

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

**CLIENT SATISFACTION MEASUREMENT
OPEN CASES: NOVEMBER 2015**

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 2015. 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 2015, 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 Health and Human Services (MDHHS). 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, CMHA-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 1,456 individuals returned a survey. Of the 1,456 who returned a survey, 851 (58%) completed a survey, 103 (7%) chose not to respond and 502 (35%) 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=371, 43%). However, staff (n=359, 41%), and family members (n=136, 16%), also assisted consumers in completing surveys.

The survey asked for respondents to identify themselves as Hispanic or Latino. Overall, 93% (n=783) stated that they were not Hispanic or Latino.

Overall, many of the respondents were White (n=672, 78%), African American (n=139, 16%), American Indian (n=11, 1%), Asian (n=7, <1%) and Other race (n=35, 4%).

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-five 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-two percent reported that they believed that CMH staff had the knowledge and skills to serve them well. Ninety percent indicated that CMH staff helped them get the right type of service for their problems. Ninety percent indicated that they would recommend CMH to a friend or family member if they needed similar services. Ninety percent of the respondents said that CMH staff understood their needs and situation. Ninety percent were satisfied with the promptness with which CMH responded to their request for services. Ninety percent indicated that if they were to seek help again, they would return to the same program. Ninety percent indicated that the services they received helped them to function better in their life. Eighty-nine percent felt that CMH staff followed their person-centered plan. Eighty-four 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 Michigan Department of Health and Human Services.

Table 1 shows the trends for the eleven survey items over a four year period (2011-2015). 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	2015	Minimum Standard
	%	%	%	%	%	%
1. CMH responded promptly to my request for services.	91	91	91	91	90	85%
2. CMH staff are courteous and respectful.	96	96	94	96	95	85%
3. CMH staff helps me to get the right type of services for my problem.	91	92	91	91	90	85%
4. In general, I am satisfied with the services provided by CMH.	92	94	93	93	93	85%
5. CMH staff understand my needs and situation.	91	92	91	92	90	85%
6. CMH staff have the knowledge and skills to serve me well.	92	93	94	91	92	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	90	85%
8. The services I receive help me to function better in my life.	90	91	91	91	90	85%
9. If I were to seek help again, I would come back to the same program.	89	99	89	91	90	85%
10. CMH staff follows my person centered plan (PCP) or family centered plan.	89	91	91	90	89	85%
11. CMH helped me identify natural supports.	85	87	87	85	84	85%

Note: % = Agree/Strongly Agree/Yes

APPENDIX A

CONSUMER COMMENTS

OPEN MI COMMENTS – CEI

22101

It's a decent place they feed ya. I'm clean and I'm going to continue the programs they talk to me about and apply the treatment plan they set out for me. So I guess it's a decent place to get your mind right. Besides the other residents who don't give a damn about staying clean.

Smoking is legal. We should be able to choose our rehab or program.

CMH has helped me to understand cognitive thinking and behaviors were identified.

Should be easier to receive medical aid. More frequent trips outdoors – it makes us feel more like human beings and less like trapped animals.

25102

Thank you all.

This is a great place to be stabilized. I am just happy that someone let me come back into their place o business and allow me to work on my recovery again. Thank you.

This program refreshed me on my thinking process and how to react.

26105

I am thoroughly impressed and satisfied with the help and activities offered by CATS, It was completely successful and made a huge impact on me during the time I spent here. I learned things about drugs I didn't know before and it helped build my confidence.

Therapy sessions I feel are mostly “that's understandable” or “that must be hard” instead of finding the underlying problem or dealing with it. In other words, it's more of a “yes” environment.

Just started the program.

Yahtzee

I am worried that these are not enough meetings with the social worker/case worker to set up all necessary resources needed upon re-entry: this is of course before my release though. But, other than that, everything about this program is great!

26106

R is great! Always helps me through tough times!

36108

Our family has been seeing DP for one year now. She has been fabulous! She has helped our family in so many ways since day one. Thank you!

Our therapist has been very helpful to everyone and is loved. The children love coming every week. Our therapist is very easy to work with.

My daughter and I are very grateful for the support and dedication that her counselor provides. She is truly helping us deal with and understand a difficult situation and time,. We are thankful for having met her daily!

Filling out for my grandson. He is Latino. Have received good support.

