

Customer Satisfaction Summary

FY 2023

St. Clair County Community Mental Health Authority

3111 Electric Ave., Port Huron, MI

This report is the annual St. Clair County Community Mental Health Authority (SCCCMHA) summary regarding customer satisfaction for Fiscal Year 2023. It represents SCCCMHA’s effort to implement the customer satisfaction process as noted in the FY23 “Quality Improvement Plan.”

Method

The FY23 Customer Satisfaction Survey was administered July 31, 2023 - September 1, 2023. The survey method included mail out, in person and phone calls. The survey selection included all individuals opened to services on July 15, 2023. SCCCMHA’s survey incorporated all the questions from the Region 10 (PIHP) required Customer Satisfaction Survey and the CCBHC required MDHHS MHSIP & YSS Customer Survey.

All required reporting data and survey results for both Region 10 and the CCBHC were timely submitted. Region 10 requiring Medicaid only individuals to be submitted, of which there needed to be a minimum of 100 individuals receiving Home and Community Based Services (HCBS) and the identification of anyone open to CCBHC.

All the CCBHC required data fields along with the survey results were also submitted to SCCCMHA’s designated staff. The CCBHC final data/survey report will be completed and submitted.

SCCCMHA included all individuals open to services on July 15, 2023 regardless of their funding source (i.e. Medicaid, private insurance, general fund etc.). All individuals or the parent/guardian were mailed a survey, which included a self-addressed stamped envelope. Two weeks following the mail out, individuals who had not yet completed their survey were provided one in person (if they had a scheduled appointment at the Electric Ave. site) or were called and requested to complete the survey (as time allotted).

The overall response rate for the SCCCMHA FY23 Customer Satisfaction was 18% an increase from FY22’s 16%. Below is the response rate history for the past four years.

Response Rate and Overall Satisfaction

| FY | Response Rate | Overall Satisfaction | Method | #’s |
|------|---------------|----------------------|--|------|
| FY23 | 18% | 95% | ALL MAIL, Follow up with In Person & Phone | 3990 |
| FY22 | 16% | 97% | ALL MAIL | 1263 |
| FY21 | 17% | 94% | ALL MAIL | 2422 |
| FY20 | 23% | 95% | ALL MAIL | 1779 |

The Questions (Child & Adult)

There were two surveys one for children and one for adults. The Child survey consisted of 31 questions, 26 straightforward questions and five open ended questions. The adult survey included 30 straightforward questions and five open ended questions. The possible responses for the straight forward questions included “Strongly Agree, Somewhat Agree, Somewhat Disagree, Strongly Disagree and Not Applicable.

All surveys that SCCCMHA Quality Improvement staff noted as requesting a follow-up, based on the request of the individual, parent/guardian of the individual, or comments noted on the survey, were forwarded to the SCCCMHA’s Program Director. The follow up phone call(s) by the Program Director was documented on the hardcopy survey as well as entered into the Customer Satisfaction Survey spreadsheet.

The below tables (Child & Adult) details the response to each questions:

