

Muskegon CMHSP HBS Satisfaction Survey

For FY 11/12

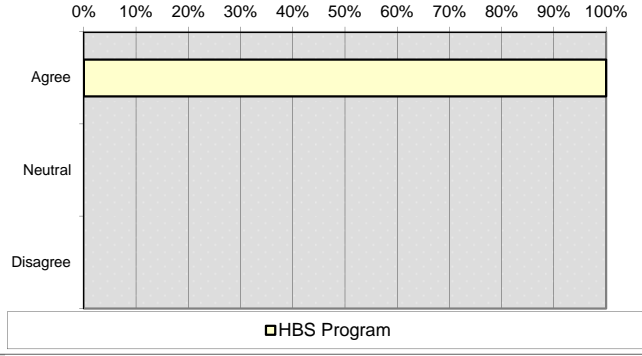
Report Date: 01/22/2013

Survey Based on Likert Scale 1-5. With "5" Being the Best						# of Surveys Handed Out:	# Refused to complete survey	Survey Handed Out Minus # Refused	# Surveys Completed & Returned	Return Rate	
Agree		Neutral	Disagree								
5	4	3	2	1	Blank						
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	NA or No Resp.	HBS Totals	7	0	7	6	86%

(1). Overall, I am satisfied with the services my child received.

Responses

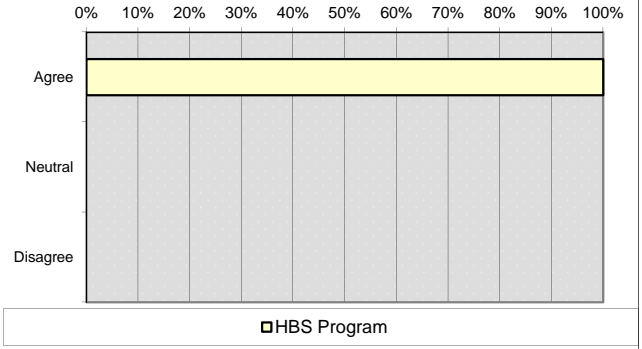
	Muskegon HBS Program	
Agree	6	100%
Neutral	0	
Disagree	0	
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	4.50	



(2). I helped to choose my child's services.

Responses

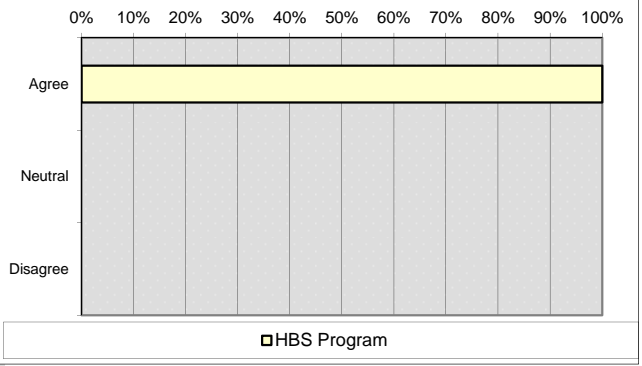
	Muskegon HBS Program	
Agree	6	100%
Neutral	0	
Disagree	0	
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	4.33	



(3). I helped to choose the goals in my child's service plans.

Responses

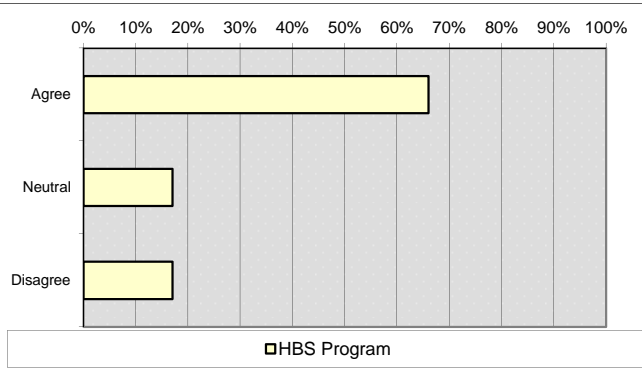
	Muskegon HBS Program	
Agree	6	100%
Neutral	0	
Disagree	0	
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	4.50	



(4). The people helping my child stuck with us no matter what.

