

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**

2008 RESIDENTIAL SATISFACTION SURVEY

BY

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AFFILIATION 2008 RESIDENTIAL SATISFACTION SURVEY

I. SUMMARY

The Community Mental Health Affiliation of Mid-Michigan's (Affiliation) Residential Quality Improvement System (RQIS) aids the Affiliation and each of its members in the assurance that the residential services provided to residents by each community health organization, either directly or through contracts with residential service providers are of high quality. As part of the RQIS, trained site assessors' review each group home on established standards, and, seeks input from residents, guardians and case managers through customer satisfaction surveys. The Residential Satisfaction Surveys were designed to give people who get services from the Affiliation an opportunity to voice their opinions about residential services. The results of the survey help to measure the quality of CMH residential services. This evaluation report summarizes the levels of satisfaction with their CMH residential service system from residents, guardians and case managers.

During August - September 2008, three separate satisfaction surveys were disseminated. One questionnaire went to all clients residing in Affiliation group homes (contract operated and directly operated). Each CMH (CEI, Ionia, Gratiot, Newaygo, Manistee-Benzie) provided the opportunity for each resident within their system to complete a survey. Residents were given the opportunity to choose not to complete a survey. For those residents that could not communicate their preferences, a section on the survey was marked indicating this and returned. Also, a satisfaction survey was disseminated to each resident's guardian (if they had one) and a separate survey was given to each resident's case manager.

During the survey period, 778 residents in 129 group homes were surveyed across the five CMH's in the Affiliation (i.e., CEI, Ionia, Gratiot, Newaygo and Manistee-Benzie). All guardians were mailed a Family/Guardian Satisfaction Survey that included a letter of explanation and a stamped self-return envelope. Of the 778 residents surveyed, 600 were completed and returned for analysis (77% return rate). There were 467 guardians that were approached to complete a Guardian Residential Satisfaction Survey, of that number 292 guardians returned a survey (63%). All case managers with clients residing in one of the Affiliation's group homes were also sent a separate survey to complete. Table 1 shows the response rate by CMH. Table 2 shows the number and percentage of consumers who either elected not to participate or could not answer survey question.

Table 1: Response Rates for Residents and Guardians

CMH	Residents			Guardians		
	N	Number Responded	Response Rate	N	Number Responded	Response Rate
CEI	541	424	78	291	181	62
Ionia	43	40	93	39	29	74
Newaygo	56	46	82	30	21	70
Manistee-Benzie	73	40	55	50	21	42
Gratiot	65	50	77	57	40	70
Total:	778	600	77	467	292	63

Note: Number of Homes, CEI=80; Ionia=16; Newaygo=12; Gratiot= 10; Manistee-Benzie=11; Total Homes= 129.

Table 2: Number and Percentage of Consumers by CMH Who Choose Not To Answer Or Could Not Communicate Answers

CMH	Consumer Chooses Not to Answer		Consumer Cannot Communicate Answers	
	N	%	N	%
CEI (n=424)	65	15	146	34
Ionia (n=40)	2	5	19	48
Newaygo (n=46)	9	20	0	0
Manistee-Benzie (n=40)	1	3	10	25
Gratiot (n=50)	3	6	23	46
Total (n=600):	80	13	198	33

Survey Instruments

The Residential Satisfaction Surveys are three separate brief surveys designed to give people receiving services, their guardians/family members, and case managers an opportunity to express their level of satisfaction with residential services provided by Alliance CMH's. Each survey is designed to be easily completed.

The **Resident Satisfaction Survey** consisted of 15 items, rated by the respondent on either a three-point scale (e.g., bad, ok, or Good) or rated on a two-point scale (e.g., Yes or No). The survey instrument also ascertains how long the individual has resided in the particular home (e.g., 0-6 months, 6-12 months). One question ascertains the resident's future expectation for residential location and who completed the survey (e.g., the resident or with assistance). The instrument also allowed for respondents to record any additional comments or suggestions and to indicate the group home the identified resident resides. There was also a section for the resident to indicate their ethnicity.

The **Family/Guardian Satisfaction Survey** contained 18 items, rated by the respondent as either no, not sure, or yes. The survey instrument also ascertains the frequency of guardian visits to the home (e.g., weekly, monthly) and the respondent's relationship to the resident (e.g., parent, sibling, etc.). The instrument also allowed for respondents to record any additional comments or suggestions and to indicate the group home their ward resides.

The **Case Manager Satisfaction Survey** consisted of 15 items, rated by the case manager as either no, not sure, or yes. The instrument also allowed for respondents to record any additional comments or suggestions about the specified home.

Each satisfaction survey was coded to the resident, the resident's guardian, the resident's case manager and the resident's Affiliation CMH. Therefore, results could be reviewed by group home residence and Affiliation CMH separately. Data collected was entered directly into an SPSS data file. Ten percent of the completed questionnaires were re-entered as a quality control measure.

To aid in the interpretation of the data collected, sum scores for 15 items on the Resident Survey and 15 items on the Guardian Survey were conducted for each survey respectively. The sum scores were transformed into standard scores (mean of 50 and standard deviation of 10). A general standard is that scores above one standard deviation are labeled as high, scores between +1 and -1 standard deviations are labeled as average and scores below -1 standard deviation are labeled as low satisfaction level. Therefore, resident and/or guardian standard scores below 40 could be considered and compared within a CMH system or across systems.

II. FINDINGS

Table 3 shows the item response pattern across the Affiliation for the Resident Survey for each CMH group home. Table 4 shows the response pattern to the Guardian Survey. Table 5 shows the response pattern for the Case Manager Survey. Table 6 shows the T-Scores (standard scores) for each of the three instruments by CMH system. Table 7 shows by CMH system and group home, the standard scores for each home. Appendix A contains copies of the three survey instruments. Appendix B presents a listing of resident and guardian written comments by CMH system and group home.

III. ANALYSIS OF FINDINGS

Residents

Overall, residents were very positive with the services and treatment they received from Affiliation CMH residential services. More than 95% said that they liked the staff and food at the residence. Most expressed that the home gave them a sense of being safe, clean and that their personal needs were addressed. Over 90% of residents expressed that their person centered plan (PCP) was addressed and followed by house staff. Ninety-six percent expressed that they had someone to talk to in the home when they were unhappy with events occurring in the home. Only 85% of the residents stated that they knew how to report a violation of their rights or choose the type of activity offered by the home (85%).

Many of the residents (80%) had resided in their current residence for one year or more. Residents were asked to project six-months as to where they would like to be living. Results showed that over half (57%) preferred to be residing in their current home, 17% stated they would like to be living on their own, 8% felt they would be at another home, 7% selected living

with family, 10% selected a monitored apartment, and 2% selected living with friends. Ethnic background showed that a majority of the respondents were white (85%). Table 3 shows the item response pattern across the Affiliation. Overall, Standard scores (Table 6) for each CMH were in the acceptable range. However, Table 7 shows that for individual groups homes, standard scores were low for four homes rated by residents, while guardians rated four homes low. Both residents and guardians did not jointly agree on their low ratings for any particular home.

