

## Analysis of 2020 CLN Consumer Satisfaction Survey

478 surveys distributed, 174 responses, 36% response rate

Overall this satisfaction survey reflects that CLN is meeting the needs of our clients! All 7 of the quantitative questions had a score of 90% or above.

- Q1 This agency is helping me be my own employer by offering advice and direction when needed 93%
- Q2 This agency provides me with clear and timely budgets 90%
- Q3 This agency provides my employees with timely payroll 98%
- Q4 I am treated with dignity and respect by agency staff 98%
- Q5 Agency staff are sensitive to my ethnic, religious, and cultural background 92%
- Q6 If I have a complaint, this agency works with me to solve the problem 91%
- Q7 Overall, I am satisfied with this agency as my Fiscal Agent 96%

The Leadership Team and the Board of Directors is very proud of the work Melissa Frash and her team brought to this program area. There were a few comments about the Budget Process that I'd like to address that a bit.

### Q9 Comments about budgets

- The only thing I would like to see change is receiving our budget each month, but overall this has improved, too.
- Updated site plans from CMH take way too long to be reflected in my budget.
- The budget sheet is difficult to understand.
- Clear budget reports
- More personal budget information on a regular basis.
- Monthly budget reports, and a better understanding of them and how benefits are paid.

This is not the first time that we've had suggestions for improvement focus on the monthly budget reports that we send out. The report is intended to provide a 'snapshot' of the financial activity for the support services provided through community mental health. It is a misconception that CMH gives CLN the full amount of your Self-D budget in cash to parcel out as you need it.

The budget is a "promise to pay" funding amount from community mental health that will only be paid if all the paperwork, certifications, and rules of contract are met. Funding for the Self Determination program is paid IN ARREARS, meaning after the vendors and employees have been paid CLN can bill CMH for the service using a unit rate. CLN pays against your budget allocation on your behalf BEFORE we can bill for the services to CMH. To be clear, Washtenaw Community Mental Health has generously provided a cash advance that represents 1-month of payroll for all it's clients that sits on our balance sheet to offset the risk we take when we payout services and time sheets before we have the ability to bill for the services.

With that said, your budget that you receive in the mail is always going to be 6-8 weeks old. We can't do anything about that. We can't confirm what was paid or billed until CMH pays the claims we submit. We submit claims 30 days after service and CMH has 30 days to pay the claim. If the claim is inaccurate they will refuse to pay, and at times if the error is caught 2 or 3 months down the line, they will reclaim funds. When that happens the budget 'snapshot' changes and we have to make modifications to the budget that reflect the accurate revenue and expense against your budget.

It's difficult to understand, we know. A suggestion to help you better manage your annual authorization aka your budget:

- Keep track of exactly how many hours per WEEK your employees are allowed to work. Set up a detailed work schedule for each of your staff and let them know exactly how many hours you will allow them to work.
- Overtime is a budget buster! Watch the number of hours your employees are working and keep it at or below 40 hours per week.
- Get your employees time sheets into CLN as soon after the pay period ends as possible. One of the worst issues with understanding a budget is when our staff have to pay late time sheets. It means there is a lag in the billing which causes a delay in the payment and causes the budget to 'seem to change'!

Community Alliance is committed to providing excellent services and we will be looking for ways to improve the Budget Allocation Report to ensure it is a good tool for our clients to use.

Please let us know if there is anything else we can help you with.

Sincerely,

Katherine Grant  
Executive Director  
Community Alliance

## Q8 Things I like best about this agency are:

- The staff are amazing.
- Melissa Frash has a very fast turnaround time for assisting when I contact her.
- Wonderful staff.
- Easy to work with.
- Always have communication and access to someone when needing to ask a question or solve a problem.
- Very respectful and extremely helpful.
- I've received quick and correct information to help support my nephew
- Someone is always quick to respond to my question and are always very friendly and helpful.
- The positive and polite attitudes of the people who work there.
- Return calls quickly. Usually individuals are nice.
- Melissa Frash is an amazing professional. She is quick, clear and responsive with every question or issue over the years.
- They are quick to answer questions.
- Their willingness to assist whenever possible.
- They respond quickly to most inquiries.
- The people that work there are knowledgeable and answer my questions quickly.
- Staff have been supportive and responsive. I feel that Melissa Frash has been a terrific leader for the fiscal management team.
- Quick and knowledgeable answers to questions I have.
- Quick turnaround on questions
- Close by and willing to work with us.
- The prompt responses from the whole team. I really appreciate the agency to respond quickly and accurately or when they let me know they received my inquiry and will be getting back to me soon, they always do.
- Lynda, she makes me smile even though our communication is typically to problem solve.
- Staff is professional, friendly, kind and go out of their way to help me.
- good updates, very reachable
- Quick response, easy communication
- The people and services

## Q9 Things I'd like to see improved are:

- The only thing I would like to see change is receiving our budget each month, but overall this has improved, too.
- A place to download forms.
- Automated online time sheets that will not allow overages at the time of input and warnings/messages ticking down your allotted hours used as time sheets are filled in.
- Updated site plans from CMH take way too long to be reflected in my budget.
- More clear communication about employee training.
- Need budgets and need information about managing.
- The budget sheet is difficult to understand.
- Clear budget reports
- Telephone calls returned within 24 hours
- Communication and replies to email or voicemail needs improvement.
- More personal budget information on a regular basis.
- I'm very pleased with services.
- Monthly budget reports, and a better understanding of them and how benefits are paid.
- Not so many paperwork changes.

## Q10 Any Additional Comments:

- CLN makes it possible for families to help their loved one live an independent life. They have been awesome during the pandemic, too.
- Better communication from CMH would be helpful.
- Staff are pleasant.
- When hours are switched from CLS to Respite category from the office, the consumer should be informed as to when and why that category change was made.
- Thank you for your service! I appreciate the opportunity to take this survey.