

## **PROVIDER RECOGNITION**

Community Mental Health for Central Michigan believes that it is important to provide recognition of its service providers, and in so doing, support staff, agency and community learning that enhances the lives of mental health consumers.

### INSTRUCTIONS FOR COMPLETING THE FORM

1. Review the values stated below and then provide a written description identifying which of the values the provider has met and the reasons why. Be sure to identify the provider and include your name and telephone number in case more information is needed.
2. Mail, fax, or hand-deliver the form to CMH for Central Michigan, Attention Customer Services. The mailing address is 301 South Crapo, Mt. Pleasant, MI 48858; the fax number is (989) 773-1968.

### VALUES

#### **1. Consumer Focus/Customer Driven Services**

Consumer satisfaction, Meet person-centered-plan goals (helping dreams come alive), Listening to what the person wants, Consumer on boards, advisory committees, conduct town hall meetings, Consumer employment, volunteers within organization, Consumer controls own funds, selects their own staff, select their own living situation, Consumer education, Consumer defines quality, Mission, vision, policies support self-determination, Cultural responsiveness

#### **2. Consumer Impact and Quality Improvement**

Involvement in the arts, Volunteer opportunities, Employment, Assisting in the development of natural supports, Community inclusion, Relationship development/building, Gives options to chose from, Quality improvement program that is responsive, Meets or exceeds established outcomes or benchmarks, Addresses safety issues, Access to services, Affordable, accessible housing, Grievance and appeals process/policy, Creative and innovative service provision

#### **3. Consumer/Provider/Community Partnering**

Systems change initiatives through community collaboration (HSCB participation, local and state initiatives), Advocacy group participation (Arc, RICC), Direct involvement with consumers (assistance with newsletters, micro enterprises, mentoring/teaching)

#### **4. Promoting Education/Advocacy on Mental Health Issues**

Newsletters, mental health columns, booths at health fairs, newspaper articles, Community Involvement (civic groups, service organizations, advocacy groups), Political advocacy, Sponsoring conferences and trainings, Community organization around issues

\_\_\_\_\_ has contributed to the values in the following way(s):

*(Name of provider)*

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**Completed by:** \_\_\_\_\_ **Phone #:** \_\_\_\_\_