

**COMMUNITY MENTAL HEALTH AUTHORITY  
CLINTON-EATON-INGHAM**

**CLIENT SATISFACTION MEASUREMENT  
OPEN CASES: NOVEMBER 2014**

**By**

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**I. SUMMARY**

As part of the Community Mental Health Authority of Clinton-Eaton-Ingham's (CMHA-CEI) quality improvement efforts, a consumer satisfaction survey was administered to persons who were receiving services and were "open cases" during November 2014. Data results in this report came from self-selected consumers who chose to return questionnaires voluntarily. The respondents to the survey were anonymous.

In November 2014, Case Managers were provided a listing of clients open on their caseload, along with a questionnaire for each client to complete. Questionnaires were coded to programs where each consumer was "opened in" for CMH services. Case managers were asked, during their next meeting with the consumer (over a six-week period), to have the consumer complete a survey and return it to their area designee. All surveys were then forwarded to the CMHA-CEI Evaluation Unit in Lansing for coding and data entry.

The survey instrument consisted of eleven items recommended by the Michigan Department of Community Health. Although the same eleven questions were asked of all participants, the response rating format differed between programs. Respondents in programs for persons with developmental disabilities responded to a format that required each to respond either "Yes," "Not Sure," or "No" to each question. Respondents at other mental health programs responded using a Likert-type scale (**Strongly Disagree, Disagree, Neither, Agree, Strongly Agree**). Also, each survey contained a section to identify each respondent's ethnic background,

as well as, who completed or assisted in completing the survey (i.e., self, parent, friend, or staff). If a respondent elected not to respond or could not communicate answers, a section was provided on the survey to record this information.

The purpose of this survey was to help Community Mental Health Authority of Clinton-Eaton-Ingham (1) gauge the level of satisfaction among its consumers who were receiving services and (2) determine ways it could improve its practices to better serve its consumers. The results of the survey help to measure the quality of CMH services. This evaluation report summarizes the levels of satisfaction with their CMH service system.

## **SURVEY DEVELOPMENT**

The CMHA-CEI developed the Consumer Satisfaction Survey based on a comprehensive literature review and consultation with other mental health agencies (within and outside the state), including recommendations from the Michigan Department of Community Health. The survey was reviewed by CMH clients, its Advocacy Groups and clinicians to establish face and content validity of the questionnaire.

In January 1996, CMH of CEI conducted a consumer satisfaction survey of persons who received crisis intervention, inpatient prescreening or partial hospitalization prescreening services from CMH's Emergency Services unit from August through December 1995. CMH of CEI randomly selected a sample of 200 consumers from a population of more than 900 for the specified period. The survey was conducted for two purposes: 1) To serve as a pilot for use of this instrument with all CMH clients; 2) To fulfill contractual obligations with the Michigan Department of Community Health relative to client satisfaction measures. The consumer satisfaction survey used in the pilot study represented a combination of a tool of items developed

by the Michigan Department of Community and the Client Satisfaction Questionnaire (CSQ-8) developed by Attkisson (1982). The objective was to develop a client-centered questionnaire that evaluated the care experience from the clients' perspective.

The inter-tem correlation matrix was reviewed using exploratory factor analysis (i.e., principal components with communalities followed by Varimax rotation). An oblique multiple groups factor analysis with communalities (i.e., confirmatory factor analysis) was then employed to evaluate the resulting factor structure. The result of this analysis procedure yielded one factor or scale containing nine items. Cronbach's coefficient alpha is a statistical formula which measures the internal consistency of a multi-item survey. A high coefficient alpha (.80 or greater) computed for survey items indicates that the items are highly inter-correlated, and are all measuring the purported survey dimension. Internal consistency was found to be high (.9332) among the pilot group in 1986 and similarly for the respondents during the 2001 administration (.9375)

The final version of the survey (based on the pilot investigation) used by CMH consists of nine items. Each item is rated on five point Likert-type scales (strongly disagree to strongly agree) that allow for neutral responses. The instrument also includes a section for the client to record comments.

The survey was revised for the 2002 administration by the addition of two consumer survey questions (i.e., ACMH staff follows my person centered plan or family centered plan and ACHM helped me identify natural supports) and one demographic question (i.e., ethnic background) at the recommendation of the Michigan Department of Community Health.

The survey was again revised in 2006 administration to reflect current federal racial categories. Question numbers 10 and 11 were modified to include clarifying language for "person

centered planning” and “natural supports.” Also, at the end of the survey, space was provided for respondents to self -identify if they wanted to be contacted by the CMH to follow up on their comments.

## **PROCEDURE**

The organization compiled a listing of current open cases. Survey forms were then disseminated to clients open during the survey period. Completed surveys were returned by mail to the CMHA-CEI Evaluation Unit for data entry and analysis.

## **II. FINDINGS**

Results showed that 1,570 individuals returned a survey. Of the 1,570 who returned a survey, 493 (31%) completed a survey, 223 (14%) chose not to respond and 854 (54%) could not communicate their responses. For the latter figure, most of these persons receiving services were persons with developmental disabilities.

The primary consumer completed most of the surveys (n=423, 47%). However, staff (n=30, 41%), and family members (n=117, 13%), also assisted consumers in completing surveys.

The survey asked for respondents to identify themselves as Hispanic or Latino. Overall, 95% (n=849) stated that they were not Hispanic or Latino.

Overall, many of the respondents were White (n=722, 80%), African American (n=130, 14%), American Indian (n=11, 1%) , Native Hawaiian/Pacific Islander (n=4, <1%), Asian (n=3, <1%) and Other race (n=35, 2%).

### **III. Analysis of Findings**

Overall, consumers who were receiving services from the Community Mental Health Authority of Clinton-Eaton-Ingham Counties were very positive with their current services and treatment from their programs and staff. Ninety-six percent indicated that they felt CMH staff treated them with courtesy and respect. Ninety-three percent were satisfied with the services provided by CMH. Ninety-one percent reported that they believed that CMH staff had the knowledge and skills to serve them well. Ninety-one percent indicated that CMH staff helped them get the right type of service for their problems. Eighty-nine percent indicated that they would recommend CMH to a friend or family member if they needed similar services. Ninety-two percent of the respondents said that CMH staff understood their needs and situation. Ninety-one percent were satisfied with the promptness with which CMH responded to their request for services. Ninety-one percent indicated that if they were to seek help again, they would return to the same program. Ninety-one percent indicated that the services they received helped them to function better in their life. Ninety percent felt that CMH staff followed their person-centered plan. Eighty-five percent expressed that their CMH helped them identify natural supports.

