

# 2016 BEHAVIORAL HEALTH CONSUMER SURVEY

## Executive Summary

During the first, second and third quarters of 2016, the Department of Health and Human Services' Division of Behavioral Health (DBH) conducted the annual Behavioral Health Consumer Survey. This survey solicits input from adult and youth consumers receiving mental health and/or substance use disorder services from the publicly funded, community-based behavioral health system in Nebraska. The adult survey assesses the quality and impact of the services received by measuring seven domains: access, quality and appropriateness, outcomes, participation in treatment planning, general satisfaction, functioning and social connectedness.

DBH contracted with the Bureau of Sociological Research (BOSR) at the University of Nebraska-Lincoln. The survey was conducted through mail, web and telephone modes. BOSR fielded the web and telephone interviews and entered mail responses into the survey database. All data analysis was performed by the DBH data team. A total of 1,182 adults (22% response rate) and 454 youth caregivers (32% response rate) completed the survey.

The DBH data team analyzed the seven domains at the state level and compared outcomes to previous iterations of the Consumer Survey dating back to 2012. Domains were also analyzed at the regional level, and by consumer race/ethnicity, gender, age, service type, and length of stay. Physical health status of consumers was also examined.

### Primary Findings

No significant differences were observed between the six Regional Behavioral Health Authorities of Nebraska regarding domains of care. Respondents were less positive across all seven of the measured domains between 2015 and 2016. Of the seven domains, **access, quality and appropriateness, outcomes, participation in treatment planning, general satisfaction** and **social connectedness** were marginally lower in 2016, while **Functioning** was considerably lower in 2016 compared to 2015 (>5%).

**Quality and appropriateness**, followed by **general satisfaction** and **access**, received the highest positive attitudes for 2016. Notable differences were seen between respondents by service type. Substance use disorder consumers indicated higher positive attitudes on all seven of the measured domains, significantly so for **outcomes, functioning** and **social connectedness**, in comparison to mental health consumers.

There were no significant differences between individuals who were in treatment for a year or more compared to those who were in treatment for less than a year. There was a significant difference between men and women in regards to their **participation in treatment planning**, with women responding more positively. Non-Whites and Hispanics were significantly less positive about their **participation in treatment planning** and **social connectedness**.

The Consumer Survey replicated physical health questions administered by the Behavioral Risk Factor Surveillance System (BRFSS). Mental health consumers have higher prevalence of heart attack, heart disease, stroke, diabetes, obesity and poor self-rated health relative to substance use consumers.

## Table of Contents

	Page
<b>Introduction</b>	3
<b>Methodology and Sample</b>	3
<b>Survey Results - Adult Survey</b>	5
<b>Summary of Results</b>	5
<b>Mental Health versus Substance Use Disorder Services</b>	6
<b>Type of Services Received</b>	6
<b>Services Received</b>	6
<b>Length of Time Receiving Services</b>	6
<b>Behavioral Health Regions</b>	7
<b>Scale Summaries – 2012-2016</b>	7
<b>Physical Health Status of Adult Behavioral Health Consumers</b>	8
<b>DBH Questions</b>	9
<b>Survey Results – Youth Survey</b>	12
<b>Summary of Results</b>	12
<b>Physical Health Status of Youth Behavioral Health Consumers</b>	13
<b>Summary</b>	14
<b>Appendix A – Survey Scales and Calculation of Scale Scores</b>	15
<b>Appendix B</b>	
<b>Table 11 – 2016 Adult Consumer Survey – Summary of Results</b>	18
<b>Table 12 – 2016 Adult Consumer Survey – Positive Response by Region</b>	20
<b>Table 13 – 2015 &amp; 2016 Adult Consumer Surveys – Confidence Intervals</b>	22
<b>Table 14 – 2016 Youth Consumer Survey – Summary of Results</b>	24
<b>Table 15 – 2016 Youth Consumer Survey – Positive Response by Region</b>	26
<b>Table 16 – 2015 &amp; 2016 Youth Consumer Surveys – Confidence Intervals</b>	28

## 2016 Behavioral Health Consumer Survey

### Introduction

The Department of Health and Human Services' (DHHS) Division of Behavioral Health (DBH) provides funding, oversight and technical assistance to the six Behavioral Health Regions across Nebraska. The Regions contract with local programs to provide public inpatient, outpatient, emergency, community mental health, and substance use disorder services to people who are uninsured by private health insurance or Medicaid.

During the first, second, and third quarters of 2016, the DBH conducted the annual Behavioral Health Consumer Survey. The purpose of the survey was to solicit input from persons receiving mental health and/or substance use disorder services from the publicly funded, community-based behavioral health system in Nebraska on the quality and impact of services received. In addition to DBH selected BRFSS questions, the following survey instruments were used:

- a) **Mental Health Statistics Improvement Program (MHSIP) Consumer Satisfaction Survey**
- b) **MHSIP Youth Services Survey (YSS)**
- c) **MHSIP Youth Services Survey for Families (YSS-F)**

[Note: These survey instruments have been designated by the Federal Center for Mental Health Services to meet the Federal Community Mental Health Services Block Grant, Uniform Reporting System requirements for Table 9: Social Connectedness and Improved Functioning, Table 11: Summary Profile of Client Evaluation of Care, and Table 11a: Consumer Evaluation of Care by Consumer Characteristics.]

### Methodology and Sample

DBH contracted with the Bureau of Sociological Research at the University of Nebraska-Lincoln (BOSR). The survey was conducted through mail, web and telephone modes. BOSR fielded the telephone interviews and web surveys and entered responses into the survey database. All data analysis was performed by the DBH data team. A total of 1,182 adults (22% response rate) and 454 youth caregivers (32% response rate) completed the survey.

The sample for the survey included behavioral health consumers receiving services from the DBH Community-based System in Nebraska between July and December of 2015 with a few exceptions. Adults who were incarcerated, homeless, or those who received their last service from the following list of services were excluded from the sampling frame.

#### Excluded Services:

- Assessment
- Assessment Addendum
- Children's Partial
- Civil Protective Custody (CPC)
- Emergency Protective Custody (EPC)
- Family and Group Therapy
- Intensive Residential Mental Health Treatment
- Residential Detoxification (Social Detox)

DBH first mailed a letter to consumers that included either a hard copy survey or a unique link to complete the survey on the web. Next, a reminder letter was sent to all respondents to complete the survey. A third letter was sent to survey non-respondents a few weeks later, either with a hard copy survey or a web link. The BOSR then attempted to contact survey non-respondents to have them complete the survey over the telephone.

Considering eligibility criteria, an estimated 13,387 adults received mental health and/or substance use disorder services between July and December, 2015. Of that population, 6,000 consumers were randomly selected for the 2016 survey sample. 58 individuals (1%) who were contacted indicated that they did not receive services in the given time frame, resulting in an initial sample of 5,942 individuals (44% of eligible consumers). Incorrect addresses had been provided for some consumers (n=593), preventing a successful contact. Within the remaining sample, 4,166 respondents chose not to participate. In all, 1,182 adult consumer surveys were completed. For youth, 1,490 youths received services following the same eligibility definitions as the adult sample. Of that population, 1,401 valid survey contacts were made, with 454 completing the survey (32%). Due to the small number of consumers served in some regions, it was necessary to oversample those locations in order to ensure that reliable comparisons could be made.

Table 1 shows a summary of sample size and response rates for the last five years. The response rate for the Adult Survey decreased from 30% in 2015 to 22% in 2016. For the Youth Survey, the response rate decreased marginally from 33% in 2015 to 32% in 2016.

**TABLE 1: Survey Sample Size and Response Rates – 2012-2016**

<b>Adult Survey</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
a. How many surveys were attempted (sent out or calls initiated)?	6,241	5,616	5,917	5,955	5,942
b. How many survey contacts were made? (surveys to valid phone numbers or addresses)	4,293	3,861	4,107	4,934	5,348
c. How many surveys were completed? (survey forms returned or calls completed)	2,153	1,658	1,608	1,497	1,182
d. What was your response rate? (number of completed surveys divided by number of contacts)	50%	43%	39%	30%	22%
<b>Youth Survey</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
a. How many surveys were attempted (sent out or calls initiated)?	558	785	1,191	1,032	1,490
b. How many survey contacts were made? (surveys to valid phone numbers or addresses)	475	695	795	1,027	1,401
c. How many surveys were completed? (survey forms returned or calls completed)	248	313	403	340	454
d. What was your response rate? (number of completed surveys divided by number of contacts)	52%	45%	51%	33%	32%

DBH incorporated questions from the Behavioral Health Risk Factor Surveillance System (BRFSS)<sup>1</sup>, a national survey of adults in all 50 states and three territories, into the Consumer Survey. These questions were added to gauge the physical health status of behavioral health consumers.