Guardians

Frequency of guardian contact with the group home showed that 20% (n=52) visited weekly, 24% (n=65) visited monthly, 41% (n=110) visited 3-6 times per year, and 15% (n=39) visited the home from 0-2 times per year. Overall, guardians were very positive with the services and treatment that clients received from Affiliation CMH residential services. Most (98%) expressed that staff treated guardians with dignity and respect. More than 90% said that staff at CMH residences' treat residents with respect, seem caring toward residents, were accessible to guardians. Most felt welcome to visit the home and expressed that visiting hours for homes was flexible. As far as the home environment was concerned, most (90% or more) expressed that the home was safe, accessible, smelled clean, and was kept neat for residents. Guardians also expressed their high approval that staff knew how to provide proper care; that there was appropriate activity for residents to participate, and that residents were appropriately assisted when needed, dressed and clean. Guardians also expressed that they do receive sufficient information about their family member (92%).

Eighty-eight percent expressed that their comments and suggestions about the operation of the home seemed welcome and that there were activities available for residents to take part in or

initiate. Also, 90% expressed that they knew how to report a violation of the rights of their family member.

Overall, respondents seemed satisfied with the group home their family member resided. Ninety-four percent did not express a desire for their family member to move to another housing option. Table 4 shows the item response pattern across the Affiliation. Standard scores, overall, (Table 6) for each CMH was in the acceptable range.

Case Managers

Overall, case managers were very positive with the services and treatment that clients received from Affiliation CMH residential services. More than 90% said that staff treat residents with dignity and respect, seem caring toward residents, and assisted residents when needed. As far as the home environment was concerned, most (90% or more) expressed that the home was accessible, smelled clean, and was kept neat for residents. Case managers also expressed their high approval that staff knew how to provide proper care and that house staff used person centered planning goals. Case managers also expressed that they do receive sufficient information about their client (90%) and that the house manager was accessible to them (94%).

However, 85% expressed that their comments and suggestions about the operation of the home seemed welcome. Also, 83% expressed that there was appropriate activity for residents to participate. Overall, case managers seemed satisfied with the group home. Table 5 shows the item response pattern across the Affiliation. Standard scores (Table 6) for each CMH were in the acceptable range.

IV. USE OF FINDINGS

Affiliation managers (CEI, Ionia, Newaygo, Manistee-Benzie and Gratiot) should review the findings with their service providers and staff. The fact should be underscored that programs, from the residents, guardians and case managers' perspective, report high levels of satisfaction with care within residential services.

Although high levels of satisfaction are reported, the written comments of residents, guardians and case managers provide considerable insight into areas of potential improvement. Affiliation managers should review these comments, especially those related to their particular home, and use them as starting points of quality improvement efforts. A particular focus should be on those homes where resident and guardian standard scores were below 40.

Table 3: Summary Resident Satisfaction Survey

	Percentage OK/Good					
	CEI	Ionia	Newaygo	Manistee-Benzie	Gratiot	Total
1. The food here is:	95	100	96	100	100	96
2. The rules here are:	92	100	95	100	100	95
3. The staff here are:	97	100	98	100	100	98
4. Do you feel that the appearance and cleanliness of the house is:	96	100	96	100	100	97
5. The amount of privacy here is:	92	100	94	100	100	94
6. Do you feel that the amount of recreational facilities and activities here are:	91	100	94	100	100	94
	Percentage Often					
	CEI	Ionia	Newaygo	Manistee-Benzie	Gratiot	Total
7. Do you have someone to talk to, in the house, when you are unhappy with what is happening at the house?	95	100	96	100	100	96
	Percentage Comfortable					
	CEI	Ionia	Newaygo	Manistee-Benzie	Gratiot	Total
8. How comfortable do you feel inviting friends to visit you in your home?	90	90	81	100	96	90
	Percentage Safe					
	CEI	Ionia	Newaygo	Manistee-Benzie	Gratiot	Total
9. Do you feel that living here is:	91	95	93	100	100	93
	Percentage Yes					
	CEI	Ionia	Newaygo	Manistee-Benzie	Gratiot	Total
10. Are you allowed to watch the television shows that you want to watch?	92	90	89	100	100	93
11. If you knew of someone looking for a residential care home, would you recommend this place?	87	90	86	100	100	89
12. Do you feel that your needs are taken care of here?	93	100	87	100	100	93
13. Are the staff following your person centered plan (PCP)?	91	100	98	100	100	94
14. Do you know how to report a violation of your rights?	82	63	95	96	88	85
15. Do you get to choose the type of activities offered by the house?	80	90	85	100	100	85

Table 3: Summary Resident Satisfaction Survey, continued

How long have you been at this home?

	0-6 months		6-12 months		12 months or more	
	N	%	N	%	N	%
CEI	22	10	27	112	171	78
IONIA	1	6	2	11	15	83
NEWAYGO	4	8	8	15	40	77
MANISTEE-BENZIE	0	0	1	3	28	97
GRATIOT	0	0	3	12	21	88
Total:	27	8	41	12	275	80

N=

In 6-months, where would you like to be living?

	In this Group Home		On My Own		Another Group Home		With Friends		Monitored Apartment		With Family	
	N	%	N	%	N	%	N	%	N	%	N	%
CEI	93	47	44	22	16	8	4	2	24	12	15	8
IONIA	12	67	2	11	3	17	0	0	1	6	0	0
NEWAYGO	36	77	5	11	1	2	0	0	1	2	4	9
MANISTEE-BENZIE	20	83	1	4	0	0	0	0	3	13	0	0
GRATIOT	14	64	0	0	3	14	1	5	3	14	1	5
Total:	175	57	52	17	23	8	5	2	32	10	20	7

N=

Are you Hispanic or Latino?	N	%
CEI	11	5
IONIA	0	0
NEWAYGO	2	4
MANISTEE-BENZIE	0	0
GRATIOT	1	4
Total:	14	4

Note: Number & Percent “yes”

What most closely describes your race?

	African American		American Indian		Native Hawaiian/ Pacific Islander		White		Asian		Other	
	N	%	N	%	N	%	N	%	N	%	N	%
CEI	23	10	7	3	0	0	187	82	3	1	7	3
IONIA	1	5	0	0	0	0	18	95	0	0	0	0
NEWAYGO	3	6	2	4	1	2	44	85	1	2	1	2
MANISTEE-BENZIE	0	0	0	0	0	0	29	100	0	0	0	0
GRATIOT	0	0	2	8	0	0	21	88	0	0	1	4
Total:	27	8	11	3	1	<1	299	85	4	1	9	3

Who filled out this survey?

