

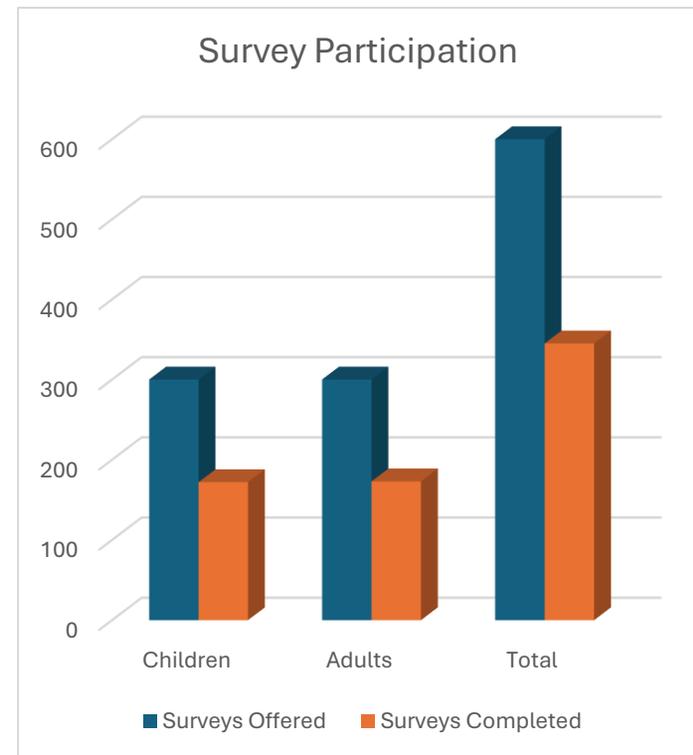


CUSTOMER SATISFACTION SURVEY

Annual Summary
FY 2025

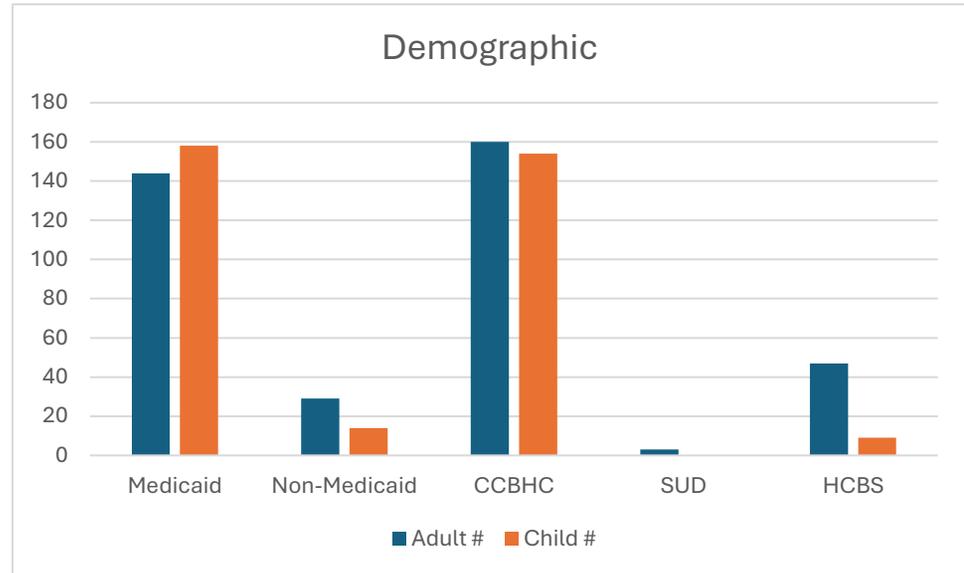
Summary of Results

The annual Customer Satisfaction Survey was conducted from July 28, 2025 – August 29, 2025. A random selection of adults and children who received a service during the time frame were asked to participate in the survey. This random selection included some individuals that received Home and Community Based Services (HCBS), a substance use disorder (SUD) service and/or a Certified Community Behavioral Health Clinic (CCBHC) service. All surveys were conducted in-person or through telephonic questionnaires. A total of 600 surveys were offered during this period. Of those offered, 345 surveys were completed. The returned surveys consisted of 172 child surveys and 173 adult surveys. The questions for this survey are provided from the Region 10 Quality Management Committee (consisting of Genesee, Lapeer, St. Clair, and Sanilac County CMHs). They formed a sub-workgroup to come up with a regional tool that each CMH would utilize to conduct the annual surveys. The survey questionnaires were modified using a subset of the MDHHS Youth/Adult Customer Satisfaction Survey Tools and CCBHC requirements. The survey was then administered in written form, via QR code, or read aloud. The surveys that were administered in written format were done