



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

2015 MENTAL HEALTH AND SUBSTANCE ABUSE CONSUMER PERCEPTION OF CARE REPORT

N.C. Department of Health and Human Services

Quality Management Section

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

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Overview of 2015 MH/SA Consumer Perception of Care Survey

The North Carolina Mental Health and Substance Abuse 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 NC Division of MH/DD/SAS also shares survey data with the Local Management Entities-Managed Care Organizations (LME-MCOs) and publishes results by LME-MCO in an annual report.

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

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

NC Adult, Youth, and Family Perception of Care Surveys each include 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 respondents' physical health.

The confidential surveys are administered in English or Spanish at consumers' provider agencies during a specified time period each year. 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 11 years of age and younger.

The current report summarizes data from the 2015 survey, which was administered between May 18, 2015 and June 15, 2015. Each North Carolina LME-MCO was required to submit a total number of completed surveys approximately equal to five percent of its monthly number of Medicaid, State, and Federal Block Grant MH and SU consumers served. The total required number of surveys was distributed across adult (67%), youth (22%), and child (11%) consumer populations. (See Table 1.) 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. (See Table 2.)

TABLE 1: 2015 MH/SA CONSUMER PERCEPTION OF CARE SURVEYS REQUIRED PER LME-MCO

| LME-MCO | Adult | Youth | Family | Total | State % |
|---|--------------|--------------|------------|--------------|---------------|
| Alliance Behavioral Healthcare | 659 | 216 | 108 | 983 | 16.4% |
| Cardinal Innovations Healthcare Solutions | 816 | 268 | 134 | 1,218 | 20.3% |
| CenterPoint Human Services | 200 | 66 | 33 | 299 | 5.0% |
| CoastalCare | 270 | 89 | 44 | 403 | 6.7% |
| Eastpointe | 360 | 118 | 59 | 537 | 9.0% |
| East Carolina Behavioral Health | 263 | 86 | 43 | 392 | 6.5% |
| Partners Behavioral Health | 426 | 140 | 70 | 636 | 10.6% |
| Sandhills Center | 466 | 153 | 77 | 696 | 11.6% |
| Smoky Mountain Center | 551 | 181 | 80 | 812 | 13.6% |
| State Total | 4,011 | 1,317 | 658 | 5,986 | 100.0% |

TABLE 2: 2015 MH/SA CONSUMER PERCEPTION OF CARE SURVEYS COMPLETED PER LME-MCO*

| LME-MCO | Adult | Youth | Family | Total | State % |
|---|--------------|--------------|------------|--------------|---------------|
| Alliance Behavioral Healthcare | 610 | 285 | 280 | 1,175 | 16.7% |
| Cardinal Innovations Healthcare Solutions | 773 | 233 | 127 | 1,133 | 16.1% |
| CenterPoint Human Services | 551 | 116 | 63 | 730 | 10.4% |
| CoastalCare | 347 | 127 | 68 | 542 | 7.7% |
| Eastpointe | 375 | 118 | 70 | 563 | 8.0% |
| East Carolina Behavioral Health | 282 | 91 | 56 | 429 | 6.1% |
| Partners Behavioral Health | 588 | 212 | 83 | 883 | 12.6% |
| Sandhills Center | 492 | 147 | 51 | 690 | 9.8% |
| Smoky Mountain Center | 601 | 185 | 92 | 878 | 12.5% |
| State Total | 4,619 | 1,514 | 890 | 7,023 | 100.0% |

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

Perception of Care Domains

Adult, Youth, and Family surveys assess different subsets of the eight MHSIP domains, as shown in Table 3. The North Carolina Adult and Youth surveys include two additional *Recovery Outcomes* and *Recovery Support* items.

TABLE 3: CONSUMER PERCEPTION OF CARE SURVEY DOMAINS

| | Adult Survey (18 Years and Older) | Youth Survey (12 to 17 Years) | Family Survey (Children Under 12) |
|------------------------------------|---|-------------------------------------|---|
| MHSIP Domains | | | |
| <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> | ✓ | ✓ | ✓ |
| State Variation Questions | | | |
| <i>Recovery Outcomes</i> | ✓ | ✓ | |
| <i>Recovery Support</i> | ✓ | ✓ | |

Perception of Care Domain Scores

Responses to each Perception of Care survey question are assigned number scores. The scores range from 1 (Strongly Agree, indicating a positive perception) to 5 (Strongly Disagree, indicating a negative perception) with a neutral point of 3. A numerical score for each MHSIP domain then is computed as the average number score for the items that count toward the domain.

For reporting purposes, respondent domain scores are grouped into Positive, Neutral, and Negative categories. The percentage of Positive scores for a domain is equal to the proportion of respondents with an average item score between 1.00 and 2.49. 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. Responses of “N/A” (not applicable) are excluded for the purpose of computing domain scores. For these reasons, total numbers of respondents with calculated scores for each domain are generally smaller than the total number of survey respondents. The number of respondents also varies across survey items and domains.

For the single item Adult and Youth measures of *Recovery Outcomes* and *Recovery Support*, the percentage of Positive scores is calculated as the proportion of respondents who selected Strongly Agree or Agree. Midpoint responses are assigned to the Neutral category. Disagree and Strongly Disagree are assigned to the Negative category.

Domain Score Confidence Intervals

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. Scores based on a sample of a population are estimates. They may differ from true population scores due to sampling error.

The number of 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 their CIs have wider margins of error.¹

In this report, LME-MCO percentage score CIs differ considerably due to variations in 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.

¹ 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.

Data Limitations and Interpretation of Results

Group scores and group differences presented in this report should be evaluated and interpreted carefully. Several factors may limit conclusions that can be drawn from survey results. These include sampling methods, sample sizes and characteristics, and the distinction between statistical and practical significance.

First, the calculation of confidence intervals and their use in the comparison of sample scores assumes the groups being compared are random samples of their populations. Random sampling helps ensure that a sample represents the features of the larger population from which it is selected. Non-random samples are less likely to yield accurate estimates of the larger population.

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 are able 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.

Second, LME-MCO consumer populations or respondent samples may be systematically different from one another. For example, gender distributions, participant race/ethnic backgrounds, and percentages of MH and SU consumers may vary. These variations may contribute to LME-MCO score differences if the different consumer groups also experience, perceive, and/or report aspects of their care in systematically different ways.

As a result, LME-MCO score differences may in part reflect systematic differences between their consumer populations or respondent samples. That is not to say the score differences are not real. However, their interpretation should include consideration of systematic differences between respondent samples that may influence survey scores.

Third, survey sample sizes vary across LME-MCOs. Those who serve smaller numbers of individuals also generally administer fewer surveys. This proportionate sampling approach helps to ensure that the full sample more closely resembles 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.²

Finally, statistically significant differences are not always of practical or clinical importance. On the other hand, score differences that seem small may reflect 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.

² CIs 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 corresponding State Total. This is because the State Total includes all of the responses that make up the LME-MCO scores. Survey data from LME-MCOs with larger samples influences State Totals more heavily, and so large LME-MCOs are less likely to differ substantially from the State Total. State Totals include a smaller number of responses from consumers of smaller LME-MCOs. As a result, it is mathematically more possible for smaller LME-MCOs to have more distant scores from the State Total.

Statewide Annual Trends in Consumer Perceptions of Care

Statewide Adult Survey, Youth Survey, and Family Survey MHSIP domain scores for the 2011 through 2015 survey years are shown in Figures 1, 2, and 3. Several trends in consumer perceptions are apparent across this period.

- Across all five years and all domains, Family respondents reported the most positive perceptions, and Youth respondents reported the least positive perceptions.
- Larger percentages of respondents reported positive perceptions for domains that assess experiences with providers (*Access, Treatment Planning, Quality and Appropriateness, Cultural Sensitivity, and General Satisfaction*) compared to domains that pertain more to consumers' treatment outcomes and other relationships (*Outcomes, Functioning, and Social Connectedness*).
- Domains for which 90 percent or more respondents consistently reported positive perceptions include the following:
 - *Adult Quality and Appropriateness and General Satisfaction*
 - *Youth Cultural Sensitivity*
 - *Family Cultural Sensitivity, Treatment Planning, Access, and General Satisfaction*
- Domains consistently rated positively by fewer than 80 percent of respondents include the following:
 - *Adult Outcomes, Functioning, and Social Connectedness*
 - *Youth Outcomes and Treatment Planning*
 - *Family scores for child Outcomes and Functioning*
- Domains with the most stable scores over the five-year period include the following:
 - *Adult General Satisfaction*
 - *Youth Cultural Sensitivity*
 - *Family General Satisfaction and Treatment Planning*
- Domains with the most variable scores include the following:
 - *Adult Treatment Planning*
 - *Youth Access and Treatment Planning*
 - *Family scores for child Functioning and Family Social Connectedness*

FIGURE 1: STATEWIDE TRENDS IN ADULT SURVEY MHSIP DOMAIN SCORES

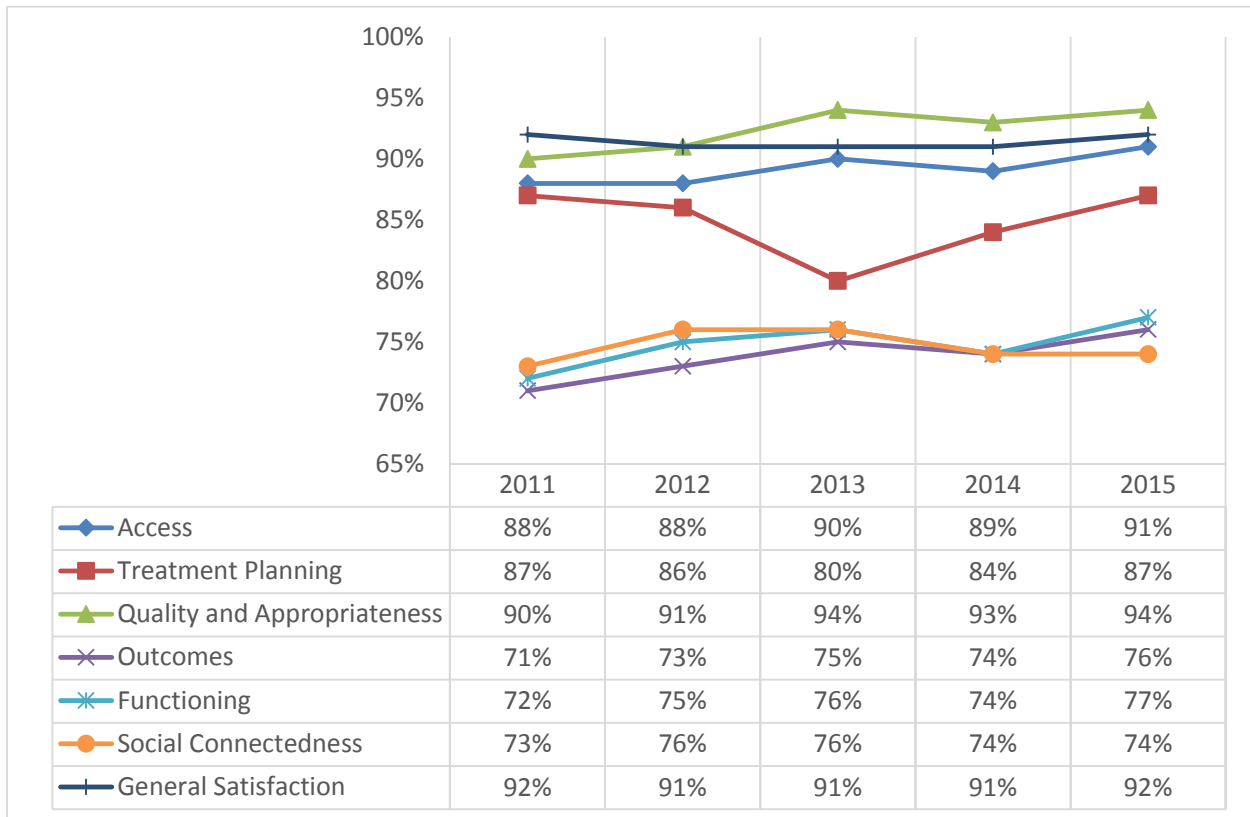


FIGURE 2: STATEWIDE TRENDS IN YOUTH SURVEY MHSIP DOMAIN SCORES

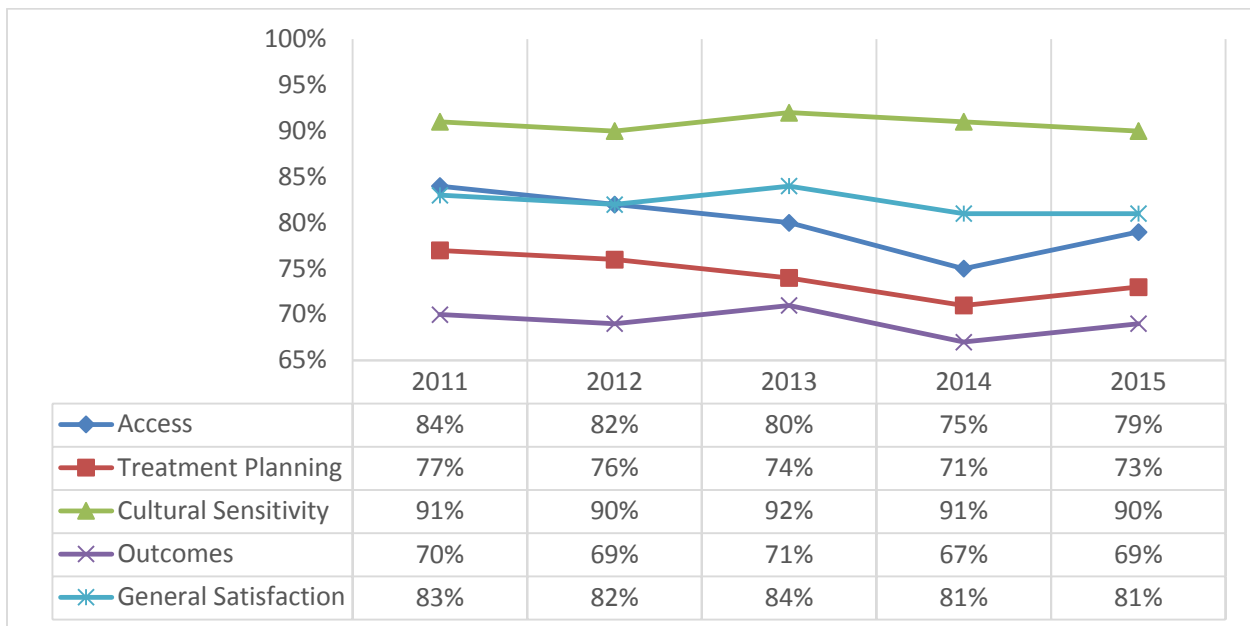
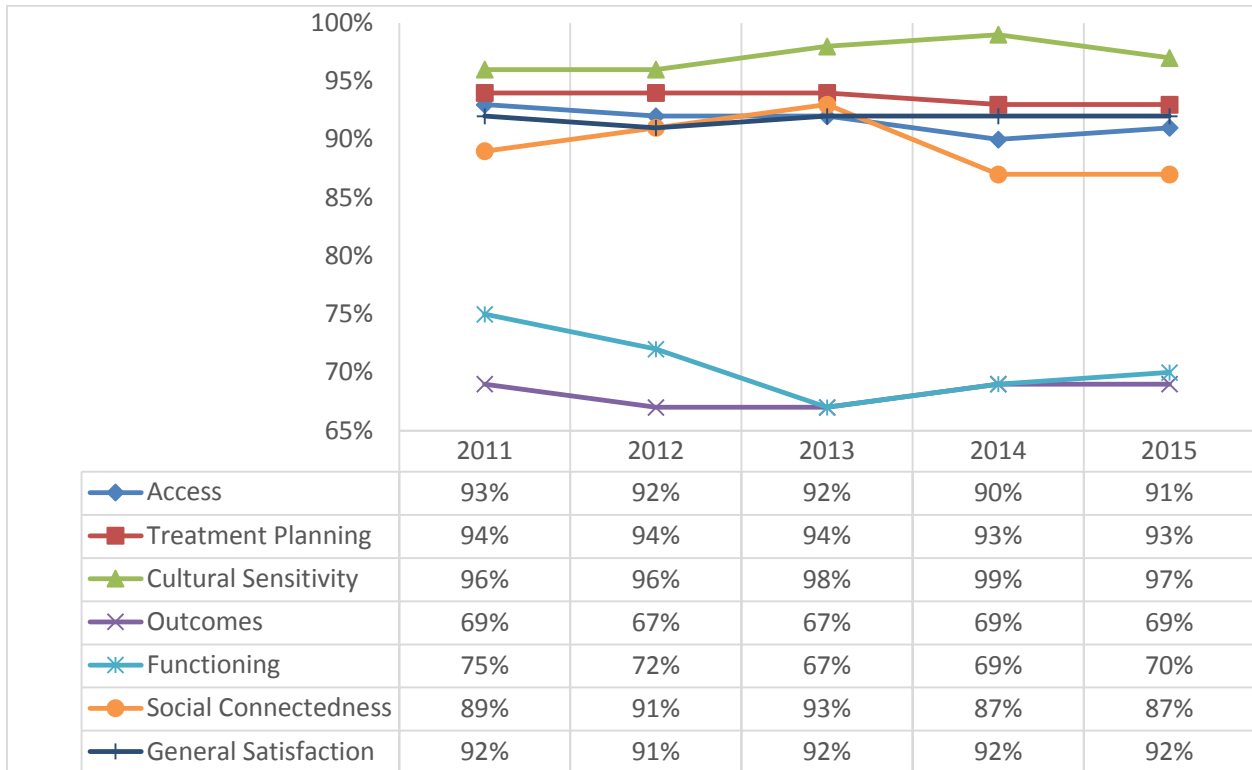


FIGURE 3: STATEWIDE TRENDS IN FAMILY SURVEY MHSIP DOMAIN SCORES FOR CHILDREN UNDER 12 YEARS



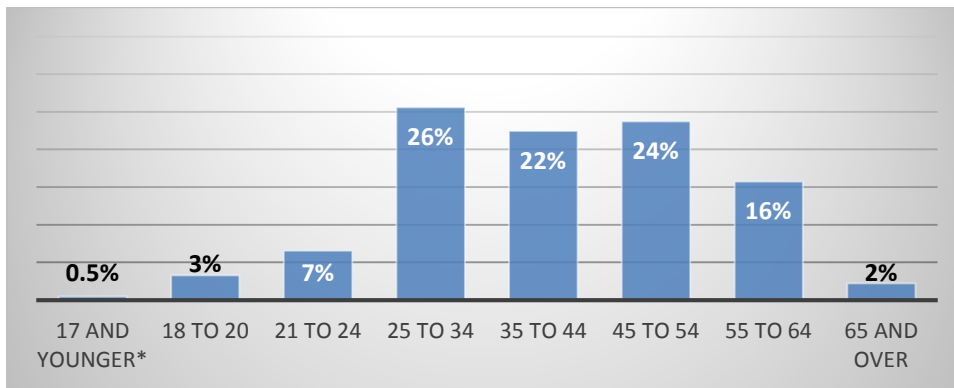
*Beginning in 2013, Family Survey *Outcomes* and *Functioning* MHSIP domain scores are based on five common items, and both domains include one additional unique item.

