



CONSUMER SATISFACTION SURVEY REPORT
FISCAL YEAR 2024

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 2024 was 96.0%. 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 97.3%.

The overall recovery rate in fiscal year 2024 was 88.4%. This year’s recovery rate increased over last year’s total which was 76.1%.






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

Of the 946 questionnaires mailed to consumers during the 2024 fiscal year, 104 were returned or completed on line, yielding a response rate of 11.0%. The percentage of return was a decrease from last year’s 12.6%.

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.






Consumer Satisfaction Survey ~ Part A
All responses are confidential.



<p align="center">Consumer Satisfaction Survey ~ Part A <i>All responses are confidential.</i></p>					
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. <input type="checkbox"/> I have not called the crisis line.	Strongly Agree (4)	Agree (3)	Not Sure (0)	Disagree (2)	Strongly Disagree (1)
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)

Recovery Survey ~ Part B

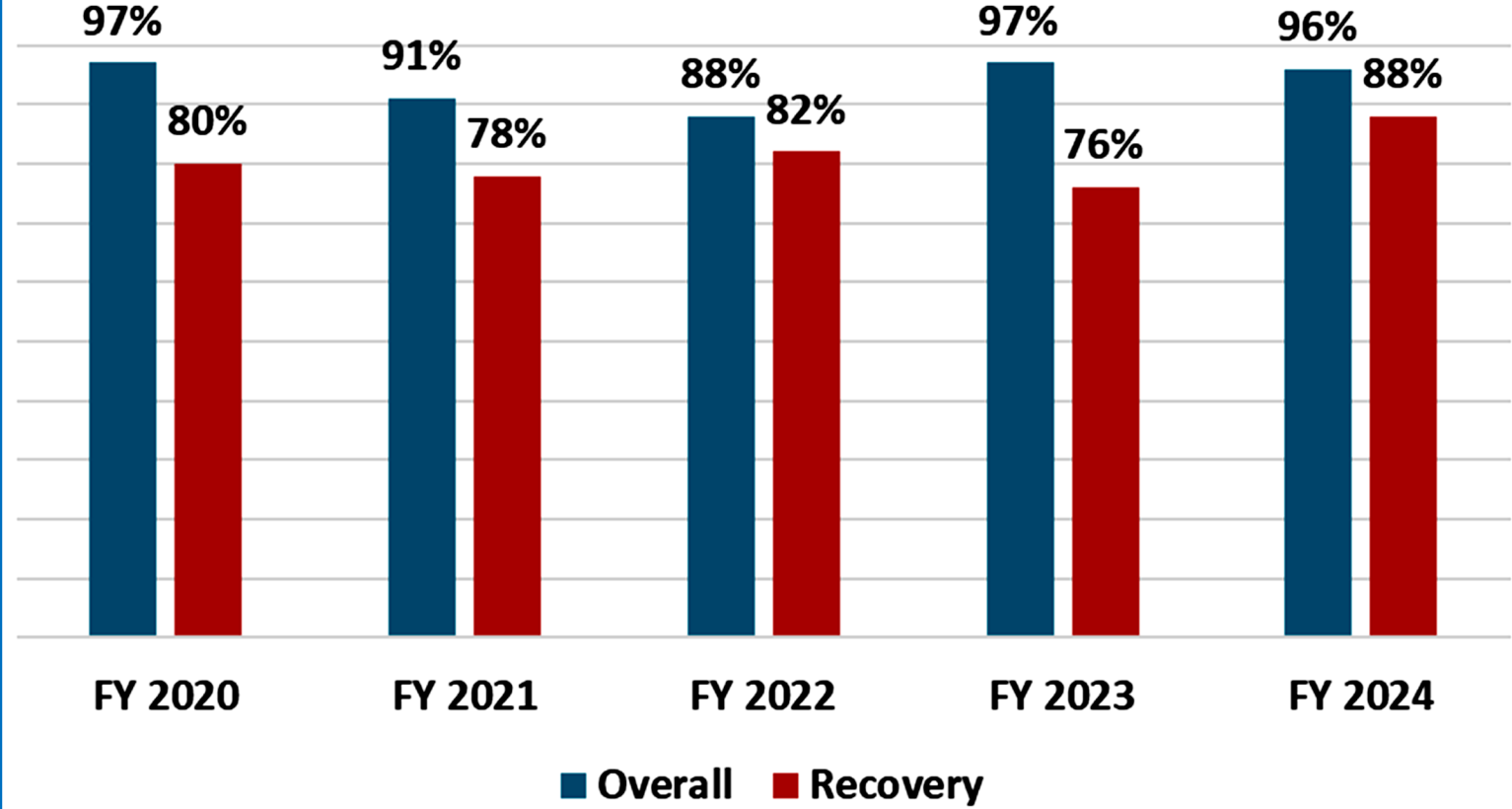
The short survey below is to learn about your recovery journey thus far with Community Mental Health. We are assessing if our goal to provide recovery based services is being met. Please complete all the questions. The survey is confidential. If you add your name, we will address with you personally,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

