2023 Consumer Satisfaction Survey
Final Analysis & Recommendations

Feb. 2024

Prepared by: Kiaer Research

Prepared for: Southwest Michigan Behavioral Health
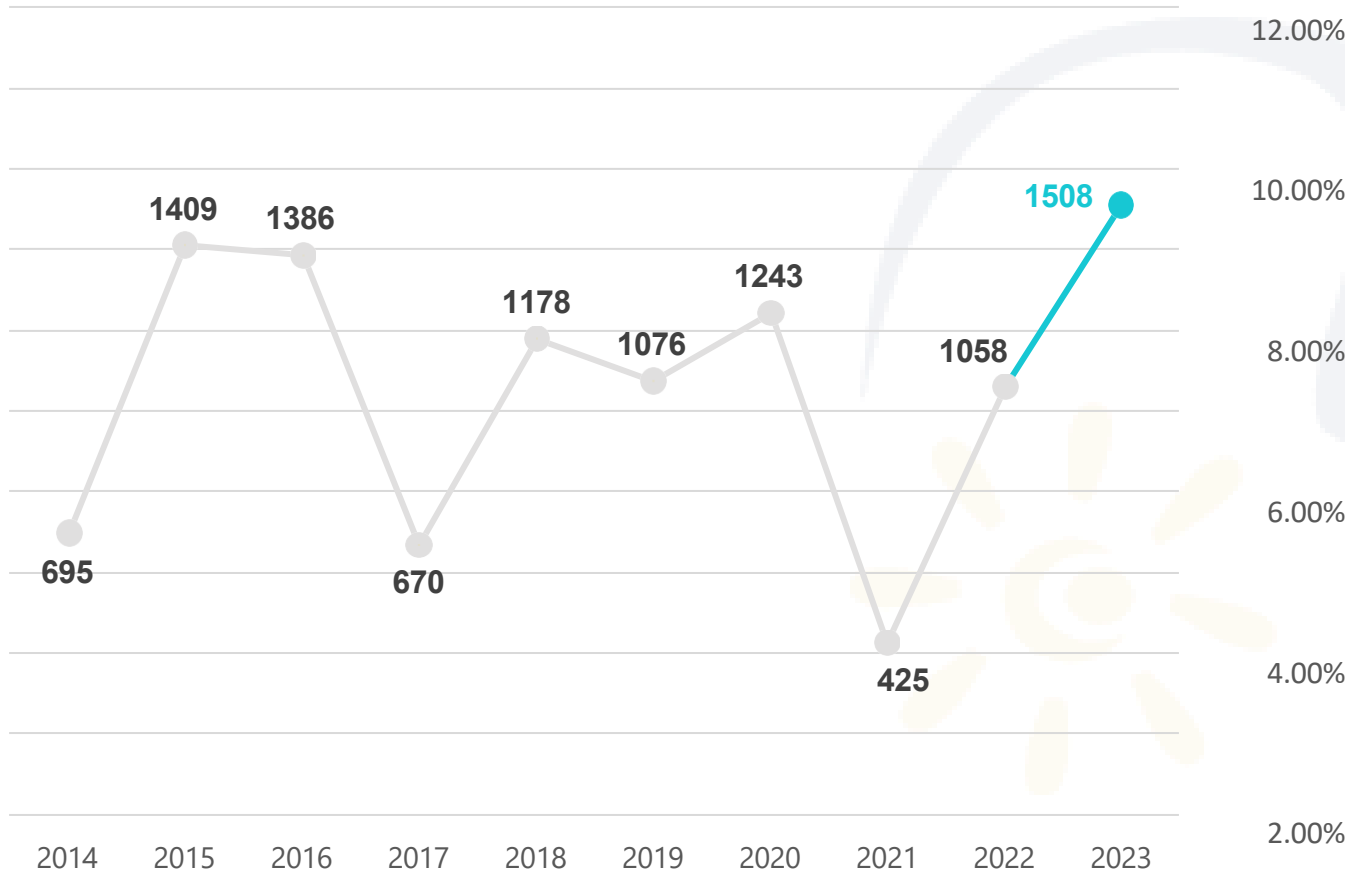
2023 Response Rates

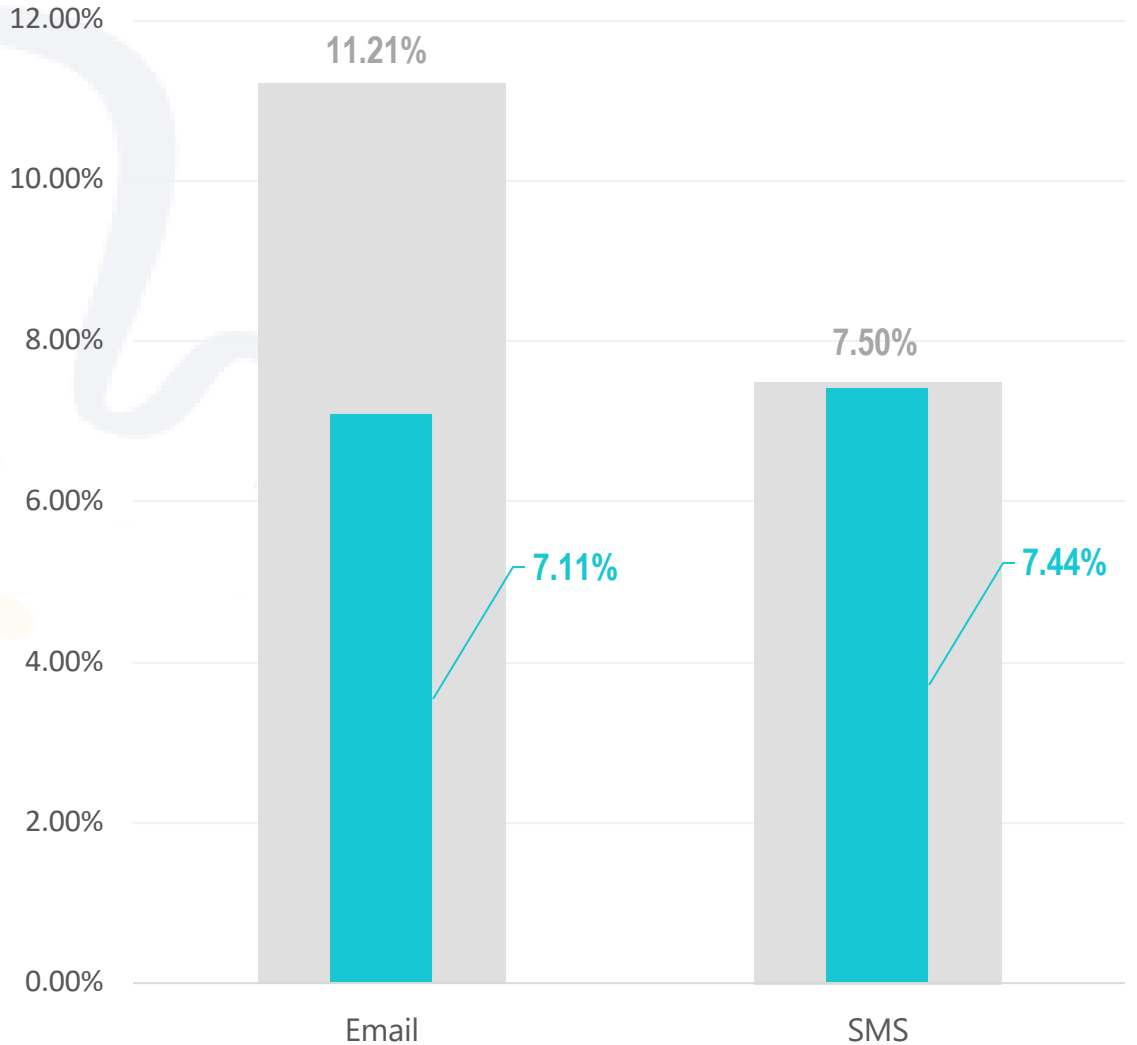Full methods breakdown available at end of report

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Highest number of responses ever recorded for 2023 MHSIP

In-office responses (via QR code or paper survey) accounted for 292 (19.3%) of MHSIP responses

MHSIP # of responses, 2014-2023

Year	Value
2014	695
2015	1409
2016	1386
2017	670
2018	1178
2019	1076
2020	1243
2021	425
2022	1058
2023	1508

MHSIP response rate by medium
2022 vs. 2023

Medium	2022	2023
Email	11.21%	7.11%
SMS	7.50%	7.44%

YSS total responses and response rates dipped in 2023

In-office responses (via QR code or paper survey) accounted for 73 (18.5%) of YSS responses

YSS # of responses, 2014-2023

- 290 (2014)
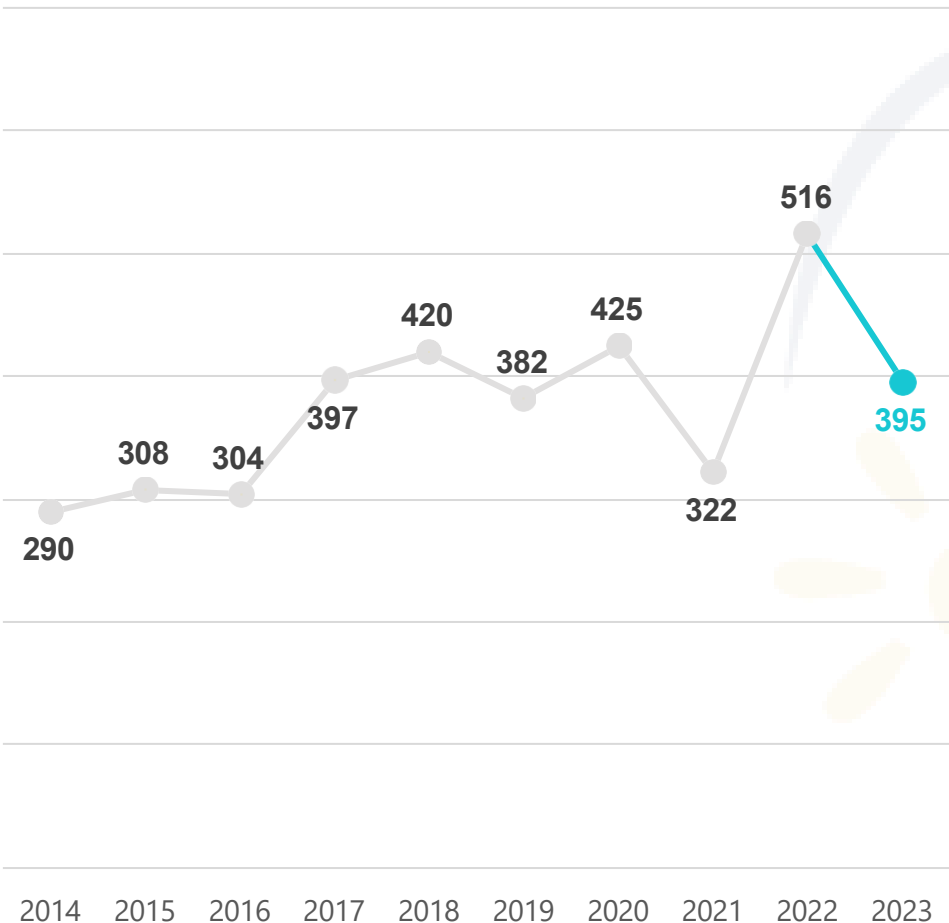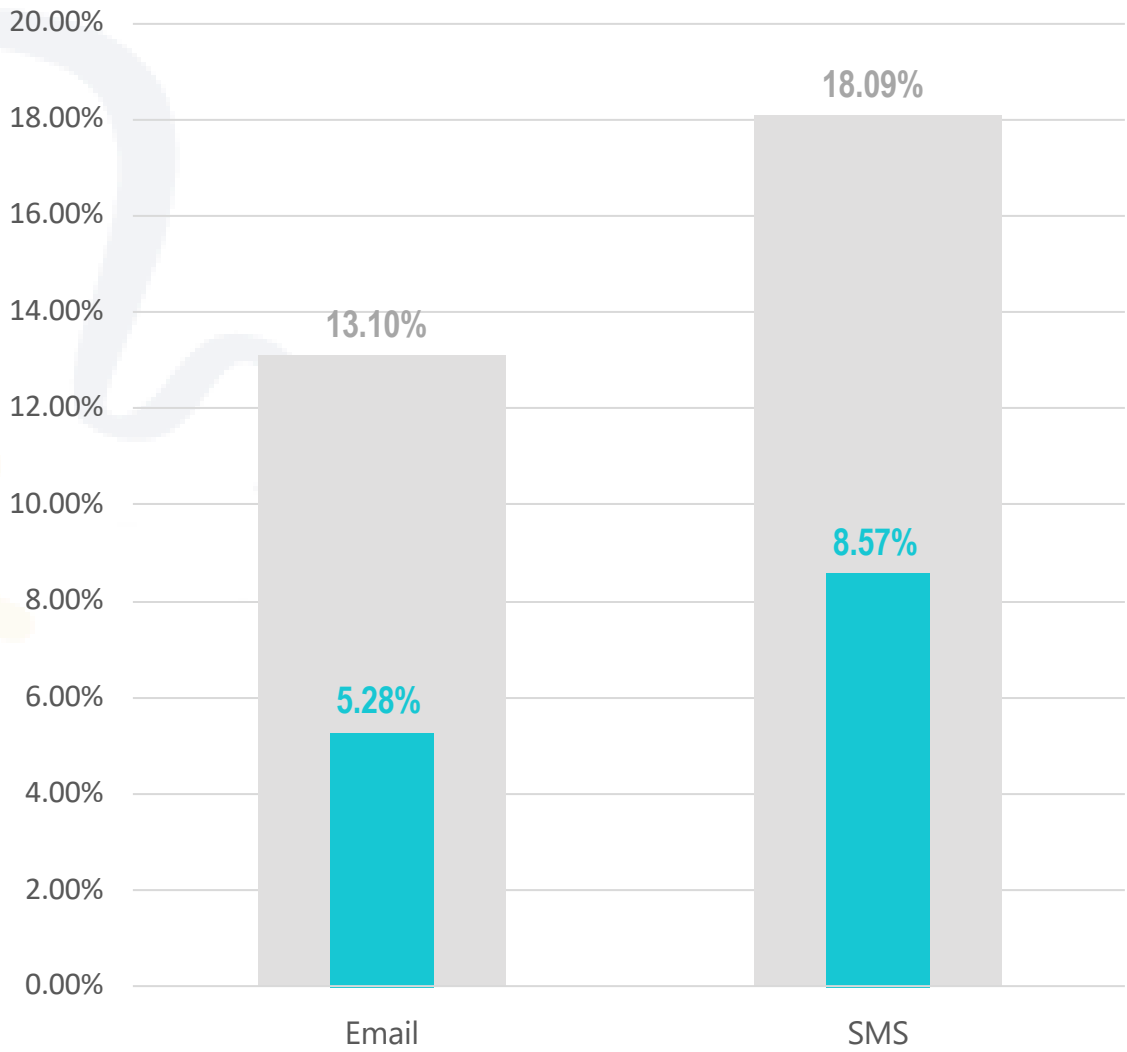- 308 (2015)
- 304 (2016)
- 397 (2017)
- 420 (2018)
- 382 (2019)
- 425 (2020)
- 322 (2021)
- 516 (2022)
- 395 (2023)

YSS response rate by medium
2022 vs. 2023

	Email	SMS
2022	13.10%	18.09%
2023	5.28%	8.57%

2014 2015 2016 2017 2018 2019 2020 2021 2022 2023

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4

Changes to the 2023 Survey

Improving readability and adding demographic questions

Changes were made on 10/31/2023 at 5pm, with some responses already recorded

- After receiving feedback that the survey's reading level was too high, revisions were made to make questions simpler
  - Target for the survey: 6th grade reading level (Flesch-Kincaid)
  - Most revisions were not for the items themselves, but for the descriptive text before items
  - E.g.: *"Please indicate your agreement or disagreement with each of the following statements"* changed to *"Please tell us whether you agree or disagree"*

- Some items were revised to be more useful and reflective of reality
  - *"I was able to get urgent treatment as soon as I needed to"* was revised to *"...get urgent support within 3 hours"* – this reflects a more realistic type of response from CMHs
  - *"I was able to get every type of service that my provider recommended"* was revised to *"...every service that my provider and I decided I should get"* to reflect the co-construction of treatment

- Further demographic questions were added
  - Asking more specifically where consumers received services for certain CMHs
 - Asking about primary living arrangement

Mental Health Statistics Improvement Plan (MHSIP) Revised Tool: 2023 Results

Sample size: 1508

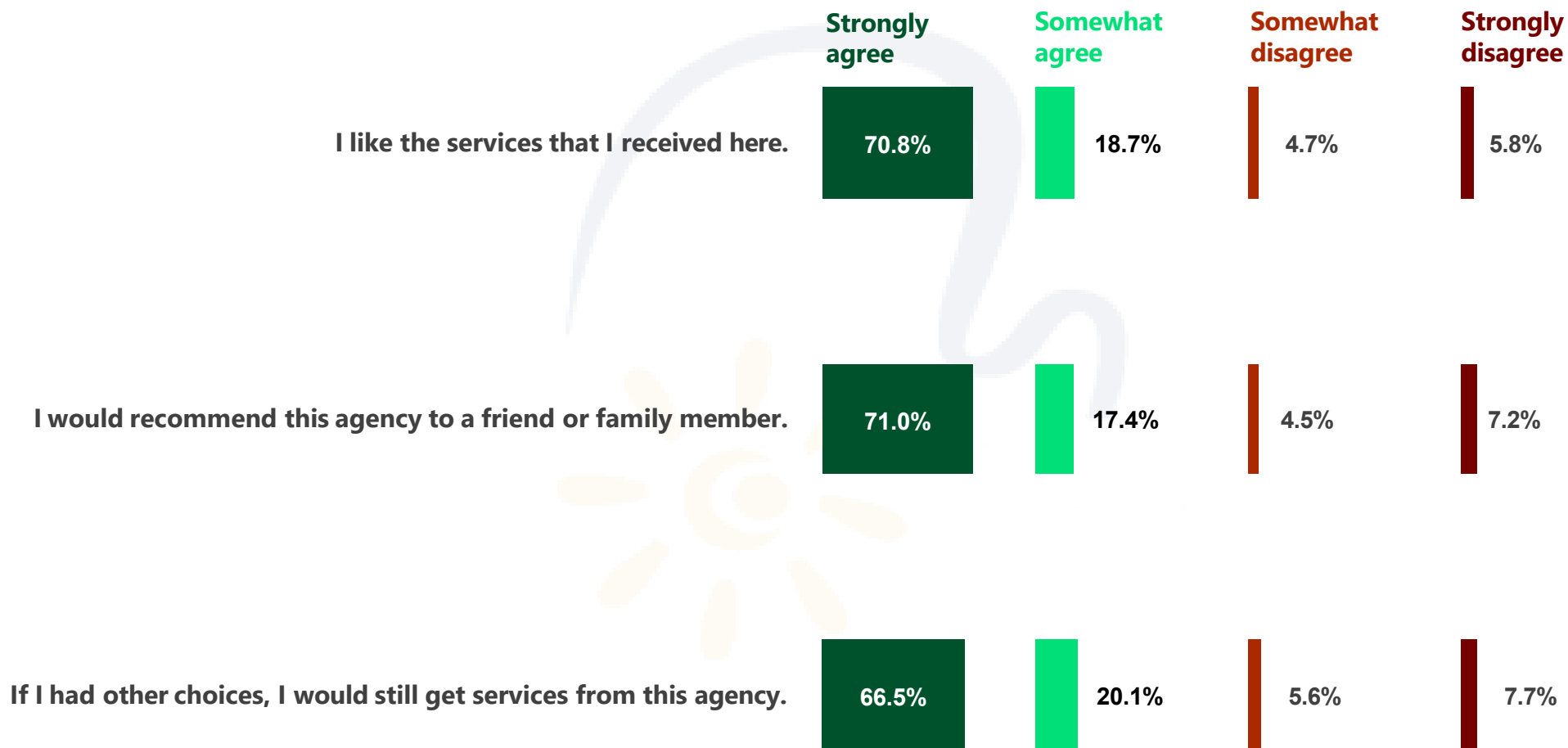# Overall, adults' social connectedness improved from 2022-2023

MHSIP scores by construct for previous 2 years, further past years incomparable due to survey changes. Difference in other constructs not statistically significant at 95% confidence.
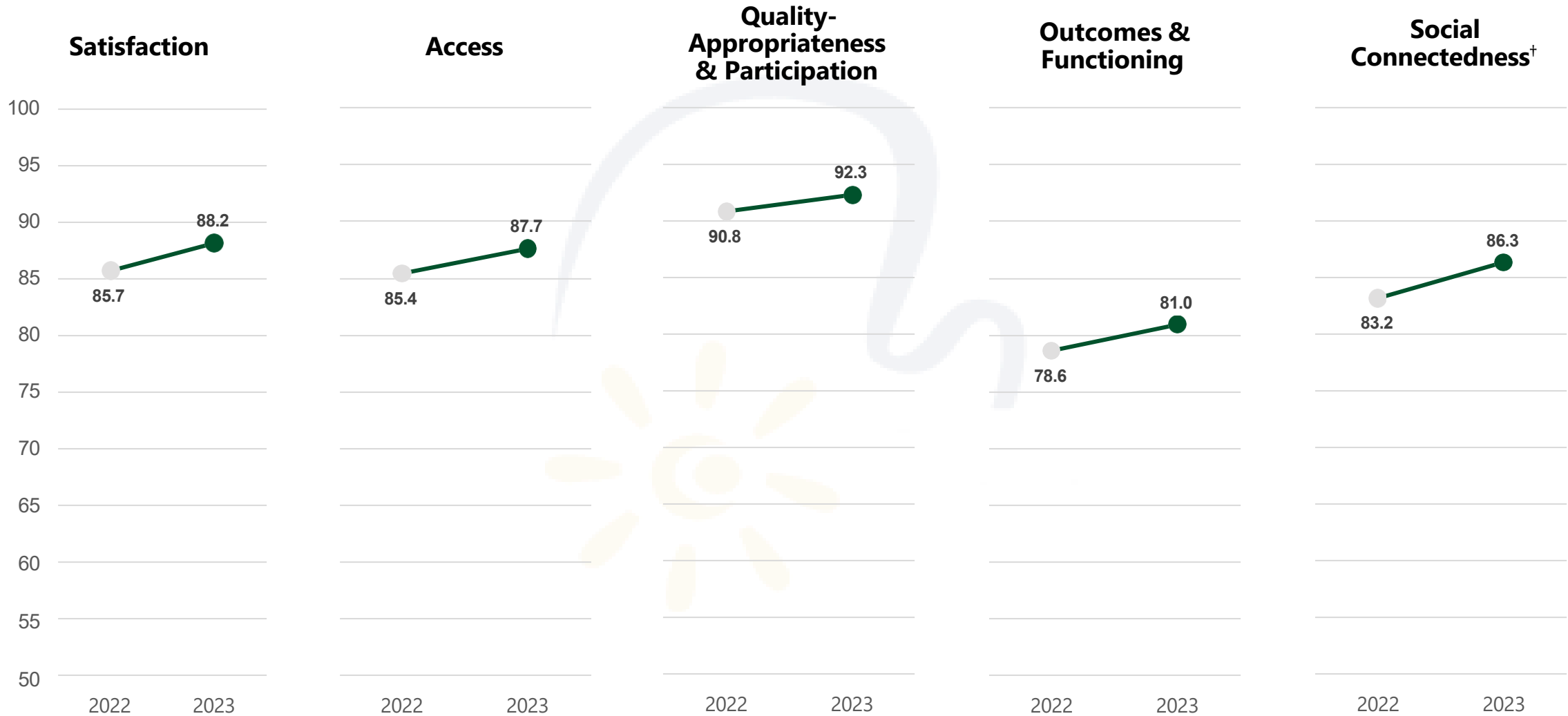
† significant difference (p < .05) between this county and others for construct
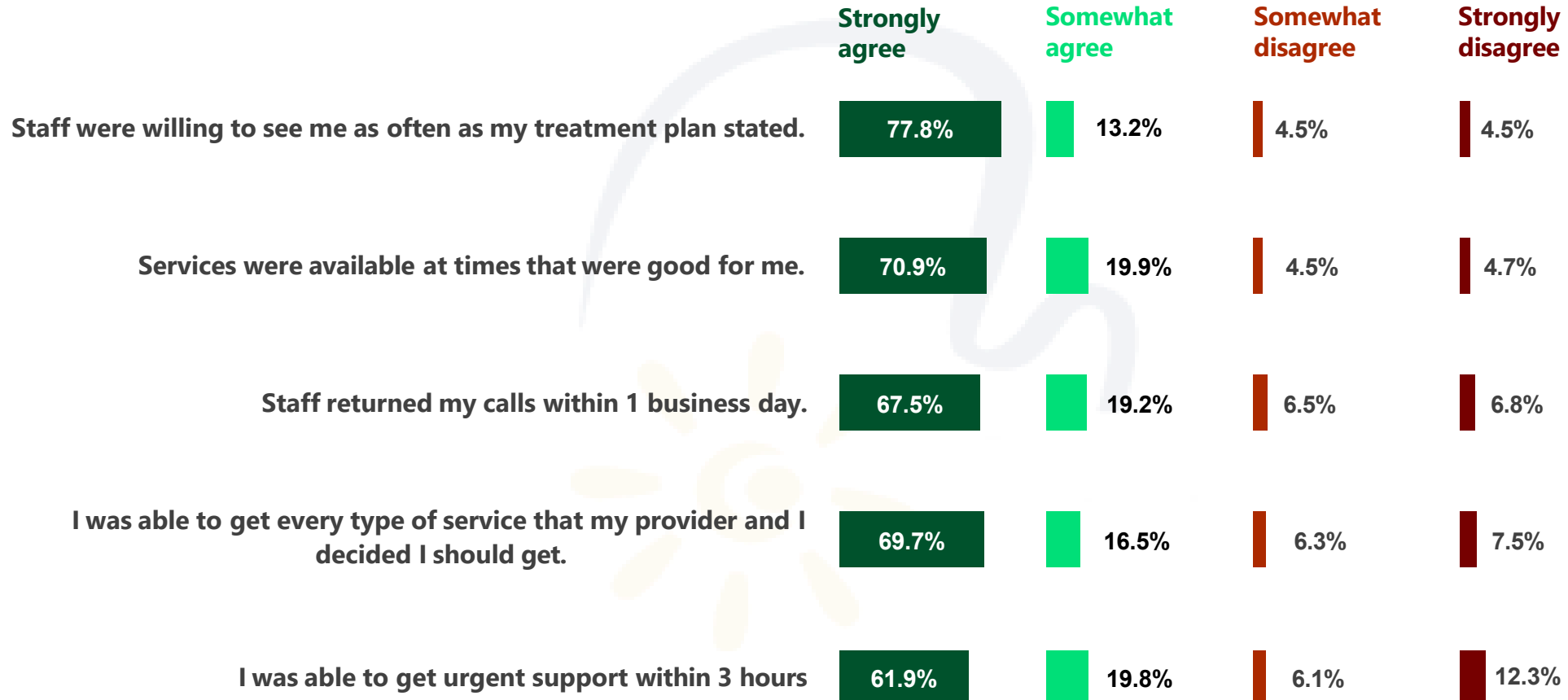
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General CMHSP satisfaction was consistent across all items

