

COPPER COUNTRY
MENTAL HEALTH SERVICES
Consumer Satisfaction Survey Report
Fiscal Year 2021

Copper Country Mental Health Services

2021 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. In 2020, 6 questions were added to the survey and 1 was removed, bringing the question count to 15. The results of those questions have also been tabulated. (The newly added questions are #3, 4, 7, 8, 11 and 14)

The overall consumer satisfaction rate in fiscal year 2021 was at **91.0%**. This is the percentage of all responses rated “agree” or “strongly agree”. This year’s satisfaction rate decreased over last year’s total, which was **96.6%**.

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 **894** questionnaires mailed to consumers during the 2020 fiscal year, **164** were returned, yielding a response rate of **18.2%**. The percentage of return was an decrease from last year’s **20.4%**

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 ~ Part A

All responses are confidential.






					
1. Appointments are scheduled at times that work best for me.	Strongly Agree (4)	Agree (3)	Not Sure (0)	Disagree (2)	Strongly Disagree (1)
2. I am informed of my rights as a CMH service recipient.	Strongly Agree (4)	Agree (3)	Not Sure (0)	Disagree (2)	Strongly Disagree (1)
3. I feel welcomed and comfortable where I receive services.	Strongly Agree (4)	Agree (3)	Not Sure (0)	Disagree (2)	Strongly Disagree (1)
4. Staff speak in ways I can understand easily.	Strongly Agree (4)	Agree (3)	Not Sure (0)	Disagree (2)	Strongly Disagree (1)
5. I know what to do if I have a concern or complaint.	Strongly Agree (4)	Agree (3)	Not Sure (0)	Disagree (2)	Strongly Disagree (1)
6. Staff are sensitive to my cultural/ethnic and spiritual background.	Strongly Agree (4)	Agree (3)	Not Sure (0)	Disagree (2)	Strongly Disagree (1)
7. Staff are sensitive when I am discussing my past.	Strongly Agree (4)	Agree (3)	Not Sure (0)	Disagree (2)	Strongly Disagree (1)
8. I am aware of the types of services available.	Strongly Agree (4)	Agree (3)	Not Sure (0)	Disagree (2)	Strongly Disagree (1)
9. I was able to get the type of services I feel I needed.	Strongly Agree (4)	Agree (3)	Not Sure (0)	Disagree (2)	Strongly Disagree (1)
10. My wishes about who is and who is not <i>given information</i> about my treatment are respected.	Strongly Agree (4)	Agree (3)	Not Sure (0)	Disagree (2)	Strongly Disagree (1)
11. I feel involved in my care and included in the decision-making process regarding my services.	Strongly Agree (4)	Agree (3)	Not Sure (0)	Disagree (2)	Strongly Disagree (1)
12. I feel staff see me as a whole person and address all my needs.	Strongly Agree (4)	Agree (3)	Not Sure (0)	Disagree (2)	Strongly Disagree (1)
13. I am satisfied with the telephone crisis service when calling the crisis line after 5 p.m. on weekdays and/or on weekends.	Strongly Agree (4)	Agree (3)	Not Sure (0)	Disagree (2)	Strongly Disagree (1)
<input type="checkbox"/> I have not called the crisis line.					
14. I am able to communicate with my CMH provider easily.	Strongly Agree (4)	Agree (3)	Not Sure (0)	Disagree (2)	Strongly Disagree (1)
15. I would recommend these services to a friend or relative.	Strongly Agree (4)	Agree (3)	Not Sure (0)	Disagree (2)	Strongly Disagree (1)

Comments or Suggestions: _____

PLEASE TURN OVER TO COMPLETE THE **RECOVERY SURVEY ~ PART B**

Recovery Survey ~ Part B

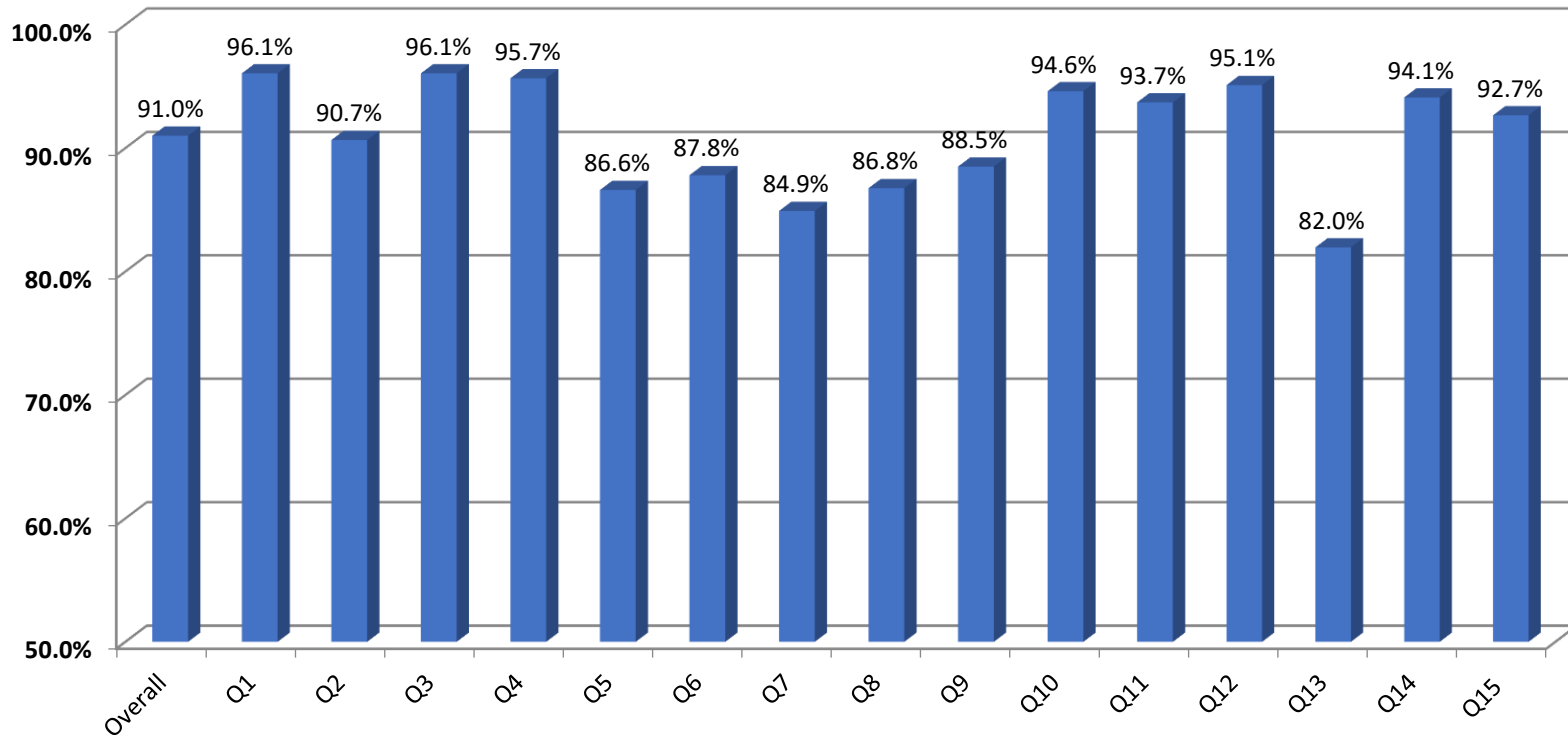
The short survey below is to learn about your recovery journey thus far with Community Mental Health. We are assessing if our goal to provide recovery-based services is being met. Please complete all the questions. The survey is confidential. If you add your name, we will address with you personally, 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.

