

COMMUNITY MENTAL HEALTH AFFILIATION OF MID-MICHIGAN

Community Mental Health Authority - Clinton-Eaton-Ingham
Gratiot Community Mental Health Agency
Ionia Community Mental Health Services
Manistee-Benzie Community Mental Health
Newaygo Community Mental Health

CLIENT SATISFACTION MEASUREMENT CLOSED CASES: July - September 2008

By

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COMMUNITY MENTAL HEALTH AFFILIATION OF MID-MICHIGAN

Client Satisfaction: Closed Cases (July - September 2008)

I. Summary

As part of the Community Mental Health Affiliation of Mid-Michigan's (Affiliation) quality improvement efforts, a consumer satisfaction survey was administered to persons who had received Affiliation services and were "closed cases" during a three-month period (July, August, September) in 2008. All persons "closed" during the survey period were mailed a "Consumer Satisfaction Survey" that included a letter of explanation and a stamped self return envelope. The questionnaire contained nine items 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 respondent to indicate the program they attended, their ethnicity, who completed or assisted in completing the survey, and a section for the respondent to record comments. Of the 661 surveys mailed, 56 were completed and returned (8% response rate).

Data results in this report came from self-selected consumers who chose to return questionnaires voluntarily. The respondents to the survey were anonymous, only the respondent's CMH was identified.

II. Findings

Table 1 shows the response pattern to the nine survey items. Table 2 shows the mean, standard deviation, and range for each item. Table 3 displays the trends for each of the survey questions and selected variables. Appendix A shows the response frequencies for each CMH. Appendix B presents a copy of the transmittal letter and survey instrument. Table C shows for each CMH, the program the respondents attend and the reason for their discharge. Appendix D

presents the written comments from consumers. Most of the surveys were completed by the primary consumer (n=44, 80%) or assisted by family members (n=10, 18%), and friend (n=1, 2%).

Response rates showed that CEI mailed 267 surveys and 22 were returned (8% response rate). Ionia mailed 185 surveys and 17 were returned (9% response rate). Newaygo mailed 67 surveys and 10 were returned (15% response rate). Gratiot mailed 79 surveys and 1 were returned (1% response rate). Manistee-Benzie mailed 63 surveys and 6 were returned (10% response rate).

III. Analysis of Findings

Overall, consumers who had received services were very positive (scores of 4 or 5) with services and treatment received from Community Mental Health Affiliation of Mid-Michigan programs and staff. Eighty-three percent were satisfied with the promptness with which CMH responded to their request for services. Eighty-four percent indicated that CMH staff helped them get the right type of service for their problems. Eighty-four percent were satisfied with the services provided by CMH. Eighty-two percent of the respondents said that CMH staff understood their needs and situation. Eighty-six percent reported that they believed that CMH staff had the knowledge and skills to serve them well. Ninety-five percent indicated that they felt CMH staff treated them with courtesy and respect. Ninety-one percent indicated that if they were to seek help again, they would return to the same program. Eighty-nine percent indicated that they would recommend CMH to a friend or family member if they needed similar services. Seventy-eight percent indicated that the services they received helped them to function better in their life.

Ethnic background for respondents that completed the question (n=55) showed that

most were White (n=48, 87%), African American (n=5, 9%) or other racial (n=2, 4%). Ninety-six percent of the respondents (n=53) indicated that they were not Hispanic or Latino.

IV. Use of Findings

Overall, the scores indicate areas in which consumer satisfaction is very positive (score of 4 and above), neutral (score of 3), and not positive (scores of 2 or lower). Each CMH should begin to use these findings to further initiate quality improvement efforts.

Table 3 shows the Affiliation and each CMH's response rate for the nine survey items. Each CMH should compare their satisfaction levels to the "2004 minimum standards." A CMH with items below standard should develop a QI plan to address the item(s) for next year's administration. The results of the plan of correction should be reported back to the Core QI group.

Written comments should be reviewed. They can provide great insight into the consumer's experience within the system.

Table 1: Frequencies and Percentages for the 2008 Affiliation Closed Cases Satisfaction Survey

Survey Questions	Strongly Disagree		Disagree		Neither		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
1. CMH responded promptly to my request for services.	2	4	1	2	1	2	22	40	29	53
2. CMH staff were courteous and respectful.	1	2	1	2	1	2	15	27	37	67
3. CMH staff helped me get the right type of services for my problem.	1	2	5	9	3	6	17	31	29	53
4. In general, I was satisfied with the services provided by CMH.	0	0	7	13	2	4	18	33	28	51
5. CMH staff understood my needs and situation.	1	2	3	6	6	11	19	35	26	47
6. CMH staff had the knowledge and skills to serve me well.	1	2	2	4	5	9	18	33	29	53
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	1	2	2	4	17	31	32	58
8. The services I received helped me to function better in my life.	1	2	6	11	5	9	15	28	27	50
9. If I were to seek help again, I would come back to the same program.	3	6	1	2	1	2	20	36	30	55

N=56 (CEI= 22 Ionia= 17 Gratiot= 1 Newaygo=10 Manistee-Benzie=6)

Table 2: Means, Standard Deviations and Ranges for the 2008 Closed Cases Satisfaction Survey

Survey Questions	Mean	Standard Deviation	Range
1. CMH responded promptly to my request for services.	4.36	.910	1-5
2. CMH staff were courteous and respectful.	4.56	.788	1-5
3. CMH staff helped me get the right type of services for my problem.	4.24	1.036	1-5
4. In general, I was satisfied with the services Provided by CMH.	4.22	1.013	1-5
5. CMH staff understood my needs and situation.	4.20	.970	1-5
6. CMH staff had the knowledge and skills to serve me well.	4.31	.920	1-5
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	4.35	1.040	1-5
8. The services I received helped me to function better in my life.	4.13	1.100	1-5
9. If I were to seek help again, I would come back to the same program.	4.33	1.019	1-5
Sum Score	38.74	7.488	13-45

Table 3: Percentage of Agreement by Affiliation and each CMH Compared to Minimum Standards

Survey Questions and Selected Variables	All Boards	CEI	Ionia	Newaygo	Manistee-Benziee	Gratiot	Minimum Standard
1. CMH responded promptly to my request for services.	93	96	88	90	100	100	70%
2. CMH staff were courteous and respectful.	95	100	88	90	100	100	85%
3. CMH staff helped me get the right type of services for my problem.	84	82	69	100	100	100	85%
4. In general, I was satisfied with the services provided by CMH.	84	86	69	90	100	100	85%
5. CMH staff understood my needs and situation.	82	86	56	100	100	100	85%
6. CMH staff had the knowledge and skills to serve me well.	86	96	69	80	100	100	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	96	75	90	100	100	85%
8. The services I received helped me to function better in my life.	78	86	56	80	100	100	80%
9. If I were to seek help again, I would come back to the same program.	91	100	75	90	100	100	80%
SUM SCORE	38.74	39.91	34.69	40.00	43.17	36.00	
RETURN RATE (%)	8%	8%	9%	15%	10%	1%	
RESPONDENTS	56	22	16	10	6	1	

Note: Percentages for 9 survey items are for those responding “agree” or “strongly agree.”

APPENDIX A:

Response Frequencies by CMH

CEI: Frequencies and Percentages for the 2008 Satisfaction Survey - Closed Cases

Survey Questions	Strongly Disagree		Disagree		Neither		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
1. CMH responded promptly to my request for services.	0	0	1	5	0	0	10	46	11	50
2. CMH staff were courteous and respectful.	0	0	0	0	0	0	7	32	15	68
3. CMH staff helped me get the right type of services for my problem.	0	0	2	9	2	9	6	27	12	55
4. In general, I was satisfied with the services provided by CMH.	0	0	3	14	0	0	7	32	12	55
5. CMH staff understood my needs and situation.	0	0	1	5	2	9	8	36	11	50
6. CMH staff had the knowledge and skills to serve me well.	0	0	0	0	1	5	8	36	13	59
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	1	5	9	41	12	55
8. The services I received helped me to function better in my life.	0	0	3	14	0	0	7	32	12	55
9. If I were to seek help again, I would come back to the same program.	0	0	0	0	0	0	8	36	14	64

n=22

IONIA: Frequencies and Percentages for the 2008 Satisfaction Survey - Closed Cases

