

FY22 Customer Satisfaction Survey Summary

The average overall customer satisfaction (adult & child) with services is 97% (181 of 187) based on the following questions:

- #9 “Overall, I am satisfied with the services I have received.” Child 97% (28 of 29)
- #11 “Overall, I am satisfied with the services I have received.” Adult 97% (153 of 158)

Below is a table showing the past five years percentages and numbers for key data collected/calculated regarding the survey and survey responses.

FY	Response Rate	Overall Satisfaction	Method	#'s
FY22	16%	97%	All MAIL	1263
FY21	17%	95%	ALL MAIL	2422
FY20	23%	95%	ALL MAIL	1779
FY19	44%	97%	In Person & Mail	995
FY18	41%	97%	In Person & Mail	1146

<i>FY 2022 Child Customer Satisfaction Survey</i>		%	# Responses (Max 31)
1	As a result of services received, my child gets along better with family and others.	97%	29 of 30
2	Services were available at times that were convenient for my family.	97%	29 of 30
3	Staff were sensitive to my family's' cultural/ethnic background and treated us with respect.	100%	30 of 30
4	As a result of services received, my child is better able to do the things he/she wants to do.	93%	28 of 30
5	My family got the help needed for my child.	90%	27 of 30
6	I am happy with the quality of services I have received.	97%	28 of 29
7	As a result of services received, my child is better handling everyday life.	97%	28 of 29
8	Have you had difficulty getting services due to any barriers.	31%	9 of 29
9	Overall, I am satisfied with the services I have received.	97%	28 of 29

<i>FY 2022 Adult Customer Satisfaction Survey</i>		%	# Responses (Max 167)
1	I like the services I have received.	96%	156 of 162
2	As a result of services received, my symptoms are not bothering me as much.	87%	131 of 151
3	Staff were sensitive to my cultural/ethnic background and treated me with respect.	99%	156 of 157
4	As a result of services received, I am better able to control my life.	90%	140 of 156
5	Staff believed in me by supporting my journey towards recovery, discovery, health and independence. WORDING CHANGE	96%	150 of 156
6	Services were available at times that were convenient to me.	99%	158 of 160
7	As a result of services received, I do better in social situations.	84%	129 of 154
8	I am happy with the quality of services I have received.	97%	151 of 156
9	Have you had difficulty getting services due to any barriers.	17%	27 of 156
10	As a result of services received, I deal more effectively with daily problems.	91%	141 of 155
11	Overall, I am satisfied with the services I have received.	97%	153 of 158

The following questions/responses below were open ended:

Adult/Child: “Do you have any other comments, questions, or concerns?”

Comments/Suggestions
“Have received excellent and compassionate services from every staff member at CMH”
“Meeting with psych takes a long time. Having a late policy is fine however having multiple appointments canceled is unfair to my child. I was 12 minutes late for apt.”
“The reason why I came to St. Clair CMH was to get help to diagnose ADHS in my child and help with medication.”
“Still working on issues. My therapist is continuing to help.”

Adult/Child: “What would make services better for you or the community as a whole?”

Comments/Suggestions
“More psych, a better more compassionate late policy. Having counselors able to consult whole family one on one and together.”
“Increase hours for day program, only going 2 days as of now.”
“Changes are difficult but every year or so we get a new counselor. Have to start over again.”
“Open counseling to 7PM for those working 1 st shift”