



Customer Satisfaction Survey Report

FISCAL YEAR 2024

Region 10 Prepaid Inpatient Health Plan (PIHP)
Customer Satisfaction Survey Report FY2024
December 2024

This report is a summary of the annual Region 10 PIHP Customer Satisfaction Survey regarding customer satisfaction in the regional provider network for Fiscal Year (FY) 2024. It represents the PIHP's effort to implement the Customer Satisfaction process as noted in the FY2024 Quality Improvement Program & Workplan.

Survey Methodology

In FY2024, Region 10 PIHP's Customer Satisfaction Survey project utilized standardized, validated survey tools: the Mental Health Statistical Improvement Program (MHSIP) and the Youth Services Survey for Families (YSS-F). The MHSIP and YSS-F survey tools were used for the Adult and the child / youth populations, respectively. The surveys were chosen by recommendation from the Michigan Department of Health and Human Services (MDHHS) in order to align with survey requirements for providers participating in the Certified Community Behavioral Health Clinic (CCBHC) Demonstration. The PIHP chose to additionally maintain a previous qualitative question ("*Have you had difficulty getting services due to any barriers? If yes, please explain.*") in order to continue to track work taking place to address barriers faced by persons served as recommended for previous Customer Satisfaction Surveys.

The FY2024 Customer Satisfaction Survey was conducted from July 22 – August 9, 2024 throughout the Region 10 Provider Network. The PIHP requested that surveys be offered at the point of service to all persons presenting for services during the administration time period. For the purposes of this survey report, Community Mental Health (CMH) organizations were asked to report on surveys administered to Medicaid beneficiaries or their parents/guardians (for the Child population). Surveys conducted through the Substance Use Disorder (SUD) Provider Network were reported without regard to funding source as the PIHP provides oversight to SUD services funded through means other than Medicaid. The SUD providers administered the survey and returned scanned or hardcopy completed surveys to the PIHP for data entry. Each CMH reported their data to the PIHP. The PIHP aggregated and analyzed the data.

Appendices A & B contain the MHSIP and YSS-F, respectively.

Following each standardized survey, the respondent was given the opportunity to provide their (or their child's) demographic information including race and ethnicity, gender, and age. There was also the opportunity to provide contact information if they wanted to be contacted by the provider for follow-up

Individuals receiving long term supports and services (LTSS) and Home and Community Based Services (HCBS) were included in the sample population for each CMH and were included in the Adult and Child survey results. Survey data for the Adult population receiving HCBS was also aggregated separately. HCBS provide individuals who need assistance with everyday activities the opportunity to receive services (such as personal care, homemaker, and adult day health services) in their own homes or the community as opposed to institutional settings (Centers for Medicare & Medicaid Services, 2022).

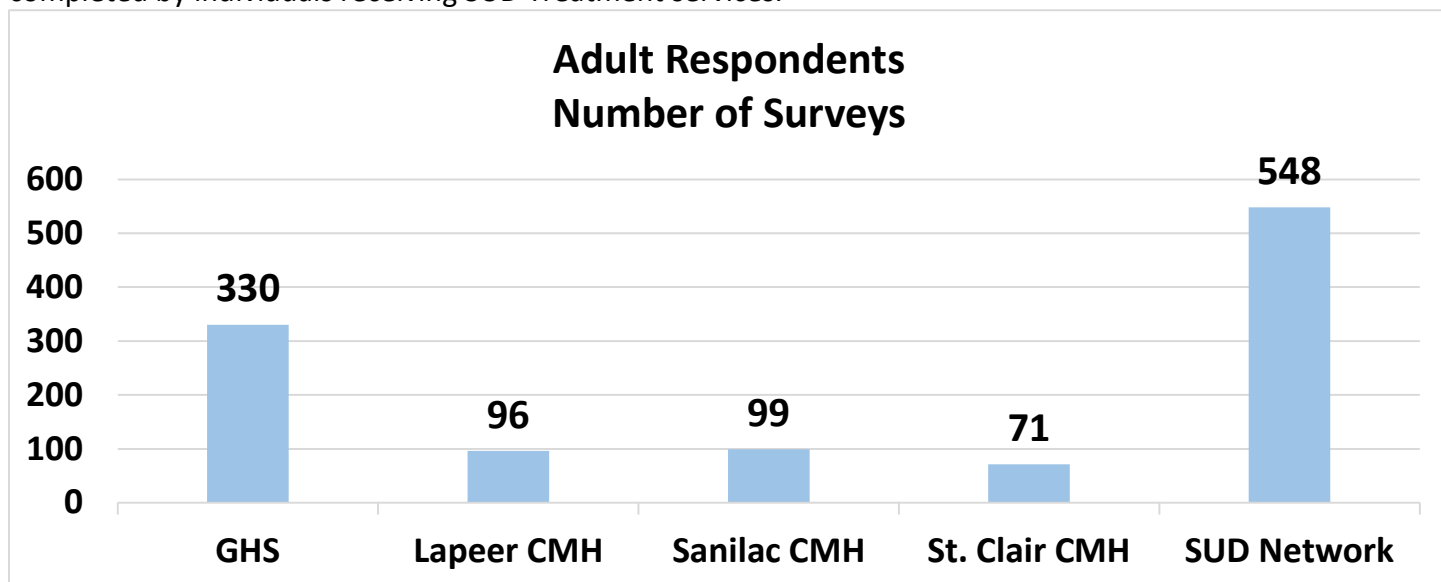
Region 10 Survey Results

Response Totals and Rates

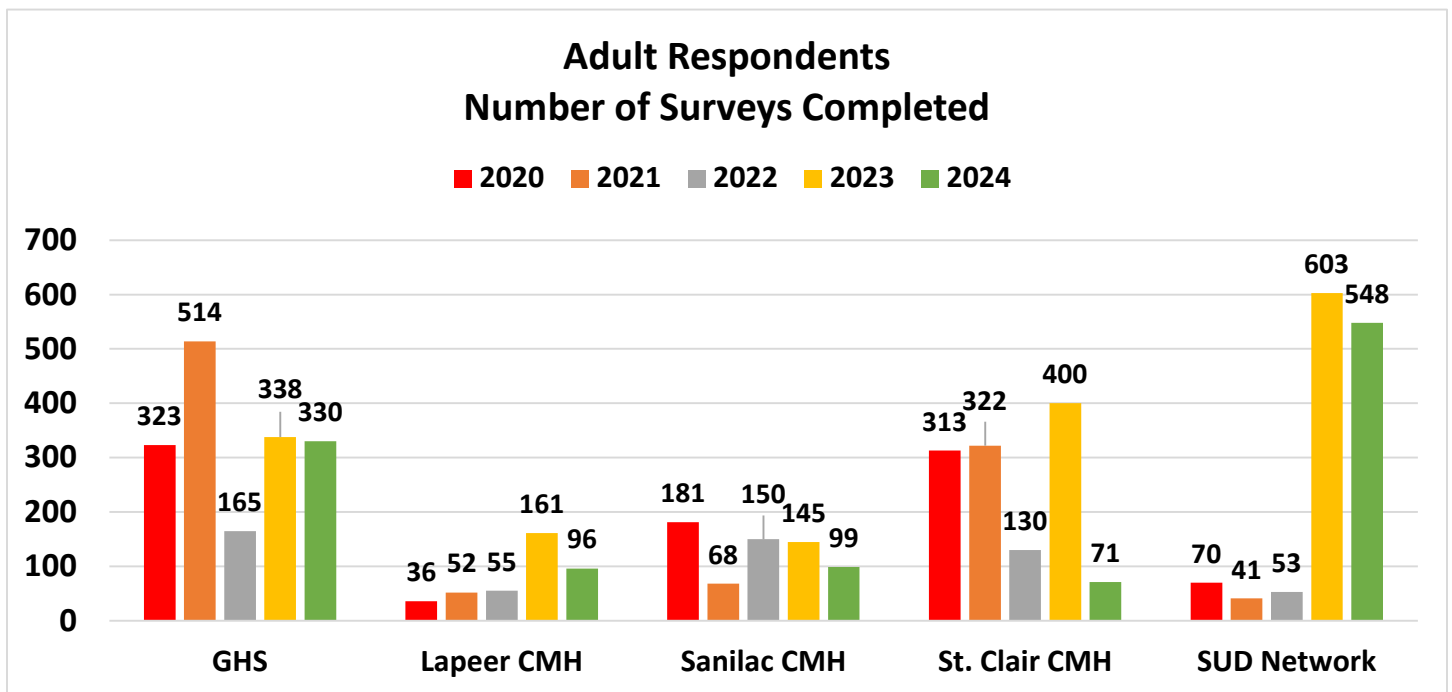
A total of 1,443 Customer Satisfaction Surveys were completed in FY2024 across all network providers and populations. Analysis was done to compare the total number of surveys administered to the total number of unique individuals presenting for services during the administration period. During this time, a total of 13,014 unique individuals presented for services in the Network. Thus, 11.1% of those presenting for services completed a survey. Broken down, 5,915 individuals presented for at least one service at Genesee Health System (GHS), 1,041 at Lapeer CMH, 855 at Sanilac CMH, 3,426 at St. Clair CMH, and 1,951 in the SUD Network. Combining the Adult and Child response totals, this yields overall completion rates of 8.1% for GHS, 10.1% at Lapeer CMH, 16.0% at Sanilac CMH, 4.8% at St. Clair CMH, and 28.1% for the SUD Network.

Adult Surveys

A total of 1,144 surveys were completed by adults receiving services in the Region 10 PIHP network. Of the 1,144 surveys, 596 were completed by individuals receiving CMH services. The remaining 548 surveys were completed by individuals receiving SUD Treatment services.



This is a significant decrease compared to FY2023 in which 1,647 Adults completed surveys throughout the network with 603 coming from the SUD population. The following graph shows a longitudinal analysis of response totals.

