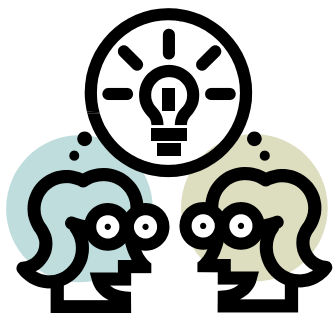


**WE APPRECIATE
YOUR WORDS OF
WISDOM.**

**PLEASE SHARE
THEM WITH US!**



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

NEWAYGO COUNTY MENTAL HEALTH

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**NEWAYGO COUNTY
MENTAL HEALTH**



**RESIDENTIAL
SERVICES SURVEY
DURING
SEPTEMBER 2009**



**HOW YOU
RATED OUR
SERVICES!**

RATING THE RESIDENTIAL HOMES

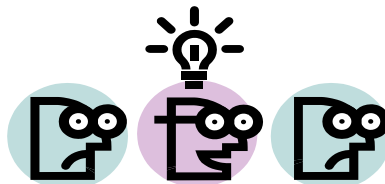


HOW RESIDENTS RATED THE HOMES:

- 100% like the staff and said that staff were following their person-centered plan (PCP).
- 100% felt their needs are taken care of there.
- 100% like the food, the appearance and cleanliness of the home.
- 97% said they were allowed to watch the television shows they want to watch.
- 97% felt they had someone to talk to in the house, when they are unhappy with what is happening in their home.
- 97% felt safe living at their home.
- 94% like the rules of the house and know how to report a violation of their rights.
- 94% like the amount of privacy at the home as well as the amount of recreational facilities and activities at their home.
- 94% would recommend their home to someone looking for a residential care home.
- 94% felt they got to choose the type of activities offered by the home.
- 91% of residents said they felt comfortable inviting friends to visit at their home.

HOW FAMILIES/GUARDIANS RATED THE HOMES:

- 100% said staff were caring and knew how to provide proper care.
- 100% felt visiting hours were flexible and convenient and that staff assisted residents when needed.
- 97% felt the home was easy to get in and out of, felt welcome to visit and that the home smelled clean.
- 97% residents were appropriately dressed and clean.
- 94% felt the home is neat and clean and that they receive sufficient information on how their family member/friend/significant other is doing.
- 91% felt the house manager was accessible to talk with them, that the home is safe and their comments and suggestions about the operation of the home are welcomed.
- 89% treated them and the resident with respect.
- 88% knew how to report a violation of the rights of their family member/friend/significant other who lives in the house.
- *83% felt there were activities available for the residents to take part in or initiate.*



HOW CMH STAFF RATED THE HOMES:

100% said that:

- the home was neat and clean and smelled clean
- residents were treated with respect
- staff seemed caring toward residents
- staff assisted residents when needed
- residents were appropriately dressed and clean
- staff implemented the person centered goals as agreed upon

91% said that:

- the home was easy to get in and out of
- that staff seemed to know how to provide proper care and that the house manager was accessible to them

90% said that:

- staff treated them with dignity and respect
- comments and suggestions about the operation of the home are welcome
- they receive sufficient information on how their client is doing

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

- **50 surveys were distributed to residents with a 72% return rate.**
- **There were 43 surveys distributed to guardians and 76% were returned.**

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.