Survey Questions	Strongly Disagree		Disagree		Neither		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
1. CMH responded promptly to my request for services.	1	6	0	0	1	6	8	50	6	38
2. CMH staff were courteous and respectful.	1	6	0	0	1	6	4	25	10	63
3. CMH staff helped me get the right type of services for my problem.	1	6	3	19	1	6	5	31	6	38
4. In general, I was satisfied with the services provided by CMH.	0	0	4	25	1	6	6	38	5	31
5. CMH staff understood my needs and situation.	1	6	2	13	4	25	5	31	4	25
6. CMH staff had the knowledge and skills to serve me well.	1	6	1	6	3	19	5	31	6	38
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	2	13	1	6	1	6	5	31	7	44
8. The services I received helped me to function better in my life.	1	6	2	13	4	25	5	31	4	25
9. If I were to seek help again, I would come back to the same program.	2	13	1	6	1	6	6	38	6	38

N=17

GRATIOT: Frequencies and Percentages for the 2008 Satisfaction Survey - Closed Cases

Survey Questions	Strongly Disagree		Disagree		Neither		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
1. CMH responded promptly to my request for services.							1	100		
2. CMH staff were courteous and respectful.							1	100		
3. CMH staff helped me get the right type of services for my problem.							1	100		
4. In general, I was satisfied with the services provided by CMH.							1	100		
5. CMH staff understood my needs and situation.							1	100		
6. CMH staff had the knowledge and skills to serve me well.							1	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	100		
8. The services I received helped me to function better in my life.							1	100		
9. If I were to seek help again, I would come back to the same program.							1	100		

N=1

NEWAYGO: Frequencies and Percentages for the 2008 Satisfaction Survey - Closed Cases

Survey Questions	Strongly Disagree		Disagree		Neither		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
1. CMH responded promptly to my request for services.	1	10	0	0	0	0	1	10	8	80
2. CMH staff were courteous and respectful.	0	0	1	10	0	0	2	20	7	70
3. CMH staff helped me get the right type of services for my problem.	0	0	0	0	0	0	3	30	7	70
4. In general, I was satisfied with the services provided by CMH.	0	0	0	0	1	10	3	30	6	60
5. CMH staff understood my needs and situation.	0	0	0	0	0	0	4	40	6	60
6. CMH staff had the knowledge and skills to serve me well.	0	0	1	10	1	10	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.	1	10	0	0	0	0	0	0	9	90
8. The services I received helped me to function better in my life.	0	0	1	10	1	10	3	30	5	50
9. If I were to seek help again, I would come back to the same program.	1	10	0	0	0	0	5	50	4	40

N=10

Note: percentages rounded up

MANISTEE-BENZIE: Frequencies and Percentages for the 2008 Satisfaction Survey - Closed Cases

Survey Questions	Strongly Disagree		Disagree		Neither		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
1. CMH responded promptly to my request for services.							2	33	4	67
2. CMH staff were courteous and respectful.							1	17	5	83
3. CMH staff helped me get the right type of services for my problem.							2	33	4	67
4. In general, I was satisfied with the services provided by CMH.							1	17	5	83
5. CMH staff understood my needs and situation.							1	17	5	83
6. CMH staff had the knowledge and skills to serve me well.							2	33	4	67
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.							2	33	4	67
8. The services I received helped me to function better in my life.									6	100
9. If I were to seek help again, I would come back to the same program.									6	100

N=6

CEI Survey Trends for Selected Variables Closed Cases - Satisfaction Survey

Survey Questions and Selected Variables	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
1. CMH responded promptly to my request for services.	83%	87%	85%	86%	83%	95%	93%	98%	85%	83%	89%	96%
2. CMH staff were courteous and respectful.	91%	92%	93%	94%	83%	96%	93%	84%	95%	90%	89%	100%
3. CMH staff helped me get the right type of services for my problem.	81%	77%	84%	88%	83%	91%	93%	92%	79%	83%	83%	82%
4. In general, I was satisfied with the services provided by CMH.	84%	83%	79%	91%	83%	91%	91%	97%	80%	87%	78%	86%
5. CMH staff understood my needs and situation.	84%	88%	82%	83%	90%	95%	91%	95%	77%	87%	78%	86%
6. CMH staff had the knowledge and skills to serve me well.	84%	91%	81%	83%	83%	95%	91%	95%	79%	87%	89%	96%
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	83%	100%	84%	80%	85%	94%	93%	90%	81%	87%	83%	96%
8. The services I received helped me to function better in my life.	83%	86%	74%	77%	85%	90%	89%	90%	76%	77%	88%	86%
9. If I were to seek help again, I would come back to the same program.	87%	90%	77%	74%	90%	94%	91%	90%	79%	83%	78%	100%
SUM SCORE	37.24	40.47	36.29	37.12	36.48	41.91	38.96	39.85	36.15	38.50	37.29	39.91
RETURN RATE (%)	15%	13%	16%	20%	23%	28%	28%	28%	18%	13%	7%	8%
RESPONDENTS	68	24	59	69	48	54	57	44	103	30	18	22

Note: Percentages for 9 survey items are for those responding “agree” or “strongly agree.”

