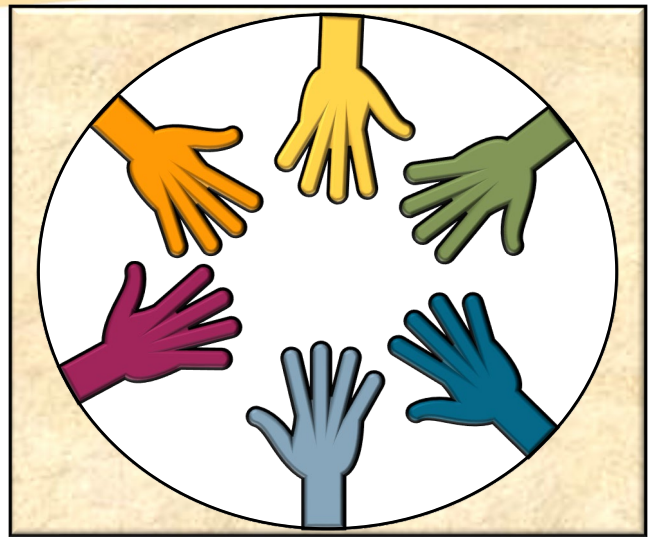


Consumer Survey Report

Fiscal Year 2024



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 or caregivers in the 2024 survey are displayed throughout this document in this format: *“The comment.” -Consumer*

FY 2024 Behavioral Health Consumer Survey

Overview

During the third quarter of FY 2024, the Department of Health and Human Services' Division of Behavioral Health (DBH) began conducting the annual Behavioral Health Consumer Survey of consumers who were served by DBH funded services during the first and second quarters of FY 2024. This survey solicited input from adult and youth (via caregivers) consumers receiving DBH-funded behavioral health services in the community-based behavioral health system across Nebraska. The Consumer Survey, 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 through mail, web, and telephone modes. BOSR fielded the web- and telephone-based surveys and processed returned mail responses. All data analysis was performed by the DBH data team.

Results were analyzed across the seven domains from a statewide perspective and compared outcomes to previous iterations of the Consumer Survey dating back to 2020. A comprehensive analysis of results was conducted which examined the domains in relation to a variety of factors including Behavioral Health Region, demographic factors, and service type. Additional analyses considered factors such as physical health, awareness of 988 and peer support services, and crisis response.

Highlights from the 2024 Consumer Survey

Response Rates

For 2024, there were updates to the methods used for drawing the sample and conducting the survey. These revisions helped result in sizeable increases in response rates from 2023- a reversal of the downward trend in response rates observed in recent years. The response rate for the adult survey was 26.8% as compared to 21.1% in 2023. The response rate for the youth survey was 28.8% as compared to the 2023 response rate of 20.7%. There were a total of 1,264 responses from adult consumers and 379 responses from youth caregivers.

Consistent with the 2023 Consumer Survey, 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 by providing access through web links and QR codes. In total, 13.7% of adult survey responses and 18.7% 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 were relatively consistent with 2023 for both the adult and youth surveys.

Adult Survey Findings

Key Measures

All five of the five key measures tracked exceeded the 2017 baseline. This represents an improvement over 2023 when only three key measures exceeded the baseline. A particularly noteworthy result is that the measure of improving family relationships increased sizably, from 67.6% to 74.5%.

Analysis of Domains

As compared to 2023, a varying degree of increases were observed among all seven domains, though the increase was not statistically significant for six domains. The exception to this pattern is Social Connectedness, which had a statistically significant increase, from 64.5% in 2023 to 70.0% in 2024.

Adult Domains

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

Statistically significant difference between regions were observed for five domains: Access, Functioning, General Satisfaction, Quality and Appropriateness, and Social Connectedness.

Peer Support/Crisis Response

Among adult respondents, 56.2% reported being aware of peer-provided services, a sizeable increase from the 48.5% reported for 2023. The percent of respondents for whom it was important to receive crisis response services in their home or other community setting as opposed to going to a Behavioral Health Crisis Care or Urgent Care setting was relatively consistent at 78.0%, as compared to 77.2% for 2023.

The percent of adult respondents reporting that they were aware of the *988 Suicide and Crisis Lifeline* (988) decreased from 47.8% in 2023 to 46.8% in 2024. Among those who were aware of 988, respondents mostly reported hearing about the line by either word of mouth (41.5%) or from TV (23.6%). Overall, 66.1% of adult respondents reported that they were likely or very likely to call 988 rather than 911 if they or a loved one were experiencing a behavioral health emergency.

Youth Survey Findings

Key Measures

All five of the five key measures tracked exceeded the 2017 baseline. This represents an improvement from 2023 when one key measure was below the baseline. For 2023, the percentage of youth caregivers reporting that staff talked to them in a way that they understood (93.5%) was below the baseline of 94.3%. This measure increased to 94.9% for 2024, exceeding the baseline.

Analysis of Domains

As compared to 2023, increases were observed among three domains (Access, Cultural Sensitivity, and Social Connectedness) while decreases were observed among three other domains (Functioning, General Satisfaction, and Outcomes). Family Involvement was relatively flat from 2023 to 2024. None of these year-to-year changes, though, were statistically significant.

Similarly, there were no statistically significant differences observed between regions. The smaller number of responses in the youth survey reduces the certainty around reported values, which impedes the ability to make statistical inferences. This is particularly true when separating the data by region.

Peer Support/Crisis Response

Among responding youth caregivers, 56.6% reported being aware of peer-provided services, a decrease from 57.8% in 2023. Respondents placed a great deal of importance on crisis response as 87.7% reported that it was important to have crisis response in their home or other community setting as opposed to going to a Behavioral Health Crisis Care or Urgent Care setting.

Overall, 55.3% of responding youth caregivers were aware of the *988 Suicide and Crisis Lifeline*, which is an increase from 2023. Among those who were aware of 988, respondents mostly reported hearing about 988 by either word of mouth (47.7%) or from social media (23.6%). Overall, 68.4% of responding youth caregivers reported that they were likely or very likely to call a 988 instead of 911 if they or a loved one were experiencing a behavioral health emergency.

Youth Domains
Access
Cultural Sensitivity
General Satisfaction
Outcomes
Family Involvement
Functioning
Social Connectedness

“I was very impressed with medication management and surprised at how much discussion went into the medication choices and side effects. The only issue was med management person frequently changed. They all had same workplace culture but changed often. I was really surprised at the quality of care.” -Consumer

The results of the 2024 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:

- ◆ Even with the increases in response rates for 2024, there remain opportunities to help improve sampling even further. Data collection on the part of providers represents a particular portion of the sampling process that could benefit from further attention. A large portion of the addresses in the sampling frame had to be discarded due to being invalid or incomplete. This is due to factors such as mistyped entries and missing apartment numbers. Another potential issue is that providers may not always be diligent in ensuring contact information is up to date. One in five consumers in the sample had an invalid phone number and almost the same proportion had a returned mail item. Improving the quality of collected contact information offers great potential in increasing the number of responses and would help enhance the efficiency of the Consumer Survey process.
- ◆ Awareness of the *988 Suicide & Crisis Lifeline* (988) remains at approximately half of respondents. Work towards the furtherance of increasing awareness of 988 is particularly relevant given that crisis response in the community remains important to respondents and that respondents are receptive to calling 988 in the event of a behavioral health emergency. Fewer than 10% of respondents reported a behavioral health or medical provider as how they heard of 988. Given that virtually every respondent had recent contact with a behavioral health provider, this seems like a woefully underutilized source of enhancing 988 awareness.
- ◆ There remain consistent regional differences in MHSIP domain scores among adult respondents. Each of the six behavioral health regions are very different. Nebraska's overall behavioral health system could benefit from developing a deeper understanding of the factors underpinning the challenges unique to each behavioral health region.
- ◆ A recurrent theme in the comments provided by respondents (*see below*) is that there are concerns about access to behavioral health resources, particularly among youth caregivers in rural communities. Conversely, there could be an issue of awareness of what resources are available. Focus should be given to ensuring all parts of the state have adequate access to and awareness of available behavioral health resources.

“The resources in rural areas are very limited, which makes it challenging for our family. Wish there was more funding so there would be more services without such a waiting list. There are some providers farther away, it would be nice to have more telehealth options.” -Caregiver



WHO?

Behavioral Health Consumers - adults or caregivers of youth - who received community-based services (CBS) between July and December of 2023

WHAT?

The consumer survey is a consumer's opportunity to share perceptions about a service received. Participation 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 to SAMSHA for the Mental Health Uniform Reporting System

WHEN?

Data was collected from June to November 2024*

WHERE?

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

Content

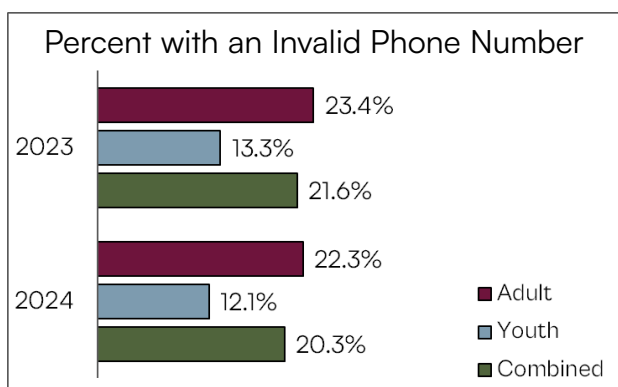
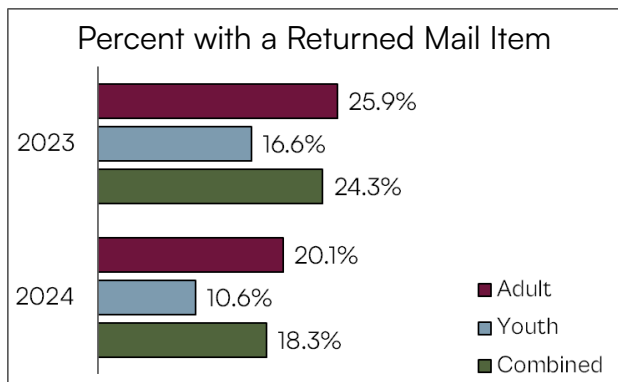
- Mental Health Statistics Improvement Program (**MHSIP**) Consumer Satisfaction Survey (Adult Survey)
- MHSIP Youth Services Survey (**YSS**) & MHSIP Youth Services Survey for Families (**YSS-F**)
- Behavioral Risk Factor Surveillance System (**BRFSS**)
- Questions pertaining to:
 - Improved functioning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



“The worker I worked with was very kind and empathetic. I greatly appreciate them, and they did a lot of good for me.”
-Consumer

* data collection generally occurs from April-September, but was delayed for the FY24 survey

There have recently been several factors that offer the potential of impacting the results of the Annual Consumer Survey: high rates of non-contact and decreasing response rates. The sampling process was updated for the FY24 edition of the Consumer Survey in attempting to address these two issues.

