



Consumer Services, Inc.  
 Quality Improvement  
**The “Missing Link” Form**

**Mission Statement:** *As a national, cutting-edge, non-profit organization, our mission is to provide excellent behavioral health services to children and adults with a mental illness, development disability, and addiction or co-occurring substance abuse disorders, empowering them to achieve a higher quality of life.*

Our **Corporate Values** are innovation, excellence, empowerment, and quality of life. These core values guide all aspects of the organizations direction and provide the foundation for our critical success factors: Leadership Development; Individualized Treatment Opportunities; Quality Service Delivery; Expansion and diversification; Fiscal responsibility.

*Please help CSI accomplish our mission and critical success factors by filling out the form below.*

Describe the situation that your suggestion for IMPROVEMENT is trying to address:

---



---



---



---

Describe your suggestion for a way to address the situation:

---



---



---



---

Would you be interested in working as part of a team to address your issue/idea?      Yes      No

Name (optional): \_\_\_\_\_ How can you be reached? \_\_\_\_\_

*Note: if you do not provide your name or contact information CSI will not be able to contact you regarding the results of your comment/suggestion*

Please submit form to the reception desk of any CSI location or mail to:

*Consumer Services, Inc.  
 Attn: Chelsea Gleason, Human Resources Director  
 4400 S. Saginaw St. Suite 1460  
 Flint, Michigan 48507*

For Office Use Only: Date Received: \_\_\_\_/\_\_\_\_/\_\_\_\_ By Whom? \_\_\_\_\_

Follow Up Action:

<input type="checkbox"/> Present to CEO	<input type="checkbox"/> Present to QIC	<input type="checkbox"/> Send to Dept.	<input type="checkbox"/> No Action	<input type="checkbox"/> Other
---	---	--	------------------------------------	--------------------------------

Notes: