

# Muskegon CMHSP ACT Satisfaction Survey

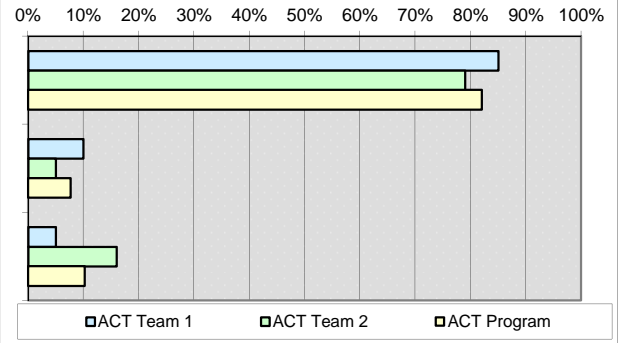
For FY 11/12

Report Date:01/22/2013

Survey Based on Likert Scale 1-5. With "1" Being the Best						# of Surveys Handed Out:	# Refused to complete survey	Survey Handed Out Minus # Refused	# Surveys Completed & Returned	Return Rate	
						Team 1	46	5	41	20	48.8%
						Team 2	40	5	35	19	54.3%
						Agency Totals:	86	10	76	39	51.3%
Agree		Neutral		Disagree							
1	2	3	4	5	Blank						
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	NA or No Resp.						

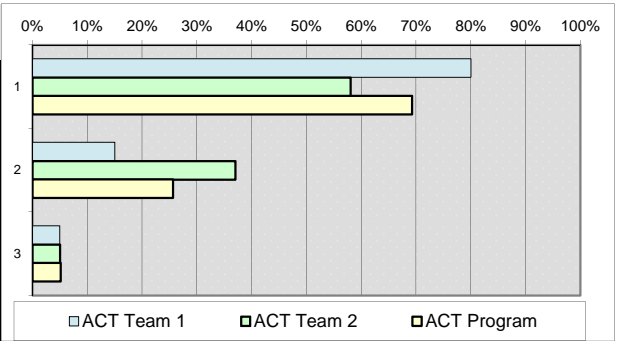
(1). I like the services that I receive.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
Agree	17	85%	15	79%	32	82%
Neutral	2	10%	1	5%	3	8%
Disagree	1	5%	3	16%	4	10%
<i>answered question</i>	20		19		39	
<i>skipped question</i>	0		0		0	
<b>Averaged Rating Score</b>	<b>1.6</b>		<b>2.00</b>		<b>1.80</b>	



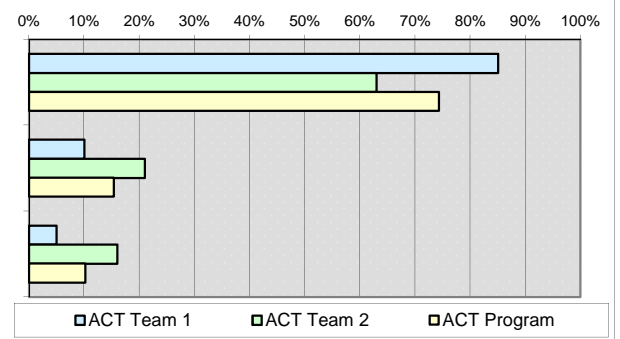
(2). If I had other choices, I would still choose to get services from this mental health center

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
Agree	16	80%	11	58%	27	69%
Neutral	3	15%	7	37%	10	26%
Disagree	1	5%	1	5%	2	5%
<i>answered question</i>	20		19		39	
<i>skipped question</i>	0		0		0	
<b>Averaged Rating Score</b>	<b>1.8</b>		<b>2.40</b>		<b>2.10</b>	



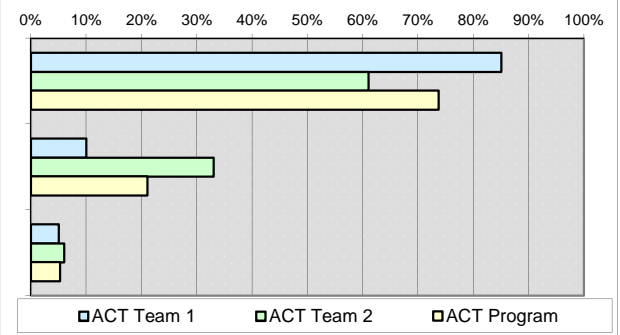
(3). I would recommend this agency to a friend or family member.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
Agree	17	85%	12	63%	29	74%
Neutral	2	10%	4	21%	6	15%
Disagree	1	5%	3	16%	4	10%
<i>answered question</i>	20		19		39	
<i>skipped question</i>	0		0		0	
<b>Averaged Rating Score</b>	<b>1.8</b>		<b>2.20</b>		<b>1.90</b>	



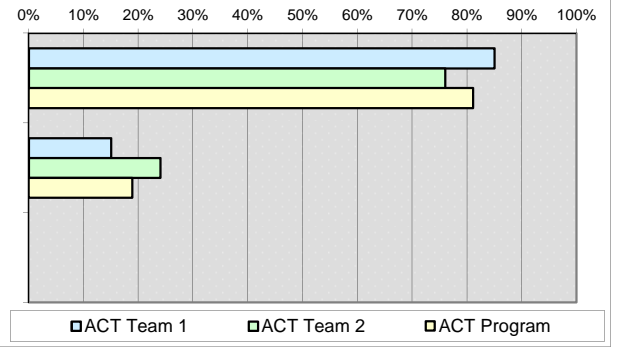
(4). The location of services was convenient.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
Agree	17	85%	11	61%	28	74%
Neutral	2	10%	6	33%	8	21%
Disagree	1	5%	1	6%	2	5%
<i>answered question</i>	20		18		38	
<i>skipped question</i>	0		1		1	
<b>Averaged Rating Score</b>	<b>1.8</b>		<b>2.20</b>		<b>2.00</b>	