| CHILD Customer Satisfaction Survey | | Strongly Agree/ Somewhat Agree | Strongly Disagree/ Somewhat Disagree | N/A |
|---|---|---|---|--------------|
| 1 | Overall, I am satisfied with the services my child received. | 106/112 (95%) | 6/112 (5%) | 0/112 (0%) |
| 2 | The people helping my child stuck with us no matter what. | 102/112 (91%) | 4/112 (4%) | 6/112 (5%) |
| 3 | I felt my child had someone to communicate with when they were troubled. | 101/112 (90%) | 3/112 (3%) | 8/112 (7%) |
| 4 | The services my child and/or family received were right for us. | 106/112 (95%) | 5/112 (4%) | 1/112 (1%) |
| 5 | My family got as much help as we needed for my child. | 103/112 (92%) | 8/112 (7%) | 1/112 (1%) |
| 6 | I helped to choose my child's services. | 106/112 (94%) | 3/112 (3%) | 3/112 (3%) |
| 7 | I helped to choose my child's treatment goals. | 108/112 (96%) | 3/112 (3%) | 1/112 (1%) |
| 8 | I participated in my child's treatment. | 106/112 (95%) | 5/112 (4%) | 1/112 (1%) |
| 9 | Staff were willing to see my child as often as their treatment plan stated. | 105/112 (94%) | 4/112 (3%) | 3/112 (3%) |
| 10 | Staff returned our calls within 1 business day. | 96/111 (86%) | 10/111 (9%) | 5/111 (5%) |
| 11 | Services were available at time that were good for us. | 108/112 (96%) | 3/112 (3%) | 1/112 (1%) |
| 12 | My child was able to get every type of service that their provider recommended. | 99/112 (88%) | 10/112 (9%) | 3/112 (3%) |
| 13 | My child was able to get urgent treatment as soon as they needed. | 81/112 (72%) | 7/112 (6%) | 24/112 (22%) |
| 14 | Staff were sensitive to my cultural/ethnic background. | 66/112 (59%) | 1/112 (1%) | 45/112 (40%) |
| 15 | Staff respected my family's religious/spiritual beliefs. | 72/112 (64%) | 1/112 (1%) | 39/112 (35%) |
| 16 | Staff spoke with me in a way that I understood. | 111/112 (99%) | 1/112 (1%) | 0/112 (0%) |
| 17 | My child is better at handling daily life. | 94/112 (84%) | 12/112 (11%) | 6/112 (5%) |
| 18 | My child gets along better with family members. | 92/111 (83%) | 10/111 (9%) | 9/111 (8%) |
| 19 | My child is doing better in school or work. | 78/112 (70%) | 15/112 (13%) | 19/112 (17%) |
| 20 | My child is better able to cope when things go wrong. | 85/112 (76%) | 19/112 (17%) | 8/112 (7%) |
| 21 | My child is better able to do things they want to do. | 95/112 (85%) | 10/112 (9%) | 7/112 (6%) |
| 22 | I am happy with the quality of services received. | 104/112 (93%) | 7/112 (6%) | 1/112 (1%) |
| 23 | My child gets along better with family members. | 88/110 (80%) | 11/110 (10%) | 11/110 (10%) |

| | | | | |
|----|--|---------------|--------------|--------------|
| 24 | I have people I am comfortable talking with about my child's problems. | 103/112 (92%) | 6/112 (5%) | 3/112 (3%) |
| 25 | Have you had difficulty getting services due to any barriers. If agreed, please explain. | 21/110 (19%) | 36/110 (33%) | 53/110 (48%) |
| 26 | If you have called CMH after regular business hours, were you satisfied with the services provided by the crisis line. | 39/112 (35%) | 7/112 (6%) | 66/112 (59%) |
| 27 | Regarding your experience in the past 6 months, has there been anything that has been particularly beneficial for you and your child. Please describe in detail. | 43 Responses | | |
| 28 | Has there been anything about your service experience that you would want to see improved. | 30 Responses | | |
| 29 | Is there anything else that you would like to say about you and your child's experience. | 36 Responses | | |
| 30 | If you are interested in signing up for the SCCCMHA email newsletter and being entered into a lottery to win a \$25. gift card, enter your email address below: | 46 Responses | | |
| 31 | If you would like to be contacted by the provider, please fill out the response box below: | 20 Responses | | |

