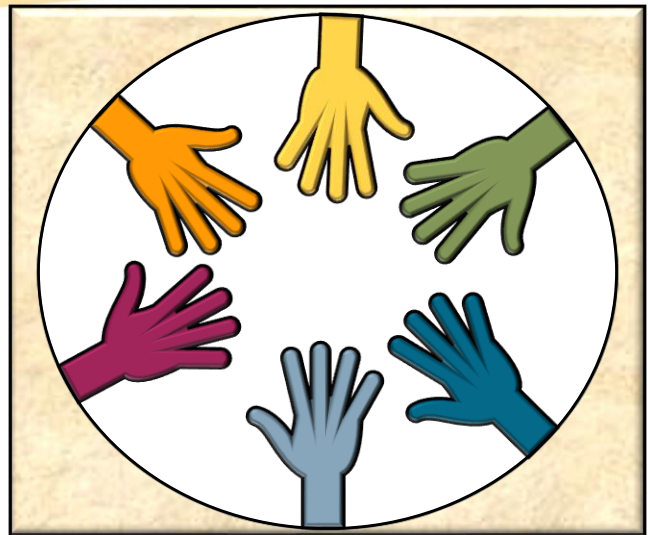


Consumer Survey Report

Fiscal Year 2023



NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Division of Behavioral Health

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* Please note that some open-ended comments provided by the consumers/caregivers in the 2023 survey are displayed throughout this document in this format: *"The comment." Consumer*

FY 2023 Behavioral Health Consumer Survey

Overview

During the third quarter of FY 2023, the Department of Health and Human Services' Division of Behavioral Health (DBH) began conducting the annual Behavioral Health Consumer Survey of consumers served during the first and second quarters of FY 2023. This survey solicited input from adult consumers and youth consumers (via caregivers) receiving DBH-funded behavioral health services in the community-based behavioral health system across Nebraska. The Consumer Survey, a CQI activity, collects data pertinent to the quality and impact of the services provided. Items are aligned with seven domains.

DBH contracted with the Bureau of Sociological Research (BOSR) at the University of Nebraska-Lincoln to conduct the survey, field the web- and telephone- based surveys and processed returned mail responses. Data analysis was performed by DBH.

Results were analyzed across the seven domains from a statewide perspective and compared outcomes to previous iterations of the Consumer Survey dating back to 2018. A comprehensive analysis of results was conducted which examined the domains in relation to a variety of factors including behavioral health Region, demographics, service type, and alternative service delivery. Additional analyses considered factors of physical health, smoking, binge drinking, and awareness of 988, crisis response and peer support services.

Highlights from the 2023 Consumer Survey

Response Rates

For 2023 there was an increase in the adult response rate and decrease in the youth response rate as compared to 2022. The response rate for the adult survey was 21.1% as compared to 15.3% in 2022. The response rate for the youth survey was 20.7% compared to the 2022 response rate of 24.4%. Decreased response rates is an overarching trend that has plagued survey collection efforts in recent years. There were 968 responses from adult consumers and 223 responses from youth caregivers.

Traditional survey collection methods (i.e. phone and mailed surveys) were supplemented with the use of non-traditional survey methods. Specifically, web-based surveys were incorporated into the collection process through web links and QR codes. In total, 13.8% of adult survey responses and 19.3% of youth survey responses occurred via a method other than phone-based interviews or mailed-in completed surveys. The percent of surveys collected via non-traditional methods declined from 2022 for both the youth and adult surveys.

Adult Survey Findings

Analysis of Domains

Compared to 2022, decreases were observed among all seven domains. The decreases were not statistically significant except for Social Connectedness which had a statistically significant decrease from 69.1% to 64.5%. Four domains (Access, Participation in Treatment Planning, General Satisfaction, Social Connectedness) had statistically significant differences between regions.

Key Measures

Of the five key measures tracked, three exceeded the 2017 baseline. The percent of respondents reporting that staff returned calls within 24 hours increased from 80.9% to 81.4%, short of the baseline of 81.9%. The percent of respondents reporting they got along better with their family decreased from 73.4% to 67.6%, short of the benchmark of 70.5%.

Adult Domains

- Access
- Functioning
- General Satisfaction
- Outcomes
- Participation in Treatment Planning
- Quality/Appropriateness
- Social Connectedness

Alternative Service Delivery

There were statistically significant differences observed for several measures among respondents who had accessed a portion of their services through alternative delivery methods (i.e. phone or telehealth) as compared to those respondents who had only accessed services through traditional delivery methods.

There were three domains for which those who accessed a portion of their services through alternatively delivered methods scored more positively than those accessing only traditionally delivered services: Quality/Appropriateness ($t=82.2\%$, $a=87.5\%$), Participation in Treatment Planning ($t=75.4\%$, $a=82.3\%$), and General Satisfaction ($t=81.8\%$, $a=87.1\%$). Additionally, there were four measures related to access, satisfaction, outcomes, and functioning for which there were statistically significant differences between consumers who access a portion of services via alternative methods and who accessed only traditionally delivered services. It is noted that the measures do not reflect specificity in services rendered.

988 – Crisis Response – Peer Support

Just under 48% of adult respondents were aware of the 988 behavioral health emergency line. Among those who were aware of the 988 line, respondents reported hearing about the line by either word of mouth (27.6%) or from other sources (28.1%). 67.9% of adult respondents reported that they were likely or very likely to call a three-digit number if they or a loved one were experiencing a behavioral health emergency. Respondents placed a great deal of importance on mobile crisis as 77.2% reported that it was important to have crisis response in their home or community as opposed to a Behavioral Health Crisis or Urgent Care setting. Among adult respondents, 48.5% reported being aware of peer-provided services.

Youth Survey Findings

Analysis of Domains

Compared to 2022, increases were observed among four domains (Functioning, General Satisfaction, Family Involvement and Outcomes) and decreases were observed among the three domains (Access, Cultural Sensitivity, and Social Connectedness). None of these year-to-year changes were statistically significant.

Similarly, there were no statistically significant differences observed between regions. Given that the youth survey has a relatively small number of responses, splitting the data into regions results in even smaller sample sizes, impeding the ability to make statistical inferences.

Key Measures

Of the five key measures that are being tracked, four exceeded the 2017 baseline while one fell short. The percentage of youth caregivers reporting that staff talked to them in a way that they understood (93.5%) fell below the baseline of 94.3%. The percent of youth caregivers reporting that services their child received improved his/her quality of life improved to 74.5% in 2023 (previously 67.9% and short of baseline in 2022) and exceeding the baseline of 68.7%.

Youth Domains

Access
Cultural Sensitivity
General Satisfaction
Outcomes
Family Involvement
Functioning
Social Connectedness

988 – Crisis Response – Peer Support

51.7% of responding youth caregivers were aware of the 988 behavioral health emergency line. Among those who were aware of the 988 line, respondents mostly reported hearing about the line by either word of mouth (31.7%) or from another source (31.7%). 73.9% of responding youth caregivers reported that they were likely or very likely to call a three-digit number if they or a loved one were experiencing a behavioral health emergency. Respondents placed a great deal of importance on mobile crisis as 87.7% reported that it was important to have crisis response in their home or community as opposed to a Behavioral Health Crisis or Urgent Care setting. Among responding youth caregivers, 52.7% reported being aware of peer-provided services.

The results of the 2023 Adult and Youth Consumer Surveys suggest the following opportunities for continuing work and evaluation aimed at improving the provision of behavioral health services in Nebraska:

- ◆ Changes in response rates were mixed from FY22 to FY23. There was an increase in the adult response rate and decrease in the youth response rate, however, overall response rates remain below historical averages. Lower response rates, and the resultant smaller samples, decrease confidence in the ability to analyze and interpret collected survey data. Efforts aimed at improving response rates should be undertaken to enhance future Consumer Survey collection efforts. With the sizeable number of respondents who were unable to be contacted, improving sample quality should comprise a primary goal within these efforts.
- ◆ The results suggest that consumers are largely amenable to services that are partially delivered via methods that vary from services traditionally provided in person. Results also indicate that there are some measures for which adult consumers accessing a portion of their services through alternative delivery methods reported higher levels of positive responses than those accessing services only through traditional delivery methods. More sophisticated analysis of alternatively delivered services, including specificity to service type, is needed to understand the effectiveness of alternatively delivered services. Continued consideration of alternative delivery methods is important given the potential of alternative delivery methods to help address disparities in access to care within more rural contexts.
- ◆ With only approximately half of respondents and caregivers reporting having awareness of the 988 behavioral health crisis line, there remains ample opportunity to increase awareness of the 988 line. Any work in furtherance of increasing awareness of 988 is particularly relevant given that a large portion of both sets of responses indicated that mobile crisis response was important to them and that they were likely to call a three-digit number in the event of a behavioral health emergency.
- ◆ For the youth survey, the key measure aimed at increasing consumer satisfaction with the way staff speaks to them has failed to meet the 2017 baseline for two consecutive years. Working to improve this measure represents a clear opportunity for quality improvement in the provision of service.
- ◆ With approximately half of respondents reporting awareness of peer services, there remains an opportunity to improve awareness and demonstrate the benefits of peer provided services.
- ◆ There was a statistically significant decrease in the Social Connectedness domain from FY22 for adults. This presents a clear opportunity for improvement by engaging in efforts to identify, and improve, this key determinant of health.



WHO?

Behavioral Health Consumers - adults or (caregivers of) youth - who received community-based services (CBS) between July and December of 2022

WHAT?

The survey is a consumer's opportunity to share perceptions about a service received. The survey is voluntary and consumer responses are anonymous.

WHY?

To assess the quality and impact of DBH-funded, community-based services

To identify areas where improvements may be needed in our behavioral health service system

To complete reporting for the Uniform Data on Public Mental Health System

WHEN?

Data is collected from April-September

WHERE?

