

# 2017 BEHAVIORAL HEALTH CONSUMER SURVEY

## Executive Summary

During the first, second and third quarters of 2017, 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 (via caregivers) 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 survey and telephone interviews in addition to entering returned mail responses into the survey database. All data analysis was performed by the DBH data team. A total of 1,400 adults (27% response rate) and 494 youth caregivers (35% 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 2013. 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.

### Highlights from 2017 Consumer Survey

In the 2017 consumer survey, several improvements in overall consumer satisfaction were reported across the state. Responses across the survey domains tended to increase or remain very similar from 2016 to 2017.

#### **Response rate: Substantial increase in 2017**

From 2016 to 2017, the response rate of the adult survey rose significantly from 22% to 27%. Compared to 2016, 200 more mental health consumers completed the survey among the same sample size pulled for participation. Most respondents had been in the designated service for over one year and tended to report higher satisfaction. The increased number of completed surveys helped improve the data quality and reliability, adding confidence to the insights revealed through the 2017 data analysis.

#### **General satisfaction: Improvements in 2017**

The general satisfaction domain showed improvement over the 84.1% from the 2016 survey results. Although the positive rates for the whole population (86.1%) didn't reach the target for fiscal year 2017(87%), satisfaction across many important subgroups exceeded 87.0%, including the percentage of positive responses from females (88.0%), non-whites or Hispanics (88.0%), substance use disorder consumers (87.7%), consumers receiving services for more than one year (88.5%) and consumers older than 44 years of age (89.1%).

Consumers who agreed that "I would recommend the service to a friend or family member" increased to 87.8% of all respondents in the 2017 survey results, improving from 84.9% in the 2016 survey results.

### **Outcomes: Improvements in 2017**

Statewide, 79.4% of adult respondents who believed “The services they received have improved their quality of life”, substantially increased when compared to 76.9% in 2016. Data from 2017 also revealed an improvement in the **outcomes** domain for male consumers. In 2017, 71.7% of male consumers gave positive responses to the **outcomes** domain, more than 3% higher than 68.3% from 2016 data.

The largest increase in outcome measures was related to improvement in housing situation. In 2017, 64.9% of consumers reported that “My housing situation has improved”, which is substantially higher than the 61.7% from 2016.

### **Functioning: Improvement in 2017**

The **functioning** domain also showed improvement in the percent positive response from 68.0% in 2016 to 69.9% in the 2017 survey results.

### **Top responses for adults and youth**

The table below lists the 3 survey questions which received the most positive responses in the adult survey, followed by a table of the 3 most positive responses from the youth survey.

The 3 questions with the highest agreement from the **adult** survey:

| Question   | Agreement |
|--|-----------|
| I was given information about my rights.   | 91.4%     |
| Staff treated me with respect and dignity.   | 91.2%     |
| Staff respected my wishes about who and who is not to be given information about my treatment. | 90.4%     |

The 3 questions with the highest agreement from the **youth** survey:


| Question   | Agreement |
|--|-----------|
| Staff spoke with me in a way that I understood.          | 94.3%     |
| Staff respected my family’s religious/spiritual beliefs. | 93.8%     |
| Staff treated me with respect.                           | 92.9%     |

## **Primary Findings**

No significant differences were observed between the six Regional Behavioral Health Authorities of Nebraska regarding domains of care. Respondent responses were nearly equal or more positive in five of the seven domains in 2017; exceptions were **participation in treatment planning** and **social connectedness**. Of the five domains with same or improved results, satisfaction in **general satisfaction** and **functioning** stood out with relatively more positive responses in 2017, while **participation in treatment planning** was lower than in 2016.

**General satisfaction**, followed by **quality and appropriateness** then **access**, received the highest positive responses in 2017. Notable differences were seen between respondents by service type. Substance use disorder consumers indicated higher positive attitudes on five of seven domains, significantly so for **outcomes**, **functioning** and **social connectedness**, in comparison to mental health consumers.

For all but one domain, more positive responses were offered from 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 **general satisfaction**, with women responding more positively. No



significant differences were observed between White and non-Hispanic as compared to Non-Whites or Hispanics.

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.

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## 2017 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 2017, 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 1,400 adults (27% response rate) and 494 youth caregivers (35% 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 2016, 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 which 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 13,418 adults received mental health and/or substance use disorder services between July and December, 2016. Of that population, 6,000 consumers were randomly

selected for the 2017 survey sample. There were 47 individuals (0.8%) who were contacted indicated that they did not receive services in the given time frame, resulting in an initial sample of 5,953 individuals (44% of eligible consumers). Incorrect addresses had been provided for some consumers (n=704), preventing a successful contact. Within the remaining sample, 3,849 respondents chose not to participate. In all, 1,400 adult consumer surveys were completed. For youth, 1,524 youths received services following the same eligibility definitions as the adult sample. Of that population, 1.5% (n=23) were deemed ineligible indicating they did not receive services in the specified time period and a further 6.4% (n=97) were deemed ineligible because they were unreachable in any mode. 1,424 valid survey contacts were made, with 494 completing the survey (35%). 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 increased from 22% in 2016 to 27% in 2017. For the Youth Survey, the response rate increased from 32% in 2016 to 35% in 2017.

**TABLE 1: Survey Sample Size and Response Rates – 2013-2017**

| <b>Adult Survey</b>   | <b>2013</b> | <b>2014</b> | <b>2015</b> | <b>2016</b> | <b>2017</b> |
|---|-------------|-------------|-------------|-------------|-------------|
| a. How many surveys were attempted (sent out or calls initiated)?                           | 5,616       | 5,917       | 5,955       | 5,942       | 5,953       |
| b. How many survey contacts were made? (surveys to valid phone numbers or addresses)        | 3,861       | 4,107       | 4,934       | 5,348       | 5,249       |
| c. How many surveys were completed? (survey forms returned or calls completed)              | 1,658       | 1,608       | 1,497       | 1,182       | 1,400       |
| d. What was your response rate? (number of completed surveys divided by number of contacts) | 43%         | 39%         | 30%         | 22%         | 27%         |
| <b>Youth Survey</b>   | <b>2013</b> | <b>2014</b> | <b>2015</b> | <b>2016</b> | <b>2017</b> |
| a. How many surveys were attempted (sent out or calls initiated)?                           | 785         | 1,191       | 1,032       | 1,490       | 1,524       |
| b. How many survey contacts were made? (surveys to valid phone numbers or addresses)        | 695         | 795         | 1,027       | 1,401       | 1,424       |
| c. How many surveys were completed? (survey forms returned or calls completed)              | 313         | 403         | 340         | 454         | 494         |
| d. What was your response rate? (number of completed surveys divided by number of contacts) | 45%         | 51%         | 33%         | 32%         | 35%         |

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 1,368 respondents who identified their gender, 762 identified as female (56%) and 606 identified as male (44%). The consumers ranged in age from 19 to 87, with an average age of 43 years. The majority of respondents (83.6%) identify as non-Hispanic white. About one sixth of respondents identified as non-white or Hispanic (16.4%)

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 (86.1%) were satisfied with services (Table 2). The majority (76.4%) were satisfied with their level of **participation in treatment planning**. Nearly 70% respondents (69.2%) responded positively to questions on the **outcomes** scale. Most (85.9%) responded positively to the questions related to the **quality and appropriateness** of services, and 82.3% thought that the services were **accessible**. The majority of consumers felt that the services they received improved their level of **functioning** (69.9%) and **social connectedness** (67.1%).

Consumers over 45 years old reported significantly higher positivity for **access** and **general satisfaction** compared to consumers under 45, while consumers in 45-64 reported significantly lower positivity for **social connectedness** compared to other age groups.

Females reported significantly more positive **general satisfaction** and **quality and appropriateness** than men. Though not significantly different, the male consumers reported a positive response rate for the **outcomes** domain which surpassed that of the female consumers this year.

No significant differences were observed between white and non-Hispanic and non-whites or Hispanics.

