

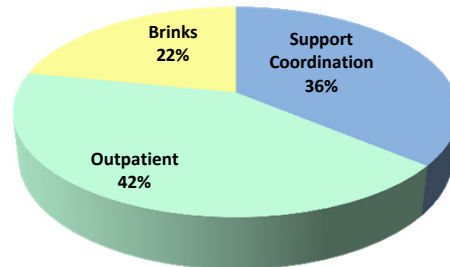
Community Mental Health Services of Muskegon County Muskegon CMHSP Annual Satisfaction Survey Report For FY11/12

Report Date 2/26/13

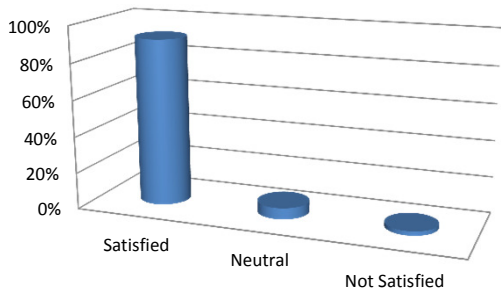
AGENCY Survey Facts

- ★ In FY 11/12 Muskegon CMH Staff handed out or mailed 2518 Satisfaction Surveys
- ★ 997 Surveys were completed and returned for an overall return rate of 39.6%
- ★ Survey responses indicate satisfaction with services, program sites and staff.

Agency Surveys Completed by Program for FY 11/12



92% of Returned Surveys Indicated Satisfaction



Questions In Which Responses Indicate the Highest Satisfaction

- 95%** **When Receiving CMH Services you were treated with respect.
- 95%** **You felt welcomed by staff.
- 95%** The environment (offices & lobby areas) was clean, comfortable and accessible.
- 93%** CMH Staff listen to you when planning your CMH Services.

**Received the highest % rating for the last 3 years

Survey Responses included 373 comments: 123 were identified as concerns and received follow-up by Supervisors / Customer Services Staff. Comments are grouped/trended by category. See graph below.

N = 123

