

# 2020 BEHAVIORAL HEALTH CONSUMER SURVEY

## Executive Summary

During the first, second and third quarters of 2020, 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 DBH-funded, community-based behavioral health system in Nebraska. The Consumer Survey assessed the quality and impact of the services provided by measuring 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 1,861 adults (32% response rate) and 651 youth caregivers (47% response rate) completed the survey.

Results were analyzed across 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 Behavioral Health Region, consumer race/ethnicity, gender, age, service type, and length of stay. The physical health status of consumers was also examined.

### Highlights from the 2020 Consumer Survey

#### ***Response Rate: Higher in 2020***

In 2020, the response rate for the Adult Survey increased to 32% from 30% in 2019. Compared to 2019, 225 more adult consumers completed the survey. This larger number of completed surveys helped improve data quality and reliability, adding confidence to the insights revealed through the 2020 data analysis. The response rate for the Youth Survey showed a fairly large positive change, increasing to 47% in 2020 relative to 34% in 2019. Compared to 2019, 213 more caregivers of youth consumers completed the survey in 2020.

#### ***Primary Findings***

On the 2020 Adult Survey, several improvements in overall consumer satisfaction were reported across the state. Consumer responses across the specific survey items increased or remained stable from 2019 to 2020, with a majority of the specific statements and all seven domains increasing in positive responses. Additionally, the ratings across all six Regional Behavioral Health Authorities (RBHA) of Nebraska were very positive overall and there were only a few significant differences in domain ratings observed between the six RBHA.

## **Handling Things When They Go Wrong: Higher in 2020**

On the Adult Survey, the statement, “I am better able to handle things when they go wrong,” received higher ratings in 2020 (75.3%) compared to how it was rated in 2019 (72.1%). The positive ratings for the whole population (75.3%) were also closer to the target (73.0%). Male consumers reported slightly more positive responses (76.0%) as compared to female consumers (74.7%), although they both generally reported a high perception of their ability to handle things when they go wrong. Non-white and Hispanic consumers reported a higher perception of their ability to handle things when they go wrong (81.5%) relative to white non-Hispanic consumers (74.1%). Additionally, consumers receiving substance use disorder services also reported a higher percent of positive responses (83.8%) than consumers receiving mental health services (73.7%). Finally, those who received services for one year or more reported only slightly higher agreement (75.9%) as compared to those who received services for less than one year (75.0%), but the ratings were very similar.

Additionally, caregivers of youth answered the statement, “My child is better able to cope when things go wrong.” The statement received much higher ratings in 2020 (77.5%) compared to how it was rated in 2019 (64.3%). The positive ratings for the whole population (77.5%) also exceeded the target (62.0%).

## **Adult Survey Domain Results**

Consumers taking the Adult Survey responded slightly more positively on all seven domains when comparing results from 2019 to 2020. Positive attitudes increased for **access, general satisfaction, outcomes, family involvement, cultural sensitivity, functioning, and social connectedness.**

In 2020, 73.9% of female consumers and 72.7% of male consumers gave positive responses in the **outcomes** domain, which showed a slight increase for female consumers relative to 2019 (70.4% of female consumers and 73.8% of male consumers). Across age ranges, there were increases in positive responses in the outcomes domain except for the age range of 45-64 years which showed a decrease from 68.9% in 2019 to 66.9% in 2020.

The **functioning** domain also showed a slight increase in positive response percentages, with 73.9% in 2020 compared to 72.9% in the 2019 survey results. **Quality and appropriateness (89.3%), general satisfaction (88.4%), and access (84.4%)** received their highest positive responses yet in 2020. Notable differences were seen between respondents by service type. Consumers receiving substance use disorder services indicated significantly higher positive attitudes on three of seven domains; **outcomes, functioning and social connectedness**, in comparison to consumers receiving mental health services. Additionally, significantly 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 for the domains of **access and general satisfaction**. There were also significant differences between white non-Hispanic consumers and non-white or Hispanic consumers in regards to **outcomes, functioning, and social connectedness**, with non-white or Hispanic consumers responding significantly more positively.

## **Top Responses for Adults**

The table below lists the three survey statements which received the most positive responses.

<b>Statement</b>	<b>Agreement</b>
Staff treated me with respect and dignity.	92.2%
Staff respected my wishes about who is and who is not to be given information about my treatment.	92.1%
I was given information about my rights.	91.8%

On the Adult Survey, 42 out of the 47 statements showed positive change from 2019 to 2020 (the remaining five statements only showed minor negative change). The two statements with the highest positive changes were related to improvements in their financial situation and being an active member of their community. Additionally, there were also positive changes in agreement in the Adult Survey to several statements of particularly high importance to DBH. There was an increase in agreement with the statement “I am better able to handle things when they go wrong”, increasing from 72.1% in 2019 to 75.3% in 2020. There was also an increase in agreement with the statement “I like the services I received here”, increasing from 89.2% in 2019 to 90.7% in 2020, and an increase in agreement with the statement “I would recommend this agency to a friend or family member”, increasing from 88.0% in 2019 to 89.2% in 2020.

### ***Physical Health Status for Adults***

The Adult Survey also replicated physical health questions administered by the Behavioral Risk Factor Surveillance System (BRFSS). Results revealed that mental health consumers have a higher prevalence of **angina or coronary heart disease, stroke, diabetes, obesity** and **poor self-rated health** relative to substance use disorder consumers. Additionally, mental health service consumers were more likely to be obese and more likely to report having diabetes than consumers receiving substance use disorder services and the general population of Nebraska. While mental health service 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 service consumers generally tend to report rates similar to the general population or in-between those of mental health service consumers and the general population.

### ***Youth Survey Domain Results***

Caregivers of youth who completed the Youth Survey responded more positively on all seven domains when comparing results from 2019 to 2020. Results indicated that positive attitudes increased for **access, general satisfaction, outcomes, family involvement, cultural sensitivity, functioning, and social connectedness**.

### ***Top Responses for Youth***

The three statements that received the most positive responses on the **Youth Survey** questionnaires as completed by a youth’s parent or guardian are shown in the table below.

Statement	Agreement
Staff spoke with me in a way that I understood.	96.6%
Staff treated me with respect and dignity.	95.5%
Staff were sensitive to my cultural/ethnic background.	93.8%

On the Youth Survey, 26 out of the 27 statements showed positive change from 2019 to 2020 (the remaining statement showed no change). A number of statements showed a large increase in positive change, with 9 (out of the 26 statements with positive change) showing a change of 10% or more. The three statements with the largest amount of change were “My child is better at handling daily life” (increasing from 67.4% in 2019 to 81.3% in 2020), “The services my child received have improved his/her quality of life” (increasing from 69.5% in 2019 to 83.1% in 2020), and “My child gets along better with friends and other people” (increasing from 64.5% in 2019 to 78.1% in 2020). Additionally, there were also positive changes in agreement with statements of particular importance to DBH. Agreement with the statement “Overall, I am satisfied with the services my child received”, increased from 86.3% in 2019 to 91.7% in 2020 and agreement with the statement “My child is better able to cope when things go wrong”, increased from 64.3% in 2019 to 77.5% in 2020.

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## 2020 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 not covered or funded by private health insurance or Medicaid.

During the first, second and third quarters of 2020, 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 DBH-funded, community-based behavioral health system in Nebraska on the quality and impact of services received. In addition to DBH-developed questions and a selection of Behavioral Health Risk Factor Surveillance System (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, and also entered returned mail responses into the survey database. All data analysis was performed by the DBH data team. A total of 1,861 adults (32% response rate) and 651 youth caregivers (47% 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 2019, with a few exceptions. Exclusions included adults who were incarcerated or homeless, adults who were provided a service under the legal status of Civil Protective Custody (CPC) or Emergency Protective Custody (EPC), and those who received their last service from the below list of services.

#### Excluded Services:

- Assessment
- Assessment Addendum
- Children's Partial
- 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 28,854 adults received mental health and/or substance use disorder services between July and December, 2019. Of that population, 6,000 adult consumers were randomly selected for the 2020 survey sample. 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. Of the original sample of 6,000 consumers, 37 individuals (0.06%) were contacted and indicated that they did not receive services in the given timeframe. Incorrect addresses or incorrect other personal contact modes had also been provided for some consumers (n=55), preventing a successful contact. Overall, a total of 5,908 valid survey contacts were made, resulting in 1,861 completed surveys from adult consumers (32% response rate). Additionally, of those contacts, 626 (11%) consumers responded that they did not want to participate.

