

Memorandum

To: All Program Supervisors
From: Vicki Mikkola, Executive Director
Date: January 31 2018
Re: FY 2017 Consumer Satisfaction Survey Report

Congratulations

The data from the FY 2017 Consumer Satisfaction Survey has been tabulated and is published in the attached report.

As you review the report, you will see that the overall satisfaction rate is 95.6% as compared to 95.6% last year. The report details responses by county and by disability designation.

There were 198 survey questionnaires returned, which is a return rate of 24.2%, as compared to 23.5% last year. This is a very good response for this type of survey.

In January, 2014, the U.P. Region added 7 questions on recovery to the survey. Those results have been tabulated as well. We received 170 surveys with responses related to the person's recovery.

Please share the report with all of the staff in your program. The report should be made available to consumers as well. Please place a copy in the waiting area, or where the people you serve can see it. The survey will also be available on our website.

Feel free to share the results with families and other service agencies.

Contact Suzanne Kraus if you need more copies.

CONGRATULATIONS

COPPER COUNTRY
MENTAL HEALTH SERVICES
Consumer Satisfaction Survey Report
Fiscal Year 2017

Copper Country Mental Health Services

2017 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 2017 was at **95.6%**. This is the percentage of all responses rated “agree” or “strongly agree”. This year’s satisfaction rate remained static with last years, again at **95.6%**.

In January 2015, the region added 7 questions about recovery. Those results are tabulated as well.

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





Of the **817** questionnaires mailed to consumers during the 2017 fiscal year, **198** were returned, yielding a response rate of **24.2%**. The percentage of return was an increase from last year’s **23.5%**.

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.

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

Consumer Satisfaction Survey ~ Part A
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. 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 5 pm on weekdays and/or weekends.	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)
<input type="checkbox"/> Have not called the crisis line.				
10. I would recommend these services to a friend or relative.	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)

Comments or Suggestions:

Recovery Survey ~ Part B

The short survey below is to learn about your recovery journey thus far with Community Mental Health. We are assessing if our goal to provide recovery based services is being met. Please complete all the questions. The survey is confidential. If you add your name, we will address with you personally, any specific concerns you share. Summary results of the survey will be included in each individual CMHSP's Annual Performance Report and a summary of the regional survey results will be published in the NorthCare Annual Report and the NorthCare Newsletter at the end of each year.

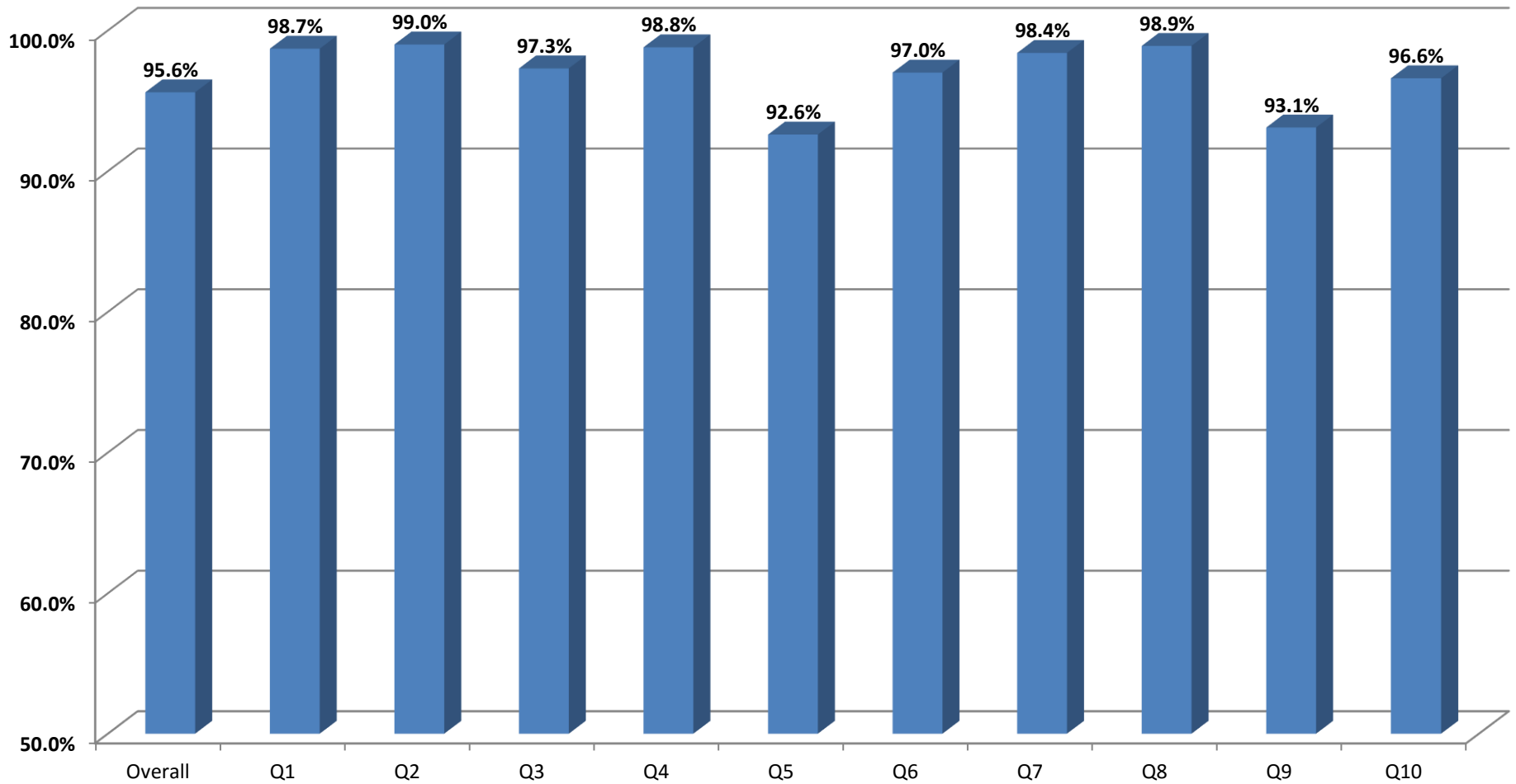
1. I am hopeful about my future.	Strongly Agree (4)	Agree (3)	Not Sure (0)	Disagree (2)	Strongly Disagree (1)
2. I am willing to ask for help.	Strongly Agree (4)	Agree (3)	Not Sure (0)	Disagree (2)	Strongly Disagree (1)
3. I believe that I can meet my current personal goals.	Strongly Agree (4)	Agree (3)	Not Sure (0)	Disagree (2)	Strongly Disagree (1)
4. I have people I can count on.	Strongly Agree (4)	Agree (3)	Not Sure (0)	Disagree (2)	Strongly Disagree (1)
5. Coping with my mental illness is no longer the main focus of my life.	Strongly Agree (4)	Agree (3)	Not Sure (0)	Disagree (2)	Strongly Disagree (1)
6. My symptoms interfere less and less with my life.	Strongly Agree (4)	Agree (3)	Not Sure (0)	Disagree (2)	Strongly Disagree (1)
7. My services and supports from Community Mental Health are helping me in my recovery.	Strongly Agree (4)	Agree (3)	Not Sure (0)	Disagree (2)	Strongly Disagree (1)

Comments or Suggestions: _____

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 ext. 120.