### **IV. Use of Findings**

The scores indicate areas in which consumer satisfaction is very positive (scores of 4 and 5 or "yes" for persons with developmental disabilities), neutral (score of 3 or "not sure" for persons with developmental disabilities), and not positive (scores of 1 and 2 or "no" for persons with developmental disabilities). The Community Mental Health Authority of Clinton-Eaton-Ingham and its programs should begin to use these findings to further initiate quality

improvement efforts.

Managers should review these findings with their staff, using them as continuing catalysts for quality improvement efforts. The fact should be underscored that the great majority of CMH clients report high levels of satisfaction with the organization and this fact goes far in promoting continued excellence. Also, the findings should be shared with each CMH's Board of Directors, the local media, and press relations office of the Department of Community Health.

Table 1 shows the trends for the eleven survey items over a four year period (2011-2014). Appendix A shows the respondent's comments to the survey. The written comments should be reviewed too. They can provide great insight into the consumer's experience within the system. Appendix B shows the breakdown of responses by programs.

Survey Item	2011	2012	2013	2014	Minimum Standard
	%	%	%	%	%
1. CMH responded promptly to my request for services.	91	91	91	91	85%
2. CMH staff are courteous and respectful.	96	96	94	96	85%
3. CMH staff helps me to get the right type of services for my problem.	91	92	91	91	85%
4. In general, I am satisfied with the services provided by CMH.	92	94	93	93	85%
5. CMH staff understand my needs and situation.	91	92	91	92	85%
6. CMH staff have the knowledge and skills to serve me well.	92	93	94	91	85%
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	89	92	90	89	85%
8. The services I receive help me to function better in my life.	90	91	91	91	85%
9. If I were to seek help again, I would come back to the same program.	89	99	89	91	85%
10. CMH staff follows my person centered plan (PCP) or family centered plan.	89	91	91	90	85%
11. CMH helped me identify natural supports.	85	87	87	85	85%

Note: % = Agree/Strongly Agree/Yes



# **APPENDIX A**

## **CONSUMER COMMENTS**

## **OPEN MI COMMENTS – CEI**

### **22101**

Focus more on treating HOC like a treatment facility rather than an institution for criminals.

Run it more like a rehab instead of almost like a jail.

That there wasn't so many hours of the day that we don't do shit, and to us we have too much bore time and wander to our old habits.

I feel like we are punished and treated childishly for silly problems that we as a group didn't even create.

This place is no good.

HOC is a joke! No structure or group therapy. Way too much down time. Staff is all over, no one is on same page. Treatment videos are regular movies with a lot of drug use and not related to recovery.

I feel this program has helped me identify my triggers and what is unhealthy for my recovery but I feel like this program is not the rehab that it should be.

I am pleased with the level of respect, dignity and kindness I received upon entering the facility – “It has let my guard down.”

CMH helped me get clean and sober and a good plan when I get out – a treatment plan.

I found the counseling by my counselor, D, to be exemplary, as well as L's. I have found other workers a bit abrasive and one was particularly rude to my father when he dropped off some things for me. I'm on the fence as to how well things are going, or giving glowing recommendations as I haven't received much help (as far as my treatment yet) Other than abstaining for a couple of weeks and eating more. Admitted 1-23-15: date today 1-30-15..suggest more 12 step AA meeting, one on ones.

All workers are doing a good job. L is outstanding.

First of all this sheet needs a box for mixed people. I think this program works if you allow it to. There are things I wouldn't do if I were employed here, such as turning clients against each other – or discussing other clients with other clients – that's my only bugaboos. Other than that, beds are comfy and the food is great – free washing and free toothbrushes. The staff is also very nice and helpful as long as clients are behaving. I appreciate the help I've received and I have learned here so nobody's time has been wasted. N's the best! Thanks. P.S. it sounds passive aggressive and sarcastic but it's not – I'm serious!

You guys rock!

**26102**

I'm still shaking so it may be hard to read this. There is no lack of food and drink here, and I'm still having to force myself to eat. Overall, I am feeling a little better. My blood pressure is a very concern of mine.

**26105**

Thanks a lot, the whole staff being there and listening to my problems and my tears. I really would like to say thanks. God Bless.

I was court ordered to the CMH program. Was not taken into the program for three weeks after being sent here.

I think that this is the best class I have been to and they listen to what you have to say and good one-on-one group.

Keep up the good work!

Great skills approach to transformation back into society with tools and prepared treatment to furlow this addiction to other program within community.

More intensive programming, a dorm for therapeutic community in the jail. It would be a positive community to help get away from the criminal thinking.

I'd like to continue with CMH when I get out of jail.

The staff is caring and very professional. Warm and welcoming and easy to open up to. I am very happy with the assistance and progress I'm making. The staff comes across as caring and sincere, easy to confide in. Thank you for the assistance.

Keep doing what you're doing.

Very helpful services!

Get a bathroom or quit serving coffee or water.

CMH is a great program.

I've dealt with CATS/CMH for many years and I love them and I learn a lot for the classes and one-on-ones. I hope CATS/CMH keeps up their good work. Thank you!

The CATS program has helped out so much. The counselors are wonderful in helping in everything.

I may need help later getting on SSI benefits.

**26106**

I'm difficult and take time to open up. R has been wonderful in sticking with me.

Being open and honest allowed me to have victory with my treatment plan. The staff was great.

**26201**

Try to check in a little bit more often with patients. Thank you for being kind to me when no one else would.

**36108**

JJ is great with my son. I have experienced progress in the work they are doing. I appreciate her promptness getting back with me. I appreciate she is willing to communicate both through e-mail and phone. She helps our family survive some really hard times. Her support is what saves my family sometimes. I am thankful for her helping us to have a more functioning family. I am grateful for the supports provided. Camp is awesome. I have seen my son progress from year to year. I am extremely thankful for Appletree. It has helped my son when we are in crisis. The staff is really helpful. The reception is always welcoming. I really appreciate the nurse, She returns calls promptly, She is very helpful. Dr. A does a wonderful job. He works well with my son. It appears he and therapist are in communication. Thanks to everyone for all you do, Very grateful that this is available to our family.

