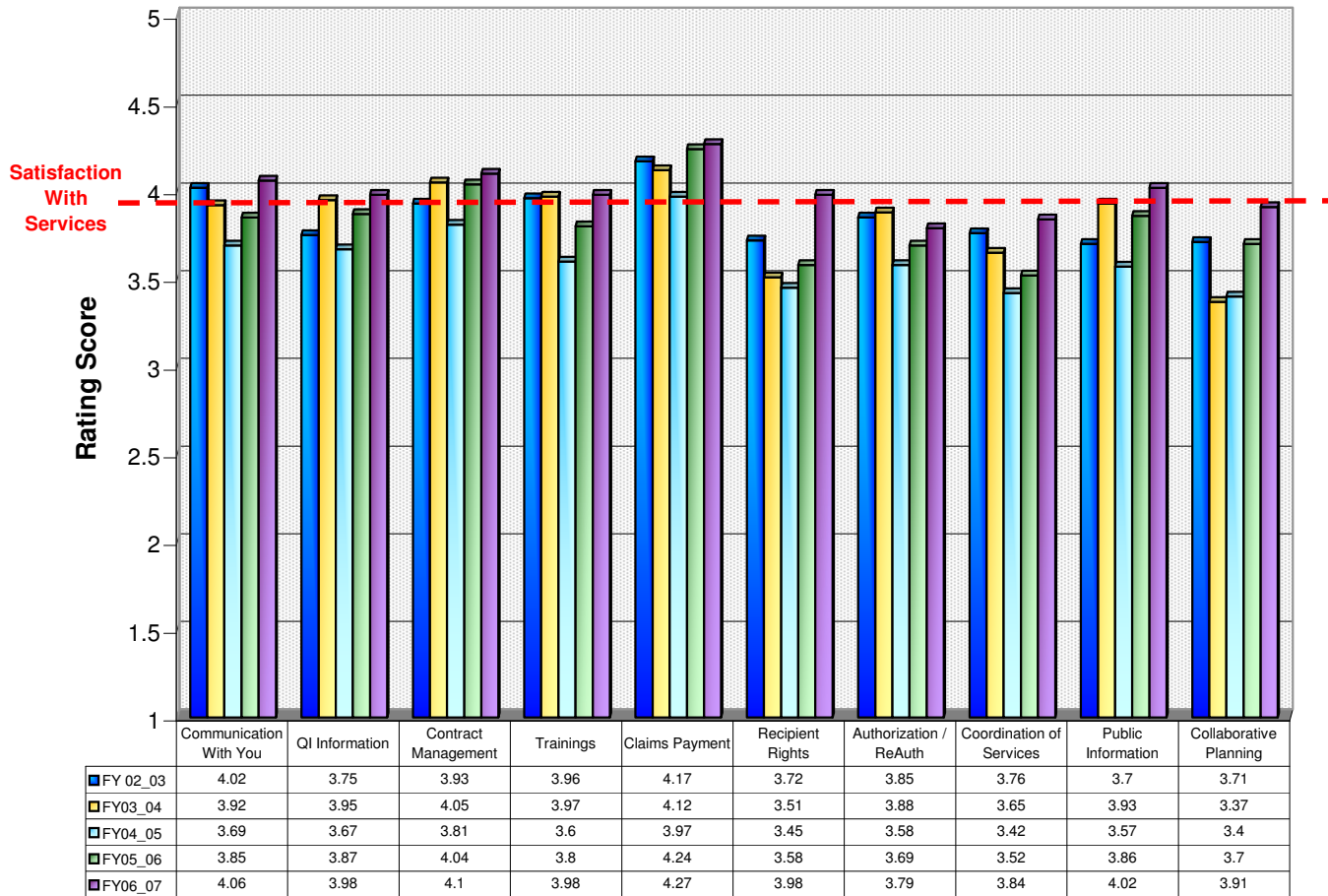
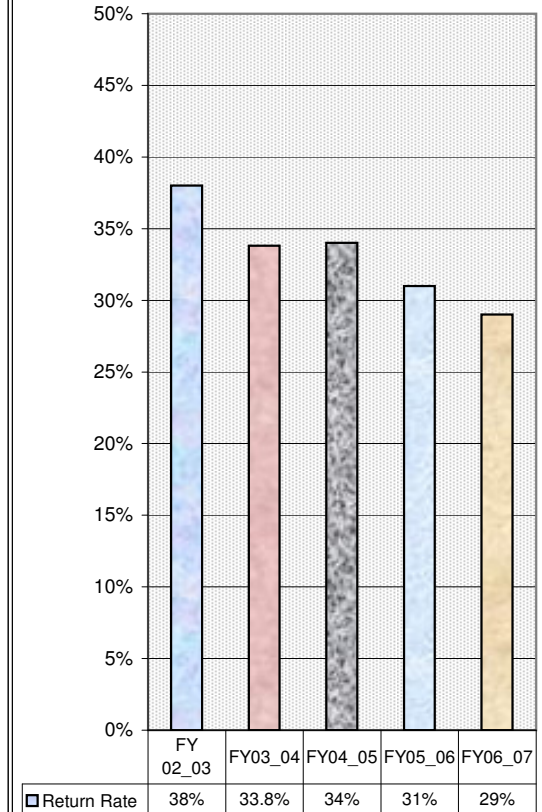


### Comparison of Community Partners Satisfaction Survey Response By Fiscal Year For Muskegon CMHSP



### Community Partners Satisfaction Survey Return Rate

FY02_03 Surveys Mailed: 116 Surveys Returned: 44	FY 05_06 Surveys Mailed: 220 Surveys Returned: 68
FY 03_04 Surveys Mailed: 157 Surveys Returned: 53	FY 06_07 Surveys Mailed: 220 Surveys Returned: 64
FY 04_05 Surveys Mailed: 193 Surveys Returned: 66	



### Trend Analysis

This is the sixth year that the Community Partners Satisfaction Survey has been implemented. Surveys are sent out to all Agencies / Individuals Muskegon CMH has a contract with and also to Stakeholders. Results for FY06/07 showed an increase in the averaged rating score in 10 out of 10 surveyed areas. Claims Payment received the highest rating score this year at 4.27. Claims Payment has consistently received the highest rating scores over the six years the survey has been implemented. Coordination of Services showed the most increase in rating scores (.32) for FY06/07. Both Collaborative Planning and Communication With You showed a .21 increase this year. Our goal is a rating score of 4.0 and above, for FY06/07 four out of ten of the surveyed areas are over the 4.0 and four others received rating scores very close to it. Authorization / Re-Authorization received the lowest rating this year at 3.79, however this area shows a .10 improvement over last year. The overall return rate decreased slightly compared to last year going from a 31% return rate to a 29%.