



FY25

Satisfaction Survey Results

Mental Health Statistics Improvement Program Survey (MHSIP)

Introduction

The Mid-State Health Network (MSHN) Quality Assessment and Performance Improvement Program, as required by the Michigan Department of Health and Human Services (MDHHS), annually administers a 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 Mental Health Statistics Improvement Program (MHSIP) to conduct a region wide perception of care survey to adults experiencing a mental illness to determine any areas that may be deficient within the region. 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 includes individuals, 18 years or older, who experience a mental illness, intellectual development disability, and/or substance use disorder. Programs surveyed include Outpatient, Crisis and Case Management. Because The Right Door is also a Certified Community Behavioral Health Clinic (CCBHC) Demonstration Grantee, this data is also provided to the MDHHS for review of the CCBHC program. The Right Door has combined both CCBHC and non-CCBHC data for this report to look at all persons served.

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 are included in the survey. Each subscale included multiple questions related to the following subscale topics: General Satisfaction, Access to Care, Quality of Care, Participation in Treatment, Outcomes of Care, Functional Status, and Social Connectedness.

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 less than 2.5 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:

	MHSIP-Adult Version
Standard-“In Agreement”	<2.5
Strongly Agree	1
Agree	2
Neutral	3
Disagree	4
Strongly Disagree	5

Survey Response Rates

The response rate was calculated by dividing the number of surveys received by the number of individuals offered a survey during the distribution period.

# of surveys sent	# of surveys returned	Return Rate	Surveys Declined
MHSIP CCBHC – 554	MHSIP CCBHC – 115	MHSIP CCBHC – 21%	MHSIP CCBHC – 71
MHSIP Non- CCBHC - 64	MHSIP Non- CCBHC - 29	MHSIP Non- CCBHC - 45%	MHSIP Non- CCBHC - 9

Survey Findings

1. What program/services are you receiving or have you received?
 - a. **Outpatient:** 58 people
 - b. **Supports Coordination/Case Management:** 70 people
 - c. **Residential:** 9 People
 - d. **Other:** 4 People
2. How did you receive the survey?
 - a. **Mailed:** 17
 - b. **Electronic/Web-based:** 82
 - c. **Face-to-face:** 43



Service Satisfaction Questions:

Question	FY24 Total SA/Agree Responses	FY25 Total SA/Agree Responses
Q1. I like the services that I received.	133/136 – 98.79%	143/144 – 99.3%
Q2. If I had other choices, I would still choose to get services from this agency.	126/135 – 93.33%	134/142 – 94.4%
Q3. I would recommend this agency to a friend or family member.	129/135 – 95.56%	138/142 – 97.2%
Q4. The location of services was convenient.	128/136 – 94.12%	139/142 – 97.9%
Q5. Staff were willing to see me as often as I felt it was necessary.	123/133 – 92.48%	135/141 – 95.7%
Q6. Staff returned my calls within 24 hours.	120/131 – 91.6%	131/135 – 97%
Q7. Services were available at times that were good for me.	123/133 – 92.48%	135/140 – 96.4%
Q8. I was able to get all services I thought I needed.	121/135 – 89.63%	132/142 – 93%
Q9. I was able to see a psychiatrist/prescriber when I wanted to.	88/99 – 88.89%	107/110 – 97.3%
Q10. Staff believed that I could grow, change and recover.	122/129 – 94.57%	129/138 – 93.5%
Q11. I felt comfortable asking questions about my treatment, services and medication.	125/131 – 95.42%	136/141 – 96.5%
Q12. I felt free to complain.	121/134 – 90.3%	128/138 – 92.8%
Q13. I was given information about my rights.	129/135 – 95.56%	137/140 – 97.9%
Q14. Staff encouraged me to take responsibility for how I live my life.	121/130 – 93.08%	129/134 – 96.3%
Q15. Staff told me what side effects to watch for (Choose n/a if not prescribed medication).	72/80 – 90%	85/92 – 92.4%
Q16. Staff respected my wishes about who is and who is not to be given information about my services.	127/130 – 97.69%	140/142 – 98.6%
Q17. I, not staff, decided my treatment goals.	122/131 – 93.13%	133/142 – 93.7%
Q18. Staff were sensitive to my cultural/ethnic background.	115/122 – 94.26%	115/126 – 91.3%
Q19. Staff helped me obtain information I needed so I could take charge of managing my illness/disability.	119/127 – 93.7%	129/135 – 95.6%
Q20. I was encouraged to use consumer run programs (drop in, support groups).	106/121 – 87.6%	112/123 – 91.1%



