

Lakeshore Behavioral Health Affiliation Home-Based Services Satisfaction Survey Report

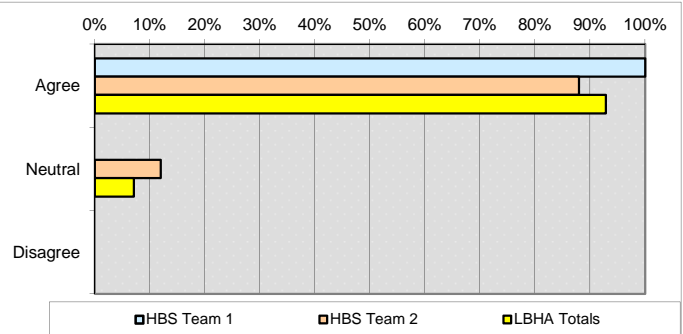
For FY 11/12
Report Date:01/25/2013

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	
						Muskegon	7	0	7	6	85.7%
						Ottawa	18	0	18	8	44.4%
						LBHA Totals	25	0	25	14	56.0%

<i>Agree</i>		<i>Neutral</i>	<i>Disagree</i>		
5	4	3	2	1	Blank
<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>NA or No Resp.</i>

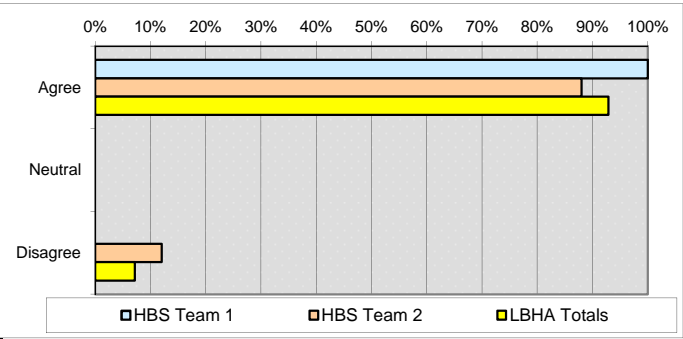
(1). Overall, I am satisfied with the services my child received.

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Agree	6	100%	7	88%	13
Neutral	0		1	12%	1	7%
Disagree	0		0		0	0%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
<i>Averaged Rating Score</i>	4.5		4.4		4.4	



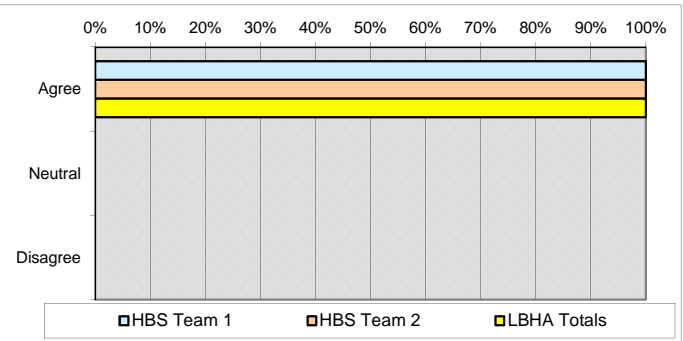
(2). I helped to choose my child's services.

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Agree	6	100%	7	88%	13
Neutral	0		0		0	0%
Disagree	0		1	12%	1	7%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
<i>Averaged Rating Score</i>	4.3		4.1		4.2	



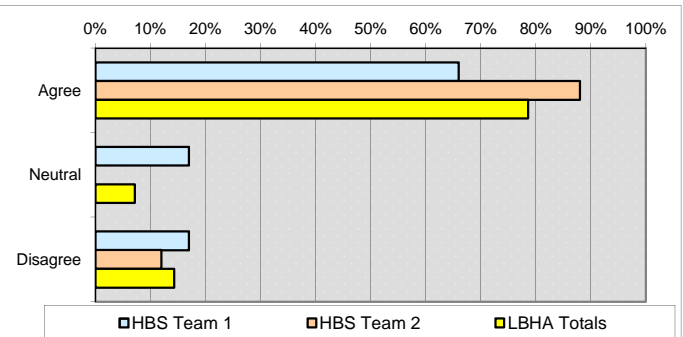
(3). I helped to choose the goals in my child's service plans.

