



CUSTOMER SATISFACTION SURVEY

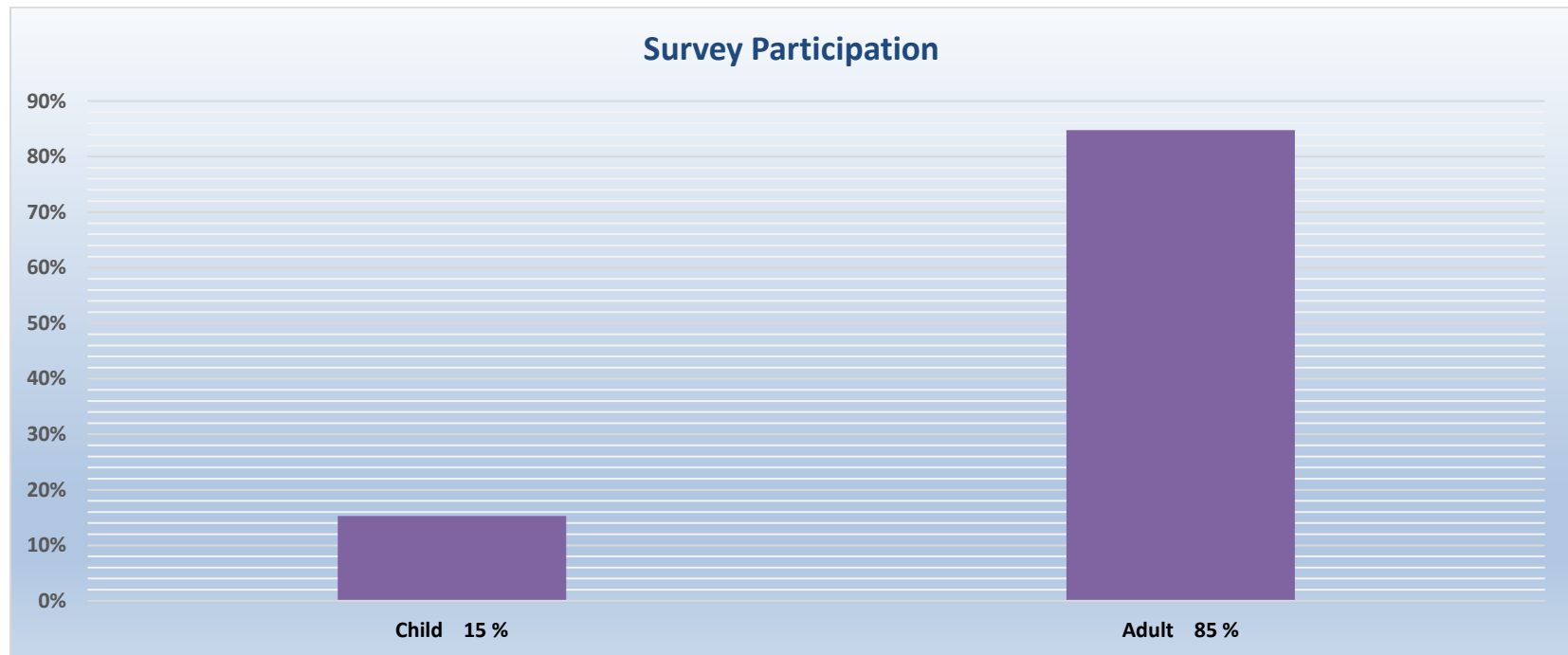
Annual Summary
FY 2022

Methodology

The annual Customer Satisfaction Survey was conducted from August 1, 2022 – September 2, 2022. A random selection of Medicaid eligible adults and children that received any service during the month of May 2022 received a survey. This random selection included some individuals that receive HCBS services. All surveys were administered through the USPS mail system or over the phone.

Four hundred and six (406) surveys were disseminated during the period. A total of eighty-five (85) child surveys and three hundred and twenty-one (321) adult surveys were distributed during the collection period. All potential respondents that were surveyed via USPS mail system were provided a written survey, instruction memo, and a return (stamped) envelope. All potential respondents that were surveyed over the phone were given the choice as to whether they wanted to participate in the survey process and received the same survey, which was read to them. One hundred seventy-seven (177) individuals were willing to take the survey and answered at least some of the questions (43.59%).

One hundred and fifty (150) adult surveys [85%] and twenty-seven (27) child surveys [15%] were completed during this same period.

