

## 2025 Youth Services Satisfaction Survey Report

### Overview

In June 2025, 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 1,455 surveys were distributed by mail with a postage-paid return envelope. Eighty (80) completed surveys were received resulting in a 5% return rate. The table below trends the return rates for each provider and shows that the overall return rate decreased by 2% from 2024.

Provider	FY2023			FY2024			FY2025		
	Distributed	Received	Return Rate	Distributed	Received	Return Rate	Distributed	Received	Return Rate
McDowell M2M	n/a	n/a	n/a	7	0	0%	52	2	4%
SCCMHA Access Stabilization for Children	14	1	7%	116	3	3%	95	4	4%
SCCMHA Autism Services	363	39	11%	434	43	10%	421	24	6%
SCCMHA Family Services	239	17	7%	207	6	3%	181	11	6%
SCCMHA Supports Coordination Services	140	15	11%	150	14	9%	181	17	9%
SCCMHA Transitional Age Youth Services	37	3	8%	35	1	3%	62	2	3%
SCCMHA Wraparound Services	39	4	10%	47	2	4%	41	2	5%
SPS Children's Outpatient & Case Management SPS School-Based Services*	154	8	5%	251	16	6%	249	11	4%
WGC Children's Outpatient & Case Management WGC School-Based Services*	217	7	3%	226	12	5%	173	7	4%
<b>Total</b>	<b>1,203</b>	<b>94</b>	<b>8%</b>	<b>1,473</b>	<b>97</b>	<b>7%</b>	<b>1,455</b>	<b>80</b>	<b>5%</b>

\*School-Based Services were only included prior to FY2025

## 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 94% to 96% this year. Overall scores for domains defined as consumer attributes ranged from 76% to 96% this year. The percentages of satisfaction for each provider are shown in the following table. Also provided are the regional results from the 2025 YSS-F survey.

Provider	Provider Attributes				Consumer Attributes		Overall
	Access to Services	Participation in Treatment Planning	Cultural Sensitivity	Appropriateness	Outcomes	Social Connectedness	
McDowell Mild to Moderate	100%	50%	100%	100%	50%	100%	<b>83%</b>
SCCMHA Access Stabilization for Children	100%	100%	100%	100%	75%	100%	<b>96%</b>
SCCMHA Autism Services	92%	92%	91%	88%	83%	96%	<b>90%</b>
SCCMHA Family Services	100%	100%	100%	82%	64%	90%	<b>89%</b>
SCCMHA Supports Coordination Services	100%	100%	100%	100%	94%	100%	<b>99%</b>
SCCMHA Transitional Age Youth Services	100%	100%	100%	100%	50%	100%	<b>92%</b>
SCCMHA Wraparound Services	100%	100%	100%	100%	50%	100%	<b>92%</b>
SPS Children's Outpatient & Case Management	82%	82%	90%	73%	64%	90%	<b>80%</b>
WGC Children's Outpatient & Case Management	100%	100%	100%	86%	71%	100%	<b>93%</b>
<b>Overall</b>	<b>95%</b>	<b>94%</b>	<b>96%</b>	<b>89%</b>	<b>76%</b>	<b>96%</b>	<b>91%</b>
MSHN 2025	93%	95%	96%	87%	71%	87%	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 increased from 2024 to 2025, as well as the scores for the consumer attributes domains.

