FY 2026
Customer Satisfaction Survey Report

LAPEER COUNTY COMMUNITY MENTAL HEALTH
SUPPORT & CARE FOR COMPLETE WELLNESS

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Survey Overview and Results

Lapeer County Community Mental Health (LCCMH) conducts an annual customer satisfaction survey to gather feedback from persons served and support ongoing efforts to provide high-quality, responsive services. Survey findings are used to identify areas of satisfaction, opportunities for improvement, and priorities for quality improvement activities.

The FY26 customer satisfaction survey was developed and approved by Region 10 Prepaid Inpatient Health Plan (PIHP) Quality Management Council. The survey was administered across the four counties served by Region 10 PIHP – Genesee, Lapeer, Sanilac, and St. Clair. Surveys were made available in person, by mail, and by telephone. Results are used for both agency-level review and regional comparison.

The survey primarily used Likert-scale questions, along with an open-ended question that provided respondents with an opportunity to share additional comments and feedback.

Understanding the Results

The pages that follow summarize survey responses, demographic information, comparison data, and recommendations for improvement. Results represent the perceptions of persons served and/or their guardians regarding various aspects of the services received.

For reporting and visual presentation, Likert-scale responses are grouped into the following categories: **Agree** (Strongly Agree and Agree), **Disagree** (Strongly Disagree and Disagree), **Neutral**, and **N/A** (Not Applicable). These categories are used in the percentage calculations and charts throughout the report. For some demographic questions, **Prefer Not to State** responses are excluded from the percentage calculations and graphs.

Adult and child survey responses are presented separately where applicable. Results are organized by topic to provide a clear and consistent presentation of findings.

Methodology

The FY26 Customer Satisfaction Survey was conducted from **July 6, 2026, to August 7, 2026**. Surveys were distributed primarily in person. Paper surveys were also made available at the LCCMH Main Building front desk, through primary case holders, and directly from other staff. A total of 885 surveys were distributed, including 240 child surveys and 645 adult surveys. Of the adult surveys, 240 were designated for individuals receiving Home and Community-Based Services (HCBS).

Some individuals received staff assistance in completing the survey. To encourage participation, respondents who returned a completed survey and provided demographic information by the posted deadline were entered into a random drawing for one of five $20 gift cards.

Response Rate

A total of 335 customer satisfaction surveys were completed, resulting in an overall response rate of **38%**, an increase from 36% in FY25. Of the completed surveys, 53 were submitted by children, 221 by adults receiving non-HCBS services, and 61 by adults receiving HCBS services. Of the 335 respondents, 287 individuals received Certified Community Behavioral Health Clinic (CCBHC) services, including 238 adults and 49 children. These results reflect participation across the respondent groups and provide a broad representation of customer experiences and satisfaction.

Demographics

Surveys were administered separately for adult and children's services and captured responses across LCCMH's service population, including mental health, intellectual and developmental disabilities, co-occurring disorders, and substance use disorders.

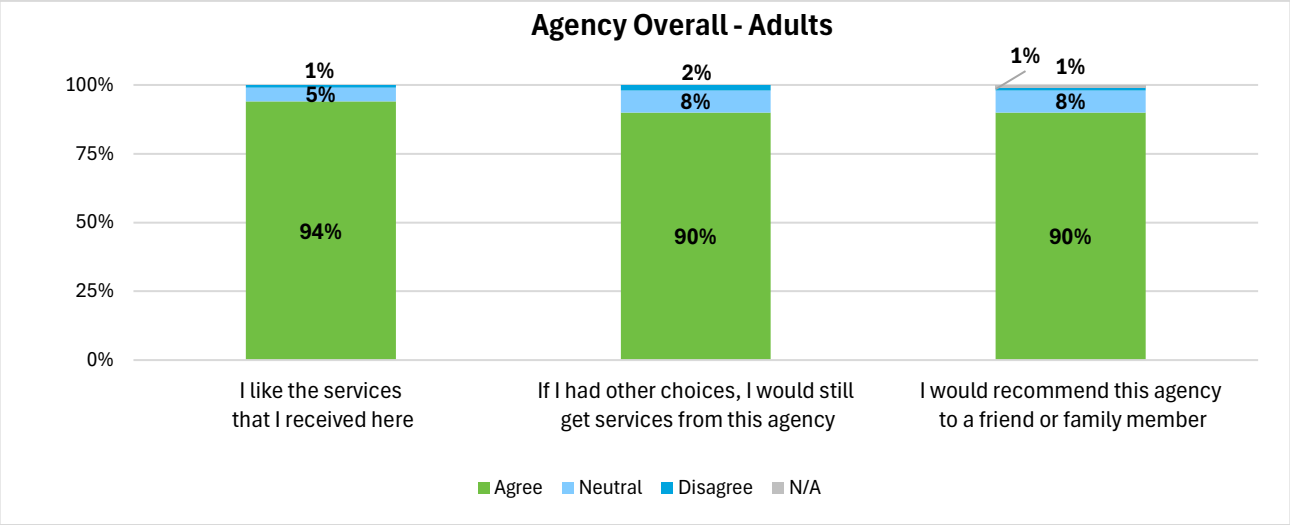
Among adult respondents (ages 18 and older), 51% were female, 47% male, and 2% non-binary. One respondent additionally identified as genderfluid under "Other", this response was not included in the percentage calculation. Among child respondents (age 17 and under), 71% were male, 25% female, and 2% each identified as non-binary or "Other".