one-on-one with staff at the CMH office location, in a budgeted home, or on their own if they wished. The surveys that were conducted via QR code were also done in office before appointments with the option to complete on their own or with a staff member. The Adult survey was comprised of 41 questions, 37 of them with response options of strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree. There were 3 open ended questions to leave comments, state any barriers present, and/or request a call back about the survey. The Children’s survey was comprised of 30 questions, 27 of them with a response of strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree. There were 3 open ended questions to leave comments, state any barriers present, and or request a call back about the survey.



Demographics

Of 173 Adult surveys completed, 27% were HCBS, 92% were CCBHC, 83% were Medicaid eligible, and 17% were non-Medicaid. Of the 172 Children surveys completed by parent, guardian, or accompanying adult; 90% were CCBHC, 92% were Medicaid eligible, and 8% were non-Medicaid.



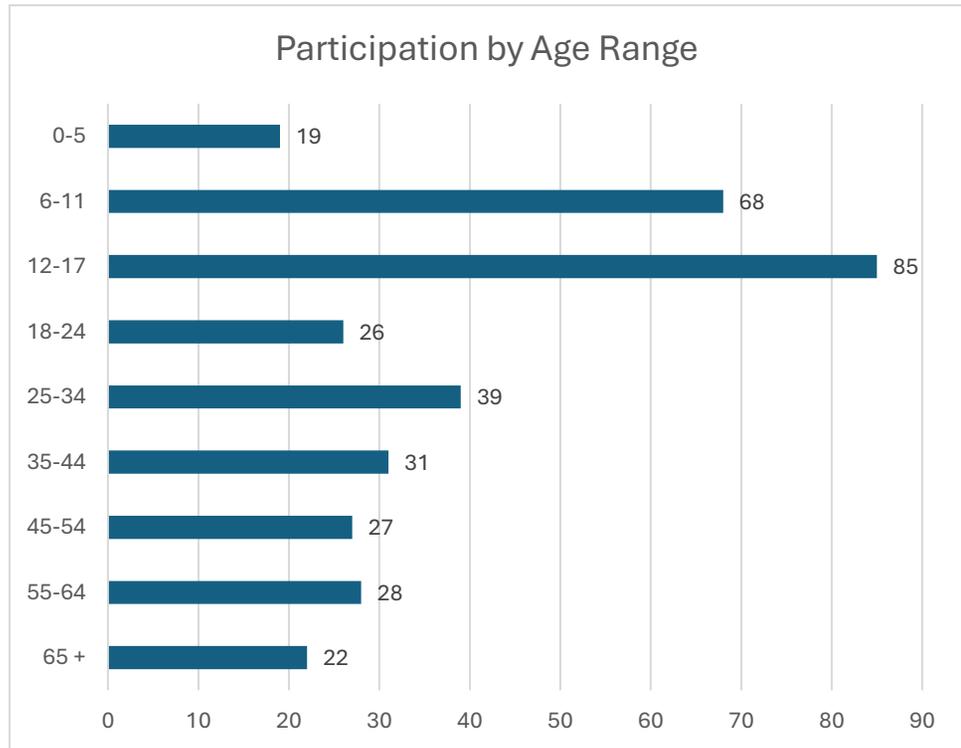
57.333% of children/families participated in the survey; 57.667% of adults offered the survey completed it.

Of 173 Adult surveys completed, 54% were female and 43% male. Of the 172 Children surveys completed by parent, guardian or accompanying adult; 42% were female and 55% male.



