SAGINAW COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

2026
Adult Consumer Satisfaction Survey Report

Overview

In June 2026, the Quality Department of the Saginaw County Community Mental Health Authority (SCCMHA) administered its annual adult consumer satisfaction survey to adult persons served to measure their satisfaction with care and treatment outcomes. The Mental Health Statistics Improvement Program (MHSIP) Survey was sent to adult persons served who received services during the previous six months from SCCMHA, Child and Family Services, Hope Network New Passages (HNNP), McDowell Healing Arts Center, Saginaw Psychological Services (SPS), and Training and Treatment Innovations (TTI).

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

All adult persons served with Mental Illness and/or Intellectual and Developmental Disabilities who received services during the six months prior to survey implementation were included in the survey sample. A total of 2,909 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. Three hundred twenty (320) completed surveys were received resulting in an 11% return rate. Twenty-four (24) of the surveys were completed electronically. The table below trends the return rates for each provider and shows that the overall return rate decreased in 2026.

	FY2024			FY2025			FY2026		
Provider	**Distributed**	**Received**	**Return Rate**	**Distributed**	**Received**	**Return Rate**	**Distributed**	**Received**	**Return Rate**
Child and Family Services*	N/A	N/A	N/A	N/A	N/A	N/A	20	2	10%
DNMM Supports Coordination**	164	42	26%	N/A	N/A	N/A	N/A	N/A	N/A
HNNP Adult Case Management	488	36	7%	402	37	9%	393	27	7%
HNNP Case Management I/DD	45	12	27%	119	21	18%	115	21	18%
McDowell M2M	9	1	11%	144	5	3%	143	5	3%
SCCMHA Community Support Services	374	43	11%	451	48	11%	506	48	9%
SCCMHA M2M	74	3	4%	84	6	7%	86	5	6%
SCCMHA Supports Coordination Services	536	150	28%	641	141	22%	622	137	22%
SPS Adult Case Management SPS Substance Use Disorder	415	57	14%	427	29	7%	535	30	6%
TTI Adult Case Management TTI Assertive Community Treatment	501	69	14%	522	52	10%	489	45	9%
Total	**2,606**	**413**	**16%**	**2,790**	**339**	**12%**	**2,909**	**320**	**11%**

**FY'26 Child and Family Services New Team Surveyed*

***DNMM no longer serves SCCMHA individuals at the time of the FY'25 survey and beyond*

Survey Domains

The MHSIP survey's 36-items assess seven different domains of consumer satisfaction. The first four domains reflect attributes of the provider and the last three reflect the person served's status in clinical improvement, daily functioning, and relationships.

Provider Attributes

- General Satisfaction: three items assess the persons served happiness with friendships, whether they have people who they can do enjoyable things with, feel that they belong in their community, and feel they would have the support needed from family or friends in a crisis.
- Access to Services: six items assess the convenience of the provider's location, the persons served ability to get needed services and see a psychiatrist when necessary.
- Quality/Appropriateness: nine items assess the staff's helpfulness in obtaining information about presenting conditions, staff belief that the person served could grow, change, and recover, staff's sensitivity to different cultural and ethnic backgrounds, staff's encouragement to utilize person served-run programs such as support groups, and the provision of information concerning consumer rights.
- Participation in Treatment Planning: two items assess the person served's perception of whether or not they were involved in their treatment planning.

Consumer Attributes

- Outcomes: eight items assess outcomes resulting from services received from the provider in social functioning, family relations, functioning at school/work, symptom improvement, ability to deal with crisis and daily problems, housing, and a perception of greater control over life circumstances.
- Functioning: four items assess the persons served perception of whether they do things that are more meaningful to them and if they are better able to take care of their needs, better able to handle things when they go wrong, and better able to do things that they want to do.
- Social Connectedness: four items assess the persons served happiness with friendships, whether they have people who they can do enjoyable things with, feel that they belong in their community, and feel they would have the support needed from family or friends in a crisis.

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 Agree, 2 = Agree, 3 = Neutral, 4 = Disagree, and 5 = Strongly Disagree.

