

3) The Right Door will ensure satisfaction of persons served. April and August 2023 surveys will be provided to persons served. (See attached report)

1. 85% of persons served report satisfaction on the agency satisfaction surveys.

2023 Return Rates by Department

MHSIP ADULT

DEPT	# of surveys sent	# of returned	Return Rate
WINTER	581	121	20.8%
SUMMER	53	8	15.1%

MHSIP IDD

DEPT	# of surveys sent	# of returned	Return Rate
WINTER	170	48	28.2%
SUMMER	87	10	11.5%

YSS

DEPT	# of surveys sent	# of returned	Return Rate
WINTER CSM	67	14	20.9%
WINTER OPT	121	20	16.53%
WINTER HB	43	25	58.14%
SUMMER	75	6	8%

IMH

	# of surveys sent	# of returned	Return Rate
WINTER	9	0	0%
SUMMER	23	3	13%

POST-SERVICES

	# of surveys sent	# of returned	Return Rate
WINTER	522	26	4.98%
SUMMER	338	13	3.8%

Case Management Satisfaction: MHSIP Adult Satisfaction SMI - My case manager treats me with dignity and respect. MHSIP Intellectual/Development Disabilities Satisfaction – Overall, I’m satisfied with the services I received. Youth Satisfaction Survey – Overall, I am satisfied with the services my child received.		
	Quarter 2	Quarter 4
Children’s Case Management (YSS)	13/13 – 100%	3/3 – 100%*
Adult Case Management (MHSIP I/DD and MHSIP)	MHSIP I/DD - 39/39– 100% MHSIP – 49/53- 92.45%	MHSIP I/DD – 9/9 – 100%* MHSIP – 2/3 – 66.6%*
Intensive Case Management (MHSIP)	5/5 – 100%*	1/1 – 100%*
Overall	106/110 – 96.36%	15/16 – 93.75%

Home Based: My home-based clinician treated me with dignity and respect.	
Quarter 2	Quarter 4
18/20 – 90%	2/2 – 100%*

Infant Mental Health: This service (Infant Mental Health) has improved my relationship with my child.	
Quarter 2	Quarter 4
n/a	3/3 – 100%*

Outpatient: My outpatient therapist treated me with dignity and respect.	
Quarter 2	Quarter 4
MHSIP – 33/33 – 100% YSS – 16/17 – 94.12%	MHSIP – 2/3 – 66.6%* YSS – 3/3 – 100%*

2. 85% of stakeholders report services provided met their needs and expectations.

CONTRACTOR

	# of surveys sent	# of returned	Return Rate
WINTER	48	24	50%
SUMMER	50	16	32%

Q2: 87.89% - Overall Satisfaction (8 questions)

Q4: 90.3% - Overall Satisfaction (8 questions)