



*Mental Health,  
Developmental Disabilities,  
and Substance Abuse Services*  
HEALTH AND HUMAN SERVICES

# 2016 MENTAL HEALTH AND SUBSTANCE USE SERVICES CONSUMER PERCEPTION OF CARE REPORT

N.C. Department of Health and Human Services

**Quality Management**

Division of Mental Health, Developmental Disabilities, and Substance Abuse Services

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# Mental Health and Substance Use Services Consumer Perceptions of Care

The North Carolina Mental Health and Substance Use Services Consumer Perception of Care Survey assesses consumer satisfaction and perceptions of quality and outcomes of publicly funded Mental Health (MH) and Substance Use (SU) services. The annual survey satisfies a Substance Abuse and Mental Health Services Administration (SAMHSA) reporting requirement for the Community Mental Health Services Block Grant.

Statewide survey results are reported to SAMHSA each year for compilation and comparison to national data. To support quality monitoring at the regional level, the N.C. Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS) also shares survey data with the Local Management Entities-Managed Care Organizations (LME-MCOs) and publishes results by LME-MCO in this annual report.

## Survey Administration

Confidential surveys are administered in English or Spanish at consumers’ provider agencies during a specified time each year. Individual participation is completely voluntary. The 2016 survey was administered between May 9, 2016 and June 6, 2016.

Each North Carolina LME-MCO was required to submit a total number of completed surveys approximately equal to four percent of its average number of Medicaid, State, and Federal Block Grant MH and SU consumers served per month. Statewide, surveys were distributed across adult, youth, and child consumer populations in numbers approximately proportionate to numbers served from each age group.

**TABLE 1: 2016 CONSUMER PERCEPTION OF CARE SURVEYS REQUIRED PER LME-MCO**

LME-MCO	Adult	Youth	Family	Total	State%
Alliance Behavioral Healthcare	520	151	168	839	16%
Cardinal Innovations Healthcare	643	154	163	960	19%
CenterPoint Human Services	165	50	50	265	5%
Eastpointe	369	84	97	550	11%
Partners Behavioral Health	390	85	90	565	11%
Sandhills Center	367	94	91	552	11%
Smoky Mountain Center	467	106	122	695	14%
Trillium Health Resources	511	111	118	740	14%
<b>State Total</b>	<b>3,432</b>	<b>835</b>	<b>899</b>	<b>5,166</b>	<b>100%</b>
<i>Percent of Total</i>	<i>66%</i>	<i>16%</i>	<i>17%</i>	<i>100%</i>	

Results in this report are based on all surveys for which respondents answered at least one question about their services, LME-MCO, or physical health.

**TABLE 2: 2016 CONSUMER PERCEPTION OF CARE SURVEYS COMPLETED PER LME-MCO\***

LME-MCO	Adult	Youth	Family	Total	State%
Alliance Behavioral Healthcare	654	110	125	889	14%
Cardinal Innovations Healthcare	761	185	218	1,164	18%
CenterPoint Human Services	270	59	37	366	6%
Eastpointe	495	104	98	697	11%
Partners Behavioral Health	506	135	140	781	12%
Sandhills Center	367	94	90	551	8%
Smoky Mountain Center	500	159	143	802	12%
Trillium Health Resources	799	336	215	1,350	21%
<b>State Total</b>	<b>4,352</b>	<b>1,182</b>	<b>1,066</b>	<b>6,600</b>	<b>100%</b>
<i>Percent of Total</i>	<i>66%</i>	<i>18%</i>	<i>16%</i>	<i>100%</i>	

\* Respondent answered at least one question about their services, LME-MCO, or physical health.

To obtain representative and comparable LME-MCO survey samples, the DMH/DD/SAS distributed optional guidelines for a random sampling method to select participating Adult, Youth, and Family Survey providers, and to determine the number of surveys to administer to clients of each selected provider. LME-MCOs were free to implement the recommended method, with or without modifications, or to use alternative sampling strategies.

**TABLE 3: LME-MCO MODIFICATIONS TO DMH/DD/SAS RECOMMENDED SAMPLING METHOD**

DMH/DD/SAS Guidance	Selection of Providers <i>Draw random sample of previous service claims and select all providers in the sample.*</i>	Number of Surveys per Provider <i>Assign each selected provider a number of surveys equal to the number of their clients in the random sample.</i>
	<b>LME-MCO Modifications</b>	
<b>Alliance</b>	Excluded low-volume providers	No additional modifications
<b>Cardinal</b>	Excluded low-volume providers	No additional modifications
<b>CenterPoint</b>	Selected Enhanced Benefit providers	Weighted survey numbers by provider
<b>Eastpointe</b>	Selected high claims volume providers who participated in previous years	Distributed 25 surveys to high volume providers, 10-15 to lower volume providers
<b>Partners</b>	Excluded low-volume providers	Established minimum number of 5 surveys per selected provider
<b>Sandhills</b>	Excluded low-volume providers	No additional modifications
<b>Smoky</b>	Excluded low volume providers; selected all comprehensive providers; randomly selected additional providers	Distributed surveys for each provider's 3-month number of members served
<b>Trillium</b>	Excluded low-volume providers	No additional modifications

\*Sample size equal to total number of surveys to be distributed

Five LME-MCOs used the recommended method with minor modifications, such as excluding low-volume providers and establishing minimum numbers of surveys per provider. One used a combination of random and non-random selection methods. Two LME-MCOs used non-random methods to select providers and determine the numbers of surveys to distribute to each.

### Survey Domains

The main component of the Perception of Care survey instruments administered in North Carolina is the nationally standardized Mental Health Statistical Improvement Project (MHSIP) survey. MHSIP survey questions measure consumer perceptions related to the following domains of care:

- *Access to Services*
- *Treatment Planning*
- *Quality and Appropriateness*
- *Cultural Sensitivity*
- *Outcomes*
- *Functioning*
- *Social Connectedness*
- *General Satisfaction*

Different survey versions for adults, youth, and family members of child consumers assess different subsets of the eight MHSIP domains.

**TABLE 4: CONSUMER PERCEPTION OF CARE SURVEY DOMAINS**

	Adult Survey (18 Years and Older)	Youth Survey (12 to 17 Years)	Family Survey (Children Under 12)
<i>Access to Services</i>	✓	✓	✓
<i>Treatment Planning</i>	✓	✓	✓
<i>Quality and Appropriateness</i>	✓		
<i>Cultural Sensitivity</i>		✓	✓
<i>Outcomes</i>	✓	✓	✓
<i>Functioning</i>	✓		✓
<i>Social Connectedness</i>	✓		✓
<i>General Satisfaction</i>	✓	✓	✓

The Adult Survey version is completed by individuals ages 18 years and older, the Youth Survey by consumers ages 12 to 17 years, and the Family Survey by parents, family members, or guardians of children ages 11 years and younger. Each version of the Perception of Care Survey includes additional background questions and a short section about the consumer’s experience with the LME-MCO and its providers. The Adult Survey also includes questions about respondent physical health.

## *Survey Domain Scores*

To calculate respondent scores for each survey domain, responses to MHSIP survey questions are first assigned number scores from 1 (Strongly Agree, indicating a positive perception) to 5 (Strongly Disagree, indicating a negative perception), with a neutral point of 3. Each MHSIP domain score then is computed as the average number score for the items that count toward the domain.

For analysis and reporting, the resulting domain scores are categorized as Positive, Neutral, or Negative. Positive scores range from 1.00 to 2.49, and the percentage of Positive scores for a domain is the proportion of respondents with an average item score in that range. Neutral scores range from 2.50 to 3.49, and Negative scores range from 3.50 to 5.00.

A domain score is calculated only if a respondent answered two-thirds or more of the domain items with a response other than “N/A” (not applicable). For this reason, total numbers of respondents with calculated scores for each domain vary and generally are smaller than the total number of survey respondents.

## *Domain Score Confidence Intervals*

Scores based on a sample of a population are estimates. They may differ from true population scores due to sampling error. In later sections of this report, survey domain scores for different groups of respondents are shown with their 95 percent confidence intervals. The confidence interval (CI) is a range of values around a score. The stated confidence level of a CI is the probability that it includes the true population score.

The number of percentage points the CI extends in positive and negative directions from the sample score is the margin of error. The difference between two group scores is statistically significant at the stated confidence level when the CIs around them do not overlap to contain any of the same values. A “statistically significant” difference between sample scores means the population scores are probably different.

In general, larger samples produce more reliable estimates of population scores. Because the estimates contain less sampling error, the CIs around sample scores from larger samples are smaller. Scores based on smaller samples contain more error and the CIs around them are wider.<sup>1</sup>

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<sup>1</sup> Given equal sample sizes, confidence intervals for more extreme scores—those close to zero or 100 percent—will also be smaller than those for scores that are closer to 50 percent.

In this report, the widths of LME-MCO percentage score CIs differ from one another due to variations in their survey sample sizes. CIs for individual LME-MCOs also are wider than CIs for State Total percentages. This is because State Total scores are based on the much larger combined sample of respondents from all LME-MCOs.

### *Data Limitations and Interpretation of Results*

Non-random sampling methods may limit the conclusions that can be drawn from the results of any survey, especially when sample sizes are small. Random sampling helps ensure that a sample represents the features of the larger population from which it is selected. These factors should be considered when interpreting and evaluating group scores and score differences presented in this report.

LME-MCO Perception of Care survey samples are not truly random for several reasons. For example, survey administration occurs only during a certain period each year, and only individuals who receive services at that time have the chance to participate. Further, survey participation is voluntary, and self-selection factors may influence who agrees or declines to participate. As a result, samples may differ in known and unknown ways from their populations, and some may be more different than others.

LME-MCO consumer populations or respondent samples also may differ from one another in systematic ways, and those differences may account for some score differences. For example, LME-MCOs might serve or survey different percentages of male vs. female consumers. This may contribute some to score differences between the LME-MCOs if either male or female consumers on average also report more positive perceptions about certain aspects of their care. That is not to say the score differences are not real. However, it is important to evaluate how and to what extent an LME-MCO's total or aggregate score may reflect the perceptions of different subgroups of respondents.

Survey sample sizes also vary considerably across LME-MCOs. Those who serve smaller populations generally administer fewer surveys. This proportionate sampling approach helps to ensure that the full sample reflects the consumer population statewide. However, as previously discussed, scores based on smaller samples have larger margins of error. For this reason, scores in this report for LME-MCOs that serve smaller populations generally have wider confidence intervals than scores for LME-MCOs that serve larger populations.<sup>2</sup>

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<sup>2</sup> Confidence intervals may assist in the interpretation of differences between LME-MCO scores, but they cannot be used to draw conclusions about the statistical significance of a difference between an LME-MCO score and the

Finally, statistically significant differences are not always of practical or clinical importance. On the other hand, smaller score differences may reflect real trends and meaningful differences in consumer experiences. For these reasons, survey scores in this report may be most useful when evaluated and interpreted together with other sources of data that measure similar aspects of consumer care and outcomes.

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corresponding State Total. This is because the State Total includes all of the responses that make up all of the LME-MCO scores. LME-MCOs with larger samples influence State Totals more and therefore are less likely to appear to differ substantially from the State Total compared to LME-MCOs with smaller samples.

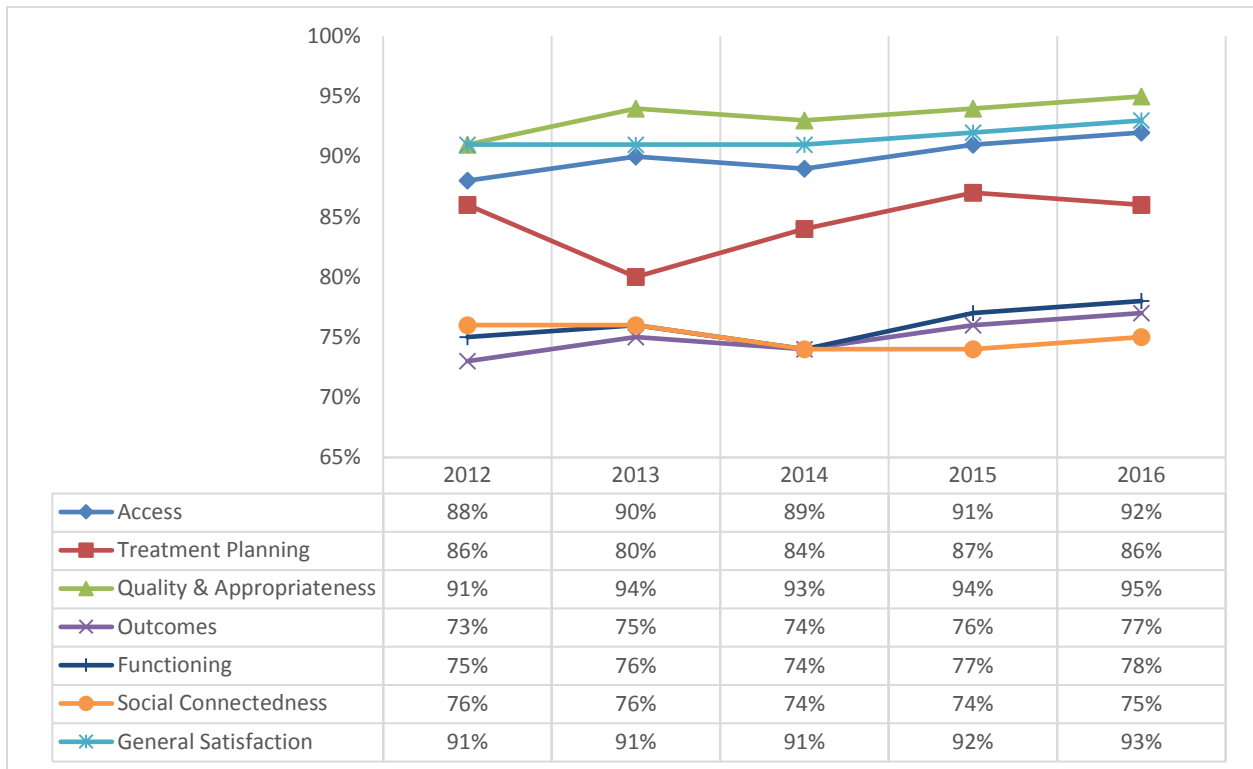


## Statewide Annual Trends in Consumer Perceptions of Care

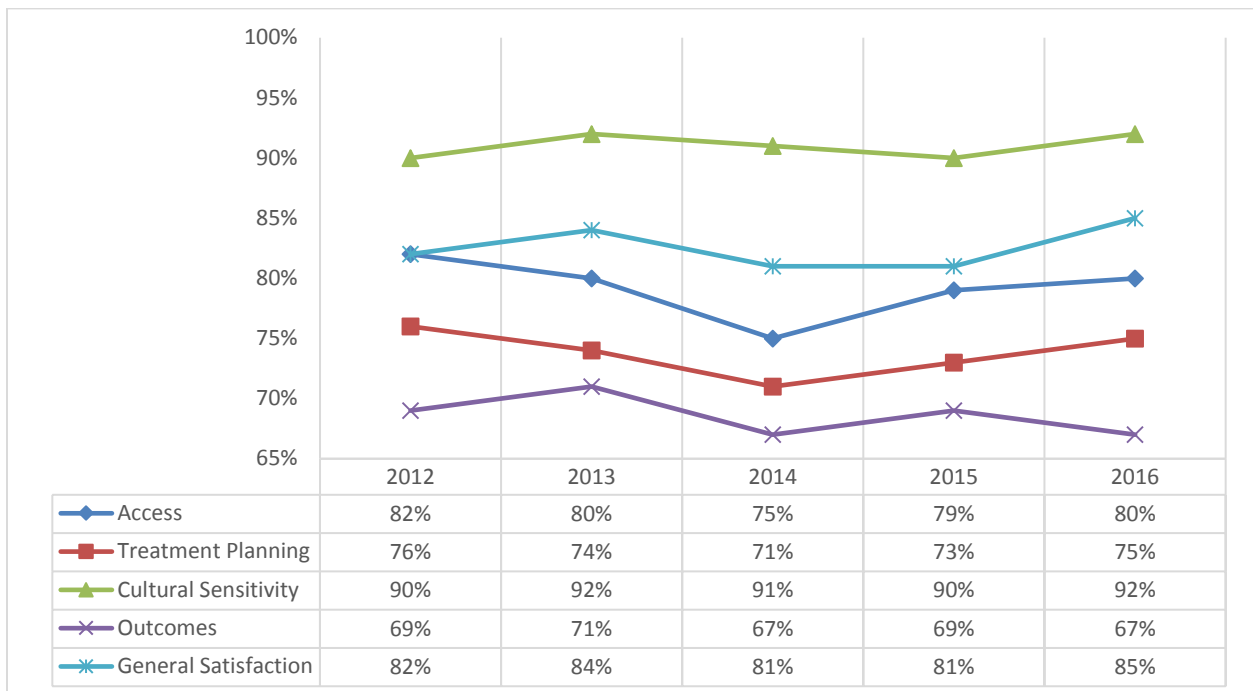
Statewide Adult Survey, Youth Survey, and Family Survey MHSIP domain scores for the 2012 through 2016 survey years are shown in Figures 1, 2, and 3. Several trends in consumer perceptions are apparent across this period.

- Across years and most domains, adult consumers and child family members reported more positive perceptions than did youth respondents.
- Across survey populations, more respondents reported positive perceptions about their experiences with providers (*Access, Treatment Planning, Quality and Appropriateness, Cultural Sensitivity, and General Satisfaction* domains) than about their treatment outcomes and other relationships (*Outcomes, Functioning, and Social Connectedness* domains).
- Domains consistently rated positively by 90 percent or more respondents include the following:
  - *Adult Survey Quality and Appropriateness and General Satisfaction*
  - *Youth Survey Cultural Sensitivity*
  - *Family Survey Access, Treatment Planning, Cultural Sensitivity and General Satisfaction*
- Domains consistently rated positively by fewer than 80 percent of respondents include the following:
  - *Adult Survey Outcomes, Functioning and Social Connectedness*
  - *Youth Survey Treatment Planning and Outcomes*
  - *Family Survey child Outcomes and Functioning*
- Domains with the most stable scores over the five-year period include the following:
  - *Adult Survey Social Connectedness and General Satisfaction*
  - *Youth Survey Cultural Sensitivity*
  - *Family Survey Access, Treatment Planning and General Satisfaction*
- Domains with the most variable scores include the following:
  - *Adult Survey Treatment Planning*
  - *Youth Survey Access and Treatment Planning*
  - *Family Survey Social Connectedness and child Functioning*

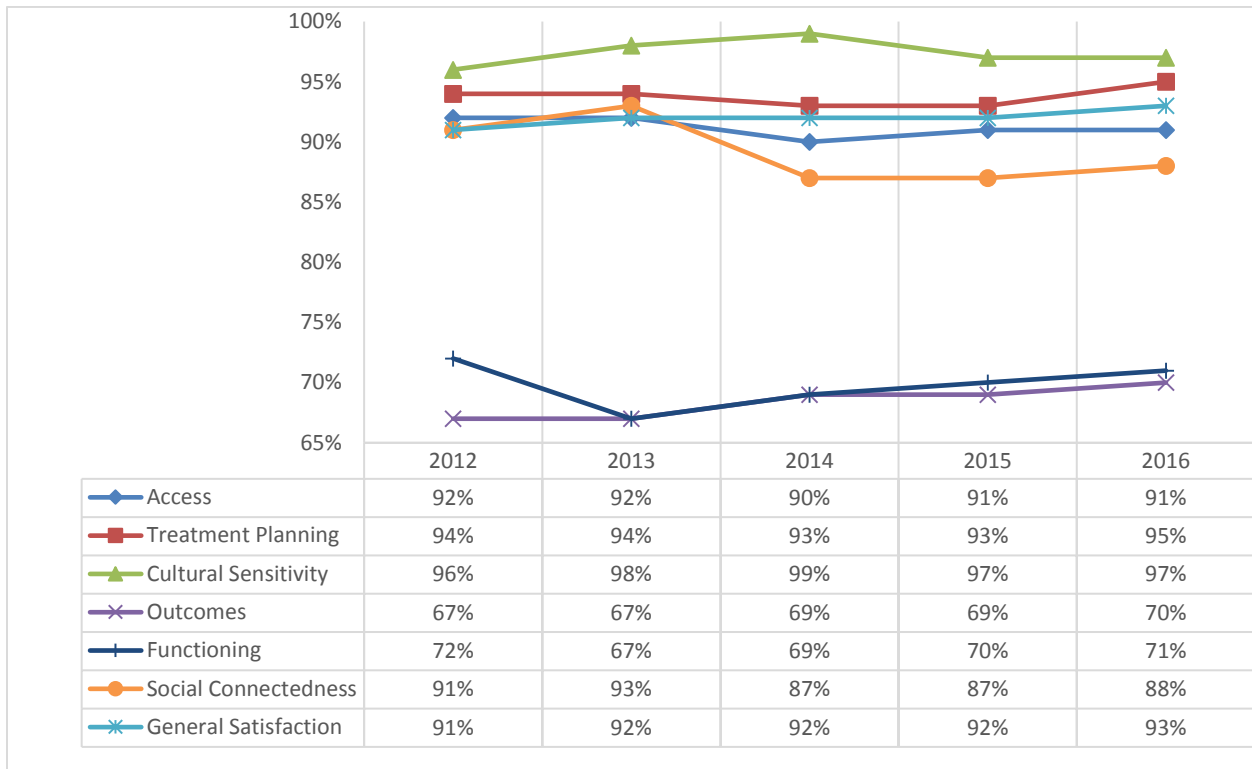
**FIGURE 1: STATEWIDE TRENDS IN ADULT SURVEY MHSIP DOMAIN SCORES**



**FIGURE 2: STATEWIDE TRENDS IN YOUTH SURVEY MHSIP DOMAIN SCORES**



**FIGURE 3: STATEWIDE TRENDS IN FAMILY SURVEY MHSIP DOMAIN SCORES FOR CHILDREN UNDER 12 YEARS**



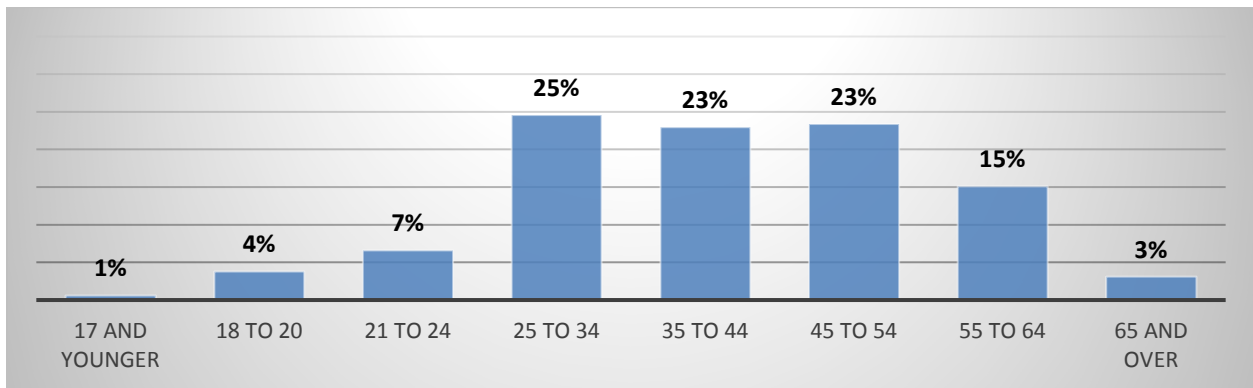
\*Beginning in 2013, Family Survey *Outcomes* and *Functioning* MHSIP domain scores are based on five common items, and both domains include one additional unique item.

