

COMMUNITY MENTAL HEALTH AFFILIATION OF MID-MICHIGAN

**Community Mental Health Authority - Clinton-Eaton-Ingham
Gratiot Community Mental Health Agency
Ionia Community Mental Health Services
Manistee-Benzie Community Mental Health
Newaygo Community Mental Health**

CLIENT SATISFACTION MEASUREMENT OPEN CASES: NOVEMBER 2009

By

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Community Mental Health Affiliation of Mid-Michigan
Client Satisfaction Measurement
Open Cases: November 2009

I. SUMMARY

As part of the Community Mental Health Affiliation of Mid-Michigan's (Affiliation) quality improvement efforts, a consumer satisfaction survey was administered to persons who were receiving Affiliation services and were "open cases" during November 2009. There were 3,988 "open cases" for that period. Of the 3,988 surveys administered by case managers, 2,203 were returned. Therefore, there was a 55% return rate.

Data results in this report came from self-selected consumers who chose to return questionnaires voluntarily. The respondents to the survey were anonymous.

In November 2009, Affiliation Case Managers were provided a listing of clients open on their caseload, along with a questionnaire for each client to complete. Questionnaires were coded to each CMH in the Affiliation and to programs to which the particular consumer was "opened in" for CMH services. Case managers were asked, during their next meeting with the consumer (over a six-week period), to have the consumer complete a survey and return it to their area designee. The area designee then forwarded all surveys to the CEI Evaluation Unit for coding and data entry.

The survey instrument consisted of eleven items recommended by the Michigan Department of Community Health. Although the same eleven questions were asked of all participants, the response rating format differed between programs. Respondents in programs for persons with developmental disabilities responded to a format that required each to respond either "Yes," "Not Sure," or "No" to each question. Respondents at other mental health programs

responded using a Likert-type scale (**Strongly Disagree, Disagree, Neither, Agree, Strongly Agree**). Also, each survey contained a section to identify each respondent's ethnic background, as well as, who completed or assisted in completing the survey (i.e., self, parent, friend, or staff). If a respondent elected not to respond or could not communicate answers, a section was provided on the survey to record this information. (See Appendix A for copy of survey instruments).

The purpose of this survey was to help the Community Mental Health Affiliation of Mid-Michigan (1) gauge the level of satisfaction among its consumers who were receiving services and (2) determine ways it could improve its practices to better serve its consumers. The results of the survey help to measure the quality of CMH services. This evaluation report summarizes the levels of satisfaction with their CMH service system.

SURVEY DEVELOPMENT

The CMH of CEI developed the Consumer Satisfaction Survey based on a comprehensive literature review and consultation with other mental health agencies (within and outside the state), including recommendations from the Michigan Department of Community Health. The survey was reviewed by CMH clients, its Advocacy Groups and clinicians to establish face and content validity of the questionnaire.

In January 1996, CMH of CEI conducted a consumer satisfaction survey of persons who received crisis intervention, inpatient prescreening or partial hospitalization prescreening services from CMH's Emergency Services unit from August through December 1995. CMH of CEI randomly selected a sample of 200 consumers from a population of more than 900 for the specified period. The survey was conducted for two purposes: 1) To serve as a pilot for use of this instrument with all CMH clients; 2) To fulfill contractual obligations with the Michigan

Department of Community Health relative to client satisfaction measures. The consumer satisfaction survey used in the pilot study represented a combination of a tool of items developed by the Michigan Department of Community and the Client Satisfaction Questionnaire (CSQ-8) developed by Attkisson (1982). The objective was to develop a client-centered questionnaire that evaluated the care experience from the clients= perspective.

The inter-tem correlation matrix was reviewed using exploratory factor analysis (i.e., principal components with communalities followed by Varimax rotation). An oblique multiple groups factor analysis with communalities (i.e., confirmatory factor analysis) was then employed to evaluate the resulting factor structure. The result of this analysis procedure yielded one factor or scale containing nine items. Cronbach=s coefficient alpha is a statistical formula which measures the internal consistency of a multi-item survey. A high coefficient alpha (.80 or greater) computed for survey items indicates that the items are highly inter-correlated, and are all measuring the purported survey dimension. Internal consistency was found to be high (.9332) among the pilot group in 1986 and similarly for the respondents during the 2001 administration (.9375)

The final version of the survey (based on the pilot investigation) used by CMH consists of nine items. Each item is rated on five point Likert-type scales (strongly disagree to strongly agree) that allow for neutral responses. The instrument also includes a section for the client to record comments.

The survey was revised for the 2002 administration by the addition of two consumer survey questions (i.e., ACMH staff follows my person centered plan or family centered plan and ACHM helped me identify natural supports) and one demographic question (i.e., ethnic

background) at the recommendation of the Michigan Department of Community Health.

The survey was again revised in 2006 administration to reflect current federal racial categories. Question numbers 10 and 11 were modified to include clarifying language for “person centered planning” and “natural supports.” Also, at the end of the survey, space was provided for respondents to self -identify if they wanted to be contacted by the CMH to follow up on their comments.

PROCEDURE

Each Affiliation CMH compiled a listing of current open cases for their organization. Each survey was coded by CMH (i.e., CEI, Ionia, Gratiot, Manistee-Benzie or Newaygo). Coded survey forms were then disseminated by each CMH to their clients open during the survey period. Completed surveys were returned to the CEI Evaluation Unit for data entry and analysis. This was the fifth administration to consumers of Affiliation members.

II. FINDINGS

Table 1 shows that the highest survey return rates were for Ionia CMH (62%), followed by CEI CMH (78%), Gratiot CMH (39%), Manistee-Benzie (37%), and Newaygo CMH (27%).

Table 2 shows the number of persons who "chose not to complete" a survey or "could not communicate" their answers. Of the 2,203 surveys returned, 183 (8%) chose not to respond and 299 (14%) could not communicate their responses. For the latter figure, most of these persons receiving services were persons with developmental disabilities.

Table 3 shows a breakdown of who completed the surveys. The primary consumer completed most of the surveys (n=994, 63%). However, staff (n=405, 26%), family members (n=169, 11%), and friends (n=13, 1%) also assisted consumers in completing surveys.

Table 4a shows a breakdown of persons who self-identified themselves as Hispanic or Latino. Overall, 95% (n=1,603) stated that they were not Hispanic or Latino.

Table 4b presents a breakdown of consumer race by CMH. Overall, many of the respondents were White (n=1,468, 86%), followed by African American (n=146, 9%), American Indian (n=34, 2%) Native Hawaiian/Pacific Islander (n=4, <1%), Asian (n=12, 1%) and Other race (n=46, 3%).

Tables 5 and 6 show the means and standard deviations and Tables 7 and 8 show the spread of responses to the eleven items of the "Consumer Satisfaction Survey". Item means ranged from 4.36 to 4.57 for the Affiliation. For persons with mental illness, a review of Table 7 shows that for ten of the eleven survey items, 90% or more of the respondents indicated "**agree**" or "**strongly agree**" responses to each survey item. For persons with developmental disabilities, item means ranged from 2.86 to 2.94. A review of Table 8 shows that for nine of the eleven survey items, 90% or more of the respondents indicated "**Yes**" responses to each item. (See Appendix B-C for item response rates for each CMH and their program components).

Table 9 shows a review of the entire Affiliation CMH system (CEI, Ionia, Gratiot, and Newaygo CMH). Responses of "strongly agree", "agree", and "yes" were combined for this table. A review of Table 9 shows that for the Affiliation, all eleven survey items surpassed the 2004 minimum standards.

III. Analysis of Findings

Overall, consumers who were receiving services from the Affiliation were very positive with their current services and treatment from each CMH, their programs and staff (See Tables 9 and 10). Ninety-five percent indicated that they felt CMH staff treated them with courtesy and respect. Ninety-three percent were satisfied with the services provided by CMH. Ninety-three percent reported that they believed that CMH staff had the knowledge and skills to serve them well. Ninety-one percent indicated that CMH staff helped them get the right type of service for their problems. Ninety-two percent indicated that they would recommend CMH to a friend or family member if they needed similar services. Ninety-one percent of the respondents said that CMH staff understood their needs and situation. Ninety-one percent were satisfied with the promptness with which CMH responded to their request for services. Ninety-two percent indicated that if they were to seek help again, they would return to the same program. Ninety-one percent indicated that the services they received helped them to function better in their life. Ninety-one percent felt that CMH staff followed their person-centered plan. Eighty-eight percent expressed that their CMH helped them identify natural supports.

IV. Use of Findings

The scores indicate areas in which consumer satisfaction is very positive (scores of 4 and 5 or "yes" for persons with developmental disabilities), neutral (score of 3 or "not sure" for persons with developmental disabilities), and not positive (scores of 1 and 2 or "no" for persons with developmental disabilities). Each CMH and its programs should begin to use these findings to further initiate quality improvement efforts.

Managers from each CMH should review these findings with their staff, using them as continuing catalysts for quality improvement efforts. The fact should be underscored that the great majority of CMH clients report high levels of satisfaction with the organization and this fact goes far in promoting continued excellence. Also, the findings should be shared with each CMH=s Board of Directors, the local media, and press relations office of the Department of Community Health.

Table 9 shows the Affiliation and each CMH=s response rate for the eleven survey items. Each CMH should compare their satisfaction levels to the A2004 minimum standards.@ A CMH with items below standard should develop a QI plan to address the item(s) for next year ' s administration. The results of the plan of correction should be reported back to the Core QI group.

Table 1: Survey Return Rates			
Program	Number Distributed	Number Returned	Return Rate (%)
CEI	1,768	1,371	78
Ionia	396	247	62
Newaygo	600	162	27
Manistee-Benzie	446	121	27
Gratiot	778	302	39
TOTAL:	3,988	2,203	55

Table 2: Persons who answered, chose not to answer, or could not answer survey items by CMH						
CMH	Answered Survey Questions		Choose Not To Answer Questions		Could Not Communicate Answers	
	N	%	N	%	N	%
CEI (n=1,371)	980	72	162	12	229	17
Ionia (n= 247)	227	92	9	4	11	5
Newaygo (n=162)	156	96	3	2	3	2
Manistee-Benzie (n=121)	112	93	1	1	8	7
Gratiot (n=302)	246	82	8	3	48	16
TOTAL (n= 2,203)	1,721	78	183	8	299	14

Table 3: Identified Individual who Answered or Assisted the Consumer in Completing the Survey By CMH (MI & DD) (CEI, Ionia, Gratiot, Newaygo & Manistee-Benzie)								
Program	SELF		FAMILY (assisted by)		FRIEND (assisted by)		STAFF (assisted by)	
	N	%	N	%	N	%	N	%
CEI (n=988)	615	62	62	6	9	1	302	31
Ionia (n=225)	165	73	39	17	0	0	21	9
Newaygo (n=152)	113	74	27	18	1	1	11	7
Manistee-Benzie (n=116)	58	50	37	32	3	3	18	16
Gratiot (n=100)	43	43	4	4	0	0	53	53
TOTAL: (n=1,581)	994	63	169	11	13	1	405	26

Table 4a: Are you Hispanic or Latino?				
CMH	Yes		No	
	N	%	N	%
CEI (n=957)	45	5	912	95
Ionia (n=216)	9	4	207	96
Newaygo (n=146)	6	4	140	96
Manistee-Benzie (n=109)	4	4	105	96
Gratiot (n=256)	17	7	239	93
TOTAL (n=1,684):	81	5	1,603	95

