

3) The Right Door will ensure satisfaction of persons served. April and August 2023 surveys will be provided to persons served. (See attached report)

1. 85% of persons served report satisfaction on the agency satisfaction surveys.

Spring 2023 Return Rates by Department

MHSIP ADULT

DEPT	# of surveys sent	# of returned	Return Rate
CSM	242	55	22.73%
OPT	339	66	19.47%

MHSIP IDD

DEPT	# of surveys sent	# of returned	Return Rate
CSM	167	47	28.14%
OPT	3	1	33.33%

YSS

DEPT	# of surveys sent	# of returned	Return Rate
CSM	67	14	20.9%
OPT	121	20	16.53%
HB	43	25	58.14%
IMH	9	0	0%

POST-SERVICES

# of surveys sent	# of returned	Return Rate
522	26	4.98%

Case Management Satisfaction: MHSIP Adult Satisfaction SMI - My case manager treats me with dignity and respect. MHSIP Intellectual/Development Disabilities Satisfaction – Overall, I’m satisfied with the services I received. Youth Satisfaction Survey – Overall, I am satisfied with the services my child received.		
	Quarter 2	Quarter 4
Children’s Case Management (YSS)	13/13 – 100%	
Adult Case Management (MHSIP I/DD and MHSIP)	MHSIP I/DD - 39/39– 100% MHSIP – 49/53- 92.45%	
Intensive Case Management (MHSIP)	5/5 – 100%	
Overall	106/110 – 96.36%	

Home Based: My home based clinician treated me with dignity and respect.	
Quarter 2	Quarter 4
18/20 – 90%	

Infant Mental Health: This service (Infant Mental Health) has improved my relationship with my child.	
Quarter 2	Quarter 4
n/a	

Outpatient: My outpatient therapist treated me with dignity and respect.	
Quarter 2	Quarter 4
MHSIP – 33/33 – 100% YSS – 16/17 – 94.12%	

2. 85% of stakeholders report services provided met their needs and expectations.

CONTRACTOR

# of surveys sent	# of returned	Return Rate
48	24	50%

Q2: 87.89% - Overall Satisfaction (8 questions)