

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
CLOSED CASES: July - September 2008**

By

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December 2008

Technical Report Number: 08001

COMMUNITY MENTAL HEALTH AFFILIATION OF MID-MICHIGAN

Client Satisfaction: Closed Cases (July - September 2008)

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 had received Affiliation services and were "closed cases" during a three-month period (July, August, September) in 2008. All persons Aclosed@ during the survey period were mailed a AConsumer Satisfaction Survey@ that included a letter of explanation and a stamped self return envelope. The questionnaire contained nine items 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 respondent to indicate the program they attended, their ethnicity, who completed or assisted in completing the survey, and a section for the respondent to record comments. Of the 661 surveys mailed, 56 were completed and returned (8% response rate).

Data results in this report came from self-selected consumers who chose to return questionnaires voluntarily. The respondents to the survey were anonymous, only the respondent=s CMH was identified.

II. Findings

Table 1 shows the response pattern to the nine survey items. Table 2 shows the mean, standard deviation, and range for each item. Table 3 displays the trends for each of the survey questions and selected variables. Appendix A shows the response frequencies for each CMH. Appendix B presents a copy of the transmittal letter and survey instrument. Table C shows for each CMH, the program the respondents attend and the reason for their discharge. Appendix D

presents the written comments from consumers. Most of the surveys were completed by the primary consumer (n=44, 80%) or assisted by family members (n=10, 18%), and friend (n=1, 2%).

Response rates showed that CEI mailed 267 surveys and 22 were returned (8% response rate). Ionia mailed 185 surveys and 17 were returned (9% response rate). Newaygo mailed 67 surveys and 10 were returned (15% response rate). Gratiot mailed 79 surveys and 1 were returned (1% response rate). Manistee-Benzie mailed 63 surveys and 6 were returned (10% response rate).

III. Analysis of Findings

Overall, consumers who had received services were very positive (scores of 4 or 5) with services and treatment received from Community Mental Health Affiliation of Mid-Michigan programs and staff. Eighty-three percent were satisfied with the promptness with which CMH responded to their request for services. Eighty-four percent indicated that CMH staff helped them get the right type of service for their problems. Eighty-four percent were satisfied with the services provided by CMH. Eighty-two percent of the respondents said that CMH staff understood their needs and situation. Eighty-six percent reported that they believed that CMH staff had the knowledge and skills to serve them well. Ninety-five percent indicated that they felt CMH staff treated them with courtesy and respect. Ninety-one percent indicated that if they were to seek help again, they would return to the same program. Eighty-nine percent indicated that they would recommend CMH to a friend or family member if they needed similar services. Seventy-eight percent indicated that the services they received helped them to function better in their life.

Ethnic background for respondents that completed the question (n=55) showed that

most were White (n=48, 87%), African American (n=5, 9%) or other racial (n=2, 4%). Ninety-six percent of the respondents (n=53) indicated that they were not Hispanic or Latino.

IV. Use of Findings

Overall, the scores indicate areas in which consumer satisfaction is very positive (score of 4 and above), neutral (score of 3), and not positive (scores of 2 or lower). Each CMH should begin to use these findings to further initiate quality improvement efforts.

Table 3 shows the Affiliation and each CMH=s response rate for the nine 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.

Written comments should be reviewed. They can provide great insight into the consumer=s experience within the system.

Table 1: Frequencies and Percentages for the 2008 Affiliation Closed Cases Satisfaction Survey

Survey Questions	Strongly Disagree		Disagree		Neither		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
1. CMH responded promptly to my request for services.	2	4	1	2	1	2	22	40	29	53
2. CMH staff were courteous and respectful.	1	2	1	2	1	2	15	27	37	67
3. CMH staff helped me get the right type of services for my problem.	1	2	5	9	3	6	17	31	29	53
4. In general, I was satisfied with the services provided by CMH.	0	0	7	13	2	4	18	33	28	51
5. CMH staff understood my needs and situation.	1	2	3	6	6	11	19	35	26	47
6. CMH staff had the knowledge and skills to serve me well.	1	2	2	4	5	9	18	33	29	53
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	1	2	2	4	17	31	32	58
8. The services I received helped me to function better in my life.	1	2	6	11	5	9	15	28	27	50
9. If I were to seek help again, I would come back to the same program.	3	6	1	2	1	2	20	36	30	55

N=56 (CEI= 22 Ionia= 17 Gratiot= 1 Newaygo=10 Manistee-Benzie=6)

Table 2: Means, Standard Deviations and Ranges for the 2008 Closed Cases Satisfaction Survey