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

|                             | Access       | Quality/<br>Approp | Outcom<br>es | Particip<br>Tx<br>Planning | Gen<br>Satis | Func         | Soc<br>Conn  |
|-----------------------------|--------------|--------------------|--------------|----------------------------|--------------|--------------|--------------|
| <b>All Adult Consumers:</b> | <b>82.3%</b> | <b>85.9%</b>       | <b>69.2%</b> | <b>76.4%</b>               | <b>86.1%</b> | <b>69.9%</b> | <b>67.1%</b> |
| <b>Gender:</b>              |              |                    |              |                            |              |              |              |
| Male, n=606                 | 81.3%        | 84.1%*             | 71.7%        | 74.3%                      | 84.2%*       | 70.7%        | 66.7%        |
| Female, n=762               | 83.7%        | 87.9%*             | 67.8%        | 78.7%                      | 88.0%*       | 70.0%        | 67.5%        |
| <b>Age:</b>                 |              |                    |              |                            |              |              |              |
| 19-24 years, n=126          | 80.3%*       | 82.6%              | 70.2%        | 69.2%                      | 77.4%*       | 73.9%        | 78.4%*       |
| 25-44 years, n=583          | 78.9%*       | 85.6%              | 70.1%        | 76.7%                      | 84.3%*       | 71.1%        | 68.2%*       |
| 45-64 years, n=633          | 85.7%*       | 87.0%              | 67.7%        | 77.1%                      | 89.1%*       | 67.5%        | 62.9%*       |
| 65+ years, n=58             | 85.2%*       | 83.0%              | 75.0%        | 82.4%                      | 89.3%*       | 77.1%        | 76.9%*       |
| <b>Race/Ethnicity:</b>      |              |                    |              |                            |              |              |              |
| White, non-Hisp, n=1118     | 83.0%        | 86.4%              | 69.8%        | 77.1%                      | 86.3%        | 71.3%        | 68.4%        |
| Non-white or Hisp, n=219    | 81.4%        | 86.9%              | 67.0%        | 76.0%                      | 88.0%        | 65.6%        | 65.2%        |

Note: \*Significant difference at .05

## Mental Health versus Substance Use Disorder Services

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 nearly the same or less positive attitudes in six of seven domains with the exception of **participation in treatment planning**.

### Services Received

The vast majority of adult consumers received non-residential services (Table 3). Consumers who received inpatient services responded considerably less positively to questions about **outcomes, participation in treatment planning, access** and **general satisfaction** than consumers receiving other services. Those receiving non-residential services responded considerably more positively to questions regarding **general satisfaction, quality and appropriateness, access** and **participation in treatment planning** 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 one year or more responded more positively to the questions about most domains; significantly more positive for **participation in treatment planning** (Table 3).

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

|   | Access | Quality/<br>Approp | Outcomes | Particip<br>Tx<br>Planning | Gen<br>Satis | Func   | Soc<br>Conn |
|---|--------|--------------------|----------|----------------------------|--------------|--------|-------------|
| <b>Type of Services Received:</b>         |        |                    |          |                            |              |        |             |
| MH, n=1188                                | 82.3%  | 85.4%              | 66.9%*   | 76.6%                      | 85.8%        | 67.8%* | 65.1%*      |
| SUD, n=212                                | 82.2%  | 88.5%              | 82.3%*   | 75.2%                      | 87.7%        | 82.1%* | 78.0%*      |
| <b>Services Received†:</b>                |        |                    |          |                            |              |        |             |
| Emergency, n=12                           | 81.8%  | 70.0%              | 60.0%    | 62.5%                      | 81.8%        | 40.0%  | 54.5%       |
| Inpatient, n=27                           | 68.0%  | 73.1%              | 56.0%    | 46.2%                      | 69.2%        | 57.7%  | 72.0%       |
| Non-residential, n=1330                   | 82.7%  | 86.5%              | 69.1%    | 77.5%                      | 86.6%        | 70.2%  | 66.9%       |
| Residential, n=31                         | 75.9%  | 76.7%              | 86.7%    | 62.1%                      | 80.6%        | 80.0%  | 75.9%       |
| <b>Length of Time Receiving Services:</b> |        |                    |          |                            |              |        |             |
| Less than one year, n=1022                | 82.0%  | 86.0%              | 68.5%    | 75.3%*                     | 85.2%        | 68.9%  | 66.4%       |
| One year or more, n=378                   | 83.3%  | 85.8%              | 71.1%    | 79.5%*                     | 88.5%        | 72.8%  | 68.9%       |

Note: \* Significant difference at .05

†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 | 59  | 84.2%  | 84.2%           | 63.5%    | 82.7%                | 83.9%     | 67.3% | 67.3%    |
| Region 2 | 136 | 83.7%  | 91.0%           | 73.6%    | 80.0%                | 90.4%     | 76.2% | 71.5%    |
| Region 3 | 242 | 84.9%  | 87.2%           | 70.8%    | 76.1%                | 86.1%     | 71.2% | 68.3%    |
| Region 4 | 341 | 80.0%  | 84.2%           | 66.9%    | 73.9%                | 83.4%     | 66.1% | 64.6%    |
| Region 5 | 230 | 79.8%  | 83.3%           | 66.5%    | 76.0%                | 85.2%     | 70.4% | 64.8%    |
| Region 6 | 392 | 83.5%  | 86.6%           | 71.0%    | 76.9%                | 87.6%     | 70.5% | 68.3%    |

## Scale Summaries – 2013-2017

Table 5 compares the responses from the 2013 to 2017 adult surveys for each of the seven MHSIP domains (scales). Positive attitudes for five of seven measured domains were nearly equal to or increased from 2016 to 2017, particularly for **general satisfaction** (2% increase) and **functioning** (1.9% increase).

**TABLE 5: Agreement Rate by Scale – 2013-2017**

|  | 2013  | 2014         | 2015         | 2016  | 2017  |
|--|-------|--------------|--------------|-------|-------|
| <b>Access</b>                              | 82.3% | 81.4%        | <b>82.8%</b> | 81.3% | 82.3% |
| <b>Quality/Appropriateness</b>             | 86.2% | 84.8%        | <b>87.4%</b> | 86.0% | 85.9% |
| <b>Outcomes</b>                            | 69.8% | 71.5%        | <b>72.9%</b> | 68.3% | 69.2% |
| <b>Participation in Treatment Planning</b> | 78.9% | <b>83.7%</b> | 79.4%        | 78.2% | 76.4% |
| <b>General Satisfaction</b>                | 85.0% | 78.8%        | <b>86.6%</b> | 84.1% | 86.1% |
| <b>Functioning</b>                         | 71.2% | <b>74.3%</b> | 73.1%        | 68.0% | 69.9% |
| <b>Social Connectedness</b>                | 68.7% | <b>71.3%</b> | 68.4%        | 67.6% | 67.1% |

