

2020 Youth Services Satisfaction Survey Report

Overview

In July 2020, the Quality Department of the Saginaw County Community Mental Health Authority (SCCMHA) administered its annual satisfaction survey to parents and guardians of youth mental health consumers to measure their satisfaction with care and treatment outcomes. The Youth Services Survey for Families (YSS-F) was sent to the parents/guardians of children and adolescent consumers served during the previous six months by SCCMHA, Saginaw Psychological Services, and Westlund Guidance Clinic.

The survey tool was developed by a group of representatives from federal, state and local governments, public and private service providers, and researchers. The group was formed to develop rules for collecting mental health data, to advise the federal government on data issues, and to develop and implement projects to improve the mental health data nationwide.

Methodology & Return Rates

Children/adolescent consumers ages 4 – 17 with Serious Emotional Disturbance (SED) and those with Intellectual and Developmental Disabilities who received services during the six months prior to implementation were included in the survey sample. A total of 1,227 surveys were distributed by mail with a postage-paid return envelope. One hundred forty-nine (149) completed surveys were received resulting in a 12% return rate. The table below trends the return rates for each provider and shows that the overall return rate increased by 3% from 2018.

Provider	FY2016			FY2018			FY2020		
	Distributed	Received	Return Rate	Distributed	Received	Return Rate	Distributed	Received	Return Rate
SCCMHA Access Stabilization for Children*	n/a	n/a	n/a	n/a	n/a	n/a	23	2	9%
SCCMHA Autism Services	133	21	16%	216	34	16%	241	49	20%
SCCMHA Family Services	323	43	13%	326	28	9%	267	32	12%
SCCMHA Supports Coordination Services	99	15	15%	104	12	12%	102	20	20%
SCCMHA Transitional Age Youth Services*	n/a	n/a	n/a	n/a	n/a	n/a	63	4	6%
SCCMHA Wraparound Services	81	8	10%	73	7	10%	82	11	13%
SPS Children's Outpatient & Case Management SPS School-Based Services	140	9	6%	356	18	5%	245	17	7%
WGC Children's Outpatient & Case Management WGC School-Based Services	131	9	7%	217	19	9%	204	14	7%
Total	907	105	12%	1,292	118	9%	1,227	149	12%

*new surveyed provider for FY2020

Survey Domains

The YSS-F survey's 26-items assess six different domains of consumer satisfaction. The first four domains reflect attributes of the provider and the last two reflect the consumer's status in clinical improvement, daily functioning, and relationships.

Provider Attributes

- Access to Services: two items assess the convenience of the provider location and the convenience of receiving services when needed.
- Participation in Treatment Planning: three items assess the parent/guardian's perception of whether or not they were involved in their child's treatment planning.
- Cultural Sensitivity: four items assess whether or not the respondent felt they were treated with respect, particularly in relation to their family's religious/spiritual beliefs and cultural/ethnic background.
- Appropriateness: six items assess the overall level of satisfaction as well as the availability and amount of services provided.

Consumer Attributes

- Outcomes: seven items assess the consumer's ability to handle daily life; get along better with family, friends, and other people; do better in school and/or work; and cope when things go wrong.
- Social Connectedness: four items assess whether or not the child has people who will listen to them when they need to talk and whether or not they have people with whom they can do enjoyable things. It also addresses having the support needed from family or friends in a crisis situation.

Results Calculation

Respondents were asked to rate their level of agreement with statements along a five-point Likert scale from 1 to 5 where 1 = Strongly Disagree, 2 = Disagree, 3 = Undecided, 4 = Agree, and 5 = Strongly Agree.

The Quality Department calculated scores for all items and domains captured on the YSS-F survey. Consumer satisfaction (agreement) was defined as a mean score that ranged from 3.5 to 5, whereas disagreement was defined as a mean score that ranged from 1 to 3.4. Respondents who did not answer at least two-thirds of the domain items did not receive a domain score and were excluded from analysis. This method of computation follows national recommendations from the Substance Abuse Mental Health Service Administration (SAMHSA).

Domain scores were calculated by dividing the number of item scores greater than or equal to 3.5 by the number of completed surveys resulting in a percentage of consumer satisfaction. Domain scores can be found on the following page of this report and item scores can be found on page 4 and 5.