And positive – a majority of MHSIP respondents **strongly agreed** with each item measuring satisfaction

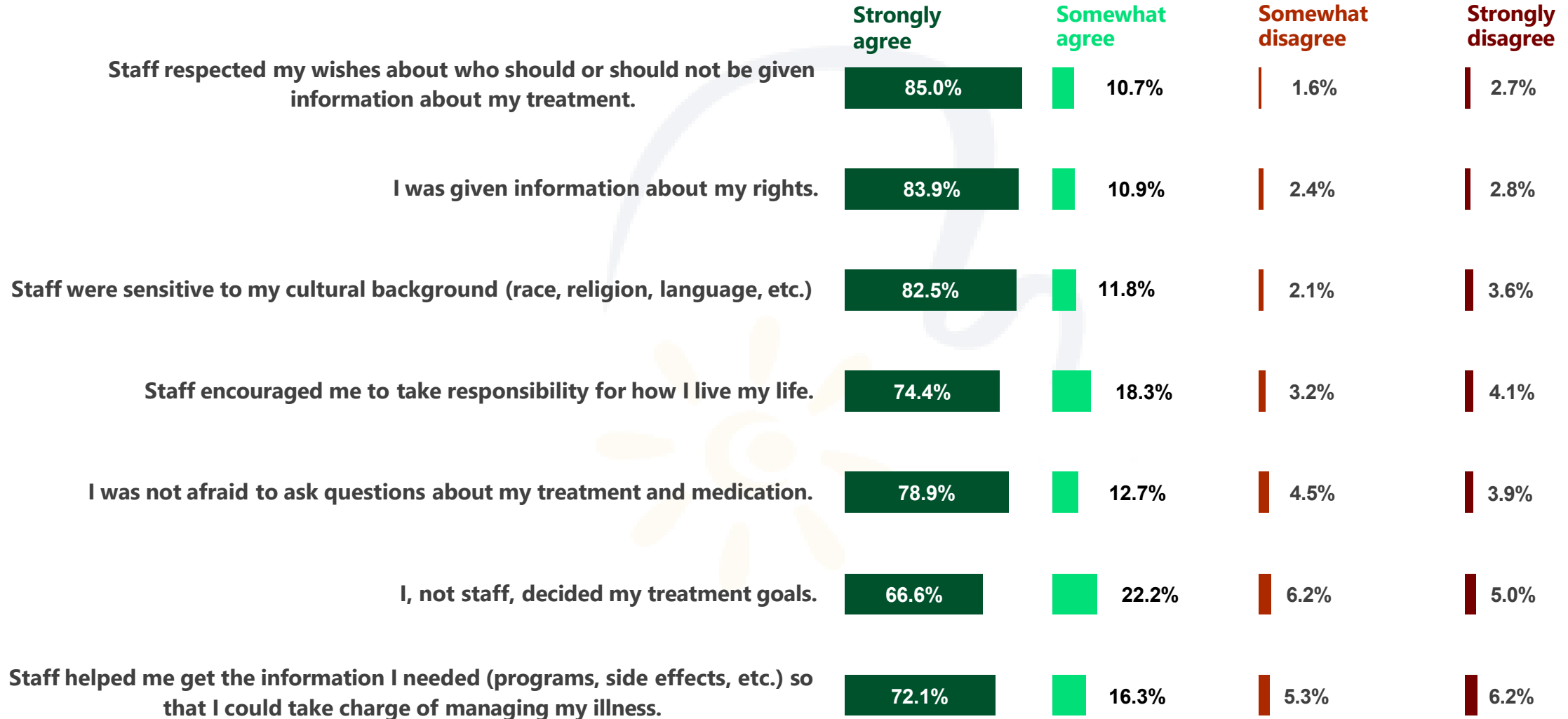|	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
I like the services that I received here.	70.8%	18.7%	4.7%	5.8%
I would recommend this agency to a friend or family member.	71.0%	17.4%	4.5%	7.2%
If I had other choices, I would still get services from this agency.	66.5%	20.1%	5.6%	7.7%

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Majority of consumers had good access to services

Treatment plan adherence and the timing of services were the most approved items.

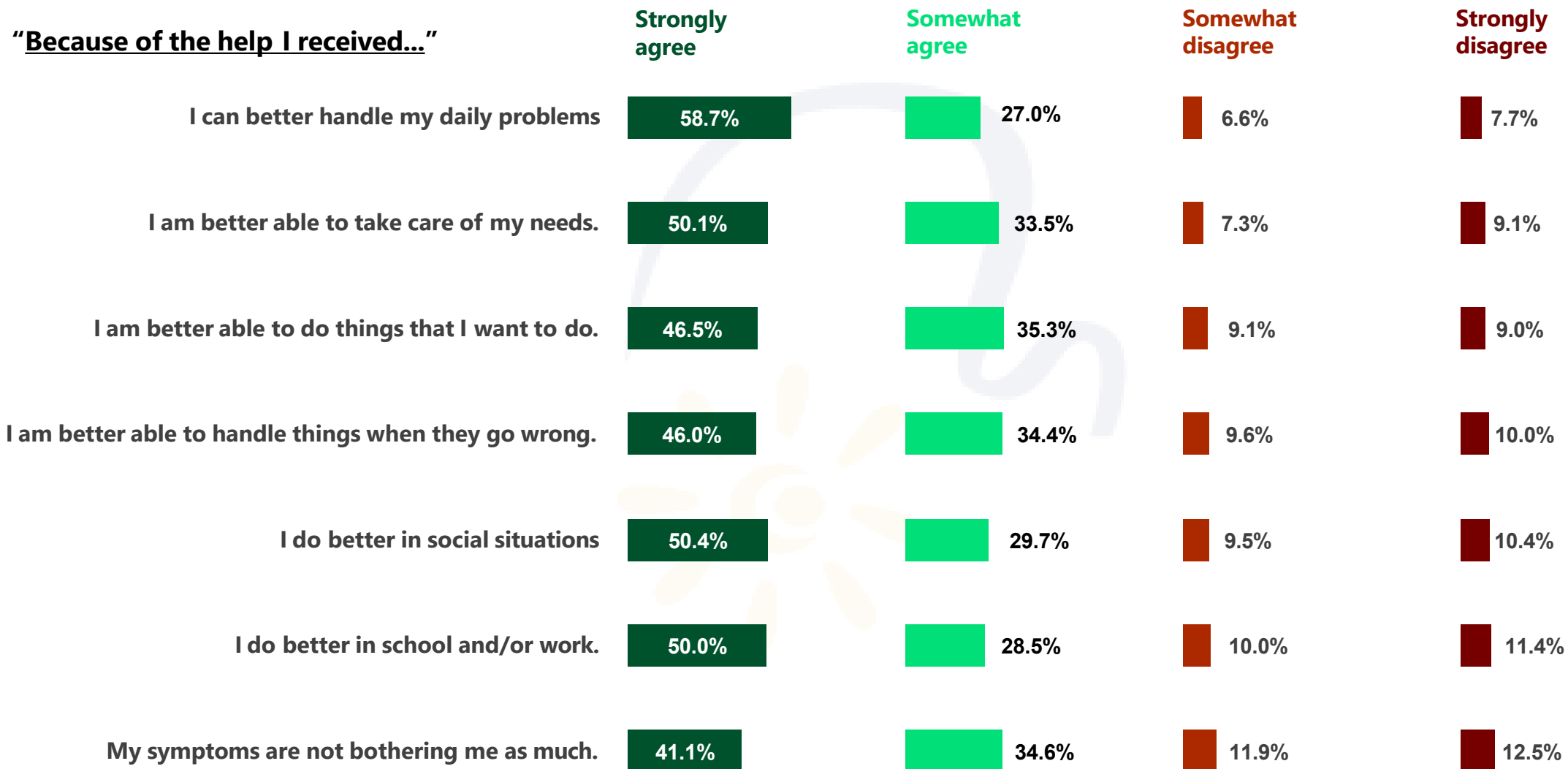|	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
Staff were willing to see me as often as my treatment plan stated.	77.8%	13.2%	4.5%	4.5%
Services were available at times that were good for me.	70.9%	19.9%	4.5%	4.7%
Staff returned my calls within 1 business day.	67.5%	19.2%	6.5%	6.8%
I was able to get every type of service that my provider and I decided I should get.	69.7%	16.5%	6.3%	7.5%
I was able to get urgent support within 3 hours	61.9%	19.8%	6.1%	12.3%

Similar to 2022, lack of information provided biggest detractor from quality-appropriateness and participation

Still only just over 1 in 10 reported not having adequate information about their treatment

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
Staff respected my wishes about who should or should not be given information about my treatment.	85.0%	10.7%	1.6%	2.7%
I was given information about my rights.	83.9%	10.9%	2.4%	2.8%
Staff were sensitive to my cultural background (race, religion, language, etc.)	82.5%	11.8%	2.1%	3.6%
Staff encouraged me to take responsibility for how I live my life.	74.4%	18.3%	3.2%	4.1%
I was not afraid to ask questions about my treatment and medication.	78.9%	12.7%	4.5%	3.9%
I, not staff, decided my treatment goals.	66.6%	22.2%	6.2%	5.0%
Staff helped me get the information I needed (programs, side effects, etc.) so that I could take charge of managing my illness.	72.1%	16.3%	5.3%	6.2%

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11

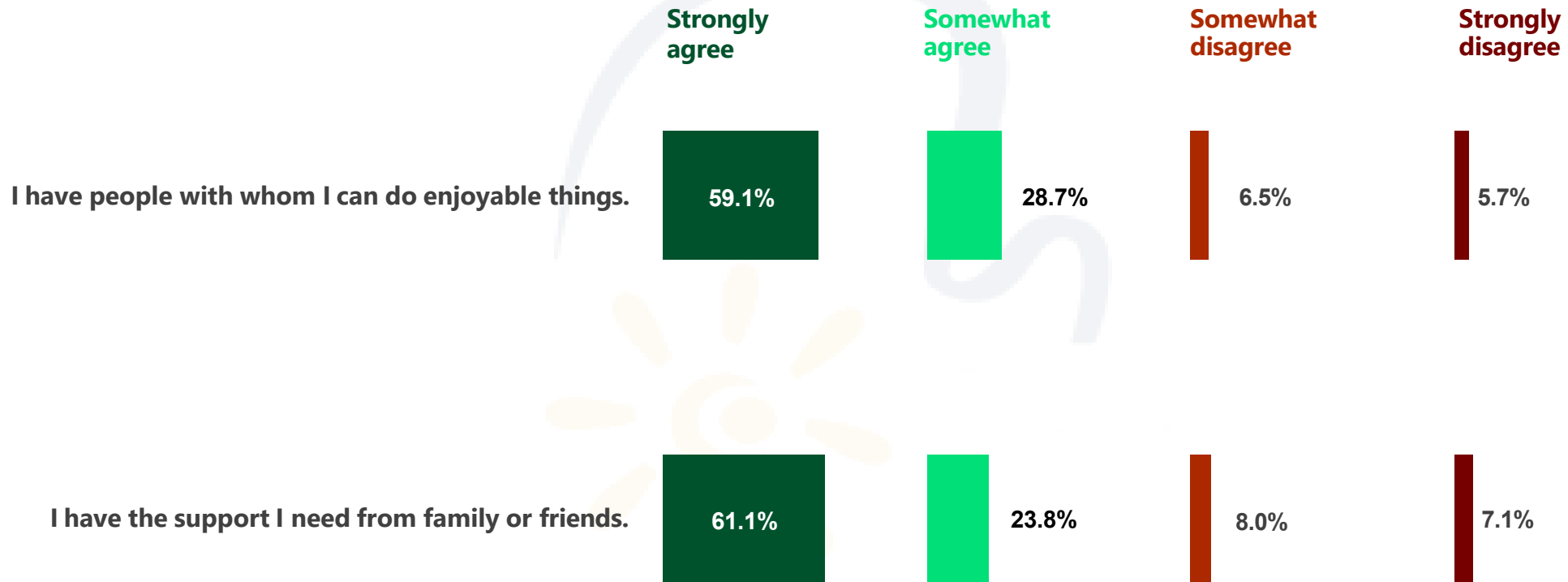# Consumer outcomes & functioning relatively consistent across all items

Nearly one in four **disagreed** that their "symptoms [were] not bothering me as much" – highest on all O&F items.

"Because of the help I received…"

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
I can better handle my daily problems	58.7%	27.0%	6.6%	7.7%
I am better able to take care of my needs.	50.1%	33.5%	7.3%	9.1%
I am better able to do things that I want to do.	46.5%	35.3%	9.1%	9.0%
I am better able to handle things when they go wrong.	46.0%	34.4%	9.6%	10.0%
I do better in social situations	50.4%	29.7%	9.5%	10.4%
I do better in school and/or work.	50.0%	28.5%	10.0%	11.4%
My symptoms are not bothering me as much.	41.1%	34.6%	11.9%	12.5%

Strong majority of consumers have adequate social supports

Over 80% of consumers rated that they had social support in each item.

"Thinking about people other than staff from your CMH…"

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
I have people with whom I can do enjoyable things.	59.1%	28.7%	6.5%	5.7%
I have the support I need from family or friends.	61.1%	23.8%	8.0%	7.1%

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All SWMBH CMHSPs: 2023 MHSIP scores by construct
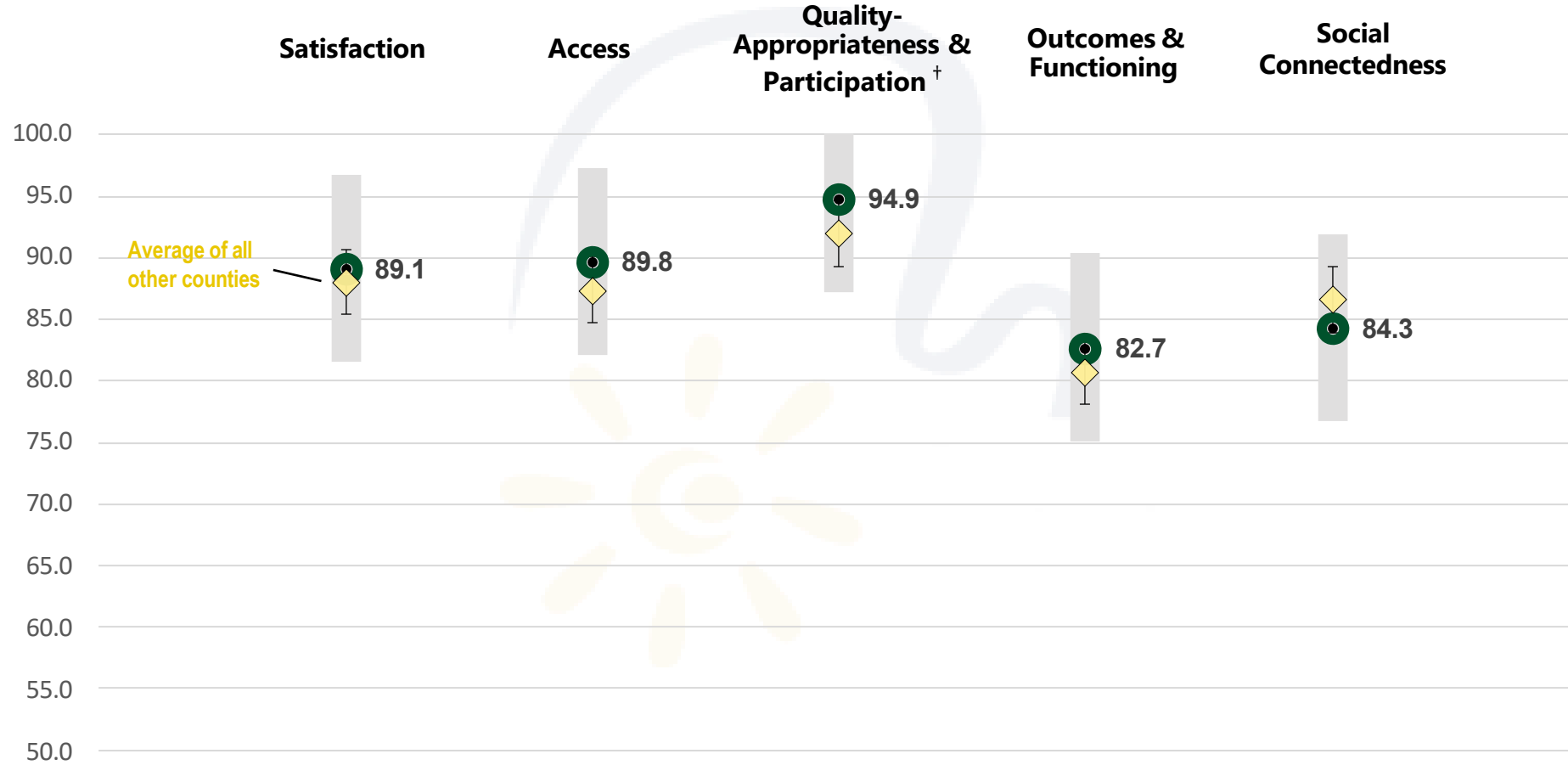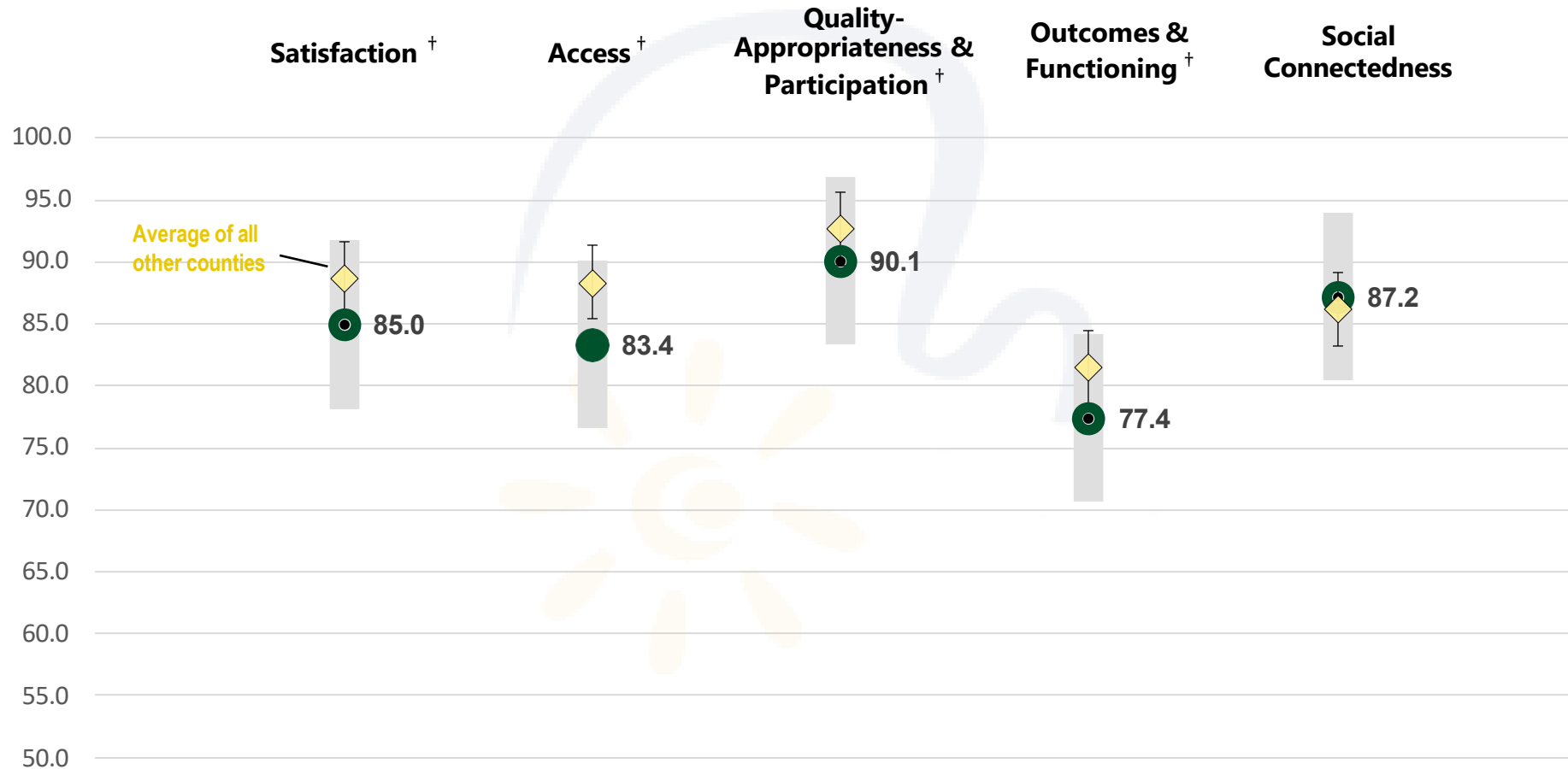
Dark green denotes the percentage in agreement for that construct's items
Gray bars denote the likely range where the true percentage for all SWMBH consumers might lie (i.e., margin of error*)

Satisfaction **88.2**
Access **85.4**
Quality-Appropriateness & Participation **90.8**
Outcomes & Functioning **78.6**
Social Connectedness **83.2**

95% margin of error for all CMHSPs: ±2.6 pts
n = 1508

SWMBH Consumer Satisfaction 2023 Results

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14
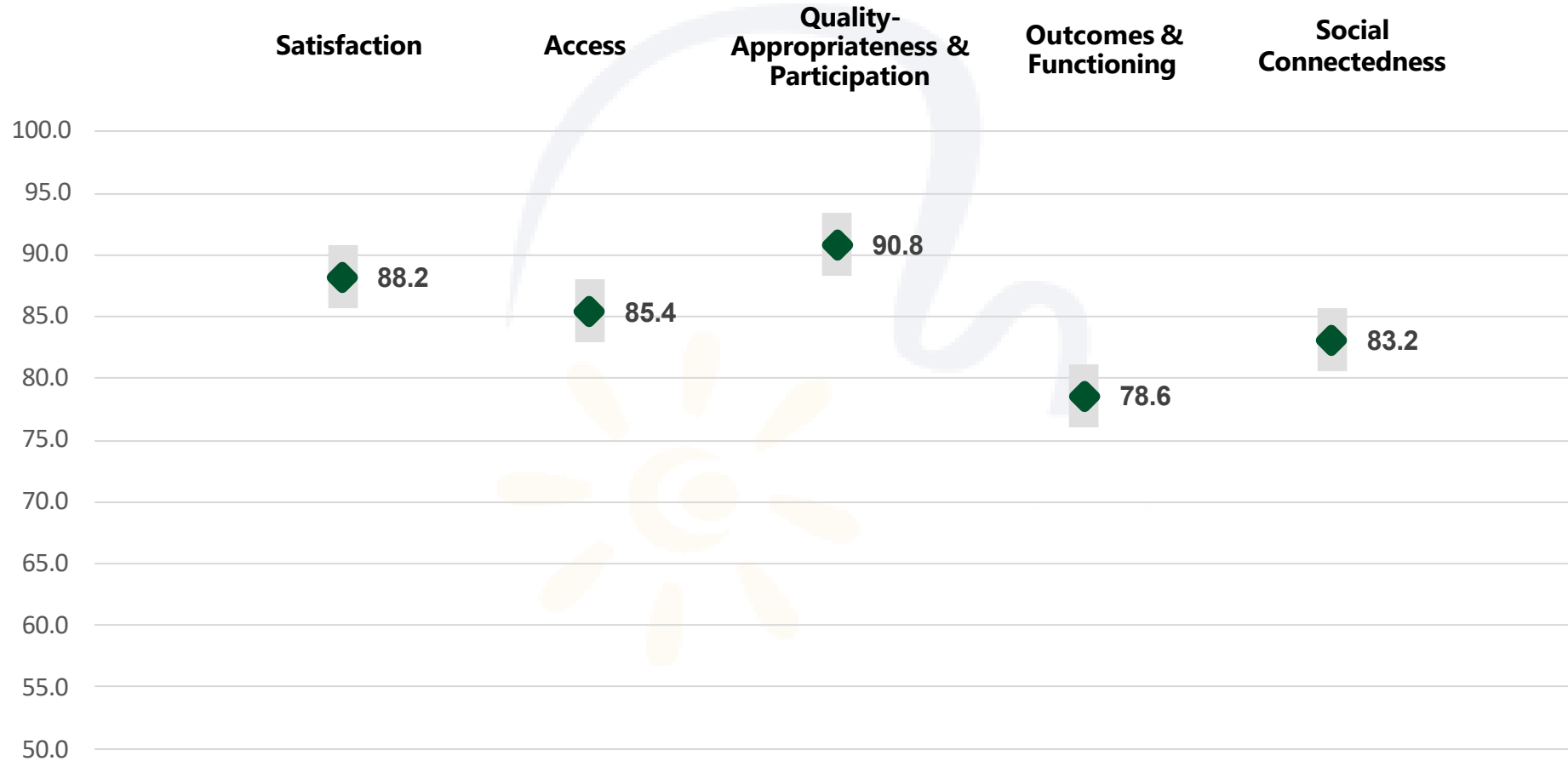
Barry County: On par with other counties for 2023 MHSIP

