

2023 Adult Consumer Satisfaction Survey Report

Overview

In June 2023, the Quality Department of the Saginaw County Community Mental Health Authority (SCCMHA) administered its annual adult consumer satisfaction survey to adult consumers to measure their satisfaction with care and treatment outcomes. The Mental Health Statistics Improvement Program (MHSIP) Survey was sent to adult consumers who received services during the previous six months from SCCMHA, Disability Network of Mid-Michigan (DNMM), Hope Network New Passages (HNNP), Saginaw Psychological Services (SPS), Training and Treatment Innovations (TTI), and Westlund Guidance Clinic (WGC).

The survey tool was developed by a group of representatives from federal, state, and local governments, public and private service providers, and researchers. The group was formed to develop rules for collecting mental health data, to advise the federal government on data issues, and to develop and implement projects to improve mental health data nationwide.

Methodology & Return Rates

All adult consumers with Mental Illness and/or Intellectual and Developmental Disabilities who received services during the six months prior to survey implementation were included in the survey sample. A total of 2,433 surveys were distributed by mail with a postage-paid return envelope. Four hundred nineteen (419) completed surveys were received resulting in a 17% return rate. The table below trends the return rates for each provider and shows that the overall return rate increased in 2023.

Provider	FY2020			FY2022			FY2023		
	Distributed	Received	Return Rate	Distributed	Received	Return Rate	Distributed	Received	Return Rate
DNMM Supports Coordination	116	24	21%	151	33	22%	168	40	24%
HNNP Adult Case Management HNNP Enhanced Adult Outpatient*	500	64	13%	393	36	9%	422	38	9%
HNNP Case Management I/DD**	N/A	N/A	N/A	N/A	N/A	N/A	37	12	32%
SCCMHA Community Support Services	447	48	11%	404	47	12%	348	47	14%
SCCMHA Supports Coordination Services	556	177	32%	527	140	27%	546	170	31%
SPS Adult Case Management SPS Enhanced Adult Outpatient*	492	61	12%	442	41	9%	387	43	11%
TTI Adult Case Management TTI Assertive Community Treatment TTI Enhanced Adult Outpatient*	595	91	15%	512	60	12%	523	69	13%
WGC Enhanced Adult Outpatient* WGC Supports Coordination Services	214	35	16%	63	17	27%	2	0	0%
Total	2,920	500	17%	2,492	374	15%	2,433	419	17%

*FY22 & FY23 Enhanced Outpatient Services were discontinued and not surveyed

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Survey Domains

The MHSIP survey's 36-items assess seven different domains of consumer satisfaction. The first four domains reflect attributes of the provider and the last three reflect the consumer's status in clinical improvement, daily functioning, and relationships.

Provider Attributes

- General Satisfaction: three items assess the consumer's happiness with friendships, whether they have people who they can do enjoyable things with, feel that they belong in their community, and feel they would have the support needed from family or friends in a crisis.
- Access to Services: six items assess the convenience of the provider location, the consumer's ability to get needed services, and see a psychiatrist when necessary.
- Quality/Appropriateness: nine items assess the staff's helpfulness in obtaining information about presenting conditions, staff belief that the consumer could grow, change, and recover, staff's sensitivity to different cultural and ethnic backgrounds, staff's encouragement to utilize consumer-run programs such as support groups, and the provision of information concerning consumer rights.
- Participation in Treatment Planning: two items assess the consumer's perception of whether or not they were involved in their treatment planning.

Consumer Attributes

- Outcomes: eight items assess outcomes resulting from services received from the provider in social functioning, family relations, functioning at school/work, symptom improvement, ability to deal with crisis and daily problems, housing, and a perception of greater control over life circumstances.
- Functioning: four items assess the consumer's perception of whether they do things that are more meaningful to them and if they are better able to take care of their needs, better able to handle things when they go wrong, and better able to do things that they want to do.
- Social Connectedness: four items assess the consumer's happiness with friendships, whether they have people who they can do enjoyable things with, feel that they belong in their community, and feel they would have the support needed from family or friends in a crisis.

Results Calculation

Respondents were asked to rate their level of agreement with statements along a five-point Likert scale from 1 to 5 where 1 = Strongly Agree, 2 = Agree, 3 = Neutral, 4 = Disagree, and 5 = Strongly Disagree.