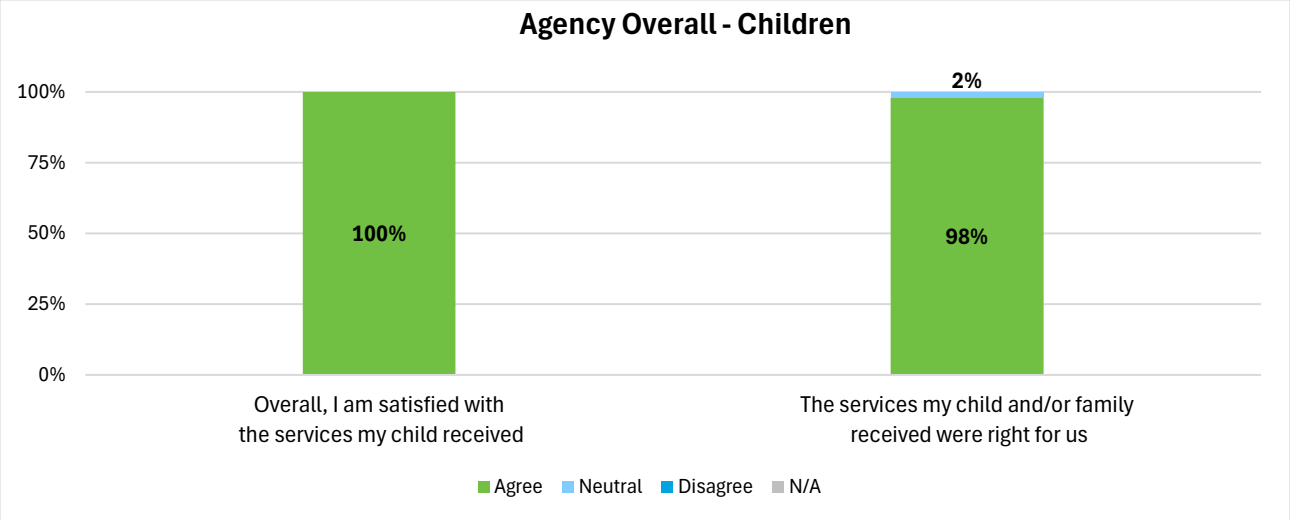
Most respondents reported their race as White (Caucasian), accounting for 90% of adults and 96% of children. Adult respondents also included 3% American Indian/Alaska Native, 1% Biracial/Multiracial,

and 4% Hispanic/Latino/Spanish, while 2% chose not to disclose their race. Among children, 2% identified as Black/African American and 2% as Biracial/Multiracial.

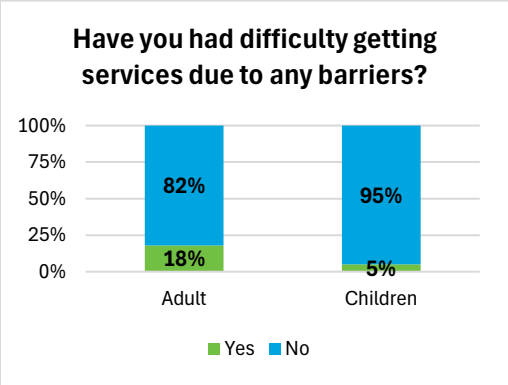
Agency Overall

Overall satisfaction remained high among both adult and child respondents. Among adults, 94% reported being satisfied with the services received, compared to 98% in FY25, while 90% indicated they would recommend LCCMH to a friend or family member. Child respondents reported 100% overall satisfaction, an increase from 96% in FY25. Additionally, 98% felt the services they received were right for them, up from 88% the previous year.

