

2019 BEHAVIORAL HEALTH CONSUMER SURVEY

Executive Summary

During the first, second and third quarters of 2019, the Department of Health and Human Services' Division of Behavioral Health (DBH) conducted the annual Behavioral Health Consumer Survey. This survey solicited input from adult and youth consumers (via caregivers) receiving mental health and/or substance use disorder services from the DBH-funded, community-based behavioral health system in Nebraska. The Consumer Survey assessed the quality and impact of the services provided by measuring responses in seven domains: access, quality and appropriateness, outcomes, participation in treatment planning, general satisfaction, functioning and social connectedness.

DBH contracted with the Bureau of Sociological Research (BOSR) at the University of Nebraska-Lincoln. The survey was conducted through mail, web and telephone modes. BOSR fielded the web survey and telephone interviews, in addition to entering returned mail responses into the survey database. All data analysis was performed by the DBH data team. A total of 1,636 adults (30% response rate) and 438 youth caregivers (34% response rate) completed the survey.

Results were analyzed across the seven domains from a statewide perspective, and compared outcomes to previous iterations of the Consumer Survey dating back to 2014. Domains were also analyzed and broken down by Behavioral Health Region, consumer race/ethnicity, gender, age, service type, and length of stay. The physical health status of consumers was also examined.

Highlights from the 2019 Consumer Survey

Response rate: Consistent in 2019

In 2019, the response rate for the Adult Survey remained stable at 30%. Compared to 2018, 48 more adult consumers completed the survey. This slightly larger number of completed surveys helped improve data quality and reliability, adding confidence to the insights revealed through the 2019 data analysis. The response rate for the Youth Survey remained fairly stable at 34% in 2019. Compared to 2018, 173 fewer caregivers of youth consumers completed the survey in 2019.

Primary Findings

On the 2019 Adult Survey, several improvements in overall consumer satisfaction were reported across the state. Additionally, responses across the specific items and the survey domains primarily increased or remained stable from 2018 to 2019. The consumer responses were generally more positive across all statements, and more specifically, across the seven domains in 2019. No significant differences in domain ratings were observed between the six Regional Behavioral Health Authorities (RBHA) of Nebraska.

Handling Things When They Go Wrong: Higher in 2019

On the Adult Survey, the statement, "I am better able to handle things when they go wrong," received slightly higher ratings in 2019 (72.1%) compared to how it was rated in 2018 (71.3%). The positive ratings for the whole population (72.1%) were also closer to the target for calendar year 2019 (73.0%). Male consumers reported slightly more positive responses (74.5%) as compared to female consumers (70.6%), although they both generally reported a high perception of their ability to handle things when they go wrong. Non-white and Hispanic

consumers reported a higher perception of their ability to handle things when they go wrong (80.3%) relative to white non-Hispanic consumers (66.2%). Additionally, consumers receiving substance use disorder services also reported a higher percent of positive responses (81.8%) than consumers receiving mental health services (70.5%). Finally, those who received services for one year or more reported only slightly lower agreement (71.6%) as compared to those who received services for less than one year (72.4%).

Additionally, caregivers of youth answered the statement, “My child is better able to cope when things go wrong.” The statement received much higher ratings in 2019 (64.3%) compared to how it was rated in 2018 (59.2%). The positive ratings for the whole population (64.3%) also exceeded the target for calendar year 2019 (62.0%).

Adult Survey Domain Results

Outcomes: Increase in 2019

In 2019, 73.8% of male consumers and 70.4% of female consumers gave positive responses in the **outcomes** domain, which showed slight increases from 2018 (70.5% of male consumers and 69.2% of female consumers). Across age ranges, there were increases in positive responses in the outcomes domain except for the age range 45-64 years (68.9% in 2019 compared to 69.4% in 2018).

Functioning: Increase in 2019

The **functioning** domain also showed a slight increase in positive response percentages, with 72.9% in 2019 compared to 69.6% in the 2018 survey results.

Quality and appropriateness (87.2%), **general satisfaction** (85.8%), and **access** (83.3%) received the highest positive responses in 2019, respectively. Notable differences were seen between respondents by service type. Consumers receiving substance use disorder services indicated significantly higher positive attitudes on three of seven domains; **outcomes, functioning and social connectedness**, in comparison to consumers receiving mental health services. For all domains, more positive responses were received from individuals who were in treatment for a year or more compared to those who were in treatment for less than a year. There were also significant differences between white non-Hispanic consumers and non-white or Hispanic consumers in regards to **outcomes, participation in treatment planning, functioning, and social connectedness**, with non-white or Hispanic consumers responding significantly more positively.

Top Responses for Adults

The table below lists the three survey statements which received the most positive responses in the **Adult Survey**.

Statement	Agreement
Staff treated me with respect and dignity.	92.3%
Staff respected my wishes about who is and who is not to be given information about my treatment.	92.3%
I was given information about my rights.	91.3%

On the Adult Survey, 45 out of the 47 statements showed positive change from 2018 to 2019 (of the remaining two statements, one statement showed no change and one statement showed minor negative change). The statements that received the largest increase in positive responses are shown in the table below. The two statements with the highest positive changes as noted below were related to housing situation, which is a treatment outcome priority for the Division of Behavioral Health.

Statement	2018 Agreement	2019 Agreement	Percent Difference
47. I am satisfied with my current housing situation.	66.9%	71.5%	+4.6%
31. My housing situation has improved.	61.4%	65.5%	+4.1%
6. Staff returned my calls in 24 hours.	81.7%	85.4%	+3.7%

30. I do better in school and/or work.	66.5%	69.4%	+2.9%
43. I have people with whom I can do enjoyable things.	72.9%	75.7%	+2.8%
15. Staff told me what side effects to watch out for.	76.9%	79.5%	+2.6%
24. I felt safe talking with staff about my experiences with trauma or abuse.	83.3%	85.8%	+2.5%
39. The services I received have improved my quality of life.	77.3%	79.8%	+2.5%
25. I deal more effectively with daily problems.	76.2%	78.6%	+2.4%
34. My symptoms are not bothering me as much.	64.4%	66.8%	+2.4%
17. I, not the staff, decided my treatment goals.	78.2%	80.5%	+2.3%

Additionally, there were also slight positive changes in agreement to several statements which are of high importance to the Division of Behavioral Health as shown in the table below.

Statement	2018 Agreement	2019 Agreement	Percent Difference
1. I like the services I received here.	87.8%	89.2%	+1.4%
3. I would recommend this agency to a friend or family member.	86.9%	88.0%	+1.1%
37. I am better able to handle things when they go wrong.	71.3%	72.1%	+0.8%

The Adult Survey also replicated physical health questions administered by the Behavioral Risk Factor Surveillance System (BRFSS). Results revealed that mental health consumers have a higher prevalence of **angina or coronary heart disease, stroke, diabetes, obesity and poor self-rated health** relative to substance use disorder consumers.


Top Responses for Youth

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

Statement	Agreement
Staff spoke with me in a way that I understood.	96.0%
Staff treated me with respect and dignity.	95.1%
Staff respected my family's religious/spiritual beliefs.	93.3%

On the Youth Survey, 23 out of the 27 statements showed positive change from 2018 to 2019 (of the remaining 4 statements, one statement showed no change and three statements showed minor negative change). The statements that showed the largest increase in positive responses are included in the table below.

Statement	2018 Agreement	2019 Agreement	Percent Difference
16. My child is better at handling daily life.	61.9%	67.4%	+5.5%
20. My child is better able to cope when things go wrong.	59.2%	64.3%	+5.1%
24. I know people who will listen and understand me when I need to talk.	80.0%	84.6%	+4.6%
9. Services were available at times that were convenient for us.	86.1%	90.1%	+4.0%
17. My child gets along better with family members.	65.4%	68.7%	+3.3%
25. I have people that I am comfortable talking with about my child's problems.	81.5%	84.7%	+3.2%
1. Overall I am satisfied with the services my child received.	83.7%	86.3%	+2.6%
26. In a crisis, I have the support I need from family or friends.	80.0%	82.5%	+2.5%
5. I felt my child had someone to talk to when he/she was troubled.	78.3%	80.7%	+2.4%
12. Staff treated me with respect and dignity.	92.9%	95.1%	+2.2%
14. Staff spoke with me in a way that I understood.	93.9%	96.0%	+2.1%



Additionally, there were also positive changes in agreement in the Youth Survey to several statements of particularly high importance. As seen in the table above, there was an increase in agreement with the statement “Overall I am satisfied with the services my child received”, increasing from 83.7% in 2018 to 86.3% in 2019. There was also an increase in agreement with the statement “My child is better able to cope when things go wrong”, increasing from 59.2% in 2018 to 64.3% in 2019.