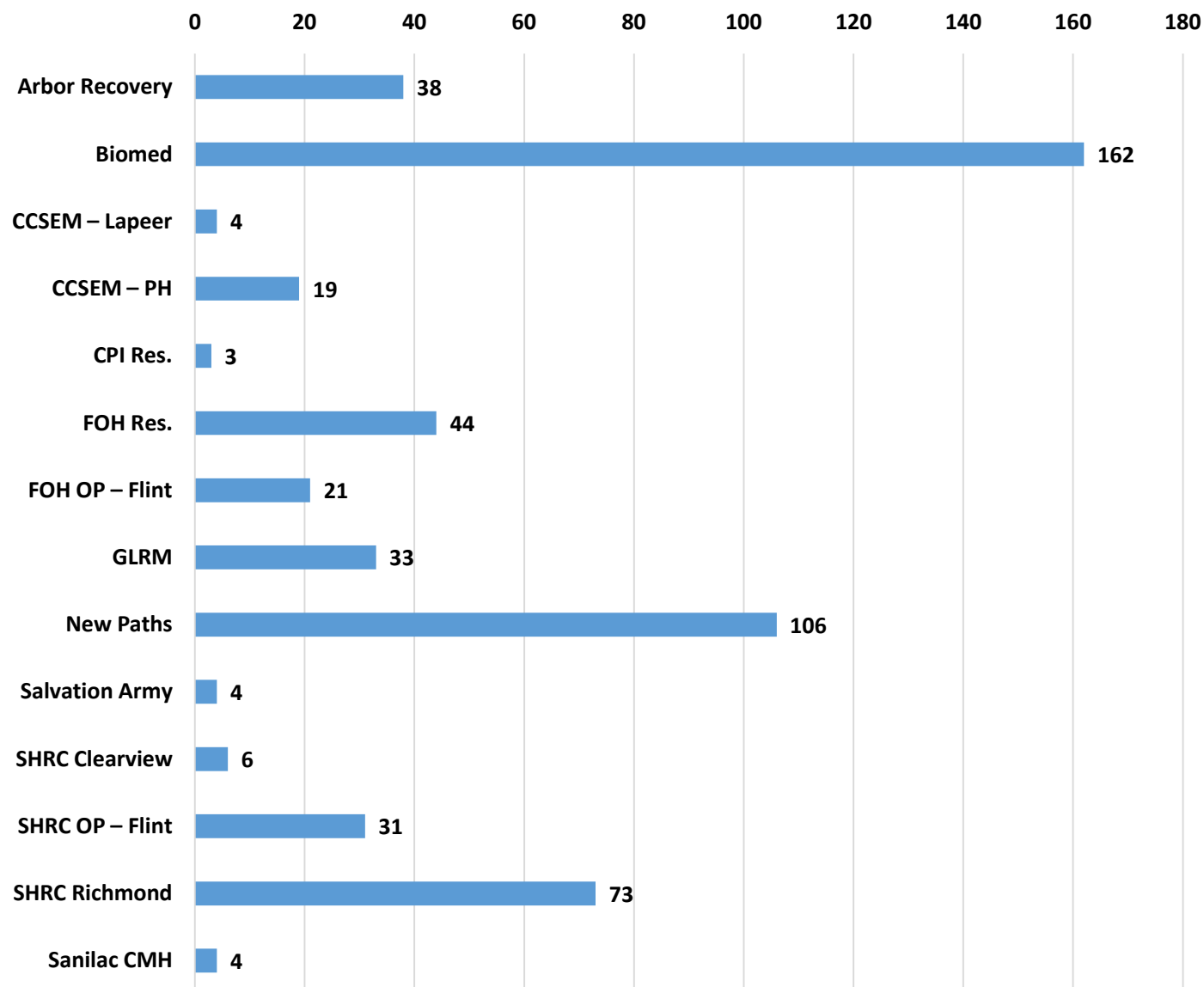


The graph on the following page shows a break-out of the number of surveys completed in FY2024 by SUD Providers. Note that this is not an exhaustive list of SUD Providers in Region 10; rather, it only includes those Providers which were represented by at least one survey.

The abbreviation coding for participating SUD Providers is as follows:

Arbor Recovery	Arbor Recovery Michigan
Biomed	Biomed Behavioral Healthcare
CCSEM – Lapeer	Catholic Charities of Southeast Michigan (CCSEM) - Lapeer
CCSEM – PH	Catholic Charities of Southeast Michigan (CCSEM) - Port Huron
CPI Res.	Community Programs, Inc. (CPI) Residential
FOH Res.	Flint Odyssey House (FOH) Residential
FOH OP – Flint	Flint Odyssey House (FOH) Outpatient Flint
New Paths	New Paths, Inc. (NPI)
Salvation Army	Salvation Army Harbor Light Macomb
SHRC Clearview	Sacred Heart Rehabilitation Center (SHRC) Residential
SHRC OP – Flint	Sacred Heart Rehabilitation Center (SHRC) Outpatient - Flint
SHRC Richmond	Sacred Heart Rehabilitation Center (SHRC) Richmond
Sanilac CMH	Sanilac County Community Mental Health

Number of Surveys Completed Per SUD Provider



Region 10 2024 Adult Survey Responses

Overall Results (n=1144)

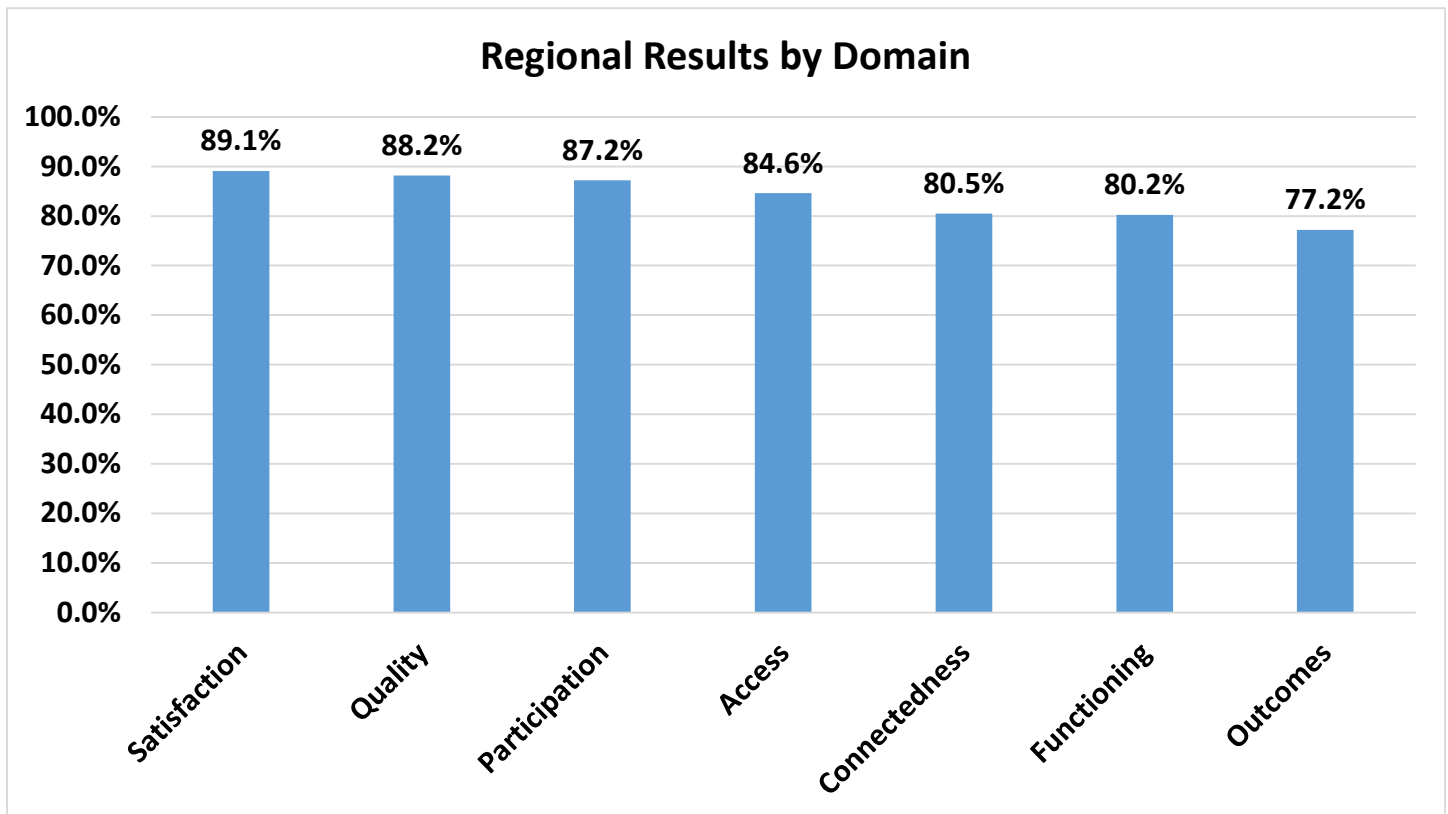
Prompts with Highest Average Scores

- 16. Staff respected my wishes about who is and who is not to be given information about my treatment.
- 10. Staff here believe that I can grow, change and recover.
- 13. I was given information about my rights.
- 11. I felt comfortable asking questions about my treatment and medication.
- 01. I like the services that I received here.

Prompts with Lowest Average Scores

- 27. My housing situation has improved.
- 28. My symptoms are not bothering me as much.
- 25. I do better in social situations.
- 26. I do better in school and/or work.
- 35. I feel I belong in my community.

The MHSIP encompasses seven distinct domains which are used to measure different aspects of services. These seven include: Satisfaction, Quality, Participation, Access, Connectedness, Functioning, and Outcomes. The following graph displays the aggregate Adult results of all Region 10 service providers. On the pages following, each domain is broken out by prompt to further analyze performance.