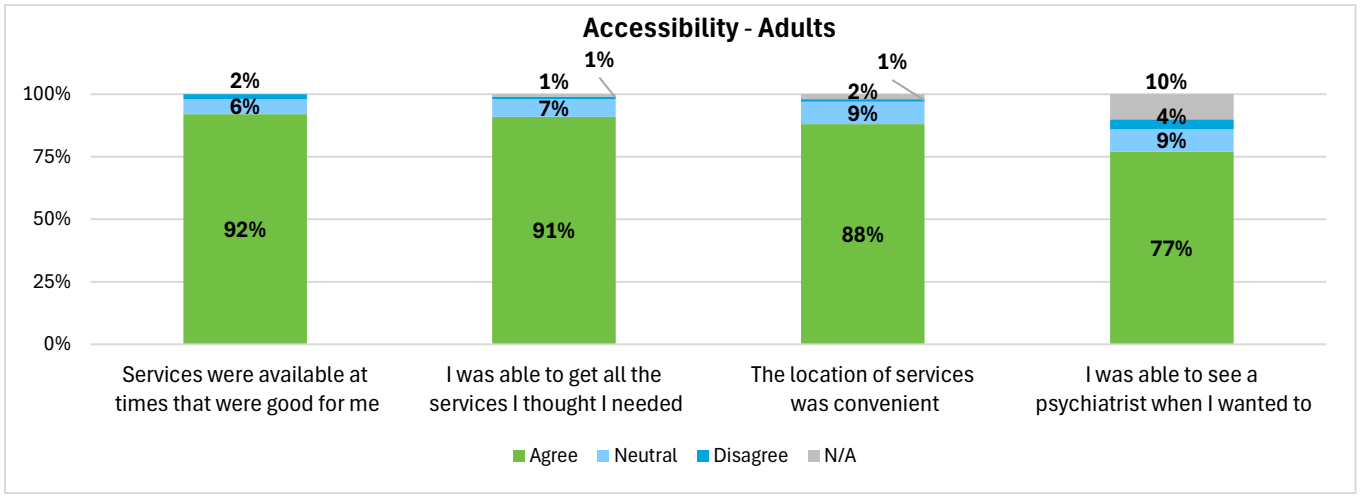


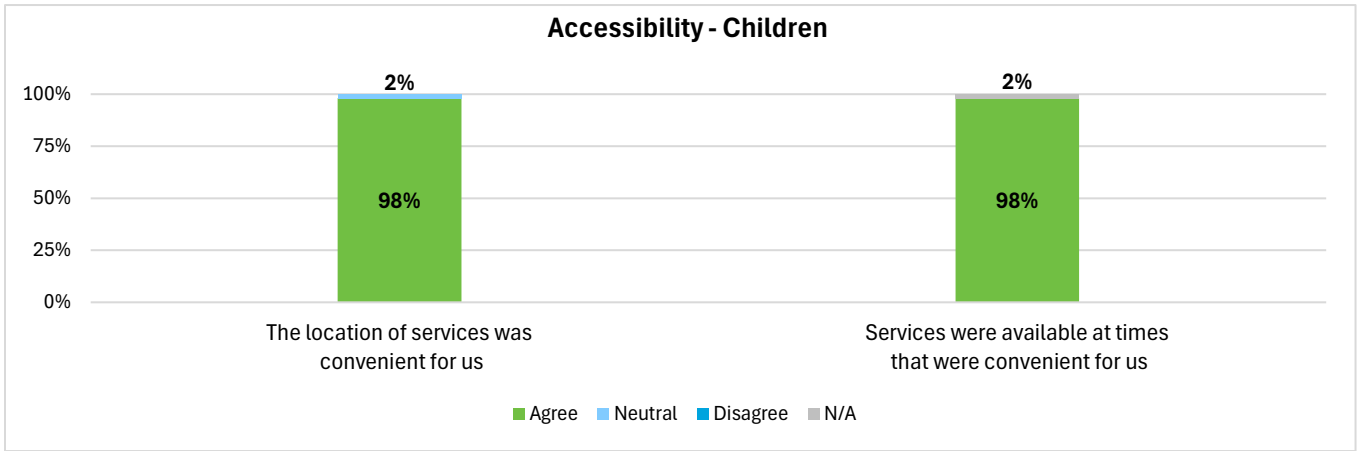


Accessibility



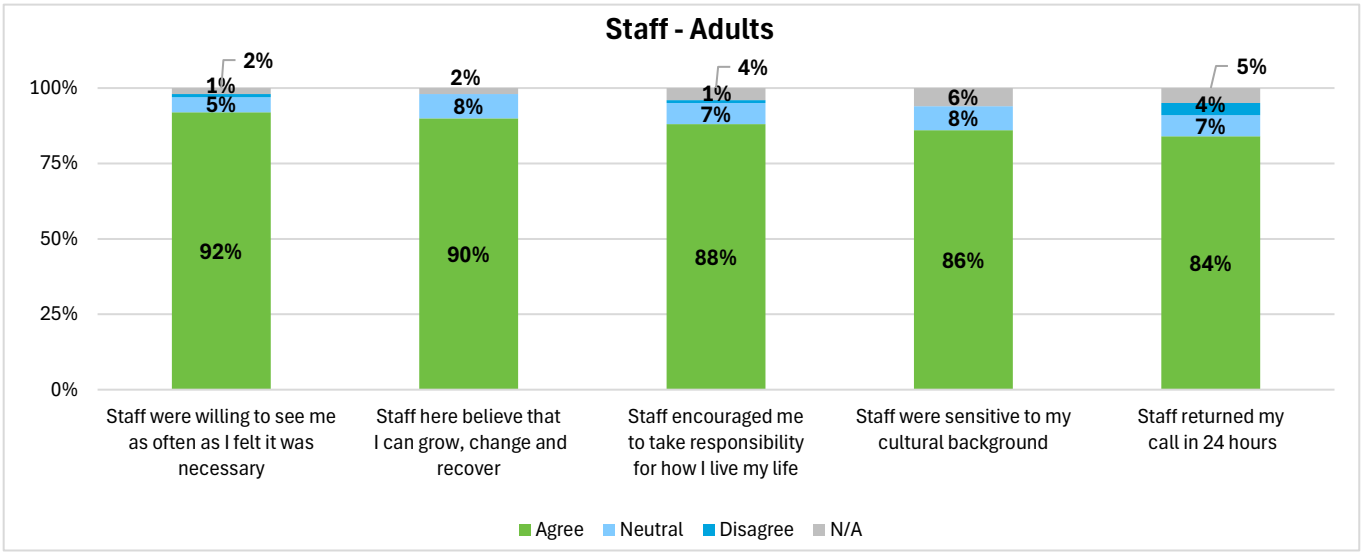
Respondents generally reported positive experiences with the accessibility and convenience of services. Among adults, 88% rated the service location favorably, down from 94% in FY25, while 92% reported that service times were convenient. Among children, 98% rated the service location favorably, up from 90% in FY25, and 98% reported satisfaction with service times. Regarding barriers to accessing services, 82% of adults reported experiencing no barriers, compared with 88% in FY25. Among children, 95% reported no barriers, an improvement from 90% the previous year. Reported barriers included appointment or service availability, provider availability, cultural or communication barriers, health-related concerns, housing or location, insurance/Medicaid or financial issues, transportation, and work-related conflicts. Additional barriers identified under "Other" included homelessness, mental health concerns, difficulty obtaining guardian signatures, and barriers related to having children.

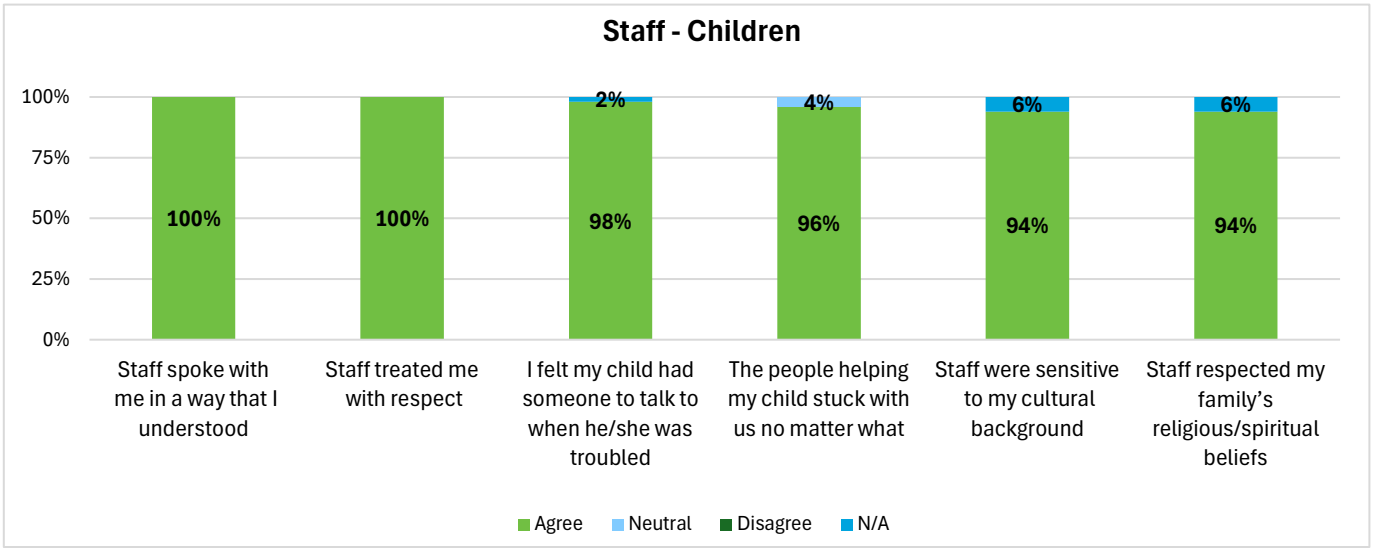




Staff

This category assessed staff performance and interactions through tailored questions for adult and child respondents. A shared question addressed whether staff were sensitive to respondents' cultural and ethnic backgrounds, including race, religion, and language. Among adults, 86% agreed, an increase from 82% in FY25. Among children, 94% agreed, a significant increase from 76% the previous year. For adults, the highest-rated question in this category was whether staff were willing to see them as often as needed, with 92% responding positively. Among children, the highest-rated questions were that staff spoke in a way they understood and treated them with respect, both receiving 100% positive responses.



