

**West Michigan Community Mental Health System  
Mental Health Statistics Improvement Program (MHSIP)  
Consumer Perception and Satisfaction Survey Summary  
December 2016  
BRIEF SUMMARY**

**Executive Summary**

Overall, consumers who responded reported being satisfied with services. Average responses the individual questions are relatively consistent with previous administrations. As in previous administrations, the outcome questions are rated most poorly.

**Review Period: August 22- –August 26, 2016**

**Submitted by: Tracy L. Bonstell**

**Methodology:** The MHSIP, a psychometrically sound, self-report tool designed to obtain a subjective evaluation of a consumer’s general satisfaction with mental health services received, was utilized. There are currently two MHSIP tools:

- Adult Tool – to be completed by consumers over the age of 18
- Youth Tool – to be completed by the parent/guardian of a child consumer

On these tools, consumers rated their satisfaction using a five-point Likert scale. **Note: On the “Adult” tool, 1 represents significant satisfaction and 5 represents minimal satisfaction. However, on the “Youth” tool, 1 represents minimal satisfaction and 5 represents significant satisfaction.**

- For the period of August 22 through August 26, 2016, all consumers seen were provided with the opportunity to complete a MHSIP survey. Consumers seen “in office”, for the period, were offered the opportunity to complete the survey while in the office. Consumers seen “out of office”, for the period, were contacted by Customer Services staff and were offered the opportunity to complete the survey by phone.

The MHSIP survey was not designed to be used with developmentally disabled consumers; therefore, developmentally disabled consumers were not provided the opportunity to complete this tool. Also, due to the fact that consumers receiving a Service Entry assessment are just entering care at WMCMH and have likely not had the opportunity to have adequate information/knowledge that would allow them to answer all of the questions on the tool, these consumers were not provided the opportunity to complete a MHSIP survey.

For the study period, there were approximately 194 unduplicated consumer appointments scheduled. Of the approximately 194 scheduled appointments for the period:

- There were a total of 142 surveys completed (73% response rate).
- There were approximately 52 consumers who declined the opportunity to complete the survey, were not available by phone, or were not offered the survey (for the reasons indicated above).

Of the 142 completed surveys for the period:

- 120 were adult surveys      22 were youth surveys

**OVERALL CONCLUSIONS AND RECOMMENDATIONS:**

Overall, the results of this study would suggest that consumers who chose to complete the satisfaction survey appear to be generally satisfied with the services received. Overall, results across survey periods continue to remain relatively similar. For this administration of the MHSIP survey, outcomes questions were again included in the survey tool. As in the past when outcomes questions were part of the survey tool, the questions that consumers consistently rated the lowest were the “outcome” questions. Previous drilldown related to the ratings on the outcomes questions has suggested a number of variables impacting these scores (e.g., numerous interpretations regarding what the questions mean, fear that answers provided on this tool could impact future services at WMCMH, etc.).

1. Continue to administer the MHSIP on an annual basis utilizing the survey tool, sampling procedures and administration methods of this review. The next MHSIP administration will be in August 2017 with a report to PIOC in October 2017.
2. In addition to the above, WMCMH will also continue to administer satisfaction tools as required by MDCH and the Lakeshore Regional Entity.

**West Michigan Community Mental Health System  
Mental Health Statistics Improvement Program (MHSIP)  
Consumer Perception and Satisfaction Survey Summary  
For the Period of August 22-August 26, 2016  
Report date: December 2016**

**Submitted by: Tracy L. Bonstell**

**PURPOSE**

To evaluate overall consumer perception and satisfaction with services provided at WMCMH.

**METHODOLOGY**

The MHSIP, a psychometrically sound, self-report tool designed to obtain a subjective evaluation of a consumer's general satisfaction with mental health services received, was utilized. There are currently two MHSIP tools (*See Attachment #1 for a copy of these tools*):

- Adult Tool – to be completed by consumers over the age of 18
- Youth Tool – to be completed by the parent/guardian of a child consumer

On these tools, consumers rated their satisfaction using a five-point Likert scale. **Note: On the “Adult” tool, 1 represents significant satisfaction and 5 represents minimal satisfaction. However, on the “Youth” tool, 1 represents minimal satisfaction and 5 represents significant satisfaction.**

- For the period of August 22-26, 2016, all consumers seen were provided with the opportunity to complete a MHSIP survey. Consumers seen “in office”, for the period, were offered the opportunity to complete the survey while they were in the office. Consumers seen “out of office”, for the period, were contacted by Customer Services staff and were offered the opportunity to complete the survey by phone.

The MHSIP survey was not designed to be used with developmentally disabled consumers; therefore, developmentally disabled consumers were not provided the opportunity to complete this tool. Also, due to the fact that consumers receiving a Service Entry assessment are just entering care at WMCMH and have likely not had the opportunity to have adequate information/knowledge that would allow them to answer all of the questions on the tool, these consumers were not provided the opportunity to complete a MHSIP survey.

For the study period, there were approximately 194 unduplicated consumer appointments scheduled. Of the approximately 194 scheduled appointments for the period:

- There were a total of 142 surveys completed (73% response rate).
- There were approximately 52 consumers who declined the opportunity to complete the survey, were not available by phone, or were not offered the survey (for the reasons indicated above).

Of the 142 surveys for the period:

- 120 were adult surveys
- 22 were youth surveys

## ADULT SURVEYS (N=120)

### ADMINISTRATION:

Acceptable administration methods for the MHSIP tool are face-to-face, mail and phone. In order to ensure the most appropriate administration method for WMCMH consumers, three methods were used (completed by consumer, phone, and mail.)

Please see below for a summary of administration methods used for the 120 completed “Adult” surveys.

<u>Administration</u>	<u>Number</u>	<u>Percentage</u>
Completed by consumer in-office without staff assistance	41	34 %
Completed by consumer in-office with staff assistance	2	2%
Mail	0	0%
Phone	32	27%
Missing data	20	17%
Refused	25	20%

<u>County Where Served</u>	<u>Number</u>	<u>Percentage</u>
Lake County	14	12%
Mason County	40	33%
Oceana County	20	17%
County Unknown	46	38%

A question was added to the tool to ask the consumer to identify their worker at West Michigan CMH. Based upon the worker the consumer identified, SET staff assigned each tool to the program that the staff person works in. Below is the breakdown.

<u>Program</u>	<u>Number</u>	<u>Percentage</u>
MIA-CSM	59	50%
ACT	4	3%
Service Entry	0	0%
SUD/Mild-to-Moderate	16	13%
Home-Based Services	1	1%
No data	40	33%

## **RESULTS OF ADULT SURVEY**

The 28 MHSIP questions which were utilized during this administration measure general satisfaction with mental health services received. The table below outlines the mean score for each of the 28 questions.

***Note: On the “Adult” tool, 1 represents significant satisfaction and 5 represents minimal satisfaction.***

	<b><u>Question:</u></b>	<b>Mean Score</b> <b>(range of responses received)</b>					
		<b><u>Jan 2011</u></b> <b><u>N = 158</u></b>	<b><u>Jul 2012</u></b> <b><u>N = 159</u></b>	<b><u>Jul 2013</u></b> <b><u>N = 171</u></b>	<b><u>Aug 2014</u></b> <b><u>N = 153</u></b>	<b><u>July 2015</u></b> <b><u>N=187</u></b>	<b><u>Aug 2016</u></b> <b><u>N=120</u></b>
1	I like the services that I received.	1.63 (1-5)	1.54 (1-5)	1.49 (1-4)	1.50 (1-5)	1.49 (1-4)	1.48 (1-4)
2	If I had other choices, I would still choose to get services from this agency.	1.65 (1-5)	1.69 (1-5)	1.62 (1-5)	1.65 (1-5)	1.57 (1-5)	1.57 (1-4)
3	I would recommend this agency to a friend or family member.	1.63 (1-5)	1.60 (1-5)	1.56 (1-5)	1.55 (1-4)	1.57 (1-4)	1.58 (1-5)
4	The location of services was convenient.	1.5 (1-4)	1.54 (1-4)	1.65 (1-5)	1.53 (1-5)	1.54 (1-4)	1.45 (1-4)
5	Staff were willing to see me as often as I felt it was necessary.	1.71 (1-5)	1.63 (1-5)	1.52 (1-4)	1.60 (1-5)	1.62 (1-4)	1.53 (1-4)
6	Staff returned my calls within 24 hours.	1.78 (1-5)	1.65 (1-5)	1.70 (1-5)	1.79 (1-5)	1.77 (1-5)	1.71 (1-4)
7	Services were available at times that were good for me.	1.62 (1-5)	1.52 (1-4)	1.61 (1-4)	1.62 (1-5)	1.57 (1-3)	1.54 (1-5)
8	I was able to get all the services I thought I needed.	1.80 (1-5)	1.85 (1-5)	1.74 (1-5)	1.79 (1-5)	1.79 (1-5)	1.78 (1-5)
9	I was able to see a psychiatrist when I wanted to.	2.09 (1-5)	1.98 (1-5)	2.00 (1-4)	2.04 (1-5)	1.92 (1-5)	2.08 (1-5)
10	Staff believe I can grow, change and recover.	1.64 (1-5)	1.58 (1-4)	1.66 (1-4)	1.60 (1-4)	1.59 (1-4)	1.39 (1-4)
11	I felt comfortable asking questions about my treatment, services and medication.	1.58 (1-5)	1.62 (1-5)	1.55 (1-4)	1.61 (1-5)	1.62 (1-4)	1.64 (1-5)
12	I felt free to complain.	1.85 (1-5)	1.80 (1-5)	1.72 (1-5)	1.74 (1-5)	1.80 (1-4)	1.74 (1-5)
13	I was given information about my rights.	1.47 (1-4)	1.35 (1-3)	1.38 (1-5)	1.38 (1-3)	1.44 (1-4)	1.39 (1-4)
14	Staff encouraged me to take responsibility for how I live my life.	1.61 (1-5)	1.47 (1-5)	1.53 (1-5)	1.52 (1-4)	1.58 (1-4)	1.51 (1-4)
15	Staff told me what side effects to watch for.	1.83 (1-5)	1.78 (1-5)	1.81 (1-5)	1.77 (1-5)	1.83 (1-4)	1.88 (1-5)
16	Staff respected my wishes about who is and who is not to be given information about my treatment services.	1.48 (1-5)	1.44 (1-4)	1.41 (1-5)	1.38 (1-5)	1.52 (1-5)	1.51 (1-5)
17	I, not staff, decided my treatment goals.	1.78 (1-5)	1.72 (1-5)	1.77 (1-5)	1.77 (1-5)	1.83 (1-5)	1.74 (1-5)
18	Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.)	1.68 (1-5)	1.52 (1-5)	1.56 (1-5)	1.53 (1-5)	1.64 (1-5)	1.46 (1-3)

19	Staff helped me to obtain the information I needed so that I could take charge of managing my illness or disability.	1.74 (1-5)	1.66 (1-5)	1.67 (1-5)	1.61 (1-5)	1.62 (1-4)	1.50 (1-4)
20	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.)	1.65 (1-5)	1.69 (1-4)	1.80 (1-5)	1.62 (1-5)	1.68 (1-5)	1.56 (1-3)
21	I deal more effectively with daily problems.	2.04 (1-5)	1.94 (1-5)	2.08 (1-5)	1.97 (1-5)	2.08 (1-4)	1.83 (1-5)
22	I am better able to control my life.	2.21 (1-5)	2.03 (1-5)	2.16 (1-5)	2.13 (1-5)	2.20 (1-4)	1.88 (1-5)
23	I am better able to deal with crisis.	2.24 (1-5)	2.08 (1-5)	2.30 (1-5)	2.14 (1-5)	2.18 (1-5)	2.09 (1-5)
24	I am getting along better with my family	2.35 (1-5)	2.26 (1-5)	2.35 (1-5)	2.13 (1-5)	2.35 (1-5)	2.01 (1-4)
25	I do better in social situations	2.38 (1-5)	2.40 (1-5)	2.44 (1-5)	2.46 (1-5)	2.43 (1-5)	2.46 (1-5)
26	I do better in school and/or work	2.6 (1-5)	2.38 (1-5)	2.61 (1-5)	2.53 (1-5)	2.49 (1-5)	2.29 (1-5)
27	My housing situation has improved	2.35 (1-5)	2.24 (1-5)	2.40 (1-5)	2.19 (1-5)	2.48 (1-5)	2.37 (1-5)
28	My symptoms are not bothering me as much.	2.47 (1-5)	2.49 (1-5)	2.41 (1-5)	2.46 (1-5)	2.52 (1-5)	2.49 (1-5)

#### Transportation Questions

29. In the last month, I have had access to transportation to get to and from my appointments at CMH.	Yes 68%	No 3%	Unknown 29%
---	------------	----------	----------------

30. In the last month, my primary source of transportation to get to and from my appointments at CMH has been: (Circle one)	Personal Vehicle 37%	Public Transportation 14%	Walk or Bike 8%	Family Friend or Natural Support 4%	Unknown 37%
---	-------------------------	------------------------------	--------------------	--	----------------

#### SUMMARY OF ADULT DATA

Overall, the August 2016 data suggests that the adult consumers who completed the survey are satisfied with services they receive. When compared to the July 2015 administration, the August 2016 data remains somewhat consistent, with slight improvements in most areas. Availability of a psychiatrist was our most prominent decrease in satisfaction. For this administration of the MHSIP survey, outcomes questions were again included in the survey tool (questions 21-28.) As in the past when outcomes questions were part of the survey tool, the questions that consumers consistently rated the lowest were the outcome questions. Although there is a slight improvement with the majority of outcome questions compared to July 2015

In the August administration the majority of the consumers who responded to the transportation questions reported having transportation to their WCMH appointments through the use of their personal vehicle or public transportation.

## YOUTH SURVEY (N=22)

### ADMINISTRATION:

Acceptable administration methods for the MHSIP tool are face-to-face, mail and phone. In order to ensure the most appropriate administration method for WMCMH consumers, three methods were used (completed by consumer, phone, or mail.)

Please see below for a summary of administration methods used for the 39 completed “Youth” surveys.

<u>Administration:</u>	<u>Number</u>	<u>Percentage:</u>
Completed by consumer in-office without staff assistance	11	50%
Completed by consumer in-office with staff assistance	1	4%
Mail	0	0%
Phone	5	23%
Missing data	5	23%

<u>County Where Served</u>	<u>Number</u>	<u>Percentage</u>
Lake County	9	42%
Mason County	6	27%
Oceana County	1	4%
County Unknown	6	27%

A question was added to the tool to ask the consumer to identify their worker at West Michigan CMH. Based upon the worker the consumer identified, SET staff assigned each tool to the program that the staff person works in. Below is the breakdown.

<u>Program</u>	<u>Number</u>	<u>Percentage</u>
MIC-CSM	15	69%
HBS	2	9%
Mild to Moderate / SUD	1	4%
Unknown	4	18%

## RESULTS OF YOUTH SURVEY

The 26 MHSIP questions which were utilized during this administration measure general satisfaction with mental health services received. The table below outlines the mean score for each of the 26 questions.

***Note: On the “Youth” tool, 1 represents minimal satisfaction and 5 represents significant satisfaction.***

	<u>Question:</u>	<u>Mean Score</u> (range of responses received)					
		<u>Jan 2011</u> N = 45	<u>Jul 2012</u> N = 35	<u>Jul 2013</u> N = 36	<u>Aug 2014</u> N = 41	<u>July 2015</u> N=39	<u>Aug 2016</u> N=22
1	Overall, I am satisfied with the services my child received.	4.29 (2-5)	4.28 (2-5)	4.11 (1-5)	4.54 (1-5)	4.24 (2-5)	4.35 (1-5)
2	I helped to choose my child’s services.	4.27 (3-5)	4.19 (2-5)	4.08 (1-5)	4.41 (1-5)	4.27 (2-5)	4.3 (1-5)
3	I helped to choose the goals in my child’s service plan.	4.45 (3-5)	4.31 (2-5)	4.23 (1-5)	4.68 (4-5)	4.27 (2-5)	4.6 (1-5)
4	The people helping my child stuck with us no matter what.	4.14 (1-5)	4.17 (2-5)	4.26 (1-5)	4.37 (1-5)	4.38 (1-5)	4.45 (2-5)
5	I felt my child had someone to talk to when he/she was troubled.	4.21 (2-5)	4.25 (2-5)	4.19 (1-5)	4.34 (1-5)	4.33 (2-5)	4.3 (2-5)
6	I participated in my child’s treatment/services.	4.51 (4-5)	4.46 (2-5)	4.31 (1-5)	4.71 (4-5)	4.42 (2-5)	4.8 (2-5)
7	The services my child and/or family received were right for us.	4.18 (2-5)	4.37 (3-5)	4.06 (1-5)	4.44 (2-5)	4.27 (2-5)	4.4 (2-5)
8	The location of services was convenient for us.	4.42 (2-5)	4.37 (2-5)	4.25 (1-5)	4.56 (3-5)	4.55 (2-5)	4.75 (2-5)
9	Services were available at times that were convenient for us.	4.24 (2-5)	4.34 (2-5)	4.22 (1-5)	4.39 (2-5)	4.33 (2-5)	4.45 (2-5)
10	My family got the help we wanted for my child.	4.18 (2-5)	4.14 (2-5)	4.11 (1-5)	4.49 (2-5)	4.21 (3-5)	4.35 (1-5)
11	My family got as much help as we needed for my child.	4.02 (2-5)	4.03 (1-5)	3.94 (1-5)	4.24 (1-5)	3.87 (2-5)	4 (1-5)
12	Staff treated me with respect.	4.56 (3-5)	4.49 (2-5)	4.19 (1-5)	4.71 (4-5)	4.73 (4-5)	4.75 (3-5)
13	Staff respected my family’s religious/spiritual beliefs.	4.42 (3-5)	4.38 (2-5)	4.33 (1-5)	4.65 (3-5)	4.42 (3-5)	4.6 (3-5)
14	Staff spoke with me in a way that I understood.	4.44 (4-5)	4.51 (2-5)	4.33 (1-5)	4.80 (4-5)	4.55 (4-5)	4.7 (3-5)
15	Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language).	4.42 (3-5)	4.37 (2-5)	4.25 (1-5)	4.69 (4-5)	4.39 (3-5)	4.65 (4-5)
16	My child is better at handling daily life.	3.42 (1-5)	3.83 (2-5)	3.57 (1-5)	3.93 (1-5)	3.52 (2-5)	3.85 (1-5)
17	My child gets along better with family members.	3.19 (1-5)	3.94 (2-5)	3.57 (1-5)	3.88 (1-5)	3.48 (2-5)	3.9 (2-5)
18	My child gets along better with friends and other people.	3.51 (1-5)	3.97 (2-5)	3.65 (1-5)	3.78 (1-5)	3.61 (2-5)	3.75 (1-5)
19	My child is doing better in school and/or work.	3.42 (1-5)	3.68 (1-5)	3.54 (1-5)	3.76 (1-5)	3.67 (1-5)	3.85 (2-5)
20	My child is better able to cope when things go wrong.	3.12 (1-5)	3.56 (1-5)	3.47 (1-5)	3.68 (1-5)	3.26 (1-5)	3.8 (2-5)



21	I am satisfied with our family life right now.	3.37 (1-5)	3.50 (1-5)	3.34 (1-5)	3.93 (1-5)	3.68 (2-5)	4.21 (2-5)
22	My child is better able to do things he or she wants to do.	3.60 (1-5)	3.97 (2-5)	3.51 (1-5)	3.90 (1-5)	3.68 (2-5)	3.9 (2-5)
23	I know people who will listen and understand me when I need to talk.	4.09 (2-5)	4.09 (1-5)	4.03 (1-5)	4.37 (2-5)	4.16 (2-5)	4.3 (3-5)
24	I have people that I am comfortable talking with about my child's problems.	4.09 (2-5)	4.15 (1-5)	4.00 (1-5)	4.39 (2-5)	4.18 (2-5)	4.55 (3-5)
25	In a crisis, I would have the support I need from family or friends.	4.09 (2-5)	4.12 (2-5)	3.94 (1-5)	4.37 (2-5)	4.3 (3-5)	4.37 (3-5)
26	I have people with whom I can do enjoyable things.	4.14 (2-5)	4.35 (2-5)	3.89 (1-5)	4.39 (2-5)	4.21 (2-5)	4.5 (3-5)

**Transportation Questions**

27. In the last month, I have had access to transportation to get to and from my appointments at CMH.	Yes 68%	No 9%	Other/Unknown 23%
---	------------	----------	----------------------

28. In the last month, my primary source of transportation to get to and from my appointments at CMH has been: (Circle one)	Personal Vehicle 65%	Public Transportation 4%	Walk or Bike 4 %	Family Friend or Natural Support 9%	Other/Unknown 18%
---	-------------------------	-----------------------------	---------------------	--	----------------------

**SUMMARY OF YOUTH DATA**

Overall, the August 2016 data suggests that the child consumers who completed the survey are generally satisfied with services they receive. When compared to the July 2015 data, the August 2016 data remains relatively consistent with slight improvements on the majority of measures. For this administration of the MHSIP survey, outcomes questions were again included in the survey tool (questions 18-22.) As in the past when outcomes questions were part of the survey tool, the questions that consumers consistently rated the lowest were the outcome questions. For August 2016 there was a slight improvement noted on each of the outcome questions 18-22.

In the August 2016 administration the majority of the consumers who responded to the transportation questions reported having transportation to their WCMCMH appointments through the use of their personal vehicle.

Please see Attachment #2 of this document for a summary of the August 2016 MHSIP results analyzed using the methodology utilized by DCH for analysis of the state-required MHSIP survey.

**OVERALL CONCLUSIONS AND RECOMMENDATIONS:**

Overall, the results of this study would suggest that consumers who chose to complete the satisfaction survey appear to be generally satisfied with the services received. Overall, results across survey periods continue to remain relatively similar. For this administration of the MHSIP survey, outcome questions were again included in the survey tool. As in the past when outcome questions were part of the survey tool, the questions that consumers consistently rated the lowest were the “outcome” questions. Previous drilldown related to the ratings on the outcomes questions has suggested a number of variables impacting these scores (e.g., numerous interpretations regarding what the questions mean, fear that answers provided on this tool could impact future services at WCMCMH, etc.).

**Recommendations:**

1. Continue to administer the MHSIP survey on an annual basis utilizing the survey tool, sampling procedures and administration methods of this review. The next MHSIP administration will be in August 2017 with a report to PIOC in October 2017.
2. In addition to the above, WCMCMH will also continue to administer satisfaction tools as required by MDCH and the Lakeshore Regional Partners.

## ADULT CONSUMER SATISFACTION SURVEY

In order to provide the best mental health services possible, we'd like to know what you think about the services you have received during the last **six** months, the people who provided these services to you, and the results that have been achieved. There are no right or wrong answers to the questions in this survey. Please indicate your agreement or disagreement with each of the following statements by filling in the circle that best represents your opinion. Your answers will remain strictly confidential.

 Completed without assistance

 Completed with assistance

<i>Please mark <u>only one response</u>. If the question is about something you have not experienced, complete the "NA" circle to indicate that this item is "not applicable" to you.</i>	Strongly Agree (SA)	Agree (A)	I am Neutral (N)	Disagree (D)	Strongly Disagree (SD)	Not Applicable (NA)
1. I like the services that I received.	(S) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(S) <sub>5</sub>	(N) <sub>9</sub>
2. If I had other choices, I would still choose to get services from this agency.	(S) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(S) <sub>5</sub>	(N) <sub>9</sub>
3. I would recommend this agency to a friend or family member.	(S) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(S) <sub>5</sub>	(N) <sub>9</sub>
4. The location of services was convenient.	(S) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(S) <sub>5</sub>	(N) <sub>9</sub>
5. Staff were willing to see me as often as I felt it was necessary.	(S) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(S) <sub>5</sub>	(N) <sub>9</sub>
6. Staff returned my calls within 24 hours.	(S) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(S) <sub>5</sub>	(N) <sub>9</sub>
7. Services were available at times that were good for me.	(S) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(S) <sub>5</sub>	(N) <sub>9</sub>
8. I was able to get all the services I thought I needed.	(S) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(S) <sub>5</sub>	(N) <sub>9</sub>
9. I was able to see a psychiatrist when I wanted to.	(S) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(S) <sub>5</sub>	(N) <sub>9</sub>
10. Staff believe that I can grow, change and recover.	(S) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(S) <sub>5</sub>	(N) <sub>9</sub>
11. I felt comfortable asking questions about my treatment, services, and medication.	(S) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(S) <sub>5</sub>	(N) <sub>9</sub>
12. I felt free to complain.	(S) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(S) <sub>5</sub>	(N) <sub>9</sub>
13. I was given information about my rights.	(S) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(S) <sub>5</sub>	(N) <sub>9</sub>
14. Staff encouraged me to take responsibility for how I live my life.	(S) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(S) <sub>5</sub>	(N) <sub>9</sub>
15. Staff told me what side effects to watch for.	(S) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(S) <sub>5</sub>	(N) <sub>9</sub>
16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	(S) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(S) <sub>5</sub>	(N) <sub>9</sub>

17. I, not staff, decided my treatment goals.	<input type="radio"/> S <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> S <sub>5</sub>	<input type="radio"/> N <sub>9</sub>
18. Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	<input type="radio"/> S <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> S <sub>5</sub>	<input type="radio"/> N <sub>9</sub>
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability.	<input type="radio"/> S <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> S <sub>5</sub>	<input type="radio"/> N <sub>9</sub>
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	<input type="radio"/> S <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> S <sub>5</sub>	<input type="radio"/> N <sub>9</sub>
<b>As a direct result of the services I received:</b>	Strongly Agree (SA)	Agree (A)	I am Neutral (N)	Disagree (D)	Strongly Disagree (SD)	Not Applicable (NA)
21. I deal more effectively with daily problems.	<input type="radio"/> S <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> S <sub>5</sub>	<input type="radio"/> N <sub>9</sub>
22. I am better able to control my life.	<input type="radio"/> S <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> S <sub>5</sub>	<input type="radio"/> N <sub>9</sub>
23. I am better able to deal with crisis.	<input type="radio"/> S <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> S <sub>5</sub>	<input type="radio"/> N <sub>9</sub>
24. I am getting along better with my family.	<input type="radio"/> S <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> S <sub>5</sub>	<input type="radio"/> N <sub>9</sub>
25. I do better in social situations.	<input type="radio"/> S <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> S <sub>5</sub>	<input type="radio"/> N <sub>9</sub>
26. I do better in school and/or work.	<input type="radio"/> S <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> S <sub>5</sub>	<input type="radio"/> N <sub>9</sub>
27. My housing situation has improved.	<input type="radio"/> S <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> S <sub>5</sub>	<input type="radio"/> N <sub>9</sub>
28. My symptoms are not bothering me as much.	<input type="radio"/> S <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> S <sub>5</sub>	<input type="radio"/> N <sub>9</sub>

<i>In the last month, I have had access to transportation to get to and from my appointments at CMH?</i> (Circle one)					Yes	No
<i>In the last month, my primary source of transportation to get to and from my appointments at CMH has been:</i> (Circle one)	Personal Vehicle	Public Transportation	Walk or Bike	Family Friend or Natural Support	Other	

My worker at West Michigan CMH is: \_\_\_\_\_

Is there anything else that you would like to tell us about the services you receive? \_\_\_\_\_

Would you like to receive a copy of the results of this survey? \_\_\_\_\_

If yes, name and address: \_\_\_\_\_

**Thank you for completing this survey!**

# YOUTH SERVICES SURVEY FOR FAMILIES

In order to provide the best care possible, we'd like to know what you think about the services your child has received from our agency **over the last 6 months**. There are no right or wrong answers to the questions in this survey. Please indicate your agreement or disagreement with each of the following statements by filling in the circle that best represents your opinion. All responses will remain strictly confidential.

**Completed without assistance**

**Completed with assistance**

<i>Please mark <u>only one response</u>.</i>	Strongly Disagree (SD)	Disagree (D)	Undecided (UN)	Agree (A)	Strongly Agree (SA)
1. Overall, I am satisfied with the services my child received.	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>
2. I helped to choose my child's services.	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>
3. I helped to choose the goals in my child's service plan.	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>
4. The people helping my child stuck with us no matter what.	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>
5. I felt my child had someone to talk to when he/she was troubled.	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>
6. I participated in my child's treatment/services.	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>
7. The services my child and/or family received were right for us.	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>
8. The location of services was convenient for us.	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>
9. Services were available at times that were convenient for us.	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>
10. My family got the help we wanted for my child.	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>
11. My family got as much help as we needed for my child.	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>
12. Staff treated me with respect.	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>
13. Staff respected my family's religious/spiritual beliefs.	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>
14. Staff spoke with me in a way that I understood.	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>
15. Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language)	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>

<b>As a direct result of the services I received:</b>	Strongly Disagree (SD)	Disagree (D)	Undecided (UN)	Agree (A)	Strongly Agree (SA)
16. My child is better at handling daily life.	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>
17. My child gets along better with family members.	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>
18. My child gets along better with friends and other people.	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>
19. My child is doing better in school and/or work.	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>
20. My child is better able to cope when things go wrong.	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>
21. I am satisfied with our family life right now.	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>
22. My child is better able to do things he or she wants to do.	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>
<b>As a result of the services my child and/or family received: please answer for relationships with persons other than your mental health provider(s)</b>	Strongly Disagree (SD)	Disagree (D)	Undecided (UN)	Agree (A)	Strongly Agree (SA)
23. I know people who will listen and understand me when I need to talk.	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>
24. I have people that I am comfortable talking with about my child's problems.	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>
25. In a crisis, I would have the support I need from family or friends.	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>
26. I have people with whom I can do enjoyable things.	(S) <sub>1</sub>	(D) <sub>2</sub>	(U) <sub>3</sub>	(A) <sub>4</sub>	(S) <sub>5</sub>

<i>In the last month, I have had access to transportation to get to and from my appointments at CMH?</i> (Circle one)					Yes	No
<i>In the last month, my primary source of transportation to get to and from my appointments at CMH has been:</i> (Circle one)	Personal Vehicle	Public Transportation	Walk or Bike	Family Friend or Natural Support	Other	

My worker at West Michigan CMH is: \_\_\_\_\_

Is there anything else that you would like to tell us about the services you received? \_\_\_\_\_

Would you like to receive a copy of the results of this survey? \_\_\_\_\_

If yes, name and address: \_\_\_\_\_

**Thank you for completing this survey.**

Please see the table below for information regarding the MHSIP tool, survey population and administration method.

	<b><u>2011 WCMC Annual MHSIP Distribution</u></b>	<b><u>2012 WCMC Annual MHSIP Distribution</u></b>	<b><u>2013 WCMC Annual MHSIP Distribution</u></b>	<b><u>2014 WCMC Annual MHSIP Distribution</u></b>	<b><u>2015 WCMC Annual MHSIP Distribution</u></b>	<b><u>2016 WCMC Annual MHSIP Distribution</u></b>
Survey Tool	<ul style="list-style-type: none"> <li>• 28 items</li> <li>• Rating scale – 1-5 1 = Strongly Agree 2 = Agree 3 = Neutral 4 = Disagree 5 = Strongly Disagree</li> </ul>	Same as 2011	Same as 2011	Same as 2011	Same as 2011	Same as 2011
Survey Population	All consumers seen during the period of January 11 – January 14, 2011 were offered the opportunity to complete a MHSIP survey.	All consumers seen during the period of <i>July 16 – July 20, 2012</i> were offered the opportunity to complete a MHSIP survey.	All consumers seen during the period of <i>July 8- July 12, 2013</i> were offered the opportunity to complete a MHSIP survey.	All consumers seen during the period of <i>August 18-22, 2014</i> were offered the opportunity to complete a MHSIP survey.	All consumers seen during the period of <i>July 27-31, 2015</i> were offered the opportunity to complete a MHSIP survey.	All consumers seen during the period of <i>August 22-26, 2016</i> were offered the opportunity to complete a MHSIP survey.
Administration Method	<ul style="list-style-type: none"> <li>• Support staff at all 3 WM sites offered consumers seen for an “in office” appointment the opportunity to complete a satisfaction survey while in the office.</li> </ul> <p>Those consumers with an “out of office” appointment during the 1 week period were contacted by Customer Services staff by phone and were offered the opportunity to complete a satisfaction survey by phone.</p>	Same as 2011 WCMC Annual MHSIP Distribution	Same as 2011 WCMC Annual MHSIP Distribution	Same as 2011 WCMC Annual MHSIP Distribution	Same as 2011 WCMC Annual MHSIP Distribution	Same as 2011 WCMC Annual MHSIP Distribution

### **METHOD FOR ANALYZING MHSIP SUBSCALE DATA - Adults:**

Each of the questions within the MHSIP survey tool are divided up into 7 subscales. These subscales are: general satisfaction, access to care, quality of care, and participation in treatment planning, outcomes of care, functional status, and social connectedness. Below is the method for analyzing the subscale data.

- *To calculate the mean score for each individual respondent* -- Scores for each item in the subscale are summed, then divided by the total number of items in the subscale.
- *To calculate the percentage of respondents in agreement* -- The number of respondents “in agreement” is divided by the total number of respondents. The result is then multiplied by 100.
  - Individual mean scores less than 2.5 are classified as being in agreement.

**MHSIP SUBSCALE SCORES FOR ADULTS:**

	<u>General Satisfaction</u>		<u>Access</u>		<u>Quality / Appropriateness</u>		<u>Participation in Treatment Planning</u>		<u>Outcomes</u>	
	Q1, Q2, Q3		Q4, Q5, Q6, Q7, Q9		Q10, Q12, Q13, Q14, Q15, Q16, Q18, Q19, Q20		Q11, Q17		Q21, Q22, Q23, Q24, Q25, Q26, Q27, Q28	
	N	% Agreeing	N	% Agreeing	N	% Agreeing	N	% Agreeing	N	% Agreeing
<b>January 2011</b> WM Scores from Annual MHSIP Administration	157	90%	158	91%	158	91%	158	94%	151	63%
<b>July 2012</b> WM Scores from Annual MHSIP Administration	155	89%	140	84%	129	97%	140	82%	129	40%
<b>July 2013</b> WM Scores from Annual MHSIP Administration	158	93%	146	86%	157	92%	143	84%	102	60%
<b>August 2014</b> WM Scores from Annual MHSIP Administration	149	91%	143	87%	132	94%	144	81%	89	65%
<b>July 2015</b> WM scores from Annual MHSIP Administration	137	94%	137	88%	137	93%	137	82%	135	53%
<b>August 2016</b> WM scores from Annual MHSIP Administration	94	93%	87	85%	75	97%	86	85%	44	64%

Based upon the calculations following MDHHS rules, scores on the “Participation” subscale remain consistent. Also, please note that it appears with “Outcomes” for the adults that questions were not answered lending itself to a smaller “N”.



Please see the table below for information regarding the **YSS tool**, survey population and administration method.

	<b><u>2011 WCMCH Annual YSS Distribution</u></b>	<b><u>2012 WCMCH Annual YSS Distribution</u></b>	<b><u>2013 WCMCH Annual YSS Distribution</u></b>	<b><u>2014 WCMCH Annual YSS Distribution</u></b>	<b><u>2015 WCMCH Annual YSS Distribution</u></b>	<b><u>2015 WCMCH Annual YSS Distribution</u></b>	<b><u>2016 WCMCH Annual YSS Distribution</u></b>
<i>Survey Tool</i>	<ul style="list-style-type: none"> <li>• 26 items</li> <li>• Rating scale – 1-5 5 = Strongly Agree 4 = Agree 3 = Neutral 2 = Disagree 1 = Strongly Disagree</li> </ul>	Same as 2011	Same as 2011	Same as 2011	Same as 2011	Same as 2011	Same as 2011
<i>Survey Population</i>	All youth/family consumers seen during the period of January 11 – January 14, 2011 were offered the opportunity to complete a YSS.	All youth/family consumers seen during the period of July 16 – July 20, 2012 were offered the opportunity to complete a YSS.	All youth/family consumers seen during the period of July 8- July 12, 2013 were offered the opportunity to complete a YSS.	All youth/family consumers seen during the period of August 18-22, 2014 were offered the opportunity to complete a YSS.	All youth/family consumers seen during the period of July 27-31, 2015 were offered the opportunity to complete a YSS.	All youth/family consumers seen during the period of August 22-26, 2016 were offered the opportunity to complete a YSS.	All youth/family consumers seen during the period of August 22-26, 2016 were offered the opportunity to complete a YSS.
<i>Administration Method</i>	<ul style="list-style-type: none"> <li>• Support staff at all 3 WM sites offered consumers seen for an “in office” appointment the opportunity to complete a satisfaction survey while in the office. Those consumers with an “out of office” appointment during the 1 week period were contacted by Customer Services staff by phone and were offered the opportunity to complete a satisfaction survey by phone.</li> </ul>	Same as 2011 WCMCH Annual MHSIP Distribution	Same as 2011 WCMCH Annual MHSIP Distribution	Same as 2011 WCMCH Annual MHSIP Distribution	Same as 2011 WCMCH Annual MHSIP Distribution	Same as 2011 WCMCH Annual MHSIP Distribution	Same as 2011 WCMCH Annual MHSIP Distribution

### **METHOD FOR ANALYZING YSS SUBSCALE DATA - Children:**

Each of the questions within the YSS survey tool are divided up into 7 subscales. These subscales are: access, participation in treatment, cultural sensitivity, appropriateness, outcomes, social connectedness and functioning. Below is the method for analyzing the subscale data.

- *To calculate the mean score for each individual respondent* -- Scores for each item in the subscale are summed, then divided by the total number of items in the subscale.
- *To calculate the percentage of respondents in agreement* -- The number of respondents “in agreement” is divided by the total number of respondents. The result is then multiplied by 100.
  - Individual mean scores greater than or equal to 3.5 are classified as being in agreement.

**MHSIP SUBSCALE SCORES FOR YOUTH:**

	<u>Cultural Sensitivity</u> Q12, Q13, Q14, Q15		<u>Access</u> Q8, Q9		<u>Quality / Appropriateness</u> Q1, Q4, Q5, Q7, Q10, Q11		<u>Participation in Treatment Planning</u> Q2, Q3, Q6		<u>Outcomes</u> Q16, Q17, Q18, Q19, Q20, Q21, Q22		<u>Functioning</u> Q16, Q17, Q18, Q19, Q20, Q22		<u>Social Connectedness</u> Q23, Q24, Q25, Q26	
	N	% Agreeing	N	% Agreeing	N	% Agreeing	N	% Agreeing	N	% Agreeing	N	% Agreeing	N	% Agreeing
<b><u>January 2011</u></b> – WM Scores from Annual MHSIP Administration	45	98%	45	93%	45	84%	45	100%	43	60%	43	56%	44	84%
<b><u>July 2012</u></b> – WM Scores from Annual MHSIP Administration	34	94%	35	83%	35	80%	35	89%	34	65%	34	71%	34	79%
<b><u>July 2013</u></b> – WM Scores from Annual MHSIP Administration	32	89%	31	86%	29	81%	34	94%	22	61%	19	53%	27	75%
<b><u>August 2014</u></b> WM Scores from Annual MHSIP Administration	39	100%	41	98%	41	90%	41	98%	40	68%	40	75%	41	88%
<b><u>July 2015</u></b> WM scores from Annual MHSIP	33	100%	33	97%	30	87%	33	88%	30	57%	30	57%	31	87%
<b><u>August 2016</u></b> WM scores from Annual MHSIP	20	100%	20	95%	20	85%	21	86%	19	74%	20	70%	20	95%

Based upon the calculations following MDHHS rules, scores on the “Participation” subscale continue to show a decrease.

**Consumer Comments from August 2016 Administration**

**Adult Surveys:**

- You guys have changed my life. Thank you."
- "Wonder if there are other services available here at WMCMH and outside of especially exercise/yoga/tai chi"
- "Very happy with results. Kathy is great."
- "BJ is great to speak with and eases my struggles and stress."
- "Support staff wonderful / meds / shrink not good."
- "Need meds, CMH won't help."
- "I wish I was in counseling."
- "Katie has been so awesome, without her help, I don't know where I would be now. "
- "[BJ] Excellent lady very caring & helpful & doesn't make you feel like a number. Staff is very nice as well."
- "Phone systems need to go back the way they were."
- "I think my workers are doing a great job. I can see the difference already."
- "I like Sara. She is a good worker, she understands and helps."
- "I love it here! I'm a new person."
- "Great!"
- "Friendly staff!"
- "Great!"
- "Everyone is great to me."
- "They treat me with respect. I've made a lot of improvements (still working on them). Have a lot of help here at CMH."
- "Does not like the tele med doctor. Thinks in person doctor would be easier."
- "You've been helpful to me."
- "Are understanding; staff are well-trained, compassionate, and pleasure to work with."
- "I am pleased with my services - CMH does a great job."
- "CMH has been very, very good to me."
- "All good. It helps when he comes in to talk to his workers."
- "Feels she is discriminated against for her disease. Do consistency with doctors and treatment. Hard to develop a relationship with doctor when constantly changing."
- "Good Quality and never had a problem. Looks forward to going to appointments."
- "Would like help getting information about bussing. Wants worker there when she makes the call."
- "Counseling - would have liked to get. Can't get any more services."
- "Doing a pretty good job. Thinks they are told not to spend too much time. Really kikes case aide he has been working with last 6 months. Doing better."
- "Like the services. Things haven't changed and would like to see things change."
- "Sentencing for daughter. Asked to see psychiatrist - I provided appointment date/time."
- "No - like CMH a lot."
- "Thank God for MH. Probably would be dead without it."
- "Hart office is going through the toilet. Take into consideration would like therapy. Kicked off getting meds. Current doc doesn't take blood draw - went to hospital and just prescribed & doesn't even... Insurance issues. Not happy with Dr. Baer."
- "They do a good job and have helped me out a lot in 3 years. Very caring and are there when I need them."

- "Jim Rawson is awesome! Have changed my life! I can concentrate better now. Before had secluded myself for 6 months & coming to CMH got me going."
- "When I have a question or need help they are right there."
- "Saved my life. I was homeless & lost. Grateful for all of the help - groups/classes are very helpful coping mechanisms."
- "Likes the doc - and wishes he could express himself more about his needs."
- "Financial assistance, med assistance - staff don't seem to get me. Taking away Klonopin."
- "I feel like I'm trying to do my best to cooperate. I don't feel that my workers don't have confidence in me and I felt humored."

### **Youth Surveys:**

- We have had every program. Awesome people.
- New to services do don't have much of an opinion yet.
- Both my children have had great outcomes from their visits.
- Seems to be working.
- Only been with her for less than a month.
- [Services] helped [son] enormously. Has a way to go yet. Christy F has done an excellent job of teaching him to deal with people and go places - has done a wonderful job with him. He is doing much better because Christy has made exceptions (by meeting him at the back door of CMH due to his anxiety.) He probably wouldn't come if she did not do that. Thank you for all the help. He is still getting to know Carl who is very nice, and mom is sure he will help her son with all of his challenges.
- Goes to groups - CMH picks up trying to make sure he goes. Anger problems, sensitive, is incontinent and dad is concerned. Is very aggressive against brother & sister. Is planning to talk with Carl when he comes this weekend. Did not want to be transferred to worker.
- Has an appointment with supervisor and team leader next week.
- Think they are great. Tweak the Med-line - better communication. When I called - sometimes it takes over a week [to be called in] from when I was supposed to. It seems very slow.