

## perspectives

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

*“Gives me a place to problem solve my issues. Therapy provides a safe haven to discuss and work through tough life events.”*

*“Being able to reach out to others to get the help I need.”*

*“Having people that can lend an ear when I need and having people that provide me helpful resources.”*

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

*“The kind and helpful services I get. It helps to have caring and knowledgeable staff.”*

*“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.”*

*“Learning how to communicate with one another. Our counselor is truly the best! We have a few and he truly listens to both sides and teaches us how to communicate and listen to one another.”*

*“CMHCM has helped my family deal with our daily struggles and emotions and to help improve my son’s disability. Always there when my family is in need very reliable and lots of resources to help.”*

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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# 2022

## consumer survey feedback results



## improving performance and consumer satisfaction



**Community  
Mental Health**  
FOR CENTRAL MICHIGAN



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 2022 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.

A total of 3,469 surveys were distributed to consumer who received services during June of 2022. 644 surveys were returned for a 19% return rate.

Overall, I am satisfied with the services I receive.

**YES** **91%**

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

**YES** **92%**

I felt comfortable asking questions about my treatment and medication.

**YES** **87%**

I have people that I am comfortable talking with about my child's problems.

**YES** **89%**

I liked the services I received.

**YES** **89%**

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

Staff treated me with respect.

**YES** **96%**

Staff spoke to me in a way that I understood.

**YES** **96%**



Services were available at times that were good for me.

**YES** **88%**