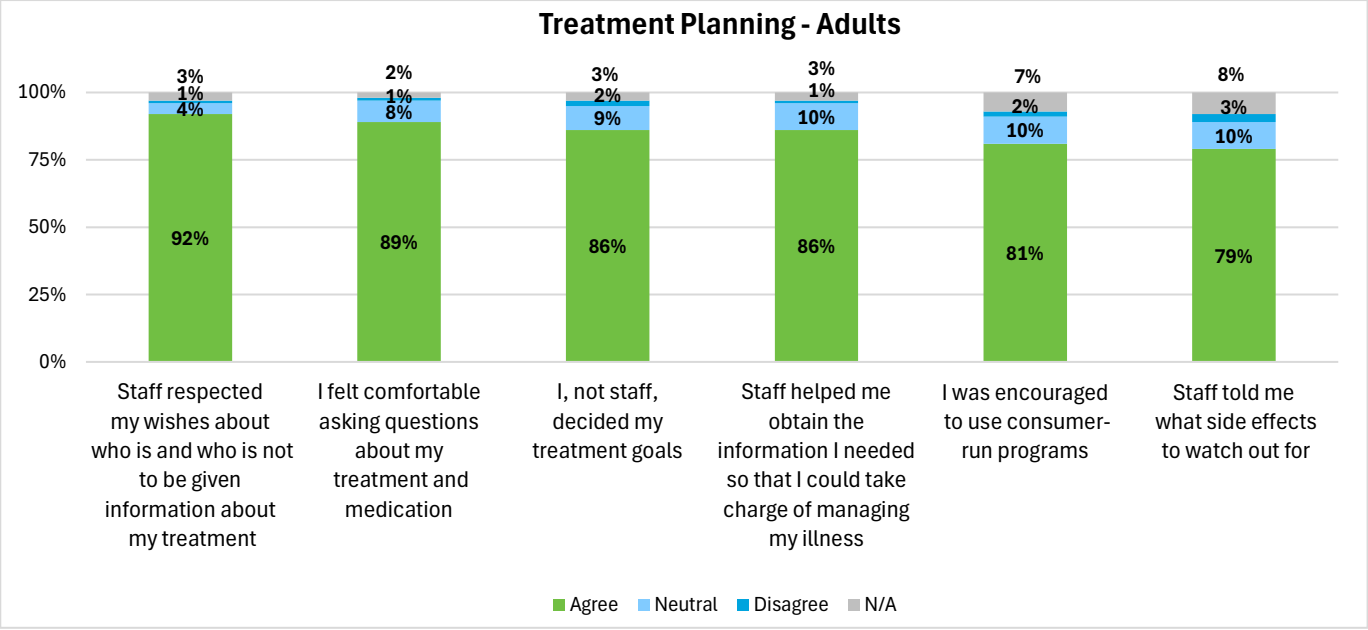


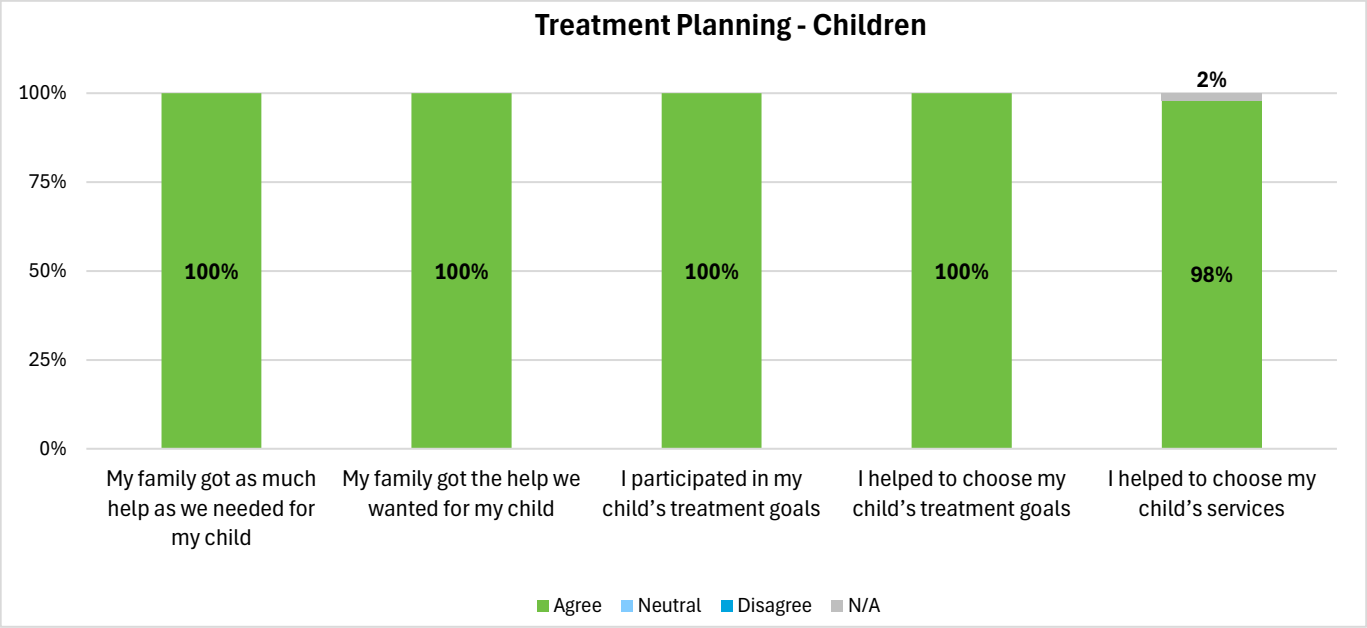
Recipient Rights

Results related to recipient rights remained generally positive amount adult respondents, although both measures showed modest declines from FY25. Eighty-seven percent of adults indicated they felt comfortable voicing complaints, compared to 90% last year, while 93% reported receiving information about their rights, compared to 96% in FY25. The children's survey did not directly address recipient rights however; aspects of family involvement and participation were evaluated through other survey categories.