Survey data were analyzed by race/ethnicity, gender, age, type of services received and service location. In addition, the responses to multiple survey questions were combined into the following seven scales or “domains” (see Appendix A for the questions included in each scale, an explanation of the calculation of scale scores, and information on scale reliability):

- Access
- Quality and appropriateness of services
- Outcomes
- Participation in treatment planning
- General satisfaction
- Functioning
- Social connectedness

<sup>1</sup>The Behavioral Risk Factor Surveillance System (BRFSS) is an ongoing telephone health survey of adults ages 18 and over which has collected information on health conditions, health risk behaviors, preventive health practices and health care access in the U.S. since 1984. The BRFSS is used in all 50 states, the District of Columbia, Puerto Rico, Guam and the Virgin Islands. Over 350,000 persons are interviewed by the BRFSS each year, making it the largest telephone survey in the world.

## Survey Results – Adult Survey

### Summary of Results

Of the 1,161 respondents who identified their gender, 627 identified as female (54%) and 534 identified as male (46%). The consumers ranged in age from 19 to 96, with an average age of 42 years. The majority of respondents (78.6%) identify as non-Hispanic White. About a quarter of respondents identified as non-white or Hispanic (22.4%)

Generally speaking, consumers reported being satisfied with the services they received from community mental health and/or substance use disorder programs funded by DBH. In the area of **general satisfaction**, most adult consumers (84.1%) were satisfied with services (Table 2). The majority (78.2%) were satisfied with their level of involvement in **treatment planning**. Just under seven in ten respondents (68.3%) responded positively to questions on the **outcomes** scale. Most (86.0%) responded positively to the questions related to the **quality and appropriateness** of services, and 81.3% thought that the services were **accessible**. The majority of consumers felt that the services they received improved their level of **functioning** (68.0%) and **social connectedness** (67.6%).

No significant differences were found between consumers belonging to different age groups.

Females tended to view their **participation in treatment planning** more positively (81.3%) than their male counterparts (74.6%). Whites and non-Hispanics were significantly more positive about their **participation in treatment planning** (79.0%) than non-whites and Hispanics. In addition, whites and non-Hispanics rated their **social connectedness** significantly higher (69.0%) compared to non-whites and Hispanics (63.3%).

**TABLE 2: Agreement Rates by Consumer Characteristics and Question Domains**

	Access	Quality/ Approp	Outcomes	Particip Tx Planning	Gen Satis	Func	Soc Conn
<b>All Adult Consumers:</b>	<b>81.3%</b>	<b>86.0%</b>	<b>68.3%</b>	<b>78.2%</b>	<b>84.1%</b>	<b>68.0%</b>	<b>67.6%</b>
<b>Gender:</b>							
Male, n=534	81.6%	85.5%	68.3%	74.6%*	84.1%	69.1%	67.5%
Female, n=627	81.5%	86.7%	68.6%	81.3%*	84.5%	67.6%	67.7%
<b>Age:</b>							
19-24 years, n=132	77.9%	82.5%	68.5%	76.7%	79.4%	70.4%	67.7%
25-44 years, n=467	82.8%	87.1%	71.9%	78.4%	84.4%	72.2%	71.0%
45-64 years, n=480	83.0%	87.1%	66.4%	79.5%	85.9%	65.9%	65.2%
65+ years, n=28	85.7%	85.7%	70.8%	88.5%	85.7%	70.4%	72.0%
<b>Race/Ethnicity:</b>							
White, non-Hisp, n=922	81.6%	86.7%	69.7%	79.0%*	84.4%	69.7%	69.0%*
Non-white or Hisp, n=251	79.9%	83.4%	63.8%	74.8%*	83.3%	62.8%	63.3%*

Note: \*Significant difference at .05

### Mental Health versus Substance Use Disorder Services

Comparing positive attitudes between types of the last service they received in 2015, consumers receiving substance use disorder services reported statistically higher positive attitudes on **outcomes, functioning** and **social connectedness** than did consumers receiving mental health services (Table 3). Overall, consumers receiving mental health services reported less positive attitudes to all seven domains.

### Services Received

The vast majority of adult consumers received non-residential services (Table 3). Consumers who received emergency services responded considerably less positively to questions about **outcomes, participation in treatment planning, functioning**, and **social connectedness** than consumers receiving other services. Those receiving inpatient services responded considerably less positively to questions regarding **access** and **general satisfaction** than consumer receiving other services. Due to the fact that there were far fewer inpatient, emergency, and residential services survey participants, significance tests were unable to be run.

### Length of Time Receiving Services

The length of time a person received services had a marginal effect on their overall satisfaction with services. Consumers who had received services for less than one year responded more positively to the questions about all domains (Table 3).

**TABLE 3: Agreement Rates by Services Received**

	Access	Quality/ Approp	Outcomes	Particip Tx Planning	Gen Satis	Func	Soc Conn
<b>Type of Services Received:</b>							
MH, n=884	81.7%	86.3%	65.6%***	77.6%	83.6%	65.0%***	65.1%***
SUD, n=212	82.2%	87.0%	80.6%***	80.2%	85.2%	81.3%***	79.9%***
<b>Services Received†:</b>							
Emergency, n=29	74.1%	71.4%	32.0%	53.8%	75.0%	48.1%	48.1%
Inpatient, n=11	62.5%	75.0%	57.1%	62.5%	55.6%	66.7%	57.1%
Non-Residential, n=1125	81.6%	86.3%	68.8%	78.7%	84.4%	68.1%	67.9%
Residential, n=17	87.5%	94.1%	93.8%	88.2%	94.1%	93.8%	82.4%
<b>Length of Time Receiving Services:</b>							
Less Than One Year, n=1073	81.6%	86.1%	68.9%	78.6%	84.4%	68.9%	68.4%
One Year or More, n=109	78.9%	85.3%	61.5%	74.0%	80.7%	59.2%	58.8%

Note: \* Significant difference at .05

\*\*Significant difference at .01

\*\*\*Significant difference at .001

†Because of the small sample size, significance tests were unable to be run. Caution should be exercised in interpreting the results of the services received

## Behavioral Health Regions

Comparisons of the six Behavioral Health regions revealed no significant differences in positive responses to the survey questions (Table 4).

**TABLE 4: Agreement Rates by Region of Service Provider**

Location	n	Access	Quality/ Approp	Outcomes	Particip Tx Planning	Gen Satis	Func	Soc Conn
Region 1	55	81.1%	87.0%	67.3%	78.4%	87.0%	66.0%	69.8%
Region 2	129	82.8%	86.6%	72.4%	81.5%	86.7%	71.0%	69.5%
Region 3	188	80.5%	83.2%	65.5%	79.3%	81.8%	64.0%	65.9%
Region 4	272	81.9%	88.0%	70.9%	88.2%	83.2%	71.0%	71.5%
Region 5	202	81.5%	83.0%	65.0%	74.6%	82.5%	65.6%	61.9%
Region 6	336	80.7%	87.3%	68.2%	75.2%	85.5%	68.3%	67.5%

Note: \* Significant difference at .05

\*\*Significant difference at .01

## Scale Summaries – 2012-2016

Table 5 compares the responses from the 2012 to 2016 adult surveys for each of the seven MHSIP domains (scales). Positive attitudes for all seven measured domains decreased from 2015 to 2016, particularly for **functioning** (5.1% decrease) and **outcomes** (4.6% decrease). The other five domains saw marginal decreases in positive attitudes.