So far the clinicians we have dealt with have been very helpful! SO glad they are here!

**36111**

I like being here because it helps me explain some unanswered questions and solve my problems in life.

It would be nice if we could do more activities, but I know money is an issue, at the same time the patrons don't want to participate.

**36112**

Even though I have had three therapists, their communication through each change about my case has been great. I enjoy coming here. Being in school they work around it as much as possible and write me excuse notes when necessary.

Very helpful, thank you all so much! My boys absolutely love JK, she is amazing! ☺  
My only issue I have had here was with my son's previous counselor. She didn't give us very much notice that she was leaving. My son didn't take the change very well. I do on the other hand, absolutely love his new counselor, J. She knows exactly how to connect with my son on many different levels where as his old counselor wouldn't try new things to connect with my son.

**37401**

Need more psychiatrists at the med clinic.

I have been very pleased and blessed to be able to work with H. She has helped my son and myself get the problems we have improve and grow. 100% happy!

HS was excellent with my son and our family. She was very easy to talk to and met my son at his level to get him to open up and talk. She was very supportive to me as well and I always felt I could call her at anytime and she'd be there for me/us. She's great! We will miss her.

AV and AL are wonderful! Effective, flexible, kind – really extraordinary.

I love H from CMH in Ingham County. She has helped me and my family a lot. She is awesome! SB and Dr. B were wonderful with X. Thank you.

I appreciate the help we receive from CMH. Our therapist is very supportive and knowledgeable and helps us to get the most out of the sessions. Dr. A is also quite an improvement over the last psychiatrist. I'm hoping he can find the right meds to help the most in my daughter's care needs. Enjoyed M< and she is very helpful, friendly and suggests great ideas.

Jay is great with X.

CMH really helped my family to learn and deal with issues in a variety of areas with my son. I feel comfortable with being able to deal with stressful issues that may arise.

I have been very happy with J and the sessions that he and my family attend weekly. AW is a great help to me. She helps so much and I'm glad to have her.

We have already had our family and community supports. What we need is support with medication and psychology. Our child agrees that he needs medication for all of his anger issues. I am much happier with our new therapist. He is very attentive to my family's needs. Much better than the first therapist that was assigned.

H has been very helpful and beneficial with the issues being addressed with my daughter. A tremendous amount of progress has been made since the family sessions have been going on, I would recommend her highly.

So blessed to have RG supporting X.

I don't see any results of the CMH worker for my current foster child. CMH worker spends more time with me than the child. He asks a few questions, I tell him my concerns for the child. He spends two minutes with child and accomplished nothing, but takes up time of our evening. It's not necessary to contact me, because I don't see how anything would help. Just wanted to let you know CMH worker has not helped foster child.

I am extremely grateful for all the services being provided to my family. I cannot imagine how I would be able to help my grandson if it weren't for the kind and caring counselor working with us. Thank you!

More FSWs (Family Support Workers) Broaden program (FW) to help even the hardest of cases. Kid has a "bad" day may mean physical throwing or hitting. Bad day at home can include these too. Parents/sibs need a break – who else can help? If FSW Program can't help? - Adding police to over stressed parents' day doesn't provide respite.

SB and Dr. A have been great! Very professional and kind. I would definitely recommend CMH to others. Both SB and Dr A have been very thorough and prompt with addressing any questions or concerns I've had.

C and the team have been very helpful throughout our journey. C has provided services, resource and has helped the kids immensely. She has given them the notion that there us actually someone who cares for them and will help them, over and above the foster family. C and the team have been excellent. Thank you.

I am very pleased with the services I have received.

The process of getting started should be a lot shorter. When you like a therapist, they should not change them. I do not want to change her. When I asked to change to old therapist, I got to answer all kinds of questions. Now that I am happy with the one I have you want reassign her to someone else. I don't think that is fair. It's hard to find someone you like to be your therapist or doctor.

### **38102**

Parent Infant Child Program is a great resource for families and foster parents.

Ever since K came into my home to help, life has gotten easier. She's helped out myself and my family so much. We really appreciate her and everything she's done and everything she does. P has been amazing working with our son. She has taught me so many techniques to help with my son's behavior. She has a major impact on making my daily life easier. She is so kind and caring that my son took right to her and is excited to see her when she comes over She is very patient and understanding of his needs, There needs to be more P's in the world! Thank you! PD has been an outstanding, critically important support to our entire family. I honestly can't imagine how we would have made it through the grueling foster care case we're involved in right now without her. She has provided extremely helpful and effective counseling for the two children in our care. They have both improved significantly since she began working with them. She has also provided wonderful support and guidance for us that has helped keep us afloat during a turbulent foster care process. She's amazing and I honestly can't say enough good things about her and the positive impact she has had on our whole family...she's a fantastic counselor!

I love C!

S has been an amazing and helpful worker. She has helped our family in so many ways and I

would recommend her to anyone. She has taught us a lot on how to handle my five year old son and his tantrums. He is a very emotional kid and S has helped us with advise on how to treat/handle this situation.

Very happy with my worker, S.

SH has been a wonderful support to me and my family!

The person I work with for my child is the best person and I would recommend her to any one in need. Very prompt and on top of things good with checking in and taking care of stuff. Worker is SH

### **38118**

KD is the most amazing person. She has been working with our daughter for awhile now and we have seen so much improvement. She is warm, kind, understanding, and so patient with her. She is honestly our saving grace. Thank you so much for putting her in our lives.

Parent Young Child Program is an awesome resource for foster parents. We have had two service providers, K & S – they are both so helpful.

Mrs. SQ has been a great help and support to our family, Our thing that sticks out is her professionalism but also she cares. We get an even sense of both. The CMH program should be very excited and proud to have SQ as an employee. She does her job very well.

Our satisfaction with the PYCP hinges on the amazing therapist we have. SQ is a very gifted therapist. She shows genuine interest in the need of our child and family. Her sincerity provides connections that breach the gaps caused by trauma and pain. Her patience allows for steady growth that I'm sure will last long after the program. We are so joyful to see the progress our child is making and the relationship she is building with Ms. S. She has helped us more than words can say!

SQ has been such an amazing person in our lives. She had done above and beyond my expectations. I have recommended this program to other families and practice the skills taught. Throughout the years, my son and my family have been receiving services. I'm grateful for this opportunity and feel as my concerns have been accomplished and understanding the special needs of my family, it's been a huge help and I'm looking forward to learn more and work with my son and new daughter to incorporate these lessons and tools I have been shared by SQ. Thank you. We loved Miss M. She was great and perfect for our family and our needs! My children loved her and her suggestions to help encourage and support the children through their hardships. S is an excellent listener and I enjoy her visits. Feels more like old friends talking than a strict rigid counseling session!

A is the best! I am so very happy – I learn so much from her, Thank you. CMH is very lucky to have her.

The program is very helpful and we have learned a great deal.

Mrs. K does a spectacular job at helping me with X.

Our Miss SH has the fantastic ability to see beyond our dilemma making suggestions to the children and myself to help ease our confusion. She presents the child's perspective to me; she can verbalize their needs. She's been very good revealing how the children's traumatic past affects their daily decisions. She has always empathized my situation and helped me work beyond my personal disappointments with guidance and support. She has made a HUGE difference how I deal with my kids to a more positive interaction for all of us!

K is awesome and deserves a raise! She is caring, thoughtful and generally amazing! We are lucky to have her as our therapist.

KC is amazing and I would like to do all O can do to keep her working with my son. She has helped not only my some but me as well. She is a wonderful person and listens to suggestions I have, Please let K still work with my son! HE has made tremendous progress working with her. I am s grateful for the help my son is getting. M is awesome and is doing everything in her power to get him past this and in a better stage. Thank you!

SH is such a great big help – we have come a long was with her in our home. K, CMH worker, is doing a great job helping our foster child with many of her needs. Keep up the awesome program.

Miss K is outstanding! She is understanding and knows just what we need.

#### **65400**

I love Charter House. This is our clubhouse and I like other clubhouses.

I like the clothing store at Charter House.

I have a recipient right concern I'd like to talk with someone. I will talk with Charter House staff.

#### **66109**

If I did not have the staff members of CMH that I am comfortable with I would be lost! I sought services at the lowest point in my life. From the initial phone call, to the first meeting, the staff was professional, warm and welcoming. I am in a better place receiving on-going services, Thank you! You saved a life.

The staff and counselors have always been great and I would recommend this place to anyone.

#### **66115**

Everyone here is very helpful. They are knowledgeable in all areas here. The doctors and therapist are genuinely concerned with helping me get my life back on schedule. I would like to thank each and every one of them. They have helped me beyond what I expected. Thank you again.



I love Crisis Team.

I am very happy that I have this chance to be in the program. My life counts on this program. Without (you) CMH I would not know where to turn to – my life would be harder. Thank YOU! CMH has helped me stay in my apt. I would like to repay the help but am told I can't. There must be a way I can do that. Like part of Crippled Children's Services by I think the Mott Foundation.

I really enjoy the staff on Crisis Recovery Team.

CMH needs more psychiatric for clients optional.

Thank you for your help.

I really like the staff – they truly seem to care about their work and their patients.

**67102**

I wish to seek my concerns to be helped. How do I go and get this need? I have pain. I also have some problems to be discussed, never to get around or money enough, what do I do?

ACT did a good job, but CMH did not.

Everything is the best. Thank you.

**67201**

I'm just complicated.

CMH responded to my request for services.

I functioned better at my apartment, At the group home I started falling, have to use a walking cane.

The staff at Mason Rural Outreach is exemplary! They have not only changed the life of my daughter, the client, but even our whole family. We have hope of a better future now for her, thanks to CMH. Thank you!

Very satisfied with all aspects of CMH!

**67206**

When I am in a difficult situation I talk to Larry and he helps me to realize the options I have and helps me with them.

Nurses: There are always delays with getting my medications. Maybe they can try to get the meds here from Cedar Pharmacy before my med day comes, maybe they can evaluate my day I get my meds and set a day earlier in the week to see if everything will be ready by Thursday. I really like you guys. Thanks for all your help.

**67302**

I hope that many more will take part in this program.

Everyone is helpful – also they support me if needed. Thank you.

I love my case managers.

We can get help from CMH. I needed help with the groceries so I am very glad that KF is helping me.

CMH Staff member, LD, has been a help for me. She really knows what I need to help me. Dr. O is a great doctor. He has really helped me with my meds. He is a good listener.

**67308**

S and Dr. B are wonderful and very perceptive to my needs and listening to my triumphs and trials, giving great suggestions. S has changed my life, and keeps me pointed in the positive and right direction. Life couldn't be better! ☺

They help out on some things but not all things.

The counseling did things behind my back when I was mentally ill, like to take payorship without my permission.

I enjoy coming to the center when I can for appointments and see the doctor when I have to, I really like T.

The peer support specialties are a big help. W has helped me get groceries and go to appointments on many occasions. I really appreciate it.

Without my counselor, JC, or Dr. S, I would not be functioning as well as I do now! Thank you! Thank you for your support through this agency. I am going to be here for the rest of my life, I have to be on my meds forever I know, and I know also too that your support means a lot to me. I like working with S, she is very understanding and my friend. Also T and S.

I really enjoy coming here on Tuesday and Thursdays – you guys really help me out. I enjoy the staff here at CMH.

Please let's make the waiting room people have fun by having updated literature and have more outings that are closer to Charlotte. Plus let's create more holiday pot lucks here when we can plan something special together. And no more late staff making us wait for an appointment – we want to be here on time and leave on time, so we can get in early and get out early.

**67309**

I know CMH saved my life! My first counselor, C, was wonderful and really helped me to make positive changes in my life! Dr. S is also wonderful along with my new counselor, L. They both strive to help me get straight and I have great respect for their opinions! Thank you CMH and CMH staff. You truly were life savers in a difficult time.

**67401**

There is nothing I could suggest to a person whom I think is very knowledgeable and trained in her field. Very well respected, polite and concerned about me as a person. I have the utmost respect for your staff and my friend, Mrs. S.

Being able to open up about myself has been a big load off myself. Trusting has been an ongoing issue with myself hoping to better that in a lot of ways.