Treatment Planning

The Treatment Planning results remained positive for both adult and child respondents. Among adults, the highest-rated question was staff respecting their preferences regarding the sharing of personal information, with 92% responding positively, compared to 94% in FY25. The lowest-rated question, while still favorable, was whether staff provided information about potential side effects to monitor, at 79%, down from 82% the previous year. Children reported 100% positive responses across several measures related to family involvement, including receiving needed and wanted support, participating in treatment, and helping select treatment goals. The lowest-rated child question was whether the respondent helped choose their child's services, which remained positive at 98%, an increase from 96% in FY25.





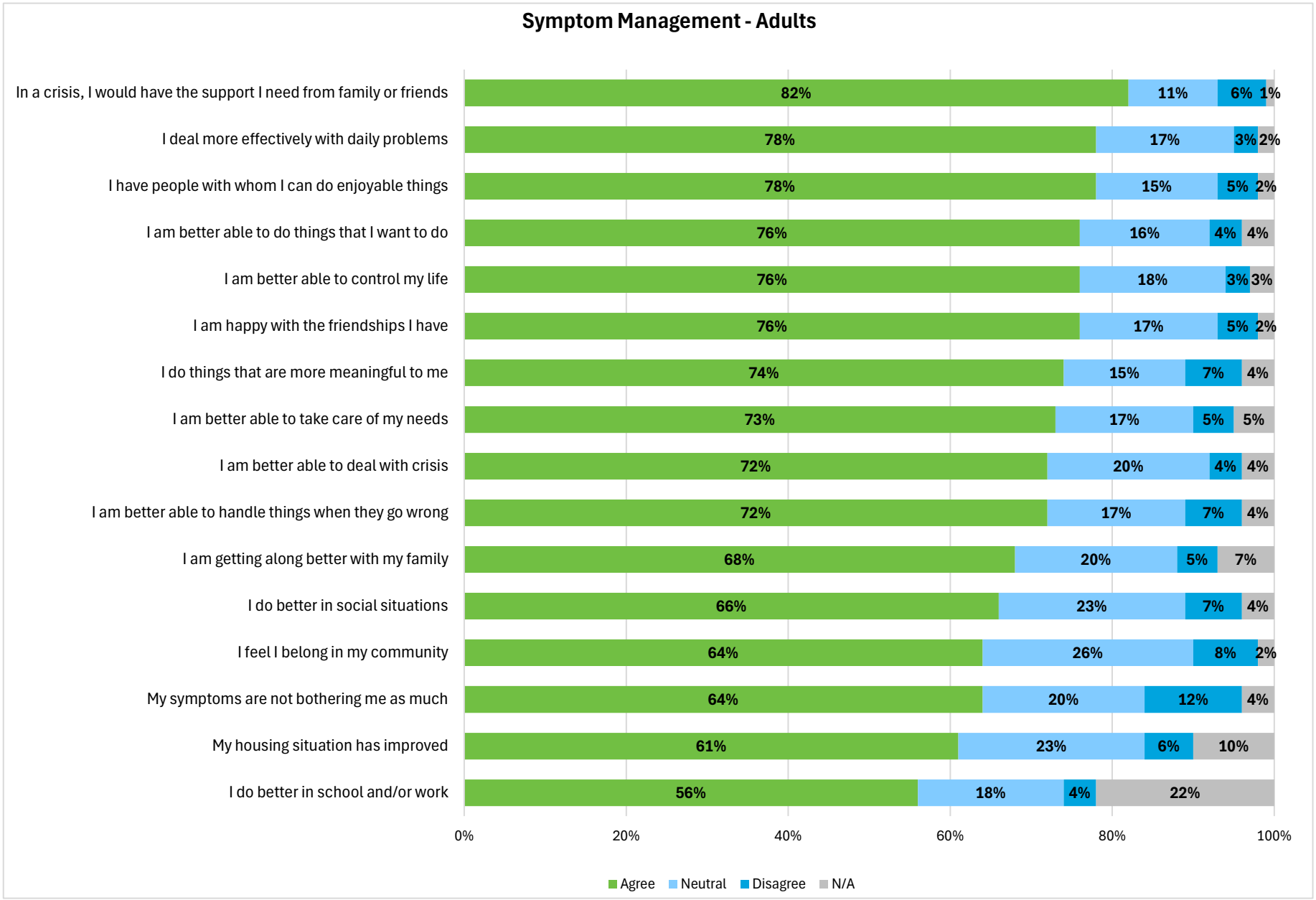
Symptom Management

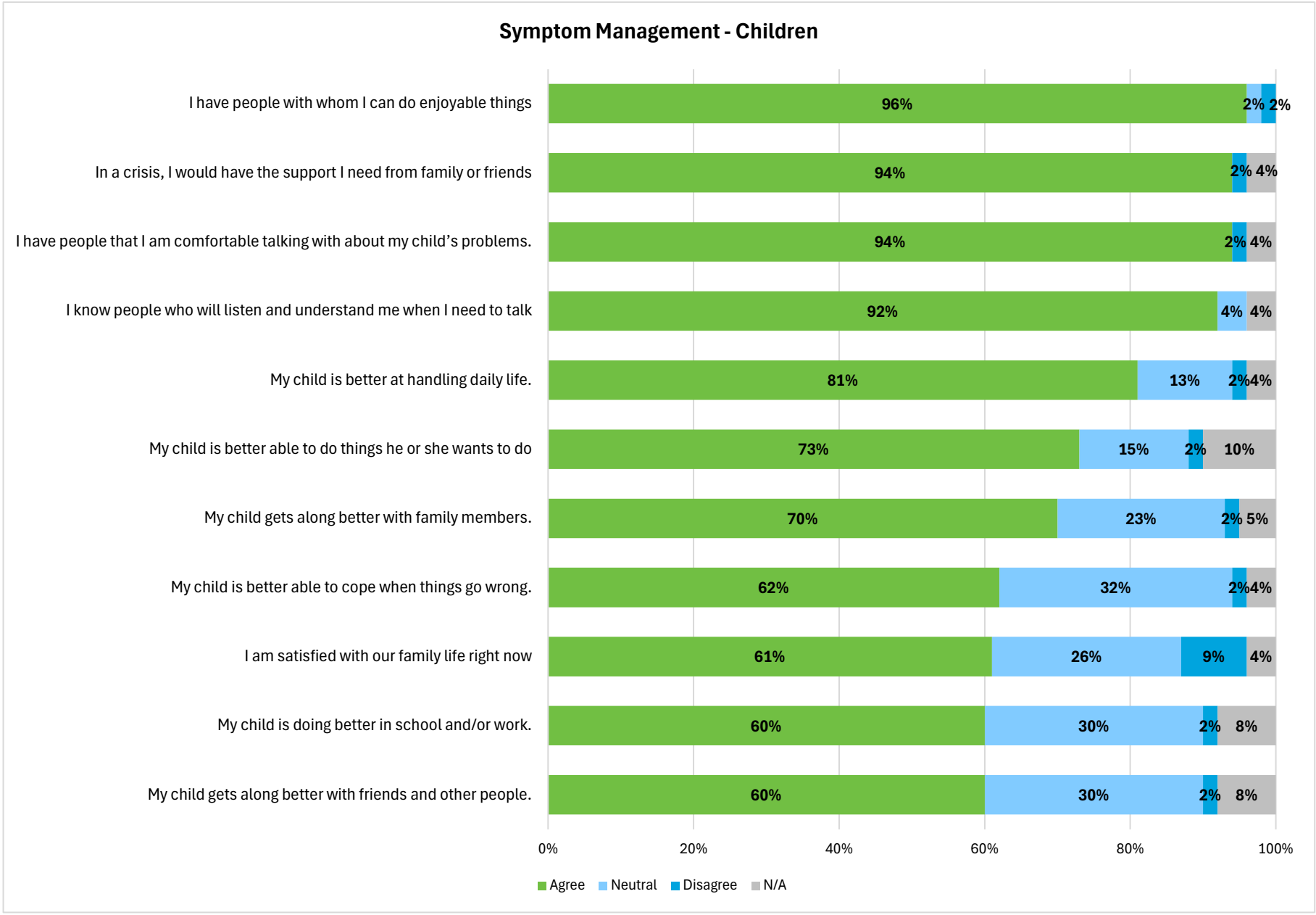
