes	20.5%	15
Never	11.0%	8

I haven't had communication with CPC for several years, not sure how to respond to this question.

There needs to be a "rarely" option here.

have never had any contact with Linn County CPC

The general practice seems to be to ask input from those seeking funding allowing for additional advocacy for the client.

4. Do you think you have some impact in decision making?

	Response Percent	Response Count
Always	16.4%	12
Usually	53.4%	39

4. Do you think you have some impact in decision making?

Sometimes	28.8%	21
Never	1.4%	1

I haven't had communication with CPC for several years, not sure how to respond to this question.

The CPC office employees consistently ask questions regarding consumer needs and thoroughly evaluate and assess with our staff what level of service is needed to support programming needs.

There needs to be a "rarely" option here.

have never had any contact with Linn County CPC

I think my opinion matters and that they respect me opinion and assessment of the situation. I know they know I would not be asking if i did not see a need.

5. Have you been involved in any planning meetings?

	Response Percent	Response Count
Yes	44.6%	33
No	23.0%	17
Didn't know there were planning meetings	20.3%	15
Know there are meetings but my agency does not send me.	12.2%	9

6. To the best of your knowledge, does the CPC staff treat people getting services with respect.

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	Response Percent	Response Count
Always	88.0%	66
Most of the time	12.0%	9
Sometimes	0.0%	0
Never	0.0%	0

I haven't had communication with CPC for several years, not sure how to respond to this question.

They are always kind, courteous and respectful.

Those receiving services are obviously a high priority.

I think this is NOW improving!!!!

have never had any contact with Linn County CPC

Everyone is very kind, very patient, very understanding, very compassionate

Definitely! I have observed CPC staff interacting with consumers on a number of occasions, and it has always been with respect and genuine interest in the individuals served.

They really care and know most of the clients.

7. Consumer input is solicited by Linn County.

	Response Percent	Response Count
Yes	47.2%	34
Usually	25.0%	18
Sometimes	18.1%	13

7. Consumer input is solicited by Linn County.

Rarely	0.0%	0
No	9.7%	7

I haven't had communication with CPC for several years, not sure how to respond to this question.

Program conducts annual surveys and focus groups as needed.

Sometimes it feels as if it is an "after-thought"

Have never had any contact with Linn County CPC

Unsure

8. Do decisions seemed to be based on what fits for each individual or do they seem to have a one size fits all orientation.

	Response Percent	Response Count
Most often considers the needs of each client	91.8%	67
Most often uses a one size fits all orientation	8.2%	6

I haven't had communication with CPC for several years, not sure how to respond to this question.

Up until waitlist was implemented. There are people out there that still need RCF or PMI level of care and will not get it with the waitlist.

Now with the waiting list. Before the waiting list it was more individualized.

CPC employees really do look at the individualistic needs of clients and ask for pertinent and specific information from our employees.

Individual needs are considered.

This is the "STRUCTURE" of our "SYSTEM" in Linn County. Consumers have to "FIT INTO" the program or services, rather than "services being BUILT AROUND THE PERSON -- which would be less costly in the long run!!!!

Unless budget constraints prohibit and/or delay needed services.

Have never had any contact with Linn County CPC

We do not always agree with the level of care offered or approved. Too much focus on the money and not enough on the client.

Dependent on available funding.

It is understood that there is a need for some standardization, but the new wait list system will jeopardize employment for those who need emergency job coaching to maintain their current job. On the other side, there are consumers who have received funding for years who really need to be cut back or reduced, and they continue to receive high levels of funding (specifically those who have the skills to move on, but are choosing not to).

9. Linn County adequately explains the rationale for its decisions.

	Response Percent	Response Count
Yes	52.7%	39
Usually	39.2%	29
Sometimes	5.4%	4
Rarely	4.1%	3
No	0.0%	0

I haven't had communication with CPC for several years, not sure how to respond to this question.

Usually one size fits all, which never works

Form letters can be hard for consumers to understand -- please use more "user-friendly" language which is very helpful in understanding the how/why decisions were made.

Have never had any contact with Linn County CPC

10. CPC staff appear to be fair in their decisions.

	Response Percent	Response Count
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10. CPC staff appear to be fair in their decisions.

Yes	74.0%	54
Usually	21.9%	16
Sometimes	4.1%	3
Rarely	0.0%	0
No	0.0%	0

I haven't had communication with CPC for several years, not sure how to respond to this question.

I am saying yes because of experience prior to the waiting list. Now they are not able to be fair in my opinion.

Have never had any contact with Linn County CPC

In my opinion, more than fair.

11. Do people access funding within a reasonable amount of time?

	Response Percent	Response Count
Yes	51.4%	37
Almost always	43.1%	31
Sometimes	5.6%	4
Almost never	0.0%	0
No	0.0%	0

I haven't had communication with CPC for several years, not sure how to respond to this question.

This is once it gets through intake. For some reason applications get lost etc. while in intake so there are often times they have to be resent. Once the application is out of Lori Parks hands it goes quickly.

Unknown

Would have been a "yes", except now with the waiting list for services, it will average approximately 3 months for clients to access needed services.