Access = paper survey received in the mail, a web link, QR code, or through a telephone call



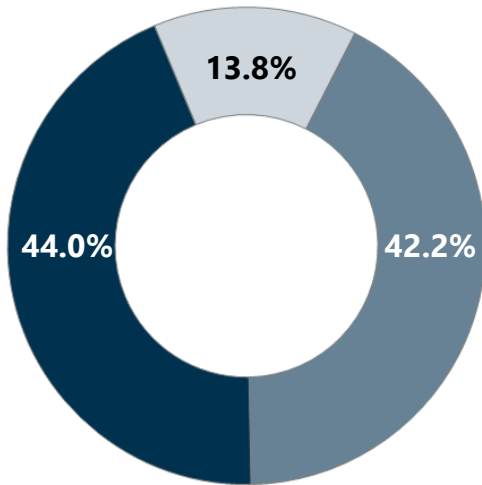
Content

- Mental Health Statistics Improvement Program (**MHSIP**) Consumer Satisfaction Survey (Adult Survey)
- MHSIP Youth Services Survey (**YSS**) & MHSIP Youth Services Survey for Families (**YSS-F**)
- Behavioral Risk Factor Surveillance System (**BRFSS**)
- Questions pertaining to:
 - Improved functioning and social connectedness
 - Alternative service delivery
 - Peer service awareness
 - 988/crisis response

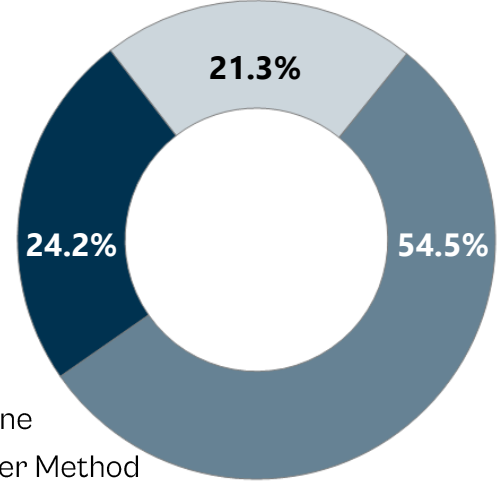
*"Thank you! I
Probably wouldn't
be alive if not for
the programs and
people I've
encountered."
Consumer*

Multiple modes (paper, email link, QR code and phone call) were made available by which consumers could access the 2023 Consumer Survey. Consistent with trends observed across the survey industry, response rates have exhibited a downward trend, though there was an increase in the response rate for the adult portion of the survey for 2023.

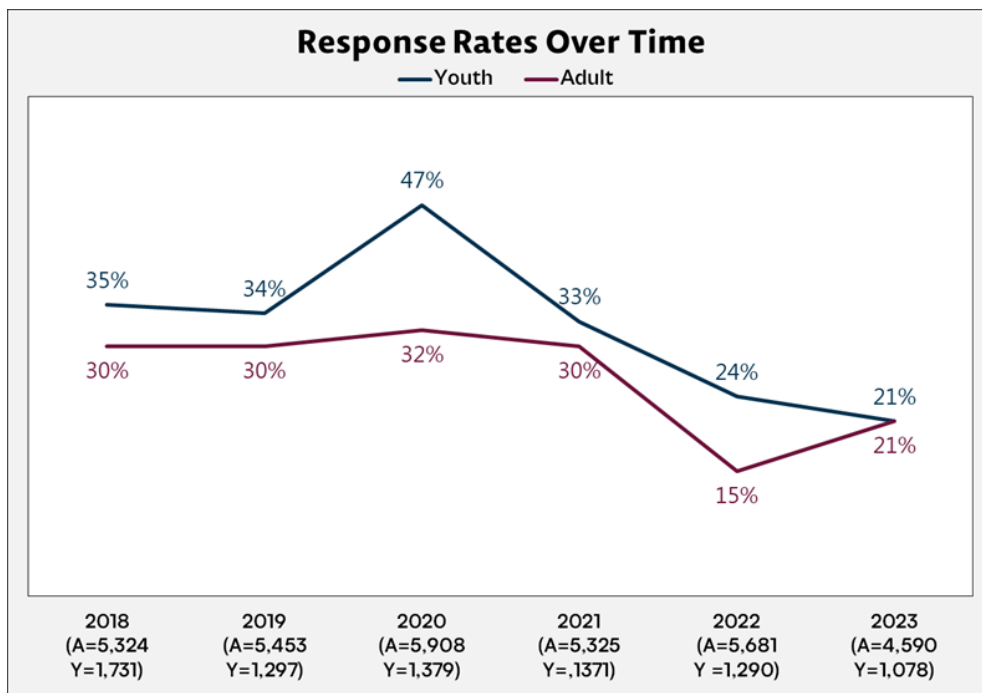
2023 Adult Responses by Survey Mode (N=968)



2023 Youth Responses by Survey Mode (N=223)



Participated by Mail
 Participated by Phone
 Participated by Other Method



"I was homeless for over 20 years. Thanks to my providers I found avenues I never knew were there. I've been off the streets for over a year and it's a complete miracle." Consumer

Demographic Overview

- ◀ 968 total respondents
- ◀ 54.2% female, 45.8% male
- ◀ Age range: 19 to 86 years, Average Age: 45.1 years
- ◀ 79.7% identified as non-Hispanic White
- ◀ 20.4% identified as non-White or Hispanic

Top Responses

91.7%*Staff treated me with respect and dignity.***90.8%***Staff respected my wishes about who is and who is not to be given information about my treatment.***88.8%***My treatment (or service) goals were based on my strengths and needs*

Service Quality

*I like the services I received here.***88.0%***I would recommend this agency to a friend or family member.***85.7%**

Most Improved from 2022

65.8% → 66.9%*As a result of the services I received, my symptoms are not bothering me as much***80.7% → 81.9%***If I had other choices, I would still get services from this agency*

"My provider genuinely cares, is non-judgmental, and shows compassion and care. She has made a big difference in my life and I am thankful." Consumer

Key Measures: *Change Over Time*

2017 Baseline

2023 Result

86.1%

Increase consumer satisfaction with the services they receive.


88.0%

of adult clients expressed satisfaction with the services they received.

79.4%

Increase consumer satisfaction with the quality of service they receive.


81.3%

of adult clients agreed that the services they received improved their quality of life.

81.9%

Increase the provider return rate for calls to consumers.


81.4%

of adult clients reported that staff returned their calls within 24 hours.

80.5%

Increase the access to services needed.


81.6%

of adult clients reported they were able to get all the services they needed.

70.5%

Improve family relationships.


67.6%

of adult clients reported they get along better with family as a result of services received.

Caveat for these newer statistics on mode of delivery: Services are not specified. Data is sensitive to numbers of consumer responses where some indicated that they received a portion of their services through alternative delivery methods.

Traditional & Phone

60.4% of adult respondents reported receiving a portion of their services by phone. Of those who reported traditional and phone.

69.3%


Were likely or very likely to recommend receiving phone-based services.

Traditional & Telehealth

61.5% of adult respondents reported receiving a portion of their services via telehealth services. Of those who reported traditional and telehealth.

70.0%


Were likely or very likely to recommend receiving telehealth services.

"They have been patient with my recovery, more than I at times. We decided on a recovery plan and their care and check-ins extend past those limits. This has helped me so much."
Consumer

Domains Included

- Access
- Functioning
- General Satisfaction
- Outcomes
- Quality/Appropriateness
- Social Connectedness
- Participation in Treatment Planning

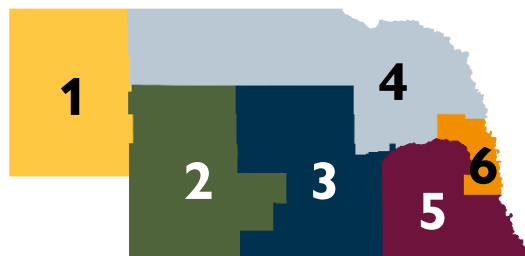
Social Connectedness, a key social determinant of health, had a statistically significant lower score in 2023 as compared to 2022

Domain	2018	2019	2020	2021	2022	2023
Access	81.5%	83.3%	84.4%	83.7%	84.3%	81.8%
Functioning	69.6%	72.9%	73.9%	73.7%	74.7%	74.6%
General Satisfaction	85.9%	85.8%	88.4%	86.5%	85.4%	85.2%
Outcomes	69.4%	71.6%	73.3%	71.6%	71.2%	70.8%
Participation in Treatment Planning	76.7%	80.3%	80.7%	79.3%	82.4%	80.6%
Quality/Appropriateness	86.5%	87.2%	89.3%	88.9%	87.5%	86.3%
Social Connectedness	66.0%	67.4%	70.8%	69.3%	69.1%	64.5%*

* Indicates statistically significant difference between 2022 and 2023

Regional Differences

Some statistically significant differences were observed between regions in multiple domains.

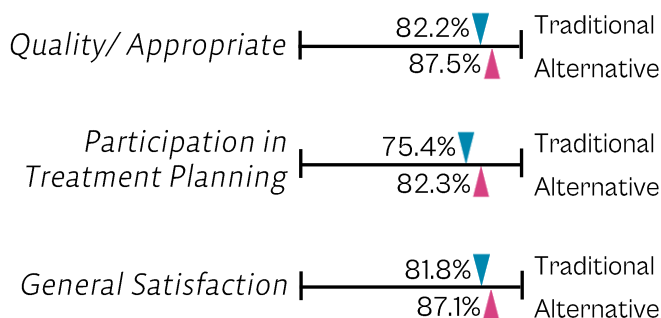


Domain	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
Access	82.8%	88.3%	87.8%	83.1%	77.3%	75.2%
Functioning	71.9%	70.4%	79.3%	77.2%	71.7%	73.4%
General Satisfaction	87.9%	91.1%	88.3%	83.7%	81.9%	82.8%
Outcomes	71.2%	69.5%	75.8%	68.9%	70.3%	68.8%
Participation in Treatment Planning	89.1%	89.9%	83.2%	76.3%	77.6%	77.3%
Quality/Appropriateness	89.7%	89.5%	89.2%	85.0%	83.4%	84.5%
Social Connectedness	65.5%	67.6%	68.9%	67.8%	58.3%	60.6%
Total Respondents	59	113	206	186	194	210

"My time there was difficult due to the rules and restrictions, however I did leave there sober and have stayed sober. This is the only time in my life I've been successful at being sober."
Consumer

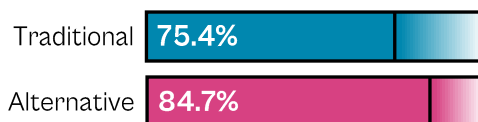
Alternative Services

Adult respondents who accessed a portion of their services via telehealth or phone reported significantly higher agreement than those accessing only traditional services for 3 domains: Quality & Appropriateness, Participation in Treatment Planning, and General Satisfaction. Service type was not specified.

