

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**

2009 RESIDENTIAL SATISFACTION SURVEY

BY

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AFFILIATION 2008 RESIDENTIAL SATISFACTION SURVEY

I. SUMMARY

The Community Mental Health Affiliation of Mid-Michigan's (Affiliation) Residential Quality Improvement System (RQIS) aids the Affiliation and each of its members in the assurance that the residential services provided to residents by each community health organization, either directly or through contracts with residential service providers are of high quality. As part of the RQIS, trained site assessors review each group home on established standards, and, seeks input from residents, guardians and case managers through customer satisfaction surveys. The Residential Satisfaction Surveys were designed to give people who get services from the Affiliation an opportunity to voice their opinions about residential services. The results of the survey help to measure the quality of CMH residential services. This evaluation report summarizes the levels of satisfaction with their CMH residential service system from residents, guardians and case managers.

During August - September 2009, three separate satisfaction surveys were disseminated. One questionnaire went to all clients residing in Affiliation group homes (contract operated and directly operated). Each CMH (CEI, Ionia, Gratiot, Newaygo, Manistee-Benzie) provided the opportunity for each resident within their system to complete a survey. Residents were given the opportunity to choose not to complete a survey. For those residents that could not communicate their preferences, a section on the survey was marked indicating this and returned. Also, a satisfaction survey was disseminated to each resident's guardian (if they had one) and a separate survey was given to each resident's case manager.

During the survey period, 7812 residents were surveyed across the five CMHs in the Affiliation (i.e., CEI, Ionia, Gratiot, Newaygo and Manistee-Benzie). All guardians were mailed a Family/Guardian Satisfaction Survey that included a letter of explanation and a stamped self-return envelope. Of the 812 residents surveyed, 563 were completed and returned for analysis (69% return rate). There were 439 guardians that were approached to complete a Guardian Residential Satisfaction Survey, of that number 333 guardians returned a survey (76%). All case managers with clients residing in one of the Affiliation=s group homes were also sent a separate survey to complete. Table 1 shows the response rate by CMH. Table 2 shows the number and percentage of consumers who either elected not to participate or could not answer survey question.

Table 1: Response Rates for Residents and Guardians

CMH	Residents			Guardians		
	N	Number Responded	Response Rate	N	Number Responded	Response Rate
CEI	586	399	68	274	208	76
Ionia	41	41	100	38	33	87
Newaygo	50	36	72	43	35	81
Manistee-Benzie	80	57	71	34	26	76
Gratiot	55	30	55	50	31	62
Total:	812	563	69	439	333	76

Table 2: Number and Percentage of Consumers by CMH Who Choose Not

To Answer Or Could Not Communicate Answers

CMH	Consumer Chooses Not to Answer		Consumer Cannot Communicate Answers	
	N	%	N	%
CEI (n=399)	46	12	152	38
Ionia (n=41)	1	2	22	54
Newaygo (n=36)	0	0	3	8
Manistee-Benzie (n=57)	1	2	25	44
Gratiot (n=30)	0	0	14	47
Total (n=563):	48	9	216	38

Survey Instruments

The Residential Satisfaction Surveys are three separate brief surveys designed to give people receiving services, their guardians/family members, and case managers an opportunity to express their level of satisfaction with residential services provided by Alliance CMHs. Each survey is designed to be easily completed.

The **Resident Satisfaction Survey** consisted of 15 items, rated by the respondent on either a three-point scale (e.g., bad, ok, or Good) or rated on a two-point scale (e.g., Yes or No). The survey instrument also ascertains how long the individual has resided in the particular home (e.g., 0-6 months, 6-12 months). One question ascertains the resident's future expectation for residential location and who completed the survey (e.g., the resident or with assistance). The instrument also allowed for respondents to record any additional comments or suggestions and to indicate the group home the identified resident resides. There was also a section for the resident to indicate their ethnicity.

The **Family/Guardian Satisfaction Survey** contained 18 items, rated by the respondent as either no, not sure, or yes. The survey instrument also ascertains the frequency of guardian visits to the home (e.g., weekly, monthly) and the respondent's relationship to the resident (e.g., parent, sibling, etc.). The instrument also allowed for respondents to record any additional comments or suggestions and to indicate the group home their ward resides.

The **Case Manager Satisfaction Survey** consisted of 15 items, rated by the case manager as either no, not sure, or yes. The instrument also allowed for respondents to record any additional comments or suggestions about the specified home.

Each satisfaction survey was coded to the resident, the resident's guardian, the resident's case manager and the resident's Affiliation CMH. Therefore, results could be reviewed by group home residence and Affiliation CMH separately. Data collected was entered directly into an SPSS data file. Ten percent of the completed questionnaires were re-entered as a quality control measure.

To aid in the interpretation of the data collected, sum scores for 15 items on the Resident Survey and 15 items on the Guardian Survey were conducted for each survey respectively. The sum scores were transformed into standard scores (mean of 50 and standard deviation of 10). A general standard is that scores above one standard deviation are labeled as high, scores between +1 and -1 standard deviations are labeled as average and scores below -1 standard deviation are labeled as low satisfaction level. Therefore, resident and/or guardian standard scores below 40 could be considered and compared within a CMH system or across systems.

II. FINDINGS

Table 3 shows the item response pattern across the Affiliation for the Resident Survey for each CMH group home. Table 4 shows the response pattern to the Guardian Survey. Table 5 shows the response pattern for the Case Manager Survey. Table 6 shows the T-Scores (standard scores) for each of the three instruments by CMH system. Table 7 shows by CMH system and group home, the standard scores for each home. Appendix A contains copies of the three survey instruments. Appendix B presents a listing of resident and guardian written comments by CMH system and group home.

III. ANALYSIS OF FINDINGS

Residents

Overall, residents were very positive with the services and treatment they received from Affiliation CMH residential services. More than 94% said that they liked the staff and food at the residence. Most expressed that the home gave them a sense of being safe, clean and that their personal needs were addressed. Over 90% of residents expressed that their person centered plan (PCP) was addressed and followed by house staff. Ninety-six percent expressed that they had someone to talk to in the home when they were unhappy with events occurring in the home. Only 83% of the residents stated that they knew how to report a violation of their rights or choose the type of activity offered by the home (82%).

Many of the residents (80%) had resided in their current residence for one year or more. Residents were asked to project six-months as to where they would like to be living. Results showed that over half (59%) preferred to be residing in their current home, 16% stated they would like to be living on their own, 6% felt they would be at another home, 9% selected living

with family, 8% selected a monitored apartment, and 3% selected living with friends. Ethnic background showed that a majority of the respondents were white (88%). Table 3 shows the item response pattern across the Affiliation. Overall, Standard scores (Table 6) for each CMH were in the acceptable range. However, Table 7 shows that for individual groups homes, standard scores were low for four homes rated by residents, while guardians rated four homes low. Both residents and guardians did not jointly agree on their low ratings for any particular home.

Guardians

Frequency of guardian contact with the group home showed that 20% (n=65) visited weekly, 28% (n=88) visited monthly, 38% (n=120) visited 3-6 times per year, and 14% (n=46) visited the home from 0-2 times per year. Overall, guardians were very positive with the services and treatment that clients received from Affiliation CMH residential services. Most (95%) expressed that staff treated guardians with dignity and respect. More than 90% said that staff at CMH residences= treat residents with respect, seem caring toward residents, were accessible to guardians. Most felt welcome to visit the home and expressed that visiting hours for homes was flexible. As far as the home environment was concerned, most (90% or more) expressed that the home was safe, accessible, smelled clean, and was kept neat for residents. Guardians also expressed their high approval that staff knew how to provide proper care; that there was appropriate activity for residents to participate, and that residents were appropriately assisted when needed, dressed and clean. Guardians also expressed that they do receive sufficient information about their family member (94%).