Table 4b: What most closely describes your race?												
CMH	African American		American Indian		Native Hawaiian/ Pacific Islander		White		Asian		Other	
	N	%	N	%	N	%	N	%	N	%	N	%
CEI (n=966)	129	13	1	2	2	<1	782	81	12	1	23	2
Ionia (n=223)	5	2	5	2	1	<1	203	91	0	0	9	4
Newaygo (n=149)	4	3	5	3	0	0	134	90	0	0	6	4
Manistee-Benzie (n=115)	2	2	4	4	0	0	106	92	0	0	3	3
Gratiot (n=257)	6	2	2	1	1	<1	243	95	0	0	5	2
TOTAL (n=1,710):	146	9	34	2	4	<1	1,468	86	12	1	46	3

Table 5: Numbers, Means and Standard Deviations for the Eleven Items of the Consumer Satisfaction Survey for Persons with Mental Illness (CEI, Ionia, Gratiot, Newaygo, Manistee-Benzie)

Item	Number	Mean	Standard Deviation
1. CMH responded to my request for services.	1237	4.42	.852
2. CMH staff are courteous and respectful.	1247	4.57	.805
3. CMH staff helps me to get the right type of services for my problem.	1244	4.40	.891
4. In general, I am satisfied with the services provided by CMH.	1243	4.44	.851
5. CMH staff understand my needs and situation.	1243	4.40	.877
6. CMH staff have the knowledge and skills to serve me well.	1236	4.43	.831
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	1240	4.45	.914
8. The services I receive help me to function better in my life.	1239	4.36	.882
9. If I were to seek help again, I would come back to the same program.	1239	4.43	.910
10. CMH staff follows my person centered plan (PCP) or family centered plan.	1226	4.38	.863
11. CMH helped me identify natural supports.	1234	4.29	.903
Sum Score	1198	48.63	8.416

Table 6: Numbers, Means and Standard Deviations for the Eleven Items of the Consumer Satisfaction Survey for Persons with Developmental Disabilities (CEI, Ionia, Gratiot, Newaygo, Manistee-Benzie)

Item	Number	Mean	Standard Deviation
1. CMH responded to my request for services.	448	2.86	.425
2. CMH staff are courteous and respectful.	449	2.96	.247
3. CMH staff helps me to get the right type of services for my problem.	450	2.91	.351
4. In general, I am satisfied with the services provided by CMH.	449	2.94	.296
5. CMH staff understand my needs and situation.	449	2.90	.340
6. CMH staff have the knowledge and skills to serve me well.	449	2.92	.306
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	448	2.92	.314
8. The services I receive help me to function better in my life.	449	2.93	.298
9. If I were to seek help again, I would come back to the same program.	449	2.92	.323
10. CMH staff follows my person centered plan (PCP) or family centered plan.	447	2.92	.318
11. CMH helped me identify natural supports.	448	2.87	.386
Sum Score	440	32.02	2.53

Table 7: Response Rates for Persons with Mental Illness (CEI, Ionia, Gratiot, Newaygo, Manistee-Benzie)

Survey Item	Disagree		Neither		Agree	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	57	5	37	3	1,143	92
2. CMH staff are courteous and respectful.	43	3	29	2	1,175	94
3. CMH staff helps me to get the right type of services for my problem.	61	5	65	5	1,118	90
4. In general, I am satisfied with the services provided by CMH.	53	4	41	3	1,149	92
5. CMH staff understands my needs and situation.	59	5	50	4	1,134	91
6. CMH staff have the knowledge and skills to serve me well.	51	4	38	3	1,147	93
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	67	5	43	4	1,130	91
8. The services I receive help me to function better in my life.	58	5	75	6	1,106	89
9. If I were to seek help again, I would come back to the same program.	65	5	45	4	1,129	91
10. CMH staff follows my person centered plan (PCP) or family centered plan.	56	5	72	6	1,098	90
11. CMH helped me identify natural supports.	62	5	96	8	1,076	87

Note: Disagree includes the combined responses to Strongly Disagree and Disagree.
 Agree includes the combined responses to strongly Agree and Agree.

**Table 8: Response Rates for Persons with Developmentally Disabilities
(CEI, Ionia, Gratiot, Newaygo, Manistee-Benzie)**

Survey Item	NO		NOT SURE		YES	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	13	3	38	9	397	89
2. CMH staff are courteous and respectful.	5	1	8	2	436	97
3. CMH staff helps me to get the right type of services for my problem.	9	2	23	5	418	93
4. In general, I am satisfied with the services provided by CMH.	6	1	17	4	426	95
5. CMH staff understand my needs and situation.	6	1	32	7	411	92
6. CMH staff have the knowledge and skills to serve me well.	4	1	29	7	416	93
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	5	1	27	6	416	93
8. The services I receive help me to function better in my life.	5	1	22	5	422	94
9. If I were to seek help again, I would come back to the same program.	6	1	26	6	417	93
10. CMH staff follows my person centered plan (PCP) or family centered plan.	6	1	24	5	417	93
11. CMH helped me identify natural supports.	8	2	42	9	398	89

Table 9: Response Rates for CMH System - MI & DD (CEI, IONIA, GRATIOT, NEWAYGO, MANISTEE-BENZIE)

Survey Item	CEI		IONIA		NEWAYGO		MANISTEE-BENZIE		GRATIOT		TOTAL		Minimum 2004 Standard
	N	%	N	%	N	%	N	%	N	%	N	%	%
1. CMH responded promptly to my request for services.	845	90	208	92	151	96	102	89	234	94	1540	91	85
2. CMH staff are courteous and respectful.	885	94	218	97	156	98	107	93	245	98	1611	95	85
3. CMH staff helps me to get the right type of services for my problem.	850	90	199	88	152	96	100	86	235	94	1536	91	85
4. In general, I am satisfied with the services provided by CMH.	870	92	209	93	151	96	104	90	241	97	1575	93	85
5. CMH staff understand my needs and situation.	849	90	205	91	151	95	100	86	240	96	1545	91	85
6. CMH staff have the knowledge and skills to serve me well.	857	91	212	94	152	96	100	88	242	97	1563	93	85
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	840	90	208	92	154	97	102	89	242	97	1546	92	85
8. The services I receive help me to function better in my life.	849	90	194	86	147	93	104	90	234	94	1528	91	85
9. If I were to seek help again, I would come back to the same program.	840	89	208	93	154	97	102	88	242	97	1546	92	85
10. CMH staff follows my person centered plan (PCP) or family centered plan.	832	89	193	87	150	95	104	90	236	95	1515	91	85
11. CMH helped me identify natural supports.	817	87	190	84	146	92	91	80	230	93	1474	88	85

Note: % = Agree/Strongly Agree/Yes

Table 10: Response Rates for CMH System - MI & DD
(CEI, IONIA, GRATIOT, NEWAYGO, MANISTEE-BENZIE)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	70	4	75	5	1,540	91
2. CMH staff are courteous and respectful.	48	3	37	2	1,611	95
3. CMH staff helps me to get the right type of services for my problem.	70	4	88	5	1,536	91
4. In general, I am satisfied with the services provided by CMH.	59	4	58	3	1,575	93
5. CMH staff understand my needs and situation.	65	4	82	5	1,545	91
6. CMH staff have the knowledge and skills to serve me well.	55	3	67	4	1,563	93
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	72	4	70	4	1,546	92
8. The services I receive help me to function better in my life.	63	4	97	6	1,528	90
9. If I were to seek help again, I would come back to the same program.	71	4	71	4	1,546	92
10. CMH staff follows my person centered plan (PCP) or family centered plan.	62	4	96	6	1,515	91
11. CMH helped me identify natural supports.	70	4	138	8	1,474	88

APPENDIX A

Consumer Satisfaction Survey

COMMUNITY MENTAL HEALTH OF CLINTON-EATON-INGHAM
Consumer Satisfaction Survey - Open

Consumer Chooses not to Answer	Consumer Cannot Communicate Answers				
<p>Please help us improve our program services by answering some questions about the services you have received. The questions relate to the CMH staff persons who work with you or your family member and the program services you are involved. We are interested in your opinions, whether they are positive or negative.</p>					
<p>Please answer all the questions by “circling” the number for each question that best describes your view.</p>	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
1. CMH responded promptly to my request for services.	1	2	3	4	5
2. CMH staff are courteous and respectful.	1	2	3	4	5
3. CMH staff helps me to get the right type of services for my problem.	1	2	3	4	5
4. In general, I am satisfied with the services provided by CMH.	1	2	3	4	5
5. CMH staff understand my needs and situation.	1	2	3	4	5
6. CMH staff have the knowledge and skills to serve me well.	1	2	3	4	5
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	1	2	3	4	5
8. The services I receive help me to function better in my life.	1	2	3	4	5
9. If I were to seek help again, I would come back to the same program.	1	2	3	4	5
10. CMH staff follows my person centered plan (PCP) or family centered plan. (<i>PCP is the process or meeting you had to decide on your services and set goals</i>)	1	2	3	4	5
11. CMH helped me identify natural supports. (<i>Natural supports are people, places, and resources in your life and in the community, other than CMH, that you use to help you out</i>)	1	2	3	4	5
12. Are you Hispanic or Latino? <input type="checkbox"/> Yes <input type="checkbox"/> No					
13. What most closely describes your race? (Mark One)					
<input type="checkbox"/> African American		<input type="checkbox"/> American Indian		<input type="checkbox"/> Native Hawaiian/Pacific Islander	
<input type="checkbox"/> White		<input type="checkbox"/> Asian		<input type="checkbox"/> Other: _____	
14. Who filled out this survey? <input type="checkbox"/> Self <input type="checkbox"/> Parent <input type="checkbox"/> Friend <input type="checkbox"/> Representative (staff assisted)					

COMMUNITY MENTAL HEALTH OF CLINTON-EATON-INGHAM
Consumer Satisfaction Survey - Open

Consumer Chooses not to Answer	Consumer Cannot Communicate Answers		
Please help us improve our program services by answering some questions about the services you have received. The questions relate to the CMH staff persons who work with you or your family member and the program services you are involved. We are interested in your opinions, whether they are positive or negative.			
Please answer all the questions by " circling " the number for each question that best describes your view.	No	Not Sure	Yes
1. CMH responded promptly to my request for services.	1	2	3
2. CMH staff are courteous and respectful.	1	2	3
3. CMH staff helps me to get the right type of services for my problem.	1	2	3
4. In general, I am satisfied with the services provided by CMH.	1	2	3
5. CMH staff understand my needs and situation.	1	2	3
6. CMH staff have the knowledge and skills to serve me well.	1	2	3
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	1	2	3
8. The services I receive help me to function better in my life.	1	2	3
9. If I were to seek help again, I would come back to the same program.	1	2	3
10. CMH staff follows my person centered plan (PCP) or family centered plan. <i>(PCP is the process or meeting you had to decide on your services and set goals)</i>	1	2	3
11. CMH helped me identify natural supports. <i>(Natural supports are people, places, and resources in your life and in the community, other than CMH, that you use to help you out)</i>	1	2	3
12. Are you Hispanic or Latino? <input type="checkbox"/> Yes <input type="checkbox"/> No			
13. What most closely describes your race? (Mark One)			
<input type="checkbox"/> African American <input type="checkbox"/> American Indian <input type="checkbox"/> Native Hawaiian/Pacific Islander <input type="checkbox"/> White <input type="checkbox"/> Asian <input type="checkbox"/> Other: _____			
14. Who filled out this survey? <input type="checkbox"/> Self <input type="checkbox"/> Parent <input type="checkbox"/> Friend <input type="checkbox"/> Representative (staff assisted)			

