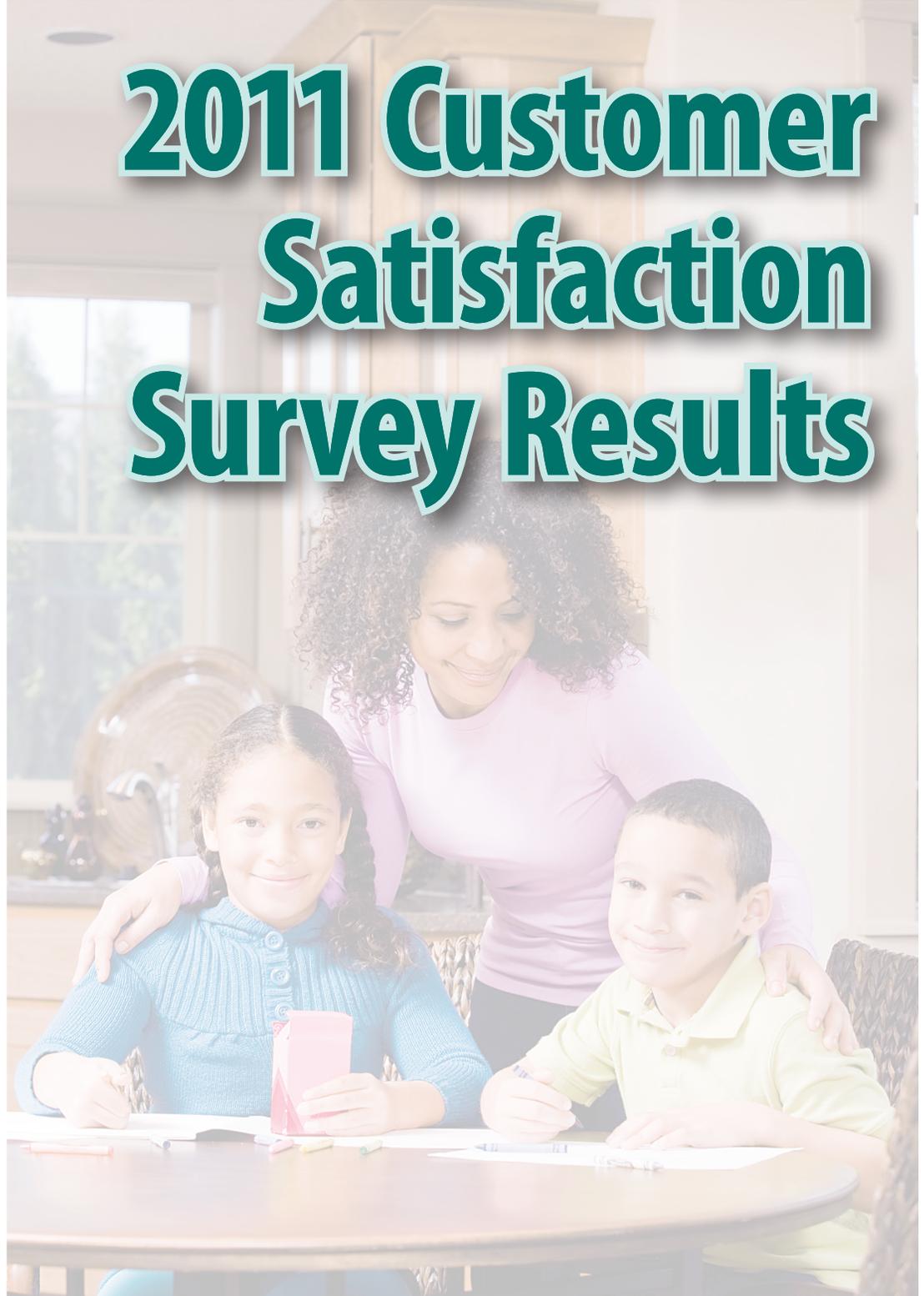


ARKANSAS' COMMUNITY MENTAL HEALTH CENTERS SATISFACTION SURVEY, ADULT AND CHILD



2011 Customer Satisfaction Survey Results



Arkansas Foundation
for Medical CareSM

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ARKANSAS
DEPARTMENT OF
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SERVICES

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Executive Summary

The Arkansas Foundation for Medical Care conducted a mail survey to evaluate adult and child/adolescent clients' satisfaction with the services they received from the state's Community Mental Health Centers and Clinics (CMHCs). The adult and child/adolescent versions of the Mental Health Statistics Improvement Project (MHSIP) consumer satisfaction surveys were used, along with added items of local interest. In order to ensure that enough completed surveys were available to allow results valid at the 95 percent confidence level with a 5 point confidence interval, a random sample of 1,600 adults and 1,601 children/adolescents was taken. The stratified sample of clients receiving services between July 1 and Dec. 31, 2010, was drawn from each CMHC in proportion to the number of patients of that Center compared to the statewide total of CMHC patients. Ultimately a total of 524 (37%) adult and 443 (32%) child/adolescent surveys were available for analysis.

The MHSIP survey responses from related questions were combined to form domains of various aspects of client satisfaction. Both the adult and child/adolescent surveys measured the domains of satisfaction with access, outcomes, participation in treatment planning and overall satisfaction with services, as well as social connectedness and improved functioning. The adult survey also measured satisfaction with quality/appropriateness of services, while the child/adolescent survey also measured satisfaction with staff cultural sensitivity. In addition to these satisfaction domain areas the adult survey asked questions regarding employment status, homelessness and criminal justice involvement, while the child/adolescent version inquired about juvenile justice involvement and school issues. Both surveys also asked about experience with other mental health providers, in addition to the CMHC providing services.

Percent favorable domain scores were calculated by determining the percent of respondents indicating an above-average favorable rating on the questions comprising the domain. The percent favorable domain scores for 2011 were compared with the domain scores obtained in the 2010 survey. Overall, the percentage of adult respondents responding positively increased in all domains, and the satisfaction with access, perceptions of outcomes, satisfaction with participation in treatment planning, and satisfaction with quality and appropriateness domains increased significantly in 2011 as compared with 2010. The percentage of child respondents responding positively significantly increased in the social connectedness domain from 2010 to 2011. For adults, the highest domain scores for 2011 were in satisfaction with quality and appropriateness (80%) and satisfaction with access (78%), while the lowest domain score was social connectedness (57%). For child/adolescent respondents, the highest domain score was in the area of cultural sensitivity of staff (85%), while the lowest domain scores were in the areas of improved functioning (61%) and perceptions of outcomes (58%).

The percent favorable domain scores for different groups of respondents were compared. Comparisons included were by gender, payment source, length of time to first appointment, age, race and whether or not the respondent is currently getting services from the same center. Notable findings from these comparisons for adult respondents include: Males show significantly higher favorable ratings than females in the satisfaction with outcomes domain; those whose services were paid for by Medicaid show significantly higher favorable percentages in all domains; those who indicated that the length of time until their first appointment was less than two weeks show significantly higher favorable percentages in the overall satisfaction, satisfaction with access, satisfaction with participation in the treatment planning, and improved functioning domains; those who indicated that the time to their first appointment met their needs (84%) show significantly higher favorable percentages in all domains; and, minority respondents show significantly higher favorable percentages in satisfaction with access and social connectedness domains. Further analysis of adults' responses indicates that: in the past 12 months only 15 percent of respondents had been employed, five percent of respondents had experienced homelessness, and six percent of respondents had spent time in jail. Those who are still getting services from their current center show significantly higher favorable ratings. Thirteen percent of respondents indicated that they had received mental health services from other providers in addition to the CMHC.

Notable findings for child/adolescent respondents for the above noted group comparisons include: No significant difference in any domain scores by gender or payment source; those who indicated that the length of time until their first appointment was less than two weeks show significantly higher favorable percentages in satisfaction with access, satisfaction with outcomes, satisfaction with cultural sensitivity of staff, and social connectedness; those who indicated that the time to their first appointment met their needs (85%) show significantly higher favorable percentages in all satisfaction domains; and, there were no significant differences in satisfaction ratings between age, race or medication categories. Further analysis of child/adolescents responses indicate some association between being in treatment and a reduction in criminal justice contact. Those that responded that their child's grades had improved had percentages that were significantly more favorable than those that indicated that their child's grades had not improved as a result of mental health services, and 64 percent of parents/caregivers believe that their child/adolescent's grades improved as a result of mental health services. Those who are still getting services from their current center show significantly higher favorable ratings in all domains than those who are not. Twenty percent of respondents indicated that their child had received mental health services from other providers in addition to the CMHC. For the child/adolescent survey, comparisons were also made between the domain scores of those that were wards of the state and those who were not.

Survey Methodology

Background

The Arkansas Foundation for Medical Care (AFMC) has conducted yearly surveys to evaluate adult and child/adolescent beneficiaries' satisfaction with the services they received from Arkansas' community mental health centers and clinics (CMHCs) since 2005. The survey is conducted for the Department of Human Services' Division of Behavioral Health Services (DBHS) and Division of Medical Services (Medicaid). The CMHCs are also active partners in this project. The major areas of interest are satisfaction with access, outcomes, participation in treatment planning, social connectedness, improved functioning and overall satisfaction with services. The adult version of the survey also measures satisfaction with quality/appropriateness of services, while the child/adolescent version also measures satisfaction with the cultural sensitivity of staff. The results show where CMHCs are meeting, or exceeding, patients' expectations, as well as areas of potential improvement. These results will be sent to a benchmarking database, where Arkansas' results will be presented with the results from other states to provide a national picture of consumer satisfaction with public mental health services.

Survey Instrument

The adult and child/adolescent versions of the Mental Health Statistics Improvement Program (MHSIP) consumer satisfaction surveys were used. A MHSIP Policy Group has been working for more than 20 years to develop standards for collecting mental health data, including consumer satisfaction survey data. In 2007, the MHSIP surveys were expanded to add items measuring two additional domains (social connectedness and improved functioning) and to cover outcomes in the areas of criminal/juvenile justice contact and, for children, school attendance. The expanded MHSIP adult survey contains 44 items and the child/adolescent survey contains 46 items. The adult survey is completed by the adult beneficiary of services, while the child/adolescent survey is completed by the parent/guardian of the child/adolescent beneficiary of services. A number of items of local interest were added to both the adult and child/adolescent MHSIP surveys. These additional items brought the final adult version to 64 items (see appendix A) and the child/adolescent version to 61 items (see appendix B). Both surveys focused primarily on experiences with a specific CMHC. Questions were also asked about other mental health services received and satisfaction with these services.

Sample Size and Response Rates

To ensure that at least 380 adult and 376 child/adolescent surveys would be available for analysis (to allow a 95 percent confidence level with a 5-point confidence interval), a sample of 1,600 adults and 1,601 children/adolescents was taken, using each CMHC as strata. A sample from each center was taken proportional to the number of patients

at that center as compared with the entire statewide patient population of CMHCs. After adjusting for incorrect addresses, 1,415 adult beneficiaries and the parents/guardians of 1,385 child/adolescent beneficiaries received surveys. A total of 530 adult surveys and 455 child/adolescent surveys were returned, resulting in cooperation rates of 38 percent and 33 percent, respectively. After eliminating surveys without any valid responses, 524 adult surveys (37 percent) and 443 child/adolescent surveys (32 percent) were available for analysis. The table below shows the sample size and response rates for the 2010 and 2011 surveys.

Mental Health Surveys	Adult 2010	Adult 2011	Child 2010	Child 2011
Survey sample size	1,357	1,415	1,337	1,385
Total surveys returned	455	530	380	455
Cooperation rate	34%	38%	28%	33%
Analyzable surveys	450	524	378	443
Response rate	33%	37%	28%	32%

Sampling Frame

Using the CMHC as strata, a random sample was taken of CMHC patients with a listed mailing address who had at least one clinical service in the six-month time period of July 1, 2010, through Dec. 31, 2010. Adults are defined as those ages 18 years or above, and children/adolescents are those ages 17 years or younger.

Survey Procedure

AFMC conducts surveys using the Healthcare Effectiveness Data and Information Set (HEDIS[®]) protocol. HEDIS is a set of standardized performance measures designed to ensure that purchasers and consumers have the information they need to reliably compare the performance of managed health care plans. HEDIS is sponsored, supported and maintained by the National Committee for Quality Assurance (NCQA). Following the HEDIS protocol, an advance letter, written on DBHS letterhead and signed by the division director, was mailed to each selected adult beneficiary. For the selected child/adolescent beneficiary, the parent/guardian received the advance letter. The letter explained the purpose of the survey, informed the beneficiary of its confidential and voluntary nature and gave information on requesting a Spanish-language version of the survey. Approximately two weeks later a packet containing a questionnaire was sent with a postage-paid return envelope and a cover letter to the beneficiary. The cover letter, on DBHS letterhead and signed by the DBHS director, reiterated the information in the advance letter and gave specific instructions on completing and returning the survey. A reminder postcard was mailed 10 days later to those beneficiaries who did not respond. Approximately one month after the initial survey was sent, a second survey was mailed to any beneficiary with a valid address who had not returned a survey. Approximately two weeks after the second survey, a

second reminder postcard was mailed to beneficiaries with a valid address who had not returned a survey.

All mail was sent bulk rate with return receipt and address correction requested; letters and surveys that were returned as undeliverable, with an address correction, were remailed. Because beneficiary telephone numbers were not available, telephone follow-up of non-respondents was not performed.

Adult and Child Mailings	Adult	Child
Advance letter	May 23, 2011	May 19, 2011
First survey	June 13, 2011	June 9, 2011
First reminder postcard	June 23, 2011	June 17, 2011
Second survey	July 11, 2011	July 7, 2011
Second reminder postcard	July 21, 2011	July 15, 2011
Data cutoff	August 9, 2011	August 9, 2011

Survey Tracking

A unique number was assigned to each survey for tracking purposes only. This tracking number was used so that a second survey could be mailed to non-responders but not to those who had already completed and returned the survey. Beneficiary confidentiality was never compromised.

