

West Michigan Community Mental Health System
Satisfaction Survey for Individuals with Developmental Disabilities
June 23, 2017
SUMMARY

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Review Period: March – June 2017

Methodology:

- **Consumer Satisfaction:**
There were 214 adult consumers with a Developmental Disability open to a WMCMH level of care during the month of March 2017. Based upon this number and an 85% confidence interval with a 15% margin of error, a sample of 21 consumers were randomly selected from the 214 individuals to be interviewed for the satisfaction study. Of the 21 individuals identified, 2 consumers chose not to participate in the study and 4 people were unavailable to be interviewed.
- **Guardian Satisfaction:**
The guardian satisfaction tool was administered through the mail to family members and/or guardians of all 214 adult consumers with a Developmental Disability open to a WMCMH level of care during the month of March 2017. Instructions for completing the tool and a self-addressed, stamped envelope were included with each questionnaire. Guardian surveys were sent out and requested to be returned by April 17, 2017.

OVERALL CONCLUSIONS:

Overall the results suggest that consumers and guardians and/or parents of consumers with developmental disabilities are satisfied with the services received at WMCMH.

While the overall question that was being answered through this study was intended to be related to satisfaction with services received at WMCMHS (both from a consumer and guardian perspective), we were also able to draw some subjective conclusions as highlighted below:

- Some of our current DD consumers with guardians question their authority and their ability to fully participate in person-centered planning (i.e., ability to choose own goals, ability to choose own direction for services, ability to develop own plan) and appear to see this as the role/responsibility of the guardian.
- Feedback from guardians landed in two categories, those who believe their consumers can participate in the PCP process and those who do not believe their consumer can participate in the PCP process. Of those who do not believe their consumer can participate, it appears to be for 2 reasons:
 - Due to the severity of the consumer's disability, the consumer realistically does not possess the skills needed
 - Guardians think that being a guardian means it is their responsibility to decide services based upon their authority as guardian.
- Due to lack of explanation on items listed, providing face to face interviews with guardians should be considered to get a full response on some of the questions that show a decline from this present survey to past surveys.