					
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. I feel coping with my mental illness is easier to do now than it was when I began services.	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: _____

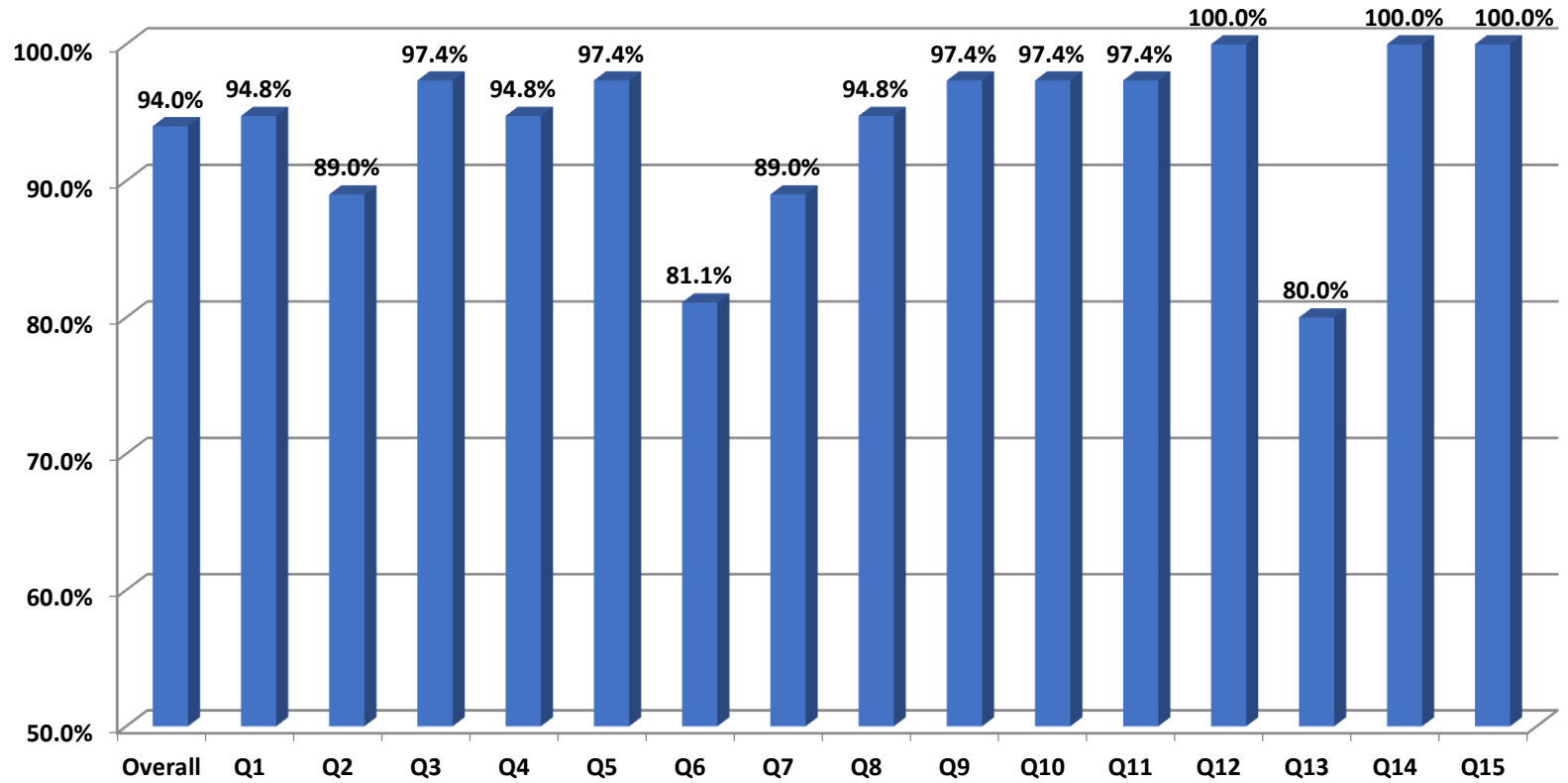
Thank you for your feedback. If you would like to talk about this survey or any concerns, please call Customer Services at: (906) 482-9400.

OVERALL SATISFACTION FY 2021



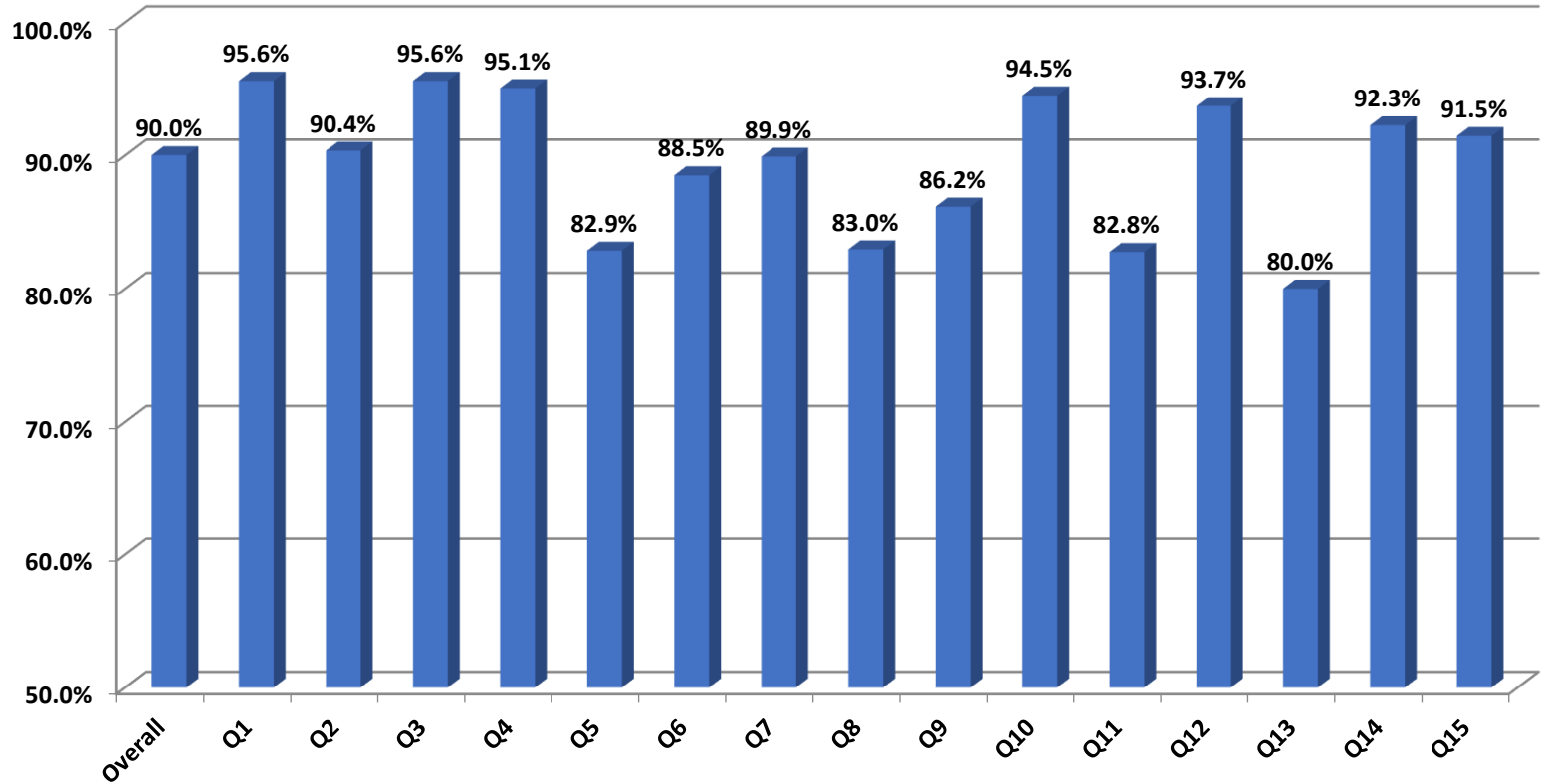
Copper Country Mental Health Services
Consumer Satisfaction Survey FY 21
Total Surveys Received: 164

BARAGA COUNTY



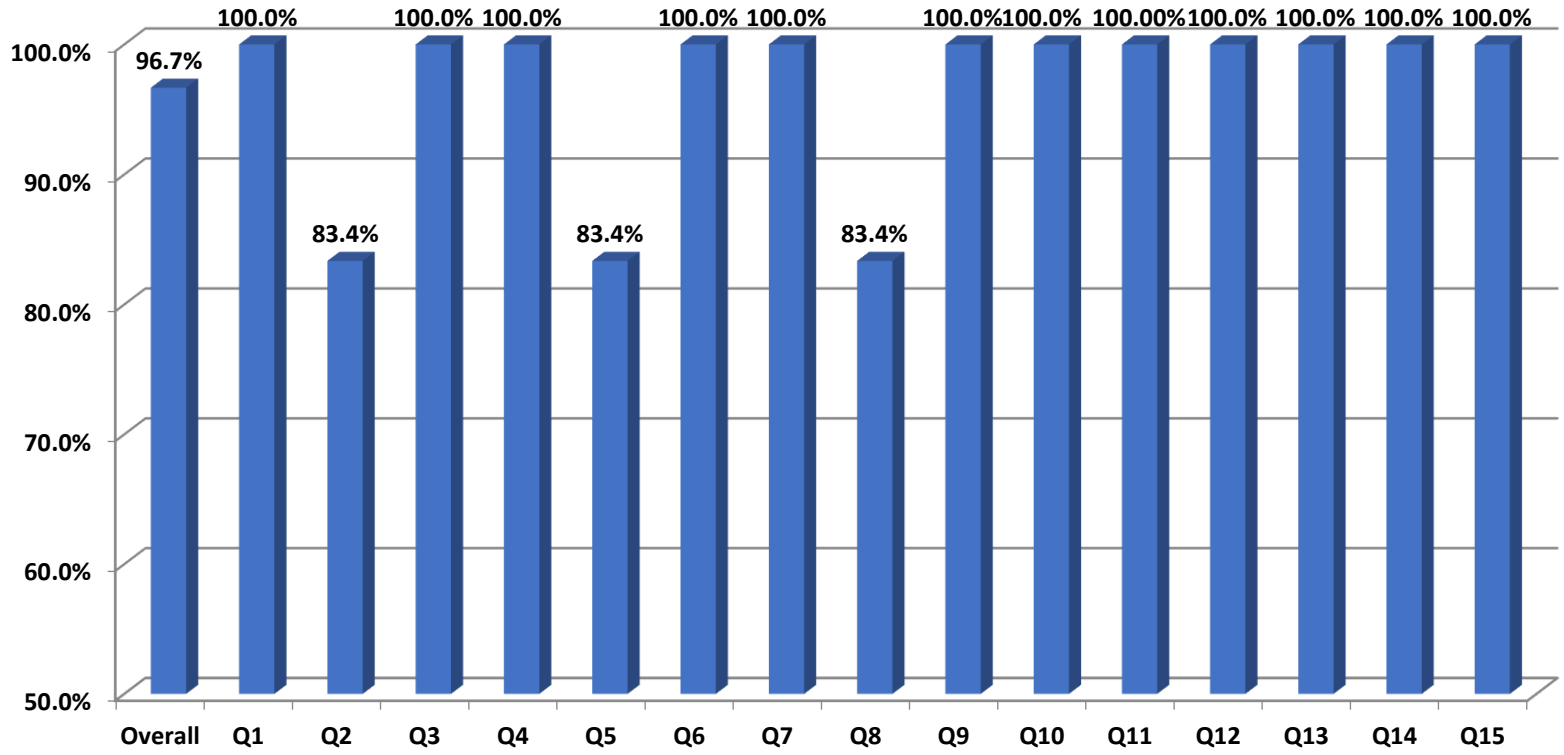
Copper Country Mental Health Services
Consumer Satisfaction Survey FY 21
Total Surveys Received: 26

HOUGHTON COUNTY



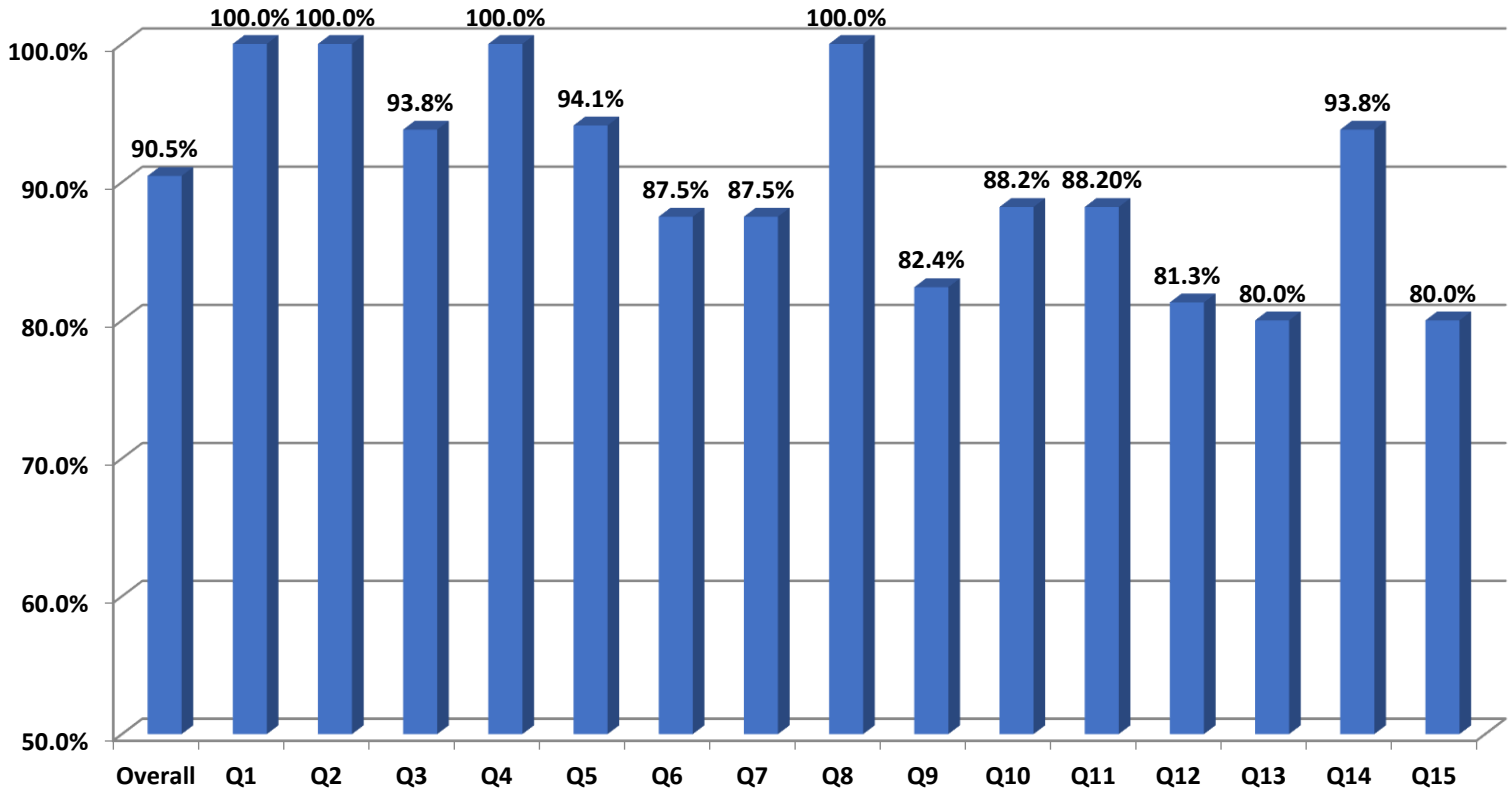
Copper Country Mental Health Services
Consumer Satisfaction Survey FY 21
Total Surveys Received: 116