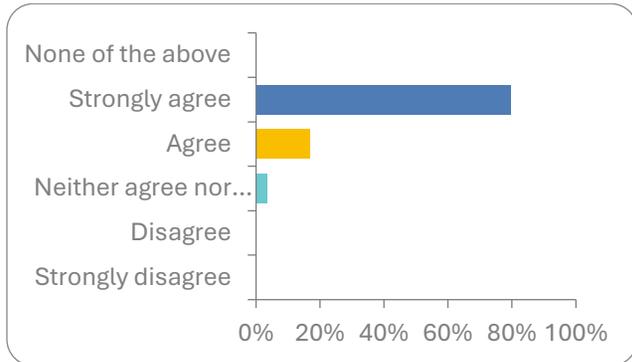
Surveys were administered using the MDHHS Youth/ Adult Customer Satisfaction Survey tool while fulfilling CCBHC requirements. All individuals were asked to complete a survey in person, on paper, via QR code directly to Survey Monkey, or via phone interview. The following chart offers a visual of the age ranges of our participants.

The total number of individuals who completed a survey (345) was broken down by age category, which are as follows: Ages 0-5 years old [5.5%]; Ages 6-11 years old [19.7%]; Ages 12-17 years old [24.6%]; Ages 18-24 years old [7.5%]; Ages 25-34 years old [11.3%]; Ages 35-44 years old [8.9%]; Ages 45-54 years old [7.8%]; Ages 55-64 years old [8.1%] and Ages 65 years and up [6.3%]. The largest number of respondents were the parent, guardian or accompanying adult of our kiddos age 12 – 17 years old.

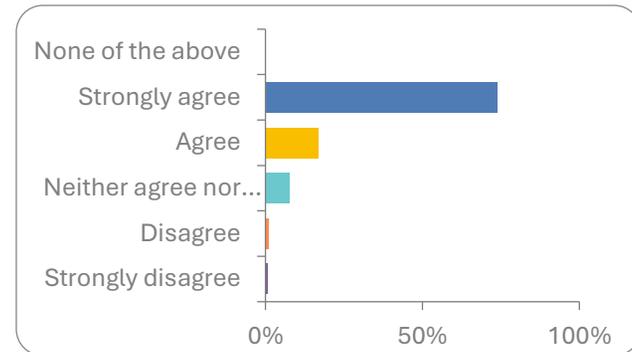


2025 Adult Survey

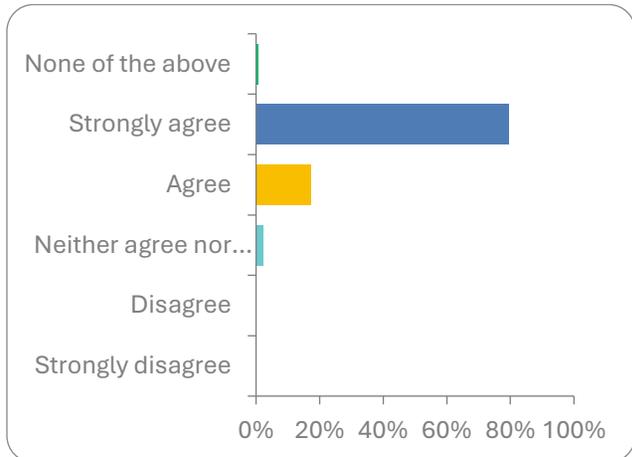
The Adult survey was comprised of 41 questions. 37 were multiple choice with response options of agreed, neither agree nor disagree, or disagree. There were 3 open ended questions. Below are graphs showing the responses to some of the questions.