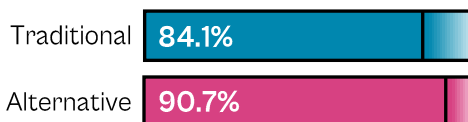


Access/Satisfaction

If I had other choices, I would still get services from this agency



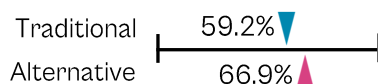
Services were available at times that were good for me



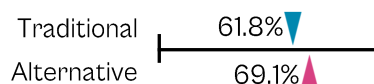
"My counselor was very nice and has a big heart. We were not meant to work together though. She was late to telehealth every time, which caused me anxiety about if we were supposed to meet that day." Consumer

Outcomes/Functioning

I Do Better in Social Situations

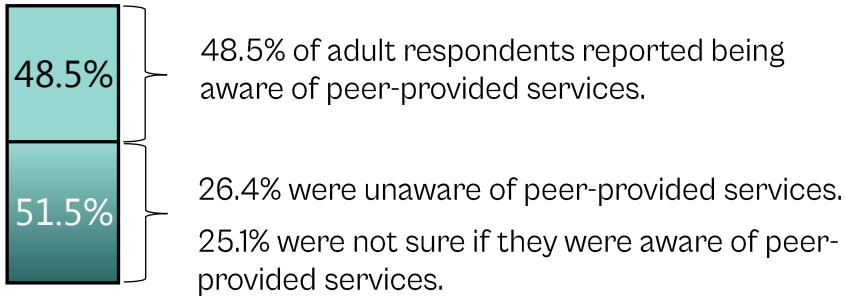


My Symptoms Are Not Bothering Me as Much



"I think they should continue to have telehealth appointments." Consumer

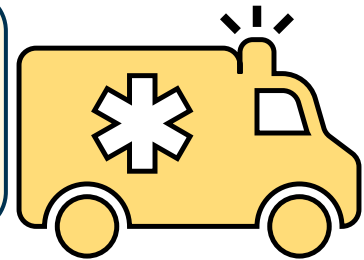
Awareness of Peer Provided Services



"My provider has no one at this time to do peer support. I had been receiving peer support services for over 2 years." Consumer

Crisis Response

77.2% of adult respondents reported that it was important to have a *Crisis Response Team* meet them in their home or community versus going to a type of Behavioral Health Crisis or Urgent Care setting.



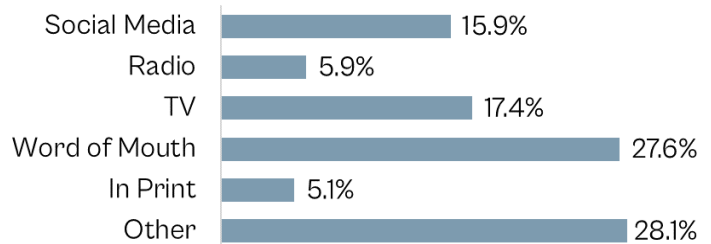
988 Awareness

47.8%

of adult respondents reported they were aware of the 988 behavioral health emergency line.



How They Heard About 988



"There have been times I would have taken myself to a mental hospital but it's over 3 hours away and I'm not sure how I would get that far with my state of mind." Consumer

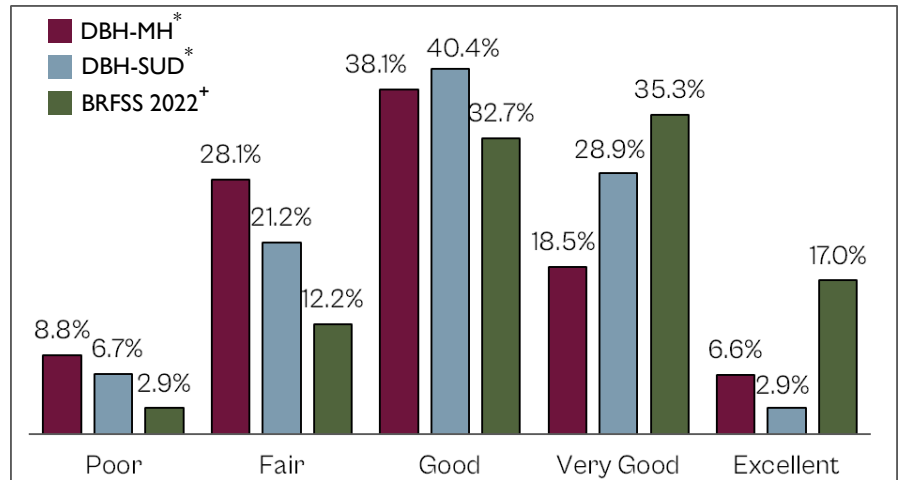
67.9% of adult respondents reported that they were likely or very likely to call a three-digit number if they or a loved one were experiencing a mental health or substance use emergency.



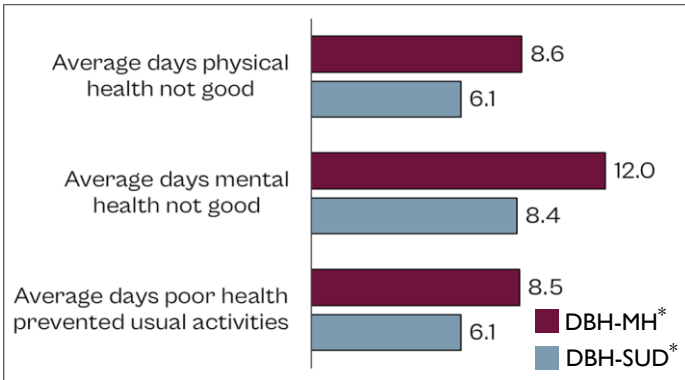
Likely to Call 988 Line

Self Rated Health

Respondents accessing mental health services report higher rates of poor or fair health than the general population and those respondents accessing substance use disorder services.



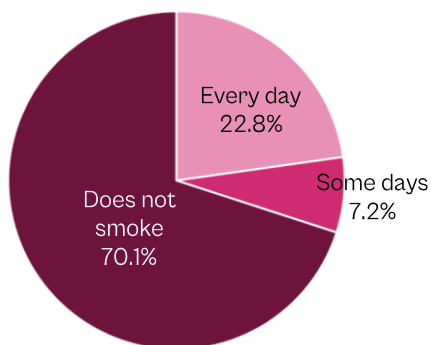
Unhealthy Days



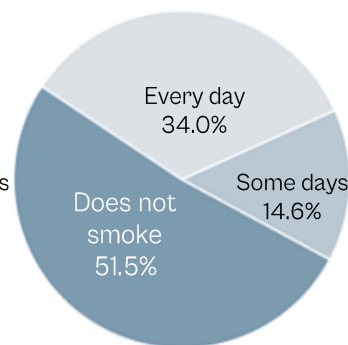
Respondents accessing mental health services report, on average, more days on which their physical and mental health is not good than those accessing substance use disorder services. They also report more days on which poor health prevented their usual activities.

Smoking

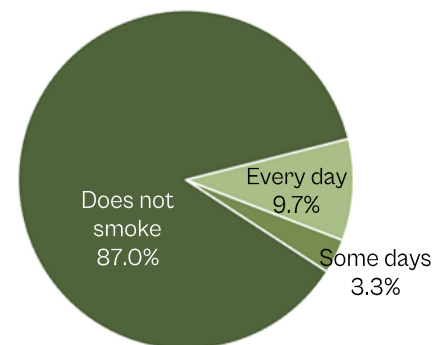
DBH-MH*



DBH-SUD*



BRFSS 2022+

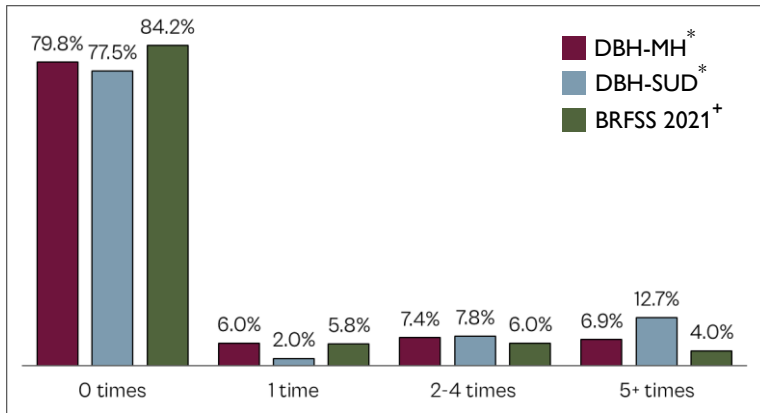


*Source for DBH-MH & DBH-SUD is FY23 DBH Consumer Survey

+BRFSS values are from the 2022 Behavioral Risk Factor Surveillance Survey

"Reaching out for help with my alcoholism was the best thing I ever did." Consumer

Binge Drinking

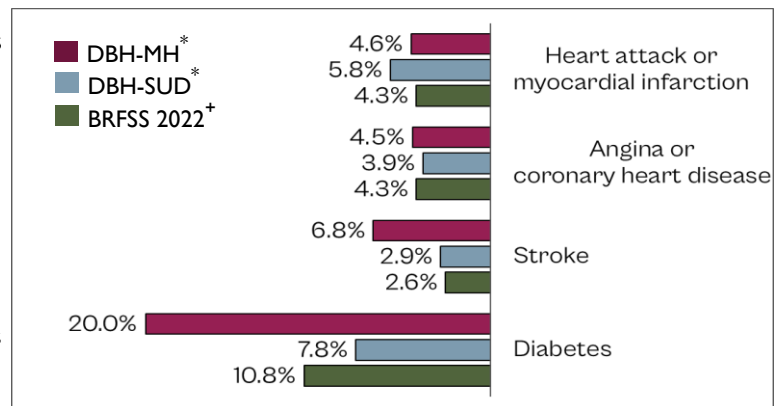


20.2% of respondents accessing mental health services and 22.5% of respondents accessing substance use disorder services reported binge drinking in the prior 30 days. This compares to 15.8% of the general population. Respondents reporting binge drinking reported binge drinking an average of 6.1 times in the past 30 days.

