



CUSTOMER SATISFACTION SURVEY

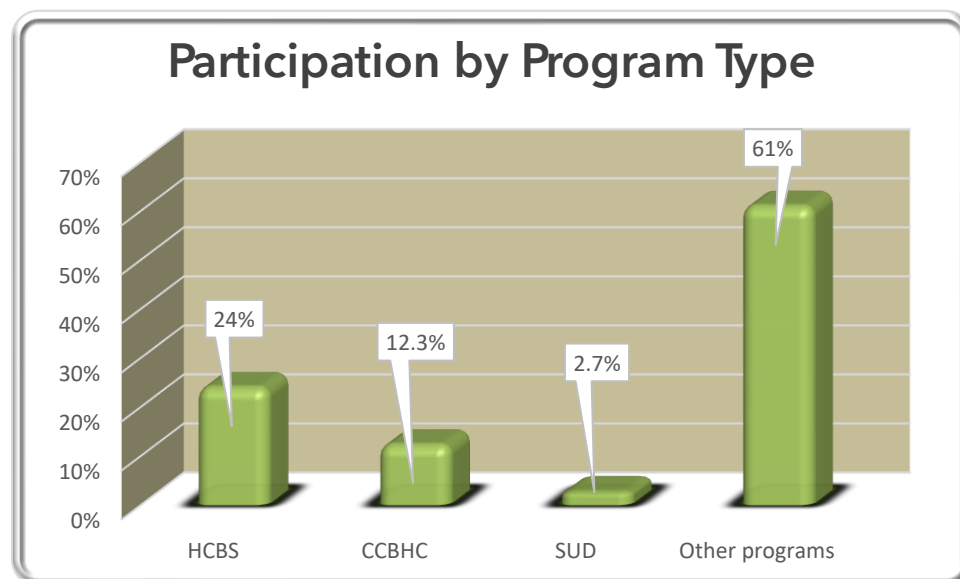
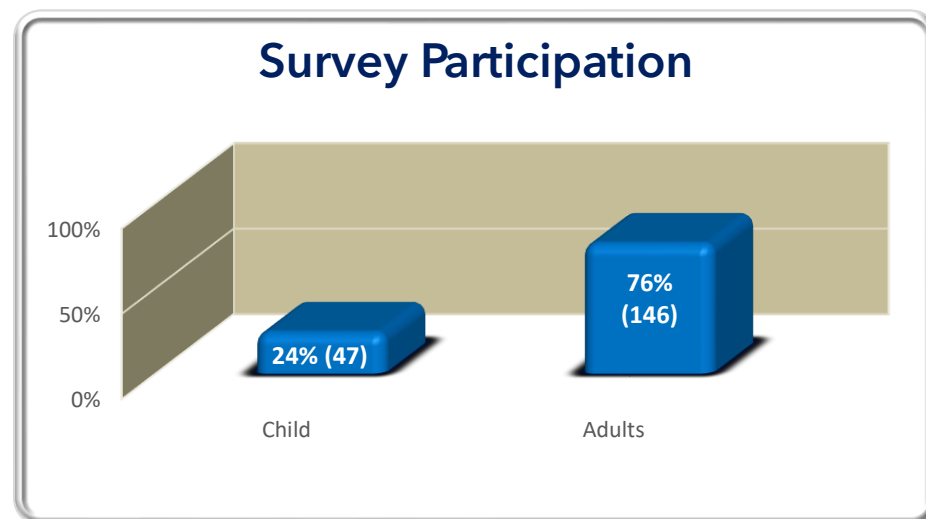
Annual Summary
FY 2023

Summary of results

The annual Customer Satisfaction Survey was conducted from August 1, 2023 – September 1, 2023. A random selection of Medicaid eligible adults and children that received any service during the month of May 2023 received a survey. This random selection included some individuals that receive HCBS, SUD & CCBHC services. All surveys were administered through in person questionnaires or over the phone.

Three Hundred forty-one (341) surveys were distributed during this period. Of those distributed, 193 surveys were completed. The returned surveys consisted of forty-seven (47) child surveys and one hundred forty-six (146) adult surveys. The surveys were administered in written form or given verbally. For those that were administered verbally over the phone the written survey was read to them. Eighty-seven (87), {45.1%} individuals took the survey via phone and answered at least some of the questions on the survey.

The surveys that were administered in written format {54.9%} were done one on one with staff at the CMH office location or in a budgeted home.



The completed adult surveys results were broken down further into specific program types.

