

### 2020 End of Services Survey

**Description:** The below table is an aggregate of average scores by question, by service type, and as agency average. The survey is mailed to all persons who are discharged from MCN services.

**Definitions:** Scoring was a scale of 1-4 (1= Strongly Agree, 2 = Agree, 3 = Disagree, 4 = Strongly Disagree.) Average scores ranking between 1.0-2.0 are the most desirable.

	2018-ALL	CSM-A	CSM-C	OPT-A	OPT-C	HBS	2019-ALL	CSM-A	CSM-C	OPT-A	OPT-C	HBS	Unknown	2020-ALL	CSM-A	CSM-C	OPT-A	OPT-C	HBS	Unknown
1. I was given information on how to return to care if I felt I/my child needed it.	1.7	1.4	2.0	2.0	2.0	1.0	1.7	2.5	2.0	1.2	1.8	1.3	1.0	1.5	1.9	2.0	1.3	2.0	1.3	1.0
2. Staff helped me obtain the information I needed so that I could take charge of managing my/my child's illness or	1.8	1.8	2.7	1.9	2.0	1.2	1.7	2.5	2.0	1.2	1.8	1.3	1.0	1.6	1.9	2.3	1.3	2.2	1.3	1.4
3. Staff helped me/my family feel welcomed when I received services.	1.4	1.6	1.7	1.4	1.5	1.2	1.6	2.4	2.0	1.1	1.3	1	1.0	1.4	1.3	2.0	1.4	2.0	1.2	1.0
4. Services were provided at times that were good for me/my family.	1.6	1.6	1.3	1.8	1.8	1.0	1.7	2.5	2	1.3	1.5	1.3	1.0	1.5	1.3	2.0	1.4	2.0	1.2	1.2
5. Services provided to me/my family in times of crisis or emergency were helpful.	1.9	2.0	2.0	2.0	2.6	1.2	1.8	2.4	2.0	1.5	1.8	1.3	1.0	1.5	1.3	2.5	1.2	2.0	1.3	1.2
6. I have people I trust whom I can turn to for help/for support regarding my child.	1.4	1.4	2.0	1.4	1.5	1.2	1.6	1.6	2.0	1.4	1.5	1.7	1.0	1.6	1.9	1.8	1.4	2.2	1.3	1.0
<b>The services I received helped me/my family develop the skills needed to...</b>																				
7. ...deal more effectively with daily problems.	1.9	1.6	2.3	2.0	2.0	1.5	2	2.3	3	1.6	2.0	1.7	1.0	1.7	1.7	2.3	1.6	2.4	1.5	1.2
8. ...deal with crisis situations.	1.9	1.6	2.3	2.1	2.2	1.5	1.9	2.3	3	1.6	2	1.7	1.0	1.7	1.7	2.3	1.5	2.4	1.2	1.2
9. ...recognize my/my child's early warning signs and also ask for help	1.8	1.6	2.3	2.0	2.0	1.3	2	2.3	3	1.6	2.0	1.7	1.0	1.7	1.6	2.3	1.7	2.2	1.2	1.2
10. ...continue on my/a path to recovery.	1.7	1.8	2.0	1.8	1.8	1.3	1.9	2.3	3.0	1.6	1.8	1.7	1.0	1.6	1.4	2.0	1.5	2.6	1.3	1.0
11. ...achieve desired treatment	1.8	1.8	2.3	1.8	2.0	1.5	2	2.3	3	1.8	1.8	1.7	1.0	1.6	1.4	2.3	1.5	2.6	1.4	1.0
12. I would recommend this agency to a friend or family member.	1.7	1.6	2.0	1.7	2.0	1.3	1.7	2.3	2.0	1.4	1.8	1.3	1.0	1.5	1.3	2.0	1.3	2.2	1.2	1.2
Agency Overall Averages:	1.7	1.7	2.1	1.8	2	1.3	1.8	2.3	2.4	1.4	1.5	1.8	1.0	1.6	1.5	2.1	1.4	2.2	1.3	1.1
Total Respondents:	29	5	3	9	6	6	28	8	2	10	4	3	1	39	7	4	12	5	6	5
Total Terminations:	825	134		532		143	720	164		420		136		862	163	47	342	149	161	
% Return	3.5%	6.0%		2.8%		4.2%	3.9%	6.1%		3.3%		2.2%		4.5%	4.3%	8.5%	3.5%	3.4%	3.7%	