

FY2021 Consumer Survey Report



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Executive Summary

FY 2021 Behavioral Health Consumer Survey

Overview

During the first, second and third quarters of 2021, 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.

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 2021 Consumer Survey

Response Rates

For 2021 there were decreases in response rates for both the adult and youth samples relative to 2020. The response rate for the adult survey was 30% as compared to 32% in 2020. Similarly, the response rate for the youth survey was 33% compared to the 2020 response rate of 47%. Decreased response rates is an issue that has plagued survey collection efforts over a lengthy period. Overall, there were 1,571 responses from adult consumers and 445 responses from youth caregivers.

Adult Survey Findings

Key Measures

All five of the key measures that are tracked exceeded the 2017 baseline.

Analysis of Domains

As compared to 2020, decreases were observed among all seven domains. Adult respondents accessing substance use disorder services reported statistically significant higher levels of positive responses than those accessing mental health services for three domains: functioning, outcomes, and social connectedness.

Several statistically significant differences were observed between regions. Region 4 reported a significantly higher level of positive responses for the Access domain (87%) than Region 6 (79%). Additionally, respondents from Region 2 reported significantly higher positive responses for the Access (91%), General Satisfaction (92%), Participation in Treatment Planning (88%), and Quality & Appropriateness (94%) domains than those respondents from Region 6 (79%; 83%; 77%, 87% respectively).

Executive Summary

New Items for 2021

Adult respondents who accessed services delivered via alternative methods were highly likely to recommend the use of these methods. For respondents who accessed phone-based services in FY 2021, 74% reported being likely or extremely likely to recommend services delivered by phone. A similar rate was observed for respondents who accessed telehealth services, as 74% of those respondents reported being likely or extremely likely to recommend telehealth services.

Approximately half, 52%, of adult respondents reported that they were made aware of peer provided services. The remaining 48% indicated that they were not made aware or were unsure as to whether they had been made aware of peer provided services.

Youth Survey Findings

Key Measures

Two of the five key measures that are tracked exceeded the 2017 baseline, while two fell short. The percent of youth caregivers reporting that the services their child received have improved his/her quality of life (67.0%) was below the baseline of 68.7%. Likewise, 62.8% of youth caregivers reported that their child is better able to do the things he/she wants to do, which falls short of the baseline value of 65.1%. The final key measure, the ability to cope when things go wrong, was equal to the 2017 baseline value.

Analysis of Domains

As compared to 2020, there were decreases observed among all seven domains. The Cultural Sensitivity domain received the highest level of positive responses (94%), which is consistent with the results of prior years. Conversely, the Outcomes domain received the lowest level of positive responses, 59%. For several of the domains, their values from the 2020 edition of the Consumer Survey represented a departure from long term trends (e.g. Outcomes, Functioning). Accordingly, the steep declines from 2020 to 2021 for these domains represent a return to values that are more consistent with ongoing trends.

Recommendations / Opportunities

Recommendations / Opportunities

The results of the 2021 Adult and Youth Consumer Surveys suggest the following opportunities for further work and evaluation.

- Add the following ratings statements to the Youth Survey: “If I had other choices, I would still get services for my child from this agency” and “I would recommend this agency to a friend or family member”.
- Evaluate why agreement ratings for the Youth Survey statement, “My child is better able to cope when things go wrong” decreased by almost 20% and review opportunities for improvement.
- Further review the largest decreases in Adult Survey ratings and consider opportunities for improvement.
- Add a qualitative item asking for respondents to identify the single most important opportunity for improvement.
- The responses provided about services delivered via Telehealth and Telephone indicate that these consumers were receptive to the delivery mode (10% or less were not likely to recommend). Continued tracking of this metric is recommended given social contexts associated with COVID-19.
- The responses to the newly added item about peer provided services presents clear indication for opportunities to increase awareness of the benefits and the availability of peer support services.

General Information



2021 Consumer Survey

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 on improved functioning and social connectedness



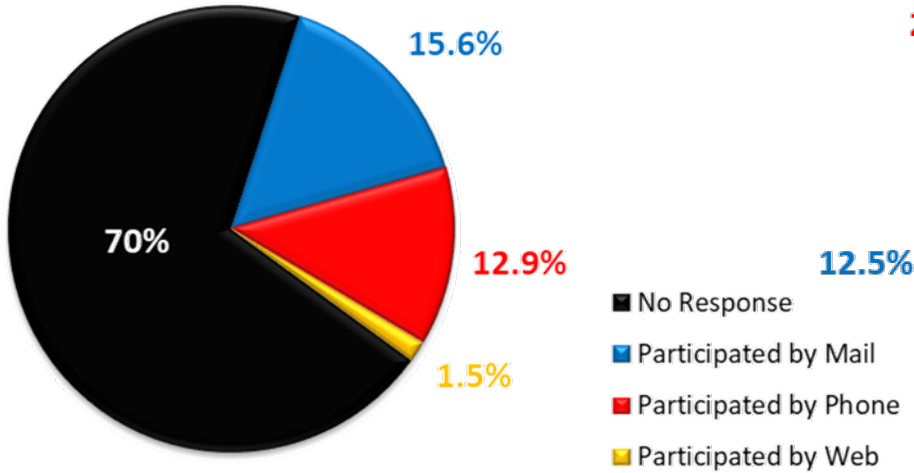
New Items

- If you have received Telehealth (with video) services in the last year, how likely are you to recommend this service delivery to others?
- If you have received services over the phone (no video) in the last year, how likely are you to recommend this service delivery to others?
- Has a provider ever told you or made you aware of peer provided services (including peer support)?

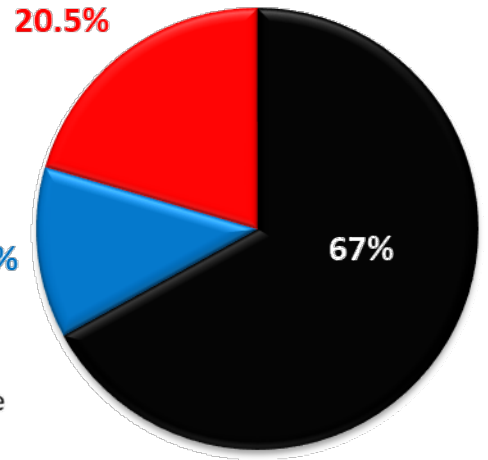
Methodology

Percent Participation by Mode

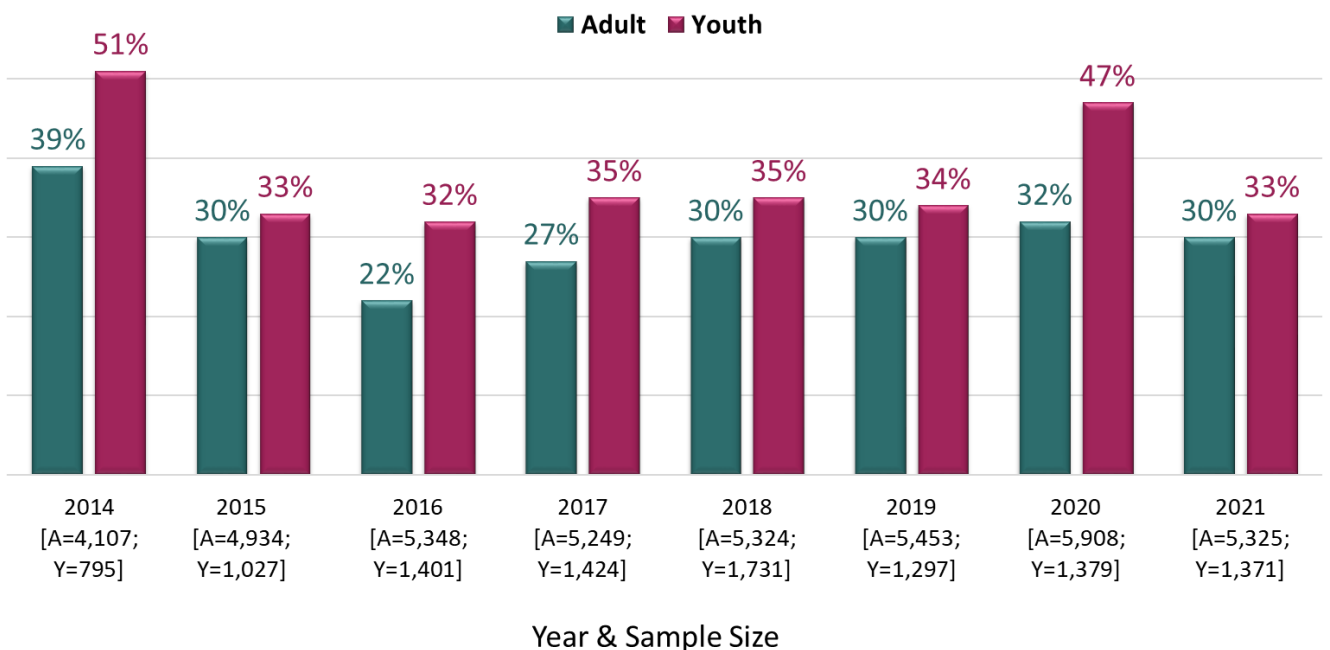
2021 Adult (N=5,325)



2021 Youth (N=1,371)



Response Rates Over Time



Adult Survey Results

- ❑ **887** female (58.8%) and **622** male (41.2%) Adult Survey respondents
- ❑ Ages ranged from **19 to 84 years**, with an average age of 42.89 years
- ❑ 1,287 (**82.2%**) respondents identified as non-Hispanic white
- ❑ 279 (**17.8%**) respondents identified as *non-white and/or Hispanic*, increasing from 15.8% in 2020

Service Quality

89.4%

I like the services I received here.