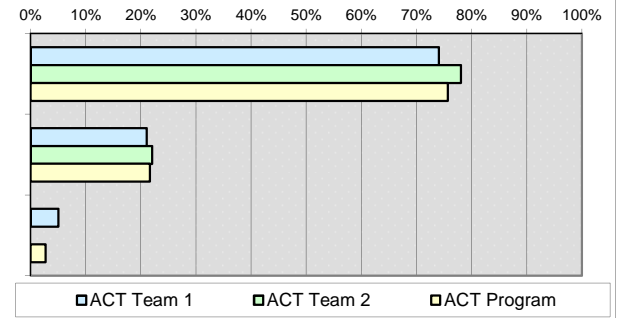
(5). Staff were willing to see me as often as I felt it was necessary.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	17	85%	13	76%	30	81%
Neutral	3	15%	4	24%	7	19%
Disagree	0	0%	0	0%	0	0%
<i>answered question</i>	20		17		37	
<i>skipped question</i>	0		2		2	
<b>Averaged Rating Score</b>	<b>1.6</b>		<b>1.90</b>		<b>1.70</b>	



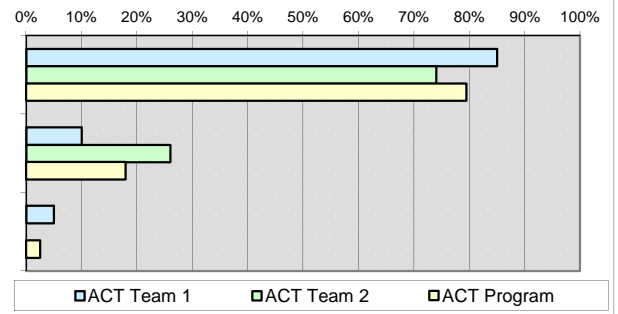
(6). Staff returned my calls within 24 hours

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	14	74%	14	78%	28	76%
Neutral	4	21%	4	22%	8	22%
Disagree	1	5%	0	0%	1	3%
<i>answered question</i>	19		18		37	
<i>skipped question</i>	1		1		2	
<b>Averaged Rating Score</b>	<b>1.80</b>		<b>1.90</b>		<b>1.80</b>	



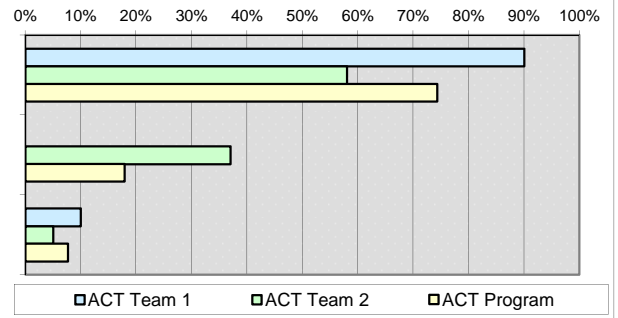
(7). Services were available at times that were good for me

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	17	85%	14	74%	31	79%
Neutral	2	10%	5	26%	7	18%
Disagree	1	5%	0	0%	1	3%
<i>answered question</i>	20		19		39	
<i>skipped question</i>	0		0		0	
<b>Averaged Rating Score</b>	<b>1.70</b>		<b>1.90</b>		<b>1.80</b>	



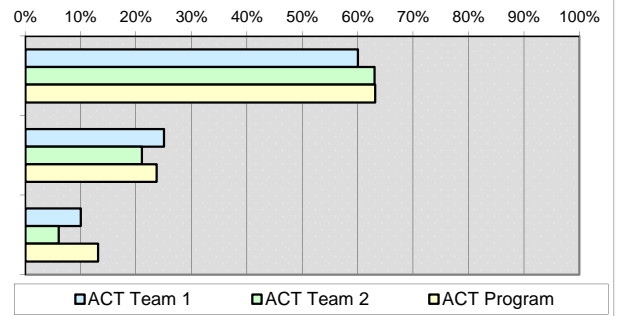
(8). I was able to get all of the services I thought I needed.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	18	90%	11	58%	29	74%
Neutral	0	0%	7	37%	7	18%
Disagree	2	10%	1	5%	3	8%
<i>answered question</i>	20		19		39	
<i>skipped question</i>	0		0		0	
<b>Averaged Rating Score</b>	<b>1.70</b>		<b>2.20</b>		<b>1.90</b>	



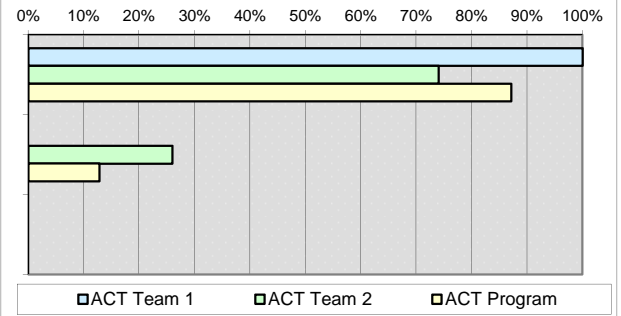
(9). I was able to see a psychiatrist when I wanted to

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	12	60%	12	63%	24	63%
Neutral	5	25%	4	21%	9	24%
Disagree	2	10%	3	6%	5	13%
<i>answered question</i>	19		19		38	
<i>skipped question</i>	1		0		1	
<b>Averaged Rating Score</b>	<b>2.20</b>		<b>2.30</b>		<b>2.20</b>	



