

**Introduction**

The Michigan Department of Health and Human Services (MDHHS) requires a survey to be administered annually. All BABH programs and contract providers serving individuals with a mental illness will have the opportunity to complete the Mental Health Statistics Improvement Program (MHSIP) and the Youth Satisfaction Survey for Families (YSS).

**Survey Response Rates**

Since 2019, the surveys have been distributed through a variety of different methods including face to face, regular mail, electronic, and hybrid versions. For 2024, there were additional elements that were required to be tracked, making survey distribution more complicated and prone to error with the data collection process. As a result, it was determined that surveys would be distributed via mail. The response rates are calculated by dividing the number of surveys that were returned by the number of surveys that were distributed. Figure 1 below shows the breakdown in the surveys distributed and received separated by population groups.

**Figure 1**

Population Groups	# Distributed	# Received	# Served during reporting period	Response Rate
MHSIP Adults - MI	1454	197	1859	14%
MHSIP Adults - IDD	343	83	446	24%
<b>Total</b>	<b>1797</b>	<b>280</b>	<b>2305</b>	<b>16%</b>
YSS Children/Family - SED	454	34	617	7%
YSS Children/Family - IDD	225	15	261	7%
<b>Total</b>	<b>679</b>	<b>49</b>	<b>878</b>	<b>7%</b>

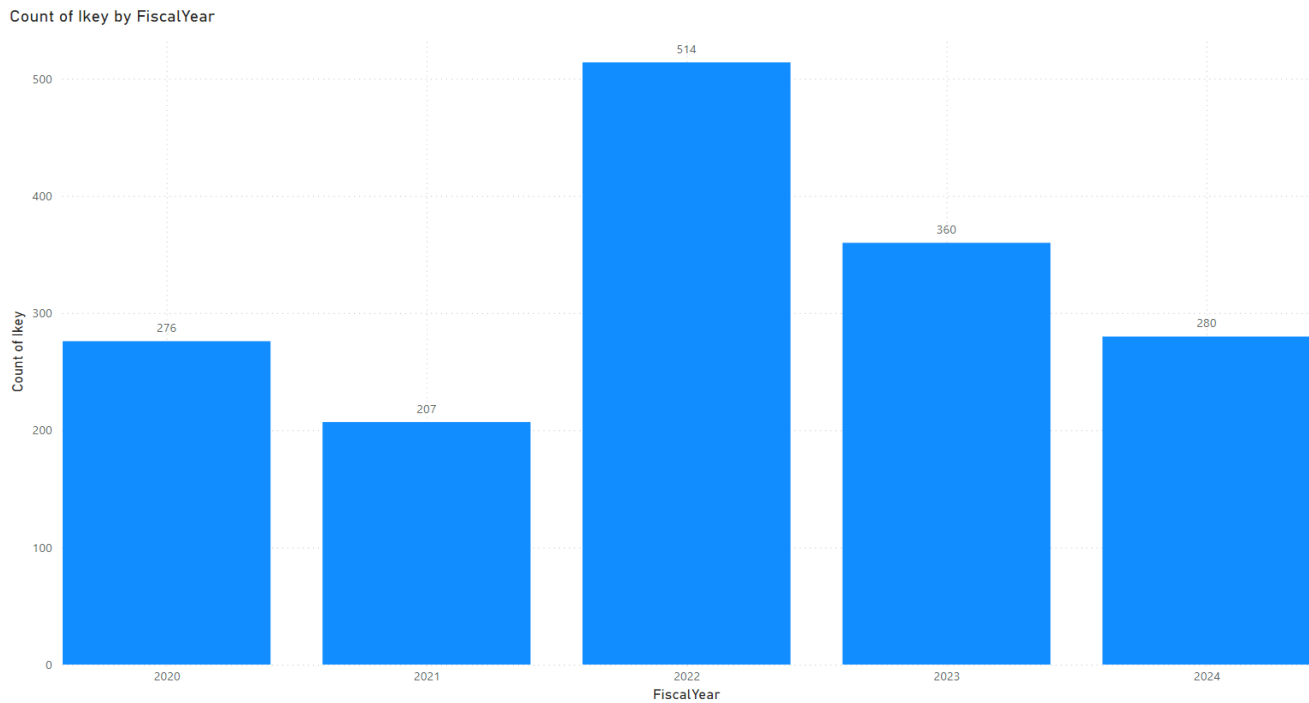
**Analysis:** For 2024, there was a 13% response rate (329/2486) for surveys distributed. The survey rate was significantly lower for 2024 (13%) compared to 2023 (39%). There was a 17% decline rate and 28% of consumers that were not seen for face-to-face contact during the four-week period. The MHSIP survey had a 16% response rate which resulted in a 93% confidence level. The YSS survey had a 7% response rate which resulted in a 53% confidence level which is a significant decrease from 2023 (81% confidence level). A drawing for a \$50 gift card was also offered to consumers if they completed the survey and provided their name/phone number. The only staff able to view this information was the Quality Improvement staff.

