

2025 Adult Consumer Satisfaction Survey Report

Overview

In June 2025, 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, 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 2,790 surveys were distributed by mail with a postage-paid return envelope. Three hundred thirty-nine (339) completed surveys were received resulting in a 12% return rate. The table below trends the return rates for each provider and shows that the overall return rate decreased in 2025.

Provider	FY2023			FY2024			FY2025		
	Distributed	Received	Return Rate	Distributed	Received	Return Rate	Distributed	Received	Return Rate
DNMM Supports Coordination	168	40	24%	164	42	26%	N/A	N/A	N/A
HNNP Adult Case Management	422	38	9%	488	36	7%	402	37	9%
HNNP Case Management I/DD	37	12	32%	45	12	27%	119	21	18%
McDowell M2M**	N/A	N/A	N/A	9	1	11%	144	5	3%
SCCMHA Community Support Services	348	47	14%	374	43	11%	451	48	11%
SCCMHA M2M**	N/A	N/A	N/A	74	3	4%	84	6	7%
SCCMHA Supports Coordination Services	546	170	31%	536	150	28%	641	141	22%
SPS Adult Case Management SPS Substance Use Disorder	387	43	11%	415	57	14%	427	29	7%
TTI Adult Case Management TTI Assertive Community Treatment	523	69	13%	501	69	14%	522	52	10%
Total	2,431	419	17%	2,606	413	16%	2,790	339	12%

*DNMM no longer serves SCCMHA individuals at the time of the FY25 survey

**FY24 McDowell & SCCMHA Mild to Moderate New Team Surveyed

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 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 86% to 88% this year. Overall scores for domains defined as consumer attributes ranged from 71% to 82% this year. The percentage of satisfaction for each provider are shown in the following table. Also provided are the regional overall scores by domain for 2025.

Provider	Provider Attributes				Consumer Attributes			Overall
	General Satisfaction	Access to Services	Quality / Appropriateness	Participation in Treatment Planning	Outcomes	Functioning	Social Connectedness	
HNNP Adult Case Management	75%	80%	76%	78%	63%	67%	66%	72%
HNNP Case Management I/DD	95%	90%	89%	90%	79%	84%	94%	89%
McDowell M2M	80%	80%	80%	80%	80%	100%	100%	86%
SCCMHA Community Support Services	90%	92%	89%	96%	76%	82%	85%	87%
SCCMHA M2M	83%	83%	83%	67%	33%	67%	67%	69%
SCCMHA Supports Coordination Services	91%	88%	85%	89%	76%	67%	92%	84%
SPS Adult Case Management	83%	93%	93%	93%	61%	69%	61%	79%
SPS Substance Use Disorder								
TTI Adult Case Management	88%	85%	87%	88%	65%	79%	75%	81%
TTI Assertive Community Treatment								
Overall	88%	87%	86%	88%	71%	73%	82%	82%
MSHN 2025	91%	89%	91%	86%	69%	65%	71%	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 decreased from 2024 to 2025. The overall score across all seven domains was 82% which is a 3% decrease from last year.

	FY2023 n=419	FY2024 n=413	FY2025 n=339
Provider Attributes			
General Satisfaction			
1 I liked the services that I received.	87%	91%	87%
2 If I had other choices, I would still choose to get services from this provider.	83%	87%	85%
3 I would recommend this agency to a friend or family member.	85%	87%	87%
	Domain Score:	86%	89%
Access to Services			
4 The location of services was convenient (parking, public transportation, distance, etc.).	85%	86%	86%
5 Staff were willing to see me as often as I felt it was necessary.	86%	90%	88%
6 Staff returned my calls within 24 hours.	84%	84%	84%
7 Services were available at times that were good for me.	87%	89%	88%
8 I was able to get all the services I thought I needed.	81%	83%	85%
9 I was able to see a psychiatrist when I wanted to.	81%	82%	76%
	Domain Score:	86%	89%
Quality/Appropriateness			
10 Staff believed that I could grow, change, and recover.	84%	86%	81%
12 I felt free to complain.	84%	84%	79%
13 I was given information about my rights.	91%	90%	91%
14 Staff encouraged me to take responsibility for how I live my life.	87%	86%	83%
15 Staff told me what side effects to watch for.	78%	80%	77%
16 Staff respected my wishes about who is and who is not to be given information about my treatment services.	89%	91%	90%
18 Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	85%	87%	84%
19 Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability.	83%	86%	83%
20 I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	79%	82%	79%
	Domain Score:	87%	89%
Participation in Treatment Planning			
11 I felt comfortable asking questions about my treatment, services, and medication.	89%	89%	85%
17 I, not staff, decided my treatment goals.	80%	79%	81%
	Domain Score:	90%	90%
Consumer Attributes			
Outcomes			
21 I deal more effectively with daily problems.	76%	73%	70%
22 I am better able to control my life.	75%	69%	66%
23 I am better able to deal with crisis.	70%	61%	58%
24 I am getting along better with my family.	72%	77%	75%
25 I do better in social situations.	69%	76%	72%
26 I do better in school and/or work.	67%	80%	67%
27 My housing situation has improved.	70%	81%	80%
28 My symptoms are not bothering me as much.	68%	67%	63%
	Domain Score:	75%	76%
Functioning			
29 I do things that are more meaningful to me.	78%	80%	82%
30 I am better able to take care of my needs.	71%	69%	65%
31 I am better able to handle things when they go wrong.	64%	59%	53%
32 I am better able to do things that I want to do.	76%	76%	70%
	Domain Score:	76%	76%
Social Connectedness			
33 I am happy with the friendships I have.	84%	81%	81%
34 I have people with whom I can do enjoyable things.	85%	84%	81%
35 I feel I belong in my community.	77%	74%	72%
36 In a crisis, I would have the support I need from family or friends.	87%	85%	81%
	Domain Score:	88%	85%
Overall			
	Overall Score:	84%	85%
			82%

