

**SAGINAW COUNTY COMMUNITY MENTAL HEALTH AUTHORITY
ENDS COMMITTEE MEETING MINUTES
FEBRUARY 23, 2026 – 5:15 p.m.
ROOM 190**

PRESENT: Maria Vela, Tracey Raquepaw, Jill Armentrout, Jaime Huffman

VIRTUAL:

ABSENT: Joan Williams, Susan McCauley, Jacob Kern

GUESTS:

STAFF: AmyLou Douglas, Holli McGeshick, Ryan Mulder

I. OPENING PROCEDURE

Jill Armentrout, Chair, called the meeting to order at 5:22 p.m. A quorum was established, and verification of posting was determined.

II. PUBLIC PARTICIPATION

There was no public participation.

III. 2025 YOUTH SERVICES SATISFACTION SURVEY REPORT

Holli McGeshick, Quality and Medical Records Supervisor presented the Youth Services Satisfaction Survey Reports for the Ends Committee. The following was noted:

Youth Services

- SCCMHA Quality Department administered in June 2025
- Overview of Process
- Methodology & Return Rate (1,455 surveys distributed by mail and 80 completed – 5% return rate)
- Respondents were asked to score using 5-Point Likert scale (from 1 to 5)
- Overall Survey Results
- Comments
- This report was reviewed and approved by SCCMHA Quality Governance Council and results posted to SCCMHA website at:
- <https://www.scmha.org/about/quality.html>
- Quality Improvement Opportunities

The Committee was able to ask questions / make comments. See document for details.

Motion made by Jaime Huffman and supported by Tracey Raquepaw to receive and file the FY 2025 Youth Services Satisfaction Survey Report and recommend to full Board for Approval. Motion Carried

IV. 2025 ADULT SERVICES SATISFACTION SURVEY REPORT

Holli McGeshick, Quality and Medical Records Supervisor presented The Adult Consumer Satisfaction Survey Reports for the Ends Committee. The following was noted:

- SCCMHA Quality Department administered in June 2025
- Overview of Process

- Methodology & Return Rate (2,790 surveys distributed by mail and 339 completed – 12% return rate)
- Respondents were asked to score using 5-Point Likert scale (from 1 to 5)
- Overall Survey Results
- Comments
- This report was reviewed and approved by SCCMHA Quality Governance Council and results posted to SCCMHA website at:
- <https://www.sccmha.org/about/quality.html>
- Quality Improvement Opportunities

The Committee was able to ask questions / make comments. See document for details.

Motion made by Jaime Huffman and supported by Tracey Raquepaw to receive and file the FY 2025 Adult Consumer Satisfaction Survey Reports and recommend to full Board for Approval. Motion Carried

V. 2025 COMMUNITY NEEDS ASSESSMENT SURVEY RESULTS

AmyLou Douglas presented the 2025 Community Needs Assessment Survey Results for the Ends Committee. The following was noted:

- Executive Summary
- Methodology
- Service Area Description & Service Sites
- Survey Findings
 - SUD are a Top Community Need
 - Access Friction throughout Saginaw County
 - Equity Gaps in Access and Outcomes
- Stakeholder Input
 - Input from Stakeholders on Access Friction
 - Input from Stakeholders on SUD Treatment Needs
 - Input from Stakeholders on Equity Gaps
- Current Strengths & Challenges at SCCMHA
- Appendix A, B, C
- <https://www.sccmha.org/about/quality.html>

The Committee was able to ask questions / make comments. See document for details.

Motion made by Tracey Raquepaw and supported by Jaime Huffman to receive and file the FY 2025 Community Needs Assessment Survey Results and recommend to full Board for Approval. Motion Carried

VI. OTHER ITEMS OF IMPORTANCE

VII. ADJOURNMENT

With no other business a motion was made by Tracey Raquepaw with support from Maria Vela to adjourn this meeting at 6:03 p.m. Motion carried.