

# CUSTOMER SERVICES CONDENSED ACTIVITY SUMMARY

## First Half FY 2016-2017 Semi-Annual Summary Report

For the period October 2016 – March 2017

**Performance:** For the first half of Fiscal Year 2016-2017, there were a total of **21** consumer contacts\* received, with issues identified. These contacts fell into the following categories:

- **6 Customer Services Inquiries**
- **15 Grievances**
- **0 Appeal**

\*It should be noted that, in some cases, customer services contacts contain more than one issue identified by the consumer. The contacts for this review period contained a total of 30 issues identified. Therefore, the total “nature of the contact” numbers throughout this report may be larger than the total number of customer services contacts for the period.

Time Frame:	Total Unduplicated number of Consumers seen at WCMH for the 12-month timeframe	Total Number of Customer Service Contacts for the Time Period	Total Number of Issues Reported from the Customer Service Contacts
<b>1<sup>st</sup> Half FY 2016/17 Oct 2016 – Mar 2017</b>	<b>1755</b>	<b>21</b>	<b>30</b>
FY 2015/16 October 2015-Sep 2016	1983	39	41
<b>2<sup>nd</sup> Half FY 2014/15: April 2015 – Sep 2015</b>	<b>1748</b>	<b>32</b>	<b>42</b>
1 <sup>st</sup> Half FY 2014/15: Oct 2014 – March 2015	1767	29	43
2 <sup>nd</sup> Half FY 2013/14: Apr 2014 – Sep 2014	1727	32	37
1 <sup>st</sup> Half FY 2013/14: Oct 2013 – Mar 2014	1776	36	38
2 <sup>nd</sup> Half FY 2012/13: Apr 2013 – Sep 2013	2040	22	23
1 <sup>st</sup> Half FY 2012/13: Oct 2012 – Sept 2013	1943	24	27

**Comments:**

The number of Customer Service contacts for the first half of FY 16/17 remains consistent with the last reporting period and is on track for a first half.

**Customer Service Inquiries**

**Description:** All customer service inquiries received are sorted into a number of broad categories for the purpose of tracking and trending the nature of the consumer’s contact.

**Performance:** For the first half of FY 2016-17, there were 6 customer service inquiries received. These 6 customer services inquiries contained a total of 6 comments from consumers. Below is the table containing the year to date total with the comparison to the overall inquiries received for previous entire fiscal years. *(Caution should be used when comparing data from this period to other reporting periods as changes have been made in how contacts are tallied.)*

	<b>FY 16-17 1st Half</b>	<b>FY 15-16 Total</b>	<b>FY 14-15 Total</b>	<b>FY 13-14 Total</b>	<b>FY 12-13 Total</b>	<b>FY 11-12 Total</b>	<b>FY 10-11 Total</b>	<b>FY 09-10 Total</b>
Facilities/Accessibility	1	0	0	0	0	0	0	0
CMH Process/Explanation	0	3	0	0	1	2	3	4
Compliments	1	1	15	22	6	6	3	7
Information/Advocacy	3	1	4	2	0	2	0	3
Other	1	1	3	2	0	2	0	2
Referral	0	1	0	0	0	0	0	1
Billing	0	0	0	0	0	0	0	0
Contract Provider complaints	0	0	0	0	0	0	0	0
Eligibility/Denial	0	2	0	0	0	0	0	0
Staff	0	0	0	0	0	1	0	0
Medications	0	3	1	0	0	0	0	0
Treatment Changes	0	1	0	0	0	0	0	0
<b>Total</b>	<b>6</b>	<b>13</b>	<b>23</b>	<b>26</b>	<b>7</b>	<b>13</b>	<b>6</b>	<b>17</b>

**Comments:**

- When compared to previous fiscal years, data from FY 16/17 suggests that the number of days to move a customer services inquiry to resolution increased immensely. This is due to one outlier for a CS inquiry that went to the LRE. It took 45 days to reach a resolution. The remaining 5 inquiries handled by WM were resolved in 0 days.
- While the LRE outlier put us way out side of our expected timeframes, WM Staff continue to resolve inquiries well within the WM target of 5 days.

