

## ANNUAL SATISFACTION SURVEY DATA 2022

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.)

During the pandemic, response rates had significantly declined, 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. For 2022, we have returned to face to face surveys, and response rates have surpassed those prior to the pandemic.

### Attachment A: Adult Average Scores

#### Adult Score Averages

Survey Program # Question	Response Rating					Case Management				Outpatient Therapy			
	Strongly Disagree (1)	Disagree (2)	Undecided (3)	Agree (4)	Strongly Agree (5)	2019	2020	2021	2022	2019	2020	2021	2022
1 I like the services that I received.						4.53	4.29	4.18	4.37	4.47	4.32	4.38	4.53
2 If I had other choices, I would still choose to get services from this mental healthcare provider.						4.38	4.07	3.76	4.21	4.45	4.42	3.54	4.34
3 I would recommend this agency to a friend or family member.						4.44	4.15	3.88	4.30	4.46	4.39	4.31	4.47
4 The location of services was convenient.						4.33	4.10	4.06	4.35	4.40	4.26	4.46	4.42
5 Staff were willing to see me as often as I felt it was necessary.						4.46	4.03	4.00	4.29	4.30	4.20	3.85	4.38
6 Staff returned my calls within 24 hours.						4.40	4.10	3.35	4.12	4.27	4.19	4.64	4.43
7 Services were available at times that were good for me.						4.48	4.24	3.82	4.21	4.36	4.29	4.23	4.36
8 I was able to get all the services I thought I needed.						4.27	4.10	4.13	4.16	4.33	4.07	4.23	4.28
9 I was able to see a psychiatrist when I wanted to.						4.40	4.05	3.60	4.00	4.01	4.15	3.83	4.13
10 Staff believed that I could grow, change and recover.						4.40	4.22	4.19	4.16	4.45	4.29	4.54	4.50
11 I felt comfortable asking questions about my treatment, services, and medication.						4.50	4.27	4.07	4.27	4.46	4.42	4.23	4.30
12 I felt free to complain.						4.38	3.90	4.13	4.07	4.36	4.24	3.92	4.18
13 I was given information about my rights.						4.54	4.28	3.73	4.27	4.55	4.53	4.54	4.50
14 Staff encouraged me to take responsibility for how I live my life.						4.40	4.17	4.20	4.32	4.47	4.28	4.45	4.20
15 Staff told me what side effects to watch for.						4.25	4.05	3.67	4.09	4.36	3.80	4.45	4.31
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	4.33	4.63	4.30	4.46	4.64
17 I, not staff, decided my treatment goals.						4.32	4.07	3.93	4.00	4.39	4.23	4.31	4.27
18 Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).						4.30	4.29	3.87	4.17	4.34	4.36	4.55	4.34
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	4.17	4.45	4.24	4.25	4.37
20 I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).						4.34	3.89	3.73	4.11	4.32	4.46	4.23	4.00
21 I deal more effectively with daily problems.						4.22	3.83	4.07	3.95	3.75	3.86	3.91	3.78
22 I am better able to control my life.						4.17	3.82	4.07	3.86	3.69	3.68	3.73	3.74
23 I am better able to deal with crisis.						4.02	3.90	4.13	3.80	3.76	3.73	3.82	3.63
24 I am getting along better with my family.						4.11	3.70	4.20	3.67	3.64	3.47	3.50	3.67
25 I do better in social situations.						3.82	3.90	4.00	3.63	3.48	3.60	3.40	3.29
26 I do better in school and/or work.						3.71	3.93	3.91	3.58	3.48	3.65	3.43	3.53
27 My housing situation has improved.						3.89	3.73	3.87	3.58	3.54	3.12	3.36	3.62
28 My symptoms are not bothering me as much.						3.83	3.62	3.80	3.54	3.22	3.23	2.90	3.35
29 I do things that are more meaningful to me.						3.98	3.90	4.00	3.65	3.55	3.48	3.50	3.47
30 I am better able to take care of my needs.						4.13	3.93	4.13	3.72	3.71	3.58	3.36	3.49
31 I am better able to handle things when they go wrong.						4.07	3.78	3.87	3.70	3.50	3.48	3.45	3.42
32 I am better able to do things that I want to do.						3.96	3.76	4.00	3.74	3.53	3.33	3.09	3.49
33 I am happy with the friendships I have.						3.96	4.00	3.93	3.88	3.66	3.59	3.70	3.56
34 I have people with who I can do enjoyable things.						4.04	3.95	4.13	3.85	4.02	3.77	3.55	3.73
35 I feel I belong in my community.						3.77	3.58	3.87	3.60	3.36	3.13	3.18	3.22
36 In a crisis, I would have the support I need from family or friends.						4.22	3.87	4.33	3.86	3.99	3.58	3.91	3.83

  

Response Count	2019	2020	2021	2022
Case Management	48	41	17	57
Outpatient Therapy	103	31	13	50
<b>Total</b>	<b>151</b>	<b>72</b>	<b>30</b>	<b>107</b>

