

2018 BEHAVIORAL HEALTH CONSUMER SURVEY

Executive Summary

During the first, second and third quarters of 2018, the Department of Health and Human Services' Division of Behavioral Health (DBH) conducted the annual Behavioral Health Consumer Survey. This survey solicited 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 assessed the quality and impact of the services provided by measuring consumer responses in 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 1,588 adults (30% response rate) and 611 youth caregivers (35% response rate) completed the survey.

The DBH data team analyzed the seven domains from a statewide perspective, and compared outcomes to previous iterations of the consumer survey dating back to 2014. Domains were also analyzed and broken down by region, as well as by consumer race/ethnicity, gender, age, service type, and length of stay. The physical health status of consumers was also examined.

Highlights from 2018 Consumer Survey

In the 2018 consumer survey, several improvements in overall consumer satisfaction were reported across the state. Responses across the survey domains tended to increase or remain stable from 2017 to 2018.

Response rate: Increase in 2018

From 2017 to 2018, the response rate of the adult survey rose from 27% to 30%. Compared to 2017, approximately 200 more mental health consumers completed the survey. The increased number of completed surveys helped improve data quality and reliability, adding confidence to the insights revealed through the 2018 data analysis.

Dealing with Crisis: Goal Met in 2018

The question, "I am better able to deal with crisis," was rated more positively in 2018 (75%) than in 2017 (73.2%). The positive rates for the whole population (75%) met the target for calendar year 2018 (75%). Females had 74% positive response, with males slightly higher at 77.2%. Non-whites and Hispanics reported a higher perception of ability to deal with crisis (81.3%) than white non-Hispanics (71.1%). Substance use disorder consumers also reported more positively (81.3%) than mental health only consumers (74.1%). Finally, those who received services for less than one year had a 73.7% positivity rating, while those with greater than one year had slightly higher ratings at 77.5%.

Outcomes: Consistent in 2018

In 2018, 70.5% of male consumers gave positive responses in the **outcomes** domain, consistent with 2017 data (71.7%). Females had a slight increase, 69.2% in 2018, compared to 67.8% in 2017. Across age ranges, outcomes remained consistent from 2017 to 2018.

Functioning: Consistent in 2018

The **functioning** domain also showed stable positive response percentages, with 69.6% in 2018 and 69.9% in the 2017 survey results.

Top responses for adults and youth

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

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

Question	Agreement
Staff treated me with respect and dignity.	91.7%
Staff respected my wishes about who and who is not to be given information about my treatment.	91.1%
I was given information about my rights.	90.0%

The three 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 stable or slightly more positive across the seven domains in 2018. Across regions, **outcomes** stayed consistent or increased by a few percentage points from 2017 to 2018.

General satisfaction, quality and appropriateness and **access** received the highest positive responses in 2018, respectively. Notable differences were seen between respondents by service type. Substance use disorder consumers indicated higher positive attitudes on four 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 received 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 **participation in treatment planning**, with women responding more positively; although when comparing the means (76.1% for men and 77.7% for women), the difference is relatively small. No significant differences were observed between white non-Hispanics 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.

Table of Contents

	Page
Introduction	4
Methodology and Sample	4
Survey Results - Adult Survey	6
Summary of Results	6
Mental Health Versus Substance Use Disorder Services	7
Services Received	7
Length of Time Receiving Services	7
Behavioral Health Regions	8
Scale Summaries – 2014-2018	8
Physical Health Status of Adult Behavioral Health Consumers	9
DBH Questions	11
Survey Results – Youth Survey	13
Summary of Results	13
Physical Health Status of Youth Behavioral Health Consumers	14
Summary	15
Appendix A – Survey Scales and Calculation of Scale Scores	16
Appendix B	
Table 11 – 2018 Adult Consumer Survey – Summary of Results	19
Table 12 – 2018 Adult Consumer Survey – Positive Response by Region	21
Table 13 – 2017 & 2018 Adult Consumer Surveys – Confidence Intervals	23
Table 14 – 2018 Youth Consumer Survey – Summary of Results	25
Table 15 – 2018 Youth Consumer Survey – Positive Response by Region	27
Table 16 – 2017 & 2018 Youth Consumer Surveys – Confidence Intervals	29

2018 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 2018, 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 (BOSR) at the University of Nebraska-Lincoln. The survey was conducted through mail, web and telephone modes. BOSR fielded the telephone interviews and web surveys, also entering responses into the survey database. All data analysis was performed by the DBH data team. A total of 1,588 adults (30% response rate) and 611 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 2017, 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 12,180 adults received mental health and/or substance use disorder services between July and December, 2017. Of that population, 6,000 consumers were randomly

selected for the 2018 survey sample. There were six individuals (0.1%) who were contacted and indicated that they did not receive services in the given timeframe. Incorrect addresses or other personal contact modes had been provided for some consumers (n=670), preventing a successful contact. Within the remaining sample, 668 respondents chose not to participate, resulting in 1,588 completed surveys. 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. For the youth survey, 1,852 caregivers of youth who have received services following the same eligibility definitions as the adult sample were attempted. Of that population, 0.1% (n=1) did not meet eligibility criteria indicating they did not receive services in the specified time period and a further 6.5% (n=120) were deemed ineligible because they were unreachable in any mode. 1,731 valid survey contacts were made, with 614 completing the survey (35%). Of those 614 youth surveys completed, 611 surveys indicated that consumers were eligible mental health service consumers, meeting age criteria for youth services.

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 27% in 2017 to 30% in 2018. For the Youth Survey, the response rate stayed the same at 35% for both 2017 and 2018.