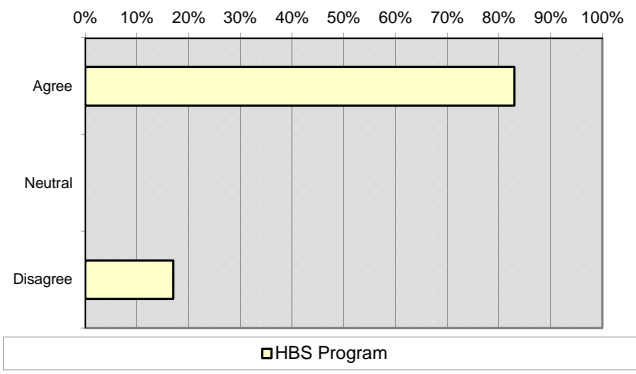
Responses

	Muskegon HBS Program	
Agree	4	66%
Neutral	1	17%
Disagree	1	17%
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	4.17	



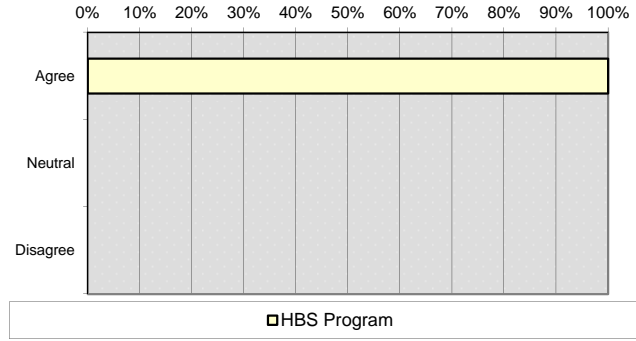
(5). I felt my child had someone to talk to when he/she was troubled.

Responses	Muskegon HBS Program	
Agree	5	83%
Neutral	0	0%
Disagree	1	17%
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	4.17	



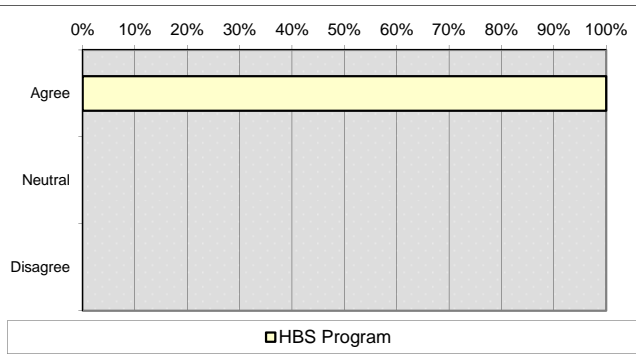
(6). I participated in my child's treatment / services

Responses	Muskegon HBS Program	
Agree	6	100%
Neutral	0	
Disagree	0	
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	4.50	



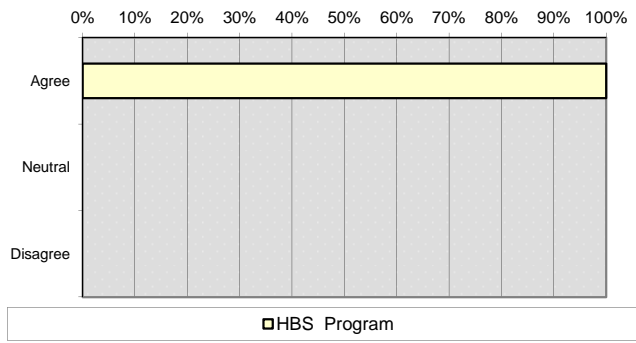
(7). The services my child and / or family received were right for us.