Yes - Up until the initiation of the wait list

Have never had any contact with Linn County CPC

Waiting list has impact on this

12. Linn County provides a full range of service options for people being served.

	Response Percent	Response Count
Yes	72.6%	53
Often	20.5%	15
Sometimes	6.8%	5
Rarely	0.0%	0
Never	1.4%	1

I haven't had communication with CPC for several years, not sure how to respond to this question.

Housing and transportation needs

"Individualized budgets" and "individualized services" (like funding P.A.S. -- personal assistance services - assistive technology, transportation, and peer support/advocacy/independent living services) would be great!

Have never had any contact with Linn County CPC

This is the best county to live in if you ask me.

13. Providers have a strong working relationship with Linn County

	Response Percent	Response Count
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13. Providers have a strong working relationship with Linn County

Yes	76.1%	54
Usually	25.4%	18
Rarely	0.0%	0
No	0.0%	0

I haven't had communication with CPC for several years, not sure how to respond to this question.

It is so nice having a CPC staff that willingly take the time to know our staff and to collaboratively work with us in assisting clients with maintaining and increasing their level of independence.

"Non-traditional providers" need to be funded as well!!!

Have never had any contact with Linn County CPC

As a provider, I appreciate the collaborative efforts demonstrated by Linn County CPC staff.

I feel I can call and discuss issues with anyone in CPC office and most of LCCS in general.

14. Providers receive adequate support from Linn County to implement new services.

	Response Percent	Response Count
Yes	51.4%	36
Usually	37.1%	26
Sometimes	10.0%	7
Rarely	0.0%	0
Never	1.4%	1

I haven't had communication with CPC for several years, not sure how to respond to this question.

It is hard right now with all the budget cuts.

unknown

Due to LACK OF FUNDING!!! I worry about this under the "REDESIGNED SYSTEM"!!!!

Have never had any contact with Linn County CPC

I have consistently found Linn County to be supportive of new services. In my experience, they do 'due diligence' to insure that a service is needed and fiscally sound.

Very dependent on funding and focus on mandated services.

15. Linn County supports providers in their desire to improve services.

	Response Percent	Response Count
Yes	69.9%	51
Usually	24.7%	18
Sometimes	5.5%	4
Rarely	0.0%	0
No	0.0%	0

Linn County has always been welcoming of our agency and has gone out of their way to make us feel part of a team effort

No significant need for new providers.

I haven't had communication with CPC for several years, not sure how to respond to this question.

Linn County does not welcome providers with low QA histories, so that is a great exception to "Always".

unknown

New providers are always invited to participate in local planning groups.

17. Providers in Linn County feel free to share their opinions.

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	Response Percent	Response Count
Yes	72.6%	53
Usually	21.9%	16
Sometimes	5.5%	4
Rarely	0.0%	0
Never	0.0%	0

I haven't had communication with CPC for several years, not sure how to respond to this question.

And I do feel like we are heard on ideas and opinions.

Providers speak for what is best for providers -- at times, this is NOT in the best interest of people with disabilities in Linn County (current consumers, potential consumers, and those at risk). There are times when providers will actively stand AGAINST advocates/families/consumers, just because of the politics involved related to funding for services -- no provider wants to get on the "bad side" of the CPC!!!! As an advocate, I have seen it happen.

At times I believe Providers have too much input.

18. There is another county with whom I would prefer to do business because they use a better system than Linn County uses.

	Response Percent	Response Count
Yes	4.3%	3
No	95.7%	67

I haven't had communication with CPC for several years, not sure how to respond to this question.

There are strengths in the Linn County system that I am trying to get other counties to copy. Other counties have other strengths. Our prime host county is Johnson.

Linn County is best hands down. All of the staff are respectful, courteous and willing to look at alternatives that are not "one size fits all." However, I have to say I am disappointed by the waiting list changes and how they were communicated. We work with your staff on a daily basis and found out by email one week prior to it going live. I also wish providers were asked for feedback - perhaps this did happen and I am just not aware. I would have preferred to see enrollment guidelines tightened versus blanket waitlisting, or not allowing higher levels of care for people already enrolled. Mental illness does not stay at a "steady state" and sometimes people legitimately need service increases.

Of all the counties I personally work with, I have found the Linn County CPC to be one of the friendliest, professional and timely in helping us to meet service needs.

Linn County is far and above the number one provider I work with. They offer a full range of services and strive to find a way for individuals to get the services they need. I feel lucky that I do most of my interacting with Linn County residents.

Linn County has been there for the providers and is open to listening to providers needs. Counties without a waiting list for services are able to approve funding in a more timely manner. Linn County always excelled at meeting clients needs, however the implementation of the current waiting list hinders the ability to meet these needs in a timely manner.

Have never had any contact with Linn County CPC

I have been very concerned about the waiting list. This could be a high risk practice.

I have worked with a number of counties, and Linn County's CPC office is by far the very best in the state. Linn County is fortunate to have had Craig Wood and now Mechelle Dhondt.

Linn County has historically dealt with difficult funding issues and treated people receiving services with more respect than any county I can think of. Providers and people served are lucky to be in Linn County.

Our system is awesome. I am not sure I am ready for the pending MH Redesign.