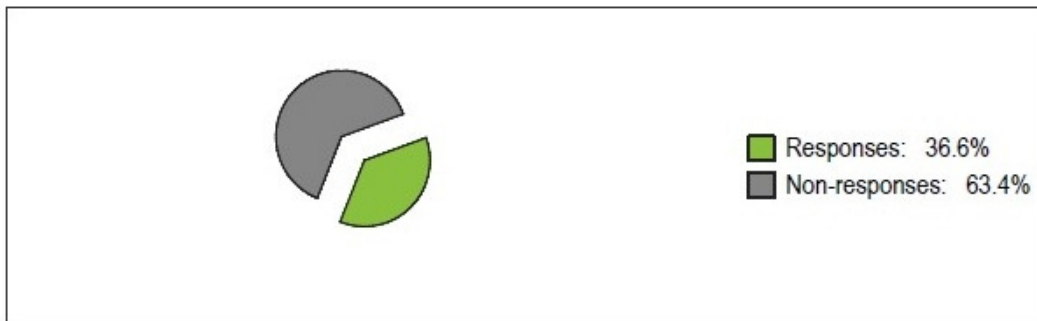


# Gratiot County CMH - uSPEQ Report Summary 2016

This aggregate report provides statistical and graphical information about the uSPEQ survey our organization distributed. The survey asked questions about how our consumers perceive services being provided to them. This report will focus on areas with both positive and negative response rates. It will be used to understand varying levels of satisfaction, demographic characteristics, and across time can point to areas where services have been effective as well as areas for improvement.

## Response Rate:

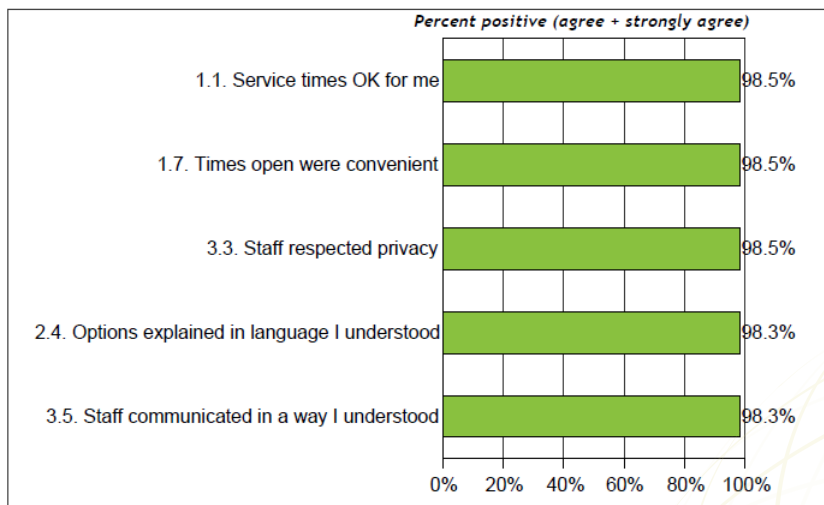


*"Gratiot County Community Mental Health has helped me more than any other program or person so far in my life."*

	Number distributed	Number received	Response rate
Jul-2016	1,121	410	36.6%

*"Gratiot County Community Mental Health helped me gain my life back. I am glad I listened and came in for help."*

## Top five potential areas with positive response rate:



Note: Items with less than 10 responses are not graphed.

