



# 2023 Consumer Satisfaction Survey Final Analysis & Recommendations

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Prepared for: Southwest Michigan Behavioral Health

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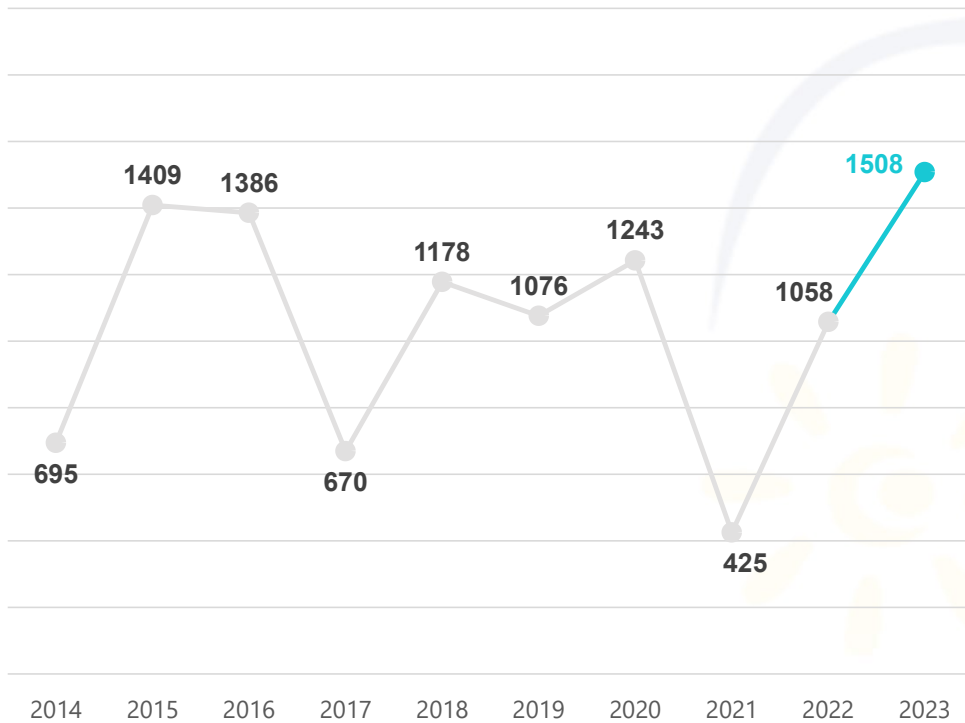
# 2023 Response Rates

Full methods breakdown available at end of report

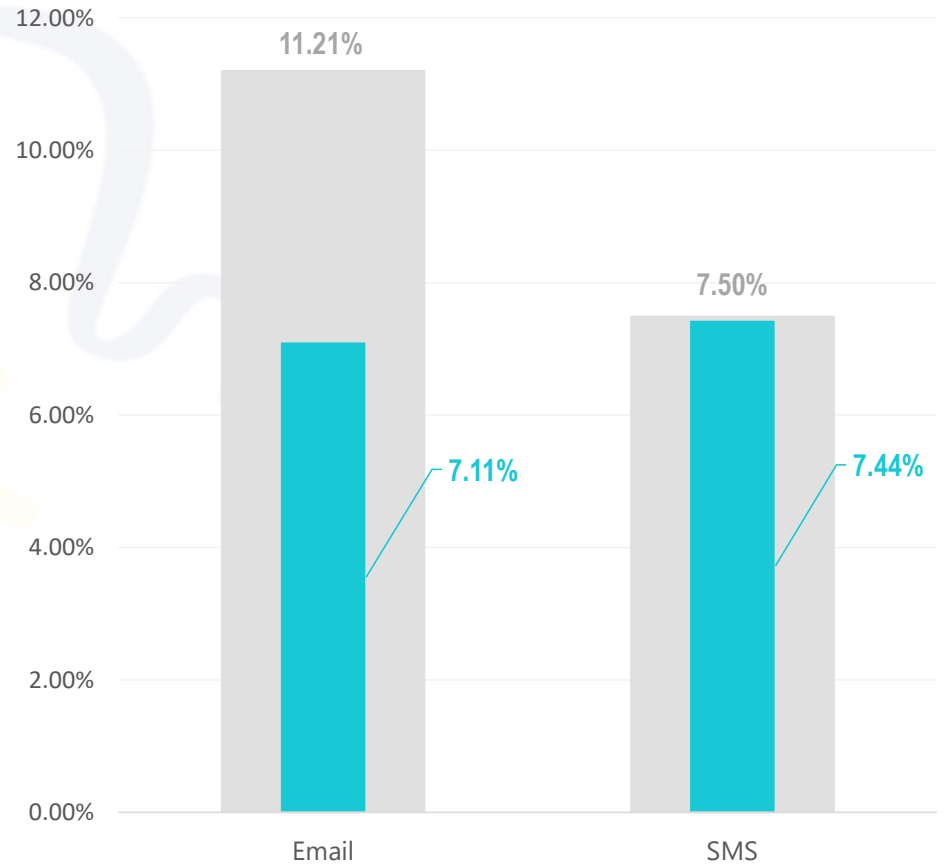
# Highest number of responses ever recorded for 2023 MHSIP

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

### MHSIP # of responses, 2014-2023



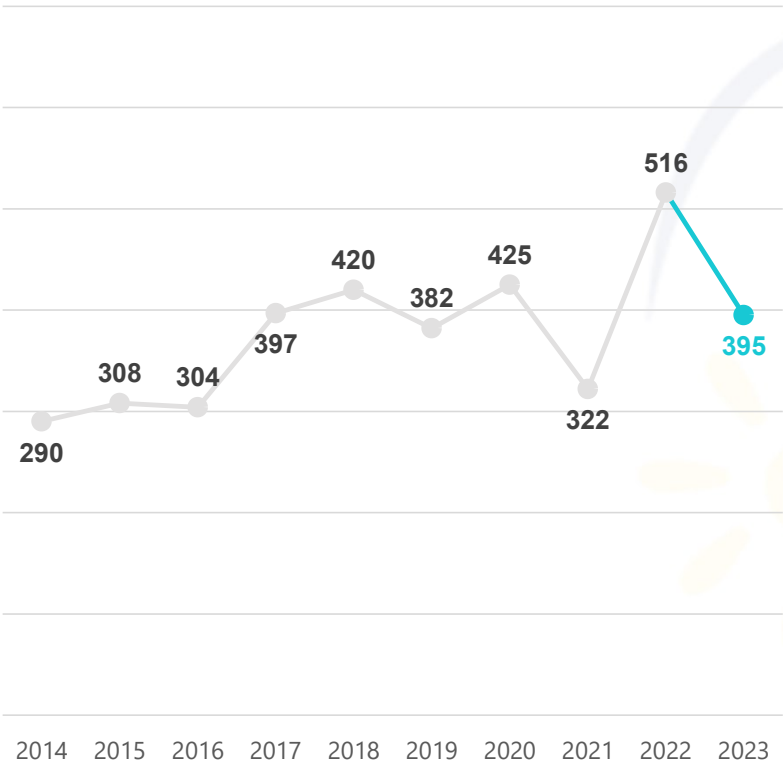
### MHSIP response rate by medium 2022 vs. 2023



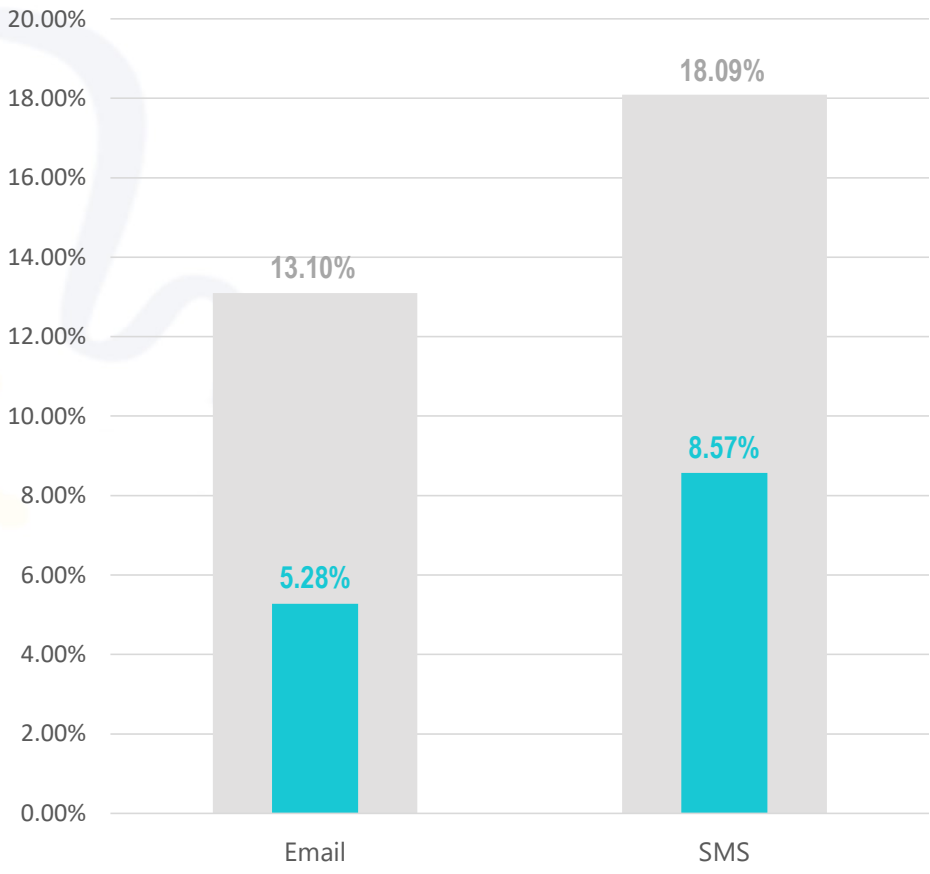
# YSS total responses and response rates dipped in 2023

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

### YSS # of responses, 2014-2023



### YSS response rate by medium 2022 vs. 2023



# 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: 6<sup>th</sup> 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



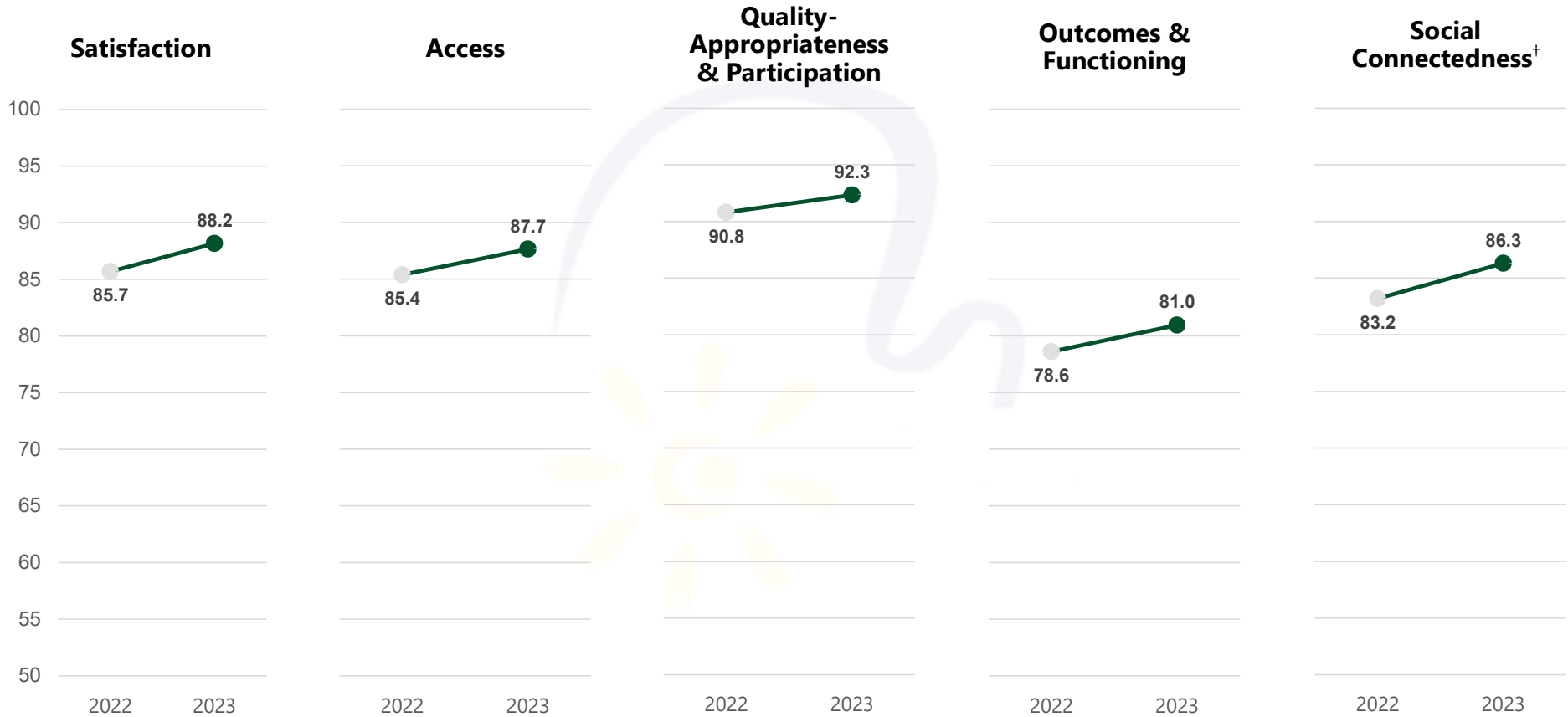
# Mental Health Statistics Improvement Plan (MHSIP) Revised Tool: 2023 Results

Sample size: 1508



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

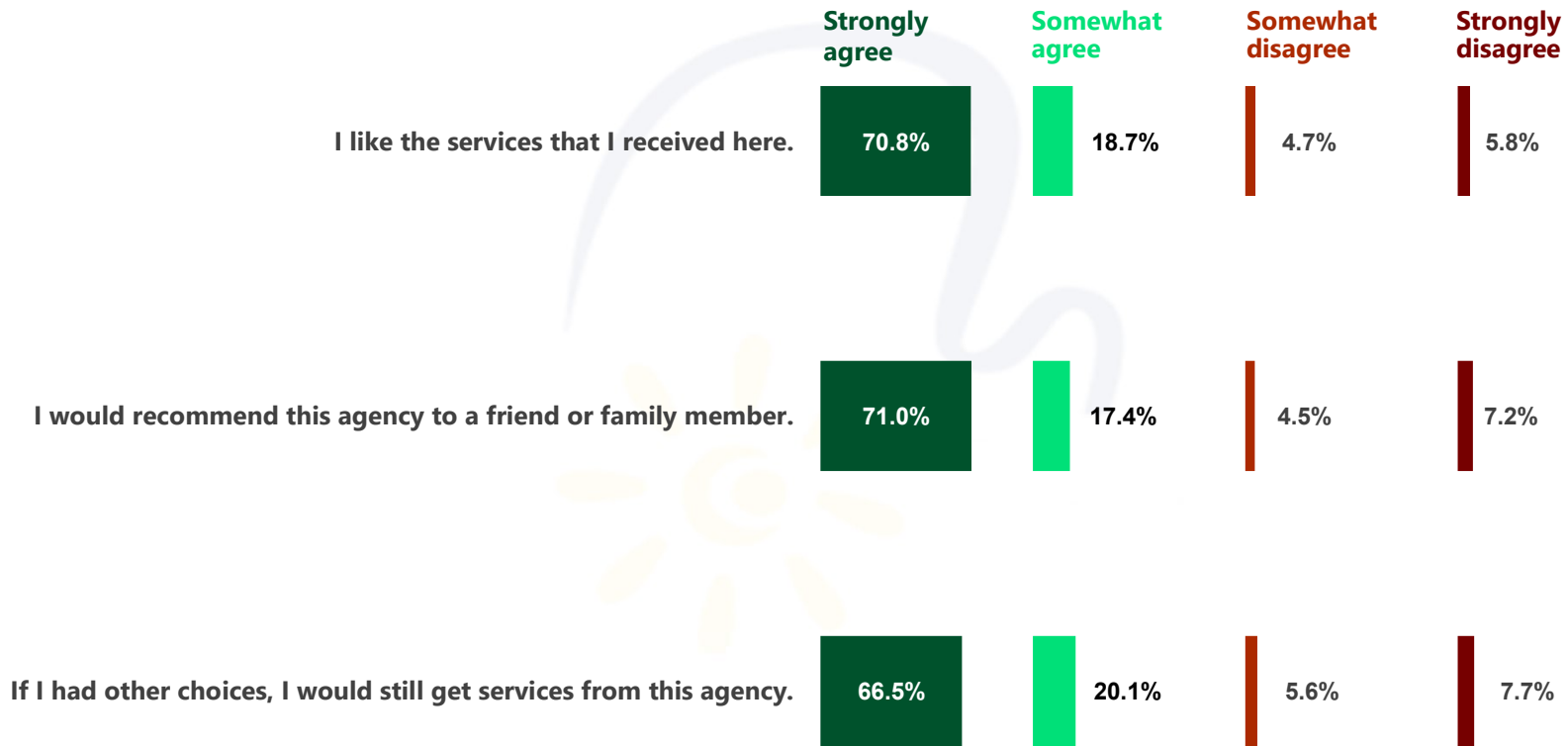
MHSIP scores by construct for previous 2 years, further past years incomparable due to survey changes. Difference in other constructs not statistically significant at 95% confidence.



<sup>†</sup> significant difference ( $p < .05$ ) between this county and others for construct

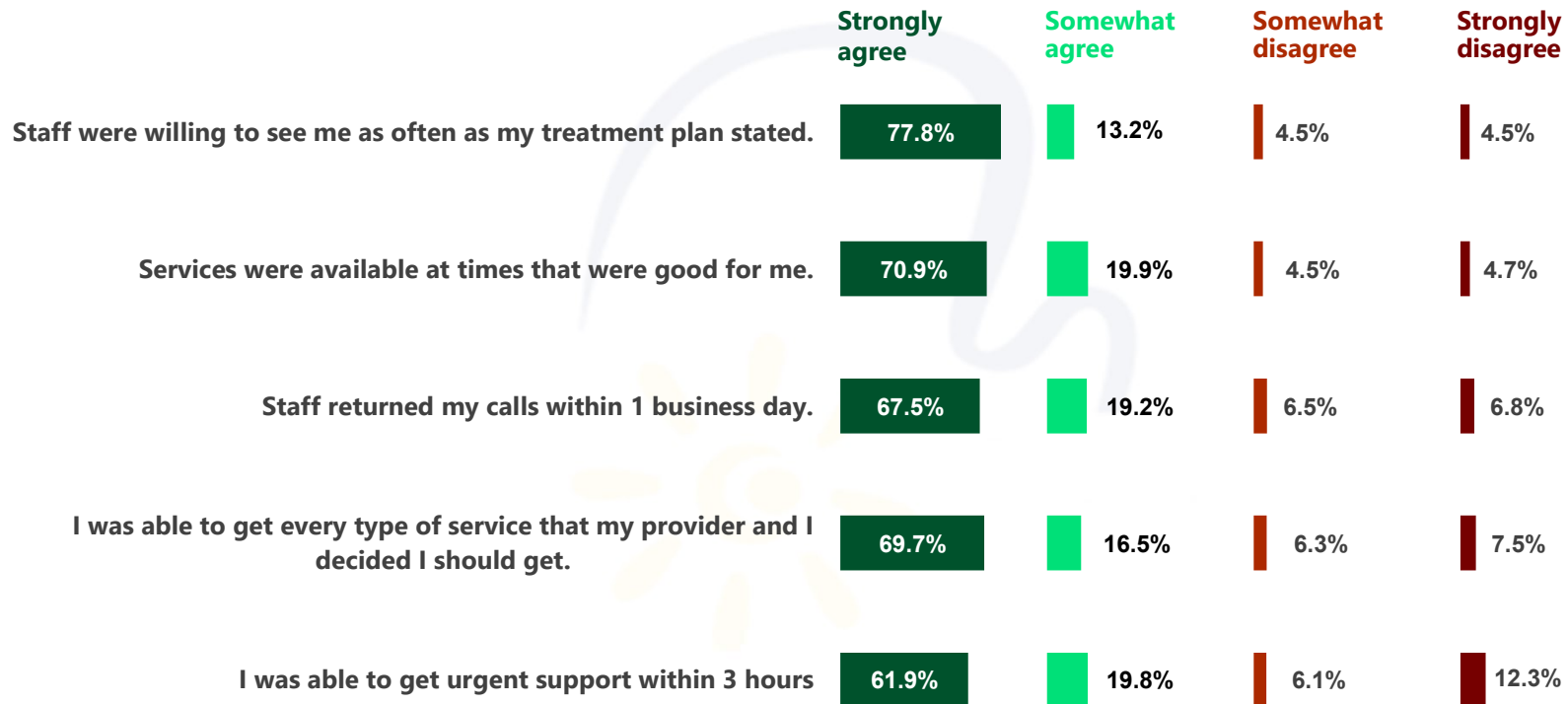
# General CMHSP satisfaction was consistent across all items

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



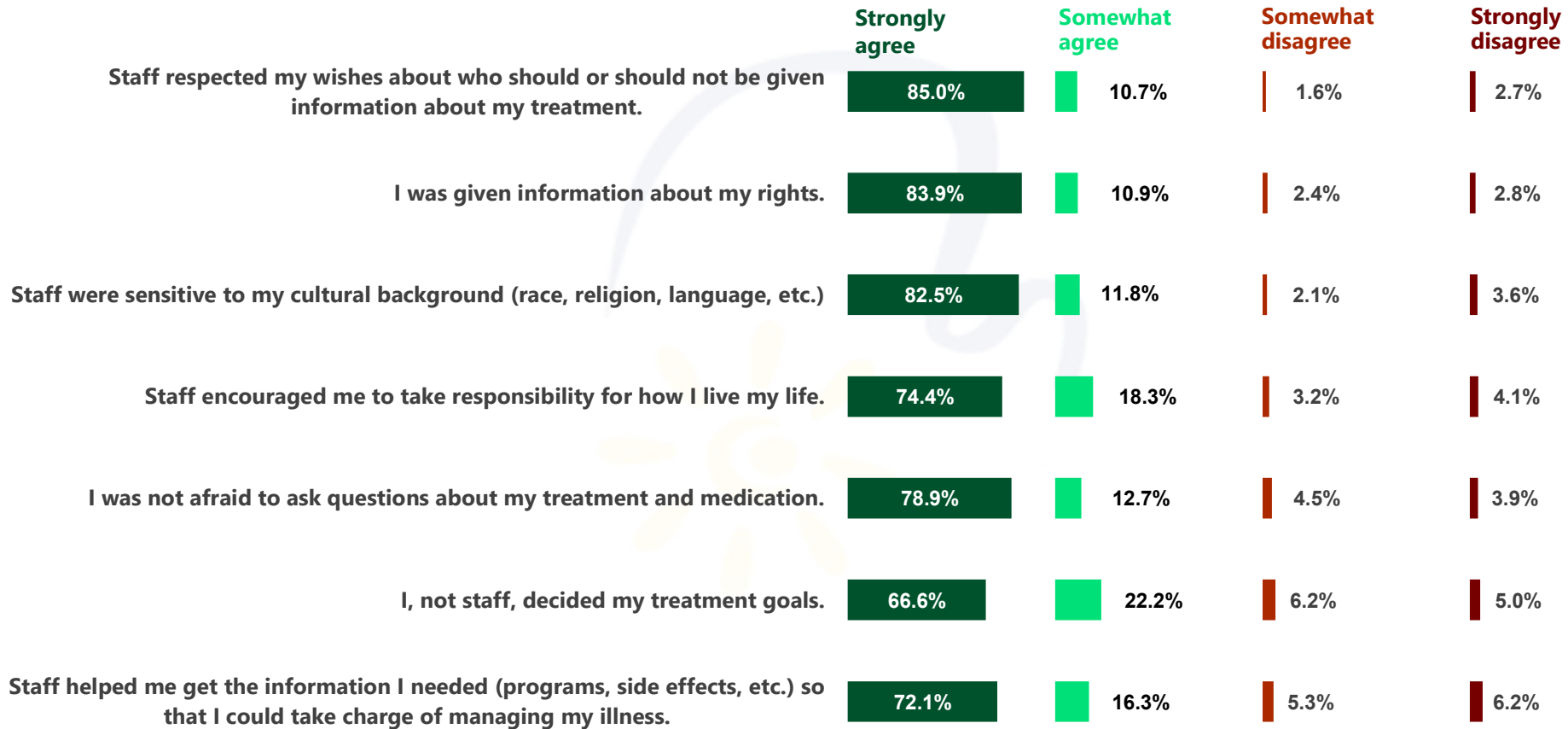
# Majority of consumers had good access to services