**TABLE 5: Agreement Rate by Scale – 2012-2016**

	2012	2013	2014	2015	2016
<b>Access</b>	80.5%	82.3%	81.4%	<b>82.8%</b>	81.3%
<b>Quality/Appropriateness</b>	86.0%	86.2%	84.8%	<b>87.4%</b>	86.0%
<b>Outcomes</b>	<b>74.2%</b>	69.8%	71.5%	72.9%	68.3%
<b>Participation in Treatment Planning</b>	76.7%	78.9%	<b>83.7%</b>	79.4%	78.2%
<b>General Satisfaction</b>	83.6%	85.0%	78.8%	<b>86.6%</b>	84.1%
<b>Functioning</b>	<b>76.1%</b>	71.2%	74.3%	73.1%	68.0%
<b>Social Connectedness</b>	<b>74.7%</b>	68.7%	71.3%	68.4%	67.6%

## Physical Health Status of Adult Behavioral Health Consumers

Responses to the health questions on the 2016 Consumer Survey were compared to responses from the 2015 BRFSS for the general adult population in Nebraska (Table 6).

**TABLE 6: Differences on BRFSS Questions between Consumers Receiving Mental Health versus Substance Use Disorder Services and the General Adult Population in Nebraska**

	(Consumer Survey) Primary Reason for Admission		(BRFSS) 2015 Nebraska General Population
	MH	SUD	
<b>Physical Health Conditions:</b>			
Heart Attack or Myocardial Infarction	3.9%	2.4%	<b>3.9%</b>
Angina or Coronary Heart Disease	3.7%	1.9%	<b>4.0%</b>
Stroke	4.1%	1.5%	<b>2.5%</b>
Diabetes	16.9%	6.3%	<b>8.8%</b>
<b>Cigarette Smoking:</b>			
Every Day	31.5%	46.2%	<b>12.5%</b>
Some Days	10.5%	11.0%	<b>4.7%</b>
Does Not Smoke	58.0%	42.9%	<b>82.9%</b>
<b>General Health Status:</b>			
Excellent	6.8%	13.3%	<b>18.4%</b>
Very Good	19.2%	31.4%	<b>36.5%</b>
Good	37.7%	36.2%	<b>31.2%</b>
Fair	25.6%	13.8%	<b>10.5%</b>
Poor	10.7%	5.2%	<b>3.4%</b>
<b>In the Past 30 Days:</b>			
Average Days Physical Health Not Good	9.5	5.1	-
Average Days Mental Health Not Good	12.2	7.4	-
Average Days Poor Health Prevented Usual Activities	8.7	5.2	-
Average Days of Binge Drinking	1.2	1.6	-
<b>Body Mass Index Category:</b>			
Obese	48.3%	30.3%	<b>31.4%</b>
Overweight	26.5%	34.3%	<b>35.6%</b>
Normal Weight	23.1%	32.8%	<b>31.0%</b>
Underweight	2.1%	2.5%	<b>2.0%</b>

Note: Most recent data for Nebraska general population is from 2015.

To understand physical health factors, questions were added to the Consumer Survey to address comorbid conditions, including smoking status, general health status, physical health status and mental health status. The prevalence of specific chronic physical health conditions was measured using four questions from the Behavioral Health Risk Factor Surveillance System (BRFSS)


*Has a doctor, nurse, or other health professional ever told you that:*

- a) *you had a heart attack (also called a myocardial infarction)?*
- b) *you had angina or coronary heart disease?*
- c) *you had a stroke?*
- d) *you had diabetes?*

The most common chronic health condition among behavioral health consumers is diabetes. More than one in six (16.9%) mental health consumers reported a diabetes diagnosis, significantly more than the general population. The percent of diagnosed chronic health conditions for substance use disorder consumers was lower than the rates for mental health consumers for all 4 conditions.

When asked whether they smoke cigarettes, almost a third (31.5%) of mental health consumers indicated that they smoke every day, and 58.0% reported not smoking. Almost half (46.2%) of substance use disorder





consumers reported smoking every day and 42.9% reported not smoking. Both consumer groups show higher rates of smoking than the general population; only 12.5% of the general population reported smoking every day, while 82.9% reported that they do not smoke.

When asked to assess their general health, approximately one-fourth (26.0%) of mental health consumers rated their general health as excellent or very good, while 10.7% rated their general health as poor. In comparison, 44.7% of substance use disorder consumers rated their general health as excellent or very good, and 5.2% rated their general health as poor. More than half (54.9%) of the general population rated their general health as excellent or very good, and only 3.4% rated their general health as poor.

Adult consumers were then asked three questions about the number of days in the previous 30 days that their physical or mental health was not good. Mental health consumers reported an average of 9.5 days in the previous 30 days that their physical health was not good, compared to 5.1 days for substance use disorder consumers. Consumers of mental health services indicate an average of 12.2 days in the previous 30 days that their mental health was not good, compared to 7.4 days for substance use disorder consumers. Substance use disorder consumers report slightly higher average days of binge drinking (1.6), than mental health consumers (1.2). There are no comparable estimates for Nebraska's general population.

Consumers were asked how many days during the past 30 days that poor physical or mental health kept them from doing their usual activities. Consumers of mental health services reported an average of 8.7 days in the previous 30 days that their poor health prevented usual activities, compared to 5.2 days for substance use disorder consumers. Overall, consumers receiving mental health services reported more days when their physical health and mental health were not good, and more days when poor physical or mental health kept them from doing their usual activities.

Consumers receiving mental health services were more likely than consumers receiving substance use disorder services to be obese (48.3 vs. 30.3%, respectively). Conversely, consumers receiving substance use disorder services were more likely to be overweight (34.3%) compared to consumers of mental health services (26.5%).

In summary, mental health consumers were over one-and-a-half times as likely as the general population to report having diabetes, and over one-and-a-half times more likely to be obese. Behavioral health consumers, especially those receiving substance use disorder services, were much more likely than the general population to report smoking cigarettes on a daily basis. While mental health consumers tend to have higher rates of poor health status and lower rates of very good and excellent health status compared to the general population, substance use disorder consumers tend report rates in-between those of mental health consumers and the general population.

### ***DBH Questions***

The Adult Consumer Survey included questions to gauge the quality of interactions between consumers and service providers, based on the recommendation from the DBH Statewide Quality Improvement Team.

- 1) *Staff treated me with respect and dignity.*
- 2) *My treatment (or service) goals were based on my strengths and needs.*

Most mental health services and substance use disorder services consumers responded positively to the Respect and Dignity question (91.5% and 91.4%, respectively). Similarly, 86.7% of mental health services consumers and 87.9% of substance use disorder services consumers responded positively to the treatment goal question.

The adult survey included one question to examine the impact of services on the quality of life for consumers.

- 1) *The services you received at [Provider Name] have improved your quality of life.*

Most mental health services and substance use disorder services consumers responded positively to the Quality of Life question (76.0% and 82.4%, respectively), with substance use disorder services clients reporting significantly higher positive attitudes towards improved quality of life (Table 7).

Table 7 provides a summary of responses to the above questions and those below that were added to the survey in 2013.

- 1) *The program was sensitive to any experienced or witnessed trauma in my life.*
- 2) *I felt safe to open up about abuse or trauma in this program.*
- 3) *My financial situation has stabilized or improved.*
- 4) *My legal situation has stabilized or improved.*
- 5) *I have friends in my neighborhood.*
- 6) *I am an active member of my community.*

For the two trauma-related questions, no significant difference has been found between mental health and substance use disorder services. Approximately 83.0% of mental health services consumers and 82.6% of substance use disorder services consumers agreed that the program was sensitive to any experienced or witnessed trauma in their life. Also, most consumers of both service types felt safe to open up about abuse or trauma in this program (81.5% and 84.3%, for mental health and substance use disorder consumers respectively).

When asked about their financial and legal situations, mental health consumers responded significantly less positively than substance use disorder services consumers. Only 52.1% of the mental health consumers thought that their financial situation has stabilized or improved, compared to 67.4% for substance use disorder services consumers. Similarly, significantly less mental health consumers agreed that their legal situation has stabilized or improved (60.7%), compared to substance use disorder services consumers (80.3%).

In order to better understand the reasons why improvement in housing situation had the lowest positive attitude of all the questions for the last several years, two questions related to community were added again this year. It was found that 53.5% for mental health services consumers and 64.8% for substance use disorder services consumers positively agreed they have friends in their neighborhood. Substance use disorder services consumers indicated significantly higher positive attitudes. When asked about whether they are an active member of their community, only 39.0% of mental health consumers positively agreed. Significantly more substance use disorder services consumers positively agreed to the same question (61.6%).

In summary, substance use disorder consumers were more positive about improvement in their financial and legal situations, they reported having more friends in their community and they were more likely to respond that they are active members of their communities.