## Physical Health Status of Adult Behavioral Health Consumers

Responses to the health questions on the 2017 Consumer Survey were compared to responses from the 2016 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)            |       | (BRFSS)                          |
|---|------------------------------|-------|----------------------------------|
|   | Primary Reason for Admission |       | 2016 Nebraska General Population |
|   | MH                           | SUD   |                                  |
| <b>Physical Health Conditions:</b>                  |                              |       |                                  |
| Heart attack or myocardial infarction               | 4.7%                         | 2.4%  | <b>4.0%</b>                      |
| Angina or coronary heart disease                    | 4.4%                         | 0.0%  | <b>3.8%</b>                      |
| Stroke  | 5.5%                         | 1.9%  | <b>2.8%</b>                      |
| Diabetes  | 17.9%                        | 9.6%  | <b>8.8%</b>                      |
| <b>Cigarette Smoking:</b>                           |                              |       |                                  |
| Every day   | 33.7%                        | 54.3% | <b>12.1%</b>                     |
| Some days   | 9.5%                         | 12.9% | <b>4.9%</b>                      |
| Does not smoke                                      | 56.6%                        | 31.9% | <b>83.1%</b>                     |
| <b>General Health Status:</b>                       |                              |       |                                  |
| Excellent   | 6.4%                         | 14.4% | <b>18.8%</b>                     |
| Very good   | 18.7%                        | 31.6% | <b>34.6%</b>                     |
| Good  | 37.1%                        | 36.4% | <b>31.9%</b>                     |
| Fair  | 26.8%                        | 13.4% | <b>11.4%</b>                     |
| Poor  | 10.9%                        | 3.8%  | <b>3.3%</b>                      |
| <b>In the Past 30 Days:</b>                         |                              |       |                                  |
| Average days physical health not good               | 8.6                          | 4.8   |                                  |
| Average days mental health not good                 | 11.5                         | 6.9   |                                  |
| Average days poor health prevented usual activities | 8.3                          | 4.7   |                                  |
| Average Days of Binge Drinking                      | 1.0                          | 1.2   |                                  |
| <b>Body Mass Index Category:</b>                    |                              |       |                                  |
| Obese   | 51.4%                        | 33.3% | <b>32.0%</b>                     |
| Overweight  | 26.1%                        | 35.1% | <b>36.6%</b>                     |
| Normal weight                                       | 20.3%                        | 31.0% | <b>29.7%</b>                     |
| Underweight   | 2.2%                         | 0.6%  | <b>1.7%</b>                      |

Note: Most recent data for Nebraska general population is from 2016.

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 (17.9%) 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 four conditions.

When asked whether they smoke cigarettes, about a third (33.7%) of mental health consumers indicated that they smoke every day, and 56.6% reported not smoking. Over half (54.3%) of substance use disorder consumers reported smoking every day and 31.9% reported not smoking. Both consumer groups show higher rates of smoking than the general population; only 12.1% of the general population reported smoking every day, while 83.1% reported that they do not smoke.

When asked to assess their general health, approximately one-fourth (25.1%) of mental health consumers rated their general health as excellent or very good, while 10.9% rated their general health as poor. In comparison, 46% of substance use disorder consumers rated their general health as excellent or very good, and 3.8% rated their general health as poor. More than half (53.4%) of the general population rated their general health as excellent or very good, and only 3.3% 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 8.6 days in the previous 30 days that their physical health was not good, compared to 4.8 days for substance use disorder consumers. Consumers of mental health services indicate an average of 11.5 days in the previous 30 days that their mental health was not good, compared to 6.9 days for substance use disorder consumers. Substance use disorder consumers report slightly higher average days of binge drinking (1.2), than mental health consumers (1.0). 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 8.3 days in the previous 30 days that their poor health prevented usual activities, compared to 4.7 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 (51.4% vs. 33.3%, respectively). Conversely, consumers receiving substance use disorder services were more likely to be overweight (35.1%) compared to consumers of mental health services (26.1%).

In summary, mental health consumers were over two times as likely as the general population to report having diabetes, and over 1.5 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 (91.2% and 87.2%, respectively). Similarly, 83.8% of mental health services consumers and 83.3% 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 (76.9% and 82.5%, respectively), with substance use disorder services clients reporting 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, approximately 76.2% of mental health services consumers and 79.5% 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 (74.2% and 82.1%, for mental health and substance use disorder consumers respectively; the latter is significantly higher positive than the former).

When asked about their financial and legal situations, mental health consumers responded significantly less positively than substance use disorder services consumers. Only 46% of the mental health consumers thought that their financial situation has stabilized or improved compared to 57.1% for substance use disorder services consumers. Similarly, significantly less mental health consumers agreed that their legal situation has stabilized or improved (41.7%), compared to substance use disorder services consumers (67.6%).

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 45.5% for mental health services consumers and 49.5% 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 39.5% of mental health consumers positively agreed. Significantly more substance use disorder services consumers positively agreed to the same question (53.4%).

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.                     | 76.9%    | 82.5%    |
| Staff treated me with respect and dignity.                                   | 91.2%    | 87.2%    |
| My treatment goals were based on my strength and needs.                      | 83.8%    | 83.3%    |
| The program was sensitive to any experienced or witnessed trauma in my life. | 76.2%    | 79.5%    |
| I felt safe to open up about abuse or trauma in this program.                | 74.2%**  | 82.1%**  |
| My financial situation has stabilized or improved.                           | 46%**    | 57.1%**  |
| My legal situation has stabilized or improved.                               | 41.7%*** | 67.6%*** |
| I have friends in my neighborhood.   | 45.5%    | 49.5%    |
| I am an active member of my community.                                       | 39.5%*** | 53.4%*** |

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 494 out of 1,424 (32%) MHSIP youth surveys were completed in 2017. This represents a 3% increase in the overall response rate compared with 2016. For the surveys, a caregiver or guardian was instructed to respond on behalf of the child receiving services. More surveys were completed for boys (63%, n=233) than for girls (37%, n=138). 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 (73.9%); 24.7% 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 (74.8 %) in the Youth Survey were satisfied with the services their child received (Table 8). The most positive responses were in the **cultural sensitivity** domain – 93.0% responded positively. Satisfaction in **access** achieved the highest response over the most recent four years prior. There was a slight decrease in positive responses from 2016 to 2017 regarding satisfaction with **functioning, family involvement** and **social connectedness**. Results indicated that positive attitudes decreased considerably for **outcomes** and **general satisfaction**. A summary of the responses to the MHSIP survey for youth for 2017 can be found in Appendix B, Table 14.

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

|                             | 2013         | 2014         | 2015         | 2016         | 2017         |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|
| <b>Access</b>               | 85.3%        | 84.2%        | 82.1%        | 85.4%        | <b>85.5%</b> |
| <b>General Satisfaction</b> | 76.6%        | 77.9%        | 76.1%        | <b>78.5%</b> | 74.8%        |
| <b>Outcomes</b>             | <b>67.1%</b> | 61.6%        | 60.8%        | 60.1%        | 57.2%        |
| <b>Family Involvement</b>   | 89.3%        | 88.2%        | <b>89.8%</b> | 87.2%        | 85.7%        |
| <b>Cultural Sensitivity</b> | 94.0%        | 92.8%        | <b>95.1%</b> | 91.9%        | 93.0%        |
| <b>Functioning</b>          | <b>66.7%</b> | 62.7%        | 62.4%        | 59.6%        | 58.9%        |
| <b>Social Connectedness</b> | 83.6%        | <b>84.3%</b> | 77.3%        | 79.9%        | 79.6%        |

No significant differences were observed between caregivers of girls and caregivers of boys.

No significant differences were observed between Non-Hispanic whites and Hispanics and non-whites.

Comparing positive attitudes between types of the last service they received in 2016, caregivers of mental health disorder consumers tended to report similarly across 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>       | 85.5%  | 74.8%     | 57.2%    | 85.7%          | 93.0%        | 58.9% | 79.6%    |
| <b>Gender:</b>                    |        |           |          |                |              |       |          |
| Girls, n=138                      | 82.4%  | 74.6%     | 57.4%    | 83.9%          | 91.3%        | 58.8% | 78.5%    |
| Boys, n=233                       | 87.0%  | 75.5%     | 53.7%    | 85.7%          | 93.4%        | 55.5% | 80.3%    |
| <b>Race/Ethnicity:</b>            |        |           |          |                |              |       |          |
| White, non-Hisp, n=365            | 85.1%  | 73.1%     | 56.3%    | 84.8%          | 93.0%        | 58.3% | 79.8%    |
| Non-white or Hisp, n=122          | 88.4%  | 80.3%     | 60.7%    | 90.9%          | 94.2%        | 61.5% | 82.0%    |
| <b>Type of Services Received:</b> |        |           |          |                |              |       |          |
| MH, n=472                         | 85.7%  | 74.9%     | 57.4%    | 86.1%          | 93.4%        | 59.2% | 80.2%    |
| SUD, n=22                         | 81.8%  | 72.7%     | 52.4%    | 77.3%          | 82.4%        | 52.4% | 66.7%    |


**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 21.1% rated their general health as excellent, 37.6% rated their general health as very good, and 31.1% rated their general health as good. About one in ten (10.1%) 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   | 21.1% |
| Very Good   | 37.6% |
| Good  | 31.1% |
| Fair  | 8.1%  |
| Poor  | 2.0%  |
| <b>In the Past 30 Days:</b>                         |       |
| Average Days Physical Health Not Good               | 1.9   |
| Average Days Mental Health Not Good                 | 10.2  |
| Average Days Poor Health Prevented Usual Activities | 4.7   |
| <b>Body Mass Index Category:</b>                    |       |
| Obese   | 12.0% |
| Overweight  | 18.1% |
| Normal Weight                                       | 44.5% |
| Underweight   | 25.3% |

Parents reported an average of 1.9 days in the past 30 days that their youth’s physical health was not good, 10.2 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, 25.3% are considered underweight; 44.5% are considered to have a healthy weight range. Approximately 18.1% are characterized as overweight, while 12% are characterized as obese.

