



**MACOMB  
COUNTY**  
COMMUNITY MENTAL HEALTH

MCCMH Administration  
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**TO:** MCCMH Directly-Operated and Contracted Providers  
**FROM:** MCCMH Quality Department  
**DATE:** October 3, 2023  
**RE:** Upcoming Member Satisfaction Survey

Macomb County Community Mental Health (MCCMH) is conducting its Annual Member Satisfaction Survey throughout **October 2023**. The purpose of this survey is to collect information on members' experiences related to their services and programs. Surveys will be available to complete in paper form, through a link on MCCMH's website, and by QR code.

Paper copies of the Member Satisfaction Surveys will be distributed by MCCMH's Quality Department to Directly Operated Providers and our Provider Network for staff to give to individuals during any scheduled visits.

The attached "MCCMH Satisfaction Survey Notice" should be displayed by all providers in a publicly visible area at each provider site. Paper copies should also be made available daily for members to use if they prefer to not use the on-line version.

MCCMH is requesting that providers make members aware of the various survey methods and ensure that a **minimum of 15%** of members, per agency, receive and complete the satisfaction survey.

We greatly appreciate your agency's collaboration to help identify and improve service delivery for our network in efforts to better support our members. If you have any questions related to this communication, please email [qualityquestions@mccmh.net](mailto:qualityquestions@mccmh.net).



Best regards,

The MCCMH Quality Team



# MACOMB COUNTY

## COMMUNITY MENTAL HEALTH

**MCCMH is conducting its Annual Member Satisfaction Survey throughout the month of October.**

**The survey is 100% voluntary and confidential.**

The purpose of this survey is to collect your views on the services and programs you or your immediate family members have received.

**To Complete the Satisfaction Survey:**

1. Ask the Front Desk for a Paper Copy  
*OR*
2. Scan the QR Code Below with Your Phone's Camera

Adult Services



Children Services



\*Please return all paper copies to the front desk once completed.