



Newaygo County  
Mental Health

2025

# SATISFACTION SURVEY ANALYSIS

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# EXECUTIVE SUMMARY

Newaygo County Mental Health’s Quality Assessment and Performance Improvement Program, as required by Commission on Accreditation of Rehabilitation Facilities (CARF), administers a number of satisfaction surveys to various customers. In 2025, the residential, parent/guardian, and referral source internal satisfaction surveys were all distributed.

## METHODOLOGY

The residential and family/guardian surveys was distributed in October 2025, and survey returns were accepted through December 2025. The residential surveys were delivered to clients in-person by Case Managers, who also supplied the client with an option for a prepaid self-addressed envelope. Family/guardian surveys were distributed via mailing. The referral source survey was distributed in September 2025 via email, and survey returns were accepted through December 2025.

Survey results are analyzed by each question. In calculating the subscales and domains, the following are excluded from calculation:

- Individuals missing more than 1/3 of the questions in the survey.
- Blanks/Not applicable

The total number of respondents “in agreement” is divided by the total number of respondents with the result multiplied by 100 to calculate domain agreement. NCMH has established 80% agreement as the performance standard for all satisfaction domains. This threshold represents the minimum level of positive consumer response required to demonstrate that services are being delivered effectively and that individuals perceive meaningful benefit.

# 2025 RESIDENTIAL SURVEY



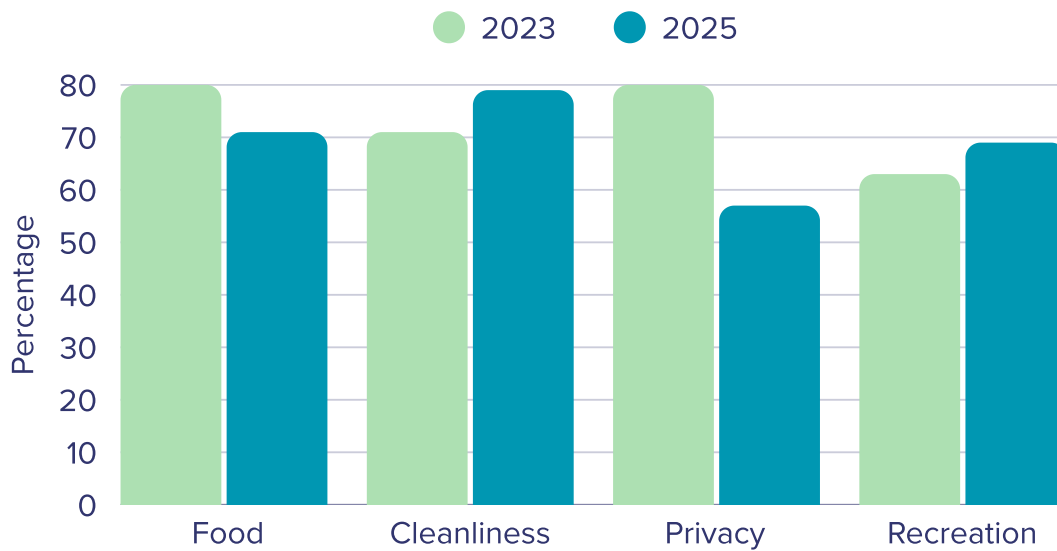
The residential survey is distributed to current clients of Newaygo County Mental Health, that reside in an residential facility either owned or contracted with Newaygo County Mental Health. There were a total of 11 residences included.

### Residential Respondents

Interviewer	31%
Self	15%
Staff (assisted)	54%

### Response Rate

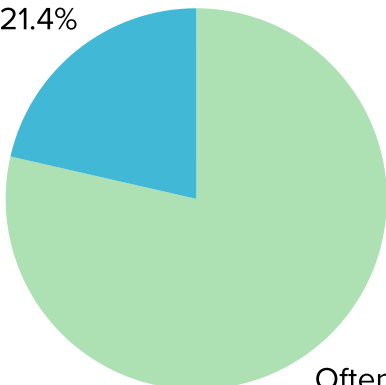
 **60%**



I feel comfortable inviting friends to visit this home.



Sometimes  
21.4%



Often  
78.6%

I have someone to talk to, in the house, when I'm unhappy with what is happening at the house.

### Key factors that influence home comfort



# 2025 FAMILY/GUARDIAN SURVEY



The family/guardian survey is distributed to the legal guardians of current clients of Newaygo County Mental Health that reside in an residential facility that is owned or contracted by NCMH.