	FY2023 n=94	FY2024 n=97	FY2025 n=80
<b>Provider Attributes</b>			
<b>Access to Services</b>			
8 The location of services was convenient for us.	94%	89%	93%
9 Services were available at times that were convenient for us.	90%	90%	95%
<b>Domain Score:</b>	<b>94%</b>	<b>91%</b>	<b>95%</b>
<b>Participation in Treatment Planning</b>			
2 I helped to choose my child's services.	93%	85%	94%
3 I helped to choose the goals in my child's service plan.	96%	88%	94%
6 I participated in my child's treatment/services.	95%	92%	94%
<b>Domain Score:</b>	<b>96%</b>	<b>88%</b>	<b>94%</b>
<b>Cultural Sensitivity</b>			
12 Staff treated me with respect.	95%	92%	96%
13 Staff respected my family's religious/spiritual beliefs.	83%	89%	91%
14 Staff spoke with me in a way that I understood.	96%	93%	96%
15 Staff were sensitive to my cultural/ethnic background.	90%	89%	97%
<b>Domain Score:</b>	<b>96%</b>	<b>92%</b>	<b>96%</b>
<b>Appropriateness</b>			
1 Overall, I am satisfied with the services my child received.	91%	82%	90%
4 The people helping my child stuck with us no matter what.	87%	83%	85%
5 I felt my child had someone to talk to when he/she was troubled.	82%	80%	81%
7 The services my child and/or family received were right for us.	89%	84%	91%
10 My family got the help we wanted for my child.	83%	82%	89%
11 My family got as much help as we needed for my child.	78%	79%	85%
<b>Domain Score:</b>	<b>89%</b>	<b>82%</b>	<b>89%</b>
<b>Consumer Attributes</b>			
<b>Outcomes</b>			
16 My child is better at handling daily life.	78%	70%	82%
17 My child gets along better with family members.	70%	77%	85%
18 My child gets along better with friends and other people.	74%	73%	87%
19 My child is doing better in school and/or work.	73%	61%	72%
20 My child is better able to cope when things go wrong.	69%	47%	45%
21 I am satisfied with our family life right now.	73%	64%	75%
22 My child is better able to do things he or she wants to do.	77%	63%	74%
<b>Domain Score:</b>	<b>75%</b>	<b>68%</b>	<b>76%</b>
<b>Social Connectedness</b>			
23 I know people who will listen and understand me when I need to talk.	92%	79%	92%
24 I have people that I am comfortable talking with about my child's problems.	93%	83%	95%
25 In a crisis, I would have the support I need from family or friends.	84%	75%	75%
26 I have people with whom I can do enjoyable things.	82%	80%	91%
<b>Domain Score:</b>	<b>92%</b>	<b>81%</b>	<b>96%</b>
<b>Overall</b>			
<b>Overall Score:</b>	<b>90%</b>	<b>84%</b>	<b>91%</b>