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2019 Behavioral Health Consumer Survey

Introduction

The Department of Health and Human Services' (DHHS) Division of Behavioral Health (DBH) provides funding, oversight and technical assistance to the six Behavioral Health Regions across Nebraska. The Regions contract with local programs to provide public inpatient, outpatient, emergency, community mental health and substance use disorder services to people who are not covered or funded by private health insurance or Medicaid.

During the first, second and third quarters of 2019, the DBH conducted the annual Behavioral Health Consumer Survey. The purpose of the survey was to solicit input from persons receiving mental health and/or substance use disorder services from the DBH-funded, community-based behavioral health system in Nebraska on the quality and impact of services received. In addition to DBH-selected BRFSS questions, the following survey instruments were used:

- a) **Mental Health Statistics Improvement Program (MHSIP) Consumer Satisfaction Survey**
- b) **MHSIP Youth Services Survey (YSS)**
- c) **MHSIP Youth Services Survey for Families (YSS-F)**

[Note: These survey instruments have been designated by the Federal Center for Mental Health Services to meet the Federal Community Mental Health Services Block Grant, Uniform Reporting System requirements for Table 9: Social Connectedness and Improved Functioning, Table 11: Summary Profile of Client Evaluation of Care and Table 11a: Consumer Evaluation of Care by Consumer Characteristics.]

Methodology and Sample

DBH contracted with the Bureau of Sociological Research (BOSR) at the University of Nebraska-Lincoln. The survey was conducted through mail, web and telephone modes. BOSR fielded the telephone interviews and web surveys, and also entered returned mail responses into the survey database. All data analysis was performed by the DBH data team. A total of 1,636 adults (30% response rate) and 438 youth caregivers (34% response rate) completed the survey.

The sample for the survey included behavioral health consumers receiving services from the DBH community-based system in Nebraska between July and December of 2018, with a few exceptions. Adults who were incarcerated or homeless, and those who received their last service from the following list of services were excluded from the sampling frame.

Excluded Services:

- Assessment
- Assessment Addendum
- Children's Partial
- Civil Protective Custody (CPC)
- Emergency Protective Custody (EPC)
- Family and Group Therapy
- Intensive Residential Mental Health Treatment
- Residential Detoxification (Social Detox)

DBH first mailed a letter to consumers which included either a hard copy survey or a unique link to complete the survey on the web. Next, a reminder letter was sent to all respondents to complete the survey. A third letter was sent to survey non-respondents a few weeks later, either with a hard copy survey or a web link. The BOSR then attempted to contact survey non-respondents to have them complete the survey over the telephone.

Considering eligibility criteria, an estimated 12,180 adults received mental health and/or substance use disorder services between July and December, 2018. Of that population, 6,000 consumers were randomly selected for the 2019 survey sample. Due to the small number of consumers served in some regions, it was necessary to oversample those locations in order to ensure that reliable comparisons could be made. Of the original sample

of 6,000 consumers, 41 individuals (0.6%) were contacted and indicated that they did not receive services in the given timeframe. Incorrect addresses or other personal contact modes had also been provided for some consumers (n=506), preventing a successful contact. Overall, a total of 5,453 valid survey contacts were made, resulting in 1,636 completed surveys from adult consumers (30% response rate). Additionally, of those contacts, 668 respondents chose not to participate.

For the Youth Survey, contact was attempted with 1,340 caregivers of youth who have received services following the same eligibility definitions as the adult sample. Of that population, 2.0% (n=27) did not meet eligibility criteria indicating they did not receive services in the specified timeframe, and an additional 1.2% (n=16) were deemed ineligible because they were unreachable in any mode. Therefore, a total of 1,297 valid survey contacts were made, with 438 completing the survey (34% response rate). Table 1 shows a summary of sample sizes and response rates for the last six years. The response rate for the Adult Survey remained 30% in 2019 as compared to 2018. For the Youth Survey, the response rate remained fairly stable at 35% in 2018 and 34% in 2019.

TABLE 1: Survey Sample Size and Response Rates – 2014-2019

Adult Survey	2014	2015	2016	2017	2018	2019
a. How many surveys were attempted (sent out or calls initiated)?	5,917	5,955	5,942	5,953	6,000	6,000
b. How many survey contacts were made? (surveys to valid phone numbers or addresses)	4,107	4,934	5,348	5,249	5,324	5,453
c. How many surveys were completed? (survey forms returned or calls completed)	1,608	1,497	1,182	1,400	1,588	1,636
d. What was your response rate? (number of completed surveys divided by number of contacts)	39%	30%	22%	27%	30%	30%
Youth Survey	2014	2015	2016	2017	2018	2019
a. How many surveys were attempted (sent out or calls initiated)?	1,191	1,032	1,490	1,504	1,852	1,340
b. How many survey contacts were made? (surveys to valid phone numbers or addresses)	795	1,027	1,401	1,424	1,731	1,297
c. How many surveys were completed? (survey forms returned or calls completed)	403	340	454	494	611	438
d. What was your response rate? (number of completed surveys divided by number of contacts)	51%	33%	32%	35%	35%	34%

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

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

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

¹The Behavioral Risk Factor Surveillance System (BRFSS) is an ongoing telephone health survey of adults ages 18 and over which has collected information on health conditions, health risk behaviors, preventive health practices and health care access in the U.S. since 1984. The BRFSS is used in all 50 states, the District of Columbia, Puerto Rico, Guam and the Virgin Islands. Over 350,000 persons are interviewed by the BRFSS each year, making it the largest telephone survey in the world.

Survey Results – Adult Survey

Summary of Results

Of the 1,552 Adult Survey respondents who identified their gender, 860 identified as female (55.4%) and 692 identified as male (44.6%). The consumers ranged in age from 19 to 89, with an average age of 44.02 years. The majority of respondents (59.0%) identified as non-Hispanic white. A total of 669 (41.0%) respondents identified as non-white and/or Hispanic.

Generally speaking, consumers reported being satisfied with the services they received from community mental health and/or substance use disorder programs funded by DBH. In the area of **general satisfaction**, most adult consumers (85.8%) were satisfied with services (Table 2). Additionally, the majority (80.3%) of consumers were satisfied with their level of **participation in treatment planning**. Most consumers (71.6%) also responded positively to statements on the **outcomes** domain. Additionally, the majority of consumers (87.2%) responded positively to the statements related to the **quality and appropriateness** of services, and 83.3% thought that the services were **accessible**. The majority of consumers also felt that the services they received improved their level of **functioning** (72.9%) and their **social connectedness** (67.4%).

Males reported significantly more positive responses for nearly all domains. Though not significantly different, the male consumers reported a slightly lower positive response rate for **participation in treatment planning** compared to female consumers.

Consumers ranging between ages 45 and 64 years old reported significantly higher **general satisfaction** compared to consumers 25 to 44 years old. While consumers between 19 to 24 years old and 25 to 44 years old reported significantly higher **social connectedness** as compared to consumers 45 to 64 years old.

There were significant differences between the responses of white non-Hispanic consumers and non-white or Hispanic consumers in regards to **outcomes, participation in treatment planning, functioning, and social connectedness**, with non-white or Hispanic consumers responding significantly more positively in all four domains.

TABLE 2: Agreement Rates by Consumer Characteristics and Question Domains

	Access	Quality / Appropriate	Outcomes	Participant Tx Planning	General Satisfaction	Function	Social Connectedness
All Adult Consumers:	83.3%	87.2%	71.6%	80.3%	85.8%	72.9%	67.4%
Gender:							
Male, n=692	85.4%*	88.7%*	73.8%*	79.0%	87.3%*	75.4%*	68.9%*
Female, n=860	83.0%*	86.9%*	70.4%*	82.2%	85.7%*	71.3%*	66.5%*
Age:							
19-24 years, n=157	84.2%	88.4%	74.8%	83.7%	83.3%	79.7%	73.6%*
25-44 years, n=656	82.2%	87.7%	73.7%	82.3%	83.6%*	75.1%	71.5%*
45-64 years, n=720	85.0%	87.0%	68.9%	79.1%	88.7%*	69.7%	62.6%*
65+ years, n=103	76.5%	83.2%	72.1%	70.3%	83.0%	72.0%	65.9%
Race/Ethnicity:							
White, non-Hisp, n=962	82.7%	86.2%	66.9%*	77.0%*	86.2%	66.7%*	63.1%*
Non-white or Hisp, n=669	84.3%	88.6%	78.0%*	84.7%*	85.2%	81.7%*	73.5%*

Note: *Significant difference between groups reported

Mental Health versus Substance Use Disorder Services

Consumers receiving substance use disorder services reported significantly higher positive attitudes on **outcomes, functioning, and social connectedness** than did consumers receiving mental health services (Table 3). Though not statistically significant, consumers receiving mental health services reported slightly higher **general satisfaction**, and very similar attitudes to consumers receiving substance use disorder services on the remaining three domains.

Services Received

The vast majority of adult consumers received non-residential services (Table 3). Consumers who received inpatient services responded considerably less positively to statements about **outcomes and functioning** than consumers receiving other services. Those receiving non-residential services responded more positively to statements regarding **general satisfaction and access** relative to consumers receiving other services. Due to the fact that there were far fewer inpatient, emergency, and residential services survey participants, significance tests were unable to be run.

Length of Time Receiving Services

Consumers who had received services for at least one year or more responded significantly more positively on **access, general satisfaction and social connectedness** (Table 3).

TABLE 3: Agreement Rates by Services Received

	Access	Quality / Appropriate	Outcomes	Participant Tx Planning	General Satisfaction	Function	Social Connectedness
Type of Services Received:							
MH, n=1,408	83.1%	87.2%	70.3%*	80.1%	86.3%	71.4%*	65.1%*
SUD, n=228	84.8%	87.1%	79.2%*	81.2%	82.9%	82.1%*	81.4%*
Services Received†:							
Emergency, n=59	77.6%	84.2%	73.2%	77.8%	82.8%	75.4%	54.5%
Inpatient, n=31	80.0%	86.7%	58.6%	85.7%	74.2%	61.3%	51.6%
Non-Residential, n=1,525	83.7%	87.5%	71.8%	80.4%	86.5%	73.0%	68.2%
Residential, n=21	76.2%	76.2%	70.0%	70.0%	61.9%	80.0%	73.7%
Length of Time Receiving Services:							
Less Than One Year, n=1,075	82.1%*	86.9%	71.1%	80.1%	85.0%*	72.4%	66.6%*
One Year or More, n=561	85.6%*	87.8%	72.5%	80.5%	87.4%*	74.1%	69.0%*

Note: *Significant difference between groups reported

†Because of the small sample size, significance tests were unable to be run. Caution should be exercised in interpreting the results of the services received

Behavioral Health Regions

Comparisons of the six Behavioral Health Regions across the domains can be seen in Table 4. Although there were no statistically significant differences in ratings across regions, Region 4 had slightly higher responses on **access, participation in treatment planning, and general satisfaction** when compared to the other regions. Region 2 had slightly higher responses in **outcomes, functioning, and social connectedness**. Additionally, Region 1 had slightly higher responses on **quality and appropriateness** compared to the remaining five regions. The ratings across all regions were very positive overall with no large differences between regions.

TABLE 4: Agreement Rates by Region of Service Provider

Location	n	Access	Quality / Appropriate	Outcomes	Participant Tx Planning	General Satisfaction	Function	Social Connectedness
Region 1	101	84.4%	91.5%	67.0%	82.0%	86.0%	75.8%	61.5%
Region 2	228	81.1%	89.2%	75.0%	81.6%	87.0%	76.3%	71.1%
Region 3	370	81.3%	84.9%	70.6%	78.2%	82.9%	73.0%	66.4%
Region 4	297	88.1%	89.0%	72.7%	82.4%	87.5%	73.2%	67.4%
Region 5	348	85.3%	87.6%	71.7%	78.2%	86.3%	72.1%	68.5%
Region 6	292	80.0%	84.8%	70.2%	81.5%	86.2%	69.9%	66.7%

Scale Summaries – 2014-2019

Table 5 compares the responses from the 2014 to 2019 Adult Surveys for each of the seven MHSIP domains (scales). In looking at the 2019 results, the positive attitudes on the measured domains were consistent with the results in 2018.

TABLE 5: Agreement Rate by Scale – 2014-2019

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

Physical Health Status of Adult Behavioral Health Consumers

Responses to the health questions on the 2019 Consumer Survey were compared to responses from the 2018 BRFSS for the general adult population in Nebraska (Table 6).

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

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

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

The most common chronic health condition among behavioral health consumers is diabetes. More than one in six (18.5%) mental health service consumers reported a diagnosis of diabetes, significantly more than the general population (9.7%). The percent of diagnosed chronic health conditions for substance use disorder service consumers was lower than the rates for mental health service consumers for three of the four measured conditions. However, substance use disorder service consumers reported a slightly higher rate of heart attack or myocardial infarction.

When asked whether they smoke cigarettes, about a third (31.7%) of mental health service consumers indicated that they smoke every day, and 58.9% reported not smoking. More than half (58.7%) of substance use disorder service consumers reported smoking every day, and 29.4% reported not smoking at all. Both consumer groups show higher rates of smoking than the general population; only 11.3% of the general population reported smoking every day, while 84.0% reported that they do not smoke.

When asked to assess their general health, less than one-fourth (21.7%) of mental health service consumers rated their general health as excellent or very good, while 10.3% rated their general health as poor. In comparison, 32.7% of substance use disorder service consumers rated their general health as excellent or very good, and 6.5% rated their general health as poor. More than half (53.3%) of the general population rated their general health as excellent or very good, and only 3.3% rated their general health as poor.

Adult consumers were then asked three questions about the number of days in the previous 30 days that their physical or mental health was not good. Mental health service consumers reported an average of 9.3 days in the previous 30 days that their physical health was not good, compared to 5.4 days for substance use disorder service consumers. Consumers of mental health services indicate an average of 12.5 days in the previous 30 days that their mental health was not good, compared to 7.8 days for substance use disorder service consumers. Both substance use disorder and mental health service consumers report similar average days of binge drinking, 1.2 and 1.0 respectively.

Consumers were asked how many days during the past 30 days that poor physical or mental health kept them from doing their usual activities. Consumers of mental health services reported an average of 8.9 days in the previous 30 days that their poor health prevented usual activities, compared to 4.6 days for substance use disorder service consumers. Overall, consumers receiving mental health services reported more days when their physical health and mental health were not good, and more days when poor physical or mental health kept them from doing their usual activities, than those receiving substance use disorder services.

Consumers receiving mental health services were more likely than consumers receiving substance use disorder services to be obese (49.1% compared to 29.2%, respectively). Conversely, consumers receiving substance use

disorder services were more likely to be overweight (37.5%) compared to consumers of mental health services (28.2%).

TABLE 6: Differences on BRFSS Questions between Consumers Receiving Mental Health versus Substance Use Disorder Services and the General Adult Population in Nebraska

	(2019 Consumer Survey)		(BRFSS)
	MH	SUD	2018 Nebraska General Population
Physical Health Conditions:			
Heart Attack or Myocardial Infarction	5.1%	5.5%	3.7%
Angina or Coronary Heart Disease	4.4%	3.2%	3.8%
Stroke	5.8%	0.9%	2.8%
Diabetes	18.5%	7.9%	9.7%
Cigarette Smoking:			
Every day	31.7%	58.7%	11.3%
Some days	9.4%	11.9%	4.7%
Does not smoke	58.9%	29.4%	84.0%
General Health Status:			
Excellent	4.6%	10.6%	18.0%
Very Good	17.1%	22.1%	35.3%
Good	40.4%	42.9%	32.2%
Fair	27.5%	18.0%	11.2%
Poor	10.3%	6.5%	3.3%
In the Past 30 Days:			
Average days physical health not good	9.3	5.4	
Average days mental health not good	12.5	7.8	
Average days poor health prevented usual activities	8.9	4.6	
Average days of binge drinking	1.2	1.0	
Body Mass Index Category:			
Obese	49.1%	29.2%	34.1%
Overweight	28.2%	37.5%	34.8%
Normal weight	20.8%	32.4%	29.9%
Underweight	1.9%	0.9%	1.2%

Note: Most recent data for Nebraska general population is from 2018.

