DHHS-DBH 2015 Behavioral Health Consumer Survey

Summary of Results

Nebraska Department of Health and Human Services
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Executive Summary

During the first, second and third quarters of 2015, the Department of Health and Human Services' Division of Behavioral Health (DBH) conducted the annual Behavioral Health Consumer Survey. This survey solicits input from adult and youth consumers receiving mental health and/or substance use disorder services from the publicly funded, community-based behavioral health system in Nebraska. The adult survey consists of sixty-five questions, forty-seven of which intend to assess 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 at the University of Nebraska-Lincoln (BOSR). The survey was conducted through both mail and telephone modes. BOSR fielded the interviews and entered responses into the survey database. All data analysis was performed by the DBH data team. A total of 1,497 adults (30% response rate) and 340 youth caregivers (33% response rate) completed the survey.

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

Primary Findings

Few differences were observed between the six Regional Behavioral Health Authorities of Nebraska regarding domains of care. Respondents were mostly consistent regarding their positivity across the domains between 2014 and 2015. Of the 7 domains, **General Satisfaction** was the most improved dimension from last year. **Access, Quality and Appropriateness,** and **Outcomes** and were marginally higher in 2015, while **Participation in Treatment Planning, Functioning** and **Social Connectedness** were marginally lower in 2015 compared to 2014.

Quality and Appropriateness, followed by **General Satisfaction** and **Access** received the highest positive attitudes for 2015. Notable differences were seen between respondents by service type. Substance use disorder consumers indicated higher positive attitudes on **Functioning** and **Social Connectedness** than mental health consumers. Mental health consumers reported higher positive attitudes on **Access, Participation in Treatment Planning,** and **General Satisfaction**.

There were no significant differences between individuals who were in treatment for a year or more compared to those who were in treatment for less than a year**.** There was a significant difference between men and women in regards to their participation in their treatment planning, with women rating this area more positively. No significant differences by consumer race or ethnic groups were observed.

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

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DHHS-DBH 2015 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 spring and summer of 2015, 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. The survey instruments used were:

a) **Mental Health Statistics Improvement Program (MHSIP) Consumer Satisfaction Survey** (augmented with 11 questions on improved functioning and social connectedness, 9 Behavioral Risk Factor Surveillance System questions and 6 DBH specific questions)
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 both mail and telephone modes. BOSR fielded the interviews and entered responses into the survey database. All data analysis was performed by the DBH data team. A total of 1,497 adults (30% response rate) and 340 youth caregivers (33% 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 2014 with a few exceptions. Adults who were incarcerated, homeless, or those who received their last service from the following list of services were ineligible to participate.

<u>Excluded Services:</u>

- Assessment
- Assessment Addendum
- Children's Partial
- Family and Group Therapy
- Intensive Residential Mental Health Treatment
- Residential Detoxification (Social Detox)

- Civil Protective Custody (CPC)
- Emergency Protective Custody (EPC)
- Medicaid-paid Services (including outpatient substance use disorder services)

DBH prepared a letter to consumers which introduced the survey and explained that they would be contacted via telephone or mail to solicit their participation. The letter provided respondents with three options: 1) to be interviewed over the telephone by a professional interviewer; 2) to be sent a mail survey; or 3) to decline participation in the survey. Consumers were contacted by mail initially, then by telephone if mail contacts were unsuccessful.

An estimated 17,299 adults received mental health and/or substance use disorder services between July and December, 2014, based on the selection and exclusion criteria mentioned above. Of that population, 5,955 consumers (35%) were randomly selected for the 2015 survey sample. Incorrect addresses had been provided for some consumers (n=1,021), preventing a successful contact. Within the remaining sample, 3,437 respondents chose not to participate. In all, 1,497 adult consumer surveys were completed. For youth, 1,032 youths received services following the same eligibility definitions as the adult sample. Of that population, 1,027 valid survey attempts were made, with 340 completing the survey (33%). 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 four years. The response rate for the Adult Survey decreased from 39% in 2014 to 30% in 2015. For the Youth Survey, the response rate decreased from 51% in 2014 to 33% in 2015.

TABLE 1: Survey Sample Size and Response Rates – 2012-2015

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

DBH incorporated questions from the Behavioral Health Risk Factor Surveillance System (BRFSS)[1], a national survey of adults in all 50 states and 3 territories, into the Consumer Survey. These questions were added to gauge the physical health status of behavioral health consumers.

[1]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 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

Survey Results – Adult Survey

Summary of Results

Just over half (54%) of the adult consumers complete the 2015 survey were female. The consumers ranged in age from 18 to 82, with an average age of 43.0 years. The majority (88.4%) were white, 7.4% were black and 2.1% were American Indian. About 10% were Hispanic or Latino.

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 (86.6%) were satisfied with services (Table 2). The majority (79.4%) were satisfied with their level of involvement in **Treatment Planning.** Seven in ten respondents (72.9%) responded positively to questions on the **Outcomes** scale. Most (87.4%) responded positively to the questions related to the **Quality and Appropriateness** of services, and 82.8% thought that the services were **Accessible**. The majority of consumers felt that the services they received improved their level of **Functioning** (73.1%) and **Social Connectedness** (68.4%).

Consumers aged 45 to 64 responded significantly less positively for questions on **Functioning,** but more positively for **General Satisfaction.**

Females tended to view their **Participation in Treatment Planning** more positively (81.5%) than their male counterparts (77.3%). No significant differences were observed for race/ethnicity.