For the Youth Survey, contact was attempted with 1,520 caregivers of youth who have received services following the same eligibility definitions as the adult sample. Of that population, 1.1% (n=16) did not meet eligibility criteria indicating they did not receive services in the specified timeframe, and an additional 8.2% (n=125) were deemed ineligible because they were unreachable in any mode. Therefore, a total of 1,379 valid survey contacts were made, with 651 completing the survey (47% response rate). Table 1 shows a summary of sample sizes and response rates for the last five years. The response rate for the 2020 Adult Survey increased to 32% from 30% in 2019. For the 2020 Youth Survey, the response rate showed a large increase to 47%, as compared to 34% in 2019.

**TABLE 1: Survey Sample Size and Response Rates – 2016-2020**

<b>Adult Survey</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
a. How many surveys were attempted? (sent out or calls initiated)	5,942	5,953	6,000	6,000	6,000
b. How many survey contacts were made? (surveys to valid phone numbers or addresses)	5,348	5,249	5,324	5,453	5,908
c. How many surveys were completed? (survey forms returned or calls completed)	1,182	1,400	1,588	1,636	1,861
d. What was your response rate? (number of completed surveys divided by number of contacts)	22%	27%	30%	30%	32%
<b>Youth Survey</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
a. How many surveys were attempted? (sent out or calls initiated)	1,490	1,504	1,852	1,340	1,520
b. How many survey contacts were made? (surveys to valid phone numbers or addresses)	1,401	1,424	1,731	1,297	1,379
c. How many surveys were completed? (survey forms returned or calls completed)	454	494	611	438	651
d. What was your response rate? (number of completed surveys divided by number of contacts)	32%	35%	35%	34%	47%

DBH incorporated questions into the Consumer Survey from the Behavioral Health Risk Factor Surveillance System (BRFSS)<sup>1</sup>, a national survey of adults in all 50 states and 3 territories. These questions were added to gauge the physical health status of behavioral health consumers as compared to the Nebraska general population.

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

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

<sup>1</sup>The Behavioral Risk Factor Surveillance System (BRFSS) is an ongoing telephone health survey of adults ages 18 and over which has collected information on health conditions, health risk behaviors, preventive health practices and health care access in the U.S. since 1984. The BRFSS is used in all 50 states, the District of Columbia, Puerto Rico, Guam and the Virgin Islands. About 450,000 United States adults are interviewed by the BRFSS each year, making it the largest continuously conducted telephone health survey in the world.

## Survey Results – Adult Survey

### Summary of Results

Of the 1,861 Adult Survey respondents, 8 responses were identified as ineligible due to inaccuracies with recorded age, which resulted in the inclusion of 1,853 completed surveys for analysis. Of the 1,760 Adult Survey respondents who identified their gender, 987 identified as female (56.1%) and 773 identified as male (43.9%). The consumers ranged in age from 19 to 90, with an average age of 42.91 years. The majority of respondents (n=1,561, 84.2%) identified as non-Hispanic white. A total of 292 (15.8%) respondents identified as non-white and/or Hispanic.

For the Adult Survey, the three survey statements which received the most positive responses were “Staff treated me with respect and dignity” (92.2%), “Staff respected my wishes about who is and who is not to be given information about my treatment” (92.1%), and “I was given information about my rights” (91.8%). In looking at the responses to the specific survey items, 42 out of the 47 statements showed positive change from 2019 to 2020 (the remaining five statements only showed minor negative change). The statements that received the largest increase in positive responses are shown in the table below. The two statements with the highest positive changes were related to improvements in their financial situation and being an active member of their community.

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

Statement	2019 Agreement	2020 Agreement	Percent Difference
32. As a direct result of the services I received, my financial situation has improved.	55.5%	60.3%	+4.8%
41. As a result of the services I received, I am an active member of my community.	43.3%	47.2%	+3.9%
33. As a direct result of the services I received, my legal situation has improved.	61.9%	65.7%	+3.8%
44. As a result of the services I received, I feel I belong in my community.	56.5%	60.3%	+3.8%
37. As a direct result of the services I received, I am better able to handle things when they go wrong.	72.1%	75.3%	+3.2%
26. As a direct result of the services I received, I am better able to control my life.	77.4%	80.4%	+3.0%
31. As a direct result of the services I received, my housing situation has improved.	65.5%	68.1%	+2.6%
42. As a result of the services I received, I am happy with the friendships I have.	72.5%	75.0%	+2.5%
46. As a result of the services I received, I am satisfied with the community I am currently living in.	67.7%	70.2%	+2.5%

It is also important to note that there were slight positive changes in agreement to several statements which are of high importance to the Division of Behavioral Health as shown in the table below.

**TABLE 3: Agreement Rates by Consumer Characteristics and Question Domains**

Statement	2019 Agreement	2020 Agreement	Percent Difference
37. I am better able to handle things when they go wrong.	72.1%	75.3%	+3.2%
1. I like the services I received here.	89.2%	90.7%	+1.5%
3. I would recommend this agency to a friend or family member.	88.0%	89.2%	+1.2%

## Mental Health versus Substance Use Disorder Services

Consumers receiving substance use disorder services reported significantly higher positive attitudes on **outcomes, functioning, and social connectedness** than did consumers receiving mental health services (Table 4). Consumers receiving mental health services reported very similar attitudes to consumers receiving substance use disorder services on the remaining four domains.

### Services Received

The vast majority of adult consumers received non-residential services (Table 4). Consumers who received residential services responded considerably more positively to statements about **outcomes, functioning, and social connectedness** than consumers receiving other services. Those receiving inpatient psychiatric hospital services responded more positively to statements regarding **quality and appropriateness** of services and **participation in treatment planning** relative to consumers receiving other services. Additionally, consumers receiving non-residential services responded somewhat more positively to statements regarding **access and general satisfaction**. Due to the fact that there were far fewer inpatient psychiatric hospital, emergency, and residential services survey respondents, significance tests were unable to be run.

### Length of Time Receiving Services

Results also showed that consumers who had received services for at least one year or more responded significantly more positively in terms of **general satisfaction and access** (Table 4). Consumers who received services for less than a year and consumers who had received services for at least one year or more responded very similarly to the other five domains.

**TABLE 4: Agreement Rates by Services Received**

	Access	Quality / Appropriate	Outcomes	Participant Tx Planning	General Satisfaction	Function	Social Connectedness
<b>Type of Services Received:</b>							
MH, n=1,565	<b>84.7%</b>	89.0%	71.9%*	<b>80.8%</b>	<b>88.6%</b>	71.9%*	69.0%*
SUD, n=288	82.9%	<b>91.1%</b>	<b>81.0%*</b>	80.5%	87.1%	<b>84.4%*</b>	<b>80.4%*</b>
<b>Services Received†:</b>							
Emergency, n=77	80.0%	87.7%	66.7%	81.4%	87.0%	70.6%	66.7%
Inpatient Psychiatric Hospital, n=29	78.6%	<b>96.6%</b>	65.4%	<b>82.8%</b>	82.8%	76.9%	61.5%
Non-Residential, n=1,718	<b>84.8%</b>	89.3%	73.5%	80.7%	<b>88.7%</b>	73.6%	70.9%
Residential, n=28	78.6%	89.3%	<b>85.2%</b>	81.5%	78.6%	<b>92.6%</b>	<b>85.2%</b>
<b>Length of Time Receiving Services:</b>							
Less Than One Year, n=1,261	83.2%*	88.7%	72.7%	80.2%	86.9%*	<b>74.3%</b>	<b>72.1%</b>
One Year or More, n=592	<b>87.0%*</b>	<b>90.7%</b>	<b>74.7%</b>	<b>82.0%</b>	<b>91.5%*</b>	73.0%	68.1%

Note: \*Significant difference between groups reported

†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 across the domains can be seen in Table 5. Only the domains of **outcomes** and **functioning** showed a significant difference in ratings across regions. Region 6 had lower responses on **outcomes** and **functioning** when compared to Regions 2, 3, 4, and 5, with Region 5 showing the highest percent of positive responses in **outcomes** and Region 4 having the highest percent of positive responses in **functioning**. In general, Region 2 had the highest percent of positive responses in **access, quality and appropriateness, participation in treatment planning, and general satisfaction**. Additionally, Region 4 had the highest percent overall of positive ratings in **social connectedness** compared to the remaining five regions. The ratings across all six regions were very positive with no exceptionally large differences between regions.

