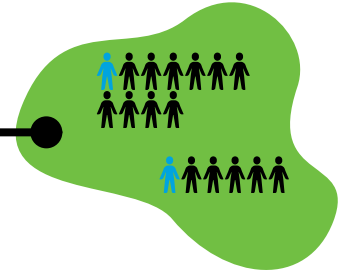


# Lapeer County Community Mental Health FY23 Customer Service Survey Results

A total of 216 surveys were completed in person and by mail. Of those, there were 55 Children's and 161 Adult Services surveys completed. The response rate was 29%.

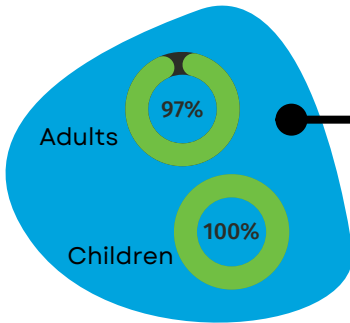
## Barriers

There were 1 in 11 children and 1 in 6 adults that reported difficulty getting services due to barriers.



## Support

97% of adults reported that staff believed in them by supporting their journey towards recovery, discovery, health and independence. Finally, there were 100% of children that reported their family got the help they needed for the child.

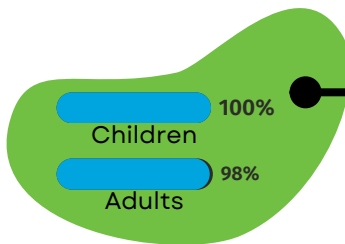


## Symptoms

90% of adults deal more effectively with daily problems while 92% do better in social situations. 94% of adults are better able to control their life and 88% report that their symptoms are not bothering them as much. 94% of children reported they are better at handling everyday life and 96% are better able to do the things they want to, which is up from 78% in 2022. Additionally, 93% of children reported they get along better with family and others.

## Overall Satisfaction

98% of adult respondents and 100% of children respondents were satisfied with services received.



## Areas for Improvement

The lowest scoring area for adults was symptoms, with 88% of respondents reporting that their symptoms are not bothering them as much. Community integration goals are included in the individual plan of service for persons served. LCCMH offers a variety of evidence-based groups, such as Dimensions Well-Body, Wellness Recovery Action Plan (WRAP), and Enhanced Illness, Management, and Recovery (E-IMR). LCCMH's skill-building program and Clubhouse have been able to offer more group outings and trips in the past few years.

For children, the lowest scored question was barriers, with 9% of respondents having difficulty getting services due to barriers, however, this is an improvement from 30% in 2022. As a result of services, only 93% of respondents reported their child gets along better with family and others. In FY23, the Children's Department has been able to fill positions that have been vacant for several years and offered social events and group outings. Since becoming a CCBHC, many Children's Department staff are getting trained on several evidence-based practices, such as Dialectical Behavioral Therapy for Adolescents (DBT-A) and Parenting Through Change (PTC). LCCMH conducts an annual Accessibility Survey in conjunction with the Satisfaction Survey. The results from the Accessibility Survey can help guide changes to decrease barriers.



Full Customer Service Satisfaction Survey Report Available at  
[lapeercmh.org](http://lapeercmh.org)

