

## End of Services Customer Surveys: 2021

Montcalm Care Network distributes satisfaction surveys to all consumer after they have been discharged from services for persons who received Adult & Child Case Management, Adult and Child Outpatient Therapy, and Homebased services. Reason for discharge is not a factor—everyone completing or discontinuing those services receives a survey.

Responses were given on a range from 1 (Strongly Disagree) to 5 (Strongly 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; reasons for this decline is uncertain. Distribution continued to be via mail. During the pandemic, somewhat fewer persons were served and a significantly fewer persons were discharged, which could account for some of the reduction in numbers. There is also speculation that there may be factors due to the global pandemic (2020, 2021) resulting in persons changes in desire to participate in surveys, or that persons have been “over surveyed” and are experiencing “survey fatigue.” Distribution of surveys has always been by mail.

### Attachment A: Adult Score Averages

		Response Count	2019	2020	2021	EOS-2021					
		??				1					
		Case Management	48	41	17	8					
		Outpatient Therapy	103	31	13	8					
		Total	151	72	30	17					
#	Survey Question		EOS-2021	2019	2020	2021	EOS-2021	2019	2020	2021	EOS-2021
1	I like the services that I received.		5.00	4.53	4.29	4.18	4.25	4.47	4.32	4.38	4.29
3	I would recommend this agency to a friend or family member.		5.00	4.44	4.15	3.88	4.13	4.48	4.39	4.31	4.43
7	Services were available at times that were good for me.		5.00	4.48	4.24	3.82	4.43	4.36	4.29	4.23	4.43
10	Staff believed that I could grow, change and recover.		5.00	4.40	4.22	4.19	4.25	4.45	4.29	4.54	4.57
19	Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability.		5.00	4.38	3.98	4.13	4.13	4.45	4.24	4.25	4.00
21	I deal more effectively with daily problems.		5.00	4.22	3.83	4.07	3.75	3.75	3.86	3.91	4.00
23	I am better able to deal with crisis.		4.00	4.02	3.90	4.13	3.86	3.76	3.73	3.82	4.17
24	I am getting along better with my family.		5.00	4.11	3.70	4.20	3.57	3.64	3.47	3.50	3.57
25	I do better in social situations.		5.00	3.82	3.90	4.00	3.63	3.48	3.60	3.40	3.57
28	My symptoms are not bothering me as much.		4.00	3.83	3.62	3.80	3.88	3.22	3.23	2.90	3.67
30	I am better able to take care of my needs.		4.00	4.13	3.93	4.13	4.00	3.71	3.58	3.36	4.00
36	In a crisis, I would have the support I need from family or friends.		4.00	4.22	3.87	4.33	4.00	3.99	3.58	3.91	4.14
39	Staff made me feel welcomed while I received services.		5.00				4.63				4.29
40	I was given information on how to return to care if I felt it was needed.		5.00				4.00				4.43
41	Services provided to me in times of crisis or emergency were helpful.		5.00				4.13				4.14
42	The services that were received helped me develop the skills I need to recognize early warning signs and ask for help when I need it.		5.00				3.75				4.43
43	The services that were received helped me develop the skills I need to achieve my desired treatment goals.		5.00				3.63				3.71
44	The services that were received helped me develop the skills I need to continue on a path of recovery (to a better state of health, mind, or strength.)		5.00				3.75				4.14

## Attachment B: Children Score Averages

		Response Count	2019	2020	2021	EOS-2021							
		Case Management	17	5	1	5							
		Homebased	33	10	4	3							
		Outpatient Therapy	32	3	4	3							
		<b>Total</b>	<b>82</b>	<b>18</b>	<b>9</b>	<b>11</b>							
Children Score Averages													
Survey #	Question	Case Management				Homebased				Outpatient Therapy			
		2019	2020	2021	EOS-2021	2019	2020	2021	EOS-2021	2019	2020	2021	EOS-2021
1	Overall, I am satisfied with the services my child received.	4.41	4.20	2.00	3.40	4.73	3.90	4.75	3.67	4.13	4.67	4.00	3.00
9	Services were available at times that were convenient for us.	4.53	4.20	2.00	4.60	4.67	4.30	4.25	4.67	4.03	5.00	4.00	2.67
16	My child is better at handling daily life.	3.59	3.20	1.00	3.00	3.79	3.10	3.75	4.00	3.61	4.67	2.75	2.67
17	My child gets along better with family members.	3.53	3.60	5.00	3.00	3.82	3.50	3.75	3.00	3.45	4.67	2.75	3.33
18	My child gets along better with friends and other people.	3.24	3.20	1.00	3.00	3.64	3.60	3.50	3.67	3.52	4.67	3.25	3.33
19	My child is doing better in school and/or work.	3.63	3.00	1.00	3.00	3.70	3.30	3.75	3.33	3.55	4.00	3.50	3.67
20	My child is better able to cope when things go wrong.	3.41	2.80	1.00	2.80	3.38	3.22	3.50	2.67	3.34	4.33	3.25	2.67
21	I am satisfied with our family life right now.	3.88	3.20	1.00	4.40	3.70	3.60	4.00	3.33	3.76	4.67	3.00	3.33
23	I know people who will listen and understand me when I need to talk.	4.29	4.00	1.00	4.00	4.35	4.50	3.75	4.67	4.04	5.00	3.75	3.67
24	I have people that I am comfortable talking with about my child's problems.	4.41	4.00	1.00	4.20	4.47	4.50	4.00	4.67	4.07	5.00	3.75	3.33
25	In a crisis, I would have the support I need from family or friends.	4.41	4.00	1.00	4.60	4.38	4.40	4.25	3.33	4.21	5.00	4.00	3.67
29	Staff made me/my family feel welcomed while receiving services.				3.80				4.33				3.67
30	Staff helped me obtain the information I needed so that I could take charge of managing my child's illness or disability.				3.60				4.00				3.33
31	I was given information on how to return my child to care if I felt it was needed.				3.60				4.67				3.67
32	Services provided to me/my family in times of crisis or emergency were helpful.				3.60				4.00				3.67
33	The services helped my family develop the skills needed to recognize early warning signs and how to ask for help when needed.				3.20				4.00				3.33
34	The services helped my family develop the skills needed to achieve desired treatment goals.				3.80				4.00				2.67
35	The services helped my family develop the skills needed to continue on a path to a better state of health, mind, strength, or a path of recovery.				3.60				3.67				3.33
36	I would recommend this agency to a friend or family member.				3.40				4.00				4.00