

**COPPER COUNTRY**  
**MENTAL HEALTH SERVICES**  
**Consumer Satisfaction Survey Report**  
**Fiscal Year 2020**

# **Copper Country Mental Health Services**

## **2020 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 2020 was at **96.6%**. This is the percentage of all responses rated “agree” or “strongly agree”. This year’s satisfaction rate increased over last year’s total, which was **94.3%**.

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 **898** questionnaires mailed to consumers during the 2020 fiscal year, **183** were returned, yielding a response rate of **20.4%**. The percentage of return was an increase from last year’s **19.6%**

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:

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## 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.

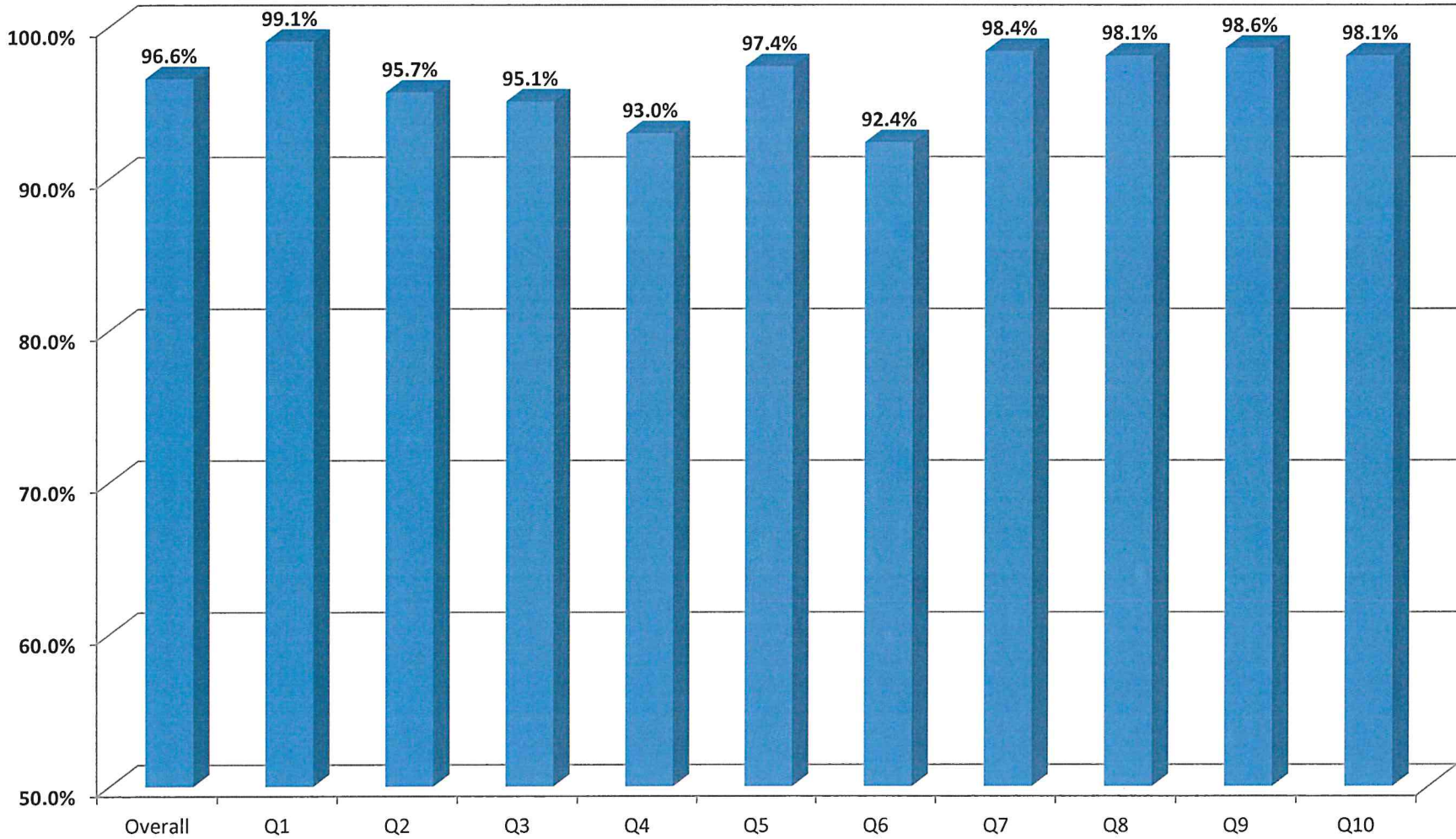
1. I am hopeful about my future.	Strongly Agree (4)	Agree (3)	Not Sure (0)	Disagree (2)	Strongly Disagree (1)
2. I am willing to ask for help.	Strongly Agree (4)	Agree (3)	Not Sure (0)	Disagree (2)	Strongly Disagree (1)
3. I believe that I can meet my current personal goals.	Strongly Agree (4)	Agree (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. 143.

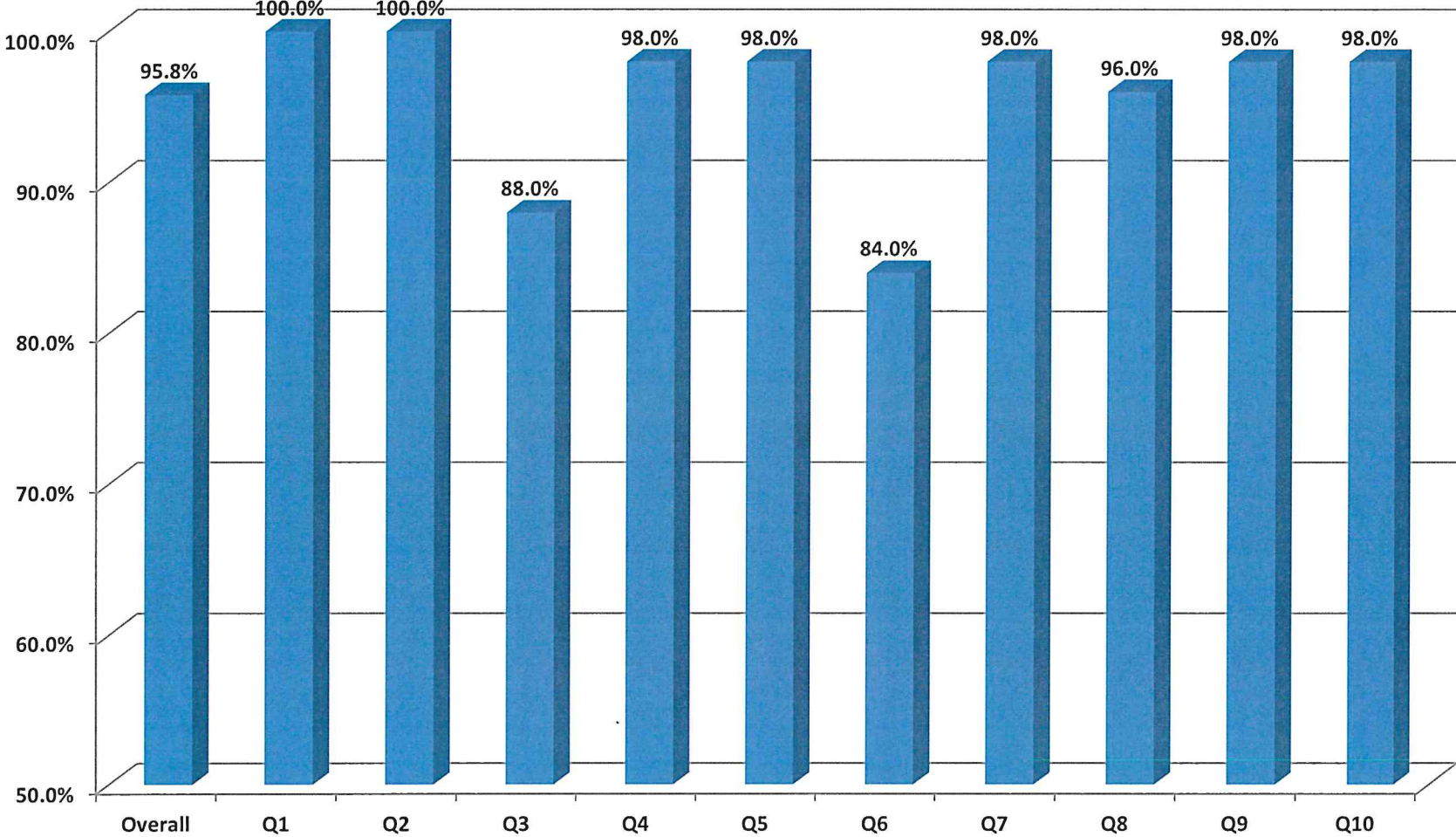
Name (Optional): \_\_\_\_\_ Phone (Optional): \_\_\_\_\_