**TABLE 7: Summary of Responses to the DBH Questions**

Question	MH	SUD
The services at ____ have improved your quality of life.	76.0%**	82.4%**
Staff treated me with respect and dignity.	91.5%	91.4%
My treatment goals were based on my strength and needs.	86.7%	87.9%
The program was sensitive to any experienced or witnessed trauma in my life.	83.0%	82.6%
I felt safe to open up about abuse or trauma in this program.	81.5%	84.3%
My financial situation has stabilized or improved.	52.1%***	67.4%***
My legal situation has stabilized or improved.	60.7%***	80.3%***
I have friends in my neighborhood.	53.5%***	64.8%***
I am an active member of my community.	39.0%***	61.6%***

Note: \* Significant difference at .05  
 \*\*Significant difference at .01  
 \*\*\*Significant difference at .001

## Survey Results – Youth Survey

### Summary of Results<sup>2</sup>

A total of 454 out of 1,401 (32%) MHSIP youth surveys were completed in 2016. This represents a 1% decrease in the overall response rate compared with 2015. For the surveys, a caregiver or guardian was instructed to respond on behalf of the child receiving services. More surveys were completed for boys (57.7%, n=262) than for girls (42.3%, n=192). The youths' ages ranged from 2 years to 19 years, with an average age of 13.1 years. Most of the consumers were white, non-Hispanic (70.9%); 28.9% were non-white or Hispanic.

For the Youth Survey, responses for multiple questions were combined into the following seven scales or “domains” (see Appendix A for the questions included in each): Social Connectedness, Improved Functioning, Family Involvement, Access, Cultural Sensitivity, Outcome and Satisfaction.

Most caregivers (78.5 %) in the Youth Survey were satisfied with the services their child received (Table 8). The most positive responses were in the **cultural sensitivity** domain – 91.9% responded positively. There was a slight improvement in positive responses from 2015 to 2016 regarding satisfaction with **access, general satisfaction, and social connectedness**. Results indicated that positive attitudes decreased slightly for **outcomes, family involvement, cultural sensitivity, and functioning**. A summary of the responses to the MHSIP survey for youth for 2016 can be found in Appendix B, Table 14.

**TABLE 8: Youth Survey Agreement Rate by Scale – 2012-2016**

	2012	2013	2014	2015	2016
<b>Access</b>	<b>87.4%</b>	85.3%	84.2%	82.1%	85.4%
<b>General Satisfaction</b>	<b>79.0%</b>	76.6%	77.9%	76.1%	78.5%
<b>Outcomes</b>	63.8%	<b>67.1%</b>	61.6%	60.8%	60.1%
<b>Family Involvement</b>	86.3%	89.3%	88.2%	<b>89.8%</b>	87.2%
<b>Cultural Sensitivity</b>	91.9%	94.0%	92.8%	<b>95.1%</b>	91.9%
<b>Functioning</b>	63.4%	<b>66.7%</b>	62.7%	62.4%	59.6%
<b>Social Connectedness</b>	81.0%	83.6%	<b>84.3%</b>	77.3%	79.9%

While caregivers of girls tended to respond more positively on most of the scales in comparison to caregivers of boys, no significant differences were observed.

Non-Hispanic whites were significantly less satisfied with **family involvement** than Hispanics and non-whites.

Comparing positive attitudes between types of the last service they received in 2015, caregivers of substance use disorder consumers and mental health disorder consumers tended to report similarly across domains, with the exceptions of **general satisfaction** and **family involvement**. Caregivers of substance use disorder customers were significantly less positive regarding these domains. Results should be interpreted with caution due to the small sample size of youth in substance use disorder services.

<sup>2</sup> Because of the small sample size, caution should be exercised in interpreting the results of the Youth Survey.

**TABLE 9: Agreement Rates by Youth Characteristics**

	Access	Gen Satis	Outcomes	Family Involve	Culture Sens	Func	Soc Conn
<b>All Youth Consumers:</b>	<b>85.4%</b>	<b>78.5%</b>	<b>60.1%</b>	<b>87.2%</b>	<b>91.9%</b>	<b>59.6%</b>	<b>79.9%</b>
<b>Gender:</b>							
Girls, n=192	88.4%	79.1%	63.0%	86.7%	92.1%	62.6%	82.2%
Boys, n=262	83.1%	78.2%	58.0%	91.3%	91.8%	57.3%	78.1%
<b>Race/Ethnicity:</b>							
White, non-Hisp, n=322	84.9%	79.4%	62.4%	85.2%*	91.8%	61.9%	80.2%
Non-white or Hisp, n=131	87.3%	77.1%	55.0%	92.9%*	92.9%	54.3%	79.7%
<b>Type of Services Received:</b>							
MH, n=428	86.0%	79.8%**	60.5%	88.8%***	93.0%	60.1%	79.9%
SUD, n=20	75.0%	55.0%**	55.6%	57.9%***	70.6%	55.6%	89.5%

Note: \* Significant difference at .05  
 \*\*Significant difference at .01  
 \*\*\*Significant difference at .001


**Physical Health Status of Youth Behavioral Health Consumers**

The caregivers were asked some of the same health questions from the BRFSS as in the Adult Consumer Survey. When asked to rate the youth’s general health, approximately 26.4% rated their general health as excellent, 33.2% rated their general health as very good, and 31.2% rated their general health as good. About one in eleven (9.2%) rated their youth’s general health as either fair or poor.

**TABLE 10: BRFSS Questions for Youth Consumers**

	Youth
<b>General Health Status:</b>	
Excellent	26.4%
Very Good	33.2%
Good	31.2%
Fair	7.4%
Poor	1.8%
<b>In the Past 30 Days:</b>	
Average Days Physical Health Not Good	2.0
Average Days Mental Health Not Good	8.1
Average Days Poor Health Prevented Usual Activities	4.7
<b>Body Mass Index Category:</b>	
Obese	27.8%
Overweight	19.9%
Normal Weight	47.1%
Underweight	5.2%

Parents reported an average of 2.0 days in the past 30 days that their youth’s physical health was not good, 8.1 days when their mental health was not good, and 4.7 days when poor physical or mental health kept them from doing their usual activities.



The youths' weight, height, gender and age were used to determine their weight status. In looking at the valid (missing data excluded) youth sample, 5.2% are considered underweight; 47.1% are considered to have a healthy weight range. Approximately 19.9% are characterized as overweight, while 27.8% are characterized as obese.

## Summary

The 2016 implementation of the Consumer Survey used a mixed mode design, attempting to reach consumers via mail, web, or phone to complete the adult survey and mail or phone for the youth survey. The adult and youth survey response rates were considerably lower than the last 5 years.

For the adult survey, respondents were less positive on all seven domains in comparison to 2015. The lowest positive domain overall was **social connectedness** (67.6% positive), which was just slightly lower than **functioning** (68.0% positive), and **outcomes** (68.3% positive). The highest positive domain was **quality and appropriateness** (86.0% positive).

Substance use disorder consumers reported lower prevalence of physical health conditions compared to consumers in mental health services. Mental health consumers were at significantly higher risk for stroke and diabetes relative to substance use disorder consumers. Mental health consumers also reported significantly higher rates of obesity compared with substance use disorder consumers. Mental health consumers reported more days when their physical and mental health were poor. Substance use disorder consumers reported slightly higher incidence of binge drinking behavior.

Youth Survey results were relatively unchanged from 2015 to 2016. There was a slight improvement in positive responses from 2015 to 2016 regarding satisfaction with **access, general satisfaction, and social connectedness**. Results indicated that positive attitudes decreased slightly for **outcomes, family involvement, cultural sensitivity, and functioning**.

## Appendix A

### Adult Survey Questions<sup>1</sup> and MHSIP Scales

Items from the MHSIP Adult Survey were grouped into five scales. The grouping of the items into the five scales is consistent with the groupings required for the national Center for Mental Health Services' Uniform Reporting System. Below are the five scales and the survey questions included in each scale.

#### Access:

1. The location of services was convenient (parking, public transportation, distance, etc.).
2. Staff were willing to see me as often as I felt it was necessary.
3. Staff returned my call in 24 hours.
4. Services were available at times that were good for me.
5. I was able to get all the services I thought I needed.
6. I was able to see a psychiatrist when I wanted to.