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



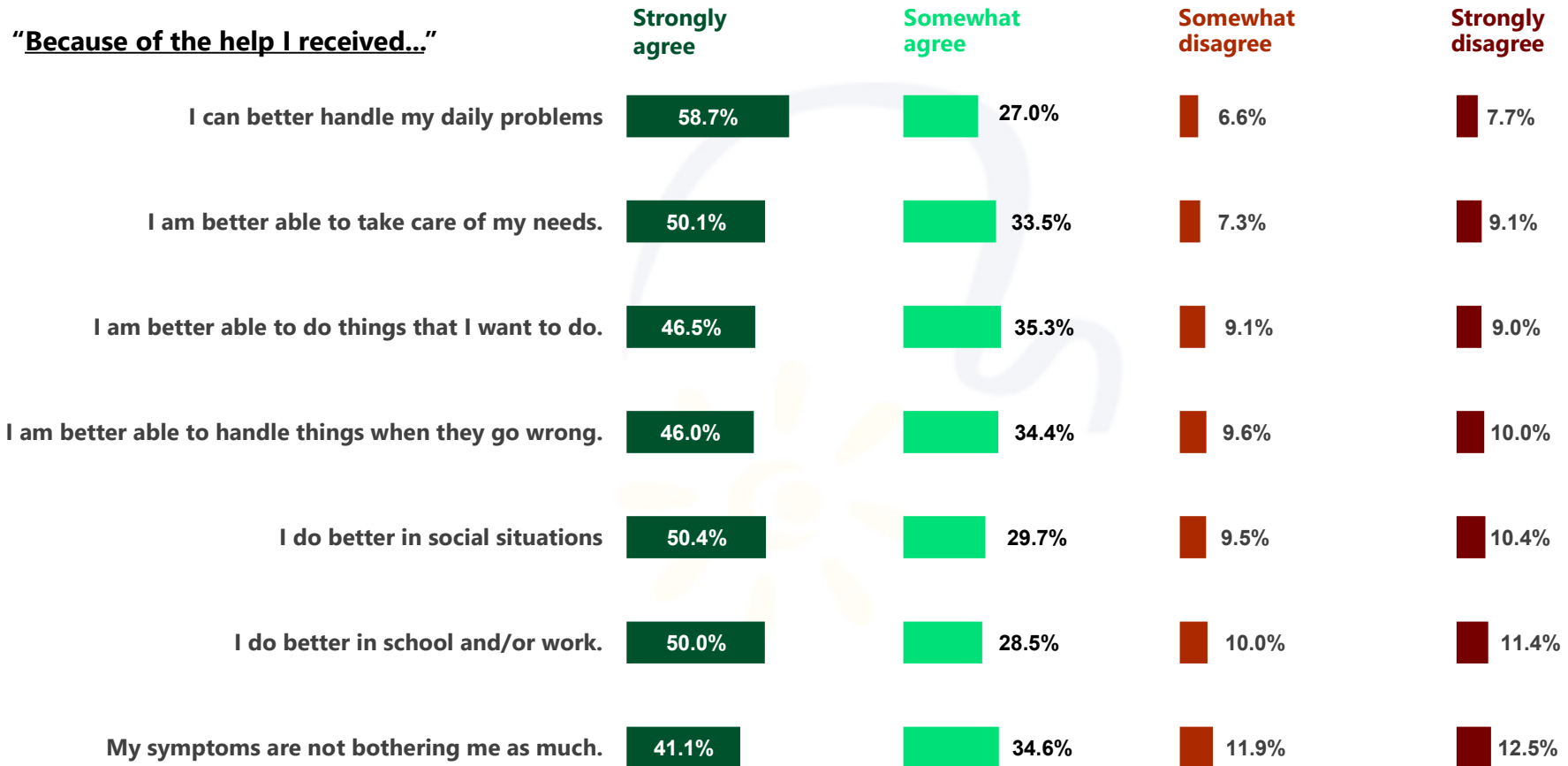
# Similar to 2022, lack of information provided biggest detractor from quality-appropriateness and participation

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



# Consumer outcomes & functioning relatively consistent across all items

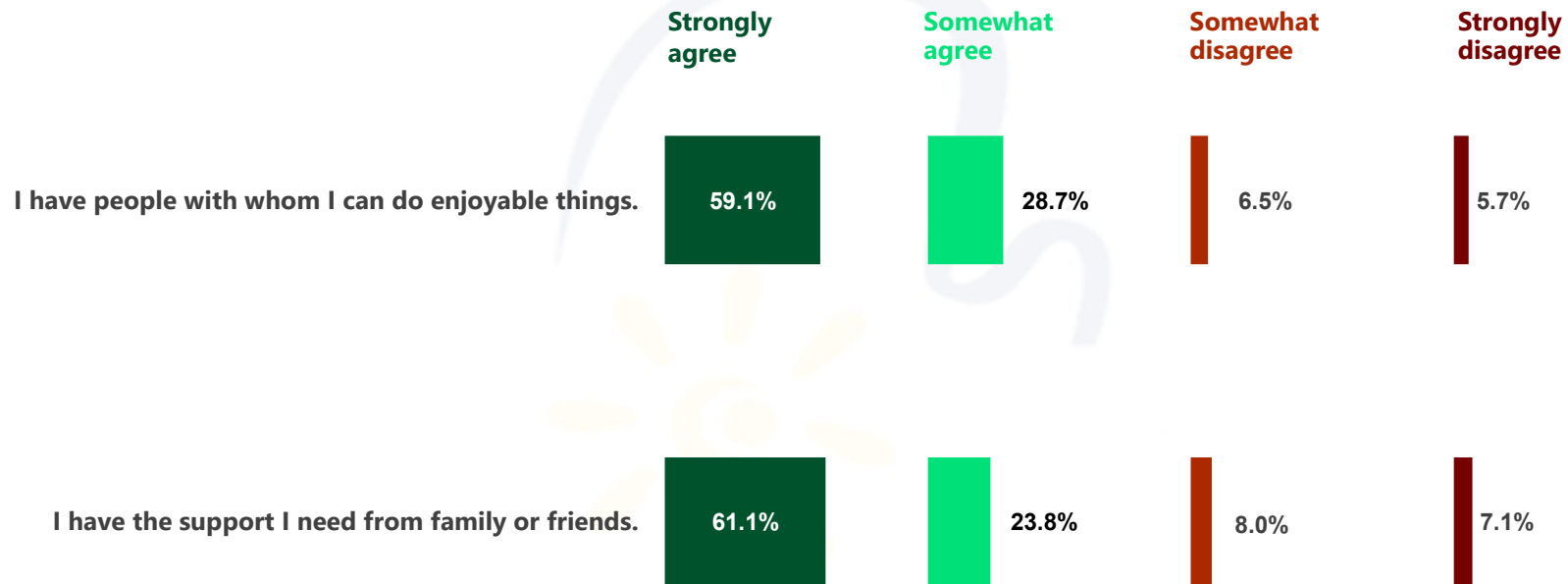
Nearly one in four **disagreed** that their “symptoms [were] not bothering me as much” – highest on all O&F items.



# Strong majority of consumers have adequate social supports

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

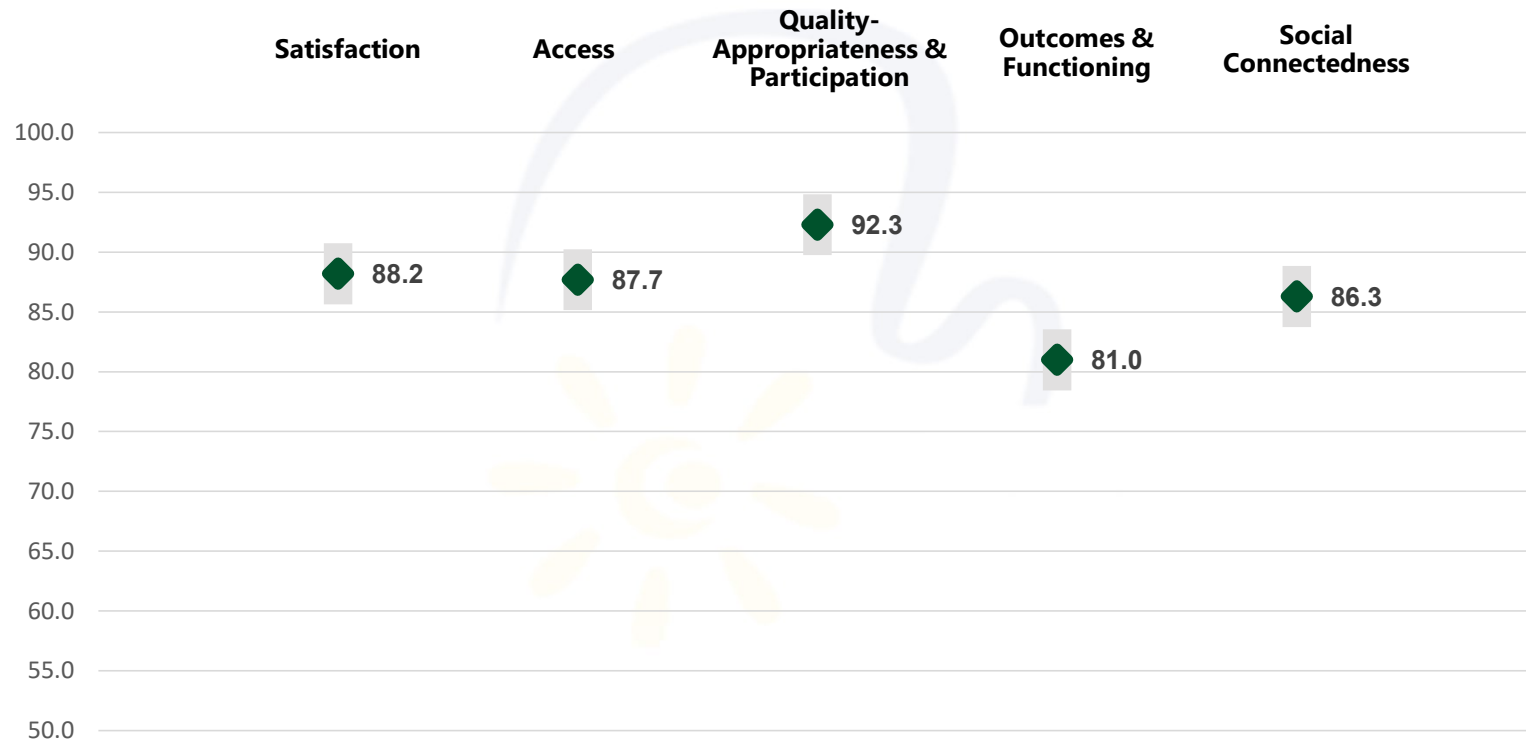
“Thinking about people other than staff from your CMH...”



# All SWMBH CMHSPs: 2023 MHSIP scores by construct

Dark green denotes the percentage in agreement for that construct's items

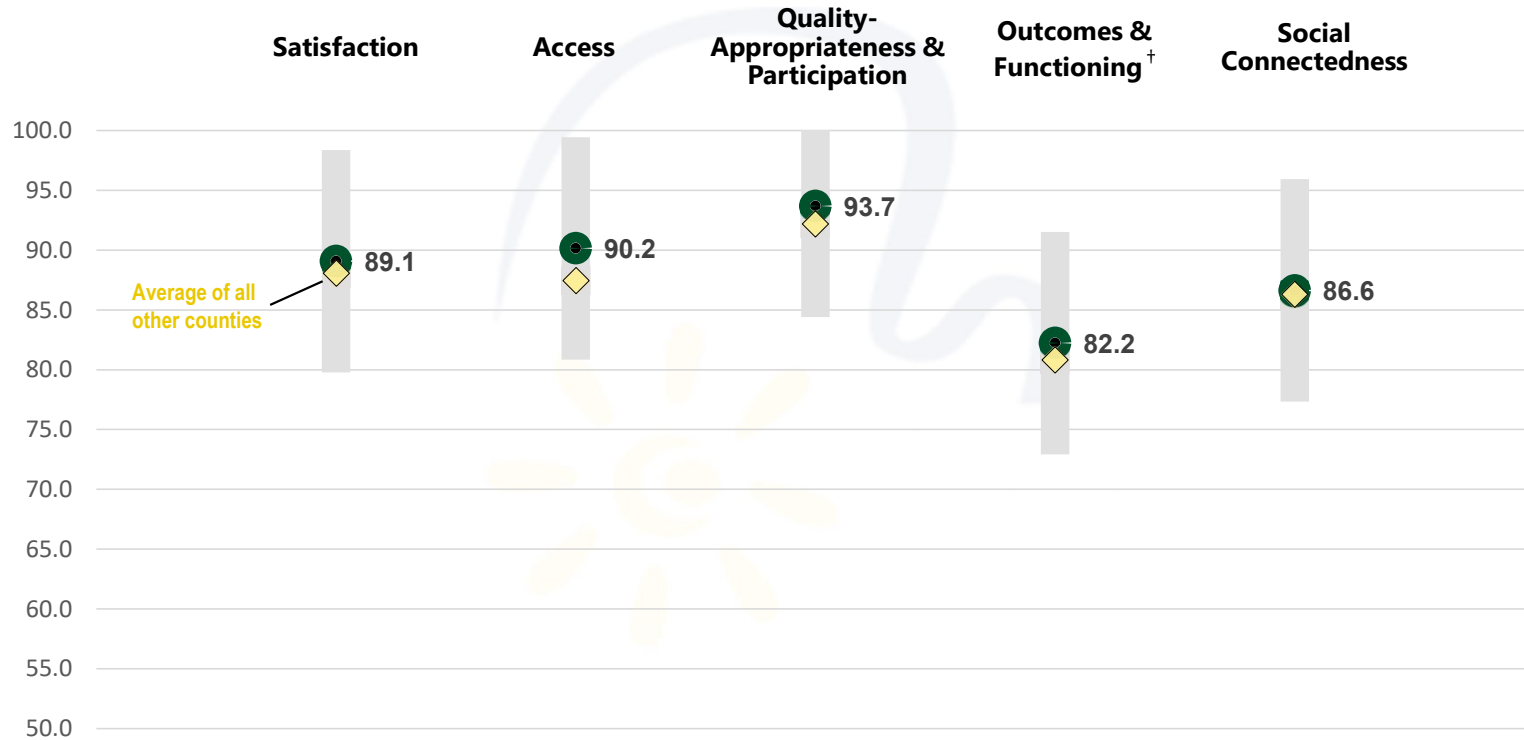
Gray bars denote the likely range where the true percentage for all SWMBH consumers might lie (i.e., margin of error\*)



# 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\*)

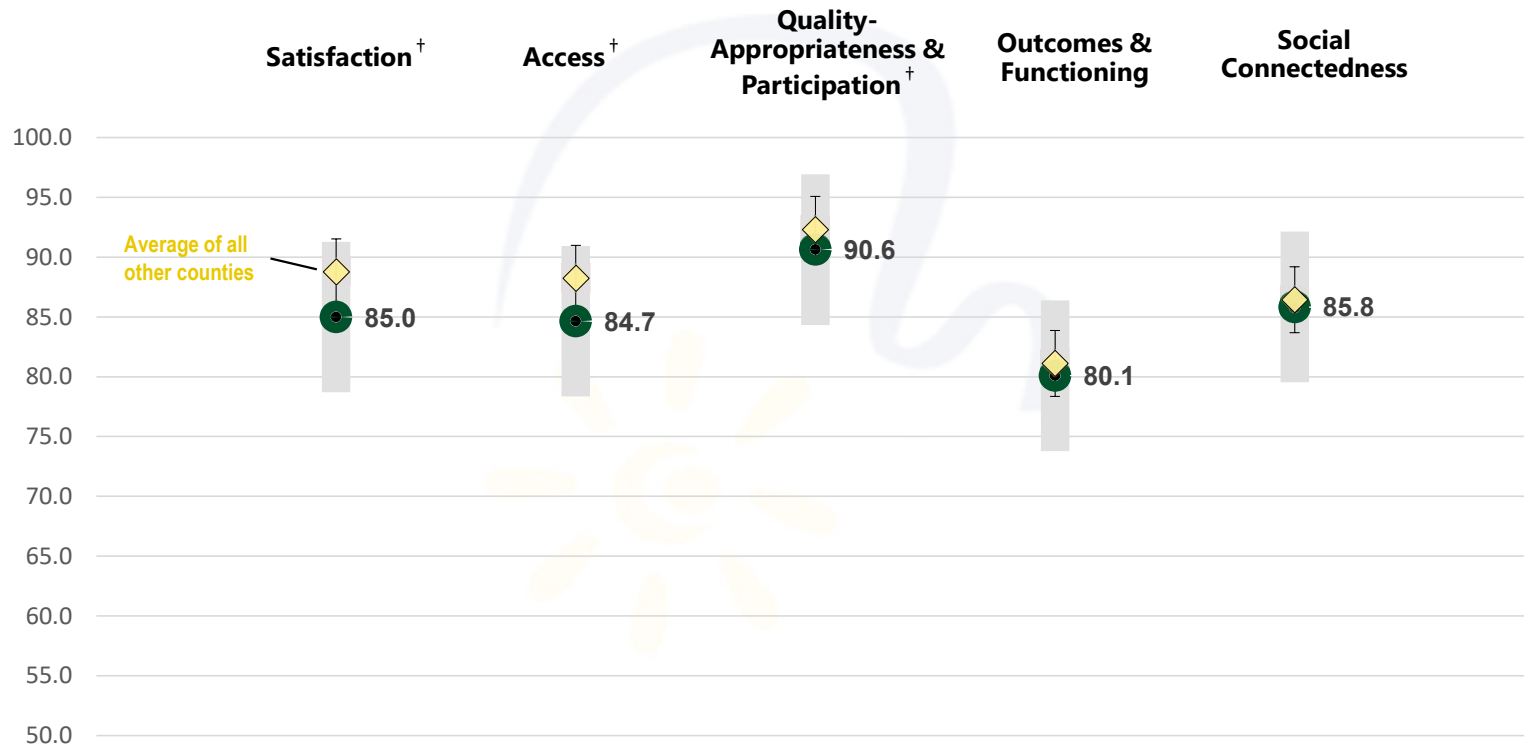




# Berrien County: Below average in satisfaction, access, and Q-A/P in 2023

**Dark green** denotes the percentage in agreement for that construct's items

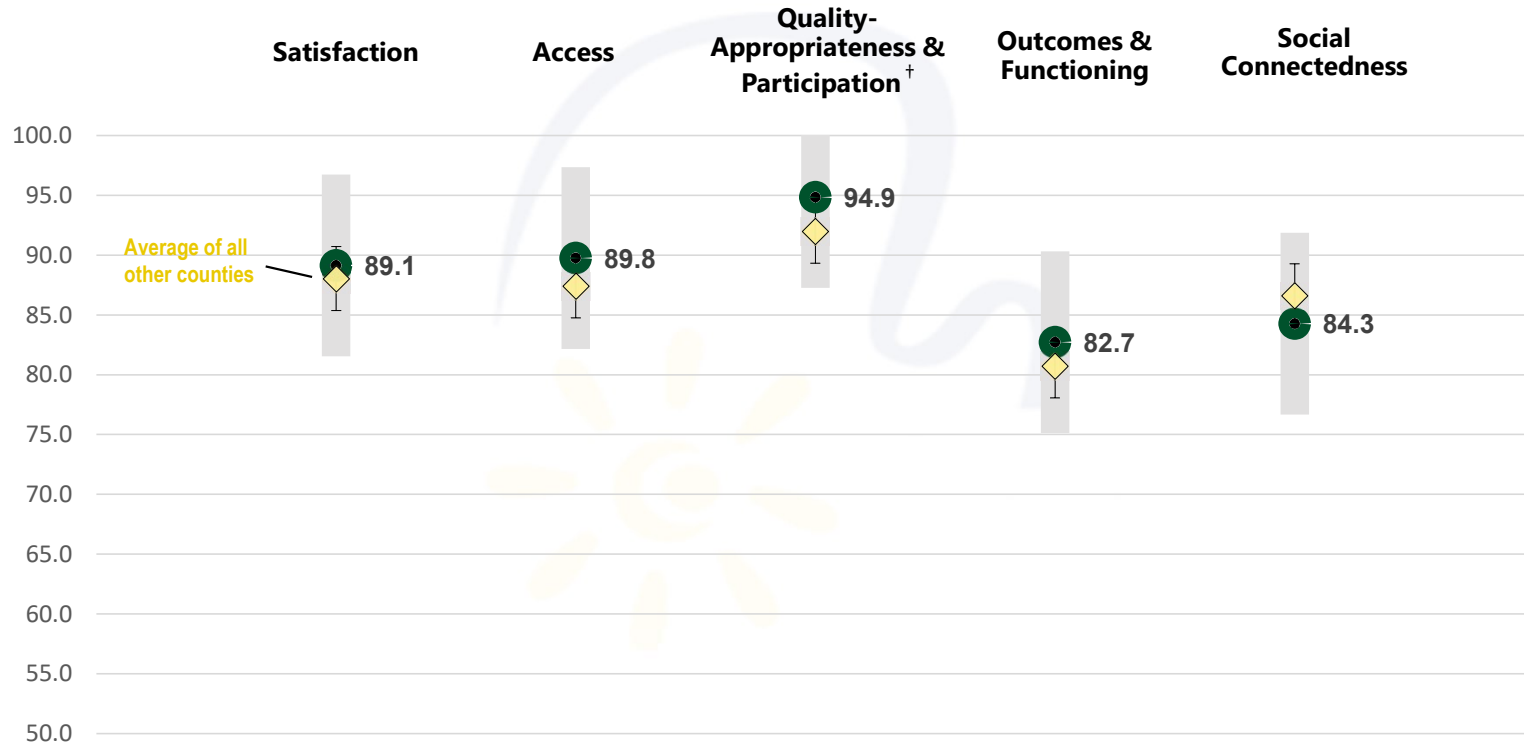
**Gray** bars denote the likely range where the true percentage for all Berrien consumers might lie (i.e., margin of error\*)