KEWEENAW COUNTY



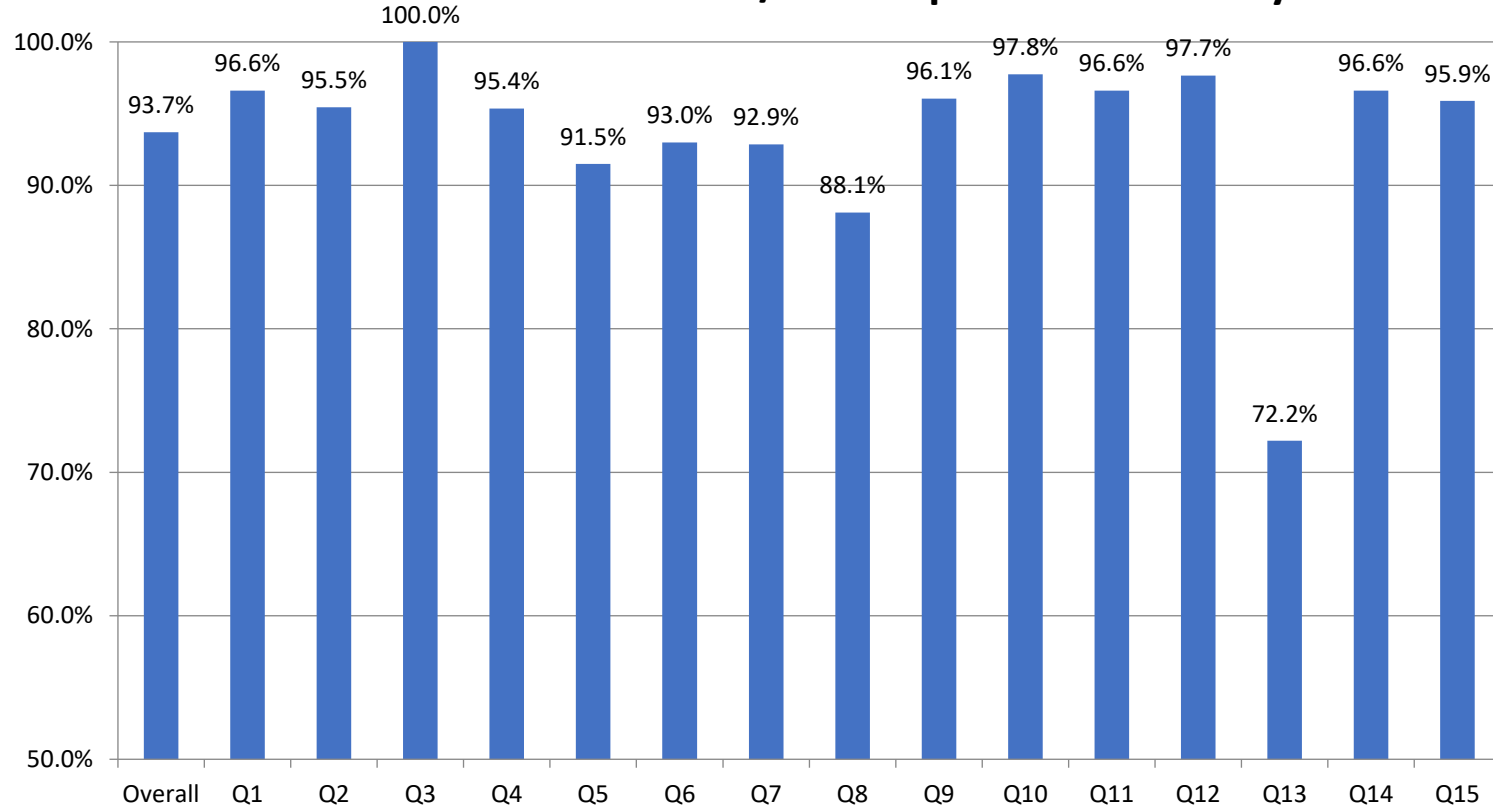
Copper Country Mental Health Services
Consumer Satisfaction Survey FY 21
Total Surveys Received: 4

ONTONAGON COUNTY



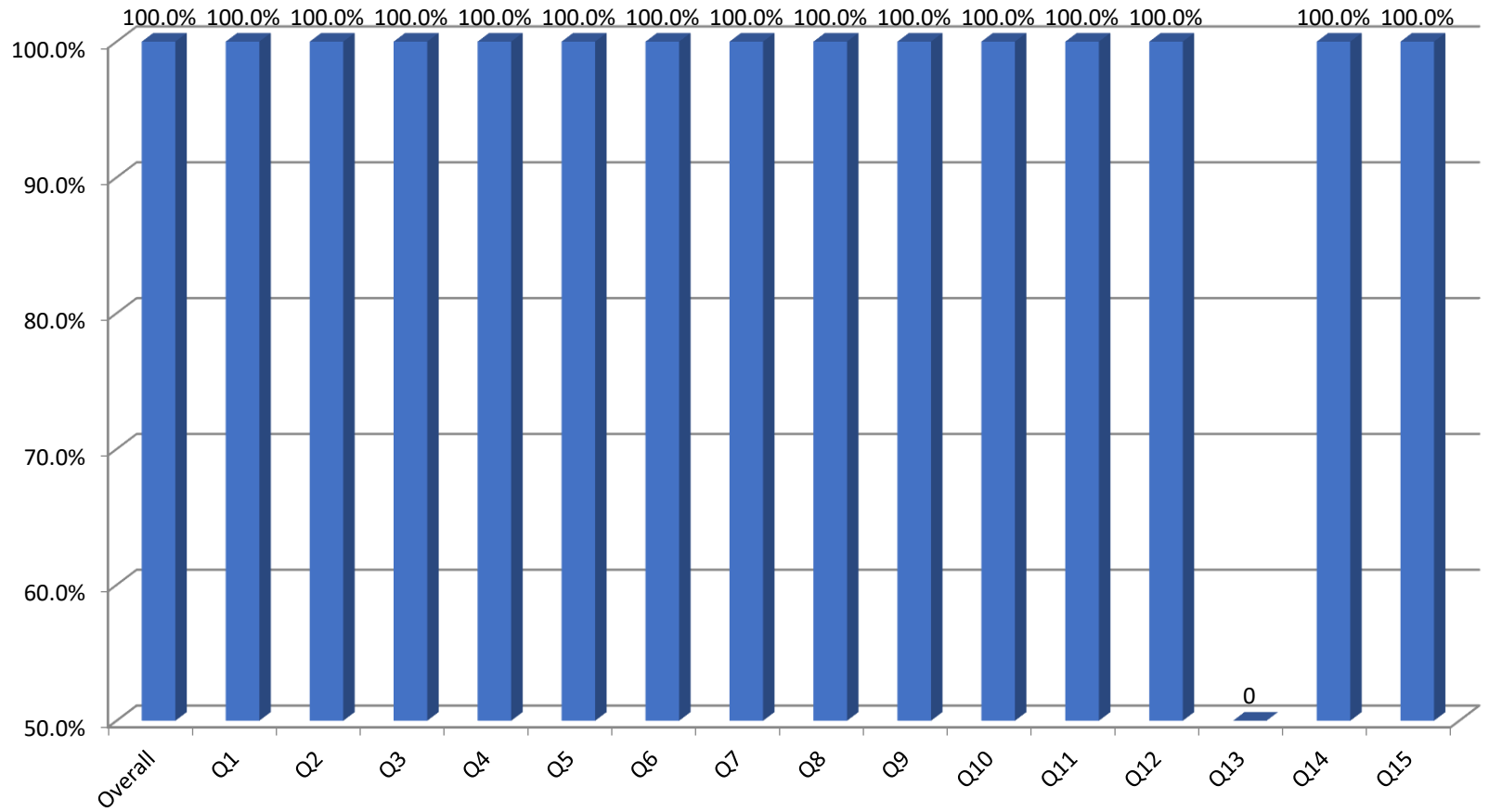
Copper Country Mental Health Services
Consumer Satisfaction Survey FY21
Total Surveys Received: 17