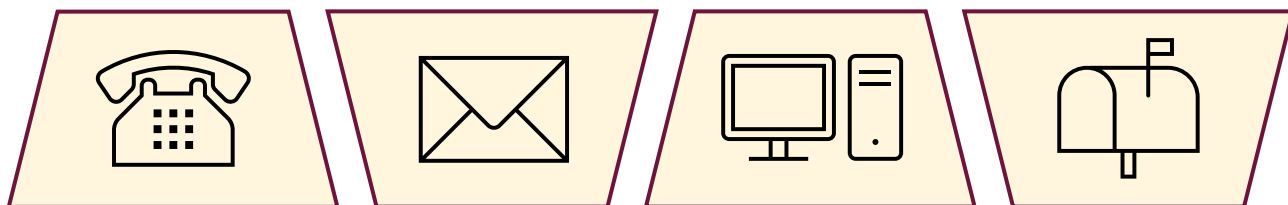


Updates to Sampling Process

- ◆ Check more recent encounters for updated contact information
- ◆ Check phone numbers for valid area code/prefix combinations
- ◆ Check mailing addresses against USPS data for completeness and accuracy
- ◆ Check mailing addresses and phone numbers against prior non-contact data
- ◆ Check mailing addresses and phone numbers against those corresponding to known unstable living arrangements (e.g. motels, homeless shelters, jails, etc.)
- ◆ Provide two phone numbers where possible
- ◆ Improve filtering of inactive encounters

On a year-to-year basis, there were declines in the rate of returned mail for adults and youths. Overall, the percent of persons in the sample with at least one returned mail item decreased almost 25% from FY23 to FY24. Non-contact via phone experienced a more modest decline. The decreases in non-contact help enhance the effectiveness and efficiency of the Consumer Survey process.

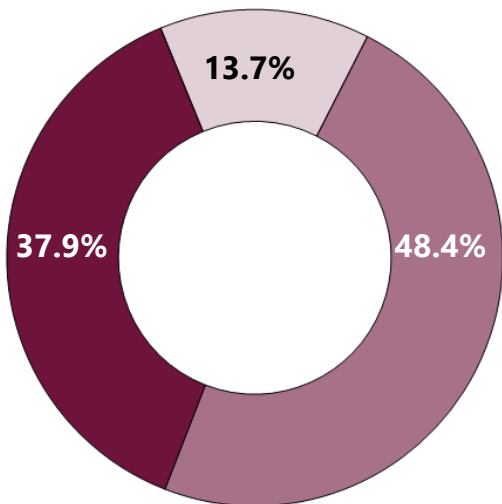
Altogether, these efforts, as well as those undertaken by BOSR, helped lead to an increase in the response rate of the Consumer Survey for FY24.



“The group size for 10P. I gain a lot more info from smaller groups of 10, and now the groups have gotten so big to maybe 30 people, so it’s not nearly as helpful.” -Consumer

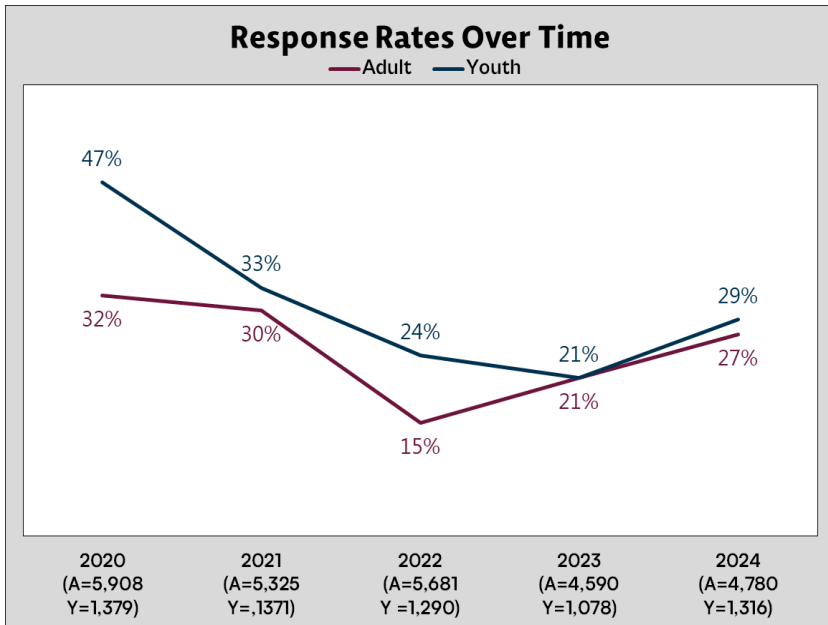
Multiple modes were made available by which consumers could access the 2024 Consumer Survey. The first correspondence introducing the survey outlined traditional paper, email link, QR code, and phone options. There was a pronounced increase in response rates that contrasts the downward trend observed in past years.

2024 Adult Responses by Survey Mode (N=1,264)

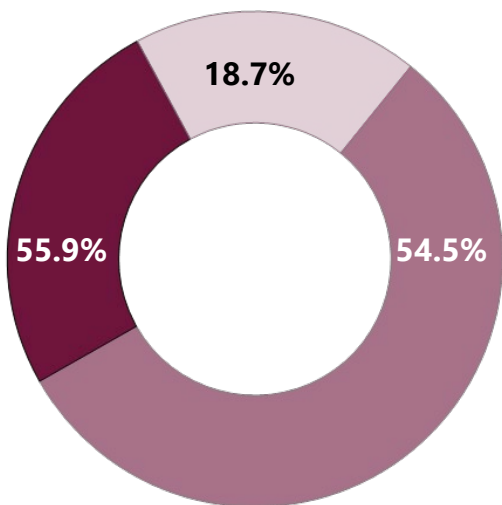


- Participated by Mail
- Participated by Phone
- Participated by Other Method

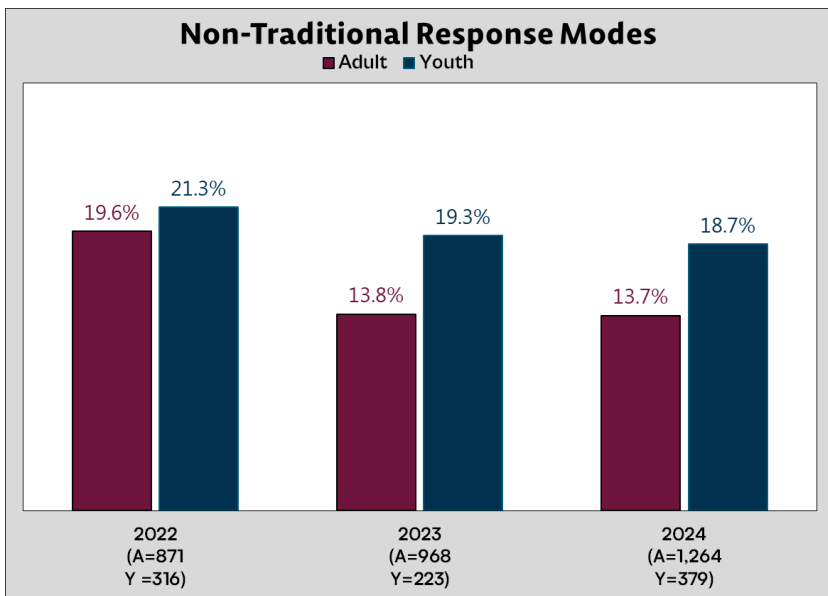
Response Rates Over Time



2024 Youth Responses by Survey Mode (N=379)

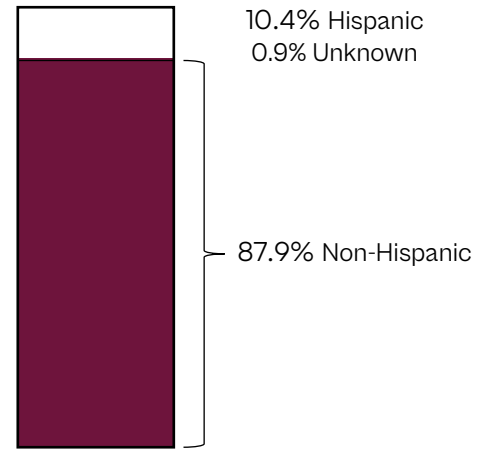
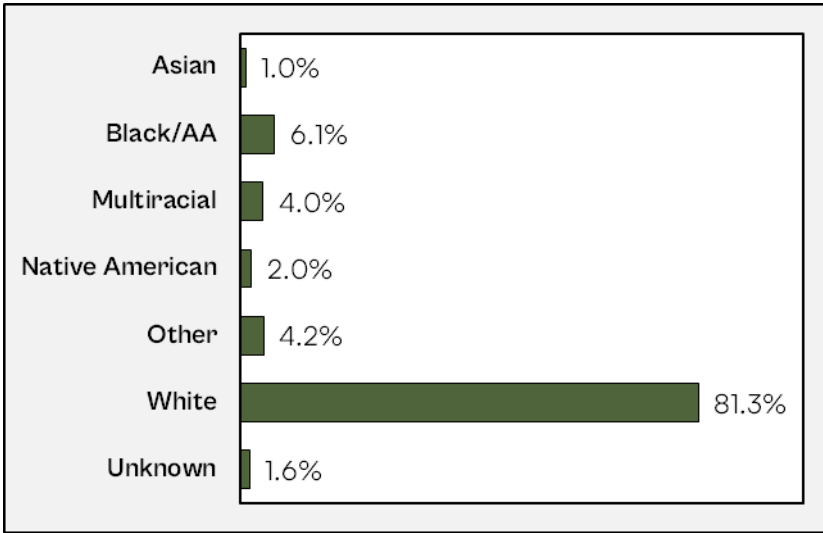


Non-Traditional Response Modes

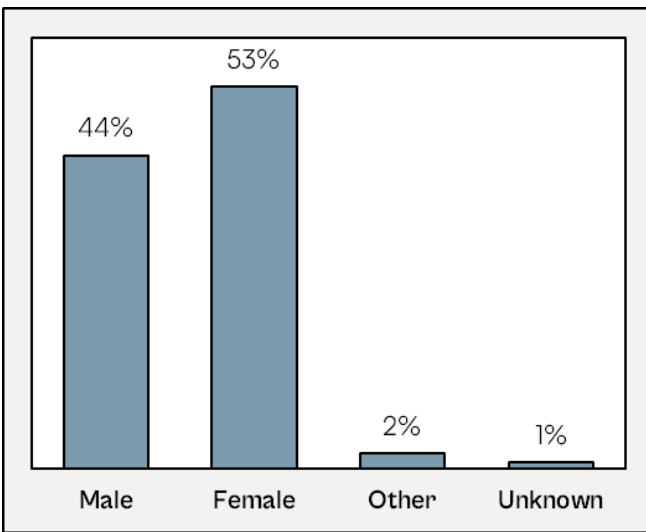


“This program was one of the best I’ve been in, and they really helped me out. They really showed me the path and I’m now taking long strides up the steps of life.” -Consumer

Race & Ethnicity



Gender



Age

44.5 years

average age of adult respondents

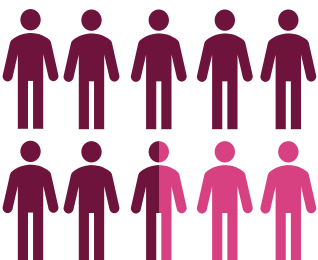
11.5%

of respondents were between 19 and 24 years old

9.6%

of respondents were age 65 or older

SMI Status



75.2%

of respondents served in mental health services are identified as having Serious Mental Illness (SMI) based on diagnosis and functional deficits

“I suffer from severe depression and anxiety, including social anxiety. It takes just a little unfortunate event to have a major impact on me. But because of these services, I feel better equipped and hopeful to make things even better still.” -Consumer

Top Responses

92.5%

Staff treated me with respect and dignity

90.6%

Staff respected my wishes about who is and who is not to be given information about my treatment

90.4%

I like the services I received here

Most Improved from 2023

My housing situation has improved

61.2% → 70.4%

I am satisfied with my current housing situation

66.6% → 73.8%

Bottom Responses

45.4%

I am an active member of my community

54.1%

I have friends in my neighborhood

57.1%

My financial situation has improved

Most Regressed from 2023

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

81.9% → 80.6%

The location of services was convenient

85.3% → 84.9%

“At first it was great, and the people were great and then my case manager left. That was hard and they kept switching case managers. I left when my last case manager left.” -Consumer

Key Measures: Fiscal Year Snapshot

76.3%



I am better able to handle things when they go wrong

79.5%



In a crisis, I would have the support I need from family or friends

87.6%



I would recommend this agency to a friend or family member

Key Measures: Change Over Time

2017 Baseline

2024 Result

86.1%

Increase consumer satisfaction with the services they receive.



