


LAPEER COUNTY COMMUNITY MENTAL HEALTH 2020 CUSTOMER SATISFACTION SURVEY RESULTS

AT A GLANCE

48

total responses

16% response rate

 from 32% last year

36 adults

12 children's services

100%
SATISFACTION
ADULT + CHILDREN

- Overall satisfied with services received
- Satisfied with quality of services

Improved ratings for

**CONVENIENT HOURS
OF OPERATION**

from last year



ADULT SERVICES:



IDENTIFIED STRENGTHS

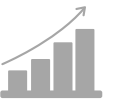
- Symptom management improved **10%** points
- Higher "control over my life" reported
- **Fewer barriers** to receiving treatment

IMPROVEMENT OPPORTUNITIES:

- Cultural competency and sensitivity
= *LGBTQIA + training*
- 7% reported staff don't believe I can grow, change, and recover
= *Anti-stigma training and messaging*
= *Recovery training*



CHILDREN'S SERVICES:



IDENTIFIED STRENGTHS

- Child got the help their family **needed**
- Child is **better** at handling everyday life
- Staff are sensitive to cultural/ethnic background and treat with respect

IMPROVEMENT OPPORTUNITIES:

- Child getting along with others & doing the things he/she wants
= *Treatment planning and education*
- Barriers to service include hours of operation and billing problems
= *Offer evening and weekend hours*