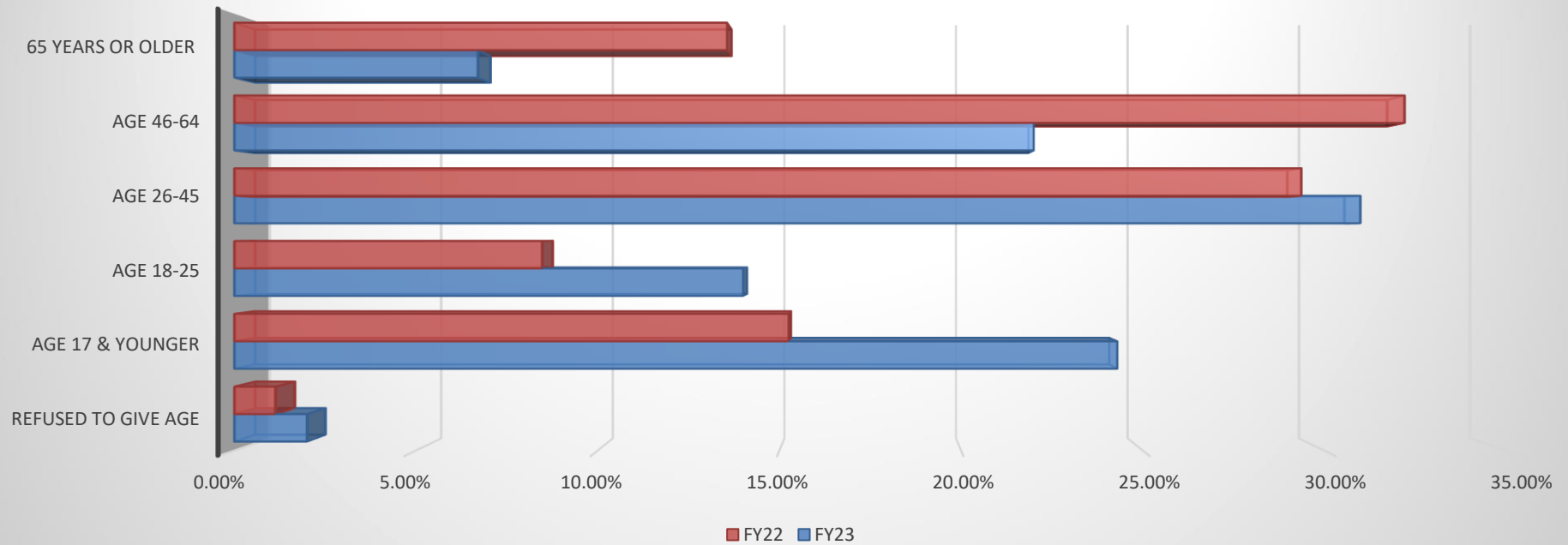
Of the one hundred and forty-six surveys (146), Home and community-based services (HCBS) made up 24% of the adult survey total, CCBHC was 12.3%, substance use disorder (SUD) was 2.7%, and the remaining 61% were other programs offered by CMH.

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 person on paper or over the phone. The following chart offers a visual view of demographic data.

The total number of individuals that completed a survey (193) was broken down by age group, which are as follows: Ages 17 and younger: **47** individuals [24.3%]; Ages 18 through 25: **27** individuals [14%]; Ages 26 through 45: **60** individuals [31.08%]; Ages 46 through 64: **42** individuals [22%]; and Ages 65 and older: **13** individuals [6.7%] . Four (4) individuals did not answer the age question (2%).

Age of Survey Participants Year Over Year

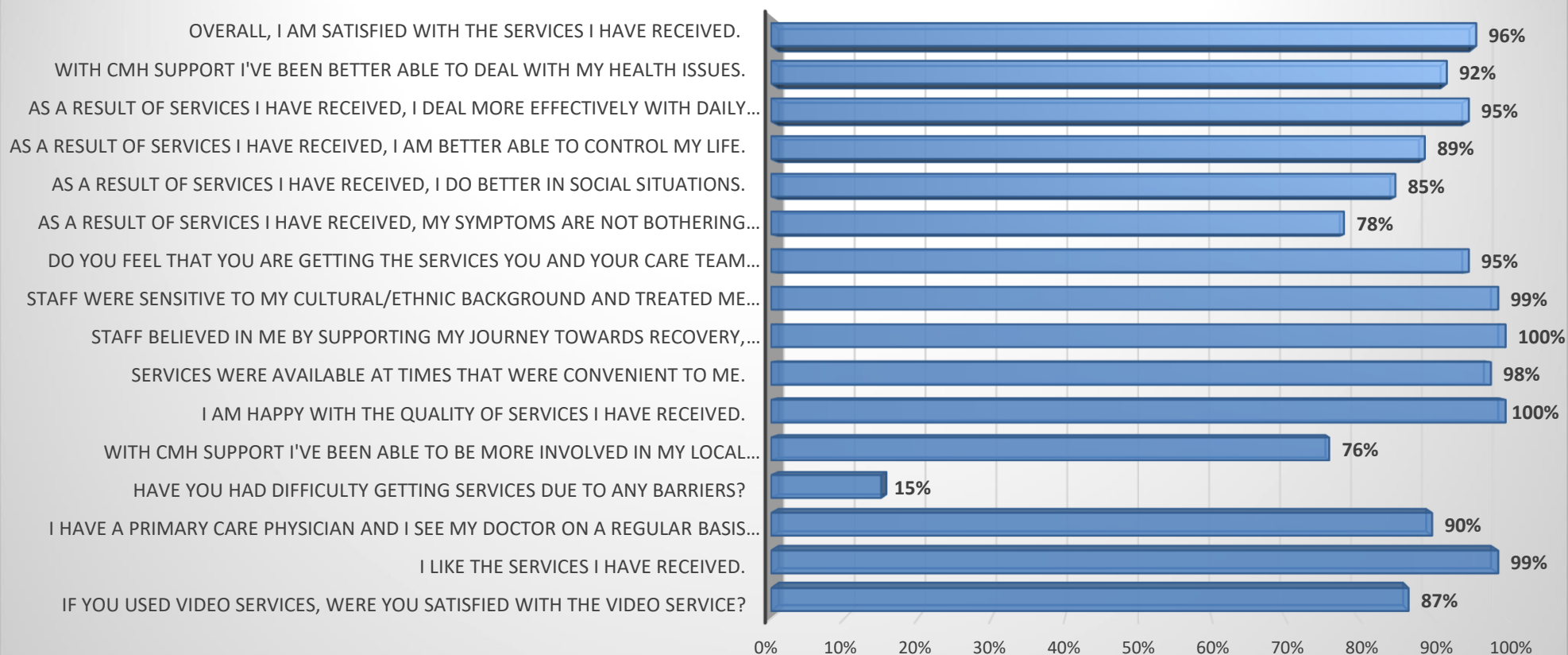


The year over year comparison shows the number of 65 years and older and 46-to 64-year-old participants was about half this cycle compared to FY22 participants, while 18- to 25-year-olds more than doubled in their participation for the FY23 survey. There was also a notable increase for the number of child surveys as well for FY23.

2023 Adult Survey Responses – Condensed View

The adult survey had 142 respondents (does not include SUD responses).

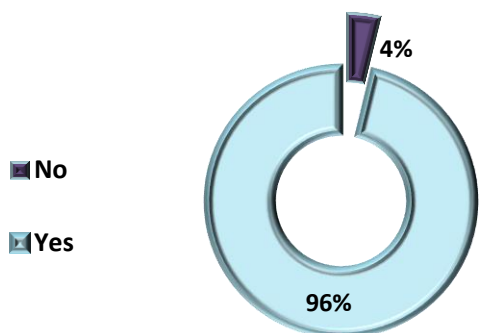
2023 - Adult 'YES' Responses



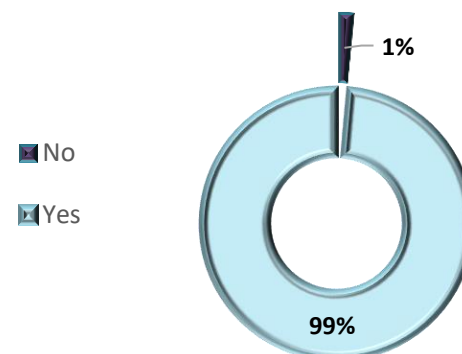
Adult Survey Individual Responses

A pie chart is displayed below for some of the Adult Survey questions, indicating the percentage of “Yes” and “No” responses for individuals regarding services. The Video Services question was new to FY2023 Survey.

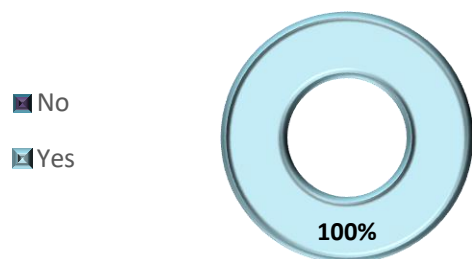
Overall, I am satisfied with the services I have received.



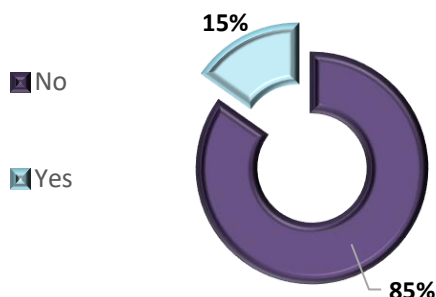
I like the services I have received.



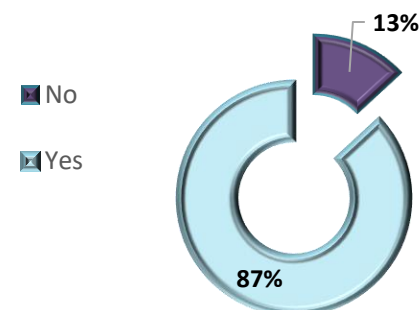
Staff believed in me by supporting my journey towards recovery, discovery, health, and independence.



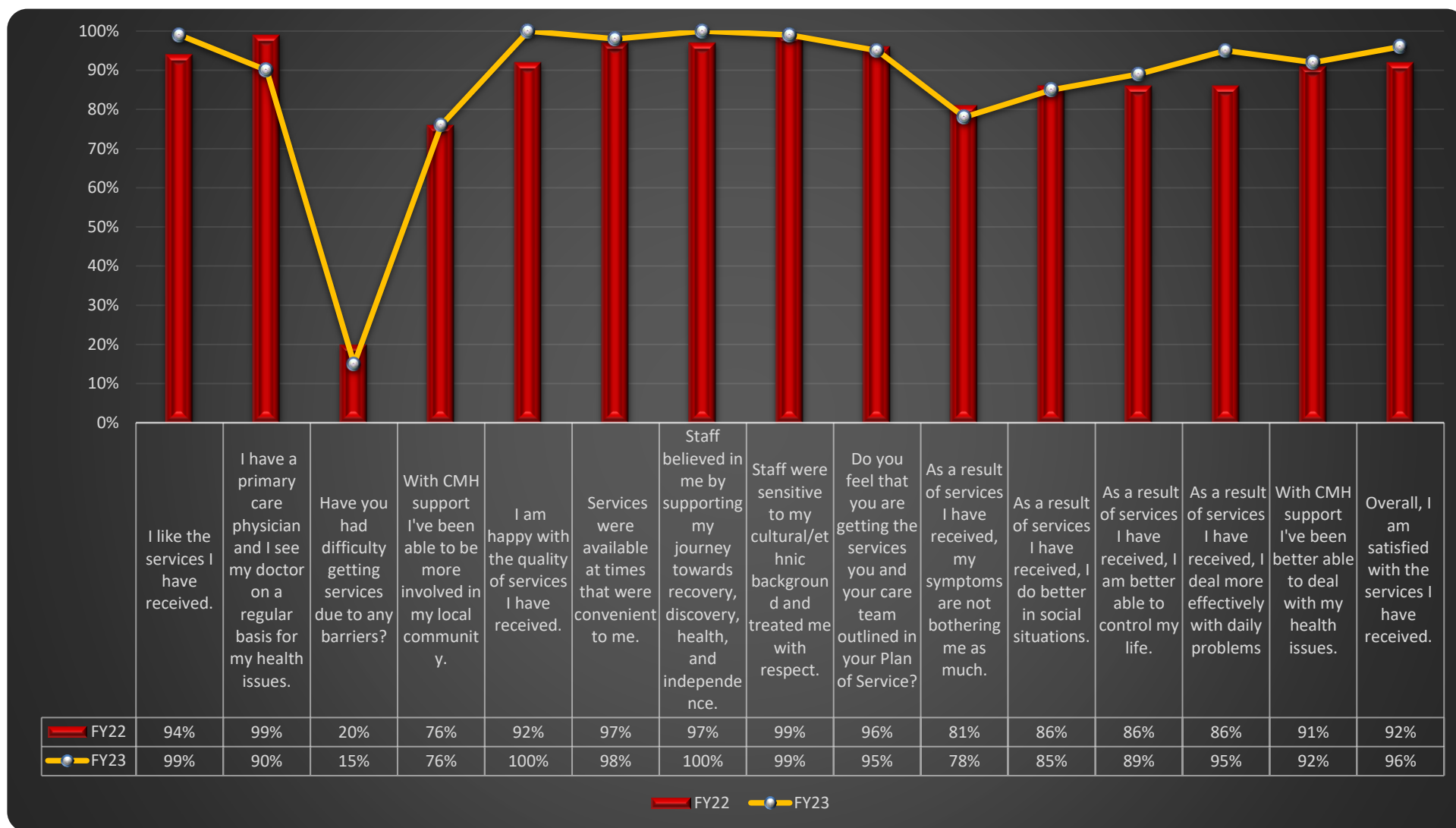
Have you had difficulty getting services due to any barriers?



If you used Video services, were you satisfied with the video service?



Adult Responses Year Over Year Comparison



The third question displayed above regarding receiving services and difficulty with barriers showed a 5% improvement with a lower result than FY22 at 20%. Improvements in satisfaction were shown in 60% of the categories below, while 13% of the areas remained the same as the previous survey period in FY22.

Open Ended Question Responses- Adult:

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

Most survey respondents that entered an answer to this question were positive in their response: *“No, good as it is” or “Things are just fine”, “Not sure what else you might do, you guys are great.”, “No complaints”, “Its really good here!”, “Keep up the good work”.*

Some of the suggestions for improvement that were provided included: *“Not being in a wheelchair”, “Being able to go out more.”, “More events in the community”, and “More public events.”*

“Providing daycare while appointments are occurring”, “Getting jobs.”, “Making finding jobs and housing easier for people with felonies and sex crimes.”

“If you guys hold classes like In-Shape, then do it routinely.”, “More classes/activities”, “more weekly activities”, “more classes, a writing class.”, and “a driving on the road course for those that need it. Sign language courses or other courses offered in other counties. Caregiver and sibling supports.”

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

Most respondents indicated that they did not have difficulty getting services due to any barriers. One hundred and twenty-five (125) of the adults surveyed answered [88%] this question. Of the one hundred and twenty-five, one hundred and six (106) responded “No”, they did not have difficulty getting services due to any barriers [85%]. Of the 15% that responded “yes” to having barriers, most comments were regarding issues with access to services.

“Childcare assistance when appointments are occurring”, “Sometimes I can get a babysitter for a 2 ½ year old”, “With early appointments, bus has hard time getting here on time.”

“Doctor wasn’t available to see me.”, “You guys said that I didn’t meet criteria and couldn’t get help.”, “My therapist keeps cancelling.”

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 *“No, you’re doing a great job”, “Friendly staff and very caring”, “Caseworker Sam deserves employee of the month”, “Carly was wonderful and set up the IPOS.”, and “they were very helpful with me being trans.”.*

Other comments included: *“I am not happy that I qualified for CE before but not now. There are others in my home that are able to go but I can’t.”*

Comments, questions, or concerns? (cont.)

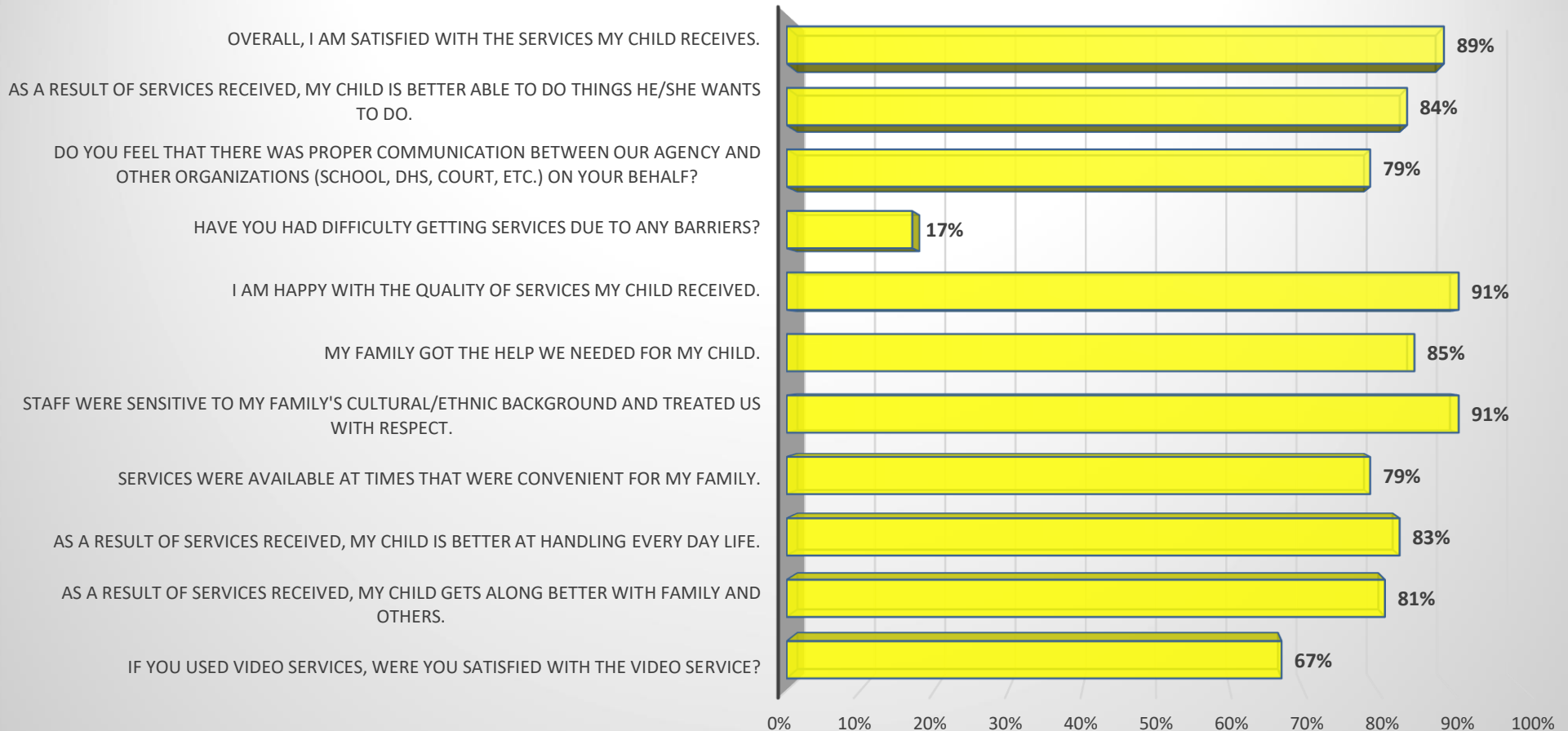
"More services offered in St. Clair that would be beneficial to Sanilac residents. Would like to be able to get additional services there, even at a cost.", and "it's hard to get here with my work scheduled, I don't like having to take time off work to come to services."

