



CUSTOMER SATISFACTION SURVEY

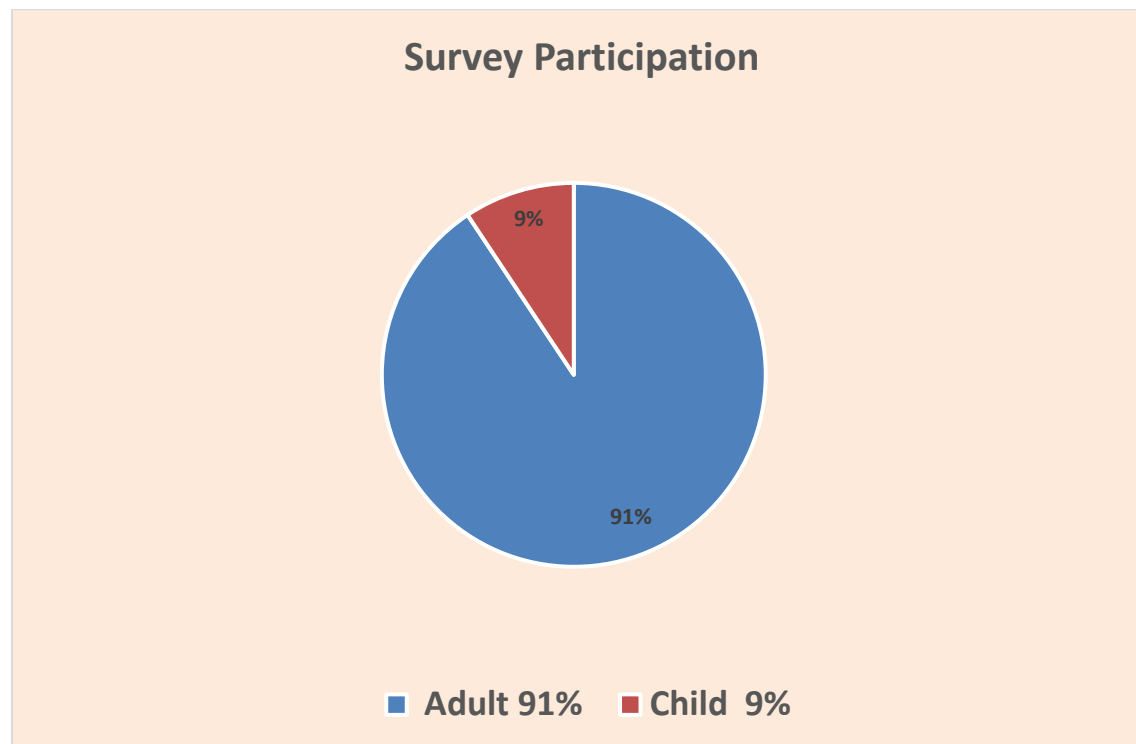
Annual Summary
FY 2021

Methodology

The annual Customer Satisfaction Survey was conducted from August 13, 2021 through September 15, 2021. A random selection of Medicaid eligible adults and children that received any service during the month of June 2021 received a survey. This random selection included some individuals that receive HCBS services. All surveys were administered through the USPS mail system, per instruction from Region 10 PIHP.

Two hundred sixty-eight (268) surveys were administered during the period. All potential respondents were provided a written survey, instruction memo, and a return (stamped) envelope. Seventy-five (75) individuals were willing to take the survey and answered at least some of the questions (28%).

Sixty-eight (68) adult surveys and seven (7) child surveys were completed during this same period.

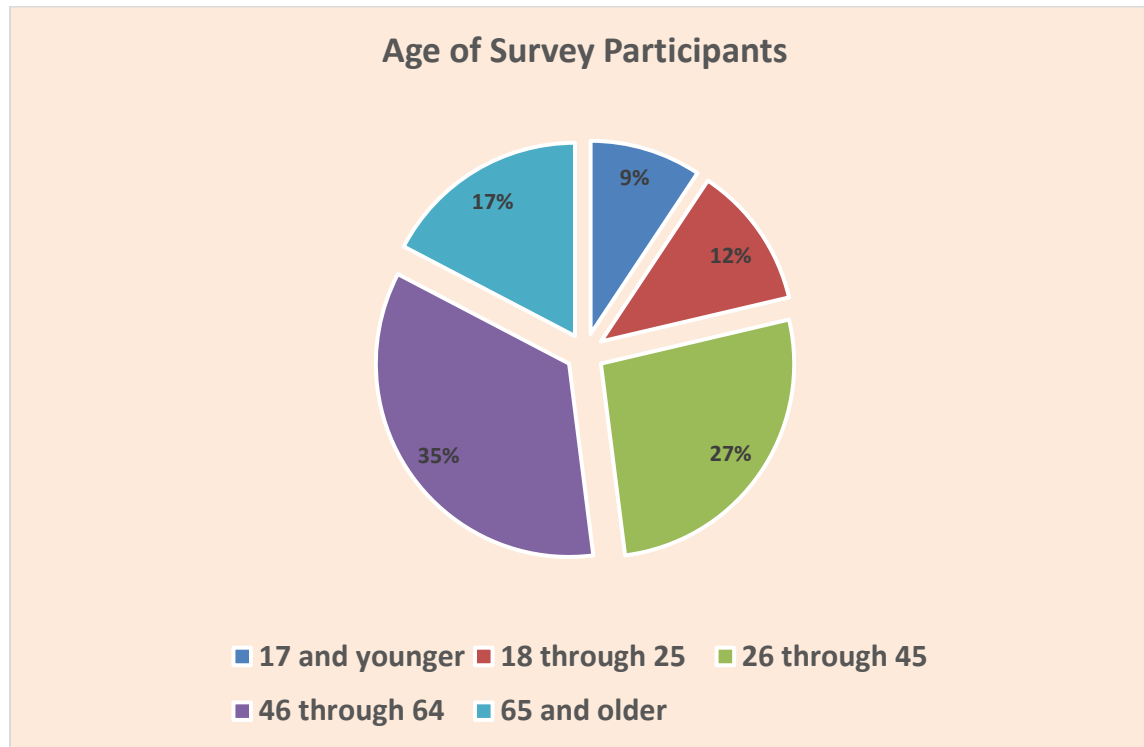


Demographics

Surveys were administered using a subset of the MDHHS Youth and Adult Customer Satisfaction Survey tool. All individuals were asked to complete a survey in paper form. The following chart offers a visual view of demographic data.

The total number of individuals that completed a survey (75) was broken down by age group, which are as follows:

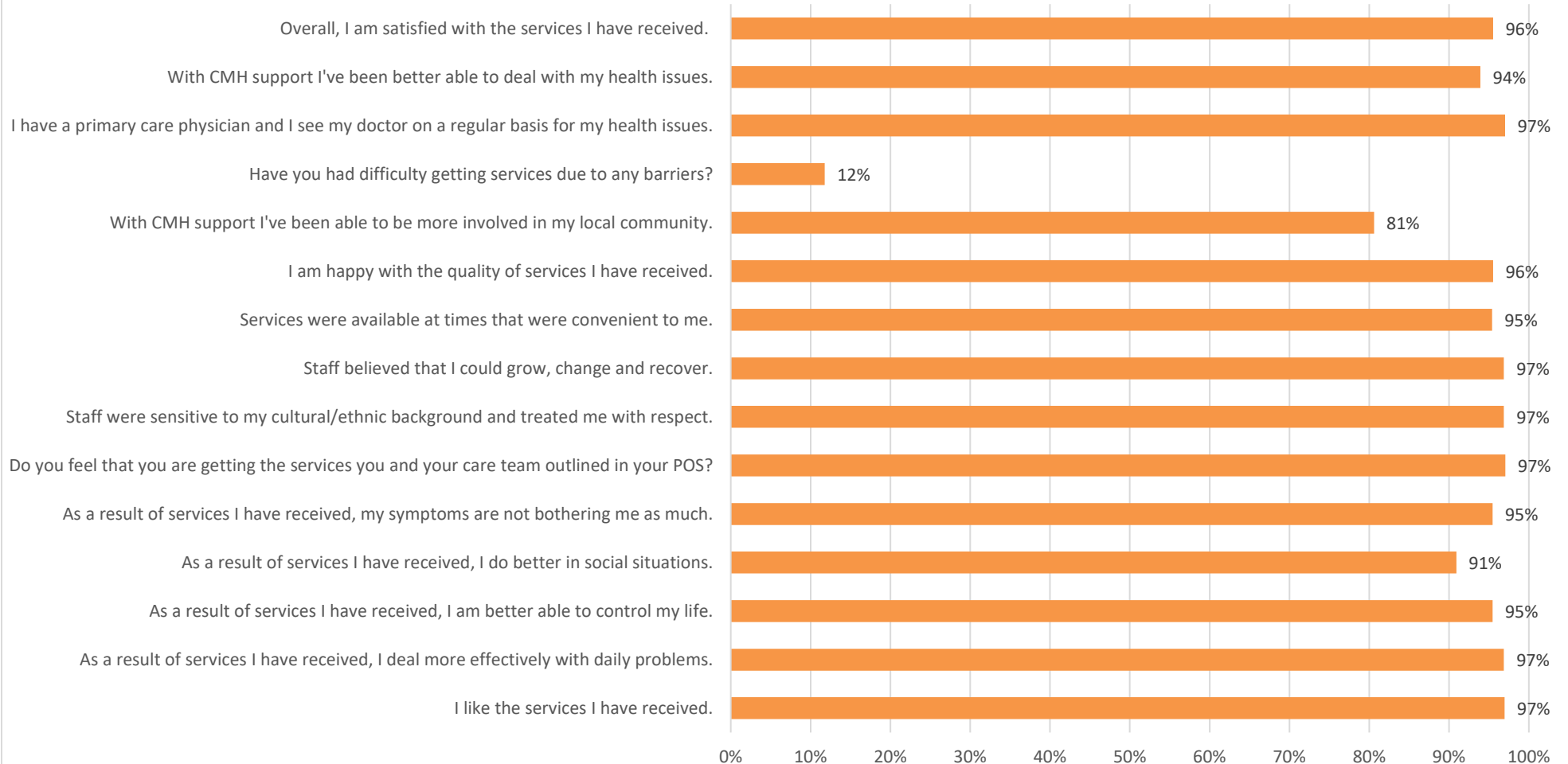
Ages 17 and younger: **7** individuals (9%); Ages 18 through 25: **9** individuals (12%); Ages 26 through 45: **20** individuals (27%); Ages 46 through 64: **26** individuals (35%); and Ages 65 and older: **13** individuals (17%).



2021 Adult Survey Responses – Condensed View

The adult survey had 68 respondents.

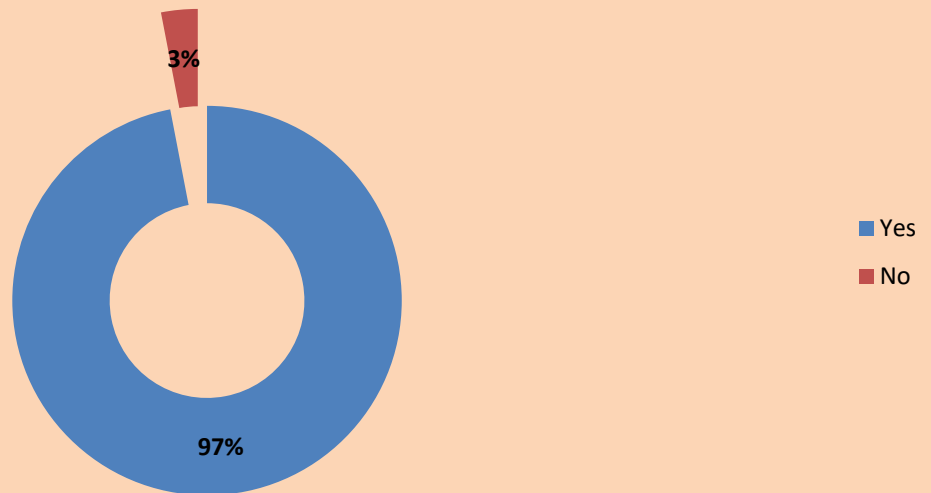
2021 Adult "Yes" Responses:



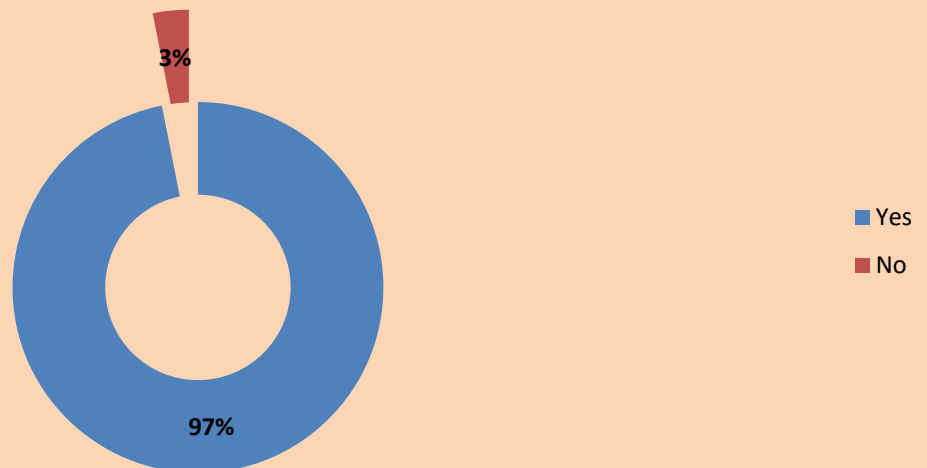
Adult Survey Individual Responses

A pie chart is displayed below for each Adult Survey question, indicating the percentage of “Yes” and “No” responses for individuals regarding services.

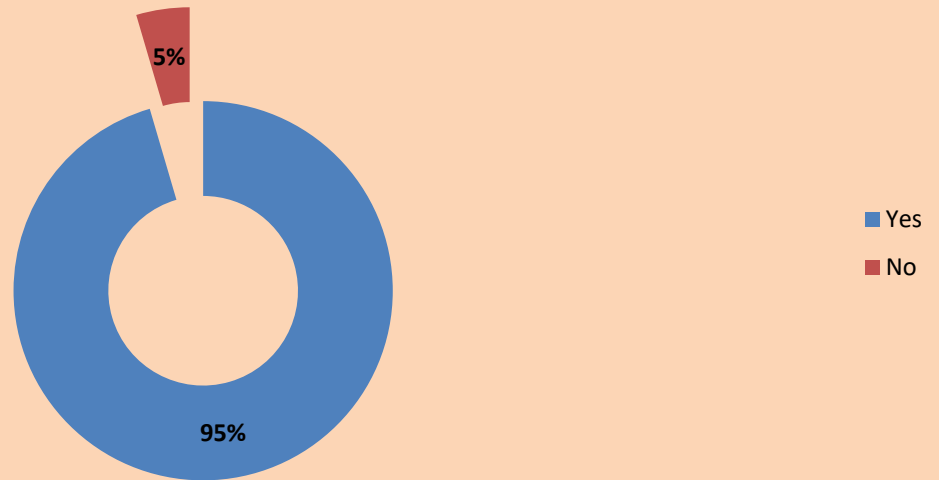
I like the services I have received.



