

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 2009

By

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COMMUNITY MENTAL HEALTH AFFILIATION OF MID-MICHIGAN

Client Satisfaction: Closed Cases (July - September 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 had received Affiliation services and were "closed cases" during a three-month period (July, August, September) in 2009. All persons "closed" during the survey period were mailed a "Consumer 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 627 surveys mailed, 64 were completed and returned (10% 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=42, 69%) or assisted by family members (n=19, 31%).

Response rates showed that CEI mailed 239 surveys and 29 were returned (12% response rate). Ionia mailed 145 surveys and 9 were returned (6% response rate). Newaygo mailed 64 surveys and 7 were returned (11% response rate). Gratiot mailed 63 surveys and 13 were returned (21% response rate). Manistee-Benzie mailed 116 surveys and 6 were returned (5% 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-four percent were satisfied with the promptness with which CMH responded to their request for services. Eighty-one 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. Seventy-nine percent of the respondents said that CMH staff understood their needs and situation. Seventy-five 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-two percent indicated that if they were to seek help again, they would return to the same program. Seventy-seven percent indicated that they would recommend CMH to a friend or family member if they needed similar services. Seventy-nine percent indicated that the services they received helped them to function better in their life.

Ethnic background for respondents that completed the question (n=59) showed that most were White (n=47, 80%), African American (n=7, 12%), American Indian (n=2, 3%), or

other racial (n=3, 5%). Ninety 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 2009 Affiliation Closed Cases Satisfaction Survey

Survey Questions	Strongly Disagree		Disagree		Neither		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
1. CMH responded promptly to my request for services.	4	6	2	3	4	6	25	39	29	45
2. CMH staff were courteous and respectful.	5	8	0	0	0	0	28	44	31	48
3. CMH staff helped me get the right type of services for my problem.	5	8	4	6	3	5	28	44	23	37
4. In general, I was satisfied with the services provided by CMH.	5	8	6	9	2	3	25	39	25	41
5. CMH staff understood my needs and situation.	5	8	5	8	3	5	28	44	22	35
6. CMH staff had the knowledge and skills to serve me well.	6	10	3	5	3	5	27	43	24	38
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	7	11	2	3	4	6	25	40	25	40
8. The services I received helped me to function better in my life.	6	10	6	10	2	3	29	46	20	32
9. If I were to seek help again, I would come back to the same program.	7	11	4	7	3	5	23	37	25	40

N=64 (CEI= 29 Ionia= 9 Gratiot= 13 Newaygo=7 Manistee-Benzie=6)

Table 2: Means, Standard Deviations and Ranges for the 2009 Closed Cases Satisfaction Survey

Survey Questions	Mean	Standard Deviation	Range
1. CMH responded promptly to my request for services.	4.14	1.10	1-5
2. CMH staff were courteous and respectful.	4.25	1.07	1-5
3. CMH staff helped me get the right type of services for my problem.	3.95	1.18	1-5
4. In general, I was satisfied with the services provided by CMH.	3.95	1.24	1-5
5. CMH staff understood my needs and situation.	3.90	1.20	1-5
6. CMH staff had the knowledge and skills to serve me well.	3.95	1.22	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.	3.94	1.27	1-5
8. The services I received helped me to function better in my life.	3.81	1.26	1-5
9. If I were to seek help again, I would come back to the same program.	3.89	1.32	1-5
Sum Score	36.13	9.76	9-45

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-Benzie	Gratiot	Minimum Standard
1. CMH responded promptly to my request for services.	84	79	89	71	83	100	70%
2. CMH staff were courteous and respectful.	92	90	100	71	100	100	85%
3. CMH staff helped me get the right type of services for my problem.	81	75	78	86	67	100	85%
4. In general, I was satisfied with the services provided by CMH.	80	76	78	71	67	100	85%
5. CMH staff understood my needs and situation.	79	75	78	71	67	100	85%
6. CMH staff had the knowledge and skills to serve me well.	75	78	71	83	1000	81	85%
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	79	75	78	71	67	100	85%
8. The services I received helped me to function better in my life.	78	75	78	57	67	100	80%
9. If I were to seek help again, I would come back to the same program.	77	70	78	72	67	100	80%
SUM SCORE	36.13	36.11	36.78	33.00	37.17	36.92	
RETURN RATE (%)	10	12	6	11	5	21	
RESPONDENTS	64	29	9	7	6	13	

Note: Percentages for 9 survey items are for those responding “agree” or “strongly agree”.