# Branch County: Above average in Q-A/P in 2023

**Dark green** denotes the percentage in agreement for that construct's items

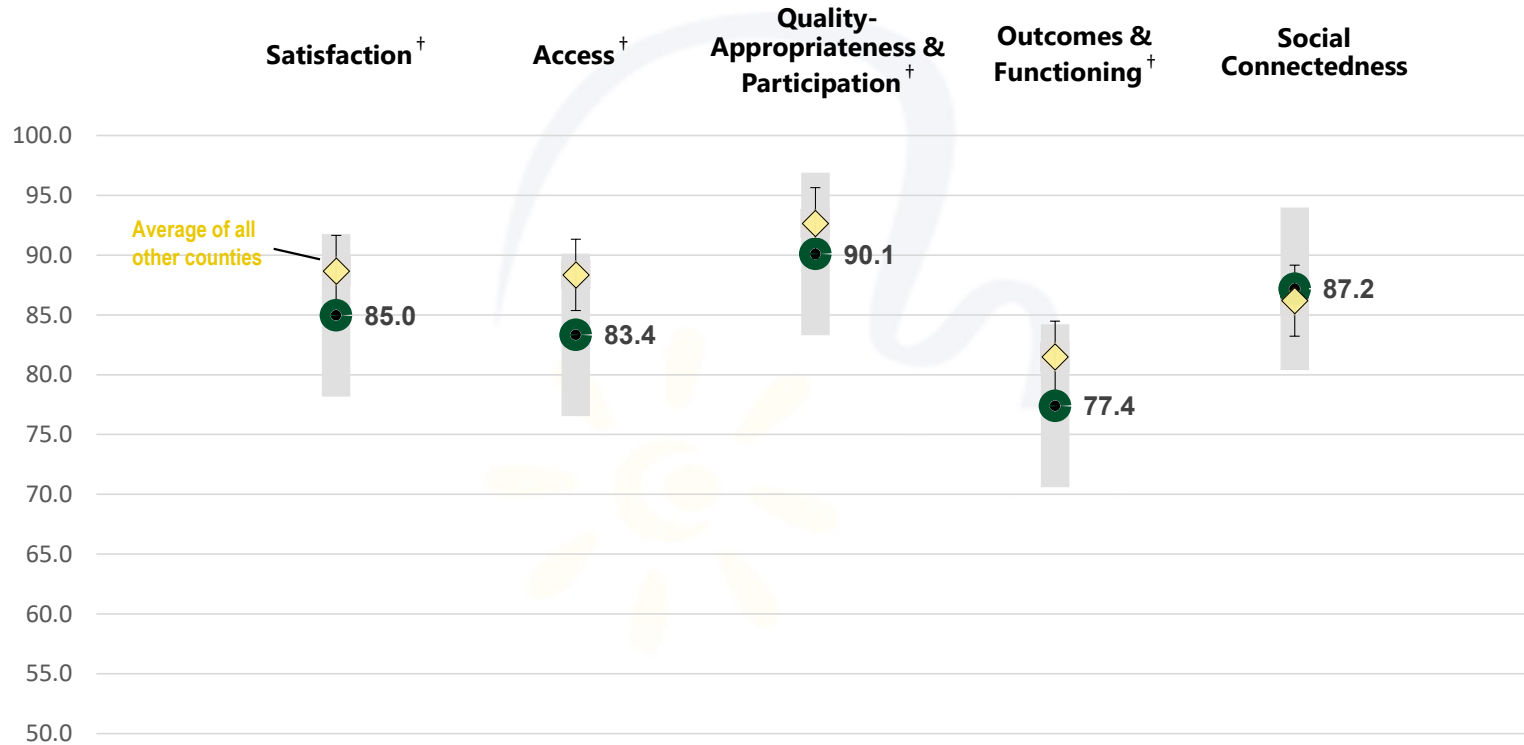
**Gray** bars denote the likely range where the true percentage for all Branch consumers might lie (i.e., margin of error\*)



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

**Dark green** denotes the percentage in agreement for that construct's items

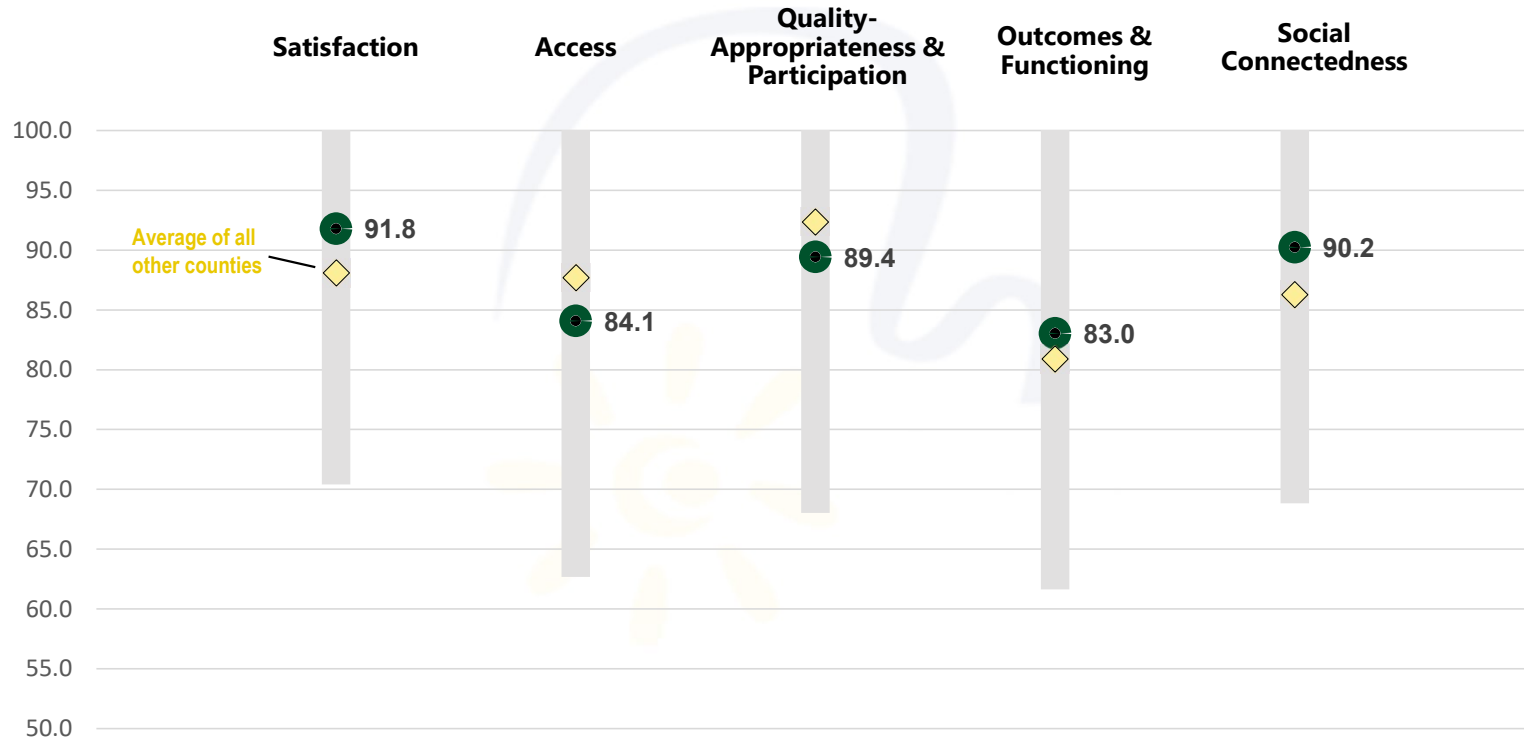
**Gray** bars denote the likely range where the true percentage for all Calhoun consumers might lie (i.e., margin of error\*)



# Cass County: On par (statistically) with other counties for 2023 MHSIP

**Dark green** denotes the percentage in agreement for that construct's items

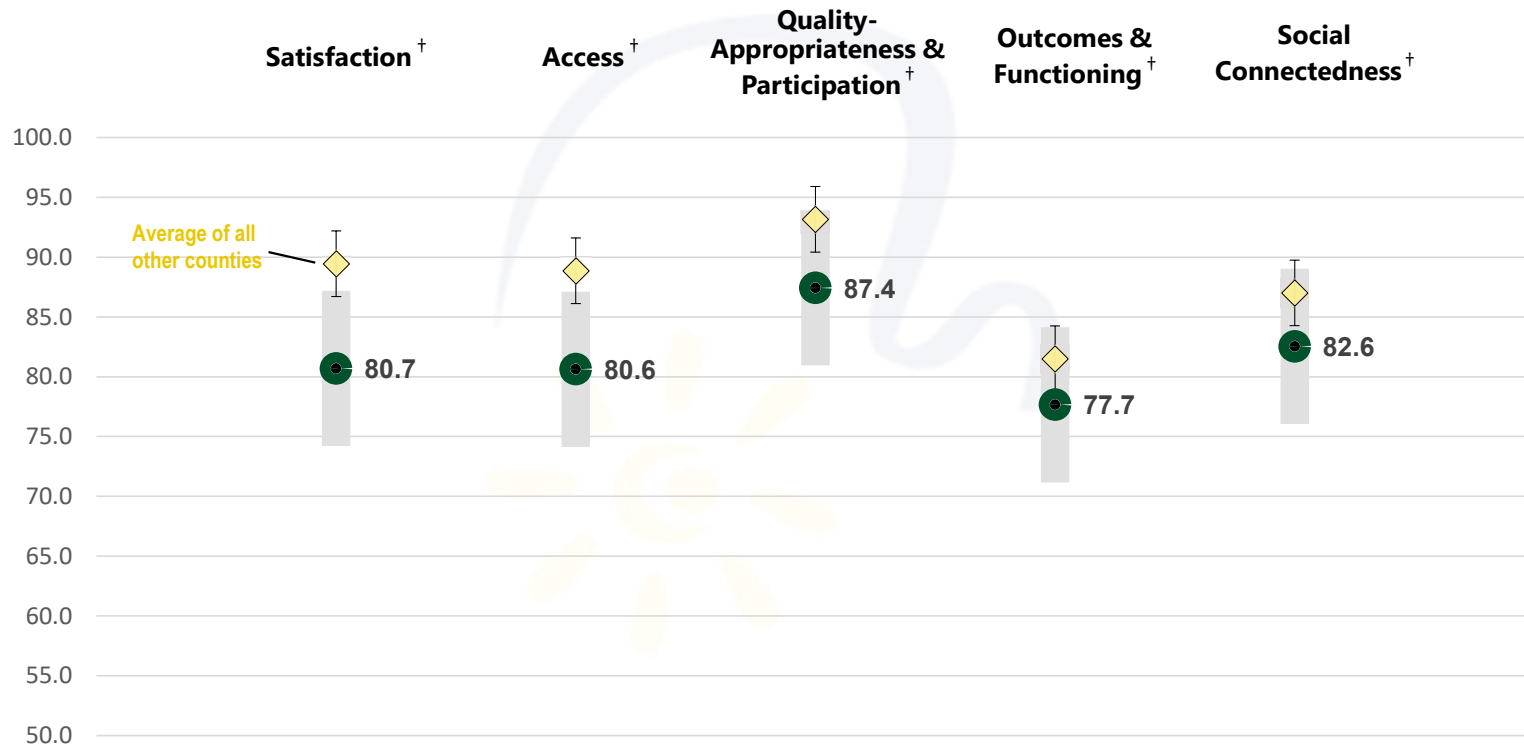
**Gray** bars denote the likely range where the true percentage for all Cass consumers might lie (i.e., margin of error\*)



# Kalamazoo County: Below average in all constructs for 2023 MHSIP

**Dark green** denotes the percentage in agreement for that construct's items

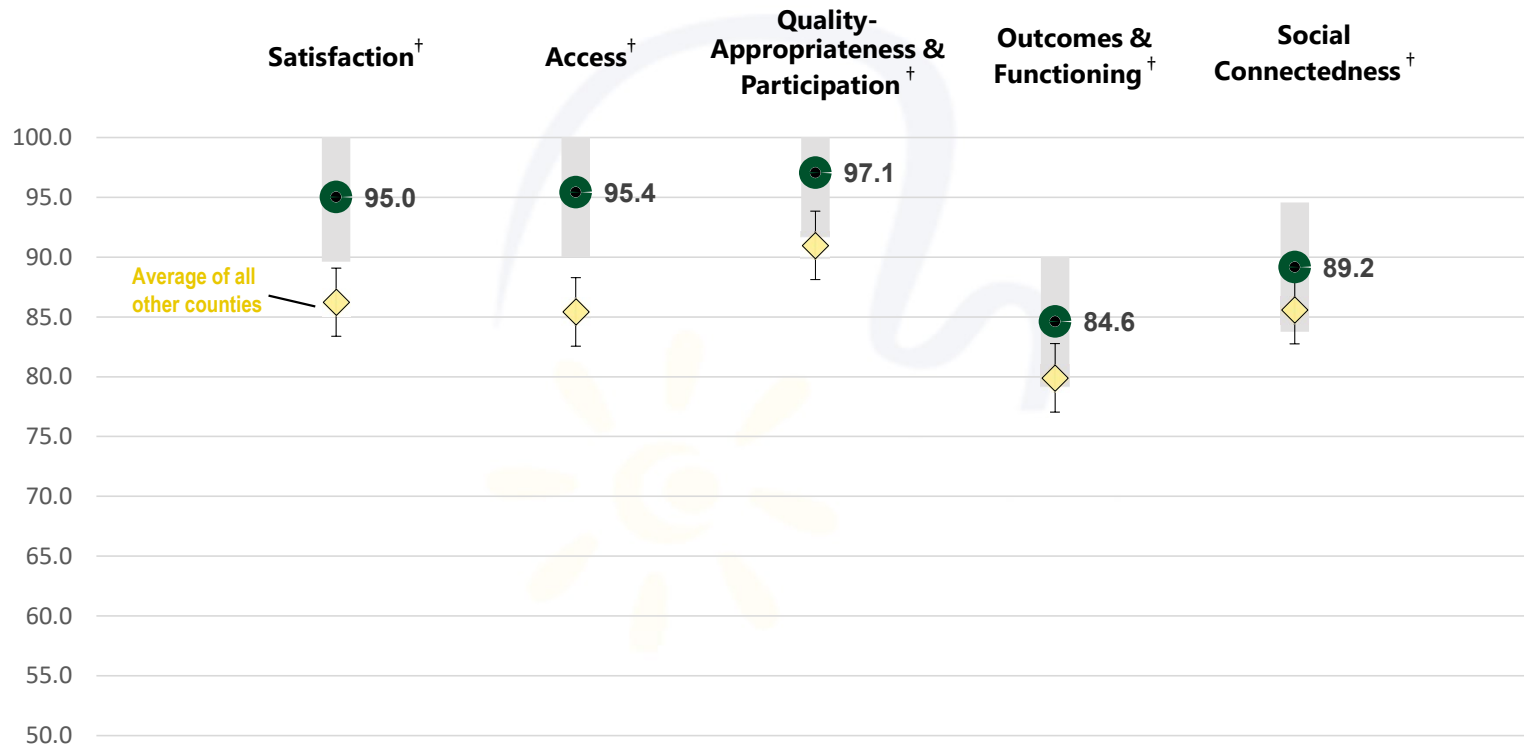
**Gray** bars denote the likely range where the true percentage for all Kalamazoo consumers might lie (i.e., margin of error\*)



# St. Joe County: Above average in all constructs 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\*)



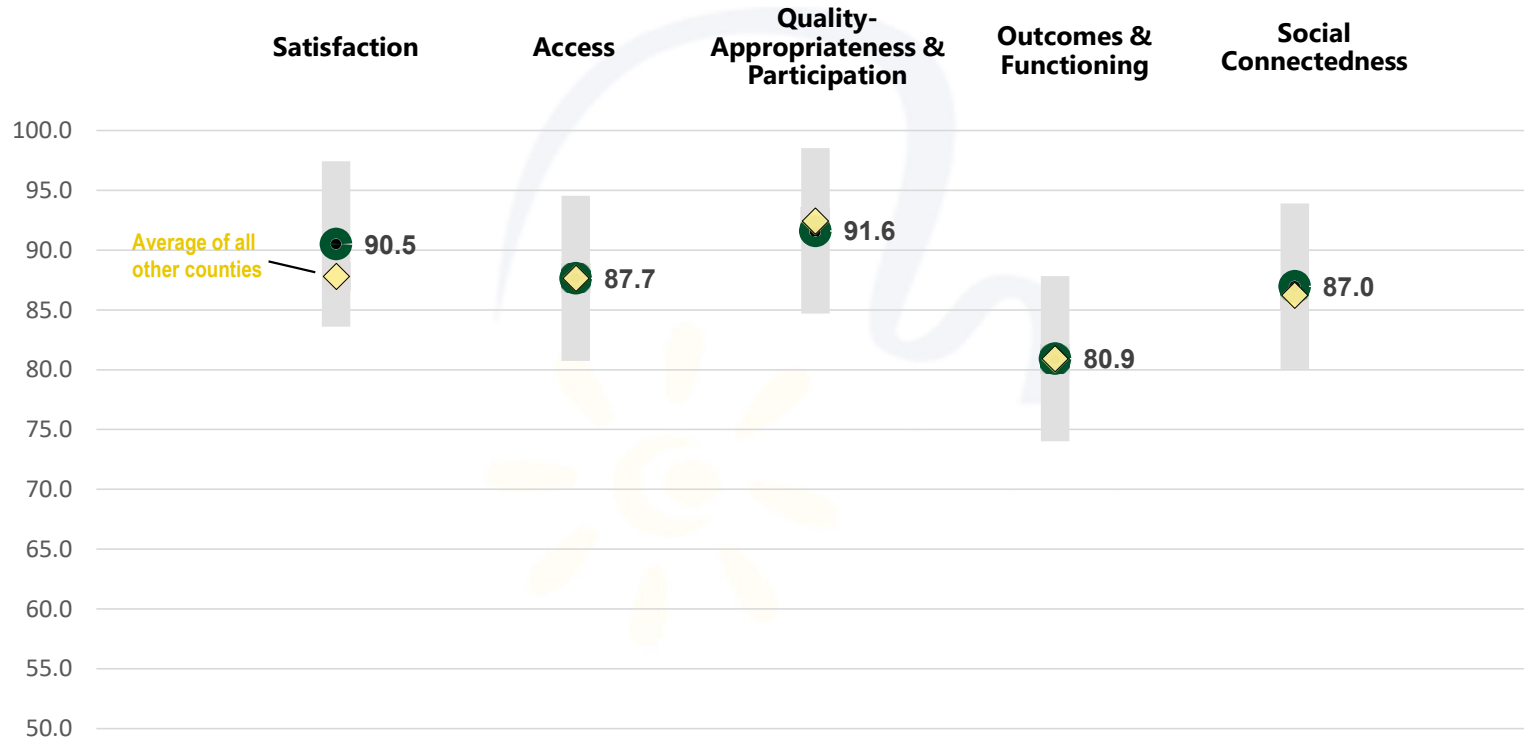
<sup>†</sup> significant difference (p < .05) between this county and others for construct

\*margin of error for St. Joe County: ±5.4 pts  
n = 329

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

**Dark green** denotes the percentage in agreement for that construct's items

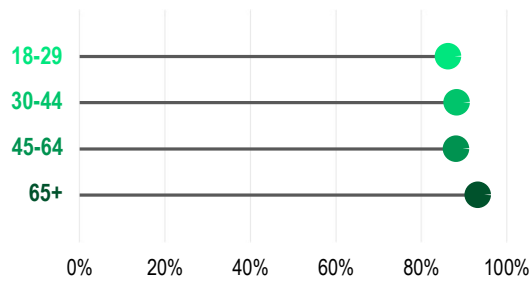
**Gray** bars denote the likely range where the true percentage for all Van Buren consumers might lie (i.e., margin of error\*)



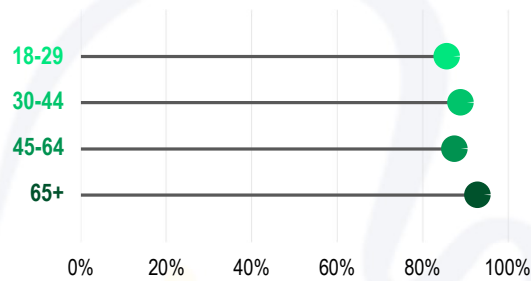
# Age: Those 65 and up had higher ratings than other age groups

Although, construct ratings were generally similar between groups.

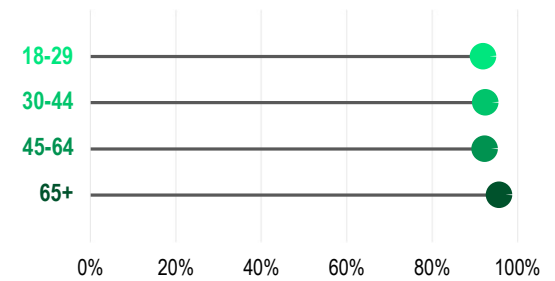
Satisfaction<sup>†</sup>



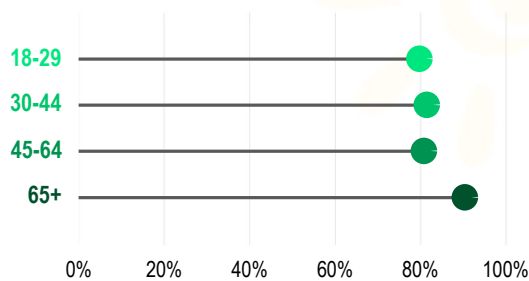
Access<sup>†</sup>



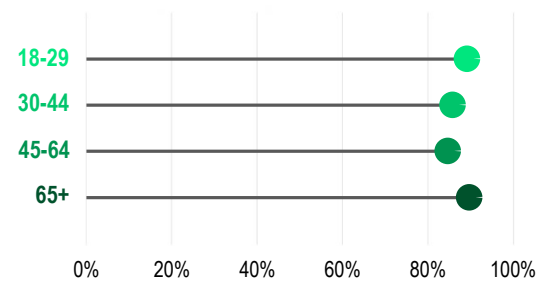
Quality-Appropriateness & Participation<sup>†</sup>



Outcomes & Functioning<sup>†</sup>



Social Connectedness<sup>†</sup>



% stating "agree"