Eighty-eight percent expressed that their comments and suggestions about the operation of the home seemed welcome and that there were activities available for residents to take part in

or initiate. Also, 90% expressed that they knew how to report a violation of the rights of their family member.

Overall, respondents seemed satisfied with the group home their family member resided. Ninety-four percent did not express a desire for their family member to move to another housing option. Table 4 shows the item response pattern across the Affiliation. Standard scores, overall, (Table 6) for each CMH was in the acceptable range.

Case Managers

Overall, case managers were very positive with the services and treatment that clients received from Affiliation CMH residential services. More than 90% said that staff treat residents with dignity and respect, seem caring toward residents, and assisted residents when needed. As far as the home environment was concerned, most (90% or more) expressed that the home was accessible, smelled clean, and was kept neat for residents. Case managers also expressed their high approval that staff knew how to provide proper care and that house staff used person centered planning goals. Case managers also expressed that they do receive sufficient information about their client (92%) and that the house manager was accessible to them (95%).

However, 80% expressed that their comments and suggestions about the operation of the home seemed welcome. Also, 80% expressed that there was appropriate activity for residents to participate. Overall, case managers seemed satisfied with the group home. Table 5 shows the item response pattern across the Affiliation. Standard scores (Table 6) for each CMH were in the acceptable range.

IV. USE OF FINDINGS

Affiliation managers (CEI, Ionia, Newaygo, Manistee-Benzie and Gratiot) should review the findings with their service providers and staff. The fact should be underscored that programs, from the residents, guardians and case managers' perspective, report high levels of satisfaction with care within residential services.

Although high levels of satisfaction are reported, the written comments of residents, guardians and case managers provide considerable insight into areas of potential improvement. Affiliation managers should review these comments, especially those related to their particular home, and use them as starting points of quality improvement efforts. A particular focus should be on those homes where resident and guardian standard scores were below 40.

Table 3: Summary Resident Satisfaction Survey

	Percentage OK/Good					
	CEI	Ionia	Newaygo	Manistee-Benzie	Gratiot	Total
1. The food here is:	95	94	100	100	83	95
2. The rules here are:	90	100	94	94	100	92
3. The staff here are:	97	94	100	100	100	98
4. Do you feel that the appearance and cleanliness of the house is:	96	100	100	100	100	97
5. The amount of privacy here is:	89	100	94	97	100	92
6. Do you feel that the amount of recreational facilities and activities here are:	87	88	94	94	96	89
	Percentage Often					
	CEI	Ionia	Newaygo	Manistee-Benzie	Gratiot	Total
7. Do you have someone to talk to, in the house, when you are unhappy with what is happening at the house?	89	82	97	92	100	91
	Percentage Comfortable					
	CEI	Ionia	Newaygo	Manistee-Benzie	Gratiot	Total
8. How comfortable do you feel inviting friends to visit you in your home?	90	89	91	93	100	91
	Percentage Safe					
	CEI	Ionia	Newaygo	Manistee-Benzie	Gratiot	Total
9. Do you feel that living here is:	92	100	97	94	100	94
	Percentage Yes					
	CEI	Ionia	Newaygo	Manistee-Benzie	Gratiot	Total
10. Are you allowed to watch the television shows that you want to watch?	88	100	97	97	100	91
11. If you knew of someone looking for a residential care home, would you recommend this place?	87	88	94	93	96	89
12. Do you feel that your needs are taken care of here?	91	94	100	91	96	93
13. Are the staff following your person centered plan (PCP)?	90	100	100	93	100	93
14. Do you know how to report a violation of your rights?	79	81	94	80	96	83
15. Do you get to choose the type of activities offered by the house?	75	87	94	94	96	82

Table 3: Summary Resident Satisfaction Survey, continued

How long have you been at this home?

	0-6 months		6-12 months		12 months or more	
	N	%	N	%	N	%
CEI	23	12	13	7	160	82
IONIA	1	5	1	5	17	90
NEWAYGO	8	24	2	6	23	70
MANISTEE-BENZIE	5	15	3	9	25	76
GRATIOT	1	4	5	22	7	74
Total:	38	13	24	8	242	80

In 6-months, where would you like to be living?

	In this Group Home		On My Own		Another Group Home		With Friends		Monitored Apartment		With Family	
	N	%	N	%	N	%	N	%	N	%	N	%
CEI	97	53	32	18	3	7	5	3	7	9	18	10
IONIA	8	44	4	22	3	17	0	0	1	6	2	11
NEWAYGO	24	73	6	18	1	3	0	0	1	3	1	3
MANISTEE-BENZIE	20	67	2	7	0	0	2	7	3	10	3	10
GRATIOT	18	86	0	0	0	0	0	0	1	5	2	10
Total:	167	59	44	16	17	6	7	3	23	8	26	9

Are you Hispanic or Latino?	N	%
CEI	8	4
IONIA	1	6
NEWAYGO	1	3
MANISTEE-BENZIE	0	0
GRATIOT	1	5
Total:	11	4

Note: Number & Percent “yes”

What most closely describes your race?

	African American		American Indian		Native Hawaiian/ Pacific Islander		White		Asian		Other	
	N	%	N	%	N	%	N	%	N	%	N	%
CEI	19	9	4	2	0	0	174	85	4	2	3	2
IONIA	1	5	2	1	0	0	16	84	0	0	0	0
NEWAYGO	2	6	1	3	0	0	30	91	0	0	0	0
MANISTEE-BENZIE	1	3	1	3	0	0	32	94	0	0	0	0
GRATIOT	0	0	0	0	0	0	23	100	0	0	0	0
Total:	23	7	8	3	0	0	275	88	4	1	3	1

Who filled out this survey?

	Self		Staff (Assisted)		Interviewer (Assisted)		Other	
	N	%	N	%	N	%	N	%
CEI	30	14	67	31	11	51	9	4
IONIA	0	0	20	77	3	12	3	12
NEWAYGO	7	22	25	78	0	0	0	0
MANISTEE-BENZIE	3	8	35	88	2	5	0	0
GRATIOT	1	4	25	96	0	0	0	0
Total:	41	12	172	50	116	34	12	4

Table 4: Family/Guardian Satisfaction Survey

When you visit.	Percentage "Yes"					
	CEI	IONIA	NEWAYGO	Manistee-Benzie	GRATIOT	TOTAL
1. Do staff treat residents with respect?	97	91	97	92	90	95
2. Do staff seem caring toward residents?	98	97	97	92	97	97
3. Do staff seem to know how to provide proper care?	92	94	97	79	87	92
4. Are there activities available for the residents to take part in or initiate?	89	85	83	83	94	88
5. Do staff assist residents when needed?	95	94	100	88	90	94
6. Are the residents appropriately dressed and clean?	97	100	97	100	100	98
7. Do you feel that the house is safe?	97	100	91	96	94	96
8. Is the home easy to get in and out of?	98	97	97	92	97	97
9. Does the house smell clean?	96	100	97	96	90	96
10. Is the home clean and neat?	97	100	94	96	97	97
11. Do you feel welcome to visit the home?	97	100	97	100	100	98
12. Are visiting hours flexible and convenient for you?	98	94	100	96	97	98
13. Do you feel that your comments and suggestions about the operation of the home are welcome?	87	100	91	84	90	89
14. Do home staff treat you with dignity and respect?	98	100	89	100	100	97
15. Is the house manager accessible to talk with you?	96	97	91	92	97	95
16. If applicable, do you receive sufficient information on how your family member/friend/significant other is doing?	93	97	94	88	100	94
17. Do you know how to report a violation of the rights of your family member/friend/ significant other who lives in this house?	90	94	88	84	90	90
18. At this time, would you like your family member or friend to move to another housing option?	4	9	0	28	3	6

