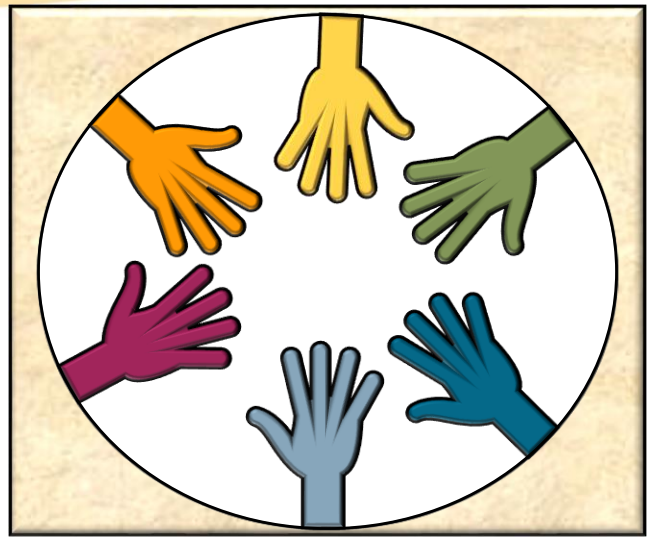


# Consumer Survey Report

## Fiscal Year 2022



**NEBRASKA**

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

**Division of Behavioral Health**

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\* Please note that some open-ended comments provided by the consumers/caregivers in the 2022 survey are displayed throughout this document in this format. *“The comment.” Consumer*

# FY 2022 Behavioral Health Consumer Survey

## Overview

Based on the first, second, and third quarters of 2022, 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 consumers and youth consumers (via caregivers) 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: 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, text, and telephone modes. BOSR fielded the web survey and telephone interviews and entered returned mail responses into the survey database. 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 2017. A comprehensive analysis of results was conducted which examined the domains in relation to a variety of factors including Behavioral Health Region, demographic factors, service type, and alternative service delivery. Additional analyses considered factors such as physical health, awareness of peer support services, and crisis response.

## Highlights from the 2022 Consumer Survey

### Response Rates

For 2022 there were decreases in response rates for both the adult and youth samples relative to 2021. The response rate for the adult survey was 15.3% as compared to 29.5% in 2021. Similarly, the response rate for the youth survey was 24.4% compared to the 2021 response rate of 32.6%. Decreased response rates is an issue that has plagued survey collection efforts. There were 871 responses from adult consumers and 315 responses from youth caregivers.

Previous Consumer Survey collection methods were supplemented with an expansion in the use of non-traditional survey collection methods to enhance response rates. Specifically, further efforts were made to provide web links for respondents to complete the survey via the internet, QR codes, and the ability to access the survey by sending a text message from their phone were added. In total, 19.6% of adult survey responses and 21.3% of youth survey responses occurred via a method other than phone-based interviews or mailed-in completed surveys.

### Adult Survey Findings

#### Key Measures

Four of the five key measures that are tracked exceeded the 2017 baseline. The percentage of respondents reporting that staff returned their calls within 24 hours represents the sole key measure that failed to exceed its baseline. For 2022, 80.9% of respondents reported that their calls were returned within 24 hours, which falls short of the 2017 baseline of 81.9%. This further represents a decrease from 83.5% in 2021.

#### Analysis of Domains

As compared to 2021, increases were observed among three domains (Access, Functioning, and Participation in Treatment Planning) while decreases were observed among the other four domains (General Satisfaction, Outcomes, Quality/Appropriateness, and Social Connectedness). However, no domains had statistically significant differences between 2021 and 2022.

There were few statistically significant differences in domain scores between regions. Access was the only domain with significant differences. Specifically, Region 1 (92.0%) had higher scores than Regions 3 (82.1%) and 6 (80.0%) while Region 4 (89.2%) had higher scores than Regions 5 (81.4%) and 6 (80.0%).

### ***Alternative Service Delivery***

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

There were three domains for which those who accessed a portion of their services through alternatively delivered methods scored more positively than those accessing only traditionally delivered services: Outcomes (t=65.4%, a=73.0%), Functioning (t=68.7%, a=76.5%), and Social Connectedness (t=61.0%, a=71.5%). Additionally, there were three single measures that exhibited similar patterns: improved housing (t= 55.2%, a=69.2%) and/or financial (t=48.0%, a=60.7%) situations and community belongingness (t= 48.9%, a=61.1%).

### ***Peer Support/Crisis Response***

Among adult respondents, 47.6% reported being aware of peer-provided services. Respondents placed a great deal of importance on mobile crisis as 79.2% reported that it was important to have crisis response in their home or community as opposed to a Behavioral Health Crisis or Urgent Care setting. Just over 23% of adult respondents were aware of the 988 behavioral health emergency line. Among those who were aware of the 988 line, respondents mostly reported hearing about the line by either word of mouth (39.0%) or social media (22.6%). Overall, 73.1% of adult respondents reported that they were likely or very likely to call a three-digit number if they or a loved one were experiencing a behavioral health emergency.

## ***Youth Survey Findings***

### ***Key Measures***

Three of the five key measures that were tracked exceeded the 2017 baseline while two fell short. The percentage of youth caregivers reporting that staff talked to them in a way that they understood (93.8%) was below the baseline of 94.3%. Likewise, 67.9% of youth caregivers reported that the services their child received have improved his/her quality of life, which compares to the baseline value of 68.7%.

### ***Analysis of Domains***

As compared to 2021, increases were observed among three domains (Functioning, General Satisfaction, and Outcomes) while decreases were observed among the other four domains (Access, Cultural Sensitivity, Family Involvement, and Social Connectedness). However, no domains had statistically significant differences between 2021 and 2022.

Statistically significant differences between regions were observed among the three domains. For the General Satisfaction domain, Region 1 had a higher score (90.3%) than Regions 3 (69.0%) and 6 (81.6%). Region 1 scored higher on the Access domain (96.7%) than Regions 3 (70.9%) and 4 (75.6%). For the Family Involvement domain, Region 3 had lower scores (69.3%) than Regions 1 (90.3%), 4 (87.0%), 5 (90.4%), and 6 (86.5%). The relatively small youth survey sample size does suggest caution should be exercised when considering these results.

### ***Peer Support/Crisis Response***

Among responding youth caregivers, 53.3% reported being aware of peer-provided services. Respondents placed a great deal of importance on mobile crisis as 89.1% reported that it was important to have crisis response in their home or community as opposed to a Behavioral Health Crisis or Urgent Care setting. Overall, 28.7% of responding youth caregivers were aware of the 988 behavioral health emergency line. Among those who were aware of the 988 line, respondents mostly reported hearing about the line by either word of mouth (32.5%) or social media (20.5%). Overall, 77.0% of responding youth caregivers reported that they were likely or very likely to call a three-digit number if they or a loved one were experiencing a behavioral health emergency.

The results of the 2022 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:

- ◆ There was a notable decrease in response rates between 2021 and 2022. This decrease is consistent with larger ongoing trends regarding survey research. Lower response rates, and the resultant smaller samples, decrease confidence in the ability to analyze and interpret collected survey data. Work needs to continue to identify ways to enhance survey responses for future Consumer Survey collection efforts.
- ◆ The results indicate that adult respondents are largely amenable to services that are partially delivered via methods that vary from services traditionally provided in person. Results also indicate that there are some measures for which consumers accessing a portion of their services through alternative delivery methods reported higher levels of positive responses than those accessing services only through traditional delivery methods. More sophisticated analysis of alternatively delivered services is needed in order to understand the effectiveness of alternatively delivered services. Continued consideration of alternative delivery methods is important given the potential of alternative delivery methods to help address disparities in access to care with respect to rurality.
- ◆ Youth caregivers reported a substantially smaller rate of being likely to recommend the use of telehealth services to others as compared to adult respondents. Efforts should be made to identify factors undergirding this disparity in order to work to improve the provision of youth behavioral services in Nebraska provided via telehealth.
- ◆ Awareness of peer-provided services remains low with around half of adult respondents and youth caregivers reporting being aware of such services. This indicates a clear opportunity to increase awareness of the benefits and availability of peer-provided services.
- ◆ There was a low level of awareness of the 988 behavioral health crisis line, with just 23% of adult respondents and 29% of youth caregivers reporting that they were aware of the 988 line. Given the timing of survey collection relative to the initiation of the 988 crisis line, low awareness is not entirely unexpected. It will be important, though, to monitor this metric going forward in order to inform future efforts aimed at increasing awareness of 988. This is particularly relevant given that a large portion of the samples reported that mobile crisis was important to them and that they were like to call a three-digit number during a crisis situation.
- ◆ For the youth survey, there has been a recent downward trend in agreement with the statement: *Overall I am satisfied with the services my child received.* The level of agreement with this statement peaked in 2020 and has declined since. Services provided to youths should be analyzed in order to identify factors contributing to the observed decreases.