Responses	Muskegon HBS Program	
Agree	6	100%
Neutral	0	
Disagree	0	
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	4.33	



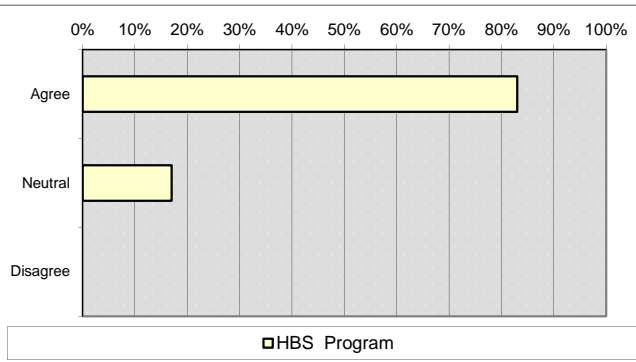
(8). The location of services was convenient for us.

Responses	Muskegon HBS Program	
Agree	6	100%
Neutral	0	
Disagree	0	
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	4.50	



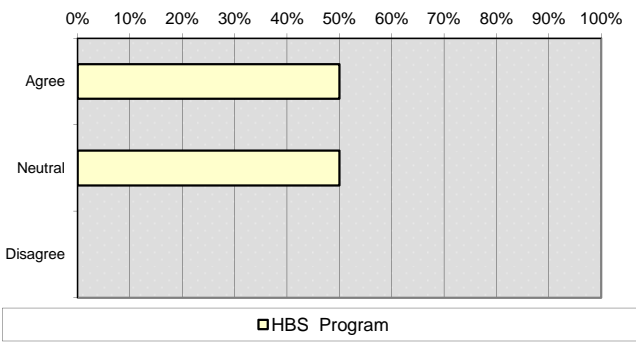
(9). Services were available at times that were convenient for us.

Responses	Muskegon HBS Program	
Agree	5	83%
Neutral	1	17%
Disagree	0	0%
<i>answered question</i>	4	
<i>skipped question</i>	0	
Averaged Rating Score	4.17	



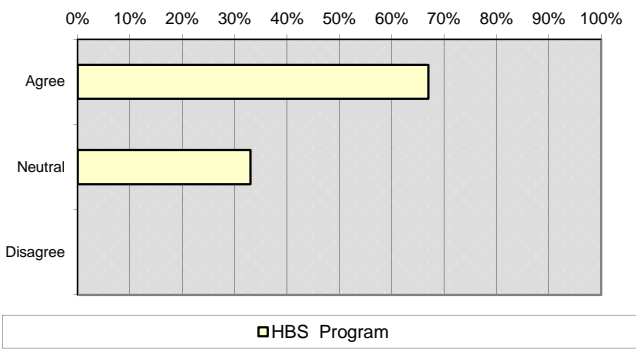
(10). My family got the help we wanted for my child.

Responses	Muskegon HBS Program	
Agree	3	50%
Neutral	3	50%
Disagree		
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	3.83	



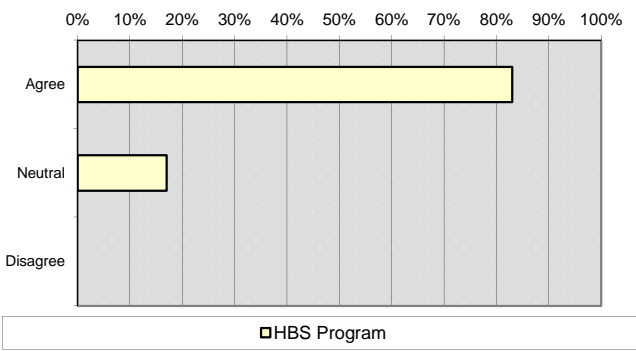
(11). My family got as much help as we needed for my child.

