

Copper Country Mental Health Services

2013 Consumer Satisfaction Survey

The Consumer Satisfaction Survey questions and process continue to comply with regional guidelines for implementation. The entire Upper Peninsula utilizes the same survey and process.

The overall consumer satisfaction rate in fiscal year 2013 was at **95.86%**. This is the percentage of all responses rated “agree” or “strongly agree”. This year’s satisfaction rate was an increase over last year’s at **93.14%**.

Survey responses were analyzed in aggregate, by each question, by county, and consumer demographics.

Of the **871** questionnaires mailed to consumers during the 2013 fiscal year, **247** were returned, yielding a response rate of **28.36%**. The percentage of return was an increase over last year’s **27.45%**.

This year’s survey results are summarized in this report and made available to our board of directors, program supervisors, persons served, advocacy groups and community partners. The survey results and feedback from review of the results are used in program development and improvement.

Consumer Satisfaction Survey

	Overall	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11
FY 06	95.88%	98.06%	96.51%	96.54%	96.09%	96.06%	94.23%	96.54%	96.15%	89.06%	94.42%	
FY 07	95.61%	97.91%	97.03%	93.67%	93.72%	96.51%	94.07%	96.60%	97.87%	86.57%	95.76%	
FY 08	97.25%	98.39%	97.97%	97.17%	97.17%	98.77%	95.95%	98.38%	97.17%	88.00%	97.11%	
FY 09	96.02%	98.50%	94.76%	95.83%	95.13%	98.46%	93.96%	96.15%	96.59%	91.30%	96.08%	
FY 10	95.48%	98.46%	95.38%	94.94%	93.41%	96.48%	94.19%	95.26%	97.64%	85.29%	96.34%	
FY 11	96.26%	98.82%	96.85%	95.28%	94.53%	96.72%	94.49%	98.80%	97.60%	91.94%	95.93%	93.28%
FY 12	93.14%	93.63%	96.80%	93.15%	90.32%	95.45%	89.43%	95.58%	95.53%	81.36%	92.65%	90.67%
FY 13	95.86%	99.15%	96.61%	94.96%	92.80%	97.84%	95.38%	96.98%	97.00%	91.04%	95.22%	94.04%

Response Rate





FY06	FY07	FY08	FY09	FY10	FY11	FY12	FY 13
31.6%	31.8%	30.1%	31.87%	31.63%	30.44%	27.45%	28.36%
263/832	242/762	251/835	269/844	266/841	260/854	252/918	247/871

**Copper Country Community Mental Health
Houghton, MI**

Consumer Satisfaction Survey

All responses are confidential.

In order to improve services we need to know what you think. Your opinions, whether you agree or disagree, are important to us. Mark an X in the box that best describes how you feel about the services received in the past 12 months. Please complete and return this survey in the enclosed envelope. If you are a guardian or a parent completing this survey, please answer on behalf of the consumer.

					
1. Appointments are scheduled at times that work best for me.	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	
2. I am informed of my rights.	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	
3. I feel better because of the services received.	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	
4. I know what to do if I have a concern or complaint.	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	
5. Staff are sensitive to my cultural/ethnic background.	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	
6. I was able to get the type of services I needed.	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	
7. My wishes about who is and who is not <i>given information</i> about my treatment are respected.	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	
8. My wishes about who is and who is not <i>involved</i> in my treatment are respected.	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	
9. I am satisfied with the telephone crisis service when calling the crisis line after 5pm on weekdays and/or on weekends.	Have not called the crisis line.	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)
10. I would recommend these services to a friend or relative.		Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)
11. My services and supports are helping me in my recovery. <i>(Only answer this question if receiving services for a mental illness.)</i>	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	

Comments or Suggestions – please use back side if needed:

Name (Optional): _____ Phone (Optional): _____

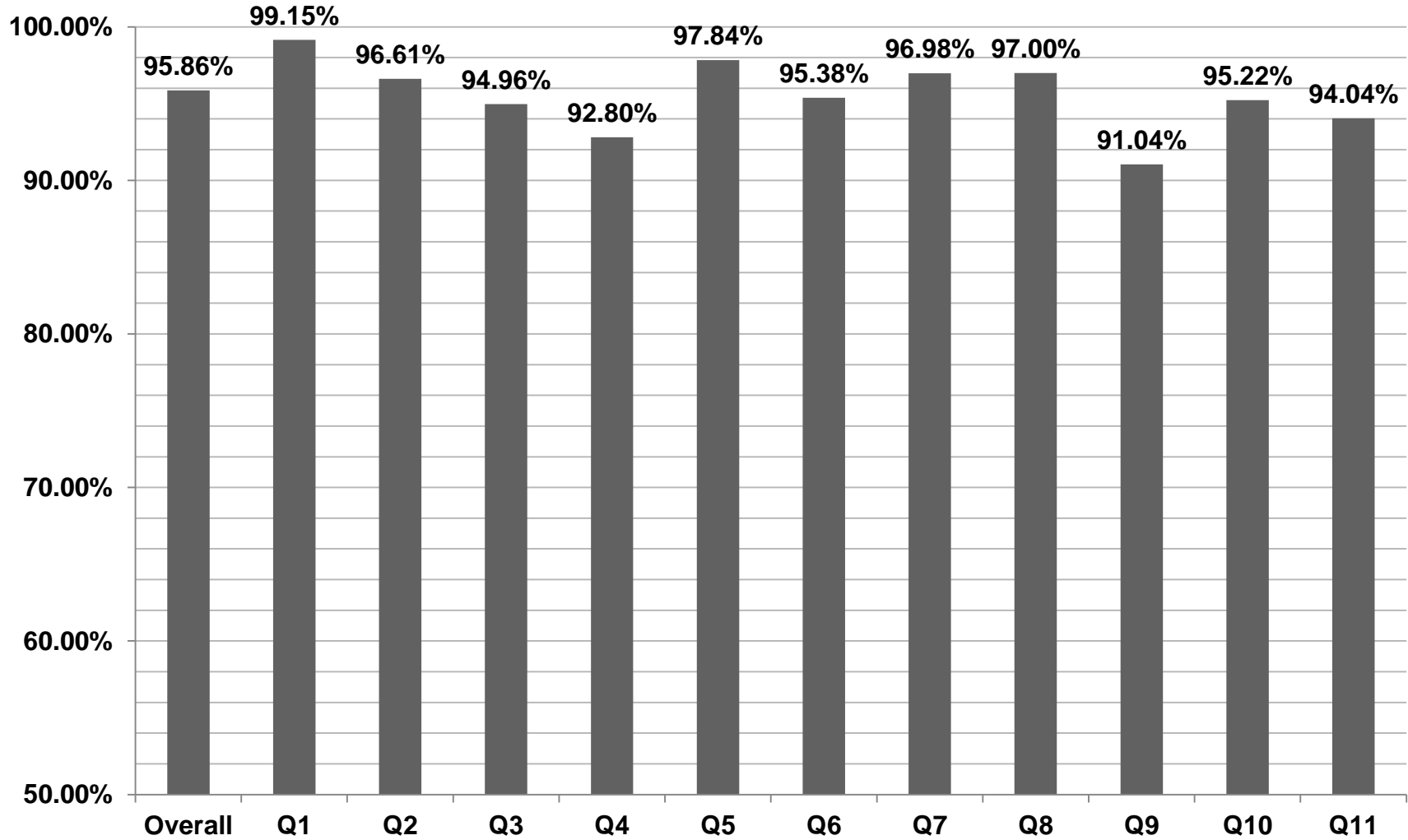
Thank you for your feedback. If you would like to talk about this survey or any concerns, please call Customer Services at 906-482-9400 or 1-800-526-5059 ext 120.