The Quality Department calculated scores for all items and domains captured on the MHSIP survey. Consumer satisfaction (agreement) was defined as a mean score that ranged from 1 to 2.5 whereas disagreement was defined as a mean score that ranged from 2.6 to 5. Respondents who did not answer at least two-thirds of the domain items did not receive a domain score and were excluded from analysis. This method of computation follows national recommendations from the Substance Abuse Mental Health Service Administration (SAMHSA).

Domain scores were calculated by dividing the number of item scores less than or equal to 2.5 by the number of completed surveys resulting in a percentage of consumer satisfaction. Domain scores can be found on the following page of this report, and item scores can be found on pages 4 and 5.

Survey Results by Domain

Overall scores for domains defined as provider attributes ranged from 86% to 90% this year. Overall scores for domains defined as consumer attributes ranged from 75% to 88% this year. The percentage of satisfaction for each provider are shown in the following table. Also provided are the regional overall scores by domain for 2023.

Provider	Provider Attributes				Consumer Attributes			Overall
	General Satisfaction	Access to Services	Quality / Appropriateness	Participation in Treatment Planning	Outcomes	Functioning	Social Connectedness	
DNMM Supports Coordination	95%	97%	100%	97%	85%	86%	100%	95%
HNNP Adult Case Management	89%	79%	87%	89%	70%	73%	79%	81%
HNNP Case Management I/DD**	50%	50%	50%	73%	50%	50%	70%	56%
SCCMHA Community Support Services	83%	81%	80%	84%	74%	82%	84%	81%
SCCMHA Supports Coordination Services	93%	93%	94%	93%	81%	82%	94%	90%
SPS Adult Case Management	84%	86%	84%	84%	70%	66%	85%	80%
TTI Adult Case Management TTI Assertive Community Treatment	73%	74%	75%	87%	66%	64%	78%	74%
WGC Supports Coordination Services	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Overall	86%	86%	87%	90%	75%	76%	88%	84%
MSHN 2023	90%	88%	89%	85%	71%	71%	74%	n/a

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Overall Survey Results

The following table trends the overall item and domain scores for the past three surveys. Scores for six of the seven domains decreased from 2022 to 2023. The overall score across all seven domains was 84% which is a 3% decrease from last year.

	FY2020 n=500	FY2022 n=374	FY2023 n=419
Provider Attributes			
General Satisfaction			
1 I liked the services that I received.	91%	93%	87%
2 If I had other choices, I would still choose to get services from this provider.	89%	89%	83%
3 I would recommend this agency to a friend or family member.	88%	90%	85%
Domain Score:	91%	92%	86%
Access to Services			
4 The location of services was convenient (parking, public transportation, distance, etc.).	90%	90%	85%
5 Staff were willing to see me as often as I felt it was necessary.	92%	92%	86%
6 Staff returned my calls within 24 hours.	86%	91%	84%
7 Services were available at times that were good for me.	91%	92%	87%
8 I was able to get all the services I thought I needed.	86%	90%	81%
9 I was able to see a psychiatrist when I wanted to.	80%	84%	81%
Domain Score:	91%	92%	86%
Quality/Appropriateness			
10 Staff believed that I could grow, change and recover.	84%	87%	84%
12 I felt free to complain.	83%	86%	84%
13 I was given information about my rights.	93%	94%	91%
14 Staff encouraged me to take responsibility for how I live my life.	87%	91%	87%
15 Staff told me what side effects to watch for.	80%	83%	78%
16 Staff respected my wishes about who is and who is not to be given information about my treatment services.	92%	92%	89%
18 Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	88%	90%	85%
19 Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability.	86%	89%	83%
20 I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	82%	81%	79%
Domain Score:	89%	91%	87%
Participation in Treatment Planning			
11 I felt comfortable asking questions about my treatment, services, and medication.	87%	92%	89%
17 I, not staff, decided my treatment goals.	80%	86%	80%
Domain Score:	90%	92%	90%
Consumer Attributes			
Outcomes			
21 I deal more effectively with daily problems.	77%	80%	76%
22 I am better able to control my life.	76%	78%	75%
23 I am better able to deal with crisis.	69%	73%	70%
24 I am getting along better with my family.	75%	75%	72%
25 I do better in social situations.	68%	71%	69%
26 I do better in school and/or work.	65%	67%	67%
27 My housing situation has improved.	75%	75%	70%
28 My symptoms are not bothering me as much.	65%	71%	68%
Domain Score:	75%	76%	75%
Functioning			
29 I do things that are more meaningful to me.	74%	80%	78%
30 I am better able to take care of my needs.	71%	78%	71%
31 I am better able to handle things when they go wrong.	63%	68%	64%
32 I am better able to do things that I want to do.	72%	79%	76%
Domain Score:	75%	81%	76%
Social Connectedness			
33 I am happy with the friendships I have.	80%	81%	84%
34 I have people with whom I can do enjoyable things.	84%	84%	85%
35 I feel I belong in my community.	76%	78%	77%
36 In a crisis, I would have the support I need from family or friends.	86%	83%	87%
Domain Score:	85%	85%	88%
Overall			
Overall Score:	85%	87%	84%