As a Direct Result of the Services I Received Questions:

Question	FY24 Total SA/Agree Responses	FY25 Total SA/Agree Responses
Q21. I deal effectively with daily problems	102/130 – 78.46%	108/138 – 78.3%↓
Q22. I am better able to control my life.	102/132 – 77.27%	120/140 – 85.7%↑
Q23. I am better able to deal with crisis.	95/130 – 73.08%	111/137 – 81%↑
Q24. I am getting along better with my family.	98/130 – 75.38%	100/132 – 75.8%↑
Q25. I am able to get along better in social situations.	95/129 – 73.64%	112/139 – 80.6%↑
Q26. I do better in school and/or work. N/A if not working or attending school.	47/59 – 79.66%	52/63 – 82.5%↑
Q27. I am satisfied with my housing situation.	94/130 – 72.31%	110/137 – 80.3%↑
Q28. My symptoms are not bothering me as much.	76/108 – 70.37%	101/135 – 74.8%↑
Q29. I do things that are meaningful to me.	93/108 – 86.11%	119/142 – 83.8%↓
Q30. I am able to take care of my needs.	79/106 – 74.53%	109/139 – 78.4%↑
Q31. I am better able to handle things when they go wrong.	72/105 – 68.57%	106/139 – 76.3%↑
Q32. I am better able to do things that I want to do.	79/105 – 75.24%	114/139 – 82%↑

Questions about relationships with persons other than your providers:

Question	FY24 Total SA/Agree Responses	FY25 Total SA/Agree Responses
Q33. I am happy with the friendships I have.	107/132 – 81.06%	111/136 – 81.6%↑
Q34. I have people with whom I can do enjoyable things.	107/135 – 79.26%	118/140 – 84.3%↑
Q35. I feel I belong in my community.	87/134 – 64.93%	92/139 – 66.2%↑
Q36. In a crisis, I have the support I need from family or friends.	107/134 – 79.85%	118/139 – 84.9%↑

LOCAL SURVEY QUESTIONS:

Question	FY24 Total SA/Agree Responses	FY25 Total SA/Agree Responses
Q1. If receiving OPT or Group Therapy: My outpatient therapist treats me with dignity and respect.	74/74 – 100%	84/84 – 100%
Q2. If receiving CSM: My case manager treats me with dignity and respect.	104/105 – 99.05%	107/108 – 99.1%
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.	35/37 – 94.6%	43/44 – 97.7%
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.	24/28 – 85.71%	29/32 – 90.6%

Comments Q1: If receiving OPT or Group Therapy: My outpatient therapist treats me with dignity and respect.

- I'm glad I'm not made to feel uncomfortable for having my own outlook and views on things.
- "Rob has been great. I feel like I've not fully appreciated what he's done for me and I know I've not taken advantage of his, for lack of a better phrase, skills until recently.
- I'm not sure how to explain it but I've just started feeling more comfortable with somethings. Maybe that is growth and credit to him, as well "
- Excellent staff
- I love working with my counselor
- She always asks me whether I want to try something instead of just doing things.
- Just started
- Julia is a great therapist
- Rian has changed my life. He really knows his stuff. And Emily S. Has helped me with meds. I have never ever felt this good
- A great therapist that is able to meet with multiple individuals on multiple levels
- She has always been very respectful.
- Ashley is amazing
- She's a very nice person and great to talk to
- Keyla is amazing. She really listens, and helps me in the areas that I struggle in.
- Brian is always respectful and communicative, and always takes my concerns into account.

Comments Q2: If receiving CSM: My case manager treats me with dignity and respect.

- Kimberly has been with me for 3 years and she is perfect for me. I will never change case managers.
- "I'd liked her to get a raise"
- I love Brenda, I can talk freely to her and her support means a lot to me
- Kim is always there for us
- Kim is great with _____!
- Kim is nice to me, she listens
- Great demeanor
- She is very respectful of my opinions and space.
- Stephanie is new. _____ likes Stephanie so far.
- Kim is nice to me
- We have had Kim for 3 years and she is the very best at what she does.
- Nicole understands how to treat me respectfully.
- She's very respectful
- Kim is good to me.
- I've never felt more comfortable being open with someone until Rob at the right door. I've already recommended his services to a few people, although they live a bit further away. It's crazy how much further I have been able to get in my mental health journey with a therapist I have mutual respect and professional connection with. Dr Raccuia has me feeling very similarly, and although I don't have the same depth of conversation with her, I've always felt comfortable and important.
- I am grateful for the time consuming hard dedicated work our case management has done over the years in order to provide the most independent, safe and healthy environment in which I can live and thrive in my community. It has opened doors I never expected I would have. Thank you!!
- Ms Cayla is a Great Advocate! Her Kindness and skilled supports help connect my needs with the supports in my community and home.
- Cayla is always respectful and sensitive to my feelings. She is kinds, considerate, and accommodating, and she helped me get a bike so I can get around better.
- She listens to me, talks to me. She is kind, caring, helpful.
- Great case worker
- Kim is so good with _____. I never thought he'd stop hurting himself and he is doing better. You understand him. And you take the time to get to know him as a person. No one else ever did that. I'll take it.
- Kim Is very helpful and we enjoy your visits.
- Kim Roberts. We are very thankful for Kim. And very blessed that she is _____ case manager
- Kim is very good with my boys.
- I love Kim. She listens and helps me out a lot
- Kim has been a great help to us.