System management reflects participants' ability to manage the impact of their behavioral health conditions and function in daily life, including school, work, family, and social relationships.

For adult participants, 82% reported having support from family and friends during a crisis, unchanged from FY25, while 78% reported dealing more effectively with daily problems, a slight decrease from 83% in FY25. The lowest-rated question was functioning better in school and/or work, with 56% reporting improvement, down from 59% in FY26.

For children, the highest-rated question was having people with whom they can do enjoyable things, with 96% responding favorably, up from 88% in FY25. Additionally, 94% reported having needed support from family or friends during a crisis, compared with 84% in FY25. The lowest-rated item was getting along better with friends and other people, at 60%, down from 65% the prior year.

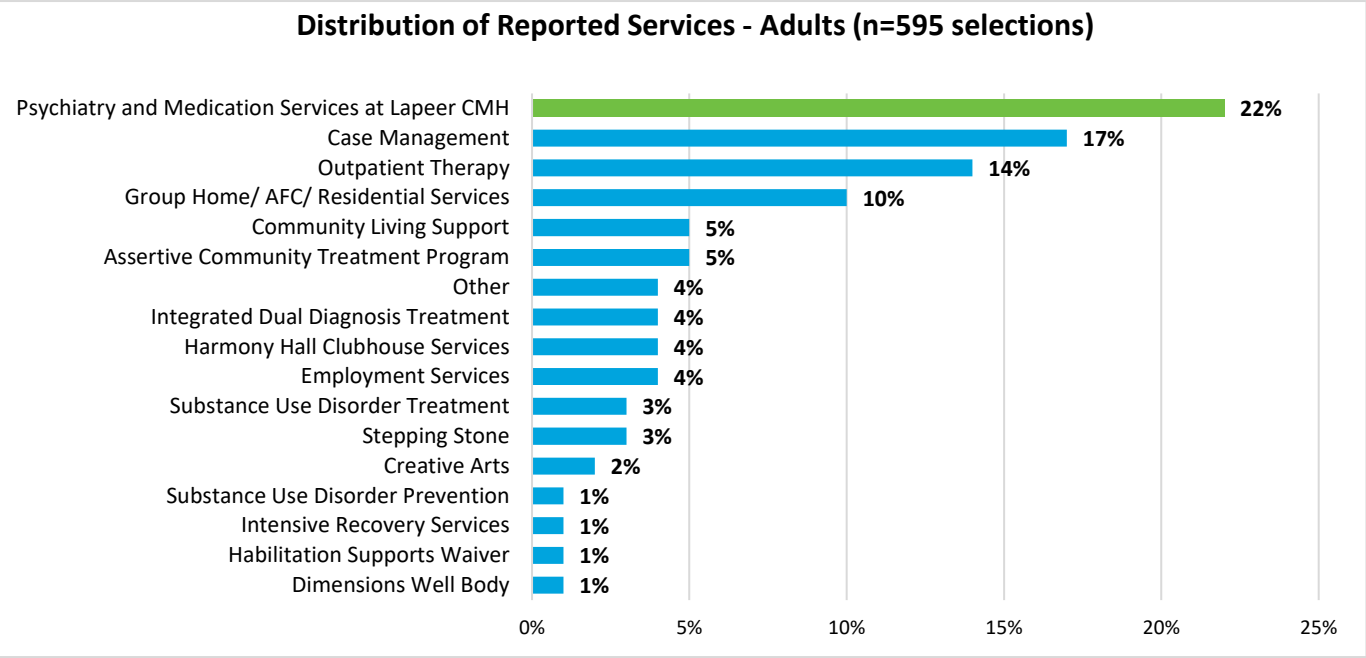
The following graphs provide a detailed view of responses within this category.