2015 Survey Respondent Characteristics

Adult Survey

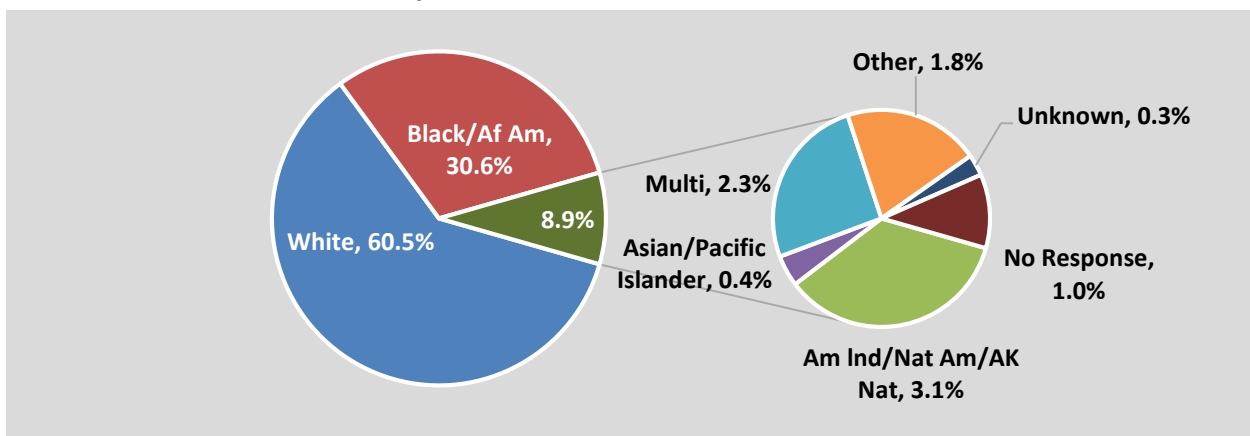
The 2015 Adult Survey sample of 4,619 individuals included more female (59%) than male (41%) respondents. The average respondent age was 41.1 years and did not differ by gender. Although the Adult survey is intended for individuals 18 years and older, a small number of respondents reported ages younger than 18 years.

FIGURE 1: ADULT RESPONDENT AGE DISTRIBUTION



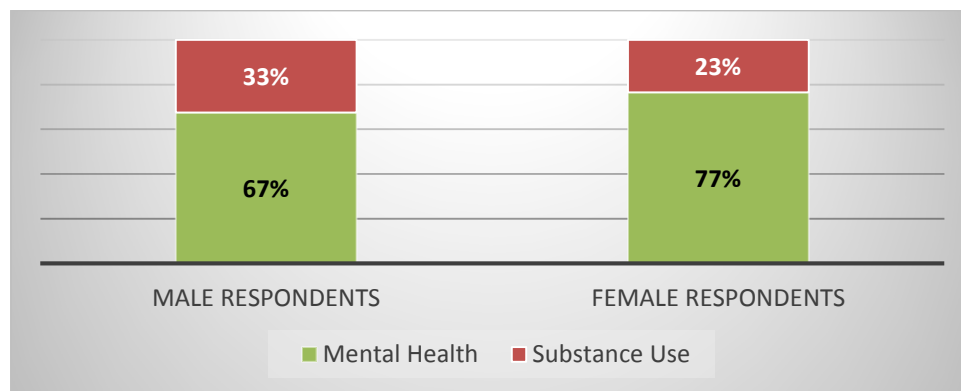
Over half of respondents reported that their racial background is best described as White, and almost one-third selected Black/African American. Response options selected by fewer respondents were American Indian/Native American, Alaskan Native, Multiracial, Asian, and Pacific Islander. (See Figure 2.) Of the total sample, including respondents who identified as White, Multiracial, Black/African American, American Indian/Native American, Pacific Islander, and Other, 2.8 percent also identified as Hispanic or Latino.

FIGURE 2: 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. As shown in Figure 3, this varied by respondent gender, with a larger percentage of men than women reporting SU as the primary reason for services.

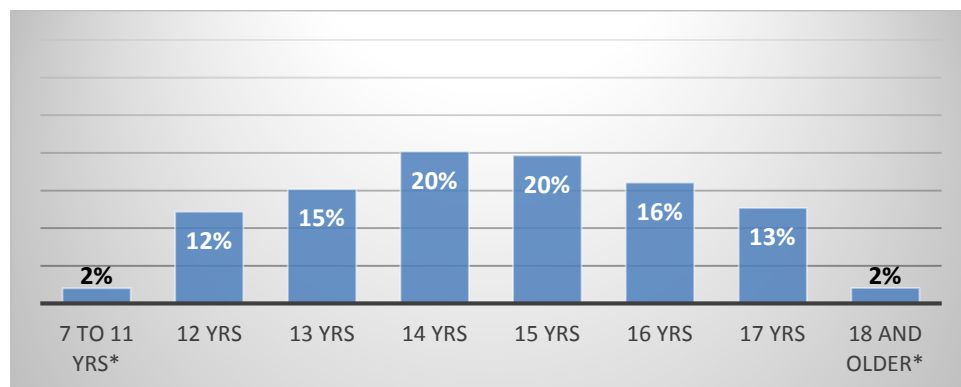
FIGURE 3: ADULT RESPONDENT GENDER AND PRIMARY REASON FOR SERVICES



Youth Survey

The Youth Survey sample of 1,514 individuals consisted of 55 percent male respondents with an average age of 14.5 years, and 45 percent female respondents with an average age of 14.9 years. The mean age for the full sample was 14.7 years. Although the Youth survey is intended for individuals ages 12 to 17 years, four percent of respondents reported ages younger than 12 or older than 17. (See Figure 4.)

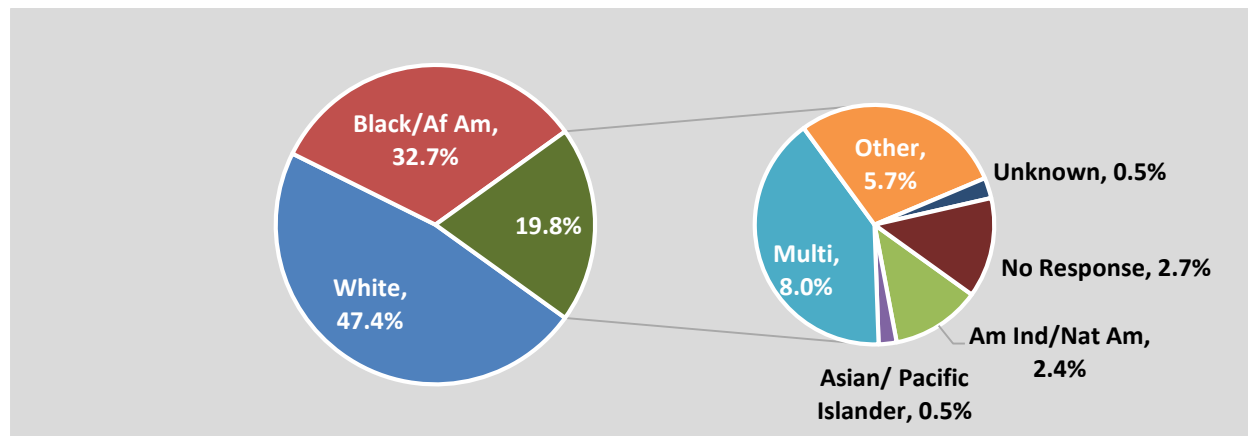
FIGURE 4: YOUTH RESPONDENT AGE DISTRIBUTION



Just under half of respondents identified as White, and approximately one-third identified as Black/African American. Percentages of respondents who selected these and other response options are shown in Figure 5. More than one of every eight respondents, including individuals

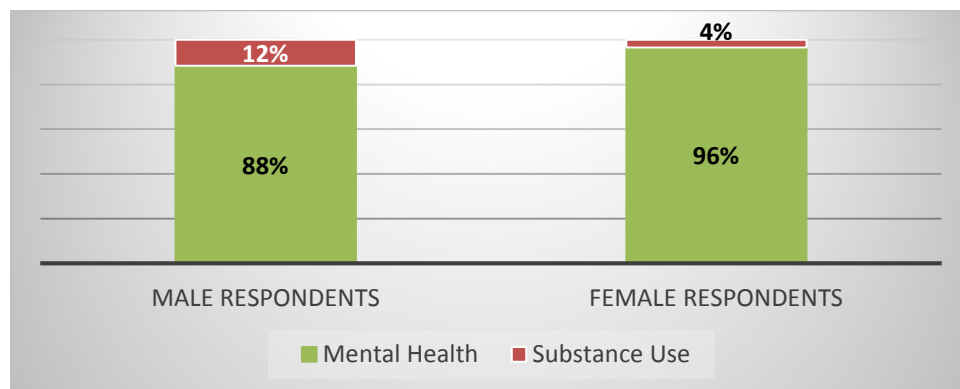
who self-identified with every racial background, also self-identified as Hispanic or Latino (13.6%).

FIGURE 5: YOUTH RESPONDENT RACE/ETHNICITY



Few Youth respondents reported a primary reason for receiving services related to SU (8%). Most reported MH (92%) as the primary reason. As shown in Figure 6, male respondents were somewhat more likely to report SU as the primary reason for services.

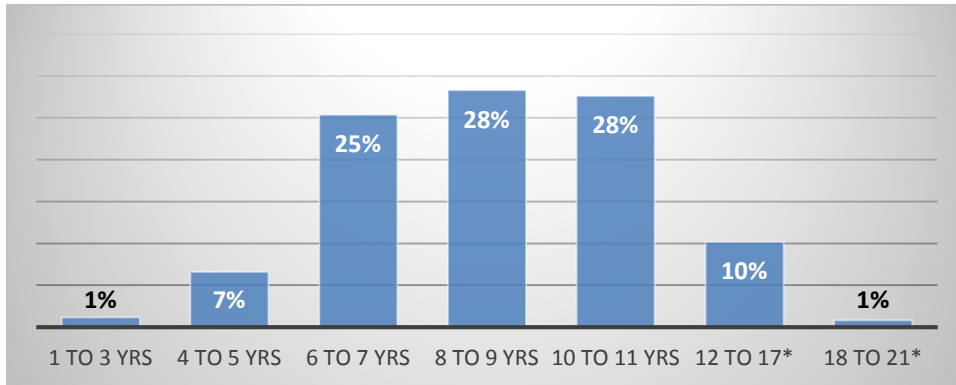
FIGURE 6: YOUTH RESPONDENT GENDER AND PRIMARY REASON FOR SERVICES



Family Survey

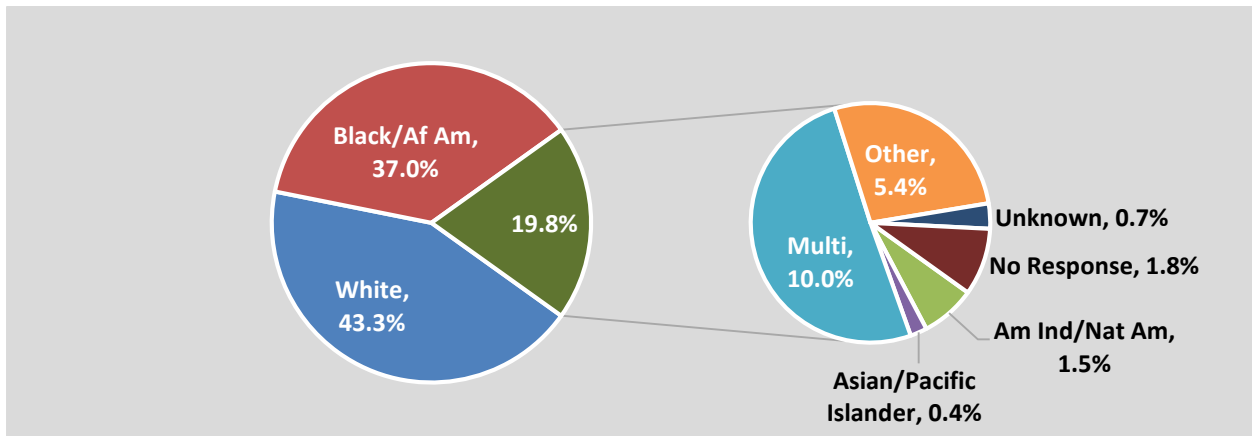
Family Surveys were completed for 890 children (63% male, 37% female) with an average reported age of 8.9 years. Although the survey is intended to be completed for children 11 years of age and younger, over 10 percent of respondents reported child ages of 12 years or older. (See Figure 7.)

FIGURE 7: FAMILY SURVEY CHILD AGE DISTRIBUTION



Most respondents reported a child racial background of White or Black/African American. One-tenth selected Multiracial, and small numbers of respondents reported backgrounds of American Indian/Native American and Asian/Pacific Islander. (See Figure 8.) Approximately one out of every seven child consumers, including those from White, Multiracial, Black/African American, Pacific Islander, and Other racial backgrounds, also was described by the survey respondent as Hispanic or Latino (14.3%).

FIGURE 8: 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

The previous section of this report describes characteristics of Adult and Youth survey respondents and Family survey child consumers. This section describes results of analyses to determine if perceptions of care varied with these consumer demographic characteristics.

Survey domain scores were examined in relation to respondent or child consumer age, and consumer race/ethnic background and gender group scores were compared to one another. For Adult and Youth samples, scores for respondents with MH and SU primary service types also were compared. Family survey MH and SU groups were not compared due to the small number of child consumers with a primary service type of SU.

Consumer Age

Correlation coefficients were computed between consumer age and each Adult, Youth, and Family survey numerical domain score.³ Consumer age was unrelated to any survey domain within any of the three samples.⁴ 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.

Race/Ethnic Background

Due to relatively small numbers in all three samples of respondents who identified their race/ethnic background as other than Black/African American or White, a full examination of racial and ethnic group variations was not conducted. For each survey, average domain scores for only the two largest respondent groups were compared.

Youth and Family respondents who identified themselves or child consumers as Black/African American and White did not differ on any survey domain. For Adults, the two groups differed significantly on only two survey domains. A slightly higher percentage of Black/African American (93%) than White (90%) respondents reported positive perceptions related to *Access*.

³ The numerical domain score is the average item score for all of the items that count toward the domain.

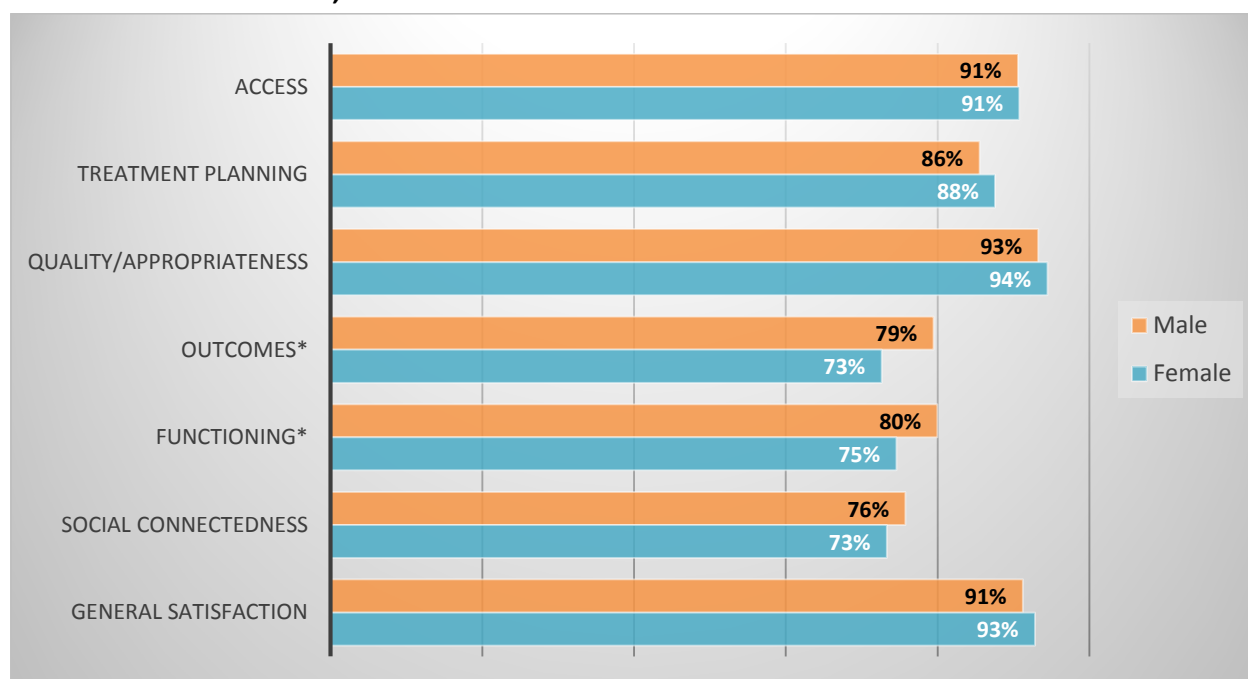
⁴ As shown in Figures 1, 2, and 3, however, scores for similar domains did vary somewhat across the three survey respondent populations. Family survey respondents tended to report the most positive perceptions, and Youth survey respondents reported the least positive perceptions overall.

However, more White (88%) than Black/African American (83%) respondents reported positive *Recovery Outcomes* as a result of their services.⁵

Gender

Comparison of Adult respondent scores indicated small but significant gender differences in two survey domains. Higher percentages of Adult male respondents reported positive *Outcomes* and positive *Functioning* as a result of services. (See Figure 9.)

FIGURE 9: MHSIP DOMAINS, PERCENT POSITIVE BY ADULT RESPONDENT GENDER



*Scores are significantly different. The 95% CIs for all Adult survey domains are within approximately +/-2.1% for male respondents and +/-2.0% for female respondents. Gender group differences of approximately 4% and greater are statistically significant.