## Survey Respondent Characteristics

### Adult Survey

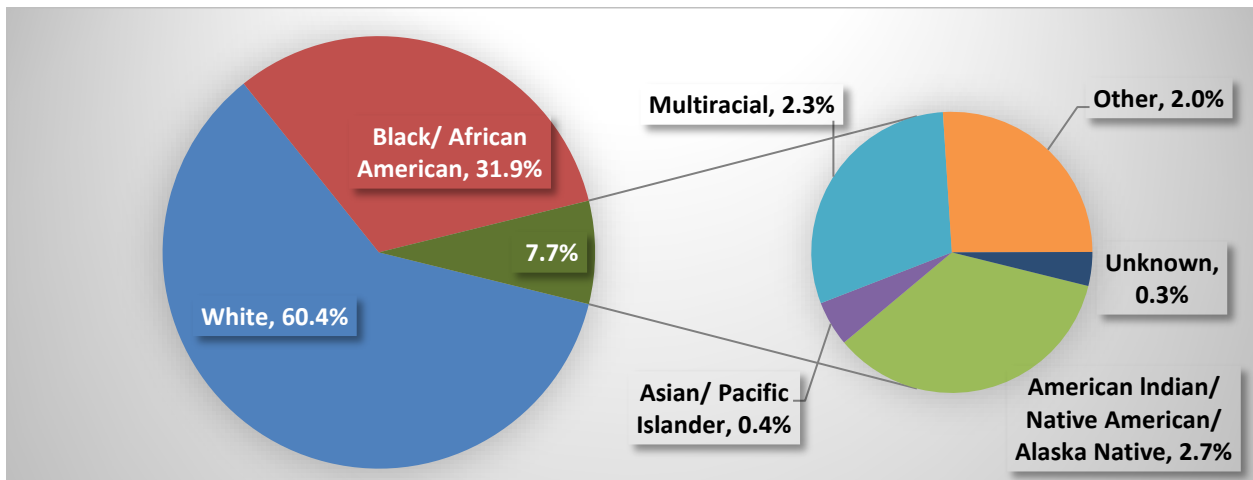
The 2016 Adult Survey sample of 4,352 individuals included more female (61%) than male (39%) respondents. Average respondent age was 41.1 years. Although the survey is intended for individuals 18 years and older, a small number of respondents reported ages younger than 18 years.

**FIGURE 4: ADULT RESPONDENT AGE DISTRIBUTION**



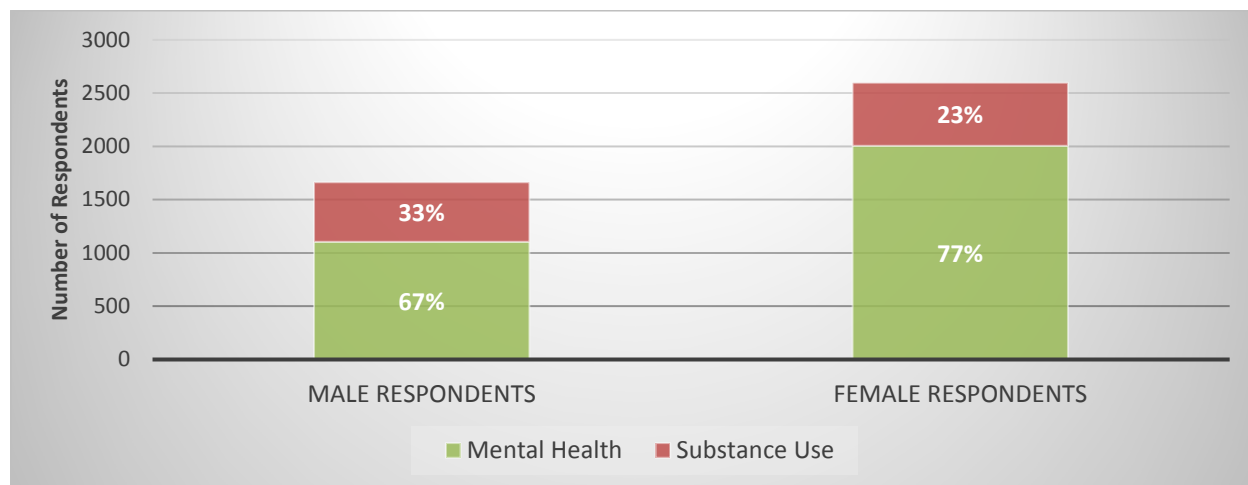
Over half of respondents reported that their racial background is best described as White, and almost one-third selected Black/African American. Response options selected by fewer respondents were American Indian/Native American, Alaska Native, Multiracial, Asian, and Pacific Islander. Respondents of all racial identities, 3.6 percent of the total sample, also identified as Hispanic or Latino.

**FIGURE 5: ADULT RESPONDENT RACE/ETHNICITY**



Most (73%) adults reported that their primary reason for receiving services was related to mental health. Just over one-quarter (27%) reported the primary reason was substance use. These proportions varied by respondent gender, however, with a larger percentage of men than women reporting SU as the primary reason for services.

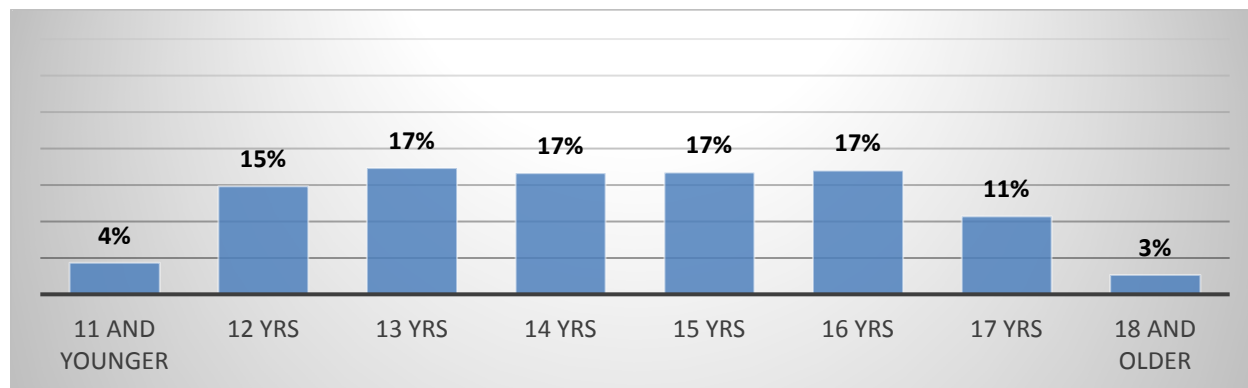
**FIGURE 6: ADULT RESPONDENT GENDER AND PRIMARY REASON FOR SERVICES**



### Youth Survey

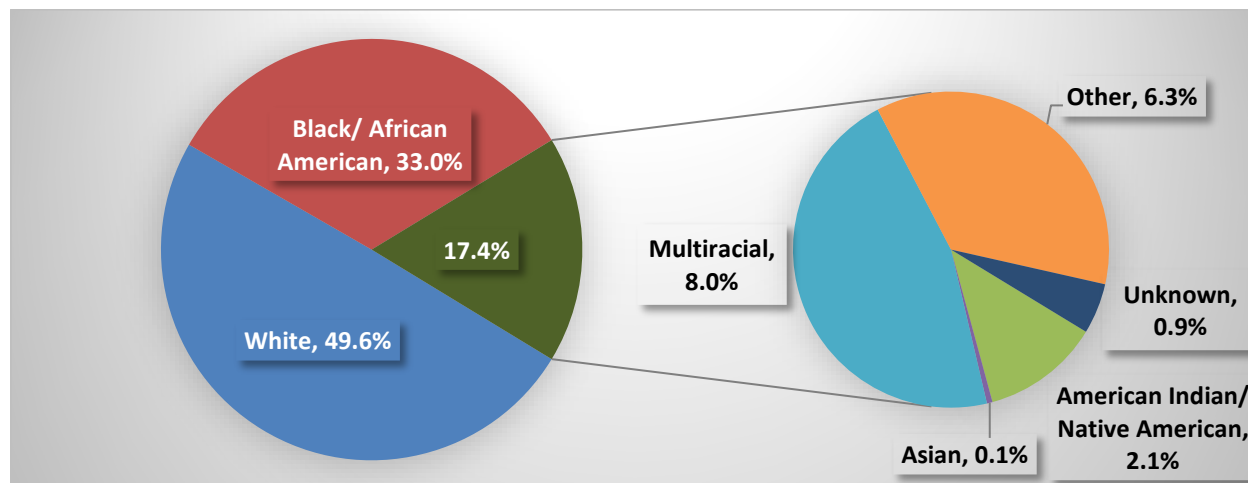
The Youth Survey sample of 1,182 individuals consisted of 52 percent male and 48 percent female respondents with an average age of 14.3 years. Although the survey is intended for individuals ages 12 to 17 years, seven percent of respondents reported ages younger than 12 or older than 17.

**FIGURE 7: YOUTH RESPONDENT AGE DISTRIBUTION**



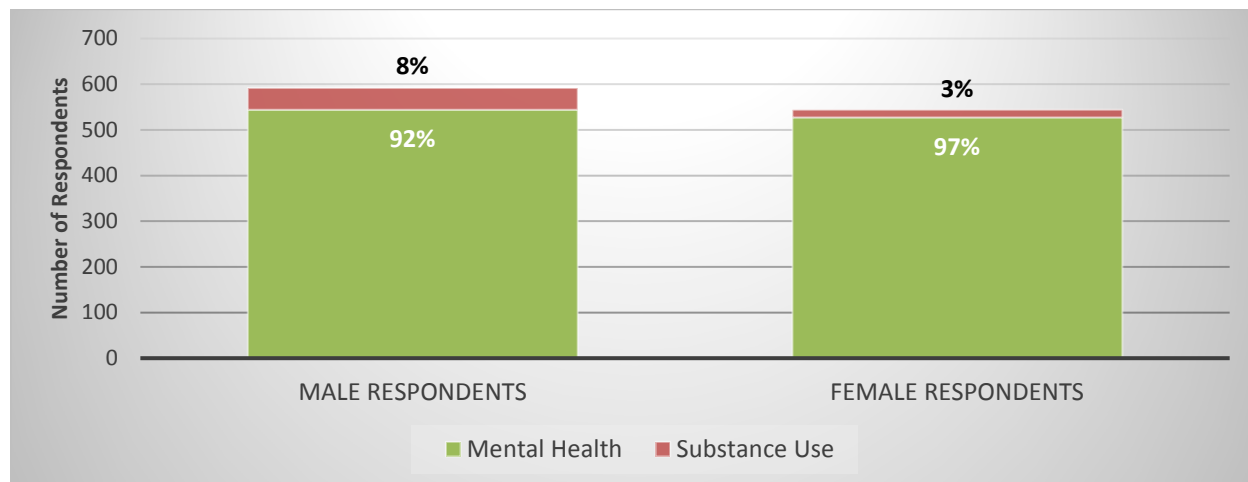
Half of respondents identified as White, one-third identified as Black/African American, and approximately 17 percent selected other response options. One out of every seven respondents also self-identified as Hispanic or Latino (13.9%).

**FIGURE 8: YOUTH RESPONDENT RACE/ETHNICITY**



Few youth respondents reported a primary reason for receiving services related to SU (6%). Most reported MH (94%) as the primary reason. Male respondents were somewhat more likely to report SU as the primary reason for services.

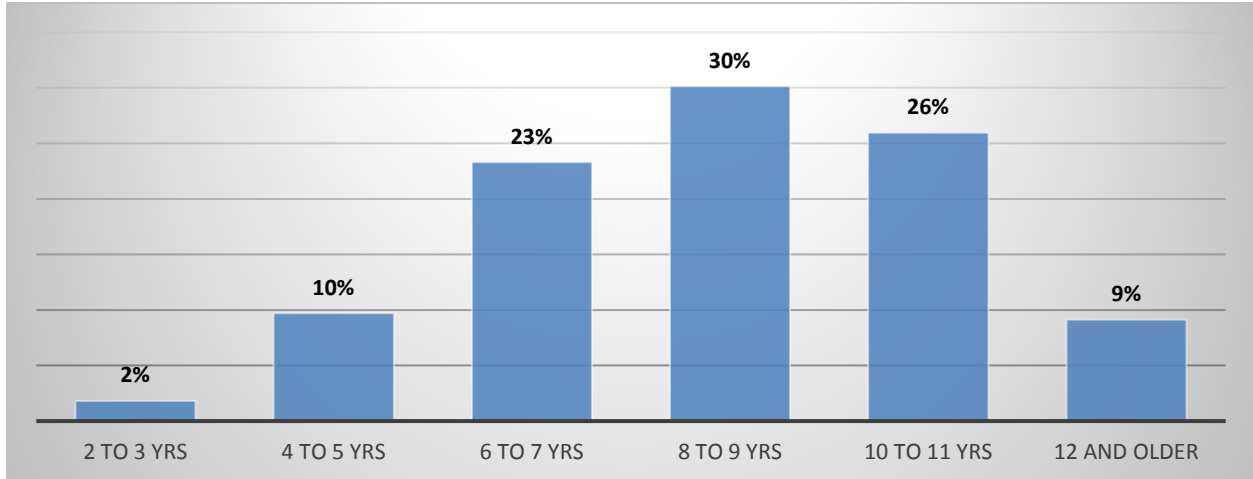
**FIGURE 9: YOUTH RESPONDENT GENDER AND PRIMARY REASON FOR SERVICES**



## Family Survey

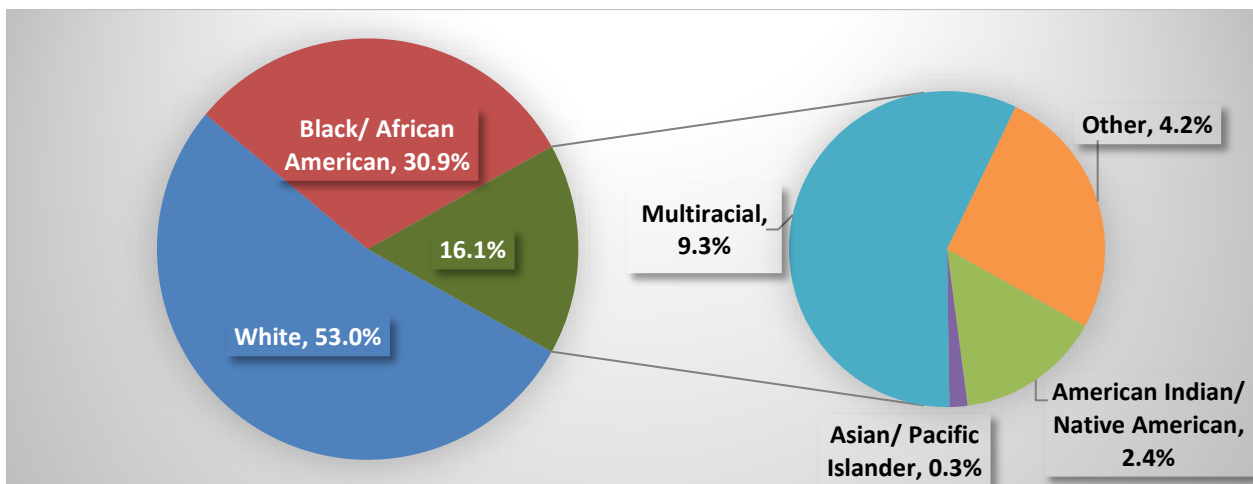
Family Surveys were completed for 1,066 children (61% male, 39% female) with an average reported age of 8.7 years. Although the survey is intended to be completed for children 11 years of age and younger, over nine percent of respondents reported child ages of 12 years or older.

**FIGURE 10: FAMILY SURVEY CHILD AGE DISTRIBUTION**



Most respondents reported a child racial background of White or Black/African American, although nearly one out of every ten children was described as multiracial. One out of every ten child consumers also was described as Hispanic or Latino (10.3%).

**FIGURE 11: FAMILY SURVEY CHILD RACE/ETHNICITY**



Virtually all Family Survey respondents reported MH (98.7%) rather than SU (1.3%) as the primary reason for children's services.

## Respondent Characteristics and Perceptions of Care

A series of analyses was conducted to determine if perceptions of care varied with consumer age, racial/ethnic background, gender, and primary service type. The analysis of racial/ethnic group differences was limited to groups represented by 100 or more respondents. Comparison of consumers with primary MH and SU service types was limited to the Adult Survey.

### *Consumer Age*

Correlation coefficients were computed between consumer age and each MHSIP survey numerical domain score.<sup>3</sup> Consumer age was not substantially related to any survey domain within any of the three samples.<sup>4</sup> Where a correlation coefficient of +/-1.0 indicates a perfect predictive relationship and a correlation of 0.0 indicates no relationship at all, all correlations were smaller than +/-0.10.<sup>5</sup>

### *Race/Ethnic Background*

Adult, youth, and family samples each included 100 or more Black/African American, Hispanic/Latino, and non-Hispanic White individuals.<sup>6</sup> The adult sample also included more than 100 American Indian/Native American respondents.

No significant group differences were noted in the percent of individuals who reported positive perceptions in any of the MHSIP domains. However, some trends were noted within each age group population.

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<sup>3</sup> The numerical domain score is the average item score for all items that count toward the domain.

<sup>4</sup> As shown in Figures 1, 2, and 3, however, scores for similar domains did vary somewhat across the three survey respondent populations.

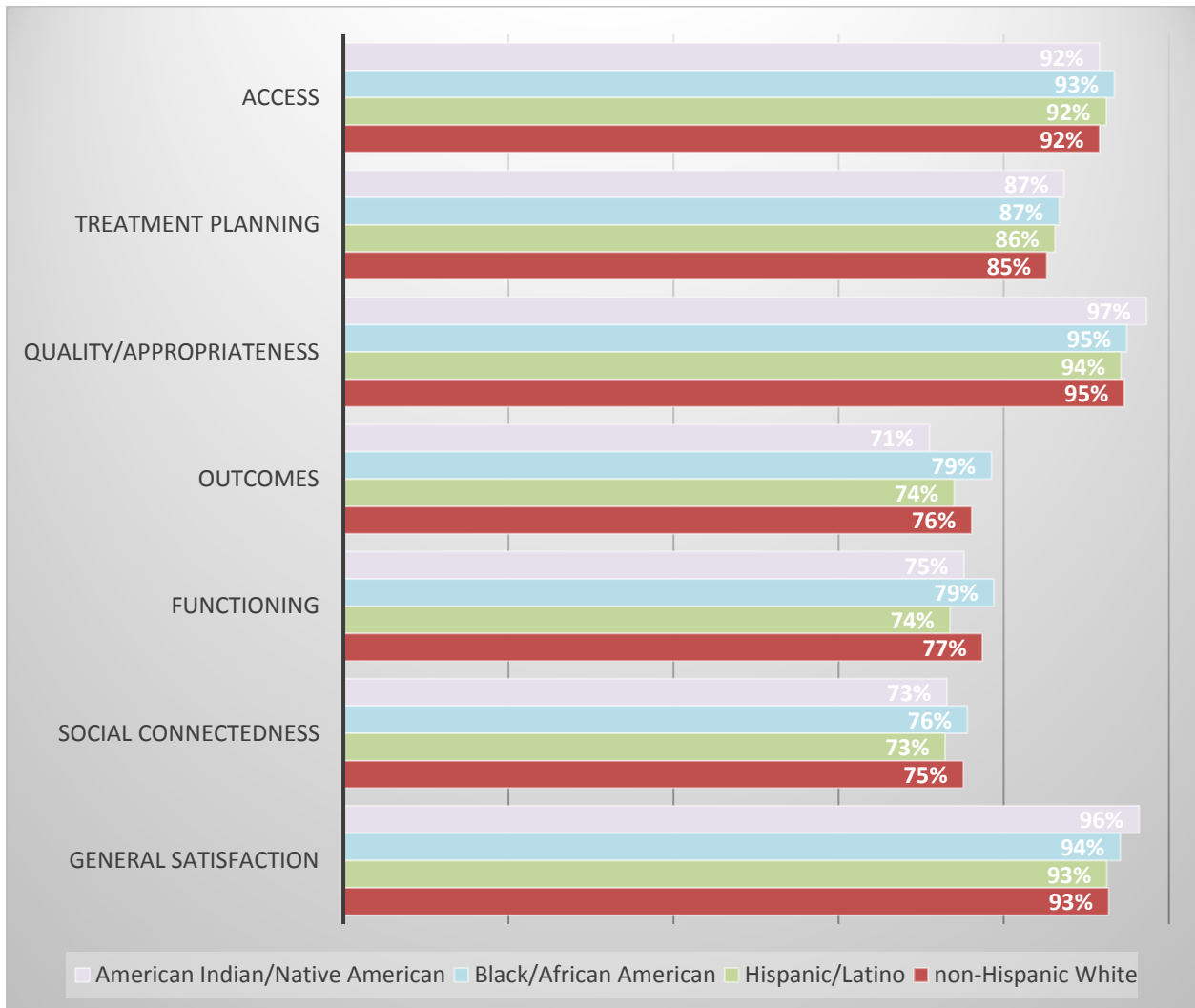
<sup>5</sup> Due to extreme outliers, Family Survey data were excluded from this analysis if child age was reported to be greater than 11 years.

<sup>6</sup> A mutually exclusive Hispanic/Latino group was created by selecting all individuals who identified as Hispanic/Latino regardless of reported racial background.



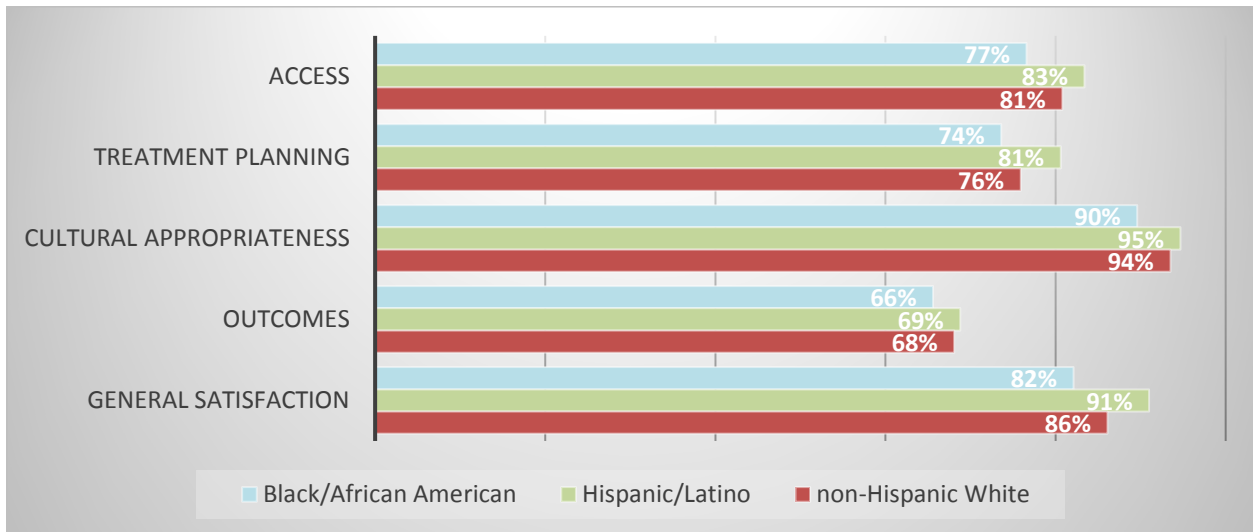
Among adults, somewhat smaller percentages of American Indian/Native American and Hispanic/Latino respondents reported positive perceptions in *Outcomes*, *Functioning*, and *Social Connectedness* domains compared to Black/African American and non-Hispanic White respondents.