Provider Results

The following table displays this year's item scores for each provider included in the survey.

	DNMM SC	HNNP ACM	HNNP CSM I/DD**	SCCMHA CSS	SCCMHA SCS	SPS ACM	TTI ACM & ACT	WGC SCS	TOTAL
# Completed Surveys:	40	38	12	47	170	43	69	0	419
Provider Attributes									
General Satisfaction									
1 I liked the services that I received.	95%	92%	55%	80%	94%	88%	71%	N/A	87%
2 If I had other choices, I would still choose to get services from this provider.	95%	84%	42%	80%	90%	77%	73%	N/A	83%
3 I would recommend this agency to a friend or family member.	95%	89%	45%	87%	92%	81%	68%	N/A	85%
Access to Services									
4 The location of services was convenient (parking, public transportation, distance, etc.).	97%	89%	55%	87%	91%	83%	68%	N/A	85%
5 Staff were willing to see me as often as I felt it was necessary.	100%	89%	55%	79%	94%	84%	70%	N/A	86%
6 Staff returned my calls within 24 hours.	91%	74%	56%	80%	91%	88%	72%	N/A	84%
7 Services were available at times that were good for me.	97%	84%	40%	84%	93%	93%	72%	N/A	87%
8 I was able to get all the services I thought I needed.	89%	78%	40%	81%	86%	79%	72%	N/A	81%
9 I was able to see a psychiatrist when I wanted to.	95%	73%	63%	80%	88%	83%	67%	N/A	81%
Quality/Appropriateness									
10 Staff believed that I could grow, change and recover.	93%	83%	56%	89%	86%	77%	83%	N/A	84%
12 I felt free to complain.	100%	82%	55%	80%	89%	80%	76%	N/A	84%
13 I was given information about my rights.	100%	92%	80%	82%	97%	84%	81%	N/A	91%
14 Staff encouraged me to take responsibility for how I live my life.	97%	89%	55%	84%	90%	88%	81%	N/A	87%
15 Staff told me what side effects to watch for.	91%	83%	50%	78%	80%	79%	69%	N/A	78%
16 Staff respected my wishes about who is and who is not to be given information about my treatment services.	100%	92%	67%	82%	93%	86%	83%	N/A	89%
18 Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	100%	89%	70%	88%	91%	85%	65%	N/A	85%
19 Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability.	97%	89%	50%	84%	89%	76%	68%	N/A	83%
20 I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	95%	91%	50%	71%	84%	76%	69%	N/A	79%
Participation in Treatment Planning									
11 I felt comfortable asking questions about my treatment, services, and medication.	100%	84%	70%	84%	93%	90%	82%	N/A	89%
17 I, not staff, decided my treatment goals.	97%	78%	67%	67%	84%	78%	77%	N/A	80%
Consumer Attributes									
Outcomes									
21 I deal more effectively with daily problems.	88%	81%	50%	81%	76%	75%	67%	N/A	76%
22 I am better able to control my life.	85%	76%	50%	77%	79%	73%	65%	N/A	75%
23 I am better able to deal with crisis.	81%	72%	40%	74%	71%	70%	67%	N/A	70%
24 I am getting along better with my family.	84%	57%	67%	83%	81%	63%	57%	N/A	72%
25 I do better in social situations.	84%	59%	50%	64%	77%	68%	58%	N/A	69%
26 I do better in school and/or work.	85%	66%	60%	62%	76%	52%	54%	N/A	67%
27 My housing situation has improved.	732%	59%	60%	66%	81%	67%	59%	N/A	70%
28 My symptoms are not bothering me as much.	67%	56%	63%	58%	75%	73%	62%	N/A	68%
Functioning									
29 I do things that are more meaningful to me.	86%	70%	60%	79%	84%	71%	73%	N/A	78%
30 I am better able to take care of my needs.	79%	72%	40%	82%	76%	59%	61%	N/A	71%
31 I am better able to handle things when they go wrong.	67%	66%	40%	67%	65%	63%	61%	N/A	64%
32 I am better able to do things that I want to do.	83%	78%	50%	80%	82%	66%	65%	N/A	76%
Social Connectedness									
33 I am happy with the friendships I have.	94%	78%	70%	81%	90%	74%	75%	N/A	84%
34 I have people with whom I can do enjoyable things.	94%	82%	70%	81%	91%	78%	78%	N/A	85%
35 I feel I belong in my community.	97%	59%	60%	74%	84%	73%	66%	N/A	77%
36 In a crisis, I would have the support I need from family or friends.	97%	81%	70%	86%	93%	85%	74%	N/A	87%
Overall									
Overall Score:	95%	81%	56%	81%	90%	80%	74%	N/A	84%

