

2023 Youth Services Satisfaction Survey Report

Overview

In June 2023, the Quality Department of the Saginaw County Community Mental Health Authority (SCCMHA) administered its annual satisfaction survey to parents and guardians of youth mental health consumers to measure their satisfaction with care and treatment outcomes. The Youth Services Survey for Families (YSS-F) was sent to the parents/guardians of children and adolescent consumers served during the previous six months by SCCMHA, Saginaw Psychological Services, and Westlund Guidance Clinic.

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

Children/adolescent consumers ages 4 – 17 with Serious Emotional Disturbance (SED) and those with Intellectual and Developmental Disabilities who received services during the six months prior to survey implementation were included in the survey sample. A total of 1,203 surveys were distributed by mail with a postage-paid return envelope. Ninety-four (94) completed surveys were received resulting in an 8% return rate. The table below trends the return rates for each provider and shows that the overall return rate decreased by 2% from 2022.

Provider	FY2020			FY2022			FY2023		
	Distributed	Received	Return Rate	Distributed	Received	Return Rate	Distributed	Received	Return Rate
SCCMHA Access Stabilization for Children	23	2	9%	35	2	6%	14	1	7%
SCCMHA Autism Services	241	49	20%	361	59	16%	363	39	11%
SCCMHA Family Services	267	32	12%	230	17	7%	239	17	7%
SCCMHA Supports Coordination Services	102	20	20%	120	16	13%	140	15	11%
SCCMHA Transitional Age Youth Services	63	4	6%	44	1	2%	37	3	8%
SCCMHA Wraparound Services	82	11	13%	48	5	10%	39	4	10%
SPS Children's Outpatient & Case Management SPS School-Based Services	245	17	7%	269	19	7%	154	8	5%
WGC Children's Outpatient & Case Management WGC School-Based Services	204	14	7%	146	11	8%	217	7	3%
Total	1,227	149	12%	1,253	130	10%	1,203	94	8%

Survey Domains

The YSS-F survey's 26-items assess six different domains of consumer satisfaction. The first four domains reflect attributes of the provider and the last two reflect the consumer's status in clinical improvement, daily functioning, and relationships.

Provider Attributes

- Access to Services: two items assess the convenience of the provider location and the convenience of receiving services when needed.
- Participation in Treatment Planning: three items assess the parent/guardian's perception of whether or not they were involved in their child's treatment planning.
- Cultural Sensitivity: four items assess whether or not the respondent felt they were treated with respect, particularly in relation to their family's religious/spiritual beliefs and cultural/ethnic background.
- Appropriateness: six items assess the overall level of satisfaction as well as the availability and amount of services provided.

Consumer Attributes

- Outcomes: seven items assess the consumer's ability to handle daily life; get along better with family, friends, and other people; do better in school and/or work; and cope when things go wrong.
- Social Connectedness: four items assess whether or not the child has people who will listen to them when they need to talk and whether or not they have people with whom they can do enjoyable things. It also addresses having the support needed from family or friends in a crisis situation.

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 Disagree, 2 = Disagree, 3 = Undecided, 4 = Agree, and 5 = Strongly Agree.

The Quality Department calculated scores for all items and domains captured on the YSS-F survey. Consumer satisfaction (agreement) was defined as a mean score that ranged from 3.5 to 5, whereas disagreement was defined as a mean score that ranged from 1 to 3.4. 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 greater than or equal to 3.5 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 89% to 96% this year. Overall scores for domains defined as consumer attributes ranged from 67% to 87% this year. The percentages of satisfaction for each provider are shown in the following table. Also provided is the regional results from the 2023 YSS-F survey.