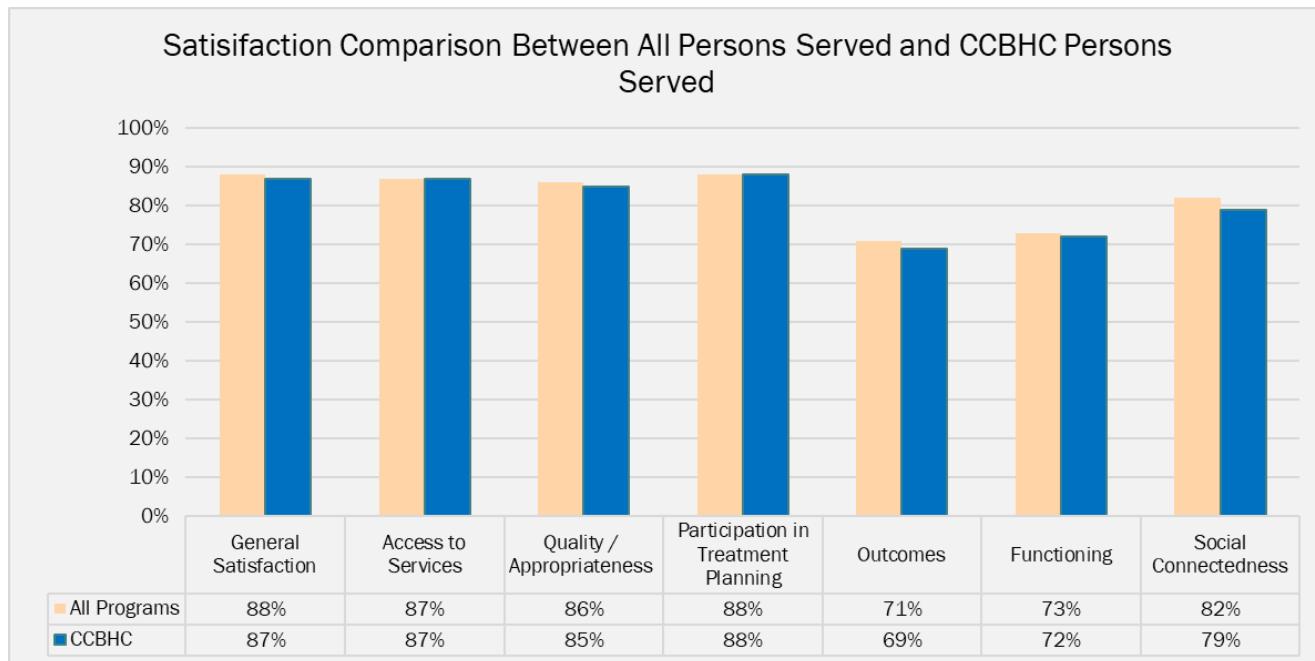
Provider Results

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

	HNNP ACM	HNNP CSM I/DD	McDowell M2M	SCCMHA CSS	SCCMHA M2M	SCCMHA SCS	SPS ACM & SUD	TTI ACM & ACT	TOTAL
# Completed Surveys:	37	21	5	48	6	141	29	52	339
Provider Attributes									
General Satisfaction									
1 I liked the services that I received.	81%	95%	100%	85%	67%	88%	87%	88%	87%
2 If I had other choices, I would still choose to get services from this provider.	78%	90%	60%	85%	83%	90%	73%	88%	85%
3 I would recommend this agency to a friend or family member.	75%	95%	60%	92%	83%	88%	87%	86%	87%
Access to Services									
4 The location of services was convenient (parking, public transportation, distance, etc.).	78%	90%	60%	96%	80%	86%	93%	78%	86%
5 Staff were willing to see me as often as I felt it was necessary.	86%	90%	80%	92%	67%	89%	93%	84%	88%
6 Staff returned my calls within 24 hours.	80%	90%	60%	82%	83%	84%	86%	85%	84%
7 Services were available at times that were good for me.	80%	90%	80%	88%	83%	89%	97%	85%	88%
8 I was able to get all the services I thought I needed.	82%	90%	100%	87%	83%	83%	87%	84%	85%
9 I was able to see a psychiatrist when I wanted to.	61%	82%	60%	77%	67%	83%	69%	78%	76%
Quality/Appropriateness									
10 Staff believed that I could grow, change, and recover.	74%	85%	25%	91%	83%	77%	93%	82%	81%
12 I felt free to complain.	71%	84%	100%	89%	50%	78%	78%	78%	79%
13 I was given information about my rights.	89%	89%	100%	94%	67%	92%	100%	82%	91%
14 Staff encouraged me to take responsibility for how I live my life.	67%	89%	25%	91%	50%	86%	89%	82%	83%
15 Staff told me what side effects to watch for.	66%	92%	100%	75%	60%	79%	89%	71%	77%
16 Staff respected my wishes about who is and who is not to be given information about my treatment services.	86%	89%	80%	93%	100%	89%	97%	88%	90%
18 Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	70%	84%	50%	89%	67%	88%	88%	85%	84%
19 Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability.	74%	89%	50%	89%	67%	83%	85%	85%	83%
20 I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	71%	89%	75%	83%	50%	80%	86%	74%	79%
Participation in Treatment Planning									
11 I felt comfortable asking questions about my treatment, services, and medication.	74%	85%	40%	94%	67%	85%	97%	87%	85%
17 I, not staff, decided my treatment goals.	74%	83%	100%	83%	50%	86%	73%	78%	81%
Consumer Attributes									
Outcomes									
21 I deal more effectively with daily problems.	59%	74%	100%	76%	50%	70%	76%	67%	70%
22 I am better able to control my life.	64%	74%	100%	71%	33%	62%	69%	67%	66%
23 I am better able to deal with crisis.	55%	68%	80%	66%	33%	52%	52%	65%	58%
24 I am getting along better with my family.	60%	84%	50%	72%	83%	83%	63%	72%	75%
25 I do better in social situations.	68%	89%	50%	73%	40%	75%	64%	70%	72%
26 I do better in school and/or work.	45%	90%	50%	75%	0%	76%	64%	58%	67%