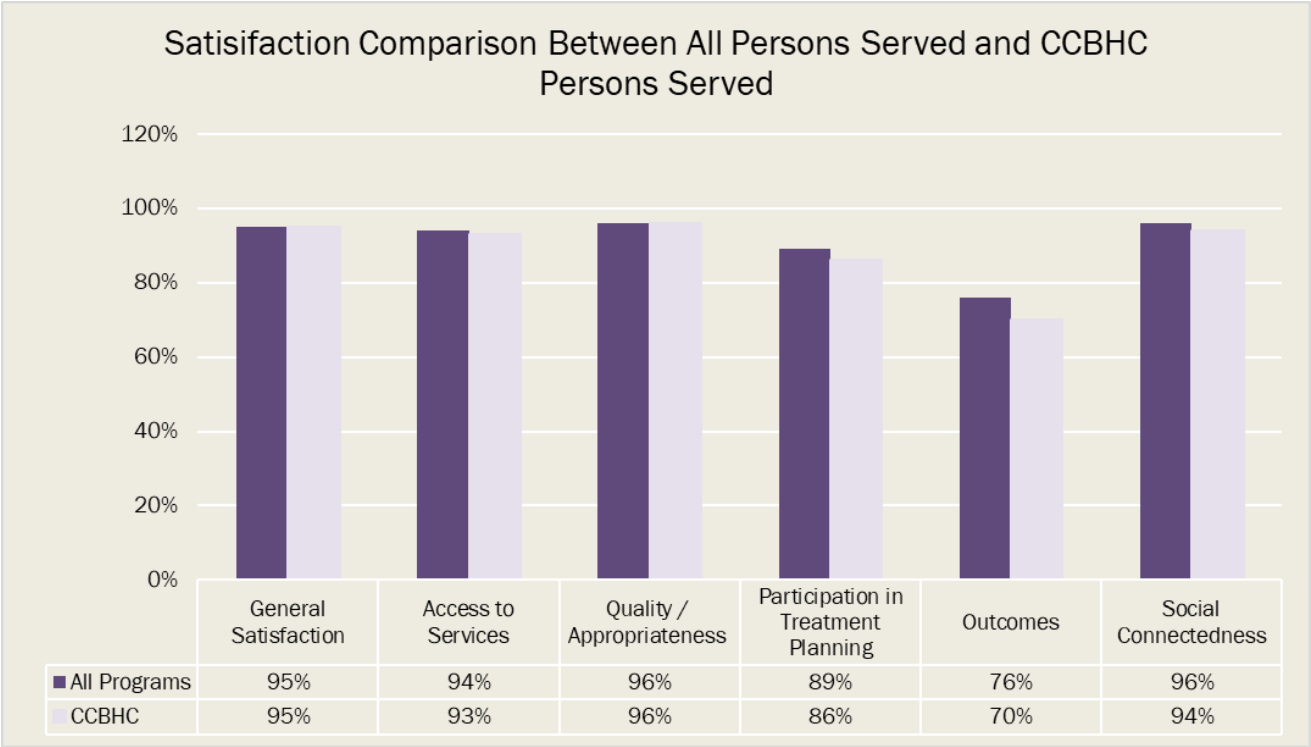
# Provider Results

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

	McDowell M2M	SCCMHA ASC	SCCMHA AUTISM	SCCMHA FSU	SCCMHA SCS	SCCMHA TAY	SCCMHA WRAP	SPS COP&CM	WGC COP&CM	TOTAL
# Completed Surveys:	2	4	24	11	17	2	2	11	7	80
<b>Provider Attributes</b>										
<b>Access to Services</b>										
8 The location of services was convenient for us.	100%	100%	92%	100%	94%	100%	100%	82%	86%	<b>93%</b>
9 Services were available at times that were convenient for us.	100%	100%	88%	100%	100%	100%	100%	91%	100%	<b>95%</b>
<b>Participation in Treatment Planning</b>										
2 I helped to choose my child's services.	50%	100%	96%	91%	100%	100%	100%	82%	100%	<b>94%</b>
3 I helped to choose the goals in my child's service plan.	50%	100%	96%	91%	100%	100%	100%	82%	100%	<b>94%</b>
6 I participated in my child's treatment/services.	100%	100%	92%	90%	100%	100%	100%	82%	100%	<b>94%</b>
<b>Cultural Sensitivity</b>										
12 Staff treated me with respect.	100%	100%	92%	100%	100%	100%	100%	91%	100%	<b>96%</b>
13 Staff respected my family's religious/spiritual beliefs.	100%	100%	86%	100%	100%	100%	100%	70%	100%	<b>91%</b>
14 Staff spoke with me in a way that I understood.	100%	100%	96%	91%	100%	100%	100%	91%	100%	<b>96%</b>
15 Staff were sensitive to my cultural/ethnic background.	100%	100%	95%	100%	100%	100%	100%	89%	100%	<b>97%</b>
<b>Appropriateness</b>										
1 Overall, I am satisfied with the services my child received.	100%	100%	88%	91%	100%	100%	100%	73%	86%	<b>90%</b>
4 The people helping my child stuck with us no matter what.	100%	100%	88%	64%	94%	50%	100%	82%	86%	<b>85%</b>
5 I felt my child had someone to talk to when he/she was troubled.	100%	67%	83%	70%	83%	50%	100%	73%	100%	<b>81%</b>
7 The services my child and/or family received were right for us.	100%	100%	88%	91%	100%	100%	100%	73%	100%	<b>91%</b>
10 My family got the help we wanted for my child.	100%	100%	83%	91%	100%	100%	100%	73%	86%	<b>89%</b>
11 My family got as much help as we needed for my child.	100%	100%	88%	82%	94%	100%	100%	55%	86%	<b>85%</b>
<b>Consumer Attributes</b>										
<b>Outcomes</b>										
16 My child is better at handling daily life.	100%	100%	87%	73%	94%	50%	50%	73%	71%	<b>82%</b>
17 My child gets along better with family members.	100%	75%	96%	73%	100%	50%	50%	73%	71%	<b>85%</b>
18 My child gets along better with friends and other people.	50%	100%	92%	82%	94%	100%	100%	73%	86%	<b>87%</b>
19 My child is doing better in school and/or work.	50%	67%	77%	45%	94%	0%	50%	73%	71%	<b>72%</b>
20 My child is better able to cope when things go wrong.	50%	25%	36%	27%	75%	0%	0%	50%	57%	<b>45%</b>
21 I am satisfied with our family life right now.	100%	50%	79%	64%	100%	50%	0%	60%	71%	<b>75%</b>
22 My child is better able to do things he or she wants to do.	50%	75%	65%	73%	88%	100%	0%	70%	100%	<b>74%</b>
<b>Social Connectedness</b>										
23 I know people who will listen and understand me when I need to talk.	100%	75%	92%	90%	100%	100%	100%	80%	100%	<b>92%</b>
24 I have people that I am comfortable talking with about my child's problems.	100%	75%	92%	91%	100%	100%	100%	100%	100%	<b>95%</b>
25 In a crisis, I would have the support I need from family or friends.	100%	75%	71%	70%	81%	100%	50%	70%	86%	<b>75%</b>
26 I have people with whom I can do enjoyable things.	50%	75%	96%	80%	100%	100%	100%	80%	100%	<b>91%</b>
<b>Overall</b>										
Overall Score:	<b>83%</b>	<b>96%</b>	<b>90%</b>	<b>89%</b>	<b>99%</b>	<b>92%</b>	<b>92%</b>	<b>80%</b>	<b>93%</b>	<b>91%</b>