**FIGURE 12: MHSIP DOMAINS, PERCENT POSITIVE BY ADULT RESPONDENT RACE/ETHNIC GROUP**



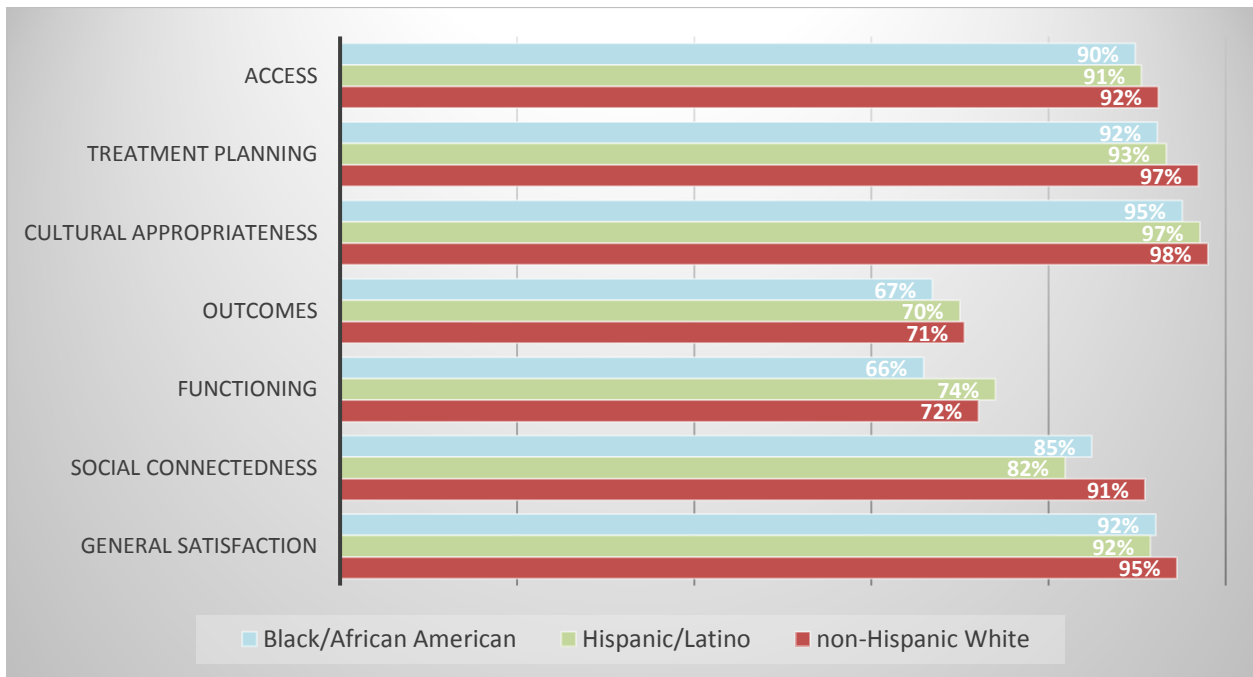
In all Youth Survey domains, more Hispanic/Latino than non-Hispanic White respondents, and more non-Hispanic White respondents than Black/African American respondents, reported positive perceptions. Group scores varied most in the *General Satisfaction* and *Treatment Planning* domains.

**FIGURE 13: MHSIP DOMAINS, PERCENT POSITIVE BY YOUTH RESPONDENT RACE/ETHNIC GROUP**



In most Family Survey domains, the highest percentages of positive perceptions were reported by family members of non-Hispanic White children, and the lowest percentages were reported by family of Black/African American children. Deviations from this pattern included Hispanic/Latinos' larger positive percentages in *Functioning* and smaller positive percentages in *Social Connectedness* domains.

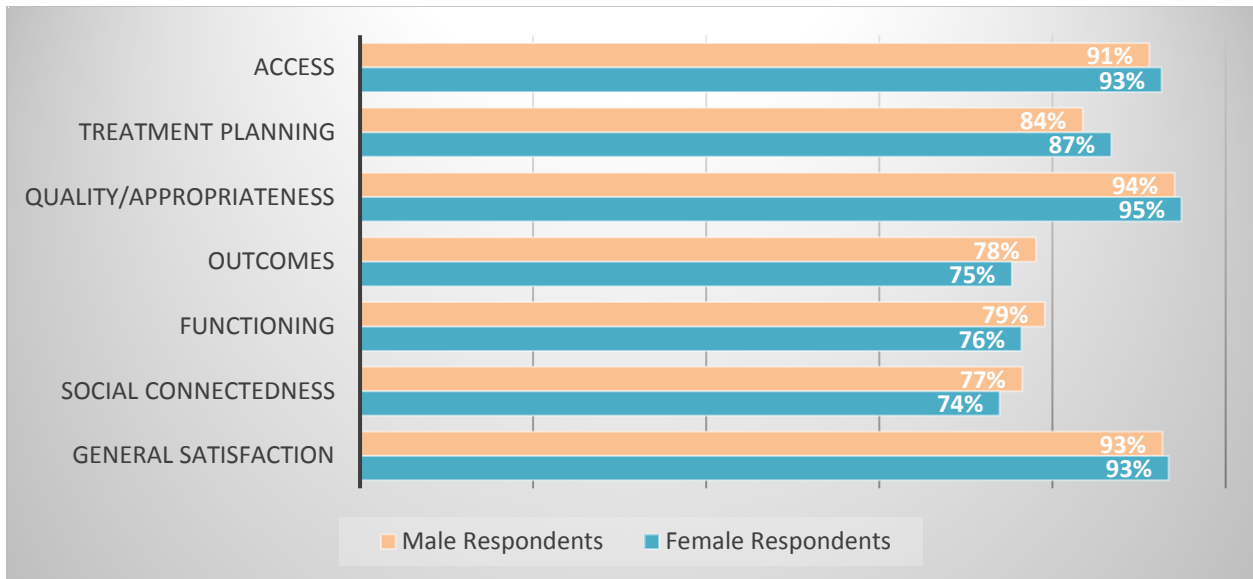
**FIGURE 14: MHSIP DOMAINS, PERCENT POSITIVE BY CHILD CONSUMER RACE/ETHNIC GROUP**



## Gender

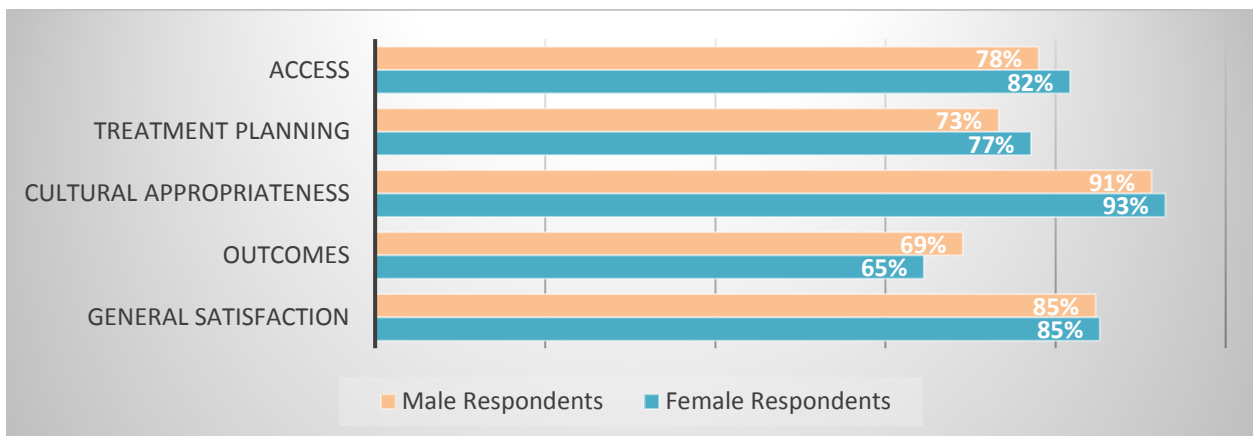
Percentages of adult male and female respondents who reported positive perceptions did not differ significantly in any domain. However, female respondents were somewhat more likely to report positive *Treatment Planning* involvement. Male respondents were somewhat more likely to report positive *Outcomes*, *Functioning*, and *Social Connectedness*.

**FIGURE 15: MHSIP DOMAINS, PERCENT POSITIVE BY ADULT RESPONDENT GENDER**



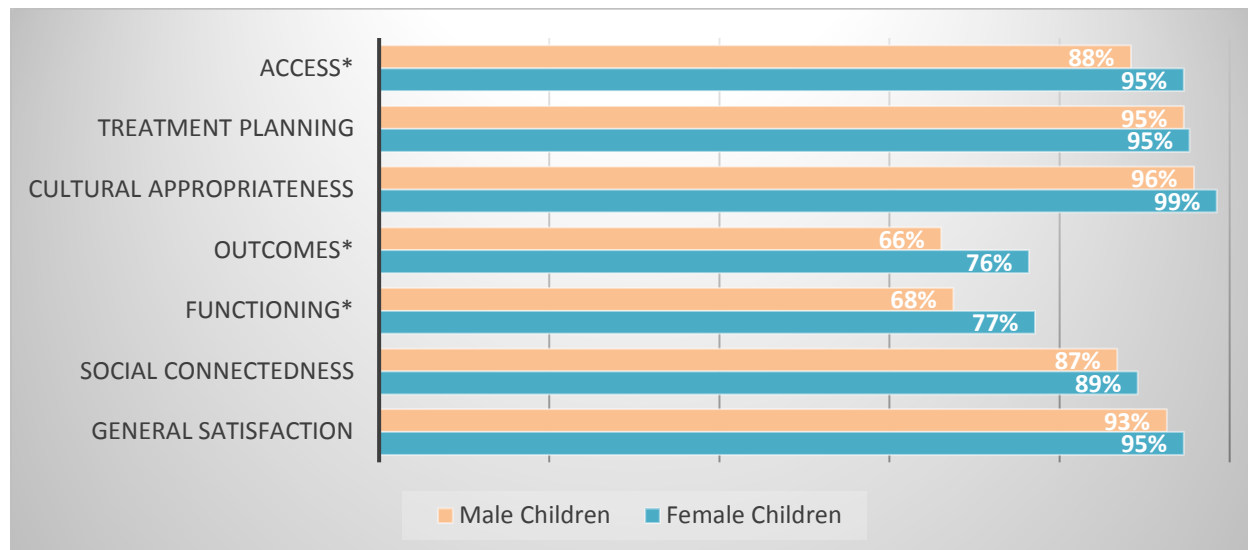
A somewhat larger percentage of male compared to female youth respondents reported positive *Outcomes*. Female youth were also somewhat more likely to report positive perceptions related to *Access* and *Treatment Planning*.

**FIGURE 16: MHSIP DOMAINS, PERCENT POSITIVE BY YOUTH RESPONDENT GENDER**



Significantly higher percentages of female compared to male child family members reported positive perceptions related to *Access*, *Outcomes*, and *Functioning*.

**FIGURE 17: MHSIP DOMAINS, PERCENT POSITIVE BY CHILD CONSUMER GENDER**

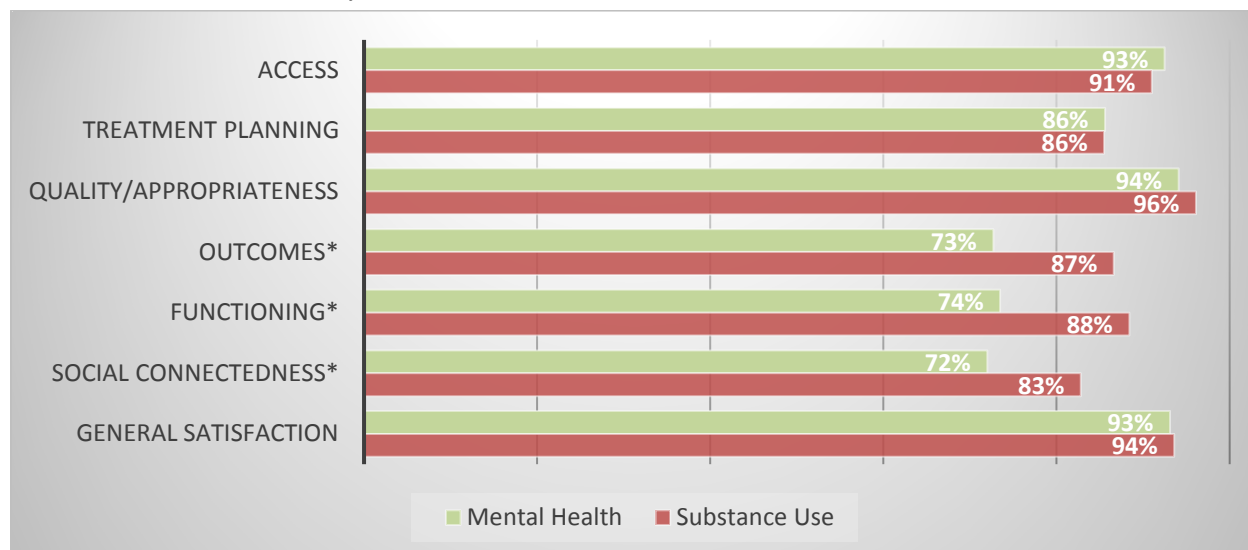


\*Percentages are significantly different at the 95 percent confidence level.

### Primary Service Type

Adults who reported SU as the primary reason for services were significantly and substantially more likely to report positive *Outcomes*, *Functioning*, and *Social Connectedness*.

**FIGURE 18: MHSIP DOMAINS, PERCENT POSITIVE BY ADULT RESPONDENT PRIMARY SERVICE TYPE**



\*Percentages are significantly different at the 95 percent confidence level.

## LME-MCO Respondent Sample Variations

The current section of the report explores the demographic composition of LME-MCO respondent samples. This descriptive analysis is limited to the three characteristics for which significant group differences or noticeable trends were observed in the previous analysis: race/ethnic background, gender, and primary service type.<sup>7</sup>

### *Race/Ethnic Background*

Although each LME-MCO sample included a unique mix of respondent backgrounds, the diversity of respondent race/ethnic backgrounds varied substantially across LME-MCOs. Youth Survey respondent and Family Survey child samples also were more diverse than Adult Survey samples.

**TABLE 5: LME-MCO ADULT SURVEY RESPONDENT RACE/ETHNIC BACKGROUND**

LME-MCO	Non-Hispanic White	Black/African American	Hispanic/Latino <sup>a</sup>	American Indian/Native American	Multiracial	All Others <sup>b</sup>
Alliance	44.9%	39.9%	7.8%	2.3%	2.5%	2.6%
Cardinal	62.4%	30.2%	3.8%	1.3%	0.8%	1.5%
CenterPoint	63.3%	26.7%	5.2%	2.2%	1.1%	1.5%
Eastpointe	29.7%	56.4%	2.6%	9.2%	1.2%	0.8%
Partners	78.3%	14.2%	3.8%	1.4%	1.6%	0.8%
Sandhills	49.3%	43.9%	2.2%	1.6%	2.2%	0.8%
Smoky	85.3%	6.2%	2.0%	2.8%	2.4%	1.2%
Trillium	60.6%	32.8%	2.4%	1.1%	2.2%	0.9%
<b>State Total</b>	<b>59.2%</b>	<b>31.4%</b>	<b>3.8%</b>	<b>2.6%</b>	<b>1.8%</b>	<b>1.3%</b>

a- Individuals who identified as Hispanic or Latino are not included in other columns.

b- Includes the following response options: Asian, Pacific Islander, Alaska Native, Unknown, and Other.

<sup>7</sup> Some MHSIP survey domain scores were shown in the previous section to vary with respondent race/ethnic background, gender, and/or primary service type. This indicates some population subgroups may face added or unique obstacles to accessing culturally appropriate, quality care and/or to benefiting from positive service outcomes. Differences between these groups' experiences also may contribute to LME-MCO score differences if they are represented in different proportions across LME-MCOs.

**TABLE 6: LME-MCO YOUTH SURVEY RESPONDENT RACE/ETHNIC BACKGROUND**

LME-MCO	Non-Hispanic White	Black/African American	Hispanic/Latino <sup>a</sup>	American Indian/Native American	Multiracial	All Others <sup>b</sup>
Alliance	27.3%	46.4%	19.1%	0.9%	5.5%	0.9%
Cardinal	39.3%	37.7%	14.2%	1.6%	6.0%	1.1%
CenterPoint	39.0%	30.5%	16.9%	1.7%	10.2%	1.7%
Eastpointe	22.1%	52.9%	11.5%	8.7%	4.8%	0.0%
Partners	68.1%	14.8%	11.1%	0.0%	4.4%	1.5%
Sandhills	37.2%	38.3%	17.0%	3.2%	3.2%	1.1%
Smoky	77.8%	5.1%	10.1%	1.3%	4.4%	1.3%
Trillium	44.9%	35.2%	12.0%	0.9%	5.4%	1.5%
<b>State Total</b>	<b>46.6%</b>	<b>31.8%</b>	<b>13.3%</b>	<b>1.9%</b>	<b>5.3%</b>	<b>1.2%</b>

a- Individuals who identified as Hispanic or Latino are not included in other columns.

b- Includes the following response options: Asian, Unknown, and Other.

**TABLE 7: LME-MCO FAMILY SURVEY CHILD RACE/ETHNIC BACKGROUND**

LME-MCO	Non-Hispanic White	Black/African American	Hispanic/Latino <sup>a</sup>	American Indian/Native American	Multiracial	All Others <sup>b</sup>
Alliance	31.2%	38.4%	19.2%	0.8%	10.4%	0.0%
Cardinal	39.4%	38.0%	12.5%	1.9%	6.9%	1.4%
CenterPoint	51.4%	32.4%	8.1%	0.0%	8.1%	0.0%
Eastpointe	25.8%	56.7%	6.2%	9.3%	2.1%	0.0%
Partners	69.3%	16.4%	5.7%	0.0%	7.9%	0.7%
Sandhills	39.8%	33.0%	12.5%	4.5%	9.1%	1.1%
Smoky	78.3%	5.6%	7.0%	2.1%	6.3%	0.7%
Trillium	54.0%	29.4%	9.0%	0.0%	6.6%	0.9%
<b>State Total</b>	<b>49.8%</b>	<b>30.2%</b>	<b>10.2%</b>	<b>2.0%</b>	<b>7.1%</b>	<b>0.8%</b>

a- Individuals who identified as Hispanic or Latino are not included in other columns.

b- Includes the following response options: Asian, Pacific Islander, and Other.

### *Gender and Primary Service Type*

Relative percentages of adult male and female MH and SU service consumers varied significantly by LME-MCO. CenterPoint and Alliance differed most overall from other LME-MCOs, particularly in their percentages of male SU and female MH respondents.

**TABLE 8: LME-MCO ADULT SURVEY RESPONDENT GENDER AND PRIMARY SERVICE TYPE**

LME-MCO	Male Respondents		Female Respondents		Percentages by Gender		Percentages by Primary Service Type	
	MH	SU	MH	SU	M	F	MH	SU
Alliance	27.5%	6.9%	57.3%	8.3%	34.4%	65.6%	84.8%	15.2%
Cardinal	25.6%	14.3%	48.1%	12.0%	39.9%	60.1%	73.7%	26.3%
CenterPoint	21.6%	23.1%	36.9%	18.3%	44.8%	55.2%	58.6%	41.4%
Eastpointe	26.7%	9.8%	47.7%	15.8%	36.5%	63.5%	74.4%	25.6%
Partners	20.6%	11.4%	48.2%	19.8%	32.0%	68.0%	68.8%	31.2%
Sandhills	26.5%	16.3%	43.1%	14.1%	42.8%	57.2%	69.6%	30.4%
Smoky	26.5%	13.3%	47.6%	12.5%	39.8%	60.2%	74.1%	25.9%
Trillium	29.0%	15.1%	41.4%	14.5%	44.1%	55.9%	70.4%	29.6%
<b>State Total</b>	<b>26.0%</b>	<b>13.1%</b>	<b>47.1%</b>	<b>13.9%</b>	<b>39.1%</b>	<b>60.9%</b>	<b>73.0%</b>	<b>27.0%</b>

Youth respondent and Family Survey child gender distributions also varied by LME-MCO. Youth samples that differed most from other LME-MCOs included Smoky, with a higher percentage of female respondents, and Eastpointe, with a higher percentage of male respondents. A lower male-to-female ratio was also seen for Smoky’s Family Survey child consumer sample compared to other LME-MCOs.<sup>8</sup>

**TABLE 9: LME-MCO YOUTH SURVEY RESPONDENT AND FAMILY SURVEY CHILD GENDER**

LME-MCO	Youth Survey		Family Survey Child Consumers	
	Male	Female	Male	Female
Alliance	48.2%	51.8%	62.1%	37.9%
Cardinal	47.0%	53.0%	62.8%	37.2%
CenterPoint	57.6%	42.4%	67.6%	32.4%
Eastpointe	66.0%	34.0%	69.1%	30.9%
Partners	46.7%	53.3%	53.6%	46.4%
Sandhills	59.6%	40.4%	60.0%	40.0%
Smoky	33.1%	66.9%	47.9%	52.1%
Trillium	58.4%	41.6%	66.2%	33.8%
<b>State Total</b>	<b>51.7%</b>	<b>48.3%</b>	<b>60.7%</b>	<b>39.3%</b>

<sup>8</sup> Eastpointe confirmed that their sample distribution overestimates the male-to-female ratio of youth in the population served, which is comparable to the statewide ratio. Vaya Health (Smoky Mountain Center at the time of survey administration) confirmed their Youth Survey respondent gender distribution does accurately reflect the population distribution, but their Family survey sample underestimates the male-to-female ratio of children in the population served, which is comparable to the statewide ratio.



## Perception of Care Survey Results

The remainder of this report presents 2016 MH/SA Consumer Perception of Care Survey results in three sections:

*LME-MCO Consumer Perceptions of Care* are presented for Adult, Youth, and Family Surveys in sequence. Results for each MHSIP survey domain are presented on a separate page that includes the following:

1. A summary of the statewide percentages of respondents with positive and negative scores on the domain;
2. A list of the items that count toward the domain;
3. A bar chart that shows the percentage of respondents from each LME-MCO with positive domain scores and the 95 % confidence interval around each percentage; and
4. A summary table that shows each LME-MCO's total number of respondents with a calculated score for the domain, and percentages of respondents with negative, neutral, and positive scores.

*LME-MCO Network* 2016 survey responses are summarized on separate pages for Adult, Youth, and Family Surveys. Data tables show statewide and LME-MCO percentages of respondents who responded, "Yes" to each question, or who selected each response option. LME-MCO annual trends are shown in a series of charts.

*Adult Survey Physical Health* results are presented in summary data tables and charts that show statewide and LME-MCO average scores or percentages of respondents who selected each question response option.

## *LME-MCO Consumer Perceptions of Care*

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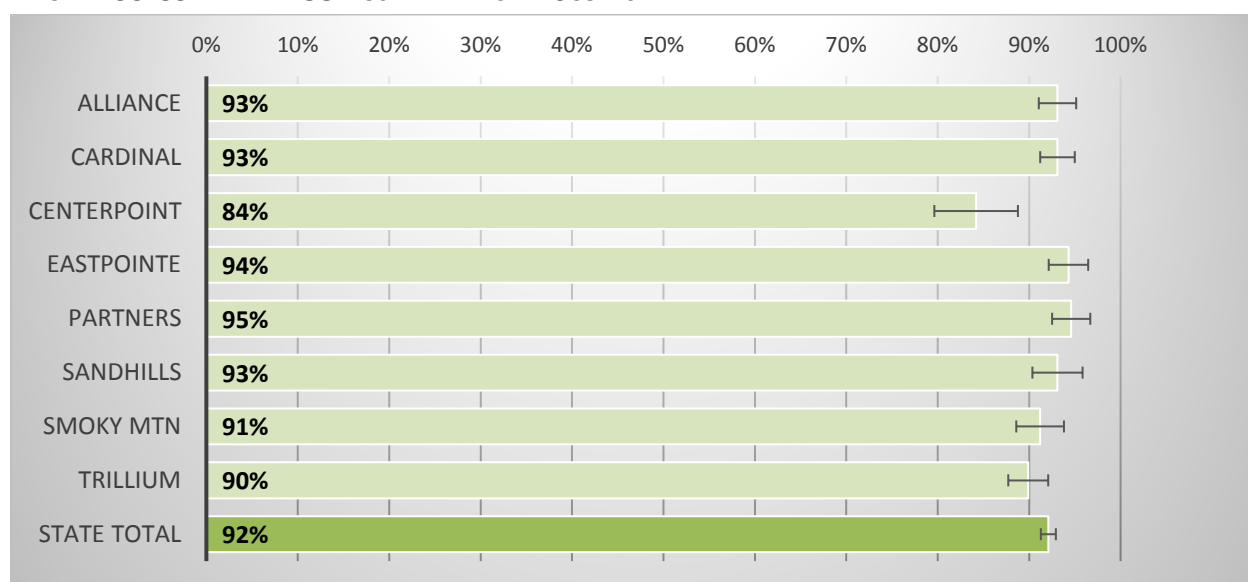
## ADULT SURVEY: ACCESS

Statewide, 92 percent of adult respondent Access domain scores were positive, and one percent were negative.

