

2020 Customer Satisfaction Distribution & Return Rates

Sample Dates Distributed	CHILD			ADULT		
	All Programs	By Program			By Program	
		# Distributed	# Distributed			# Distributed
		CSMC	HB	OPTC	CSMA	OPTA
Total Sent Out*	555	43	103	42	199	168
Total Returned as Undeliverable	9	1	1	1	4	2
Total Distributed	546	42	102	41	195	166
# Returned	90	5	10	3	41	31
Return Rate**	16%	12%	10%	7%	21%	19%

*Surveys were intended to be distributed to 100% of persons receiving a service between 6/1-6/28/20. 555 sent out; 9 returned, so actual distribution was 98.4%

**Return Rates calculated by # returned/total distributed

Consumer Satisfaction Survey - Overall Program Score Averages Across All Questions

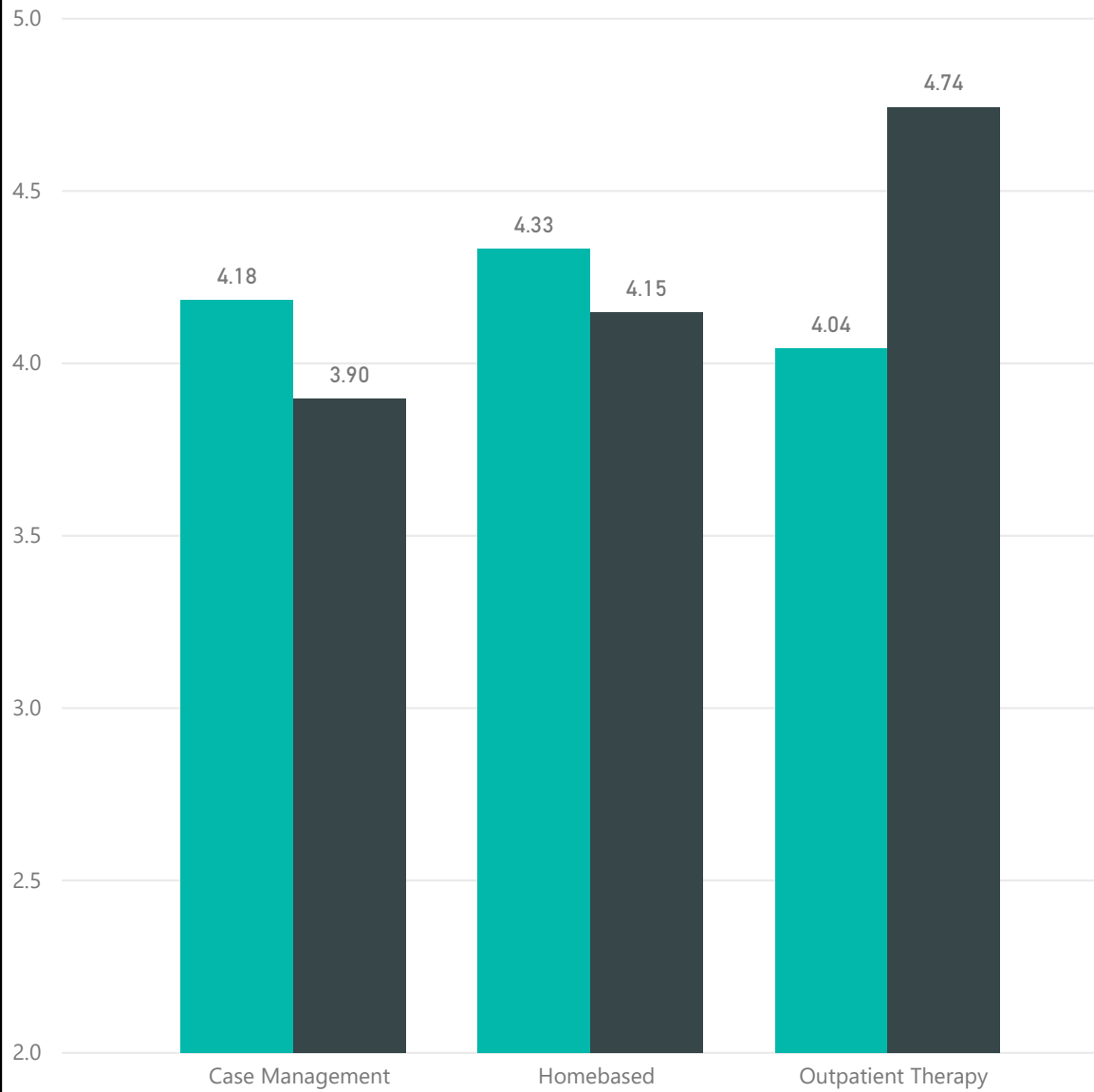
Response Count	2019	2020
Case Management	17	5
Homebased	33	10
Outpatient Therapy	32	3
Total	82	18

Strongly Disagree (1)	Disagree (2)	Undecided (3)	Agree (4)	Strongly Agree (5)