APPENDIX A:

Response Frequencies by CMH

CEI: Frequencies and Percentages for the 2009 Satisfaction Survey - Closed Cases

Survey Questions	Strongly Disagree		Disagree		Neither		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
1. CMH responded promptly to my request for services.	3	10	0	0	3	10	9	31	14	48
2. CMH staff were courteous and respectful.	3	10	0	0	0	0	10	35	16	55
3. CMH staff helped me get the right type of services for my problem.	3	11	2	7	2	7	10	36	11	39
4. In general, I was satisfied with the services provided by CMH.	4	14	1	3	2	7	9	31	13	45
5. CMH staff understood my needs and situation.	4	14	1	4	2	7	10	36	11	39
6. CMH staff had the knowledge and skills to serve me well.	3	11	2	7	2	7	8	29	13	46
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	4	14	0	0	3	11	8	29	13	46
8. The services I received helped me to function better in my life.	4	14	2	7	1	4	10	36	11	39
9. If I were to seek help again, I would come back to the same program.	4	15	2	7	2	7	6	22	13	48

n=29

IONIA: Frequencies and Percentages for the 2009 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	11	0	0	3	33	5	56
2. CMH staff were courteous and respectful.	0	0	0	0	0	0	4	44	5	56
3. CMH staff helped me get the right type of services for my problem.	1	11	1	11	0	0	2	22	5	56
4. In general, I was satisfied with the services provided by CMH.	0	0	2	22	0	0	2	22	5	56
5. CMH staff understood my needs and situation.	0	0	2	22	0	0	3	33	4	44
6. CMH staff had the knowledge and skills to serve me well.	1	11	0	0	1	11	3	33	4	44
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	1	11	0	0	3	33	4	44
8. The services I received helped me to function better in my life.	0	0	2	22	0	0	3	33	4	44
9. If I were to seek help again, I would come back to the same program.	1	11	1	11	0	0	3	33	4	44

N=9

GRATIOT: Frequencies and Percentages for the 2009 Satisfaction Survey - Closed Cases

Survey Questions	Strongly Disagree		Disagree		Neither		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
1. CMH responded promptly to my request for services.	0	0	0	0	0	0	11	85	2	15
2. CMH staff were courteous and respectful.	0	0	0	0	0	0	11	85	2	15
3. CMH staff helped me get the right type of services for my problem.	0	0	0	0	0	0	12	92	1	8
4. In general, I was satisfied with the services provided by CMH.	0	0	0	0	0	0	11	85	2	15
5. CMH staff understood my needs and situation.	0	0	0	0	0	0	13	100	1	8
6. CMH staff had the knowledge and skills to serve me well.	0	0	0	0	0	0	12	92	1	8
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	0	0	12	92	1	8
8. The services I received helped me to function better in my life.	0	0	0	0	0	0	12	92	1	8
9. If I were to seek help again, I would come back to the same program.	0	0	0	0	0	0	11	85	2	15

N=13

NEWAYGO: Frequencies and Percentages for the 2009 Satisfaction Survey - Closed Cases

Survey Questions	Strongly Disagree		Disagree		Neither		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
1. CMH responded promptly to my request for services.	1	14	1	14	0	0	1	14	4	57
2. CMH staff were courteous and respectful.	2	29	0	0	0	0	1	14	4	57
3. CMH staff helped me get the right type of services for my problem.	1	14	0	0	0	0	3	43	3	43
4. In general, I was satisfied with the services provided by CMH.	1	14	1	14	0	0	3	43	2	29
5. CMH staff understood my needs and situation.	1	14	1	14	0	0	2	29	7	43
6. CMH staff had the knowledge and skills to serve me well.	2	29	0	0	0	0	3	43	2	29
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	2	29	0	0	0	0	1	14	4	57
8. The services I received helped me to function better in my life.	2	29	0	0	1	14	1	14	3	43
9. If I were to seek help again, I would come back to the same program.	2	29	0	0	0	0	2	29	3	43

