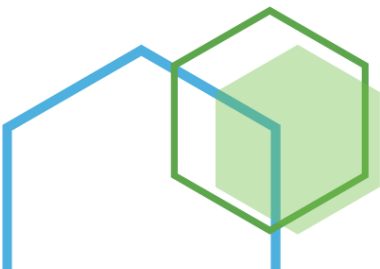




FY23 Customer Satisfaction Survey Report

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FY23 Customer Satisfaction Survey Report

Lapeer County Community Mental Health

Lapeer County Community Mental Health (LCCMH) is committed to providing excellent service to the residents of Lapeer County. Each year, a customer satisfaction survey is conducted to determine satisfaction and support the continuous quality improvement efforts at the agency. The following pages contain information about the survey method, the results, comparison data and the recommendations for quality improvement.

Method

The annual Customer Satisfaction Survey was conducted from July 31, 2023 – September 1, 2023. Every person served during this timeframe was offered a survey in person or by mail for individuals that received Home and Community Based Services. Surveys were offered at the front desk or from primary case holders via paper copy or QR code. There were 200 children surveys offered in person, 435 adult surveys offered in person, and 119 adult surveys offered by mail - totaling 554 adult surveys distributed. Of the 554 adults offered, 152 persons served, with Home and Community Based Services, were offered surveys.

There were a total of 216 surveys completed in person and by mail. The results for both adults and children yielded a 29% response rate (up from 16% in FY22), with a 22% response rate by mail and 30% response rate in person. Of those responding, 55 of them were children receiving services and 161 were adults receiving services. Seventy-nine of the adults received Home and Community Based Services and 152 received Certified Community Behavioral Health Clinic services.

Survey Tool



The Region 10 PIHP Quality Management Council approved the survey tool for the Fiscal Year 2023 survey. Survey reports for the region were submitted to the Region 10 PIHP for comparison across the four counties.

The survey questions address areas recommended by CARF, Michigan Department of Health and Human Services and other regulatory bodies.

The survey tool was designed with simple, straightforward questions in a format designed to be understandable to most persons served. Most of the questions call for a “Yes” or “No” response and allow the respondent to provide further explanation of their answers if needed. An open-ended question was added at the end of the survey for persons served who had additional comments.

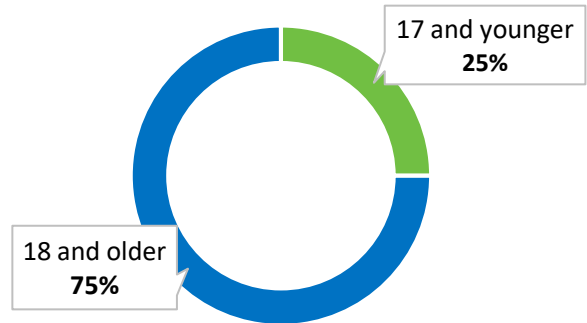


Demographics

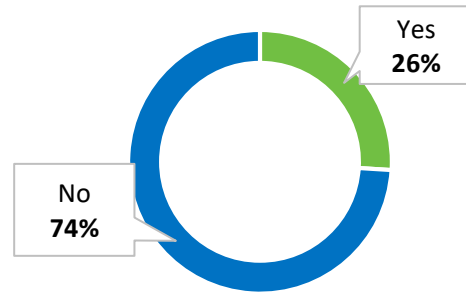
Surveys were divided between adult and children’s services. Surveys were provided across all populations including Serious Mental Illness, Serious Emotional Disturbance, Intellectual and Developmental Disabilities and Co-Occurring Disorders.

The surveys asked if the respondent is receiving Home and Community Based Services (HCBS) and Certified Community Behavioral Health Clinic (CCBHC) services. This allows results of individuals receiving these services to be analyzed. LCCMH staff identified persons served who receive these services prior to mailing out the surveys.

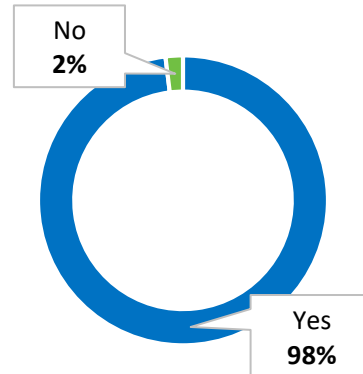
Response by Age



Receiving HCBS Services



Receiving CCBHC Services



Home and Community Based Services (HCBS) allow persons served to receive services in their own home or community rather than in institutions or isolated settings. These services include skill building services, supported employment, and Community Living Supports (CLS) which are provided in a provider-owned setting, such as an Adult Foster Care home. Certified Community Behavioral Health Clinic (CCBHC) services aims to combine high quality mental health and substance use disorder (SUD) services and serves anyone who walks through the door regardless of diagnosis and insurance status.



