



# CUSTOMER SATISFACTION SURVEY

Annual Summary  
FY 2020

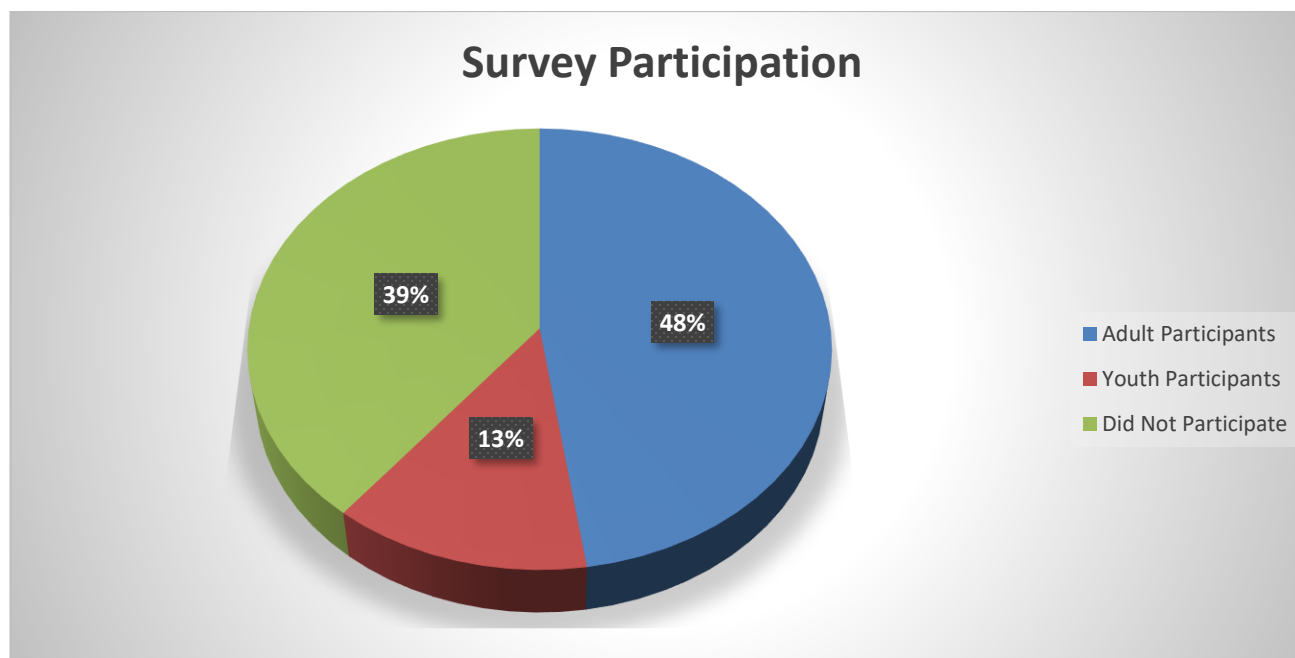
## Methodology

From June 15, 2020 through July 15, 2020 the annual Customer Satisfaction Survey was conducted. Each person who received a medical service between these dates at Sanilac County Community Mental Health was asked to complete a survey questionnaire regarding the services they had received. An additional 100 individuals were randomly selected to receive a phone survey. The survey was administered to persons who received services from all funding sources.

Some Youth Individuals were asked to complete the surveys in paper form, with a staff then entering the data into an online survey tool. Guardians of individuals who were unable to complete the survey and parents of individuals aged seventeen or younger were surveyed on the individual's behalf. Adult surveys were completed over the phone due to the Agency being on a modified schedule because of COVID-19.

Three Hundred Eighty-Two (382) surveys were offered during the period. All potential respondents were provided written or phone surveys. Two Hundred Thirty (230) individuals were willing to take the survey and answered at least some of the questions (60%).