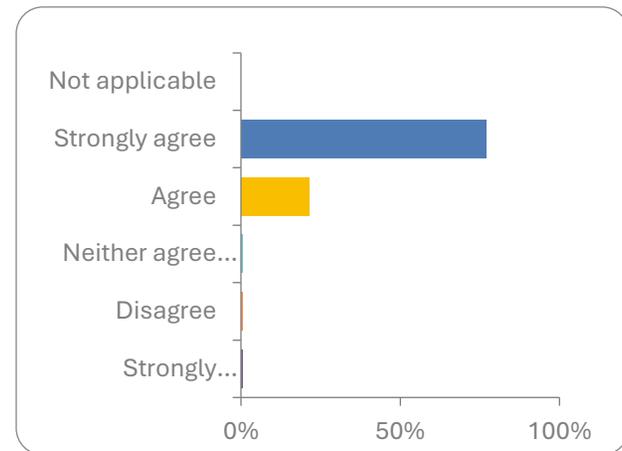
I like the services that I received from Sanilac CMH.



If I had other choices, I would still get services from Sanilac CMH.

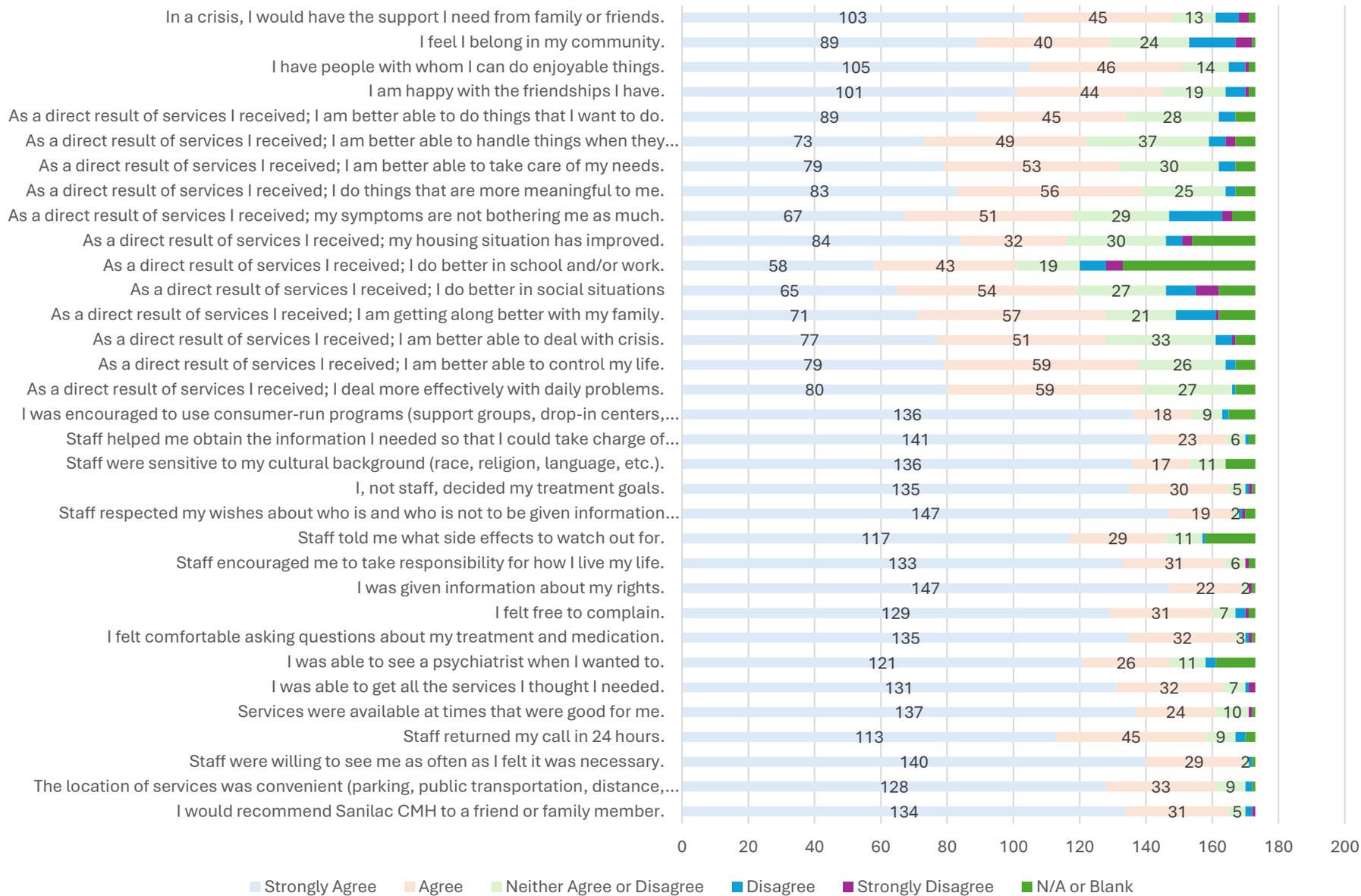


Staff at Sanilac CMH believe that I can grow, change and recover.