The Quality Department calculated scores for all items and domains captured on the MHSIP survey. Consumer satisfaction (agreement) was defined as a mean score that ranged from 1 to 2.5 whereas disagreement was defined as a mean score that ranged from 2.6 to 5. 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 less than or equal to 2.5 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 90% to 92% this year. Overall scores for domains defined as consumer attributes ranged from 78% to 87% this year. The percentage of satisfaction for each provider is shown in the following table. Also provided are the regional overall scores by domain for 2026. This year, SCCMHA outperformed the region in all domains, aside from General Satisfaction, which we received the same score as MHSN.

	Provider Attributes				Consumer Attributes			
Provider	General Satisfaction	Access to Services	Quality / Appropriateness	Participation in Treatment Planning	Outcomes	Functioning	Social Connectedness	Overall
HNNP Adult Case Management	85%	81%	92%	85%	67%	75%	81%	**81%**
HNNP Case Management I/DD	90%	94%	89%	90%	78%	78%	95%	**88%**
McDowell M2M	100%	100%	100%	100%	60%	100%	75%	**91%**
SCCMHA Community Support Services	91%	89%	89%	91%	74%	85%	85%	**86%**
SCCMHA M2M	80%	80%	80%	60%	40%	40%	75%	**65%**
SCCMHA Supports Coordination Services	94%	95%	95%	89%	82%	82%	94%	**90%**
SPS Adult Case Management SPS Substance Use Disorder	90%	93%	87%	90%	72%	66%	72%	**82%**
TTI Adult Case Management TTI Assertive Community Treatment	91%	89%	93%	93%	86%	74%	86%	**88%**
Overall	**91%**	**92%**	**92%**	**90%**	**78%**	**78%**	**87%**	**87%**
MSHN 2026	**91%**	**90%**	**91%**	**87%**	**70%**	**68%**	**73%**	n/a

Overall Survey Results

The following table trends the overall item and domain scores for the past three surveys. Scores for all seven domains increased from 2025 to 2026. The overall score across all seven domains was 87% which is a 5% increase from last year.

		FY2024 n=413	FY2025 n=339	FY2026 n=320
Provider Attributes				
General Satisfaction				
1	I liked the services that I received.	91%	87%	93%
2	If I had other choices, I would still choose to get services from this provider.	87%	85%	87%
3	I would recommend this agency to a friend or family member.	87%	87%	89%
	Domain Score:	**89%**	**88%**	**91%**
Access to Services				
4	The location of services was convenient (parking, public transportation, distance, etc.).	86%	86%	92%
5	Staff were willing to see me as often as I felt it was necessary.	90%	88%	88%
6	Staff returned my calls within 24 hours.	84%	84%	84%
7	Services were available at times that were good for me.	89%	88%	92%
8	I was able to get all the services I thought I needed.	83%	85%	88%
9	I was able to see a psychiatrist when I wanted to.	82%	76%	83%
	Domain Score:	**89%**	**87%**	**92%**
Quality/Appropriateness				
10	Staff believed that I could grow, change, and recover.	86%	81%	86%
12	I felt free to complain.	84%	79%	90%
13	I was given information about my rights.	90%	91%	93%
14	Staff encouraged me to take responsibility for how I live my life.	86%	83%	88%
15	Staff told me what side effects to watch for.	80%	77%	82%
16	Staff respected my wishes about who is and who is not to be given information about my treatment services.	91%	90%	94%
18	Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	87%	84%	88%
19	Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability.	86%	83%	85%
20	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	82%	79%	82%
	Domain Score:	**89%**	**86%**	**92%**
Participation in Treatment Planning				
11	I felt comfortable asking questions about my treatment, services, and medication.	89%	85%	89%
17	I, not staff, decided my treatment goals.	79%	81%	84%
	Domain Score:	**90%**	**88%**	**90%**
Consumer Attributes				
Outcomes				
21	I deal more effectively with daily problems.	73%	70%	75%
22	I am better able to control my life.	69%	66%	72%
23	I am better able to deal with crisis.	61%	58%	66%
24	I am getting along better with my family.	77%	75%	85%
25	I do better in social situations.	76%	72%	81%
26	I do better in school and/or work.	80%	67%	72%
27	My housing situation has improved.	81%	80%	82%
28	My symptoms are not bothering me as much.	67%	63%	69%
	Domain Score:	**76%**	**71%**	**78%**
Functioning				
29	I do things that are more meaningful to me.	80%	82%	85%
30	I am better able to take care of my needs.	69%	65%	69%
31	I am better able to handle things when they go wrong.	59%	53%	58%
32	I am better able to do things that I want to do.	76%	70%	77%
	Domain Score:	**76%**	**73%**	**78%**
Social Connectedness				
33	I am happy with the friendships I have.	81%	81%	83%
34	I have people with whom I can do enjoyable things.	84%	81%	87%
35	I feel I belong in my community.	74%	72%	78%
36	In a crisis, I would have the support I need from family or friends.	85%	81%	85%
	Domain Score:	**85%**	**82%**	**87%**
Overall				
	Overall Score:	**85%**	**82%**	**87%**