B is awesome!

Great job!

The system where you call from the lobby to let you in works most of the time but when no one answers their phone, it's odd! Even when no one answers their phone, it doesn't take a long time to be let in but I still feel like someone should always answer.

Thank you and I appreciate the help.

I need help dealing with DHS and my medical insurance situation – what do I have and what do I do.

I am completely satisfied with the services I receive. My therapist is a big help so far and I enjoy talking to her.

Thank you so much for your services,. Without which I would not be healthy and in a state of utter chaos!

Thank you for everybody who helps me here, especially my doctor and my therapist.

I know that this is therapy but I would like some group therapy or something that is more hands on.

CMH has helped tremendously with my illness. Dr. H and BS deserve credit for all they have done for me.

**69110**

I wish I had more money so I could buy some things.

## **OPEN DD COMMENTS – CEI**

### **87301**

We LOVE M! I have had a lot of help from her. She sends me information on things I might be interested. When I have a request she always helps me right away.

I'd like to work in a group home I'd like a job at Meijer. I'd like to work at VOA.

Some of the programs do not fit the clients very well. The main event that stands out this year was when the paralympic athlete came. Many of us felt we could not relate because none of us have an instant fix like an artificial limb to cure our mental issues.

I like friends and people to talk to and places to go.

I'm trying to get away from CMH and feeling like I'm in a group home.

I get lots of help.

You are good to me.

CMH people are nice to work with.

I would recommend, if my brother or his son needed services, I would recommend this program to him.

The services I get, I think they are really awesome.

I like my new staff.

X said that he is happy that B is at CMH now and he misses LM so much.

B is a very nice case manager when I have questions about something, she helps me with stuff.

I like the volunteer work. I wish to have my own apartment.

I love CMH.

I really love S. I have been here this year and I really love her and the staff and my housemates. I also love my case manager. She has helped me a lot and I love going to I started a new club there. It's Kiwanas of Lansing and it is called HHAC. I am the President of the club. I am a very energetic person.

## **APPENDIX B**

### **RESPONSE RATES BY PROGRAMS**

## Response Rates for CMH System

(CEI – MI/DD )

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	26	3	52	6	773	91
2. CMH staff are courteous and respectful.	17	2	17	2	819	96
3. CMH staff helps me to get the right type of services for my problem.	24	3	52	6	774	91
4. In general, I am satisfied with the services provided by CMH.	26	3	34	4	794	93
5. CMH staff understand my needs and situation.	25	3	45	5	779	92
6. CMH staff have the knowledge and skills to serve me well.	24	3	50	6	778	91
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	29	3	62	7	761	89
8. The services I receive help me to function better in my life.	23	3	51	6	775	91
9. If I were to seek help again, I would come back to the same program.	35	4	44	5	768	91
10. CMH staff follows my person centered plan (PCP) or family centered plan.	23	3	64	8	761	90
11. CMH helped me identify natural supports.	44	5	86	10	719	85

## Response Rates for CMH System

(CEI – MI)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	18	3	35	6	502	91
2. CMH staff are courteous and respectful.	13	2	10	2	534	96
3. CMH staff helps me to get the right type of services for my problem.	17	3	29	5	508	92
4. In general, I am satisfied with the services provided by CMH.	22	4	18	3	518	93
5. CMH staff understand my needs and situation.	19	3	27	5	509	92
6. CMH staff have the knowledge and skills to serve me well.	21	4	23	4	514	92
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	26	5	25	5	507	91
8. The services I receive help me to function better in my life.	19	3	37	7	499	90
9. If I were to seek help again, I would come back to the same program.	26	5	26	5	502	91
10. CMH staff follows my person centered plan (PCP) or family centered plan.	20	4	40	7	494	89
11. CMH helped me identify natural supports.	32	6	49	9	475	85

## Response Rates for CMH System

(CEI – DD)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	8	3	17	6	271	92
2. CMH staff are courteous and respectful.	4	1	7	2	285	96
3. CMH staff helps me to get the right type of services for my problem.	7	2	23	8	266	90
4. In general, I am satisfied with the services provided by CMH.	4	1	16	5	276	993
5. CMH staff understand my needs and situation.	6	2	18	6	270	92
6. CMH staff have the knowledge and skills to serve me well.	3	1	27	9	264	90
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	3	1	37	13	254	86
8. The services I receive help me to function better in my life.	4	1	14	5	276	94
9. If I were to seek help again, I would come back to the same program.	9	3	18	6	266	91
10. CMH staff follows my person centered plan (PCP) or family centered plan.	3	1	24	8	267	91
11. CMH helped me identify natural supports.	12	4	37	13	244	83



## Response Rates for CMH System

( 22101 )

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	1	4	5	22	17	74
2. CMH staff are courteous and respectful.	1	4	7	30	15	65
3. CMH staff helps me to get the right type of services for my problem.	0	0	6	25	18	75
4. In general, I am satisfied with the services provided by CMH.	4	17	4	17	15	65
5. CMH staff understand my needs and situation.	2	8	2	8	20	83
6. CMH staff have the knowledge and skills to serve me well.	3	12	5	21	16	67
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	7	29	5	21	12	50
8. The services I receive help me to function better in my life.	3	12	5	21	16	67
9. If I were to seek help again, I would come back to the same program.	7	29	5	21	12	50
10. CMH staff follows my person centered plan (PCP) or family centered plan.	0	0	7	29	17	71
11. CMH helped me identify natural supports.	1	4	5	21	18	75

## Response Rates for CMH System

( 26102 )

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	0	0	0	0	2	100
2. CMH staff are courteous and respectful.	0	0	0	0	2	100
3. CMH staff helps me to get the right type of services for my problem.	0	0	0	0	2	100
4. In general, I am satisfied with the services provided by CMH.	0	0	0	0	2	100
5. CMH staff understand my needs and situation.	0	0	0	0	2	100
6. CMH staff have the knowledge and skills to serve me well.	0	0	0	0	2	100
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	0	0	0	0	2	100
8. The services I receive help me to function better in my life.	0	0	0	0	2	100
9. If I were to seek help again, I would come back to the same program.	0	0	0	0	2	100
10. CMH staff follows my person centered plan (PCP) or family centered plan.	0	0	0	0	1	100
11. CMH helped me identify natural supports.	0	0	0	0	1	100