87.9%

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

Items with Top Responses (Agreement)

92.8%

Staff treated me with respect and dignity.

91.8%

I was given information about my rights.

91.8%

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

Highest Positive Change from 2020

75.0% → 75.9%

As a result of the services I received, I am happy with the friendships I have.

79.6% → 80.4%

As a direct result of the services I received, I deal more effectively with my daily problems.

% Agreement with Statements (Adult Survey)

Baseline: 2017

Achieved: 2021

86.1%

Increase percentage of consumers satisfaction with the services they received.

79.4%

Increase consumer satisfaction with the quality of service they receive.

81.9%

Increase the provider return rate for calls to consumers.

80.5%

Increase the access to services needed.

70.5%

Improve family relationships.

89.4%

of adult clients expressed satisfaction with the services they received.

82.0%

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

83.5%

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

83.3%

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

73.0%

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

Adult Survey Domain Analyses

Assessed the quality & impact of services by measuring responses in **7 Domains**:

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

| Domain | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
|-------------------------------------|-------|-------|-------|-------|-------|-------|-------|
| Access | 82.8% | 81.3% | 82.3% | 81.5% | 83.3% | 84.4% | 83.7% |
| Functioning | 73.1% | 68.0% | 69.9% | 69.6% | 72.9% | 73.9% | 73.7% |
| General Satisfaction | 86.6% | 84.1% | 86.1% | 85.9% | 85.8% | 88.4% | 86.5% |
| Outcomes | 72.9% | 68.3% | 69.2% | 69.4% | 71.6% | 73.3% | 71.6% |
| Participation in Treatment Planning | 79.4% | 78.2% | 76.4% | 76.7% | 80.3% | 80.7% | 79.3% |
| Quality/Appropriateness | 87.4% | 86.0% | 85.9% | 86.5% | 87.2% | 89.3% | 88.9% |
| Social Connectedness | 68.4% | 67.6% | 67.1% | 66.0% | 67.4% | 70.8% | 69.3% |

Access, General Satisfaction, Participation in Treatment Planning, and Quality & Appropriateness: Individuals in treatment for a year or more responded significantly more positively than individuals in treatment for less than a year

Males responded significantly more positively than Females (76.3% vs. 72.1%) in the Functioning Domain

Individuals receiving substance use disorder services responded significantly more positively than individuals receiving mental health services across Functioning, Outcomes, and Social Connectedness Domains

Adult Survey Region Analyses

The domain ratings across all six Regional Behavioral Health Authorities (RBHA) of Nebraska were positive overall with few statistically significant differences* in ratings.

| Location | n | Access | Function | General Satisfaction | Outcomes | Participant Tx Planning | Quality / Appropriate | Social Connectedness |
|-----------------|-----|--------|----------|----------------------|----------|-------------------------|-----------------------|----------------------|
| Region 1 | 129 | 84.8% | 71.3% | 85.7% | 71.3% | 73.9% | 87.8% | 69.3% |
| Region 2 | 199 | 90.9%* | 77.0% | 92.0%* | 77.6% | 87.8%* | 94.2%* | 70.3% |
| Region 3 | 355 | 81.7% | 76.2%* | 84.2% | 73.0% | 79.3% | 87.4% | 69.9% |
| Region 4 | 272 | 87.2%* | 75.9%* | 87.7% | 67.7% | 78.0% | 90.5% | 71.7% |
| Region 5 | 295 | 83.4% | 73.6%* | 87.8% | 73.3% | 79.6% | 88.7% | 68.5% |
| Region 6 | 316 | 78.8%* | 68.0%* | 83.4%* | 67.7% | 77.1%* | 86.6%* | 66.3% |

Respondents from Region 2 indicated:

- Highest percent of positive responses in *access, quality and appropriateness, outcomes, participation in treatment planning, general satisfaction, and functioning*

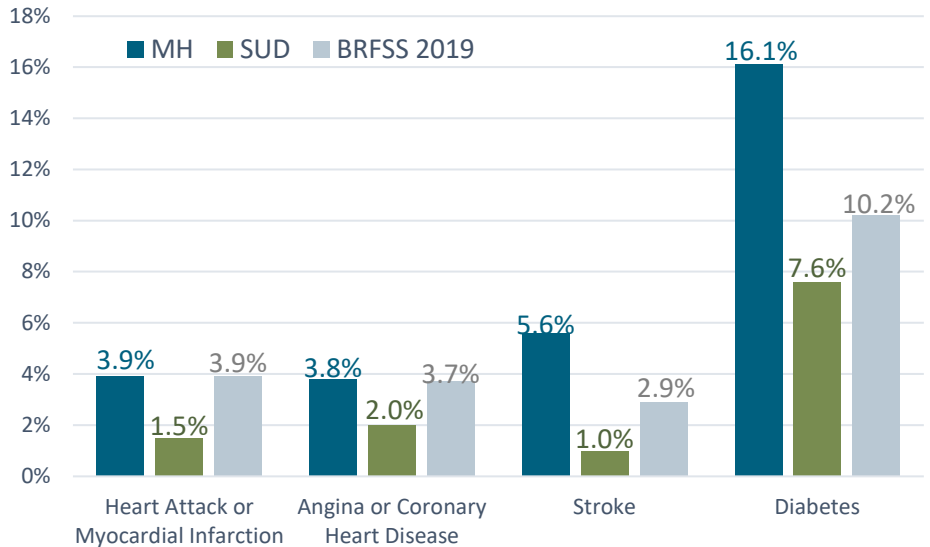
Respondents from Region 4 indicated:

- Highest percent of positive ratings in *social connectedness*
- Statistically significant difference (higher) in responses for the *access domain* compared to Region 6

Physical Health-Adults

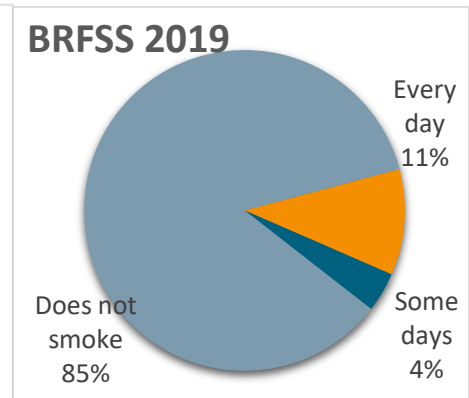
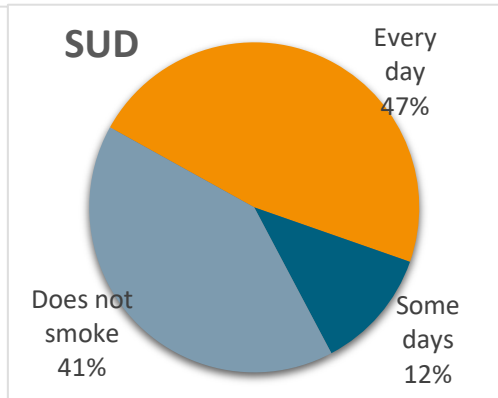
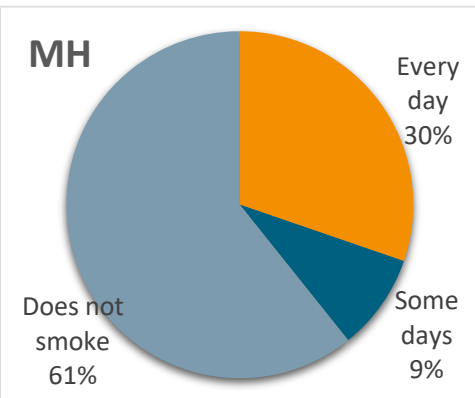
The prevalence of specific chronic physical health conditions was measured using questions from the Behavioral Health Risk Factor Surveillance System (BRFSS). Consumer Survey responses were then compared to responses from the 2019 BRFSS for the general adult population in Nebraska and also compared across mental health (MH) and substance use disorder (SUD) services.

The percent of diagnosed chronic health conditions for SUD service consumers was lower than for MH service consumers. The most common chronic health condition is Diabetes.



