

2024 Youth Services Satisfaction Survey Report

Overview

In June 2024, the Quality Department of the Saginaw County Community Mental Health Authority (SCCMHA) administered its annual satisfaction survey to parents and guardians of youth mental health persons served to measure their satisfaction with care and treatment outcomes. The Youth Services Survey for Families (YSS-F) was sent to the parents/guardians of children and adolescent persons served during the previous six months by McDowell Healing Arts Center, SCCMHA, Saginaw Psychological Services, and Westlund Guidance Clinic.

The survey tool was developed by a group of representatives from federal, state, and local governments, public and private service providers, and researchers. The group was formed to develop rules for collecting mental health data, to advise the federal government on data issues, and to develop and implement projects to improve mental health data nationwide.

Methodology & Return Rates

Children/adolescent persons served ages 4 – 17 with Serious Emotional Disturbance (SED) and those with Intellectual and Developmental Disabilities who received services during the six months prior to survey implementation were included in the survey sample. A total of 1,466 surveys were distributed by mail with a postage-paid return envelope. Ninety-seven (97) completed surveys were received resulting in a 7% return rate. The table below trends the return rates for each provider and shows that the overall return rate decreased by 1% from 2023.

Provider	FY2022			FY2023			FY2024		
	Distributed	Received	Return Rate	Distributed	Received	Return Rate	Distributed	Received	Return Rate
McDowell M2M	n/a	n/a	n/a	n/a	n/a	n/a	7	0	0%
SCCMHA Access Stabilization for Children	35	2	6%	14	1	7%	116	3	3%
SCCMHA Autism Services	361	59	16%	363	39	11%	434	43	10%
SCCMHA Family Services	230	17	7%	239	17	7%	207	6	3%
SCCMHA Supports Coordination Services	120	16	13%	140	15	11%	150	14	9%
SCCMHA Transitional Age Youth Services	44	1	2%	37	3	8%	35	1	3%
SCCMHA Wraparound Services	48	5	10%	39	4	10%	47	2	4%
SPS Children's Outpatient & Case Management SPS School-Based Services	269	19	7%	154	8	5%	251	16	6%
WGC Children's Outpatient & Case Management WGC School-Based Services	146	11	8%	217	7	3%	226	12	5%
Total	1,253	130	10%	1,203	94	8%	1,466	97	7%

Survey Domains

The YSS-F survey's 26-items assess six different domains of consumer satisfaction. The first four domains reflect attributes of the provider and the last two reflect the persons served status in clinical improvement, daily functioning, and relationships.

Provider Attributes

- Access to Services: two items assess the convenience of the provider location and the convenience of receiving services when needed.
- Participation in Treatment Planning: three items assess the parent/guardian's perception of whether or not they were involved in their child's treatment planning.
- Cultural Sensitivity: four items assess whether or not the respondent felt they were treated with respect, particularly in relation to their family's religious/spiritual beliefs and cultural/ethnic background.
- Appropriateness: six items assess the overall level of satisfaction as well as the availability and amount of services provided.

Consumer Attributes

- Outcomes: seven items assess the persons served ability to handle daily life; get along better with family, friends, and other people; do better in school and/or work; and cope when things go wrong.
- Social Connectedness: four items assess whether or not the child has people who will listen to them when they need to talk and whether or not they have people with whom they can do enjoyable things. It also addresses having the support needed from family or friends in a crisis situation.

Results Calculation

Respondents were asked to rate their level of agreement with statements along a five-point Likert scale from 1 to 5 where 1 = Strongly Disagree, 2 = Disagree, 3 = Undecided, 4 = Agree, and 5 = Strongly Agree.

The Quality Department calculated scores for all items and domains captured on the YSS-F survey. Consumer satisfaction (agreement) was defined as a mean score that ranged from 3.5 to 5, whereas disagreement was defined as a mean score that ranged from 1 to 3.4. Respondents who did not answer at least two-thirds of the domain items did not receive a domain score and were excluded from analysis. This method of computation follows national recommendations from the Substance Abuse Mental Health Service Administration (SAMHSA).

Domain scores were calculated by dividing the number of item scores greater than or equal to 3.5 by the number of completed surveys resulting in a percentage of consumer satisfaction. Domain scores can be found on the following page of this report and item scores can be found on pages 4 and 5.