## Response Rates for CMH System

( 26105 )

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	1	2	5	9	49	89
2. CMH staff are courteous and respectful.	0	0	0	0	56	100
3. CMH staff helps me to get the right type of services for my problem.	0	0	3	6	51	94
4. In general, I am satisfied with the services provided by CMH.	1	2	1	2	54	96
5. CMH staff understand my needs and situation.	2	4	0	00	51	96
6. CMH staff have the knowledge and skills to serve me well.	2	4	1	2	53	95
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	1	2	2	4	53	95
8. The services I receive help me to function better in my life.	1	2	5	9	50	89
9. If I were to seek help again, I would come back to the same program.	2	4	3	6	50	91
10. CMH staff follows my person centered plan (PCP) or family centered plan.	1	2	6	11	49	88
11. CMH helped me identify natural supports.	2	4	4	7	50	89

## Response Rates for CMH System

( 26106 )

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	1	14	1	14	5	71
2. CMH staff are courteous and respectful.	0	0	0	0	7	100
3. CMH staff helps me to get the right type of services for my problem.	0	0	1	14	6	86
4. In general, I am satisfied with the services provided by CMH.	0	0	1	14	6	86
5. CMH staff understand my needs and situation.	0	0	1	14	6	86
6. CMH staff have the knowledge and skills to serve me well.	0	0	1	14	6	86
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	0	0	1	14	6	86
8. The services I receive help me to function better in my life.	0	0	2	29	5	71
9. If I were to seek help again, I would come back to the same program.	0	0	0	0	7	100
10. CMH staff follows my person centered plan (PCP) or family centered plan.	0	0	0	0	7	100
11. CMH helped me identify natural supports.	0	0	1	14	6	86

## Response Rates for CMH System

( 26201 )

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	0	0	0	0	2	100
2. CMH staff are courteous and respectful.	0	0	0	0	2	100
3. CMH staff helps me to get the right type of services for my problem.	0	0	0	0	2	100
4. In general, I am satisfied with the services provided by CMH.	0	0	0	0	2	100
5. CMH staff understand my needs and situation.	0	0	0	0	2	100
6. CMH staff have the knowledge and skills to serve me well.	0	0	0	0	2	100
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	0	0	0	0	2	100
8. The services I receive help me to function better in my life.	0	0	0	0	2	100
9. If I were to seek help again, I would come back to the same program.	1	50	0	0	1	50
10. CMH staff follows my person centered plan (PCP) or family centered plan.	0	0	1	50	1	50
11. CMH helped me identify natural supports.	0	0	0	0	2	100

## Response Rates for CMH System

( 36108 )

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	3	6	5	10	43	84
2. CMH staff are courteous and respectful.	1	2	0	0	50	98
3. CMH staff helps me to get the right type of services for my problem.	1	2	3	6	47	92
4. In general, I am satisfied with the services provided by CMH.	1	2	3	6	47	92
5. CMH staff understand my needs and situation.	1	2	5	10	45	88
6. CMH staff have the knowledge and skills to serve me well.	2	0	2	0	47	92
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	1	2	3	6	47	92
8. The services I receive help me to function better in my life.	1	2	7	14	43	84
9. If I were to seek help again, I would come back to the same program.	2	4	6	12	42	84
10. CMH staff follows my person centered plan (PCP) or family centered plan.	1	2	6	12	43	86
11. CMH helped me identify natural supports.	2	4	8	16	41	80

## Response Rates for CMH System

( 36111 )

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	1	11	0	0	8	89
2. CMH staff are courteous and respectful.	0	0	0	0	9	100
3. CMH staff helps me to get the right type of services for my problem.	0	0	0	0	9	100
4. In general, I am satisfied with the services provided by CMH.	0	0	0	0	9	100
5. CMH staff understand my needs and situation.	0	0	1	1	8	89
6. CMH staff have the knowledge and skills to serve me well.	0	0	0	0	9	100
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	0	0	0	0	9	100
8. The services I receive help me to function better in my life.	0	0	0	0	9	100
9. If I were to seek help again, I would come back to the same program.	0	0	0	0	9	100
10. CMH staff follows my person centered plan (PCP) or family centered plan.	0	0	0	0	8	100
11. CMH helped me identify natural supports.	0	0	0	0	8	100

## Response Rates for CMH System

( 36112 )

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	0	0	0	0	6	100
2. CMH staff are courteous and respectful.	0	0	0	0	6	100
3. CMH staff helps me to get the right type of services for my problem.	0	0	0	0	6	100
4. In general, I am satisfied with the services provided by CMH.	0	0	0	0	6	100
5. CMH staff understand my needs and situation.	0	0	1	17	5	83
6. CMH staff have the knowledge and skills to serve me well.	0	0	0	0	6	100
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	0	0	0	0	6	100
8. The services I receive help me to function better in my life.	0	0	0	0	6	100
9. If I were to seek help again, I would come back to the same program.	0	0	0	0	6	100
10. CMH staff follows my person centered plan (PCP) or family centered plan.	0	0	1	17	5	83
11. CMH helped me identify natural supports.	0	0	0	0	6	100



## Response Rates for CMH System

( 37401 )

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	3	5	1	2	52	93
2. CMH staff are courteous and respectful.	2	3	0	0	55	97
3. CMH staff helps me to get the right type of services for my problem.	3	5	3	5	51	90
4. In general, I am satisfied with the services provided by CMH.	3	5	2	4	52	91
5. CMH staff understand my needs and situation.	2	4	2	4	53	93
6. CMH staff have the knowledge and skills to serve me well.	2	4	1	2	54	95
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	3	5	0	0	53	95
8. The services I receive help me to function better in my life.	3	5	2	4	51	91
9. If I were to seek help again, I would come back to the same program.	3	5	3	5	51	90
10. CMH staff follows my person centered plan (PCP) or family centered plan.	2	4	3	5	52	91
11. CMH helped me identify natural supports.	4	7	4	7	49	86

## Response Rates for CMH System

( 38102 )