APPENDIX B

Community Mental Health Authority - Clinton-Eaton-Ingham
(CEI)

CEI Survey Trends: 1998 – 2009												
Survey Questions	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
1. CMH responded promptly to my request for services.	91	85	86	89	90	90	91	91	91	91	88	90
2. CMH staff are courteous and respectful.	95	95	94	94	96	96	96	96	95	94	95	94
3. CMH staff helps me to get the right type of services for my problem.	92	90	88	91	92	92	92	92	91	91	90	90
4. In general, I am satisfied with the services provided by CMH.	94	92	91	91	93	93	94	93	92	92	92	92
5. CMH staff understand my needs and situation.	91	89	88	90	89	91	92	91	90	92	91	90
6. CMH staff have the knowledge and skills to serve me well.	93	91	90	91	92	92	93	94	93	93	92	91
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	91	89	88	89	90	91	91	91	90	90	89	90
8. The services I receive help me to function better in my life.	91	90	89	90	91	90	91	90	90	90	90	90
9. If I were to seek help again, I would come back to the same program.	92	89	89	90	90	90	90	91	91	89	90	89
10. CMH staff follows my person centered plan (PCP) or family centered plan.	***	***	***	***	88	89	89	87	90	89	90	89
11. CMH helped me identify natural supports.	***	***	***	***	84	85	87	86	87	87	84	87
SUM SCORE MEAN	39.69	39.35	39.40	39.37	48.23	51.70	48.76	52.21	48.10	47.93	43.80	47.92
RETUN RATE (Entire CEI SYSTEM)	67%	76%	75%	85%	71%	59%	54%	55%	57%	65%	58%	78%
RESPONDENTS TO SURVEY (Entire CEI SYSTEM)	2,052	1,713	1,742	1,477	1,767	1,595	1,481	1,552	1,342	1,625	1,378	1,371

Note: Percentages represent persons who marked “agree” “strongly Agree” or “yes” to questions on Open Cases Survey.

*** Survey question numbers 10 & 11 were added to the standard survey in 2002 at the suggestion of Michigan DCH.

CEI Survey Trends: 1998 – 2009 (AMHS, Substance Abuse, Children Services)												
Survey Questions	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
1. CMH responded promptly to my request for services.	93	90	88	91	93	90	93	91	91	91	88	91
2. CMH staff are courteous and respectful.	95	95	94	94	96	94	96	94	94	94	94	92
3. CMH staff helps me to get the right type of services for my problem.	92	90	89	91	93	90	92	91	90	90	89	89
4. In general, I am satisfied with the services provided by CMH.	94	91	92	91	93	93	94	92	91	92	90	91
5. CMH staff understand my needs and situation.	92	89	88	90	90	90	92	90	89	91	89	89
6. CMH staff have the knowledge and skills to serve me well.	94	91	91	91	93	91	93	94	91	92	90	91
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	91	90	90	90	91	89	92	90	89	89	88	88
8. The services I receive help me to function better in my life.	91	90	89	90	91	89	90	90	88	88	89	89
9. If I were to seek help again, I would come back to the same program.	93	89	90	91	91	89	90	90	90	88	89	88
10. CMH staff follows my person centered plan (PCP) or family centered plan.	***	***	***	***	86	84	88	85	88	87	89	88
11. CMH helped me identify natural supports.	***	***	***	***	86	84	88	87	86	86	85	86

*** Survey question numbers 10 & 11 were added to the standard survey in 2002 at the suggestion of Michigan DCH.

CEI Survey Trends: 1997 – 2009 (CSDD)												
Survey Questions	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
1. CMH responded promptly to my request for services.	85	79	79	83	85	83	86	85	91	98	88	90
2. CMH staff are courteous and respectful.	94	96	93	97	96	97	96	97	98	96	97	94
3. CMH staff helps me to get the right type of services for my problem.	90	89	87	88	91	91	91	93	94	93	92	90
4. In general, I am satisfied with the services provided by CMH.	93	94	90	91	93	94	93	94	96	94	94	92
5. CMH staff understand my needs and situation.	90	89	87	91	88	93	93	93	94	95	96	90
6. CMH staff have the knowledge and skills to serve me well.	91	91	88	89	89	92	93	94	97	95	96	91
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	92	89	85	88	88	91	88	90	92	91	90	90
8. The services I receive help me to function better in my life.	91	90	90	90	92	91	92	91	95	93	94	90
9. If I were to seek help again, I would come back to the same program.	91	89	87	89	88	91	90	90	94	91	92	89
10. CMH staff follows my person centered plan (PCP) or family centered plan.	***	***	***	***	91	92	91	87	95	94	93	89
11. CMH helped me identify natural supports.	***	***	***	***	81	86	87	84	89	91	88	87

*** Survey question numbers 10 & 11 were added to the standard survey in 2002 at the suggestion of Michigan DCH.

Response Rates for – Open 2009

(CEI)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	44	5	50	5	845	90
2. CMH staff are courteous and respectful.	34	4	28	3	885	94
3. CMH staff helps me to get the right type of services for my problem.	44	5	50	5	850	90
4. In general, I am satisfied with the services provided by CMH.	37	4	36	4	870	92
5. CMH staff understand my needs and situation.	44	5	50	5	849	90
6. CMH staff have the knowledge and skills to serve me well.	36	4	45	5	857	91
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	46	5	52	6	840	90
8. The services I receive help me to function better in my life.	36	4	54	6	849	90
9. If I were to seek help again, I would come back to the same program.	51	5	49	5	840	89
10. CMH staff follows my person centered plan (PCP) or family centered plan.	39	4	60	6	832	89
11. CMH helped me identify natural supports.	41	4	79	8	817	87

Response Rates for – Open 2009

CEI (500 CSDD)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	8	3	24	9	246	89
2. CMH staff are courteous and respectful.	4	1	6	2	269	96
3. CMH staff helps me to get the right type of services for my problem.	5	2	14	5	260	93
4. In general, I am satisfied with the services provided by CMH.	4	1	10	4	264	95
5. CMH staff understand my needs and situation.	5	2	18	7	256	92
6. CMH staff have the knowledge and skills to serve me well.	2	1	16	6	260	94
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	3	1	17	6	257	93
8. The services I receive help me to function better in my life.	3	1	13	5	262	94
9. If I were to seek help again, I would come back to the same program.	5	2	16	6	257	92
10. CMH staff follows my person centered plan (PCP) or family centered plan.	4	1	14	5	260	94
11. CMH helped me identify natural supports.	3	1	22	8	253	91

Response Rates for – Open 2009

(CEI - 22101)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	3	17	3	17	12	67
2. CMH staff are courteous and respectful.	8	42	1	5	10	53
3. CMH staff helps me to get the right type of services for my problem.	5	26	5	26	9	47
4. In general, I am satisfied with the services provided by CMH.	8	42	5	26	6	32
5. CMH staff understand my needs and situation.	8	42	4	21	7	37
6. CMH staff have the knowledge and skills to serve me well.	6	32	3	16	10	53
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	12	63	3	16	4	21
8. The services I receive help me to function better in my life.	5	26	7	37	7	37
9. If I were to seek help again, I would come back to the same program.	13	68	2	11	4	21
10. CMH staff follows my person centered plan (PCP) or family centered plan.	6	33	5	28	7	39
11. CMH helped me identify natural supports.	6	3	4	22	8	44

Response Rates for – Open 2009

(CEI - 38118)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	1	8	0	0	12	92
2. CMH staff are courteous and respectful.	1	8	0	0	12	92
3. CMH staff helps me to get the right type of services for my problem.	1	8	0	0	12	92
4. In general, I am satisfied with the services provided by CMH.	1	8	0	0	12	92
5. CMH staff understand my needs and situation.	1	8	0	0	12	92
6. CMH staff have the knowledge and skills to serve me well.	1	8	0	0	12	92
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	1	8	0	0	12	92
8. The services I receive help me to function better in my life.	1	8	1	8	11	85
9. If I were to seek help again, I would come back to the same program.	1	8	0	0	12	92
10. CMH staff follows my person centered plan (PCP) or family centered plan.	1	8	0	0	12	92
11. CMH helped me identify natural supports.	1	8	0	0	12	92

Response Rates for – Open 2009

(CEI - 26105)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	6	15	2	5	33	81
2. CMH staff are courteous and respectful.	0	0	1	2	40	98
3. CMH staff helps me to get the right type of services for my problem.	1	2	4	10	36	88
4. In general, I am satisfied with the services provided by CMH.	1	2	4	10	35	88
5. CMH staff understand my needs and situation.	3	7	2	5	36	88
6. CMH staff have the knowledge and skills to serve me well.	2	5	1	2	37	93
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	1	2	4	10	36	88
8. The services I receive help me to function better in my life.	1	2	2	5	38	93
9. If I were to seek help again, I would come back to the same program.	1	2	5	13	34	85
10. CMH staff follows my person centered plan (PCP) or family centered plan.	1	2	6	15	34	83
11. CMH helped me identify natural supports.	2	5	4	10	35	85

Response Rates for – Open 2009

(CEI - 26106)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.					37	100
2. CMH staff are courteous and respectful.					37	100
3. CMH staff helps me to get the right type of services for my problem.					37	100
4. In general, I am satisfied with the services provided by CMH.					37	100
5. CMH staff understand my needs and situation.					37	100
6. CMH staff have the knowledge and skills to serve me well.			1	3	36	97
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.					37	100
8. The services I receive help me to function better in my life.			1	3	36	97
9. If I were to seek help again, I would come back to the same program.			2	5	35	95
10. CMH staff follows my person centered plan (PCP) or family centered plan.			2	6	34	94
11. CMH helped me identify natural supports.			5	14	31	86

Response Rates for – Open 2009

(CEI - 36108)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.					1	100
2. CMH staff are courteous and respectful.					1	100
3. CMH staff helps me to get the right type of services for my problem.					1	100
4. In general, I am satisfied with the services provided by CMH.					1	100
5. CMH staff understand my needs and situation.					1	100
6. CMH staff have the knowledge and skills to serve me well.					1	100
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.					1	100
8. The services I receive help me to function better in my life.					1	100
9. If I were to seek help again, I would come back to the same program.					1	100
10. CMH staff follows my person centered plan (PCP) or family centered plan.					1	100
11. CMH helped me identify natural supports.					1	100

Response Rates for – Open 2009

(CEI - 36111)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.					9	100
2. CMH staff are courteous and respectful.					9	100
3. CMH staff helps me to get the right type of services for my problem.					9	100
4. In general, I am satisfied with the services provided by CMH.					9	100
5. CMH staff understand my needs and situation.			1	11	8	89
6. CMH staff have the knowledge and skills to serve me well.					9	100
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.					9	100
8. The services I receive help me to function better in my life.					9	100
9. If I were to seek help again, I would come back to the same program.					9	100
10. CMH staff follows my person centered plan (PCP) or family centered plan.					9	100
11. CMH helped me identify natural supports.			1	11	8	89

Response Rates for – Open 2009

(CEI - 36112)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.					13	100
2. CMH staff are courteous and respectful.					13	100
3. CMH staff helps me to get the right type of services for my problem.					13	100
4. In general, I am satisfied with the services provided by CMH.					13	100
5. CMH staff understand my needs and situation.					13	100
6. CMH staff have the knowledge and skills to serve me well.					13	100
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.					13	100
8. The services I receive help me to function better in my life.					13	100
9. If I were to seek help again, I would come back to the same program.					13	100
10. CMH staff follows my person centered plan (PCP) or family centered plan.			2	15	11	85
11. CMH helped me identify natural supports.			1	8	12	92