Confidence Level

Survey results depict the scores with a 95% confidence level and a 7% confidence interval. Statistically this means we can be 95% certain that the true scores for the entire population of individuals surveyed are the scores reported by the respondents plus or minus 7%. For example, if 80% of the respondents indicated satisfaction, we can be sure that between 73% and 87% of the entire population would indicate satisfaction. The larger the sample size, the more we can be sure that the responses reflect those of the entire population.

Survey Results by Domain

Overall scores for domains defined as provider attributes ranged from 87% to 97% this year. Overall scores for domains defined as consumer attributes ranged from 65% to 89% this year. The percentages of satisfaction for each provider are shown in the following table. Also provided is the regional result from the 2020 YSS-F survey.

Provider	Provider Attributes				Consumer Attributes		Overall
	Access to Services	Participation in Treatment Planning	Cultural Sensitivity	Appropriateness	Outcomes	Social Connectedness	
SCCMHA Access Stabilization for Children	100%	100%	100%	100%	50%	100%	92%
SCCMHA Autism Services	96%	98%	96%	91%	83%	87%	92%
SCCMHA Family Services	91%	97%	97%	77%	48%	87%	83%
SCCMHA Supports Coordination Services	90%	100%	100%	90%	71%	100%	92%
SCCMHA Transitional Age Youth Services	75%	33%	75%	50%	50%	75%	61%
SCCMHA Wraparound Services	91%	91%	100%	91%	73%	82%	88%
SPS Children's Outpatient & Case Management SPS School-Based Services	94%	93%	94%	94%	53%	100%	88%
WGC Children's Outpatient & Case Management WGC School-Based Services	93%	93%	100%	86%	46%	79%	83%
Overall	93%	95%	97%	87%	65%	89%	88%
MSHN 2020	95%	94%	98%	87%	62%	92%	n/a

Overall Survey Results

The following table trends the overall item and domain scores for the past three surveys. Scores for domains defined as provider attributes increased from 2018 to 2020, as well as the scores for domains defined as consumer attributes.

		FY2016 n=105	FY2018 n=118	FY2020 n=149	
Provider Attributes					
Access to Services					
8	The location of services was convenient for us.		89%	91%	92%
9	Services were available at times that were convenient for us.		82%	88%	90%
	Domain Score:		86%	88%	93%
Participation in Treatment Planning					
2	I helped to choose my child's services.		85%	79%	94%
3	I helped to choose the goals in my child's service plan.		90%	87%	96%
6	I participated in my child's treatment/services.		96%	95%	97%
	Domain Score:		89%	84%	95%
Cultural Sensitivity					
12	Staff treated me with respect.		92%	91%	96%
13	Staff respected my family's religious/spiritual beliefs.		92%	87%	92%
14	Staff spoke with me in a way that I understood.		96%	95%	96%
15	Staff were sensitive to my cultural/ethnic background.		94%	89%	96%
	Domain Score:		97%	93%	97%
Appropriateness					
1	Overall, I am satisfied with the services my child received.		79%	88%	88%
4	The people helping my child stuck with us no matter what.		78%	85%	84%
5	I felt my child had someone to talk to when he/she was troubled.		74%	79%	79%
7	The services my child and/or family received were right for us.		82%	81%	90%
10	My family got the help we wanted for my child.		79%	79%	85%
11	My family got as much help as we needed for my child.		72%	76%	78%
	Domain Score:		83%	84%	87%
Consumer Attributes					
Outcomes					
16	My child is better at handling daily life.		62%	55%	64%
17	My child gets along better with family members.		54%	65%	67%
18	My child gets along better with friends and other people.		57%	61%	62%
19	My child is doing better in school and/or work.		62%	64%	68%
20	My child is better able to cope when things go wrong.		41%	45%	55%
21	I am satisfied with our family life right now.		60%	70%	70%
22	My child is better able to do things he or she wants to do.		60%	59%	69%
	Domain Score:		55%	59%	65%
Social Connectedness					
23	I know people who will listen and understand me when I need to talk.		83%	83%	87%
24	I have people that I am comfortable talking with about my child's problems.		84%	83%	86%
25	In a crisis, I would have the support I need from family or friends.		72%	78%	84%
26	I have people with whom I can do enjoyable things.		85%	88%	87%
	Domain Score:		82%	84%	89%
Overall					
	Overall Score:		78%	82%	88%

Provider Results

The following table displays this year's item scores for each provider included in the survey.

