

LAPEER COUNTY COMMUNITY MENTAL HEALTH FY22 CUSTOMER SATISFACTION SURVEY RESULTS

RESPONSES

A total of **66** surveys were completed by mail. **11** were from Children's Services and **55** were from Adult Services. The response rate was **16%**.

BARRIERS

15% of adults reported difficulty getting services due to barriers

30% of children reported difficulty getting services due to barriers

SUPPORT

96% of adults

Staff believed in me by supporting my journey towards recovery, discovery, health and independence

91% of children

My family got the help we needed for my child.



SATISFACTION

98% of adults

90% of children



Most individuals were satisfied with services received. Children's Services report slightly less satisfaction from 94% in FY21.

SYMPTOMS

Adults report as a result of services:

96%

deal effectively with daily problems

94%

better able to control life

96%

symptoms not bothering as much

Children report as a result of services:

78%

child is better able to do things they want to

AREAS FOR IMPROVEMENT

The lowest scoring area for adults was doing better in social situations, with 90% reporting doing better since receiving treatment. Community integration goals are included in plans of service and LCCMH has started to increase the number of evidence based groups. Additional person served representation has been requested on various agency workgroups and committees. Stepping Stone and Harmony Hall are offering more group outings and trips.

For Children's Services, the child better able to do the things they want to do (78%) and getting along better with family and others (80%) have decreased from 2021. LCCMH added an additional Youth Peer Support Specialist and increased social events and group outings to help address these issues.