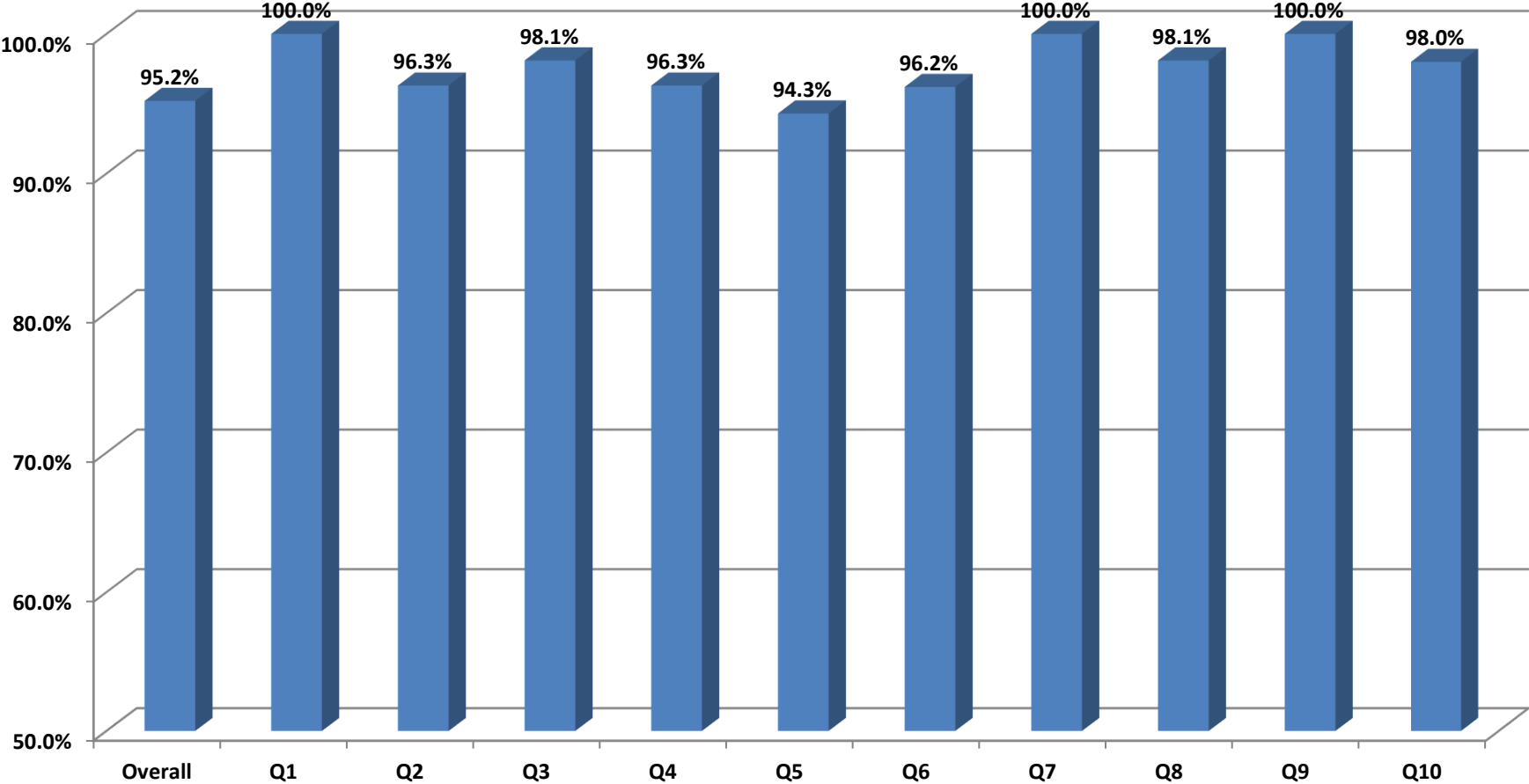
Name (Optional): _____ Phone (Optional): _____

OVERALL SATISFACTION FY 2017



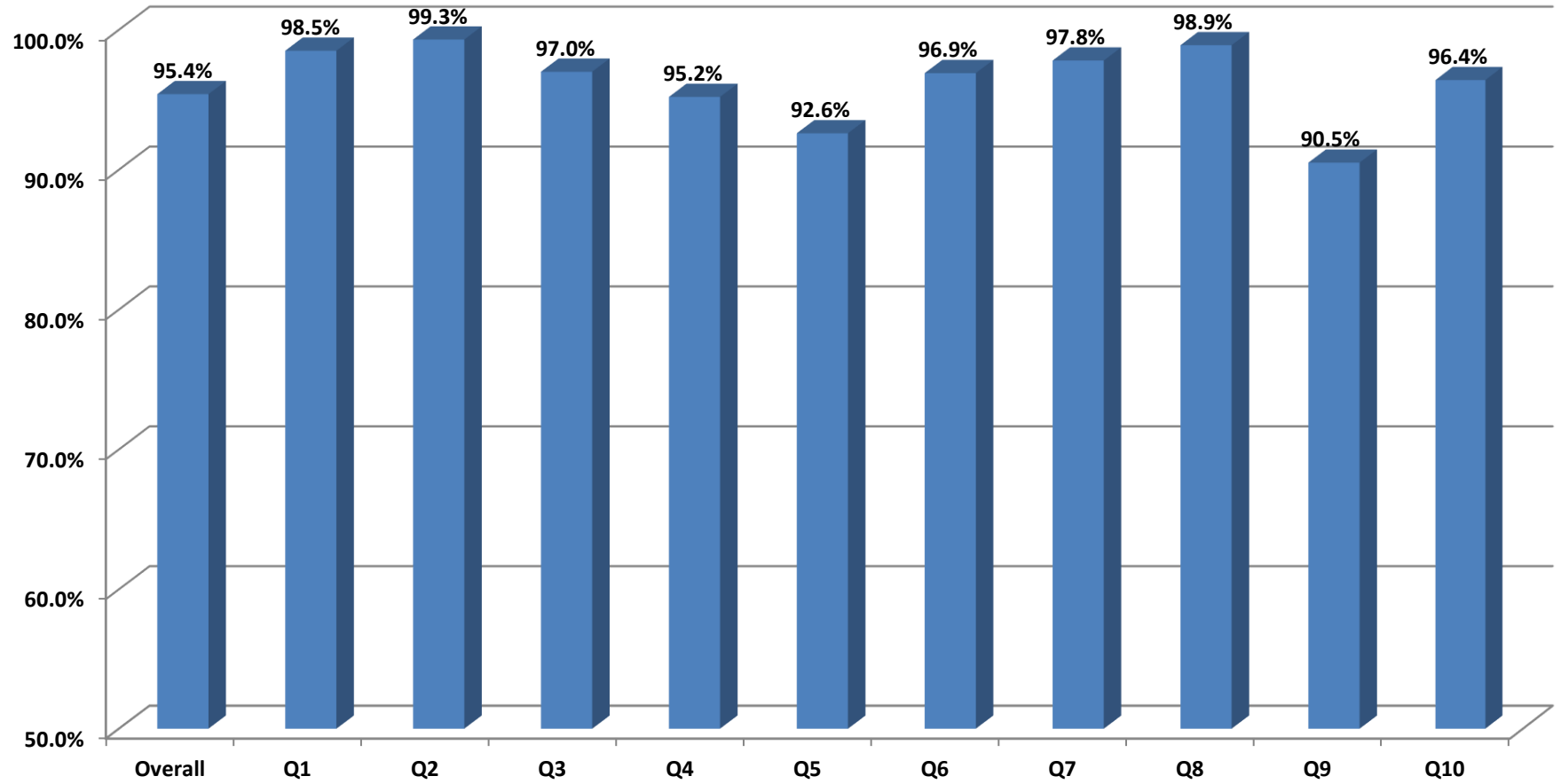
Copper Country Mental Health Services
Consumer Satisfaction Survey FY 17
Total Surveys Received: 198