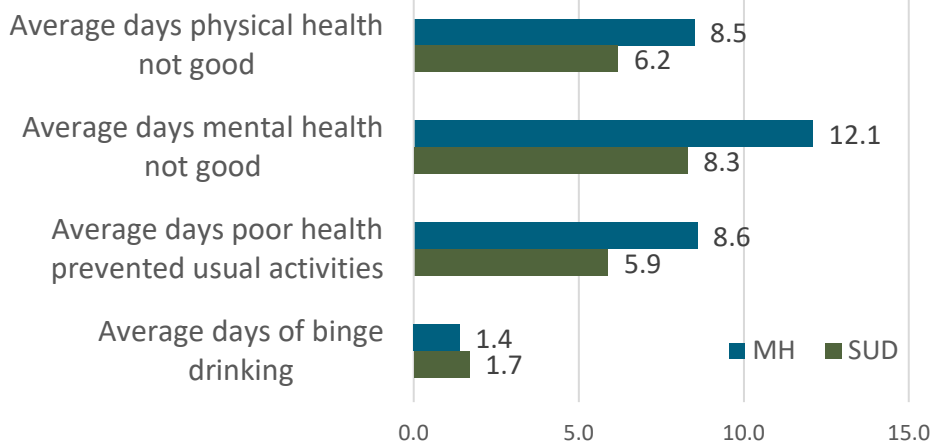
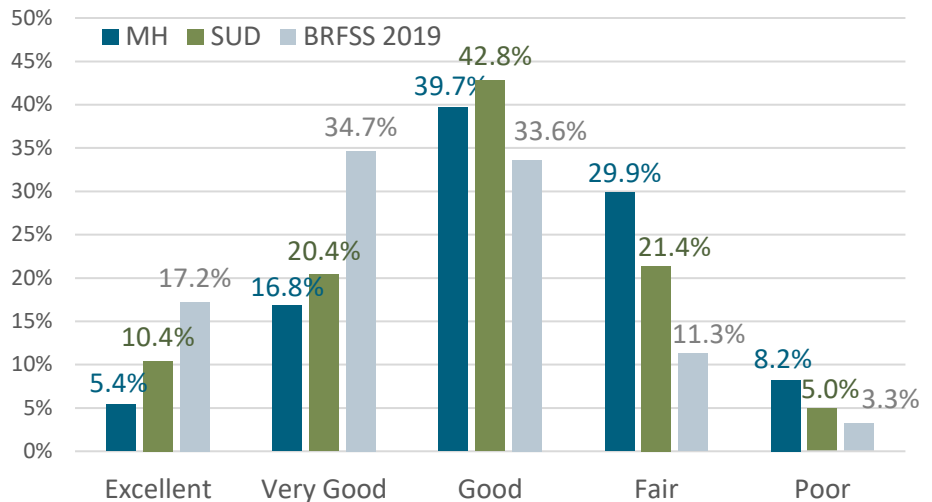
When asked whether they smoke cigarettes, consumers who received SUD services self-reported the highest percentage of smoking every day (47.3%) followed by MH service consumers at 30.3%.

Both MH service and SUD service consumers showed higher rates of smoking than the general population; only 10.7% of the general population reported smoking every day.



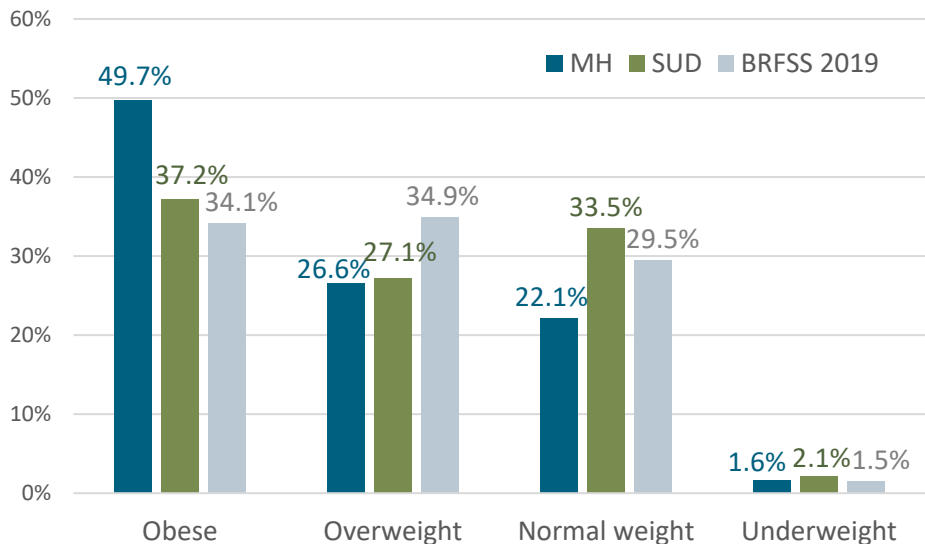
Physical Health-Adults

When asked to assess their general health, MH service consumers self-reported higher rates of poor or fair health status and lower rates of very good and excellent health status compared to the general population, and SUD service consumers tended to self-report rates in-between.



Individuals receiving MH services reported more days when their physical health and mental health was not good, and more days when poor physical or mental health kept them from doing their usual activities, than those receiving SUD services.

Consumers receiving MH services (49.7%) were more likely than consumers receiving SUD services (37.2%) to self-report being obese. Consumers receiving SUD services were more likely to self-report being normal weight (33.5%) compared to consumers of MH services (22.1%) and the general population (29.5%).



New Items

2021

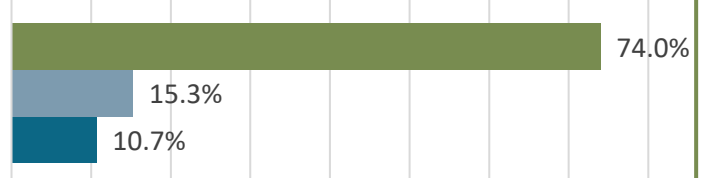
Three items were added to the 2021 Adult Survey. The first two items assessed satisfaction with services delivered via Telehealth and phone as the need arose during the Pandemic. The third item assessed the degree to which respondents were aware of peer provided services.

Consumer responses indicated that 74% were likely or extremely likely to recommend Telehealth and phone (74.4%) services to others.

If you have received services over the phone (no video) in the last year, how likely are you to recommend this service delivery to others?



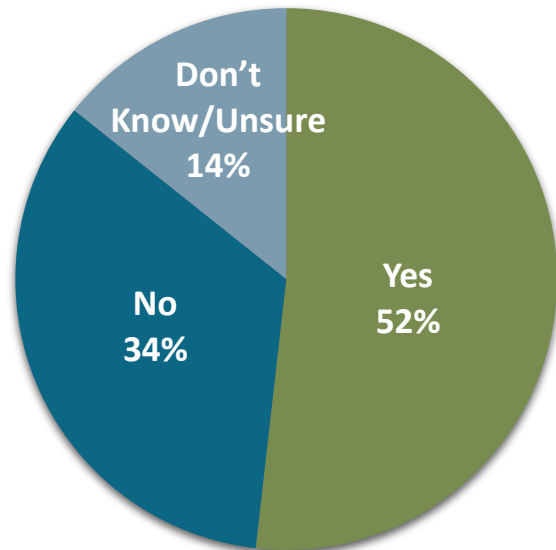
If you have received Telehealth (with video) services in the last year, how likely are you to recommend this service delivery to others?



0% 10% 20% 30% 40% 50% 60% 70% 80%

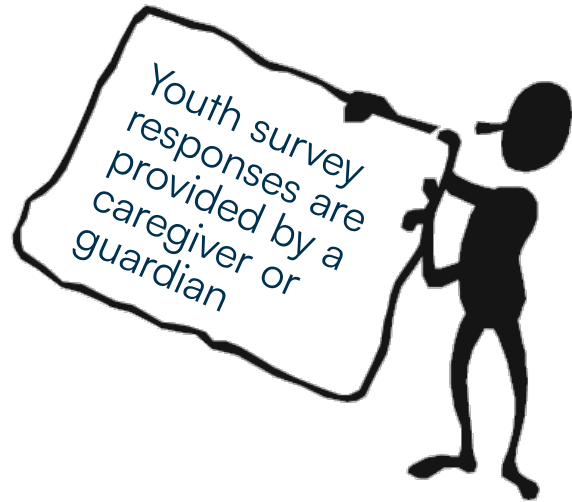
■ Likely/Extremely Likely ■ Neutral ■ Unlikely/Extremely Unlikely

For the third new item assessing awareness of peer provided services, 51.8% respondents indicated they were told or made aware of peer provided services, while 48.2% indicated that they had not been told or were unsure.



Youth Survey Results

- 196 girls (45.1%) and 239 boys (54.9%) were represented, similar to 2019
- Youth ages ranged from 2 to 18, with an average age of 13.2 years
- 378 (84.9%) of represented youth were identified as non-Hispanic white
- 67 (15.1%) respondents identified as non-white and/or Hispanic, increasing from 15.8% in 2020



Top Responses (Agreement)

95.7%

Staff spoke with me in a way that I understood.

93.3%

Staff respected my family's religious/spiritual beliefs.

93.2%

Staff treated me with respect and dignity.

Service Quality

82.8%

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

% Agreement with Statements (Youth Survey)

Baseline: 2017

94.3%

Increase consumer satisfaction with the way staff speak with them.

63.8%

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

58.1%

Increase youth ability to cope when things go wrong

68.7%

Improve youth quality of life.