Survey Results by Domain

Overall scores for domains defined as provider attributes ranged from 82% to 92% this year. Overall scores for domains defined as consumer attributes ranged from 68% to 81% this year. The percentages of satisfaction for each provider are shown in the following table. Also provided are the regional results from the 2024 YSS-F survey. McDowell Healing Arts Center is not included in the results because there were no surveys returned for the provider.

Provider	Provider Attributes				Consumer Attributes		Overall
	Access to Services	Participation in Treatment Planning	Cultural Sensitivity	Appropriateness	Outcomes	Social Connectedness	
SCCMHA Access Stabilization for Children	100%	100%	100%	67%	0%	67%	72%
SCCMHA Autism Services	95%	98%	98%	93%	81%	90%	93%
SCCMHA Family Services	83%	83%	100%	67%	50%	50%	72%
SCCMHA Supports Coordination Services	100%	100%	100%	100%	83%	100%	98%
SCCMHA Transitional Age Youth Services	100%	100%	100%	100%	0%	N/A	80%
SCCMHA Wraparound Services	100%	100%	100%	100%	50%	100%	92%
SPS Children's Outpatient & Case Management SPS School-Based Services	88%	81%	88%	69%	56%	73%	76%
WGC Children's Outpatient & Case Management WGC School-Based Services	67%	42%	58%	50%	58%	50%	54%
Overall	91%	88%	92%	82%	68%	81%	84%
MSHN 2024	90%	92%	95%	93%	67%	85%	n/a

Overall Survey Results

The following table trends the overall item and domain scores for the past three surveys. Scores for domains defined as provider attributes decreased from 2023 to 2024, as well as the scores for the consumer attributes domains.

	FY2022 n=130	FY2023 n=94	FY2024 n=97
Provider Attributes			
Access to Services			
8 The location of services was convenient for us.	84%	94%	89%
9 Services were available at times that were convenient for us.	84%	90%	90%
Domain Score:	84%	94%	91%
Participation in Treatment Planning			
2 I helped to choose my child's services.	88%	93%	85%
3 I helped to choose the goals in my child's service plan.	94%	96%	88%
6 I participated in my child's treatment/services.	92%	95%	92%
Domain Score:	91%	96%	88%
Cultural Sensitivity			
12 Staff treated me with respect.	91%	95%	92%
13 Staff respected my family's religious/spiritual beliefs.	85%	83%	89%
14 Staff spoke with me in a way that I understood.	94%	96%	93%
15 Staff were sensitive to my cultural/ethnic background.	87%	90%	89%
Domain Score:	92%	96%	92%
Appropriateness			
1 Overall, I am satisfied with the services my child received.	85%	91%	82%
4 The people helping my child stuck with us no matter what.	82%	87%	83%
5 I felt my child had someone to talk to when he/she was troubled.	69%	82%	80%
7 The services my child and/or family received were right for us.	84%	89%	84%
10 My family got the help we wanted for my child.	80%	83%	82%
11 My family got as much help as we needed for my child.	75%	78%	79%
Domain Score:	85%	89%	82%
Consumer Attributes			
Outcomes			
16 My child is better at handling daily life.	64%	78%	70%
17 My child gets along better with family members.	69%	70%	77%
18 My child gets along better with friends and other people.	65%	74%	73%
19 My child is doing better in school and/or work.	64%	73%	61%
20 My child is better able to cope when things go wrong.	53%	69%	47%
21 I am satisfied with our family life right now.	68%	73%	64%
22 My child is better able to do things he or she wants to do.	65%	77%	63%
Domain Score:	65%	75%	68%
Social Connectedness			
23 I know people who will listen and understand me when I need to talk.	79%	92%	79%
24 I have people that I am comfortable talking with about my child's problems.	79%	93%	83%
25 In a crisis, I would have the support I need from family or friends.	75%	84%	75%
26 I have people with whom I can do enjoyable things.	78%	82%	80%
Domain Score:	80%	92%	81%
Overall			
Overall Score:	83%	90%	84%