Responses	Muskegon HBS Program	
Agree	4	67%
Neutral	2	33%
Disagree	0	0%
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	4.00	



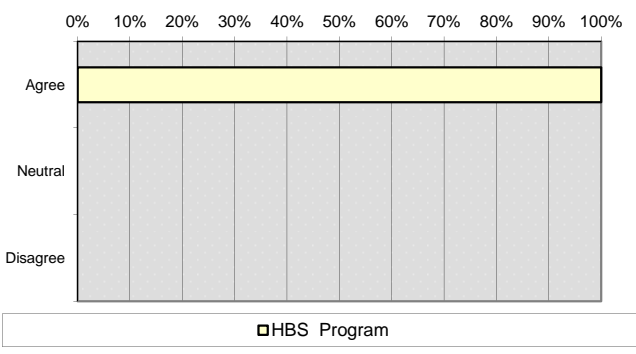
(12). Staff treated me with respect.

Responses	Muskegon HBS Program	
Agree	5	83%
Neutral	1	17%
Disagree	0	0%
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	4.33	



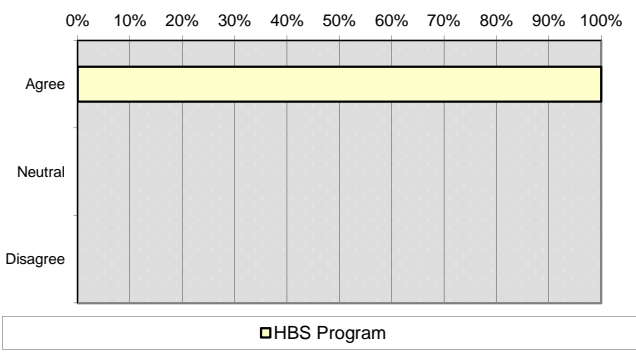
(13). Staff respected my family's religious / spiritual beliefs.

Responses	Muskegon HBS Program	
Agree	6	100%
Neutral	0	0%
Disagree	0	0%
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	4.67	



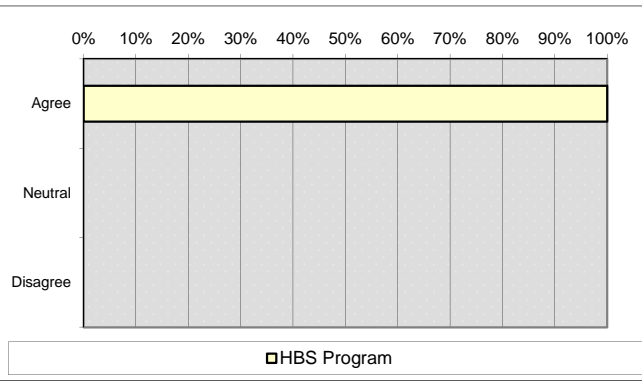
(14). Staff spoke with me in a way that I understood.

Responses	Muskegon HBS Program	
Agree	6	100%
Neutral	0	0%
Disagree	0	0%
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	4.50	



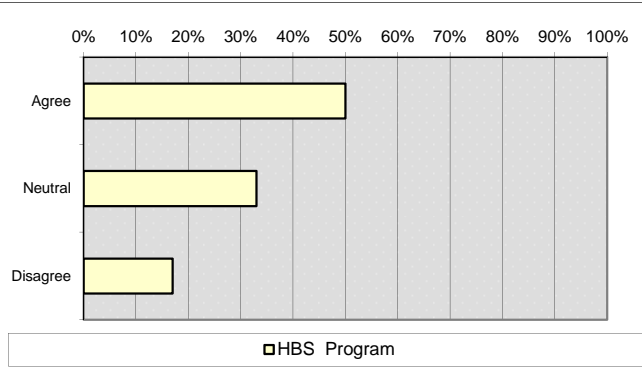
(15). Staff were sensitive to my cultural / ethnic background (e.g., race, religion, language)

Responses	Muskegon	
Agree	6	100%
Neutral	0	0%
Disagree	0	0%
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	4.50	