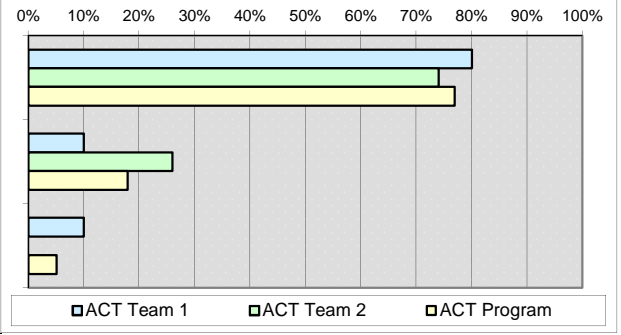
(10). Staff believed I could grow, change and recover.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
Agree	20	100%	14	74%	34	87%
Neutral	0	0%	5	26%	5	13%
Disagree	0	0%	0	0%	0	0%
<i>answered question</i>	20		19		39	
<i>skipped question</i>	0		0		0	
<b>Averaged Rating Score</b>	<b>1.40</b>		<b>1.90</b>		<b>1.60</b>	



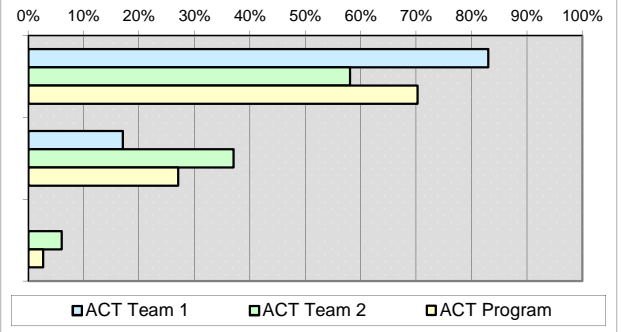
(11). I felt comfortable asking questions about my treatment, services and medications.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
Agree	16	80%	14	74%	30	77%
Neutral	2	10%	5	26%	7	18%
Disagree	2	10%	0	0%	2	5%
<i>answered question</i>	20		19		39	
<i>skipped question</i>	0		0		0	
<b>Averaged Rating Score</b>	<b>1.80</b>		<b>2.00</b>		<b>1.90</b>	



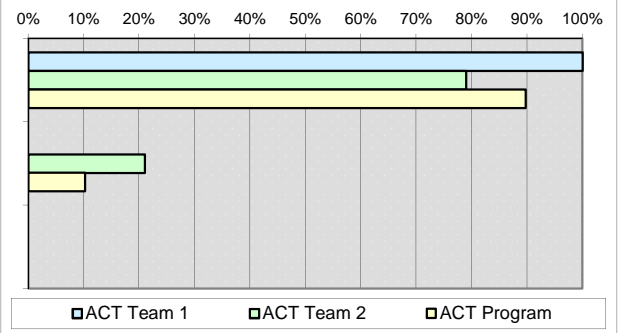
(12). I felt free to complain.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
Agree	15	83%	11	58%	26	70%
Neutral	3	17%	7	37%	10	27%
Disagree	0	0%	1	6%	1	3%
<i>answered question</i>	18		19		37	
<i>skipped question</i>	2		0		2	
<b>Averaged Rating Score</b>	<b>1.70</b>		<b>2.20</b>		<b>1.90</b>	



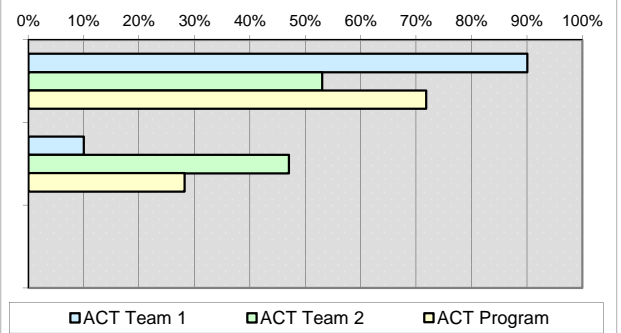
(13). I was given information about my rights.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
Agree	20	100%	15	79%	35	90%
Neutral	0	0%	4	21%	4	10%
Disagree	0	0%	0	0%	0	0%
<i>answered question</i>	20		19		39	
<i>skipped question</i>	0		0		0	
<b>Averaged Rating Score</b>	<b>1.60</b>		<b>1.90</b>		<b>1.70</b>	



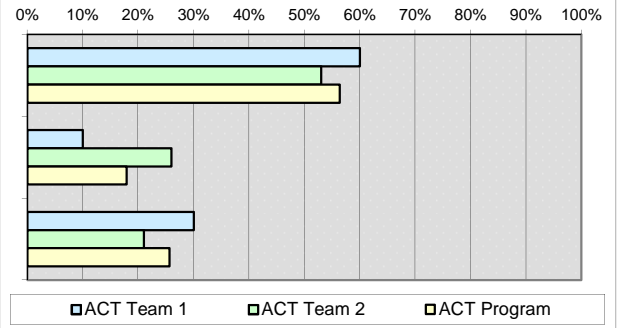
(14). Staff encouraged me to take responsibility for how I live my life.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
Agree	18	90%	10	53%	28	72%
Neutral	2	10%	9	47%	11	28%
Disagree	0	0%	0	0%	0	0%
<i>answered question</i>	20		19		39	
<i>skipped question</i>	0		0		0	
<b>Averaged Rating Score</b>	<b>1.70</b>		<b>2.20</b>		<b>1.90</b>	