Response Rates for – Open 2009

(CEI - 37401)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	1	3	1	3	32	94
2. CMH staff are courteous and respectful.					34	100
3. CMH staff helps me to get the right type of services for my problem.	0	0	3	9	31	91
4. In general, I am satisfied with the services provided by CMH.					33	100
5. CMH staff understand my needs and situation.					34	100
6. CMH staff have the knowledge and skills to serve me well.			1	3	33	97
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.			1	3	33	97
8. The services I receive help me to function better in my life.			4	12	30	88
9. If I were to seek help again, I would come back to the same program.					34	100
10. CMH staff follows my person centered plan (PCP) or family centered plan.					33	100
11. CMH helped me identify natural supports.	1	3	3	9	30	88

Response Rates for – Open 2009

(CEI - 37409)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.					10	100
2. CMH staff are courteous and respectful.					11	100
3. CMH staff helps me to get the right type of services for my problem.					11	100
4. In general, I am satisfied with the services provided by CMH.					11	100
5. CMH staff understand my needs and situation.					11	100
6. CMH staff have the knowledge and skills to serve me well.					11	100
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.					11	100
8. The services I receive help me to function better in my life.	1	9	0	0	10	91
9. If I were to seek help again, I would come back to the same program.	0	0	1	9	10	91
10. CMH staff follows my person centered plan (PCP) or family centered plan.	1	10	0	0	9	90
11. CMH helped me identify natural supports.					11	100

Response Rates for – Open 2009

(CEI - 38102)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	1	6	0	0	17	94
2. CMH staff are courteous and respectful.	1	6	0	0	17	94
3. CMH staff helps me to get the right type of services for my problem.	1	6	0	0	17	94
4. In general, I am satisfied with the services provided by CMH.	1	6	0	0	17	94
5. CMH staff understand my needs and situation.	1	6	0	0	17	94
6. CMH staff have the knowledge and skills to serve me well.	1	6	0	0	17	94
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	1	6	0	0	17	94
8. The services I receive help me to function better in my life.	1	6	0	0	17	94
9. If I were to seek help again, I would come back to the same program.	1	6	0	0	17	94
10. CMH staff follows my person centered plan (PCP) or family centered plan.	1	6	0	0	17	94
11. CMH helped me identify natural supports.	1	6	0	0	17	94

Response Rates for – Open 2009

(CEI - 65400)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	1	9	0	0	10	91
2. CMH staff are courteous and respectful.	0	0	1	8	12	92
3. CMH staff helps me to get the right type of services for my problem.	1	8	0	0	11	92
4. In general, I am satisfied with the services provided by CMH.					13	100
5. CMH staff understand my needs and situation.	1	8	0	0	11	92
6. CMH staff have the knowledge and skills to serve me well.					12	100
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	0	0	1	8	11	92
8. The services I receive help me to function better in my life.	1	8	0	0	1	92
9. If I were to seek help again, I would come back to the same program.	1	8	0	0	11	92
10. CMH staff follows my person centered plan (PCP) or family centered plan.	1	8	0	0	11	92
11. CMH helped me identify natural supports.	1	9	0	0	10	91

Response Rates for – Open 2009

(CEI - 66108)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.					7	100
2. CMH staff are courteous and respectful.					7	100
3. CMH staff helps me to get the right type of services for my problem.			1	14	6	86
4. In general, I am satisfied with the services provided by CMH.					7	100
5. CMH staff understand my needs and situation.			1	14	6	86
6. CMH staff have the knowledge and skills to serve me well.					6	100
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.			1	14	6	86
8. The services I receive help me to function better in my life.					7	100
9. If I were to seek help again, I would come back to the same program.			1	14	6	86
10. CMH staff follows my person centered plan (PCP) or family centered plan.			1	14	6	86
11. CMH helped me identify natural supports.					7	100

Response Rates for – Open 2009

(CEI - 66109)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.					15	100
2. CMH staff are courteous and respectful.					15	100
3. CMH staff helps me to get the right type of services for my problem.					15	100
4. In general, I am satisfied with the services provided by CMH.					15	100
5. CMH staff understand my needs and situation.					15	100
6. CMH staff have the knowledge and skills to serve me well.					14	100
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.					15	100
8. The services I receive help me to function better in my life.			1	7	13	93
9. If I were to seek help again, I would come back to the same program.					15	100
10. CMH staff follows my person centered plan (PCP) or family centered plan.			2	15	11	85
11. CMH helped me identify natural supports.			1	7	13	93

Response Rates for – Open 2009

(CEI - 67102)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	5	11	5	11	37	79
2. CMH staff are courteous and respectful.	3	6	3	6	42	88
3. CMH staff helps me to get the right type of services for my problem.	3	6	8	17	37	77
4. In general, I am satisfied with the services provided by CMH.	3	6	5	10	40	83
5. CMH staff understand my needs and situation.	3	6	6	13	39	81
6. CMH staff have the knowledge and skills to serve me well.	5	10	4	8	39	81
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	5	10	3	6	40	83
8. The services I receive help me to function better in my life.	4	8	7	15	37	77
9. If I were to seek help again, I would come back to the same program.	5	10	5	10	38	79
10. CMH staff follows my person centered plan (PCP) or family centered plan.	4	8	5	11	38	81
11. CMH helped me identify natural supports.	2	4	5	10	41	85

Response Rates for – Open 2009

(CEI - 67201)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	4	5	3	4	79	92
2. CMH staff are courteous and respectful.	2	2	7	8	77	90
3. CMH staff helps me to get the right type of services for my problem.	6	7	2	2	78	91
4. In general, I am satisfied with the services provided by CMH.	6	7	3	4	77	90
5. CMH staff understand my needs and situation.	5	6	4	5	77	90
6. CMH staff have the knowledge and skills to serve me well.	3	4	4	5	78	92
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	4	5	6	7	74	88
8. The services I receive help me to function better in my life.	5	6	2	2	78	92
9. If I were to seek help again, I would come back to the same program.	4	5	4	5	77	91
10. CMH staff follows my person centered plan (PCP) or family centered plan.	5	6	5	6	76	88
11. CMH helped me identify natural supports.	5	6	4	5	77	90

Response Rates for – Open 2009

(CEI - 67206)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	1	4	1	4	25	93
2. CMH staff are courteous and respectful.	1	4	1	4	25	93
3. CMH staff helps me to get the right type of services for my problem.	3	11	0	0	24	89
4. In general, I am satisfied with the services provided by CMH.	0	0	1	4	26	96
5. CMH staff understand my needs and situation.	1	4	1	4	25	93
6. CMH staff have the knowledge and skills to serve me well.	2	7	1	4	24	89
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	1	4	0	0	25	96
8. The services I receive help me to function better in my life.	1	4	2	7	24	89
9. If I were to seek help again, I would come back to the same program.	2	7	1	4	24	89
10. CMH staff follows my person centered plan (PCP) or family centered plan.	1	4	1	4	25	93
11. CMH helped me identify natural supports.	0	0	1	4	26	96

Response Rates for – Open 2009

(CEI - 67301)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	6	8	4	5	68	87
2. CMH staff are courteous and respectful.	6	8	4	5	68	87
3. CMH staff helps me to get the right type of services for my problem.	10	13	4	5	64	82
4. In general, I am satisfied with the services provided by CMH.	6	8	2	3	70	90
5. CMH staff understand my needs and situation.	8	10	5	6	5	83
6. CMH staff have the knowledge and skills to serve me well.	6	8	5	7	66	86
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	8	10	3	4	66	86
8. The services I receive help me to function better in my life.	7	9	3	4	68	87
9. If I were to seek help again, I would come back to the same program.	9	12	2	3	67	86
10. CMH staff follows my person centered plan (PCP) or family centered plan.	7	9	8	11	60	80
11. CMH helped me identify natural supports.	8	10	11	14	59	76

Response Rates for – Open 2009

(CEI - 67302)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	0	0	1	2	51	98
2. CMH staff are courteous and respectful.					52	100
3. CMH staff helps me to get the right type of services for my problem.			3	6	49	94
4. In general, I am satisfied with the services provided by CMH.					52	100
5. CMH staff understand my needs and situation.			1	2	51	98
6. CMH staff have the knowledge and skills to serve me well.			1	2	51	98
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	3	6	2	4	47	90
8. The services I receive help me to function better in my life.			4	8	47	92
9. If I were to seek help again, I would come back to the same program.	1	2	2	4	49	94
10. CMH staff follows my person centered plan (PCP) or family centered plan.	1	2	0	0	51	98
11. CMH helped me identify natural supports.	2	4	5	10	45	87

Response Rates for – Open 2009

(CEI – 67306)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	5	7	4	6	61	87
2. CMH staff are courteous and respectful.	6	9	2	3	63	89
3. CMH staff helps me to get the right type of services for my problem.	6	9	4	6	61	86
4. In general, I am satisfied with the services provided by CMH.	5	7	3	4	63	89
5. CMH staff understand my needs and situation.	6	9	4	6	61	86
6. CMH staff have the knowledge and skills to serve me well.	6	9	5	7	60	85
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	5	7	5	7	61	86
8. The services I receive help me to function better in my life.	4	6	4	6	63	89
9. If I were to seek help again, I would come back to the same program.	6	9	5	7	59	84
10. CMH staff follows my person centered plan (PCP) or family centered plan.	4	6	5	7	60	87
11. CMH helped me identify natural supports.	7	10	8	1	55	79

Response Rates for – Open 2009

(CEI - 67308)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	1	4	0	0	26	96
2. CMH staff are courteous and respectful.	1	4	0	0	26	96
3. CMH staff helps me to get the right type of services for my problem.	1	4	0	0	26	96
4. In general, I am satisfied with the services provided by CMH.	1	4	0	0	26	96
5. CMH staff understand my needs and situation.	1	4	2	8	23	89
6. CMH staff have the knowledge and skills to serve me well.	1	4	1	4	25	93
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	1	4	0	0	26	96
8. The services I receive help me to function better in my life.	1	4	0	0	26	96
9. If I were to seek help again, I would come back to the same program.	1	4	0	0	26	96
10. CMH staff follows my person centered plan (PCP) or family centered plan.	0	0	1	4	26	96
11. CMH helped me identify natural supports.	1	4	1	4	25	93

Response Rates for – Open 2009

(CEI - 67309)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	1	3	2	6	30	91
2. CMH staff are courteous and respectful.	1	3	2	6	30	91
3. CMH staff helps me to get the right type of services for my problem.	1	3	2	6	30	91
4. In general, I am satisfied with the services provided by CMH.	1	3	2	6	30	91
5. CMH staff understand my needs and situation.	1	3	2	6	30	91
6. CMH staff have the knowledge and skills to serve me well.	1	3	2	6	30	91
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	1	3	5	15	27	82
8. The services I receive help me to function better in my life.	1	3	3	9	28	88
9. If I were to seek help again, I would come back to the same program.	1	3	3	9	29	88
10. CMH staff follows my person centered plan (PCP) or family centered plan.	2	6	3	9	28	85
11. CMH helped me identify natural supports.	1	3	3	9	28	88