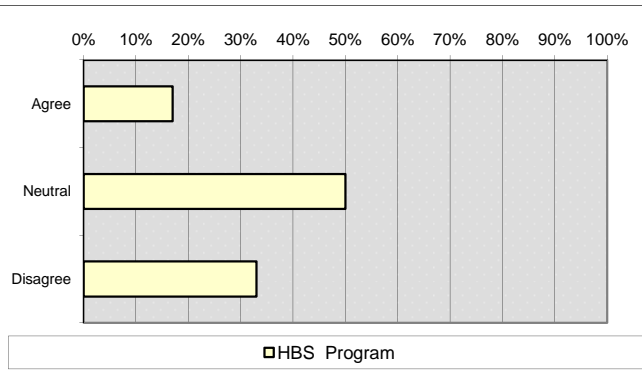
(16). My child is better at handling daily life.

Responses	Muskegon HBS Program	
Agree	3	50%
Neutral	2	33%
Disagree	1	17%
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	3.33	



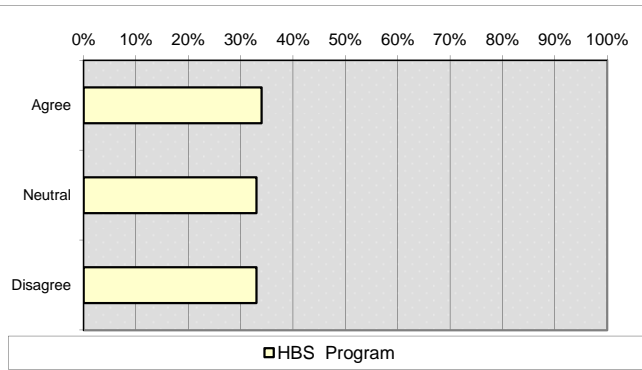
(17). My child gets along better with family members.

Responses	Muskegon HBS Program	
Agree	1	17%
Neutral	3	50%
Disagree	2	33%
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	2.83	



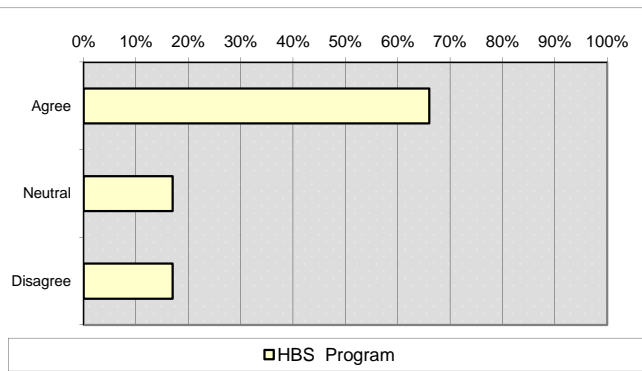
(18). My child gets along better with friends and other people.

Responses	Muskegon HBS Program	
Agree	2	34%
Neutral	2	33%
Disagree	2	33%
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	3.67	



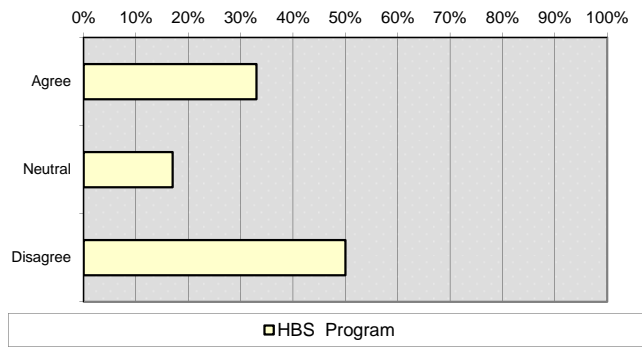
(19). My child is doing better in school and or work.