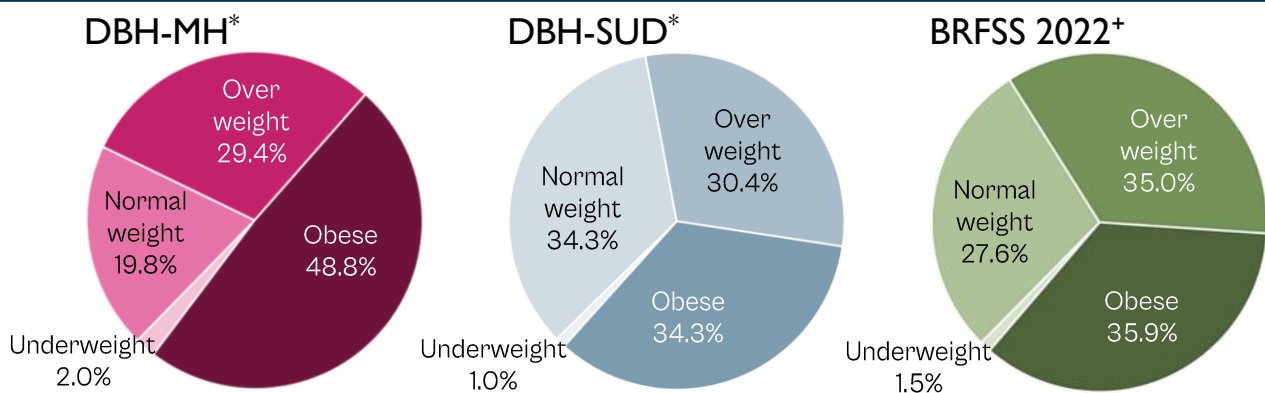
"Community Support services are crucial for people like me. I don't have family or many friends, so the extra help and support are life changing!" Consumer

Chronic Conditions

Overall, 26.1% of adult respondents reported at least one chronic condition. A higher percentage of respondents accessing mental health services (27.4%) reported chronic conditions than did respondents accessing substance use disorder (15.4%) services. The most often reported condition was diabetes.



Obesity

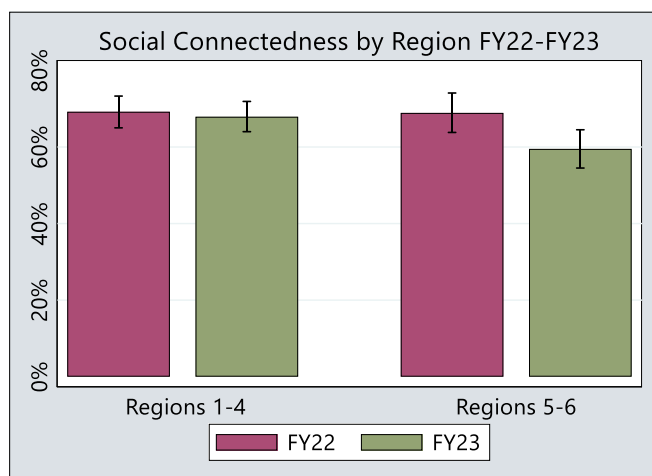


*Source for DBH-MH & DBH-SUD is FY23 DBH Consumer Survey

+BRFSS values for binge drinking are from the 2021 Behavioral Risk Factor Surveillance Survey

Other values are from the 2022 Behavioral Risk Factor Surveillance Survey

Regional Differences in Social Connectedness



The percent of respondents answering positively for the Social Connectedness domain was relatively unchanged from FY22 to FY23 for Regions 1 through 4.

There was a **statistically significant decrease** in Social Connectedness scores for Regions 5 and 6. Scores for fell from 68.9% in FY22 to 59.5% in FY23, a proportional decrease of 13.6%.

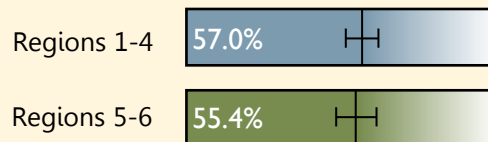
Regional Differences in Community Belonging by Racial Identification

Community Belonging*

Consumers Identifying as White

There are no statistically significant differences in Community Belonging relative to region of residence for consumers identifying as white.

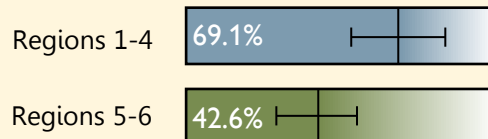
I feel I belong in my community



Consumers Identifying as Non-White

Community belonging among consumers who identify as non-white and served for the more populated regions (5 and 6) was lower than what was indicated for the less densely populated regions (1 thru 4.)

I feel I belong in my community

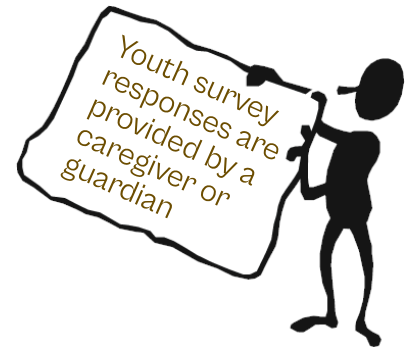


*Results are based on logistic regression analysis that accounted for a wide array of relevant factors. A total of 751 respondents were included in this analysis.

"I wish I had a friend to do fun things with. My family is either deceased or estranged. This is hard to accept. I have worked very hard to improve my depression." Consumer

Demographic Overview

- 223 total respondents ➤
- 56.5% boys, 43.5% girls ➤
- Youth age range: 5 to 18 years, Average Age: 13.2 years ➤
- 65.9% identified as non-Hispanic White ➤
- 34.1% identified as non-White or Hispanic ➤



Top Responses

The staff spoke with me in a way that I understood. **93.5%**

The staff treated me with respect and dignity. **93.0%**

The staff respected my family's religious/spiritual beliefs. **89.4%**

Service Quality

86.0% Overall, I am satisfied with the services my child received.

75.0% My family got as much help as we needed for my child.

88.7% I participated in my child's treatment.

Most Improved from 2022

My family got as much help as we needed for my child **65.3% → 75.0%**

I felt my child had someone to talk to when he/she was troubled **72.5% → 81.2%**

"Our provider has truly been so very valued in our family. She has been such an advocate, and I don't know what we would have done without her!" Caregiver

Key Measures: *Change Over Time*

2017 Baseline

2023 Result

94.3%

Increase consumer satisfaction with the way staff speaks to them.



93.5%

of youth caregivers agreed that staff spoke with them in a way that they understood.

63.8%

Increase consumer satisfaction with the amount of help their family received.



75.0%

of youth caregivers agreed that their family got as much help as they needed for their child.

58.1%

Increase youth's ability to cope when things go wrong.



64.4%

of youth caregivers agreed their child was better able to cope when things go wrong.

68.7%

Increase youth's quality of life.



74.5%

of youth caregivers reported that the services their child received have improved his/her quality of life.

65.1%

Improve the ability of youth to do things he/she wants to do.



72.3%

of youth caregivers reported that their child is better able to do the things he/she wants to do.

Caveat for these newer statistics on mode of delivery: Services are not specified. Data is sensitive to small numbers of responses where some consumers indicated that they received a portion of their services through alternative delivery methods.

Traditional & Phone

50.2% of youth caregivers reported that their child received services by phone. Of those who reported traditional and phone.

62.6%



Were likely or very likely to recommend receiving phone-based services.

Traditional & Telehealth

59.6% of youth caregivers reported that their child received telehealth services. Of those who reported traditional and telehealth.

72.4%



Were likely or very likely to recommend receiving telehealth services.

"Open communication would have helped for the family. Social worker was assuming which left a negative narrative. The concerns were not brought to the family." Caregiver

Note: There are no domains with statistically significant differences between 2022 and 2023.

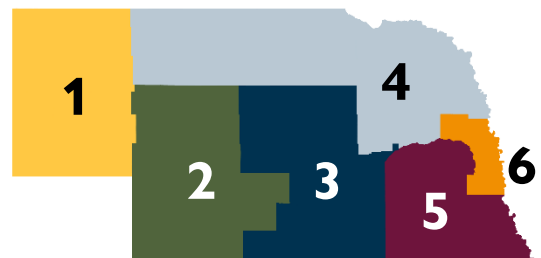
Domains Included

- Access
- Cultural Sensitivity
- Family Involvement
- Functioning
- General Satisfaction
- Outcomes
- Social Connectedness

Domain	2018	2019	2020	2021	2022	2023
Access	83.0%	85.3%	88.2%	81.3%	80.5%	80.4%
Cultural Sensitivity	92.1%	94.2%	95.2%	94.1%	91.2%	89.2%
Family Involvement	85.2%	88.0%	91.7%	83.3%	81.1%	84.8%
Functioning	62.2%	64.4%	78.5%	59.8%	62.5%	67.6%
General Satisfaction	77.2%	78.0%	86.5%	74.2%	74.3%	80.4%
Outcomes	60.8%	63.3%	78.4%	59.0%	61.6%	68.6%
Social Connectedness	78.1%	81.3%	87.7%	77.5%	75.3%	73.8%

Regional Differences

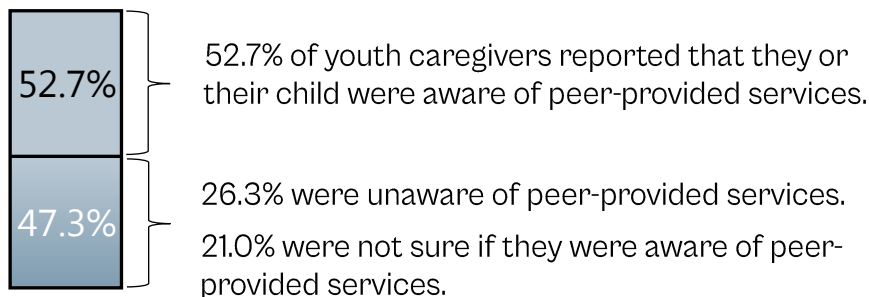
Note: There are no domains with statistically significant differences between regions. This is due to small numbers of respondents when splitting the sample by region.