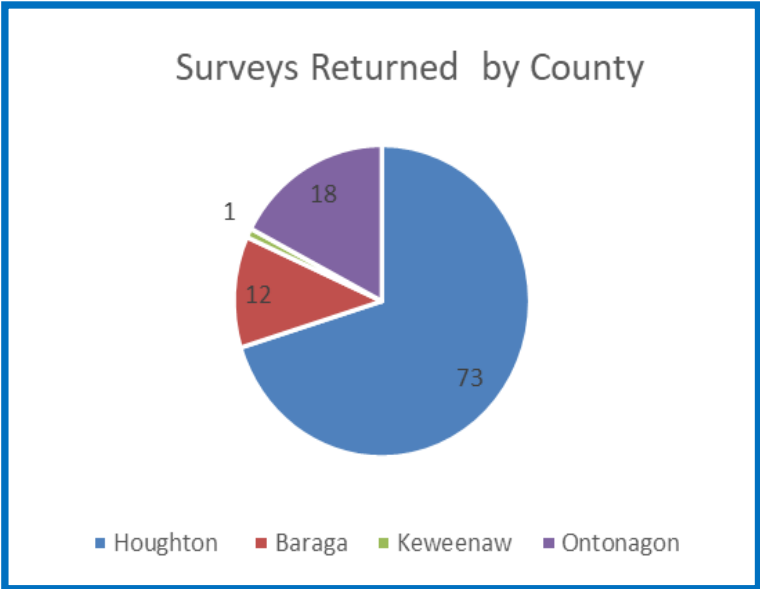
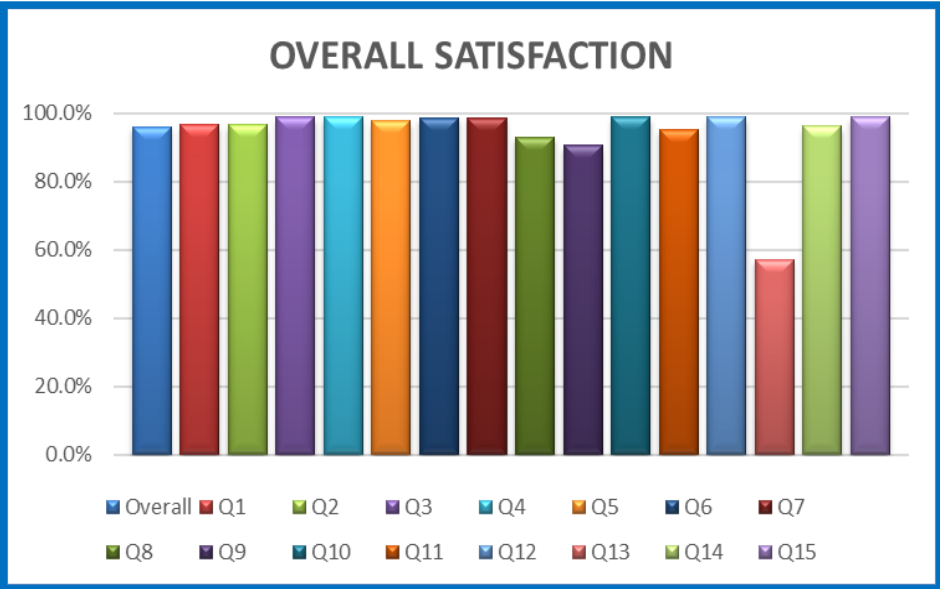
5 Year Comparison of Overall and Recovery Satisfaction








**104 Surveys
Received**

**946 Total
Mailed**

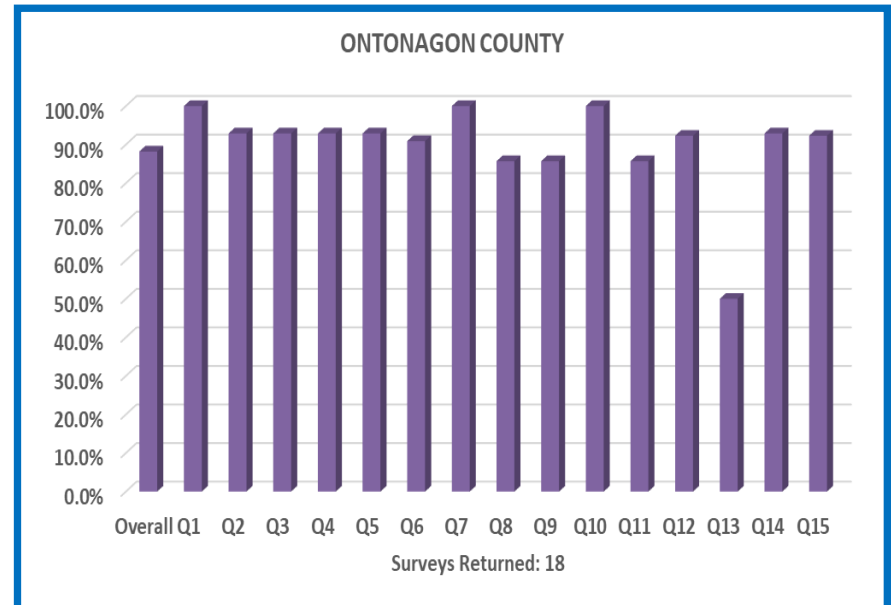
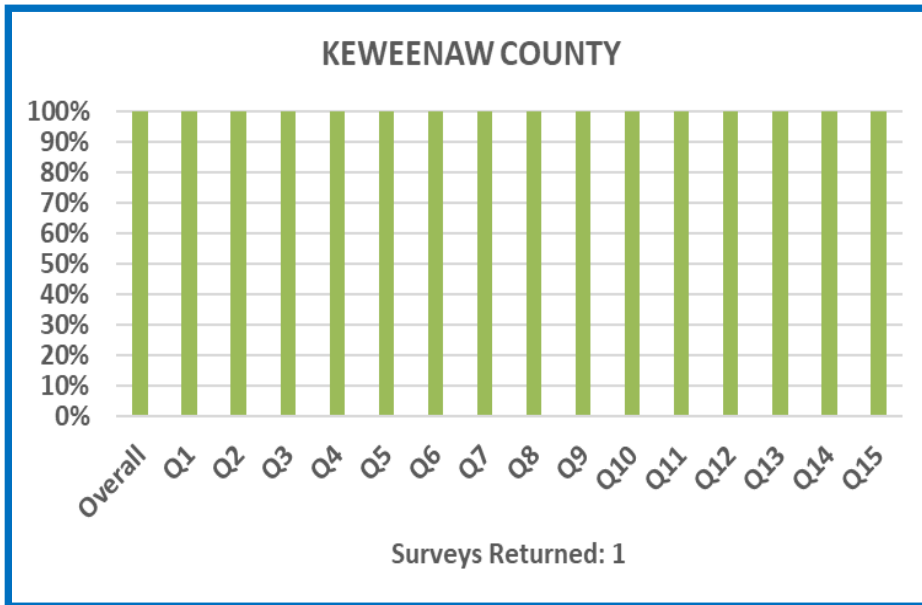
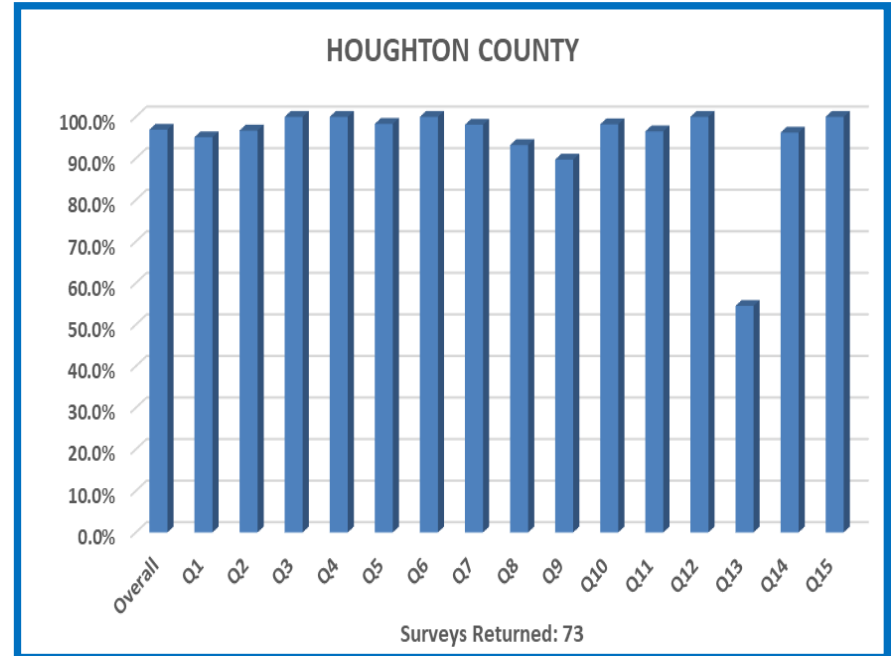
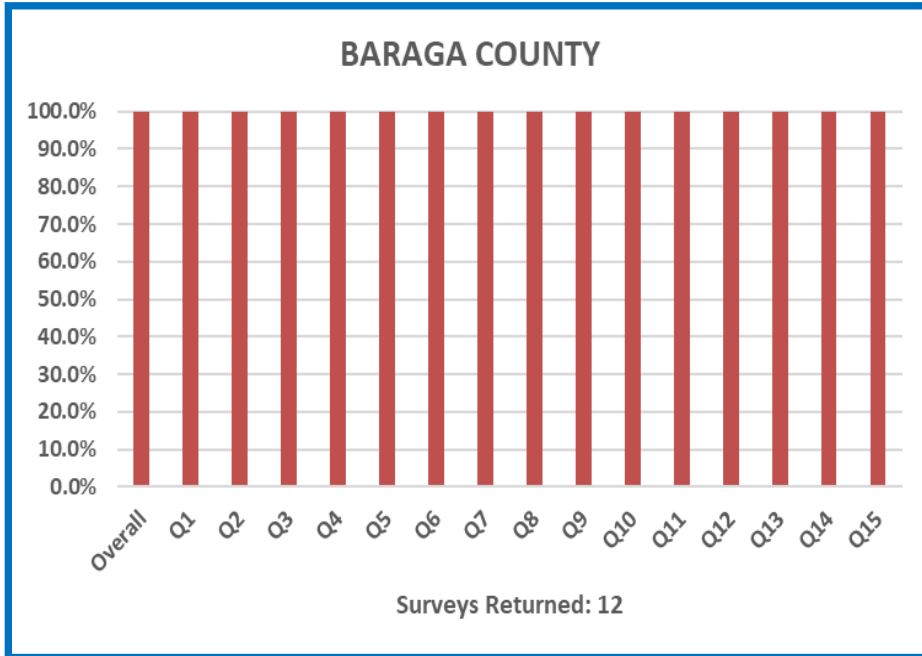
**11.0 Percent
of Return**



Consumer Satisfaction Survey ~ Part A
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Satisfaction by County

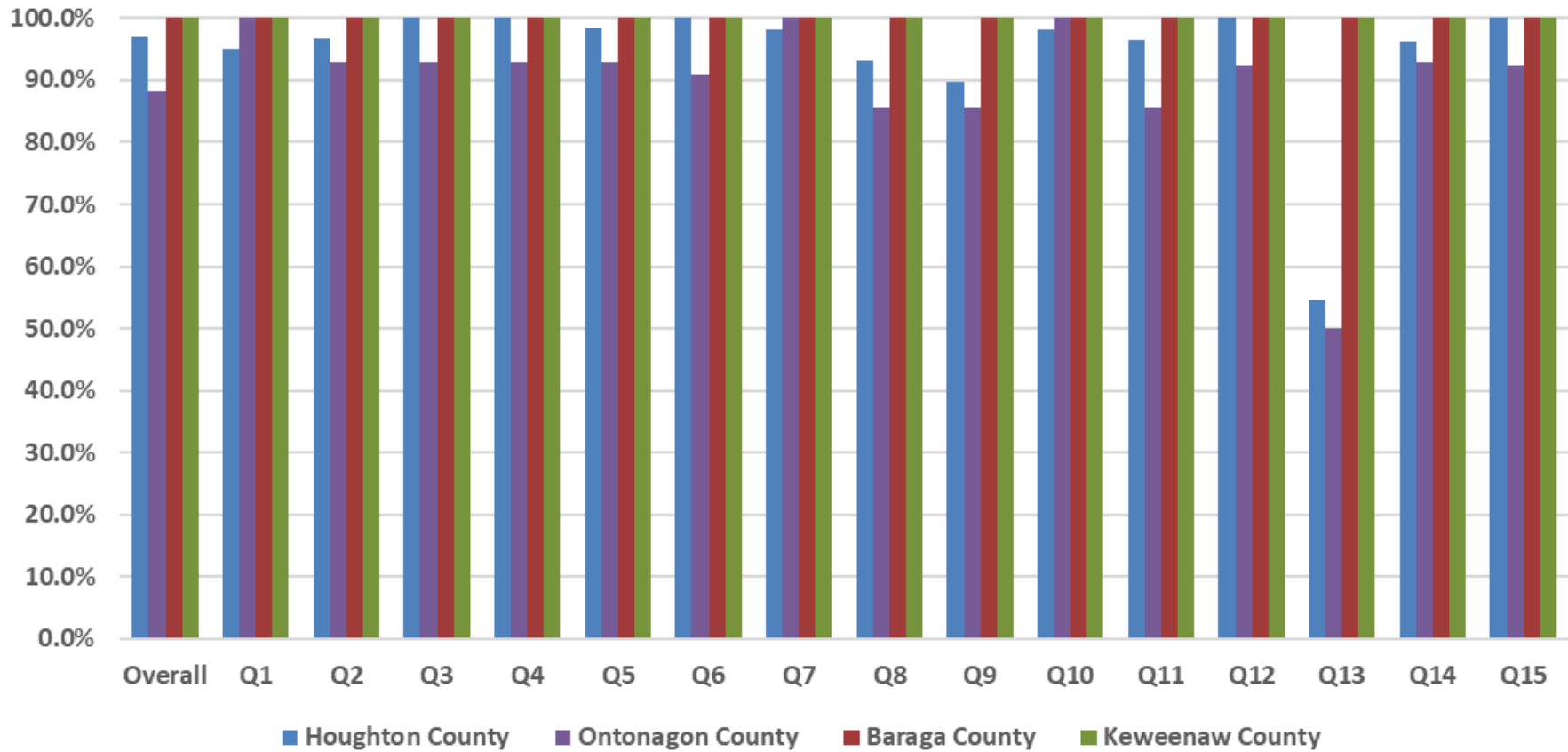


Consumer Satisfaction Survey ~ Part A

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Satisfaction by County Comparison

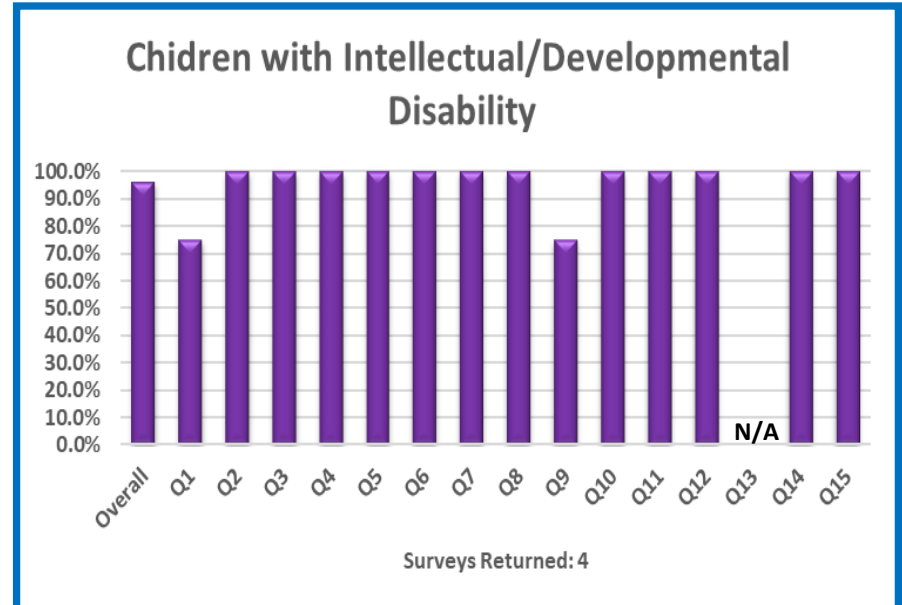
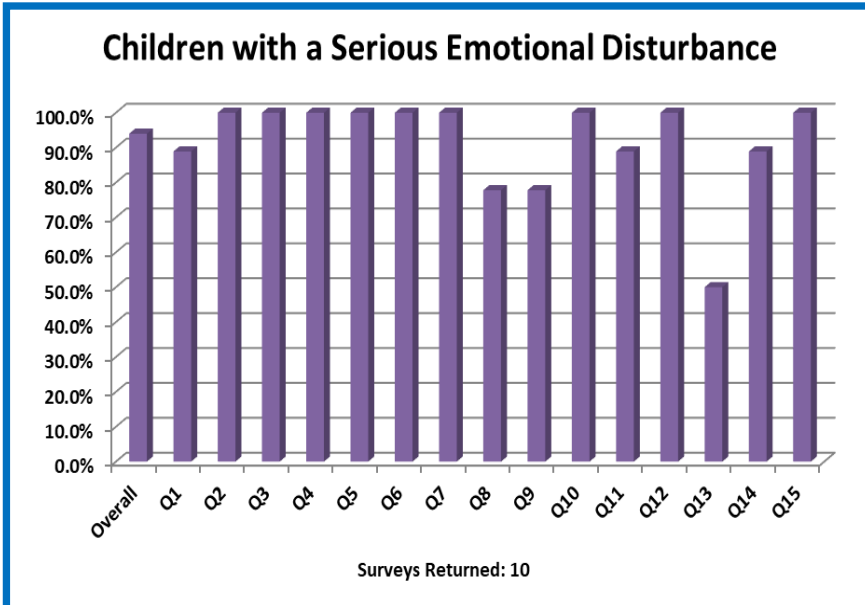
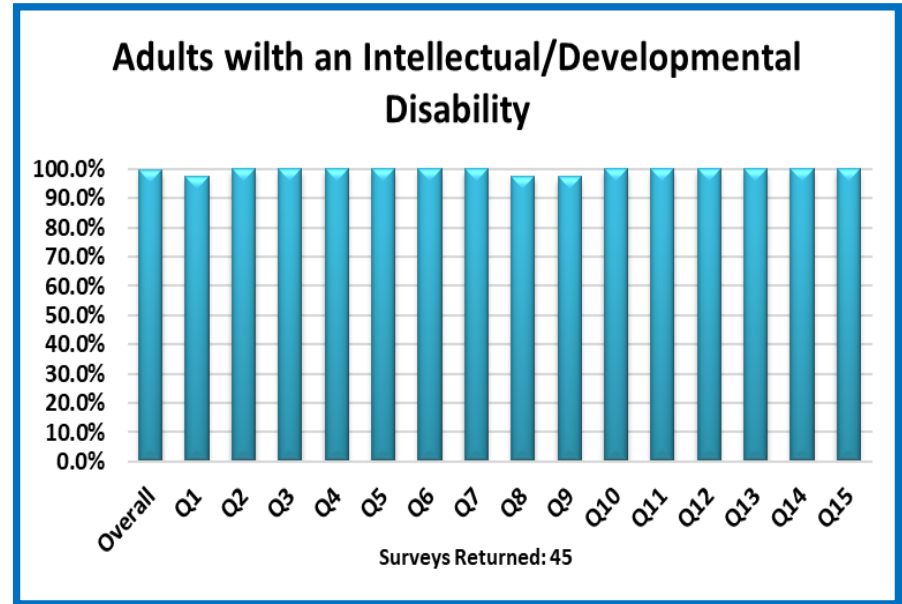
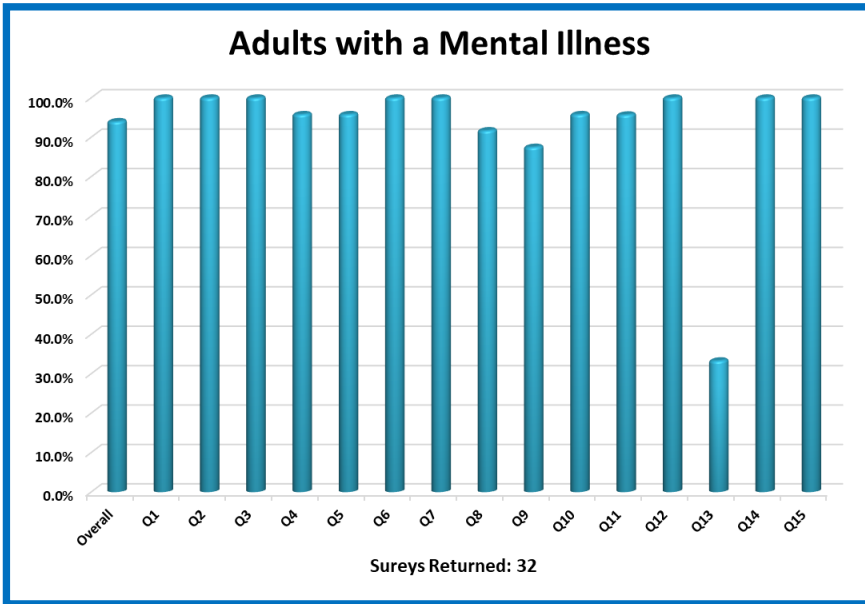


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Satisfaction by Population



Consumer Satisfaction Survey ~ Part A

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RECOVERY SATISFACTION SURVEY RESULTS
FISCAL YEAR 2024

Recovery Survey ~ Part B

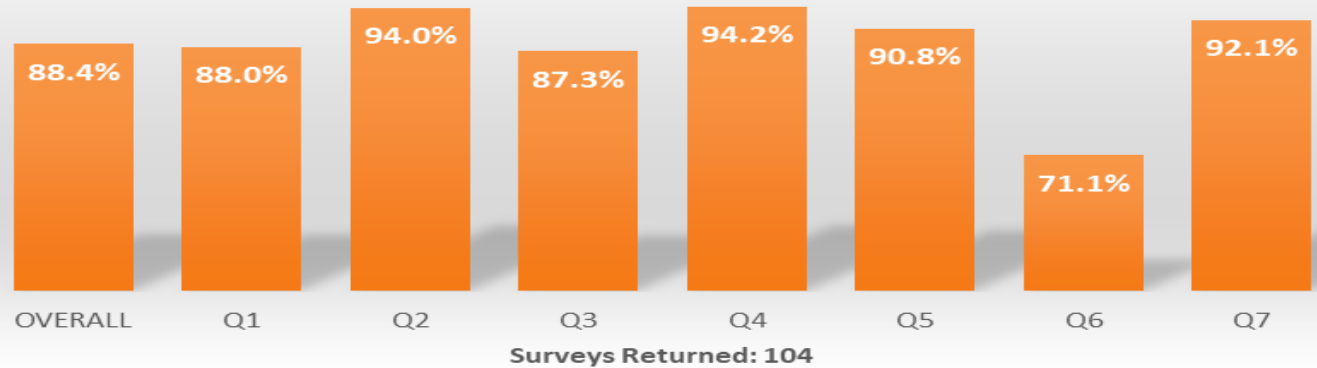
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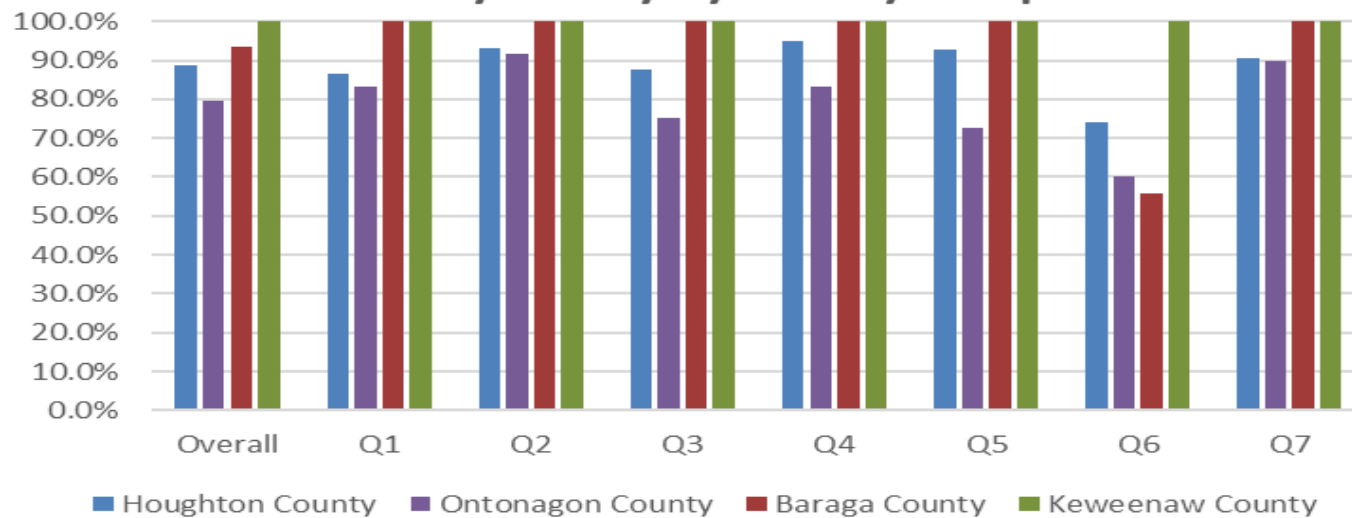
Comments or Suggestions: _____

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RECOVERY SATISFACTION OVERALL FY 2024








Recovery Survey by County Comparison



Recovery Survey ~ Part B

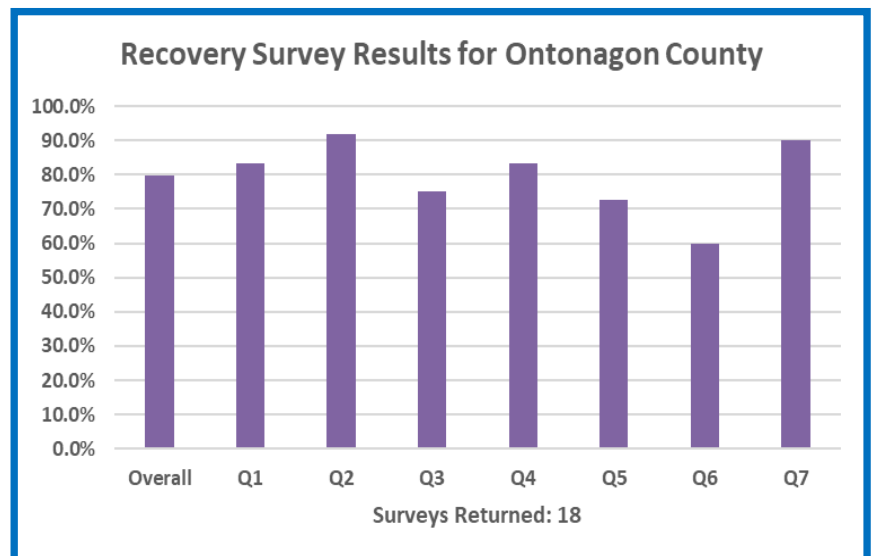
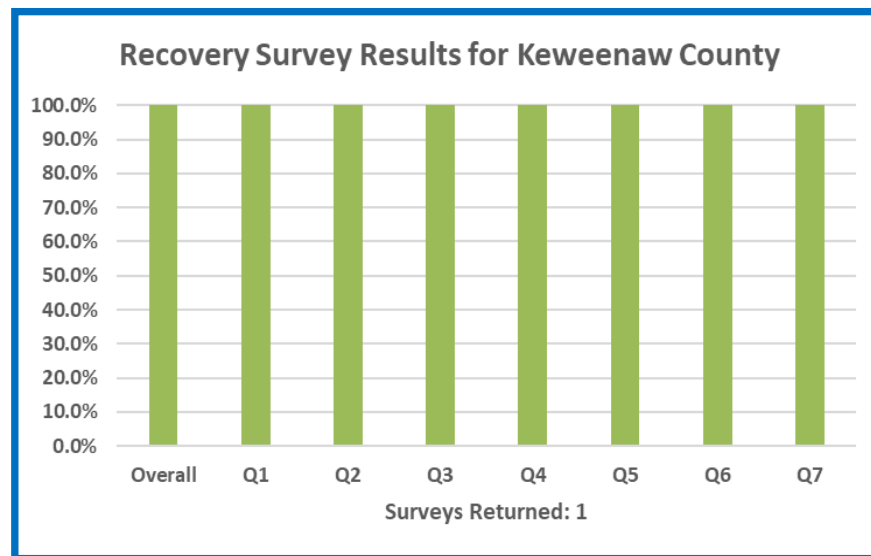
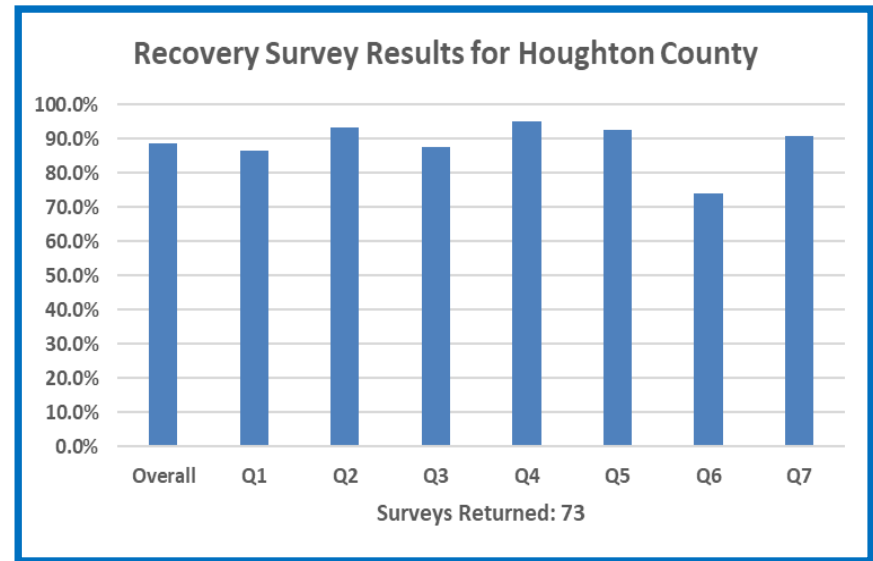
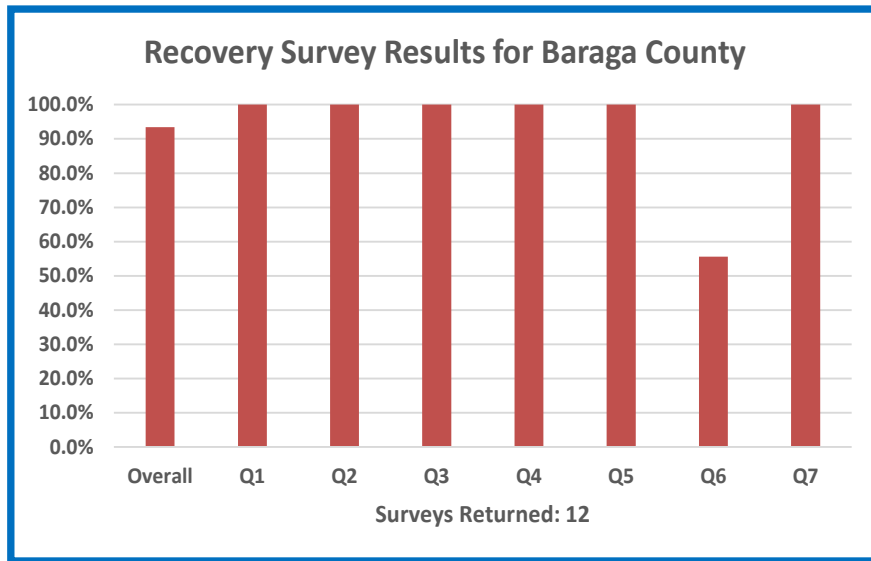
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Comments or Suggestions: _____






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Recovery Survey Results by County



Recovery Survey ~ Part B

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Recovery Survey Results by Population