N=7

Note: percentages rounded up

MANISTEE-BENZIE: Frequencies and Percentages for the 2009 Satisfaction Survey - Closed Cases

Survey Questions	Strongly Disagree		Disagree		Neither		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
1. CMH responded promptly to my request for services.	0	0	0	0	1	17	1	17	4	67
2. CMH staff were courteous and respectful.	0	0	0	0	0	0	2	33	4	67
3. CMH staff helped me get the right type of services for my problem.	0	0	1	17	1	17	1	17	3	50
4. In general, I was satisfied with the services provided by CMH.	0	0	2	33	0	0	0	0	4	67
5. CMH staff understood my needs and situation.	0	0	1	17	1	17	0	0	4	67
6. CMH staff had the knowledge and skills to serve me well.	0	0	1	17	0	0	1	17	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.	0	0	1	17	1	17	1	17	3	50
8. The services I received helped me to function better in my life.	0	0	2	33	0	0	3	50	1	17
9. If I were to seek help again, I would come back to the same program.	0	0	1	17	1	17	1	17	3	50

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	2009
1. CMH responded promptly to my request for services.	83%	87%	85%	86%	83%	95%	93%	98%	85%	83%	89%	96%	79%
2. CMH staff was courteous and respectful.	91%	92%	93%	94%	83%	96%	93%	84%	95%	90%	89%	100%	90%
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%	75%
4. In general, I was satisfied with the services provided by CMH.	84%	83%	79%	91%	83%	91%	91%	97%	80%	87%	78%	86%	76%
5. CMH staff understood my needs and situation.	84%	88%	82%	83%	90%	95%	91%	95%	77%	87%	78%	86%	75%
6. CMH staff had the knowledge and skills to serve me well.	84%	91%	81%	83%	83%	95%	91%	95%	79%	87%	89%	96%	78%
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%	75%
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%	75%
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%	70%
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	36.11
RETURN RATE (%)	15%	13%	16%	20%	23%	28%	28%	28%	18%	13%	7%	8%	12%
RESPONDENTS	68	24	59	69	48	54	57	44	103	30	18	22	29

Note: Percentages for 9 survey items are for those responding “agree” or “strongly agree”.

IONIA

Survey Questions and Selected Variables	2002	2003	2004	2005	2006	2007	2008	2009
1. CMH responded promptly to my request for services.	100%	70%	82%	73%	83%	64%	88%	89%
2. CMH staff were courteous and respectful.	100%	78%	83%	100%	83%	100%	88%	100%
3. CMH staff helped me get the right type of services for my problem.	100%	70%	82%	91%	75%	82%	69%	78%
4. In general, I was satisfied with the services provided by CMH.	100%	67%	88%	91%	83%	82%	69%	78%
5. CMH staff understood my needs and situation.	100%	70%	77%	91%	83%	82%	56%	78%
6. CMH staff had the knowledge and skills to serve me well.	100%	74%	82%	91%	83%	82%	69%	71%
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%	78%
8. The services I received helped me to function better in my life.	100%	74%	82%	91%	83%	91%	56%	78%
9. If I were to seek help again, I would come back to the same program.	100%	67%	77%	73%	83%	73%	75%	78%
SUM SCORE	42.00	34.37	38.59	37.18	36.58	38.00	34.69	36.78
RETURN RATE (%)	12%	14%	15%	7%	7%	9%	9%	6%
RESPONDENTS	3	28	17	11	12	11	17	9

Note: Percentages for 9 survey items are for those responding “agree” or “strongly agree”.

