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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), 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 Home Based Services (HBS), Outpatient Therapy (OPT), and Case Management (CSM). The data obtained by each CMHSP was provided to MSHN for regional analysis and was used to determine any areas that may benefit from quality improvement efforts to increase satisfaction and improve services. The survey results were reported to MSHN's Quality Improvement Council (QIC), the Regional Consumer Advisory Council, and is available to stakeholders on the MSHN Website and upon request.

Methodology

The population group included individuals 17 years or younger who received services between June 1, 2022 and July 30, 2022. The raw data was required to be received by MSHN no later than August 31, 2022. MSHN prepared an analysis, which included comparison data between the CMHSP participants. The analysis results are divided into subscale and subscale line item for both the PIHP and the CMHSP. Seven subscales were included in the survey: 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.

Individuals missing more than 1/3 of the total responses (blanks, or invalid response) were excluded from the data calculations. Subscale line items that include a blank result in all subscale line items were excluded from the calculations of that subscale. Note, the number of responses included in the subscale average/mean and subscale percentage of agreement could be less than that of each individual question as a result of the removal of unanswered questions when calculating the subscale. Individual mean scores greater than or equal to 3.50 are classified as being "in agreement." The total number of respondents "in agreement" was then 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. The number of surveys distributed was determined using three different methods; 1) number mailed, 2) the number offered, and 3) the unique number of individuals served during

the survey time period. The process used for distribution may impact the response rates. Figure 1 indicates the return rate for each CMHSP where data was available prior to August 31, 2021.

Figure 1. MSHN and CMHSP Participants Return Rate

YSSF	2019/20**	FY21	FY21	FY22	FY22
	Response Rates	Response Rates	Received in FY21	Response Rates	Received in FY22
MSHN	17%	11%	575	21%	882
BABH	13%	14%	54	29%	144
CEI	9%	2%	17	8%	81
CMHCM	5%	9%	51	12%	76
GIHN	23%	10%	22	18%	47
HBH	9%	21%	12	38%	16
The Right Door	11%	21%	34	42%	62
Lifeways	59%	42%	163	73%	125
MCN	9%	6%	9	64%	104
NCMH	65%	39%	74	40%	98
Saginaw	8%	2%	41	7%	55
Shiawassee	11%	12%	16	8%	8
TBHS	25%	65%	82	59%	66

Survey Findings

MSHN's percentage of agreement for each subscale for FY22 scored above the desired threshold for five out of seven subscales. Figure 2 demonstrates the performance of each subscale compared to the previous year. MSHN scored the highest in the "Perception of Cultural Sensitivity", "Perception of Access", and "Perception of Participation in Treatment". Each subscale scored above the desired threshold of 80%, except the areas of "Perception of Outcomes of Services" and "Perception of Social Functioning".

Figure 2. MSHN Subscale Ranking Percentage of Agreement

Subscale	MSHN 2020**	U.S. 2020	MSHN 2021	MSHN 2022
Perception of Cultural Sensitivity	98%	95%	99%	98%
Perception of Access	95%	89%	96%	96%
Perception of Participation in Treatment	94%	89%	93%	94%
Perception of Social Connectedness	92%	88%	92%	92%
Perception of Appropriateness	87%	89%	89%	92%
Perception of Social Functioning	65%	-	71%	68%
Perception of Outcomes	62%	75%	68%	66%

In addition to the subscale score, a score is calculated to determine agreement with the individual question. This is completed using two methods. The first method calculates the percentage of those who demonstrated a 3.50 or above (Figure 3 and Appendix A). The second method as demonstrated in Figure 4 provides the mean of each question. A score of 3.50 or higher indicates agreement with the statement.

Figure 3. MSHN YSS Longitudinal Data by Subscale and Subscale Line Item (**Distributed during COVID-19)