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- I never had peer support or a therapist in a year. I feel like I can discuss my own way.
- I never saw a psychiatrist but was quickly given Xanax which caused severe diarrhea.
- I strongly agree with a lot of things, and I would like to continue with my services. It really helped and changed my life for the good and I'm grateful.
- I suggest that PTSD, bipolar, schizophrenia, Adult ADHD, Parenting, Grandparents, Relational, classes, workshops, seminars, trainings should be offered to clients, families, and clients family members in which stipends, gift certificates, good food, bottled water, soda, gifts, gift cards, trips, incentives, awards are offered.
- I think if care providers were less career oriented the services would be better. In 15 years, I had 7 therapists, 6 counselors, and 6 nurses. They don't really get to know me before they move on to the next job. It is real.
- I would like a counselor or Therapist. I want to be able to go in the community and go to Bayside or AA meeting. I need a sponsor. I need to be in substance abuse program!
- I've been struggling a lot with my alcohol/drug/mental health in the past year. At first, things were going really well, then Devin kept canceling appointments, then I had to pursue a new case worker – Taylor is doing ok. I was in therapy 1x a week with Tony, then he left the agency – I feel very abandoned and lost. I'm losing my faith in this company – everything is a battle. I'm very lost and feeling hopeless.
- The help I receive is pretty great so far!
- You need not to listen to Char, Brenda, Glen, Kim, Russell, or Christian. They think I need meds like my mom. And my family think and so do you people that I'm nuts and need your help, so I say stop caring about me so much.

Hope Network I/DD

- 4 Case Managers/Workers, 3 Psychiatrists, 3 Therapists in under a year with service gaps between each person. Staffing issues have made it almost impossible to receive any significant help I haven't even found a med that helps. Your receptionists are amazing though.
- Case Management staff needs better customer service skills and fewer clients. You had a recovery group meeting in the lobby for every other consumer to hear their personal trials and struggles – completely unprofessional! I have a voicemail with someone screaming in between the lady leaving the message. Staff need to learn to READ the entire consumers file and listen to comprehend the consumers' needs. This experience was a complete disaster and very unprofessional! You need to learn empathy and compassion! There needs to be better options than this!!!
- Love the services – the staff but I don't like the fact that every time I get somebody I like, they switch me to someone else or they just quit so I'm starting to feel like I am lost and don't wanna go back anymore.
- You're unorganized, you have one therapist to how many case managers. You make it hard for clients to see the psych doctor unless it's over a TV. Don't send this again.
- This survey was completed by the guardian. She does not really have an opinion! We had gotten to know Carly and then she left! If we had a complaint, it would be people don't stay long! Perhaps the focus needs to be on how to make the position more satisfying to the support's coordinators. We have had good people they just don't stay in the position!
- Too many cancelations - from office.

SCCMHA Community Support Services

- As far as psychiatrists help goes, I have up until ya'll swore it off. I gave ya'll a chance and I am thankful to have my health looked after by ya'll. Thank you for being there when I was at my lowest. The DBT program was great had some bumps along the way with services but overall am satisfied with services received.
- Deb is a great case worker and she helped me to get into Bayside Clubhouse, like asking her to do for me and help get me a therapist like I asked her to do for me and my therapist Brittany is good too. I feel like she would be a great help to me and my psych doctor. Tracey is very good too.
- Everything is going well for me.