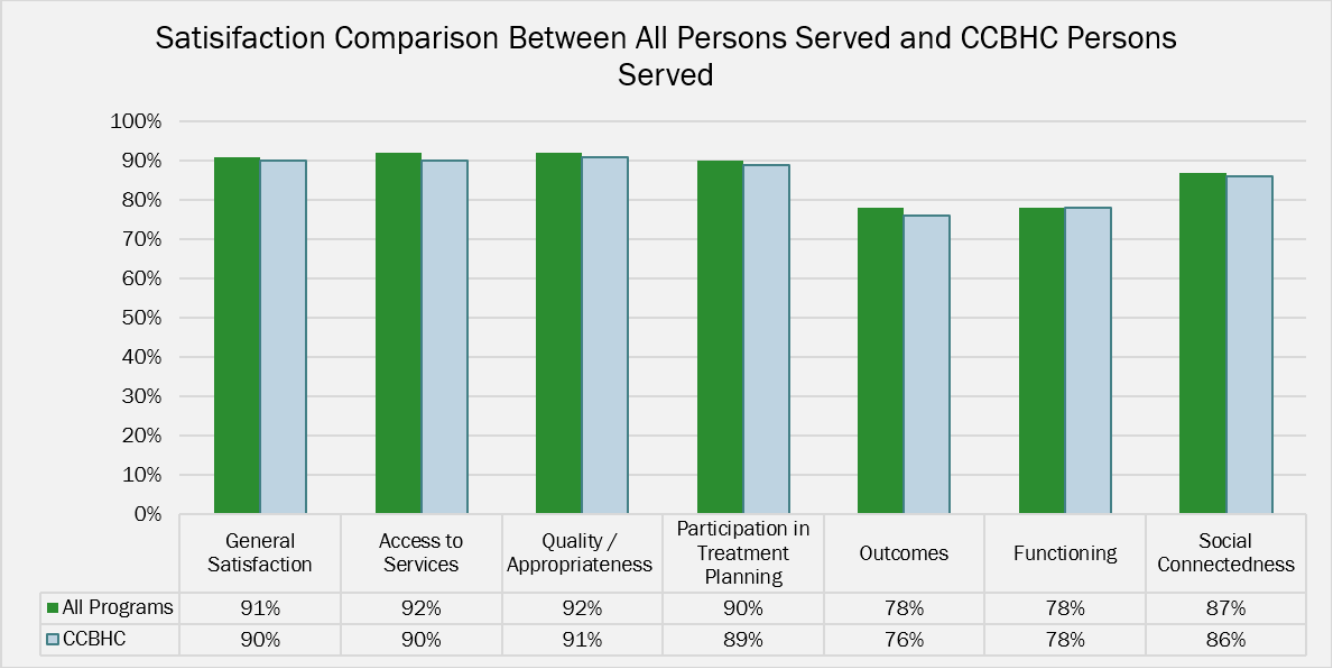
Provider Results

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

		C&F Services	HNNP ACM	HNNP CSM I/DD	McDowell M2M	SCCMHA CSS	SCCMHA M2M	SCCMHA SCS	SPS ACM & SUD	TTI ACM & ACT	TOTAL
	# Completed Surveys:	2	27	21	5	48	5	137	30	45	320
Provider Attributes											
General Satisfaction											
1	I liked the services that I received.	100%	89%	90%	100%	94%	80%	96%	87%	91%	93%
2	If I had other choices, I would still choose to get services from this provider.	50%	78%	86%	80%	83%	80%	91%	87%	91%	87%
3	I would recommend this agency to a friend or family member.	50%	85%	90%	100%	91%	80%	91%	87%	88%	89%
Access to Services											
4	The location of services was convenient (parking, public transportation, distance, etc.).	100%	89%	100%	100%	94%	60%	93%	86%	91%	92%
5	Staff were willing to see me as often as I felt it was necessary.	100%	78%	94%	100%	87%	80%	92%	87%	82%	88%
6	Staff returned my calls within 24 hours.	100%	70%	94%	100%	80%	75%	85%	90%	82%	84%
7	Services were available at times that were good for me.	100%	81%	95%	100%	85%	80%	97%	97%	87%	92%
8	I was able to get all the services I thought I needed.	100%	69%	95%	100%	87%	100%	91%	83%	87%	88%
9	I was able to see a psychiatrist when I wanted to.	100%	68%	94%	100%	88%	80%	83%	77%	86%	83%
Quality/Appropriateness											
10	Staff believed that I could grow, change, and recover.	100%	88%	94%	100%	91%	80%	83%	83%	85%	86%
12	I felt free to complain.	100%	85%	95%	100%	89%	40%	92%	93%	87%	90%
13	I was given information about my rights.	100%	92%	100%	100%	93%	100%	95%	86%	88%	93%
14	Staff encouraged me to take responsibility for how I live my life.	100%	76%	85%	100%	93%	50%	92%	82%	89%	88%
15	Staff told me what side effects to watch for.	50%	85%	85%	100%	83%	80%	84%	83%	77%	82%
16	Staff respected my wishes about who is and who is not to be given information about my treatment services.	100%	92%	89%	100%	90%	100%	94%	97%	95%	94%
18	Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	100%	83%	88%	75%	89%	75%	90%	83%	90%	88%
19	Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability.	100%	78%	85%	100%	84%	60%	90%	72%	84%	85%
