

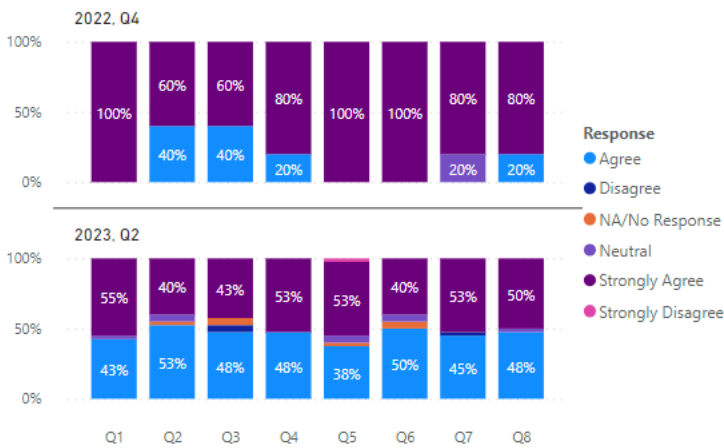


FY23 Quarter 2

Satisfaction Survey Results

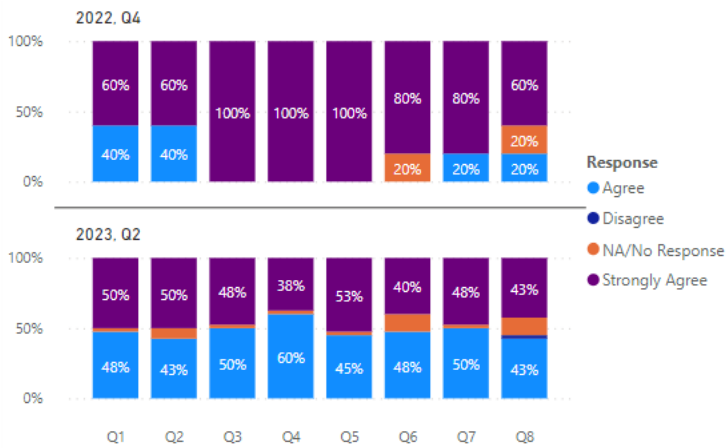
MHSIP I/DD – This survey is for adults 18 years of age or older diagnosed with an intellectual or developmental disability.

- Q1 - Overall, I am satisfied with the services I received
- Q2 - I would recommend this agency to a friend or family member
- Q3 - I helped to choose my services
- Q4 - I helped to choose my treatment goals
- Q5 - The people helping me stuck with me no matter what
- Q6 - I felt I had someone to talk to when I was troubled
- Q7 - I participated in my own services/treatment
- Q8 - I received services that were right for me

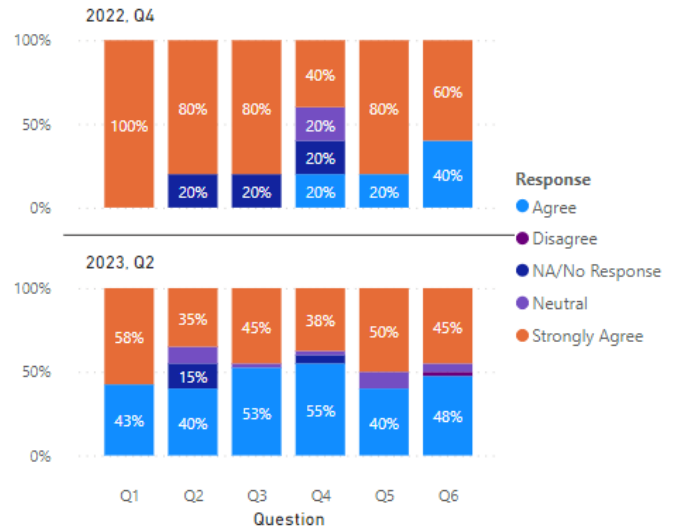


Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A/No response	Total SA/Agree Responses
Q1	22	17	1	0	0	0	39/40 – 97.5%
Q2	16	21	2	0	0	1	37/39 – 94.9%
Q3	17	19	0	2	0	2	36/38 – 94.7%
Q4	21	19	0	0	0	0	40/40 – 100%
Q5	21	15	2	0	1	1	36/39 – 92.3%
Q6	16	20	2	0	0	2	36/38 – 94.7%
Q7	21	18	0	1	0	0	39/40 – 97.5%
Q8	20	19	1	0	0	0	39/40 – 97.5%