- I'm very pleased with the services and the way the staff treat me and answer my phone calls and questions. With a scale of 1-10 I rate it all 15+++ . I'm very satisfied and comfortable.
- Marie Berg is a great MA. She is always going above for my needs, to make sure I understand.
- Our son, who is age 25, lives with us along with his dog and has for years now. He was diagnosed with paranoia schizophrenia and has been admitted into two different facilities since 2017. He is currently receiving a 6-month injection however we do believe injection; however, we do believe he needs a booster or something as he is slipping back into his old habits and patters such as staring, talking to himself all day while sitting our basement drinking beer and smoking marijuana. He was on a monthly injection, but he started lying to us and we found out he had not been going for a few months to get them. The medication is nonnegotiable if he wants to continue to live with us as he has nowhere else to go as he rarely leaves the house. He is 6'6" tall and 250 lbs. so maybe the injection was not enough for a person his size? From a parent's perspective, the difficulties and challenges we face with him each day become unbearable at times. It is so frustrating and causes so many arguments and fights between the three of us. It is getting so hard to trust him in our home and to be responsible for not only himself, but his dog when we want to leave for a night or a vacation. There is no urgency, no empathy or no caring left in him. Even though we strongly suggest he get up and go to work with his dad from time to time and insist he takes his dog on a walk and helps around the house with chores, he mostly remains stagnant and non-productive month after month, year after year. Other than the money he makes when he works with his dad, we support him financially 100%. We discuss the possibility of him getting on some sort of state program and soon helping with expenses, but he never does. My husband will be retiring at the end of this year, and we will not be able to support him for the rest of our lives. We have discussions all the time about talking to someone (a counselor or therapist) as we ALL need professional advice on how to move forward. My husband and I have had outside counseling but that doesn't even begin to count towards the help we need. It is just so frustrating and sad that it is up to the person that has the illness (and does not believe an any way they have an illness) to be the one who gets to call to speak to a case worker or Psychiatrist. He thinks it's a joke and we are the ones with the problems. I'm sure if you ask him to fill out this survey, everyone would be checked agree or strongly agree for the most part but as parents we strongly disagree with most questions. We feel no one follows up with us (the caregivers) and we are struggling in every aspect with him dim day to day. Obviously, he is our son, and we love him and will always try our best to be there and support him financially, mentally and in every other way but it sure doesn't make getting older or retirement easy, fun or anything but problems and issues to look forward to.
- She needs new living situation that is safer and more secure, better meets her needs.
- The DBT program went to crap once Brian left. It's unorganized now compared to before. My counselor is good at listening to his own voice, he is not a people person.
- This info was provided by a guardian. As guardian, we believe Sara Anani has done a superb job as case manager. She is responsive, informed, caring, and easy to communicate with.
- This service at this facility is not worth anyone's time. My family and reached out for help for my son for a very long time. No returned phone calls or anything. If the facility had returned a phone call, my son wouldn't be sitting in a prison cell. You have some peoples that care about the mental ill patients. And you have some just sitting around collecting a check. I think some of them need help. Its sad Saginaw County don't have good help for mental ill patients. If you don't have a loved one going through this, you will never understand. I will not recommend this facility to anyone. When my son comes home, I'll be looking for a different facility.
- To have 1) Spades, 2) Euchre, 3) Pinochle, 4) Straight Wiz, 5) Biz Wiz, 6) King Color, 7) Bridge, 8) Tonk, 9) Patty Pat, 10) Solitary, 11) Partner Spades, 12) Two-handed spades, 13) Three-handed spades

SCCMHA Supports Coordination Services

- Arthur Longuemire is wonderful to work with.
- Currently was discharged from therapist, Jay McCrae. Would like to continue with a SCCMHA therapist.
- Deb Salisbury "Strawberries" is the best and is so good to me.
- He loves the program. He will be happy when he can go five days a week. He enjoys being with his friend. He loves the staff. I am disabled so bad I can't do anything by myself. This was filled out by his mother.