## WHO?

Behavioral Health Consumers - adults or (caregivers of) youth - who received community-based services (CBS) between July and December of 2021

## WHAT?

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

## WHY?

To assess the quality and impact of DBH-funded, community-based services  
To identify areas where improvements may be needed in our behavioral health service system  
To complete reporting for the Uniform Data on Public Mental Health System

## WHEN?

Data is collected from April-September

## WHERE?

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

## Content

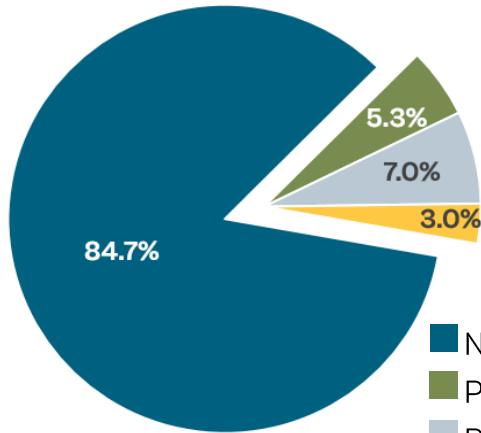
- Mental Health Statistics Improvement Program (**MHSIP**) Consumer Satisfaction Survey (Adult Survey)
- MHSIP Youth Services Survey (**YSS**) & MHSIP Youth Services Survey for Families (**YSS-F**)
- Behavioral Risk Factor Surveillance System (**BRFSS**)
- Questions pertaining to:
  - Improved functioning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

*"Many times I did not feel that my testimony and concerns were taken seriously."*  
Consumer

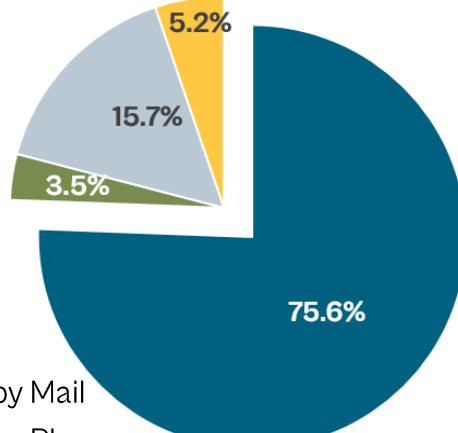


Consumers were offered multiple ways to access the 2022 Consumer Survey. The first correspondence introducing the survey outlined traditional paper, email link, and phone as well as additional weblinks and options for text or scanning a QR code. As noted across the survey industry, response rates are showing a downward trend.

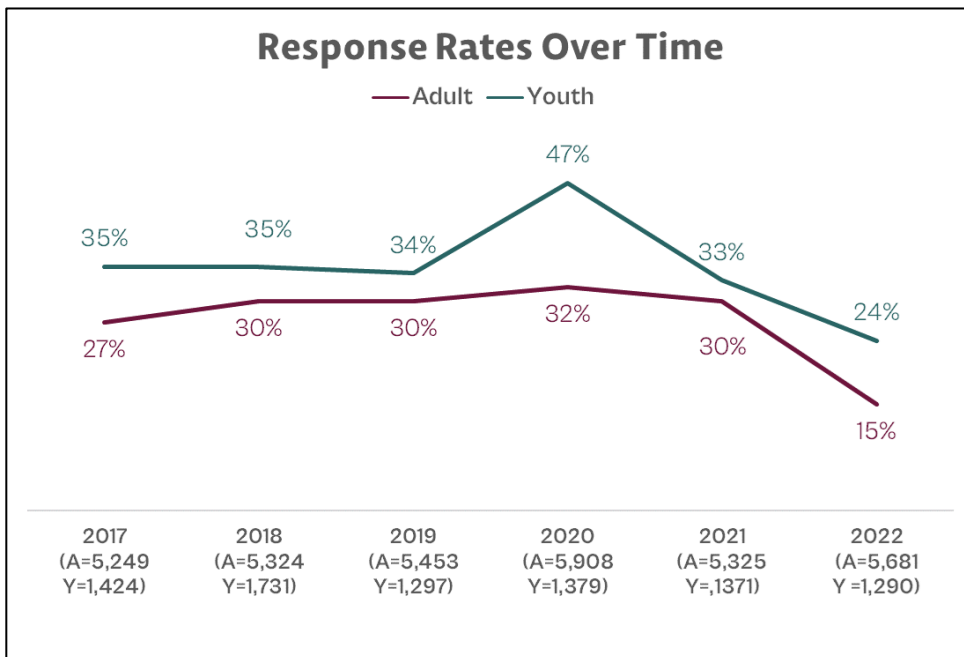
**2022 Adult (N=5,681)**



**2022 Youth (N=1,290)**



- No Response
- Participated by Mail
- Participated by Phone
- Participated by Other Method



*“Out of my time in the hospital I look back and am thankful for the entire staff. I got the help I needed and the honesty even when I didn't want to hear it.”*  
Consumer

## Demographic Overview

- ◀ 871 total respondents
- ◀ 54.8% female, 45.2% male
- ◀ Age range: 19 to 83 years, Average Age: 44.1 years
- ◀ 76.4% identified as non-Hispanic White
- ◀ 23.6% identified as non-White or Hispanic

## Top Responses

**92.2%**

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

**92.0%**

*Staff treated me with respect and dignity.*

**91.0%**

*I was given information about my rights.*

## Service Quality

*I like the services I received here.*

**88.8%**

*I would recommend this agency to a friend or family member.*

**87.3%**

## Most Improved from 2021

**51.9% → 56.0%**

*As a result of the services I received, I have friends in my neighborhood.*

**78.9% → 81.6%**

*I, not the staff, decided my treatment goals.*

*“My provider is one of the best people I’ve met. He saved my marriage and did everything with empathy and no judgment.” Consumer*

Some consumers indicated that in addition to the traditional face-to-face service delivery, they received a portion of their services through alternative delivery methods.

## Traditional & Phone

**60.8%** of adult respondents reported receiving a portion of their services by phone. Of those who reported traditional and phone.

**70.0%**



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

## Traditional & Telehealth

**59.8%** of adult respondents reported receiving a portion of their services via telehealth services. Of those who reported traditional and telehealth.

**72.2%**



Were likely or very likely to recommend receiving telehealth services.

## Key Measures: Change Over Time

### 2017 Baseline

### 2022 Result

**86.1%**

**Increase** consumer satisfaction with the services they receive.



**88.8%**

of adult clients expressed satisfaction with the services they received.

**79.4%**

**Increase** consumer satisfaction with the quality of service they receive.



**81.1%**

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.



**80.9%**

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

**80.5%**

**Increase** the access to services needed.



**82.2%**

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

**70.5%**

**Improve** family relationships.



**73.4%**

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

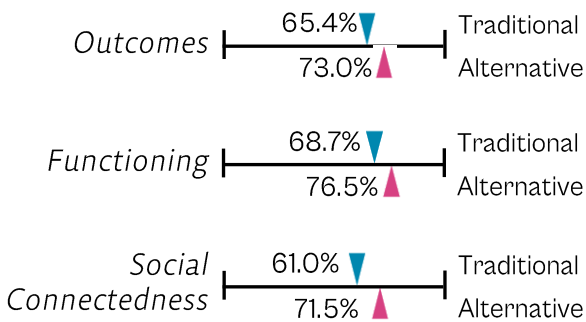
*"I found it difficult to form relationships there. People were in a clique, turnover of staff was very high." Consumer*

## Domains Included

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

There are no domains with statistically significant differences between 2021 and 2022.

Domain	2017	2018	2019	2020	2021	2022
Access	82.3%	81.5%	83.3%	84.4%	83.7%	84.3%
Functioning	69.9%	69.6%	72.9%	73.9%	73.7%	74.7%
General Satisfaction	86.1%	85.9%	85.8%	88.4%	86.5%	85.4%
Outcomes	69.2%	69.4%	71.6%	73.3%	71.6%	71.2%
Participation in Treatment Planning	76.4%	76.7%	80.3%	80.7%	79.3%	82.4%
Quality/Appropriateness	85.9%	86.5%	87.2%	89.3%	88.9%	87.5%
Social Connectedness	67.1%	66.0%	67.4%	70.8%	69.3%	69.1%



## Alternative Services

Adult respondents who accessed a portion of their services delivered via telehealth or phone reported significantly higher agreement than those accessing only traditionally delivered services for three domains: outcomes, functioning, and social connectedness.

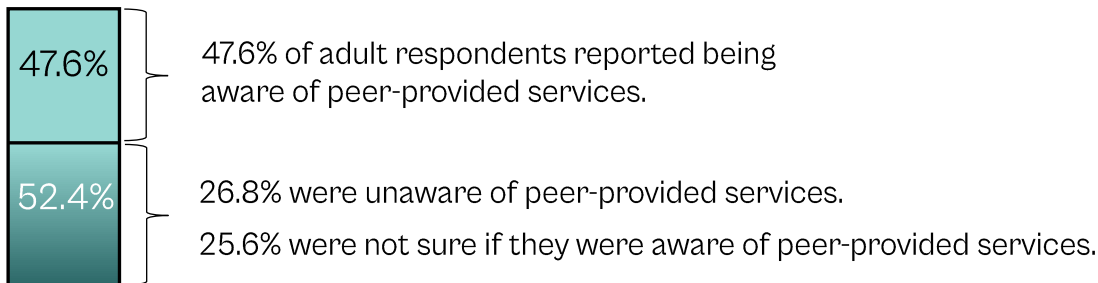
Domain	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
Access	92.0%	86.0%	82.1%	89.2%	81.4%	80.0%
Functioning	73.2%	70.5%	77.0%	79.9%	72.0%	72.7%
General Satisfaction	90.8%	87.0%	84.1%	86.2%	85.0%	82.9%
Outcomes	73.1%	74.2%	70.8%	75.3%	66.7%	69.2%
Participation in Treatment Planning	87.3%	82.5%	80.1%	83.2%	81.6%	82.1%
Quality/Appropriateness	90.3%	87.5%	85.6%	90.2%	89.1%	83.8%
Social Connectedness	71.0%	67.8%	67.1%	71.3%	68.2%	69.6%
Total Respondents	77	102	184	169	167	171

## Regional Differences

- Few significant differences in ratings between regions
- Significant differences in the Access domain
  - Region 1 was higher than Regions 3 and 6
  - Region 4 was higher than Regions 5 and 6

*“At first I hated that place, but after I was sober for a while, I realized that that place saved my life.” Consumer*

## Awareness of Peer Provided Services



*“If I had not had the opportunity to receive help, I very likely would have died of suicide after the death of my son.”*  
Consumer

**79.2%** of adult respondents reported that it was important to have a *Crisis Response Team* meet them in their home or community versus going to a type of Behavioral Health Crisis or Urgent Care setting.