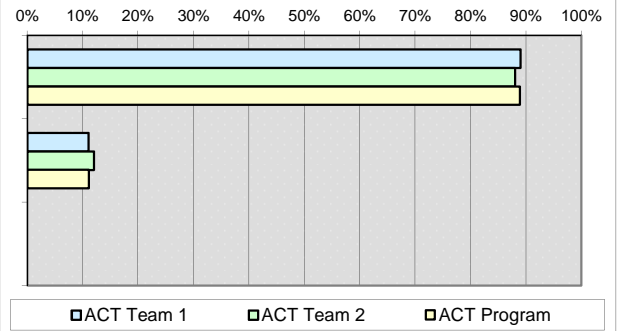
(15). Staff told me what side effects to watch for.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	12	60%	10	53%	22	56%
Neutral	2	10%	5	26%	7	18%
Disagree	6	30%	4	21%	10	26%
<i>answered question</i>	20		19		39	
<i>skipped question</i>	0		0		0	
<b>Averaged Rating Score</b>	<b>2.40</b>		<b>2.40</b>		<b>2.40</b>	



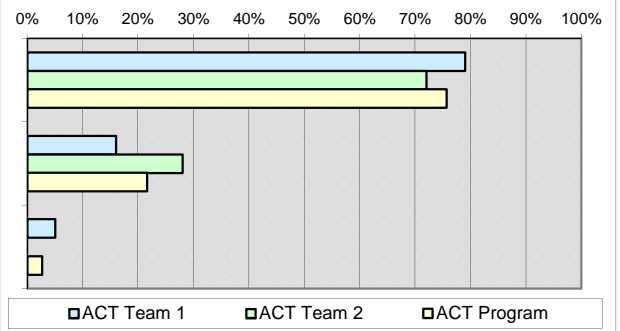
(16). Staff respected my wishes about who is and who is not to be given information about my treatment services.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	17	89%	15	88%	32	89%
Neutral	2	11%	2	12%	4	11%
Disagree	0	0%	0	0%	0	0%
<i>answered question</i>	19		17		36	
<i>skipped question</i>	1		2		3	
<b>Averaged Rating Score</b>	<b>1.50</b>		<b>1.80</b>		<b>1.60</b>	



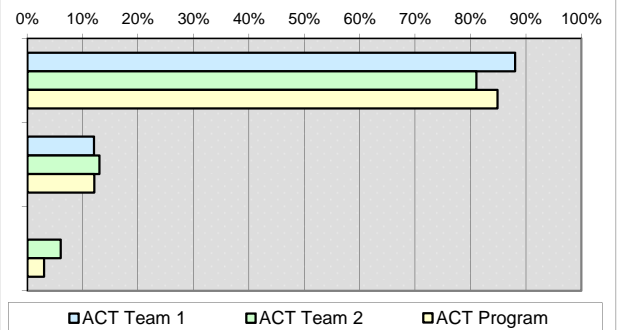
(17). I, not staff decided my treatment goals.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	15	79%	13	72%	28	76%
Neutral	3	16%	5	28%	8	22%
Disagree	1	5%	0	0%	1	3%
<i>answered question</i>	19		18		37	
<i>skipped question</i>	1		1		2	
<b>Averaged Rating Score</b>	<b>1.8</b>		<b>2.00</b>		<b>1.90</b>	



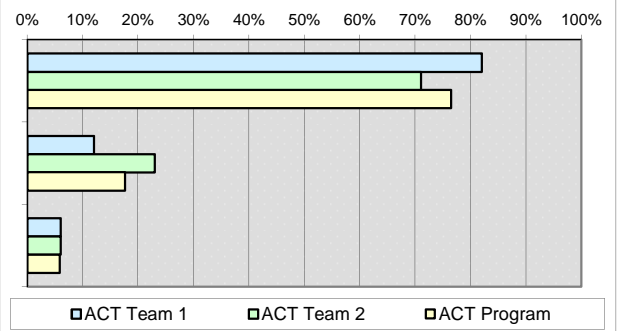
(18). Staff were sensitive to my cultural / ethnic background (e.g., race, religion, language, etc.)

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	15	88%	13	81%	28	85%
Neutral	2	12%	2	13%	4	12%
Disagree	0	0%	1	6%	1	3%
<i>answered question</i>	17		16		33	
<i>skipped question</i>	3		3		6	
<b>Averaged Rating Score</b>	<b>1.6</b>		<b>1.90</b>		<b>1.80</b>	



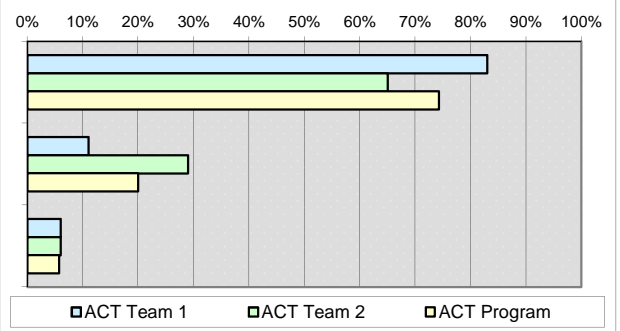
(19). Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	14	82%	12	71%	26	76%
Neutral	2	12%	4	23%	6	18%
Disagree	1	6%	1	6%	2	6%
<i>answered question</i>	17		17		34	
<i>skipped question</i>	3		2		5	
<b>Averaged Rating Score</b>	<b>1.6</b>		<b>2.20</b>		<b>1.90</b>	



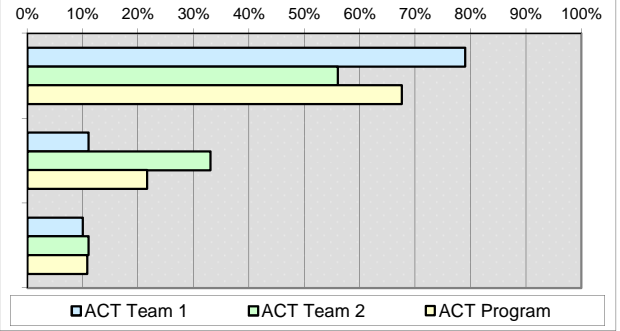
(20). I was encouraged to use consumer-run programs ( support groups, drop-in-centers, crisis phone lines, etc.)

