



FY25

Satisfaction Survey Results

Youth Services Survey for Families

Introduction

The Mid-State Health Network (MSHN) Quality Assessment and Performance Improvement Program administered an annual survey to a representative group of individuals served. MSHN, in collaboration with the Community Mental Health Services Program (CMHSP) and their contracted providers, utilized the Youth Satisfaction Survey for Families (YSSF) to conduct a region wide perception of care survey for youth and families who experience a serious emotional disturbance and/or an intellectual developmental disability. The survey results were reported to MSHN's Quality Improvement Council (QIC), the Regional Consumer Advisory Council, The Right Door Board of Directors, Leadership, Supervisors, and Local Consumer Advisory Council and is available to stakeholders on The Right Door Website and upon request.

Methodology

The population group included individuals 17 years or younger who had one or more of the following: a mental illness, severe emotional disorder, and/or an intellectual developmental disability.

While The Right Door analyzes the results by question, MSHN analyzes the results by subscale and subscale line item for both the PIHP and the CMHSP.

Seven subscales were included in the survey. The subscales are as follows: Quality and Appropriateness (satisfaction with service), Access to Care, Family Participation in Treatment Planning, Outcomes of Care, Cultural Sensitivity of Staff, Social Connectedness, and Social Functioning.

The following were excluded from the subscale calculations:

- Individuals missing more than 1/3 of the questions in that domain.
- Blanks, Not Applicable

Individual mean scores greater than 3.50 were classified as being "in agreement." The total number of respondents "in agreement" was divided by the total number of respondents with the result multiplied by 100. To obtain individual subscale scores, each response is assigned the following numerical values:

Strong Agree = 5

Agree = 4

Neutral = 3

Disagree = 2

Strongly Disagree = 1



Survey Response Rates

The response rate was calculated by dividing the number of surveys received by the number distributed. New this year was a division of surveys by persons open to Certified Community Behavioral Health Clinic (CCBHC) verses not open for additional use by Michigan’s CCBHC demonstration grant. MSHN’s response rate (will be updated when they publish their report).

# of surveys sent	# of returned	Return Rate	Surveys Declined
YSS CCBHC – 237	YSS CCBHC – 60	YSS CCHBC –25.3%	YSS CCBHC – 10
YSS Non-CCBHC – 89	YSS Non-CCBHC – 30	YSS Non-CCBHC – 33.7%	YSS Non-CCBHC –4

Survey Findings

Q1: Overall, I am satisfied with the service my child received.
 Q2: I helped to choose my child's services.
 Q3: I helped to choose the goals in my child's service plan.
 Q4: The people helping my child stuck with us no matter what.
 Q5: I felt my child had someone to talk to when he/she was troubled.
 Q6: I participated in my child's treatment/services.
 Q7: The services my child and/or family received were right for us.
 Q8: The location of services was convenient for us.

Question	FY23 Q2 Total SA/Agree Responses	FY24 Total SA/Agree Responses	FY25 Total SA/Agree Responses
Q1	32/40 – 80%	48/56 – 85.71%	85/90 – 94.4%
Q2	32/37 – 86.49%	47/54 – 87.04%	77/88 – 87.5%
Q3	33/38 – 86.84%	49/54 – 90.74%	86/89 – 96.6%
Q4	29/36 – 80.55%	48/54 – 88.89%	81/89 – 91%
Q5	29/38 – 76.31%	50/56 – 89.29%	78/87 – 89.7%
Q6	33/38 – 86.84%	53/56 – 94.64%	81/89 - 91%
Q7	29/37 – 78.38%	45/57 – 78.94%	82/90 – 91.1%
Q8	33/38 – 86.84%	55/57 – 96.49%	86/90 – 95.5%

Q1: Services were available at times that were convenient for us.
 Q2: My family got the help we wanted for my child.
 Q3: My family got as much help as we needed for my child.
 Q4: Staff treated me with respect.
 Q5: Staff respected my family's religious/spiritual beliefs.
 Q6: Staff spoke with me in a way that I understood.
 Q7: Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language)

