

The Right Door for Hope, Recovery and Wellness is committed to providing the best possible services. To measure how well we are doing, we set goals for ourselves to help you achieve yours. Our focus is on accessible, efficient and effective services, as well as improved wellness of the persons served. The information provided shows how we are doing through 9/30/2021.

If you have questions, or would like to provide feedback, please feel free to contact us.

Customer Services
616-527-1790

The Right Door for
Hope, Recovery and
Wellness
locations:

Formerly known as Ionia County Community Mental Health

Ionia Office
375 Apple Tree Drive
Ionia, MI 48846
616.527.1790

Belding Office
7441 Storey Road
Belding, MI 48809
616.794.6592

Portland Office
208 W. Bridge Street
Portland, MI 48875
517.647.2128

www.rightdoor.org

**24 Hour Toll Free
Crisis Line:**
1.888.527.1790



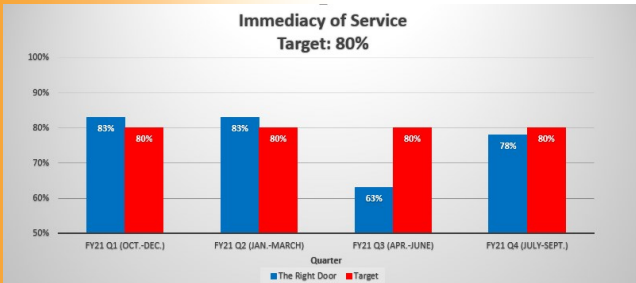
**Outcomes
Report FY21
October 1, 2020
through
September 30, 2021**

The Right Door for Hope, Recovery and Wellness is a CARF Accredited member of the Mid-State Health Network. The Right Door for Hope, Recovery and Wellness is funded in part by the Michigan Department of Health and Human Services.

IMMEDIACY OF SERVICES

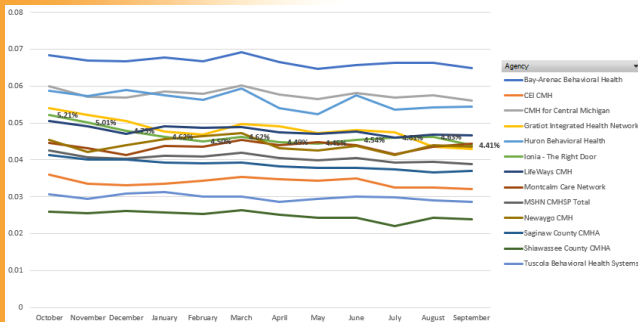
77% The annual average percentage of people who received services within 7 days of their first contact and request for service from The Right Door. (Target: 80%)

The Right Door received 1,120 Requests for Service from 10/1/2020–9/30/2021. 870 people were seen within 7 days of their request.



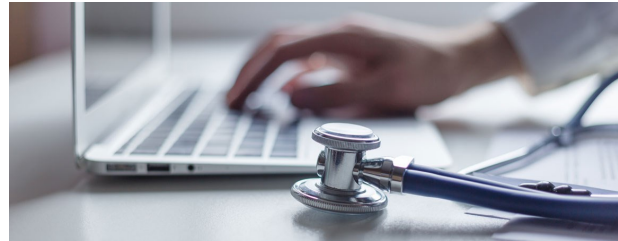
PENETRATION RATE

4.66% The average percentage of those with Medicaid that The Right Door serves in Ionia County.



ADULT PRIMARY CARE ACCESS

99.44% The annual average percentage of Adult (20+) persons served with Medicaid that saw a Physician within the past year. (535/538)



CHILD PRIMARY CARE ACCESS

99.66% The annual average percentage of Children (12 months–19) served with Medicaid that saw a Physician within the past year. (296/297)



SERVICES MET NEEDS OF PERSON SERVED

96.9% Percentage of persons served who reported that The Right Door services met their needs and expectations. (Target: 85%)

SERVICES SATISFY STAKEHOLDERS

89.63% Percentage of stakeholders who reported that The Right Door services met their needs and expectations. (Target: 85%)



- “Staff at the right door are always kind, friendly and polite.”
- “Most definitely would refer anyone to The Right Door.”
- “My son and I both attend counseling at the Right Door. Amazing staff. “
- “Every time I have ever asked for help they have been there.”
- “Everyone has been great and I appreciate everyone’s help.”