For Office Use Only:

Mo _____ PriElig _____ PriProCode _____

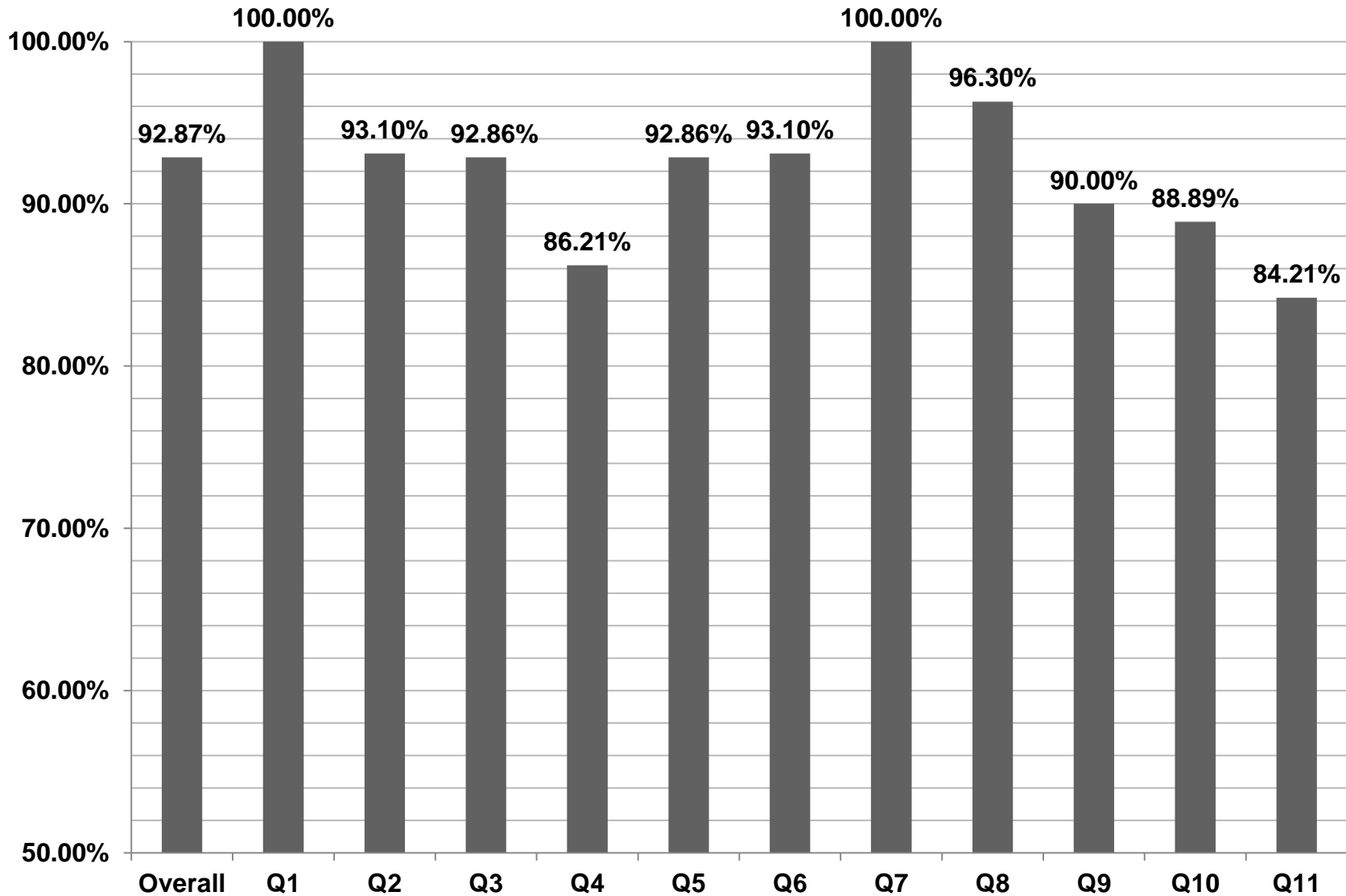
D/C / IPOS Med Y / N County _____

OVERALL SATISFACTION FY13



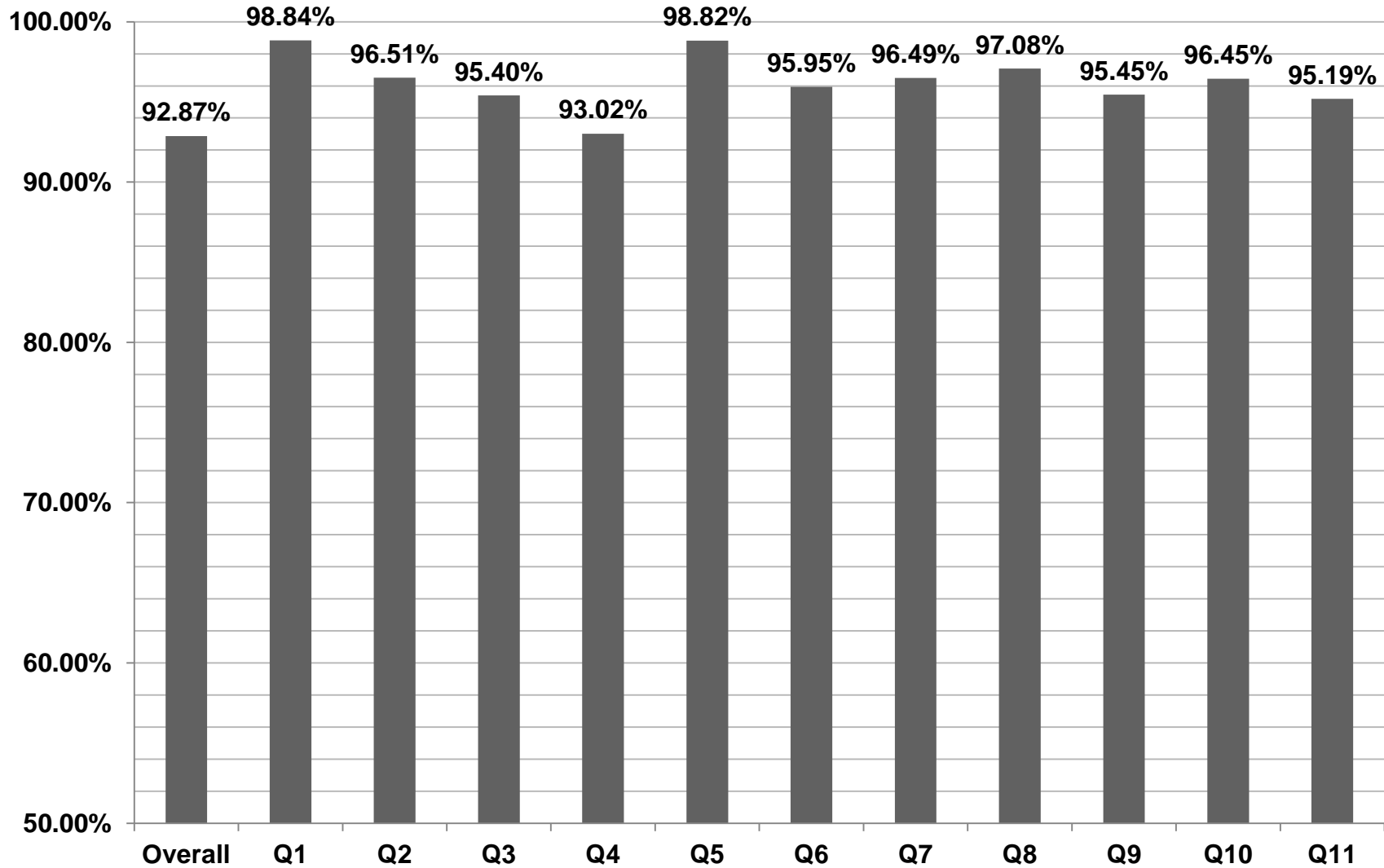
Copper Country Mental Health Services
Consumer Satisfaction Survey FY 13
Total Surveys Received: 247

