

# Community Mental Health Services of Muskegon County Muskegon CMHSP Annual Satisfaction Survey Report

For FY 11/12

Report Date: 01/25/2013

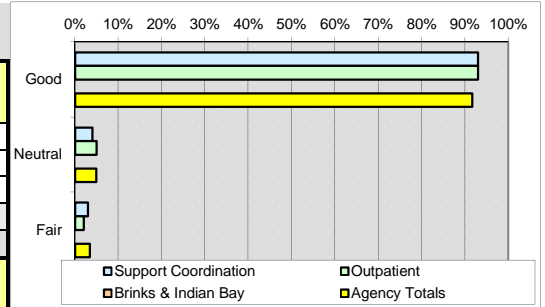
Survey Based on Likert Scale 1-5. With "5" Being the Best

Agree		Neutral	Disagree		
5	4	3	2	1	Blank
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	NA or No Resp.

	Number of Survey Handed Out	# Surveys Completed & Returned	Return Rate
Support Coordination	1134	359	31.7%
Outpatient	1043	420	40.3%
Brinks	341	218	63.9%
Agency Totals	2518	997	39.6%

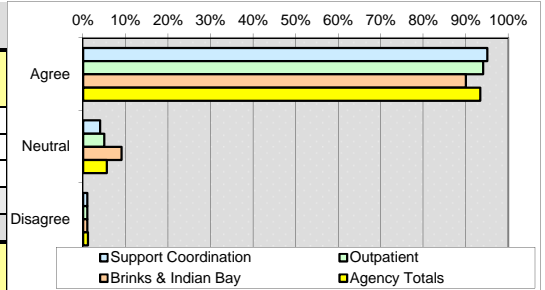
## (1). How would you rate the Community Mental Health Services you received?

Responses	Support Coordination		Outpatient		Brinks & Indian Bay		Agency Totals	
Good	329	93%	388	93%	193		910	92%
Neutral	16	4%	20	5%	13		49	5%
Fair	11	3%	11	2%	12		34	3%
<i>answered question</i>	356		419		218		993	
<i>skipped question</i>	3		1		0		4	
<b>Averaged Rating Score</b>	<b>4.48</b>		<b>4.38</b>		<b>4.31</b>		<b>4.40</b>	



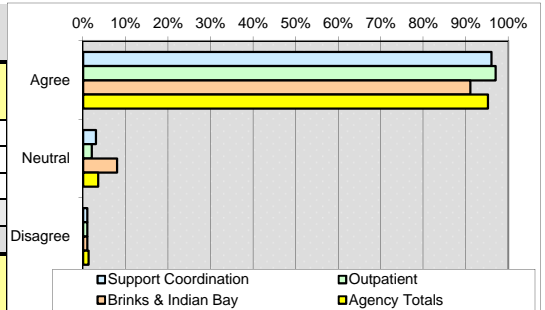
## (2). CMH Staff listened to you when planning your CMH Services.

Responses	Support Coordination		Outpatient		Brinks & Indian Bay		Agency Totals	
Agree	339	95%	395	94%	193	90%	927	93%
Neutral	16	4%	19	5%	20	9%	55	6%
Disagree	2	1%	5	1%	4	1%	11	1%
<i>answered question</i>	357		419		217		993	
<i>skipped question</i>	2		1		1		4	
<b>Averaged Rating Score</b>	<b>4.52</b>		<b>4.43</b>		<b>4.35</b>		<b>4.44</b>	



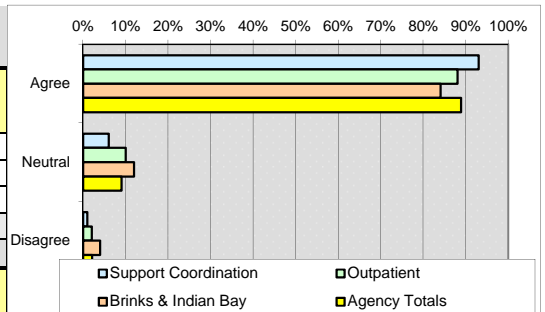
## (3). When receiving CMH Services you were treated with respect.