### ADULT ACCESS DOMAIN ITEMS

- The location of services was convenient (parking, public transportation, distance, etc.).
- Staff were willing to see me as often as I felt it was necessary.
- Staff returned my call in 24 hours.
- Services were available at times that were good for me.
- I was able to get all the services I thought I needed.
- I was able to see a psychiatrist when I wanted to.

### ADULT ACCESS: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from approximately +/-1.9% to +/-4.6%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

### ADULT ACCESS: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	637	93.1%	6.8%	0.2%
Cardinal	742	93.1%	6.2%	0.7%
CenterPoint	266	84.2%	14.3%	1.5%
Eastpointe	488	94.3%	4.7%	1.0%
Partners	497	94.6%	4.8%	0.6%
Sandhills	363	93.1%	6.6%	0.3%
Smoky Mtn	491	91.2%	8.1%	0.6%
Trillium	776	89.9%	8.8%	1.3%
State Total	4,260	92.1%	7.2%	0.8%

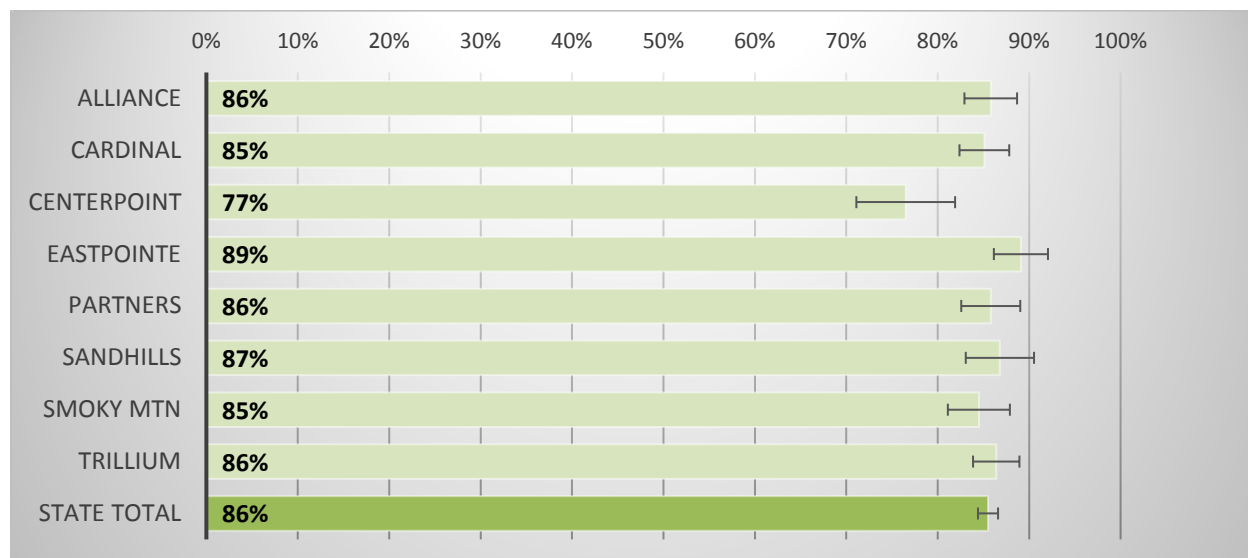
## ADULT SURVEY: *TREATMENT PLANNING*

Statewide, 86 percent of adult respondent *Treatment Planning* domain scores were positive, and two percent were negative.

### ADULT *TREATMENT PLANNING* DOMAIN ITEMS

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

### ADULT *TREATMENT PLANNING*: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from approximately +/-2.5% to +/-5.4%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

### ADULT *TREATMENT PLANNING*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	599	85.8%	12.9%	1.3%
Cardinal	693	85.1%	12.8%	2.0%
CenterPoint	255	76.5%	20.4%	3.1%
Eastpointe	459	89.1%	9.8%	1.1%
Partners	480	85.8%	11.9%	2.3%
Sandhills	342	86.8%	12.0%	1.2%
Smoky Mtn	466	84.5%	13.7%	1.7%
Trillium	740	86.4%	11.4%	2.3%
State Total	4,034	85.5%	12.6%	1.9%

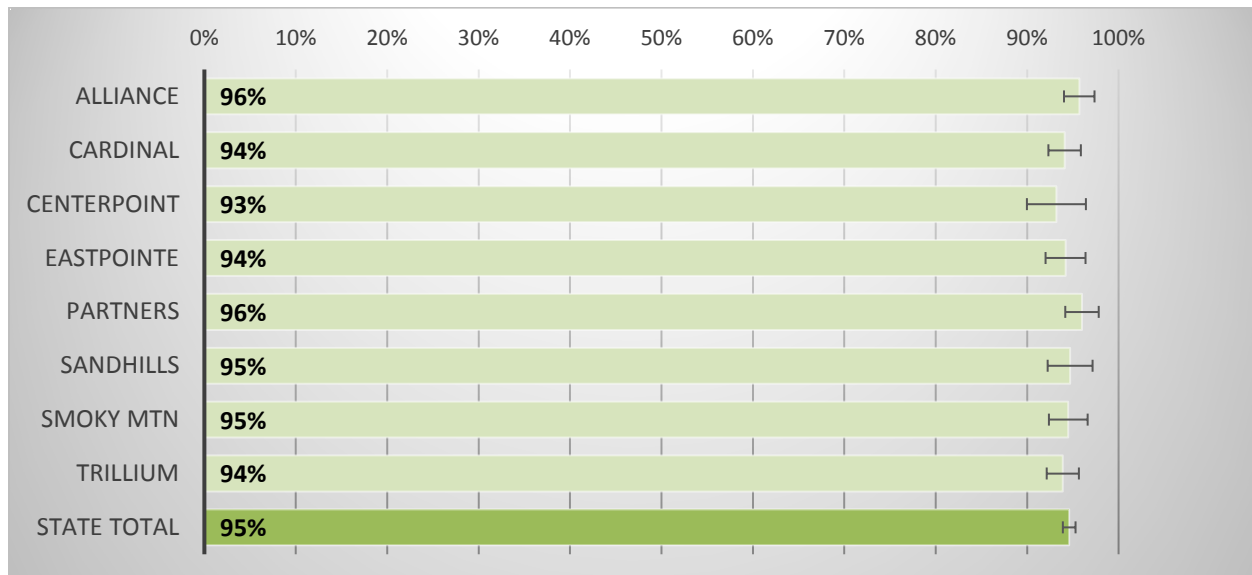
## ADULT SURVEY: *QUALITY AND APPROPRIATENESS*

Statewide, 95 percent of adult respondent *Quality and Appropriateness* domain scores were positive, and fewer than one percent were negative.

### ADULT *QUALITY AND APPROPRIATENESS* DOMAIN ITEMS

- Staff here believe that I can grow, change and recover.
- I felt free to complain.
- Staff told me what side effects to watch out for.
- Staff respected my wishes about who is, and who is not, to be given information about my treatment.
- Staff were sensitive to my cultural background.
- Staff helped me obtain the information I needed so that I could take charge of managing my illness.
- I was given information about my rights.
- I was encouraged to used consumer-run programs.
- Staff encouraged me to take responsibility for how I live my life.

### ADULT *QUALITY AND APPROPRIATENESS*: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from approximately +/-1.7% to +/-3.2%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

### ADULT *QUALITY/APPROPRIATENESS*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	626	95.7%	4.0%	0.3%
Cardinal	732	94.1%	5.3%	0.5%
CenterPoint	264	93.2%	6.4%	0.4%
Eastpointe	484	94.2%	5.6%	0.2%
Partners	494	96.0%	3.8%	0.2%
Sandhills	359	94.7%	5.3%	0.0%
Smoky Mtn	491	94.5%	5.3%	0.2%
Trillium	766	93.9%	5.4%	0.8%
State Total	4,216	94.6%	5.1%	0.4%

## ADULT SURVEY: *OUTCOMES*

Statewide, 77 percent of adult respondent *Outcomes* domain scores were positive, and three percent were negative.

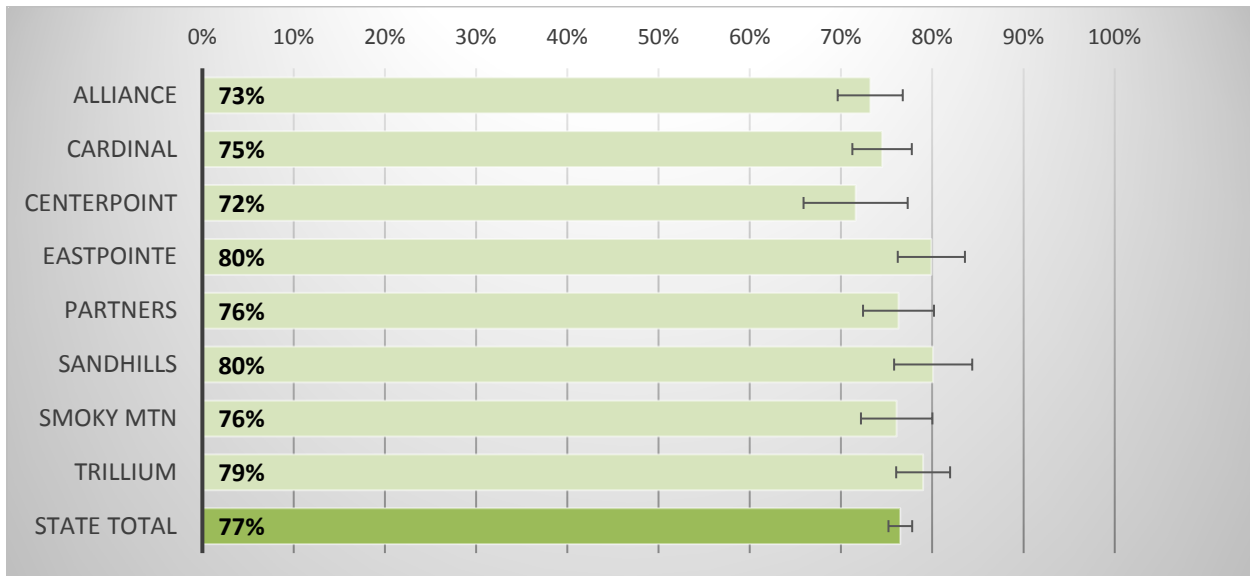
### ADULT *OUTCOMES* DOMAIN ITEMS

*As a direct result of the services I received...*

- I deal more effectively with daily problems.
- I am better able to control my life.
- I am better able to deal with crisis.
- I am getting along better with my family.
- I do better in social situations.
- I do better in school and/or work.
- My symptoms are not bothering me as much.\*
- My housing situation has improved.

\*Item also counts toward Functioning domain

### ADULT *OUTCOMES*: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from approximately +/-3.% to +/-5.7%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

### ADULT *OUTCOMES*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	620	73.2%	24.2%	2.6%
Cardinal	718	74.5%	21.4%	4.0%
CenterPoint	257	71.6%	21.4%	7.0%
Eastpointe	482	79.9%	17.2%	2.9%
Partners	485	76.3%	19.4%	4.3%
Sandhills	357	80.1%	17.6%	2.2%
Smoky Mtn	481	76.1%	21.8%	2.1%
Trillium	763	79.0%	18.0%	3.0%
State Total	4,163	76.5%	20.2%	3.3%

## ADULT SURVEY: *FUNCTIONING*

Statewide, 78 percent of adult respondent *Functioning* domain scores were positive, and four percent were negative.

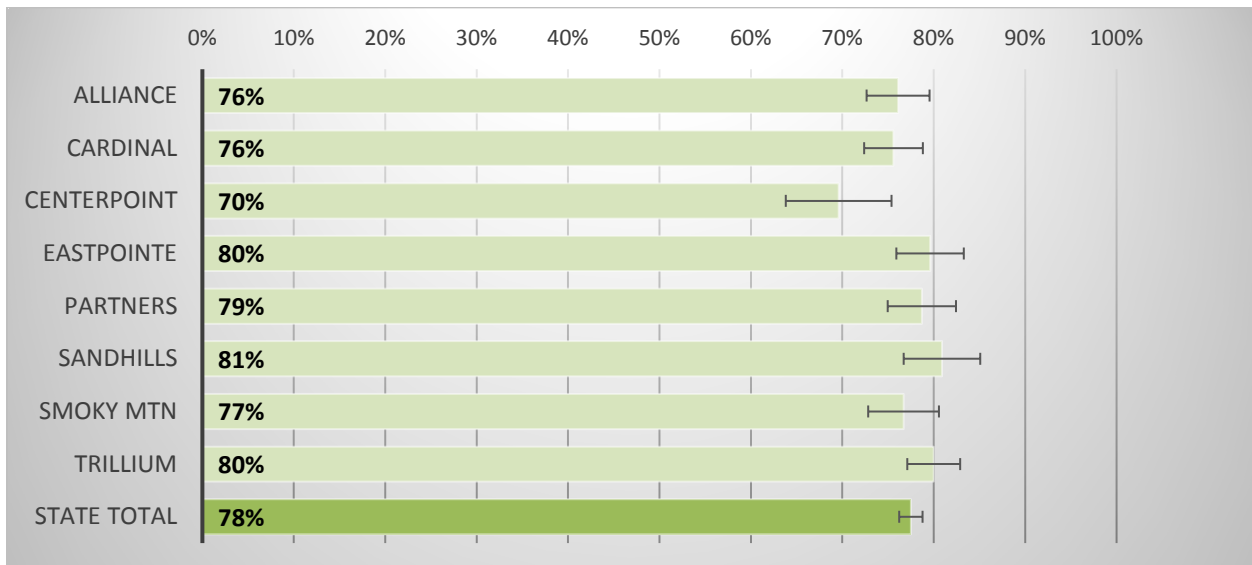
### ADULT *FUNCTIONING* DOMAIN ITEMS

*As a direct result of the services I received...*

- My symptoms are not bothering me as much.\*
- I do things that are more meaningful to me.
- I am better able to take care of my needs.
- I am better able to handle things when they go wrong.
- I am better able to do things that I want to do.

*\*Item also counts toward Outcomes domain.*

### ADULT *FUNCTIONING*: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from approximately +/-2.9% to +/-5.8%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

### ADULT *FUNCTIONING*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	618	76.1%	20.4%	3.6%
Cardinal	718	75.6%	19.1%	5.3%
CenterPoint	260	69.6%	24.6%	5.8%
Eastpointe	485	79.6%	16.7%	3.7%
Partners	488	78.7%	17.0%	4.3%
Sandhills	362	80.9%	16.3%	2.8%
Smoky Mtn	484	76.7%	19.8%	3.5%
Trillium	769	80.0%	16.1%	3.9%
State Total	4,184	77.5%	18.4%	4.1%

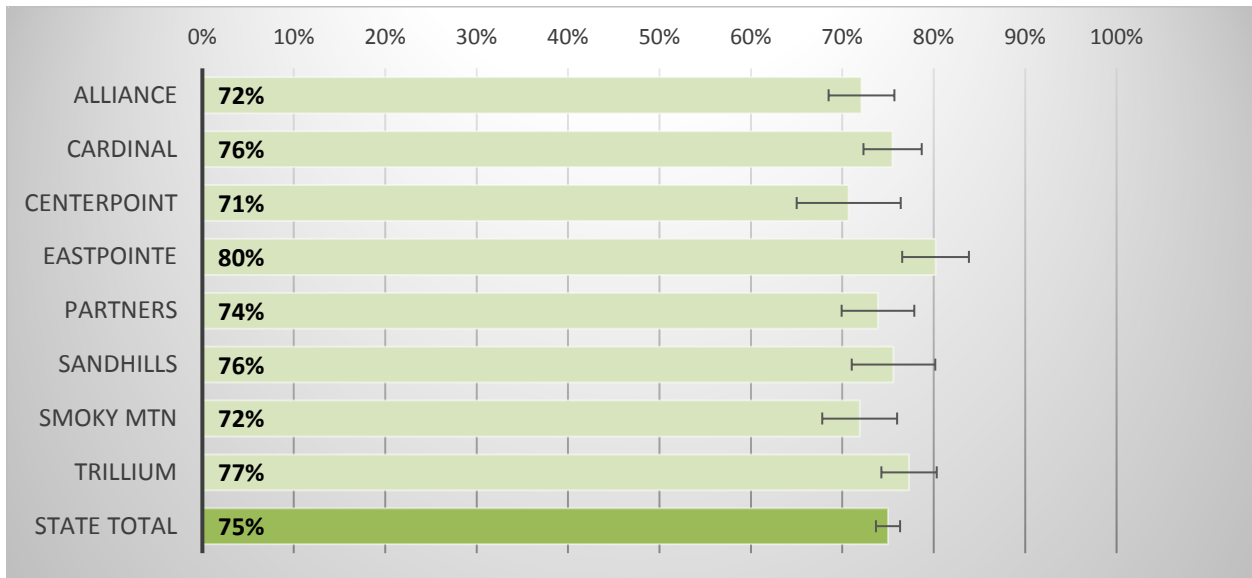
## ADULT SURVEY: SOCIAL CONNECTEDNESS<sup>9</sup>

Statewide, 75 percent of adult respondent *Social Connectedness* domain scores were positive, and six percent were negative.

### ADULT SOCIAL CONNECTEDNESS DOMAIN ITEMS

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

### ADULT SOCIAL CONNECTEDNESS: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from approximately +/-3.0% to +/-5.7%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

### ADULT SOCIAL CONNECTEDNESS: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	624	72.1%	21.2%	6.7%
Cardinal	731	75.5%	18.2%	6.3%
CenterPoint	263	70.7%	22.8%	6.5%
Eastpointe	485	80.2%	14.8%	4.9%
Partners	494	73.9%	17.0%	9.1%
Sandhills	361	75.6%	19.7%	4.7%
Smoky Mtn	487	71.9%	20.7%	7.4%
Trillium	768	77.3%	17.3%	5.3%
State Total	4,213	75.0%	18.7%	6.4%

<sup>9</sup> LME-MCO scores in this Adult Survey domain may vary with proportions of MH and SU respondents.



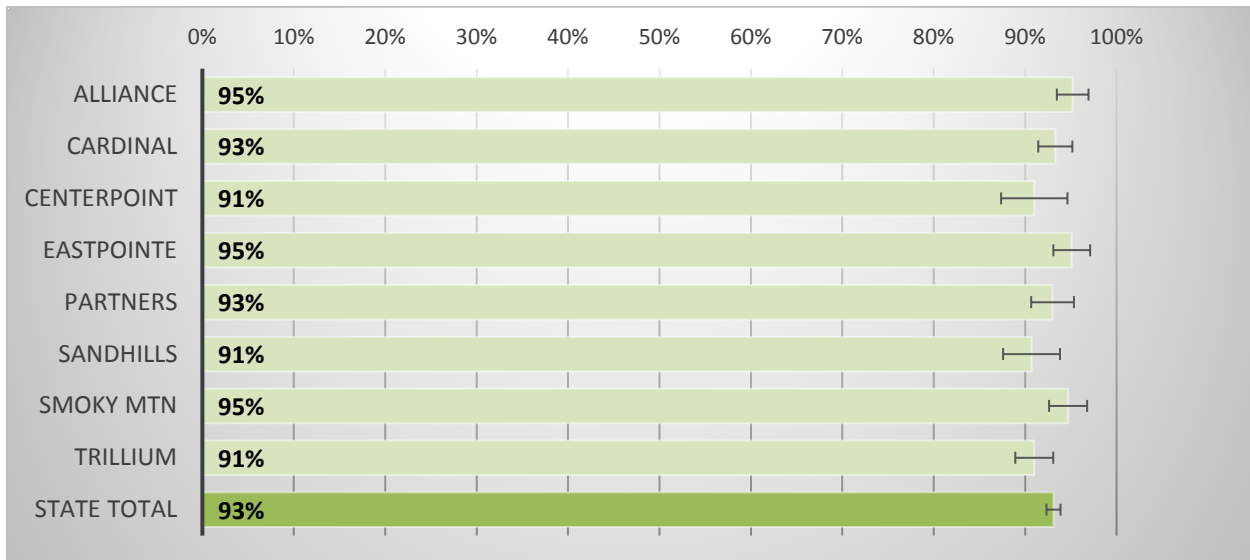
## ADULT SURVEY: *GENERAL SATISFACTION*

Statewide, 93 percent of adult respondent *General Satisfaction* domain scores were positive, and one percent were negative.

### ADULT *GENERAL SATISFACTION* DOMAIN ITEMS

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

### ADULT *GENERAL SATISFACTION*: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from approximately +/-1.7% to +/-3.6%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

### ADULT *GENERAL SATISFACTION*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	641	95.2%	4.5%	0.3%
Cardinal	743	93.3%	6.2%	0.5%
CenterPoint	266	91.0%	8.3%	0.8%
Eastpointe	491	95.1%	4.5%	0.4%
Partners	499	93.0%	6.2%	0.8%
Sandhills	366	90.7%	7.9%	1.4%
Smoky Mtn	492	94.7%	4.3%	1.0%
Trillium	778	91.0%	7.6%	1.4%
State Total	4,276	93.1%	6.1%	0.8%

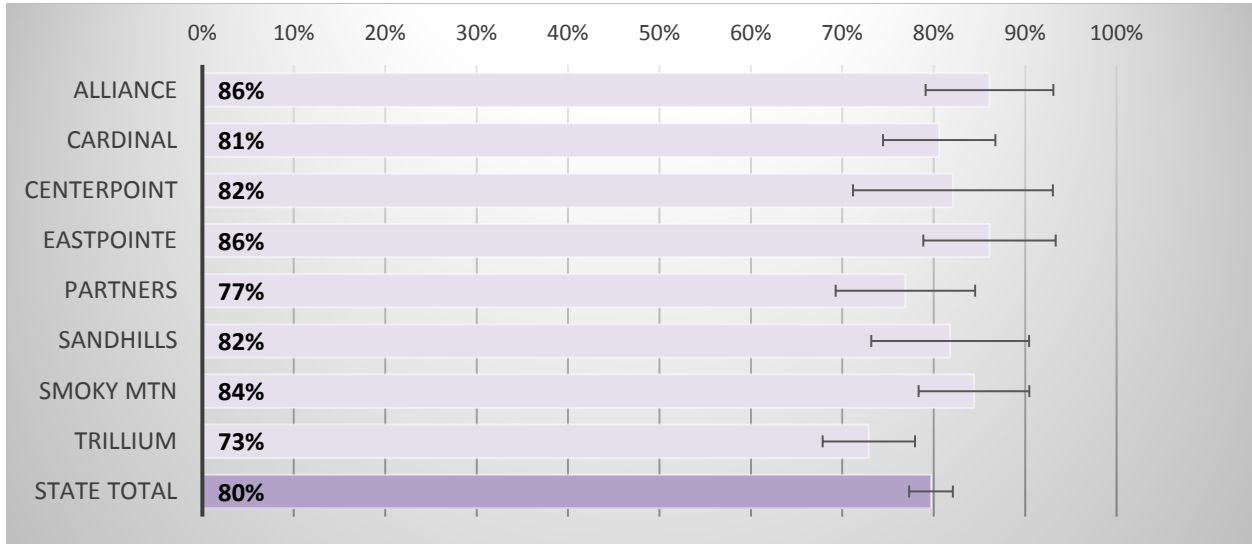
# YOUTH SURVEY: ACCESS

Statewide, 80 percent of youth respondent *Access* domain scores were positive, and four percent were negative.

## YOUTH ACCESS DOMAIN ITEMS

- The location of services was convenient.
- Services were available at times that were convenient for me.