	Self		Staff (Assisted)		Interviewer (Assisted)		Other	
	N	%	N	%	N	%	N	%
CEI	54	23	84	35	91	38	8	3
IONIA	2	11	9	47	4	21	4	21
NEWAYGO	11	21	19	37	14	27	8	15
MANISTEE-BENZIE	1	3	28	97	0	0	0	0
GRATIOT	0	0	18	75	5	21	1	4
Total:	68	19	158	44	114	32	21	6

Table 4: Family/Guardian Satisfaction Survey

When you visit. . . .	Percentage "Yes"					
	CEI	IONIA	NEWAYGO	Manistee-Benzie	GRATIOT	TOTAL
1. Do staff treat residents with respect?	98	100	100	90	97	98
2. Do staff seem caring toward residents?	98	100	100	90	100	98
3. Do staff seem to know how to provide proper care?	93	100	100	94	95	94
4. Are there activities available for the residents to take part in or initiate?	86	82	95	85	92	87
5. Do staff assist residents when needed?	96	100	95	95	98	96
6. Are the residents appropriately dressed and clean?	97	96	95	95	98	97
7. Do you feel that the house is safe?	97	100	100	95	100	98
8. Is the home easy to get in and out of?	98	100	100	95	100	98
9. Does the house smell clean?	98	100	95	100	95	98
10. Is the home clean and neat?	96	100	100	100	100	98
11. Do you feel welcome to visit the home?	98	100	100	100	98	98
12. Are visiting hours flexible and convenient for you?	99	100	100	100	100	99
13. Do you feel that your comments and suggestions about the operation of the home are welcome?	86	96	90	79	97	88
14. Do home staff treat you with dignity and respect?	97	100	100	100	100	98
15. Is the house manager accessible to talk with you?	97	96	100	90	95	96
16. If applicable, do you receive sufficient information on how your family member/friend/significant other is doing?	93	100	95	60	98	92
17. Do you know how to report a violation of the rights of your family member/friend/ significant other who lives in this house?	90	89	91	90	92	90
18. At this time, would you like your family member or friend to move to another housing option?	3	4	5	16	15	6

Table 5: Case Manager Satisfaction Survey

When you visit. . . .	Percentage "Yes"					
	CEI	IONIA	NEWAYGO	Manistee-Benzie	GRATIOT	TOTAL
1. Do staff treat residents with respect?	89	100	100	84	92	91
2. Do staff seem caring toward residents?	92	100	100	88	88	92
3. Do staff seem to know how to provide proper care?	78	95	100	84	96	85
4. Are there activities available for the residents to take part in or initiate?	82	76	100	76	92	83
5. Do staff assist residents when needed?	89	100	100	88	100	93
6. Are the residents appropriately dressed and clean or is this addressed in a treatment plan?	90	100	100	88	100	93
7. Do staff implement the person centered goals agreed upon?	83	100	100	84	88	87
8. Is the home easy to get in and out of?	99	95	100	84	100	97
9. Does the house smell clean?	95	86	90	80	100	92
10. Is the home clean and neat?	94	95	95	76	100	92
11. Do you feel that your comments and suggestions about the operation of the home are welcome?	81	95	100	84	88	85
12. Do home staff treat you with dignity and respect?	94	100	100	84	96	94
13. Is the house manager accessible to talk with you?	93	100	100	88	100	94
14. If applicable, do you receive sufficient information on how your client is doing?	86	100	100	84	96	90

Table 6: Standard Scores for Survey Type by CMH - T Scores

	T - Scores (mean=50, SD=10)				
	CEI	IONIA	NEWAYGO	Manistee-Benzie	GRATIOT
Resident Satisfaction Survey	48.32	51.23	50.59	54.99	54.68
Family Satisfaction Survey	49.66	51.17	51.40	44.20	52.71
Case Manager Satisfaction Survey	49.11	52.66	53.62	47.12	52.27

Standard Scores by Group Home (2008)

			Residents	Guardians
	Choose Not to Answer	Cannot Communicate	T-Score	T-Score
CEI				
001 Airport	0	6	-	55.35
002 Amber Pines	0	0	50.25	54.35
003 ARCH	5	0	48.60	-
004 Aurelius	0	0	-	46.29
005 Beacon Services, Inc.	0	0	55.17	-
006 Birch Hill	0	5	-	41.81
007 Bittersweet	0	3	50.25	53.01
008 Blanca Senior Home	0	0	-	-
009 Blessed Manor III	0	0	-	-
010 Boone	0	2	-	-
011 Bradford	0	0	-	54.35
012 Burlaw CFC	0	1	-	11.34
013 Capitol Commons Seniors	0	0	-	-
014 Carlisle	0	5	-	51.67
015 Carolyn Smith	1	1	-	50.77
016 Chosen Vision	1	1	47.78	54.35
017 Coleman	0	8	55.17	51.67
018 Cornerstone AFC	0	0	20.67	-
019 Coulson	0	0	51.48	52.56
020 Country Creek AFC	0	1	53.53	-
021 Crestview	0	0	-	27.47
022 Dell	0	0	53.53	54.35
023 Dewitt	0	0	-	51.67
024 Dexter	0	0	52.71	-
025 ElderRidge	0	0	55.17	-
026 Eureka	0	0	51.65	43.60
027 Garland	0	9	50.25	46.29
028 Gehrs	0	2	-	-
029 Gibbs	0	0	-	-
030 Gilcerst	0	1	44.34	54.35
031 Gracious AFC	1	0	-	-
032 Gracious I	0	0	-	-
033 Gracious II	0	0	-	-
034 Gracious III	1	0	25.62	-
035 Grand Ledge	0	5	-	54.35
036 Green Meadows	1	4	45.32	48.98
037 Greenfield	0	2	-	51.67
038 Greenville	0	0	-	-
039 Gypsie	1	0	42.86	-
040 Harper	0	0	45.32	-
041 Harris II	2	2	-	54.35
042 Harris IV /Boichot	0	8	-	50.77
043 Harvest	0	2	55.17	48.98
044 Holt	1	5	-	-
045 Home Life	0	0	45.32	-
046 Homecrest	0	4	49.54	51.67
047 Homelife	0	0	55.17	32.85
048 House of Ruth	0	0	53.94	54.35
049 Howe	0	4	55.17	41.81