Responses	Support Coordination		Outpatient		Brinks & Indian Bay		Agency Totals	
Agree	342	96%	407	97%	198	91%	947	95%
Neutral	11	3%	8	2%	16	8%	35	4%
Disagree	5	1%	4	1%	4	1%	13	1%
<i>answered question</i>	358		419		218		995	
<i>skipped question</i>	1		1		0		2	
<b>Averaged Rating Score</b>	<b>4.54</b>		<b>4.59</b>		<b>4.45</b>		<b>4.54</b>	



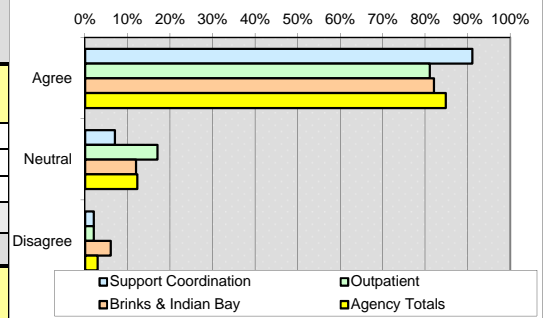
## (4). Your issues / concerns were responded to while receiving CMH Services.

Responses	Support Coordination		Outpatient		Brinks & Indian Bay		Agency Totals	
Agree	330	93%	370	88%	183	84%	883	89%
Neutral	23	6%	41	10%	26	12%	90	9%
Disagree	5	1%	7	2%	9	4%	21	2%
<i>answered question</i>	358		418		218		994	
<i>skipped question</i>	1		2		0		3	
<b>Averaged Rating Score</b>	<b>4.45</b>		<b>4.32</b>		<b>4.25</b>		<b>4.35</b>	



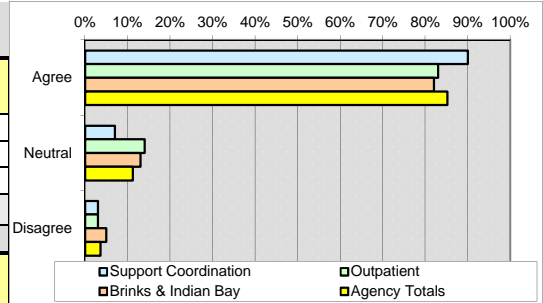
(5). The CMH Services you received helped you deal with your problems.

Responses	Support Coordination		Outpatient		Brinks & Indian Bay		Agency Totals	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Agree	322	91%	337	81%	176	82%	835	85%
Neutral	24	7%	69	17%	28	12%	121	12%
Disagree	7	2%	12	2%	10	6%	29	3%
<i>answered question</i>	353		418		214		985	
<i>skipped question</i>	6		2		4		12	
<b>Averaged Rating Score</b>	<b>4.38</b>		<b>4.18</b>		<b>4.16</b>		<b>4.23</b>	



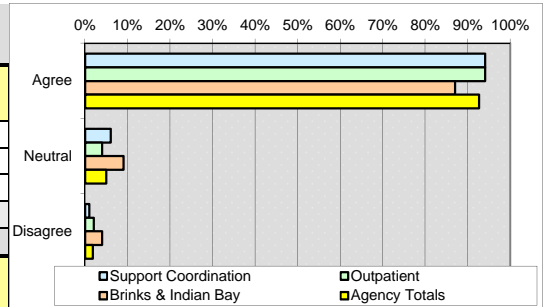
(6). You are satisfied with the amount of help you received from Muskegon CMH.

Responses	Support Coordination		Outpatient		Brinks & Indian Bay		Agency Totals	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Agree	320	90%	345	83%	178	82%	843	85%
Neutral	25	7%	58	14%	28	13%	111	11%
Disagree	12	3%	14	3%	10	5%	36	4%
<i>answered question</i>	357		417		216		990	
<i>skipped question</i>	2		3		2		7	
<b>Averaged Rating Score</b>	<b>4.36</b>		<b>4.18</b>		<b>4.23</b>		<b>4.25</b>	



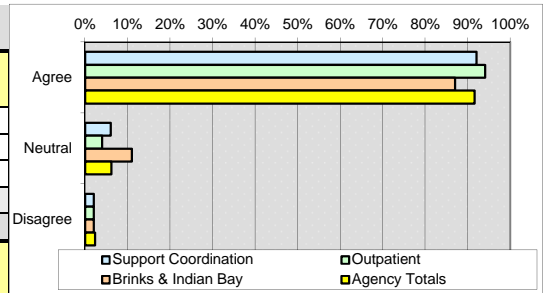
(7). You would recommend Muskegon CMH Services to a friend if he / she needed help.