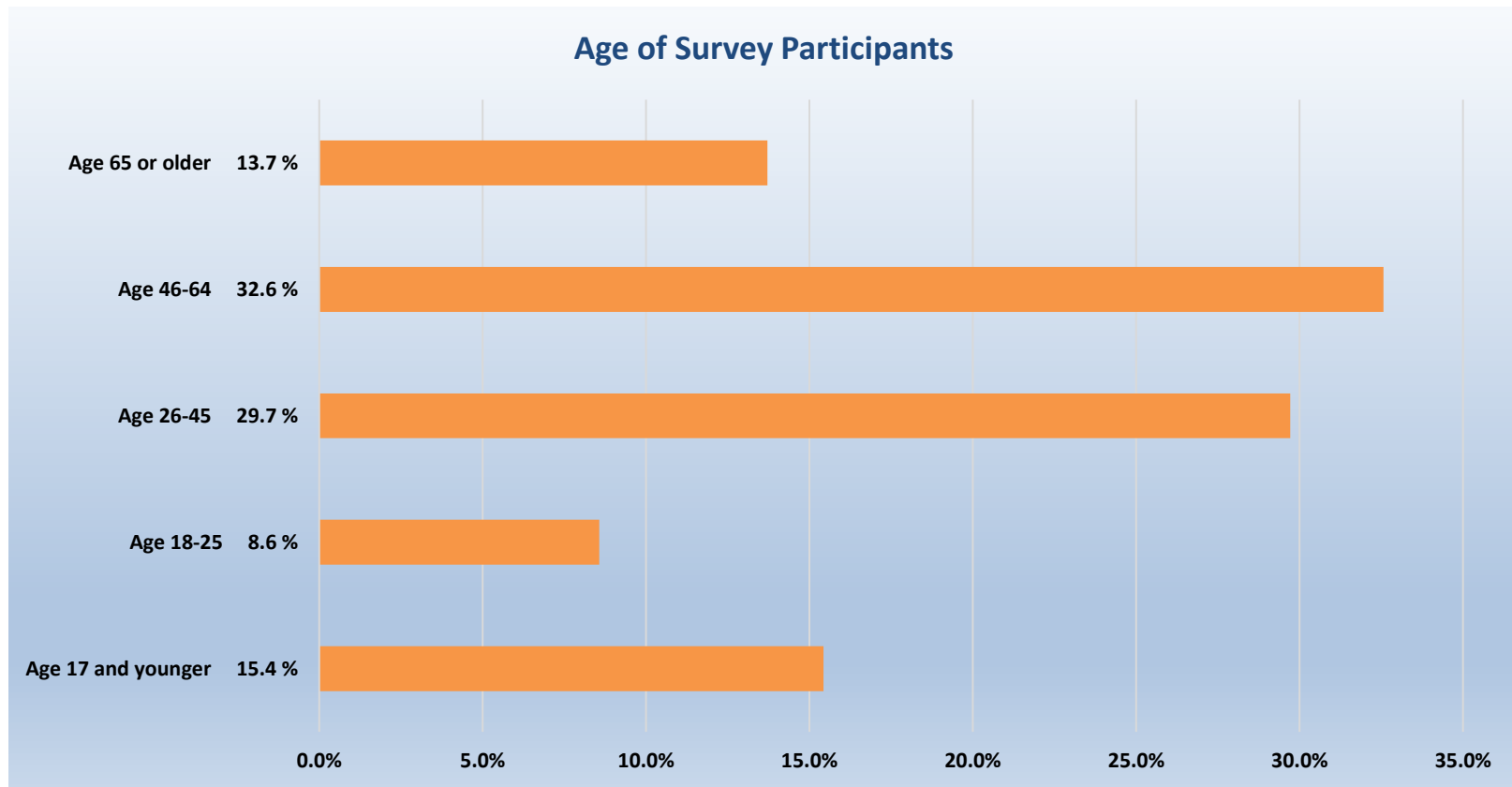


Demographics

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 over the phone. The following chart offers a visual view of demographic data.