# OVERALL SATISFACTION FY 2020



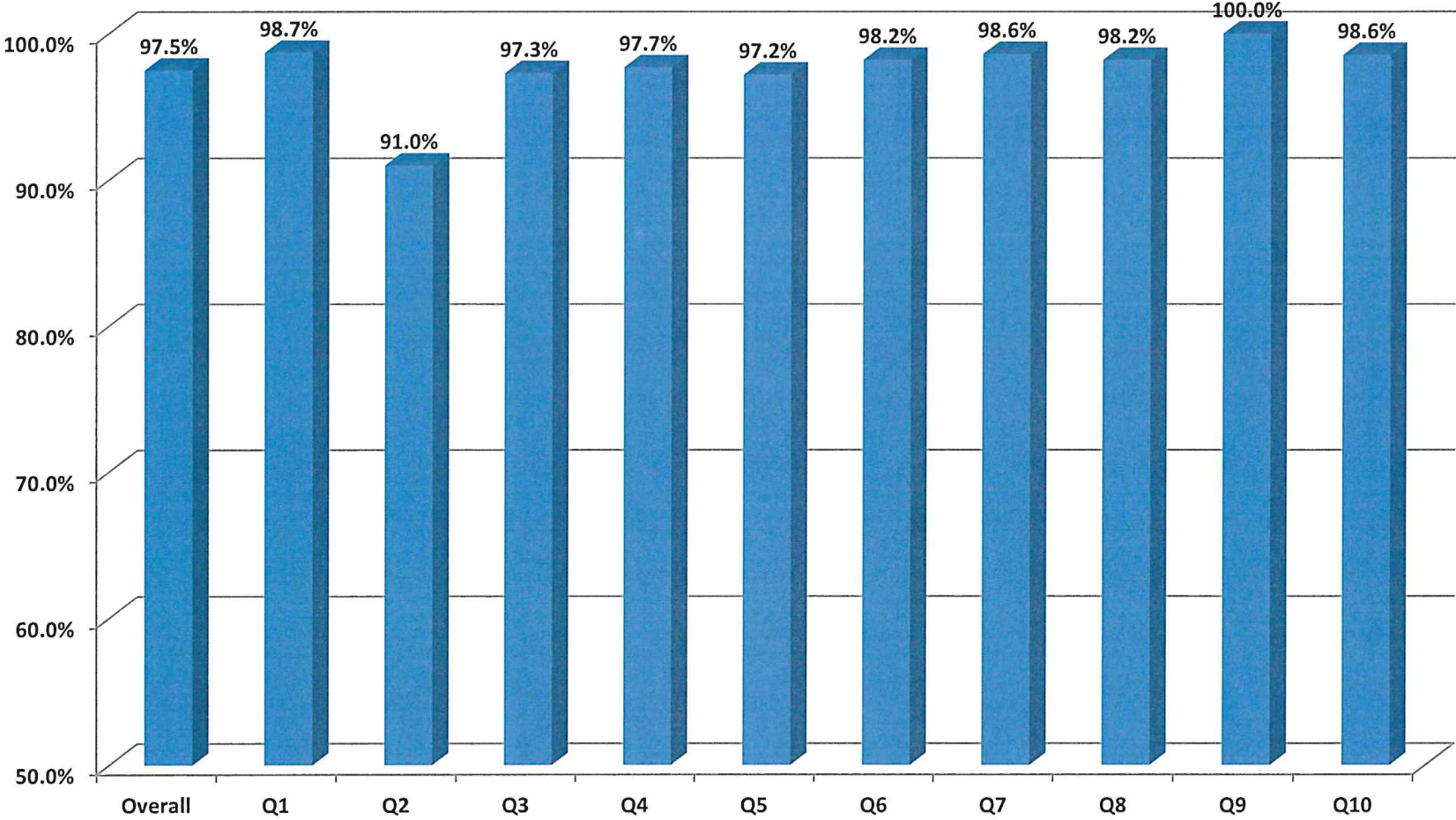
Copper Country Mental Health Services  
Consumer Satisfaction Survey FY 20  
Total Surveys Received: 183

# BARAGA COUNTY



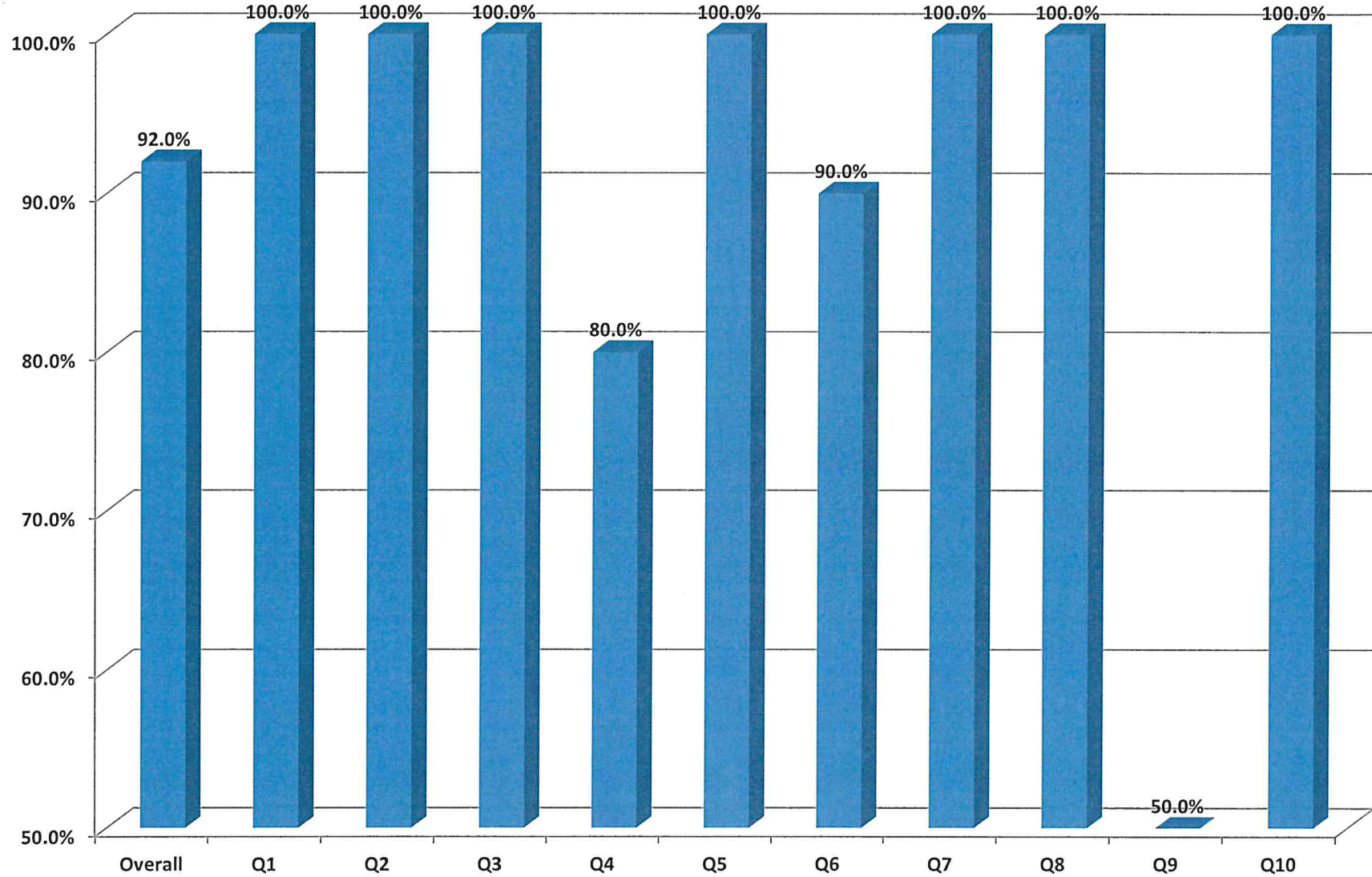
Copper Country Mental Health Services  
Consumer Satisfaction Survey FY 20  
Total Surveys Received: 30