Symptom Management - Adults
In a crisis, I would have the support I need from family or friends
82%
11%
6%
1%
I deal more effectively with daily problems
78%
17%
3%
2%
I have people with whom I can do enjoyable things
78%
15%
5%
2%
I am better able to do things that I want to do
76%
16%
4%
4%
I am better able to control my life
76%
18%
3%
3%
I am happy with the friendships I have
76%
17%
5%
2%
I do things that are more meaningful to me
74%
15%
7%
4%
I am better able to take care of my needs
73%
17%
5%
5%
I am better able to deal with crisis
72%
20%
4%
4%
I am better able to handle things when they go wrong
72%
17%
7%
4%
I am getting along better with my family
68%
20%
5%
7%
I do better in social situations
66%
23%
7%
4%
I feel I belong in my community
64%
26%
8%
2%
My symptoms are not bothering me as much
64%
20%
12%
4%
My housing situation has improved
61%
23%
6%
10%
I do better in school and/or work
56%
18%
4%
22%
0%
20%
40%
60%
80%
100%
Agree
Neutral
Disagree
N/A

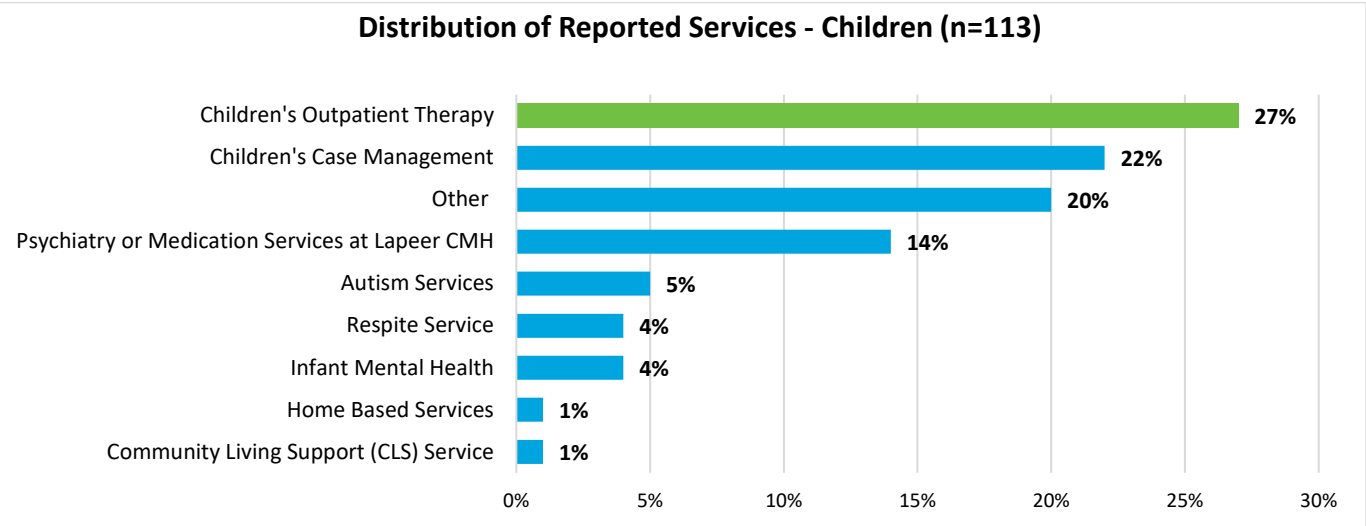

Symptom Management - Children
I have people with whom I can do enjoyable things
96%
2%
2%
In a crisis, I would have the support I need from family or friends
94%
2%
4%
I have people that I am comfortable talking with about my child's problems.
94%
2%
4%
I know people who will listen and understand me when I need to talk
92%
4%
4%
My child is better at handling daily life.
81%
13%
2%
4%
My child is better able to do things he or she wants to do
73%
15%
2%
10%
My child gets along better with family members.
70%
23%
2%
5%
My child is better able to cope when things go wrong.
62%
32%
2%
4%
I am satisfied with our family life right now
61%
26%
9%
4%
My child is doing better in school and/or work.
60%
30%
2%
8%
My child gets along better with friends and other people.
60%
30%
2%
8%
0%
20%
40%
60%
80%
100%
Agree
Neutral
Disagree
N/A

Reported Services

Respondents were asked to identify the services they received, with the option to select all that applied. The graphs below show the distribution of reported services for adults and children. Percentages are based on the total number of services selected.



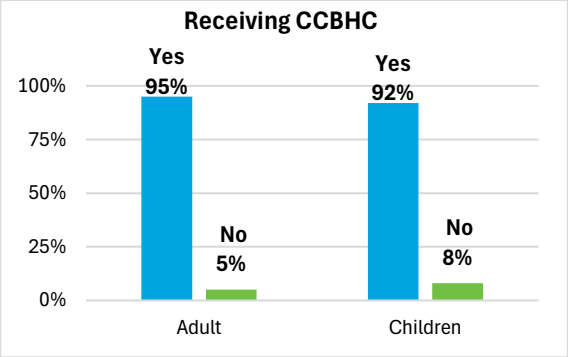
"Other" services as reported by respondents: Counseling-peer support, DBT, Hispanic services, life skills, medication management, mental health court, NP, substance abuse, Teamwork, telehealth, therapist/medical doctor, therapy. Respite was selected but represents <1% of total service selections, therefore it is not displayed. No respondents identified Mobile Intensive Crisis Stabilization Services (MICSS) as a service received.



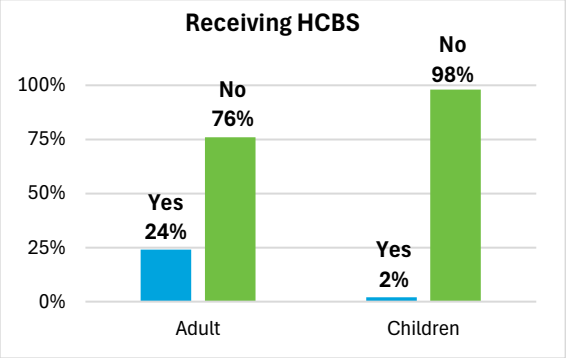
"Other" services as reported by respondents: CLS services, counseling, Medicaid navigator, medication management, parent support, therapy, trauma, youth/peer support. No respondents identified Children's Mobile Intensive Crisis Stabilization Services (M-MICSS) as a service received.

CCBHC and HCBS Services

Both the adult and children's surveys assessed respondents' use of Certified Behavioral Health Clinic (CCBHC) and Home and Community Based Services (HCBS). CCBHC services continue to reach most respondents, while HCBS participation remains lower.



Among adults, 95% reported receiving CCBHC services, down slightly from 97% in FY25, while 24% reported receiving HCBS, up from 19% last year. Among children, 92% reported receiving CCBHC services, an increase from 85% last year, while 2% reported received HCBS, unchanged from FY25.



