SAGINAW COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

2026
Youth Services Satisfaction Survey Report

Overview

In June 2026, 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 1,666 surveys were distributed by mail with a postage-paid return envelope. Included with the paper survey was a QR code that would allow respondents to complete the survey electronically on the SurveyMonkey website. Sixty-three (63) completed surveys were received resulting in a 4% return rate. Twelve (12) of these surveys were returned electronically. The table below trends the return rates for each provider and shows that the overall return rate decreased by 1% from 2025.

	FY2024			FY2025			FY2026		
Provider	**Distributed**	**Received**	**Return Rate**	**Distributed**	**Received**	**Return Rate**	**Distributed**	**Received**	**Return Rate**
McDowell M2M	7	0	0%	52	2	4%	72	1	1%
SCCMHA Access Stabilization for Children	116	3	3%	95	4	4%	120	2	2%
SCCMHA Autism Services	434	43	10%	421	24	6%	442	18	4%
SCCMHA Family Services	207	6	3%	181	11	6%	249	10	4%
SCCMHA Supports Coordination Services	150	14	9%	181	17	9%	205	16	8%
SCCMHA Transitional Age Youth Services	35	1	3%	62	2	3%	48	1	2%
SCCMHA Wraparound Services	47	2	4%	41	2	5%	60	5	8%
SPS Children's Outpatient & Case Management SPS School-Based Services*	251	16	6%	249	11	4%	269	8	3%
WGC Children's Outpatient & Case Management WGC School-Based Services*	226	12	5%	173	7	4%	201	2	1%
Total	**1,473**	**97**	**7%**	**1,455**	**80**	**5%**	**1,666**	**63**	**4%**

**SPS School-Based Services were included FY2024*
**WGC School-Based Services were included FY2024 and FY2026*

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's 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 85% to 98% this year. Overall scores for domains defined as consumer attributes ranged from 71% to 90% this year. The percentages of satisfaction for each provider are shown in the following table. Also provided are the regional results from the 2026 YSS-F survey. This year SCCMHA scored higher than the region in Cultural Sensitivity, the same as the region in Participation in Treatment Planning and Social Connectedness, and lower than the region in Access to Services, Appropriateness, and Outcomes.

	Provider Attributes				Consumer Attributes		
Provider	**Access to Services**	**Participation in Treatment Planning**	**Cultural Sensitivity**	**Appropriateness**	**Outcomes**	**Social Connectedness**	**Overall**
McDowell Mild to Moderate	100%	100%	-	100%	100%	100%	**100%**
SCCMHA Access Stabilization for Children	50%	100%	100%	100%	100%	100%	**92%**
SCCMHA Autism Services	89%	94%	94%	94%	83%	94%	**92%**
SCCMHA Family Services	80%	70%	100%	60%	70%	70%	**74%**
SCCMHA Supports Coordination Services	88%	100%	100%	88%	81%	94%	**91%**
SCCMHA Transitional Age Youth Services	100%	100%	100%	100%	-	100%	**100%**
SCCMHA Wraparound Services	100%	100%	100%	80%	20%	100%	**83%**
SPS Children's Outpatient & Case Management	88%	100%	100%	86%	38%	88%	**83%**
WGC Children's Outpatient & Case Management	100%	100%	100%	100%	100%	100%	**100%**
Overall	**87%**	**94%**	**98%**	**85%**	**71%**	**90%**	**88%**
MSHN 2026	91%	94%	95%	89%	74%	90%	n/a

Overall Survey Results

The following table trends the overall item and domain scores for the past three surveys. Scores for the provider attribute domains of Access to Services and Appropriateness decreased from 2025 to 2026. Participation in Treatment Planning remained the same and Cultural Sensitivity increased. Both of the consumer attributes domain scores decreased.