## YOUTH ACCESS: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from approximately +/-5.1% to +/-10.9%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

## YOUTH ACCESS: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	108	86.1%	12.0%	1.9%
Cardinal	175	80.6%	16.0%	3.4%
CenterPoint	56	82.1%	16.1%	1.8%
Eastpointe	101	86.1%	11.9%	2.0%
Partners	130	76.9%	15.4%	7.7%
Sandhills	88	81.8%	13.6%	4.5%
Smoky Mtn	154	84.4%	12.3%	3.2%
Trillium	317	72.9%	20.8%	6.3%
State Total	1,129	79.7%	15.9%	4.4%

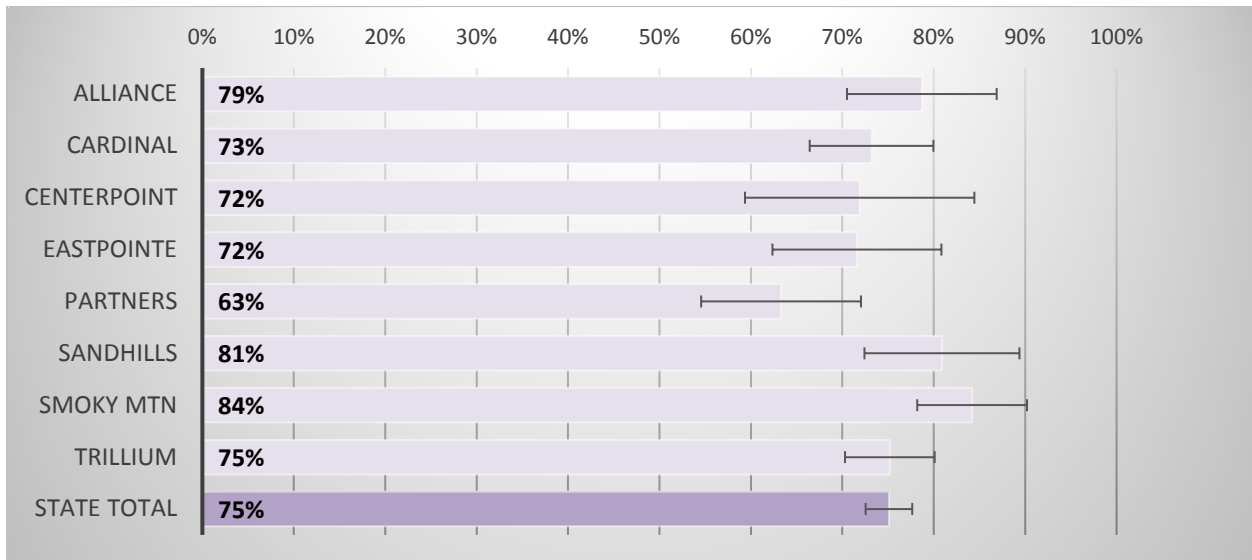
## YOUTH SURVEY: *TREATMENT PLANNING*

Statewide, 75 percent of youth respondent *Treatment Planning* domain scores were positive, and four percent were negative.

### YOUTH *TREATMENT PLANNING* DOMAIN ITEMS

- I helped to choose my services.
- I helped to choose my treatment goals.
- I participated in my own treatment.

### YOUTH *TREATMENT PLANNING*: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from approximately +/-4.9% to +/-12.5%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

### YOUTH *TREATMENT PLANNING*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	108	78.7%	16.7%	4.6%
Cardinal	179	73.2%	24.6%	2.2%
CenterPoint	57	71.9%	22.8%	5.3%
Eastpointe	102	71.6%	24.5%	3.9%
Partners	128	63.3%	31.3%	5.5%
Sandhills	94	80.9%	14.9%	4.3%
Smoky Mtn	158	84.2%	13.3%	2.5%
Trillium	318	75.2%	20.8%	4.1%
State Total	1,144	75.1%	21.1%	3.8%

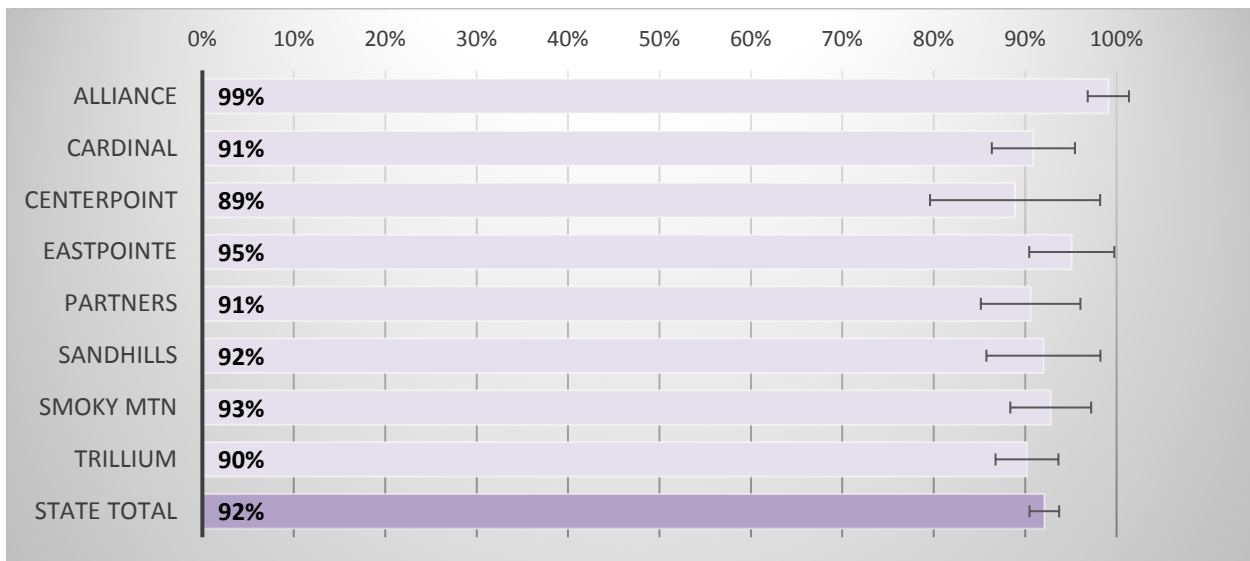
## YOUTH SURVEY: *CULTURAL SENSITIVITY*

Statewide, 92 percent of youth respondent *Cultural Sensitivity* domain scores were positive, and one percent were negative.

### YOUTH *CULTURAL SENSITIVITY* DOMAIN ITEMS

- Staff treated me with respect.
- Staff respected my family's religious/ spiritual beliefs.
- Staff spoke with me in a way that I understood.
- Staff were sensitive to my cultural/ ethnic background.

### YOUTH *CULTURAL SENSITIVITY*: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from approximately +/-2.3% to +/-9.3%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

### YOUTH *CULTURAL SENSITIVITY*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	107	99.1%	0.9%	0.0%
Cardinal	175	90.9%	8.6%	0.6%
CenterPoint	54	88.9%	11.1%	0.0%
Eastpointe	103	95.1%	3.9%	1.0%
Partners	128	90.6%	7.8%	1.6%
Sandhills	88	92.0%	6.8%	1.1%
Smoky Mtn	153	92.8%	5.2%	2.0%
Trillium	315	90.2%	8.6%	1.3%
State Total	1,123	92.1%	6.9%	1.1%

# YOUTH SURVEY: *OUTCOMES*

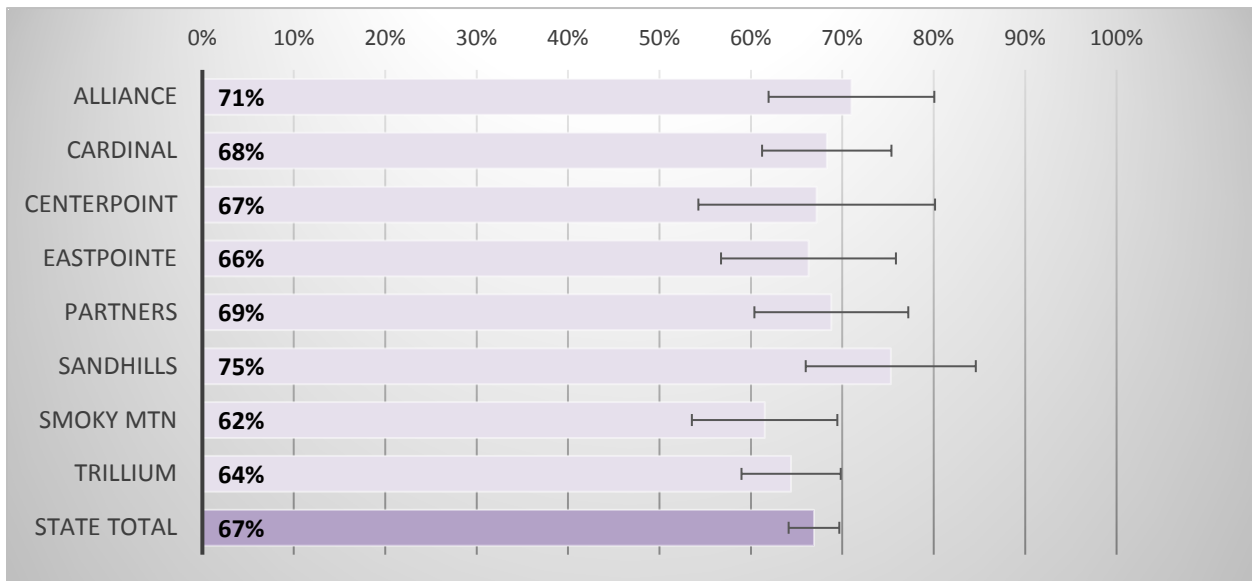
Statewide, 67 percent of youth respondent *Outcomes* domain scores were positive, and five percent were negative.

## YOUTH *OUTCOMES* DOMAIN ITEMS

*As a direct result of the services I received...*

- I am better at handling daily life.
- I get along better with family members.
- I get along better with friends and other people.
- I do better in school and/or work.
- I am better able to cope when things go wrong.
- I am satisfied with our family life right now.

## YOUTH *OUTCOMES*: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from approximately +/-5.4% to +/-12.9%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

## YOUTH *OUTCOMES*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	107	71.0%	22.4%	6.5%
Cardinal	180	68.3%	26.7%	5.0%
CenterPoint	58	67.2%	20.7%	12.1%
Eastpointe	104	66.3%	26.9%	6.7%
Partners	128	68.8%	28.9%	2.3%
Sandhills	93	75.3%	23.7%	1.1%
Smoky Mtn	156	61.5%	34.0%	4.5%
Trillium	317	64.4%	31.2%	4.4%
State Total	1,143	66.9%	28.3%	4.8%

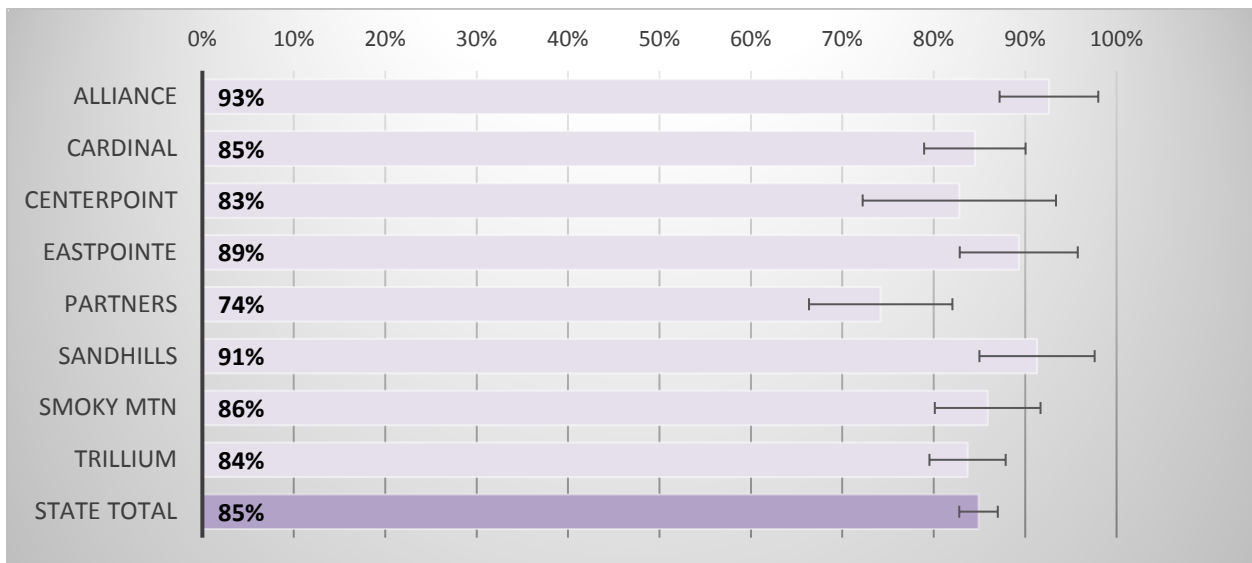
## YOUTH SURVEY: *GENERAL SATISFACTION*

Statewide, 85 percent of youth respondent *General Satisfaction* domain scores were positive, and two percent were negative.

### YOUTH *GENERAL SATISFACTION* DOMAIN ITEMS

- Overall, I am satisfied with the services I received.
- The people helping me stuck with me no matter what.
- I felt I had someone to talk to when I was troubled.
- I received services that were right for me.
- I got the help I wanted.
- I got as much help as I needed.

### YOUTH *GENERAL SATISFACTION*: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from approximately +/-4.2% to +/-10.6%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

### YOUTH *GENERAL SATISFACTION*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	108	92.6%	7.4%	0.0%
Cardinal	181	84.5%	12.7%	2.8%
CenterPoint	58	82.8%	17.2%	0.0%
Eastpointe	103	89.3%	9.7%	1.0%
Partners	132	74.2%	22.0%	3.8%
Sandhills	92	91.3%	8.7%	0.0%
Smoky Mtn	325	85.9%	12.2%	1.9%
Trillium	156	83.7%	12.3%	4.0%
State Total	1,155	84.9%	12.7%	2.3%

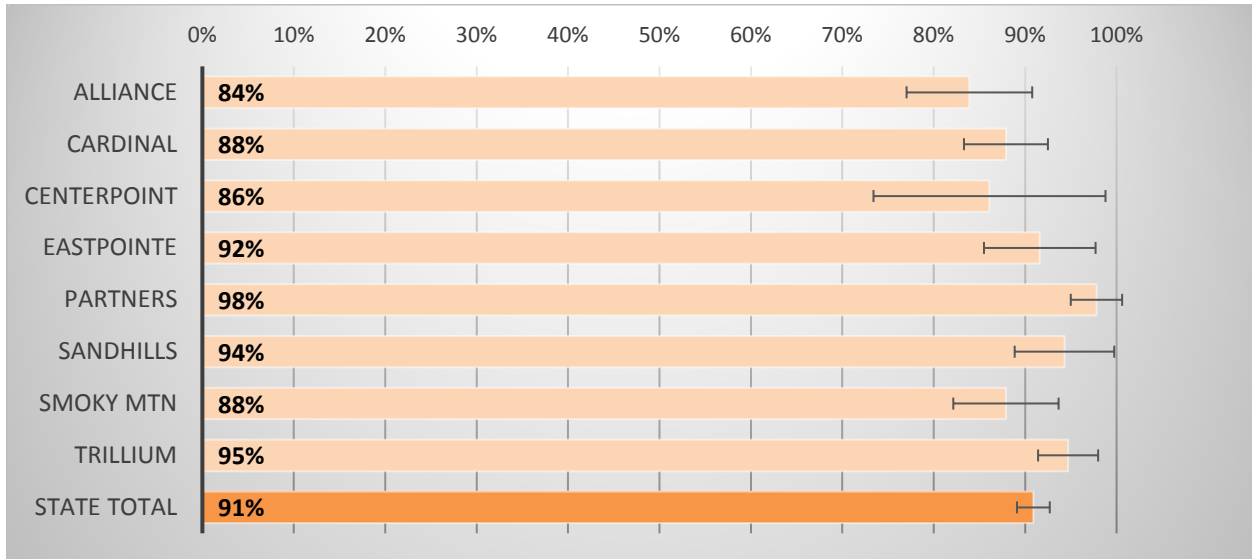
## FAMILY SURVEY: ACCESS

Statewide, 91 percent of family respondent Access domain scores were positive, and two percent were negative.

### FAMILY ACCESS DOMAIN ITEMS

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

### FAMILY ACCESS: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from approximately +/-2.8% to +/-12.7%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

### FAMILY ACCESS: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	124	83.9%	11.3%	4.8%
Cardinal	215	87.9%	9.3%	2.8%
CenterPoint	36	86.1%	13.9%	0.0%
Eastpointe	95	91.6%	8.4%	0.0%
Partners	138	97.8%	1.4%	0.7%
Sandhills	87	94.3%	5.7%	0.0%
Smoky Mtn	140	87.9%	11.4%	0.7%
Trillium	208	94.7%	3.4%	1.9%
State Total	1,043	90.9%	7.4%	1.7%

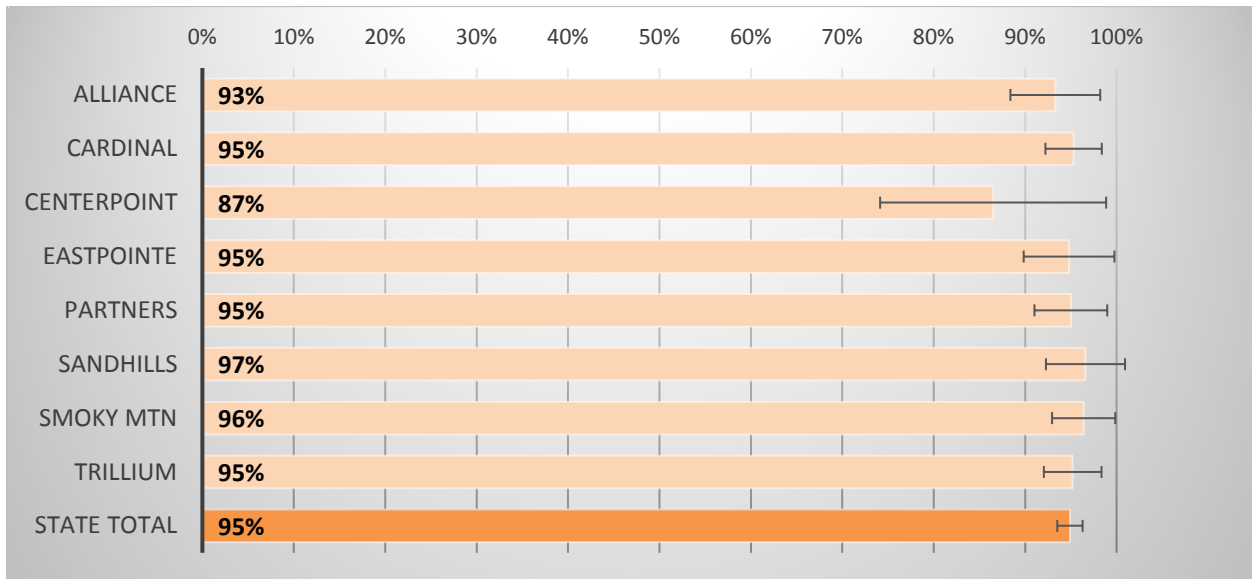
## FAMILY SURVEY: *TREATMENT PLANNING*

Statewide, 95 percent of family respondent *Treatment Planning* domain scores were positive, and one percent were negative.

### FAMILY *TREATMENT PLANNING* DOMAIN ITEMS

- I helped to choose my child’s services.
- I helped to choose my child’s treatment goals.
- I participated in my child’s treatment.

### FAMILY *TREATMENT PLANNING*: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from approximately +/-3.1% to +/-12.4%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

### FAMILY *TREATMENT PLANNING*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	119	93.3%	5.0%	1.7%
Cardinal	212	95.3%	3.3%	1.4%
CenterPoint	37	86.5%	13.5%	0.0%
Eastpointe	96	94.8%	4.2%	1.0%
Partners	139	95.0%	4.3%	0.7%
Sandhills	89	96.6%	3.4%	0.0%
Smoky Mtn	139	96.4%	3.6%	0.0%
Trillium	207	95.2%	3.9%	1.0%
State Total	1,038	94.9%	4.2%	0.9%



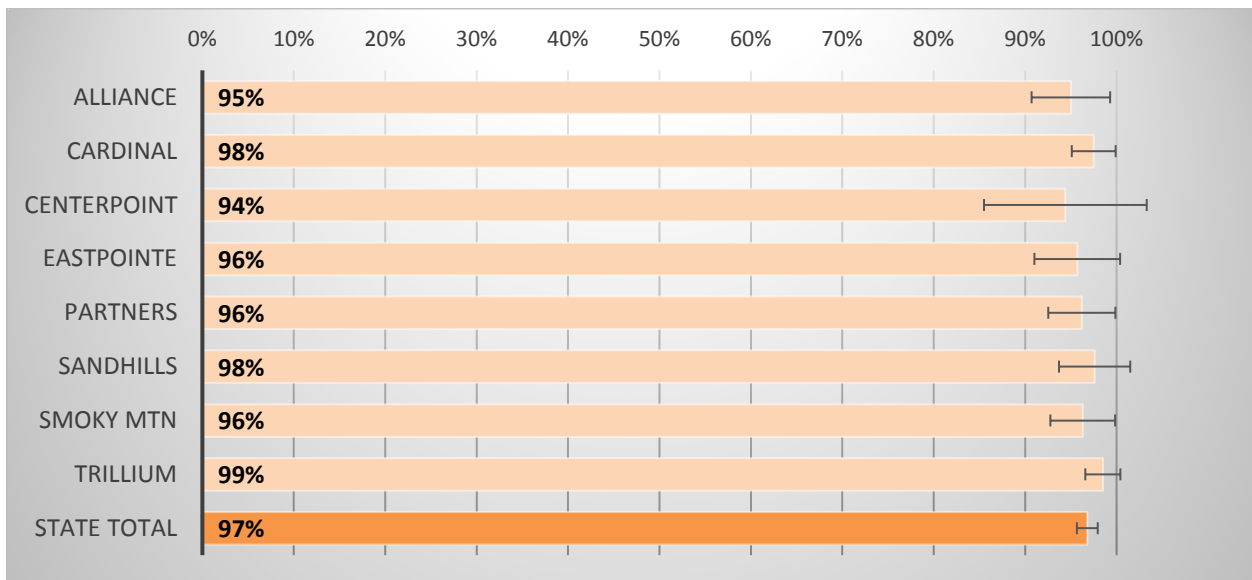
## FAMILY SURVEY: *CULTURAL SENSITIVITY*

Statewide, 97 percent of family respondent *Cultural Sensitivity* domain scores were positive, and fewer than one percent were negative.

### FAMILY *CULTURAL SENSITIVITY* DOMAIN ITEMS

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

### FAMILY *CULTURAL SENSITIVITY*: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from approximately +/-1.9% to +/-8.9%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

### FAMILY *CULTURAL SENSITIVITY*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	121	95.0%	3.3%	1.7%
Cardinal	202	97.5%	2.0%	0.5%
CenterPoint	36	94.4%	5.6%	0.0%
Eastpointe	92	95.7%	3.3%	1.1%
Partners	130	96.2%	3.8%	0.0%
Sandhills	83	97.6%	2.4%	0.0%
Smoky Mtn	136	96.3%	3.7%	0.0%
Trillium	203	98.5%	1.0%	0.5%
State Total	1,003	96.8%	2.7%	0.5%

# FAMILY SURVEY: *CHILD OUTCOMES*

Statewide, 70 percent of family respondent *Child Outcomes* domain scores were positive, and seven percent were negative.