CMH has been very helpful in helping my daughter and my family in a very difficult couple of years. I am glad that CMH has been able to keep us on for a longer than expected time. Our therapist's positive attitude has helped me feel that we can find solutions to our problems.

Slow process of receiving services but once services started we receive excellent care. Thank you. Wish referrals would go through faster, especially in same family.

D is the best! X hasn't been here for a long period of time but I've seen major improvements in the short time she has seen D. I am very grateful for the help she has given both of us. Such an amazing support to have!

Thank you for helping my daughter with her anxiety. Her fears are real to her and having DP guide her and give her instructions on how to focus on positive thoughts instead of negatives help her calm down.

We are only in our third week of treatment so some answers were too early to answer. So far, everything is going well and our counselor W is doing a good job. We like his approach and personality,.

I never received my consent forms, other than that, great service!

DP has been helping my daughter and myself for awhile now. She has made it easy for us to open up to her and is helping us with our issues.

37401

I feel Mrs. S is truly trying to understand X and what he needs. She brings a sense of caring and a professional relationship. She quickly built a rapport with X.

WM is the best! She is a great fit as a therapist for my daughter. My daughter actually looks forward to days that W comes over.

Very helpful people.

37401

The services I get with help for my grandson is good. The CMH representative CD is great and has helped me a lot. If I was to need services again, I would request her.

Things are going well.

Have really enjoyed working with RG. R has been able to establish a therapeutic relation with my son. That is not easy to do. R's support has helped smooth out the bumps in all of our lives. Thank you.

I am extremely grateful for the help my family is getting. I could not ask for a better therapist. I am amazed how quickly she understood our needs and our strengths. We had been going to a therapist for many years but when we hit a crisis she suggested we needed more help than she could provide. I didn't really believe that anyone else could step in and give us the help we were so desperate for but I was willing to try. I continue to be amazed, relieved, grateful for and empowered by the support she (and the team) are providing. As much as I knew we needed help – I didn't really realize the depth of our need until we started getting better. I literally believe that she (and this program) have saved our family.

I like everything.

R is wonderful with the kids.

R is working with our family, as well as her intern, and also TM. They have been a blessing and we are so thankful for their kindness as well as professionalism. We recently started with Dr. B as well. He already is a great asset to my daughter. Thank you very much for providing fantastic services to our family.

I don't have suggestions, just that I appreciate the CMH staff's work. They did a lot of work to make plans for my son. Thank you.

The CMH is not familiar with D.A.N. protocol. Neither medical coverage nor CMH can help with this, although pursued by us independently. D.A.N. is a life saver. The discussion therapy for pt and the therapist's willingness to communicate with other significant helping professionals in pts life is enormously helpful. Therapist is bright, engaging, experienced, thoughtful, helpful, tactful and best possible person to serve in this capacity., Pt has regained function, and exceeded former function with the help of on-going therapy from CMH. Pt will continue to need this kind of regular reinforcement to avoid regressing to negative thinking patterns. If CMH could help ACID pts access D.A.N. protocol physicians, many would find it enormously beneficial, especially when combined with other kinds of therapy and therapeutic activities for ASD clients, ASD often combined with MH dx, but the ability of pts to access adjunct therapies would save everyone concerned, and the State, in the long run.

CMH like most state funded programs needs more \$ for more psychiatrists, therapists and locations of services. Kids need more therapy and psych doctors. There needs to be more family

respite options (even for the really difficult kids).

37401

Would like to see more work for Children than once a week. Kids have many problems from depression, anger and other problems.

A is a great person and she helps me when I need to talk about things in the beginning of the summer, I didn't have a lot of self esteem and she has helped me with it.

I feel like we have a very good therapist, she works real well with the boys (when they are in a good mood). She Has helped when they are very angry. I just wish the oldest boy would open up to her more. I think we are receiving great help.

You guys did so well by giving me the help my daughter needed and for that I can't thank you guys enough. Thank you again.

The services offered to me and my son has helped us come together and we are thankful for the services.

K has been very supportive on our case. We have sen the boy we have in care make dramatic improvements in his behavior. When he hasn't wanted to participate in his therapy directly, K has coached me on ways to get him to work on it with me.

The services my child needs are not being provided to him. Just because he is not physically abusive, he is not being given the services he needs. Verbal/emotional violence is just as damaging (maybe more) than physical violence, but services to address these issues are not being made available to my child or our family.