Disqualified Surveys

Adult and child surveys received after the cut-off date of August 9, 2011, were excluded from the survey analysis. Surveys without any valid responses were not analyzed. These exclusions were made based on the standard HEDIS/CAHPS[®] protocol and recommendations.

Non-returned Surveys

Of the 1,076 adult and 1,158 child surveys that were not returned or eligible for analysis, AFMC tracked the reasons why these surveys were not returned or were ineligible for analysis following NCQA guidelines.

Non-returned Surveys	Adult	Child
Incorrect address	180	205
No response after maximum attempts	887	940
Beneficiary refusal	4	2
Beneficiary deceased	5	1
Beneficiary mentally incapacitated	0	0
Does not meet eligibility criteria	0	10*

*Recipient not receiving services or did not meet the age criteria

Spanish-language Surveys

AFMC translates all surveys in Spanish and provides the Spanish-language version to beneficiaries by request. Of the 530 adult surveys that were returned, 0 were completed in Spanish. Of the 455 child surveys that were returned, 3 surveys were completed in Spanish.

Sample Disposition

The tables on the next two pages show, for each CMHC, the following data on the disposition of the sample from that CMHC:

- ▲ The number of sample records from the CMHC
- ▲ The number of bad addresses from the CMHC
- ▲ The rate of bad addresses for the CMHC
- ▲ The number of usable sample records, with valid addresses, from the CMHC
- ▲ The number of analyzable surveys, as defined by the criteria outlined above, from the CMHC
- ▲ The response rate for the CMHC

2011 Adult Survey Clinic Names	Number Of Sampled Records	Number Ineligible	Percent Bad Addresses	Survey Sample Size	Analyzable Surveys	Response Rate
Centers for Youth and Families	6	0	0.00%	6	2	33.33%
Community Counseling Services	96	13	13.54%	83	30	36.14%
Counseling Associates, Inc.	170	18	10.59%	152	60	39.47%
Delta Counseling Associates, Inc.	63	8	12.70%	55	18	32.73%
Gain	6	0	0.00%	6	2	33.33%
Health Resources of Arkansas	201	23	11.44%	178	62	34.83%
Little Rock Community Mental Health Center	91	11	12.09%	80	25	31.25%
Mid-South Health Systems	259	27	10.42%	232	85	36.64%
Ozark Guidance Center	72	5	6.94%	67	32	47.76%
Professional Counseling Associates	86	9	10.47%	77	25	32.47%
South Arkansas Regional Health Center	113	11	9.73%	102	43	42.16%
Southeast Arkansas Behavioral Healthcare System, Inc.	127	15	11.81%	112	54	48.21%
Southwest Arkansas Counseling and Mental Health Center	117	14	11.97%	103	38	36.89%
The Birch Tree Communities, Inc.	20	5	25.00%	15	5	33.33%
The Counseling Clinic	66	10	15.15%	56	14	25.00%
Western Arkansas Counseling and Guidance Center	107	16	14.95%	91	29	31.87%
TOTAL	1600	185	11.56%	1415	524	37.03%

2011 Child Survey Clinic Names	Number Of Sampled Records	Number Ineligible	Percent Bad Addresses	Survey Sample Size	Analyzable Surveys	Response Rate
Centers for Youth and Families	95	9	9.47%	86	21	24.42%
Community Counseling Services	166	32	19.28%	134	35	26.12%
Counseling Associates, Inc.	156	18	11.54%	138	41	29.71%
Delta Counseling Associates, Inc.	79	12	15.19%	67	27	40.30%
Health Resources of Arkansas	123	14	11.38%	109	28	25.69%
Mid-South Health Systems	301	45	14.95%	256	91	35.55%
Ozark Guidance Center	178	24	13.48%	154	51	33.12%
Professional Counseling Associates	53	6	11.32%	47	18	38.30%
South Arkansas Regional Health Center	75	6	8.00%	69	21	30.43%
Southeast Arkansas Behavioral Healthcare System, Inc.	118	20	16.95%	98	35	35.71%
Southwest Arkansas Counseling and Mental Health Center	85	8	9.41%	77	22	28.57%
The Counseling Clinic	46	8	17.39%	38	11	28.95%
Western Arkansas Counseling and Guidance Center	126	14	11.11%	112	42	37.50%
TOTAL	1601	216	13.49%	1385	443	31.99%

Survey Response and Population Characteristics

The following tables provide details about demographics and other characteristics of the adult and child/adolescent survey responses. Demographic characteristics include: age, gender, race and ethnicity. Other characteristics include: payment source (Medicaid or not), currently in treatment at the CMHC or not, and length of time in treatment at the CMHC. The demographic tables also compare survey responses to the overall population characteristics.

2011 Adult Mental Health Survey – Demographics	Survey Responses	Sample Percent*	Population Percent*	Statistically Significant (p < 0.05)
Q1: What is your age now?				
18 to 24	33	6.41%	14.32%	Yes
25 to 34	77	14.95%	21.58%	Yes
35 to 44	82	15.92%	21.63%	Yes
45 to 54	170	33.01%	24.12%	Yes
55 to 64	109	21.17%	13.37%	Yes
65 to 74	36	6.99%	3.74%	Yes
75 or older	8	1.55%	1.23%	No
Q2: Are you male or female?				
Male	188	36.50%	40.56%	No
Female	327	63.50%	59.44%	No
Q3: Are you of Hispanic or Latino origin or descent?				
Yes, Hispanic or Latino	13	2.61%	1.53%	No
No, not Hispanic or Latino	486	97.39%	98.47%	No
Q4: What is your race?				
White	374	72.62%	74.40%	No
Black or African-American	111	21.55%	24.25%	No
Asian	4	0.78%	0.31%	No
Native Hawaiian or other Pacific Islander	2	0.39%	0.09%	Yes
American Indian or Alaska Native	7	1.36%	0.34%	Yes
More than One Race Reported	17	3.30%	0.61%	Yes

*Totals may not equal 100% due to rounding. Unknown responses were removed from analysis.

As is seen above, in comparing the sample to the population, adults ages 18 to 44 are underrepresented, and ages 45-74 are overrepresented. Native Hawaiians or other Pacific Islanders, American Indians or Alaska Natives, and those who reported more than one race are overrepresented.

2011 Child Mental Health Survey – Demographics	Survey Reponses	Sample Percent*	Population Percent*	Statistically Significant (p < 0.05)
Q1: What is your child's age now?				
2011 age groups				
1 to 9	130	30.30%	34.57%	No
10 to 17	299	69.70%	65.43%	No
2011 age groups				
1 to 6	46	10.72%	12.31%	No
7 to 12	194	45.22%	46.72%	No
13 to 17	189	44.06%	40.97%	No
Q2: Is your child male or female?				
Male	269	61.84%	60.14%	No
Female	166	38.16%	39.86%	No
Q3: Is your child of Hispanic or Latino origin or descent?				
Yes, Hispanic or Latino	29	6.74%	5.16%	No
No, not Hispanic or Latino	401	93.26%	94.84%	No
Q4: What is your child's race?				
White	286	66.67%	71.35%	Yes
Black or African-American	120	27.97%	26.26%	No
Asian	0	0.00%	0.18%	No
Native Hawaiian or other Pacific Islander	1	0.23%	0.17%	No
American Indian or Alaska Native	3	0.70%	0.33%	No
More than One Race Reported	19	4.43%	1.71%	Yes

*Totals may not equal 100% due to rounding. Unknown responses were removed from analysis.

As is seen above, in comparing the sample to the population, whites are underrepresented and those who reported more than race are overrepresented.

2011 Adult Mental Health Survey – Other Characteristics	Survey Responses	Sample Percent
Q5: How much of the treatment or counseling you received in the last 12 months was paid for by Medicaid?		
All treatment or counseling was paid for by Medicaid	224	45.71%
Only part of the treatment or counseling was paid for by Medicaid	91	18.57%
None of the treatment or counseling was paid for by Medicaid	175	35.71%
Q42: Are you currently getting services from this provider?		
Yes	419	82.32%
No	90	17.68%
Q52: How long ago did you first contact the clinic for services?		
Less than 6 months	36	7.26%
At least 6 months but less than 1 year	41	8.27%
At least 1 year but less than 2 years	77	15.52%
At least 2 years but less than 5 years	123	24.80%
At least 5 years or more	219	44.15%

2011 Child Mental Health Survey – Other Characteristics	Survey Responses	Sample Percent
Q5: How much of the treatment or counseling you received in the last 12 months was paid for by Medicaid?		
All treatment or counseling was paid for by Medicaid	354	81.57%
Only part of the treatment or counseling was paid for by Medicaid	43	9.91%
None of the treatment or counseling was paid for by Medicaid	37	8.53%
Q39: Is your child still getting services from this center?		
Yes	321	73.62%
No	115	26.38%
Q55: How long ago did you first contact the clinic for services?		
Less than 6 months	39	9.29%
At least 6 months but less than 1 year	54	12.86%
At least 1 year but less than 2 years	117	27.86%
At least 2 years but less than 5 years	138	32.86%
At least 5 years or more	72	17.14%

General Findings: Adult and Child/Adolescent Surveys

Adult and Child/Adolescent Domains

Following the standard procedures for the MHSIP surveys, responses from certain related questions were combined to form domains of various aspects of beneficiary satisfaction. The domains reflect respondents' satisfaction in various areas related to their care at a specific CMHC. Although using somewhat different questions, both the adult and child/adolescent surveys measured satisfaction with access, outcomes, participation in treatment planning and overall satisfaction with services as well as social connectedness and improved functioning. The adult survey version also measured satisfaction with quality/appropriateness of services, while the child/adolescent survey version also measured satisfaction with staff cultural sensitivity.

Per the federal guidelines used to score the survey domains, only respondents who answered at least two-thirds of the questions comprising that domain were included in the domain calculation. Respondents with more than one-third of the questions missing were excluded from the calculations. To score a particular domain, the responses for the series of questions comprising that domain were added together to produce a sum total. The sum total was then divided by the number of questions answered, which produced the mean score, also referred to as the average domain score.

The adult and child/adolescent versions of the survey have different numerical rating scales. For the adult version, lower numerical values indicate higher levels of satisfaction, and mean domain scores of less than 2.5 are set as the criteria for a positive domain rating. For the child/adolescent version, higher numerical values indicate higher levels of satisfaction, and mean domain scores of more than 3.5 are set as the criteria for a positive domain rating. Thus, for adults, the numerator for each domain was the number of respondents with a positive rating score — a mean score of less than 2.5. The child/adolescent numerator for each domain was the number of respondents with a positive rating score, a mean score of greater than 3.5. The denominator was the number of respondents included in a particular domain measure.

The following table provides the overall calculations for each of the domains for both the adult and child/adolescent surveys. The entries in the table show the percent of those with a favorable rating for the domain. The 2010 results have been provided for comparison. The “Statistically Significant” column indicates whether the 2011 score was significantly different from the 2010 score.

Domains	Adult 2010	Adult 2011	Statistically Significant (p < 0.05)	Child 2010	Child 2011	Statistically Significant (p < 0.05)
Overall satisfaction	75%	77%	No	67%	71%	No
Access	70%	78%	Yes	76%	76%	No
Outcomes	52%	59%	Yes	53%	58%	No
Participation in treatment planning	56%	63%	Yes	78%	77%	No
Quality and appropriateness	72%	80%	Yes	N/A	N/A	N/A
Cultural sensitivity of staff	N/A	N/A	N/A	87%	85%	No
Social connectedness	52%	57%	No	61%	68%	Yes
Improved functioning	56%	59%	No	57%	61%	No

Key Results:

- ▲ The percentage of adult respondents responding positively increased in all domains from 2010 to 2011. The increase was significant in the satisfaction with access, perceptions of outcomes, satisfaction with participation in treatment planning, and satisfaction with quality and appropriateness domains.
- ▲ The percentage of child respondents responding positively significantly increased in the social connectedness domain from 2010 to 2011.
- ▲ For adults, the highest domain scores for 2011 were in satisfaction with quality and appropriateness (80 percent) and satisfaction with access (78 percent), while the lowest domain score was social connectedness (57 percent).
- ▲ For children, the highest domain score for 2011 was cultural sensitivity of staff (85 percent) and the lowest scores were perceptions of outcomes (58%) and improved functioning (61%).

Overall Ratings of Provider Treatment and Counseling

Questions were included on both the adult and child/adolescent mental health surveys to allow respondents to rate the treatment and counseling received at their specified clinic, and, if applicable, treatment from all mental health care providers including their specified clinic.

The following table shows the results from these two questions and the ratings from both surveys. Following standard HEDIS protocol, a 0 to 10 scale was used, with 0 identified as the “worst mental health clinic possible” and 10 identified as the “best mental health clinic possible.” To allow for more meaningful interpretation of the responses, the 0 to 10 scale used in the questions was collapsed into three categories:

- ▲ 8-10 = Excellent
- ▲ 5-7 = Good
- ▲ 0-4 = Poor

In the table below the 2010 results have been provided for comparison. The “Statistically Significant” column indicates whether the 2011 scores were statistically different from the 2010 scores.

Overall Ratings	Collapsed Scoring	Adult 2010	Adult 2011	Statistically Significant (p < 0.05)	Child 2010	Child 2011	Statistically Significant (p < 0.05)
Treatment and counseling at specified clinic	8-10 = Excellent	54%	65%	Yes	55%	63%	Yes
	5-7 = Good	29%	23%	Yes	32%	25%	Yes
	0-4 = Poor	17%	12%	Yes	13%	12%	No
All treatment and counseling	8-10 = Excellent	42%	39%	No	44%	54%	No
	5-7 = Good	36%	36%	No	41%	30%	No
	0-4 = Poor	22%	25%	No	15%	16%	No

Key Results:

- ▲ Sixty-five percent of adult respondents rated the treatment and counseling received at their clinic as “excellent,” while sixty-three percent of parents/caregivers of children/adolescents receiving mental health services rated their child’s/adolescent’s treatment and counseling this way. Both of these increased ratings were statistically significant from 2010 to 2011.
- ▲ The highest percentage of both adult respondents and parents/caregivers of children/adolescent respondents rated all treatment and counseling as “excellent.”