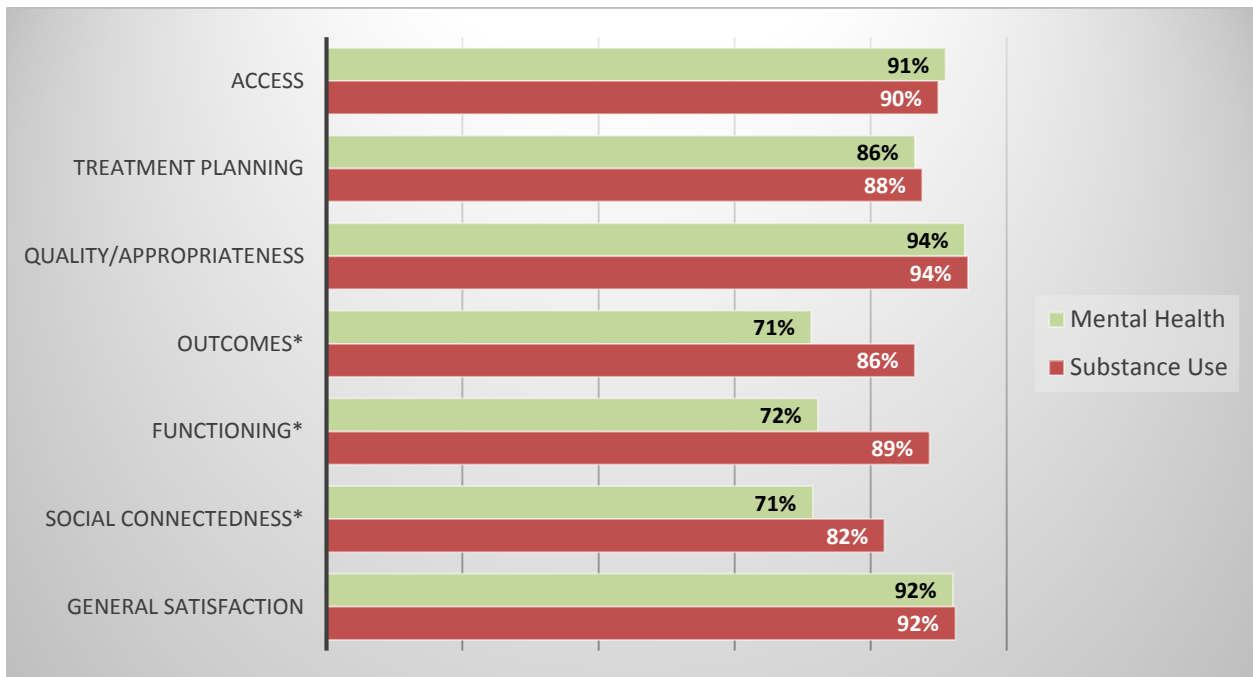
No Youth or Family survey domain differed by consumer gender.

Primary Service Type

Larger significant differences between Adult MH and SU consumer respondents were observed. Adults who reported SU as the primary reason for services were more likely to report positive *Outcomes*, *Functioning*, and *Social Connectedness*. (See Figure 10.)

⁵ 95% CIs were within approximately +/-1.4% for Black/African American *Access*, +/-1.1% for White *Access*, +/-1.9% for Black/African American *Recovery Outcomes*, and +/-1.3% for White *Recovery Outcomes* scores.

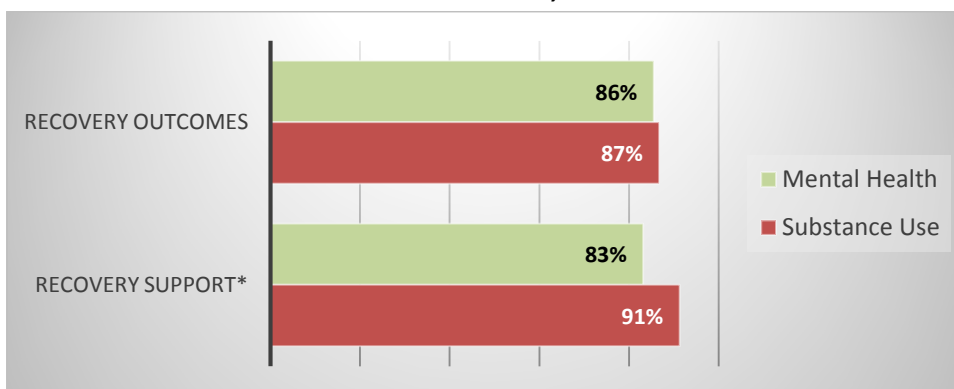
FIGURE 10: MHSIP DOMAINS, PERCENT POSITIVE BY ADULT RESPONDENT PRIMARY SERVICE TYPE



*Scores are significantly different. The 95% CIs for all Adult survey domains are within approximately +/-1.6% for MH respondents and +/-2.2% for SU respondents. Group differences of approximately 4% and greater are statistically significant.

Significantly more Adult SU consumers also reported positive *Recovery Support*. (See Figure 11.)

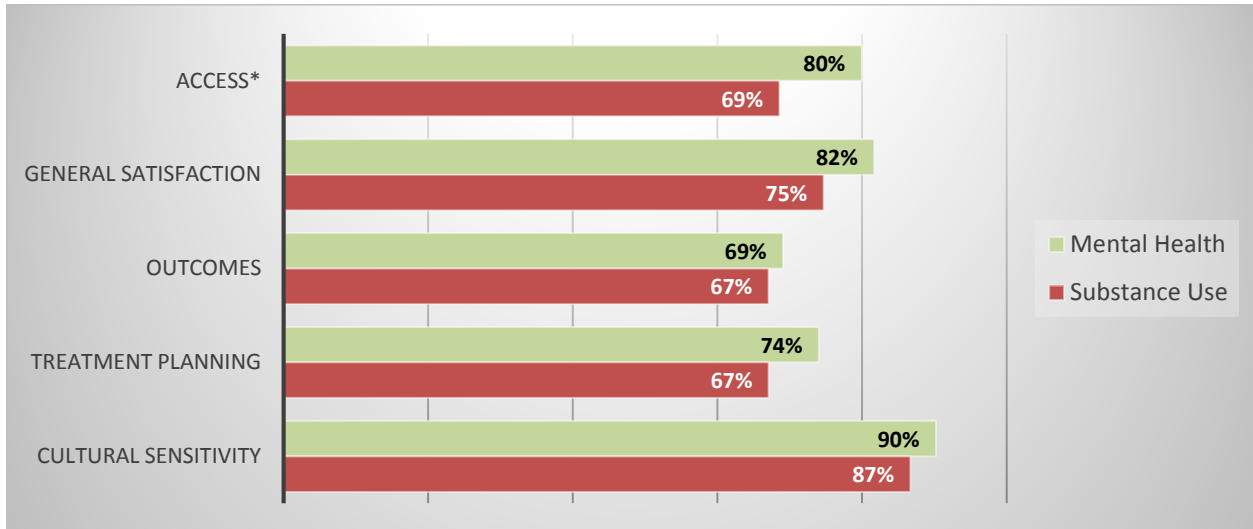
FIGURE 11: RECOVERY OUTCOMES AND SUPPORT, PERCENT POSITIVE BY ADULT SERVICE TYPE



*Scores are significantly different. The 95% CIs for all Adult survey domains are within approximately +/-1.6% for MH respondents and +/-2.2% for SU respondents. Group differences of approximately 4% and greater are statistically significant.

Among Youth respondents, a higher percentage of MH consumers reported positive *Access*. (See Figure 12.)

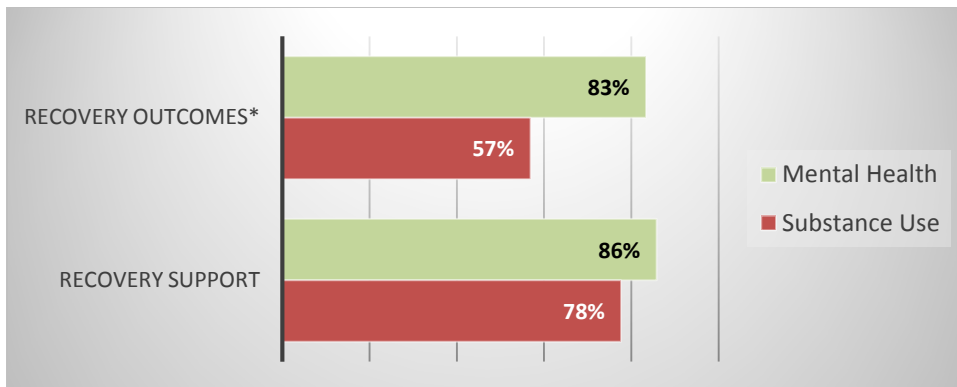
FIGURE 12: MHSIP DOMAINS, PERCENT POSITIVE BY YOUTH RESPONDENT SERVICE TYPE



*Scores are significantly different. The 95% CIs for all Youth survey domains are within approximately +/-2.5% for MH respondents and +/-7.3% for SU respondents. Group differences of approximately 10% and greater are statistically significant.

More Youth MH than SU consumers reported positive *Recovery Outcomes*. (See Figure 13.)

FIGURE 13: RECOVERY OUTCOMES AND SUPPORT, PERCENT POSITIVE BY YOUTH PRIMARY SERVICE TYPE



*Scores are significantly different. The 95% CIs for all Youth survey domains are within approximately +/-2.5% for MH respondents and +/-7.3% for SU respondents. Group differences of approximately 10% and greater are statistically significant.

LME-MCO Respondent Sample Variations

In the previous section of this report, some survey domain scores were shown to vary with respondent race/ethnic background, gender, or primary service type. This section of the report explores the extent to which respondent characteristics that may be systematically related to scores in one or more survey domains also vary across LME-MCOs. If these respondent characteristics are represented in different proportions across LME-MCOs, they also may contribute to differences between LME-MCO scores.

For example, primary service type and gender both were shown to relate to Adult respondent perceptions of *Outcomes*. More male and SU respondents than female and MH respondents reported positive perceptions in this domain. As a result, LME-MCO Adult survey samples that include larger percentages of male and/or SU consumers may also have higher *Outcomes* scores than LME-MCOs that include smaller percentages of male and/or SU respondents.

Importantly, the identification of respondent group differences in perceptions of care does not explain why the differences occur. Rather, understanding how variations across LME-MCOs relate to consumer characteristics may help to identify population subgroups who face added or unique obstacles to accessing culturally appropriate, quality care and/or positive service outcomes.

Consumer Age

No significant differences in consumer age were observed for either Adult or Youth survey respondents across LME-MCOs. Small but significant differences were observed for Family survey child consumer age. Across LME-MCOs, average child age ranged from 8.2 to 10.0 years. However, as reported in the previous section, consumer age was unrelated to any survey domain score within any of the three samples.

Race/Ethnic Background

As reported previously, the only race/ethnic group differences in perception of care domains occurred for Adult survey *Access* and *Recovery Outcomes*. Small observed score differences between Black/African American and White respondents present the possibility that LME-MCO scores in these domains may vary slightly with their relative proportions of Black/African American and White survey respondents.⁶

⁶ Black/African American and White respondents together make up between 77 and 96 percent of each LME-MCO Adult survey sample. American Indians/Native Americans are the only other group to comprise more than five

Each LME-MCO's Adult survey sample percentages of respondents who identified as Black/African American and White, and the percentages of all other respondents combined, are presented in Table 4. These percentages show the primary race/ethnic background differences across LME-MCO survey samples. This information is provided to aid in the interpretation of LME-MCO scores presented in later sections of this report.⁷

TABLE 4: LME-MCO ADULT SURVEY SAMPLE RACE/ETHNIC BACKGROUND PERCENTAGES*

| LME-MCO | Black/African American | White | All Other Respondents |
|-------------------------|------------------------|--------------------|-----------------------|
| Alliance [†] | 46% ^b | 43% ^{a,b} | 11% ^a |
| Cardinal | 29% ^{a,b} | 63% ^{a,b} | 8% ^a |
| CenterPoint | 36% ^{a,b} | 57% ^{a,b} | 7% ^a |
| CoastalCare | 21% ^{a,b} | 71% ^{a,b} | 8% ^a |
| Eastpointe [‡] | 48% ^b | 29% ^a | 23% ^b |
| ECBH | 42% ^b | 53% ^{a,b} | 5% ^a |
| Partners | 14% ^a | 82% ^b | 4% ^a |
| Sandhills [§] | 45% ^b | 46% ^{a,b} | 9% ^a |
| Smoky | 6% ^a | 86% ^b | 8% ^a |
| State Total | 31% | 61% | 9% |

*The 95% CIs for LME-MCO percentages in Table 4 all are within approximately +/-6%. LME-MCO differences of approximately 12% and greater between percentages in the same column are statistically significant.

a Percentage is significantly lower than one or more scores in the same column.

b Percentage is significantly higher than one or more scores in the same column.

[†] Across groups, 5% of respondents also identified as Latino or Hispanic.

[‡] Included in Other column, 17% of all respondents identified as American Indian/Native American.

[§] Included in Other column, 5% of all respondents identified as American Indian/Native American.

Primary Service Type and Gender

As previously described, larger percentages of Adult male and SU consumers reported positive *Outcomes* and *Functioning*. More Adult SU than MH consumers also reported positive *Social Connectedness* and *Recovery Support*. Compared to Youth SU consumers, significantly more Youth MH consumers reported positive *Access* and *Recovery Support*.

LME-MCO percentages of Adult and Youth survey male and female respondents and MH and SU consumers are presented in Table 5. This information is provided to aid in the interpretation of LME-MCO scores presented in later sections of this report.

percent of any LME-MCO sample. Systematic differences in perceptions of care between other race/ethnic groups thus are less likely to contribute substantially to differences between LME-MCO survey domain scores.

⁷ Specifically, a relatively low percentage of Black/African American respondents and/or a relatively high percentage of White respondents compared to other LME-MCOs may predict slightly higher *Access* and slightly lower *Recovery Support* scores.

TABLE 5: LME-MCO SAMPLE GENDER AND PRIMARY SERVICE TYPE PERCENTAGES*

| | Adult Survey | | | | Youth Survey | | | |
|--------------------|--------------|------------|--------------------|--------------------|------------------|------------------|--------------|-----------|
| | Gender | | Service Type | | Gender | | Service Type | |
| LME-MCO | Male | Female | MH | SU | Male | Female | MH | SU |
| Alliance | 39% | 61% | 73% ^b | 27% ^a | 51% | 49% | 94% | 6% |
| Cardinal | 40% | 60% | 81% ^b | 19% ^a | 53% | 47% | 92% | 8% |
| CenterPoint | 42% | 58% | 77% ^b | 23% ^a | 68% ^b | 32% ^a | 87% | 13% |
| CoastalCare | 46% | 54% | 73% ^b | 27% ^a | 45% ^a | 55% ^b | 92% | 8% |
| Eastpointe | 37% | 63% | 72% ^b | 28% ^a | 55% | 45% | 92% | 8% |
| ECBH | 42% | 58% | 54% ^a | 46% ^b | 60% | 40% | 98% | 2% |
| Partners | 37% | 63% | 67% ^{a,b} | 33% ^{a,b} | 61% | 39% | 96% | 4% |
| Sandhills | 46% | 54% | 69% ^{a,b} | 31% ^{a,b} | 49% | 51% | 87% | 13% |
| Smoky Mtn | 43% | 57% | 77% ^b | 23% ^a | 55% | 45% | 89% | 11% |
| State Total | 41% | 59% | 73% | 27% | 55% | 45% | 92% | 8% |

*Adult sample 95% CIs for LME-MCO percentages in Table 4 all are within approximately +/-6%. LME-MCO differences of approximately 12% and greater between Adult survey percentages in the same column are statistically significant. Youth sample 95% CIs all are within approximately +/-10%. LME-MCO differences of approximately 20% and greater between Youth survey percentages in the same column are statistically significant.

a Percentage is significantly lower than one or more scores in the same column.

b Percentage is significantly higher than one or more scores in the same column.

Youth primary service type proportions did not differ substantially across LME-MCOs. However, significant variations in proportions of Adult MH and SU consumers did occur. Consideration of these proportions is advised in the interpretation of LME-MCO Adult *Outcomes*, *Functioning*, *Social Connectedness*, and *Recovery Support* domain scores, which were shown earlier to vary with consumer primary service type.⁸

Few significant differences in respondent gender proportions occurred across LME-MCOs. However, the relative proportions of male and female respondents in combination with the LME-MCO distribution of MH and SU respondents may relate to LME-MCO domain score differences. This is most likely in the Adult *Outcomes* and *Functioning* domains, for which difference between genders and between MH and SU consumers were observed.⁹

⁸ A relatively high percentage of Adult SU respondents compared to other LME-MCOs may predict higher scores in these domains, and a relatively low percentage of Adult SU respondents may be associated with lower scores.

⁹ For example, relatively high proportions of both Adult female and MH respondents compared to other LME-MCOs may predict lower scores in these domains, and relatively high proportions of Adult male and SU respondents may predict higher scores.

Perception of Care Survey Results

The remainder of this report presents 2015 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 and N.C. Recovery item are presented on a separate page that includes the following:

1. A summary statement 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
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 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.

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

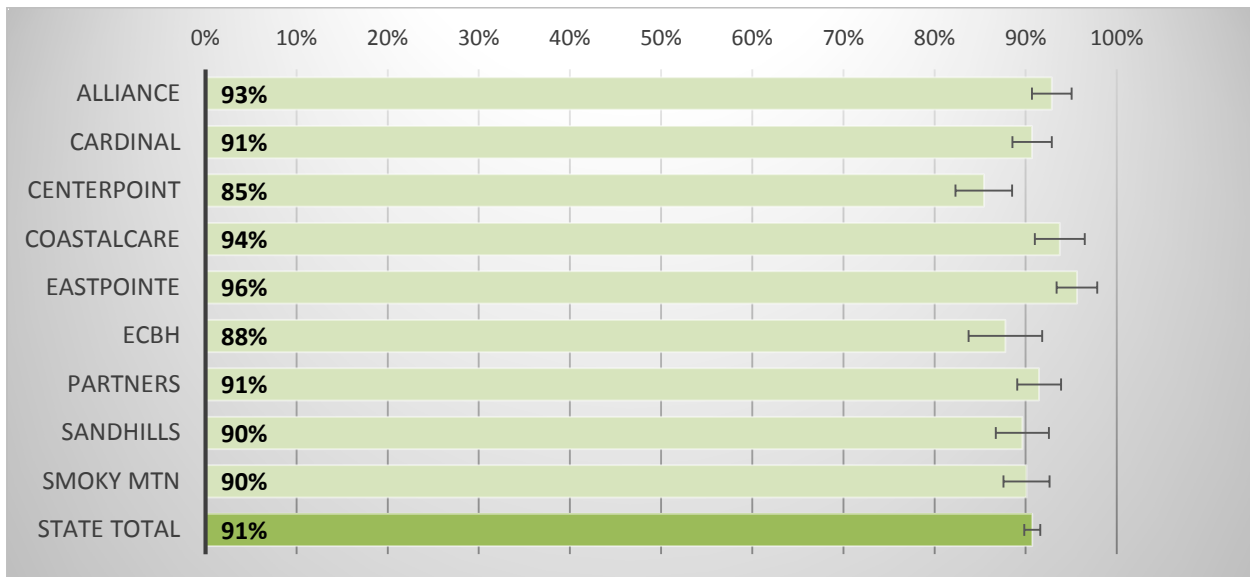
ADULT SURVEY: ACCESS¹⁰

Statewide, 91 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 +/-2.2% to +/-4.0%. 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.

