

APPENDIX D

MANISTEE-BENZIE COMMUNITY MENTAL HEALTH

Response Rates for – Open 2008

(Manistee-Benzie)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	1	1	13	7	169	92
2. CMH staff are courteous and respectful.	0	0	5	3	178	97
3. CMH staff helps me to get the right type of services for my problem.	2	1	18	10	163	89
4. In general, I am satisfied with the services provided by CMH.	0	0	12	7	170	93
5. CMH staff understand my needs and situation.	2	1	14	8	167	91
6. CMH staff have the knowledge and skills to serve me well.	2	1	10	6	171	93
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	2	1	16	9	164	90
8. The services I receive help me to function better in my life.	2	1	22	12	158	87
9. If I were to seek help again, I would come back to the same program.	3	2	14	8	164	91
10. CMH staff follows my person centered plan (PCP) or family centered plan.	2	1	13	7	166	92
11. CMH helped me identify natural supports.	2	1	22	12	156	87

Response Rates for – Open 2008

(MB - 40 Meds Plus)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	0	0	1	50	1	50
2. CMH staff are courteous and respectful.	0	0	0	0	2	100
3. CMH staff helps me to get the right type of services for my problem.	0	0	1	50	1	50
4. In general, I am satisfied with the services provided by CMH.	0	0	1	50	1	50
5. CMH staff understand my needs and situation.	0	0	0	0	2	100
6. CMH staff have the knowledge and skills to serve me well.	0	0	0	0	2	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	2	100
8. The services I receive help me to function better in my life.	0	0	1	50	1	50
9. If I were to seek help again, I would come back to the same program.	0	0	0	0	1	100
10. CMH staff follows my person centered plan (PCP) or family centered plan.	1	50	0	0	1	50
11. CMH helped me identify natural supports.	0	0	1	50	1	50

Response Rates for – Open 2008

(MB - 41 MI – Manistee Children and Adults)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	1	1	7	9	73	90
2. CMH staff are courteous and respectful.	0	0	2	2	79	98
3. CMH staff helps me to get the right type of services for my problem.	0	0	9	11	72	89
4. In general, I am satisfied with the services provided by CMH.	0	0	4	5	76	95
5. CMH staff understand my needs and situation.	0	0	8	10	73	90
6. CMH staff have the knowledge and skills to serve me well.	0	0	6	7	75	93
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	8	10	72	90
8. The services I receive help me to function better in my life.	0	0	8	10	73	90
9. If I were to seek help again, I would come back to the same program.	1	1	4	5	75	94
10. CMH staff follows my person centered plan (PCP) or family centered plan.	1	1	5	6	74	93
11. CMH helped me identify natural supports.	1	1	10	13	68	86

Response Rates for – Open 2008

(MB - 42 DD - Manistee)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	0	0	1	3	29	97
2. CMH staff are courteous and respectful.	0	0	0	0	30	100
3. CMH staff helps me to get the right type of services for my problem.	0	0	1	3	29	97
4. In general, I am satisfied with the services provided by CMH.	0	0	2	7	28	93
5. CMH staff understand my needs and situation.	1	3	0	0	29	97
6. CMH staff have the knowledge and skills to serve me well.	0	0	0	0	30	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	30	100
8. The services I receive help me to function better in my life.	0	0	1	3	29	97
9. If I were to seek help again, I would come back to the same program.	0	0	0	0	30	100
10. CMH staff follows my person centered plan (PCP) or family centered plan.	0	0	0	0	30	100
11. CMH helped me identify natural supports.	0	0	4	14	25	86

Response Rates for – Open 2008

(MB - 43 MI – Benzie Children and Adults)

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	29	100
2. CMH staff are courteous and respectful.	0	0	1	3	28	97
3. CMH staff helps me to get the right type of services for my problem.	0	0	0	0	29	100
4. In general, I am satisfied with the services provided by CMH.	0	0	0	0	29	100
5. CMH staff understand my needs and situation.	0	0	0	0	29	100
6. CMH staff have the knowledge and skills to serve me well.	0	0	0	0	29	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	3	28	97
8. The services I receive help me to function better in my life.	0	0	3	11	25	89
9. If I were to seek help again, I would come back to the same program.	1	3	0	0	28	97
10. CMH staff follows my person centered plan (PCP) or family centered plan.	0	0	1	4	27	96
11. CMH helped me identify natural supports.	0	0	2	7	27	93

Response Rates for – Open 2008

(MB - 44 DD - Benzie)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	0	0	5	12	37	88
2. CMH staff are courteous and respectful.	0	0	3	7	39	93
3. CMH staff helps me to get the right type of services for my problem.	1	2	9	21	32	76
4. In general, I am satisfied with the services provided by CMH.	0	0	6	14	36	86
5. CMH staff understand my needs and situation.	0	0	8	19	34	81
6. CMH staff have the knowledge and skills to serve me well.	1	2	6	14	35	83
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	9	21	32	76
8. The services I receive help me to function better in my life.	2	5	10	24	30	71
9. If I were to seek help again, I would come back to the same program.	1	2	11	26	30	71
10. CMH staff follows my person centered plan (PCP) or family centered plan.	0	0	8	19	34	81
11. CMH helped me identify natural supports.	0	0	7	17	35	83