- Q1 - The location of services was convenient for me
 Q2 - Services were available at times that were convenient to me
 Q3 - I got the help I wanted
 Q4 - I got as much help as I needed
 Q5 - Staff treated me with respect
 Q6 - Staff respected my religious/spiritual beliefs
 Q7 - Staff spoke with me in a way that I understood
 Q8 - Staff were sensitive to my cultural/ethnic background



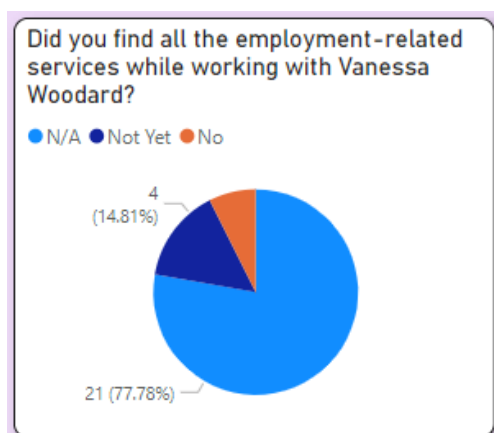
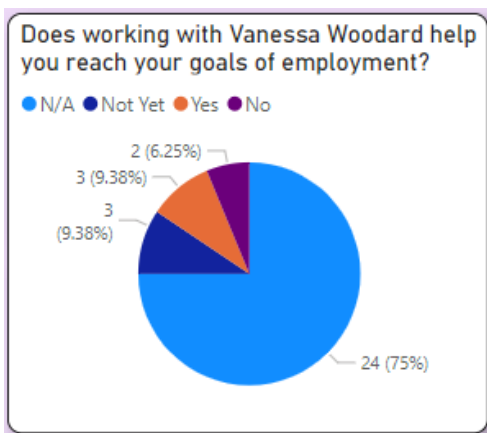
Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A/No response	Total SA/Agree Responses
Q1	20	19	0	0	0	1	39/39 – 100%
Q2	20	17	0	0	0	3	37/37 – 100%
Q3	19	20	0	0	0	1	39/39 – 100%
Q4	15	24	0	0	0	1	39/39 – 100%
Q5	21	18	0	0	0	1	39/39 – 100%
Q6	16	19	0	0	0	5	35/35 – 100%
Q7	19	20	0	0	0	1	39/39 – 100%
Q8	17	17	0	1	0	5	34/35 – 97.14%



Q1 - I like the staff that help me
 Q2 - I chose my place of work or day activity
 Q3 - I choose how to spend my free time
 Q4 - I visit friends, or people I am close with
 Q5 - I like where I live
 Q6 - I have enough privacy at home

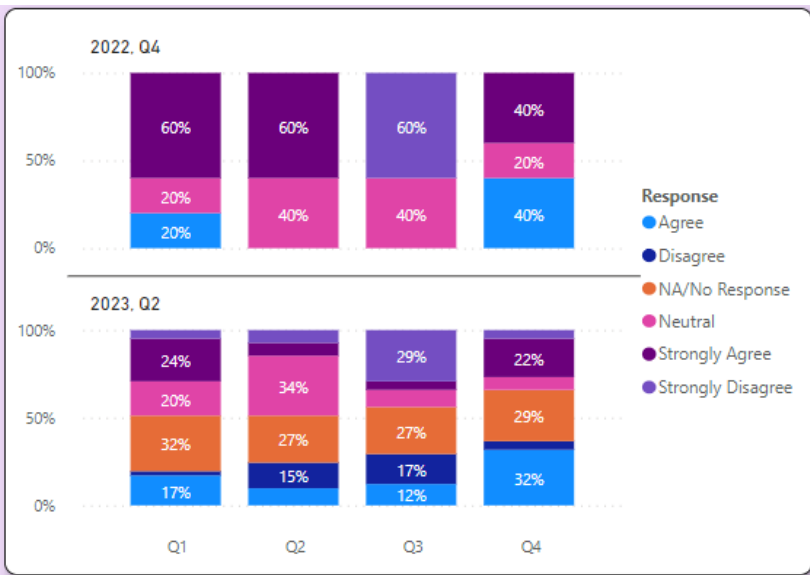
Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A/No response	Total SA/Agree Responses
Q1	23	17	0	0	0	0	40/40 – 100%
Q2	14	16	4	0	0	0	30/34 – 88.24%
Q3	18	21	1	0	0	0	39/40 – 97.5%
Q4	15	22	1	0	0	1	37/38 – 97.4%
Q5	20	16	4	0	0	0	36/40 – 90%
Q6	18	19	2	1	0	0	37/40 – 92.5%