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

| LME-MCO | Total Respondents | Negative | Neutral | Positive |
|-------------|-------------------|----------|---------|----------|
| Alliance | 589 | 0.5% | 6.6% | 92.9% |
| Cardinal | 742 | 1.1% | 8.2% | 90.7% |
| CenterPoint | 528 | 1.3% | 13.3% | 85.4% |
| CoastalCare | 336 | 0.6% | 5.7% | 93.8% |
| Eastpointe | 278 | 0.3% | 4.1% | 95.6% |
| ECBH | 366 | 0.7% | 11.5% | 87.8% |
| Partners | 563 | 0.2% | 8.3% | 91.5% |
| Sandhills | 454 | 1.1% | 9.3% | 89.6% |
| Smoky Mtn | 575 | 1.9% | 8.0% | 90.1% |
| State Total | 4,431 | 0.9% | 8.4% | 90.7% |

¹⁰ LME-MCO scores in this Adult Survey domain may vary slightly with proportions of Black/African American and/or White respondents.

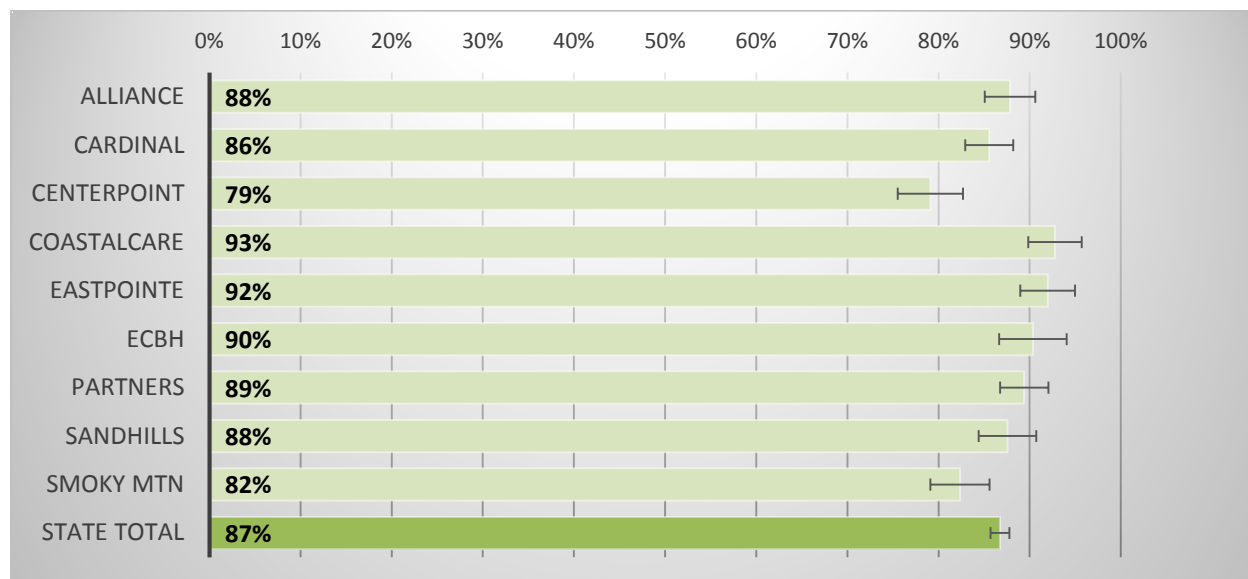
ADULT SURVEY: *TREATMENT PLANNING*

Statewide, 87 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 +/-2.6% to +/-3.7%. 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 *TREATMENT PLANNING*: LME-MCO NEGATIVE, NEUTRAL, AND POSITIVE PERCENT SCORES

| LME-MCO | Total Respondents | Negative | Neutral | Positive |
|-------------|-------------------|----------|---------|----------|
| Alliance | 568 | 1.4% | 10.7% | 87.9% |
| Cardinal | 720 | 2.1% | 12.4% | 85.6% |
| CenterPoint | 522 | 3.6% | 17.2% | 79.1% |
| CoastalCare | 332 | 0.6% | 6.6% | 92.8% |
| Eastpointe | 349 | 0.9% | 7.2% | 92.0% |
| ECBH | 270 | 2.2% | 7.4% | 90.4% |
| Partners | 557 | 0.7% | 9.9% | 89.4% |
| Sandhills | 450 | 2.4% | 10.0% | 87.6% |
| Smoky Mtn | 561 | 2.7% | 15.0% | 82.4% |
| State Total | 4,329 | 1.9% | 11.3% | 86.7% |

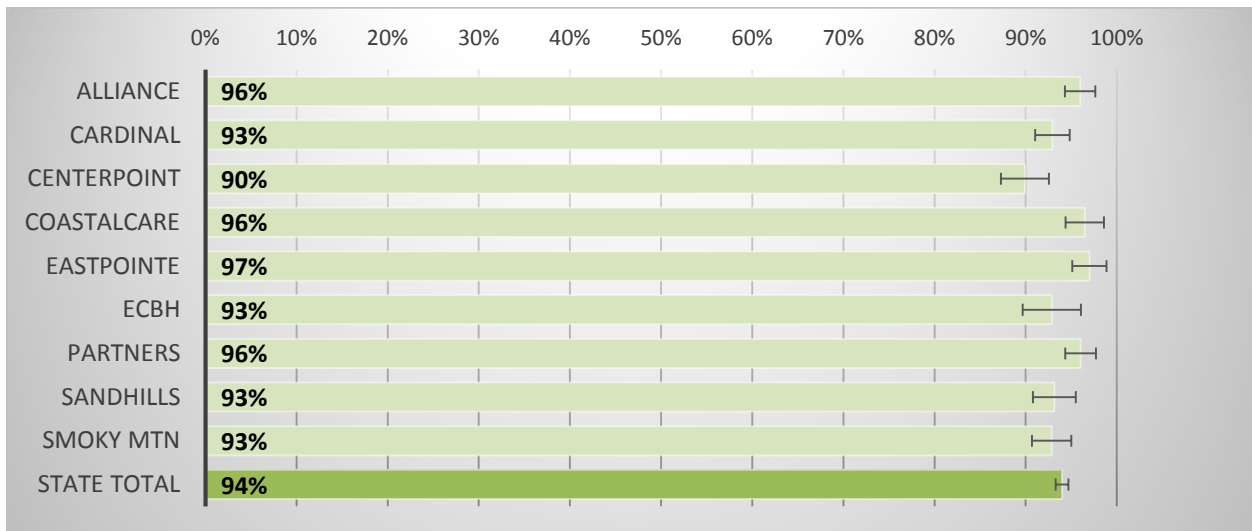
ADULT SURVEY: *QUALITY AND APPROPRIATENESS*

Statewide, 94 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 NEGATIVE, NEUTRAL, AND POSITIVE PERCENT SCORES

| LME-MCO | Total Respondents | Negative | Neutral | Positive |
|-------------|-------------------|----------|---------|----------|
| Alliance | 597 | 0.3% | 3.7% | 96.0% |
| Cardinal | 750 | 0.7% | 6.4% | 92.9% |
| CenterPoint | 536 | 0.4% | 9.7% | 89.9% |
| CoastalCare | 341 | 0.0% | 3.5% | 96.5% |
| Eastpointe | 366 | 0.0% | 3.0% | 97.0% |
| ECBH | 280 | 0.4% | 6.8% | 92.9% |
| Partners | 578 | 0.2% | 3.8% | 96.0% |
| Sandhills | 482 | 1.0% | 5.8% | 93.2% |
| Smoky Mtn | 588 | 0.2% | 7.0% | 92.9% |
| State Total | 4,518 | 0.4% | 5.6% | 94.0% |

ADULT SURVEY: *OUTCOMES*¹¹

Statewide, 76 percent of adult respondent *Outcomes* domain scores were positive, and four percent were negative.

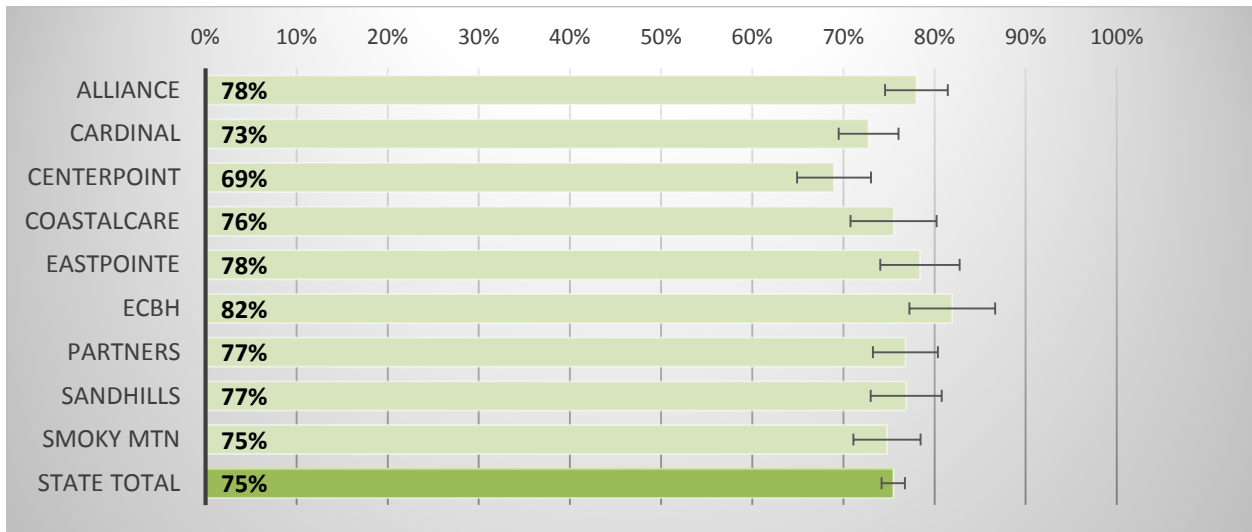
ADULT *OUTCOMES* DOMAIN ITEMS

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

- I deal more effectively with daily problems.
- I do better in social situations.
- I am better able to control my life.
- I do better in school and/or work.
- I am better able to deal with crisis.
- My symptoms are not bothering me as much.*
- I am getting along better with my family.
- 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 +/-3.3% to +/-4.7%. 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 NEGATIVE, NEUTRAL, AND POSITIVE PERCENT SCORES

| LME-MCO | Total Respondents | Negative | Neutral | Positive |
|-------------|-------------------|----------|---------|----------|
| Alliance | 587 | 3.6% | 18.4% | 78.0% |
| Cardinal | 738 | 3.9% | 23.3% | 72.8% |
| CenterPoint | 522 | 4.8% | 26.2% | 69.0% |
| CoastalCare | 339 | 2.7% | 21.8% | 75.5% |
| Eastpointe | 366 | 2.7% | 18.9% | 78.4% |
| ECBH | 277 | 0.7% | 17.3% | 81.9% |
| Partners | 565 | 4.1% | 19.1% | 76.8% |
| Sandhills | 476 | 3.2% | 20.0% | 76.9% |
| Smoky Mtn | 563 | 4.1% | 21.1% | 74.8% |
| State Total | 4,433 | 3.5% | 21.0% | 75.5% |

¹¹ LME-MCO scores in this Adult Survey domain may vary with proportions of MH and SU consumers and male and female respondents.

ADULT SURVEY: *FUNCTIONING*¹²

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

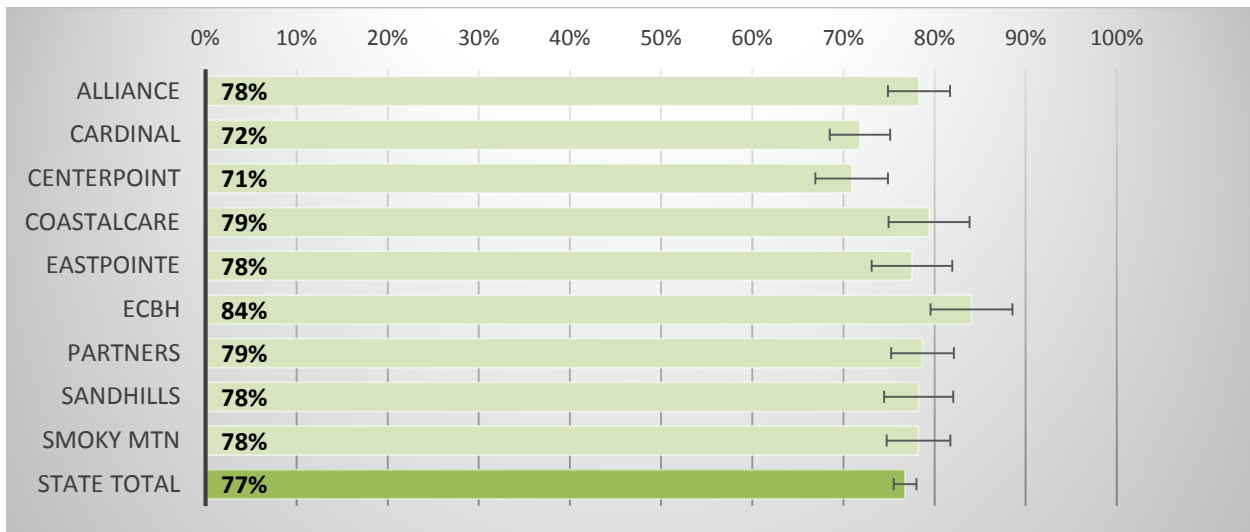
ADULT *FUNCTIONING* DOMAIN ITEMS

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 +/-3.3% to +/-4.5%. 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.

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

| LME-MCO | Total Respondents | Negative | Neutral | Positive |
|-------------|-------------------|----------|---------|----------|
| Alliance | 590 | 3.2% | 18.5% | 78.3% |
| Cardinal | 738 | 6.2% | 22.0% | 71.8% |
| CenterPoint | 526 | 6.1% | 23.0% | 70.9% |
| CoastalCare | 340 | 3.8% | 16.8% | 79.4% |
| Eastpointe | 365 | 4.4% | 18.1% | 77.5% |
| ECBH | 276 | 1.8% | 14.1% | 84.1% |
| Partners | 572 | 3.5% | 17.8% | 78.7% |
| Sandhills | 483 | 3.7% | 18.0% | 78.3% |
| Smoky Mtn | 565 | 6.5% | 15.2% | 78.2% |
| State Total | 4,455 | 4.6% | 18.6% | 76.8% |

¹² LME-MCO scores in this Adult Survey domain may vary with proportions of MH and SU consumers and male and female respondents.

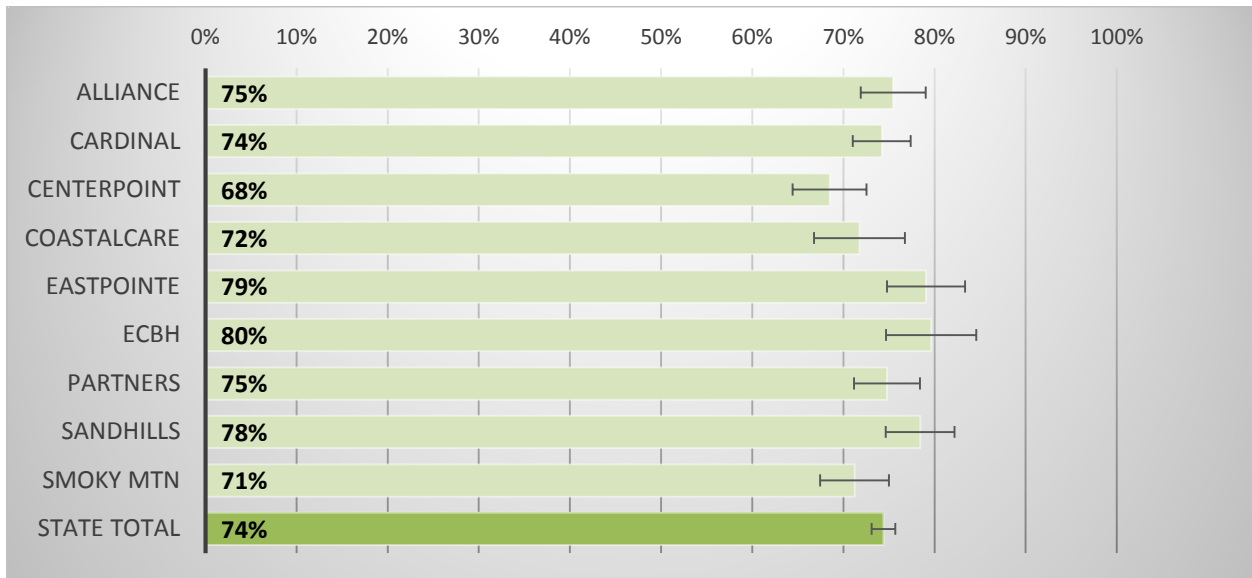
ADULT SURVEY: SOCIAL CONNECTEDNESS¹³

Statewide, 74 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 +/-3.2% to +/-5.0%. 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.

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

| LME-MCO | Total Respondents | Negative | Neutral | Positive |
|-------------|-------------------|----------|---------|----------|
| Alliance | 591 | 6.4% | 18.1% | 75.5% |
| Cardinal | 756 | 5.6% | 20.2% | 74.2% |
| CenterPoint | 530 | 8.5% | 23.0% | 68.5% |
| CoastalCare | 333 | 5.1% | 23.1% | 71.8% |
| Eastpointe | 368 | 4.9% | 16.0% | 79.1% |
| ECBH | 275 | 2.9% | 17.5% | 79.6% |
| Partners | 583 | 6.5% | 18.7% | 74.8% |
| Sandhills | 482 | 4.4% | 17.2% | 78.4% |
| Smoky Mtn | 577 | 6.9% | 21.8% | 71.2% |
| State Total | 4,495 | 5.9% | 19.7% | 74.4% |

¹³ LME-MCO scores in this Adult Survey domain may vary with proportions of MH and SU respondents.