# HOUGHTON COUNTY



Copper Country Mental Health Services  
Consumer Satisfaction Survey FY 20  
Total Surveys Received: 122

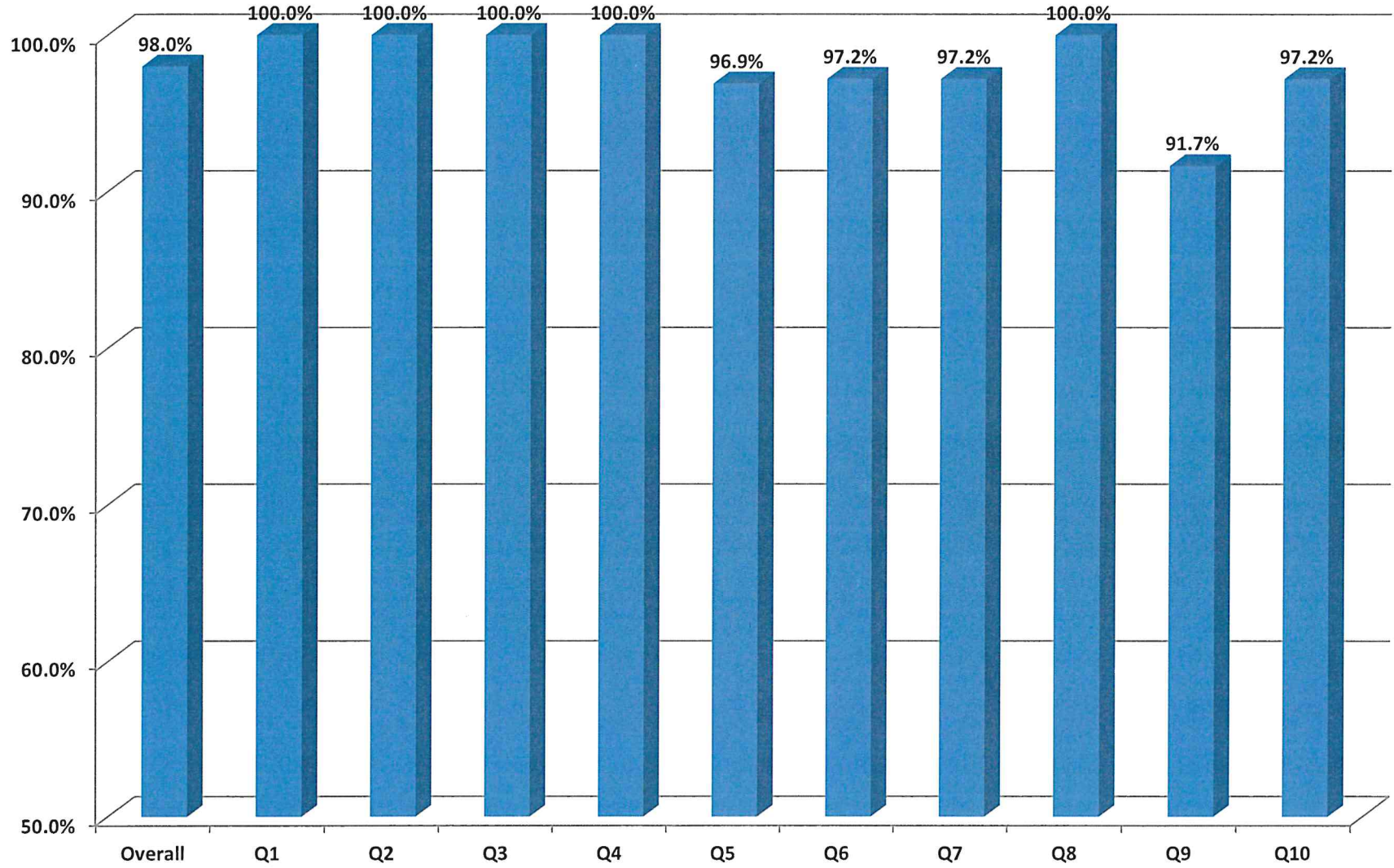
# KEWEENAW COUNTY



Copper Country Mental Health Services  
Consumer Satisfaction Survey FY 20  
Total Surveys Received: 8