Provider	Provider Attributes				Consumer Attributes		Overall
	Access to Services	Participation in Treatment Planning	Cultural Sensitivity	Appropriateness	Outcomes	Social Connectedness	
SCCMHA Access Stabilization for Children	100%	100%	100%	100%	100%	100%	100%
SCCMHA Autism Services	92%	97%	97%	97%	89%	95%	95%
SCCMHA Family Services	94%	94%	88%	82%	60%	88%	85%
SCCMHA Supports Coordination Services	93%	93%	100%	80%	67%	87%	87%
SCCMHA Transitional Age Youth Services	100%	100%	100%	100%	67%	100%	94%
SCCMHA Wraparound Services	75%	75%	75%	75%	50%	75%	71%
SPS Children's Outpatient & Case Management SPS School-Based Services	100%	100%	100%	88%	63%	100%	92%
WGC Children's Outpatient & Case Management WGC School-Based Services	100%	100%	100%	86%	71%	100%	93%
Overall	94%	96%	96%	89%	75%	92%	90%
MSHN 2023	90%	92%	95%	84%	67%	87%	n/a

Overall Survey Results

The following table trends the overall item and domain scores for the past three surveys. Scores for domains defined as provider attributes increased from 2022 to 2023, as well as the scores for the consumer attributes domains. The greatest increase was 10% in two domains, Access to Services and Outcomes.

	FY2020 n=149	FY2022 n=130	FY2023 n=94
Provider Attributes			
Access to Services			
8 The location of services was convenient for us.	92%	84%	94%
9 Services were available at times that were convenient for us.	90%	84%	90%
Domain Score:	93%	84%	94%
Participation in Treatment Planning			
2 I helped to choose my child's services.	94%	88%	93%
3 I helped to choose the goals in my child's service plan.	96%	94%	96%
6 I participated in my child's treatment/services.	97%	92%	95%
Domain Score:	95%	91%	96%
Cultural Sensitivity			
12 Staff treated me with respect.	96%	91%	95%
13 Staff respected my family's religious/spiritual beliefs.	92%	85%	83%
14 Staff spoke with me in a way that I understood.	96%	94%	96%
15 Staff were sensitive to my cultural/ethnic background.	96%	87%	90%
Domain Score:	97%	92%	96%
Appropriateness			
1 Overall, I am satisfied with the services my child received.	88%	85%	91%
4 The people helping my child stuck with us no matter what.	84%	82%	87%
5 I felt my child had someone to talk to when he/she was troubled.	79%	69%	82%
7 The services my child and/or family received were right for us.	90%	84%	89%
10 My family got the help we wanted for my child.	85%	80%	83%
11 My family got as much help as we needed for my child.	78%	75%	78%
Domain Score:	87%	85%	89%
Consumer Attributes			
Outcomes			
16 My child is better at handling daily life.	64%	64%	78%
17 My child gets along better with family members.	67%	69%	70%
18 My child gets along better with friends and other people.	62%	65%	74%
19 My child is doing better in school and/or work.	68%	64%	73%
20 My child is better able to cope when things go wrong.	55%	53%	69%
21 I am satisfied with our family life right now.	70%	68%	73%
22 My child is better able to do things he or she wants to do.	69%	65%	77%
Domain Score:	65%	65%	75%
Social Connectedness			
23 I know people who will listen and understand me when I need to talk.	87%	79%	92%
24 I have people that I am comfortable talking with about my child's problems.	86%	79%	93%
25 In a crisis, I would have the support I need from family or friends.	84%	75%	84%
26 I have people with whom I can do enjoyable things.	87%	78%	82%
Domain Score:	89%	80%	92%
Overall			
Overall Score:	88%	83%	90%