TABLE 1: Survey Sample Size and Response Rates – 2014-2018

Adult Survey	2014	2015	2016	2017	2018
a. How many surveys were attempted (sent out or calls initiated)?	5,917	5,955	5,942	5,953	6,000
b. How many survey contacts were made? (surveys to valid phone numbers or addresses)	4,107	4,934	5,348	5,249	5,324
c. How many surveys were completed? (survey forms returned or calls completed)	1,608	1,497	1,182	1,400	1,588
d. What was your response rate? (number of completed surveys divided by number of contacts)	39%	30%	22%	27%	30%
Youth Survey	2014	2015	2016	2017	2018
a. How many surveys were attempted (sent out or calls initiated)?	1,191	1,032	1,490	1,504	1,852
b. How many survey contacts were made? (surveys to valid phone numbers or addresses)	795	1,027	1,401	1,424	1,731
c. How many surveys were completed? (survey forms returned or calls completed)	403	340	454	494	611
d. What was your response rate? (number of completed surveys divided by number of contacts)	51%	33%	32%	35%	35%

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.

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

¹The 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.

- General satisfaction
- Functioning
- Social connectedness

Survey Results – Adult Survey

Summary of Results

Of the 1,560 respondents who identified their gender, 868 identified as female (55.6%) and 692 identified as male (44.4%). The consumers ranged in age from 18 to 89, with an average age of 43.31 years. The majority of respondents (81.9%) identify as non-Hispanic white. A total of 275 (18.1%) respondents identified as non-white and/or Hispanic.

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 (85.9%) were satisfied with services (Table 2). The majority (76.7%) were satisfied with their level of **participation in treatment planning**. Nearly 70% respondents (69.4%) responded positively to questions on the **outcomes** scale. Most (86.5%) responded positively to the questions related to the **quality and appropriateness** of services, and 81.5% thought that the services were **accessible**. The majority of consumers felt that the services they received improved their level of **functioning** (69.6%) and **social connectedness** (66.0%).

Consumers between 45 and 64 years old reported significantly higher **general satisfaction** compared to consumers 25 to 44 years old.

Females reported significantly more positive responses for **participation in treatment planning** than men. Though not significantly different, the male consumers reported a higher positive response rate for **outcomes**, **social connectedness**, and **functioning**.

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

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:	81.5%	86.5%	69.4%	76.7%	85.9%	69.6%	66.0%
Gender:							
Male, n=692	81.7%	86.0%	70.5%	76.1%*	85.6%	70.2%	67.6%
Female, n=868	81.6%	87.5%	69.2%	77.7%*	86.6%	69.6%	65.6%
Age:							
19-24 years, n=159	79.2%	87.8%	66.2%	77.2%	80.5%	67.8%	69.8%
25-44 years, n=641	80.1%	86.8%	70.0%	76.9%	83.6%*	71.5%	68.3%
45-64 years, n=703	83.5%	85.9%	69.4%	77.5%	89.4%*	68.5%	62.7%
65+ years, n=75	78.9%	86.4%	68.9%	66.7%	82.9%	65.7%	69.1%
Race/Ethnicity:							
White, non-Hisp, n=1242	82.6%	87.1%	70.3%	77.6%	86.4%	71.1%	66.8%
Non-white or Hisp, n=275	76.8%	85.8%	66.4%	75.5%	84.6%	64.9%	63.5%

Note: *Significant difference

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). Consumers receiving mental health services reported statistically higher **general satisfaction** and nearly the same or less positive attitudes on the remaining domains.

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 **quality and appropriateness, outcomes, participation in treatment planning, 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

Consumers who had received services for at least one year responded statistically more positively on **access, quality and appropriateness, outcomes, general satisfaction, functioning and 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, n=1383	81.7%	86.4%	67.7%*	76.7%	86.4%*	67.9%*	64.4%*
SUD, n=205	80.3%	87.5%	80.1%*	76.5%	82.8%*	81.3%*	77.4%*
Services Received†:							
Emergency, n=88	75.0%	77.4%	54.4%	68.8%	81.6%	58.5%	51.9%
Inpatient, n=38	70.3%	71.1%	48.6%	56.8%	68.4%	65.7%	48.5%
Non-Residential, n=1442	82.3%	87.6%	70.8%	77.8%	86.8%	70.4%	67.1%
Residential, n=20	70.0%	80.0%	70.0%	73.7%	75.0%	70.0%	80.0%
Length of Time Receiving Services:							
Less Than One Year, n=1055	80.7%*	86.1%*	67.8%*	77.1%	84.6%*	69.2%*	65.3%*
One Year or More, n=533	83.0%*	87.5%*	72.4%*	75.9%	88.6%*	70.6%*	67.5%*

Note: * Significant difference

† 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 a few significant differences in positive responses to the survey questions (Table 4). Region 2 had higher responses on **quality and appropriateness** and **participation in treatment planning** when compared to the other regions. **Outcomes** was led by Regions 1, 2 and 4. Region 4 had higher responses on **general satisfaction** and **functioning** compared to the remaining five regions.

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	88	87.5%	90.8%	76.8%	83.3%	85.2%	75.0%	70.9%
Region 2	171	84.4%	93.3%*	73.7%*	87.1%*	87.6%	72.8%	67.5%
Region 3	268	80.4%	85.4%	68.8%	71.3%*	83.8%	68.4%	65.7%
Region 4	349	83.4%	87.2%	75.1%*	75.2%	91.0%*	75.1%*	69.5%
Region 5	272	81.7%	84.7%	68.5%	77.9%	86.7%	68.2%	68.3%
Region 6	440	78.2%	84.3%*	62.6%*	75.2%*	82.2%*	64.7%*	60.5%

Note: * Significant difference

Scale Summaries – 2014-2018

Table 5 compares the responses from the 2014 to 2018 adult surveys for each of the seven MHSIP domains (scales). Positive attitudes on the measured domains were consistent with 2017 results in the 2018 sample.