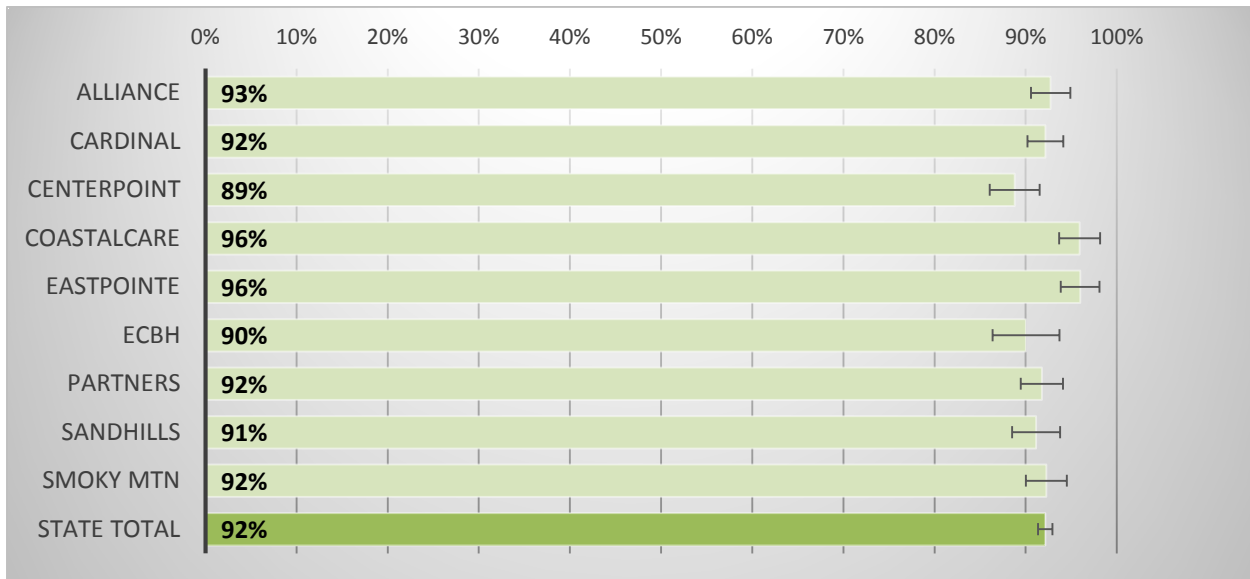
ADULT SURVEY: GENERAL SATISFACTION

Statewide, 92 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 +/-2.0% to +/-3.7%. 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 GENERAL SATISFACTION: LME-MCO NEGATIVE, NEUTRAL, AND POSITIVE PERCENT SCORES

| LME-MCO | Total Respondents | Negative | Neutral | Positive |
|-------------|-------------------|----------|---------|----------|
| Alliance | 606 | 1.2% | 6.1% | 92.7% |
| Cardinal | 765 | 0.9% | 6.9% | 92.2% |
| CenterPoint | 545 | 1.7% | 9.5% | 88.8% |
| CoastalCare | 343 | 0.9% | 3.2% | 95.9% |
| Eastpointe | 373 | 0.0% | 4.0% | 96.0% |
| ECBH | 281 | 0.4% | 9.6% | 90.0% |
| Partners | 583 | 0.7% | 7.5% | 91.8% |
| Sandhills | 486 | 1.9% | 7.0% | 91.2% |
| Smoky Mtn | 595 | 1.7% | 6.1% | 92.3% |
| State Total | 4,577 | 1.1% | 6.8% | 92.2% |

ADULT SURVEY: *RECOVERY OUTCOMES*¹⁴

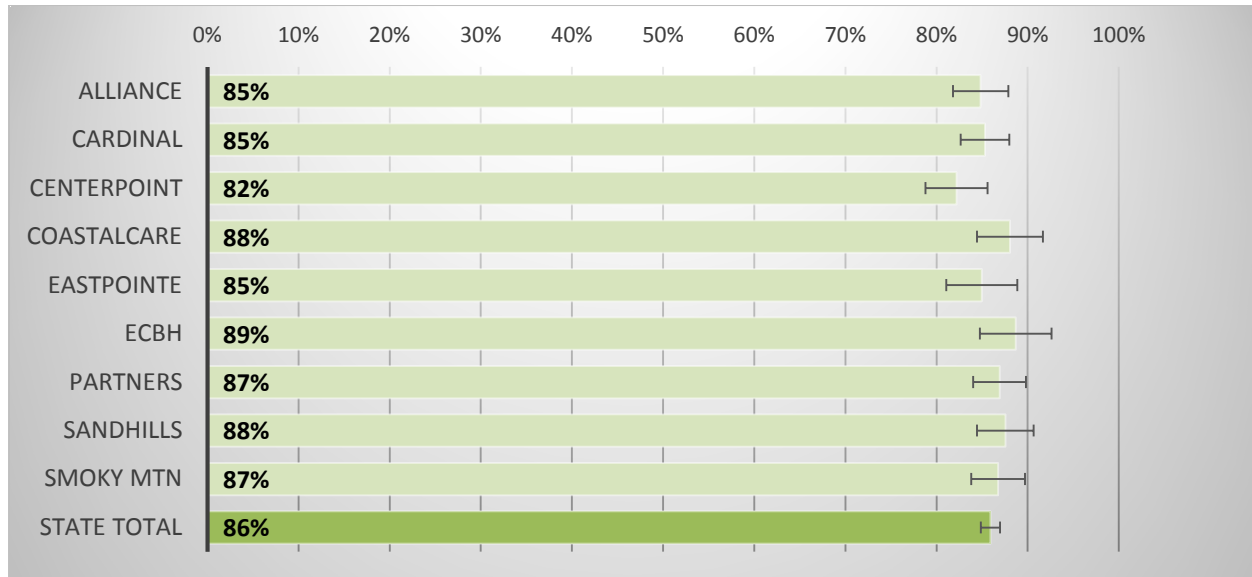
Statewide, 86 percent of adult respondent *Recovery Outcomes* scores were positive, and five percent were negative.

ADULT *RECOVERY OUTCOMES* ITEM

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

- I am not likely to use alcohol or drugs that have not been prescribed for me.

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



*95% CIs shown around LME-MCO scores range from approximately +/-2.7% to +/-3.9%. 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.

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

| LME-MCO | Total Respondents | Negative | Neutral | Positive |
|-------------|-------------------|----------|---------|----------|
| Alliance | 567 | 4.9% | 10.2% | 84.8% |
| Cardinal | 715 | 5.5% | 9.2% | 85.3% |
| CenterPoint | 511 | 7.0% | 10.8% | 82.2% |
| CoastalCare | 335 | 4.5% | 7.5% | 88.1% |
| Eastpointe | 346 | 7.2% | 7.8% | 85.0% |
| ECBH | 274 | 4.0% | 7.3% | 88.7% |
| Partners | 558 | 4.1% | 9.0% | 86.9% |
| Sandhills | 466 | 4.1% | 8.4% | 87.6% |
| Smoky Mtn | 544 | 4.6% | 8.6% | 86.8% |
| State Total | 4,316 | 5.1% | 9.0% | 85.9% |

¹⁴ LME-MCO scores in this Adult Survey domain may vary slightly with proportions of Black/African American and/or White respondents.

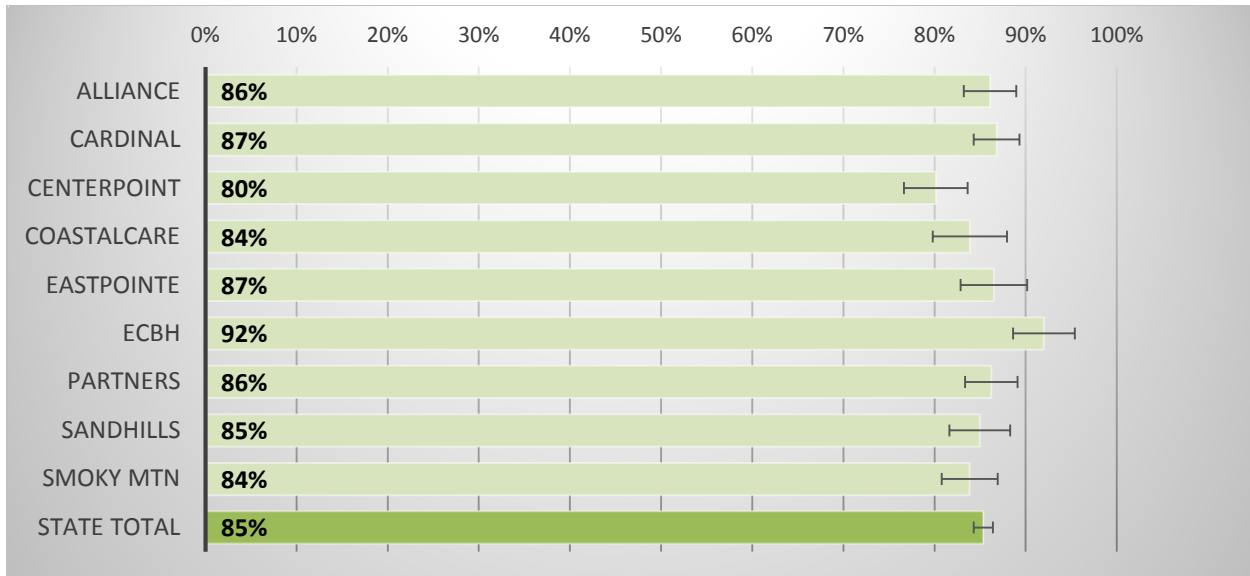
ADULT SURVEY: *RECOVERY SUPPORT*¹⁵

Statewide, 85 percent of adult respondent *Recovery Support* scores were positive, and four percent were negative.

ADULT *RECOVERY SUPPORT* ITEM

- The people I care about are supportive of my recovery.

ADULT *RECOVERY SUPPORT*: LME-MCO POSITIVE PERCENT SCORES



*95% CIs shown around LME-MCO scores range from approximately +/-2.5% to +/-4.1%. 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 *RECOVERY SUPPORT*: LME-MCO NEGATIVE, NEUTRAL, AND POSITIVE PERCENT SCORES

| LME-MCO | Total Respondents | Negative | Neutral | Positive |
|-------------|-------------------|----------|---------|----------|
| Alliance | 589 | 3.9% | 10.0% | 86.1% |
| Cardinal | 743 | 3.6% | 9.6% | 86.8% |
| CenterPoint | 529 | 5.7% | 14.2% | 80.2% |
| CoastalCare | 335 | 4.8% | 11.3% | 83.9% |
| Eastpointe | 363 | 4.4% | 9.1% | 86.5% |
| ECBH | 275 | 2.9% | 5.1% | 92.0% |
| Partners | 581 | 4.6% | 9.1% | 86.2% |
| Sandhills | 472 | 4.7% | 10.4% | 85.0% |
| Smoky Mtn | 582 | 4.6% | 11.5% | 83.8% |
| State Total | 4,469 | 4.4% | 10.3% | 85.3% |

¹⁵ LME-MCO scores in this Adult Survey domain may vary with proportions of MH and SU respondents.

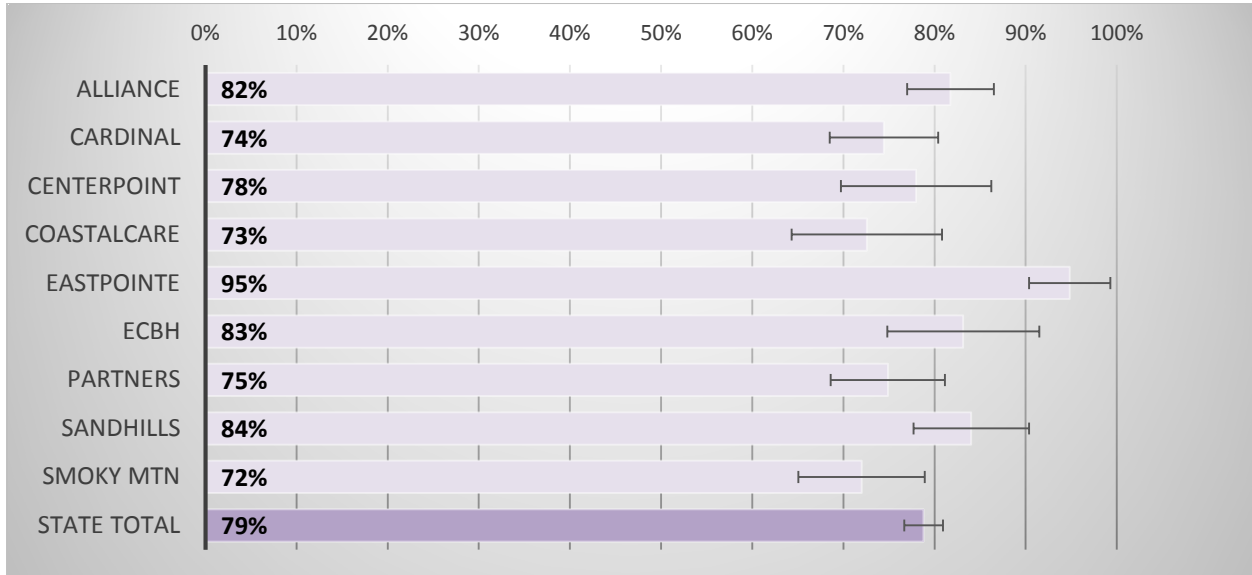
YOUTH SURVEY: ACCESS

Statewide, 79 percent of youth respondent Access domain scores were positive, and five 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 +/-4.5% to +/-8.3%. 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 ACCESS: LME-MCO NEGATIVE, NEUTRAL, AND POSITIVE PERCENT SCORES

| LME-MCO | Total Respondents | Negative | Neutral | Positive |
|-------------|-------------------|----------|---------|----------|
| Alliance | 274 | 4.0% | 14.2% | 81.8% |
| Cardinal | 223 | 4.0% | 21.5% | 74.4% |
| CenterPoint | 109 | 7.3% | 14.7% | 78.0% |
| CoastalCare | 124 | 7.3% | 20.2% | 72.6% |
| Eastpointe | 116 | 0.9% | 4.3% | 94.8% |
| ECBH | 89 | 3.4% | 13.5% | 83.1% |
| Partners | 199 | 6.0% | 19.1% | 74.9% |
| Sandhills | 144 | 2.1% | 13.9% | 84.0% |
| Smoky Mtn | 175 | 8.0% | 20.0% | 72.0% |
| State Total | 1,453 | 4.8% | 16.4% | 78.8% |

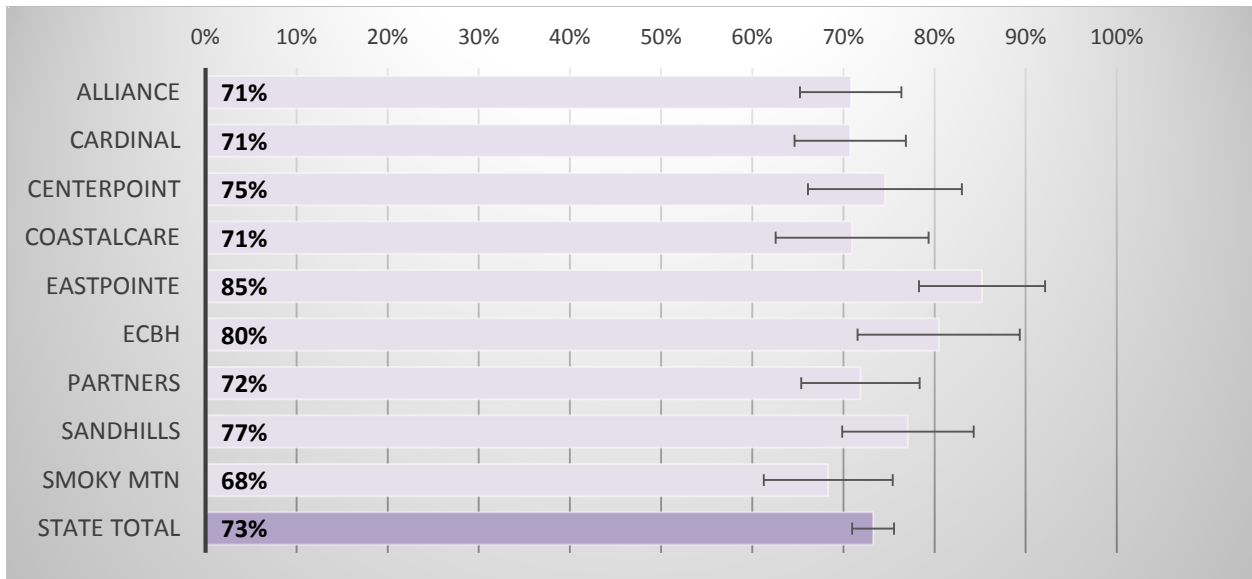
YOUTH SURVEY: *TREATMENT PLANNING*

Statewide, 73 percent of youth respondent *Treatment Planning* domain scores were positive, and five 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 +/-5.6% 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.

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

| LME-MCO | Total Respondents | Negative | Neutral | Positive |
|-------------|-------------------|----------|---------|----------|
| Alliance | 274 | 3.3% | 25.9% | 70.8% |
| Cardinal | 229 | 5.7% | 23.6% | 70.7% |
| CenterPoint | 114 | 11.4% | 14.0% | 74.6% |
| CoastalCare | 124 | 4.8% | 24.2% | 71.0% |
| Eastpointe | 115 | 1.7% | 13.0% | 85.2% |
| ECBH | 87 | 4.6% | 14.9% | 80.5% |
| Partners | 199 | 5.0% | 23.1% | 71.9% |
| Sandhills | 144 | 3.5% | 19.4% | 77.1% |
| Smoky Mtn | 180 | 7.8% | 23.9% | 68.3% |
| State Total | 1,466 | 5.2% | 21.6% | 73.3% |

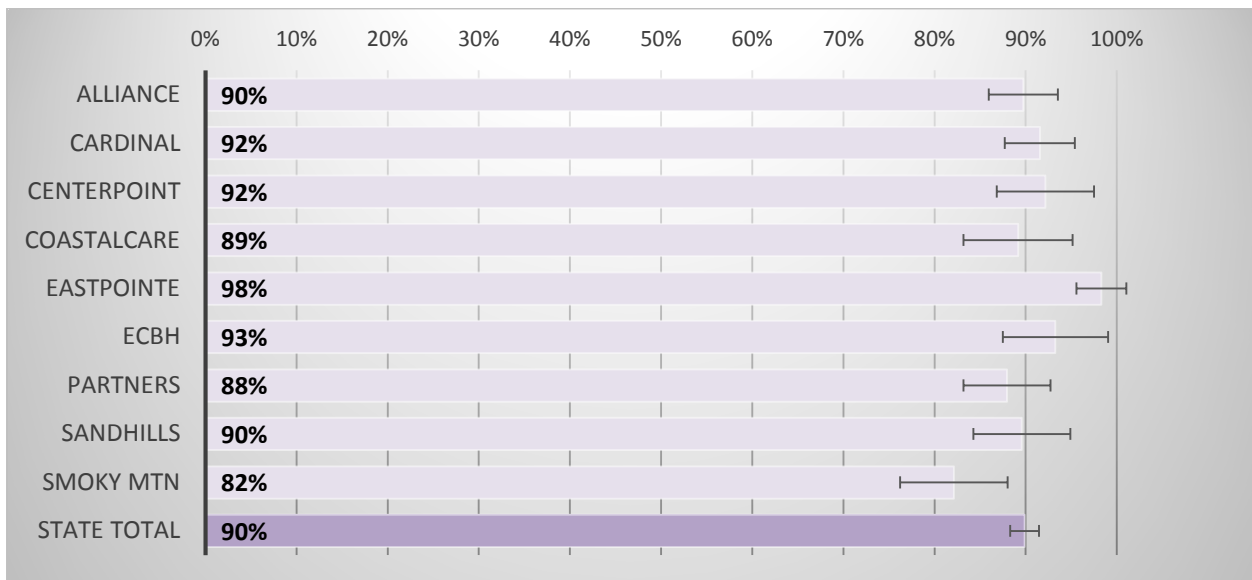
YOUTH SURVEY: *CULTURAL SENSITIVITY*

Statewide, 90 percent of youth respondent *Cultural Sensitivity* domain scores were positive, and two 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 +/-2.8% to +/-6.0%. 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.