27 My housing situation has improved.	69%	94%	100%	80%	67%	86%	67%	74%	80%
28 My symptoms are not bothering me as much.	50%	59%	0%	71%	33%	68%	59%	66%	63%
Functioning									
29 I do things that are more meaningful to me.	67%	84%	80%	84%	67%	86%	83%	82%	82%
30 I am better able to take care of my needs.	60%	67%	100%	80%	67%	55%	64%	75%	65%
31 I am better able to handle things when they go wrong.	44%	53%	100%	59%	67%	44%	59%	65%	53%
32 I am better able to do things that I want to do.	63%	95%	80%	70%	50%	73%	64%	63%	70%
Social Connectedness									
33 I am happy with the friendships I have.	69%	94%	100%	83%	67%	87%	64%	74%	81%
34 I have people with whom I can do enjoyable things.	60%	94%	100%	80%	83%	91%	57%	78%	81%
35 I feel I belong in my community.	54%	83%	60%	72%	50%	83%	55%	65%	72%
36 In a crisis, I would have the support I need from family or friends.	69%	94%	60%	83%	50%	87%	69%	77%	81%
Overall									
Overall Score:	72%	89%	86%	87%	69%	84%	79%	81%	82%

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



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



Hope Network Adult Case Management

- Provider deals with too many unimportant issues. Need help in getting FUTURE secured - housing, reliable/happy job, support system outside of family and social activities!
- I like having someone come to talk to me. No men just women. My life is and has been very bad and hard. I want a case worker who stays with me. I HATE change. It's a huge inconvenience to change when I get comfortable with someone then they are taken away. Then my OCD-PTSD and stress always returns. I want 1-person long time.
- I suspect housing is my biggest hurdle along with my healing process. Thank you gratefully for the help and support.
- I am working really hard on my mental and emotional state. There are days where I just don't have the will to live. No motivation or energy to get out of bed. Suicidal thoughts sometimes takes over me.
- Y'all need to do better I wouldn't recommend my dog to go there or anybody else whoever called my phone or tried to go against everything I said girl find something better to do disrespectfully!!! If it's that same white lady don't call me call on God cuz ya'll ain't right!
- When trying to get an evaluation done, takes forever. Been waiting couple months. Going to be moving out of Saginaw County because CMH here is slow.
- I'd wish to get back on SSI so I can have my life together.
- Please bring back taxi's.
- I need services for ADD & PTSD including class II medications.
- George at Hope Network is seriously amazing. He honestly provides me with therapy services in addition to case management. I know he truly cares and goes above and beyond to listen to me and find the right resources for me. Thank you, George! :)
- My Case Manager Bob listens to me really good and understands what I go through.