*"I called for services and had an appointment the next day..."*

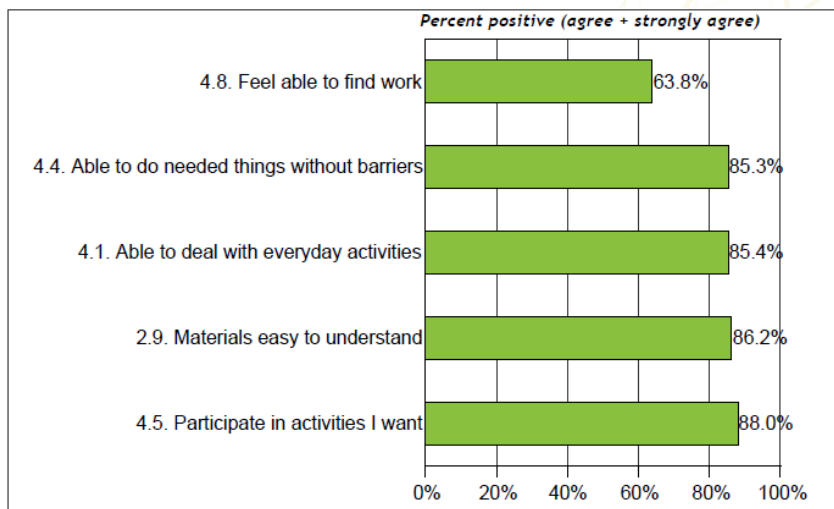
*"When I came in they were willing to do a walk-in to help..."*

*"CMH respects me and helps me through my problems."*

*"People (at CMH) help me understand my choices."*

*"If there is something i dont understand staff is great at explaining things."*

## Top five potential areas for improvement:



Note: Items with less than 10 responses are not graphed.

*"I am unable to get employment because of my physical and mental health."*

*"Later counseling times would be really good."*

*"Things are going well right now but there have been times when I feel people haven't listened to me."*

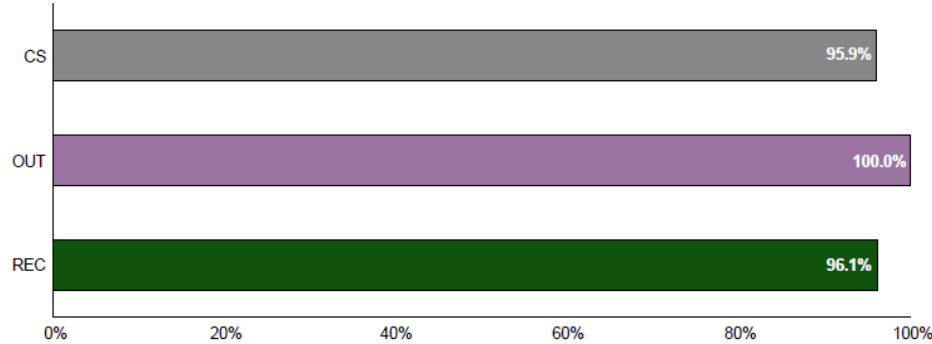
*"I don't want to be informed of extra activities."*

*"Still a bit to go but hopefully with the right tools in place she can be more active in school and social situations."*

# Gratiot County CMH - uSPEQ Report Summary 2016

## Overall Value by Department:

### 5.2. Services met my expectations



Total number of respondents per group for this item

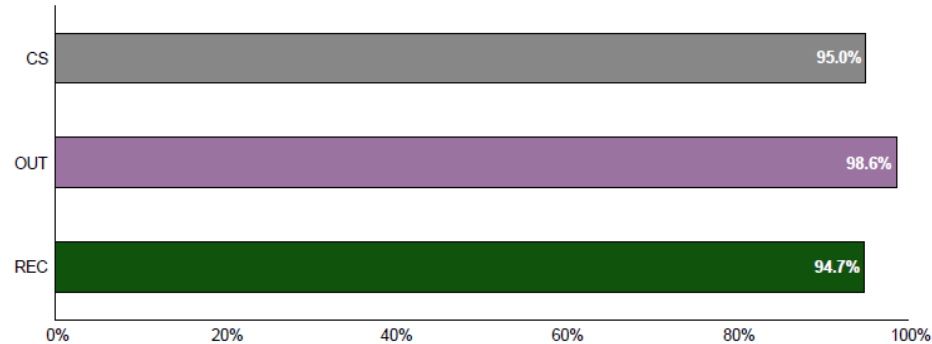
CRT = 6 CS = 220 GCS = 1 OUT = 69 REC = 102

Note: Categories with less than 10 responses are not graphed.

