

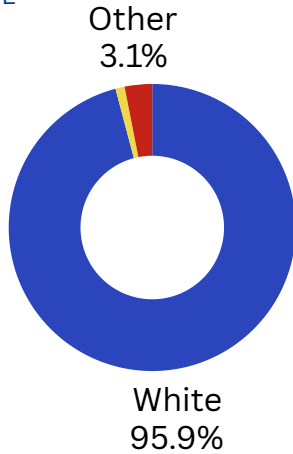


Newaygo County Mental Health

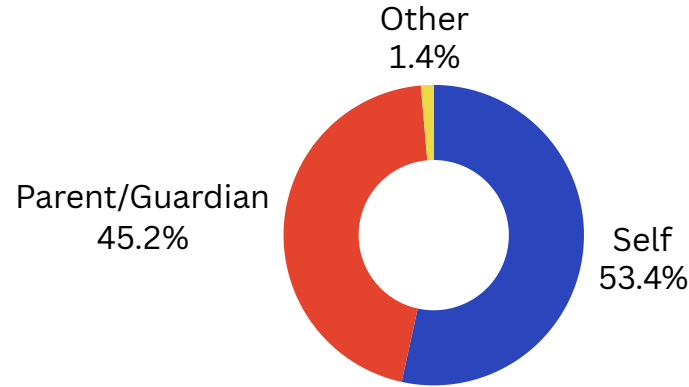
OPEN CASE SURVEY ANALYSIS - 2024

RESPONDENT DEMOGRAPHICS

RACE



RESPONDENTS



CLIENT SATISFACTION

SERVICES SATISFACTION



REQUEST FOR SERVICE



STAFF FRIENDLINESS



ENVIRONMENT OF CARE



RETURN TO SERVICES



CLIENT GOALS



STAFF KNOWLEDGE/SKILLS



FREE FROM JUDGEMENT



LIFE FUNCTIONALITY

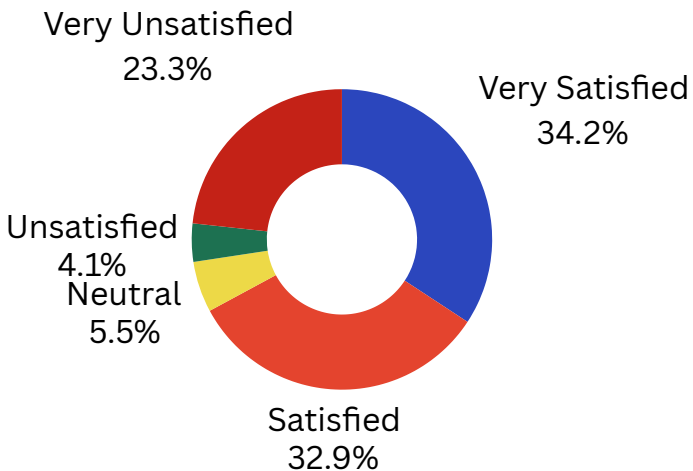


IDENTIFY RESOURCES



SERVICES SATISFACTION

INSIGHTS



- OF THE RESPONDENTS WHO SELECTED "VERY UNSATISFIED" OR "UNSATISFIED" WITH SERVICES, 65% REPORTED THEY WERE SATISFIED IN ALL AREAS OF CLIENT SATISFACTION
- THERE IS A GROWING CONCERN FROM RESPONDENTS ON STAFF TURNOVER.
- WRITTEN FEEDBACK WAS OVERALL POSITIVE:
 - "HE CARES AND IS VERY HELPFUL."
 - 'GREAT PEOPLE, THANKS.'
 - "I AM GRATEFUL TO BE ABLE TO RECEIVE THERAPY, AND MEDICATION TO HELP WITH MY MENTAL HEALTH."