



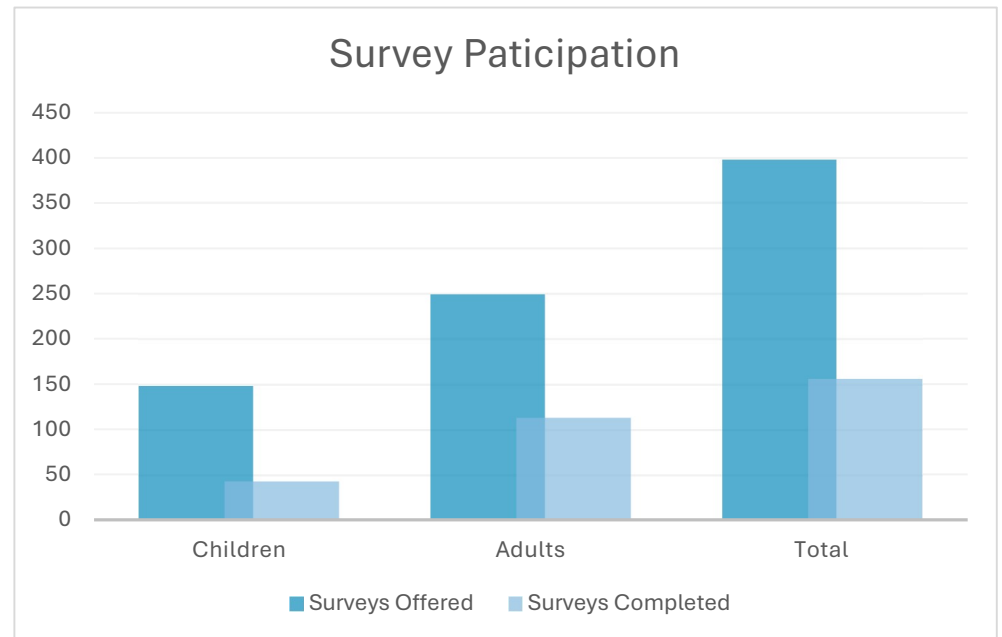
CUSTOMER SATISFACTION SURVEY

Annual Summary

FY 2024

Summary of results

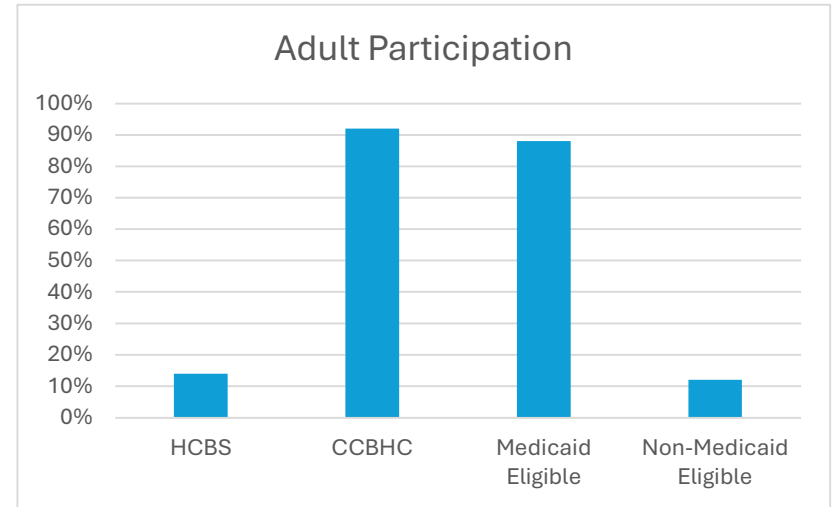
The annual Customer Satisfaction Survey was conducted from July 22, 2024 – August 9, 2024. A random selection of adults and children who received a service during the time frame were asked to participate in the survey. This random selection included some individuals that receive Home and [Community Based Services \(HCBS\)](#), Substance Use Disorder ([SUD](#)) services and Certified Community Behavioral Health Clinic (CCBHC) services. All surveys were administered through in person questionnaires. Three Hundred ninety-seven (397) surveys were offered during this period. Of those offered, 156 surveys were completed. The returned surveys consisted of forty-three (43) child surveys and one hundred thirteen (113) adult surveys. The questions for this survey are provided from the Region 10 Quality Management Committee (consisting of Genesee, Lapeer, St. Clair, and Sanilac County CMHs). They 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/ Adult Customer Satisfaction Survey Tools and CCBHC requirements. They were then administered in written form, via QR code, or read aloud. The surveys that were administered in written format were done one on one with staff at the CMH office location, in a budgeted home, or on their own if they wished. The surveys that were administered via QR code were also done in office before appointments with the option to complete on their own or ask questions to a staff member. The adult survey was comprised of 40 questions, 37 of them with a response of agreed, neither agree nor disagree, or disagree and 3 options to leave comments, any barriers present, and an option to be called back about the survey if they wished. The children’s survey was comprised of 30 questions, 27 of them with a response of agree, neither agree nor disagree, or disagree and 3 options to leave comments, any barriers present, and an option to be called back about the survey if they wished.