Response Rates for – Open 2008

(CEI - 69110)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.					13	100
2. CMH staff are courteous and respectful.					14	100
3. CMH staff helps me to get the right type of services for my problem.					13	100
4. In general, I am satisfied with the services provided by CMH.					13	100
5. CMH staff understand my needs and situation.					12	100
6. CMH staff have the knowledge and skills to serve me well.					12	100
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.			1	8	11	92
8. The services I receive help me to function better in my life.					12	100
9. If I were to seek help again, I would come back to the same program.					12	100
10. CMH staff follows my person centered plan (PCP) or family centered plan.					12	100
11. CMH helped me identify natural supports.					12	100

APPENDIX C

IONIA COMMUNITY MENTAL HEALTH SERVICES

Response Rates for – Open 2009

(Ionia SCT - DD)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	2	5	2	5	37	90
2. CMH staff are courteous and respectful.					41	100
3. CMH staff helps me to get the right type of services for my problem.	3	7	3	7	35	85
4. In general, I am satisfied with the services provided by CMH.	2	5	2	5	37	90
5. CMH staff understand my needs and situation.	2	5	5	12	34	83
6. CMH staff have the knowledge and skills to serve me well.	2	5	3	7	36	88
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	2	5	3	7	36	88
8. The services I receive help me to function better in my life.	1	2	6	15	34	83
9. If I were to seek help again, I would come back to the same program.	2	5	1	2	38	93
10. CMH staff follows my person centered plan (PCP) or family centered plan.	2	5	4	10	35	85
11. CMH helped me identify natural supports.	3	7	5	12	33	81

Response Rates for – Open 2009

(Ionia – 201 Case Management -- MI)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	1	13	0	0	7	88
2. CMH staff are courteous and respectful.	1	13	0	0	7	88
3. CMH staff helps me to get the right type of services for my problem.	1	13	0	0	7	88
4. In general, I am satisfied with the services provided by CMH.	1	13	0	0	7	88
5. CMH staff understand my needs and situation.	1	13	0	0	7	88
6. CMH staff have the knowledge and skills to serve me well.	1	13	0	0	7	88
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	1	13	0	0	7	88
8. The services I receive help me to function better in my life.	1	13	0	0	7	88
9. If I were to seek help again, I would come back to the same program.	1	13	0	0	7	88
10. CMH staff follows my person centered plan (PCP) or family centered plan.	1	13	0	0	7	88
11. CMH helped me identify natural supports.	2	25	0	0	6	75

Response Rates for – Open 2009

(Ionia – FIT – Home based)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	0	0	0	0	25	100
2. CMH staff are courteous and respectful.	0	0	0	0	26	100
3. CMH staff helps me to get the right type of services for my problem.	0	0	1	4	25	96
4. In general, I am satisfied with the services provided by CMH.	0	0	0	0	26	100
5. CMH staff understand my needs and situation.	0	0	2	8	24	92
6. CMH staff have the knowledge and skills to serve me well.	1	4	0	0	25	96
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	1	4	0	0	25	96
8. The services I receive help me to function better in my life.	1	4	3	12	22	85
9. If I were to seek help again, I would come back to the same program.	0	0	1	4	25	96
10. CMH staff follows my person centered plan (PCP) or family centered plan.	0	0	2	8	24	92
11. CMH helped me identify natural supports.	0	0	1	4	25	96

Response Rates for – Open 2009

(Ionia – SCT: MI)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	1	2	3	6	49	93
2. CMH staff are courteous and respectful.	1	2	1	2	51	96
3. CMH staff helps me to get the right type of services for my problem.	2	4	3	6	48	91
4. In general, I am satisfied with the services provided by CMH.	3	6	1	2	49	93
5. CMH staff understand my needs and situation.	2	4	1	2	50	94
6. CMH staff have the knowledge and skills to serve me well.	1	2	2	4	49	94
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	3	6	2	4	48	91
8. The services I receive help me to function better in my life.	1	2	5	9	47	89
9. If I were to seek help again, I would come back to the same program.	2	4	3	6	46	90
10. CMH staff follows my person centered plan (PCP) or family centered plan.	1	2	1	2	50	96
11. CMH helped me identify natural supports.	3	6	4	8	45	87

Response Rates for – Open 2009

(Ionia - 204 Outpatient)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	6	6	3	3	90	91
2. CMH staff are courteous and respectful.	5	5	0	0	94	95
3. CMH staff helps me to get the right type of services for my problem.	6	6	9	9	84	85
4. In general, I am satisfied with the services provided by CMH.	5	5	4	4	90	91
5. CMH staff understand my needs and situation.	5	5	3	3	91	92
6. CMH staff have the knowledge and skills to serve me well.	5	5	0	0	94	95
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	6	6	2	2	91	92
8. The services I receive help me to function better in my life.	8	8	7	7	84	85
9. If I were to seek help again, I would come back to the same program.	5	5	2	2	92	93
10. CMH staff follows my person centered plan (PCP) or family centered plan.	8	8	10	10	78	81
11. CMH helped me identify natural supports.	7	7	11	11	81	82

APPENDIX D

MANISTEE-BENZIE COMMUNITY MENTAL HEALTH

Response Rates for – Open 2009

(Manistee-Benzie)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	9	8	4	4	102	89
2. CMH staff are courteous and respectful.	4	4	4	4	107	93
3. CMH staff helps me to get the right type of services for my problem.	8	7	8	7	100	86
4. In general, I am satisfied with the services provided by CMH.	6	5	6	5	104	90
5. CMH staff understand my needs and situation.	5	4	11	10	100	86
6. CMH staff have the knowledge and skills to serve me well.	4	4	10	9	100	88
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	6	5	7	6	102	89
8. The services I receive help me to function better in my life.	6	5	6	5	104	90
9. If I were to seek help again, I would come back to the same program.	5	4	9	8	102	88
10. CMH staff follows my person centered plan (PCP) or family centered plan.	6	5	5	4	104	90
11. CMH helped me identify natural supports.	8	7	15	13	91	80

Response Rates for – Open 2009

(MB – 401 ACT)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	1	11	0	0	8	89
2. CMH staff are courteous and respectful.	0	0	1	11	8	89
3. CMH staff helps me to get the right type of services for my problem.	1	11	2	22		
4. In general, I am satisfied with the services provided by CMH.	0	0	2	22	7	78
5. CMH staff understand my needs and situation.	0	0	2	22	7	78
6. CMH staff have the knowledge and skills to serve me well.	0	0	1	12	7	8
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	1	11	0	0	8	89
8. The services I receive help me to function better in my life.	1	11	2	22	6	67
9. If I were to seek help again, I would come back to the same program.	0	0	1	11	8	89
10. CMH staff follows my person centered plan (PCP) or family centered plan.	0	0	1	11	8	89
11. CMH helped me identify natural supports.	0	0	2	25	6	75

Response Rates for – Open 2009

(MB - 402 DD - Manistee)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	3	5	3	5	54	90
2. CMH staff are courteous and respectful.	1	2	2	3	57	95
3. CMH staff helps me to get the right type of services for my problem.	2	3	5	8	53	88
4. In general, I am satisfied with the services provided by CMH.	1	2	4	7	55	92
5. CMH staff understand my needs and situation.	1	2	5	8	54	90
6. CMH staff have the knowledge and skills to serve me well.	1	2	6	10	52	88
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	1	2	5	9	53	90
8. The services I receive help me to function better in my life.	2	3	1	2	57	95
9. If I were to seek help again, I would come back to the same program.	1	2	6	10	53	88
10. CMH staff follows my person centered plan (PCP) or family centered plan.	1	2	2	3	57	95
11. CMH helped me identify natural supports.	4	7	6	10	49	83

Response Rates for – Open 2009

(MB - 400 DD - Benzie)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	5	11	1	2	40	87
2. CMH staff are courteous and respectful.	3	7	1	2	42	91
3. CMH staff helps me to get the right type of services for my problem.	5	11	1	2	41	87
4. In general, I am satisfied with the services provided by CMH.	5	11	0	0	42	89
5. CMH staff understand my needs and situation.	4	9	4	9	39	83
6. CMH staff have the knowledge and skills to serve me well.	3	6	3	6	41	87
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	4	9	2	4	41	87
8. The services I receive help me to function better in my life.	3	6	3	6	41	87
9. If I were to seek help again, I would come back to the same program.	4	9	2	4	41	87
10. CMH staff follows my person centered plan (PCP) or family centered plan.	5	1	2	4	39	85
11. CMH helped me identify natural supports.	4	9	7	15	36	77

APPENDIX E

NEWAYGO COMMUNITY MENTAL HEALTH

Response Rates for – Open 2009

(Newaygo)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	5	3	2	1	151	96
2. CMH staff are courteous and respectful.	1	>1	2	1	156	98
3. CMH staff helps me to get the right type of services for my problem.	5	3	2	1	152	96
4. In general, I am satisfied with the services provided by CMH.	4	3	3	2	151	96
5. CMH staff understand my needs and situation.	5	3	3	2	151	95
6. CMH staff have the knowledge and skills to serve me well.	2	1	4	3	152	96
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	3	2	2	1	154	97
8. The services I receive help me to function better in my life.	6	4	5	3	147	93
9. If I were to seek help again, I would come back to the same program.	3	2	2	1	154	97
10. CMH staff follows my person centered plan (PCP) or family centered plan.	2	1	6	4	150	95
11. CMH helped me identify natural supports.	3	2	10	6	146	92

Response Rates for – Open 2009

(Newaygo - 100 ACT)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	0	0	0	0	5	100
2. CMH staff are courteous and respectful.	0	0	0	0	5	100
3. CMH staff helps me to get the right type of services for my problem.	0	0	0	0	5	100
4. In general, I am satisfied with the services provided by CMH.	0	0	0	0	5	100
5. CMH staff understand my needs and situation.	0	0	0	0	5	100
6. CMH staff have the knowledge and skills to serve me well.	0	0	0	0	5	100
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	0	0	0	0	5	100
8. The services I receive help me to function better in my life.	0	0	0	0	5	100
9. If I were to seek help again, I would come back to the same program.	0	0	0	0	5	100
10. CMH staff follows my person centered plan (PCP) or family centered plan.	0	0	0	0	5	100
11. CMH helped me identify natural supports.	0	0	0	0	5	100

Response Rates for – Open 2009

(Newwaygo - 400 MI Child OPT)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.					1	100
2. CMH staff are courteous and respectful.					1	100
3. CMH staff helps me to get the right type of services for my problem.					1	100
4. In general, I am satisfied with the services provided by CMH.					1	100
5. CMH staff understand my needs and situation.					1	100
6. CMH staff have the knowledge and skills to serve me well.					1	100
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.					1	100
8. The services I receive help me to function better in my life.					1	100
9. If I were to seek help again, I would come back to the same program.					1	100
10. CMH staff follows my person centered plan (PCP) or family centered plan.					1	100
11. CMH helped me identify natural supports.					1	100

Response Rates for – Open 2009

(Newaygo - 410 MI Child CSM)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.					15	100
2. CMH staff are courteous and respectful.					15	100
3. CMH staff helps me to get the right type of services for my problem.			1	7	14	93
4. In general, I am satisfied with the services provided by CMH.			1	7	14	93
5. CMH staff understand my needs and situation.			1	7	14	93
6. CMH staff have the knowledge and skills to serve me well.			1	7	14	93
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.					15	100
8. The services I receive help me to function better in my life.			1	7	14	93
9. If I were to seek help again, I would come back to the same program.					15	100
10. CMH staff follows my person centered plan (PCP) or family centered plan.					15	100
11. CMH helped me identify natural supports.			1	7	4	93