Provider Results

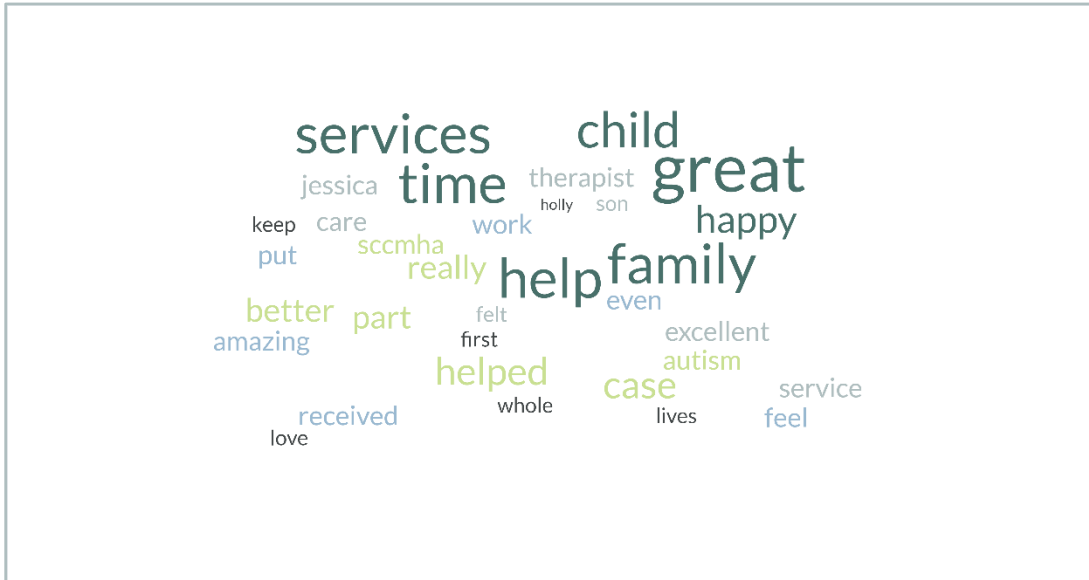
The following table displays this year's item scores for each provider included in the survey.

	SCCMHA ASC	SCCMHA AUTISM	SCCMHA FSU	SCCMHA SCS	SCCMHA TAY	SCCMHA WRAP	SPS COP&CM, SB	WGC COP&CM, SB	TOTAL
# Completed Surveys:	1	39	17	15	3	4	8	7	94
Provider Attributes									
Access to Services									
8 The location of services was convenient for us.	100%	92%	100%	93%	100%	75%	88%	100%	94%
9 Services were available at times that were convenient for us.	100%	92%	94%	87%	67%	75%	88%	100%	90%
Participation in Treatment Planning									
2 I helped to choose my child's services.	100%	95%	88%	93%	100%	75%	100%	86%	93%
3 I helped to choose the goals in my child's service plan.	100%	97%	94%	93%	100%	75%	100%	100%	96%
6 I participated in my child's treatment/services.	100%	97%	94%	93%	100%	75%	100%	86%	95%
Cultural Sensitivity									
12 Staff treated me with respect.	100%	97%	88%	93%	100%	75%	100%	100%	95%
13 Staff respected my family's religious/spiritual beliefs.	100%	84%	71%	93%	100%	75%	75%	86%	83%
14 Staff spoke with me in a way that I understood.	100%	97%	88%	100%	100%	75%	100%	100%	96%
15 Staff were sensitive to my cultural/ethnic background.	100%	95%	82%	100%	100%	75%	75%	86%	90%
Appropriateness									
1 Overall, I am satisfied with the services my child received.	100%	97%	82%	80%	100%	75%	100%	100%	91%
4 The people helping my child stuck with us no matter what.	100%	97%	82%	73%	100%	75%	75%	86%	87%
5 I felt my child had someone to talk to when he/she was troubled.	100%	84%	88%	60%	100%	75%	88%	86%	82%
7 The services my child and/or family received were right for us.	100%	95%	82%	86%	100%	75%	88%	86%	89%
10 My family got the help we wanted for my child.	100%	92%	71%	67%	100%	75%	75%	100%	83%
11 My family got as much help as we needed for my child.	100%	87%	65%	80%	67%	67%	63%	86%	78%
Consumer Attributes									
Outcomes									
16 My child is better at handling daily life.	100%	92%	60%	79%	67%	50%	63%	71%	78%
17 My child gets along better with family members.	100%	89%	57%	53%	67%	50%	63%	43%	70%
18 My child gets along better with friends and other people.	100%	89%	60%	60%	100%	50%	63%	57%	74%
19 My child is doing better in school and/or work.	100%	84%	63%	67%	67%	50%	63%	71%	73%
20 My child is better able to cope when things go wrong.	100%	82%	53%	60%	67%	25%	63%	86%	69%
21 I am satisfied with our family life right now.	100%	85%	56%	73%	67%	50%	38%	100%	73%
22 My child is better able to do things he or she wants to do.	100%	87%	56%	79%	67%	50%	63%	100%	77%
Social Connectedness									
23 I know people who will listen and understand me when I need to talk.	100%	97%	88%	87%	100%	75%	88%	100%	92%
24 I have people that I am comfortable talking with about my child's problems.	100%	95%	88%	93%	100%	75%	100%	100%	93%
25 In a crisis, I would have the support I need from family or friends.	100%	90%	63%	87%	100%	50%	88%	100%	84%
26 I have people with whom I can do enjoyable things.	100%	86%	69%	80%	100%	25%	100%	100%	82%
Overall									
Overall Score:	100%	95%	85%	87%	94%	71%	92%	93%	90%