			Residents	Guardians
	Choose Not to Answer	Cannot Communicate	T-Score	T-Score
050 Howell	0	0	-	48.98
051 Ide II	0	5	-	51.67
052 Jenison	0	0	-	36.23
053 Jerome	0	2	55.17	54.35
054 Joshua Street AFC	0	0	52.71	-
055 Kambly AFC	1	0	-	54.35
056 Kemler	0	4	52.71	54.35
057 Loretta	1	0	50.25	54.35
058 Lyman	1	5	-	-
059 MAC	4	0	41.22	-4.78
060 McCalla	0	4	-	43.60
061 Meadow Lane	0	0	-	-
062 Meadows Manor (Graceland)	1	2	47.78	54.35
063 MLK	8	0	51.65	54.35
064 Moore Living Center	13	2	43.29	45.62
065 Mulliken	0	5	55.17	54.35
066 Noah's AFC	0	0	40.39	48.98
067 OCE II	0	0	-	-
068 Orchard Court	3	0	50.25	54.35
069 Orchard Court Annex	0	0	-	54.35
070 Otto	3	0	-	54.35
071 Own apartment	0	0	-	-
072 Oxford Mason	1	5	-	54.35
073 Pine Rest Dementia	0	0	-	-
074 Pleasant View	1	3	44.09	38.23
075 Roberts Lane	4	2	-	54.35
076 Robinson	0	1	25.62	48.98
077 Roger G. Smith	0	0	-	54.35
078 Russell	0	0	-	32.85
079 Santee	1	5	-	54.35
080 Schavey	0	0	-	-
081 Serenity Acres	0	0	-	-
082 Sherwood	3	1	25.62	54.35
083 Simken	0	0	45.32	54.35
084 Simple Elegance	0	0	55.17	-
085 SIP	4	0	50.66	-
086 State	0	6	-	54.35
087 Stoll	0	0	33.82	46.29
088 Strudwick	0	0	50.25	-
089 Sunny Rest	0	0	40.39	54.35
090 Sunshine AFC	0	0	55.17	54.35
091 Thomas L. Pky	0	0	-	46.29
092 Tolland	0	0	50.25	54.35
093 Turner	0	4	-	54.35
094 Van Andel	0	0	-	54.35
095 Van Atta	0	6	-	48.98
096 Van Atta Annex	0	1	55.17	43.60
097 Village Manor	0	2	-	43.60
098 Wagner CFC	0	0	55.17	-

			Residents	Guardians
	Choose Not to Answer	Cannot Communicate	T-Score	T-Score
099 Waverly	0	0	-	51.67
100 Webb	0	0	-	54.35
101 Whispering Pines	0	0	51.89	54.35
102 Wieland	0	0	-	54.35
103 Willamston	0	0	-	54.35
104 Willow AFC	1	0	-	-
105 Wilson II /Millswood	1	0	51.48	54.35
106 Evergreen	0	0	52.71	-
IONIA				
200 Ackley AFC	0	1	47.78	43.60
201 Anid AFC	0	1	-	-
202 Cornerstone AFC	0	0	50.25	-
203 Gibbs Place, LCC	0	0	50.25	54.35
204 Gibbs AFC	0	5	50.25	51.67
205 Hume AFC	0	2	-	54.35
206 Kilchermann AFC	0	0	55.17	54.35
207 Listening Ear – Prairie Creek	0	0	-	-
208 Listening Ear – Prairie Creek II	0	0	50.25	54.35
209 Listening Ear – Water St. II	1	1	-	54.35
210 Listening Ear – State St.	1	0	50.25	54.35
211 Listening Ear – Water St.	0	1	55.17	48.98
212 Listening Ear – Prairie St.	0	0	50.25	32.85
213 Palmer’s Place	0	0	50.25	-
214 Pearl St. Home	0	6	-	53.01
215 Samlind US – 31	0	1	-	-
216 Secluded Pines	0	1	55.17	48.98
217 Kelly Mitchell AFC	0	0	-	-
NEWAYGO				
300 Clapp	0	0	55.17	-
301 CountrySide	3	0	55.17	51.67
302 Morgan	0	0	55.17	50.77
303 Oakview	0	0	55.17	50.77
304 Purdy	0	0	55.17	51.67
305 Rex	6	0	-	52.56
306 Rose Hill Center	0	0	55.17	-
307 The Lighthouse	0	0	20.69	54.35
308 The Oaks	0	0	55.17	-
309 Whippoorwill Knoll	0	0	55.17	-
310 Woodland Park Manor	0	0	-	-
311 Dallas	0	0	55.17	50.77
312 Greenville	0	0	-	-
Manistee-Benzie				-
400 21 st Street	0	1	53.53	-
401 Beach View	0	5	-	48.98
402 Cen Care	0	1	-	-
403 Manistee Street	0	0	55.17	54.35
404 Portage	0	1	55.17	-
405 Ramsdell	0	0	55.17	48.98
406 Red Apple	1	2	55.17	11.34

			Residents	Guardians
	Choose Not to Answer	Cannot Communicate	T-Score	T-Score
407 River St.	0	0	55.17	-
408 Timber Ridge	0	0	55.17	54.35
409 Lake Shore	0	0	-	-
410 Ember Woods	0	0	-	-
411 Lakeview	0	0	-	29.27
412 28 th Street	0	0	-	-
413 Ridge	0	0	-	54.35
414 Wildwood	0	0	-	43.60
415 Main Street	0	0	-	-
416 Hopkins	0	0	-	-
417 Leelanau	0	0	55.17	-
418 Rose Lane	0	0	-	54.35
419 Owens AFC	0	0	-	54.35
420 Len Care	0	0	-	-
421 Country Living Options	0	0	-	-
422 James	0	0	55.17	40.91
423 Tranquility	0	0	-	54.35
GRATIOT				
500 Arcada	0	5	-	54.35
501 Gateway	0	0	55.17	54.35
502 Hansen's	1	1	-	50.77
503 Haven Apts.	0	0	54.47	54.35
504 Krystal	0	5	55.17	54.35
505 LaSalle	2	1	55.17	53.46
506 Mainstay	0	7	-	47.19
507 McQueen's II	0	0	55.17	48.98
508 Riverside	0	4	52.71	54.35
509 Bigelows	0	0	55.17	54.35
510 Norton Gibbs	0	0	-	54.35

Note: T-Scores have a mean of 50 and a standard deviation of 10.

APPENDIX A

Satisfaction Surveys: Resident and Guardian

CLINTON-EATON-INGHAM COMMUNITY MENTAL HEALTH FAMILY/GUARDIAN SATISFACTION SURVEY - RESIDENTIAL SERVICES

Please take a few moments to answer the following questions. We value your comments and opinions as family members, guardians, friends and significant others of persons who live in homes administered by or on contract with CMH. The answers provided will help us to determine how we can better meet the needs of these persons. Comments will be shared with the program staff as well as the combined responses of all family members, but your individual responses will not be identified.

