

FY24 CUSTOMER SATISFACTION SURVEY RESULTS

RESPONSES

A combined total of **183** surveys were completed in person, yielding a **26%** response rate. Of those responding, **22** were children and **161** were adults. Of respondents, **64** received HCBS and **147** received CCBHC services.

BARRIERS

9% of adults reported difficulty getting services due to barriers (down from 16% in 2023).

5% of children reported difficulty getting services due to barriers.

Barriers reported: insurance, finances, transportation, anxiety, lack of a phone, and work or family issues

SUPPORT

96% of adults

Reported staff believed they could grow, change and recover.

100% of children

Staff treated them with respect and communicated in a way they understood.



SATISFACTION

97% of adults overall

91% of children overall



Results indicate a strong overall satisfaction among adults and children. For adult respondents, **89%** indicated they would choose this agency again if alternatives were available while **95%** of children reported the services they received were right for them.

SYMPTOMS

Adult respondents report as a result of services:

87%
feel that in
a crisis they
have the
support
they need

86%
have people
with whom
they can do
enjoyable
things

81%
are happy
with the
friendships
they have

Children respondents report as a result of services:

100%
feel their child is
listened too and
understood

95%
have people they
are comfortable
talking with

AREAS FOR IMPROVEMENT

For adults, symptoms and the ability to control their lives are areas for improvement, with **67%** reporting their symptoms are less bothersome, a drop from 88% in 2023. Additionally, **77%** feel better able to control their lives and **57%** reported they are doing better in school or work.

For children, there was a decline in family relationships, with **86%** reporting their child gets along better with family, down from 93% in 2023. The lowest scoring areas related to school and/or work performance and satisfaction with family life, both scoring **64%** in agreement.