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

18-29 n = 321

45-64 n = 563

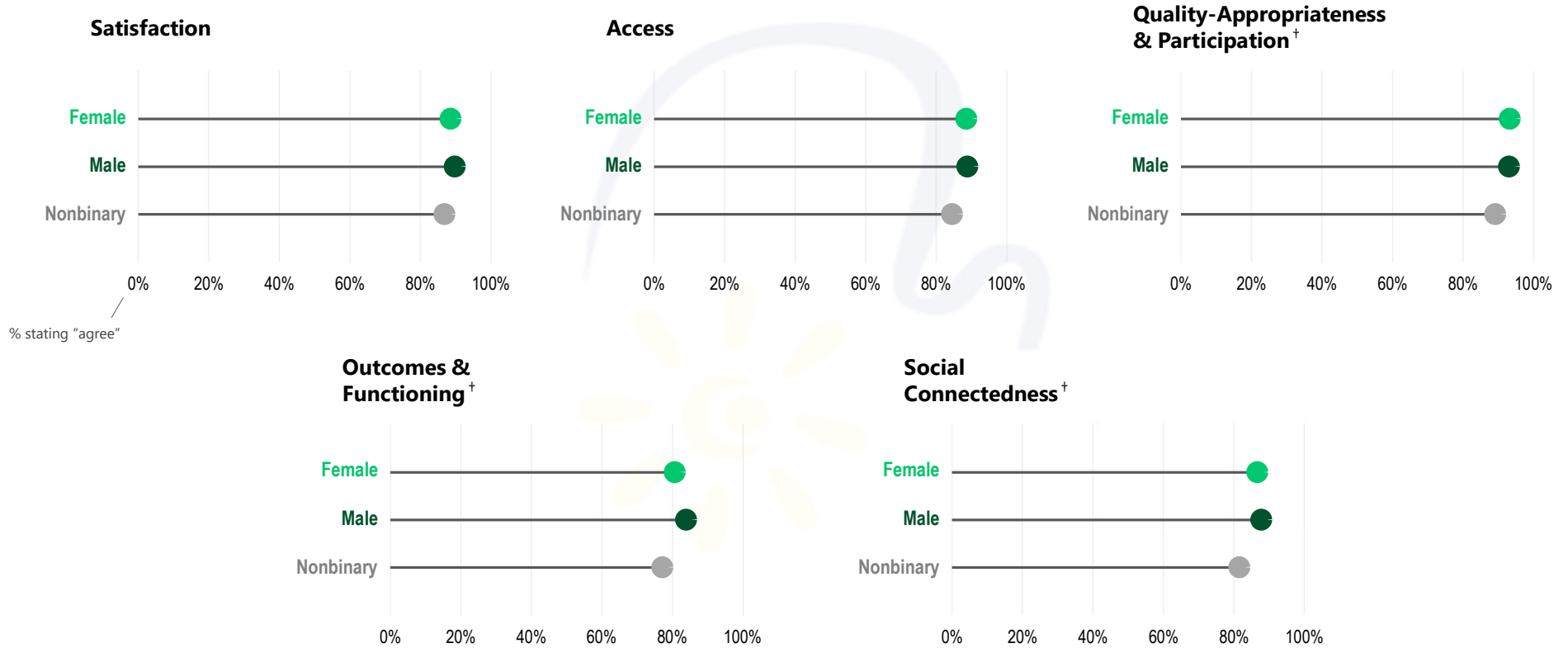
30-44 n = 432

65+ n = 123



# 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.



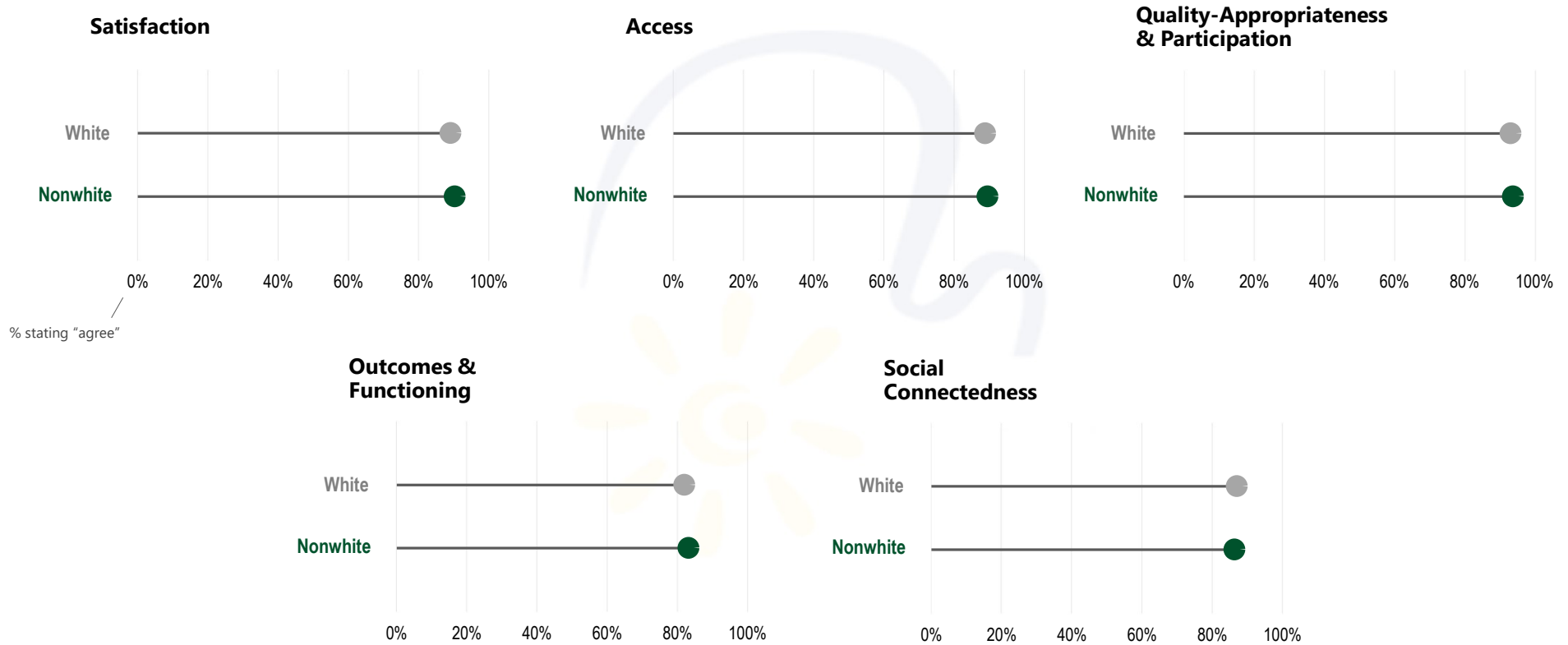
<sup>†</sup> statistically significant difference (p < .05) found between groups

Female n = 846  
Male n = 511

Nonbinary n = 49

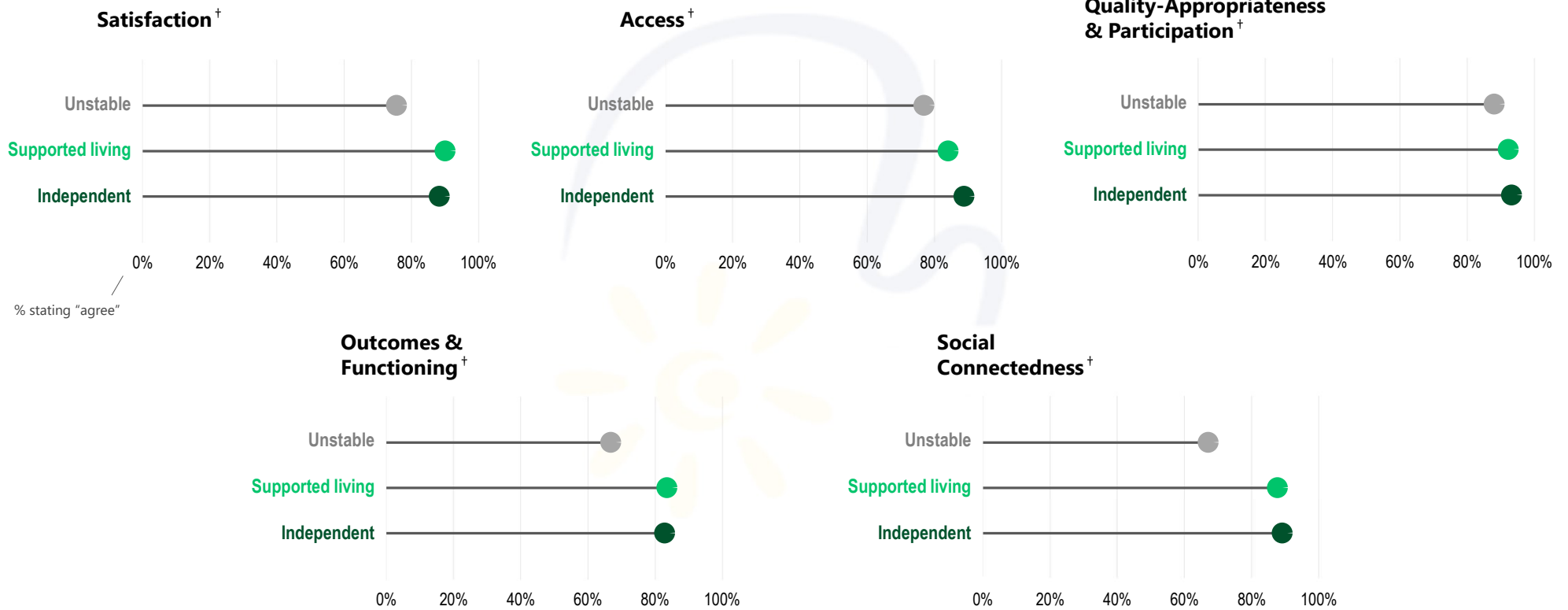
# Race: Not much difference in ratings by race

“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.



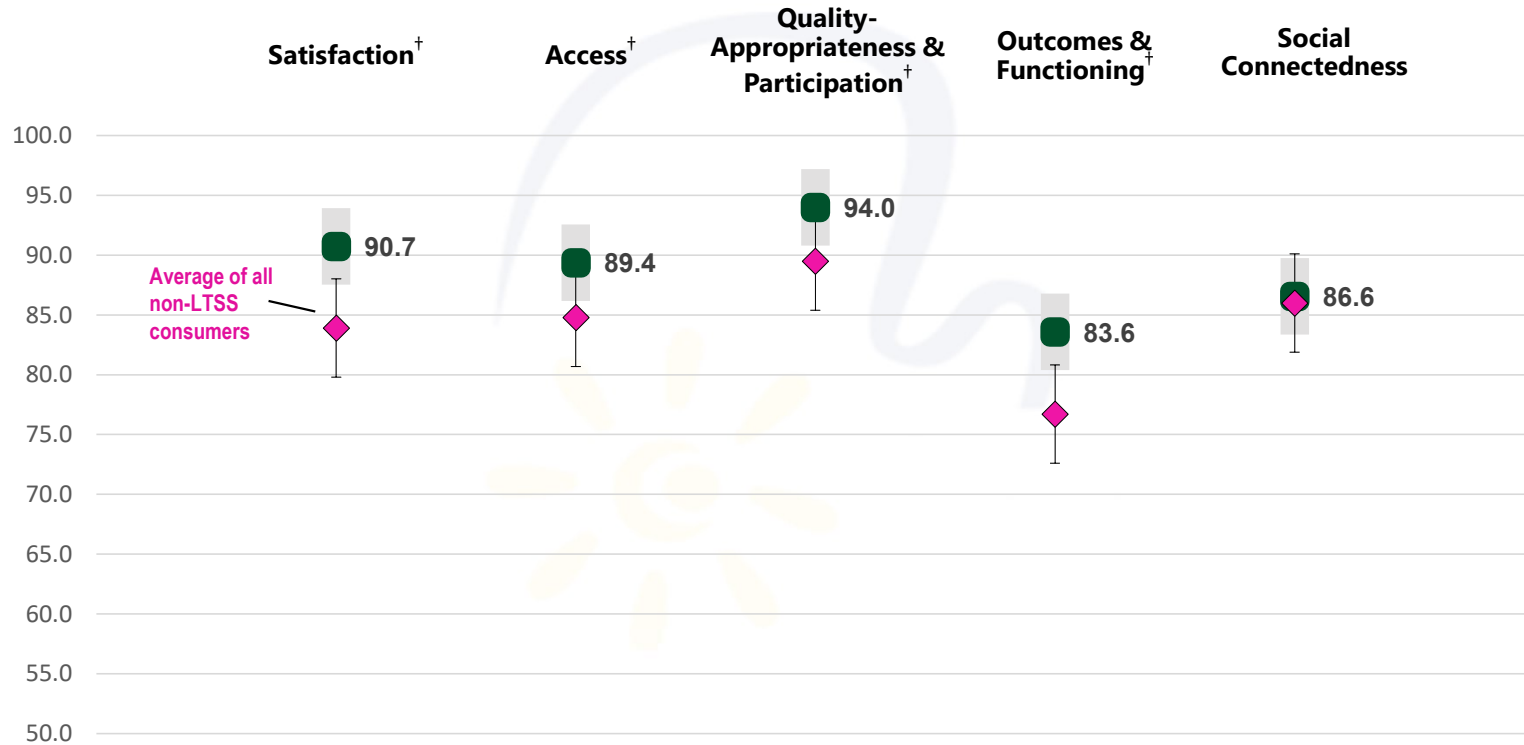
# Living situation: Those with unstable housing had lower ratings, especially in access, outcomes & functioning, & social connectedness

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.



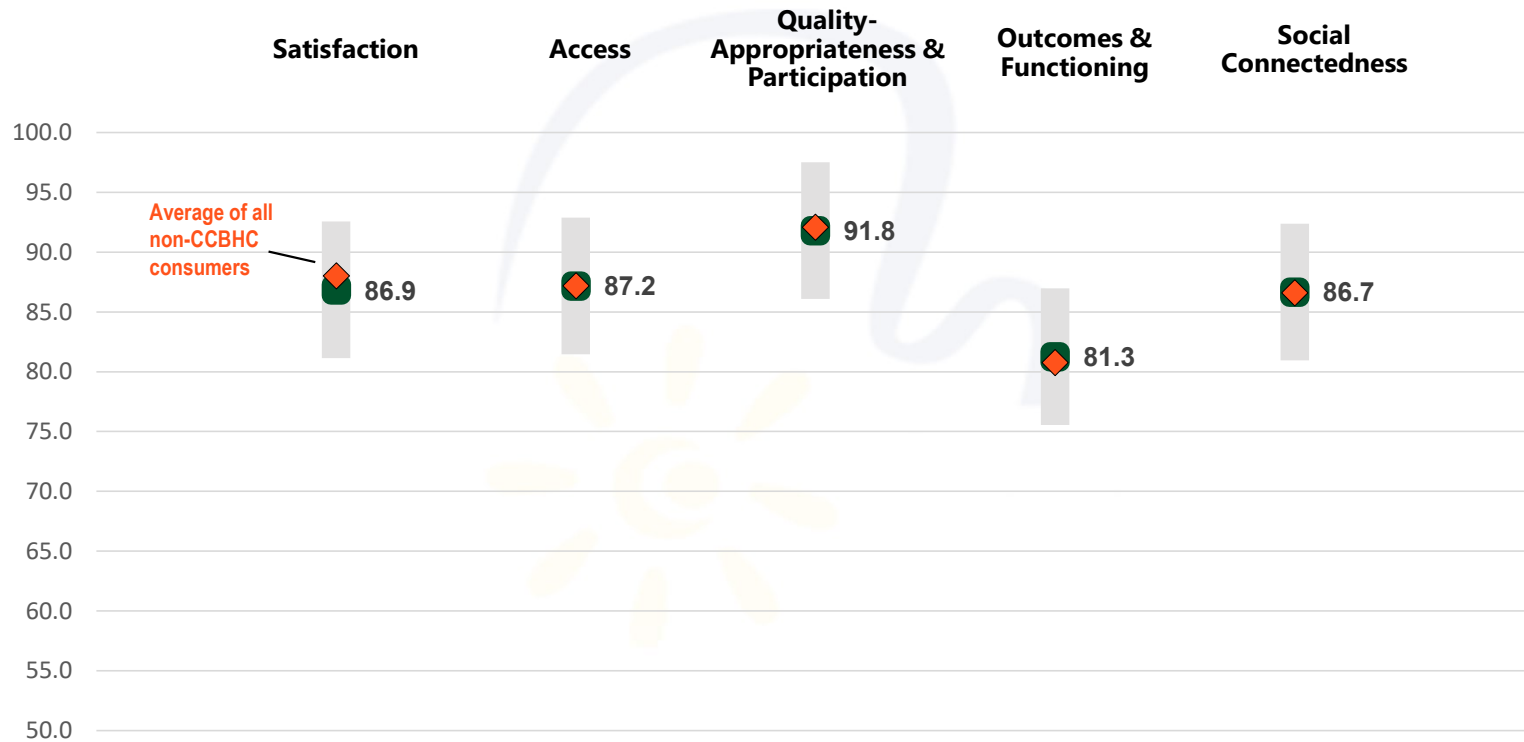
# Adult **LTSS** consumers reported better scores than **non-LTSS** adults in all constructs except social connectedness

**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\*)



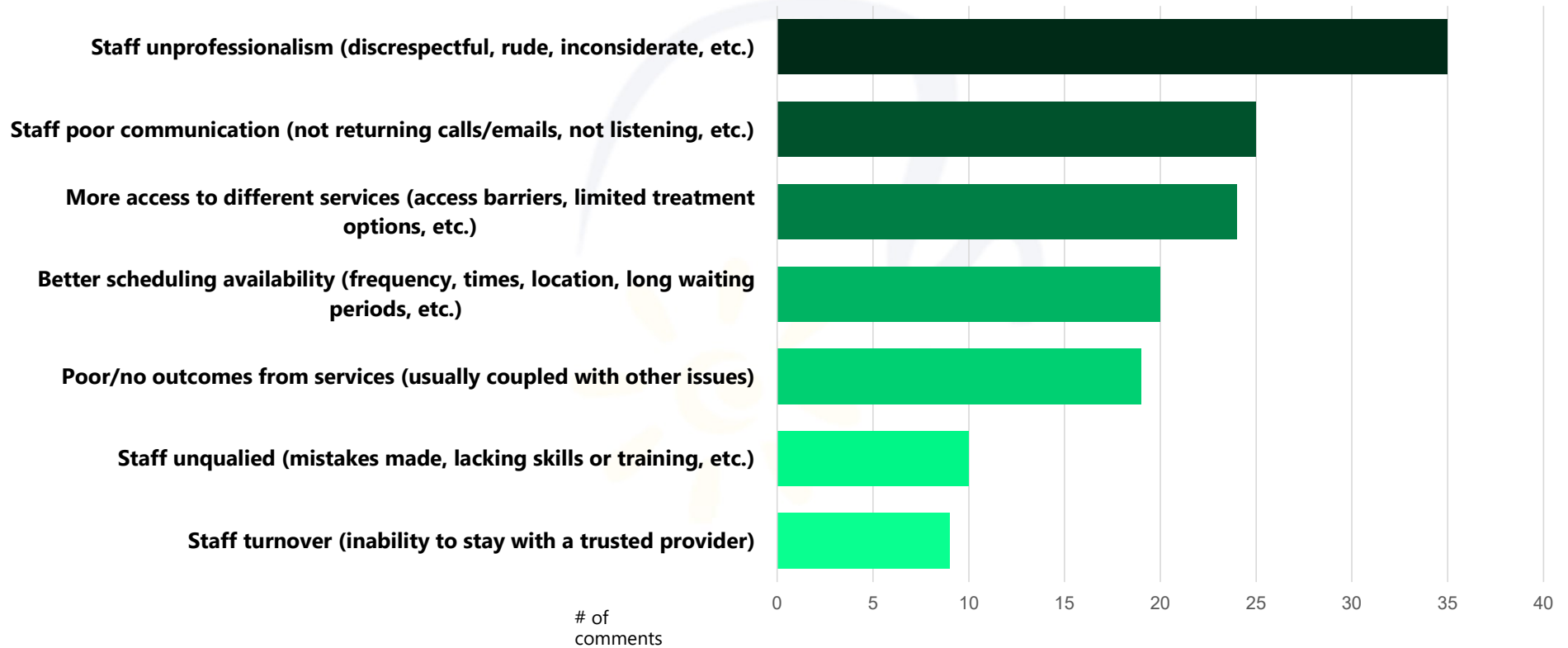
# Adult CCBHC consumers reported similar scores to non-CCBHC adults

**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\*)



# 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.

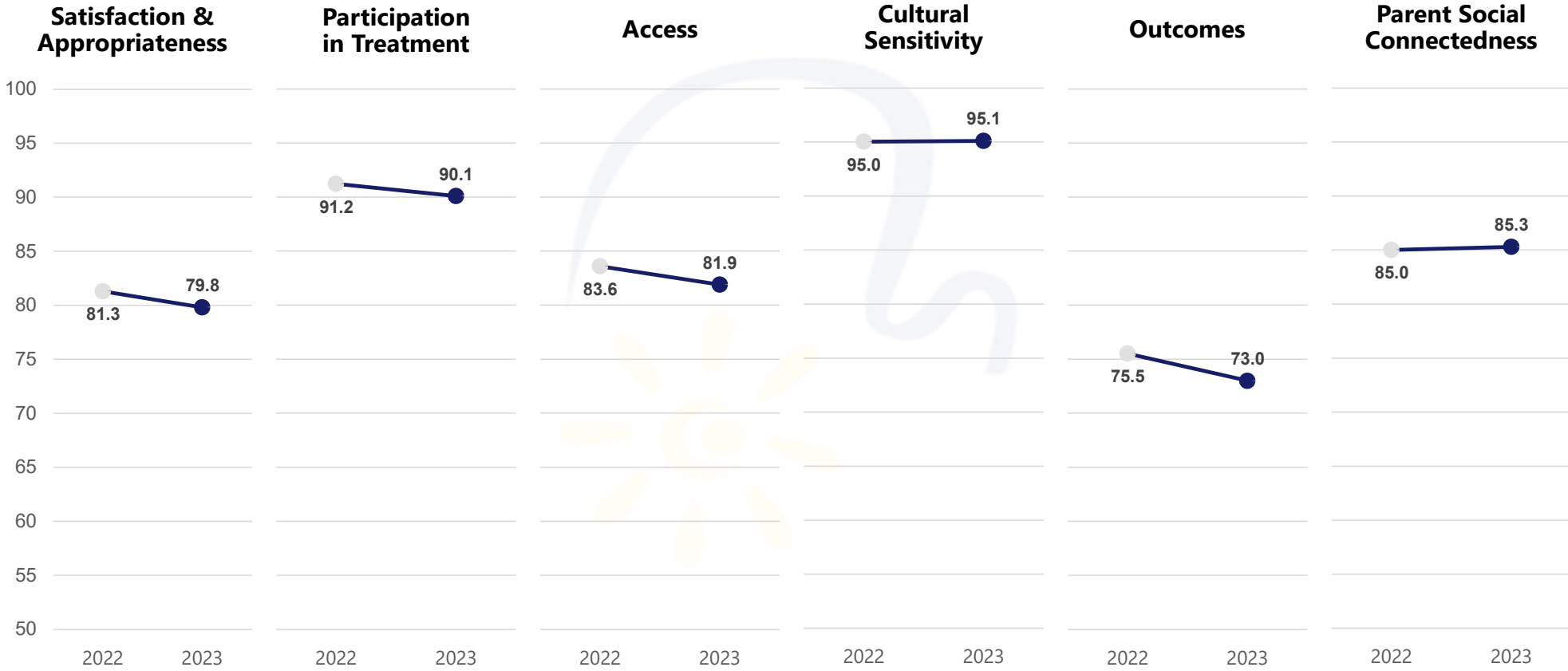


# Youth Services Survey for Families (YSS) Revised Tool: 2023 Results

Sample size: 395

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

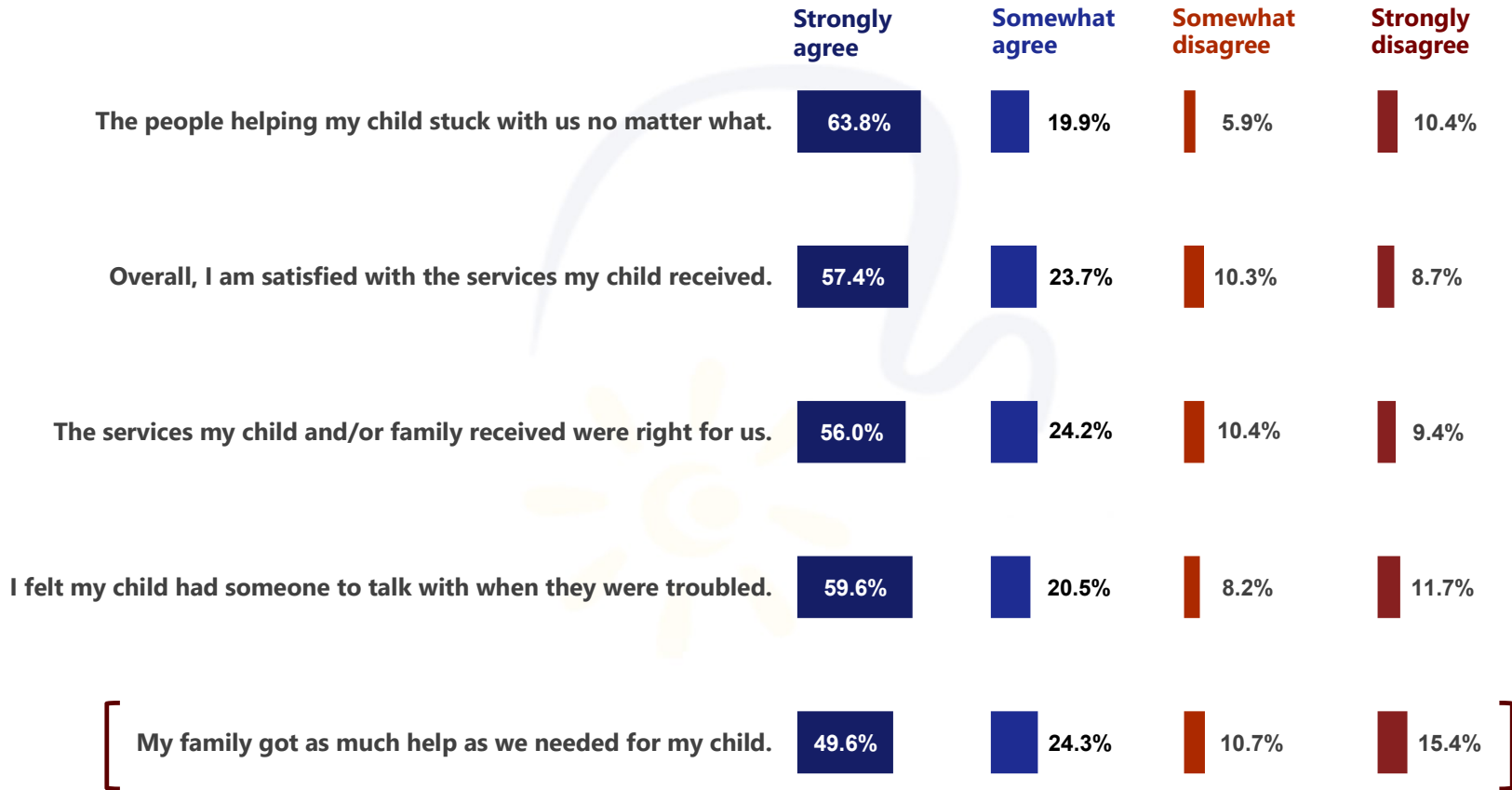
YSS scores by construct for previous 2 years, further past years incomparable due to survey changes. Differences in constructs are not statistically significant.