Home Name:

When you visit. . . .	NO	NOT SURE	YES
1. Do staff treat residents with respect?			
2. Do staff seem caring toward residents?			
3. Do staff seem to know how to provide proper care?			
4. Are there activities available for the residents to take part in or initiate?			
5. Do staff assist residents when needed?			
6. Are the residents appropriately dressed and clean?			
7. Do you feel that the house is safe?			
8. Is the home easy to get in and out of?			
9. Does the house smell clean?			
10. Is the home clean and neat?			
11. Do you feel welcome to visit the home?			
12. Are visiting hours flexible and convenient for you?			
13. Do you feel that your comments and suggestions about the operation of the home are welcome?			
14. Do home staff treat you with dignity and respect?			
15. Is the house manager accessible to talk with you?			
16. If applicable, do you receive sufficient information on how your family member/friend/ significant other is doing?			
17. Do you know how to report a violation of the rights of your family member/friend/ significant other who lives in this house?			
18. At this time, would you like your family member or friend to move to another housing option? (If Yes, please explain on the back)			
19. How often do you visit the home? <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> 3 to 6 times/year <input type="checkbox"/> 0 to 2 times/year			
20. What is your relationship to the resident? <input type="checkbox"/> Parent <input type="checkbox"/> Sibling <input type="checkbox"/> Spouse <input type="checkbox"/> Guardian <input type="checkbox"/> Friend <input type="checkbox"/> Significant other <input type="checkbox"/> Other (Specify):			

- OVER -

CLINTON-EATON-INGHAM COMMUNITY MENTAL HEALTH CASE MANAGER - RESIDENTIAL SATISFACTION SURVEY

Please take a few moments to answer the following questions. Please be open and frank with your answers. We value your comments and opinions as staff of persons who live in homes administered by or on contract with CMH. The answers provided will help us to determine how we can better meet the needs of these persons. Comments will be shared with the program staff as well as the combined responses of staff, but your individual responses will not be identified.

Home Name:

When you visit. . . .	NO	NOT SURE	YES
1. Do staff treat residents with respect?			
2. Do staff seem caring toward residents?			
3. Do staff seem to know how to provide proper care?			
4. Are there activities available for the residents to take part in or initiate?			
5. Do staff assist residents when needed?			
6. Are the residents appropriately dressed and clean or is this addressed in a treatment plan?			
7. Do staff implement the person centered goals agreed upon?			
8. Is the home easy to get in and out of?			
9. Does the house smell clean?			
10. Is the home clean and neat?			
11. Do you feel that your comments and suggestions about the operation of the home are welcome?			
12. Do home staff treat you with dignity and respect?			
13. Is the house manager accessible to talk with you?			
14. If applicable, do you receive sufficient information on how your client is doing?			

APPENDIX B

COMMENTS: Guardians & Residents

Resident Comments

CEI

Amber Pines

I would like to go on my own again and I have learned a lot of things. The staff are rude and nasty.

Arch Rd.

More food choices. More crafts. Fabric paint and various other crafts.

I think the staff are very helpful. I appreciate everything. Thank you.

Cornerstone AFC

..... likes BarBQ ribs and chicken best. She doesn't like the house rules.

.....likes lasagna, French fries, hamburger. His comments on staff are between good/ok. would like to watch more baseball, and looks forward to watching football. He would like his own tv if he doesn't have to pay for it.

..... was unsure about rights violations and reporting them – after explaining this he stated that he is aware that he can report a violation and who to report it to. likes to help out. He would like to move in with family as soon as he can.

Coleman

Food is good but I don't like cottage cheese, mushroom. I feel comfortable but my family and friends say it's too far to drive.

Dexter

I'm very happy living with She helps me out a lot.

I really like living here. I've lived a long time.

Eureka

I've lived in this home for 4 years. The only thing about it is the phone calls don't come through to me if I'm upstairs or outside. There is a resident Barbie one person's friend doesn't come over any more because her yelling. Some things in my PCP don't get covered because of rides to AA meetings only I provide my own calling card time to get friends to take me.

Harris II

Some of the staff are terrible. I have my own tv.

Joshua Street AFC

Likes working for Charter House and wish to continue. Would like to work this winter.

Loretta

We should have the option to not be forced to go to parties to other homes like Stoll's "Halloween Party" for example even if Coulson Court is going to it; some other staff at least 1 other staff should stay behind. Also being diabetic we should have a much more strict diet at least for me and Hollis "in general" to keep up both fairly healthy.

I like it here at Loretta House. I'm doing very well here. All the staff are nice to me. I'm happy and content living here.

MAC

Better cleaning, shampoo carpets upstairs & downstairs (smells sometimes), more staff working on Holidays and

weekends, short of staff on activities. We don't go on them. More breakfast brunches and lunch brunches too. The place is safe environment to stay,

Meadows Manor

Likes the people who live here.

Sometimes they treat us like we're in jail.

MLK

Really likes living here glad to have this place to live.

Would like to be living on his own in an apartment in the capitol.

Pleasant View

More activities, be out in society more, wants chair back.

Robinson

Sometimes they send me to my room for no reason. They make me cry when I don't ever do anything – I'm just being honest and telling the truth.

Serenity Acres

Rules are bad because

SIP

This is a very nice place the staff is very freedly.

SIP to me is a ways and means uporium that can create insight and meaningfulness and a good sense of on either party a good jargon of where-about and asureness to making each and every day matter and it gives us the backflex to be fulfilled and responsant and orderly and we are able to condone certain things to build up our own condieraries and make a way to put our best food forwards and a big grin to boote on our faces and to take out all the skouling nitt picking and the tizzyness that can surface when in doubt and I like to keep tring to get the gusto I surmise that can carry me well thru to the success and admiration of self that pans out to add up to compounded determinate and legiterators to make all's well done – sally and not to worry about any tilly tall Ho that is not the way to go so I'm pleased enough said!

Village Manor

They (staff) tell me they don't want to hear it and tell me I talk like a baby.

I wish there was different staff. Some of them keep hollering at people and hollering at me. has a bad attitude toward me.

Whispering Pines

.... wants to stay here forever. He likes the staff here.

I want to live here for the rest of my life. I love

I would like to go out eat more.

.... likes to go on field trips, enjoys the activities in the home.

Evergreen

..... likes her home provider very much. She says her and family treat me with respect.

Doesn't like the soups. Joy really likes her home provider.

Newaygo

Rose Hill Center

Rose Hill is a great place to get well. Lots of good staff, and there is a lot of activities to keep us healthy. Food is great, with great doctors and case managers. Over all I have been here almost 4 years, and I can honestly tell you if one of my children were to have a mental illness, I would only recommend Rose Hill Center.

Oaks

I feel staff needs to be evaluated more on attitude/behavior.

Manistee-Benzie

River Road

It is really hard to tell what 's choices may be since Allan is non-verbal – He seems to be happy and enjoy living with his roommates.

Timber Ridge, Apt. A

..... says he loves special Olympic activities.

..... says she really likes the new CST by the name of

... says he's doing great and likes it here.

James St.

Short staffing limits 1/1 outings. Group outings – activities have improved.

Staffing short handed which leads to lack of 1/1 outings. Group outings have improved.

Gratiot

Gateway

I am happy here. My staff helps me learn things at home.

Unfair to get moved to another place. Help everybody not just yourself.

Guardian Comments

CEI

Aurelius

I do not visit at his home very often. The staff brings him to visit me every Sunday. I visited the home on Willoughby several years ago, so I based my answers on that. I plan to visit Aurelius, soon.

Birch Hill [Wilson?]

He is not happy there. Have Case Manager call – email to 8/25/08.