		FY2024 n=97	FY2025 n=80	FY2026 n=63
Provider Attributes				
Access to Services				
8	The location of services was convenient for us.	89%	93%	93%
9	Services were available at times that were convenient for us.	90%	95%	83%
	Domain Score:	**91%**	**95%**	**87%**
Participation in Treatment Planning				
2	I helped to choose my child's services.	85%	94%	92%
3	I helped to choose the goals in my child's service plan.	88%	94%	95%
6	I participated in my child's treatment/services.	92%	94%	98%
	Domain Score:	**88%**	**94%**	**94%**
Cultural Sensitivity				
12	Staff treated me with respect.	92%	96%	95%
13	Staff respected my family's religious/spiritual beliefs.	89%	91%	96%
14	Staff spoke with me in a way that I understood.	93%	96%	95%
15	Staff were sensitive to my cultural/ethnic background.	89%	97%	96%
	Domain Score:	**92%**	**96%**	**98%**
Appropriateness				
1	Overall, I am satisfied with the services my child received.	82%	90%	90%
4	The people helping my child stuck with us no matter what.	83%	85%	75%
5	I felt my child had someone to talk to when he/she was troubled.	80%	81%	90%
7	The services my child and/or family received were right for us.	84%	91%	85%
10	My family got the help we wanted for my child.	82%	89%	69%
11	My family got as much help as we needed for my child.	79%	85%	73%
	Domain Score:	**82%**	**89%**	**85%**
Consumer Attributes				
Outcomes				
16	My child is better at handling daily life.	70%	82%	81%
17	My child gets along better with family members.	77%	85%	77%
18	My child gets along better with friends and other people.	73%	87%	77%
19	My child is doing better in school and/or work.	61%	72%	68%
20	My child is better able to cope when things go wrong.	47%	45%	52%
21	I am satisfied with our family life right now.	64%	75%	76%
22	My child is better able to do things he or she wants to do.	63%	74%	63%
	Domain Score:	**68%**	**76%**	**71%**
Social Connectedness				
23	I know people who will listen and understand me when I need to talk.	79%	92%	89%
24	I have people that I am comfortable talking with about my child's problems.	83%	95%	89%
25	In a crisis, I would have the support I need from family or friends.	75%	75%	81%
26	I have people with whom I can do enjoyable things.	80%	91%	89%
	Domain Score:	**81%**	**96%**	**90%**
Overall				
	Overall Score:	**84%**	**91%**	**88%**