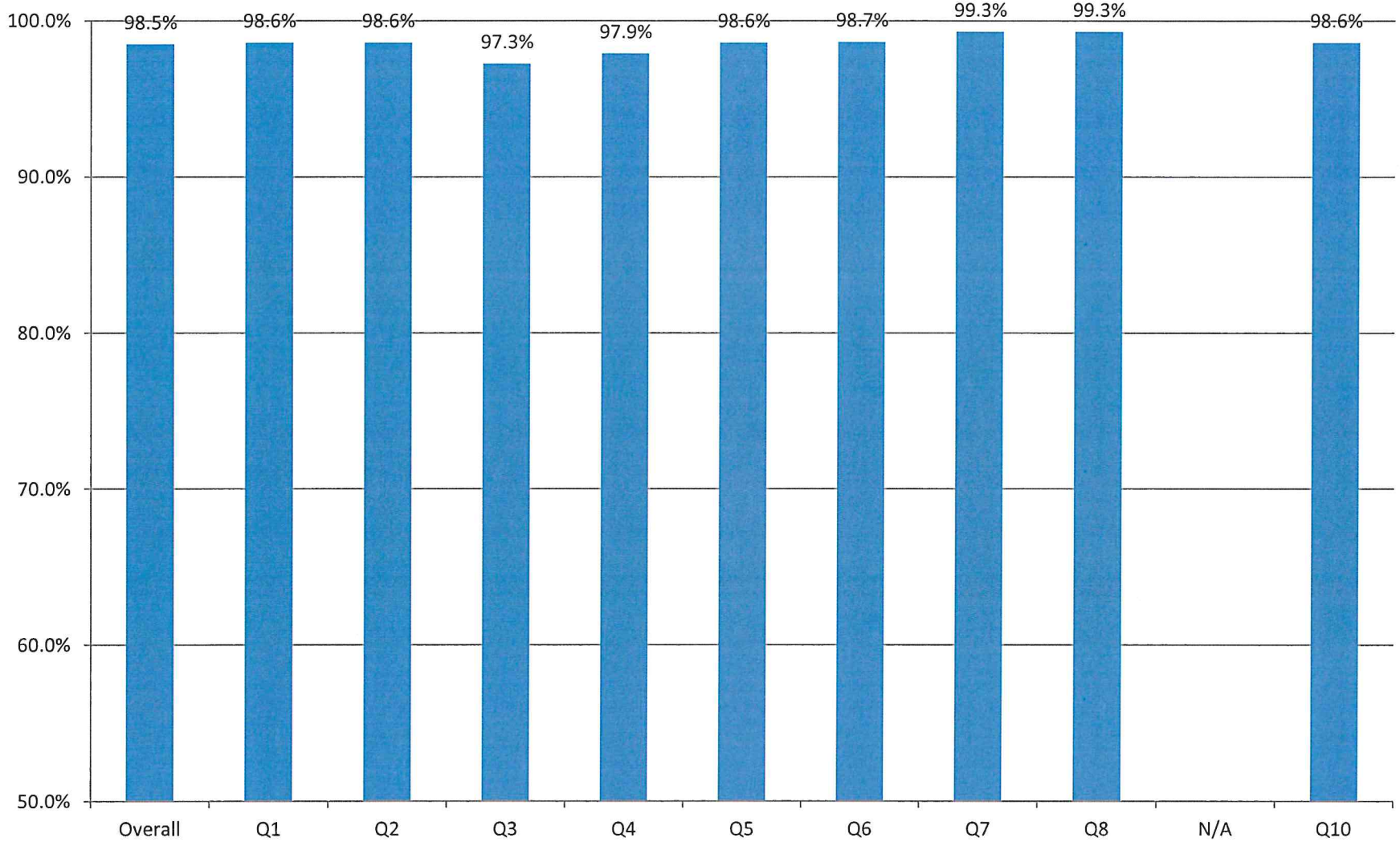


# ONTONAGON COUNTY



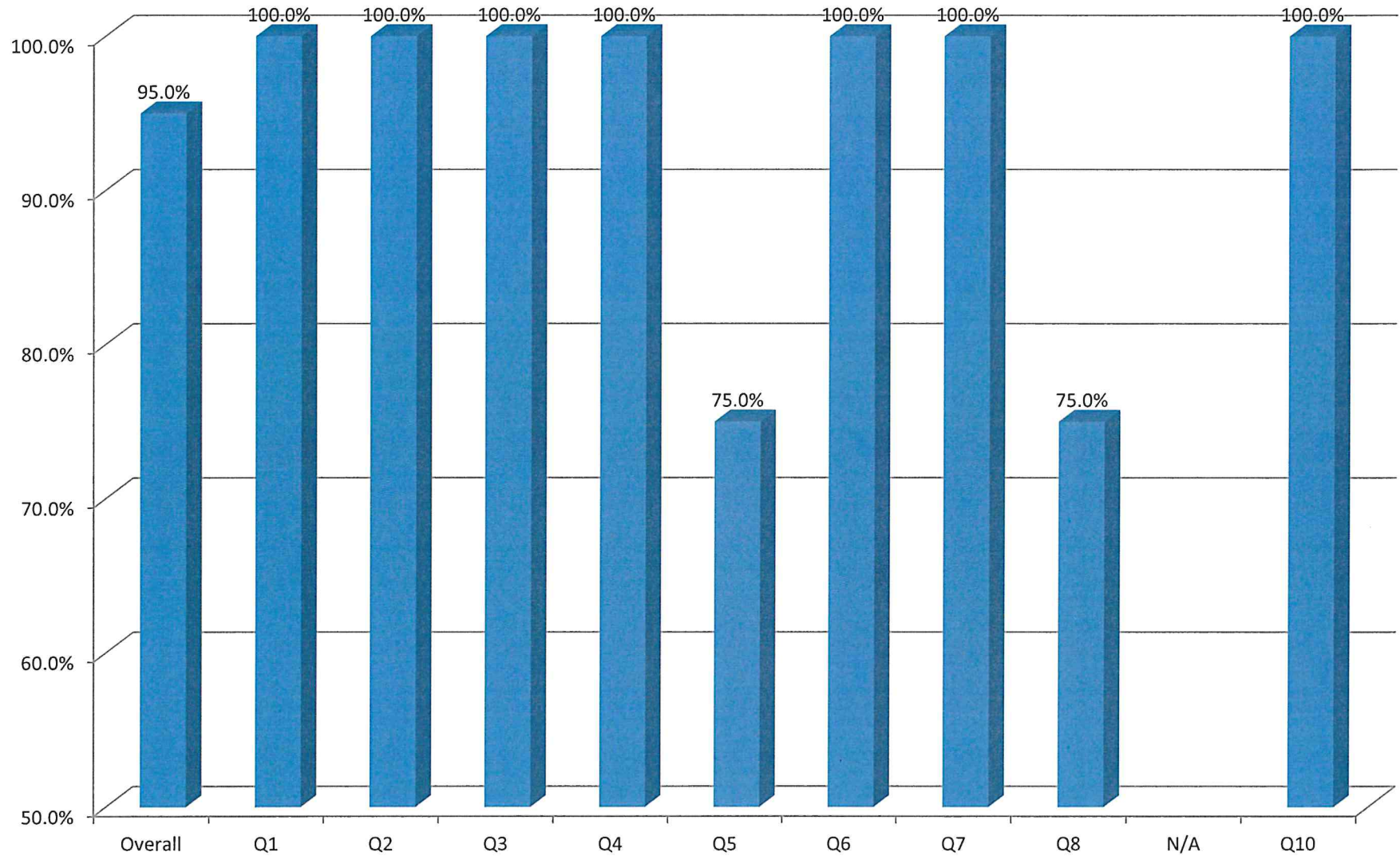
Copper Country Mental Health Services  
Consumer Satisfaction Survey FY20  
Total Surveys Received: 19

## Adults with an Intellectual/ Developmental Disability



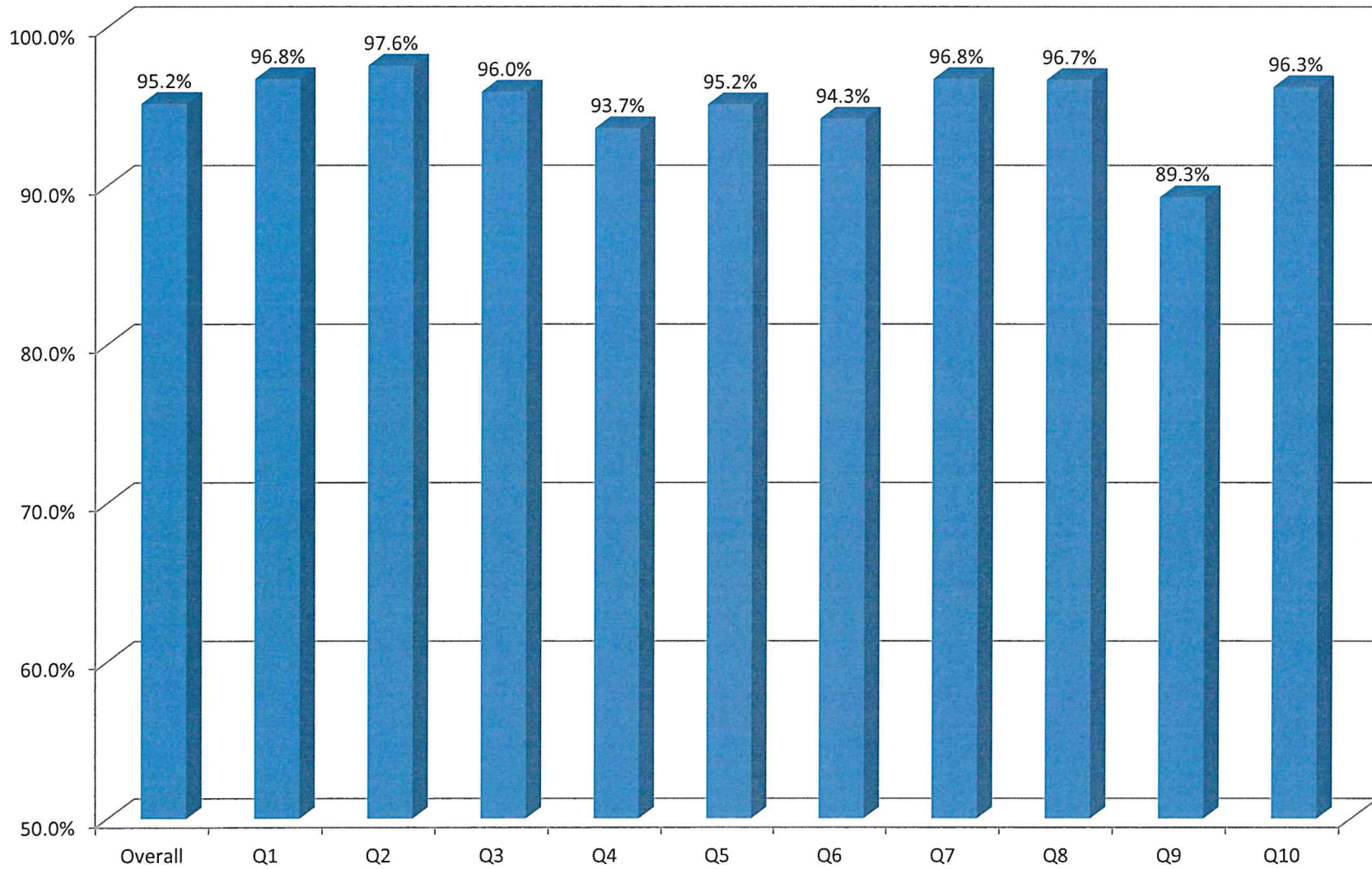
Copper Country Mental Health Services  
Consumer Satisfaction Survey FY 20  
Total surveys received: 77

