



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

Access & Intake Services

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

Customer Service / Recipient Rights

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



*A belief in potential
A right to dream
An opportunity to achieve*

2020 Consumer Satisfaction Survey Results



*Measuring Satisfaction and
Improving Outcomes*



Overview

Every year the 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.

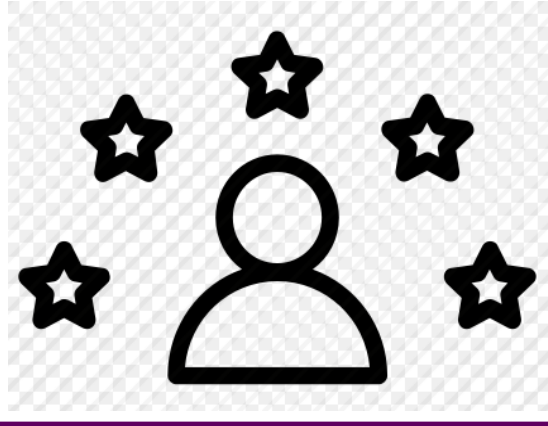
In July 2020, over 4,000 surveys were sent out to assess the services provided to adults with mental illness, children with serious emotional disturbances and children and adults with intellectual and developmental disabilities. 649 surveys were completed and returned for an overall return rate of 16%.

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 Survey Scores

2,920 surveys distributed
500 surveys completed
17% return rate

- General Satisfaction 91%
- Access to Services 91%
- Quality/Appropriateness 89%
- Participation in Treatment Planning 90%
- Outcomes 75%
- Functioning 75%
- Social Connectedness 85%



Youth Survey Scores

1,227 surveys distributed
149 surveys completed
12% return rate

- Access to Services 93%
- Participation in Treatment Planning 95%
- Cultural Sensitivity 97%
- Appropriateness 87%
- Outcomes 65%
- Social Connectedness 89%

Comments

“Grateful for your compassionate service to the consumers of the Saginaw Community.”

“I am very happy to have this in my life. It has been a life saver. The staff are wonderful.”

“The services that are provided have been amazing to me.”

“I love services. Nothing needs to change.”

“Exceptional Service!!!”

“They have been very helpful and I love my Case Manager.”

“The staff at CMH were awesome.”

“My daughter’s counselor is absolutely amazing. Highly recommend services here.”

“You made a huge difference in my daughter’s life.”

“Very happy with our coordinator. She is always available and helpful.”

“I am so blessed for you helping me and caring about me like you do.”