Findings: Adult Survey

Adult Domain Questions Analysis

The table below shows the questions used in the 2011 Adult Mental Health Services Survey to calculate the domain scores, as well as the percentage of respondents rating each item with either a “1 = Strongly Agree” or “2 = Agree.”

2011 Adult Domains* and Questions	N	Combined "Strongly Agree" and "Agree"	Percent
Overall satisfaction (domain score =77%, n =508)			
I liked the services that I received here (Q6)	497	381	77%
If I had other choices, I would still get services from this agency (Q7)	502	377	75%
I would recommend this agency to a friend or family member (Q8)	506	410	81%
Satisfaction with access (domain score = 78%, n =504)			
The location of services was convenient (Q9)	499	427	86%
Staff were willing to see me as often as I felt was necessary (Q10)	499	412	83%
Staff returned my calls within 24 hours (Q11)	475	356	75%
Services were available at times that were good for me (Q12)	503	430	85%
I was able to get all the services I thought I needed (Q13)	499	392	79%
I was able to see a psychiatrist when I wanted to (Q14)	484	337	70%
Perceptions of outcomes (domain score = 59%, n =474)			
I deal more effectively with daily problems (Q26)	470	336	71%
I am better able to control my life (Q27)	470	318	68%
I am better able to deal with crisis (Q28)	471	290	62%
I am getting along better with my family (Q29)	465	304	65%
I do better in social situations (Q30)	471	265	56%
I do better in school and/or work (Q31)	313	142	45%
My symptoms are not bothering me as much (Q33)	468	276	59%
My housing situation has improved (Q32)	414	241	58%
Satisfaction with participation in treatment planning (Domain Score = 63%, n =476)			
I felt comfortable asking questions about my treatment and medication (Q16)	476	420	88%
I, not staff, decided my treatment goals (Q22)	476	288	61%

2011 Adult Domains* and Questions	N	Combined "Strongly Agree" and "Agree"	Percent
Satisfaction with quality and appropriateness (domain score = 80%, n =488)			
Staff here believed that I can grow, change and recover (Q15)	468	331	71%
I felt free to complain (Q17)	471	341	72%
Staff told me what side effects to watch out for (Q20)	476	355	75%
Staff respected my wishes about who is and who is not to be given information about my treatment (Q21)	479	432	90%
Staff were sensitive to my cultural/ethnic background (Q23)	454	370	81%
Staff helped me obtain the information I needed so I could take charge of managing my illness (Q24)	474	357	75%
I was given information about my rights (Q18)	481	429	89%
Staff encouraged me to take responsibility for how I live my life (Q19)	479	400	84%
I was encouraged to use consumer-run programs (Q25)	433	270	62%
Social connectedness (domain score = 57%, n =479)			
I am happy with the friendships I have (Q38)	475	308	65%
I have people with whom I can do enjoyable things (Q39)	471	301	64%
I feel I belong in my community (Q40)	461	242	52%
In a crisis, I would have the support I need from family or friends (Q41)	473	323	68%
Improved functioning (domain score =59%, n =483)			
I do things that are more meaningful to me (Q34)	480	301	63%
I am better able to take care of my needs (Q35)	481	310	64%
I am better able to handle things when they go wrong (Q36)	479	284	59%
I am better able to do things that I want to do (Q37)	475	260	55%
My symptoms are not bothering me as much (Q33)	476	282	59%

***Note:** Only respondents who answered at least two-thirds of the questions comprising that domain were included in the domain calculation. Respondents with more than one-third of the questions missing were excluded from the calculations. To score a particular domain, the responses for the series of questions comprising that domain were added together to produce a sum total. The sum total was then divided by the number of questions answered, which produces the mean score. The numerator for each domain was the percent of respondents with a mean score of less than 2.5. The denominator was the number of respondents included in a particular domain measure.

Key Findings — Adult Survey:

- ▲ Overall, respondents were satisfied with the treatment received at their clinic. More than three out of four respondents said they would recommend the agency to a friend or family member (81 percent) and 77 percent said that they liked the services they received at the clinic. If given other choices, 75 percent would still get services from their clinic, which is up from 69 percent last year.
- ▲ In the satisfaction with access domain, the highest proportions of respondents reported positively that the location was convenient for them (86 percent) and that services were available at times that were good for them (85 percent). More than four out of five said that staff members were willing to see them as often as necessary (83 percent). Seventy-nine percent of respondents reported they were able to get all the services they thought they needed. Three-quarters of respondents agreed that staff returned calls within 24 hours (75 percent). Seventy percent said that they were able to see the psychiatrist when they wanted.
- ▲ In the perceptions of outcomes domain, the highest proportion of respondents reported positively that they were more effectively dealing with their daily problems (71 percent) and were better able to control their life (68 percent). Only 45 percent of respondents reported that they were doing better in school and/or work.
- ▲ Results pertaining to the satisfaction with participation in treatment planning domain were mixed. While 88 percent respondents reported that they felt comfortable asking questions about their treatment and medication, only 61 percent of respondents said that they, not staff, decided their treatment goals.
- ▲ Regarding the satisfaction with quality and appropriateness domain, the highest proportion of respondents reported positively that staff respected their wishes about who is or is not to be given information about their treatment (90 percent), and that they were given information about their rights (89 percent). Eighty-four percent said staff encouraged them to take responsibility for how they lived their lives and eighty-one percent said that staff members were sensitive to their cultural/ethnic background. The lowest proportion of respondents reported that they were encouraged to use consumer-run programs (62 percent).

- ▲ In the social connectedness domain, the highest percentage of respondents reported positively that, in a crisis, they would have the support they needed from family or friends (68 percent). Sixty-five percent said they were happy with the friendships they have and sixty-four percent said that they have people with whom they can do enjoyable things. Only fifty-two percent feel they belong in their community.
- ▲ In the improved functioning domain, sixty-four percent reported that they were better able to take care of their needs and sixty-three percent said that they do things that are meaningful to them. Fifty-nine percent said they were better able to handle things when they went wrong and that their symptoms were not bothering them as much. Fifty-five percent said they were better able to do things that they want to do.

Detailed Analysis of Adult Survey Responses

The following sections contain more detailed analysis of adult survey responses and related key findings. Several sections compare percent favorable adult domain scores for different groups of respondents. The percent favorable domain score shows the percent of respondents in the group whose overall average rating was less than 2.5. The higher the percent favorable domain scores the higher the level of client satisfaction. For comparison purposes, the 2010 results are also presented. In all comparisons below, statistical significance is tested at the 95% confidence level with a 5 point confidence interval.

Domain Scores by Gender (Question 2)

The table below compares the percent favorable domain scores for males with those for females.

Percent Favorable Domain Score by Gender

Adult Domain Rates	Male 2010	Female 2010	Statistically Significant Male vs. Female 2010	Male 2011	Female 2011	Statistically Significant Male vs. Female 2011
Overall satisfaction	78%	73%	No	79%	75%	No
Satisfaction with access	76%	67%	Yes	82%	76%	No
Satisfaction with outcomes	57%	48%	No	66%	55%	Yes
Satisfaction with participation in treatment planning	52%	59%	No	64%	62%	No
Satisfaction with quality and appropriateness	74%	71%	No	82%	78%	No
Social connectedness	59%	47%	Yes	62%	53%	No
Improved functioning	61%	52%	No	62%	57%	No

Key Findings:

- ▲ In 2011, males rated all domains higher and had significantly higher ratings in the perceptions of outcomes domain.
- ▲ Males rated all but satisfaction with participation in treatment planning more favorable than females in 2010. These percentages were significantly more favorable in the satisfaction with access and social connectedness domains.

Domain Scores by Payment Sources (Question 5)

The table below compares the percent favorable domain scores of those for whom Medicaid paid all or part of the charges for services with the scores of those for whom Medicaid was not a payment source.

Percent Favorable Domain Score by Payment Source

Adult Domain Rates	All or Part Medicaid 2010	Non Medicaid 2010	Statistically Significant Medicaid vs. Non Medicaid 2010	All or Part Medicaid 2011	Non Medicaid 2011	Statistically Significant Medicaid vs. Non Medicaid 2011
Overall satisfaction	79%	69%	Yes	83%	66%	Yes
Satisfaction with access	75%	63%	Yes	82%	68%	Yes
Satisfaction with outcomes	59%	44%	Yes	65%	47%	Yes
Satisfaction with participation in treatment planning	61%	50%	Yes	69%	52%	Yes
Satisfaction with quality and appropriateness	77%	66%	Yes	85%	70%	Yes
Social connectedness	57%	45%	Yes	62%	45%	Yes
Improved functioning	64%	46%	Yes	64%	49%	Yes

Key Findings:

- ▲ In 2011, as well as 2010, respondents whose services were paid for, in whole or part, by Medicaid show significantly higher favorable percentages in all domains.

Domain Scores by Length of Time until First Appointment (Question 53)

Respondents were asked about the length of time from their initial contact with the clinic until their first appointment. The tables below (one for 2010 and one for 2011) compare the percent favorable domain scores for those respondents who had a first appointment within two weeks of initial contact with the clinic with the scores of those whose first appointment was longer than two weeks after initial contact with the clinic.

Percent Favorable Domain Scores by Length of Time until First Appointment

Adult Domain Rates	Less than 2 weeks 2010	More than 2 weeks 2010	Don't remember 2010	Statistically Significant Less vs. More 2010
Overall satisfaction	77%	59%	81%	Yes
Satisfaction with access	76%	47%	74%	Yes
Satisfaction with outcomes	52%	41%	57%	No
Satisfaction with participation in treatment planning	56%	49%	61%	No
Satisfaction with quality and appropriateness	75%	60%	74%	Yes
Social connectedness	57%	36%	52%	Yes
Improved functioning	55%	42%	61%	No

Adult Domain Rates	Less than 2 weeks 2011	More than 2 weeks 2011	Don't remember 2011	Statistically Significant Less vs. More 2011
Overall satisfaction	83%	65%	74%	Yes
Satisfaction with access	85%	64%	74%	Yes
Satisfaction with outcomes	64%	51%	59%	No
Satisfaction with participation in treatment planning	70%	53%	59%	Yes
Satisfaction with quality and appropriateness	87%	69%	76%	Yes
Social connectedness	59%	48%	57%	No
Improved functioning	64%	50%	59%	Yes

Key Findings:

- ▲ Those who indicated they waited less than two weeks for their first appointment in 2011 showed statistically significantly more favorable percentages in the overall satisfaction, satisfaction with access, satisfaction with participation in treatment planning, satisfaction with quality and appropriateness, and the improved functioning domains.
- ▲ As seen in the response frequency for Question 53 shown in Appendix A, for 2011, 35 percent of the sample could not remember the length of time between their initial contact with the CMHC and their first appointment. Of those who reported remembering, 75 percent reported having the first appointment within two weeks of initial contact, and 7 percent reported a first appointment more than 30 days after the initial contact.

Domain Scores by First Appointment Meeting Needs (Question 54)

In a slightly different approach to the issue of first appointment experience, beneficiaries were asked if the first appointment was soon enough to meet their needs. The table below compares the percent favorable domain scores for those respondents who indicated the time until their first appointment met their needs with the scores of those who responded that the time until their first appointment did not meet their needs.

Percent Favorable Domain Scores by First Appointment Meeting Needs

Adult Domain Rates	Yes	No	Statistically Significant	Yes	No	Statistically Significant
	2010	2010	Yes vs. No 2010	2011	2011	Yes vs. No 2011
Overall satisfaction	84%	43%	Yes	82%	51%	Yes
Satisfaction with access	81%	36%	Yes	84%	50%	Yes
Satisfaction with outcomes	60%	27%	Yes	64%	39%	Yes
Satisfaction with participation in treatment planning	63%	34%	Yes	67%	42%	Yes
Satisfaction with quality and appropriateness	80%	47%	Yes	85%	59%	Yes
Social connectedness	58%	32%	Yes	59%	41%	Yes
Improved functioning	63%	33%	Yes	65%	37%	Yes

Key Findings:

- ▲ As seen in the response frequency to Question 54 shown in Appendix A, for 2011, 84 percent of respondents reported that their first appointment was soon enough to meet their needs.
- ▲ At a 95 percent confidence level, in both 2010 and 2011, domain score percentages were significantly more favorable for individuals who indicated that the length of time until their first appointment met their needs, when compared with individuals who indicated it did not meet their needs.

Domain Scores by Age Categories (Question 1)

The table below compares the percent favorable domain scores for respondents between ages 18 and 44 and respondents age 45 and older.

Percent Favorable Domain Scores by Age Category

Adult Domain Rates	18 – 44 in 2010	45 + in 2010	Statistically Significant Age Groups 2010	18 – 44 in 2011	45 + in 2011	Statistically Significant Age Groups 2011
Overall satisfaction	71%	78%	No	72%	79%	No
Satisfaction with access	62%	77%	Yes	74%	80%	No
Satisfaction with outcomes	49%	54%	No	56%	61%	No
Satisfaction with participation in treatment planning	54%	58%	No	61%	64%	No
Satisfaction with quality and appropriateness	71%	74%	No	77%	81%	No
Social connectedness	48%	55%	No	57%	57%	No
Improved functioning	51%	59%	No	55%	62%	No

Key Findings:

- ▲ In 2011, although older respondents (age 45 and over) reported equally or more favorable domain percentages in all domains, none of these differences were statistically significant.
- ▲ In 2010, older respondents (age 45 and over) reported more favorable domain percentages in all domains, with percentages in the satisfaction with access domain being significantly more favorable.

Domain Scores by Race Categories (Question 4)

The table below compares the percent favorable domain scores for white respondents with those of minority respondents.