**Action:** Over the past several years, surveys have been distributed in a variety of different ways with varying degrees of success. Due to the significant decrease in the response rate for both the MHSIP and YSS surveys, it is recommended that, in the future, surveys be distributed during face-to-face contacts. The results of the MHSIP can be actioned due to falling just below the 95% confidence level, but the YSS results should not be actioned due to only producing an 53% confidence level. It is also recommended that there continues to be the option of being entered for a gift card.

**Survey Findings**

**The Adult Perception of Care Survey (MHSIP)** - There were a total of 280 MHSIP surveys returned during 2024 out of 1797 surveys distributed, which resulted in a 93% confidence level and 16% response rate. This was a significant decrease from 2023 (41% response rate). Figure 2 below shows the total number of surveys returned this year compared to previous years. In 2022, we were unable to determine a response rate due to an error with determining the number of surveys distributed, however, the method of survey distribution was hybrid (electronic, in person, via mail). In 2023, the method of survey distribution was primarily face to face and in 2024 surveys were distributed by mail only.

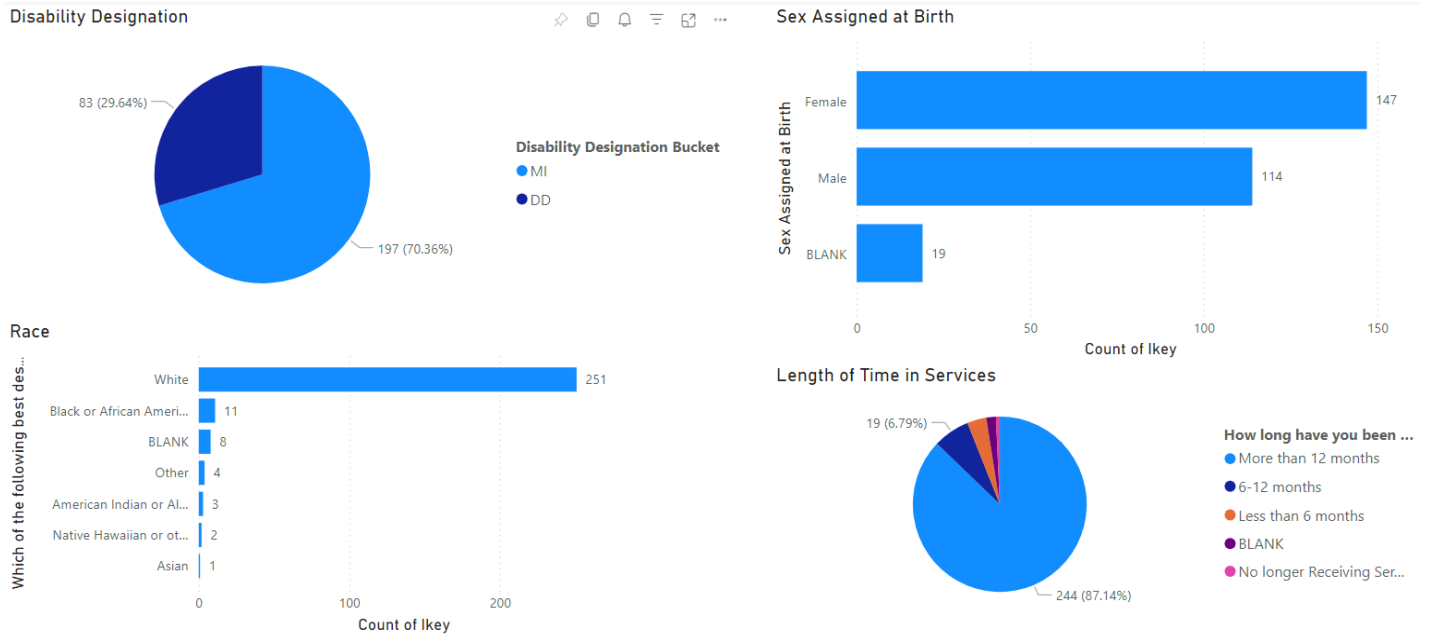
**Figure 2**



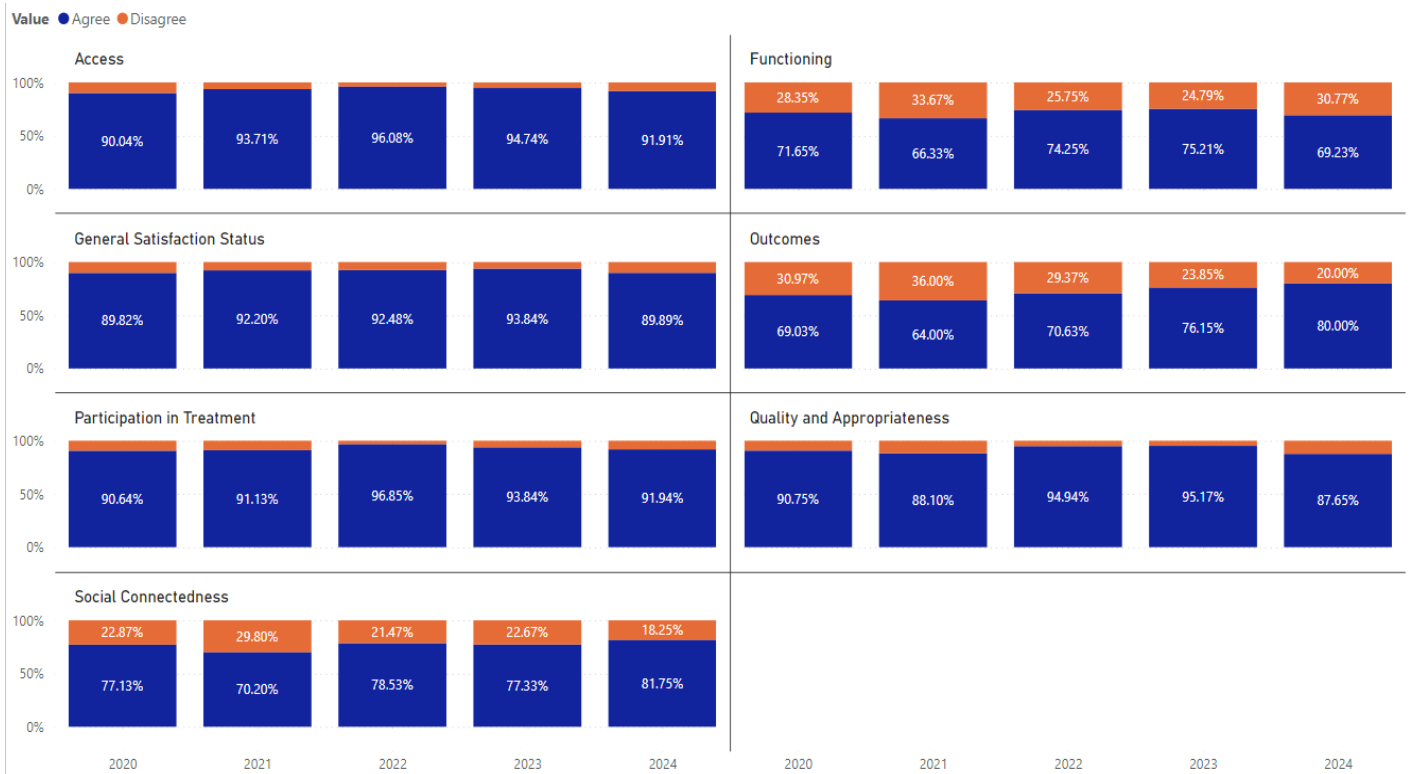
**Summary:** Figure 3 below shows the demographics of the surveys that were returned. Overall, 83% of the respondents were from individuals/guardians with a Mental Illness (MI) diagnosis. It should be noted that in 2024, consumers with Intellectual Developmental Disability (IDD) were part of the survey distribution for the first time, therefore, making it difficult to compare previous surveys results. Two hundred and fifty one of the 329 surveys returned were individuals who best described their race as white and 147 of the individuals chose that their sex assigned as birth was female. 87% of the respondents had been in services more than 12 months.