Domain	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
Access	69.2%	100.0%	82.9%	84.2%	91.7%	79.5%
Cultural Sensitivity	75.0%	78.6%	91.2%	89.7%	97.1%	92.7%
Family Involvement	76.9%	86.7%	91.9%	79.5%	86.5%	89.1%
Functioning	53.9%	73.3%	67.7%	69.2%	72.2%	75.0%
General Satisfaction	76.9%	93.3%	80.0%	82.1%	78.4%	82.6%
Outcomes	53.9%	73.3%	67.7%	69.2%	75.0%	75.0%
Social Connectedness	61.5%	73.3%	81.8%	68.4%	73.5%	81.4%
Total Respondents	13	15	39	39	38	46

"Our provider is an amazing and caring woman. She is very helpful and has worked hard to find the right services. She has been there for my family and has helped my daughter tremendously." Caregiver

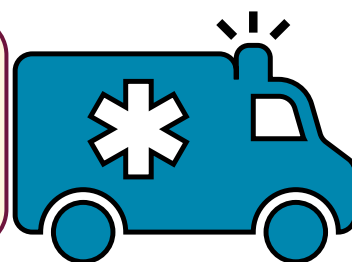
Awareness of Peer Provided Services



"Our provider is an important part of our community. They work with people who are low income, who can be out of reach. They let you make payments and have a sliding scale."
Caregiver

Crisis Response

87.7% of youth caregivers reported that it was important to have a *Crisis Response Team* meet them in their home or community versus going to a type of Behavioral Health Crisis or Urgent Care setting.

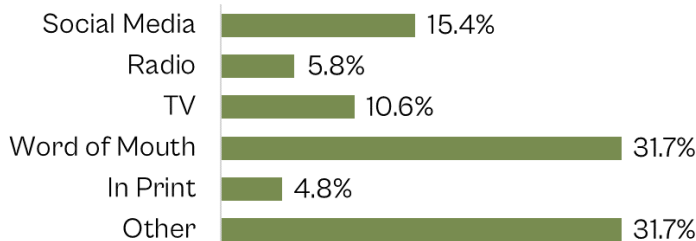


988 Awareness

51.7%

of youth caregivers reported they were aware of the 988 behavioral health emergency line.

How They Heard About 988



"This has helped me, my daughter, and our entire family. It isn't easy to ask for help and sometimes more difficult to accept it. My health has declined, and it is so nice to know there is someone there for us and that we aren't alone."
Caregiver

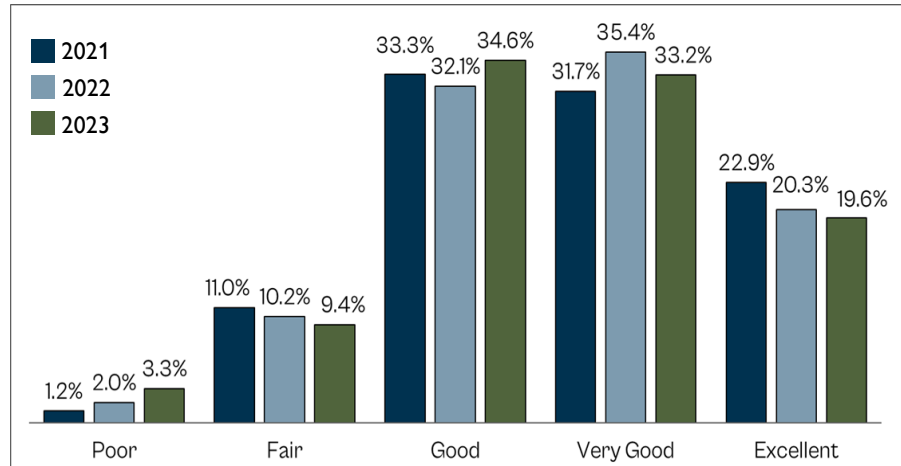
73.9% of youth caregivers reported that they were likely or very likely to call a three-digit number of they or a loved one were experiencing a mental health or substance use emergency.

Likely to Call 988 Line

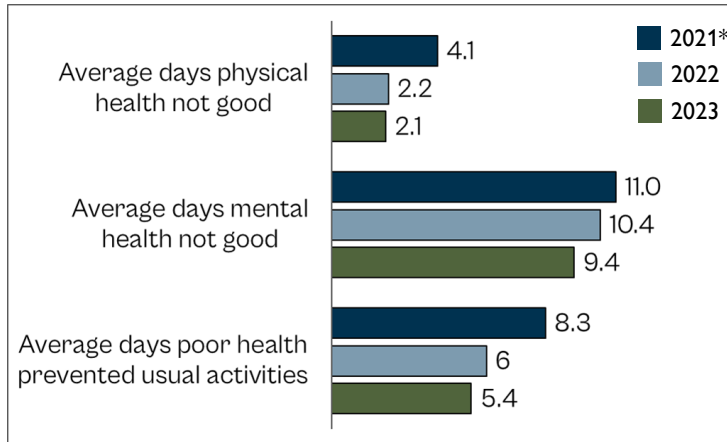


Self Rated Health

For FY 2023, a majority (52.8%) of youth caregivers reported that their child had very good or excellent health. Similarly, there were relatively few caregivers who reported that their child had poor (3.3%) or fair (9.4%) health.



Unhealthy Days

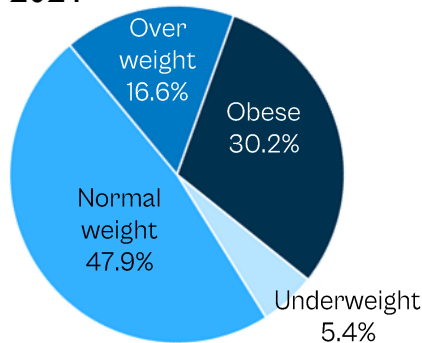


For FY 2023, 43.3% of youth caregivers reported that their child had at least one physically unhealthy day. This compares to 80.7% who reported that their child had at least one mentally unhealthy day. Among responding youth caregivers, 51.5% reported that their child had at least one day on which poor health inhibited their usual activities.

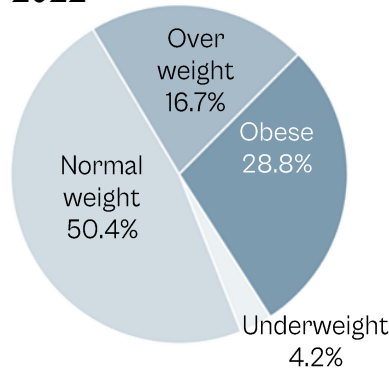
*Unhealthy days measures have an inordinate rate of cases with missing data for FY 2021

Obesity+

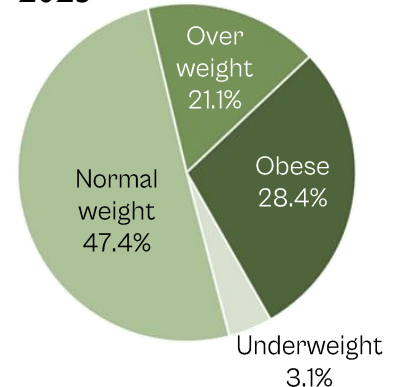
2021



2022



2023



+Youth BMI categories are based on BMI-for-age growth charts published by the Centers for Disease Control. Charts accessed 12-12-2023.

Overall Satisfaction

Adults

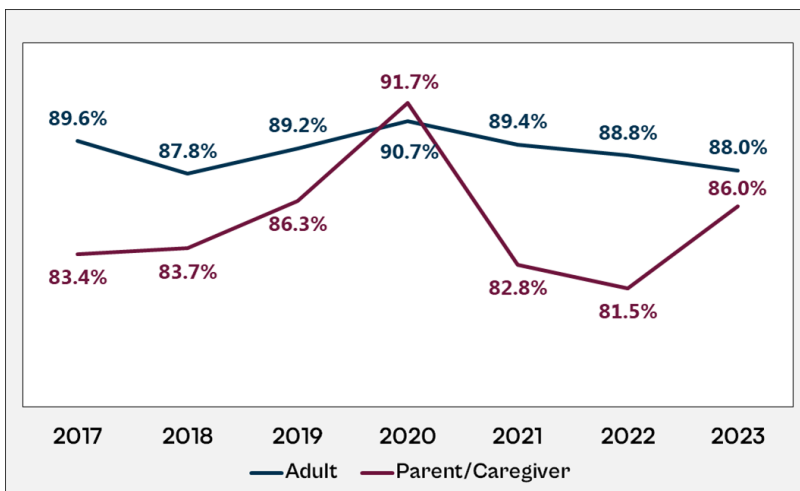
I like the services I received here.

FY23: 88.0%

Youths

Overall, I am satisfied with the services my child received.