"I never got a chance to get the services, the doctor didn't have any availability to see me. I went to my PCP to get medications for my depression. I should call Erica back though to get some additional therapy."

2023 Child Survey Responses – Condensed View

The child survey had 47 respondents.

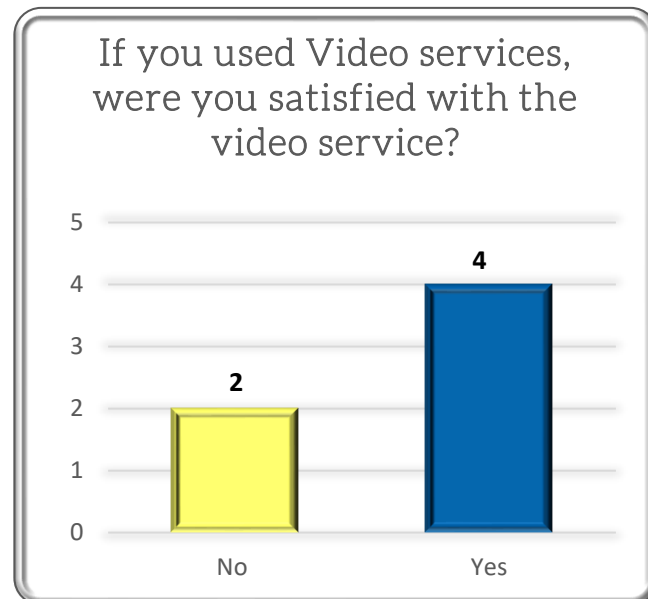
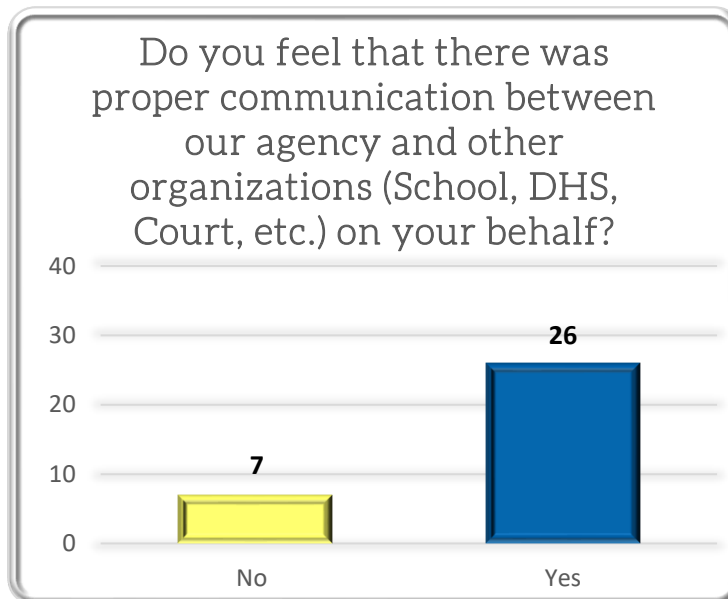
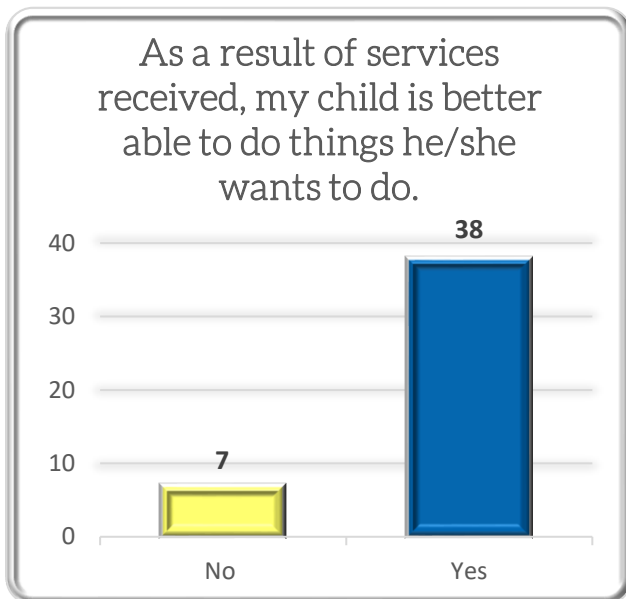
2023 - Youth 'YES' Responses