## Children with an Intellectual/Developmental Disability



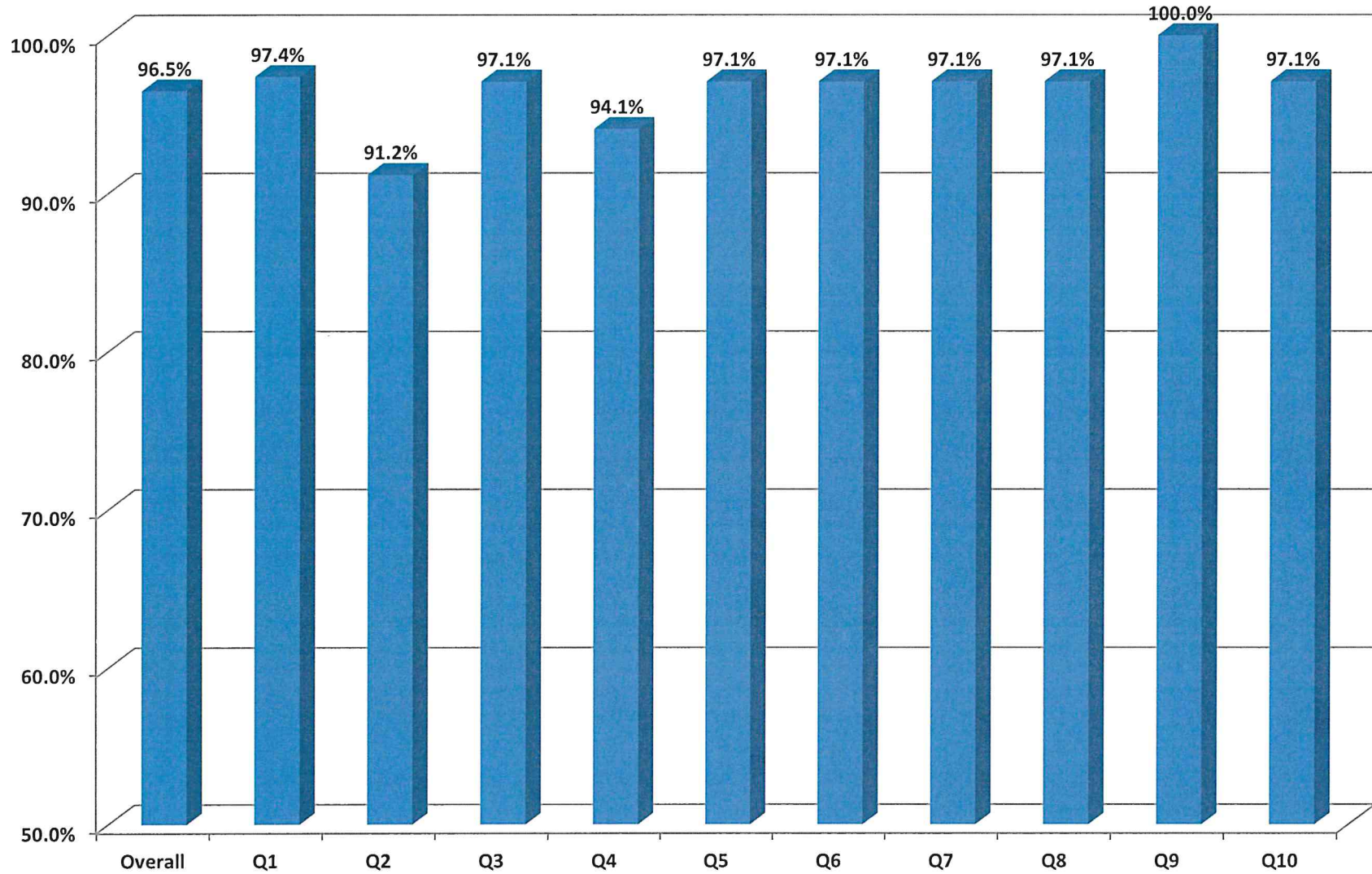
Copper Country Mental Health Services  
Consumer Satisfaction Survey FY 20  
Total Surveys Received: 4

## Adults with a Mental Illness



Copper Country Mental Health Services  
Consumer Satisfaction Survey FY 20  
Total Sureys Received: 71

## Children with a Mental Illness



Copper Country Mental Health Services  
Consumer Satisfaction Survey FY 20  
Total Surveys Received: 20

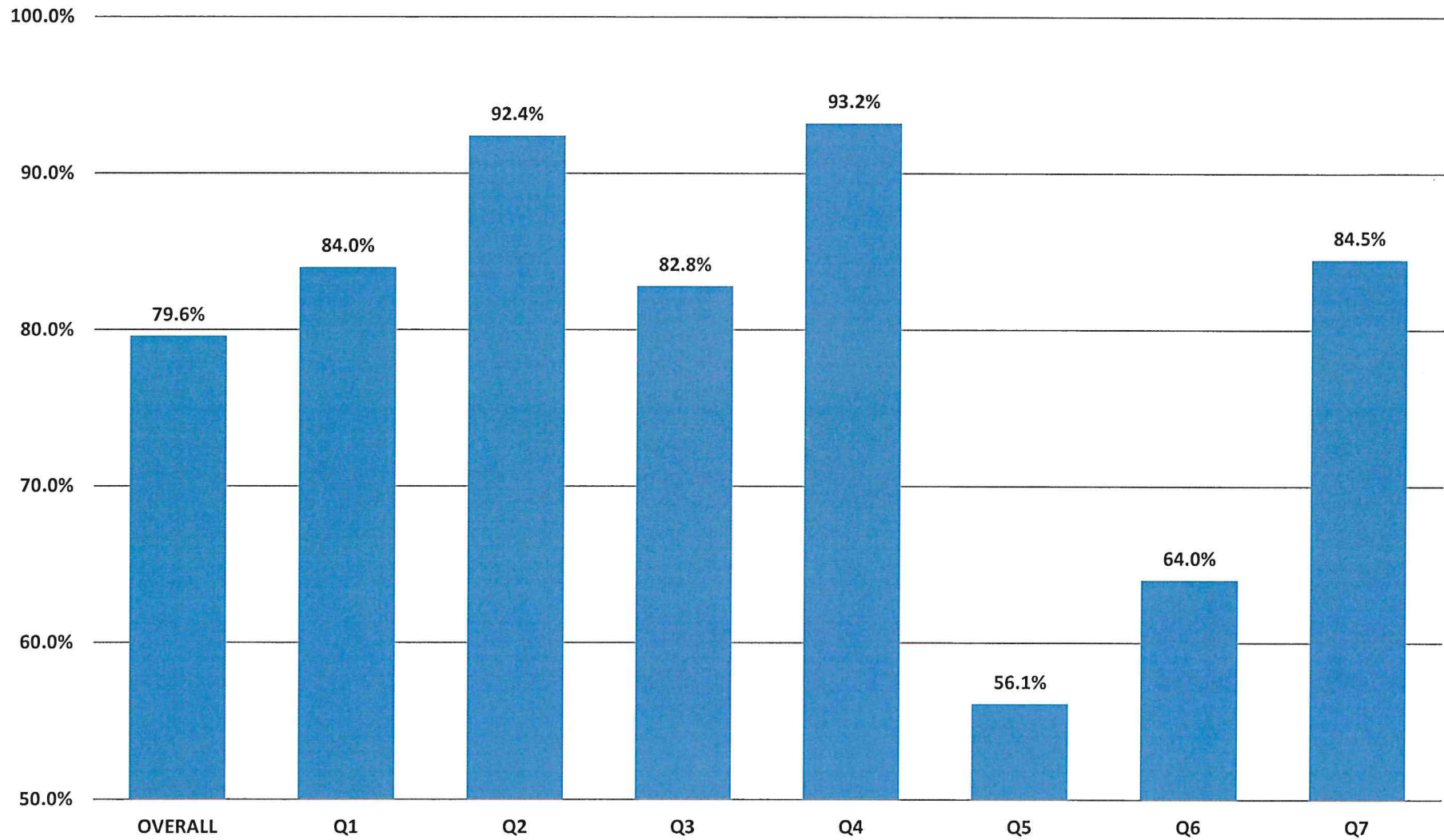
**COPPER COUNTRY MENTAL HEALTH SERVICES**