Percent Favorable Domain Scores by Race Categories

Adult Domain Rates	White 2010	Minority 2010	Statistically Significant White vs. Minority 2010	White 2011	Minority 2011	Statistically Significant White vs. Minority 2011
	Overall satisfaction	74%	77%	No	75%	82%
Satisfaction with access	68%	76%	No	75%	84%	Yes
Satisfaction with outcomes	52%	53%	No	58%	62%	No
Satisfaction with participation in treatment planning	58%	51%	No	61%	67%	No
Satisfaction with quality and appropriateness	72%	73%	No	80%	77%	No
Social connectedness	49%	60%	Yes	52%	70%	Yes
Improved functioning	55%	57%	No	59%	63%	No

Key Findings:

- ▲ Minorities rated all but the satisfaction with quality and appropriateness more favorably, with the ratings of satisfaction with access and social connectedness domains statistically significantly more favorable in 2011.
- ▲ Minorities rated all but the satisfaction with participation in treatment planning domain more favorably, with the rating of the social connectedness domain statistically significantly more favorable in 2010.

Employment Status (Questions 55, 56, and 57)

Respondents were asked whether they had held employment during the previous 12 months and, if so, for how long. They were also asked if the mental health services they received from the CMHC had helped them find or keep a job, either full or part time.

Key Findings:

- ▲ During the past 12 months, 15 percent of respondents indicated they had held some kind of employment that paid at least minimum wage, while 85 percent indicated holding no employment. Of those holding employment, 53 percent indicated that they held employment that was full time, while 47 percent indicated it was part time.
- ▲ Of the 59 beneficiaries who indicated the length of employment held, 51 percent indicated the employment had been in the range of nine to 12 months. The remaining 49 percent of respondents indicated employment for less than nine months.
- ▲ Nineteen respondents indicated that the mental health services they received from the CMHC helped them find or keep a job. This represents 4 percent of the 524 respondents who returned analyzable surveys. Using the six-month CMHC adult enrollment figure (37,258), the projected number of adults who have found these services to help them either find or hold employment during this six-month period is 1,490.
- ▲ As seen in the table below, those who indicated employment in the last twelve months had more favorable percentages in most domains with the satisfaction with outcomes, social connectedness, and improved functioning domains being significantly more favorable.

Adult Domain Rates	Employed in the last 12 months	Not employed in the last 12 months	Statistically Significant Employed vs. Not 2011
	Overall satisfaction	75%	77%
Satisfaction with access	81%	77%	No
Satisfaction with outcomes	75%	55%	Yes
Satisfaction with participation in treatment planning	68%	61%	No
Satisfaction with quality and appropriateness	85%	78%	No
Social connectedness	77%	52%	Yes
Improved functioning	77%	55%	Yes

Homelessness (Questions 58, 59, and 60)

Respondents were asked whether they had experienced homelessness in the previous 12 months and, if so, for how long. They were also asked if the mental health services they received from the CMHC helped them find a place to live.

Key Findings:

- ▲ Of the 493 respondents answering the question regarding homelessness, 25 (5 percent) reported experiencing homelessness during the past 12 months.
- ▲ Of the 20 respondents who reported on the length of homelessness experienced, three (15 percent) reported the homelessness lasted less than a week, and six (30 percent) reported being homeless from nine to 12 months.
- ▲ Five individuals indicated that the services they received from the CMHC helped them find a place to live. This represents 0.95 percent of the 524 beneficiaries returning analyzable surveys. Using the six-month CMHC adult enrollment figure (37,258), the projected number of adults who have found these services helpful in finding a place to live during the six months is 354.

Criminal Justice Involvement (Questions 43 through 51)

Respondents were asked if they had been arrested during various time periods in the past. Also, respondents were asked if they had spent any time in jail or prison during the past 12 months and, if so, for how long.

Key Findings:

- ▲ Of the individuals who began treatment in the past 12 months, 6 (8 percent) reported having been arrested since starting treatment, and 11 (14 percent) reported being arrested in the year before that. It appears that being in treatment is associated with a slight reduction (14 percent to 8 percent) in arrest rate.
- ▲ In a slightly different approach to the issue of the association between being in treatment and criminal justice involvement, for those in treatment for less than a year, of the 79 individuals responding, 13 (16 percent) indicated that their encounters with the police had been reduced since they began receiving mental health services, six (8 percent) reported their contact level remained the same. Three of the individuals indicated that it had increased (4 percent). For 57 (72 percent), this question was not relevant. When these 57 for whom the question is not relevant are excluded from the analysis,

59% indicate a reduction, 27% indicate the level remained the same, and 14% indicate an increase in criminal justice contact.

- ▲ Of the individuals who had been in treatment for at least 12 months, 21 (6 percent) indicated they had been arrested in the previous 12 months and 18 (5 percent) indicated an arrest in the 12 months prior to that. In this instance, continuing in treatment is not associated with a decrease in the arrest rate.
- ▲ This group that had been in treatment at least 12 months was asked about their encounters with police during the past 12 months. Thirty-five (10 percent) indicated that contact had been reduced, 26 (8 percent) indicated it had remained the same, 8 (2 percent) indicated it had increased and 270 (80 percent) indicated the question was not applicable to them. When these 270 for whom the question is not applicable are excluded from the analysis, 51% indicate a reduction in criminal justice contact, 38% indicate the level remained the same, and 11% indicate an increase.
- ▲ Overall, 28 (6 percent) of 499 respondents indicated that they had spent time in jail in the past 12 months. Of these, eight (31 percent) indicated the time in jail was less than 24 hours, while two (8 percent) indicated the time in jail ranged between 9 and 12 months. Using the six month CMHC adult enrollment figure of 37,258, the projected number of adults in that group who had spent time in jail during the previous year was 2,235.

Currently Getting Services from this Center (Question 42)

Eighty-two percent of respondents indicated that they are still getting services from this center. The table below compares the percent favorable domain scores for those currently getting services from this center to the scores of those who are no longer getting services and indicates whether these differences are statistically significant.

Adult Domain Rates	Currently Receiving Services at this Center 2011	Not Currently Receiving Services at this Center 2011	Statistically Significant Center vs. Not 2011
Overall satisfaction	82%	51%	Yes
Satisfaction with access	83%	51%	Yes
Satisfaction with outcomes	63%	41%	Yes
Satisfaction with participation in treatment planning	66%	44%	Yes
Satisfaction with quality and appropriateness	84%	59%	Yes
Social connectedness	60%	35%	Yes
Improved functioning	63%	42%	Yes

- ▲ Those respondents still receiving services from this clinic had significantly more favorable domain percentages in all domains.

Experience with Other Mental Health Providers (Questions 62 and 63)

Respondents were asked if they had received any mental health services from any providers in addition to the CMHC and, if so, from what type of provider(s). The following table provides the utilization for the provider types from which CMHC beneficiaries reported also receiving mental health services.

Key Findings:

- ▲ Of the 506 respondents answering the question regarding experiences with other mental health providers, 65 individuals (13 percent) indicated they had also received mental health services somewhere besides their CMHC.
- ▲ Of the 58 individuals who indicated where they had received mental health services from somewhere besides their usual clinic, 66 percent reported receiving mental health services from one other provider, 34 percent reported receiving mental health services from two or more other providers.
- ▲ The table below indicates the other providers from whom CMHC clients received services.

Q63: In the last 12 months, did you get mental health services from (check all that apply):	Utilization
Another community mental health center	21
Private mental health agency	6
Mental health professional in private practice, such as a psychiatrist, psychologist, social worker or counselor	12
Family doctor	14
A psychiatric hospital or residential treatment facility	19
Hospital emergency room	10
Other	13
Total utilization	95

Findings: Child/Adolescent Survey

Child/Adolescent Domain Questions Analysis

The table below shows the questions used in the 2011 Child Mental Health Services Survey to calculate the domain scores, as well as the percentage of respondents rating each item with either a “4 = Agree” or “5 = Strongly Agree.”

2011 Child Domains* and Questions	N	Combined "Strongly Agree" and "Agree"	Percent
Overall satisfaction (domain score =71%, n =441)			
Overall, I am satisfied with the services my child received (Q6)	439	333	76%
The people helping my child stuck with us no matter what (Q9)	441	329	75%
I felt my child had someone to talk to when he/she was troubled (Q10)	438	336	77%
The services my child and/or family received were right for us (Q12)	436	321	74%
My family got the help we wanted for my child (Q15)	440	309	70%
My family got as much help as we needed for my child (Q16)	441	283	64%
Satisfaction with access (domain score = 76%, n = 436)			
The location of services was convenient for us (Q13)	436	372	85%
Services were available at times that were convenient for us (Q14)	436	349	80%
Perceptions of outcomes (domain score = 58%, n =440)			
My child is better at handling daily life (Q21)	438	275	63%
My child gets along better with family members (Q22)	435	278	64%
My child gets along better with friends and other people (Q23)	440	282	64%
My child is doing better in school and/or work (Q24)	439	277	63%
My child is better able to cope when things go wrong (Q25)	437	246	56%
I am satisfied with our family life right now (Q26)	437	262	60%
Satisfaction with participation in treatment planning (domain score = 77%, n =438)			
I helped choose my child's services (Q7)	437	342	78%
I helped choose my child's treatment goals (Q8)	438	344	79%
I participated in my child's treatment (Q11)	434	384	88%

2011 Child Domains* and Questions	N	Combined "Strongly Agree" and "Agree"	Percent
Cultural sensitivity (domain score = 85%, n =433)			
Staff treated me with respect (Q17)	432	382	88%
Staff respected my family's religious/spiritual beliefs (Q18)	430	376	87%
Staff spoke with me in a way that I understood (Q19)	432	395	91%
Staff were sensitive to my cultural/ethnic background (Q20)	430	370	86%
Social connectedness (domain score = 68%, n = 433)			
I know people who will listen and understand me when I need to talk (Q28)	431	306	71%
I have people that I am comfortable talking with about my child's problems (Q29)	432	328	76%
In a crisis, I would have the support I need from family or friends (Q30)	433	316	73%
I have people with whom I can do enjoyable things (Q31)	425	289	68%
Improved functioning (domain score = 61%, n =440)			
My child is better able to do things he or she wants to do (Q27)	440	274	62%
My child is better at handling daily life (Q21)	438	275	63%
My child gets along better with family members (Q22)	435	278	64%
My child gets along better with friends and other people (Q23)	440	282	64%
My child is better able to cope when things go wrong (Q25)	437	246	56%

***Note:** Only respondents who answered at least two-thirds of the questions comprising that domain were included in the domain calculation. Respondents with more than one-third of the questions missing were excluded from the calculations. To score a particular domain, the responses for the series of questions comprising that domain were added together to produce a sum total. The sum total was then divided by the number of questions answered, which produces the mean score. The numerator for each domain was the percent of respondents with a mean score of greater than 3.5. The denominator was the number of respondents included in a particular domain measure.

Key Findings — Child/Adolescent Survey:

- ▲ Overall, 76 percent of parents/caregivers of children/adolescents receiving mental health services were satisfied with the services their child/adolescent received; 77 percent felt that their child/adolescent had someone to talk to when he/she was troubled; 75 percent reported that the people helping their child/adolescent stuck with them no matter what; 74 percent reported that the services that their child/adolescent and/or family received were right for them; 70 percent of parents/caregivers reported that their family got the help they wanted for their child; 64 percent of parents/caregivers reported positively that their family got as much help as they needed for their child/adolescent.
- ▲ In general, parents/caregivers of children/adolescents receiving mental health services reported positively across the access domain. Eighty-five percent of parents/caregivers reported that the location of services was convenient. A lower percentage (80 percent) reported that services were available at times that were convenient for them.
- ▲ The areas of the outcomes domain that had the highest proportion of respondents reporting positively was their child/adolescent gets along better with family members, friends and other people (64 percent). Sixty-three percent were doing better in school and/or work and were better at handling daily life. The lowest proportion responding positively was in the area of their child being better able to cope when things go wrong (56 percent).
- ▲ Parents/caregivers of children/adolescents receiving mental health services generally reported positively across the participation in treatment planning domain. Eighty-eight percent of respondents reported that they participated in their child's/adolescent's treatment and 79 percent of parents/caregivers reported that they helped to choose their child's/adolescent's treatment goals.
- ▲ Compared with other domains, relatively higher proportions of parents/caregivers responded positively toward survey items in the cultural sensitivity domain. Ninety-one percent, reported that staff spoke in a way they could understand, while a slightly lower proportion (88 percent) reported that staff treated them with respect.
- ▲ In the social connectedness domain, 76 percent of parents/caregivers reported that they have people they are comfortable talking with about their child's problems. Seventy-three percent said that in a crisis they would have the support needed from family or friends. Seventy-one percent know people who will listen and understand when they need to talk while 68 percent said they have people with whom they can do enjoyable things.

- ▲ As is the case in the outcomes domain, compared with other domains the improved functioning domain had relatively lower proportions of respondents reporting positively about this aspect of care. Sixty-four percent of parents/caregivers reported their child gets along better with family members, friends and other people. Sixty-three percent of parents/caregivers of children/adolescents reported that their child is better at handling daily life and sixty-two percent reported that their child is better able to do things he or she wants to do. Only fifty-six percent of parents/caregivers reported their child is better able to cope when things go wrong.

Detailed Analysis of Child/Adolescent Survey Responses

The following sections contain more detailed analysis of parent/caregiver survey responses and related key findings. Several sections compare percent favorable child/adolescent domain scores for different groups of respondents. The percent favorable domain score shows the percent of respondents in the group whose overall average rating was more than 3.5. The higher the percent favorable domain score the higher the level of client satisfaction. For comparison purposes, the 2010 results are also presented. In all comparisons below statistical significance is tested at the 95% confidence level with a 5 point confidence interval.

Domain Scores by Gender (Question 2)

The table below compares the percent favorable domain scores for parents/caregivers whose child/adolescent is male with parents/caregivers whose child/adolescent is female.