| ADULT Customer Satisfaction Survey | | Strongly Agree/ Somewhat Agree | Strongly Disagree/ Somewhat Disagree | N/A |
|---|--|---|---|---------------|
| 1 | I like the services I have received. | 573/585 (98%) | 11/585 (1%) | 1/585 (1%) |
| 2 | If I had other choices, I would still get services from this agency. | 552/582 (95%) | 24/582 (4%) | 6/582 (1%) |
| 3 | I would recommend this agency to a friend or family member. | 564/585 (96%) | 16/585 (3%) | 5/585 (1%) |
| 4 | Staff were willing to see me as often as my treatment plan stated. | 547/584 (94%) | 21/584 (3%) | 16/584 (3%) |
| 5 | Staff returned my call within 1 business day. | 510/582 (88%) | 31/582 (5%) | 41/582 (7%) |
| 6 | I was able to get urgent treatment as soon as I needed to. | 418/582 (72%) | 26/582 (4%) | 138/582 (24%) |
| 7 | Services were available at times that were good for me. | 559/583 (96%) | 17/583 (3%) | 7/583 (1%) |
| 8 | I was able to get every type of service that my provider recommended. | 539/581 (93%) | 26/581 (4%) | 16/581 (3%) |
| 9 | I felt comfortable asking questions about my treatment and medication. | 533/584 (91%) | 10/584 (2%) | 41/584 (7%) |
| 10 | I was given information about my rights. | 569/582 (98%) | 10/582 (1%) | 3/582 (1%) |
| 11 | Staff encouraged me to take responsibility for how I live my life. | 507/580 (87%) | 12/580 (2%) | 61/580 (11%) |
| 12 | Staff respected my wishes about who is and who is not to be given information about treatment. | 547/581 (94%) | 9/581 (2%) | 25/581 (4%) |
| 13 | I, not staff, decided my treatment goals. | 542/581 (93%) | 13/581 (2%) | 26/581 (5%) |
| 14 | Staff were sensitive to my cultural background (race, religion, language, etc.) | 489/579 (84%) | 8/579 (2%) | 82/579 (14%) |

| | | | | |
|----|---|---------------|---------------|---------------|
| 15 | Staff helped me obtain the information I needed (programs, side effects, etc.) so that I could take charge of managing my illness. | 507/578 (88%) | 19/578 (3%) | 52/578 (9%) |
| 16 | I deal more effectively with daily problems. | 502/583 (86%) | 40/583 (7%), | 41/583 (7%) |
| 17 | I do better in social situations. | 459/583 (79%) | 80/583 (14%) | 44/583 (7%) |
| 18 | I do better in school and/or work. | 363/580 (62%) | 45/580 (8%) | 172/580 (30%) |
| 19 | My symptoms are not bothering me as much. | 403/578 (70%) | 112/578 (19%) | 63/578 (11%) |
| 20 | I am better able to take care of my needs. | 480/580 (83%) | 54/580 (9%) | 46/580 (8%) |
| 21 | I am better able to control my life. | 463/566 (82%) | 55/566 (10%) | 48/566 (8%) |
| 22 | I am better able to handle things when they go wrong. | 454/567 (80%) | 61/567 (11%) | 52/567 (9%) |
| 23 | I am better able to do things that I want to do. | 462/568 (81%) | 66/568 (12%) | 40/568 (7%) |
| 24 | I have people with whom I can do enjoyable things. | 498/570 (87%) | 49/570 (9%) | 23/570 (4%) |
| 25 | I have the support I need from family and friends. | 511/568 (90%) | 42/568 (7%) | 15/568 (3%) |
| 26 | Staff believed in me by supporting my journey toward recovery, discovery, health, and independence. | 506/564 (90%) | 17/564 (3%) | 41/564 (7%) |
| 27 | I am happy with the quality of services I have received. | 542/570 (95%) | 20/570 (4%) | 8/570 (1%) |
| 28 | Have you had difficulty getting services due to any barriers. If yes, please explain. | 153/558 (28%) | 213/558 (38%) | 192/558 (34%) |
| 29 | If you have called CMH after regular business hours, were you satisfied with the services provided by the crisis line. | 201/563 (36%) | 17/563 (3%) | 345/563 (61%) |
| 30 | Overall, I am satisfied with the services I have received. | 541/567 (95%) | 17/567 (3%) | 9/567 (2%) |
| 31 | Regarding your service experience, has there been anything that has been particularly beneficial for you. Please describe in detail. | 220 Response | | |
| 32 | Has there been anything about your service experience that you would want to see improved. | 124 Responses | | |
| 33 | Is there anything else that you would like to say about your service experience. | 130 Responses | | |
| 34 | If you are interested in signing up for the SCCCMHA email newsletter and being entered into a lottery to win a \$25. gift card, enter your email address below: | 218 Responses | | |
| 35 | If you would like to be contacted by the provider, please fill out the response box below: | 44 Responses | | |