## Crisis Response



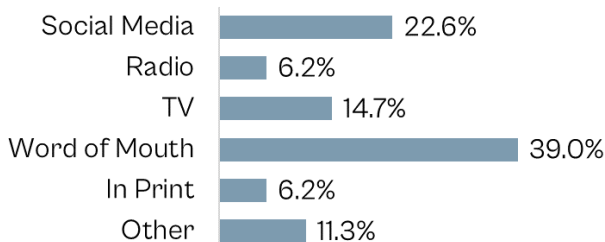
## 988 Awareness

**23.1%**

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



### How They Heard About 988



## Likely to Call 988 Line

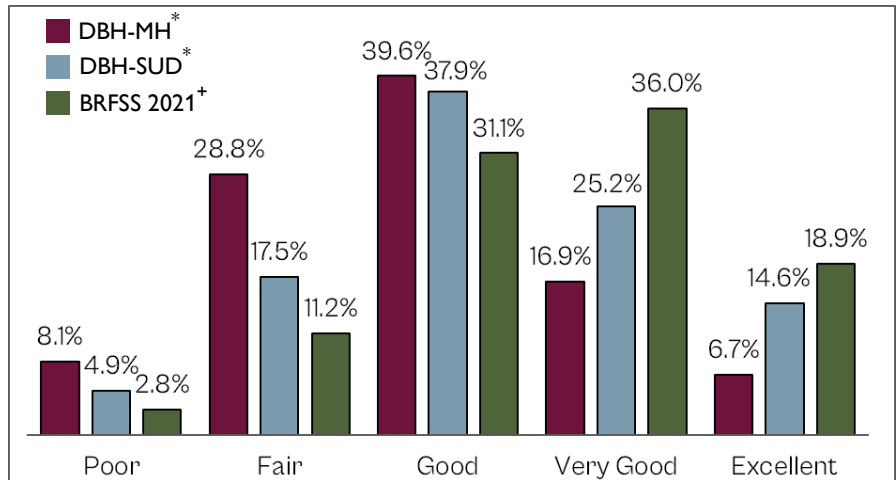
*“They showed me support and love. They helped me make it to my 1st year of sobriety and helped me rebuild so many relationships. Most importantly, with my kids.”* Consumer

**73.1%** of adult respondents reported that they were likely or very likely to call a three-digit number if they or a loved one were experiencing a mental health or substance use emergency

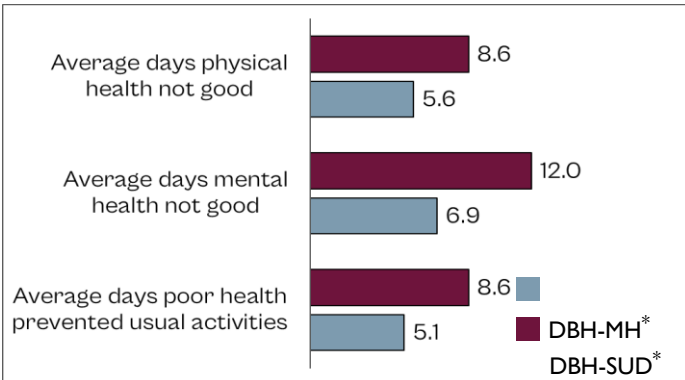


## Self Rated Health

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



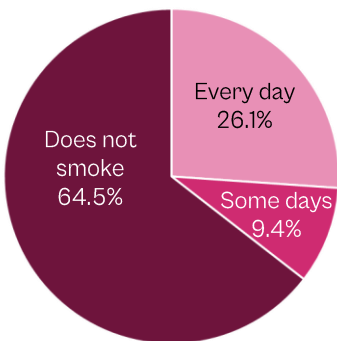
## Unhealthy Days



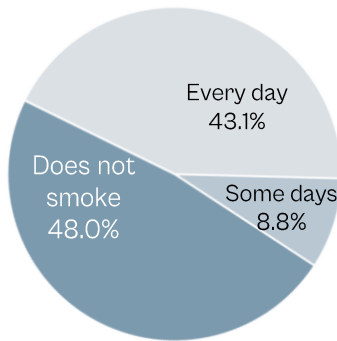
Respondents accessing mental health services report, on average, more days on which their physical and mental health is not good than those accessing substance use disorder services. They also report more days on which poor health prevented their usual activities.

## Smoking

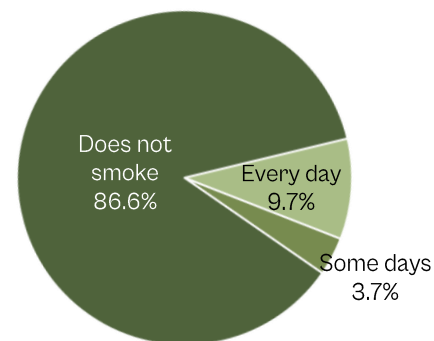
DBH-MH\*



DBH-SUD\*



BRFSS 2021+

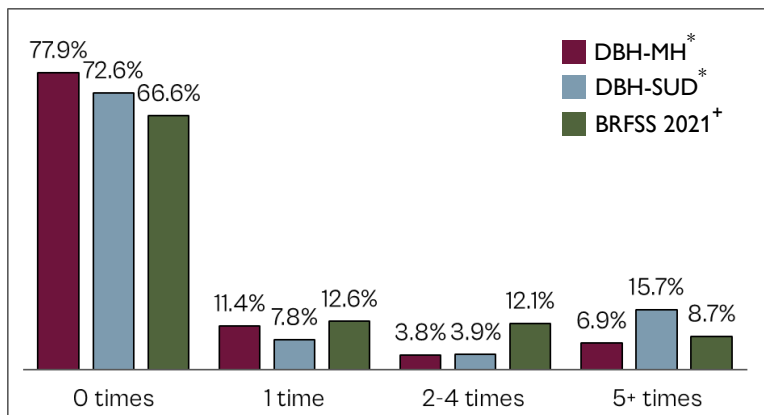


\*Source for DBH-MH & DBH-SUD is FY22 DBH Consumer Survey

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

*"I would like to have been exposed to more group activities and recreational therapy." Consumer*

## Binge Drinking

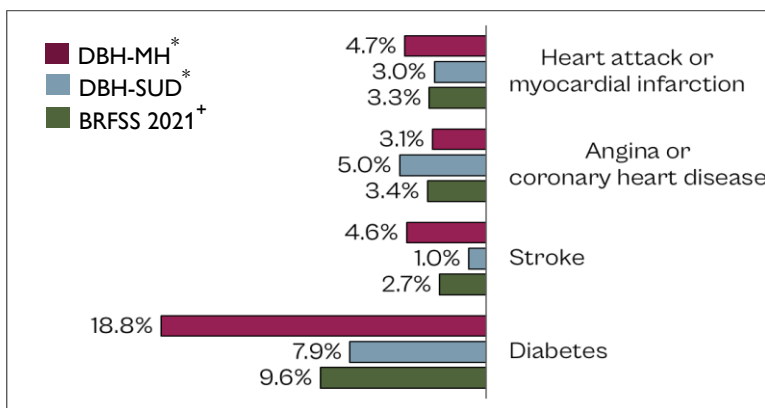


22.1% of respondents accessing mental health services and 27.4% of respondents accessing substance use disorder services reported binge drinking in the prior 30 days. This compares to 33.4% of the general population. Respondents reporting binge drinking reported binge drinking an average of 5.6 times in the past 30 days.

*“Really blessed and grateful to have this at a time in my life where things haven't been quite the same as they had been.” Consumer*

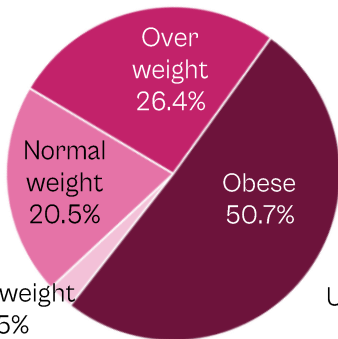
## Chronic Conditions

Overall, 22.9% of adult respondents reported at least one chronic condition. A higher percentage of respondents accessing mental health services (24.6%) reported chronic conditions than did respondents accessing substance use disorder (11.9%) services. The most often reported condition was diabetes.