Adults with an Intellectual/ Developmental Disability



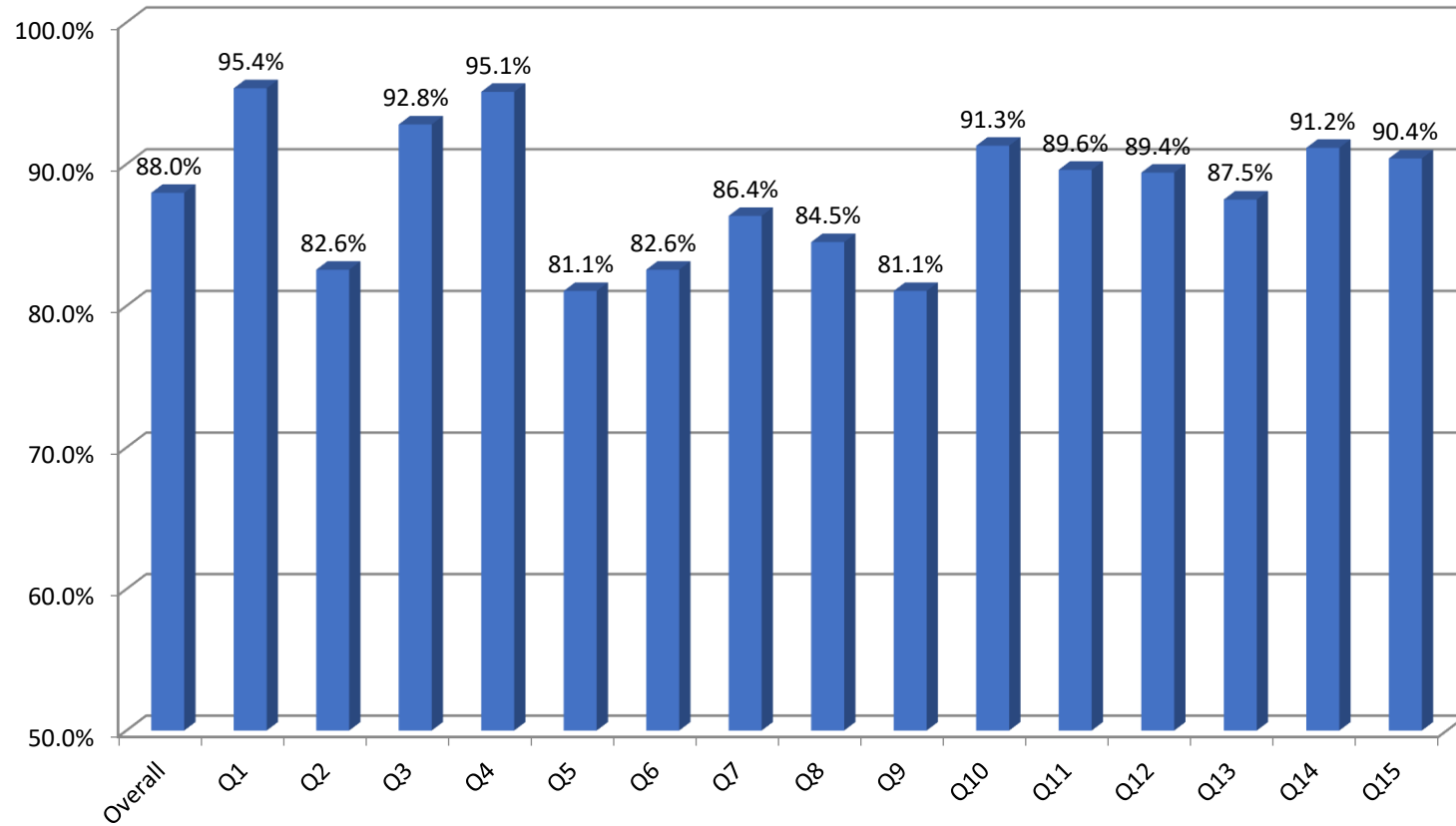
Copper Country Mental Health Services
Consumer Satisfaction Survey FY 21
Total surveys received: 63

Children with an Intellectual/Developmental Disability



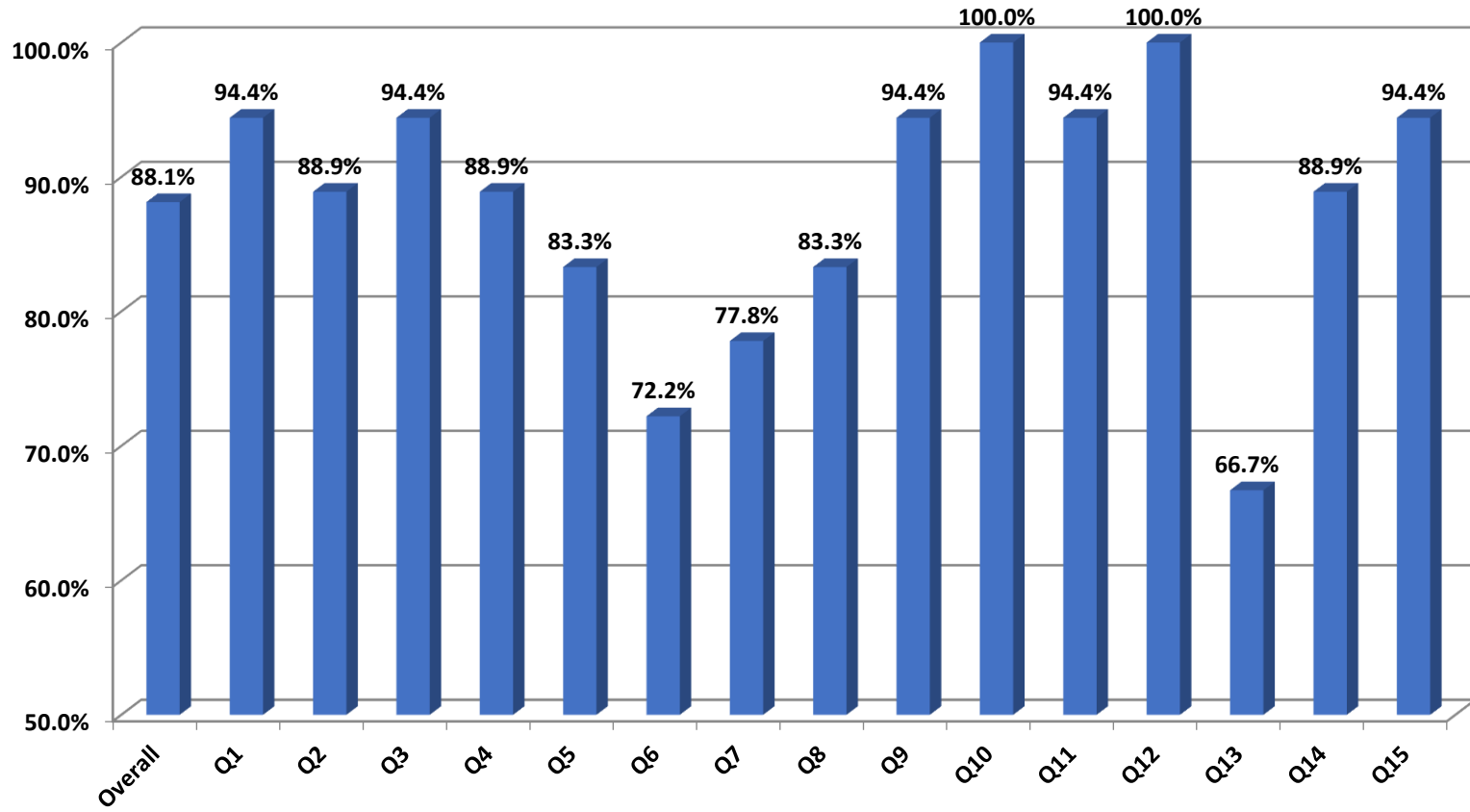
Copper Country Mental Health Services
Consumer Satisfaction Survey FY 21
Total Surveys Received: 2