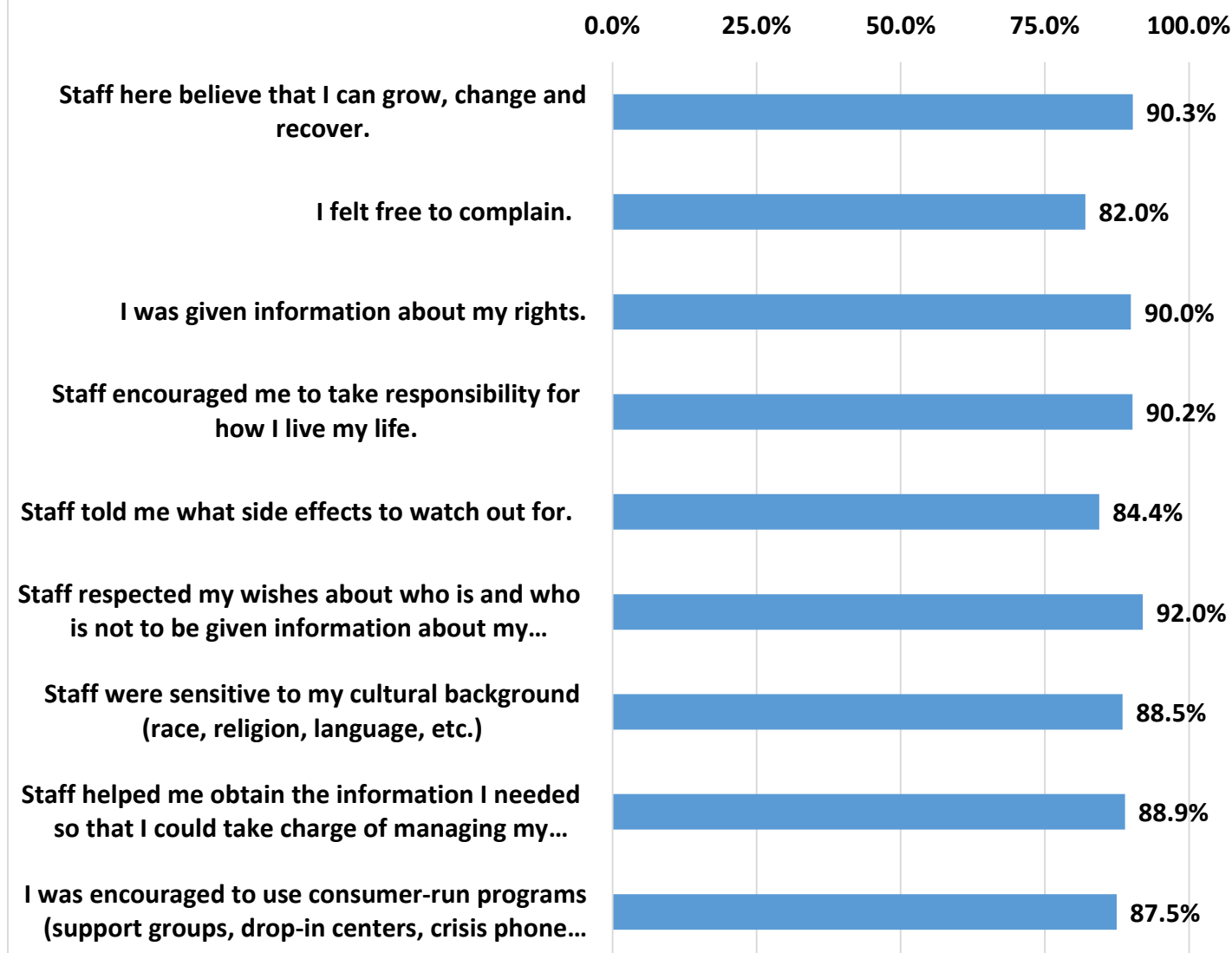


Results by Domain

Quality Domain

Score: 88.2%	#	Prompt
	10	Staff here believe that I can grow, change and recover.
	12	I felt free to complain.
	13	I was given information about my rights.
	14	Staff encouraged me to take responsibility for how I live my life.
	15	Staff told me what side effects to watch out for.
	16	Staff respected my wishes about who is and who is not to be given information about my treatment.
	18	Staff were sensitive to my cultural background (race, religion, language, etc.)
	19	Staff helped me obtain the information I needed so that I could take charge of managing my illness.
	20	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).

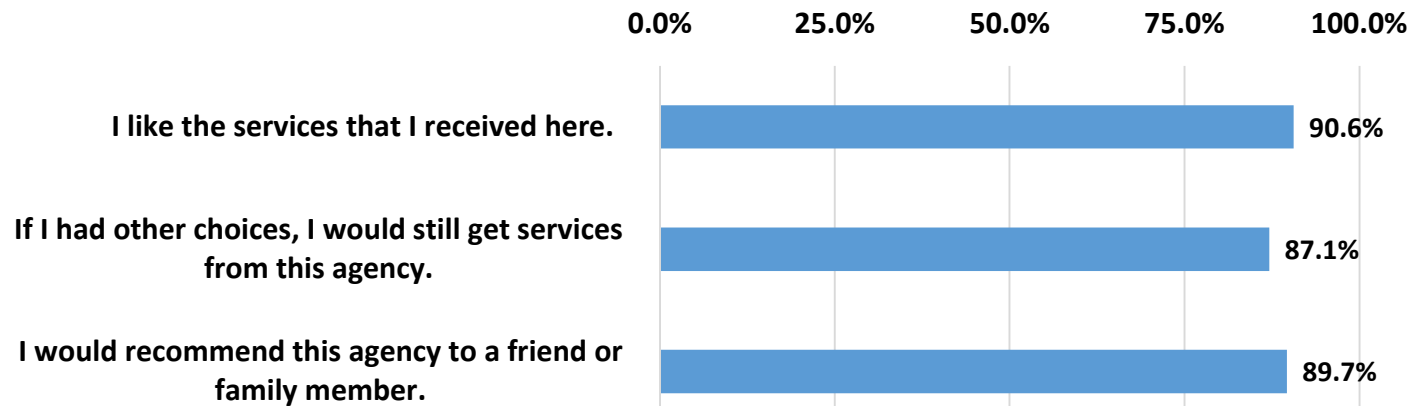
Percentage of Respondents Indicating Agreement



Satisfaction Domain

Score: 89.1%	#	Prompt
	1	I like the services that I received here.
	2	If I had other choices, I would still get services from this agency.
	3	I would recommend this agency to a friend or family member.

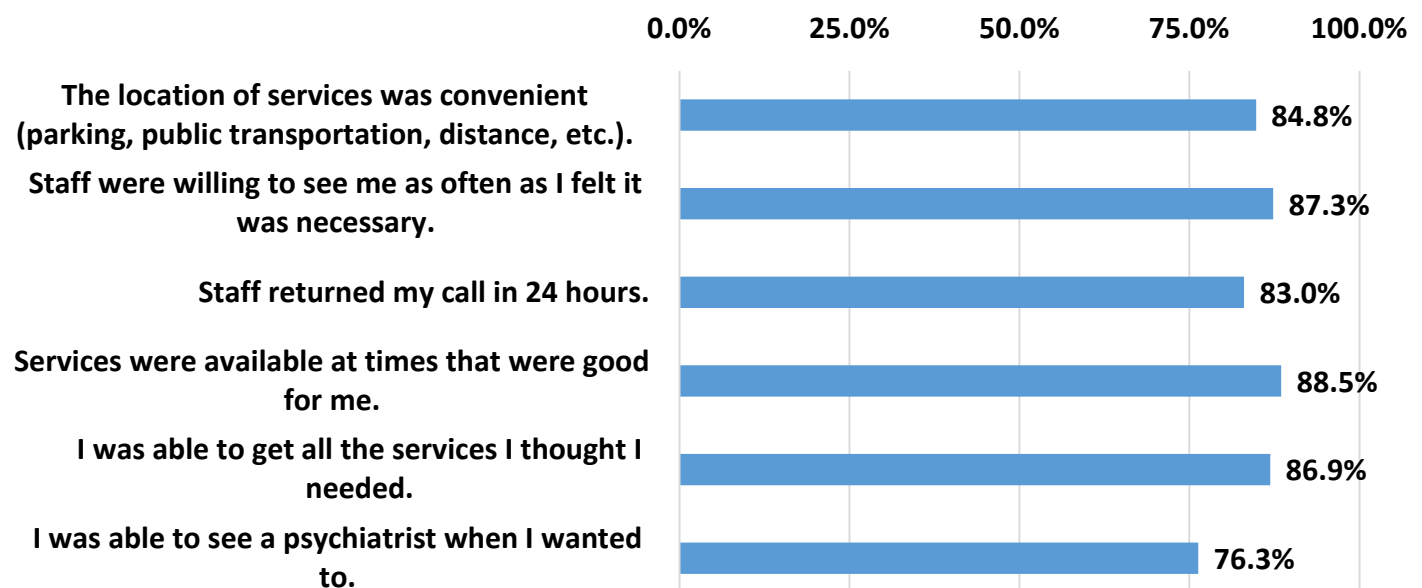
Percentage of Respondents Indicating Agreement



Access Domain

Score: 84.6%	#	Prompt
	4	The location of services was convenient (parking, public transportation, distance, etc.).
	5	Staff were willing to see me as often as I felt it was necessary.
	6	Staff returned my call in 24 hours.
	7	Services were available at times that were good for me.
	8	I was able to get all the services I thought I needed.
	9	I was able to see a psychiatrist when I wanted to.