# CCBHC Results

Satisfaction survey results were broken down further to compare satisfaction results between all persons served and CCBHC persons served. CCBHC persons served had lower satisfaction scores in Access to Services, Participation in Treatment Planning, Outcomes, and Social Connectedness. Scores were the same for CCBHC persons served and all persons served for General Satisfaction and Quality/Appropriateness.



## 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



### McDowell Mild to Moderate

- Absolutely Amazing! I am so thankful for the continued support my child receives. Thank you to all the staff, especially Maya!

### SCCMHA Access Stabilization for Children

- Hannah, my son's Autism Support Coordinator is the Best!! She deserves a raise!

### SCCMHA Autism Services

- You guys are amazing. Thank you for everything.
- Very great center. Awesome teamwork. Great with the kids. Don't know what we would do or be without them. Very supported. Wouldn't change them for nothing.
- Very great support team. Staff is awesome. Love how they care for my children as well as my family needs and support. Love the center and services my child has.
- Holly Badour has been a key part of our child's continued success. She is professional and extremely knowledgeable.
- Thanks for everything.
- ABA is a blessing, my son is surrounded by love and so much support. I am thankful for ABA and staff, my family support and my church family support. My son is improving so much.

- I answered these questions in regard to our services coordinator (we have had unprofessionalism) and respite services (our experience has ranged from frustrating to now non-existent). Our ABA services are great, but I set all of that up.
- We love having your services. My daughter loves going to her ABA therapy, like she really looks forward to it every day. Thank you. :)

## SCCMHA Family Services

- 22: The point of this is for my child to learn skills to help her adjust to not getting her way and not have a meltdown. Bailey has been a huge asset to our family, and we have grown so much with her help.
- Brooke Spencer is a wonderful, kind, caring case manager. She is always there for me and my son.
- Jessica Woodward and Nolan Briggs go ABOVE AND BEYOND!!!

## SCCMHA Supports Coordination Services

- We are thankful for our services coordinated by SCCMHA. They certainly improve our quality of life and ability to cope with our daily challenges.
- Jamie is the Best!
- The assistance we receive is wonderful. Very thankful for our worker, Lynn, while she is caring and has been a blessing. I am most grateful for her.
- I really appreciated the people that are supporting my family very caring, and I don't know what we would of done if we didn't have the support. Thanks to everyone.

## SCCMHA Transitional Age Youth

- The staff were wonderful and truly did everything possible to help. However, my grandson reached a pt where he started to refuse to attend his sessions. ADD kicked in - we are looking to get him into another program that may encourage to attend.

## Saginaw Psychological Services

- The patient is still having issues with wetting herself. Also, has trouble regulating emotions. Her case worker that we trusted the most no longer works there so we're bummed about that.
- Having someone with more experience to work with our child. Also, to know the IEPC process.
- Did not help. Rude. Did not follow through.
- Consistency in staffing doesn't happen very little transparency/communication between me and care givers.
- Happy about services. Love the way my children are treated and cared for. Staff great, wouldn't ask for a better support system.
- Awesome support team. Kids are happy and parents as well. They're family. :)

## Westlund Guidance Clinic

- I've called the crisis line (twice to come over) to ask for someone to care and help us or talk with my son and twice did not. Once they talked with him on phone instead, the second they were at another crisis and could not come, later that evening they could but they decided to not as it was calmer. There are too many and very repetitive intakes. It seemed overwhelming at times. I am overall happy!
- There were too many and very repetitive intakes. We found it overwhelming. I am overall happy with our services.



## 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 QIP – Service Delivery Committee and 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 2024 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: January 13, 2026

By: Jenna Brown, Quality Improvement Program Coordinator