## Summary

The 2017 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 steadily higher than 2016.

For the adult survey, respondents were more positive on most of seven domains in comparison to 2016. The lowest positive domain overall was **social connectedness** (67.1% positive), which was considerably lower than **outcomes** (69.2% positive), and **functioning** (69.9% positive). The highest positive domain was **general satisfaction** (86.1% 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.

Unlike Adult survey, Youth Survey results were oppositely changed from 2016 to 2017. Results indicated that positive attitudes decreased considerably for **general satisfaction**, **outcomes**, and **family involvement**.



## 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 2017 data, results indicated that of the 1,400 adult surveys, five surveys were missing responses or marked "not applicable" for more than one-third of the items in the Access scale. Those five surveys were excluded from the calculation, leaving 1,395 surveys to be included in the calculation. Average scale scores were calculated for each of the 1,395 surveys. Of those surveys, 1003 had average scores of 2.49 or lower (agree/strongly agree); 287 had average scores between 2.50 and 3.49 (neutral); and 102 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 1003 positive responses divided by 1,395 surveys with completed Access items, or 71.9%.

**Appendix B**  
**Table 11**  
**2017 Adult Consumer Survey**  
**Summary of Results (n=1400)**

|  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Other* | % Agree/Strongly Agree |
|--|----------------|-------|---------|----------|-------------------|--------|------------------------|
| 1. I like the services that I received there.  | 699            | 539   | 74      | 43       | 26                | 19     | 89.6%                  |
| 2. If I had other choices, I would still get services from ____.   | 581            | 530   | 122     | 80       | 59                | 28     | 81.0%                  |
| 3. I would recommend ____ to a friend or family member.  | 680            | 523   | 86      | 41       | 40                | 30     | 87.8%                  |
| 4. The location of services was convenient (parking, public transportation, distance, etc.).                 | 582            | 557   | 140     | 57       | 20                | 44     | 84.0%                  |
| 5. Staff were willing to see me as often as I felt it was necessary.   | 621            | 551   | 107     | 54       | 30                | 37     | 86.0%                  |
| 6. Staff returned my calls within 24 hours.  | 506            | 521   | 121     | 74       | 32                | 146    | 81.9%                  |
| 7. Services were available at times that were good for me.   | 596            | 598   | 99      | 51       | 21                | 35     | 87.5%                  |
| 8. I was able to get all the services I thought I needed.  | 556            | 546   | 139     | 79       | 49                | 31     | 80.5%                  |
| 9. I was able to see a psychiatrist when I wanted to.  | 417            | 471   | 144     | 90       | 54                | 224    | 75.5%                  |
| 10. Staff at ____ believe that I can grow, change and recover.   | 613            | 540   | 135     | 35       | 18                | 59     | 86.0%                  |
| 11. I felt comfortable asking questions about my treatment and medication.                                   | 630            | 526   | 109     | 40       | 24                | 71     | 87.0%                  |
| 12. I felt free to complain.   | 513            | 576   | 151     | 68       | 41                | 51     | 80.7%                  |
| 13. I was given information about my rights.   | 620            | 618   | 74      | 31       | 12                | 45     | 91.4%                  |
| 14. Staff encouraged me to take responsibility for how I live my life.                                       | 573            | 579   | 130     | 41       | 16                | 61     | 86.0%                  |
| 15. Staff told me what side effects to watch out for.  | 448            | 479   | 160     | 111      | 39                | 163    | 74.9%                  |
| 16. Staff respected my wishes about who and who is not to be given information about my treatment.           | 672            | 548   | 89      | 19       | 21                | 51     | 90.4%                  |
| 17. I, not staff, decided my treatment goals.  | 456            | 568   | 193     | 87       | 34                | 62     | 76.5%                  |
| 18. Staff were sensitive to my cultural background (race, religion, language, etc.).                         | 548            | 552   | 131     | 18       | 19                | 132    | 86.8%                  |
| 19. Staff helped me obtain the information that I needed so that I could take charge of managing my illness. | 511            | 597   | 133     | 57       | 30                | 72     | 83.4%                  |
| 20. I was encouraged to use consumer-run programs.   | 431            | 512   | 182     | 97       | 40                | 138    | 74.7%                  |
| 21. Staff treated me with respect and dignity.   | 739            | 514   | 66      | 31       | 24                | 26     | 91.2%                  |
| 22. My treatment (or service) goals were based on my strengths and needs.                                    | 569            | 596   | 127     | 47       | 17                | 44     | 85.9%                  |
| 23. The program was sensitive to any experienced or witnessed trauma in my life.                             | 545            | 521   | 149     | 52       | 31                | 102    | 82.1%                  |
| 24. I felt safe to open up about abuse or trauma in this program.  | 548            | 502   | 145     | 69       | 32                | 104    | 81.0%                  |

\*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.                           | 396            | 628   | 197     | 75       | 29                | 75     | 77.3%                   |
| 26. I am better able to control my life.                                   | 405            | 620   | 207     | 64       | 28                | 76     | 77.4%                   |
| 27. I am better able to deal with crisis.                                  | 370            | 596   | 241     | 85       | 27                | 81     | 73.2%                   |
| 28. I am getting along better with my family.                              | 378            | 512   | 244     | 92       | 36                | 138    | 70.5%                   |
| 29. I do better in social situations.                                      | 302            | 554   | 258     | 135      | 35                | 116    | 66.7%                   |
| 30. I do better in school and/or work.                                     | 273            | 431   | 227     | 92       | 31                | 346    | 66.8%                   |
| 31. My housing situation has improved.                                     | 312            | 425   | 257     | 95       | 47                | 264    | 64.9%                   |
| 32. My financial situation has improved.                                   | 241            | 398   | 305     | 171      | 75                | 210    | 53.7%                   |
| 33. My legal situation has stabilized or improved.                         | 247            | 361   | 234     | 78       | 36                | 444    | 63.6%                   |
| 34. My symptoms are not bothering me as much.                              | 314            | 517   | 254     | 146      | 64                | 105    | 64.2%                   |
| 35. I do things that are more meaningful to me.                            | 346            | 601   | 236     | 104      | 27                | 86     | 72.1%                   |
| 36. I am better able to take care of my needs.                             | 356            | 637   | 202     | 87       | 24                | 94     | 76.0%                   |
| 37. I am better able to handle things when they go wrong.                  | 325            | 619   | 240     | 102      | 36                | 78     | 71.4%                   |
| 38. I am better able to do the things that I want to do.                   | 317            | 603   | 243     | 110      | 38                | 89     | 70.2%                   |
| 39. The services you received at _____ have improved your quality of life. | 458            | 593   | 174     | 65       | 33                | 77     | 79.4%                   |