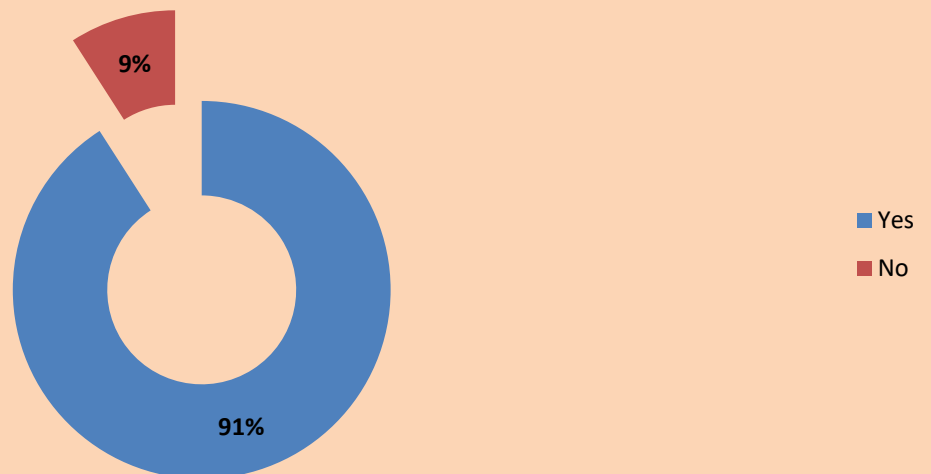
As a result of services I have received, I deal more effectively with daily problems.



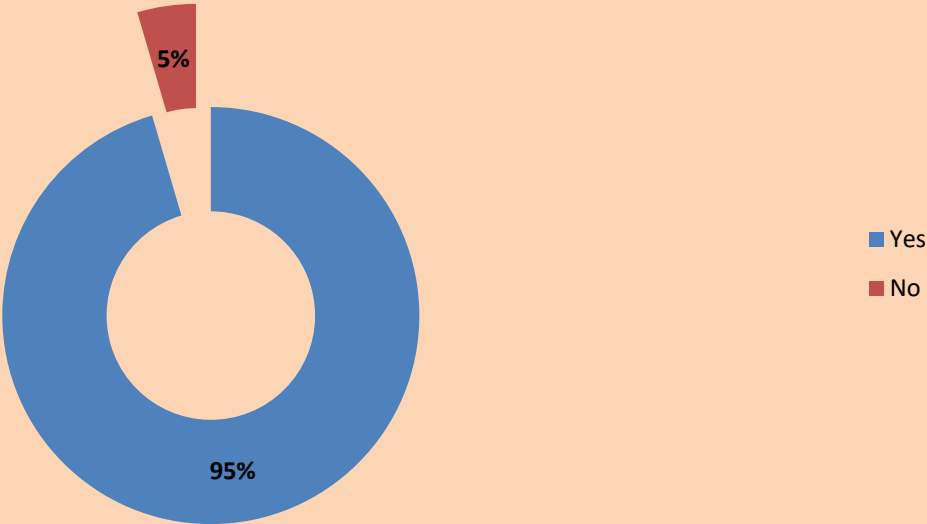
As a result of the services I have received, I am better able to control my life.



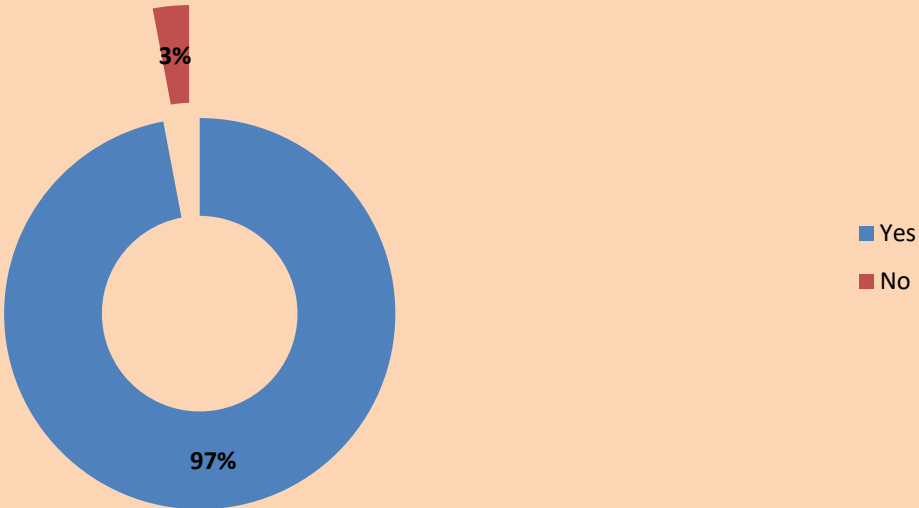
As a result of the services I have received, I do better in social situations.



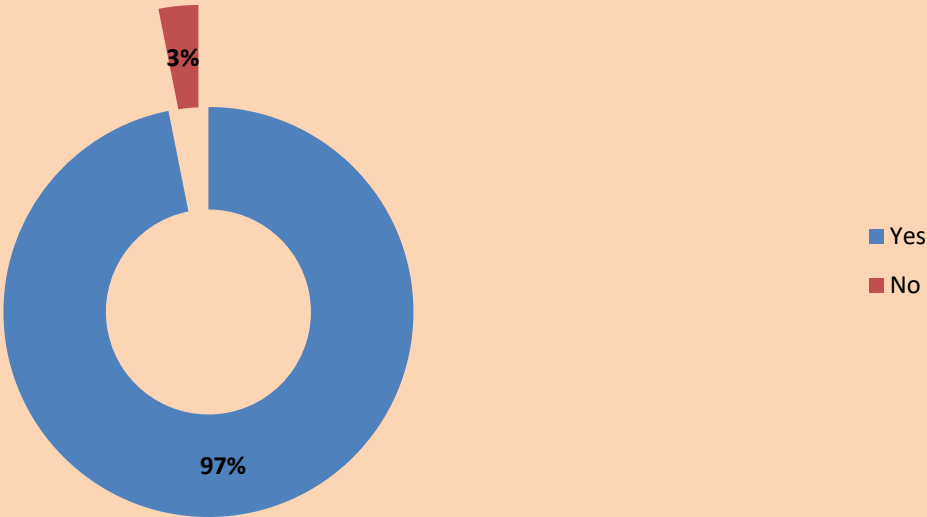
As a result of the services I have received, my symptoms are not bothering me as much.



