

2022 Youth Services Satisfaction Survey Report

Overview

In June 2022, 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 survey implementation were included in the survey sample. A total of 1,253 surveys were distributed by mail with a postage-paid return envelope. One hundred thirty (130) completed surveys were received resulting in a 10% return rate. The table below trends the return rates for each provider and shows that the overall return rate decreased by 2% from 2020.

Provider	FY2018			FY2020			FY2022		
	Distributed	Received	Return Rate	Distributed	Received	Return Rate	Distributed	Received	Return Rate
SCCMHA Access Stabilization for Children*	n/a	n/a	n/a	23	2	9%	35	2	6%
SCCMHA Autism Services	216	34	16%	241	49	20%	361	59	16%
SCCMHA Family Services	326	28	9%	267	32	12%	230	17	7%
SCCMHA Supports Coordination Services	104	12	12%	102	20	20%	120	16	13%
SCCMHA Transitional Age Youth Services*	n/a	n/a	n/a	63	4	6%	44	1	2%
SCCMHA Wraparound Services	73	7	10%	82	11	13%	48	5	10%
SPS Children's Outpatient & Case Management SPS School-Based Services	356	18	5%	245	17	7%	269	19	7%
WGC Children's Outpatient & Case Management WGC School-Based Services	217	19	9%	204	14	7%	146	11	8%
Total	1,292	118	9%	1,227	149	12%	1,253	130	10%

*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 pages 4 and 5.

Survey Results by Domain

Overall scores for domains defined as provider attributes ranged from 84% to 92% this year. Overall scores for domains defined as consumer attributes ranged from 65% to 80% this year. The percentages of satisfaction for each provider are shown in the following table. Also provided is the regional result from the 2022 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	90%	93%	95%	92%	81%	88%	90%
SCCMHA Family Services	94%	94%	100%	94%	88%	88%	93%
SCCMHA Supports Coordination Services	81%	94%	100%	75%	44%	75%	78%
SCCMHA Transitional Age Youth Services	100%	100%	100%	100%	0%	100%	83%
SCCMHA Wraparound Services	60%	100%	100%	60%	0%	40%	60%
SPS Children's Outpatient & Case Management SPS School-Based Services	74%	89%	79%	84%	58%	79%	77%
WGC Children's Outpatient & Case Management WGC School-Based Services	64%	64%	73%	55%	27%	45%	55%
Overall	84%	91%	92%	85%	65%	80%	83%
MSHN 2022	96%	94%	98%	92%	66%	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 decreased from 2020 to 2022, as well as the score for the social connectedness of the domain defined as consumer attributes. Outcomes score as defined in the domain of consumer attributes remained the same.

	FY2018 n=118	FY2020 n=149	FY2022 n=130
Provider Attributes			
Access to Services			
8 The location of services was convenient for us.	91%	92%	84%
9 Services were available at times that were convenient for us.	88%	90%	84%
Domain Score:	88%	93%	84%
Participation in Treatment Planning			
2 I helped to choose my child's services.	79%	94%	88%
3 I helped to choose the goals in my child's service plan.	87%	96%	94%
6 I participated in my child's treatment/services.	95%	97%	92%
Domain Score:	84%	95%	91%
Cultural Sensitivity			
12 Staff treated me with respect.	91%	96%	91%
13 Staff respected my family's religious/spiritual beliefs.	87%	92%	85%
14 Staff spoke with me in a way that I understood.	95%	96%	94%
15 Staff were sensitive to my cultural/ethnic background.	89%	96%	87%
Domain Score:	93%	97%	92%
Appropriateness			
1 Overall, I am satisfied with the services my child received.	88%	88%	85%
4 The people helping my child stuck with us no matter what.	85%	84%	82%
5 I felt my child had someone to talk to when he/she was troubled.	79%	79%	69%
7 The services my child and/or family received were right for us.	81%	90%	84%
10 My family got the help we wanted for my child.	79%	85%	80%
11 My family got as much help as we needed for my child.	76%	78%	75%
Domain Score:	84%	87%	85%
Consumer Attributes			
Outcomes			
16 My child is better at handling daily life.	55%	64%	64%
17 My child gets along better with family members.	65%	67%	69%
18 My child gets along better with friends and other people.	61%	62%	65%
19 My child is doing better in school and/or work.	64%	68%	64%
20 My child is better able to cope when things go wrong.	45%	55%	53%
21 I am satisfied with our family life right now.	70%	70%	68%
22 My child is better able to do things he or she wants to do.	59%	69%	65%
Domain Score:	59%	65%	65%
Social Connectedness			
23 I know people who will listen and understand me when I need to talk.	83%	87%	79%
24 I have people that I am comfortable talking with about my child's problems.	83%	86%	79%
25 In a crisis, I would have the support I need from family or friends.	78%	84%	75%
26 I have people with whom I can do enjoyable things.	88%	87%	78%
Domain Score:	84%	89%	80%
Overall			
Overall Score:	82%	88%	83%