GRATIOT

Survey Questions and Selected Variables	2002	2003	2004	2005	2006	2007	2008	2009
1. CMH responded promptly to my request for services.	80%	60%	100%	33%	100%	60%	100%	100%
2. CMH staff were courteous and respectful.	100%	80%	100%	67%	100%	100%	100%	100%
3. CMH staff helped me get the right type of services for my problem.	80%	50%	100%	33%	100%	60%	100%	100%
4. In general, I was satisfied with the services provided by CMH.	80%	70%	100%	33%	100%	80%	100%	100%
5. CMH staff understood my needs and situation.	80%	70%	100%	33%	100%	80%	100%	100%
6. CMH staff had the knowledge and skills to serve me well.	80%	70%	100%	33%	100%	100%	100%	81%
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%	100%
8. The services I received helped me to function better in my life.	80%	70%	78%	33%	100%	80%	100%	100%
9. If I were to seek help again, I would come back to the same program.	80%	67%	100%	33%	100%	100%	100%	100%
SUM SCORE	38.60	30.80	39.57	25.67	39.67	43.75	36.00	36.92
RETURN RATE (%)	----	19%	23%	5%	6%	9%	1%	21%
RESPONDENTS	5	11	9	3	6	5	1	13

Note: Percentages for 9 survey items are for those responding “agree” or “strongly agree”.

NEWAYGO

Survey Questions and Selected Variables	2002	2003	2004	2005	2006	2007	2008	2009
1. CMH responded promptly to my request for services.	100%	91%	86%	92%	92%	100%	90%	71%
2. CMH staff were courteous and respectful.	50%	95%	100%	92%	92%	100%	90%	71%
3. CMH staff helped me get the right type of services for my problem.	50%	86%	86%	75%	92%	100%	100%	86%
4. In general, I was satisfied with the services provided by CMH.	50%	82%	86%	75%	83%	100%	90%	71%
5. CMH staff understood my needs and situation.	50%	86%	86%	75%	75%	75%	100%	71%
6. CMH staff had the knowledge and skills to serve me well.	50%	91%	85%	71%	83%	100%	80%	83%
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%	71%
8. The services I received helped me to function better in my life.	50%	77%	72%	63%	67%	100%	80%	57%
9. If I were to seek help again, I would come back to the same program.	50%	82%	72%	67%	75%	100%	90%	72%
SUM SCORE	34.50	38.77	35.43	35.67	36.00	41.00	40.00	33.00
RETURN RATE (%)	10%	15%	7%	17%	19%	5%	15%	11%
RESPONDENTS	2	23	7	26	12	4	10	7

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	2009
1. CMH responded promptly to my request for services.	---	83%	95%	78%	100%	100%	100%	83%
2. CMH staff were courteous and respectful.	---	100%	95%	95%	100%	100%	100%	100%
3. CMH staff helped me get the right type of services for my problem.	---	75%	95%	83%	83%	100%	100%	67%
4. In general, I was satisfied with the services provided by CMH.	---	92%	85%	83%	83%	100%	100%	67%
5. CMH staff understood my needs and situation.	---	83%	95%	83%	83%	100%	100%	67%
6. CMH staff had the knowledge and skills to serve me well.	---	92%	80%	78%	83%	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.	---	92%	80%	83%	83%	100%	100%	67%
8. The services I received helped me to function better in my life.	---	75%	84%	83%	83%	33%	100%	67%
9. If I were to seek help again, I would come back to the same program.	---	75%	84%	83%	67%	100%	100%	67%
SUM SCORE	---	38.83	39.89	35.72	38.17	38.00	43.17	37.17
RETURN RATE (%)	---	14%	12%	10%	16%	8%	10%	5%
RESPONDENTS	---	12	20	19	7	3	6	6

Note: Percentages for 9 survey items are for those responding “agree” or “strongly 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	2009
1. CMH responded promptly to my request for services.	94	84	94	85	88	81	93	84
2. CMH staff were courteous and respectful.	96	90	89	95	91	95	95	92
3. CMH staff helped me get the right type of services for my problem.	89	82	92	79	85	83	84	81
4. In general, I was satisfied with the services provided by CMH.	89	83	92	80	86	83	84	80
5. CMH staff understood my needs and situation.	92	83	91	77	85	81	82	79
6. CMH staff had the knowledge and skills to serve me well.	92	86	91	79	86	90	86	75
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	79
8. The services I received helped me to function better in my life.	89	81	85	76	79	85	78	78
9. If I were to seek help again, I would come back to the same program.	92	81	86	79	82	83	91	77
SUM SCORE	41.42	37.27	39.26	36.15	37.77	38.59	38.74	36.13
RETURN RATE (%)	24%	19%	17%	13%	11%	7%	8%	10%
RESPONDENTS	64	131	97	103	66	41	56	64