Hope Network I/DD

- Kalen is super kind, knowledgeable, great listener and has been very easy to work with. Appreciate the follow ups!

McDowell Mild to Moderate

- Nicotine vaping withdrawal is no joke.
- I like where I am at. I receive great service there and am comfortable there.

SCCMHA Community Support Services

- SCCMHA services does an amazing job with help me and I have a very amazing case manager, Tionna, is her name.
- I am trying hard to manage my goals and take care of myself, trying new things.
- Great receptionist to check clients in for their appointments. :)
- I was satisfied with y'all services.
- I've been receiving services from CMH since 1984, some were good, some were bad, but I have a criminal record, it ain't a good one, but I can't receive Bayside, and I helped put it together. I'd like to know why actually.
- Psychiatry & therapy was too long in coming.
- An issue I had with receiving services is it feels like I was being heard but not comprehend. At a point peek of my mania, I expressed how over stimulated I was, and my psychiatrist wasn't willing to allow me to explore other antipsychotic medicines.
- I'm happy with Heather. You are my Angel. You help me figure it out. I can talk to you about anything. I'm glad I met you. If you don't know, we figure it. I wouldn't change it for the world.
- Staff is helpful and understanding.

SCCMHA Mild to Moderate

- My therapist is always late and sometimes cuts my session short. If I feel I need support on a day I don't have an appointment I can't get in to them cause they say they're so busy. Wish another provider was available at Hancock so I can try someone else.
- I like the services that I am receiving from my therapist Danielle. She is awesome.
- As a trans-woman, I was treated with the utmost respect. 😊 Absolutely loved the DBT Program!!!

SCCMHA Supports Coordination Services

- I do not like Scott Lange to have as my public guardian.
- Have a good summer :).
- Some answers were filled twice, since I either don't have a guaranteed answer or unsure how to even describe the situation.
- Very apparent DEI is at work here. Very incompetent staff. Place, especially supervisors, are a joke. They put all blame on case coordinators. Audit/investigation needs to take place for this facility. N.P is worthless here.
- Not enough days offered. Quit letting him have soda pop when asked.
- I have a better relationship and help with my care manager and help than I did back towards the end of my previous CMH worker. Heather (Autism) and Lori LaGalo.
- The staff takes us shopping so we can shop on our time.
- My Case manager never answers the phone for me.
- I have nice workers.
- My guardian filled this out for me.
- Deaf (mute).

- My son has not been seen by residential psychiatric staff in years. We have suffered through multiple med changes and extreme symptoms. He has gone through emergency hospital visits and a single doctor at White Pine refused his admittance sight unseen.
- She is physical and mentally handicapped. A lot of questions do not apply.
- Survey completed by mother/guardian.

Saginaw Psychological Services

- When will I be done with these services?
- By and large I'm a satisfied customer. I just have been suffering the "unemployed man's blues". Increased anxiety about my housing situation and keeping a roof over my head. Gabapentin added recently for anxiety. Seems to help some by keeping calm.
- Could I find a way to stay on my own for a while also with transportation, because its been so long. I have not been without.
- I've been trying to switch agencies, and it has been overwhelming. No real assistance. I'm doing all the work, i.e. calls to Sag Psych, CMH. Therapy is not E.B.P. Just talk.
- You all have always went above and beyond...if SCCMHA needed a reference, I would be there in a second, lol.
- I love Steph. She has been great for me. Thank you.

Training and Treatment Innovations

- Will Robinson and Melissa Duran went above and beyond to get him the help he has needed. The nurses are very friendly and helpful. Front office misses phone calls and do not return calls.
- I'm very thankful we have my imaginary world under control now. Thank you so very very much.
- I be needing services because I need service to stop falling.
- TTI SUCKS and is fraud.
- There is no therapist at TTI. It's a facility that provides therapy but has no therapist. Jill, my psych at TTI won't even consider giving me the medication that I was on for 10 years and it's the only thing that's ever worked. Because of that questions 21-32 are mostly answered strongly disagree.
- You are not an authority – God is. Name change Saginaw Health & Wellness.

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 QIP - Service Delivery Committee and 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 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 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: January 12, 2026

By: Jenna Brown, Quality Improvement Program Coordinator