**TABLE 5: Agreement Rates by Region of Service Provider**

Location	n	Access	Quality / Appropriate	Outcomes	Participant Tx Planning	General Satisfaction	Function	Social Connectedness
Region 1	141	80.0%	87.8%	70.0%	79.2%	88.7%	74.2%	69.7%
Region 2	219	<b>88.6%</b>	<b>92.0%</b>	76.0%*	<b>84.2%</b>	<b>93.2%</b>	77.1%*	70.8%
Region 3	416	85.2%	89.0%	72.5%*	76.8%	87.4%	72.2%*	70.1%
Region 4	360	86.0%	90.4%	75.9%*	82.0%	88.9%	<b>79.4%*</b>	<b>75.0%</b>
Region 5	428	83.4%	90.0%	<b>77.3%*</b>	83.4%	88.8%	76.1%*	70.6%
Region 6	285	81.9%	86.3%	64.4%*	78.7%	84.8%	63.0%*	67.3%

## Scale Summaries – 2014-2020

Table 6 compares the responses from the 2014 to 2020 Adult Surveys for each of the seven MHSIP domains (scales). In looking at the 2020 results, the positive attitudes on the measured domains were consistent with the results in 2019, with every domain showing slightly more positive responses in 2020.

**TABLE 6: Agreement Rate by Scale – 2014-2020**

	2014	2015	2016	2017	2018	2019	2020
Access	81.4%	82.8%	81.3%	82.3%	81.5%	83.3%	84.4%
Quality/Appropriateness	<b>84.8%</b>	<b>87.4%</b>	<b>86.0%</b>	85.9%	<b>86.5%</b>	<b>87.2%</b>	<b>89.3%</b>
Outcomes	71.5%	72.9%	68.3%	69.2%	69.4%	71.6%	73.3%
Participation in Treatment Planning	83.7%	79.4%	78.2%	76.4%	76.7%	80.3%	80.7%
General Satisfaction	78.8%	86.6%	84.1%	<b>86.1%</b>	85.9%	85.8%	88.4%
Functioning	74.3%	73.1%	68.0%	69.9%	69.6%	72.9%	73.9%
Social Connectedness	71.3%	68.4%	67.6%	67.1%	66.0%	67.4%	70.8%



## ***Physical Health Status of Adult Behavioral Health Consumers***

Responses to the health questions on the 2020 Consumer Survey were compared to responses from the 2019 Behavioral Health Risk Factor Surveillance System (BRFSS) for the general adult population in Nebraska (Table 7).

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 BRFSS:

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

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

The most common chronic health condition among behavioral health consumers is diabetes. More than one in six (16.6%) mental health service consumers reported a diagnosis of diabetes, significantly more than the general population (10.2%). The percent of diagnosed chronic health conditions for substance use disorder service consumers was lower than the rates for mental health service consumers for three of the four measured conditions. However, substance use disorder service consumers reported a slightly higher rate of heart attack or myocardial infarction.

When asked whether they smoke cigarettes, about a third (29.7%) of mental health service consumers indicated that they smoke every day, and 61.8% reported not smoking. The same percentage (44.6%) of substance use disorder service consumers reported smoking every day and also not smoking at all. Both consumer groups show higher rates of smoking than the general population; only 10.7% of the general population reported smoking every day, while 85.3% reported that they do not smoke.

When asked to assess their general health, 28.9% of mental health service consumers rated their general health as excellent or very good, while 8.1% rated their general health as poor. In comparison, 43.2% of substance use disorder service consumers rated their general health as excellent or very good, and 3.2% rated their general health as poor. More than half (51.9%) of the general population rated their general health as excellent or very good, and only 3.3% rated their general health as poor (similar to the 3.2% of substance use disorder service consumers who rated their 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 service consumers reported an average of 7.5 days in the previous 30 days that their physical health was not good, compared to 3.9 days for substance use disorder service 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 6.5 days for substance use disorder service consumers. Both substance use disorder and mental health service consumers report similar average days of binge drinking, 1.4 and 1.3 respectively.

Consumers were also asked how many days during the past 30 days that poor physical or mental health kept them from doing their usual activities. Consumers of mental health services reported an average of 8.2 days in the previous 30 days that their poor health prevented usual activities, compared to 5.0 days for substance use disorder service 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, than those receiving substance use disorder services.

Consumers receiving mental health services were more likely than consumers receiving substance use disorder services to be obese (49.2% compared to 27.1%, respectively). Conversely, consumers receiving substance use disorder services were more likely to be overweight (38.0%) compared to consumers of mental health services (28.5%). Consumers receiving substance use disorder services were also more likely to be normal weight (32.7%) compared to consumers of mental health services (20.6%), and they were also slightly more likely to report being underweight (2.3%) compared to consumers of mental health services (1.8%).

**TABLE 7: Differences on BRFSS Questions between Consumers Receiving Mental Health versus Substance Use Disorder Services and the General Adult Population in Nebraska**

	(2020 Consumer Survey)		(BRFSS)
	Primary Reason for Admission		2019 Nebraska
	MH	SUD	General Population
<b>Physical Health Conditions:</b>			
Heart Attack or Myocardial Infarction	4.7%	6.9%	<b>3.9%</b>
Angina or Coronary Heart Disease	4.9%	4.0%	<b>3.7%</b>
Stroke	4.7%	2.5%	<b>2.9%</b>
Diabetes	16.6%	3.3%	<b>10.2%</b>
<b>Cigarette Smoking:</b>			
Every day	29.7%	44.6%	<b>10.7%</b>
Some days	8.5%	10.9%	<b>4.0%</b>
Does not smoke	61.8%	44.6%	<b>85.3%</b>
<b>General Health Status:</b>			
Excellent	7.4%	9.4%	<b>17.2%</b>
Very Good	21.5%	33.8%	<b>34.7%</b>
Good	38.5%	35.3%	<b>33.6%</b>
Fair	24.5%	18.3%	<b>11.3%</b>
Poor	8.1%	3.2%	<b>3.3%</b>
<b>In the Past 30 Days:</b>			
Average days physical health not good	7.5	3.9	
Average days mental health not good	11.4	6.5	
Average days poor health prevented usual activities	8.2	5.0	
Average days of binge drinking	1.4	1.3	
<b>Body Mass Index Category:</b>			
Obese	49.2%	27.1%	<b>34.1%</b>
Overweight	28.5%	38.0%	<b>34.9%</b>
Normal weight	20.6%	32.7%	<b>29.5%</b>
Underweight	1.8%	2.3%	<b>1.5%</b>

Note: Most recent data for Nebraska general population is from 2019.

In summary, consumers receiving mental health services were more likely to be obese and more likely to report having diabetes than consumers receiving substance use disorder services and the general population. Both mental health and substance use disorder consumers were much more likely than the general population to report smoking cigarettes on a daily basis. While mental health service 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 service consumers generally tend to report rates similar to the general population or in-between those of mental health service consumers and the general population.

## **DBH Added Items**

The Adult Consumer Survey included statements 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 service and substance use disorder service consumers responded positively that they were treated with respect and dignity (92.1% and 90.0%, respectively). Although mental health service consumers responded slightly lower (86.6%) than substance use disorder service consumers (88.1%) regarding their treatment goals, both were still highly positive overall.

The Adult Survey included one statement to examine the impact of services on the quality of life for consumers.

- 1) *The services I received have improved my quality of life.*

Most mental health service and substance use disorder service consumers responded positively about changes to their quality of life (79.8% and 84.6%, respectively), with substance use disorder service clients reporting slightly higher positive attitudes towards improved quality of life (Table 8).

Table 8 provides a summary of responses to the above statements 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 talking with staff about my experiences with trauma or abuse.*
- 3) *My financial situation has improved.*
- 4) *My legal situation has improved.*
- 5) *I have friends in my neighborhood.*
- 6) *I am an active member of my community.*

Mental health service consumers and substance use disorder service consumers agreed that their programs were sensitive to any experienced or witnessed trauma in their life (80.6% and 83.9%, respectively). Also, most consumers of both service types felt safe to open up about abuse or trauma in their programs (80.3% and 84.6%, for mental health and substance use disorder service consumers respectively).