65.1%

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

Achieved: 2021

95.7%

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

66.7%

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

58.1%

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

67.0%

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

62.8%

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

Youth Survey Domain Analyses

Assessed the quality & impact of services by measuring responses in **7 Domains**:

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

| Domains | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
|----------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Access | 82.1% | 85.4% | 85.5% | 83.0% | 85.3% | 88.2% | 81.3% |
| General Satisfaction | 76.1% | 78.5% | 74.8% | 77.2% | 78.0% | 86.5% | 74.2% |
| Outcomes | 60.8% | 60.1% | 57.2% | 60.8% | 63.3% | 78.4% | 59.0% |
| Family Involvement | 89.8% | 87.2% | 85.7% | 85.2% | 88.0% | 91.7% | 83.3% |
| Cultural Sensitivity | 95.1% | 91.9% | 93.0% | 92.1% | 94.2% | 95.2% | 94.1% |
| Functioning | 62.4% | 59.6% | 58.9% | 62.2% | 64.4% | 78.5% | 59.8% |
| Social Connectedness | 77.3% | 79.9% | 79.6% | 78.1% | 81.3% | 87.7% | 77.5% |

Overall, there were decreases in the positivity of responses from 2020 to 2021 in all seven domains, with general satisfaction decreasing by 12.3% from 86.5% in 2020 to 74.2% in 2021.

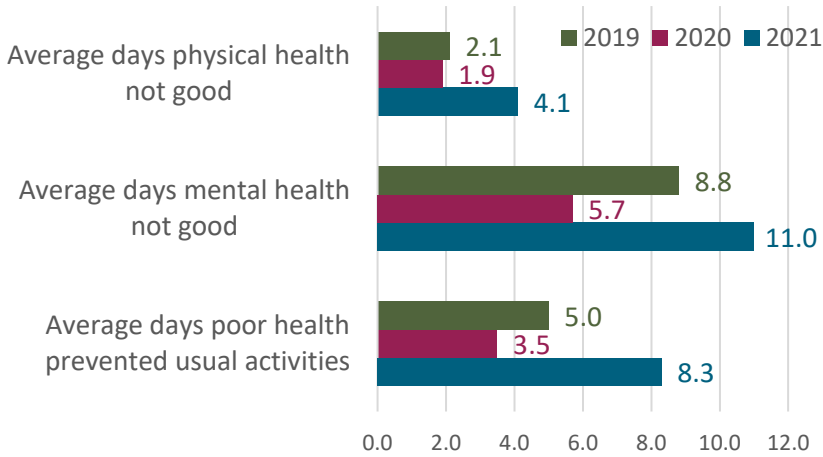
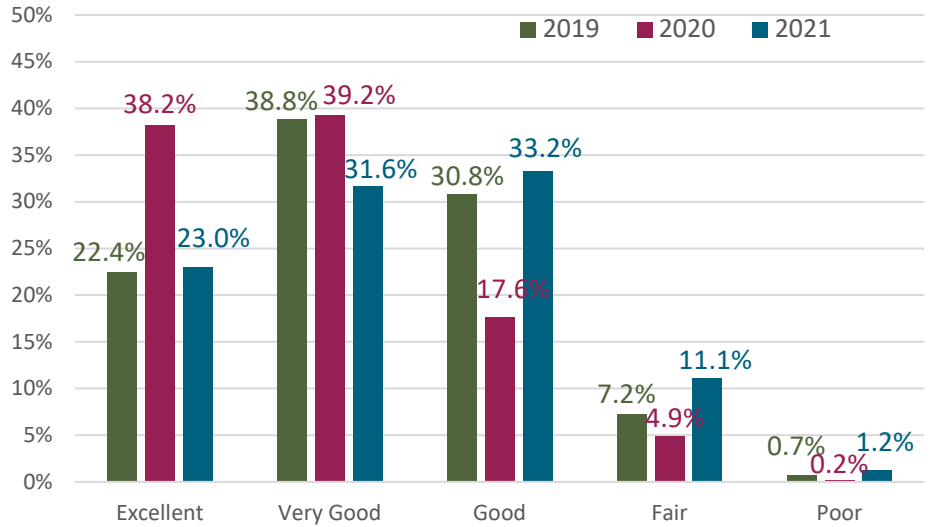
Cultural Sensitivity received the highest ratings (94.1%) relative to the other six domains in 2021; this finding is consistent with the results from prior years

Access, Family Involvement, and General Satisfaction received the lowest responses in 2021 (81.3%, 74.2%, and 83.3%, respectively) compared to previous years

Physical Health-Youth

When asked to assess **youth general health**, the largest number of caregivers indicated it was either good (33.2%) or very good (31.6%).

Responses in 2021 were also more comparable to responses in 2019.

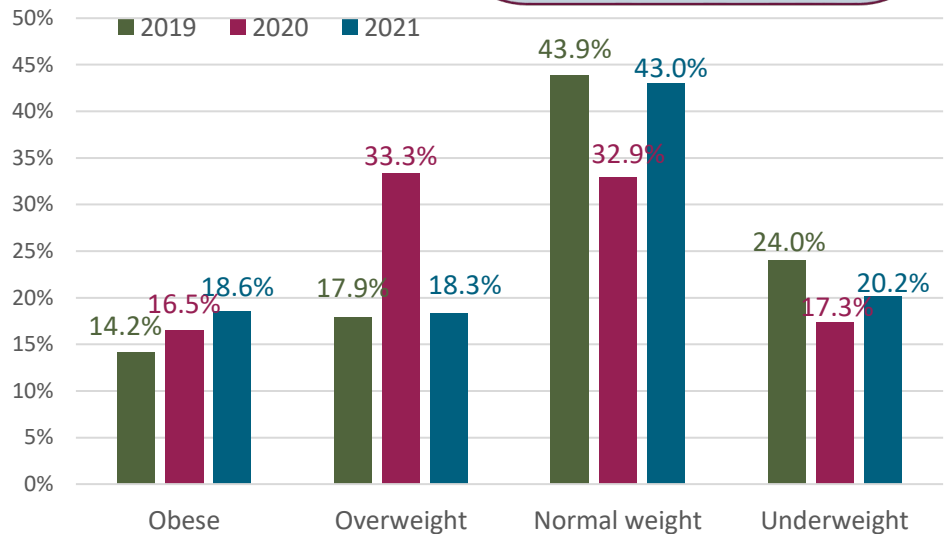


Caregivers were asked the number of days in the previous 30 days that their child's physical or mental health was not good and how many days poor physical or mental health keep their child from doing usual activities.

Ratings are higher in 2021 as compared to 2019 and 2020.

Youth weight, height, gender, and age were used to calculate youth BMI. Percentage overweight was highest in 2020 and the percentage at normal weight was highest in 2019 and 2021.

Obesity percentages increased from 2019 up through 2021.

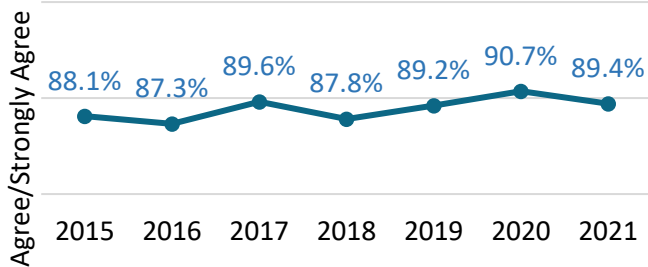


Overall Satisfaction-Adults & Youth

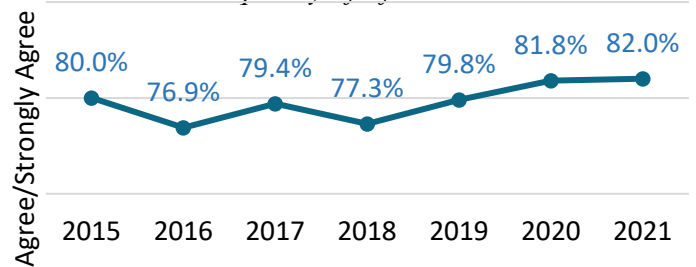
89.4%

Overall Satisfaction: for adult consumers who completed the survey in 2021.

"I like the services I received here."



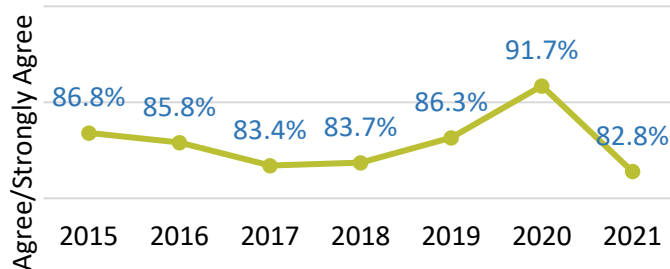
"The services I received improved my quality of life"



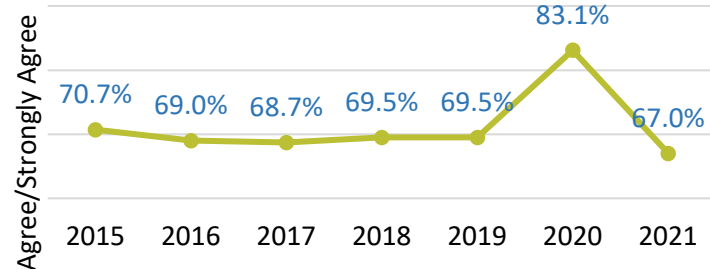
82.8%

Overall Satisfaction: for caregivers of youth who completed the survey in 2021.

