



# Newaygo County Mental Health Consumer Satisfaction Survey Results (2019)

Survey of all Consumers open September 2019

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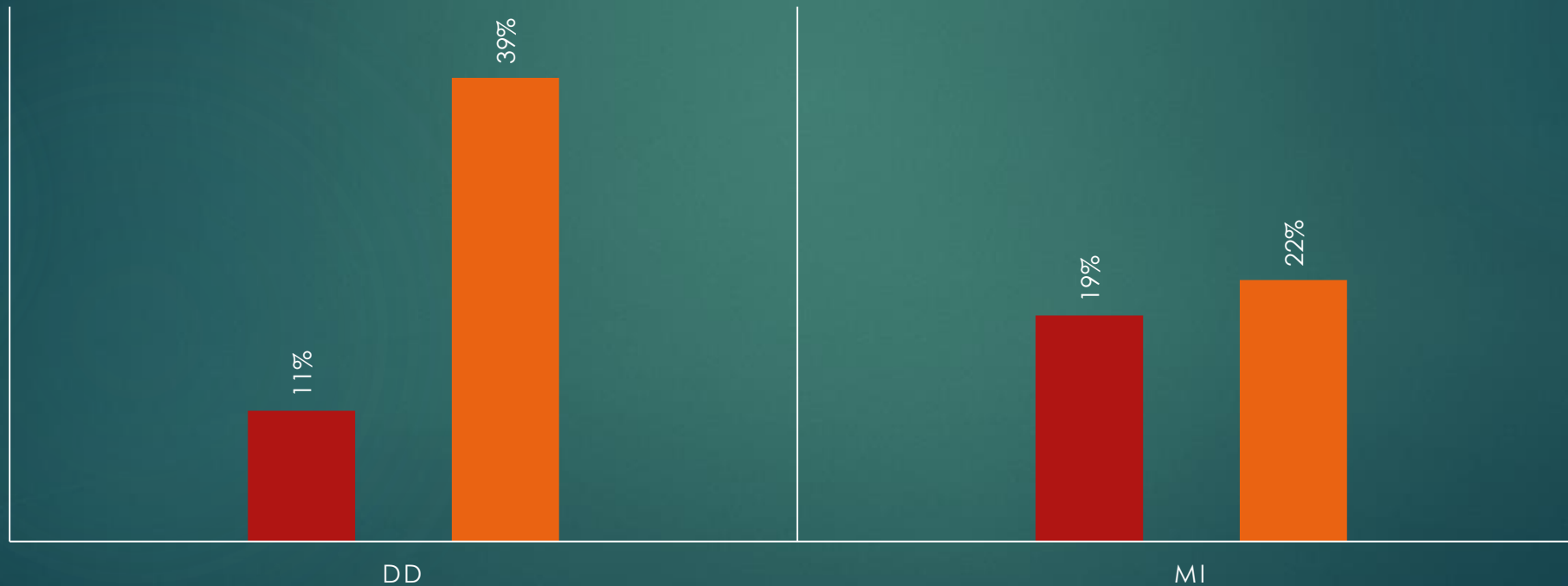
QI/CORPORATE COMPLIANCE DIRECTOR

# Open Consumers (DD & MI)

All Consumers active in services in the month of September.

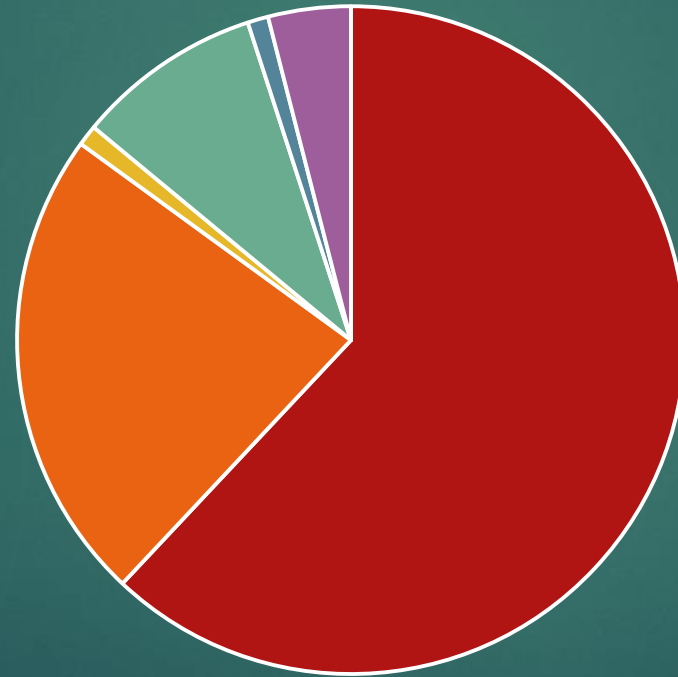
## RESPONSE RATES

■ 2018 ■ 2019



# Open Consumers (DD & MI)

Respondents



■ Self ■ Parent ■ Friend ■ Representative (Staff Assisted) ■ Guardian ■ No Answer

# Open Consumers (DD)

All Consumers active in services in the month of September.

Question	Average Answer
CMH responded promptly to my request for services.	2.9
CMH staff are friendly and helpful.	3.0
The physical space of the organization (e.g. walls, paint color, room layout, and lighting) makes me feel safe, secure and comfortable.	2.9
In general, I am satisfied with the services provided by CMH.	2.9
CMH staff believe in me - that I can achieve my goals.	2.9
CMH staff have the knowledge and skills to serve me well.	2.9
I do not feel judged and criticized by the CMH staff.	2.9
The services I receive help me to function better in my life.	2.9
If I were to seek help again, I would come back to the same program.	2.9
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)	2.9
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)	2.9

**1: No      2: Not Sure      3: Yes**

# Open Consumers (MI)

All Consumers active in services in the month of September.

Question	Average Answer
CMH responded promptly to my request for services.	4.4
CMH staff are friendly and helpful.	4.5
The physical space of the organization (e.g. walls, paint color, room layout, and lighting) makes me feel safe, secure and comfortable.	4.3
In general, I am satisfied with the services provided by CMH.	4.3
CMH staff believe in me - that I can achieve my goals.	4.4
CMH staff have the knowledge and skills to serve me well.	4.4
I do not feel judged and criticized by the CMH staff.	4.4
The services I receive help me to function better in my life.	4.3
If I were to seek help again, I would come back to the same program.	4.3
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)	4.3
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)	4.2

**1: Strongly Disagree 2: Disagree 3: Neither 4: Agree 5: Strongly Agree**