

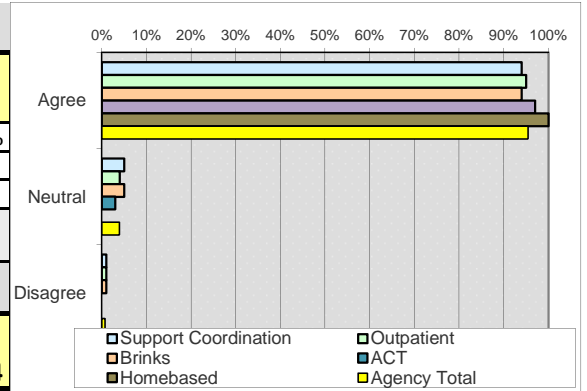
**Community Mental Health Services of Muskegon County
Muskegon CMHSP Annual Satisfaction Survey Report FY11/12**

Report Date: 01/25/2013

Welcoming Questions Summary Report By Program

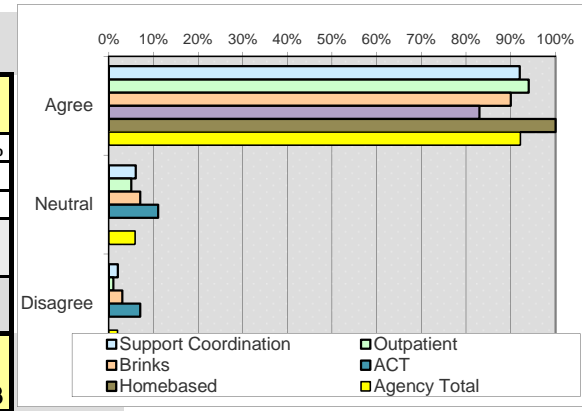
You felt welcomed by staff.

Responses	Support Coordination		Outpatient		Brinks		ACT		Homebased		Agency Totals	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Agree	329	94%	407	95%	202	94%	35	97%	5	100%	978	95%
Neutral	17	5%	11	4%	11	5%	1	3%	0		40	4%
Disagree	2	1%	2	1%	3	1%	0		0		7	1%
<i>answered question</i>	348		420		216		36		5		1025	
<i>skipped question</i>	11		0		2		3		1		17	
Averaged Rating Score	4.51		4.57		4.50		4.58		5.00		4.54	



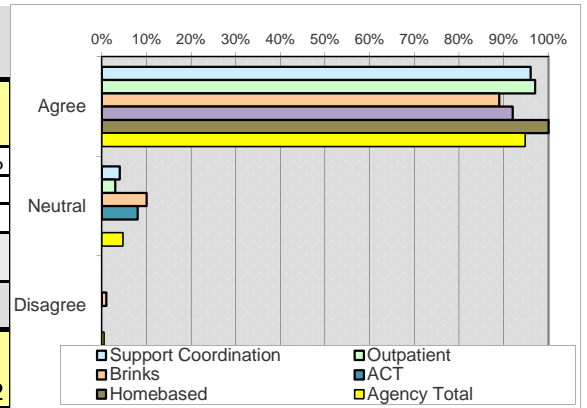
You were treated as an individual with unique abilities, beliefs and culture.

Responses	Support Coordination		Outpatient		Brinks		ACT		Homebased		Agency Totals	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Agree	319	92%	394	94%	194	90%	30	83%	5	100%	942	92%
Neutral	21	6%	19	5%	16	7%	4	11%	0		60	6%
Disagree	6	2%	6	1%	6	3%	2	7%	0		20	2%
<i>answered question</i>	346		419		216		36		5		1022	
<i>skipped question</i>	13		1		2		3		1		20	
Averaged Rating Score	4.45		4.45		4.39		4.17		5.00		4.43	



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

Responses	Support Coordination		Outpatient		Brinks		ACT		Homebased		Agency Totals	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Agree	327	96%	408	97%	192	89%	33	92%	5	100%	965	95%
Neutral	12	4%	12	3%	21	10%	3	8%	0		48	5%
Disagree	1	0%	0	0%	4	1%	0	0%	0		5	0%
<i>answered question</i>	340		420		217		36		5		1018	
<i>skipped question</i>	19		0		1		3		1		24	
Averaged Rating Score	4.52		4.60		4.36		4.39		5.00		4.52	



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

Responses	Support Coordination		Outpatient		Brinks		ACT		Homebased		Agency Totals	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Agree	320	94%	382	91%	197	91%	32	89%	4	80%	935	92%
Neutral	18	5%	30	8%	17	8%	3	8%	0	0%	68	7%
Disagree	3	1%	8	1%	3	1%	1	3%	1	20%	16	2%
<i>answered question</i>	341		420		217		36		5		1019	
<i>skipped question</i>	18		0		1		3		1		23	
Averaged Rating Score	4.45		4.42		4.36		4.19		4.40		4.43	