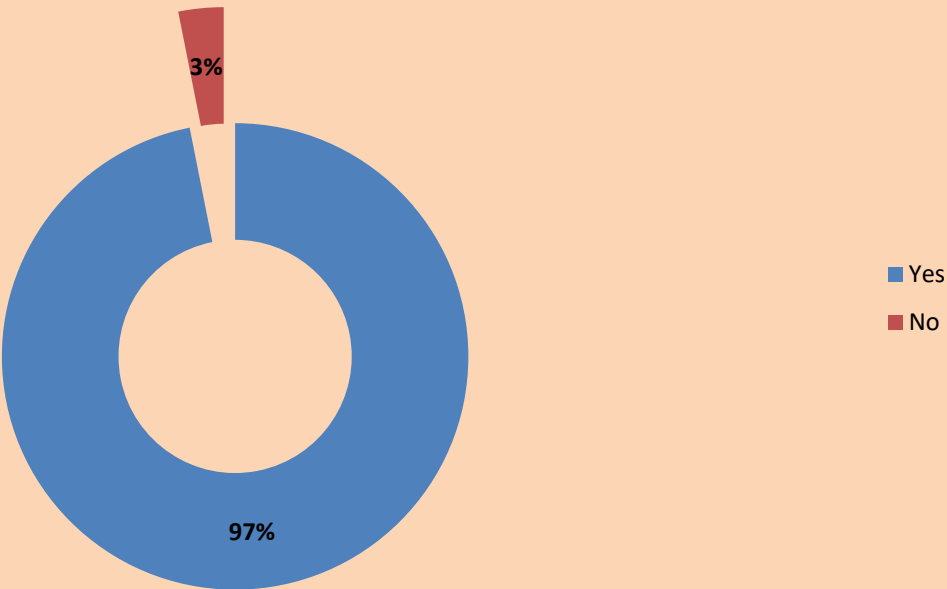
Do you feel that you are getting the services you and your care team outlined in your POS?



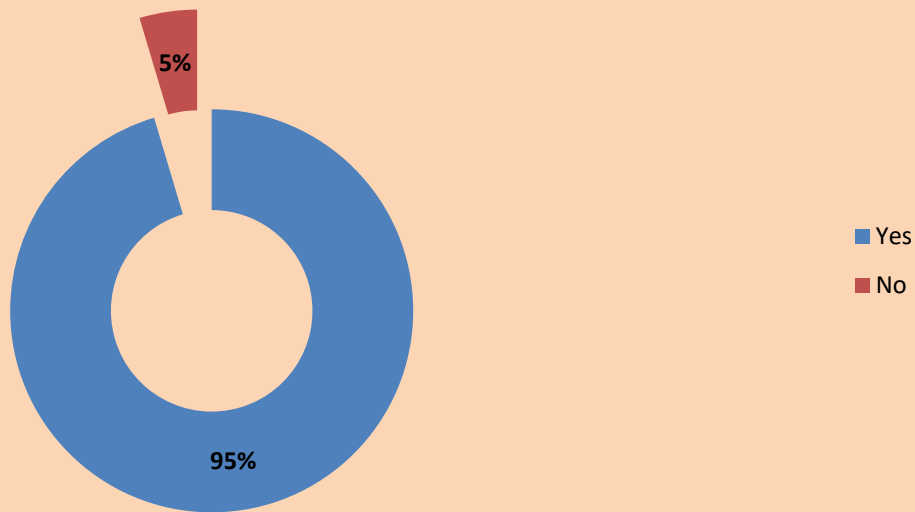
Staff were sensitive to my cultural/ethnic background and treated me with respect.



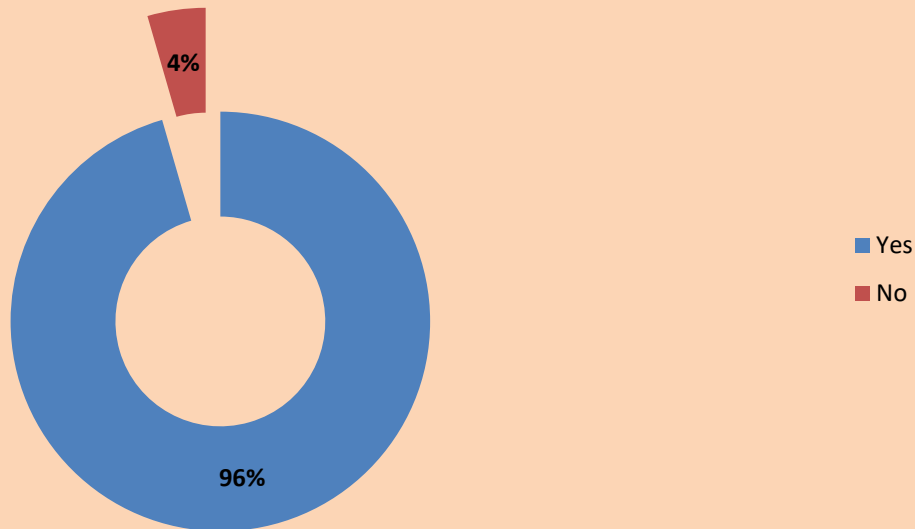
Staff believed that I could grow, change and recover.



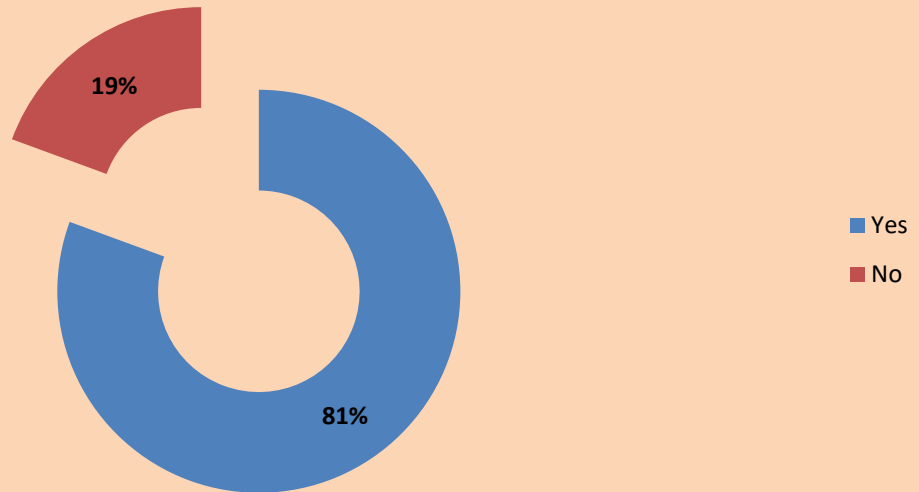
Services were available at times that were convenient to me.



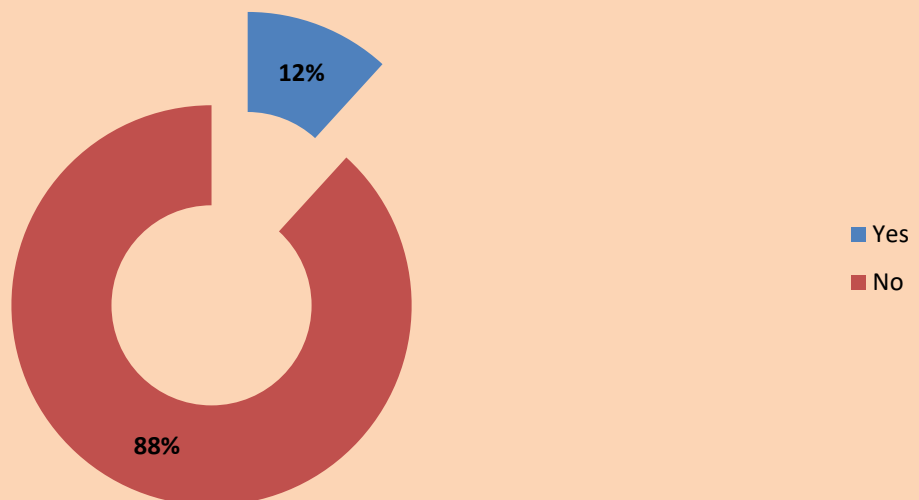
I am happy with the quality of services I have received.