Survey Questions	Mean	Standard Deviation	Range
1. CMH responded promptly to my request for services.	4.36	.910	1-5
2. CMH staff were courteous and respectful.	4.56	.788	1-5
3. CMH staff helped me get the right type of services for my problem.	4.24	1.036	1-5
4. In general, I was satisfied with the services Provided by CMH.	4.22	1.013	1-5
5. CMH staff understood my needs and situation.	4.20	.970	1-5
6. CMH staff had the knowledge and skills to serve me well.	4.31	.920	1-5
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	4.35	1.040	1-5
8. The services I received helped me to function better in my life.	4.13	1.100	1-5
9. If I were to seek help again, I would come back to the same program.	4.33	1.019	1-5
Sum Score	38.74	7.488	13-45

Table 3: Percentage of Agreement by Affiliation and each CMH Compared to Minimum Standards

Survey Questions and Selected Variables	All Boards	CEI	Ionia	Newaygo	Manistee-Benziee	Gratiot	Minimum Standard
1. CMH responded promptly to my request for services.	93	96	88	90	100	100	70%
2. CMH staff were courteous and respectful.	95	100	88	90	100	100	85%
3. CMH staff helped me get the right type of services for my problem.	84	82	69	100	100	100	85%
4. In general, I was satisfied with the services provided by CMH.	84	86	69	90	100	100	85%
5. CMH staff understood my needs and situation.	82	86	56	100	100	100	85%
6. CMH staff had the knowledge and skills to serve me well.	86	96	69	80	100	100	85%
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	89	96	75	90	100	100	85%
8. The services I received helped me to function better in my life.	78	86	56	80	100	100	80%
9. If I were to seek help again, I would come back to the same program.	91	100	75	90	100	100	80%
SUM SCORE	38.74	39.91	34.69	40.00	43.17	36.00	
RETURN RATE (%)	8%	8%	9%	15%	10%	1%	
RESPONDENTS	56	22	16	10	6	1	

Note: Percentages for 9 survey items are for those responding **Aagree@** or **Astrongly agree.@**

APPENDIX A:

Response Frequencies by CMH

CEI: Frequencies and Percentages for the 2008 Satisfaction Survey - Closed Cases

Survey Questions	Strongly Disagree		Disagree		Neither		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
1. CMH responded promptly to my request for services.	0	0	1	5	0	0	10	46	11	50
2. CMH staff were courteous and respectful.	0	0	0	0	0	0	7	32	15	68
3. CMH staff helped me get the right type of services for my problem.	0	0	2	9	2	9	6	27	12	55
4. In general, I was satisfied with the services provided by CMH.	0	0	3	14	0	0	7	32	12	55
5. CMH staff understood my needs and situation.	0	0	1	5	2	9	8	36	11	50
6. CMH staff had the knowledge and skills to serve me well.	0	0	0	0	1	5	8	36	13	59
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	1	5	9	41	12	55
8. The services I received helped me to function better in my life.	0	0	3	14	0	0	7	32	12	55
9. If I were to seek help again, I would come back to the same program.	0	0	0	0	0	0	8	36	14	64

n=22

IONIA: Frequencies and Percentages for the 2008 Satisfaction Survey - Closed Cases

Survey Questions	Strongly Disagree		Disagree		Neither		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
1. CMH responded promptly to my request for services.	1	6	0	0	1	6	8	50	6	38
2. CMH staff were courteous and respectful.	1	6	0	0	1	6	4	25	10	63
3. CMH staff helped me get the right type of services for my problem.	1	6	3	19	1	6	5	31	6	38
4. In general, I was satisfied with the services provided by CMH.	0	0	4	25	1	6	6	38	5	31
5. CMH staff understood my needs and situation.	1	6	2	13	4	25	5	31	4	25
6. CMH staff had the knowledge and skills to serve me well.	1	6	1	6	3	19	5	31	6	38
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	2	13	1	6	1	6	5	31	7	44
8. The services I received helped me to function better in my life.	1	6	2	13	4	25	5	31	4	25
9. If I were to seek help again, I would come back to the same program.	2	13	1	6	1	6	6	38	6	38

N=17

GRATIOT: Frequencies and Percentages for the 2008 Satisfaction Survey - Closed Cases

Survey Questions	Strongly Disagree		Disagree		Neither		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
1. CMH responded promptly to my request for services.							1	100		
2. CMH staff were courteous and respectful.							1	100		
3. CMH staff helped me get the right type of services for my problem.							1	100		
4. In general, I was satisfied with the services provided by CMH.							1	100		
5. CMH staff understood my needs and situation.							1	100		
6. CMH staff had 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 received helped 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		