BARAGA COUNTY



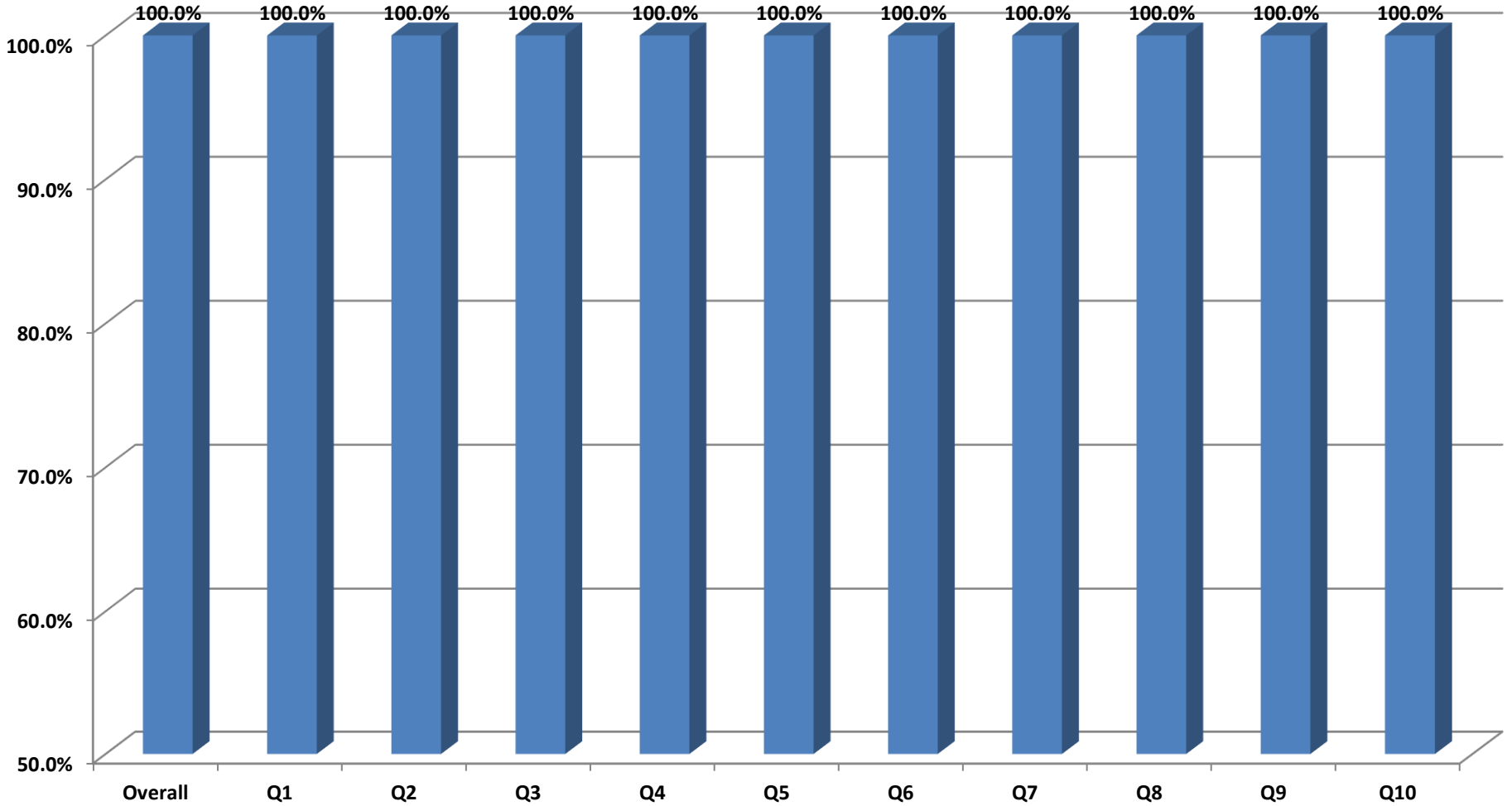
Copper Country Mental Health Services
Consumer Satisfaction Survey FY 17
Total Surveys Received: 27

HOUGHTON COUNTY



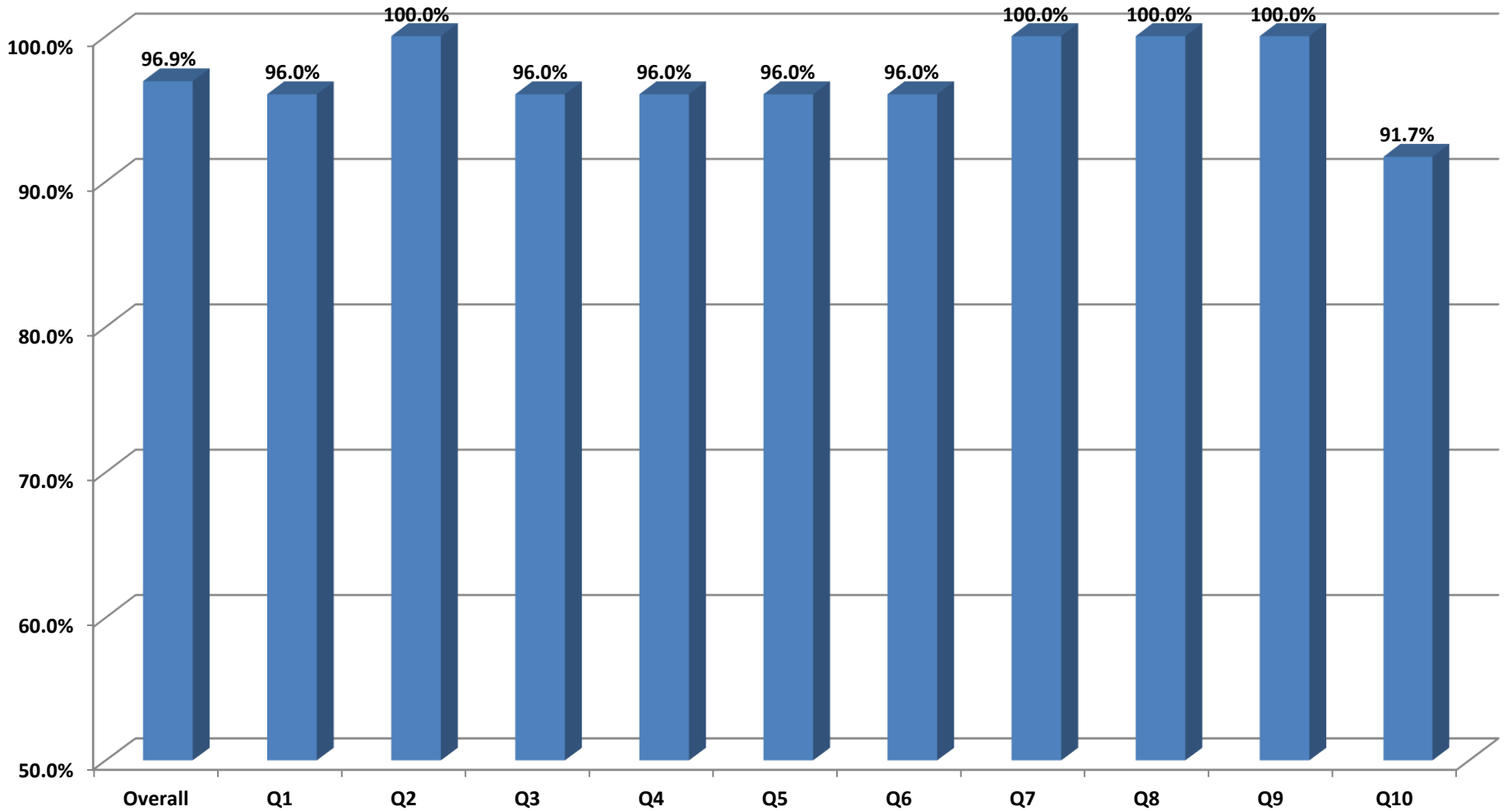
Copper Country Mental Health Services
Consumer Satisfaction Survey FY 17
Total Surveys Received: 142

KEWEENAW COUNTY



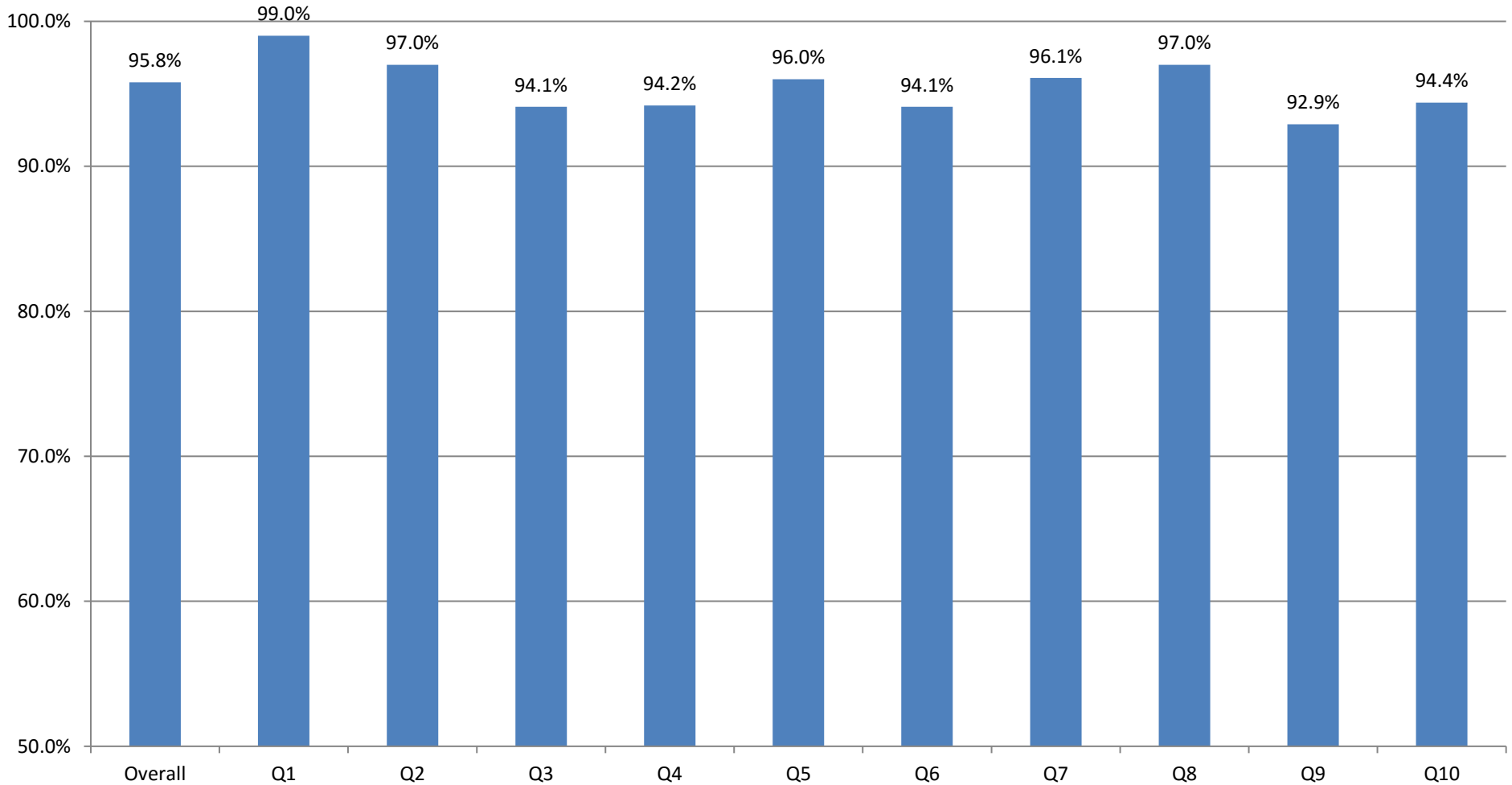
Copper Country Mental Health Services
Consumer Satisfaction Survey FY 17
Total Surveys Received: 4