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Agree	6	100%	8	100%	14
Neutral	0		0		0	0%
Disagree	0		0		0	0%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
<i>Averaged Rating Score</i>	4.5		4.4		4.4	



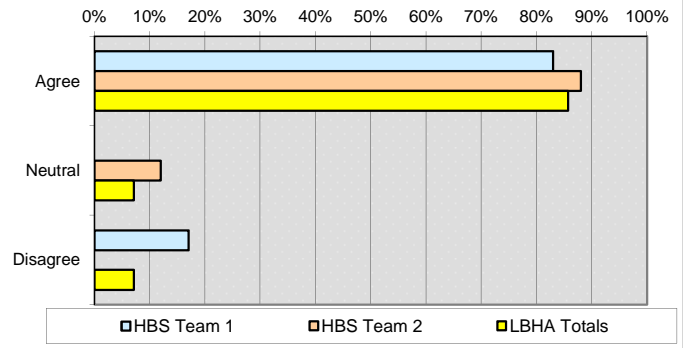
(4). The people helping my child stuck with us no matter what.

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Agree	4	66%	7	88%	11
Neutral	1	17%	0		1	7%
Disagree	1	17%	1	12%	2	14%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
<i>Averaged Rating Score</i>	4.2		4.5		4.4	



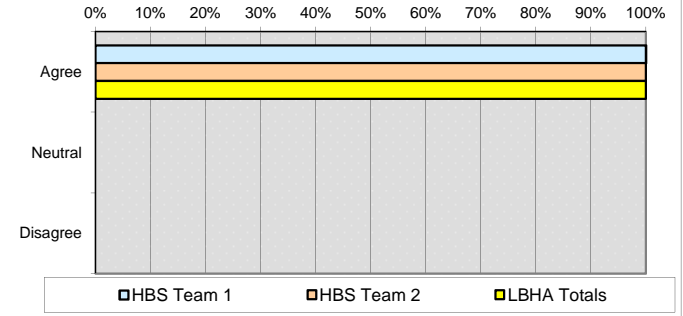
(5). I felt my child had someone to talk to when he/she was troubled.

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	5	83%	7	88%	12	86%
Neutral	0	0%	1	12%	1	7%
Disagree	1	17%	0		1	7%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
Averaged Rating Score	4.2		4.4		4.3	



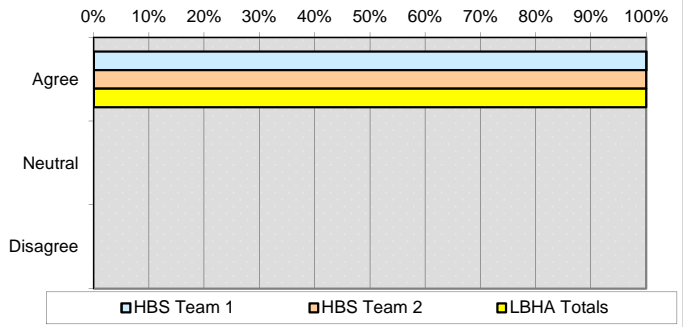
(6). I participated in my child's treatment / services

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	6	100%	8	100%	14	100%
Neutral	0		0		0	0%
Disagree	0		0		0	0%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
Averaged Rating Score	4.5		4.5		4.5	



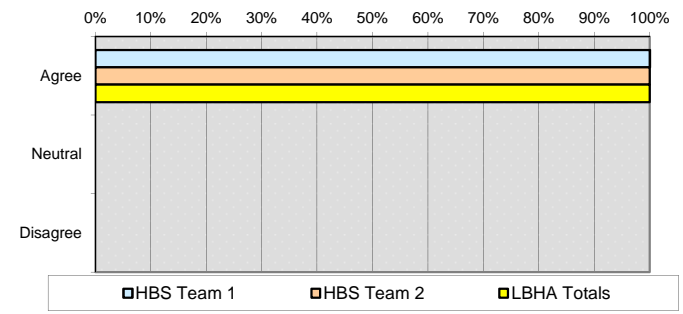
(7). The services my child and / or family received were right for us.