In summary, mental health service consumers were about two times as likely as the general population to report having diabetes, and about 1.5 times more likely to be obese. Both mental health and substance use disorder consumers were much more likely than the general population to report smoking cigarettes on a daily basis. While mental health service consumers tend to have higher rates of poor health status and lower rates of very good and excellent health status compared to the general population, substance use disorder service consumers tend to report rates in-between those of mental health service consumers and the general population.

DBH Added Items

The Adult Consumer Survey included statements to gauge the quality of interactions between consumers and service providers, based on the recommendation from the DBH Statewide Quality Improvement Team.

- 1) *Staff treated me with respect and dignity.*
- 2) *My treatment (or service) goals were based on my strengths and needs.*

Most mental health service and substance use disorder service consumers responded positively that they were treated with respect and dignity (92.1% and 90.3%, respectively). Although mental health service consumers responded slightly lower (85.0%) than substance use disorder service consumers (86.3%) regarding their treatment goals, both were still highly positive overall.

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

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

Most mental health service and substance use disorder service consumers responded positively about changes to their quality of life (77.2% and 83.7%, respectively), with substance use disorder service clients reporting significantly higher positive attitudes towards improved quality of life (Table 7).

Table 7 provides a summary of responses to the above statements and those below that were added to the survey in 2013.

The program was sensitive to any experienced or witnessed trauma in my life.

- 1) *I felt safe talking with staff about my experiences with trauma or abuse.*
- 2) *My financial situation has improved.*
- 3) *My legal situation has improved.*
- 4) *I have friends in my neighborhood.*
- 5) *I am an active member of my community.*

For the two trauma-related statements, mental health service consumers and substance use disorder service consumers agreed that their programs were sensitive to any experienced or witnessed trauma in their life (80.3% and 79.7%, respectively). Also, most consumers of both service types felt safe to open up about abuse or trauma in their programs (80.1% and 79.6%, for mental health and substance use disorder service consumers respectively).

When asked about their financial and legal situations, mental health service consumers responded significantly less positively than substance use disorder service consumers. Only 45.9% of the mental health service consumers thought that their financial situation had stabilized or improved as a result of services received compared to 63.6% for substance use disorder service consumers. Similarly, significantly fewer mental health service consumers agreed that their legal situation had stabilized or improved (39.8%), compared to substance use disorder service consumers (67.4%).

In order to better understand the reasons why improvement in housing situation had the lowest positive attitude of all statements for the last several years, two statements related to community were added again this year. It was found that 49.0% of mental health service consumers and 59.9% of substance use disorder service consumers positively agreed they have friends in their neighborhood. Substance use disorder service consumers indicated significantly higher positive attitudes. When asked about whether they are an active member of their community, only 38.0% of mental health service consumers positively agreed. Significantly more substance use disorder service consumers positively agreed to the same statement (53.4%).

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

TABLE 7: Summary of Responses to the DBH Questions

Statement	MH	SUD
The services I received have improved my quality of life.	77.2%*	83.7%*
Staff treated me with respect and dignity.	92.1%	90.3%
My treatment (or service) goals were based on my strengths and needs.	85.0%	86.3%
The program was sensitive to any experienced or witnessed trauma in my life.	80.3%	79.7%
I felt safe talking with staff about my experiences with trauma or abuse.	80.1%	79.6%
My financial situation has improved.	45.9%*	63.6%*
My legal situation has improved.	39.8%*	67.4%*
I have friends in my neighborhood.	49.0%*	59.9%*
I am an active member of my community.	38.0%*	53.4%*

Note: *Significant difference between groups reported

Survey Results – Youth Survey

Summary of Results²

A total of 438 out of 1,297 (34%) Youth Surveys were completed in 2019. This represents a fairly stable response rate in comparison to the 35% response rate in both 2017 and 2018. For the surveys, a caregiver or guardian was instructed to respond on behalf of the child receiving services. Of those reporting gender, more surveys were completed for boys (56.4%, n=234) than for girls (43.6%, n=181). The youths' ages ranged from 4 years to 18 years, with an average age of 13.2 years. Most of the consumers who reported race/ethnicity reported that they were white, non-Hispanic (83.3%, n=365); 16.7% reported that they were non-white or Hispanic (n=73).

For the Youth Survey, responses for multiple statements were combined into the following seven domains (see Appendix A for the statements included in each): Access, General Satisfaction, Outcome, Family Involvement, Cultural Sensitivity, Improved Functioning, and Social Connectedness.

Most caregivers (78.0%) who responded to the Youth Survey were generally satisfied with the services their child received (Table 8). The most positive responses were in the **cultural sensitivity** domain; 94.2% responded positively. Satisfaction in **outcomes** and **functioning** achieved the highest response since 2015 (63.3% and 64.4%, respectively). Overall, there were increases in positive responses from 2018 to 2019 in all seven domains. A summary of the responses to the Youth Survey for 2019 can be found in Appendix B, Table 14.

TABLE 8: Youth Survey Agreement Rate by Scale – 2014-2019

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

Additionally, as seen in Table 9, significant differences were observed between caregivers of girls and caregivers of boys in outcomes, family involvement, and functioning. Caregivers of girls reported more positive responses regarding **outcomes** and **functioning**, whereas caregivers of boys reported more positive responses regarding **family involvement**.

No significant differences were observed between responses from caregivers of non-Hispanic white youth and Hispanic or non-white youth.

Several differences were observed between mental health and substance use disorder services in **outcomes**, **family involvement**, **functioning**, and **social connectedness**; however, due to the small sample size of consumers receiving substance use disorder services, significance tests were not appropriate for comparison of the results between service types.

² Because of the small sample size, caution should be exercised in interpreting the results of the Youth Survey.

TABLE 9: Agreement Rates by Youth Characteristics

	Access	General Satisfaction	Outcomes	Family Involve	Culture Sensitivity	Function	Social Connectedness
All Youth Consumers:	85.3%	78.0%	63.3%	88.0%	94.2%	64.4%	81.3%
Gender:							
Girls, n=181	85.5%	83.9%	71.3%*	85.4%*	95.8%	71.3%*	80.0%
Boys, n=234	85.9%	76.0%	57.6%*	91.4%*	93.1%	59.6%*	83.1%
Race/Ethnicity:							
White, non-Hisp, n=365	85.7%	78.9%	63.6%	88.8%	94.2%	64.6%	82.4%
Non-white or Hisp, n=73	83.1%	73.6%	62.0%	84.3%	94.3%	63.4%	76.4%
Type of Services Received†:							
MH, n=426	85.1%	77.9%	62.7%	88.7%	94.0%	63.9%	81.0%
SUD, n=12	91.7%	83.3%	83.3%	63.6%	100.0%	83.3%	91.7%

Note: *Significant difference between groups reported


†Because of the small sample size, significance tests were unable to be run. Caution should be exercised in interpreting the results of the services received

Physical Health Status of Youth Behavioral Health Consumers

The caregivers were asked some of the same health questions from the BRFSS that were also asked in the Adult Consumer Survey. When asked to rate the youth’s general health, 22.4% rated their general health as excellent, 38.8% as very good, and 30.8% as good. Approximately 8% rated the youth’s general health as either fair or poor (as seen in Table 10 below).

TABLE 10: BRFSS Questions for Youth Consumers

	Youth
General Health Status:	
Excellent	22.4%
Very Good	38.8%
Good	30.8%
Fair	7.2%
Poor	0.7%
In the Past 30 Days:	
Average days physical health not good	2.1
Average days mental health not good	8.8
Average days poor health prevented usual activities	5.0
Body Mass Index Category:	
Obese	14.2%
Overweight	17.9%
Normal weight	43.9%
Underweight	24.0%



Caregivers reported an average of 2.1 days in the past 30 days that their youth's physical health was not good, 8.8 days when their mental health was not good and 5.0 days when poor physical or mental health kept them from doing their usual activities.

