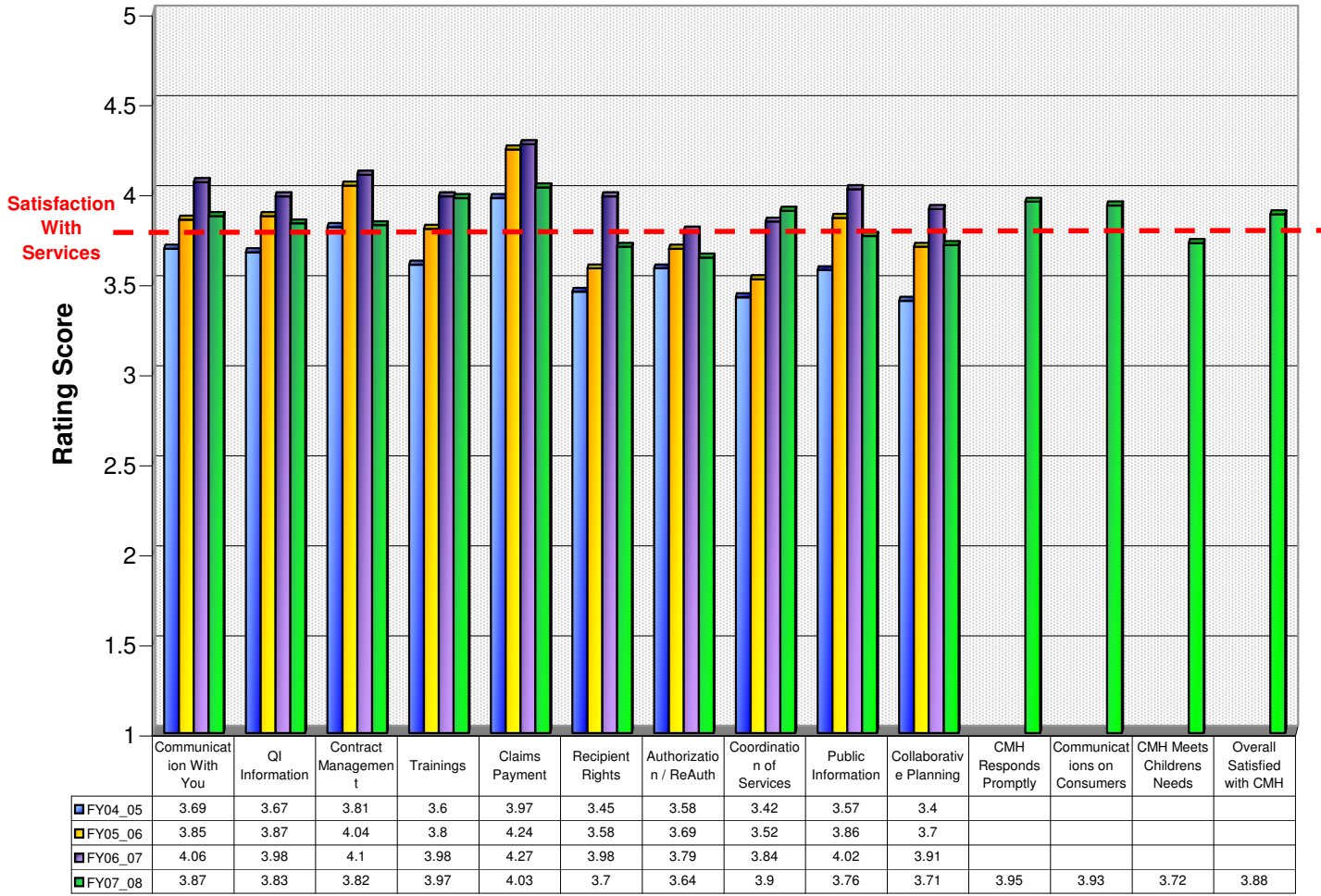
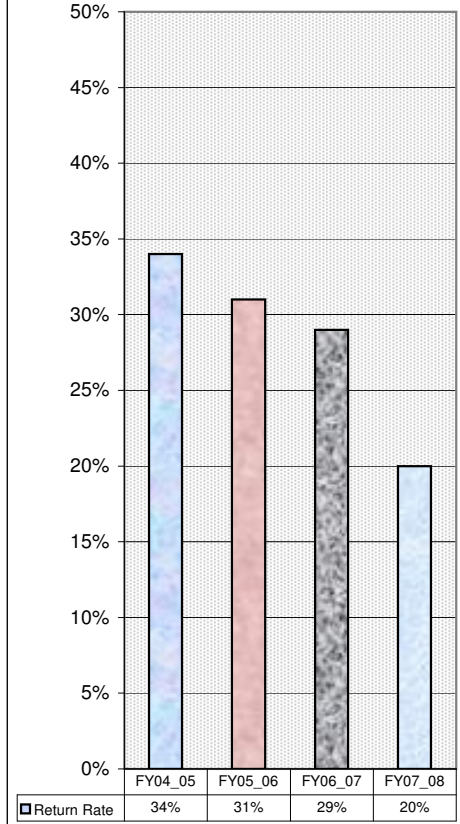


### Comparison of Community Partners Satisfaction Survey Response By Fiscal Year For Muskegon CMHSP



#### Community Partners Satisfaction Survey Return Rate

<b>FY 04_05</b> Surveys Mailed: 193 Surveys Returned: 66	<b>FY 06_07</b> Surveys Mailed: 220 Surveys Returned: 64
<b>FY 05_06</b> Surveys Mailed: 220 Surveys Returned: 68	<b>FY 07_08</b> Surveys Mailed: 321 Surveys Returned: 63



#### Trend Analysis

This is the seventh year that the Community Partners Satisfaction Survey has been implemented. Surveys are sent out to all Agencies / Individuals Muskegon CMH has a contract with and also to Stakeholders. Results for FY07/08 showed an decrease in the averaged rating score in 9 out of the original 10 surveyed areas. Four new categories were added this FY. Claims Payment which received a 4.03 this year has consistently received the highest rating scores over the seven years the survey has been implemented. Our goal is a rating score of 4.0 and above, for FY07/08 only Claims Payment was over the 4.0 and four others received rating scores very close to it with a 3.9 or higher. Authorization / Re-Authorization received the lowest rating this year at 3.63. Recipient Rights received the second lowest rating at 3.70. The overall return rate decreased as compared to last year going from a 29% return rate to a 20%. Almost a hundred more surveys were sent with no increase in number returned.