Child Survey Individual Responses

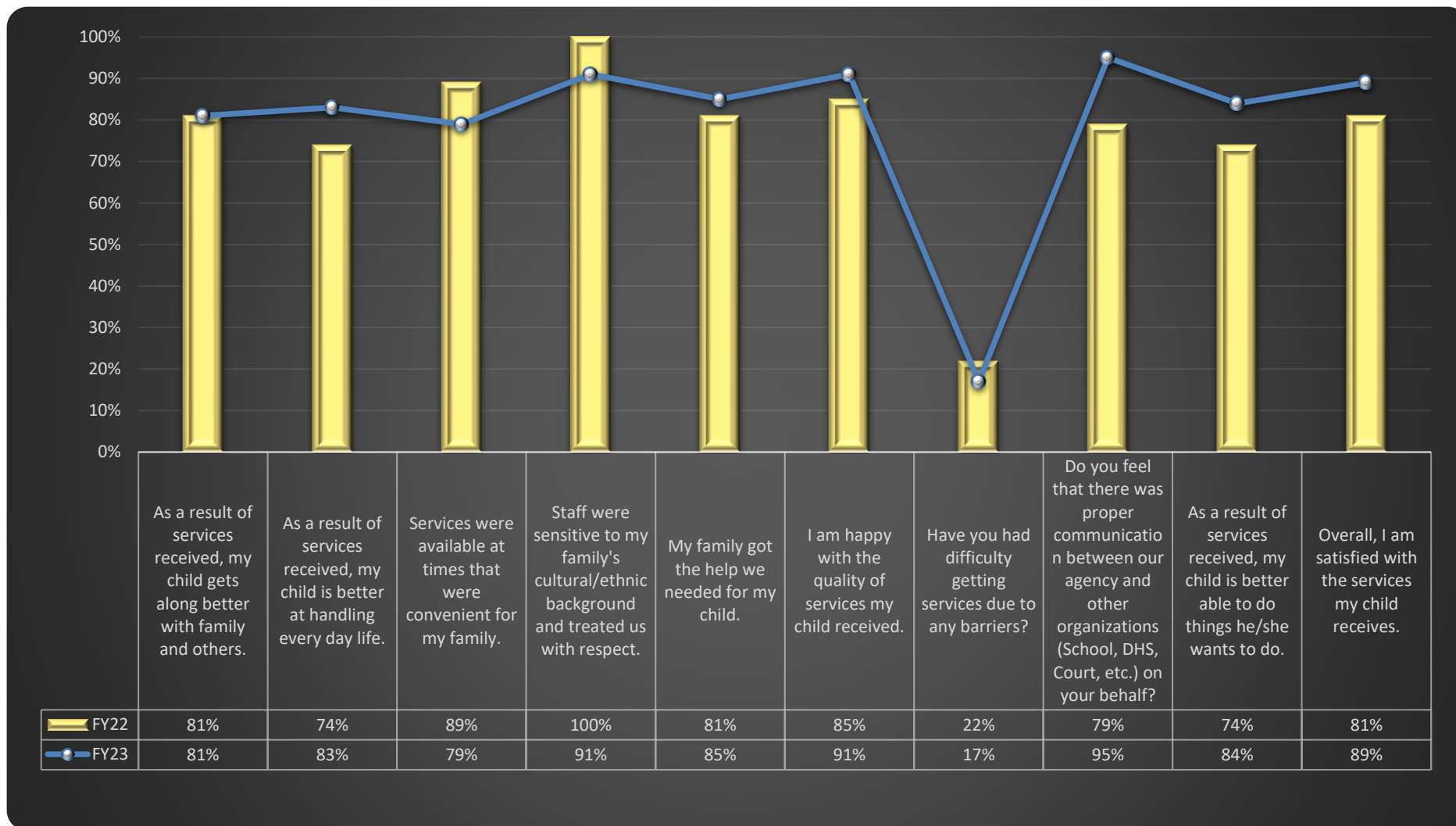
The charts below for the Child Survey questions with the most improvement, indicating the “Yes” and “No” responses for individuals regarding services for FY23 - FY23.

The first chart shows an increase of 10% in FY23, while the second chart shows an increase in satisfaction of 16% from the previous year.



This year was the first year the survey included a satisfaction question related to the video services offered, there were 6 who utilized video services represented in chart 3. For those that responded they did not like the video services they commented that they felt it was less personal than a face to face but appreciated that needs were still met.

Child Responses Year Over Year Comparison



Improvements in satisfaction were shown in 60% of the categories above, while 20% of the areas remained the same as the previous survey period in FY22. Barriers to getting services reportedly were 5% less than reported in FY22.

Open Ended Question Responses - Child:

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

For the 17% that responded that they did have barriers to receiving services the majority of the comments were related to the service times and scheduling/availability.

"Service times are not available outside of school.", "Appointments were not available at convenient times.", "Scheduling is difficult and can't get an appointment after 4pm and we can't get there before because of work for us."

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

There were positive comments *"its an amazing service"*.

While other responses stated there were concerns with the wait time to see a doctor, have medication evaluation, and to have the therapist/doctor listen to them. *"...children shouldn't have to wait months to get meds or changes", "less wait times for med evals and prescriptions", "find a psychiatrist who actually listens to the guardians", "The information the children are given need to be monitored more..."*

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?

79% of the respondents stated "Yes." Some of the comments include: *"We coordinated everything for the 504", "Repeated requests for info to be sent to the school for IEP", "Therapists visit school, all meetings and court dates", "Coordinated well with school", "Able to speak to the school when needed", "Beyond amazing with the kids".*

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

Of the forty-seven (47) survey participants, eleven (23%) gave responses to this question. Some of these comments include:

"My son really enjoys his team he has here. We feel they helped him a lot..."