Overall, I am satisfied with the service(s) I received.

Adult Responses



Open Ended Question Responses

Have you had any difficulty getting services due to any barriers? If yes, please explain.

Most respondents indicated that they did not have any difficulties getting services due to barriers. Of the 173 responses, 89% (153) said no, 9% (16) said yes and 2% (4) left it blank. Of the 9% that said yes they did have difficulty, a few common responses were due to transportation and the location as they were out of county, insurance, and personal reasons.

“At first with transportation, but they (CMH worker) helped with bus tokens and then I got my own car.”

“Transportation was an issue when I lived out of town, since I moved I’m like 5 blocks away so it’s not an issue anymore.”

“Just distance since I am placed out of the county.”

“Transportation is a struggle.”

“Sometimes I have to reschedule due to lack of transportation and physical/medical/health problems.”

Do you have any other questions, comments or concerns? The twelve (12) responses were messages of appreciation to our staff.

“Thank you for helping me.”

“Love the staff! Everyone is kind and helpful.”

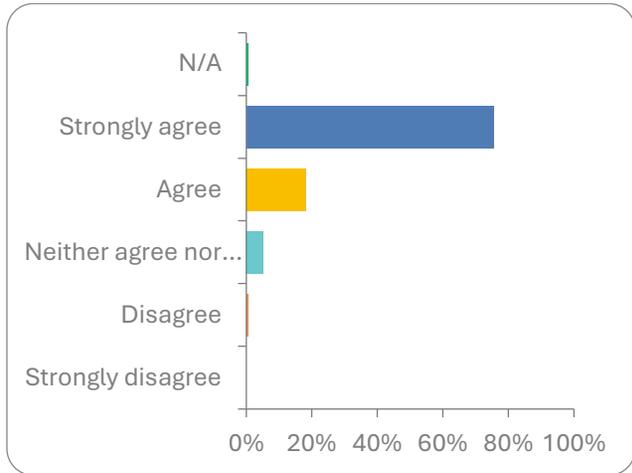
“I love the availability you guys have.”

“Very glad that services are available to me. Did me a lot of good. I thank everyone very much.”

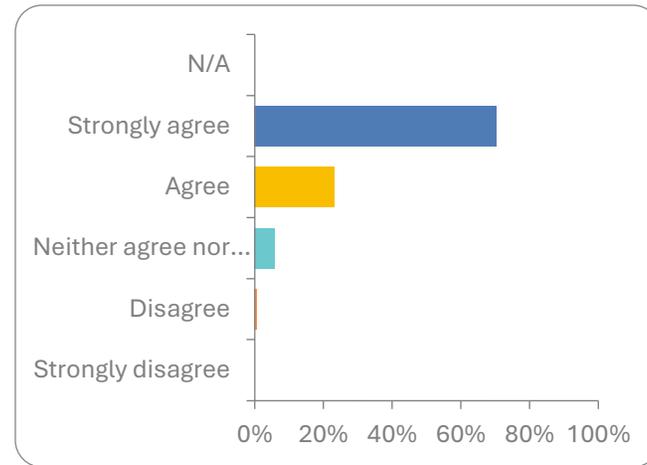
“You guys are amazing here.”

