

Survey Questions: answered by persons after completing/being discharged from MCN services. of 1.0-2.9 indicate Agree/Strongly Agree.		AVERAGE SCORES BY YEAR		
		2015	2016	2017
1	I was given information on how to return to care if I felt I/my child needed it.	1.6	1.7	1.4
2	Staff helped me obtain the information I needed so that I could take charge of managing my/my child's illness or disability.	1.7	1.8	1.6
3	Staff helped me/my family feel welcomed when I received services.	1.4	1.3	1.4
4	Services were provided at times that were good for me/my family.	1.4	1.5	1.4
5	Services provided to me/my family in times of crisis or emergency were helpful.			1.6
6	I have people I trust whom I can turn to for help/for support regarding my child.	1.5	1.5	1.6
7	The services I received helped me/my family develop the skills needed to deal more effectively with daily problems.	1.8	1.8	1.8
8	The services I received helped me/my family develop the skills needed to deal with crisis situations.	1.7	2.0	1.7
9	The services I received helped me/my family develop the skills needed to recognize my/my child's early warning signs and also ask for help when needed.	1.6	1.5	1.6
10	The services I received helped me/my family develop the skills needed to continue on my/a path to recovery.	1.5	1.5	1.56
11	The services I received helped me/my family develop the skills needed to achieve desired treatment goals.	1.8	1.8	1.6
12	I would recommend this agency to a friend or family member.	1.5	1.3	1.5
Agency Overall Averages:		1.6	1.6	1.6
Total Respondents:		32	18	38

