



FY25 February 2025

Contracted Service Provider Survey - Survey Results

48.9% Return Rate (23/47)

- Q1: How satisfied are you with the quality of the authorization process for services at The Right Door?
 Q2: How satisfied are you with access to consultations with The Right Door staff relative to a specific client or episode?
 Q3: How satisfied are you with training provided on person served Person Centered Plan goals (treatment plan/behavior plan)?
 Q4: How satisfied are you with the customer service provided by The Right Door?
 Q5: How satisfied are you with grievance and appeal procedures at The Right Door?
 Q6: How satisfied are you with the paperwork required by The Right Door?
 Q7: How satisfied are you with the timeliness and accurateness of payment for your services from The Right Door?
 Q8: How satisfied are you with the training provided by The Right Door to the staff of contractors?

Question	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	No Experience	March 2024 Total Very Satisfied / Satisfied	Sep. 2024 Total Very Satisfied / Satisfied	Feb. 2025 Total Very Satisfied / Satisfied
Q1	14	6	1	2	0	0	14/16 – 87.5%	18/21 – 85.7%	20/23 – 86.96%
Q2	11	7	1	2	0	2	10/14 – 71.4%	14/19 – 73.7%	18/21 – 85.7%
Q3	6	11	1	1	0	4	12/14 – 85.7%	13/14 – 92.86%	17/19 – 89.47%
Q4	13	6	0	2	1	1	15/15 – 100%	18/19 – 94.74%	19/22 – 86.36%
Q5	4	3	0	0	0	16	7/7 – 100%	5/6 – 83.3%	7/7 – 100%
Q6	9	12	2	0	0	0	14/17 – 82.4%	14/20 – 70%	21/23 – 91.3%
Q7	15	7	0	1	0	0	16/16 – 100%	19/20 – 95%	22/23 – 95.65%
Q8	8	10	1	1	0	3	12/16 – 75%	14/16 – 87.5%	18/20 – 90%



Comments Q1: How satisfied are you with the quality of the authorization process for services at The Right Door?

- When we receive the authorizations, they are clear and easy to read. If we do have any questions, they are answered/resolved quickly.
- Depending on the client if they already receive services the process is very quick. Having a client evaluated for services that needs services is a very long process.
- All the authorizations have been available to me as I need them.
- Credentialing Team members who have been in contact with Grounded Therapy Network, LLC have been outstanding to work with. The process was smooth and easy to navigate.
- Our clients have been seeing their authorizations decreased dramatically over the last year or 2. Some were decreased by 2/3rds. It makes it difficult for them to access our care as they do not have enough units for even one full day/wk, especially if they require our transportation services. We are happy that clients are being referred to us and the authorizations are easy enough to see and understand, but the lack of available units makes providing access to care difficult for our facility. We often end up losing income either way as we either provide a full days service while only being able to charge for a fraction of the units (when they need transportation especially), we charge for the full time that the client is at our center but they run out of units before the expiration date of their auth, or the client is unable to come because they do not have transportation and are not authorized for enough units for a full day.

Comments Q2: How satisfied are you with access to consultations with The Right Door to a specific client or episode?

- MMI (Mt Pleasant) has a new program specialist for the individual funded through The Right Door. Emily has been trying to make contact with that person's case manager since 2/10/25. She has left three voicemails but hasn't gotten a return call. Emily just wants to introduce herself.
- They respond immediately and we handle the issue within a short time
- Amy Thrush has been incredibly helpful in facilitating consultations. Samaritas is very lucky to have her.
- It can be challenging to get support for a client in a mental health crisis. Trying to get ahold of someone to set up a meeting with a psych takes a lot of persistence, calling and waiting.
- Sometimes it is difficult to get a hold of the CSM.
- So far, outstanding. All contacts with Right Door team members have been great. Timely communication and reliable follow-up.

Comments Q3: How satisfied are you with training provided on person served Person Centered Plan goals (treatment plan/behavior plan)?