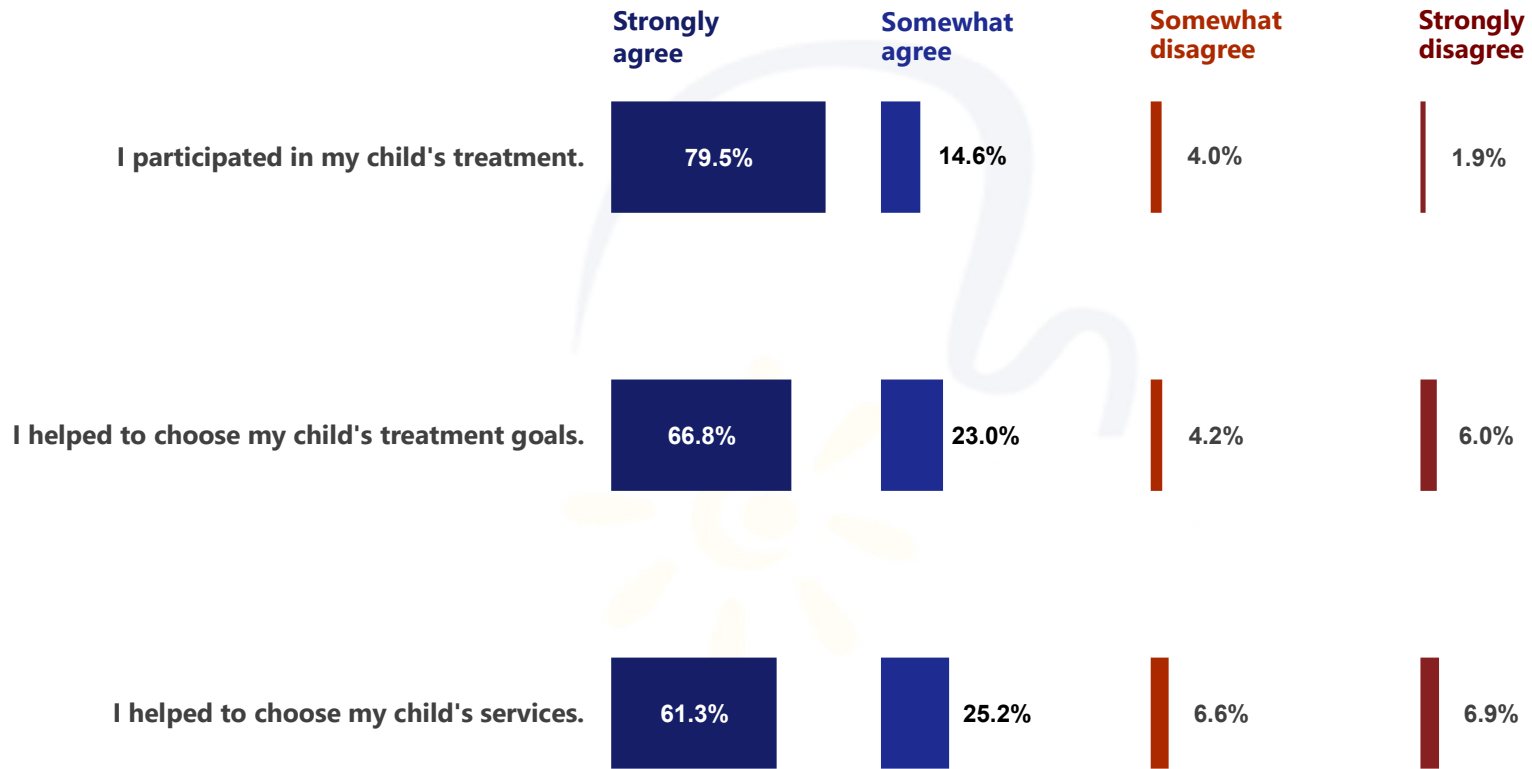
# CMHSP satisfaction & appropriateness hindered by access to services

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



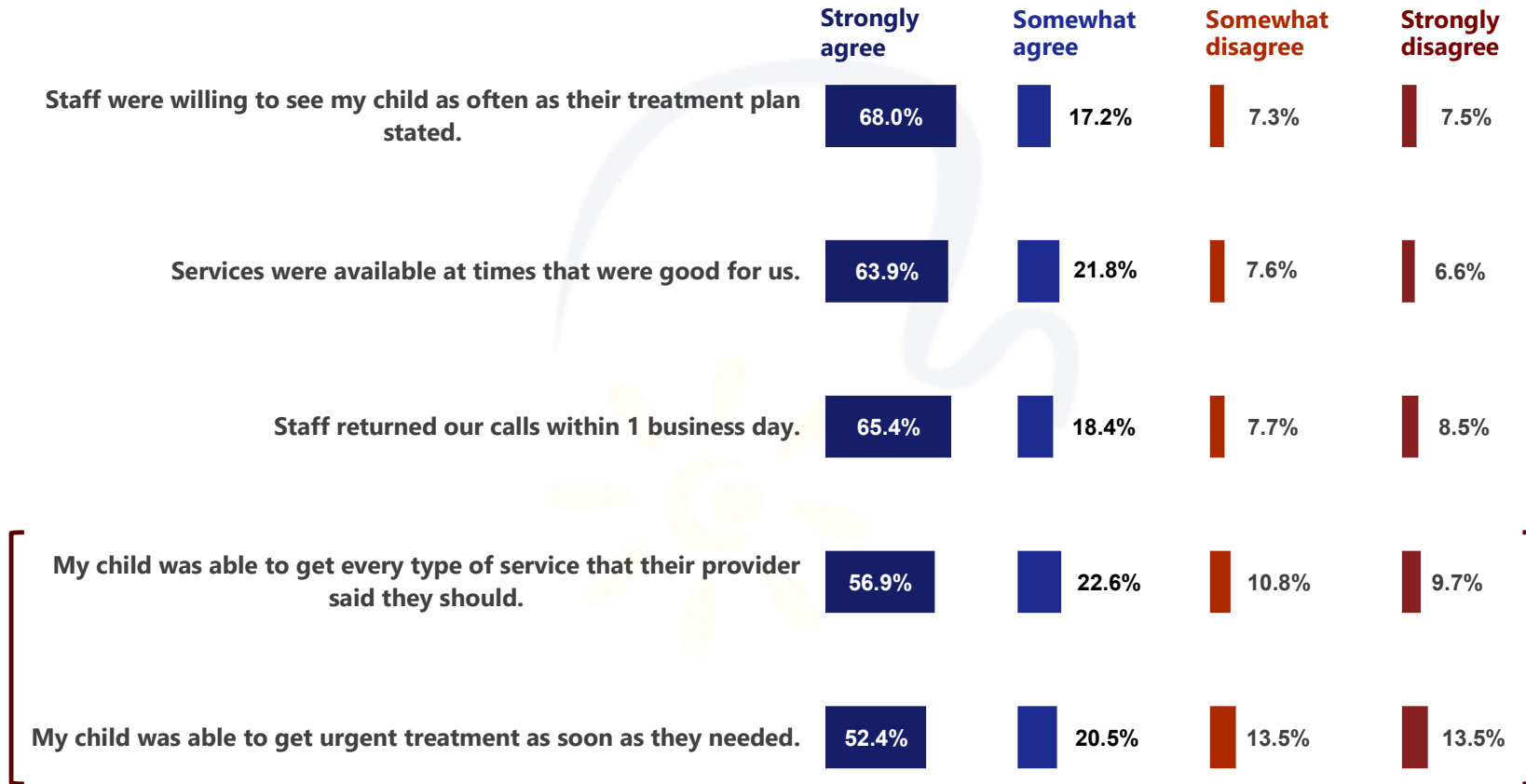
# Parents overall felt very involved with their child's services

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



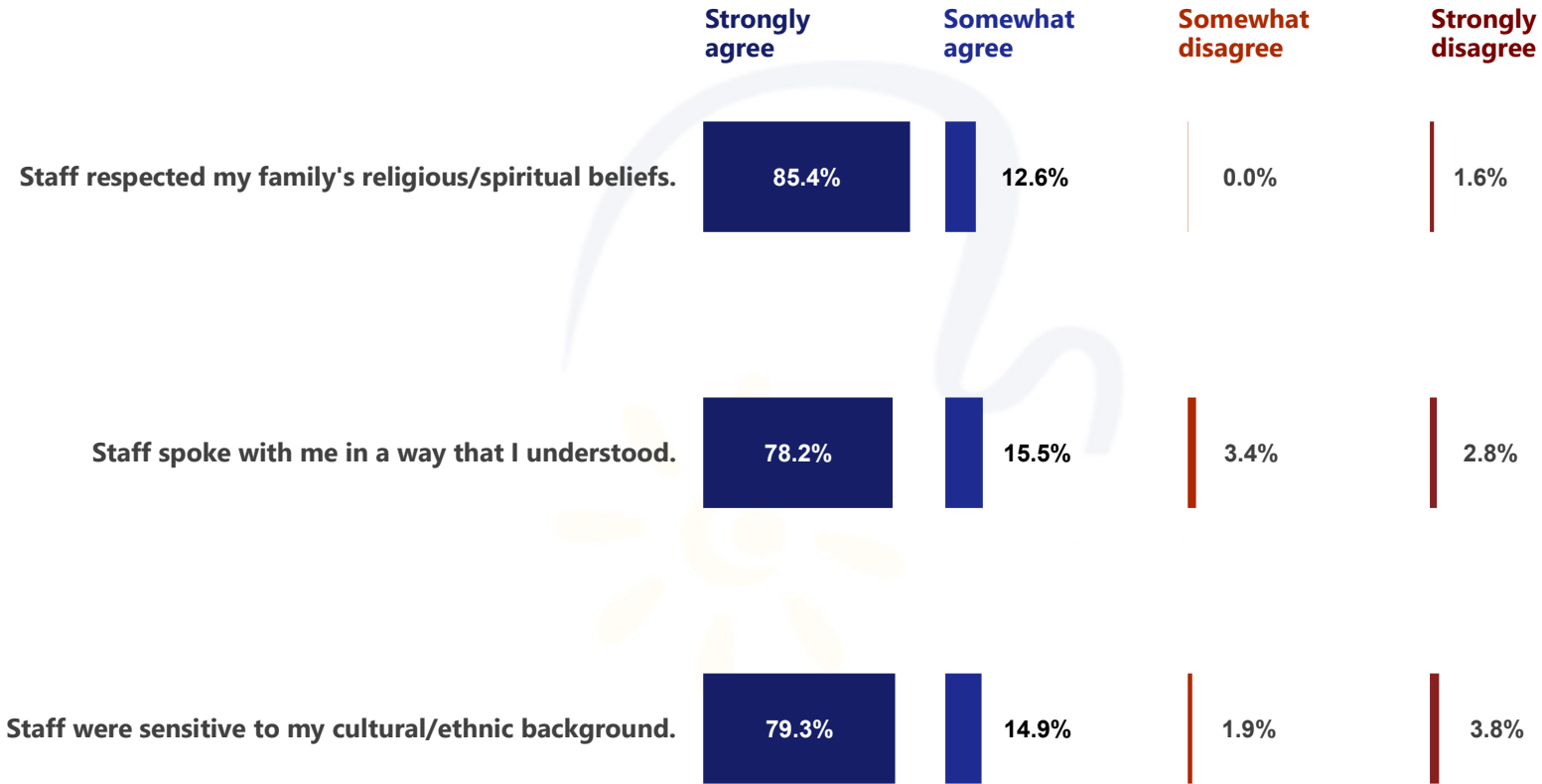
# Most access ratings were strong, some weaker

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



# CMHSP cultural sensitivity received near perfect ratings

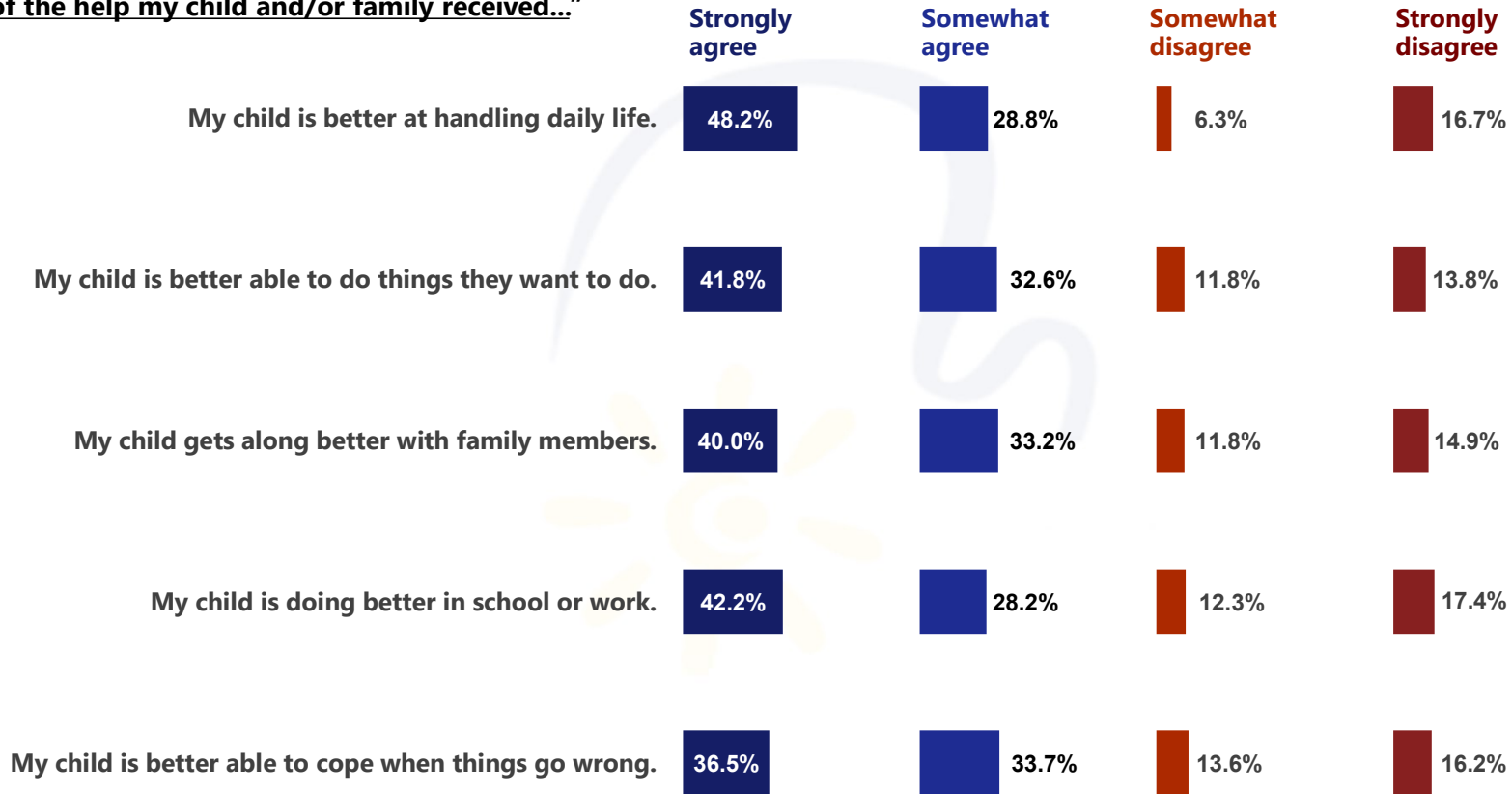
A majority of YSS respondents gave the cultural sensitivity items **strongly agree** ratings



# Outcomes for youth consistent, but not stellar

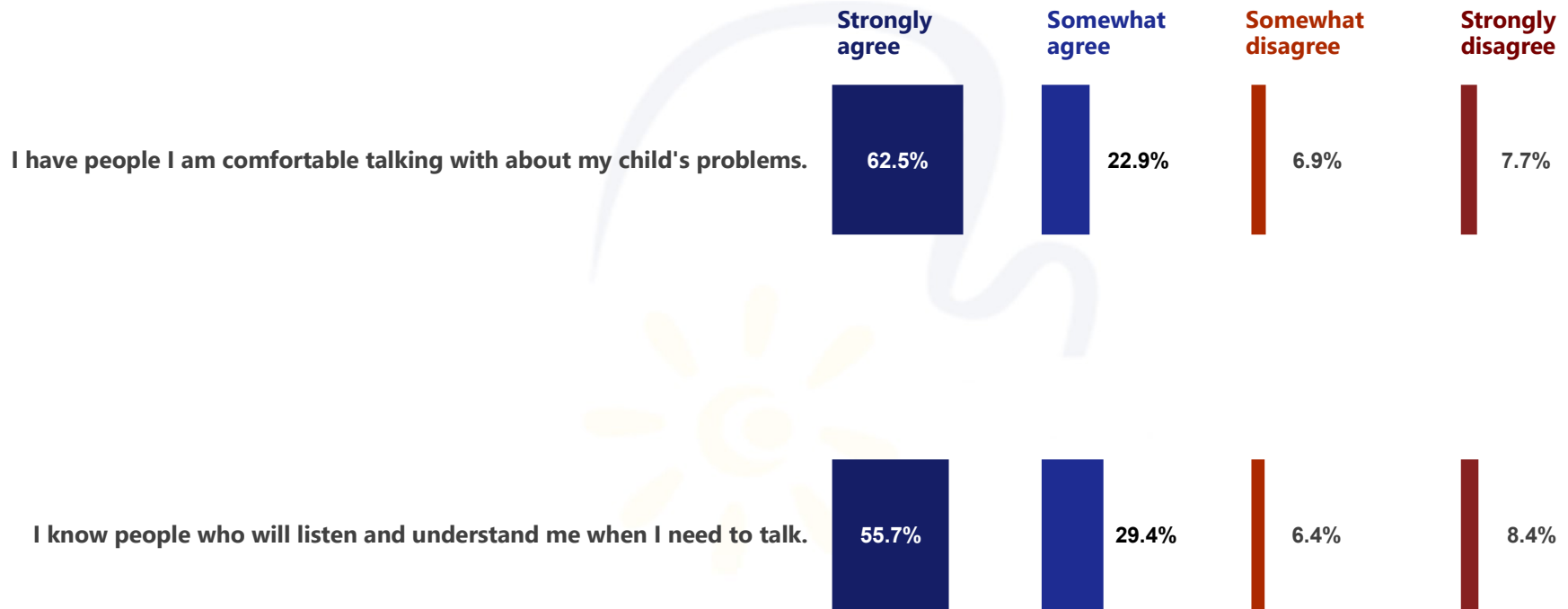
For close to 1 in 4 respondents, their child saw no improvement across the different outcome measures

“Because of the help my child and/or family received...”



# Parents' social connectedness rated as mostly positive

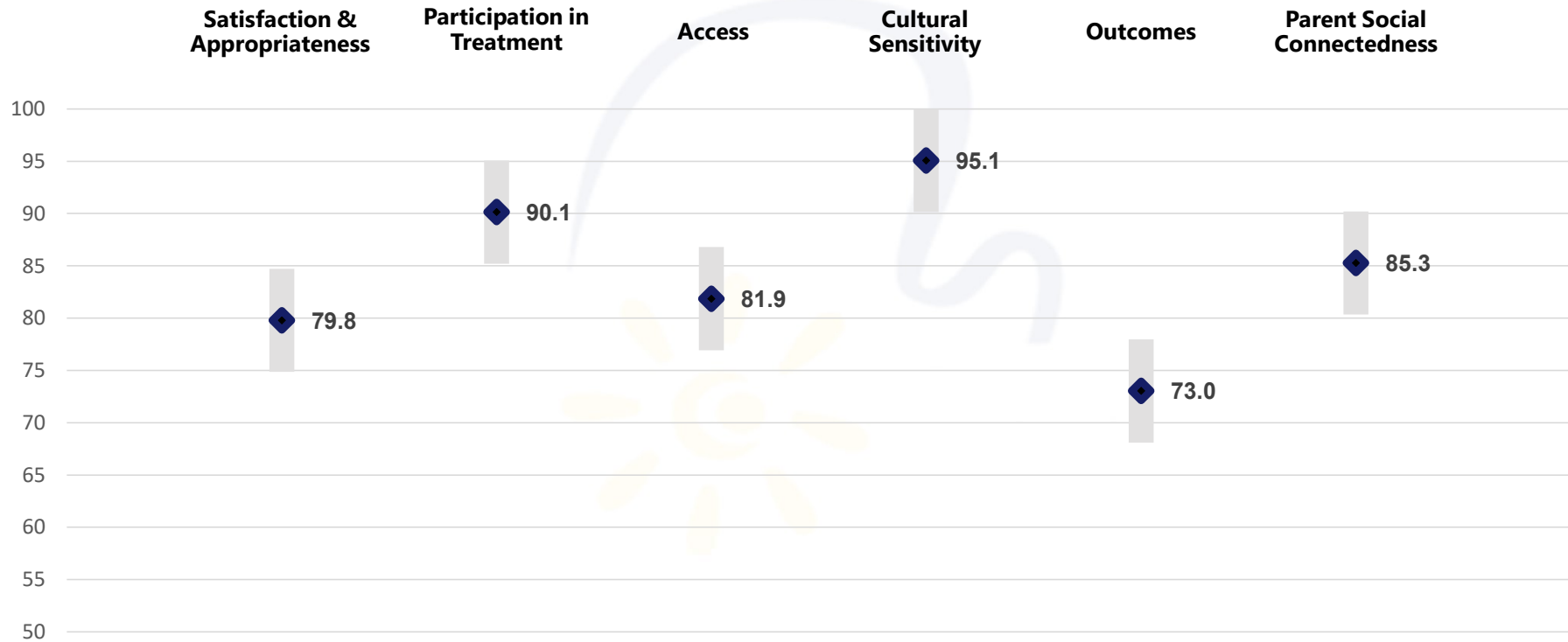
A majority of YSS respondents gave the social connectedness items **agree** ratings