90.4%

of adult clients expressed satisfaction with the services they received.

79.4%

Increase consumer satisfaction with the quality of service they receive.



82.4%

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.



83.7%

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

80.5%

Increase the access to services needed.



83.2%

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

70.5%

Improve family relationships.



74.5%

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

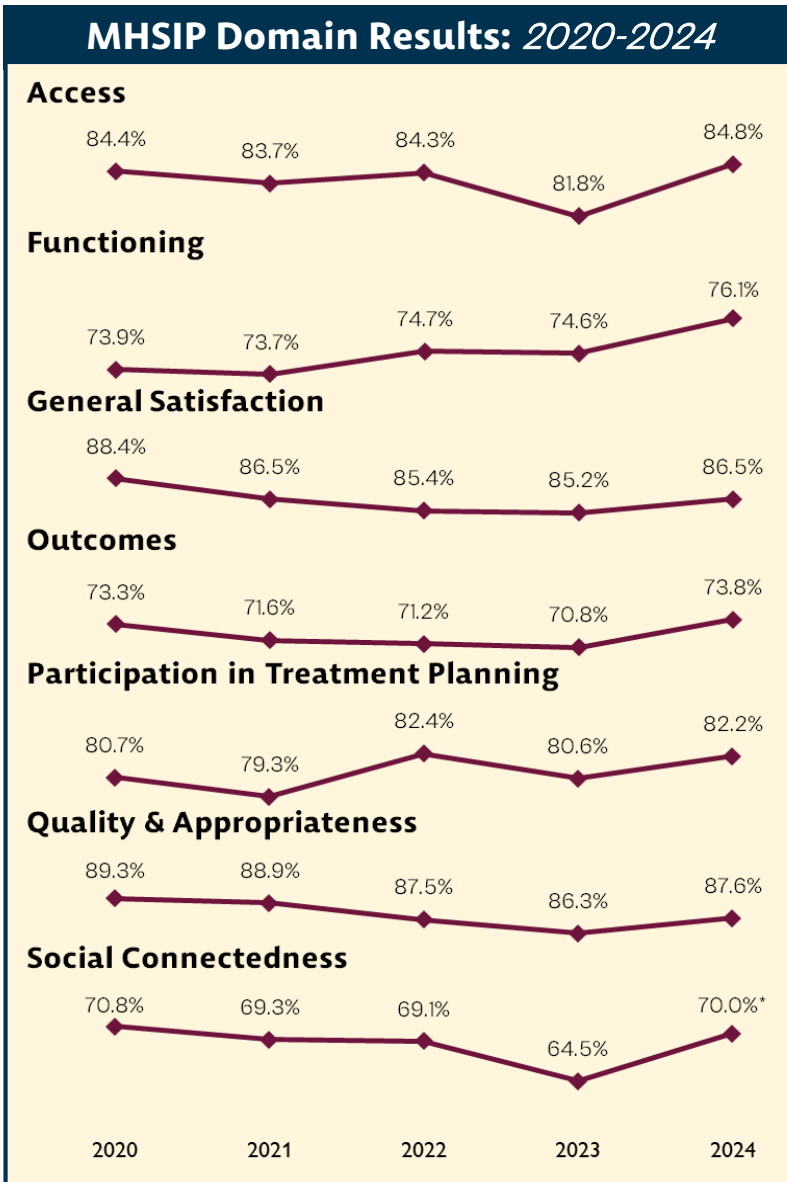
“I was impressed and touched by the loving care of all staff there: therapists, receptionists, all of them. I felt safe and like at home.” -Consumer

MHSIP domains are comprised of questions intended to assess respondents' average level of agreement with statements pertaining to an aspect of each domain.

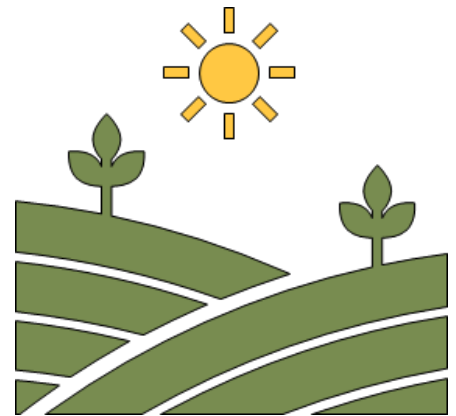
A positive score indicates that, on average, a respondent agrees or strongly agrees with each item in the domain.

The domain results indicate the percentage of respondents with a positive score among those who completed a sufficient number of items.

MHSIP Domain	# Items
Access	6
Functioning	9
General Satisfaction	8
Outcomes	2
Participation in Treatment Planning	3
Quality/Appropriateness	5
Social Connectedness	4



Social Connectedness, which increased from 64.5% positive to 70.0%, was the only domain with a statistically significant change from 2023.

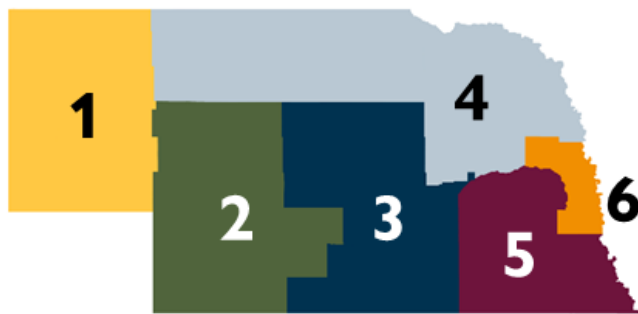


“I appreciated the counselors getting to know me as a whole person, not just an alcoholic. I was grateful to have been welcomed back after graduation for continued treatment and the flexibility they have shown me.” -Consumer

* Indicates statistically significant difference between 2023 and 2024

MHSIP Domains: Regional Differences

Domain	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
Access	88.1%	85.7%	85.1%	88.9%	82.2%	81.5%
Functioning	74.2%	76.8%	72.9%	82.3%	79.9%	74.1%
General Satisfaction	88.1%	87.7%	86.5%	90.6%	85.5%	83.2%
Outcomes	73.8%	78.8%	72.7%	77.2%	71.9%	71.7%
Participation in Treatment Planning	79.7%	81.8%	81.3%	84.7%	81.5%	81.9%
Quality/Appropriateness	90.0%	83.8%	89.6%	89.5%	87.8%	83.7%
Social Connectedness	64.1%	78.3%	65.3%	77.5%	67.0%	69.2%
Total Respondents	68	73	276	289	282	276



“I was blessed with a great counselor and a wonderful community support leader. All of the staff were friendly and welcoming and extremely good at explaining things. Because of all of them, I have been sober for 8+ months.”
-Consumer

Statistically significant differences were observed between regions for five domains.

Access

Region 4 higher than Regions 5 & 6

Quality/Appropriateness

Regions 3, 4 higher than Region 6

Functioning

Region 4 higher than Regions 3, 5, & 6

Social Connectedness

Region 2 higher than Region 3
Region 4 higher than Regions 1, 3, 5, & 6

General Satisfaction

Region 4 higher than Regions 5 & 6

“While the staff there is great, the amount of paperwork I’ve had to complete since starting is inordinate. I am a fully functioning adult, and if I am having issues with all the paperwork, I can’t imagine how people who are struggling more than me are handling all the paperwork.” -Consumer

Awareness of Peer Provided Services



◆ 43.8% of adult respondents reported being either *unaware* (23.9%) or *unsure if they were aware* (19.9%) of peer-provided services.

◆ 56.2% of adult respondents reported being *aware* of peer-provided services.

“The dual recovery program is exactly what I needed. It saved my life and restored my hope. I am eternally grateful for my new found family.” -Consumer

78.0% of adult respondents reported that it was important to have a *Crisis Response Team* meet them in their home or community versus physically going to a Behavioral Health Crisis or Urgent Care setting.

Crisis Response



988 Awareness

46.8%



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

Methods of Learning About 988*

Social Media	21.0%
Radio	10.4%
TV	23.6%
Word of Mouth	41.5%
In Print	19.9%
BH/Med. Provider	9.9%
Other	13.0%

“I was told I had been getting assistance for too long and was discharged. I still have all the same loose ends and would have benefited from a referral to more help after I was discharged.” -Consumer

66.1% of adult respondents reported that they were likely or very likely to call 988 rather than 911 if they or a loved one were experiencing a mental health or substance use emergency.

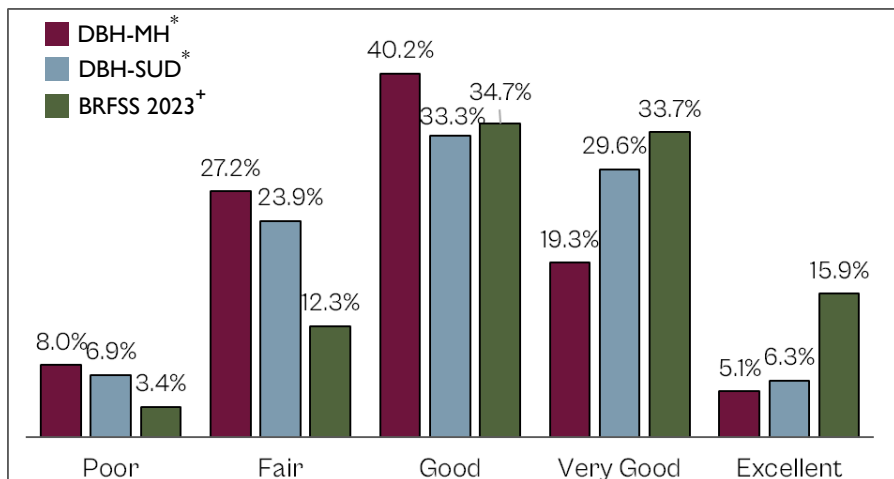
Likelihood of Calling 988



* Values sum to more than 100% due to respondents being able to make more than one selection

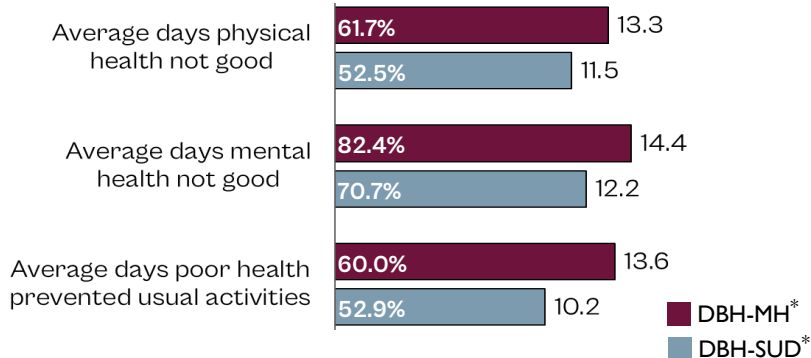
Self Rated Health

Respondents who accessed mental health services reported higher rates of poor or fair health than those respondents who accessed substance use services and the general population, as measured via the 2023 Behavioral Risk Factor Surveillance Survey.



Unhealthy Days

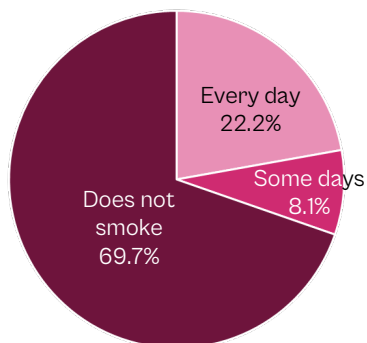
Among Respondents Reporting at Least One Unhealthy Day



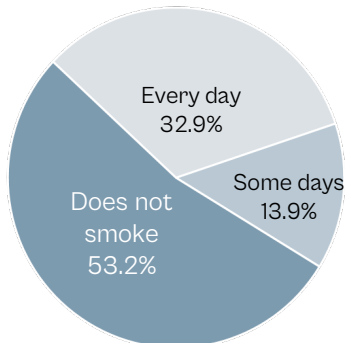
Respondents accessing mental health services report unhealthy physical and mental health days than those accessing substance use disorder services. They also report more days on which poor health prevented their usual activities.

Smoking

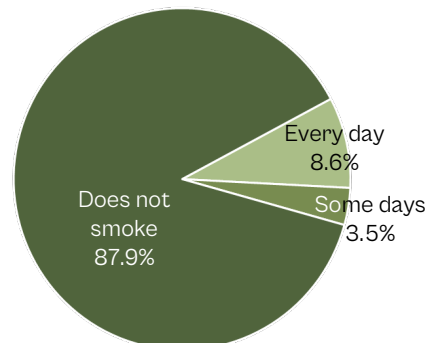
DBH-MH*



DBH-SUD*



BRFSS 2023+

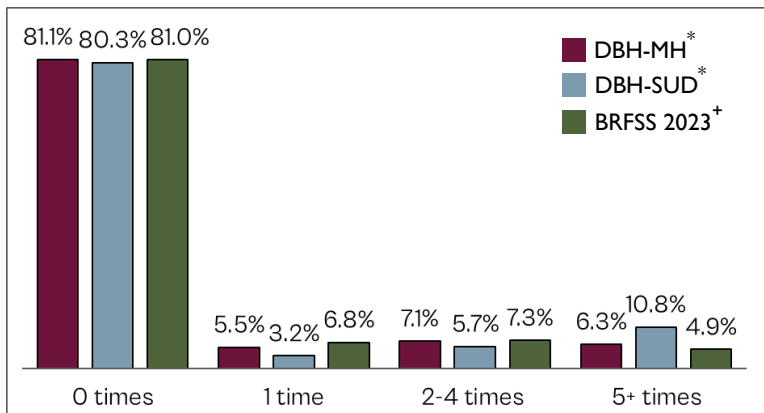


*Source for DBH-MH & DBH-SUD is FY24 DBH Consumer Survey

+BRFSS values are from the 2023 Behavioral Risk Factor Surveillance Survey

“I was blessed with wonderful people that care, listen, and never give-up on you!” - Consumer

Binge Drinking

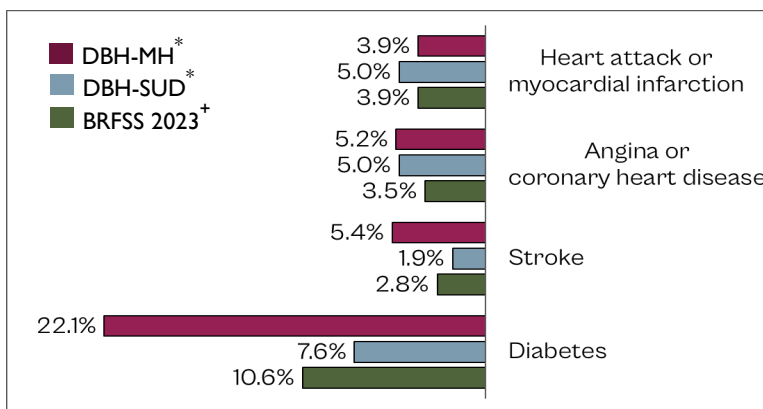


18.9% of respondents accessing mental health services and 19.7% of respondents accessing substance use disorder services reported binge drinking in the prior 30 days. This compares to 19.0% of the general population.

Respondents who reported binge drinking reported that they did so an average of 6.5 times in the past 30 days.

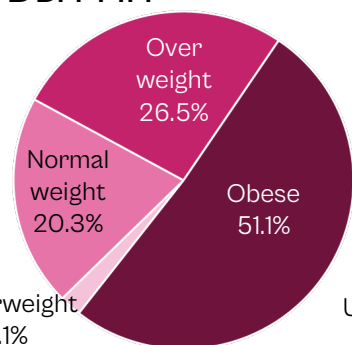
Chronic Conditions

Overall, 25.0% of adult respondents reported at least one chronic condition. A higher percentage of respondents accessing mental health services (26.8%) reported chronic conditions than did respondents accessing substance use disorder (13.5%) services. The most often reported condition was diabetes.

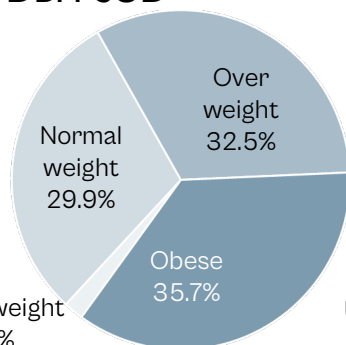


Obesity

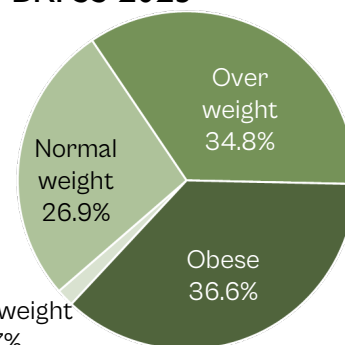
DBH-MH*



DBH-SUD*



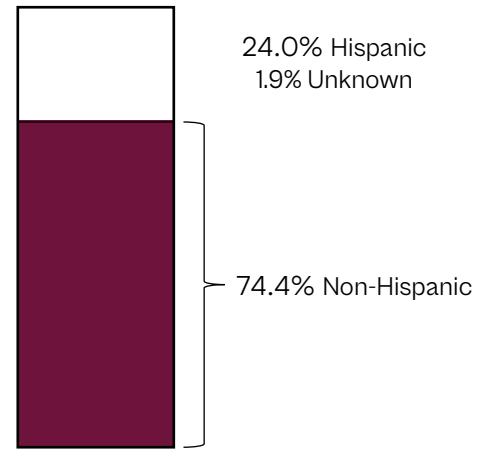
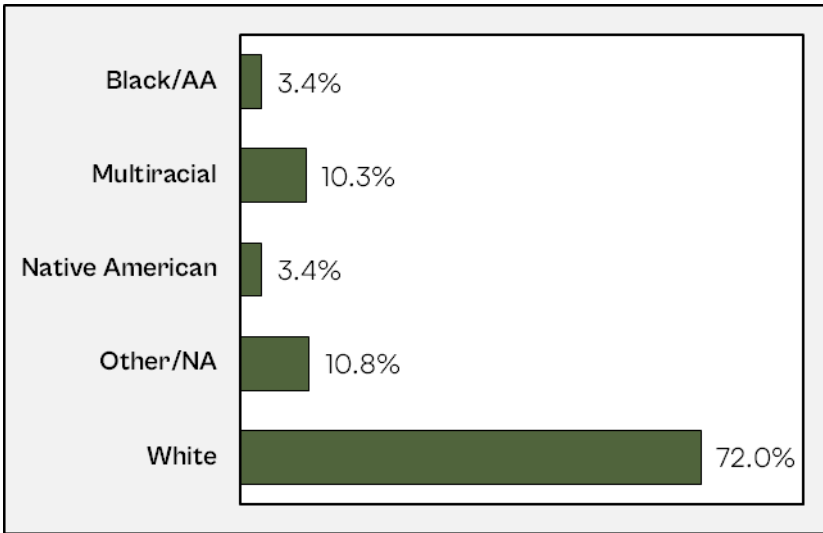
BRFSS 2023+



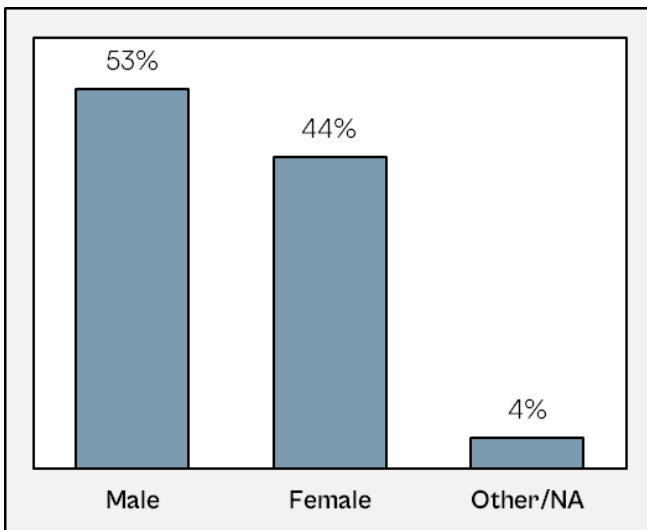
*Source for DBH-MH & DBH-SUD is FY24 DBH Consumer Survey
 +BRFSS values are from the 2023 Behavioral Risk Factor Surveillance Survey

“This program made me feel like I had support in many aspects of my life. I appreciate everyone who has helped me throughout my need for this program.” -Consumer

Race & Ethnicity



Gender

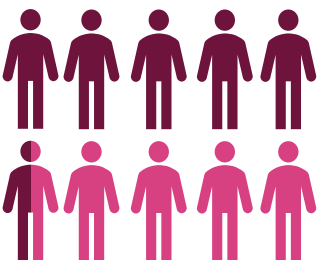


13.1 years

average age of youths for whom responses were provided



SED Status



64.9%

of youths in responding sample served in mental health services are identified as having Severe Emotional Disturbance based on diagnosis and functional deficits

“I’m grateful for this provider. They went above and beyond, have been incredible in hooking us up with other organizations, checking in weekly, and checking in during hard times. They get back on calls very quickly. I’m so grateful for the support..” - Caregiver

Top Responses

Staff spoke with me in a way that I understood **94.9%**

Staff treated me with respect and dignity **92.4%**

Staff respected my family's religious/spiritual beliefs **90.8%**

Most Improved from 2023

76.7% → 84.0%

I have people that I am comfortable talking with about my child's problems

78.3% → 85.3%

I have people with whom I can do enjoyable things

Bottom Responses

My child is better able to cope when things go wrong **62.4%**

My child is doing better in school and/or work **63.4%**

My child is better at handling daily life **68.4%**

Most Regressed from 2023

73.1% → 69.4%

I am satisfied with our family life right now

87.1% → 83.7%

The people helping my child stuck with us no matter what

"I wish the program was more consistent. The first person was great, but after they left, we kept being switched between people and it was frustrating. It made the program ineffective" - Caregiver

Key Measures: Fiscal Year Snapshot

80.2%



I felt my child had someone to talk to when he/she was troubled

80.8%



In a crisis, I would have the support I need from family or friends

84.0%



Overall, I am satisfied with the services my child received

Key Measures: Change Over Time

2017 Baseline

2024 Result

94.3%

Increase consumer satisfaction with the way staff speaks to them.