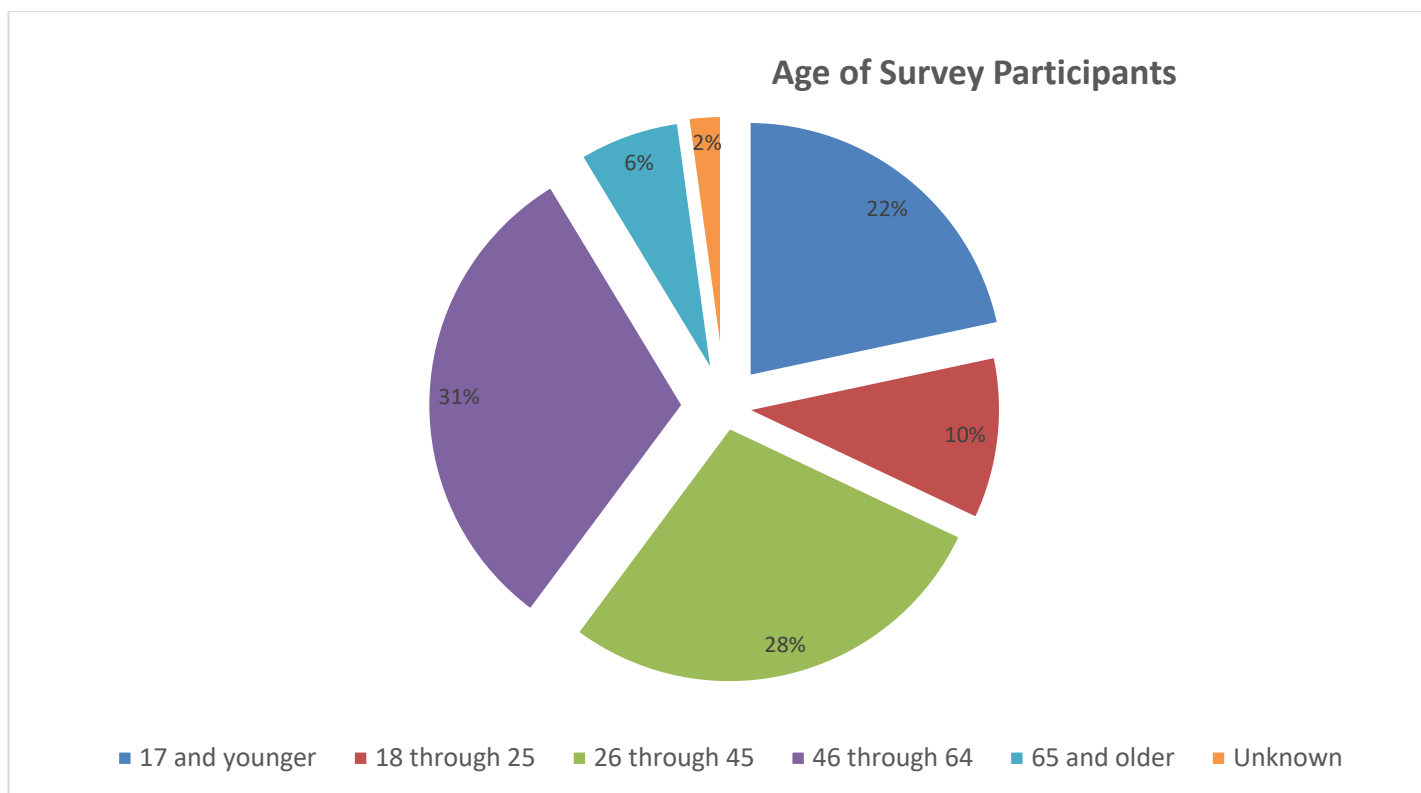
One hundred eighty-one (181) adult surveys and forty-nine (49) child surveys were completed during this same period.



## Demographics

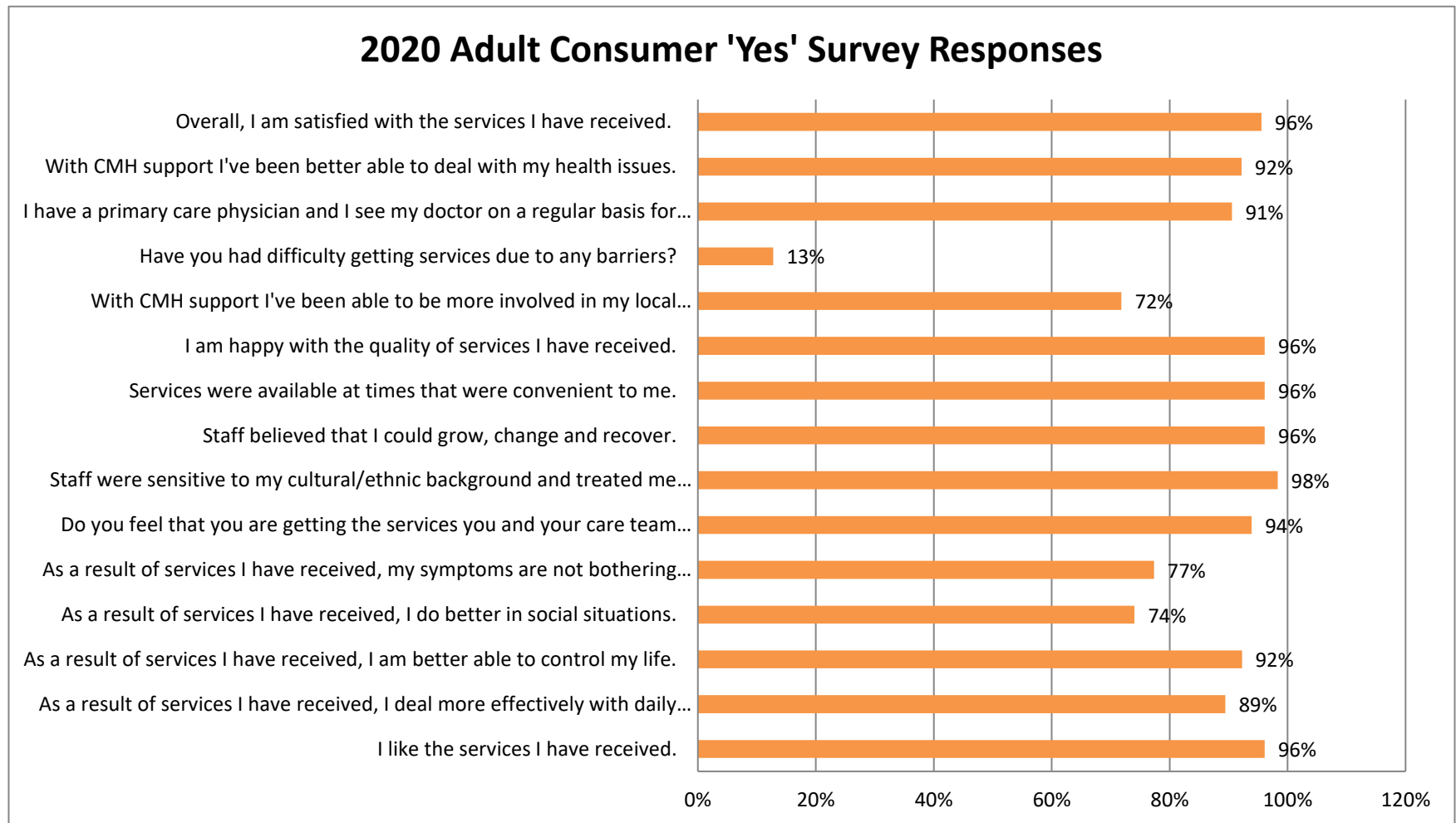
Surveys were administered using a subset of the MDHHS Youth and Adult Customer Satisfaction Survey tool. All individuals were asked to complete a survey in paper form or via a telephone contact. The following chart offers a visual view of demographic data.