Table 5: Case Manager Satisfaction Survey

When you visit. . . .	Percentage "Yes"					
	CEI	IONIA	NEWAYGO	Manistee-Benzie	GRATIOT	TOTAL
1. Do staff treat residents with respect?	95	91	100	91	96	94
2. Do staff seem caring toward residents?	97	100	100	91	91	96
3. Do staff seem to know how to provide proper care?	89	100	91	86	91	90
4. Are there activities available for the residents to take part in or initiate?	80	62	91	91	86	80
5. Do staff assist residents when needed?	94	95	100	91	100	95
6. Are the residents appropriately dressed and clean or is this addressed in a treatment plan?	95	95	100	91	100	95
7. Do staff implement the person centered goals agreed upon?	88	91	100	86	86	88
8. Is the home easy to get in and out of?	96	100	91	91	100	96
9. Does the house smell clean?	94	91	100	91	100	94
10. Is the home clean and neat?	95	100	100	91	100	96
11. Do you feel that your comments and suggestions about the operation of the home are welcome?	83	65	90	77	77	80
12. Do home staff treat you with dignity and respect?	99	91	100	91	100	97
13. Is the house manager accessible to talk with you?	98	95	91	82	96	95
14. If applicable, do you receive sufficient information on how your client is doing?	92	95	90	86	95	92

Table 6: Standard Scores for Survey Type by CMH - T Scores

	T - Scores (mean=50, SD=10)				
	CEI	IONIA	NEWAYGO	Manistee-Benzie	GRATIOT
Resident Satisfaction Survey	47.87	51.07	56.78	50.31	55.34
Family Satisfaction Survey	49.99	50.48	49.20	50.01	50.38
Case Manager Satisfaction Survey	49.94	49.73	53.27	48.67	50.46

Standard Scores by Group Home – 2009

	Residents				Guardian	
	Choose Not to Answer	Cannot Communicate	T-Score	Completed Survey	T-Score	Completed Survey
CEI-AMHS						
001 Aljin AFC	0	0	46.51	1	49.35	1
00ARCH	2	0	42.51	9	54.33	1
003 Beacon Services, Inc	-	-	-	-	-	-
004 Blanca Senior Home	-	-	-	-	-	-
005 Blessed Manor	0	0	37.37	1	-	-
006 Blessed Manor III	-	-	-	-	-	-
007 Capitol Commons	-	-	-	-	-	-
008 Cornerstone AFC	0	0	34.33	3	-	-
009 Coulson	0	0	48.79	6	54.33	2
010 Country Creek AFC	-	-	-	-	-	-
011 Divine Manor	0	0	48.79	1	-	-
012 ElderRidge	0	0	55.64	1	-	-
013 Eureka	1	0	53.36	11	40.04	3
014 Gracious AFC	-	-	-	-	-	-
015 Gracious I	0	0	44.22	1	-	-
016 Gracious II	-	-	-	-	-	-
017 Gracious III	-	-	-	-	-	-
018 Greenville	1	2	49.70	6	49.35	3
019 Home Life	0	0	46.51	1	-	-
020 Homecrest	-	-	-	-	-	-
021Jacengo	-	-	-	-	-	-
022 Joshua Street AFC	-	-	-	-	19.50	1
023 Kalkoidan's AFC	0	0	49.55	5	-	-
024 Loretta	1	0	42.70	6	51.84	2
025 MAC	1	0	49.93	6	29.45	2
026 Meadow Lane	-	-	-	-	-	-
027 MLK	0	0	49.93	2	31.94	2
028 Noah's AFC	1	0	38.29	5	-	-
029 OCE I	0	0	-	1	-	-
030 OCE II	-	-	-	-	-	-
031 Pine Rest Dementia	-	-	-	-	-	-
032 Serenity Acres	0	0	53.36	1	-	-
033 Simken	0	0	57.92	1	-	-
034 SIP	1	0	49.93	9	24.48	1
035 Stoll	1	0	51.07	2	37.00	2
036 Strudwick	0	0	-	1	-	-
037 Sunny Rest	1	0	-	1	54.33	1
038 Sunshine AFC	-	-	-	-	-	-
039 Walnut Ridge	-	-	-	-	-	-
040 Whispering Pines	0	0	51.07	1	-	-
041 Willow AFC	-	-	-	-	-	-

	Residents				Guardian	
	Choose Not to Answer	Cannot Communicate	T-Score	Completed Survey	T-Score	Completed Survey
CEI - CHILDREN						
042 Burlew CFC	0	1	-	0	-	-
043 Kambley AFC	0	1	-	0	-	-
044 Wagner CFC	1	0	-	0	-	-
CEI IN-HOME / OLD AIS						
045 Airport	0	6	-	0	53.09	4
046 Bradford	0	6	-	0	54.33	2
047 Carlisle	-	-	-	-	54.33	1
048 Greenfield	0	4	-	1	54.33	5
049 Holt	0	6	-	0	54.33	3
050 Mulliken	0	5	57.92	1	53.09	4
051 Oxford Mason	1	5	-	0	46.87	2
052 Santee	0	5	-	0	54.33	1
053 Schavey	0	6	-	0	47.36	5
054 State	1	5	-	0	51.84	4
055 Turner	0	6	-	0	49.35	4
056 Van Atta	0	4	-	2	54.33	2
057 Van Atta Annex	2	0	-	0	44.38	1
058 Waverly	0	5	-	0	51.84	6
059 Webb	0	5	-	1	34.43	1
060 Williamston	0	6	-	0	54.33	3
CEI-ADULT						
061 Amber Pines	0	0	45.37	2	54.33	1
062 Aurelius	1	3	53.36	3	41.06	3
063 Beacon Specialized	0	0	41.94	1	-	-
064 Birch Hill	-	-	-	-	46.04	3
065 Bittersweet	0	3	55.64	2	54.33	2
066 Boone	-	-	-	-	54.33	1
067 Carolyn Smith	2	3	53.36	1	47.69	3
068 Chosen View	0	1	51.83	4	53.08	4
069 Coleman	0	8	57.16	4	54.33	3
070 Country Creek	0	0	55.4	1	-	-
071 Crestview	-	-	-	-	44.38	2
072 Dell	0	0	47.08	4	54.33	3
073 Dena Bone	-	-	-	-	54.33	1
074 Dewitt	2	3	57.92	3	54.33	3
075 Dexter	0	0	57.92	2	-	-
076 Evergreen Place	0	0	41.94	2	51.84	2
077 Evergreen Place II	-	-	-	-	54.33	2
078 Garland	2	9	-	0	52.34	5
079 Gibbs	0	3	-	0	49.35	1
080 Gilcrest	0	0	50.31	3	54.33	2
081 Grand Ledge	1	5	-	0	24.48	3