The youths' weight, height, gender and age were used to determine their body mass index. In looking at the valid (missing data excluded) youth sample, 24.0% are considered underweight, 17.9% are characterized as overweight, and 14.2% are characterized as obese. Overall, 43.9% are considered to have a healthy weight range.

Summary

The 2019 implementation of the Consumer Survey used a mixed mode design, attempting to reach consumers via mail, web or phone to complete the Adult Survey, and mail or phone for the Youth Survey. The Adult Survey response rate remained the same (30%) as in 2018, while the Youth Survey response rate remained fairly stable at 35% in 2018 and 34% in 2019.

For the Adult Survey, respondents were more positive on six out of the seven domains in comparison to 2018. Consumer **general satisfaction** was very similar in 2019 as compared to 2018 (85.8% and 85.9%, respectively). The lowest positive domain overall was **social connectedness** (67.4% positive), which was lower than **outcomes** (71.6% positive), and **functioning** (72.9% positive). The highest positive domain was **quality and appropriateness** (87.2% positive) immediately followed by **general satisfaction** (85.9% positive), which both remained consistently high.

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

Unlike the Adult Survey, caregivers of youth taking the Youth Survey responded more positively on all seven domains when comparing results from 2018 to 2019. Results indicated that positive attitudes slightly increased for **access, general satisfaction, outcomes, family involvement, cultural sensitivity, functioning, and social connectedness**.



Appendix A

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 in 24 hours.
4. Services were available at times that were good for me.
5. I was able to get all the services I thought I needed.
6. I was able to see a psychiatrist when I wanted to.

Quality and Appropriateness:

1. I felt free to complain.
2. I was given information about my rights.
3. Staff encouraged me to take responsibility for how I live my life.
4. Staff told me what side effects to watch out for.
5. Staff respected my wishes about who is and who is not to be given information about my treatment.
6. Staff here believe that I can grow, change and recover.
7. Staff were sensitive to my cultural background (race, religion, language, etc.).
8. Staff helped me obtain the information I needed so that I could take charge of managing my illness.
9. I was encouraged to use consumer-run programs like support groups, drop-in centers, crisis phone lines, etc.

Outcomes:

As a direct result of services I received:

1. I deal more effectively with daily problems.
2. I am better able to control my life.
3. I am better able to deal with crisis.
4. I am getting along better with my family.
5. I do better in social situations.
6. I do better in school and/or work.
7. My housing situation has improved.
8. My symptoms are not bothering me as much.

Participation in Treatment Planning:

1. I felt comfortable asking questions about my treatment and medication.
2. I, not the staff, decided my treatment goals.

General Satisfaction:

1. I like the services I received here.
2. If I had other choices, I would still get services from this agency.
3. I would recommend this agency to a friend or family member.

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

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



Functioning:

As a direct result of services I received:

1. My symptoms are not bothering me as much.
2. I do things that are more meaningful to me.
3. I am better able to take care of my needs.
4. I am better able to handle things when they go wrong.
5. I am better able to do things that I want to do.

Social Connectedness:

1. I am happy with the friendships I have.
2. I have people with whom I can do enjoyable things.
3. I feel I belong in my community.
4. In a crisis, I would have the support I need from family or friends.

Youth Survey Questions and MHSIP Scales

The Youth Survey questions and MHSIP scales or “domains” were:

Satisfaction:

1. Overall I am satisfied with the services my child received.
2. The people helping my child stuck with us no matter what.
3. I felt my child had someone to talk to when he/she was troubled.
4. The services my child and/or family received were right for us.
5. My family got the help we wanted for my child.
6. My family got as much help as we needed for my child.

Positive Outcome:

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

1. My child is better at handling daily life.
2. My child gets along better with family members.
3. My child gets along better with friends and other people.
4. My child is doing better in school and/or work.
5. My child is better able to cope when things go wrong.
6. I am satisfied with our family life right now.

Cultural Sensitivity:

1. Staff treated me with respect and dignity.
2. Staff respected my family’s religious/spiritual beliefs.
3. Staff spoke with me in a way that I understood.
4. Staff were sensitive to my cultural/ethnic background.

Access:

1. The location of services was convenient for us.
2. Services were available at times that were convenient for us.

Family Involvement:

1. I helped to choose my child’s services.
2. I helped to choose my child’s treatment goals.
3. I participated in my child’s treatment.



Improved Functioning:

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

1. My child is better at handling daily life.
2. My child gets along better with family members.
3. My child gets along better with friends and other people.
4. My child is doing better in school and/or work.
5. My child is better able to cope when things go wrong.
6. My child is better able to do the things he/she wants to do.

Social Connectedness:

1. I know people who will listen and understand me when I need to talk.
2. I have people that I am comfortable talking with about my child's problems.
3. In a crisis, I have the support I need from family or friends.
4. I have people with whom I can do enjoyable things.

Calculation of Survey Scale Scores

The following methodology was used to calculate the survey domain scores:

1. Respondents with more than one-third of the items in the scale either missing or marked "not applicable" were excluded.
2. For those respondents remaining, an average score for all items in the scale was calculated.
3. For each scale, the number of average scores from Step 2 that were 2.49 or lower were counted (scores that, when rounded, represent "Agree" or "Strongly Agree" responses).
4. For each scale, the count from Step 3 was divided by the count of "remaining" records from Step 1 to obtain a percent of positive responses.

For example, when reviewing 2019 data, results indicated that of the 1,636 Adult Surveys, 36 surveys were missing responses or marked "not applicable" for more than one-third of the items in the Access domain. Those 36 surveys were excluded from the calculation, leaving 1,600 surveys to be included in the calculation. Average domain scores were calculated for each of the 1,600 surveys. Of those surveys, 1,333 had average scores of 2.49 or lower (agree/strongly agree); 200 had average scores between 2.50 and 3.49 (neutral); and 67 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 1,333 positive responses divided by 1,600 surveys with completed access items, or 83.3%.

Appendix B
Table 11
2019 Adult Consumer Survey
Summary of Results (n=1636)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other*	% Agree/Strongly Agree
1. I like the services I received here.	870	576	95	43	37	15	89.2%
2. If I had other choices, I would still get services from this agency.	729	576	133	116	49	33	81.4%
3. I would recommend this agency to a friend or family member.	821	586	95	55	41	38	88.0%
4. The location of services was convenient (parking, public transportation, distance, etc.).	713	648	136	64	23	52	85.9%
5. Staff were willing to see me as often as I felt it was necessary.	808	580	103	67	33	45	87.2%
6. Staff returned my calls in 24 hours.	690	574	115	71	30	156	85.4%
7. Services were available at times that were good for me.	743	639	117	65	33	39	86.5%
8. I was able to get all the services I thought I needed.	717	592	134	97	53	43	82.2%
9. I was able to see a psychiatrist when I wanted to.	547	498	176	103	49	263	76.1%
10. Staff here believe that I can grow, change and recover.	780	603	140	20	21	72	88.4%
11. I felt comfortable asking questions about my treatment and medication.	777	591	103	41	29	95	88.8%
12. I felt free to complain.	643	635	171	75	37	75	81.9%
13. I was given information about my rights.	771	654	100	25	11	75	91.3%
14. Staff encouraged me to take responsibility for how I live my life.	718	633	143	41	14	87	87.2%
15. Staff told me what side effects to watch out for.	579	551	153	99	39	215	79.5%
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	848	587	80	23	17	81	92.3%
17. I, not staff, decided my treatment goals.	610	625	192	82	25	102	80.5%
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	686	575	156	23	11	185	86.9%
19. Staff helped me obtain the information that I needed so that I could take charge of managing my illness.	670	626	152	66	27	95	84.1%
20. I was encouraged to use consumer-run programs like support groups, drop-in centers, crisis phone lines, etc.	538	601	186	100	32	179	78.2%
21. Staff treated me with respect and dignity.	900	555	68	31	23	59	92.3%
22. My treatment (or service) goals were based on my strengths and needs.	707	655	130	56	15	73	87.1%
23. The program was sensitive to any experienced or witnessed trauma in my life.	705	575	143	54	24	135	85.3%
24. I felt safe talking with staff about my experiences with trauma or abuse.	713	565	129	54	29	146	85.8%