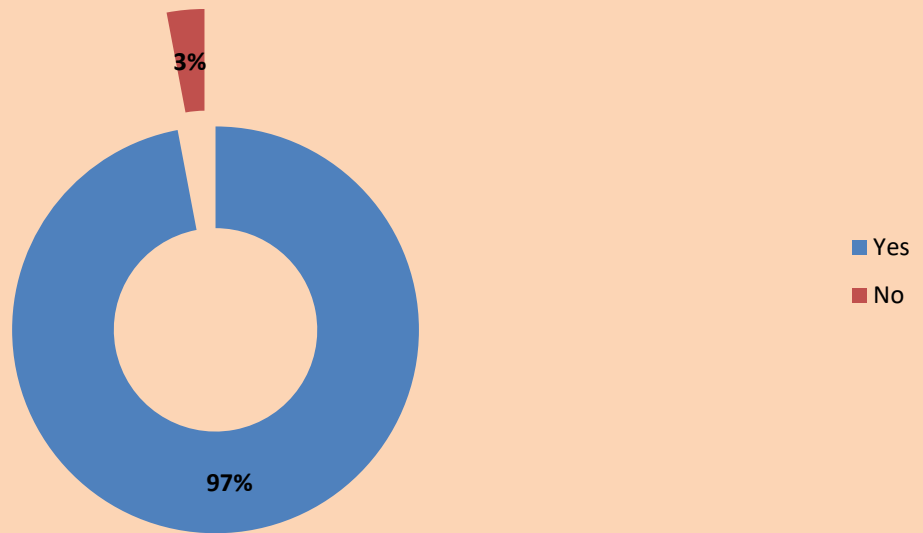
With CMH support I've been able to be more involved in my local community.



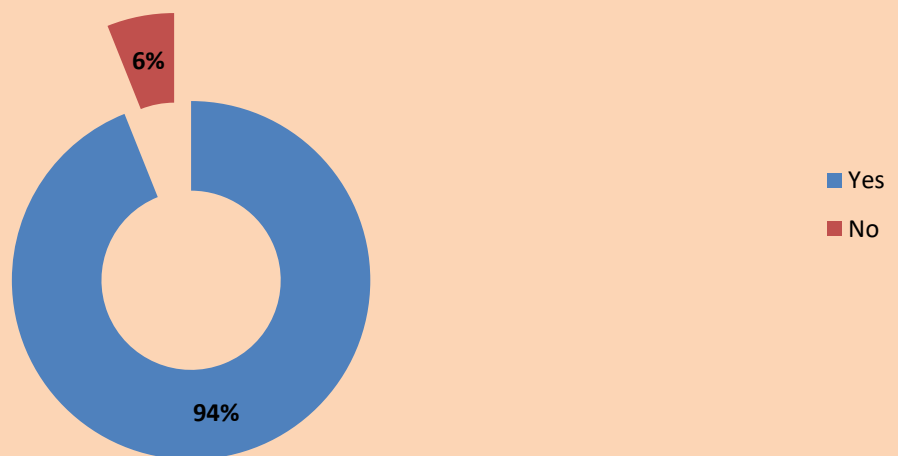
Have you had difficulty getting services due to any barriers?



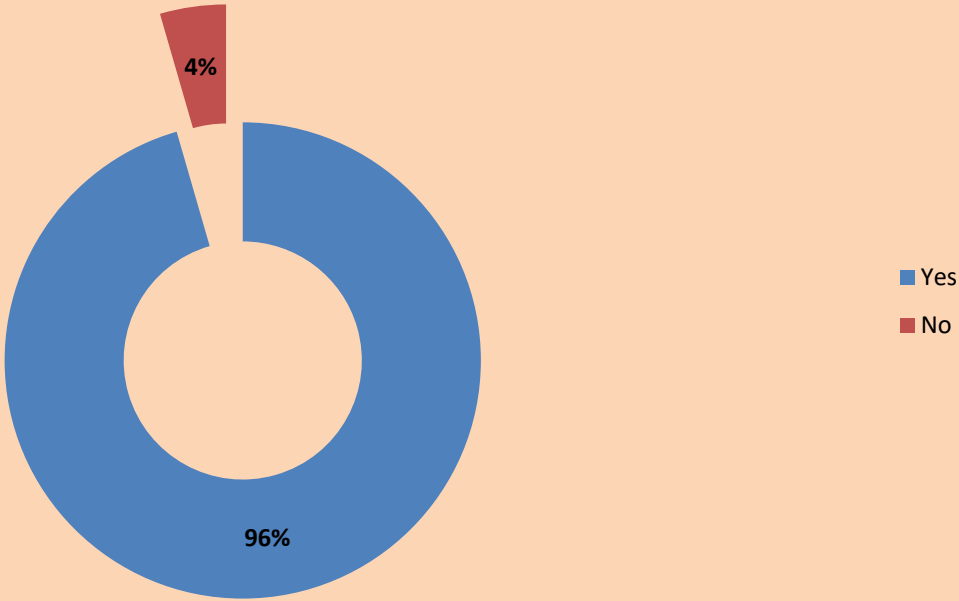
I have a primary care physician and I see my doctor on a regular basis for my health issues.



With CMH support I've been better able to deal with my health issues.



Overall, I am satisfied with the services I have received.



Open Ended Question Responses- Adult:

1) What would make services better for you or the community as a whole?

Not all survey respondents entered an answer for this question. The majority of those that did respond to this question commented they were very satisfied with the services and would not change anything. Some of the comments include: *"I wouldn't change anything, services are great"; "Nothing, services are great"; "It's already great"; and "Just fine as they are."*

Others responded with comments such as: *"More learning disability help"; "I think when I'm ready"; "Groups/small classes/ on-line network"; "To complete the treatment"; and "To receive some services that I desperately need."* Other comments referred to the COVID environment and hopeful that things can *"get back to normal"*.

Overall, the responses were positive. The individuals that were kind enough to complete the survey remarked positively about the services we provide and the staff working at Sanilac County CMH.

2) Have you had difficulty getting services due to any barriers?

Most respondents did not have difficulty getting services due to any barriers. Fifty-eight (58) of the 68 adult respondents (85%) responded "No" and did not have difficulty getting services due to any barriers. Eight (8) of the 68 adult respondents (12%) responded "Yes", that they had difficulty getting services due to any barriers. Of those 12%, the issues noted were miscellaneous. More than one individual comment included "COVID" and their dislike in wearing masks. Four (4) of the adult survey respondents did not answer this question.