Youth	**FY20	**FY21	FY22
Perception of Access	95%	96%	96%
Q8. The location of services was convenient for us.	94%	97%	95%
Q9. Services were available at times that were convenient for us.	92%	92%	93%
Perception of Participation in Treatment	94%	93%	94%
Q2. I helped to choose my child’s services.	92%	93%	91%
Q3. I helped to choose my child’s treatment goals.	94%	97%	94%
Q6. I participated in my child’s treatment.	96%	87%	95%
Perception of Cultural Sensitivity	98%	99%	98%
Q12. Staff treated me with respect.	97%	97%	97%
Q13. Staff respected my family’s religious/spiritual beliefs.	94%	96%	93%
Q14. Staff spoke with me in a way that I understand.	98%	99%	98%
Q15. Staff were sensitive to my cultural/ethnic background.	94%	96%	93%
Appropriateness	87%	89%	92%
Q1. Overall, I am satisfied with the services my child received.	89%	90%	92%
Q4. The people helping my child stuck with us no matter what.	89%	89%	88%
Q5. I felt my child had someone to talk to when she/he was troubled.	85%	81%	90%
Q7. The services my child and/or family received were right for us.	87%	82%	89%
Q10. My family got the help we wanted for my child.	82%	83%	85%
Q11. My family got as much help as we needed for my child.	75%	80%	80%
Perception of Outcome of Services	62%	68%	66%
Q16. My child is better at handling daily life.	64%	69%	66%
Q17. My child gets along better with family.	63%	70%	66%
Q18. My child gets along better with friends and other people.	64%	69%	64%
Q19. My child is doing better in school and/or work.	53%	62%	60%
Q20. My child is better able to cope when things go wrong.	56%	59%	60%
Q21. I am satisfied with our family life right now.	66%	70%	66%
Q22. My child is better able to do things he or she wants to do.	69%	71%	70%
Perception of Social Connectedness	92%	92%	92%
Q23. I know people who will listen and understand me when I need to talk.	89%	91%	89%
Q24. I have people that I am comfortable talking with about my child’s problems.	93%	93%	90%
Q25. In a crisis, I would have the support I need from family or friends.	88%	86%	86%
Q26. I have people with whom I can do enjoyable things.	89%	89%	88%
Perception of Social Functioning	65%	71%	68%
Q16. My child is better at handling daily life.	64%	69%	66%
Q17. My child gets along better with family.	63%	70%	66%
Q18. My child gets along better with friends and other people.	64%	69%	64%
Q19. My child is doing better in school and/or work.	53%	62%	60%
Q20. My child is better able to cope when things go wrong.	56%	59%	60%
Q22. My child is better able to do things he or she wants to do.	69%	71%	70%

Figure 4. The mean score for each subscale on scale from 1-5 with 5 being “Strongly Agree”.

Subscale	MSHN 2020	MSHN 2021	MSHN 2022
Perception of Cultural Sensitivity	4.60	4.66	4.66
Perception of Access	4.50	4.56	4.57
Perception of Participation in Treatment	4.47	4.43	4.50
Perception of Social Connectedness	4.33	4.38	4.36
Appropriateness	4.31	4.27	4.41
Functioning	3.70	3.80	3.79
Outcomes	3.70	3.80	3.79

Summary

The Youth Satisfaction Survey for Families was administered by each CMHSP Participant. The survey consisted of the following subscales: Perception of access, Perception of access, Perception participation treatment, Perception of cultural sensitivity, Appropriateness, Perception of outcomes of services, Perception of social connectedness, and Perception of social functioning.

MSHN's performance standard includes an achievement of 80% or higher for subscales or an average equal to or above 3.50.

General areas in which individuals served felt MSHN performed well included the following:

- Cultural Sensitivity
- Access
- Participation in Treatment
- Social Connectedness
- Appropriateness

Individual receiving service indicated that:

- Staff spoke with them in a way they understand.
- Staff treated them with respect.
- The location of services was convenient for them.
- Staff respected their family's religious/spiritual beliefs.
- Staff were sensitive to their cultural/ethnic background.
- They participated in their child's treatment.

Growth opportunities are in the areas of Perception of Outcomes of Services, and Perception of Social Functioning

Recommendations

- Distribute the 2022 Perception of Care Report to the CMHSP participants through the following committee/council review: Quality Improvement Council (QIC), Regional Consumer Advisory Committee (RCAC)
- Each CMHSP will internally review individual cases of dissatisfaction and create an action plan which will identify growth areas, barriers, interventions, and a process to monitor the effectiveness of interventions.
- MSHN and CMHSP interventions will be documented on the QIC action plan.
- QIC, in collaboration with relevant MSHN committees/council, will obtain additional feedback from consumer groups to identify barriers, and assist in the development of relevant interventions, with measures of effectiveness for the Perception of Social Functioning, and Outcomes of Services areas.