Percent Favorable Domain Score by Gender

Child Domain Rates	Male 2010	Female 2010	Statistically Significant Male vs. Female 2010	Male 2011	Female 2011	Statistically Significant Male vs. Female 2011
Overall satisfaction	66%	70%	No	73%	67%	No
Satisfaction with access	78%	74%	No	77%	75%	No
Satisfaction with outcomes	52%	54%	No	57%	60%	No
Satisfaction with participation in treatment planning	81%	74%	No	80%	73%	No
Satisfaction with cultural sensitivity of staff	86%	89%	No	86%	84%	No
Social connectedness	61%	62%	No	69%	67%	No
Improved functioning	56%	59%	No	61%	61%	No

Key Findings:

- ▲ The cultural sensitivity of staff percent domain scores for both males and females were most favorable, with males at 86 percent favorable and females at 84 percent favorable for 2011. Satisfaction with outcomes was the least favorable for both genders, with males at 57 percent favorable and females at 60 percent favorable.
- ▲ None of the differences between males and females were significant in 2010 or 2011.

Domain Scores by Payment Sources (Question 5)

The table below compares the percent favorable domain scores for parents/caregivers of children/adolescents for whom Medicaid paid all or part of the charges for services with the scores of parents/caregivers of children/adolescents for whom Medicaid was not a payment source.

Percent Favorable Domain Score by Payment Source

Child Domain Rates	All or Part Medicaid 2010	Non Medicaid 2010	Statistically Significant Medicaid vs. Non Medicaid 2010	All or Part Medicaid 2011	Non Medicaid 2011	Statistically Significant Medicaid vs. Non Medicaid 2011
Overall satisfaction	68%	54%	No	71%	72%	No
Satisfaction with access	77%	69%	No	76%	72%	No
Satisfaction with outcomes	52%	54%	No	58%	54%	No
Satisfaction with participation in treatment planning	78%	69%	No	77%	78%	No
Satisfaction with cultural sensitivity of staff	87%	88%	No	85%	91%	No
Social connectedness	62%	54%	No	67%	74%	No
Improved functioning	57%	58%	No	62%	54%	No

Key Findings:

- ▲ There are no statistically significant differences between any of the favorable domain rates for parents/caregivers of children/adolescents for whom Medicaid paid all or part of the charges for services and the rates for parents/caregivers of children/adolescents for whom Medicaid was not a payment source in 2010 or 2011. Note that for the 2011 survey, 397 child/adolescents had all or part of their services paid for by Medicaid while only 37 had none of their services paid for by Medicaid.

Domain Scores by Length of Time until First Appointment (Question 56)

The two tables below (one for 2010 and one for 2011) compare the percent favorable domain scores for parents/caregivers whose child/adolescent had a first appointment within two weeks of initial contact with the clinic with the percent favorable domain scores of parents/caregivers whose child's/adolescent's first appointment was longer than two weeks after initial contact with the clinic.

Percent Favorable Domain Score by Length of Time until First Appointment

Child Domain Rates	Less than 2 weeks 2010	More than 2 weeks 2010	Don't remember 2010	Statistically Significant Less vs. More 2010
	Overall satisfaction	72%	47%	70%
Satisfaction with access	78%	72%	76%	No
Satisfaction with outcomes	58%	35%	52%	Yes
Satisfaction with participation in treatment planning	79%	70%	80%	No
Satisfaction with cultural sensitivity of staff	90%	78%	86%	Yes
Social connectedness	69%	45%	57%	Yes
Improved functioning	63%	37%	58%	Yes

Child Domain Rates	Less than 2 weeks 2011	More than 2 weeks 2011	Don't remember 2011	Statistically Significant Less vs. more 2011
	Overall satisfaction	71%	64%	77%
Satisfaction with access	81%	62%	78%	Yes
Satisfaction with outcomes	62%	48%	60%	Yes
Satisfaction with participation in treatment planning	78%	71%	79%	No
Satisfaction with cultural sensitivity of staff	89%	75%	88%	Yes
Social connectedness	74%	56%	68%	Yes
Improved functioning	64%	53%	63%	No

Key Findings:

- ▲ Favorable percentages were higher for those who indicated waiting less than two weeks from the time of their initial contact with the clinic and their first appointment. In 2011, these percentages were significantly higher in

satisfaction with access, satisfaction with outcomes, satisfaction with cultural sensitivity of staff, and social connectedness domains. In 2010, these percentages were significantly higher in all but satisfaction with access and satisfaction with participation domains.

- ▲ As seen in the response frequencies for Question 56 shown in Appendix B, 34 percent of parents/caregivers indicated they could not remember the length of time between their initial contact with the CMHC and their child’s /adolescent’s appointment. Of those who reported remembering, 71 percent reported having the first appointment within two weeks of initial contact, and 8 percent reported a first appointment more than 30 days after the initial contact.

Domain Scores by First Appointment Meeting Needs (Question 57)

The table below compares the percent favorable domain scores for parents/caregivers who indicated the time until their child’s/adolescent’s first appointment met their needs with the scores of those of parents/caregivers who indicated the time until their child’s/adolescent’s first appointment did not meet their needs.

Percent Favorable Domain Scores by First Appointment Meeting Needs

Child Domain Rates	Yes 2010	No 2010	Statistically Significant Yes vs. No 2010	Yes 2011	No 2011	Statistically Significant Yes vs. No 2011
	Overall satisfaction	74%	35%	Yes	76%	47%
Satisfaction with access	80%	57%	Yes	83%	46%	Yes
Satisfaction with outcomes	58%	24%	Yes	63%	32%	Yes
Satisfaction with participation in treatment planning	81%	65%	Yes	81%	53%	Yes
Satisfaction with cultural sensitivity of staff	89%	74%	Yes	90%	62%	Yes
Social connectedness	66%	35%	Yes	74%	41%	Yes
Improved functioning	63%	26%	Yes	66%	35%	Yes

Key Findings:

- ▲ As seen in the response frequencies for Question 57 shown in Appendix B, overall, 85 percent of parents/caregivers reported that their child’s/adolescent’s first appointment was soon enough to meet their needs.
- ▲ Across all domains in both 2010 and 2011, significantly higher proportions of parents/caregivers who indicated that the length of time until their child’s/adolescent’s first appointment met their needs gave favorable ratings

to each domain compared with parents/caregivers who indicated that the length of time until first appointment did not meet their child's/adolescent's needs.

Domain Scores by Age Categories (Question 1)

The following table compares the percent favorable domain scores for parents/caregivers whose child/adolescent is between ages 1 and 9 and parents/caregivers whose child/adolescent is between ages 10 and 18.

Percent Favorable Domain Scores by Age Category

Child Domain Rates	1–9 in 2010	10–18 in 2010	Statistically Significant Age Groups 2010	1–9 in 2011	10–18 in 2011	Statistically Significant Age Groups 2011
Overall satisfaction	78%	62%	Yes	71%	71%	No
Satisfaction with access	83%	73%	Yes	73%	77%	No
Satisfaction with outcomes	61%	49%	Yes	59%	57%	No
Satisfaction with participation in treatment planning	90%	72%	Yes	75%	78%	No
Satisfaction with cultural sensitivity of staff	92%	85%	No	88%	84%	No
Social connectedness	72%	56%	Yes	67%	69%	No
Improved functioning	68%	52%	Yes	62%	61%	No

Key Findings:

- ▲ There were not any statistically significant differences between the age categories' percent's favorable domain scores in 2011. This is due to increases for ages 10 to 18 and decreases for ages 1 to 9 in the domain ratings from year 2010 to 2011.
- ▲ Parents/caregivers of children ages 1 to 9 indicated more favorable percentages than children/adolescents ages 10 to 18 in all domains in 2010. All group differences were statistically significant with the exception of the satisfaction with cultural sensitivity domain.

Domain Scores by Race Categories (Question 4)

The table below compares the percent favorable domain scores for parents/caregivers whose child/adolescent is white compared with parents/caregivers whose child/adolescent is of a minority race.

Percent Favorable Domain Scores by Race Category

Child Domain Rates	White 2010	Minority 2010	Statistically Significant White vs. Minority 2010	White 2011	Minority 2011	Statistically Significant White vs. Minority 2011
Overall satisfaction	66%	69%	No	70%	73%	No
Satisfaction with access	76%	77%	No	74%	80%	No
Satisfaction with outcomes	55%	51%	No	58%	57%	No
Satisfaction with participation in treatment planning	77%	78%	No	75%	80%	No
Satisfaction with cultural sensitivity of staff	84%	91%	No	84%	88%	No
Social connectedness	60%	65%	No	66%	71%	No
Improved functioning	59%	56%	No	61%	60%	No

Key Findings:

- ▲ There were not any statistically significant differences between the race categories' percent's favorable domain scores in 2011.

Current Medication Status (Question 37)

The table below compares the percent favorable domain scores for parents/caregivers of children/adolescents currently taking medication for emotional/behavioral problems with the scores of parents/caregivers whose child/adolescent is not currently taking medication for these problems.

Percent Favorable Domain Scores by Current Medication Status

Child Domain Rates	Currently on Medication 2010	Not Currently on Medication 2010	Statistically Significant Medication vs. Not 2010	Currently on Medication 2011	Not Currently on Medication 2011	Statistically Significant Medication vs. Not 2011
Overall satisfaction	70%	59%	Yes	71%	72%	No
Satisfaction with access	77%	73%	No	75%	80%	No
Satisfaction with outcomes	54%	51%	No	55%	63%	No
Satisfaction with participation in treatment planning	81%	69%	Yes	78%	77%	No
Satisfaction with cultural sensitivity of staff	89%	81%	Yes	86%	83%	No
Social connectedness	62%	59%	No	67%	71%	No
Improved functioning	57%	58%	No	59%	65%	No

Key Findings:

- ▲ There were no significant differences in any domain in 2011. However, parents/caregivers who reported that their child/adolescent is not currently on medication had more favorable rates in all but the satisfaction with participation in treatment planning and satisfaction with cultural sensitivity domains.
- ▲ In 2010, the rating in the overall satisfaction, satisfaction with participation in treatment planning, and satisfaction with cultural sensitivity of staff were significantly more favorable for parents/caregivers whose child/adolescent is currently on medication than the rating for parents/caregivers whose child/adolescent is not on medication.
- ▲ As seen in the response frequencies for Question 38 shown in Appendix B, eighty-six percent of those who responded that their child was on medications for emotional/behavioral problems and who answered the follow-up question indicated the doctor or nurse told them and/or their child what side effects to watch for.

Juvenile Justice Involvement (Questions 41, 42, 43, 47, 48, and 49)

Parents/caregivers of children/adolescents were asked if their child/adolescent had been arrested during various time periods in the past.

Key Findings:

- ▲ Parents/caregivers of children/adolescents who began treatment in the past 12 months reported six (4 percent) having been arrested since starting treatment and seven (5 percent) arrested in the year before that. Continuing in treatment is associated with a slight decrease in the arrest rate.
- ▲ In a slightly different approach to the issue of the association between being in treatment and juvenile justice involvement, for those in treatment for less than a year, of the 144 parents/caregivers responding, 16 (11 percent) indicated that encounters with the police had decreased since their child began to receive mental health services, nine (6 percent) reported their children's contact level remained the same, and three (2 percent) indicated that it had increased. For 116 (81 percent), this question was not relevant. When these 116 for whom the question is not relevant are excluded from the analysis, 57 percent (16 of 28) indicate a reduction in criminal justice contact, 32 percent (9 of 28) indicate the level remained the same, and 11 percent (3 of 28) indicate an increase in criminal justice contact.
- ▲ Parents/caregivers of children/adolescents who had been in treatment for at least 12 months reported that 6 (3 percent) had been arrested in the previous 12 months and six (3 percent) had been arrested in the 12 months prior to that. In this instance, continuing in treatment is not associated with a decrease in the arrest rate.
- ▲ The parents/caregivers of children/adolescents who had been in treatment for at least 12 months were also asked about their child's/adolescent's encounters with police during the past 12 months. Twenty-one (10 percent) indicated that contact had been reduced, five (2 percent) indicated it had remained the same, three (2 percent) indicated it had increased and 176 (86 percent) indicated the question was not applicable to them. When these 176 for whom the question is not applicable are excluded from the analysis, 73 percent (21 of 29) indicate a reduction in criminal justice contact, 17 percent (5 of 29) indicate the level remained the same, 10 percent (3 of 29) indicate that the level increased.

School Issues Reported (Questions 44, 45, 46, 50, 51, 52, 53 and 54)

Parents/caregivers of children/adolescents were asked whether or not their child/adolescent had been expelled or suspended from school in the past, how often their child/adolescent was absent from school, whether the child's/adolescent's grades had improved as a result of their mental health services and whether or not their child/adolescent had received mental health services at school.

Key Findings:

- ▲ Parents/caregivers of children/adolescents who began treatment in the past 12 months reported 29 (20 percent) having been expelled or suspended since starting treatment and 26 (18 percent) having been expelled or suspended in the year before that. In this instance, continuing in treatment is not associated with a decrease in the rate of expulsion and suspension.
- ▲ In a slightly different approach to the issue of the association between being in treatment and school attendance, for those in treatment for less than a year, of the 136 parents/caregivers responding, 20 (15 percent) indicated that the number of days their child/adolescent was in school had increased since their child began to receive mental health services, 43 (32 percent) reported their child's school attendance level remained the same and six (4 percent) indicated it had decreased. For 67 (49 percent), this question was not relevant. When these 67 for whom the question is not relevant are excluded from the analysis, 29 percent (20 of 69) indicated that the number of days their child/adolescent was in school had increased since their child began to receive mental health services, 62 percent (43 of 69) reported their child's school attendance level remained the same, 9 percent (6 of 69) indicated it had decreased.
- ▲ Parents/caregivers of children/adolescents who had been in treatment for at least 12 months reported that 39 (18 percent) had been expelled or suspended in the previous 12 months and 36 (17 percent) had been expelled or suspended in the 12 months prior to that. In this instance, continuing in treatment is not associated with a decrease in the rate of expulsion and suspension.
- ▲ In a slightly different approach to the issue of the association between being in treatment and school attendance, for those in treatment for at least 12 months, of the 178 parents/caregivers responding, 34 (19 percent) indicated that the number of days their child/adolescent was in school had increased since their child began to receive mental health services, 44 (25 percent) reported their child's school attendance level remained the same and thirteen (7 percent) indicated it had decreased. For 87 (49 percent), this question was not relevant. When these 87 for whom the question is not

relevant are excluded from the analysis, 38 percent (34 of 91) indicated that the number of days their child/adolescent was in school had increased since their child began to receive mental health services, 48 percent (44 of 91) reported their child's school attendance level remained the same, 14 percent (13 of 91) indicated it had decreased.