We are very impressed with our counselor, AW. She is kind, thorough and understanding. She has been able to guide us and create a plan. She has also helped keep us focused and stay on track. We have only been working with her for a few months. Our family has been much calmer and happier since we have begun to work with her.

We like A as our Family CMH Therapist. Although there have been times where we disagree with each other she is a good fit for our family. She is also very open to sitting in with any other service provider involved with our family and is open to revisiting as family situations are sometimes inconsistent. She works with our schedule. I do believe on the other hand that CMH as a whole needs to start pushing for services for children/family through school counselors. All in all, I wish we had more options but we don't. I'm happy to know that A has been a constant in our lives for the past six plus months. There also needs to be more male therapists available in case they are needed.

We find support and ideas presented to be helpful for our unique family situation. We have transitioned from one therapist to a second due to a job change, Both were/are highly qualified and have been available when needed. Scheduling with Dr. L has gone well and he and his staff are responsive to our needs. Thank you. I don't know where we would be without you through all

these transitions. Very pleased with services.

37401

We work with S and L. They are always super helpful and professional. They answer all questions and concerns. SB comes out weekly – she us always prompt and professional. She goes over everyday issues and helps by giving ideas to cope with my child's issues.

We were grateful for support and gentle guidance provided by H. As we struggled with our new living situation and the repercussions of my grand daughters' trauma.

I really like the way H teaches X and has the patience for him. X gets along well with her.

More planning and programs for adolescents transitioning to adults at 18, especially those with significant mental health issues.

38102

PG has been extremely helpful. She is skilled and knowledgeable and has been a blessing.

Very sad to see M go. She is really great!! :(

Miss AH is awesome!

M is a good go to person. She's very smart and well educated when it comes to the things I have to talk about. She never degrades any of my decisions. She's always been supportive in the beginning I was nervous to open up to her, but now she knows everything I enjoy her company while she's here.

PD is a wonderful person and therapist, she is very good with our little ones. Thank you for being here in our lives.

My daughter doesn't deal with others. Thanks to A she at least no longer screams bad with strangers and I can use the bathroom without her now.

I would recommend M for any kids, She is excellent, She has been a godsend to X. She is a wonderful person. Don't have any concerns. Our boy lights up when he knows she is coming to the house and teacher says he has come out of his shell when she is around.

MT has been very helpful in bad and good days with the problems our child has been facing. She always returns our phone calls promptly and helps us to look at things differently. She has went out of her way to help us in whatever we have needed. She has called us just to see how we're doing. I am very pleased with the therapist that was chosen for our family. Thank you very much.

38118

Mrs. M is amazing! We love her!

I just cannot believe the difference in all of our lives due to our case worker. Great suggestions. X is a different child because we have A. She has been such a help with each and every problem.

38118

Thanks.

This is the second time using this program. Very pleased with support. SH is a wonderful support.

I appreciate all the help we have received. It was a difficult transition with my foster child and the support and resources have been tremendous. M is flexible and willing to meet us at times and laces that are convenient as well as offer much needed guidance. My foster son has grown in so many areas thanks to the wonderful services we have received.

MT is a life saver. She has helped my family out many times over many years. She always knows just what to do to help my family. Her knowledge in this are is perfect! She does her job amazingly. Her intern is also great. She is blessed to be taught by an amazing therapist like M.

I have no concerns - my CMH worker is awesome!

K is awesome!

K is always welcome in our home.

Love it!!

I love AH. She has helped my foster now adopted son, my son and myself. My boys look forward to A coming.

Thank you! You are truly a blessing to all of your constituents. X is having continued success in Kindergarten with your help and guidance. Thank you again!

Great help I have made for X and I.

K always goes above and beyond to meet my daughter and my needs. P.S. She needs a raise. P.S.S. She's seriously the best person in the world and we are lucky to have her in our lives.

Thanks for the help and planner. Does really good job. She has helped me a lot and I am very thankful!

65400

Thank you for all your help. Because of you I am successful and thankful.

We also welcome your comments and suggestions.

Thanks for the services.

Would like help with English and time to take English classes. Do not have time because of working.

66109

Love the receptionist too!! Great Job T! :)

Everyone is great! :)

66115

The staff here is absolutely wonderful. They all do a great job.