ONTONAGON COUNTY



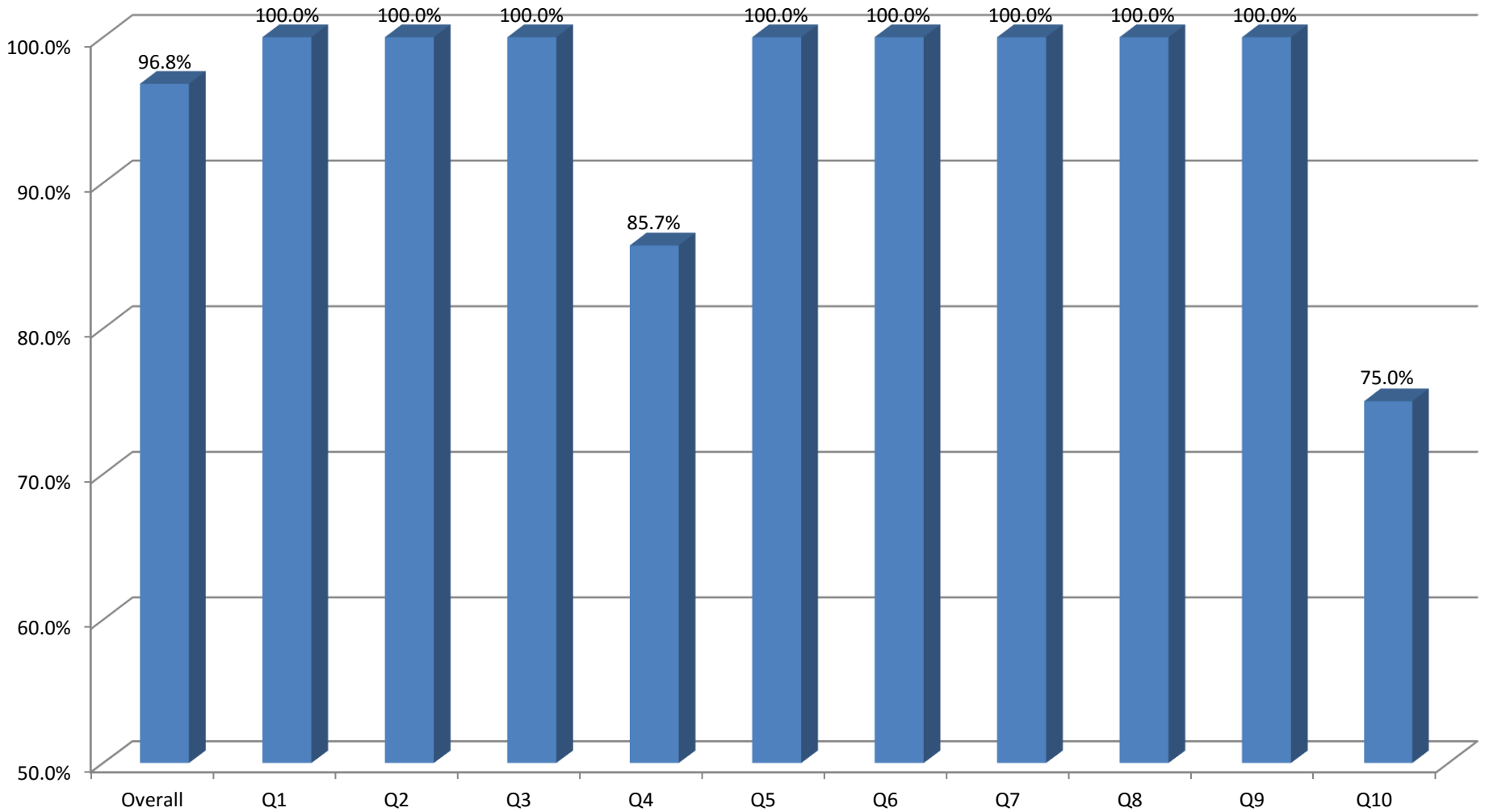
Copper Country Mental Health Services
Consumer Satisfaction Survey FY 17
Total Surveys Received: 25

Adults with an Intellectual/ Developmental Disability



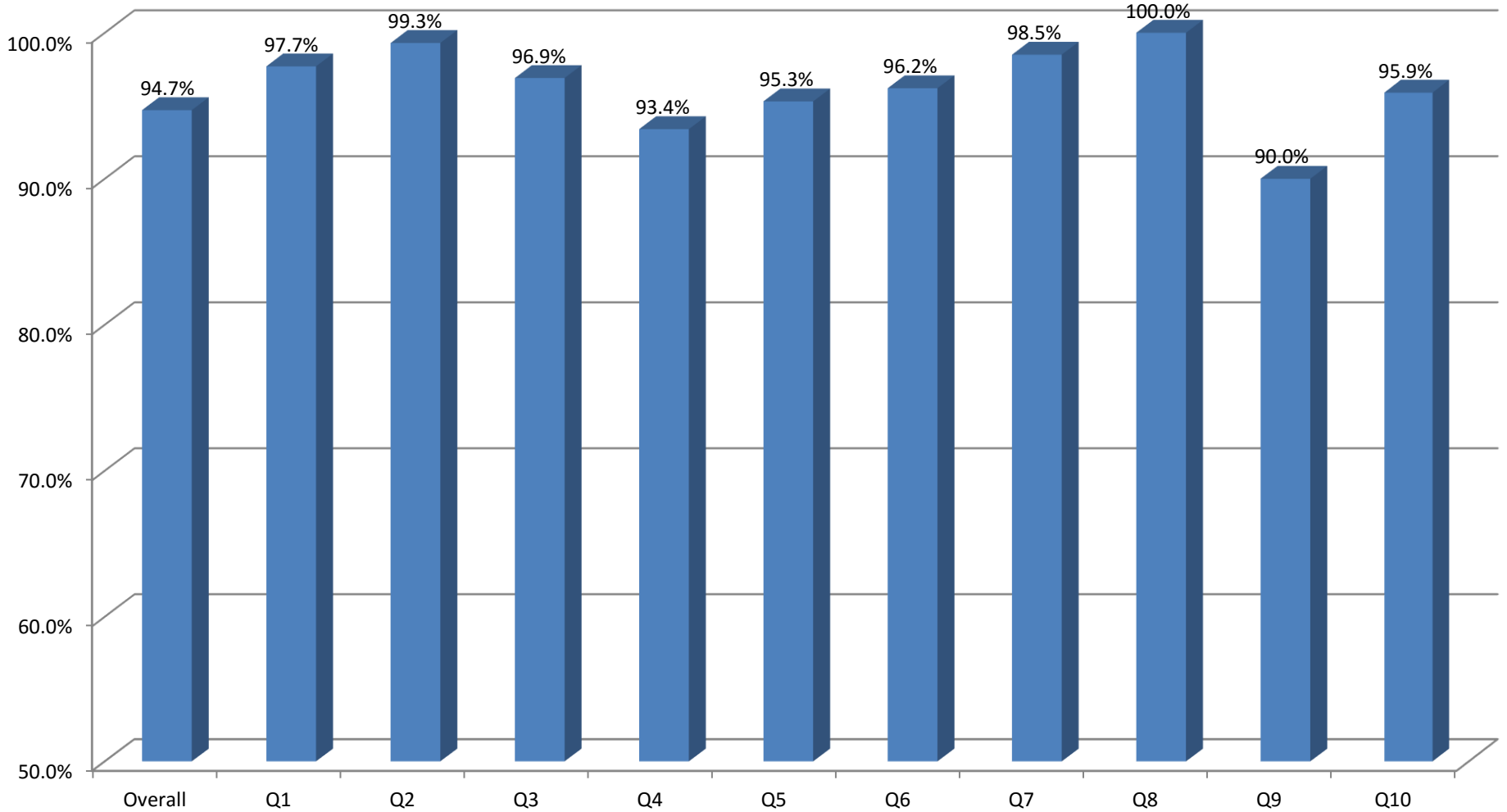
Copper Country Mental Health Services
Consumer Satisfaction Survey FY 17
Total surveys received: 103