N=1

NEWAYGO: Frequencies and Percentages for the 2008 Satisfaction Survey - Closed Cases

Survey Questions	Strongly Disagree		Disagree		Neither		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
1. CMH responded promptly to my request for services.	1	10	0	0	0	0	1	10	8	80
2. CMH staff were courteous and respectful.	0	0	1	10	0	0	2	20	7	70
3. CMH staff helped me get the right type of services for my problem.	0	0	0	0	0	0	3	30	7	70
4. In general, I was satisfied with the services provided by CMH.	0	0	0	0	1	10	3	30	6	60
5. CMH staff understood my needs and situation.	0	0	0	0	0	0	4	40	6	60
6. CMH staff had the knowledge and skills to serve me well.	0	0	1	10	1	10	2	20	6	60
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	1	10	0	0	0	0	0	0	9	90
8. The services I received helped me to function better in my life.	0	0	1	10	1	10	3	30	5	50
9. If I were to seek help again, I would come back to the same program.	1	10	0	0	0	0	5	50	4	40

N=10

Note: percentages rounded up

MANISTEE-BENZIE: Frequencies and Percentages for the 2008 Satisfaction Survey - Closed Cases

Survey Questions	Strongly Disagree		Disagree		Neither		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
1. CMH responded promptly to my request for services.							2	33	4	67
2. CMH staff were courteous and respectful.							1	17	5	83
3. CMH staff helped me get the right type of services for my problem.							2	33	4	67
4. In general, I was satisfied with the services provided by CMH.							1	17	5	83
5. CMH staff understood my needs and situation.							1	17	5	83
6. CMH staff had the knowledge and skills to serve me well.							2	33	4	67
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.							2	33	4	67
8. The services I received helped 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

N=6

CEI Survey Trends for Selected Variables Closed Cases - Satisfaction Survey

Survey Questions and Selected Variables	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
1. CMH responded promptly to my request for services.	83%	87%	85%	86%	83%	95%	93%	98%	85%	83%	89%	96%
2. CMH staff were courteous and respectful.	91%	92%	93%	94%	83%	96%	93%	84%	95%	90%	89%	100%
3. CMH staff helped me get the right type of services for my problem.	81%	77%	84%	88%	83%	91%	93%	92%	79%	83%	83%	82%
4. In general, I was satisfied with the services provided by CMH.	84%	83%	79%	91%	83%	91%	91%	97%	80%	87%	78%	86%
5. CMH staff understood my needs and situation.	84%	88%	82%	83%	90%	95%	91%	95%	77%	87%	78%	86%
6. CMH staff had the knowledge and skills to serve me well.	84%	91%	81%	83%	83%	95%	91%	95%	79%	87%	89%	96%
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	83%	100%	84%	80%	85%	94%	93%	90%	81%	87%	83%	96%
8. The services I received helped me to function better in my life.	83%	86%	74%	77%	85%	90%	89%	90%	76%	77%	88%	86%
9. If I were to seek help again, I would come back to the same program.	87%	90%	77%	74%	90%	94%	91%	90%	79%	83%	78%	100%
SUM SCORE	37.24	40.47	36.29	37.12	36.48	41.91	38.96	39.85	36.15	38.50	37.29	39.91
RETURN RATE (%)	15%	13%	16%	20%	23%	28%	28%	28%	18%	13%	7%	8%
RESPONDENTS	68	24	59	69	48	54	57	44	103	30	18	22

Note: Percentages for 9 survey items are for those responding **Aagree@** or **Astrongly agree.@**

IONIA

Survey Questions and Selected Variables	2002	2003	2004	2005	2006	2007	2008
1. CMH responded promptly to my request for services.	100%	70%	82%	73%	83%	64%	88%
2. CMH staff were courteous and respectful.	100%	78%	83%	100%	83%	100%	88%
3. CMH staff helped me get the right type of services for my problem.	100%	70%	82%	91%	75%	82%	69%
4. In general, I was satisfied with the services provided by CMH.	100%	67%	88%	91%	83%	82%	69%
5. CMH staff understood my needs and situation.	100%	70%	77%	91%	83%	82%	56%
6. CMH staff had the knowledge and skills to serve me well.	100%	74%	82%	91%	83%	82%	69%
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	100%	74%	82%	82%	83%	73%	75%
8. The services I received helped me to function better in my life.	100%	74%	82%	91%	83%	91%	56%
9. If I were to seek help again, I would come back to the same program.	100%	67%	77%	73%	83%	73%	75%
SUM SCORE	42.00	34.37	38.59	37.18	36.58	38.00	34.69
RETURN RATE (%)	12%	14%	15%	7%	7%	9%	9%
RESPONDENTS	3	28	17	11	12	11	17