TABLE 5: Agreement Rate by Scale – 2014-2018

	2014	2015	2016	2017	2018
Access	81.4%	82.8%	81.3%	82.3%	81.5%
Quality/Appropriateness	84.8%	87.4%	86.0%	85.9%	86.5%
Outcomes	71.5%	72.9%	68.3%	69.2%	69.4%
Participation in Treatment Planning	83.7%	79.4%	78.2%	76.4%	76.7%
General Satisfaction	78.8%	86.6%	84.1%	86.1%	85.9%
Functioning	74.3%	73.1%	68.0%	69.9%	69.6%
Social Connectedness	71.3%	68.4%	67.6%	67.1%	66.0%

Physical Health Status of Adult Behavioral Health Consumers

Responses to the health questions on the 2018 Consumer Survey were compared to responses from the 2017 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		2015 Nebraska General Population
	MH	SUD	
Physical Health Conditions:			
Heart Attack or Myocardial Infarction	5.6%	2.0%	4.0%
Angina or Coronary Heart Disease	4.9%	1.0%	3.8%
Stroke	4.8%	5.0%	2.8%
Diabetes	17.3%	10.7%	8.8%
Cigarette Smoking:			
Every Day	33.3%	44.3%	12.1%
Some Days	10.0%	14.9%	4.9%
Does Not Smoke	56.7%	40.8%	83.1%
General Health Status:			
Excellent	5.6%	8.5%	18.8%
Very Good	18.4%	24.1%	34.6%
Good	39.0%	43.7%	31.9%
Fair	26.9%	20.1%	11.4%
Poor	10.1%	3.5%	3.3%
In the Past 30 Days:			
Average Days Physical Health Not Good	9.6	5.2	
Average Days Mental Health Not Good	13.5	7.5	
Average Days Poor Health Prevented Usual Activities	9.8	5.5	
Average Days of Binge Drinking	1.5	1.4	
Body Mass Index Category:			
Obese	49.6%	38.9%	32.0%
Overweight	23.9%	38.4%	36.6%
Normal Weight	24.7%	21.6%	29.7%
Underweight	1.8%	1.1%	1.7%

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

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

- Has a doctor, nurse, or other health professional ever told you that:
- you had a heart attack (also called a myocardial infarction)?
 - you had angina or coronary heart disease?
 - you had a stroke?
 - you had diabetes?



The most common chronic health condition among behavioral health consumers is diabetes. More than one in six (17.3%) 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 (33.3%) of mental health consumers indicated that they smoke every day, and 56.7% reported not smoking. A large proportion (44.3%) of substance use disorder consumers reported smoking every day, and 40.8% 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 (24%) of mental health consumers rated their general health as excellent or very good, while 10.1% rated their general health as poor. In comparison, 32.6% of substance use disorder consumers rated their general health as excellent or very good, and 3.5% 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 9.6 days in the previous 30 days that their **physical health** was not good, compared to 5.2 days for substance use disorder consumers. Consumers of mental health services indicate an average of 13.5 days in the previous 30 days that their **mental health** was not good, compared to 7.5 days for substance use disorder consumers. Both substance use disorder and mental health consumers report similar average days of binge drinking, 1.4 and 1.5 respectively.

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 9.8 days in the previous 30 days that their poor health prevented usual activities, compared to 5.5 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 (49.6% vs. 38.9%, respectively). Conversely, consumers receiving substance use disorder services were more likely to be overweight (38.4%) compared to consumers of mental health services (23.9%).

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 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 (91.8% and 89.5%, respectively). Mental health consumers responded slightly lower (84.7%) than substance use disorder consumers (89.1%), although both were still highly satisfied.

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 (75.7% and 79.7%, 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, mental health services consumers and substance use disorder consumers agreed that their programs were sensitive to any experienced or witnessed trauma in their life (81.3% for both). Also, most consumers of both service types felt safe to open up about abuse or trauma in their programs (78.2% and 78.3%, for mental health and substance use disorder consumers respectively).

When asked about their financial and legal situations, mental health consumers responded significantly less positively than substance use disorder services consumers. Only 47.1% of the mental health consumers thought that their financial situation had stabilized or improved compared to 61.4% for substance use disorder services consumers. Similarly, significantly less mental health consumers agreed that their legal situation had stabilized or improved (39.9%), compared to substance use disorder services consumers (69.5%).

In order to better understand the reasons why improvement in housing situation had the lowest positive attitude of all questions for the last several years, two questions related to community were added again this year. It was found that 48.4% of mental health services consumers and 57.2% of 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 38.2% of mental health consumers positively agreed. Significantly more substance use disorder services consumers positively agreed to the same question (51.0%).

In summary, substance use disorder consumers were more positive about improvement in their financial and legal situations, reported having more friends in their community and 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.	75.7%*	79.7%*
Staff treated me with respect and dignity.	91.8%*	89.5%*
My treatment goals were based on my strength and needs.	84.7%*	89.1%*
The program was sensitive to any experienced or witnessed trauma in my life.	81.3%	81.3%
I felt safe to open up about abuse or trauma in this program.	78.2%	78.3%
My financial situation has stabilized or improved.	47.1%*	61.4%*
My legal situation has stabilized or improved.	39.9%*	69.5%*
I have friends in my neighborhood.	48.4%*	57.2%*
I am an active member of my community.	38.2%*	51.0%*

Note: * Significant difference

Survey Results – Youth Survey

Summary of Results²

A total of 611 out of 1,731 (35%) MHSIP youth surveys were completed in 2018. This represents a stable response rate in comparison to response rates in 2017. For the surveys, a caregiver or guardian was instructed to respond on behalf of the child receiving services. Of those reporting gender, more surveys were completed for boys (58%, n=340) than for girls (42%, n=246). The youths' ages ranged from 1 years to 17 years, with an average age of 13.1 years. Most of the consumers who reported race/ethnicity were white, non-Hispanic (74.6%, n=423); 25.4% were non-white or Hispanic (n=144).

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): Access, General Satisfaction, Outcome, Family Involvement, Cultural Sensitivity, Improved Functioning and Social Connectedness.

Most caregivers (77.2%) in the Youth Survey were generally satisfied with the services their child received (Table 8). The most positive responses were in the **cultural sensitivity** domain; 92.1% responded positively. Satisfaction in **outcomes** achieved the highest response since 2015 (60.8%). Results indicated that positive attitudes increased considerably for **functioning** (62.2%). There was a slight decrease in positive responses from 2017 to 2018 regarding satisfaction with **family involvement**, **cultural sensitivity** and **social connectedness**. A summary of the responses to the MHSIP survey for youth for 2018 can be found in Appendix B, Table 14.