20	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	100%	77%	75%	75%	90%	60%	84%	83%	75%	82%
Participation in Treatment Planning											
11	I felt comfortable asking questions about my treatment, services, and medication.	100%	84%	78%	100%	91%	60%	90%	97%	89%	89%
17	I, not staff, decided my treatment goals.	100%	85%	90%	100%	84%	75%	84%	80%	84%	84%
Consumer Attributes											
Outcomes											
21	I deal more effectively with daily problems.	50%	68%	61%	60%	72%	60%	80%	72%	78%	75%
22	I am better able to control my life.	100%	70%	67%	60%	76%	40%	71%	69%	79%	72%
23	I am better able to deal with crisis.	0%	70%	61%	20%	66%	40%	70%	57%	74%	66%
24	I am getting along better with my family.	100%	78%	90%	80%	77%	50%	92%	68%	88%	85%
25	I do better in social situations.	100%	67%	83%	40%	78%	40%	85%	82%	85%	81%
26	I do better in school and/or work.	0%	67%	100%	75%	77%	-	74%	56%	75%	72%
27	My housing situation has improved.	50%	71%	90%	80%	69%	60%	91%	64%	86%	82%
28	My symptoms are not bothering me as much.	50%	58%	78%	40%	63%	60%	75%	52%	74%	69%
Functioning											
29	I do things that are more meaningful to me.	50%	79%	89%	80%	87%	60%	91%	79%	74%	85%
30	I am better able to take care of my needs.	50%	79%	56%	100%	73%	40%	67%	69%	72%	69%
31	I am better able to handle things when they go wrong.	0%	54%	50%	75%	72%	40%	58%	38%	67%	58%
32	I am better able to do things that I want to do.	50%	67%	89%	80%	67%	60%	86%	62%	74%	77%
Social Connectedness											
33	I am happy with the friendships I have.	50%	70%	89%	75%	78%	60%	90%	76%	80%	83%
34	I have people with whom I can do enjoyable things.	50%	77%	95%	60%	85%	100%	92%	72%	86%	87%
35	I feel I belong in my community.	50%	74%	95%	25%	71%	50%	85%	55%	83%	78%
36	In a crisis, I would have the support I need from family or friends.	50%	65%	89%	80%	84%	75%	91%	76%	90%	85%
Overall											
	Overall Score:	**71%**	**81%**	**88%**	**91%**	**86%**	**65%**	**90%**	**82%**	**88%**	**87%**

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 slightly lower satisfaction scores in the domains of General Satisfaction, Access to Services, Quality/Appropriateness, Participation in Treatment Planning, Outcomes, and Social Connectedness. Scores were tied for Functioning.