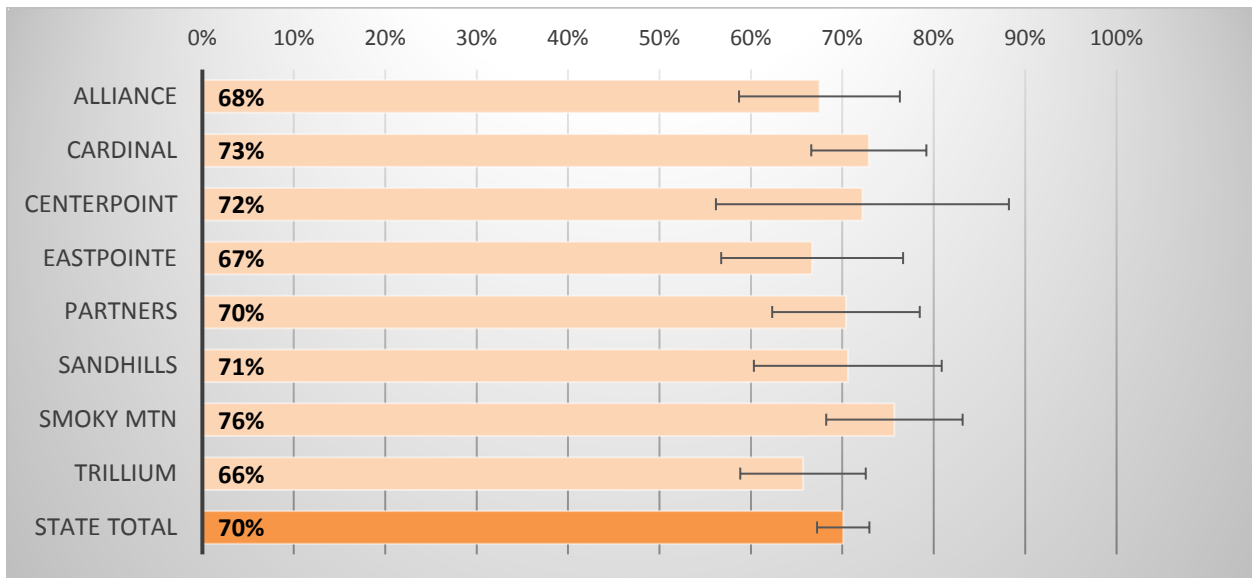
## FAMILY SURVEY *CHILD OUTCOMES* DOMAIN ITEMS

As a direct result of the services my child received...

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

\*Items also count toward Functioning domain.

## FAMILY SURVEY *CHILD OUTCOMES*: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from approximately +/-6.3% to +/-16.0%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

## FAMILY SURVEY *CHILD OUTCOMES*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	120	67.5%	21.7%	10.8%
Cardinal	207	72.9%	20.8%	6.3%
CenterPoint	36	72.2%	25.0%	2.8%
Eastpointe	96	66.7%	20.8%	12.5%
Partners	135	70.4%	27.4%	2.2%
Sandhills	85	70.6%	25.9%	3.5%
Smoky Mtn	140	75.7%	20.0%	4.3%
Trillium	198	65.7%	24.7%	9.6%
State Total	1,017	70.1%	23.0%	6.9%

# FAMILY SURVEY: CHILD FUNCTIONING

Statewide, 71 percent of family respondent *Child Functioning* domain scores were positive, and seven percent were negative.

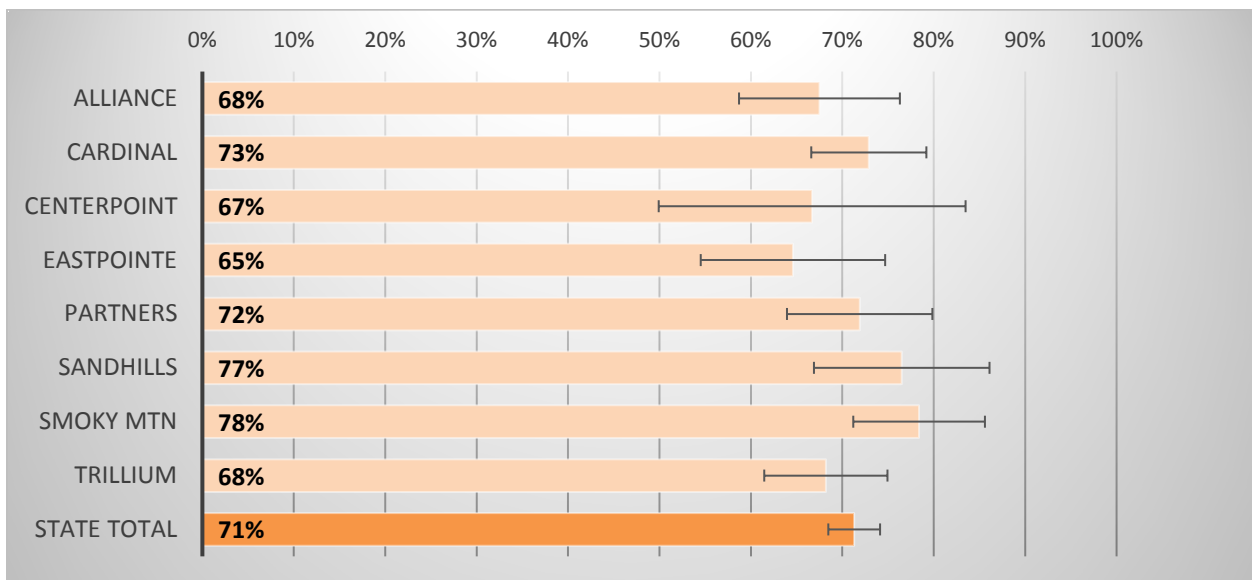
## FAMILY SURVEY CHILD FUNCTIONING DOMAIN ITEMS

As a direct result of the services my child received...

- My child is better at handling daily life.\*
- My child gets along better with family members.\*
- My child gets along better with friends and other people.\*
- My child is doing better in school and/or work.\*
- My child is better able to cope when things go wrong.\*
- My child is better able to do things he or she wants.

\*Items also count toward Outcomes domain.

## FAMILY SURVEY CHILD FUNCTIONING: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from approximately +/-6.3% to +/-16.8%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

## FAMILY SURVEY CHILD FUNCTIONING: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	120	67.5%	22.5%	10.0%
Cardinal	207	72.9%	19.8%	7.2%
CenterPoint	36	66.7%	30.6%	2.8%
Eastpointe	96	64.6%	21.9%	13.5%
Partners	135	71.9%	25.9%	2.2%
Sandhills	85	76.5%	20.0%	3.5%
Smoky Mtn	139	78.4%	16.5%	5.0%
Trillium	198	68.2%	22.2%	9.6%
State Total	1,016	71.3%	21.6%	7.2%

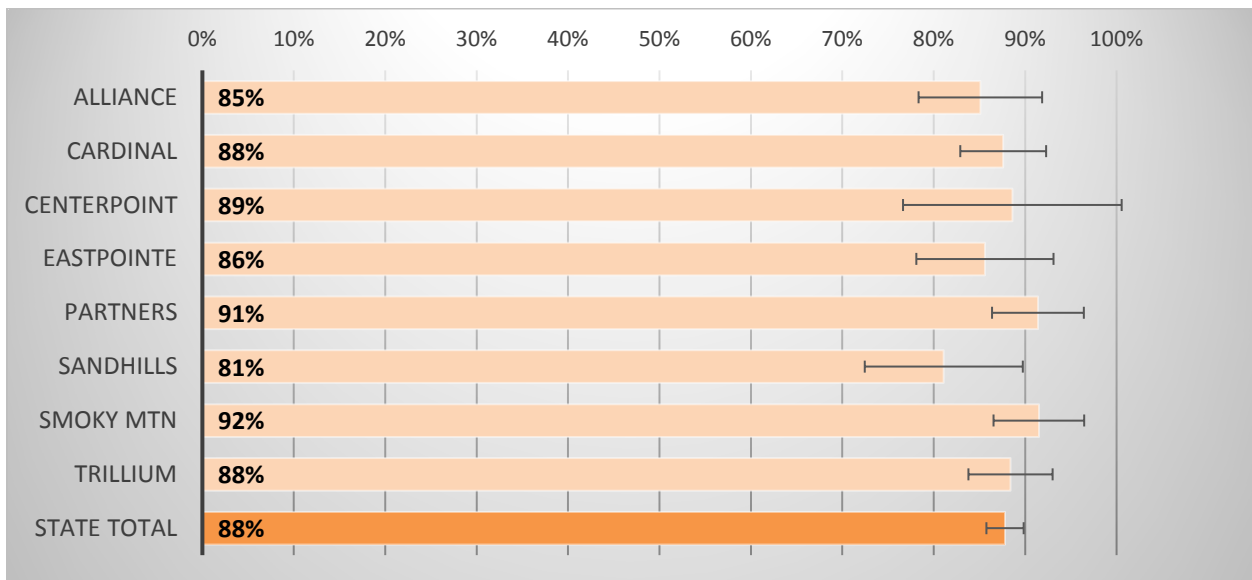
## FAMILY SURVEY: SOCIAL CONNECTEDNESS

Statewide, 88 percent of family respondent *Social Connectedness* domain scores were positive, and three percent were negative.

### FAMILY SOCIAL CONNECTEDNESS DOMAIN ITEMS

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

### FAMILY SOCIAL CONNECTEDNESS: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from approximately +/-4.6% to +/-12.0%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

### FAMILY SOCIAL CONNECTEDNESS: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	121	85.1%	11.6%	3.3%
Cardinal	210	87.6%	8.6%	3.8%
CenterPoint	35	88.6%	8.6%	2.9%
Eastpointe	97	85.6%	9.3%	5.2%
Partners	139	91.4%	7.2%	1.4%
Sandhills	90	81.1%	13.3%	5.6%
Smoky Mtn	141	91.5%	7.8%	0.7%
Trillium	207	88.4%	8.7%	2.9%
State Total	1,040	87.8%	9.1%	3.1%

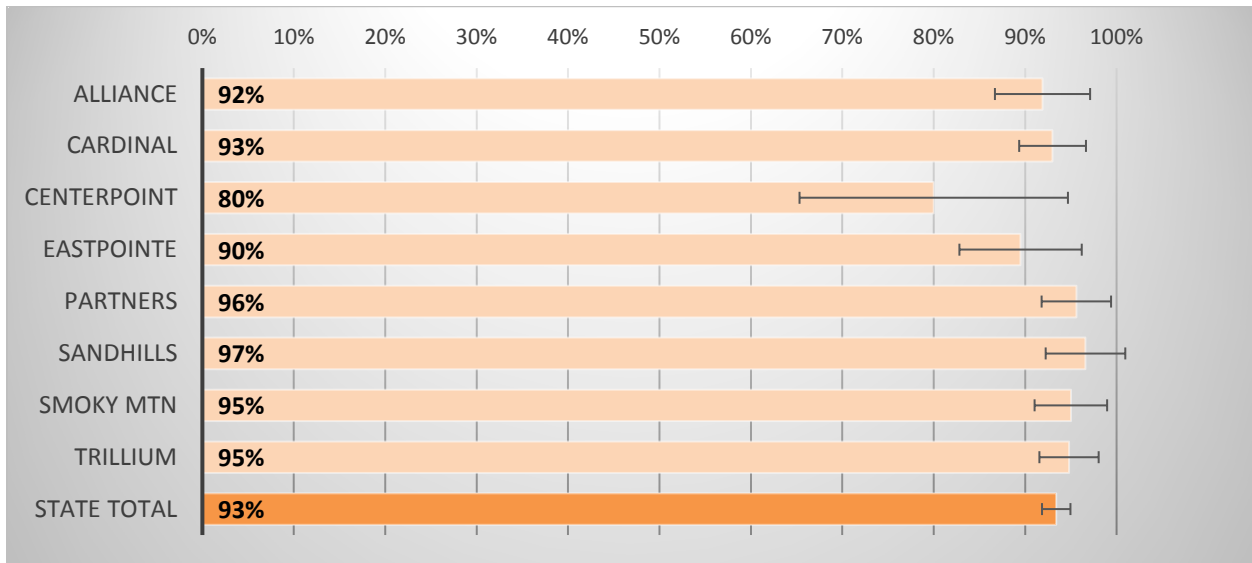
## FAMILY SURVEY: *GENERAL SATISFACTION*

Statewide, 93 percent of family respondent *General Satisfaction* domain scores were positive, and one percent were negative.

### FAMILY *GENERAL SATISFACTION* DOMAIN ITEMS

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

### FAMILY *GENERAL SATISFACTION*: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from approximately +/-3.2% to +/-14.7%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

### FAMILY *GENERAL SATISFACTION*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	124	91.9%	5.6%	2.4%
Cardinal	214	93.0%	5.6%	1.4%
CenterPoint	35	80.0%	20.0%	0.0%
Eastpointe	95	89.5%	10.5%	0.0%
Partners	137	95.6%	4.4%	0.0%
Sandhills	88	96.6%	3.4%	0.0%
Smoky Mtn	140	95.0%	4.3%	0.7%
Trillium	210	94.8%	3.3%	1.9%
State Total	1,043	93.4%	5.6%	1.1%

## *LME-MCO Network*

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## LME-MCO NETWORK

LME-MCO network questions address respondent perceptions about LME-MCO and service provider access, outreach, and responsiveness as well as problems that interfered with their ability to receive services. Tables on the next pages summarize adult, youth, and child family member responses. A final set of summary tables presents combined percentages from Adult, Youth, and Family Surveys.<sup>10</sup>

Statewide, approximately three-quarters of respondents reported that the timeframe of their first service met their needs (weighted percent = 77%). A somewhat higher percentage of child family respondents responded affirmatively to this question (91%). A sizable majority of Adult Survey respondents (71%) also said they received the help they need to apply for benefits.

A majority of respondents reported the LME-MCO provided as much information as they needed about available services and supports (weighted percent = 64%). This percentage varied with survey population, with a larger percentage of child family members and a smaller percentage of youth responding affirmatively.

Approximately half of respondents indicated they know how to make a complaint with their LME-MCO (weighted percent = 49%) and were given a choice of providers (weighted percent = 49%). Again, compared to adult consumer respondents, child family members were more likely and youth respondents were less likely to answer yes to these questions.

Approximately one-third of respondents statewide, including nearly half of child family respondents, reported they received a Consumer Handbook in the mail within 14 days of starting services (weighted percent = 37%).

Most respondents reported no problems that interfered with their ability to receive services (weighted percent = 79%). However, statewide, one out of every seven adult consumer respondents reported transportation cost/availability was a problem. This problem was reported by 10 to 22 percent of adult consumers from each LME-MCO. Across adult, youth, and child family member samples, one out of every 10 respondents reported transportation problems interfered with receiving services. More than 10 percent of adult consumers also reported the cost of medication was a problem.

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<sup>10</sup>Combined percentages were computed by weighting Adult, Youth, and Family Survey scores by the approximate proportion each age group currently represents of MH/SUD service consumers served by LME-MCOs statewide: 66% adults ages 18 years and older, 16.5% youth ages 12 to 17 years, and 17.5% children 11 years and younger. Use of the same population weights for all LME-MCOs and survey years produces more comparable scores by controlling for variations in relative percentages of adult, youth, and child consumers across LME-MCO populations served, samples, and survey years.

# LME-MCO NETWORK: 2016 ADULT SURVEY

## ADULT SURVEY: LME-MCO NETWORK QUESTIONS

Percent "Yes" Responses*						
LME-MCO	1-Did you receive a Consumer Handbook in the mail within 14 days of starting services?	2-Do you know how to make a complaint with your LME-MCO?	3-If you contacted LME-MCO to request services, were you given a choice of providers?	4-Was first service in a time frame that met your needs?	5-Has LME-MCO provided as much info as needed about services, supports available to you?	6-If you needed help applying for benefits, did you receive assistance needed?
Alliance	31%	43%	44%	77%	61%	70%
Cardinal	32%	40%	42%	74%	60%	70%
CenterPoint	31%	43%	39%	67%	56%	69%
Eastpointe	51%	67%	64%	83%	74%	80%
Partners	38%	51%	49%	76%	66%	76%
Sandhills	40%	54%	53%	73%	62%	73%
Smoky Mtn	33%	40%	40%	71%	60%	64%
Trillium	32%	49%	46%	74%	62%	69%
<b>State Total</b>	<b>35%</b>	<b>48%</b>	<b>47%</b>	<b>75%</b>	<b>63%</b>	<b>71%</b>

\*Responses of "Not Sure" are included in percentage denominators. Number of respondents per question varies. Statewide, 95-96% of the full sample answered other than "N/A" to questions 1, 2, 4, and 5; 75% of the full sample answered other than "N/A" to questions 3 and 6.

## ADULT SURVEY: REPORTED OBSTACLES TO RECEIVING SERVICES

Have any of the following problems interfered with your ability to receive the services you need from any of your LME/MCO's providers? (Percent selecting each option)*								
LME-MCO	Transportation cost/availability	Difficulty reaching provider	Service location	Medication cost	Service cost	Hours services available	Other	None of the above
Alliance	15%	5%	4%	12%	7%	4%	3%	71%
Cardinal	13%	4%	5%	10%	7%	4%	3%	73%
CenterPoint	22%	4%	5%	12%	8%	5%	3%	65%
Eastpointe	13%	3%	4%	11%	4%	4%	2%	76%
Partners	13%	3%	2%	8%	6%	4%	2%	77%
Sandhills	10%	4%	6%	8%	6%	4%	3%	79%
Smoky Mtn	16%	3%	5%	9%	6%	6%	3%	72%
Trillium	15%	5%	7%	13%	7%	5%	3%	70%
<b>State Total</b>	<b>14%</b>	<b>4%</b>	<b>5%</b>	<b>11%</b>	<b>6%</b>	<b>4%</b>	<b>3%</b>	<b>73%</b>

\*"Check all that apply." Responses of "None of the above" are not counted if other options are selected. Percentage denominators are equal to number of respondents who selected at least one option. Statewide, 90% of the sample answered this question.



# LME-MCO NETWORK: 2016 YOUTH SURVEY

## YOUTH SURVEY: LME-MCO NETWORK QUESTIONS

Percent "Yes" Responses*					
LME-MCO	1-Did you receive a Consumer Handbook in the mail within 14 days of starting services?	2-Do you know how to make a complaint with your LME-MCO?	3-If you contacted LME-MCO to request services, were you given a choice of providers?	4-Was first service in a time frame that met your needs?	5-Has LME-MCO provided as much info as needed about services, supports available to you?
Alliance	35%	51%	52%	86%	72%
Cardinal	30%	39%	41%	70%	53%
CenterPoint	32%	44%	41%	60%	54%
Eastpointe	48%	51%	55%	82%	64%
Partners	27%	45%	36%	68%	50%
Sandhills	26%	50%	43%	71%	54%
Smoky Mtn	29%	40%	39%	69%	56%
Trillium	35%	40%	40%	74%	50%
<b>State Total</b>	<b>33%</b>	<b>43%</b>	<b>43%</b>	<b>73%</b>	<b>55%</b>

\*Responses of "Not Sure" are included in percentage denominators. Number of respondents per question varies. Statewide, 95-96% of the full sample answered other than "N/A" to questions 1, 2, 4, and 5; 64% of the full sample answered other than "N/A" to question 3.

## YOUTH SURVEY: REPORTED OBSTACLES TO RECEIVING SERVICES

Have any of the following problems interfered with your ability to receive the services you need from any of your LME/MCO's providers? (Percent selecting each option)*								
LME-MCO	Transportation cost/availability	Difficulty reaching provider	Service location	Medication cost	Service cost	Hours services available	Other	None of the above
Alliance	1%	3%	1%	2%	1%	4%	3%	86%
Cardinal	5%	3%	3%	1%	1%	5%	1%	89%
CenterPoint	0%	7%	0%	0%	2%	7%	4%	85%
Eastpointe	7%	2%	1%	0%	1%	4%	2%	85%
Partners	6%	4%	3%	1%	2%	1%	3%	88%
Sandhills	2%	1%	0%	1%	1%	0%	1%	97%
Smoky Mtn	6%	2%	5%	5%	5%	5%	2%	88%
Trillium	3%	3%	4%	1%	1%	3%	1%	89%
<b>State Total</b>	<b>4%</b>	<b>3%</b>	<b>3%</b>	<b>2%</b>	<b>2%</b>	<b>4%</b>	<b>2%</b>	<b>89%</b>

\*"Check all that apply." Responses of "None of the above" are not counted if other options are selected. Percentage denominators are equal to number of respondents who selected at least one option. Statewide, 86% of the sample answered this question.

# LME-MCO NETWORK: 2016 FAMILY SURVEY

## FAMILY SURVEY: LME-MCO NETWORK QUESTIONS

Percent "Yes" Responses*					
LME-MCO	1-Did you receive a Consumer Handbook in the mail within 14 days of starting services?	2-Do you know how to make a complaint with your LME-MCO?	3-If you contacted LME-MCO to request services, were you given a choice of providers?	4-Was first service in a time frame that met your needs?	5-Has LME-MCO provided as much info as needed about services, supports available to you?
Alliance	38%	61%	69%	96%	77%
Cardinal	46%	58%	66%	91%	77%
CenterPoint	50%	53%	71%	81%	67%
Eastpointe	51%	63%	61%	88%	77%
Partners	46%	60%	64%	91%	72%
Sandhills	62%	68%	62%	89%	72%
Smoky Mtn	50%	63%	62%	93%	80%
Trillium	43%	59%	62%	89%	73%
<b>State Total</b>	<b>47%</b>	<b>61%</b>	<b>64%</b>	<b>91%</b>	<b>75%</b>

\*Responses of "Not Sure" are included in percentage denominators. Number of respondents per question varies. Statewide, 97% of the full sample answered other than "N/A" to questions 1, 2, 4, and 5; approximately 68% of the full sample answered other than "N/A" to question 3.

## FAMILY SURVEY: REPORTED OBSTACLES TO RECEIVING SERVICES

Have any of the following problems interfered with your ability to receive the services you need from any of your LME/MCO's providers? (Percent selecting each option)*								
LME-MCO	Transportation cost/availability	Difficulty reaching provider	Service location	Medication cost	Service cost	Hours services available	Other	None of the above
Alliance	6%	2%	6%	1%	3%	4%	4%	85%
Cardinal	10%	3%	4%	3%	1%	5%	3%	84%
CenterPoint	3%	0%	6%	0%	3%	6%	0%	85%
Eastpointe	6%	3%	3%	1%	0%	2%	0%	89%
Partners	7%	2%	3%	1%	2%	4%	1%	89%
Sandhills	11%	1%	9%	1%	1%	4%	1%	80%
Smoky Mtn	4%	3%	4%	1%	1%	6%	4%	83%
Trillium	6%	2%	1%	1%	1%	3%	1%	89%
<b>State Total</b>	<b>7%</b>	<b>2%</b>	<b>4%</b>	<b>1%</b>	<b>1%</b>	<b>4%</b>	<b>2%</b>	<b>86%</b>

\*"Check all that apply." Responses of "None of the above" are not counted if other options are selected. Percentage denominators are equal to number of respondents who selected at least one option. Statewide, 87% of the sample answered this question.

# LME-MCO NETWORK: 2016 ADULT, YOUTH, AND FAMILY

## ADULT, YOUTH, AND FAMILY SURVEYS: LME-MCO NETWORK QUESTIONS

Weighted Percentages*					
LME-MCO	Did you receive a Consumer Handbook in the mail within 14 days of starting services?	Do you know how to make a complaint with your LME-MCO?	If you contacted LME-MCO to request services, were you given a choice of providers?	Was first service in a time frame that met your needs?	Has LME-MCO provided info needed about services, supports available to you?
Alliance	33%	47%	50%	82%	66%
Cardinal	34%	43%	46%	76%	62%
CenterPoint	34%	45%	45%	68%	58%
Eastpointe	51%	64%	62%	84%	73%
Partners	38%	52%	49%	77%	64%
Sandhills	42%	56%	53%	75%	62%
Smoky Mtn	35%	44%	44%	75%	63%
Trillium	34%	49%	48%	77%	62%
<b>State Total</b>	<b>37%</b>	<b>49%</b>	<b>49%</b>	<b>77%</b>	<b>64%</b>

\*Adult, Youth, and Family Survey responses were combined by weighting each age group's percentage score by the approximate proportion the age group currently represents of MH/SUD services consumers served statewide: 66% adults ages 18 years and older, 16.5% youth ages 12 to 17 years, and 17.5% children 11 years and younger.

