

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 9/30/2018.

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

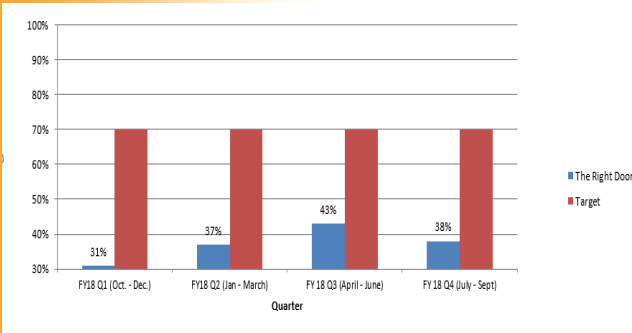


**Outcomes
Report FY18
October 1, 2017
through
September 30, 2018**

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.

SAME DAY SERVICES

37% The annual average percentage of people who received services the same day as their first contact and request for service from The Right Door. *State requires we see people within 14 days of the initial request for service. (Target: 70%)



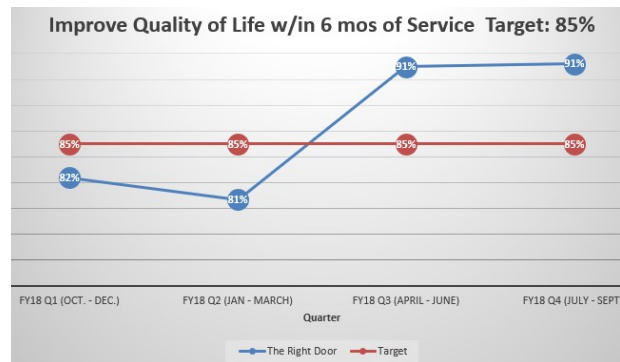
In fiscal year 2018 (Oct. 1, 2017–September 30, 2018), The Right Door for Hope, Recovery and Wellness’ Board of Directors spent much time reviewing this outcome.

In fiscal year 2018, each quarter the Board of Directors reviewed showed that an average of 45% of persons were declining same day service appointments when provided that option.

The Board of Directors requested that our data on access to services be broken down by days it takes to enter services. When reviewed this way, an average of 79% of persons requesting services were seen within 0-7 days of the request for services. The Board of Directors has set the fiscal year 2019 (Oct. 1, 2018–Sept. 30, 2019) outcome to **“85% of persons requesting services are seen within 7 days of the initial request date.”**

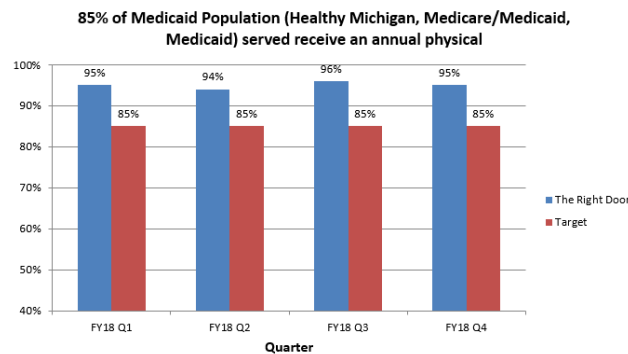
IMPROVED QUALITY OF LIFE

86% The annual average percentage of people who showed improved quality of life within the first 6 months of services with The Right Door. (Target: 85%)



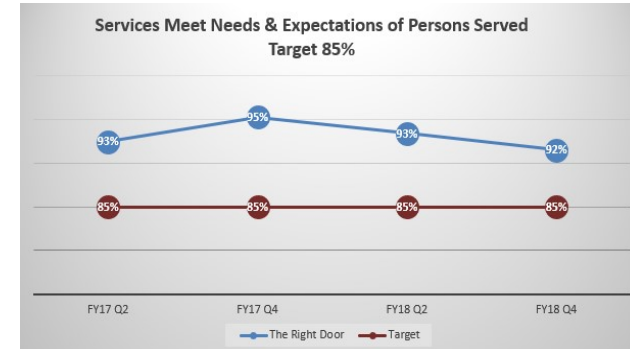
PRIMARY CARE CONNECTIONS

95% The annual average percentage of persons served with Medicaid that saw a Physician (NP, PA, DO, MD) within the past year. (Target: 85%)



SERVICES MET NEEDS OF PERSON SERVED

92.5% Percentage of persons served who reported that The Right Door services met their needs and expectations. (Target: 85%)



SERVICES SATISFY STAKEHOLDERS

88% Percentage of stakeholders who reported that The Right Door services met their needs and expectations. (Target: 85%)