Dark green denotes the percentage in agreement for that construct's items
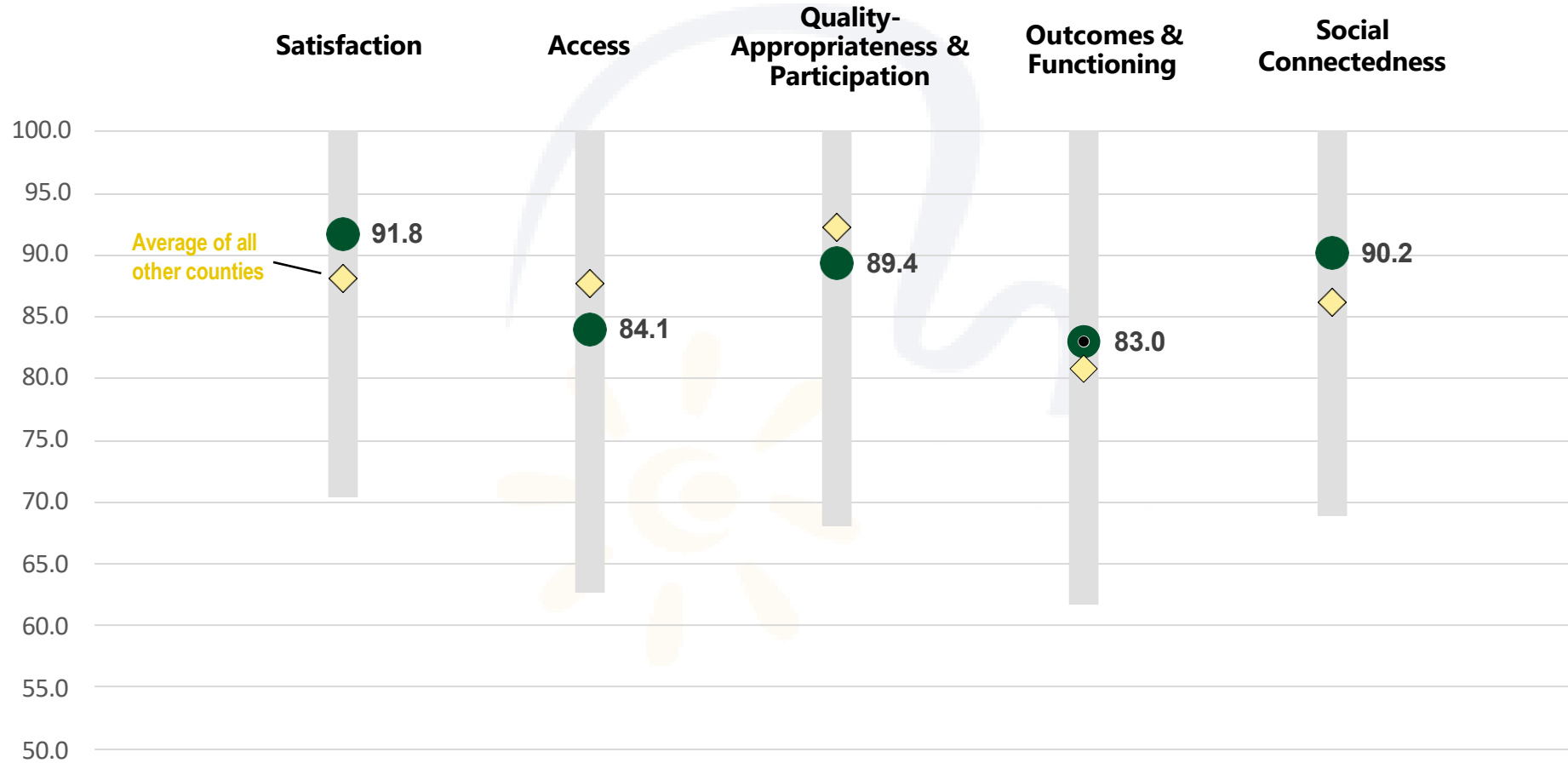**Gray** bars denote the likely range where the true percentage for all Barry consumers might lie (i.e., margin of error*)

Satisfaction — 89.1
Access — 90.2
Quality-Appropriateness & Participation — 93.7
Outcomes & Functioning † — 82.2
Social Connectedness — 86.6

Average of all other counties

*margin of error for Barry County: ±9.3 pts
n = 1508
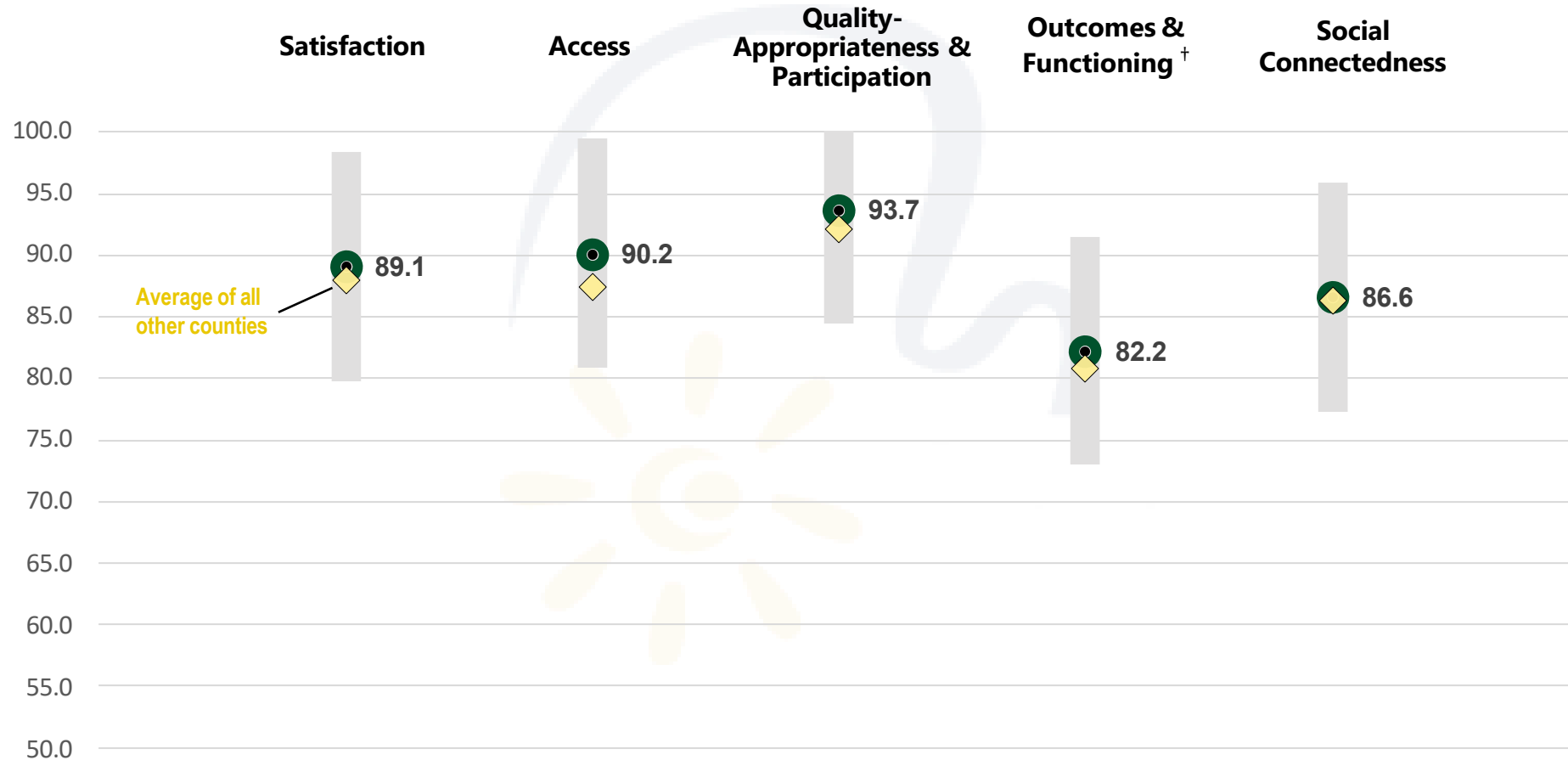
Berrien County: Below average in satisfaction, access, and Q-A/P in 2023

Dark green denotes the percentage in agreement for that construct's items
Gray bars denote the likely range where the true percentage for all Berrien consumers might lie (i.e., margin of error*)

Satisfaction [†]   Access [†]   Quality-Appropriateness & Participation [†]   Outcomes & Functioning   Social Connectedness

Average of all other counties

85.0   84.7   90.6   80.1   85.8

100.0
95.0
90.0
85.0
80.0
75.0
70.0
65.0
60.0
55.0
50.0

SWMBH Consumer Satisfaction 2023 Results

[†] statistically significant difference (p < .05) between this county and others for construct

*margin of error for Berrien County: ±6.3 pts

n = 242

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16

Branch County: Above average in Q-A/P in 2023
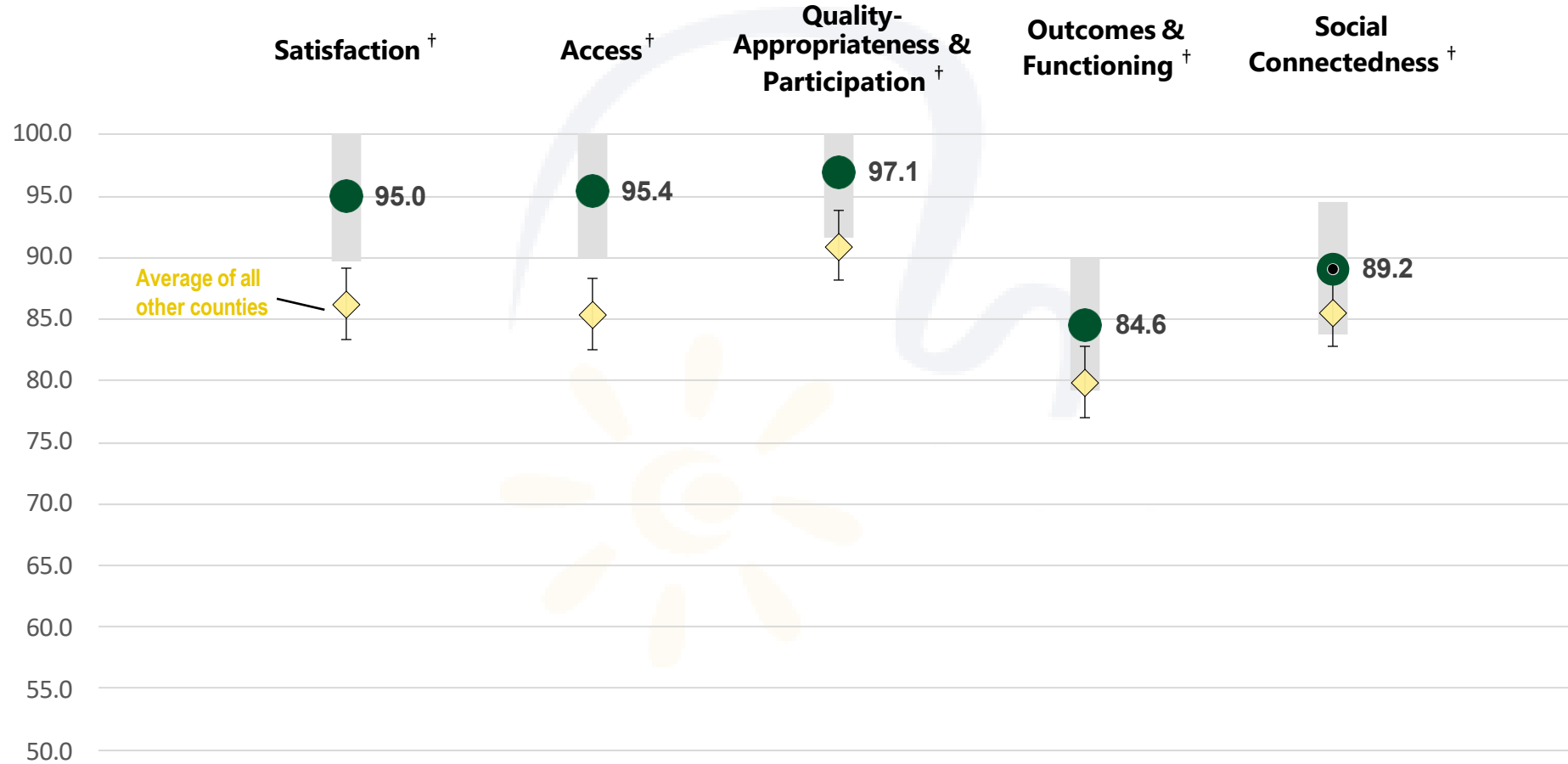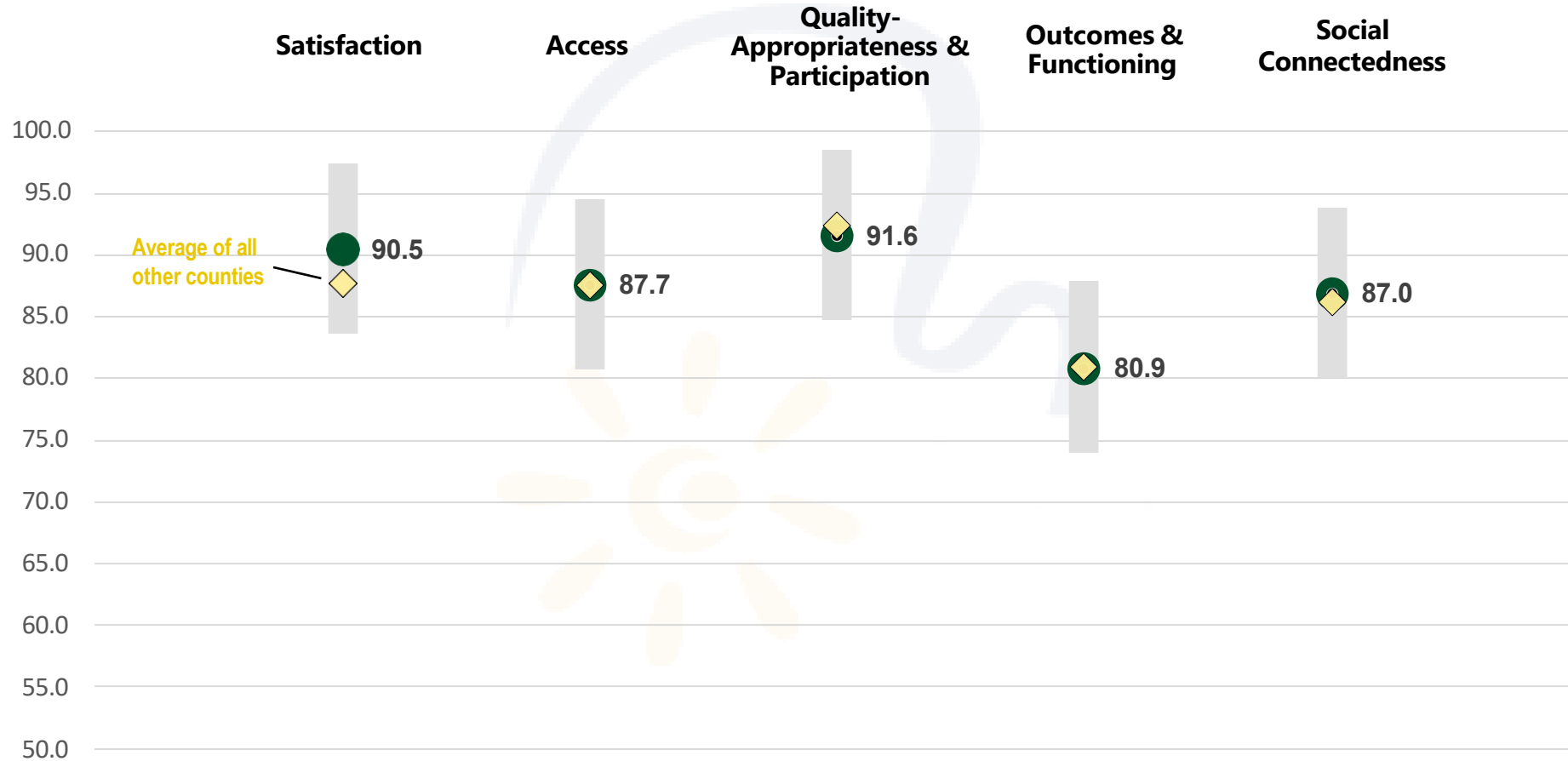
Dark green denotes the percentage in agreement for that construct's items
Gray bars denote the likely range where the true percentage for all Branch consumers might lie (i.e., margin of error*)

Satisfaction — 89.1
Access — 89.8
Quality-Appropriateness & Participation [†] — 94.9
Outcomes & Functioning — 82.7
Social Connectedness — 84.3

Average of all other counties

† statistically significant difference (p < .05) between this county and others for construct

*margin of error for Branch County: ±7.6 pts

n = 242

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Calhoun County: Below average in all constructs except social connectedness in 2023

Dark green denotes the percentage in agreement for that construct's items
Gray bars denote the likely range where the true percentage for all Calhoun consumers might lie (i.e., margin of error*)


Satisfaction †   Access †   Quality-Appropriateness & Participation †   Outcomes & Functioning †   Social Connectedness

Average of all other counties

85.0   83.4   90.1   77.4   87.2

SWMBH Consumer Satisfaction 2023 Results

† statistically significant difference (p < .05) between this county and others for construct

*margin of error for Calhoun County: ±6.8 pts

n = 210

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Kalamazoo County: Below average in <u>all constructs</u> for 2023 MHSIP

Dark green denotes the percentage in agreement for that construct's items
**Gray** bars denote the likely range where the true percentage for all Kalamazoo consumers might lie (i.e., margin of error*)
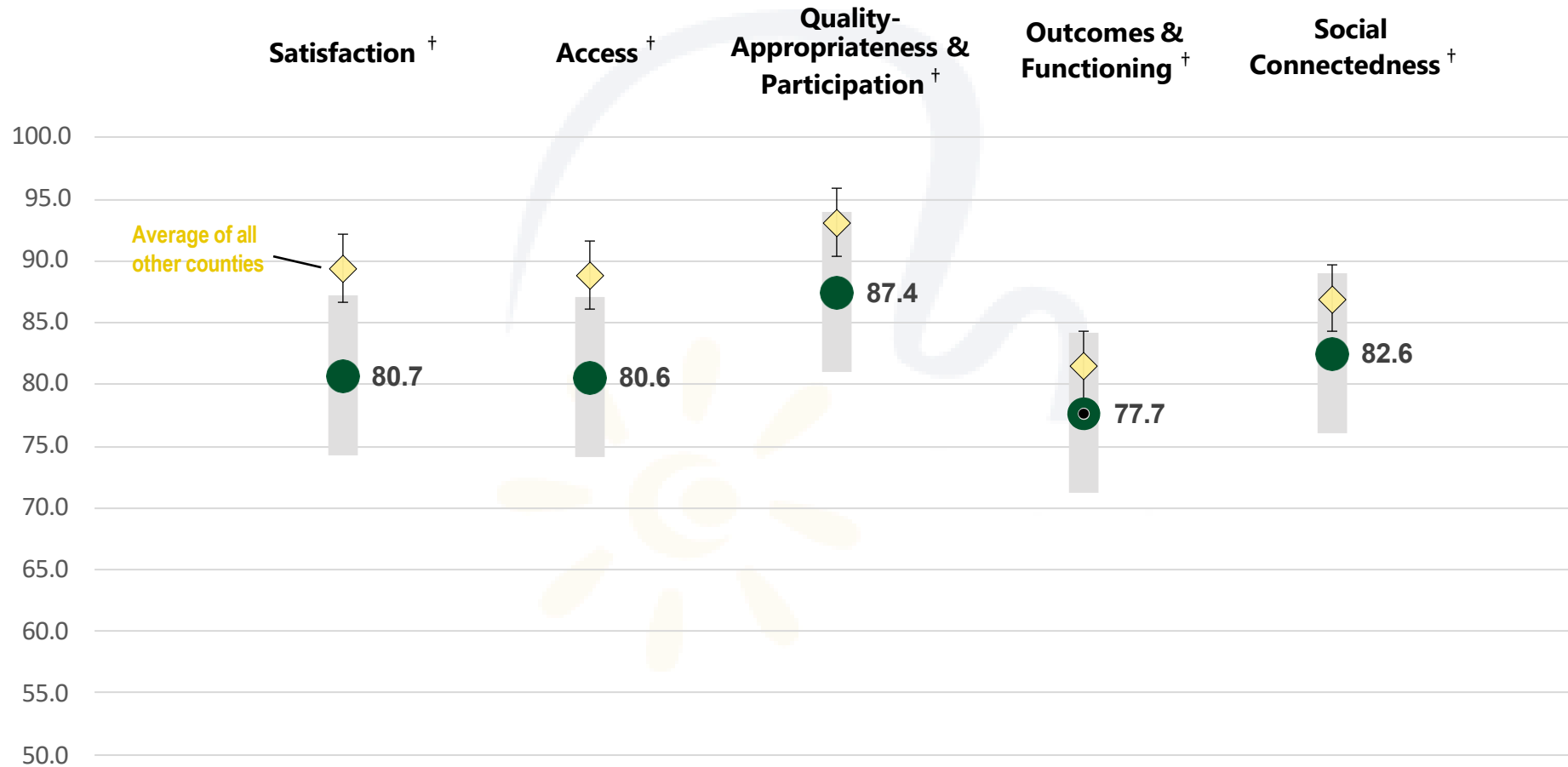
Satisfaction [†] Access [†] Quality-Appropriateness & Participation [†] Outcomes & Functioning [†] Social Connectedness [†]

Average of all other counties

Satisfaction: 80.7
Access: 80.6
Quality-Appropriateness & Participation: 87.4
Outcomes & Functioning: 77.7
Social Connectedness: 82.6

[†] statistically significant difference (p < .05) between this county and others for construct

*margin of error for Kzoo County: ±6.5 pts

n = 228

SWMBH Consumer Satisfaction 2023 Results

22

St. Joe County: Above average in <u>all constructs</u> for 2023 MHSIP

Dark green denotes the percentage in agreement for that construct's items
Gray bars denote the likely range where the true percentage for all St. Jo County consumers might lie (i.e., margin of error*)

Satisfaction [†]   Access [†]   Quality-Appropriateness & Participation [†]   Outcomes & Functioning [†]   Social Connectedness [†]

- Satisfaction: **95.0**
- Access: **95.4**
- Quality-Appropriateness & Participation: **97.1**
- Outcomes & Functioning: **84.6**
- Social Connectedness: **89.2**

Average of all other counties

100.0
95.0
90.0
85.0
80.0
75.0
70.0
65.0
60.0
55.0
50.0

SWMBH Consumer Satisfaction 2023 Results

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[†] significant difference (p < .05) between this county and others for construct

*margin of error for St. Joe County: ±5.4 pts

n = 329

23

Van Buren County: On par with other counties in 2023 MHSIP

Dark green denotes the percentage in agreement for that construct's items
Gray bars denote the likely range where the true percentage for all Van Buren consumers might lie (i.e., margin of error*)

Satisfaction **Access** **Quality-Appropriateness & Participation** **Outcomes & Functioning** **Social Connectedness**

Average of all other counties

90.5

87.7

91.6

80.9

87.0

*margin of error for Van Buren County: ±6.9 pts

n = 201

SWMBH Consumer Satisfaction 2023 Results

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Age: Those 65 and up had higher ratings than other age groups

Although, construct ratings were generally similar between groups.

Satisfaction [†]
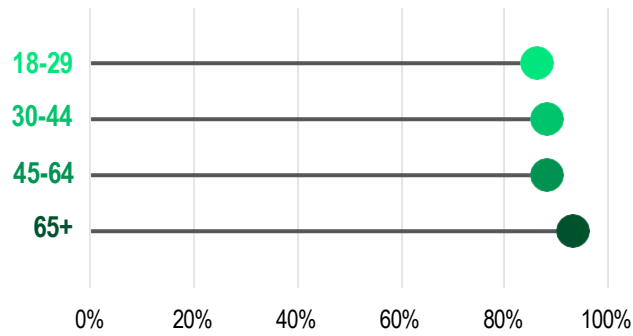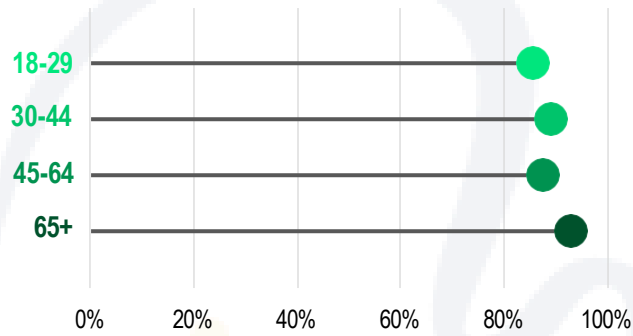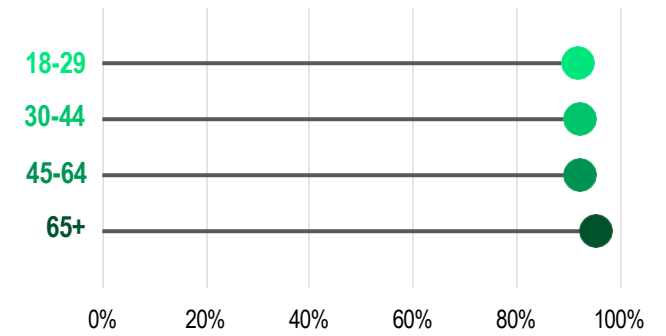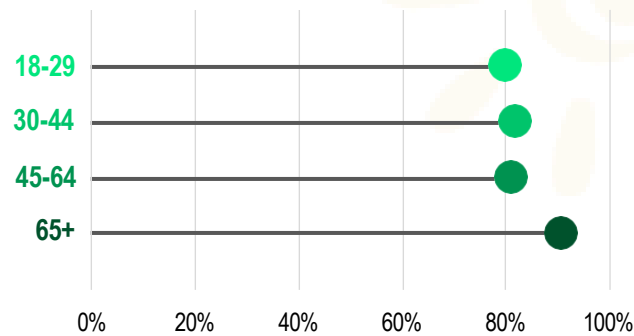
% stating "agree"

Access [†]

Quality-Appropriateness & Participation [†]

Outcomes & Functioning [†]
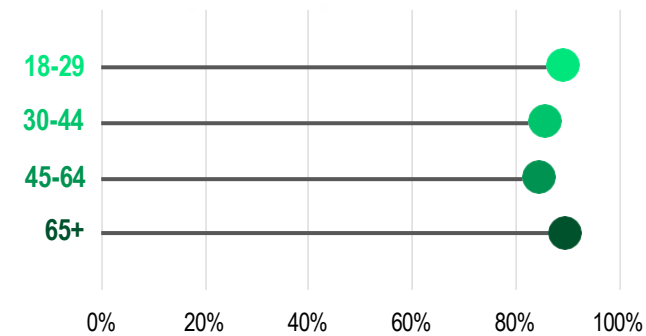
Social Connectedness [†]

† statistically significant difference (p < .05) found between groups

18-29 n = 321 **45-64** n = 563

30-44 n = 432 **65+** n = 123

25

Gender: Nonbinary consumers reported lower quality-appropriateness & participation, outcomes, and social connectedness

Meanwhile, male consumers rated both outcomes and social connectedness slightly higher than female consumers.
The next page documents qualitative data from LGBTQIA+ consumers.