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	6	100%	8	100%	14	100%
Neutral	0		0		0	0%
Disagree	0		0		0	0%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
Averaged Rating Score	4.3		4.5		4.4	



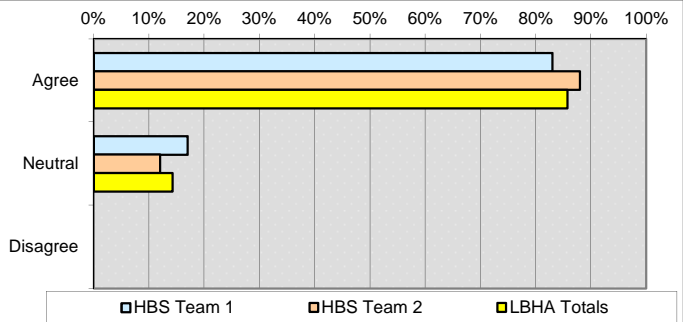
(8). The location of services was convenient for us.

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	6	100%	8	100%	14	100%
Neutral	0		0		0	0%
Disagree	0		0		0	0%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
Averaged Rating Score	4.5		4.6		4.6	



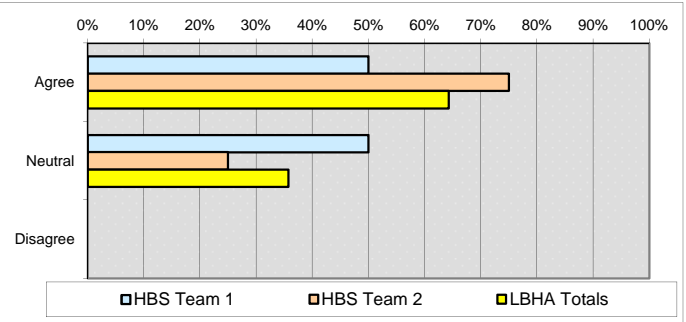
(9). Services were available at times that were convenient for us.

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	5	83%	7	88%	12	86%
Neutral	1	17%	1	12%	2	14%
Disagree	0		0		0	0%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
Averaged Rating Score	4.2		4.4		4.3	



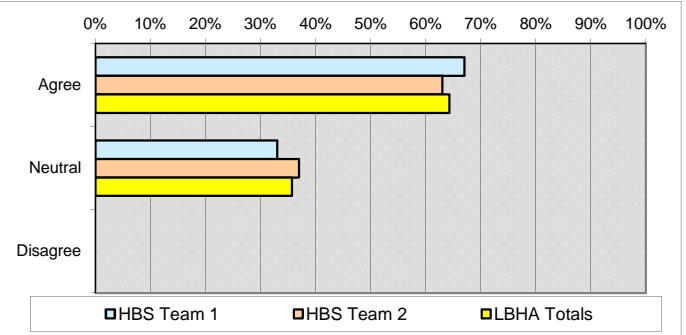
(10). My family got the help we wanted for my child.

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	3	50%	6	75%	9	64%
Neutral	3	50%	2	25%	5	36%
Disagree	0		0		0	0%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
Averaged Rating Score	3.8		4.1		4.0	



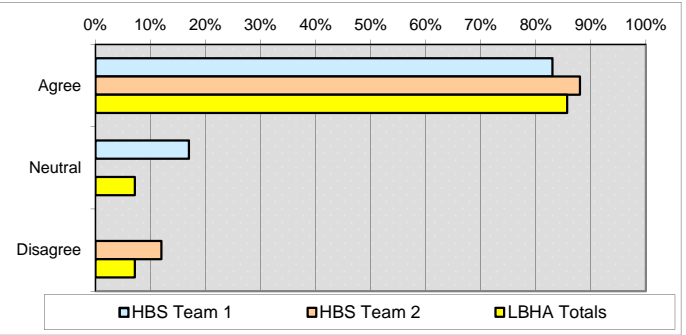
(11). My family got as much help as we needed for my child.

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	4	67%	5	63%	9	64%
Neutral	2	33%	3	37%	5	36%
Disagree	0		0		0	0%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
Averaged Rating Score	4.0		4.0		4.0	



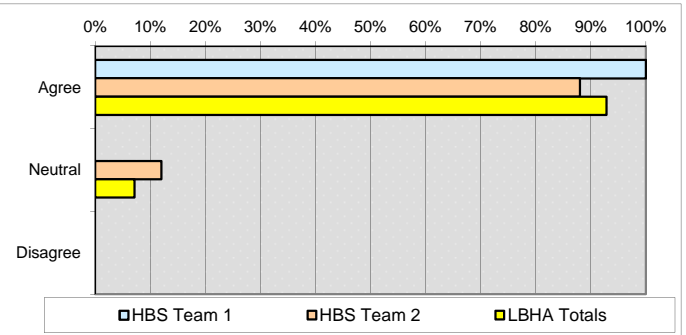
(12). Staff treated me with respect.