FY23: 86.0%



Quality of Life

Adults

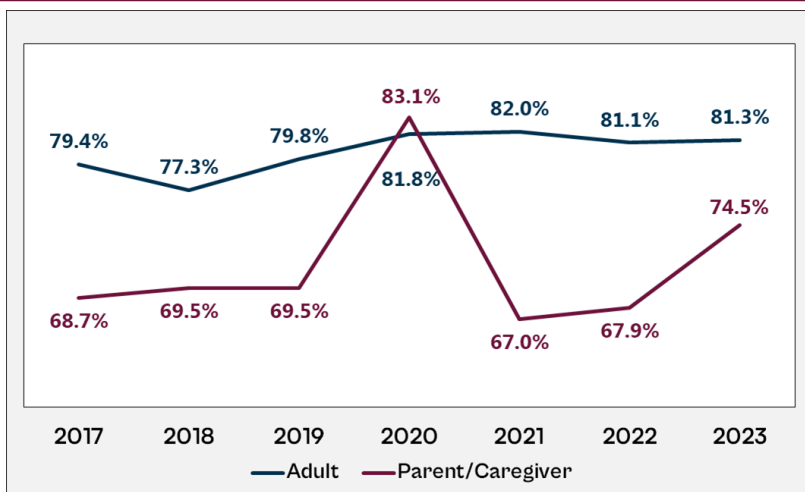
The services I received improved my quality of life.

FY23: 81.3%

Youths

The services my child received have improved his/her quality of life.

FY23: 74.5%



Ability to Cope

Adults

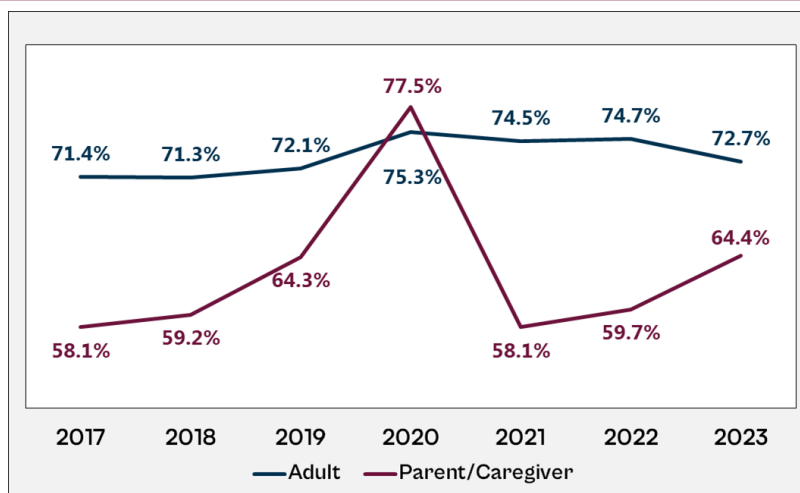
I am better able to handle things when they go wrong.

FY23: 72.7%

Youths

My child is better able to cope when things go wrong.

FY23: 64.4%





APPENDIX

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Appendix A: Adult & Youth Questionnaires

Adult Survey Questions¹ 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 within 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 the 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.

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

Appendix A: Adult & Youth Questionnaires

Functioning

As a direct result of the 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

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.

Appendix A: Adult & Youth Questionnaires

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

A multistep process was used to calculate 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 percentage of positive responses.

For example, when reviewing 2023 data, results indicated that of the 968 eligible Adult Surveys, 17 surveys were missing responses or marked "not applicable" for more than one-third of the items in the Access domain. Those 17 surveys were excluded from the calculation, leaving 951 surveys to be included in the calculation. Average domain scores were calculated for each of the 951 surveys. Of those surveys, 778 had average scores of 2.49 or lower (agree/strongly agree); 121 had average scores between 2.50 and 3.49 (neutral); and 52 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 778 positive responses divided by 951 surveys with completed access items, or 81.8%.



Appendix B: ***Adult Survey Results***

Appendix B: Adult Survey Results

FY 2023 Adult Consumer Survey Summary of Results (n=968)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other*	% Agree/ Strongly Agree
I like the services I received here.	516	329	67	18	30	8	88.0%
If I had other choices, I would still get services from this agency.	444	340	76	48	49	11	81.9%
I would recommend this agency to a friend or family member.	505	315	75	26	39	11	85.7%
The location of services was convenient (parking, public transportation, distance, etc.).	419	373	91	31	14	40	85.3%
The staff was willing to see me as often as I felt was necessary.	435	368	70	43	34	18	84.5%
The staff returned my calls within 24 hours.	375	344	76	58	30	85	81.4%
Services were available at times that were good for me.	451	392	51	38	20	16	88.6%
I was able to get all the services I thought I needed.	410	360	79	57	38	24	81.6%
I was able to see a psychiatrist when I wanted to.	297	296	101	53	46	175	74.8%
The staff here believe that I can grow, change and recover.	458	348	61	27	19	55	88.3%
I felt comfortable asking questions about my treatment and medication.	447	344	61	31	20	65	87.6%
I felt free to complain.	370	375	97	45	31	50	81.2%
I was given information about my rights.	430	388	63	31	20	36	87.8%
The staff encouraged me to take responsibility for how I live my life.	408	390	60	35	19	56	87.5%
The staff told me what side effects to watch out for.	299	318	103	58	30	160	76.4%
The staff respected my wishes about who is and who is not to be given information about my treatment.	466	359	51	16	17	59	90.8%
I, not staff, decided my treatment goals.	340	402	93	52	27	54	81.2%
The staff was sensitive to my cultural background (race, religion, language, etc.).	379	341	83	25	14	126	85.5%
The staff helped me obtain the information that I needed so that I could take charge of managing my illness.	387	380	78	33	32	58	84.3%
I was encouraged to use consumer-run programs like support groups, drop-in centers, crisis phone lines, etc.	309	345	102	57	31	124	77.5%
The staff treated me with respect and dignity.	535	332	36	16	26	23	91.8%
My treatment (or service) goals were based on my strengths and needs.	417	408	58	26	20	39	88.8%
The program was sensitive to any experienced or witnessed trauma in my life.	404	357	80	29	30	68	84.6%
I felt safe talking with staff about my experiences with trauma or abuse.	413	350	70	30	34	71	85.1%

* Not included in Agree/Strongly Agree calculation

Appendix B: Adult Survey Results

As a result of the services received:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other*	% Agree/Strongly Agree
I deal more effectively with daily problems.	309	405	140	47	31	36	76.6%
I am better able to control my life.	314	402	142	45	26	39	77.1%
I am better able to deal with crisis.	299	414	129	53	33	40	76.8%
I am getting along better with my family.	272	332	195	61	33	75	67.6%
I do better in social situations.	233	350	204	82	35	64	64.5%
I do better in school and/or work.	226	282	141	50	28	141	69.9%
My housing situation has improved.	209	256	187	74	34	208	61.2%
My financial situation has improved.	179	262	201	117	52	157	54.4%
My legal situation has improved.	163	188	178	39	31	369	58.6%
My symptoms are not bothering me as much.	215	390	149	952	59	63	66.9%
I do things that are more meaningful to me.	265	423	148	61	27	44	74.5%
I am better able to take care of my needs.	281	438	126	48	28	47	78.1%
I am better able to handle things when they go wrong.	240	435	158	57	39	39	72.7%
I am better able to do things that I want to do.	240	410	162	67	37	52	71.0%
The services I received have improved my quality of life.	345	408	98	42	33	42	81.3%

* Not included in Agree/Strongly Agree calculation

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

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other*	% Agree/Strongly Agree
I have friends in my neighborhood.	136	293	204	174	45	115	50.3%
I am an active member of my community.	139	242	230	181	60	116	44.7%
I am happy with the friendships I have.	230	408	157	65	36	72	71.2%
I have people with whom I can do enjoyable things.	239	410	127	86	39	67	72.0%
I feel I belong in my community.	184	297	243	105	55	84	54.4%
In a crisis, I would have the support I need from family or friends.	286	393	126	70	38	55	74.4%
I am satisfied with the community I am currently living in.	213	380	191	68	47	69	66.0%
I am satisfied with my current housing situation.	259	330	176	64	55	84	66.6%

* Not included in Agree/Strongly Agree calculation

Appendix B: Adult Survey Results

FY 2023 Adult Consumer Survey Percent Positive by Region

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
Number of Respondents	59	113	206	186	194	210
I like the services I received here.	88.1%	93.7%	87.8%	90.2%	85.1%	86.0%
If I had other choices, I would still get services from this agency.	86.2%	89.3%	84.9%	80.8%	80.1%	76.6%
I would recommend this agency to a friend or family member.	89.7%	89.1%	87.4%	84.2%	83.9%	84.1%
The location of services was convenient (parking, public transportation, distance, etc.).	91.2%	87.3%	87.9%	86.7%	85.2%	79.1%
The staff was willing to see me as often as I felt was necessary.	86.2%	90.0%	90.7%	83.5%	82.1%	78.1%
The staff returned my calls within 24 hours.	75.0%	84.6%	87.1%	82.9%	77.1%	78.7%
Services were available at times that were good for me.	86.0%	90.1%	92.6%	90.2%	85.9%	85.6%
I was able to get all the services I thought I needed.	87.9%	87.3%	84.3%	84.4%	77.8%	75.0%
I was able to see a psychiatrist when I wanted to.	76.0%	82.6%	77.1%	77.1%	68.3%	72.3%
The staff here believe that I can grow, change and recover.	91.2%	88.5%	88.6%	88.6%	88.5%	86.6%
I felt comfortable asking questions about my treatment and medication.	91.1%	92.3%	90.3%	82.8%	86.5%	86.7%
I felt free to complain.	91.1%	81.5%	85.5%	80.2%	82.0%	74.1%
I was given information about my rights.	87.9%	89.0%	92.9%	87.8%	82.7%	86.8%
The staff encouraged me to take responsibility for how I live my life.	86.2%	85.4%	86.9%	88.6%	90.7%	85.7%
The staff told me what side effects to watch out for.	85.4%	80.0%	78.8%	74.3%	74.1%	73.3%
The staff respected my wishes about who is and who is not to be given information about my treatment.	94.6%	91.5%	91.3%	94.9%	87.6%	87.9%
I, not staff, decided my treatment goals.	84.2%	89.6%	83.3%	80.5%	78.3%	77.0%
The staff was sensitive to my cultural background (race, religion, language, etc.).	86.0%	91.8%	86.4%	86.5%	84.2%	81.3%
The staff helped me obtain the information that I needed so that I could take charge of managing my illness.	87.3%	91.4%	86.0%	80.7%	81.3%	84.0%
I was encouraged to use consumer-run programs like support groups, drop-in centers, crisis phone lines, etc.	74.0%	80.7%	77.6%	84.1%	73.2%	74.4%
The staff treated me with respect and dignity.	94.7%	93.7%	93.1%	92.9%	88.8%	90.3%
My treatment (or service) goals were based on my strengths and needs.	85.7%	90.5%	90.6%	93.3%	85.1%	86.6%
The program was sensitive to any experienced or witnessed trauma in my life.	85.5%	88.2%	88.0%	80.8%	82.8%	84.1%
I felt safe talking with staff about my experiences with trauma or abuse.	87.0%	83.8%	88.0%	83.5%	84.2%	84.5%