**98% of individuals who responded to the survey would recommend our agency to a friend.**

**96.5% of individuals who responded to the survey felt that their expectations of services was met.**

### 5.4. Services enabled me to do things better



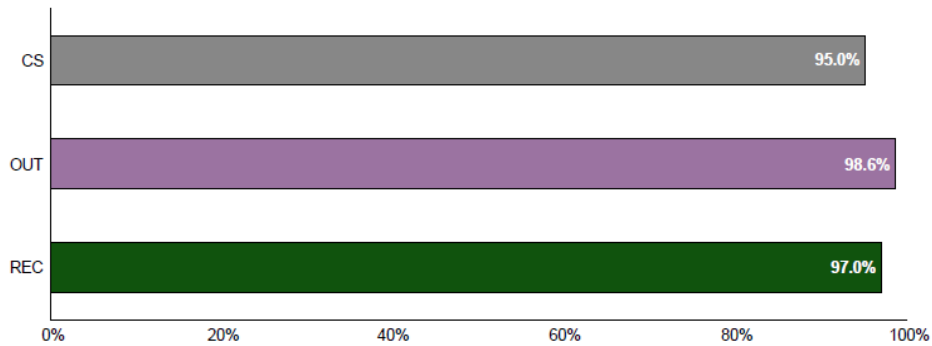
Total number of respondents per group for this item

CRT = 6 CS = 218 GCS = 1 OUT = 69 REC = 95

Note: Categories with less than 10 responses are not graphed.

**97.8% of individuals who responded to the survey feel safe at our agency.**

### 5.6. Services helped me/my family



Total number of respondents per group for this item

CRT = 6 CS = 221 GCS = 1 OUT = 69 REC = 100

Note: Categories with less than 10 responses are not graphed.