Bittersweet

I am pleased with Bittersweet. We have worked through problems for almost 20 years. The homeowner, and Home Manager, are always willing to listen to my observations and concerns. Then we find a Mutual solution. feels at home at Bittersweet, seems happy and usually content. Staff really care about They treat him lovingly but firmly.

Lighting could be improved. Screw-in fluorescent bulbs in fixtures would add brightness. A bright and cheerful environment is important. To keep muscles from atrophying range of motion therapy is to be done twice daily, but log doesn't show that is being done. 19. – Several family members DAD Almost Daily MOM 3-5 Days Per Week BROTHER & WIFE 1-2 Times Per Week.

Blanca Senior Home

1. The fact that Adriana speaks poor English hinders good communication. 2. is no longer a resident at Blanca's Senior Home. They were very happy to have Charles at the CMH Contract rate of rent when he was their only resident. But when they could get other residents that paid more rent on private pay, they no longer wanted to keep Charles at the CMH Contract rate. 3. They need to be more creative with their activities. Some of their activities seemed to be geared towards young kids instead of older adults. They need the capability to have more activities outside of the home.

Bradford

We continue to be impressed and appreciative of the care and affection that and the staff at Bradford provide for and

Carlisle

Carlisle Home (8/18/08) is getting new furnishings – chairs, beds, etc. – which was one of my previous suggestions. Thank you.

Chosen View

Chosen View is an exceptional home where my sister receives excellent loving care. The staff goes beyond the norms in caring for my sister and her needs. Thank you for your services to Chosen View.

Coleman

Coleman is the best! Without their care and dedication ... wouldn't be here.

We continue to feel blessed that is at Coleman. I am always welcomed there and is very well cared for. The home is always neat & clean right down to the garage. Thank you.

Coulson Ct.

As you may know by now passed away August 11th. She has not lived in the Coulson Ct. residence since May 19th. I based on answers on past experience.

..... and her team continue the dramatic fun around this AFC. She and they are great!

Crestview

Upon our last visit we voiced our concern about's clean'ness. And ... (.....'s daughter) promised she would follow up on our concern.

Dell

Due to the fact that I live in S. Carolina I have not been to the Carlisle Home. I am however kept very informed on my son's health, needs, and activities. I am very satisfied with his care at the Home.

This has been an excellent placement for our son. Everyone works very well with us for his best interest.

Schavey

I feel that the manager, ..., does a good job trying to run Schavey Road home. The only thing I have a comment on is that you always have a very few minority of workers that do not want to learn good care techniques or learn anything new but prefer to watch tv. The majority of the staff are wonderful and caring. They do want to learn and care very much for the residents. I'm very grateful there workers as it has made me feel more secure in the care of my loved one. God bless them and I'm very grateful.

Eureka

Resident at this house is not a valid historian. I often am not sure if what she reporting is accurate however with assistance of CMH Outreach Case Managers I am confident that wards are being provided best care possible based on the difficult nature or some personalities – this resident doesn't remember who I am – but does know staff and her treatment providers.

Garland

While I feel that my ward has good care, I think he needs a residence above ground and in one which has more beds, opportunity for a private room and clients who are higher functioning. He has a tendency to be manipulative at Garland and while the staff are well intentioned, they may find it easier to allow him to have his way, whether it is appropriate or not. Also, thank you for correcting your records.

Gilcrest

I appreciate the excellent care is receiving. He knows that he is in an excellent home.and go out of their way to help him. All of the staff help him so much.

Grand Ledge

#16 – at times it was not as good. Now a lot better.

Green Meadows

.... has frequent ear infections so it is very important that staff put ear plugs in his ears before showering. I'm not certain all staff do this. is scheduled to have mastoid surgery for cholesteotoma this fall. I am concerned about the care he will have after surgery. When I picked up to tube him for a car ride today the clothing he had on looked a bit ragged. His pants had holes in both sides of the seat. is very slender and his pants are always too large in the waist so he is constantly pulling up his pants. I have suggested they use pants with an elastic waist. I noticed a new staff person – name was James, (but not James the manager). He was not very friendly.

I would like to look at some other possible placements for my son and see what else may be available for him. Only because I feel the behaviors and functioning of the other residents are worse and below my son's abilities. I feel that outings and friendships with the other residents are limited also because of their behaviors, thus is limited too. I am not saying he will be moved but would very much like to see other placements open for him at this time. Thank you.

Greenfield

My husband,,’s father, passed away 9 months ago. As ...’s spouse &’s stepmother I have been appointed by the court to be guardian. We have been pleased with care that Ronnie has been given. When he lived closer to us we were able to visit more often. Since he has moved, and Dan has passed away, I have been unable to visit as often.

Thank you for taking care of

I am very happy with the services provided by CMH and Greenfield. Thank you.

Harris IV/Boichot

I would like to see an accessible hard surfaced patio at the rear of the house where my son could get some additional safe walking time to keep his walking skills. Possibly with a rail around it for balance and support. Since a wheelchair has been obtained for him to assist in school/transportation he seems to be in it more when we visit and not up and walking as he was before. I would also like to suggest the ventilation and heating ducts be power vacuumed on an annual basis to improve on upper respiratory for the residents. The use of disposable garments releases a lot of lint and dust which has accumulated in the duct work.

I don’t believe they check whether they are dressed appropriately. isn’t always dressed for the weather that day when I picked him up and I don’t know about weekdays. I don’t know about house named Harris IV/Boichot?

Harris Dev. Center 2

My sister has been with the Harris’ since back in the 70’s. She is happy with them and considers them her family also. The Harris family is like my family and after this many years I want my sister to be happy and she is in their home.

Harvest

A lot money to improve homes – paint, carpeting, curtains – every home can use updates not just AFC homes. They should be comfy and inviting to clients. I’ve seen 3 that needed help.

Homecrest

The overall appearance of the home is acceptable; however, Harold’s room could use a thorough cleaning. There is often dust all over the furniture and his televisions. Also his dresser for his clothes is very dirty on the outside. The floors in his room are often soiled and need vacuuming. Harold is wheelchair bound and unable to do this for himself.

House of Ruth

It has been a difficult year due to the loss of a residence. This residence has been with the guys for eight years. For our son, he has had a wonderful year. We have no complaints but a sadness with the loss of and his parents. We have a wonderful CMH worker She is so supportive to the guys as well as their parents. We also lost this past two months. She was a most positive support to the guys in this home.

Howe

.... seems to like the home. We appreciate his having a good place to live.

Ide

Answer to Q. 12: We have assigned monthly home visits, a list created by the Ide home. When the weekend does not workout with our schedule, & make other arrangements for’s care. This usually works well. has thrived at the Ide AFC Home. His weight is great and his health has improved since residing here. He is happy and relaxed also. Thank you.