Responses	Support Coordination		Outpatient		Brinks & Indian Bay		Agency Totals	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Agree	331	94%	397	94%	190	87%	918	93%
Neutral	20	6%	16	4%	19	9%	55	5%
Disagree	3	1%	7	2%	8	4%	18	2%
<i>answered question</i>	354		420		217		991	
<i>skipped question</i>	5		0		1		6	
<b>Averaged Rating Score</b>	<b>4.52</b>		<b>4.53</b>		<b>4.35</b>		<b>4.49</b>	



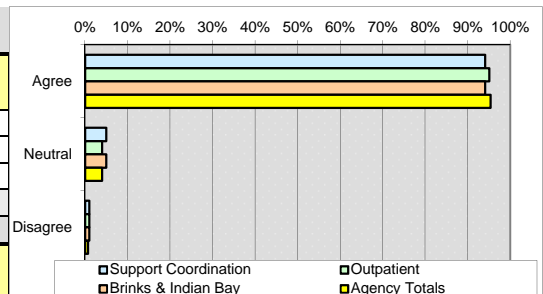
(8). Overall, you are satisfied with the CMH Services you received.

Responses	Support Coordination		Outpatient		Brinks & Indian Bay		Agency Totals	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Agree	328	92%	394	94%	188	87%	910	92%
Neutral	21	6%	17	4%	23	11%	61	6%
Disagree	8	2%	9	2%	6	2%	23	2%
<i>answered question</i>	357		420		217		994	
<i>skipped question</i>	2		0		1		3	
<b>Averaged Rating Score</b>	<b>4.44</b>		<b>4.39</b>		<b>4.35</b>		<b>4.40</b>	



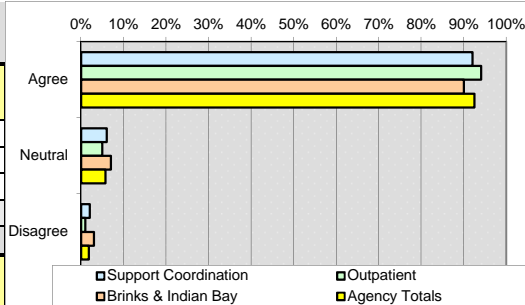
(9). You felt welcomed by staff.

Responses	Support Coordination		Outpatient		Brinks & Indian Bay		Agency Totals	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Agree	329	94%	407	95%	202	94%	938	95%
Neutral	17	5%	11	4%	11	5%	39	4%
Disagree	2	1%	2	1%	3	1%	7	1%
<i>answered question</i>	348		420		216		984	
<i>skipped question</i>	11		0		2		13	
<b>Averaged Rating Score</b>	<b>4.51</b>		<b>4.57</b>		<b>4.50</b>		<b>4.54</b>	



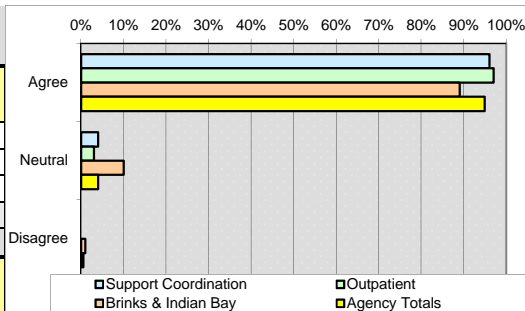
(10). You were treated as an individual with unique abilities, beliefs and culture.

Responses	Support Coordination		Outpatient		Brinks & Indian Bay		Agency Totals	
	Count	%	Count	%	Count	%	Count	%
Agree	319	92%	394	94%	194	90%	907	92%
Neutral	21	6%	19	5%	16	7%	56	6%
Disagree	6	2%	6	1%	6	3%	18	2%
<i>answered question</i>	346		419		216		981	
<i>skipped question</i>	13		1		2		16	
<b>Averaged Rating Score</b>	<b>4.45</b>		<b>4.45</b>		<b>4.39</b>		<b>4.43</b>	



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

Responses	Support Coordination		Outpatient		Brinks & Indian Bay		Agency Totals	
	Count	%	Count	%	Count	%	Count	%
Agree	327	96%	408	97%	192	89%	927	95%
Neutral	12	4%	12	3%	21	10%	45	4%
Disagree	1	0%	0	0%	4	1%	5	1%
<i>answered question</i>	340		420		217		977	
<i>skipped question</i>	19		0		1		20	
<b>Averaged Rating Score</b>	<b>4.52</b>		<b>4.60</b>		<b>4.36</b>		<b>4.52</b>	



(12). The hours / times available for CMH Services are convenient for you.

Responses	Support Coordination		Outpatient		Brinks & Indian Bay		Agency Totals	
	Count	%	Count	%	Count	%	Count	%
Agree	320	94%	382	91%	197	91%	899	92%
Neutral	18	5%	30	8%	17	8%	65	7%
Disagree	3	1%	8	1%	3	1%	14	1%
<i>answered question</i>	341		420		217		978	
<i>skipped question</i>	18		0		1		19	
<b>Averaged Rating Score</b>	<b>4.45</b>		<b>4.42</b>		<b>4.36</b>		<b>4.43</b>	

