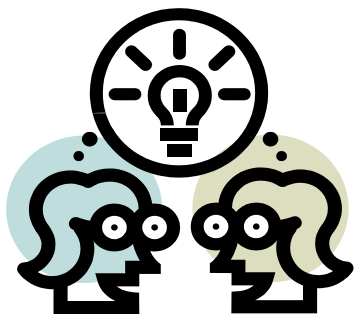


**WE APPRECIATE  
YOUR WORDS OF  
WISDOM.**

**PLEASE SHARE  
THEM WITH US!**

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

**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](http://www.newaygocmh.org)

**NEWAYGO COUNTY  
MENTAL HEALTH**

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**CLOSED CASE  
SATISFACTION  
SURVEYS DURING  
JUL-SEPT 2009**

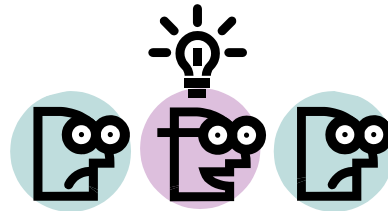
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**How You  
RATED OUR  
SERVICES!**

## YOUR SCORES...

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- 86% said CMH staff helps them to get the right type of services for their problem.
- 83% said CMH staff had the knowledge and skills to serve me well.
- 71% of respondents said CMH staff understand my needs and situation. (5/7)
- 71% of respondents said CMH responded promptly to their request for services.
- 71% of respondents said CMH staff were courteous and respectful.
- 71% said in general, they were satisfied with the services provided by CMH
- 71% said if a friend or family member were in need of similar services, they would recommend their NCMH program to him or her.
- 71% of respondents said if they were to seek help again, they would come back to the same program.
- 57% said that the service they received helped them to function better in life.

11% of the closed consumers responded to our survey. 64 surveys were distributed and 7 surveys were returned.

Ratings were much higher last year but also had more responses.

*WE WOULD LIKE TO IMPROVE OUR RESPONSE RATE TO THIS SURVEY YOUR RATINGS HELP US TO KNOW WHAT WE DO WELL AND WHAT WE NEED TO IMPROVE!*

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

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### Our Mission:

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

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## WHAT YOU SAID ABOUT CMH...

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- There were two comments which included... *"I am happy what they did for me. Happy means so much."*  
*The other comment was of dissatisfaction and is being followed –up.*

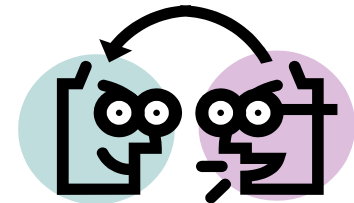
Of the 7 returned surveys:

- 3 consumers were closed according to plan.
- 3 consumers disengaged from services prior to discharge
- 1 no longer met criteria for services

### WE NEED YOUR VOICE!!

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

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