- Understanding what rights are.
- Kim is the best!

Comments on Question 4: After Hours Crisis Line

- The people who answered the phone every time I called did not ask me for my name, did not offer consultation with a social worker or help me in any way. One lady said, I can't do anything but offer a listening ear and suggest coping skills. Two people told me to go to the emergency department where a social worker would talk to me. I replied that that would be very expensive; couldn't the social worker just call me? One of the people said No, while the other person said she would take my number and maybe someone would call me back. She didn't take my name. No one called me. One woman said I have poor coping skills and should go take a hot shower. Anyone who works with me would have disagreed with both of those statements. I am very soured on the crisis line.
- I have only used the crisis line one time, and the lady was not helpful to me at all.

TELEHEALTH QUESTIONS

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

["Medication Services (psychiatric evaluation, medication review, nursing assistance)"]	58
["Outpatient"]	38
["Case Management"]	36

If I receive Telehealth services I am satisfied with these services:

FY25 Total SA/Agree Responses

82/86 – 95.3%

Comments about telehealth:

- I didn't realize the visit would be only 45 minutes long.
- Good doctors
- I prefer to see my doctor face to face not on a screen, I had to see Sue on a screen. Now I'm with Laurie in person
- They were absolutely adequate; I just prefer in person.
- Last year it was fine.
- Great option to have
- This service is very convenient for me because I do not drive, and sometimes money is really tight and I am not always able to afford the bus.
- Sometimes it doesn't connect smoothly , it seems like occasionally it's complicated to connect



- I would like to use it for Case manager visits.

Is there anything else you want us to know about your experience with telehealth or ways we can improve in this area?

- I am good
- It's helpful to have the option of a telehealth visit due to relying on others for rides.
- Don't use
- Good experience
- I absolutely adore the telehealth services!
- Wish we could use more
- Telehealth is very professional. I detect no loss of quality in services from in-person appointments.
- Worked out great
- I was originally told to go to Ionia and get my medication, only to go to a room with a laptop with the nurse on a screen. I would recommend you tell people they will be doing a zoom call because I'd rather not drive to a facility when I can just do it from home.
- I've had a great experience so far!
- I don't care for it. I prefer in person
- I am very happy with Dr Sanchez
- We love it

OVERALL Comments:

- Would like to once again highlight Rob. I've tried a few different therapists and psychologists in the past, and he is the first that has made me feel open and not judged. I still have a few barriers we are working on, but I thought therapy was a lost cause on me for a long time. It genuinely helps extremely. He has worked with me to accommodate my needs and memory, and so have the nurses (offering additional texts) and dr raccuia (once called me when I forgot about an appointment so I could hop on). Very gracious about memory overall at the right door, which i appreciate so much. Melissa at the front always makes me feel very welcome and informed and I know I'm at the right place. I dont have anything specific to follow up on, but feel free to reach out.
- Brian is a great therapist, he does a wonderful job, and is certainly doing work that he loves, and it shows.
- Jen is always so kind, and thoughtful. She remembers things I have said and always makes me feel heard.
- Case manager refuses to meet with client separately from roommate. Staff has offered to bring client to Case management location to avoid shared Case Manager meetings. Case management stills continues to turn down offers of separate meetings and pursue meetings for both clients at the same time.



Demographics

Long Term Service Supports Demographics – 68 Persons Receiving LTSS Services

- **1915i Waiver - Community Living Supports (CLS), Respite, Supported Employment, Goods and Services, Environmental Modifications, Specialty Therapies**

Do you receive any of the following services?