2025 Children Survey Results

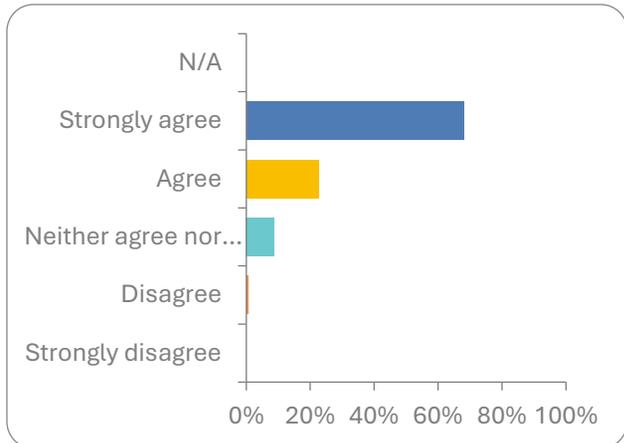
The Children’s survey was comprised of 30 questions, 27 of them with a response of strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree. There were 3 open ended questions to leave comments, state any barriers present, and/or request a call back about the survey. Below are graphs showing the responses to some of the questions.



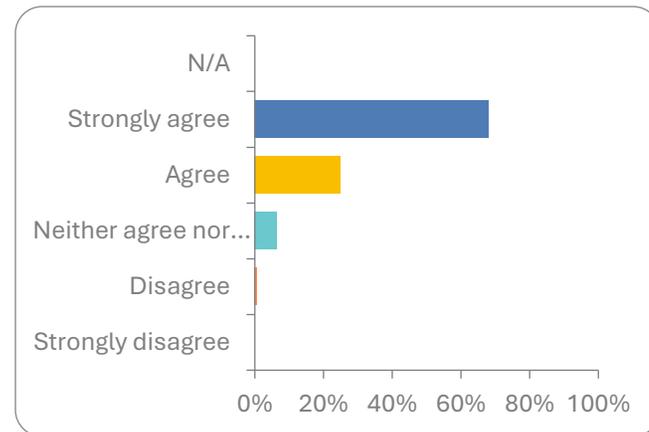
The people helping my child stuck with us no matter what.



I felt my child had someone to talk to when she/he was troubled.



My family got the help we wanted for my child.



Overall, I am satisfied with the services my child received.

Responses from Child Survey



Open Ended Question Responses

Have you had any difficulty getting services due to any barriers? If yes, please explain. Most respondents indicated that they did not have any difficulties getting services due to barriers. Of the 172 responses, 88% (151) said no, 10% (18) answered yes, and 2% (3) were left blank. Of the 18 that said they did have difficulties, the main issues were transportation scheduling, and parent/guardian own health problems.

“Car was broken down.”

“Difficulty scheduling at times due to medical complications.”

“It’s just location and lack of a car.”

“Schedules for work.”

Do you have any other questions, comments or concerns? Many of the respondents were very grateful for the services we provide and their great team.

“Everyone has went out of their way to help all of my kids to help with making their lives better.”

“She has been through a lot and it’s been a bumpy road, but everyone here has helped all of us through it.”

“Very happy with my child’s support group.”

“The journey to recovery is filled with ups and downs. This facility is making that easier for my child.”

FINDINGS AND ACTION PLAN

Sanilac CMH was able to connect with 345 (57.5% of those offered a survey) of the individuals, parents or guardians that we serve. This was a significant increase in our response rate. We are grateful to each of them for taking the time to give us their honest feedback so that we can use the information to grow in areas where they feel we need improvement.

Transportation continues to be the largest barrier for our individuals. 36.36% of the barriers noted are related to transportation; not having a car, not having gas money, and the availability of the public bus system. Sanilac CMH holds a contract with Sanilac Transportation Company (STC) to provide rides to and from our facilities for Medicaid approved services that have a transportation component. We also have grants that allow us to provide some bus tokens. Sanilac CMH will continue to look at ways to gap the transportation issue within our ability.

The second main barrier that was noted was scheduling with 21.2% of respondents stating they had issues. This topic covered a wide range of subcategories such as issues with scheduling due to work obligations, groups only being offered on specific dates/times that did not work for the individual, and difficulty scheduling at times due to medical complications or appointments. While Sanilac CMH does have business hours, appointments are available outside those hours in the evening and/or on the weekends. We are working on expanding the publication of this information. Sanilac CMH has started educating the community that individuals (new and established) can walk in and be seen by someone.