



SAGINAW COUNTY
COMMUNITY MENTAL
HEALTH AUTHORITY



SAGINAW COUNTY
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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

2023

Consumer Satisfaction Survey Results



*Measuring Satisfaction and
Improving Outcomes*



SAGINAW
Psychological
SERVICES



WESTLUND
GUIDANCE
CLINIC



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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 consumers served in the previous 6 months by SCCMHA or one of its contracted service providers are included in the survey.

In June 2023, over 3,600 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. 513 surveys were completed and returned for an overall return rate of 14%.

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

2,433 surveys distributed
419 surveys completed
17% return rate

- General Satisfaction 86%
- Access to Services 86%
- Quality/Appropriateness 87%
- Participation in Treatment Planning 90%
- Outcomes 75%
- Functioning 76%
- Social Connectedness 88%



Youth Satisfaction Survey Scores

1,203 surveys distributed
94 surveys completed
8% return rate

- Access to Services 94%
- Participation in Treatment Planning 96%
- Cultural Sensitivity 96%
- Appropriateness 89%
- Outcomes 75%
- Social Connectedness 92%

Comments

“Very happy with the treatment we have received. Love our case worker .”

“Everyone we came in contact with has been so amazing and helpful. They all have made this process easier for us.”

“Very excellent service. Great to have as a part of our lives.”

“I’m very pleased with the services and the way the staff treat me and answer my phone calls and questions.”

“MRSS has done a beautiful job with me.”

“Wonderful work! Thank you for being my services provider!”

“Great staff and concern for my well-being as well.”

“I’m happy with the services and I’m happy that you’re here to help me.”

“Extremely happy with the help I got from my case holder. My kids love her, and she has changed our life for the better.”

“We feel very lucky to have a team who supports and helps like that.”