Children with an Intellectual/Developmental Disability



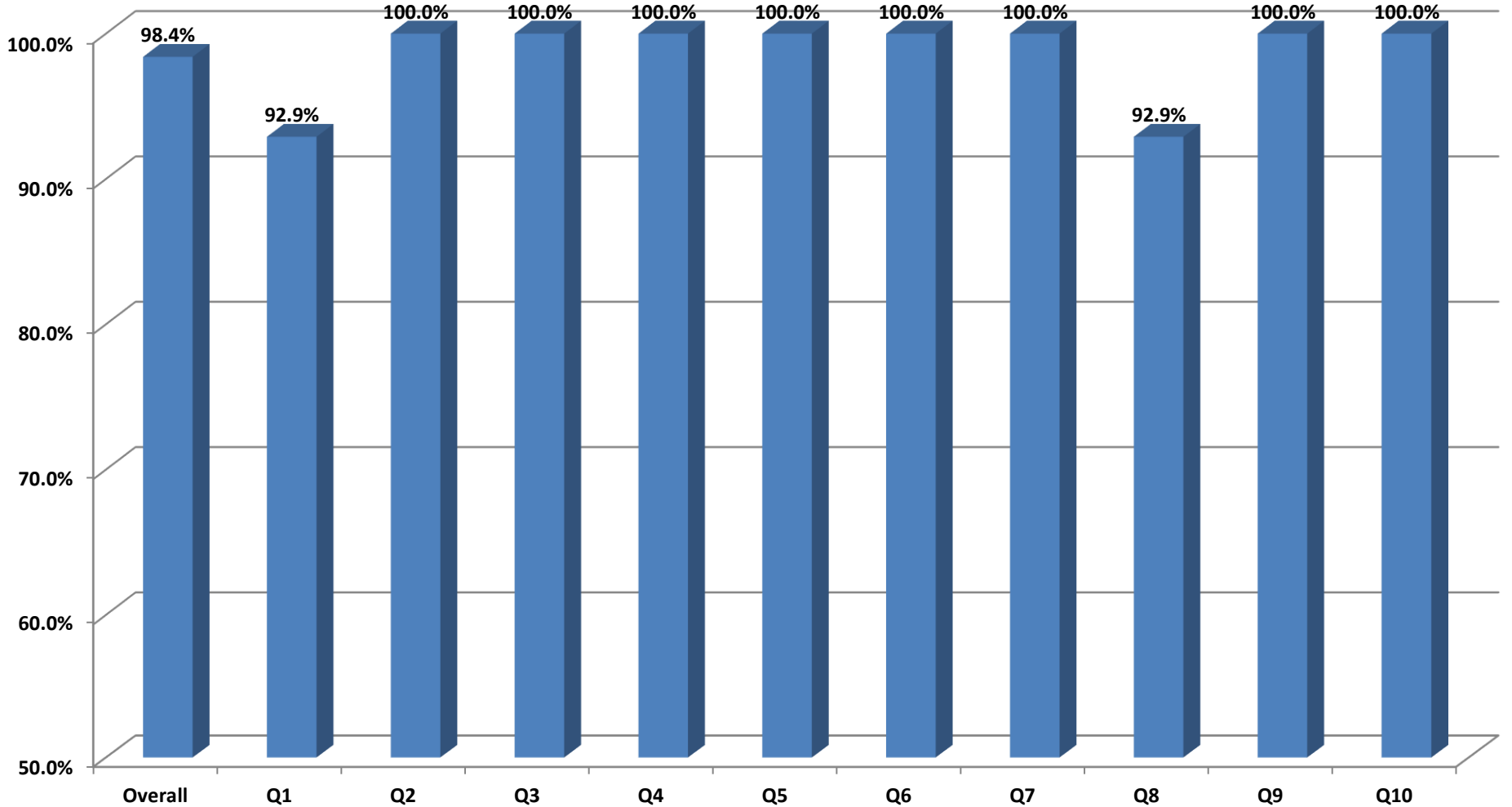
Copper Country Mental Health Services
Consumer Satisfaction Survey FY 17
Total Surveys Received: 7

Adults with a Mental Illness



Copper Country Mental Health Services
Consumer Satisfaction Survey FY 17
Total Sureys Received: 72

Children with a Mental Illness



Copper Country Mental Health Services
Consumer Satisfaction Survey FY 17
Total Surveys Received: 14

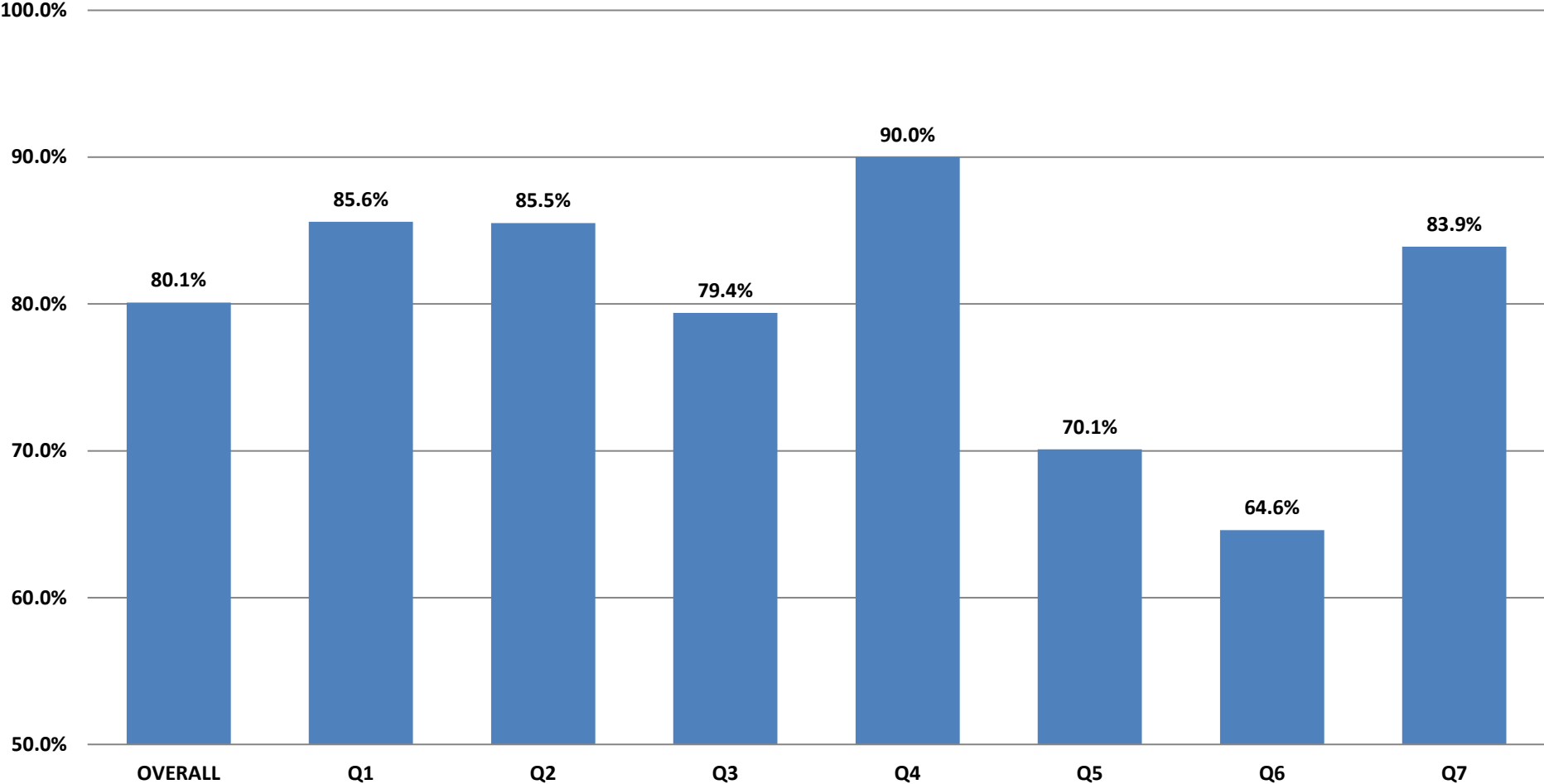
COPPER COUNTRY MENTAL HEALTH SERVICES

RECOVERY SATISFACTION SURVEY

RESULTS

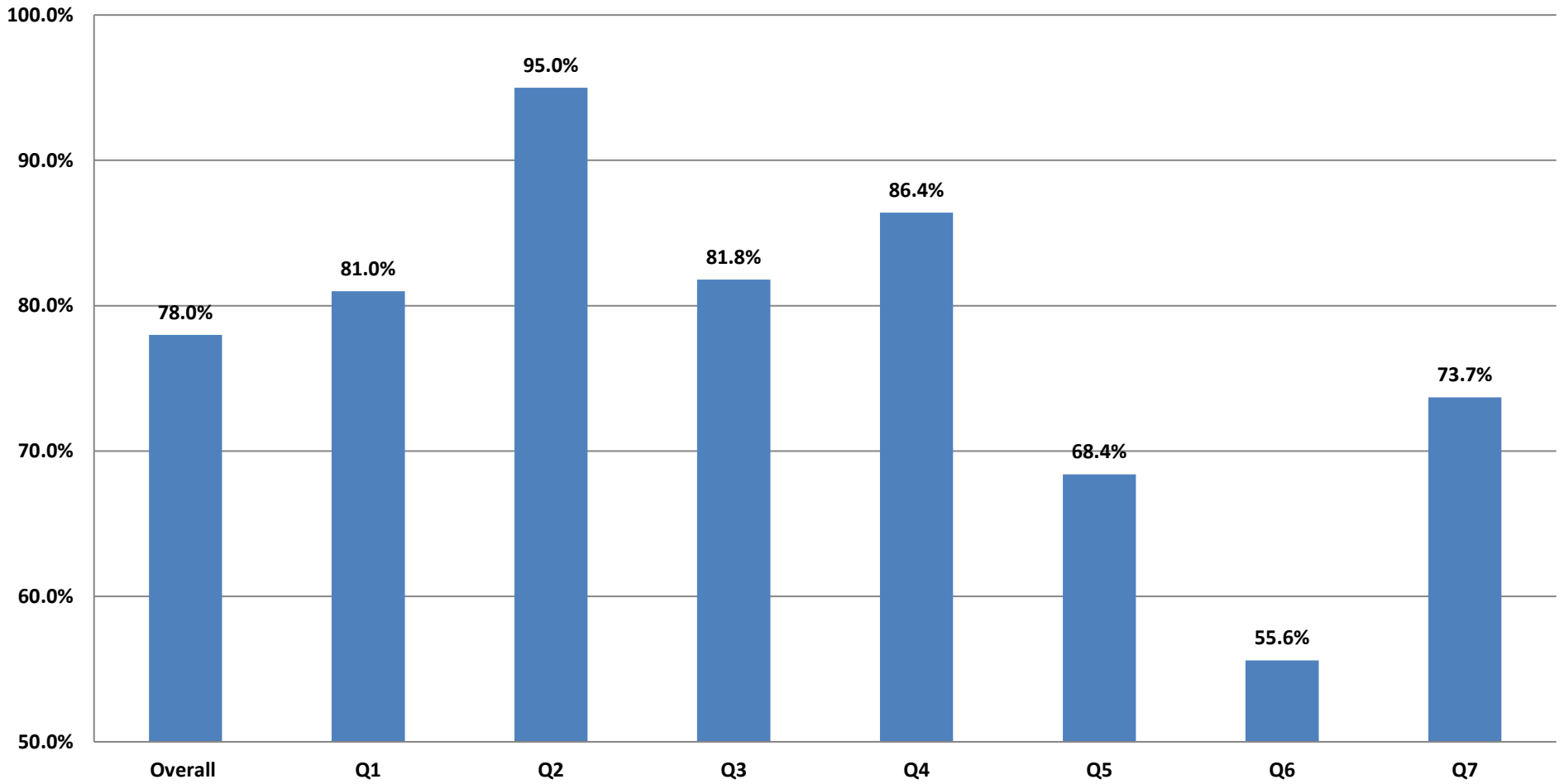
FY 2017

RECOVERY SATISFACTION OVERALL FY 2017



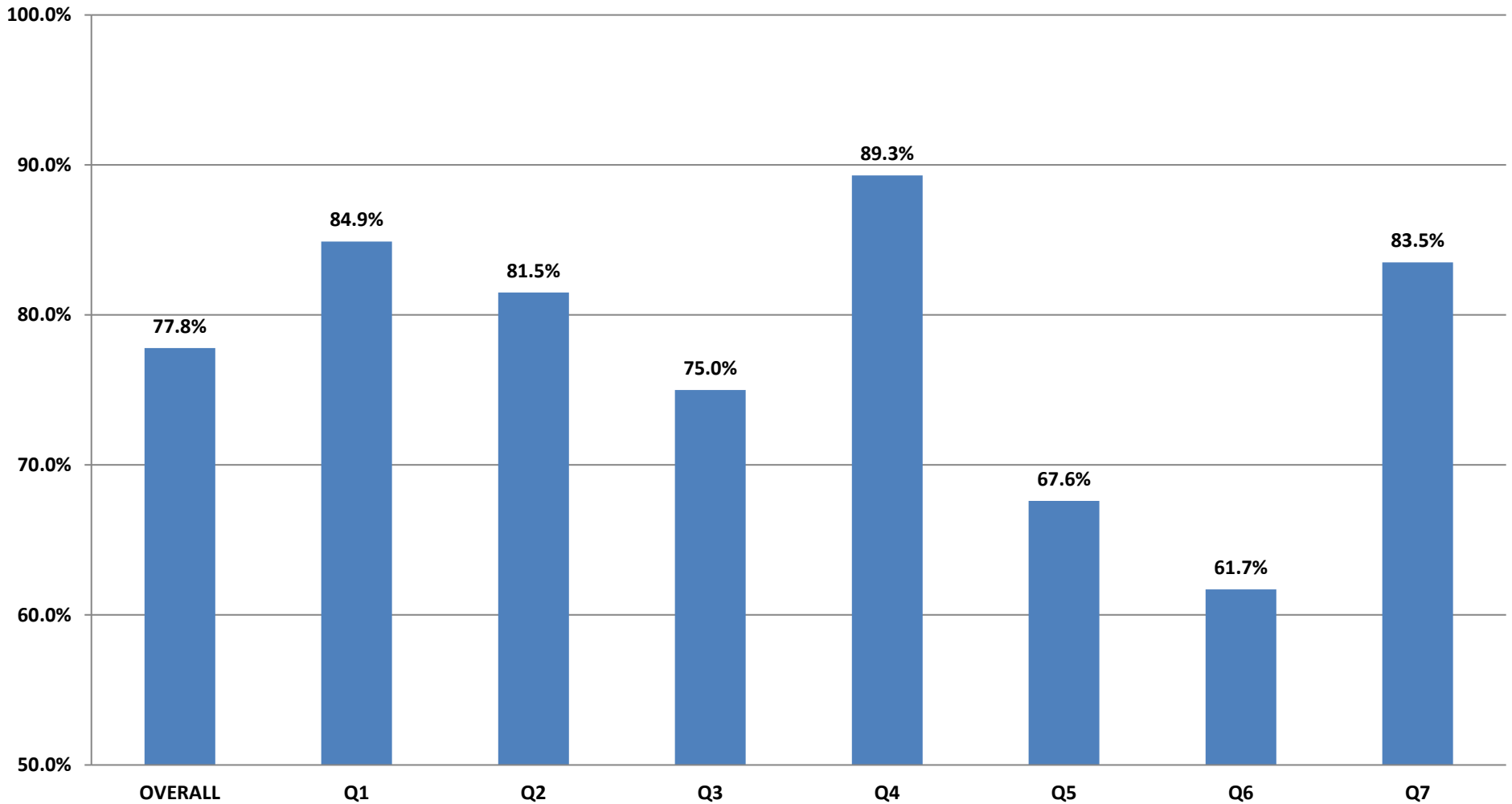
Copper Country Mental Health Services
Recovery Satisfaction Survey FY 2017
Surveys Returned: 198

RECOVERY SURVEY BARAGA COUNTY



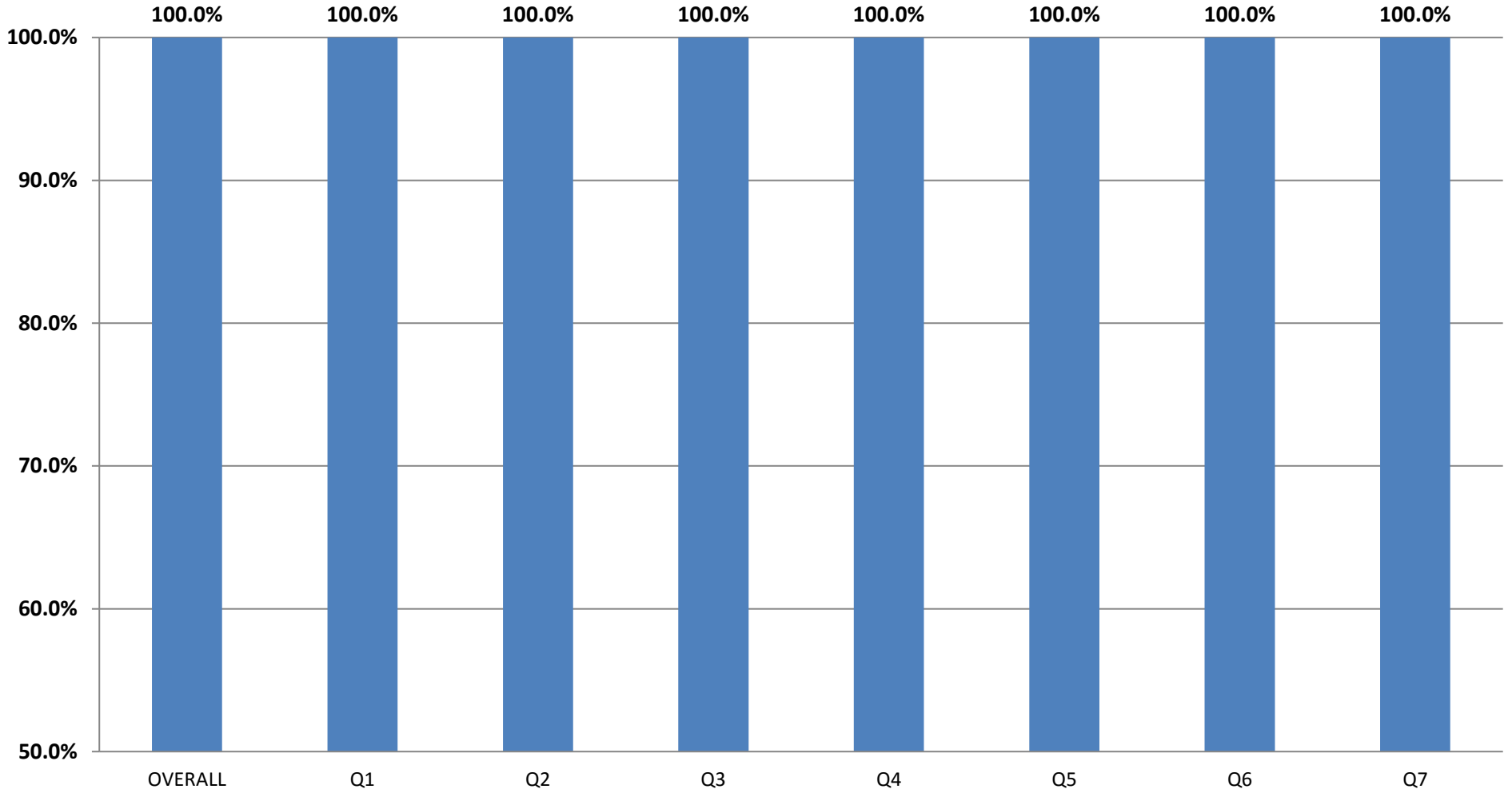
Copper Country Mental Health Services
Recovery Satisfaction Survey FY 17
Surveys Returned: 28

RECOVERY SURVEY HOUGHTON COUNTY



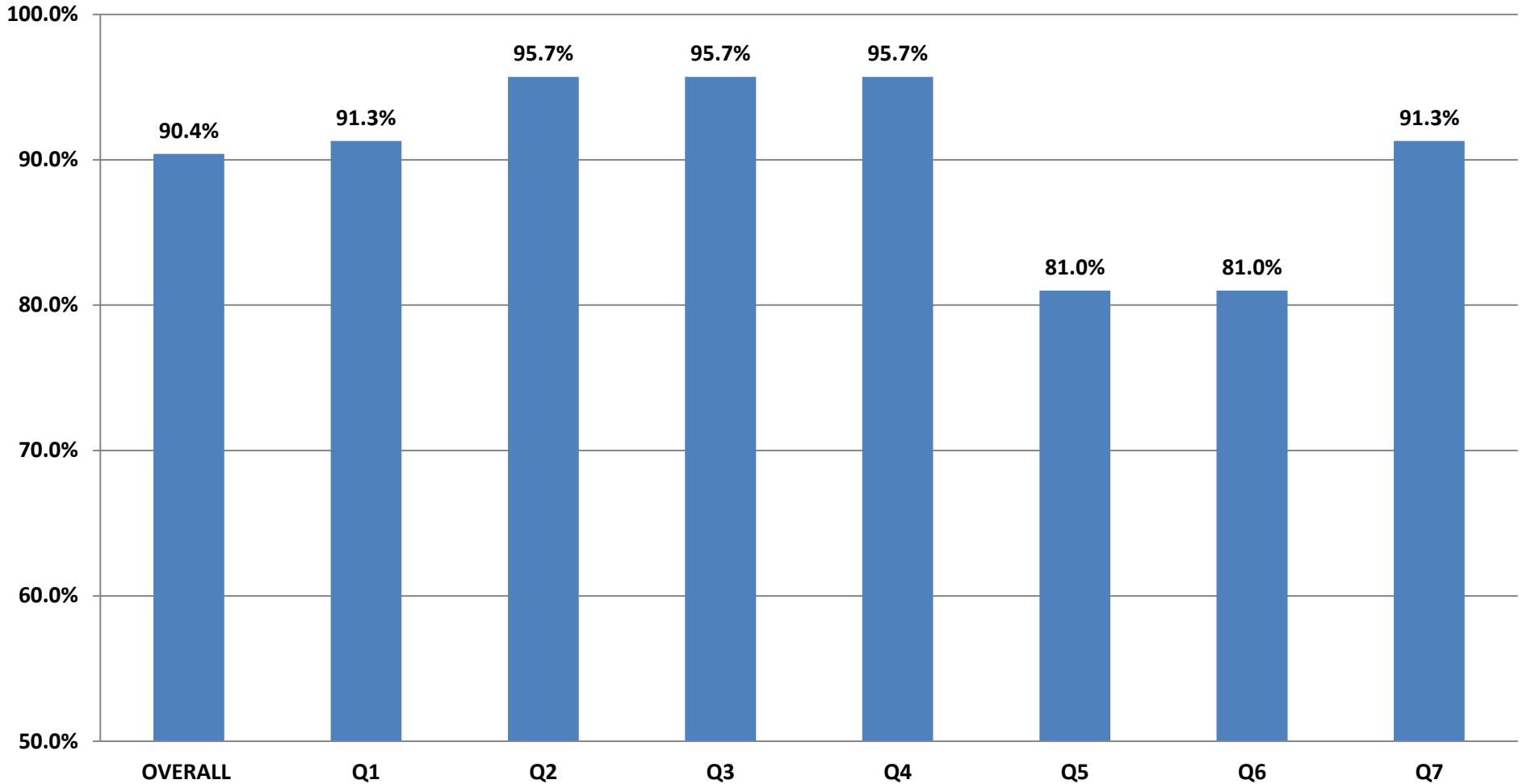
Copper Country Mental Health Services
Recovery Satisfaction Survey FY 17
Surveys Returned: 141