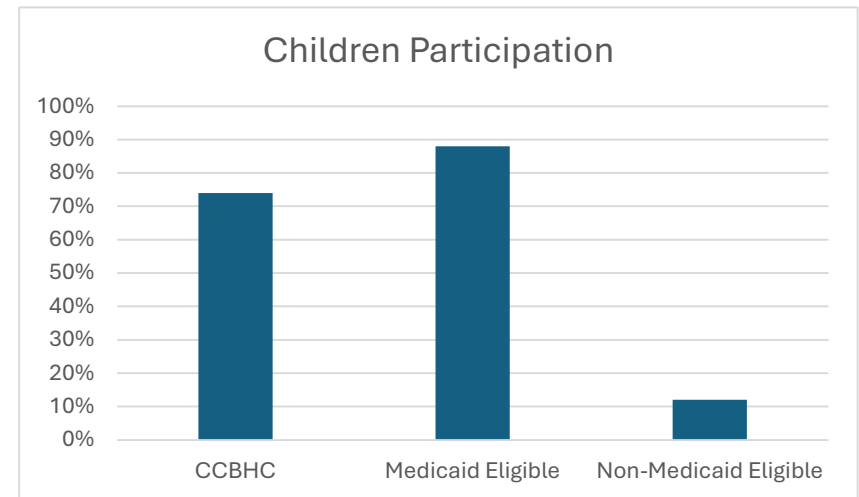
Demographics

Of the 113 Adult surveys completed, 14% were HCBS, 92% were CCBHC, 88% were Medicaid eligible, and 12% were non-Medicaid. The largest change from 2023 to 2024 was seen in CCBHC participation which raised from 12.3% to 92% for an increase of 79.7%.

Of the 43 Children surveys completed by parent, guardian or accompanying adult; 74% were CCBHC, 88% were Medicaid eligible, and 12% were non-Medicaid. Children in Sanilac County are generally not HCBS since Sanilac County currently does not have any children specific homes, MDHHS finds placement for children.