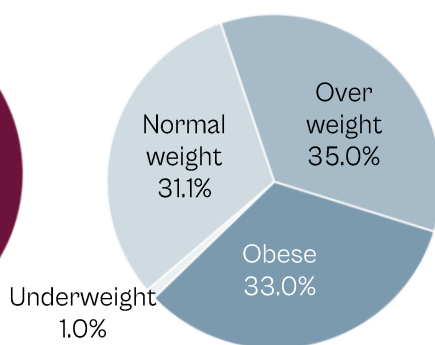


## Obesity

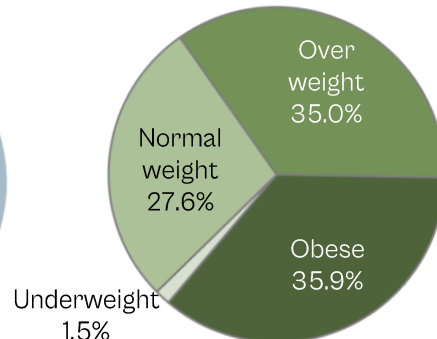
DBH-MH\*



DBH-SUD\*



BRFSS 2021+



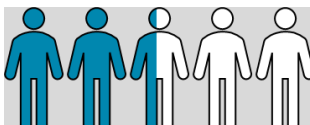
\*Source for DBH-MH & DBH-SUD is FY22 DBH Consumer Survey

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

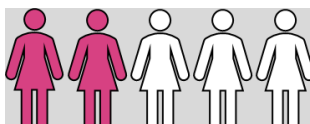
## Gender

*I am an active member of my community.*

A statistically significant difference in being an active member of the community was observed between males and females.



49.1% of adult male respondents indicated agreement.

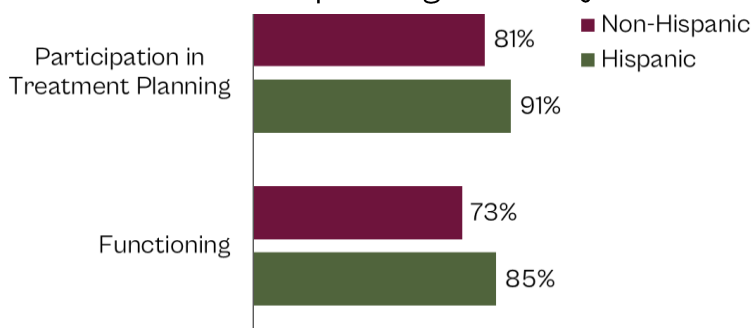


40.1% of adult female respondents indicated agreement.

*"I'm grateful beyond measure for the quality of services provided to me here, they are consistently helpful, supportive, and encouraging." Consumer*

## Ethnicity

Percent Responding Positively



Significant differences in responding positively to two domains. Participation in Treatment Planning and Functioning was observed on the basis of ethnicity.

## Service Type

*I like the services I received here.*

Adult respondents accessing mental health (MH) services reported a statistically significantly higher level of overall satisfaction than those who accessed substance use disorder services.



89.8% of respondents accessing MH services indicated agreement.



82.6% of respondents accessing SUD services indicated agreement.

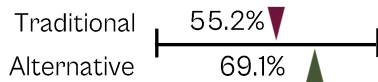
*"I feel that I have a real and lasting chance to be part of this world and in a good way." Consumer*

## Services Partially Delivered Through Alternative Methods

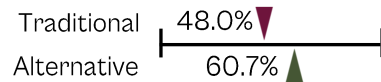
Significant differences were observed for several key indicators according to whether respondents accessed a portion of their services through alternative delivery methods or only through traditional delivery methods.

### Outcomes/Functioning

#### Housing Situation Improved



#### Financial Situation Improved



A significantly higher percentage of adult respondents who had accessed a portion of their services through alternative delivery methods reported that their housing and/or financial situation had improved as a result of services received than respondents who had accessed only traditionally delivered services.

*“When I first started therapy, I was beyond damaged, was ready to die, and trusted no one. Today, because of the help I’ve received, I’m not recognizable as that person - so Thank You!” Consumer*

### Community



A significantly higher percentage of adult respondents who accessed a portion of their services through alternative delivery methods reported feeling community belongingness than those who accessed only traditionally delivered services.

*I feel I belong in my community.*

**Traditional Only**  
**48.9%**



indicated agreement

**Some Alternative**  
**61.1%**



indicated agreement



*“I wish I would have gotten more help from my case worker. I seen her for over a month and didn’t fill out any housing papers or anything and was being evicted. I’ve lost my home and gone off my meds from it all.” Consumer*

## Demographic Overview

- 315 total respondents ▶
- 52.5% boys, 47.5% girls ▶
- Youth age range: 4 to 18 years, Average Age: 13.5 years ▶
- 64.2% identified as non-Hispanic White ▶
- 35.8% identified as non-White or Hispanic ▶



## Top Responses

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

**93.8%**

*The staff treated me with respect and dignity.*

**92.2%**

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

**91.9%**

## Service Quality

**81.5%** Overall, I am satisfied with the services my child received.

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

**88.1%** I participated in my child's treatment.

## Most Improved from 2021

*As a direct result of the services, my child is doing better in school and/or work.*

**58.1% → 63.2%**

*As a direct result of the services, my child is better able to do the things he/she wants to do.*

**63.0% → 66.7%**

*“Our worker is a very amazing person. If I have a problem, I can call any time. If we need anything she’s always there to help with additional services access.” Caregiver*

Some consumers indicated that in addition to the traditional face-to-face service delivery, they received a portion of their services through alternative delivery methods.

**Traditional & Phone**

**66.7%** of youth caregivers reported that their child received services by phone. Of those who reported traditional and phone.

**68.6%**



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

**Traditional & Telehealth**

**54.3%** of youth caregivers reported that their child received telehealth services. Of those who reported traditional and telehealth.

**53.2%**



Were likely or very likely to recommend receiving telehealth services.

**Key Measures: Change Over Time**

**2017 Baseline**

**2022 Result**

**94.3%**

**Increase** consumer satisfaction with the way staff speaks to them.



**93.8%**

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.



**65.3%**

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.



**59.7%**

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

**68.7%**

**Increase** youth's quality of life.



**67.9%**

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.



**66.7%**

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

*“My child says she felt heard and that she likes the program. Grateful with the program because they help her through the process.” Caregiver*

**Note:** There are no domains with statistically significant differences between 2021 and 2022.

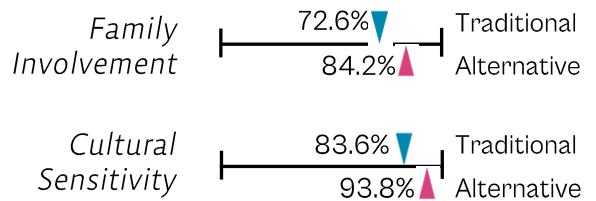
## Domains Included

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

Domain	2017	2018	2019	2020	2021	2022
Access	85.5%	83.0%	85.3%	88.2%	81.3%	80.5%
Cultural Sensitivity	93.0%	92.1%	94.2%	95.2%	94.1%	91.2%
Family Involvement	85.7%	85.2%	88.0%	91.7%	83.3%	81.1%
Functioning	58.9%	62.2%	64.4%	78.5%	59.8%	62.5%
General Satisfaction	74.8%	77.2%	78.0%	86.5%	74.2%	74.3%
Outcomes	57.2%	60.8%	63.3%	78.4%	59.0%	61.6%
Social Connectedness	79.6%	78.1%	81.3%	87.7%	77.5%	75.3%

## Alternative Services

▶ Youth caregivers whose child accessed a portion of their services delivered via telehealth or phone reported significantly higher agreement than those accessing only traditionally delivered services for two domains: family involvement and cultural sensitivity.



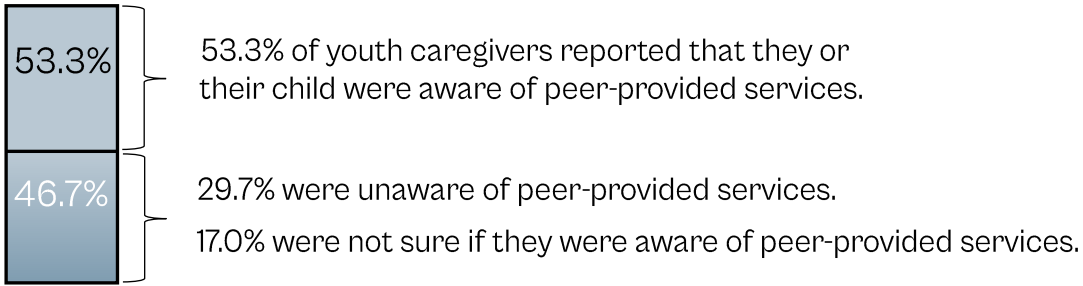
Domain	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
Access	96.7%	100.0%	70.9%	75.6%	84.0%	81.6%
Cultural Sensitivity	96.7%	100.0%	90.0%	90.7%	88.9%	93.8%
Family Involvement	90.3%	92.3%	69.3%	87.0%	90.4%	86.5%
Functioning	66.7%	84.6%	59.3%	75.6%	64.0%	58.8%
General Satisfaction	90.3%	92.3%	69.0%	82.6%	78.4%	69.8%
Outcomes	66.7%	76.9%	58.1%	71.7%	62.0%	60.8%
Social Connectedness	83.3%	92.3%	71.4%	77.8%	78.4%	75.0%
Total Respondents	31	13	89	46	53	53

*“They came in with good ideas, they never implemented any of them. Our worker quit and kept rescheduling. They really didn't do anything, we didn't have a team. No support. I discontinued services.” Caregiver*

## Regional Differences

- General Satisfaction: Region 1 was higher than Regions 3 and 6.
- Access: Region 1 was higher than Regions 3 and 4.
- Family Involvement: Region 3 was less than Regions 1, 4, 5, and 6.

