

Community Mental Health Services of Muskegon County

ACT Program Satisfaction Survey Report

Report Date: 8/20/08

Survey Based on Likert Scale 1-5. With 1 being the Best					
1	2	3	4	5	Blank
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	NA or No Resp.

#	Survey Question / Statement	Muskegon ACT Program Report		ACT Team 1		ACT Team 2	
		# Completed Per Question	Average Score Per Question	# Completed Per Question	Average Score Per Question	# Completed Per Question	Average Score Per
1	I like the services that I received.	71	1.63	33	1.73	38	1.55
2	If I had other choices, I would still choose to get services from this agency.	70	1.89	32	2.06	38	1.74
3	I would recommend this agency to a friend or family member.	69	1.83	32	2.13	37	1.57
4	The location of services was convenient.	70	1.56	33	1.58	37	1.54
5	Staff were willing to see me as often as I felt it was necessary.	70	1.61	32	1.66	38	1.58
6	Staff returned my calls within 24 hours.	67	1.82	31	1.84	36	1.81
7	Services were available at times that were good for me.	71	1.7	33	1.79	38	1.63
8	I was able to get all the services I thought I needed.	70	1.59	32	1.72	38	1.47
9	I was able to see a psychiatrist when I wanted to.	69	1.81	31	2.03	38	1.63
10	Staff believe that I can grow, change and recover.	68	1.49	32	1.66	36	1.33
11	I felt comfortable asking questions about my treatment, services, and medication.	71	1.69	33	1.76	38	1.63
12	I felt free to complain.	69	1.93	31	1.97	38	1.89
13	I was given information about my rights.	71	1.51	33	1.61	38	1.42
14	Staff encouraged me to take responsibility for how I live my life.	70	1.5	33	1.48	37	1.51
15	Staff told me what side effects to watch for.	71	1.73	33	1.73	38	1.74
16	Staff respected my wishes about who is and who is not to be given information about my treatment services.	71	1.52	33	1.55	38	1.5
17	I, not staff, decided my treatment goals.	71	1.83	33	1.79	38	1.87
18	Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	68	1.76	31	1.65	37	1.86
19	Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability.	70	1.6	32	1.63	38	1.58
20	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	69	1.54	31	1.58	38	1.5
21	I deal more effectively with daily problems.	70	1.69	32	1.59	38	1.76
22	I am better able to control my life.	71	1.66	33	1.64	38	1.68
23	I am better able to deal with crisis.	71	1.72	33	1.64	38	1.79
24	I am getting along better with my family.	69	1.78	32	1.81	37	1.76
25	I do better in social situations.	70	2.03	32	1.81	38	2.21
26	I do better in school and/or work.	47	2.11	20	1.81	27	2.15
27	My housing situation has improved.	65	2	30	2.05	35	2.03
28	My symptoms are not bothering me as much.	70	1.99	32	1.97	38	2.08

		<i>Muskegon ACT Program Report</i>		<i>ACT Team 1</i>		<i>ACT Team 2</i>	
<i>#</i>	<i>Survey Question / Statement</i>	<i># Completed Per Question</i>	<i>Average Score Per Question</i>	<i># Completed Per Question</i>	<i>Average Score Per Question</i>	<i># Completed Per Question</i>	<i>Average Score Per</i>
29	<i>I do things that are more meaningful to me</i>	71	1.79	33	1.88	38	1.66
30	<i>I am better able to take care of my needs</i>	71	1.7	33	1.94	38	1.71
31	<i>I am better able to handle things when they go wrong</i>	69	1.83	32	1.7	37	1.89
32	<i>I am better able to do things I want to do</i>	70	1.81	33	1.75	37	1.78
33	<i>I am happy with the friendships I have</i>	68	1.87	32	1.85	36	1.86
34	<i>I have people with whom I can do enjoyable things</i>	68	1.81	32	1.88	35	1.77
35	<i>I feel I belong to in my community</i>	69	1.91	32	1.84	37	1.95
36	<i>In crisis I would have the support I need from family and friends</i>	69	1.8	32	1.88	37	1.73
37	<i>Are you currently receiving ACT Services</i>	69	1	32	1	37	1
38	<i>How Long have you received ACT Services</i>						
	<i>Less than one year</i>						
39	<i>Were you arrested since you began to receive ACT Services</i>	20	17 - No 3 - Yes	7	7 No	13	10 - No 3 - Yes
40	<i>Were you arrested during the 12 months prior to that</i>	2	17- No 3 - Yes	7	7 No	13	10 - No 3 - Yes
41	<i>Since you began to receive ACT services have your encounters with the police_</i>	5	2- Reduced 2 -Same 1-increased	0	All NA	5	2- Reduced 2 -Same 1-increased
38	<i>How Long have you received ACT Services</i>						
	<i>More than one year</i>						
42	<i>Were you arrested during the last 12 months</i>	49	47 - No 2- Yes	25	24 - No 1 - Yes	24	23 - No 1 - Yes
43	<i>Were you arrested during the 12 months prior to that?</i>	49	47 - No 2 - Yes	25	24 - No 1 - Yes	24	23 - No 1 - Yes
44	<i>Over the last year have your encounters with the police_</i>	11	6- Reduced 5-Same	6	3- Reduced 3 -Same	5	3- Reduced 2 -Same