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	0	0	0	0	20	100
2. CMH staff are courteous and respectful.	0	0	0	0	20	100
3. CMH staff helps me to get the right type of services for my problem.	0	0	0	0	20	100
4. In general, I am satisfied with the services provided by CMH.	0	0	0	0	20	100
5. CMH staff understand my needs and situation.	0	0	0	0	20	100
6. CMH staff have the knowledge and skills to serve me well.	0	0	1	5	19	95
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	0	0	0	0	20	100
8. The services I receive help me to function better in my life.	0	0	1	5	19	95
9. If I were to seek help again, I would come back to the same program.	0	0	1	5	19	95
10. CMH staff follows my person centered plan (PCP) or family centered plan.	0	0	0	0	20	100
11. CMH helped me identify natural supports.	0	0	1	5	19	95

## Response Rates for CMH System

( 38118 )

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	0	0	0	0	35	100
2. CMH staff are courteous and respectful.	0	0	0	0	35	100
3. CMH staff helps me to get the right type of services for my problem.	0	0	0	0	35	100
4. In general, I am satisfied with the services provided by CMH.	0	0	0	0	35	100
5. CMH staff understand my needs and situation.	0	0	0	0	35	100
6. CMH staff have the knowledge and skills to serve me well.	0	0	0	0	35	100
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	0	0	0	0	35	100
8. The services I receive help me to function better in my life.	0	0	3	9	32	91
9. If I were to seek help again, I would come back to the same program.	0	0	1	3	34	97
10. CMH staff follows my person centered plan (PCP) or family centered plan.	0	0	2	6	33	94
11. CMH helped me identify natural supports.	0	0	4	11	31	89

## Response Rates for CMH System

( 65400 )

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	1	4	4	16	20	80
2. CMH staff are courteous and respectful.	2	8	0	0	23	92
3. CMH staff helps me to get the right type of services for my problem.	3	12	1	4	21	84
4. In general, I am satisfied with the services provided by CMH.	3	12	0	0	22	88
5. CMH staff understand my needs and situation.	2	8	0	0	23	92
6. CMH staff have the knowledge and skills to serve me well.	3	12	0	0	22	88
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	2	8	0	0	23	92
8. The services I receive help me to function better in my life.	1	4	2	8	21	88
9. If I were to seek help again, I would come back to the same program.	3	12	0	0	22	88
10. CMH staff follows my person centered plan (PCP) or family centered plan.	3	12	2	8	20	80
11. CMH helped me identify natural supports.	4	16	2	8	19	76

## Response Rates for CMH System

( 66108 )

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	0	0	0	0	5	100
2. CMH staff are courteous and respectful.	0	0	0	0	5	100
3. CMH staff helps me to get the right type of services for my problem.	0	0	1	20	4	80
4. In general, I am satisfied with the services provided by CMH.	0	0	0	0	5	100
5. CMH staff understand my needs and situation.	0	0	0	0	5	100
6. CMH staff have the knowledge and skills to serve me well.	0	0	0	0	5	100
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	0	0	0	0	5	100
8. The services I receive help me to function better in my life.	0	0	0	0	5	100
9. If I were to seek help again, I would come back to the same program.	0	0	0	0	5	100
10. CMH staff follows my person centered plan (PCP) or family centered plan.	0	0	0	0	5	100
11. CMH helped me identify natural supports.	0	0	1	20	4	80

## Response Rates for CMH System

( 66109 )

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	0	0	0	0	13	100
2. CMH staff are courteous and respectful.	0	0	0	0	13	100
3. CMH staff helps me to get the right type of services for my problem.	0	0	0	0	13	100
4. In general, I am satisfied with the services provided by CMH.	0	0	0	0	13	100
5. CMH staff understand my needs and situation.	0	0	0	0	13	100
6. CMH staff have the knowledge and skills to serve me well.	0	0	0	0	13	100
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	0	0	0	0	13	100
8. The services I receive help me to function better in my life.	0	0	0	0	13	100
9. If I were to seek help again, I would come back to the same program.	0	0	0	0	13	100
10. CMH staff follows my person centered plan (PCP) or family centered plan.	0	0	1	8	12	92
11. CMH helped me identify natural supports.	0	0	0	0	13	100

## Response Rates for CMH System

( 66115 )

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	0	0	0	0	17	100
2. CMH staff are courteous and respectful.	0	0	0	0	17	100
3. CMH staff helps me to get the right type of services for my problem.	0	0	0	0	17	100
4. In general, I am satisfied with the services provided by CMH.	0	0	0	0	17	100
5. CMH staff understand my needs and situation.	0	0	0	0	17	100
6. CMH staff have the knowledge and skills to serve me well.	0	0	0	0	17	100
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	0	0	1	6	16	94
8. The services I receive help me to function better in my life.	0	0	2	12	15	88
9. If I were to seek help again, I would come back to the same program.	0	0	0	0	17	100
10. CMH staff follows my person centered plan (PCP) or family centered plan.	0	0	0	0	16	100
11. CMH helped me identify natural supports.	1	6	0	0	16	94

## Response Rates for CMH System

( 67102 )

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	1	7	2	14	11	79
2. CMH staff are courteous and respectful.	1	7	1	7	12	86
3. CMH staff helps me to get the right type of services for my problem.	0	0	2	15	11	85
4. In general, I am satisfied with the services provided by CMH.	2	14	1	7	11	79
5. CMH staff understand my needs and situation.	2	14	2	14	10	71
6. CMH staff have the knowledge and skills to serve me well.	2	14	2	14	10	71
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	3	21	1	7	10	71
8. The services I receive help me to function better in my life.	3	21	1	7	10	71
9. If I were to seek help again, I would come back to the same program.	2	15	0	0	11	85
10. CMH staff follows my person centered plan (PCP) or family centered plan.	4	29	1	7	9	64
11. CMH helped me identify natural supports.	3	21	1	7	10	71



## Response Rates for CMH System

( 67201 )

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	0	0	3	9	32	91
2. CMH staff are courteous and respectful.	1	3	0	0	35	97
3. CMH staff helps me to get the right type of services for my problem.	0	0	0	0	36	100
4. In general, I am satisfied with the services provided by CMH.	0	0	0	0	36	100
5. CMH staff understand my needs and situation.	0	0	1	3	35	97
6. CMH staff have the knowledge and skills to serve me well.	0	0	2	6	34	94
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	0	0	3	8	33	92
8. The services I receive help me to function better in my life.	0	0	2	6	34	94
9. If I were to seek help again, I would come back to the same program.	1	3	0	0	35	97
10. CMH staff follows my person centered plan (PCP) or family centered plan.	1	3	3	9	31	89
11. CMH helped me identify natural supports.	2	6	2	6	32	89