	SCCMHA ASC	SCCMHA AUTISM	SCCMHA FSU	SCCMHA SCS	SCCMHA TAY	SCCMHA WRAP	SPS COP&CM, SB	WGC COP&CM, SB	TOTAL
# Completed Surveys:	2	49	32	20	4	11	17	14	149
Provider Attributes									
Access to Services									
8 The location of services was convenient for us.	100%	94%	91%	94%	100%	91%	88%	86%	92%
9 Services were available at times that were convenient for us.	100%	96%	84%	90%	75%	82%	94%	86%	90%
Participation in Treatment Planning									
2 I helped to choose my child's services.	100%	98%	90%	100%	100%	91%	93%	86%	94%
3 I helped to choose the goals in my child's service plan.	50%	100%	90%	100%	67%	91%	100%	100%	96%
6 I participated in my child's treatment/services.	100%	100%	97%	95%	75%	100%	94%	93%	97%
Cultural Sensitivity									
12 Staff treated me with respect.	100%	98%	94%	100%	75%	91%	94%	100%	96%
13 Staff respected my family's religious/spiritual beliefs.	100%	95%	96%	95%	67%	91%	69%	100%	92%
14 Staff spoke with me in a way that I understood.	100%	96%	97%	95%	75%	100%	94%	100%	96%
15 Staff were sensitive to my cultural/ethnic background.	100%	95%	96%	100%	50%	100%	94%	100%	96%
Appropriateness									
1 Overall, I am satisfied with the services my child received.	100%	92%	84%	85%	100%	91%	94%	79%	88%
4 The people helping my child stuck with us no matter what.	100%	87%	84%	90%	50%	80%	81%	77%	84%
5 I felt my child had someone to talk to when he/she was troubled.	100%	76%	77%	79%	75%	100%	88%	64%	79%
7 The services my child and/or family received were right for us.	100%	94%	80%	95%	75%	91%	94%	93%	90%
10 My family got the help we wanted for my child.	100%	94%	74%	95%	67%	73%	88%	71%	85%
11 My family got as much help as we needed for my child.	50%	83%	77%	80%	50%	82%	81%	64%	78%
Consumer Attributes									
Outcomes									
16 My child is better at handling daily life.	50%	76%	48%	74%	25%	73%	47%	69%	64%
17 My child gets along better with family members.	50%	83%	52%	76%	25%	73%	59%	62%	67%
18 My child gets along better with friends and other people.	0%	80%	48%	67%	25%	73%	53%	50%	62%
19 My child is doing better in school and/or work.	50%	84%	52%	75%	33%	67%	59%	58%	68%
20 My child is better able to cope when things go wrong.	50%	61%	53%	47%	67%	70%	53%	33%	55%
21 I am satisfied with our family life right now.	100%	83%	64%	80%	50%	45%	65%	46%	70%
22 My child is better able to do things he or she wants to do.	50%	78%	73%	72%	50%	64%	59%	46%	69%
Social Connectedness									
23 I know people who will listen and understand me when I need to talk.	100%	91%	84%	94%	75%	73%	94%	79%	87%
24 I have people that I am comfortable talking with about my child's problems.	100%	83%	90%	95%	50%	82%	94%	79%	86%
25 In a crisis, I would have the support I need from family or friends.	100%	89%	80%	79%	50%	82%	94%	75%	84%
26 I have people with whom I can do enjoyable things.	100%	89%	77%	95%	67%	91%	94%	79%	87%
Overall									
Overall Score:	92%	92%	83%	92%	61%	88%	88%	83%	88%

- * I hope that he will get more speech classes so that he may talk better, and he may not get upset when he can't say or speak or work it out.
- * Due to COVID shut down we were not able to start a service. SCCMHA staff were so helpful and supportive to expedite the process as much as possible.
- * A wonderful staff. Great.
- * Very happy with our coordinator Holly Badour. She is always available and helpful.
- * Lori Lagalo is wonderful with assisting him, my grandson.
- * It would be nice to start developing a list of support groups outside of the ones you list from the gov't (especially) local. A parent whose child attends the same autism group as my son invited me to her church activities for teens. Any group that would be open to help support people who have Autistic (me), Down Syndrome, physical disabilities, and mental disabilities with social activities.

