

## What Does Customer Services Do?

*Customer Services Representative can . . .*

- *Advocate for consumers to get their needs met*
- *Encourage self-advocacy*
- *Assist with problem-solving*
- *Listen to all sides of issues*
- *Provide information about resources in the community*
- *Offer educational classes for consumers*



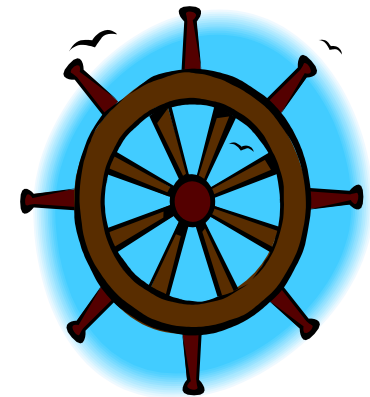
Community Mental  
Health Authority  
Clinton-Eaton-Ingham

Julie Barron  
Customer Service Representative  
812 E. Jolly Rd.  
Lansing, Michigan 48910

Phone: 517-346-8244  
Fax: 517-346-8245  
Email: barron@ceicmh.org

Your satisfaction is  
our goal.

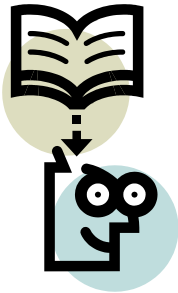
## Customer Services



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**Phone: 517-346-8244**

**Customer Services:  
Give us a Call**



**Customer  
Service**

**Representatives ...**

⇒ Help current and potential consumers to navigate the CMH system.

⇒ Provide information about other resources and supports in the Community.

⇒ Provide an avenue for consumers to share opinions and concerns regarding their services.

**(517) 346-8244**

Toll Free—

**(877) 333-8933**

**Serving:**

**Clinton—Eaton—Ingham**

**Counties**

**Monday—Friday**

**8:00 a.m. to 5 p.m.**

The Customer Services Representative will assist consumers from their initial inquiry throughout their ongoing services they receive from CMHA-CEI.

This includes being available to answer questions, providing information and arranging for language interpreting services.

Your Customer Service Representative is available to help current and potential consumers in navigating the CMHA system and will provide information about other resources and supports in the community.

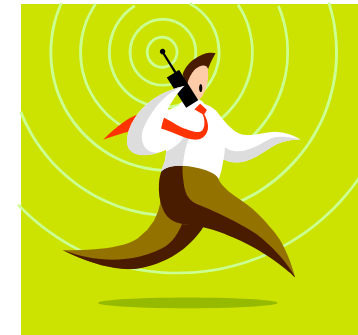
The Customer Service Representative will research your questions and provide you with timely answers or provide you with information about where to go to get what you need.

In addition, our Customer Service Representative is available to receive suggestions and assist with filing complaints from consumers and to assist with the appeals process.



**Getting involved ...**

There are a number of opportunities for consumers to become involved in various committees and special work-groups in partnership with CMHA. If you are interested in exploring how you may become involved, please give Customer Services a call.



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