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



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



Better Able to Cope-Adults & Youth

74.5%

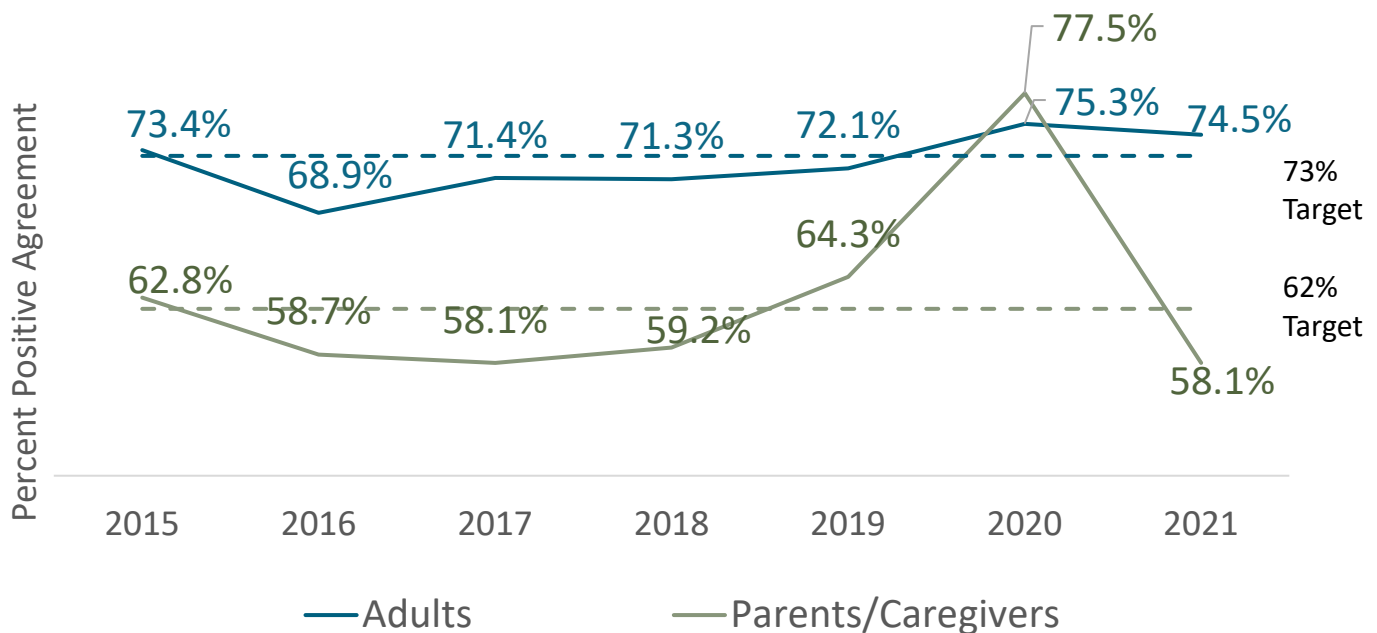
Adult Survey: I am better able to handle things when they go wrong.

Comparable to 2020 ratings (75.3%) and remained above 73.0% target.

58.1%

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

Lower compared to 2020 ratings (77.5%) and below the 62.0% target.



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

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 percent of positive responses.

For example, when reviewing the 2021 data, results indicated that of the 1,571 eligible Adult Surveys, 28 surveys were missing responses or marked "not applicable" for more than one-third of the items in the Access domain. Those 28 surveys were excluded from the calculation, leaving 1,543 surveys to be included. Average domain scores were calculated for each of the 1,543 surveys. Of those surveys, 1,292 had average scores of 2.49 or lower (agree/strongly agree); 182 had average scores between 2.50 and 3.49 (neutral); and 69 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 1,292 positive responses divided by 1,543 surveys with completed access items, or 83.7%.

Appendix B: Adult Survey Results

FY 2021 Adult Consumer Survey Summary of Results (n=1,571)

| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Other* | % Agree/Strongly Agree |
|--|----------------|-------|---------|----------|-------------------|--------|------------------------|
| I like the services I received here. | 846 | 550 | 89 | 45 | 32 | 9 | 89.4% |
| If I had other choices, I would still get services from this agency. | 725 | 530 | 157 | 80 | 58 | 21 | 81.0% |
| I would recommend this agency to a friend or family member. | 823 | 540 | 107 | 37 | 44 | 20 | 87.9% |
| The location of services was convenient (parking, public transportation, distance, etc.). | 701 | 596 | 111 | 61 | 26 | 76 | 86.8% |
| Staff were willing to see me as often as I felt it was necessary. | 783 | 544 | 114 | 54 | 39 | 37 | 86.5% |
| Staff returned my calls in 24 hours. | 666 | 540 | 119 | 67 | 52 | 127 | 83.5% |
| Services were available at times that were good for me. | 727 | 625 | 101 | 59 | 29 | 30 | 87.7% |
| I was able to get all the services I thought I needed. | 706 | 581 | 113 | 91 | 54 | 26 | 83.3% |
| I was able to see a psychiatrist when I wanted to. | 501 | 498 | 151 | 103 | 50 | 268 | 76.7% |
| Staff here believe that I can grow, change and recover. | 767 | 557 | 134 | 29 | 23 | 61 | 87.7% |
| I felt comfortable asking questions about my treatment and medication. | 770 | 544 | 90 | 51 | 34 | 82 | 88.2% |
| I felt free to complain. | 659 | 576 | 152 | 64 | 45 | 75 | 82.6% |
| I was given information about my rights. | 755 | 630 | 76 | 34 | 14 | 62 | 91.8% |
| Staff encouraged me to take responsibility for how I live my life. | 686 | 611 | 136 | 34 | 21 | 83 | 87.2% |
| Staff told me what side effects to watch out for. | 540 | 523 | 158 | 81 | 34 | 235 | 79.6% |
| Staff respected my wishes about who is and who is not to be given information about my treatment. | 829 | 555 | 86 | 17 | 21 | 63 | 91.8% |
| I, not staff, decided my treatment goals. | 586 | 586 | 193 | 74 | 46 | 86 | 78.9% |
| Staff were sensitive to my cultural background (race, religion, language, etc.). | 663 | 556 | 137 | 23 | 17 | 175 | 87.3% |
| Staff helped me obtain the information that I needed so that I could take charge of managing my illness. | 658 | 615 | 116 | 64 | 34 | 84 | 85.6% |
| I was encouraged to use consumer-run programs like support groups, drop-in centers, crisis phone lines, etc. | 534 | 527 | 202 | 91 | 36 | 181 | 76.3% |
| Staff treated me with respect and dignity. | 881 | 537 | 57 | 27 | 26 | 43 | 92.8% |
| My treatment (or service) goals were based on my strengths and needs. | 707 | 618 | 108 | 55 | 23 | 60 | 87.7% |
| The program was sensitive to any experienced or witnessed trauma in my life. | 677 | 552 | 127 | 60 | 36 | 119 | 84.6% |
| I felt safe talking with staff about my experiences with trauma or abuse. | 715 | 543 | 109 | 55 | 38 | 111 | 86.2% |

* 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. | 560 | 643 | 183 | 82 | 29 | 74 | 80.4% |
| I am better able to control my life. | 556 | 625 | 210 | 73 | 31 | 76 | 79.0% |
| I am better able to deal with crisis. | 524 | 598 | 237 | 92 | 28 | 92 | 75.9% |
| I am getting along better with my family. | 459 | 564 | 249 | 80 | 50 | 169 | 73.0% |
| I do better in social situations. | 400 | 578 | 297 | 120 | 44 | 132 | 68.0% |
| I do better in school and/or work. | 370 | 471 | 223 | 93 | 34 | 380 | 70.6% |
| My housing situation has improved. | 389 | 432 | 291 | 97 | 40 | 322 | 65.7% |
| My financial situation has improved. | 327 | 398 | 334 | 152 | 72 | 288 | 56.5% |
| My legal situation has improved. | 306 | 312 | 247 | 64 | 37 | 605 | 64.0% |
| My symptoms are not bothering me as much. | 376 | 578 | 265 | 156 | 70 | 126 | 66.0% |
| I do things that are more meaningful to me. | 465 | 619 | 258 | 92 | 31 | 106 | 74.0% |
| I am better able to take care of my needs. | 477 | 679 | 209 | 86 | 31 | 89 | 78.0% |
| I am better able to handle things when they go wrong. | 426 | 675 | 243 | 91 | 43 | 93 | 74.5% |
| I am better able to do things that I want to do. | 437 | 659 | 249 | 99 | 33 | 94 | 74.2% |
| The services I received have improved my quality of life. | 582 | 637 | 161 | 68 | 38 | 85 | 82.0% |

* 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. | 250 | 457 | 322 | 254 | 78 | 210 | 51.9% |
| I am an active member of my community. | 217 | 387 | 419 | 269 | 91 | 188 | 43.7% |
| I am happy with the friendships I have. | 437 | 661 | 213 | 92 | 44 | 124 | 75.9% |
| I have people with whom I can do enjoyable things. | 442 | 646 | 223 | 97 | 44 | 119 | 74.9% |
| I feel I belong in my community. | 292 | 540 | 356 | 139 | 88 | 156 | 58.8% |
| In a crisis, I would have the support I need from family or friends. | 537 | 630 | 173 | 71 | 53 | 107 | 79.7% |
| I am satisfied with the community I am currently living in. | 376 | 607 | 286 | 111 | 67 | 124 | 67.9% |
| I am satisfied with my current housing situation. | 445 | 568 | 244 | 109 | 60 | 145 | 71.0% |