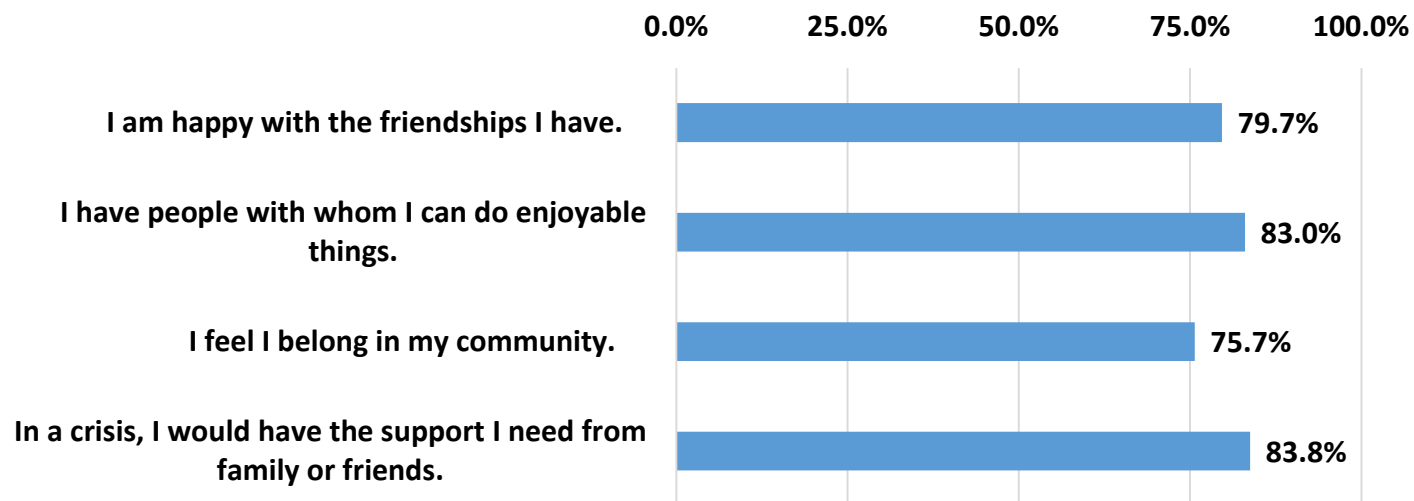
Percentage of Respondents Indicating Agreement



Connectedness Domain

Score: 80.5%	#	Prompt
	33	I am happy with the friendships I have.
	34	I have people with whom I can do enjoyable things.
	35	I feel I belong in my community.
	36	In a crisis, I would have the support I need from family or friends.

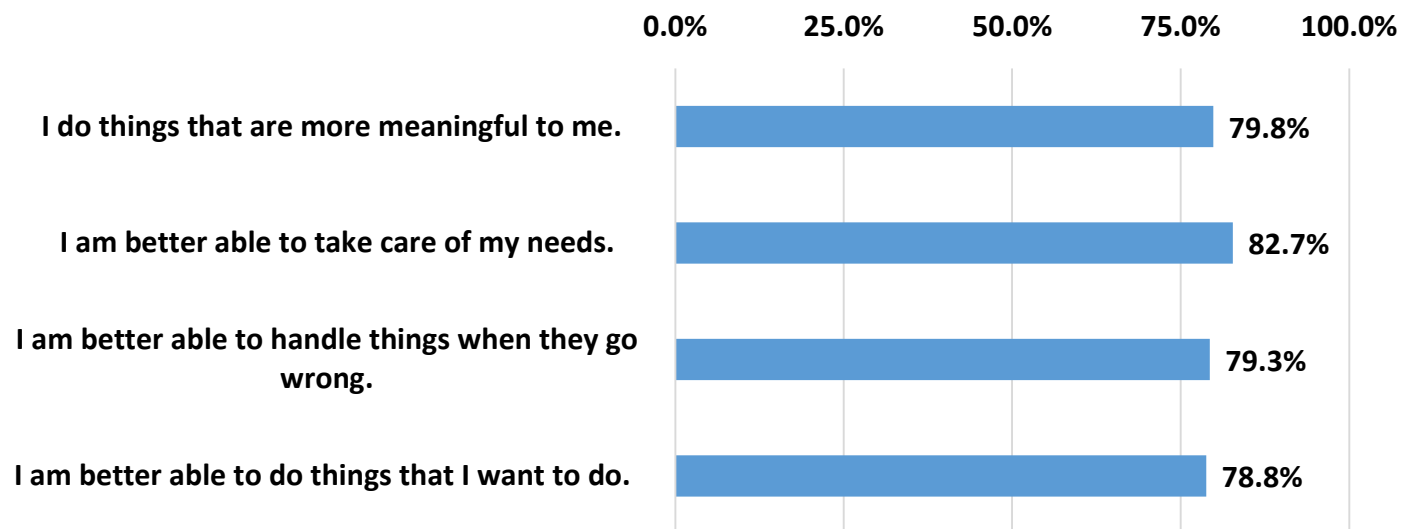
Percentage of Respondents Indicating Agreement



Functioning Domain

Score: 80.2%	#	Prompt
	29	I do things that are more meaningful to me.
	30	I am better able to take care of my needs.
	31	I am better able to handle things when they go wrong.
	32	I am better able to do things that I want to do.

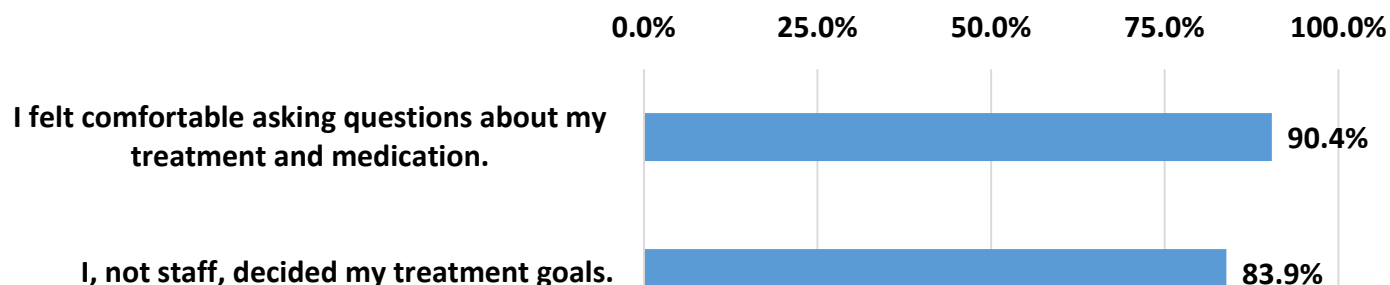
Percentage of Respondents Indicating Agreement



Participation Domain

Score: 87.2%	#	Prompt
	11	I felt comfortable asking questions about my treatment and medication.
	17	I, not staff, decided my treatment goals.

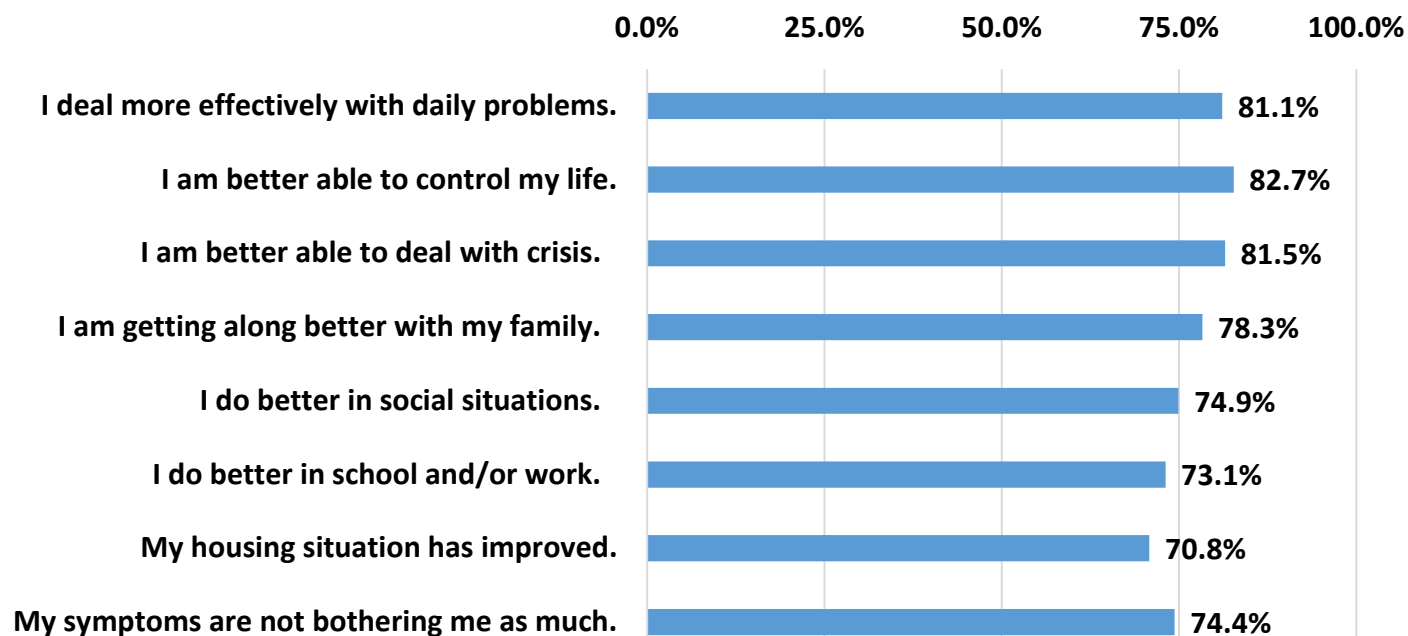
Percentage of Respondents Indicating Agreement



Outcomes Domain

Score: 77.2%	#	Prompt
	21	I deal more effectively with daily problems.
	22	I am better able to control my life.
	23	I am better able to deal with crisis.
	24	I am getting along better with my family.
	25	I do better in social situations.
	26	I do better in school and/or work.
	27	My housing situation has improved.
	28	My symptoms are not bothering me as much.

Percentage of Respondents Indicating Agreement



By Race / Ethnicity (Groups with five or more responses)

In alignment with several initiatives in the State, Region 10 PIHP requested and analyzed race and ethnicity data to help identify specific areas to target in efforts to achieve parity in the region.