When asked about their financial and legal situations, substance use disorder service consumers responded significantly more positively than mental health service consumers. Substance use disorder service consumers responded significantly more positively (63.3%) thought that their financial situation had stabilized or improved as a result of services received compared to mental health service consumers (49.8%). Similarly, substance use disorder service consumers also responded significantly more positively (68.6%) that their legal situation had stabilized or improved, compared to mental health service consumers (41.8%).

In order to better understand opinions on consumer housing situations, two statements related to the community were added in 2019. It was found that substance use disorder service consumers indicated significantly higher positive attitudes (64.2%) about having friends in their neighborhood, compared to mental health service consumers (50.3%). When asked about whether they are an active member of their community, Substance use disorder service consumers also indicated significantly higher positive attitudes (58.8%) when asked about whether they are an active member of their community, compared to mental health service consumers (41.1%).

In summary, substance use disorder service consumers were more likely to agree that the services they received improved their financial and legal situations and they reported having more friends in their community. They were also more likely to respond that they are active members of their communities.

**TABLE 8: Summary of Responses to the DBH Questions**

Statement	MH	SUD
The services I received have improved my quality of life.	79.8%	84.6%
Staff treated me with respect and dignity.	92.1%	90.0%
My treatment (or service) goals were based on my strengths and needs.	86.6%	88.1%
The program was sensitive to any experienced or witnessed trauma in my life.	80.6%	83.9%
I felt safe talking with staff about my experiences with trauma or abuse.	80.3%	84.6%
My financial situation has improved.	49.8%*	63.3%*
My legal situation has improved.	41.8%*	68.6%*
I have friends in my neighborhood.	50.3%*	64.2%*
I am an active member of my community.	41.1%*	58.8%*

Note: \*Significant difference between groups reported

## Survey Results – Youth Survey

### Summary of Results

A total of 651 out of 1,362 (47%) Youth Surveys were completed in 2020. This is an increase in response rate compared to a 35% response rate in both 2017 and 2018 and 34% in 2019. For the surveys, a caregiver or guardian was instructed to respond on behalf of the child receiving services. Of the 651 caregiver responses, 17 responses were identified as ineligible due to inaccuracies with recorded age, which resulted in the inclusion of 634 completed surveys for analysis. Of those reporting gender, more surveys were completed for girls (54.0%, n=334) than for boys (46.0%, n=285), in contrast to more surveys being completed for boys in 2019. The youths' ages ranged from 0 years to 18 years, with an average age of 13.6 years. Most of the consumers who reported race/ethnicity reported that youth were white, non-Hispanic (88.6%, n=562); 11.4% reported that youth were non-white or Hispanic (n=72).

The three statements that received the most positive responses on the Youth Survey questionnaires as completed by a youth's parent or guardian were "Staff spoke with me in a way that I understood" (96.6%), "Staff treated me with respect and dignity" (95.5%), and "Staff were sensitive to my cultural/ethnic background" (93.8%). On the Youth Survey, 26 out of the 27 statements showed positive change from 2019 to 2020 (the remaining statement showed no change). The statements that showed the largest increase in positive responses are included in the table below. A number of statements showed a large increase in positive change, with 9 (out of the 26 statements with positive change) showing a change of 10% or more.

**TABLE 9: Youth Survey Agreement Rate by Scale – 2014-2020**

Statement	2019 Agreement	2020 Agreement	Percent Difference
16. My child is better at handling daily life.	67.4%	81.3%	+13.9%
23. The services my child received have improved his/her quality of life.	69.5%	83.1%	+13.6%
18. My child gets along better with friends and other people.	64.5%	78.1%	+13.6%
21. I am satisfied with our family life right now.	65.7%	79.0%	+13.3%
20. My child is better able to cope when things go wrong.	64.3%	77.5%	+13.2%
19. My child is doing better in school and/or work.	65.5%	78.5%	+13.0%
22. My child is better able to do the things he/she wants to do.	67.5%	78.8%	+11.3%
17. My child gets along better with family members.	68.7%	79.8%	+11.1%
11. My family got as much help as we needed for my child.	71.9%	82.6%	+10.7%

Additionally, there were also positive changes in agreement in the Youth Survey to several statements of particularly high importance to DBH. There was an increase in agreement with the statement "Overall, I am satisfied with the services my child received", increasing from 86.3% in 2019 to 91.7% in 2020. There was also an increase in agreement with the statement "My child is better able to cope when things go wrong", increasing from 64.3% in 2019 to 77.5% in 2020, with a 13.2% increase as noted in the above table.

For the Youth Survey, responses for multiple statements were combined into the following seven domains (see Appendix A for the statements included in each): Access, General Satisfaction, Outcome, Family Involvement, Cultural Sensitivity, Improved Functioning, and Social Connectedness. Most caregivers (86.5%) who responded to the Youth Survey reported **general satisfaction** with the services their child received (Table 10) and their ratings even increased by over 8% from 2019 to 2020. The most positive responses were in the **cultural sensitivity** domain; 95.2% responded positively. Satisfaction in **outcomes** and **functioning** achieved the highest response since 2014 (78.4% and 78.5%, respectively), and even showed a large increase relative to 2019. Overall, there were increases in positive responses from 2019 to 2020 in all seven domains. A summary of the responses to the Youth Survey for 2020 can be found in Appendix B, Table 16.

**TABLE 10: Youth Survey Agreement Rate by Scale – 2014-2020**

	2014	2015	2016	2017	2018	2019	2020
<b>Access</b>	84.2%	82.1%	85.4%	85.5%	83.0%	85.3%	88.2%
<b>General Satisfaction</b>	77.9%	76.1%	78.5%	74.8%	77.2%	78.0%	86.5%
<b>Outcomes</b>	61.6%	60.8%	60.1%	57.2%	60.8%	63.3%	78.4%
<b>Family Involvement</b>	88.2%	89.8%	87.2%	85.7%	85.2%	88.0%	91.7%
<b>Cultural Sensitivity</b>	<b>92.8%</b>	<b>95.1%</b>	<b>91.9%</b>	<b>93.0%</b>	<b>92.1%</b>	<b>94.2%</b>	<b>95.2%</b>
<b>Functioning</b>	62.7%	62.4%	59.6%	58.9%	62.2%	64.4%	78.5%
<b>Social Connectedness</b>	84.3%	77.3%	79.9%	79.6%	78.1%	81.3%	87.7%

Additionally, as seen in Table 11, significant differences were observed between caregivers of girls and caregivers of boys with caregivers of girls reporting more positive responses regarding **access**. However, there were no significant differences in responses across the other six domains. Significant differences were also observed between responses from caregivers of white non-Hispanic youth and caregivers of non-white and Hispanic youth; caregivers of non-white and Hispanic youth reported more positive responses in terms of **family involvement**.

Several large differences were observed between mental health and substance use disorder services in terms of **access, general satisfaction, outcomes, culture sensitivity, and functioning**; however, due to the small sample size of consumers receiving substance use disorder services, significance tests were not appropriate for comparison of the results between service types.

**TABLE 11: Agreement Rates by Youth Characteristics**

	Access	General Satisfaction	Outcomes	Family Involve	Culture Sensitivity	Function	Social Connectedness
<b>All Youth Consumers:</b>	88.6%	86.8%	78.8%	92.0%	95.2%	79.0%	87.9%
<b>Gender:</b>							
Girls, n=334	<b>91.8%*</b>	<b>88.0%</b>	<b>80.5%</b>	<b>92.1%</b>	<b>95.7%</b>	<b>80.9%</b>	<b>88.6%</b>
Boys, n=285	84.4%*	85.7%	76.4%	91.7%	94.9%	76.3%	86.5%
<b>Race/Ethnicity:</b>							
White non-Hispanic, n=562	88.2%	86.2%	77.5%	91.0%*	<b>95.3%</b>	78.0%	87.2%
Non-white and Hispanic, n=72	<b>88.6%</b>	<b>88.7%</b>	<b>85.5%</b>	<b>97.2%*</b>	94.4%	<b>82.6%</b>	<b>91.4%</b>
<b>Type of Services Received†:</b>							
MH, n=613	88.0%	86.2%	77.6%	<b>91.8%</b>	95.0%	77.8%	87.6%
SUD, n=21	<b>95.2%</b>	<b>95.2%</b>	<b>100.0%</b>	90.0%	<b>100.0%</b>	<b>100.0%</b>	<b>90.5%</b>

Note: \*Significant difference between groups reported

†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

## Physical Health Status of Youth Behavioral Health Consumers

The caregivers were asked some of the same health questions from the BRFSS that were also asked in the Adult Consumer Survey. When asked to rate the youth's general health, 38.2% rated their general health as excellent, 39.2% as very good, and 17.6% as good. Approximately 5% rated the youth's general health as either fair or poor (as seen in Table 12 below).