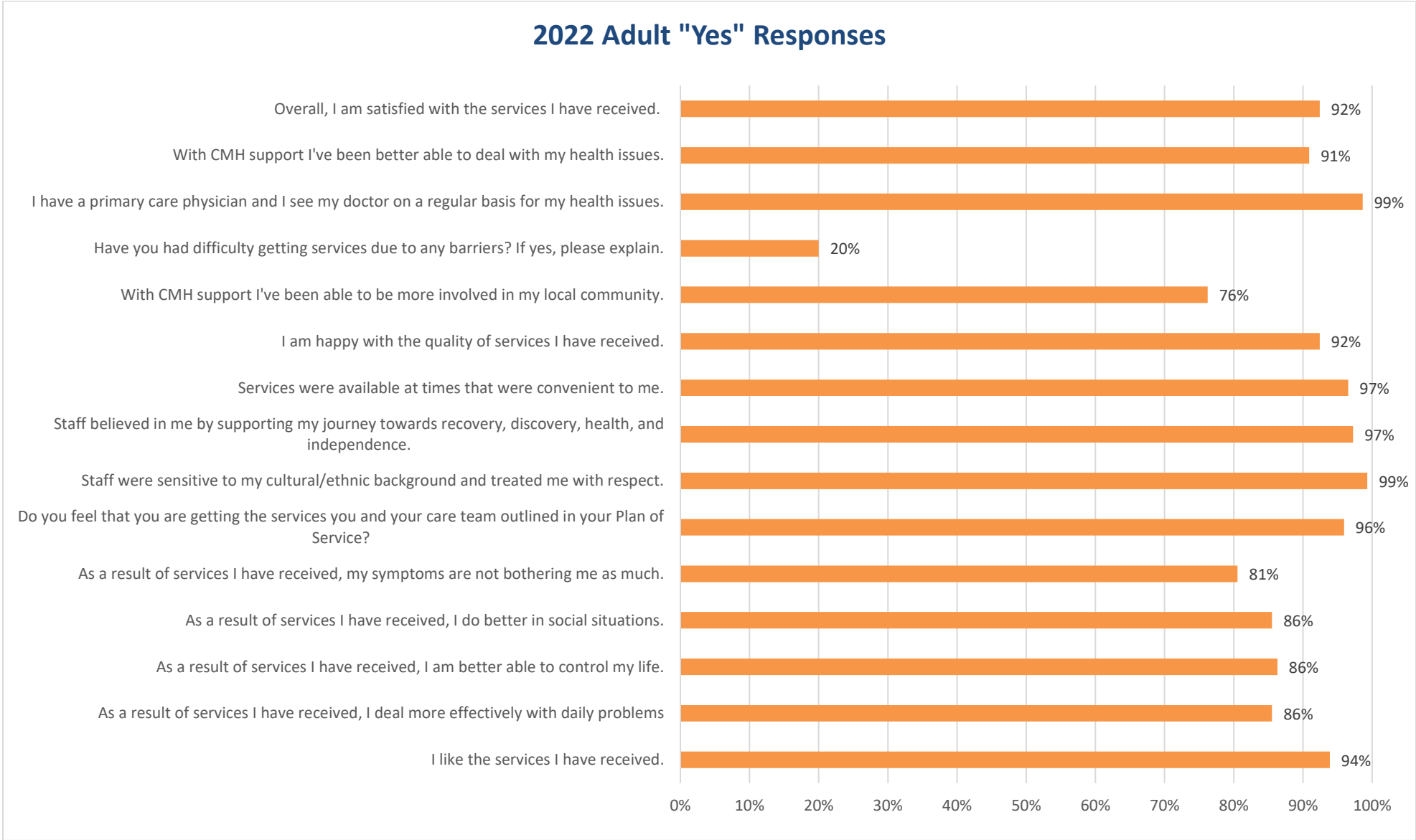
The total number of individuals that completed a survey (177) was broken down by age group, which are as follows:

Ages 17 and younger: 27 individuals [15.4%]; Ages 18 through 25: 15 individuals [8.6%]; Ages 26 through 45: 52 individuals [29.7%]; Ages 46 through 64: 57 individuals [32.6%]; and Ages 65 and older: 24 individuals [13.7%] which totals one-hundred, seventy-five (175) individuals. Two (2) individuals did not answer the age question.