**Grievances - Nature of Contact:**

**Description:** All grievances received are sorted into a number of broad categories for the purpose of tracking and trending the nature of the consumer’s complaint.

**Performance:** For the first half of Fiscal Year 16/17, there were a total of **15 grievances** received from 15 unduplicated consumers. These 15 grievances contained **24 issues** identified by the consumer. Of the 24 issues from the grievances received, below is a breakdown of the nature of the consumer’s complaint. *(Caution should be used when comparing data from this period to other reporting periods as changes have been made in how contacts are tallied.)*

	<b>FY 16-17 1<sup>st</sup> Half</b>	<b>FY 15-16 Total</b>	<b>FY 14-15 Total</b>	<b>FY 14 Total</b>	<b>FY 13 Total</b>	<b>FY 11-12 Total</b>	<b>FY 10-11 Total</b>	<b>FY 09-10 Total</b>
CMH Process/Explanation complaints	5	3	5	9	10	6	16	24
Complaints about staff	9	8	25	16	18	15	21	9
Information/Advocacy	0	0	1	0	0	0	1	1
Facilities	1	1	2	1	4	4	3	0
Billing	1	0	2	1	2	2	0	4
Other	2	2	3	10	2	6	1	4
Eligibility/Denial complaints	2	2	2	2	2	1	0	2
Organization Procedures	1	0	1	0	2	1	0	1
Referral	0	0	1	0	0	0	0	0
Accommodation needs	0	0	1	1	0	0	0	0
Treatment Changes	1	1	1	3	0	0	0	0
Delay in Services	0	2	1	0	0	1	0	0
Medication	1	6	10					
Technology	0	1	0					
Contract Providers	1	0	0	0	0	0	0	0
<b>Total</b>	<b>24</b>	<b>26</b>	<b>55</b>	<b>43</b>	<b>40</b>	<b>36</b>	<b>42</b>	<b>45</b>

(Note: Attachment # 1 contains definitions of the above broad categories).

**Customer Service Grievances – Nature of Contact:**

**Comments:**

- When compared to previous reporting periods, data from the first half of FY 16/17 suggests the number of grievances received remains consistent.
- The majority of grievances continue to consistently fall in the categories of “complaints about staff”.
- It is worth noting that the number of grievances received for medications has reduced greatly.

**Appeals – Nature of the Contact:**

**Description:** All appeals received are sorted into a number of broad categories for the purpose of tracking and trending the nature of the consumer’s complaint.

**Performance:** For the first half of Fiscal Year 2016-2017, there were zero (0) requests for appeal received. Below is a breakdown of the nature of the consumer’s appeals, including data from previous years:

	<b>FY 16-17 1<sup>st</sup> Half</b>	<b>FY 15-16 Total</b>	<b>FY 14-15 Total</b>	<b>FY 13-14 Total</b>	<b>FY 12-13 Total</b>	<b>FY 11-12 Total</b>	<b>FY 10-11 Total</b>	<b>FY 09-10 Total</b>
Eligibility/Denial	0	1	4	6	3	3	4	9
CMH Process / Explanation	0	0	0	1	0	0	2	1
Accommodation needs	0	1	0	0	0	0	0	1
Delay in Service	0	0	0	0	0	0	0	0
Treatment Changes	0	0	0	0	0	0	0	0
Request for Second Opinion	0	0	0	0	1	0	0	0
Other	0	1	0	0	0	1	0	0
<b>Total</b>	<b>0</b>	<b>3</b>	<b>4</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>11</b>

(Note: Attachment # 1 contains definitions of the above broad categories).

**Comments:**

- There are no new trends, the number of appeals received remains consistent when compared to previous first half FY’s.

**Final Comment/Recommendation:** The CS Service data from the 1<sup>st</sup> half of FY 2016/17 for the period of October 2016-March 2017 indicates the number of customer service contacts with WMCMH remains consistent.

The average number of days to resolve an inquiry or grievance has majorly increased and is outside of the standards established by WMCMH.

The nature of contacts remains relatively the same and is generally in regard to tribulations with staff. In FY 14/15 and 15/16 there was an increase in complaints with medications. This has improved vastly in the first half of FY 16/17.