### ABBREVIATION KEY:

Court System: CRT

Community Supports: CS

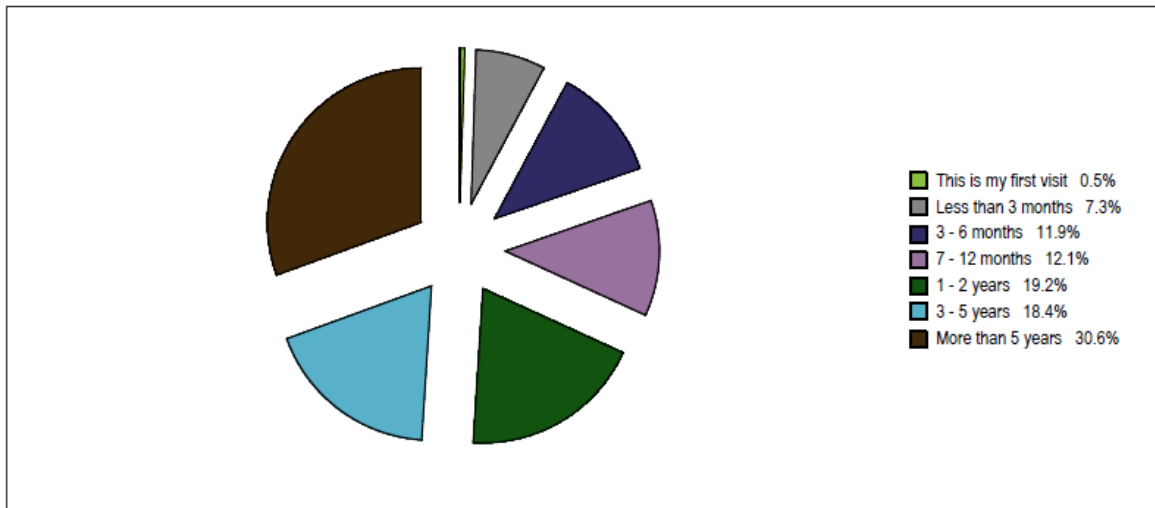
Gratiot County Schools: GCS

Outreach: OUT

Recovery: REC

# Gratiot County CMH - uSPEQ Report Summary 2016

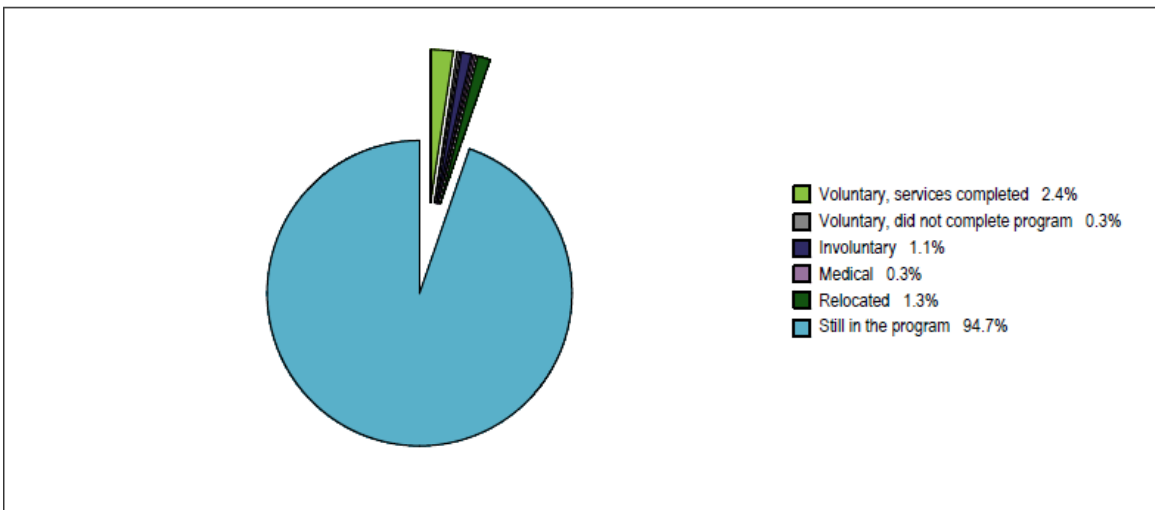
## Length of time receiving services:



*"All staff have been 100% respectful of me and my family since I have been here, and I have been here since 2009."*

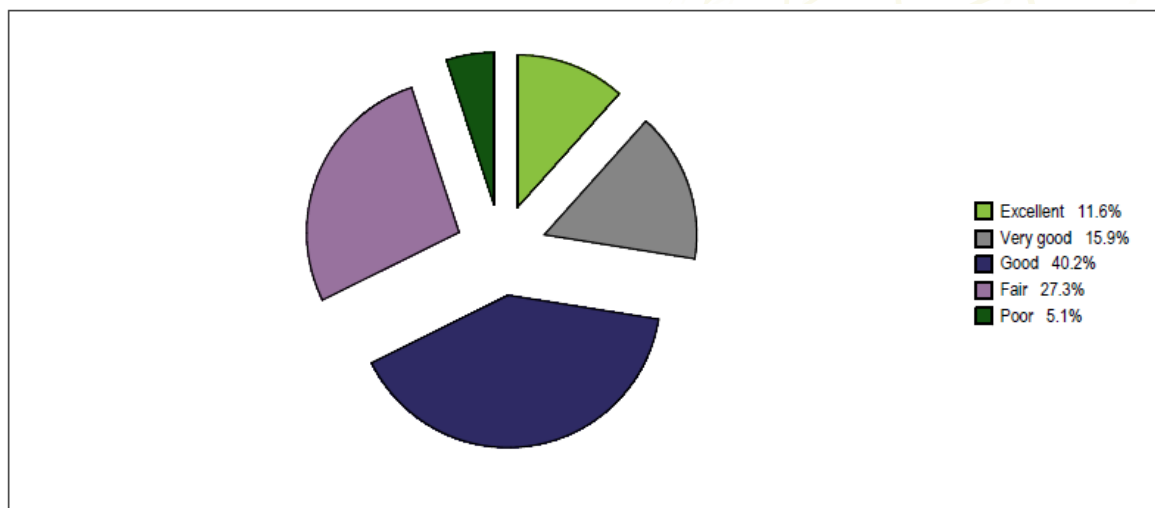
**30.6% of individuals who responded to the survey have been receiving services for more than 5 years.**

## Reason for leaving services:



**94.7% of individuals who responded to the survey are still in the program.**

## Reported overall health status:



*"They help me with cooking, shopping, and healthy choices."*

**67.7% of open consumers report GOOD to EXCELLENT overall health .**