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	5	83%	7	88%	12	86%
Neutral	1	17%	0		1	7%
Disagree	0		1	12%	1	7%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
Averaged Rating Score	4.3		4.5		4.4	



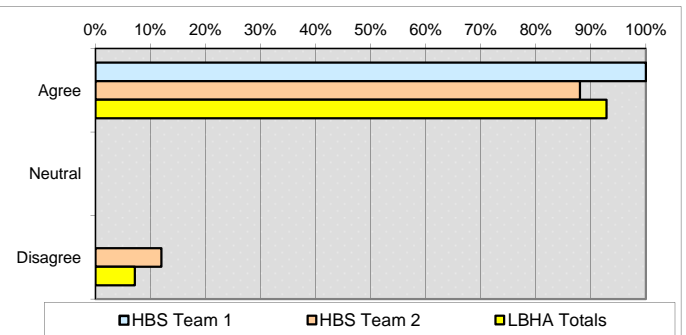
(13). Staff respected my family's religious / spiritual beliefs.

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	6	100%	7	88%	13	93%
Neutral	0		1	12%	1	7%
Disagree	0		0		0	0%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
Averaged Rating Score	4.7		4.3		4.4	



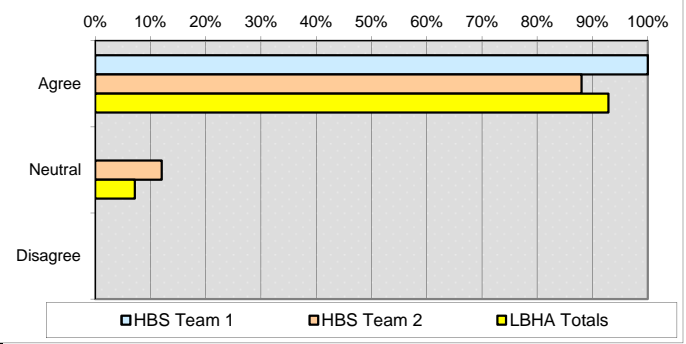
(14). Staff spoke with me in a way that I understood.

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	6	100%	7	88%	13	93%
Neutral	0		0		0	0%
Disagree	0		1	12%	1	7%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
Averaged Rating Score	4.5		4.4		4.4	



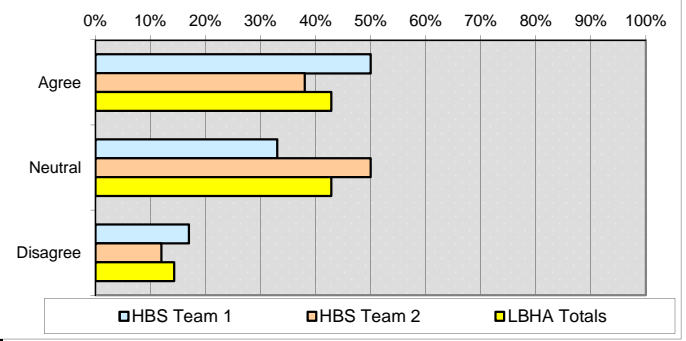
(15). Staff were sensitive to my cultural / ethnic background (e.g., race, religion, language)

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	6	100%	7	88%	13	93%
Neutral	0		1	12%	1	7%
Disagree	0		0		0	0%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
Averaged Rating Score	4.5		4.3		4.4	



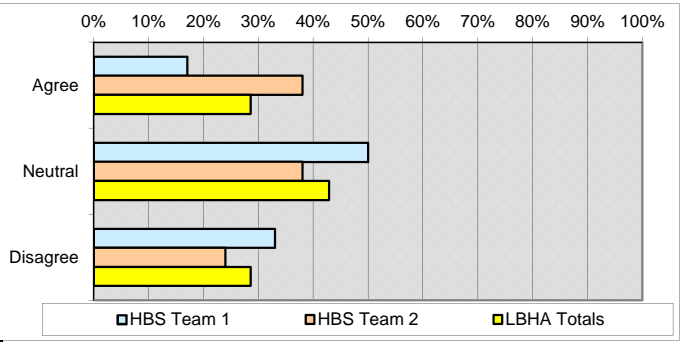
(16). My child is better at handling daily life.

