Customer Experience Summary

FY 2026

Formerly Customer Satisfaction & Accessibility to Services Survey Summary Report

St. Clair County Community Mental Health

3111 Electric Ave., Port Huron, MI

The fiscal year (FY) 2026 Customer Satisfaction Experience survey was administered July 6th - August 7, 2026. A random selection of 661 adults and 845 children were selected to participate in the survey. The FY26 survey sample size was significantly reduced in comparison to previous years, in an effort to reduce costs.

Method

A hardcopy survey was forwarded to all selected individuals with a parent/guardian. The mailing included the survey in addition to a self-addressed stamped envelope. New to the FY26 survey, our Clinical Division Director gave approval for SCCCMH Mental Health Assistants (MHS) and Peer Support Specialist (PSS) to assist when available/appropriate with the survey. The MHA/PSS surveyed individuals at their scheduled appointments, either using a hard copy version of the survey or using a Survey Monkey link previously provided to those given approval to assist. Those staff were able to collect 30 adult surveys.

Two weeks following the initial mailout of the Children's surveys, our Quality Improvement/Data Management staff attempted to call parent/guardians of the Children's population. Of the 80 attempted calls only 7 parents/guardians answered and agreed to complete the survey.

Demographics & Survey Structure

This survey includes a random selection of all ages, all populations and all types of and/or lack of insurance. The Child survey consists of 27 straight forward questions and 1 open ended question. The Adult survey has 38 straight forward questions and 2 open ended questions. This year as in years past, we have used the required Region 10 survey tool, in an effort to reduce the cost and occurrences of surveys forwarded to individuals, parents and guardians.

Response Rate & Overall Satisfaction Rate

The overall response rate for FY26 Customer Experience Survey was **15%** (225 of 1506). The questions used to determine overall satisfaction included the following:

- **CHILD: Overall, I am satisfied with the service(s) my child received" 89%.**
- **ADULT: Overall, I am satisfied with the service(s) I received. 94%.**

Children's Survey Comments

- Absolutely incredible service! My daughter loves going.
- Smooth and very informative process.
- ABA wait times are unacceptable, better communication would be beneficial.
- My child was very comfortable opening up to staff. Staff have helped him through a difficult time in his life. He seems much happier now.

Adult Survey Comments

- Staff made the transition to a group home placement as smooth as possible.
- Staff are wonderful, kind and caring.
- As guardians we cannot be happier with the services she gets.
- Staff are always ready to help. They are always smiling and courteous and available. They seem to always power through to meet my needs.
- I wouldn't be here today if it hadn't been for the treatment I've received here. The place literally saved my entire life. My wife and daughter say. Thank you

Availability and accessibility of services and staff

A majority of individuals and parents/guardians surveyed felt staff returned calls within 24 hours, helped them obtain needed information, and were available at times that were convenient. Individuals and parents/guardians also felt that the location of services was convenient. Some of the questions are noted below, with their response rates.

Child Survey

- 92% Services were available at times that were convenient for us.
- 89% The location of services was convenient for us.

Adult Survey

- 86% Staff returned my call in 24 hours.
- 84% Staff helped me obtain the information I needed so that I could take charge of managing my illness.

Both staffing and transportation have been ongoing issues for SCCCMH. The organization has worked hard to provide options for individuals, parents and guardians when seeking services.

- Transportation options include but are not limited to the following: transportation to and from visits, home visits, telehealth appointments and bus tickets.
- Staffing incentives include educational reimbursement and intern opportunities on site to expand their education, in the most needed fields/positions. SCCCMH has also provided retention bonuses when the budget allows, to keep staff and their expertise at SCCMH.

<u>Outcome and Individuals Choice</u>

Many of the questions on the Child and Adult satisfaction survey inquire about the child's/individuals' outcomes from services received. Some of these questions and their response rate, are as follows:

Child Survey

- 74% "My child is better at handling daily life."
- 74% "My child is better able to do things he or she wants to do."
- 73% "My child gets along better with friends and other people."

Adult Survey

- 76% "I deal more effectively with daily problems."
- 79% "I do things that are more meaningful to me."
- 78% "I feel I belong in my community."

SCCCMH's focus is providing positive, meaningful and lasting changes in the life of the individuals we serve, their families, friends and the community in which they live. We strive to provide the skills and resources needed for an individual's and/or a family to use to better their lives and enrich our community.

<u>Respect and belief in positive change</u>

Individuals and families need to feel they are heard and their choices and beliefs are respected and honored.

The response regarding those questions is as follows:

Child Survey
100% Staff treated me with respect.
100% Staff were respected my family's religious/spiritual beliefs.
96% Staff were sensitive to my cultural/ethnic background.

Adult Survey
92% Staff were sensitive to my cultural background (race, religion, language, etc.)
97% Staff respected my wishes about who is and who is not to be given information about my treatment.
90% Staff here believe that I can grow, change, and recover.

SCCCMH remains focused on creating positive change in the life of the individuals and families served. We are diligent in being respectful of personal beliefs and individual choice.

Each year the number of individuals and families served grows, creating the need for more services, more programs and more staffing. We continue to meet those expectations and provide exceptional services to those within our community, most in need.

The Customer Experience Summary report is reviewed and discussed at the Advisory Council prior to being presented to the St. Clair County Community Mental Health Board. All recommendations are taken into consideration and if possible, implemented into future survey and/or report.

St. Clair County Community Mental Health conducts an annual customer experience survey to meet MDHHS and Region 10 contract requirements, CARF accreditation and CCBHC certification standards. The experience survey provides another opportunity to collect important data from individuals served to ensure that service provision is provided to the highest level of quality, in addition to collecting satisfaction and feedback from individuals and their families at every opportunity. The results of the survey drive internal improvement opportunities and provide validation for quality initiatives.