	Residents				Guardian	
	Choose Not to Answer	Cannot Communicate	T-Score	Completed Survey	T-Score	Completed Survey
082 Green Meadows	-	-	-	-	54.33	1
083 Greenville	0	0	38.74	15	-	-
084 Harper	0	0	57.92	5	49.35	3
085 Harris II	2	1	-	1	49.35	4
086 Harris iV/Boichot	0	8	-	0	54.33	3
087 Homecrest	-	-	-	-	51.84	6
088 Homelife	0	0	5.64	2	54.33	2
089 House of Ruth	1	0	57.92	4	54.33	1
090 Howe	1	2	57.92	2	54.33	3
091 Howell	-	-	-	-	54.33	1
092 Ide II	0	5	-	0	51.01	3
093 Jenison	0	1	53.36	1	44.38	2
094 Jerome	0	0	51.07	3	54.33	2
095 Kemler	-	-	-	-	49.35	2
096 Latern Bay	-	-	-	-	-	-
097 Lyman	-	-	-	-	54.33	2
098 Meadows Manor (Graceland)	1	2	47.65	2	44.38	1
099 Moore Living Center	9	2	50.20	2	50.18	6
100 Orchard Court	0	0	48.79	1	-	-
101 Orchard Court Annex	-	-	-	-	-	-
102 Otto	2	0	51.07	2	54.33	2
103 Pleasant View	0	5	25.96	6	50.60	4
104 Rainbow Home	0	0	57.92	1	54.33	1
105 Roberts Lane	4	2	-	0	54.33	2
106 Roger G.Smith	0	6	55.64	1	54.33	3
107 Russell	-	-	-	-	46.87	2
108 Sherwood	3	0	43.08	4	49.35	3
109 Simken	0	2	14.54	3	54.33	2
110 Simple Elegance	-	-	-	-	-	-
111 Simple Elegance I	-	-	-	-	-	-
112 Simple Elegance II	0	0	54.12	3	54.33	1
113 Thomas L. Parkway	-	-	-	-	54.33	2
114 Village Manor	-	-	-	-	42.72	3
115 Whispering Pines	0	0	50.31	6	54.33	2
116 Wieland	-	-	-	-	54.33	2
117 Wilson II/Millswood	-	-	-	-	-	-
IONIA						
200 Ackley AFC	0	1	55.64	2	37.74	3
201 Anid AFC	-	-	-	-	-	-
202 Cornerstone AFC	0	0	53.36	2	54.33	3
203 Gibbs Place, LCC	0	0	51.07	2	14.53	1
204 Gibbs AFC	0	5	-	0	51.34	5
205 Hume AFC	0	1	48.79	1	54.33	2
206 Kilchermann AFC	0	2	-	1	51.84	2

	Residents				Guardian	
	Choose Not to Answer	Cannot Communicate	T-Score	Completed Survey	T-Score	Completed Survey
208 Listening Ear – Prairie Creek II	-	-	-	-	-	-
209 Listening Ear – Water St. II	-	-	-	-	-	-
210 Listening Ear – State St.	0	0	51.07	1	-	-
211 Listening Ear – Water St.	-	-	-	-	-	-
212 Listening Ear – Prairie St.	-	-	-	-	-	-
213 Palmer’s Place	1	0	55.64	2	-	-
214 Pearl St. Home	0	5	-	1	53.50	6
215 Samlind US – 31	0	1	-	0	-	-
216 Secluded Pines	0	3	-	0	54.33	2
217 Kelly Mitchell AFC	0	0	51.07	1	54.33	
218 Prairie Creek II	-	-	-	-	-	-
219 State Street	-	-	-	-	-	-
220 Water Street	0	0	57.92	1	51.84	2
221 Water Street II	0	3	-	0	54.33	2
222 Gentz II	-	-	-	-	54.33	1
223 Harbor Point	-	-	-	-	-	-
224 Ridge Home	0	1	-	0	-	-
NEWAYGO						
300 CountrySide	0	3	53.36	3	54.33	1
301 Country Acres	0	0	55.64	2	54.33	2
302 Dallas	0	0	55.97	7	52.34	5
303 Greenville	0	0	-	2	15.32	1
304 Masters	0	0	57.92	5	46.87	4
305 Lighthouse	-	-	-	-	54.33	1
306 Morgan	0	0	57.92	6	52.34	5
307 Oakview	0	0	57.92	5	54.33	3
308 Purdy	-	-	-	-	54.33	2
309 Rex	-	-	-	-	47.36	5
310 Whippoorwill	0	0	-	1	44.38	1
311 Woodland Park Manor	0	0	53.36	2	54.33	2
MANISTEE-BENZIE						
400 21 st Street	0	2	-	2	-	-
401 Beach View	0	6	-	0	54.33	2
402 Cen Care	0	1	-	0	-	-
403 Manistee Street	-	-	-	-	-	-
404 Portage	0	1	-	4	-	-
405 Ramsdell	0	0	57.92	3	49.35	1
406 Red Apple	1	2	51.07	1	-	-
407 River St.	-	-	-	-	54.33	1
408 Timber Ridge	-	-	-	-	-	-
409 Lake Shore	-	-	-	-	54.33	1
410 Ember Woods	-	-	-	-	-	-
411 Lakeview	0	2	55.64	2	54.33	3

	Residents				Guardian	
	Choose Not to Answer	Cannot Communicate	T-Score	Completed Survey	T-Score	Completed Survey
413 Ridge	-	-	-	-	52.67	3
414 Wildwood	0	0	-	5	54.33	1
415 Main Street	-	-	-	-	-	-
416 Hopkins	-	-	-	-	-	-
417 Leelanau	-	-	-	-	-	-
418 Rose Lane	0	2	-	2	-	-
419 Owens AFC	-	-	-	-	54.33	-
420 Len Care	-	-	-	-	-	-
421 Country Living Options	-	-	-	-	-	-
422 James Street	0	2	-	0	54.33	1
423 Tranquility	-	-	-	-	-	-
424 Cornell	-	-	-	-	37.74	3
425 Joy Field	0	1	40.80	3	34.43	1
426 Kemmer	0	3	-	1	49.35	1
427 Oak Street	-	-	-	-	54.33	1
428 Swamp Road Home	0	0	33.94	2	-	-
429 Demerly	0	1	51.07	3	-	-
430 Saukshaug	0	1	-	0	-	-
GRATIOT						
500 Arcada	0	3	56.78	4	54.33	2
501 Gateway	-	-	-	-	54.33	3
502 Hansen's	-	-	-	-	49.35	1
503 Haven Apts.	-	-	-	-	54.33	1
504 Krystal	0	3	54.50	2	54.33	2
505 LaSalle	0	1	52.44	4	36.92	4
506 Mainstay	0	7	54.50	0	46.87	2
507 McQueen's II	-	-	-	-	51.01	3
508 Riverside	-	-	-	-	54.33	4
509 Bigelows	-	-	-	-	51.84	4
510 Norton Gibbs	0	0	57.92	6	52.67	3
N=	48	216		299		

Note: T-Scores have a mean of 50 and a standard deviation of 10.

APPENDIX A

Satisfaction Surveys: Resident and Guardian

**CLINTON-EATON-INGHAM COMMUNITY MENTAL HEALTH
RESIDENT SATISFACTION SURVEY**

Consumer Chooses Not To Answer

Consumer Cannot Communicate Answers

Please take a few moments to answer the following questions. Please be open and frank with your answers. We value your comments and opinions. The answers provided will help us determine how we can better meet your needs. Comments will be shared with the program staff, but your individual responses will not be identified.

20. Who filled out this survey?	<input type="checkbox"/> Self	<input type="checkbox"/> Staff	<input type="checkbox"/> Interviewer	<input type="checkbox"/> Other
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- OVER -

CLINTON-EATON-INGHAM COMMUNITY MENTAL HEALTH FAMILY/GUARDIAN SATISFACTION SURVEY - RESIDENTIAL SERVICES

Please take a few moments to answer the following questions. We value your comments and opinions as family members, guardians, friends and significant others of persons who live in homes administered by or on contract with CMH. The answers provided will help us to determine how we can better meet the needs of these persons. Comments will be shared with the program staff as well as the combined responses of all family members, but your individual responses will not be identified.

