



SAGINAW COUNTY  
COMMUNITY MENTAL  
HEALTH AUTHORITY



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500 Hancock Street  
Saginaw, MI 48602

[www.sccmha.org](http://www.sccmha.org)

[www.facebook.com/sccmha](http://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

2022

## Consumer Satisfaction Survey Results



*Measuring Satisfaction and  
Improving Outcomes*



SAGINAW  
Psychological  
SERVICES



WESTLUND  
GUIDANCE  
CLINIC

HOPE NETWORK



SAGINAW COUNTY  
COMMUNITY MENTAL  
HEALTH AUTHORITY

## 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 2022, over 3,700 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. 504 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 Survey Scores

2,492 surveys distributed  
374 surveys completed  
15% return rate

- General Satisfaction 92%
- Access to Services 92%
- Quality/Appropriateness 91%
- Participation in Treatment Planning 92%
- Outcomes 76%
- Functioning 81%
- Social Connectedness 85%



## Youth Survey Scores

1,253 surveys distributed  
130 surveys completed  
10% return rate

- Access to Services 84%
- Participation in Treatment Planning 91%
- Cultural Sensitivity 92%
- Appropriateness 85%
- Outcomes 65%
- Social Connectedness 80%

## Comments

*"I love all my staff and all my peers, all my friends."*

*"You all do a great job with people and what they need. Thank you all."*

*"Enjoy all the staff. Never had problems. They really seem to care."*

*"Since going to CMH, my outlook on life has improved ."*

*"I've not had any problems with mental services of any kind. They've always been able to work any problems out and helpful with everything."*

*"We were very happy with the services we got. I have multiple children who get services through CMH, and we are very happy. Thank you ."*

*"Very excellent services. Very excellent support from staff. Thanks."*

*"The staff from SCCMHA have all been great!!"*

*"Doing well, don't change a thing."*

*"All the staff are wonderful working with her. She enjoys seeing all of them. She feels they help her a lot."*