MHSIP I/DD SUPPORTED EMPLOYMENT



MSHIP I/DD TELEHEALTH

Q1 - I like receiving services using telehealth (Zoom or Microsoft Teams).
 Q2 - I wish I could use telehealth (Zoom or Microsoft Teams) more.
 Q3 - I wish I never had to use telehealth (Zoom or Microsoft Teams).
 Q4 - I felt like my provider fully explained telehealth (Zoom or Microsoft Teams) to me before using it and I was ready for our appointment(s).



Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A/No response	Total SA/Agree Responses
Q1	10	7	8	1	2	13	17/28 – 60.7%
Q2	3	4	14	6	3	11	7/30 – 23.33%
Q3	2	5	4	7	12	11	7/30 – 23.33%
Q4	9	13	3	2	2	12	22/29 – 75.86%

Check all that apply: I have received telehealth services for:

19 CMS	10 Medication Services	Other Explained
5 OPT	1 Other	I don't use it
		I don't use it, I don't like it.
		N/A

Question

Telehealth: Comments on Q1

Response

Kimberly comes to our house.

N/A

To much noise and to busy for a office with a kid who has autism

Question

Telehealth: Comments on Q2

Response

I don't like it.

I don't use it.

I like in person because you get more understanding about what is being said.

I live in person but zoom is great when it's needed.

I would like to use it ONLY if I was not able to meet in person.

N/A

Question

Telehealth: Comments on Q3

Response

I understand that we need to use it to accommodate people when it is needed.

I won't if I don't have to.

N/A

Question

Telehealth: Comments on Q4

Response

would need help in person to do telehealth.

N/A

Question

Telehealth: Overall feedback

Response

I don't like it.

I don't use it.

I won't use it.

N/A

none at this moment

sometime how can behave NOT blow up during zoom

OVERALL SERVICE MHSIP I/DD

What has been the most helpful thing about the services you received over the last six months?

What has been the most helpful thing about the services you received over the last six months?

● is very happy and content where he lives. He loves all the residents and workers.

Carley is caring. Has an interest in the well being and safety of my brother.

Changing to my new case manager has helped a lot.

CLS services make it possible for ● to maintain her independent lifestyle.

Dealing with problems.

helping me in my venture of being a productive member of society and healthy and happy

helping me stay on task in moving forward in life

I am feeling a lot better than I was. I am taking my medicine now.

I am very happy that ● has increased his communication skills through the help of ABA therapy. This information provided by mom and translated by case manager.

it was very good for me to get the help i needed.

Kim has helped ● with calming.

Kim is always helpful and available to help when need

Kimberly helps us a lot

Kimberly helps us with our mail. She helps us when we have problems.

My son is still new in his treatment. But, we can already see him using the strategies that Elizabeth and him talk about.

N/A

Online billing (bill pay), taking me to see my girlfriend.

Respite care and the use of Just Like Home Adult Day Center

The attention that was given to my son and I . The support

The easy access and the help that is provided almost instantly.

The great help and we love Mr Carroll and Dr Sanchez

The help I received

utilizing respite services to be able to get out of house and be proud

very helpful

very little

We have a better family life after my case manager met with the grandparents and got everyone on board.

with my goals and personal problems

What would improve our services?

What would improve our services?

A CLS provider.

Find more ways to get out in the community and meet with her friends.

Having cls / respite workers hired by rightg door to choose from

I don't have any improvement suggestions as of now.

i don't know

I think they are running a good ship

I think your services are amazing!

Kim could come more often.

N/A

No suggestions at this time.

No.

nothing at this time. Happy w/ services received.

Nothing comes to mind at this time

Offer more assistance in securing funds as needed.

talking with case worker and others



Suggestions on how the agency can improve the safety of the care or services provided.

Suggestions on how the agency can improve the safety of the care or services provided.
Can't think of anything
Explain it on my level.
I would like to see more services in the community.
N/A
Na
No
none
None that I can think of at this time.