## Response Rates for CMH System

(67206 )

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	3	9	1	3	29	88
2. CMH staff are courteous and respectful.	3	9	2	6	28	85
3. CMH staff helps me to get the right type of services for my problem.	4	12	1	3	27	84
4. In general, I am satisfied with the services provided by CMH.	7	21	0	0	26	79
5. CMH staff understand my needs and situation.	3	9	4	12	26	79
6. CMH staff have the knowledge and skills to serve me well.	4	12	1	3	27	84
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	4	12	1	3	28	85
8. The services I receive help me to function better in my life.	3	9	0	0	30	91
9. If I were to seek help again, I would come back to the same program.	3	9	1	3	29	88
10. CMH staff follows my person centered plan (PCP) or family centered plan.	4	12	2	6	27	82
11. CMH helped me identify natural supports.	5	15	4	12	24	73

## Response Rates for CMH System

(67302 )

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	2	3	3	5	57	92
2. CMH staff are courteous and respectful.	1	2	0	0	60	98
3. CMH staff helps me to get the right type of services for my problem.	4	7	2	3	55	90
4. In general, I am satisfied with the services provided by CMH.	0	0	3	5	59	95
5. CMH staff understand my needs and situation.	3	5	1	2	57	93
6. CMH staff have the knowledge and skills to serve me well.	1	2	2	3	59	95
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	1	2	2	3	59	95
8. The services I receive help me to function better in my life.	3	5	1	2	58	94
9. If I were to seek help again, I would come back to the same program.	1	2	2	3	59	95
10. CMH staff follows my person centered plan (PCP) or family centered plan.	2	3	2	3	58	94
11. CMH helped me identify natural supports.	4	7	2	3	56	90

## Response Rates for CMH System

(67308 )

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	1	4	1	4	24	92
2. CMH staff are courteous and respectful.	1	4	0	0	25	96
3. CMH staff helps me to get the right type of services for my problem.	2	8	2	8	22	85
4. In general, I am satisfied with the services provided by CMH.	1	4	3	12	22	85
5. CMH staff understand my needs and situation.	2	8	2	8	22	85
6. CMH staff have the knowledge and skills to serve me well.	2	8	4	15	20	77
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	2	8	3	12	21	81
8. The services I receive help me to function better in my life.	1	4	1	4	23	92
9. If I were to seek help again, I would come back to the same program.	1	4	3	12	21	84
10. CMH staff follows my person centered plan (PCP) or family centered plan.	1	4	1	4	24	92
11. CMH helped me identify natural supports.	2	8	4	15	20	77

## Response Rates for CMH System

(67309 )

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	0	0	0	0	13	100
2. CMH staff are courteous and respectful.	0	0	0	0	13	100
3. CMH staff helps me to get the right type of services for my problem.	0	0	0	0	13	100
4. In general, I am satisfied with the services provided by CMH.	0	0	0	0	13	100
5. CMH staff understand my needs and situation.	0	0	0	0	13	100
6. CMH staff have the knowledge and skills to serve me well.	0	0	0	0	13	100
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	0	0	0	0	13	100
8. The services I receive help me to function better in my life.	0	0	0	0	13	100
9. If I were to seek help again, I would come back to the same program.	0	0	0	0	13	100
10. CMH staff follows my person centered plan (PCP) or family centered plan.	0	0	0	0	13	100
11. CMH helped me identify natural supports.	0	0	1	8	12	92

## Response Rates for CMH System

( 67401 )

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	0	0	1	2	39	98
2. CMH staff are courteous and respectful.	0	0	0	0	40	100
3. CMH staff helps me to get the right type of services for my problem.	0	0	3	8	37	93
4. In general, I am satisfied with the services provided by CMH.	0	0	0	0	40	100
5. CMH staff understand my needs and situation.	0	0	2	5	38	95
6. CMH staff have the knowledge and skills to serve me well.	0	0	1	2	39	98
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	1	2	1	2	38	95
8. The services I receive help me to function better in my life.	0	0	3	8	36	92
9. If I were to seek help again, I would come back to the same program.	0	0	1	2	39	98
10. CMH staff follows my person centered plan (PCP) or family centered plan.	1	2	0	0	39	98
11. CMH helped me identify natural supports.	1	3	3	8	35	90

## Response Rates for CMH System

( 69110 )

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	0	0	3	50	3	50
2. CMH staff are courteous and respectful.	0	0	0	0	6	100
3. CMH staff helps me to get the right type of services for my problem.	0	0	1	17	5	83
4. In general, I am satisfied with the services provided by CMH.	0	0	0	0	6	110
5. CMH staff understand my needs and situation.	0	0	3	50	3	50
6. CMH staff have the knowledge and skills to serve me well.	0	0	0	0	6	100
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	1	17	2	33	3	50
8. The services I receive help me to function better in my life.	0	0	0	0	6	100
9. If I were to seek help again, I would come back to the same program.	0	0	0	0	6	100
10. CMH staff follows my person centered plan (PCP) or family centered plan.	0	0	2	33	4	67
11. CMH helped me identify natural supports.	1	17	2	33	3	50

## Response Rates for CMH System

( 87301 )

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
1. CMH responded promptly to my request for services.	8	3	17	6	271	92
2. CMH staff are courteous and respectful.	4	1	7	2	285	96
3. CMH staff helps me to get the right type of services for my problem.	7	2	23	8	266	90
4. In general, I am satisfied with the services provided by CMH.	4	1	16	5	276	93
5. CMH staff understand my needs and situation.	6	2	18	6	270	92
6. CMH staff have the knowledge and skills to serve me well.	3	1	27	9	264	90
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	3	1	37	13	254	86
8. The services I receive help me to function better in my life.	4	1	14	5	276	94
9. If I were to seek help again, I would come back to the same program.	9	3	18	6	266	91
10. CMH staff follows my person centered plan (PCP) or family centered plan.	23	1	64	8	267	91
11. CMH helped me identify natural supports.	12	4	37	13	244	83