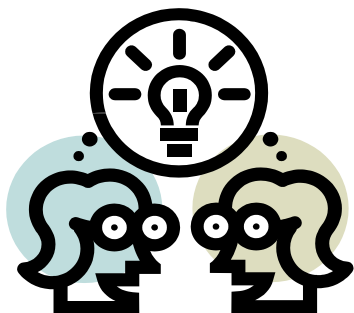


**WE APPRECIATE
YOUR WORDS OF
WISDOM.**

**PLEASE SHARE
THEM WITH US!**



**YOUR IDEAS ARE
IMPORTANT.
PASS THEM ON!**

NEWAYGO COUNTY MENTAL HEALTH



**OPEN CASE
SURVEYS
DURING
NOVEMBER 2009**

NEWAYGO COUNTY MENTAL HEALTH

1049 NEWELL, PO BOX 867
WHITE CLOUD, MI 49349

PHONE: 231-689-7330
TOLL FREE: 800-968-7330

FAX: 231-689-7345
www.newaygocmh.org

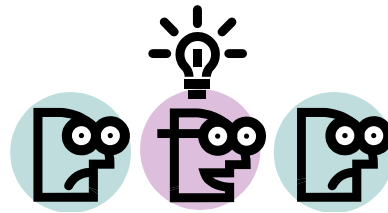


**How You
RATED OUR
SERVICES!**

AREAS IN WHICH CMH SCORED WELL...

OVERALL SCORES WERE VERY HIGH IN 2009, RANGING FROM 98%-92%!

- ☺ 98% of respondents said CMH staff are courteous and respectful.
- ☺ 97% said if they were to seek help again, they would come back. (95% last year.)
- ☺ 97% of respondents said if a friend or family member were in need of similar services, they would recommend NCMH.
- ☺ 96% said CMH staff have the knowledge and skills to serve them well.
- ☺ 96% said that in general they are satisfied with the services. (95% last year.)
- ☺ 96% said CMH responded promptly to their request for services.
- ☺ 96% said CMH staff helps them to get the right type of services for their problem.
- ☺ 95% said CMH staff follows their person centered plan. (96% last year.)
- ☺ 95% said CMH staff understand my needs and situation. (96% last year.)
- ☺ 93% of respondents said the services they receive help them to function better in life.
- ☺ 92% of respondents said CMH helped them identify "natural supports." (90% last year.)



For more results on this survey and others, please visit <http://www.cmhamm.org/>

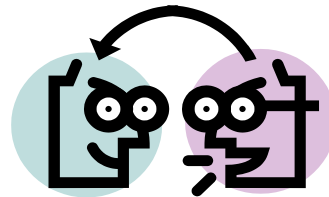
For these results, 600 surveys distributed and 162 were returned for a 27% return rate.

74% were answered by consumers;
27% assisted by family and
7% with staff assistance.

(30% of consumers receiving services responded to our survey last year.)

As always, return rates are important to us! We value what you have to say.

**IF YOU RECEIVE A SURVEY THIS YEAR
PLEASE RETURN IT TO US!**



Our Mission:

To improve and promote the quality of life of persons with, or at risk of, behavioral health-care needs and/or developmental disabilities, who reside in Newaygo County and surrounding communities, by providing family and person-centered services.

WHAT YOU SAID ABOUT CMH...

- ☺ *(Staff) has been a wonderful person. She has been helping my daughter for awhile now and has done a great job in helping my daughter with her problems that she has. (staff) has been a godsend to our family and I will never forget the job she has done. Thank you (staff) .*
- ☺ *Everybody is awesome.*
- ☺ *I thought Dr. (name) was wonderful. She treated me with utmost respect during visits with her. Also, (staff) was amazing, he made me feel very comfortable every time I seen him. He made it feel like we were old friends! I just wish that I didn't have to meet him under these circumstances. He would definitely be someone I would surround myself with for comfort and support .*
- ☺ *I think (staff name) is a very good and nice worker. I really love the idea of having home services done cause I don't have my own transportation so this helps my 6 year old and I a lot, and the working with the schools, too.*
- ☺ *ACT encourages me to understand how I feel and figure out what to do right now. They help me to live my life less frightened and more capable. I'm learning to challenge my fears – when I remember to.*
- ☺ *The Recovery Group has been very helpful.*
- ☺ *I am well satisfied with the service I receive and when (staff name) left. I am pleased with the switch to (staff name). He has helped me in the right direction.*