IONIA

Survey Questions and Selected Variables	2002	2003	2004	2005	2006	2007	2008
1. CMH responded promptly to my request for services.	100%	70%	82%	73%	83%	64%	88%
2. CMH staff were courteous and respectful.	100%	78%	83%	100%	83%	100%	88%
3. CMH staff helped me get the right type of services for my problem.	100%	70%	82%	91%	75%	82%	69%
4. In general, I was satisfied with the services provided by CMH.	100%	67%	88%	91%	83%	82%	69%
5. CMH staff understood my needs and situation.	100%	70%	77%	91%	83%	82%	56%
6. CMH staff had the knowledge and skills to serve me well.	100%	74%	82%	91%	83%	82%	69%
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	100%	74%	82%	82%	83%	73%	75%
8. The services I received helped me to function better in my life.	100%	74%	82%	91%	83%	91%	56%
9. If I were to seek help again, I would come back to the same program.	100%	67%	77%	73%	83%	73%	75%
SUM SCORE	42.00	34.37	38.59	37.18	36.58	38.00	34.69
RETURN RATE (%)	12%	14%	15%	7%	7%	9%	9%
RESPONDENTS	3	28	17	11	12	11	17

Note: Percentages for 9 survey items are for those responding “agree” or “strongly agree.”

GRATIOT

Survey Questions and Selected Variables	2002	2003	2004	2005	2006	2007	2008
1. CMH responded promptly to my request for services.	80%	60%	100%	33%	100%	60%	100%
2. CMH staff were courteous and respectful.	100%	80%	100%	67%	100%	100%	100%
3. CMH staff helped me get the right type of services for my problem.	80%	50%	100%	33%	100%	60%	100%
4. In general, I was satisfied with the services provided by CMH.	80%	70%	100%	33%	100%	80%	100%
5. CMH staff understood my needs and situation.	80%	70%	100%	33%	100%	80%	100%
6. CMH staff had the knowledge and skills to serve me well.	80%	70%	100%	33%	100%	100%	100%
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	80%	67%	100%	33%	100%	80%	100%
8. The services I received helped me to function better in my life.	80%	70%	78%	33%	100%	80%	100%
9. If I were to seek help again, I would come back to the same program.	80%	67%	100%	33%	100%	100%	100%
SUM SCORE	38.60	30.80	39.57	25.67	39.67	43.75	36.00
RETURN RATE (%)	----	19%	23%	5%	6%	9%	1%
RESPONDENTS	5	11	9	3	6	5	1

Note: Percentages for 9 survey items are for those responding “agree” or “strongly agree.”

NEWAYGO

Survey Questions and Selected Variables	2002	2003	2004	2005	2006	2007	2008
1. CMH responded promptly to my request for services.	100%	91%	86%	92%	92%	100%	90%
2. CMH staff were courteous and respectful.	50%	95%	100%	92%	92%	100%	90%
3. CMH staff helped me get the right type of services for my problem.	50%	86%	86%	75%	92%	100%	100%
4. In general, I was satisfied with the services provided by CMH.	50%	82%	86%	75%	83%	100%	90%
5. CMH staff understood my needs and situation.	50%	86%	86%	75%	75%	75%	100%
6. CMH staff had the knowledge and skills to serve me well.	50%	91%	85%	71%	83%	100%	80%
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	50%	86%	72%	71%	83%	100%	90%
8. The services I received helped me to function better in my life.	50%	77%	72%	63%	67%	100%	80%
9. If I were to seek help again, I would come back to the same program.	50%	82%	72%	67%	75%	100%	90%
SUM SCORE	34.50	38.77	35.43	35.67	36.00	41.00	40.00
RETURN RATE (%)	10%	15%	7%	17%	19%	5%	15%
RESPONDENTS	2	23	7	26	12	4	10

Note: Percentages for 9 survey items are for those responding “agree” or “strongly agree.”