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	15	83%	11	65%	26	74%
Neutral	2	11%	5	29%	7	20%
Disagree	1	6%	1	6%	2	6%
<i>answered question</i>	18		17		35	
<i>skipped question</i>	2		2		4	
<b>Averaged Rating Score</b>	<b>1.9</b>		<b>2.20</b>		<b>2.10</b>	



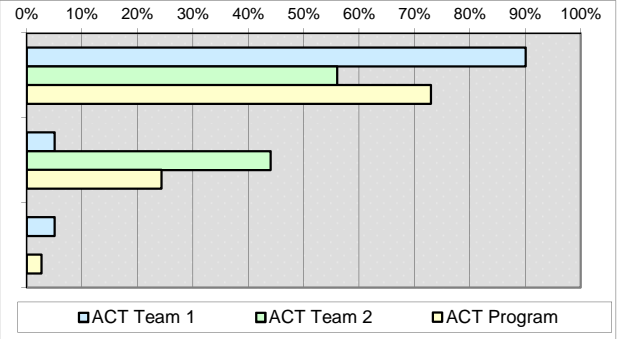
(21). I deal more effectively with daily problems

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	15	79%	10	56%	25	68%
Neutral	2	11%	6	33%	8	22%
Disagree	2	10%	2	11%	4	11%
<i>answered question</i>	19		18		37	
<i>skipped question</i>	1		1		2	
<b>Averaged Rating Score</b>	<b>2.0</b>		<b>2.30</b>		<b>2.20</b>	



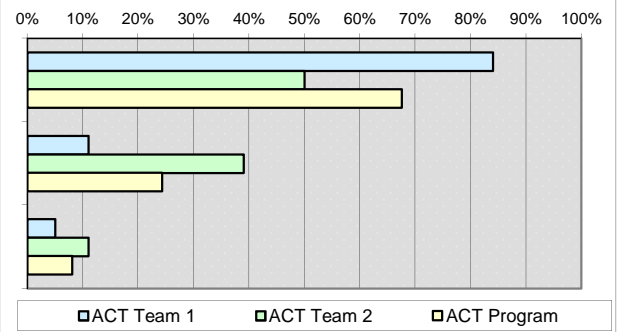
(22). I am better able to control my life.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	17	90%	10	56%	27	73%
Neutral	1	5%	8	44%	9	24%
Disagree	1	5%	0	0%	1	3%
<i>answered question</i>	19		18		37	
<i>skipped question</i>	1		1		2	
<b>Averaged Rating Score</b>	<b>1.8</b>		<b>2.20</b>		<b>2.00</b>	



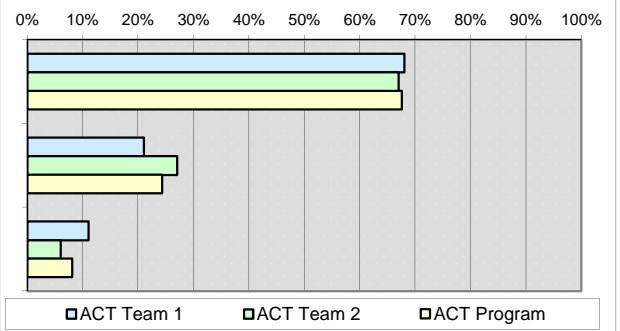
(23). I am better able to deal with a crisis.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	16	84%	9	50%	25	68%
Neutral	2	11%	7	39%	9	24%
Disagree	1	5%	2	11%	3	8%
<i>answered question</i>	19		18		37	
<i>skipped question</i>	1		1		2	
<b>Averaged Rating Score</b>	<b>1.8</b>		<b>2.40</b>		<b>2.10</b>	



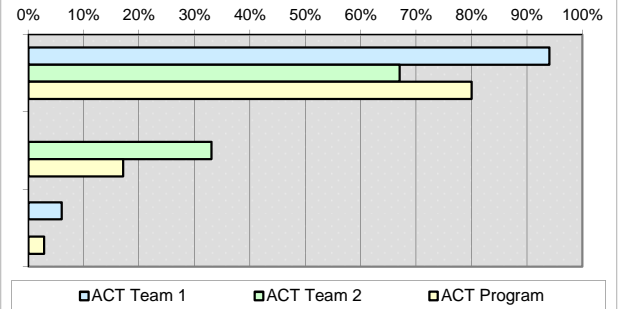
(24). I am getting along better with my family.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	13	68%	12	67%	25	68%
Neutral	4	21%	5	27%	9	24%
Disagree	2	11%	1	6%	3	8%
<i>answered question</i>	19		18		37	
<i>skipped question</i>	1		1		2	
<b>Averaged Rating Score</b>	<b>2.1</b>		<b>2.20</b>		<b>2.20</b>	



