

**Mission**

*To improve and promote the wellness and recovery of persons with, or at risk of, behavioral healthcare needs and/or intellectual/developmental disabilities, who reside in Newaygo County and surrounding communities, through the provision of integrated, person/family-centered, and trauma-informed services.*

**Newaygo County Mental Health  
2018 Customer Satisfaction Survey Results  
Open Case (September 2018)**



**Consumer Satisfaction Survey  
Survey of all Open Consumers (DD) (September 2018)**

**Frequencies and Percentages**

<b>PROGRAM</b>	<b># Mailed</b>	<b># Returned (completed)</b>	<b>Return Rate (%)</b>
<b>NEWAYGO</b>	<b>112</b>	<b>44</b>	<b>39</b>

➤ 5 Consumers returned the survey choosing not to answer, or could not communicate the answers.

<b>Survey Questions (DD)</b>	<b>No</b>		<b>Not Sure</b>		<b>Yes</b>	
	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>
1. CMH responded promptly to my request for services.	0	0	1	3	38	<b>97</b>
2. CMH staff are friendly and helpful.***	0	0	5	14	31	<b>86</b>
3. The physical space of the organization (e.g. walls, paint color, room layout, and lighting) makes me feel safe, secure and comfortable.	0	0	0	0	39	<b>100</b>
4. In general, I am satisfied with the services provided by CMH.*	0	0	1	3	37	<b>97</b>
5. CMH staff believe in me – that I can achieve my goals.*	0	0	1	3	37	<b>97</b>
6. CMH staff have the knowledge and skills to serve me well.	0	0	2	5	37	<b>95</b>
7. I do not feel judged and criticized by the CMH staff.	3	7	3	7	33	<b>86</b>
8. The services I receive help me to function better in my life.	0	0	2	5	37	<b>95</b>
9. If I were to seek help again, I would come back to the same program.	0	0	1	3	38	<b>97</b>
10. CMH staff follows my person centered plan (PCP) or family centered plan. (PCP is the process or meeting you had to decide on your services and set goals)	0	0	1	3	38	<b>97</b>
11. CMH helped me identify natural supports. (Natural supports are people, places, and resources in your life and in the community, other than CMH, that you use to help you out)	0	0	2	5	37	<b>95</b>

**Consumer Satisfaction Survey  
Survey of all Open Consumers (MI) (October 2016)**

**Frequencies and Percentages**

<b>PROGRAM</b>	<b># Mailed</b>	<b># Returned</b>	<b>Return Rate (%)</b>
<b>NEWAYGO</b>	<b>771</b>	<b>176</b>	<b>23</b>

➤ 2 Consumers returned the survey choosing not to answer, or could not communicate the answers.

<b>Survey Questions (MI)</b>	<b>Strongly Disagree</b>		<b>Disagree</b>		<b>Neutral</b>		<b>Agree</b>		<b>Strongly Agree</b>		<b>Satisfaction Rate</b>
	n	%	n	%	n	%	n	%	n	%	%
1. CMH responded promptly to my request for services.*	3	2	1	1	7	3	54	31	109	63	<b>94</b>
2. CMH staff are friendly and helpful.	2	1	0	0	2	1	33	19	137	79	<b>98</b>
3. The physical space of the organization (e.g. walls, paint color, room layout, and lighting) makes me feel safe, secure and comfortable. *	3	2	3	2	20	11	56	32	91	53	<b>85</b>
4. In general, I am satisfied with the services provided by CMH.	3	2	1	1	7	3	54	31	109	63	<b>94</b>
5. CMH staff believe in me – that I can achieve my goals.*	3	2	2	1	9	5	43	25	116	67	<b>92</b>
6. CMH staff have the knowledge and skills to serve me well.	2	1	0	0	9	5	46	27	117	67	<b>94</b>
7. I do not feel judged and criticized by the CMH staff.	4	2	1	1	5	3	47	27	117	67	<b>94</b>
8. The services I receive help me to function better in my life.	2	1	2	1	11	6	54	31	105	61	<b>92</b>
9. If I were to seek help again, I would come back to the same program.	3	2	0	0	9	5	47	27	115	66	<b>93</b>
10. CMH staff follows my person centered plan (PCP) or family centered plan. (PCP is the process or meeting you had to decide on your services and set goals)	3	2	0	0	9	5	54	31	108	62	<b>93</b>
11. CMH helped me identify natural supports. (Natural supports are people, places, and resources in your life and in the community, other than CMH, that you use to help you out)	2	1	1	1	15	8	48	28	108	62	<b>90</b>

- \*\*\* - Three surveys did not complete the question.
- \*\* - Two surveys did not complete the question.
- \* - One survey did not complete the question.