# 2024 Perception of Care Report

## Figure 3



## Figure 4



## 2024 Perception of Care Report

**Analysis:** Figure 4 demonstrates the percentage of agreement for each domain for the MHSIP survey from 2020-2024. There are three domains that consistently score below the desired threshold of 80%: Outcomes, Functioning, and Social Connectedness, however, for 2024, the Social Connectedness domain scored 81.65% and Outcomes domain scored 80%; both an increase from 2023. All the other domains scored above the 80% standard but had a decrease from 2023 with Quality and Appropriateness having the biggest decrease of 8%.

Figure 5 below demonstrates the percentage of agreement for each question in the domain for all BABH programs and contract service providers and those highlighted in red were less than 80%.

**Figure 5**

Domain	2020	2021	2022	2023	2024	Difference
<b>General Satisfaction</b>						
1. I like the services that I received.	90%	92%	94%	95.3%	90.7%	-4.6%
2. If I had other choices, I would still choose to get services from this mental healthcare agency.	84%	88%	90%	90.2%	89.3%	-0.9%
3. I would recommend this agency to a friend or family member.	90%	89%	91%	92.2%	89.9%	-2.3%
<b>Access</b>						
4. The location of services was convenient.	89%	91%	91%	91.2%	87.3%	-4.0%
5. Staff were willing to see me as often as I felt it was necessary.	86%	89%	94%	92.5%	87.5%	-5.0%
6. Staff returned my calls within 24 hours.	81%	86%	89%	89.7%	86.5%	-3.2%
7. Services were available at times that were good for me.	92%	91%	97%	94.4%	92.4%	-2.0%
8. I was able to get all the services I thought I needed.	87%	88%	92%	92.2%	86.4%	-5.8%
9. I was able to see a psychiatrist when I wanted to.	80%	79%	85%	87.5%	83.7%	-3.8%
<b>Quality and Appropriateness</b>						
10. Staff believed that I could grow, change and recover	84%	85%	92%	91.2%	80.7%	-10.5%
12. I felt free to complain.	80%	83%	89%	87.6%	82.1%	-5.5%
13. I was given information about my rights.	92%	91%	93%	96.0%	92.7%	-3.3%
14. Staff encouraged me to take responsibility for how I live my life	84%	85%	93%	91.2%	83.8%	-7.4%
15. Staff told me what side effects to watch for.	78%	76%	81%	83.6%	81.3%	-2.4%
16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	90%	94%	95%	94.6%	91.7%	-2.9%
18. Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	86%	84%	92%	92.3%	88.7%	-3.6%
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	87%	89%	94%	93.2%	83.5%	-9.8%
20. I was encouraged to use consumer run programs (support groups, drop-in centers, crisis phone line,	76%	81%	85%	84.1%	72.6%	-11.5%
<b>Participation in Treatment</b>						
11. I felt comfortable asking questions about my treatment, services and medication.	89%	90%	93%	93.1%	86.7%	-6.3%
17. I, not staff, decided my treatment goals.	84%	84%	93%	89.1%	86.8%	-2.3%
<b>Outcomes</b>						
21. I deal more effectively with daily problems.	70%	69%	74%	76.5%	71.5%	-5.1%
22. I am better able to control my life.	69%	68%	72%	75.3%	67.2%	-8.1%
23. I am better able to deal with crisis.	65%	62%	68%	68.8%	53.7%	-15.1%
24. I am getting along better with my family.	66%	64%	69%	67.3%	77.6%	10.3%
25. I do better in social situations.	54%	56%	62%	61.6%	64.8%	3.2%
