

Introduction

The Michigan Department of Health and Human Services (MDHHS) requires a survey to be administered annually to ask about overall satisfaction. All BABH programs and contract providers serving individuals with a mental illness or developmental disability will have the opportunity to complete the Mental Health Statistics Improvement Program (MHSIP) or 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. 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 and survey type.

Figure 1

Population Groups	# Distributed	# Received	# Served during Reporting Period	Response Rate
MHSIP Adults - MI	667	248	1461	37.18%
MHSIP Adults - IDD	250	38	207	15.20%
Total	917	286	1668	31.19%
YSS Children/Family - MI/SED	389	66	703	16.97%
YSS Children/Family - IDD	62	4	166	6.45%
Total	451	70	869	15.52%

Analysis: For 2025, there was a 26% response rate (356/1368) for surveys distributed. The survey rate was significantly higher compared to 2024 (13%). In 2022, the response rate could not be calculated due to an error in tracking the number of surveys distributed; however, the distribution method that year was hybrid (electronic, in-person, and mail). In 2023, surveys were distributed primarily face-to-face. In 2024, distribution was exclusively by mail. In 2025, surveys were distributed primarily face-to-face, with guardians receiving surveys by mail. The increase in response rate from the previous year suggests that incorporating more face-to-face distribution may be more effective in encouraging survey participation. A drawing for five \$10 gift cards 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. 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) - A total of 286 MHSIP surveys were returned in 2025 out of 917 distributed, resulting in a 31% response rate and a confidence level of nearly 96%. Figure 2 below displays the total number of surveys returned in 2025 compared to previous years. This was an increase from 2024 (93% confidence level).