TABLE 2: Agreement Rates by Consumer Characteristics and Question Domains

	Access	Quality/ Approp	Outcomes	Particip Tx Planning	Gen Satis	Func	Soc Conn
All Adult Consumers:	**82.8%**	**87.4%**	**72.9%**	**79.4%**	**86.6%**	**73.1%**	**68.4%**
Gender:							
Male, n=686	82.1%	85.4%	73.6%	77.3%*	84.9%	72.9%	69.8%
Female, n=809	83.6%	89.1%	72.4%	81.5%*	87.9%	73.6%	67.2%
Age:							
19-24 years, n=142	78.7%	87.1%	70.3%	76.1%	82.4%	72.6%	72.4%
25-44 years, n=628	81.0%	86.7%	74.9%	77.6%	84.2%**	77.0%*	68.8%
45-64 years, n=673	85.3%	88.2%	71.3%	82.0%	89.5%**	69.0%*	67.1%
65+ years, n=54	84.0%	86.3%	74.5%	78.3%	88.2%	80.0%	68.8%
Race/Ethnicity:							
White, non-Hisp, n=1201	82.9%	87.5%	73.1%	79.9%	86.3%	73.6%	68.6%
Non-white, Hisp, n=296	82.4%	87.1%	71.9%	77.6%	87.4%	71.3%	67.7%

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

Mental Health versus Substance Use Disorder Services

Comparing positive attitudes between types of the last service they received in 2014, consumers receiving substance use disorder services reported statistically higher positive attitudes on **Functioning** and **Social Connectedness** than did consumers receiving mental health services (Table 3). Consumers receiving mental health services reported statistically higher positive attitudes on **Access**, **Participation in Treatment Planning**, and **General Satisfaction.**

Services Received

The vast majority of adult consumers received non-residential services (Table 3). Consumers who received inpatient and residential services responded significantly less positively to questions about **Access** than consumers receiving other services. Those receiving residential services responded significantly less positively to questions regarding **Participation in Treatment Planning**. Due to the fact that there were far fewer inpatient, emergency, and residential services survey participants, these results should be interpreted with some caution.

Length of Time Receiving Services

The length of time a person received services had a moderate effect on their overall satisfaction with services. Consumers who had received services for a year or more generally responded more positively to the questions about all domains except for **Social Connectedness** (Table 3).

TABLE 3: Agreement Rates by Services Received

	Access	Quality/ Approp	Outcomes	Particip Tx Planning	Gen Satis	Func	Soc Conn
Type of Services Received:							
MH Only, n=1170	83.7%**	87.8%	71.6%	80.7%*	87.0%*	71.3%**	65.5%**
SUD Only, n=327	79.6%**	86.1%	77.4%	74.7%*	84.9%*	79.9%**	78.9%**
Services Received:							
Emergency, n=55	81.8%†	81.1%	75.5%	74.5%*	81.8%	72.2%	56.9%
Inpatient, n=11	63.6%†	90.0%	70.0%	80.0%*	81.8%	80.0%	80.0%
Non-Residential, n=1397	83.4%†	87.9%	72.9%	80.0%*	87.1%	73.3%	68.5%
Residential, n=34	67.6%†	78.8%	69.7%	63.6%*	73.5%	66.7%	79.4%
Length of Time Receiving Services[Ω]:							
Less Than One Year, n=246	79.8%	85.1%	75.2%	72.3%	81.6%	74.1%	75.2%
One Year or More, n=64	82.3%	88.9%	75.4%	83.1%	85.9%	77.2%	66.7%

Note: * Significant difference at .05
**Significant difference at .01
† Significant difference at .001
Ω A number of respondents did not have a listed discharge date.
Because of the small sample size, caution should be exercised in interpreting the results of the services received and length of time receiving services.

Behavioral Health Regions

Comparisons of Behavioral Health regions revealed that Region 3 consumers were more positive about **Access** than respondents from Region 4. Region 4 consumers were significantly less satisfied with **Quality** than Region 2 (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	84	85.5%	89.3%	71.8%	83.8%	88.1%	70.5%	63.8%
Region 2	159	86.5%	92.6%*	78.3%	81.8%	90.4%	76.0%	65.1%
Region 3	218	88.9%**	88.7%	76.4%	79.5%	89.9%	76.1%	69.4%
Region 4	350	77.5%**	82.8%*	73.8%	77.8%	83.0%	71.3%	71.1%
Region 5	254	83.7%	85.0%	71.1%	75.8%	85.7%	75.1%	68.8%
Region 6	432	81.7%	89.7%	69.8%	81.1%	86.5%	71.5%	67.6%

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

Scale Summaries – 2012-2015

Table 5 compares the responses from the 2012 to 2015 adult surveys for each of the seven MHSIP domains (scales). Positive attitudes for **Participation in Treatment Planning** decreased from 2014 to 2015 as did **Social Connectedness**; however, there were more positive attitudes for **General Satisfaction and Quality/Appropriateness**. For the other domains, there were only modest changes in positive attitudes.

TABLE 5: Agreement Rate by Scale – 2012-2015

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

Physical Health Status of Adult Behavioral Health Consumers

Responses to the health questions on the 2015 Consumer Survey were compared to responses from the 2014 BRFSS for the general adult population in Nebraska (Table 6).

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

	(Consumer Survey) Primary Reason for Admission		(BRFSS) 2014 Nebraska General Population
	MH	SUD	
Physical Health Conditions:			
Heart Attack or Myocardial Infarction	5.3%	2.8%	**3.8%**
Angina or Coronary Heart Disease	4.5%	1.9%	**3.9%**
Stroke	4.0%	2.8%	**2.6%**
Diabetes	17.1%	5.3%	**9.2%**
Cigarette Smoking:			
Every Day	36.8%	51.2%	**11.8%**
Some Days	8.5%	14.5%	**5.0%**
Does Not Smoke	54.7%	34.3%	**80.1%**
General Health Status:			
Excellent	6.8%	9.3%	**19.2%**
Very Good	19.2%	26.9%	**36.4%**
Good	37.9%	41.4%	**31.1%**
Fair	26.2%	16.7%	**9.9%**
Poor	9.6%	5.6%	**3.3%**
In the Past 30 Days:			
Average Days Physical Health Not Good	8.1	4.9	**3.0**
Average Days Mental Health Not Good	11.4	7.5	**2.8**
Average Days Poor Health Prevented Usual Activities	7.8	5.0	**1.8**
Average Days of Binge Drinking	1.2	1.5	**-**
Body Mass Index Category:			
Obese	47.5%	23.7%	**30.2%**
Overweight	27.8%	34.9%	**36.5%**
Normal Weight	22.7%	39.1%	**31.7%**
Underweight	1.9%	2.3%	**1.6%**

Note: Most recent data for Nebraska general population is from 2014.