I would say that CMH/CRT staff has been amazing help to me and that I don't know how I would have made it without them They really saved my life, so thanks for everything.

67201

Good ideas, comment, negative ideas and feelings.

You doing real good to get people here for still have to be 2001 it 215.

CMH has helped me learn new coping skills and they help stay calm and relaxed. I am so thankful for their support, my case worker and psychologist they give me.

67301

Dr A and K have helped me a great deal. I appreciate their services.

Counselors are very patient and compassionate and I am so grateful for my therapist and doctor and meds that are provided through CMH.

My psychiatrist and case manager does the best work.

I'd like to talk more about different things (i.e. life in genera).

I do not want to move unless things get better for, I don't think I need hospitalization right now I'm not in a crisis. This situation isn't serious.

The staff are very helpful when I call or come in and I get answers that I am looking for and they are very understanding and will spend as much time that I need.

F is nice.

F does what she can to help me, she is really nice and I never had a bad therapist since I have been here, thank God for that.

I expect more services and I'm not given – they are supposed to do that.

I enjoy all the help that FS gives me. If I didn't have her to talk to I don't know what or how my mental stability would be.

67302

I am very satisfied with the services provided.

This consumer said I am both satisfied and unsatisfied with services-did not want to answer individual survey questions.

I think the visits should be more frequent. I believe that the rules for outings are a little too rigid. For one thing, I am not an es-con on parole. The requirements to call the guardian ahead for outings makes some visits not possible as work schedules and days off may be different. Also not taking my nicotine with me is most uncomfortable to say the least availability is key in smoking is staying off cigarettes and actually a big temptation.

L you are the best and others follow.

I have been treated good at OAS.

The public run CMH not me if were private, I would be the customer.

Really enjoy the fort instead of money grabbing, I got good treatment from CMH staff.

My case worker found me a new place to live and has always gave me valuable feedback on my problems. Keep up the great work by KF and LK.

I am very satisfied with my recovery process. LD is the greatest.

I've been here a long time and am very happy here.

Happy with the services I receive. So sorry to lose J.

L is my helper and a very good helper! There isn't anything she can't help me with. I couldn't function without her.

I am now in the Stowe Road again and I dearly love Stowe Road. It is a geriatric after care. I get a dependent staff, full assisted shower 2 times a week, even my name is on the board for three times a week for a dependent staff full assisted shower. I usually take a full staff assisted shower twice a week if I cannot get a full staff assisted three times a week, I have been able to get a shower during the afternoon shift. I also get or want to get assisted laundry as much as I get everything dependent except for shipping. I get \$10 a week allowance and help with my shopping and transportation to and from the doctor appointments. I see, L, my case worker once a week and I see Older Adults psychiatrist every so many months at OAS and a full RSW nurse for my shot every 2 weeks at OAS and once a week on Wednesday every week at OAS. . I

get dependent meds and dependent cooking and I get money for my art supplies and I do not have to pay for anything at Stowe and I get on Thursday I get art sand craft project with one to take assistance and once a week Bible Study on Thursday. I get somebody to create for to bring my products to bring to bay treatment every Wednesday at OAS.

67306

First time with CMH. It's been one knowledgeable experience. But I hope not to go through it again. Thank you for your help.

Thank you for my services.

67308

Peer Support Specialists are a big help. I am grateful for W.

If I was to lose my doctor, I would be devastated without her. Dr S is awesome.

More sections.

To do more stuff here for drop in.

67401

I am so grateful to be coming to CMH for counseling. I know I'm getting the help I truly need. The counselor I'm working with is wonderful. I feel like we are a perfect match. I have told other people I know about CMH and would recommend it to anyone seeking help. I am 100% satisfied with everything. Thank you so much.

When I was with CMH before with L, I didn't like it. Her techniques weren't helping. That is why I stopped seeing her. J is an awesome counselor, She is patient and understanding. She listens to me and takes time to hear everything. I enjoy seeing her. She has good techniques that I would do to help myself if I could. I will continue to see her as long as I can.

69110

I want to get some new clothes.

I would very definitely like to get out more. I need more hours. Your visits have been very supportive and I definitely feel a need to continue with your service.

Things are going well here.

Tell the doctor Merry Christmas and Happy New Year.

I am doing good and I like it here. I like all the techs that are here. I like living here.

I wish I could go out more than once a month. Otherwise, you guys have done a nice job here.

