

**SAGINAW COUNTY COMMUNITY MENTAL HEALTH AUTHORITY  
ENDS COMMITTEE MEETING MINUTES  
MARCH 25, 2024 – 5:15 p.m.  
ROOM 190**

**PRESENT:** Tracey Raquepaw, Joan Williams, Deb Nagel, Cherie Long; Kathleen Schachman

**VIRTUAL:** Jill Armentrout

**ABSENT:** Steve Fresorger

**GUESTS:**

**STAFF:** Ashley Wilcox, Ryan Mulder

**I. OPENING PROCEDURE**

Jill Armentrout, Chair called the meeting to order at 5:30 p.m. A quorum was established, and verification of posting was determined.

**II. PUBLIC PARTICIPATION**

There was no public participation.

**III. 2023 ADULT CONSUMER SATISFACTION SURVEY REPORT**

Ashley Wilcox, Quality Projects and Reporting Specialist presented the 2023 Adult Consumer Satisfaction Survey Report for the Ends Committee. The following was noted:

- SCCMHA Quality Department administered in June 2023
- Overview of Process
- Methodology & Return Rate (2,433 surveys distributed by mail and 419 completed - 17% return rate)
- Respondents were asked to score using 5-Point Likert scale (from 1 to 5)
- Overall Survey Results
- Comments
- This report was reviewed and approved by SCCMHA Quality Governance Council and results posted to SCCMHA website at:
  - <https://www.sccmha.org/about/quality.html>
  - Quality Improvement Opportunities
  - Summary Brochure of Survey Results

The Committee was able to ask questions / make comments. See document for details.

**Motion made by Deb Nagel and supported by Joan Williams to receive and file the 2023 Adult Consumer Satisfaction Survey Report and recommend to the Full Board for approval. Motion Carried.**

**IV. 2023 YOUTH SERVICES SATISFACTION SURVEY REPORT**

Ashley Wilcox, Quality Projects and Reporting Specialist presented the 2023 Youth Services Satisfaction Survey Report for the Ends Committee. The following was

noted:

- SCCMHA Quality Department administered in June 2023
- Overview of Process
- Methodology & Return Rate (1,203 surveys distributed by mail and 94 completed – 8% return rate)
- Respondents were asked to score using 5-Point Likert scale (from 1 to 5)
- Overall Survey Results
- Comments
- This report was reviewed and approved by SCCMHA Quality Governance Council and results posted to SCCMHA website at:
- <https://www.sccmha.org/about/quality.html>
- Quality Improvement Opportunities
- Summary Brochure of Survey Results

The Committee was able to ask questions / make comments. See document for details.

**Motion made by Deb Nagel and supported by Joan Williams to receive and file the 2023 Youth Services Satisfaction Survey Report and recommend to the Full Board for approval. Motion Carried.**

#### **V. OTHER ITEMS OF IMPORTANCE**

#### **VI. ADJOURNMENT**

**With no other business a motion was made by Kathleen Schachman with support from Joan Williams to adjourn this meeting at 5:46 p.m. Motion carried.**