

perspectives

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

“I feel that the services are very helpful, I am glad I am finally doing this and got the help/medication I needed.”

“I have really enjoyed having a case manager who is able to help me stay on track with my goals and assist me with things I can’t do by myself.”

“Our case manager has been very helpful with all our needs and concerns. We were new to the Midland area and she informed us of many activities and services we could qualify for.”

“My case worker has gotten me the counseling and help that I needed to get back to being happy.”

“The IDDT group was very supportive and I liked the homework/journal that was available to me.”

“Our provider has been great, she is caring, helpful, knowledgeable and accommodating.”

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

2020

consumer survey feedback results



improving performance and consumer satisfaction



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





This year, 3,305 consumers who received services during the last two weeks of June 2020 were offered the consumer survey. There were 421 surveys returned that resulted in a 13 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 2020 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 services I received.

YES 89%

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

YES 92%

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

YES 85%

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

YES 88%

I felt comfortable asking questions about my treatment and medication.

YES 84%

Staff treated me with respect.

YES 99%

Staff spoke to me in a way that I understood.

YES 98%



If I had other choices, I would still get services from this agency.

YES 84%