Adults with a Mental Illness



Copper Country Mental Health Services
Consumer Satisfaction Survey FY 21
Total Sureys Received: 80

Children with a Mental Illness



Copper Country Mental Health Services
Consumer Satisfaction Survey FY 21
Total Surveys Received: 18

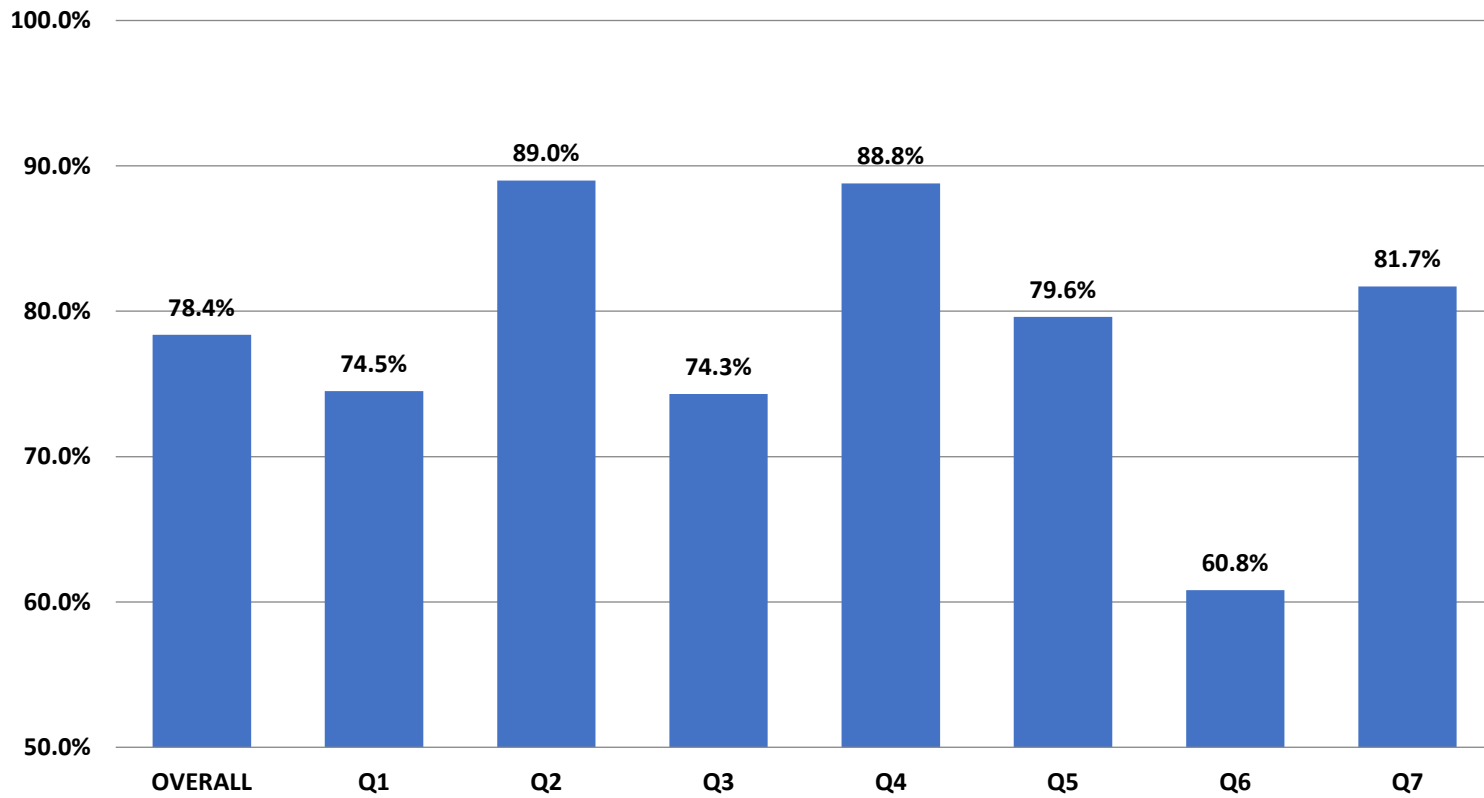
COPPER COUNTRY MENTAL HEALTH SERVICES

RECOVERY SATISFACTION SURVEY

RESULTS

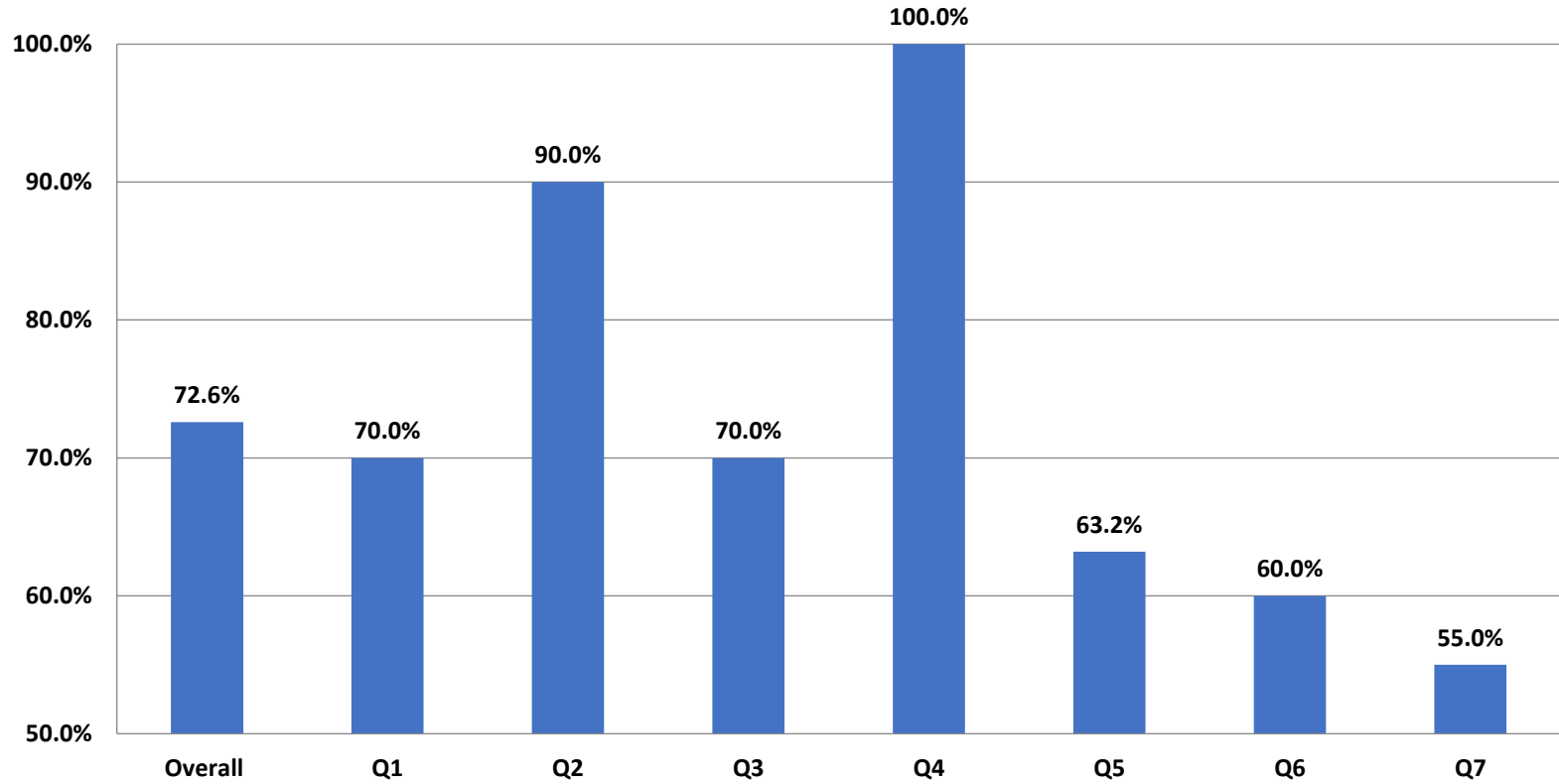
FY 2021

RECOVERY SATISFACTION OVERALL FY 2021



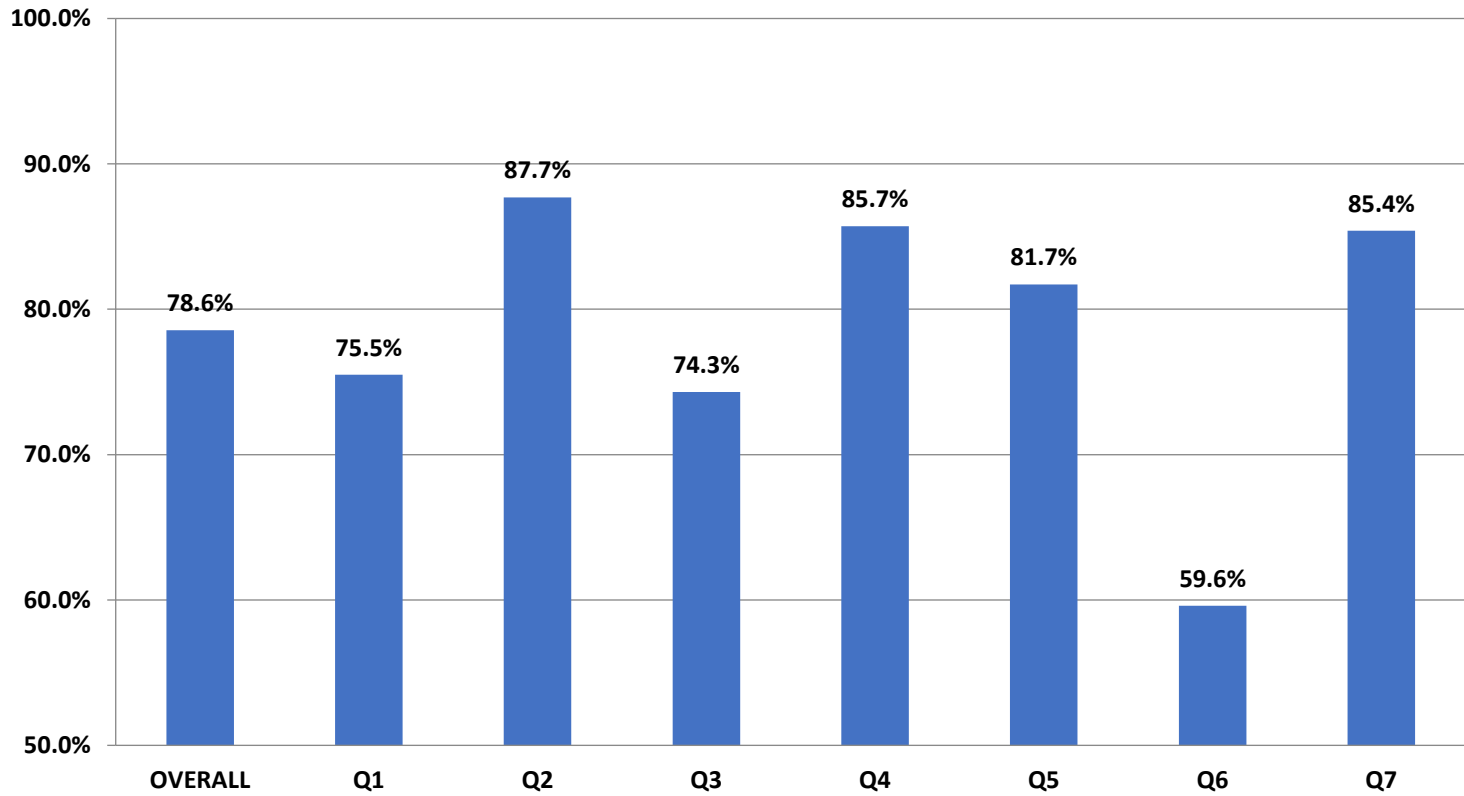
Copper Country Mental Health Services
Recovery Satisfaction Survey FY 2021
Surveys Returned: 164

RECOVERY SURVEY BARAGA COUNTY



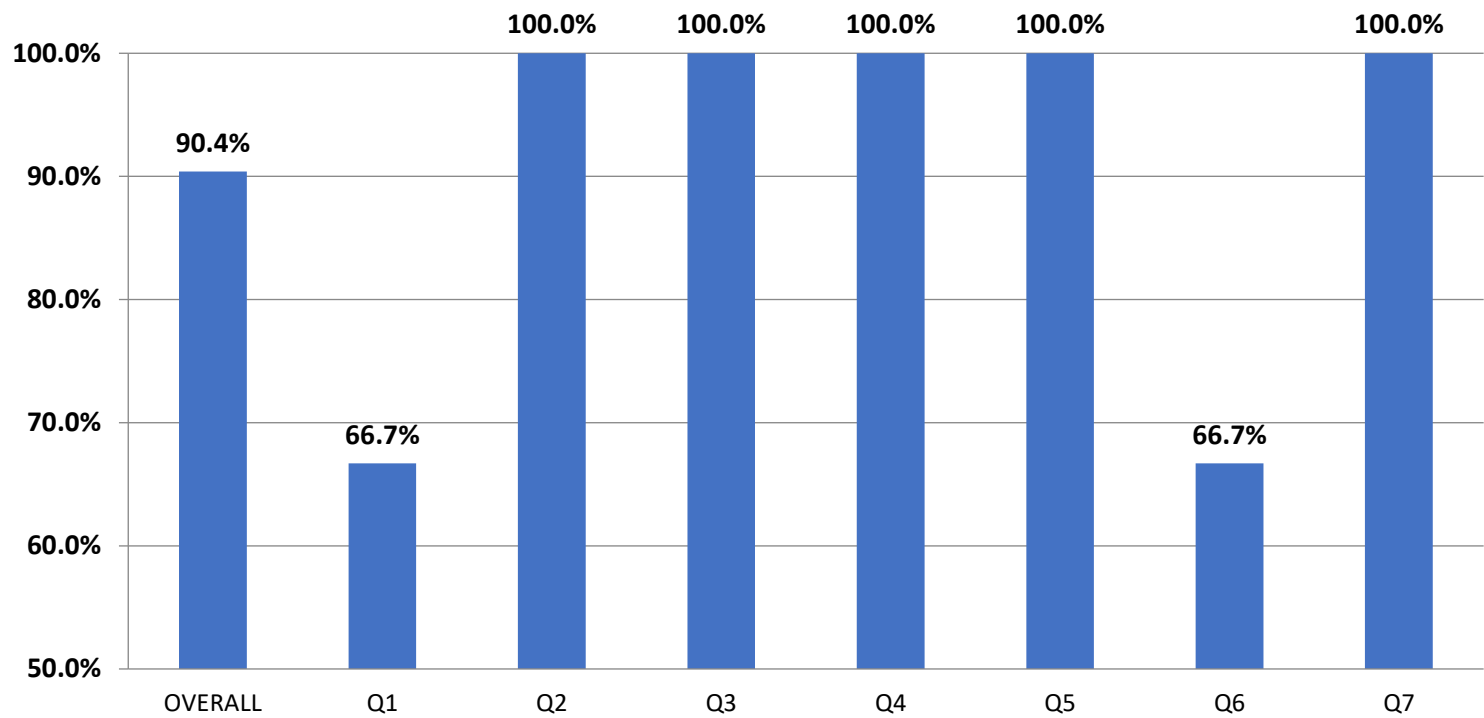
Copper Country Mental Health Services
Recovery Satisfaction Survey FY 21
Surveys Returned: 26

