

## **perspectives**

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

*“My therapist was absolutely amazing! She understood me and actually listened to me.”*

*“My child did a complete 360°. He is doing so much better.”*

*“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.”*

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

*“I like that my case manager stays consistent with me. It drives my success”*

*“Being told “you can do this” and having the staff help me to actually believe it.”*

*“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.”*

*“Being able to express my feelings without being judged. Being told that there is validity in my feelings.”*

*“My child’s therapist has helped maintain stability for him”*

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



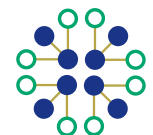
CMHCM receives financial support from the  
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# **2024**

## consumer survey feedback results



## improving performance and consumer satisfaction



**Community  
Mental Health**  
FOR CENTRAL MICHIGAN



A total of 4,309 surveys were distributed to consumers who received services between March and May of 2024. A total of 656 surveys were returned for a 15% 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 2024 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.



Staff here believe I can grow, change, and recover



I felt comfortable asking questions about my treatment and medication.



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



I liked the services I received.



Staff treated me with respect.



Staff spoke to me in a way that I understood.



Services were available at times that were good for me.