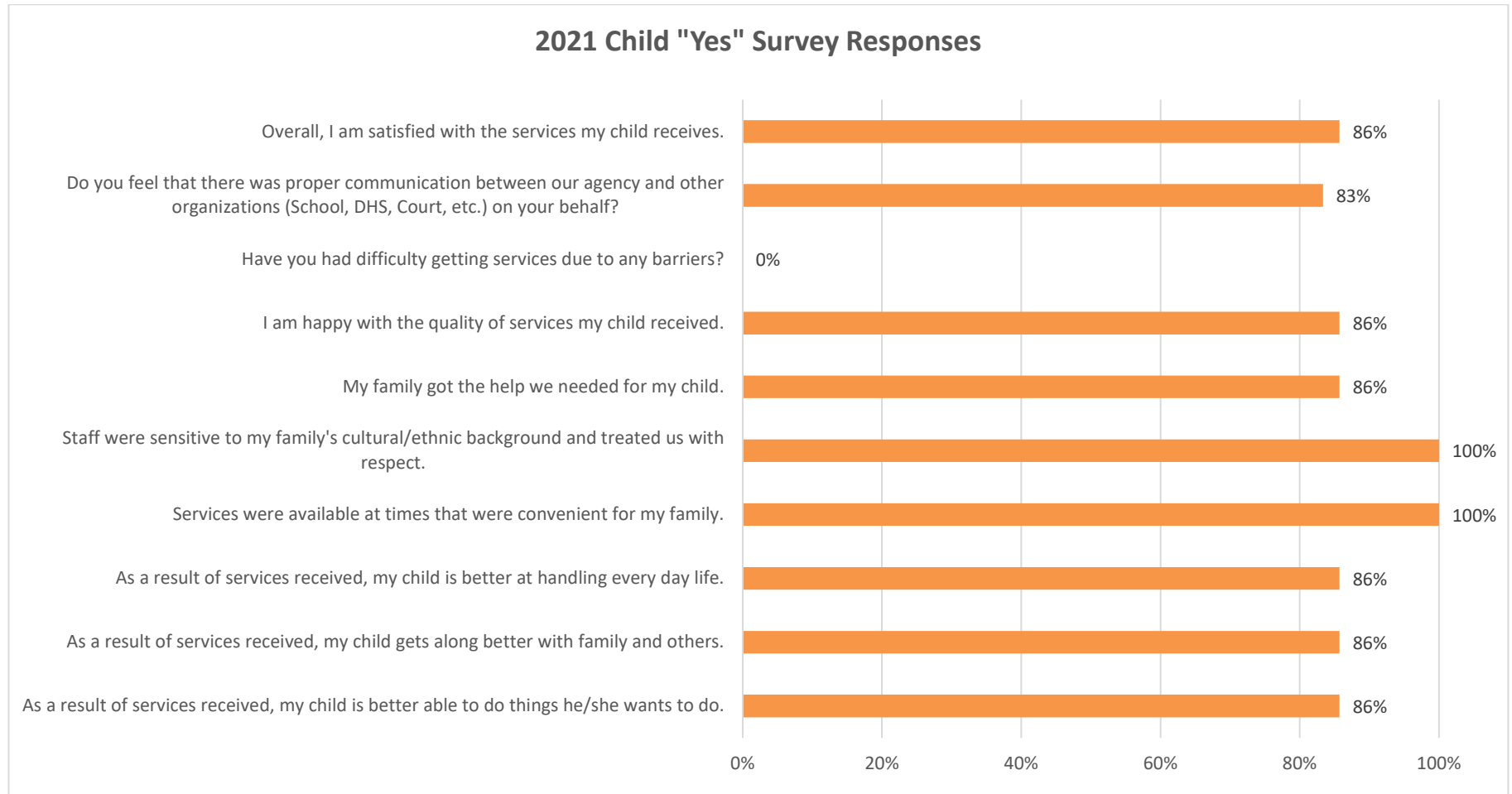
Overall, there were very few barriers noted by the participants other than COVID. Sanilac CMH annually completes an accessibility survey using focus groups that also look at barriers to services and creates an action plan to address trends noted. Our Agency will continue to monitor all barriers to ensure we are dealing with any issues within our control.

3) Do you have any other comments, questions, or concerns?

Most of the respondents commented they were happy with the Sanilac CMH staff and services provided. Some responses included *"Happy with the people I see today"; "Love all your staff! Awesome"; and "All the workers that I have had are the best."* Other comments included compliments to specific Sanilac CMH clinical staff.

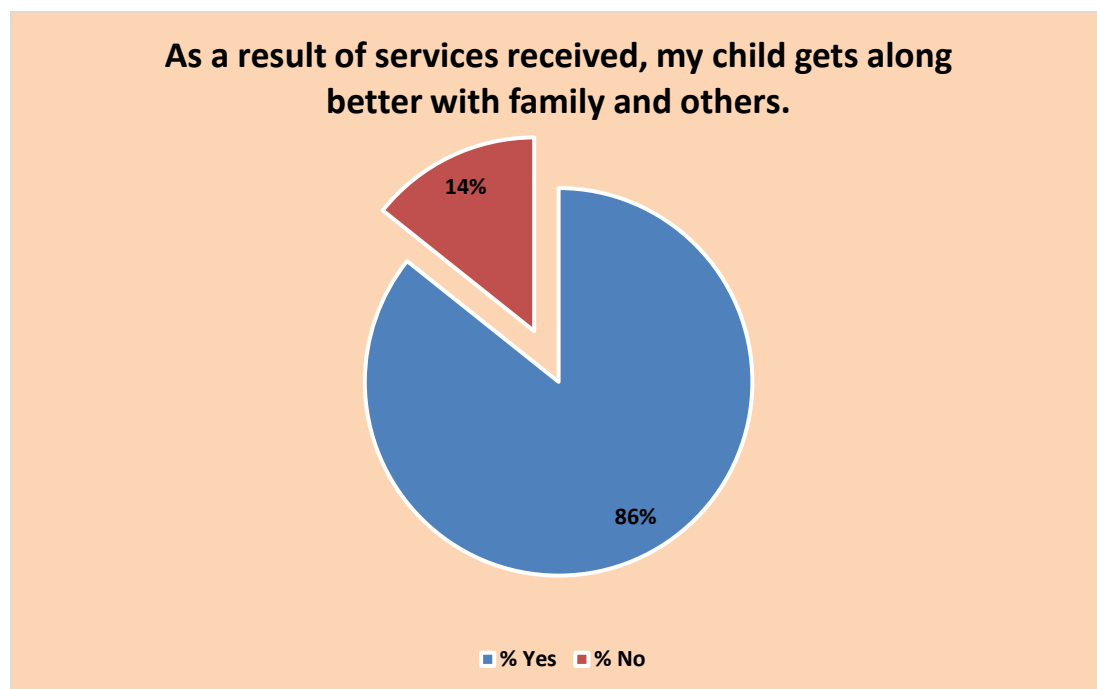
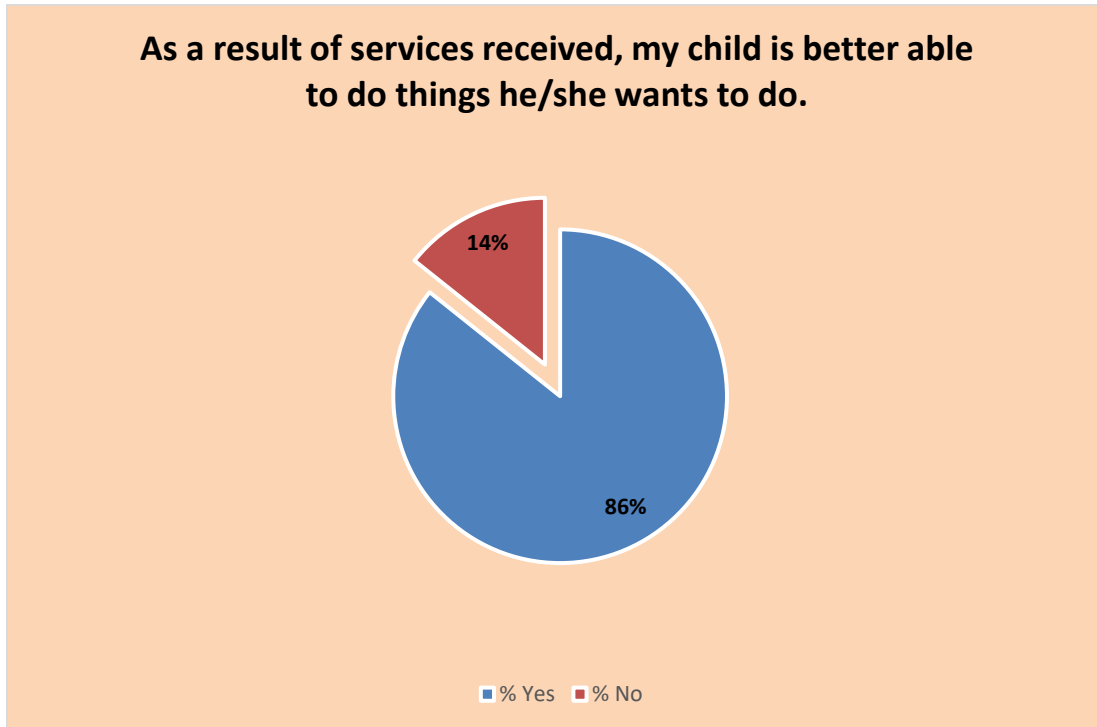
2021 Child Survey Responses – Condensed View

The child survey had 7 respondents.