### 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.                                   | 199            | 425   | 286     | 267      | 70                | 153    | 50.0%                   |
| 41. I am an active member of my community.                               | 182            | 377   | 349     | 265      | 87                | 140    | 44.4%                   |
| 42. I am happy with the friendships I have.                              | 331            | 584   | 224     | 111      | 47                | 103    | 70.5%                   |
| 43. I have people with whom I can do enjoyable things.                   | 359            | 608   | 192     | 109      | 41                | 91     | 73.9%                   |
| 44. I feel I belong in my community.                                     | 264            | 500   | 307     | 147      | 77                | 105    | 59.0%                   |
| 45. In a crisis, I would have the support I need from family or friends. | 475            | 565   | 159     | 74       | 39                | 88     | 79.3%                   |
| 46. I am satisfied with the community I am currently living in.          | 332            | 542   | 247     | 125      | 64                | 90     | 66.7%                   |
| 47. I am satisfied with my current housing situation.                    | 371            | 510   | 218     | 144      | 58                | 99     | 67.7%                   |

\*Not included in calculation

**Appendix B**  
**Table 12**  
**2017 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 = 59</b>   | <b>n = 136</b>  | <b>n = 242</b>  | <b>n = 341</b>  | <b>n = 230</b>  | <b>n = 392</b>  |
| 1. I like the services that I received there.  | 84.5%           | 93.3%           | 88.8%           | 88.0%           | 88.2%           | 89.5%           |
| 2. If I had other choices, I would still get services from ____.   | 74.1%           | 85.2%           | 81.3%           | 76.2%           | 79.5%           | 81.7%           |
| 3. I would recommend ____ to a friend or family member.  | 77.2%           | 91.0%           | 86.6%           | 87.0%           | 84.5%           | 88.9%           |
| 4. The location of services was convenient (parking, public transportation, distance, etc.).                 | 84.7%           | 85.1%           | 83.5%           | 81.7%           | 82.4%           | 80.7%           |
| 5. Staff were willing to see me as often as I felt it was necessary.   | 81.0%           | 86.8%           | 86.7%           | 83.6%           | 81.1%           | 84.6%           |
| 6. Staff returned my calls within 24 hours.  | 66.1%           | 82.4%           | 75.5%           | 72.4%           | 68.6%           | 76.7%           |
| 7. Services were available at times that were good for me.   | 88.1%           | 85.3%           | 87.3%           | 84.0%           | 86.8%           | 86.4%           |
| 8. I was able to get all the services I thought I needed.  | 74.1%           | 82.4%           | 83.5%           | 76.7%           | 77.8%           | 80.2%           |
| 9. I was able to see a psychiatrist when I wanted to.  | 66.7%           | 65.2%           | 65.0%           | 66.4%           | 55.5%           | 67.3%           |
| 10. Staff at ____ believe that I can grow, change and recover.   | 81.0%           | 90.4%           | 85.2%           | 83.2%           | 76.9%           | 83.2%           |
| 11. I felt comfortable asking questions about my treatment and medication.                                   | 78.0%           | 88.1%           | 82.8%           | 80.6%           | 80.0%           | 85.9%           |
| 12. I felt free to complain.   | 84.7%           | 82.0%           | 81.3%           | 76.8%           | 74.8%           | 77.8%           |
| 13. I was given information about my rights.   | 96.5%           | 94.8%           | 89.5%           | 88.2%           | 89.0%           | 87.9%           |
| 14. Staff encouraged me to take responsibility for how I live my life.                                       | 76.3%           | 88.0%           | 82.9%           | 82.0%           | 81.3%           | 84.7%           |
| 15. Staff told me what side effects to watch out for.  | 64.4%           | 71.6%           | 66.5%           | 67.0%           | 66.1%           | 67.1%           |
| 16. Staff respected my wishes about who and who is not to be given information about my treatment.           | 82.8%           | 92.5%           | 86.6%           | 88.2%           | 88.3%           | 87.1%           |
| 17. I, not staff, decided my treatment goals.  | 78.0%           | 81.2%           | 71.8%           | 73.7%           | 74.2%           | 72.7%           |
| 18. Staff were sensitive to my cultural background (race, religion, language, etc.).                         | 74.6%           | 82.1%           | 77.4%           | 78.1%           | 79.8%           | 81.2%           |
| 19. Staff helped me obtain the information that I needed so that I could take charge of managing my illness. | 79.7%           | 84.4%           | 79.9%           | 78.7%           | 76.0%           | 81.2%           |
| 20. I was encouraged to use consumer-run programs.   | 61.0%           | 68.9%           | 67.1%           | 66.0%           | 66.4%           | 71.8%           |
| 21. Staff treated me with respect and dignity.   | 82.8%           | 93.3%           | 92.1%           | 90.0%           | 88.1%           | 92.0%           |
| 22. My treatment (or service) goals were based on my strengths and needs.                                    | 79.7%           | 88.1%           | 84.9%           | 80.8%           | 82.2%           | 85.6%           |
| 23. The program was sensitive to any experienced or witnessed trauma in my life.                             | 72.9%           | 82.2%           | 75.3%           | 75.0%           | 74.8%           | 78.8%           |
| 24. I felt safe to open up about abuse or trauma in this program.  | 72.9%           | 78.5%           | 75.7%           | 73.2%           | 74.2%           | 77.2%           |

### 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.                           | 65.5%    | 84.8%    | 76.6%    | 73.4%    | 70.9%    | 78.5%    |
| 26. I am better able to control my life.                                   | 69.0%    | 79.5%    | 78.7%    | 75.2%    | 70.6%    | 78.0%    |
| 27. I am better able to deal with crisis.                                  | 56.9%    | 74.2%    | 73.7%    | 71.1%    | 67.3%    | 73.9%    |
| 28. I am getting along better with my family.                              | 58.6%    | 66.4%    | 66.8%    | 66.3%    | 65.9%    | 65.5%    |
| 29. I do better in social situations.                                      | 48.3%    | 67.9%    | 64.7%    | 62.2%    | 59.5%    | 67.1%    |
| 30. I do better in school and/or work.                                     | 46.6%    | 56.5%    | 59.7%    | 50.9%    | 44.7%    | 53.3%    |
| 31. My housing situation has improved.                                     | 47.4%    | 58.9%    | 55.0%    | 55.3%    | 54.7%    | 55.5%    |
| 32. My financial situation has improved.                                   | 35.1%    | 48.5%    | 49.1%    | 46.1%    | 45.7%    | 51.1%    |
| 33. My legal situation has stabilized or improved.                         | 38.6%    | 51.5%    | 47.6%    | 41.8%    | 46.4%    | 46.4%    |
| 34. My symptoms are not bothering me as much.                              | 53.4%    | 69.5%    | 65.4%    | 61.1%    | 59.5%    | 60.7%    |
| 35. I do things that are more meaningful to me.                            | 68.4%    | 79.4%    | 68.5%    | 66.5%    | 72.1%    | 70.3%    |
| 36. I am better able to take care of my needs.                             | 69.0%    | 83.8%    | 72.4%    | 70.8%    | 70.1%    | 76.8%    |
| 37. I am better able to handle things when they go wrong.                  | 56.9%    | 75.0%    | 71.6%    | 70.6%    | 67.6%    | 69.6%    |
| 38. I am better able to do the things that I want to do.                   | 60.3%    | 74.0%    | 68.0%    | 67.3%    | 68.5%    | 68.0%    |
| 39. The services you received at _____ have improved your quality of life. | 65.5%    | 82.6%    | 78.8%    | 76.2%    | 76.0%    | 79.8%    |

### 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.                                   | 48.3%    | 52.3%    | 46.8%    | 46.7%    | 40.8%    | 45.9%    |
| 41. I am an active member of my community.                               | 34.5%    | 46.2%    | 44.6%    | 40.7%    | 39.6%    | 41.2%    |
| 42. I am happy with the friendships I have.                              | 67.2%    | 71.2%    | 71.7%    | 63.8%    | 68.8%    | 68.9%    |
| 43. I have people with whom I can do enjoyable things.                   | 67.2%    | 79.2%    | 75.1%    | 68.7%    | 69.2%    | 72.6%    |
| 44. I feel I belong in my community.                                     | 53.4%    | 60.0%    | 55.2%    | 55.7%    | 55.0%    | 59.9%    |
| 45. In a crisis, I would have the support I need from family or friends. | 79.3%    | 82.4%    | 78.8%    | 76.4%    | 77.4%    | 74.5%    |
| 46. I am satisfied with the community I am currently living in.          | 60.3%    | 68.2%    | 61.5%    | 64.8%    | 64.9%    | 66.2%    |
| 47. I am satisfied with my current housing situation.                    | 60.3%    | 70.5%    | 65.8%    | 63.0%    | 70.0%    | 62.9%    |