Home Name:

When you visit.	NO	NOT SURE	YES
1. Do staff treat residents with respect?			
2. Do staff seem caring toward residents?			
3. Do staff seem to know how to provide proper care?			
4. Are there activities available for the residents to take part in or initiate?			
5. Do staff assist residents when needed?			
6. Are the residents appropriately dressed and clean?			
7. Do you feel that the house is safe?			
8. Is the home easy to get in and out of?			
9. Does the house smell clean?			
10. Is the home clean and neat?			
11. Do you feel welcome to visit the home?			
12. Are visiting hours flexible and convenient for you?			
13. Do you feel that your comments and suggestions about the operation of the home are welcome?			
14. Do home staff treat you with dignity and respect?			
15. Is the house manager accessible to talk with you?			
16. If applicable, do you receive sufficient information on how your family member/friend/significant other is doing?			
17. Do you know how to report a violation of the rights of your family member/friend/significant other who lives in this house?			
18. At this time, would you like your family member or friend to move to another housing option? (If Yes, please explain on the back)			
19. How often do you visit the home? <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> 3 to 6 times/year <input type="checkbox"/> 0 to 2 times/year			
20. What is your relationship to the resident? <input type="checkbox"/> Parent <input type="checkbox"/> Sibling <input type="checkbox"/> Spouse <input type="checkbox"/> Guardian <input type="checkbox"/> Friend <input type="checkbox"/> Significant other <input type="checkbox"/> Other (Specify):			

- OVER -

CLINTON-EATON-INGHAM COMMUNITY MENTAL HEALTH CASE MANAGER - RESIDENTIAL SATISFACTION SURVEY

Please take a few moments to answer the following questions. Please be open and frank with your answers. We value your comments and opinions as staff of persons who live in homes administered by or on contract with CMH. The answers provided will help us to determine how we can better meet the needs of these persons. Comments will be shared with the program staff as well as the combined responses of staff, but your individual responses will not be identified.

Home Name:

When you visit. . . .	NO	NOT SURE	YES
1. Do staff treat residents with respect?			
2. Do staff seem caring toward residents?			
3. Do staff seem to know how to provide proper care?			
4. Are there activities available for the residents to take part in or initiate?			
5. Do staff assist residents when needed?			
6. Are the residents appropriately dressed and clean or is this addressed in a treatment plan?			
7. Do staff implement the person centered goals agreed upon?			
8. Is the home easy to get in and out of?			
9. Does the house smell clean?			
10. Is the home clean and neat?			
11. Do you feel that your comments and suggestions about the operation of the home are welcome?			
12. Do home staff treat you with dignity and respect?			
13. Is the house manager accessible to talk with you?			
14. If applicable, do you receive sufficient information on how your client is doing?			

APPENDIX B

COMMENTS: Guardians & Residents

2009 Resident Comments

CEI

1 Aljin AFC

I am happy with my place.

2 ARCH

Thank you for working with me and I like the program I am in. I also appreciate my contact people.

Need to change snacking rules regarding those with diabetes. House could be a little cleaner by helping chore person clean. Activities at different times of day and asking consumers what they want to do.

I think Arch Adult Foster care is ideal for me. I feel I have freedom and that is good because I used to not care about being somebody but now I do. I have a lot to live for thanks to Arch and here I can reach high and obtain good goals and I need to feel proud and satisfied because sometimes my low self-esteem can get the best of me so I adore Arch and think highly of Arch and I am very glad I came to live here and it is as if I'm a new person and feel happy inside and I really love it here, it's very peaceful and I live peace and calm and if I need a change of pace I can rely on activities and just take my word for it I'm very fortunate and thankful that I'm living in a more secure place.

8 Conerstone AFC

"I want a pit bull for protection." However, no pets are allowed per house rules.

13 Eureka

Clautrophobia – don't let me look out.

24 Loretta

Concerns with things at the house being moved or taken – now has a safe to keep money from being stolen.

I would like more privacy at the appts with family practice (Sparrow) or any other drs appts; and more privacy in my own bedroom by knocking on the door before entering, because of the fact that I might be naked or changing

clothes or depends, etc. etc. I do like it when the staff do a great job of mopping my floor and an excellent job of doing my laundry, especially my clothing!

25 MAC

I would like to be independent and living on my own in six months.

27 MLK

It would be nice for outings on Saturday to be optional rather than mandated.

28 Noah's AFC

I want out of there.

33 Simken

They are very nice.

34 SIP

I would appreciate more flexibility in applicable policies.

Staff does an outstanding job. I'm grateful for staff support.

48 Greenfield

Consumer did not answer all of the questions.

61 Amber Pines

D would like to have showers more often.

65 Bittersweet

Didn't want to finish.

72 Dell

All is good at Dell.

75 Dexter

It's a nice looking house. S takes good care of me and helps me out.

76 Evergreen Place

V doesn't like the size of the meals, though she is on a diet.

78 Garfield

B no longer lives at Garland Home and did not want to answer questions about the Garland home. He said he thought is was "A wonderful place and the staff there are great."

83 Greenville

Client feels her freedom is limited; believes it should be up to her whether or not to leave the house, not us to staff.

Smoked a lot of pot as a teenager – memory is not too good.

84 Harper

Harper is nice. K and S are nice.

I want to go out a lot more.

Get more help. Raises for staff and some money for us.

T wants to move to another group home over by Garner School.

IONIA

217 Kelly Mitchell AFC

CJ can neither read or write so she cannot answer number 14. I trust the Mitchell family and have no fear of a personal violation. Thank you for the survey sheet. It is a good communication device.

GRATIOT

MANISTEE BENZIE

411 Lakeview

Some of the questions were not understood so they were left blank.

414 Wildwood

Seems to be very happy at this home. He is well liked and very comfortable in his surroundings.

Seems to be very happy here.

S is happy here and has fun putting his block in bucket with staff.

Seems happy and healthy in this home. He loves going on outings and just outside in the yard. He eats good and gets lots of attention.

Seems happy in this home and has no immediate issues that we are aware of.

403 Manistee Street

Resident is profoundly mentally impaired and is unable to give the answer asked in this form. Mr. [redacted] from Manistee County made a home visit on the 27th and was able to assess the living conditions and see that he is very happy in this home.

NEWAYGO

301 Country Acres

I was wondering if it is possible for me to get a job. I also want to know if there is anyone who can help me find my biological mother.

303 Greenville

A lot of emotional abuse here, the rules of the original placement; i.e. no sex in the house are not even followed here; passing STD amongst themselves – not supplying condoms; only allowing me one hour to make personal calls, I

have a few friends among staff. The only one I can talk to is C. She works hard and really is loving to us. She is a true care giver. The family's blood is thicker than mud. I am afraid to talk with them. I am tired of living here.

Dear Whom t It May Concern:

I am very sorry for the one bad time I had in this home. It will never happen again. This place is unsafe with certain clients and certain staff. I would love to move back to Newaygo County on my own in independent living. I will not hurt myself, never again.

304 Masters

Could send me money for activities.

311 Wood land Manor

This home gives me more freedom than any other home. I can ride my bike anywhere as long as home before dinner and meds. I can go back out and come back before 9:30.

I like to like in an apartment in Grayling; work in US Grayling Air Force base and have a job.

2009 Guardian/Family Comments

CEI

13 Eureka

A great home – , Manager.

18 Greenville

Greenville Acres does a good job with what they have! Caring staff.!

I would like for him to be in a smaller setting. That he can eat anytime he is hungry. He complains about not getting enough to eat quite often. Other than that, Greenville Acres is alright.

25 MAC

Staff never leave the office – door is shut – window is closed – staff is young, aloof, showing little interest in talking to me or anyone else. This home is managed completely differently from 1-1/2 to 2 years ago.

27 MLK

#7 – MF has been physically attacked twice in this house and I am still uneasy about him living there.

35 Stoll

I really am glad my dad is at Stoll Road. I wish I had electronic access to the monthly activities. If my schedule permits, I would like to attend and help. The only instance I was able to plan to attend a special event, it was canceled and the house staff was absolutely fantastic by communicating with me throughout the morning.

47 Carlisle

R's mother is 91 years old but remains active and available for visits. I attempt to arrange visits at her convenience. I had a total knee replacement within the past year which has somewhat prevented me from visiting as much as I would like to. Of course, we are always able in case of emergency or need. All is well, no questions or concerns. Thank you.