**TABLE 12: BRFSS Questions for Youth Consumers**

	Youth
<b>General Health Status:</b>	
Excellent	38.2%
Very Good	39.2%
Good	17.6%
Fair	4.9%
Poor	0.2%
<b>In the Past 30 Days:</b>	
Average days physical health not good	1.9
Average days mental health not good	5.7
Average days poor health prevented usual activities	3.5
<b>Body Mass Index Category:</b>	
Obese	16.5%
Overweight	33.3%
Normal weight	32.9%
Underweight	17.3%

Caregivers reported their youth had an average of 1.9 days in the past 30 days that their physical health was not good, 5.7 days when their mental health was not good and 3.5 days when poor physical or mental health kept their youth 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, 17.3% are considered underweight, 33.3% are characterized as overweight, and 16.5% are characterized as obese. Overall, 32.9% are considered to have a normal weight range.





## Adult Survey and Youth Survey Summaries

The 2020 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 Survey response rate increased from 30% in 2019 to 32% in 2020, and the Youth Survey response rate showed a larger change increasing from 34% in 2019 to 47% in 2020. A total of 1,861 adults and 651 youth caregivers completed the survey.

For the Adult Survey, respondents were more positive on all seven domains in comparison to responses in 2019. Consumer **general satisfaction** showed an increase from 85.8% in 2019 to 88.4% in 2020. The lowest positive domain overall was **social connectedness** (70.8% positive), which was lower than **outcomes** (73.3% positive), and **functioning** (73.9% positive). Similar to 2019, the highest positive domain in 2020 was **quality and appropriateness** (89.3% positive) immediately followed by **general satisfaction** (88.4% positive).

In terms of specific items, the three survey statements which received the most positive responses on the Adult Survey were “Staff treated me with respect and dignity” (92.2%), “Staff respected my wishes about who is and who is not to be given information about my treatment” (92.1%), and “I was given information about my rights” (91.8%). Additionally, 42 out of the 47 statements showed positive change from 2019 to 2020. An increase in positive responses was also seen in response to the statement “I am better able to handle things when they go wrong” (increasing from 72.1% in 2019 to 75.3% in 2020).

Similar to the 2019 Adult Survey, substance use disorder service consumers in 2020 reported lower prevalence of physical health conditions compared to consumers in mental health services in three out of four measured conditions. Mental health service consumers were at higher risk for angina or coronary heart disease, stroke, and diabetes relative to consumers receiving substance use disorder services. Substance use disorder service consumers reported a slightly higher rate of heart attack or myocardial infarction. Mental health service consumers also reported much higher rates of obesity compared with consumers who received a substance use disorder service. Mental health service consumers reported more days when their physical and mental health were poor relative to substance use disorder service consumers.

Caregivers taking the Youth Survey responded more positively on all seven domains when comparing results from 2019 to 2020. Results indicated that positive attitudes increased for **access, general satisfaction, outcomes, family involvement, cultural sensitivity, functioning, and social connectedness**. Most caregivers (86.5%) who responded to the Youth Survey reported **general satisfaction** with the services their child received, increasing from 78.0% in 2019. The most positive response was reported in the **cultural sensitivity** domain (95.2%).

In terms of specific items, the three statements that received the most positive responses on the Youth Survey questionnaires as completed by a youth’s parent or guardian were “Staff spoke with me in a way that I understood” (96.6%), “Staff treated me with respect and dignity” (95.5%), and “Staff were sensitive to my cultural/ethnic background” (93.8%). Increases in positive responses were also seen in response to the statement “Overall, I am satisfied with the services my child received” (increasing from 86.3% in 2019 to 91.7% in 2020), and to the statement “My child is better able to cope when things go wrong” (increasing from 64.3% in 2019 to 77.5% in 2020).



## Appendix A

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

Items from the MHSIP Adult Survey were grouped into five scales or “domains”. The grouping of the items into the five domains is consistent with the groupings required for the National Center for Mental Health Services’ Uniform Reporting System. Below are the five domains and the survey questions included in each domain.

#### 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 like support groups, drop-in centers, crisis phone lines, 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 the staff, decided my treatment goals.

#### General Satisfaction:

1. I like the services 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 domains (and the questions included in each) have been included since the 2011 survey.

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<sup>1</sup> 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 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 in 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 or “domains” 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 and dignity.
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 the things he/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 domain 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 2020 data, results indicated that of the 1,853 eligible Adult Surveys, 25 surveys were missing responses or marked "not applicable" for more than one-third of the items in the Access domain. Those 25 surveys were excluded from the calculation, leaving 1,828 surveys to be included in the calculation. Average domain scores were calculated for each of the 1,828 surveys. Of those surveys, 1,543 had average scores of 2.49 or lower (agree/strongly agree); 219 had average scores between 2.50 and 3.49 (neutral); and 66 had average scores of 3.50 or higher (disagree/strongly disagree). Therefore, the percent of positive responses for the Access domain is calculated as being 1,543 positive responses divided by 1,828 surveys with completed access items, or 84.4%.

**Appendix B**  
**Table 13**  
**2020 Adult Consumer Survey**  
**Summary of Results (n=1,853)**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other*	% Agree/Strongly Agree
1. I like the services I received here.	900	769	100	42	29	13	90.7%
2. If I had other choices, I would still get services from this agency.	832	682	160	91	54	34	83.2%
3. I would recommend this agency to a friend or family member.	882	746	104	46	48	27	89.2%
4. The location of services was convenient (parking, public transportation, distance, etc.).	756	786	179	46	24	62	86.1%
5. Staff were willing to see me as often as I felt it was necessary.	800	787	138	62	26	40	87.5%
6. Staff returned my calls in 24 hours.	722	729	146	70	36	150	85.2%
7. Services were available at times that were good for me.	772	836	129	63	19	34	88.4%
8. I was able to get all the services I thought I needed.	729	800	147	104	44	29	83.8%
9. I was able to see a psychiatrist when I wanted to.	566	667	178	111	57	274	78.1%
10. Staff here believe that I can grow, change and recover.	824	739	164	27	20	79	88.1%
11. I felt comfortable asking questions about my treatment and medication.	782	775	118	43	24	111	89.4%
12. I felt free to complain.	665	789	217	62	39	81	82.1%
13. I was given information about my rights.	823	815	98	31	18	68	91.8%
14. Staff encouraged me to take responsibility for how I live my life.	743	812	156	36	12	94	88.4%
15. Staff told me what side effects to watch out for.	580	723	190	89	35	236	80.6%
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	898	737	102	22	16	78	92.1%
17. I, not staff, decided my treatment goals.	617	804	216	88	30	98	81.0%
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	702	755	166	23	15	192	87.7%
19. Staff helped me obtain the information that I needed so that I could take charge of managing my illness.	680	816	165	59	27	106	85.6%
20. I was encouraged to use consumer-run programs like support groups, drop-in centers, crisis phone lines, etc.	589	716	205	93	28	222	80.0%
21. Staff treated me with respect and dignity.	944	714	81	39	20	55	92.2%
22. My treatment (or service) goals were based on my strengths and needs.	757	824	137	44	18	73	88.8%
23. The program was sensitive to any experienced or witnessed trauma in my life.	729	747	165	57	28	127	85.5%
24. I felt safe talking with staff about my experiences with trauma or abuse.	769	706	160	62	28	128	85.5%