Satisfaction

Access

Quality-Appropriateness & Participation [†]

% stating "agree"

Outcomes & Functioning [†]

Social Connectedness [†]

† statistically significant difference (p < .05) found between groups

Female n = 846
Male n = 511
Nonbinary n = 49

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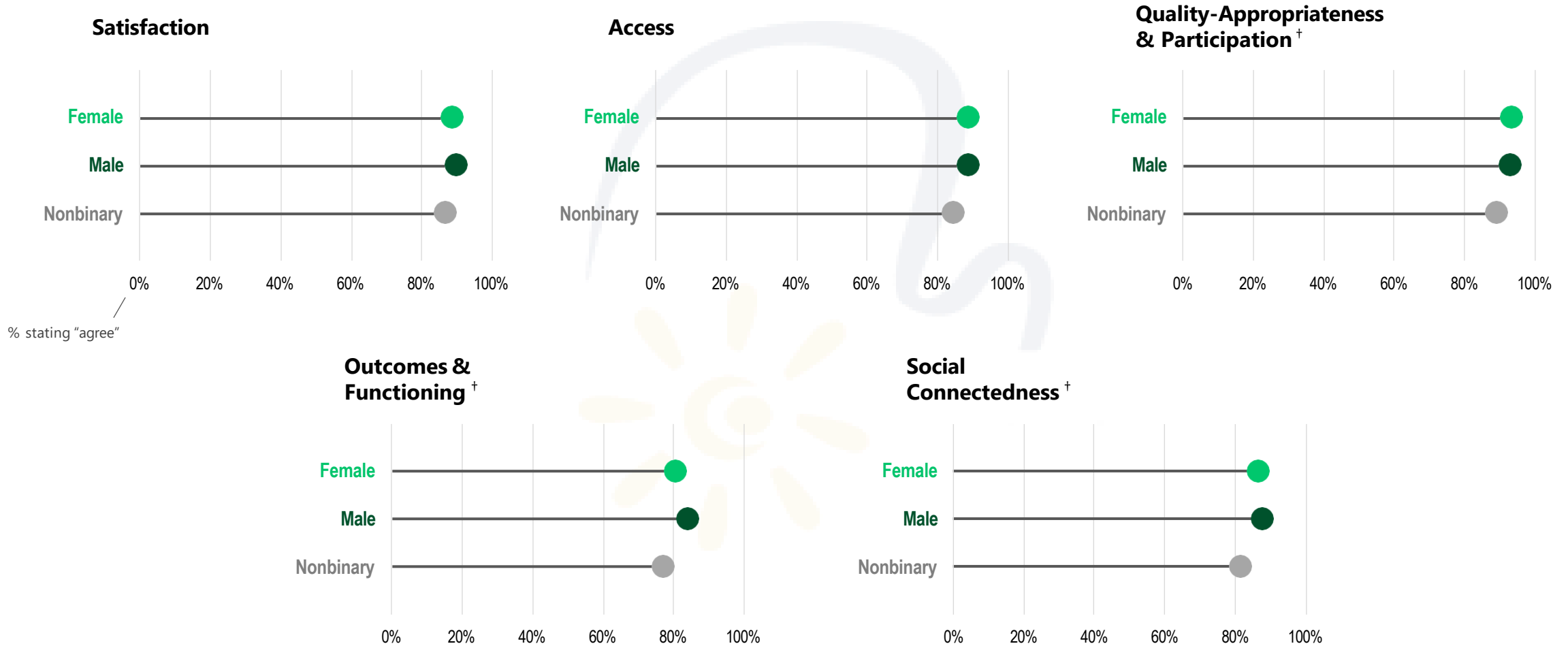
Race: Not much difference in ratings by race

"Nonwhite" category comprises any race other than White, including Black/African American, Asian, Native American, Native Hawaiian/Pacific Islander, or any mix of races. This aggregation was done mostly due to small sample sizes.

Satisfaction

Access

Quality-Appropriateness & Participation

% stating "agree"

Outcomes & Functioning

Social Connectedness

White   n = 1,108
Nonwhite   n = 245

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SWMBH Consumer Satisfaction 2023 Results
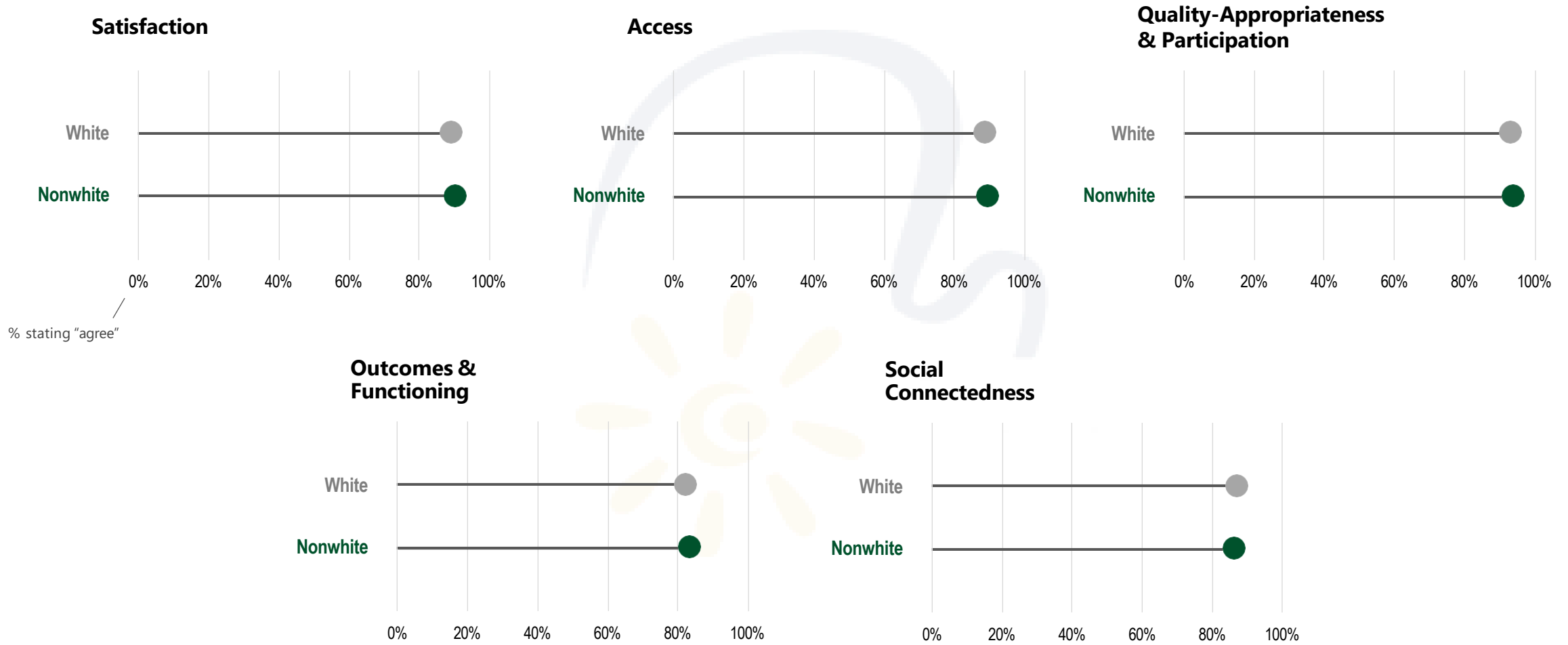
Living situation: Those with unstable housing had lower ratings, especially in access, outcomes & functioning, & social connectedness

Those in supported living had worse access ratings than those living independently (p < .05). "Unstable" was indicated if the respondent reported living in a shelter, motel/hotel, vehicle, etc. "Supported living" included AFC, a group home, or other supported independent living. "Independent" included all other living situations.

Satisfaction †

% stating "agree"

Access †

Quality-Appropriateness & Participation †

Outcomes & Functioning †

Social Connectedness †

† statistically significant difference (p < .05) found between groups

Unstable   n = 80
Supported living   n = 150
Independent   n = 867
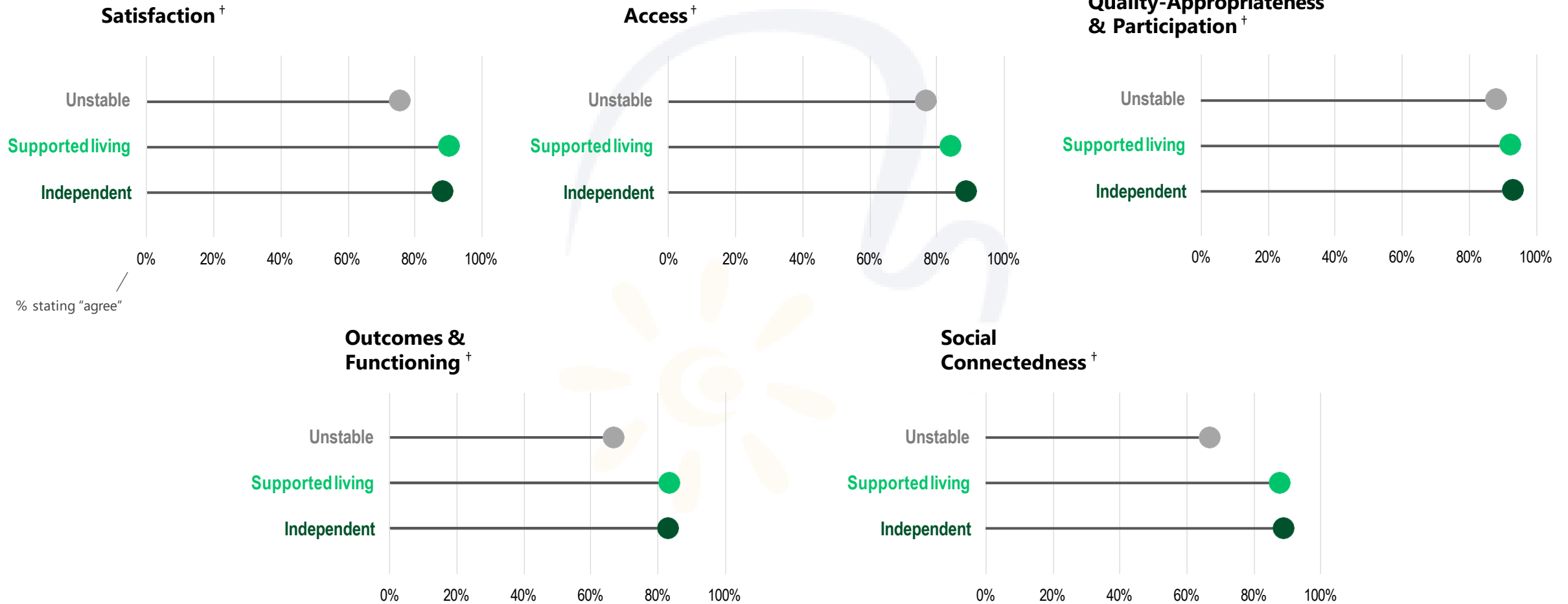
Adult LTSS consumers reported better scores than non-LTSS adults in all constructs except social connectedness

Dark green denotes the percentage of LTSS (long-term social services) consumers in agreement for that construct's items
Gray bars denote the likely range where the true percentage for all LTSS consumers might lie (i.e., margin of error*)

Satisfaction [†]

Access [†]

Quality-Appropriateness & Participation [†]

Outcomes & Functioning [†]

Social Connectedness

Average of all non-LTSS consumers

90.7
89.4
94.0
83.6
86.6

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[†] significant difference (p < .05) between LTSS and non-LTSS for construct

*margin of error for **LTSS** adults: ±3.2 pts (n = 930)
margin of error for **non-LTSS** adults: ±4.1 pts (n = 578)
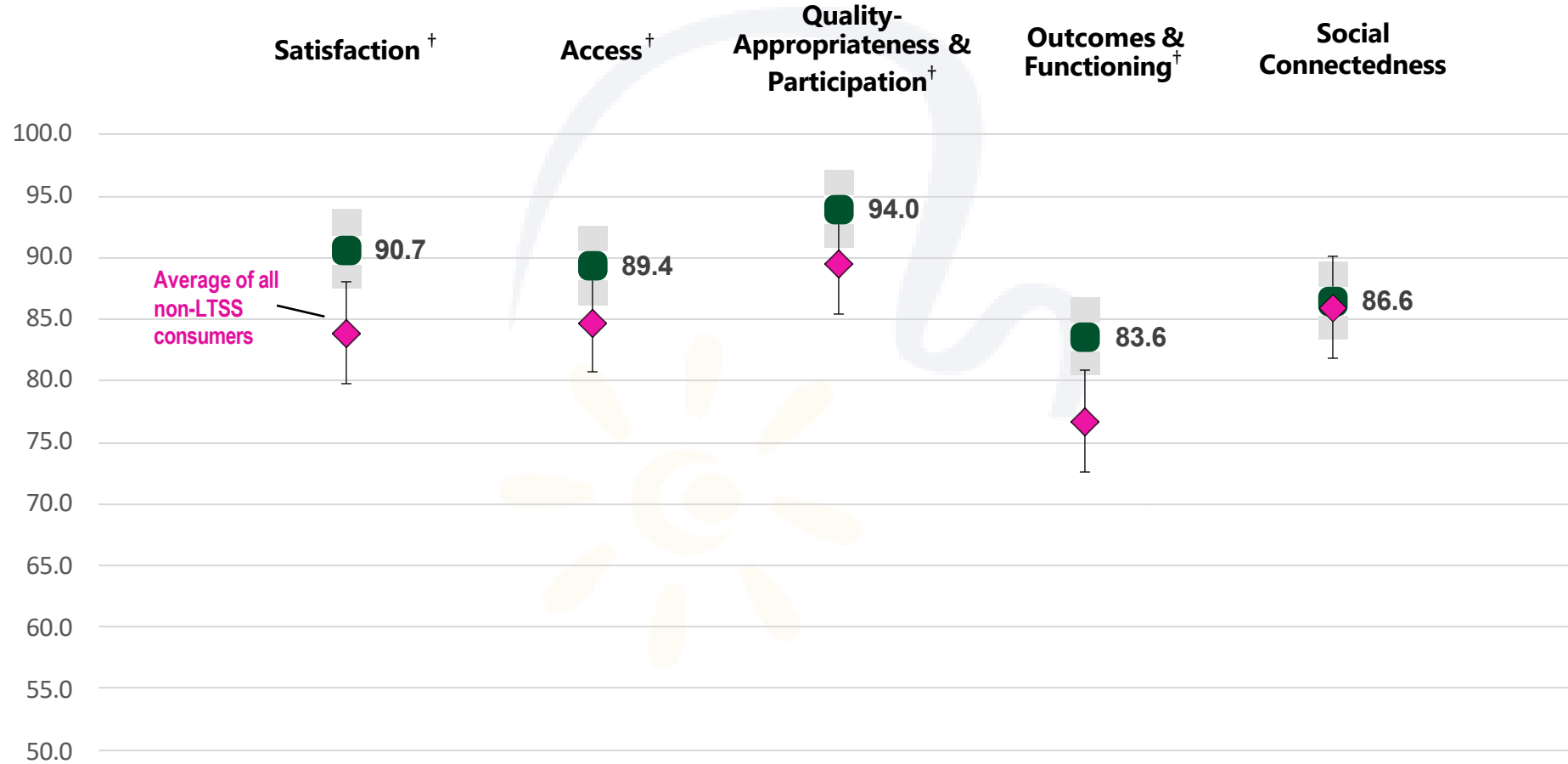
Adult CCBHC consumers reported similar scores to non-CCBHC adults

Dark green denotes the percentage of CCBHC (certified community behavioral health clinic) consumers in agreement for that construct's items
Gray bars denote the likely range where the true percentage for all LTSS consumers might lie (i.e., margin of error*)

Satisfaction   Access   Quality-Appropriateness & Participation   Outcomes & Functioning   Social Connectedness

Average of all non-CCBHC consumers

86.9
87.2
91.8
81.3
86.7

*margin of error for **CCBHC** adults: ±5.7 pts (n = 294)
margin of error for **non-CCBHC** adults: ±3.0 pts (n = 1,071)

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SWMBH Consumer Satisfaction 2023 Results

31
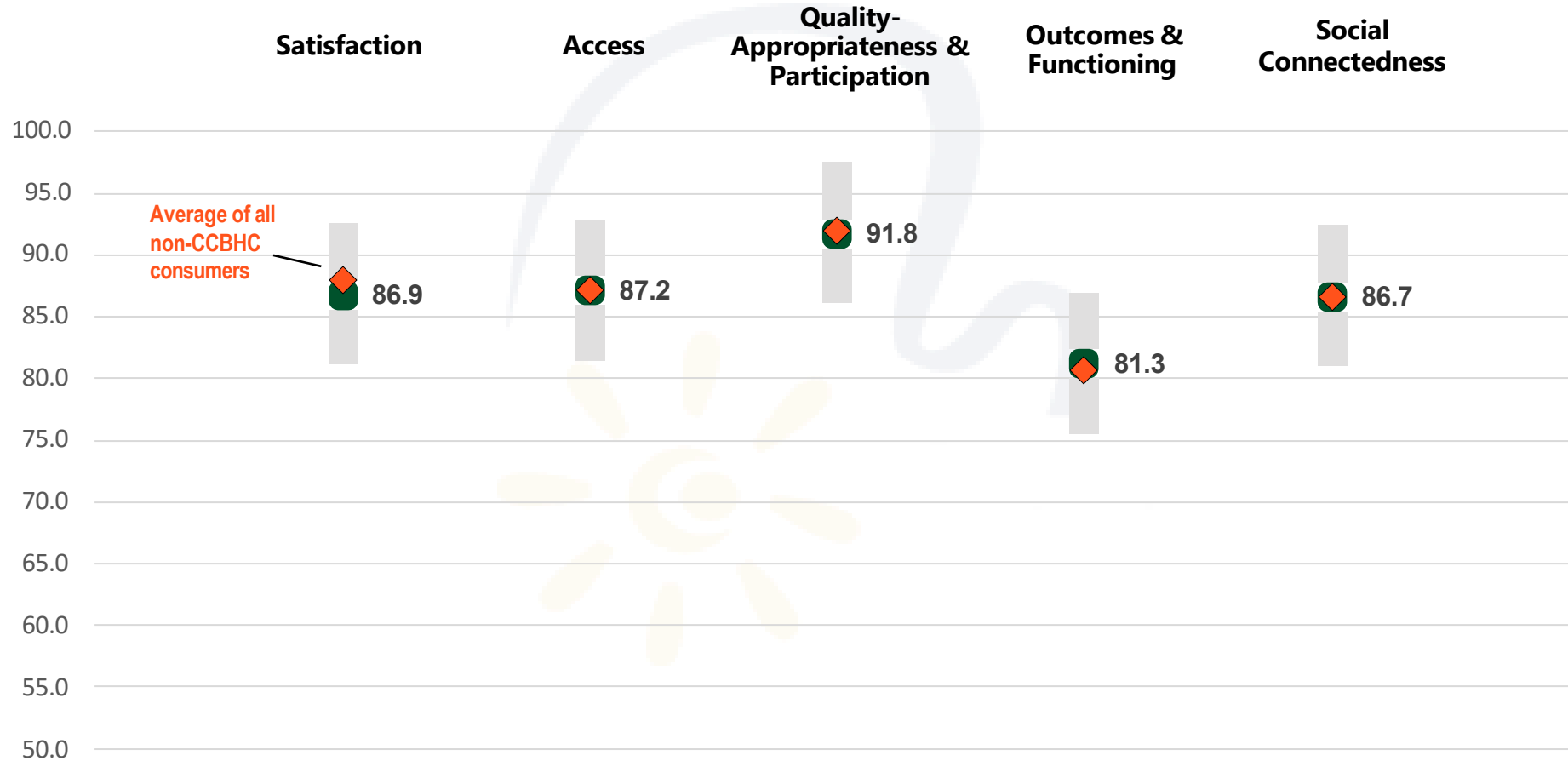
Opportunities for improvement in staff conduct, more access

Of respondents to the MHSIP who were *dissatisfied* with services, staff conduct was cited most frequently. Respondents also desired better access and availability of services.

# of comments

SWMBH Consumer Satisfaction
2023 Results
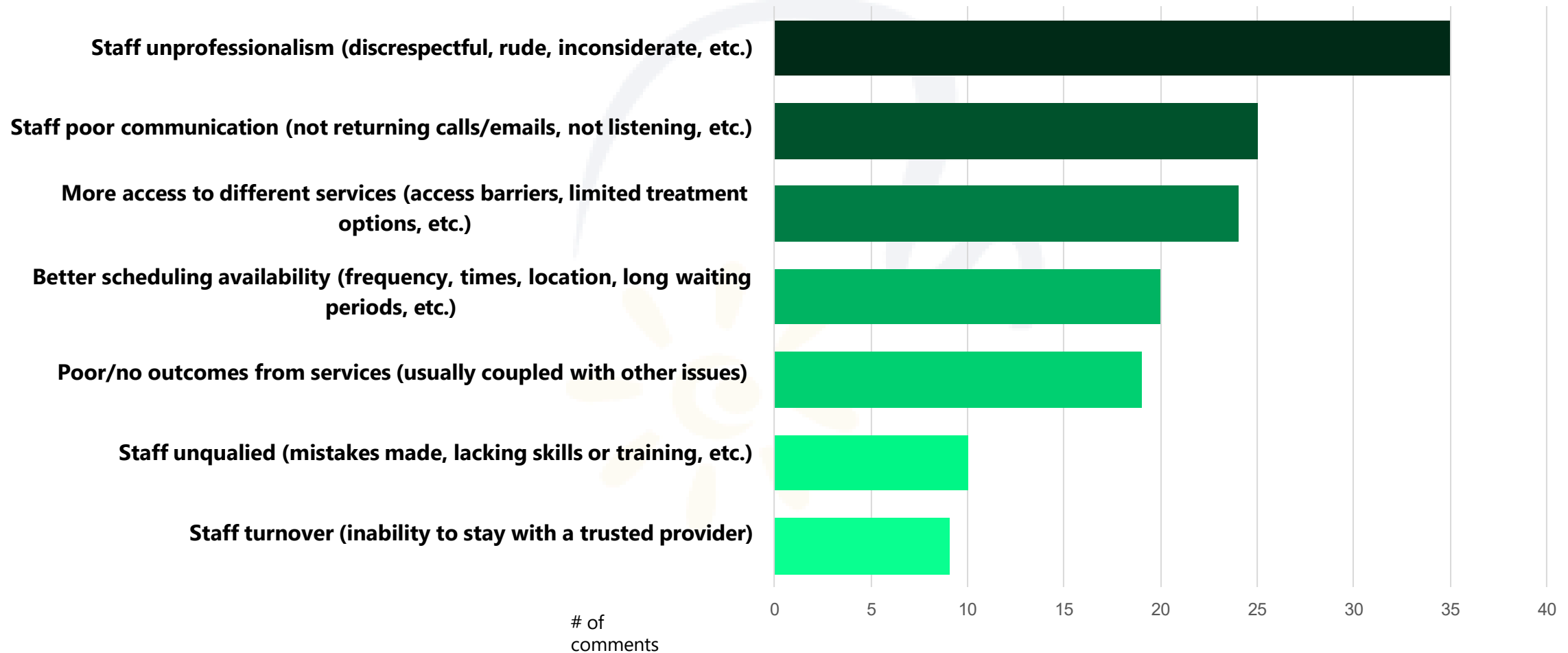
Youth Services Survey for Families (YSS) Revised Tool: 2023 Results

Sample size: 395

Overall, YSS saw similar ratings from 2022-2023 (no statistical difference)

YSS scores by construct for previous 2 years, further past years incomparable due to survey changes. Differences in constructs are not statistically significant.