I enjoy having you. It is a great big help with everything. It is just that I feel comfortable with

you and you help me get what I need. I love you guys so much. Over the past few years you guys have helped me considerably.

OPEN DD COMMENTS – CEI

87301

I really like going there. They have nice people and I like to hang out with my friends and do stuff.

Just keep CMH going on forever.

“no” answers are related to consumer receiving all her services through Tri-County Office on Aging and not CEI-CMH. Client is currently only receiving CMH services. “not sure” answers are related to currently not work with additional CMH services.

My case manager helps me.

I'd like to get a job somewhere.

They were so nice to me at dinner. They took me out to dinner.

The program personnel have been real nice and helps us a lot. We really thank them.

T has the patience of a saint and researches what he does not have an answer ro. Works well with clients, always on time. A joy to work with. Need I say more!

Wishes more messages were returned.

Our CMH worker always responds within hours to any communication we have. Stays up on all required meetings and is always pleasant and gracious and extremely helpful. If he doesn't know the answer to something he finds answer and responds back very quickly. I am impressed.

WD was the BEST worker there and she is greatly missed! Her shoes can, and will never, be filled – nor will her job/position be replaced!

There has been one staff person, a nurse in the DD unit, who was disrespectful to my son, She didn't seem to understand how to talk to a person with developmental disabilities. I did talk to the case worker about that nurse and the case worker was very responsive.

I'm very thankful for the service I receive through CMH. Thank you.

Would like help getting apartment based on income or check and see if I qualify for HUD housing and if I do help me get it and find HUD housing. Most of my money goes for rent now. I don't have hardly anything left over for clothes or miscellaneous items or groceries.

They have been very helpful and always help us! She answers our questions and is very pleasant.

“They are fun” - about CMH services

87301

The sidewalks need to be better marked (bright yellow) so I can see them better (I am blind).

Building my social skills – I have a girlfriend now.

My mom uses CMH a lot. Anytime she has a question she can call MD (my case worker) to get answers or a place to contact for more information. We (my family) feel very lucky to have CMH to help us. WE LOVE M!

You guys are all good helpers.

APPENDIX B

RESPONSE RATES BY PROGRAMS

Response Rates for CMH System

(MI/DD)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	29	3	56	7	759	90
2. CMH staff are courteous and respectful.	20	2	24	3	805	95
3. CMH staff helps me to get the right type of services for my problem.	23	3	64	8	759	90
4. In general, I am satisfied with the services provided by CMH.	22	3	39	5	786	93
5. CMH staff understand my needs and situation.	30	4	57	7	757	90
6. CMH staff have the knowledge and skills to serve me well.	24	3	48	6	774	92
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	25	3	59	7	762	90
8. The services I receive help me to function better in my life.	25	3	61	7	757	90
9. If I were to seek help again, I would come back to the same program.	28	3	59	7	759	90
10. CMH staff follows my person centered plan (PCP) or family centered plan.	19	2	74	9	750	89
11. CMH helped me identify natural supports.	35	4	99	12	709	84

Response Rates for CMH System

(22101 – House of Commons)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	2	20	2	20	6	60
2. CMH staff are courteous and respectful.	2	20	2	20	6	60
3. CMH staff helps me to get the right type of services for my problem.	2	20	2	20	6	60
4. In general, I am satisfied with the services provided by CMH.	2	20	3	30	5	50
5. CMH staff understand my needs and situation.	2	20	3	30	5	50
6. CMH staff have the knowledge and skills to serve me well.	2	20	2	20	6	60
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	3	30	1	10	6	60
8. The services I receive help me to function better in my life.	2	20	1	10	7	70
9. If I were to seek help again, I would come back to the same program.	3	30	4	40	3	30
10. CMH staff follows my person centered plan (PCP) or family centered plan.	2	20	3	30	5	50
11. CMH helped me identify natural supports.	1	10	2	20	7	70

Response Rates for CMH System

(25102 – The Recovery Center)

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

Response Rates for CMH System

(26105 - CATS)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.			2	4	47	96
2. CMH staff are courteous and respectful.			1	2	48	98
3. CMH staff helps me to get the right type of services for my problem.			3	6	45	94
4. In general, I am satisfied with the services provided by CMH.			2	4	47	96
5. CMH staff understand my needs and situation.			4	8	45	92
6. CMH staff have the knowledge and skills to serve me well.			4	8	45	92
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.			3	6	46	94
8. The services I receive help me to function better in my life.	1	2	3	6	45	92
9. If I were to seek help again, I would come back to the same program.			3	6	46	94
10. CMH staff follows my person centered plan (PCP) or family centered plan.			7	14	42	86
11. CMH helped me identify natural supports.			8	16	41	84