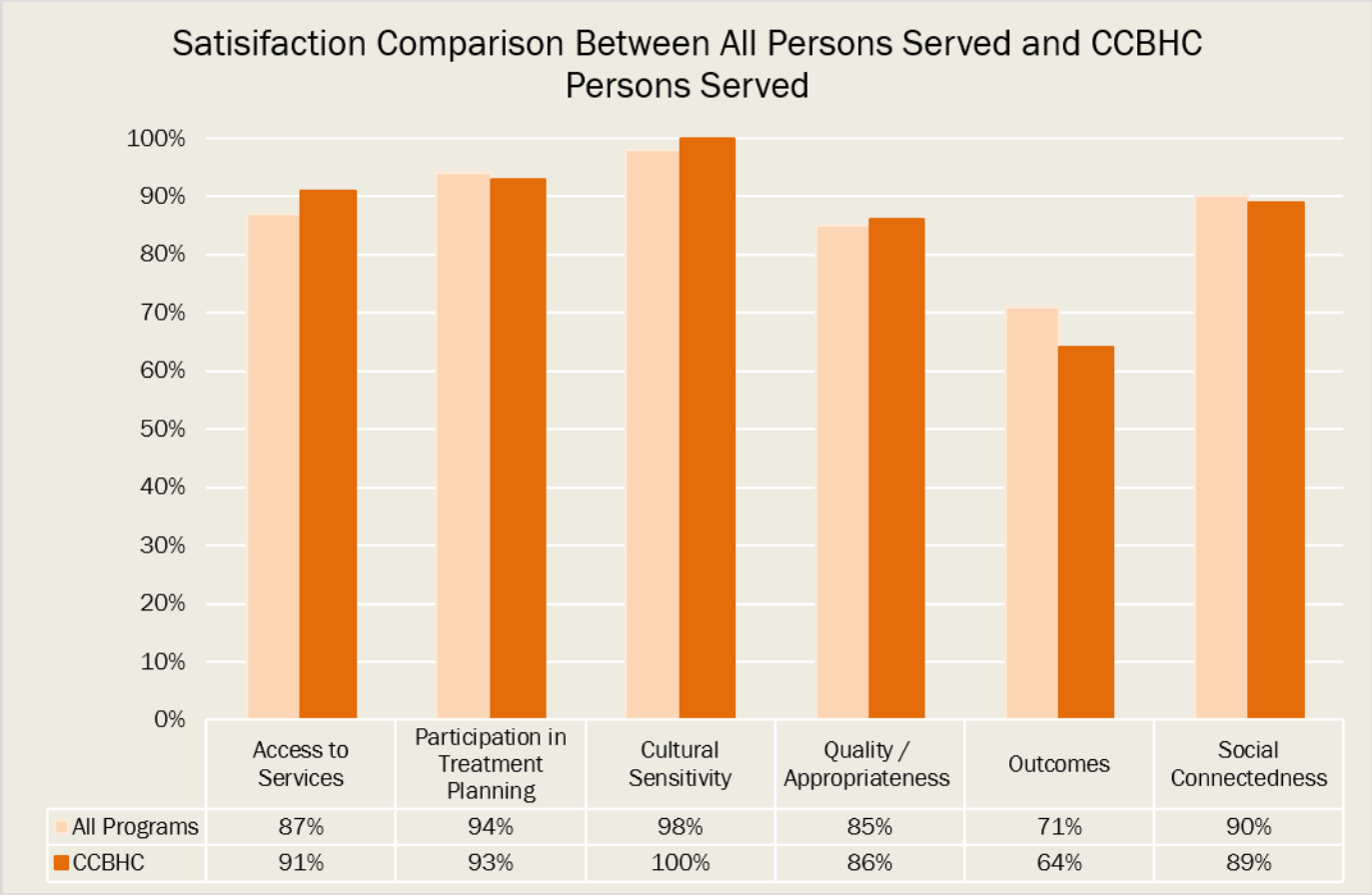
Provider Results

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:	1	2	18	10	16	1	5	8	2	63
Provider Attributes											
Access to Services											
8	The location of services was convenient for us.	100%	50%	94%	80%	100%	100%	100%	100%	100%	**93%**
9	Services were available at times that were convenient for us.	100%	50%	89%	80%	88%	100%	60%	75%	100%	**83%**
Participation in Treatment Planning											
2	I helped to choose my child's services.	100%	100%	94%	70%	100%	100%	100%	88%	100%	**92%**
3	I helped to choose the goals in my child's service plan.	100%	100%	94%	80%	100%	100%	100%	100%	100%	**95%**
6	I participated in my child's treatment/services.	100%	100%	94%	100%	100%	100%	100%	100%	100%	**98%**
Cultural Sensitivity											
12	Staff treated me with respect.	100%	100%	94%	90%	94%	100%	100%	100%	100%	**95%**
13	Staff respected my family's religious/spiritual beliefs.	-	100%	93%	100%	92%	100%	100%	100%	100%	**96%**
14	Staff spoke with me in a way that I understood.	100%	100%	94%	80%	100%	100%	100%	100%	100%	**95%**
15	Staff were sensitive to my cultural/ethnic background.	-	100%	93%	100%	93%	100%	100%	100%	100%	**96%**
Appropriateness											
1	Overall, I am satisfied with the services my child received.	100%	100%	94%	90%	94%	100%	80%	75%	100%	**90%**
4	The people helping my child stuck with us no matter what.	100%	100%	94%	63%	88%	100%	20%	43%	50%	**75%**
5	I felt my child had someone to talk to when he/she was troubled.	100%	100%	100%	75%	92%	100%	80%	88%	100%	**90%**
7	The services my child and/or family received were right for us.	100%	100%	94%	60%	81%	100%	100%	86%	100%	**85%**
10	My family got the help we wanted for my child.	0%	50%	89%	50%	69%	100%	80%	57%	50%	**69%**
11	My family got as much help as we needed for my child.	100%	50%	89%	56%	69%	100%	80%	50%	100%	**73%**
Consumer Attributes											
Outcomes											
16	My child is better at handling daily life.	100%	100%	83%	70%	94%	-	60%	63%	100%	**81%**
17	My child gets along better with family members.	0%	100%	94%	90%	81%	-	40%	38%	100%	**77%**
18	My child gets along better with friends and other people.	100%	100%	76%	90%	93%	-	40%	38%	100%	**77%**
19	My child is doing better in school and/or work.	-	100%	82%	60%	69%	-	40%	63%	50%	**68%**
20	My child is better able to cope when things go wrong.	0%	100%	39%	30%	73%	0%	60%	63%	50%	**52%**
21	I am satisfied with our family life right now.	100%	100%	89%	50%	81%	100%	80%	50%	100%	**76%**
22	My child is better able to do things he or she wants to do.	100%	100%	61%	60%	69%	0%	40%	63%	100%	**63%**
Social Connectedness											
23	I know people who will listen and understand me when I need to talk.	100%	100%	94%	67%	88%	100%	100%	88%	100%	**89%**
24	I have people that I am comfortable talking with about my child's problems.	100%	100%	94%	90%	88%	100%	60%	88%	100%	**89%**
25	In a crisis, I would have the support I need from family or friends.	100%	100%	78%	70%	88%	100%	80%	75%	100%	**81%**
26	I have people with whom I can do enjoyable things.	100%	100%	94%	80%	94%	100%	60%	88%	100%	**89%**
Overall											
	Overall Score:	**100%**	**92%**	**92%**	**74%**	**91%**	**100%**	**83%**	**83%**	**100%**	**88%**