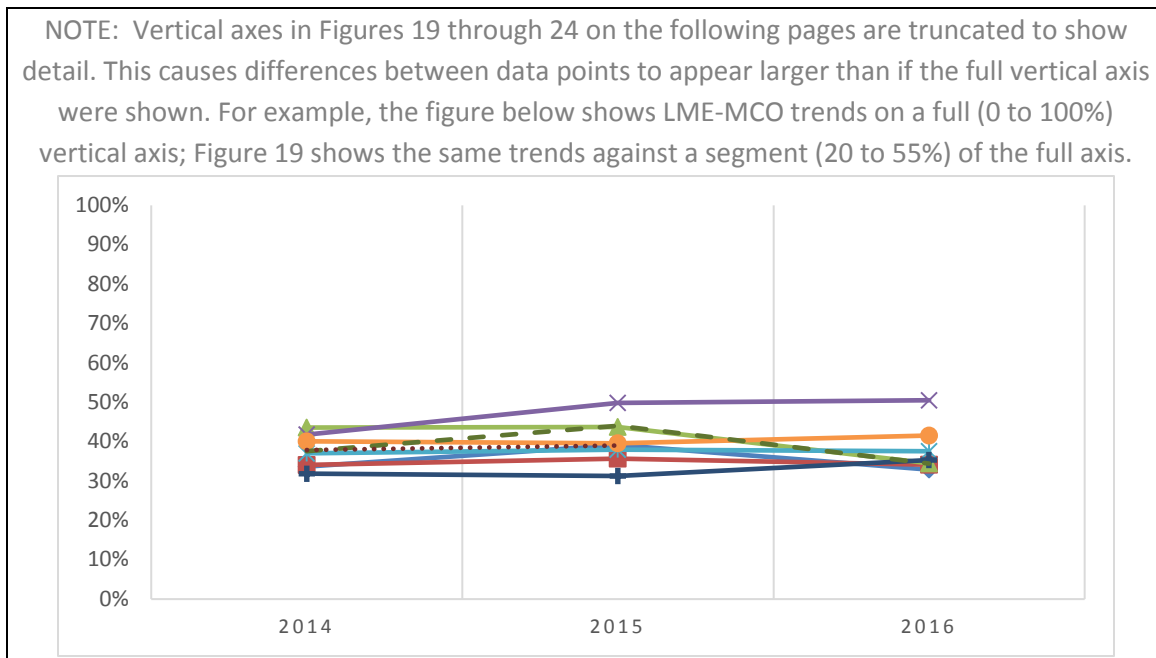
## ADULT, YOUTH, AND FAMILY SURVEYS: REPORTED OBSTACLES TO RECEIVING SERVICES

Have any of the following problems interfered with your ability to receive the services you need from any of your LME/MCO's providers? (Weighted percentages)*								
LME-MCO	Transportation cost/availability	Difficulty reaching provider	Service location	Medication cost	Service cost	Hours services available	Other	None of the above
Alliance	11%	4%	4%	8%	5%	4%	3%	76%
Cardinal	11%	4%	4%	7%	5%	4%	3%	78%
CenterPoint	15%	4%	4%	8%	6%	6%	3%	72%
Eastpointe	11%	3%	3%	7%	3%	4%	2%	80%
Partners	11%	3%	2%	6%	5%	4%	2%	81%
Sandhills	9%	3%	6%	6%	4%	3%	2%	82%
Smoky Mtn	12%	3%	5%	7%	5%	6%	3%	77%
Trillium	11%	4%	5%	9%	5%	4%	2%	76%
<b>State Total</b>	<b>11%</b>	<b>3%</b>	<b>4%</b>	<b>8%</b>	<b>4%</b>	<b>4%</b>	<b>3%</b>	<b>78%</b>

\*Adult, Youth, and Family Survey responses were combined by weighting each age group's percentage score by the approximate proportion the age group currently represents of MH/SUD services consumers served statewide: 66% adults ages 18 years and older, 16.5% youth ages 12 to 17 years, and 17.5% children 11 years and younger.

## LME-MCO NETWORK: ANNUAL TRENDS

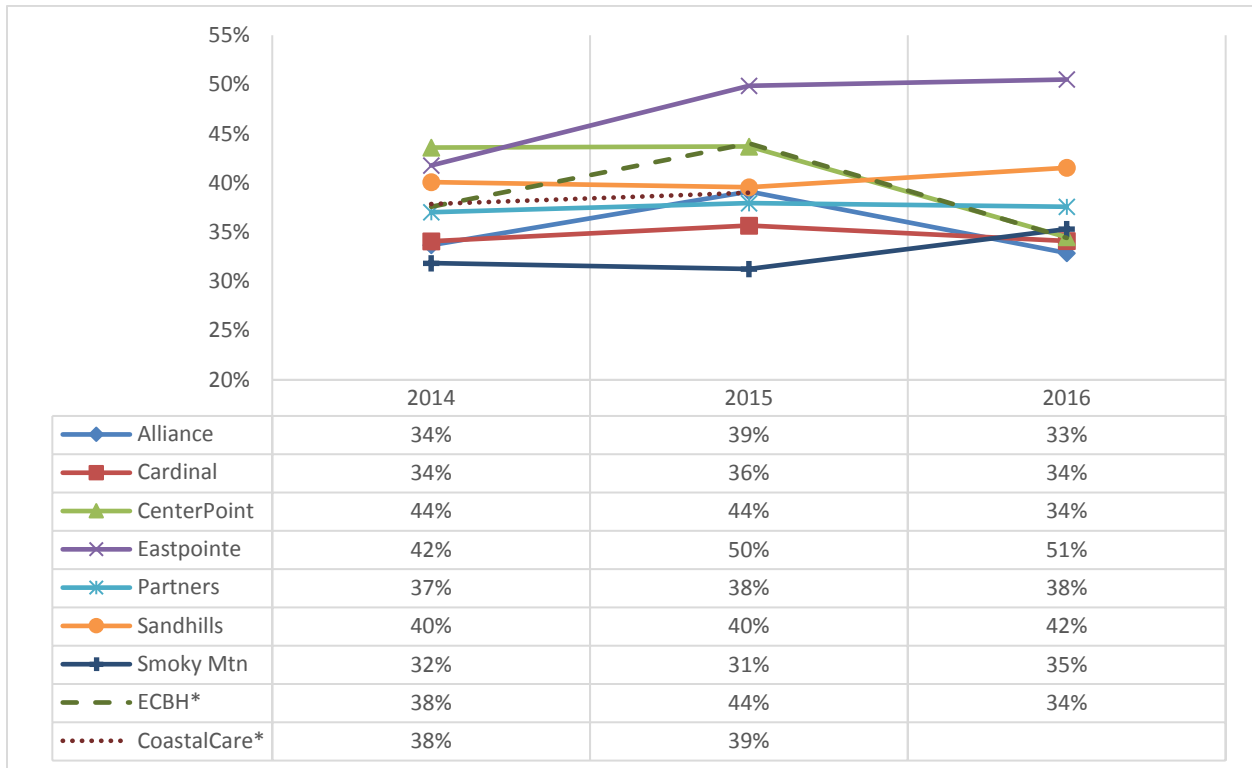
Three-year trends in LME-MCO combined percentages of adult, youth, and child family respondents who answered “Yes” to LME-MCO Network questions, and adult consumers who reported they received needed help applying for benefits, are shown in Figures 19 through 24.<sup>11</sup> LME-MCO percentage scores for each question were relatively stable and generally remained within a 10 percent range across the three-year period. Variability across LME-MCOs was noticeably greater, due in part to the effect of one or more outlier scores for most questions each year.<sup>12</sup>



<sup>11</sup> Combined percentages were computed by weighting Adult, Youth, and Family Survey scores by the approximate proportion each age group currently represents of MH/SUD service consumers served statewide: 66% adults ages 18 years and older, 16.5% youth ages 12 to 17 years, and 17.5% children 11 years and younger.

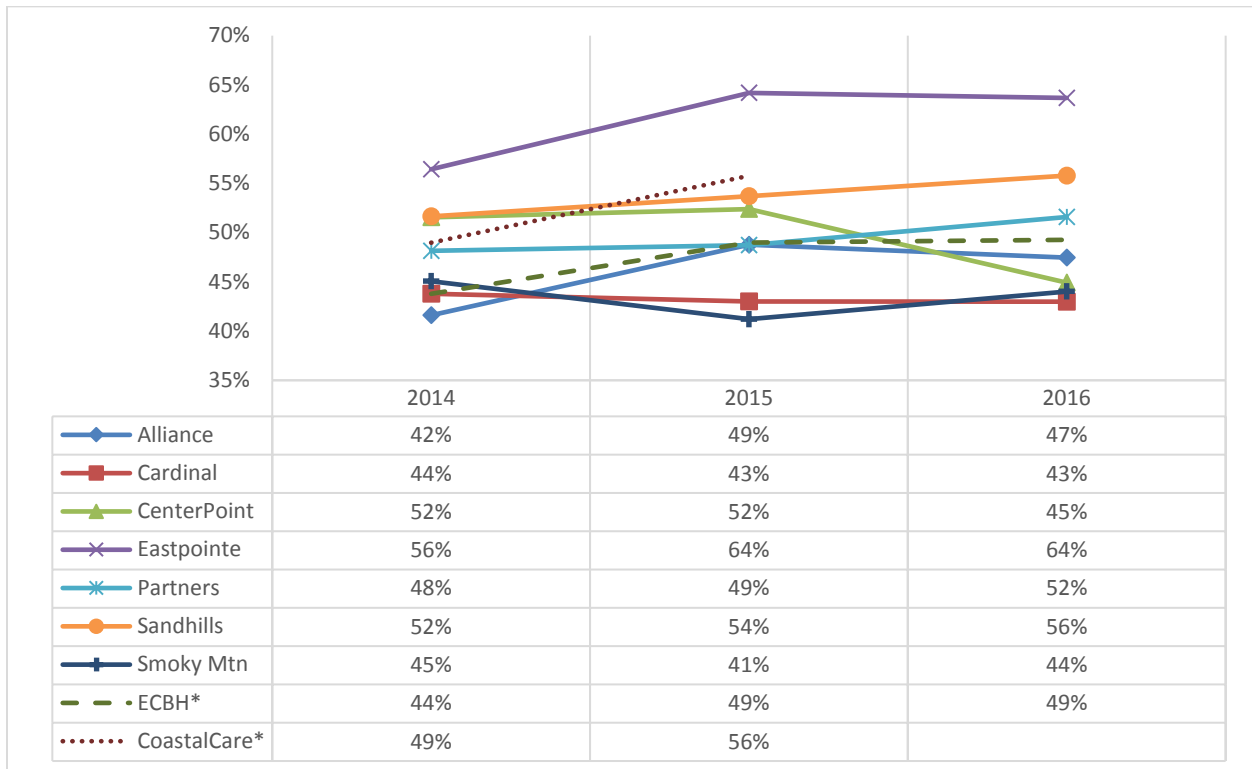
<sup>12</sup> Distances between “significantly different” percentages in these tables vary because sample sizes and percentage scores varied across LME-MCOs and survey years. Generally, the widest possible 95% confidence interval around a score from an unweighted random sample the size of the smallest combined LME-MCO Adult, Youth, and Family Survey sample (approximate N = 350) is +/-5%. Differences greater than 10% between two such scores would generally be statistically significant.

**FIGURE 19: DID YOU RECEIVE A CONSUMER HANDBOOK WITHIN 14 DAYS OF STARTING SERVICES? (% "Yes")**



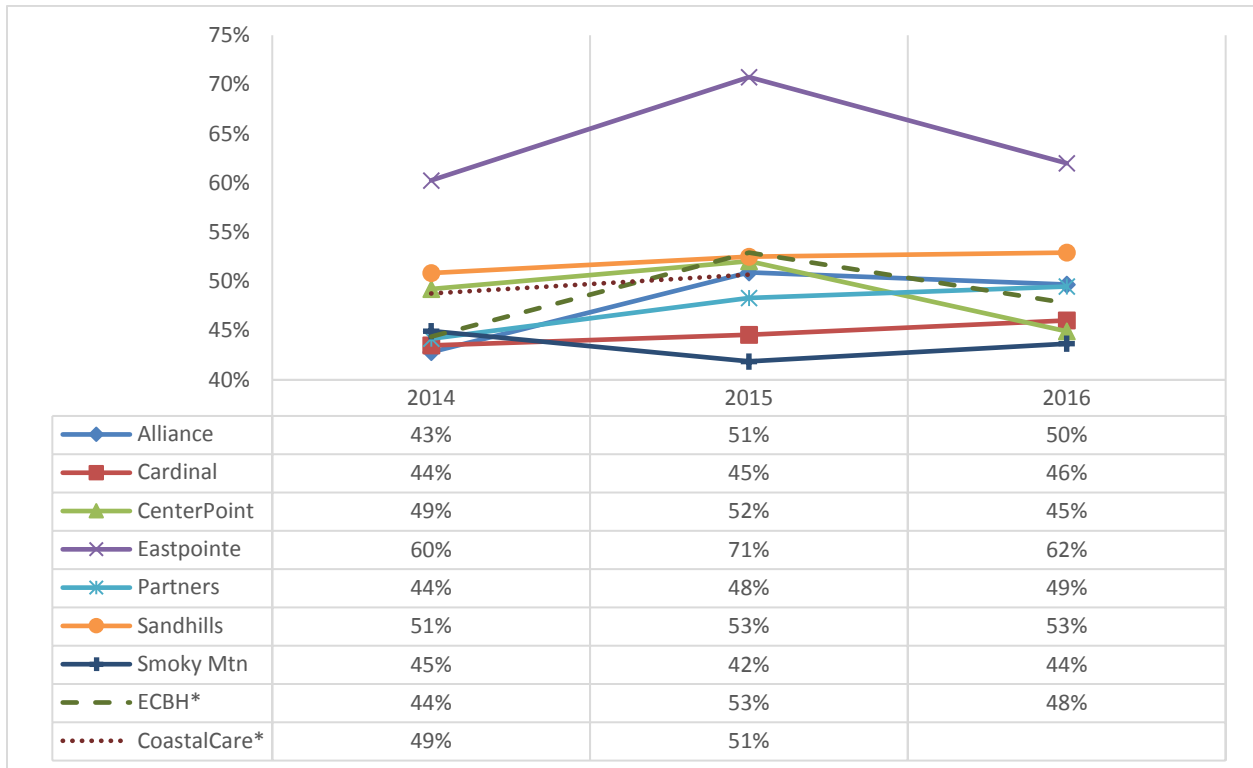
\* East Carolina Behavioral Health (ECBH) and CoastalCare merged in 2015 to form Trillium Health Resources, whose 2016 percentage is shown here as the third data point on the ECBH line.

**FIGURE 20: DO YOU KNOW HOW TO MAKE A COMPLAINT WITH YOUR LME-MCO? (% "Yes")**



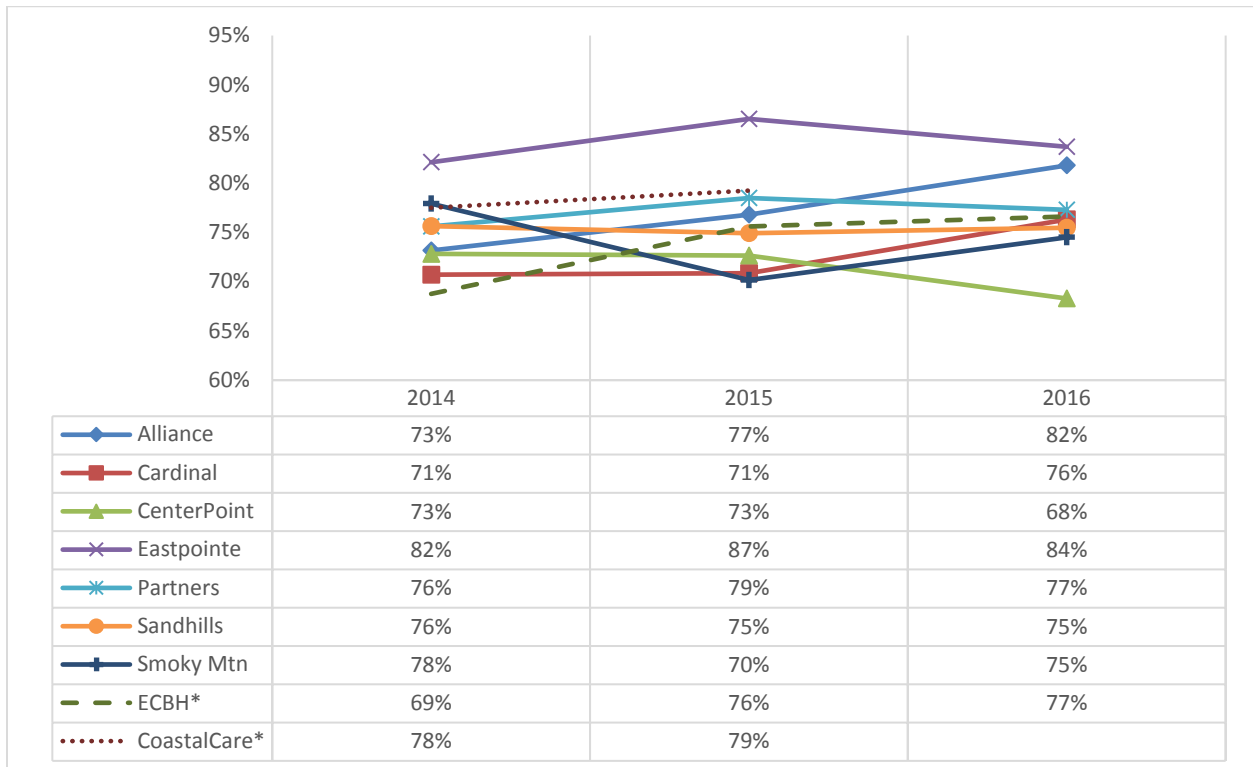
\* East Carolina Behavioral Health (ECBH) and CoastalCare merged in 2015 to form Trillium Health Resources, whose 2016 percentage is shown here as the third data point on the ECBH line.

**FIGURE 21: WERE YOU GIVEN A CHOICE OF PROVIDERS? (% “Yes”)**



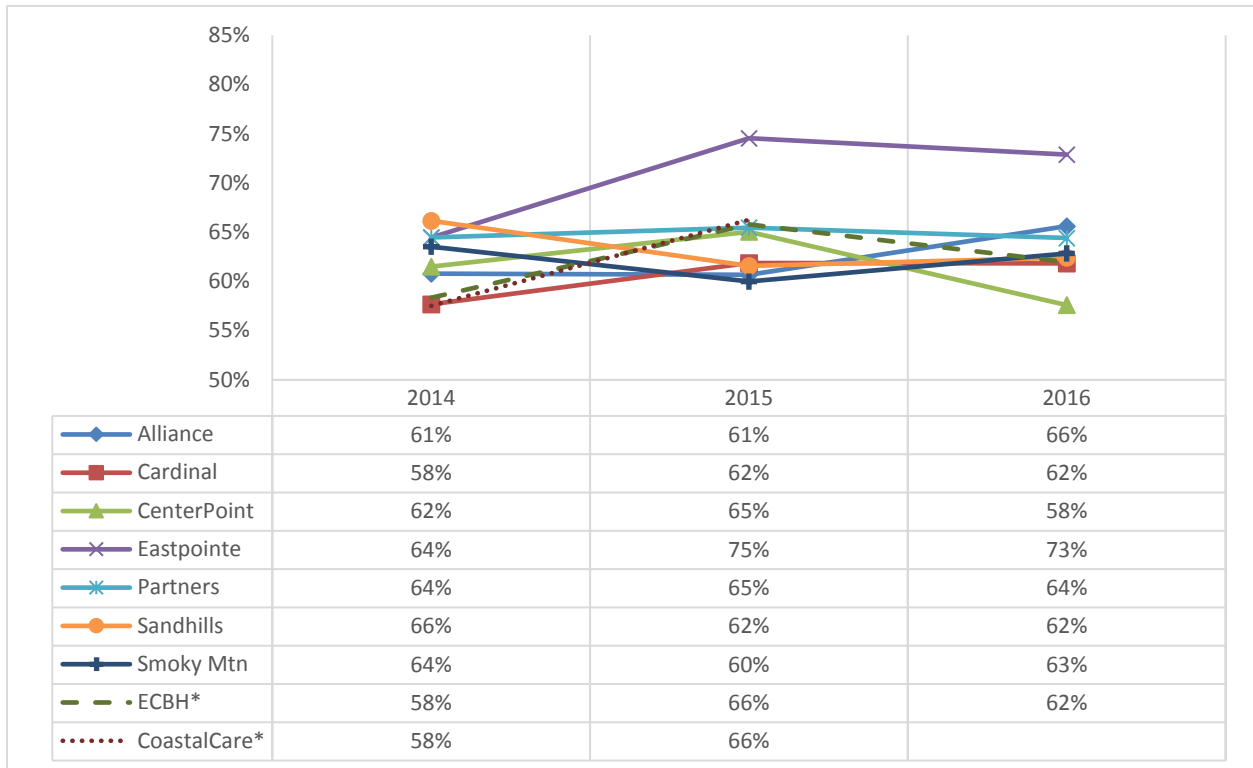
\* East Carolina Behavioral Health (ECBH) and CoastalCare merged in 2015 to form Trillium Health Resources, whose 2016 percentage is shown here as the third data point on the ECBH line.

**FIGURE 22: WAS YOUR FIRST SERVICE IN A TIME FRAME THAT MET YOUR NEEDS? (% “Yes”)**



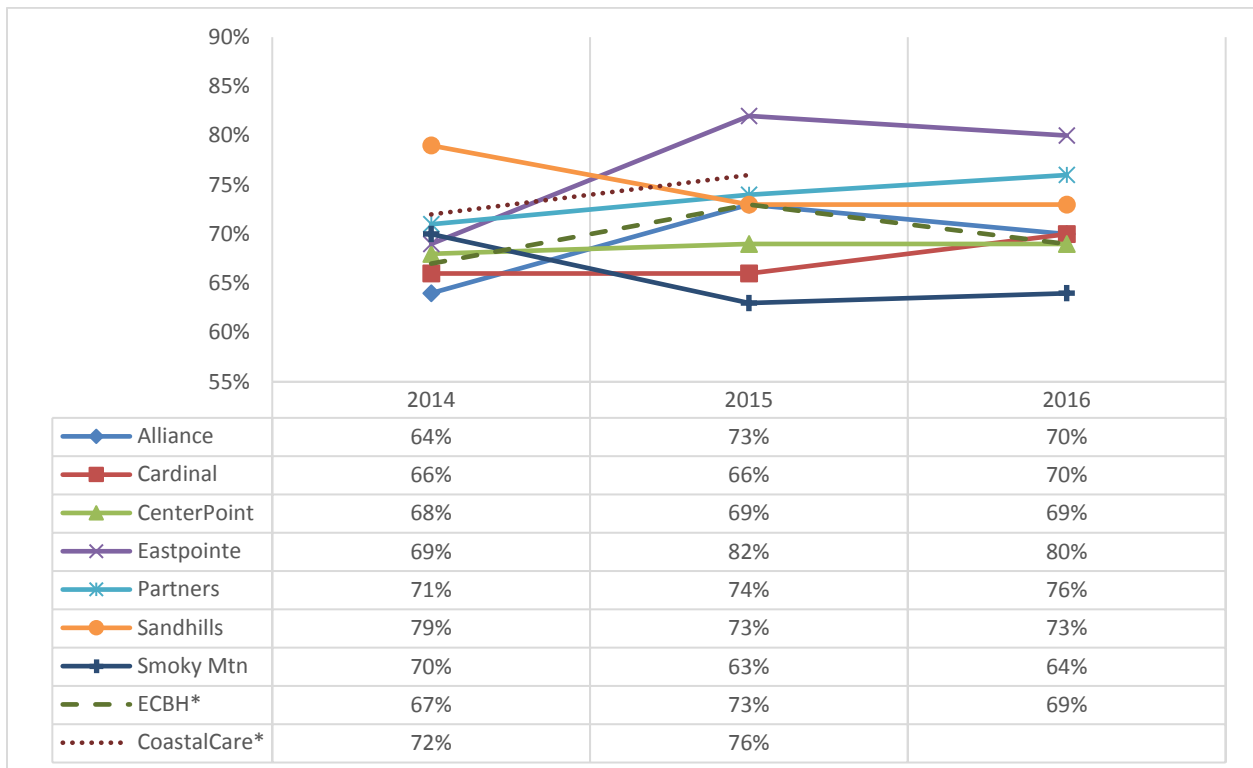
\* East Carolina Behavioral Health (ECBH) and CoastalCare merged in 2015 to form Trillium Health Resources, whose 2016 percentage is shown here as the third data point on the ECBH line.