The total number of individuals surveyed was broken down by age group, which are as follows: ages 17 and younger: **49** individuals (22%); ages 18 through 25: **24** individuals (10%); ages 26 through 45: **65** individuals (28%); ages 46 through 64: **72** individuals (31%); ages 65 and older: **15** individuals (6%); and **5** individuals ages are unknown (2%).



## 2020 Adult Survey Responses – Condensed View

The adult survey had 181 respondents.



## 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.

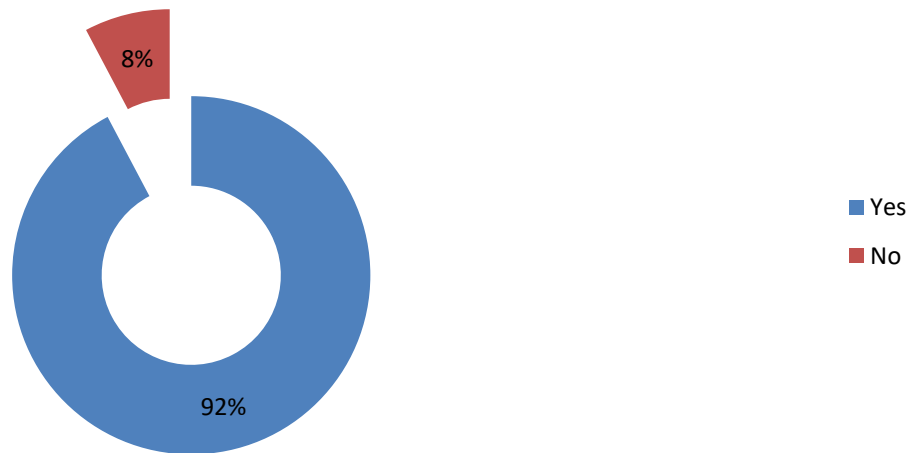
**I like the services I have received.**



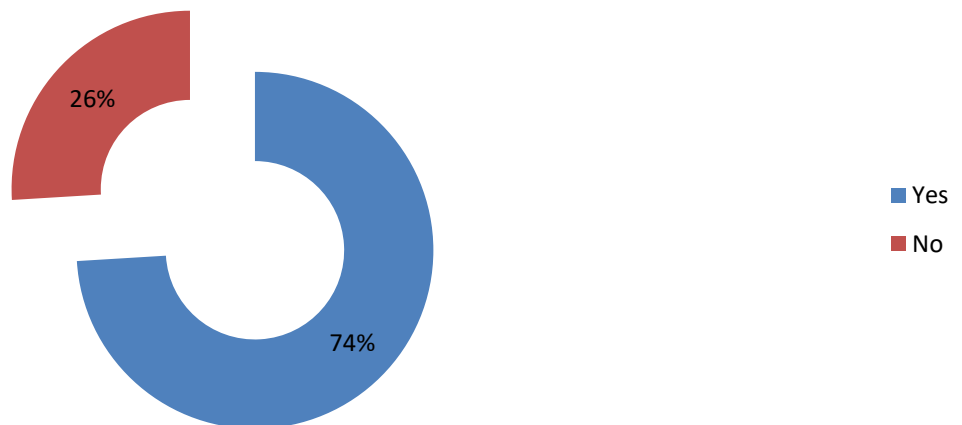
**As a result of services I have received I deal more effectively with daily problems**