CLS - maintain self-sufficiency, facilitate achievement of their goals of community inclusion and participation, independence or productivity.	43
Respite - short-term relief for persons normally providing care	26
Fiscal Intermediary Services (If you receive self directed services)	16
Non-family training - coaching, supervision and monitoring of CLS staff by professional staff	11
Family Training - instructions about treatment regimens and use of equipment specified in the IPOS, and includes updates as needed to safely maintain the beneficiary at home	7
Supported Employment - promote self-direction, are often customized, and are aimed to meet a beneficiary's personal and career goals and outcomes identified in the IPOS	5
Environmental Modifications - Physical adaptations to the beneficiary's own home or apartment and/or workplace.	4
Specialty Therapies (Music,Art,Massage,etc.)	3

How long have you been in services?

- **Less than 6 months: 21**
- **6-12 months: 19**
- **More than 12 months: 102**

Which best describes your ethnicity?

- **Hispanic/Latino: 8**
- **Not Hispanic/Latino: 132**

Which of the following best describes your race?

American Indian/Alaska Native	4
Black or African American	1
Multi racial	2
Native-Hawaiian or other Pacific Islander	1
White	133
Grand Total	141



Sex Assigned at Birth:

- Female: 69
- Male: 73

MSHN Survey Findings

MSHN's percentage of agreement for each subscale for FY25 scored above the desired threshold for four out of seven subscales as indicated below. MSHN scored the highest in the "General Satisfaction" and "Quality and Appropriateness." The MSHN scores encompass the scores of the 12 CMHSPs serving the MSHN region of 21 counties.

MHSIP Domains

 General Satisfaction
 Access to Care
 Quality and Appropriateness of Care
 Participation in Treatment Planning
 Outcomes
 Functioning
 Social Connectedness

Adults	FY20	FY21	FY22	FY23	FY24	FY25	TRD
General Satisfaction	92%	92%	93%	90%	88%	91%	97%
Q1. I like the services that I received.	92%	92%	93%	92%	90%	92%	99.3%
Q2. If I had other choices, I would still choose to get services from this mental health agency.	89%	88%	89%	86%	85%	88%	94.4%
Q3. I would recommend this agency to a friend or family member.	92%	91%	92%	89%	87%	89%	97.2%
Perception of Access	91%	92%	91%	88%	87%	89%	96.2%
Q4. The location of services was convenient.	89%	90%	89%	89%	88%	89%	97.9%
Q5. Staff were willing to see me as often as I felt it was necessary.	90%	90%	92%	89%	89%	90%	95.7%
Q6. Staff returned my calls within 24 hours.	88%	87%	89%	86%	84%	87%	97%
Q7. Services were available at times that were good for me.	92%	93%	93%	90%	90%	91%	96.4%
Q8. I was able to get all the services I thought I needed.	87%	88%	89%	86%	83%	87%	93%
Q9. I was able to see a psychiatrist when I wanted to.	81%	81%	81%	81%	81%	83%	97.3%
Perception of Quality and Appropriateness	92%	92%	93%	89%	88%	91%	94.4%
Q10. Staff believed that I could grow, change and recover.	88%	90%	91%	88%	87%	90%	93.5%
Q12. I felt free to complain.	86%	90%	87%	84%	84%	86%	92.8%
Q13. I was given information about my rights.	93%	92%	94%	91%	91%	93%	97.9%
Q14. Staff encouraged me to take responsibility for how I live my life.	91%	88%	91%	87%	86%	89%	96.3%
Q15. Staff told me what side effects to watch for.	82%	83%	81%	77%	78%	81%	92.4%
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	93%	93%	94%	90%	92%	93%	98.6%
Q18. Staff were sensitive to my cultural/ ethnic background.	89%	87%	90%	87%	88%	88%	91.3%
Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	89%	89%	90%	86%	85%	89%	95.6%
Q20. I was encouraged to use consumer-run programs.	85%	84%	85%	81%	81%	82%	91.1%
Perception of Participation in Treatment Planning	92%	93%	88%	85%	83%	86%	95.1%
Q11. I felt comfortable asking questions about my treatment, services, and medication.	90%	90%	91%	90%	88%	91%	96.5%
Q17. I, not staff, decided my treatment goals.	87%	87%	89%	85%	84%	87%	93.7%