- ▲ 252 out of 395 (64 percent) parents/caregivers indicated that they believe that their child's/adolescent's grades improved as a result of mental health services. Those that responded that their child's grades had improved had percentages that were significantly more favorable than those that indicated that their child's grades had not improved as a result of mental health services.

Child Domain Rates	Grades Improved 2011	Grades Didn't Improve 2011	Statistically Significant Grades Improved vs. Not Improved 2011
Overall satisfaction	84%	54%	Yes
Satisfaction with access	86%	63%	Yes
Satisfaction with outcomes	77%	29%	Yes
Satisfaction with participation in treatment planning	88%	62%	Yes
Satisfaction with cultural sensitivity of staff	94%	75%	Yes
Social connectedness	80%	53%	Yes
Improved functioning	80%	33%	Yes

- ▲ Of the 384 parents/caregivers for whom question 54 was applicable, 62 percent indicated that their child/adolescent received mental health services at school.

Currently Getting Services from this Center (Question 39)

Seventy-four percent of parents/caregivers of children/adolescents responded that their child/adolescent is still getting services from this center. The table below compares the percent favorable domain scores for parents/caregivers of children/adolescents currently getting services from this center to those that are no longer getting services and indicates whether these differences are statistically significant.

Child Domain Rates	Currently Receiving Services at this Center 2011	Not Currently Receiving Services at this Center 2011	Statistically Significant Center vs. Not 2011
Overall satisfaction	78%	52%	Yes
Satisfaction with access	82%	59%	Yes
Satisfaction with outcomes	63%	44%	Yes
Satisfaction with participation in treatment planning	82%	63%	Yes
Satisfaction with cultural sensitivity of staff	89%	75%	Yes
Social connectedness	72%	58%	Yes
Improved functioning	66%	46%	Yes

- ▲ Those parents/caregivers of children/adolescents still receiving services from this clinic had statistically more favorable domain percentages in all domains.

Experience with Other Mental Health Providers (Questions 59 and 60)

Parents/caregivers were asked if their child/adolescent had received any mental health services from any providers besides the CMHC, and if so, from what type of provider(s).

Key Findings:

- ▲ Of the 427 parents/caregivers answering question 59, 86 (20 percent) indicated their child/adolescent had received mental health services somewhere other than their CMHC provider.
- ▲ Of the 79 individuals who indicated where their child/adolescent had received mental health services somewhere other than their CMHC provider, 77 percent reported that their child/adolescent received mental health services from one other provider, and 23 percent reported that their child/adolescent received mental health services from two or more other providers.

- ▲ The following table shows the utilization for the provider types from which respondents report also receiving mental health services.

Q60: In the last 12 months, what other type of provider gave your child mental health services? (Check all that apply.)	Utilization
Another community mental health center	22
Private mental health agency	2
Mental health professional in private practice, such as a psychiatrist, psychologist, social worker or counselor	15
Family doctor	15
A psychiatric hospital or residential treatment facility	23
Hospital emergency room	1
Other	21
Total utilization	99

Wards of State Comparison

The table below reports results of comparisons of the percent favorable domain scores made between wards of the state of Arkansas and the remainder of the respondents. A total of 17 wards of the state surveys were available for analysis in 2011. In order to have a large enough sample to do appropriate statistical testing, each percent favorable domain score for the wards from the combined last three years' surveys was compared with that of the children/adolescents determined not to be wards of the state of Arkansas at the time of service from the combined last three years' surveys. A total of 100 surveys were available for analysis from the last three years. All statistical testing for this section was completed using a 95 percent confidence level, alpha = 0.05.

It is important to note that surveys for wards of the state were completed primarily by Division of Children and Family Services case workers with varying degrees of contact/input from the child and/or the foster parent. This factor makes it necessary to use caution when making comparisons between responses from parents/guardians of non-custody children and responses primarily from employees of the Division of Children and Family Services.

Percent Favorable Domain Scores by Wards of the State Status

Child Domain Rates	All Children 2009, 2010, 2011	Wards of Arkansas 2009, 2010, 2011	Statistically Significant
Overall satisfaction	69%	72%	No
Satisfaction with access	78%	71%	No
Satisfaction with outcomes	54%	67%	Yes
Satisfaction with participation in treatment planning	77%	79%	No
Satisfaction with cultural sensitivity of staff	87%	92%	No
Social connectedness	65%	69%	No
Improved functioning	58%	72%	Yes

Key Findings:

- ▲ There were not any significant differences when comparing wards of state to other survey recipients using the combined responses for 2008, 2009 and 2010. However when comparing years 2009, 2010, and 2011, wards of state rated the satisfaction with outcomes and improved functioning domains higher than all of the combined children.

Appendix A: Adult Survey Responses

Q1: What is your age now?				
Q1	Frequency	Percent	Cumulative Frequency	Cumulative Percent
18 to 24	33	6.41	33	6.41
25 to 34	77	14.95	110	21.36
35 to 44	82	15.92	192	37.28
45 to 54	170	33.01	362	70.29
55 to 64	109	21.17	471	91.46
65 to 74	36	6.99	507	98.45
75 or older	8	1.55	515	100.00

Q2: Are you male or female?				
Q2	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Male	188	36.50	188	36.50
Female	327	63.50	515	100.00

Q3: Are you of Hispanic or Latino origin or descent?				
Q3	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes, Hispanic or Latino	13	2.61	13	2.61
No, Not Hispanic or Latino	486	97.39	499	100.00

Q4: What is your race? Please mark one or more.	Frequency	Percent	Utilization Rate
White	391	73.5	75.92
Black or African American	113	21.24	21.94
Asian	4	0.75	0.78
Native Hawaiian or other	2	0.38	0.39
American Indian or Alaskan Native	22	4.14	4.27

Q5: How much of the treatment or counseling you received in the last 12 months was paid for by Medicaid?				
Q5	Frequency	Percent	Cumulative Frequency	Cumulative Percent
All treatment or counseling was paid for by Medicaid	224	45.71	224	45.71
Only part of the treatment or counseling was paid for by Medicaid	91	18.57	315	64.29
None of the treatment or counseling was paid for by Medicaid	175	35.71	490	100.00

Q6: I liked the services I received here.				
Q6	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	204	40.08	204	40.08
Agree	178	34.97	382	75.05
I am neutral	68	13.36	450	88.41
Disagree	26	5.11	476	93.52
Strongly disagree	23	4.52	499	98.04
Not applicable	10	1.96	509	100.00

Q7: If I had other choices, I would still get services from this agency.				
Q7	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	196	37.98	196	37.98
Agree	181	35.08	377	73.06
I am neutral	60	11.63	437	84.69
Disagree	39	7.56	476	92.25
Strongly disagree	26	5.04	502	97.29
Not applicable	14	2.71	516	100.00

Q8: I would recommend this agency to a friend or family member.				
Q8	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	217	41.97	217	41.97
Agree	194	37.52	411	79.50
I am neutral	50	9.67	461	89.17
Disagree	26	5.03	487	94.20
Strongly disagree	21	4.06	508	98.26
Not applicable	9	1.74	517	100.00

Q9: The location of services was convenient (parking, public transportation, distance, etc.).				
Q9	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	210	40.70	210	40.70
Agree	221	42.83	431	83.53
I am neutral	39	7.56	470	91.09
Disagree	23	4.46	493	95.54
Strongly disagree	13	2.52	506	98.06
Not applicable	10	1.94	516	100.00

Q10: Staff were willing to see me as often as I felt was necessary.				
Q10	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	213	41.36	213	41.36
Agree	202	39.22	415	80.58
I am neutral	33	6.41	448	86.99
Disagree	35	6.80	483	93.79
Strongly disagree	19	3.69	502	97.48
Not applicable	13	2.52	515	100.00

Q11: Staff returned my calls within 24 hours.				
Q11	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	156	30.47	156	30.47
Agree	201	39.26	357	69.73
I am neutral	51	9.96	408	79.69
Disagree	43	8.40	451	88.09
Strongly disagree	25	4.88	476	92.97
Not applicable	36	7.03	512	100.00

Q12: Services were available at times that were good for me.				
Q12	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	204	39.53	204	39.53
Agree	227	43.99	431	83.53
I am neutral	46	8.91	477	92.44
Disagree	20	3.88	497	96.32
Strongly disagree	9	1.74	506	98.06
Not applicable	10	1.94	516	100.00

Q13: I was able to get all of the services I thought I needed.				
Q13	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	190	37.04	190	37.04
Agree	204	39.77	394	76.80
I am neutral	40	7.80	434	84.60
Disagree	46	8.97	480	93.57
Strongly disagree	22	4.29	502	97.86
Not applicable	11	2.14	513	100.00

Q14: I was able to see a psychiatrist when I wanted to.				
Q14	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	140	27.40	140	27.40
Agree	198	38.75	338	66.14
I am neutral	66	12.92	404	79.06
Disagree	51	9.98	455	89.04
Strongly disagree	30	5.87	485	94.91
Not applicable	26	5.09	511	100.00

Q15: Staff here believe that I can grow, change and recover.				
Q15	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	161	31.94	161	31.94
Agree	180	35.71	341	67.66
I am neutral	102	20.24	443	87.90
Disagree	27	5.36	470	93.25
Strongly disagree	12	2.38	482	95.63
Not applicable	22	4.37	504	100.00

Q16: I felt comfortable asking questions about my treatment and medication.				
Q16	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	207	40.43	207	40.43
Agree	231	45.12	438	85.55
I am neutral	26	5.08	464	90.63
Disagree	22	4.30	486	94.92
Strongly disagree	13	2.54	499	97.46
Not applicable	13	2.54	512	100.00

Q17: I felt free to complain.				
Q17	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	154	30.14	154	30.14
Agree	193	37.77	347	67.91
I am neutral	73	14.29	420	82.19
Disagree	40	7.83	460	90.02
Strongly disagree	21	4.11	481	94.13
Not applicable	30	5.87	511	100.00

Q18: I was given information about my rights.				
Q18	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	199	38.64	199	38.64
Agree	249	48.35	448	86.99
I am neutral	31	6.02	479	93.01
Disagree	18	3.50	497	96.50
Strongly disagree	5	0.97	502	97.48
Not applicable	13	2.52	515	100.00

Q19: Staff encouraged me to take responsibility for how I live my life.				
Q19	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	192	37.50	192	37.50
Agree	215	41.99	407	79.49
I am neutral	47	9.18	454	88.67
Disagree	23	4.49	477	93.16
Strongly disagree	9	1.76	486	94.92
Not applicable	26	5.08	512	100.00

Q20: Staff told me what side effects to watch out for.				
Q20	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	157	30.60	157	30.60
Agree	207	40.35	364	70.96
I am neutral	57	11.11	421	82.07
Disagree	46	8.97	467	91.03
Strongly disagree	22	4.29	489	95.32
Not applicable	24	4.68	513	100.00

Q21: Staff respected my wishes about who is and who is not to be given information about my treatment.				
Q21	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	231	45.21	231	45.21
Agree	215	42.07	446	87.28
I am neutral	29	5.68	475	92.95
Disagree	11	2.15	486	95.11
Strongly disagree	8	1.57	494	96.67
Not applicable	17	3.33	511	100.00

Q22: I, not staff, decided my treatment goals.				
Q22	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	108	21.34	108	21.34
Agree	183	36.17	291	57.51
I am neutral	102	20.16	393	77.67
Disagree	61	12.06	454	89.72
Strongly disagree	31	6.13	485	95.85
Not applicable	21	4.15	506	100.00

Q23: Staff were sensitive to my cultural background (race, religion, language, etc.).				
Q23	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	163	31.65	163	31.65
Agree	217	42.14	380	73.79
I am neutral	62	12.04	442	85.83
Disagree	16	3.11	458	88.93
Strongly disagree	8	1.55	466	90.49
Not applicable	49	9.51	515	100.00

Q24: Staff helped me obtain the information I needed so that I could take charge of managing my illness.				
Q24	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	153	30.24	153	30.24
Agree	208	41.11	361	71.34
I am neutral	76	15.02	437	86.36
Disagree	30	5.93	467	92.29
Strongly disagree	13	2.57	480	94.86
Not applicable	26	5.14	506	100.00

Q25: I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.).				
Q25	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	111	22.24	111	22.24
Agree	161	32.26	272	54.51
I am neutral	86	17.23	358	71.74
Disagree	55	11.02	413	82.77
Strongly disagree	24	4.81	437	87.58
Not applicable	62	12.42	499	100.00

Q26: As a direct result of services I received, I deal more effectively with daily problems.				
Q26	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	147	28.71	147	28.71
Agree	207	40.43	354	69.14
I am neutral	83	16.21	437	85.35
Disagree	33	6.45	470	91.80
Strongly disagree	28	5.47	498	97.27
Not applicable	14	2.73	512	100.00

Q27: As a direct result of services I received, I am better able to control my life.				
Q27	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	133	26.13	133	26.13
Agree	199	39.10	332	65.23
I am neutral	96	18.86	428	84.09
Disagree	42	8.25	470	92.34
Strongly disagree	24	4.72	494	97.05
Not applicable	15	2.95	509	100.00

Q28: As a direct result of services I received, I am better able to deal with crisis.				
Q28	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	108	21.05	108	21.05
Agree	197	38.40	305	59.45
I am neutral	106	20.66	411	80.12
Disagree	57	11.11	468	91.23
Strongly disagree	28	5.46	496	96.69
Not applicable	17	3.31	513	100.00

Q29: As a direct result of services I received, I am getting along better with my family.