SWMBH Consumer Satisfaction 2023 Results
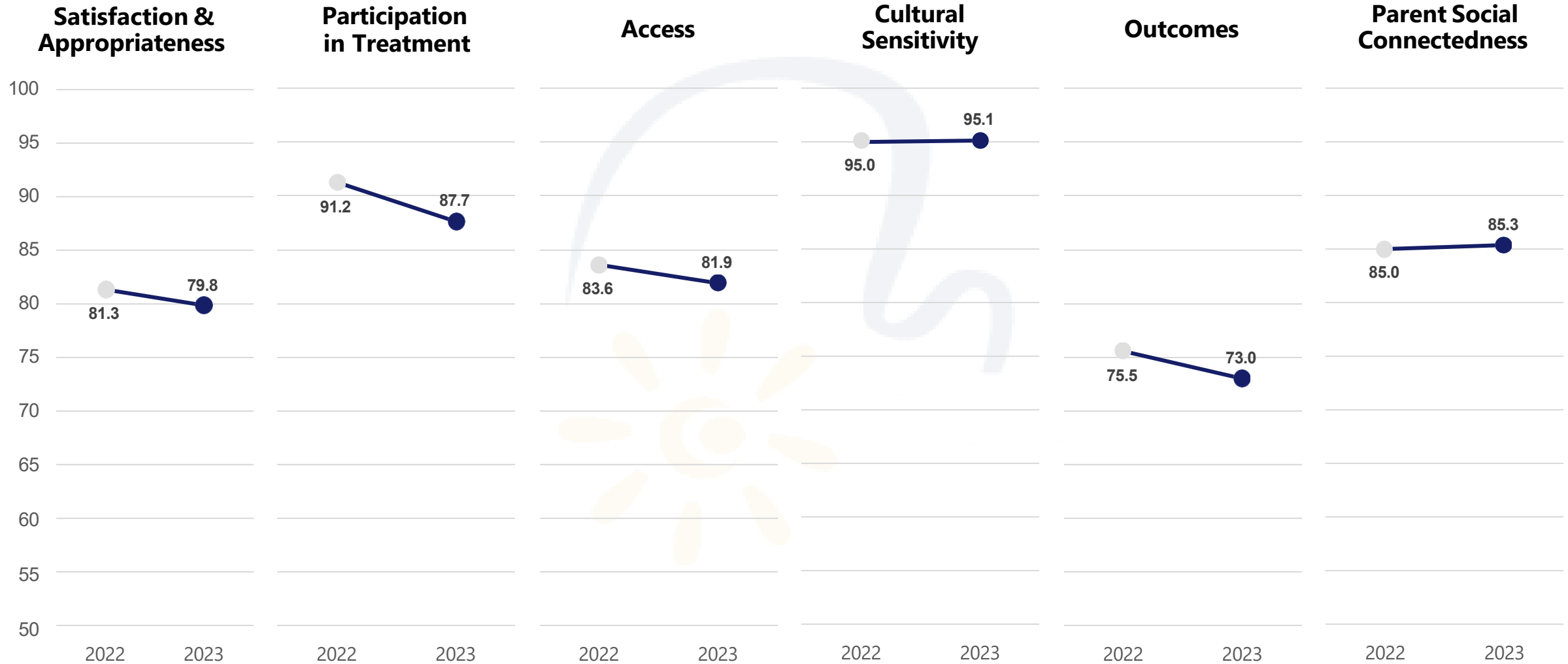
CMHSP satisfaction & appropriateness hindered by access to services

YSS item related to amount of help received got lowest **strongly agree** ratings for the second year straight

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
The people helping my child stuck with us no matter what.	63.8%	19.9%	5.9%	10.4%
Overall, I am satisfied with the services my child received.	57.4%	23.7%	10.3%	8.7%
The services my child and/or family received were right for us.	56.0%	24.2%	10.4%	9.4%
I felt my child had someone to talk with when they were troubled.	59.6%	20.5%	8.2%	11.7%
My family got as much help as we needed for my child.	49.6%	24.3%	10.7%	15.4%

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Parents overall felt very involved with their child's services

YSS items measuring parental involvement in childrens' services received very low **disagreement** ratings

	Strongly agree	**Somewhat agree**	**Somewhat disagree**	**Strongly disagree**
I participated in my child's treatment.	79.5%	14.6%	4.0%	1.9%
I helped to choose my child's treatment goals.	66.8%	23.0%	4.2%	6.0%
I helped to choose my child's services.	61.3%	25.2%	6.6%	6.9%

SWMBH Consumer Satisfaction 2023 Results
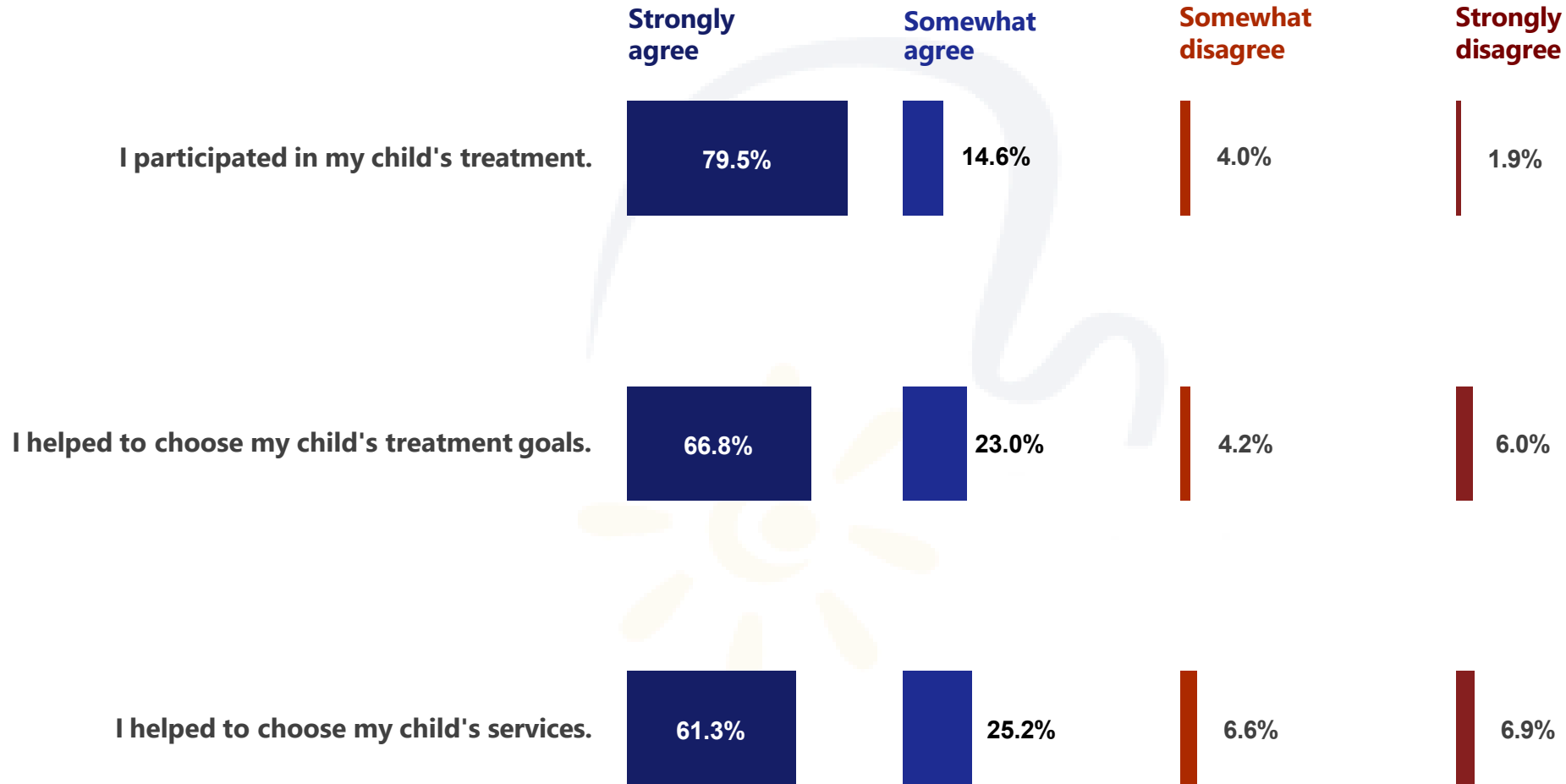
Most access ratings were strong, some weaker

Less **agreement** with items related to receiving different types of services and urgent treatment.

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
Staff were willing to see my child as often as their treatment plan stated.	68.0%	17.2%	7.3%	7.5%
Services were available at times that were good for us.	63.9%	21.8%	7.6%	6.6%
Staff returned our calls within 1 business day.	65.4%	18.4%	7.7%	8.5%
My child was able to get every type of service that their provider said they should.	56.9%	22.6%	10.8%	9.7%
My child was able to get urgent treatment as soon as they needed.	52.4%	20.5%	13.5%	13.5%

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CMHSP cultural sensitivity received near perfect ratings

A majority of YSS respondents gave the cultural sensitivity items **strongly agree** ratings

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
Staff respected my family's religious/spiritual beliefs.	85.4%	12.6%	0.0%	1.6%
Staff spoke with me in a way that I understood.	78.2%	15.5%	3.4%	2.8%
Staff were sensitive to my cultural/ethnic background.	79.3%	14.9%	1.9%	3.8%

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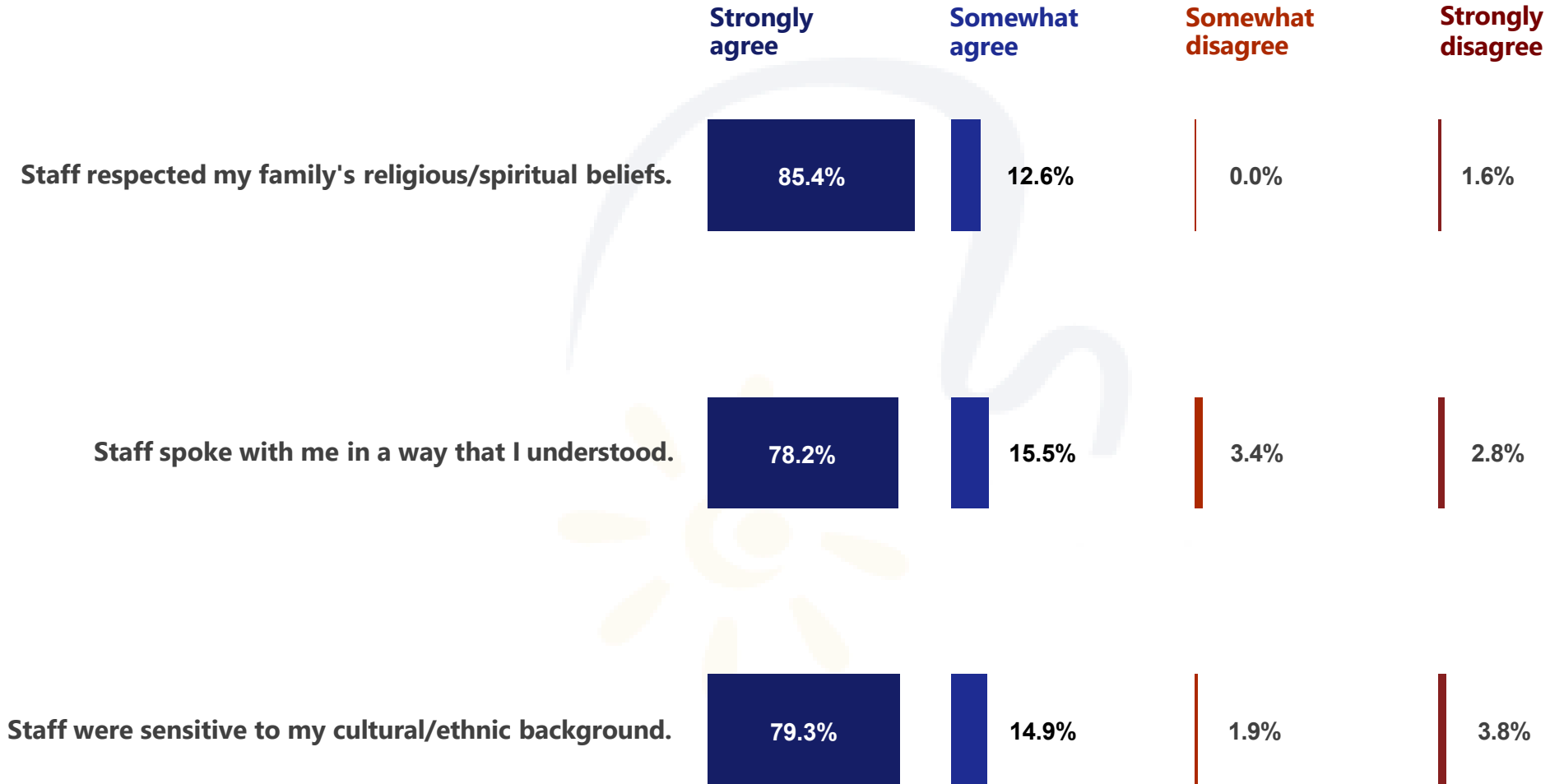
Outcomes for youth consistent, but not stellar

For close to 1 in 4 respondents, their child saw no improvement across the different outcome measures

"**Because of the help my child and/or family received...**"

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
My child is better at handling daily life.	48.2%	28.8%	6.3%	16.7%
My child is better able to do things they want to do.	41.8%	32.6%	11.8%	13.8%
My child gets along better with family members.	40.0%	33.2%	11.8%	14.9%
My child is doing better in school or work.	42.2%	28.2%	12.3%	17.4%
My child is better able to cope when things go wrong.	36.5%	33.7%	13.6%	16.2%

KIAER Research
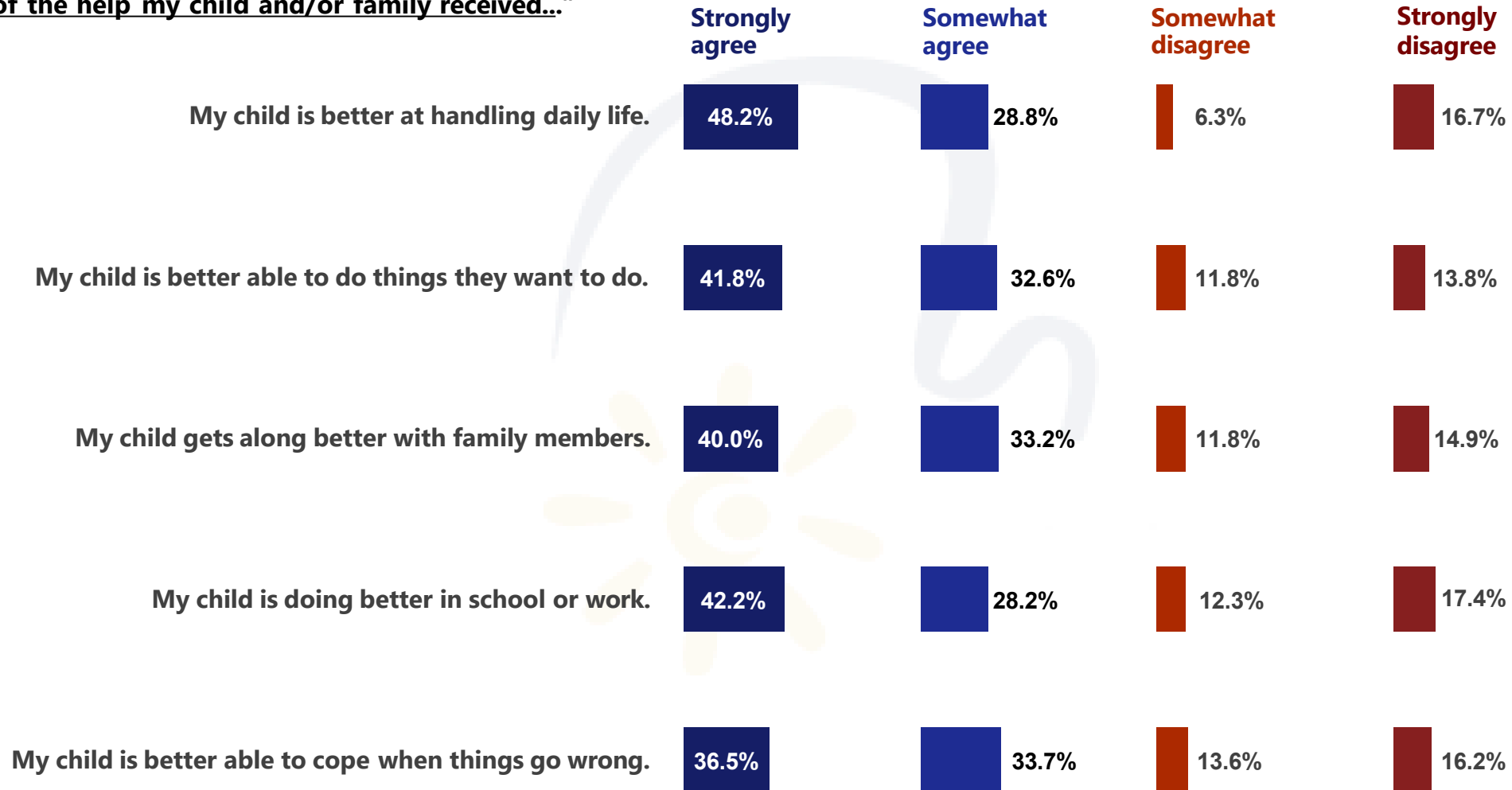
Parents' social connectedness rated as mostly positive

A majority of YSS respondents gave the social connectedness items **agree** ratings

	Strongly agree	**Somewhat agree**	**Somewhat disagree**	**Strongly disagree**
I have people I am comfortable talking with about my child's problems.	62.5%	22.9%	6.9%	7.7%
I know people who will listen and understand me when I need to talk.	55.7%	29.4%	6.4%	8.4%

KIAER Research
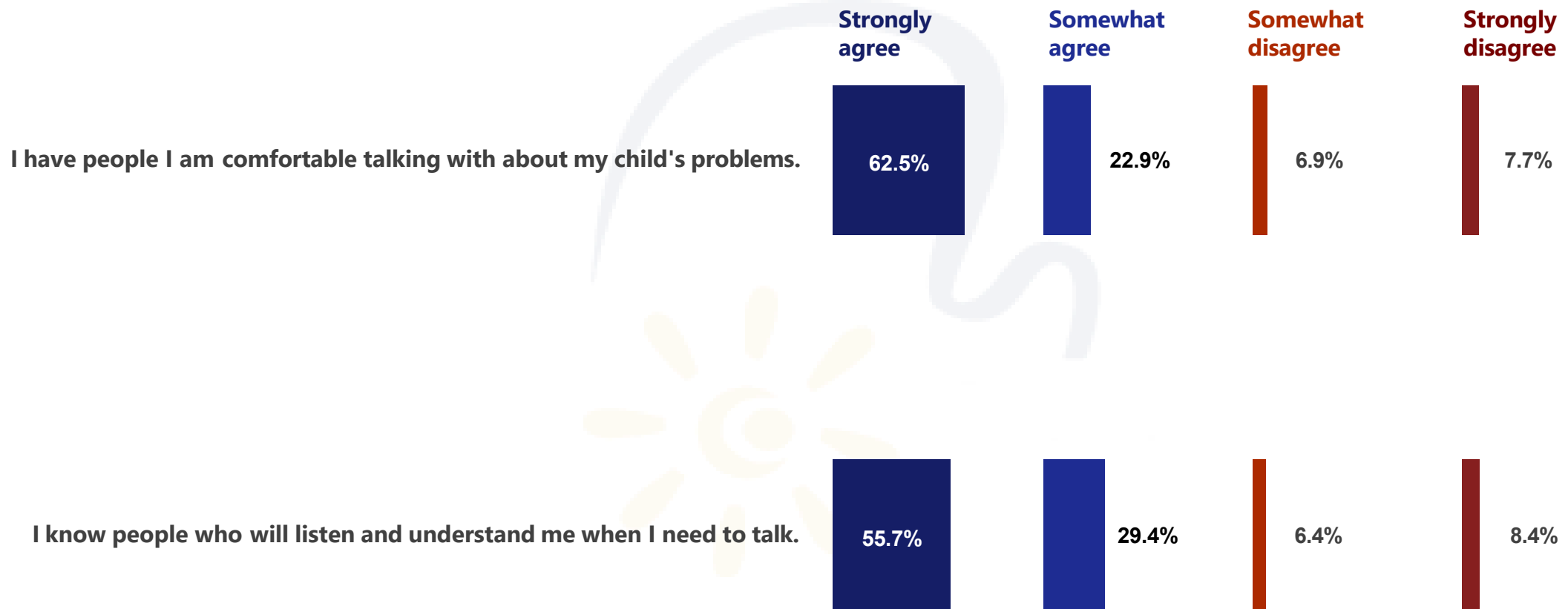
All SWMBH CMHSPs: 2023 YSS scores by construct

Dark blue denotes the percentage in agreement for that construct's items
Gray bars denote the likely range where the true percentage for all SWMBH consumers might lie (i.e., margin of error*)
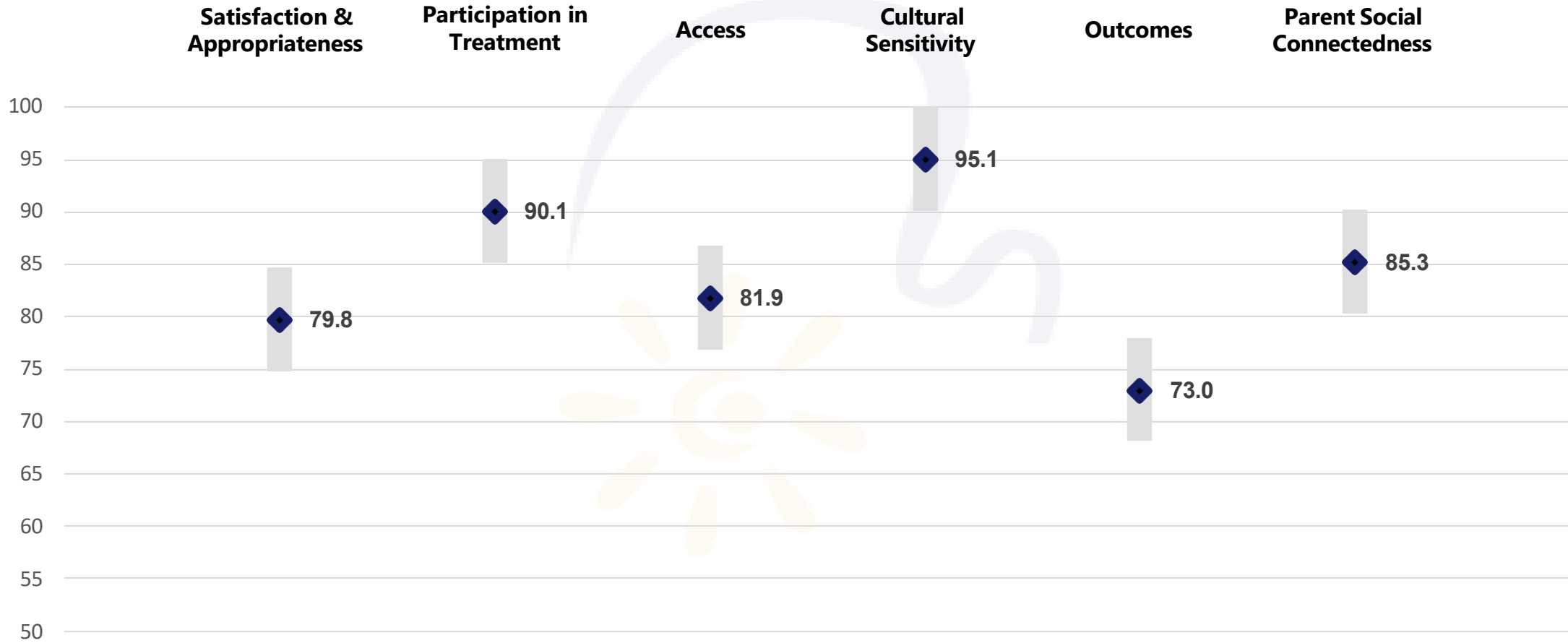
*margin of error for all CMHSPs: ±4.9 pts

n = 395

43

SWMBH Consumer Satisfaction
2023 Results

Barry County: Above average in satisfaction, participation, & access for 2023 YSS

Dark blue denotes the percentage in agreement for that construct's items
Gray bars denote the likely range where the true percentage for all the county's consumers might lie (i.e., margin of error*)

Satisfaction & Appropriateness [†]   86.2

Participation in Treatment [†]   99.1

Access [†]   88.9

Cultural Sensitivity   98.8

Outcomes   71.5

Parent Social Connectedness   88.6
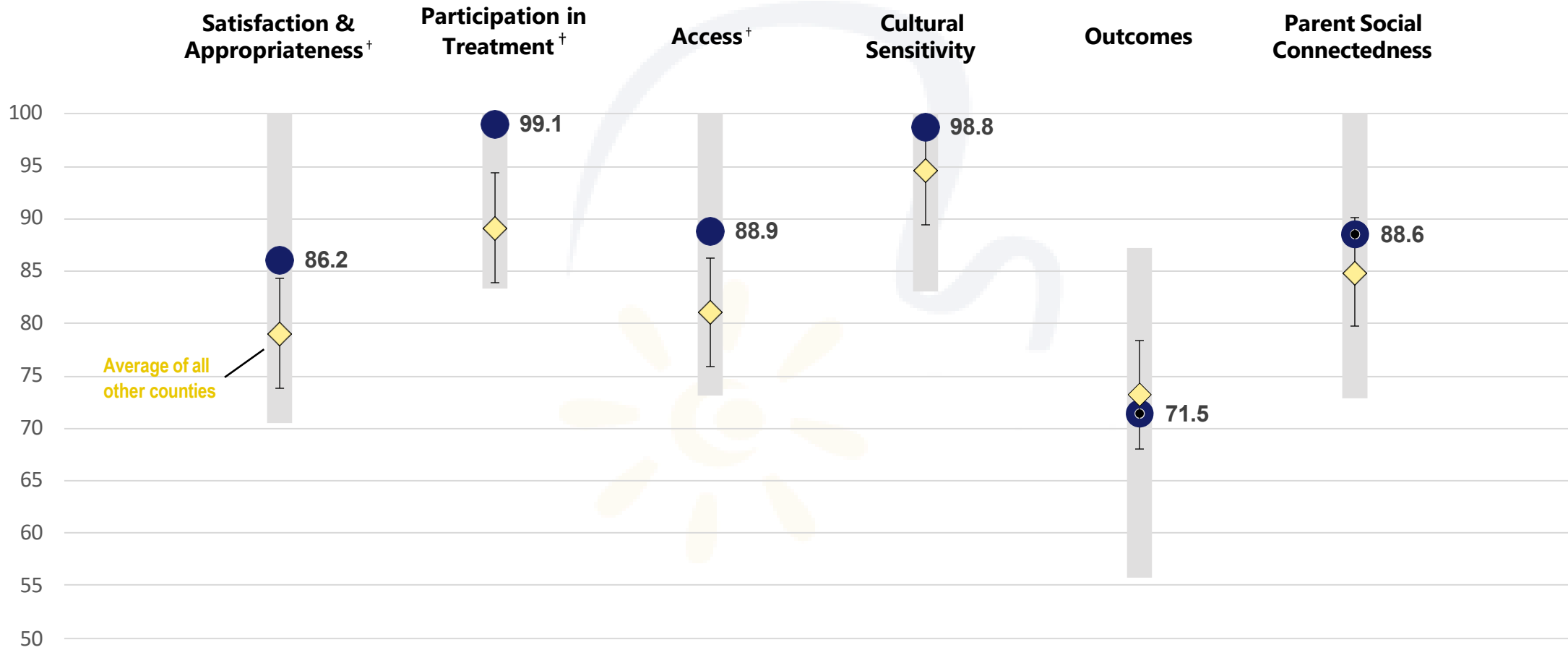
Average of all other counties

† statistically significant difference (p < .05) between this county and others for construct

*margin of error for Barry County: ±15.7 pts

n = 39

KIAER Research

Berrien County: Below average in participation in 2023 YSS

Dark blue denotes the percentage in agreement for that construct's items
Gray bars denote the likely range where the true percentage for all the county's consumers might lie (i.e., margin of error*)