Question	FY23 Q2 Total SA/Agree Responses	FY24 Total SA/Agree Responses	FY25 Total SA/Agree Responses
Q1	31/38 – 81.58%	52/57 – 91.23%	87/90 – 96.7%
Q2	30/38 – 78.95%	46/56 – 82.14%	75/89 – 84.3%
Q3	28/38 – 73.68%	41/54 – 75.93%	72/89 – 80.9%
Q4	34/38 – 89.47%	55/57 – 96.49%	89/90 – 98.9%
Q5	34/38 – 89.47%	44/50 – 88%	76/78 – 97.4%
Q6	34/38 – 89.47%	57/57 – 100%	90/90 – 100%
Q7	33/38 – 86.84%	44/48 – 91.67%	75/79 – 94.9%

Q2 Review by Time in Services, My family got the help we wanted for my child:

Less than 6 months: SA – 12, A – 9, Neutral – 4: 21/25 – 84%

6-12 months: SA – 11, A – 7, Neutral – 2: 18/20 – 90%

More than 12 months: SA – 25, A – 10, Neutral – 7, Disagree – 1: 35/48 – 81.4%

Q3 Review by Time in Services, My family got as much help as we needed for my child:

Less than 6 months: SA – 12, A – 8, Neutral – 3, Disagree – 2: 20/25 – 80%

6-12 months: SA – 11, A – 7, Neutral – 2: 18/20 – 90%

More than 12 months: SA – 23, A – 10, Neutral – 7, Disagree – 3: 33/43 – 76.7%

As a direct result of the services I received:

- Q1: My child is better at handling daily life.
 Q2: My child gets along better with family members.
 Q3: My child gets along better with friends and other people.
 Q4: My child is doing better in school and/or work.
 Q5: My child is better able to cope when things go wrong.
 Q6: I am satisfied with our family life right now.
 Q7: My child is better able to do things he or she wants to do.

Question	FY23 Q2 Total SA/Agree Responses	FY24 Total SA/Agree Responses	FY25 Total SA/Agree Responses
Q1	27/40 – 67.5%	38/54 – 70.37%	58/89 – 65.7%
Q2	22/38 – 57.89%	31/50 – 62%	60/89 – 67.4%
Q3	22/38 – 57.89%	29/44 – 65.91%	56/89 – 62.9%
Q4	24/38 – 63.16%	25/43 – 58.14%	45/77 – 58.4%
Q5	23/38 – 60.53%	21/45 – 46.67%	54/88 – 61.4%
Q6	24/38 – 63.16%	29/46 – 63.04%	62/90 – 68.9%
Q7	22/38 – 57.89%	34/45 – 75.56%	61/89 – 68.5%

As a result of the services my child and/or family:

- Q1: I know people who will listen and understand me when I need to talk.
 Q2: I have people that I am comfortable talking with about my child's problems.
 Q3: In a crisis, I would have the support I need from family or friends.
 Q4: I have people with whom I can do enjoyable things.

Question	FY23 Q2 Total SA/Agree Responses	FY24 Total SA/Agree Responses	FY25 Total SA/Agree Responses
Q1	32/39 – 82.95%	52/57 – 91.23%	80/89 – 89.9%
Q2	33/38 – 86.84%	52/57 – 91.23%	85/89 – 95.5%
Q3	30/38 – 78.95%	51/57 – 89.47%	73/89 – 82%
Q4	31/38 – 81.58%	52/57 – 91.23%	79/89 – 88.8%

VARIOUS SERVICES SURVEY QUESTIONS

Q1: Please answer if receiving Outpatient Therapy (individual or group therapy). I am/my child is treated with dignity and respect by our outpatient clinician.

Q2: Please answer if receiving Homebased Services: My homebased clinician treats me with dignity and respect.

Q3: If you've received crisis response services (pre-screen for hospitalization, Urgent Psychiatric Care with a Medication Services provider, or crisis diversion). I am satisfied with crisis services provided by The Right Door.

Q4: If you've received AFTER HOURS services (called the 24/7 crisis line and received crisis response services after normal business hours). I am satisfied with after-hours crisis services provided by The Right Door.

Question	FY23 Q2 Total SA/Agree Responses	FY24 Total SA/Agree Responses	FY25 Total SA/Agree Responses
Q1	20/22 – 90.9%	34/34 – 100%	51/51 – 100%
Q2	14/16 – 87.5%	36/36 – 100%	47/47 – 100%
Q3	2/3* - 66.67%	11/13 – 84.62%	20/23 – 87%
Q4	2/3* - 66.67%	8/9* - 88.89%	14/18 – 77.8%

*Not statistically significant number of respondents.