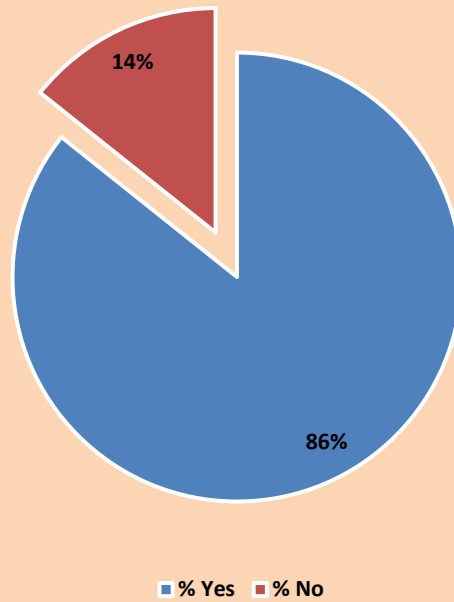


Child Survey Individual Responses

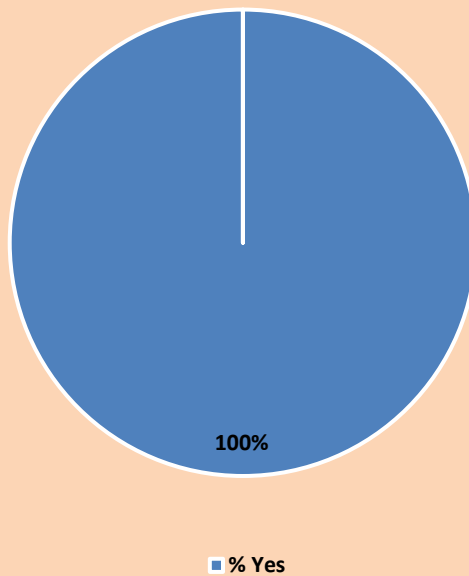
A pie chart is displayed below for each Child Survey question, indicating the percentage of “Yes” and “No” responses for individuals regarding services.



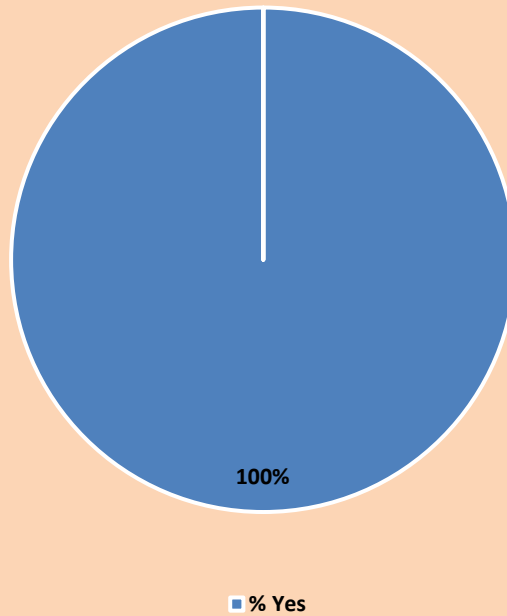
As a result of services received, my child is better at handling every day life.



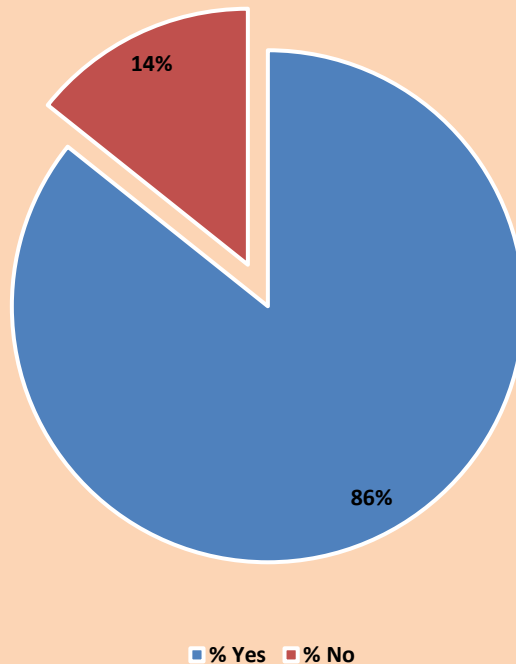
Services were available at times that were convenient for my family.



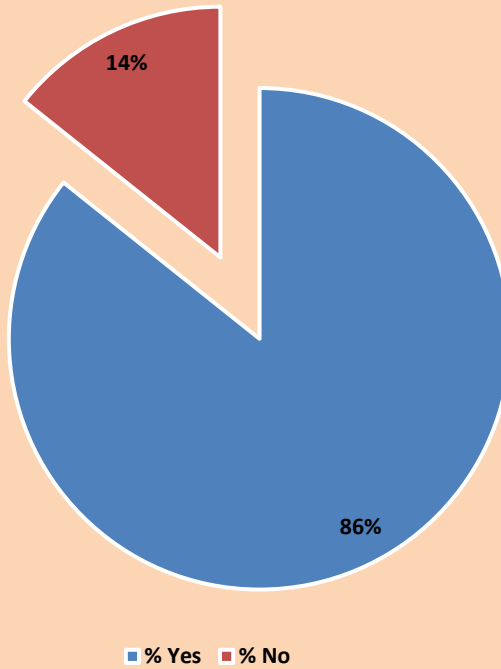
Staff were sensitive to my family's cultural/ethnic background and treated us with respect.



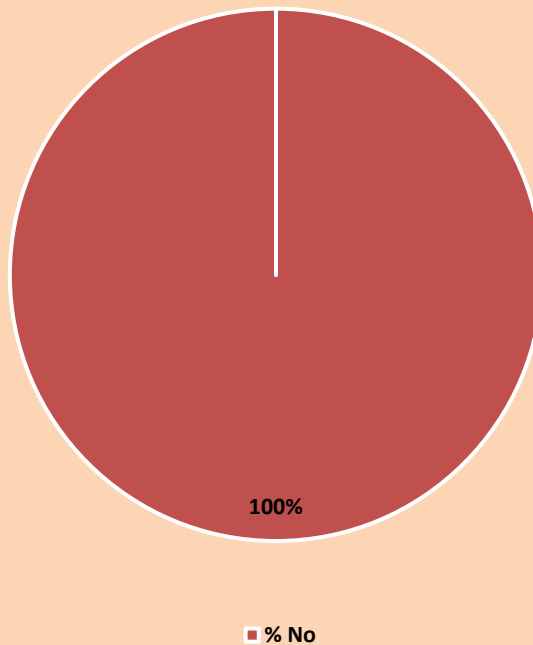
My family got the help we needed for my child.



