

ANNUAL SATISFACTION SURVEY DATA 2021

Consumers were surveyed in the programs of Adult & Child Case Management, Adult & Child Outpatient Therapy, and Homebased Services. Responses were given on a range from 1 (Disagree) to 5 (Agree). The average scores are show below for each question, with year-to-year comparison by program.

Darker green indicates higher levels of satisfaction (average scores closer to a 5 or 4), with gradations to darker orange or red indicating lower levels of satisfaction (as scores average closer to 2 or 1.)

Response rates have significantly declined in the past 2 years, primarily due to a change in distribution methods due to the global pandemic; for 2019 and prior years, the survey was distributed face to face, while 2020 surveys were distributed by email, and 2021's were distributed via a mix of email and telephone surveys. Distribution that is face to face has shown to yield a higher return rate, which provides more reliable scores...scores more representative of the general population of that program.

Attachment A: Adult Score Averages

| | | Response Count | 2019 | 2020 | 2021 | | | | | | |
|----------------------|---|--------------------|------|------|------|-----------------|------|------|--------------------|------|------|
| | | Case Management | 48 | 41 | 17 | | | | | | |
| | | Outpatient Therapy | 103 | 31 | 13 | | | | | | |
| | | Total | 151 | 72 | 30 | | | | | | |
| Adult Score Averages | | Survey | | | | Case Management | | | Outpatient Therapy | | |
| # | Question | | 2019 | 2020 | 2021 | 2019 | 2020 | 2021 | 2019 | 2020 | 2021 |
| 1 | I like the services that I received. | | 4.53 | 4.29 | 4.18 | 4.47 | 4.32 | 4.38 | | | |
| 2 | If I had other choices, I would still choose to get services from this mental healthcare provider. | | 4.38 | 4.07 | 3.76 | 4.45 | 4.42 | 3.54 | | | |
| 3 | I would recommend this agency to a friend or family member. | | 4.44 | 4.15 | 3.88 | 4.48 | 4.39 | 4.31 | | | |
| 4 | The location of services was convenient. | | 4.33 | 4.10 | 4.06 | 4.40 | 4.26 | 4.46 | | | |
| 5 | Staff were willing to see me as often as I felt it was necessary. | | 4.46 | 4.03 | 4.00 | 4.30 | 4.20 | 3.85 | | | |
| 6 | Staff returned my calls within 24 hours. | | 4.40 | 4.10 | 3.35 | 4.27 | 4.19 | 4.64 | | | |
| 7 | Services were available at times that were good for me. | | 4.48 | 4.24 | 3.82 | 4.36 | 4.29 | 4.23 | | | |
| 8 | I was able to get all the services I thought I needed. | | 4.27 | 4.10 | 4.13 | 4.33 | 4.07 | 4.23 | | | |
| 9 | I was able to see a psychiatrist when I wanted to. | | 4.40 | 4.05 | 3.60 | 4.01 | 4.15 | 3.83 | | | |
| 10 | Staff believed that I could grow, change and recover. | | 4.40 | 4.22 | 4.19 | 4.45 | 4.29 | 4.54 | | | |