Q1 Comments:

- We love Sara
- Tanya is extremely respectful and kind.
- Fantastic service all around
- Jeff is amazing
- I have nothing but good things to say about the team who has worked with ____ and all of the progress he has made. I am very happy with our services!!!!
- Yes
- Our OT is amazing and I recommend her to anyone who may need this type of service.

Q2 Comments:

- She's very understanding and helpful
- Doesn't always seem to listen or take action on what is said.
- Respectful of our conversations and interaction with my child
- Natasha is beyond outstanding at her job! She has made us feel comfortable and supportive!
- Yes

Q3 Comments:

- Not clear
- We got the help needed



Q4 Comments:

- Not clear
- Overall, positive experience. However, we did have an evening when there was no response for crisis support & this was discussed with a supervisor.

TELEHEALTH QUESTIONS

I have received telehealth services for (Check all that apply):

["Medication Services (psychiatric evaluation, medication review, nursing assistance)"]	25
["Outpatient"]	7
["Homebased"]	13
["Children's Case Management"]	7
["IMH"]	1
Grand Total	53

If I receive Telehealth services (Zoom/Teams) I am satisfied with these services. – 31/34 – 91.2%

OVERALL feedback on telehealth: Is there anything else you want us to now about your experience with telehealth or ways we can improve in this area?

- I just feel like it is not for my child. He is not one to sit for a telehealth appointment.
- Being able to access an online portal like MyChart and/or being able to connect it to MyChart so it's all in one location would be very helpful.
- Absolutely love telehealth. I love that it's convenient for my family's busy schedule and wish home based therapy could be done through telehealth at least once or twice a month if needed. I'm completely satisfied with telehealth services.
- I am satisfied with services (this survey was translated by case manager SanJuana Calderon) Mom agreed with it being translated.

FY25 Demographics

What Program/Services are you receiving or have you received:	
["Outpatient/Intensive Outpatient"]	17
["Homebased Services"]	39
["Residential"]	2
["Support Coordination/Casemanagment"]	30
["Other"]	1
Grand Total	89



How long have you been receiving services?

- Less than 6 months: 24
- 6-12 months: 20
- More than 12 months: 44

What best describes your ethnicity?

- Hispanic/Latino: 11
- Non-Hispanic/Latino: 77

What best describes your race?

- White: 74
- Black or African American: 2
- More than one race: 6
- Other/not-Available: 4

What is your sex assigned at birth?

- Male: 47
- Female: 37

Did someone assist you in completing this survey?

- Yes: 18
- No: 69

Additional Comments:

- Please incorporate telehealth services into home based therapy. It would be nice to have that option at least once or twice a month for families with busy schedules as it is so much more convenient.
- I am very happy and thankful for everything the right door has done for our family!!!!
- In explaining the neutral/dissatisfied as additional services (i.e. CLS, respite) did not occur or further follow-up regarding status/update.



Mid-State Health Network Survey Findings

Survey Findings –

MSHN's percentage of agreement for each subscale for FY25 scored above the desired threshold for three out of seven subscales. Figure 2 demonstrates the performance of each subscale compared to the previous year. MSHN met the 80% standard and scored the highest in the Cultural Sensitivity and Participation in Treatment domains for FY25. The subscales that MSHN did not meet the 80% include the following: Perception of Outcome of Services and Perception of Social Functioning.

The highest rated questions for The Right Door:

- Q14. Staff spoke with me in a way that I understand.
- Q12. Staff treated me with respect.
- Q13. Staff respected my family's religious/spiritual beliefs.

The lowest rated questions for The Right Door:

- Q19. My child is doing better in school and/or work.
- Q20. My child is better able to cope when things go wrong.
- Q18. My child gets along better with friends and other people.

Figure 2. MSHN YSS Longitudinal Data by Subscale and Subscale Line Item (**Distributed during COVID-19)