BARAGA COUNTY



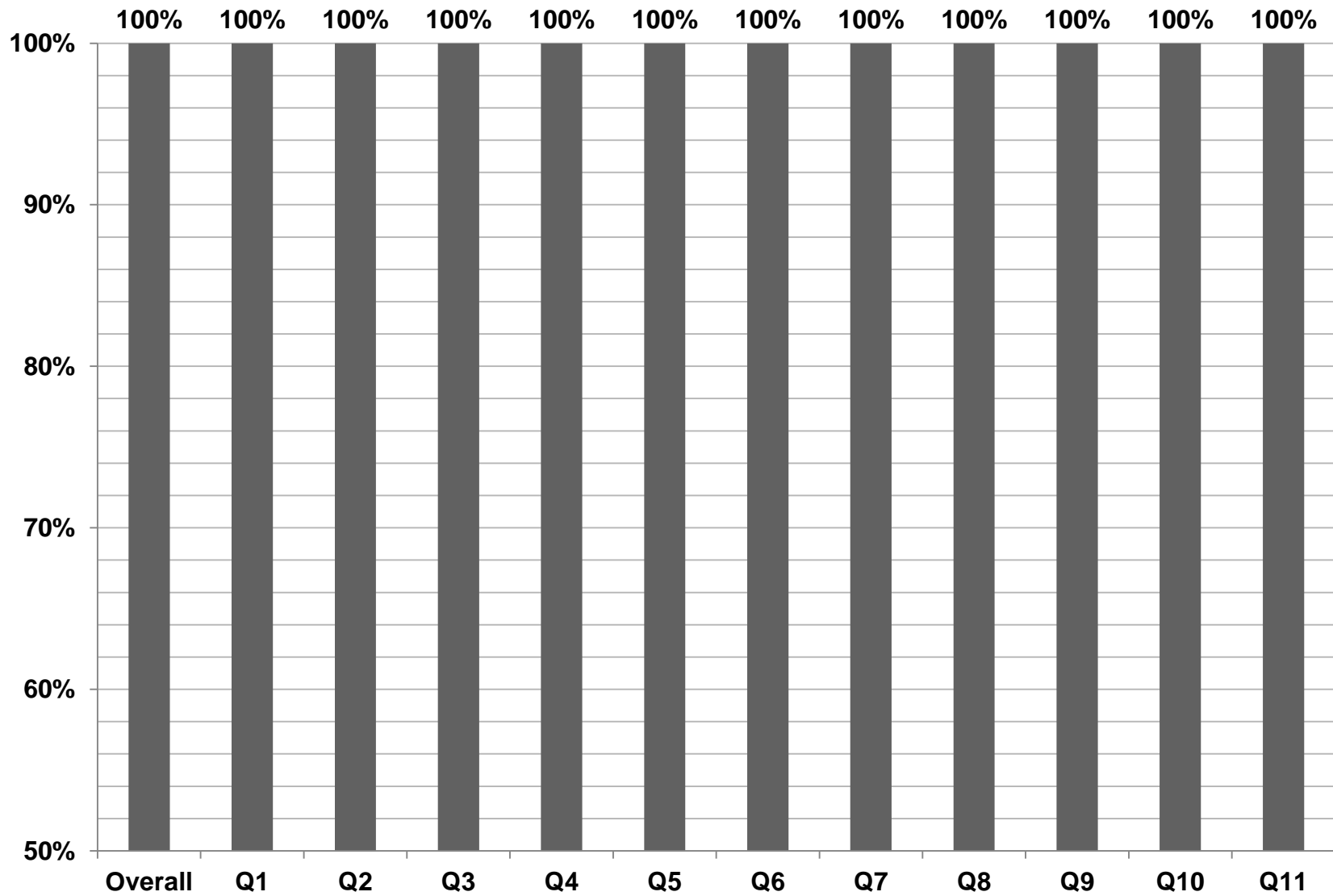
Copper Country Mental Health Services
Consumer Satisfaction Survey FY 13
Total Surveys received: 30

HOUGHTON COUNTY



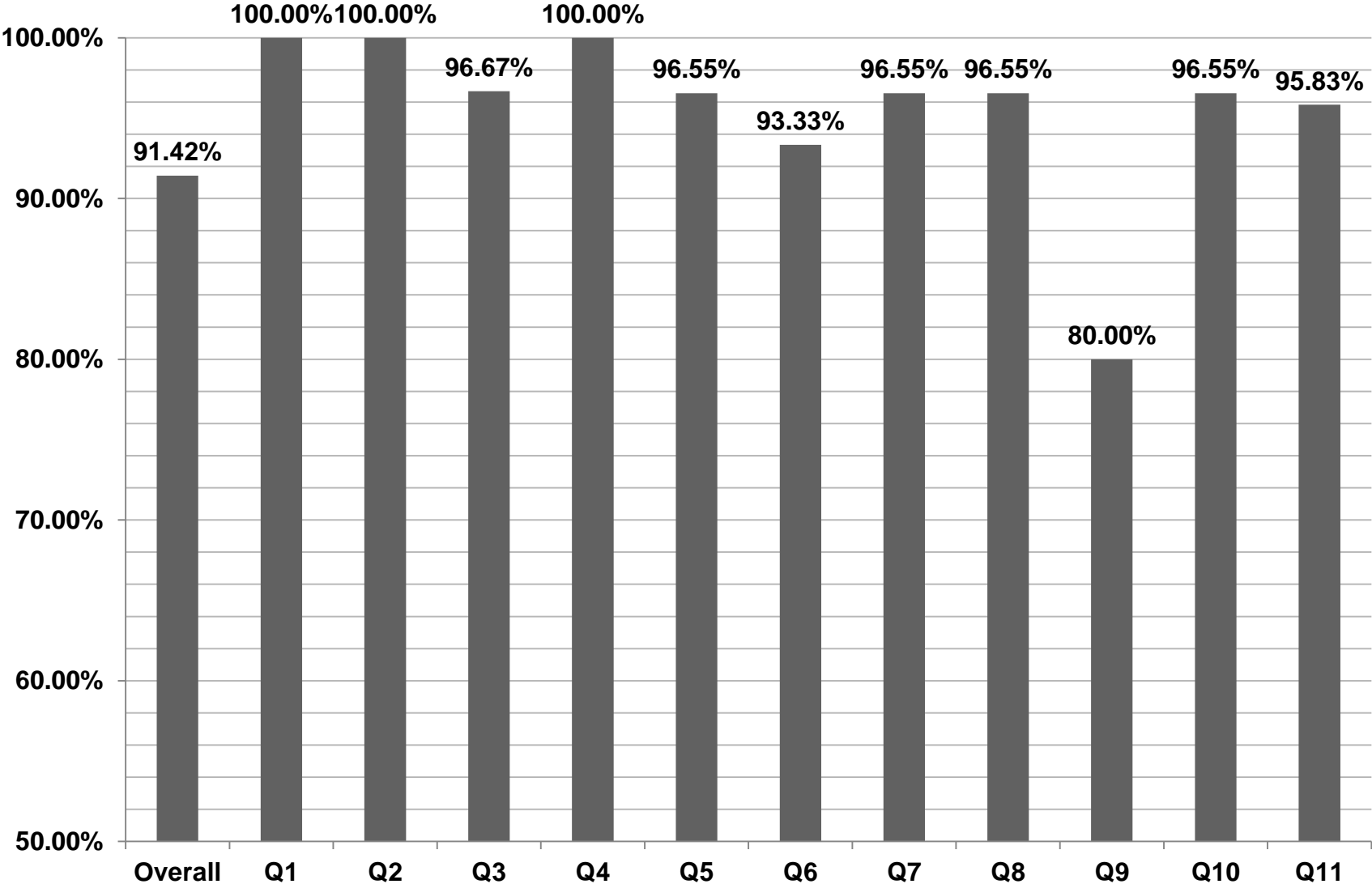
Copper Country Mental Health Services
Consumer Satisfaction Survey FY 13
Total Surveys received: 181