Black / African American (n=174)

Prompts with Highest Average Scores

- 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
- 16. Staff respected my wishes about who is and who is not to be given information about my treatment.
- 11. I felt comfortable asking questions about my treatment and medication.

Prompts with Lowest Average Scores

- 27. My housing situation has improved.
- 09. I was able to see a psychiatrist when I wanted to.
- 25. I do better in social situations.

White / Caucasian (n=779)

Prompts with Highest Average Scores

- 16. Staff respected my wishes about who is and who is not to be given information about my treatment.
- 10. Staff here believe that I can grow, change and recover.
- 13. I was given information about my rights.

Prompts with Lowest Average Scores

- 28. My symptoms are not bothering me as much.
- 27. My housing situation has improved.
- 25. I do better in social situations.

American Indian / Alaska Native (n=23)

Prompts with Highest Average Scores

- 16. Staff respected my wishes about who is and who is not to be given information about my treatment.
- 07. Services were available at times that were good for me.
- 04. The location of services was convenient (parking, public transportation, distance, etc.).

Prompts with Lowest Average Scores

- 12. I felt free to complain.
- 29. I do things that are more meaningful to me.
- 17. I, not staff, decided my treatment goals.

Asian (n=7)

Prompts with Highest Average Scores

- 33. I am happy with the friendships I have.
- 14. Staff encouraged me to take responsibility for how I live my life.
- 08. I was able to get all the services I thought I needed.

Prompts with Lowest Average Scores

- 24. I am getting along better with my family.
- 23. I am better able to deal with crisis.
- 28. My symptoms are not bothering me as much.

Substance Use Disorder Network 2024 Adult Survey Responses

Overall Results (n=548)

Prompts with Highest Average Scores

- 10. Staff here believe that I can grow, change and recover.
- 16. Staff respected my wishes about who is and who is not to be given information about my treatment.
- 14. Staff encouraged me to take responsibility for how I live my life.

Prompts with Lowest Average Scores

- 09. I was able to see a psychiatrist when I wanted to.
- 27. My housing situation has improved.
- 35. I feel I belong in my community.

By Race / Ethnicity (Groups with five or more responses)

Black / African American (n=87)

Prompts with Highest Average Scores

- 24. I am getting along better with my family.
- 22. I am better able to control my life.
- 23. I am better able to deal with crisis.

Prompts with Lowest Average Scores

- 09. I was able to see a psychiatrist when I wanted to.
- 27. My housing situation has improved.
- 08. I was able to get all the services I thought I needed.

White / Caucasian (n=382)

Prompts with Highest Average Scores

- 10. Staff here believe that I can grow, change and recover.
- 07. Staff respected my wishes about who is and who is not to be given information about my treatment.
- 14. Staff encouraged me to take responsibility for how I live my life.

Prompts with Lowest Average Scores

- 09. I was able to see a psychiatrist when I wanted to.
- 27. My housing situation has improved.
- 35. I feel I belong in my community.

American Indian / Alaska Native (n=10)

Prompts with Highest Average Scores

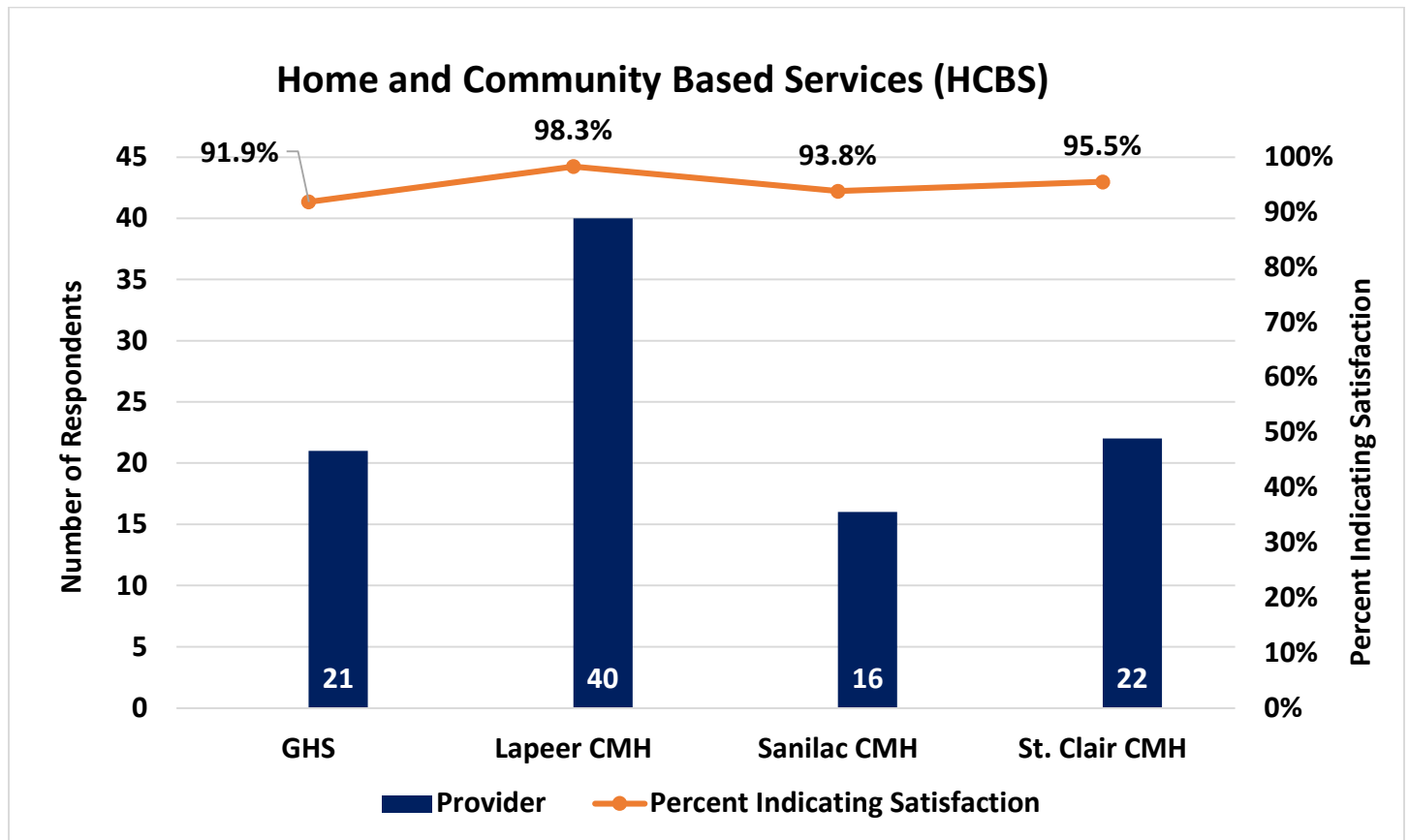
- 16. Staff respected my wishes about who is and who is not to be given information about my treatment.
- 03. I would recommend this agency to a friend or family member.
- 36. In a crisis, I would have the support I need from family or friends.

Prompts with Lowest Average Scores

- 12. I felt free to complain.
- 21. I deal more effectively with daily problems.
- 09. I was able to see a psychiatrist when I wanted to.

Home and Community Based Services (HCBS)

Each CMH was asked to identify survey respondents who are receiving HCBS. There were 20 HCBS respondents from the Child population and 99 from the Adult population. The chart below shows the number of the Adult Survey respondents identified as receiving HCBS for each CMH. The line indicates the percentage responding with “1 /Strongly Agree” or “2 / Agree” to items in the Satisfaction Domain.



Home & Community Based Services 2024 Adult Survey Responses

Overall Results (n=99)

Prompts with Highest Average Scores

- 16. Staff respected my wishes about who is and who is not to be given information about my treatment.
- 13. I was given information about my rights.
- 03. I would recommend this agency to a friend or family member.

Prompts with Lowest Average Scores

- 28. My symptoms are not bothering me as much.
- 26. I do better in school and/or work.
- 31. I am better able to handle things when they go wrong.

By Race / Ethnicity (Groups with five or more responses)

White / Caucasian (n=80)

Prompts with Highest Average Scores

- 1. I was given information about my rights.
- 2. Staff respected my wishes about who is and who is not to be given information about my treatment.
- 3. I would recommend this agency to a friend or family member.

Prompts with Lowest Average Scores

- 28. My symptoms are not bothering me as much.
- 26. I do better in school and/or work.
- 31. I am better able to handle things when they go wrong.

Black / African American (n=5)

Prompts with Highest Average Scores

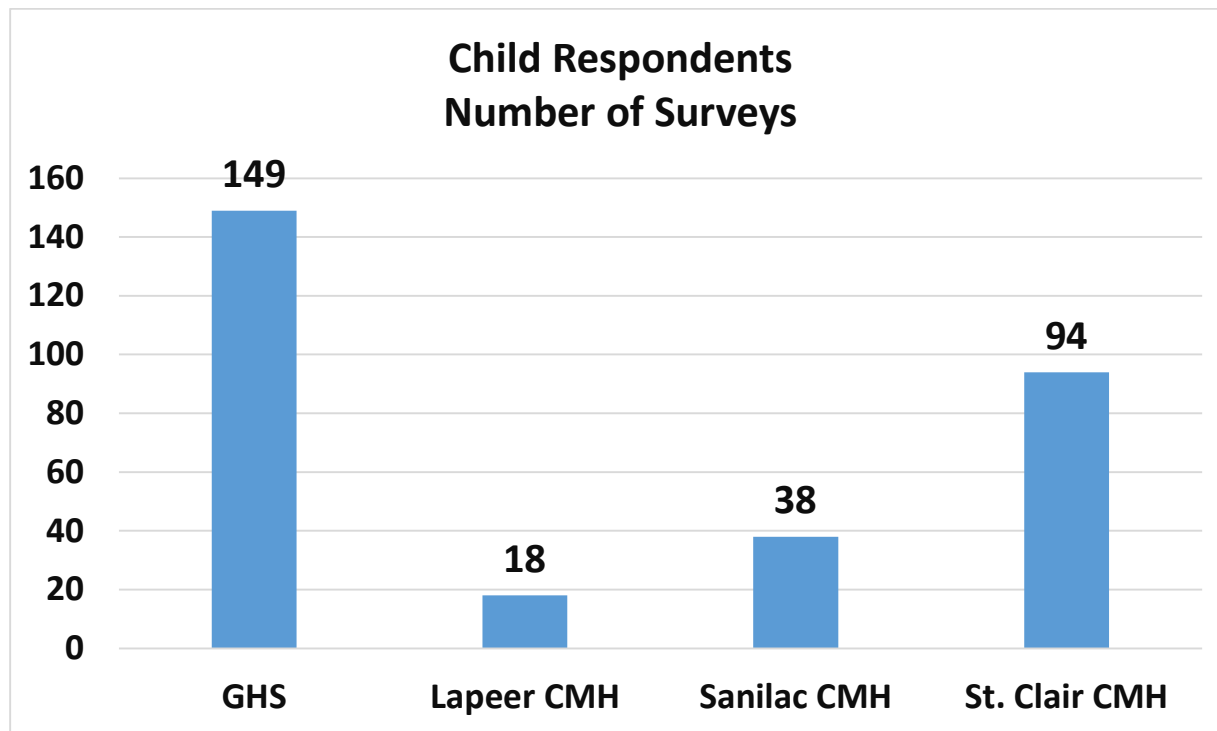
- 03. I would recommend this agency to a friend or family member.
- 33. I am happy with the friendships I have.
- 02. If I had other choices, I would still get services from this agency.

Prompts with Lowest Average Scores

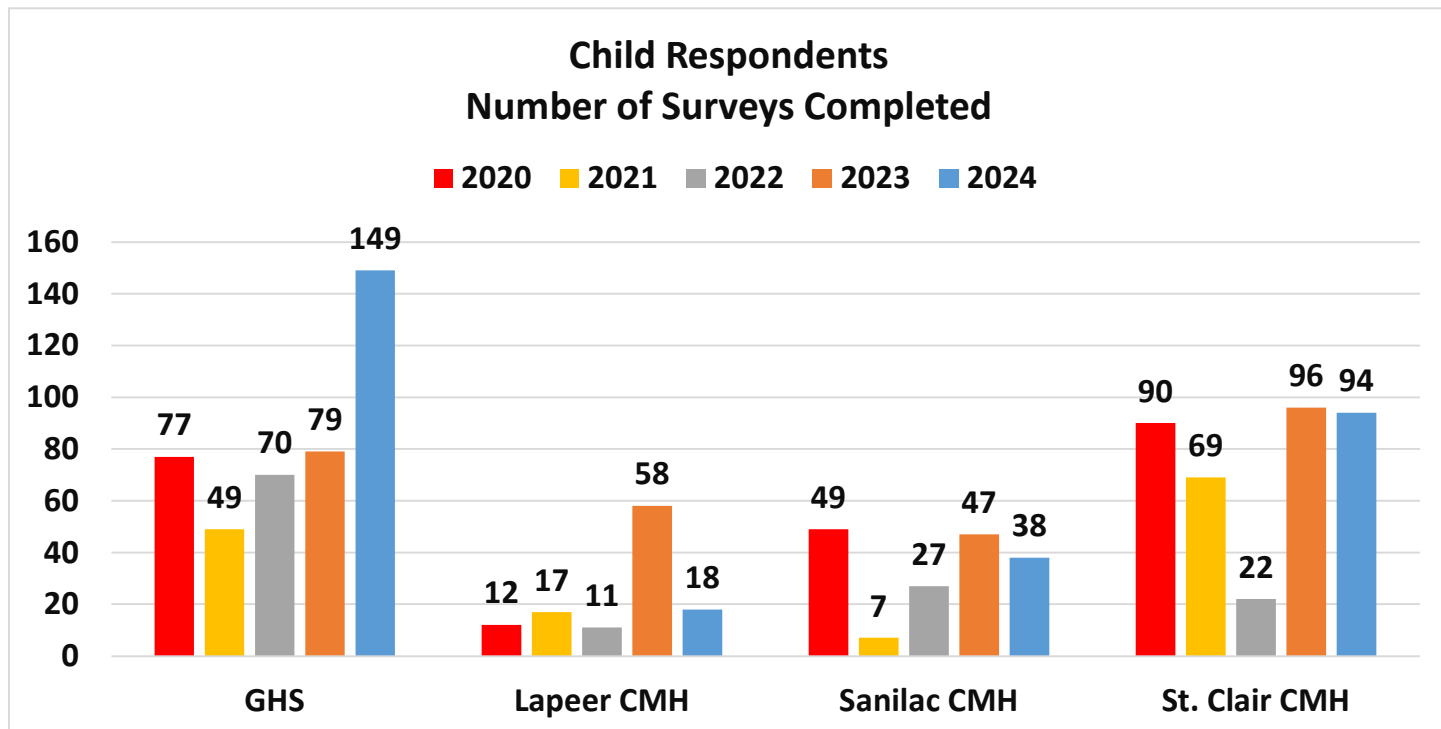
- 30/17. I am better able to take care of my needs. / I, not staff, decided my treatment goals.
- 31. I am better able to handle things when they go wrong.
- 21. I deal more effectively with daily problems.

Child Surveys

A total of 299 surveys were completed by the parents/guardians of children receiving services at CMH. The graph below shows the number of Child Surveys completed at each CMH.



This is a slight increase over FY2023 in which 288 surveys were completed by parents or guardians of children receiving CMH services. The following graph shows a longitudinal analysis of response totals.



Region 10 2024 Child Survey Responses

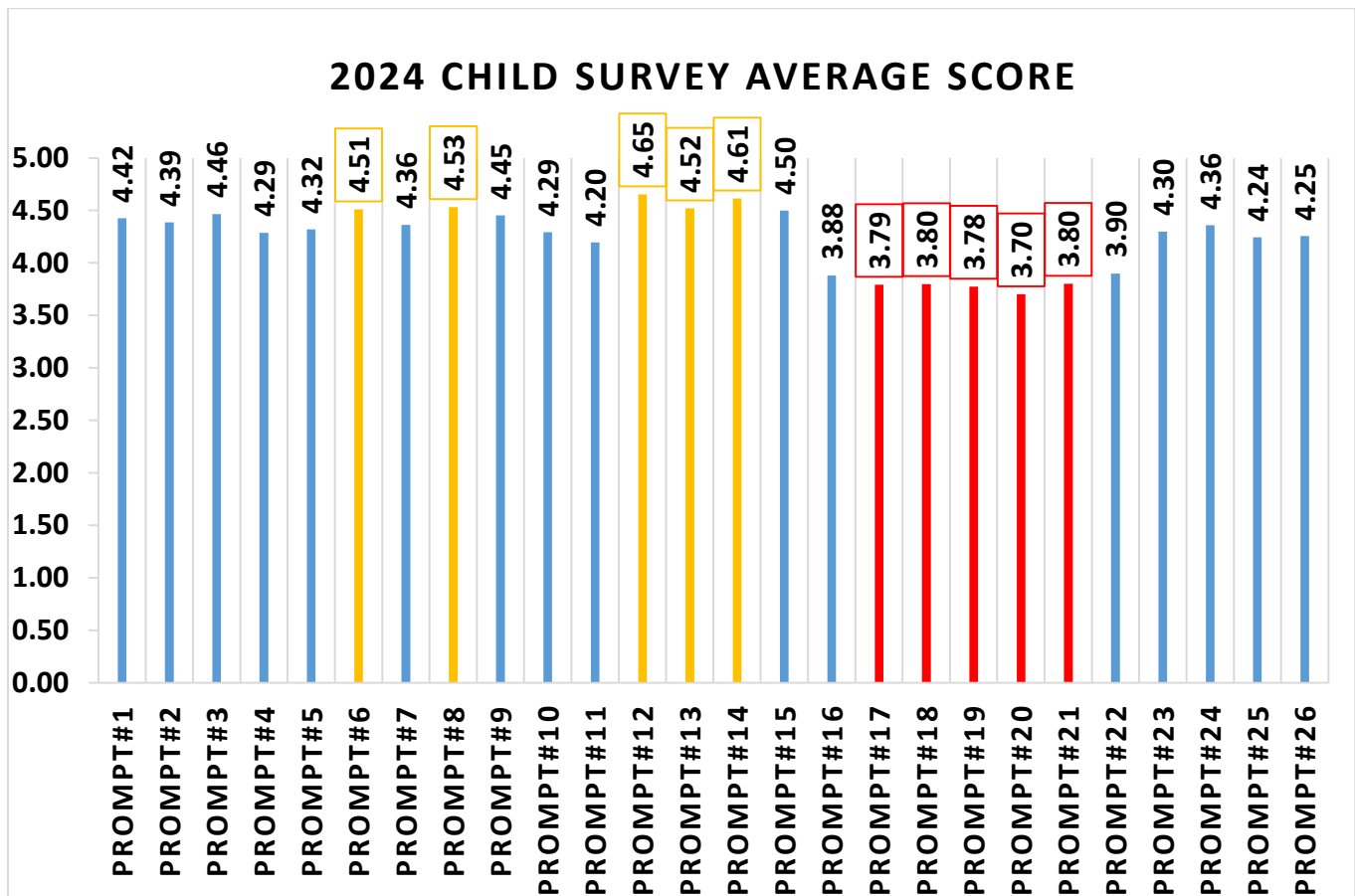
Overall Results (n=299)

Prompts with Highest Average Scores

- 12. Staff treated me with respect.
- 14. Staff spoke with me in a way that I understood.
- 08. The location of services was convenient for us.
- 13. Staff respected my family's religious/spiritual beliefs.
- 06. I participated in my child's treatment.

Prompts with Lowest Average Scores

- 20. My child is better able to cope when things go wrong.
- 19. My child is doing better in school and/or work.
- 17. My child gets along better with family members.
- 18. My child gets along better with friends and other people.
- 21. I am satisfied with our family life right now



Longitudinal Comparison of Customer Satisfaction

The tables below show a longitudinal comparison of survey results from FY2022 to FY2024 for both the Adult and Child Surveys. These tables show the percentage of “yes” responses among the region for each item included in the surveys through 2023. Due to the introduction of Likert scoring for FY2024, responses of “1 / Strongly Agree” and “2 / Agree” were counted as agreement with the prompt (similar to a “Yes” response in the previously-used Yes/No scale) and thus are reflected in the percentage. Note that one prompt on each survey does not have a percentage reflected in FY2024 as those prompts do not identically crosswalk with items on the MHSIP/YSS-F. These prompts are noted with an asterisk (*).

Adult Customer Satisfaction Survey Comparison

Survey Prompts	Yes/No Scale		Likert Scale
	FY2022	FY2023	FY2024
A-1. I like the services I have received. / 1. I like the services that I received here.	95%	97%	90%
A-2. As a result of services received, my symptoms are not bothering me as much. / 28. As a direct result of services received, my symptoms are not bothering me as much.	85%	84%	72%
A-3. Staff were sensitive to my cultural/ethnic background and treated me with respect. / 18. Staff were sensitive to my cultural background (race, religion, language, etc.)	98%	97%	84%
A-4. As a result of services received, I am better able to control my life. / 22. As a direct result of services received, I am better able to control my life.	89%	92%	82%
A-5. Staff believed in me by supporting my journey towards recovery, discovery, health, and independence. / 10. Staff here believe that I can grow, change and recover.	95%	97%	89%
A-6. Services were available at times that were convenient to me. / 7. Services were available at times that were good for me.	95%	94%	88%
A-7. As a result of services received, I do better in social situations. / 25. As a direct result of services received, I do better in social situations.	87%	88%	74%
A-8. I am happy with the quality of services I have received. *	94%	96%	
A-9. Have you had difficulty getting services due to any barriers? If yes, please explain.	18%	24%	10%
A-10. As a result of services received, I deal more effectively with daily problems. / 21. As a direct result of services received, I deal more effectively with daily problems.	90%	92%	80%
A-11. Overall, I am satisfied with the services I have received. / Combination of: 1. I like the services that I received here, 2. If I had other choices, I would still get services from this agency, and 3. I would recommend this agency to a friend or family member (Satisfaction Domain)	95%	97%	89%

Child Customer Satisfaction Survey Comparison

Survey Prompts	Yes/No Scale		Likert Scale
	FY2022	FY2023	FY2024
C-1. As a result of services received, my child gets along better with family and others. / Combination of: 17. As a result of the services my child and/or family received, my child gets along better with family members and 18. As a result of the services my child and/or family received, my child gets along better with friends and other people.	85%	88%	65%
C-2. Services were available at times that were convenient for my family. / 9. Services were available at times that were convenient for us.	92%	93%	92%
C-3. Staff were sensitive to my family’s cultural/ethnic background and treated us with respect. / 15. Staff were sensitive to my cultural/ethnic background.	98%	98%	84%

C-4. As a result of services received, my child is better able to do the things he/she wants to do. / 22. As a result of the services my child and/or family received, my child is better able to do things he or she wants to do	85%	90%	69%
C-5. My family got the help we needed for my child.	87%	94%	80%
C-6. I am happy with the quality of services I have received. *	90%	96%	
C-7. As a result of services received, my child is better at handling everyday life. / 16. As a result of the services my child and/or family received, my child is better at handling daily life.	80%	87%	67%
C-8. Have you had difficulty getting services due to any barriers? If yes, please explain.	20%	21%	15%
C-9. Overall, I am satisfied with the services I have received. / 1. Overall, I am satisfied with the services my child received.	90%	95%	90%

Summary of Findings

Overall, customer satisfaction percentages reveal favorable levels of customer satisfaction throughout Region 10 with an overall 90% of adults indicating they liked services received. The highest levels of satisfaction across the network for the adult population included “Staff respected my wishes about who is and who is not to be given information about my treatment”; “Staff here believe that I can grow, change and recover”; and “I was given information about my rights” ranking first, second, and third in terms of satisfaction, respectively. Similar results are noted for the child population. As with adults, 90% of families of children in services indicated “Overall, I am satisfied with the services I have received.” The top three ranked levels of satisfaction were found in response to these prompts: “Staff treated me with respect”, “Staff spoke with me in a way that I understood”, and “The location of services was convenient for us”. These findings were in alignment with previous results illustrating higher degrees of satisfaction with areas relating to staff and setting rather than improvement in symptoms.

Changes in response options should be considered when conducting longitudinal analysis of the surveys as previous iterations of the survey only gave the option of “yes” or “no” responses, with a “yes” response being considered favorable for all but one prompt. On the FY2024 survey, participants were instead presented with a scale to choose between “strongly agree; agree; I am neutral or undecided; disagree; strongly disagree; or not applicable”, prompts that previously may have been scored as a “yes” could have instead been scored neutrally in FY2024, thereby lowering the satisfaction rate (in which only “agree” or “strongly agree” were counted). Longitudinal data are still meaningful for comparison and thus are included in this report; however, changes in percentages of satisfaction may appear greater than they actually are.

Likewise, a change in survey distribution methodology should be taken into account when analyzing the percentage of persons served indicating they have experienced a barrier to services. In past years, survey administration methodologies allowed for mail-out or phone completion. However, in FY2024, the process was changed to only administer surveys to those presenting in person. Due to this change, it is likely that the population has experienced less barriers due to the fact that they are already present at the provider at the point of survey completion.

Transportation remains the most profound barrier noted among the Adult population, accounting for 24.4% of all reported barriers. Other notable barriers include insurance issues (14.9%) and case manager availability (11.7%). Additionally, many persons served used this space to discuss personal rather than systemic barriers such as housing, the need for dental care, and lack of income. Interestingly, stratifying barrier results by race/ethnicity did not reveal any trends or differences between groups.

The survey results for Adults receiving HCBS show that individuals receiving services are satisfied overall. In FY2024, an average of the scores within the Satisfaction Domain revealed that 94.9% of responses indicated overall satisfaction with services. Within the FY2024 total survey population, 99 adults and 20 children received HCBS.

The primary barrier to services reported in the Child population was difficulty with scheduling due to staff hours compared to work and school schedules. Of 28 reporting a barrier, 17.8% identified scheduling. A primary but less common barrier was transportation (10.1%). Similar to the Adult population, families also reported Social Determinants of Health (SDOH) creating difficulties including lack of housing and not having water at home.

Survey response counts have decreased significantly from the FY2023 Customer Satisfaction Survey from 1,927 in FY2023 to 1,443 in FY2024. This is a decrease of 25%. Providers throughout the region note that this may be partially attributable to the change in both survey length and methodology of administration. The transition to an in-person format necessitated changes in workflow and lack of staffing may have posed a barrier to full distribution. Additionally, by default, limiting the population to only those receiving an in-person service during the administration period naturally decreased the potential survey pool.

Network affiliates are responsible for reviewing results with individuals served and/or their family members to obtain input and feedback. Following the conclusion of the survey, affiliates are responsible for acting on specific cases as appropriate and identifying the source of dissatisfaction. This process is also monitored via the PIHP's official contract monitoring process. Affiliates are also responsible for informing practitioners, providers, individuals served, and their Governing Body of survey results.

The results of these surveys are reported to numerous committees throughout the region. These committees include advisory boards and Boards of Directors. Survey results are also shared on agency websites. The Quality Management Committee (QMC) will continue to review and discuss survey results, barriers to survey administration, response rates, and suggested changes to future survey processes, including a review of the survey prompts.

Evaluation of Previous Year's Activities

As a result of the FY2023 Customer Satisfaction Survey, GHS decided to continue to focus on key initiatives meant to target scores observed in areas related to the symptoms experienced by persons served as it was noted that these received the lowest percentages of satisfaction. Opportunities for the use of Evidence-Based Practices (EBPs) have been expanded, especially in the area of outpatient therapy. They have also increased availability both in the number of staff and in appointment timeslots in an effort to improve access to care.

At Lapeer CMH, efforts surrounded the area of symptom management as well, following up on a recommendation in the FY2023 Customer Satisfaction Survey. Training continued on EBPs. Lapeer CMH also implemented Dialectical Behavior Therapy (DBT) as of October 2024. Additionally, the Children's Mobile Intensive Crisis (MIX) program now runs 24/7.

At Sanilac CMH, collaboration continued with the Sanilac Transportation Corporation. The success of this ongoing initiative was noted in the FY2023 Customer Satisfaction Survey. Addressing barriers and coordinating resources remains a main focus.

At St. Clair CMH, barriers have been addressed by offering home visits, remote visits, and providing bus passes. Additionally, St. Clair CMH continues to offer telehealth.

FY2024 Improvement Activities

Follow Up on Previous Recommendations

1. Address the significant increase in barriers to getting services that was reported on both the Adult and Child surveys across the region.
 - Follow Up: As noted by Providers, barriers continue to be addressed. This is done through the addition and maintenance of transportation modalities and remote appointments, whether by practitioner visit or telehealth.
2. Focus on ways to improve satisfaction for person-focused prompts on both the Adult and Child survey that have received historically lower levels of satisfaction.
 - Follow Up: Providers continue to utilize Evidence-Based Practices to help persons in services manage their symptoms and increase their quality of life.
3. Integrate feedback from the newly formed SUD Survey Workgroup for future survey processes.
 - Follow Up: The Workgroup met three times through the planning process. Timeframes and methodologies were informed by their input.
4. Survey administration processes and sample sizes should be evaluated to determine what methods will yield an increase in responses and improve data quality and achieve a reasonable level of methodological uniformity across the Region.
 - Follow Up: More work needs to be done in this area. However, data quality was improved this year through the change in scoring, yielding more meaningful results and informing agencies of newly revealed opportunities for improvement.

FY2024 Recommendations

1. Agencies across Region 10 should continue to address social determinants of health needs of persons served.
2. Further analysis should be undertaken with current survey data to understand potential mediating impacts of age and/or gender in responses.
3. Focus should be directed to those prompts receiving much lower scores. Although this may be artificially lowered due to a change in scoring, it also presents the opportunity to uncover areas that are not as strong as previously thought.
4. Continue SUD Survey Workgroup to inform SUD-specific barriers and concerns.

Continued Recommendations

1. All survey data collected, including qualitative data, should continue to be reported to the PIHP.
2. Continue to focus on ways to improve satisfaction for person-focused prompts on both the Adult and Child survey that receive historically lower levels of satisfaction.
3. The PIHP and network affiliates should continue to be informed of these findings and investigate areas of dissatisfaction noted within the survey results.
4. Network affiliates should present data to Consumer Advisory Councils to obtain input from individuals receiving services and/or their family members.

5. The network affiliates should review survey results and identify opportunities for improvement within their service delivery system, including reviewing reported barriers and responses to open-ended prompts.
6. The network affiliates should outline systemic action steps to follow up on findings. The PIHP and network affiliates should also evaluate the effects of the systemic action steps taken and determine if these steps have led to improved satisfaction. Network affiliates will report their actions steps to the PIHP via the PIHP's contract monitoring.

To provide the best possible services, we need to know what you think about the services you received during the six months, the people who provided it, and the results. There is space at the end of the survey to comment on any of your answers.						
Please indicate your agreement/ disagreement with each of the following statements by circling the number that best represents your opinion. If the question is about something you have not experienced, circle the number 9 to indicate that this item is "not applicable" to you.	<u>Strongly</u> <u>Agree</u>	<u>Agree</u>	<u>I am</u> <u>Neutral</u>	<u>Disagree</u>	<u>Strongly</u> <u>Disagree</u>	<u>Not</u> <u>Applicable</u>
1. I like the services that I received here.	1	2	3	4	5	9
2. If I had other choices, I would still get services from this agency.	1	2	3	4	5	9
3. I would recommend this agency to a friend or family member.	1	2	3	4	5	9
4. The location of services was convenient (parking, public transportation, distance, etc.).	1	2	3	4	5	9
5. Staff were willing to see me as often as I felt it was necessary.	1	2	3	4	5	9
6. Staff returned my call in 24 hours.	1	2	3	4	5	9
7. Services were available at times that were good for me.	1	2	3	4	5	9
8. I was able to get all the services I thought I needed.	1	2	3	4	5	9
9. I was able to see a psychiatrist when I wanted to.	1	2	3	4	5	9
10. Staff here believe that I can grow, change and recover.	1	2	3	4	5	9
11. I felt comfortable asking questions about my treatment and medication.	1	2	3	4	5	9
12. I felt free to complain.	1	2	3	4	5	9
13. I was given information about my rights.	1	2	3	4	5	9
14. Staff encouraged me to take responsibility for how I live my life.	1	2	3	4	5	9
15. Staff told me what side effects to watch out for.	1	2	3	4	5	9
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	1	2	3	4	5	9
17. I, not staff, decided my treatment goals.	1	2	3	4	5	9
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	1	2	3	4	5	9
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	1	2	3	4	5	9
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	1	2	3	4	5	9

	<u>Strongly Agree</u>	<u>Agree</u>	<u>I am Neutral</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>Not Applicable</u>
As a Direct Result of Services I received:						
21. I deal more effectively with daily problems.	1	2	3	4	5	9
22. I am better able to control my life.	1	2	3	4	5	9
23. I am better able to deal with crisis.	1	2	3	4	5	9
24. I am getting along better with my family.	1	2	3	4	5	9
25. I do better in social situations.	1	2	3	4	5	9
26. I do better in school and/or work.	1	2	3	4	5	9
27. My housing situation has improved.	1	2	3	4	5	9
28. My symptoms are not bothering me as much.	1	2	3	4	5	9
29. I do things that are more meaningful to me.	1	2	3	4	5	9
30. I am better able to take care of my needs.	1	2	3	4	5	9
31. I am better able to handle things when they go wrong.	1	2	3	4	5	9
32. I am better able to do things that I want to do.	1	2	3	4	5	9
For questions 33-36 please answer for relationships with persons other than your service provider(s)						
33. I am happy with the friendships I have.	1	2	3	4	5	9
34. I have people with whom I can do enjoyable things.	1	2	3	4	5	9
35. I feel I belong in my community.	1	2	3	4	5	9
36. In a crisis, I would have the support I need from family or friends.	1	2	3	4	5	9
37. Have you had difficulty getting services due to any barriers?	☐ Yes ☐ No					
a. If yes, please explain.						

Please feel free to use this space to comment on any of your answers. Also, if you would like to be contacted by the provider, put your name and contact information here:

Please provide the following information for statistical purposes.

- a. Are you of Spanish/Hispanic/Latino Origin? ☐ Hispanic or Latino ☐ Not Hispanic or Latino
- b. What is your Race? (mark one or more races to indicate what you consider yourself to be)
- ☐ American Indian or Alaska Native ☐ Asian ☐ Black (African American)
- ☐ Native Hawaiian or Other Pacific Islander ☐ White (Caucasian) ☐ Other: Describe _____
- c. Age: ____
- d. Gender: ☐ Male ☐ Female ☐ Other

Youth Services Survey For Families (YSS-F)

URS/DIG Revised Version: February 17, 2006

Please help our agency make services better by answering some questions about the services your child received OVER THE LAST 6 MONTHS. Your answers will not influence the services you or your child receive. Put a cross (X) in the box that best describes your answer.

	<u>Strongly Disagree (1)</u>	<u>Disagree (2)</u>	<u>Undecided (3)</u>	<u>Agree (4)</u>	<u>Strongly Agree (5)</u>
1. Overall, I am satisfied with the services my child received.					
2. I helped to choose my child's services.					
3. I helped to choose my child's treatment goals.					
4. The people helping my child stuck with us no matter what.					
5. I felt my child had someone to talk to when he/she was troubled.					
6. I participated in my child's treatment.					
7. The services my child and/or family received were right for us.					
8. The location of services was convenient for us.					
9. Services were available at times that were convenient for us.					
10. My family got the help we wanted for my child.					
11. My family got as much help as we needed for my child.					
12. Staff treated me with respect.					
13. Staff respected my family's religious/spiritual beliefs.					
14. Staff spoke with me in a way that I understood.					
15. Staff were sensitive to my cultural/ethnic background.					
<u>As a result of the services my child and/or family received:</u>					
16. My child is better at handling daily life.					
17. My child gets along better with family members.					
18. My child gets along better with friends and other people.					
19. My child is doing better in school and/or work.					
20. My child is better able to cope when things go wrong.					
21. I am satisfied with our family life right now					
22. My child is better able to do things he or she wants to do					
<u>As a result of the services my child and/or family received: please answer for relationships with persons other than your mental health provider(s)</u>					
23. I know people who will listen and understand me when I need to talk					

Youth Services Survey For Families (YSS-F)

URS/DIG Revised Version: February 17, 2006

	<u>Strongly Disagree (1)</u>	<u>Disagree (2)</u>	<u>Undecided (3)</u>	<u>Agree (4)</u>	<u>Strongly Agree (5)</u>
24. I have people that I am comfortable talking with about my child's problems.					
25. In a crisis, I would have the support I need from family or friends.					
26. I have people with whom I can do enjoyable things					
27. Have you had difficulty getting services due to any barriers?	☐ Yes ☐ No				
a. If yes, please explain.					

Please feel free to use this space to comment on any of your answers. Also, if you would like to be contacted by the provider, put your name and contact information here:

Please answer the following questions to let us know a little about your child.

A. Are either of the child's parents of Spanish/Hispanic/Latino?

☐ Hispanic or Latino Origin ☐ Not of Hispanic or Latino Origin

B. What is your Child's Race? (mark all that apply)

☐ American Indian or Alaska Native ☐ Asian ☐ Black (African American)
☐ Native Hawaiian or Other Pacific Islander ☐ White (Caucasian) ☐ Other: Describe _____

C. Child's Age: _____

D. Child's Gender: ☐ Male ☐ Female ☐ Other

Appendix C: Overall Satisfaction by Provider

Provider	Location/Population	Total Responses	Overall Satisfaction
Genesee Health System (GHS)	Mental Health Adult	33	89.6%
	Mental Health Children	149	87.2%
Lapeer CMH	SUD	7 (all dual)	90.5%
	Mental Health Adult	96	94.3%
	Mental Health Children	18	88.9%
Sanilac CMH	SUD	4	100%
	Mental Health Adult	99	92.8%
	Mental Health Children	38	94.7%
St. Clair CMH	SUD	0	n/a
	Mental Health Adult	71	95.8%
	Mental Health Children	94	91.5%
Arbor Recovery Michigan	SUD	38	98.2%
BioMed Behavioral Healthcare	SUD – Flint	161	89.1%
Catholic Charities of Southeast Michigan (CCSEM)	SUD – Lapeer	4	100%
	SUD – St. Clair	19	68.4%
Community Programs, Inc.	SUD	3	88.9%
Flint Odyssey House (FOH)	SUD – Residential	44	59.7%
	SUD – Outpatient	21	84.1%
Great Lakes Recovery Mission	SUD	33	99.0%
New Paths	SUD	106	85.1%
Salvation Army Habor Light	SUD	4	66.7%
Sacred Heart Rehabilitation Center (SHRC)	SUD – Clearview	6	100%
	SUD – Flint	31	95.7%
	SUD – Richmond	73	84.7%