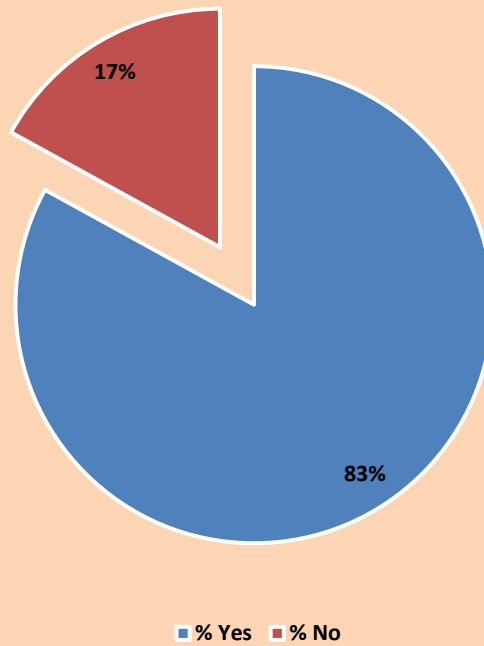
I am happy with the quality of services my child received.



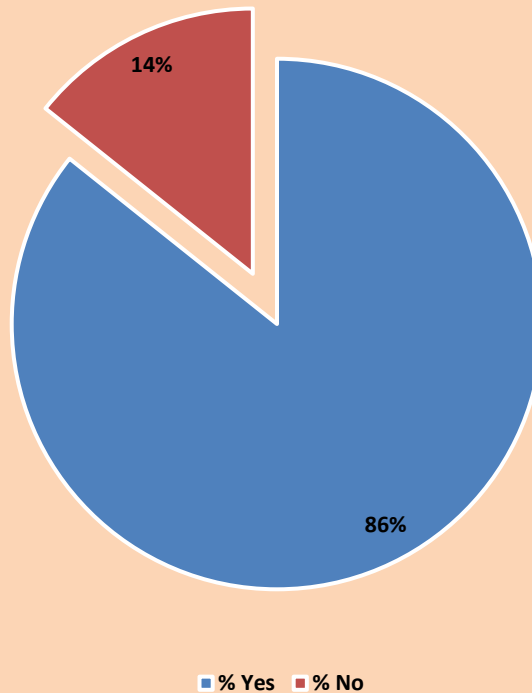
Have you had difficulty getting services due to any barriers?



Do you feel that there was proper communication between our agency and other organizations (School, DHS, Court, etc.) on your behalf?



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



Open Ended Question Responses - Child:

1) Have you had difficulty getting services due to any barriers?

All of the respondents answered “No” – that they did not have any barriers that were causing them difficulty in getting services for their child.

Sanilac CMH completes an accessibility survey on an annual basis and meets with focus groups that also look at barriers to services. Sanilac CMH creates an action plan to address any noted trends. Our Agency will continue to monitor all barriers to ensure we are addressing any issues within our control.

2) What would make services better for you or the community as a whole?

The majority of the responses stated nothing needed to be changed and added comments such as “Doing a good job” and “I’m very happy with his services.”

Sanilac CMH completes an accessibility survey on an annual basis and meets with focus groups that also look at barriers to services. Sanilac CMH creates an action plan to address any noted trends. Our Agency will continue to monitor all barriers to ensure we are addressing any issues within our control.

3) Do you feel that there was proper communication between our Agency and other organizations (School, DHS, Court, etc.) on your behalf?

The majority of the respondents stated “Yes”. There were two comments added that include: “They have been very helpful with questions” and “Transparent with consent from school & services.”

4) Do you have any other comments, questions, or concerns?

Of the 7 survey participants that gave responses to this question; 3 responded with compliments to specific CMH staff and services. Some of these comments include: “[Clinician’s name] was fantastic! Accommodating, open, skilled. She went above and beyond for my son and our family. We are grateful, very grateful!” and “The staff has been great. [child’s name] has been improving.”

Methodology

The annual Customer Satisfaction Survey was conducted from August 13, 2021 through September 15, 2021. Two hundred sixty-eight (268) individuals who received services from Sanilac County CMH were selected to participate in the annual Customer Satisfaction Survey. The CMH population was surveyed using a sample of all Medicaid individuals who received a service(s) during the month of June 2021. All potential respondents were provided a written survey, instruction memo, and a return (stamped) envelope. Seventy-five (75) individuals were willing to take the survey and answered at least some of the questions (28%).

Sixty-eight (68) adult surveys and seven (7) child surveys were completed and returned during this same period.

Although our response rate decreased from FY20's response rate [FY21 response rate = 28%; FY20 response rate = 60%], our satisfaction rates remained consistent with previous years with a very high level of satisfaction. The decline in response rate is due to the fact that all surveys had to be administered via the USPS mail system, per direction from the PIHP.

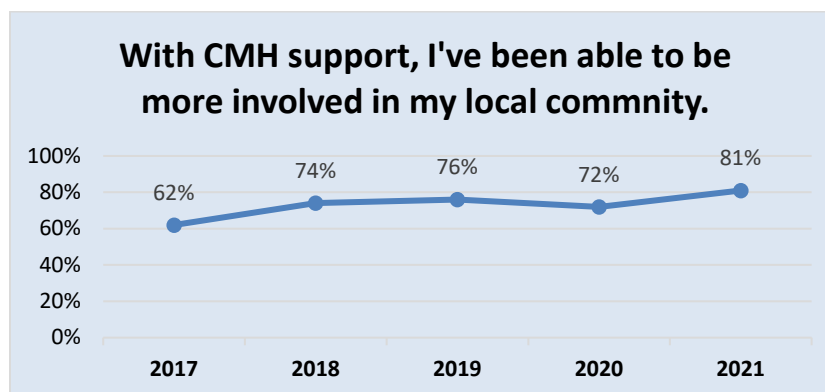
The Region 10 Quality Management Committee (consisting of Genesee, Lapeer, St. Clair, and Sanilac County CMHs) formed a sub-workgroup to come up with a regional tool that each CMH would utilize to conduct the annual surveys. The survey questionnaires were modified using a subset of the MDHHS Youth and Adult Customer Satisfaction Survey Tools.

The Adult tool asks 12 simple, straightforward questions in a clear format. All twelve (12) questions call for simple "Yes" or "No" responses, one (1) is an open-ended question that allows for expanded comments and feedback. The survey questions address areas recommended by CARF, MDHHS and other regulatory bodies. The Youth tool asks twelve (12) simple, straightforward questions in an understandable format. Nine (9) questions call for simple "Yes" or "No" responses and three (3) questions are open-ended and allow for expanded comments and feedback.

Recommendations / Items of Interest

Sanilac County CMH deserves recognition for the high percentage of positive responses to survey questions. "Staff were sensitive to my family's cultural/ethnic background and treated us with respect" (Youth) and "Staff were sensitive to my cultural/ethnic background and treated me with respect" (Adult) scored 100% and 97% respectively. For the questions "Overall, I am satisfied with the services I received" (Adult) and "Overall, I am satisfied with the services my child receives" (Youth), the Agency received a 96% and 86% satisfaction rating respectively.

As in previous years, all of the questions in the adult survey received high ratings, such as 'I like the services I have received' which remained consistent in the high ninety (90) percentile. The question "With CMH support, I've been able to be more involved in my local community" went from a satisfaction rating of 62% in 2017, 74% in 2018, 76% in 2019, 72% in 2020 to 81% for 2021. This validates that our continuous efforts to increase community inclusion for individuals served are working and are effective.



On the Child surveys there was a positive response again this year to the question 'my family got the help we needed for my child'; which scored a 86% positive response. The questions "Staff were sensitive to my family's cultural/ethnic background and treated us with respect" and "Services were available at times that were convenient for my family" both scored 100%. We continue to monitor this area.

Overall, the responses to this survey, including the comments, were very positive and reflect a high degree of satisfaction with CMH staff and services. As part of our continuous quality improvement efforts, Sanilac County CMH's Quality Improvement Committee will review and discuss the survey responses and comments.