Results

The overall satisfaction rate is 98% for adults, resulting from “Yes” responses that they are satisfied with the services they received. The majority of respondents (99%) are happy with the quality of services they received.

The area where adult persons served are reporting the least improvement is whether their symptoms are bothering them as much as a result of their treatment. Eighty eight percent of respondents reported that their symptoms are not bothering them as much as a result of services received, compared to 96% in 2022. For control over life, 94% of respondents reported being better able to control their life, which remained the same from 2022. The ability to deal more effectively with daily problems is down from 96% in 2022 to 90% in 2023. Persons served, who are able to do better in social situations are slightly up from 90% in 2022 to 92% in 2023. Respondents who reported the services were available at times that were convenient for them are slightly up from 98% in 2022 to 99% in 2023. Respondents who also reported that they like the services they have received are up from 96% in 2022 to 99% in 2023.

Persons served scored LCCMH positively at 97% in the questions regarding respect of culture/ethnic background and staff supporting their recovery journey, respectively. Finally, 16% of respondents reported difficulty getting services due to barriers.

For Children’s Services, 100% are satisfied with their services overall, which is up from 90% in 2022. Respondents scored LCCMH at 100% for staff being sensitive to their family’s cultural/ethnic background and treating persons served with respect. As a result of services, 96% reported their child is better able to do the things they want to, which increased from 78% in 2022, and 93% reported their child gets along better with family and others, compared to 80% in 2022. Respondents answered 100% for services being available at convenient times and 100% for respondents being happy with the quality of services received. As a result of services received, 94% report their child is better at handling everyday life. Respondents that reported having difficulty getting services due to barriers is up from

