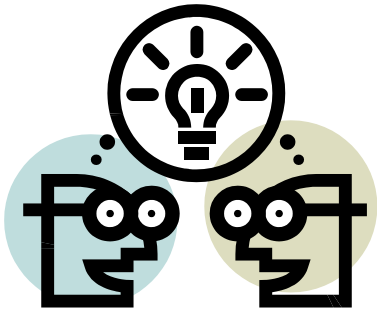
We Appreciate Your Words of Wisdom. Please Share Them With Us!



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

Newaygo County Mental Health

Referral Source Survey during September 2009

How You Rated Our Services!

HOW YOU RATED CMH…

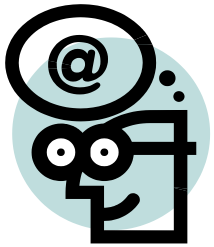
The percentage of respondents who replied 'strongly agree', or 'agree', to…

- ↑ "CMH responded promptly to my request for services" was 75%. (67% last year.)
- ↑ CMH staff I (we) have dealt with have been courteous, knowledgeable and helpful was 88%. (75%.last year.)
- ↑ CMH provided timely feedback regarding disposition of referrals or service contracts" was 68%. (67% last year.)
- ↓ Communications with CMH on mutual clients has been satisfactory was 63%. (73% last year.)
- ↓ "CMH staff helped referred individuals get the right type of service for their problem" was 60%. (64% last year.)
- ↓ "In general, (we) were satisfied with the services provided by CMH" was 75%. (83%.last year.)

IN NUMBERS…

Our return rate for this year was 32% - improved from 17% last year. Of 75 surveys mailed 25 were returned.

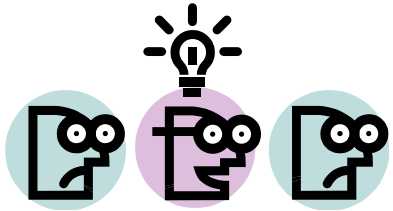
As always, return rates are important to us. We do value what you have to say!



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.

YOUR COMMENTS…

- *NCMH provides us with excellent services. Clinicians are friendly and knowledgeable.*
- *At White Cloud Elementary schools we have been so fortunate to have a great working relationship with CMH. The staff is knowledgeable and so helpful. We appreciate the work they do and the services they provide to our students!!*
- *W____ and B____ are excellent with our Synergy Program. CMH staff have always been helpful with our adult students as well.*

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