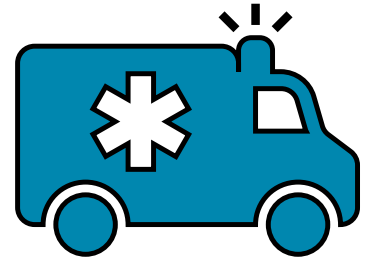
## Awareness of Peer Provided Services



*“Very helpful agency. Helped us so much in understanding my daughter and helping her understand her depression and severe anxiety. She is a totally different person in the best way ever.” Caregiver*

**89.1%** of youth caregivers reported that it was important to have a *Crisis Response Team* meet them in their home or community versus going to a type of Behavioral Health Crisis or Urgent Care setting.

## Crisis Response



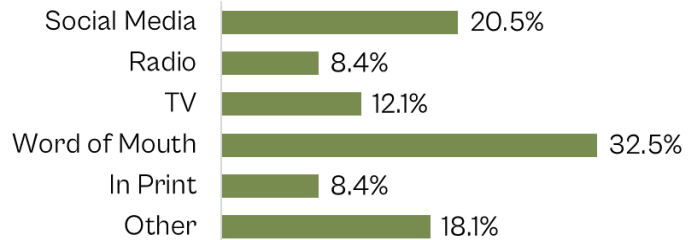
## 988 Awareness

**28.7%**



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

### How They Heard About 988



*“We are very thankful for the team our son has. To see our son thriving is really great to see. Without help for our son and family I don’t think he would be doing as well as he is today. We are forever grateful!” Caregiver*

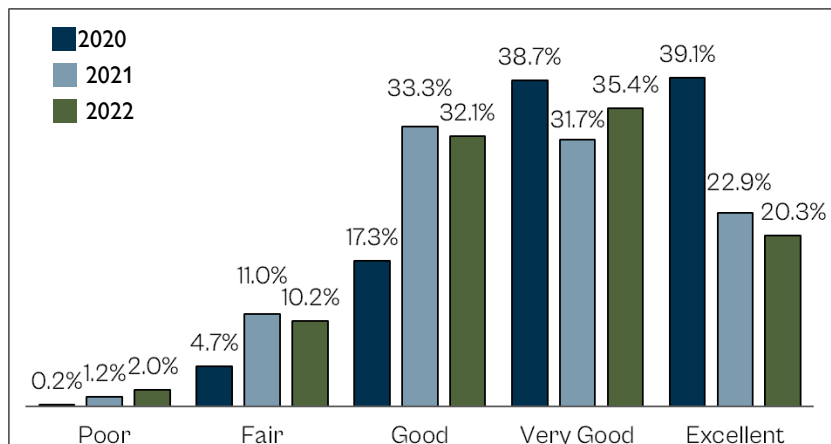
**77.0%** of youth caregivers reported that they were likely or very likely to call a three-digit number of they or a loved one were experiencing a mental health or substance use emergency.

## Likely to Call 988 Line

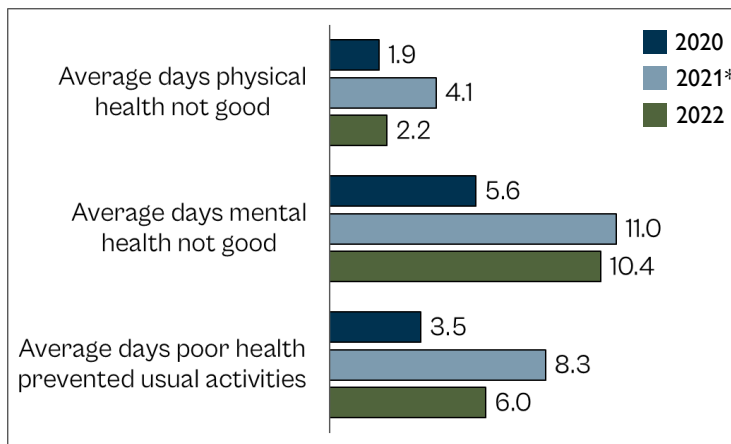


## Self Rated Health

For FY 2022, a majority (55.7%) of youth caregivers reported that their child had very good or excellent health. Similarly, there were relatively few caregivers who reported that their child had poor (2.0%) or fair (10.2%) health.



## Unhealthy Days

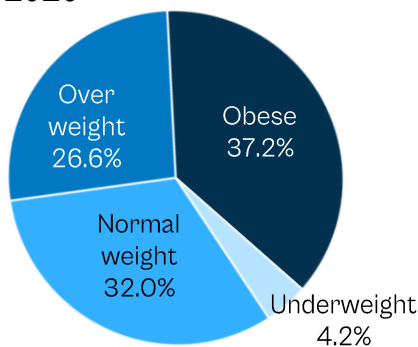


For FY 2022, 39.4% of youth caregivers reported that their child had at least one physically unhealthy day. In contrast, 85.8% reported that their child had at least one mentally unhealthy day. Among responding youth caregivers, 58.7% reported that their child had at least one day on which poor health inhibited their usual activities.

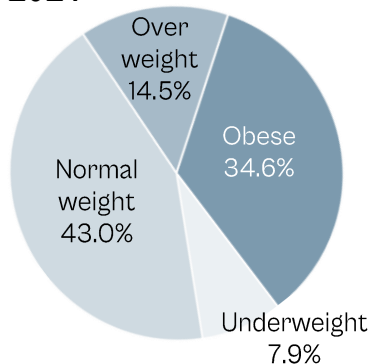
\*Unhealthy days measures have an inordinate rate of cases with missing data for FY 2021

## Obesity+

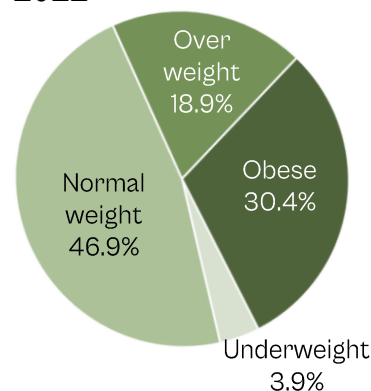
2020



2021



2022



+Youth BMI categories are based on BMI-for-age growth charts published by the Centers for Disease Control. Charts accessed 12-8-2022.

## Overall Satisfaction

### Adults

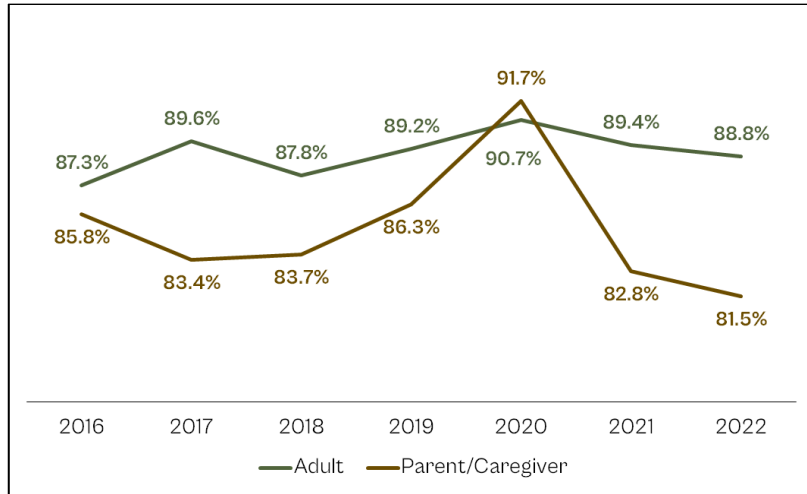
*I like the services I received here.*

**FY22: 88.8%**

### Youths

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

**FY22: 81.5%**



## Quality of Life

### Adults

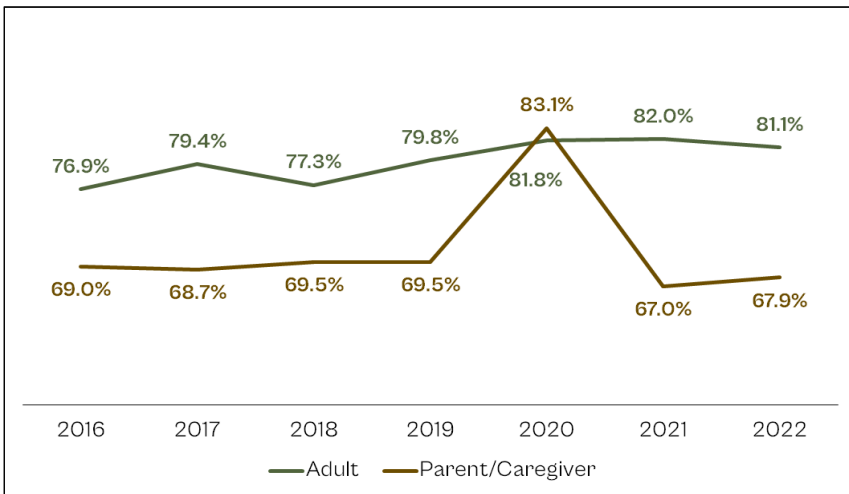
*The services I received improved my quality of life.*

**FY22: 81.1%**

### Youths

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

**FY22: 67.9%**



## Ability to Cope

### Adults

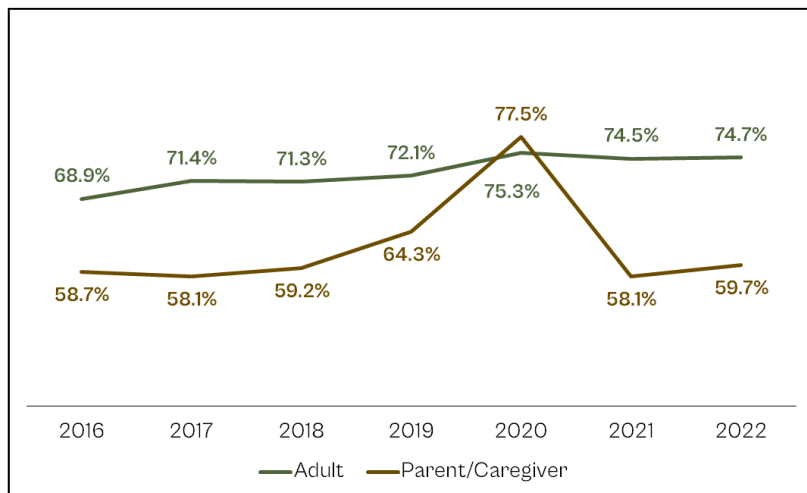
*I am better able to handle things when they go wrong.*

**FY22: 74.7%**

### Youths

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

**FY22: 59.7%**





# **APPENDIX**

- ◀ Appendix A: Adult & Youth Questionnaires .....23
- ◀ Appendix B: Adult Consumer Survey .....27
- ◀ Appendix C: Youth Consumer Survey .....34

# Appendix A: Adult & Youth Questionnaires

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

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

### Access

1. The location of services was convenient (parking, public transportation, distance, etc.).
2. Staff were willing to see me as often as I felt it was necessary.
3. Staff returned my call 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.