# 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\*)

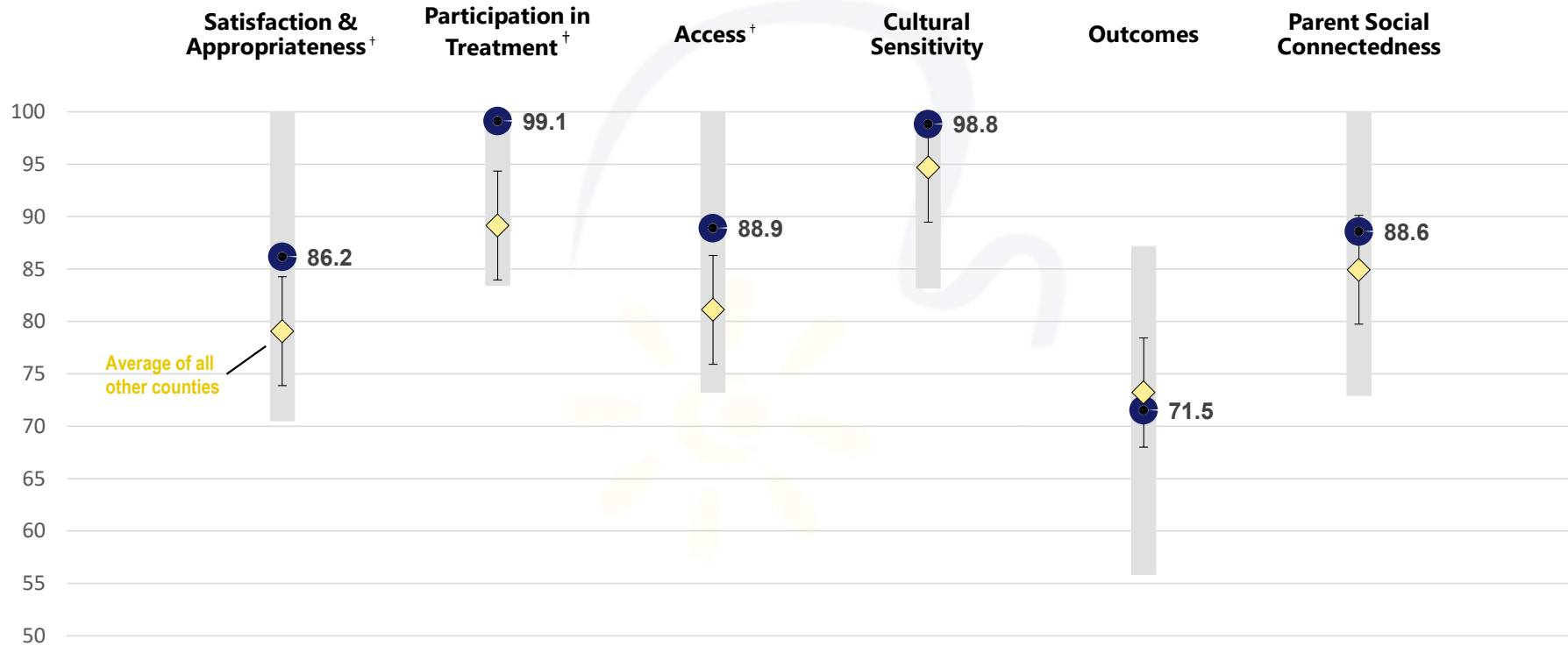


\*margin of error for all CMHSPs:  $\pm 4.9$  pts  
n = 395

# 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\*)

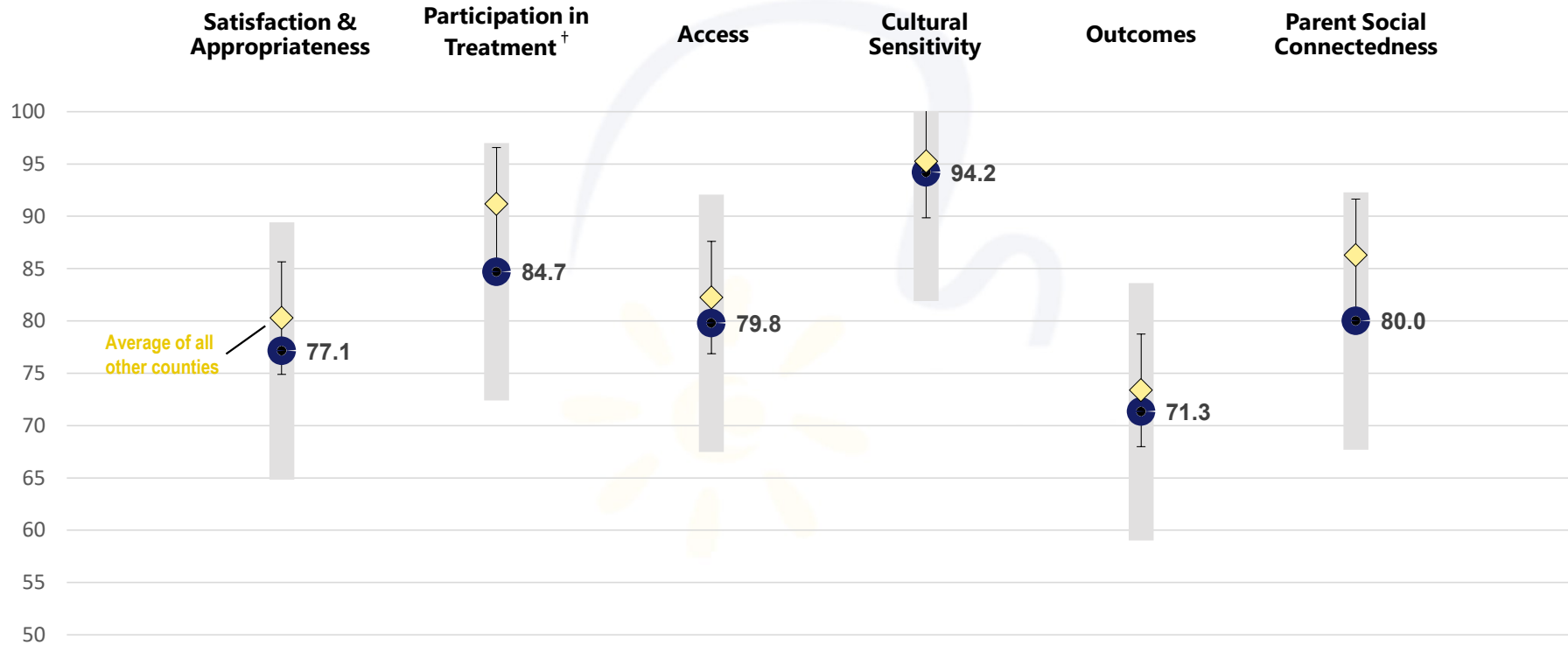




# Berrien County: Below average in participation in 2023 YSS

**Dark blue** denotes the percentage in agreement for that construct's items

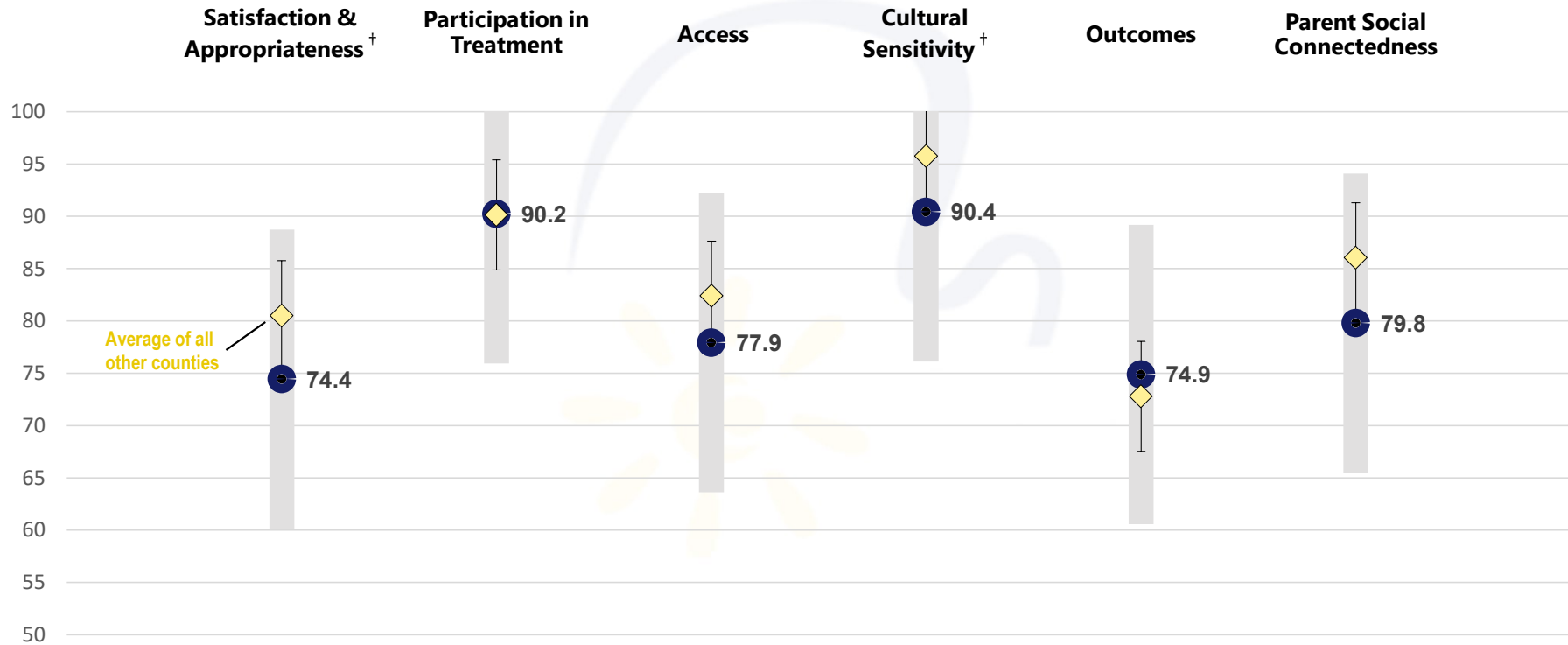
**Gray** bars denote the likely range where the true percentage for all the county's consumers might lie (i.e., margin of error\*)



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

**Dark blue** denotes the percentage in agreement for that construct's items

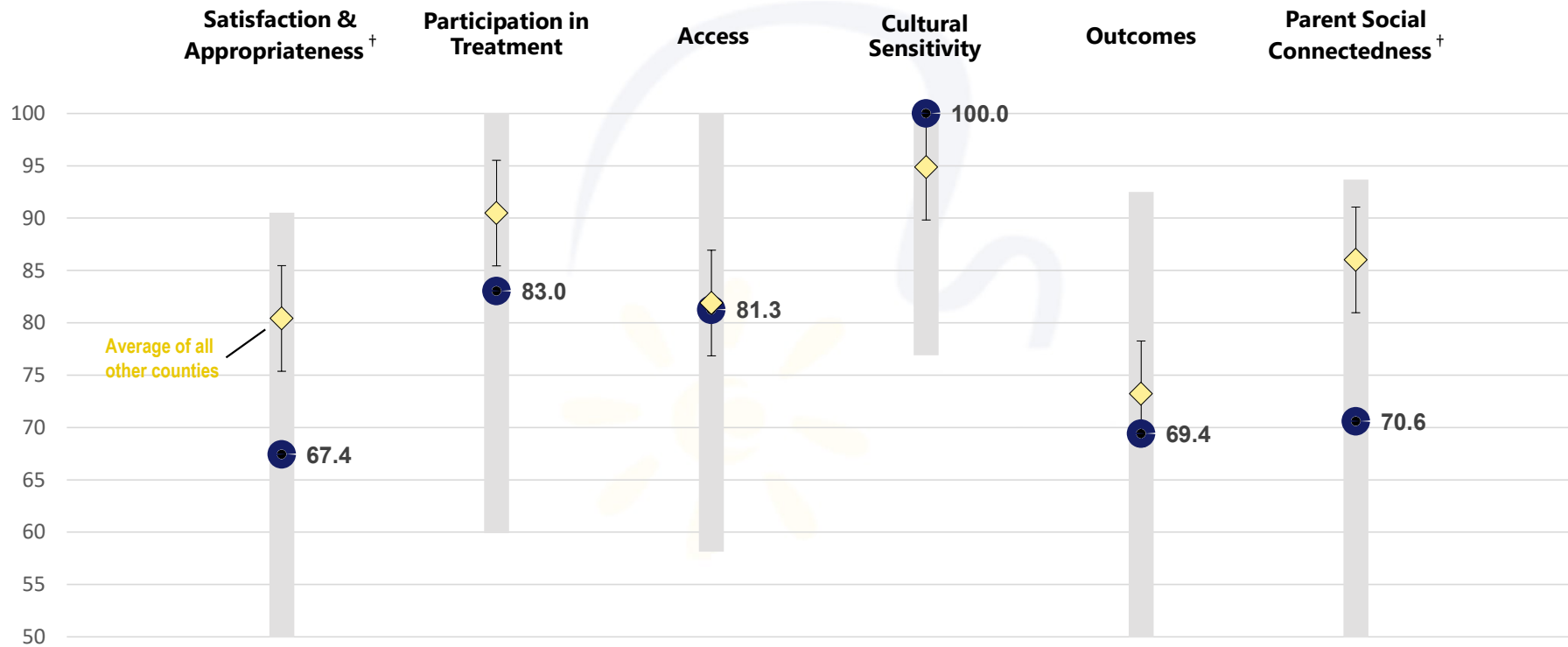
**Gray** bars denote the likely range where the true percentage for all the county's consumers might lie (i.e., margin of error\*)



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

**Dark blue** denotes the percentage in agreement for that construct's items

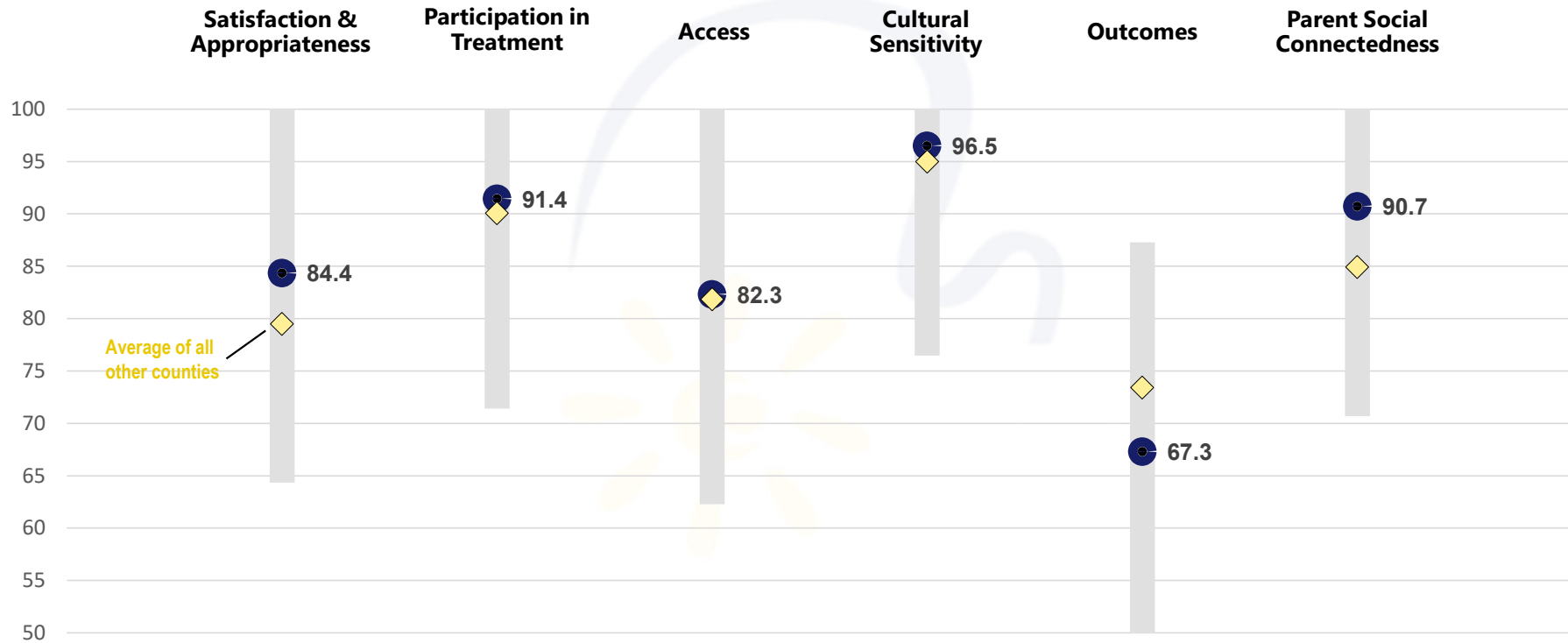
**Gray** bars denote the likely range where the true percentage for all the county's consumers might lie (i.e., margin of error\*)



# Cass County: On par (statistically) with other counties for 2023 YSS

**Dark blue** denotes the percentage in agreement for that construct's items

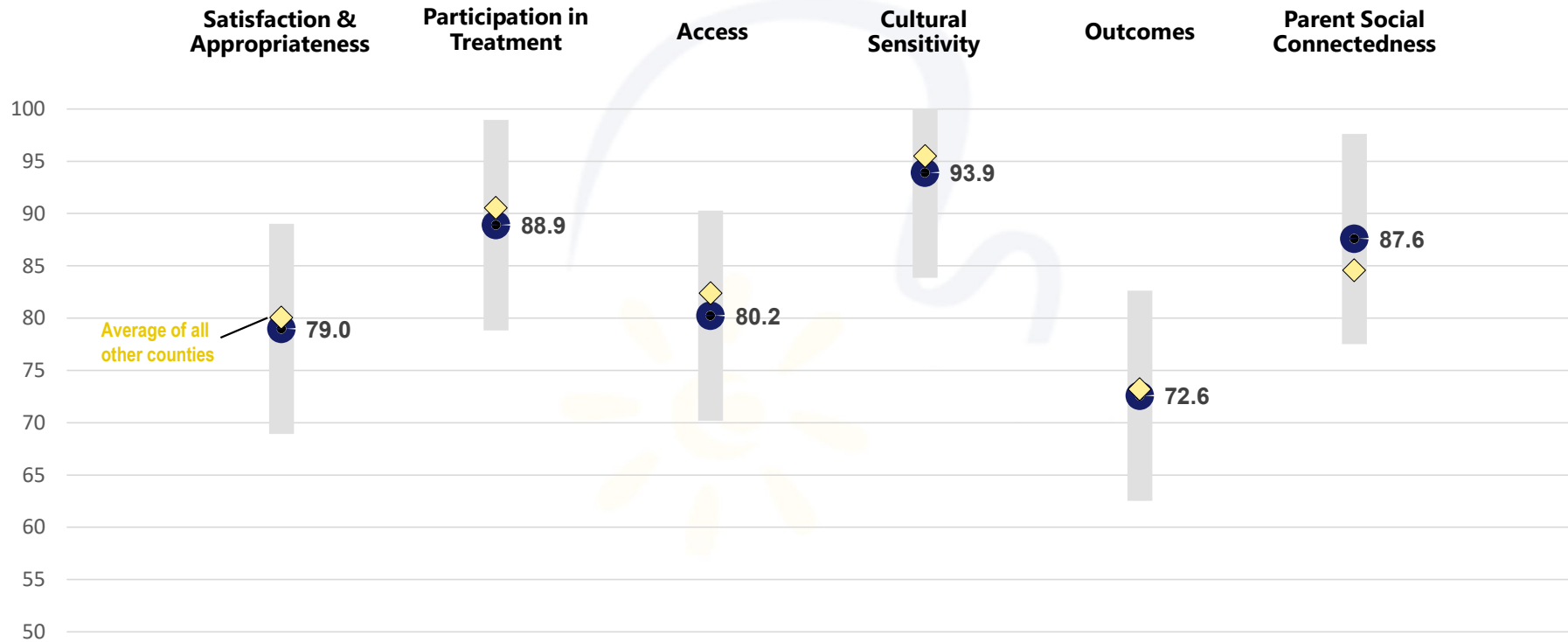
**Gray** bars denote the likely range where the true percentage for all the county's consumers might lie (i.e., margin of error\*)



# Kalamazoo: On par with other counties in 2023 YSS

**Dark blue** denotes the percentage in agreement for that construct's items

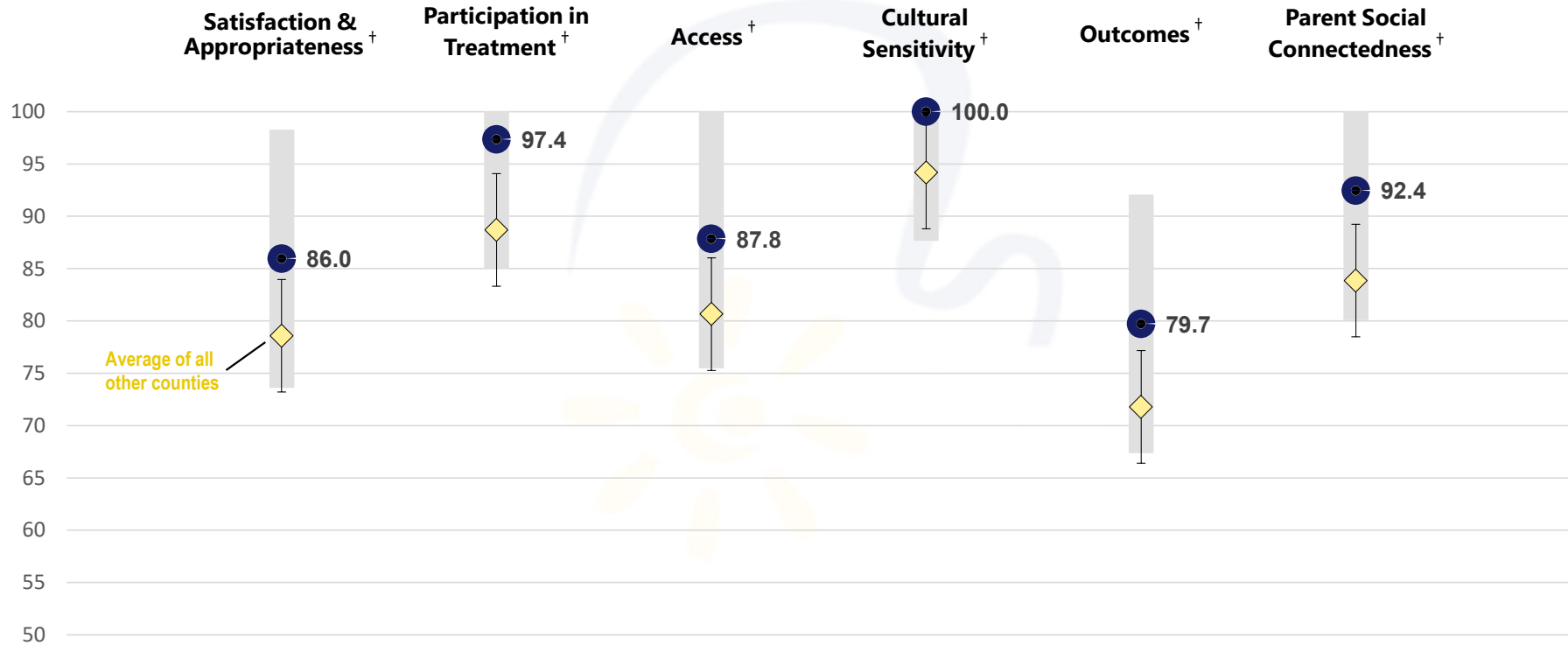
**Gray** bars denote the likely range where the true percentage for all the county's consumers might lie (i.e., margin of error\*)