Response Rates for – Open 2009

(Newwaygo - 510 DD Child CM)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.					3	100
2. CMH staff are courteous and respectful.					3	100
3. CMH staff helps me to get the right type of services for my problem.					3	100
4. In general, I am satisfied with the services provided by CMH.					3	100
5. CMH staff understand my needs and situation.					3	100
6. CMH staff have the knowledge and skills to serve me well.					3	100
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.			1	33	2	67
8. The services I receive help me to function better in my life.					3	100
9. If I were to seek help again, I would come back to the same program.					3	100
10. CMH staff follows my person centered plan (PCP) or family centered plan.					3	100
11. CMH helped me identify natural supports.			1	33	2	67

Response Rates for – Open 2009

(Newwaygo - 600 MI Adult OPT)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	2	4	1	2	46	94
2. CMH staff are courteous and respectful.	0	0	2	4	47	96
3. CMH staff helps me to get the right type of services for my problem.	3	6	0	0	46	94
4. In general, I am satisfied with the services provided by CMH.	3	6	0	0	45	94
5. CMH staff understand my needs and situation.	3	6	0	0	46	94
6. CMH staff have the knowledge and skills to serve me well.	1	2	1	2	46	96
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	2	4	0	0	47	96
8. The services I receive help me to function better in my life.	3	6	2	4	44	90
9. If I were to seek help again, I would come back to the same program.	2	4	0	0	47	96
10. CMH staff follows my person centered plan (PCP) or family centered plan.	1	2	4	8	4	90
11. CMH helped me identify natural supports.	1	2	6	12	42	86

Response Rates for – Open 2009

(Newaygo - 610 MI Adult CSM)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	1	2	0	0	60	98
2. CMH staff are courteous and respectful.	0	0	0	0	62	100
3. CMH staff helps me to get the right type of services for my problem.	1	2	1	2	60	97
4. In general, I am satisfied with the services provided by CMH.	1	2	1	2	60	97
5. CMH staff understand my needs and situation.	1	2	2	3	59	95
6. CMH staff have the knowledge and skills to serve me well.	0	0	2	3	60	97
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	0	0	1	2	61	98
8. The services I receive help me to function better in my life.	2	3	0	0	59	97
9. If I were to seek help again, I would come back to the same program.	0	0	1	2	61	98
10. CMH staff follows my person centered plan (PCP) or family centered plan.	1	2	1	2	59	97
11. CMH helped me identify natural supports.	1	2	2	3	59	95

Response Rates for – Open 2009

(Newaygo - 710 DD Adult CSM)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	1	6	0	0	16	94
2. CMH staff are courteous and respectful.	1	6	0	0	16	94
3. CMH staff helps me to get the right type of services for my problem.	0	0	1	6	16	94
4. In general, I am satisfied with the services provided by CMH.	1	6	0	0	16	94
5. CMH staff understand my needs and situation.	1	6	0	0	16	94
6. CMH staff have the knowledge and skills to serve me well.	1	6	1	6	15	88
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	1	6	0	0	16	94
8. The services I receive help me to function better in my life.	1	6	1	6	15	88
9. If I were to seek help again, I would come back to the same program.	0	0	1	6	16	94
10. CMH staff follows my person centered plan (PCP) or family centered plan.	1	6	0	0	16	94
11. CMH helped me identify natural supports.	1	6	0	0	16	94

Response Rates for – Open 2009

(Newaygo - 800 MI Child HB)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.					4	100
2. CMH staff are courteous and respectful.					4	100
3. CMH staff helps me to get the right type of services for my problem.					4	100
4. In general, I am satisfied with the services provided by CMH.					4	100
5. CMH staff understand my needs and situation.					4	100
6. CMH staff have the knowledge and skills to serve me well.					4	100
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.					4	100
8. The services I receive help me to function better in my life.					4	100
9. If I were to seek help again, I would come back to the same program.					4	100
10. CMH staff follows my person centered plan (PCP) or family centered plan.					4	100
11. CMH helped me identify natural supports.					4	100

Response Rates for – Open 2009

(Newwaygo - 900 SYNERGY)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.					3	100
2. CMH staff are courteous and respectful.					3	100
3. CMH staff helps me to get the right type of services for my problem.					3	100
4. In general, I am satisfied with the services provided by CMH.					3	100
5. CMH staff understand my needs and situation.					3	100
6. CMH staff have the knowledge and skills to serve me well.					3	100
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.			1	33	2	67
8. The services I receive help me to function better in my life.					3	100
9. If I were to seek help again, I would come back to the same program.					3	100
10. CMH staff follows my person centered plan (PCP) or family centered plan.					3	100
11. CMH helped me identify natural supports.					3	100

APPENDIX F

GRATIOT COMMUNITY MENTAL HEALTH AGENCY

Response Rates for – Open 2009

(Gratiot)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	3	1	11	4	234	94
2. CMH staff are courteous and respectful.	2	1	2	1	245	98
3. CMH staff helps me to get the right type of services for my problem.	2	1	12	5	235	94
4. In general, I am satisfied with the services provided by CMH.	2	1	6	2	241	97
5. CMH staff understand my needs and situation.	2	1	7	3	240	96
6. CMH staff have the knowledge and skills to serve me well.	4	2	3	1	242	97
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	5	2	2	1	242	97
8. The services I receive help me to function better in my life.	3	1	12	5	234	94
9. If I were to seek help again, I would come back to the same program.	3	1	4	2	242	97
10. CMH staff follows my person centered plan (PCP) or family centered plan.	4	2	8	3	236	95
11. CMH helped me identify natural supports.	4	2	13	5	230	93

Response Rates for – Open 2009

(Gratiot - 4412 Infant Mental Health)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.					6	100
2. CMH staff are courteous and respectful.					6	100
3. CMH staff helps me to get the right type of services for my problem.					6	100
4. In general, I am satisfied with the services provided by CMH.					6	100
5. CMH staff understand my needs and situation.					6	100
6. CMH staff have the knowledge and skills to serve me well.					6	100
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.					6	100
8. The services I receive help me to function better in my life.					6	100
9. If I were to seek help again, I would come back to the same program.					6	100
10. CMH staff follows my person centered plan (PCP) or family centered plan.					6	100
11. CMH helped me identify natural supports.					6	100

WRITTEN COMMENTS

2009 OPEN MI COMMENTS

CEI

22101

I think you guys do a good job with the program. I don't agree with some stuff but it's the way it is for a reason, thanks.

YAY! I am so happy.

This place seems like a jail. I understand that the majority of people are here from the "system". I've been in private treatment centers before and there is a definite difference. I haven't been here long so I didn't grade some of y our questions.

My comments and suggestions is that the House of Commons should return back to the way it was and this program has helped me a lot . Thank you.

26105

Think it would be nice to use your service out in the real world.

Thanks for the help. I really need it to better myself for my three boys and to be a better father.

I appreciate this group very much. It has helped my stay at ICJ and has also given me lots of tools and resources for when I leave ICJ.

I think the CATS Program should let me start the program when I first got here.

T during my incarceration helped me a lot with my addiction. I truly enjoyed my one on one sessions with him as he helped me rebuild my self value and helped me to come up with a good recovery plan when I leave ICJ. Thank you T

I have not been in program long enough to answer all questions thoroughly.

26106

Suggest not telling someone else, they were in a fight here, because you get harassed for it afterward.

Thank you!

K does a good job with me.

I like it here and have been happy with my treatment and outcome. I seriously hope when my treatment is done, I won't need to come back!

Thank you,

It is a good place.

I'm happy with all my CMH help.

Staff was always very friendly upon arrival. Mr. R has been a great help, very understanding and easy to talk with.

K is an exceptional counselor!

Everything is great from my point of view.

36112

C works well with my kids and even points out areas that need to be worked on if as a parent. She has genuine care and interest in helping my children. My kids enjoy coming to her and feel comfortable and safe in working with her.

C gives good ideas that I as a parent didn't think of to work better with my child.

C is just wonderful and has helped my son so much already! The whole staff is friendly and makes my son feel very comfortable. He has been able to open up much more than I thought possible so quickly. I have high hopes they (CMH) will also be able to help my daughter.

Staff is available anytime that they are needed and assist with a variety of issues or the whole package to help improve the issue. Staff also gives tools needed during the week to assist with client's well being.

Ms. C has been a tremendous help with my daughter. She is starting to get control of her emotions, without getting so angry. Thank you for CMH and Ms.C .

CMH goes above and beyond normal care. The staff is friendly and helpful. My experience with CMH has always been terrific. Thank you all.

65400

Do not let them work with money that should be left up to the staff.

66108

B does an outstanding job understanding her patients' needs in either individual or group sessions. The staff here is very friendly and understanding of one's needs. They are a great asset to the community.

66109

I feel really close to everyone in the programs. They make me feel needed and wanted. It's like we are family.

Thank you so much!

Once I was finally able to get my daughter in for help I have been very satisfied with the help she has received

67102

G has been the best thing to come to the ACT Program in the ten years that I have been using your services. As God's inner calling reminds me, L has also been a big help in saving grace. Thanks a lot!

67201

I appreciate the Adventure Posse and the assistance from A and I would like to enjoy making arrangements for a trip with D. Please give me balance sheet once a month.

You guys are all so kind. Why would anyone look forward to going to the doctor? I do!! It's my life.

I disagree getting my shot instead of taking the pills to help me.

I think you all for doing good works will done.

CMH has been a big help foe me in the last 3 years especially in keeping me out of the hospital.

I am happy with the services of CMH and my daily living CLA.

In helping others it's easy to get weary yourself and not take proper care of your own needs. Sometimes I see a little weariness in the expressions of those at CMH. Make sure you're taking good care of yourselves and each other and then your work will be more

enjoyable and rewarding! For whatever it's worth.

Services are well and help provide advice and words that have a clue for a better communication skills and verbalization to answer my mental health and security in the program.

Great stuff!

The two years I have been seeing Anna and Dr. has been very helpful. The staff here at MRO has been very helpful. I have recommended people in the past to come here.

I am in need of a NEW Rep payee. Hopefully CMH can help make that happen! (ASAP)

67206

Keep up the good work.

.

Meals on wheels been cancer.

67301

Been coming here for years and quite frankly the service has gotten better and more efficient in the last two years, much to my amazement.

Greg Lott is a great therapist.

When you lock people up for nothing you lose all of their trust.

I feel my symptoms are worse and need help.

I want assistance for higher functioning people such as self Example: start a business.

The security staff needs to be friendlier and get to know us as people. This would save time and keep them safer.

I just want to say that I don't know all staff at CMH but I have met some of them and the ones I met are people who have worked me for about ten months and I think the ones I work with me a good group.

Thank you for pertaining with my issues, for negative and positive.

There should be a live nurse in cases of emergencies not a tape machine.

67302

All of the team have my interest to meet my needs. I feel very comfortable there and all the staff help meet my needs they do all they can do to help, when an emergency comes

up. Most of the time my appointments are on time. They make sure my meds are on time. Thank you for all of your help.

Dr and J are excellent and help me with all my needs promptly and graciously.

Very helpful – good people.

I have received such good care from OAS. I hope I can remain a client for some time now. Without OAS, I would never have come as far as I had.

I would recommend a private doctor.

I think the CMH staff expect you to make decisions for yourself. If you can't then that is when they give more help.