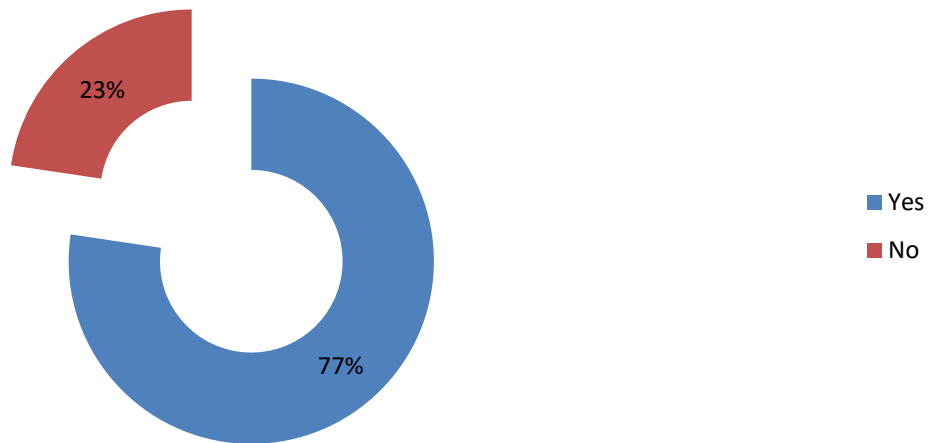
**As a result of the services I have received, I am better able to control my life**



**As a result of the services I have received, I do better in situations with other people.**



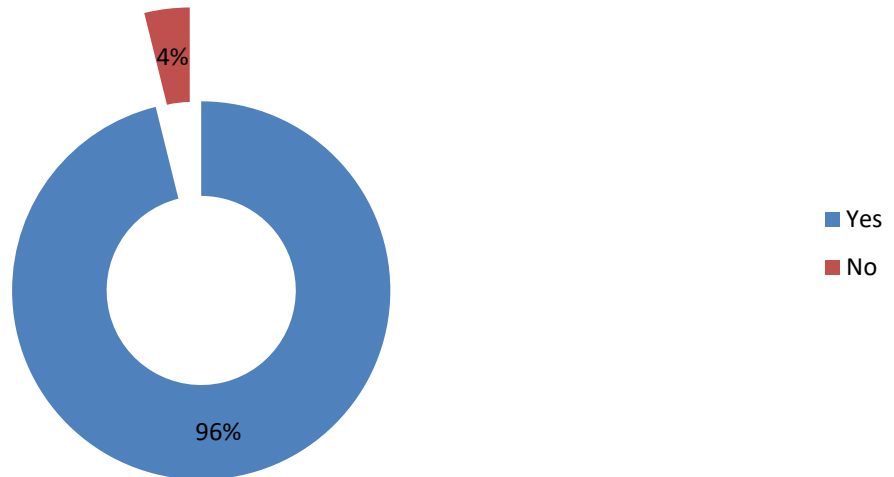
**As a result of the services I have received, my symptoms are not bothering me as much.**



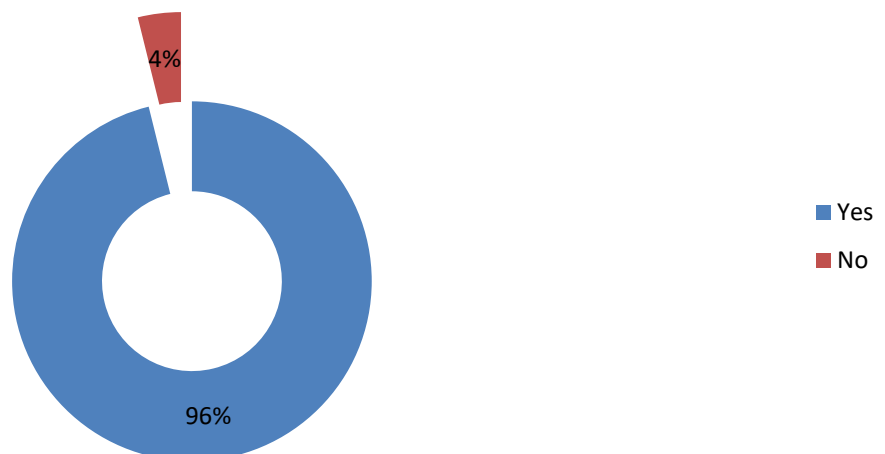
**Staff were sensitive to my cultural/ethnic background and treated me with respect.**