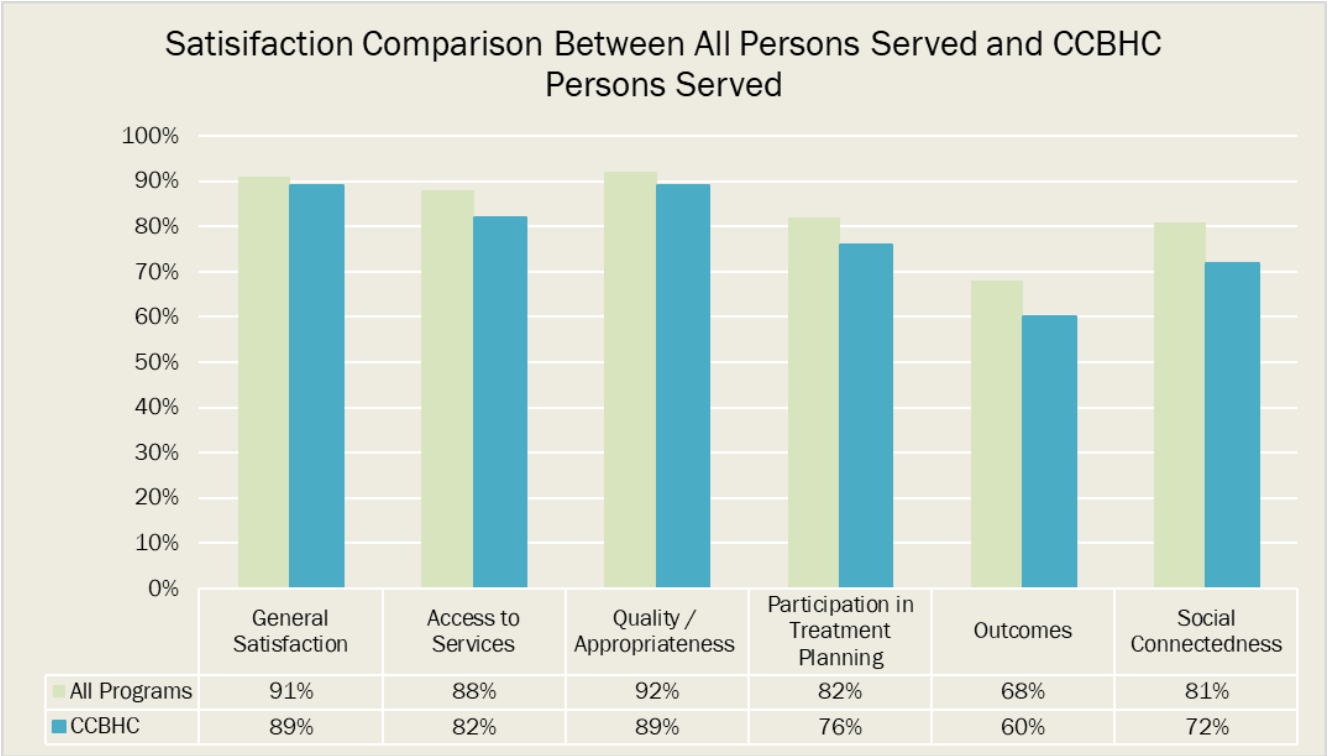
Provider Results

The following table displays this year's item scores for each provider included in the survey.