94.9%

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.



72.7%

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.



62.4%

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

68.7%

Increase youth's quality of life.



74.3%

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.



80.8%

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

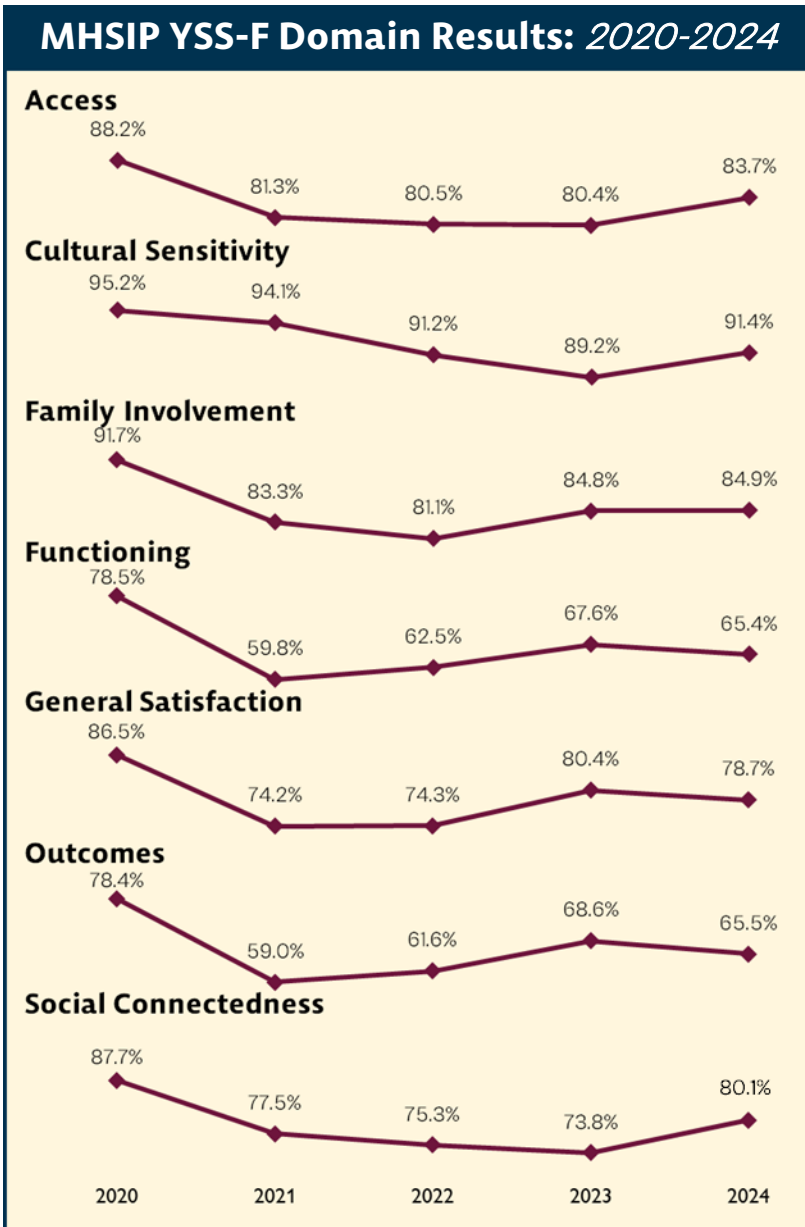
"I don't think Nebraska has the appropriate resources to work with people with mental health issues. I think the people are amazing, but they don't have the appropriate resources." - Caregiver

MHSIP YSS-F domains are comprised of questions intended to assess caregivers' average level of agreement with statements pertaining to an aspect of each domain.

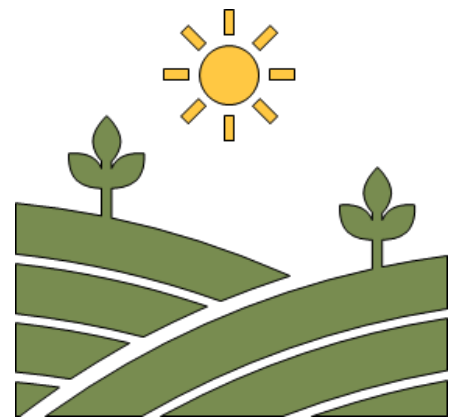
A positive score indicates that, on average, a caregiver agrees or strongly agrees with each item in the domain.

The domain results indicate the percentage of caregivers with a positive score among those who completed a sufficient number of items.

MHSIP YSS-F Domain	# Items
Access	2
Cultural Sensitivity	3
General Satisfaction	6
Outcomes	6
Family Involvement	3
Functioning	6
Social Connectedness	4



There were no domains with a statistically significant difference from 2023-2024. The smaller number of responses in the youth survey makes it more difficult to observe statistical differences.

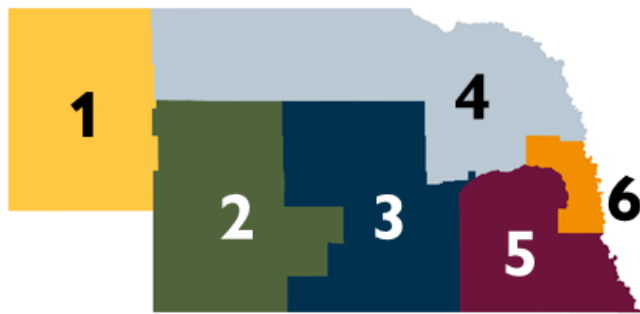


“The provider and mentor worked with my daughter and our family for three years to get us through a major tragedy. He was crucial to our daughter’s survival!” -Caregiver

MHSIP YSS-F Domains: Regional Differences

In inferential statistics, there is always the possibility that an observed statistical result is due to random chance. Two types of potential errors when attempting to identify statistical effects are rejecting a null hypothesis that is true (Type I error) or failing to reject a null hypothesis that is false (Type II error). The analytical techniques used for the Consumer Survey result in a 5% chance of Type I error. The probability of Type II error occurring results from the level of statistical power, which is a function of two factors: sample size and effect size. Small sample sizes have less available information on which to base our estimates which results in a larger zone of uncertainty around an estimate since that estimate is based on a small number of persons. The youth sample is much smaller than the adult sample. This small size is compounded when splitting by region. This increases the chance that a null hypothesis that is false is not rejected. This means you need a much larger effect size to uncover a statistical effect. The small sizes that result from splitting the youth sample into regions makes it exceedingly difficult to uncover an effect large enough to identify a statistical difference.

Domain	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
Access	81.8%	81.5%	88.2%	91.0%	77.6%	82.4%
Cultural Sensitivity	85.2%	92.0%	92.0%	96.7%	92.6%	85.9%
Family Involvement	78.8%	88.9%	84.0%	85.1%	88.1%	88.2%
Functioning	64.5%	55.6%	69.2%	68.2%	62.3%	66.2%
General Satisfaction	75.8%	80.8%	83.9%	79.4%	78.0%	75.8%
Outcomes	62.5%	59.3%	71.4%	66.7%	62.3%	64.6%
Social Connectedness	67.7%	81.5%	83.9%	80.6%	87.3%	78.8%
Total Respondents	33	27	96	68	59	73



“The resources out here are very limited and that makes mental health very challenging. Unfortunately our children are the ones who suffer because we just don’t have options here.”
-Caregiver

Statistically significant differences were observed between regions for three domains.

Access

Region 4 higher than Region 5

Cultural Sensitivity

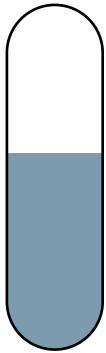
Region 4 higher than Region 6

Social Connectedness

Region 5 higher than Region 1

“Having this service at the local school is amazing. Living in a small community and working a full time job this makes getting the help my child needs accessible.” -Caregiver

Awareness of Peer Provided Services

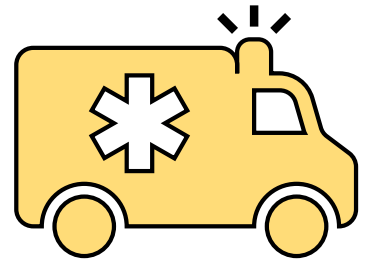


- ◆ 43.4% of youth caregivers reported being either *unaware* (25.4%) or *unsure if they were aware* (18.0%) of peer-provided services.
- ◆ 56.6% of youth caregivers reported being *aware* of peer-provided services.

“They weren’t a fit for us, but that doesn’t mean it wouldn’t be a fit for other people. It would be good to see more peer work and group therapy sessions..” -Caregiver

88.9% of youth caregivers reported that it was important to have a *Crisis Response Team* meet them in their home or community versus physically going to a Behavioral Health Crisis or Urgent Care setting.

Crisis Response



988 Awareness

55.3%



of youth caregivers reported they were aware of the 988 Suicide & Crisis Lifeline .

Methods of Learning About 988*

Social Media	23.6%
Radio/TV	20.1%
Word of Mouth	47.7%
In Print	17.1%
BH/Med. Provider	8.5%
School/Work	9.0%
Other	16.1%

“My family has been part of this program for almost a year now, and it has been most beneficial. My son is a changed person and I completely attribute that to their help. Thank you so much.” -Caregiver

68.4% of youth caregivers reported that they were likely or very likely to call 988 rather than 911 if they or a loved one were experiencing a mental health or substance use emergency.