Figure 2

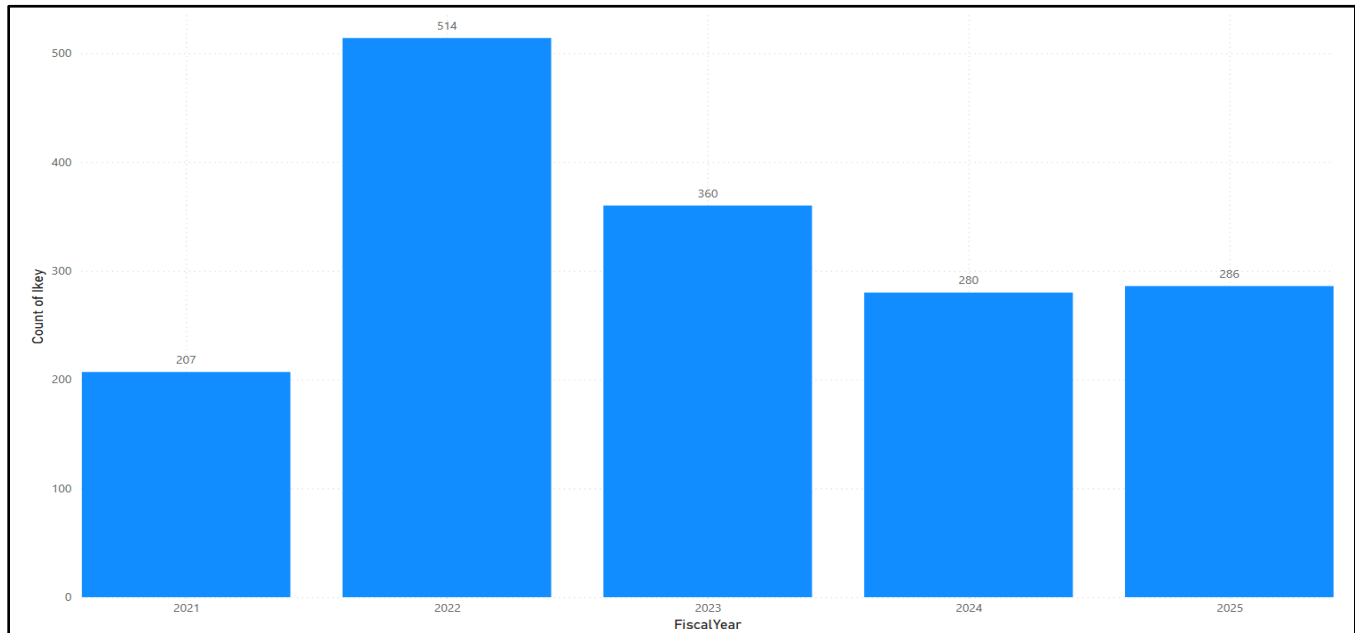
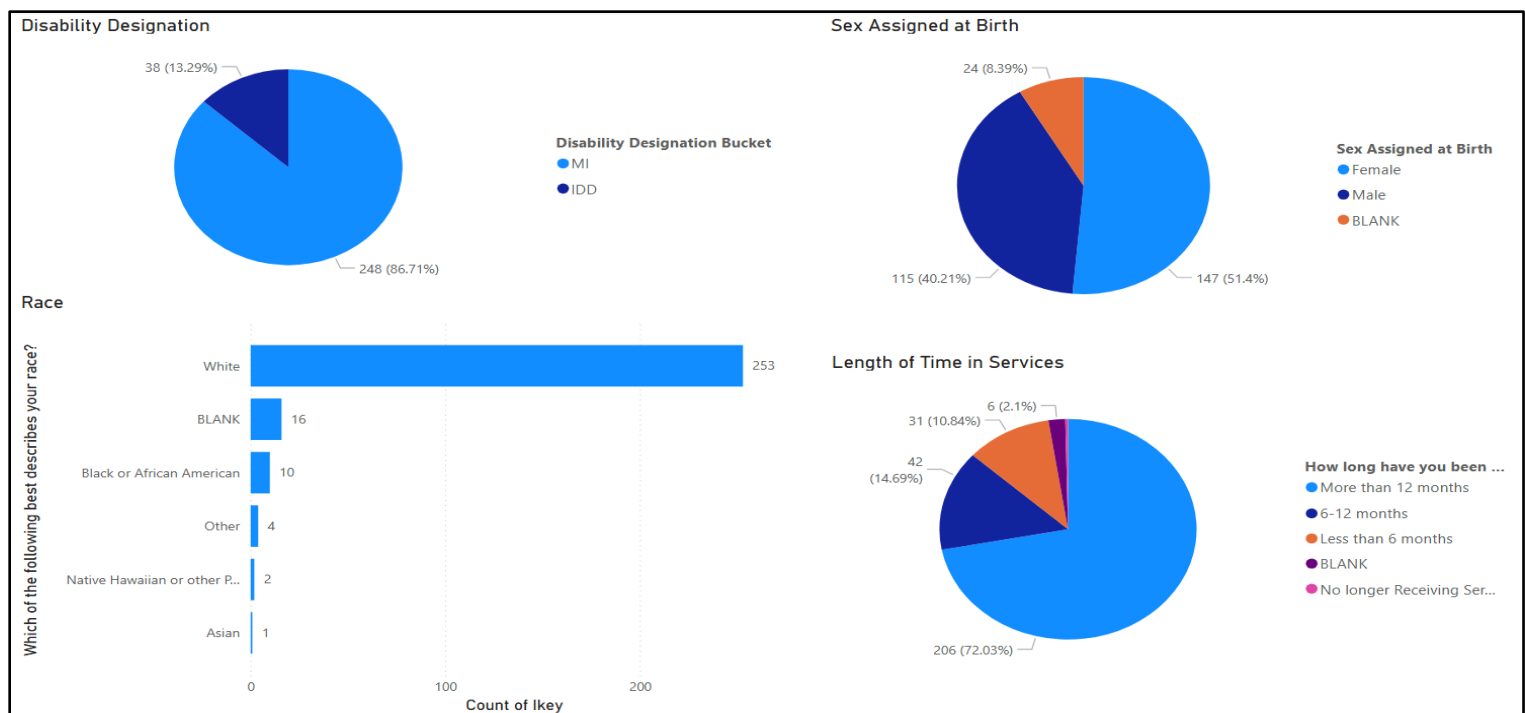


Figure 3



Summary: Figure 3 above displays the demographic characteristics of the returned surveys. Overall, 86% of respondents were individuals with a Mental Illness (MI) diagnosis. Of the 329 surveys returned, 251 respondents identified their race as White (76%), and 147 indicated their sex assigned at birth as female (51%). Additionally, 87% of respondents reported being in services for more than 12 months.