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	3	50%	3	38%	6	43%
Neutral	2	33%	4	50%	6	43%
Disagree	1	17%	1	12%	2	14%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
Averaged Rating Score	3.3		3.3		3.3	



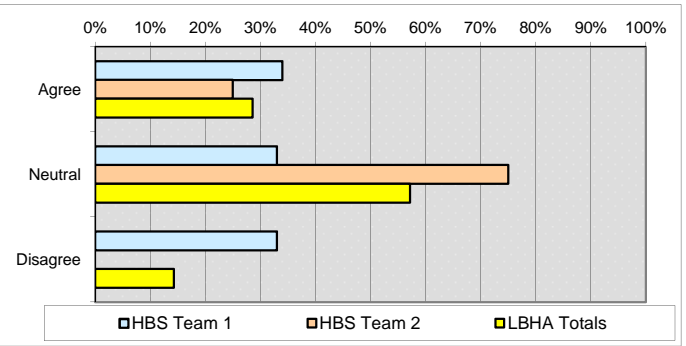
(17). My child gets along better with family members.

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	1	17%	3	38%	4	29%
Neutral	3	50%	3	38%	6	43%
Disagree	2	33%	2	24%	4	29%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
Averaged Rating Score	2.8		3.3		3.1	



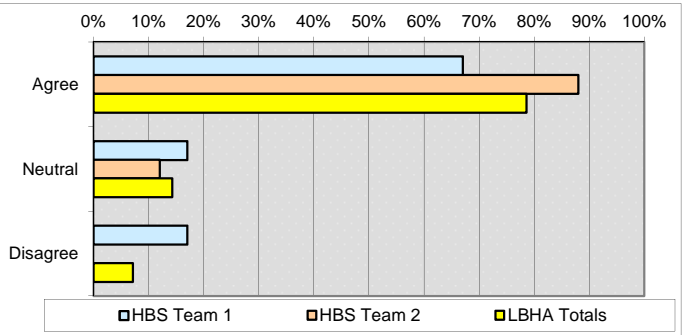
(18). My child gets along better with friends and other people.

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	2	34%	2	25%	4	29%
Neutral	2	33%	6	75%	8	57%
Disagree	2	33%	0		2	14%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
Averaged Rating Score	3.0		3.3		3.1	



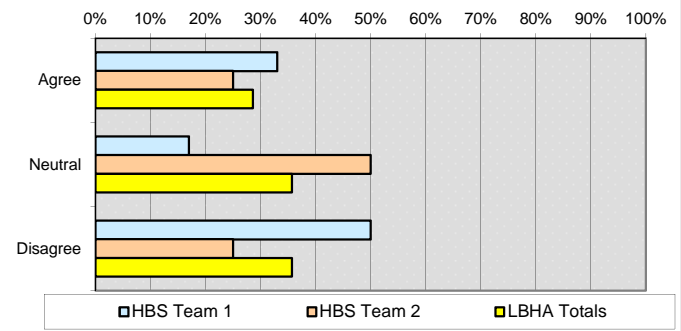
(19). My child is doing better in school and or work.

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	4	67%	7	88%	11	79%
Neutral	1	17%	1	12%	2	14%
Disagree	1	17%	0		1	7%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
Averaged Rating Score	3.7		4.0		3.9	



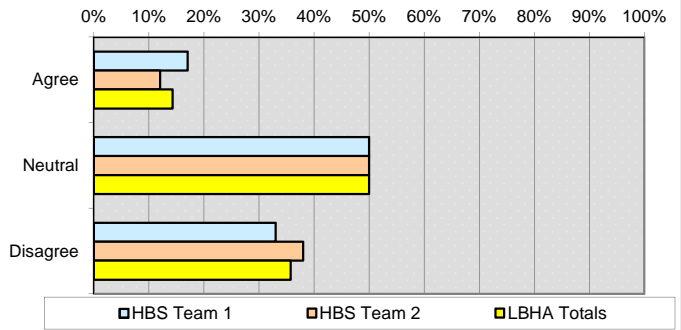
(20). My child is better able to cope when things go wrong.