# St. Joe County: Above average in all constructs for 2023 YSS

**Dark blue** denotes the percentage in agreement for that construct's items for the county

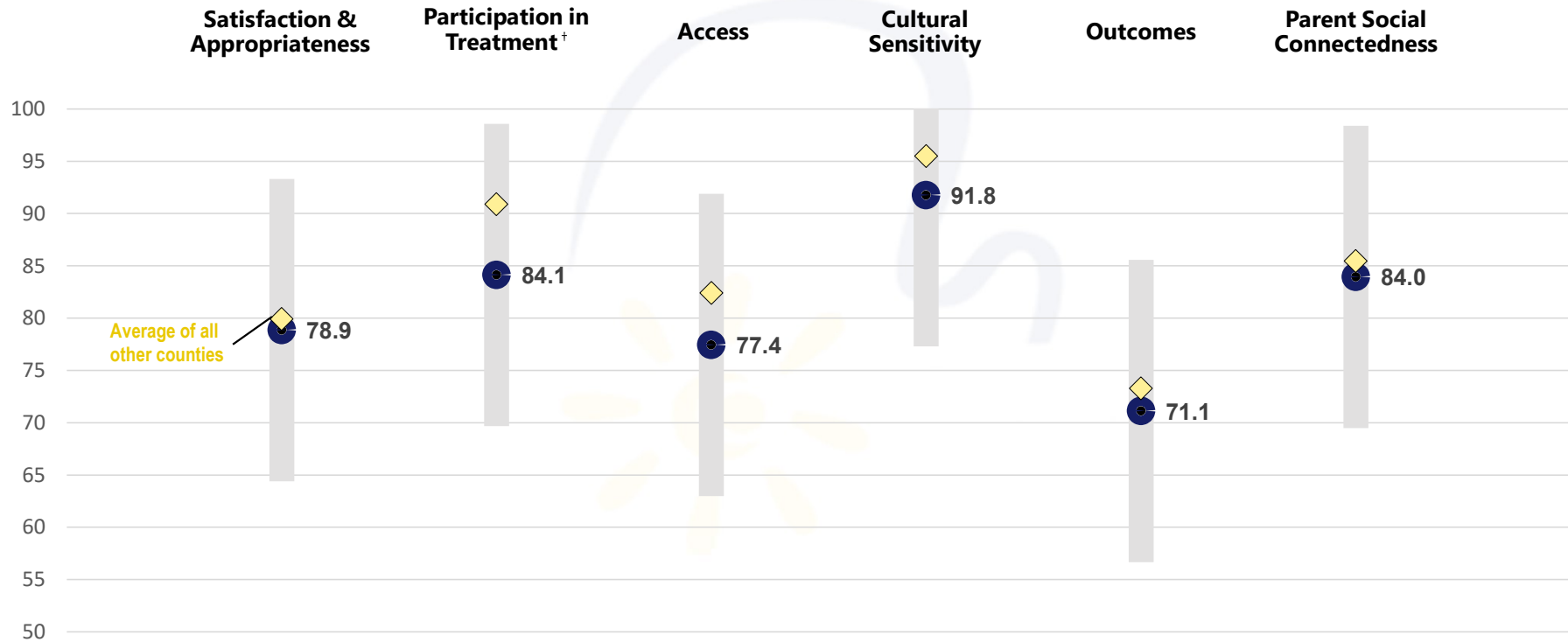
**Gray** bars denote the likely range where the true percentage for all the county's consumers might lie (i.e., margin of error\*)



# 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\*)

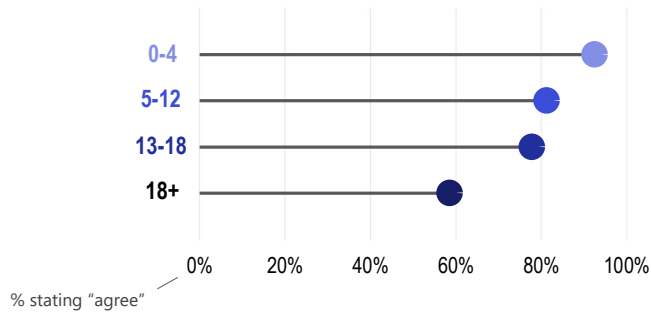


Average of all other counties

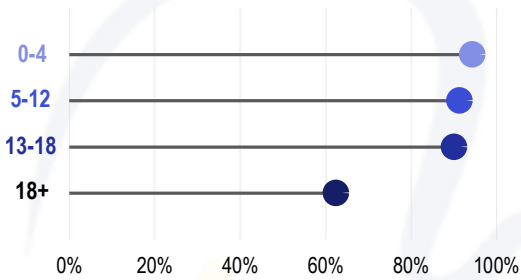
# Generally, the older the youth, the lower the survey scores

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

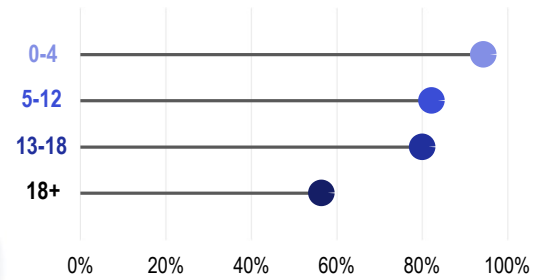
**Satisfaction & Appropriateness<sup>†</sup>**



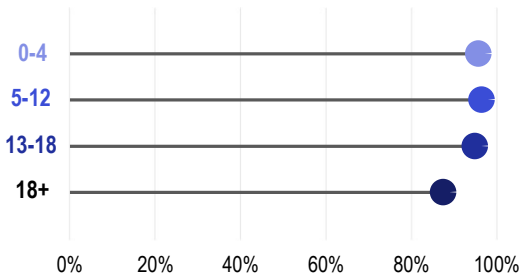
**Participation in Treatment<sup>†</sup>**



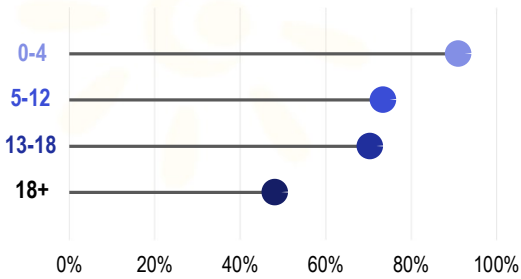
**Access<sup>†</sup>**



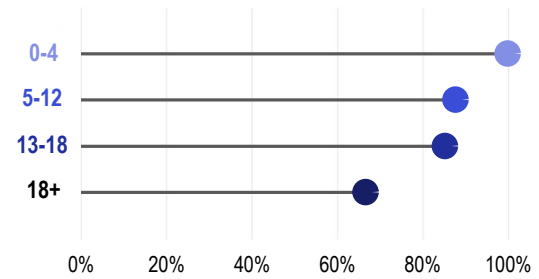
**Cultural Sensitivity**



**Outcomes<sup>†</sup>**



**Parent Social Connectedness<sup>†</sup>**

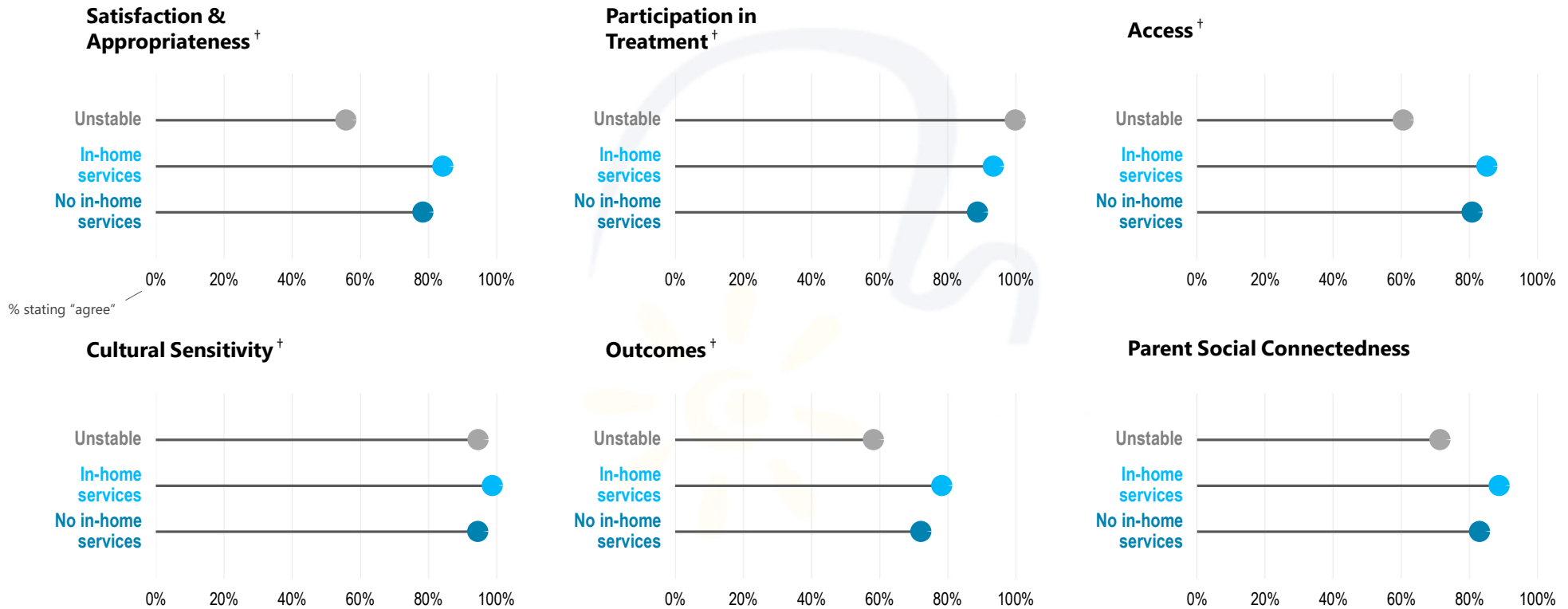


<sup>†</sup> statistically significant difference (p < .05) found between groups



# 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.

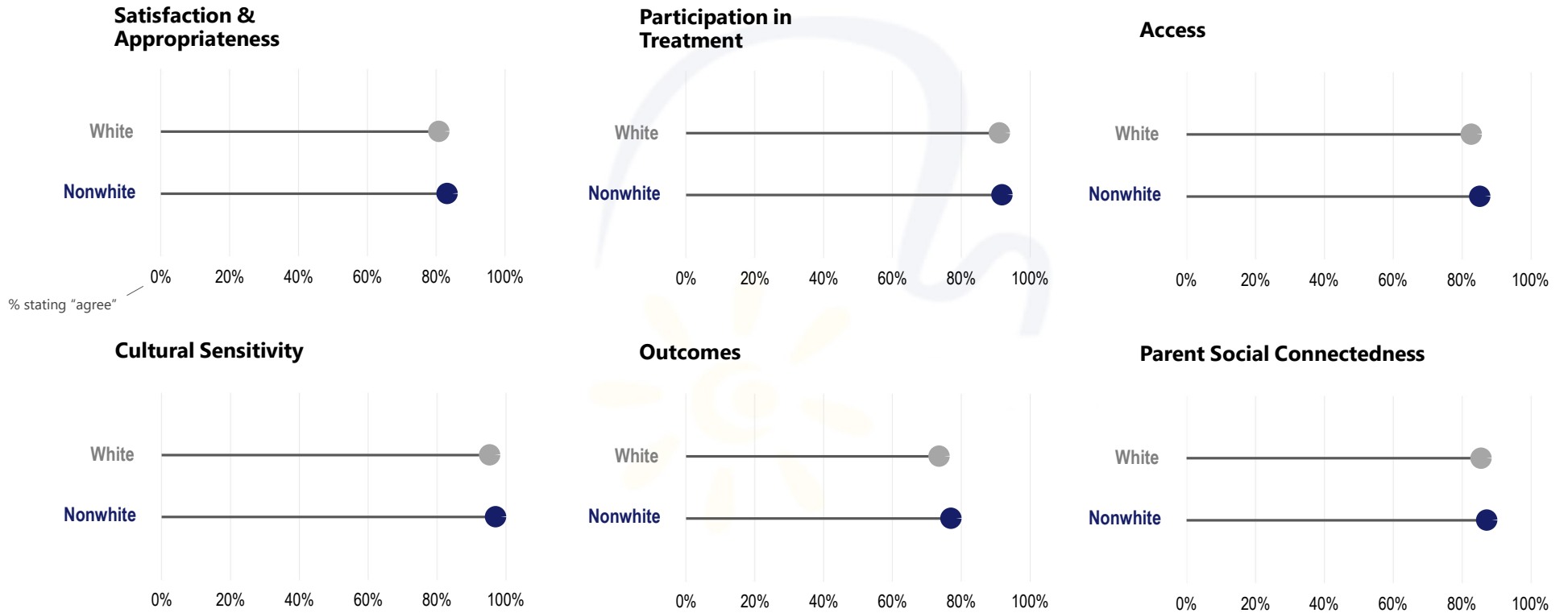


<sup>†</sup> statistically significant difference (p < .05) found between groups

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

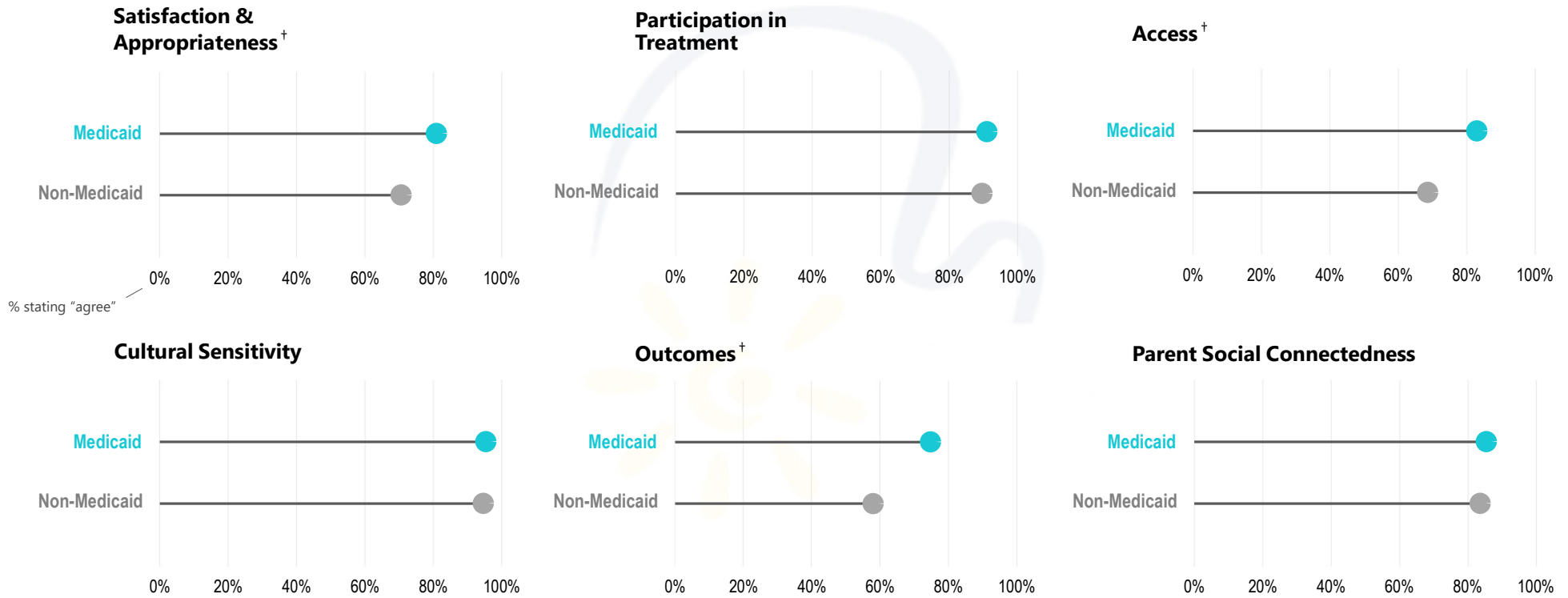
# Youth scores similar for each race in 2023 YSS

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



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

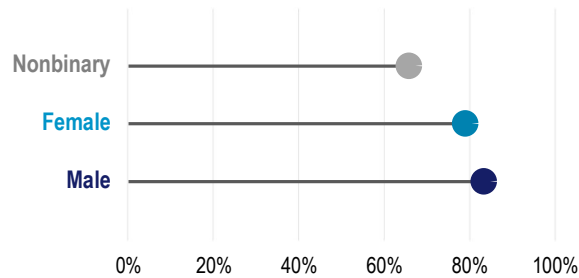
Non-Medicaid families mentioned staff “not knowing how to help them,” being told “we can only help people with Medicaid,” and being “on a waiting list for a Medicaid waiver.”



# Generally, male youth had slightly higher reported ratings

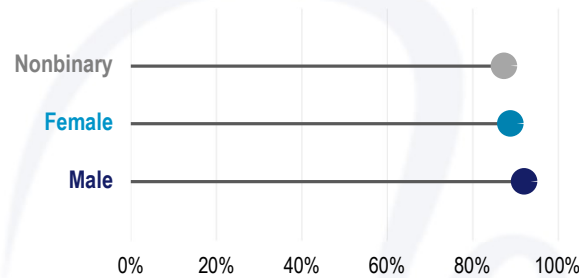
Nonbinary youth, despite only 8 reporting, had statistically worse reported outcomes and satisfaction than both male and female youth ( $p < .05$ ).

**Satisfaction & Appropriateness<sup>†</sup>**

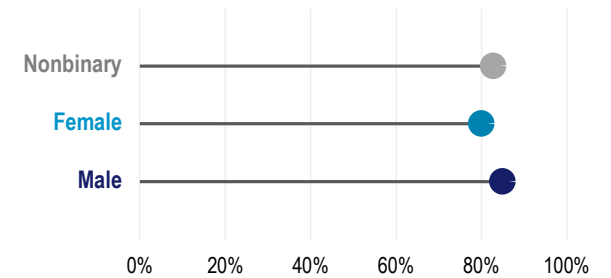


% stating "agree"

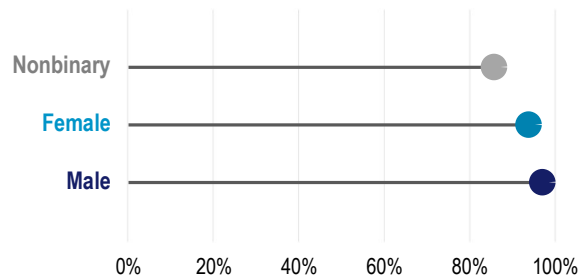
**Participation in Treatment**



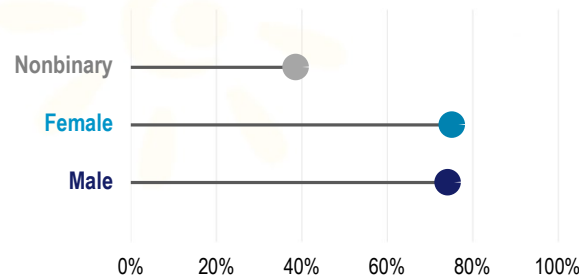
**Access<sup>†</sup>**



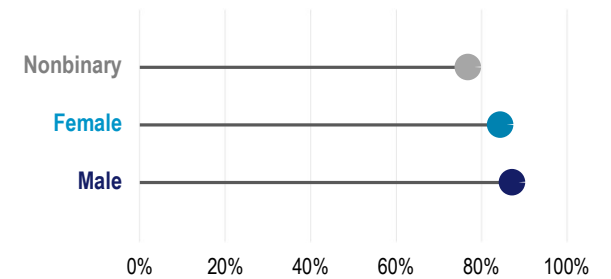
**Cultural Sensitivity<sup>†</sup>**



**Outcomes<sup>†</sup>**



**Parent Social Connectedness**

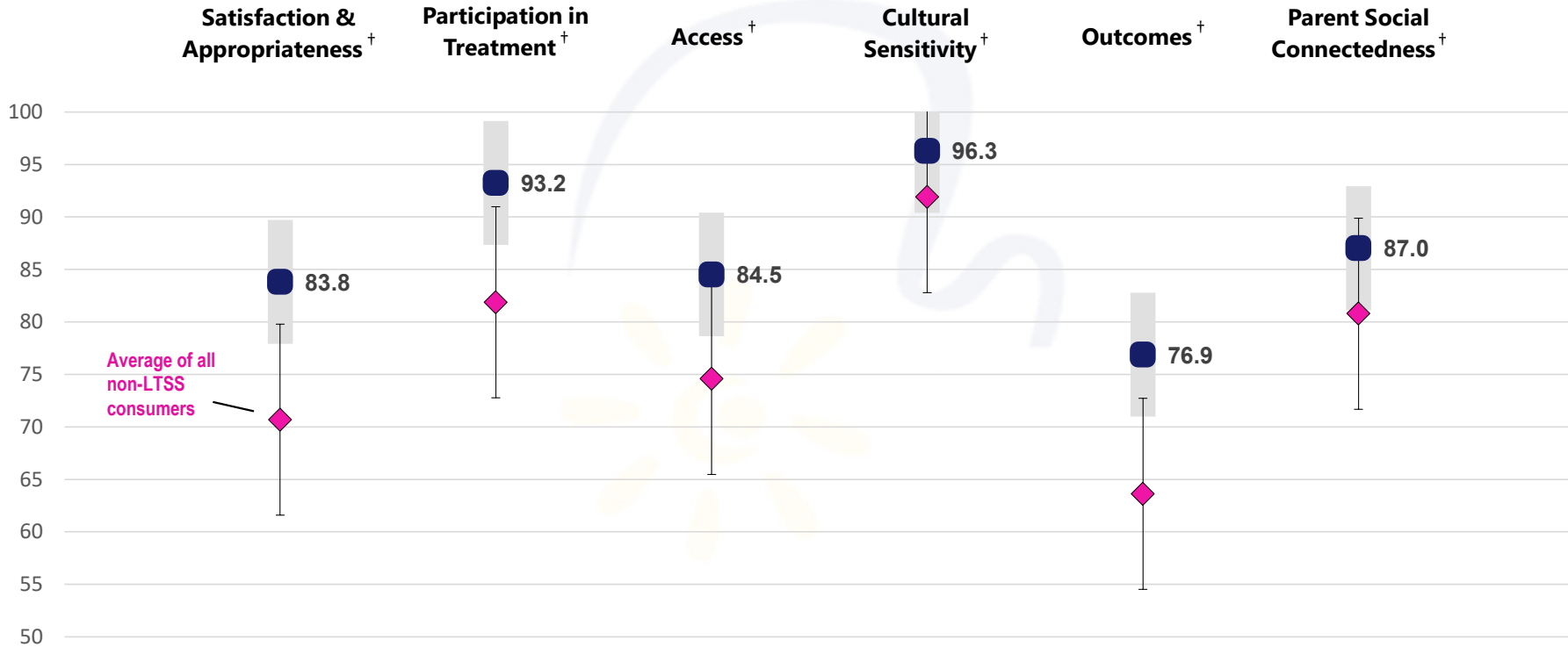


Nonbinary n = 8  
 Female n = 138  
 Male n = 218

<sup>†</sup> statistically significant difference ( $p < .05$ ) found between groups