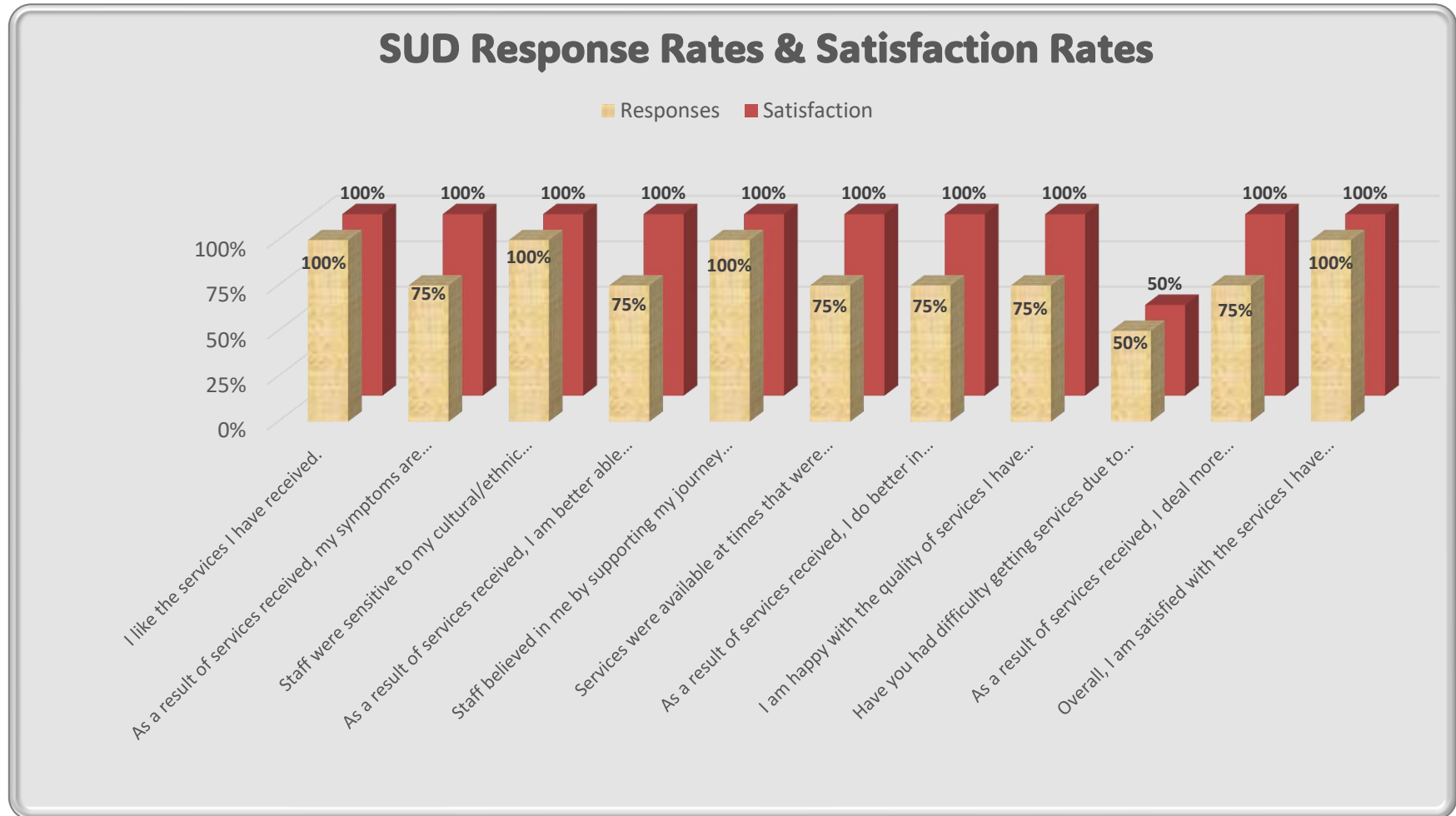
"Why is it taking so long to see the psychiatrist?", "You need to have better hours with school starting and for working parents",

"Wish more in-depth psych eval was available, not a 15 min med service".

"He has to be in counseling, but the times aren't available outside of school."

2023 SUD Survey Responses – Condensed View

The SUD survey had 4 respondents.



There were seventeen (17) individuals selected for the survey period. Seven (7) of the seventeen individuals (41%) received services and four (4) of these seven chose to participate (57.14%) in the survey and answered at least some of the questions. For the remaining 10 individuals selected, it was later found they had not received services due to ineligibility or not showing for a scheduled intake appointment.

Open Ended Question Responses – SUD:

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

50% of the respondents did not have barriers to getting services. For the other 50% the comments were related to insurance and program requirements.

“My insurance changed and I had to stop coming.” and “Tuscola sobriety program required me to change therapists.”

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) Name one thing I like most about this program?

75% of the respondents gave comments and all of them were positive. “The staff are great.”, “Everything and everyone has been great. You all do a great job!” and “I really clicked with Sadie and enjoyed my time with her.”

3) Name one thing that needs improvement in this program?

There was only one response to this question (25%). *“I would like Tuscola to be able to use Sanilac CMH for their sobriety program.”*

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

There was only one response to this question (25%). *“I am not happy I had to switch and wish I could come back. I have already had a change of therapists at List Psychological.”*

Methodology

The annual Customer Satisfaction Survey was conducted from August 1, 2023 – September 1, 2023. A random selection of Medicaid eligible adults and children that received any service during the month of May 2023 received a survey. This random selection included some individuals that receive HCBS, CCBHC, and SUD services. Three Hundred forty-one (341) individuals were selected to participate in the annual Customer Satisfaction Survey.

All written survey respondents were provided in person (54.9%) with a written survey at CMH offices or one on one with a CMH representative to complete (in a budgeted home). All survey respondents surveyed over the phone (45.1%) were given the option to participate and received the same written questions, which were read to them. Eighty-seven (87) individuals were willing to take the survey over the phone and answer at least some of the questions. SUD individuals selected were contacted both by mail via written survey and by phone. 100% of the participants who responded to the survey utilized the phone survey.