KEWEENAW COUNTY



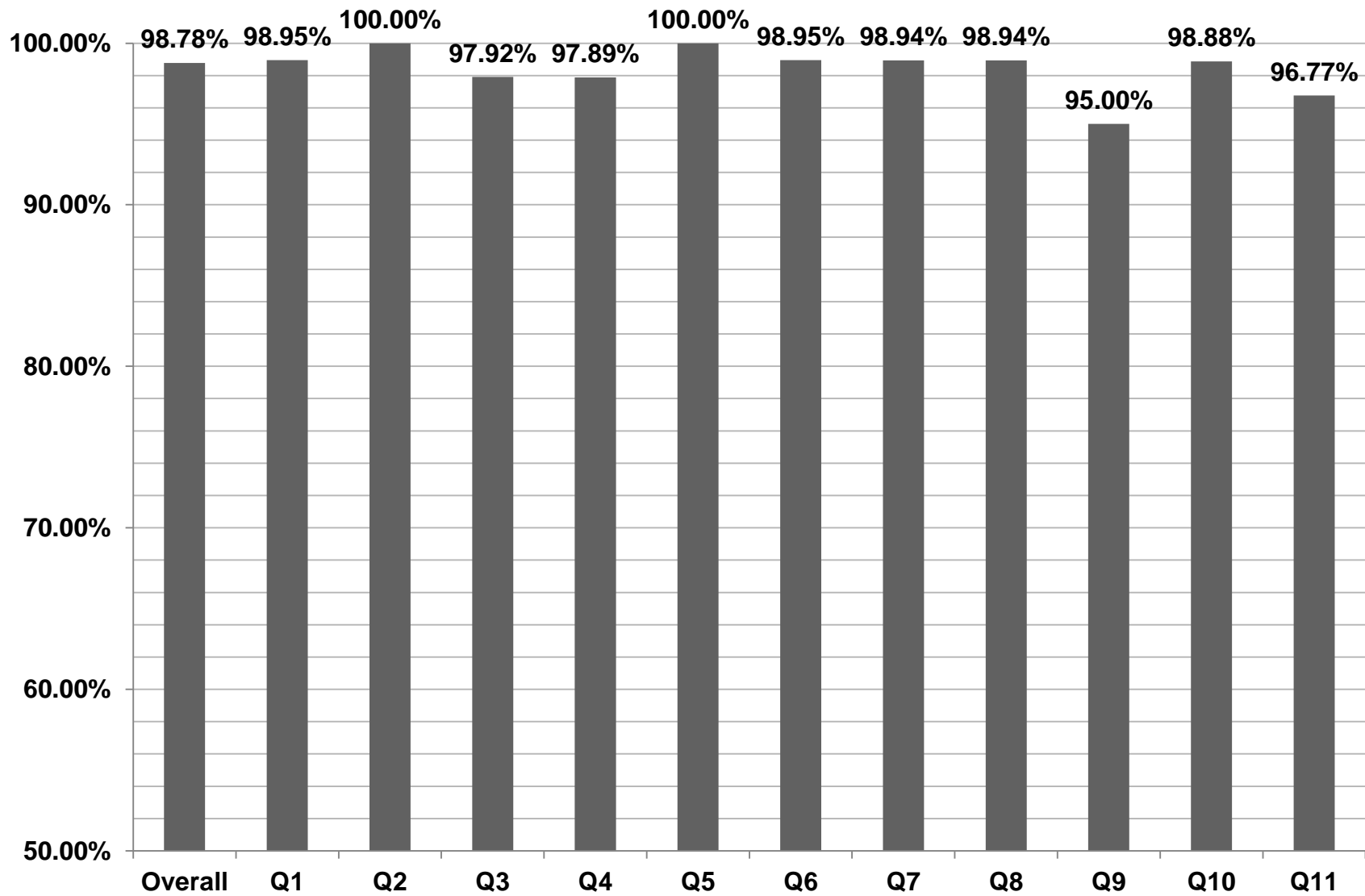
Copper Country Mental Health Services
Consumer Satisfaction Survey FY 13
Total Surveys Received: 5

ONTONAGON COUNTY



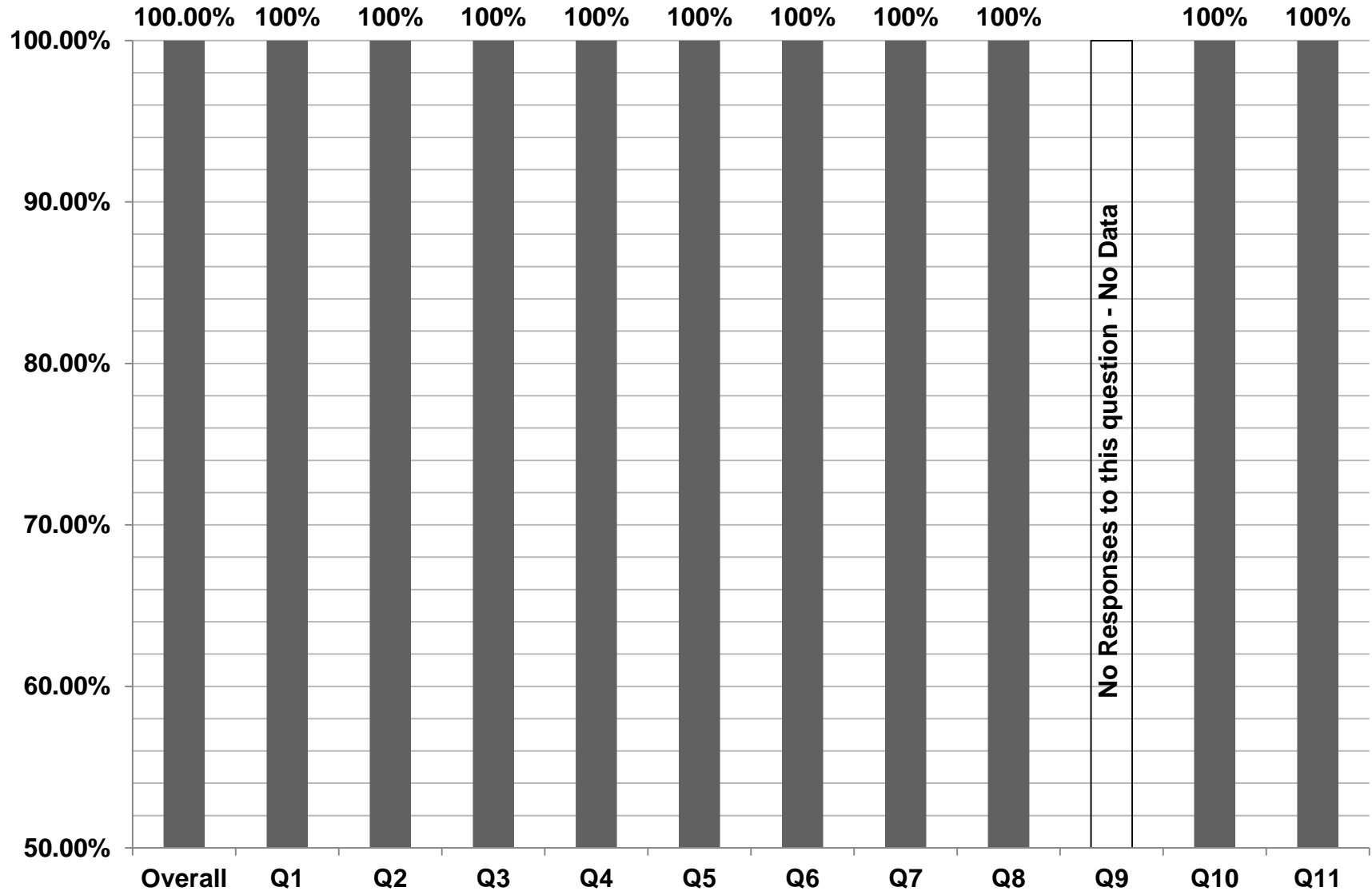
Copper Country Mental Health Services
Consumer Satisfaction Survey FY 13
Total Surveys Received: 30