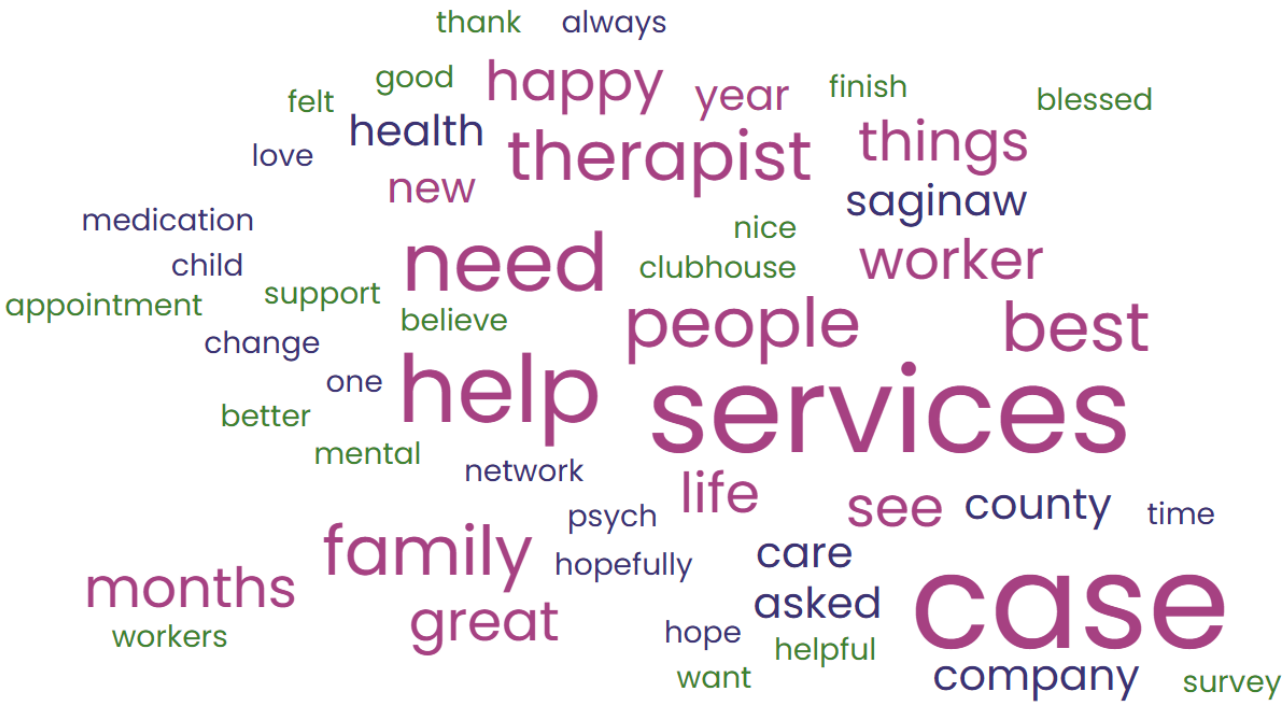


	General Satisfaction	Access to Services	Quality / Appropriateness	Participation in Treatment Planning	Outcomes	Functioning	Social Connectedness
All Programs	91%	92%	92%	90%	78%	78%	87%
CCBHC	90%	90%	91%	89%	76%	78%	86%

Qualitative Comments

Several persons served 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 the staff when identifiable information was provided.

Survey Comment Word Cloud



Child and Family Services

- I am very please with Chris he listen to me and don't judgement.
- Child Family Services has been great to me. I will be starting new medication that will hopefully change my life.