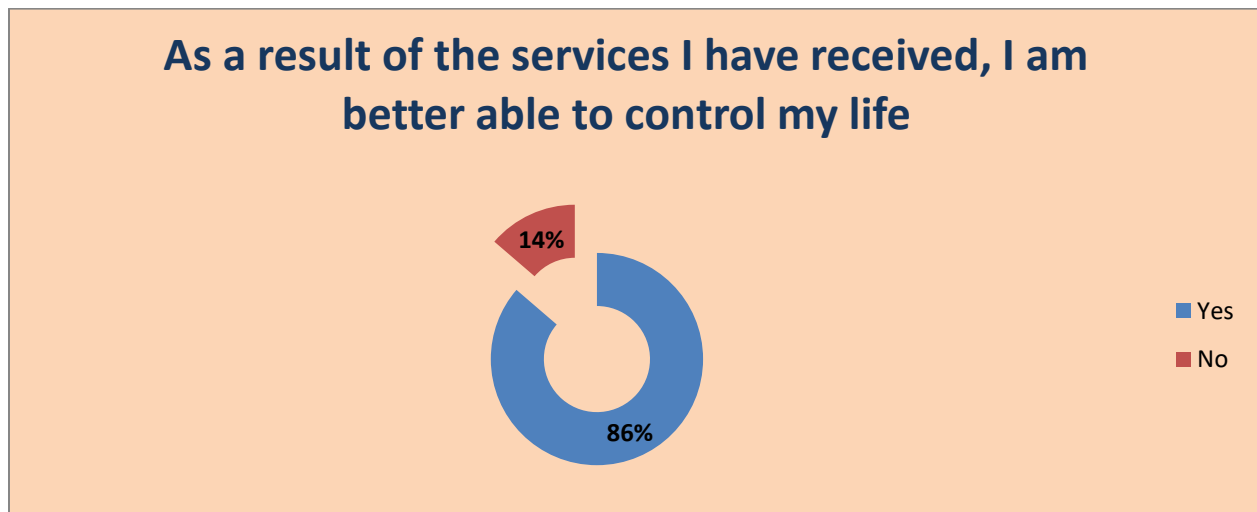
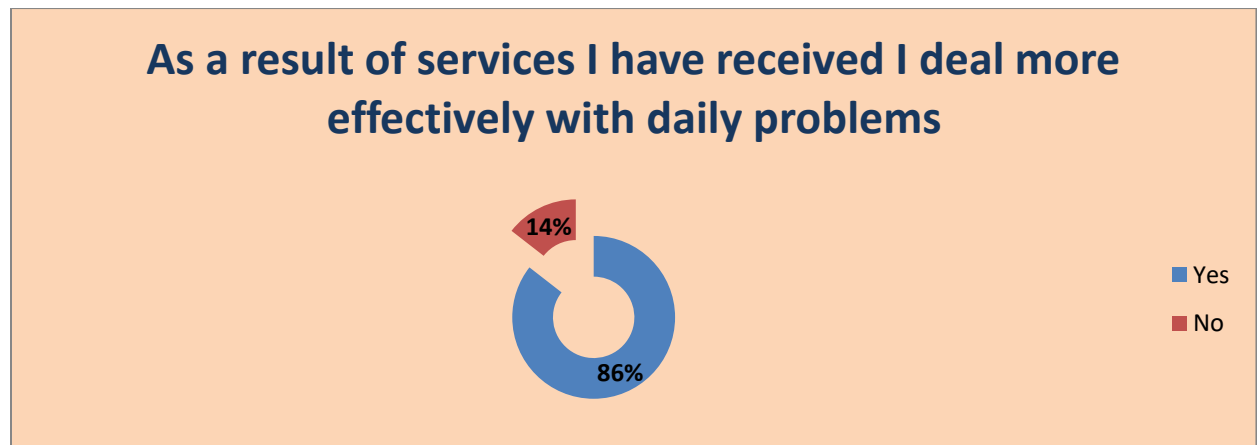
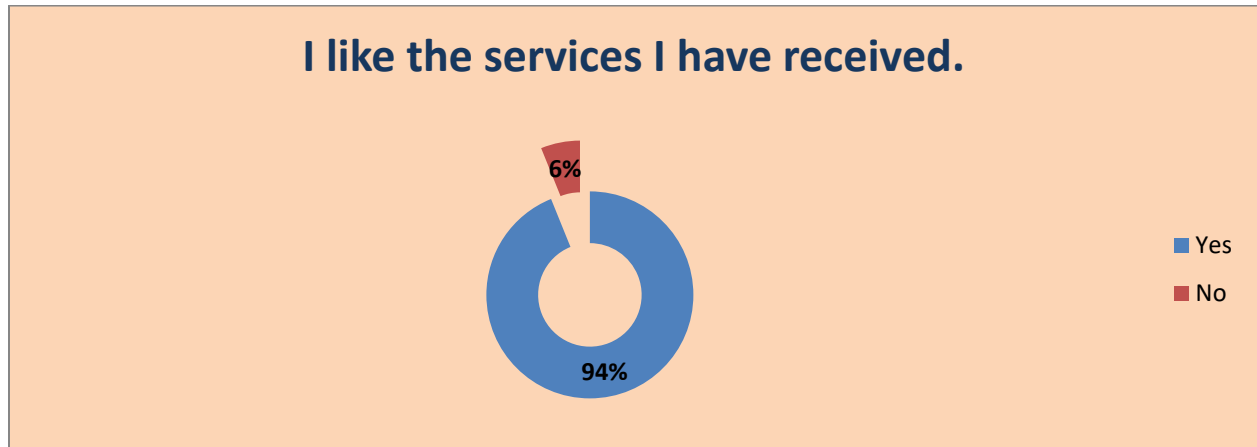
2022 Adult Survey Responses – Condensed View

The adult survey had 150 respondents.