Completed by: Sandy Gettel Quality Manager MSHN

Date: 10/26/2022

Reviewed by: MSHN Quality Improvement Council

Date: 10/27/2022

Appendix A. MSHN and CMHSP Longitudinal Data of Percentage of Agreement

		MSHN	BABH	CEI	CMHC M	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Appropriate- ness	FY20	87%	79%	80%	79%	87%	86%	88%	94%	88%	95%	85%	77%	100%
	FY21	89%	88%	65%	72%	90%	100%	94%	88%	67%	93%	95%	88%	99%
	FY22	92%	96%	92%	77%	95%	88%	*	97%	93%	94%	80%	75%	94%
Access	FY20	95%	93%	94%	92%	98%	86%	100%	98%	81%	96%	93%	85%	100%
	FY21	96%	94%	94%	90%	95%	100%	97%	97%	78%	95%	100%	100%	99%
	FY22	96%	99%	99%	93%	100%	94%	97%	96%	98%	99%	78%	88%	97%
Outcome of Services	FY20	62%	55%	47%	50%	70%	50%	62%	67%	60%	75%	56%	62%	73%
	FY21	68%	62%	35%	56%	55%	73%	74%	71%	56%	75%	68%	56%	78%
	FY22	66%	68%	64%	52%	84%	33%	81%	67%	59%	73%	54%	43%	70%
Cultural Sensitivity	FY20	98%	96%	98%	98%	100%	100%	97%	99%	100%	100%	95%	100%	100%
	FY21	99%	98%	100%	94%	95%	100%	100%	100%	100%	99%	98%	94%	100%
	FY22	98%	99%	100%	94%	98%	94%	100%	99%	100%	100%	87%	100%	97%
Participation in Treatment	FY20	94%	93%	94%	96%	91%	71%	97%	97%	94%	96%	95%	77%	100%
	FY21	93%	94%	94%	92%	91%	100%	97%	87%	78%	96%	98%	94%	100%
	FY22	94%	94%	91%	91%	100%	100%	97%	95%	91%	97%	87%	100%	91%
Social Connectedness	FY20	92%	91%	86%	83%	95%	100%	90%	97%	94%	97%	91%	92%	100%
	FY21	92%	92%	82%	76%	91%	100%	100%	96%	78%	90%	90%	81%	96%
	FY22	92%	92%	93%	92%	96%	88%	94%	93%	96%	98%	73%	100%	82%
Social Functioning	FY20	65%	56%	53%	52%	72%	43%	66%	70%	60%	76%	61%	62%	73%
	FY21	71%	62%	59%	65%	55%	73%	76%	73%	56%	74%	72%	69%	83%
	FY22	68%	69%	66%	59%	87%	33%	84%	70%	62%	75%	56%	57%	70%

(* Incomplete Data Set)

Appendix B. The CMHSP YSS mean score for each subscale and subscale line item Scale from 1-5 with 5 being “Strongly Agree”.

	MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Perception of Access													
FY21	4.56	4.36	4.47	4.32	4.36	4.71	4.65	4.60	4.00	4.71	4.52	4.31	4.75
FY22	4.57	4.68	4.68	4.33	4.69	4.63	4.63	4.57	4.60	4.56	4.17	4.19	4.64
Perception of Participation in Treatment													
FY21	4.43	4.24	4.29	4.31	4.24	4.69	4.69	4.20	4.19	4.68	4.47	4.50	4.79
FY22	4.50	4.54	4.54	4.35	4.50	4.65	4.60	4.54	4.49	4.55	4.32	4.33	4.48
Perception of Cultural Sensitivity													
FY21	4.66	4.36	4.73	4.49	4.43	4.79	4.80	4.67	4.31	4.87	4.56	4.47	4.87
FY22	4.65	4.77	4.77	4.46	4.66	4.67	4.62	4.70	4.70	4.59	4.40	4.63	4.65
Appropriateness													
FY21	4.27	4.15	3.59	3.95	4.17	4.71	4.51	4.10	3.78	4.50	4.34	4.23	4.72
FY22	4.41	4.52	4.50	3.96	4.44	4.45	*	4.54	4.48	4.41	3.99	4.35	4.54
Perception of Outcome of Services													
FY21	3.80	3.70	3.34	3.63	3.44	3.88	3.80	3.88	3.21	4.04	3.75	3.58	3.92
FY22	3.79	3.80	3.80	3.60	4.16	3.23	4.08	3.84	3.72	3.95	3.51	3.82	3.73
Perception of Social Connectedness													
FY21	4.38	4.20	4.07	4.01	4.20	4.67	4.48	4.41	3.64	4.58	4.53	4.14	4.57
FY22	4.36	4.41	4.41	4.22	4.41	4.27	4.30	4.44	4.49	4.42	3.93	4.53	4.23
Perception of Social Functioning													
FY21	3.80	3.68	3.35	3.64	3.42	3.87	3.82	3.87	3.20	4.02	3.77	3.60	3.92
FY22	3.79	3.78	3.78	3.61	4.14	3.20	4.11	3.85	3.72	3.95	3.49	3.83	3.75

Appendix C. YSS Questions Ranked

Scale 1-5 with 5 being in agreement. Green indicates most agreement; Red indicates the least agreement.

Questions	MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Q14. Staff spoke with me in a way that I understand.	4.71	4.78	4.85	4.59	4.76	4.69	4.65	4.79	4.71	4.63	4.51	4.75	4.70
Q12. Staff treated me with respect.	4.71	4.83	4.85	4.48	4.82	4.81	4.38	4.78	4.77	4.63	4.35	4.63	4.73
Q8. The location of services was convenient for us.	4.61	4.77	4.69	4.44	4.69	4.63	4.62	4.58	4.64	4.60	4.22	4.38	4.67
Q13. Staff respected my family’s religious/spiritual beliefs.	4.60	4.74	4.75	4.34	4.53	4.56	4.77	4.69	4.63	4.52	4.35	4.50	4.55
Q15. Staff were sensitive to my cultural/ethnic background.	4.59	4.71	4.61	4.41	4.51	4.63	4.65	4.55	4.68	4.60	4.38	4.63	4.63
Q6. I participated in my child’s treatment.	4.58	4.53	4.68	4.51	4.53	4.69	4.65	4.66	4.53	4.60	4.40	4.75	4.58
Q1. Overall, I am satisfied with the services my child received.	4.52	4.60	4.63	4.14	4.58	4.50	4.10	4.69	4.58	4.51	4.05	4.63	4.67
Q9. Services were available at times that were convenient for us.	4.52	4.57	4.66	4.19	4.69	4.63	4.65	4.57	4.56	4.52	4.13	4.00	4.61
Q3. I helped to choose my child’s treatment goals.	4.51	4.58	4.59	4.35	4.44	4.56	4.58	4.53	4.51	4.53	4.36	4.13	4.55
Q4. The people helping my child stuck with us no matter what.	4.47	4.57	4.58	4.14	4.40	4.44		4.58	4.49	4.54	4.02	4.50	4.61
Q5. I felt my child had someone to talk to when she/he was troubled.	4.45	4.53	4.53	4.07	4.58	4.63	4.62	4.54	4.51	4.41	4.04	4.25	4.58
Q7. The services my child and/or family received were right for us.	4.43	4.52	4.51	4.01	4.40	4.44	4.46	4.54	4.44	4.50	4.02	4.38	4.58
Q24. I have people that I am comfortable talking with about my child’s problems.	4.41	4.47	4.47	4.34	4.42	4.44	4.31	4.46	4.55	4.47	3.91	4.63	4.33
Q2. I helped to choose my child’s services.	4.40	4.49	4.34	4.17	4.53	4.69	4.58	4.44	4.41	4.50	4.18	4.13	4.31
Q23. I know people who will listen and understand me when I need to talk.	4.38	4.42	4.41	4.17	4.36	4.31	4.12	4.51	4.49	4.44	3.96	4.63	4.39
Q10. My family got the help we wanted for my child.	4.36	4.45	4.39	3.85	4.39	4.38	4.65	4.49	4.45	4.36	3.96	4.25	4.45
Q26. I have people with whom I can do enjoyable things.	4.35	4.39	4.44	4.20	4.44	4.13	4.35	4.42	4.51	4.46	4.05	4.50	4.00
Q25. In a crisis, I would have the support I need from family or friends.	4.31	4.38	4.43	4.17	4.42	4.19	4.42	4.38	4.42	4.30	3.80	4.38	4.18
Q11. My family got as much help as we needed for my child.	4.24	4.36	4.30	3.62	4.34	4.31	4.58	4.40	4.34	4.12	3.87	4.13	4.33
Q22. My child is better able to do things he or she wants to do.	3.88	3.94	3.91	3.59	4.24	3.20	3.81	4.03	3.83	4.02	3.61	3.50	3.85
Q16. My child is better at handling daily life.	3.85	3.76	3.84	3.70	4.20	3.31	4.58	3.87	3.78	4.09	3.56	3.88	3.82
Q18. My child gets along better with friends and other people.	3.79	3.86	3.75	3.65	4.16	3.25	3.85	3.82	3.69	4.03	3.53	3.88	3.70
Q21. I am satisfied with our family life right now.	3.79	3.85	3.91	3.55	4.22	3.38	3.88	3.79	3.76	3.92	3.57	3.63	3.61
Q17. My child gets along better with family.	3.78	3.76	3.81	3.73	4.02	3.44	4.15	3.76	3.66	3.96	3.46	3.75	3.82
Q19. My child is doing better in school and/or work.	3.73	3.77	3.69	3.45	4.18	3.25	4.23	3.78	3.70	3.76	3.56	4.00	3.61
Q20. My child is better able to cope when things go wrong.	3.68	3.63	3.67	3.57	4.07	3.00	4.04	3.82	3.60	3.82	3.25	3.88	3.73