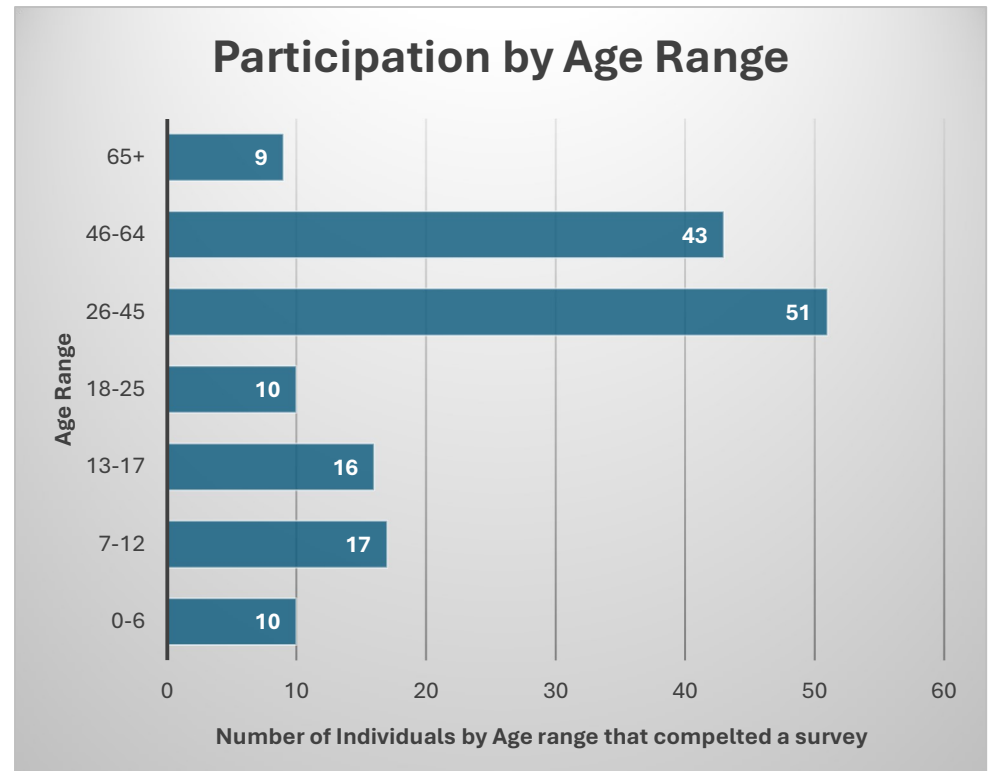


29% of children that were offered the survey completed it while 45% of adults offered the survey completed it.



Surveys were administered using a subset of the MDHHS Youth/Adult Customer Satisfaction Survey tool along with CCBHC requirements. All individuals were asked to complete a survey in person on paper or via QR code directly to the Survey Monkey. The following chart offers a visual view of demographic data.

The total number of individuals that completed a survey (156) were broken down by age group, which are as follows: Ages 0-6 years old [6%]; Ages 7-12 years old [11%]; Ages 13-17 years old [10%]; Ages 18-25 years old [6%]; and Ages 26-45 years old [33%]; Ages 46-64 years old [28%]; Ages 65 years and up [6%]. In both 2024 and 2023 the age group with the greatest number of respondents was also the 26-45 year olds.



2024 Adult Survey

The adult survey was comprised of 40 questions, 37 of them with a response of agreed, neither agree nor disagree, or disagree and 3 options to leave comments, any barriers present, and an option to be called back about the survey if they wished. The questions and answers can be seen below as well as the questions with the most amount of each response.

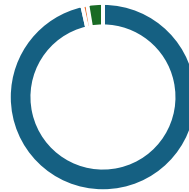
I like the services that I received at Sanilac CMH.



■ Agreed ■ Neither ■ Disagreed ■ Blank

94% of respondents agreed, 2% disagreed

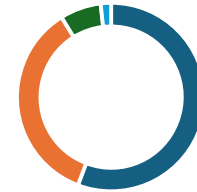
The location of services was convenient (parking, public transportation, distance, etc.).



■ Agreed ■ Neither ■ Disagreed ■ Blank

96% of respondents agreed, 3% disagreed

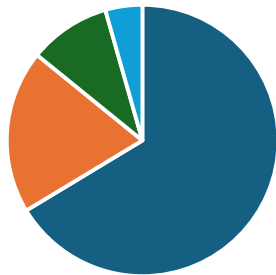
As a direct result of services I received; I do better in school and/or work.



■ Agreed ■ Neither ■ Disagreed ■ Blank

56% of respondents agreed, 35% said neither, and 7% disagreed

I feel I belong in my community.

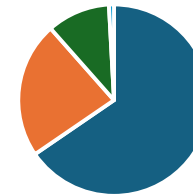


■ Agreed ■ Neither ■ Disagreed ■ Blank

66% agreed, 19% neither agreed nor disagreed, and 10% disagreed.

65% agreed, 23% neither agreed nor disagreed, and 11% disagree with this statement.