I answer to questions 1-13, I would like to let you know that we live in South Carolina and have never visited Carlisle Home. I am H's parent and guardian and have always had complete cooperation with the staff and all connected with the home and his care. I have always been advised of his activities, health situations and needs, and have always had access to the home manager and others involved with his care at the home. My wife and I have always been completely satisfied with his care.

48 Greenfield

Please remove us from the list. J passed away last February. He no longer is in a CMH home. Great home when J lived there. They were awesome when J needed care towards the end of his life. Thank you for all you did as a program to care for J.

They do a wonderful job caring for my brother.

49 Holt

I've always found the Holt Road home a place where my sister is well treated, cared for and happy in. The staff seems competent and friendly and the home itself is clean and home-like. I highly recommend that J remain in the only home she remembers.

55 Turner

We are very pleased with the care my son is receiving at Turner Road Home. He has made significant improvements in behavior, speech, etc with this wonderful staff.

50 Mulliken

We have only favorable comments for management and staff at Mulliken Home. Always helpful, congenial and very caring. The home is clean, attractive and pleasant to visit. We truly appreciate and are grateful for CMH services.

51 Oxford-Mason

Things are better now – since new management.

I'm just not sure what goes on after my visit. I guess some of the staff's demeanor changes. Home management has been working on this, so I hope the next report will look better.

53 Schavey

We appreciate the care D has given E. We feel good that he has a good care giver.

I wanted to say “thank you” for all the good the Shavey staff have done to help my brother. The manager and staff have been very caring and conscientious toward my severely disabled brother. I am extremely grateful to them for their continued commitment. I left a position at Stanford to move back home for my mother's hospice and it was hard emotionally to see my mother's declining health. The staff were aware of this fact and did give great care to J during this time. Words can't express the gratitude I have...I do feel J is being taken care of very well. Much gratitude.

I am very pleased that F will be able to move to Santee Home where he will have opportunities for many community outings.

54 State

C seems to be doing OK. We have yet to meet the new house manager. Could she call on us? We can set an appointment.

The State road home manager is a very competent individual and seems to really care about the residents. I think she has been a great asset to your system. I wish to visit the home more...and will. It's simply a matter of taking the time and making that extra effort to visit as all of us family members should. There are more than a couple of people in my family that are dev disabled or psychologically challenged, sometime it can be so distressing but we are here for them as much as anyone else.

55 Turner

Staff needs training in autism.

This is a very well run home – the best yet of the four my son has lived in.

Turner Home treats my daughter very, very well. They are attentive, caring, and compassionate. I like my child being exactly where she is at. She's given lots of love and attention.

56 Van Atta

I appreciate the excellent care given to consumers at these homes. What I don't appreciate or agree with is the decision to make the financial aspect more important than the emotional needs of consumers. My brother has been living happily at Van Atta for 12 years, he loves the staff and consumers and they feel the same about him. To move him his home at this time would be a travesty. He is fragile both mentally and physically. The stress of having to readjust to new people and different surroundings than what he is used to would be too much for him to tolerate. This would lead to a deterioration of his mental then physical health. The staff at Van Atta, K's doctors; Dr. and Dr. are strongly in disagreement with the decision to move K from his home and friends, K has already started having behavioral problems by refusing dinners – as he knows they are thinking about moving him from his home – and he

has lost weight. If this move does happen and K realizes his situation is permanent it is our fear that the overall effect on him will be devastating and K will eventually give up/ We all feel the move is in violation of his civil rights; is insensitive and unnecessary and the decision was not made in his best interest and should be CANCELED.

D seems very happy there and we feel he's getting the best of care. Thank you.

57 Van Atta Annex

I am very pleased with the level of care my sister is getting. All the ladies are very good with S and she loves each one of them in return. S is very happy where she is, that is why she lives in Michigan and I live in Tennessee. If she wasn't so happy I would have her here with me. There is no way I could find this level of care for her in TN. S recently moved with the help of the staff and I haven't seen her new place, but I've heard it is wonderful. This is why I marked not sure on lines 9 and 10 but I am sure everything is fine at her new home. Sometimes S gets to come to TN to visit me and the staff works very hard 24 hours a day to care for S. They are up and down all hours of the night caring for S. Sometimes there are accidents and they insist on cleaning everything, bathing, washing bedding – do it all. They are great employees when you are watching and when you are not. I hope you realize what you have. Thank you for hiring only the best.

Very cooperative to moving to better more suitable location.

58 Waverly

Thank you for taking good care of MB.

#12-Regarding this question L I didn't answer because I'm not sure what the visiting hours are. I'm legally blind and handicapped (electric chair) and depend on my daughter to take me to visit and most times our visits are not scheduled, more spur of the moment. Also # 15 – I can't expect to see the manager on these visits. #11 and #14 – it also makes me want to add this. Even when we visit at an odd hour, the home is usually neat and clean and we are welcomed and L is also neat and clean unless we come at meal time.

Anytime I visit my sister at Waverly she always seems happy and content with her environment and the staff are always very friendly. I wouldn't say that the house is immaculate or anything but it seems quite well kept and orderly and never have I ever detected an odor of any kind, I am quite pleased with the way they care for my sister and I hope to get my daughters involved in her life at some point.

60 Williamston

The staff at Williamston Home are very good with me as a visitor – they are loving, very friendly and know how to treat people – they are people concerned. The home is updated -always clean and smells good. I have no desire to ever move my sister.

62 Aurerlius

This home is a “behavior” home. Our soon needs a “Sensory” home. He will not get better until sufficient sensory processing disorder supports are provided.

I feel my brother is safe and taken care of. I saw him at our church picnic and he seemed very happy and easy going. His caretaker is doing a wonderful job with him and I really appreciate it. I have six grown children and 10 grand children so my life is pretty tied up with a lot of babysitting, problems that come up. I am so glad that someone is giving care and time to my brother because I don't even have time for myself. Thank you,

65 Bittersweet

I think Bittersweet is the best placement for J. He has been there for years. F is wonderful. The staff is always friendly and pleasant. The house is always clean and neat. I couldn't ask for more.

I truly hope there are no placement cuts in budget for the contract Group homes. They have have been hard hit in the past and have really worked hard with limited funds. D is disabled due to being hit by a drunk driver who never paid

for his actions! So don't make D pay again by cutting money that is needed for his life such as dental, vision, chiropractic care has been cut and I am concerned what will happen to his health especially with dental being cut. D has gingivitis due to metal in his mouth. If no dental is done he could lose his teeth. D has a small mouth and it would be hard to fit dentures for him. Vision - D enjoys watching TV, reading books and magazines so vision is very important. We also have a family history of macular degeneration at age 50 – two years from now he should be seeing an ophthalmologist.

68 Chosen Vision

Chosen View is a superb ARFC! My sister had major surgery in December 2008. The staff made certain that all necessary arrangements and appointments were met before the surgery. A staff person was with me before, during and after the surgery. During the week that my sister was in the hospital a staff person visited on a daily basis and during the three weeks she was in rehabilitation the staff visited her on a regular basis. When she was released from the hospital, chosen View personnel knew how to assist her with both physical and occupational exercises and she was able to be released to chosen View rather than going to a nursing facility. This is truly caring!

Chosen View gives excellent care for our daughter. We are very happy with K being at Chosen View. We never have to worry if she is being properly cared for. We're very thankful for Chosen View!

69 Coleman

The Coleman staff is wonderful, compassionate, welcoming, knowledgeable and fun. There are still a few times here and there when M is not padded in her wheelchair with her side pillows, or fingernails aren't cut and are rough – but overall they are awesome! Yes, A has been great. C was great as well. I know I “drove her nuts” sometimes, but she's still wonderful!