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 (17.1%) mental health consumers reported a diabetes diagnosis, significantly more than the general population. The percent of diagnosed chronic health

conditions for substance use disorder consumers was lower than the rates for mental health consumers for all 4 conditions.

When asked whether they smoke cigarettes, more than a third (36.8%) of mental health consumers indicated that they smoke every day, and 54.7% reported not smoking. Over half (51.2%) of substance use disorder consumers reported smoking every day and 34.3% reported not smoking. Both consumer groups show higher rates of smoking than the general population; only 11.8% of the general population reported smoking every day, while 80.1% reported that they do not smoke.

When asked to assess their general health, approximately one-fourth (26.0%) of mental health consumers rated their general health as excellent or very good, while 9.6% rated their general health as poor. In comparison, 36.2% of substance use disorder consumers rated their general health as excellent or very good, and 5.6% rated their general health as poor. More than half (55.6%) 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 8.1 days in the previous 30 days that their physical health was not good, compared to 4.9 days for substance use disorder consumers. Consumers of mental health services indicate an average of 11.4 days in the previous 30 days that their mental health was not good, compared to 7.5 days for substance use disorder consumers. The general population data indicates an average of 3.0 days in the previous 30 days that physical health was not good and an average of 2.8 days that mental health was not good.

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 7.8 days in the previous 30 days that their poor health prevented usual activities, compared to 5.0 days for substance use disorder consumers. In comparison, the general population average was 1.8 days.

Consumers receiving mental health services were more likely than consumers receiving substance use disorder services to be obese (47.5 vs. 23.7%, respectively). Conversely, consumers receiving substance use disorder services were more likely to be overweight (34.9%) compared to consumers of mental health services (27.8%).

In summary, mental health consumers were almost twice as likely as the general population to report having diabetes, and over one-and-a-half times more likely to be obese. Behavioral health consumers, especially those receiving substance use disorder services, were much more likely than the general population to report smoking cigarettes on a daily basis. While mental health consumers tend to have higher rates of poor health status and lower rates of very good and excellent health status compared to the general population, substance use disorder consumers tend to 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 (91.9% and 90.1%, respectively). Similarly, 87.3% of mental health services consumers and 86.7% 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 (79.9% and 80.7%, respectively), however, no statistical differences were observed between the two groups (Table 7).

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

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

For the two trauma-related questions, no significant difference has been found between mental health and substance use disorder services. Approximately 84.9% of mental health services consumers and 84.2% 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.

When asked about their financial and legal situations, mental health consumers responded significantly less positively than substance use disorder services consumers. Only 57.3% of the mental health consumers thought that their financial situation has stabilized or improved, compared to 66.1% for substance use disorder services consumers. Similarly, significantly less mental health consumers agreed that their legal situation has stabilized or improved (65.8%), compared to substance use disorder services consumers (78.9%).

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 54.0% for mental health services consumers and 61.4% for substance use disorder services consumers positively agreed they have friends in their neighborhood. When asked about whether they are an active member of their community, 43.0% of mental health consumers positively agreed compared to 58.6% of those consumers of substance use disorder services.

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.	79.9%	80.7%
Staff treated me with respect and dignity.	91.9%	90.1%
My treatment goals were based on my strength and needs.	87.3%	86.7%
The program was sensitive to any experienced or witnessed trauma in my life.	84.9%	84.2%
I felt safe to open up about abuse or trauma in this program.	81.9%	82.6%
My financial situation has stabilized or improved.	57.3%†	66.1%†
My legal situation has stabilized or improved.	65.8%†	78.9%†
I have friends in my neighborhood.	54.0%*	61.4%*
I am an active member of my community.	43.0%†	58.6%†

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

Survey Results – Youth Survey

Summary of Results[2]

A total of 340 out of 1,027 (33%) MHSIP youth surveys were completed in 2015. This represents an 18% decrease in the overall response rate compared with 2014. For the surveys, a caregiver or guardian was instructed to respond on behalf of the child receiving services. More surveys were completed for boys (58.8%, n=200) than for girls (45.4%, n=138). The youths' ages ranged from 4 years to 17 years, with an average age of 12.6 years. Most of the consumers were white, non-Hispanic (75.3%); 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 (76.1 %) in the Youth Survey were satisfied with the services their child received (Table 8). The most positive responses were in the **Cultural Sensitivity** domain – 95.1% responded positively. The responses to the 2015 survey were consistent with findings from 2014 regarding satisfaction with **Access, General Satisfaction, Outcomes, Family Involvement, Functioning, and Cultural Sensitivity**. Results indicated that positive attitudes decreased slightly for **Social Connectedness.** A summary of the responses to the MHSIP survey for youth for 2015 can be found in Appendix B, Table 14.

TABLE 8: Youth Survey Agreement Rate by Scale – 2012-2015

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

While caregivers of girls and boys tended to respond about the same on most of the scales, caregivers of boys responded significantly more positive to questions regarding **Family Involvement.**

No statistically significant differences were found between whites and non-whites.

Comparing positive attitudes between types of the last service they received in 2014, caregivers of substance use disorder consumers and mental health disorder consumers tended to report similarly across domains, with the exceptions of **Family Involvement** and **Functioning**. Caregivers of substance use disorder customers were less positive regarding **Family**

[2] Because of the small sample size, caution should be exercised in interpreting the results of the Youth Survey.

Involvement. Caregivers of mental health disorder consumers were less positive regarding **Functioning** relative to caregivers of substance use disorder consumers.