Response Count	2019	2020
Case Management	48	41
Outpatient Therapy	103	31
Total	151	72

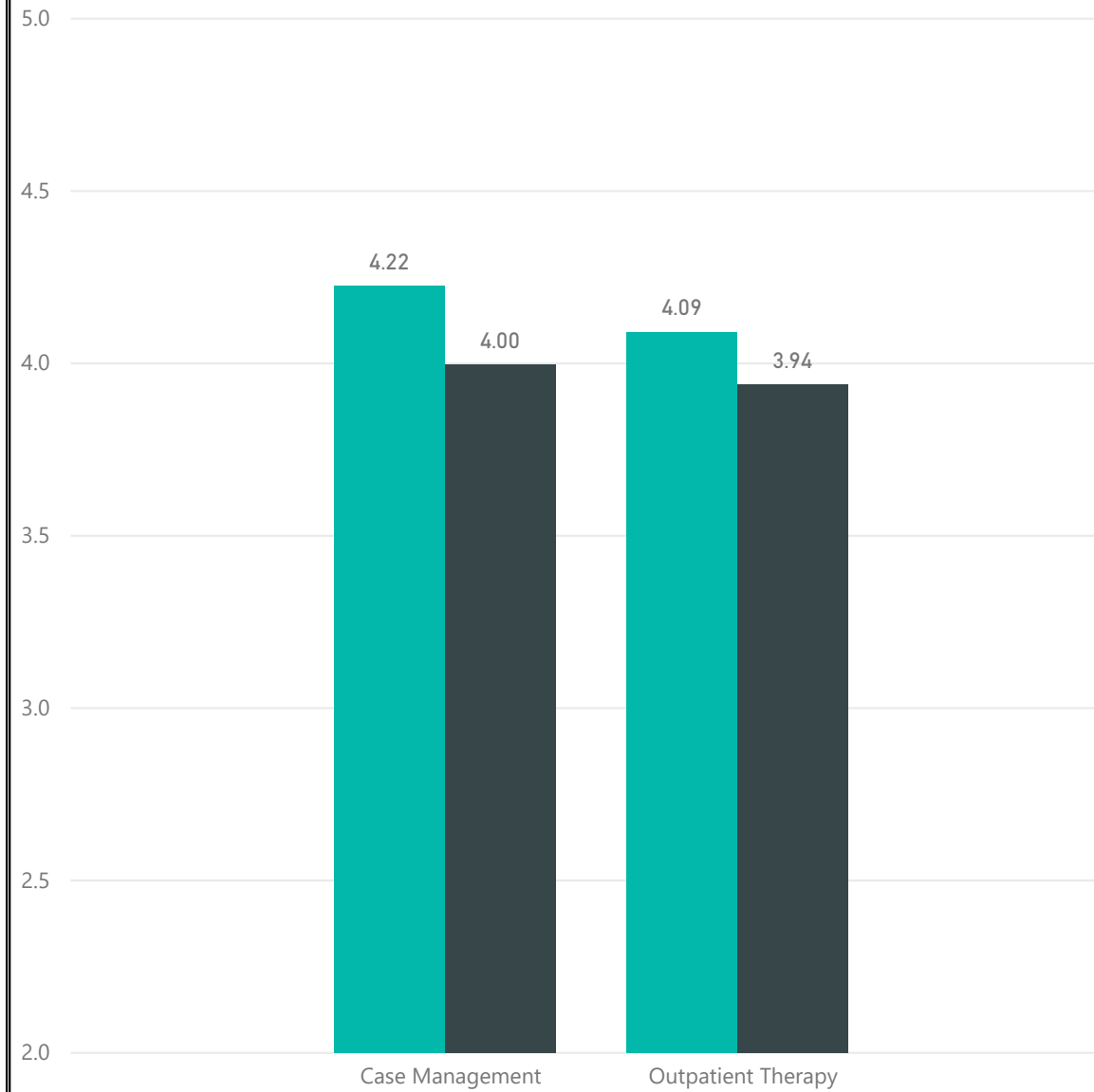
Children's Services

Year ● 2019 ● 2020



Adult Services

Year ● 2019 ● 2020



Adult Score Averages

#	Survey Question	Response Count		Case Management		Outpatient Therapy	
		2019	2020	2019	2020	2019	2020
		Total		2019	2020	2019	2020
13	I was given information about my rights.	48	41	4.54	4.28	4.55	4.53
16	Staff respected my wishes about who is and who is not to be given information about my treatment services.	103	31	4.45	4.32	4.63	4.30
11	I felt comfortable asking questions about my treatment, services, and medication.	151	72	4.50	4.27	4.48	4.42
1	I like the services that I received.			4.53	4.29	4.47	4.32
3	I would recommend this agency to a friend or family member.			4.44	4.15	4.48	4.39
10	Staff believed that I could grow, change and recover.			4.40	4.22	4.45	4.29
14	Staff encouraged me to take responsibility for how I live my life.			4.40	4.17	4.47	4.28
2	If I had other choices, I would still choose to get services from this mental healthcare provider.			4.38	4.07	4.45	4.42
7	Services were available at times that were good for me.			4.48	4.24	4.36	4.29
18	Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).			4.30	4.29	4.34	4.36
4	The location of services was convenient.			4.33	4.10	4.40	4.26
19	Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability.			4.38	3.98	4.45	4.24
17	I, not staff, decided my treatment goals.			4.32	4.07	4.39	4.23
5	Staff were willing to see me as often as I felt it was necessary.			4.46	4.03	4.30	4.20
12	I felt free to complain.			4.38	3.90	4.36	4.24
20	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).			4.34	3.89	4.32	4.46
6	Staff returned my calls within 24 hours.			4.40	4.10	4.27	4.19
8	I was able to get all the services I thought I needed.			4.27	4.10	4.33	4.07
15	Staff told me what side effects to watch for.			4.25	4.05	4.36	3.80
9	I was able to see a psychiatrist when I wanted to.			4.40	4.05	4.01	4.15
34	I have people with who I can do enjoyable things.			4.04	3.95	4.02	3.77
36	In a crisis, I would have the support I need from family or friends.			4.22	3.87	3.99	3.58
21	I deal more effectively with daily problems.			4.22	3.83	3.75	3.86
33	I am happy with the friendships I have.			3.96	4.00	3.86	3.59
23	I am better able to deal with crisis.			4.02	3.90	3.76	3.73
30	I am better able to take care of my needs.			4.13	3.93	3.71	3.58
22	I am better able to control my life.			4.17	3.82	3.69	3.68
24	I am getting along better with my family.			4.11	3.70	3.64	3.47
29	I do things that are more meaningful to me.			3.98	3.90	3.55	3.48
25	I do better in social situations.			3.82	3.90	3.48	3.60
31	I am better able to handle things when they go wrong.			4.07	3.78	3.50	3.48