- I don't have any at this time.
- I was in a car accident. I was in places for my life for over 25 years due to seizure disorder. I have gotten a lot better in my life.
- I will like the services. Very good, like my doctor, very good.
- I would like the staff to have not pay for their own gas. I think gas should be included in the services.
- I'm her mother and guardian. She is unable to fill out this survey even with help. I know she is happy with her caseworker (so am I) and her 1 day at SVRC. We are also receiving psych services - we'll see how that goes in the coming months.
- I'm his guardian and I answered these questions for my severely, non-verbal autistic son. We appreciate the services he receives and love the group home he is in.
- It would be better if you had more psychological staff and support personnel at SCCMHA, rather than contracted. The psychiatrist recommended therapy and I was not able to get it, and no one would accept me as a patient elsewhere. They referred me to medication which I already take.
- It's not the Mental Health Community. They're great to me! :) But I have a problem, I been hurt, Tuesday, June 20, 2023, family member betrayed me and my son and the family. I am so upset about that. I am worried, scared. So much going on in my family now. I am trying to keep it peaceful. Nobody listens to or follows the rules.
- Kerri gave me a journal.
- Love CTN Program
- Mom filled out form.
- Very happy.
- Thank you.
- The consumer is now in a very good Adult Foster Home, is getting excellent care. He is in hospice with dementia. Thank you.
- The services have been almost non-existent since Adam left. We have yet to hear from our 2nd case worker since Adam. How can we communicate if there are no staff to discuss problems or other related topics.
- Wonderful work! Thank you for being my services provider!
- I am very satisfied with my services.
- I know that I can get help with any problem or concern. Through my coordinator and my manager at TWF. This gives me and my family much peace of mind.
- I live with my mom - I, the mother, is the one writing this. She is happy. We go to the trails and swim. It is a wonderful summer.
- I thank you for helping me with my brother, it's helping me and my brother.
- Lynn White continues to be so helpful to our entire family. She carefully listens to all our concerns and either offers suggestions or research to find possible solutions. She has a very calming effect to our worries.
- He really misses going to Guardian Angels. That was stopped because of COVID and has not opened up to him to begin again. His life would be more fulfilled if he were able to get back to Guardian Angels.
- She has down syndrome so most of these questions do not apply to her. The only service she uses is guardian angels respite care. She also sees Jodi Barnes once a month. There is no ongoing treatment.
- She is non-verbal.
- Too many questions - all questions do not relate to my situation. Need to be remodified rearranged or re something. I like the program. I like the staff but questions??? Too many.
- Would like to attend 5 days a week.

Saginaw Psychological Services

- Find a way to offer different support groups. Maybe volunteers or people who are interning.
- All options I want are stay sober of alcohol, cigarettes, sobriety for over seven years, ten months. Know my Jesus walks work has fun allows my prayer said openly. It felt like all my things done spoke wrote lead to believe read to believe woken never trying to be wavered but stand on the most solid rock of all Jesus words and those Ten Commandments.
- Good services.

- I feel satisfied overall with my treatment plan – for the future I'm now able to move forward to getting a part-time job in the community and being mentally strong. Thank you to all that assisted in helping me grow.
- I feel that the crisis center shouldn't put me in a mental hospital because of an old mentally unstable person lies on me. I am not her daughter, I will be 56 on October 10th, 2023. I tried to find a lawyer to cease and stop this nonsense.
- I had told on a friend he was at a store and now he's out of jail. What he's going to do to me. Kill me.
- I have been concerned about the constant staff turnover at Saginaw Psychological.
- I really appreciate your guys help and God bless ya's Amen.
- I'm happy with the services and I'm happy that you're here to help me.
- Keep up the work. Keep up the good work.
- No therapists available and then when one was, she really didn't mesh well with me. Very frustrating.
- Very excellent work. Keep up the great job.
- You all have been so very kind and caring to me. Thank you, all.