Responses	Muskegon	
Agree	4	66%
Neutral	1	17%
Disagree	1	17%
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	3.67	



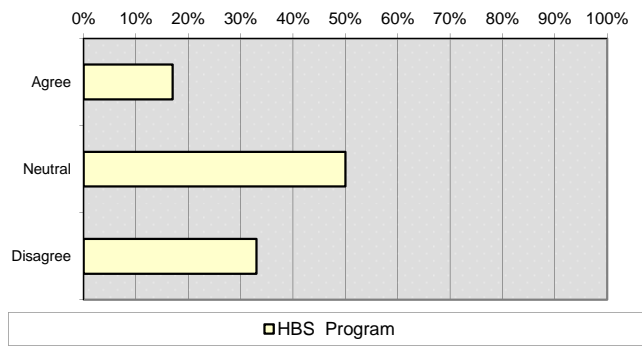
(20). My child is better able to cope when things go wrong.

Responses	Muskegon HBS Program	
Agree	2	33%
Neutral	1	17%
Disagree	3	50%
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	2.67	



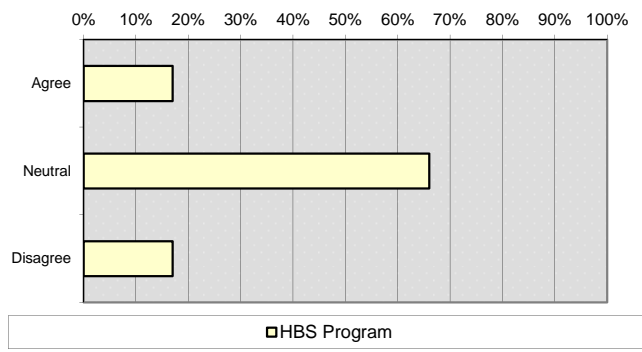
(21). I am satisfied with our family life right now.

Responses	Muskegon HBS Program	
Agree	1	17%
Neutral	3	50%
Disagree	2	33%
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	2.67	



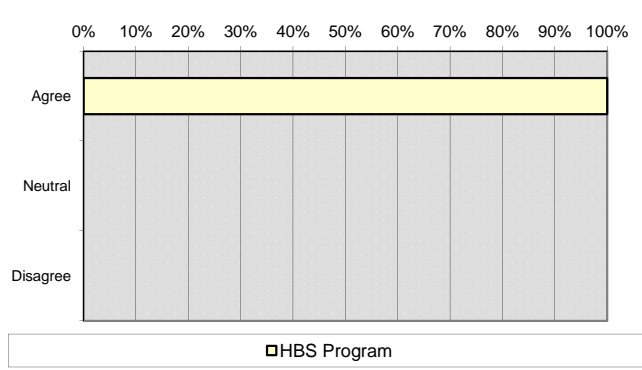
(22). My child is better able to do things he / she wants to do.

Responses	Muskegon HBS Program	
Agree	1	17%
Neutral	4	66%
Disagree	1	17%
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	3.00	



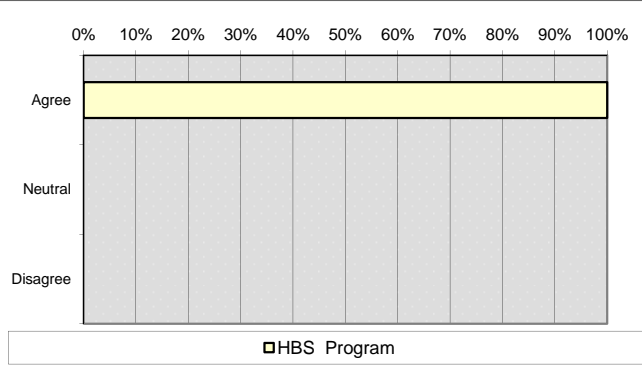
(23). I know people who will listen and understand me when I need to talk.

Responses	Muskegon HBS Program	
Agree	6	100%
Neutral	0	0%
Disagree	0	0%
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	4.33	



(24). I have people that I am comfortable talking with about my child's problems.