<sup>1</sup> 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.

## Improved Functioning

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

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

## Social Connectedness


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

## Calculation of Survey Scale Scores

A multistep process was used to calculate survey domain scores.

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

For example, when reviewing 2022 data, results indicated that of the 872 eligible Adult Surveys, 24 surveys were missing responses or marked "not applicable" for more than one-third of the items in the Access domain. Those 24 surveys were excluded from the calculation, leaving 858 surveys to be included in the calculation. Average domain scores were calculated for each of the 858 surveys. Of those surveys, 723 had average scores of 2.49 or lower (agree/strongly agree); 98 had average scores between 2.50 and 3.49 (neutral); and 37 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 723 positive responses divided by 858 surveys with completed access items, or 84.3%.



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

# Appendix B: Adult Survey Results

## FY 2022 Adult Consumer Survey Summary of Results (n=871)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other*	% Agree/ Strongly Agree
I like the services I received here.	459	311	59	24	14	5	88.8%
If I had other choices, I would still get services from this agency.	391	301	98	39	28	15	80.8%
I would recommend this agency to a friend or family member.	427	320	65	26	18	16	87.3%
The location of services was convenient (parking, public transportation, distance, etc.).	369	368	66	27	8	34	88.0%
The staff was willing to see me as often as I felt was necessary.	410	329	65	31	22	15	86.2%
The staff returned my calls within 24 hours.	360	289	93	42	18	70	80.9%
Services were available at times that were good for me.	397	359	51	33	16	16	88.3%
I was able to get all the services I thought I needed.	377	323	63	59	30	20	82.2%
I was able to see a psychiatrist when I wanted to.	271	267	82	45	27	180	77.8%
The staff here believe that I can grow, change and recover.	409	326	70	16	14	37	88.0%
I felt comfortable asking questions about my treatment and medication.	398	324	55	19	13	63	89.3%
I felt free to complain.	346	321	79	52	22	52	81.3%
I was given information about my rights.	394	354	41	26	7	50	91.0%
The staff encouraged me to take responsibility for how I live my life.	359	363	72	15	11	52	88.1%
The staff told me what side effects to watch out for.	273	293	86	56	17	147	78.1%
The staff respected my wishes about who is and who is not to be given information about my treatment.	429	318	39	14	10	62	92.2%
I, not staff, decided my treatment goals.	314	357	100	37	14	50	81.6%
The staff was sensitive to my cultural background (race, religion, language, etc.).	335	319	72	16	13	117	86.6%
The staff helped me obtain the information that I needed so that I could take charge of managing my illness.	336	356	77	30	14	59	85.1%
I was encouraged to use consumer-run programs like support groups, drop-in centers, crisis phone lines, etc.	275	301	98	49	24	125	77.1%
The staff treated me with respect and dignity.	481	291	41	16	10	33	92.0%
My treatment (or service) goals were based on my strengths and needs.	381	348	69	15	12	47	88.4%
The program was sensitive to any experienced or witnessed trauma in my life.	352	323	64	31	21	81	85.3%
I felt safe talking with staff about my experiences with trauma or abuse.	382	300	57	32	21	80	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.	272	366	123	40	11	60	78.6%
I am better able to control my life.	278	378	117	30	19	50	79.8%
I am better able to deal with crisis.	260	368	123	46	15	60	77.3%
I am getting along better with my family.	254	317	133	48	26	94	73.4%
I do better in social situations.	212	318	179	67	26	70	66.1%
I do better in school and/or work.	192	274	124	44	21	217	71.2%
My housing situation has improved.	207	246	153	59	24	183	65.8%
My financial situation has improved.	166	248	168	91	46	153	57.6%
My legal situation has improved.	151	184	128	37	23	349	64.1%
My symptoms are not bothering me as much.	212	314	146	88	39	73	65.8%
I do things that are more meaningful to me.	238	368	141	48	18	59	74.5%
I am better able to take care of my needs.	239	401	121	34	21	56	78.4%
I am better able to handle things when they go wrong.	238	366	136	52	23	57	74.1%
I am better able to do things that I want to do.	250	359	127	56	20	60	75.0%
The services I received have improved my quality of life.	312	347	97	35	22	59	81.1%

\* 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.	135	285	159	127	44	122	56.0%
I am an active member of my community.	99	232	214	150	51	126	44.4%
I am happy with the friendships I have.	226	355	122	53	27	89	74.2%
I have people with whom I can do enjoyable things.	242	347	111	63	27	82	74.6%
I feel I belong in my community.	153	300	195	78	51	95	58.3%
In a crisis, I would have the support I need from family or friends.	272	339	106	43	33	79	77.1%
I am satisfied with the community I am currently living in.	203	324	156	66	41	82	66.7%
I am satisfied with my current housing situation.	245	316	113	69	38	91	71.8%

\* Not included in Agree/Strongly Agree calculation

# Appendix B: Adult Survey Results

## FY 2022 Adult Consumer Survey Percent Positive by Region

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
Number of Respondents	77	102	184	169	167	171
I like the services I received here.	92.1%	96.0%	86.9%	89.4%	87.4%	85.9%
If I had other choices, I would still get services from this agency.	82.7%	86.0%	77.8%	82.4%	78.3%	80.6%
I would recommend this agency to a friend or family member.	93.4%	88.0%	86.0%	84.9%	89.8%	85.2%
The location of services was convenient (parking, public transportation, distance, etc.).	90.5%	91.9%	87.6%	87.7%	88.3%	84.6%
The staff was willing to see me as often as I felt was necessary.	88.2%	89.0%	88.9%	89.6%	82.5%	81.2%
The staff returned my calls within 24 hours.	82.6%	81.7%	83.2%	84.2%	78.9%	76.0%
Services were available at times that were good for me.	89.3%	92.0%	89.4%	92.7%	83.6%	84.8%
I was able to get all the services I thought I needed.	92.0%	83.7%	81.6%	83.4%	78.2%	80.1%
I was able to see a psychiatrist when I wanted to.	83.6%	78.3%	76.2%	83.0%	73.5%	74.8%
The staff here believe that I can grow, change and recover.	90.3%	89.7%	84.5%	87.9%	88.9%	89.0%
I felt comfortable asking questions about my treatment and medication.	95.8%	86.6%	91.3%	88.1%	89.0%	87.0%
I felt free to complain.	84.7%	77.3%	84.7%	79.9%	82.2%	79.3%
I was given information about my rights.	91.7%	90.6%	91.9%	89.5%	93.0%	89.5%
The staff encouraged me to take responsibility for how I live my life.	90.4%	88.4%	87.4%	91.4%	86.3%	85.7%
The staff told me what side effects to watch out for.	87.3%	84.4%	76.8%	76.2%	77.0%	73.9%
The staff respected my wishes about who is and who is not to be given information about my treatment.	93.3%	91.4%	90.8%	93.6%	94.2%	90.6%
I, not staff, decided my treatment goals.	85.1%	82.8%	79.0%	83.7%	81.3%	80.4%
The staff was sensitive to my cultural background (race, religion, language, etc.).	89.6%	83.9%	87.3%	83.9%	87.7%	87.8%
The staff helped me obtain the information that I needed so that I could take charge of managing my illness.	90.3%	87.4%	82.9%	87.0%	84.5%	82.4%
I was encouraged to use consumer-run programs like support groups, drop-in centers, crisis phone lines, etc.	81.3%	78.5%	75.2%	81.2%	76.1%	72.9%
The staff treated me with respect and dignity.	92.0%	90.7%	93.8%	90.9%	93.0%	91.0%
My treatment (or service) goals were based on my strengths and needs.	90.5%	84.9%	89.0%	87.1%	91.6%	87.0%
The program was sensitive to any experienced or witnessed trauma in my life.	90.1%	79.2%	85.6%	84.21%	86.9%	86.2%
I felt safe talking with staff about my experiences with trauma or abuse.	88.9%	80.7%	86.6%	85.7%	89.5%	84.5%

