

## perspectives

What has been the most helpful thing about receiving services at Community Mental Health for Central Michigan?

*“They have helped me with my problems. And the medication they have prescribed seems to be working.”*

*“Nurses, doctors, and case managers working together to help me with resources and working strongly to help me overcome the loss of my marriage.”*

*“The work ordered day gives my life meaning. It gives me something meaningful and fulfilling to do with my life. Before clubhouse I was sedentary and lifeless. The work ordered day now gives me something to do instead of just sitting down and watching TV with my dog.”*

*“My therapist. She helps me with my shame and guilt for my mental [health] issues. Does not judge me and helps me to be more positive about the progress I have and to set goals.”*

*“The club house for social interaction and leadership skills. Outpatient therapy is helping me see the problems that I have.”*

*“To help me understand I am not a bad person I have obtained a better understanding of myself.”*

*“The most helpful things have been that they taught me and my husband a whole new approach to parenting. How you parent also helps you and your child connect and bond. They have helped me become a better parent.”*

Community Mental Health for Central Michigan  
Customer Service 1.800.317.0708 or  
989.772.5938  
Michigan Relay 7-1-1  
24-hour Crisis Telephone  
Convenient Office Locations and Hours

**Clare County**  
789 North Clare Avenue  
Harrison, MI 48625  
989.539.2141

**Isabella County**  
301 South Crapo Street  
Mt. Pleasant, MI 48858  
989.772.5938

**Gladwin County**  
655 East Cedar Avenue  
Gladwin, MI 48624  
989.426.9295

**Mecosta County**  
500 South Third Avenue  
Big Rapids, MI 49307  
231.796.5825

**Midland County**  
218 Fast Ice Drive  
Midland, MI 48642  
989.631.2320

**Osceola County**  
4473 220th Avenue  
Reed City, MI 49677  
231.832.2247



CMHCM receives financial support from the  
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## 2019

### consumer survey feedback results



### improving performance and consumer satisfaction

Community Mental Health for Central Michigan  
www.cmhcm.org



This year, 2,118 consumers who received services during the last two weeks of June 2019 were offered the consumer survey. There were 690 surveys returned that resulted in a 33 percent return rate.

At CMHCM, consumers are satisfied with their services and feel respected and encouraged in their desire to grow, change, and recover.

Each year, Community Mental Health for Central Michigan (CMHCM) surveys consumers as one of several ways to assess consumer experience with CMHCM services. In general, the survey indicates the needs of adults and children with a mental illness or intellectual/developmental disability are met and that the services being provided meet consumer expectations for appointment times, service planning, consumer rights, respect for cultural/ethnic values, and overall satisfaction.

I like the services I received.

**YES** **93%**

Staff treated me with respect.

**YES** **94%**

The services my child and/or family received were right for us.

**YES** **92%**

Staff spoke to me in a way that I understood.

**YES** **99%**

Staff were willing to see me as often as I felt it was necessary

**YES** **97%**

Staff helped me obtain the information I needed so that I could take charge of managing my illness.

**YES** **88%**

Staff here believe I can grow, change, and recover.

**YES** **90%**

Staff spoke to me in a way that I understood.

**YES** **99%**



I would recommend this agency to a friend or family member.

**YES** **90%**