MANISTEE-BENZIE

Survey Questions and Selected Variables	2002	2003	2004	2005	2006	2007	2008
1. CMH responded promptly to my request for services.	---	83%	95%	78%	100%	100%	100%
2. CMH staff were courteous and respectful.	---	100%	95%	95%	100%	100%	100%
3. CMH staff helped me get the right type of services for my problem.	---	75%	95%	83%	83%	100%	100%
4. In general, I was satisfied with the services provided by CMH.	---	92%	85%	83%	83%	100%	100%
5. CMH staff understood my needs and situation.	---	83%	95%	83%	83%	100%	100%
6. CMH staff had the knowledge and skills to serve me well.	---	92%	80%	78%	83%	100%	100%
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	---	92%	80%	83%	83%	100%	100%
8. The services I received helped me to function better in my life.	---	75%	84%	83%	83%	33%	100%
9. If I were to seek help again, I would come back to the same program.	---	75%	84%	83%	67%	100%	100%
SUM SCORE	---	38.83	39.89	35.72	38.17	38.00	43.17
RETURN RATE (%)	---	14%	12%	10%	16%	8%	10%
RESPONDENTS	---	12	20	19	7	3	6

Note: Percentages for 9 survey items are for those responding “agree” or “strongly agree.”
 ## Manistee-Benzie did not participate in the survey process during 2002.

ALL BOARDS

Survey Questions and Selected Variables	2002	2003	2004	2005	2006	2007	2008
1. CMH responded promptly to my request for services.	94	84	94	85	88	81	93
2. CMH staff were courteous and respectful.	96	90	89	95	91	95	95
3. CMH staff helped me get the right type of services for my problem.	89	82	92	79	85	83	84
4. In general, I was satisfied with the services provided by CMH.	89	83	92	80	86	83	84
5. CMH staff understood my needs and situation.	92	83	91	77	85	81	82
6. CMH staff had the knowledge and skills to serve me well.	92	86	91	79	86	90	86
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	92	86	86	81	86	83	89
8. The services I received helped me to function better in my life.	89	81	85	76	79	85	78
9. If I were to seek help again, I would come back to the same program.	92	81	86	79	82	83	91
SUM SCORE	41.42	37.27	39.26	36.15	37.77	38.59	38.74
RETURN RATE (%)	24%	19%	17%	13%	11%	7%	8%
RESPONDENTS	64	131	97	103	66	41	56

Note: Percentages for 9 survey items are for those responding “**agree**” or “**strongly agree.**”
Return rate for 2002 of 24% represents CEI, Ionia, & Newaygo only.

Are you Hispanic or Latino?	Affiliation (All 5 Boards)		CEI		Ionia		Newaygo		Manistee- Benzie		Gratiot	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	2	4	2	9	0	0	0	0	0	0	0	0
No	53	96	20	91	16	100	10	100	6	100	1	100

What most closely describes your race/ethnicity?	Affiliation (All 5 Boards)		CEI		Ionia		Newaygo		Manistee- Benzie		Gratiot	
	N	%	N	%	N	%	N	%	N	%	N	%
African American	5	9	4	18	0	0	1	10	0	0	0	0
American Indian	0	0	0	0	0	0	0	0	0	0	0	0
Native Hawaiian/Pacific Islander	0	0	0	0	0	0	0	0	0	0	0	0
White	48	87	17	77	16	100	9	90	5	83	1	100
Asian	0	0	0	0	0	0	0	0	0	0	0	0
Other	2	4	1	5	0	0	0	0	1	17	0	0
Total:	55	100	22	100	16	100	10	100	6	100	1	100

Who filled out this survey?	Affiliation		CEI		Ionia		Newaygo		Manistee- Benzie		Gratiot	
	N	%	N	%	N	%	N	%	N	%	N	%
Self	44	80	18	82	12	75	8	80	6	100	0	0
Parent (assisted)	10	18	3	14	4	25	2	20	0	0	1	100
Friend (assisted)	1	2	1	5	0	0	0	0	0	0	0	0
Staff (assisted)	0	0	0	0	0	0	0	0	0	0	0	0
Total:	55	100	22	100	16	100	10	100	6	100	1	100

Note: percentages are rounded up.