#### Quality and Appropriateness:

1. I felt free to complain.
2. I was given information about my rights.
3. Staff encouraged me to take responsibility for how I live my life.
4. Staff told me what side effects to watch out for.
5. Staff respected my wishes about who is and who is not to be given information about my treatment.
6. Staff here believe that I can grow, change and recover.
7. Staff were sensitive to my cultural background (race, religion, language, etc.).
8. Staff helped me obtain the information I needed so that I could take charge of managing my illness.
9. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).

#### Outcomes:

As a direct result of services I received:

1. I deal more effectively with daily problems.
2. I am better able to control my life.
3. I am better able to deal with crisis.
4. I am getting along better with my family.
5. I do better in social situations.
6. I do better in school and/or work.
7. My housing situation has improved.
8. My symptoms are not bothering me as much.

#### Participation in Treatment Planning:


1. I felt comfortable asking questions about my treatment and medication.
2. I, not staff, decided my treatment goals.

#### General Satisfaction:

1. I like the services that I received here.
2. If I had other choices, I would still get services from this agency.
3. I would recommend this agency to a friend or family member.

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<sup>1</sup> Possible Responses: Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree, and Not Applicable.



Two additional scales (and the questions included in each) have been included since the 2011 survey.

**Functioning:**

As a direct result of services I received:

1. My symptoms are not bothering me as much.
2. I do things that are more meaningful to me.
3. I am better able to take care of my needs.
4. I am better able to handle things when they go wrong.
5. I am better able to do the things that I want to do.

**Social Connectedness:**

1. I am happy with the friendships I have.
2. I have people with whom I can do enjoyable things.
3. I feel I belong to my community.
4. In a crisis, I would have the support I need from family or friends.

**Youth Survey Questions and MHSIP Scales**

The youth survey questions and MHSIP scales were:

**Satisfaction:**

1. Overall, I am satisfied with the services my child received.
2. The people helping my child stuck with us no matter what.
3. I felt my child had someone to talk to when he/she was troubled.
4. The services my child and/or family received were right for us.
5. My family got the help we wanted for my child.
6. My family got as much help as we needed for my child.

**Positive Outcome:**

As a result of the services my child and/or family received:

1. My child is better at handling daily life.
2. My child gets along better with family members.
3. My child gets along better with friends and other people.
4. My child is doing better in school and/or work.
5. My child is better able to cope when things go wrong.
6. I am satisfied with our family life right now.

**Cultural Sensitivity:**

1. Staff treated me with respect.
2. Staff respected my family's religious/spiritual beliefs.
3. Staff spoke with me in a way that I understood.
4. Staff were sensitive to my cultural/ethnic background.

**Access:**

1. The location of services was convenient for us.
2. Services were available at times that were convenient for us.

**Family Involvement:**

1. I helped to choose my child's services.
2. I helped to choose my child's treatment goals.
3. I participated in my child's treatment.



### **Improved Functioning:**

As a result of the services my child and/or family received:

1. My child is better at handling daily life.
2. My child gets along better with family members.
3. My child gets along better with friends and other people.
4. My child is doing better in school and/or work.
5. My child is better able to cope when things go wrong.
6. My child is better able to do things he or she wants to do.

### **Social Connectedness:**

1. I know people who will listen and understand me when I need to talk.
2. I have people that I am comfortable talking with about my child's problems.
3. In a crisis, I have the support I need from family or friends.
4. I have people with whom I can do enjoyable things.

### **Calculation of Survey Scale Scores**

The following methodology was used to calculate the survey scale scores:

1. Respondents with more than one-third of the items in the scale either missing or marked "not applicable" were excluded.
2. For those respondents remaining, an average score for all items in the scale was calculated.
3. For each scale, the number of average scores from Step 2 that were 2.49 or lower were counted (scores that, when rounded, represent "Agree" or "Strongly Agree" responses).
4. For each scale, the count from Step 3 was divided by the count of "remaining" records from Step 1 to obtain a percent of positive responses.

For example, when reviewing 2016 data, results indicated that of the 1,182 adult surveys, 25 surveys were missing responses or marked "not applicable" for more than one-third of the items in the Access scale. Those 25 surveys were excluded from the calculation, leaving 1,157 surveys to be included in the calculation. Average scale scores were calculated for each of the 1,157 surveys. Of those surveys, 941 had average scores of 2.49 or lower (agree/strongly agree); 163 had average scores between 2.50 and 3.49 (neutral); and 53 had average scores of 3.50 or higher (disagree/strongly disagree). Therefore, the percent of positive responses for the Access scale is calculated as being 941 positive responses divided by 1,157 surveys with completed Access items, or 81.3%.

**Appendix B**  
**Table 11**  
**2016 Adult Consumer Survey**  
**Summary of Results (n=1182)**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other*	% Agree/Strongly Agree
1. I like the services that I received there.	565	457	79	46	24	11	87.3%
2. If I had other choices, I would still get services from ____.	454	470	112	81	37	28	80.1%
3. I would recommend ____ to a friend or family member.	540	446	87	46	42	21	84.9%
4. The location of services was convenient (parking, public transportation, distance, etc.).	437	511	114	54	19	47	83.5%
5. Staff were willing to see me as often as I felt it was necessary.	513	480	85	53	23	28	86.0%
6. Staff returned my calls within 24 hours.	415	451	96	58	34	17	82.2%
7. Services were available at times that were good for me.	466	518	99	53	24	22	84.8%
8. I was able to get all the services I thought I needed.	448	488	109	67	44	26	81.0%
9. I was able to see a psychiatrist when I wanted to.	320	406	126	64	46	16	75.5%
10. Staff at ____ believe that I can grow, change and recover.	496	463	122	29	15	13	85.2%
11. I felt comfortable asking questions about my treatment and medication.	491	475	68	53	24	71	86.9%
12. I felt free to complain.	415	491	124	63	34	55	80.4%
13. I was given information about my rights.	484	539	73	30	20	36	89.3%
14. Staff encouraged me to take responsibility for how I live my life.	489	486	100	32	9	66	87.4%
15. Staff told me what side effects to watch out for.	345	438	114	78	30	19	77.9%
16. Staff respected my wishes about who and who is not to be given information about my treatment.	588	475	68	20	15	46	90.0%
17. I, not staff, decided my treatment goals.	392	479	153	70	26	62	77.8%
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	442	468	102	34	13	12	85.9%
19. Staff helped me obtain the information that I needed so that I could take charge of managing my illness.	422	505	107	52	30	66	83.1%
20. I was encouraged to use consumer-run programs.	345	468	125	80	31	133	77.5%
21. Staff treated me with respect and dignity.	604	453	62	20	19	24	91.3%
22. My treatment (or service) goals were based on my strengths and needs.	459	522	95	39	19	48	86.5%
23. The program was sensitive to any experienced or witnessed trauma in my life.	454	456	113	50	26	83	82.8%
24. I felt safe to open up about abuse or trauma in this program.	448	438	111	51	32	102	82.0%

\*Not included in calculation

## As a result of the services received:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other*	% Agree/ Strongly Agree
25. I deal more effectively with daily problems.	332	530	161	68	37	54	76.4%
26. I am better able to control my life.	333	517	167	79	35	51	75.2%
27. I am better able to deal with crisis.	296	523	170	86	40	67	73.5%
28. I am getting along better with my family.	310	454	193	80	34	26	71.3%
29. I do better in social situations.	269	452	221	108	34	98	66.5%
30. I do better in school and/or work.	234	362	171	86	37	292	67.0%
31. My housing situation has improved.	260	329	215	109	42	227	61.7%
32. My financial situation has improved.	202	355	226	144	74	181	55.6%
33. My legal situation has stabilized or improved.	207	331	173	69	41	361	65.5%
34. My symptoms are not bothering me as much.	233	469	185	159	60	76	63.5%
35. I do things that are more meaningful to me.	299	493	200	107	25	58	70.5%
36. I am better able to take care of my needs.	300	518	181	89	30	24	73.2%
37. I am better able to handle things when they go wrong.	268	509	204	111	35	55	68.9%
38. I am better able to do the things that I want to do.	262	507	208	107	35	63	68.7%
39. The services you received at _____ have improved your quality of life.	391	480	159	67	35	50	76.9%