**Appendix B**  
**Table 13**  
**2016 and 2017 Adult Consumer Surveys**  
**Confidence Intervals (CI)**

| 1 = Strongly Agree; 5 = Strongly Disagree  | 2016 (n=1182) |       |           | 2017 (n=1400) |       |           |
|--|---------------|-------|-----------|---------------|-------|-----------|
|  | Mean          | SD    | 95% CI    | Mean          | SD    | 95% CI    |
| 1. I like the services that I received there.  | 1.725         | 0.904 | 1.67-1.78 | 1.666         | 0.862 | 1.62-1.71 |
| 2. If I had other choices, I would still get services from ____.   | 1.94          | 1.028 | 1.88-2.00 | 1.911         | 1.061 | 1.85-1.97 |
| 3. I would recommend ____ to a friend or family member.  | 1.798         | 0.992 | 1.74-1.85 | 1.714         | 0.928 | 1.66-1.76 |
| 4. The location of services was convenient (parking, public transportation, distance, etc.).                 | 1.861         | 0.899 | 1.81-1.91 | 1.802         | 0.892 | 1.75-1.85 |
| 5. Staff were willing to see me as often as I felt it was necessary.   | 1.781         | 0.913 | 1.73-1.83 | 1.768         | 0.915 | 1.72-1.82 |
| 6. Staff returned my calls within 24 hours.  | 1.904         | 0.993 | 1.84-1.96 | 1.888         | 0.977 | 1.83-1.94 |
| 7. Services were available at times that were good for me.   | 1.837         | 0.911 | 1.78-1.89 | 1.757         | 0.859 | 1.71-1.8  |
| 8. I was able to get all the services I thought I needed.  | 1.937         | 1.026 | 1.88-2.00 | 1.918         | 1.027 | 1.86-1.97 |
| 9. I was able to see a psychiatrist when I wanted to.  | 2.075         | 1.075 | 2.01-2.14 | 2.059         | 1.093 | 2-2.12    |
| 10. Staff at ____ believe that I can grow, change and recover.   | 1.759         | 0.846 | 1.71-1.81 | 1.736         | 0.845 | 1.69-1.78 |
| 11. I felt comfortable asking questions about my treatment and medication.                                   | 1.78          | 0.917 | 1.73-1.83 | 1.722         | 0.873 | 1.68-1.77 |
| 12. I felt free to complain.   | 1.944         | 0.985 | 1.89-2.00 | 1.924         | 0.981 | 1.87-1.98 |
| 13. I was given information about my rights.   | 1.746         | 0.827 | 1.70-1.79 | 1.669         | 0.758 | 1.63-1.71 |
| 14. Staff encouraged me to take responsibility for how I live my life.                                       | 1.733         | 0.803 | 1.69-1.78 | 1.766         | 0.837 | 1.72-1.81 |
| 15. Staff told me what side effects to watch out for.  | 2.015         | 1.018 | 1.95-2.08 | 2.041         | 1.065 | 1.98-2.1  |
| 16. Staff respected my wishes about who and who is not to be given information about my treatment.           | 1.644         | 0.783 | 1.60-1.69 | 1.643         | 0.796 | 1.6-1.69  |
| 17. I, not staff, decided my treatment goals.  | 1.981         | 0.973 | 1.92-2.04 | 2.010         | 0.987 | 1.96-2.06 |
| 18. Staff were sensitive to my cultural background (race, religion, language, etc.).                         | 1.78          | 0.84  | 1.73-1.83 | 1.744         | 0.814 | 1.7-1.79  |
| 19. Staff helped me obtain the information that I needed so that I could take charge of managing my illness. | 1.892         | 0.944 | 1.84-1.95 | 1.869         | 0.918 | 1.82-1.92 |
| 20. I was encouraged to use consumer-run programs.   | 2.032         | 1.009 | 1.97-2.09 | 2.052         | 1.038 | 1.99-2.11 |
| 21. Staff treated me with respect and dignity.   | 1.616         | 0.803 | 1.57-1.66 | 1.608         | 0.825 | 1.56-1.65 |
| 22. My treatment (or service) goals were based on my strengths and needs.                                    | 1.798         | 0.858 | 1.75-1.85 | 1.781         | 0.847 | 1.74-1.83 |
| 23. The program was sensitive to any experienced or witnessed trauma in my life.                             | 1.852         | 0.943 | 1.80-1.91 | 1.847         | 0.942 | 1.8-1.9   |
| 24. I felt safe to open up about abuse or trauma in this program.  | 1.871         | 0.979 | 1.81-1.93 | 1.870         | 0.977 | 1.82-1.92 |



## As a result of the services received:

| 1 = Strongly Agree; 5 = Strongly Disagree                                  | 2016 (n=1182) |       |           | 2017 (n=1400) |       |           |
|--|---------------|-------|-----------|---------------|-------|-----------|
|  | Mean          | SD    | 95% CI    | Mean          | SD    | 95% CI    |
| 25. I deal more effectively with daily problems.                           | 2.067         | 0.985 | 2.01-2.12 | 2.029         | 0.933 | 1.98-2.08 |
| 26. I am better able to control my life.                                   | 2.086         | 0.997 | 2.03-2.14 | 2.011         | 0.92  | 1.96-2.06 |
| 27. I am better able to deal with crisis.                                  | 2.149         | 1.014 | 2.09-2.21 | 2.092         | 0.947 | 2.04-2.14 |
| 28. I am getting along better with my family.                              | 2.135         | 1.018 | 2.07-2.20 | 2.125         | 1.013 | 2.07-2.18 |
| 29. I do better in social situations.                                      | 2.249         | 1.035 | 2.19-2.31 | 2.258         | 1.018 | 2.2-2.31  |
| 30. I do better in school and/or work.                                     | 2.248         | 1.075 | 2.18-2.32 | 2.219         | 1.02  | 2.16-2.28 |
| 31. My housing situation has improved.                                     | 2.313         | 1.12  | 2.24-2.38 | 2.243         | 1.072 | 2.18-2.31 |
| 32. My financial situation has improved.                                   | 2.534         | 1.177 | 2.46-2.61 | 2.53          | 1.149 | 2.46-2.6  |
| 33. My legal situation has stabilized or improved.                         | 2.277         | 1.083 | 2.20-2.35 | 2.263         | 1.049 | 2.2-2.33  |
| 34. My symptoms are not bothering me as much.                              | 2.407         | 1.13  | 2.34-2.47 | 2.327         | 1.108 | 2.27-2.39 |
| 35. I do things that are more meaningful to me.                            | 2.169         | 0.999 | 2.11-2.23 | 2.136         | 0.963 | 2.08-2.19 |
| 36. I am better able to take care of my needs.                             | 2.133         | 0.987 | 2.08-2.19 | 2.07          | 0.925 | 2.02-2.12 |
| 37. I am better able to handle things when they go wrong.                  | 2.233         | 1.02  | 2.17-2.29 | 2.172         | 0.976 | 2.12-2.22 |
| 38. I am better able to do the things that I want to do.                   | 2.237         | 1.014 | 2.18-2.30 | 2.198         | 0.993 | 2.14-2.25 |
| 39. The services you received at _____ have improved your quality of life. | 2.006         | 1.001 | 1.95-2.06 | 1.958         | 0.947 | 1.91-2.01 |