As a direct result of services I received; I do better in social situations



■ Agreed ■ Neither ■ Disagreed ■ Blank

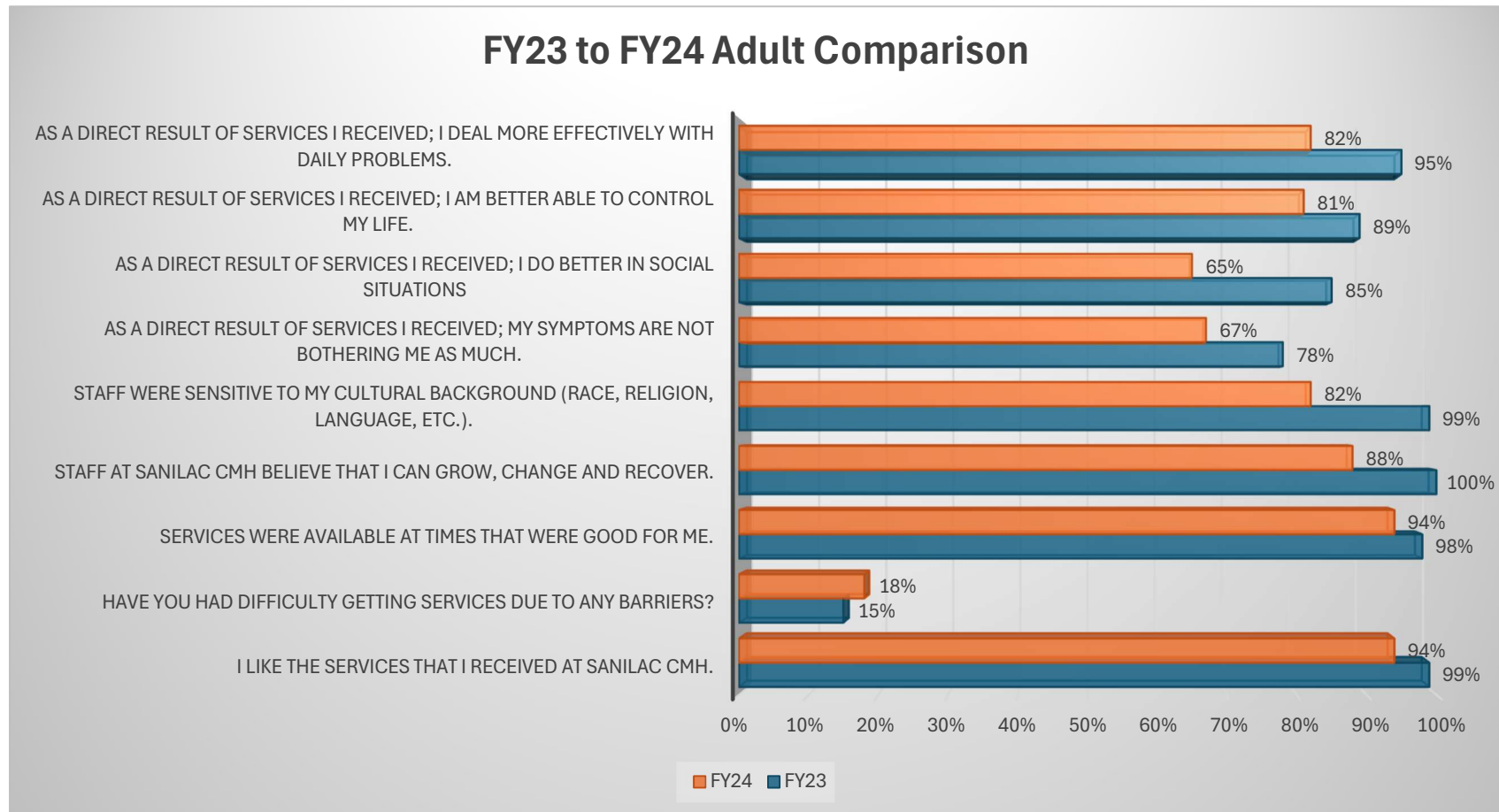
Adult Survey Responses



■ Agreed ■ Neither ■ Disagreed ■ Blank

Adult Responses Year over Year

Below you can see FY23 compared to FY24. Some things to consider when looking at this chart include that in October of 2023 the start of FY24 Sanilac CMH became a CCBHC Demonstration site, meaning our consumer load has increased greatly over the last year. This years questions had more options for answers including the option to leave it blank or choose “neither agree nor disagree” while in 2023 the questions included choices of “yes” or “no”.