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	2	33%	2	25%	4	29%
Neutral	1	17%	4	50%	5	36%
Disagree	3	50%	2	25%	5	36%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
Averaged Rating Score	2.7		3.1		2.9	



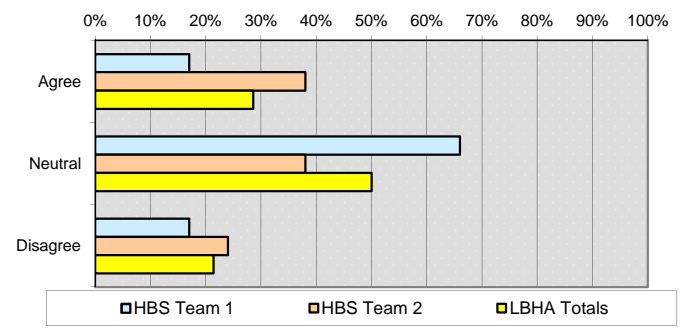
(21). I am satisfied with our family life right now.

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	1	17%	1	12%	2	14%
Neutral	3	50%	4	50%	7	50%
Disagree	2	33%	3	38%	5	36%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
Averaged Rating Score	2.7		2.8		2.7	



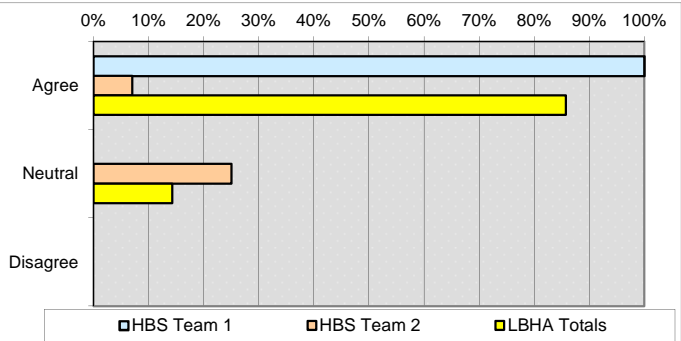
(22). My child is better able to do things he / she wants to do.

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	1	17%	3	38%	4	29%
Neutral	4	66%	3	38%	7	50%
Disagree	1	17%	2	24%	3	21%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
Averaged Rating Score	3.0		3.1		3.1	



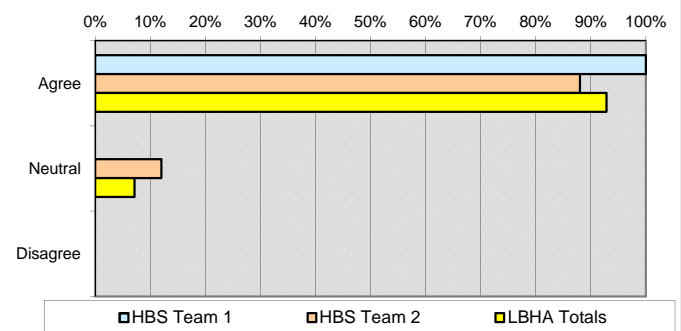
(23). I know people who will listen and understand me when I need to talk.

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	6	100%	6	7%	12	86%
Neutral	0		2	25%	2	14%
Disagree	0		0		0	0%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
Averaged Rating Score	4.3		4.4		4.4	



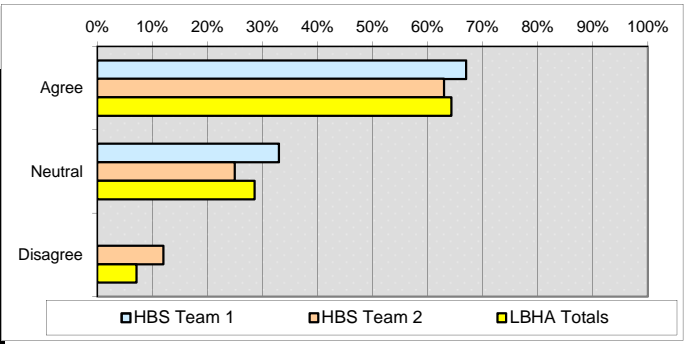
(24). I have people that I am comfortable talking with about my child's problems.