Response Rates for CMH System

(26106 – CCCC-SAS)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.			2	20	8	80
2. CMH staff are courteous and respectful.			1	10	9	90
3. CMH staff helps me to get the right type of services for my problem.			2	20	8	80
4. In general, I am satisfied with the services provided by CMH.			4	40	6	60
5. CMH staff understand my needs and situation.			3	30	7	70
6. CMH staff have the knowledge and skills to serve me well.			3	30	7	70
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.			4	40	6	60
8. The services I receive help me to function better in my life.			4	40	6	60
9. If I were to seek help again, I would come back to the same program.			3	30	7	70
10. CMH staff follows my person centered plan (PCP) or family centered plan.			1	10	9	90
11. CMH helped me identify natural supports.			2	20	8	80

Response Rates for CMH System

(28105 - ICM -)

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

Response Rates for CMH System

(36108 – C&A Intensive Outpatient – Families Forward)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	2	5	2	5	40	91
2. CMH staff are courteous and respectful.	2	5	0	0	42	96
3. CMH staff helps me to get the right type of services for my problem.	1	2	3	7	40	91
4. In general, I am satisfied with the services provided by CMH.	1	2	2	5	41	93
5. CMH staff understand my needs and situation.	1	2	3	7	39	91
6. CMH staff have the knowledge and skills to serve me well.	1	2	2	5	41	93
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	42	96
8. The services I receive help me to function better in my life.	1	2	7	16	36	82
9. If I were to seek help again, I would come back to the same program.	1	2	1	2	42	96
10. CMH staff follows my person centered plan (PCP) or family centered plan.	1	2	0	0	43	98
11. CMH helped me identify natural supports.	1	2	7	16	36	82

Response Rates for CMH System

(36111 Eaton C&A Intensive OP)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	1	13	0	0	7	88
2. CMH staff are courteous and respectful.					8	100
3. CMH staff helps me to get the right type of services for my problem.			3	38	5	63
4. In general, I am satisfied with the services provided by CMH.					7	100
5. CMH staff understand my needs and situation.			1	13	7	88
6. CMH staff have the knowledge and skills to serve me well.					8	100
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.					8	100
8. The services I receive help me to function better in my life.			1	13	7	88
9. If I were to seek help again, I would come back to the same program.					8	100
10. CMH staff follows my person centered plan (PCP) or family centered plan.			1	13	7	88
11. CMH helped me identify natural supports.	1	13	1	13	6	75

Response Rates for CMH System

(37401 – FGS – Families Forward)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	1	2	2	3	64	96
2. CMH staff are courteous and respectful.			1	2	66	99
3. CMH staff helps me to get the right type of services for my problem.	1	2	3	5	63	94
4. In general, I am satisfied with the services provided by CMH.	1	2	4	6	62	93
5. CMH staff understand my needs and situation.	1	2	5	8	60	91
6. CMH staff have the knowledge and skills to serve me well.	1	2	2	3	64	96
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	2	3	62	93
8. The services I receive help me to function better in my life.	2	3	5	8	60	90
9. If I were to seek help again, I would come back to the same program.	2	3	3	5	62	93
10. CMH staff follows my person centered plan (PCP) or family centered plan.			5	8	61	92
11. CMH helped me identify natural supports.	3	5	3	5	61	91

Response Rates for CMH System

(38102 – Parent Infant Program – Families Forward)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	2	10	0	0	19	91
2. CMH staff are courteous and respectful.	1	5	0	0	20	95
3. CMH staff helps me to get the right type of services for my problem.	1	5	0	0	20	95
4. In general, I am satisfied with the services provided by CMH.	1	5	0	0	20	95
5. CMH staff understand my needs and situation.	1	5	0	0	20	95
6. CMH staff have the knowledge and skills to serve me well.	1	5	0	0	20	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	5	0	0	20	95
8. The services I receive help me to function better in my life.	1	5	1	5	19	91
9. If I were to seek help again, I would come back to the same program.	1	5	1	5	19	91
10. CMH staff follows my person centered plan (PCP) or family centered plan.	1	5	0	0	20	95
11. CMH helped me identify natural supports.	1	5	0	0	20	95