Appendix B: Adult Survey Results

As a result of the services received:

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
I deal more effectively with daily problems.	80.7%	73.2%	81.1%	74.2%	73.5%	77.9%
I am better able to control my life.	80.7%	76.6%	82.4%	76.1%	75.3%	73.5%
I am better able to deal with crisis.	71.9%	76.9%	80.2%	76.0%	77.4%	75.3%
I am getting along better with my family.	60.4%	72.8%	72.9%	65.9%	62.4%	67.9%
I do better in social situations.	62.3%	66.7%	69.2%	61.6%	61.8%	64.1%
I do better in school and/or work.	74.4%	75.3%	70.8%	68.8%	70.8%	65.3%
My housing situation has improved.	61.4%	53.3%	64.3%	70.0%	58.8%	56.0%
My financial situation has improved.	52.2%	53.6%	57.7%	58.9%	50.0%	52.0%
My legal situation has improved.	55.95	68.4%	57.9%	58.3%	57.3%	55.8%
My symptoms are not bothering me as much.	66.1%	61.9%	68.8%	67.4%	66.7%	67.5%
I do things that are more meaningful to me.	73.7%	71.0%	78.2%	80.1%	71.6%	70.4%
I am better able to take care of my needs.	80.4%	73.4%	83.3%	78.3%	74.3%	77.9%
I am better able to handle things when they go wrong.	70.2%	69.7%	76.9%	72.8%	70.1%	73.0%
I am better able to do things that I want to do.	75.0%	70.4%	76.4%	70.4%	68.3%	67.7%
The services I received have improved my quality of life.	84.2%	80.4%	83.5%	80.9%	78.8%	81.5%

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

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
I have friends in my neighborhood.	54.7%	53.5%	51.4%	60.0%	41.7%	45.0%
I am an active member of my community.	48.1%	47.5%	43.7%	46.8%	43.7%	42.3%
I am happy with the friendships I have.	74.1%	72.4%	75.9%	75.9%	66.1%	65.5%
I have people with whom I can do enjoyable things.	76.8%	74.3%	74.0%	76.0%	67.2%	68.2%
I feel I belong in my community.	53.7%	53.9%	53.6%	60.6%	50.3%	53.7%
In a crisis, I would have the support I need from family or friends.	74.6%	81.6%	77.9%	77.0%	69.1%	69.5%
I am satisfied with the community I am currently living in.	61.8%	62.1%	67.2%	73.1%	62.2%	65.0%
I am satisfied with my current housing situation.	67.3%	67.0%	69.6%	75.1%	59.2%	61.9%

Appendix B: Adult Survey Results

FY 2023 Adult Consumer Survey 2022 & 2023 Means with Confidence Intervals (CI)

1 = Strongly Agree; 5 = Strongly Disagree*	2022 (n=872)			2023 (n=968)		
	Mean	SD	95% CI	Mean	SD	95% CI
I like the services I received here.	1.64	0.85	1.58-1.69	1.66	0.92	1.61-1.72
If I had other choices, I would still get services from this agency.	1.85	1.01	1.77-1.91	1.87	1.09	1.80-1.94
I would recommend this agency to a friend or family member.	1.70	0.89	1.64-1.76	1.72	1.00	1.66-1.79
The location of services was convenient (parking, public transportation, distance, etc.).	1.73	0.81	1.67-1.78	1.76	0.87	1.70-1.81
The staff was willing to see me as often as I felt it was necessary.	1.75	0.93	1.68-1.80	1.81	1.00	1.75-1.88
The staff returned my calls within 24 hours.	1.84	0.98	1.77-1.90	1.89	1.03	1.83-1.96
Services were available at times that were good for me.	1.73	0.88	1.66-1.78	1.72	0.89	1.67-1.78
I was able to get all the services I thought I needed.	1.88	1.05	1.80-1.94	1.89	1.05	1.82-1.96
I was able to see a psychiatrist when I wanted to.	1.97	1.06	1.89-2.05	2.06	1.14	1.98-2.14
The staff here believe that I can grow, change and recover.	1.68	0.84	1.62-1.73	1.69	0.88	1.63-1.74
I felt comfortable asking questions about my treatment and medication.	1.67	0.83	1.61-1.72	1.71	0.90	1.65-1.77
I felt free to complain.	1.88	1.00	1.81-1.95	1.90	1.00	1.84-1.97
I was given information about my rights.	1.66	0.79	1.60-1.71	1.74	0.89	1.68-1.79
The staff encouraged me to take responsibility for how I live my life.	1.73	0.80	1.67-1.78	1.76	0.89	1.70-1.82
The staff told me what side effects to watch out for.	1.97	1.01	1.89-2.04	2.01	1.06	1.94-2.09
The staff respected my wishes about who is and who is not to be given information about my treatment.	1.59	0.77	1.53-1.64	1.63	0.82	1.58-1.69
I, not staff, decided my treatment goals.	1.88	0.91	1.81-1.94	1.93	0.98	1.87-2.00
The staff was sensitive to my cultural background (race, religion, language, etc.).	1.75	0.85	1.68-1.80	1.76	0.87	1.70-1.82
The staff helped me obtain the information that I needed so that I could take charge of managing my illness.	1.81	0.88	1.74-1.86	1.84	0.97	1.78-1.90
I was encouraged to use consumer-run programs like support groups, drop-in centers, crisis phone lines, etc.	1.99	1.03	1.91-2.06	2.00	1.04	1.93-2.07
The staff treated me with respect and dignity.	1.55	0.78	1.49-1.60	1.59	0.87	1.53-1.64
My treatment (or service) goals were based on my strengths and needs.	1.70	0.81	1.64-1.75	1.73	0.86	1.68-1.79
The program was sensitive to any experienced or witnessed trauma in my life.	1.79	0.94	1.72-1.85	1.80	0.96	1.74-1.87
I felt safe talking with staff about my experiences with trauma or abuse.	1.75	0.95	1.68-1.81	1.80	0.99	1.73-1.86

* Lower means represent more positive responses

Appendix B: Adult Survey Results

As a result of the services received:


1 = Strongly Agree; 5 = Strongly Disagree*	2022 (n=872)			2023 (n=968)		
	Mean	SD	95% CI	Mean	SD	95% CI
I deal more effectively with daily problems.	1.96	0.90	1.89-2.01	2.02	0.99	1.96-2.08
I am better able to control my life.	1.95	0.91	1.88-2.00	2.00	0.97	1.93-2.06
I am better able to deal with crisis.	2.00	0.93	1.93-2.06	2.04	1.00	1.97-2.10
I am getting along better with my family.	2.07	1.02	1.99-2.13	2.16	1.05	2.09-2.23
I do better in social situations.	2.22	1.03	2.15-2.29	2.27	1.06	2.20-2.33
I do better in school and/or work.	2.13	1.01	2.04-2.20	2.14	1.05	2.06-2.21
My housing situation has improved.	2.20	1.07	2.11-2.27	2.30	1.11	2.22-2.38
My financial situation has improved.	2.45	1.16	2.36-2.53	2.51	1.17	2.43-2.59
My legal situation has improved.	2.23	1.08	2.13-2.32	2.31	1.10	2.22-2.40
My symptoms are not bothering me as much.	2.28	1.12	2.20-2.36	2.33	1.14	2.25-2.40
I do things that are more meaningful to me.	2.07	0.95	1.99-2.13	2.09	0.98	2.03-2.16
I am better able to take care of my needs.	2.02	0.92	1.95-2.07	2.03	0.96	1.96-2.09
I am better able to handle things when they go wrong.	2.09	0.98	2.01-2.15	2.16	1.01	2.10-2.23
I am better able to do things that I want to do.	2.06	0.98	1.99-2.12	2.18	1.03	2.12-2.25
The services I received have improved my quality of life.	1.90	0.95	1.83-1.96	1.93	0.99	1.87-1.99

* Lower means represent more positive responses

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

1 = Strongly Agree; 5 = Strongly Disagree*	2022 (n=872)			2023 (n=968)		
	Mean	SD	95% CI	Mean	SD	95% CI
I have friends in my neighborhood.	2.55	1.14	2.46-2.62	2.65	1.13	2.57-2.71
I am an active member of my community.	2.76	1.12	2.68-2.84	2.74	1.17	2.66-2.82
I am happy with the friendships I have.	2.11	1.01	2.03-2.17	2.18	1.03	2.12-2.25
I have people with whom I can do enjoyable things.	2.10	1.03	2.02-2.16	2.20	1.07	2.13-2.27
I feel I belong in my community.	2.45	1.11	2.37-2.53	2.49	1.13	2.42-2.57
In a crisis, I would have the support I need from family or friends.	2.02	1.03	1.95-2.09	2.10	1.06	2.03-2.17
I am satisfied with the community I am currently living in.	2.26	1.09	2.18-2.33	2.28	1.07	2.21-2.35
I am satisfied with my current housing situation.	2.15	1.11	2.07-2.23	2.24	1.13	2.16-2.31