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	59	17	16	1	5	19	11	130
Provider Attributes									
Access to Services									
8 The location of services was convenient for us.	100%	86%	94%	88%	100%	60%	79%	64%	84%
9 Services were available at times that were convenient for us.	100%	92%	94%	81%	100%	40%	79%	55%	84%
Participation in Treatment Planning									
2 I helped to choose my child's services.	100%	93%	88%	81%	100%	80%	89%	64%	88%
3 I helped to choose the goals in my child's service plan.	100%	97%	100%	88%	100%	100%	95%	73%	94%
6 I participated in my child's treatment/services.	100%	93%	88%	88%	100%	100%	100%	73%	92%
Cultural Sensitivity									
12 Staff treated me with respect.	100%	93%	100%	94%	100%	100%	79%	73%	91%
13 Staff respected my family's religious/spiritual beliefs.	100%	88%	100%	81%	100%	100%	68%	73%	85%
14 Staff spoke with me in a way that I understood.	100%	95%	100%	100%	100%	100%	89%	73%	94%
15 Staff were sensitive to my cultural/ethnic background.	100%	90%	100%	88%	100%	100%	68%	73%	87%
Appropriateness									
1 Overall, I am satisfied with the services my child received.	50%	92%	94%	88%	100%	60%	79%	55%	85%
4 The people helping my child stuck with us no matter what.	100%	88%	76%	75%	100%	60%	84%	64%	82%
5 I felt my child had someone to talk to when he/she was troubled.	100%	69%	82%	50%	100%	60%	79%	55%	69%
7 The services my child and/or family received were right for us.	100%	90%	94%	75%	100%	60%	84%	55%	84%
10 My family got the help we wanted for my child.	100%	90%	94%	63%	100%	40%	79%	45%	80%
11 My family got as much help as we needed for my child.	50%	88%	76%	50%	100%	40%	74%	55%	75%
Consumer Attributes									
Outcomes									
16 My child is better at handling daily life.	50%	78%	82%	56%	0%	0%	58%	27%	64%
17 My child gets along better with family members.	50%	84%	69%	75%	100%	20%	53%	27%	69%
18 My child gets along better with friends and other people.	50%	83%	76%	44%	100%	20%	58%	18%	65%
19 My child is doing better in school and/or work.	50%	78%	65%	31%	0%	20%	74%	55%	64%
20 My child is better able to cope when things go wrong.	50%	69%	59%	31%	0%	20%	42%	27%	53%
21 I am satisfied with our family life right now.	50%	81%	81%	56%	0%	0%	63%	45%	68%
22 My child is better able to do things he or she wants to do.	50%	75%	81%	50%	0%	0%	63%	45%	65%
Social Connectedness									
23 I know people who will listen and understand me when I need to talk.	100%	83%	82%	88%	100%	60%	79%	45%	79%
24 I have people that I am comfortable talking with about my child's problems.	50%	90%	82%	94%	100%	40%	68%	36%	79%
25 In a crisis, I would have the support I need from family or friends.	100%	83%	76%	69%	100%	40%	74%	45%	75%
26 I have people with whom I can do enjoyable things.	100%	85%	76%	69%	100%	40%	84%	64%	78%
Overall									
Overall Score:	92%	90%	93%	78%	83%	60%	77%	55%	83%

Qualitative Comments

Several parents and guardians provided comments at the end of the survey. They have been typed verbatim except in cases where names were replaced with pronouns to protect anonymity. Comments of concern were addressed with staff when identifiable information was provided.

Survey Comment Word Cloud



SCCMHA Access Stabilization for Children

- Carey was extremely helpful, kind and patient. She went above and beyond not only helping her but to build a bond with her. We are so thankful for her.
- My child needs more help. He has a bad attitude towards his friends and brother and himself. Need another appointment soon. Thanks.

SCCMHA Autism Services

- So far, every contact with Sam has been respectful, professional, and fully satisfied our expectations. Thank you.
- Holly B is fantastic. She knows her job and explains things thoroughly. She genuinely cares and is knowledgeable. My son is very lucky to have her as a team member. We appreciate all she does.
- This survey was difficult to respond to as we are 100% satisfied with our ABA, PT, OT and speech services, but continue to be disappointed that we cannot receive the respite services we need. Staffing shortages and staff availability continue to prevent respite service delivery. I'm in regular contact with my son's supports coordinator on this topic.
- You are doing a great job.
- Very satisfied with our services. Thank you for all you do!
- We were very happy with the services we got. I have multiple children who get services through CMH, and we are very happy. Thank you.
- Tracy is amazing.
- I thought we were supposed to be guided through but not at all after the first one. I first felt good till I got the second case manager, then I and family were treated like we were crazy. I had two grievances and felt that he sided with after the second grievance hearing after it was over, we were told it was my family that had no guidance after his ADHD we also found out that we were being made fun of by the second case manager. My family and I felt berated and the person who did the local grievances I felt covered for them. The people I have now treat us better.