TABLE 9: Agreement Rates by Youth Characteristics

	Access	Culture Sensitive	Outcomes	Family Involve	Gen Satis	Func	Soc Conn
All Youth Consumers:	82.1%	95.1%	60.8%	89.8%	76.1%	62.4%	77.3%
Gender:							
Girls, n=138	79.1%	95.2%	66.7%	87.5%*	75.7%	65.7%	76.1%
Boys, n=200	84.0%	95.1%	56.8%	91.3%*	76.1%	60.2%	77.9%
Race/Ethnicity:							
White, non-Hisp, n=229	80.6%	95.0%	60.8%	89.3%	73.9%	63.8%	76.6%
Non-white, Hisp, n=104	86.1%	95.0%	59.0%	90.1%	80.4%	57.6%	78.4%
Type of Services Received:							
MH Only, n=307	81.9%	95.0%	59.9%	90.8%	75.7%	60.9%	76.7%
SUD Only, n=32	83.9%	96.4%	69.0%	79.3%	80.0%	75.9%	82.8%

Note: * Significant difference at .05

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 24.8% rated their general health as excellent, 38.2% rated their general health as very good, and 29.4% rated their general health as good. About one in thirteen (7.6%) rated their youth's general health as either fair or poor. Youth with a general health status of excellent or very good improved 1.4% compared to 2014 estimates.

TABLE 10: BRFSS Questions for Youth Consumers

	Youth
General Health Status:	
Excellent	24.8%
Very Good	38.2%
Good	29.4%
Fair	7.0%
Poor	0.6%
In the Past 30 Days:	
Average Days Physical Health Not Good	1.8
Average Days Mental Health Not Good	8.7
Average Days Poor Health Prevented Usual Activities	3.6
Body Mass Index Category:	
Obese	32.7%
Overweight	19.4%
Normal Weight	42.7%
Underweight	5.2%

Parents reported an average of 1.8 days in the past 30 days that their youth's physical health was not good, 8.7 days when their mental health was not good, and 3.6 days when poor physical

or mental health kept them from doing their usual activities, an improvement from last year's survey.

The youths' weight, height, gender and age were used to determine their weight status. In looking at the valid (missing data excluded) youth sample, 5.2% are considered underweight; 42.7% are considered to have a healthy weight range. Approximately 19.4% are characterized as overweight, while 32.7% are characterized as obese.

Summary

The 2015 implementation of the Consumer Survey used a mixed mode design, attempting to reach consumers via mail and by phone to complete the survey. The adult and youth survey response rates were considerably lower than the last 5 years. A possible option to improve response rates may be to introduce a web mode, with a little over a third of respondents (33.4%) suggesting that they would be interested in completing the survey by web.

Respondents were more positive about their **General Satisfaction,** relative to 2014. Positive increases were also shown in 2015 for **Access** and **Quality and Appropriateness** than in 2014. The lowest positive domain overall was **Social Connectedness** (68.4% positive), which was just slightly lower than **Outcomes,** (72.9% positive). The highest positive domain was **Quality and Appropriateness** (87.4% 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 higher incidence of binge drinking behavior.

Youth Survey results were relatively unchanged from 2014 to 2015 for **Access, General Satisfaction, Outcomes, Family Involvement, Cultural Sensitivity** and **Functioning.** Respondents were less positive about **Social Connectedness** in 2015 compared to 2014. Youth consumers reported consistent participation in monthly physical activity relative to 2014, and obesity rates for youth were also consistent from 2014.

Appendix A

Adult Survey Questions[1] and MHSIP Scales

The 28 items on 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.

[1] Possible Responses: Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree, and Not Applicable.

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.

Two additional scales (and the questions included in each) were included in 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 2015 data, results indicated that of the 1,497 adult surveys, 19 surveys were missing responses or marked "not applicable" for more than one-third of the items in the Access scale. Those 19 surveys were excluded from the calculation, leaving 1,478 surveys to be included in the calculation. Average scale scores were calculated for each of the 1,478 surveys. Of those surveys, 1,224 had average scores of 2.49 or lower (Agree/Strongly Agree); 190 had average scores between 2.50 and 3.49 (Neutral); and 64 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 1,224 positive responses divided by 1,478 surveys with completed Access items, or 82.8%.

Appendix B
Table 11
2015 Adult Consumer Survey
Summary of Results (n=1497)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other*	% Agree/ Strongly Agree
1. I like the services that I received there.	741	567	98	42	36	13	88.1%
2. If I had other choices, I would still get services from _____.	640	570	103	108	50	26	82.3%
3. I would recommend _____ to a friend or family member.	731	565	69	64	44	24	88.0%
4. The location of services was convenient (parking, public transportation, distance, etc.).	598	620	152	74	19	34	83.3%
5. Staff were willing to see me as often as I felt it was necessary.	665	615	88	65	25	39	87.8%
6. Staff returned my calls within 24 hours.	556	585	113	76	32	135	83.8%
7. Services were available at times that were good for me.	637	656	101	64	24	15	87.2%
8. I was able to get all the services I thought I needed.	603	622	105	93	51	23	83.1%
9. I was able to see a psychiatrist when I wanted to.	445	504	136	110	49	253	76.3%
10. Staff at _____ believe that I can grow, change and recover.	678	582	127	38	21	51	87.1%
11. I felt comfortable asking questions about my treatment and medication.	683	582	85	49	24	74	88.9%
12. I felt free to complain.	540	656	137	72	37	55	82.9%
13. I was given information about my rights.	663	681	67	43	11	32	91.7%
14. Staff encouraged me to take responsibility for how I live my life.	653	628	103	35	15	63	89.3%
15. Staff told me what side effects to watch out for.	478	564	138	109	22	186	79.5%
16. Staff respected my wishes about who and who is not to be given information about my treatment.	716	608	69	25	23	56	91.9%
17. I, not staff, decided my treatment goals.	510	628	166	91	25	77	80.1%
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	590	601	117	30	16	143	88.0%
19. Staff helped me obtain the information that I needed so that I could take charge of managing my illness.	582	621	136	60	22	76	84.7%
20. I was encouraged to use consumer-run programs.	473	589	150	109	21	155	79.1%
21. Staff treated me with respect and dignity.	782	557	74	29	21	34	91.5%
22. My treatment (or service) goals were based on my strengths and needs.	612	657	112	56	19	41	87.2%
23. The program was sensitive to any experienced or witnessed trauma in my life.	602	581	127	62	24	101	84.7%
24. I felt safe to open up about abuse or trauma in this program.	565	565	148	67	32	120	82.1%
As a result of the services received:							
25. I deal more effectively with daily problems.	476	649	168	89	34	81	79.4%
26. I am better able to control my life.	486	652	165	87	32	75	80.0%
27. I am better able to deal with crisis.	456	615	204	108	36	78	75.5%
28. I am getting along better with my family.	438	561	229	94	37	138	73.5%
29. I do better in social situations.	360	592	261	130	44	110	68.6%
30. I do better in school and/or work.	319	473	218	103	39	345	68.8%
31. My housing situation has improved.	348	440	258	123	45	283	64.9%
32. My financial situation has improved.	299	444	278	161	74	241	59.2%
33. My legal situation has stabilized or improved.	300	400	204	65	42	486	69.2%
34. My symptoms are not bothering me as much.	353	575	220	162	65	122	67.5%
35. I do things that are more meaningful to me.	392	663	230	92	35	85	74.7%
36. I am better able to take care of my needs.	416	700	187	82	35	77	78.6%
37. I am better able to handle things when they go wrong.	378	662	215	122	39	81	73.4%
38. I am better able to do the things that I want to do.	374	639	242	114	35	93	72.2%
39. The services you received at _____ have improved your quality of life.	501	638	161	86	36	75	80.1%
Relationships with people other than your mental health provider(s):							
40. I have friends in my neighborhood.	259	470	248	272	62	186	55.6%
41. I am an active member of my community.	188	430	362	276	77	164	46.4%
42. I am happy with the friendships I have.	365	697	207	96	36	96	75.8%
43. I have people with whom I can do enjoyable things.	387	664	203	117	31	95	75.0%
44. I feel I belong in my community.	284	557	303	176	50	127	61.4%
45. In a crisis, I would have the support I need from family or friends.	478	659	160	83	35	82	80.4%
46. I am satisfied with the community I am currently living in.	355	639	232	133	62	96	69.5%
47. I am satisfied with my current housing situation.	400	570	206	131	60	130	71.0%