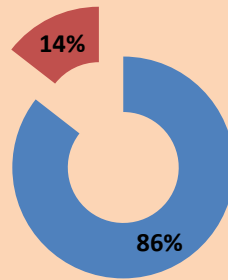


Adult Survey Individual Responses

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

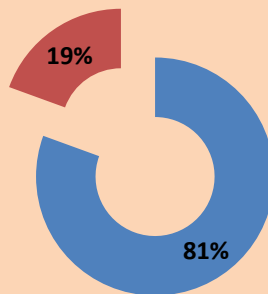


As a result of the services I have received, I do better in social situations.



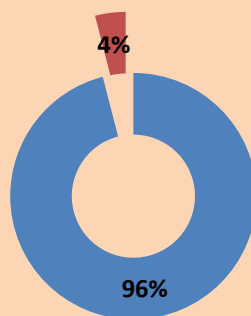
■ Yes
■ No

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



■ Yes
■ No

Do you feel that you are getting the services you and your care team outlined in your Plan of Service?



■ Yes
■ No

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



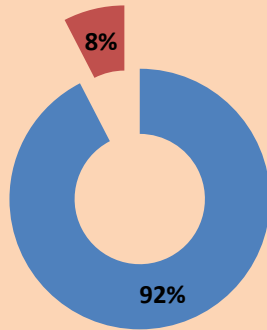
Staff believed in me by supporting my journey towards recovery, discovery, health, and independence.



Services were available at times that were convenient to me.

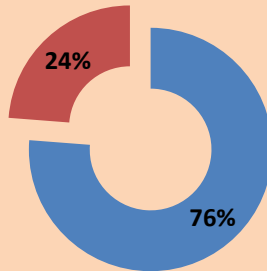


I am happy with the quality of services I have received.



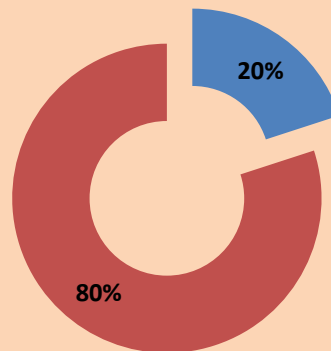
■ Yes
■ No

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



■ Yes
■ No

Have you had difficulty getting services due to any barriers?



■ Yes
■ No

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?

Not all survey respondents entered an answer for this question. The majority of those that did respond to this question commented they were very satisfied with the services and would not change anything. Some of the comments include: *"Very responsive to all my needs;" "No, I think your program is great;" "Not really, I think you all do a great job" and "Doing everything right and things are effective."*

The majority of the remaining comments were regarding *"more programs/classes"*. 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 at Sanilac County CMH.

2) Have you had difficulty getting services due to any barriers?

Most respondents indicated that they did not have difficulty getting services due to any barriers. One hundred and twenty (120) of the one hundred and fifty (150) adult respondents [80%] responded "No" and did not have difficulty getting services due to any barriers. Thirty (30) of the one hundred and fifty (150) adult respondents [20%] responded "Yes", that they had difficulty getting services due to any barriers. Of those 20%, most of the comments were regarding transportation and/or issues with lack of transportation.

Overall, there were very few barriers noted by the respondents other than transportation. Sanilac County CMH holds a contract with Sanilac Transportation Corporation (STC) to provide transportation for persons served. STC specializes in public transportation services for senior citizens and people with medical conditions or disabilities in Sanilac County. Sanilac County CMH has ongoing discussions with STC regarding transportation issues that are identified.