TABLE 8: Youth Survey Agreement Rate by Scale – 2014-2018

	2014	2015	2016	2017	2018
Access	84.2%	82.1%	85.4%	85.5%	83.0%
General Satisfaction	77.9%	76.1%	78.5%	74.8%	77.2%
Outcomes	61.6%	60.8%	60.1%	57.2%	60.8%
Family Involvement	88.2%	89.8%	87.2%	85.7%	85.2%
Cultural Sensitivity	92.8%	95.1%	91.9%	93.0%	92.1%
Functioning	62.7%	62.4%	59.6%	58.9%	62.2%
Social Connectedness	84.3%	77.3%	79.9%	79.6%	78.1%

Significant differences were observed between caregivers of girls and caregivers of boys in **access**, **general satisfaction** and **cultural sensitivity**.

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

A significant difference was observed between mental health and substance use disorder services in **cultural sensitivity**; however, comparing positive attitudes between types of service received should be interpreted with caution due to the small sample size of youth in substance use disorder services (n=16).

² 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 Sat	Outcomes	Family Involve	Culture Sensitivity	Function	Social Connect
All Youth Consumers:	83.0%	77.2%	60.8%	85.2%	92.1%	62.2%	78.1%
Gender:							
Girls, n=246	86.5%*	80.6%*	63.9%	87.0%	94.6%*	64.6%	80.9%
Boys, n=340	80.8%*	75.8%*	59.4%	84.6%	90.7%*	61.2%	75.8%
Race/Ethnicity:							
White, non-Hisp, n=423	82.7%	77.2%	58.7%	86.6%	91.9%	60.5%	76.5%
Non-white or Hisp, n=144	84.3%	77.3%	66.2%	81.6%	91.6%	64.3%	81.4%
Type of Services Received:							
MH, n=595	83.1%	77.1%	61.0%	85.7%	91.9%*	62.3%	78.0%
SUD, n=16	81.3%	81.3%	56.3%	68.8%	100%*	56.3%	81.3%

Note: * indicates significant differences 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 23% rated their general health as excellent, 38.3% rated their general health as very good and 27.6% rated their general health as good. About one in ten (11.1%) rated their youth’s general health as either fair or poor.

TABLE 10: BRFSS Questions for Youth Consumers

	Youth
General Health Status:	
Excellent	23.0%
Very Good	38.3%
Good	27.6%
Fair	9.4%
Poor	1.7%
In the Past 30 Days:	
Average Days Physical Health Not Good	1.9
Average Days Mental Health Not Good	9.3
Average Days Poor Health Prevented Usual Activities	4.7
Body Mass Index Category:	
Obese	16.0%
Overweight	16.8%
Normal Weight	45.7%
Underweight	21.6%

Parents reported an average of 1.9 days in the past 30 days that their youth’s physical health was not good, 9.3 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 body mass index. In looking at the valid (missing data excluded) youth sample, 21.6% are considered underweight; 45.7% are considered to have a healthy weight range. Approximately 16.8% are characterized as overweight, while 16.0% are characterized as obese.

Summary

The 2018 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 response rates were steadily higher than 2017, while the youth survey response rates remained stable.

For the adult survey, respondents were more positive on most of the seven domains in comparison to 2016. The lowest positive domain overall was **social connectedness** (71.3% positive), which was lower than **outcomes** (72.9% positive), and **functioning** (74.3% positive). The highest positive domain was **general satisfaction** (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 heart attack, angina or coronary heart disease 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.

Unlike the adult survey, youth survey respondents had fewer positive responses on four of the seven domains when comparing results from 2017 to 2018. Results indicated that positive attitudes slightly decreased for **access, family involvement, cultural sensitivity** and **social connectedness**. Notable increases in positive responses were reported for three of the seven domains: **general satisfaction, outcomes** and **functioning**.

Appendix A

Adult Survey Questions¹ 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.

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

¹ Possible responses: strongly agree, agree, neutral, disagree, strongly disagree and not applicable.

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, 1,003 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 1,003 positive responses divided by 1,395 surveys with completed Access items, or 71.9%.

Appendix B
Table 11
2018 Adult Consumer Survey
Summary of Results (n=1588)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other*	% Agree/ Strongly Agree
1. I like the services that I received there.	815	567	112	41	39	14	87.8%
2. If I had other choices, I would still get services from ____.	677	588	143	90	62	28	81.1%
3. I would recommend ____ to a friend or family member.	789	576	110	47	48	18	86.9%
4. The location of services was convenient (parking, public transportation, distance, etc.).	689	626	140	62	27	44	85.2%
5. Staff were willing to see me as often as I felt it was necessary.	730	605	122	71	38	22	85.2%
6. Staff returned my calls within 24 hours.	608	570	131	90	43	146	81.7%
7. Services were available at times that were good for me.	723	635	116	57	40	17	86.4%
8. I was able to get all the services I thought I needed.	674	593	133	106	61	21	80.9%
9. I was able to see a psychiatrist when I wanted to.	496	502	180	106	63	241	74.1%
10. Staff at ____ believe that I can grow, change and recover.	735	598	143	36	31	45	86.4%
11. I felt comfortable asking questions about my treatment and medication.	750	570	106	39	45	78	87.4%
12. I felt free to complain.	624	617	169	73	52	53	80.8%
13. I was given information about my rights.	721	667	91	32	32	45	90.0%
14. Staff encouraged me to take responsibility for how I live my life.	702	633	138	35	28	52	86.9%
15. Staff told me what side effects to watch out for.	537	531	167	106	48	199	76.9%
16. Staff respected my wishes about who and who is not to be given information about my treatment.	791	595	88	18	29	67	91.1%
17. I, not staff, decided my treatment goals.	562	635	217	75	41	58	78.2%
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	678	552	157	27	23	151	85.6%
19. Staff helped me obtain the information that I needed so that I could take charge of managing my illness.	643	626	147	63	37	72	83.7%
20. I was encouraged to use consumer-run programs.	535	584	173	98	41	157	78.2%
21. Staff treated me with respect and dignity.	887	538	66	36	27	34	91.7%
22. My treatment (or service) goals were based on my strengths and needs.	674	668	134	42	31	39	86.6%
23. The program was sensitive to any experienced or witnessed trauma in my life.	669	612	122	58	44	83	85.1%
24. I felt safe to open up about abuse or trauma in this program.	681	552	136	72	40	107	83.3%