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

| LME-MCO | Total Respondents | Negative | Neutral | Positive |
|-------------|-------------------|----------|---------|----------|
| Alliance | 273 | 1.1% | 9.2% | 89.7% |
| Cardinal | 225 | 1.3% | 7.1% | 91.6% |
| CenterPoint | 115 | 1.7% | 6.1% | 92.2% |
| CoastalCare | 120 | 1.7% | 9.2% | 89.2% |
| Eastpointe | 118 | 0.0% | 1.7% | 98.3% |
| ECBH | 89 | 1.1% | 5.6% | 93.3% |
| Partners | 199 | 0.5% | 11.6% | 87.9% |
| Sandhills | 144 | 1.4% | 9.0% | 89.6% |
| Smoky Mtn | 179 | 4.5% | 13.4% | 82.1% |
| State Total | 1,462 | 1.5% | 8.6% | 89.9% |

YOUTH SURVEY: *OUTCOMES*

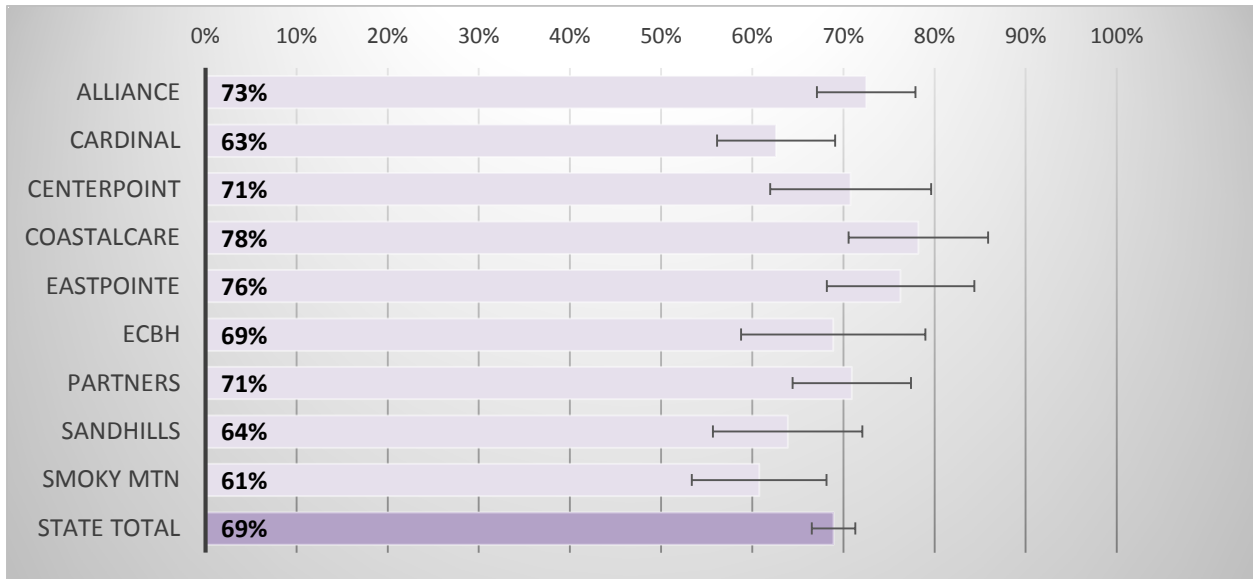
Statewide, 69 percent of youth respondent *Outcomes* domain scores were positive, and five percent were negative.

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 +/-10.1%. 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 NEGATIVE, NEUTRAL, AND POSITIVE PERCENT SCORES

| LME-MCO | Total Respondents | Negative | Neutral | Positive |
|-------------|-------------------|----------|---------|----------|
| Alliance | 280 | 3.6% | 23.9% | 72.5% |
| Cardinal | 230 | 6.5% | 30.9% | 62.6% |
| CenterPoint | 113 | 6.2% | 23.0% | 70.8% |
| CoastalCare | 124 | 2.4% | 19.4% | 78.2% |
| Eastpointe | 118 | 4.2% | 19.5% | 76.3% |
| ECBH | 90 | 6.7% | 24.4% | 68.9% |
| Partners | 203 | 0.5% | 28.6% | 70.9% |
| Sandhills | 144 | 2.8% | 33.3% | 63.9% |
| Smoky Mtn | 181 | 8.3% | 30.9% | 60.8% |
| State Total | 1,483 | 4.5% | 26.6% | 68.9% |

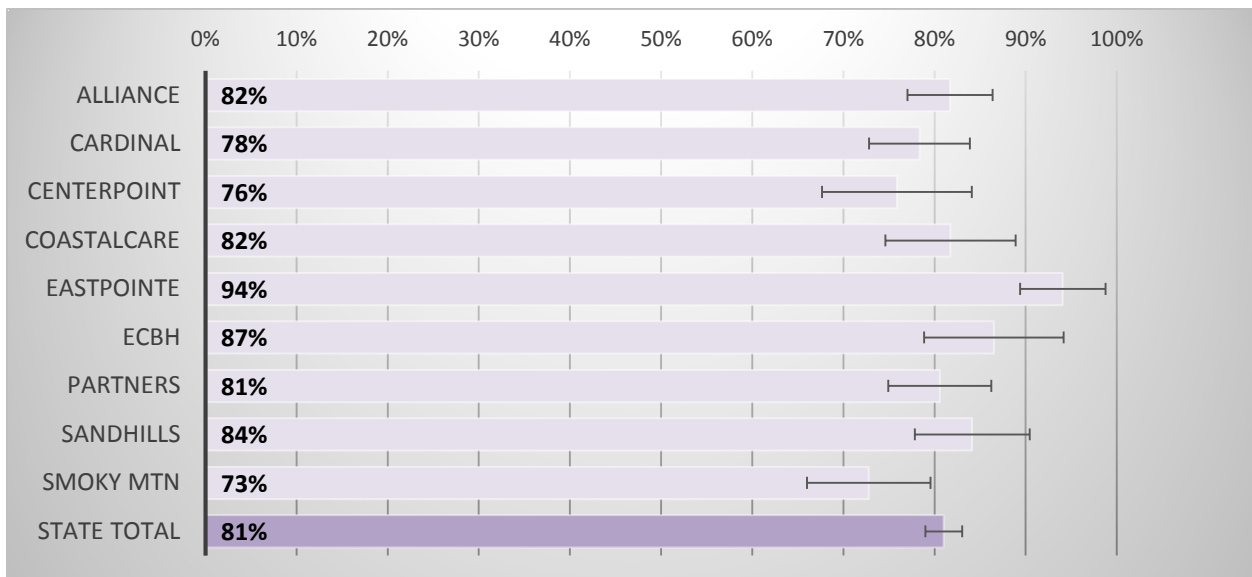
YOUTH SURVEY: *GENERAL SATISFACTION*

Statewide, 81 percent of youth respondent *General Satisfaction* domain scores were positive, and three 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 +/-4.7% to +/-8.2%. 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.

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

| LME-MCO | Total Respondents | Negative | Neutral | Positive |
|-------------|-------------------|----------|---------|----------|
| Alliance | 284 | 2.5% | 15.8% | 81.7% |
| Cardinal | 231 | 3.0% | 18.6% | 78.4% |
| CenterPoint | 116 | 4.3% | 19.8% | 75.9% |
| CoastalCare | 126 | 2.4% | 15.9% | 81.7% |
| Eastpointe | 118 | 0.8% | 5.1% | 94.1% |
| ECBH | 89 | 1.1% | 12.4% | 86.5% |
| Partners | 206 | 2.9% | 16.5% | 80.6% |
| Sandhills | 145 | 1.4% | 14.5% | 84.1% |
| Smoky Mtn | 180 | 6.7% | 20.6% | 72.8% |
| State Total | 1,495 | 2.9% | 16.1% | 81.0% |

YOUTH SURVEY: RECOVERY OUTCOMES

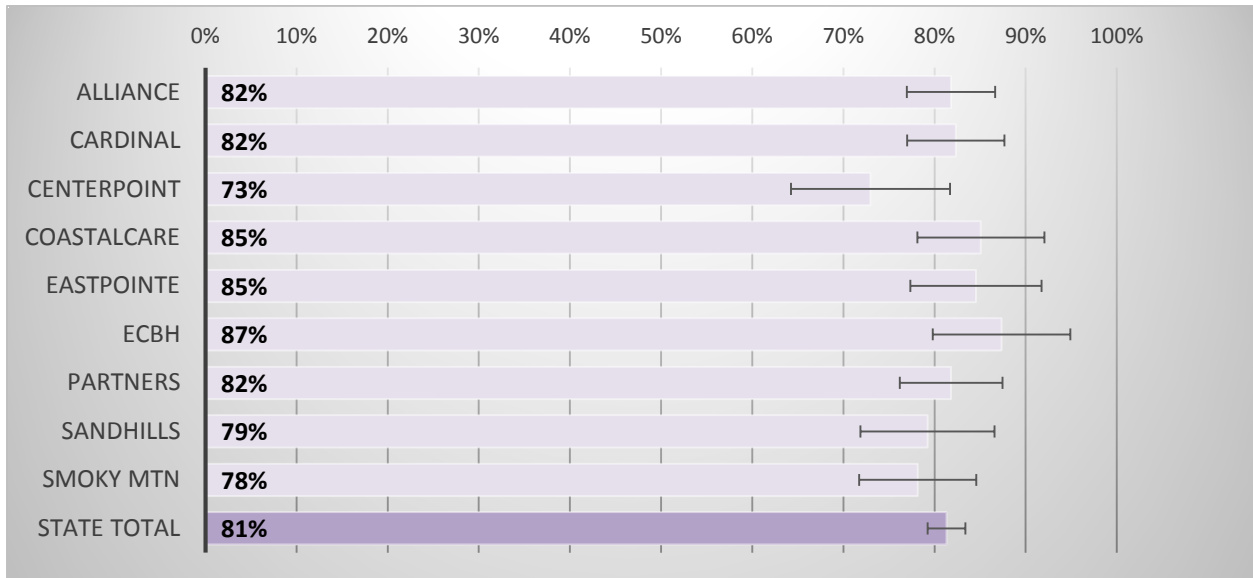
Statewide, 81 percent of youth respondent *Recovery Outcomes* scores were positive, and seven percent were negative.

YOUTH RECOVERY OUTCOMES ITEM

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

- I am not likely to use alcohol or drugs that have not been prescribed for me.

YOUTH RECOVERY OUTCOMES: LME-MCO POSITIVE PERCENT SCORES



*95% CIs shown around LME-MCO scores range from approximately +/-4.8% to +/-8.7%. 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.

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

| LME-MCO | Total Respondents | Negative | Neutral | Positive |
|-------------|-------------------|----------|---------|----------|
| Alliance | 264 | 7.6% | 10.6% | 81.8% |
| Cardinal | 215 | 7.9% | 9.8% | 82.3% |
| CenterPoint | 111 | 9.9% | 17.1% | 73.0% |
| CoastalCare | 114 | 6.1% | 8.8% | 85.1% |
| Eastpointe | 110 | 5.5% | 10.0% | 84.5% |
| ECBH | 87 | 4.6% | 8.0% | 87.4% |
| Partners | 198 | 4.5% | 13.6% | 81.8% |
| Sandhills | 130 | 6.2% | 14.6% | 79.2% |
| Smoky Mtn | 174 | 6.3% | 15.5% | 78.2% |
| State Total | 1,403 | 6.6% | 12.0% | 81.3% |

YOUTH SURVEY: *RECOVERY SUPPORT*

Statewide, 85 percent of youth respondent *Recovery Support* scores were positive, and three percent were negative.

YOUTH *RECOVERY SUPPORT* ITEM

- The people I care about are supportive of my recovery.

YOUTH *RECOVERY SUPPORT*: LME-MCO POSITIVE PERCENT SCORES



*95% CIs shown around LME-MCO scores range from approximately +/-4.2% to +/-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.

YOUTH *RECOVERY SUPPORT*: LME-MCO NEGATIVE, NEUTRAL, AND POSITIVE PERCENT SCORES

| LME-MCO | Total Respondents | Negative | Neutral | Positive |
|-------------|-------------------|----------|---------|----------|
| Alliance | 263 | 1.9% | 11.0% | 87.1% |
| Cardinal | 224 | 4.9% | 13.4% | 81.7% |
| CenterPoint | 111 | 5.4% | 13.5% | 81.1% |
| CoastalCare | 118 | 0.8% | 7.6% | 91.5% |
| Eastpointe | 115 | 2.6% | 7.0% | 90.4% |
| ECBH | 90 | 1.1% | 5.6% | 93.3% |
| Partners | 199 | 1.5% | 13.6% | 84.9% |
| Sandhills | 137 | 2.2% | 13.1% | 84.7% |
| Smoky Mtn | 180 | 6.7% | 13.9% | 79.4% |
| State Total | 1,437 | 3.1% | 11.6% | 85.3% |

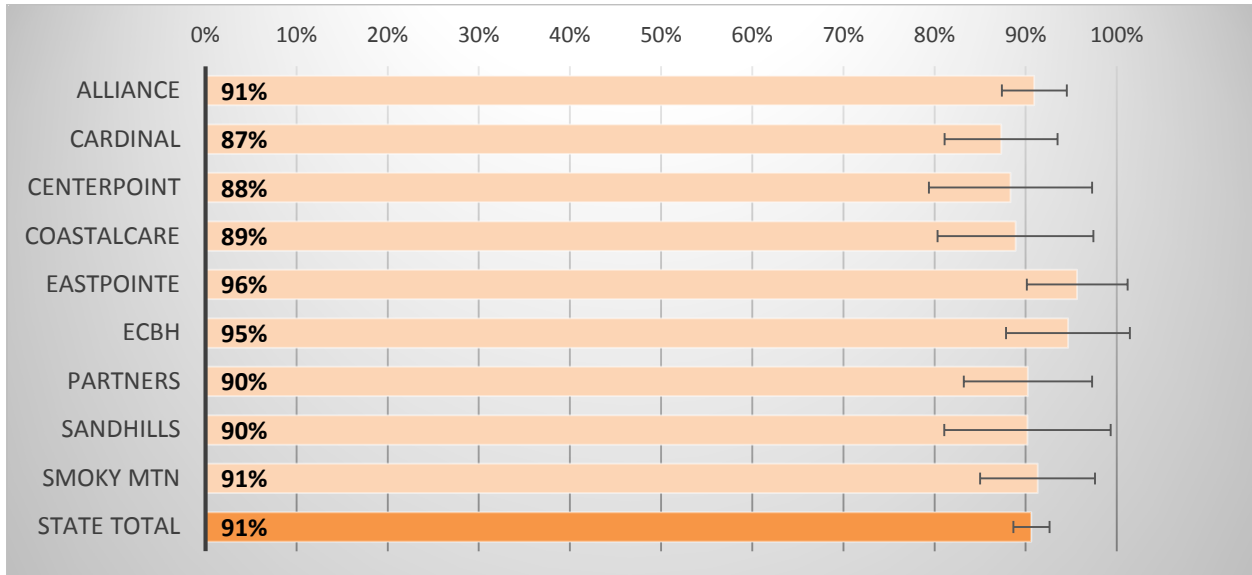
FAMILY SURVEY: ACCESS

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 +/-3.6% to +/-9.1%. 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 NEGATIVE, NEUTRAL, AND POSITIVE PERCENT SCORES

| LME-MCO | Total Respondents | Negative | Neutral | Positive |
|-------------|-------------------|----------|---------|----------|
| Alliance | 276 | 1.1% | 8.0% | 90.9% |
| Cardinal | 126 | 3.2% | 9.5% | 87.3% |
| CenterPoint | 60 | 1.7% | 10.0% | 88.3% |
| CoastalCare | 63 | 0.0% | 11.1% | 88.9% |
| Eastpointe | 69 | 0.0% | 4.3% | 95.7% |
| ECBH | 56 | 0.0% | 5.4% | 94.6% |
| Partners | 82 | 1.2% | 8.5% | 90.2% |
| Sandhills | 51 | 3.9% | 5.9% | 90.2% |
| Smoky Mtn | 92 | 3.3% | 5.4% | 91.3% |
| State Total | 875 | 1.6% | 7.8% | 90.6% |

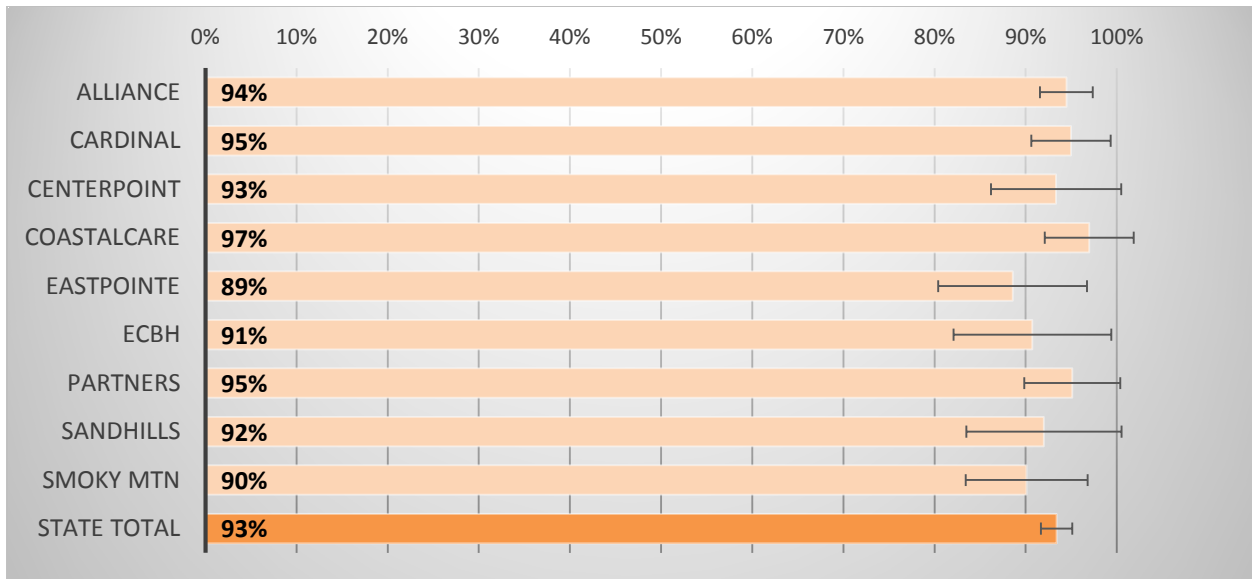
FAMILY SURVEY: *TREATMENT PLANNING*

Statewide, 93 percent of family respondent *Treatment Planning* domain scores were positive, and fewer than 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 +/-2.9% to +/-8.7%. 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 *TREATMENT PLANNING*: LME-MCO NEGATIVE, NEUTRAL, AND POSITIVE PERCENT SCORES

| LME-MCO | Total Respondents | Negative | Neutral | Positive |
|-------------|-------------------|----------|---------|----------|
| Alliance | 271 | 0.4% | 5.2% | 94.5% |
| Cardinal | 119 | 0.0% | 5.0% | 95.0% |
| CenterPoint | 60 | 0.0% | 6.7% | 93.3% |
| CoastalCare | 66 | 0.0% | 3.0% | 97.0% |
| Eastpointe | 70 | 0.0% | 11.4% | 88.6% |
| ECBH | 54 | 0.0% | 9.3% | 90.7% |
| Partners | 82 | 3.7% | 1.2% | 95.1% |
| Sandhills | 50 | 0.0% | 8.0% | 92.0% |
| Smoky Mtn | 91 | 0.0% | 9.9% | 90.1% |
| State Total | 863 | 0.5% | 6.1% | 93.4% |