APPENDIX B:

Cover Letter & Survey Instrument

CLOSED CASES - SAMPLE COVER LETTER

September 10, 2008

Dear Customer of Community Mental Health:

As a part of our efforts to improve the services provided by Community Mental Health of Clinton-Eaton-Ingham, we regularly ask our customers to let us know how we are doing. It is only through this dialogue that we can continually improve our services to meet the needs of the residents of the tri-county area better. Enclosed is a questionnaire that is part of that dialogue.

Please take a moment to complete the enclosed questionnaire and return it in the enclosed, self-addressed envelope. Your answers will be kept confidential and will not affect the services you or your family members receive through Community Mental Health.

If you have questions about this questionnaire, do not hesitate to contact me at (517) 346-8414.

Thank you, in advance, for your cooperation.

Sincerely,

Richard J. Coelho, Ph.D.
Customer Service and Recipient Rights Department

CLINTON-EATON-INGHAM COMMUNITY MENTAL HEALTH

Consumer Satisfaction Survey

Consumer Chooses not to Answer

Consumer Cannot Communicate Answers

Please help us improve our program services by answering some questions about the services you have received. The questions relate to the CMH staff persons who worked with you or your family member and the program services you were involved. We are interested in your opinions, whether they are positive or negative.

Please answer all the questions by “**circling**” the number for each question that best describes your view. We also welcome your comments and suggestions.

1. CMH responded promptly to my request for services.
2. CMH staff were courteous and respectful.
3. CMH staff helped me to get the right type of services for my problem.
4. In general, I was satisfied with the services provided by CMH.
5. CMH staff understand my needs and situation.
6. CMH staff had the knowledge and skills to serve me well.
7. If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.
8. The services I received help me to function better in my life.
9. If I were to seek help again, I would come back to the same program.

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

10. Are you Hispanic or Latino? Yes No

11. What most closely describes your race/ethnicity? (Mark One)

- African American American Indian Native Hawaiian/Pacific Islander
 White Asian Other

12. Who filled out this survey? Self Parent Friend Representative (staff assisted)

We also welcome your comments and suggestions:

THANK YOU VERY MUCH, WE APPRECIATE YOUR HELP.

CEI Community Mental Health, 812 East Jolly Road, Suite G10, Lansing, MI 48910

APPENDIX C:

CMH PROGRAM BY DISCHARGE TYPE

CMH Program By Discharge Type

CEI CLOSED CASES - Returned

Program		Reason					Total
		Missing Data	Met Tx Goals	Withdrew from Tx	Needed Less Intense Service	Other	
Sub-Acute Detox	25102			1			1
Substance Abuse Services	26101		3	1	1		5
CATS	26105		2			1	3
Clinton Counseling	26106		1				1
Intensive OP	36108			1			1
Eaton Intensive OP	36111	1					1
Clinton C&A Intensive OP	36112			1			1
Children's ES	36501		1				1
FGS Home Based	37401	1					1
Parent Infant Program	38102		1				1
Total		2	8	4	1	1	16

NEWAYGO CLOSED

Program	Reason					Total
	Closed According to Plan	Consumer Left County	Consumer Disengaged from Services	Funding Source Change	No Longer Met Criteria	
MI Child CM			1			1
MI Adult OP	3	2	1			6
MI Case Mgt		2				2
DD Adult OP					1	1
Total	3	4	2		1	

APPENDIX D:

Consumer Comments

Closed Cases 2008: Comments

CEI

..... didn't like the counselor Jacob still has issues, he also has a angry issue. wouldn't open up. Joshua would not open up. Can you please have someone call me to schedule a one on one with my children with me to get things working right.

I feel as though I could have been given better care. I was told by some staff it was okay to do some things and then penalized for those things later. When I needed them most they did not come through. I feel like they should have worked with me more so I can overcome my problems, not be kicked out and end up feeling worse when I left then when I came in. Overall, I did however feel like the nurses had true concern and were always nice and respectful.

I would like the program for substance abuse not to be terminated.

- (3.) I put disagree because I should have been seen at mental health instead of substance abuse for my problem.
- (4.) I also disagreed on answer #4. Because my counselor kept on telling me that there was a waiting list to get to see the kind of doctor that I needed for my problem, and, that it might take up to 3 months to be seen. I had nothing else but time on my hands any way so I believe that I should have been seen at G-12 instead of G-14.

