

Community Mental Health Services of Muskegon County

Provider Report Card For FY10/11

Report Date: January 18, 2012

Survey Process: 1368 Provider Satisfaction Surveys were mailed out to 997 individuals receiving contracted services in November 2011. Individuals who receive contracted services through more than one Agency received a survey for each contracted agency they received a service from. Muskegon CMHSP internal Satisfaction Survey process is ongoing. Each individual has the opportunity at least annually to complete an Agency Satisfaction Survey.

Survey Results Based on the Following Rating Scale	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
	5	4	3	2	1

Rating Scores of 4.0 and above indicate Satisfaction with Services

Provider Name	Question #1	Question #2	Question#3	Question #4	#Surveys Sent Minus Any Returned as Undeliverable	#Surveys Completed & Returned	Survey Return Rate
	While receiving services I was treated with respect	My issues / concerns were responded to while receiving services	I am satisfied with the amount of help I received	Overall, in a general sense, I am satisfied with the services I received			
Amanda Home	4.75	4.75	4.75	4.50	6	4	66.7%
ARC	4.33	4.22	4.22	4.33	18	9	50.0%
BCA - Stone Crest Center					5	0	0.0%
Beacon - Residential Services	3.00	3.00	3.00	3.00	16	1	6.3%
Borgess Medical Center	4.00	4.00	4.00	3.00	3	1	33.3%
Bracey Home	5.00	5.00	5.00	5.00	1	1	100%
BWP - Community Living Supports	3.50	2.50	4.00	4.00	4	2	50%
BWP - Residential Services	5.00	5.00	5.00	5.00	5	1	20%
Catholic Charities West Michigan	4.80	4.20	4.40	4.00	17	5	29.4%
Daybreak Adult Services	3.88	3.75	3.81	3.81	23	16	69.6%
FA-HO-LO Family, Inc	4.75	4.75	4.75	4.75	8	4	50.0%
Forest View Hospital	4.13	3.88	4.13	3.88	33	8	24.2%
Goodwill - Skill Building	4.44	4.32	4.19	4.35	112	57	50.9%
Goodwill - Supported Employment	5.00	4.00	5.00	5.00	8	1	12.5%
Greenville Acres					3	0	0.0%
Hawthorn Center	4.50	3.50	3.00	3.00	3	2	66.7%
Healthsource of Saginaw					2	0	0.0%
Healthy Focus - Community Living Supports	4.50	4.50	4.50	4.50	3	2	66.7%
Heritage Homes					6	0	0.0%
HGA							
HGA - Community Living Supports	4.06	4.17	4.17	4.33	37	18	48.6%
HGA - Residential Services	4.60	4.40	4.50	4.50	30	10	33.3%
HGA - Supported Employment					1	0	0.0%
Holland Hospital	4.00	5.00	4.00	4.00	5	1	20.0%
Home Life - Residential	5.00	5.00	5.00	5.00	2	1	50%
Hope Network West Michigan					1	0	0.0%
Jane Dyer, MSW					1	0	0.0%
JBC Home	4.67	4.00	4.33	4.33	5	3	60%
Kalamazoo Psychiatric Hospital	4.20	4.00	4.20	4.00	36	5	13.9%
Kandu - Skill Building	4.48	4.30	4.41	4.48	59	27	45.8%
Kandu - Supported Employment	2.50	4.50	4.00	4.00	5	2	40.0%
Kelly's Kare AFC	4.80	4.80	4.80	4.80	6	5	83.3%
Lutheran Social Services - Residential Services	4.20	4.07	4.20	4.20	22	15	68.2%

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Lydia's AFC					2	0	0.0%
Mercy Health Partners - Hackly Campus	4.42	4.13	4.04	4.06	274	52	19.0%
MOKA							
MOKA - Community Living Supports	4.48	4.52	4.30	4.30	43	23	53.5%
MOKA - Residential Services	4.22	4.17	4.17	4.39	46	23	50.0%
MOKA - Skill Building	4.20	4.09	4.13	4.17	127	71	55.9%
MOKA - Supported Employment					6	0	0.0%
Muskeogn CMHSP							
Muskegon CMHSP Outpatient	4.64	4.37	4.20	4.39	1711	576	33.7%
Muskegon CMHSP Residential (Brinks / IndianBa	4.48	4.33	4.27	4.37	327	241	73.7%
Muskegon CMHSP Support Coordination_DD	4.60	4.48	4.42	4.48	404	114	28.2%
Muskegon CMHSP Support Coordination_M	4.54	4.32	4.33	4.52	494	262	53.0%
Pine Rest Hospital	4.67	3.67	3.00	3.33	18	3	16.7%
Pioneer Resources							
Pioneer Resources - Community Living Supp	3.80	4.00	3.90	3.90	31	10	32.3%
Pioneer Resources - Residential Services	4.65	4.61	4.57	4.65	39	23	59.0%
Pioneer Resources - Supported Employment	4.40	4.80	4.60	4.80	14	5	36%
Pioneer Resources - Transportation Services	4.30	4.20	4.19	4.15	148	79	53.4%
PW Services	4.33	4.33	4.00	4.00	15	3	20.0%
Rocking Horse AFC	4.75	4.75	4.75	4.75	6	4	66.7%
Saint Mary's Hospital	4.00	4.00	4.00	4.00	15	3	20.0%
Turning Leaf Residentail	4.50	4.50	4.50	4.50	12	2	16.7%
Unified Health - Community Living Supports	4.00	3.75	4.50	3.50	14	4	28.6%