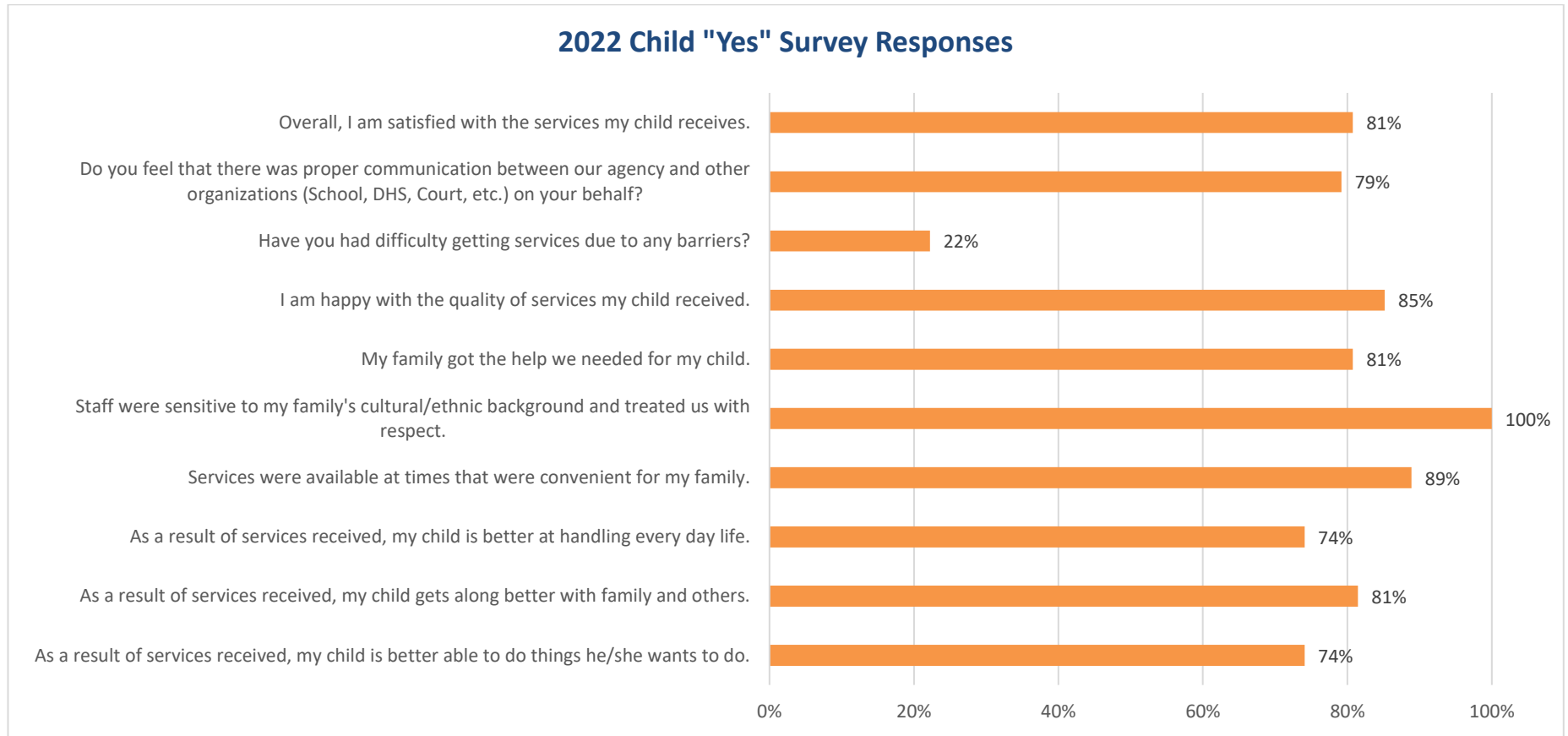
Sanilac CMH completes an annual accessibility survey utilizing focus groups that also look at barriers to services and creates an action plan to address trends noted. Our Agency continues to monitor all barriers to ensure we are dealing with any issues within our control.

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

Most of the respondents commented they were happy with the Sanilac CMH staff and services provided. Some responses included *"Happy with the people I see today;" "Love all your staff! Awesome" and "All the workers that I have had are the best."* Other comments included compliments to specific Sanilac CMH clinical staff.

2022 Child Survey Responses – Condensed View

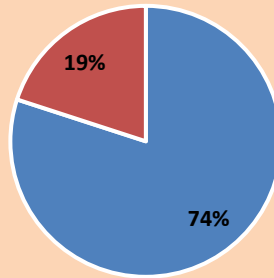
The child survey had 27 respondents.



Child Survey Individual Responses

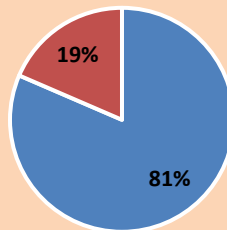
A pie chart is displayed below for each Child Survey question, indicating the percentage of “Yes” and “No” responses for individuals regarding services.