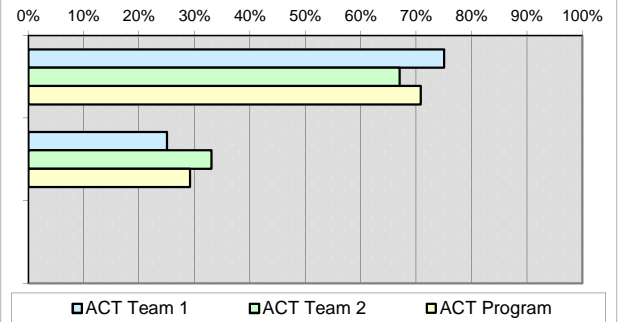
(25). I do better in social situations.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
Agree	16	94%	12	67%	28	80%
Neutral	0	0%	6	33%	6	17%
Disagree	1	6%	0	0%	1	3%
<i>answered question</i>	17		18		35	
<i>skipped question</i>	3		1		4	
<b>Averaged Rating Score</b>	<b>1.9</b>		<b>2.30</b>		<b>2.10</b>	



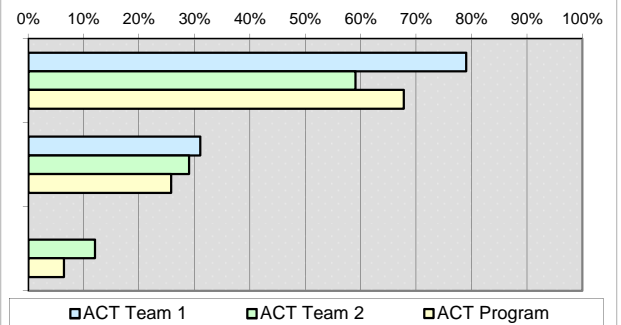
(26). I do better in school / and or work.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
Agree	9	75%	8	67%	17	71%
Neutral	3	25%	4	33%	7	29%
Disagree	0	0%	0	0%	0	0%
<i>answered question</i>	12		12		24	
<i>skipped question</i>	8		7		15	
<b>Averaged Rating Score</b>	<b>1.9</b>		<b>2.30</b>		<b>2.10</b>	



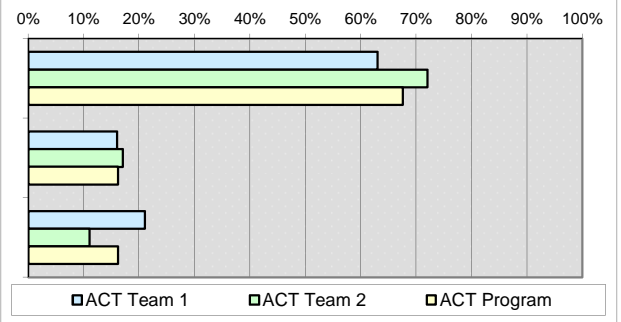
(27). My housing situation has improved.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
Agree	11	79%	10	59%	21	68%
Neutral	3	31%	5	29%	8	26%
Disagree	0	0%	2	12%	2	6%
<i>answered question</i>	14		17		31	
<i>skipped question</i>	6		2		8	
<b>Averaged Rating Score</b>	<b>1.9</b>		<b>2.40</b>		<b>2.20</b>	



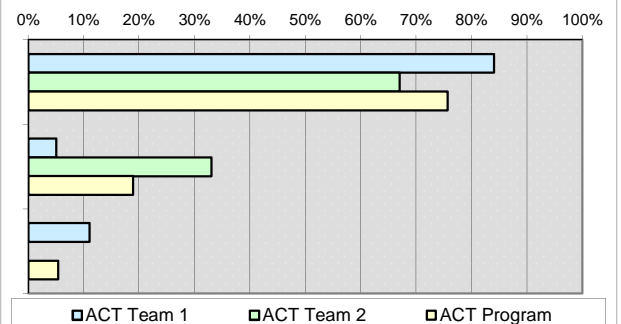
(28). My symptoms are not bothering me as much.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
Agree	12	63%	13	72%	25	68%
Neutral	3	16%	3	17%	6	16%
Disagree	4	21%	2	11%	6	16%
<i>answered question</i>	19		18		37	
<i>skipped question</i>	0		1		1	
<b>Averaged Rating Score</b>	<b>2.4</b>		<b>2.20</b>		<b>2.30</b>	



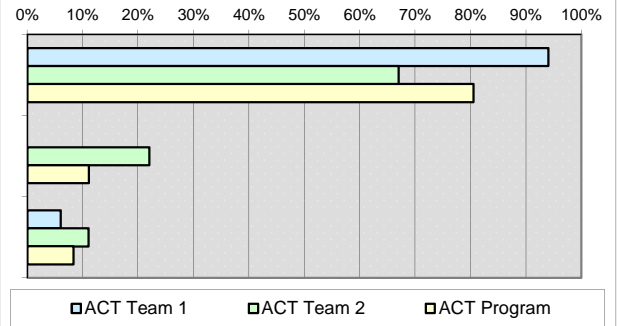
(29). I do things that are more meaningful to me.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
Agree	16	84%	12	67%	28	76%
Neutral	1	5%	6	33%	7	19%
Disagree	2	11%	0	0%	2	5%
<i>answered question</i>	19		18		37	
<i>skipped question</i>	1		1		2	
<b>Averaged Rating Score</b>	<b>1.9</b>		<b>2.10</b>		<b>2.00</b>	



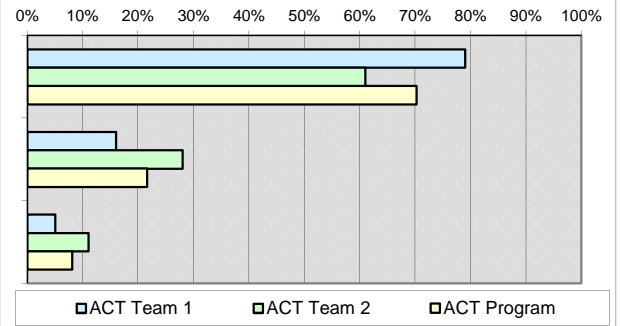
(30). I am better able to take care of my needs.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	17	94%	12	67%	29	81%
Neutral	0	0%	4	22%	4	11%
Disagree	1	6%	2	11%	3	8%
<i>answered question</i>	18		18		36	
<i>skipped question</i>	2		1		3	
<b>Averaged Rating Score</b>	<b>1.7</b>		<b>2.20</b>		<b>1.90</b>	