\*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.	560	845	262	74	24	88	79.6%
26. I am better able to control my life.	560	850	244	79	21	99	80.4%
27. I am better able to deal with crisis.	510	831	280	94	29	109	76.9%
28. I am getting along better with my family.	512	751	293	93	34	170	75.0%
29. I do better in social situations.	439	737	368	120	50	139	68.6%
30. I do better in school and/or work.	411	616	306	95	33	392	70.3%
31. My housing situation has improved.	421	582	327	105	38	380	68.1%
32. My financial situation has improved.	363	560	357	155	95	323	60.3%
33. My legal situation has improved.	328	483	315	72	37	618	65.7%
34. My symptoms are not bothering me as much.	415	756	308	164	76	134	68.1%
35. I do things that are more meaningful to me.	484	809	309	96	27	128	75.0%
36. I am better able to take care of my needs.	504	851	262	92	29	115	78.0%
37. I am better able to handle things when they go wrong.	461	842	296	101	31	122	75.3%
38. I am better able to do things that I want to do.	456	821	314	108	35	119	73.6%
39. The services I received have improved my quality of life.	628	807	221	67	32	98	81.8%

## 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.	294	639	373	253	91	203	56.5%
41. I am an active member of my community.	251	527	473	290	106	206	47.2%
42. I am happy with the friendships I have.	435	844	253	124	50	147	75.0%
43. I have people with whom I can do enjoyable things.	482	851	235	100	48	137	77.7%
44. I feel I belong in my community.	328	690	404	172	95	164	60.3%
45. In a crisis, I would have the support I need from family or friends.	580	819	188	82	48	136	81.5%
46. I am satisfied with the community I am currently living in.	428	767	314	125	68	151	70.2%
47. I am satisfied with my current housing situation.	503	710	250	139	72	179	72.5%

\*Not included in calculation

**Appendix B**  
**Table 14**  
**2020 Adult Consumer Survey**  
**Positive Response by Region**

<b>Percent positive response: Strongly Agree or Agree</b>	<b>Region 1</b>	<b>Region 2</b>	<b>Region 3</b>	<b>Region 4</b>	<b>Region 5</b>	<b>Region 6</b>
<b>Number of respondents</b>	<b>n = 141</b>	<b>n = 219</b>	<b>n = 416</b>	<b>n = 360</b>	<b>n = 428</b>	<b>n = 285</b>
1. I like the services I received here.	91.4%	93.2%	90.1%	91.4%	91.0%	88.2%
2. If I had other choices, I would still get services from this agency.	82.6%	88.8%	80.4%	85.0%	84.1%	80.0%
3. I would recommend this agency to a friend or family member.	86.4%	94.0%	88.1%	88.5%	91.5%	85.8%
4. The location of services was convenient (parking, public transportation, distance, etc.).	81.9%	89.0%	88.9%	85.4%	85.6%	83.1%
5. Staff were willing to see me as often as I felt it was necessary.	84.1%	91.2%	87.6%	88.2%	86.7%	87.0%
6. Staff returned my calls in 24 hours.	80.5%	90.1%	84.4%	86.2%	86.3%	82.4%
7. Services were available at times that were good for me.	82.6%	91.8%	87.1%	90.6%	87.2%	89.4%
8. I was able to get all the services I thought I needed.	81.4%	86.2%	83.7%	85.4%	84.8%	80.0%
9. I was able to see a psychiatrist when I wanted to.	72.5%	82.8%	77.7%	80.3%	78.9%	73.6%
10. Staff here believe that I can grow, change and recover.	84.7%	89.3%	87.6%	90.2%	90.0%	84.0%
11. I felt comfortable asking questions about my treatment and medication.	88.2%	93.1%	89.7%	89.1%	89.3%	89.6%
12. I felt free to complain.	87.1%	83.3%	81.3%	80.6%	84.2%	78.0%
13. I was given information about my rights.	91.9%	93.9%	93.0%	91.7%	90.7%	89.6%
14. Staff encouraged me to take responsibility for how I live my life.	87.5%	88.6%	89.6%	90.1%	88.3%	84.8%
15. Staff told me what side effects to watch out for.	80.0%	84.0%	79.7%	78.4%	84.0%	77.3%
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	91.4%	93.4%	92.2%	91.4%	92.6%	91.8%
17. I, not staff, decided my treatment goals.	78.4%	85.4%	76.8%	83.0%	82.9%	79.3%
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	85.9%	86.6%	86.3%	88.4%	90.2%	86.9%
19. Staff helped me obtain the information that I needed so that I could take charge of managing my illness.	85.3%	87.3%	82.5%	86.5%	87.0%	86.2%
20. I was encouraged to use consumer-run programs like support groups, drop-in centers, crisis phone lines, etc.	74.4%	82.8%	77.7%	84.6%	79.7%	78.8%
21. Staff treated me with respect and dignity.	89.7%	93.5%	92.4%	92.6%	93.0%	90.4%
22. My treatment (or service) goals were based on my strengths and needs.	88.2%	91.9%	89.1%	90.3%	88.9%	83.9%
23. The program was sensitive to any experienced or witnessed trauma in my life.	87.1%	85.6%	86.0%	86.5%	86.3%	81.7%
24. I felt safe talking with staff about my experiences with trauma or abuse.	85.9%	83.1%	86.2%	86.3%	86.8%	82.9%

## 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.	83.0%	82.0%	79.7%	82.5%	80.7%	70.6%
26. I am better able to control my life.	79.7%	85.2%	79.6%	83.4%	82.0%	71.8%
27. I am better able to deal with crisis.	72.1%	84.1%	74.3%	81.2%	79.1%	68.2%
28. I am getting along better with my family.	75.2%	80.4%	73.8%	74.0%	77.1%	71.2%
29. I do better in social situations.	63.6%	70.2%	66.6%	73.2%	72.3%	61.2%
30. I do better in school and/or work.	68.1%	75.3%	68.8%	73.9%	71.0%	63.7%
31. My housing situation has improved.	65.0%	67.8%	66.8%	76.0%	68.8%	60.5%
32. My financial situation has improved.	57.3%	66.1%	59.4%	65.2%	58.9%	54.5%
33. My legal situation has improved.	50.0%	69.0%	66.9%	69.4%	70.0%	56.1%
34. My symptoms are not bothering me as much.	59.8%	68.0%	69.5%	72.7%	72.1%	58.5%
35. I do things that are more meaningful to me.	74.8%	75.5%	75.0%	79.5%	76.3%	66.4%
36. I am better able to take care of my needs.	80.9%	81.3%	77.4%	82.4%	79.0%	67.6%
37. I am better able to handle things when they go wrong.	78.6%	79.1%	71.4%	80.0%	77.3%	66.8%
38. I am better able to do things that I want to do.	73.3%	76.3%	72.7%	77.6%	75.3%	65.0%
39. The services I received have improved my quality of life.	80.5%	85.6%	82.1%	84.8%	82.3%	74.2%

## 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
40. I have friends in my neighborhood.	57.4%	53.7%	52.3%	64.4%	60.5%	47.5%
41. I am an active member of my community.	45.7%	41.0%	45.5%	52.3%	53.2%	39.4%
42. I am happy with the friendships I have.	75.0%	71.0%	76.5%	79.4%	75.4%	69.4%
43. I have people with whom I can do enjoyable things.	78.9%	76.0%	77.0%	81.9%	78.0%	73.1%
44. I feel I belong in my community.	54.2%	57.1%	59.6%	67.1%	63.0%	53.6%
45. In a crisis, I would have the support I need from family or friends.	81.8%	82.4%	80.7%	84.1%	81.4%	78.1%
46. I am satisfied with the community I am currently living in.	65.2%	65.7%	70.5%	76.1%	70.8%	67.1%
47. I am satisfied with my current housing situation.	68.5%	75.9%	72.4%	77.8%	71.1%	67.2%