*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.	500	657	246	78	38	69	76.2%
26. I am better able to control my life.	491	680	240	70	36	71	77.2%
27. I am better able to deal with crisis.	463	665	254	82	40	84	75.0%
28. I am getting along better with my family.	461	577	258	104	46	142	71.8%
29. I do better in social situations.	392	579	333	130	50	104	65.4%
30. I do better in school and/or work.	355	461	272	92	47	361	66.5%
31. My housing situation has improved.	400	396	314	127	59	292	61.4%
32. My financial situation has improved.	337	412	342	204	86	207	54.2%
33. My legal situation has stabilized or improved.	309	358	281	80	52	508	61.8%
34. My symptoms are not bothering me as much.	380	577	246	197	85	103	64.4%
35. I do things that are more meaningful to me.	439	654	259	103	45	88	72.9%
36. I am better able to take care of my needs.	451	696	231	82	45	83	76.2%
37. I am better able to handle things when they go wrong.	424	655	273	108	54	74	71.3%
38. I am better able to do the things that I want to do.	413	640	281	124	48	82	69.9%
39. The services you received at _____ have improved your quality of life.	565	607	228	74	43	71	77.3%

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.	251	510	335	255	92	145	52.7%
41. I am an active member of my community.	222	387	450	296	94	139	42.0%
42. I am happy with the friendships I have.	410	651	264	122	50	91	70.9%
43. I have people with whom I can do enjoyable things.	417	671	246	111	48	95	72.9%
44. I feel I belong in my community.	311	512	396	170	79	120	56.1%
45. In a crisis, I would have the support I need from family or friends.	518	670	166	102	48	84	79.0%
46. I am satisfied with the community I am currently living in.	378	609	310	146	58	87	65.8%
47. I am satisfied with my current housing situation.	420	571	261	152	78	106	66.9%

*Not included in calculation

Appendix B
Table 12
2018 Adult 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
Number of respondents	n = 88	n = 171	n = 268	n = 349	n = 272	n = 440
1. I like the services that I received there.	87.4%	89.8%	85.3%	91.9%	89.7%	84.2%
2. If I had other choices, I would still get services from ____.	79.5%	81.5%	81.5%	85.4%	79.8%	78.4%
3. I would recommend ____ to a friend or family member.	86.4%	88.7%	83.7%	91.0%	88.2%	84.3%
4. The location of services was convenient (parking, public transportation, distance, etc.).	82.8%	86.4%	88.1%	87.3%	86.6%	80.8%
5. Staff were willing to see me as often as I felt it was necessary.	88.4%	87.3%	83.3%	86.7%	86.5%	83.1%
6. Staff returned my calls within 24 hours.	84.1%	85.3%	83.0%	81.7%	80.2%	79.9%
7. Services were available at times that were good for me.	85.2%	88.2%	83.0%	90.4%	87.5%	84.4%
8. I was able to get all the services I thought I needed.	85.1%	80.5%	82.6%	83.6%	79.3%	77.9%
9. I was able to see a psychiatrist when I wanted to.	78.2%	78.2%	72.1%	77.6%	72.3%	71.0%
10. Staff at ____ believe that I can grow, change and recover.	90.8%	84.5%	86.1%	89.4%	85.0%	84.8%
11. I felt comfortable asking questions about my treatment and medication.	89.5%	95.1%	86.1%	85.5%	86.5%	87.0%
12. I felt free to complain.	81.6%	82.9%	80.5%	81.4%	81.5%	79.3%
13. I was given information about my rights.	91.8%	93.3%	88.3%	90.0%	89.4%	89.7%
14. Staff encouraged me to take responsibility for how I live my life.	88.4%	91.4%	86.0%	87.4%	84.0%	86.9%
15. Staff told me what side effects to watch out for.	88.0%	80.5%	77.7%	75.3%	72.3%	76.6%
16. Staff respected my wishes about who and who is not to be given information about my treatment.	92.9%	93.3%	91.9%	90.5%	92.6%	89.1%
17. I, not staff, decided my treatment goals.	86.0%	81.8%	76.1%	78.1%	79.6%	75.9%
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	88.1%	83.9%	85.8%	87.1%	85.5%	84.5%
19. Staff helped me obtain the information that I needed so that I could take charge of managing my illness.	88.5%	88.5%	82.2%	87.1%	80.5%	81.2%
20. I was encouraged to use consumer-run programs.	87.1%	79.5%	76.8%	81.8%	73.8%	76.5%
21. Staff treated me with respect and dignity.	90.9%	94.1%	91.5%	93.5%	91.8%	89.5%
22. My treatment (or service) goals were based on my strengths and needs.	89.8%	90.4%	86.5%	88.5%	86.0%	83.6%
23. The program was sensitive to any experienced or witnessed trauma in my life.	88.4%	86.3%	85.1%	86.3%	84.6%	83.3%
24. I felt safe to open up about abuse or trauma in this program.	82.6%	86.0%	83.7%	83.2%	82.9%	82.4%