Coleman Rd has been a real blessing to R and myself. They do an excellent job and I feel very welcome there at any time.

71 Crestview

Sometimes N smells from lack of proper bathing.

72 Dell

As is constantly blows light bulbs in ceiling fixture in our wards room.

73 Dena Boone

The Boones are real dear people, the most caring and loving. My life without they care they give to my daughter would be in shambles.

74 DeWitt

Very good program and caring environment.

75 Dexter

C dies 7/22/09 but we would like to say we couldn't have had a better place for C to live and mature beyond our dreams. S goes above and beyond in her responsibilities. We thank all who helped C in his life.

76 Evergreen Place

We're very pleased our daughter is very comfortable at Evergreen. Administrators are especially sensitive in caring for our daughter's health ad special needs for her multiple health problems.

77 Evergreen Place II

Overall, we are pleased with our loved one's placement. Since this home newly opened last August, we knew there

would be ups and downs in its first year of operation. The biggest issue has been finding and keeping capable, reliable, trained staff. As a result, for a few months, we have had concerns related to our loved ones personal care to medication administration and about whether our loved one was being monitored while eating. These problems were directly related to one person who is no longer on staff. The current staff is great – capable, reliable, caring and trained. We hope they continue to work at Evergreen Place II. They are also respectful to us. 2 wishes for the home: a doorbell and air conditioning.

78 Garland

Whereas I have no complaints about wither the home , its operation or its staff, I am convinced that D's depression could be alleviated in a residence with more active “consumers” and in a location with more natural lighting and light. Garland has been suitable for D's needs, and the resident staff has been most obliging in his care. However, when an appropriate opening occurs, I feel that it's timely to relocate him. P.S. For the first time, Judith F is D's primary guardian – the survey is still being addressed incorrectly to B, who is stand by guardian. I am not the least bit satisfied with the refusal to correct your files, because this has gone for several years now. Our request is simple: change the names on D' records. Your dept has enough with the MarMoor home and all those needs, the varied services of this building. You are neither paper nor data shufflers; you are dishonest (you promised my husband after he made an irate call) incompetent or lazy?? This is not service to D at all. Shane on you!

The house and staff are very friendly and are open to new ideas for my sister. Pleased with how everything is going.

I would suggest that in M's case, you would ease up on dental regulations as we will not let anyone including his parents do anything with his mouth. The home has been able to get teeth brushed then your regulations cause him to back slide and over stress when he visits a dental professional. We have addressed this issue many times – can something be done?

79 Gibbs

Due to some unexpected circumstance we have been unable to visit C & J for quite some time, but we have had many phone conversations. We hope to visit by late summer or fall.

80 Gilcrest

The staff is excellent in caring for P.

82 Green Meadows

T is getting hurt a lot in this home from another resident. I have much concern regarding his safety and well being because of this other resident.

85 Harris II

I am very impressed with care givers

I am very impressed with care givers- they are very helpful.

My sister has been with the Harris' a very long time. This is her home and family. She is happy and it would devastate her if anything changed. She lives in a routine environment which really helps her to live in peace. I know they love her and that is very important to me. I'm pleased with the Harris' family and how they take care of their home.

Recent issue between manager and myself as representative payee- has been addressed...hopefully resolved.

87 Homecrest

I can't answer the following questions because:

4-I have never heard of any activities or outings but that doesn't mean there aren't any

5-I would assume they assist her when she wants it, she seems happy

11-I only go there to pick up K and take her somewhere to visit with her. I don't stay there.

14 & 16 -the staff seems friendly enough and seems to be very good to K, they do call me once in awhile to check on her issues.

15-I have called the home a couple of times to leave important information and it never seems to get to the right

personable18-I would only want to move K at this time if it was closer to me so I could visit more often and easier –

I live two hours North of Leslie and winter driving and gas prices make it hard at times. K seems to be happy in present sit and that is the most important thing at this time. Thank you.

The main front door is always monitored, there is always a staff person watching the comings and goings of everyone. The residents can go outside to sit in lawn chairs out front and get fresh air. Staff is always there to keep an eye on things. We come to visit and are always greeted at the door by a staff member. Home Crest has a very good atmosphere to residents and visitors. I do feel my sister is in a good, safe, clean home.

We love Homecrest, she has been there approx. 10 years now it was a great move for her. The home offers stability and a schedule which is needed to keep her happy and functional. The staff is kind and friendly helping to meet all the residents needs and the owners are easily reached any day of the week. I feel very fortunate to have my sister living here under such great care.

As I have COPD and live in Tx my home visits here have been very limited. However, others who have stopped to visit with B always were welcome, found him clean and happy. I feel very fortunate that my resides in a caring family environment and I have such a caring case worker- Mrs. - what a gift she is! At this time I have no concerns. Please give my regards to W.

88 Homelife

Homelife has done a wonderful job meeting R's needs. I have been informed on everything - they have been the best home he has lived in.

89 House of Ruth

The house manager – S is excellent to the young men and always available to answer questions. The home staff do a fine job of caring and interacting with the “boys”. I believe the present staff to be fine models for the “boys” and my son is happy to live there.

94 Jerome

T is doing a great job!

95 Kemler

R has never been happier than she is at Kemler. I believe this is because of the fine staff that she has been surrounded by, Thank you,

99 Moore Living

Thank you for monitoring the care of our disabled loved one.

There have been some concerns about one individual that works there. She just seems lazy and I get a strange vibe from her. Her name is S - I don't trust her.

They don't seem to check for weather or seasonal apparel. It took several weeks to locate a spring jacket. Three were packed away in a box. I had asked more than once where they were. Except for clothing it has been very good at Moore Living Connection.

Moore Living Connection is an excellent facility.

We are blessed and impressed by the living care and concern of the staff for C. AS a result of all that is provided and

available to C we feel she lives a productive active and full life – one that we are not able to provide for her. Everyone has been especially caring during her surgery and cancer treatments. She loves her little apartment and we are all grateful that she has been able to remain in the safety of her familiar surroundings. Everyone we have dealt with has gone the second mile. We thank and appreciate all of you.

102 Otto

This is a home for my sister for the past 25 years. My mother felt very sure about her home before I took guardianship. My sister, stand by guardian – we are pleased with the care that she is receiving. The Gross family (especially B) have been instrumental in her well-being. As the years pass, we are comforted knowing M is in safe and loving hands. We hope and pray M will continue in her home.

I am very satisfied with his care and he also seems happy.

103 Pleasant View

The owner, , is not organized as far as the financial part is concerned, The only issue I have is that she doesn't always cash the payment checks I send her every month resulting in R's bank balance sometime (frequently) going over the \$200 amount he is allowed. I'm always calling her to find out why she hasn't cashed the checks. Otherwise, no other complaints.

We feel our daughter is loved by the staff. They make sure she has lots of activities. She did however have a recent fall while she was out socially with lots of abrasions and we were not notified. Generally, they do notify us when she is ill or chokes on her food and we appreciate knowing even when we are unable to do anything about it. I would highly recommend this home to others in similar conditions.

104 Rainbow Home

This facility is excellent! We are very pleased.

106 Roger G. Smith

T has been a resident of the Smith home since October 2000. We haven't had any significant problems. Everyone's help is appreciated.

107 Russell

R's father passed away 11/07 and I became R's guardian. We visited R regularly but because of the distance, it's difficult for me to continue the visits. For his birthday and Christmas, I send gifts.

108 Sherwood

per question #8 - front steps and up into the house – rise is too high for me even with my cane-could maybe be helped with a secure railing (hand) of some sort.

112 Simple Elegance II

We are very pleased with the nurturing care and understanding that the staff at Simple Elegance provide to C, our sister and daughter. C is a very important member of our family – her special needs require a safe and understanding home-like residence. We are very pleased with Ann Marie Kelso and her kindness to our daughter, the respect and dignity of her staff and the way we are always welcome.