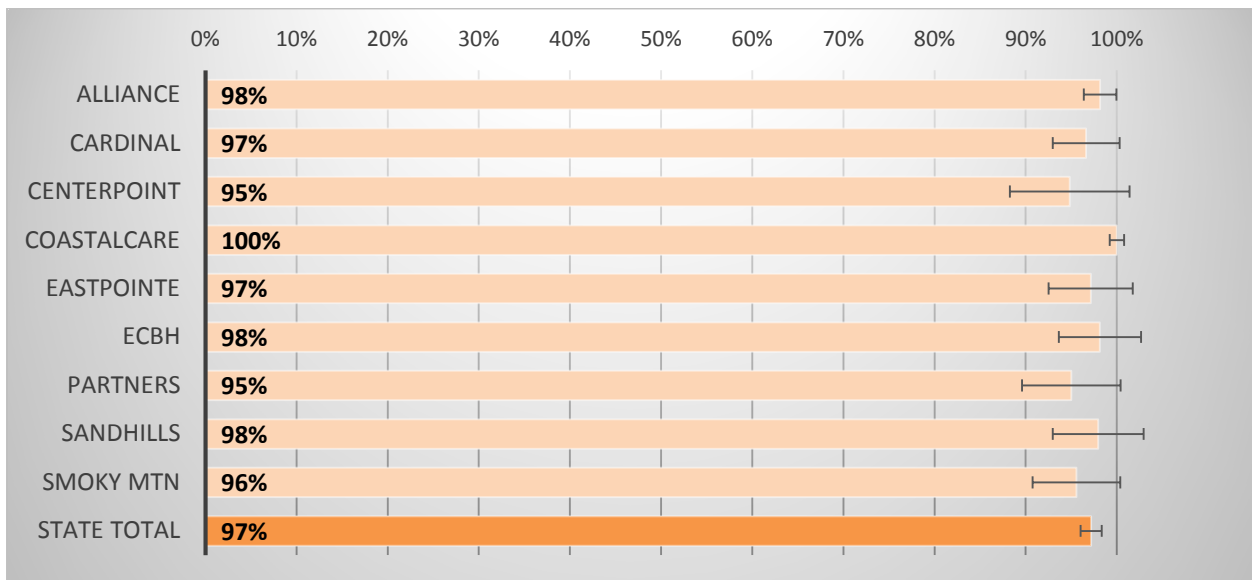
FAMILY SURVEY: *CULTURAL SENSITIVITY*

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 +/-0.8% to +/-6.6%. 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.

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

| LME-MCO | Total Respondents | Negative | Neutral | Positive |
|-------------|-------------------|----------|---------|----------|
| Alliance | 271 | 0.0% | 1.8% | 98.2% |
| Cardinal | 119 | 0.0% | 3.4% | 96.6% |
| CenterPoint | 58 | 0.0% | 5.2% | 94.8% |
| CoastalCare | 63 | 0.0% | 0.0% | 100.0% |
| Eastpointe | 70 | 1.4% | 1.4% | 97.1% |
| ECBH | 54 | 0.0% | 1.9% | 98.1% |
| Partners | 80 | 0.0% | 5.0% | 95.0% |
| Sandhills | 49 | 2.0% | 0.0% | 98.0% |
| Smoky Mtn | 90 | 0.0% | 4.4% | 95.6% |
| State Total | 854 | 0.2% | 2.6% | 97.2% |

FAMILY SURVEY: *CHILD OUTCOMES*

Statewide, 69 percent of family respondent *Child Outcomes* domain scores were positive, and six percent were negative.

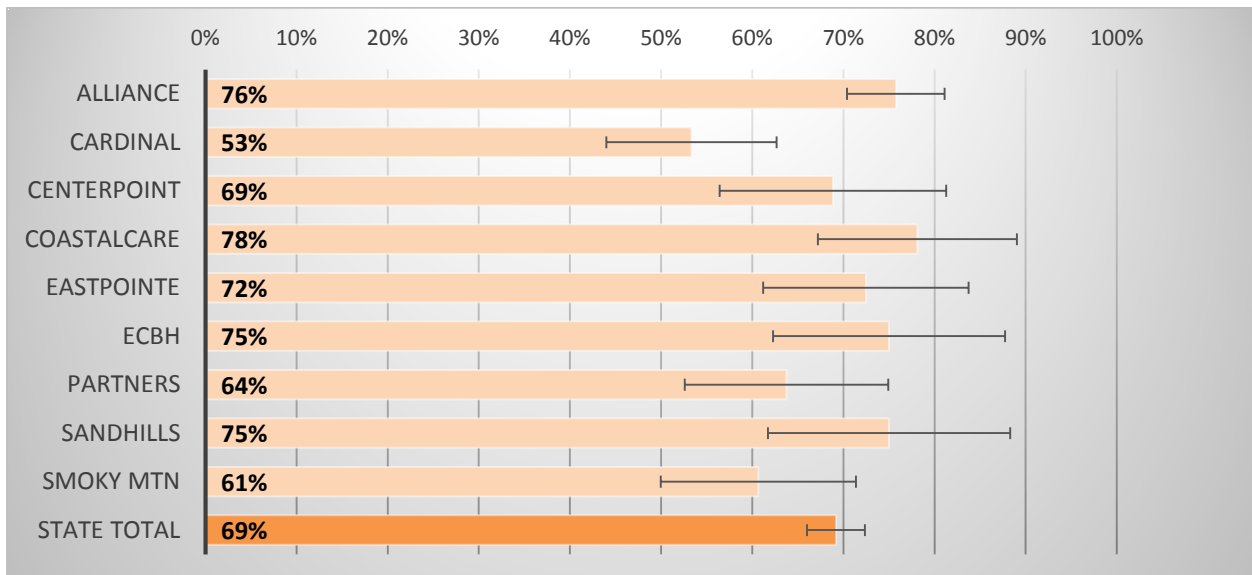
FAMILY SURVEY *CHILD OUTCOMES* DOMAIN ITEMS

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 +/-5.4% to +/-13.3%. 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.

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

| LME-MCO | Total Respondents | Negative | Neutral | Positive |
|-------------|-------------------|----------|---------|----------|
| Alliance | 264 | 4.9% | 19.3% | 75.8% |
| Cardinal | 120 | 11.7% | 35.0% | 53.3% |
| CenterPoint | 61 | 3.3% | 27.9% | 68.9% |
| CoastalCare | 64 | 4.7% | 17.2% | 78.1% |
| Eastpointe | 69 | 1.4% | 26.1% | 72.5% |
| ECBH | 52 | 9.6% | 15.4% | 75.0% |
| Partners | 80 | 8.8% | 27.5% | 63.8% |
| Sandhills | 48 | 8.3% | 16.7% | 75.0% |
| Smoky Mtn | 89 | 4.5% | 34.8% | 60.7% |
| State Total | 847 | 6.3% | 24.6% | 69.2% |

FAMILY SURVEY: *CHILD FUNCTIONING*

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

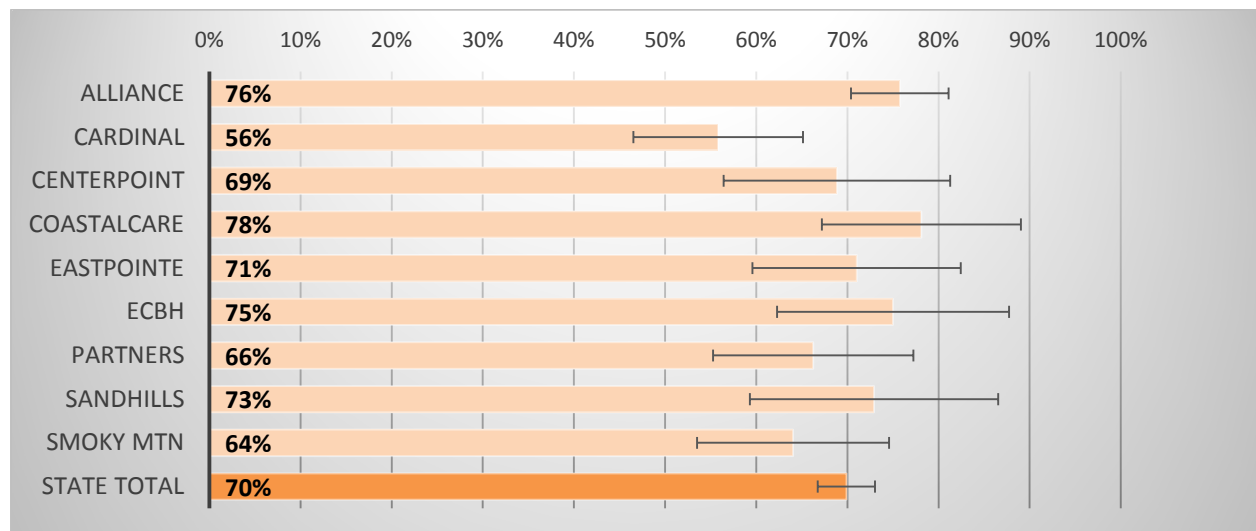
FAMILY SURVEY *CHILD FUNCTIONING* DOMAIN ITEMS

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 +/-5.4% to +/-13.6%. 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.

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

| LME-MCO | Total Respondents | Negative | Neutral | Positive |
|-------------|-------------------|----------|---------|----------|
| Alliance | 264 | 4.2% | 20.1% | 75.8% |
| Cardinal | 120 | 11.7% | 32.5% | 55.8% |
| CenterPoint | 61 | 1.6% | 29.5% | 68.9% |
| CoastalCare | 64 | 4.7% | 17.2% | 78.1% |
| Eastpointe | 69 | 4.3% | 24.6% | 71.0% |
| ECBH | 52 | 11.5% | 13.5% | 75.0% |
| Partners | 80 | 8.8% | 25.0% | 66.3% |
| Sandhills | 48 | 6.3% | 20.8% | 72.9% |
| Smoky Mtn | 89 | 3.4% | 32.6% | 64.0% |
| State Total | 847 | 6.0% | 24.1% | 69.9% |

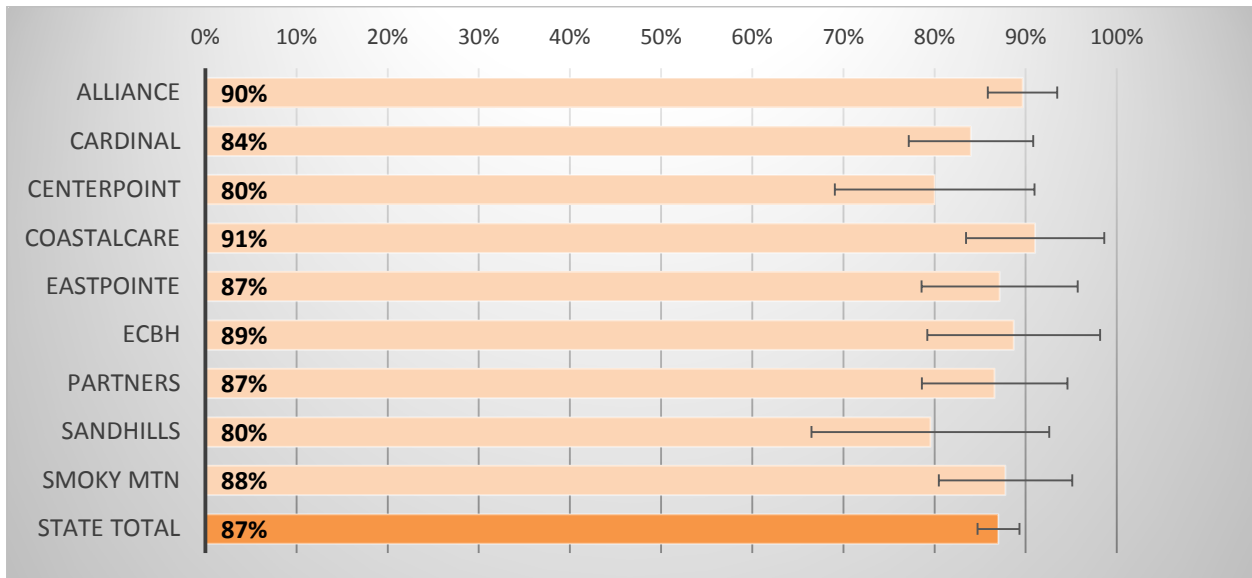
FAMILY SURVEY: SOCIAL CONNECTEDNESS

Statewide, 87 percent of family respondent *Social Connectedness* domain scores were positive, and two 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 +/-3.8% to +/-13.1%. 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 NEGATIVE, NEUTRAL, AND POSITIVE PERCENT SCORES

| LME-MCO | Total Respondents | Negative | Neutral | Positive |
|-------------|-------------------|----------|---------|----------|
| Alliance | 271 | 1.8% | 8.5% | 89.7% |
| Cardinal | 125 | 4.0% | 12.0% | 84.0% |
| CenterPoint | 60 | 3.3% | 16.7% | 80.0% |
| CoastalCare | 67 | 3.0% | 6.0% | 91.0% |
| Eastpointe | 70 | 0.0% | 12.9% | 87.1% |
| ECBH | 53 | 1.9% | 9.4% | 88.7% |
| Partners | 82 | 2.4% | 11.0% | 86.6% |
| Sandhills | 44 | 2.3% | 18.2% | 79.5% |
| Smoky Mtn | 90 | 0.0% | 12.2% | 87.8% |
| State Total | 862 | 2.1% | 10.9% | 87.0% |

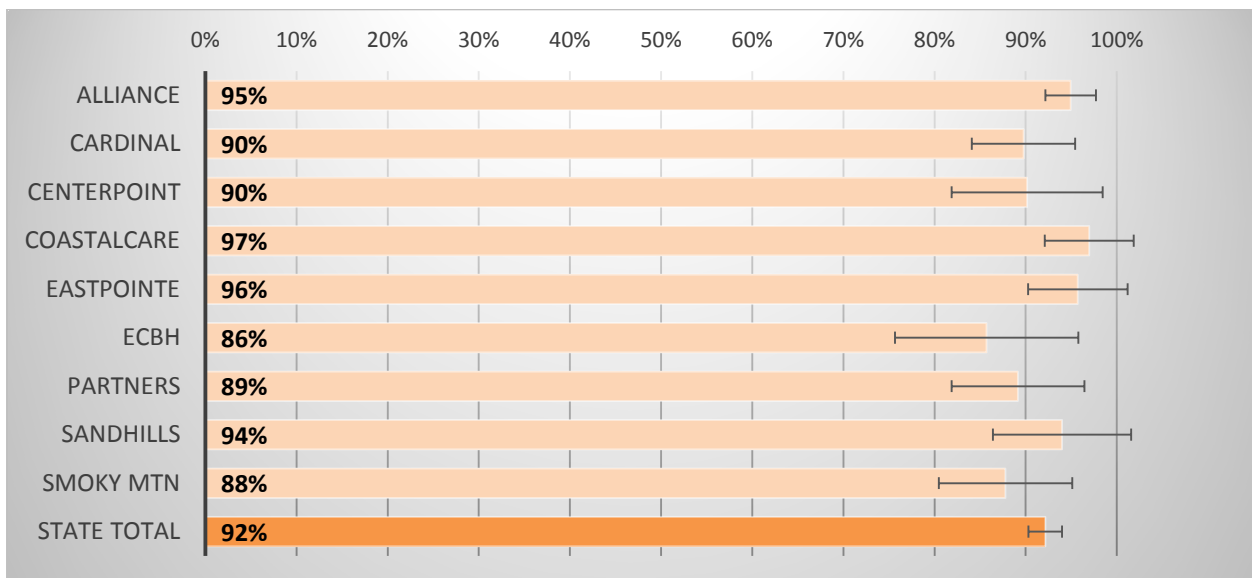
FAMILY SURVEY: *GENERAL SATISFACTION*

Statewide, 92 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 +/-2.8% to +/-10.1%. 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 NEGATIVE, NEUTRAL, AND POSITIVE PERCENT SCORES

| LME-MCO | Total Respondents | Negative | Neutral | Positive |
|-------------|-------------------|----------|---------|----------|
| Alliance | 276 | 0.7% | 4.3% | 94.9% |
| Cardinal | 127 | 0.0% | 10.2% | 89.8% |
| CenterPoint | 61 | 0.0% | 9.8% | 90.2% |
| CoastalCare | 66 | 0.0% | 3.0% | 97.0% |
| Eastpointe | 70 | 0.0% | 4.3% | 95.7% |
| ECBH | 56 | 5.4% | 8.9% | 85.7% |
| Partners | 83 | 3.6% | 7.2% | 89.2% |
| Sandhills | 50 | 2.0% | 4.0% | 94.0% |
| Smoky Mtn | 90 | 2.2% | 10.0% | 87.8% |
| State Total | 879 | 1.3% | 6.6% | 92.2% |

LME-MCO Network

LME-MCO NETWORK: ADULT SURVEY

ADULT SURVEY: LME-MCO NETWORK QUESTIONS

| LME-MCO | Percent "Yes" Responses* | | | | | |
|-------------|--|--|---|--|---|--|
| | 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? | If you needed help applying for benefits, did you receive assistance needed? |
| Alliance | 36% | 48% | 50% | 74% | 58% | 73% |
| Cardinal | 33% | 41% | 40% | 67% | 59% | 66% |
| CenterPoint | 37% | 45% | 47% | 69% | 60% | 69% |
| CoastalCare | 35% | 55% | 52% | 78% | 66% | 76% |
| Eastpointe | 49% | 65% | 69% | 84% | 73% | 82% |
| ECBH | 39% | 44% | 50% | 71% | 63% | 73% |
| Partners | 36% | 49% | 46% | 76% | 64% | 74% |
| Sandhills | 39% | 53% | 49% | 72% | 61% | 73% |
| Smoky Mtn | 31% | 38% | 41% | 69% | 59% | 63% |
| State Total | 36% | 48% | 48% | 73% | 62% | 71% |

*Responses of "Not Sure" are included in percentage denominators and may contribute to lower "Yes" percentages compared to 2013 and earlier surveys.