Being accused of being schizophrenia and I'm not. I am not hearing things and I'm not seeing things.

The Dr. B doesn't talk much.

67306

History+Client since 2005. Same doctor, 4 different workers. A sexy sixty senior needs, loves, now/won becoming/believing in self and/or/also support system in Ingham, Eaton, Clinton Counties of Michigan. Community involvement CMH.JIHMA/NAMI/Church/Edgewood Village/ 10.Q/Thanx/Thank U/Thanks/Thank you! 4 helping me, help myself. I could/would/should can bloom where I am planted. WWJD=What will Jesus do?! and/or/also What would Jesus do?!

Community mental health Authority saved my life.

Community mental Health works together as a team.

Nothing at this time. Oh, increase my social network as I have “)” friends.

Raelyn is an excellent therapist and I would recommend her to anyone who has issues/problems similar to my own! She should probably be paid more...

Thank you for everything you are doing.

I am getting treatment for a mental illness. I have been receiving shots from Community Mental Health. Also, I have been taking prescribed medications orally every morning. I have a mental health therapist that I meet with every other week.

My case manager is wonderful. I wouldn't trade her for anything. She has truly helped me overcome a lot of issues in my life.

My therapist is the only reason I come back, she help me see things in another way. Not just my one way of thinking-she helps me deal with life better than I had been!

I really glad to get the help I need, I know if I need Bridges I'll come in I'm very glad to be with CMH for my needs there very helpful to me and understanding to my needs and very good to me also there support of me. I really enjoy talking to J and D . There very support of me and my needs. When I'm here, there always try there best to help me when I need to be help. I will give good for you all. Thanks again.

Very pleased.

I think you guys are doing a good job. You helped me out. You guys are always there for me. If you can't help me, you give me number of someone who can.

I think there should be more groups for bi-polar Type 1 people. I have a great case manager- , she helps me out a lot.

Very professional and kind.

67309

Staff is very friendly and helpful.

I've had various counselors over the years and specifically stayed in St. Johns for my therapists sessions. B has a support group that teaches: How to self-soothe, slow down and stop being so hard on yourself, how to communicate better with loved ones and people in general. DBSA classes were great and I use these skills and enjoy my sessions with her for bi-polar disorder.

I would like my medication changed if it is in the power of the office to dos o.

Show Lansing CMH how Clinton counties program works. Actually both have been wonderful, Clint was wonderful

CMH has been a life saver. I don't know what would have become of me had it not been for the services offered .here.

Staff has been very helpful to me and have done all they could.

I appreciate you all so much for your support with the on-going problems I've had in my life. You sure have all succeeded within my meets of going on in life. If I know if anybody who has problems, I will consider them to your clinic. As long as I cooperate with you all at the community mental health clinic and cooperate as always with taking medication there is no reason not to have a healthy future now and ahead of me. This is

my given the knowledge.

I really like my services at CMH and I like the way get treated at CMH. I also like my case manager.

Everything is going OK.

69110

I'm very satisfied. I love Dr. and you've been terrific.

L is a remarkable young lady. I don't need to say much without her understanding what I'm trying to say. I appreciate her coming to my apartment for I am much more relaxed and can remember better.

I have been more than pleased with the staff and the program! The staff has been very helpful to me, I have no complaints. I'm doing so much better than when I first began. I'm very grateful and I would recommend CMH to anyone who needed such services. Keep up the fine work!

GRATIOT

I am especially amazed and completely satisfied with the helpful and courteous behavior of the staff at CMH.

I am very pleased with the services my son is receiving. Nicole is very helpful and has given very helpful information and tips on how to better understand my child and his condition. I also appreciate her helpful pointers for parenting. Thank you so much for everything you have done to help my child and family.

I wish that I could also get counseling. The peer support person assigned to me doesn't know the meaning of the word "support". I always feel worse after speaking to them.

Greatly appreciate the concern and assistance received by Elizabeth.

I truly believe that assistance from my own experience is superior, very caring and supportive from the mental health clinic. However, the two experiences of late which I had in GMC was a totally different issue.

You do a great job of providing services to my daughter! I would recommend Chrissy to anyone who has a teenage daughter.

I really enjoy my time with Jeff – he is a great counselor.

I wouldn't know what to do without the staff here. I live alone and all my children are out of town. I know I can come here if a problem arises.

Have always been very accommodating to my circumstances and problems.

Jeff, my counselor, is a very good listener! Then he makes comments or suggestions. I like him a lot, He lets me get a lot of stuff off my chest that I would otherwise just hold inside and for me that would not be a good thing.

When I received services from the Lansing office, the psychiatrists were more personable and friendly. Here they seem stand offish, sitting behind a huge desk, etc.

I'm very happy with our home visitor. She treats my family with so much respect and always walks ins our home with a smile and helping hand with anything or to answer any questions we have or need help with. We couldn't ask for a better person. Thank you for being so caring to may family's needs.

I am very satisfied with the counseling for my daughter. I am glad she came here.

I have a disagreement with one staff = I ma need to file a complaint to R.R.

Milly is a great person she helps me out a lot with A. I'm grateful for her.

Make services more known to public. This is a wonderfully supportive, helpful and effective establishment. Also consider e-mail as a means of contacting patients who have difficulties using telephones.

Thank you for everything you guys are doing.

I feel it is a wonderful program and very helpful.

I have been in the Infant Mental Health for 5 years and it is a very benefit program, great to my family, great support for me and my children.

Moll;y is very helpful to my family.

I really do not care for Dr. Lye and would like to see a different doctor. She was the only exception to this survey.

Coming and and talking has help me deal with my depression. Sandy has given me tools to work with when life gets tough. I have tried to encourage my daughter to come in after the death of my son (her brother).

Sandy has been a wonderful therapist. She has been very patient and understanding of my needs. The only thing that has been an issue is length of time I have had to wait to see the psychiatrist. My therapy overall has been so wonderful and an excellent way to get in

touch with my hidden self. I have actually recommended your therapy services to people in need, It really is a wonderful program and I am very happy with it.

I really love the people who help me here. I would feel lost without them and they provide me with information that helps me.

The services provided to me by CMH are vital. The counseling therapy has helped me greatly and continues to do so. I am very glad that these services are available to me.

I was broken and lost before therapy. I couldn't and wouldn't face my fears and anxiety. It was so unbearable that I wanted to give up. Through therapy with Sandy I have faced a lot of my fears, and I have the tools to know when an anxiety attack is coming and how to deal with it. I would recommend Sandy and therapy to anyone who has a mental illness. Therapy is vital to recovery.

Therapy has been WONDERFUL! It has helped me so much. I never thought I could honestly be happy. CMH and Sandy has improved my life ten times over. Thank you!

IONIA

No written comments

NEWAYGO

I seem to be doing well with my medication changes. I still have a major problem sleeping.

H has been a wonderful person. She has been helping my daughter for awhile now and has done a great job in helping my daughter with her problems that she has. H has been a godsend to our family and I will never forget the job she has done. Thank you H .

L has been very easy to understand me to where other people have not understood me nor my own terminology also very understanding to my personal situation. If only all of your workers could take some crash courses from her they might be easier to get along with and have a heart unlike some to be unnamed!

Miss H has done an excellent job helping our family with parenting classes (PMTO) and helping us through a major family catastrophe. She has done a wonderful job helping us figure out the best ways to help our children who are ADD, ODD and ODD, ADHD. Without the tools and assistance H has given us, our family would not be as close as we are now. We owe a lot to her care and assistance.

Mental Health has helped me the most throughout this year and I greatly appreciate it.

Everybody is awesome.

From the book “The Everything Health Guide to Schizophrenia” by Dr. Dean Haycock (2009), studies have shown that therapy works best in combination with medication. “People dealing with schizophrenia also can benefit from training that teaches them about the brain disease and its implications (p. 128). This client receives no therapy or training like this. No support group is available to this client in Newaygo County. Supportive and rehabilitative therapies are not available to client, as discussed in Dr. Haycock's book page 131. “Effective outpatient care should provide sufficient psychiatric monitoring, medical compliance, therapy and training in preparation for a job or volunteer position (p. 191). This has not been offered to client.

I thought Dr. was wonderful. She treated me with utmost respect during visits with her. Also, Rob was amazing, he made me feel very comfortable every time I seen him. He made it feel like we were old friends! I just wish that I didn't have to meet him under these circumstances. He would definitely be someone I would surround myself with for comfort and support.

I think N is a very good and nice worker. I really love the idea of having home services done cause I don't have my own transportation so this helps my 6 year old and I a lot, and the working with the schools, too.

J has been a real good person to me we bonded close together. He is like a father to me.

I think if I could get videos from men to get my shot I would have more people to talk to.

We have been working with Heather for over 2-1/2 years now and I don't know what our family would do without her. In my opinion, she goes way beyond the call of duty for us. My husband is older and because of his meds he has had a hard time with his memory, I work second shift and if I don't have her to attend doctor appointments with him I would never know what we needed to do for our son. Our son's case management program has been great for all of us and our son has come a long way since seeing Heather and I just hope and pray that she continues to be there for us for years to come. If for some reason something happened to our program or her job, I don't know what we would do. I have learned so much about mental illness and our resources since we started going to CMH and I thank the whole staff for being there for us.

When I originally contacted CMH they said that all the cost was covered and a counselor would be contacting me within a few days. 24 hours later CMH called to say that I was not covered, and further, they really only took serious mental health cases. I don't know what CMH defines as serious, but I had already told them my issues were keeping me from work and costing me my job. The the first referral suggestions I received was for a pastor. Pastoral counseling was not going to be enough for my issues. Then the man made a couple other suggestions, but he sounded unaware of who could help me. It took a lot for me to even make the call to CMH but I was left even more frustrated because I really didn't receive any help. Thankfully I have both a doctor and a friend who helped

me pursue other avenues for assistance. I would only recommend CMH to someone who had exhausted all other avenues of assistance.

I appreciate the “open arms” greeting that I receive when I come in. I also am grateful that Lori is in my life as a counselor.

ACT encourages me to understand how I feel and figure out what to do right now. They help me to live my life less frightened and more capable. I'm learning to challenge my fears – when I remember to.

Helpful of this kind of agency for situation and I am well satisfied.

W is tough on my son but not mean-she makes him accountable for what he does and it really helps him.

Even in the short time I've been receiving services, my family and I are seeing improvements in me. I think R is a great therapist and he should totally get a raise.

My counselor she feels she cares and helps me out a lot. When the Act team was working with me, it did not help. The comment that was made to me from one of them was not caring and didn't believe me in my problems. Between the communications my counselor and my doctors with my medical problems worked out very well.

I am thankful to have a worker who is genuinely concerned about my situation, she definitely is a huge part of the way maintain quality in my life. I can always count on her to give 100% effort 100% of the time, Thank you,

I need to make an appointment with R real soon. I wish it was a way you guys could provide transportation to some of your consumers because I hate missing appointments and transportation is a big issue for me.

K has been a great help. M is communicating and opens more about the way she feels. She has her highs and lows, has to keep communicating with her strongly to do her art work. Once she gets working and interested on a subject she doesn't stop. She actually has the energy to do this, just wouldn't do it. We are working on getting her strong enough to get her working by herself. She has come a long way.

I feel that if a client is not happy with who they have they have the right to change and it should be the client's choice on who they want and feel that the both of them will work well today and forever. I also feel when the client works with the med clinic that should be whatever they want.

You are a lot of help when your staff help me.