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.	79.1%	78.9%	72.4%	80.7%	77.7%	72.3%
26. I am better able to control my life.	81.0%	80.1%	72.9%	81.9%	77.1%	74.3%
27. I am better able to deal with crisis.	76.2%	78.8%	72.4%	78.5%	76.4%	71.3%
28. I am getting along better with my family.	76.3%	72.8%	72.6%	73.9%	73.2%	67.4%
29. I do better in social situations.	70.6%	67.9%	66.0%	68.1%	66.3%	60.5%
30. I do better in school and/or work.	71.8%	71.1%	66.5%	69.5%	69.8%	59.2%
31. My housing situation has improved.	65.8%	59.1%	62.8%	64.8%	67.4%	54.1%
32. My financial situation has improved.	57.1%	57.6%	53.2%	55.9%	57.2%	49.9%
33. My legal situation has stabilized or improved.	68.9%	66.1%	63.2%	63.2%	63.0%	55.8%
34. My symptoms are not bothering me as much.	69.5%	67.9%	65.3%	70.6%	61.9%	58.4%
35. I do things that are more meaningful to me.	77.0%	72.2%	73.3%	74.9%	76.0%	68.4%
36. I am better able to take care of my needs.	78.6%	77.2%	73.5%	81.6%	76.2%	72.9%
37. I am better able to handle things when they go wrong.	77.6%	71.7%	73.7%	74.5%	69.0%	67.2%
38. I am better able to do the things that I want to do.	71.4%	70.6%	70.8%	74.3%	71.6%	64.3%
39. The services you received at _____ have improved your quality of life.	82.4%	77.2%	76.1%	82.5%	78.8%	71.9%

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.	60.5%	61.5%	57.9%	53.6%	48.8%	46.2%
41. I am an active member of my community.	53.6%	49.0%	41.8%	42.2%	40.6%	37.8%
42. I am happy with the friendships I have.	82.6%	68.8%	73.3%	74.4%	73.4%	63.3%
43. I have people with whom I can do enjoyable things.	84.9%	75.5%	70.8%	75.5%	73.8%	68.0%
44. I feel I belong in my community.	58.3%	55.4%	56.2%	61.7%	57.0%	50.7%
45. In a crisis, I would have the support I need from family or friends.	80.0%	83.2%	81.5%	80.2%	80.5%	73.7%
46. I am satisfied with the community I am currently living in.	69.4%	62.1%	67.8%	69.6%	66.0%	61.9%
47. I am satisfied with my current housing situation.	66.7%	69.2%	69.9%	72.2%	64.3%	61.4%

Appendix B
Table 13
2017 and 2018 Adult Consumer Surveys
Confidence Intervals (CI)

1 = Strongly Agree; 5 = Strongly Disagree	2017 (n=1400)			2018 (n=1588)		
	Mean	SD	95% CI	Mean	SD	95% CI
1. I like the services that I received there.	1.666	0.862	1.62-1.71	1.680	0.902	1.64-1.72
2. If I had other choices, I would still get services from ____.	1.911	1.061	1.85-1.97	1.892	1.050	1.84-1.94
3. I would recommend ____ to a friend or family member.	1.714	0.928	1.66-1.76	1.719	0.943	1.67-1.77
4. The location of services was convenient (parking, public transportation, distance, etc.).	1.802	0.892	1.75-1.85	1.777	0.898	1.73-1.82
5. Staff were willing to see me as often as I felt it was necessary.	1.768	0.915	1.72-1.82	1.775	0.945	1.73-1.82
6. Staff returned my calls within 24 hours.	1.888	0.977	1.83-1.94	1.883	1.009	1.83-1.94
7. Services were available at times that were good for me.	1.757	0.859	1.71-1.8	1.763	0.923	1.72-1.81
8. I was able to get all the services I thought I needed.	1.918	1.027	1.86-1.97	1.907	1.062	1.85-1.96
9. I was able to see a psychiatrist when I wanted to.	2.059	1.093	2-2.12	2.063	1.111	2-2.12
10. Staff at ____ believe that I can grow, change and recover.	1.736	0.845	1.69-1.78	1.723	0.876	1.68-1.77
11. I felt comfortable asking questions about my treatment and medication.	1.722	0.873	1.68-1.77	1.715	0.926	1.67-1.76
12. I felt free to complain.	1.924	0.981	1.87-1.98	1.900	1.001	1.85-1.95
13. I was given information about my rights.	1.669	0.758	1.63-1.71	1.695	0.839	1.65-1.74
14. Staff encouraged me to take responsibility for how I live my life.	1.766	0.837	1.72-1.81	1.733	0.855	1.69-1.78
15. Staff told me what side effects to watch out for.	2.041	1.065	1.98-2.1	1.990	1.060	1.93-2.05
16. Staff respected my wishes about who and who is not to be given information about my treatment.	1.643	0.796	1.6-1.69	1.619	0.807	1.58-1.66
17. I, not staff, decided my treatment goals.	2.010	0.987	1.96-2.06	1.953	0.972	1.9-2
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	1.744	0.814	1.7-1.79	1.723	0.851	1.68-1.77
19. Staff helped me obtain the information that I needed so that I could take charge of managing my illness.	1.869	0.918	1.82-1.92	1.829	0.937	1.78-1.88
20. I was encouraged to use consumer-run programs.	2.052	1.038	1.99-2.11	1.970	1.013	1.92-2.02
21. Staff treated me with respect and dignity.	1.608	0.825	1.56-1.65	1.570	0.823	1.53-1.61
22. My treatment (or service) goals were based on my strengths and needs.	1.781	0.847	1.74-1.83	1.766	0.869	1.72-1.81
23. The program was sensitive to any experienced or witnessed trauma in my life.	1.847	0.942	1.8-1.9	1.801	0.951	1.75-1.85
24. I felt safe to open up about abuse or trauma in this program.	1.870	0.977	1.82-1.92	1.810	0.977	1.76-1.86

As a result of the services received:

1 = Strongly Agree; 5 = Strongly Disagree	2017 (n=1400)			2018 (n=1588)		
	Mean	SD	95% CI	Mean	SD	95% CI
25. I deal more effectively with daily problems.	2.052	1.039	1.99-2.11	2.011	0.960	1.96-2.06
26. I am better able to control my life.	2.029	1.017	1.97-2.09	1.998	0.938	1.95-2.05
27. I am better able to deal with crisis.	2.133	1.096	2.07-2.19	2.050	0.966	2-2.1
28. I am getting along better with my family.	2.347	1.398	2.26-2.43	2.099	1.031	2.05-2.15
29. I do better in social situations.	2.395	1.268	2.32-2.47	2.237	1.043	2.18-2.29
30. I do better in school and/or work.	2.982	1.792	2.88-3.09	2.197	1.057	2.14-2.26
31. My housing situation has improved.	2.776	1.667	2.68-2.87	2.266	1.133	2.2-2.33
32. My financial situation has improved.	2.875	1.545	2.79-2.97	2.486	1.187	2.42-2.55
33. My legal situation has stabilized or improved.	3.319	1.95	3.2-3.43	2.267	1.098	2.2-2.33
34. My symptoms are not bothering me as much.	2.415	1.297	2.34-2.49	2.347	1.161	2.29-2.41
35. I do things that are more meaningful to me.	2.201	1.132	2.13-2.27	2.107	1.000	2.06-2.16
36. I am better able to take care of my needs.	2.124	1.097	2.06-2.19	2.052	0.969	2-2.1
37. I am better able to handle things when they go wrong.	2.205	1.107	2.14-2.27	2.150	1.022	2.1-2.2
38. I am better able to do the things that I want to do.	2.249	1.147	2.18-2.32	2.173	1.024	2.12-2.22
39. The services you received at _____ have improved your quality of life.	1.992	1.065	1.93-2.05	1.960	0.986	1.91-2.01

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

1 = Strongly Agree; 5 = Strongly Disagree	2017 (n=1400)			2018 (n=1588)		
	Mean	SD	95% CI	Mean	SD	95% CI
40. I have friends in my neighborhood.	2.937	1.457	2.85-3.02	2.603	1.151	2.54-2.66
41. I am an active member of my community.	2.948	1.369	2.87-3.03	2.761	1.135	2.7-2.82
42. I am happy with the friendships I have.	2.28	1.192	2.21-2.35	2.166	1.025	2.11-2.22
43. I have people with whom I can do enjoyable things.	2.201	1.17	2.13-2.27	2.131	1.007	2.08-2.18
44. I feel I belong in my community.	2.535	1.289	2.46-2.61	2.451	1.108	2.39-2.51
45. In a crisis, I would have the support I need from family or friends.	2.042	1.176	1.98-2.11	1.997	1.007	1.95-2.05
46. I am satisfied with the community I am currently living in.	2.352	1.252	2.28-2.43	2.265	1.061	2.21-2.32
47. I am satisfied with my current housing situation.	2.376	1.302	2.3-2.45	2.256	1.131	2.2-2.31

Appendix B
Table 14
2018 Youth Consumer Survey
Summary of Results (n=611)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other*	% Agree/ Strongly Agree
1. Overall, I am satisfied with the services my child received	267	238	42	30	26	8	83.7%
2. I helped to choose my child's services.	227	273	44	32	12	23	85.0%
3. I helped to choose my child's treatment goals.	247	259	41	33	14	17	85.2%
4. The people helping my child stuck with us no matter what.	263	231	42	34	26	15	82.9%
5. I felt my child had someone to talk to when he/she was troubled.	235	227	56	43	29	21	78.3%
6. I participated in my child's treatment.	278	258	35	16	8	16	90.1%
7. The services my child and/or family received were right for us.	219	259	59	36	26	12	79.8%
8. The location of services was convenient for us.	278	255	35	24	11	8	88.4%
9. Services were available at times that were convenient for us.	262	260	44	25	15	5	86.1%
10. My family got the help we wanted for my child.	216	244	57	46	37	11	76.7%
11. My family got as much help as we needed for my child.	199	229	72	58	39	14	71.7%
12. Staff treated me with respect.	320	244	18	16	9	4	92.9%
13. Staff respected my family's religious/spiritual beliefs.	264	239	34	3	4	67	92.5%
14. Staff spoke with me in a way that I understood.	303	267	25	6	6	4	93.9%
15. Staff were sensitive to my cultural/ethnic background.	239	244	30	5	5	88	92.4%

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.	140	227	132	57	37	18	61.9%
17. My child gets along better with family members.	132	248	111	66	24	30	65.4%
18. My child gets along better with friends and other people.	123	263	119	57	21	28	66.2%
19. My child is doing better in school and/or work.	129	241	112	68	28	33	64.0%
20. My child is better able to cope when things go wrong.	116	232	120	87	33	23	59.2%
21. I am satisfied with our family life right now.	124	255	109	71	32	20	64.1%
22. My child is better able to do the things he/she wants to do.	119	282	94	67	24	25	68.4%
23. The services your child received at ___ have improved his/her quality of life.	141	265	100	51	27	27	69.5%

*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.	164	305	67	40	10	27	80.0%
25. I have people that I am comfortable talking with about my child's problems.	174	303	58	42	8	28	81.5%
26. In a crisis, I have the support I need from family or friends.	184	284	66	37	14	28	80.0%
27. I have people with whom I can do enjoyable things.	159	298	73	44	5	34	78.9%

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
2018 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
Number of respondents	n = 51	n = 41	n = 170	n = 64	n = 132	n = 148
1. Overall, I am satisfied with the services my child received.	90.2%	87.8%	84.1%	79.7%	79.5%	81.8%
2. I helped to choose my child's services.	90.2%	85.4%	82.9%	85.9%	78.8%	77.7%
3. I helped to choose my child's treatment goals.	92.2%	90.2%	85.9%	79.7%	78.8%	79.1%
4. The people helping my child stuck with us no matter what.	90.2%	82.9%	78.8%	81.3%	79.5%	80.4%
5. I felt my child had someone to talk to when he/she was troubled.	82.4%	82.9%	77.6%	75.0%	69.7%	74.3%
6. I participated in my child's treatment.	92.2%	95.1%	84.1%	92.2%	83.3%	89.9%
7. The services my child and/or family received were right for us.	84.3%	92.7%	80.0%	78.1%	72.0%	76.4%
8. The location of services was convenient for us.	88.2%	87.8%	91.8%	90.6%	85.6%	81.8%
9. Services were available at times that were convenient for us.	90.2%	82.9%	91.2%	79.7%	85.6%	80.4%
10. My family got the help we wanted for my child.	88.2%	82.9%	78.2%	73.4%	68.2%	73.6%
11. My family got as much help as we needed for my child.	82.4%	82.9%	70.0%	68.8%	65.2%	68.2%
12. Staff treated me with respect.	98.0%	92.7%	94.1%	92.2%	89.4%	91.2%
13. Staff respected my family's religious/spiritual beliefs.	82.4%	78.0%	84.1%	93.8%	76.5%	82.4%
14. Staff spoke with me in a way that I understood.	96.1%	92.7%	94.7%	95.3%	90.9%	91.9%
15. Staff were sensitive to my cultural/ethnic background.	78.4%	80.5%	82.4%	85.9%	72.0%	78.4%