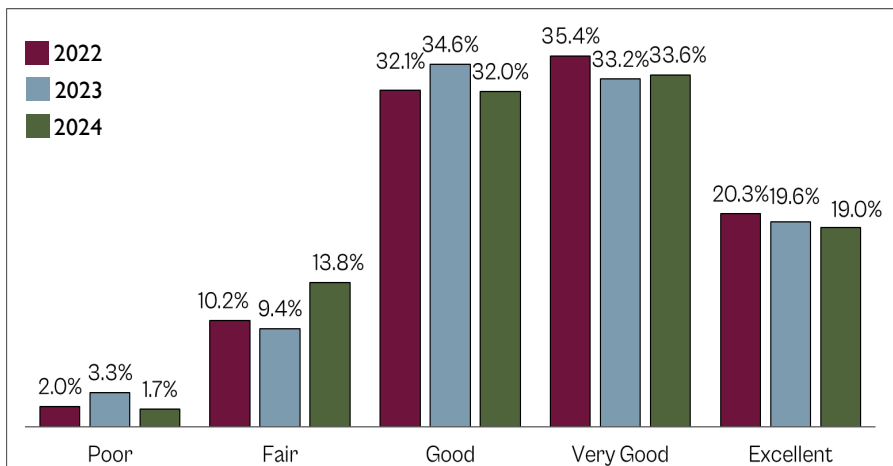
Likelihood of Calling 988



* Values sum to more than 100% due to respondents being able to make more than one selection

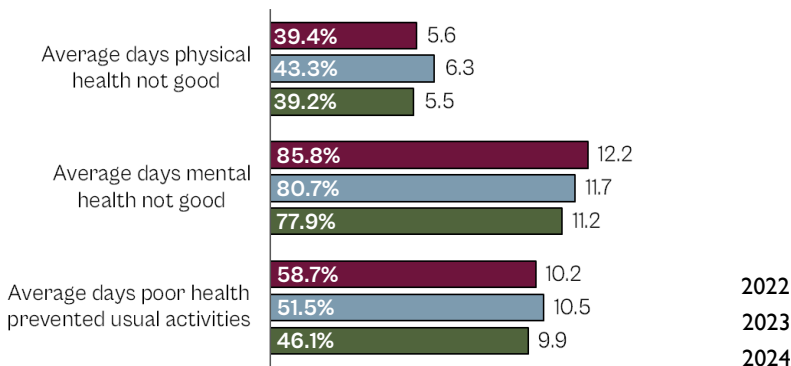
Self Rated Health

For FY 2024, several levels of self-rated health had year on year declines, while there was a sizeable increase in the percent of youth caregivers reporting that their child had fair health. Overall, a majority (52.6%) of youth caregivers reported that their child had very good or excellent health.



Unhealthy Days

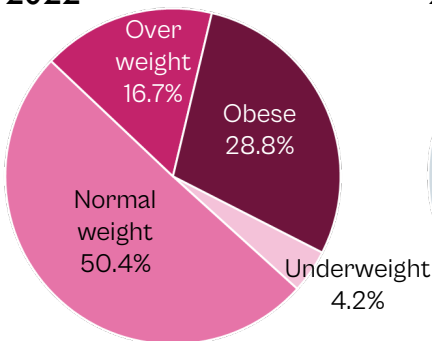
Among Respondents Reporting at Least One Unhealthy Day



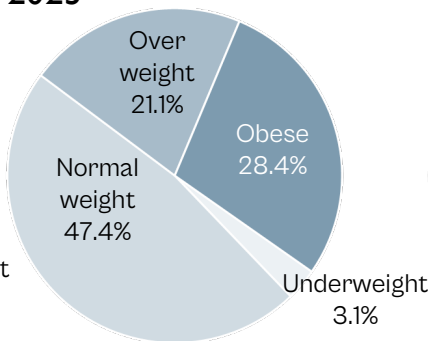
The percent of caregivers reporting that their child had any physical or mental unhealthy days decreased from FY23 to FY24. The percent of caregivers reporting their child had at least one day with their usual activities disrupted due to poor health decreased as well.

Obesity+

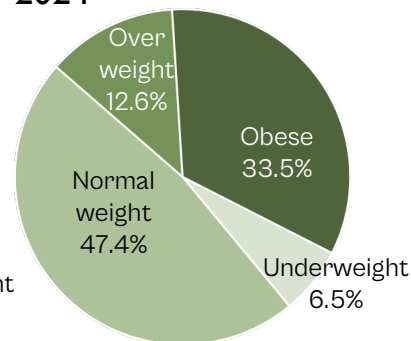
2022



2023



2024



+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

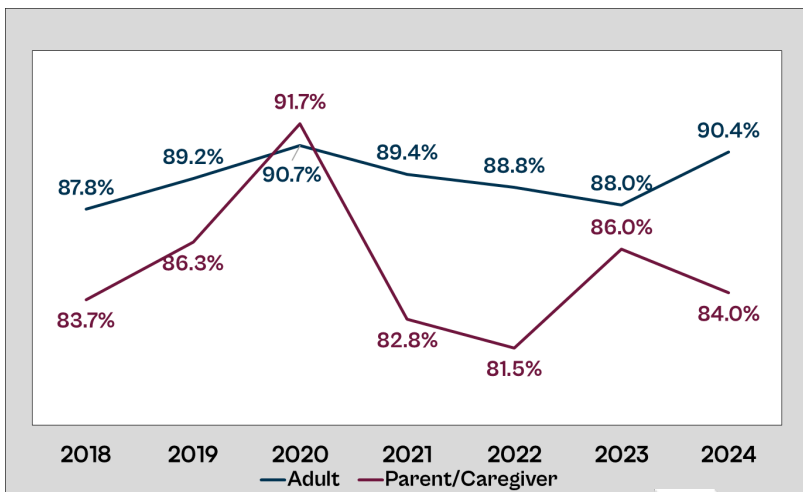
I like the services I received here.

FY24: 90.4%

Youths

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

FY24: 84.0%



Quality of Life

Adults

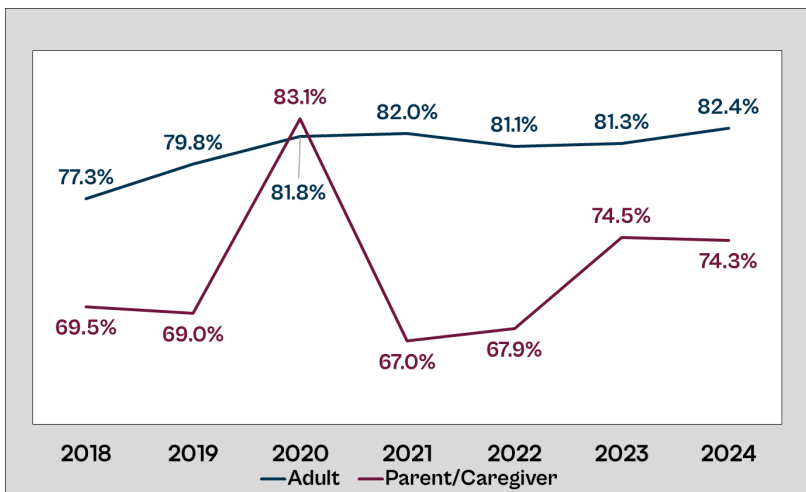
The services I received have improved my quality of life.

FY24: 82.4%

Youths

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

FY24: 74.3%



Ability to Cope

Adults

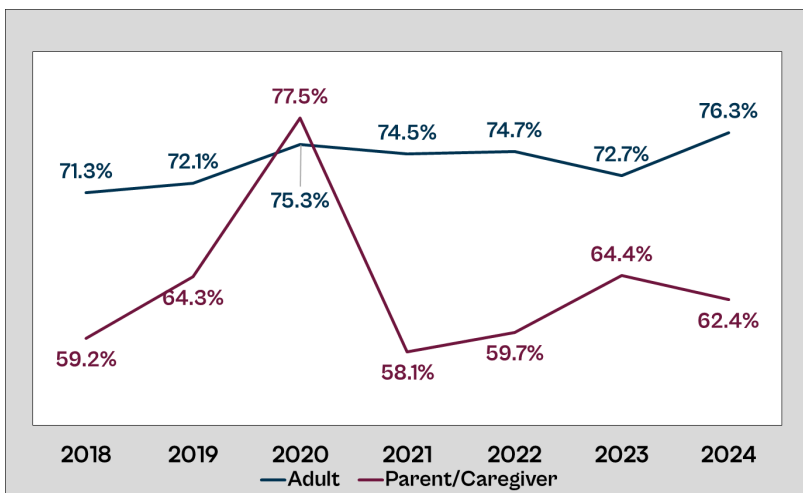
I am better able to handle things when they go wrong.

FY24: 76.3%

Youths

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

FY24: 62.4%





APPENDIX

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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 (i.e. scores that, when rounded, represent "Agree" or "Strongly Agree" responses) were counted.
4. For each scale, the count from Step 3 was divided by the count of records remaining after exclusion as noted in Step 1 to obtain a percentage of positive responses.

For example, when reviewing 2024 data, results indicated that of the 1,264 eligible Adult Surveys, 29 surveys were missing responses or marked "not applicable" for more than one-third of the items in the Access domain. Those 29 surveys were excluded from the calculation, leaving 1,235 surveys to be included in the calculation. Average domain scores were calculated for each of these 1,235 surveys. Of those surveys, 1,047 had average scores of 2.49 or lower (agree/strongly agree); 138 had average scores between 2.50 and 3.49 (neutral); and 50 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 1,047 positive responses divided by 1,235 surveys with completed access items, or 84.8%.



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

Appendix B: Adult Survey Results

FY 2024 Adult Consumer Survey Summary of Results (n=1,264)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other*	%Agree/ Strongly Agree
I like the services I received here.	684	449	64	27	30	10	90.4%
If I had other choices, I would still get services from this agency.	579	425	122	80	40	18	80.6%
I would recommend this agency to a friend or family member.	663	434	81	37	38	11	87.5%
The location of services was convenient (parking, public transportation, distance, etc.).	545	491	114	49	22	43	84.8%
The staff was willing to see me as often as I felt was necessary.	614	465	84	51	27	23	86.9%
The staff returned my calls within 24 hours.	516	450	105	58	25	110	83.7%
Services were available at times that were good for me.	593	508	82	39	16	26	88.9%
I was able to get all the services I thought I needed.	553	482	88	66	55	20	83.2%
I was able to see a psychiatrist when I wanted to.	401	399	110	67	37	250	78.9%
The staff here believe that I can grow, change and recover.	613	460	113	15	21	42	87.8%
I felt comfortable asking questions about my treatment and medication.	578	458	78	25	24	101	89.1%
I felt free to complain.	484	499	125	52	41	63	81.8%
I was given information about my rights.	564	525	74	30	24	47	89.5%
The staff encouraged me to take responsibility for how I live my life.	552	497	93	22	26	74	88.2%
The staff told me what side effects to watch out for.	370	428	135	67	28	236	77.6%
The staff respected my wishes about who is and who is not to be given information about my treatment.	617	457	72	23	16	79	90.6%
I, not staff, decided my treatment goals.	485	513	115	48	28	75	83.9%
The staff was sensitive to my cultural background (race, religion, language, etc.).	500	468	99	19	16	162	87.8%
The staff helped me obtain the information that I needed so that I could take charge of managing my illness.	534	471	98	32	34	95	86.0%
I was encouraged to use consumer-run programs like support groups, drop-in centers, crisis phone lines, etc.	381	480	138	65	29	171	78.8%
The staff treated me with respect and dignity.	695	443	47	22	24	33	92.4%
My treatment (or service) goals were based on my strengths and needs.	532	536	73	32	22	69	89.4%
The program was sensitive to any experienced or witnessed trauma in my life.	525	473	93	35	27	111	86.6%
I felt safe talking with staff about my experiences with trauma or abuse.	566	430	99	37	25	107	86.1%