| 11 | I felt comfortable asking questions about my treatment, services, and medication. | | 4.50 | 4.27 | 4.07 | 4.48 | 4.42 | 4.23 | | | |
| 12 | I felt free to complain. | | 4.38 | 3.90 | 4.13 | 4.36 | 4.24 | 3.92 | | | |
| 13 | I was given information about my rights. | | 4.54 | 4.28 | 3.73 | 4.55 | 4.53 | 4.54 | | | |
| 14 | Staff encouraged me to take responsibility for how I live my life. | | 4.40 | 4.17 | 4.20 | 4.47 | 4.26 | 4.45 | | | |
| 15 | Staff told me what side effects to watch for. | | 4.25 | 4.05 | 3.67 | 4.36 | 3.80 | 4.43 | | | |
| 16 | Staff respected my wishes about who is and who is not to be given information about my treatment services. | | 4.45 | 4.32 | 4.40 | 4.63 | 4.30 | 4.46 | | | |
| 17 | I, not staff, decided my treatment goals. | | 4.32 | 4.07 | 3.93 | 4.39 | 4.23 | 4.31 | | | |
| 18 | Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.). | | 4.30 | 4.29 | 3.87 | 4.34 | 4.36 | 4.55 | | | |
| 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 | 4.13 | 4.45 | 4.24 | 4.25 | | | |
| 20 | I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.). | | 4.34 | 3.89 | 3.73 | 4.32 | 4.45 | 4.23 | | | |
| 21 | I deal more effectively with daily problems. | | 4.22 | 3.83 | 4.07 | 3.75 | 3.86 | 3.91 | | | |
| 22 | I am better able to control my life. | | 4.17 | 3.82 | 4.07 | 3.69 | 3.68 | 3.73 | | | |
| 23 | I am better able to deal with crisis. | | 4.02 | 3.90 | 4.13 | 3.76 | 3.73 | 3.82 | | | |
| 24 | I am getting along better with my family. | | 4.11 | 3.70 | 4.20 | 3.64 | 3.47 | 3.50 | | | |
| 25 | I do better in social situations. | | 3.82 | 3.90 | 4.00 | 3.48 | 3.60 | 3.40 | | | |
| 26 | I do better in school and/or work. | | 3.71 | 3.93 | 3.91 | 3.48 | 3.65 | 3.43 | | | |
| 27 | My housing situation has improved. | | 3.89 | 3.73 | 3.87 | 3.54 | 3.12 | 3.36 | | | |
| 28 | My symptoms are not bothering me as much. | | 3.83 | 3.62 | 3.80 | 3.22 | 3.23 | 2.90 | | | |
| 29 | I do things that are more meaningful to me. | | 3.98 | 3.90 | 4.00 | 3.55 | 3.48 | 3.50 | | | |
| 30 | I am better able to take care of my needs. | | 4.13 | 3.93 | 4.13 | 3.71 | 3.58 | 3.36 | | | |
| 31 | I am better able to handle things when they go wrong. | | 4.07 | 3.78 | 3.87 | 3.50 | 3.48 | 3.45 | | | |
| 32 | I am better able to do things that I want to do. | | 3.96 | 3.76 | 4.00 | 3.53 | 3.33 | 3.09 | | | |
| 33 | I am happy with the friendships I have. | | 3.96 | 4.00 | 3.93 | 3.86 | 3.59 | 3.70 | | | |
| 34 | I have people with who I can do enjoyable things. | | 4.04 | 3.95 | 4.13 | 4.02 | 3.77 | 3.55 | | | |
| 35 | I feel I belong in my community. | | 3.77 | 3.58 | 3.87 | 3.36 | 3.13 | 3.18 | | | |
| 36 | In a crisis, I would have the support I need from family or friends. | | 4.22 | 3.87 | 4.33 | 3.99 | 3.58 | 3.91 | | | |