There were a total of 11 homes included.

### Family/Guardian Respondents

<span style="color: orange;">■</span>	Sibling	22%
<span style="color: green;">■</span>	Guardian	17%
<span style="color: blue;">■</span>	Parent	17%

### Response Rate

 **31%**



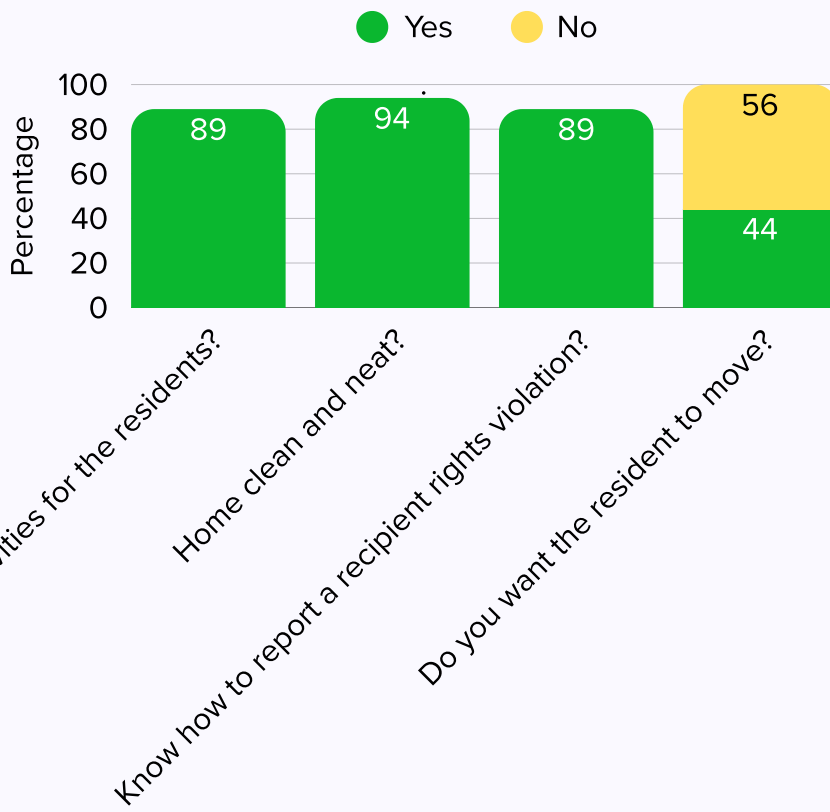
**All respondents reported satisfaction across every measured category below.**

#### Parent/Guardians:

- Feel safe, secure and comfortable.
- Feel welcome to visit the home.
- Feel their comments/suggestions about the operation of the home are welcome.
- Receive sufficient information on how the resident is doing.
- Report the Residents are appropriately dressed and clean

#### Staff:

- Are caring and respectful.
- Seem to know how to provide proper care.
- Assist residents when needed.
- Treat Parents/Guardians with dignity and respect.
- The home is easy to get in and out of
- The house manager is accessible to talk to.



# 2025 REFERRAL SOURCE SURVEY



The family/guardian survey is distributed to the legal guardians of current clients of Newaygo County Mental Health that reside in an adult foster care home. There were a total of 11 homes included.