26. I do better in school and/or work.	52%	51%	60%	61.4%	63.1%	1.7%
27. My housing situation has improved.	63%	60%	65%	68.6%	77.7%	9.2%
28. My symptoms are not bothering me as much.	54%	54%	60%	58.2%	54.5%	-3.7%
<b>Functioning</b>						
29. I do things that are more meaningful to me.	64%	65%	68%	69.2%	72.5%	3.3%
30. I am better able to take care of my needs.	73%	65%	73%	71.6%	69.4%	-2.2%
31. I am better able to handle things when they go wrong.	59%	55%	64%	66.3%	51.9%	-14.4%
32. I am better able to do things that I want to do.	64%	62%	70%	67.7%	65.7%	-2.0%
<b>Social Connectedness</b>						
33. I am happy with the friendships I have.	72%	69%	73%	75.9%	78.6%	2.8%
34. I have people with who I can do enjoyable things.	74%	71%	78%	78.2%	80.7%	2.5%
35. I feel I belong in my community.	56%	55%	60%	56.7%	64.8%	8.2%
36. In a crisis, I would have the support I need from family or friends.	79%	73%	77%	74.9%	79.8%	4.9%

**Analysis:** Overall, for 2024, a majority of the questions had a lower percentage of agreeance compared to 2023. Three of the statements had more than a 10% decrease including, “Staff believed I could grow, change, and recover,” “I was encouraged to use consumer run programs,” and “I am better able to handle things when they go wrong.” The statement that had the highest increase was “My housing situation has improved” (9%). All the questions, with the exception of one, in the Outcomes, Functioning, and Social Connectedness domains were below 80% which is typical of previous years.

**Action:** Over the past several years, surveys have been distributed through a variety of methods. This year the surveys were distributed only through the mail. Consumers/guardians had the chance to win a \$50 gift card. The PNOQMC committee determined action steps specifically related to the question, “Staff believed I could grow, change, and recover.” The committee determined that staff turnover and burnout could be a cause for the decrease in agreeance. Staff suggested that teams/agencies continue to focus attention on staff self-care, a healthy work-life balance, and wellness. Internally, BABH staff have access to an Employee Assistance Program that can provide support to staff members to address any personal issues. Supervisors will encourage staff to share success stories during staff meetings as a way to provide encouragement to other staff. BABH is pursuing an opportunity for reflective supervision to support staff burnout and trauma so that they can better serve consumers as well.

**Survey Findings**

**The Youth Perception of Care Survey (YSS)** - Figure 6 shows that there were a total of 49 YSS surveys returned out of 679 surveys distributed for 2024 which resulted in a 53% confidence level. This was a significant decrease from 2023 (81% response rate). Figure 5 below shows the total number of surveys returned this year compared to previous years. In 2022, we were unable to determine a response rate due to an error with determining the number of surveys distributed, however, the method of survey distribution was hybrid (electronic, in person, via mail). In 2023, the method of survey distribution was primarily face to face and in 2024 surveys were distributed by mail only.