	SCCMHA ASC	SCCMHA AUTISM	SCCMHA FSU	SCCMHA SCS	SCCMHA TAY	SCCMHA WRAP	SPS COP&CM, SB	WGC COP&CM, SB	TOTAL
# Completed Surveys:	3	43	6	14	1	2	16	12	97
Provider Attributes									
Access to Services									
8 The location of services was convenient for us.	100%	95%	83%	100%	100%	100%	81%	67%	89%
9 Services were available at times that were convenient for us.	100%	93%	83%	100%	100%	100%	88%	67%	90%
Participation in Treatment Planning									
2 I helped to choose my child's services.	100%	95%	83%	100%	0%	100%	80%	42%	85%
3 I helped to choose the goals in my child's service plan.	100%	98%	83%	100%	100%	100%	75%	50%	88%
6 I participated in my child's treatment/services.	100%	98%	100%	100%	100%	100%	88%	58%	92%
Cultural Sensitivity									
12 Staff treated me with respect.	100%	98%	100%	100%	100%	100%	88%	58%	92%
13 Staff respected my family's religious/spiritual beliefs.	100%	97%	100%	100%	100%	100%	73%	58%	89%
14 Staff spoke with me in a way that I understood.	100%	98%	100%	100%	100%	100%	88%	67%	93%
15 Staff were sensitive to my cultural/ethnic background.	100%	95%	100%	100%	100%	100%	73%	58%	89%
Appropriateness									
1 Overall, I am satisfied with the services my child received.	67%	90%	83%	100%	100%	100%	69%	50%	82%
4 The people helping my child stuck with us no matter what.	33%	98%	67%	100%	100%	100%	67%	50%	83%
5 I felt my child had someone to talk to when he/she was troubled.	100%	91%	67%	91%	100%	100%	69%	50%	80%
7 The services my child and/or family received were right for us.	33%	93%	67%	100%	100%	100%	81%	50%	84%
10 My family got the help we wanted for my child.	33%	93%	100%	93%	100%	100%	69%	50%	82%
11 My family got as much help as we needed for my child.	33%	88%	67%	93%	100%	100%	75%	50%	79%
Consumer Attributes									
Outcomes									
16 My child is better at handling daily life.	0%	83%	67%	86%	0%	50%	56%	50%	70%
17 My child gets along better with family members.	0%	93%	50%	86%	0%	100%	67%	58%	77%
18 My child gets along better with friends and other people.	0%	88%	50%	79%	100%	50%	67%	58%	73%
19 My child is doing better in school and/or work.	33%	83%	50%	75%	0%	0%	31%	42%	61%
20 My child is better able to cope when things go wrong.	0%	50%	33%	73%	N/A	0%	50%	36%	47%
21 I am satisfied with our family life right now.	0%	80%	33%	75%	N/A	50%	38%	67%	64%
22 My child is better able to do things he or she wants to do.	0%	78%	67%	58%	N/A	50%	56%	42%	63%
Social Connectedness									
23 I know people who will listen and understand me when I need to talk.	67%	88%	50%	100%	N/A	100%	73%	50%	79%
24 I have people that I am comfortable talking with about my child's problems.	67%	95%	50%	100%	N/A	100%	75%	50%	83%
25 In a crisis, I would have the support I need from family or friends.	100%	83%	33%	93%	N/A	100%	67%	50%	75%
26 I have people with whom I can do enjoyable things.	100%	88%	50%	86%	N/A	100%	79%	50%	80%
Overall									
Overall Score:	72%	93%	72%	98%	80%	92%	76%	54%	84%

CCBHC Results

Satisfaction survey results were broken down further in FY2024 to compare satisfaction results between all persons served and CCBHC persons served. CCBHC persons served had lower satisfaction scores in all of the domains compared to all persons served.



Qualitative Comments

Several parents and guardians provided comments at the end of the survey. They have been typed verbatim except in cases where names were replaced with pronouns to protect anonymity. Comments of concern were addressed with staff when identifiable information was provided.

Survey Comment Word Cloud



SCCMHA Access Stabilization for Children

- He is doing good, but he has got a lot of anger issues. He needs help controlling his emotions.
- There is definite improvement. She is not consistent. She is fearful and anxious.

SCCMHA Autism Services

- All I have to say is that Claire Thane was the BEST Support Coordinator could have ever asked for. She is extremely knowledgeable, and I could tell her anything. If there was ever an issue with respite or ABA, she took care of it immediately.
- Always great services and loving caring staff.
- Hanna Tremble is awesome. She advocates for our son & keeps us informed!
- He is only 2 1/2. He is still being tested for Autism. He hasn't been assigned a worker yet.
- He no longer is eligible to receive services! He lost his Medicaid and services.
- Holly Badour is a wonderful case manager!
- I appreciate ABA and all they do for him. He has made plenty of progress and still has ways to go but I am thankful to where he is at thus far.
- I have only been receiving services for a short time. I'm sure as time goes on, a lot of my answers will change. My support coordinator (Tessa) has been amazing so far and I haven't had a chance to really ask her for a lot of the help we need yet.
- I would like to be informed of ALL services that are provided for my son, such as social security, food assistance, help finding dental providers that accept his insurance, etc. Anything that would help getting everything he needs. I feel I have not been helped or informed about the things stated above.
- Jill is amazing. She has helped our journey be so easy.

