



SAGINAW COUNTY
COMMUNITY MENTAL
HEALTH AUTHORITY



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HEALTH AUTHORITY

500 Hancock Street
Saginaw, MI 48602

www.sccmha.org

www.facebook.com/sccmha



General Information

(989) 797-3400 or (800) 258-8678

24-Hour Crisis Intervention Services

(989) 792-9732 or (800) 233-0022

Mobile Response and Stabilization
Services

(989) 272-0275

Access & Intake Services

(989) 797-3559 or (800) 233-0022

Customer Service / Recipient Rights

(989) 797-3452 or (800) 258-8678

2024

Consumer Satisfaction Survey Results



*Measuring Satisfaction and
Improving Outcomes*



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Overview

Saginaw County Community Mental Health Authority (SCCMHA) surveys consumers, guardians, and families to give them an opportunity to provide feedback about their satisfaction with the services they receive. All persons served in the previous 6 months by SCCMHA or one of its contracted service providers are included in the survey.

In June 2024, over 4,000 surveys were sent out to assess the services provided to adults with mental illness, children with serious emotional disturbances and children and adults with intellectual and developmental disabilities. 510 surveys were completed and returned for an overall return rate of 13%.

We would like to thank everyone who took the time to complete the survey. It helps us measure satisfaction and provides valuable information to our quality assurance and performance improvement activities. Our goal is to continually improve consumer satisfaction and service outcomes in keeping with the mission and vision of SCCMHA.

Adult Satisfaction Survey Scores

2,606 surveys distributed

413 surveys completed

16% return rate

- General Satisfaction 89%
- Access to Services 89%
- Quality/Appropriateness 89%
- Participation in Treatment Planning 90%
- Outcomes 76%
- Functioning 76%
- Social Connectedness 85%



Youth Satisfaction Survey Scores

1,473 surveys distributed

97 surveys completed

7% return rate

- Access to Services 91%
- Participation in Treatment Planning 88%
- Cultural Sensitivity 92%
- Appropriateness 82%
- Outcomes 68%
- Social Connectedness 81%

Comments

“I am grateful for the services I receive.”

“Everyone from Receptionist to Counselors to person that processes and suggests meds have been very supportive.”

“I was hopeful talking to the staff. They were very helpful.”

“Good services that help me through.”

“I love CMH and how they talk to me and understand me.”

“I appreciate ABA and all they do for him.”

“Been a great deal of help for my family for years. Love staff and services.”

“My child receives great benefits from the program, it's a great resource for our family.”

“Very excellent services.”