**Introduction**

The Michigan Department of Health and Human Services (MDHHS) requires a survey be administered annually to programs identified by the Michigan Quality Improvement Council. All BABH programs and contract providers will have the opportunity to complete the Mental Health Statistics Improvement Program (MHSIP) and the Youth Satisfaction Survey for Families (YSS) over a two-week period of time. MDHHS provides implementation guidelines and instructions to each Prepaid Inpatient Health Plan (PIHP).

Each BABH program and contract providers have utilized the MHSIP and the YSS to conduct a region wide perception of care survey to determine any areas of deficit. The data obtained by the BABH programs and the contract providers was provided to BABH Performance Improvement for analysis. The survey outcomes will be compared to the Baseline Perception of Care Report that was prepared by the 2013 data.

**Survey Response Rates**

Clinicians tracked who was given a survey with a tally form for each program. Consumers were given an option to decline answering the survey questions. Those consumers who declined were removed from the total number of surveys distributed. The response rates were calculated by dividing the number of surveys that were returned, by the number of surveys that were distributed. Figure 1 and 2 indicates the return rate for each provider by program and age category.

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| FIGURE 1 |  | |  | 2016 | | | | | |
| MHSIP-Adult | | **2013 Response Rates** | | **2014 Response Rates** | **2015 Response Rates** | **Distributed** | **Received** | **Declined** | **Response Rates** |
| BABH-ACT | | 41% | | 64% | 59% | 42 | 12 | 18 | 29% |
| BABH-CSM | | 27% | | 35% | 33% | 133 | 48 | 18 | 36% |
| BABH-OBRA | | 36% | | 20% | 35% | 9 | 8 | 0 | 89% |
| BABH-SR Outreach | |  | |  | 43% | 21 | 14 | 2 | 67% |
| Arenac-CSM | | 27% | | 73% | 60% | 54 | 48 | 5 | 89% |
| Arenac-OPT | | 36% | | 81% | 100% | 69 | 68 | 0 | 99% |
| LIST | | 88% | | 58% | \*122% | 46 | 24 | 4 | 52% |
| MBPA-CSM | | 35% | | 32% | 36% | 94 | 34 | 13 | 36% |
| MBPA-OPT | | 24% | | 78% | 41% | 87 | 41 | 1 | 47% |
| MPA-CSM | | 30% | | 30% | 66% | 167 | 72 | 24 | 43% |
| MPA-OPT | | 17% | | 72% | 71% | 83 | 48 | 4 | 58% |

\*Maybe inaccurate as a result of unreturned tally sheets \*\* No data available

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| FIGURE 2 |  | |  | | 2016 | | | | | |
| YSS-Children | | **2013 Response Rates** | | **2014 Response Rates** | | **2015 Response Rates** | **Distributed** | **Received** | **Declined** | **Response Rates** |
| Arenac-CSM | | 31% | | 31% | | 22% | 21 | 6 | 2 | 29% |
| BABH-CSM | | 31% | | \*\* | | 36% | 6 | 0 | 1 | 0% |
| Arenac-OPT | | 35% | | 55% | | 58% | 17 | 17 | 0 | 100% |
| Bay-Arenac HB | | 15% | | 28% | | 14% | 63 | 19 | 2 | 30% |
| LIST | | \*129% | | 40% | | \*\* | 15 | 9 | 6 | 60% |
| MPA-CSM | |  | | 50% | | 27% | 52 | 7 | 26 | 13% |
| MPA-OPT | | 32% | | 46% | | 36% | 127 | 45 | 1 | 35% |

**Methodology**

Two survey populations were identified to be part of the sample. The sample was a convenience sample of all who were scheduled to be seen within a pre-identified time frame. The survey populations were broken into program types. Each program was given a choice of any two-week time frame in March. Adults 18 and older who have been diagnosed with a mental illness will be broken into program types. All adult consumers will receive the MHSIP. The Adults in the CSM/SC and OPT programs will receive the MHSIP 36 and will be sent to the BABH Performance Improvement for analysis. (ACT participants are not included in this report. ACT results have been aggregated and analyzed in a separate report per MDCH reporting standards).

Youth, 17 years and younger, who have been diagnosed with a mental illness or a severe emotional disturbance, will be broken into program types. The CSM/SC and the OPT programs will receive the YSS 26 and will be sent to the BABH Performance Improvement for analysis. (Home-based participants are not included in this report. Home-based results have been aggregated and analyzed in a separate report per MDCH reporting standards).

The survey was hand delivered by the clinician or support staff. A postage paid envelope with a return address to BABH Performance Improvement was provided with each survey. If assistance was needed, the consumer was directed to the customer services department, or a peer supports specialist within their geographic location. If the consumer requested assistance from the assigned clinician, this was allowed. Youth, who are 13 or older, may complete the survey independently. Those youth who are 12 and under may be assisted by a parent or guardian.

The consumers did have the option to decline participation. If the consumer declined, this was noted and removed from the number distributed.

**Scoring**

**MHSIP** – Seven domains are included in the survey. Each domain has multiple questions related to the domain topic. The domains are as follows: general satisfaction, access to care, quality of care, participation in treatment, outcomes of care, functional status, and social connectedness. Each question in the domain is required to have a response choice of 1 - 5 in order for the domain to be included in the sample. If one question is left blank, the responses of the remaining questions for that domain are excluded from the calculations of that domain. There are 6 response choices for each question within the domain, which are assigned a numeric value. Note that the number of responses included in the domain average and domain percentage of agreement could be less than that of each individual question as a result of the exclusion of unanswered questions when calculating the domain.

Strongly Agree=1

Agree=2

Neutral=3

Disagree=4

Strongly Disagree=5

Not Applicable=9

The mean of each individual question is calculated. Those less than to 2.5 are considered to be “in agreement”. The total number of respondents who were “in agreement” is then divided by the total of valid respondents. The resultant number is then multiplied by 100 to provide a percentage.

Those questions that have a “Blank” or a response of “Not Applicable” were removed from the sample.

**YSS** – There are six domains included in the survey. Each domain has several individual questions related to the domain topic. Each question in the domain is required to have a response choice of 1 - 5 in order for the domain to be included in the sample. If one question is left blank, the responses of the remaining questions for that domain are excluded from the calculations of that domain. The domains are as follows: quality and appropriateness (satisfaction with service), access to care, family participation in treatment planning, outcomes of care, cultural sensitivity of staff, and social connectedness. There are 5 response choices for each question within the domain, which are assigned a numeric value.

Strongly Agree=5

Agree=4

Neutral=3

Disagree=2

Strongly Disagree=1

The mean of each individual question is calculated. Those greater than or equal to 3.5 are considered to be “in agreement”. The total number of respondents who are “in agreement” is then divided by the total respondents. The resultant number is then multiplied by 100 to provide a percentage. Those questions that have a “blank” are removed from the sample.

**Data Analysis**

Each survey was entered into an excel spreadsheet. The ACT and HBS programs are analyzed separately by MSHN.

The results are analyzed as follows:

BABH Program and Contract Providers (Attachment “A” YSS and Attachment “B” MHSIP)

* By Domain
* By Domain Line Item

**Survey Findings**

The Youth Perception of Care Survey (YSS)

Figure 3 demonstrates the percentage of agreement for each domain. Please refer to the scoring methodology above with questions related to the calculations. Five out of six domains demonstrated above the 80% threshold. BABH and the contract providers scored the highest (90% or above) in the “Quality and Appropriateness”, “Perception of Access”, “Perception of Cultural Sensitivity” and “Perception of Participation” domains. Only one domain scored below the desired threshold, “Perception of Outcomes of Services”. *This domain consistently demonstrates a lower score but demonstrated an increase from 2015.*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Figure 3  Youth Percent in Agreement | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 |
| Quality and Appropriateness (General Satisfaction) | 92% | 91% | 87% | 88% | 92% | 91% |
| Perception of Access | 97% | 93% | 91% | 84% | 85% | 93% |
| Perception of Cultural Sensitivity | 98% | 96% | 97% | 99% | 95% | 100% |
| Perception of Participation in Treatment | 96% | 93% | 93% | 91% | 92% | 96% |
| Perception of Outcome of Services | 70% | 63% | 54% | 55% | 59% | 62% |
| Perception of Social Connectedness | 92% | 90% | 78% | 85% | 85% | 93% |

This indicates that only 66% of the families felt that their child was better at handling daily life, 61% of the families felt that their child was getting along better with family, 64% felt their child was getting along better with friends and other people, 68% felt their child was doing better in school and/or work, 55% felt their child was better able to cope when things go wrong, 61% were satisfied with their current family life and 71% felt that their child was better able to do things he or she wants to do.

Figure 4 demonstrates the percentage of agreement for each domain for each BABH program and contract service providers. Individual percentages and respondent numbers for each BABH program and contract providers is located in Attachment A.

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Figure 4  YSS | Arenac  (CSM) | | Arenac  (OPT) | | Bay  (Homebased) | | LIST  (OPT) | | MPA  (OPT) | | MPA (CSM) | |
|  | 2015 | 2016 | 2015 | 2016 | 2015 | 2016 | 2015 | 2016 | 2015 | 2016 | 2015 | 2016 |
| Quality and Appropriateness | 100% | 100% | 88% | 100% | 100% | 94% | \*\* | 56% | 93% | 98% | 86% | 100% |
| Access | 100% | 100% | 84% | 88% | 100% | 100% | \*\* | 89% | 86% | 93% | 77% | 100% |
| Cultural Sensitivity | 100% | 100% | 100% | 100% | 100% | 100% | \*\* | 100% | 97% | 100% | 79% | 100% |
| Participation in Treatment | 100% | 83% | 88% | 100% | 100% | 95% | \*\* | 88% | 93% | 98% | 86% | 100% |
| Outcomes | 50% | 40% | 43% | 60% | 75% | 72% | \*\* | 63% | 67% | 66% | 42% | 50% |
| Social Connectedness | 100% | 100% | 92% | 88% | 100% | 90% | \*\* | 89% | 83% | 93% | 69% | 100% |

\*Maybe inaccurate as a result of unreturned tally sheets \*\* No data available

Figure 5 demonstrates the combined percentage of agreement for each question for all BABH programs and contract service providers.

Figure 5

|  |  |  |
| --- | --- | --- |
| Youth - Combined Responses -BABH Programs and Contract Providers | 2015 | 2016 |
| Access |  |  |
| Q7. The services my child and/or family received were right for us. | 89% | 90% |
| Q8. The location of services was convenient for us. | 92% | 93% |
| Q9. Services were available at times that were convenient for us. | 90% | 88% |
| Q10. My family got the help we wanted for my child. | 87% | 83% |
| Q11. My family got as much help as we needed for my child. | 78% | 81% |
| Participation in Treatment |  |  |
| Q2. I helped to choose my child’s services. | 92% | 94% |
| Q3. I helped to choose my child’s treatment goals. | 92% | 95% |
| Q6. I participated in my child’s treatment. | 95% | 94% |
| Cultural Sensitivity |  |  |
| Q12. Staff treated me with respect. | 95% | 99% |
| Q13. Staff respected my family’s religious/spiritual beliefs. | 91% | 99% |
| Q14. Staff spoke with me in a way that I understand. | 97% | 100% |
| Q15. Staff were sensitive to my cultural/ethnic background. | 93% | 98% |
| Appropriateness |  |  |
| Q1. Overall, I am satisfied with the services my child received. | 91% | 92% |
| Youth - Combined Responses -BABH Programs and Contract Providers | 2015 | 2016 |
| Q4. The people helping my child stuck with us no matter what. | 85% | 87% |
| Q5. I felt my child had someone to talk to when she/he was troubled. | 89% | 93% |
| Outcomes |  |  |
| Q16. My child is better at handling daily life. | 66% | 66% |
| Q17. My child gets along better with family. | 63% | 61% |
| Q18. My child gets along better with friends and other people. | 68% | 64% |
| Q19. My child is doing better in school and/or work. | 60% | 68% |
| Q20. My child is better able to cope when things go wrong. | 56% | 55% |
| Q21. I am satisfied with our family life right now. | 57% | 61% |
| Q22. My child is better able to do things he or she wants to do. | 62% | 71% |
| Social Connectedness |  |  |
| Q23. I know people who will listen and understand me when I need to talk. | 87% | 87% |
| Q24. I have people that I am comfortable talking with about my child’s problems. | 84% | 89% |
| Q25. In a crisis, I would have the support I need from family or friends. | 79% | 87% |
| Q26. I have people with whom I can do enjoyable things. | 87% | 88% |

**Survey Findings**

The Adult Perception of Care Survey (MHSIP)

Figure 6 demonstrates the percentage of agreement for each domain. Please refer to the scoring methodology above with questions related to the calculations. Four domains scored above the desired threshold of 80%. BABH and contract providers scored the highest (90% or above) in the “General Satisfaction”, “Perception of Access”, and “Perception of Quality and Appropriateness” domains. The domain “Perception of Participation in Treatment” domain also scored above the 80% threshold. There were three domains that scored below the desired threshold: “Perception of Outcomes”, Perception of Functioning” and “Perception of Social Connectedness”. *These domains consistently demonstrate a lower score and demonstrated a decrease from 2015.*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Figure 6 Adult Percent in Agreement | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 |
| General Satisfaction | 97% | 91% | 93% | 96% | 97% | 95% |
| Perception of Access | 96% | 88% | 95% | 96% | 96% | 94% |
| Perception of Quality and Appropriateness | 95% | 91% | 90% | 94% | 95% | 95% |
| Perception of Participation in Treatment | 95% | 90% | 92% | 94% | 95% | 88% |
| Perception of Outcome of Services | 68% | 69% | 78% | 69% | 71% | 64% |
| Perception of Functioning | 72% | 64% | 76% | 63% | 63% | 58% |
| Perception of Social Connectedness | 76% | 72% | 80% | 74% | 76% | 64% |

The “Perception of Functioning” domain received the lowest score (58%). This indicates that 64% felt they did things that were more meaningful to them, only 65% reported being able to better take care of their needs, 59% felt they were better able to handle things that went wrong and 61% reported being able to do things that they wanted to do. Figure 7 and Figure 8 demonstrates the percentage of agreement for each domain for each BABH program and contract service providers. Individual percentages and respondent numbers for each BABH program and contract providers is located in Attachment B.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Figure 7  MHSIP | Arenac  CMS | | Arenac  OPT | | BABH  CSM | | BABH  OBRA | | BABH  SR Outreach | |
|  | 2015 | 2016 | 2015 | 2016 | 2015 | 2016 | 2015 | 2016 | 2015 | 2016 |
| Quality and Appropriateness | 87% | 95% | 85% | 95% | 92% | 93% | 80% | 100% | 80% | 100% |
| Access | 100% | 95% | 98% | 93% | 92% | 95% | 100% | 100% | 80% | 100% |
| General Satisfaction | 100% | 96% | 93% | 96% | 88% | 91% | 100% | 75% | 100% | 93% |
| Participation in Treatment | 100% | 92% | 96% | 88% | 93% | 89% | 100% | 100% | 90% | 100% |
| Outcomes | 73% | 72% | 67% | 56% | 78% | 82% | 67% | 100% | 50% | 75% |
| Functioning | 65% | 64% | 57% | 45% | 88% | 80% | 80% | 57% | 90% | 75% |
| Social Connectedness | 79% | 69% | 66% | 61% | 90% | 76% | 100% | 71% | 80% | 77% |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Figure 8 MHSIP | LIST  OPT | | MBPA  CSM | | MBPA  OPT | | MPA  CSM | | MPA  OPT | |
|  | 2015 | 2016 | 2015 | 2016 | 2015 | 2016 | 2015 | 2016 | 2015 | 2016 |
| Quality and Appropriateness | 88% | 90% | 94% | 87% | 93% | 97% | 98% | 98% | 98% | 98% |
| Access | 86% | 90% | 95% | 89% | 98% | 95% | 97% | 93% | 99% | 95% |
| General Satisfaction | 90% | 91% | 97% | 97% | 100% | 95% | 99% | 96% | 99% | 100% |
| Participation in Treatment | 84% | 87% | 97% | 77% | 94% | 90% | 99% | 82% | 95% | 89% |
| Outcomes | 63% | 57% | 74% | 62% | 61% | 50% | 74% | 55% | 74% | 78% |
| Functioning | 61% | 48% | 70% | 57% | 63% | 45% | 57% | 58% | 58% | 69% |
| Social Connectedness | 59% | 48% | 81% | 77% | 70% | 51% | 78% | 65% | 81% | 61% |

Figure 9 demonstrates the combined percentage of agreement for each question for all BABH programs and contract service providers.

Figure 9

|  |  |  |  |
| --- | --- | --- | --- |
| Adult - Combined Responses -BABH Programs and Contract Providers | 2014 | 2015 | 2016 |
| General Satisfaction |  |  |  |
| Q1. I like the services that I received. | 97% | 98% | 96% |
| Q2. If I had other choices, I would still choose to get services from this mental health agency. | 94% | 94% | 92% |
| Q3. I would recommend this agency to a friend or family member. | 94% | 94% | 93% |
| Access |  |  |  |
| Q4. The location of services was convenient. | 89% | 90% | 92% |
| Q5. Staff were willing to see me as often as I felt it was necessary. | 91% | 95% | 96% |
| Q6. Staff returned my calls within 24 hours. | 93% | 87% | 89% |
| Q7. Services were available at times that were good for me. | 94% | 96% | 97% |
| Q8. I was able to get all the services I thought I needed. | 91% | 92% | 91% |
| Q9. I was able to see a psychiatrist when I wanted to. | 81% | 78% | 83% |
| Quality/Appropriateness |  |  |  |
| Q10. Staff believed that I could grow, change and recover. | 91% | 90% | 92% |
| Q12. I felt free to complain. | 89% | 87% | 86% |
| Q13. I was given information about my rights. | 96% | 96% | 96% |
| Q14. Staff encouraged me to take responsibility for how I live my life. | 93% | 92% | 93% |
|  | **2014** | **2015** | **2016** |
| Q15. Staff told me what side effects to watch for. | 83% | 78% | 83% |
| Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services. | 94% | 96% | 96% |
| Q18. Staff were sensitive to my cultural/ ethnic background (e.g., race, religion, language, etc.). | 90% | 87% | 92% |
| Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability. | 91% | 89% | 91% |
| Q20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.). | 82% | 81% | 84% |
| Participation in Treatment Planning |  |  |  |
| Q11. I felt comfortable asking questions about my treatment, services, and medication. | 92% | 92% | 93% |
| Q17. I, not staff, decided my treatment goals. | 88% | 86% | 87% |
| Outcomes |  |  |  |
| Q21. I deal more effectively with daily problems. | 76% | 77% | 71% |
| Q22. I am better able to control my life. | 71% | 71% | 68% |
| Q23. I am better able to deal with crisis. | 67% | 67% | 64% |
| Q24. I am getting along better with my family. | 67% | 67% | 68% |
| Q25. I do better in social situations. | 58% | 59% | 56% |
| Q26. I do better in school and/or work. | 58% | 37% | 57% |
| Q27. My housing situation has improved. | 61% | 53% | 59% |
| Q28. My symptoms are not bothering me as much. | 54% | 54% | 53% |
| Functioning |  |  |  |
| Q29. I do things that are more meaningful to me. | 63% | 63% | 64% |
| Q30. I am better able to take care of my needs. | 69% | 71% | 65% |
| Q31. I am better able to handle things when they go wrong. | 60% | 64% | 59% |
| Q32. I am better able to do things that I want to do. | 65% | 62% | 61% |
| Social Connectedness |  |  |  |
| Q33. I am happy with the friendships I have. | 70% | 69% | 69% |
| Q34. I have people with who I can do enjoyable things. | 71% | 73% | 74% |
| Q35. I feel I belong in my community. | 55% | 55% | 55% |
| Q36. In a crisis, I would have the support I need from family or friends. | 71% | 71% | 77% |

Recommendations/Improvement Opportunities

The QI Council recommended that an acceptable threshold be set at an 80% rate of agreement per domain.  Each domain below 80% is subject to a corrective action/improvement plan. It is recommended this information be shared with department staff and the Consumer Council to identify improvement areas. The areas of focus for improvement

are “Perception of Functioning” and “Perception of Outcome of Services” domains. The questions within these domains pertain to a client’s level of functioning and symptom management.  Improvement opportunities should consist of increasing psychosocial education for consumers, along with staff training pertaining to symptom management.

Submitted by: Julayne Richmond, LLMSW Date: 5/22/2017

Performance Improvement Coordinator Revised: 05/24/17

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Attachment A  Youth Survey |  | Bay-Arenac HB | Arenac CSM | Arenac OPT | LIST | MPA CSM | MPA OPT |
| Appropriateness | **Domain Average %** | **94%** | **100%** | **88%** | **56%** | **100%** | **98%** |
| 1. Overall, I am satisfied with the services my child received. | % Agreement | 100% | 100% | 88% | 56% | 86% | 100% |
| # Agree | 18 | 5 | 15 | 5 | 6 | 44 |
| # Valid Respondents | 18 | 5 | 17 | 9 | 7 | 44 |
| 4. The people helping my child stuck with us no matter what. | % Agreement | 100% | 100% | 82% | 44% | 86% | 98% |
| # Agree | 18 | 5 | 14 | 4 | 6 | 43 |
| # Valid Respondents | 18 | 5 | 17 | 9 | 7 | 44 |
| 5. I felt my child had someone to talk to when she/he was troubled. | % Agreement | 100% | 80% | 88% | 78% | 100% | 98% |
| # Agree | 18 | 4 | 15 | 7 | 7 | 43 |
| # Valid Respondents | 18 | 5 | 17 | 9 | 7 | 44 |
| 7. The services my child and/or family received were right for us. | % Agreement | 89% | 80% | 88% | 56% | 100% | 98% |
| # Agree | 16 | 4 | 15 | 5 | 7 | 43 |
| # Valid Respondents | 18 | 5 | 17 | 9 | 7 | 44 |
| 10. My family got the help we wanted for my child. | % Agreement | 94% | 60% | 88% | 56% | 86% | 91% |
| # Agree | 17 | 3 | 15 | 5 | 6 | 40 |
| # Valid Respondents | 18 | 5 | 17 | 9 | 7 | 44 |
| 11. My family got as much help as we needed for my child. | % Agreement | 100% | 60% | 76% | 56% | 100% | 89% |
| # Agree | 18 | 3 | 13 | 5 | 7 | 39 |
| # Valid Respondents | 18 | 5 | 17 | 9 | 7 | 44 |
| Perception of Access | **Domain Average %** | 100% | 100% | 88% | 89% | 100% | 93% |
| 8. The location of services was convenient for us. | % Agreement | 100% | 100% | 100% | 100% | 71% | 91% |
| # Agree | 19 | 6 | 17 | 9 | 5 | 41 |
| # Valid Respondents | 19 | 6 | 17 | 9 | 7 | 45 |
| Attachment A  Youth Survey |  | Bay-Arenac HB | Arenac CSM | Arenac OPT | LIST | MPA CSM | MPA OPT |
| 9. Services were available at times that were convenient for us. | % Agreement | 95% | 100% | 82% | 89% | 100% | 87% |
| # Agree | 18 | 6 | 14 | 8 | 7 | 39 |
| # Valid Respondents | 19 | 6 | 17 | 9 | 7 | 45 |
| Perception of Cultural Sensitivity | **Domain Average %** | **100%** | **100%** | **100%** | **100%** | **100%** | **100%** |
| 12. Staff treated me with respect. | % Agreement | 100% | 100% | 100% | 89% | 100% | 100% |
| # Agree | 19 | 5 | 17 | 8 | 7 | 44 |
| # Valid Respondents | 19 | 5 | 17 | 9 | 7 | 44 |
| 13. Staff respected my family's religious/spiritual beliefs. | % Agreement | 100% | 100% | 100% | 89% | 100% | 100% |
| # Agree | 19 | 5 | 17 | 8 | 7 | 44 |
| # Valid Respondents | 19 | 5 | 17 | **9** | 7 | 44 |
| 14. Staff spoke with me in a way that I understand. | % Agreement | 100% | 100% | 100% | 100% | 100% | 100% |
| # Agree | 19 | 5 | 17 | 9 | 7 | 44 |
| # Valid Respondents | 19 | 5 | 17 | 9 | 7 | 44 |
| 15. Staff were sensitive to my cultural/ethnic back ground. | % Agreement | 100% | 100% | 100% | 89% | 100% | 98% |
| # Agree | 19 | 5 | 17 | 8 | 7 | 43 |
| # Valid Respondents | 19 | 5 | 17 | 9 | 7 | 44 |
| Perception of Participation in Treatment | **Domain Average %** | **95%** | **83%** | **100%** | **88%** | **100%** | **98%** |
| 2. I helped to choose my child's services. | % Agreement | 100% | 67% | 100% | 75% | 100% | 98% |
| # Agree | 19 | 4 | 17 | 6 | 7 | 44 |
| # Valid Respondents | 19 | 6 | 17 | 8 | 7 | 45 |
| 3. I helped to choose my child's treatment goals. | % Agreement | 95% | 100% | 82% | 100% | 100% | 98% |
| # Agree | 18 | 6 | 14 | 8 | 7 | 44 |
| # Valid Respondents | 19 | 6 | 17 | 8 | 7 | 45 |
| Attachment A  Youth Survey |  | Bay-Arenac HB | Arenac CSM | Arenac OPT | LIST  OPT | MPA CSM | MPA OPT |
| 6. I participated in my child's treatment. | % Agreement | 100% | 83% | 94% | 88% | 100% | 96% |
| # Agree | 19 | 5 | 16 | 7 | 7 | 43 |
| # Valid Respondents | 19 | 6 | 17 | 8 | 7 | 45 |
| Perception of Outcome of Services | **Domain Average %** | **72%** | **40%** | **60%** | **63%** | **50%** | **66%** |
| 16. My child is better at handling daily life. | % Agreement | 72% | 40% | 60% | 75% | 33% | 77% |
| # Agree | 13 | 2 | 9 | 6 | 2 | 34 |
| # Valid Respondents | 18 | 5 | 15 | 8 | 6 | 44 |
| 17. My child gets along better with family. | % Agreement | 72% | 40% | 47% | 63% | 67% | 73% |
| # Agree | 13 | 2 | 7 | 5 | 4 | 32 |
| # Valid Respondents | 18 | 5 | 15 | 8 | 6 | 44 |
| 18. My child gets along better with friends and other people. | % Agreement | 61% | 40% | 60% | 63% | 67% | 70% |
| # Agree | 11 | 2 | 9 | 5 | 4 | 31 |
| # Valid Respondents | 18 | 5 | 15 | 8 | 6 | 44 |
| 19. My child is doing better in school and/or work. | % Agreement | 83% | 80% | 73% | 75% | 33% | 73% |
| # Agree | 15 | 4 | 11 | 6 | 2 | 32 |
| # Valid Respondents | 18 | 5 | 15 | 8 | 6 | 44 |
| 20. My child is better able to cope when things go wrong. | % Agreement | 72% | 40% | 53% | 38% | 50% | 64% |
| # Agree | 13 | 2 | 8 | 3 | 3 | 28 |
| # Valid Respondents | 18 | 5 | 15 | 8 | 6 | 44 |
| 21. I am satisfied with our family life right now. | % Agreement | 67% | 40% | 53% | 63% | 67% | 66% |
| # Agree | 12 | 2 | 8 | 56 | 4 | 29 |
| # Valid Respondents | 18 | 5 | 15 | 8 | 6 | 44 |
|  |  |  |  |  |  |  |  |
| Attachment A  Youth Survey |  | Bay-Arenac HB | Arenac CSM | Arenac OPT | LIST  OPT | MPA CSM | MPA OPT |
| 22. My child is better able to do things he or she wants to do. | % Agreement | 72% | 80% | 73% | **75%** | 67% | 68% |
| # Agree | 13 | 4 | 11 | 6 | 4 | 30 |
| # Valid Respondents | 18 | 5 | 15 | 8 | 6 | 44 |
| Perception of Social Connectedness | **Domain Average %** | **90%** | **100%** | **88%** | **89%** | **100%** | **93%** |
| 23. I know people who will listen and understand me when I need to talk. | % Agreement | 89% | 100% | 75% | 67% | 100% | 91% |
| # Agree | 17 | 6 | 12 | 6 | 7 | 41 |
| # Valid Respondents | 19 | 6 | 16 | 9 | 7 | 45 |
| 24. I have people that I am comfortable talking with about my child's problems. | % Agreement | 89% | 83% | 75% | 78% | 100% | 96% |
| # Agree | 17 | 5 | 12 | 7 | 7 | 43 |
| # Valid Respondents | 19 | 6 | 16 | 9 | 7 | 45 |
| 25. In a crisis, I would have the support I need from family or friends. | % Agreement | 68% | 100% | 88% | 78% | 86% | 87% |
| # Agree | 13 | 6 | 14 | 7 | 6 | 39 |
| # Valid Respondents | 19 | 6 | 16 | 9 | 7 | 45 |
| 26. I have people with whom I can do enjoyable things. | % Agreement | 89% | 100% | 88% | 78% | 100% | 87% |
| # Agree | 17 | 6 | 14 | 7 | 7 | 39 |
| # Valid Respondents | 19 | 6 | 16 | 9 | 7 | 45 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Attachment B  Adult Survey |  | ACT | Arenac CMS | Arenac OPT | BABH CSM | BABH OBRA | BABH SrOutreach | LIST  OPT | MBPA CSM | MPBA OPT  Attachment B | MPA CSM | MPA OPT |
| General Satisfaction | **Domain Average %** | **92%** | **96%** | **96%** | **91%** | **75%** | **93%** | **91%** | **97%** | **95%** | **96%** | **100%** |
| 1. I like the services that I received. | % Agreement | 92% | 96% | 96% | 96% | 88% | 93% | 91% | 97% | 93% | 96% | 100% |
| # Agree | 11 | 46 | 65 | 45 | 7 | 13 | 21 | 30 | 37 | 69 | 48 |
| # Valid Respondents | 12 | 48 | 68 | 47 | 8 | 14 | 23 | 31 | 40 | 72 | 48 |
| 2. If I had other choices, I would still choose to get services from this mental healthcare agency. | % Agreement | 75% | 94% | 90% | 85% | 88% | 93% | 87% | 97% | 93% | 90% | 96% |
| # Agree | 9 | 45 | 61 | 40 | 7 | 13 | 20 | 30 | 37 | 65 | 46 |
| # Valid Respondents | 12 | 48 | 68 | 47 | 8 | 14 | 23 | 31 | 40 | 72 | 48 |
| 3. I would recommend this agency to a friend or family member. | % Agreement | 100% | 90% | 96% | 87% | 75% | 93% | 87% | 94% | 95% | 94% | 100% |
| # Agree | 12 | 43 | 65 | 41 | 6 | 13 | 20 | 29 | 38 | 68 | 48 |
| # Valid Respondents | 12 | 48 | 68 | 47 | 8 | 14 | 23 | 31 | 40 | 72 | 48 |
| Perception of Access | **Domain Average %** | **92%** | **95%** | **93%** | **95%** | **100%** | **100%** | **90%** | **89%** | **95%** | **93%** | **95%** |
| 4. The location of services was convenient. | % Agreement | 92% | 93% | 95% | 100% | 100% | 100% | 90% | 96% | 84% | 89% | 88% |
| # Agree | 11 | 39 | 58 | 41 | 2 | 8 | 18 | 26 | 32 | 54 | 38 |
| # Valid Respondents | 12 | 42 | 61 | 41 | 2 | 8 | 20 | 27 | 38 | 61 | 43 |
| 5. Staff were willing to see me as often as I felt it was necessary. | % Agreement | 92% | 100% | 95% | 98% | 100% | 100% | 95% | 93% | 95% | 98% | 95% |
| # Agree | 11 | 42 | 58 | 40 | 2 | 8 | 19 | 25 | 36 | 60 | 41 |
| # Valid Respondents | 12 | 42 | 61 | 41 | 2 | 8 | 20 | 27 | 38 | 61 | 43 |
| 6. Staff returned my calls within 24 hours. | % Agreement | 75% | 98% | 93% | 88% | 100% | 75% | 90% | 85% | 76% | 87% | 95% |
| # Agree | 9 | 41 | 57 | 36 | 2 | 6 | 18 | 23 | 29 | 53 | 41 |
| # Valid Respondents | 12 | 42 | 61 | 41 | 2 | 8 | 20 | 27 | 38 | 61 | 43 |
| 7. Services were available at times that were good for me. | % Agreement | 100% | 100% | 98% | 95% | 100% | 100% | 90% | 93% | 97% | 98% | 98% |
| # Agree | 12 | 42 | 60 | 39 | 2 | 8 | 18 | 25 | 37 | 60 | 42 |
| # Valid Respondents | 12 | 42 | 61 | 41 | 2 | 8 | 20 | 27 | 38 | 61 | 43 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| Attachment B  Adult Survey |  | ACT | Arenac CMS | Arenac OPT | BABH CSM | BABH OBRA | BABH SrOutreach | LIST  OPT | MBPA CSM | MPBA OPT  Attachment B | MPA CSM | MPA OPT |
| 8. I was able to get all the services I thought I needed. | % Agreement | 100% | 90% | 92% | 88% | 100% | 100% | 95% | 96% | 92% | 92% | 88% |
| # Agree | 12 | 38 | 56 | 36 | 2 | 8 | 19 | 26 | 35 | 56 | 38 |
| # Valid Respondents | 12 | 42 | 61 | 41 | 2 | 8 | 20 | 27 | 38 | 61 | 43 |
| 9. I was able to see a psychiatrist when I wanted to. | % Agreement | 75% | 83% | 90% | 80% | 100% | 88% | 75% | 74% | 87% | 77% | 88% |
| # Agree | 9 | 35 | 55 | 33 | 2 | 7 | 15 | 20 | 33 | 47 | 38 |
| # Valid Respondents | 12 | 42 | 61 | 41 | 2 | 8 | 20 | 27 | 38 | 61 | 43 |
| Perception of Quality and Appropriateness | **Domain Average %** | **92%** | **95%** | **95%** | **93%** | **100%** | **100%** | **90%** | **87%** | **97%** | **98%** | **98%** |
| 10. Staff believed that I could grow, change and recover. | % Agreement | 75% | 90% | 86% | 95% | 100% | 100% | 90% | 90% | 97% | 95% | 93% |
| # Agree | 9 | 37 | 51 | 38 | 4 | 4 | 19 | 27 | 35 | 54 | 40 |
| # Valid Respondents | 12 | 41 | 59 | 40 | 4 | 4 | 21 | 30 | 36 | 57 | 43 |
| 12. I felt free to complain. | % Agreement | 83% | 90% | 86% | 83% | 100% | 100% | 81% | 70% | 86% | 84% | 98% |
| # Agree | 10 | 37 | 51 | 33 | 4 | 4 | 17 | 21 | 31 | 48 | 42 |
| # Valid Respondents | 12 | 41 | 59 | 40 | 4 | 4 | 21 | 30 | 36 | 57 | 43 |
| 13. I was given information about my rights. | % Agreement | 100% | 93% | 95% | 100% | 100% | 100% | 95% | 93% | 97% | 95% | 98% |
| # Agree | 12 | 38 | 56 | 40 | 4 | 4 | 20 | 28 | 35 | 54 | 42 |
| # Valid Respondents | 12 | 41 | 59 | 40 | 4 | 4 | 21 | 30 | 36 | 57 | 43 |
| 14. Staff encouraged me to take responsibility for how I live my life. | % Agreement | 75% | 95% | 93% | 85% | 100% | 100% | 95% | 90% | 92% | 98% | 93% |
| # Agree | 9 | 39 | 55 | 34 | 4 | 4 | 20 | 27 | 33 | 56 | 40 |
| # Valid Respondents | 12 | 41 | 59 | 40 | 4 | 4 | 21 | 30 | 36 | 57 | 43 |
| 15. Staff told me what side effects to watch for. | % Agreement | 83% | 93% | 86% | 78% | 75% | 100% | 86% | 63% | 83% | 86% | 79% |
| # Agree | 10 | 38 | 51 | 31 | 3 | 4 | 18 | 19 | 30 | 49 | 34 |
| # Valid Respondents | 12 | 41 | 59 | 40 | 4 | 4 | 21 | 30 | 36 | 57 | 43 |
| 16. Staff respected my wishes about who is and who is not to be given information about my treatment services. | % Agreement | 92% | 98% | 100% | 95% | 100% | 100% | 95% | 90% | 94% | 96% | 98% |
| # Agree | 11 | 40 | 59 | 38 | 4 | 4 | 20 | 27 | 34 | 55 | 42 |
| # Valid Respondents | 12 | 41 | 59 | 40 | 4 | 4 | 21 | 30 | 36 | 57 | 43 |
| Attachment B  Adult Survey |  | ACT | Arenac CMS | Arenac OPT | BABH CSM | BABH OBRA | BABH SrOutreach | LIST  OPT | MBPA CSM | MPBA OPT  Attachment B | MPA CSM | MPA OPT |
| 18. Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.). | % Agreement | 92% | 93% | 98% | 88% | 100% | 100% | 76% | 83% | 94% | 96% | 91% |
| # Agree | 11 | 38 | 58 | 35 | 4 | 4 | 16 | 25 | 34 | 55 | 39 |
| # Valid Respondents | 12 | 41 | 59 | 40 | 4 | 4 | 21 | 30 | 36 | 57 | 43 |
| 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability. | % Agreement | 92% | 95% | 93% | 88% | 100% | 100% | 81% | 83% | 92% | 91% | 91% |
| # Agree | 11 | 39 | 55 | 35 | 4 | 4 | 17 | 25 | 33 | 52 | 39 |
| # Valid Respondents | 12 | 41 | 59 | 40 | 4 | 4 | 21 | 30 | 36 | 57 | 43 |
| 20. I was encouraged to use consumer run programs (support groups, drop-in centers, crisis phone line, etc.). | % Agreement | 67% | 88% | 83% | 88% | 100% | 100% | 76% | 77% | 86% | 89% | 84% |
| # Agree | 8 | 36 | 49 | 35 | 4 | 4 | 16 | 23 | 31 | 51 | 36 |
| # Valid Respondents | 12 | 41 | 59 | 40 | 4 | 4 | 21 | 30 | 36 | 57 | 43 |
| Perception of Participation in Treatment | **Domain Average %** | **92%** | **92%** | **88%** | **89%** | **100%** | **100%** | **87%** | **77%** | **90%** | **82%** | **89%** |
| 11. I felt comfortable asking questions about my treatment, services and medication. | % Agreement | 100% | 94% | 93% | 94% | 100% | 100% | 96% | 84% | 95% | 90% | 96% |
| # Agree | 12 | 45 | 63 | 44 | 8 | 13 | 22 | 26 | 39 | 65 | 45 |
| # Valid Respondents | 12 | 48 | 68 | 47 | 8 | 13 | 23 | 31 | 41 | 72 | 47 |
| 17. I, not staff, decided my treatment goals. | % Agreement | 92% | 90% | 88% | 89% | 100% | 100% | 74% | 81% | 90% | 82% | 89% |
| # Agree | 11 | 43 | 60 | 42 | 8 | 13 | 17 | 25 | 37 | 59 | 42 |
| # Valid Respondents | 12 | 48 | 68 | 47 | 8 | 13 | 23 | 31 | 41 | 72 | 47 |
| Perception of Outcome of Services | **Domain Average %** | **45%** | **72%** | **56%** | **82%** | **100%** | **75%** | **57%** | **62%** | **50%** | **55%** | **78%** |
| 21. I deal more effectively with daily problems. | % Agreement | 73% | 76% | 80% | 71% | 100% | 75% | 57% | 69% | 85% | 68% | 88% |
| # Agree | 8 | 19 | 36 | 20 | 2 | 3 | 8 | 18 | 17 | 27 | 28 |
| # Valid Respondents | 11 | 25 | 45 | 28 | 2 | 4 | 14 | 26 | 20 | 40 | 32 |
| 22. I am better able to control my life. | % Agreement | 91% | 76% | 62% | 79% | 100% | 75% | 64% | 69% | 65% | 73% | 88% |