113 Thomas L. Parkway

I feel we can talk to people who are in charge of my son from care staff to management as well as the people at CMH. My son has long standing problems that have made his care a real challenge. I'm 72 years old so I worry a lot about my son's care in the future. I can't express the fears. If my son was in danger of losing either the support of CMH or the home at Thomas L Parkway – he's had for twenty years I would be devastated beyond words. I don't know where I would turn – honestly. I realize this is “outside” of the questions you ask but this is where my concerns lie.

114 Village Manor

We worried so much during the placement process about how R would adjust. The staff love him and care for him better than I could have done on my own. D , the house manager, has been on top of things right from the beginning. R has his moments which can strain the most patient of persons, but from conversations with staff they have handled everything well.(redirecting his attention; thinking outside the box – i.e. doing his laundry overnight so his “favorite” clothes never go missing.) They have always been accommodating for us to visit and to bring him to visit us. We are very pleased....One of the things I have rally liked is the tenure of the staff, most have been there for a number of years. I get the feeling that for many tit's more than a job – they put their hearts into it.

117 Wilson II/Millswood

My daughter doesn't want to shower or change her clothes. We have tried everything they and I have thought of. I believe it is control on her part, although she takes a shower and changes her clothes for her mother.

GRATIOT

500 Arcada

This is in regards to Gratiot Community Mental Health not providing funds fir M and others to attend MMI and receive the needed benefits offered there. As I understand this service is to be dropped August 14, 2009. This is a sad situation for M and the 65 others who will be home bound. M is very limited but gains from stimulation and the routine she receives at MMI. I believe many will regress without this stimulation. I know these are bad economic times but to pull the rug out completely and abruptly is not fair.

501 Gateway

Staff and home are excellent. I feel very comfortable having my brother there.

504 Krystal

We are very appreciative about all the reports we receive on a regular basis regarding T and his progress.

505 LaSalle

Some bathroom odor. Only one staff member there at times – not safe in an emergency.

509 Bigelows

My niece is very happy where she's at. I don't want her to ever move.

I could not ask for a more caring loving home for my sister. She is treated like one of the family and could not be happier any place else.

510 Norton Gibbs

I was very unhappy with care a ward received months ago. Home manager was changed, a new district manager was appointed. I feel now things have improved.

IONIA

200 Ackley AFC

J needs structure and I think it would be good for her to have regular consistent activities.

The staff at times can be very rigid about appt times with me and CIS. I would like to see more activities for consumers.

203 Gibbs Place, LCC

I would love to see A move to a place that helps him work toward independent goals. When this is discussed (i.e. asking staff if A can do certain tasks) it's met with resistance. I think it's due to the size of the home. AT times, I feel as staff could be doing more with clients as far as activities. There's a lack of motivation on staff part.

206 Kilchermann AFC

There are documented issues/concerns with staff's demeanor toward J. I have had discussion with CMH and home operator regarding issues. If they continue I would look at different housing options.

214 Pearl Street Home

Pearl Street Home has done all good things for my brother. He has grown physically and emotionally since arriving at Pearl Street. The people are awesome with J and keep me up to date with phone calls and letters.

P is very happy at Pearl Street home. I visited her yesterday. She is always clean and very smiley! They all do a wonderful job.

I feel Pearl Street home is well maintained.

D and her staff are extremely caring, giving, always smiling and always puts their care receivers first. We are so blessed to have such a wonderful home where it is so much like family!

216 Secluded Pines

AS his guardian I would like to know if there is a social security office in Ionia. They have cut his social security is that he doesn't have enough money to pay for his keep at the home. He has no extra money for clothing or his medications each month, some but not enough to pay his co-pay on his meds.

217 Kelly Mitchell AFC

Sometimes it isn't possible to make a monthly visit such as now my husband had knee surgery. Kelly knows this and we will make arrangements when possible. K and D are terrific providers. They treat her as part of their family.

NEWAYGO

300 CountrySide

My wife and I are extremely pleased with our daughter's care. Mrs. an excellent supervisor. She is good at her teaching and training of staff. The residents of Countryside all seem happy when we visit. We are always welcomed when we come to visit J.

301 Country Acres

As parents and her guardian, we are pleased that K is doing extremely well in this home in particular and find that this environment allows her to feel safe, secure and among friends.

302 Dallas

I think the people involved have always done a real nice job.

The person centered plan dated (I don't have a copy) I think its 2008, it states that staff will monitor C as she picks up her room, folds her clothing – puts it in the proper drawer etc. The was to be done daily and she would then get a glass of Crystal Light. That plan worked very well. It has not been followed for several months now and she has

regressed unfortunately. I realize many times major changes have occurred at Dallas recently but my hope is to get back to that plan. C needs assistance when changing sheets and making her bed. She is not getting that. Lately I have to sort out her drawers and fix her bedding. This is not the plan and I am quite frustrated. I have heard staff on a few occasions say that they are out of Crystal Light and C mentions this also. That is her reward for keeping her room neat.

MB considers the residents at Dallas her family. I usually see her every Sunday morning when and 3 or 4 others are picked up for church. She also participates in the Friendship Group that meets September – April – twice a month, during the school year. I participate in this with her. She prefers me to be her guardian and take interest in her life. PS- Is there an 800 number if I would have to call Lansing?

304 Masters

A beautiful home! B is very happy there. Thanks.

306 Morgan

I'm having a problem getting an address changed for a social security information letter about the amount M is currently receiving. I moved and they are still sending it to the wrong address, It has been 8 years and the guy now living there has been kind enough to hand deliver them to me. I know he is "fed up" with this. When I tried to correct it I was told I couldn't since although I'm her mother and legal guardian, I'm not in charge of her money. So I asked W from from Morgan Street to please try – she had no luck! I also asked someone from the office group which oversees Morgan Street and other homes like it in our area – with no positive result. I guess I need someone who has more clout! If you could help me with this, I sure would appreciate it.

Morgan Street staff continue to show compassion, concern and competence in the care of M.

When I do visit I feel the staff are caring and knowledgeable, I feel welcome to visit any time and they seem very glad that I visit my sister. Her brothers and sisters are happy she has a nice place to live and feel she is getting good care.

MANISTEE-BENZIE

411 Lakeview

answer to #18 – yes, we would like J to move to a different residence, but not a group home. The apartment is way too small for him. Since he don't get enough exercise, it would be nice to have some equipment that he can use, keep in his apartment. He now has his 3 wheel bike kept in his bedroom, no space at all. He does realize how cramped it is, even if he is blind. He has the smallest apartment there. Safety is a worry with 4 apartments occupied 5 other handicapped persons. How and why should these people have to have living just not suitable for their needs?

Housing: It would be nice to have a bigger apartment. I realize this might not be possible at this time. The current apartment is OK. Exiting the apartment could be difficult if the front entry were not usable. A fenced in area for outside enjoyment would be nice. A pet friendly apartment would also be nice. If, not all is what would be great.

412 28th Street

#4 – There are some activities, but feel that they should be more help keep residents occupied. #6 – Clean, but wrinkled and not always appropriately dressed. Need more help with personal care; hair, fingernails, the meds, etc. #3 – Some of the staff do, others don't.

413 Ridge

I feel that R is safe and being well taken care of. Thanks!

423 James

I would suggest you check your records before filling out the accompanying form. I am the guardian of BS, you have this addressed to the "Guardian of MS">, MS, am the guardian of BS. B did live at Tranquility until June when she moved to Reflections. Both places of residence are excellent. Both have been able to cope with B's behaviors and keep her safe.

425 Joy Field

I did not visit the Joyfield Home but the case worker M had in Benzie left much to be desired. M moved to Traverse City and the contact his mom and I have had with the staff there is a lot better to work with.