Satisfaction & Appropriateness — 77.1 — Average of all other counties

Participation in Treatment[†] — 84.7

Access — 79.8

Cultural Sensitivity — 94.2

Outcomes — 71.3

Parent Social Connectedness — 80.0

*margin of error for Berrien County: ±12.3 pts

n = 63

SWMBH Consumer Satisfaction 2023 Results

45
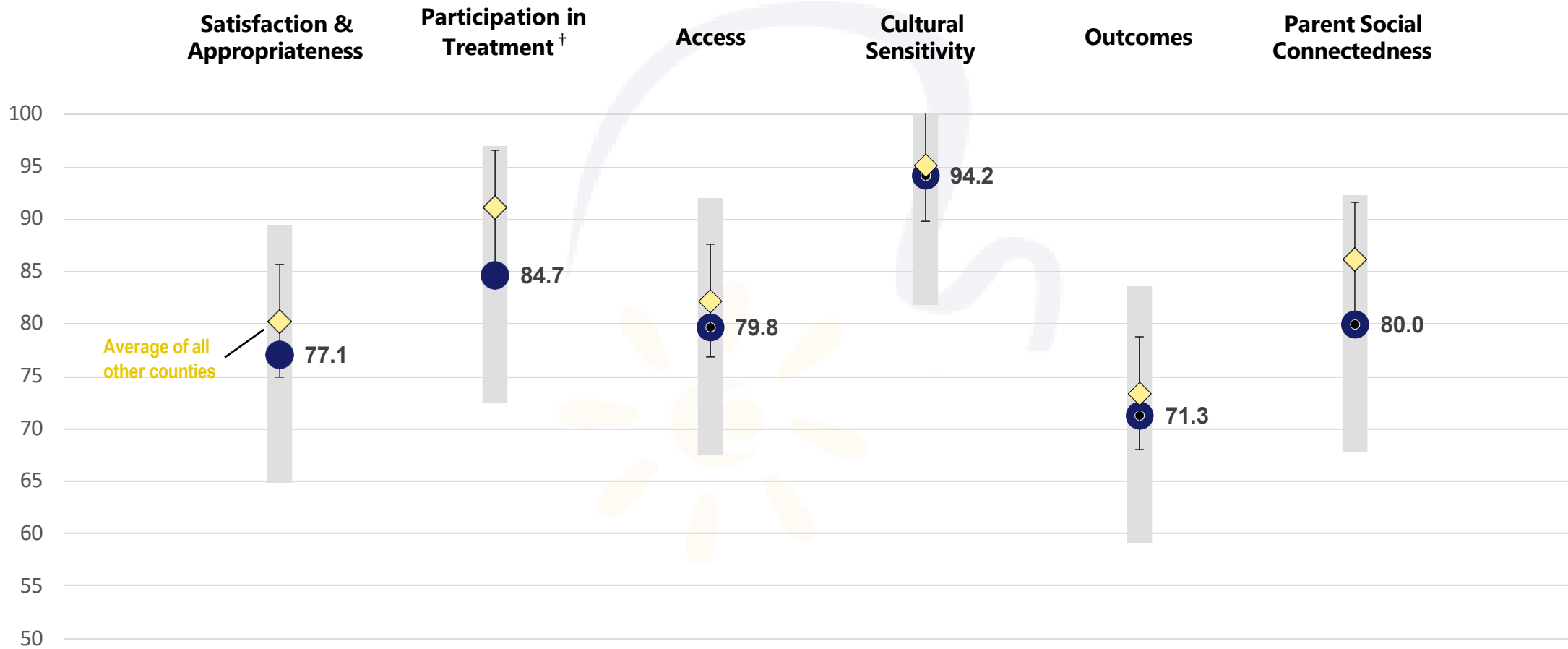
Branch County: Below average in satisfaction & cultural sensitivity in 2023 YSS

Dark blue denotes the percentage in agreement for that construct's items
Gray bars denote the likely range where the true percentage for all the county's consumers might lie (i.e., margin of error*)

† statistically significant difference (p < .05) between this county and others for construct

*margin of error for Branch County: ±14.3 pts

n = 47

SWMBH Consumer Satisfaction 2023 Results

KIAER Research
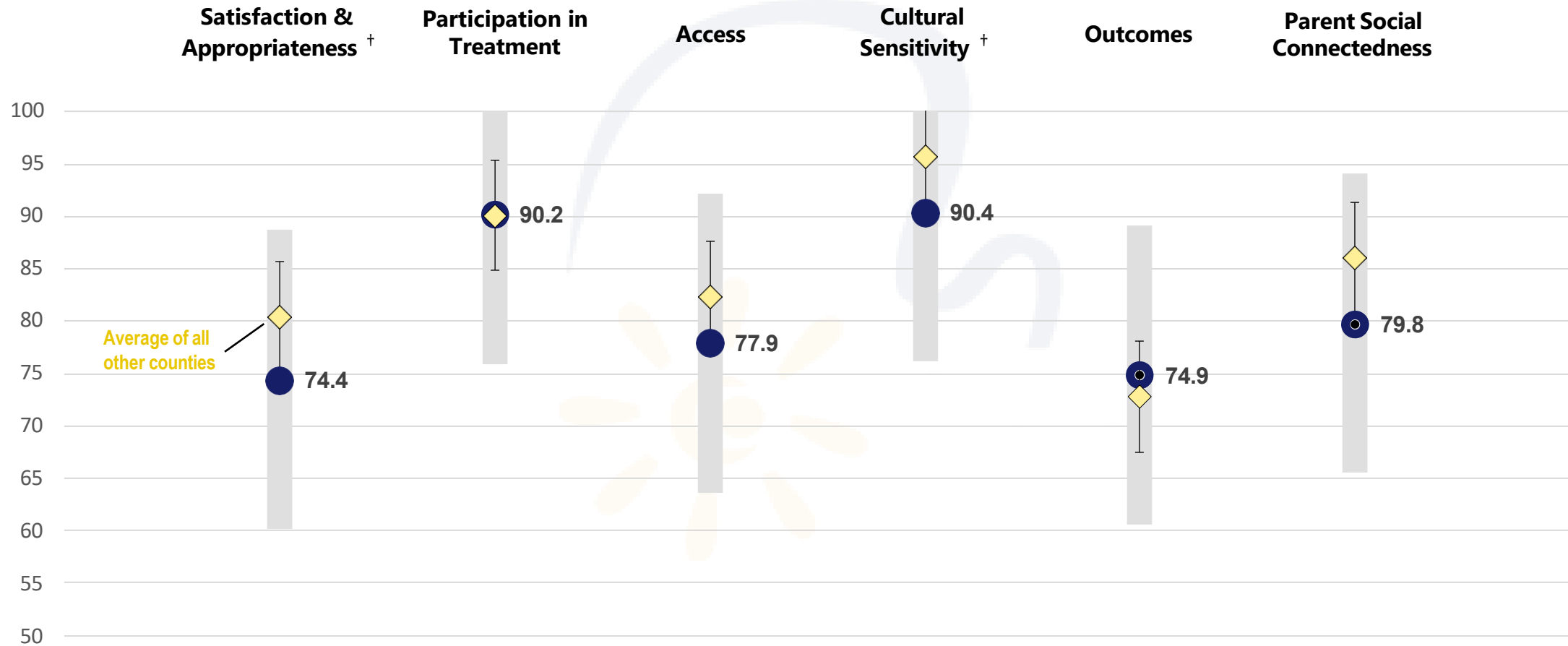
Calhoun County: Below average in satisfaction and parent social connectedness in 2023

Dark blue denotes the percentage in agreement for that construct's items
Gray bars denote the likely range where the true percentage for all the county's consumers might lie (i.e., margin of error*)

Satisfaction & Appropriateness †
Participation in Treatment
Access
Cultural Sensitivity
Outcomes
Parent Social Connectedness †

Average of all other counties

67.4
83.0
81.3
100.0
69.4
70.6

† statistically significant difference (p < .05) between this county and others for construct

*margin of error for Calhoun County: ±23.1 pts

n = 47

KIAER Research

SWMBH Consumer Satisfaction 2023 Results
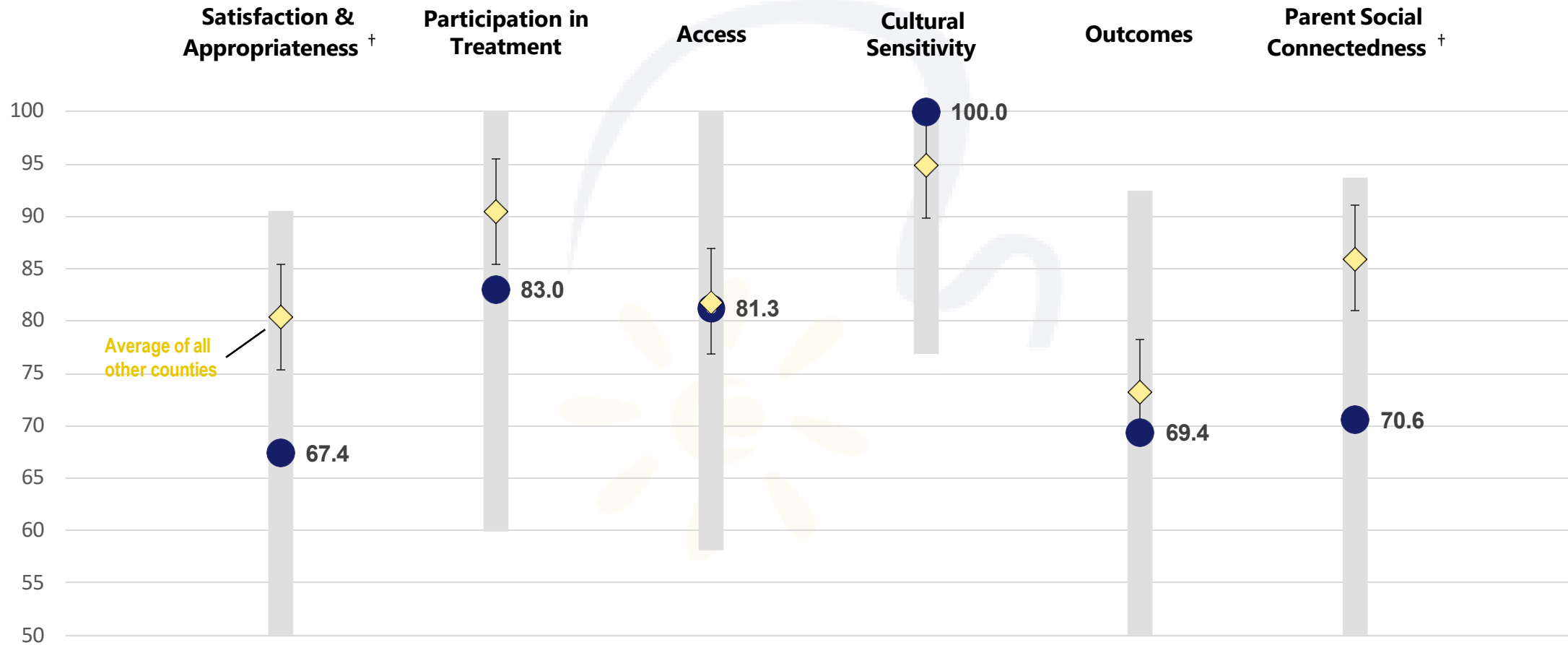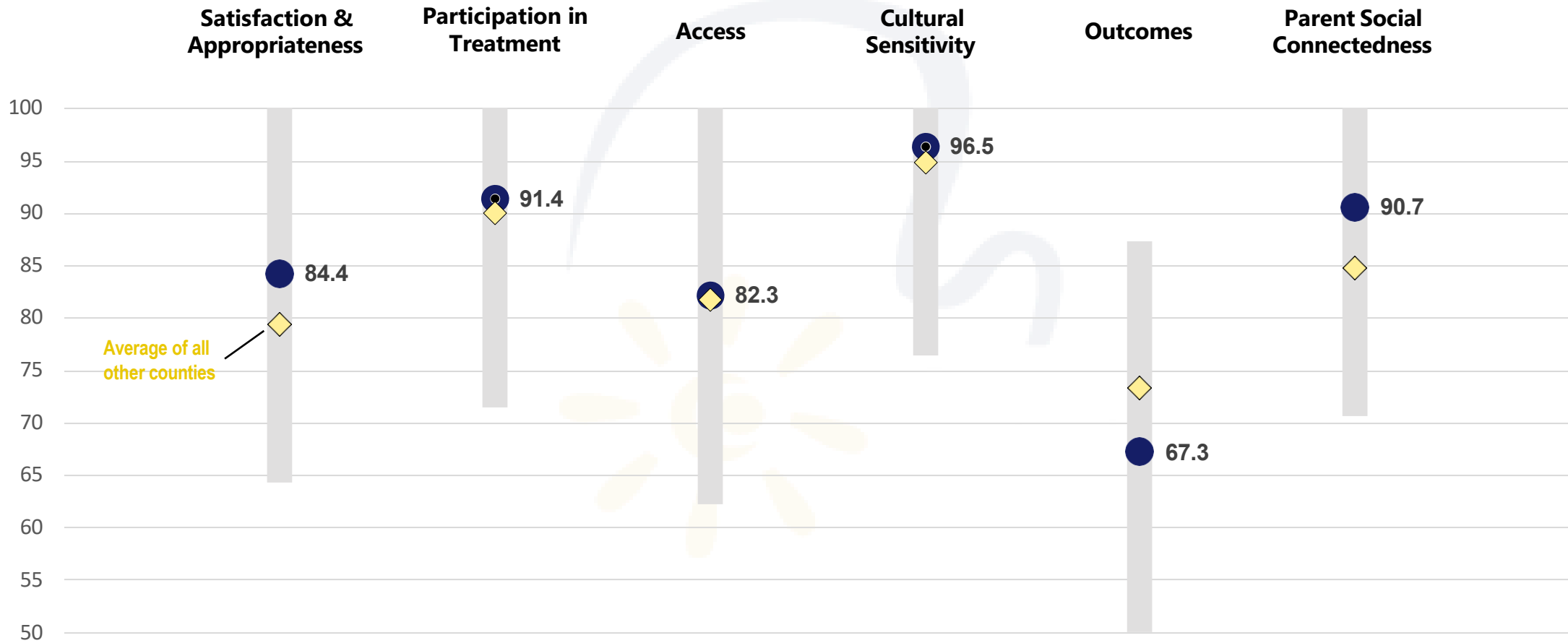
Kalamazoo: On par with other counties in 2023 YSS

Dark blue denotes the percentage in agreement for that construct's items
Gray bars denote the likely range where the true percentage for all the county's consumers might lie (i.e., margin of error*)

Satisfaction & Appropriateness: 79.0
Participation in Treatment: 88.9
Access: 80.2
Cultural Sensitivity: 93.9
Outcomes: 72.6
Parent Social Connectedness: 87.6

Average of all other counties

SWMBH Consumer Satisfaction 2023 Results

*margin of error for all Kzoo County: ±10.0 pts

n = 24

44
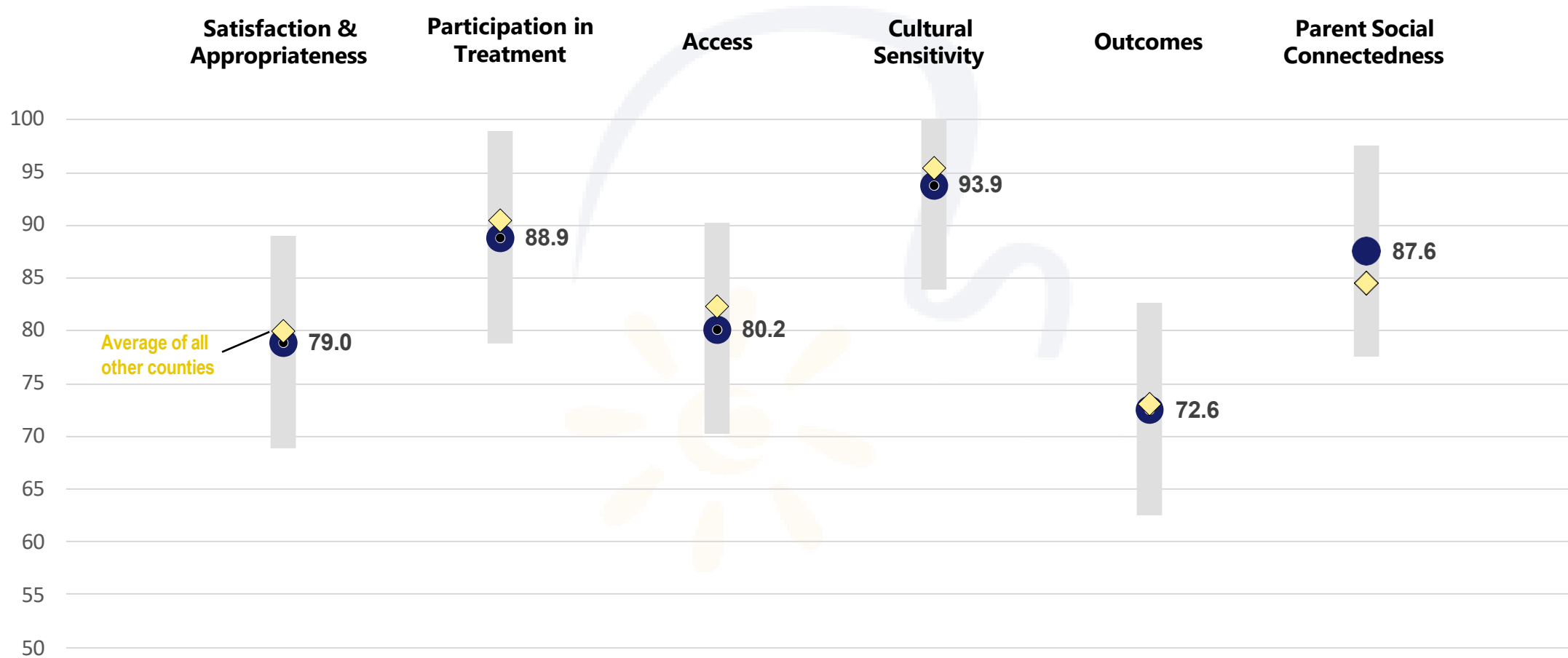
St. Joe County: Above average in <u>all constructs</u> for 2023 YSS

Dark blue denotes the percentage in agreement for that construct's items for the county
Gray bars denote the likely range where the true percentage for all the county's consumers might lie (i.e., margin of error*)

|	Satisfaction & Appropriateness [†]	Participation in Treatment [†]	Access [†]	Cultural Sensitivity [†]	Outcomes [†]	Parent Social Connectedness [†]

- 100.0 (Cultural Sensitivity)
- 97.4 (Participation in Treatment)
- 92.4 (Parent Social Connectedness)
- 87.8 (Access)
- 86.0 (Satisfaction & Appropriateness)
- 79.7 (Outcomes)

Average of all other counties

Y-axis: 100, 95, 90, 85, 80, 75, 70, 65, 60, 55, 50

SWMBH Consumer Satisfaction 2023 Results
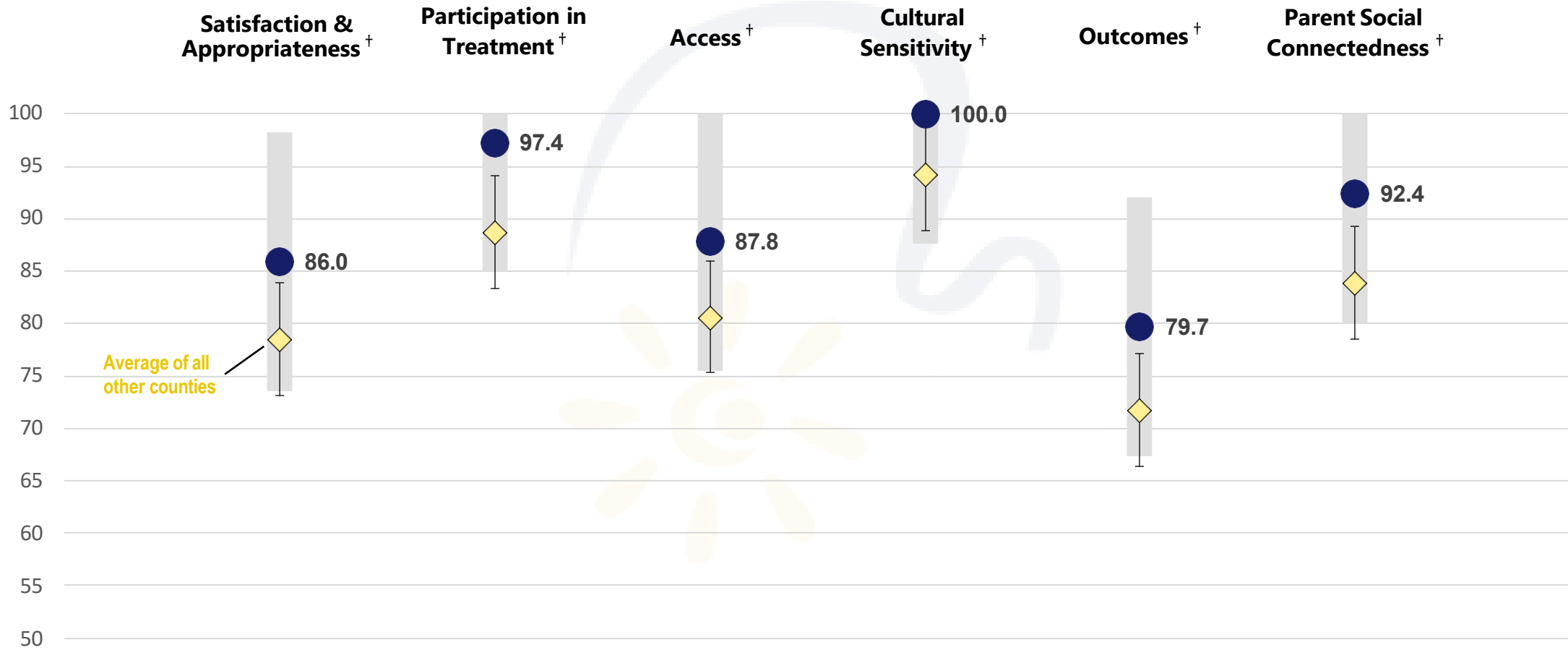
† statistically significant difference (p < .05) between this county and others for construct

*margin of error for St. Joe County: ±12.3 pts

n = 46

45

Van Buren County: Below average in participation for 2023 YSS

Dark blue denotes the percentage in agreement for that construct's items for the county
Gray bars denote the likely range where the true percentage for all the county's consumers might lie (i.e., margin of error*)
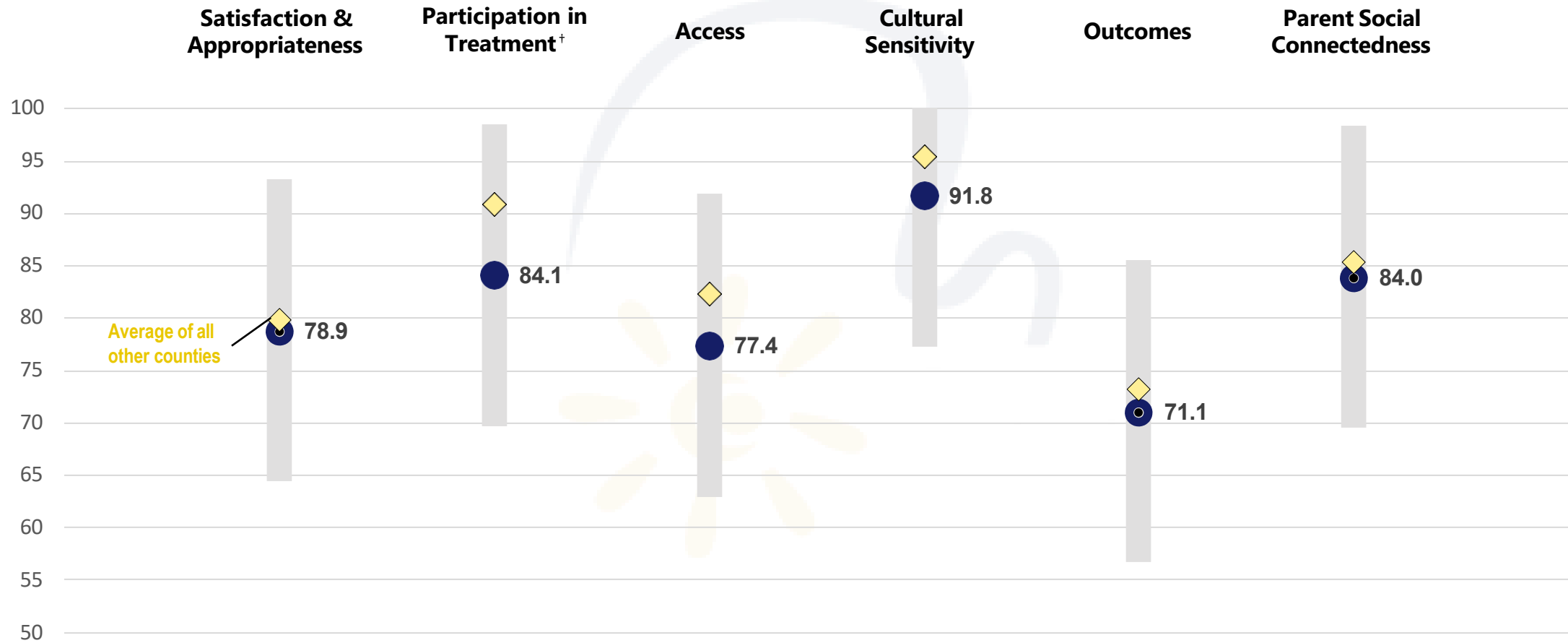
† statistically significant difference (p < .05) between this county and others for construct

*margin of error for Van Buren County: ±14.4 pts

n = 46

Generally, the older the youth, the lower the survey scores

YSS survey completers with children **over 18** (n = 6) reported lower scores because the child was no longer in their care.

