

# Customer Satisfaction Summary

FY 2021

*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 2021. It represents SCCCMHA’s effort to implement the customer satisfaction process as noted in the FY21 “Quality Improvement Plan.”

**Method**

The FY21 Customer Satisfaction Survey was administered in the month of August. The survey selection method included all individuals open to services in the month of June. All surveys were mailed to individuals receiving services or the parent /guardian of those individuals. The survey mail out included a self-addressed stamped envelope.

The Customer Satisfaction Survey administration method set forth by Region 10, Quality Management Committee remained the same as the previous year. The mail out only, survey method was implemented in FY20, due to the current national health crisis.

A total of 2,422 individuals were selected to be surveyed. Of those 2,422 mailed surveys, 404 or 17% were completed. Below is the response rate history along with the survey method used for the past five surveys.

FY	Response Rate	Overall Satisfaction	Method	#’s
FY21	17%	94%	ALL MAIL	2422
FY20	23%	95%	ALL MAIL	1779
FY19	44%	97%	In Person & Mail	995
FY18	41%	97%	In Person & Mail	1146
FY17	39%	97%	In Person & Mail	1122

The survey questionnaire, which was revised for FY20, was developed by a workgroup of the Region 10, Quality Management Committee. The child survey asked 11 questions, 9 simple, straightforward questions in an understandable format, with “yes” or “no” responses and 2 open ended questions.

The adult survey asked 13 questions, 11 simple, straightforward questions in an understandable format, with “yes” or “no” responses and 2 open ended questions. The questions address areas recommended by CARF, MDHHS and other regulatory bodies.

All surveys that SCCCMHA Quality Improvement staff deemed as needing 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 Support Services Director for review and follow-up.

**Demographics**

The following table indicates the age groups of respondents. Individuals surveyed were grouped by “0-17”, “18-64” and “65 or older”. Of the 404 completed surveys, the age group breakouts of the respondents are as follows:

Age	Percentage	Number
0-17	17%	66 of 404
18-64	72%	292 of 404
65 or older	11%	46 of 404

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).

<i>Population</i>	<i>Percentage</i>	<i>Number</i>
DDA	30%	160 of 534
DDC	12%	22 of 180
MIA	14%	181 of 1292
MIC	10%	41 of 416

## **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 94% (352 of 373, .9436).

- #9 “Overall, I am satisfied with the services I have received.” Child 92% (57 of 62, .9193)
- #11 “Overall, I am satisfied with the services I have received.” Adult 95% (295 of 311, .9485)

The below tables (Child & Adult) detail the response to each question:

#	FY21 Child Customer Satisfaction Survey- Questions	% (Yes)	#Responses (Max 63)
1.	As a result of services received, my child gets along better with family and others.	93%	57 of 61
2.	Services were available at times that were convenient for my family.	92%	58 of 63
3.	Staff were sensitive to my family’s cultural/ethnic background and treated us with respect.	100%	62 of 62
4.	As a result of services received, my child is better able to do the things he/she wants to do.	90%	56 of 62
5.	My family got the help we needed for my child.	90%	56 of 62
6.	I am happy with the quality of services I have received.	93%	57 of 61
7.	As a result of services received, my child is better at handling everyday life.	87%	53 of 61
8.	Have you had difficulty getting services due to any barriers?	13%	8 of 61
9.	Overall, I am satisfied with the services I have received.	92%	57 of 62
10.	Do you have any other comments, questions or concerns.	<i>See comments below.</i>	
11.	What would make services better for you or the community as a whole.	<i>See comments below.</i>	

#	FY21 Adult Customer Satisfaction Survey- Questions	% (Yes)	#Responses (Max 341)
1.	I like the services I have received.	96%	291 of 302
2.	As a result of services received, my symptoms are not bothering me as much.	78%	212 of 272
3.	Staff were sensitive to my cultural/ethnic background and treated me with respect.	98%	288 of 293
4.	As a result of services received, I am better able to control my life.	87%	242 of 279
5.	Staff believed that I could grow, change, and recover.	94%	257 of 272
6.	Services were available at times that were convenient to me.	94%	273 of 289
7.	As a result of services received, I do better in social situations.	84%	233 of 276
8.	I am happy with the quality of services I have received.	94%	277 of 296
9.	Have you had difficulty getting services due to any barriers.	18%	52 of 287
10.	As a result of services received, I deal more effectively with daily problems.	86%	242 of 280
11.	Overall, I am satisfied with the services I have received.	95%	295 of 311
12.	Do you have any comments, questions or concerns.	<i>See comments below.</i>	
13.	What would make services better for you or the community as a whole.	<i>See comments below.</i>	

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

***“Do you have any comments, questions or concerns: If yes please explain.”***

- *“Best thing to happen in years, much gratitude”* (Adult survey)
- *“I absolutely love CMH and the staff. My family has received services for almost 4-5 yrs. now”*(Child survey)
- *“He is not able to receive services to the intensity and extent he needs to improve.”* (Child survey)
- *“You guy are amazing and doing a great job keep up the awesome work.”* (Child survey)
- *“Although the consumer doesn’t always show it at program, the services have absolutely enriched his growth and mental stability. He has regressed physically and mentally under the current lessened program days.”* (Adult survey)
- *“Need to be more services in the community for our more challenged individuals with disabilities.”* (Adult survey)

***What would make services better for you or the community as a whole: Please explain.”***

- *“You’re doing a good job.”* (Adult survey)
- *“My worker keeps changing, that sucks. I always have to start from the beginning.”* (Adult survey)
- *“Group sessions for kids to work on socialization.”* (Child survey)
- *“Make new classes instead of the same thing year after year.”* (Adult survey)
- *“I think the services offered are great.”* (Child survey)
- *“Better communication and follow-thru.”* (Child survey)

## **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. The council was receptive to the information, asked some specific questions, and provided comments regarding the results.

The survey method (mail out only) used for FY21 showed a 5% decrease in the response rate from FY20, and a 27 % drop from FY19, which was a combination of mail out and completed at time of appointment. Prior to the current health crisis, there had been a steady increase in the response rate. The previous (FY20, & FY21) survey method included the largest number of persons surveyed and yet produced the smallest response rates. This has been reported to Region 10, with the request to go back to the in person (appointment) and mail out process.

Fiscal Year 2021's "Overall Satisfaction" cumulative rate was 94%. It should be noted that this satisfaction survey is only one of many methods 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.

## **Recommendations**

St. Clair County CMH should receive recognition for the high percentage of positive responses to the following survey questions:

- *"Overall, I am satisfied with the services I have received" Average 94% (Adult 95%, Child 92%)*
- *"Staff were sensitive to my family's cultural/ethnic background and treated us with respect" Average 99% (Adult 98%, Child 100%)*
- *"Services were available at the times that were convenient for my family" Average 92% (Child)*
- *"I like the services I have received" Average 96% (Adult)*

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.