**Staff believe that I could grow, change and recover.**



**Services were available at times that were convenient to me.**

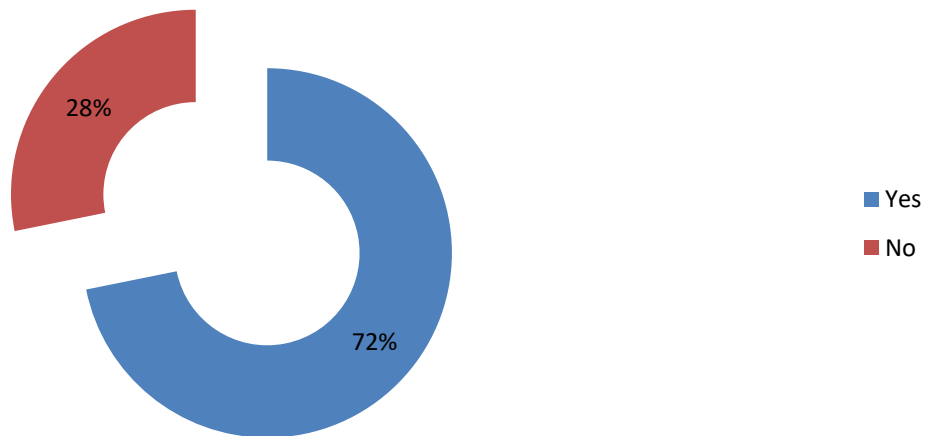




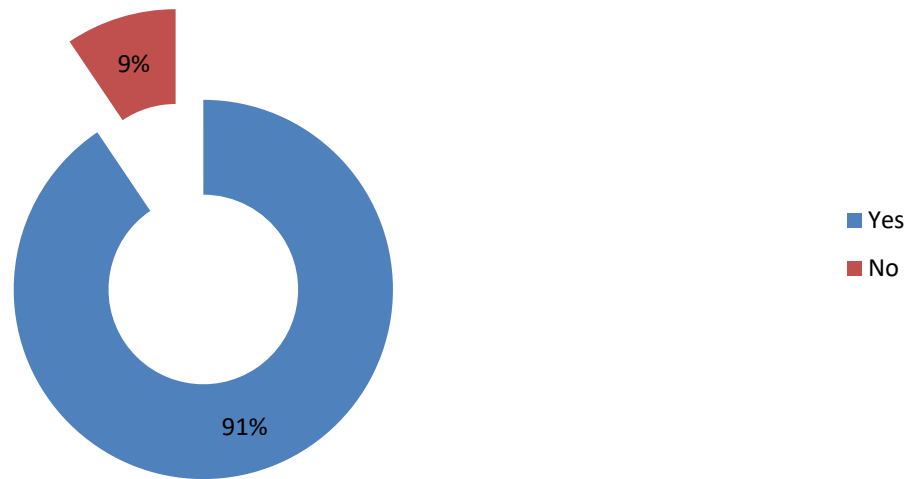
**I am happy with the quality of services I have received.**



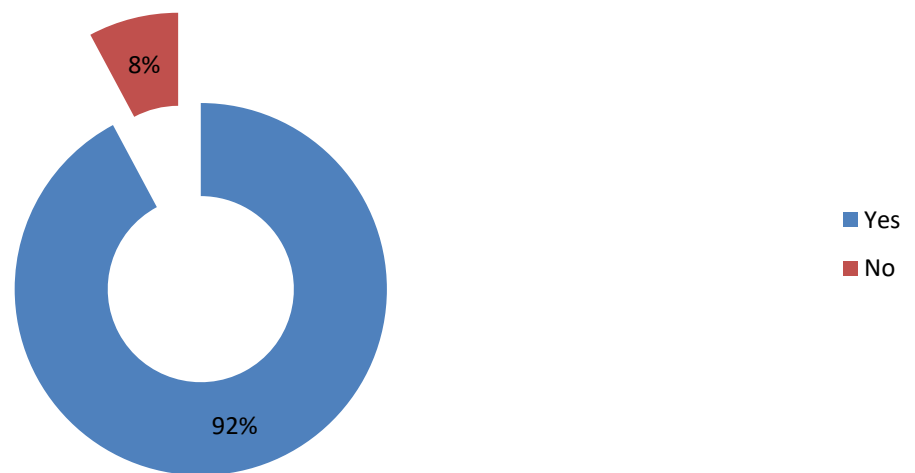
**With CMH support I've been able to be more involved in my local community.**



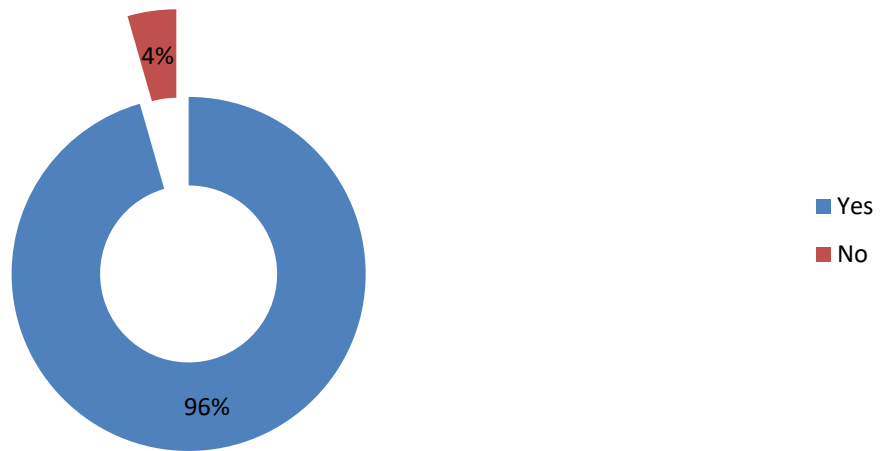
**I have a primary care physician and I see my doctor on a regular basis for my health issues.**



**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?

Most of the respondents commented they were very satisfied with the services and thought the Sanilac CMH staff and services were beneficial. Some comments included 'art class helped'; 'no, doing great'; 'doing a fine job'; 'I have learned all that I need to learn'; 'None'; and 'Nothing, services are awesome'.

Due to the COVID19 pandemic, some services were provided over the phone rather than in person during this period. More than one individual commented that they would rather have in person services, and others commented that it was easier for them to talk on the phone. Some comments included 'didn't care for phone services'; 'being able to do face to face services. Don't like doing it over the phone' and 'Easier to talk on the phone'.