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.	74.5%	73.2%	60.6%	65.6%	55.3%	53.4%
17. My child gets along better with family members.	74.5%	70.7%	61.8%	64.1%	54.5%	64.2%
18. My child gets along better with friends and other people.	74.5%	75.6%	64.7%	67.2%	56.8%	59.5%
19. My child is doing better in school and/or work.	74.5%	65.9%	64.1%	68.8%	58.3%	50.0%
20. My child is better able to cope when things go wrong.	78.4%	73.2%	51.2%	62.5%	55.3%	51.4%
21. I am satisfied with our family life right now.	72.5%	75.6%	60.6%	57.8%	59.8%	60.1%
22. My child is better able to do the things he/she wants to do.	82.4%	78.0%	68.8%	62.5%	56.1%	63.5%
23. The services your child received at _____ have improved his/her quality of life.	82.4%	73.2%	67.1%	62.5%	60.6%	66.2%

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
24. I know people who will listen and understand me when I need to talk.	82.4%	75.6%	80.6%	76.6%	70.5%	75.7%
25. I have people that I am comfortable talking with about my child's problems.	80.4%	78.0%	82.4%	82.8%	70.5%	76.4%
26. In a crisis, I have the support I need from family or friends.	90.2%	80.5%	82.9%	73.4%	66.7%	73.0%
27. I have people with whom I can do enjoyable things.	78.4%	73.2%	75.3%	73.4%	75.0%	73.0%

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
2017 and 2018 Youth Consumer Surveys
Confidence Intervals (CI)

1 = Strongly Agree; 5 = Strongly Disagree	2017 (n=494)			2018 (n=611)		
	Mean	SD	95% CI	Mean	SD	95% CI
1. Overall, I am satisfied with the services my child received.	1.854	0.981	1.77-1.93	1.856	1.039	1.77-1.94
2. I helped to choose my child's services.	1.973	1.108	1.87-2.07	1.859	0.919	1.78-1.93
3. I helped to choose my child's treatment goals.	1.884	0.978	1.8-1.97	1.835	0.945	1.76-1.91
4. The people helping my child stuck with us no matter what.	1.882	1.111	1.79-1.97	1.874	1.058	1.79-1.96
5. I felt my child had someone to talk to when he/she was troubled.	2.059	1.229	1.96-2.16	1.990	1.109	1.90-2.08
6. I participated in my child's treatment.	1.776	0.976	1.7-1.86	1.686	0.811	1.62-1.75
7. The services my child and/or family received were right for us.	1.998	1.013	1.91-2.09	1.983	1.047	1.9-2.07
8. The location of services was convenient for us.	1.709	0.855	1.64-1.78	1.731	0.878	1.66-1.8
9. Services were available at times that were convenient for us.	1.783	0.897	1.7-1.85	1.797	0.924	1.72-1.87
10. My family got the help we wanted for my child.	2.169	1.182	2.07-2.27	2.073	1.146	1.98-2.16
11. My family got as much help as we needed for my child.	2.378	1.249	2.27-2.48	2.178	1.184	2.08-2.27
12. Staff treated me with respect.	1.589	0.762	1.53-1.65	1.600	0.798	1.54-1.66
13. Staff respected my family's religious/spiritual beliefs.	2.188	1.574	2.06-2.32	1.610	0.696	1.55-1.67
14. Staff spoke with me in a way that I understood.	1.601	0.709	1.54-1.66	1.591	0.709	1.54-1.65
15. Staff were sensitive to my cultural/ethnic background.	2.217	1.604	2.07-2.36	1.648	0.718	1.59-1.70

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

1 = Strongly Agree; 5 = Strongly Disagree	2017 (n=494)			2018 (n=611)		
	Mean	SD	95% CI	Mean	SD	95% CI
16. My child is better at handling daily life.	2.481	1.236	2.36-2.59	2.366	1.128	2.27-2.45
17. My child gets along better with family members.	2.565	1.232	2.46-2.68	2.315	1.071	2.23-2.40
18. My child gets along better with friends and other people.	2.563	1.221	2.46-2.67	2.297	1.022	2.22-2.38
19. My child is doing better in school and/or work.	2.671	1.413	2.54-2.8	2.351	1.096	2.26-2.44
20. My child is better able to cope when things go wrong.	2.589	1.229	2.48-2.69	2.471	1.131	2.38-2.56
21. I am satisfied with our family life right now.	2.475	1.194	2.38-2.58	2.377	1.105	2.29-2.46
22. My child is better able to do the things he/she wants to do.	2.479	1.213	2.37-2.59	2.309	1.047	2.22-2.39
23. The services your child received have improved his/her quality of life.	2.35	1.186	2.25-2.45	2.243	1.059	2.16-2.33

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

1 = Strongly Agree; 5 = Strongly Disagree	2017 (n=494)			2018 (n=611)		
	Mean	SD	95% CI	Mean	SD	95% CI
24. I know people who will listen and understand me when I need to talk.	2.095	1.127	2.00-2.19	2.022	0.906	1.95-2.09
25. I have people that I am comfortable talking with about my child's problems.	1.996	0.962	1.91-2.07	1.986	0.899	1.91-2.06
26. In a crisis, I have the support I need from family or friends.	2.053	1.028	1.96-2.14	1.997	0.947	1.92-2.07
27. I have people with whom I can do enjoyable things.	2.127	1.085	2.04-2.22	2.029	0.885	1.96-2.10

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.