Figure 4



Analysis: Figure 4 demonstrates the percentage of agreement for each domain for the MHSIP survey from 2021-2025. There are three domains that consistently score below the desired threshold of 80%: Outcomes, Functioning, and Social Connectedness. All the other domains scored above the 80% standard and had an increase from 2024, with Quality and Appropriateness having the biggest increase of 8%.

2025 Perception of Care Report

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	2021	2022	2023	2024	2025	Difference
General Satisfaction						
1. I like the services that I received.	92%	94%	95.3%	90.7%	94.4%	3.7%
2. If I had other choices, I would still choose to get services from this mental healthcare agency.	88%	90%	90.2%	89.3%	91.6%	2.3%
3. I would recommend this agency to a friend or family member.	89%	91%	92.2%	89.9%	91.6%	1.7%
Access						
4. The location of services was convenient.	91%	91%	91.2%	87.3%	89.8%	2.5%
5. Staff were willing to see me as often as I felt it was necessary.	89%	94%	92.5%	87.5%	92.3%	4.8%
6. Staff returned my calls within 24 hours.	86%	89%	89.7%	86.5%	90.2%	3.7%
7. Services were available at times that were good for me.	91%	97%	94.4%	92.4%	91.9%	-0.5%
8. I was able to get all the services I thought I needed.	88%	92%	92.2%	86.4%	89.9%	3.5%
9. I was able to see a psychiatrist when I wanted to.	79%	85%	87.5%	83.7%	87.1%	3.3%
Quality and Appropriateness						
10. Staff believed that I could grow, change and recover	85%	92%	91.2%	80.7%	93.0%	12.2%
12. I felt free to complain.	83%	89%	87.6%	82.1%	87.5%	5.5%
13. I was given information about my rights.	91%	93%	96.0%	92.7%	95.4%	2.7%
14. Staff encouraged me to take responsibility for how I live my life	85%	93%	91.2%	83.8%	90.8%	7.0%
15. Staff told me what side effects to watch for.	76%	81%	83.6%	81.3%	81.3%	0.0%
16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	94%	95%	94.6%	91.7%	93.6%	1.9%
18. Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	84%	92%	92.3%	88.7%	90.6%	2.0%
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	89%	94%	93.2%	83.5%	92.0%	8.5%
20. I was encouraged to use consumer run programs (support groups, drop-in centers, crisis phone line,	81%	85%	84.1%	72.6%	79.1%	6.5%
Participation in Treatment						
11. I felt comfortable asking questions about my treatment, services and medication.	90%	93%	93.1%	86.7%	91.9%	5.2%
17. I, not staff, decided my treatment goals.	84%	93%	89.1%	86.8%	89.5%	2.7%
Outcomes						
21. I deal more effectively with daily problems.	69%	74%	76.5%	71.5%	67.0%	-4.5%
22. I am better able to control my life.	68%	72%	75.3%	67.2%	69.1%	2.0%
23. I am better able to deal with crisis.	62%	68%	68.8%	53.7%	53.6%	-0.1%
24. I am getting along better with my family.	64%	69%	67.3%	77.6%	66.3%	-11.3%
25. I do better in social situations.	56%	62%	61.6%	64.8%	65.2%	0.4%
26. I do better in school and/or work.	51%	60%	61.4%	63.1%	68.5%	5.5%
27. My housing situation has improved.	60%	65%	68.6%	77.7%	69.9%	-7.8%
28. My symptoms are not bothering me as much.	54%	60%	58.2%	54.5%	56.2%	1.7%
Functioning						
29. I do things that are more meaningful to me.	65%	68%	69.2%	72.5%	72.1%	-0.4%
30. I am better able to take care of my needs.	65%	73%	71.6%	69.4%	69.6%	0.2%
31. I am better able to handle things when they go wrong.	55%	64%	66.3%	51.9%	54.8%	3.0%
32. I am better able to do things that I want to do.	62%	70%	67.7%	65.7%	66.3%	0.6%
Social Connectedness						
33. I am happy with the friendships I have.	69%	73%	75.9%	78.6%	70.3%	-8.4%
34. I have people with who I can do enjoyable things.	71%	78%	78.2%	80.7%	75.6%	-5.1%
35. I feel I belong in my community.	55%	60%	56.7%	64.8%	57.6%	-7.2%
36. In a crisis, I would have the support I need from family or friends.	73%	77%	74.9%	79.8%	72.8%	-7.0%