Jenison

My son seems content living at the Jenison Street Home. Since he is non-verbal, I must base my judgments on his general affect when I pick him up and bring him back. If he were dissatisfied or distressed in any way he would communicate this to me and he has demonstrated the capability to do this in other situations. He smiles and readily gets out of the car when returning to his home. I am quite satisfied that he is getting appropriate daily care and am pleased to have these services available in the community, especially since I'm quite familiar with the human warehousing that occurred, when he was young, in the state hospitals. Thank you for your interest in the quality of care.

Jerome/White Crane

I'm very happy with the care that..... receives. He is always well groomed. He likes his home.

Kemler

My sister has lived in many places and this is by far the best. She is happier here and her care is the best. I could not be more pleased with Kemler the staff the care the complete package. Thank you.

All is good.

Loretta

I will forever be thankful that my brother was chosen for placement in a CMH Home. The concerned and caring staff at Loretta House have been so wonderfully patient and kind towards him. They tend to his every need – even supplementing his clothing as needed. He is very happy there.

MAC

Staff on weekends and evening stay in the office. When I come over the door is shut and staff is disinterested in even acknowledging that Arlene has a visitor. In the last year the staff has gotten much younger and disengaged itself from residents and visitors.

McCalla

..... has just moved to this home, so I can't fill this out at this time.

MLK

The questions left blank are ones I don't have knowledge of or haven't seen staff need to help/assist residents. has felt safe and comfortable at MLK most of the time. The only reason I would like to see him move is the fact he isn't able to be more mobile. Jeff is independent enough to come and go as he pleases, but he isn't allowed to ride his bike or walk to the bus stop.

Moore

My daughter complains that she hates the home and is unhappy....but we're not really sure why. I've taken her to two other homes to visit but she doesn't like them either. Moore is everything she needs. Occasionally she has personality conflicts with staff or other residents, but that's to be expected anywhere. It's hard to get that through to her.

I am no longer driving – so I don't get to see her as often as I like and go out to brunch like we used to. Am working on transportation for her. Carol has been there almost since it's opened and it is her home. When she comes to my home she "visits me". Thanks for everything. It's great.

..... is doing a terrific job!! She has transformed the home from a place where bickering and complaining were commonplace – to a home where praise of each other and laughter are the norm. She deserves a pat on the back!

Mulliken

We are very pleased with the environment and planned activities at Mulliken, as well as caring concern by

management and staff. Thank you for your interest and continued services.

Otto

Otto Road Home is wonderful. The family are compassionate and caring people. My sister (.....) is safe, happy and well cared for. Over 20 years of wonderful giving and patience. I want her to visit up north but she doesn't. Want to leave her home. She is happy there. Thank you.

Pleasant View

Tim's weight has become an issue again. His meds were changed – this is always a problem. Tim does not do well with these changes. He will always have behavior problems when there is a change. The weight issue has come from the last change in meds. Tim can not yo-yo like this! It is not healthy for him nor is the constant med changes. Please get it right and keep him there.

We would like to be notified when ... has doctor's appointments and results. We called several times recently on eye surgery of which I have not been notified.

Bittersweet

We feel extremely fortunate to haveat the Bittersweet Home. Fran and her employees are excellent. Our visits always seem to be spur of the moment affairs and we have always found the house neat and clean, the staff friendly and Jimmy well cared for. We couldn't ask for more. Thanks again for everything. Mary is happy in this placement.

Home Crest Manor

...'s case worker is whom I have a great deal of confidence in. My health is serious. I live in Texas and am unable to travel as I'm on oxygen and the expense is totally out of reach on a low fixed income which I really regret.

I am very pleased with my son's placement in this home, (and grateful).

We appreciate having a home thatseems to enjoy.

Russell

We live to far away to visit often and don't know what time he'll be there. He can't talk to carry on a conversation. I've been able to e-mail his last case manager who was very helpful in answering questions (.....). I've e-mailed the new case manager (.....) but no answer. We only hear from Russell St. AFC was Dec. when he was in the hospital and they were in Fla. Otherwise I think he is well care for.

State Road

..... (.....) is very content at his residence. I am very happy that he is there.

Stoll

We wish there was more room for physical activities. The large basement formerly was used for ping-pong table and room to walk around. Now it is an office. They busy road so close is a danger zone for any who tend to wander.

I almost never announce that I am stopping in to visit. The staff is always accommodating when I visit and the house is very clean when I stop in. I appreciate the hard work involved in keeping up this home.

Thomas L. Parkway

We are very pleased with ...'s care!

My son has several behavioral problems so his placement is pretty non-negotiable. I am getting older and worry about my son's future.... 1. The home has several people who I can't understand their accent. 2. When I leave

messages they haven't been recorded (this is to manager as well as my son). 3. My son has lived there many years and I'm seeing the house become "shop worn". I realize our clients are hard on walls and woodwork but repair would be in order. If it is obvious, how is the electric? Windows seem pretty old too.

Tolland

Staff is great!

Turner

My daughter,, has lived at Turner for almost 6 years. I am very happy with the treatment of is very loved and very well cared for. The staff at Turner are good about keeping me informed on any issues concerning her health and well being.

My sone was moved from Harper Home to the Turner Road Home in April. We are all very pleased with the care and attention he is getting at Turner. He is doing better than he has in several years, thanks to the wonderful manager and staff.

Van Anandel

During the last 2 IPC meetings Mrs. and myself sensed some undercurrent between Karen Van Anandel and -and her staff have given my son exemplary care and any effort to change will be met with extreme resistance. Thank you for your concern.

Van Atta

...is very happy with his living quarters and is friendly with staff and clients. I believe this is the best home for him and hope he will continue to live there for a long time.

..... seems to be happy at this home and would like for him to remain there.

Village Manor

So far I am very pleased with Village Manor (8-22-08)

Waverly

#1 Due to my lack of good vision, and etc. I have to help to visit which usually means different visiting hours. We have always been made welcome but also means authority for money facts and even other needs are sometimes hard to get. Overall, it's a very nice place to visit. #2 Is this a new name for the home? I've never heard it called that before.

Webb

We are very pleased with Webb Road Home. When we visit our son he seems very happy, he looks clean and neat. We usually take him out and when it's time to go back he's always ready. The home manager, ..., is so good to return all our phone calls and answers any concerns we may have.

Wieland

I am quite happy with.....'s care and living at this home.

Ionia

Ackley AFC

I don't visit the home anymore. I'm crippled pretty much, (broke my hip). They bring her home to visit me about once a week, which I am very thankful.

Gibbs

Our son passed away at the Gibbs AFC home on May 31, 2008 but we felt we should complete the survey because the home seemed to take good care of him while he was there.

Pearl Street Home

This home and staff are fantastic!! It so feels like family whenever I visit. You should be very proud of and her staff relate, love and care for "Their family at Pearl Street". This is more than just a job to the Pearl Street staff – this also is family. My only regret is that my parents (.....)'s did not live to see how great this home is!!!!

Newaygo

Country Side

On the questions not checked please note that I am 70 years old not able to drive so all my concerns is over the phone. Carol is very happy in her home placement. I asked photos to give of, to give to her siblings that all live out of town. I was very happy with request.

