



CMHOC - Our Vision

Community Mental Health of Ottawa County strives to enhance quality-of-life for all residents.

CMHOC - Our Mission

Community Mental Health of Ottawa County partners with people with mental illness and developmental disabilities and the broader community to improve lives and be a premier mental health agency in Michigan.

CMHOC - Our Most Important Values

We recognize the importance of SERVICE in the accomplishment of our mission and hold it as a basic value to treat each consumer as a customer; to do all we can, within the bounds of state and federal laws, regulations, policies and budget, to meet requests for service.

We recognize the importance of CONSUMERS in the accomplishment of our mission and hold it as a basic value to interact with each consumer impartially, fairly and consistently; and to listen and respond to the recommendations and concerns of each.



The activities and programs of this agency are brought to you by the members of the Ottawa County Board of Commissioners. The Michigan Department of Community Health provides financial support to this agency.



Community Mental Health of Ottawa County has been accredited by CARF for twelve of its programs.

Rev. 07-2009

Post-Discharge Surveys



COMMUNITY MENTAL HEALTH OF OTTAWA COUNTY



Community Mental Health of Ottawa County (CMHOC) would like to know how consumers have been impacted by our services. We would like your permission to contact you after services have concluded to get your comments, ideas, and suggestions for improvement.

What is a “Post Discharge Survey”?

A “Post Discharge Survey” is an activity CMHOC would like to do with people who have received services from our organization. Once you have stopped receiving services, which we refer to as being “discharged,” we would like a representative to contact you.

If you believe you have been discharged in error, or are in need of more services please contact the CMHOC Access Center.

CMHOC Access Center

Requests for services and supports can be made between 8 a.m. and 5 p.m. Monday through Friday by calling the Access Center.

Access Center (616) 393-5681

Ottawa County toll free 1-877-588-4357

For more information, questions, or concerns about Post-Discharge Surveys contact:

Customer Service 616.494.5545
1.866.710.7378

Who will contact me?

CMHOC has contracted a professional agency to conduct the survey. Their representatives will contact you about the service(s) you received from us.

How will I be contacted and how long will this take?

The agency will attempt to contact you by phone for a brief survey. The process should not last any longer than 5 minutes.

What type of information would Community Mental Health want from me?

The survey will ask questions about...

- your general satisfaction with CMHOC
- whether you felt you benefited from CMHOC services
- what things you liked about CMHOC services
- what things you didn't like about CMHOC services
- what suggestions you would make to improve CMH services to help others

If I don't want to participate, can I refuse?

Yes! You are under no obligation to participate in this survey. It is totally voluntary. If you decide you do not want to participate, CMHOC will not retaliate or force you in any way. If at some point, you return to CMHOC for services, you will receive the same professional, quality health care whether or not you participated in the Post- Discharge survey process.

What if I can't talk on the phone?

Please inform CMHOC staff if you cannot talk on the telephone. Staff will indicate your preference so you will not be contacted.

Why is CMH doing a survey?

At Community Mental Health of Ottawa County, we strive to help people meet their personal goals. We recognize there is always room for improvement. Your comments and suggestions will help us make those improvements so that others who receive CMHOC services after you can reap the benefits of your wisdom.

Thank you for choosing Community Mental Health of Ottawa County as your behavioral health care provider!