Youth	**FY21	FY22	FY23	FY24	FY25	TRD FY25
Perception of Access	96%	96%	90%	90%	93%	96.1%
Q8. The location of services was convenient for us.	97%	95%	93%	94%	96%	95.5%
Q9. Services were available at times that were convenient for us.	92%	93%	90%	90%	93%	96.7%
Perception of Participation in Treatment	93%	94%	92%	92%	92%	91.7%
Q2. I helped to choose my child's services.	93%	91%	89%	89%	93%	87.5%
Q3. I helped to choose my child's treatment goals.	97%	94%	92%	92%	95%	96.6%
Q6. I participated in my child's treatment.	87%	95%	93%	96%	95%	91%
Perception of Cultural Sensitivity	99%	98%	95%	95%	96%	97.8%
Q12. Staff treated me with respect.	97%	97%	95%	95%	96%	98.9%
Q13. Staff respected my family's religious/spiritual beliefs.	96%	93%	91%	92%	94%	97.4%
Q14. Staff spoke with me in a way that I understand.	99%	98%	96%	97%	97%	100%
Q15. Staff were sensitive to my cultural/ethnic background.	96%	93%	92%	93%	94%	94.9%
Appropriateness	89%	92%	84%	83%	87%	88.57%
Q1. Overall, I am satisfied with the services my child received.	90%	92%	89%	87%	91%	94.4%
Q4. The people helping my child stuck with us no matter what.	89%	88%	86%	86%	89%	91%
Q5. I felt my child had someone to talk to when she/he was troubled.	81%	90%	85%	84%	86%	89.7%
Q7. The services my child and/or family received were right for us.	82%	89%	86%	84%	89%	91.1%
Q10. My family got the help we wanted for my child.	83%	85%	82%	81%	85%	84.3%
Q11. My family got as much help as we needed for my child.	80%	80%	79%	76%	79%	80.9%
Perception of Outcome of Services	62%	68%	66%	67%	71%	64.74%
Q16. My child is better at handling daily life.	64%	69%	66%	69%	75%	65.7%
Q17. My child gets along better with family.	63%	70%	66%	73%	76%	67.4%

Q18. My child gets along better with friends and other people.	64%	69%	64%	71%	76%	62.9%
Q19. My child is doing better in school and/or work.	53%	62%	60%	63%	64%	58.4%
Q20. My child is better able to cope when things go wrong.	56%	59%	60%	51%	49%	61.4%
Q21. I am satisfied with our family life right now.	66%	70%	66%	67%	69%	68.9%
Q22. My child is better able to do things he or she wants to do.	69%	71%	70%	65%	74%	68.5%
Perception of Social Connectedness	92%	92%	92%	85%	87%	89.05%
Q23. I know people who will listen and understand me when I need to talk.	89%	91%	89%	87%	90%	89.9%
Q24. I have people that I am comfortable talking with about my child's problems.	93%	93%	90%	88%	92%	95.5%
Q25. In a crisis, I would have the support I need from family or friends.	88%	86%	86%	83%	83%	82%
Q26. I have people with whom I can do enjoyable things.	89%	89%	88%	87%	90%	88.8%
Perception of Social Functioning	65%	71%	68%	64%	66%	64.05%
Q16. My child is better at handling daily life.	64%	69%	66%	69%	75%	65.7%
Q17. My child gets along better with family.	63%	70%	66%	73%	76%	67.4%
Q18. My child gets along better with friends and other people.	64%	69%	64%	71%	76%	62.9%
Q19. My child is doing better in school and/or work.	53%	62%	60%	63%	64%	58.4%
Q20. My child is better able to cope when things go wrong.	56%	59%	60%	51%	49%	61.4%
Q22. My child is better able to do things he or she wants to do.	69%	71%	70%	65%	74%	68.5%

Next Steps

- Distribute the 2025 Experience of Care Report through the following review: Board of Directors, Leadership, Supervisors, Consumer Advisory Council.
- The Right Door will review internally individual cases of dissatisfaction and establish an action plan identifying growth areas, barriers, interventions, and process to monitor effectiveness of interventions.
- Any interventions decided upon will be documented on the Quality Improvement Plan for FY26.
- Specifically, The Right Door should focus on Perception of Social Functioning, and Outcomes of Services, both areas overlap several of the questions.
 - The following questions should be reviewed for actionable impact:
 - Q19. My child is doing better in school and/or work.
 - Q20. My child is better able to cope when things go wrong.
 - Q18. My child gets along better with friends and other people.
- Crisis numbers:
 - The Right Door focus' on providing families with coping skills to prevent hospitalization. However, families can become frustrated with diversion from hospitalization.
- Q19 – This may not be impacted by our services as we don't control school or work locations. We do have families that are frustrated by the school system.
 - Would like to consider adding a local question about if we have assisted in navigating the school system.
- Child Services teams will discuss the lower responses to see if there is anything that may be impacting.