# 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\*)



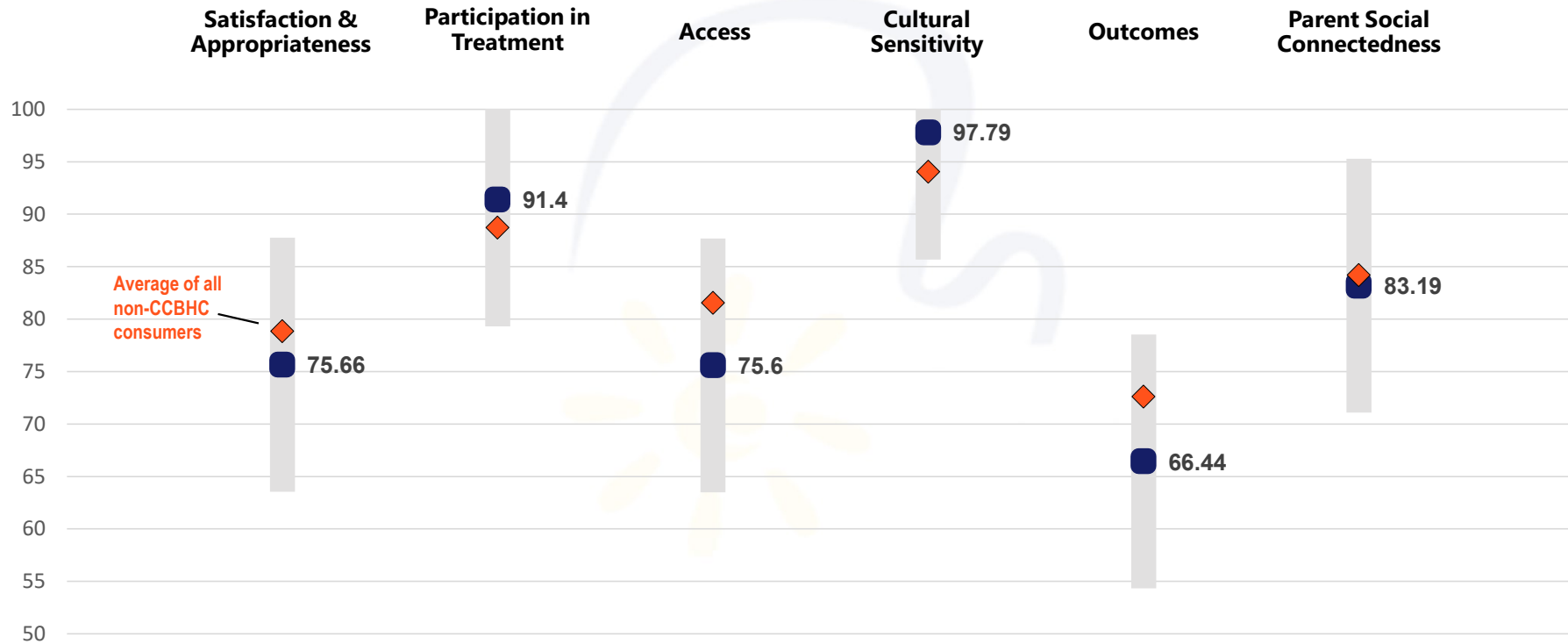
Average of all non-LTSS consumers

<sup>†</sup> 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)

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

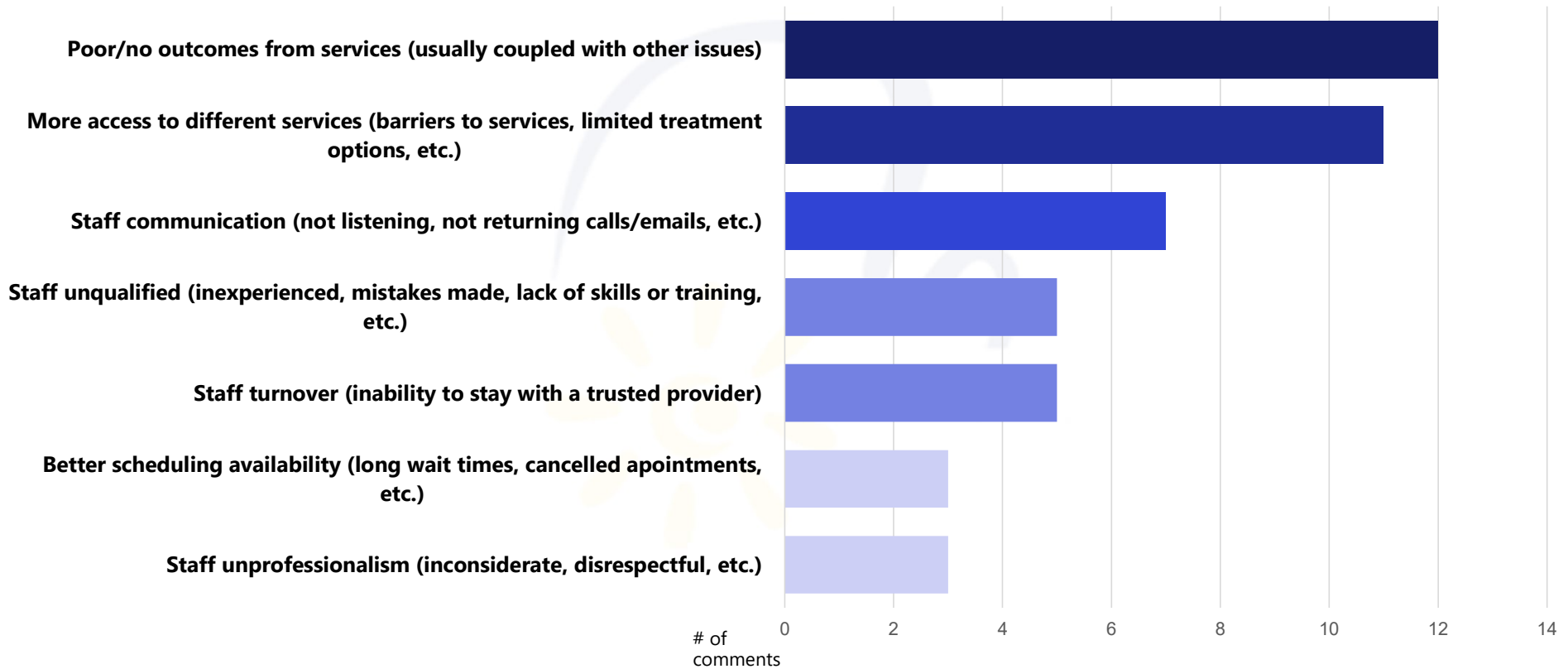
**Dark blue** denotes the percentage of CCBHC (certified community behavioral health clinic) consumers in agreement for that construct's items  
**Gray** bars denote the likely range where the true percentage for all CCBHC consumers might lie (i.e., margin of error\*)



Average of all non-CCBHC consumers

# 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.



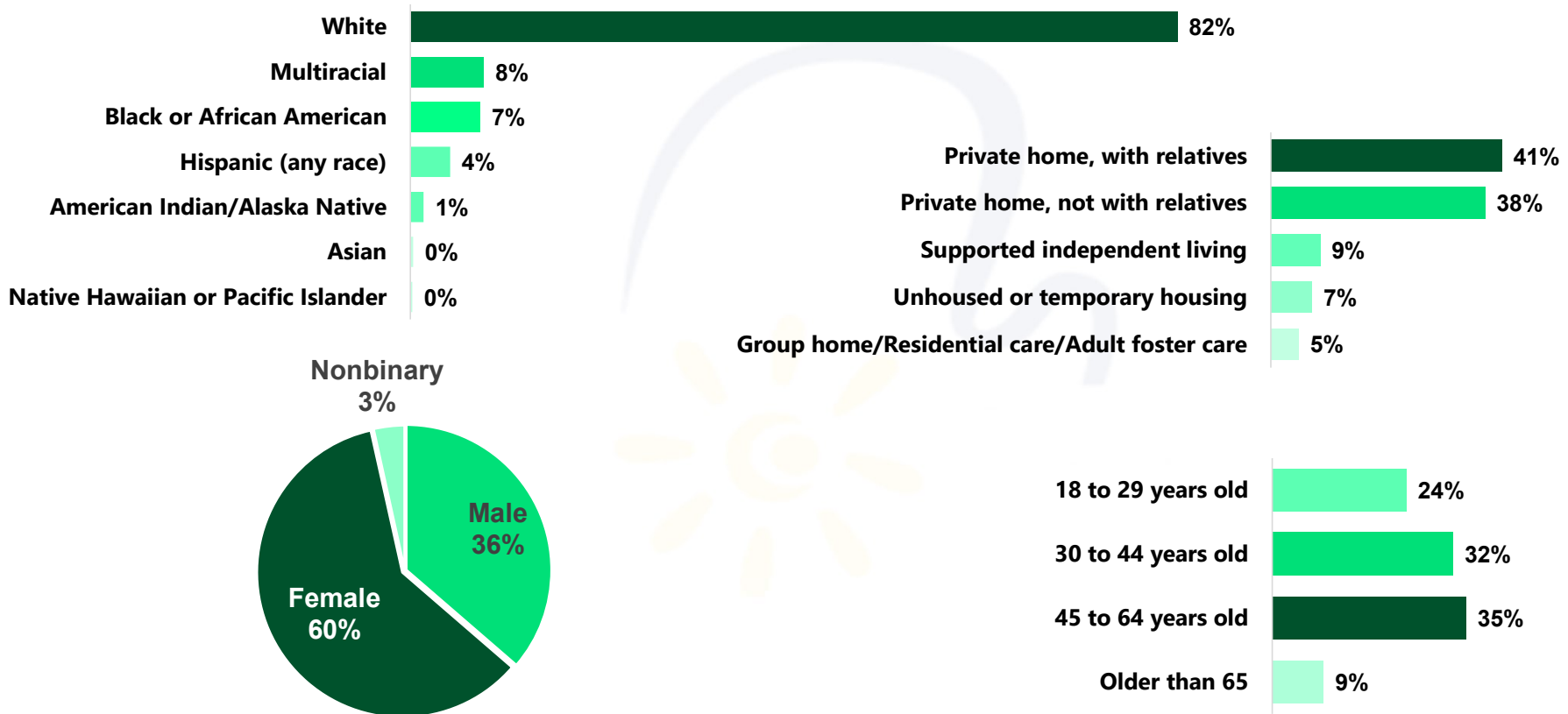


# Survey Diagnostics, Methods & Recommendations



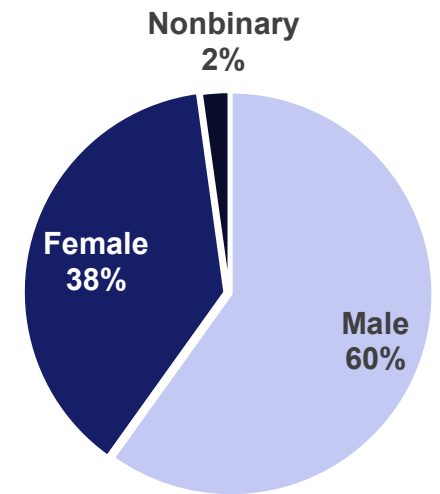
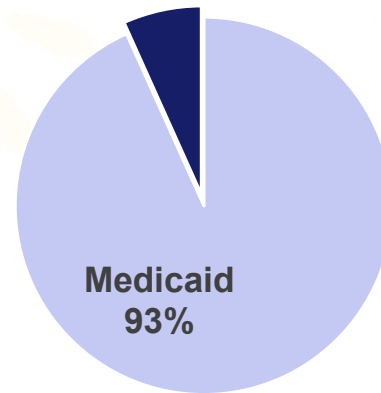
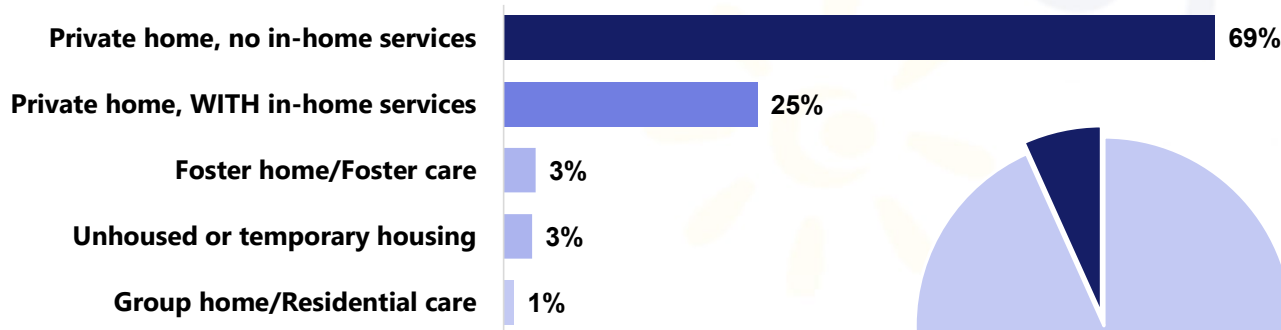
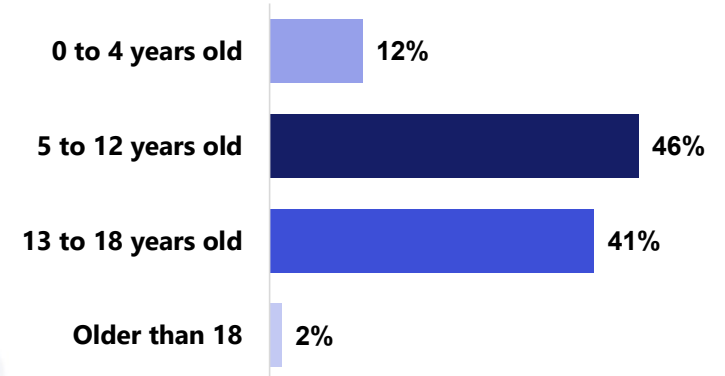
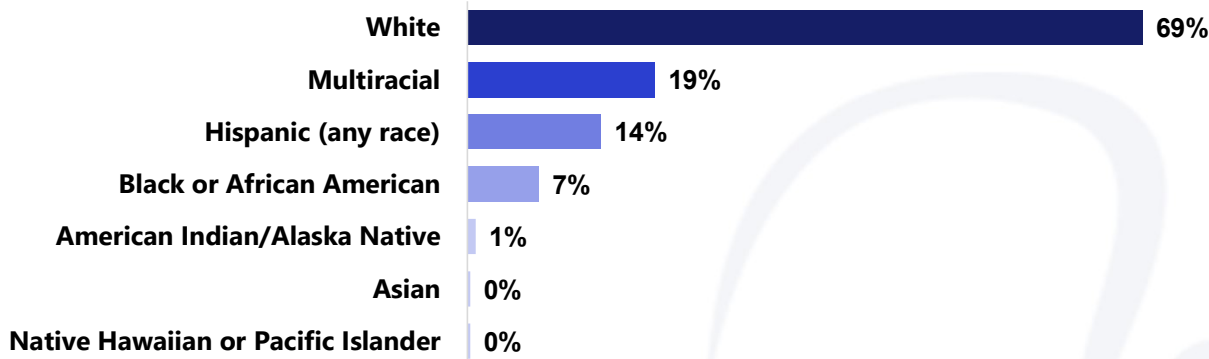
# MHSIP 2023 respondents similar in makeup to prior years

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



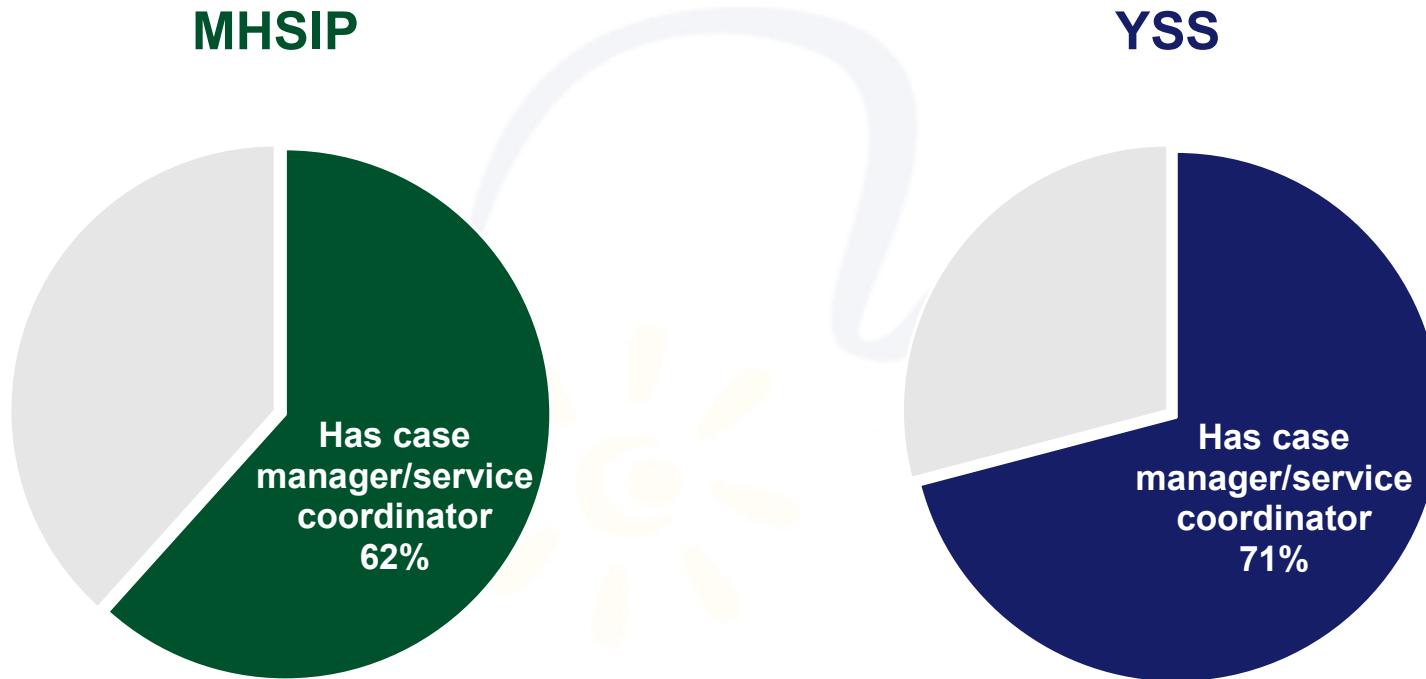
# YSS 2023 youth represented were more diverse than in 2022

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



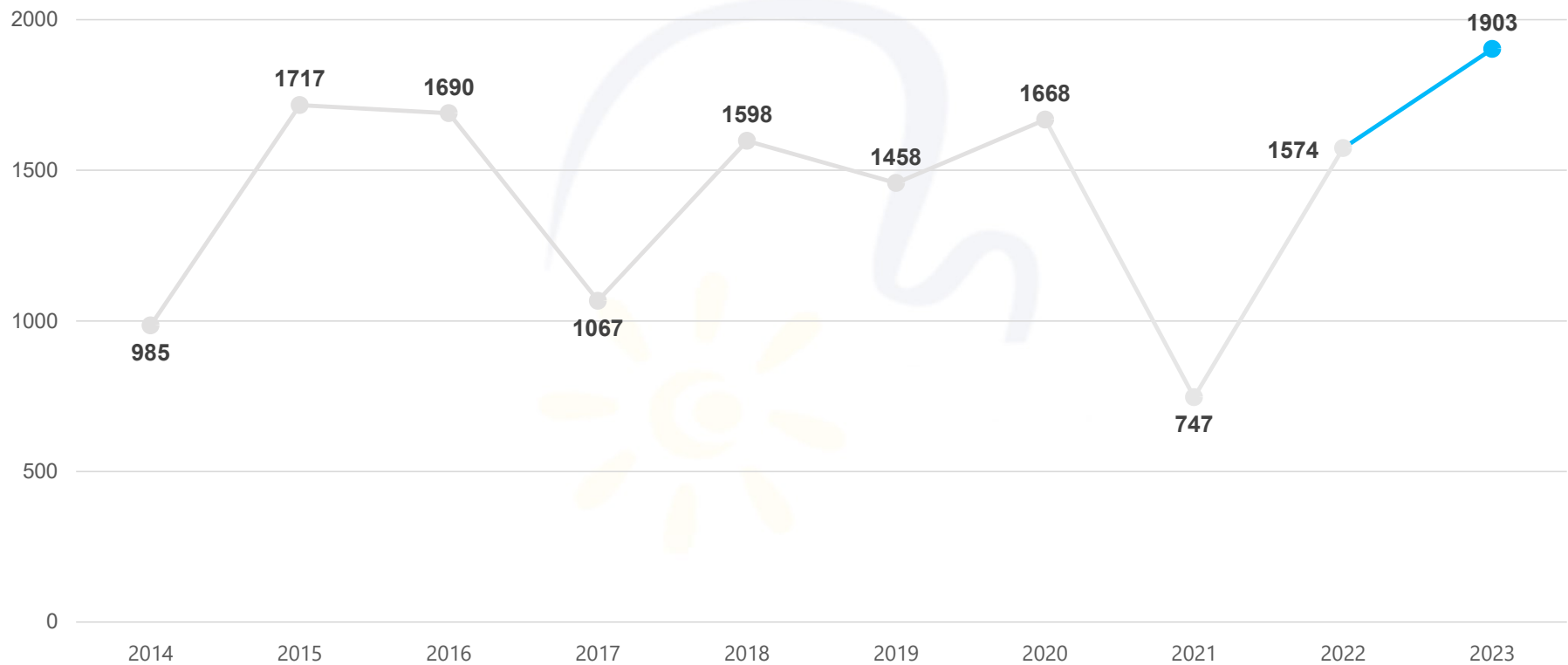
# More youth than adults reported having a case manager or service coordinator

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



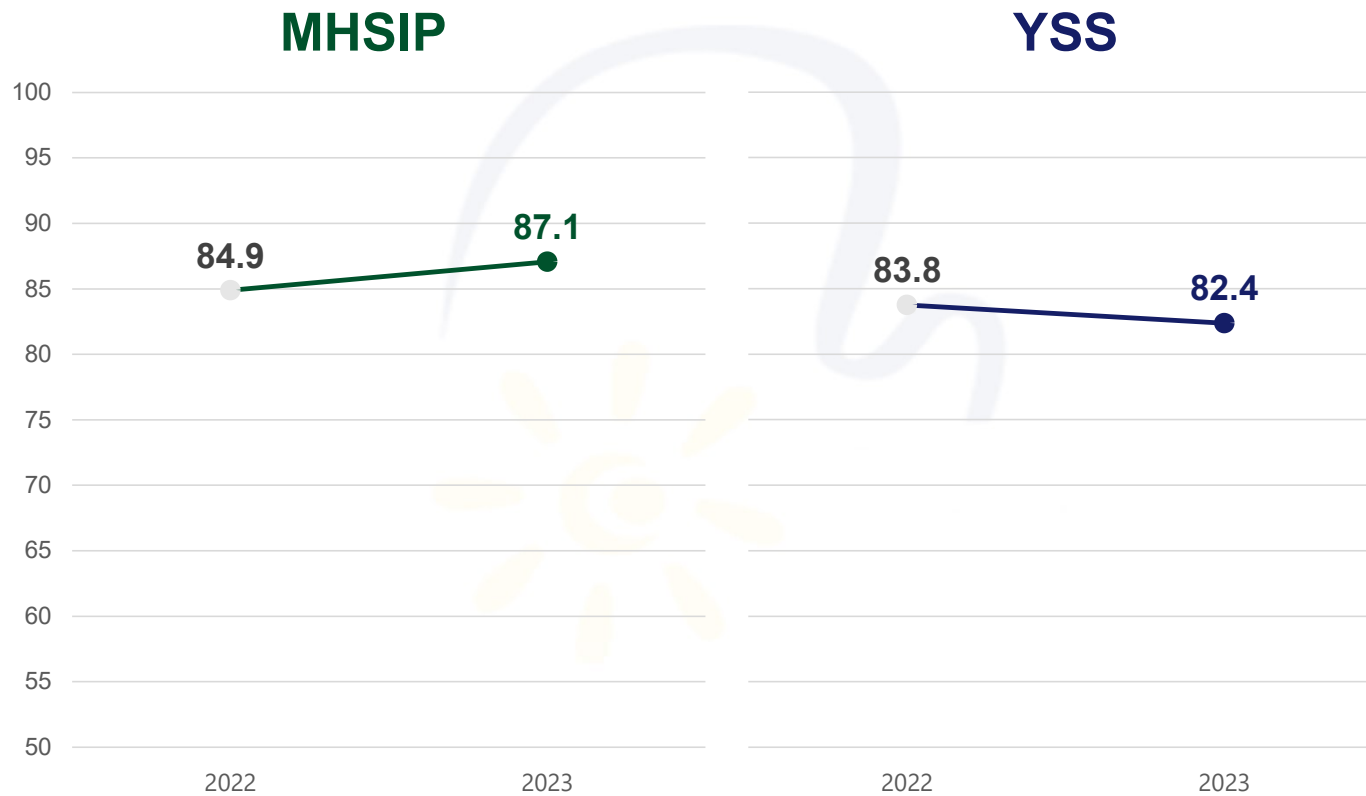
# Total cumulative completions reached highest point in 2023

This year, YSS responses dipped while MHSIP responses soared – opportunity for improvement for YSS



# 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

# 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

“My child is thriving, successful in every aspect of life...I am so extremely happy with services. Thank you!”

- YSS respondent



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