* Not included in Agree/Strongly Agree calculation

Appendix B: Adult Survey Results

FY 2021 Adult Consumer Survey Percent Positive by Region

| | Region 1 | Region 2 | Region 3 | Region 4 | Region 5 | Region 6 |
|--|----------|----------|----------|----------|----------|----------|
| Number of Respondents | 129 | 199 | 355 | 272 | 295 | 316 |
| I like the services I received here. | 88.2% | 94.0% | 88.4% | 90.3% | 89.1% | 87.3% |
| If I had other choices, I would still get services from this agency. | 79.2% | 89.9% | 79.4% | 81.7% | 81.2% | 76.6% |
| I would recommend this agency to a friend or family member. | 87.1% | 94.4% | 87.0% | 88.5% | 88.8% | 83.4% |
| The location of services was convenient (parking, public transportation, distance, etc.). | 90.2% | 91.0% | 89.0% | 86.5% | 87.3% | 80.3% |
| Staff were willing to see me as often as I felt it was necessary. | 86.2% | 90.3% | 85.6% | 90.2% | 83.0% | 85.4% |
| Staff returned my calls in 24 hours. | 80.5% | 90.0% | 84.7% | 85.9% | 84.1% | 76.8% |
| Services were available at times that were good for me. | 90.4% | 92.3% | 87.7% | 89.9% | 86.8% | 82.6% |
| I was able to get all the services I thought I needed. | 83.9% | 89.9% | 81.3% | 87.4% | 81.2% | 79.7% |
| I was able to see a psychiatrist when I wanted to. | 79.2% | 85.9% | 78.7% | 79.4% | 71.2% | 70.7% |
| Staff here believe that I can grow, change and recover. | 89.3% | 93.8% | 87.4% | 89.1% | 87.5% | 82.5% |
| I felt comfortable asking questions about my treatment and medication. | 88.9% | 91.4% | 88.4% | 87.4% | 89.9% | 84.9% |
| I felt free to complain. | 82.9% | 87.1% | 80.6% | 84.1% | 83.6% | 79.3% |
| I was given information about my rights. | 94.2% | 94.8% | 91.0% | 93.3% | 93.0% | 87.5% |
| Staff encouraged me to take responsibility for how I live my life. | 85.7% | 93.2% | 86.1% | 87.3% | 88.1% | 84.6% |
| Staff told me what side effects to watch out for. | 87.9% | 91.0% | 77.2% | 75.0% | 80.4% | 75.5% |
| Staff respected my wishes about who is and who is not to be given information about my treatment. | 95.9% | 95.3% | 91.5% | 93.5% | 90.4% | 88.1% |
| I, not staff, decided my treatment goals. | 73.2% | 85.6% | 78.9% | 79.0% | 80.1% | 76.6% |
| Staff were sensitive to my cultural background (race, religion, language, etc.). | 83.0% | 92.1% | 85.9% | 86.5% | 89.3% | 86.7% |
| Staff helped me obtain the information that I needed so that I could take charge of managing my illness. | 82.8% | 93.0% | 83.6% | 85.3% | 84.6% | 85.8% |
| I was encouraged to use consumer-run programs like support groups, drop-in centers, crisis phone lines, etc. | 76.9% | 87.1% | 69.5% | 76.4% | 79.2% | 74.1% |
| Staff treated me with respect and dignity. | 91.8% | 97.4% | 92.8% | 92.2% | 94.5% | 89.1% |
| My treatment (or service) goals were based on my strengths and needs. | 89.3% | 92.7% | 90.1% | 85.4% | 87.5% | 83.2% |
| The program was sensitive to any experienced or witnessed trauma in my life. | 82.9% | 91.3% | 83.3% | 86.9% | 84.9% | 80.5% |
| I felt safe talking with staff about my experiences with trauma or abuse. | 88.1% | 90.7% | 83.7% | 86.6% | 86.2% | 85.3% |

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. | 77.5% | 87.1% | 78.5% | 82.9% | 80.6% | 76.8% |
| I am better able to control my life. | 78.0% | 84.5% | 78.6% | 81.3% | 80.6% | 72.3% |
| I am better able to deal with crisis. | 75.6% | 81.3% | 73.4% | 75.4% | 77.6% | 74.0% |
| I am getting along better with my family. | 68.2% | 81.5% | 71.8% | 73.3% | 74.5% | 68.7% |
| I do better in social situations. | 66.1% | 69.3% | 69.5% | 66.8% | 65.4% | 69.0% |
| I do better in school and/or work. | 76.3% | 74.7% | 71.0% | 67.8% | 70.0% | 67.8% |
| My housing situation has improved. | 72.3% | 75.8% | 63.5% | 68.1% | 62.2% | 61.7% |
| My financial situation has improved. | 61.1% | 59.3% | 54.7% | 58.3% | 54.0% | 55.6% |
| My legal situation has improved. | 71.8% | 68.7% | 60.6% | 64.8% | 63.5% | 61.2% |
| My symptoms are not bothering me as much. | 64.7% | 70.7% | 67.9% | 63.1% | 65.9% | 64.2% |
| I do things that are more meaningful to me. | 71.1% | 76.1% | 73.0% | 79.2% | 76.6% | 67.8% |
| I am better able to take care of my needs. | 74.4% | 82.0% | 77.0% | 78.8% | 79.9% | 75.2% |
| I am better able to handle things when they go wrong. | 71.4% | 77.1% | 79.3% | 71.2% | 74.6% | 71.3% |
| I am better able to do things that I want to do. | 70.4% | 81.5% | 76.6% | 75.9% | 70.9% | 69.9% |
| The services I received have improved my quality of life. | 79.3% | 85.3% | 83.0% | 84.9% | 81.6% | 77.5% |

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

| | Region 1 | Region 2 | Region 3 | Region 4 | Region 5 | Region 6 |
|--|----------|----------|----------|----------|----------|----------|
| I have friends in my neighborhood. | 50.0% | 53.4% | 53.7% | 55.6% | 50.2% | 48.1% |
| I am an active member of my community. | 46.7% | 45.5% | 41.3% | 45.2% | 42.6% | 43.4% |
| I am happy with the friendships I have. | 80.4% | 74.6% | 75.5% | 79.3% | 74.9% | 73.3% |
| I have people with whom I can do enjoyable things. | 71.3% | 76.6% | 74.6% | 75.9% | 74.9% | 74.7% |
| I feel I belong in my community. | 64.6% | 58.1% | 58.9% | 60.4% | 57.2% | 56.5% |
| In a crisis, I would have the support I need from family or friends. | 78.6% | 80.3% | 81.0% | 79.6% | 79.6% | 78.5% |
| I am satisfied with the community I am currently living in. | 63.7% | 66.3% | 67.2% | 71.8% | 69.2% | 67.0% |
| I am satisfied with my current housing situation. | 71.4% | 74.4% | 70.5% | 77.3% | 70.1% | 65.2% |

Appendix B: Adult Survey Results

FY 2021 Adult Consumer Survey 2020 & 2021 Means with Confidence Intervals (CI)

| 1 = Strongly Agree; 5 = Strongly Disagree* | 2020 (n=1,853) | | | 2021 (n=1,572) | | |
|--|----------------|-------|-----------|----------------|-------|-----------|
| | Mean | SD | 95% CI | Mean | SD | 95% CI |
| I like the services I received here. | 1.658 | 0.812 | 1.62-1.70 | 1.634 | 0.875 | 1.59-1.68 |
| If I had other choices, I would still get services from this agency. | 1.820 | 0.990 | 1.77-1.87 | 1.849 | 1.044 | 1.80-1.90 |
| I would recommend this agency to a friend or family member. | 1.730 | 0.889 | 1.66-1.74 | 1.671 | 0.918 | 1.63-1.72 |
| The location of services was convenient (parking, public transportation, distance, etc.). | 1.769 | 0.832 | 1.73-1.81 | 1.739 | 0.892 | 1.69-1.78 |
| Staff were willing to see me as often as I felt it was necessary. | 1.746 | 0.848 | 1.71-1.79 | 1.711 | 0.933 | 1.66-1.76 |
| Staff returned my calls in 24 hours. | 1.807 | 0.910 | 1.76-1.85 | 1.822 | 1.011 | 1.77-1.87 |
| Services were available at times that were good for me. | 1.747 | 0.815 | 1.71-1.78 | 1.727 | 0.886 | 1.68-1.77 |
| I was able to get all the services I thought I needed. | 1.867 | 0.953 | 1.82-1.91 | 1.839 | 1.027 | 1.79-1.89 |
| I was able to see a psychiatrist when I wanted to. | 2.003 | 1.038 | 1.95-2.05 | 2.005 | 1.078 | 1.95-2.06 |
| Staff here believe that I can grow, change and recover. | 1.692 | 0.791 | 1.66-1.73 | 1.665 | 0.836 | 1.62-1.71 |
| I felt comfortable asking questions about my treatment and medication. | 1.710 | 0.810 | 1.67-1.75 | 1.680 | 0.905 | 1.63-1.73 |
| I felt free to complain. | 1.883 | 0.907 | 1.84-1.93 | 1.837 | 0.979 | 1.79-1.89 |
| I was given information about my rights. | 1.659 | 0.748 | 1.62-1.69 | 1.623 | 0.763 | 1.58-1.66 |
| Staff encouraged me to take responsibility for how I live my life. | 1.728 | 0.762 | 1.69-1.76 | 1.718 | 0.832 | 1.68-1.76 |
| Staff told me what side effects to watch out for. | 1.934 | 0.942 | 1.89-1.98 | 1.912 | 0.993 | 1.86-1.96 |
| Staff respected my wishes about who is and who is not to be given information about my treatment. | 1.603 | 0.733 | 1.57-1.64 | 1.572 | 0.771 | 1.53-1.61 |
| I, not staff, decided my treatment goals. | 1.923 | 0.908 | 1.88-1.97 | 1.928 | 0.999 | 1.88-1.98 |
| Staff were sensitive to my cultural background (race, religion, language, etc.). | 1.732 | 0.767 | 1.70-1.77 | 1.693 | 0.809 | 1.65-1.74 |
| Staff helped me obtain the information that I needed so that I could take charge of managing my illness. | 1.819 | 0.852 | 1.78-1.86 | 1.790 | 0.925 | 1.74-1.84 |
| I was encouraged to use consumer-run programs like support groups, drop-in centers, crisis phone lines, etc. | 1.930 | 0.930 | 1.88-1.98 | 1.970 | 1.012 | 1.92-2.02 |
| Staff treated me with respect and dignity. | 1.597 | 0.771 | 1.58-1.63 | 1.547 | 0.796 | 1.51-1.59 |
| My treatment (or service) goals were based on my strengths and needs. | 1.731 | 0.788 | 1.69-1.77 | 1.722 | 0.863 | 1.68-1.77 |
| The program was sensitive to any experienced or witnessed trauma in my life. | 1.788 | 0.867 | 1.75-1.83 | 1.778 | 0.945 | 1.73-1.83 |
| I felt safe talking with staff about my experiences with trauma or abuse. | 1.768 | 0.880 | 1.73-1.81 | 1.738 | 0.939 | 1.69-1.79 |