Open Ended Question Responses

Have you had any difficulty getting services due to any barriers? If yes, please explain.

Most respondents indicated that they did not have any difficulties getting services due to barriers. Of the 113 responses 80% (90) said no, 18% (20) said yes and 2% (3) left it blank. Of the 18% that said yes, they did have difficulty a few common responses were due to transportation and having a long walk in, care managers cancelling appointments, and stigma from the community.

“I have to walk into my doctor’s appointments” and another said, “walking distance is an issue for me”

“Having more autism treatment for adults could be beneficial”

“My phone doesn’t work, so communication can be hard”

“When my care manager cancels my appointment, I get worried my case will be closed”

“For a while I was supposed to see my care manger every two weeks, but they could only see me every 6 so I had to change my care manager”

“I struggle with the ability to work, and mental illness making me financial struggle, I could really use some resources here”

“I don’t discuss my religious beliefs, or my military background because I was taught not too”

Do you have any other questions, comments or concerns? A majority of these responses were very appreciative of the services and care we provide. While some provided suggestion and concerns that included more classes, and locations to provide services.

“CMH has been a big part of my life, and I would like to thank everyone for my help. If it wasn't for you, I wouldn't be here today. Thank you for helping me:)”

“Gloria is awesome! She encourages me to live without having CMH involved, but still to use her as a resource to help reach my goals. Melissa is awesome too! Everyone is awesome, thank you all!!! DBT has been amazing, and I learned a lot!”

“Just what I needed, when I needed it”

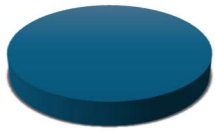
“We could use more resources in our small community”

“We could really utilize a neuropsychologist”

2024 Children Survey Results

The children’s survey was comprised of 30 questions, 27 of them with a response of agree, neither agree nor disagree, or disagree and 3 options to leave comments, any barriers present, and an option to be called back about the survey if they wished. The questions and answers can be seen below as well as the questions with the most amount of each response.

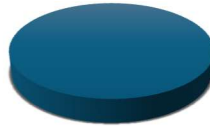
I helped to choose my child's treatment goals.



■ Agreed ■ Neither ■ Disagreed

All 43 surveys agreed that they played a part in the person-centered planning process.

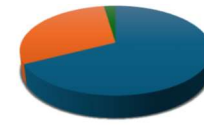
Staff treated me and my child with respect.



■ Agreed ■ Neither ■ Disagreed

All participants of the survey agreed that they were treated with kindness and respect when attending Sanilac CMH.

As a result of the services my child and/or family...



■ Agreed ■ Neither ■ Disagreed

This was the question with the most responses of “Neither agree nor disagree” making up 30% of the response.

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



■ Agreed ■ Neither ■ Disagreed

84% said that they agreed, 16% neither agreed nor disagreed and 0% disagreed.