*Not included in calculation

Appendix B

Table 12
2015 Adult Consumer Survey
Positive Response by Region

Percent positive response: Strongly Agree or Agree	Region1	Region 2	Region 3	Region 4	Region 5	Region 6
Number of respondents	n = 84	n = 159	n = 218	n = 350	n = 254	n = 432
1. I like the services that I received there.	89.3%	89.8%	90.7%	85.0%	89.6%	87.7%
2. If I had other choices, I would still get services from _____.	83.1%	88.5%	85.6%	79.2%	82.3%	80.6%
3. I would recommend _____ to a friend or family member.	92.8%	90.3%	89.8%	86.0%	86.3%	87.8%
4. The location of services was convenient (parking, public transportation, distance, etc.).	84.3%	85.9%	87.0%	83.1%	86.1%	78.6%
5. Staff were willing to see me as often as I felt it was necessary.	85.7%	92.9%	91.5%	84.2%	87.2%	87.7%
6. Staff returned my calls within 24 hours.	86.8%	83.8%	84.7%	81.1%	82.5%	85.6%
7. Services were available at times that were good for me.	86.9%	89.7%	88.5%	84.6%	88.9%	86.9%
8. I was able to get all the services I thought I needed.	86.6%	83.7%	87.4%	81.2%	84.1%	81.1%
9. I was able to see a psychiatrist when I wanted to.	72.5%	76.6%	82.6%	71.1%	77.5%	77.3%
10. Staff at _____ believe that I can grow, change and recover.	85.7%	90.2%	88.6%	85.6%	84.9%	88.2%
11. I felt comfortable asking questions about my treatment and medication.	92.7%	90.8%	88.6%	86.0%	89.7%	89.5%
12. I felt free to complain.	90.5%	86.8%	82.8%	79.7%	82.1%	83.3%
13. I was given information about my rights.	92.7%	91.6%	92.6%	91.2%	89.2%	93.1%
14. Staff encouraged me to take responsibility for how I live my life.	86.9%	92.1%	89.1%	85.8%	89.5%	91.7%
15. Staff told me what side effects to watch out for.	82.5%	78.2%	82.7%	74.2%	79.2%	81.8%
16. Staff respected my wishes about who and who is not to be given information about my treatment.	97.6%	93.3%	91.5%	89.9%	90.7%	92.7%
17. I, not staff, decided my treatment goals.	86.6%	80.8%	79.0%	79.0%	77.4%	81.7%
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	93.6%	90.4%	89.9%	84.7%	85.7%	89.0%
19. Staff helped me obtain the information that I needed so that I could take charge of managing my illness.	84.0%	86.5%	84.5%	78.1%	86.3%	88.5%
20. I was encouraged to use consumer-run programs.	84.4%	78.4%	78.4%	73.8%	81.1%	81.9%
21. Staff treated me with respect and dignity.	93.9%	94.2%	93.0%	87.4%	91.1%	92.9%
22. My treatment (or service) goals were based on my strengths and needs.	87.8%	93.5%	87.3%	85.8%	87.9%	85.3%
23. The program was sensitive to any experienced or witnessed trauma in my life.	88.6%	89.0%	84.4%	84.7%	81.5%	84.6%
24. I felt safe to open about abuse or trauma in this program.	88.9%	86.2%	83.6%	79.0%	79.5%	82.6%
As a result of the services received:						
25. I deal more effectively with daily problems.	76.3%	83.6%	81.7%	78.8%	79.7%	77.9%
26. I am better able to control my life.	77.2%	86.9%	77.8%	81.7%	79.5%	78.1%
27. I am better able to deal with crisis.	71.3%	79.3%	77.7%	75.0%	74.7%	74.6%
28. I am getting along better with my family.	73.8%	72.5%	80.4%	73.1%	69.5%	73.0%
29. I do better in social situations.	73.1%	66.4%	74.1%	67.0%	69.3%	66.8%
30. I do better in school and/or work.	70.0%	71.2%	77.6%	66.7%	66.3%	66.2%
31. My housing situation has improved.	66.2%	62.9%	68.7%	66.8%	66.7%	60.9%
32. My financial situation has improved.	52.7%	59.0%	57.3%	58.5%	58.3%	62.4%
33. My legal situation has stabilized or improved.	72.3%	65.7%	73.8%	64.7%	68.7%	71.6%
34. My symptoms are not bothering me as much.	61.0%	71.2%	70.1%	68.9%	69.0%	64.1%
35. I do things that are more meaningful to me.	76.3%	76.5%	77.0%	72.6%	74.4%	74.6%
36. I am better able to take care of my needs.	76.9%	84.9%	78.8%	75.3%	78.9%	78.9%
37. I am better able to handle things when they go wrong.	65.0%	80.7%	75.2%	71.4%	72.8%	73.5%
38. I am better able to do the things that I want to do.	68.4%	75.2%	72.6%	74.2%	72.7%	69.6%
39. The services you received at _____ have improved your quality of life.	76.3%	84.4%	83.1%	79.2%	78.4%	79.5%
Relationships with people other than your mental health provider(s):						
40. I have friends in my neighborhood.	59.7%	54.1%	61.9%	58.4%	53.6%	50.9%
41. I am an active member of my community.	51.3%	42.5%	45.5%	49.0%	48.6%	43.9%
42. I am happy with the friendships I have.	73.8%	71.5%	81.0%	77.3%	73.7%	75.1%
43. I have people with whom I can do enjoyable things.	71.3%	75.5%	74.3%	76.5%	77.5%	73.2%
44. I feel I belong in my community.	62.3%	57.8%	63.5%	63.0%	58.8%	61.6%
45. In a crisis, I would have the support I need from family or friends.	73.4%	83.9%	83.1%	80.8%	79.6%	79.1%
46. I am satisfied with the community I am currently living in.	71.3%	62.2%	70.2%	71.4%	68.7%	70.4%
47. I am satisfied with my current housing situation.	70.0%	70.9%	68.1%	75.6%	71.9%	68.3%

Appendix B

Table 13
2014 and 2015 Adult Consumer Surveys
Confidence Intervals (CI)

	2014 (n=1608)			2015 (n=1497)		
1 = Strongly Agree; 5 = Strongly Disagree	**Mean**	**SD**	**95% CI**	**Mean**	**SD**	**95% CI**
1. I like the services that I received there.	1.722	0.921	1.68-1.77	1.696	0.897	1.65-1.74
2. If I had other choices, I would still get services from _____.	1.916	1.046	1.86-1.97	1.884	1.045	1.83-1.94
3. I would recommend _____ to a friend or family member.	1.788	0.966	1.74-1.84	1.727	0.955	1.68-1.78
4. The location of services was convenient (parking, public transportation, distance, etc.).	1.809	0.883	1.76-1.85	1.835	0.897	1.79-1.88
5. Staff were willing to see me as often as I felt it was necessary.	1.787	0.910	1.74-1.83	1.745	0.886	1.70-1.79
6. Staff returned my calls within 24 hours.	1.856	0.939	1.81-1.90	1.857	0.952	1.81-1.91
7. Services were available at times that were good for me.	1.786	0.856	1.74-1.83	1.773	0.875	1.73-1.82
8. I was able to get all the services I thought I needed.	1.920	1.033	1.87-1.97	1.892	1.016	1.84-1.94
9. I was able to see a psychiatrist when I wanted to.	2.116	1.117	2.06-2.18	2.047	1.084	1.99-2.11
10. Staff at _____ believe that I can grow, change and recover.	1.713	0.795	1.67-1.75	1.715	0.844	1.67-1.76
11. I felt comfortable asking questions about my treatment and medication.	1.775	0.883	1.73-1.82	1.699	0.860	1.65-1.74
12. I felt free to complain.	1.932	0.969	1.88-1.98	1.897	0.944	1.85-1.95
13. I was given information about my rights.	1.697	0.763	1.66-1.73	1.674	0.760	1.64-1.71
14. Staff encouraged me to take responsibility for how I live my life.	1.741	0.823	1.70-1.78	1.697	0.792	1.66-1.74
15. Staff told me what side effects to watch out for.	2.028	1.063	1.97-2.08	1.957	0.976	1.90-2.01
16. Staff respected my wishes about who and who is not to be given information about my treatment.	1.693	0.821	1.65-1.73	1.634	0.790	1.59-1.67
17. I, not staff, decided my treatment goals.	1.969	0.959	1.92-2.02	1.939	0.942	1.89-1.99
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	1.726	0.776	1.69-1.77	1.730	0.803	1.69-1.77
19. Staff helped me obtain the information that I needed so that I could take charge of managing my illness.	1.863	0.909	1.82-1.91	1.817	0.884	1.77-1.86
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	1.991	0.978	1.94-2.04	1.969	0.964	1.92-2.02
21. Staff treated me with respect and dignity.	1.634	0.799	1.59-1.67	1.599	0.796	1.56-1.64
22. My treatment (or service) goals were based on my strengths and needs.	1.811	0.838	1.77-1.85	1.773	0.847	1.73-1.82
23. The program was sensitive to any experienced or witnessed trauma in my life.	1.830	0.903	1.78-1.88	1.800	0.903	1.75-1.85
24. I felt safe to open about abuse or trauma in this program.	1.884	0.954	1.83-1.93	1.864	0.951	1.81-1.91
As a result of the services received:						
25. I deal more effectively with daily problems.	1.988	0.924	1.94-2.03	1.980	0.961	1.93-2.03
26. I am better able to control my life.	1.986	0.917	1.94-2.03	1.964	0.951	1.91-2.01
27. I am better able to deal with crisis.	2.048	0.933	2.00-2.09	2.051	0.998	2.00-2.10
28. I am getting along better with my family.	2.089	0.986	2.04-2.14	2.066	1.004	2.01-2.12
29. I do better in social situations.	2.217	1.025	2.16-2.27	2.211	1.032	2.16-2.27
30. I do better in school and/or work.	2.173	1.012	2.12-2.23	2.193	1.045	2.13-2.25
31. My housing situation has improved.	2.243	1.068	2.19-2.30	2.240	1.087	2.18-2.30
	2.517	1.166	2.46-2.58	2.416	1.153	2.35-2.48
33. My legal situation has stabilized or improved.	2.226	1.027	2.17-2.29	2.158	1.051	2.09-2.22
34. My symptoms are not bothering me as much.	2.266	1.062	2.21-2.32	2.281	1.112	2.22-2.34
35. I do things that are more meaningful to me.	2.049	0.906	2.00-2.10	2.090	0.957	2.04-2.14
36. I am better able to take care of my needs.	2.021	0.891	1.98-2.07	2.028	0.937	1.98-2.08
37. I am better able to handle things when they go wrong.	2.114	0.928	2.07-2.16	2.140	0.996	2.09-2.19
38. I am better able to do the things that I want to do.	2.152	0.968	2.10-2.20	2.143	0.984	2.09-2.19
39. The services you received at _____ have improved your quality of life.	1.981	0.962	1.93-2.03	1.958	0.967	1.91-2.01
Relationships with people other than your mental health provider(s):						
40. I have friends in my neighborhood.	2.452	1.090	2.39-2.51	2.548	1.159	2.49-2.61
41. I am an active member of my community.	2.683	1.126	2.62-2.74	2.718	1.116	2.66-2.78
42. I am happy with the friendships I have.	2.065	0.926	2.02-2.11	2.101	0.951	2.05-2.15
43. I have people with whom I can do enjoyable things.	2.030	0.912	1.98-2.08	2.102	0.972	2.05-2.15
44. I feel I belong in my community.	2.338	1.045	2.28-2.39	2.380	1.062	2.32-2.44
2.4445. In a crisis, I would have the support I need from family or friends.	1.935	0.936	1.89-1.98	1.967	0.953	1.92-2.02