The availability of transportation was mentioned by 4 individuals with comments such as 'transportation' and 'more availability of transportation'.

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 for 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. 87% of respondents did not have difficulty getting services due to any barriers. 13% of individuals responded "Yes", that they had difficulty getting services due to any barriers. Of those 13%, the primary issue they noted was transportation.

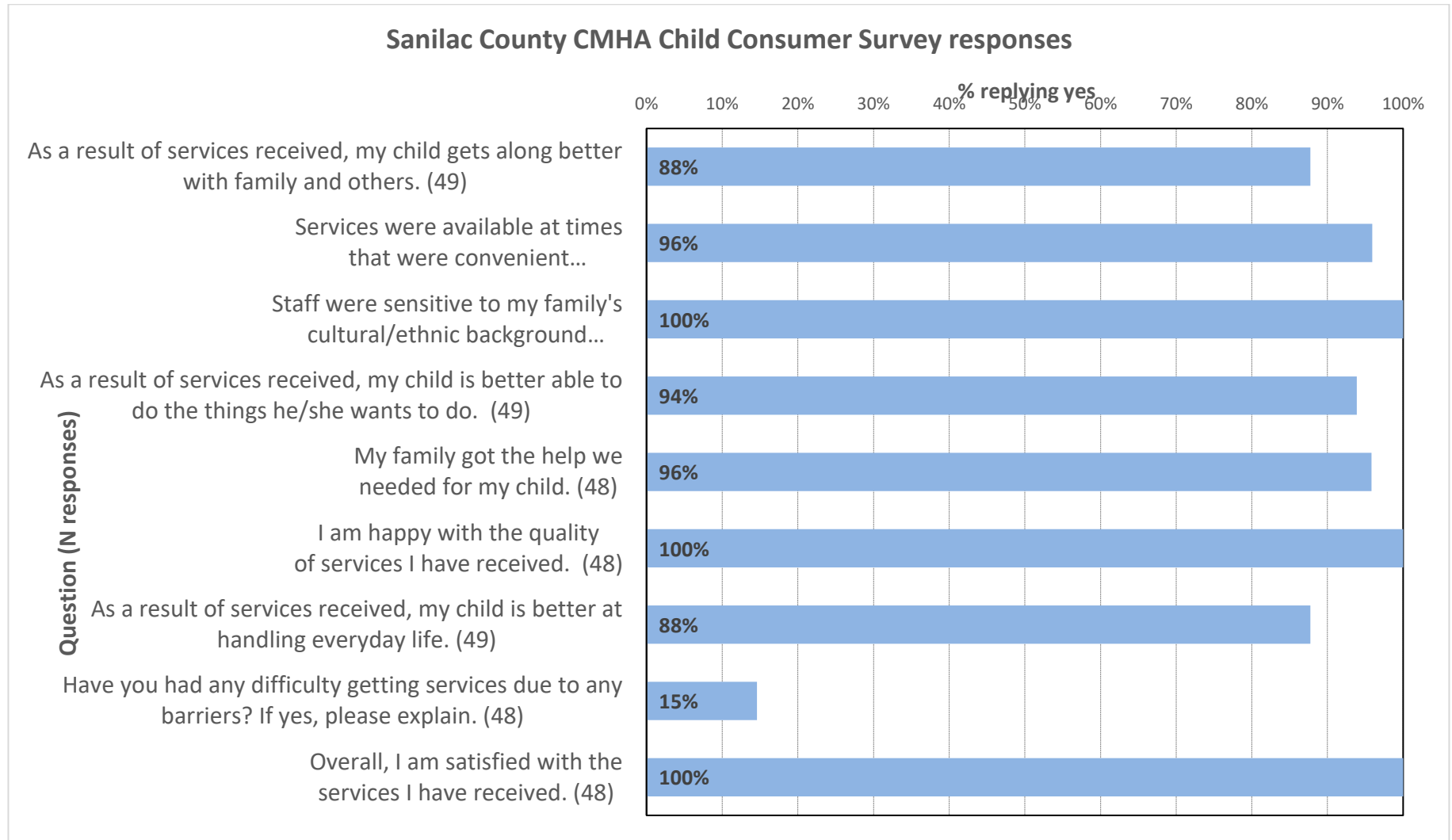
Overall, there were not many barriers noted by the participants other than transportation. Sanilac CMH annually completes an accessibility survey using focus groups that also looks at barriers to services and creates an action plan to address trends noted. Our Agency will continue to monitor all barriers 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 services provided. Some responses included 'Just appreciate the services'; 'I love my services'; 'Hope things continue the way they are! My therapist is wonderful'; 'CMH has really helped me with my mental health and living with it' and 'No. I am very happy with the services I receive'.