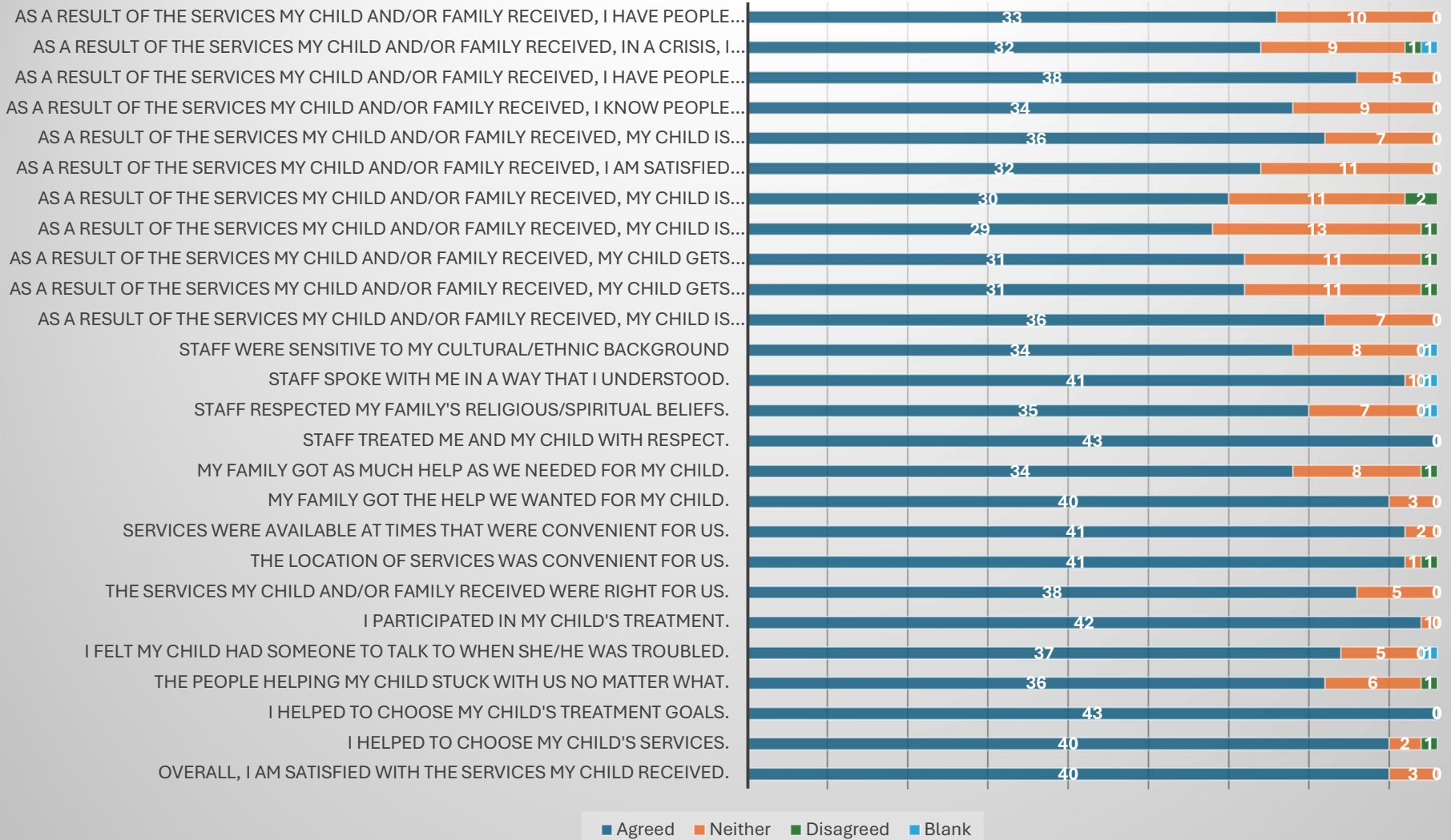
This question has the most amount of disagree answers with only 2 answers disagreeing, 11 neither agreeing or disagreeing and 30 agreeing.

As a result of the services my child and/or family received, my child is better able to cope when things go wrong.