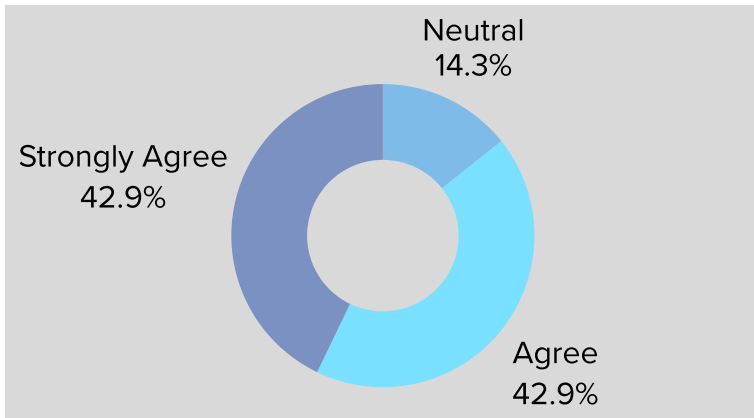
### Referral Source Respondents

- Educational System 57%
- Referring Agency 29%
- Other 14%

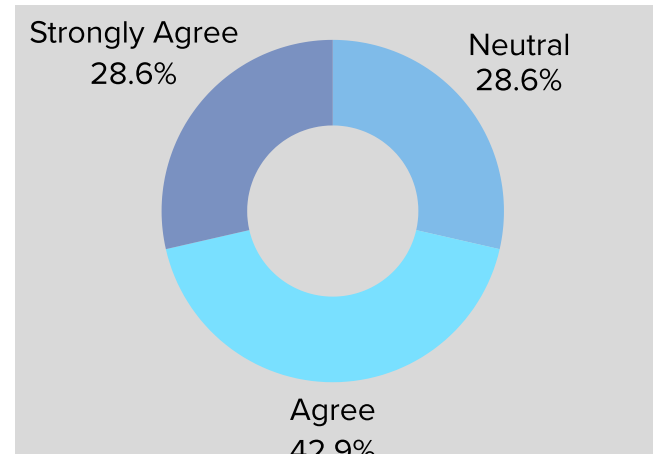
### Referral Source

 **12%**

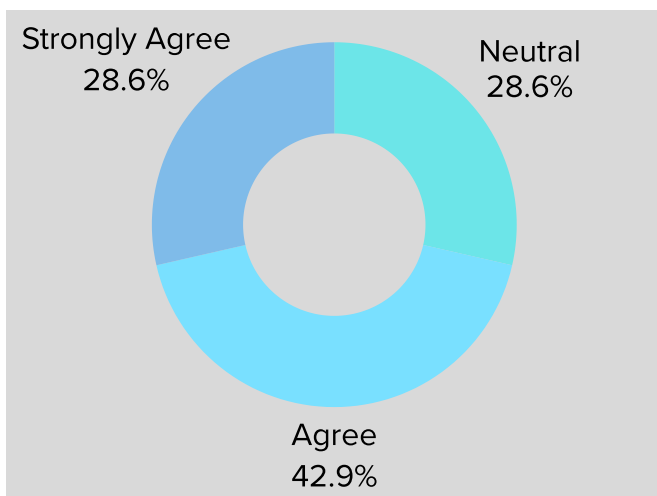
NCMH responded promptly to referrals and requests for service.



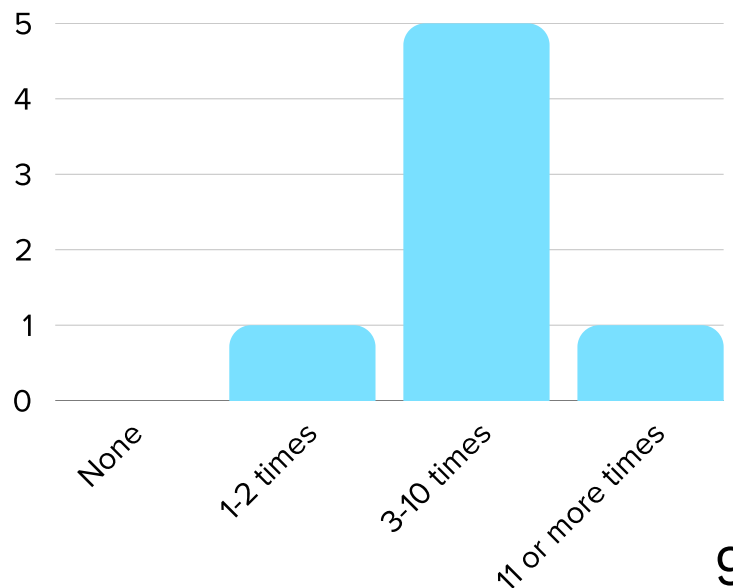
NCMH staff I (we) have dealt with have been courteous, knowledgeable, and helpful.



NCMH provided timely feedback regarding disposition of referrals or service contacts. They helped referred individuals get the right type of service for their problem.



### How often Clients were referred by respondents to NCMH 2025



# FY25 FOLLOW-UP & RECOMMENDATIONS

The FY25 satisfaction survey results provide a comprehensive review of customer perception while reinforcing areas of strength and identifying ongoing opportunities for improvement.

The satisfaction survey report will be distributed in April 2026 to members of Quality Improvement Steering Committee (QISC), which include representation of staff from throughout the agency, including members of Administration. This report may also be shared across other committees if determined necessary by QISC. QISC will be responsible for developing improvement plans, identifying barriers, and developing interventions. These interventions will be identified and addressed in QISC meeting minutes and tracked by the committee moving forward.

“I’m very  
pleased with  
the care my  
brother  
receives.”