* Lower means represent more positive responses



Appendix C: ***Youth Survey Results***

Appendix C: Youth Survey Results

FY 2023 Youth Consumer Survey Summary of Results (n=223)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other*	% Agree/ Strongly Agree
Overall, I am satisfied with the services my child received.	108	83	14	12	5	1	86.0%
I helped to choose my child's services.	88	95	14	15	4	7	84.7%
I helped to choose my child's treatment goals.	87	102	11	9	5	9	88.3%
The people helping my child stuck with us no matter what.	106	77	13	8	6	13	87.1%
I felt my child had someone to talk to when he/she was troubled.	85	83	17	13	9	16	81.2%
I participated in my child's treatment.	97	92	17	5	2	10	88.7%
The services my child and/or family received were right for us.	86	86	26	12	5	8	80.0%
The location of services was convenient for us.	106	77	19	9	5	7	84.7%
Services were available at times that were convenient for us.	92	88	10	10	4	19	88.2%
My family got the help we wanted for my child.	83	83	24	14	7	12	78.7%
My family got as much help as we needed for my child.	76	83	23	19	11	11	75.0%
The staff treated me with respect and dignity.	121	77	11	2	2	10	93.0%
The staff respected my family's religious/spiritual beliefs.	100	77	17	2	2	25	89.4%
The staff spoke with me in a way that I understood.	107	93	10	2	2	9	93.5%
The staff was sensitive to my cultural/ethnic background.	93	73	21	1	2	33	87.4%

* Not included in Agree/Strongly Agree calculation

Appendix C: Youth Survey Results

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

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other*	% Agree/Strongly Agree
My child is better at handling daily life.	65	78	30	30	6	14	68.4%
My child gets along better with family members.	61	86	32	21	7	16	81.0%
My child gets along better with friends and other people.	59	85	38	20	7	14	68.9%
My child is doing better in school and/or work.	55	80	36	28	7	17	65.5%
My child is better able to cope when things go wrong.	49	83	37	28	8	18	64.4%
I am satisfied with our family life right now.	62	90	35	17	4	15	73.1%
My child is better able to do the things he/she wants to do.	56	95	32	24	2	14	72.3%
The services my child received have improved his/her quality of life.	66	89	31	19	3	15	74.5%

* Not included in Agree/Strongly Agree calculation

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

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other*	% Agree/Strongly Agree
I know people who will listen and understand me when I need to talk.	68	102	25	8	2	18	83.9%
I have people that I am comfortable talking with about my child's problems.	65	93	32	14	2	17	76.7%
In a crisis, I have the support I need from family or friends.	70	94	28	13	2	16	79.2%
I have people with whom I can do enjoyable things.	59	100	30	13	1	20	78.3%

* Not included in Agree/Strongly Agree calculation

Appendix C: Youth Survey Results

FY 2023 Youth Consumer Survey Percent Positive by Region

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
Number of Respondents	13	15	39	39	38	46
Overall, I am satisfied with the services my child received.	76.9%	100.0%	81.6%	84.6%	89.5%	91.3%
I helped to choose my child's services.	76.9%	100.0%	88.9%	74.4%	86.5%	93.3%
I helped to choose my child's treatment goals.	76.9%	86.7%	91.9%	81.6%	89.2%	97.8%
The people helping my child stuck with us no matter what.	69.2%	78.6%	91.4%	92.3%	86.5%	93.2%
I felt my child had someone to talk to when he/she was troubled.	76.9%	93.3%	75.8%	84.6%	85.7%	84.4%
I participated in my child's treatment.	84.6%	86.7%	91.9%	89.2%	94.4%	88.9%
The services my child and/or family received were right for us.	76.9%	93.3%	86.1%	79.0%	78.4%	84.8%
The location of services was convenient for us.	84.6%	100.0%	86.1%	89.7%	94.6%	80.4%
Services were available at times that were convenient for us.	76.9%	100.0%	88.6%	89.5%	94.4%	89.7%
My family got the help we wanted for my child.	76.9%	93.3%	85.3%	69.2%	78.4%	88.6%
My family got as much help as we needed for my child.	76.9%	86.7%	76.5%	74.4%	75.7%	79.6%
The staff treated me with respect and dignity.	84.6%	92.9%	91.4%	89.7%	100.0%	97.7%
The staff respected my family's religious/spiritual beliefs.	91.7%	83.3%	88.2%	92.1%	97.1%	90.2%
The staff spoke with me in a way that I understood.	84.6%	92.9%	97.2%	94.9%	97.3%	95.5%
The staff was sensitive to my cultural/ethnic background.	75.0%	84.6%	93.6%	85.7%	97.1%	88.9%

Appendix C: Youth Survey Results

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

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
My child is better at handling daily life.	69.2%	64.3%	67.7%	69.2%	73.0%	79.1%
My child gets along better with family members.	61.5%	66.7%	70.6%	67.6%	81.1%	79.1%
My child gets along better with friends and other people.	61.5%	66.7%	68.6%	70.3%	73.0%	74.4%
My child is doing better in school and/or work.	46.2%	60.0%	67.7%	67.6%	68.6%	74.4%
My child is better able to cope when things go wrong.	69.2%	50.0%	60.6%	62.2%	74.3%	75.0%
I am satisfied with our family life right now.	69.2%	80.0%	73.5%	71.8%	76.5%	75.0%
My child is better able to do the things he/she wants to do.	69.2%	66.7%	79.4%	69.2%	77.1%	75.0%
The services my child received have improved his/her quality of life.	76.9%	66.7%	79.4%	71.8%	82.4%	80.0%

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

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
I know people who will listen and understand me when I need to talk.	84.6%	73.3%	78.8%	81.1%	91.2%	90.7%
I have people that I am comfortable talking with about my child's problems.	76.9%	73.3%	81.8%	68.4%	79.4%	83.7%
In a crisis, I have the support I need from family or friends.	76.9%	80.0%	93.9%	68.4%	74.3%	81.4%
I have people with whom I can do enjoyable things.	76.9%	71.4%	90.9%	73.7%	73.5%	81.0%

Appendix C: Youth Survey Results

FY 2023 Youth Consumer Survey 2022 & 2023 Means with Confidence Intervals (CI)

1 = Strongly Agree; 5 = Strongly Disagree*	2022 (n=315)			2023 (n=223)		
	Mean	SD	95% CI	Mean	SD	95% CI
Overall, I am satisfied with the services my child received.	1.92	1.03	1.80-2.03	1.75	0.95	1.63-1.88
I helped to choose my child's services.	1.99	1.00	1.88-2.10	1.85	0.95	1.72-1.98
I helped to choose my child's treatment goals.	1.93	0.95	1.82-2.03	1.80	0.89	1.68-1.92
The people helping my child stuck with us no matter what.	1.93	1.10	1.80-2.05	1.72	0.95	1.59-1.85
I felt my child had someone to talk to when he/she was troubled.	2.12	1.18	1.98-2.25	1.93	1.07	1.78-2.07
I participated in my child's treatment.	1.73	0.88	1.62-1.82	1.70	0.79	1.59-1.81
The services my child and/or family received were right for us.	2.08	1.08	1.96-2.20	1.90	0.97	1.77-2.3
The location of services was convenient for us.	1.79	0.95	1.68-1.89	1.75	0.95	1.62-1.88
Services were available at times that were convenient for us.	1.83	0.96	1.72-1.93	1.75	1.75	1.63-1.88
My family got the help we wanted for my child.	2.21	1.19	2.07-2.34	1.95	1.95	1.81-2.09
My family got as much help as we needed for my child.	2.38	1.25	2.23-2.51	2.08	2.08	1.93-2.24
The staff treated me with respect and dignity.	1.62	0.82	1.52-1.71	1.53	1.53	1.43-1.63
The staff respected my family's religious/spiritual beliefs.	1.62	0.73	1.53-1.70	1.63	1.63	1.52-1.74
The staff spoke with me in a way that I understood.	1.64	0.75	1.55-1.72	1.59	1.59	1.50-1.69
The staff was sensitive to my cultural/ethnic background.	1.67	0.73	1.58-1.75	1.66	1.66	1.55-1.77

* Lower means represent more positive responses

Appendix C: Youth Survey Results

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

1 = Strongly Agree; 5 = Strongly Disagree*	2022 (n=315)			2023 (n=223)		
	Mean	SD	95% CI	Mean	SD	95% CI
My child is better at handling daily life.	2.42	1.16	2.29-2.55	2.21	1.12	2.05-2.36
My child gets along better with family members.	2.38	1.12	2.24-2.50	2.16	1.07	2.02-2.31
My child gets along better with friends and other people.	2.37	1.04	2.25-2.48	2.19	1.06	2.05-2.34
My child is doing better in school and/or work.	2.43	1.09	2.30-2.55	2.28	1.10	2.13-2.43
My child is better able to cope when things go wrong.	2.48	1.14	2.35-2.60	2.33	1.10	2.18-2.48
I am satisfied with our family life right now.	2.35	1.09	2.22-2.46	2.09	0.98	1.96-2.23
My child is better able to do the things he/she wants to do.	2.36	1.02	2.24-2.47	2.14	0.97	2.01-2.28
The services my child received have improved his/her quality of life.	2.32	1.11	2.19-2.44	2.06	0.98	1.92-2.20

* Lower means represent more positive responses

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

1 = Strongly Agree; 5 = Strongly Disagree*	2022 (n=315)			2023 (n=223)		
	Mean	SD	95% CI	Mean	SD	95% CI
I know people who will listen and understand me when I need to talk.	2.08	0.98	1.96-2.19	1.90	0.83	1.78-2.01
I have people that I am comfortable talking with about my child's problems.	2.04	1.00	1.92-2.15	2.00	0.91	1.88-2.13
In a crisis, I have the support I need from family or friends.	2.12	1.03	2.00-2.23	1.95	0.90	1.83-2.08
I have people with whom I can do enjoyable things.	2.10	0.96	1.98-2.20	2.00	0.86	1.88-2.12

* Lower means represent more positive responses

Nebraska's Division of Behavioral Health

DBH Consumer Survey Report FY 2023

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