- My son is nonverbal, so he has picked up on sign language from the services of ABA.
- Once again Claire Thane made my entire CMH and ABA experiences great. She is amazing at her job; I wish I could have brought her down to Troy with me. I don't think I'll ever find a support coordinator as good as her.
- There aren't enough words to express and describe the amazing staff that I basically have as my crew to help me whenever I'm overwhelmed. My son is extremely fortunate to have his fantastic ABA support (Autism Plus) system and Holly Badour at the helm. My world could not spin without them. And I have to include my lovely Jules Steffek for her reminder calls because without them, I'd forget sometime!!
- Too many appointments to even begin to get diagnosis, if any. After report, we're left with no resources?
- Very great services. Love how they're concerns and needs of others.
- We are so thankful for the help, dedication and attention to detail from our support coordinator, Holly Badour. She is truly a blessing.
- We are very satisfied with our services. The people who are on our son's team really show us they care and understand him. He has made so many improvements some of them are as small as simply waving but he never used to do that. We love our team!! Also, language has improved as well, went from being non-verbal to one or two words at times.

SCCMHA Family Services

- I started out as a Grandparent Care Giver & Prospective Adoptee, following the death of their parents. I never really knew what the actual outcome the services were supposed to produce.
- My child's behavior is so much better, still have struggles but a lot of improvement. School is 1000% times better. She loves school and has a lot of friends. A year ago, kids did not want to be around her but now it is so different and that I contribute to Rachel and how she has worked with her and her teachers. She is amazing.

SCCMHA Supports Coordination Services

- Been a great deal of help for my family for years. Love staff and services.
- Joy Stark is wonderful and helpful.
- Our case worker Joy Stark is amazing! She helps ensure we use the services we are entitled to & helps with so many questions.
- Services regarding my Support Coordinator, Nicole Allen, have been fabulous. She is very helpful & I'm very thankful for her. Without her help the procedure of finding my son a consistent therapist would have been even harder than it was.
- The program is great. My child receives great benefits from the program, it's a great resource for our family. It helps us so much; don't know what we would do without it and our support coordinator is so helpful.

SCCMHA Wraparound Services

- I hope we don't lose contact when we move, the people in our group are AMAZING, a TRUE BLESSING.

Saginaw Psychological Services

- Children are young & we need more experienced therapists.
- Florence is great!
- My son only in for a month and only see a case manager no other help at this time. He's on a waiting list of the other.

- Very excellent services. A reliable ppl.
- Would like to possibly start therapy with a psychologist/psychiatrist and therapist for myself as well once it is possible to do so without having my child present.

Westlund Guidance Clinic

- I do not like or appreciate how the workers (case management) went behind my back & did things I told her I wanted terminated. And the therapist did not do any treatment only acted like a big sister that my child did not need.
- Justine has been such a blessing for my teenage child. She continues to facilitate my daughters needs in such a way that my daughter is showing excellent growth towards the goals.

Quality Improvement Opportunities

Results of the Youth Services Survey for Families provide valuable feedback and insight into the perspectives of persons served regarding the care and services they receive. The following are recommendations to ensure that the outcomes of this survey are shared with staff, providers, persons served, guardians, and stakeholders and that quality improvement opportunities are identified and acted upon as needed:

- 1) A final draft of this survey report will be reviewed by the SCCMHA Quality Governance Council (QGC) for comment and approval. The QGC will identify any trends that have occurred from year to year and determine possible system-wide improvement efforts.
- 2) The final survey report will be presented to the SCCMHA Children’s Case Management Supervisors. Supervisors will be asked to review this information with their staff to identify areas needing improvement and celebrate successes as appropriate. They will be required to provide the SCCMHA Quality Department with evidence that this has occurred within 60 days of receiving the report. At least one area of improvement based on a survey domain or individual survey item will be identified and a performance improvement plan will be submitted.
- 3) The Performance Improvement Plans from the 2023 survey should be reviewed by Supervisors to determine if their performance has improved as a result of their intervention.
- 4) The SCCMHA Quality Department will follow up on team/provider performance improvement plans to ensure they have been implemented accordingly.
- 5) The final report will be presented to the SCCMHA Ends Committee, the SCCMHA Citizen’s Advisory Committee, and the SCCMHA Board of Directors.
- 6) A summary brochure of results will be completed for distribution to persons served.
- 7) The final survey report and summary brochure will be posted on the SCCMHA website.

Date of Report: December 2, 2024

By: Holli McGeshick, Quality and Medical Records Supervisor