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

| 1 = Strongly Agree; 5 = Strongly Disagree                                | 2016 (n=1182) |       |           | 2017 (n=1400) |       |           |
|--|---------------|-------|-----------|---------------|-------|-----------|
|  | Mean          | SD    | Mean      | Mean          | SD    | 95% CI    |
| 40. I have friends in my neighborhood.                                   | 2.568         | 1.134 | 2.50-2.64 | 2.666         | 1.143 | 2.6-2.73  |
| 41. I am an active member of my community.                               | 2.789         | 1.133 | 2.72-2.86 | 2.76          | 1.143 | 2.7-2.82  |
| 42. I am happy with the friendships I have.                              | 2.166         | 0.982 | 2.11-2.22 | 2.197         | 1.029 | 2.14-2.25 |
| 43. I have people with whom I can do enjoyable things.                   | 2.14          | 0.984 | 2.08-2.20 | 2.133         | 1.009 | 2.08-2.19 |
| 44. I feel I belong in my community.                                     | 2.473         | 1.107 | 2.41-2.54 | 2.439         | 1.113 | 2.38-2.5  |
| 45. In a crisis, I would have the support I need from family or friends. | 2.028         | 1.027 | 1.97-2.09 | 1.961         | 0.988 | 1.91-2.01 |
| 46. I am satisfied with the community I am currently living in.          | 2.29          | 1.081 | 2.23-2.35 | 2.273         | 1.091 | 2.21-2.33 |
| 47. I am satisfied with my current housing situation.                    | 2.248         | 1.095 | 2.18-2.31 | 2.238         | 1.114 | 2.18-2.3  |

**Appendix B**  
**Table 14**  
**2017 Youth Consumer Survey**  
**Summary of Results (n=494)**

|   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Other* | % Agree/ Strongly Agree |
|---|----------------|-------|---------|----------|-------------------|--------|-------------------------|
| 1. Overall, I am satisfied with the services my child received      | 202            | 210   | 37      | 30       | 15                | 0      | 83.4%                   |
| 2. I helped to choose my child's services.                          | 179            | 226   | 35      | 31       | 12                | 11     | 83.9%                   |
| 3. I helped to choose my child's treatment goals.                   | 181            | 239   | 30      | 29       | 8                 | 7      | 86.2%                   |
| 4. The people helping my child stuck with us no matter what.        | 220            | 183   | 33      | 38       | 10                | 10     | 83.3%                   |
| 5. I felt my child had someone to talk to when he/she was troubled. | 178            | 210   | 42      | 33       | 16                | 15     | 81.0%                   |
| 6. I participated in my child's treatment.                          | 212            | 222   | 32      | 12       | 3                 | 13     | 90.2%                   |
| 7. The services my child and/or family received were right for us.  | 170            | 214   | 55      | 37       | 15                | 3      | 78.2%                   |
| 8. The location of services was convenient for us.                  | 220            | 221   | 32      | 12       | 7                 | 2      | 89.6%                   |
| 9. Services were available at times that were convenient for us.    | 206            | 223   | 31      | 26       | 5                 | 3      | 87.4%                   |
| 10. My family got the help we wanted for my child.                  | 163            | 186   | 65      | 55       | 22                | 3      | 71.1%                   |
| 11. My family got as much help as we needed for my child.           | 135            | 177   | 75      | 74       | 28                | 5      | 63.8%                   |
| 12. Staff treated me with respect.                                  | 257            | 201   | 20      | 11       | 4                 | 1      | 92.9%                   |
| 13. Staff respected my family's religious/spiritual beliefs.        | 193            | 213   | 22      | 2        | 3                 | 61     | 93.8%                   |
| 14. Staff spoke with me in a way that I understood.                 | 238            | 225   | 18      | 7        | 3                 | 3      | 94.3%                   |
| 15. Staff were sensitive to my cultural/ethnic background.          | 184            | 214   | 27      | 2        | 3                 | 64     | 92.6%                   |

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

|  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Other* | % Agree/ Strongly Agree |
|--|----------------|-------|---------|----------|-------------------|--------|-------------------------|
| 16. My child is better at handling daily life.                                     | 90             | 216   | 91      | 58       | 27                | 12     | 63.5%                   |
| 17. My child gets along better with family members.                                | 79             | 209   | 107     | 59       | 26                | 14     | 60.0%                   |
| 18. My child gets along better with friends and other people.                      | 75             | 218   | 110     | 53       | 20                | 18     | 61.6%                   |
| 19. My child is doing better in school and/or work.                                | 86             | 205   | 81      | 63       | 28                | 31     | 62.9%                   |
| 20. My child is better able to cope when things go wrong.                          | 83             | 197   | 100     | 74       | 28                | 12     | 58.1%                   |
| 21. I am satisfied with our family life right now.                                 | 96             | 198   | 109     | 55       | 29                | 7      | 60.4%                   |
| 22. My child is better able to do the things he/she wants to do.                   | 83             | 229   | 89      | 58       | 20                | 15     | 65.1%                   |
| 23. The services your child received at ___ have improved his/her quality of life. | 109            | 223   | 78      | 50       | 23                | 11     | 68.7%                   |

\*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.        | 135            | 263   | 50      | 26       | 8                 | 12     | 82.6%                   |
| 25. I have people that I am comfortable talking with about my child's problems. | 150            | 256   | 41      | 34       | 6                 | 7      | 83.4%                   |
| 26. In a crisis, I have the support I need from family or friends.              | 140            | 256   | 48      | 31       | 9                 | 10     | 81.8%                   |
| 27. I have people with whom I can do enjoyable things.                          | 127            | 262   | 54      | 28       | 7                 | 16     | 81.4%                   |

*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**  
**2017 Youth Consumer Survey**  
**Positive Response by Region**

| Percent positive response: Strongly Agree or Agree                  | Region 1      | Region 2      | Region 3       | Region 4      | Region 5      | Region 6       |
|---|---------------|---------------|----------------|---------------|---------------|----------------|
| <b>Number of respondents</b>  | <b>n = 55</b> | <b>n = 51</b> | <b>n = 129</b> | <b>n = 48</b> | <b>n = 91</b> | <b>n = 120</b> |
| 1. Overall, I am satisfied with the services my child received.     | 89.1%         | 84.3%         | 86.0%          | 89.6%         | 79.1%         | 78.3%          |
| 2. I helped to choose my child's services.                          | 89.1%         | 88.2%         | 82.0%          | 87.5%         | 81.3%         | 75.0%          |
| 3. I helped to choose my child's treatment goals.                   | 87.3%         | 92.2%         | 87.5%          | 85.4%         | 75.8%         | 85.8%          |
| 4. The people helping my child stuck with us no matter what.        | 85.5%         | 86.3%         | 84.4%          | 89.4%         | 72.5%         | 80.7%          |
| 5. I felt my child had someone to talk to when he/she was troubled. | 83.6%         | 82.4%         | 76.6%          | 83.3%         | 80.2%         | 74.8%          |
| 6. I participated in my child's treatment.                          | 90.7%         | 94.0%         | 84.5%          | 87.5%         | 83.5%         | 92.5%          |
| 7. The services my child and/or family received were right for us.  | 90.7%         | 76.5%         | 78.3%          | 83.3%         | 70.0%         | 77.3%          |
| 8. The location of services was convenient for us.                  | 89.1%         | 76.5%         | 90.7%          | 87.5%         | 93.4%         | 90.8%          |
| 9. Services were available at times that were convenient for us.    | 83.3%         | 80.4%         | 87.6%          | 91.7%         | 83.5%         | 92.4%          |
| 10. My family got the help we wanted for my child.                  | 81.8%         | 64.7%         | 74.4%          | 83.3%         | 60.4%         | 66.7%          |
| 11. My family got as much help as we needed for my child.           | 76.4%         | 60.8%         | 65.1%          | 72.9%         | 46.7%         | 65.0%          |
| 12. Staff treated me with respect.                                  | 92.7%         | 90.2%         | 93.8%          | 91.7%         | 92.3%         | 93.3%          |
| 13. Staff respected my family's religious/spiritual beliefs.        | 92.7%         | 78.4%         | 81.4%          | 87.5%         | 75.6%         | 83.3%          |
| 14. Staff spoke with me in a way that I understood.                 | 90.9%         | 96.1%         | 94.6%          | 91.7%         | 93.3%         | 95.8%          |
| 15. Staff were sensitive to my cultural/ethnic background.          | 87.3%         | 78.4%         | 76.0%          | 81.3%         | 76.7%         | 86.7%          |