- Children's services were full, so we got 1 assessment, then dismissed. Not even a chance to get/ask for a 2nd opinion. CMH has been an overall NIGHTMARE for our family. It's a fight for everything and when you think something is finally right...surprise, uppercut straight to the heart.
- Thank you for the services! He has been doing very well since having your services! Great compliments from school! Erica Lamb has been so Great!
- Lainee Hilts-Forcade was amazing. She really worked with us and was always willing to help us but we are now in Autism Services, so we lose home-based care! As if he stops needing supports since he qualifies for ABA. He needs ALL the resources available!!! Also look into what actually autistic adults who had ABA and now have PTSD from it. Teaching my son how to mask is not helpful.
- Many services were unavailable or have insanely long wait times.
- Location of services (ABA) wasn't very convenient, and their hours were very inconsistent. They often don't have staff to cover my son's ABA sessions. The support I've received from SCCMHA has been great. My support coordinator Holly is fabulous.
- I (we) need help getting a psychological exam for guardianship and are having trouble getting it through insurance. They want us to pay thousands and we don't have it! In desperate need of help with this. He turned 18 on 03/31/2022 and we are need help with this!
- I really appreciate the help and support of supports coordinator, Claire.
- I really appreciate the services that my son has been receiving. I have seen some improvements since he's been going and some stuff, we still need to improve but I have got help all the way.
- I'm very blessed to have come across such amazing people who love and care for my child. I couldn't have chosen a better place with such an amazing team. Thank you!!!
- Very excellent services. Glad to have chosen to help with me and my family. Thanks!
- Very excellent services. Very excellent support from staff. Thanks.
- Erica was amazing, loved working with her.
- Very excellent help. Thanks for everything.
- You guys do a good job.
- Our coordinator was terrible; so difficult to get services - it took several months; coordinator would sometimes shrug and say they were understaffed at CMH when we would bring up concerns; follow ups were inconsistent and infrequent. I wish we lived in a different county and did not have Saginaw CMH.
- Amazing service!
- I cannot properly express my gratitude for everyone that is involved with my son. He is living a happy life and is able to go #2 on the toilet! A major accomplishment and we are and always will be grateful for the people - no - family that is involved! Thank you all so much!
- Claire is a great case manager! She helps us whenever she can. Goes above and beyond.
- Some of the Autism Centers are not so good though.

SCCMHA Family Services

- My child has been in services for about 3 months and her behavior is starting to improve a bit. The one thing I did not like was that the first 3 meetings (3 weeks) were just paperwork, which all was needed, but could have been combined into one meeting so services could have started a lot sooner.
- I understand she is in her toddler stages, but I would like her to listen a lot better and stop backtalking to her papa, daddy, and myself.

SCCMHA Supports Coordination Services

- Taylor and Kelly have been very friendly and helpful with my son.
- I need help with school and other skills.
- The staff from SCCMHA have all been great!! We used to have Jamie and now we have Joy, and they are both professional, caring and knowledgeable at their jobs. We are lucky to have had Jamie and now we lucked out with getting Joy. Both are awesome employees!
- SCCMHA scores pretty high. Game Changer services are terrible. They don't follow the plan, no documentation, staff turnover, no staffing, staff uneducated. I know my son is a lot of work but that's why we get respite and CLS! Miss working with Jackie Danks.

- ABA services were ended prior to client meeting goals in real life but papers were submitted to the contrary, false statement of progress. Now services needed no longer available as direct result from these documents.
- He enjoys his new counselor. He has now said he can tell him everything.

SCCMHA Wraparound Services

- Our case managers have done a good job. Issue is many services like respite, there are not enough people available for us to make use of it.

Saginaw Psychological Services

- Multiple appointments cancelled because therapist was unable to meet, would never get a call back due to reschedule appt. One therapist violated HIPAA. Patient is not getting services he needs even though I have been compliant with meetings.
- I feel that we are making some progress in her treatment, but there is still much work to be done. The therapists/staff are so good with my daughter.
- Been in a waiting period since March? Not sure what is happening.
- Teigen and Sarah are awesome.
- She has had 5 or 6 therapists in the few years we have been in Saginaw. She also had several MONTHS, long stops in care because there was no replacement available. These breaks in care came at the times she needed care most (like when she was self-harming). She is constantly shown that no one cares. Not even people who are supposed to.
- Very excellent services. Enjoy services. Wonderful staff.
- Very excellent services. Very wonderful staff.
- Thank you for everything you are doing.

Westlund Guidance Clinic

- My son went through 4 case workers, and I had an extremely difficult time getting him an appointment for therapy that did not conflict with school hours.
- Twenty-eight months without respite care while hours were approved, that's 560 hours of services not provided! Just was notified this month that over 2 years ago was tested, received updated diagnosis, and it was never added to the file potentially limiting additional help.
- We dislike when our child has to switch workers, then the new worker has to go back and open up old things that trigger the child. They have the file, why should the kid have to relive an old situation.

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 2020 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.

Date of Report: December 09, 2022

By: Holli McGeshick, Quality and Medical Records Supervisor