Q29	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	118	23.09	118	23.09
Agree	195	38.16	313	61.25
I am neutral	96	18.79	409	80.04
Disagree	46	9.00	455	89.04
Strongly disagree	25	4.89	480	93.93
Not applicable	31	6.07	511	100.00

Q30: As a direct result of services I received, I do better in social situations.

Q30	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	92	18.04	92	18.04
Agree	184	36.08	276	54.12
I am neutral	116	22.75	392	76.86
Disagree	67	13.14	459	90.00
Strongly disagree	32	6.27	491	96.27
Not applicable	19	3.73	510	100.00

Q31: As a direct result of services I received, I do better in school and/or work.

Q31	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	62	12.65	62	12.65
Agree	81	16.53	143	29.18
I am neutral	105	21.43	248	50.61
Disagree	42	8.57	290	59.18
Strongly disagree	26	5.31	316	64.49
Not applicable	174	35.51	490	100.00

Q32: As a direct result of services I received, my housing situation has improved.				
Q32	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	90	17.96	90	17.96
Agree	151	30.14	241	48.10
I am neutral	103	20.56	344	68.66
Disagree	49	9.78	393	78.44
Strongly disagree	24	4.79	417	83.23
Not applicable	84	16.77	501	100.00

Q33: As a direct result of services I received, my symptoms are not bothering me as much.				
Q33	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	104	20.39	104	20.39
Agree	189	37.06	293	57.45
I am neutral	99	19.41	392	76.86
Disagree	61	11.96	453	88.82
Strongly disagree	40	7.84	493	96.67
Not applicable	17	3.33	510	100.00

Q34: As a direct result of services I received, I do things that are more meaningful to me.				
Q34	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	99	19.30	99	19.30
Agree	209	40.74	308	60.04
I am neutral	113	22.03	421	82.07
Disagree	49	9.55	470	91.62
Strongly disagree	21	4.09	491	95.71
Not applicable	22	4.29	513	100.00

Q35: As a direct result of services I received, I am better able to take care of my needs.

Q35	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	115	22.37	115	22.37
Agree	205	39.88	320	62.26
I am neutral	115	22.37	435	84.63
Disagree	43	8.37	478	93.00
Strongly disagree	18	3.50	496	96.50
Not applicable	18	3.50	514	100.00

Q36: As a direct result of services I received, I am better able to handle things when they go wrong.

Q36	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	86	16.93	86	16.93
Agree	204	40.16	290	57.09
I am neutral	105	20.67	395	77.76
Disagree	67	13.19	462	90.94
Strongly disagree	28	5.51	490	96.46
Not applicable	18	3.54	508	100.00

Q37: As a direct result of services I received, I am better able to do things that I want to do.

Q37	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	87	17.37	87	17.37
Agree	181	36.13	268	53.49
I am neutral	138	27.54	406	81.04
Disagree	62	12.38	468	93.41
Strongly disagree	17	3.39	485	96.81
Not applicable	16	3.19	501	100.00

Q38: As a direct result of services I received, I am happy with the friendships I have.

Q38	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	108	21.18	108	21.18
Agree	208	40.78	316	61.96
I am neutral	112	21.96	428	83.92
Disagree	38	7.45	466	91.37
Strongly disagree	19	3.73	485	95.10
Not applicable	25	4.90	510	100.00

Q39: As a direct result of services I received, I have people with whom I can do enjoyable things.

Q39	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	104	20.51	104	20.51
Agree	203	40.04	307	60.55
I am neutral	109	21.50	416	82.05
Disagree	43	8.48	459	90.53
Strongly disagree	19	3.75	478	94.28
Not applicable	29	5.72	507	100.00

Q40: As a direct result of services I received, I feel I belong in my community.

Q40	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	89	17.66	89	17.66
Agree	155	30.75	244	48.41
I am neutral	124	24.60	368	73.02
Disagree	67	13.29	435	86.31
Strongly disagree	33	6.55	468	92.86
Not applicable	36	7.14	504	100.00

Q41: As a direct result of services I received, in a crisis, I would have the support I need from family or friends.				
Q41	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly agree	129	25.20	129	25.20
Agree	196	38.28	325	63.48
I am neutral	88	17.19	413	80.66
Disagree	43	8.40	456	89.06
Strongly disagree	26	5.08	482	94.14
Not applicable	30	5.86	512	100.00

Q42: Are you currently (still) getting mental health services from this provider?				
Q42	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	419	82.32	419	82.32
No	90	17.68	509	100.00

Q43: How long have you received mental health services from this provider?				
Q43	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Less than 1 year (less than 12 months)	83	18.00	83	18.00
1 year or more (at least 12 months)	378	82.00	461	100.00

Q44: Were you arrested since you began to receive mental health services?				
Q44	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	6	7.69	6	7.69
No	72	92.31	78	100.00

Q45: Were you arrested during the 12 months prior to that?				
Q45	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	11	13.58	11	13.58
No	70	86.42	81	100.00

Q46: Since you began to receive mental health services, have your encounters with the police...				
Q46	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Been reduced	13	16.46	13	16.46
Stayed the same	6	7.59	19	24.05
Increased	3	3.80	22	27.85
Not applicable	57	72.15	79	100.00

Q47: Were you arrested during the last 12 months?				
Q47	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	21	5.90	21	5.90
No	335	94.10	356	100.00

Q48: Were you arrested during the 12 months prior to that?				
Q48	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	18	5.17	18	5.17
No	330	94.83	348	100.00

Q49: Over the last year, have your encounters with the police...				
Q49	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Been reduced	35	10.32	35	10.32
Stayed the same	26	7.67	61	17.99
Increased	8	2.36	69	20.35
Not applicable	270	79.65	339	100.00

Q50: In the last 12 months, did you spend any time in jail/prison?				
Q50	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	28	5.61	28	5.61
No	471	94.39	499	100.00

Q51: In the last 12 months, how long were you in jail/prison?				
Q51	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Less than 24 hours	8	30.77	8	30.77
1 to 14 days	11	42.31	19	73.08
15 to 30 days	2	7.69	21	80.77
1 to 3 months	2	7.69	23	88.46
4 to 8 months	1	3.85	24	92.31
9 to 12 months	2	7.69	26	100.00

Q52: How long ago did you first contact the clinic for services?				
Q52	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Less than 6 months	36	7.26	36	7.26
At least 6 months but less than a year	41	8.27	77	15.52
At least 1 year but less than 2 years	77	15.52	154	31.05
At least 2 years but less than 5 years	123	24.80	277	55.85
At least 5 years or more	219	44.15	496	100.00

Q53: When you first contacted the clinic, how long was it until your first appointment?				
Q53	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 to 7 days	167	33.47	167	33.47
8 to 14 days	76	15.23	243	48.70
15 to 30 days	57	11.42	300	60.12
More than 30 days	22	4.41	322	64.53
Don't remember	177	35.47	499	100.00

Q54: Was your first appointment soon enough to meet your needs?				
Q54	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	410	83.50	410	83.50
No	81	16.50	491	100.00

Q55: During the last 12 months did you have a job that paid at least minimum wage (\$7.25 per hour)?	Frequency	Percent	Utilization Rate
Yes, a full time job	39	8.06	8.07
Yes, a part time job	36	7.44	7.45
No	409	84.5	84.68

Q56: In the last 12 months, how long did you have your job (include any holiday, vacation, or sick time that you were paid for)?				
Q56	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Less than a month	4	6.78	4	6.78
At least 1 month but less than 3 months	8	13.56	12	20.34
At least 3 month but less than 6 months	9	15.25	21	35.59
At least 6 month but less than 9 months	8	13.56	29	49.15
At least 9 to 12 months	30	50.85	59	100.00

Q57: In the last 12 months, did any of the mental health services you received from the clinic help you find or keep your job?				
Q57	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	19	30.16	19	30.16
No	44	69.84	63	100.00

Q58: In the last 12 months, were you ever homeless?				
Q58	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	25	5.07	25	5.07
No	468	94.93	493	100.00

Q59: In the last 12 months, how long were you homeless?				
Q59	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Less than a week	3	15.00	3	15.00
At least a week but less than a month	3	15.00	6	30.00
At least 1 month but less than 3 months	4	20.00	10	50.00
At least 3 months but less than 6 months	3	15.00	13	65.00
At least 6 months but less than 9 months	1	5.00	14	70.00
At least 9 to 12 months	6	30.00	20	100.00

Q60: In the last 12 months, did any of the mental health services you got from the clinic help you find a place to live?				
Q60	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	5	22.73	5	22.73
No	17	77.27	22	100.00

Q61: Using any number from 0 to 10, where 0 is the worst treatment or counseling possible, and 10 is the best treatment or counseling possible. How would you rate the treatment or counseling you got from your clinic?				
Q61	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst treatment or counseling possible	11	2.24	11	2.24
1	11	2.24	22	4.48
2	12	2.44	34	6.92
3	11	2.24	45	9.16
4	16	3.26	61	12.42
5	37	7.54	98	19.96
6	24	4.89	122	24.85
7	52	10.59	174	35.44
8	82	16.70	256	52.14
9	45	9.16	301	61.30
10 Best treatment or counseling possible	190	38.70	491	100.00

Q62: In the last 12 months, did you receive any mental health services from somewhere besides your usual clinic?				
Q62	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	65	12.85	65	12.85
No	441	87.15	506	100.00

Q63: In the last 12 months, did you get mental health services from: (Check all that apply.)	Frequency	Percent	Utilization Rate
Another community Mental Health Center	21	22.11	36.21
Private mental health agency	6	6.32	10.34
Mental health professional in private practice, such as a psychiatrist, psychologist, social worker or counselor	12	12.63	20.69
Family doctor	14	14.74	24.14
A psychiatric hospital or residential treatment facility	19	20	32.76
Hospital emergency room	10	10.53	17.24
Other	13	13.68	22.41

Q64: Using any number from 0 to 10, where 0 is the worst mental health care possible, and 10 is the best mental health care possible. How would you rate all your mental health care?				
Q64	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	5	8.20	5	8.20
2	5	8.20	10	16.39
3	3	4.92	13	21.31
4	2	3.28	15	24.59
5	7	11.48	22	36.07
6	5	8.20	27	44.26
7	10	16.39	37	60.66
8	8	13.11	45	73.77
9	5	8.20	50	81.97
10 Best mental health care possible	11	18.03	61	100.00

Appendix B: Child/Adolescent Survey Responses

Q1: What is your child's age now?				
Q1	Frequency	Percent	Cumulative Frequency	Cumulative Percent
My child is 3 years old.	2	0.46	2	0.46
My child is 4 years old.	10	2.30	12	2.76
My child is 5 years old.	12	2.76	24	5.52
My child is 6 years old.	22	5.06	46	10.57
My child is 7 years old.	24	5.52	70	16.09
My child is 8 years old.	32	7.36	102	23.45
My child is 9 years old.	28	6.44	130	29.89
My child is 10 years old.	38	8.74	168	38.62
My child is 11 years old.	36	8.28	204	46.90
My child is 12 years old.	36	8.28	240	55.17
My child is 13 years old.	31	7.13	271	62.30
My child is 14 years old.	38	8.74	309	71.03
My child is 15 years old.	37	8.51	346	79.54
My child is 16 years old.	53	12.18	399	91.72
My child is 17 years old.	30	6.90	429	98.62
My child is 18 years old.	6	1.38	435	100.00

Q2: Is your child male or female?				
Q2	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Male	269	61.84	269	61.84
Female	166	38.16	435	100.00

Q3: Is your child of Hispanic or Latino origin or descent?				
Q3	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes, Hispanic or Latino	29	6.74	29	6.74
No, Not Hispanic or Latino	401	93.26	430	100.00

Q4: What is your race? Please mark one or more.	Frequency	Percent	Utilization Rate
White	305	67.78	71.1
Black or African-American	131	29.11	30.54
Asian	0	0.00	0.00
Native Hawaiian or other Pacific Islander	1	0.22	0.23
American Indian or Alaska Native	13	2.89	3.03

Q5: How much of the treatment or counseling your child received in the last 12 months was paid for by Medicaid?				
Q5	Frequency	Percent	Cumulative Frequency	Cumulative Percent
All treatment or counseling was paid for by Medicaid	354	81.57	354	81.57
Only part of the treatment or counseling was paid for by Medicaid	43	9.91	397	91.47
None of the treatment or counseling was paid for by Medicaid	37	8.53	434	100.00

Q6: Overall, I am satisfied with the services my child received.				
Q6	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	35	7.95	35	7.95
Disagree	29	6.59	64	14.55
Undecided	43	9.77	107	24.32
Agree	181	41.14	288	65.45
Strongly agree	152	34.55	440	100.00

Q7: I helped to choose my child's services.				
Q7	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	24	5.49	24	5.49
Disagree	38	8.70	62	14.19
Undecided	33	7.55	95	21.74
Agree	212	48.51	307	70.25
Strongly agree	130	29.75	437	100.00

Q8: I helped to choose my child's treatment goals.				
Q8	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	20	4.57	20	4.57
Disagree	33	7.53	53	12.10
Undecided	41	9.36	94	21.46
Agree	205	46.80	299	68.26
Strongly agree	139	31.74	438	100.00

Q9: The people helping my child stuck with us no matter what.				
Q9	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	33	7.47	33	7.47
Disagree	30	6.79	63	14.25
Undecided	50	11.31	113	25.57
Agree	167	37.78	280	63.35
Strongly agree	162	36.65	442	100.00

Q10: I felt my child had someone to talk to when he/she was troubled.				
Q10	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	28	6.38	28	6.38
Disagree	31	7.06	59	13.44
Undecided	43	9.79	102	23.23
Agree	181	41.23	283	64.46
Strongly agree	156	35.54	439	100.00

Q11: I participated in my child's treatment.				
Q11	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	17	3.89	17	3.89
Disagree	15	3.43	32	7.32
Undecided	19	4.35	51	11.67
Agree	206	47.14	257	58.81
Strongly agree	180	41.19	437	100.00

Q12: The services my child and/or family received were right for us.