RECOVERY SURVEY HOUGHTON COUNTY



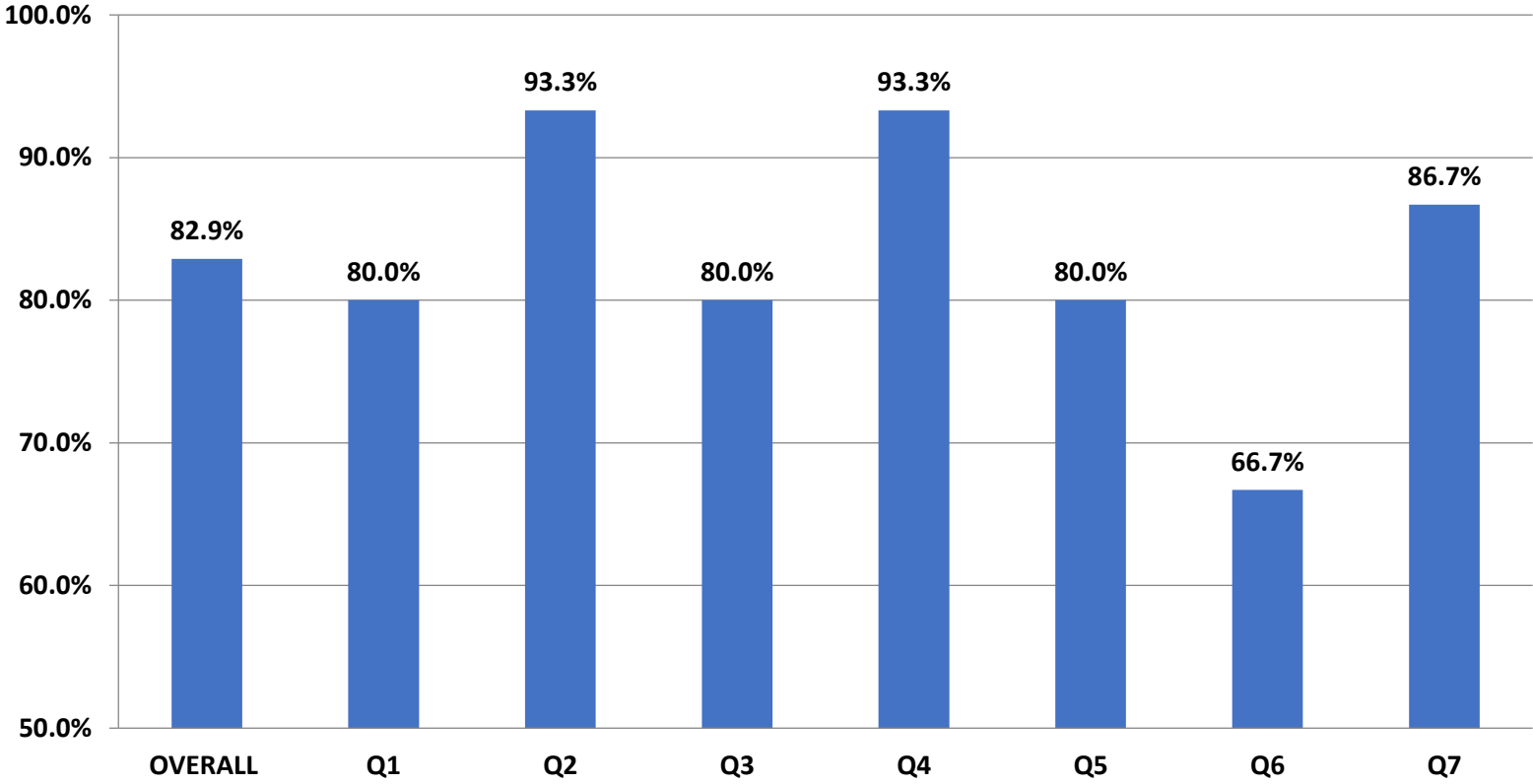
Copper Country Mental Health Services
Recovery Satisfaction Survey FY 21
Surveys Returned: 116

RECOVERY SURVEY KEWEENAW COUNTY



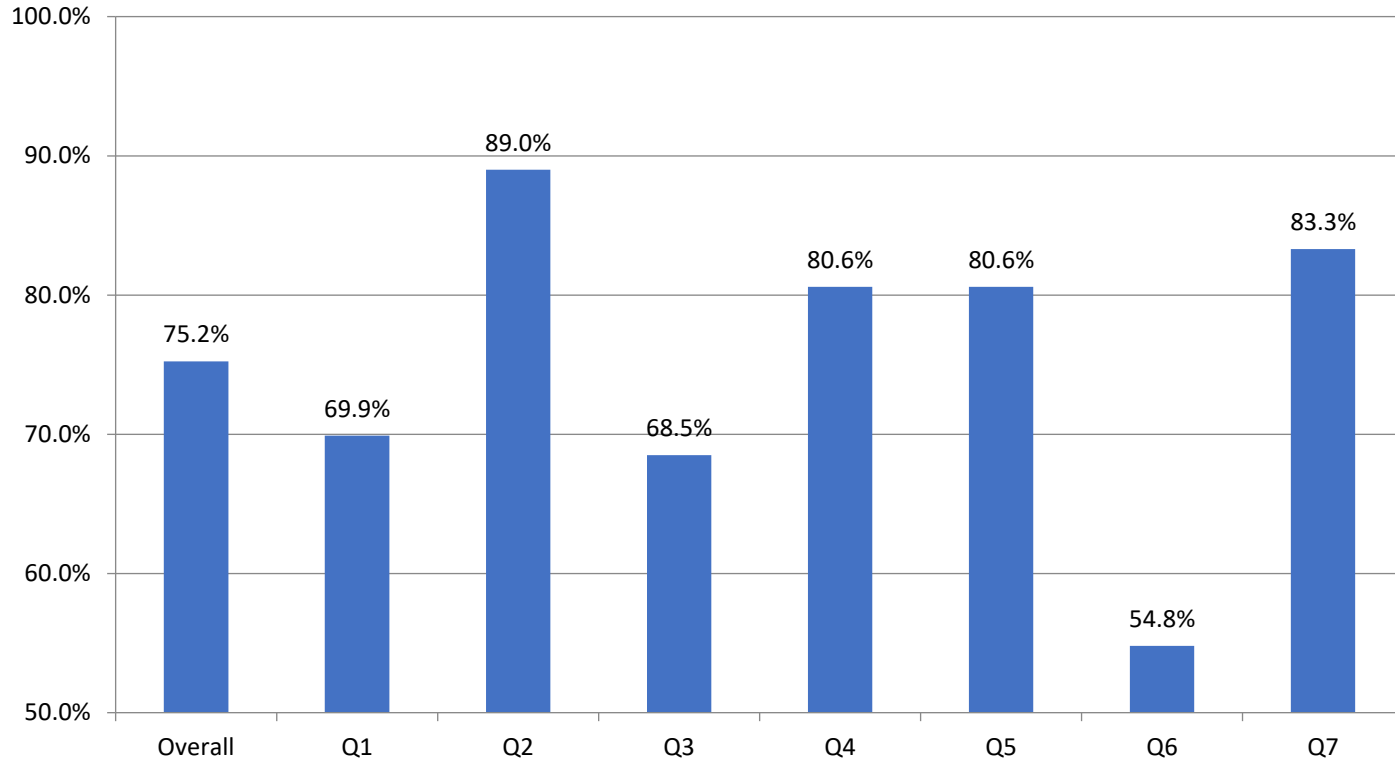
Copper Country Mental Health Services
Recovery Satisfaction Survey FY 21
Surveys Returned: 4

RECOVERY SURVEY ONTONAGON COUNTY



Copper Country Mental Health Services
Recovery Satisfaction Survey FY 21
Surveys Returned: 17

RECOVERY SURVEY ADULTS with a MENTAL ILLNESS



Copper Country Mental Health
Recovery Satisfaction Survey FY 21
Surveys Returned: 80