**Appendix B**  
**Table 15**  
**2019 and 2020 Adult Consumer Surveys**  
**Confidence Intervals (CI)**

1 = Strongly Agree; 5 = Strongly Disagree*	2019 (n=1,636)			2020 (n=1,853)		
	Mean	SD	95% CI	Mean	SD	95% CI
1. I like the services I received here.	1.643	0.883	1.60-1.69	1.658	0.812	1.62-1.70
2. If I had other choices, I would still get services from this agency.	1.865	1.041	1.81-1.92	1.820	0.990	1.77-1.87
3. I would recommend this agency to a friend or family member.	1.691	0.920	1.65-1.74	1.730	0.889	1.66-1.74
4. The location of services was convenient (parking, public transportation, distance, etc.).	1.760	0.878	1.72-1.80	1.769	0.832	1.73-1.81
5. Staff were willing to see me as often as I felt it was necessary.	1.703	0.917	1.66-1.75	1.746	0.848	1.71-1.79
6. Staff returned my calls in 24 hours.	1.768	0.930	1.72-1.82	1.807	0.910	1.76-1.85
7. Services were available at times that were good for me.	1.751	0.909	1.71-1.80	1.747	0.815	1.71-1.78
8. I was able to get all the services I thought I needed.	1.856	1.028	1.81-1.91	1.867	0.953	1.82-1.91
9. I was able to see a psychiatrist when I wanted to.	1.987	1.072	1.93-2.04	2.003	1.038	1.95-2.05
10. Staff here believe that I can grow, change and recover.	1.657	0.802	1.62-1.70	1.692	0.791	1.66-1.73
11. I felt comfortable asking questions about my treatment and medication.	1.672	0.860	1.63-1.72	1.710	0.810	1.67-1.75
12. I felt free to complain.	1.865	0.954	1.82-1.91	1.883	0.907	1.84-1.93
13. I was given information about my rights.	1.623	0.738	1.59-1.66	1.659	0.748	1.62-1.69
14. Staff encouraged me to take responsibility for how I live my life.	1.709	0.812	1.67-1.75	1.728	0.762	1.69-1.76
15. Staff told me what side effects to watch out for.	1.922	1.018	1.87-1.97	1.934	0.942	1.89-1.98
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	1.568	0.754	1.53-1.61	1.603	0.733	1.57-1.64
17. I, not staff, decided my treatment goals.	1.883	0.933	1.84-1.93	1.923	0.908	1.88-1.97
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	1.689	0.785	1.65-1.73	1.732	0.767	1.70-1.77
19. Staff helped me obtain the information that I needed so that I could take charge of managing my illness.	1.802	0.908	1.76-1.85	1.819	0.852	1.78-1.86
20. I was encouraged to use consumer-run programs like support groups, drop-in centers, crisis phone lines, etc.	1.962	0.984	1.91-2.01	1.930	0.930	1.88-1.98
21. Staff treated me with respect and dignity.	1.555	0.792	1.52-1.59	1.597	0.771	1.58-1.63
22. My treatment (or service) goals were based on my strengths and needs.	1.731	0.833	1.69-1.77	1.731	0.788	1.69-1.77
23. The program was sensitive to any experienced or witnessed trauma in my life.	1.746	0.888	1.70-1.79	1.788	0.867	1.75-1.83
24. I felt safe talking with staff about my experiences with trauma or abuse.	1.739	0.904	1.69-1.78	1.768	0.880	1.73-1.81

Note: \*Lower means represent more positive responses.

## As a result of the services received:

1 = Strongly Agree; 5 = Strongly Disagree*	2019 (n=1,636)			2020 (n=1,853)		
	Mean	SD	95% CI	Mean	SD	95% CI
25. I deal more effectively with daily problems.	1.964	0.941	1.92-2.01	1.956	0.868	1.92-2.00
26. I am better able to control my life.	1.986	0.947	1.94-2.03	1.946	0.862	1.91-1.99
27. I am better able to deal with crisis.	2.050	0.979	2.00-2.10	2.026	0.904	1.98-2.07
28. I am getting along better with my family.	2.056	0.994	2.00-2.11	2.041	0.938	2.00-2.09
29. I do better in social situations.	2.224	1.025	2.17-2.28	2.186	0.990	2.14-2.23
30. I do better in school and/or work.	2.161	1.018	2.10-2.22	2.126	0.969	2.08-2.18
31. My housing situation has improved.	2.187	1.056	2.13-2.24	2.156	1.001	2.10-2.21
32. My financial situation has improved.	2.471	1.158	2.41-2.53	2.385	1.135	2.33-2.44
33. My legal situation has improved.	2.258	1.057	2.19-2.32	2.196	0.993	2.14-2.25
34. My symptoms are not bothering me as much.	2.285	1.108	2.23-2.34	2.261	1.064	2.21-2.31
35. I do things that are more meaningful to me.	2.075	0.962	2.03-2.12	2.057	0.906	2.01-2.10
36. I am better able to take care of my needs.	2.029	0.936	1.98-2.08	2.017	0.896	1.97-2.06
37. I am better able to handle things when they go wrong.	2.132	0.997	2.08-2.18	2.075	0.909	2.03-2.12
38. I am better able to do things that I want to do.	2.150	1.003	2.10-2.20	2.103	0.930	2.06-2.15
39. The services I received have improved my quality of life.	1.912	0.951	1.86-1.96	1.899	0.889	1.86-1.94

Note: \*Lower means represent more positive responses.

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

1 = Strongly Agree; 5 = Strongly Disagree*	2019 (n=1,636)			2020 (n=1,853)		
	Mean	SD	95% CI	Mean	SD	95% CI
40. I have friends in my neighborhood.	2.563	1.141	2.50-2.62	2.520	1.115	2.47-2.57
41. I am an active member of my community.	2.761	1.124	2.70-2.82	2.680	1.123	2.63-2.73
42. I am happy with the friendships I have.	2.134	1.001	2.08-2.18	2.127	0.971	2.08-2.17
43. I have people with whom I can do enjoyable things.	2.089	0.994	2.04-2.14	2.057	0.949	2.01-2.10
44. I feel I belong in my community.	2.454	1.101	2.40-2.51	2.417	1.083	2.37-2.47
45. In a crisis, I would have the support I need from family or friends.	1.969	0.991	1.92-2.02	1.951	0.942	1.91-2.00
46. I am satisfied with the community I am currently living in.	2.234	1.074	2.18-2.29	2.200	1.025	2.15-2.25
47. I am satisfied with my current housing situation.	2.154	1.097	2.10-2.21	2.144	1.072	2.09-2.20

Note: \*Lower means represent more positive responses.

**Appendix B**  
**Table 16**  
**2020 Youth Consumer Survey**  
**Summary of Results (n=634)**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other*	% Agree/ Strongly Agree
1. Overall, I am satisfied with the services my child received.	185	388	28	18	6	9	91.7%
2. I helped to choose my child's services.	228	317	48	12	6	23	89.2%
3. I helped to choose my child's treatment goals.	202	362	31	14	3	22	92.2%
4. The people helping my child stuck with us no matter what.	235	323	37	17	7	15	90.1%
5. I felt my child had someone to talk to when he/she was troubled.	208	326	49	20	7	24	87.5%
6. I participated in my child's treatment.	222	348	30	11	4	19	92.7%
7. The services my child and/or family received were right for us.	212	332	47	18	6	19	88.5%
8. The location of services was convenient for us.	230	329	37	13	4	21	91.2%
9. Services were available at times that were convenient for us.	216	345	41	13	5	14	90.5%
10. My family got the help we wanted for my child.	196	338	52	26	9	13	86.0%
11. My family got as much help as we needed for my child.	169	345	58	39	11	12	82.6%
12. Staff treated me with respect and dignity.	264	331	18	7	3	11	95.5%
13. Staff respected my family's religious/spiritual beliefs.	235	318	34	2	4	41	93.3%
14. Staff spoke with me in a way that I understood.	265	336	17	1	3	12	96.6%
15. Staff were sensitive to my cultural/ethnic background.	220	326	31	1	4	52	93.8%

**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.	153	350	75	30	11	15	81.3%
17. My child gets along better with family members.	136	353	86	26	12	21	79.8%
18. My child gets along better with friends and other people.	121	357	98	26	10	22	78.1%
19. My child is doing better in school and/or work.	131	341	85	31	13	33	78.5%
20. My child is better able to cope when things go wrong.	115	361	88	31	19	20	77.5%
21. I am satisfied with our family life right now.	123	365	80	38	12	16	79.0%
22. My child is better able to do the things he/she wants to do.	135	347	92	28	10	22	78.8%
23. The services my child received have improved his/her quality of life.	148	362	73	20	11	20	83.1%

\*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.	184	367	50	13	3	17	89.3%
25. I have people that I am comfortable talking with about my child's problems.	188	362	43	20	5	16	89.0%
26. In a crisis, I have the support I need from family or friends.	168	380	50	16	4	16	88.7%
27. I have people with whom I can do enjoyable things.	167	382	49	9	3	24	90.0%

