

perspectives

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

“I am learning problem solving, and concepts for CBT, learning ways to help handle anxiety”

“It has helped my daughter who has extremely high social anxiety come out of her shell and be able to be comfortable in public more.”

“The ability to help the children I have cope with change and emotions during change.”

“Being able to talk about events taking place in my life and discussing ways to handle them.”

“I thought it was very professional with the intake and meeting my case manager.”

“My child has learned to better cope with issues that come up and learn how to talk to me about things.”

“That instead of being based solely on the individual we’re able to involve the family and learn as a family ways to help and cope.”

“My child getting to know his therapist and opening up to her.”

“Our case manager is amazing and helps my son when needed. She always includes us in the goals. Her advice has been the best. She is very informative and caring.”

“Having the support of services means I am not shouldering the burden of daily stress alone.”

“I am better equipped to handle my illness”

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



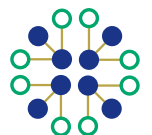
CMHCM receives financial support from the
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2023

consumer survey feedback results



improving performance and consumer satisfaction



**Community
Mental Health**
FOR CENTRAL MICHIGAN



A total of 4,093 surveys were distributed to consumers who received services during June of 2023. 541 surveys were returned for a 13% 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 2023 consumer survey feedback results indicate the needs of adults and children with a mental illness or intellectual/developmental disability are being met through available CMHCM services. Survey responses show high agreement that CMHCM meets consumer expectations for appointment times, service planning, consumer rights, respect for cultural/ethnic values, and overall satisfaction.

CMHCM encourages consumer feedback to support improvements in clinical care, supports, recovery, and non-clinical services to positively affect consumer health status, quality of life, and satisfaction. CMHCM has suggestion boxes in every building. This a great tool that CMHCM uses to identify things that can be changed about the system to improve services for people served. CMHCM encourages participation and welcomes comments.

Overall, I am satisfied with the services I receive.

YES **85%**

Staff here believe I can grow, change, and recover

YES **87%**

I felt comfortable asking questions about my treatment and medication.

YES **88%**

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

YES **85%**

I liked the services I received.

YES **88%**

Staff treated me with respect.

YES **87%**

Staff spoke to me in a way that I understood.

YES **90%**



Services were available at times that were good for me.

YES **85%**