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



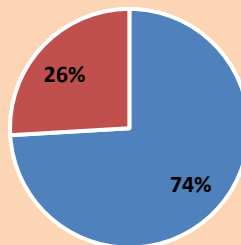
■ % Yes ■ % No

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



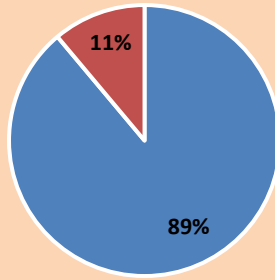
■ % Yes ■ % No

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



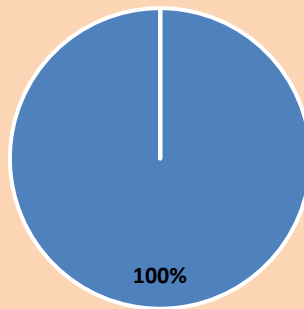
■ % Yes ■ % No

Services were available at times that were convenient for my family.



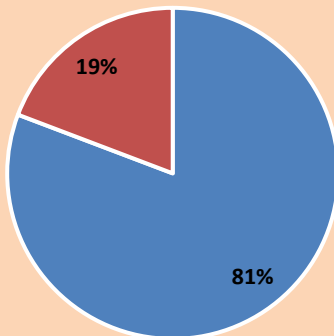
■ % Yes ■ % No

Staff were sensitive to my family's cultural/ethnic background and treated us with respect.



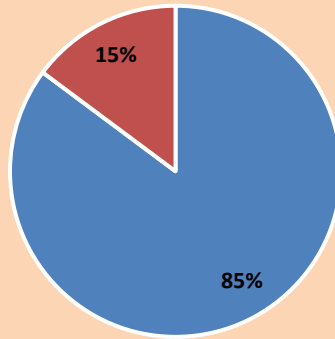
■ % Yes

My family got the help we needed for my child.



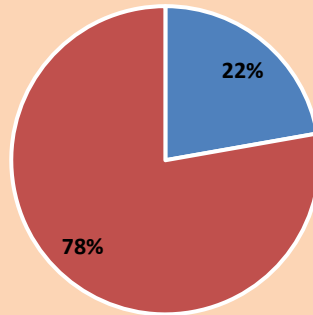
■ % Yes ■ % No

I am happy with the quality of services my child received.



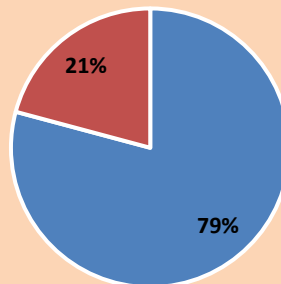
■ % Yes ■ % No

Have you had difficulty getting services due to any barriers?



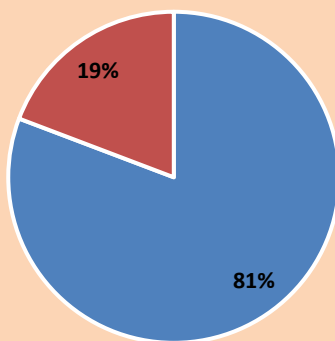
■ % Yes ■ % No

Do you feel that there was proper communication between our agency and other organizations (School, DHS, Court, etc.) on your behalf?



■ % Yes ■ % No

Overall, I am satisfied with the services my child receives.



■ % Yes ■ % No

Open Ended Question Responses - Child:

1) Have you had difficulty getting services due to any barriers?

The majority of respondents answered “No” – that they did not have any barriers that were causing them difficulty in getting services for their child.

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 any noted trends. 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?

The majority of the responses stated nothing needed to be changed and added comments such as “They do a good job” and “Nothing that I can think of.”

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 any noted trends. Our Agency will continue to monitor all barriers to ensure we are addressing any issues within our control.

3) Do you feel that there was proper communication between our Agency and other organizations (School, DHS, Court, etc.) on your behalf?

Most of the respondents stated “Yes.” Some of the comments include: “CMH has been spot on;” “Handled well” and “Does well communicating with counselor”.

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

Of the twenty-seven (27) survey participants that gave responses to this question, the majority answered “no”. Some responded with compliments to specific CMH staff and services. Some of these comments include: “ABA

does a great job with him;” “Did a great job, God bless you guys” and “Everyone is more than accommodating in ABA, everything is perfect, ABA dept. is worth their weight in gold.”

Methodology

The annual Customer Satisfaction Survey was conducted from August 1, 2022 – September 2, 2022. A random selection of Medicaid eligible adults and children that received any service during the month of May 2022 received a survey. This random selection included some individuals that receive HCBS services. Four hundred and six (406) individuals were selected to participate in the annual Customer Satisfaction Survey. All potential respondents were either provided a written survey, instruction memo, and a return (stamped) envelope or were administered the survey over the phone. One hundred seventy-seven (177) individuals were willing to take the survey and answered at least some of the questions [43.59%].

