

## perspectives

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

*“Willingness to help me get the answers I need to make well-thought-out and important decisions.”*

*“The most helpful thing about the services we receive is having an open minded case manager who is willing to listen and offer assistance with various community programs.”*

*“Setting goals on issues to work on that really matter in obtaining a positive outlook on life.”*

*“DBT has literally saved my life! I feel it has helped me change the negative parts of my life and helped me with coping skills that I desperately needed.”*

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

*“The therapist has been exceptional with helping to work around schedules and her approach to my son is just amazing.”*

*“The kindness of the people involved in my services. Feeling like I’m heard. That’s huge to me!”*

*“I like that every person has a voice and say within the Clubhouse, I feel like I can belong despite my disabilities.”*

*“The knowledge that I’m (we’re) not alone in our concern for my (our) child’s wellbeing. We’ve built a true connection and bond.”*

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



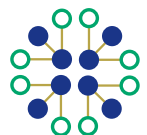
CMHCM receives financial support from the  
Michigan Department of Health and Human Services.

## 2025

### consumer survey feedback results



improving performance and consumer  
satisfaction



**Community  
Mental Health**  
FOR CENTRAL MICHIGAN



A total of 4,462 surveys were distributed to consumers who received services between March 1, 2025 and May 31, 2025. A total of 488 surveys were completed resulting in an 11% response rate.

At CMHCM, consumers are satisfied with their services and feel respected and encouraged in their desire to grow, change, and recover. The satisfaction standard set by the region is 80%; CMHCM exceeds this benchmark by 8%.

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 2025 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 88%**

Staff here believe I can grow, change, and recover

**YES 84%**

I felt comfortable asking questions about my treatment and medication.

**YES 86%**

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

**YES 86%**

I liked the services I received.

**YES 80%**

Staff treated me with respect.

**YES 97%**

Staff spoke to me in a way that I understood.

**YES 96%**



Services were available at times that were good for me.

**YES 97%**