

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 9/30/2019.

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

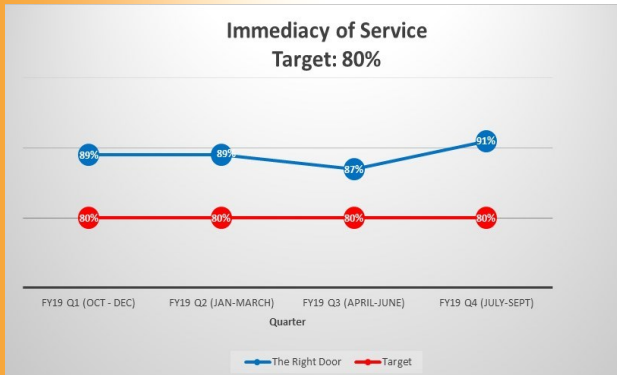


**Outcomes
Report FY19
October 1, 2018
through
September 30, 2019**

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

89% 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%)



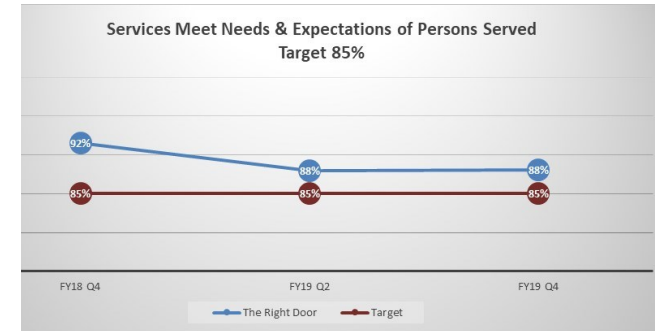
INCREASE SCHOOL OUTREACH

84 The number of referrals from schools that have resulted in a screening for The Right Door services.



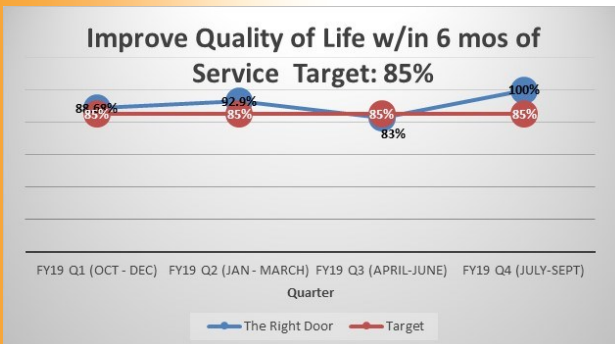
SERVICES MET NEEDS OF PERSON SERVED

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



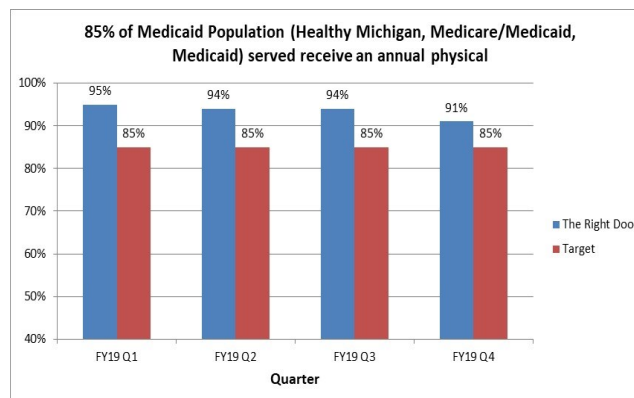
IMPROVED QUALITY OF LIFE

91% 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

93.5% The annual average percentage of persons served with Medicaid that saw a Physician (NP, PA, DO, MD) within the past year. (Target: 85%)



SERVICES SATISFY STAKEHOLDERS

86.5% Percentage of stakeholders who reported that The Right Door services met their needs and expectations. (Target: 85%)