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 higher satisfaction scores in Access to Services, Cultural Sensitivity, and Quality/Appropriateness. Scores were the lower for CCBHC persons served for Participation in Treatment Planning, Outcomes, and Social Connectedness.



	Access to Services	Participation in Treatment Planning	Cultural Sensitivity	Quality / Appropriateness	Outcomes	Social Connectedness
All Programs	87%	94%	98%	85%	71%	90%
CCBHC	91%	93%	100%	86%	64%	89%

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 Autism Services

- Heidi our case manager is absolutely amazing. She is very passionate and caring about her clients. We're truly blessed to have her on our side!
- I would recommend y'all to everyone!
- Heidi is the absolute best and I love working with her.

SCCMHA Family Services

- After several intake appointments and continuous advocating for my child we were able to find a solution but every time (over multiple visits) I attempted to ask for help I was told there were no options for us and that there must be some "miscommunication" when I reported that back. It was incredibly frustrating to be in an endless loop of said thing is required but also we cant do that thing so good luck figuring it out here are useless phone numbers for other places that won't help. After working with several different staff members there was literally only one who actually offered solutions instead of just washing their hands of us.
- I never received any of the services my case manager stated I would receive and my mom decided to pursue other avenues for me.

SCCMHA Supports Coordination Services

- The MDHHS PT/OT Therapist stated that just because my child has a trach/ventilator that PT/OT services would be "Detrimental" to the health of the child!! Disgusting!! She has never laid eyes on my child and has absolutely no idea what she is capable of!! My child has been repeatedly denied services and assistance such as social security benefits and a handicap accessible bathroom!!
- Lynn White is exceptional at what she does. So glad that we have her.
- Keep up the good work

SCCMHA Wraparound

- Everyone at wraparound has been beyond helpful and made it easy to access services I didn't even know existed. They are positive during our lowest points and helped to guide us out of the darkness.
- Therapy in home was inconsistent and not working on the right/identified struggles. MRSS was called and was useless. Asked me what they should do. Wraparound has been awesome!

Saginaw Psychological Services

- Thx Sag Psych! I really enjoy my therapist Dakota! I feel a lot better with 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 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 2025 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: September 17, 2026

By: Jenna Brown, Quality Improvement Program Coordinator