Appendix D. MSHN and CMHSP YSS Total Valid Count for Each Question

Questions	MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Q1. Overall, I am satisfied with the services my child received.	845	144	81	75	47	16	26	125	104	98	55	8	66
Q2. I helped to choose my child’s services.	878	144	80	75	47	16	62	125	104	98	55	8	64
Q3. I helped to choose my child’s treatment goals.	880	144	80	76	47	16	62	125	104	97	55	8	66
Q4. The people helping my child stuck with us no matter what.	814	142	80	75	47	16		125	103	97	55	8	66
Q5. I felt my child had someone to talk to when she/he was troubled.	880	144	80	76	47	16	62	125	103	98	55	8	66
Q6. I participated in my child’s treatment.	879	143	80	75	47	16	62	125	104	98	55	8	66
Q7. The services my child and/or family received were right for us.	882	144	81	76	47	16	62	125	104	98	55	8	66
Q8. The location of services was convenient for us.	880	143	81	75	47	16	62	125	104	98	55	8	66
Q9. Services were available at times that were convenient for us.	881	144	81	75	47	16	62	125	104	98	55	8	66
Q10. My family got the help we wanted for my child.	880	144	81	76	46	16	62	125	104	97	55	8	66
Q11. My family got as much help as we needed for my child.	880	144	81	76	46	16	62	125	104	97	55	8	66
Q12. Staff treated me with respect.	882	144	81	76	47	16	62	125	104	98	55	8	66
Q13. Staff respected my family’s religious/spiritual beliefs.	873	144	78	75	47	16	62	125	103	94	55	8	66
Q14. Staff spoke with me in a way that I understand.	882	144	81	76	47	16	62	125	104	98	55	8	66
Q15. Staff were sensitive to my cultural/ethnic background.	877	144	80	75	47	16	62	125	104	97	55	8	64
Q16. My child is better at handling daily life.	869	144	80	71	45	16	62	125	103	94	55	8	66
Q17. My child gets along better with family.	869	144	79	71	45	16	62	125	103	96	54	8	66
Q18. My child gets along better with friends and other people.	868	144	79	71	45	16	62	125	103	94	55	8	66
Q19. My child is doing better in school and/or work.	860	141	77	69	45	16	62	125	102	95	55	7	66
Q20. My child is better able to cope when things go wrong.	866	143	78	70	45	16	62	125	102	96	55	8	66
Q21. I am satisfied with our family life right now.	869	144	80	71	45	16	62	125	103	95	54	8	66
Q22. My child is better able to do things he or she wants to do.	866	143	79	71	45	15	62	125	102	96	54	8	66
Q23. I know people who will listen and understand me when I need to talk.	869	144	80	71	45	16	62	125	101	96	55	8	66
Q24. I have people that I am comfortable talking with about my child’s problems.	846	144	57	71	45	16	62	125	101	96	55	8	66
Q25. In a crisis, I would have the support I need from family or friends.	869	144	80	71	45	16	62	125	101	96	55	8	66
Q26. I have people with whom I can do enjoyable things.	869	144	80	71	45	16	62	125	101	96	55	8	66