SCCMHA Family Services

- * This is a bit difficult for me to fill out. My child had Laine who we loved and then right before the pandemic stay at home order we were switched to LaToya. We've had a difficult time getting to know one another. We've also had very little contact. It's been a rather tough time for our child, and we didn't feel someone we had someone we knew to turn to. Again, this was a bad time to lose a trusted therapist and to establish a relationship with a new one. We have appreciated our continuing contact with Taylor (RN) and Julie Lu. I stopped trying to fill this out. I'm happy to speak to you if you'd like.
- * No need to improve. Saginaw CMH was the only place that would give my daughter the medicine she needed so she can be productive in society and think clearly. We loved the services we received, thank you. You made a huge difference in my daughter's life.
- * Would love to have resources open up again. It would be so much better in person.
- * I ended up terminating guardianship and child is in a residential facility receiving more treatment. There was mention of cognitive think/thought treatment with an added specialist but to my knowledge, that therapy never happened.
- * Jennifer Stanuszek has been excellent to work with. I feel she truly cares and works hard to find creative ways to help. She communicates well and is direct in her conversation. She continues to help us reach goals. Thank you.
- * I don't think I was ever asked about race or religion aspect of ABA or anything of that sort so that is why I put not applicable.

SCCMHA Supports Coordination Services

- * The scores would likely be much higher had COVID not been an issue. There seemed to be a lack of extra help during this time. While I understand no one saw this coming, I wish supplemental services would have been approved by the state. We are slowly returning to normal and hopeful for the future.
- * We hope to keep learning more about what you have help for my son.
- * Patti Colpean is our coordinator. She is kind and caring and treats us with respect. She is professional as well as educated in the areas of his needs. We are very pleased with our care and services.
- * I am very happy with the case manager we work with. She goes above and beyond for our family. Her hard work and dedication are much appreciated.
- * This is a wonderful service for families of special needs children. This has been a blessing to our family. Thank you from the bottom of our heart!
- * I just need to keep working with her to keep her getting stronger.

SCCMHA Transitional Age Youth Services

- * It would be nice if case managers interacted and talked to me more about how things are going at home. I understand my son is an adult (transition age), yet he is receiving services for a reason and engaging with me would be very helpful overall. I think case managers and therapist's hide behind the practice that a young adult is able to make their own decisions – which is true – but when you don't put forth the effort to engage with his support system, that's a huge mistake. It leaves him floundering in many ways. I was treated badly when trying to coordinate care for my son – with the proper paperwork in place. This happened with the receptionist at Family/Child Services and by my son's case manager. I was treated like who do you think you are asking about these things. As if no one ever asked about coordinating care. At the time my son hadn't had a call/appt. with his case manager for over a month. He doesn't know all the ins and outs of coordinating care – yet. I'm trying to teach him and when your staff is rude and not responsive it makes him being able to trust you worse. Maybe the case managers have too many clients? Maybe they are too new without much experience.
- * My son has a significant disability, he needs my support to become independent, etc. It would be great if your staff did a better job with engaging parents/supports. My son is not opposed to it and is no reason not to engage me.

SCCMHA Wraparound Services

- * The SED Waiver people were wonderful. The Autism Program is a disgrace. They violate laws and do more harm than good. Recipient Rights is also a joke. Saginaw has a problem.
- * Openly flaunting/promoting LGBT+ material/lifestyles is not considerate or respectful of our culture or religious background. This does the opposite of promoting an accepting, safe environment for us to seek help. Due to the shutdowns from COVID we aren't in the same situations as before to give better feedback. The doctor we work with argues/contradicts us about important things including how we choose to educate our child, especially in light of his myriad of social/learning difficulties.
- * We had to go to the ER for Crisis Management. The SCCMHA Mental Health worker was extremely rude, talked down to us, and was very unpleasant.
- * The staff at CMH were awesome. They bent over backwards to help my child and me.
- * We filled out paperwork beginning of December and WAITED for a stabilization therapist. Then we WAITED again for a therapist – who was a student and is already gone. The COVID. During a huge family crisis, we had person after person. Everyone I worked with was very nice and cared but so much change. If I could change anything it would be the time spent waiting while your child's in crisis. No easy answers in a very hard situation.