*Not included in calculation

As a result of the services received:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other*	% Agree/ Strongly Agree
25. I deal more effectively with daily problems.	525	670	211	83	31	116	78.6%
26. I am better able to control my life.	516	663	219	99	26	113	77.4%
27. I am better able to deal with crisis.	482	650	243	106	34	121	74.7%
28. I am getting along better with my family.	487	586	264	103	33	163	72.8%
29. I do better in social situations.	383	621	324	121	51	136	66.9%
30. I do better in school and/or work.	349	503	238	105	33	408	69.4%
31. My housing situation has improved.	401	466	311	101	45	312	65.5%
32. My financial situation has improved.	313	439	335	190	79	280	55.5%
33. My legal situation has improved.	298	377	293	80	42	546	61.9%
34. My symptoms are not bothering me as much.	380	615	259	163	73	146	66.8%
35. I do things that are more meaningful to me.	445	669	256	103	32	131	74.0%
36. I am better able to take care of my needs.	454	723	213	96	31	119	77.6%
37. I am better able to handle things when they go wrong.	419	668	267	108	45	129	72.1%
38. I am better able to do things that I want to do.	409	670	273	109	48	127	71.5%
39. The services I received have improved my quality of life.	581	631	202	67	37	118	79.8%

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

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other*	% Agree/ Strongly Agree
40. I have friends in my neighborhood.	258	522	315	252	81	208	54.6%
41. I am an active member of my community.	198	421	430	282	97	208	43.3%
42. I am happy with the friendships I have.	410	665	254	108	46	153	72.5%
43. I have people with whom I can do enjoyable things.	430	698	205	113	44	146	75.7%
44. I feel I belong in my community.	302	533	390	173	79	159	56.5%
45. In a crisis, I would have the support I need from family or friends.	535	654	182	81	48	136	79.3%
46. I am satisfied with the community I am currently living in.	396	620	295	118	72	135	67.7%
47. I am satisfied with my current housing situation.	464	602	223	135	67	145	71.5%

*Not included in calculation

Appendix B
Table 12
2019 Adult Consumer Survey
Positive Response by Region

Percent positive response: Strongly Agree or Agree	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
Number of respondents	n = 101	n = 228	n = 370	n = 297	n = 348	n = 292
1. I like the services I received here.	90.0%	90.3%	85.5%	90.8%	89.3%	91.0%
2. If I had other choices, I would still get services from this agency.	78.0%	84.2%	79.4%	85.1%	79.8%	81.2%
3. I would recommend this agency to a friend or family member.	88.0%	90.5%	83.7%	90.5%	88.8%	88.2%
4. The location of services was convenient (parking, public transportation, distance, etc.).	87.5%	85.1%	85.7%	88.3%	89.6%	79.6%
5. Staff were willing to see me as often as I felt it was necessary.	89.7%	84.8%	86.0%	89.4%	87.7%	87.2%
6. Staff returned my calls in 24 hours.	83.0%	87.4%	82.7%	90.3%	85.9%	82.6%
7. Services were available at times that were good for me.	84.5%	86.2%	85.4%	87.9%	86.0%	88.2%
8. I was able to get all the services I thought I needed.	84.0%	83.8%	81.5%	84.4%	80.1%	81.3%
9. I was able to see a psychiatrist when I wanted to.	78.8%	75.6%	75.6%	78.7%	75.9%	73.8%
10. Staff here believe that I can grow, change and recover.	90.6%	86.2%	85.7%	91.4%	89.1%	89.0%
11. I felt comfortable asking questions about my treatment and medication.	90.2%	86.9%	86.9%	91.8%	87.7%	90.3%
12. I felt free to complain.	84.4%	84.1%	81.1%	83.5%	79.9%	80.9%
13. I was given information about my rights.	92.6%	94.0%	88.1%	92.7%	91.5%	91.1%
14. Staff encouraged me to take responsibility for how I live my life.	92.6%	86.9%	84.7%	87.5%	86.9%	88.8%
15. Staff told me what side effects to watch out for.	85.5%	83.1%	80.6%	75.7%	79.4%	77.7%
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	96.9%	93.9%	90.5%	92.4%	93.8%	89.7%
17. I, not staff, decided my treatment goals.	87.1%	83.1%	78.1%	77.5%	82.7%	79.9%
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	89.8%	86.8%	84.2%	88.5%	87.1%	87.4%
19. Staff helped me obtain the information that I needed so that I could take charge of managing my illness.	88.2%	85.8%	80.4%	84.8%	85.6%	83.6%
20. I was encouraged to use consumer-run programs like support groups, drop-in centers, crisis phone lines, etc.	83.5%	77.0%	73.9%	84.4%	79.7%	74.2%
21. Staff treated me with respect and dignity.	94.8%	96.3%	90.1%	91.7%	92.2%	91.6%
22. My treatment (or service) goals were based on my strengths and needs.	91.7%	90.9%	84.3%	87.5%	86.3%	86.7%
23. The program was sensitive to any experienced or witnessed trauma in my life.	91.5%	87.7%	81.5%	85.1%	84.7%	86.8%
24. I felt safe talking with staff about my experiences with trauma or abuse.	90.2%	85.1%	83.9%	82.8%	86.8%	89.0%

As a result of the services received:

Percent positive response: Strongly Agree or Agree	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
25. I deal more effectively with daily problems.	78.9%	79.2%	76.7%	80.0%	78.7%	79.0%
26. I am better able to control my life.	72.8%	78.1%	76.8%	80.6%	77.8%	75.4%
27. I am better able to deal with crisis.	72.5%	76.7%	73.9%	75.2%	77.0%	71.9%
28. I am getting along better with my family.	66.3%	78.2%	72.7%	72.4%	71.4%	73.3%
29. I do better in social situations.	65.2%	71.6%	67.3%	66.0%	66.8%	64.6%
30. I do better in school and/or work.	71.4%	75.4%	66.4%	71.5%	67.7%	67.0%
31. My housing situation has improved.	64.1%	66.8%	64.6%	65.1%	69.1%	62.2%
32. My financial situation has improved.	51.9%	58.2%	53.6%	57.5%	53.0%	57.4%
33. My legal situation has improved.	61.2%	65.1%	59.8%	61.7%	62.9%	60.9%
34. My symptoms are not bothering me as much.	64.4%	68.0%	65.6%	68.9%	66.1%	66.7%
35. I do things that are more meaningful to me.	76.7%	77.0%	74.2%	75.1%	71.9%	71.9%
36. I am better able to take care of my needs.	80.4%	82.5%	74.9%	80.1%	76.3%	75.2%
37. I am better able to handle things when they go wrong.	73.6%	78.9%	71.3%	70.3%	71.3%	70.3%
38. I am better able to do things that I want to do.	70.8%	74.2%	69.9%	71.5%	70.9%	72.4%
39. The services I received have improved my quality of life.	75.8%	82.2%	77.7%	79.4%	82.3%	79.6%

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

Percent positive response: Strongly Agree or Agree	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
40. I have friends in my neighborhood.	56.8%	57.5%	56.3%	58.0%	52.2%	48.4%
41. I am an active member of my community.	46.1%	42.0%	44.9%	43.9%	43.6%	40.6%
42. I am happy with the friendships I have.	68.5%	74.8%	72.1%	74.4%	73.0%	69.8%
43. I have people with whom I can do enjoyable things.	72.2%	78.1%	76.0%	78.3%	76.1%	71.3%
44. I feel I belong in my community.	54.9%	56.8%	55.0%	60.5%	56.6%	54.4%
45. In a crisis, I would have the support I need from family or friends.	85.7%	79.0%	78.7%	80.1%	79.1%	77.2%
46. I am satisfied with the community I am currently living in.	63.3%	64.3%	68.8%	70.7%	69.2%	65.4%
47. I am satisfied with my current housing situation.	63.3%	74.6%	75.0%	72.8%	70.6%	66.9%

Appendix B
Table 13
2018 and 2019 Adult Consumer Surveys
Confidence Intervals (CI)