## Relationships with people other than your mental health provider(s):

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other*	% Agree/ Strongly Agree
40. I have friends in my neighborhood.	179	414	226	183	64	116	55.6%
41. I am an active member of my community.	141	326	298	232	75	110	43.6%
42. I am happy with the friendships I have.	272	532	178	94	30	76	72.7%
43. I have people with whom I can do enjoyable things.	289	538	156	105	26	68	74.2%
44. I feel I belong in my community.	195	450	250	130	67	90	59.1%
45. In a crisis, I would have the support I need from family or friends.	376	502	129	76	42	57	78.0%
46. I am satisfied with the community I am currently living in.	254	500	187	110	56	25	68.1%
47. I am satisfied with my current housing situation.	285	466	177	111	52	91	68.8%

\*Not included in calculation

**Appendix B**  
**Table 12**  
**2016 Adult Consumer Survey**  
**Positive Response by Region**

<b>Percent positive response: Strongly Agree or Agree</b>	<b>Region 1</b>	<b>Region 2</b>	<b>Region 3</b>	<b>Region 4</b>	<b>Region 5</b>	<b>Region 6</b>
<b>Number of respondents</b>	<b>n = 55</b>	<b>n = 129</b>	<b>n = 188</b>	<b>n = 272</b>	<b>n = 202</b>	<b>n = 336</b>
1. I like the services that I received there.	90.7%	88.2%	85.6%	84.6%	88.1%	88.9%
2. If I had other choices, I would still get services from ____.	86.8%	84.3%	77.5%	78.2%	79.0%	81.0%
3. I would recommend ____ to a friend or family member.	87.0%	85.0%	84.0%	84.0%	84.7%	86.0%
4. The location of services was convenient (parking, public transportation, distance, etc.).	83.0%	87.3%	86.5%	86.0%	81.2%	79.8%
5. Staff were willing to see me as often as I felt it was necessary.	88.7%	88.1%	88.0%	85.3%	85.3%	84.8%
6. Staff returned my calls within 24 hours.	87.8%	82.2%	82.0%	83.1%	80.8%	81.4%
7. Services were available at times that were good for me.	86.8%	85.9%	83.0%	84.8%	81.5%	87.0%
8. I was able to get all the services I thought I needed.	87.0%	85.2%	77.3%	81.4%	80.5%	80.4%
9. I was able to see a psychiatrist when I wanted to.	62.5%	80.6%	75.2%	75.5%	73.5%	77.2%
10. Staff at ____ believe that I can grow, change and recover.	86.8%	84.9%	84.2%	87.4%	84.2%	84.6%
11. I felt comfortable asking questions about my treatment and medication.	84.3%	86.2%	87.0%	89.7%	85.9%	86.1%
12. I felt free to complain.	83.0%	82.3%	79.8%	83.3%	79.3%	78.0%
13. I was given information about my rights.	90.7%	89.0%	90.8%	89.8%	86.1%	89.8%
14. Staff encouraged me to take responsibility for how I live my life.	90.6%	83.2%	87.3%	88.0%	86.2%	88.7%
15. Staff told me what side effects to watch out for.	85.1%	79.7%	80.0%	76.5%	76.9%	76.5%
16. Staff respected my wishes about who and who is not to be given information about my treatment.	94.3%	91.2%	91.3%	92.3%	90.1%	89.5%
17. I, not staff, decided my treatment goals.	84.9%	85.4%	78.5%	78.3%	73.2%	77.5%
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	92.2%	89.8%	84.9%	85.0%	83.5%	86.0%
19. Staff helped me obtain the information that I needed so that I could take charge of managing my illness.	88.7%	85.5%	80.9%	84.2%	81.1%	82.7%
20. I was encouraged to use consumer-run programs.	77.4%	75.2%	73.9%	82.6%	74.0%	78.3%
21. Staff treated me with respect and dignity.	92.6%	92.1%	89.8%	93.2%	90.3%	90.6%
22. My treatment (or service) goals were based on my strengths and needs.	88.9%	90.6%	84.2%	87.7%	83.2%	86.9%
23. The program was sensitive to any experienced or witnessed trauma in my life.	82.7%	82.9%	76.3%	85.7%	84.7%	83.0%
24. I felt safe to open up about abuse or trauma in this program.	80.8%	84.3%	81.3%	85.1%	85.3%	77.5%

## As a result of the services received:

Percent positive response: Strongly Agree or Agree	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
25. I deal more effectively with daily problems.	81.1%	82.7%	70.4%	77.6%	75.3%	76.3%
26. I am better able to control my life.	75.0%	78.4%	71.6%	77.8%	73.1%	75.1%
27. I am better able to deal with crisis.	75.0%	76.4%	67.8%	76.1%	72.6%	73.7%
28. I am getting along better with my family.	75.0%	76.1%	68.0%	75.2%	66.5%	70.5%
29. I do better in social situations.	64.6%	69.4%	65.5%	69.2%	60.9%	67.4%
30. I do better in school and/or work.	66.7%	72.4%	66.2%	70.3%	62.8%	64.9%
31. My housing situation has improved.	58.3%	67.2%	57.6%	65.1%	60.6%	60.0%
32. My financial situation has improved.	55.3%	58.9%	55.9%	59.2%	52.9%	53.0%
33. My legal situation has stabilized or improved.	68.3%	64.1%	69.1%	69.2%	61.8%	62.7%
34. My symptoms are not bothering me as much.	59.6%	66.1%	63.3%	66.9%	60.3%	62.3%
35. I do things that are more meaningful to me.	66.0%	76.0%	67.8%	72.0%	68.8%	70.3%
36. I am better able to take care of my needs.	71.7%	74.6%	70.2%	76.3%	69.0%	74.4%
37. I am better able to handle things when they go wrong.	69.8%	69.0%	63.7%	73.7%	64.6%	70.5%
38. I am better able to do the things that I want to do.	72.0%	73.2%	68.5%	70.8%	64.7%	67.2%
39. The services you received at _____ have improved your quality of life.	72.5%	78.1%	74.0%	81.4%	76.0%	75.8%

## Relationships with people other than your mental health provider(s):

Percent positive response: Strongly Agree or Agree	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
40. I have friends in my neighborhood.	67.3%	69.4%	54.5%	59.8%	48.6%	49.3%
41. I am an active member of my community.	41.2%	46.3%	45.9%	44.7%	39.6%	43.0%
42. I am happy with the friendships I have.	79.2%	77.4%	71.3%	75.0%	67.7%	71.7%
43. I have people with whom I can do enjoyable things.	79.2%	74.4%	73.6%	78.1%	69.8%	73.2%
44. I feel I belong in my community.	54.7%	59.7%	57.6%	64.7%	51.4%	60.5%
45. In a crisis, I would have the support I need from family or friends.	82.7%	78.1%	73.4%	85.4%	74.7%	75.9%
46. I am satisfied with the community I am currently living in.	69.8%	67.2%	67.0%	71.5%	61.0%	70.3%
47. I am satisfied with my current housing situation.	63.5%	72.2%	69.9%	74.0%	65.1%	65.8%