Perception of Outcome of Services	75%	71%	70%	71%	69%	69%	79.9%
Q21. I deal more effectively with daily problems.	80%	79%	80%	77%	73%	72%	78.3%
Q22. I am better able to control my life.	78%	76%	77%	75%	72%	71%	85.7%
Q23. I am better able to deal with crisis.	74%	72%	74%	71%	64%	64%	81%
Q24. I am getting along better with my family.	73%	70%	71%	72%	73%	72%	75.8%
Q25. I do better in social situations.	65%	61%	65%	66%	69%	71%	80.6%
Q26. I do better in school and/or work.	62%	63%	61%	62%	68%	69%	82.5%
Q27. My housing situation has improved.	69%	64%	64%	71%	72%	72%	80.3%
Q28. My symptoms are not bothering me as much.	60%	64%	64%	62%	62%	62%	74.8%
Perception of Functioning	77%	76%	69%	71%	69%	65%	80%
Q29. I do things that are more meaningful to me.	74%	73%	72%	75%	62%	62%	83.8%
Q30. I am better able to take care of my needs.	78%	75%	76%	75%	77%	77%	78.4%
Q31. I am better able to handle things when they go wrong.	68%	68%	69%	69%	72%	72%	76.3%
Q32. I am better able to do things that I want to do.	72%	70%	72%	73%	62%	62%	82%
Perception of Social Connectedness	81%	79%	71%	74%	70%	71%	79.3%
Q33. I am happy with the friendships I have.	78%	75%	75%	78%	72%	73%	81.6%
Q34. I have people with who I can do enjoyable things.	79%	79%	78%	79%	76%	77%	84.3%
Q35. I feel I belong in my community.	65%	61%	63%	67%	78%	80%	66.2%
Q36. In a crisis, I would have the support I need from family or friends.	81%	76%	78%	79%	66%	65%	84.9%

Summary

MSHN's performance standard includes an achievement of 80% or higher for the percentage of response in agreement (<2.50).

Areas in which 80% of the individuals served at The Right Door that were in agreement with the statement included the following:

- General Satisfaction – 96.96%
- Perception of Access – 96.2%
- Perception of Participation in Treatment – 95.1%
- Perception of Quality and Appropriateness – 94.4%
- Perception of Functioning – 80.1%

Areas under 80% for the individuals served at The Right Door included the following. These focus on clinical outcomes:

- Perception of Outcome of Services – 79.9%
- Perception of Social Connectedness – 79.3%

The highest rated questions for The Right Door were the following (MSHN's were Q1, Q13 and Q16):

- Q1: I like the services that I received. – 99.3%
- Q16: Staff respected my wishes about who is and who is not to be given information about my treatment services. – 98.6%
- Q4: The location of services was convenient. – 97.9%
- Q13: I was given information about my rights. – 97.9%



The lowest rated questions for The Right Door were the following (MSHN's were Q28, Q31 and Q35):

- Q35: I feel I belong in my community. – 66.2%
- Q28: My symptoms are not bothering me as much. – 74.8%
- Q24: I'm getting along better with family. – 75.8%

Recommendations/Follow-up

- Distribute this MHSIP report to the providers through relevant committee/council for development of local improvement plan, identification of barriers, and development of interventions, with measures of effectiveness for the following areas and in relation to the specific questions that scored lower than 80%. To note, The Right Door scored higher than the affiliation on all of the below questions except for question 35.
 - MHSIP -Outcomes of Services
 - Q21: I deal more effectively with daily problems. – 78.3%
 - Q24: I'm getting along better with family. – 75.8%
 - Q28: My symptoms are not bothering me as much. – 74.8%
 - MHSIP-Social Connectedness
 - Q35: I feel I belong in my community. – 66.2%
- The Right Door will assist MSHN in identifying any regional barriers, and relevant regional interventions for implementation into the actions to improve outcomes of persons served.

DISCUSSED how to improve social connectedness Q35:

- Concern with community feeling disconnected as a whole since COVID pandemic.
- Discussed that staff who don't live in the community don't know all the happenings and have to be very purposeful about knowing what events to tell people about.
- Listening Ear provider began assisting persons served with I/DD access community events and activities since mid-2025. This has been successful and well appreciated by persons and guardians.

Action items:

1. Peers are having a retreat in 2025 and will be looking at ways to assist adults in getting integrated into the community in 2026.
2. Peers will add community events to the peer calendar
3. Leadership will request that the community events in the newsletter be added to computer screens and printed for lobbies.
4. Intensive Case management team has been connecting people to game night in Ionia and is seeing it growing.
5. Drop off newsletter at several locations in Ionia County when they come out each month.
6. Discussed potential for persons to receive the newsletter at Health Screen appointments.



Reviewed by the Board of Directors: 10/20/25

Reviewed by Leadership: 11/10/25

Reviewed by Supervisors: 11/10/25

Reviewed by the CAC: