

Community Mental Health Services of Muskegon County

Provider Report Card For FY08/09

Report Date: November 24, 2009

Survey Process: 1264 Provider Satisfaction Surveys were mailed out to 974 individuals receiving contracted services in September 2009. Individuals who receive contracted services through more than one Agency received a survey for each contracted agency they received a service from. Muskegon CMHSP internal Satisfaction Survey process is ongoing. Each individual has the opportunity at least annually to complete an Agency Satisfaction Survey.

Survey Results Based on the Following Rating Scale	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
	5	4	3	2	1

Rating Scores of 4.0 and above indicate Satisfaction with Services

Provider Name	Question #1	Question #2	Question#3	Question #4	#Surveys Sent Minus Any Returned as Undeliverable	#Surveys Completed & Returned	Survey Return Rate
	While receiving services I was treated with respect	My issues / concerns were responded to while receiving services	I am satisfied with the amount of help I received	Overall, in a general sense, I am satisfied with the services I received			
Amanda Home	4.60	4.60	4.60	4.60	6	5	83.3%
ARC	4.33	3.78	3.89	3.67	17	9	52.9%
Beacon - Residential Services	4.00	4.20	4.20	4.00	27	10	37.0%
Bracey Home	5.00	5.00	5.00	5.00	1	1	100%
BWP - Community Living Supports	5.00	5.00	5.00	5.00	6	1	16.7%
BWP - Residential Services	4.25	4.25	4.50	4.50	7	4	57.1%
Catholic Charities West Michigan	3.94	3.89	3.94	3.94	20	18	90.0%
Daybreak Adult Services	4.14	4.07	4.07	4.14	21	14	66.7%
FA-HO-LO Family, Inc	4.33	4.33	4.33	4.33	11	6	54.5%
Forest View Hospital	4.00	4.00	4.00	4.00	10	2	20.0%
Gerber Memorial Health Services - New Focus	5.00	5.00	5.00	5.00	4	1	25.0%
Goodwill - Skill Building	4.04	4.03	3.99	4.07	114	67	58.8%
Goodwill - Supported Employment	5.00	5.00	5.00	5.00	10	2	20.0%
Greenville Acres	5.00	4.00	5.00	5.00	4	1	25.0%
Hackley Hospital - Northwood Center	4.14	3.67	3.67	3.81	177	21	11.9%
Healthy Focus - Community Living Supports	4.75	4.75	4.75	4.75	4	4	100.0%
Heritage Homes	4.00	3.00	3.00	3.50	9	2	22.2%
HGA							
HGA - Community Living Supports	4.73	4.47	4.27	4.47	27	15	55.6%
HGA - Residential Services	4.60	4.40	4.35	4.40	28	20	71.4%
HGA - Supported Employment	4.00	4.00	4.00	4.00	1	1	100%
Home Life - Residential	4.00	4.50	4.00	4.00	3	2	66.7%
Hope Network - Residential Services	3.40	4.00	3.80	4.00	12	5	41.7%
Hope Network West Michigan	4.00	4.00	4.00	4.00	2	1	50.0%
Jane Dyer, MSW	4.00	4.00	4.00	5.00	1	1	100%
JBC Home	4.50	4.50	4.50	4.50	6	2	33.3%
Kalamazoo Psychiatric Hospital	3.83	3.83	3.67	4.00	17	6	35.3%
Kandu - Skill Building	4.33	4.27	4.20	4.27	37	15	40.5%
Kandu - Supported Employment	5.00	5.00	5.00	5.00	4	1	25.0%
Kelly's Kare AFC	4.67	4.67	4.67	4.67	4	3	75.0%
Lutheran Social Services - Residential Services	4.38	4.25	4.31	4.19	24	16	66.7%
Lydia's AFC					2	0	0%
MOKA							
MOKA - Community Living Supports	4.29	4.18	4.24	4.24	42	17	40.5%

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MOKA - Residential Services	4.43	4.32	4.25	4.32	47	28	59.6%
MOKA - Skill Building	4.36	4.18	4.15	4.20	123	61	49.6%
MOKA - Supported Employment	5.00	4.75	4.50	4.75	14	4	28.6%
Mt Pleasant	4.00	3.75	4.00	4.00	6	4	67%
Muskeogn CMHSP							
Muskegon CMHSP Outpatient	4.63	4.48	4.35	4.52	560	260	46.4%
Muskegon CMHSP Residential	4.49	4.45	4.35	4.45	369	268	72.6%
Muskegon CMHSP Support Coordination_DD	4.64	4.53	4.48	4.57	722	330	45.7%
Muskegon CMHSP Support Coordination_MI	4.61	4.47	4.39	4.58	613	150	24.5%
Pine Rest - Dementia Living Center	5.00	5.00	5.00	5.00	1	1	100%
Pine Rest Hospital	4.00	4.00	4.00	4.00	29	1	3.4%
Pioneer Resources							
Pioneer Resources - Community Living Support	4.00	4.11	4.00	3.78	31	9	29.0%
Pioneer Resources - Residential Services	4.38	4.28	4.28	4.31	40	29	72.5%
Pioneer Resources - Supported Employment	4.50	4.33	4.17	4.17	14	6	43%
Pioneer Resources - Transportation Services	4.13	3.99	4.09	4.11	140	75	53.6%
PW Services	4.05	4.00	4.05	4.05	22	19	86.4%
Rocking Horse AFC	4.75	4.75	4.25	4.25	6	4	66.7%
Saint Mary's Hospital	4.50	4.50	4.50	4.50	25	4	16.0%
Turning Leaf Residentail	4.40	4.40	4.20	4.00	14	5	35.7%
Unified Health - Community Living Supports	4.50	4.50	4.50	4.50	10	2	20.0%
West Shore Medical - Health / Respite Services	4.33	4.33	4.33	4.33	3	3	100%