**Appendix B**  
**Table 13**  
**2015 and 2016 Adult Consumer Surveys**  
**Confidence Intervals (CI)**

1 = Strongly Agree; 5 = Strongly Disagree	2015 (n=1497)			2016 (n=1182)		
	Mean	SD	95% CI	Mean	SD	95% CI
1. I like the services that I received there.	1.696	0.897	1.65-1.74	1.725	0.904	1.67-1.78
2. If I had other choices, I would still get services from ____.	1.884	1.045	1.83-1.94	1.940	1.028	1.88-2.00
3. I would recommend ____ to a friend or family member.	1.727	0.955	1.68-1.78	1.798	0.992	1.74-1.85
4. The location of services was convenient (parking, public transportation, distance, etc.).	1.835	0.897	1.79-1.88	1.861	0.899	1.81-1.91
5. Staff were willing to see me as often as I felt it was necessary.	1.745	0.886	1.70-1.79	1.781	0.913	1.73-1.83
6. Staff returned my calls within 24 hours.	1.857	0.952	1.81-1.91	1.904	0.993	1.84-1.96
7. Services were available at times that were good for me.	1.773	0.875	1.73-1.82	1.837	0.911	1.78-1.89
8. I was able to get all the services I thought I needed.	1.892	1.016	1.84-1.94	1.937	1.026	1.88-2.00
9. I was able to see a psychiatrist when I wanted to.	2.047	1.084	1.99-2.11	2.075	1.075	2.01-2.14
10. Staff at ____ believe that I can grow, change and recover.	1.715	0.844	1.67-1.76	1.759	0.846	1.71-1.81
11. I felt comfortable asking questions about my treatment and medication.	1.699	0.860	1.65-1.74	1.780	0.917	1.73-1.83
12. I felt free to complain.	1.897	0.944	1.85-1.95	1.944	0.985	1.89-2.00
13. I was given information about my rights.	1.674	0.760	1.64-1.71	1.746	0.827	1.70-1.79
14. Staff encouraged me to take responsibility for how I live my life.	1.697	0.792	1.66-1.74	1.733	0.803	1.69-1.78
15. Staff told me what side effects to watch out for.	1.957	0.976	1.90-2.01	2.015	1.018	1.95-2.08
16. Staff respected my wishes about who and who is not to be given information about my treatment.	1.634	0.790	1.59-1.67	1.644	0.783	1.60-1.69
17. I, not staff, decided my treatment goals.	1.939	0.942	1.89-1.99	1.981	0.973	1.92-2.04
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	1.730	0.803	1.69-1.77	1.780	0.840	1.73-1.83
19. Staff helped me obtain the information that I needed so that I could take charge of managing my illness.	1.817	0.884	1.77-1.86	1.892	0.944	1.84-1.95
20. I was encouraged to use consumer-run programs.	1.969	0.964	1.92-2.02	2.032	1.009	1.97-2.09
21. Staff treated me with respect and dignity.	1.599	0.796	1.56-1.64	1.616	0.803	1.57-1.66
22. My treatment (or service) goals were based on my strengths and needs.	1.773	0.847	1.73-1.82	1.798	0.858	1.75-1.85
23. The program was sensitive to any experienced or witnessed trauma in my life.	1.800	0.903	1.75-1.85	1.852	0.943	1.80-1.91
24. I felt safe to open up about abuse or trauma in this program.	1.864	0.951	1.81-1.91	1.871	0.979	1.81-1.93

## As a result of the services received:

1 = Strongly Agree; 5 = Strongly Disagree	2015 (n=1497)			2016 (n=1182)		
	Mean	SD	95% CI	Mean	SD	95% CI
25. I deal more effectively with daily problems.	1.980	0.961	1.93-2.03	2.067	0.985	2.01-2.12
26. I am better able to control my life.	1.964	0.951	1.91-2.01	2.086	0.997	2.03-2.14
27. I am better able to deal with crisis.	2.051	0.998	2.00-2.10	2.149	1.014	2.09-2.21
28. I am getting along better with my family.	2.066	1.004	2.01-2.12	2.135	1.018	2.07-2.20
29. I do better in social situations.	2.211	1.032	2.16-2.27	2.249	1.035	2.19-2.31
30. I do better in school and/or work.	2.193	1.045	2.13-2.25	2.248	1.075	2.18-2.32
31. My housing situation has improved.	2.240	1.087	2.18-2.30	2.313	1.120	2.24-2.38
32. My financial situation has improved.	2.416	1.153	2.35-2.48	2.534	1.177	2.46-2.61
33. My legal situation has stabilized or improved.	2.158	1.051	2.09-2.22	2.277	1.083	2.20-2.35
34. My symptoms are not bothering me as much.	2.281	1.112	2.22-2.34	2.407	1.130	2.34-2.47
35. I do things that are more meaningful to me.	2.090	0.957	2.04-2.14	2.169	0.999	2.11-2.23
36. I am better able to take care of my needs.	2.028	0.937	1.98-2.08	2.133	0.987	2.08-2.19
37. I am better able to handle things when they go wrong.	2.140	0.996	2.09-2.19	2.233	1.020	2.17-2.29
38. I am better able to do the things that I want to do.	2.143	0.984	2.09-2.19	2.237	1.014	2.18-2.30
39. The services you received at _____ have improved your quality of life.	1.958	0.967	1.91-2.01	2.006	1.001	1.95-2.06

## Relationships with people other than your mental health provider(s):

1 = Strongly Agree; 5 = Strongly Disagree	2015 (n=1497)			2016 (n=1182)		
	Mean	SD	Mean	Mean	SD	95% CI
40. I have friends in my neighborhood.	2.548	1.159	2.49-2.61	2.568	1.134	2.50-2.64
41. I am an active member of my community.	2.718	1.116	2.66-2.78	2.789	1.133	2.72-2.86
42. I am happy with the friendships I have.	2.101	0.951	2.05-2.15	2.166	0.982	2.11-2.22
43. I have people with whom I can do enjoyable things.	2.102	0.972	2.05-2.15	2.140	0.984	2.08-2.20
44. I feel I belong in my community.	2.380	1.062	2.32-2.44	2.473	1.107	2.41-2.54
45. In a crisis, I would have the support I need from family or friends.	1.967	0.953	1.92-2.02	2.028	1.027	1.97-2.09
46. I am satisfied with the community I am currently living in.	2.249	1.059	2.19-2.30	2.290	1.081	2.23-2.35
47. I am satisfied with my current housing situation.	2.181	1.091	2.12-2.24	2.248	1.095	2.18-2.31

**Appendix B**  
**Table 14**  
**2016 Youth Consumer Survey**  
**Summary of Results (n=454)**

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Other*</b>	<b>% Agree/ Strongly Agree</b>
1. Overall, I am satisfied with the services my child received	213	175	32	18	14	2	85.8%
2. I helped to choose my child's services.	175	204	30	26	5	14	86.1%
3. I helped to choose my child's treatment goals.	169	214	31	23	6	11	86.5%
4. The people helping my child stuck with us no matter what.	202	177	37	13	14	11	85.6%
5. I felt my child had someone to talk to when he/she was troubled.	175	178	52	29	8	12	79.9%
6. I participated in my child's treatment.	210	196	25	8	6	9	91.2%
7. The services my child and/or family received were right for us.	184	180	50	19	16	5	81.1%
8. The location of services was convenient for us.	211	185	32	15	5	6	88.4%
9. Services were available at times that were convenient for us.	193	206	31	12	7	5	88.9%
10. My family got the help we wanted for my child.	161	182	44	33	26	8	76.9%
11. My family got as much help as we needed for my child.	156	165	63	41	25	4	71.3%
12. Staff treated me with respect.	249	175	15	9	4	2	93.8%
13. Staff respected my family's religious/spiritual beliefs.	198	177	32	2	3	42	91.0%
14. Staff spoke with me in a way that I understood.	232	199	14	3	2	4	95.8%
15. Staff were sensitive to my cultural/ethnic background.	182	167	39	3	1	62	89.0%

**As a result of the services my child and/or family received:**

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Other*</b>	<b>% Agree/ Strongly Agree</b>
16. My child is better at handling daily life.	111	176	82	54	22	9	64.5%
17. My child gets along better with family members.	100	164	101	54	18	17	60.4%
18. My child gets along better with friends and other people.	104	180	97	46	10	4	65.0%
19. My child is doing better in school and/or work.	107	169	93	42	16	27	64.6%
20. My child is better able to cope when things go wrong.	90	171	98	61	25	9	58.7%
21. I am satisfied with our family life right now.	105	170	96	53	21	9	61.8%
22. My child is better able to do the things he/she wants to do.	102	190	81	53	16	12	66.1%
23. The services your child received at ___ have improved his/her quality of life.	115	192	73	47	18	9	69.0%

\*Not included in calculation



## Relationships with people other than your mental health provider(s):

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other*	% Agree/Strongly Agree
24. I know people who will listen and understand me when I need to talk.	148	210	58	21	5	12	81.0%
25. I have people that I am comfortable talking with about my child's problems.	150	217	55	20	5	7	82.1%
26. In a crisis, I have the support I need from family or friends.	155	204	52	25	8	10	80.9%
27. I have people with whom I can do enjoyable things.	143	225	59	15	5	7	82.3%

*Because of the small sample size, and the large confidence intervals of the statistics presented, caution should be exercised in interpreting the results of the Youth Survey.*