* 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.	425	543	141	60	34	61	80.5%
I am better able to control my life.	421	538	167	53	30	55	79.3%
I am better able to deal with crisis.	378	541	179	61	33	72	77.1%
I am getting along better with my family.	382	460	201	59	29	133	74.4%
I do better in social situations.	302	491	246	83	47	95	67.8%
I do better in school and/or work.	278	397	160	74	33	322	71.7%
My housing situation has improved.	331	397	188	72	46	230	70.4%
My financial situation has improved.	251	362	264	128	69	190	57.1%
My legal situation has improved.	213	289	200	46	30	486	64.5%
My symptoms are not bothering me as much.	296	487	194	121	69	97	67.1%
I do things that are more meaningful to me.	359	569	155	72	31	78	78.2%
I am better able to take care of my needs.	375	598	135	63	32	61	80.9%
I am better able to handle things when they go wrong.	329	583	183	63	38	68	76.3%
I am better able to do things that I want to do.	326	576	179	80	33	70	75.5%
The services I received have improved my quality of life.	471	519	118	55	38	63	82.4%

* 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.	199	394	262	182	59	168	54.1%
I am an active member of my community.	183	330	316	231	69	135	45.4%
I am happy with the friendships I have.	349	554	150	74	39	98	77.4%
I have people with whom I can do enjoyable things.	362	539	152	96	33	82	76.2%
I feel I belong in my community.	251	428	294	136	55	100	58.3%
In a crisis, I would have the support I need from family or friends.	438	500	134	72	36	84	79.5%
I am satisfied with the community I am currently living in.	296	516	226	88	49	89	69.1%
I am satisfied with my current housing situation.	350	516	162	102	44	90	73.8%

* Not included in Agree/Strongly Agree calculation

Appendix B: Adult Survey Results

FY 2024 Adult Consumer Survey Percent Positive by Region

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
Number of Respondents	68	73	276	289	282	276
I like the services I received here.	92.5%	90.4%	91.3%	93.7%	88.9%	86.8%
If I had other choices, I would still get services from this agency.	84.9%	83.6%	84.2%	85.0%	78.6%	72.4%
I would recommend this agency to a friend or family member.	85.1%	89.0%	88.2%	91.0%	84.6%	86.5%
The location of services was convenient (parking, public transportation, distance, etc.).	85.1%	84.5%	85.8%	90.2%	80.3%	82.8%
The staff was willing to see me as often as I felt was necessary.	89.7%	88.9%	86.3%	91.7%	83.6%	84.7%
The staff returned my calls within 24 hours.	81.5%	87.7%	82.8%	89.1%	81.5%	80.5%
Services were available at times that were good for me.	91.2%	88.7%	89.6%	92.0%	86.8%	86.6%
I was able to get all the services I thought I needed.	80.6%	90.1%	85.4%	85.3%	80.2%	80.7%
I was able to see a psychiatrist when I wanted to.	75.5%	78.7%	77.6%	84.5%	74.0%	80.0%
The staff here believe that I can grow, change and recover.	86.6%	85.9%	85.5%	90.9%	88.1%	87.3%
I felt comfortable asking questions about my treatment and medication.	87.1%	86.8%	91.2%	92.0%	85.8%	88.2%
I felt free to complain.	85.7%	80.3%	81.8%	83.7%	83.6%	77.6%
I was given information about my rights.	91.0%	88.6%	88.5%	92.3%	89.0%	87.8%
The staff encouraged me to take responsibility for how I live my life.	86.4%	82.9%	87.1%	93.1%	88.3%	85.6%
The staff told me what side effects to watch out for.	86.0%	80.3%	77.3%	77.2%	71.4%	82.3%
The staff respected my wishes about who is and who is not to be given information about my treatment.	89.1%	91.4%	91.5%	93.2%	88.0%	89.8%
I, not staff, decided my treatment goals.	77.8%	80.0%	82.9%	87.1%	85.7%	82.4%
The staff was sensitive to my cultural background (race, religion, language, etc.).	83.6%	82.8%	88.3%	92.0%	87.1%	85.9%
The staff helped me obtain the information that I needed so that I could take charge of managing my illness.	88.7%	91.2%	85.3%	89.3%	85.9%	81.3%
I was encouraged to use consumer-run programs like support groups, drop-in centers, crisis phone lines, etc.	82.8%	80.3%	80.2%	83.3%	73.1%	76.6%
The staff treated me with respect and dignity.	86.4%	93.0%	94.8%	93.0%	90.8%	92.5%
My treatment (or service) goals were based on my strengths and needs.	88.9%	88.6%	91.6%	92.2%	88.2%	85.6%
The program was sensitive to any experienced or witnessed trauma in my life.	88.5%	86.8%	88.0%	86.9%	86.0%	84.9%
I felt safe talking with staff about my experiences with trauma or abuse.	84.1%	89.6%	88.4%	88.4%	81.8%	85.4%

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.	72.3%	81.2%	81.1%	83.3%	81.0%	78.0%
I am better able to control my life.	74.6%	77.1%	80.2%	83.3%	79.7%	75.6%
I am better able to deal with crisis.	75.8%	82.9%	70.5%	83.0%	77.0%	76.3%
I am getting along better with my family.	65.0%	77.8%	73.3%	81.1%	67.8%	76.6%
I do better in social situations.	68.3%	76.1%	63.1%	71.1%	65.6%	69.0%
I do better in school and/or work.	70.0%	81.7%	70.7%	74.8%	68.0%	70.3%
My housing situation has improved.	68.5%	72.4%	63.7%	77.7%	72.4%	67.0%
My financial situation has improved.	50.0%	66.1%	53.6%	63.6%	56.7%	53.1%
My legal situation has improved.	67.7%	68.5%	60.8%	72.4%	60.6%	61.9%
My symptoms are not bothering me as much.	61.9%	68.2%	65.5%	73.6%	64.3%	65.5%
I do things that are more meaningful to me.	78.8%	77.9%	73.4%	84.2%	76.2%	78.7%
I am better able to take care of my needs.	77.3%	82.6%	79.5%	85.5%	79.3%	79.5%
I am better able to handle things when they go wrong.	75.4%	74.6%	69.4%	80.8%	78.4%	76.7%
I am better able to do things that I want to do.	75.4%	71.0%	71.2%	82.4%	74.2%	75.1%
The services I received have improved my quality of life.	78.1%	84.1%	84.0%	86.1%	79.7%	80.2%

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.	53.2%	63.3%	53.4%	61.0%	47.9%	51.1%
I am an active member of my community.	49.2%	43.6%	41.0%	47.9%	45.0%	47.1%
I am happy with the friendships I have.	78.5%	82.1%	73.2%	84.1%	76.1%	74.4%
I have people with whom I can do enjoyable things.	73.9%	82.6%	73.7%	80.4%	72.7%	76.8%
I feel I belong in my community.	56.3%	59.4%	54.1%	64.6%	56.8%	57.7%
In a crisis, I would have the support I need from family or friends.	72.6%	81.2%	75.5%	84.0%	78.1%	81.4%
I am satisfied with the community I am currently living in.	63.5%	66.7%	62.9%	77.1%	67.7%	70.3%
I am satisfied with my current housing situation.	78.1%	75.0%	69.1%	80.0%	74.2%	69.8%

Appendix B: Adult Survey Results

FY 2024 Adult Consumer Survey 2023 & 2024 Means with Confidence Intervals (CI)

1=Strongly Agree; 5=Strongly Disagree*	2023 (n=968)			2024 (n=1,264)		
	Mean	SD	95% CI	Mean	SD	95% CI
I like the services I received here.	1.66	0.92	1.61-1.72	1.62	0.87	1.57-1.67
If I had other choices, I would still get services from this agency.	1.87	1.09	1.80-1.94	1.86	1.04	1.80-1.92
I would recommend this agency to a friend or family member.	1.72	1.00	1.66-1.79	1.69	0.94	1.63-1.74
The location of services was convenient (parking, public transportation, distance, etc.).	1.76	0.87	1.70-1.81	1.78	0.90	1.73-1.83
The staff was willing to see me as often as I felt was necessary.	1.81	1.00	1.75-1.88	1.72	0.92	1.67-1.77
The staff returned my calls within 24 hours.	1.89	1.03	1.83-1.96	1.81	0.95	1.75-1.86
Services were available at times that were good for me.	1.72	0.89	1.67-1.78	1.69	0.83	1.64-1.74
I was able to get all the services I thought I needed.	1.89	1.05	1.82-1.96	1.86	1.05	1.81-1.92
I was able to see a psychiatrist when I wanted to.	2.06	1.14	1.98-2.14	1.95	1.05	1.89-2.02
The staff here believe that I can grow, change and recover.	1.69	0.88	1.63-1.74	1.67	0.83	1.62-1.71
I felt comfortable asking questions about my treatment and medication.	1.71	0.90	1.65-1.77	1.67	0.85	1.63-1.72
I felt free to complain.	1.90	1.00	1.84-1.97	1.89	0.99	1.83-1.95
I was given information about my rights.	1.74	0.89	1.68-1.79	1.71	0.85	1.66-1.75
The staff encouraged me to take responsibility for how I live my life.	1.76	0.89	1.70-1.82	1.72	0.86	1.67-1.77
The staff told me what side effects to watch out for.	2.01	1.06	1.94-2.09	1.98	1.00	1.92-2.04
The staff respected my wishes about who is and who is not to be given information about my treatment.	1.63	0.82	1.58-1.69	1.62	0.80	1.57-1.66
I, not staff, decided my treatment goals.	1.93	0.98	1.87-2.00	1.84	0.92	1.79-1.89
The staff was sensitive to my cultural background (race, religion, language, etc.).	1.76	0.87	1.70-1.82	1.71	0.81	1.67-1.76
The staff helped me obtain the information that I needed so that I could take charge of managing my illness.	1.84	0.97	1.78-1.90	1.77	0.93	1.72-1.82
I was encouraged to use consumer-run programs like support groups, drop-in centers, crisis phone lines, etc.	2.00	1.04	1.93-2.07	1.98	0.98	1.92-2.03
The staff treated me with respect and dignity.	1.59	0.87	1.53-1.64	1.57	0.81	1.52-1.61
My treatment (or service) goals were based on my strengths and needs.	1.73	0.86	1.68-1.79	1.72	0.84	1.68-1.77
The program was sensitive to any experienced or witnessed trauma in my life.	1.80	0.96	1.74-1.87	1.76	0.90	1.70-1.81
I felt safe talking with staff about my experiences with trauma or abuse.	1.80	0.99	1.73-1.86	1.73	0.91	1.67-1.78

* Lower means represent more positive responses

Appendix B: Adult Survey Results

As a result of the services received:


1=Strongly Agree; 5=Strongly Disagree*	2023 (n=968)			2024 (n=1,264)		
	Mean	SD	95% CI	Mean	SD	95% CI
I deal more effectively with daily problems.	2.02	0.99	1.96-2.08	1.95	0.96	1.89-2.00
I am better able to control my life.	2.00	0.97	1.93-2.06	1.95	0.94	1.90-2.01
I am better able to deal with crisis.	2.04	1.00	1.97-2.10	2.02	0.96	1.96-2.07
I am getting along better with my family.	2.16	1.05	2.09-2.23	2.02	0.98	1.96-2.08
I do better in social situations.	2.27	1.06	2.20-2.33	2.21	1.03	2.16-2.27
I do better in school and/or work.	2.14	1.05	2.06-2.21	2.14	1.04	2.07-2.20
My housing situation has improved.	2.30	1.11	2.22-2.38	2.13	1.08	2.07-2.20
My financial situation has improved.	2.51	1.17	2.43-2.59	2.44	1.16	2.37-2.51
My legal situation has improved.	2.31	1.10	2.22-2.40	2.22	1.03	2.14-2.29
My symptoms are not bothering me as much.	2.33	1.14	2.25-2.40	2.30	1.13	2.23-2.36
I do things that are more meaningful to me.	2.09	0.98	2.03-2.16	2.03	0.95	1.97-2.08
I am better able to take care of my needs.	2.03	0.96	1.96-2.09	1.99	0.93	1.93-2.04
I am better able to handle things when they go wrong.	2.16	1.01	2.10-2.23	2.08	0.96	2.02-2.13
I am better able to do things that I want to do.	2.18	1.03	2.12-2.25	2.09	0.97	2.04-2.15
The services I received have improved my quality of life.	1.93	0.99	1.87-1.99	1.89	0.97	1.84-1.95