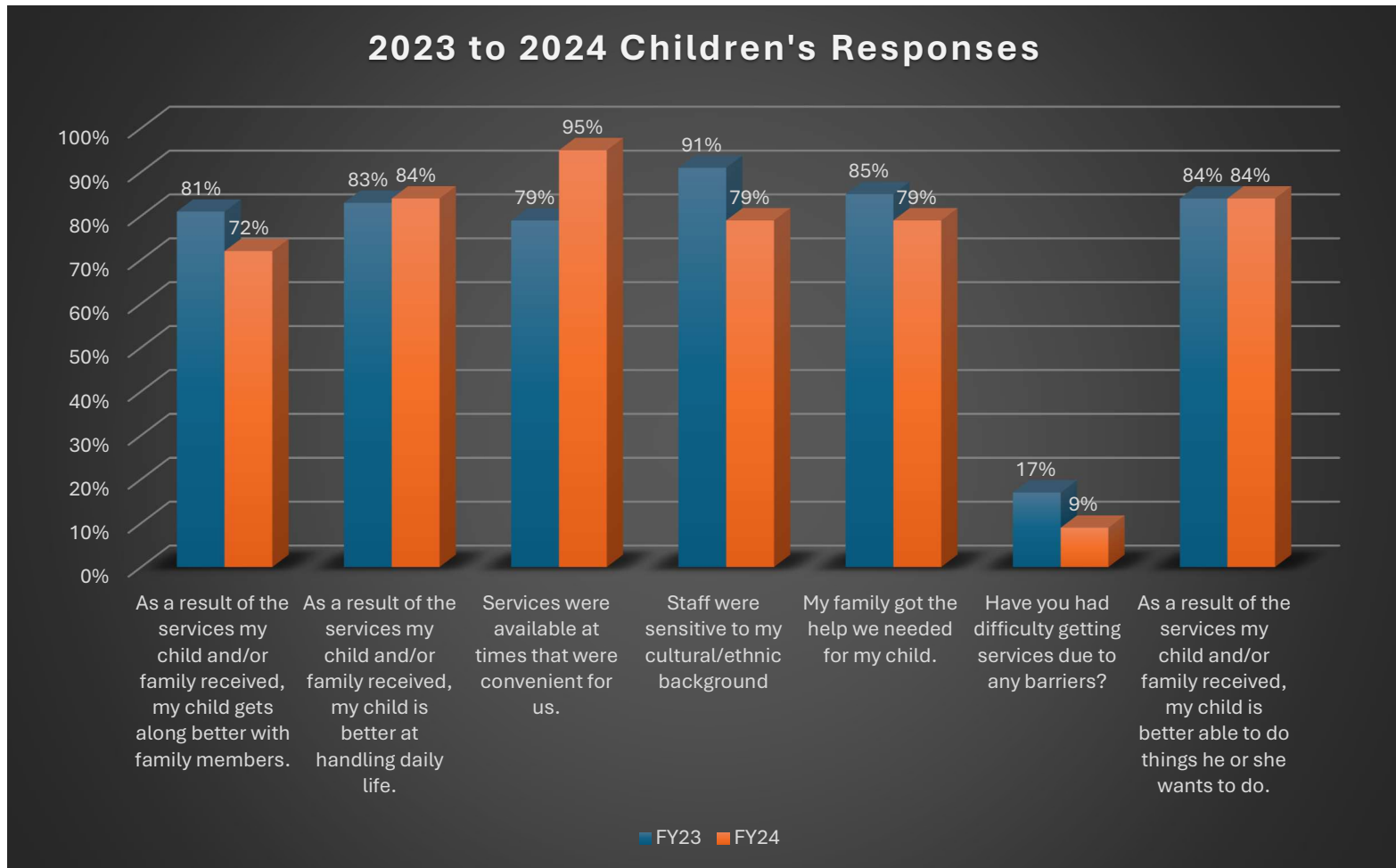
■ Agreed ■ Neither ■ Disagreed

Children's Survey Responses



Children's Responses Year over Year

Below you can see FY23 compared to FY24 for children's responses. Some things to consider when looking at this chart include that in this year's questions had more options for answers including the option to leave it blank or choose "neither agree nor disagree" while in 2023 the questions included choices of "yes" or "no" answers.



Open Ended Question Responses

Have you had any difficulty getting services due to any barriers? If yes, please explain. Most respondents indicated that they did not have any difficulties getting services due to barriers. Of the 43 responses 91% (39) said no, 9% (4). Of the 4 that said they did have difficulties 3 of them did not put an explanation and one indicated transportation as the issue.

“Transportation but they helped me figure out a way to get my child there”

Do you have any other questions, comments or concerns? A majority of these responses were very grateful for the services we provide and their great team.

“I believe the team my child has is perfect for her and I know they want the best for her. I am very pleased with her team.”

“Andrea went above and beyond in the little time she had my daughter under her care. Was super bummed when we learned we would be losing her due to an insurance change. Great asset to CMH!”

“The kids love Jenna and Megan is AMAZING!!”