Attachment B: Children Score Averages

| | | Response Count | | | Children Score Averages | | | | | | | | |
|----------|--|----------------|-----------|----------|-------------------------|------|------|-----------|------|------|--------------------|------|------|
| | | 2019 | 2020 | 2021 | Case Management | | | Homebased | | | Outpatient Therapy | | |
| Survey # | Question | 2019 | 2020 | 2021 | 2019 | 2020 | 2021 | 2019 | 2020 | 2021 | 2019 | 2020 | 2021 |
| | | 17 | 5 | 1 | | | | | | | | | |
| | | 33 | 10 | 4 | | | | | | | | | |
| | | 32 | 3 | 4 | | | | | | | | | |
| | Total | 82 | 18 | 9 | | | | | | | | | |
| 1 | Overall, I am satisfied with the services my child received. | 4.41 | 4.20 | 2.00 | 4.73 | 3.90 | 4.75 | 4.13 | 4.67 | 4.00 | | | |
| 2 | I helped to choose my child's services. | 4.53 | 3.80 | 4.00 | 4.30 | 4.60 | 4.75 | 4.28 | 4.00 | 3.75 | | | |
| 3 | I helped to choose the goals in my child's service plan. | 4.65 | 4.60 | 2.00 | 4.73 | 4.60 | 4.75 | 4.47 | 4.67 | 4.50 | | | |
| 4 | The people helping my child stuck with us no matter what. | 4.06 | 4.00 | 2.00 | 4.64 | 4.40 | 4.00 | 4.22 | 5.00 | 4.00 | | | |
| 5 | I felt my child had someone to talk to when he/she was troubled. | 4.00 | 3.80 | 2.00 | 4.58 | 4.30 | 4.25 | 4.16 | 5.00 | 3.75 | | | |
| 6 | I participated in my child's treatment/services. | 4.65 | 4.20 | 4.00 | 4.70 | 4.40 | 4.25 | 4.38 | 5.00 | 3.75 | | | |
| 7 | The services my child and/or family received were right for us. | 4.24 | 3.60 | 2.00 | 4.55 | 4.20 | 4.25 | 4.16 | 5.00 | 3.75 | | | |
| 8 | The location of services was convenient for us. | 4.76 | 4.60 | 4.00 | 4.76 | 4.50 | 4.50 | 4.09 | 5.00 | 3.75 | | | |
| 9 | Services were available at times that were convenient for us. | 4.53 | 4.20 | 2.00 | 4.67 | 4.30 | 4.25 | 4.03 | 5.00 | 4.00 | | | |
| 10 | My family got the help we wanted for my child. | 4.06 | 4.00 | 1.00 | 4.36 | 4.30 | 4.25 | 3.97 | 5.00 | 3.75 | | | |
| 11 | My family got as much help as we needed for my child. | 3.88 | 4.00 | 1.00 | 4.18 | 4.00 | 4.00 | 3.88 | 5.00 | 3.75 | | | |
| 12 | Staff treated me with respect. | 4.82 | 4.60 | 4.00 | 4.79 | 4.70 | 4.00 | 4.53 | 5.00 | 4.50 | | | |
| 13 | Staff respected my family's religious/spiritual beliefs. | 4.53 | 4.60 | 4.00 | 4.70 | 4.70 | 4.25 | 4.39 | 5.00 | 4.50 | | | |
| 14 | Staff spoke with me in a way that I understood. | 4.76 | 4.50 | 4.00 | 4.73 | 4.70 | 4.25 | 4.50 | 5.00 | 4.50 | | | |
| 15 | Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language) | 4.47 | 4.40 | 4.00 | 4.81 | 4.70 | 4.25 | 4.46 | 5.00 | 4.50 | | | |
| 16 | My child is better at handling daily life. | 3.59 | 3.20 | 1.00 | 3.79 | 3.10 | 3.75 | 3.61 | 4.67 | 2.75 | | | |
| 17 | My child gets along better with family members. | 3.53 | 3.60 | 5.00 | 3.82 | 3.50 | 3.75 | 3.45 | 4.67 | 2.75 | | | |
| 18 | My child gets along better with friends and other people. | 3.24 | 3.20 | 1.00 | 3.64 | 3.60 | 3.50 | 3.52 | 4.67 | 3.25 | | | |
| 19 | My child is doing better in school and/or work. | 3.63 | 3.00 | 1.00 | 3.70 | 3.30 | 3.75 | 3.55 | 4.00 | 3.50 | | | |
| 20 | My child is better able to cope when things go wrong. | 3.41 | 2.80 | 1.00 | 3.38 | 3.22 | 3.50 | 3.34 | 4.33 | 3.25 | | | |
| 21 | I am satisfied with our family life right now. | 3.88 | 3.20 | 1.00 | 3.70 | 3.60 | 4.00 | 3.76 | 4.67 | 3.00 | | | |
| 22 | My child is better able to do things he or she wants to do. | 3.53 | 3.00 | 1.00 | 3.76 | 3.40 | 3.75 | 3.41 | 4.33 | 3.25 | | | |
| 23 | I know people who will listen and understand me when I need to talk. | 4.29 | 4.00 | 1.00 | 4.35 | 4.50 | 3.75 | 4.04 | 5.00 | 3.75 | | | |
| 24 | I have people that I am comfortable talking with about my child's problems. | 4.41 | 4.00 | 1.00 | 4.47 | 4.50 | 4.00 | 4.07 | 5.00 | 3.75 | | | |
| 25 | In a crisis, I would have the support I need from family or friends. | 4.41 | 4.00 | 1.00 | 4.38 | 4.40 | 4.25 | 4.21 | 5.00 | 4.00 | | | |
| 26 | I have people with whom I can do enjoyable things. | 4.47 | 4.20 | 1.00 | 4.47 | 4.30 | 4.25 | 4.29 | 3.67 | 4.00 | | | |