* Lower means represent more positive responses

Appendix B: Adult Survey Results

As a result of the services received:

| 1 = Strongly Agree; 5 = Strongly Disagree* | 2020 (n=1,853) | | | 2021 (n=1,571) | | |
|---|----------------|-------|-----------|----------------|-------|-----------|
| | Mean | SD | 95% CI | Mean | SD | 95% CI |
| I deal more effectively with daily problems. | 1.956 | 0.868 | 1.92-2.00 | 1.916 | 0.940 | 1.87-1.96 |
| I am better able to control my life. | 1.946 | 0.862 | 1.91-1.99 | 1.928 | 0.943 | 1.88-1.98 |
| I am better able to deal with crisis. | 2.026 | 0.904 | 1.98-2.07 | 1.987 | 0.967 | 1.94-2.04 |
| I am getting along better with my family. | 2.041 | 0.938 | 2.00-2.09 | 2.071 | 1.025 | 2.02-2.13 |
| I do better in social situations. | 2.186 | 0.990 | 2.14-2.23 | 2.187 | 1.029 | 2.13-2.24 |
| I do better in school and/or work. | 2.126 | 0.969 | 2.08-2.18 | 2.118 | 1.027 | 2.06-2.18 |
| My housing situation has improved. | 2.156 | 1.001 | 2.10-2.21 | 2.173 | 1.056 | 2.11-2.23 |
| My financial situation has improved. | 2.385 | 1.135 | 2.33-2.44 | 2.411 | 1.152 | 2.35-2.47 |
| My legal situation has improved. | 2.196 | 0.993 | 2.14-2.25 | 2.186 | 1.072 | 2.12-2.25 |
| My symptoms are not bothering me as much. | 2.261 | 1.064 | 2.21-2.31 | 2.284 | 1.110 | 2.23-2.34 |
| I do things that are more meaningful to me. | 2.057 | 0.906 | 2.01-2.10 | 2.048 | 0.966 | 2.00-2.10 |
| I am better able to take care of my needs. | 2.017 | 0.896 | 1.97-2.06 | 1.998 | 0.940 | 1.95-2.05 |
| I am better able to handle things when they go wrong. | 2.075 | 0.909 | 2.03-2.12 | 2.087 | 0.977 | 2.04-2.14 |
| I am better able to do things that I want to do. | 2.103 | 0.930 | 2.06-2.15 | 2.074 | 0.964 | 2.02-2.12 |
| The services I received have improved my quality of life. | 1.899 | 0.889 | 1.86-1.94 | 1.885 | 0.949 | 1.84-1.93 |

* Lower means represent more positive responses

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

| 1 = Strongly Agree; 5 = Strongly Disagree* | 2020 (n=1,853) | | | 2021 (n=1,572) | | |
|--|----------------|-------|-----------|----------------|-------|-----------|
| | Mean | SD | 95% CI | Mean | SD | 95% CI |
| I have friends in my neighborhood. | 2.520 | 1.115 | 2.47-2.57 | 2.598 | 1.151 | 2.54-2.66 |
| I am an active member of my community. | 2.680 | 1.123 | 2.63-2.73 | 2.732 | 1.138 | 2.67-2.79 |
| I am happy with the friendships I have. | 2.127 | 0.971 | 2.08-2.17 | 2.064 | 0.987 | 2.01-2.11 |
| I have people with whom I can do enjoyable things. | 2.057 | 0.949 | 2.01-2.10 | 2.074 | 0.997 | 2.02-2.12 |
| I feel I belong in my community. | 2.417 | 1.083 | 2.37-2.47 | 2.428 | 1.108 | 2.37-2.49 |
| In a crisis, I would have the support I need from family or friends. | 1.951 | 0.942 | 1.91-2.00 | 1.957 | 1.002 | 1.91-2.01 |
| I am satisfied with the community I am currently living in. | 2.200 | 1.025 | 2.15-2.25 | 2.230 | 1.062 | 2.18-2.28 |
| I am satisfied with my current housing situation. | 2.144 | 1.072 | 2.09-2.20 | 2.138 | 1.072 | 2.08-2.19 |

* Lower means represent more positive responses

Appendix C: Youth Survey Results

FY 2021 Youth Consumer Survey Summary of Results (n=445)

| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Other* | % Agree/Strongly Agree |
|--|----------------|-------|---------|----------|-------------------|--------|------------------------|
| Overall, I am satisfied with the services my child received. | 182 | 184 | 45 | 15 | 16 | 3 | 82.8% |
| I helped to choose my child's services. | 150 | 202 | 47 | 23 | 10 | 13 | 81.5% |
| I helped to choose my child's treatment goals. | 159 | 202 | 39 | 20 | 11 | 14 | 83.8% |
| The people helping my child stuck with us no matter what. | 207 | 151 | 37 | 19 | 18 | 13 | 82.9% |
| I felt my child had someone to talk to when he/she was troubled. | 162 | 153 | 52 | 29 | 23 | 26 | 75.2% |
| I participated in my child's treatment. | 193 | 183 | 34 | 17 | 7 | 11 | 86.6% |
| The services my child and/or family received were right for us. | 156 | 181 | 47 | 28 | 23 | 10 | 77.5% |
| The location of services was convenient for us. | 189 | 175 | 28 | 20 | 14 | 19 | 85.4% |
| Services were available at times that were convenient for us. | 175 | 195 | 31 | 16 | 15 | 13 | 85.6% |
| My family got the help we wanted for my child. | 151 | 155 | 70 | 31 | 30 | 8 | 70.0% |
| My family got as much help as we needed for my child. | 144 | 148 | 64 | 48 | 34 | 7 | 66.7% |
| Staff treated me with respect and dignity. | 235 | 173 | 18 | 2 | 10 | 7 | 93.2% |
| Staff respected my family's religious/spiritual beliefs. | 202 | 162 | 21 | 2 | 3 | 55 | 93.3% |
| Staff spoke with me in a way that I understood. | 213 | 205 | 11 | 3 | 5 | 8 | 95.7% |
| Staff were sensitive to my cultural/ethnic background. | 172 | 176 | 24 | 2 | 3 | 68 | 92.3% |

* 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. | 104 | 164 | 81 | 43 | 33 | 20 | 63.1% |
| My child gets along better with family members. | 98 | 166 | 93 | 41 | 27 | 20 | 62.1% |
| My child gets along better with friends and other people. | 91 | 175 | 94 | 45 | 20 | 20 | 62.6% |
| My child is doing better in school and/or work. | 97 | 145 | 95 | 48 | 31 | 29 | 58.2% |
| My child is better able to cope when things go wrong. | 82 | 168 | 95 | 52 | 33 | 15 | 58.1% |
| I am satisfied with our family life right now. | 85 | 178 | 84 | 48 | 34 | 16 | 61.3% |
| My child is better able to do the things he/she wants to do. | 87 | 183 | 86 | 46 | 28 | 15 | 62.8% |
| The services my child received have improved his/her quality of life. | 108 | 176 | 73 | 42 | 25 | 21 | 67.0% |

* 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. | 121 | 219 | 46 | 26 | 11 | 22 | 80.4% |
| I have people that I am comfortable talking with about my child's problems. | 132 | 215 | 34 | 27 | 14 | 23 | 82.2% |
| In a crisis, I have the support I need from family or friends. | 125 | 206 | 57 | 21 | 12 | 24 | 78.6% |
| I have people with whom I can do enjoyable things. | 121 | 214 | 54 | 23 | 9 | 24 | 79.6% |