CMH is a very good organization and I thank you for all your help.

I really need help with my ADHD and not sleeping. I was told when I was in jail that I may possibly be bi-polar. While there I saw the psychiatrist and he put me on Remerol at night to sleep becI don't sleep very well at all and I was also put on an anti depressant which was Paxil and neither really helped. I'm very very hyper and was also diagnosed with restless leg syndrome. They told me there was nothing else they could do for me until I was seen by a mental health doctor when I got out. I have a very short attention span, and I am starting college very soon. I would like to get or be put on the proper meds for my condition. I was also told by a counselor at Michigan Diagnostics that I have ADHD and advised me to see someone and seek treatment. If you can see me please send me an appt or something. Please help me.

..... was very helpful with my daughter and we appreciate all she did for her. She is a wonderful person and very good at what she does!

Everyone on the staff were very professional, helpful and kind. Thank you for everything you did for me.

The only thing that annoyed me is that I was delayed for many days in the hospital until I could see the doctor. However, I think this is out of hand of the staff of Community Mental Health. If this could be regulated later this would be better because I had to stay many days in the hospital while my condition did not require that and an outpatient visit, in my opinion, was enough.

Good job, keep up the good work.

..... is an amazing person. She helped me when I went threw problems and helped me solve problems from before. I am/was very close to her she was a very big part of my life and I will never forget what she has done for me and my family even though I was upset about me not being able to see ... again I knew it was time to let go and for that I am forever grateful. P.S. Please let ... know how much she has changed my life in the short period of time that I knew her. Thank you very much.

When Dr. ..was there, he said there was no more he could do for me. So he told me to go to my family doctor.

Have a drug problem.

Ionia

Wasn't in program long enough before I had to move to answer question #8.

My son went to you and he really wasn't helped very well at all. The guy who had my son talked to me more than my son. I wasn't happy with the service at all. So I had my son stop going.

I was seeking help dealing with the strong emotions that came with a difficult pregnancy, specifically methods/tools for coping with sudden bursts of anger. What I found was a wonderful program for life counseling, not emotional counseling. So if I know someone seeking those kind of services I would direct them to this facility, but for someone with issues similar to what I had been experiencing I would warn them away. I do also want to point out that life counseling of this nature is greatly needed in this community and I think it's wonderful this is available with financial assistance available.

The services I needed and received were very adequate. I now have a man friend in my life and we seem to be able to communicate very well. At least the "lonesome blues" are gone. I have moved into a larger apartment and that has helped also. Thank you so much for the help in the past.

We were only there for the first session when we found out it wasn't covered by our insurance. If it were, we would have continued. But the services we did receive was very helpful.

Newaygo

Besides losing my son's records and papers two times. They lost my papers 1 time, I am on depression meds. They never called me back! I'll bet they can't find them to this day. My son's home counselor was rude to him "Quote" "You will not talk to me like that." Like he does to me. My son was scared of her loudness and just the attitude she was having, I had to switch. Another counselor, "breched" or "told other people", but on staff there about stuff I asked her not to repeat. I took my son out of that place. It's not relibly to me or for him. The only reason we/my son stayed as long as he did, was just so he could get his meds. I am so

dissatisfied with this company. Never would we get help there. We didn't get it the 1st time.

To much paperwork. Hard to talk about problems with all the papers need to fill out. Never seemed to find what was really going on.

I am and will always be forever grateful for the services and people who were involved in my case and helped me to get back on my feet mentally and physically, and financially. I can now live with the disabilities that I have and if ever I'm in need of help, I know where to go, CMH, I thank you!

..... would've gotten almost all 5's but Dr. ..was not very good – she did not meet my needs and did not provide personalized service in my best interest. Dr. ..is evil and I was just another file on her desk. was great, but we did not make a whole lot of progress (due to me and not doing my homework).

..was real helpful. She helped me all the time and I thank her for that. Now my troubles are done. And I don't have to worry about them again. Tell .. thank you so much for helping me please.

... is a very kind, knowledgeable, and helpful! He is a keeper.

Manistee-Benzie

To all the staff and Dr's who helped me get thru a very crucial time of my life, I thank-you all very much. There are not enough good people like all of you, in this mental health field.

It helped me a great deal to go to CMH. I have since moved to Clare. I am seeking help down here. My therapist helped me a great deal with my problems. Thank you.