Respondent Comments

The surveys provided an opportunity for both adult and child respondents to share additional comments regarding the services they receive, challenges they face, and general feedback. The responses below are presented as written by respondents. To protect confidentiality, staff names or other identifying information have been replaced with brackets.

General Comments:

- Wider doors for wheelchairs
- I need better help with housing
- I feel safe and welcome at CMH
- New patient. First visit with [staff] was very encouraging
- Disappointed with finding additional supports for me as a caregiver and group support for parent and at home
- Amazing people. Amazing services
- I am dealing with worsening depression and greatly increased fatigue
- I came to CMH in hopes that I could understand and improve my mental health. I was blessed to be assigned to [staff]. With her help and her guidance, I have made tremendous progress
- There are many services here that I was not aware of. Maybe a weekly/monthly newsletter? I drew arrows for the services I did not know were offered here
- It took almost a year to get my one testing for aspergers

- CMH has helped me alot, everything I have is because of the help from my case manager [staff] and the help, support and friendships from Harmony Hall
- Experienced troubles with medication complications; difficult to get appointment with psychiatry
- More group programs/sessions after 5 PM (work hours)
- Psychological testing here at LCCMH
- They take care of everything I need to take care of myself
- The only problem I have is sometimes coordinating my meeting times
- I just wish everyone wrote more bullet points like notes so the whole team can be on the same page
- I love the staff here at CMH. They are caring, especially [staff] - so helpful and understanding
- Let client know all means available
- [Staff] are amazing for support!
- I am beyond happy with [staff] as my team
- Amazing help from amazing people, helped with a lot of problems and how to face troubles threw the recovery
- Wonderful staff, always kind and knowledgeable. 10/10
- Great program!
- Thankful for the support during difficult times
- Only second time here
- [Person served] states he was concerned, he wants to move out of [location] because its just getting worse by him being here and that's how he feels
- Nonverbal but using tablet to communicate
- Better GLTA services would be wonderful
- CMH is wonderful. Staff is exceptional
- Everyone is always sweet, understanding and helpful everytime!
- I'm upset I can't see a therapist right away with the mental health issue I have.
- Haven't had services yet
- I am living out of my car
- [Staff] is awesome!
- Your [department/staff] nor your [department/staff] are not in positions to make any type of call on my mental health
- [Staff] is great to have as a case worker
- I would like to take a sec and say every person that has helped me here so far at LCMH has been super great
- Everything is slowly working out. I'm accepting of workers at CMH, whether they have a lot of experience or not
- Very happy with services received
- I am the guardian for [person served] (severe/level III autism) and I am satisfied w/his care. I will answer any questions that you may have
- [Staff] is the sweetest and caring about her patients
- My problem solving skills have improved
- I do love the DBT group

- The DBT group is great
- Go [staff]!
- [Person served] was not able to answer questions at all. I used my best judgement to help her Filled out by [care provider] to the best of my ability
- [Person served] was not able to answer any of these questions herself
- [Person served] was not able to answer these questions
- [Person served] said "yes" to every question so I am assuming she agrees
- [Person served] giggled and shook his head yes to every question
- For any answers he said "I don't know" I left as neutral. If he said "no" I put disagree. If he said "yes" I put agree
- [Staff] has helped me manage my anxiety and process my grief
- We've been very happy with the services we've received
- This girl is putting in the work. She's got her hands full with this one! Probably isn't paid enough.
- This woman deserves a huge raise! The work she puts in is above and beyond!
- Always amazing services
- Love services
- Loved [staff] - Great first experience
- Was not seen at initial intake "appointment" despite being there before cutoff time and calling ahead to "schedule". Given a different therapist then requested due to requested therapist being full.
- [Person served] receives ABA through [location]
- I am 18 and moving to adult
- [Staff] is amazing, we love her and hope to be able to keep working with her in the future.
- Just started services 8/7/26
- I am happy with the progress LCCMH has helped my child to achieve

Regional Comparison

The survey data collected for both child and adult respondents are submitted to the Region 10 PIHP for comparison with other Community Mental Health (CMH) organizations across the region. Comparison results are publicly available on the Region 10 PIHP website at www.region10pihp.org.

Conclusion and Action Plan

In FY26, LCCMH continued to use a variety of evidence-based practices, including motivational interviewing, Dimensions Well Body, Enhanced Illness and Management and Recovery (E-IMR), and Dialectical Behavior Therapy (DBT) for adults and adolescents. The agency moved its Children's and Autism programs to a newly remodeled location, across the street from the Main Building. This is the first step in creating a campus for mental health services. Additionally, an Intake Department was established in FY26, allowing dedicated staff to complete timely intakes for children and adults. LCCMH

is continuing to develop a centralized intake process for adults with Substance Use Disorder (SUD) services to further support timely and coordinated access to care.

The highest-rated areas reflect strengths in accessibility, staff interaction, and overall satisfaction. These results suggest that respondents generally value being able to access needed services and having positive, supportive interactions with staff. The high overall satisfaction rating further indicates that respondents were generally satisfied with the services and supports they received.

The lowest-rated areas were related to symptom management, specifically doing better in school or work and getting along better with friends and other people. These findings identify opportunities to further explore barriers and strengthen services and supports that may help individuals improve daily functioning, school or work performance, and relationships with others.

LCCMH will continue to use evidence-based practices for persons served to assist with symptom management. LCCMH also started a Financial Wellness group at the end of FY26. In FY26, LCCMH had a staff member gain a Community Health Worker certification, with goals to expand health and wellness programming to persons served. An additional area for improvement is related to staff being sensitive to cultural background. The Trauma Informed Care and Culture Club merged to become the Inclusive Care Committee. This committee has goals related to staff training on cultural awareness and trauma-informed concerns. Another area for improvement was related to staff returning phone calls timely. LCCMH has implemented an office coverage system so that there is always one staff from each department available to answer urgent or emergent phone calls or walk-ins.

One area that decreased from FY25 was persons served feeling comfortable voicing complaints and receiving information about their rights. In FY27, LCCMH plans to improve the Customer Services role and workflow, including increased education to staff and persons served on how Customer Services can help with general complaints, grievances, and appeals.

For additional information about this report or the services provided by LCCMH, please contact us by phone at (810) 667-0500 or visit our website at www.lapeercmh.org.