26	I do better in school and/or work.			3.71	3.93	3.48	3.65
32	I am better able to do things that I want to do.			3.96	3.76	3.53	3.33
27	My housing situation has improved.			3.89	3.73	3.54	3.12
28	My symptoms are not bothering me as much.			3.83	3.62	3.22	3.23
35	I feel I belong in my community.			3.77	3.58	3.36	3.13

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Children Score Averages

#	Survey Question	Case Management		Homebased		Outpatient Therapy	
		2019	2020	2019	2020	2019	2020
12	Staff treated me with respect.	4.82	4.60	4.79	4.70	4.53	5.00
14	Staff spoke with me in a way that I understood.	4.76	4.50	4.73	4.70	4.50	5.00
15	Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language)	4.47	4.40	4.81	4.70	4.46	5.00
3	I helped to choose the goals in my child's service plan.	4.65	4.60	4.73	4.60	4.47	4.67
13	Staff respected my family's religious/spiritual beliefs.	4.53	4.60	4.70	4.70	4.39	5.00
6	I participated in my child's treatment/services.	4.65	4.20	4.70	4.40	4.38	5.00
8	The location of services was convenient for us.	4.76	4.60	4.76	4.50	4.09	5.00
9	Services were available at times that were convenient for us.	4.53	4.20	4.67	4.30	4.03	5.00
1	Overall, I am satisfied with the services my child received.	4.41	4.20	4.73	3.90	4.13	4.67
4	The people helping my child stuck with us no matter what.	4.06	4.00	4.64	4.40	4.22	5.00
26	I have people with whom I can do enjoyable things.	4.47	4.20	4.47	4.30	4.29	3.67
24	I have people that I am comfortable talking with about my child's problems.	4.41	4.00	4.47	4.50	4.07	5.00
25	In a crisis, I would have the support I need from family or friends.	4.41	4.00	4.38	4.40	4.21	5.00
2	I helped to choose my child's services.	4.53	3.80	4.30	4.60	4.28	4.00
7	The services my child and/or family received were right for us.	4.24	3.60	4.55	4.20	4.16	5.00
5	I felt my child had someone to talk to when he/she was troubled.	4.00	3.80	4.58	4.30	4.16	5.00
23	I know people who will listen and understand me when I need to talk.	4.29	4.00	4.35	4.50	4.04	5.00
10	My family got the help we wanted for my child.	4.06	4.00	4.36	4.30	3.97	5.00
11	My family got as much help as we needed for my child.	3.88	4.00	4.18	4.00	3.88	5.00
21	I am satisfied with our family life right now.	3.88	3.20	3.70	3.60	3.76	4.67
17	My child gets along better with family members.	3.53	3.60	3.82	3.50	3.45	4.67
16	My child is better at handling daily life.	3.59	3.20	3.79	3.10	3.61	4.67
19	My child is doing better in school and/or work.	3.63	3.00	3.70	3.30	3.55	4.00
22	My child is better able to do things he or she wants to do.	3.53	3.00	3.76	3.40	3.41	4.33
18	My child gets along better with friends and other people.	3.24	3.20	3.64	3.60	3.52	4.67
20	My child is better able to cope when things go wrong.	3.41	2.80	3.38	3.22	3.34	4.33