Response Rates for CMH System
(38118 – Parent Young Child – Families Forward)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	2	6	0	0	31	94
2. CMH staff are courteous and respectful.	2	6	0	0	31	94
3. CMH staff helps me to get the right type of services for my problem.	2	6	1	30	30	91
4. In general, I am satisfied with the services provided by CMH.	2	6	0	0	31	94
5. CMH staff understand my needs and situation.	2	6	0	0	31	94
6. CMH staff have the knowledge and skills to serve me well.	2	6	0	0	31	94
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	2	6	0	0	31	94
8. The services I receive help me to function better in my life.	2	6	1	3	30	91
9. If I were to seek help again, I would come back to the same program.	2	6	0	0	31	94
10. CMH staff follows my person centered plan (PCP) or family centered plan.	2	6	0	0	31	94
11. CMH helped me identify natural supports.	2	6	0	0	31	94

Response Rates for CMH System

(65400 – Charter House)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	4	20	4	20	12	60
2. CMH staff are courteous and respectful.	4	19	1	5	16	76
3. CMH staff helps me to get the right type of services for my problem.	5	25	2	10	13	65
4. In general, I am satisfied with the services provided by CMH.	4	20	1	5	15	75
5. CMH staff understand my needs and situation.	6	30	1	5	13	65
6. CMH staff have the knowledge and skills to serve me well.	6	30	0	0	14	70
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	5	24	1	5	15	71
8. The services I receive help me to function better in my life.	3	17	0	0	15	83
9. If I were to seek help again, I would come back to the same program.	5	24	1	5	15	71
10. CMH staff follows my person centered plan (PCP) or family centered plan.	4	20	3	15	13	65
11. CMH helped me identify natural supports.	5	24	3	14	13	62

Response Rates for CMH System

(66109 – Eaton Adult OP)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.					11	100
2. CMH staff are courteous and respectful.			1	9	10	91
3. CMH staff helps me to get the right type of services for my problem.			1	9	10	91
4. In general, I am satisfied with the services provided by CMH.					11	100
5. CMH staff understand my needs and situation.			2	18	9	82
6. CMH staff have the knowledge and skills to serve me well.			2	18	9	82
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.			1	9	10	91
8. The services I receive help me to function better in my life.			1	9	10	91
9. If I were to seek help again, I would come back to the same program.			1	9	10	91
10. CMH staff follows my person centered plan (PCP) or family centered plan.			2	18	9	82
11. CMH helped me identify natural supports.			2	20	8	80

Response Rates for CMH System

(66115 – Crisis Recovery Team)

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

Response Rates for CMH System
(67201 – Mason ROP (also 66120 – Meds Only))

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	2	9	0	0	20	91
2. CMH staff are courteous and respectful.	2	9	0	0	20	91
3. CMH staff helps me to get the right type of services for my problem.	3	14	0	0	19	86
4. In general, I am satisfied with the services provided by CMH.	2	9	0	0	20	91
5. CMH staff understand my needs and situation.	3	14	0	0	19	86
6. CMH staff have the knowledge and skills to serve me well.	2	9	0	0	20	91
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	2	9	1	5	19	86
8. The services I receive help me to function better in my life.	3	14	1	5	18	82
9. If I were to seek help again, I would come back to the same program.	3	14	1	5	18	82
10. CMH staff follows my person centered plan (PCP) or family centered plan.	3	14	1	5	18	82
11. CMH helped me identify natural supports.	2	9	1	5	19	86

Response Rates for CMH System
(67301 – Case Management Team II)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	1	2	1	2	43	96
2. CMH staff are courteous and respectful.			1	2	44	98
3. CMH staff helps me to get the right type of services for my problem.	1	2	3	7	41	91
4. In general, I am satisfied with the services provided by CMH.	1	2	1	2	43	96
5. CMH staff understand my needs and situation.			2	4	43	96
6. CMH staff have the knowledge and skills to serve me well.	2	4	2	4	41	91
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	42	93
8. The services I receive help me to function better in my life.			2	4	43	96
9. If I were to seek help again, I would come back to the same program.	1	2	0	0	44	98
10. CMH staff follows my person centered plan (PCP) or family centered plan.			3	7	42	93
11. CMH helped me identify natural supports.			5	11	40	89