*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.*

*\*Not included in calculation*

**Appendix B**  
**Table 17**  
**2020 Youth Consumer Survey**  
**Positive Response by Region**

<b>Percent positive response: Strongly Agree or Agree</b>	<b>Region 1</b>	<b>Region 2</b>	<b>Region 3</b>	<b>Region 4</b>	<b>Region 5</b>	<b>Region 6</b>
<b>Number of respondents</b>	<b>n = 61</b>	<b>n = 36</b>	<b>n = 122</b>	<b>n = 101</b>	<b>n = 116</b>	<b>n = 132</b>
1. Overall, I am satisfied with the services my child received.	95.0%	85.7%	93.4%	92.1%	95.7%	90.0%
2. I helped to choose my child's services.	93.1%	94.4%	86.6%	92.0%	91.0%	88.2%
3. I helped to choose my child's treatment goals.	89.7%	88.2%	88.3%	93.0%	95.5%	95.3%
4. The people helping my child stuck with us no matter what.	94.9%	88.9%	92.5%	86.1%	92.0%	88.5%
5. I felt my child had someone to talk to when he/she was troubled.	89.7%	86.1%	89.7%	89.0%	90.4%	84.5%
6. I participated in my child's treatment.	89.8%	86.1%	90.0%	92.0%	97.3%	96.1%
7. The services my child and/or family received were right for us.	88.1%	88.9%	90.8%	90.0%	91.2%	85.0%
8. The location of services was convenient for us.	93.2%	85.7%	92.5%	96.0%	94.7%	87.5%
9. Services were available at times that were convenient for us.	90.0%	86.1%	92.5%	92.1%	90.4%	90.8%
10. My family got the help we wanted for my child.	90.0%	86.1%	90.0%	85.1%	91.2%	80.8%
11. My family got as much help as we needed for my child.	91.7%	83.3%	84.3%	81.2%	85.1%	77.7%
12. Staff treated me with respect and dignity.	93.3%	97.2%	95.0%	98.0%	97.3%	93.8%
13. Staff respected my family's religious/spiritual beliefs.	93.2%	94.1%	86.8%	91.8%	96.3%	95.9%
14. Staff spoke with me in a way that I understood.	98.3%	94.4%	96.7%	97.0%	96.5%	96.2%
15. Staff were sensitive to my cultural/ethnic background.	92.9%	91.2%	91.6%	92.7%	95.3%	95.9%

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

<b>Percent positive response: Strongly Agree or Agree</b>	<b>Region 1</b>	<b>Region 2</b>	<b>Region 3</b>	<b>Region 4</b>	<b>Region 5</b>	<b>Region 6</b>
16. My child is better at handling daily life.	83.3%	86.1%	81.8%	81.2%	80.5%	82.8%
17. My child gets along better with family members.	79.7%	82.9%	80.8%	79.8%	78.6%	78.9%
18. My child gets along better with friends and other people.	69.5%	80.6%	76.5%	80.0%	82.0%	78.7%
19. My child is doing better in school and/or work.	72.9%	85.3%	83.1%	77.8%	80.0%	76.4%
20. My child is better able to cope when things go wrong.	76.3%	77.8%	76.0%	82.2%	79.3%	78.0%
21. I am satisfied with our family life right now.	78.3%	80.6%	75.8%	80.2%	82.9%	78.3%
22. My child is better able to do the things he/she wants to do.	75.0%	85.7%	79.3%	83.2%	77.9%	76.8%
23. The services my child received have improved his/her quality of life.	78.3%	86.1%	82.5%	85.1%	85.7%	83.6%

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

<b>Percent positive response: Strongly Agree or Agree</b>	<b>Region 1</b>	<b>Region 2</b>	<b>Region 3</b>	<b>Region 4</b>	<b>Region 5</b>	<b>Region 6</b>
24. I know people who will listen and understand me when I need to talk.	88.1%	91.7%	89.3%	90.1%	90.2%	89.8%
25. I have people that I am comfortable talking with about my child's problems.	86.4%	97.2%	87.4%	93.1%	85.1%	91.4%
26. In a crisis, I have the support I need from family or friends.	89.8%	88.9%	92.4%	90.1%	84.2%	89.1%
27. I have people with whom I can do enjoyable things.	81.0%	91.7%	92.4%	91.0%	89.2%	92.9%

*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.*

**Appendix B**  
**Table 18**  
**2019 and 2020 Youth Consumer Surveys**  
**Confidence Intervals (CI)**

1 = Strongly Agree; 5 = Strongly Disagree*	2019 (n=438)			2020 (n=634)		
	Mean	SD	95% CI	Mean	SD	95% CI
1. Overall, I am satisfied with the services my child received.	1.779	0.926	1.69-1.87	1.835	0.718	1.78-1.89
2. I helped to choose my child's services.	1.835	0.880	1.75-1.92	1.774	0.754	1.71-1.83
3. I helped to choose my child's treatment goals.	1.819	0.890	1.73-1.90	1.781	0.685	1.73-1.84
4. The people helping my child stuck with us no matter what.	1.786	0.990	1.69-1.88	1.769	0.774	1.71-1.83
5. I felt my child had someone to talk to when he/she was troubled.	1.892	0.994	1.80-1.99	1.839	0.794	1.78-1.90
6. I participated in my child's treatment.	1.667	0.728	1.60-1.74	1.743	0.689	1.69-1.80
7. The services my child and/or family received were right for us.	1.893	0.977	1.80-1.99	1.820	0.771	1.76-1.88
8. The location of services was convenient for us.	1.659	0.825	1.58-1.74	1.747	0.718	1.69-1.80
9. Services were available at times that were convenient for us.	1.708	0.836	1.63-1.79	1.784	0.725	1.73-1.84
10. My family got the help we wanted for my child.	2.026	1.107	1.92-2.13	1.895	0.829	1.83-1.96
11. My family got as much help as we needed for my child.	2.139	1.145	2.03-2.25	2.000	0.881	1.93-2.07
12. Staff treated me with respect and dignity.	1.502	0.655	1.44-1.56	1.642	0.643	1.59-1.69
13. Staff respected my family's religious/spiritual beliefs.	1.550	0.651	1.49-1.62	1.688	0.657	1.64-1.74
14. Staff spoke with me in a way that I understood.	1.526	0.658	1.46-1.59	1.619	0.599	1.57-1.67
15. Staff were sensitive to my cultural/ethnic background.	1.641	0.719	1.57-1.71	1.699	0.641	1.65-1.75

Note: \*Lower means represent more positive responses.

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

1 = Strongly Agree; 5 = Strongly Disagree*	2019 (n=438)			2020 (n=634)		
	Mean	SD	95% CI	Mean	SD	95% CI
16. My child is better at handling daily life.	2.264	1.134	2.15-2.37	2.024	0.850	1.96-2.09
17. My child gets along better with family members.	2.279	1.083	2.17-2.38	2.062	0.840	2.00-2.13
18. My child gets along better with friends and other people.	2.341	1.061	2.24-2.44	2.096	0.816	2.03-2.16
19. My child is doing better in school and/or work.	2.326	1.144	2.22-2.44	2.092	0.868	2.02-2.16
20. My child is better able to cope when things go wrong.	2.372	1.102	2.27-2.48	2.150	0.889	2.08-2.22
21. I am satisfied with our family life right now.	2.324	1.078	2.22-2.43	2.112	0.859	2.04-2.18
22. My child is better able to do the things he/she wants to do.	2.305	1.053	2.20-2.41	2.070	0.835	2.00-2.14
23. The services my child received have improved his/her quality of life.	2.220	1.051	2.12-2.32	1.997	0.808	1.93-2.06

Note: \*Lower means represent more positive responses.

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

1 = Strongly Agree; 5 = Strongly Disagree*	2019 (n=438)			2020 (n=634)		
	Mean	SD	95% CI	Mean	SD	95% CI
24. I know people who will listen and understand me when I need to talk.	1.923	0.845	1.84-2.00	1.840	0.694	1.78-1.89
25. I have people that I am comfortable talking with about my child's problems.	1.885	0.879	1.80-1.97	1.854	0.745	1.80-1.91
26. In a crisis, I have the support I need from family or friends.	1.933	0.904	1.85-2.02	1.880	0.708	1.82-1.94
27. I have people with whom I can do enjoyable things.	1.973	0.889	1.89-2.06	1.851	0.660	1.80-1.90

Note: \*Lower means represent more positive responses.

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.