Training and Treatment Innovations

- At TTI, my last case manager was terrible, not answering my calls, not having "time" for me because she had too many other cases. The entire staff and company has gone downhill with not enough staff, or staff that actually care about their clients. I would
- My 2 young men - sons - hardly get a hold of me - they never come to my home - very rarely. I miss contact with my girl and boy grandchildren ages 10 and 8 years old. I would like to go there for a visitation and a meal - I would always bring a homemade meal. They have a swimming pool – heated which I would enjoy. Why, because my son works 6 days a week and I have no vehicle. There is nothing anybody can do.
- Bayside has helped me for me. Continued recovery from previous depression (hospital). Great staff and concern for my well-being as well.
- Hi there. I just wanted to let you guys know I been out of my meds for a week and a half so please help me out. I need my meds real soon. Thank you.
- I haven't received services since I started going to TTI. I'm not sure what it is you're asking for, but I have been satisfied.
- I liked my service at mental health.
- I've been with TTI for 7 years. I feel worse off with more symptoms. My anxiety is crippling. I've been a prisoner in my own home because of it for years. My BPD is out of control. The therapist failed to read case files year to year. I've lost diagnoses from their failure to read. PTSD the same, I can say I am not depressed but TTI has failed me.
- Make case managers available during a crisis.
- MRSS has done a beautiful job with me, as has TTI and Mr. Gonzalez.
- Needs more consistent workers, that will come out and talk.
- I have so much to say, and I feel like you guys betrayed me! Y'all just throw pills down people's throats?!? I asked to talk to Nancy Johnson when I got there, and you guys put people in my life that that don't know anything about me! My older sister is addicted to pills; I'll be dead if I turn into a zombie like her!! Every time I went to TTI and told my problems they were in shock and couldn't handle it. Couldn't even tell me the side effects of the pills, they said if it's strong stop taking them, and we will prescribe you different pills. What?!? I'm about to get an attorney and sue you guys!! You guys are a joke! Go flip burgers!
- Questions 1 & 8 TTI didn't and was unable to assist me in a credit card situation where they could have helped but the fine line prevented them from helping. Question 28: my symptoms still occur at work and at home making tasks difficult. My imaginary world is still here – and without getting disability, I won't increase my meds dosage.
- Sometimes ACT won't let me go to White Pine or a Mental facility.
- The case manager, Collen at TTI sometimes gets a little on the preachy side or says things offensive about trans people (basically that they are confused and can be cured).

- The phone service sucks, when a person calls, I just keep getting transferred and then put on hold for 15 minutes. That affects the service I'm receiving. I stopped coming to the health department in the past because the service sucks.
- This go around I am happy with all ACT members.
- To me it sounds like the case workers are overloaded.
- TTI great job.
- Work on goals and school ideas for reentrance
- Doing the best with studying
- Enjoyment in life and normal situations
- Good bloodwork and medication pick-up
- Enjoying time with social workers and extra help
- Ravaging sleep and more exercise time
- Good family meeting time
- Enjoyment with psychiatrist and side workers
- Testing and writing fun
- You need to put in a public bathroom.
- You referred me to TTI (after I took/did a whole 2-2 ½ hour intake). I went to my initial appointment then went to see Maggie, I guess we didn't see eye-to-eye and never heard from TTI ever again. Wasn't set up with a case manager, nothing. I wouldn't ever let someone know (refer) TTI to anyone. My experience was horrible to say the least.

Quality Improvement Opportunities

Results of the MHSIP Consumer Satisfaction Survey provide valuable feedback and insight into the perspectives of consumers regarding the care and services they receive. The following are recommendations to assure that the outcomes of this survey are shared with staff, providers, consumers, guardians, and stakeholders and that quality improvement opportunities are identified and acted upon as needed:

- 1) A final draft of this survey report will be reviewed by the SCCMHA Quality Governance Council (QGC) for comment and approval. The QGC will identify any trends that have occurred from year to year and determine possible system-wide improvement efforts.
- 2) The final survey report will be presented to the SCCMHA Adult Case Management Supervisors. Supervisors will be asked to review this information with their staff to identify areas needing improvement and celebrate successes as appropriate. They will be required to provide the SCCMHA Quality Department with evidence that this has occurred within 60 days of receiving the report. At least one area of improvement based on a survey domain or individual survey item will be identified and a performance improvement plan will be submitted.
- 3) The Performance Improvement Plans from the 2022 survey should be reviewed by Supervisors to determine if their performance has improved as a result of their intervention.
- 4) The SCCMHA Quality Department will follow up on team/provider performance improvement plans to ensure they have been implemented accordingly.
- 5) The final report will be presented to the SCCMHA Ends Committee, the SCCMHA Citizen's Advisory Committee, and the SCCMHA Board of Directors.
- 6) A summary brochure of the results will be completed for distribution to consumers.
- 7) The final survey report and summary brochure will be posted on the SCCMHA website.

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By: Holli McGeshick, Quality and Medical Records Supervisor