

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 9/30/2023.

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



MSHN
Mid-State Health Network

THE right DOOR
for hope, recovery and wellness

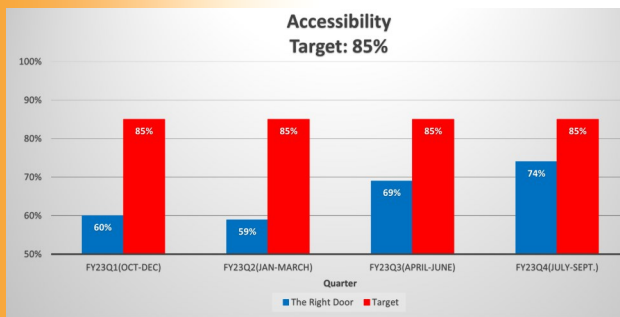
**Outcomes
Report FY23
October 1, 2022
through
September 30, 2023**

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.

ACCESSIBILITY

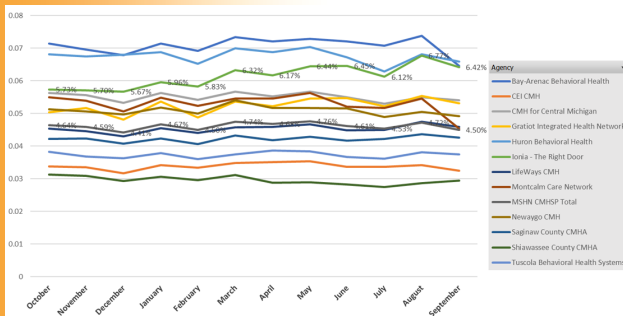
65.5% The annual average percentage of persons requesting services that received a full assessment within 15 calendar days. (Target: 85%)

The Right Door received 1,965 Requests for Service from 10/1/2022–9/30/2023.



PENETRATION RATE

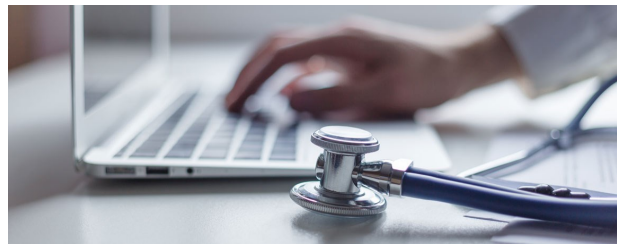
6.13% The average percentage of those with Medicaid/Health Michigan Plan that The Right Door serves in Ionia County. The Right Door remains in the top 3 CMHs in the MSHN affiliation for penetration rate.



PRIMARY CARE SCREENINGS

69.92% The percentage of persons served that were provided a health screen. (874 people) (Target: 65%)

Persons receiving a health screen meet with a nurse and review health measures that impact whole person wellness (substance use, nicotine use, weight, nutrition, blood pressure, pulse and more). If there is a concern we provide education and connection to follow up care.



FOLLOW UP AFTER HOSPITALIZATION

75% of persons 6 – 17 years of age who were hospitalized for treatment of selected mental illness diagnosis received a follow up appointment within 30 days of discharge. (Target 70%)

65% of persons 18 years of age and older who were hospitalized for treatment of selected mental illness diagnosis received a follow up appointment within 30 days of discharge. (Target 58%)

The Right Door's practice is to see persons served within 24 hours of discharge from inpatient hospitalization.

SERVICES MET NEEDS OF PERSON SERVED

Q2: 95.12% Percentage of persons served by CARF accredited programs who reported that The Right Door services met their needs and expectations. (Target: 85%)

Q4: 90.1% Percentage of persons served by CARF accredited programs who reported that The Right Door services met their needs and expectations. (Target: 85%)

What persons served are saying:

“CLS services make it possible to maintain her independent lifestyle.”

“We have a better family life after my case manager met with the grandparents and got everyone on board.”

“They have been awesome to work with. I am thankful for everything done for me. Could not be happier with the help my therapist provided me.”

SERVICES SATISFY STAKEHOLDERS

Q2: 87.89% Percentage of contracted providers who reported that The Right Door services met their needs and expectations. (Target: 85%)

Q4: 90.3% Percentage of contracted providers reported that The Right Door services met their needs and expectations. (Target: 85%)

What our contracted providers are saying:

“The Right Door has been so professional and easy to work with. Would recommend to anyone!”

“We value our partnership with The Right Door and would like to expand it.”

“I love the internet training program which gives us flexibility and is effective in acquiring needed information and training. Thank you for this training tool.”