

LAPEER COUNTY

COMMUNITY MENTAL HEALTH

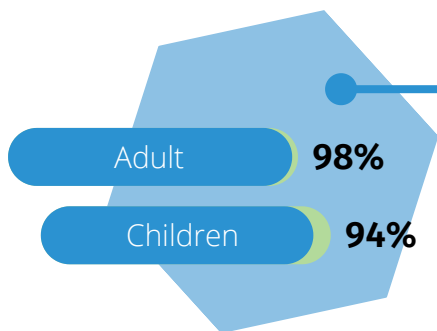
2021 CUSTOMER SATISFACTION SURVEY RESULTS

Responses

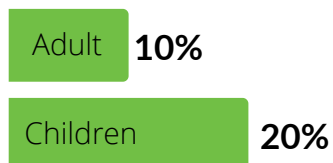
A total of 70 surveys were completed by mail. 17 were from children's services and 53 were from adult's services. The response rate was 17.5%.



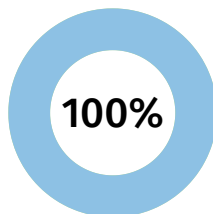
Overall Satisfaction



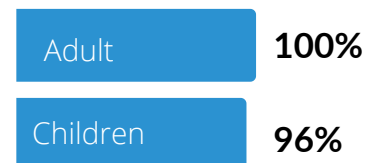
Respondents like and are satisfied with the services they received. These numbers are down slightly from 100% in 2020.



Had difficulty getting services because of barriers



Services available at convenient times

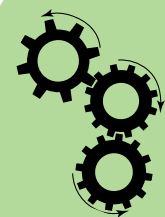


Staff were sensitive to their culture and treated them with respect

Area for Improvement - Symptom Management

80% of adults reported symptoms aren't bothering them as much = clinical trainings about managing symptom and improve coping skills through additional resources and exploring adding groups.

81% of children are better at handling everyday life = clinical trainings about managing symptoms, parent support groups/trainings, and addition of Youth Peer Support Specialist.



hope; choice; health; fulfilling dreams

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Full 2021 Customer Satisfaction Survey
Available at www.lapeercmh.org.