Appendix B

Table 14
2015 Youth Consumer Survey
Summary of Results (n=340)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other	% Agree/ Strongly Agree
1. Overall, I am satisfied with the services my child received	150	140	17	15	12	6	86.8%
2. I helped to choose my child's services.	135	147	24	17	6	11	85.7%
3. I helped to choose my child's treatment goals.	131	161	19	14	4	11	88.8%
4. The people helping my child stuck with us no matter what.	147	133	16	23	11	10	84.8%
5. I felt my child had someone to talk to when he/she was troubled.	128	124	37	27	10	14	77.3%
6. I participated in my child's treatment.	169	139	11	11	1	9	93.1%
7. The services my child and/or family received were right for us.	133	129	44	20	10	4	78.0%
8. The location of services was convenient for us.	157	134	21	14	8	6	87.1%
9. Services were available at times that were convenient for us.	142	139	30	18	3	8	84.6%
10. My family got the help we wanted for my child.	126	123	35	27	18	11	75.7%
11. My family got as much help as we needed for my child.	111	116	44	45	17	7	68.2%
12. Staff treated me with respect.	178	139	12	0	4	7	95.2%
13. Staff respected my family's religious/spiritual beliefs.	165	120	12	0	0	4	96.0%
14. Staff spoke with me in a way that I understood.	166	150	14	6	1	3	93.8%
15. Staff were sensitive to my cultural/ethnic background.	142	134	16	1	1	46	93.9%
As a result of the services my child and/or family received:							
16. My child is better at handling daily life.	81	136	57	34	19	13	66.4%
17. My child gets along better with family members.	79	130	62	37	14	18	64.9%
18. My child gets along better with friends and other people.	70	144	63	33	15	15	65.8%
19. My child is doing better in school and/or work.	82	131	61	31	13	22	67.0%
20. My child is better able to cope when things go wrong.	70	136	69	37	16	12	62.8%
21. I am satisfied with our family life right now.	80	139	51	42	13	15	67.4%
22. My child is better able to do the things he/she wants to do.	62	156	59	33	13	17	67.5%
23. The services your child received at ___ have improved his/her quality of life.	81	151	53	30	13	12	70.7%
Relationships with people other than your mental health provider(s):							
24. I know people who will listen and understand me when I need to talk.	97	169	35	18	7	14	81.6%
25. I have people that I am comfortable talking with about my child's problems.	108	168	32	16	6	10	83.6%
26. In a crisis, I have the support I need from family or friends.	106	162	36	20	8	8	80.7%
27. I have people with whom I can do enjoyable things.	106	162	36	19	6	11	81.5%

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 15
2015 Youth Consumer Survey
Positive Response by Region