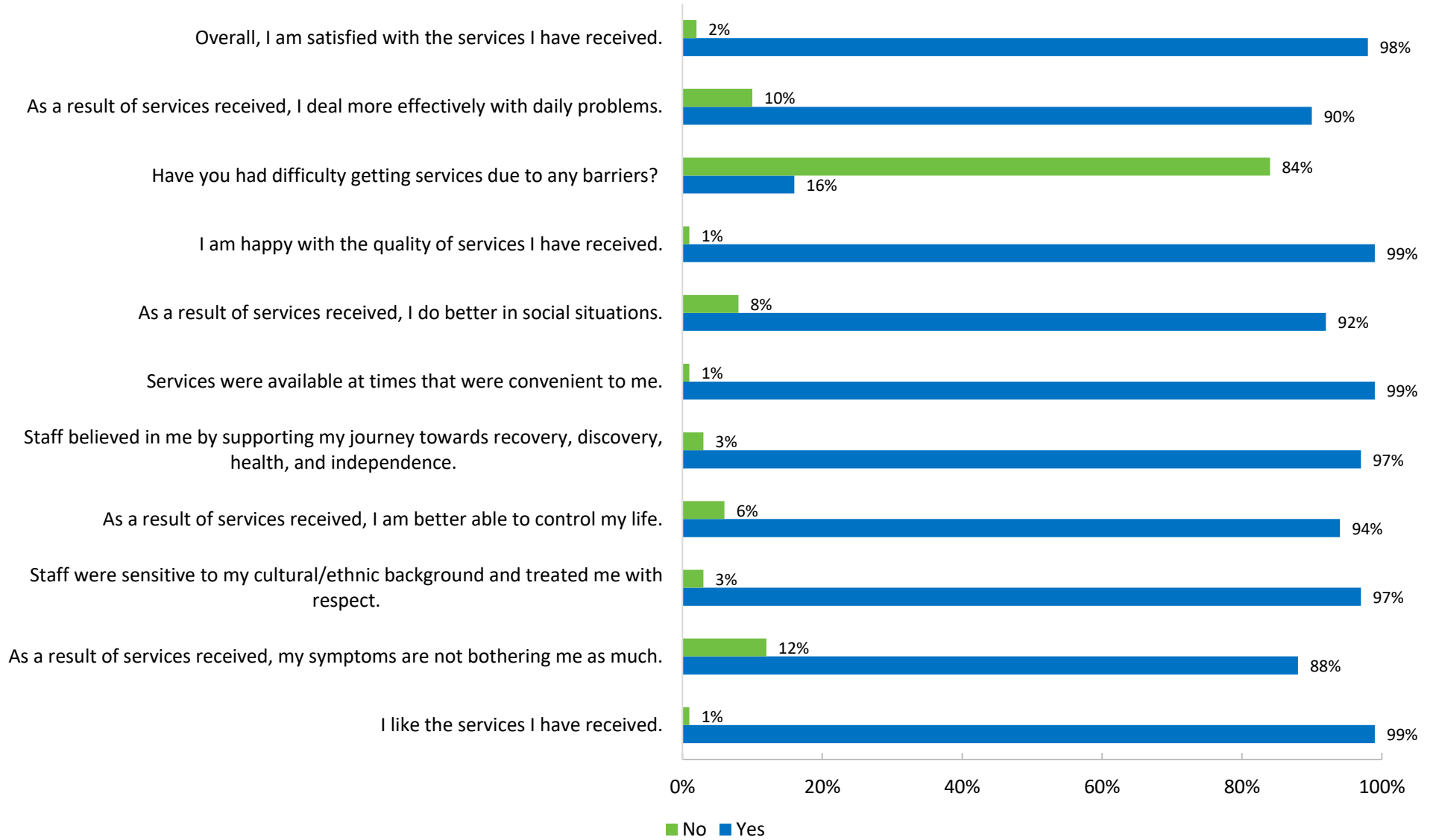


70% in 2022 to 91% in 2023. Overall, 100% of respondents report they got the help they needed for their child, which increased from 91% in 2022.

Each survey question is shown on the bar charts on the following pages, demonstrating the percentage of “Yes” and “No” responses for persons served who completed the question. Because the questions for adults and children were different, there are two bar charts showing the responses.