Satisfaction & Appropriateness †
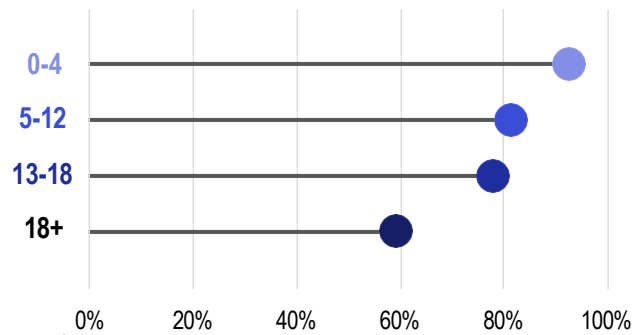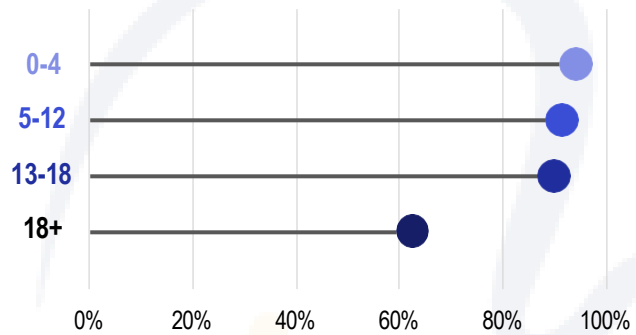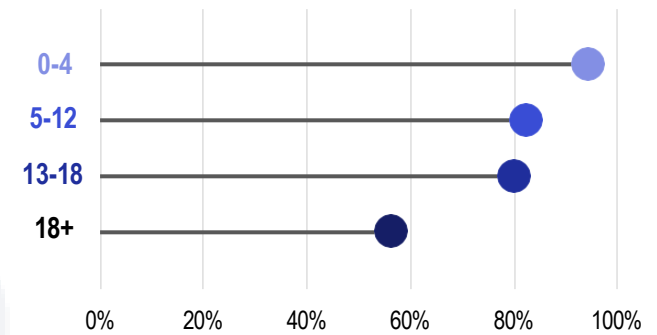
% stating "agree"

Participation in Treatment †

Access †

Cultural Sensitivity
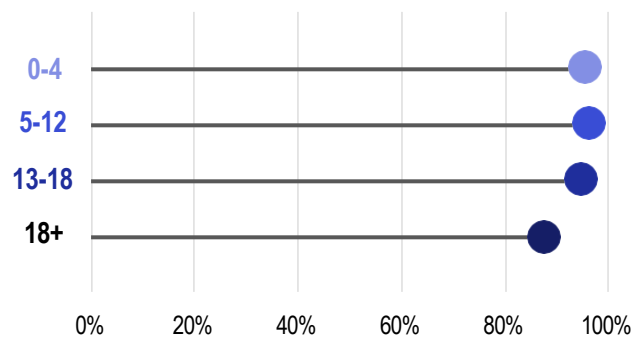
Outcomes †
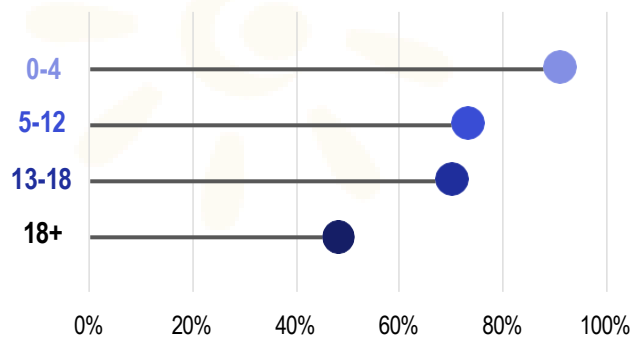
Parent Social Connectedness †
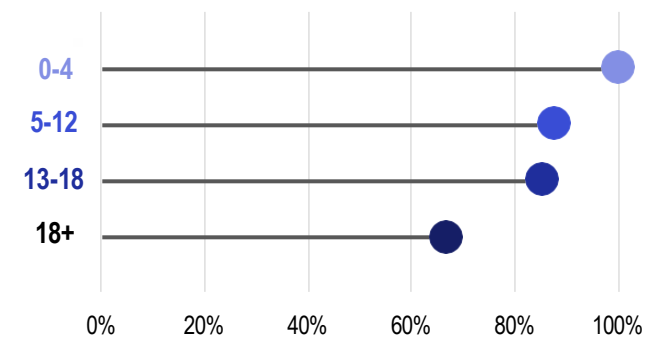
† statistically significant difference (p < .05) found between groups

0-4 n = 44   13-18 n = 153

5-12 n = 174   18+ n = 6

Kiaer Research

Youth receiving in-home services tended to have higher ratings

Youth with unstable housing were rare; in-home services included foster care, group homes, residential care, or other in-home services. Youth's living situation did not show statistical differences in parent's social connectedness.

Satisfaction & Appropriateness †
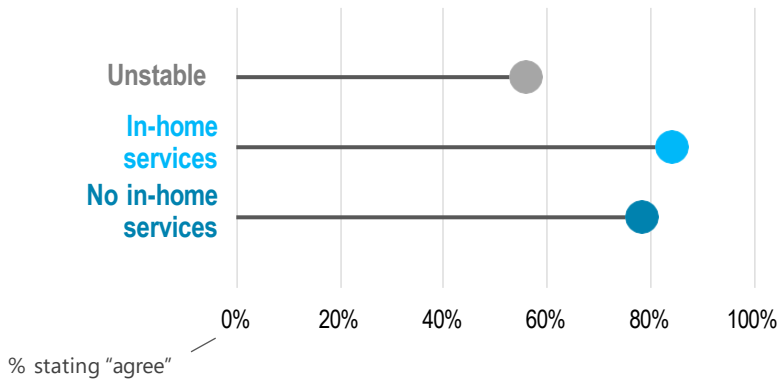
% stating "agree"

Participation in Treatment †

Access †

Cultural Sensitivity †

Outcomes †

Parent Social Connectedness

Unstable   n = 8
In-home services   n = 83
No in-home services   n = 198

† statistically significant difference (p < .05) found between groups

KIAER Research
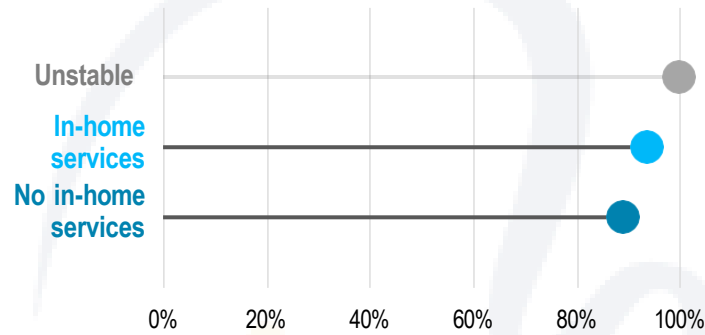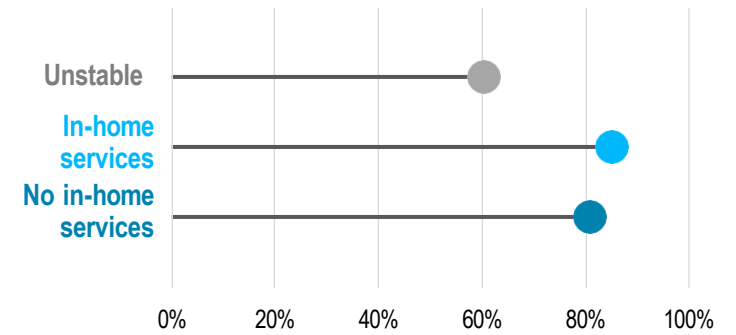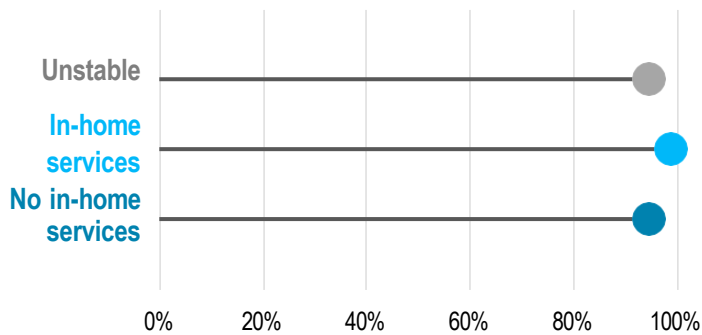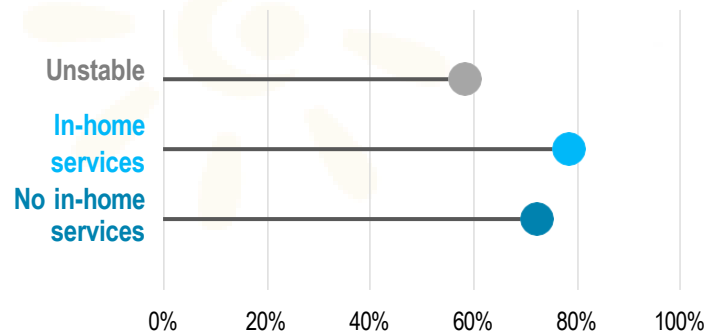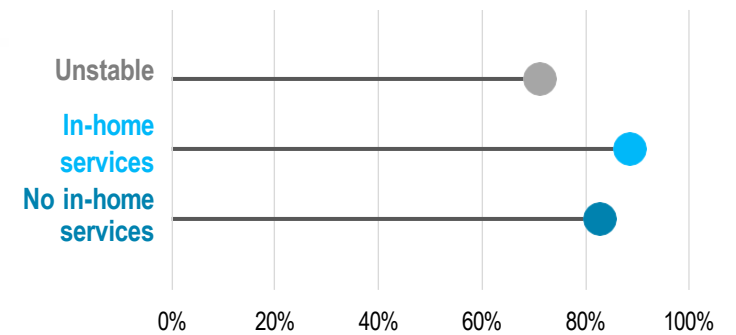
Youth scores similar for each race in 2023 YSS

"Nonwhite" category comprises any race other than White, including Black/African American, Asian, Native American, Native Hawaiian/Pacific Islander, or any mix of races.


Satisfaction & Appropriateness

% stating "agree"

Participation in Treatment

Access

Cultural Sensitivity

Outcomes

Parent Social Connectedness

White n = 245
Nonwhite n = 111

54
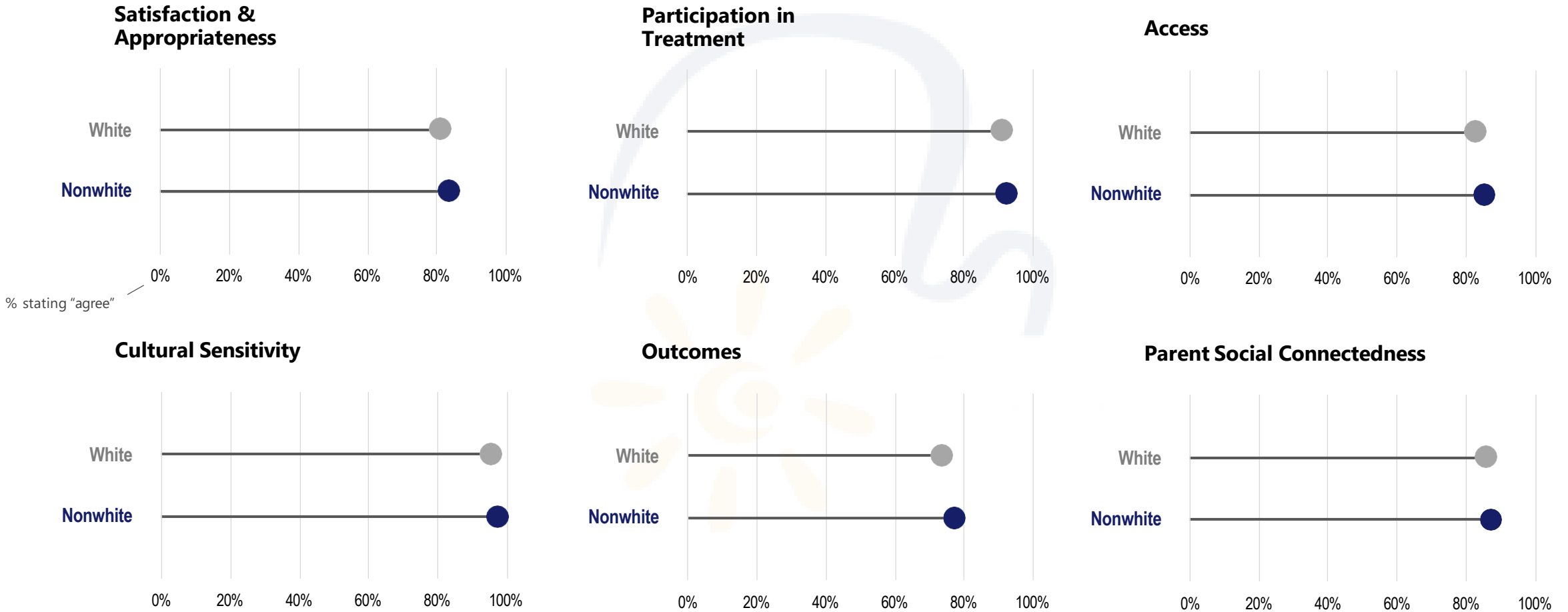
Youth not using Medicaid reported less access, lower satisfaction, and poorer outcomes

Non-Medicaid families mentioned staff "not knowing how to help them," being told "we can only help people with Medicaid," and being "on a waiting list for a Medicaid waiver."

Satisfaction & Appropriateness [†]

Medicaid
Non-Medicaid

% stating "agree"

Participation in Treatment

Medicaid
Non-Medicaid

Access [†]

Medicaid
Non-Medicaid

Cultural Sensitivity

Medicaid
Non-Medicaid

Outcomes [†]

Medicaid
Non-Medicaid

Parent Social Connectedness

Medicaid
Non-Medicaid

† statistically significant difference (p < .05) found between groups

Medicaid   n = 347
Non-Medicaid   n = 25

KIAER Research

Generally, male youth had slightly higher reported ratings

Nonbinary youth, despite only 8 reporting, had statistically worse reported outcomes and satisfaction than both male and female youth (p < .05).

Satisfaction & Appropriateness †
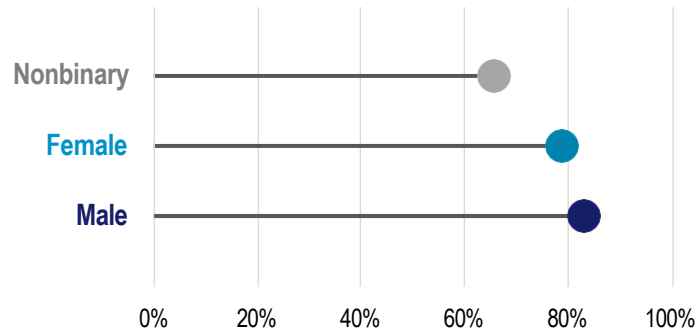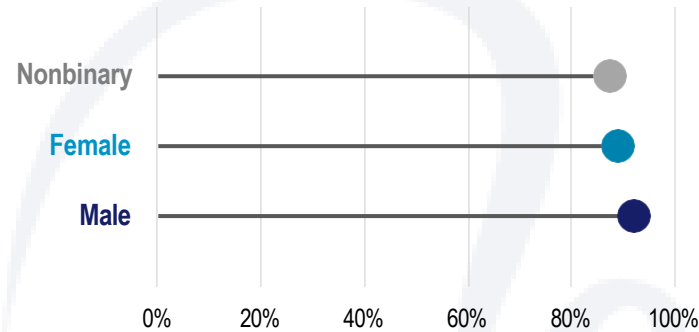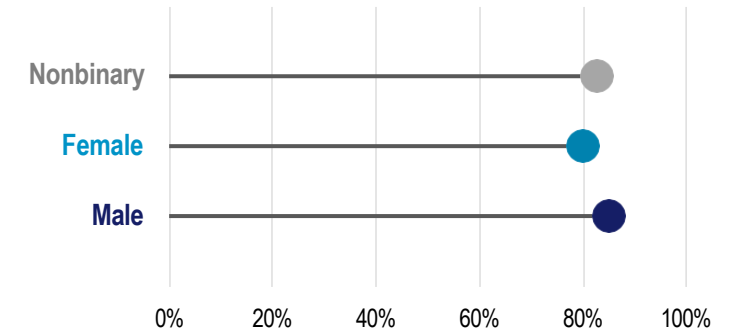
% stating "agree"

Participation in Treatment

Access †

Cultural Sensitivity †

Outcomes †

Parent Social Connectedness

Kiaer Research
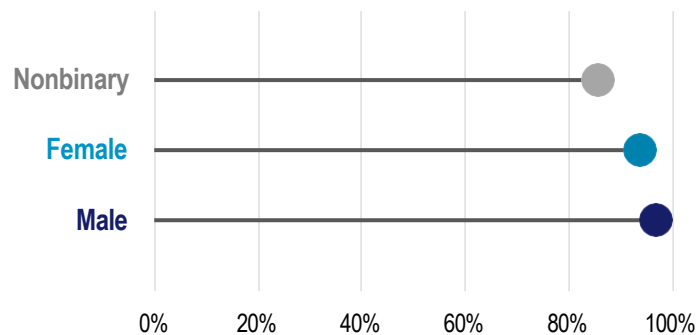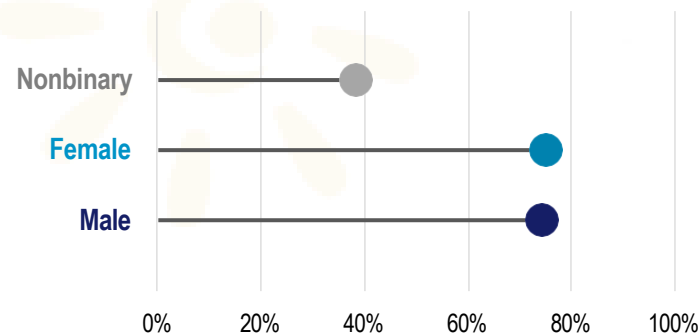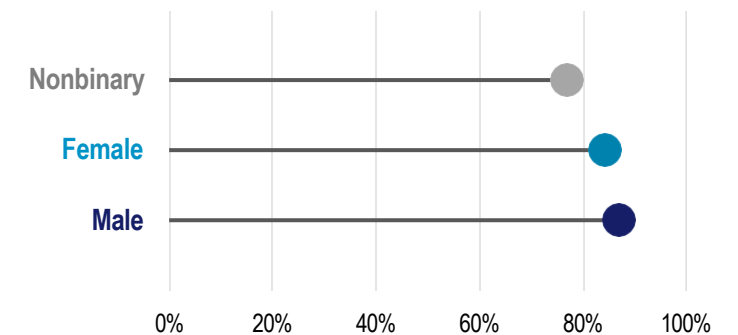
Youth LTSS families report better satisfaction, participation, access, and outcomes for the 2023 YSS

Dark blue denotes the percentage of LTSS (long-term social services) consumers in agreement for that construct's items
Gray bars denote the likely range where the true percentage for all LTSS consumers might lie (i.e., margin of error*)

† statistically significant difference (p < .05)
between this county and others for construct

*margin of error for **LTSS** youth: ±5.9 pts (n = 280)
margin of error for **non-LTSS** youth: ±9.1 pts (n = 115)

SWMBH Consumer Satisfaction
2023 Results

57
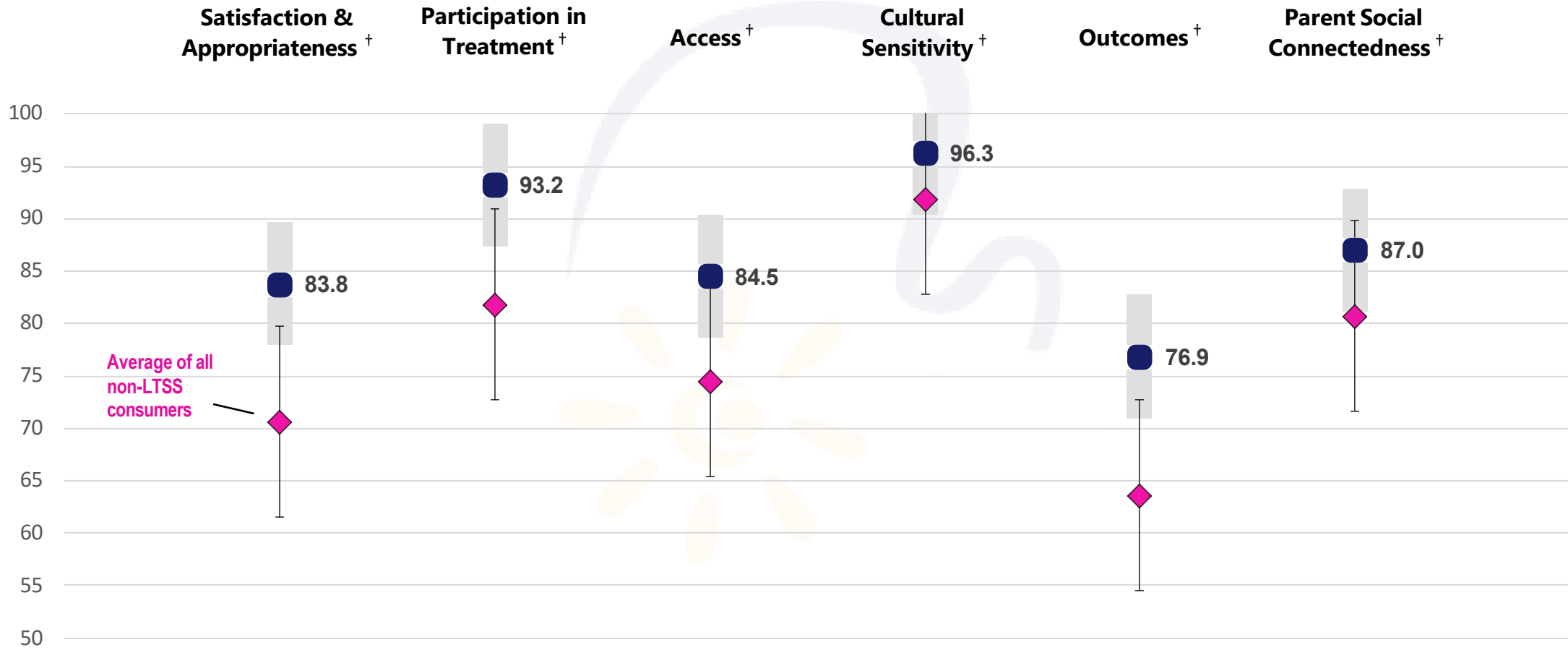
Youth CCBHC families report similar scores to non-CCBHC consumers

Dark blue denotes the percentage of CCBHC (certified community behavioral health clinic) consumers in agreement for that construct's items
Gray bars denote the likely range where the true percentage for all CCBHC consumers might lie (i.e., margin of error*)

Satisfaction & Appropriateness

Participation in Treatment

Access

Cultural Sensitivity

Outcomes

Parent Social Connectedness

Average of all non-CCBHC consumers

75.66

91.4

75.6

97.79

66.44

83.19

SWMBH Consumer Satisfaction 2023 Results

Kiaer Research

*margin of error for **CCBHC** youth: ±12.1 pts (n = 66)
margin of error for **non-CCBHC** youth: ±5.8 pts (n = 287)

58
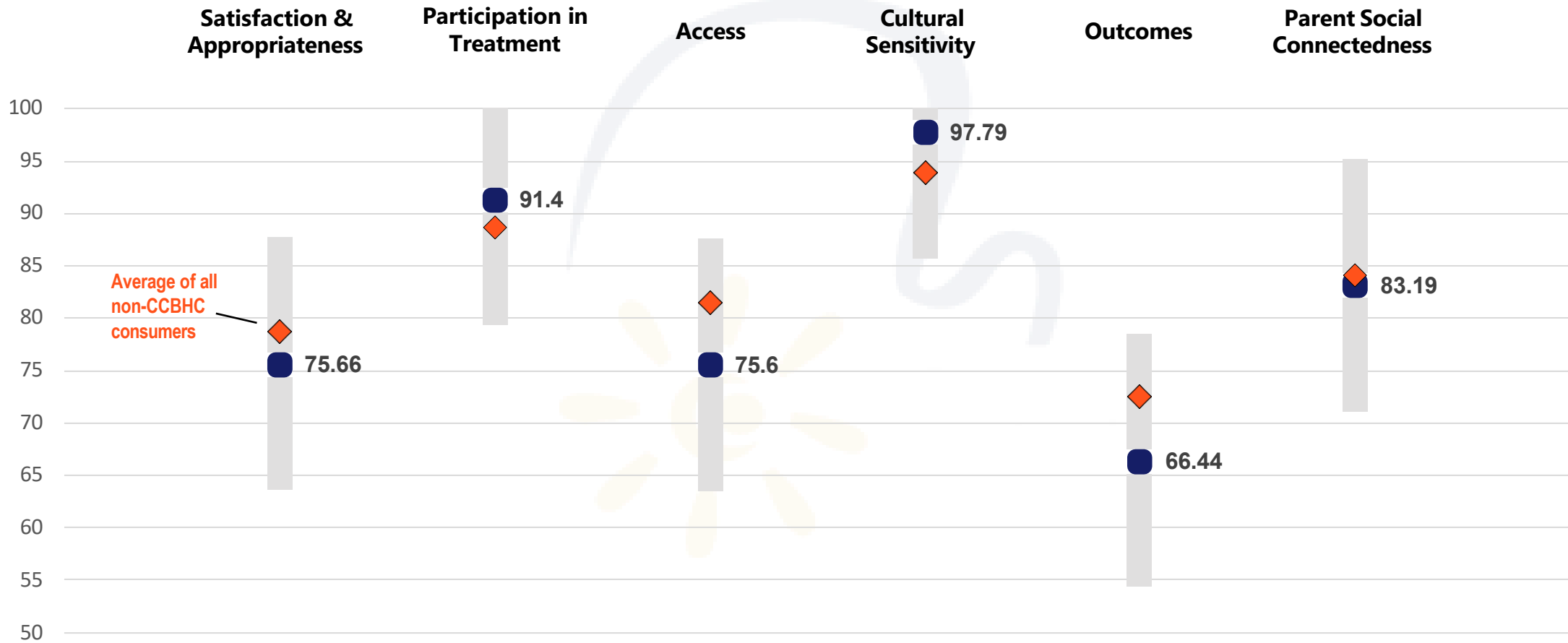
Opportunities for improvement in granting more access to services