Note: Percentages for 9 survey items are for those responding **Aagree@** or **Astrongly agree.@**

GRATIOT

Survey Questions and Selected Variables	2002	2003	2004	2005	2006	2007	2008
1. CMH responded promptly to my request for services.	80%	60%	100%	33%	100%	60%	100%
2. CMH staff were courteous and respectful.	100%	80%	100%	67%	100%	100%	100%
3. CMH staff helped me get the right type of services for my problem.	80%	50%	100%	33%	100%	60%	100%
4. In general, I was satisfied with the services provided by CMH.	80%	70%	100%	33%	100%	80%	100%
5. CMH staff understood my needs and situation.	80%	70%	100%	33%	100%	80%	100%
6. CMH staff had the knowledge and skills to serve me well.	80%	70%	100%	33%	100%	100%	100%
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	80%	67%	100%	33%	100%	80%	100%
8. The services I received helped me to function better in my life.	80%	70%	78%	33%	100%	80%	100%
9. If I were to seek help again, I would come back to the same program.	80%	67%	100%	33%	100%	100%	100%
SUM SCORE	38.60	30.80	39.57	25.67	39.67	43.75	36.00
RETURN RATE (%)	----	19%	23%	5%	6%	9%	1%
RESPONDENTS	5	11	9	3	6	5	1

Note: Percentages for 9 survey items are for those responding **Aagree@** or **Astrongly agree.@**

NEWAYGO

Survey Questions and Selected Variables	2002	2003	2004	2005	2006	2007	2008
1. CMH responded promptly to my request for services.	100%	91%	86%	92%	92%	100%	90%
2. CMH staff were courteous and respectful.	50%	95%	100%	92%	92%	100%	90%
3. CMH staff helped me get the right type of services for my problem.	50%	86%	86%	75%	92%	100%	100%
4. In general, I was satisfied with the services provided by CMH.	50%	82%	86%	75%	83%	100%	90%
5. CMH staff understood my needs and situation.	50%	86%	86%	75%	75%	75%	100%
6. CMH staff had the knowledge and skills to serve me well.	50%	91%	85%	71%	83%	100%	80%
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	50%	86%	72%	71%	83%	100%	90%
8. The services I received helped me to function better in my life.	50%	77%	72%	63%	67%	100%	80%
9. If I were to seek help again, I would come back to the same program.	50%	82%	72%	67%	75%	100%	90%
SUM SCORE	34.50	38.77	35.43	35.67	36.00	41.00	40.00
RETURN RATE (%)	10%	15%	7%	17%	19%	5%	15%
RESPONDENTS	2	23	7	26	12	4	10

Note: Percentages for 9 survey items are for those responding **Agree** or **Strongly agree**.

MANISTEE-BENZIE

Survey Questions and Selected Variables	2002	2003	2004	2005	2006	2007	2008
1. CMH responded promptly to my request for services.	---	83%	95%	78%	100%	100%	100%
2. CMH staff were courteous and respectful.	---	100%	95%	95%	100%	100%	100%
3. CMH staff helped me get the right type of services for my problem.	---	75%	95%	83%	83%	100%	100%
4. In general, I was satisfied with the services provided by CMH.	---	92%	85%	83%	83%	100%	100%
5. CMH staff understood my needs and situation.	---	83%	95%	83%	83%	100%	100%
6. CMH staff had the knowledge and skills to serve me well.	---	92%	80%	78%	83%	100%	100%
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	---	92%	80%	83%	83%	100%	100%
8. The services I received helped me to function better in my life.	---	75%	84%	83%	83%	33%	100%
9. If I were to seek help again, I would come back to the same program.	---	75%	84%	83%	67%	100%	100%
SUM SCORE	---	38.83	39.89	35.72	38.17	38.00	43.17
RETURN RATE (%)	---	14%	12%	10%	16%	8%	10%
RESPONDENTS	---	12	20	19	7	3	6

Note: Percentages for 9 survey items are for those responding **Aagree@** or **Astrongly agree.@**
 ## Manistee-Benzie did not participate in the survey process during 2002.