1 = Strongly Agree; 5 = Strongly Disagree	2018 (n=1588)			2019 (n=1636)		
	Mean	SD	95% CI	Mean	SD	95% CI
1. I like the services I received here.	1.680	0.902	1.64-1.72	1.643	0.883	1.60-1.69
2. If I had other choices, I would still get services from this agency.	1.892	1.050	1.84-1.94	1.865	1.041	1.81-1.92
3. I would recommend this agency to a friend or family member.	1.719	0.943	1.67-1.77	1.691	0.920	1.65-1.74
4. The location of services was convenient (parking, public transportation, distance, etc.).	1.777	0.898	1.73-1.82	1.760	0.878	1.72-1.80
5. Staff were willing to see me as often as I felt it was necessary.	1.775	0.945	1.73-1.82	1.703	0.917	1.66-1.75
6. Staff returned my calls in 24 hours.	1.883	1.009	1.83-1.94	1.768	0.930	1.72-1.82
7. Services were available at times that were good for me.	1.763	0.923	1.72-1.81	1.751	0.909	1.71-1.80
8. I was able to get all the services I thought I needed.	1.907	1.062	1.85-1.96	1.856	1.028	1.81-1.91
9. I was able to see a psychiatrist when I wanted to.	2.063	1.111	2-2.12	1.987	1.072	1.93-2.04
10. Staff here believe that I can grow, change and recover.	1.723	0.876	1.68-1.77	1.657	0.802	1.62-1.70
11. I felt comfortable asking questions about my treatment and medication.	1.715	0.926	1.67-1.76	1.672	0.860	1.63-1.72
12. I felt free to complain.	1.900	1.001	1.85-1.95	1.865	0.954	1.82-1.91
13. I was given information about my rights.	1.695	0.839	1.65-1.74	1.623	0.738	1.59-1.66
14. Staff encouraged me to take responsibility for how I live my life.	1.733	0.855	1.69-1.78	1.709	0.812	1.67-1.75
15. Staff told me what side effects to watch out for.	1.990	1.060	1.93-2.05	1.922	1.018	1.87-1.97
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	1.619	0.807	1.58-1.66	1.568	0.754	1.53-1.61
17. I, not staff, decided my treatment goals.	1.953	0.972	1.9-2	1.883	0.933	1.84-1.93
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	1.723	0.851	1.68-1.77	1.689	0.785	1.65-1.73
19. Staff helped me obtain the information that I needed so that I could take charge of managing my illness.	1.829	0.937	1.78-1.88	1.802	0.908	1.76-1.85
20. I was encouraged to use consumer-run programs like support groups, drop-in centers, crisis phone lines, etc.	1.970	1.013	1.92-2.02	1.962	0.984	1.91-2.01
21. Staff treated me with respect and dignity.	1.570	0.823	1.53-1.61	1.555	0.792	1.52-1.59
22. My treatment (or service) goals were based on my strengths and needs.	1.766	0.869	1.72-1.81	1.731	0.833	1.69-1.77
23. The program was sensitive to any experienced or witnessed trauma in my life.	1.801	0.951	1.75-1.85	1.746	0.888	1.70-1.79
24. I felt safe talking with staff about my experiences with trauma or abuse.	1.810	0.977	1.76-1.86	1.739	0.904	1.69-1.78

As a result of the services received:

1 = Strongly Agree; 5 = Strongly Disagree	2018 (n=1588)			2019 (n=1636)		
	Mean	SD	95% CI	Mean	SD	95% CI
25. I deal more effectively with daily problems.	2.011	0.960	1.96-2.06	1.964	0.941	1.92-2.01
26. I am better able to control my life.	1.998	0.938	1.95-2.05	1.986	0.947	1.94-2.03
27. I am better able to deal with crisis.	2.050	0.966	2-2.1	2.050	0.979	2.00-2.10
28. I am getting along better with my family.	2.099	1.031	2.05-2.15	2.056	0.994	2.00-2.11
29. I do better in social situations.	2.237	1.043	2.18-2.29	2.224	1.025	2.17-2.28
30. I do better in school and/or work.	2.197	1.057	2.14-2.26	2.161	1.018	2.10-2.22
31. My housing situation has improved.	2.266	1.133	2.2-2.33	2.187	1.056	2.13-2.24
32. My financial situation has improved.	2.486	1.187	2.42-2.55	2.471	1.158	2.41-2.53
33. My legal situation has improved.	2.267	1.098	2.2-2.33	2.258	1.057	2.19-2.32
34. My symptoms are not bothering me as much.	2.347	1.161	2.29-2.41	2.285	1.108	2.23-2.34
35. I do things that are more meaningful to me.	2.107	1.000	2.06-2.16	2.075	0.962	2.03-2.12
36. I am better able to take care of my needs.	2.052	0.969	2-2.1	2.029	0.936	1.98-2.08
37. I am better able to handle things when they go wrong.	2.150	1.022	2.1-2.2	2.132	0.997	2.08-2.18
38. I am better able to do things that I want to do.	2.173	1.024	2.12-2.22	2.150	1.003	2.10-2.20
39. The services I received have improved my quality of life.	1.960	0.986	1.91-2.01	1.912	0.951	1.86-1.96

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

1 = Strongly Agree; 5 = Strongly Disagree	2018 (n=1588)			2019 (n=1636)		
	Mean	SD	95% CI	Mean	SD	95% CI
40. I have friends in my neighborhood.	2.603	1.151	2.54-2.66	2.563	1.141	2.50-2.62
41. I am an active member of my community.	2.761	1.135	2.7-2.82	2.761	1.124	2.70-2.82
42. I am happy with the friendships I have.	2.166	1.025	2.11-2.22	2.134	1.001	2.08-2.18
43. I have people with whom I can do enjoyable things.	2.131	1.007	2.08-2.18	2.089	0.994	2.04-2.14
44. I feel I belong in my community.	2.451	1.108	2.39-2.51	2.454	1.101	2.40-2.51
45. In a crisis, I would have the support I need from family or friends.	1.997	1.007	1.95-2.05	1.969	0.991	1.92-2.02
46. I am satisfied with the community I am currently living in.	2.265	1.061	2.21-2.32	2.234	1.074	2.18-2.29
47. I am satisfied with my current housing situation.	2.256	1.131	2.2-2.31	2.154	1.097	2.10-2.21

Appendix B
Table 14
2019 Youth Consumer Survey
Summary of Results (n=438)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other*	% Agree/ Strongly Agree
1. Overall I am satisfied with the services my child received.	192	179	33	14	12	8	86.3%
2. I helped to choose my child's services.	163	194	37	18	7	19	85.2%
3. I helped to choose my child's treatment goals.	168	195	30	19	8	18	86.4%
4. The people helping my child stuck with us no matter what.	202	151	35	19	13	18	84.0%
5. I felt my child had someone to talk to when he/she was troubled.	170	160	41	29	9	29	80.7%
6. I participated in my child's treatment.	190	199	23	10	2	14	91.7%
7. The services my child and/or family received were right for us.	167	178	46	17	14	16	81.8%
8. The location of services was convenient for us.	214	162	24	20	2	16	89.1%
9. Services were available at times that were convenient for us.	194	188	20	16	6	14	90.1%
10. My family got the help we wanted for my child.	158	170	42	32	21	15	77.5%
11. My family got as much help as we needed for my child.	145	159	55	43	21	15	71.9%
12. Staff treated me with respect and dignity.	241	164	14	6	1	12	95.1%
13. Staff respected my family's religious/spiritual beliefs.	204	157	22	4	0	51	93.3%
14. Staff spoke with me in a way that I understood.	229	180	9	6	2	12	96.0%
15. Staff were sensitive to my cultural/ethnic background.	182	158	33	5	1	59	89.7%

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

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other*	% Agree/ Strongly Agree
16. My child is better at handling daily life.	115	166	70	43	23	21	67.4%
17. My child gets along better with family members.	96	185	66	42	20	29	68.7%
18. My child gets along better with friends and other people.	85	182	90	35	22	24	64.5%
19. My child is doing better in school and/or work.	103	168	75	41	27	24	65.5%
20. My child is better able to cope when things go wrong.	88	180	77	50	22	21	64.3%
21. I am satisfied with our family life right now.	91	183	82	39	22	21	65.7%
22. My child is better able to do the things he/she wants to do.	88	193	73	44	18	22	67.5%
23. The services my child received have improved his/her quality of life.	104	183	76	31	19	25	69.5%

*Not included in calculation

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

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other*	% Agree/ Strongly Agree
24. I know people who will listen and understand me when I need to talk.	126	225	43	12	9	23	84.6%
25. I have people that I am comfortable talking with about my child's problems.	146	208	38	18	8	20	84.7%
26. In a crisis, I have the support I need from family or friends.	138	206	46	17	10	21	82.5%
27. I have people with whom I can do enjoyable things.	126	206	52	21	7	26	80.6%

Because of the small sample size, and the large confidence intervals of the statistics presented, caution should be exercised in interpreting the results of the Youth Survey.