* Not included in Agree/Strongly Agree calculation

Appendix C: Youth Survey Results

FY 2021 Youth Consumer Survey Percent Positive by Region

| | Region 1 | Region 2 | Region 3 | Region 4 | Region 5 | Region 6 |
|--|----------|----------|----------|----------|----------|----------|
| Number of Respondents | 30 | 28 | 104 | 61 | 71 | 99 |
| Overall, I am satisfied with the services my child received. | 70.0% | 66.7% | 89.4% | 88.5% | 83.1% | 84.7% |
| I helped to choose my child's services. | 89.7% | 71.4% | 78.2% | 82.0% | 87.0% | 85.4% |
| I helped to choose my child's treatment goals. | 89.7% | 71.4% | 78.6% | 83.6% | 87.9% | 88.5% |
| The people helping my child stuck with us no matter what. | 85.7% | 75.0% | 83.7% | 88.1% | 84.1% | 83.3% |
| I felt my child had someone to talk to when he/she was troubled. | 72.4% | 64.3% | 76.0% | 91.4% | 83.6% | 70.8% |
| I participated in my child's treatment. | 93.1% | 82.1% | 77.9% | 78.0% | 89.7% | 96.9% |
| The services my child and/or family received were right for us. | 71.4% | 71.4% | 82.7% | 76.7% | 78.3% | 78.4% |
| The location of services was convenient for us. | 82.8% | 85.7% | 81.4% | 90.0% | 85.1% | 90.5% |
| Services were available at times that were convenient for us. | 89.7% | 77.8% | 82.7% | 84.7% | 88.4% | 89.7% |
| My family got the help we wanted for my child. | 72.4% | 67.9% | 75.0% | 73.3% | 68.1% | 72.2% |
| My family got as much help as we needed for my child. | 69.0% | 67.9% | 67.3% | 70.0% | 64.7% | 69.4% |
| Staff treated me with respect and dignity. | 96.6% | 82.1% | 93.3% | 93.2% | 94.2% | 94.9% |
| Staff respected my family's religious/spiritual beliefs. | 92.9% | 77.8% | 94.4% | 92.9% | 91.4% | 98.9% |
| Staff spoke with me in a way that I understood. | 96.4% | 92.9% | 95.1% | 95.0% | 97.1% | 96.9% |
| Staff were sensitive to my cultural/ethnic background. | 96.6% | 80.8% | 96.4% | 90.6% | 86.7% | 95.1% |

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. | 53.6% | 60.7% | 73.5% | 68.3% | 66.7% | 56.4% |
| My child gets along better with family members. | 64.3% | 64.3% | 76.5% | 63.3% | 57.8% | 57.9% |
| My child gets along better with friends and other people. | 67.9% | 74.1% | 72.5% | 60.0% | 61.5% | 56.8% |
| My child is doing better in school and/or work. | 57.1% | 64.3% | 67.0% | 59.3% | 54.8% | 56.5% |
| My child is better able to cope when things go wrong. | 51.7% | 60.7% | 67.0% | 65.0% | 61.2% | 51.6% |
| I am satisfied with our family life right now. | 69.0% | 64.3% | 71.3% | 66.7% | 63.1% | 52.6% |
| My child is better able to do the things he/she wants to do. | 69.0% | 64.3% | 72.5% | 68.3% | 62.1% | 54.7% |
| The services my child received have improved his/her quality of life. | 70.4% | 71.4% | 76.5% | 67.8% | 68.7% | 60.6% |

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. | 82.1% | 77.8% | 84.3% | 86.2% | 80.3% | 75.5% |
| I have people that I am comfortable talking with about my child's problems. | 85.7% | 81.5% | 83.0% | 86.2% | 86.6% | 78.7% |
| In a crisis, I have the support I need from family or friends. | 82.1% | 74.1% | 83.0% | 77.6% | 81.5% | 78.7% |
| I have people with whom I can do enjoyable things. | 88.9% | 81.5% | 83.2% | 86.4% | 75.4% | 79.6% |

Appendix C: Youth Survey Results

FY 2021 Youth Consumer Survey 2020 & 2021 Means with Confidence Intervals (CI)

| 1 = Strongly Agree; 5 = Strongly Disagree* | 2020 (n=634) | | | 2021 (n=447) | | |
|--|--------------|-------|-----------|--------------|-------|-----------|
| | Mean | SD | 95% CI | Mean | SD | 95% CI |
| Overall, I am satisfied with the services my child received. | 1.835 | 0.718 | 1.78-1.89 | 1.867 | 0.980 | 1.77-1.96 |
| I helped to choose my child's services. | 1.774 | 0.754 | 1.71-1.83 | 1.938 | 0.936 | 1.85-2.03 |
| I helped to choose my child's treatment goals. | 1.781 | 0.685 | 1.73-1.84 | 1.891 | 0.930 | 1.80-1.98 |
| The people helping my child stuck with us no matter what. | 1.769 | 0.774 | 1.71-1.83 | 1.819 | 1.042 | 1.72-1.92 |
| I felt my child had someone to talk to when he/she was troubled. | 1.839 | 0.794 | 1.78-1.90 | 2.041 | 1.133 | 1.93-2.15 |
| I participated in my child's treatment. | 1.743 | 0.689 | 1.69-1.80 | 1.760 | 0.877 | 1.68-1.84 |
| The services my child and/or family received were right for us. | 1.820 | 0.771 | 1.76-1.88 | 2.037 | 1.096 | 1.93-2.14 |
| The location of services was convenient for us. | 1.747 | 0.718 | 1.69-1.80 | 1.815 | 0.980 | 1.72-1.91 |
| Services were available at times that were convenient for us. | 1.784 | 0.725 | 1.73-1.84 | 1.845 | 0.957 | 1.75-1.94 |
| My family got the help we wanted for my child. | 1.895 | 0.829 | 1.83-1.96 | 2.162 | 1.176 | 2.05-2.27 |
| My family got as much help as we needed for my child. | 2.000 | 0.881 | 1.93-2.07 | 2.269 | 1.242 | 2.15-2.39 |
| Staff treated me with respect and dignity. | 1.642 | 0.643 | 1.59-1.69 | 1.582 | 0.793 | 1.51-1.66 |
| Staff respected my family's religious/spiritual beliefs. | 1.688 | 0.657 | 1.64-1.74 | 1.569 | 0.691 | 1.50-1.64 |
| Staff spoke with me in a way that I understood. | 1.619 | 0.599 | 1.57-1.67 | 1.586 | 0.687 | 1.52-1.65 |
| Staff were sensitive to my cultural/ethnic background. | 1.699 | 0.641 | 1.65-1.75 | 1.642 | 0.697 | 1.57-1.71 |

* 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* | 2020 (n=634) | | | 2021 (n=447) | | |
|---|--------------|-------|-----------|--------------|-------|-----------|
| | Mean | SD | 95% CI | Mean | SD | 95% CI |
| My child is better at handling daily life. | 2.024 | 0.850 | 1.96-2.09 | 2.381 | 1.182 | 2.27-2.49 |
| My child gets along better with family members. | 2.062 | 0.840 | 2.00-2.13 | 2.372 | 1.128 | 2.26-2.48 |
| My child gets along better with friends and other people. | 2.096 | 0.816 | 2.03-2.16 | 2.360 | 1.075 | 2.26-2.46 |
| My child is doing better in school and/or work. | 2.092 | 0.868 | 2.02-2.16 | 2.450 | 1.181 | 2.34-2.56 |
| My child is better able to cope when things go wrong. | 2.150 | 0.889 | 2.08-2.22 | 2.502 | 1.156 | 2.39-2.61 |
| I am satisfied with our family life right now. | 2.112 | 0.859 | 2.04-2.18 | 2.459 | 1.161 | 2.35-2.57 |
| My child is better able to do the things he/she wants to do. | 2.070 | 0.835 | 2.00-2.14 | 2.407 | 1.120 | 2.30-2.51 |
| The services my child received have improved his/her quality of life. | 1.997 | 0.808 | 1.93-2.06 | 2.292 | 1.127 | 2.18-2.40 |

* Lower means represent more positive responses

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

| 1 = Strongly Agree; 5 = Strongly Disagree* | 2020 (n=634) | | | 2021 (n=447) | | |
|---|--------------|-------|-----------|--------------|-------|-----------|
| | Mean | SD | 95% CI | Mean | SD | 95% CI |
| I know people who will listen and understand me when I need to talk. | 2.024 | 0.850 | 1.96-2.09 | 2.381 | 1.182 | 2.27-2.49 |
| I have people that I am comfortable talking with about my child's problems. | 2.062 | 0.840 | 2.00-2.13 | 2.372 | 1.128 | 2.26-2.48 |
| In a crisis, I have the support I need from family or friends. | 2.096 | 0.816 | 2.03-2.16 | 2.360 | 1.075 | 2.26-2.46 |
| I have people with whom I can do enjoyable things. | 2.092 | 0.868 | 2.02-2.16 | 2.450 | 1.181 | 2.34-2.56 |

* Lower means represent more positive responses