ADULTS WITH A DEVELOPMENTAL DISABILITY



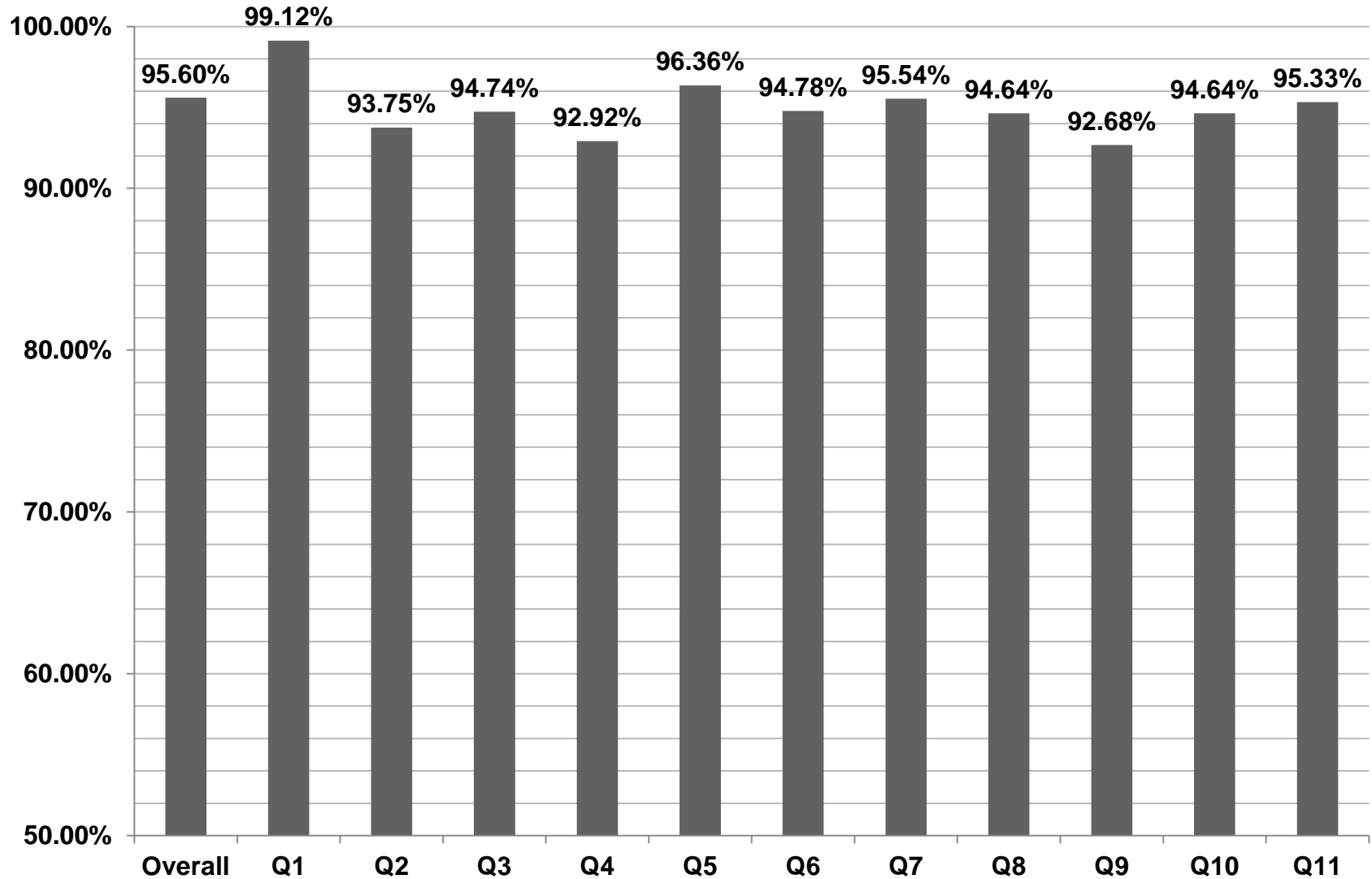
Copper Country Mental Health Services
Consumer Satisfaction Survey FY 13
Total surveys received: 100

CHILDREN WITH A DEVELOPMENTAL DISABILITY



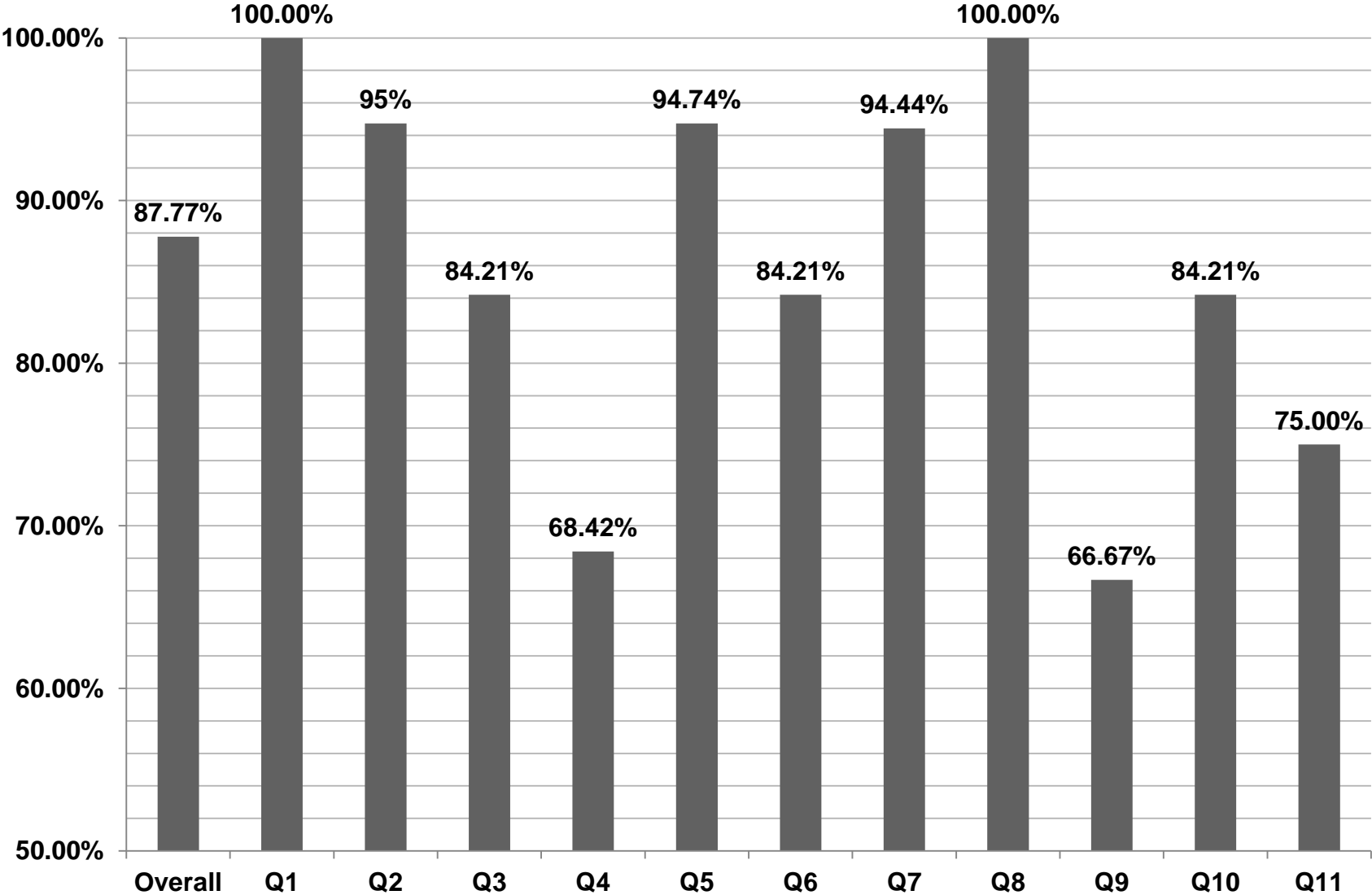
Copper Country Mental Health Services
Consumer Satisfaction Survey FY 13
Total surveys received: 9