- goals relate well with client needs
- We are a new agency and have not initiated services, for PCP trainings to have occurred.



- The training was very basic and I'm not really sure what is even supposed to be included. There is very limited information about the clients or their situations/needs to complete the IPOS on ARDIE that we have access to.
- I believe there is a need for Behavior Supports Specialists within the county

Comments Q4: How satisfied are you with the customer service provided by The Right Door?

- The agency is always willing to collaborate with us. They are also responsive to emails, or willing to meet with us as needed.
- very excellent and thoughtful
- Depending on the person you talk with it will depend on the service you receive. Depending on what you need also affects the service.

Comments Q5: How satisfied are you with grievance and appeal procedures at The Right Door?

- No comments

Comments Q6: How satisfied are you with the paperwork required by The Right Door?

- Look forward to when afc homes are able to complete documentation on ARDIE
- The paperwork is clear to the point
- No concerns.

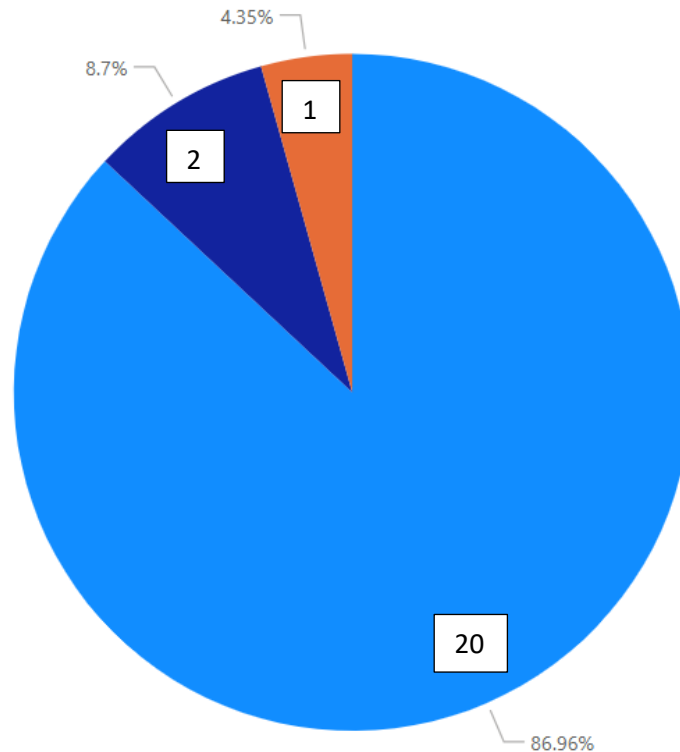
Comments Q7: How satisfied are you with the timeliness and accurateness of payment for your services from The Right Door?

- payment is within two weeks
- When staff in charge of payments is out on vacation or if there is a holiday there is no communication saying how this will effect payments and agency's are unable to plan for this.
- Payments are provided very quick.

Comments Q8: How satisfied are you with the training provided by The Right Door to the staff of contractors?

- MI Access is not always the best platform. It can have many errors and staff get frustrated. CPI training need to happen more frequently as it gets very close to 90 days depending on when a staff is hired.