Qualitative Comments

Several parents and guardians provided comments at the end of the survey. They have been typed verbatim except in cases where names were replaced with pronouns to protect anonymity. Comments of concern were addressed with staff when identifiable information was provided.

Survey Comment Word Cloud



SCCMHA Autism Services

- CMH has been great from the start of my son's autism diagnosis. Holly Badour has been crucial to my son's continued success. She is not only great at her job, but she also genuinely cares for and wants my son to improve. We feel very lucky to have a team who supports and helps like that.
- Anywhere I put 'neutral', I felt did not pertain to me, my child, or situation.
- Extremely happy with the help I got from Holly. My kids love her, and she has changed our life for the better.
- Very happy. Especially with Holly. She's helped to better me and my kid's life in so many ways.
- Very happy with the services given by Paramount in Chesaning.
- Tasha is a great Autism Coordinator, however, if you are going into people's home and you have a phobia of all animals you should meet in a different area. It is an inconvenience to have to put my animals away in another room or crate for an hour.
- Hanna Tremble is amazing!
- Tracy is my case worker and has done an amazing job. She really is wonderful and so understanding my son.
- The call back time can be long sometimes and sometimes you get a couple different answers for the same question and that can be troublesome.
- Everyone we came in contact with has been so amazing and helpful. They all have made this process easier for us.
- I could not ask for a better support coordinator than Claire Thane. She is extremely knowledgeable about ABA and Autism. Besides that, she is professional and friendly and easy to talk to. 10/10 recommend her to anyone!
- I'm very pleased with the services my son receives. He really enjoys himself and has learned a lot from him.
- Very happy with the treatment we have received. Love our case worker!
- Everyone involved the whole time has been extremely helpful.

- I know I had Ashanta for the majority of my time, and she was wonderful. I now have Jill and she has helped me so far with everything I need.
- We would like some assistance with evening childcare and while I'm at work we do not seem to qualify for anything of the services.
- Laine Hiltz-Forcade was pulled from his case. They stated he hadn't made enough progress while completely dismissing his continued traumas-including being held in the juvenile courts for something that wasn't even his fault. He had 11 days of hell, then, was put back into school to face the ones who bullied and goaded him into action in the first place. He was consistently experiencing trauma so even staying the same with Laine was progress since he really could have been going backwards. Laine was the first therapist to even stick with us. That is so admirable since he is a difficult kiddo, but consistency is so important to him. When she was removed from the case, he really felt like he was being abandoned. It's really sad when someone you trust is pulled from the case. The whole family felt like the higher ups didn't even care to understand the circumstances. Makes you distrust the whole organization.
- Very excellent service. Great to have as a part of our family lives. Keep up the great work.
- Very excellent service. Great to have as a part of our family lives. Keep up the great work.
- Autism Case Manager is excellent. Psychiatrist services are not beneficial. Can't access much over a TV screen.