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	6	10	3	12	0	0	1	20	0	0	2	15
No	53	90	23	88	9	100	4	80	6	100	11	85
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	7	12	6	22	0	0	1	20	0	0	0	0
American Indian	2	3	2	7	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	47	80	16	59	9	100	4	80	5	100	13	100
Asian	0	0	0	0	0	0	0	0	0	0	0	0
Other	3	5	3	11	0	0	0	0	0	0	0	0
Total:	59	100	27	100	9	100	5	100	5	100	13	100

Who filled out this survey?	Affiliation		CEI		Ionia		Newaygo		Manistee- Benzie		Gratiot	
	N	%	N	%	N	%	N	%	N	%	N	%
Self	42	69	23	82	9	100	4	80	2	33	4	31
Parent (assisted)	19	31	5	18	0	0	1	20	4	7	9	69
Friend (assisted)	0	0	0	0	0	0	0	0	0	0	0	0
Staff (assisted)	0	0	0	0	0	0	0	0	0	0	0	0
Total:	61	100	28	100	9	100	5	100	6	100	13	100

Note: percentages are rounded up.

APPENDIX B:

Cover Letter & Survey Instrument

CLOSED CASES - SAMPLE COVER LETTER

September 10, 2009

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.

CEI Community Mental Health, 812 East Jolly Road, Suite G10, Lansing, MI 48910

APPENDIX C:

CMH PROGRAM BY DISCHARGE TYPE

CMH Program By Discharge Type

CEI CLOSED CASES - Returned

Program		Reason					Total	
		Missing Data	Met Tx Goals	Withdrew from Tx	Relocated outside services area	Client Non-Compliant with Treatment	Other	Total
House of Commons	22101							1
Sub-Acute Detox	25102							8
Substance Abuse Services	26101							1
CATS	26105							1
Community Inpatient	31900							1
Intensive OP	36108							1
Children's ES	36501							1
FGS – Home Based	37401							2
Prevention	38101							2
St. Lawrence	61501							3
Memorial/Owosso	61502							1
Bridges Crisis Unit	62600							1
Adult Crisis CCCC	66108							2
Adult Crisis ECCC	66109							1
Case Mgt Team II	67301							2
Solution Focus	67306							1
Total		10	12	1	1	1	4	29

NEWAYGO CLOSED

Program	Reason					Total
	Closed According to Plan	Consumer Left County	Consumer Disengaged from Services	Funding Source Change	No Longer Met Criteria	
MI Child CM (400)	0	0	1	0	0	1
DD Clinical OP (500)	0	0	1	0	0	1
MI Adult OP (600)	0	0	0	0	1	1
MI Adult CM (610)	1	0	1	0	0	2
Total	3	0	3	0	1	7

APPENDIX D:

Consumer Comments

Closed Cases 2009: Comments

CEI

I suggest that they fire all of the personnel and start over with people that have or will give help to people that need it not say oh you need drug treatment instead of giving or helping with their mental problems-and don't send anymore.

We had a nurse named T that went above and beyond to make us feel comfortable. She was an incredible nurse and cared about all her patients/. We also had a tech named V that was outstanding. My husband was much more relaxed when he knew V was working.

Good job.

Need help with finding a psy to see that except my insurance in very much needed I need someone to talk to, may need help with addiction like getting on Methdone program, need help really bad. Thank you for your time.

Services were not needed after assessment. Items of concern tested as normal.

The people at Beechtree did me a great service even though I was not able to stay the full time due to uncontrollable family issues, they helped me greatly.

My records show that I have been there for treatment before and I'm very satisfied with CMH services. E is a good therapist and I will like to have Ms. R as my therapists and not anyone else for any treatment.