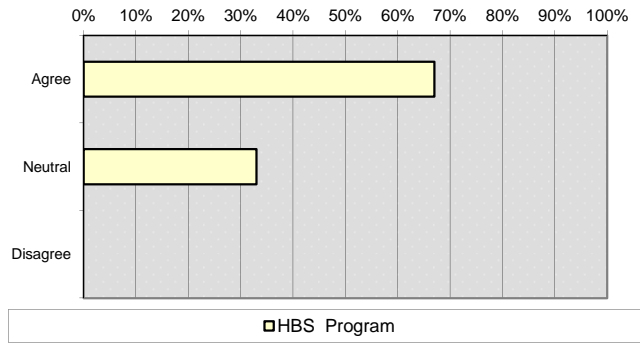
Responses	Muskegon HBS Program	
Agree	6	100%
Neutral	0	0%
Disagree	0	0%
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	4.33	



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

Responses

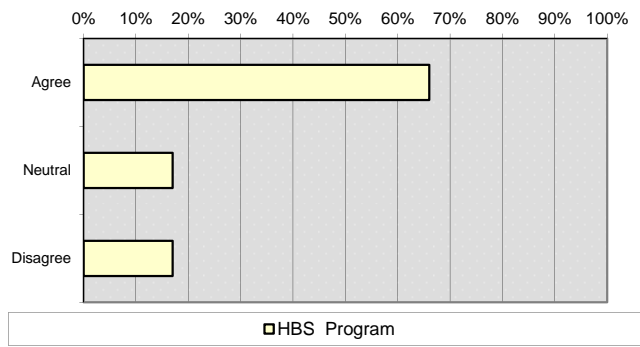
	Muskegon HBS Program	
Agree	4	67%
Neutral	2	33%
Disagree	0	0%
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	4.00	



(26). I have people with whom I can do enjoyable things.

Responses

	Muskegon HBS Program	
Agree	4	66%
Neutral	1	17%
Disagree	1	17%
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	3.83	



(27). Is your child currently living with you?

	Muskegon HBS Program	
Yes	5	83%
No	1	17%
No Response:	1	

(28). Has your child lived in any of the following places in the last six months?

	Yes	No	% YES
<i>a With one or both parents</i>	4	1	80%
<i>b With another family</i>	2	3	40%
<i>c Foster Home</i>	2	3	40%
<i>d Therapeutic Foster Home</i>	0	5	
<i>e Crisis Shelter</i>	2	3	40%
<i>f Homeless Shelter</i>	0	5	
<i>g Group Home</i>	0	5	
<i>h Residential treatment center</i>	1	4	20%
<i>i Hospital</i>	1	4	20%
<i>j Local jail or detention facility</i>	0	5	
<i>k State Correctional facility</i>	0	5	
<i>l Runaway / homeless / on the streets</i>	0	5	
<i>m Other</i>	0	5	

(29). In the last year, did your child see a medical doctor, or nurse, for a health check up or because he/ she was sick.

	Yes	No	% YES
<i>In a Clinic or Office</i>	5		83%
<i>Yes, But only in a Hospital or Emergency Room</i>			
<i>NO</i>			
<i>DO Not Remember</i>	1		

(30). Is your child on medication for emotional or behavioral problems?

	Muskegon HBS Program	
Yes	5	100%
No	0	0%

Did doctor or nurse tell you what side effects to watch for.		
Yes	4	80%
No	1	20%

(31). Is your child still receiving Home-Based Program Services?

	Muskegon HBS Program	
Yes	6	100%
No	0	0%

(32). How long have you received Home-Based Services

	Muskegon HBS Program	
Less than a Year	4	66%

	Muskegon HBS Program	
More Than 1 Year	2	34%

33). Was your child arrested since beginning to receive Home Based Program Services?

	Less than 1 Year	
Yes		
No	4	100%

	More than 1 Year	
Yes	1	50%
No	1	50%

34). Was your child arrested during the 12 months prior to that?