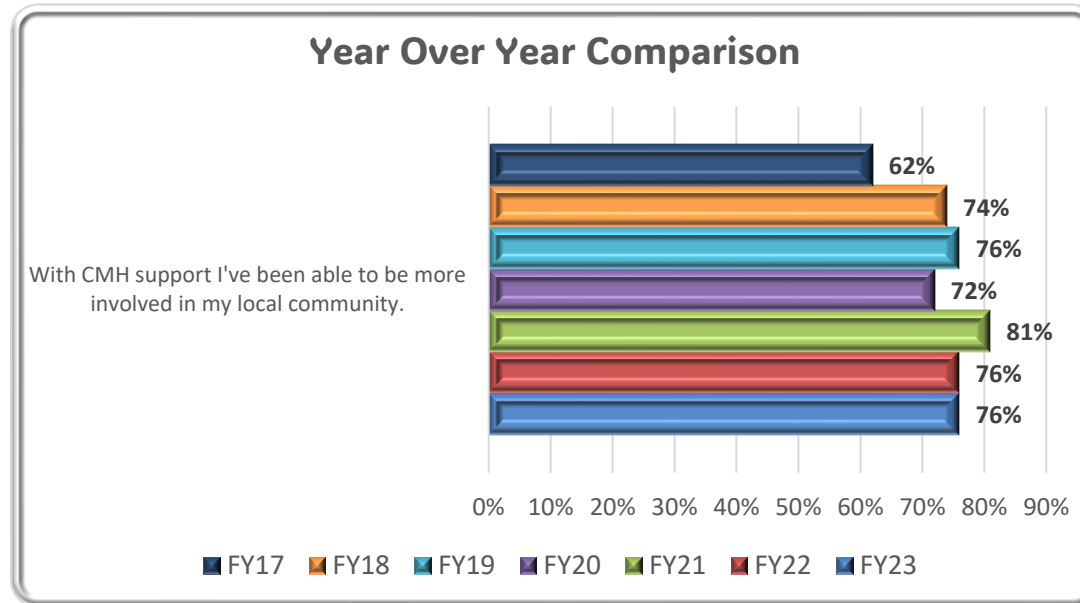
Our overall response rate was 56.6% for FY23, an increase from FY22 at 43.59 % and FY21 rate of 28%. This is largely due to the fact that agency staff were permitted to complete and distribute the surveys using methods that historically return a high rate for our Agency. During FY23 adult surveys were 76% of the total surveys completed and child surveys were 24% of the total.

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.

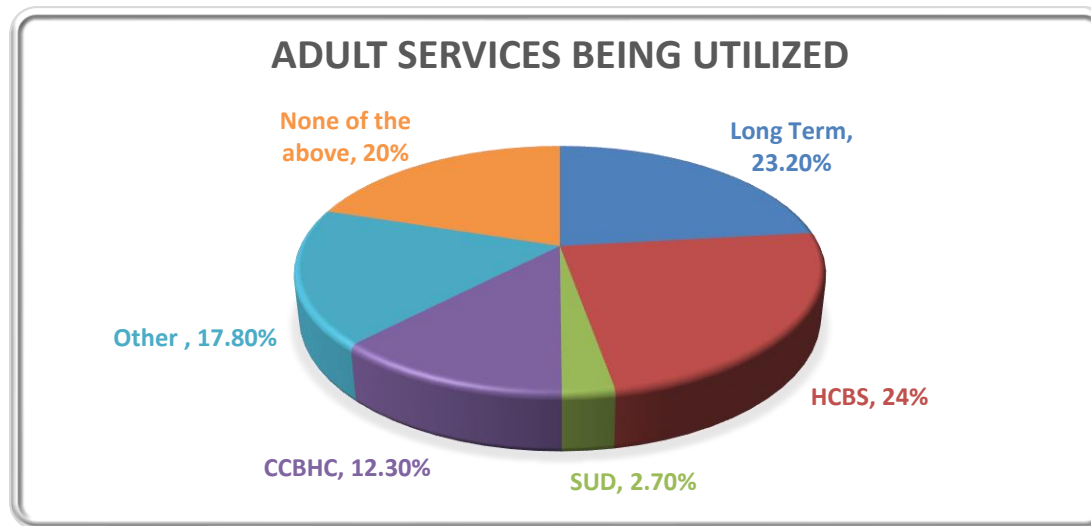
The Adult tool asks Twenty-one (21) questions. Eighteen (18) questions call for simple “Yes” or “No” responses in a clear format. There are three (3) additional open-ended questions that allow for expanded comments and feedback. The Youth and SUD tool asks fifteen (15) questions. These eleven (11) questions call for simple “Yes” or “No” responses in an understandable format. There are four (4) additional open-ended questions that allow for expanded comments and feedback. The adult, SUD, and youth survey questions address areas recommended by CARF, MDHHS and other regulatory bodies.

Recommendations / Items of Interest

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 with rating of 94% or higher. 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, to 74% in 2018, 76% in 2019, 72% in 2020, 81% for 2021, and remained consistent at 76% for years 2022 and 2023.



Home and Community Based Services (HCBS) is a type of person-centered care service delivered in the individual’s home and community. A variety of health and human services are provided. Of the one hundred and forty-six (146) adult surveys, thirty-five (35) identified they were receiving HCBS services [24%]. This is a decrease from 42% in FY22. This decrease is explained by the growth within CMH and the increase in service types offered in FY23, directly increasing the survey diversity. “None of the above” was an option chose by individuals when they weren’t sure what program category they should choose.



For FY23 the overall responses were higher and satisfaction increased in 60% of the areas surveyed for the adults and child sections. Nine (9) of the ten areas of evaluation for the child survey were 81% or higher and thirteen (13) of the fifteen areas were 85% or higher for the adult survey. It is expected that the SUD survey will continue to grow with the program growing over time for the next fiscal year evaluation.

Generally, 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.