SCCMHA Family Services

- I feel that my case was closed due to lack of communication on her part. I don't feel she is the right person for my family.
- Everything is going good.
- I cannot express how thankful I am for the help we have received for our foster daughter as well as help for us. I feel like both the therapist we had went above and beyond. We first had Theresa who left for maternity leave, and she was fantastic. She even took the time to write a letter and be a part of our board review hearing. Her words helped the board make the best decision for our foster daughter. Next, we had and have Jessica and we love her too. She has been so involved with us as well. She also wrote a letter for our daughter. Jessica took extra time to help us during a very rough meeting with our caseworker. She stayed as a support and offered to be available if we needed more time/help. The care we have received has been such a blessing. We would love to let any supervisors know what great care we have received. It does not feel like either were here just as a job. They care and want what's best for the child and family. Thank you for your time. 😊
- Services were perfect – child refused to cooperate.
- Psychiatrists for teens should be onsite, not via zoom from another state. I ended up finding a local psychiatrist that can give my child the help she needs. She still sees the amazing therapist, Sara D., and will see her as long as she can! You need more therapists like her!
- Our therapist Teresa in infant mental health is absolutely amazing and we cannot say enough good things about her! She has helped us grow as a family and helped him form a secure attachment to us! Thank you for all you do.
- Leah was fantastic! It is a shame she is leaving, but we're happy for her. I am happy. I was able to advocate for additional resources/testing but not all people would know how. The clinical staff is very friendly but maybe a testing/tx protocol would be helpful.
- Jessica did wonderfully in making sure the whole family was involved and understood. My kids still tell me they Miss Jessica and want her to come back! Thank you for everything, Jessica!
- I would think with two problems of youth in our community, they would be choices in prevention training/classes/programs for a dry/alcohol etc. There is nothing.

SCCMHA Supports Coordination Services

- Keep up the good work, me and my family are very satisfied with our services.
- He had a really hard time opening up, but it was like his counselor just gave up on him.

- Seema has helped me, and my son grows for the better. We appreciate your services and constant support!
- Services worker is great! Psychiatry is not effective over a TV screen.
- Very excellent service. Great to have as a part of our lives.

SCCMHA Transitional Age Youth

- Best service ever.
- I'd like it to be easier to reach them.

SCCMHA Wraparound Services

- They didn't help the family at all. That's why she was put up for adoption. We felt you were not listening to what we need help with.
- He still has trouble listening and understanding house rules, taking his medication as needed. Also, will not help in cleaning his side of bedroom, he's not in compliance with rules put in place for him.

Saginaw Psychological Services

- My child would like more games and activities to help with some of her progress. She feels she can understand her sessions better when things are broken down in a game.
- Very excellent service. Great to have as a part of our family lives. Keep up the great work.
- Only received counseling - been waiting for 2 weeks to get a call from a doctor for medication. Medication is what his doctor/physician said is important at this time.

Westlund Guidance Clinic

- During the year, my child had quite a few different therapists and now is getting a new psychiatrist. By the time he gets comfortable with one person, they change him to another. We are very happy with our current therapist, Justine. I do understand this is out of anyone's hands.
- My child is still working on his goals. Goals being taking care of himself better ex: cleaning, changing clothes, hygiene. Past trauma while living with his parents, and anger with his brother. Also, schoolwork.
- My child is still working with his goals. He still has problems at times with controlling his anger and fighting. When we first started services, anything would set him off now it takes a while before he snaps. This happens with children at school and his brother. Also, schoolwork.
- It was nice my child was able to receive services at their school. It helped with my busy schedule.

Quality Improvement Opportunities

Results of the Youth Services Survey for Families 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 Children's 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 results will be completed for distribution to consumers.
- 7) The final survey report and summary brochure will be posted on the SCCMHA website.

Date of Report: January 5, 2024

By: Holli McGeshick, Quality and Medical Records Supervisor