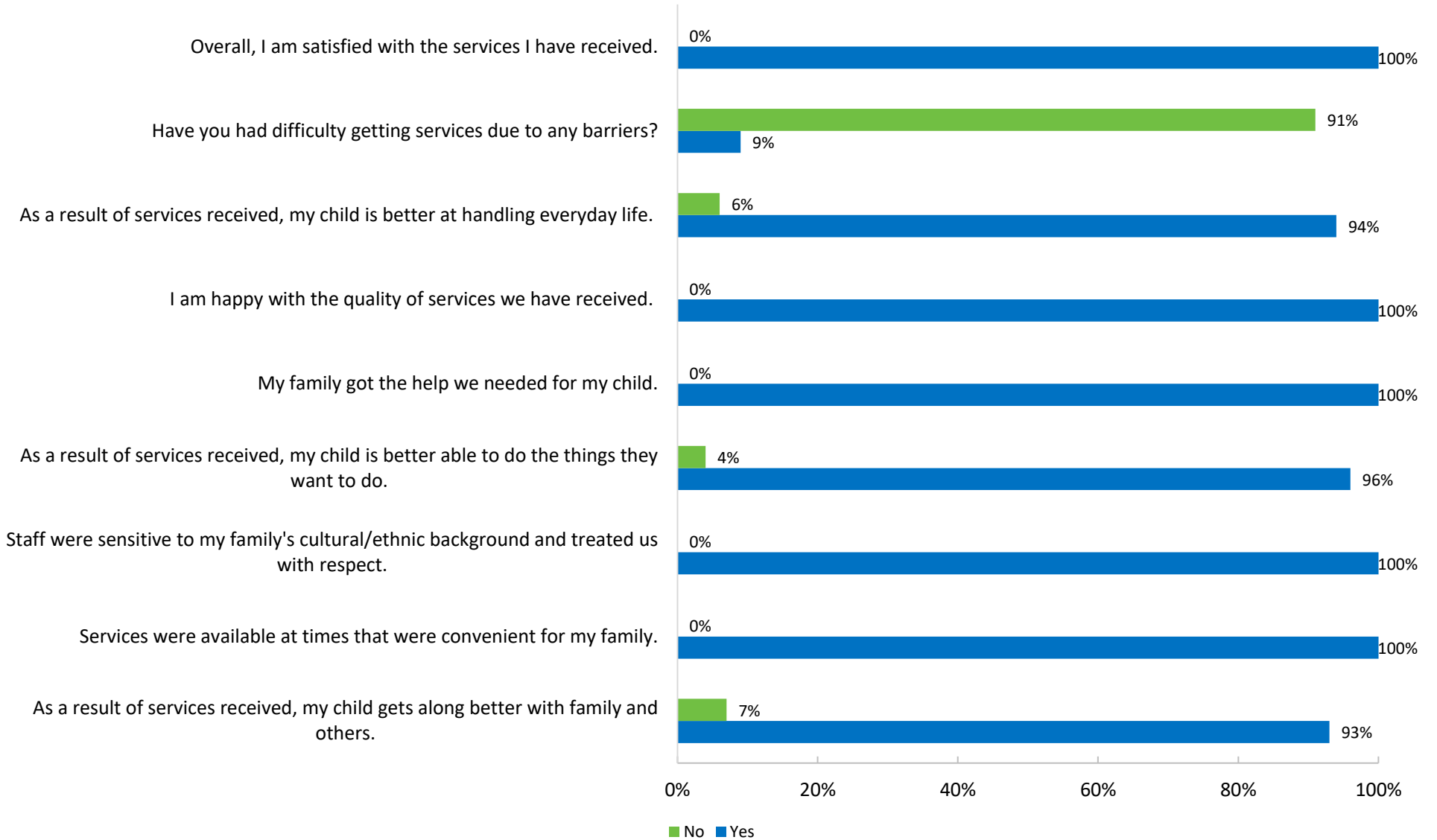


2023 Customer Satisfaction Survey Results - Adults





2023 Customer Satisfaction Survey Results - Children





Additional Comments

The survey allowed respondents to add additional comments. The following are responses from persons served regarding specific questions.

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

- Services are not available to those without Medicaid.
- Getting my shoes so I can walk.
- Time barriers.
- Staff is slow to return to baseline.
- My depression sometimes.
- Bus not available on M&F for Stepping Stone.
- Almont has trouble getting public transportation.
- Had trouble getting my medications delivered.
- Medicaid – Foster care.
- Making appointments with my job.
- Upcoming events.
- Personal, co-parenting issues.
- Short staffed at the beginning.
- Only issue is finding speech therapy aid.
- Meds, sugar is high for me.

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

- The staff at CMH Lapeer have been kind and friendly to me.
- I like them.
- Sometimes things take a long time.
- We have been told many times about a health program and 3+ months later, we have heard nothing.
- Not much services for me.
- Maybe a dentist! For the poverty sticker and doctors at the CMH! “people/everyone!!!! Etc. all need CMH facilities to be built for people mentally handicapped->Meds.
- Keep up the good work.
- I do not like being here.
- Housing for adult disabled population is very limited.
- Everyone at CMH are living walking talking angels. Thank you!
- The secretaries are so patient. [PRIMARY CASE HOLDERS] are so wonderful. I like [PRESCRIBER] as well 😊
- Everything has helped me become a better person.
- I am so happy to be working with [PRIMARY CASE HOLDER]. She has taught me so many coping ways to help me.
- Son is special needs. Staff is great.
- [PRESCRIBER] and [PRIMARY CASE HOLDER] are wonderful.



- Everybody, everywhere all could use a CMH like this one.
- I have been to CMH before and I have never felt more cared about than I do not. I enjoy coming to CMH – Lapeer.
- Big nod for good.
- I like my case manager and he lets me have Mondays off.
- I love my caseworker. She does so much for me and without [PRIMARY CASE HOLDER] I wouldn't be here.
- [PRIMARY CASE HOLDER] is the best and deserves a raise.
- Vending machine.
- Everybody that is here at Maple Grove has been so great.
- I love CMH. Our caseworker [PRIMARY CASE HOLDER] is outstanding.
- Everyone at CMH has been amazing in every way even during emergency situations.
- They are the best.
- I would love to see more activities for the children. Ex: soccer, baseball teams, etc.

What would make services better for you or the community as a whole?

- Anyone we had contact with was much more than helpful. Beautiful people!!!
- Accessibility is key.
- I would like to do crafts and stuff.
- Just what you are doing. I want my own room.
- If I had services for me that helped.
- CMH is doing well.
- All services done well.
- Just to continue with services.
- Realization that some return to baseline quicker than staff.
- I am happy with where I'm at right now.
- I am happy with everything at this time.
- ACT get a pool or lake to go to.
- For the caseworker to call me and let me know when they are coming out.
- Right now keeping right track so I don't go backwards.
- Better respite provider with better pay and better people equipped to handle needs.
- More transportation.
- CMH financial supper state/fed money.
- Keep on me as I do wrong.
- Communication.
- Train home care services workers better and increase their pay.
- Keep up the good work!! I love my service I am getting.
- All is good.
- Autism group and support work services.
- If the Golden Arrow would better communicate with CMH and vice versa.
- Better guardian for me.
- Good.