## 2020 Child Survey Responses – Condensed View

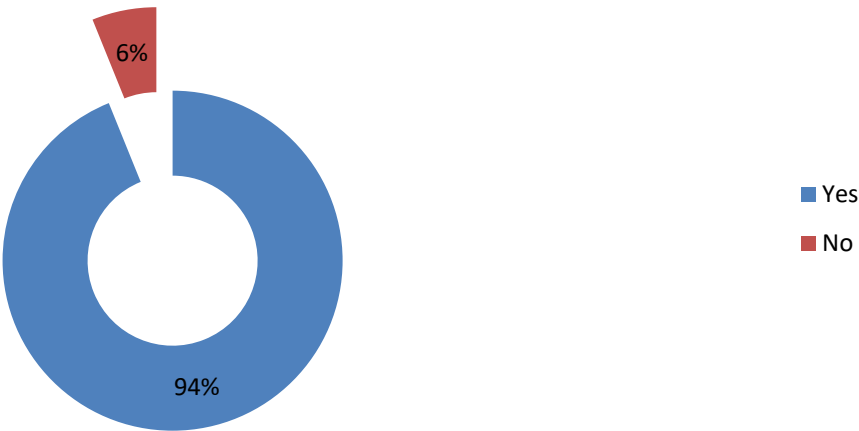
The child survey had 49 respondents.



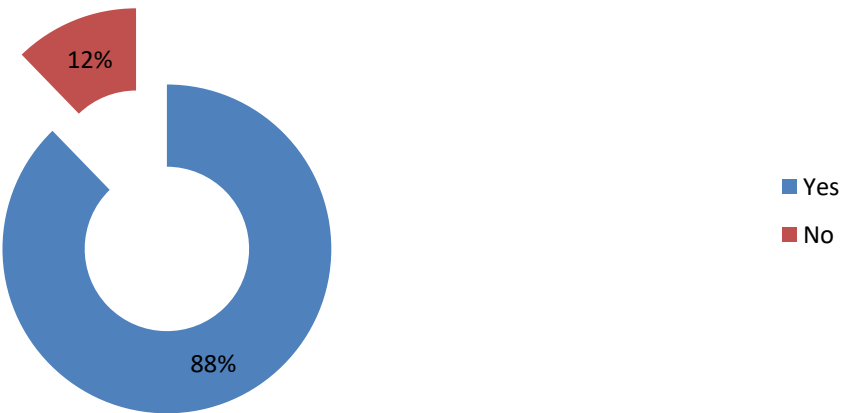
**Child Survey Individual Responses**

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

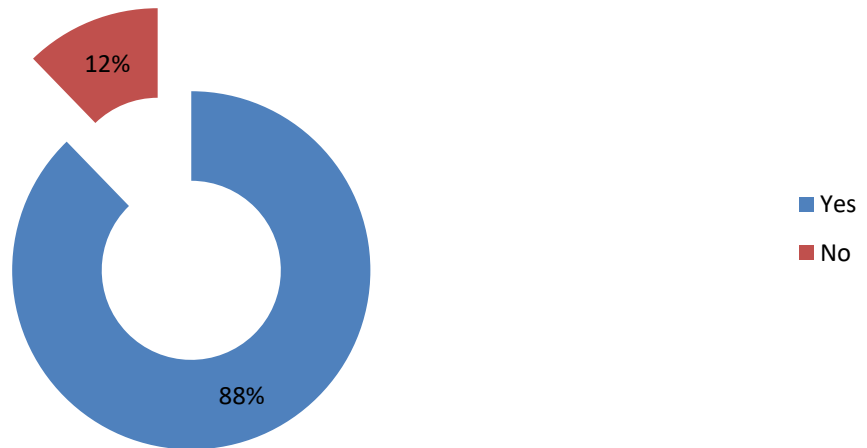
**As a result of services received, my child is better able to do things he/she wants to do.**



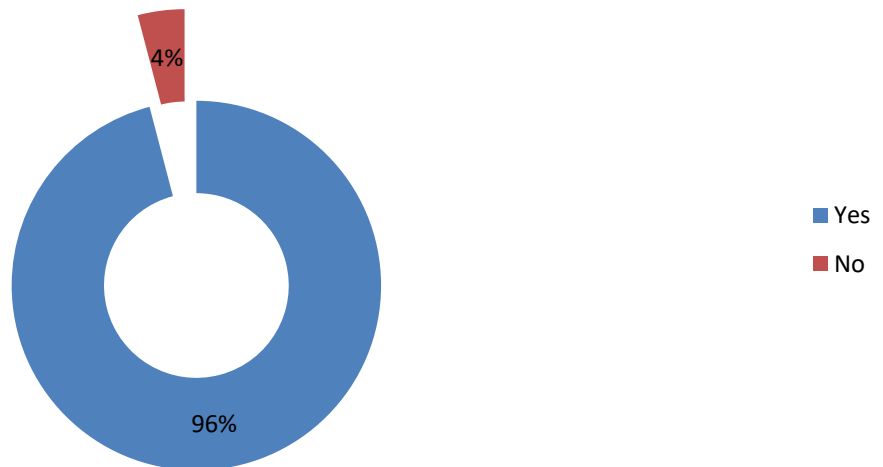
**As a result of services received, my child is better at handling every day life.**