Dallas

.....has been at Dallas since 1979. Over the years it has gotten "better & better". I am very pleased with the home, and with the good people who work. They all are doing a "super job".

Comments! I usually see her (.....) weekly at church as 4 or 5 of residents are picked up for church services. During the school year I'm involved with her in the Friendship Program for people with various disabilities, etc. plus 2 or 3 outings during summer months. I know most of the residents in this home and most like to see me visit the home. Marcia B. considers them her family.

Morgan

..... is no longer our sister's guardian. I am Please send all paper work to me. Thank you!

Oakview

All is very well. Good place.

Purdy's

This home has been ideal for our situation. I hope that the rumored changes will not take place. I would hate to have to find a different home.

Rex

Rex Street is the best thing that ever happened to my sister. My mom did the best she could do, but by herself and in bad health she just couldn't do what is being done for my sister now in the home. I thank God that we were able to get her in there.

We appreciate having the nurse,, check on at the home, even on weekends. We feel blessed to have under the care of NCMHC where her needs are met. Keep up the good work! We are really pleased with HGA also.

Manistee-Benzie

28th Street

Question #3: There are quite a few new caregivers now, so don't know for sure.

Question #6: Needs more help on dressing and grooming and better laundry care.

Beachview

Very friendly staff, answer all questions with professionalism – very good group.

James Street

Who is the social worker assigned to? It would be nice to have name and number where she or he could be reached.

Lakeview

Yes, we would like Joe to move. We feel that Lakeview is unsafe for handicapped people with only one exit. My son must totally depend on others to keep him safe. Joe is blind and mute. The apartment is also small and cramped for a person who has to spend a lot of time there. Needs more space for possibly exercise equipment, etc. Also his allergies are bad and I think a cramped quarters contribute to his allergies. Could use new carpeting. The apartment manager doesn't seem to take care of things properly.

Moving: Yes, I would like Ms. to move. However, only if the apt. is more roomy. The current situation is ok. Better would be nice!

Ramsdell Street

At this time no adverse concerns apply.

Red Apple

Why do they have so many new workers?

Ridge

.... just moved to this home have not yet visited.

Timber Ridge

Everyone at this home recently went through a very difficult time and experienced a huge loss with the death of My brother's and the other resident's were treated in a highly professional way. He feels very secure in his environment. This I owe to Mark and the rest of the Great Staff at Timber Ridge.

Tranquility

We have been very happy with the care that our daughter,, has received at Tranquility AFC. The staff is very knowledgeable and professional. Prior to her placement at Tranquility had lived at six different places in sixteen months. Although many of those places were nice they were not equipped to handle, She can be very difficult as well as a danger to herself, her surroundings, or other people. We usually talk to staff/managers once or twice a week. No complaints.'s CMH worker,, is top-notch. He has handled's regular, and often impossible or unreasonable, demands well. He definitely should be the Manistee/Benzie CMH employee of the year! We were foster parents for twenty five years and adoptive parents of six. We know an excellent worker when we see one! Not necessary to contact unless you have more questions.

Wildwood

If you have further staff openings please reconsider of Frankfort.

Gratiot

Avcada

I am pleased with the care and activities that receives. Of course all the yes's are based on my visits monthly (about) to the home. I always call when going as I don't get there and they be on an outing. As far as I can tell the yes's are all deserving. The inside of the home and condition of the clients appears in good order. My only drawback is weeds growing in the landscaped area. But is much improved over previous years. The home is in a very well kept neighborhood. Therefore an unkept yard is my viewpoint - hurts the image of a group home. No need to contact me – but my opinions.

Bigelow's

My sister is in a very loving home and I could not ask for more. They take very good care of her and treat her like on of their own. They take her places all the time. She gets more vacations then I do. I am so glad she is there.

I am so happy that is at Bigelow's AFC. She is so much happier now and calls "mom". I don't have to worry about the care and activities that she is doing now. She is so lucky to be in this home and I want her to be able to stay there.

Gateway

Very please with the staff and their care of my brother. No need to call me. Thanks for asking. S.H.

Hansen's

My sister,, was enrolled in a community related arts and crafts session, that she attended once a week, and really enjoyed, and looked forward to attending weekly. The class was cancelled several weeks ago to lack of funding. If at all possible, it would be great to create funding again, for a class/session of this nature.

Haven Apts.

I am very pleased with the living arrangement in the Haven Apts. I see my brother,, very happy with his apartment and happy with his roommate and with staff. Staff are on the job and always attentive to resident's needs.

I don't visitas often as I should, with my work schedule and the cost of fuel I try to make very little trips to town. The only time I have witnessed a very messy house is when had destroyed it. The house and staff have been very good. The current staff has really helped improved Nancy and her appearance; I believe she feels better about herself. Her hair is styled at times, she waits a little makeup, she has lost some weight and she's wearing form fitting clothes. This is all very positive for Nancy, and I know she feels better about herself. I just wish something could be done about her breath.

I'm concerned about the change in staff often, but other than that I really like the home. My brother is doing so good, but I would like to see him get out more often.

Krystal

I believe the staff is doing a very good job taking care of my brother

LaSalle

We are very happy with's care. The staff is very good and very caring. We are certainly not in favor of a move.

My ward is scheduled to move to another home.

Mainstay

Due to ill health I have not been able to visit the Mainstay, but my daughter who is a nurse has visited. My daughter-in-law and my grand-daughter have also visitedat the Mainstay and only have good words to report.

McQueen's II

McQueen's is doing a great job with the residence in their care. The care friendliness has always been great. They show their concern for each of the residence and any family member who visits their residence. They've been great support and help in time of emergency or need.

Norton Gibbs

Regarding question #17: It does no good.

We would like help in getting moved to new facilities in Grand Rapids. She needs to be with her peers and do things.

My name is, I am parent and guardian to, a disabled consumer who resides in the Norton Gibbs Home in Ithaca, MI. This home is under Valley Residential of St. Charles, MI. We seequite often, and she knows her family well. I understand there are new facilities being built in Grand Rapids by someone from Cedar Valley. I do not know the particulars. I need your help in locating a facility in the Grand Rapids area where can be moved. is SMI, wheelchair bound because of imbalance, but she needs to be moved. has a sister,, in Kentwood who is her co-guardian. is close to 's dad is 70 and I am 66. We need to think about the future ofand GR is our best bet. We have been looking for a different place for some time and would like your assistance in moving At that time, I will personally meet with you if necessary, and tell you about 's experiences in the community. I will not discuss anything with you until then, because of retaliation to, and please don't tell me it won't happen, it already has. I am looking forward to hearing from you. Yours Truly,

Norton Gibbs is/has been the best home has been in.

Riverside

We can only visit 1 -2 x's per year. He always seems happy and appears well care for. He seems fond of staff members. They are always friendly and sum genuinely fond of our son. He always responds well to them in our presence. We are very grateful for their loving care of