ADULTS WITH A MENTAL ILLNESS



Copper Country Mental Health Services
Consumer Satisfaction Survey FY 13
Total Surveys Received: 118

CHILDREN WITH A MENTAL ILLNESS



Copper Country Mental Health Services
Consumer Satisfaction Survey FY 13
Total Surveys Received: 19

Consumer Satisfaction By County

October 1, 2012 - September 30, 2013

Baraga

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11
Total Strongly Agree	19	16	15	15	15	16	17	15	4	16	6
Total Agree	9	11	11	10	11	11	10	11	5	8	10
Total Disagree	0	1	2	3	2	1	0	0	0	1	1
Total Strongly Disagree	0	1	0	1	0	1	0	1	1	2	2
Total No Response	2	1	2	1	2	1	2	2	4	3	8
Total Not Applicable	0	0	0	0	0	0	1	1	16	0	3
Total Possible Responses	30	30	30	30	30	30	29	29	14	30	27
Total Responses	28	29	28	29	28	29	27	27	10	27	19
Percentage Strongly Agree	67.86%	55.17%	53.57%	51.72%	53.57%	55.17%	62.96%	55.56%	40.00%	59.26%	31.58%
Percentage Agree	32.14%	37.93%	39.29%	34.48%	39.29%	37.93%	37.04%	40.74%	50.00%	29.63%	52.63%
Percentage Disagree	0.00%	3.45%	7.14%	10.34%	7.14%	3.45%	0.00%	0.00%	0.00%	3.70%	5.26%
Percentage Strongly Disagree	0.00%	3.45%	0.00%	3.45%	0.00%	3.45%	0.00%	3.70%	10.00%	7.41%	10.53%
Percentage No Response	6.67%	3.33%	6.67%	3.33%	6.67%	3.33%	6.90%	6.90%	28.57%	10.00%	29.63%
Total Satisfied: (3's + 4's)	100.00%	93.10%	92.86%	86.21%	92.86%	93.10%	100.00%	96.30%	90.00%	88.89%	84.21%
Total Not Satisfied: (1's + 2's)	0.00%	6.90%	7.14%	13.79%	7.14%	6.90%	0.00%	3.70%	10.00%	11.11%	15.79%

Q1 - Appointments are scheduled at times that work best for me.

Q2 - I am informed of my rights.

Q3 - I feel better because of the services received.

Q4 - I know what to do if I have a concern or complaint.

Q5 - Staff are sensitive to my cultural/ethnic background.

Q6 - I was able to get the type of services I needed.

Q7 - My wishes about who is and who is not given information about my treatment are respected.

Q8 - My wishes about who is and who is not involved in my treatment are respected.

Q9 - I am satisfied with the help I received when calling the crisis line after 5 pm Monday-Friday or on weekends.

Q10 - I would recommend these services to a friend or relative.

Q11 - My services and supports are helping me in my recovery.

(Only answer this question if receiving services for a mental illness.)

Consumer Satisfaction By County

October 1, 2012 - September 30, 2013

Houghton

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11
Total Strongly Agree	137	126	126	115	118	123	123	122	33	120	76
Total Agree	34	40	40	45	49	43	42	44	9	43	23
Total Disagree	2	6	5	9	2	3	5	3	0	4	3
Total Strongly Disagree	0	0	3	3	0	4	1	2	2	2	2
Total No Response	8	9	7	9	11	8	9	9	24	12	69
Total Not Applicable	0	0	0	0	1	0	1	1	113	0	8
Total Possible Responses	181	181	181	181	180	181	180	180	68	181	173
Total Responses	173	172	174	172	169	173	171	171	44	169	104
Percentage Strongly Agree	79.19%	73.26%	72.41%	66.86%	69.82%	71.10%	71.93%	71.35%	75.00%	71.01%	73.08%
Percentage Agree	19.65%	23.26%	22.99%	26.16%	28.99%	24.86%	24.56%	25.73%	20.45%	25.44%	22.12%
Percentage Disagree	1.16%	3.49%	2.87%	5.23%	1.18%	1.73%	2.92%	1.75%	0.00%	2.37%	2.88%
Percentage Strongly Disagree	0.00%	0.00%	1.72%	1.74%	0.00%	2.31%	0.58%	1.17%	4.55%	1.18%	1.92%
Percentage No Response	4.42%	4.97%	3.87%	4.97%	6.11%	4.42%	5.00%	5.00%	35.29%	6.63%	39.88%
Total Satisfied: (3's + 4's)	98.84%	96.51%	95.40%	93.02%	98.82%	95.95%	96.49%	97.08%	95.45%	96.45%	95.19%
Total Not Satisfied: (1's + 2's)	1.16%	3.49%	4.60%	6.98%	1.18%	4.05%	3.51%	2.92%	4.55%	3.55%	4.81%

Q1 - Appointments are scheduled at times that work best for me.

Q2 - I am informed of my rights.

Q3 - I feel better because of the services received.

Q4 - I know what to do if I have a concern or complaint.

Q5 - Staff are sensitive to my cultural/ethnic background.

Q6 - I was able to get the type of services I needed.

Q7 - My wishes about who is and who is not given information about my treatment are respected.

Q8 - My wishes about who is and who is not involved in my treatment are respected.

Q9 - I am satisfied with the help I received when calling the crisis line after 5 pm Monday-Friday or on weekends.

Q10 - I would recommend these services to a friend or relative.

Q11 - My services and supports are helping me in my recovery.

(Only answer this question if receiving services for a mental illness.)