**Not included in calculation*

Appendix B
Table 15
2019 Youth Consumer Survey
Positive Response by Region

Percent positive response: Strongly Agree or Agree	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
Number of respondents	n = 28	n = 31	n = 96	n = 59	n = 107	n = 117
1. Overall I am satisfied with the services my child received.	100%	80.6%	90.4%	91.4%	81.9%	82.6%
2. I helped to choose my child's services.	96.1%	74.2%	91.2%	87.9%	81.4%	82.8%
3. I helped to choose my child's treatment goals.	96.3%	74.2%	89.7%	91.1%	85.6%	83.3%
4. The people helping my child stuck with us no matter what.	96.3%	70.0%	90.0%	89.3%	81.4%	80.0%
5. I felt my child had someone to talk to when he/she was troubled.	96.3%	65.5%	83.2%	88.7%	79.8%	75.9%
6. I participated in my child's treatment.	96.3%	83.4%	91.1%	89.5%	94.2%	92.2%
7. The services my child and/or family received were right for us.	100.0%	67.9%	86.8%	84.2%	81.0%	76.3%
8. The location of services was convenient for us.	96.3%	87.1%	87.9%	87.5%	89.3%	89.5%
9. Services were available at times that were convenient for us.	100.0%	77.4%	86.8%	87.7%	91.3%	93.9%
10. My family got the help we wanted for my child.	96.3%	55.2%	81.3%	91.1%	73.3%	73.0%
11. My family got as much help as we needed for my child.	92.6%	40.0%	78.9%	74.5%	70.5%	69.8%
12. Staff treated me with respect and dignity.	100.0%	90.3%	94.5%	100.0%	94.3%	93.9%
13. Staff respected my family's religious/spiritual beliefs.	100.0%	85.7%	93.8%	96.0%	91.6%	93.6%
14. Staff spoke with me in a way that I understood.	96.3%	90.3%	96.7%	100.0%	93.4%	97.4%
15. Staff were sensitive to my cultural/ethnic background.	96.0%	78.6%	92.1%	88.5%	92.2%	88.0%

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

Percent positive response: Strongly Agree or Agree	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
16. My child is better at handling daily life.	70.4%	46.2%	72.5%	75.0%	68.3%	62.8%
17. My child gets along better with family members.	68.0%	46.2%	72.7%	73.2%	69.2%	68.2%
18. My child gets along better with friends and other people.	64.0%	44.0%	61.8%	68.4%	67.6%	66.4%
19. My child is doing better in school and/or work.	65.4%	56.0%	70.0%	75.4%	62.7%	61.4%
20. My child is better able to cope when things go wrong.	51.9%	48.1%	71.4%	73.2%	66.0%	59.3%
21. I am satisfied with our family life right now.	61.5%	51.9%	68.9%	68.4%	70.9%	61.4%
22. My child is better able to do the things he/she wants to do.	66.7%	51.9%	74.2%	73.7%	67.3%	63.4%
23. The services my child received have improved his/her quality of life.	77.8%	55.6%	73.3%	73.2%	68.6%	66.7%

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

Percent positive response: Strongly Agree or Agree	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
24. I know people who will listen and understand me when I need to talk.	88.0%	67.9%	88.4%	93.0%	81.7%	83.5%
25. I have people that I am comfortable talking with about my child's problems.	96.0%	67.9%	85.4%	86.0%	85.6%	84.3%
26. In a crisis, I have the support I need from family or friends.	88.0%	71.4%	85.1%	91.2%	86.7%	73.9%
27. I have people with whom I can do enjoyable things.	87.5%	66.7%	83.9%	87.5%	78.8%	78.1%

Because of the small sample size, and the large confidence intervals of the statistics presented, caution should be exercised in interpreting the results of the Youth Survey.

Appendix B
Table 16
2018 and 2019 Youth Consumer Surveys
Confidence Intervals (CI)

1 = Strongly Agree; 5 = Strongly Disagree	2018 (n=611)			2019 (n=438)		
	Mean	SD	95% CI	Mean	SD	95% CI
1. Overall I am satisfied with the services my child received.	1.856	1.039	1.77-1.94	1.779	0.926	1.69-1.87
2. I helped to choose my child's services.	1.859	0.919	1.78-1.93	1.835	0.880	1.75-1.92
3. I helped to choose my child's treatment goals.	1.835	0.945	1.76-1.91	1.819	0.890	1.73-1.90
4. The people helping my child stuck with us no matter what.	1.874	1.058	1.79-1.96	1.786	0.990	1.69-1.88
5. I felt my child had someone to talk to when he/she was troubled.	1.990	1.109	1.90-2.08	1.892	0.994	1.80-1.99
6. I participated in my child's treatment.	1.686	0.811	1.62-1.75	1.667	0.728	1.60-1.74
7. The services my child and/or family received were right for us.	1.983	1.047	1.9-2.07	1.893	0.977	1.80-1.99
8. The location of services was convenient for us.	1.731	0.878	1.66-1.8	1.659	0.825	1.58-1.74
9. Services were available at times that were convenient for us.	1.797	0.924	1.72-1.87	1.708	0.836	1.63-1.79
10. My family got the help we wanted for my child.	2.073	1.146	1.98-2.16	2.026	1.107	1.92-2.13
11. My family got as much help as we needed for my child.	2.178	1.184	2.08-2.27	2.139	1.145	2.03-2.25
12. Staff treated me with respect and dignity.	1.600	0.798	1.54-1.66	1.502	0.655	1.44-1.56
13. Staff respected my family's religious/spiritual beliefs.	1.610	0.696	1.55-1.67	1.550	0.651	1.49-1.62
14. Staff spoke with me in a way that I understood.	1.591	0.709	1.54-1.65	1.526	0.658	1.46-1.59
15. Staff were sensitive to my cultural/ethnic background.	1.648	0.718	1.59-1.70	1.641	0.719	1.57-1.71

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

1 = Strongly Agree; 5 = Strongly Disagree	2018 (n=611)			2019 (n=438)		
	Mean	SD	95% CI	Mean	SD	95% CI
16. My child is better at handling daily life.	2.366	1.128	2.27-2.45	2.264	1.134	2.15-2.37
17. My child gets along better with family members.	2.315	1.071	2.23-2.40	2.279	1.083	2.17-2.38
18. My child gets along better with friends and other people.	2.297	1.022	2.22-2.38	2.341	1.061	2.24-2.44
19. My child is doing better in school and/or work.	2.351	1.096	2.26-2.44	2.326	1.144	2.22-2.44
20. My child is better able to cope when things go wrong.	2.471	1.131	2.38-2.56	2.372	1.102	2.27-2.48
21. I am satisfied with our family life right now.	2.377	1.105	2.29-2.46	2.324	1.078	2.22-2.43
22. My child is better able to do the things he/she wants to do.	2.309	1.047	2.22-2.39	2.305	1.053	2.20-2.41
23. The services my child received have improved his/her quality of life.	2.243	1.059	2.16-2.33	2.220	1.051	2.12-2.32

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

1 = Strongly Agree; 5 = Strongly Disagree	2018 (n=611)			2019 (n=438)		
	Mean	SD	95% CI	Mean	SD	95% CI
24. I know people who will listen and understand me when I need to talk.	2.022	0.906	1.95-2.09	1.923	0.845	1.84-2.00
25. I have people that I am comfortable talking with about my child's problems.	1.986	0.899	1.91-2.06	1.885	0.879	1.80-1.97
26. In a crisis, I have the support I need from family or friends.	1.997	0.947	1.92-2.07	1.933	0.904	1.85-2.02
27. I have people with whom I can do enjoyable things.	2.029	0.885	1.96-2.10	1.973	0.889	1.89-2.06

Because of the small sample size, and the large confidence intervals of the statistics presented, caution should be exercised in interpreting the results of the Youth Survey.