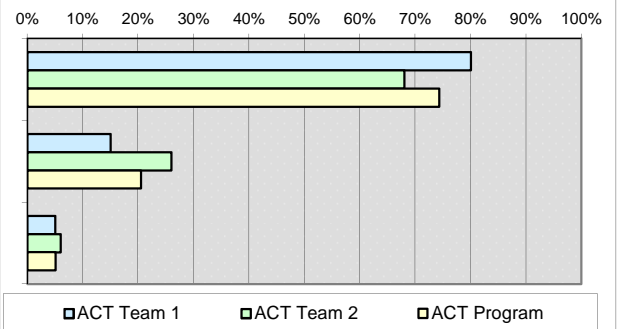
(31). I am better able to handle things when they go wrong.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	15	79%	11	61%	26	70%
Neutral	3	16%	5	28%	8	22%
Disagree	1	5%	2	11%	3	8%
<i>answered question</i>	19		18		37	
<i>skipped question</i>	1		1		2	
<b>Averaged Rating Score</b>	<b>1.90</b>		<b>2.20</b>		<b>2.10</b>	



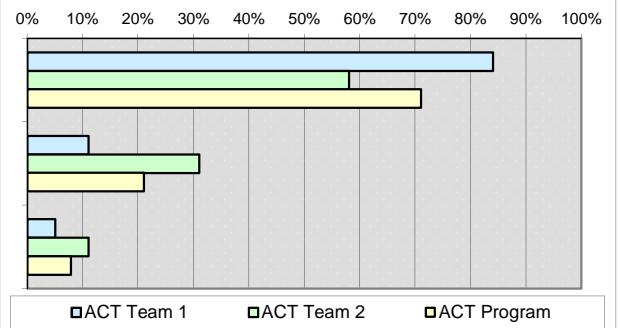
(32). I am better able to do things that I want to do.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	16	80%	13	68%	29	74%
Neutral	3	15%	5	26%	8	21%
Disagree	1	5%	1	6%	2	5%
<i>answered question</i>	20		19		39	
<i>skipped question</i>	0		0		0	
<b>Averaged Rating Score</b>	<b>1.80</b>		<b>2.20</b>		<b>2.00</b>	



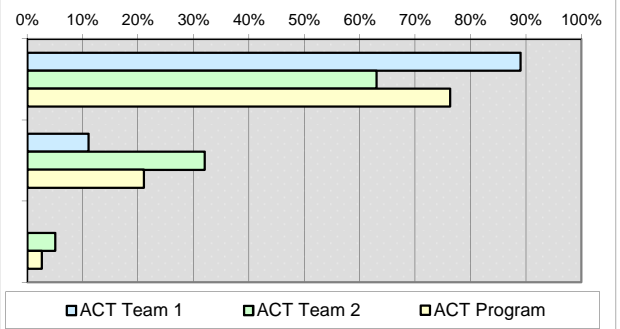
(33). I am happy with friendships I have.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	16	84%	11	58%	27	71%
Neutral	2	11%	6	31%	8	21%
Disagree	1	5%	2	11%	3	8%
<i>answered question</i>	19		19		38	
<i>skipped question</i>	1		0		1	
<b>Averaged Rating Score</b>	<b>1.80</b>		<b>2.30</b>		<b>2.10</b>	



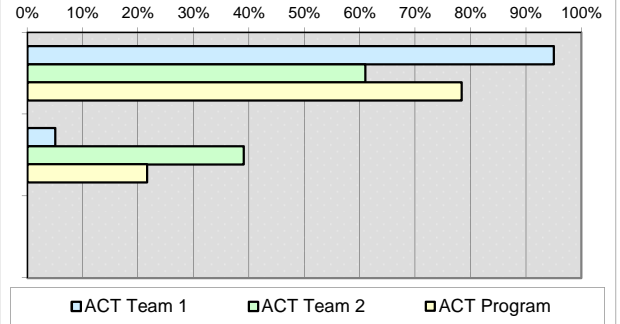
(34). I have people with who I can do enjoyable things.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	17	89%	12	63%	29	76%
Neutral	2	11%	6	32%	8	21%
Disagree	0	0%	1	5%	1	3%
<i>answered question</i>	19		19		38	
<i>skipped question</i>	1		0		1	
<b>Averaged Rating Score</b>	<b>1.50</b>		<b>2.40</b>		<b>1.90</b>	



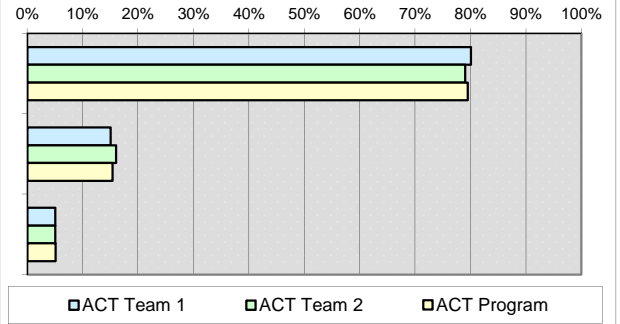
(35). I feel I belong in my community.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
Agree	18	95%	11	61%	29	78%
Neutral	1	5%	7	39%	8	22%
Disagree	0	0%	0	0%	0	0%
<i>answered question</i>	19		18		37	
<i>skipped question</i>	1		1		2	
<b>Averaged Rating Score</b>	<b>1.50</b>		<b>2.30</b>		<b>1.90</b>	



(36). In a crisis, I would have the support I need from family or friends.