| # Agree | 10 | 19 | 28 | 22 | 2 | 3 | 9 | 18 | 13 | 29 | 28 |
| # Valid Respondents | 11 | 25 | 45 | 28 | 2 | 4 | 14 | 26 | 20 | 40 | 32 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| Attachment B  Adult Survey |  | ACT | Arenac CMS | Arenac OPT | BABH CSM | BABH OBRA | BABH SrOutreach | LIST  OPT | MBPA CSM | MPBA OPT  Attachment B | MPA CSM | MPA OPT |
| 23. I am better able to deal with crisis. | % Agreement | 91% | 72% | 64% | 79% | 100% | 75% | 57% | 65% | 55% | 63% | 78% |
| # Agree | 10 | 18 | 29 | 22 | 2 | 3 | 8 | 17 | 11 | 25 | 25 |
| # Valid Respondents | 11 | 25 | 45 | 28 | 2 | 4 | 14 | 26 | 20 | 40 | 32 |
| 24. I am getting along better with my family. | % Agreement | 91% | 80% | 69% | 86% | 100% | 75% | 43% | 58% | 65% | 68% | 75% |
| # Agree | 10 | 20 | 31 | 24 | 2 | 3 | 6 | 15 | 13 | 27 | 24 |
| # Valid Respondents | 11 | 25 | 45 | 28 | 2 | 4 | 14 | 26 | 20 | 40 | 32 |
| 25. I do better in social situations. | % Agreement | 55% | 64% | 53% | 75% | 100% | 75% | 57% | 58% | 45% | 53% | 81% |
| # Agree | 6 | 16 | 24 | 21 | 2 | 3 | 8 | 15 | 9 | 21 | 26 |
| # Valid Respondents | 11 | 25 | 45 | 28 | 2 | 4 | 14 | 26 | 20 | 40 | 32 |
| 26. I do better in school and/or work. | % Agreement | 36% | 64% | 51% | 71% | 100% | 75% | 50% | 54% | 40% | 48% | 72% |
| # Agree | 4 | 16 | 23 | 20 | 2 | 3 | 7 | 14 | 8 | 19 | 23 |
| # Valid Respondents | 11 | 25 | 45 | 28 | 2 | 4 | 14 | 26 | 20 | 40 | 32 |
| 27. My housing situation has improved. | % Agreement | 55% | 68% | 53% | 86% | 100% | 50% | 50% | 65% | 45% | 50% | 63% |
| # Agree | 6 | 17 | 24 | 24 | 2 | 2 | 7 | 17 | 9 | 20 | 20 |
| # Valid Respondents | 11 | 25 | 45 | 28 | 2 | 4 | 14 | 26 | 20 | 40 | 32 |
| 28. My symptoms are not bothering me as much. (Outcomes) | % Agreement | 82% | 68% | 51% | 79% | 100% | 50% | 50% | 69% | 45% | 48% | 72% |
| # Agree | 9 | 17 | 23 | 22 | 2 | 2 | 7 | 18 | 9 | 19 | 23 |
| # Valid Respondents | 11 | 25 | 45 | 28 | 2 | 4 | 14 | 26 | 20 | 40 | 32 |
| Perception of Functioning | **Domain Average %** | **73%** | **64%** | **45%** | **80%** | **57%** | **75%** | **48%** | **57%** | **45%** | **58%** | **69%** |
| 29. I do things that are more meaningful to me. | % Agreement | 82% | 70% | 52% | 85% | 86% | 75% | 52% | 67% | 50% | 61% | 71% |
| # Agree | 9 | 31 | 34 | 39 | 6 | 9 | 12 | 20 | 19 | 42 | 32 |
| # Valid Respondents | 11 | 44 | 65 | 46 | 7 | 12 | 23 | 30 | 38 | 69 | 45 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| Attachment B  Adult Survey |  | ACT | Arenac CMS | Arenac OPT | BABH CSM | BABH OBRA | BABH SrOutreach | LIST  OPT | MBPA CSM | MPBA OPT  Attachment B | MPA CSM | MPA OPT |
| 30. I am better able to take care of my needs. | % Agreement | 73% | 68% | 55% | 83% | 71% | 92% | 52% | 63% | 61% | 62% | 73% |
| # Agree | 8 | 30 | 36 | 38 | 5 | 11 | 12 | 19 | 23 | 43 | 33 |
| # Valid Respondents | 11 | 44 | 65 | 46 | 7 | 12 | 23 | 30 | 38 | 69 | 45 |
| 31. I am better able to handle things when they go wrong. | % Agreement | 73% | 66% | 51% | 76% | 57% | 67% | 57% | 57% | 47% | 51% | 71% |
| # Agree | 8 | 29 | 33 | 35 | 4 | 8 | 13 | 17 | 18 | 35 | 32 |
| # Valid Respondents | 11 | 44 | 65 | 46 | 7 | 12 | 23 | 30 | 38 | 69 | 45 |
| 32. I am better able to do things that I want to do. | % Agreement | 82% | 70% | 52% | 78% | 86% | 75% | 52% | 63% | 39% | 59% | 73% |
| # Agree | 9 | 31 | 34 | 36 | 6 | 9 | 12 | 19 | 15 | 41 | 33 |
| # Valid Respondents | 11 | 44 | 65 | 46 | 7 | 12 | 23 | 30 | 38 | 69 | 45 |
| Perception of Social Connectedness | **Domain Average %** | **73%** | **69%** | **61%** | **76%** | **71%** | **77%** | **48%** | **77%** | **51%** | **65%** | **61%** |
| 33. I am happy with the friendships I have. | % Agreement | 73% | 71% | 67% | 83% | 86% | 92% | 52% | 80% | 56% | 66% | 61% |
| # Agree | 8 | 32 | 44 | 38 | 6 | 12 | 12 | 24 | 22 | 45 | 28 |
| # Valid Respondents | 11 | 45 | 66 | 46 | 7 | 13 | 23 | 30 | 39 | 68 | 46 |
| 34. I have people with who I can do enjoyable things. | % Agreement | 73% | 78% | 64% | 85% | 86% | 85% | 65% | 87% | 74% | 75% | 65% |
| # Agree | 8 | 35 | 42 | 39 | 6 | 11 | 15 | 26 | 29 | 51 | 30 |
| # Valid Respondents | 11 | 45 | 66 | 46 | 7 | 13 | 23 | 30 | 39 | 68 | 46 |
| 35. I feel I belong in my community. | % Agreement | 82% | 67% | 39% | 70% | 71% | 62% | 26% | 70% | 51% | 57% | 54% |
| # Agree | 9 | 30 | 26 | 32 | 5 | 8 | 6 | 21 | 20 | 39 | 25 |
| # Valid Respondents | 11 | 45 | 66 | 46 | 7 | 13 | 23 | 30 | 39 | 68 | 46 |
| 36. In a crisis, I would have the support I need from family or friends. | % Agreement | 64% | 87% | 71% | 83% | 86% | 92% | 78% | 83% | 62% | 75% | 80% |
| # Agree | 7 | 39 | 47 | 38 | 6 | 12 | 18 | 25 | 24 | 51 | 37 |
| # Valid Respondents | 11 | 45 | 66 | 46 | 7 | 13 | 23 | 30 | 39 | 68 | 46 |