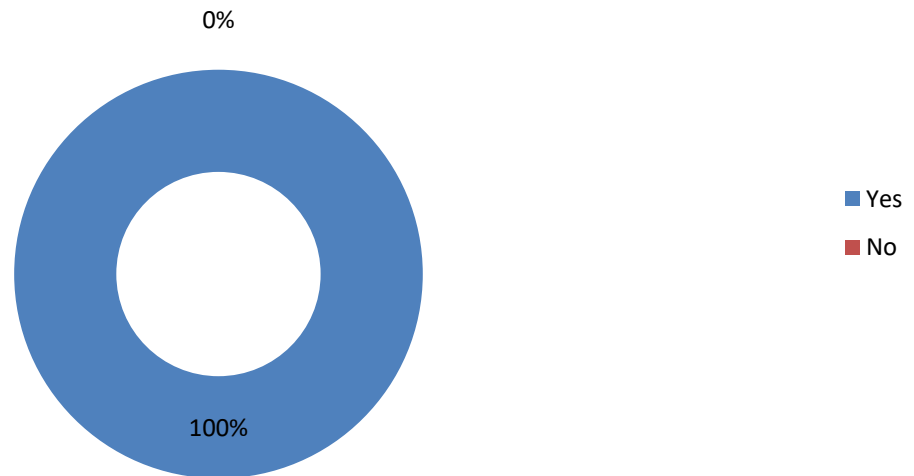
**As a result of services received, my child gets along better with family and others.**



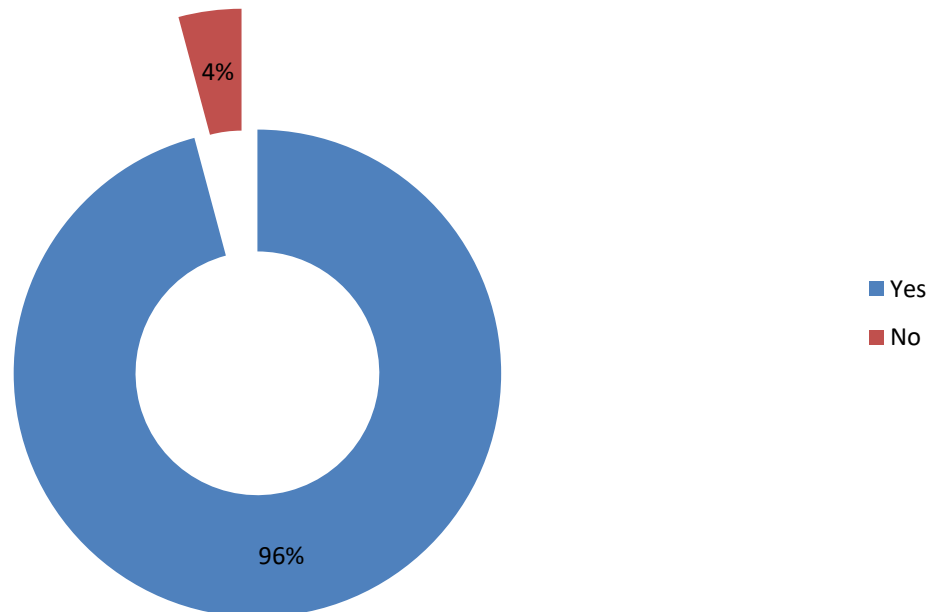
**Services are available at times that are convenient for my family.**



**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.**



**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?

The majority of respondents did not have any barriers that were causing them difficulty in getting services for their child. Six respondents stated that they did have difficulty in getting services for their child. Their responses included: "Work schedule interferes", "Has not been easy", "COVID", "Pandemic", "ABA is doing in house so parents need to be present so it becomes more difficult", "Issues within our control", and "I don't know".

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 trends noted. 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?

While the majority of the responses stated nothing needed to be changed, there were a few suggestions offered that include: "More appointment times and more med reviews", "Brochures", "Don't know", "No more phone and see in person", and "Having anger management classes for youth."

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

Of the 35 participants that gave responses to this question, the majority of respondents were satisfied and happy with the services. Some comments included "It is a great service that CMH provides and has great communication with the schools", "I am good", and "No, thank you."

## METHODOLOGY

Three Hundred eighty-two (382) individuals who received services from Sanilac County CMH were selected to participate in the annual Customer Satisfaction Survey. The CMH population was surveyed using all persons who received medical services during a one month period (June 15, 2020 – July 15, 2020) and 100 randomly chosen participants.

Individuals were contacted by staff when the person came in for services and some were presented with the survey over the phone. Satisfaction rates remained consistent with previous years with a very high level of satisfaction.

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

Sanilac County CMH should receive recognition for the very high number of completed surveys as the completed survey percentage went from 38.39% for FY 2019 to 60% for FY 2020. Recognition is also deserved in regards to the percentage of positive responses to the 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 98% respectively.

For the questions “I like the services I have received”, “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 100% 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 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, and 72% for 2020. Even though the percentage dipped 4 points from 2019, it is still respectfully in line with last year’s score. This validates that our efforts to increase community inclusion for individuals served are working and are being noticed. While we have a long way to go in this endeavor, we are continuing to monitor and pursue progress in this area.

All of the child survey questions received high ratings this year. There was a very positive response again this year to the question ‘my family got the help we needed for my child’; which scored at a 98% positive response. The questions “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”, and “Overall, I am satisfied with the services my child receives” all scored at 100% positive responses. Even though the child survey questions all received exceptional ratings this year, we will continue to monitor and pursue progress in 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.