Q12	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	31	7.11	31	7.11
Disagree	27	6.19	58	13.30
Undecided	57	13.07	115	26.38
Agree	182	41.74	297	68.12
Strongly agree	139	31.88	436	100.00

Q13: The location of services was convenient for us.

Q13	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	21	4.81	21	4.81
Disagree	23	5.26	44	10.07
Undecided	20	4.58	64	14.65
Agree	197	45.08	261	59.73
Strongly agree	176	40.27	437	100.00

Q14: Services were available at times that were convenient for us.

Q14	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	19	4.33	19	4.33
Disagree	40	9.11	59	13.44
Undecided	28	6.38	87	19.82
Agree	204	46.47	291	66.29
Strongly agree	148	33.71	439	100.00

Q15: My family got the help we wanted for my child.

Q15	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	31	7.05	31	7.05
Disagree	30	6.82	61	13.86
Undecided	70	15.91	131	29.77
Agree	169	38.41	300	68.18
Strongly agree	140	31.82	440	100.00

Q16: My family got as much help as we needed for my child.

Q16	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	34	7.71	34	7.71
Disagree	53	12.02	87	19.73
Undecided	71	16.10	158	35.83
Agree	166	37.64	324	73.47
Strongly agree	117	26.53	441	100.00

Q17: Staff treated me with respect.

Q17	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	14	3.18	14	3.18
Disagree	16	3.64	30	6.82
Undecided	21	4.77	51	11.59
Agree	196	44.55	247	56.14
Strongly agree	193	43.86	440	100.00

Q18: Staff respected my family's religious/spiritual beliefs.

Q18	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	13	3.02	13	3.02
Disagree	4	0.93	17	3.94
Undecided	38	8.82	55	12.76
Agree	213	49.42	268	62.18
Strongly agree	163	37.82	431	100.00

Q19: Staff spoke with me in a way that I understood.

Q19	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	12	2.73	12	2.73
Disagree	10	2.28	22	5.01
Undecided	16	3.64	38	8.66
Agree	219	49.89	257	58.54
Strongly agree	182	41.46	439	100.00

Q20: The staff members were sensitive to my cultural/ethnic background.

Q20	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	11	2.56	11	2.56
Disagree	5	1.16	16	3.72
Undecided	44	10.23	60	13.95
Agree	221	51.40	281	65.35
Strongly agree	149	34.65	430	100.00

Q21: As a result of the services my child and family received, my child is better at handling daily life.

Q21	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	33	7.52	33	7.52
Disagree	41	9.34	74	16.86
Undecided	89	20.27	163	37.13
Agree	170	38.72	333	75.85
Strongly agree	106	24.15	439	100.00

Q22: As a result of the services my child and family received, my child gets along better with family members.

Q22	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	33	7.57	33	7.57
Disagree	38	8.72	71	16.28
Undecided	86	19.72	157	36.01
Agree	197	45.18	354	81.19
Strongly agree	82	18.81	436	100.00

Q23: As a result of the services my child and family received, my child gets along better with friends and other people.

Q23	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	35	7.94	35	7.94
Disagree	39	8.84	74	16.78
Undecided	84	19.05	158	35.83
Agree	200	45.35	358	81.18
Strongly agree	83	18.82	441	100.00

Q24: As a result of the services my child and family received, my child is doing better in school and/or work.

Q24	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	28	6.38	28	6.38
Disagree	45	10.25	73	16.63
Undecided	89	20.27	162	36.90
Agree	164	37.36	326	74.26
Strongly agree	113	25.74	439	100.00

Q25: As a result of the services my child and family received, my child is better able to cope when things go wrong.

Q25	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	35	8.01	35	8.01
Disagree	57	13.04	92	21.05
Undecided	99	22.65	191	43.71
Agree	167	38.22	358	81.92
Strongly agree	79	18.08	437	100.00

Q26: As a result of the services my child and family received, I am satisfied with our family life right now.

Q26	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	27	6.18	27	6.18
Disagree	49	11.21	76	17.39
Undecided	99	22.65	175	40.05
Agree	180	41.19	355	81.24
Strongly agree	82	18.76	437	100.00

Q27: As a result of the services my child and family received, my child is better able to do things he or she wants to do.

Q27	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	29	6.59	29	6.59
Disagree	46	10.45	75	17.05
Undecided	91	20.68	166	37.73
Agree	194	44.09	360	81.82
Strongly agree	80	18.18	440	100.00

Q28: As a result of the services my child and family received, I know people who will listen and understand me when I need to talk.

Q28	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	23	5.31	23	5.31
Disagree	28	6.47	51	11.78
Undecided	75	17.32	126	29.10
Agree	207	47.81	333	76.91
Strongly agree	100	23.09	433	100.00

Q29: As a result of the services my child and family received, I have people that I am comfortable talking with about my child's problems.

Q29	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	24	5.53	24	5.53
Disagree	35	8.06	59	13.59
Undecided	46	10.60	105	24.19
Agree	212	48.85	317	73.04
Strongly agree	117	26.96	434	100.00

Q30: As a result of the services my child and family received, in a crisis, I would have the support I need from family or friends.

Q30	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	24	5.54	24	5.54
Disagree	31	7.16	55	12.70
Undecided	62	14.32	117	27.02
Agree	202	46.65	319	73.67
Strongly agree	114	26.33	433	100.00

Q31: As a result of the services my child and family received, I have people with whom I can do enjoyable things.

Q31	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly disagree	20	4.69	20	4.69
Disagree	33	7.75	53	12.44
Undecided	83	19.48	136	31.92
Agree	199	46.71	335	78.64
Strongly agree	91	21.36	426	100.00

Q32: What has been the most helpful thing about the services you and your child received over the last 6 months? (Please print.)

Responses are included on individual clinic frequencies.

Q33: What would improve those services? (Please print.)

Responses are included on individual clinic frequencies.

Q34: Is your child currently living with you?

Q34	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	409	93.81	409	93.81
No	27	6.19	436	100.00

Q35: Has your child lived in any of the following places in the last 6 months? (Check all that apply.)	Frequency	Percent	Utilization Rate
With one or both parents	295	63.03	76.42
With another family member	40	8.55	10.36
Foster home	16	3.42	4.15
Therapeutic foster home	2	0.43	0.52
Crisis shelter	2	0.43	0.52
Homeless shelter	1	0.21	0.26
Group home	9	1.92	2.33
Residential treatment center	20	4.27	5.18
Hospital	8	1.71	2.07
Local jail or detention facility	7	1.5	1.81
State correctional facility	1	0.21	0.26
Runaway/homeless/on the streets	1	0.21	0.26
Other	66	14.1	17.1

Q36: In the last year, did your child see a medical doctor (or nurse) for a health checkup or because he/she was sick? (Check one.)

Q36	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes, in a clinic or office	351	82.59	351	82.59
Yes, but only in a hospital emergency room	11	2.59	362	85.18
No	48	11.29	410	96.47
Do not remember	15	3.53	425	100.00

Q37: Is your child on medication for emotional/behavioral problems?

Q37	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	281	65.20	281	65.20
No	150	34.80	431	100.00

Q38: Did the doctor or nurse tell you and/or your child what side effects to watch for?

Q38	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	233	85.66	233	85.66
No	39	14.34	272	100.00

Q39: Is your child still getting services from this center?

Q39	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	321	73.62	321	73.62
No	115	26.38	436	100.00

Q40: How long did your child receive services from this center?

Q40	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Less than 1 month	16	3.88	16	3.88
1-2 months	19	4.61	35	8.50
3-5 months	30	7.28	65	15.78
6 months to 1 year	87	21.12	152	36.89
More than 1 year	260	63.11	412	100.00

Q41: Was your child arrested since beginning to receive mental health services?				
Q41	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	6	4.03	6	4.03
No	143	95.97	149	100.00

Q42: Was your child arrested during the 12 months prior to that?				
Q42	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	7	4.73	7	4.73
No	141	95.27	148	100.00

Q43: Since your child began to receive mental health services, have his or her encounters with the police...				
Q43	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Been reduced	16	11.11	16	11.11
Stayed the same	9	6.25	25	17.36
Increased	3	2.08	28	19.44
Not applicable	116	80.56	144	100.00

Q44: Was your child expelled or suspended since beginning services?				
Q44	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	29	19.73	29	19.73
No	118	80.27	147	100.00

Q45: Was your child expelled or suspended during the 12 months prior to that?				
Q45	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	26	17.81	26	17.81
No	120	82.19	146	100.00

Q46: Since starting to receive services, the number of days my child was in school is				
Q46	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Greater	20	14.71	20	14.71
About the same	43	31.62	63	46.32
Less	6	4.41	69	50.74
Does not apply	67	49.26	136	100.00

Q46: Does not apply (Please select why this does not apply)				
Q46 Does not apply	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Child did not have a problem with attendance before starting services.	53	84.13	53	84.13
Child is too young to be in school.	3	4.76	56	88.89
Child dropped out of school.	2	3.17	58	92.06
Other:	5	7.94	63	100.00

Q47: Was your child arrested during the last 12 months?				
Q47	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	6	2.75	6	2.75
No	212	97.25	218	100.00

Q48: Was your child arrested during the 12 months prior to that?				
Q48	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	6	2.76	6	2.76
No	211	97.24	217	100.00

Q49: Over the last year, have your child's encounters with the police...

Q49	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Been reduced	21	10.24	21	10.24
Stayed the same	5	2.44	26	12.68
Increased	3	1.46	29	14.15
Not applicable	176	85.85	205	100.00

Q50: Was your child expelled or suspended during the last 12 months?

Q50	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	39	18.40	39	18.40
No	173	81.60	212	100.00

Q51: Was your child expelled or suspended during the 12 months prior to that?

Q51	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	36	16.90	36	16.90
No	177	83.10	213	100.00

Q52: Over the last year, the number of days my child was in school is

Q52	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Greater	34	19.10	34	19.10
About the same	44	24.72	78	43.82
Less	13	7.30	91	51.12
Does not apply	87	48.88	178	100.00

Q52: Does not apply (Please select why this does not apply)				
Q52 Does not apply	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Child did not have a problem with attendance before starting services.	72	86.75	72	86.75
Child is too young to be in school.	1	1.20	73	87.95
Child is home schooled.	2	2.41	75	90.36
Other:	8	9.64	83	100.00

Q53: Do you believe that your child's grades have improved as a result of mental health services?				
Q53	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	252	60.00	252	60.00
No	143	34.05	395	94.05
Not applicable/not in school	25	5.95	420	100.00

Q54: Has your child received mental health services at school?				
Q54	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	237	56.03	237	56.03
No	147	34.75	384	90.78
Not applicable/not in school	18	4.26	402	95.04
Don't know	21	4.96	423	100.00

Q55: How long ago did you first contact the clinic for services?				
Q55	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Less than 6 months	39	9.29	39	9.29
At least 6 months but less than 1 year	54	12.86	93	22.14
At least 1 year but less than 2 years	117	27.86	210	50.00
At least 2 years but less than 5 years	138	32.86	348	82.86
At least 5 years or more	72	17.14	420	100.00

Q56: When you first contacted the clinic, how long was it till your child's first appointment?				
Q56	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 to 7 days	117	27.66	117	27.66
8 to 14 days	82	19.39	199	47.04
15 to 30 days	58	13.71	257	60.76
More than 30 days	22	5.20	279	65.96
Do not remember	144	34.04	423	100.00

Q57: Was your child's first appointment soon enough to meet your needs?				
Q57	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	357	85.20	357	85.20
No	62	14.80	419	100.00

Q58: Using any number from 0 to 10, where 0 is the worst clinic possible, and 10 is the best clinic possible. How would you rate your child's clinic?				
Q58	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst mental health clinic possible	6	1.42	6	1.42
1	11	2.61	17	4.03
2	11	2.61	28	6.64
3	15	3.55	43	10.19
4	8	1.90	51	12.09
5	27	6.40	78	18.48
6	29	6.87	107	25.36
7	49	11.61	156	36.97
8	87	20.62	243	57.58
9	37	8.77	280	66.35
10 Best mental health clinic possible	142	33.65	422	100.00

Q59: In the last 12 months, did your child get any mental health services from some place besides his or her usual clinic?

Q59	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	86	20.14	86	20.14
No	341	79.86	427	100.00

Q60: In the last 12 months, what other type of provider gave your child mental health services? (Check all that apply.)	Frequency	Percent	Utilization Rate
Another community Mental Health Center	22	22.22	27.85
Private mental health agency	2	2.02	2.53
Mental health professional in private practice, such as a psychiatrist, psychologist, social worker or counselor	15	15.15	18.99
Family doctor	15	15.15	18.99
A psychiatric hospital or residential treatment facility	23	23.23	29.11
Hospital emergency room	1	1.01	1.27
Other	21	21.21	26.58

Q61: Using any number from 0 to 10, where 0 is the worst mental health care possible, and 10 is the best mental health care possible. How would you rate all your child's mental health care?

Q61	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst mental health care possible	1	1.23	1	1.23
1	1	1.23	2	2.47
2	5	6.17	7	8.64
3	3	3.70	10	12.35
4	3	3.70	13	16.05
5	7	8.64	20	24.69
6	6	7.41	26	32.10
7	11	13.58	37	45.68
8	13	16.05	50	61.73
9	12	14.81	62	76.54
10 Best mental health care possible	19	23.46	81	100.00



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