Response Rates for CMH System

(67302 – Older Adult Services Case Management)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	2	3	2	3	64	94
2. CMH staff are courteous and respectful.	1	1			68	99
3. CMH staff helps me to get the right type of services for my problem.	2	3	3	4	64	93
4. In general, I am satisfied with the services provided by CMH.	2	3			67	97
5. CMH staff understand my needs and situation.	3	4	2	3	63	93
6. CMH staff have the knowledge and skills to serve me well.	2	3	3	4	64	93
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	3	4			66	96
8. The services I receive help me to function better in my life.	2	3	2	3	64	94
9. If I were to seek help again, I would come back to the same program.	3	4	2	3	64	93
10. CMH staff follows my person centered plan (PCP) or family centered plan.	2	3	1	2	65	96
11. CMH helped me identify natural supports.	2	3	4	6	62	91

Response Rates for CMH System
(67306 – Case Management Team I)

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

Response Rates for CMH System
(67308 – Eaton Adult Case Management)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.			1	8	11	92
2. CMH staff are courteous and respectful.			1	8	11	92
3. CMH staff helps me to get the right type of services for my problem.			1	8	11	92
4. In general, I am satisfied with the services provided by CMH.			1	8	11	92
5. CMH staff understand my needs and situation.			1	8	11	92
6. CMH staff have the knowledge and skills to serve me well.					12	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	8	11	92
8. The services I receive help me to function better in my life.					12	100
9. If I were to seek help again, I would come back to the same program.			1	8	11	92
10. CMH staff follows my person centered plan (PCP) or family centered plan.			3	25	9	75
11. CMH helped me identify natural supports.			1	9	10	91

Response Rates for CMH System
(67401 – Adult Medicaid Counseling Services)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	1	10	1	10	8	80
2. CMH staff are courteous and respectful.	1	10			9	90
3. CMH staff helps me to get the right type of services for my problem.	1	10			9	90
4. In general, I am satisfied with the services provided by CMH.	1	10			9	90
5. CMH staff understand my needs and situation.	1	10			9	90
6. CMH staff have the knowledge and skills to serve me well.	1	10			9	90
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	1	10			9	90
8. The services I receive help me to function better in my life.	1	10			9	90
9. If I were to seek help again, I would come back to the same program.	1	10			9	90
10. CMH staff follows my person centered plan (PCP) or family centered plan.	1	11			8	89
11. CMH helped me identify natural supports.	1	10			9	90

Response Rates for CMH System

(69110 – Older Adult Services/Nursing Home Case Management)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.			1	3	36	97
2. CMH staff are courteous and respectful.			1	3	38	100
3. CMH staff helps me to get the right type of services for my problem.			1	3	37	97
4. In general, I am satisfied with the services provided by CMH.					38	100
5. CMH staff understand my needs and situation.	1	3	1	3	36	95
6. CMH staff have the knowledge and skills to serve me well.					38	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	3	37	97
8. The services I receive help me to function better in my life.					38	100
9. If I were to seek help again, I would come back to the same program.			1	3	37	97
10. CMH staff follows my person centered plan (PCP) or family centered plan.					38	100
11. CMH helped me identify natural supports.					38	100

Response Rates for CMH System

(87301- CSDD Life Consultation)

Survey Item	NO/ DISAGREE		NEITHER/ NOT SURE		YES/ AGREE	
	N	%	N	%	N	%
1. CMH responded promptly to my request for services.	9	2	35	10	316	88
2. CMH staff are courteous and respectful.	5	1	15	4	342	95
3. CMH staff helps me to get the right type of services for my problem.	4	1	35	10	322	89
4. In general, I am satisfied with the services provided by CMH.	5	1	20	6	337	93
5. CMH staff understand my needs and situation.	9	3	28	8	324	90
6. CMH staff have the knowledge and skills to serve me well.	4	1	27	8	329	91
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	39	11	317	88
8. The services I receive help me to function better in my life.	7	2	31	9	322	89
9. If I were to seek help again, I would come back to the same program.	6	2	35	10	318	89
10. CMH staff follows my person centered plan (PCP) or family centered plan.	3	1	42	12	315	88
11. CMH helped me identify natural supports.	16	5	58	16	285	79