Analysis: Twenty-five of the 36 statements had an increase in agreeance for 2025 compared to 2024. The statement, "Staff believed I could grow, change, and recover" had a 12% increase. This statement was actioned last year. The statement "I am getting along better with my family" had the highest decrease in agreeance (11%) and "I am happy with the friendships I have" had the second highest decrease in agreeance. All the statements in the Outcomes, Functioning, and Social Connectedness domains were below 80%, which is typical of previous years. There was an increase in seven of the 16 statements.

Action: BABH and the primary providers determined that building solid relationships with family and friends and developing connections within the community was a theme of the results of the MHSIP survey. BABH will work with CLS staff to stress the importance of taking consumers on community outings to assist them in building relationships in the community so these can be maintained without the help of CLS staff. The ‘Great Lakes Bay Parents’ community event Facebook page provides different community events in the area and this could be referenced on the BABH website. Additionally, the Quality of Life Mentor will send out monthly event calendars to be distributed to attendees of the PNOQMC and Specialized Residential/CLS committee meetings.

Survey Findings

The Youth Perception of Care Survey (YSS) - Figure 6 shows that there were a total of 70 YSS surveys returned out of 451 surveys distributed for 2025 resulting in a 15.5% response rate and a 64% confidence level. This is an increase from 2024 (53% confidence level).