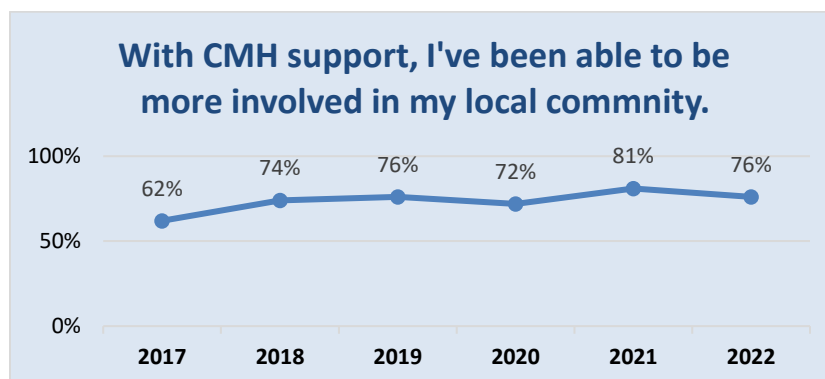
One hundred and fifty (150) adult surveys and twenty-seven (27) child surveys were completed during this period. Overall, our 43.59 % response rate increased from FY 21’s response rate of 28%. This is largely due to the fact that agency staff were permitted to complete some of the surveys over the phone this year.

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.

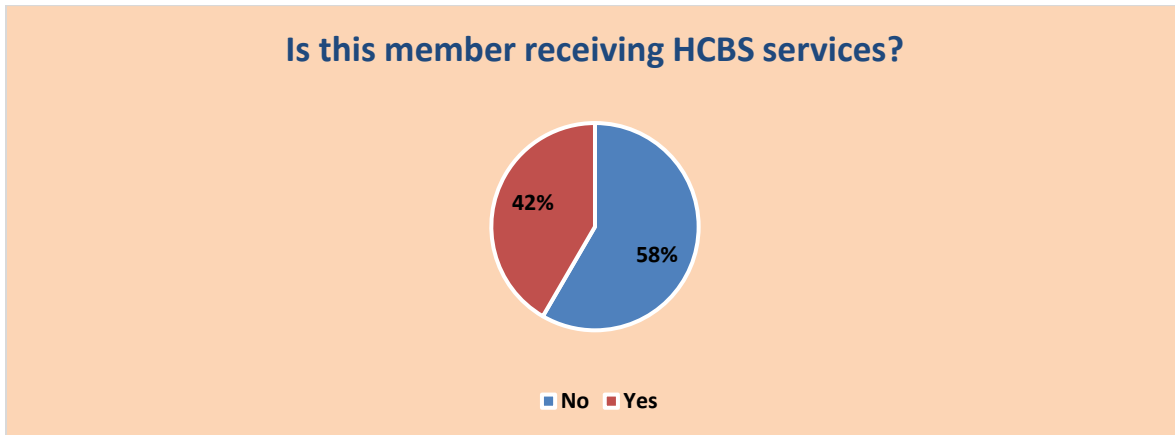
The Adult tool asks thirteen (13) simple, straightforward questions in a clear format. All thirteen (13) questions call for simple “Yes” or “No” responses. There are six (6) additional open-ended questions that allow for expanded comments and feedback. The Youth tool asks eight (8) simple, straightforward questions in an understandable format. These eight (8) questions call for simple “Yes” or “No” responses. There are five (5) additional open-ended questions that allow for expanded comments and feedback. The adult and youth survey questions address areas recommended by CARF, MDHHS and other regulatory bodies.

Recommendations / Items of Interest

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 with a rating of 94%. 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, 72% in 2020, 81% for 2021 and 76% for 2022. Even though the 2022 percentage was five (five) points lower than the score in 2021, it is still evident that agency staff continue to work on community inclusion for individuals served.



Home and Community Based Services (HCBS) are types of person-centered care delivered in the individual’s home and community. A variety of health and human services are provided. Of the one hundred and fifty (150) adult respondents, sixty-two (62) were receiving HCBS services [42%] and eighty-seven (87) were not receiving HCBS services [58%]. One individual did not answer this question.



On the Child surveys there was a positive response again this year to the question “my family got the help we needed for my child;” which scored a 81% positive response. The question “Staff were sensitive to my family’s cultural/ethnic background and treated us with respect” and “Services were available at times that were convenient for my family” both scored 100% and 89% respectively. We continue to monitor this area.

Sanilac County CMH deserves recognition for the high percentage of positive responses to 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 99% and 100% respectively. For the questions “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 92% and 81% satisfaction rating respectively.

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.