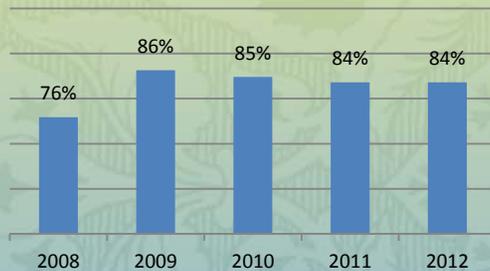


The Consumer Survey monitors 7 key quality improvement areas of behavioral health services:

- Accessibility of the services
- Quality and appropriateness
- Recovery outcomes
- Participation in treatment planning
- General satisfaction with the services
- Life functioning
- Social connectedness

In 2012, 84% of consumers said they were generally satisfied with the level of care they received.

Rate of Satisfaction with Services Received



Your voice and participation in this survey helps the Division maintain service quality and helps to identify areas for service improvement.

Office of Consumer Affairs

The OCA focuses on consumer/peer support services, relationships, planning, research, and advocacy for all consumers. If you have additional questions about the survey please call the OCA.

If you are in need of additional services please visit the Network of Care website or call the Family Helpline.

www.networkofcare.org

Consumer Survey

The full summary of 2012 results may be accessed using the following link

<http://go.usa.gov/2q6W>

DBH: 402-471-8553

OCA: 1-800-836-7660

Family Helpline: 888-866-8660

301 Centennial Mall South

PO Box 95026

Lincoln, NE 68509



www.dhhs.ne.gov

AA/ADA/EOE



Division of Behavioral Health

Consumer Survey

WE VALUE YOUR VOICE!

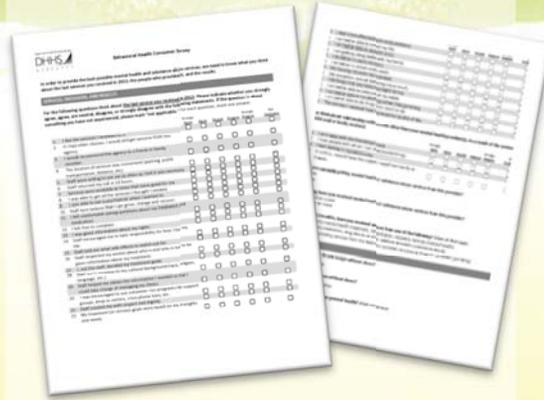
Behavioral Health



The Division of Behavioral Health oversees the state's public behavioral health system to address the prevention and treatment of mental health, substance abuse and problem gambling.

One avenue for monitoring these services is our annual Consumer Survey. This survey has been conducted every year since 2005, and your feedback, positive or negative, helps the Division evaluate the quality and impact of the services you receive.

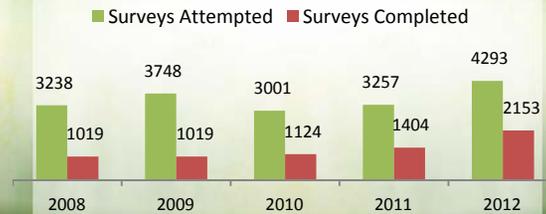
Details



The Consumer Survey runs from February to June, and a new group of people is asked to participate each year. Each participant is selected completely at random from the population of those we serve.

Responses to each question and any personal information collected are kept strictly confidential.

Over 2,100 adults participated in the survey in 2012, achieving a 50% response rate.



Disparities

Behavioral health consumers in Nebraska present different health concerns than the general population.

Data show that people being treated for substance abuse are 3.5 times more likely to smoke every day than someone in the general population. Similarly, those receiving mental health services are 2.5 times more likely.

Knowing these health disparities exist helps our support teams implement more complete recovery programs for the people we serve.

