

 <p>Michigan Department of Human Services</p> <p>CSA</p> <p>Children's Services Administration Communication Issuance</p>	Type: <input checked="" type="checkbox"/> Informational Memoranda (IM) <input type="checkbox"/> Program Instruction (PI) <input type="checkbox"/> Policy Guide (PG)
	Issuance Date: 6/18/12 Obsolete Date: N/A
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	Contact: Michelle McGuire McGuireM2@michigan.gov
	Originating Office: CWAFO - Office of Adult Services
	Subject/Title: Home Help Customer Satisfaction Survey
	Distribution: <input type="checkbox"/> DHS Child Welfare Staff <input type="checkbox"/> BCAL <input type="checkbox"/> Private Agency Child Welfare Staff <input type="checkbox"/> CWTI <input type="checkbox"/> CSA Central Office Managers/Staff <input type="checkbox"/> SACWIS <input type="checkbox"/> Native American Tribes <input type="checkbox"/> Data Management <input checked="" type="checkbox"/> Other: DHS Adult Services Staff

The Michigan Department of Community Health (MDCH) has contracted with the Michigan Public Health Institute (MPHI) to conduct a Customer Satisfaction survey with clients who are currently receiving home help services. The purpose of the survey is to assist MDCH in assessing the overall satisfaction of recipients receiving home help in Michigan as well as identify areas for quality improvement.

MPHI randomly selected sample cases from the five state regions: Western, Wayne, Urban, Eastern and Northern. Clients selected for the initial sample will receive a pre-notification letter. The mailing for each region will be sent to approximately 1000 recipients (the largest sample pull is Wayne at 1,800 and the smallest will be the northern counties at 500 recipients). The large sample size is to ensure ample client participation. Not all recipients who receive the pre-notification letter will be selected to complete the survey. MPHI will contact the individuals directly and will not be accepting calls from beneficiaries who would like to volunteer to participate in the survey. MPHI's target is to survey between 400-600 home help recipients total across the state.

The scheduled mailing of the pre-notification letters is as follows:

Survey Region 1: Western Counties Mail Date – June 1st

Allegan, Berrien, Calhoun, Cass, Clinton, Eaton, Gratiot, Ingham, Ionia, Jackson, Kalamazoo, Lake, Mason, Mecosta, Montcalm, Muskegon, Newaygo, Oceana, Osceola, Ottawa, Van Buren, Barry, and St. Joseph counties

Survey Region 2: Wayne County Mail Date- June 15th

Survey Region 3: Urban Counties Mail Date – June 29th

Genesee, Kent, Macomb and Oakland

Survey Region 4: Eastern Counties Mail Date – July 13th

Monroe, Arenac, Bay, Branch, Clare, Gladwin, Hillsdale, Huron, Isabella, Lapeer, Lenawee, Livingston, Midland, Saginaw, St. Clair, Sanilac, Shiawassee, Tuscola, and Washtenaw.

Survey Region 5: Northern Counties Mail Date – July 27th

Alcona, Alger, Alpena, Antrim, Baraga, Benzie, Charlevoix, Cheboygan, Chippewa, Crawford, Delta, Dickinson, Emmet, Gogebic, Grand Traverse, Houghton, Iosco, Iron, Kalkaska, Keweenaw, Leelanau, Luce, Mackinac, Manistee, Marquette, Menominee, Missaukee, Montmorency, Ogemaw, Ontonagon, Oscoda, Otsego, Presque Isle, Roscommon, Schoolcraft, and Wexford.

MPHI will contact the selected recipients approximately 2-3 weeks after the scheduled mail date. Surveys will primarily be conducted by phone with occasional face-to-face interviews.

A copy of the pre-notification letter to recipients has been provided for your review. If adult services workers are contacted with questions regarding this project, please refer recipients to Valerie Sanford at MDCH at 517-241-7148.



June 1, 2012

<FIRST NAME FIELD> <LAST NAME FIELD
<STREET ADDRESS 1>
<STREET ADDRESS 2>
<CITY> <STATE> <ZIP>

For questions and/or problems, or help to translate, call the Beneficiary Help Line at 1-800-642-3195 or TTY 1-866-501-5656.

Spanish: Si necesita ayuda para traducir o entender este texto, por favor llame al telefono, 1-800-642-3195 or TTY 1-866-501-5656

Arabic: TTY 1-866-501-5656

إذا كان لديكم أي سؤال، يرجى الإتصال بخط المساعدة على الرقم المجاني ١-٨٠٠-٦٤٢-٣١٩٥

Dear Medicaid Beneficiary:

You currently get Home Help services. We want to hear what you think about the Home Help program by taking a short telephone survey. Your answers will help us make the Home Help program better.

You do not have to take the survey. You will still get Home Help services even if you do not take the survey.

Your answers are confidential. We will not share your name or survey answers with anyone.

The Michigan Department of Community Health (MDCH) is working with the Michigan Public Health Institute (MPHI) to conduct this survey. In the next few weeks, someone from MPHI will call to ask if you will take the survey. The survey should take about 10-15 minutes to complete. If it is easier for you to take the survey in person, MPHI can come to your home. We will only come to your home with your permission. Please note this survey does not replace your normal visit from your DHS Adult Services Specialist.

If you have questions about this survey, please call Valerie Sanford at (517) 241-7148.

Thank you for your help making the Home Help program better. We look forward to speaking with you soon. If you have questions about this project please call Valerie Sanford at (517) 241-7148.

Sincerely,

A handwritten signature in black ink that reads 'Stephen Fitton'.

Stephen Fitton, Director
Medical Services Administration