# Appendix B: Adult Survey Results

## As a result of the services received:

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
I deal more effectively with daily problems.	82.2%	78.4%	77.1%	84.3%	76.4%	74.8%
I am better able to control my life.	86.3%	80.4%	79.8%	83.1%	76.4%	76.4%
I am better able to deal with crisis.	76.4%	77.3%	78.7%	83.1%	77.4%	70.3%
I am getting along better with my family.	78.1%	72.3%	75.6%	75.6%	68.3%	72.1%
I do better in social situations.	71.0%	69.2%	65.5%	65.6%	62.6%	66.5%
I do better in school and/or work.	78.9%	75.0%	69.4%	70.9%	68.5%	70.1%
My housing situation has improved.	72.7%	60.0%	69.5%	68.3%	63.2%	62.8%
My financial situation has improved.	60.0%	59.1%	61.6%	56.7%	52.5%	57.2%
My legal situation has improved.	72.2%	65.7%	60.6%	66.7%	59.0%	65.4%
My symptoms are not bothering me as much.	67.1%	63.4%	67.9%	66.2%	63.5%	66.3%
I do things that are more meaningful to me.	76.4%	74.5%	71.9%	80.6%	68.6%	76.1%
I am better able to take care of my needs.	78.6%	73.7%	80.0%	84.5%	75.8%	75.9%
I am better able to handle things when they go wrong.	71.8%	72.6%	73.8%	73.6%	75.5%	75.3%
I am better able to do things that I want to do.	75.7%	68.4%	75.6%	80.0%	76.3%	71.6%
The services I received have improved my quality of life.	83.1%	76.6%	83.4%	84.3%	82.4%	75.6%

## 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.	58.0%	59.3%	53.6%	63.5%	51.4%	52.1%
I am an active member of my community.	45.3%	48.2%	37.8%	49.3%	44.4%	43.2%
I am happy with the friendships I have.	81.2%	73.3%	72.7%	76.6%	71.4%	73.3%
I have people with whom I can do enjoyable things.	76.1%	72.8%	73.9%	76.4%	74.5%	73.6%
I feel I belong in my community.	55.2%	57.8%	52.2%	63.4%	60.5%	58.7%
In a crisis, I would have the support I need from family or friends.	82.9%	85.3%	78.4%	78.3%	74.2%	75.3%
I am satisfied with the community I am currently living in.	73.5%	64.8%	61.5%	69.9%	66.5%	67.3%
I am satisfied with my current housing situation.	74.2%	68.8%	72.0%	76.3%	72.3%	66.9%

# Appendix B: Adult Survey Results

## FY 2022 Adult Consumer Survey 2021 & 2022 Means with Confidence Intervals (CI)

1 = Strongly Agree; 5 = Strongly Disagree*	2021 (n=1,572)			2022(n=871)		
	Mean	SD	95% CI	Mean	SD	95% CI
I like the services I received here.	1.63	0.87	1.59-1.67	1.64	0.85	1.58-1.69
If I had other choices, I would still get services from this agency.	1.85	1.04	1.79-1.90	1.85	1.01	1.77-1.91
I would recommend this agency to a friend or family member.	1.67	0.92	1.62-1.71	1.70	0.89	1.64-1.76
The location of services was convenient (parking, public transportation, distance, etc.).	1.74	0.89	1.69-1.78	1.73	0.81	1.67-1.78
The staff was willing to see me as often as I felt it was necessary.	1.71	0.93	1.66-1.75	1.75	0.93	1.68-1.80
The staff returned my calls within 24 hours.	1.82	1.01	1.76-1.87	1.84	0.98	1.77-1.90
Services were available at times that were good for me.	1.73	0.89	1.68-1.77	1.73	0.88	1.66-1.78
I was able to get all the services I thought I needed.	1.84	1.03	1.78-1.89	1.88	1.05	1.80-1.94
I was able to see a psychiatrist when I wanted to.	2.00	1.08	1.94-2.06	1.97	1.06	1.89-2.05
The staff here believe that I can grow, change and recover.	1.66	0.84	1.62-1.70	1.68	0.84	1.62-1.73
I felt comfortable asking questions about my treatment and medication.	1.68	0.90	1.63-1.72	1.67	0.83	1.61-1.72
I felt free to complain.	1.84	0.98	1.78-1.88	1.88	1.00	1.81-1.95
I was given information about my rights.	1.62	0.76	1.58-1.66	1.66	0.79	1.60-1.71
The staff encouraged me to take responsibility for how I live my life.	1.72	0.83	1.67-1.76	1.73	0.80	1.67-1.78
The staff told me what side effects to watch out for.	1.91	0.99	1.85-1.96	1.97	1.01	1.89-2.04
The staff respected my wishes about who is and who is not to be given information about my treatment.	1.57	0.77	1.53-1.61	1.59	0.77	1.53-1.64
I, not staff, decided my treatment goals.	1.93	1.00	1.87-1.97	1.88	0.91	1.81-1.94
The staff was sensitive to my cultural background (race, religion, language, etc.).	1.69	0.81	1.65-1.73	1.75	0.85	1.68-1.80
The staff helped me obtain the information that I needed so that I could take charge of managing my illness.	1.79	0.92	1.74-1.83	1.81	0.88	1.74-1.86
I was encouraged to use consumer-run programs like support groups, drop-in centers, crisis phone lines, etc.	1.97	1.01	1.91-2.02	1.99	1.03	1.91-2.06
The staff treated me with respect and dignity.	1.55	0.80	1.50-1.58	1.55	0.78	1.49-1.60
My treatment (or service) goals were based on my strengths and needs.	1.72	0.86	1.67-1.76	1.70	0.81	1.64-1.75
The program was sensitive to any experienced or witnessed trauma in my life.	1.78	0.95	1.72-1.82	1.79	0.94	1.72-1.85
I felt safe talking with staff about my experiences with trauma or abuse.	1.74	0.94	1.69-1.78	1.75	0.95	1.68-1.81

\* Lower means represent more positive responses

# Appendix B: Adult Survey Results

As a result of the services received:


1 = Strongly Agree; 5 = Strongly Disagree*	2021 (n=1,572)			2022(n=871)		
	Mean	SD	95% CI	Mean	SD	95% CI
I deal more effectively with daily problems.	1.92	0.94	1.86-1.96	1.96	0.90	1.89-2.01
I am better able to control my life.	1.93	0.94	1.88-1.97	1.95	0.91	1.88-2.00
I am better able to deal with crisis.	1.99	0.97	1.93-2.03	2.00	0.93	1.93-2.06
I am getting along better with my family.	2.07	1.02	2.01-2.12	2.07	1.02	1.99-2.13
I do better in social situations.	2.19	1.03	2.13-2.24	2.22	1.03	2.15-2.29
I do better in school and/or work.	2.12	1.03	2.06-2.17	2.13	1.01	2.04-2.20
My housing situation has improved.	2.17	1.06	2.11-2.23	2.20	1.07	2.11-2.27
My financial situation has improved.	2.41	1.15	2.34-2.47	2.45	1.16	2.36-2.53
My legal situation has improved.	2.19	1.07	2.11-2.25	2.23	1.08	2.13-2.32
My symptoms are not bothering me as much.	2.28	1.11	2.22-2.34	2.28	1.12	2.20-2.36
I do things that are more meaningful to me.	2.05	0.97	1.99-2.09	2.07	0.95	1.99-2.13
I am better able to take care of my needs.	2.00	0.94	1.95-2.04	2.02	0.92	1.95-2.07
I am better able to handle things when they go wrong.	2.09	0.98	2.03-2.13	2.09	0.98	2.01-2.15
I am better able to do things that I want to do.	2.07	0.96	2.02-2.12	2.06	0.98	1.99-2.12
The services I received have improved my quality of life.	1.88	0.95	1.83-1.93	1.90	0.95	1.83-1.96

\* Lower means represent more positive responses

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

1 = Strongly Agree; 5 = Strongly Disagree*	2021 (n=1,572)			2022(n=871)		
	Mean	SD	95% CI	Mean	SD	95% CI
I have friends in my neighborhood.	2.60	1.15	2.53-2.65	2.55	1.14	2.46-2.62
I am an active member of my community.	2.73	1.14	2.67-2.79	2.76	1.12	2.68-2.84
I am happy with the friendships I have.	2.06	0.99	2.01-2.11	2.11	1.01	2.03-2.17
I have people with whom I can do enjoyable things.	2.07	1.00	2.02-2.12	2.10	1.03	2.02-2.16
I feel I belong in my community.	2.43	1.11	2.37-2.48	2.45	1.11	2.37-2.53
In a crisis, I would have the support I need from family or friends.	1.96	1.00	1.90-2.00	2.02	1.03	1.95-2.09
I am satisfied with the community I am currently living in.	2.23	1.06	2.17-2.28	2.26	1.09	2.18-2.33
I am satisfied with my current housing situation.	2.14	1.07	2.08-2.19	2.15	1.11	2.07-2.23

\* Lower means represent more positive responses



# Appendix C: *Youth Survey Results*

# Appendix C: Youth Survey Results

## FY 2022 Youth Consumer Survey Summary of Results (n=315)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Other*	% Agree/ Strongly Agree
Overall, I am satisfied with the services my child received.	126	130	27	20	11	2	81.5%
I helped to choose my child's services.	106	137	32	24	8	9	79.2%
I helped to choose my child's treatment goals.	111	147	23	24	6	5	83.0%
The people helping my child stuck with us no matter what.	134	115	19	30	11	7	80.6%
I felt my child had someone to talk to when he/she was troubled.	113	108	34	34	16	11	72.5%
I participated in my child's treatment.	141	126	18	13	5	13	88.1%
The services my child and/or family received were right for us.	103	132	35	29	12	5	75.6%
The location of services was convenient for us.	139	124	19	17	7	10	85.9%
Services were available at times that were convenient for us.	130	132	19	19	7	9	85.3%
My family got the help we wanted for my child.	96	126	30	37	19	8	72.1%
My family got as much help as we needed for my child.	85	116	38	44	25	8	65.3%
The staff treated me with respect and dignity.	159	124	11	7	6	9	92.2%
The staff respected my family's religious/spiritual beliefs.	133	115	16	4	2	46	91.9%
The staff spoke with me in a way that I understood.	143	144	9	6	4	10	93.8%
The staff was sensitive to my cultural/ethnic background.	121	127	17	4	2	45	91.5%