Figure 6

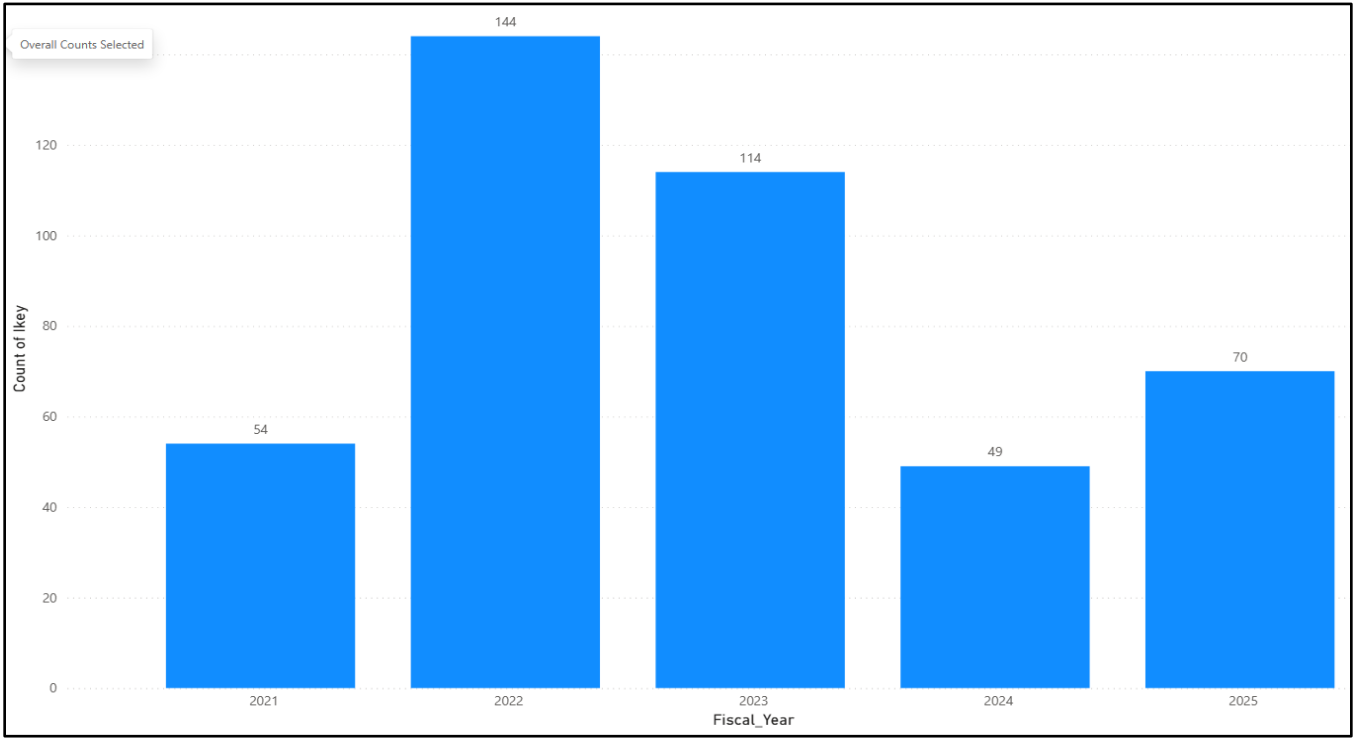
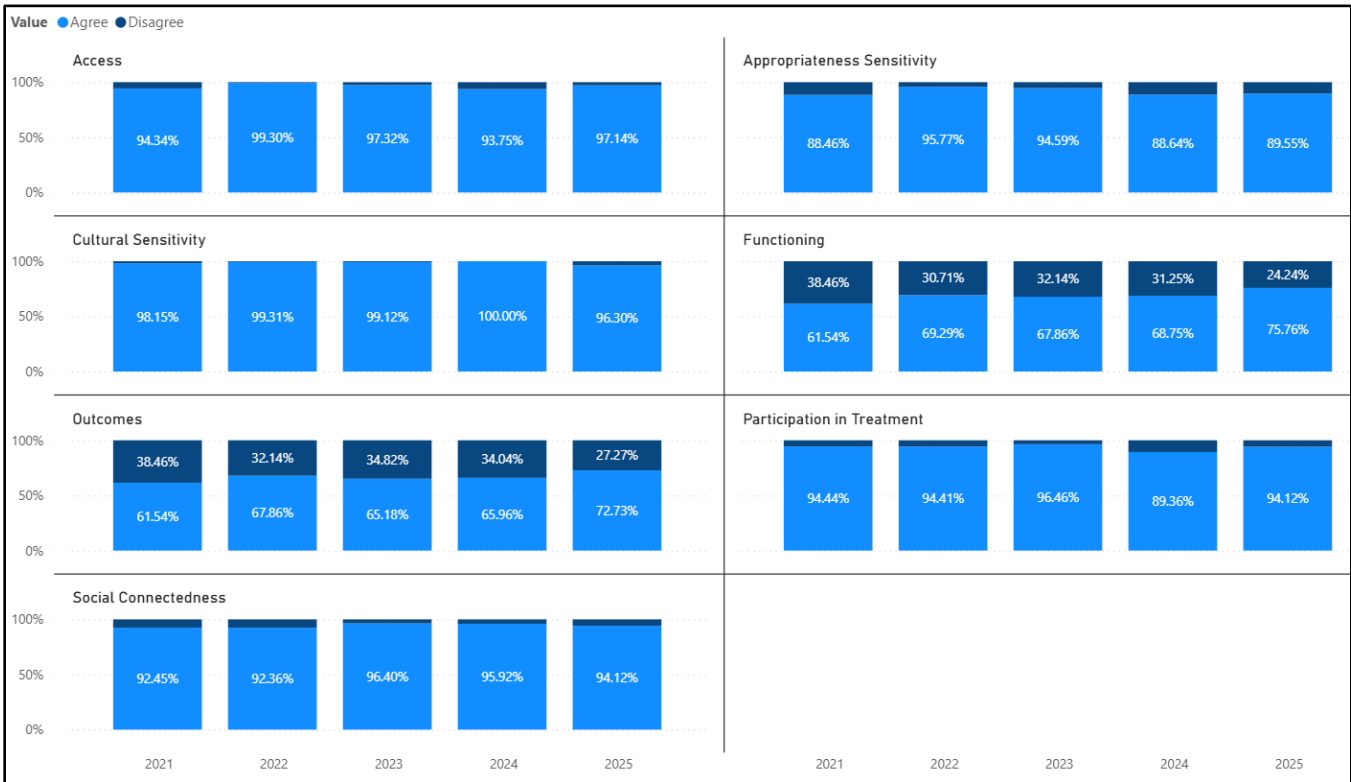


Figure 7



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 2025, the desired threshold was met 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. Five of the seven domains had an increase for 2025 compared to 2024. The Functioning and Outcomes domains saw the biggest increase (7% each).