Consumer Satisfaction By County

October 1, 2012 - September 30, 2013

Keweenaw

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11
Total Strongly Agree	4	3	2	2	2	3	4	3	0	3	2
Total Agree	1	2	3	3	3	2	1	2	2	1	2
Total Disagree	0	0	0	0	0	0	0	0	0	0	0
Total Strongly Disagree	0	0	0	0	0	0	0	0	0	0	0
Total No Response	0	0	0	0	0	0	0	0	0	1	1
Total Not Applicable	0	0	0	0	0	0	0	0	3	0	0
Total Possible Responses	5	5	5	5	5	5	5	5	2	5	5
Total Responses	5	5	5	5	5	5	5	5	2	4	4
Percentage Strongly Agree	80.00%	60.00%	40.00%	40.00%	40.00%	60.00%	80.00%	60.00%	0.00%	75.00%	50.00%
Percentage Agree	20.00%	40.00%	60.00%	60.00%	60.00%	40.00%	20.00%	40.00%	100.00%	25.00%	50.00%
Percentage Disagree	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Percentage Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Percentage No Response	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	20.00%	20.00%
Total Satisfied: (3's + 4's)	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Not Satisfied: (1's + 2's)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Q1 - Appointments are scheduled at times that work best for me.

Q2 - I am informed of my rights.

Q3 - I feel better because of the services received.

Q4 - I know what to do if I have a concern or complaint.

Q5 - Staff are sensitive to my cultural/ethnic background.

Q6 - I was able to get the type of services I needed.

Q7 - My wishes about who is and who is not given information about my treatment are respected.

Q8 - My wishes about who is and who is not involved in my treatment are respected.

Q9 - I am satisfied with the help I received when calling the crisis line after 5 pm Monday-Friday or on weekends.

Q10 - I would recommend these services to a friend or relative.

Q11 - My services and supports are helping me in my recovery.

(Only answer this question if receiving services for a mental illness.)

Consumer Satisfaction By County

October 1, 2012 - September 30, 2013

Ontonagon

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11
Total Strongly Agree	19	20	19	19	16	20	19	19	4	18	15
Total Agree	10	9	10	10	12	8	9	9	4	10	8
Total Disagree	0	0	0	0	1	0	1	1	1	0	0
Total Strongly Disagree	0	0	1	0	0	2	0	0	1	1	1
Total No Response	1	1	0	1	1	0	1	1	4	1	6
Total Not Applicable	0	0	0	0	0	0	0	0	16	0	0
Total Possible Responses	30	30	30	30	30	30	30	30	14	30	30
Total Responses	29	29	30	29	29	30	29	29	10	29	24
Percentage Strongly Agree	65.52%	68.97%	63.33%	65.52%	55.17%	66.67%	65.52%	65.52%	40.00%	62.07%	62.50%
Percentage Agree	34.48%	31.03%	33.33%	34.48%	41.38%	26.67%	31.03%	31.03%	40.00%	34.48%	33.33%
Percentage Disagree	0.00%	0.00%	0.00%	0.00%	3.45%	0.00%	3.45%	3.45%	10.00%	0.00%	0.00%
Percentage Strongly Disagree	0.00%	0.00%	3.33%	0.00%	0.00%	6.67%	0.00%	0.00%	10.00%	3.45%	4.17%
Percentage No Response	3.33%	3.33%	0.00%	3.33%	3.33%	0.00%	3.33%	3.33%	28.57%	3.33%	20.00%
Total Satisfied: (3's + 4's)	100.00%	100.00%	96.67%	100.00%	96.55%	93.33%	96.55%	96.55%	80.00%	96.55%	95.83%
Total Not Satisfied: (1's + 2's)	0.00%	0.00%	3.33%	0.00%	3.45%	6.67%	3.45%	3.45%	20.00%	3.45%	4.17%

Q1 - Appointments are scheduled at times that work best for me.

Q2 - I am informed of my rights.

Q3 - I feel better because of the services received.

Q4 - I know what to do if I have a concern or complaint.

Q5 - Staff are sensitive to my cultural/ethnic background.

Q6 - I was able to get the type of services I needed.

Q7 - My wishes about who is and who is not given information about my treatment are respected.

Q8 - My wishes about who is and who is not involved in my treatment are respected.

Q9 - I am satisfied with the help I received when calling the crisis line after 5 pm Monday-Friday or on weekends.

Q10 - I would recommend these services to a friend or relative.

Q11 - My services and supports are helping me in my recovery.

(Only answer this question if receiving services for a mental illness.)

Consumer Satisfaction By County

October 1, 2012 - September 30, 2013

Other - Not Reported

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11
Total Strongly Agree	1	1	0	0	1	1	0	1	0	0	0
Total Agree	0	0	0	0	0	0	0	0	0	0	0
Total Disagree	0	0	1	0	0	0	0	0	1	1	0
Total Strongly Disagree	0	0	0	1	0	0	0	0	0	0	0
Total No Response	0	0	0	0	0	0	1	0	0	0	1
Total Not Applicable	0	0	0	0	0	0	0	0	0	0	0
Total Possible Responses	1	1	1	1	1	1	1	1	1	1	1
Total Responses	1	1	1	1	1	1	0	1	1	1	0
Percentage Strongly Agree	100.00%	100.00%	0.00%	0.00%	100.00%	100.00%		100.00%	0.00%	0.00%	
Percentage Agree	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%	0.00%	
Percentage Disagree	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%		0.00%	100.00%	100.00%	
Percentage Strongly Disagree	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%		0.00%	0.00%	0.00%	
Percentage No Response	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
Total Satisfied: (3's + 4's)	100.00%	100.00%	0.00%	0.00%	100.00%	100.00%		100.00%	0.00%	0.00%	
Total Not Satisfied: (1's + 2's)	0.00%	0.00%	100.00%	100.00%	0.00%	0.00%		0.00%	100.00%	100.00%	

Q1 - Appointments are scheduled at times that work best for me.

Q2 - I am informed of my rights.

Q3 - I feel better because of the services received.

Q4 - I know what to do if I have a concern or complaint.

Q5 - Staff are sensitive to my cultural/ethnic background.

Q6 - I was able to get the type of services I needed.

Q7 - My wishes about who is and who is not given information about my treatment are respected.

Q8 - My wishes about who is and who is not involved in my treatment are respected.

Q9 - I am satisfied with the help I received when calling the crisis line after 5 pm Monday-Friday or on weekends.

Q10 - I would recommend these services to a friend or relative.

Q11 - My services and supports are helping me in my recovery.

(Only answer this question if receiving services for a mental illness.)

Consumer Satisfaction By Population

October 1, 2012 - September 30, 2013

Adults with a Developmental Disability

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11
Total Strongly Agree	67	64	61	58	58	61	61	59	10	59	18
Total Agree	27	32	33	35	36	33	32	34	9	29	12
Total Disagree	1	0	1	2	0	0	1	1	0	0	0
Total Strongly Disagree	0	0	1	0	0	1	0	0	1	1	1
Total No Response	5	4	4	5	5	5	5	5	19	11	63
Total Not Applicable	0	0	0	0	1	0	1	1	61	0	6
Total Possible Responses	100	100	100	100	99	100	99	99	39	100	94
Total Responses	95	96	96	95	94	95	94	94	20	89	31
Percentage Strongly Agree	70.53%	66.67%	63.54%	61.05%	61.70%	64.21%	64.89%	62.77%	50.00%	66.29%	58.06%
Percentage Agree	28.42%	33.33%	34.38%	36.84%	38.30%	34.74%	34.04%	36.17%	45.00%	32.58%	38.71%
Percentage Disagree	1.05%	0.00%	1.04%	2.11%	0.00%	0.00%	1.06%	1.06%	0.00%	0.00%	0.00%
Percentage Strongly Disagree	0.00%	0.00%	1.04%	0.00%	0.00%	1.05%	0.00%	0.00%	5.00%	1.12%	3.23%
Percentage No Response	5.00%	4.00%	4.00%	5.00%	5.05%	5.00%	5.05%	5.05%	48.72%	11.00%	67.02%
Total Satisfied: (3's + 4's)	98.95%	100.00%	97.92%	97.89%	100.00%	98.95%	98.94%	98.94%	95.00%	98.88%	96.77%
Total Not Satisfied: (1's + 2's)	1.05%	0.00%	2.08%	2.11%	0.00%	1.05%	1.06%	1.06%	5.00%	1.12%	3.23%

Q1 - Appointments are scheduled at times that work best for me.