**FIGURE 23: HAS YOUR LME-MCO PROVIDED AS MUCH INFORMATION AS YOU NEED? (% “YES”)**



\* East Carolina Behavioral Health (ECBH) and CoastalCare merged in 2015 to form Trillium Health Resources, whose 2016 percentage is shown here as the third data point on the ECBH line.

**FIGURE 24: ADULT SURVEY: DID YOU RECEIVE THE HELP YOU NEEDED TO APPLY FOR BENEFITS? (% “YES”)**



\* East Carolina Behavioral Health (ECBH) and CoastalCare merged in 2015 to form Trillium Health Resources, whose 2016 percentage is shown here as the third data point on the ECBH line.

*Adult Physical Health*

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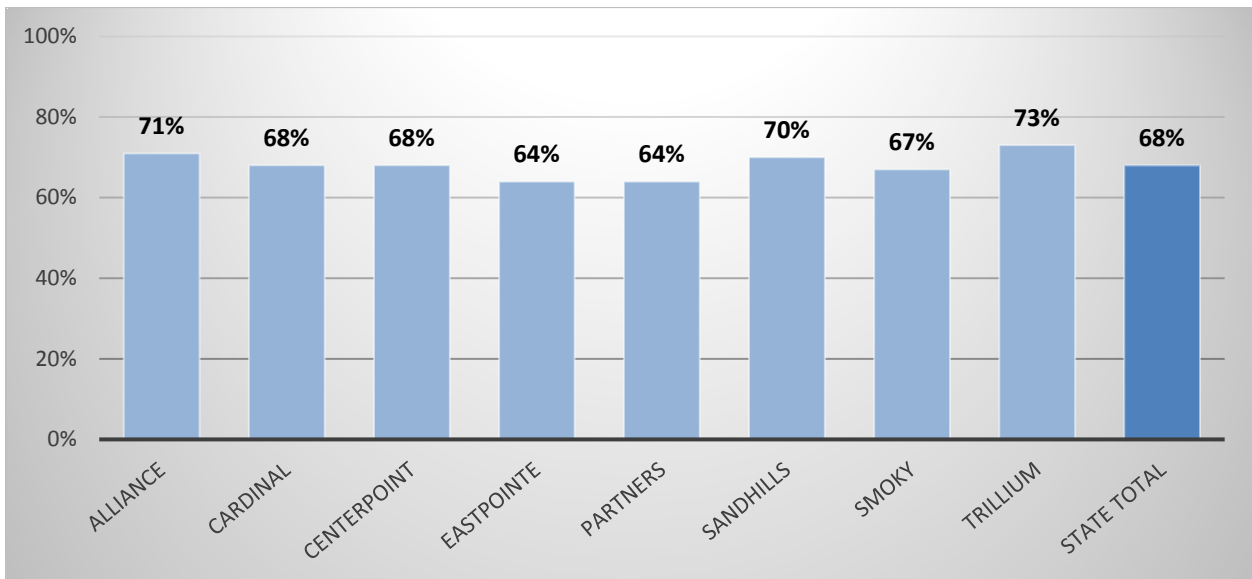
# ADULT PHYSICAL HEALTH

Statewide, 68 percent of adult survey respondents described themselves as in good, very good, or excellent health.

## ADULT SURVEY: RESPONDENT HEALTH STATUS

		In general would you say your health is:				
LME-MCO	Total Respondents	Excellent	Very Good	Good	Fair	Poor
Alliance	637	9%	20%	42%	23%	6%
Cardinal	743	9%	18%	41%	26%	6%
CenterPoint	268	9%	21%	38%	24%	9%
Eastpointe	484	11%	16%	37%	29%	8%
Partners	497	6%	20%	38%	27%	10%
Sandhills	366	10%	22%	38%	24%	6%
Smoky Mtn	491	9%	21%	37%	26%	8%
Trillium	781	10%	26%	37%	23%	4%
<b>State Total</b>	<b>4,267</b>	<b>9%</b>	<b>20%</b>	<b>39%</b>	<b>25%</b>	<b>7%</b>

## ADULT SURVEY: RESPONDENTS REPORTING "GOOD," "VERY GOOD," OR "EXCELLENT" HEALTH



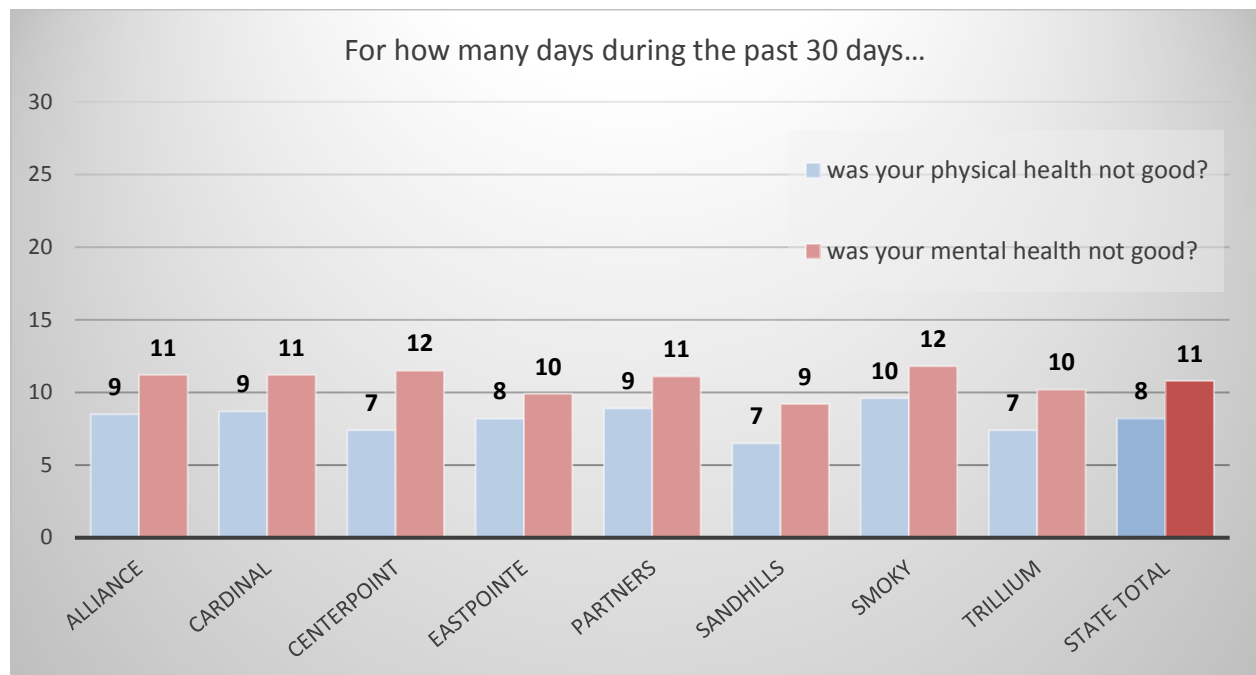
Respondents reported more poor mental health days (mean = 11 days) than poor physical health days (mean = 8 days) in the past 30 days.

**ADULT SURVEY: HEALTH MEASURES**

	For how many days during the past 30 days...*					
	was your physical health not good?		was your mental health not good?		did poor physical or mental health keep you from doing your usual activities?	
LME-MCO	Total Respondents	Average Days	Total Respondents	Average Days	Total Respondents	Average Days
Alliance	383	8.5	451	11.2	426	7.8
Cardinal	408	8.7	492	11.2	480	8.0
CenterPoint	159	7.4	187	11.5	180	7.3
Eastpointe	302	8.2	348	9.9	334	7.4
Partners	316	8.9	361	11.1	349	8.6
Sandhills	239	6.5	252	9.2	250	6.9
Smoky Mtn	311	9.6	365	11.8	344	9.5
Trillium	488	7.4	542	10.2	535	7.6
<b>State Total</b>	<b>2,606</b>	<b>8.2</b>	<b>2,998</b>	<b>10.8</b>	<b>2,898</b>	<b>7.9</b>

\*Responses of "Don't Know/Not Sure" are excluded.

**ADULT SURVEY: HEALTH MEASURES**



Statewide, 65 percent of respondents reported a routine physical health check-up and 41 percent reported having routine dental care in the past year.

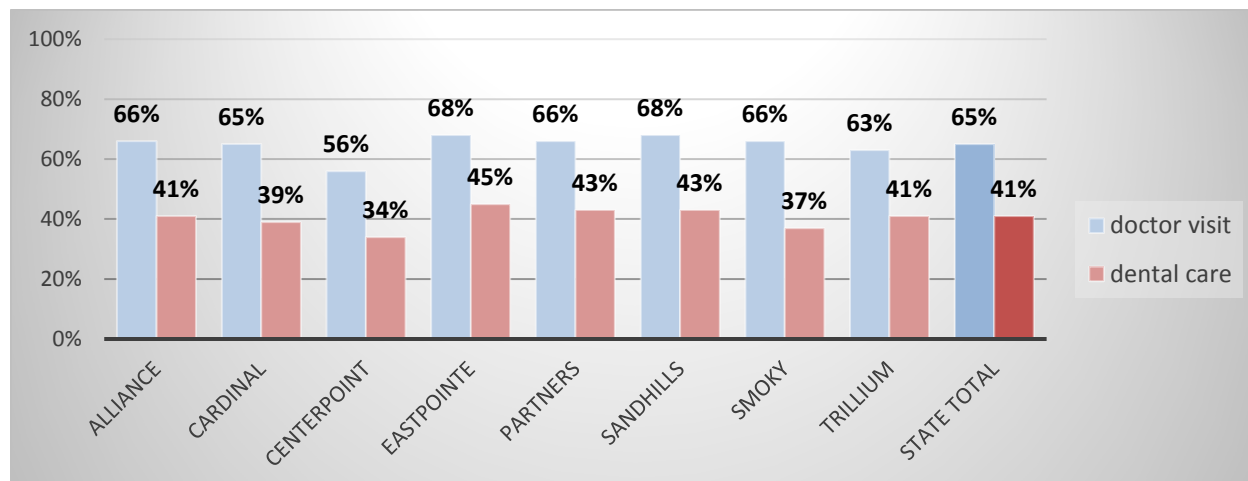
#### ADULT SURVEY: TIME SINCE ROUTINE DOCTOR VISIT

		How long has it been since you last visited a doctor for a routine check-up?					
LME-MCO	Total Respondents	Past Year	1-2 Years	2-5 Years	5+ Years	Never	Not Sure
Alliance	628	66%	15%	5%	5%	1%	8%
Cardinal	736	65%	16%	6%	7%	1%	6%
CenterPoint	267	56%	15%	9%	6%	3%	11%
Eastpointe	482	68%	14%	5%	4%	1%	8%
Partners	498	66%	15%	7%	5%	1%	6%
Sandhills	366	68%	15%	3%	5%	1%	9%
Smoky Mtn	491	66%	18%	6%	5%	<1%	5%
Trillium	779	63%	15%	8%	5%	1%	8%
<b>State Total</b>	<b>4,247</b>	<b>65%</b>	<b>15%</b>	<b>6%</b>	<b>5%</b>	<b>1%</b>	<b>7%</b>

#### ADULT SURVEY: TIME SINCE ROUTINE DENTAL VISIT

		How long has it been since you last visited a dentist for routine care?					
LME-MCO	Total Respondents	Past Year	1-2 Years	2-5 Years	5+ Years	Never	Not Sure
Alliance	632	41%	21%	13%	15%	2%	9%
Cardinal	773	39%	20%	16%	13%	3%	9%
CenterPoint	266	34%	21%	15%	18%	3%	10%
Eastpointe	483	45%	19%	10%	12%	2%	13%
Partners	498	43%	18%	16%	14%	2%	7%
Sandhills	365	43%	20%	13%	15%	3%	6%
Smoky Mtn	487	37%	19%	15%	20%	1%	7%
Trillium	777	41%	21%	13%	14%	1%	11%
<b>State Total</b>	<b>4,241</b>	<b>41%</b>	<b>20%</b>	<b>14%</b>	<b>15%</b>	<b>2%</b>	<b>9%</b>

#### ADULT SURVEY: CONSUMERS WITH ROUTINE CHECK-UPS IN PAST YEAR



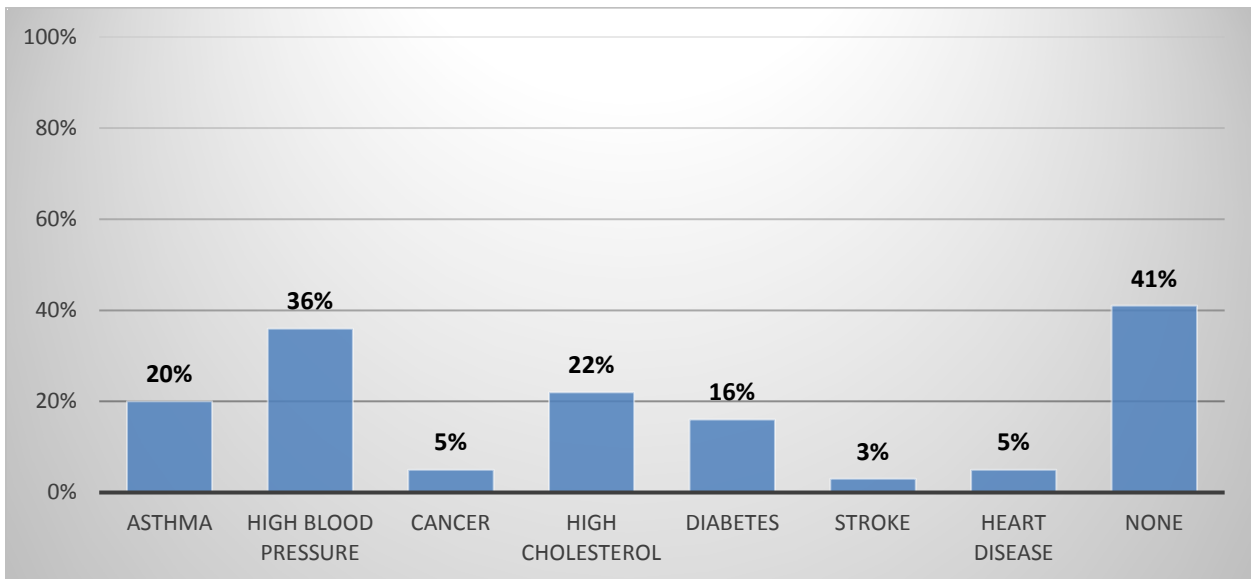
Statewide, 41 percent of respondents reported they did not have any of seven specific chronic health conditions. The most frequently reported conditions were high blood pressure (36%), high cholesterol (22%), asthma (20%), and diabetes (16%).

**ADULT SURVEY: CHRONIC PHYSICAL HEALTH CONDITIONS**

	Have you ever been told by a doctor that you have...? (Percent "Yes")*								
LME-MCO	Total Respondents	Asthma	High Blood Pressure	Cancer	High Cholesterol	Diabetes	Stroke	Heart Disease	None
Alliance	619	22%	34%	5%	21%	15%	3%	6%	42%
Cardinal	720	21%	36%	5%	25%	16%	3%	4%	38%
CenterPoint	261	18%	29%	4%	15%	10%	2%	4%	48%
Eastpointe	481	20%	43%	3%	22%	19%	5%	6%	38%
Partners	489	21%	34%	5%	27%	15%	5%	6%	41%
Sandhills	366	13%	42%	2%	23%	18%	1%	4%	40%
Smoky Mtn	482	24%	35%	8%	22%	13%	3%	7%	37%
Trillium	767	19%	33%	4%	19%	16%	2%	4%	43%
<b>State Total</b>	<b>4,185</b>	<b>20%</b>	<b>36%</b>	<b>5%</b>	<b>22%</b>	<b>16%</b>	<b>3%</b>	<b>5%</b>	<b>41%</b>

\*"Check all that apply." Total includes all respondents who selected at least one option, including the option, "None."

**ADULT SURVEY: PREVALENCE OF CHRONIC PHYSICAL HEALTH CONDITIONS (ALL LME-MCOs)**

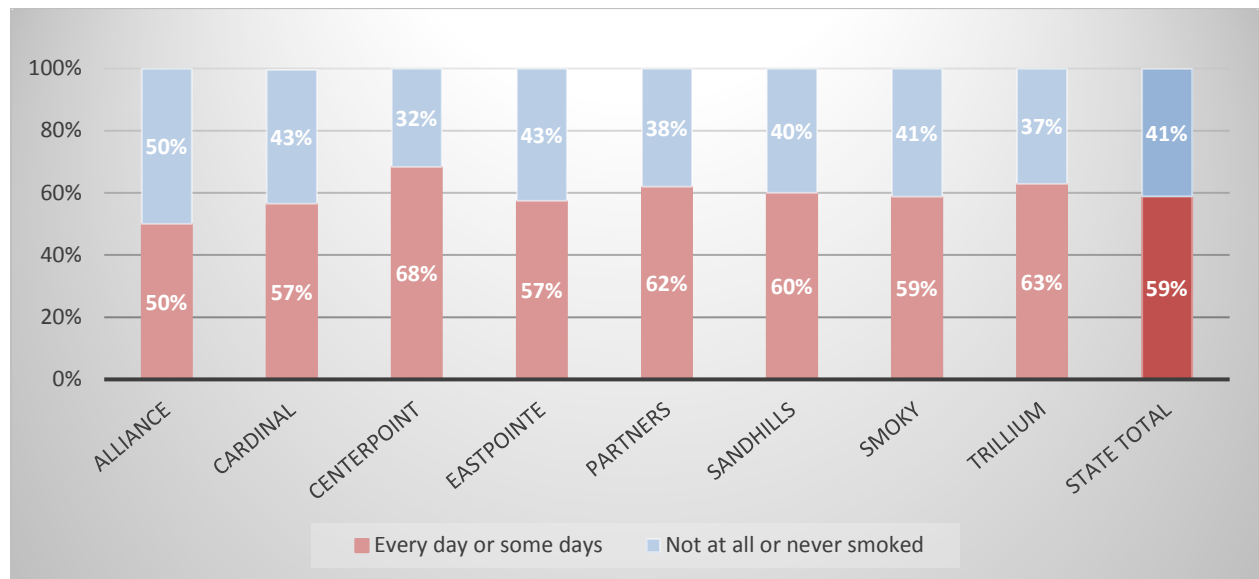


Fifty-nine percent of respondents reported that they do not smoke. This percentage ranged from 50 to 68 percent per LME-MCO.

**ADULT SURVEY: SMOKING PREVALENCE AND FREQUENCY**

	Do you smoke cigarettes every day, some days or not at all?				
LME-MCO	Total Respondents	Every day	Some days	Not at all	Never smoked
Alliance	609	37%	13%	29%	21%
Cardinal	713	45%	11%	29%	14%
CenterPoint	259	56%	11%	19%	13%
Eastpointe	475	45%	13%	30%	13%
Partners	488	54%	8%	26%	12%
Sandhills	360	43%	17%	25%	15%
Smoky Mtn	479	48%	10%	25%	16%
Trillium	759	50%	13%	25%	13%
<b>State Total</b>	<b>4,142</b>	<b>46%</b>	<b>12%</b>	<b>27%</b>	<b>15%</b>

**ADULT SURVEY: SMOKING PREVALENCE**



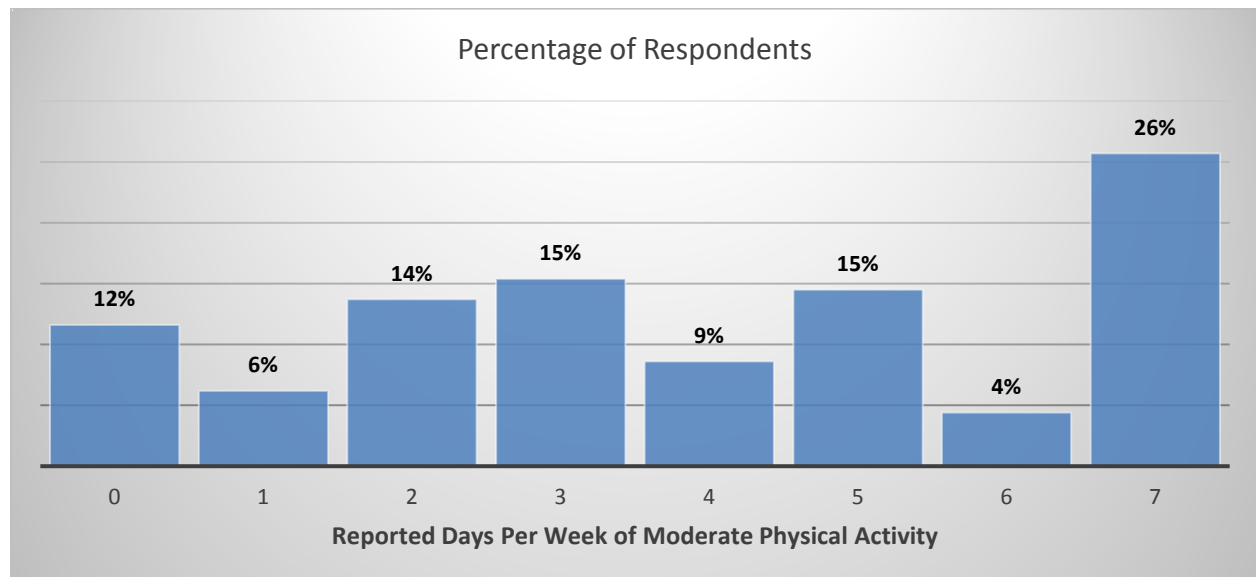
Respondents reported an average of 3.9 days of moderate physical activity in a typical week.

**ADULT SURVEY: EXERCISE FREQUENCY**

In a usual week, how many days do you do moderate physical activities that may increase your heart rate for at least 10 minutes at a time?*							
LME-MCO	Sample Size	0 Days	1-2 Days	3-4 Days	5-6 Days	7 Days	Average Days
Alliance	591	12%	22%	24%	19%	24%	3.8
Cardinal	684	10%	21%	24%	18%	26%	4.0
CenterPoint	250	10%	20%	23%	20%	26%	4.1
Eastpointe	452	12%	19%	25%	18%	27%	3.9
Partners	465	11%	18%	30%	17%	23%	3.8
Sandhills	336	13%	22%	20%	21%	24%	3.9
Smoky Mtn	458	14%	20%	22%	17%	27%	3.9
Trillium	729	11%	18%	23%	21%	27%	4.1
<b>State Total</b>	<b>3,965</b>	<b>12%</b>	<b>20%</b>	<b>24%</b>	<b>19%</b>	<b>26%</b>	<b>3.9</b>

\*Excludes responses with reported number of days greater than 7 per week.

**ADULT SURVEY: REPORTED DAYS PER WEEK OF MODERATE PHYSICAL ACTIVITY (ALL LME-MCOs)**





*Mental Health,  
Developmental Disabilities,  
and Substance Abuse Services*  
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Department of Health and Human Services  
Mandy Cohen, Secretary  
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