**Figure 6**

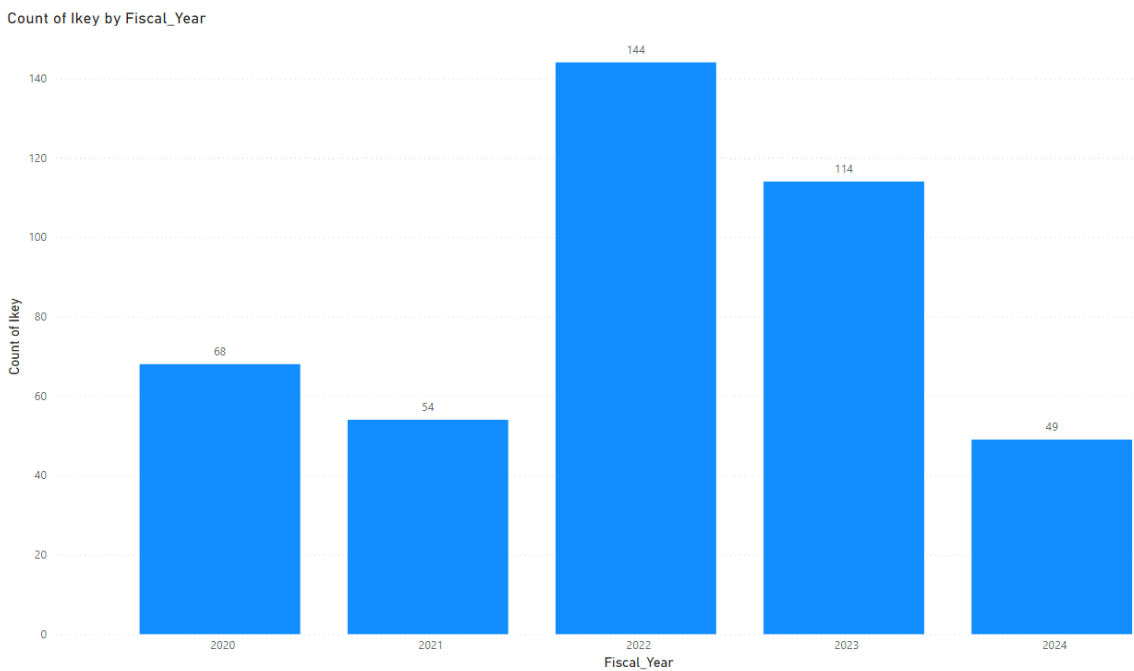


Figure 7



**Analysis:** Figure 7 demonstrates the percentage of agreement for each domain. Five of the seven domains consistently score above the desired threshold of 80%. For 2024, BABH and the contract service providers met the desired threshold in all the domains except the Outcomes and Functioning domains. It should be noted that the Functioning and Outcomes domains contain six out of seven of the same questions. Three of the seven domains had an increase for 2024 compared to 2023. The Participation in Treatment domain saw the biggest decrease for 2024 (7%).

## 2024 Perception of Care Report

Figure 8 demonstrates the percentage of agreement for each question in the domain for all BABH programs and contract service providers for the YSS.