**RECOVERY SATISFACTION SURVEY**

**RESULTS**

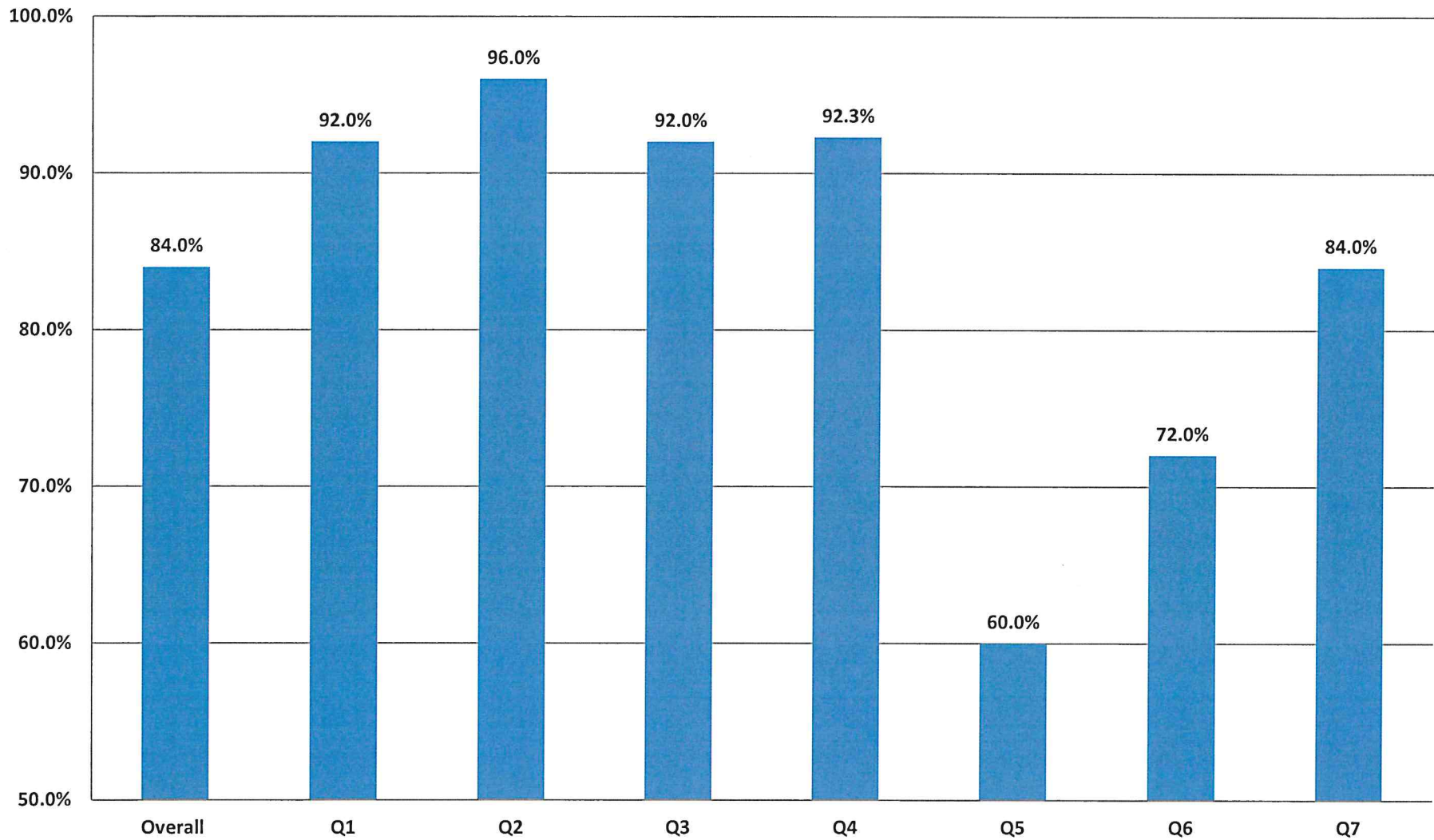
**FY 2020**

## RECOVERY SATISFACTION OVERALL FY 2020



Copper Country Mental Health Services  
Recovery Satisfaction Survey FY 2020  
Surveys Returned: 148

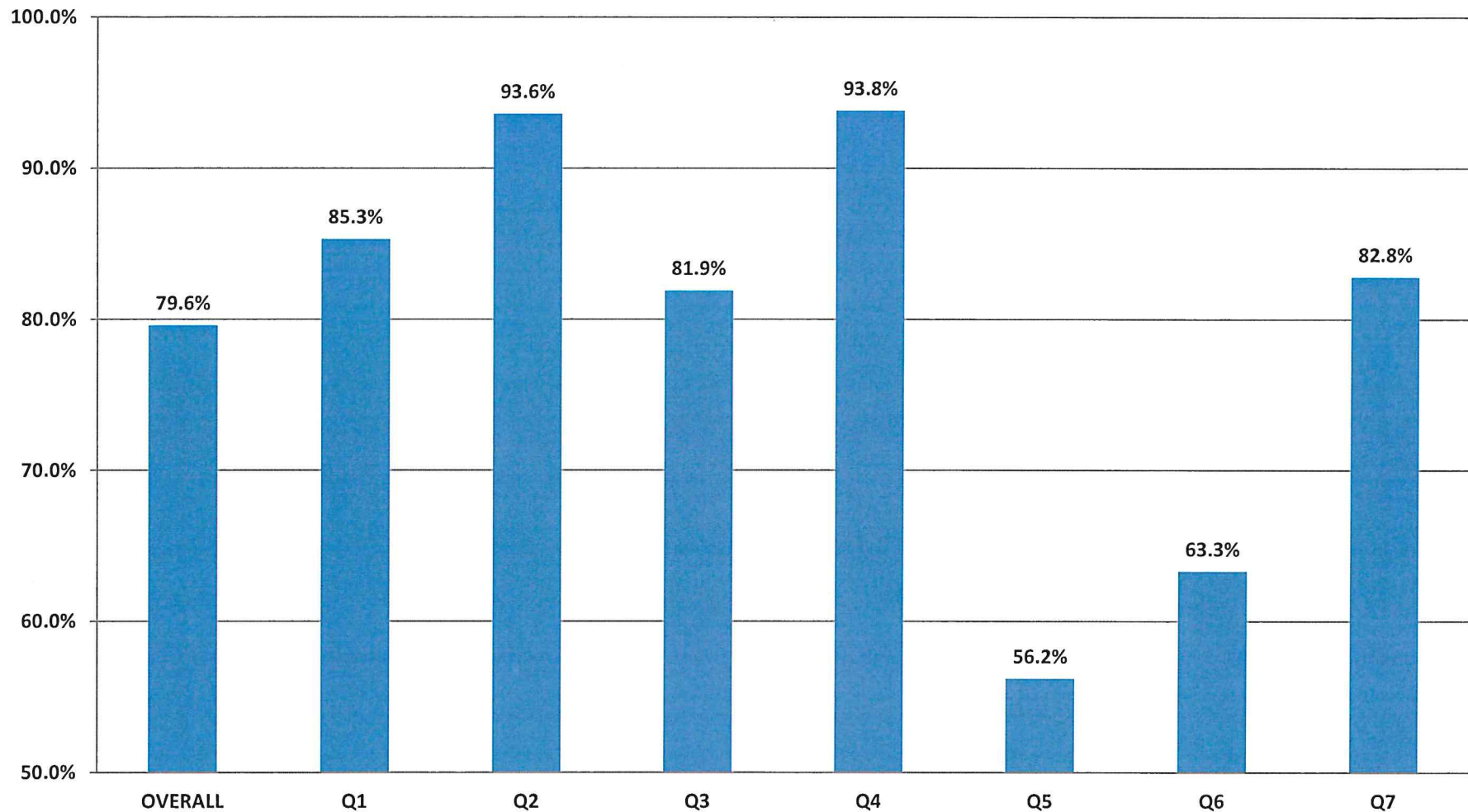
# RECOVERY SURVEY BARAGA COUNTY



Copper Country Mental Health Services  
Recovery Satisfaction Survey FY 20  
Surveys Returned: 26