\* 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.	62	131	54	34	23	12	63.5%
My child gets along better with family members.	65	129	54	35	18	15	64.5%
My child gets along better with friends and other people.	56	135	60	35	12	18	64.1%
My child is doing better in school and/or work.	53	134	56	36	17	20	63.2%
My child is better able to cope when things go wrong.	57	125	64	38	21	11	59.7%
I am satisfied with our family life right now.	66	134	59	31	17	9	65.1%
My child is better able to do the things he/she wants to do.	51	151	57	30	14	13	66.7%
The services my child received have improved his/her quality of life.	67	136	47	31	18	17	67.9%

\* 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.	83	150	36	22	9	16	77.7%
I have people that I am comfortable talking with about my child's problems.	90	155	26	20	12	13	80.9%
In a crisis, I have the support I need from family or friends.	81	150	36	19	14	16	77.0%
I have people with whom I can do enjoyable things.	73	158	36	18	10	21	78.3%

\* Not included in Agree/Strongly Agree calculation

# Appendix C: Youth Survey Results

## FY 2022 Youth Consumer Survey Percent Positive by Region

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
Number of Respondents	31	13	89	46	53	53
Overall, I am satisfied with the services my child received.	87.1%	100.0%	77.5%	86.7%	84.9%	79.2%
I helped to choose my child's services.	83.3%	92.3%	69.8%	91.1%	88.5%	78.8%
I helped to choose my child's treatment goals.	93.3%	92.3%	71.6%	87.0%	92.2%	86.8%
The people helping my child stuck with us no matter what.	87.1%	84.6%	77.3%	90.9%	82.4%	81.1%
I felt my child had someone to talk to when he/she was troubled.	90.3%	91.7%	66.3%	80.4%	70.6%	75.0%
I participated in my child's treatment.	96.7%	83.3%	81.4%	85.7%	96.2%	92.2%
The services my child and/or family received were right for us.	90.3%	92.3%	71.3%	82.2%	78.8%	75.5%
The location of services was convenient for us.	100.0%	100.0%	78.2%	89.1%	88.0%	82.4%
Services were available at times that were convenient for us.	93.5%	100.0%	80.5%	80.0%	88.2%	84.3%
My family got the help we wanted for my child.	83.9%	92.3%	66.3%	80.4%	80.4%	68.6%
My family got as much help as we needed for my child.	77.4%	91.7%	59.8%	71.7%	72.5%	59.6%
The staff treated me with respect and dignity.	96.8%	92.3%	91.8%	91.1%	94.1%	90.4%
The staff respected my family's religious/spiritual beliefs.	93.1%	91.7%	92.2%	92.9%	90.2%	95.5%
The staff spoke with me in a way that I understood.	96.8%	100.0%	93.0%	88.9%	96.1%	94.1%
The staff was sensitive to my cultural/ethnic background.	96.7%	100.0%	90.3%	90.5%	91.1%	93.6%

# 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.	76.7%	84.6%	58.6%	69.6%	67.3%	56.9%
My child gets along better with family members.	75.9%	69.2%	60.2%	73.3%	66.0%	60.8%
My child gets along better with friends and other people.	75.9%	92.3%	61.6%	77.3%	63.8%	54.0%
My child is doing better in school and/or work.	70.0%	84.6%	66.7%	70.5%	63.3%	50.0%
My child is better able to cope when things go wrong.	70.0%	76.9%	56.5%	65.2%	68.0%	51.9%
I am satisfied with our family life right now.	77.4%	84.6%	60.0%	73.9%	72.0%	55.8%
My child is better able to do the things he/she wants to do.	80.0%	92.3%	61.9%	82.2%	74.0%	51.9%
The services my child received have improved his/her quality of life.	73.3%	92.3%	64.7%	73.9%	75.5%	56.0%

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

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
I know people who will listen and understand me when I need to talk.	89.7%	92.3%	75.0%	78.3%	80.4%	75.5%
I have people that I am comfortable talking with about my child's problems.	86.7%	92.3%	74.1%	84.8%	86.5%	77.6%
In a crisis, I have the support I need from family or friends.	87.1%	100.0%	75.3%	77.8%	75.5%	77.6%
I have people with whom I can do enjoyable things.	86.7%	100.0%	79.0%	75.6%	76.5%	78.7%

# Appendix C: Youth Survey Results

## FY 2022 Youth Consumer Survey 2021 & 2022 Means with Confidence Intervals (CI)

1 = Strongly Agree; 5 = Strongly Disagree*	2021 (n=447)			2022(n=315)		
	Mean	SD	95% CI	Mean	SD	95% CI
Overall, I am satisfied with the services my child received.	1.87	1.00	1.78-1.96	1.92	1.03	1.80-2.03
I helped to choose my child's services.	2.01	1.07	1.90-2.10	1.99	1.00	1.88-2.10
I helped to choose my child's treatment goals.	1.98	1.09	1.87-2.07	1.93	0.95	1.82-2.03
The people helping my child stuck with us no matter what.	1.85	1.09	1.74-1.94	1.93	1.10	1.80-2.05
I felt my child had someone to talk to when he/she was troubled.	2.22	1.38	2.08-2.34	2.12	1.18	1.98-2.25
I participated in my child's treatment.	1.81	0.98	1.71-1.90	1.73	0.88	1.62-1.82
The services my child and/or family received were right for us.	2.07	1.15	1.96-2.18	2.08	1.08	1.96-2.20
The location of services was convenient for us.	1.94	1.20	1.82-2.04	1.79	0.95	1.68-1.89
Services were available at times that were convenient for us.	1.90	1.06	1.80-1.99	1.83	0.96	1.72-1.93
My family got the help we wanted for my child.	2.18	1.20	2.06-2.28	2.21	1.19	2.07-2.34
My family got as much help as we needed for my child.	2.27	1.25	2.15-2.39	2.38	1.25	2.23-2.51
The staff treated me with respect and dignity.	1.59	0.82	1.51-1.66	1.62	0.82	1.52-1.71
The staff respected my family's religious/spiritual beliefs.	2.06	1.54	1.91-2.20	1.62	0.73	1.53-1.70
The staff spoke with me in a way that I understood.	1.61	0.75	1.53-1.67	1.64	0.75	1.55-1.72
The staff was sensitive to my cultural/ethnic background.	2.25	1.64	2.09-2.40	1.67	0.73	1.58-1.75

\* 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*	2021 (n=447)			2022(n=315)		
	Mean	SD	95% CI	Mean	SD	95% CI
My child is better at handling daily life.	2.47	1.30	2.35-2.59	2.42	1.16	2.29-2.55
My child gets along better with family members.	2.47	1.26	2.35-2.58	2.38	1.12	2.24-2.50
My child gets along better with friends and other people.	2.45	1.21	2.33-2.56	2.37	1.04	2.25-2.48
My child is doing better in school and/or work.	2.62	1.38	2.48-2.74	2.43	1.09	2.30-2.55
My child is better able to cope when things go wrong.	2.57	1.24	2.45-2.68	2.48	1.14	2.35-2.60
I am satisfied with our family life right now.	2.54	1.26	2.41-2.65	2.35	1.09	2.22-2.46
My child is better able to do the things he/she wants to do.	2.46	1.20	2.35-2.57	2.36	1.02	2.24-2.47
The services my child received have improved his/her quality of life.	2.41	1.30	2.29-2.53	2.32	1.11	2.19-2.44

\* Lower means represent more positive responses

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

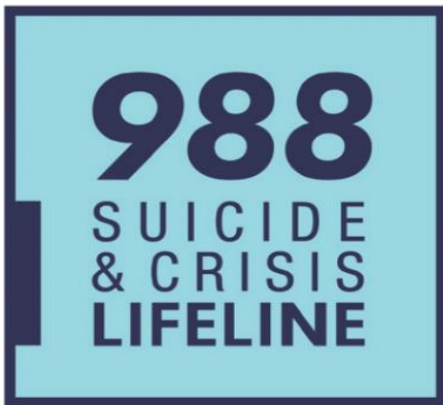
1 = Strongly Agree; 5 = Strongly Disagree*	2021 (n=447)			2022(n=315)		
	Mean	SD	95% CI	Mean	SD	95% CI
I know people who will listen and understand me when I need to talk.	2.12	1.11	2.01-2.22	2.08	0.98	1.96-2.19
I have people that I am comfortable talking with about my child's problems.	2.09	1.14	1.98-2.19	2.04	1.00	1.92-2.15
In a crisis, I have the support I need from family or friends.	2.12	1.11	2.01-2.21	2.12	1.03	2.00-2.23
I have people with whom I can do enjoyable things.	2.12	1.10	2.01-2.22	2.10	0.96	1.98-2.20

\* Lower means represent more positive responses

# Nebraska's Division of Behavioral Health



# DBH Consumer Survey Report FY 2022



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