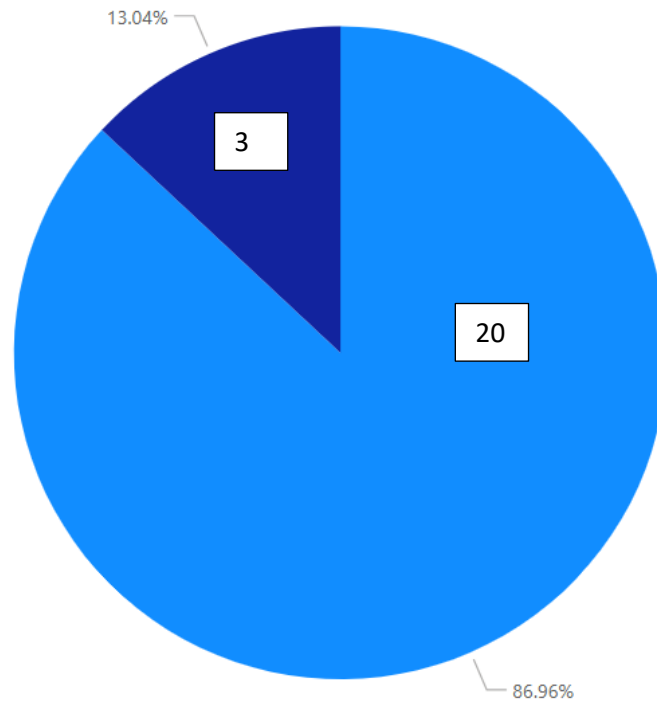
● Yes ● Maybe ● No



Q9 Comments:

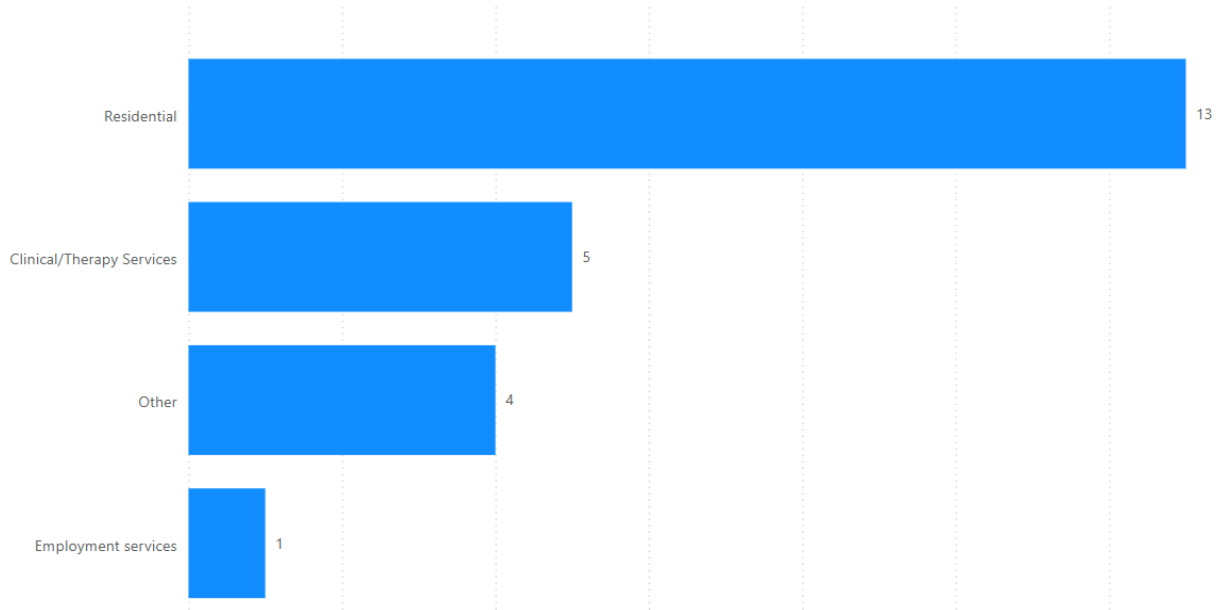
- The Right Door is a partner. The communication is good, and they are willing to collaborate with us as often as needed.
- Right Door is my favorite county to work with.
- As the authorized units continue getting reduced for each client, it makes the scheduling much more difficult in our end. The training and requirements are also a lot to maintain when clients may or may not be able to come. There is also a lot of frustration from the families, that our facility has to deal with, regarding the decreased days their loved ones are able to attend because of the reduced units. I'm not 100% that I would recommend for these reasons.

● Organization/Business ● Solo



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Q11: WHAT TYPE OF SERVICE DO YOU PROVIDE?



Other:

- Drop In Center
- Non-vocational community-based activities
- FMS
- Adult Day Center

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Q12: HOW LONG HAVE YOU BEEN A CONTRACTOR?