- The new Zoom calls will help so much!
- Bus tokens for appointments, even if they are kept at front desk.
- Making it easier for minors to get services.
- Everything I have received thus far has been perfect.
- Something to help me be more social.
- Evening groups for people who rehabilitate and work with employment services and then miss out on programs and groups.
- Live on my own, get where I am going.
- Telehealth.
- Maybe a dentist office here.
- Services in the water.
- More buses.
- Seeing my family more.
- Better guardian for me.
- More public transportation – or wheelchair van.
- You guys could get the medicine filled faster, but other than that you guys are doing just fine.
- You already to excellent.
- More funding for the program.
- More Infant Mental Health therapists available.
- Classes to better understand and help my child.
- We love CMH, [PRIMARY CASE HOLDER] has been the best!
- Services are always available when needed! Staff is sweet and understanding.
- Extended PM hours a couple days a week for parents who work.
- Anger management class for all ages.
- Zoom meetings.
- Bussing & transportation.
- Extended times available.
- More community activities.
- Make the lobby a little bigger.

Regional Comparison

The survey data collected for both children and adults are submitted to the Region 10 PIHP for a regional comparison. A copy of the comparison results can be found on the Region 10 website www.region10pihp.org.

Discussion & Recommendations

The response rate for the Satisfaction Survey increased from 16% in FY22 to 29% in FY23. There was a change in methodology which allowed LCCMH to increase our response rate. LCCMH also had a random drawing of five \$20 gift cards for individuals who completed the survey.



Overall satisfaction with services has increased from 90% in 2022 to 100% in 2023 for children and remained the same at 98% from 2022 for adults. While 99% of adults reported services were available at convenient times, 100% of children reported this, which is an increase from 91% in 2022.

LCCMH was awarded a federal grant from the Substance Abuse Mental Health Services Administration (SAMHSA) to become a Certified Community Behavioral Health Clinic (CCBHC), which started on October 1, 2022. This funding has allowed LCCMH to expand services, treat more individuals, hire additional staff, and promote the integration of physical and mental health. Since becoming a CCBHC, LCCMH has added additional service hours to meet the needs of persons served. In FY23, LCCMH also applied to be a Michigan Department of Health and Human Services (MDHHS) CCBHC Demonstration Site. LCCMH was fully certified as a demonstration site, starting October 1, 2023.

LCCMH is continuing to address staff shortages through recruitment efforts within the Human Resources Department and with recruitment videos on social media. LCCMH continues to try new approaches to address staffing, such as offering more telehealth therapy and changing the wage structure. LCCMH also changed criteria for two Case Management Supervisors (one for Children's Services and one for Adult Services) to allow for individuals with a Bachelor's degree to be eligible. This was an effort made to expand the pool of applicants and improve succession planning. LCCMH has a Training and Staff Development Committee to plan various staff activities to increase morale. By addressing staff shortages, burnout and morale, person served satisfaction should increase.

For adults, symptoms bothering them as much is an area for improvement. Eighty Eight percent of respondents reported 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). These groups can help persons served manage their symptoms. LCCMH's skill-building program (Stepping Stone) and Clubhouse (Harmony Hall) have been able to offer more group outings and trips than in the past few years. Offering a wider selection of groups, classes, and participation opportunities help persons served improve social skills.



For children, the lowest scored question was whether the person served is having difficulty getting services due to any barriers. However, only 9% reported difficult getting services due to barriers, compared to 30% in FY22. 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.

LCCMH case holders will continue to assess satisfaction on an ongoing basis from persons served annually and at periodic reviews. LCCMH will actively participate and provide input into the Region 10 Customer Satisfaction Survey process.

In an effort to provide holistic healthcare to persons served, integrated healthcare initiatives will remain a priority area. The Integrated Care Workgroup will focus on healthcare goals in the individual plan of service (IPOS), providing health education classes, reducing hospital readmissions, and improving smoking cessation services.

Comments from the survey are reviewed by LCCMH Quality Council to identify additional targeted areas for improvement efforts. Satisfaction Survey results are shared with the Citizen's Advisory Council, posted one month per year in the LCCMH lobby, and posted on the website. The LCCMH Services Board also received the report for strategic planning purposes. LCCMH remains committed to providing excellent services to persons served and will continue to use the Customer Satisfaction Survey process as part of the continuous quality improvement effort.