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

2025 Perception of Care Report

Figure 8

Domain	2021	2022	2023	2024	2025	Difference
Access						
8. The location of services was convenient for us.	96%	99%	94.6%	95.9%	92.86%	-3.1%
9. Services were available at times that were convenient for us.	89%	94%	92.1%	87.5%	90.00%	2.5%
Appropriateness						
1. Overall, I am satisfied with the services my child received.	89%	96%	93.0%	87.8%	90.00%	2.2%
4. The people helping my child stuck with us no matter what.	85%	92%	93.0%	89.8%	88.24%	-1.6%
5. I felt my child had someone to talk to when he/she was troubled.	83%	91%	94.7%	89.4%	91.43%	2.1%
7. The services my child and/or family received were right for us.	89%	90%	89.5%	81.6%	85.71%	4.1%
10. My family got the help we wanted for my child.	80%	86%	87.6%	79.2%	82.86%	3.7%
11. My family got as much help as we needed for my child.	81%	81%	83.9%	80.4%	82.61%	2.2%
Cultural Sensitivity						
12. Staff treated me with respect.	96%	99%	98.2%	100.0%	95.71%	-4.3%
13. Staff respected my family's religious/spiritual beliefs.	89%	95%	92.9%	95.3%	96.43%	1.1%
14. Staff spoke with me in a way that I understood.	98%	98%	98.2%	100.0%	98.57%	-1.4%
15. Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language).	87%	94%	92.1%	95.0%	91.23%	-3.8%
Outcomes						
16. My child is better at handling daily life.	60%	58%	67.5%	73.5%	81.43%	8.0%
17. My child gets along better with family members.	61%	66%	64.9%	69.4%	69.57%	0.2%
18. My child gets along better with friends and other people.	65%	65%	69.0%	73.5%	80.00%	6.5%
19. My child is doing better in school and/or work.	51%	57%	53.1%	66.7%	71.01%	4.3%
20. My child is better able to cope when things go wrong.	52%	53%	60.5%	46.9%	42.65%	-4.3%
21. I am satisfied with our family life right now.	69%	67%	64.9%	60.4%	75.00%	14.6%
22. My child is better able to do things he or she wants to do.	61%	75%	75.4%	65.3%	77.94%	12.6%
Participation in Treatment						
2. I helped to choose my child's services.	91%	92%	91.2%	91.5%	95.59%	4.1%
3. I helped to choose the goals in my child's service plan.	96%	95%	96.5%	93.9%	94.29%	0.4%
6. I participated in my child's treatment/services.	93%	94%	92.1%	89.8%	92.86%	3.1%
Social Connectedness						
23. I know people who will listen and understand me when need to talk.	92%	92%	93.9%	89.8%	91.18%	1.4%
24. I have people that I am comfortable talking with about child's problems.	92%	92%	91.2%	93.9%	89.71%	-4.2%
25. In a crisis, I would have the support I need from family friends.	92%	88%	86.8%	87.8%	91.18%	3.4%
26. I have people with whom I can do enjoyable things.	83%	90%	93.7%	95.9%	97.06%	1.1%

Analysis: Nineteen of the 26 statements scored higher for 2025 than 2024. “I am satisfied with our family life right now” had the biggest increase for 2025 (14.6%) followed closely by “My child is better able to do things he or she wants to do (12.6%). “My child is better able to cope when things go wrong” and “Staff treated me with respect” both had a 4.3% decrease for 2025 compared to 2024.

Action: For 2025, there were only 70 YSS surveys returned from 451 distributed which resulted in a 64% 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 2025. 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:

- Make sure staff are encouraging consumers to utilize the Opportunity Center for building relationships
- Putting the event calendar on the BABH website for consumers to access

Submitted by: Sarah Holsinger, LMSW, Quality Manager

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