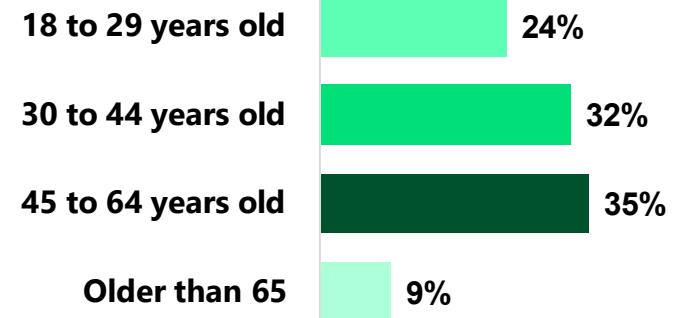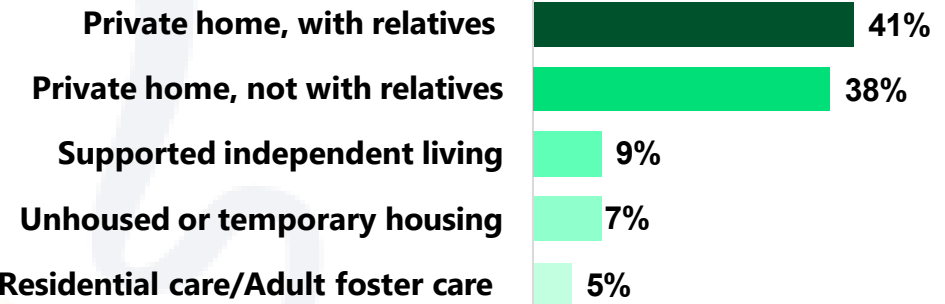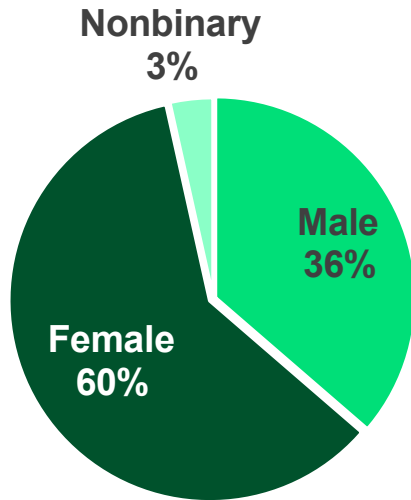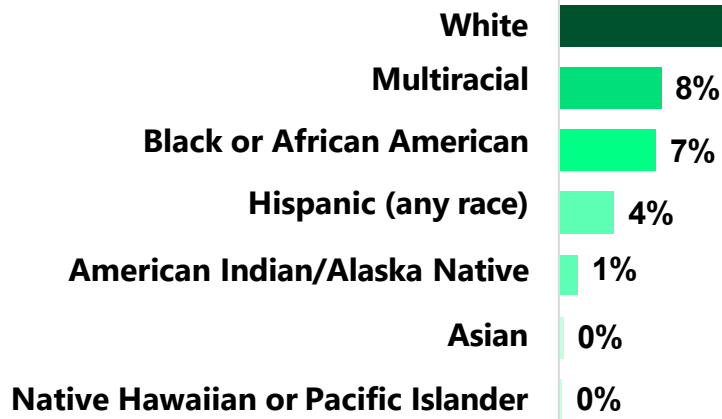Comments emphasized the inability for their children to receive services as a driver of poor outcomes.
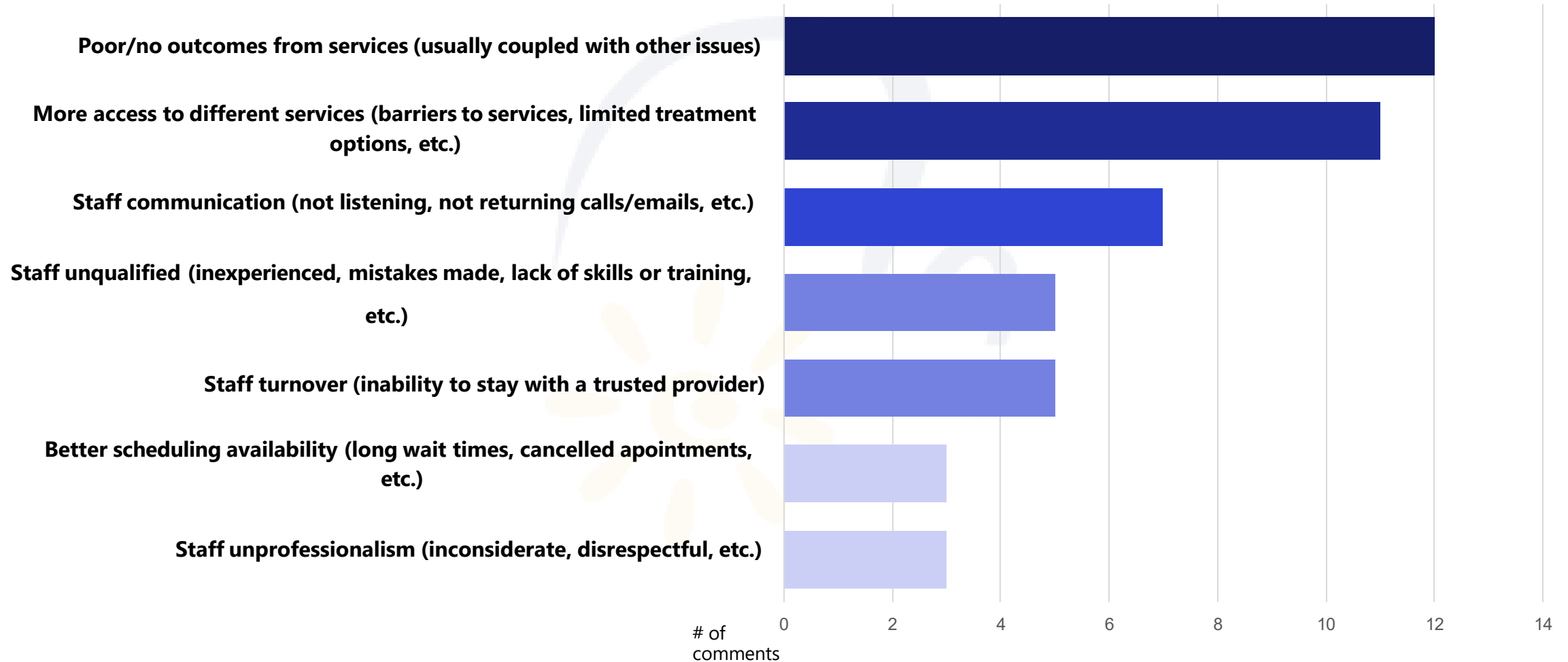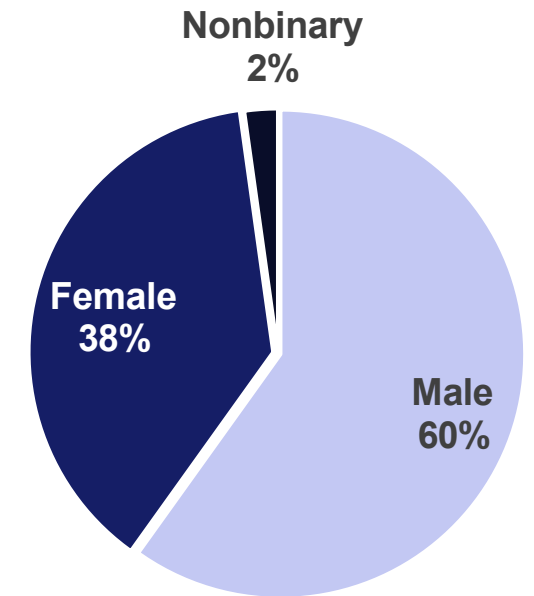
Survey Diagnostics, Methods & Recommendations
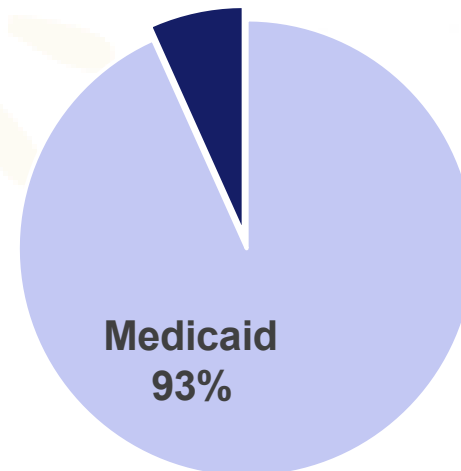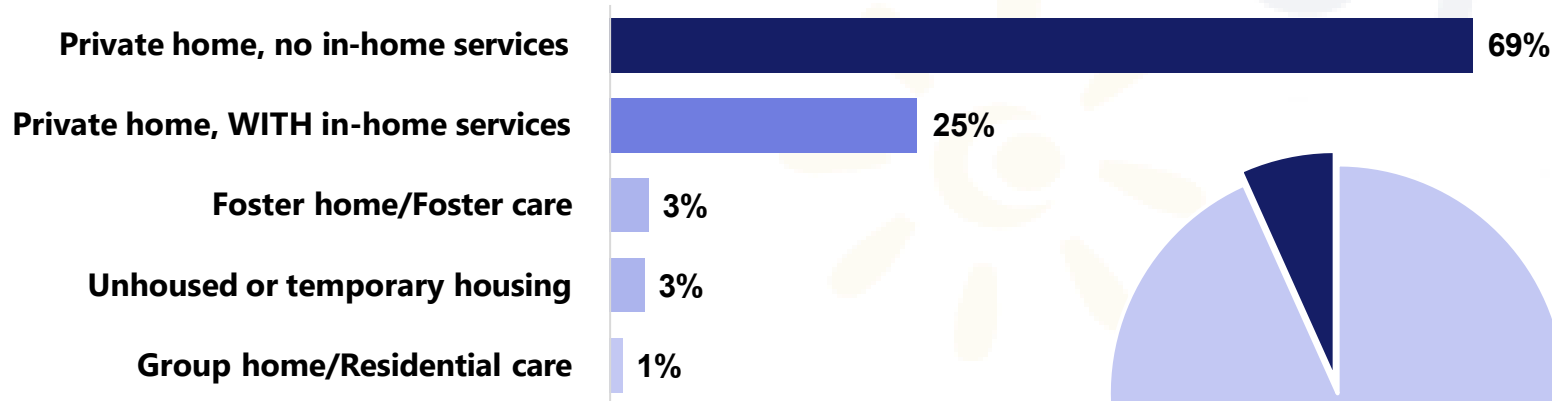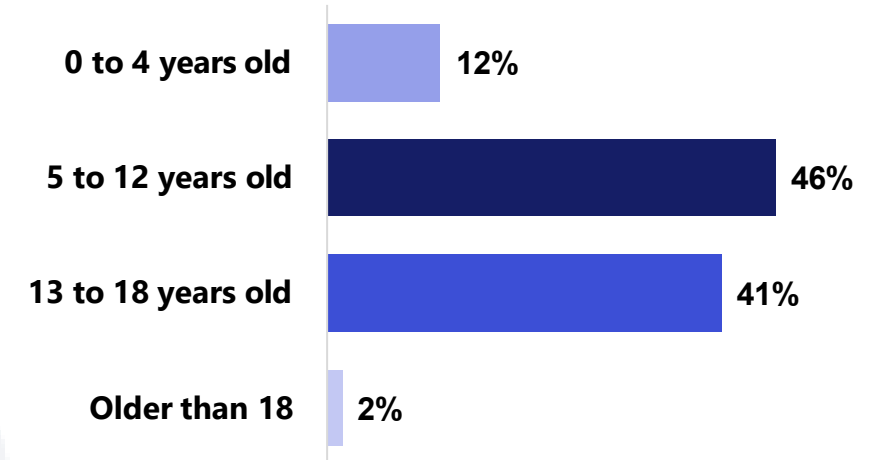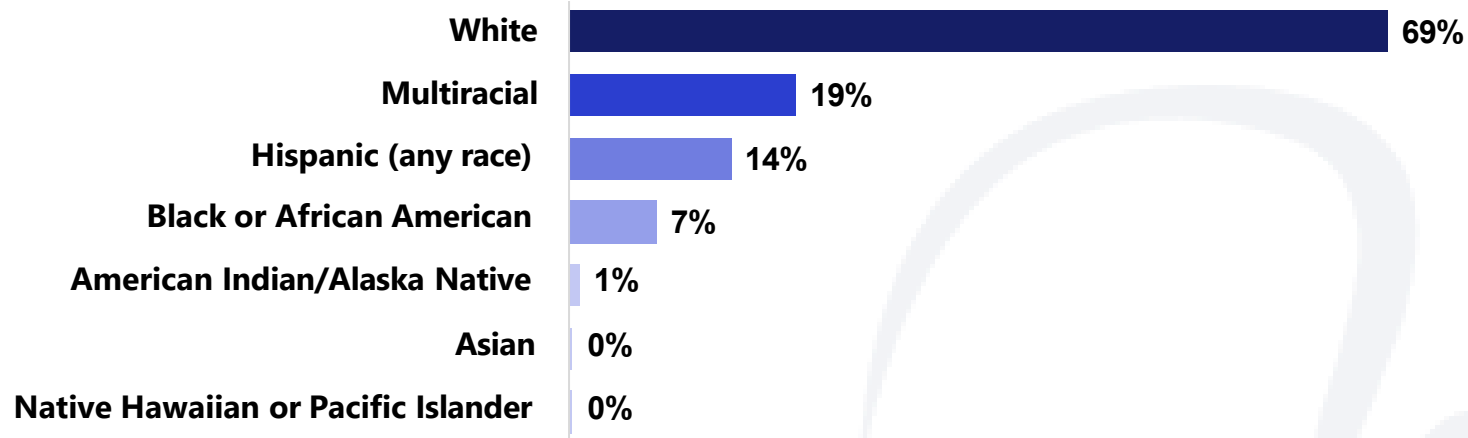
Kiaer
Research

MHSIP 2023 respondents similar in makeup to prior years

In 2023, a new question about living situation was asked, though it may be tweaked in future surveys.

White	82%
Multiracial	8%
Black or African American	7%
Hispanic (any race)	4%
American Indian/Alaska Native	1%
Asian	0%
Native Hawaiian or Pacific Islander	0%

Private home, with relatives	41%
Private home, not with relatives	38%
Supported independent living	9%
Unhoused or temporary housing	7%
Group home/Residential care/Adult foster care	5%

Nonbinary 3%
Male 36%
Female 60%

|	
18 to 29 years old	24%
30 to 44 years old	32%
45 to 64 years old	35%
Older than 65	9%

SWMBH Consumer Satisfaction 2023 Results

YSS 2023 youth represented were more diverse than in 2022

More Hispanic youth were represented and more non-Medicaid youth were represented.

Race/Ethnicity:
- White — 69%
- Multiracial — 19%
- Hispanic (any race) — 14%
- Black or African American — 7%
- American Indian/Alaska Native — 1%
- Asian — 0%
- Native Hawaiian or Pacific Islander — 0%

Age:
- 0 to 4 years old — 12%
- 5 to 12 years old — 46%
- 13 to 18 years old — 41%
- Older than 18 — 2%

Living situation:
- Private home, no in-home services — 69%
- Private home, WITH in-home services — 25%
- Foster home/Foster care — 3%
- Unhoused or temporary housing — 3%
- Group home/Residential care — 1%

Medicaid:
- Medicaid 93%

Gender:
- Nonbinary 2%
- Female 38%
- Male 60%

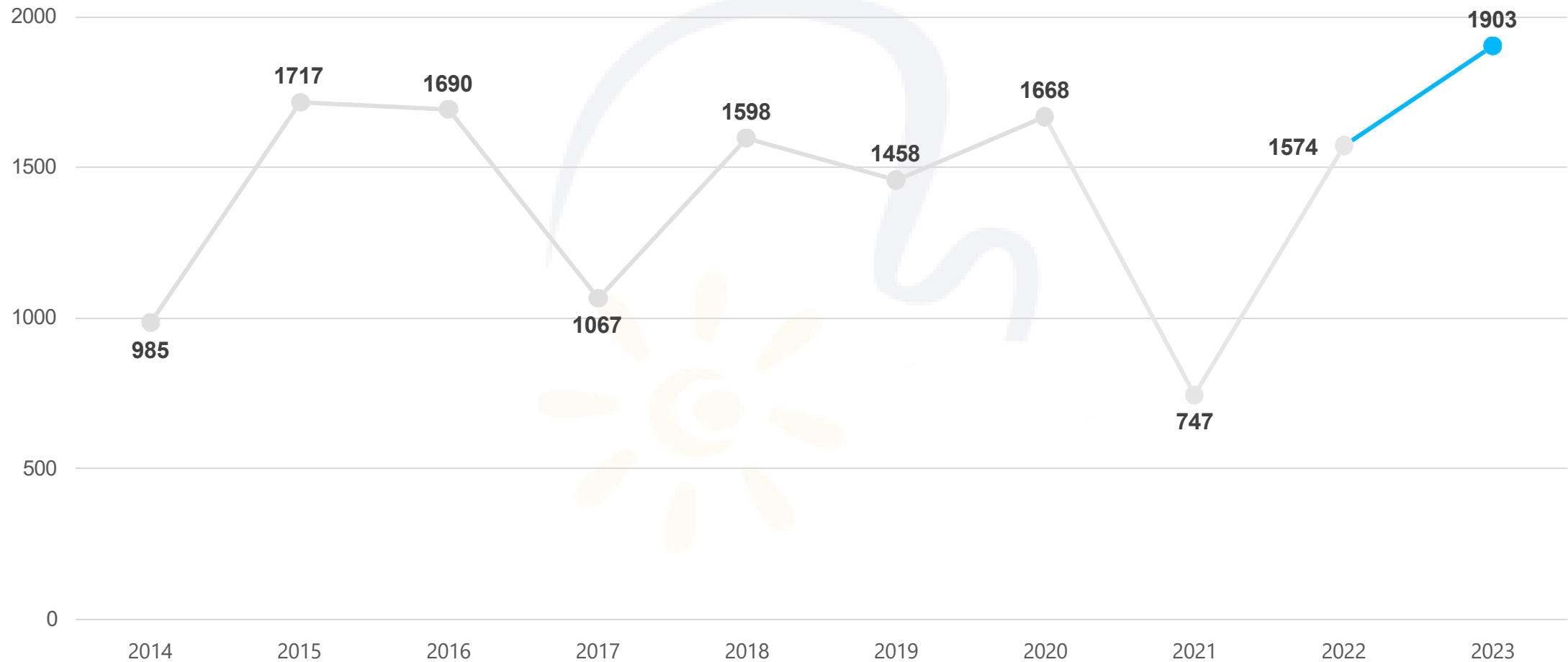SWMBH Consumer Satisfaction 2023 Results

More youth than adults reported having a case manager or service coordinator

Presence of case manager or service coordinator indicates consumer is receiving long term support services (LTSS)

MHSIP

Has case manager/service coordinator 62%

YSS

Has case manager/service coordinator 71%

Kiaer Research
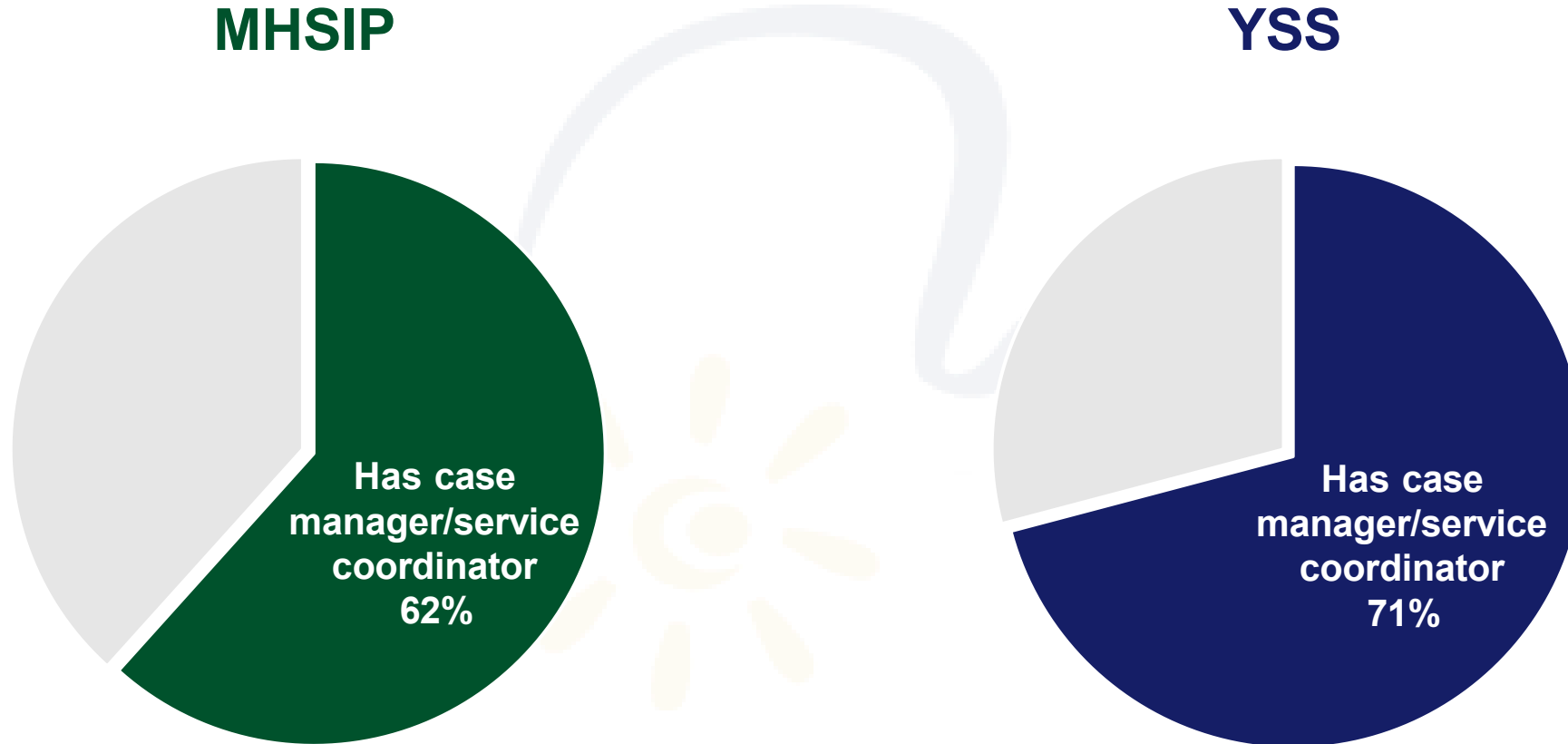
Total cumulative completions reached highest point in 2023
This year, YSS responses dipped while MHSIP responses soared – opportunity for improvement for YSS

985 · 1717 · 1690 · 1067 · 1598 · 1458 · 1668 · 747 · 1574 · 1903

2014 · 2015 · 2016 · 2017 · 2018 · 2019 · 2020 · 2021 · 2022 · 2023

SWMBH Consumer Satisfaction
2023 Results

59

Total aggregate average score dipped for YSS, lifted for MHSIP in 2023

While 2022 had similar scores for MHSIP and YSS, 2023 has a nearly 5-pt difference between the two
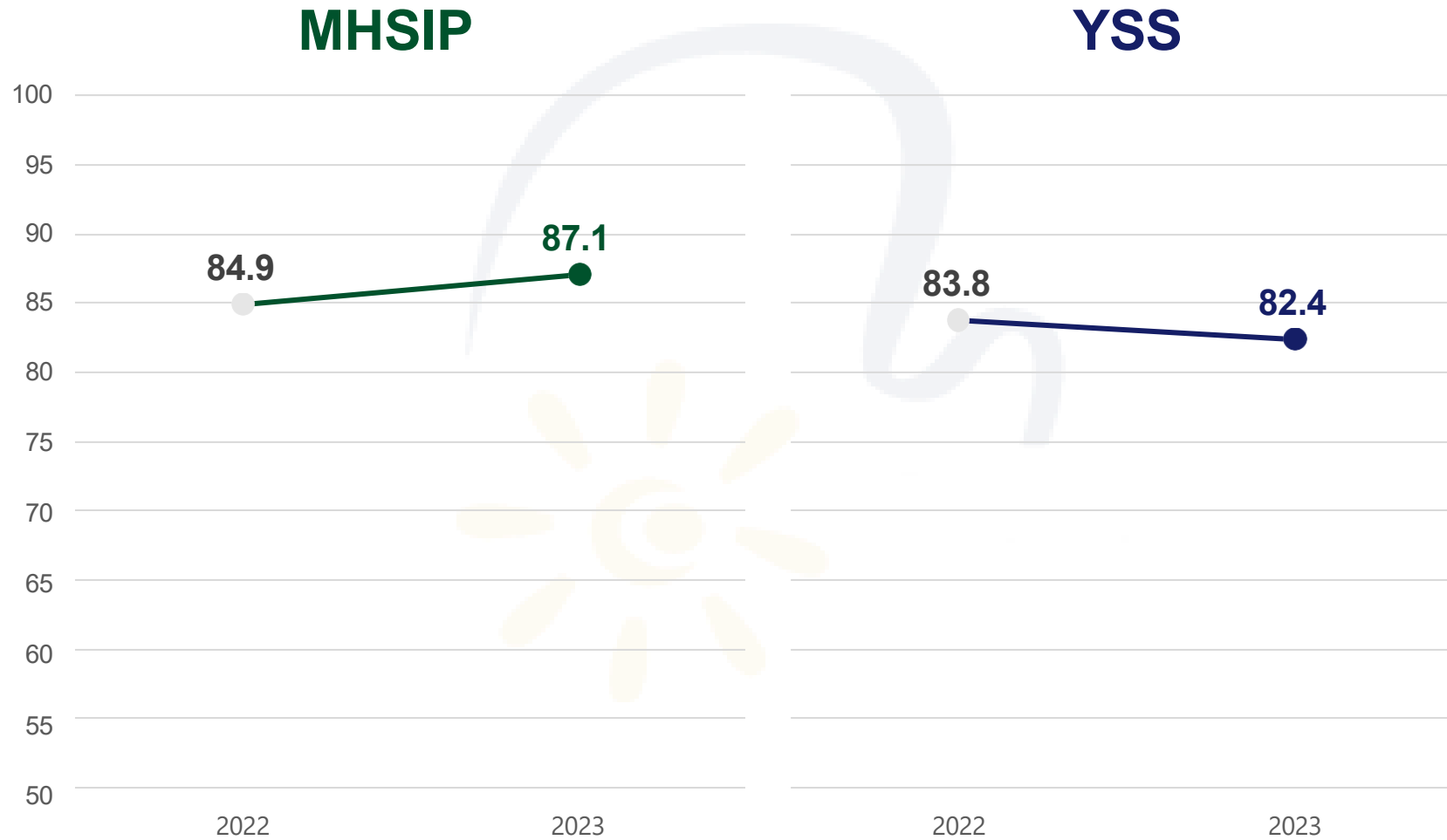
Survey methods employed in 2023

- Survey invitations were first sent by email (if available) then by SMS (if possible)

- Some CMHs also printed out QR code flyers and paper surveys, the paper surveys being entered into Alchemer by CMH staff as completed

- Several survey revisions took place as mentioned in the second section of this report. Some 2023 respondents took the previous version of the survey, but the data was compiled altogether.
  - The revisions went live on 10-31-23, before survey invitations went out

- reCAPTCHA was employed due to many fake responses in 2022 – this succeeded at keeping bots out of the survey

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Analytical methods employed in 2023

- Results were disaggregated by more demographic variables than in the past
  - Including new questions such as living situation and previous ones like race and age

- Statistical tests between a county and the group of other counties were conducted using Pearson's chi-squared test due to the data not following a normal distribution

- Statistical tests between demographic groups either used Kruskal-Wallis tests (if more than two groups needed to be compared) or Pearson's chi-squared tests (if only two groups needed to be compared)
  - Each of these were used due to the data not following a normal distribution

- In comparisons between counties where statistically significant differences were found, margins of error were also displayed for the comparison group

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