

## SUGGESTION BOX REPORT

Status Update for Suggestions Received October 2016 – March 2017

Submitted: April 4, 2017

Beginning April 1, 2005, suggestion boxes were installed in the lobbies of WCMHS' Mason County, Oceana County and Lake County sites. The purpose of these boxes is to provide consumers with an opportunity to provide WCMHS with anonymous suggestions, complaints, and compliments. All "suggestions" are reviewed and shared with appropriate WCMHS staff. Below is a list of suggestions received for the period of October 2016 – March 2017, and the current status of the suggestions responses from WCMH.

<b>Suggestion:</b>	<b>Received From:</b>	<b>Current Status:</b>
"More coloring stuff and reading books. Would benefit myself and other kids to keep us occupied."	Lake Co.	Baldwin office Support Staff, Judy, provided several new coloring books, crayons, and pencils into the Baldwin office
4 separate complaints about the music choice at the Ludington site.	Mason Co.	Julie, Facilities Coordinator responded: The issue has been resolved at this time. The radio station has been changed to a Holiday station and will continue to be evaluated as necessary.
"Keep up the good work!! You are all amazing!"	Mason Co.	Compliment - thank you!
3 separate complaints regarding upcoming changes to the on-call system related to DBT services.	Mason Co.	Daryl, MIA Team Leader, and Josh, Service Entry Team Leader responded as follows: After careful consideration WCMH as decided that individuals receiving DBT treatment would have their after hour coaching call requests answered by the agency Emergency On Call staff. WM On Call staff are professional clinicians who have been trained in DBT skills, as well as trained to assist individuals who are experiencing stress. As always, the DBT team is available for coaching during normal hours of operation.
"Thank you for changing the music. The NPR station was not suited to the clientele you serve."	Mason Co.	Compliment - thank you!
"More field trips with others so we can get to know each other while having fun."	Lake Co.	Please forward your request to your case manager to discuss the possibility.
Per consumer request to children's team staff - request for: 1) Digital clock with date in waiting area (for those who can't read regular clock; 2) TV in waiting area.	Mason Co.	Response from Julie, WCMH Facilities Coordinator: 1) RE: Digital clocks with date. Thank you for the suggestion. This is something that we will definitely consider when purchasing new clocks. 2) RE: TV in waiting area. This suggestion will be forwarded to the appropriate administrative staff for consideration. Thank you.

<p>"Paint parking space lines in lot. Spring is here."</p>	<p>Oceana Co.</p>	<p>Response from Julie, WCMH Facilities Coordinator: Thank you for your suggestion. Painting the parking lot lines is scheduled to occur as soon as it is warm enough and it is not raining.</p>
<p>"I am starting to get really frustrated. I haven't had food in my frig for over 2 weeks and you know about this but don't care..."</p>	<p>Mason Co.</p>	<p>Customer Services response: Because no contact information was left on the Suggestion Box form, we are asking that you PLEASE work with your care manager regarding this issue. Another option is to phone Customer Services and file a complaint, and we will then work with you and your care manager to reach a resolution. 843-5486. Thank you.</p>

**SUGGESTION BOX REPORT – 2<sup>nd</sup> half of FY 2017**

**Status Update for Suggestions Received April – September 2017**

**Submitted:**

Beginning April 1, 2005, suggestion boxes were installed in the lobbies of WCMCHS' Mason County, Oceana County and Lake County sites. The purpose of these boxes is to provide consumers with an opportunity to provide WCMCHS with anonymous suggestions, complaints, and compliments. All "suggestions" are reviewed and shared with appropriate WCMCHS staff. Below is a list of suggestions received for the period of April 2017 - September 2017, and the current status of the suggestions responses from WCMCHS.

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Paint parking space lines in lot. Spring is here.	Oceana Co	Response from Julie, WCMCHS Facilities Coordinator: Thank you for your suggestion. Painting the parking lot lines is scheduled to occur as soon as it is warm enough and it is not raining.
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Nothing can make this place better.	Mason Co	Compliment – thank you!
Play 92.7 FM - great, soothing music - tame the savage beast.	Mason Co	<b>FACILITIES</b>
3 requests to get a food machine for food people can eat while they wait.	Mason Co	<b>FACILITIES</b>
We need a bench outside.	Oceana Co	<b>FACILITIES</b>
2 comments related to graduating folks from services before they feel they are ready. (not signed)	Oceana Co	Response from MIA Team Leader: WCMCHS Case Management Services utilizes validated assessment tools to determine eligibility criteria for continued services. Consumers who are transitioned from services and disagree with the transition have a way to appeal that decision and those appeal rights are provided at time as well as prior to transition.
Get a cat to keep in your office	Lake Co.	<b>FACILITIES</b>
A comment was made that Stacy was appreciated	Lake Co.	Compliment – thank you! (She is great!)
I am requesting a bench or picnic table at smoking area because I can't stand very long.	Mason Co	WCMCHS is a smoke free campus. Please refrain from smoking while on the premises. There are benches along the front walkway that may help you if you

		are outside and need to sit down. Thank you for your consideration and respect for our agency's no smoking policy.
More toys to help people sitting down be calm.	Oceana Co	<b>FACILITIES</b>
Consumer concern regarding release before ready to leave services.	Oceana Co	Response from MIA Team Leader: WCMCHS Case Management Services utilizes validated assessment tools to determine eligibility criteria for continued services. Consumers who are transitioned from services and disagree with the transition have a way to appeal that decision and those appeal rights are provided at time as well as prior to transition.
More coloring books & things to do while waiting.	Oceana Co	<b>FACILITIES</b>
Pop machine and vending machine in lobby to help with dry mouth due to medication.	Oceana Co	<b>FACILITIES</b>