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Count	Percentage	Count	Percentage	Count	Percentage
Agree	6	100%	7	88%	13	93%
Neutral	0		1	12%	1	7%
Disagree	0		0		0	0%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
Averaged Rating Score	4.3		4.4		4.4	



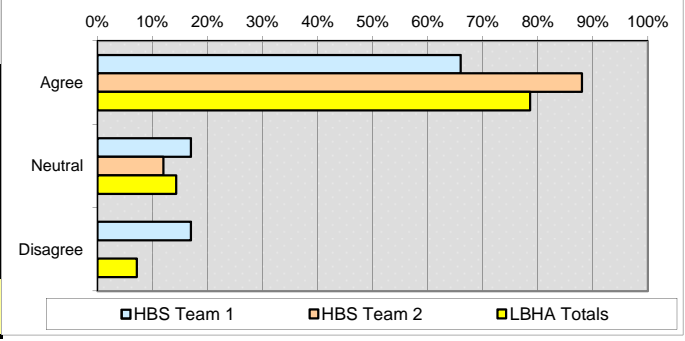
(25). In a crisis, I would have the support I need from family or friends.

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Agree	4	67%	5	63%	9
Neutral	2	33%	2	25%	4	29%
Disagree	0		1	12%	1	7%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
Averaged Rating Score	4.0		3.9		3.9	



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

Responses	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
	Agree	4	66%	7	88%	11
Neutral	1	17%	1	12%	2	14%
Disagree	1	17%	0		1	7%
<i>answered question</i>	6		8		14	
<i>skipped question</i>	0		0		0	
Averaged Rating Score	3.8		4.3		4.1	



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

	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
Yes	5	83%	8	100%	13	87%
No	1	17%	0		1	13%
No Response:	1		0		1	

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

	Muskegon	Ottawa	LBHA
	% YES	% YES	% YES
a With one or both parents	80%	88%	84%
b With another family	40%		15%
c Foster Home	40%	12%	23%
d Therapeutic Foster Home			
e Crisis Shelter	40%		15%
f Homeless Shelter			
g Group Home		12%	8%
h Residential treatment center	20%	25%	23%
i Hospital	20%	12%	15%
j Local jail or detention facility		35%	15%
k State Correctional facility			
l Runaway / homeless / on the streets			
m Other			

(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?

	Muskegon	Ottawa	LBHA
	Percent	Percent	Percent
In a Clinic or Office	83%	66%	79%
Yes, But only in a Hospital or Emergency Room			
NO		24%	14%
DO Not Remember	17%		7%

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

	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
Yes	5	100%	8	100%	13	100%
No	0		0		0	

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

	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
Yes	6	100%	8	100%	14	100%
No	0		0		0	

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

	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
Less Than a Year	4	66%	7	88%	11	79%
More Than 1 Year	2	34%	1	12%	3	21%

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

Less than 1 Year						More than 1 Year							
	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals			HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
Yes			5	71%	5	45%	Yes	1	50%			1	33%
No	4	100%	2	29%	6	55%	No	1	50%	1	100%	1	67%

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

Less than 1 Year						More than 1 Year							
	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals			HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
Yes			5	71%	5	45%	Yes						
No	4	100%	2	29%	6	55%	No	2	100%	1	100%	3	100%

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

Less than 1 Year						More than 1 Year							
	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals			HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
Reduced	1	25%	4	57%	5	45%	Reduced	2	100%	1	100%	3	100%
Stayed the Same	2	50%	1	14%	3	27%	Same	0					
Increased	0	0%	0	0%	0		Increased	0					
NA	1	25%	2	29%	3	27%	NA	0					

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

Less than 1 Year						More than 1 Year							
	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals			HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
Yes	1	25%	1		2		Yes	1	50%			1	33%
No	3	75%	6				No	1	50%	1	100%	2	67%

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

Less than 1 Year						More than 1 Year							
	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals			HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
Yes	2	50%	4	57%	6	55%	Yes	1	50%			1	33%
No	2	50%	3	43%	5	45%	No	1	50%	1	100%	2	67%

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

Less than 1 Year						More than 1 Year							
	HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals			HBS Team 1 Muskegon		HBS Team 2 Ottawa		LBHA Totals	
Greater	2	50%	3	43%	5	46%	Greater						
Stayed the Same	0	0%	3	43%	3	27%	Same	2	100%	1	100%	3	100%
Less	1	25%	0		1	9%	Less						
NA	1	25%	1	14%	2	18%	NA						