Responses	ACT Team 1		ACT Team 2		Muskegon ACT Program	
Agree	16	80%	15	79%	31	79%
Neutral	3	15%	3	16%	6	15%
Disagree	1	5%	1	5%	2	5%
<i>answered question</i>	20		19		39	
<i>skipped question</i>	0		0		0	
<b>Averaged Rating Score</b>	<b>1.90</b>		<b>2.20</b>		<b>2.10</b>	





(37). Are you currently (still) receiving ACTTeam services

	ACT Team 1		ACT Team 2		Muskegon ACT Program	
Yes	19	95%	17	88%	36	92%
No	1	5%	1	6%	2	5%
No Response:	0	0%	1	6%	1	3%

(38). How long have you received ACT Team Services

Less Than a Year	13	65%	8	44%	21	55%
------------------	----	-----	---	-----	----	-----

(39). Were you arrested since you began to receive ACT Services?

Yes	2	15%	4	50%	6	29%
No	11	85%	4	50%	15	71%

(40). Were you arrested during the 12 months prior to that?

Yes	3	23%	6	75%	9	43%
No	10	77%	2	25%	12	57%

(41). Since you began to receive ACT services, have your encounters with police

Been Reduced	2	15%	2	25%	4	19%
Stayed the Same	2	15%	3	38%	5	24%
Increased	0	0%	1	12%	1	5%
Not Applicable	9	70%	2	25%	11	52%

	ACT Team 1		ACT Team 2		Muskegon ACT Program	
More Than a Year	7	35%	10	56%	17	45%

(42). Were you arrested during the last 12 months.

Yes	0	0%	2	20%	2	12%
No	7	100%	8	80%	15	88%

(43). Were you arrested during the 12 months prior to that?

Yes	0	0%	1	10%	1	6%
No	7	100%	9	90%	16	94%

(44). Over the last year, have your encounters with the police

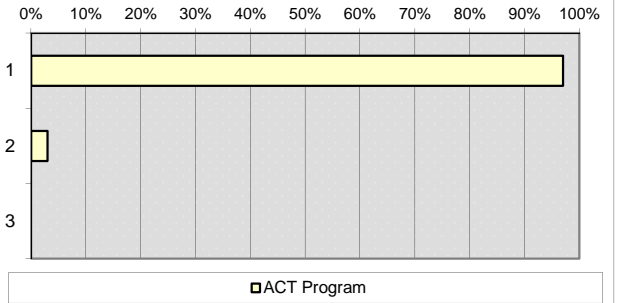
Been Reduced	0	0%	3	30%	3	18%
Stayed the Same	0	0%	0	0%	0	0%
Increased	1	14%	0	0%	1	6%
Not Applicable	6	86%	7	70%	13	76%

Muskegon CMHSP Focus Questions for FY 11/12

Survey Based on Likert Scale 1-5. With "5" Being the Best						
Agree		Neutral	Disagree			
5	4	3	2	1	Blank	
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	NA or No Resp.	

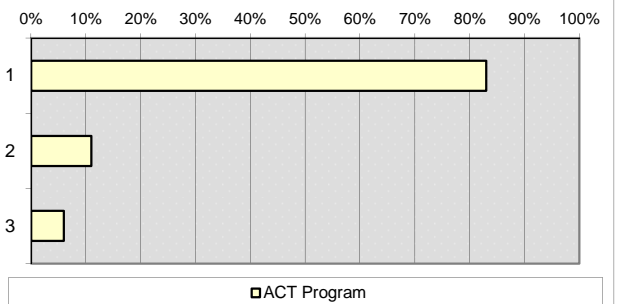
You felt welcomed by staff

Responses					Muskegon ACT Program	
Agree					35	97%
Neutral					1	3%
Disagree					0	0%
<i>answered question</i>					36	
<i>skipped question</i>					3	
<b>Averaged Rating Score</b>					<b>4.58</b>	



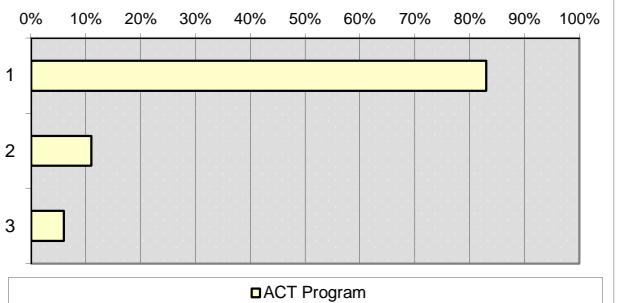
You were treated as an individual with unique abilities, beliefs and culture.

Responses					Muskegon ACT Program	
Agree					30	83%
Neutral					4	11%
Disagree					2	6%
<i>answered question</i>					36	
<i>skipped question</i>					3	
<b>Averaged Rating Score</b>					<b>4.17</b>	



The environment (offices, lobby areas) was clean, comfortable and accessible.

Responses					Muskegon ACT Program	
Agree					33	92%
Neutral					3	8%
Disagree					0	0%
<i>answered question</i>					36	
<i>skipped question</i>					3	
<b>Averaged Rating Score</b>					<b>4.39</b>	



The hours / times available for CMH Services are convenient for you

Responses					Muskegon ACT Program	
Agree					32	89%
Neutral					3	8%
Disagree					1	3%
<i>answered question</i>					36	
<i>skipped question</i>					3	
<b>Averaged Rating Score</b>					<b>4.19</b>	