Saginaw Psychological Services

- * My daughter's counselor is absolutely amazing. Highly recommend services here.
- * My child has improved tremendously, able to make decisions, and doing well in school. Our life is not as hectic as it has been. There are some minor situations we need to work on but overall, it has made us (both) able to understand each other. We are working with beautiful people. Thank you.
- * Mom could use some help herself. I feel as of now some of her decisions are not in their best interest but with some help, she can do much better. Since he has been in my custody, he has made major improvements in all aspects and is doing very well still. However, when he is with mom, he goes back to being disrespectful and I'm always getting calls from her wanting me to talk to him.
- * My child has a rough time with teleservices with psychologist.
- * I have had to fight to make sure my son gets what he needs!! He has some great team members – Tina (Parent Support, Heaven Sent), Sarah (his therapist) has been by his side since 3rd grade.
- * Shawny – she is new – case manager – but - this mom already loves her – because – she is on his Team!
- * I have had some issues but – I finally think my son has a GREAT TEAM!! He is stubborn but I believe with all 3 of these amazing ladies and mom, he can do it!

- * My child does not do well with services (i.e. talking on phone) that are provided. She is the type that needs face-to-face.

Westlund Guidance Clinic

- * I use neutral a lot because he has not been able to talk in person about things, so it is hard for both parties to really be able to connect. I don't think it's fair to say right or wrong but that boy considers me his mom even if I didn't give birth to him he should be able to decide where he wants to be and that would be with grandma. He calls me mom, always has. I have had him from birth.
- * He has a problem with his behaviors at home and school when things in the day don't go his way. He doesn't care what size the person is if he is angry or mad.
- * Just keep up the good work.
- * During the stay-at-home order, I feel like my child lost any "real care" from Westlund. No one called to check in on him, although we did receive a couple of texts. I just wish they would have communicated more to my child so that my child knew that they were still concerned about his well-being.
- * Since the COVID pandemic, I have found/noticed that my grandson is more difficult to regroup when he is having meltdowns. He acts out more and is beginning to throw things again. He still is hurting himself (hitting/making head against walls) probably more so now.
- * I do feel he needs to see someone in person which made an impact on his behaviors before. Kennedy did make a difference.
- * My son is 8 and has been in therapy about 9 months and I don't really see too much of a change. I'm not sure if therapy is helping him in the aspect of how to control his anger or feelings and he is very disrespectful still. I don't know if I fully agree with the therapist's suggestion on his "issues". It seems like they are more friends. This is our first therapy experience so maybe it's supposed to be that way? I'm not sure. I also feel out of the loop kind of.

Quality Improvement Opportunities

Results of the Youth Services Survey for Families provide valuable feedback and insight into the perspectives of consumers regarding the care and services they receive. The following are recommendations to assure that the outcomes of this survey are shared with staff, providers, consumers, guardians, and stakeholders and that quality improvement opportunities are identified and acted upon as needed:

- 1) A final draft of this survey report will be reviewed by the SCCMHA Quality Governance Council (QGC) for comment and approval. The QGC will identify any trends that have occurred from year to year and determine possible system-wide improvement efforts.
- 2) The final survey report will be presented to the SCCMHA Children's Case Management Supervisors. Supervisors will be asked to review this information with their staff to identify areas needing improvement and celebrate successes as appropriate. They will be required to provide the SCCMHA Quality Department evidence that this has occurred within 60 days of receiving the report. At least one area of improvement based on a survey domain or individual survey item will be identified and a performance improvement plan will be submitted.
- 3) The Performance Improvement Plans from the 2018 survey should be reviewed by Supervisors to determine if their performance has improved as a result of their intervention.
- 4) The SCCMHA Quality Department will follow up on team/provider performance improvement plans to ensure they have been implemented accordingly.
- 5) The final report will be presented to the SCCMHA Ends Committee, the SCCMHA Citizen's Advisory Committee, and the SCCMHA Board of Directors.
- 6) A summary brochure of results will be completed for distribution to consumers.

- 7) The final survey report and summary brochure will be posted on the SCCMHA website.
- 8) In an effort to improve survey return rates, the SCCMHA Quality Department will: 1) ask case holders and FDAs to verify consumer addresses prior to survey mailings and encourage consumers to complete the survey, 2) request “return service” from the post office so follow up on bad or incorrect addresses can occur, and 3) conduct a follow up postcard mailing to remind consumers to complete the previously mailed survey.

Date of Report: December 11, 2020

By: Holli McGeshick, Quality Project Specialist