*\*Not included in calculation*

**Appendix B**  
**Table 15**  
**2016 Youth Consumer Survey**  
**Positive Response by Region**

<b>Percent positive response: Strongly Agree or Agree</b>	<b>Region 1</b>	<b>Region 2</b>	<b>Region 3</b>	<b>Region 4</b>	<b>Region 5</b>	<b>Region 6</b>
<b>Number of respondents</b>	<b>n = 27</b>	<b>n = 32</b>	<b>n = 129</b>	<b>n = 62</b>	<b>n = 114</b>	<b>n = 86</b>
1. Overall, I am satisfied with the services my child received.	84.6%	87.5%	85.3%	88.7%	82.3%	89.5%
2. I helped to choose my child's services.	88.5%	87.5%	85.5%	86.9%	82.0%	90.2%
3. I helped to choose my child's treatment goals.	80.8%	81.3%	85.8%	91.7%	83.6%	90.5%
4. The people helping my child stuck with us no matter what.	84.6%	84.4%	87.4%	88.5%	84.4%	82.1%
5. I felt my child had someone to talk to when he/she was troubled.	88.5%	84.4%	76.8%	85.5%	75.9%	80.5%
6. I participated in my child's treatment.	100.0%	90.6%	90.5%	96.7%	84.7%	94.1%
7. The services my child and/or family received were right for us.	88.5%	83.9%	83.6%	83.9%	78.1%	76.2%
8. The location of services was convenient for us.	100.0%	84.4%	88.4%	83.9%	87.4%	92.9%
9. Services were available at times that were convenient for us.	88.9%	90.6%	86.7%	87.1%	89.2%	91.8%
10. My family got the help we wanted for my child.	73.1%	77.4%	78.3%	88.5%	73.5%	73.2%
11. My family got as much help as we needed for my child.	69.2%	71.9%	70.5%	73.8%	70.2%	73.8%
12. Staff treated me with respect.	96.2%	96.9%	93.8%	95.2%	93.8%	90.7%
13. Staff respected my family's religious/spiritual beliefs.	88.5%	92.9%	94.0%	91.4%	89.9%	87.7%
14. Staff spoke with me in a way that I understood.	96.2%	93.8%	96.9%	100.0%	92.9%	95.3%
15. Staff were sensitive to my cultural/ethnic background.	92.3%	96.6%	89.8%	89.1%	90.4%	82.9%

**As a result of the services my child and/or family received:**

<b>Percent positive response: Strongly Agree or Agree</b>	<b>Region 1</b>	<b>Region 2</b>	<b>Region 3</b>	<b>Region 4</b>	<b>Region 5</b>	<b>Region 6</b>
16. My child is better at handling daily life.	51.9%	77.4%	63.8%	70.5%	62.5%	62.7%
17. My child gets along better with family members.	44.4%	80.0%	63.7%	60.0%	57.8%	56.6%
18. My child gets along better with friends and other people.	66.7%	74.2%	69.0%	67.2%	63.0%	56.3%
19. My child is doing better in school and/or work.	63.0%	77.4%	68.9%	64.9%	57.8%	62.3%
20. My child is better able to cope when things go wrong.	48.1%	74.2%	58.7%	63.9%	54.4%	58.5%
21. I am satisfied with our family life right now.	44.4%	74.2%	63.8%	59.3%	63.7%	59.5%
22. My child is better able to do the things he/she wants to do.	51.9%	71.0%	68.8%	70.5%	67.9%	59.8%
23. The services your child received at _____ have improved his/her quality of life.	59.3%	80.6%	68.5%	75.4%	70.3%	63.1%

**Relationships with people other than your mental health provider(s):**

<b>Percent positive response: Strongly Agree or Agree</b>	<b>Region 1</b>	<b>Region 2</b>	<b>Region 3</b>	<b>Region 4</b>	<b>Region 5</b>	<b>Region 6</b>
24. I know people who will listen and understand me when I need to talk.	77.8%	75.0%	82.4%	90.2%	78.9%	77.4%
25. I have people that I am comfortable talking with about my child's problems.	77.8%	84.4%	84.1%	90.3%	78.6%	77.4%
26. In a crisis, I have the support I need from family or friends.	81.5%	87.1%	79.7%	90.2%	79.1%	74.7%
27. I have people with whom I can do enjoyable things.	77.8%	81.3%	87.5%	85.2%	79.3%	78.6%

*Because of the small sample size, and the large confidence intervals of the statistics presented, caution should be exercised in interpreting the results of the Youth Survey.*

**Appendix B**  
**Table 16**  
**2015 and 2016 Youth Consumer Surveys**  
**Confidence Intervals (CI)**

1 = Strongly Agree; 5 = Strongly Disagree	2015 (n=340)			2016 (n=454)		
	Mean	SD	95% CI	Mean	SD	95% CI
1. Overall, I am satisfied with the services my child received.	1.800	0.983	1.69-1.91	1.725	0.904	1.67-1.78
2. I helped to choose my child's services.	1.821	0.908	1.72-1.92	1.940	1.028	1.88-2.00
3. I helped to choose my child's treatment goals.	1.781	0.831	1.69-1.87	1.798	0.992	1.74-1.85
4. The people helping my child stuck with us no matter what.	1.842	1.025	1.73-1.95	1.861	0.899	1.81-1.91
5. I felt my child had someone to talk to when he/she was troubled.	1.979	1.057	1.86-2.09	1.781	0.913	1.73-1.83
6. I participated in my child's treatment.	1.598	0.738	1.52-1.68	1.904	0.993	1.84-1.96
7. The services my child and/or family received were right for us.	1.944	1.016	1.83-2.05	1.837	0.911	1.78-1.89
8. The location of services was convenient for us.	1.749	0.925	1.65-1.85	1.937	1.026	1.88-2.00
9. Services were available at times that were convenient for us.	1.798	0.882	1.70-1.89	2.075	1.075	2.01-2.14
10. My family got the help we wanted for my child.	2.052	1.145	1.93-2.18	1.759	0.846	1.71-1.81
11. My family got as much help as we needed for my child.	2.222	1.192	2.09-2.35	1.780	0.917	1.73-1.83
12. Staff treated me with respect.	1.538	0.683	1.46-1.61	1.944	0.985	1.89-2.00
13. Staff respected my family's religious/spiritual beliefs.	1.485	0.576	1.42-1.55	1.746	0.827	1.70-1.79
14. Staff spoke with me in a way that I understood.	1.594	0.684	1.52-1.67	1.733	0.803	1.69-1.78
15. Staff were sensitive to my cultural/ethnic background.	1.588	0.643	1.51-1.66	2.015	1.018	1.95-2.08

**As a result of the services my child and/or family received:**

1 = Strongly Agree; 5 = Strongly Disagree	2015 (n=340)			2016 (n=454)		
	Mean	SD	95% CI	Mean	SD	95% CI
16. My child is better at handling daily life.	2.309	1.127	2.19-2.43	1.644	0.783	1.60-1.69
17. My child gets along better with family members.	2.308	1.095	2.19-2.43	1.981	0.973	1.92-2.04
18. My child gets along better with friends and other people.	2.320	1.064	2.20-2.44	1.780	0.840	1.73-1.83
19. My child is doing better in school and/or work.	2.252	1.071	2.13-2.37	1.892	0.944	1.84-1.95
20. My child is better able to cope when things go wrong.	2.369	1.087	2.25-2.49	2.031	1.009	1.97-2.09
21. I am satisfied with our family life right now.	2.289	1.095	2.17-2.41	1.616	0.803	1.57-1.66
22. My child is better able to do the things he/she wants to do.	2.316	1.024	2.20-2.43	1.798	0.858	1.75-1.85
23. The services your child received have improved his/her quality of life.	2.217	1.043	2.10-2.33	1.852	0.943	1.80-1.91

## Relationships with people other than your mental health provider(s):

1 = Strongly Agree; 5 = Strongly Disagree	2015 (n=340)		2016 (n=454)			
	Mean	SD	Mean	Mean	SD	95% CI
24. I know people who will listen and understand me when I need to talk.	1.985	0.906	1.89-2.08	1.871	0.979	1.81-1.93
25. I have people that I am comfortable talking with about my child's problems.	1.921	0.882	1.83-2.02	2.067	0.985	2.01-2.12
26. In a crisis, I have the support I need from family or friends.	1.982	0.942	1.88-2.08	2.086	0.997	2.03-2.14
27. I have people with whom I can do enjoyable things.	1.957	0.910	1.86-2.06	2.149	1.014	2.09-2.21

*Because of the small sample size, and the large confidence intervals of the statistics presented, caution should be exercised in interpreting the results of the Youth Survey.*