ALL BOARDS

Survey Questions and Selected Variables	2002	2003	2004	2005	2006	2007	2008
1. CMH responded promptly to my request for services.	94	84	94	85	88	81	93
2. CMH staff were courteous and respectful.	96	90	89	95	91	95	95
3. CMH staff helped me get the right type of services for my problem.	89	82	92	79	85	83	84
4. In general, I was satisfied with the services provided by CMH.	89	83	92	80	86	83	84
5. CMH staff understood my needs and situation.	92	83	91	77	85	81	82
6. CMH staff had the knowledge and skills to serve me well.	92	86	91	79	86	90	86
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	92	86	86	81	86	83	89
8. The services I received helped me to function better in my life.	89	81	85	76	79	85	78
9. If I were to seek help again, I would come back to the same program.	92	81	86	79	82	83	91
SUM SCORE	41.42	37.27	39.26	36.15	37.77	38.59	38.74
RETURN RATE (%)	24%	19%	17%	13%	11%	7%	8%
RESPONDENTS	64	131	97	103	66	41	56

Note: Percentages for 9 survey items are for those responding **Agree** or **Strongly agree**.
Return rate for 2002 of 24% represents CEI, Ionia, & Newaygo only.

Are you Hispanic or Latino?	Affiliation (All 5 Boards)		CEI		Ionia		Newaygo		Manistee- Benzie		Gratiot	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	2	4	2	9	0	0	0	0	0	0	0	0
No	53	96	20	91	16	100	10	100	6	100	1	100

What most closely describes your race/ethnicity?	Affiliation (All 5 Boards)		CEI		Ionia		Newaygo		Manistee- Benzie		Gratiot	
	N	%	N	%	N	%	N	%	N	%	N	%
African American	5	9	4	18	0	0	1	10	0	0	0	0
American Indian	0	0	0	0	0	0	0	0	0	0	0	0
Native Hawaiian/Pacific Islander	0	0	0	0	0	0	0	0	0	0	0	0
White	48	87	17	77	16	100	9	90	5	83	1	100
Asian	0	0	0	0	0	0	0	0	0	0	0	0
Other	2	4	1	5	0	0	0	0	1	17	0	0
Total:	55	100	22	100	16	100	10	100	6	100	1	100

Who filled out this survey?	Affiliation		CEI		Ionia		Newaygo		Manistee- Benzie		Gratiot	
	N	%	N	%	N	%	N	%	N	%	N	%
Self	44	80	18	82	12	75	8	80	6	100	0	0
Parent (assisted)	10	18	3	14	4	25	2	20	0	0	1	100
Friend (assisted)	1	2	1	5	0	0	0	0	0	0	0	0
Staff (assisted)	0	0	0	0	0	0	0	0	0	0	0	0
Total:	55	100	22	100	16	100	10	100	6	100	1	100

Note: percentages are rounded up.

APPENDIX B:

Cover Letter & Survey Instrument

CLOSED CASES - SAMPLE COVER LETTER

September 10, 2008

Dear Customer of Community Mental Health:

As a part of our efforts to improve the services provided by Community Mental Health of Clinton-Eaton-Ingham, we regularly ask our customers to let us know how we are doing. It is only through this dialogue that we can continually improve our services to meet the needs of the residents of the tri-county area better. Enclosed is a questionnaire that is part of that dialogue.

Please take a moment to complete the enclosed questionnaire and return it in the enclosed, self-addressed envelope. Your answers will be kept confidential and will not affect the services you or your family members receive through Community Mental Health.

If you have questions about this questionnaire, do not hesitate to contact me at (517) 346-8414.

Thank you, in advance, for your cooperation.

Sincerely,

Richard J. Coelho, Ph.D.
Customer Service and Recipient Rights Department

CLINTON-EATON-INGHAM COMMUNITY MENTAL HEALTH

Consumer Satisfaction Survey

G Consumer Chooses not to Answer

G 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 worked with you or your family member and the program services you were involved. We are interested in your opinions, whether they are positive or negative.

Please answer all the questions by **Acircling** the number for each question that best describes your view. We also welcome your comments and suggestions.

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
1. CMH responded promptly to my request for services.	1	2	3	4	5
2. CMH staff were courteous and respectful.	1	2	3	4	5
3. CMH staff helped me to get the right type of services for my problem.	1	2	3	4	5
4. In general, I was 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 had 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 received 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. Are you Hispanic or Latino? Yes No

11. What most closely describes your race/ethnicity? (Mark One)

- African American American Indian Native Hawaiian/Pacific Islander
 White Asian Other

12. Who filled out this survey? Self Parent Friend Representative (staff assisted)

We also welcome your comments and suggestions:

THANK YOU VERY MUCH, WE APPRECIATE YOUR HELP.

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