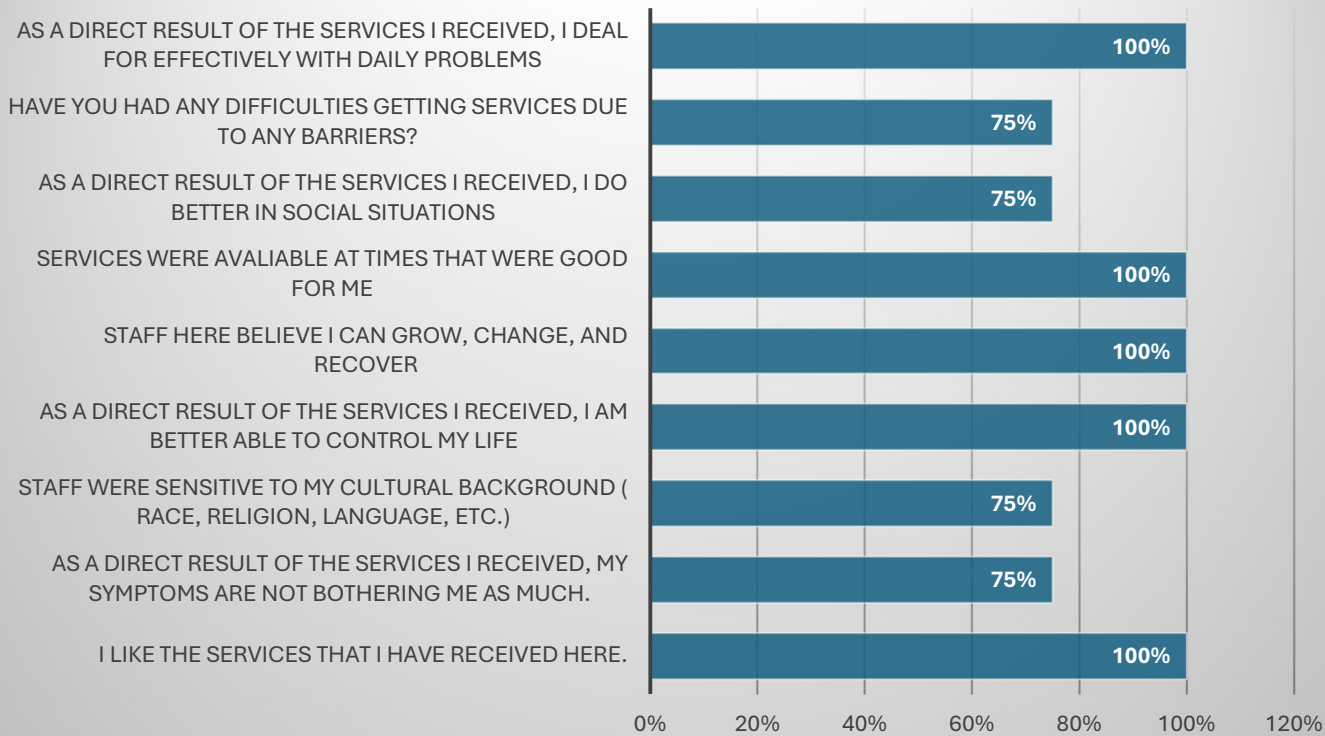
“I have a good team, but sometimes I feel like it’s hard to talk about certain things because of their bias towards my mom”

“ I would like to get my child a bed tent”

2024 SUD Survey Results

The SUD survey was distributed by Region 10 PIHP. This survey was given in person in a Sanilac CMH office with a staff member. This questionnaire was comprised of 38 questions, 36 with options of agree, neither agree nor disagree, or disagree, with the last two options to fill in barriers, questions or concerns, as well as an option to receive a call about the survey if they choose. This survey was offered to SUD individuals and had 4 participants. Currently there are 5 individuals enrolled in the Sanilac CMH SUD program.

SUD Responses



SUD Open Ended Question Responses

Have you had any difficulty getting services due to any barriers? If yes, please explain. 3 of the 4 participants said they did not have any difficulty getting services due to any barriers. One had said they had difficulty due to insurance issue at the McKenzie Health Clinic.

Do you have any other questions, comments or concerns? There we no questions, comments, or concerns left.