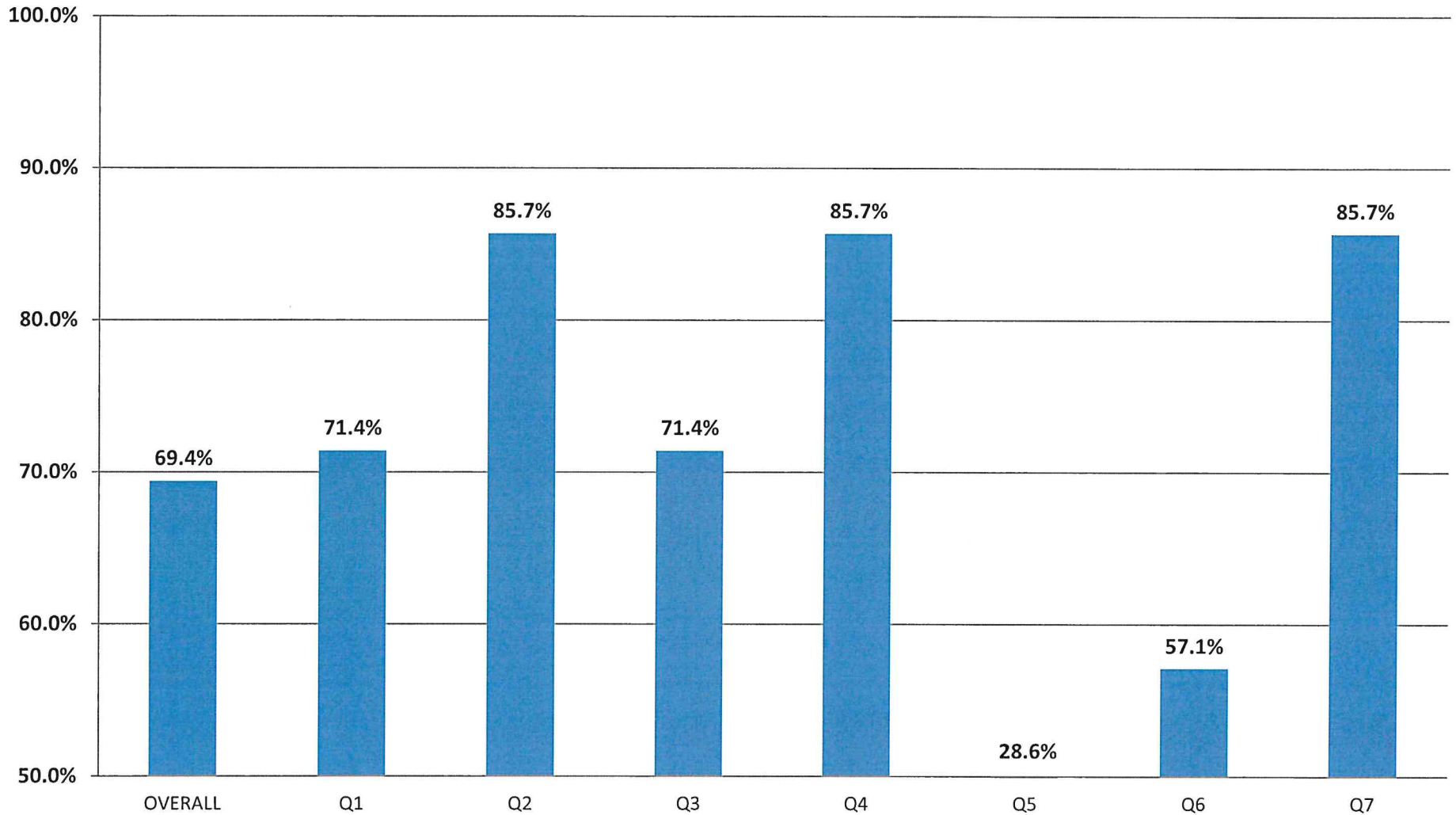


# RECOVERY SURVEY HOUGHTON COUNTY



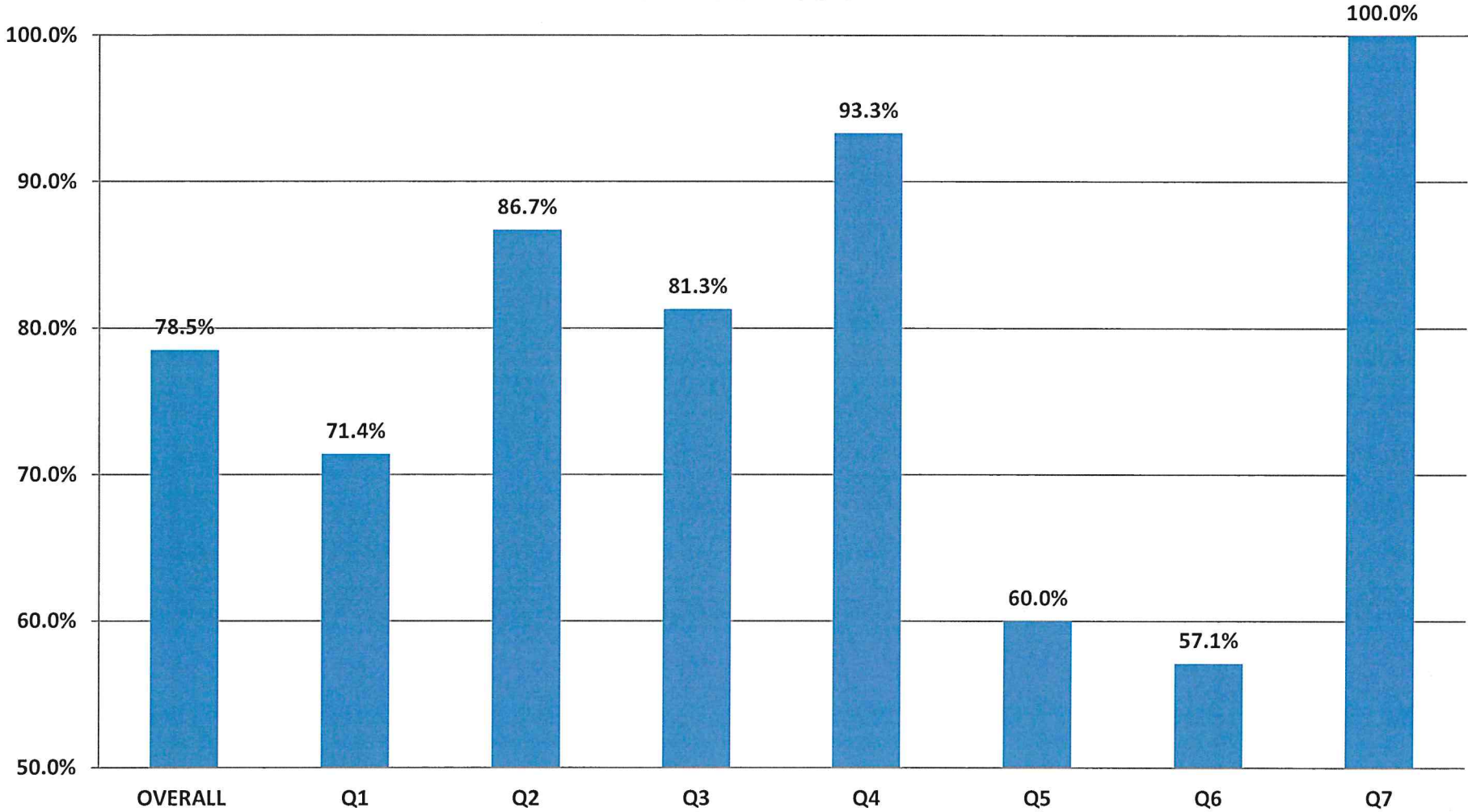
Copper Country Mental Health Services  
Recovery Satisfaction Survey FY 20  
Surveys Returned: 96