Hope Network Adult Case Management

- I love Hope Network and all of the people there. I have recommended them to many people and will continue to do so.
- The therapist and psych drs are great. The services I get through Hope Network are terrible. My case mngr is always changing and at this time I don't have one.
- I've been trying to get a therapist for over a year with no success. I need therapy.
- Make survey so you circle or check the answer not color them in.
- Amy & Charmice are great friendly & accommodating. Saginaw office and Washington.
- Some questions I market na because I do not have a choice. Most are assign appointments but I believe if I need help I could change it. I am happy with all of my helpers have a blessed day.
- Support groups.
- 3 case workers in 5 months. No therapist available.
- When I first started services in 2025 I was discouraged from attending clubhouse, not offered advice, and my case worker was awful/rude. In 2026 my new caseworker was nice, got me into clubhouse, but still had no understanding of mental health. Services are disconnected, confusing, unhelpful, and lacking. Progress has been slow.

Hope Network I/DD

- Nurse are very helpful. Kaylin, Kala, and Kalas. So is the offices staff.
- My case worker is late or doesn't show up for every appointment. I lost services this year because she didn't finish the reports on time.
- Dad read to me.

McDowell Mild to Moderate

- Christi is hands down the best therapist and she has made my life astronomically better.

SCCMHA Community Support Services

- I want a card with all my money on it and I will take 1100 off of rent.
- Very good care thank u all.
- I have C-PTSD & BPD, MDD & Anxiety. I asked and asked and asked for DBT because I know it will help and I want help! Not constant case worker changes and intakes!!! I never felt important so I gave up asking!! Not unless someone can actually help with my goals.
- Thank you for being here I almost died!
- #15 Am on medication however my psych meds are done by Maria Horton NP three Great Lakes Bay Health Centers Davenport #20 Currently not interested in any other services#25 have Autism the social part of my brain didn't grow properly as a child. See notes on the bottom of the 1st page.
- I am really in need of a dietitian for help with foods and drinks for my kidney failure and congestive heart failure, because I have been in Covenant Hospital 4x in the last 2 months I've been waiting on the dietician list for one from Saginaw County Mental Health Authority for 8 months.
- Need peer support they have none.
- I just tired of when I miss my appointment I go to jail.

SCCMHA Mild to Moderate

- Felt like my therapist didn't care!
- Though the agent on my case has helped me; at times when I am expressing something he needs more patience…sometimes does not let me finish my ideas.
- Blessed with finding the right people to hear what I was dealing with and how to accomplish getting the help I've needed.

SCCMHA Supports Coordination Services

- I'm very happy where I'm at and am happy with my services.
- Deaf
- I am no longer finding it beneficial to be doing the same thing over and over again, what I've added in the additional comments was basically a negative feedback about this survey. I believe this is nothing but a rerun and it's not very good for me or for my brain.
- Saginaw County lacks suitable AFC-group homes. My moods cannot be met outside of my family environment.
- I am still looking for my own house in Shiawassee County and I wanna vote so taxi and ambulance can be cheap to take somewhere.
- My case worker is the best – better than previous case manager who don't/didn't treat my family with respect. Not able to see things they had on us – wouldn't talk - 26 reviews and satisfaction bad then but we are extremely happy with our new case manager.
- Completed by guardian.

Saginaw Psychological Services

- If you need more info.
- I am only doing this because of my adopted mom.
- People are always smiling, helpful, and kind to me. It's easy to see them as friends.
- 10 years a sober individual eight months.
- Not able to because I'm stuck and isolated where I am.

Training and Treatment Innovations

- So far the service or services and care I get is more than I thought I would be given if I chose another company I mean if I choose another company I would not be given a lot of the same services I got in this company or at SCCMHA.
- About question 28-My imaginary world is gone-and I'll do whatever it takes to keep it that way.
- Doing the best I can and going back to school. Enjoying my life and family. I do a lot of things with my family. We go out and do things. I feel things are turning around. Will be a degree granting life longer (hopefully next year).
- I initiated the treatment and am well satisfied so far.
- The workers need help they're overworked and I feel most of them do the best they can but with over 60 people on their case load they do the best they can.
- Will Robinson has been a lifesaver. Mary Pitas NP was so very nice and could relate to him.

Quality Improvement Opportunities

Results of the MHSIP Consumer Satisfaction Survey 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 Adult 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 the 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