**Figure 8**

Domain	2020	2021	2022	2023	2024	Difference
<b>Access</b>						
8. The location of services was convenient for us.	90%	96%	99%	94.6%	95.9%	1.3%
9. Services were available at times that were convenient for us.	91%	89%	94%	92.1%	87.5%	-4.6%
<b>Appropriateness</b>						
1. Overall, I am satisfied with the services my child received.	79%	89%	96%	93.0%	87.8%	-5.2%
4. The people helping my child stuck with us no matter what.	88%	85%	92%	93.0%	89.8%	-3.2%
5. I felt my child had someone to talk to when he/she was troubled.	81%	83%	91%	94.7%	89.4%	-5.3%
7. The services my child and/or family received were right for us.	78%	89%	90%	89.5%	81.6%	-7.8%
10. My family got the help we wanted for my child.	72%	80%	86%	87.6%	79.2%	-8.4%
11. My family got as much help as we needed for my child.	68%	81%	81%	83.9%	80.4%	-3.5%
<b>Cultural Sensitivity</b>						
12. Staff treated me with respect.	96%	96%	99%	98.2%	100.0%	1.8%
13. Staff respected my family's religious/spiritual beliefs.	90%	89%	95%	92.9%	95.3%	2.4%
14. Staff spoke with me in a way that I understood.	93%	98%	98%	98.2%	100.0%	1.8%
15. Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language).	93%	87%	94%	92.1%	95.0%	2.9%
<b>Outcomes</b>						
16. My child is better at handling daily life.	53%	60%	58%	67.5%	73.5%	5.9%
17. My child gets along better with family members.	60%	61%	66%	64.9%	69.4%	4.5%
18. My child gets along better with friends and other people.	59%	65%	65%	69.0%	73.5%	4.4%
19. My child is doing better in school and/or work.	48%	51%	57%	53.1%	66.7%	13.6%
20. My child is better able to cope when things go wrong.	52%	52%	53%	60.5%	46.9%	-13.6%
21. I am satisfied with our family life right now.	59%	69%	67%	64.9%	60.4%	-4.5%
22. My child is better able to do things he or she wants to do.	59%	61%	75%	75.4%	65.3%	-10.1%
<b>Participation in Treatment</b>						
2. I helped to choose my child's services.	87%	91%	92%	91.2%	91.5%	0.3%
3. I helped to choose the goals in my child's service plan.	91%	96%	95%	96.5%	93.9%	-2.6%
6. I participated in my child's treatment/services.	94%	93%	94%	92.1%	89.8%	-2.3%
<b>Social Connectedness</b>						
23. I know people who will listen and understand me when need to talk.	83%	92%	92%	93.9%	89.8%	-4.1%
24. I have people that I am comfortable talking with about child's problems.	91%	92%	92%	91.2%	93.9%	2.6%
25. In a crisis, I would have the support I need from family friends.	80%	92%	88%	86.8%	87.8%	0.9%
26. I have people with whom I can do enjoyable things.	80%	83%	90%	93.7%	95.9%	2.2%

**Analysis:** 50% of the questions scored higher for 2024 than 2023. “My child is better at handling daily life” had the biggest increase for 2024 (almost 6%). “My child is better able to cope when things go wrong” and “My child is better able to do things he or she wants to do” saw a 10% or more decrease for 2024 compared to 2023.

**Action:** For 2024, there were only 49 YSS surveys returned from 679 distributed which resulted in a 53% confidence level. Actions taken on results that are not statistically significant could change processes/procedures that could negatively impact consumers overall. Therefore, there is nothing specific to action with the results of the YSS for 2024. It should be noted that 20 YSS were returned several months after the deadline. Staff will continue to provide education and encouragement on the value of completing these surveys and BABH, when possible, will continue to offer the chance to win a gift card.

**General Feedback from the Consumer Council:**

- Change the gift card options to five, \$10 gift cards.
- Hand deliver the surveys instead of mailing them.
- Include an option for consumers to complete the survey with staff if they need assistance.
- Reduce the number of questions.
- Email or send text reminders to complete the survey to those that have opted in.
- Have a contest for consumers to share their success stories. Determine how it could be shared; via the intranet, website, Facebook.
- Update the graphs on the report to be easier to read.
- Change the timeframe of when surveys are distributed to avoid summer vacations.
- Update the Recovery Training video link for staff so that the training is more meaningful.

Submitted by: Sarah Holsinger, LMSW, Quality Manager

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