Demographics

The following table indicates the age groups of respondents. Individuals surveyed were grouped by “0-17”, “18 and older.” Of the 703 completed surveys, the age group breakouts of the respondents are as follows:

| Age | Percentage | Number |
|--------------|------------|------------|
| 0-17 | 16% | 115 of 703 |
| 18 and older | 84% | 588 of 703 |

The following table indicates the population percentages of the respondents. Individuals surveyed were grouped by the following populations: **I/DDA** (Adults with Intellectual Developmental Disability), **I/DDC** (Children with Intellectual Developmental Disability), **MIA** (Adults with a Mental Illness), and **MIC** (Children with a Serious Emotional Disorder).

| Population | Percentage | Number |
|------------|------------|------------|
| I/DDA | 32% | 223 of 703 |
| I/DDC | 6% | 42 of 703 |
| MIA | 52% | 365 of 703 |
| MIC | 10% | 73 of 703 |

Results

Using the responses from the following question, taken from the child and the adult survey **“Overall, I am satisfied with the services I have received”**, the cumulative overall rate of customer satisfaction was 95%.

- #1 “Overall, I am satisfied with the services I have received.” Child 95% (106 of 112)
- #30 “Overall, I am satisfied with the services I have received.” Adult 95% (541 of 567)

A sample of the responses received from two of the five open-ended questions are as follows:

Question #27 (Child) & #31 (Adult)

“Regarding your experience, has there been anything that has been particularly beneficial for you or your child.”

- CHILD - “My child talks to us more and is doing more for herself”
- CHILD - “We have learned new ways to communicate with each other”
- CHILD - “Knowing that she’s not alone and there are people around that care”
- ADULT - “My therapist has taught me a lot of coping mechanisms”
- ADULT - “Being able to hear someone else’s perspective without being judged”
- ADULT - “It’s all been beneficial”

Question #28 (Child) & 32 (Adult)

“Has there been anything about your (your child’s) service experience that you would want to see improved.”

- CHILD - “Communication with parents, progress reports, scheduling, would like to see goal chart.”
- CHILD - “Respite care for parents.”
- CHILD - “Wait time for OT services.”
- ADULT - “Simplifying the prescription renewal process. Everything else is excellent.”
- ADULT - “Less confusion and more clarity on transferring meds and being evaluated. Same with the therapy.”

- ADULT – “More access to transportation.”

Discussion

Preliminary survey findings and responses to each question were reviewed and analyzed by members of the St. Clair County Advisory Council, which includes persons (or their family members) who receive services from public mental health in St. Clair County. The survey findings were discussed to gain suggestions as well as facilitate a question-and-answer forum. The group also reviewed statistics in relation to who completed the surveys, the method of administration and the response rate for St. Clair County CMH.

Fiscal Year 2023’s “Overall Satisfaction” cumulative rate was 95%. It should be noted that this satisfaction survey is only one of many tools SCCCMHA uses to evaluate an individual’s satisfaction with services. Each individual who receives services is asked about satisfaction with the services received on an ongoing basis (annually and at periodic reviews). They also have an opportunity, via the Suggestion Box Survey, to submit comments anytime throughout the year.

The overall response rate for FY23 was 18% compared to FY22’s 16%. We will continue to evaluate the survey administration process for future surveys, as we would like to increase the response rate.

Recommendations

St. Clair County CMH and their staff should receive recognition for the 95% overall customer satisfaction. These positive results reflect that the majority of people served by SCCCMHA feel that the services they receive meet their individualized needs.

As part of its continuous quality improvement efforts, the SCCCMHA Quality Improvement office will continue to evaluate the methodologies and tools used for survey administration, in an effort to increase survey participation and bring efficiencies to administration of the survey. Careful analysis of survey responses and comments are considered for upcoming survey opportunities.