Q2 - I am informed of my rights.

Q3 - I feel better because of the services received.

Q4 - I know what to do if I have a concern or complaint.

Q5 - Staff are sensitive to my cultural/ethnic background.

Q6 - I was able to get the type of services I needed.

Q7 - My wishes about who is and who is not given information about my treatment are respected.

Q8 - My wishes about who is and who is not involved in my treatment are respected.

Q9 - I am satisfied with the help I received when calling the crisis line after 5 pm Monday-Friday or on weekends.

Q10 - I would recommend these services to a friend or relative.

Q11 - My services and supports are helping me in my recovery.

(Only answer this question if receiving services for a mental illness.)

Consumer Satisfaction By Population

October 1, 2012 - September 30, 2013

Children with a Developmental Disability

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11
Total Strongly Agree	6	4	6	5	5	5	4	4	0	6	1
Total Agree	2	4	2	3	3	3	3	3	0	3	0
Total Disagree	0	0	0	0	0	0	0	0	0	0	0
Total Strongly Disagree	0	0	0	0	0	0	0	0	0	0	0
Total No Response	1	1	1	1	1	1	1	1	1	0	4
Total Not Applicable	0	0	0	0	0	0	1	1	8	0	4
Total Possible Responses	9	9	9	9	9	9	8	8	1	9	5
Total Responses	8	8	8	8	8	8	7	7	0	9	1
Percentage Strongly Agree	75.00%	50.00%	75.00%	62.50%	62.50%	62.50%	57.14%	57.14%		66.67%	100.00%
Percentage Agree	25.00%	50.00%	25.00%	37.50%	37.50%	37.50%	42.86%	42.86%		33.33%	0.00%
Percentage Disagree	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%
Percentage Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%
Percentage No Response	11.11%	11.11%	11.11%	11.11%	11.11%	11.11%	12.50%	12.50%	100.00%	0.00%	80.00%
Total Satisfied: (3's + 4's)	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		100.00%	100.00%
Total Not Satisfied: (1's + 2's)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%

Q1 - Appointments are scheduled at times that work best for me.

Q2 - I am informed of my rights.

Q3 - I feel better because of the services received.

Q4 - I know what to do if I have a concern or complaint.

Q5 - Staff are sensitive to my cultural/ethnic background.

Q6 - I was able to get the type of services I needed.

Q7 - My wishes about who is and who is not given information about my treatment are respected.

Q8 - My wishes about who is and who is not involved in my treatment are respected.

Q9 - I am satisfied with the help I received when calling the crisis line after 5 pm Monday-Friday or on weekends.

Q10 - I would recommend these services to a friend or relative.

Q11 - My services and supports are helping me in my recovery.

(Only answer this question if receiving services for a mental illness.)

Consumer Satisfaction By Population

October 1, 2012 - September 30, 2013

Adults with a Mental Illness

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11
Total Strongly Agree	92	85	83	78	75	85	84	84	28	81	73
Total Agree	20	20	25	27	31	24	23	22	10	25	29
Total Disagree	1	6	4	4	4	2	4	3	1	3	2
Total Strongly Disagree	0	1	2	4	0	4	1	3	2	3	3
Total No Response	5	6	4	5	8	3	6	6	11	6	11
Total Not Applicable	0	0	0	0	0	0	0	0	66	0	0
Total Possible Responses	118	118	118	118	118	118	118	118	52	118	118
Total Responses	113	112	114	113	110	115	112	112	41	112	107
Percentage Strongly Agree	81.42%	75.89%	72.81%	69.03%	68.18%	73.91%	75.00%	75.00%	68.29%	72.32%	68.22%
Percentage Agree	17.70%	17.86%	21.93%	23.89%	28.18%	20.87%	20.54%	19.64%	24.39%	22.32%	27.10%
Percentage Disagree	0.88%	5.36%	3.51%	3.54%	3.64%	1.74%	3.57%	2.68%	2.44%	2.68%	1.87%
Percentage Strongly Disagree	0.00%	0.89%	1.75%	3.54%	0.00%	3.48%	0.89%	2.68%	4.88%	2.68%	2.80%
Percentage No Response	4.24%	5.08%	3.39%	4.24%	6.78%	2.54%	5.08%	5.08%	21.15%	5.08%	9.32%
Total Satisfied: (3's + 4's)	99.12%	93.75%	94.74%	92.92%	96.36%	94.78%	95.54%	94.64%	92.68%	94.64%	95.33%
Total Not Satisfied: (1's + 2's)	0.88%	6.25%	5.26%	7.08%	3.64%	5.22%	4.46%	5.36%	7.32%	5.36%	4.67%

Q1 - Appointments are scheduled at times that work best for me.

Q2 - I am informed of my rights.

Q3 - I feel better because of the services received.

Q4 - I know what to do if I have a concern or complaint.

Q5 - Staff are sensitive to my cultural/ethnic background.

Q6 - I was able to get the type of services I needed.

Q7 - My wishes about who is and who is not given information about my treatment are respected.

Q8 - My wishes about who is and who is not involved in my treatment are respected.

Q9 - I am satisfied with the help I received when calling the crisis line after 5 pm Monday-Friday or on weekends.

Q10 - I would recommend these services to a friend or relative.

Q11 - My services and supports are helping me in my recovery.

(Only answer this question if receiving services for a mental illness.)

Consumer Satisfaction By Population

October 1, 2012 - September 30, 2013

Children with a Mental Illness

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11
Total Strongly Agree	14	13	12	10	13	12	13	13	3	11	7
Total Agree	5	5	4	3	5	4	4	6	1	5	2
Total Disagree	0	1	3	5	1	2	1	0	1	2	2
Total Strongly Disagree	0	0	0	1	0	1	0	0	1	1	1
Total No Response	0	0	0	0	0	0	1	0	1	0	6
Total Not Applicable	0	0	0	0	0	0	0	0	12	0	1
Total Possible Responses	19	19	19	19	19	19	19	19	7	19	18
Total Responses	19	19	19	19	19	19	18	19	6	19	12
Percentage Strongly Agree	73.68%	68.42%	63.16%	52.63%	68.42%	63.16%	72.22%	68.42%	50.00%	57.89%	58.33%
Percentage Agree	26.32%	26.32%	21.05%	15.79%	26.32%	21.05%	22.22%	31.58%	16.67%	26.32%	16.67%
Percentage Disagree	0.00%	5.26%	15.79%	26.32%	5.26%	10.53%	5.56%	0.00%	16.67%	10.53%	16.67%
Percentage Strongly Disagree	0.00%	0.00%	0.00%	5.26%	0.00%	5.26%	0.00%	0.00%	16.67%	5.26%	8.33%
Percentage No Response	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	5.26%	0.00%	14.29%	0.00%	33.33%
Total Satisfied: (3's + 4's)	100.00%	94.74%	84.21%	68.42%	94.74%	84.21%	94.44%	100.00%	66.67%	84.21%	75.00%
Total Not Satisfied: (1's + 2's)	0.00%	5.26%	15.79%	31.58%	5.26%	15.79%	5.56%	0.00%	33.33%	15.79%	25.00%

Q1 - Appointments are scheduled at times that work best for me.

Q2 - I am informed of my rights.

Q3 - I feel better because of the services received.

Q4 - I know what to do if I have a concern or complaint.

Q5 - Staff are sensitive to my cultural/ethnic background.

Q6 - I was able to get the type of services I needed.

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