RECOVERY SURVEY KEWEENAW COUNTY



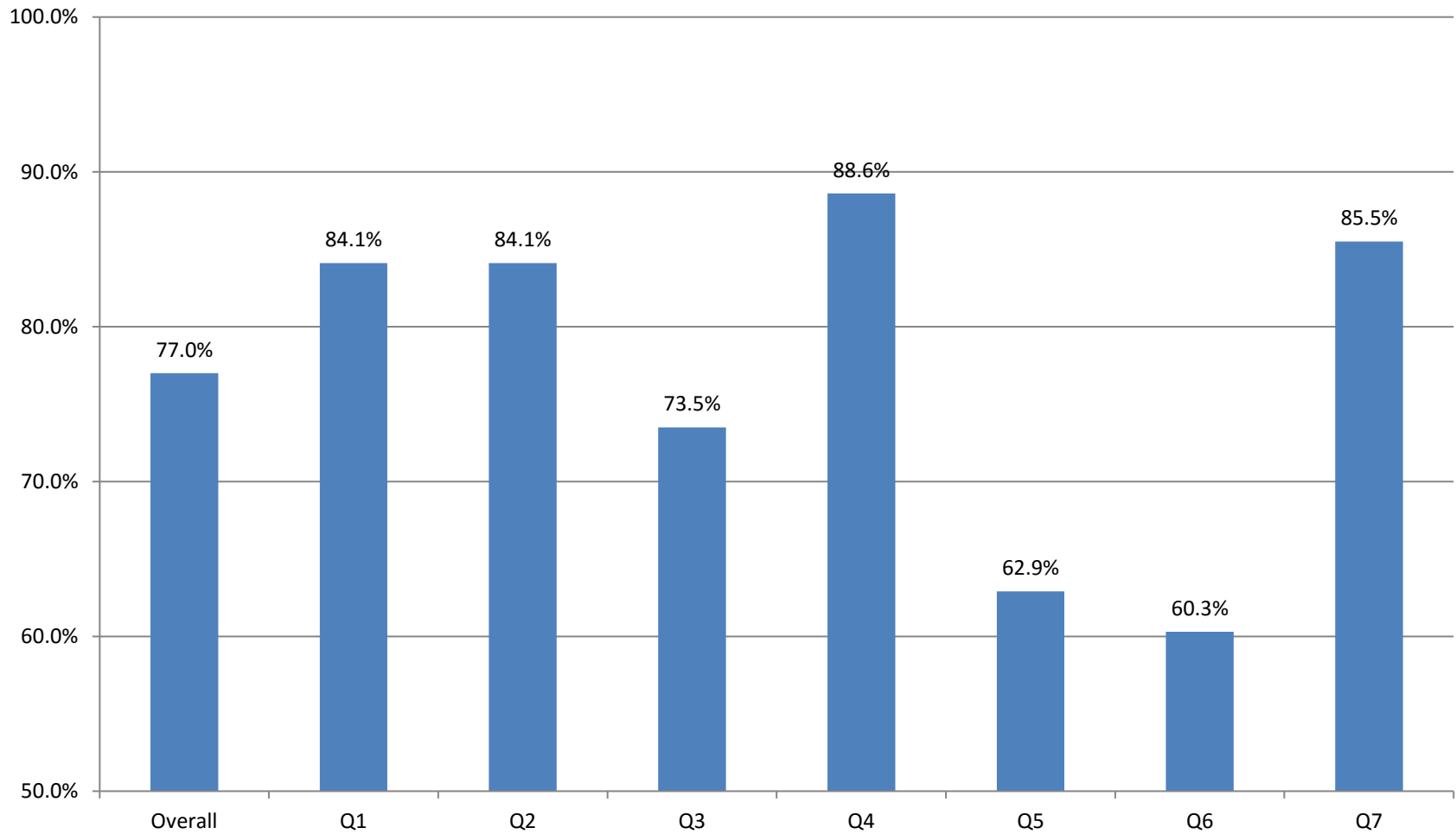
Copper Country Mental Health Services
Recovery Satisfaction Survey FY 17
Surveys Returned: 4

RECOVERY SURVEY ONTONAGON COUNTY



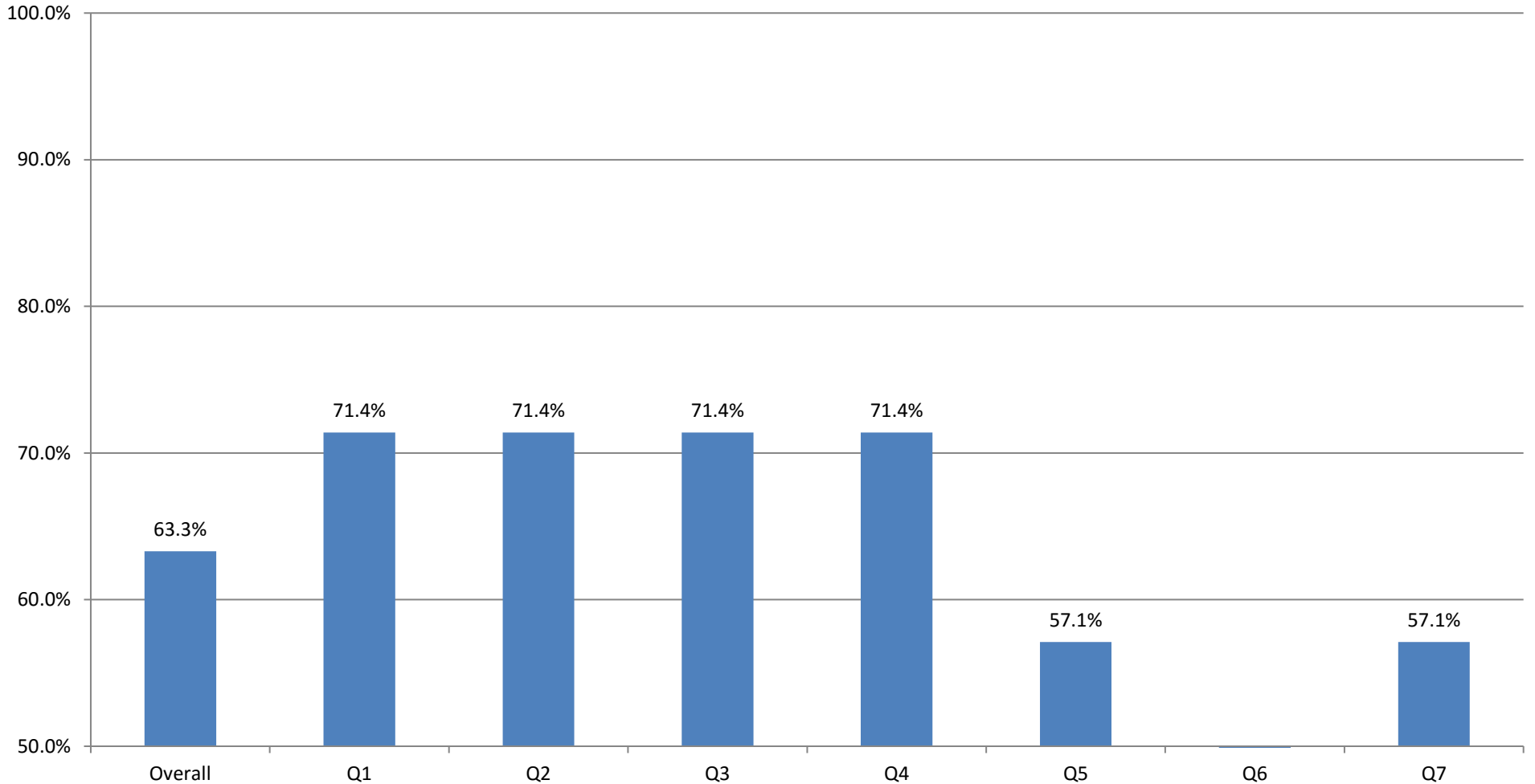
Copper Country Mental Health Services
Recovery Satisfaction Survey FY 17
Surveys Returned: 25

RECOVERY SURVEY ADULTS with a MENTAL ILLNESS



Copper Country Mental Health
Recovery Satisfaction Survey FY 17
Surveys Returned: 80

RECOVERY SURVEY CHILDREN with a MENTAL ILLNESS



Copper Country Mental Health Services
Recovery Satisfaction Survey FY 17
Surveys Returned: 14