## Attachment B: Children Average Scores

### Children Score Averages

#	Survey Question	Strongly Disagree (1)	Disagree (2)	Undecided (3)	Agree (4)	Strongly Agree (5)	Case Management				Homebased				Outpatient Therapy			
							2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2022
1	Overall, I am satisfied with the services my child received.	4.41	4.20	2.00	4.64	4.73	3.90	4.75	4.73	4.13	4.67	4.00	4.41					
2	I helped to choose my child's services.	4.53	3.80	4.00	4.43	4.30	4.60	4.75	4.43	4.28	4.00	3.75	4.38					
3	I helped to choose the goals in my child's service plan.	4.65	4.60	2.00	4.68	4.73	4.60	4.75	4.62	4.47	4.67	4.50	4.31					
4	The people helping my child stuck with us no matter what.	4.06	4.00	2.00	4.39	4.64	4.40	4.00	4.65	4.22	5.00	4.00	4.42					
5	I felt my child had someone to talk to when he/she was troubled.	4.00	3.80	2.00	4.54	4.58	4.30	4.25	4.61	4.16	5.00	3.75	4.41					
6	I participated in my child's treatment/services.	4.65	4.20	4.00	4.64	4.70	4.40	4.25	4.65	4.38	5.00	3.75	4.36					
7	The services my child and/or family received were right for us.	4.24	3.60	2.00	4.43	4.55	4.20	4.25	4.57	4.16	5.00	3.75	4.33					
8	The location of services was convenient for us.	4.76	4.60	4.00	4.82	4.76	4.50	4.50	4.76	4.09	5.00	3.75	4.41					
9	Services were available at times that were convenient for us.	4.53	4.20	2.00	4.68	4.67	4.30	4.25	4.68	4.03	5.00	4.00	4.38					
10	My family got the help we wanted for my child.	4.06	4.00	1.00	4.46	4.36	4.30	4.25	4.51	3.97	5.00	3.75	4.38					
11	My family got as much help as we needed for my child.	3.88	4.00	1.00	4.50	4.18	4.00	4.00	4.32	3.88	5.00	3.75	4.26					
12	Staff treated me with respect.	4.82	4.60	4.00	4.86	4.79	4.70	4.00	4.81	4.53	5.00	4.50	4.67					
13	Staff respected my family's religious/spiritual beliefs.	4.53	4.60	4.00	4.63	4.70	4.70	4.25	4.65	4.39	5.00	4.50	4.62					
14	Staff spoke with me in a way that I understood.	4.76	4.50	4.00	4.68	4.73	4.70	4.25	4.76	4.50	5.00	4.50	4.69					
15	Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language)	4.47	4.40	4.00	4.71	4.81	4.70	4.25	4.70	4.46	5.00	4.50	4.64					
16	My child is better at handling daily life.	3.59	3.20	1.00	4.00	3.79	3.10	3.75	3.70	3.61	4.67	2.75	3.69					
17	My child gets along better with family members.	3.53	3.60	5.00	3.70	3.82	3.50	3.75	3.65	3.45	4.67	2.75	3.64					
18	My child gets along better with friends and other people.	3.24	3.20	1.00	3.85	3.64	3.60	3.50	3.59	3.52	4.67	3.25	3.67					
19	My child is doing better in school and/or work.	3.63	3.00	1.00	4.00	3.70	3.30	3.75	3.64	3.55	4.00	3.50	3.54					
20	My child is better able to cope when things go wrong.	3.41	2.80	1.00	3.56	3.38	3.22	3.50	3.57	3.34	4.33	3.25	3.66					
21	I am satisfied with our family life right now.	3.88	3.20	1.00	3.78	3.70	3.60	4.00	3.57	3.76	4.67	3.00	3.92					
22	My child is better able to do things he or she wants to do.	3.53	3.00	1.00	4.04	3.76	3.40	3.75	3.76	3.41	4.33	3.25	3.76					
23	I know people who will listen and understand me when I need to talk.	4.29	4.00	1.00	4.77	4.35	4.50	3.75	4.54	4.04	5.00	3.75	4.24					
24	I have people that I am comfortable talking with about my child's problems.	4.41	4.00	1.00	4.81	4.47	4.50	4.00	4.59	4.07	5.00	3.75	4.34					
25	In a crisis, I would have the support I need from family or friends.	4.41	4.00	1.00	4.69	4.38	4.40	4.25	4.35	4.21	5.00	4.00	4.29					
26	I have people with whom I can do enjoyable things.	4.47	4.20	1.00	4.69	4.47	4.20	4.25	4.51	4.29	3.67	4.00	4.39					

Response Count	2019	2020	2021	2022
Case Management	17	5	1	28
Homebased	33	10	4	37
Outpatient Therapy	32	3	4	39
<b>Total</b>	<b>82</b>	<b>18</b>	<b>9</b>	<b>104</b>