# RECOVERY SURVEY KEWEENAW COUNTY



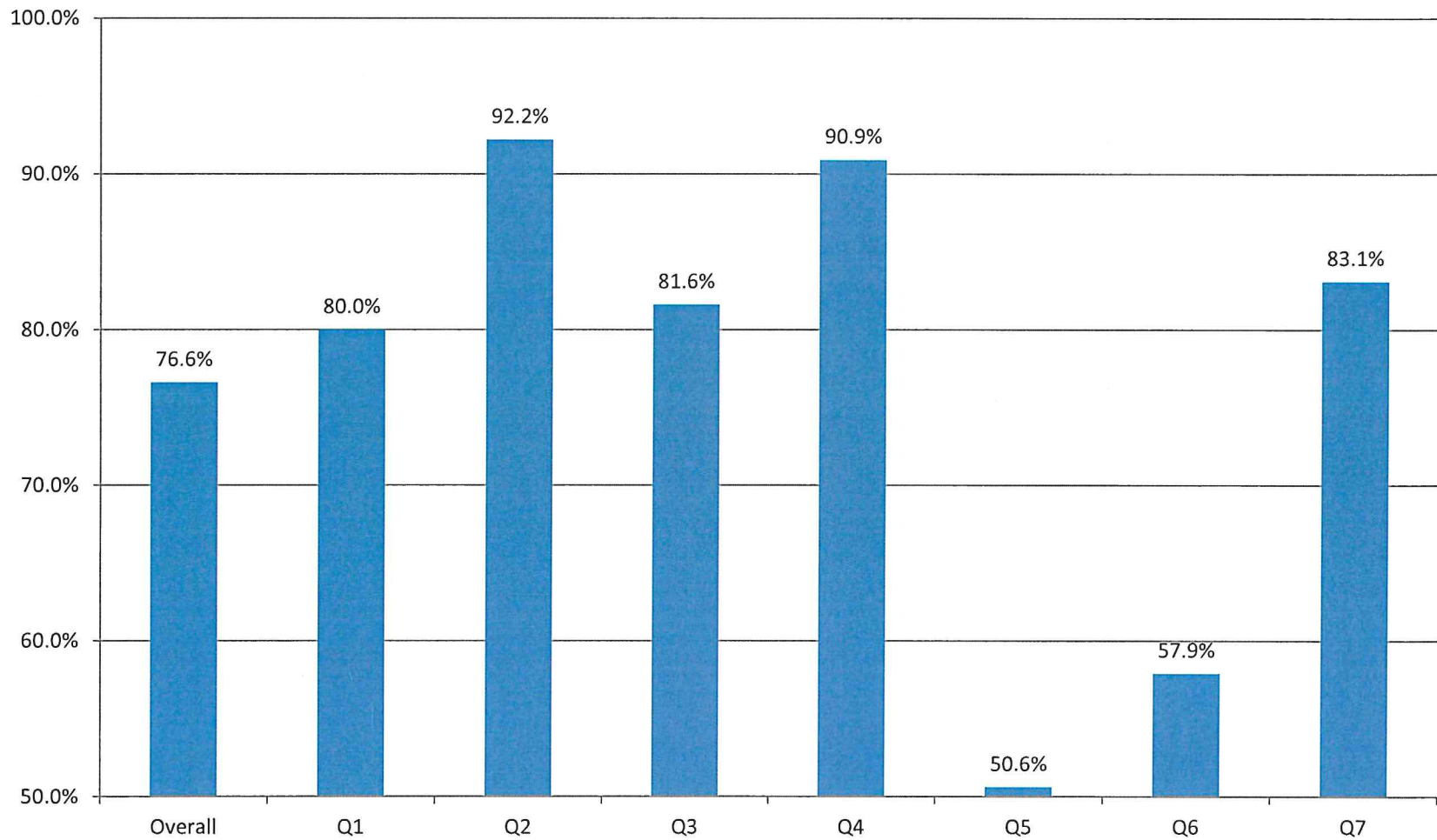
Copper Country Mental Health Services  
Recovery Satisfaction Survey FY 20  
Surveys Returned: 7

# RECOVERY SURVEY ONTONAGON COUNTY



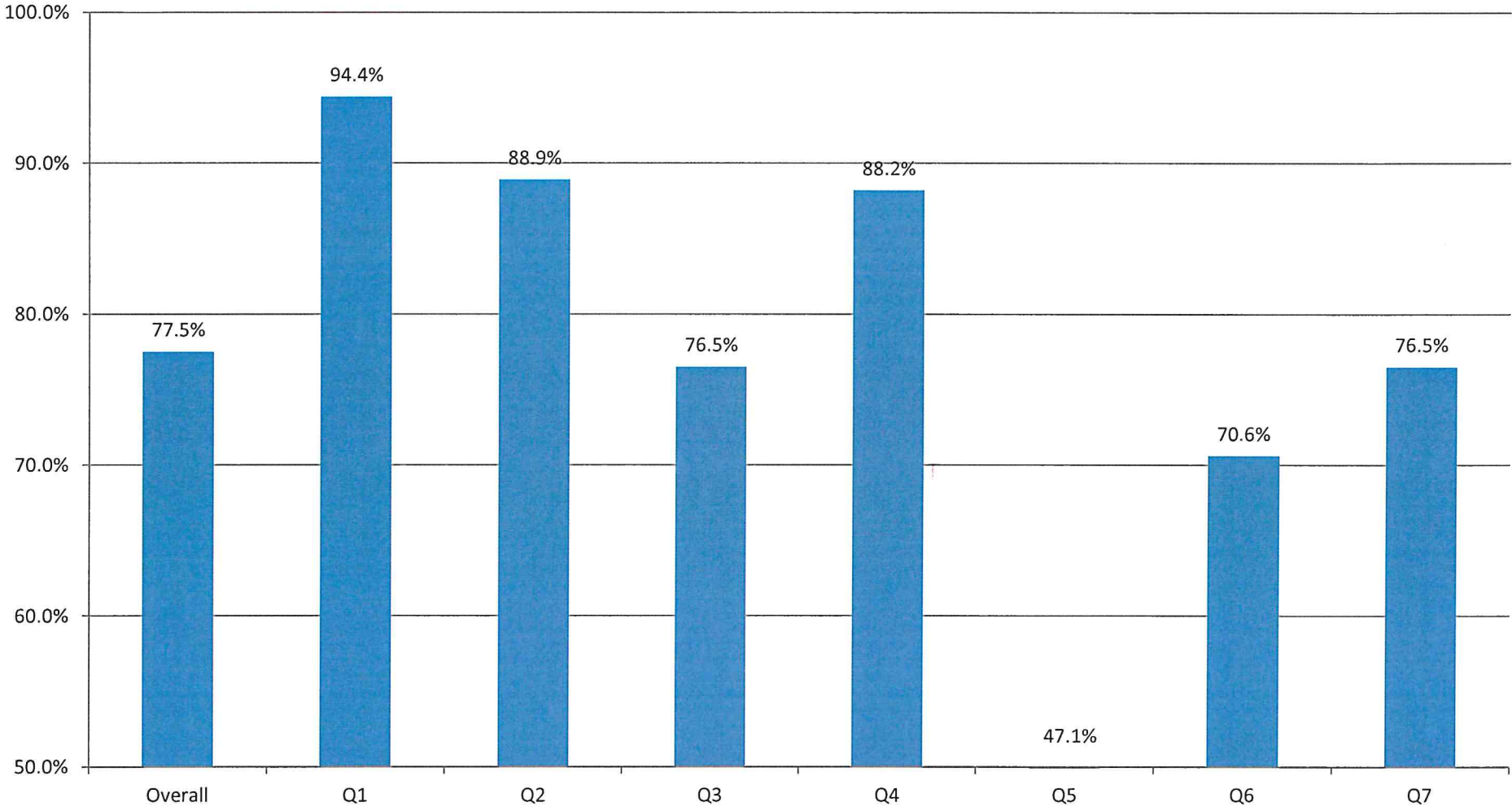
Copper Country Mental Health Services  
Recovery Satisfaction Survey FY 20  
Surveys Returned: 18

# RECOVERY SURVEY ADULTS with a MENTAL ILLNESS



Copper Country Mental Health  
Recovery Satisfaction Survey FY 20  
Surveys Returned: 77

# RECOVERY SURVEY CHILDREN with a MENTAL ILLNESS



Copper Country Mental Health Services  
Recovery Satisfaction Survey FY 20  
Surveys Returned: 18