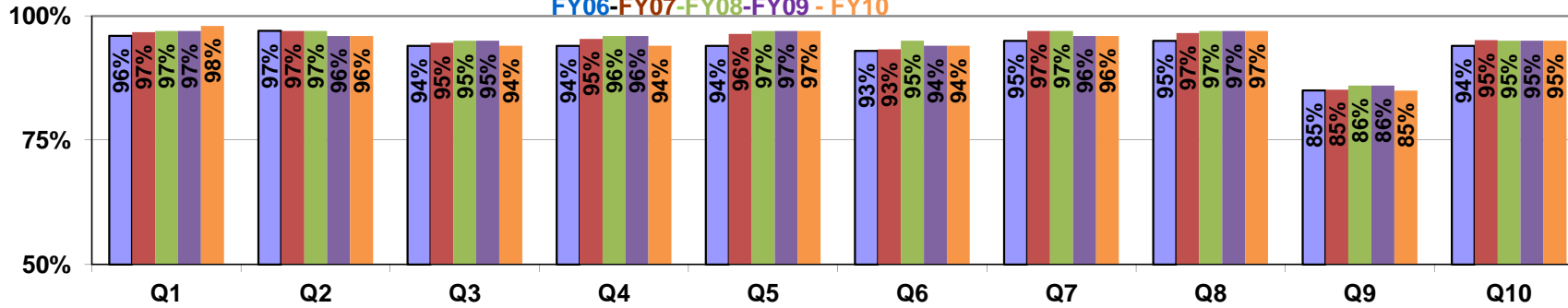


**NorthCare Network
Satisfaction for Consumers Receiving Mental Health Services**

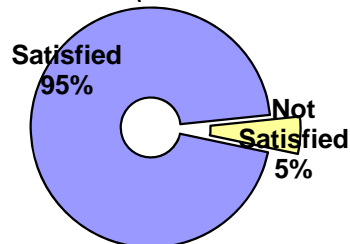
FY06-FY07-FY08-FY09 - FY10



- Q1 Appointments are scheduled at times that work best for me.
- Q2 I am informed of my rights.
- Q3 I feel better because of the services received.
- Q4 I know what to do if I have a concern or complaint.
- Q5 Staff are sensitive to my cultural/ethnic background.
- Q6 I was able to get the type of services I needed.
- Q7 My wishes about who is and who is not given information about my treatment are respected.
- Q8 My wishes about who is and who is not involved in my treatment are respected.
- Q9 I am satisfied with the help I received when calling the crisis line after 5pm Monday-Friday or on weekends.
- Q10 I would recommend these services to a friend or relative.

Total Number of Respondents - FY09											
Question #:	#1	#2	#3	#4	#5	#6	#7	#8	#9	#10	
Total 4 - Strongly Agree	626	614	546	545	553	549	595	585	122	507	
Total 3 - Agree	272	276	316	326	333	315	289	299	92	284	
Total 2 - Disagree	10	21	30	37	12	33	20	17	15	19	
Total 1 - Strongly Disagree	13	13	22	15	13	24	13	10	22	23	
Total No Response	13	10	20	11	22	13	17	23	9	61	
Total Not Applicable	24	24	24	24	24	24	24	24	698	24	
Total Possible responses	934	934	934	934	934	934	934	934	260	934	
Total resp to this question:	921	924	914	923	911	921	917	911	251	833	

I would recommend these services to a friend or relative (Mental Health Services)



Rate of Return for All Boards
934 Surveys Received
3804 Total mailed out
24.6% Percent of return