	Region1	Region 2	Region 3	Region 4	Region 5	Region 6
Number of respondents	n = 25	n = 20	n = 84	n = 49	n = 74	n = 87
1. Overall, I am satisfied with the services my child received.	96.0%	80.0%	90.1%	89.6%	77.0%	89.4%
2. I helped to choose my child's services.	95.8%	85.0%	83.8%	87.8%	80.6%	88.0%
3. I helped to choose my child's treatment goals.	100.0%	89.5%	85.2%	78.7%	90.3%	92.9%
4. The people helping my child stuck with us no matter what.	92.0%	80.0%	90.0%	75.0%	81.9%	86.9%
5. I felt my child had someone to talk to when he/she was troubled.	87.5%	68.4%	81.5%	75.5%	70.4%	79.0%
6. I participated in my child's treatment.	100.0%	90.0%	89.0%	87.2%	94.5%	97.6%
7. The services my child and/or family received were right for us.	92.0%	80.0%	83.1%	75.5%	66.2%	79.8%
8. The location of services was convenient for us.	100.0%	70.0%	88.0%	73.5%	88.9%	92.9%
9. Services were available at times that were convenient for us.	88.0%	68.4%	87.7%	77.6%	81.9%	90.6%
10. My family got the help we wanted for my child.	88.0%	70.0%	78.8%	73.5%	68.1%	78.0%
11. My family got as much help as we needed for my child.	88.0%	68.4%	69.5%	61.2%	60.3%	71.4%
12. Staff treated me with respect.	96.0%	90.0%	97.6%	87.5%	97.3%	96.4%
13. Staff respected my family's religious/spiritual beliefs.	95.2%	85.0%	100.0%	86.7%	100.0%	97.4%
14. Staff spoke with me in a way that I understood.	92.0%	90.0%	97.6%	87.8%	93.2%	95.3%
15. Staff were sensitive to my cultural/ethnic background.	85.0%	85.0%	98.6%	86.0%	98.4%	94.9%
As a result of the services my child and/or family received:						
16. My child is better at handling daily life.	84.0%	65.0%	71.3%	67.4%	57.5%	63.4%
17. My child gets along better with family members.	82.6%	50.0%	71.3%	59.6%	62.5%	62.0%
18. My child gets along better with friends and other people.	75.0%	70.0%	72.0%	63.0%	57.5%	64.6%
19. My child is doing better in school and/or work.	73.9%	70.0%	76.6%	59.6%	58.0%	66.7%
20. My child is better able to cope when things go wrong.	83.3%	65.0%	70.4%	57.4%	58.9%	54.9%
21. I am satisfied with our family life right now.	70.8%	70.0%	78.8%	52.1%	62.5%	67.5%
22. My child is better able to do the things he/she wants to do.	95.7%	70.0%	77.2%	53.2%	61.6%	62.5%
23. The services your child received at _____ have improved his/her quality of life.	91.7%	75.0%	74.1%	56.3%	68.5%	70.4%
Relationships with people other than your mental health provider(s):						
24. I know people who will listen and understand me when I need to talk.	84.0%	85.0%	78.0%	77.1%	81.4%	86.3%
25. I have people that I am comfortable talking with about my child's problems.	80.0%	84.2%	88.9%	81.6%	84.7%	79.5%
26. In a crisis, I have the support I need from family or friends.	80.0%	90.0%	85.4%	69.4%	78.1%	82.9%
27. I have people with whom I can do enjoyable things.	84.0%	80.0%	87.7%	73.5%	81.7%	79.3%

Note: Because of the small sample size caution should be exercised in interpreting the results of the Youth Survey.

Appendix B

Table 16
2014 and 2015 Youth Consumer Surveys
Confidence Intervals (CI)

	2014 (n=403)			2015 (n=340)		
	Mean	**SD**	**95% CI**	**Mean**	**SD**	**95% CI**
1. Overall, I am satisfied with the services my child received.	1.873	0.932	1.78-1.96	1.800	0.983	1.69-1.91
2. I helped to choose my child's services.	1.884	0.905	1.79-1.97	1.821	0.908	1.72-1.92
3. I helped to choose my child's treatment goals.	1.820	0.837	1.74-1.90	1.781	0.831	1.69-1.87
4. The people helping my child stuck with us no matter what.	1.832	0.969	1.76-1.93	1.842	1.025	1.73-1.95
5. I felt my child had someone to talk to when he/she was troubled.	2.036	1.039	1.93-2.14	1.979	1.057	1.86-2.09
6. I participated in my child's treatment.	1.640	0.724	1.57-1.71	1.598	0.738	1.52-1.68
7. The services my child and/or family received were right for us.	2.005	1.012	1.90-2.11	1.944	1.016	1.83-2.05
8. The location of services was convenient for us.	1.790	0.815	1.71-1.87	1.749	0.925	1.65-1.85
9. Services were available at times that were convenient for us.	1.794	0.826	1.71-1.88	1.798	0.882	1.70-1.89
10. My family got the help we wanted for my child.	2.094	1.081	1.99-2.20	2.052	1.145	1.93-2.18
11. My family got as much help as we needed for my child.	2.191	1.138	2.08-2.30	2.222	1.192	2.09-2.35
12. Staff treated me with respect.	1.594	0.753	1.52-1.67	1.538	0.683	1.46-1.61
13. Staff respected my family's religious/spiritual beliefs.	1.642	0.636	1.58-1.71	1.485	0.576	1.42-1.55
14. Staff spoke with me in a way that I understood.	1.583	0.581	1.52-1.64	1.594	0.684	1.52-1.67
15. Staff were sensitive to my cultural/ethnic background.	1.674	0.663	1.61-1.74	1.588	0.643	1.51-1.66
As a result of the services my child and/or family received:						
16. My child is better at handling daily life.	2.409	1.115	2.30-2.52	2.309	1.127	2.19-2.43
17. My child gets along better with family members.	2.341	1.042	2.24-2.45	2.308	1.095	2.19-2.43
18. My child gets along better with friends and other people.	2.346	1.001	2.24-2.45	2.320	1.064	2.20-2.44
19. My child is doing better in school and/or work.	2.320	1.058	2.21-2.43	2.252	1.071	2.13-2.37
20. My child is better able to cope when things go wrong.	2.496	1.065	2.39-2.60	2.369	1.087	2.25-2.49
21. I am satisfied with our family life right now.	2.301	1.017	2.20-2.40	2.289	1.095	2.17-2.41
22. My child is better able to do the things he/she wants to do.	2.324	0.980	2.23-2.42	2.316	1.024	2.20-2.43
23. The services your child received have improved his/her quality of life.	2.237	1.038	2.13-2.34	2.217	1.043	2.10-2.33
Relationships with people other than your mental health provider(s):						
24. I know people who will listen and understand me when I need to talk.	1.934	0.765	1.86-2.01	1.985	0.906	1.89-2.08
25. I have people that I am comfortable talking with about my child's problems.	1.856	0.747	1.78-1.93	1.921	0.882	1.83-2.02
26. In a crisis, I have the support I need from family or friends.	1.930	0.857	1.84-2.02	1.982	0.942	1.88-2.08
27. I have people with whom I can do enjoyable things.	1.914	0.759	1.84-1.99	1.957	0.910	1.86-2.06

Note: Because of the small sample size, and the large confidence interval, caution should be exercised in interpreting the results of the Youth Survey.