I am well satisfied with the service I receive and when B left- I am pleased with the switch to R . He has helped me in the right direction.

P is a wonderful person and she listens to what I have to say although I've only seen her once. She is nice and understands me well. I really like her.

Not familiar with everything because I'm quite new-also biggest problem is transportation.

I think that it's not up to you to decide without the patient's input when services should end. Just because I haven't expressed a desire to harm someone doesn't mean I'm not to be taken seriously.

I am very satisfied with the quality of services I receive from CMH.

My case worker is great. I just need to learn how to open up and little by little I'm getting there thanks to N . I'm learning to cope.

I need help with my depression. For at least two days I have been really depressed about missing my mother.

Have been coming for tars, CMH has become my family-without it, I don't know what would have happened. It's a wonderful service.

I cannot say enough for the positive changes and support my case manager P has done for me and my household. I am blessed for CMH to be a part of my life's improvement.

My worker is a live saver. She has helped me to keep my rage in check. She is helping me to find some balance in my life. Just knowing that she's there anytime I need her or that I'll be seeing her soon helps me to keep it together 98% of the time. I am so grateful that I have this precise worker.

When I first came through the doors at NCMH I was in a very bad way. All the people I encountered showed compassion and understanding. They quickly got me on my feet again. I'll be forever grateful to the entire staff.

Our case worker is exactly the right mix of tough lover/compassionate that our family needs. Even though our worker was assigned to assist my son, she goes above and beyond to provide support and help to our entire family!!

We love having A as our counselor. She helps so much. My son is doing better having her around, we don't want to lose her.

The Recovery Group has been very helpful. We miss F and B does a good job.

MANISTEE-BENZIE

Please allow Dr. to talk to is longer. The ACT Team is very good idea. I don't think if we wanted a therapist that we "have to" agree to go to D.B.T. And if we don't go we lose out on a therapist (It's not fair) some of us need a therapist for more than just to talk about D.B.T.

I am interested in a therapist (possibly) for my teenage daughter as well.

CMH has helped me a lot already. CMH staff is wonderful in helping me in resources, even outside of the community.

Services are wonderful but could use a little more help as far as billing goes. I am on a spend down through Medicaid and am a little confused as to how it works and receiving no help from DHS to solve the matter. Was hoping my counselor could help out but she has little knowledge of the program and what to do. I have put my counseling on hold do to this matter. Would like to continue when solved. On a healthier note, my counselor has been great and very understanding.

The staff did great services and helped me out when I needed it. I still need help on services. I need help on getting car repairs.

I'm really grateful for the opportunity to come her, it's been the best thing, you make me feel like I am worth something. I've got nothing but great help.

I would not be where I am to day if it weren't for D and K. I can't say how much they have helped me. They are my friends and care givers. A few months ago I went to the CMH in the individual complex to speak in front of a bunch of people about how much CMH has helped me. A year ago I could not have done this without the help of Dan and Kris. I have come a long way with their help.

S is very good at her job. I was very comfortable speaking to her even about private situations.

Thank you! No complaints! No Fear! I'm disabled with brain damage,

My only concern is the Peer Support System they have in place, leaves a lot to be desired. The phone call could have directed me too was not a good experience. My counselor was supportive in the issue. I feel the Peer Support System needs to be more school in people skills, they are very condescending and not helpful. I felt worse. Thank God I wasn't suicidal. I'd prefer not to get that done, I did talk to my therapist. She helped me. I don't want that Peer Support lady not to like me or cause me trouble. It's better not to rock the boat. I feel she would be more condescending and against me. You could still call me for the whole story but I won't agree to confront that lady.

Manistee CMH are not there to help. They are just there to talk to their co-workers when people really need help – all they worry about is their time. That is their personal time, I really don't think there's anyone at CMH Manistee that is there to really help.

I would like to say thank you everyone for being there for me when I really needed it! Thanks girls.

I would like to say the J and J was very helpful to me. I like them both a lot and again thank you J and J .

Leah is my child's case manager and she has always been wonderful and extremely helpful.

My personal experience with MBCMH was a wonderful experience. Absolute professionalism shown from receptionist – intake assessment worker – counselor! Appointments were coordinated to my convenience – reminder calls were made! Heath Green, MA, LPC is one ultimate professional!!!! This is a phenomenal program with superior employees! Don't understand the switch of staff. Took longer than the PCP plan stated. But in the end we finally got the results we were looking for.

The worker I have is so helpful to me in my troubled times. She understands what I need most and is helping me to reach that goal. Slowly, but surely – no fault of hers, it's me, I wouldn't trade her for the world. One step at a time.

My case worker has taken thing and she went to my doctor and started me on a new. And requested a therapy right away and also requested to see your doctor at CMH. I'm so very pleased with my care I've received this time. I'm very pleased.

I feel that although I am doing better with a new therapist, I sense that CMH is general is trying to push me out of the program. I don't feel I am ready to be on my own and I am afraid they won't be there when I need them. It's not just a matter of tweaking my needs when they need to be changed. It's knowing that I have a great therapist who is doing everything he can to help me. It is comforting to know that he is there when I need help. Without this I would be in trouble.

H, J and Dr. together made me well! I haven't been well in many, many years and it feels fantastic! Thank you all.

The only thing I can think of is more direct suggestions on how to meet goal – as the parent of the patients, I would like to see her have more direct help with anger management, moving past negative patterns and overcoming negative thoughts.

T was fantastic as a therapist! Best of luck to her and a well deserved promotion!

R made the transition very comfortable for me. Thank you Dr. and nurse T have helped me far beyond my expectation and for that I will always be grateful.

Do your jobs better!

I have received caring, friendly people to help me help myself. I would go no other place.

Everyone and everything is just great. You have a high rating. Everyone has been wonderful and I miss all of you. Wish I could see you more often. I feel everything was wonderful and nothing should be changed. You all are my friends, keep up the wonderful great also. I enjoy her coming. She does a very good job as well. Love you all – take care. Thank you for everything. God Bless.

2009 OPEN DD Comments

CEI

Each individual I have had contact with has been very knowledgeable and helpful with our needs. A great support staff.

I think CMH is doing a great thing.

GRATIOT

CMH is doing a great job.

IONIA

M, S and B are very helpful. Thanks to S I have a job starting next year. Thank you three for helping me.

Help on my attitude.

Thanks for helping me – you have been very helpful. T worked hard for me.

T is my son's case manager. HE enjoys taking to her and J and D Occupational Therapist, this is a good team. My sons is autistic and they help me find ways to help him. R is a blessing for me and this world. Thank you for your help.

I am very satisfied with my son's social worker.

Just wanted to say thank you for all the help and caring people who work at CMH! T and Jim have been a God send for us and our grandson. Thank you!

I get picked on at my home. Sometime. “I get service pretty well from you and Harold”.

Good service.

We find your service very helpful, but E would like to do some volunteer work a day or two a week.

It seems no one cares about my children and me. I don't get the help for them and you (ICMH) want me to want and it sucks.

NEWAYGO

No Comments

MANISTEE-BENZIE

Our son is retarded and cannot answer these questions. The staff has always been pleasant whenever we've talked to them. I believe they're taking good care of our son.

Some of the questions are that black and white. Where my daughter is concerned that are a lot of gray areas because of the amount of brain damage received from her illness. L can be taught but her memory and cognitive thinking were greatly affected. It is hard to determine a lot she will remember and at what level: cognitive thinking affects her whole life. She doesn't always remember everyday living skills and how to make the right decisions as far as safety issues, dieting, exercise, weight gain, etc. She is like a young child in an adult body. Her physical health has gotten worse since living by herself.

Questionnaire is faulty: *Where is the list of available services? * Cannot answer many questions without first having sought/received services. *Does not acknowledge response sought from other than consumer – and if they can't respond, no response possible!
*Intimidates because case number is clearly marked – therefore response not candid.
*Asks questions that are not rational – i.e. how can consumer know if staff have knowledge and skills? How do consumers know if staff to be assessed are CMH or contract people? *Other flaws-too little space. Just fix the Questionnaire – Be Professional!

At this time, I do not know who B's worker is. I have not had contact. I have had an occasion to talk to the nurse to OK a med change. She was very good. When K was the worker, he kept in contact with us. He has retired and the services have not been nearly as good since then. Workers have changed at least several times.

I would like to know if there is some type of program that would pay to replace broken glass windows with plexiglass. As my son, in his violent episodes, tends to break them. I currently have 4 windows that are boarded up, making our home feel like a dungeon.

When moving consumer to new home, was not coordinated well. Rent was paid for first month, but move didn't happen until second month – took several months to get billing straightened out and that did not occur with CMH but rather with contracted provider. CMH did help facilitate a resolution. I did not receive return phone calls. I, the guardian, had to make the necessary calls to resolve billing problem. Also am having trouble with monthly billing for services. Not getting them promptly. Do not have billings for Nov/Dec causes a problem with consumer's bank account because it can't be over a set amount of Medicaid will stop. Contracted provider (Spectrum) was told they are working on it. If I would have called CMH, as in the past, they would have told me to contact Spectrum.

In the several years I have been my brother's guardian I have worked a lot with CMH. Lately there have been problems. Mostly upsetting was that I wrote 2 \$500.00 checks (one for D's account and one for the Sheltered Working in Benzonia). I had to cancel both

after 4 months as neither had been cashed. After several years ago, CNH brought up the idea of moving D from his group home with nothing done since. Otherwise, things are fine-but...

I am very satisfied with the care and support that my daughter receives from CMH staff.

I am satisfied with everything that Bill has done for me the past 6-7 years, and I would like him to continue being my case worker.

I have a responsibility to Oakland County probate Court. Whenever S has to have medical care I would like to be notified.

We are still interested in finding a larger apartment for J. He needs more space. He needs more, outside the apartment, activities such as ARC programs involving other persons besides his (in apartment) people. Talk-talk-talk to him just as if he were normal.

I could not ask for a more courteous, caring and helpful case worker for my daughter. Beth is always available when a problem arises or I have a question about a program. She is superbly efficient in caring for what is the well-being of her clients. I could not praise her enough! Keep up the good work in hiring future employees.

J would like to be back with a workshop program. She needs activity. We could use some understanding of what it means to her regarding being put in a Medicaid spend down January of 2010. I have not been notified regarding her last PCP meeting. Why???

C would like to be able to work again. He was careless with the truth re: a back problem and was let go from Microtel. He needs activity.

G manages to get cigarettes when staff aren't watching which is a concern. His diet plan doesn't seem to be followed very closely as his weight continues to stay higher than it should. Recently, it seems to be going down a little, at last according to G.

My name is mis-spelled on most papers.

We were dissatisfied with our services because of the way we were treated. My husband and myself felt that the staff was being disrespectful to us by saying we are dumb and we are not dumb, we are smarter than they are. I don't like being treated that way. I believe that something fishy is going on at CMH. When Dr. says that he wants to see my husband and as his appointment comes, we get a phone call saying that Dr. Williams will not be in that day and that they have rescheduled his appointment later in the month. This has happened twice. We were told that my husband wasn't allowed to go to CMH. My husband feels that he has the right to go to CMH and they want to take that right away from him and that is wrong. They have no right to treat people that way!

The staff have been very good to me. Every time I call her, they are very nice. J always helps, when I can't understand her. Also at Christmastime, she tells what she needs. My

sister has been there a long time. Thank God they have nice places.

Need more funding and more programs.

Likes K – yes. Meals on Wheels, bowling and out to eat. Like T – yes. Work, swimming and bowling.