	Less than 1 Year	
Yes		
No	4	100%

	More than 1 Year	
Yes		
No	2	100%

35). Since your child began to receive HBS Services, their encounters with police have

	Less than 1 Year	
Been Reduced	1	25%
Stayed the Same	2	50%
Increased	0	0%
Not Applicable	1	25%

	More than 1 Year	
Been Reduced	2	100%
Stayed the Same		
Increased		
Not Applicable		

36). Was your child expelled or suspended since beginning HBS Services

	Less than 1 Year	
Yes	1	25%
No	3	75%

	More than 1 Year	
Yes	1	50%
No	1	50%

37). Was your child expelled or suspended during the 12 months prior to that?

	Less than 1 Year	
Yes	2	50%
No	2	50%

	More than 1 Year	
Yes	1	50%
No	1	50%

38). Since your child began to receive HBS Services, their encounters with police have:

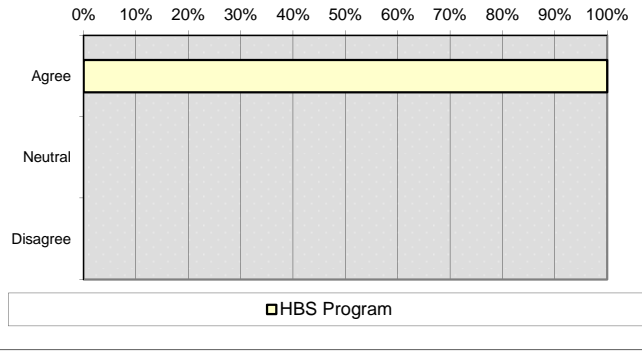
	Less than 1 Year	
Greater	2	50%
About the Same		
Less	1	25%
Not Applicable	1	25%

	More than 1 Year	
Greater		
About the Same	2	100%
Less		
Not Applicable		

Muskegon CMHSP Focus Questions for FY 11/12

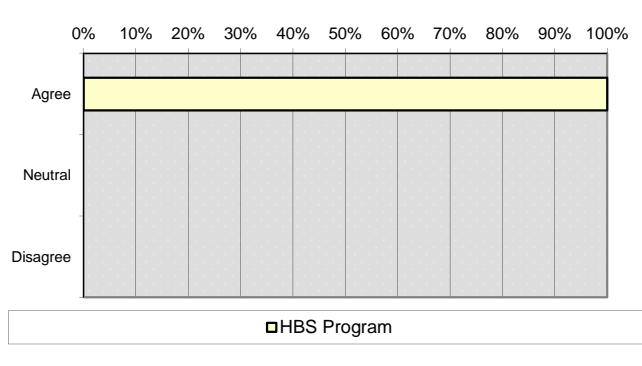
You felt welcomed by staff

Responses	Muskegon HBS Program	
Agree	6	100%
Neutral	0	0%
Disagree	0	0%
<i>answered question</i>	6	
<i>skipped question</i>		
Averaged Rating Score	4.83	



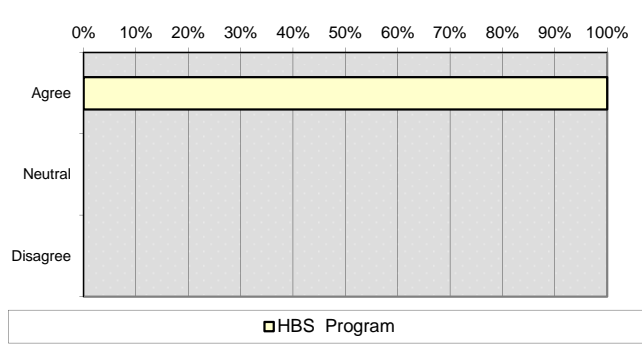
You were treated as an individual with unique abilities, beliefs and culture.

Responses	Muskegon HBS Program	
Agree	6	100%
Neutral	0	0%
Disagree	0	0%
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	4.83	



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

Responses	Muskegon HBS Program	
Agree	6	100%
Neutral	0	0%
Disagree	0	0%
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	4.83	



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

Responses	Muskegon HBS Program	
Agree	5	83%
Neutral	0	0%
Disagree	1	17%
<i>answered question</i>	6	
<i>skipped question</i>	0	
Averaged Rating Score	4.50	