* Lower means represent more positive responses

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

1=Strongly Agree; 5=Strongly Disagree*	2023 (n=968)			2024 (n=1,264)		
	Mean	SD	95% CI	Mean	SD	95% CI
I have friends in my neighborhood.	2.65	1.13	2.57-2.71	2.55	1.13	2.48-2.62
I am an active member of my community.	2.74	1.17	2.66-2.82	2.71	1.14	2.64-2.78
I am happy with the friendships I have.	2.18	1.03	2.12-2.25	2.06	0.99	2.00-2.11
I have people with whom I can do enjoyable things.	2.20	1.07	2.13-2.27	2.07	1.00	2.01-2.13
I feel I belong in my community.	2.49	1.13	2.42-2.57	2.41	1.09	2.35-2.48
In a crisis, I would have the support I need from family or friends.	2.10	1.06	2.03-2.17	1.96	1.00	1.90-2.01
I am satisfied with the community I am currently living in.	2.28	1.07	2.21-2.35	2.22	1.04	2.16-2.27
I am satisfied with my current housing situation.	2.24	1.13	2.16-2.31	2.13	1.05	2.07-2.19

* Lower means represent more positive responses



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

Appendix C: Youth Survey Results

FY 2024 Youth Consumer Survey Summary of Results (n=379)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other*	%Agree/ Strongly Agree
Overall, I am satisfied with the services my child received.	178	138	35	13	12	3	84.0%
I helped to choose my child's services.	156	147	30	23	8	15	83.2%
I helped to choose my child's treatment goals.	164	151	26	19	9	10	85.4%
The people helping my child stuck with us no matter what.	182	127	33	13	14	10	83.7%
I felt my child had someone to talk to when he/she was troubled.	160	128	36	18	17	20	80.2%
I participated in my child's treatment.	190	142	23	10	5	9	89.7%
The services my child and/or family received were right for us.	154	152	32	18	17	6	82.0%
The location of services was convenient for us.	186	134	32	12	5	10	86.7%
Services were available at times that were convenient for us.	174	149	24	12	10	10	87.5%
My family got the help we wanted for my child.	147	136	39	22	23	12	77.1%
My family got as much help as we needed for my child.	133	136	40	31	30	9	72.7%
The staff treated me with respect and dignity.	206	135	17	4	7	10	92.4%
The staff respected my family's religious/spiritual beliefs.	173	124	25	2	3	52	90.8%
The staff spoke with me in a way that I understood.	202	148	13	2	4	10	94.9%
The staff was sensitive to my cultural/ethnic background.	161	122	27	3	2	64	89.8%

* 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.	96	146	59	32	21	25	68.4%
My child gets along better with family members.	84	162	61	29	16	27	69.9%
My child gets along better with friends and other people.	74	166	72	26	11	30	68.8%
My child is doing better in school and/or work.	93	129	78	36	14	29	63.4%
My child is better able to cope when things go wrong.	70	152	71	46	17	23	62.4%
I am satisfied with our family life right now.	82	168	67	33	10	19	69.4%
My child is better able to do the things he/she wants to do.	79	167	78	25	7	23	69.1%
The services my child received have improved his/her quality of life.	97	169	56	24	12	21	74.3%

* 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 know people who will listen and understand me when I need to talk.	123	172	39	19	7	19	81.9%
I have people that I am comfortable talking with about my child's problems.	131	169	35	15	7	22	84.0%
In a crisis, I have the support I need from family or friends.	125	165	37	23	9	20	80.8%
I have people with whom I can do enjoyable things.	111	197	39	10	4	18	85.3%

* Not included in Agree/Strongly Agree calculation

Appendix C: Youth Survey Results

FY 2024 Youth Consumer Survey Percent Positive by Region

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
Number of Respondents	33	27	96	68	59	73
Overall, I am satisfied with the services my child received.	81.8%	85.2%	89.5%	85.3%	83.1%	81.7%
I helped to choose my child's services.	80.6%	92.6%	83.9%	84.8%	88.1%	77.3%
I helped to choose my child's treatment goals.	81.8%	85.2%	83.9%	89.6%	83.1%	88.2%
The people helping my child stuck with us no matter what.	69.7%	85.2%	91.3%	85.1%	86.4%	76.5%
I felt my child had someone to talk to when he/she was troubled.	74.2%	88.0%	87.0%	79.4%	77.2%	80.0%
I participated in my child's treatment.	90.9%	85.2%	88.2%	89.2%	94.9%	91.4%
The services my child and/or family received were right for us.	75.8%	81.5%	88.2%	86.8%	83.1%	74.3%
The location of services was convenient for us.	78.8%	88.9%	90.3%	95.5%	83.1%	84.1%
Services were available at times that were convenient for us.	84.8%	88.9%	88.2%	89.7%	86.2%	89.7%
My family got the help we wanted for my child.	72.7%	69.2%	82.8%	83.3%	74.1%	75.0%
My family got as much help as we needed for my child.	69.7%	65.4%	77.4%	76.5%	74.1%	66.7%
The staff treated me with respect and dignity.	90.9%	92.6%	95.7%	95.5%	89.7%	91.3%
The staff respected my family's religious/spiritual beliefs.	84.6%	95.8%	90.6%	96.6%	92.6%	86.7%
The staff spoke with me in a way that I understood.	100.0%	88.9%	93.5%	97.0%	94.8%	95.7%
The staff was sensitive to my cultural/ethnic background.	80.8%	87.5%	92.6%	94.6%	91.8%	85.2%

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.	67.7%	53.8%	75.8%	72.7%	66.0%	63.6%
My child gets along better with family members.	71.0%	66.7%	71.4%	72.3%	73.1%	65.6%
My child gets along better with friends and other people.	74.2%	63.0%	73.6%	69.2%	64.7%	66.7%
My child is doing better in school and/or work.	50.0%	60.0%	66.3%	72.7%	60.4%	61.9%
My child is better able to cope when things go wrong.	65.6%	55.6%	69.2%	62.1%	57.4%	64.1%
I am satisfied with our family life right now.	68.8%	57.7%	72.0%	76.5%	66.7%	66.2%
My child is better able to do the things he/she wants to do.	71.0%	55.6%	71.7%	75.8%	60.4%	72.3%
The services my child received have improved his/her quality of life.	63.6%	70.4%	83.7%	74.2%	74.1%	70.8%

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.	70.0%	85.2%	86.0%	79.1%	87.3%	80.3%
I have people that I am comfortable talking with about my child's problems.	77.4%	85.2%	84.6%	86.2%	87.3%	83.3%
In a crisis, I have the support I need from family or friends.	77.4%	81.5%	82.8%	83.3%	87.0%	76.1%
I have people with whom I can do enjoyable things.	80.6%	81.5%	84.9%	89.6%	89.1%	86.4%

Appendix C: Youth Survey Results

FY 2024 Youth Consumer Survey 2023 & 2024 Means with Confidence Intervals (CI)

1 = Strongly Agree; 5 = Strongly Disagree*	2023 (n=223)			2024 (n=379)		
	Mean	SD	95% CI	Mean	SD	95% CI
Overall, I am satisfied with the services my child received.	1.75	0.95	1.63-1.88	1.78	0.97	1.69-1.88
I helped to choose my child's services.	1.85	0.95	1.72-1.98	1.85	0.97	1.75-1.95
I helped to choose my child's treatment goals.	1.80	0.89	1.68-1.92	1.80	0.95	1.71-1.90
The people helping my child stuck with us no matter what.	1.72	0.95	1.59-1.85	1.78	1.01	1.68-1.88
I felt my child had someone to talk to when he/she was troubled.	1.93	1.07	1.78-2.07	1.90	1.08	1.79-2.01
I participated in my child's treatment.	1.70	0.79	1.59-1.81	1.64	0.82	1.56-1.73
The services my child and/or family received were right for us.	1.90	0.97	1.77-2.3	1.91	1.05	1.80-2.01
The location of services was convenient for us.	1.75	0.95	1.62-1.88	1.69	0.86	1.60-1.78
Services were available at times that were convenient for us.	1.75	1.75	1.63-1.88	1.74	0.92	1.65-1.83
My family got the help we wanted for my child.	1.95	1.95	1.81-2.09	2.01	1.15	1.90-2.13
My family got as much help as we needed for my child.	2.08	2.08	1.93-2.24	2.16	1.23	2.03-2.28
The staff treated me with respect and dignity.	1.53	1.53	1.43-1.63	1.57	0.80	1.49-1.65
The staff respected my family's religious/spiritual beliefs.	1.63	1.63	1.52-1.74	1.59	0.74	1.51-1.67
The staff spoke with me in a way that I understood.	1.59	1.59	1.50-1.69	1.53	0.70	1.46-1.60
The staff was sensitive to my cultural/ethnic background.	1.66	1.66	1.55-1.77	1.61	0.74	1.53-1.69

* 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*	2023 (n=223)			2024 (n=379)		
	Mean	SD	95% CI	Mean	SD	95% CI
My child is better at handling daily life.	2.21	1.12	2.05-2.36	2.25	1.13	2.14-2.37
My child gets along better with family members.	2.16	1.07	2.02-2.31	2.24	1.05	2.13-2.35
My child gets along better with friends and other people.	2.19	1.06	2.05-2.34	2.24	0.97	2.14-2.34
My child is doing better in school and/or work.	2.28	1.10	2.13-2.43	2.28	1.09	2.17-2.40
My child is better able to cope when things go wrong.	2.33	1.10	2.18-2.48	2.40	1.09	2.29-2.52
I am satisfied with our family life right now.	2.09	0.98	1.96-2.23	2.23	0.99	2.12-2.33
My child is better able to do the things he/she wants to do.	2.14	0.97	2.01-2.28	2.20	0.93	2.10-2.29
The services my child received have improved his/her quality of life.	2.06	0.98	1.92-2.20	2.12	0.99	2.02-2.22

* Lower means represent more positive responses

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

1 = Strongly Agree; 5 = Strongly Disagree*	2023 (n=223)			2024 (n=379)		
	Mean	SD	95% CI	Mean	SD	95% CI
I know people who will listen and understand me when I need to talk.	1.90	0.83	1.78-2.01	1.93	0.91	1.84-2.02
I have people that I am comfortable talking with about my child's problems.	2.00	0.91	1.88-2.13	1.87	0.89	1.78-1.97
In a crisis, I have the support I need from family or friends.	1.95	0.90	1.83-2.08	1.96	0.97	1.86-2.06
I have people with whom I can do enjoyable things.	2.00	0.86	1.88-2.12	1.89	0.78	1.81-1.97

* Lower means represent more positive responses

Nebraska's Division of Behavioral Health



DBH Consumer Survey Report FY 2024

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