

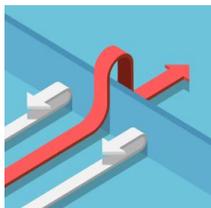
## FY25 CUSTOMER SATISFACTION SURVEY RESULTS

### RESPONSES

A combined total of **303** surveys were completed in person, yielding a **36%** response rate, up from 26% in FY24. Of those responding, **50** were children and **208** were adults. Of respondents, **45** received HCBS and **262** received CCBHC services



### BARRIERS



**12%** of adults reported difficulty getting services due to barriers (up from 9% in FY24), while **10%** of children reported difficulty

Barriers reported include lack of transportation, insurance issues, financial difficulties, mental or physical health symptoms, limited availability of counselors, and diagnosis challenges

### SUPPORT

**94% of adults**

Reported staff believed they could grow, change, and recover

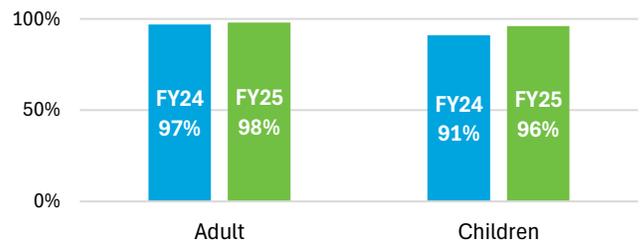
**100% of children**

Reported staff treated them with respect



### SATISFACTION

Overall satisfaction with services increased compared to FY24, reaching **98%** among adults and **96%** among children respondents



### TREATMENT

Adult highest rated responses regarding treatment:

**94%**

felt staff respected their wishes about who is/is not given information about treatment

**93%**

felt comfortable asking questions about treatment and medication

Child highest rated responses regarding treatment:

**98%**

helped choose their child's treatment goals

**96%**

helped choose their child's services

**96%**

participated in their child's treatment

### AREAS FOR IMPROVEMENT

Both adults and children reported the lowest satisfaction in areas related to symptom management. Among adults, **59%** indicated they were doing well in school and/or work, a slight increase from 57% in FY24. For children, **53%** expressed satisfaction with their current family life, reflecting a decrease from 64% in FY24

In response, LCCMH is actively enhancing support through evidence-based practices, staff training, and ongoing evaluations focused on improving symptom management and overall well-being of persons served. Feedback is shared with agency committees, Services Board, and the public via our website and lobby postings. Full report can be found at [lapeercmh.org](http://lapeercmh.org)