When I started treatment at CMH, I was very suicidal and didn't have much hope for the future. Through the faith and kindness of: Mrs. A , Mrs, S , Dr. , PhD, Ms. J and Mr. M, I am able to function with the realms of what is considered "normal" in society. I still have those days when it was better that I stayed in bed, but at least I'm not reaching for something to take my life with. Thank all of you (including J) for helping me to save me! Baruch Ata! (Bless you!)

CMH counselor directed me to take my problem (mental health issues) to the VA because they have also approved coverage for me. After visiting (seeking) VA services I found out that VA does not provide, within their pharmacy, the anti depressant that I have been taking for 7-8 years and which works very well for me with little to no side effects (the anti depressant is "Nefazodone" which is the generic name since only the generic form of this drug is still available. There are no similar or "cousin" drugs for Nefazodone. The CMH counselor advised me that the CMH psychiatrists normally see only seriously ill patients and/or suicidal persons. Although I am not currently suicidal I consider myself ti have a serious problem with depression and anxiety. I am not prepared to go on a hunting mission for another anti depressant as long as Nefazodone is still available and legal within the United States, therefore VA can be of no assistance to me as far as prescribing Nefazodone as an on-going successful anti depressant treatment. I will need to make another attempt to have Nefazodone continued, re-prescribed, for me by re-visiting CMH.

It took too long to get me to St Lawrence Campus.

It would be great if there was a CMH in Clinton County, preferably St Johns! I feel there is a great need and many would benefit from having an office in St Johns.

I appreciated your services as they helped me climb over my problem. I had the right counselor who understood my problem and helped guide me through it!!

It's a work in progress, a lifetime work in progress.

I can't believe how when I was at CMH how no one cared what was really going on with me. I ended my services because Dr. and K treated me with unknowing my life and what was going on. I don't like CMH. Why did she have to hurt me. Every medicine I was in killed me inside. Abilify destroyed my life.

I need help found apt I have.

IONIA

I came to Mental Health very depressed – suicidal depressed. I told the therapist I had asked my family doctor to put me on sick leave for work. The only thing that happened at my meeting was the counselor asked me questions – nothing more was done. Three weeks later I tried to commit suicide – mental health came to the hospital – referred me to Forest View in GR and charged me about \$350, No, I would never recommend Ionia Community Health,

Yes, Mental health helped me a lot.

P is awesome!! I couldn't have asked for a better person to help our family. Also Pete is awesome, too!!

When I lived in Ionia, I was very grateful for the services I received from CMH. They were very good to me and helped a great deal with my situation.

NEWAYGO

I am happy what they did for me. Happy means so much.

My son was canceled after a no show appointment. I showed up two hours early with an appointment card filled out by a rude lady at receptionist desk rudely said – no, your appointment is not until 1:00 pm but when I showed her the card she said someone filled it out wrong, threw it away and asked if I would like to reschedule or stay and wait for two hours. I think someone should make calls the night before to remind patients. I won't come back because I believe everyone in the office has read private papers of your clients there. No way would I or my family be back there. I don't believe you'll be in business long because of breach of

confidentiality – you know what I mean but since you work there nothing will happen anyways. Signed, left hanging in there-thanks for nothing.

MANISTEE-BENZIE

M is a great listener – made me feel comfortable. Her clothes were really nice!! I want to come back to see her – very overwhelmed. M gave me wonderful advice – she's very knowledgeable – had resources to share – I feel like I've let her down and myself. I would give her a great increase in pay for all the work she does – through the program and in the community. She has always been encouraging and caring. Thank you to the front desk clerks – they were very nice – non-judgmental – they were great. My daughter is in the Safe-net program and MS. W is so caring and helped me while my husband and I were separated – E has someone to talk to weekly. We didn't get a call over the summer for activities.

I did get help but I would choose someone else to help me. The person I had just didn't fit my personality. I felt like I was being talked at and being told how I felt and told what to do. Instead of listening and trying to help me in ways that would really work. I just think that my therapist was kind of “snotty” and it made it hard to talk to someone who was so different than me. I wish I would have had a therapist who had been through stuff that way they could really get me.

The second case worker never kept me up to date or asked me how or if things in the home was going OK. The social problems are still not in place. My son still does not understand that there are social lines and which ones that cannot be crossed or why. The case worker saw my son 3 times, if that, then closed the case.