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

| Percent positive response: Strongly Agree or Agree                                   | Region 1 | Region 2 | Region 3 | Region 4 | Region 5 | Region 6 |
|--|----------|----------|----------|----------|----------|----------|
| 16. My child is better at handling daily life.                                       | 69.1%    | 62.0%    | 65.9%    | 72.9%    | 48.4%    | 61.3%    |
| 17. My child gets along better with family members.                                  | 64.8%    | 58.8%    | 58.1%    | 68.8%    | 46.2%    | 60.8%    |
| 18. My child gets along better with friends and other people.                        | 63.6%    | 60.8%    | 62.8%    | 66.7%    | 51.6%    | 55.8%    |
| 19. My child is doing better in school and/or work.                                  | 65.5%    | 66.0%    | 62.0%    | 70.8%    | 49.5%    | 52.9%    |
| 20. My child is better able to cope when things go wrong.                            | 55.6%    | 64.7%    | 60.5%    | 62.5%    | 53.3%    | 51.3%    |
| 21. I am satisfied with our family life right now.                                   | 67.3%    | 60.8%    | 62.8%    | 66.7%    | 52.7%    | 54.6%    |
| 22. My child is better able to do the things he/she wants to do.                     | 69.1%    | 64.7%    | 69.0%    | 74.5%    | 58.9%    | 53.8%    |
| 23. The services your child received at _____ have improved his/her quality of life. | 74.1%    | 68.6%    | 70.5%    | 83.3%    | 58.2%    | 61.3%    |

**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.        | 81.8%           | 88.2%           | 82.2%           | 89.6%           | 70.3%           | 79.8%           |
| 25. I have people that I am comfortable talking with about my child's problems. | 81.8%           | 88.0%           | 81.4%           | 89.6%           | 80.2%           | 80.0%           |
| 26. In a crisis, I have the support I need from family or friends.              | 78.2%           | 86.0%           | 77.5%           | 91.7%           | 73.6%           | 82.5%           |
| 27. I have people with whom I can do enjoyable things.                          | 81.5%           | 80.4%           | 79.8%           | 85.4%           | 72.5%           | 78.3%           |

*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.*

**Appendix B**  
**Table 16**  
**2016 and 2017 Youth Consumer Surveys**  
**Confidence Intervals (CI)**

| 1 = Strongly Agree; 5 = Strongly Disagree                           | 2016 (n=454) |       |           | 2017 (n=494) |       |           |
|---|--------------|-------|-----------|--------------|-------|-----------|
|   | Mean         | SD    | 95% CI    | Mean         | SD    | 95% CI    |
| 1. Overall, I am satisfied with the services my child received.     | 1.725        | 0.904 | 1.67-1.78 | 1.879        | 0.994 | 1.79-1.97 |
| 2. I helped to choose my child's services.                          | 1.94         | 1.028 | 1.88-2.00 | 1.905        | 0.957 | 1.82-1.99 |
| 3. I helped to choose my child's treatment goals.                   | 1.798        | 0.992 | 1.74-1.85 | 1.858        | 0.895 | 1.78-1.94 |
| 4. The people helping my child stuck with us no matter what.        | 1.861        | 0.899 | 1.81-1.91 | 1.833        | 0.998 | 1.74-1.92 |
| 5. I felt my child had someone to talk to when he/she was troubled. | 1.781        | 0.913 | 1.73-1.83 | 1.954        | 1.018 | 1.86-2.05 |
| 6. I participated in my child's treatment.                          | 1.904        | 0.993 | 1.84-1.96 | 1.694        | 0.756 | 1.63-1.76 |
| 7. The services my child and/or family received were right for us.  | 1.837        | 0.911 | 1.78-1.89 | 2.008        | 1.018 | 1.92-2.1  |
| 8. The location of services was convenient for us.                  | 1.937        | 1.026 | 1.88-2.00 | 1.709        | 0.809 | 1.64-1.78 |
| 9. Services were available at times that were convenient for us.    | 2.075        | 1.075 | 2.01-2.14 | 1.780        | 0.860 | 1.7-1.86  |
| 10. My family got the help we wanted for my child.                  | 1.759        | 0.846 | 1.71-1.81 | 2.159        | 1.137 | 2.06-2.26 |
| 11. My family got as much help as we needed for my child.           | 1.78         | 0.917 | 1.73-1.83 | 2.352        | 1.196 | 2.25-2.46 |
| 12. Staff treated me with respect.                                  | 1.944        | 0.985 | 1.89-2.00 | 1.588        | 0.745 | 1.52-1.65 |
| 13. Staff respected my family's religious/spiritual beliefs.        | 1.746        | 0.827 | 1.70-1.79 | 1.635        | 0.667 | 1.57-1.7  |
| 14. Staff spoke with me in a way that I understood.                 | 1.733        | 0.803 | 1.69-1.78 | 1.599        | 0.688 | 1.54-1.66 |
| 15. Staff were sensitive to my cultural/ethnic background.          | 2.015        | 1.018 | 1.95-2.08 | 1.665        | 0.679 | 1.6-1.73  |

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

| 1 = Strongly Agree; 5 = Strongly Disagree                                   | 2016 (n=454) |       |           | 2017 (n=494) |       |           |
|---|--------------|-------|-----------|--------------|-------|-----------|
|   | Mean         | SD    | 95% CI    | Mean         | SD    | 95% CI    |
| 16. My child is better at handling daily life.                              | 1.644        | 0.783 | 1.60-1.69 | 2.411        | 1.093 | 2.31-2.51 |
| 17. My child gets along better with family members.                         | 1.981        | 0.973 | 1.92-2.04 | 2.467        | 1.073 | 2.37-2.56 |
| 18. My child gets along better with friends and other people.               | 1.78         | 0.84  | 1.73-1.83 | 2.422        | 1.018 | 2.33-2.51 |
| 19. My child is doing better in school and/or work.                         | 1.892        | 0.944 | 1.84-1.95 | 2.443        | 1.121 | 2.34-2.55 |
| 20. My child is better able to cope when things go wrong.                   | 2.031        | 1.009 | 1.97-2.09 | 2.517        | 1.119 | 2.42-2.62 |
| 21. I am satisfied with our family life right now.                          | 1.616        | 0.803 | 1.57-1.66 | 2.431        | 1.107 | 2.33-2.53 |
| 22. My child is better able to do the things he/she wants to do.            | 1.798        | 0.858 | 1.75-1.85 | 2.380        | 1.038 | 2.29-2.47 |
| 23. The services your child received have improved his/her quality of life. | 1.852        | 0.943 | 1.80-1.91 | 2.286        | 1.073 | 2.19-2.38 |

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

| 1 = Strongly Agree; 5 = Strongly Disagree                                       | 2016 (n=454) |       | 2017 (n=494) |       |       |           |
|---|--------------|-------|--------------|-------|-------|-----------|
|   | Mean         | SD    | Mean         | Mean  | SD    | 95% CI    |
| 24. I know people who will listen and understand me when I need to talk.        | 1.871        | 0.979 | 1.81-1.93    | 1.981 | 0.866 | 1.9-2.06  |
| 25. I have people that I am comfortable talking with about my child's problems. | 2.067        | 0.985 | 2.01-2.12    | 1.953 | 0.884 | 1.87-2.03 |
| 26. In a crisis, I have the support I need from family or friends.              | 2.086        | 0.997 | 2.03-2.14    | 1.994 | 0.902 | 1.91-2.07 |
| 27. I have people with whom I can do enjoyable things.                          | 2.149        | 1.014 | 2.09-2.21    | 2.008 | 0.864 | 1.93-2.09 |

*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.*