ADULT SURVEY: REPORTED OBSTACLES TO RECEIVING SERVICES

| LME-MCO | 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)* | | | | | | | |
|-------------|---|------------------------------|------------------|-----------------|--------------|--------------------------|-------|-------------------|
| | Transportation cost/availability | Difficulty reaching provider | Service location | Medication cost | Service cost | Hours services available | Other | None of the above |
| Alliance | 15% | 5% | 6% | 9% | 5% | 5% | 4% | 73% |
| Cardinal | 14% | 4% | 5% | 11% | 8% | 4% | 3% | 71% |
| CenterPoint | 18% | 6% | 5% | 14% | 8% | 4% | 3% | 68% |
| CoastalCare | 14% | 2% | 3% | 10% | 5% | 3% | 3% | 77% |
| Eastpointe | 9% | 1% | 2% | 11% | 2% | 1% | 1% | 80% |
| ECBH | 15% | 4% | 6% | 8% | 4% | 3% | 3% | 76% |
| Partners | 16% | 5% | 4% | 12% | 6% | 3% | 3% | 72% |
| Sandhills | 16% | 7% | 5% | 9% | 6% | 6% | 5% | 74% |
| Smoky Mtn | 19% | 4% | 4% | 13% | 8% | 9% | 4% | 66% |
| State Total | 15% | 4% | 5% | 11% | 6% | 5% | 3% | 72% |

**Check all that apply." Percentage denominators are equal to number of respondents who selected at least one option. Responses of "None of the above" were not counted if any other option was selected.

LME-MCO NETWORK: YOUTH SURVEY

YOUTH SURVEY: LME-MCO NETWORK QUESTIONS

| LME-MCO | Percent "Yes" Responses* | | | | |
|--------------------|--|--|---|--|---|
| | 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 | 38% | 41% | 46% | 74% | 53% |
| Cardinal | 28% | 33% | 37% | 67% | 52% |
| CenterPoint | 49% | 59% | 49% | 72% | 64% |
| CoastalCare | 37% | 48% | 43% | 75% | 58% |
| Eastpointe | 50% | 59% | 69% | 93% | 76% |
| ECBH | 45% | 52% | 55% | 84% | 64% |
| Partners | 33% | 41% | 43% | 71% | 58% |
| Sandhills | 35% | 53% | 47% | 77% | 56% |
| Smoky Mtn | 22% | 32% | 23% | 57% | 47% |
| State Total | 36% | 44% | 44% | 73% | 57% |

*Responses of "Not Sure" are included in percentage denominators and may contribute to lower "Yes" percentages compared to 2013 and earlier surveys.

YOUTH SURVEY: REPORTED OBSTACLES TO RECEIVING SERVICES

| LME-MCO | 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)* | | | | | | | |
|--------------------|---|------------------------------|------------------|-----------------|--------------|--------------------------|-----------|-------------------|
| | Transportation cost/availability | Difficulty reaching provider | Service location | Medication cost | Service cost | Hours services available | Other | None of the above |
| Alliance | 2% | 2% | 0% | 0% | 1% | 2% | 3% | 91% |
| Cardinal | 4% | 2% | 2% | 0% | 1% | 3% | 2% | 91% |
| CenterPoint | 9% | 8% | 2% | 0% | 2% | 0% | 4% | 80% |
| CoastalCare | 3% | 2% | 8% | 1% | 0% | 3% | 6% | 82% |
| Eastpointe | 6% | 1% | 5% | 2% | 2% | 4% | 0% | 92% |
| ECBH | 8% | 1% | 3% | 0% | 1% | 2% | 0% | 89% |
| Partners | 4% | 4% | 4% | 2% | 2% | 4% | 2% | 88% |
| Sandhills | 2% | 1% | 1% | 1% | 1% | 2% | 1% | 94% |
| Smoky Mtn | 9% | 2% | 4% | 2% | 4% | 6% | 1% | 85% |
| State Total | 5% | 2% | 3% | 1% | 2% | 3% | 2% | 89% |

**Check all that apply." Percentage denominators are equal to number of respondents who selected at least one option. Responses of "None of the above" were not counted if any other option was selected.

LME-MCO NETWORK: FAMILY SURVEY

FAMILY SURVEY: LME-MCO NETWORK QUESTIONS

| LME-MCO | Percent "Yes" Responses* | | | | |
|--------------------|--|--|---|--|---|
| | 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 | 52% | 59% | 59% | 90% | 78% |
| Cardinal | 53% | 60% | 69% | 89% | 82% |
| CenterPoint | 64% | 74% | 74% | 87% | 85% |
| CoastalCare | 56% | 66% | 53% | 88% | 75% |
| Eastpointe | 53% | 66% | 79% | 90% | 79% |
| ECBH | 62% | 65% | 62% | 85% | 78% |
| Partners | 50% | 55% | 62% | 95% | 78% |
| Sandhills | 46% | 57% | 71% | 84% | 69% |
| Smoky Mtn | 41% | 62% | 63% | 87% | 76% |
| State Total | 52% | 61% | 64% | 89% | 78% |

*Responses of "Not Sure" are included in percentage denominators and may contribute to lower "Yes" percentages compared to 2013 and earlier surveys.

FAMILY SURVEY: REPORTED OBSTACLES TO RECEIVING SERVICES

| LME-MCO | 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)* | | | | | | | |
|--------------------|---|------------------------------|------------------|-----------------|--------------|--------------------------|-----------|-------------------|
| | Transportation cost/availability | Difficulty reaching provider | Service location | Medication cost | Service cost | Hours services available | Other | None of the above |
| Alliance | 6% | 2% | 7% | 0% | 2% | 3% | 2% | 87% |
| Cardinal | 7% | 6% | 6% | 1% | 2% | 6% | 6% | 86% |
| CenterPoint | 2% | 5% | 7% | 2% | 4% | 7% | 4% | 82% |
| CoastalCare | 8% | 7% | 3% | 3% | 5% | 5% | 10% | 80% |
| Eastpointe | 9% | 0% | 5% | 2% | 2% | 2% | 3% | 85% |
| ECBH | 2% | 2% | 4% | 0% | 0% | 2% | 2% | 93% |
| Partners | 8% | 10% | 6% | 1% | 3% | 6% | 0% | 79% |
| Sandhills | 2% | 4% | 11% | 0% | 0% | 4% | 4% | 83% |
| Smoky Mtn | 6% | 1% | 5% | 0% | 1% | 2% | 8% | 84% |
| State Total | 6% | 4% | 6% | 1% | 2% | 4% | 4% | 85% |

**Check all that apply." Percentage denominators are equal to number of respondents who selected at least one option. Responses of "None of the above" were not counted if any other option was selected.

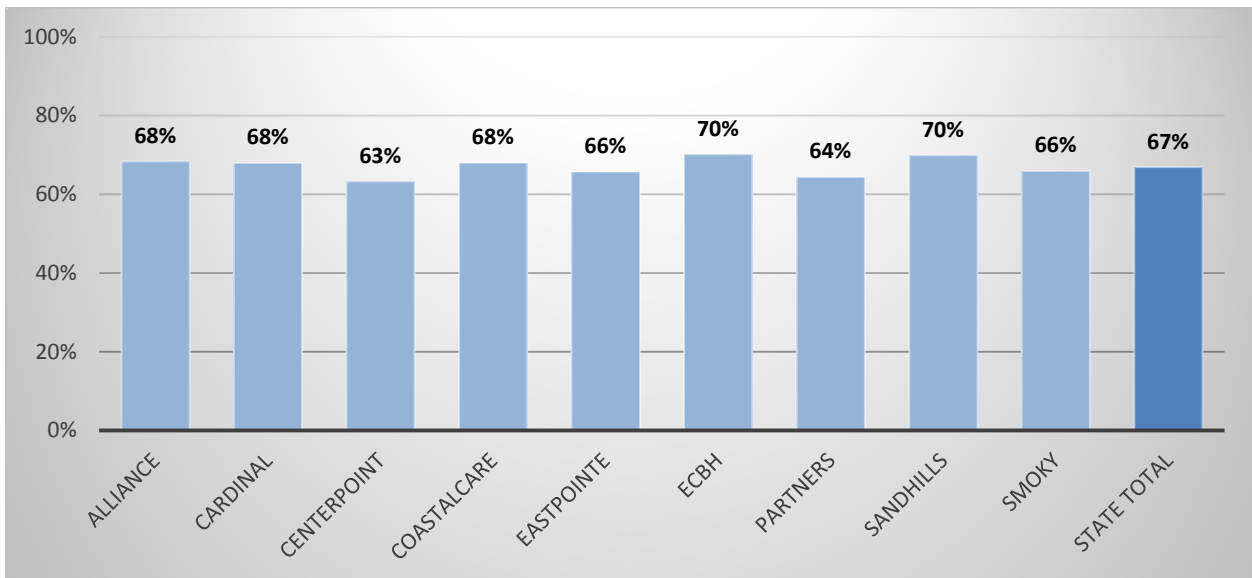
Adult Physical Health

ADULT PHYSICAL HEALTH

ADULT SURVEY: RESPONDENT HEALTH STATUS

| LME-MCO | Total Respondents | In general would you say your health is: | | | | |
|--------------------|-------------------|--|------------|------------|------------|-----------|
| | | Excellent | Very Good | Good | Fair | Poor |
| Alliance | 601 | 10% | 21% | 38% | 27% | 4% |
| Cardinal | 762 | 11% | 18% | 39% | 26% | 6% |
| CenterPoint | 541 | 10% | 15% | 38% | 32% | 5% |
| CoastalCare | 341 | 9% | 23% | 36% | 23% | 9% |
| Eastpointe | 371 | 8% | 23% | 34% | 27% | 7% |
| ECBH | 278 | 9% | 16% | 45% | 26% | 4% |
| Partners | 587 | 7% | 19% | 39% | 28% | 8% |
| Sandhills | 485 | 10% | 19% | 41% | 25% | 5% |
| Smoky Mtn | 590 | 9% | 20% | 37% | 26% | 8% |
| State Total | 4,556 | 9% | 19% | 38% | 27% | 6% |

ADULT SURVEY: RESPONDENTS REPORTING “EXCELLENT,” “VERY GOOD,” OR “GOOD” HEALTH

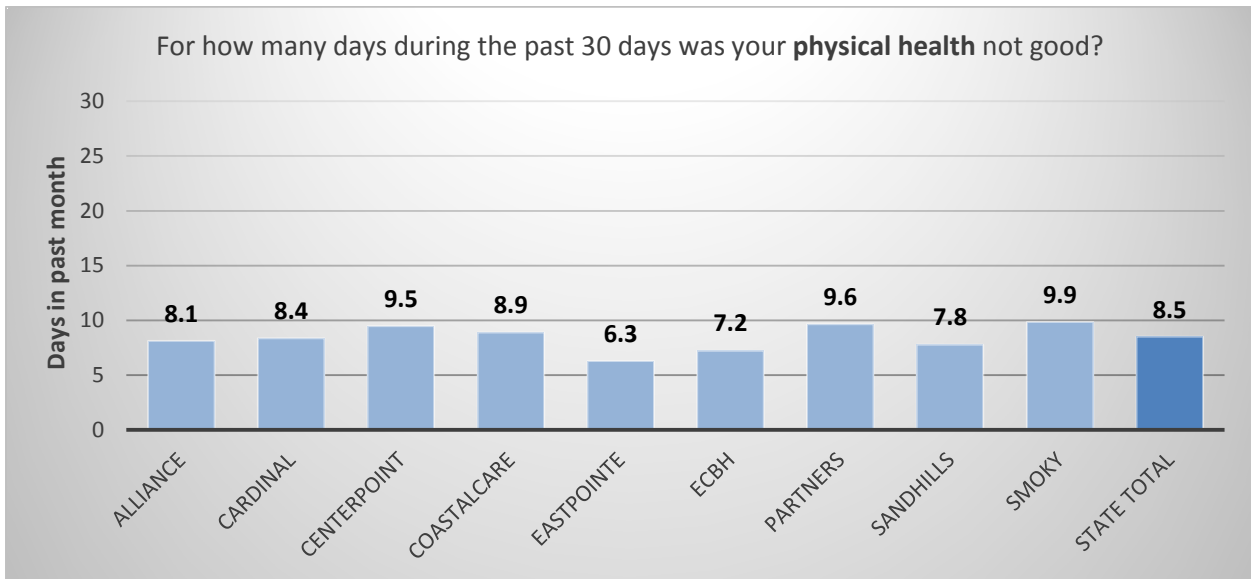


ADULT SURVEY: HEALTH MEASURES

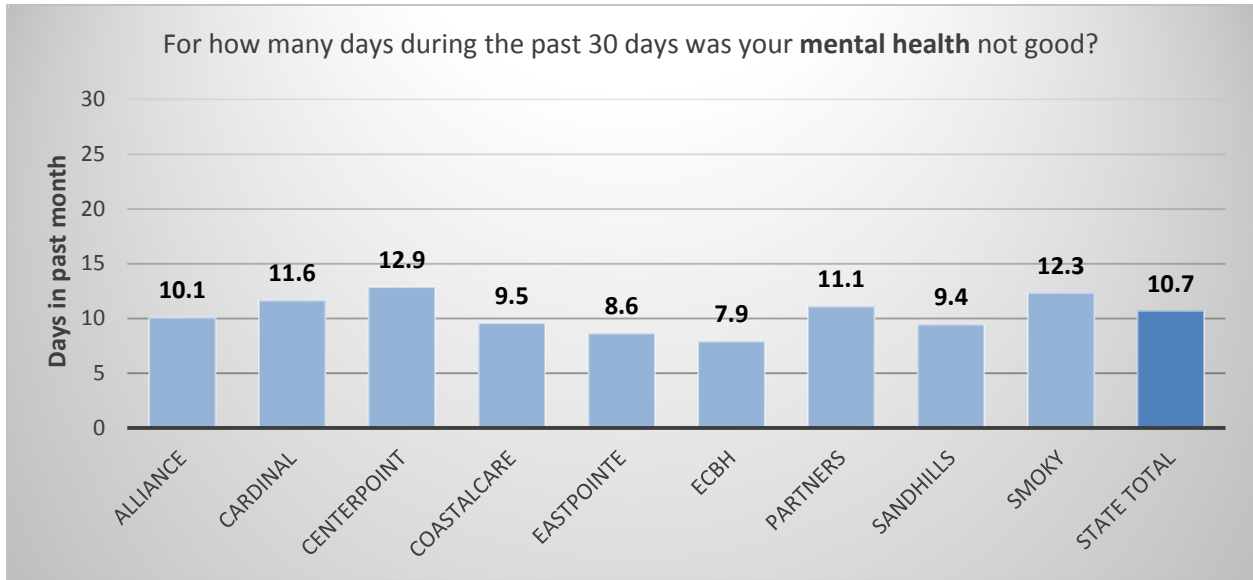
| For how many days during the past 30 days...* | | | | | | |
|---|------------------------------------|-------------------|----------------------------------|-------------------|---|-------------------|
| LME-MCO | was your physical health not good? | | was your mental health not good? | | did poor physical or mental health keep you from doing your usual activities? | |
| | Average Days | Total Respondents | Average Days | Total Respondents | Average Days | Total Respondents |
| Alliance | 8.1 | 376 | 10.1 | 444 | 7.8 | 419 |
| Cardinal | 8.4 | 434 | 11.6 | 524 | 8.7 | 503 |
| CenterPoint | 9.5 | 301 | 12.9 | 374 | 8.5 | 360 |
| CoastalCare | 8.9 | 192 | 9.5 | 221 | 7.8 | 217 |
| Eastpointe | 6.3 | 236 | 8.6 | 270 | 6.0 | 255 |
| ECBH | 7.2 | 177 | 7.9 | 190 | 6.6 | 191 |
| Partners | 9.6 | 359 | 11.1 | 431 | 8.0 | 421 |
| Sandhills | 7.8 | 280 | 9.4 | 330 | 6.9 | 324 |
| Smoky Mtn | 9.9 | 358 | 12.3 | 430 | 9.8 | 404 |
| State Total | 8.5 | 2,713 | 10.7 | 3,214 | 8.0 | 3,094 |

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

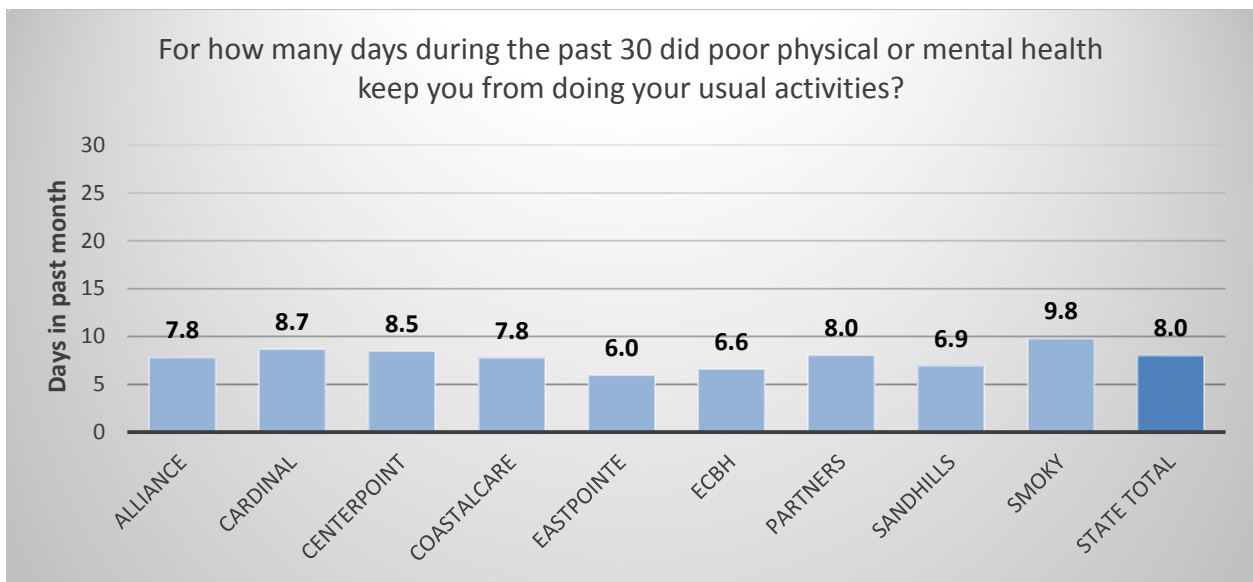
ADULT SURVEY: DAYS PHYSICAL HEALTH NOT GOOD



ADULT SURVEY: DAYS MENTAL HEALTH NOT GOOD



ADULT SURVEY: DAYS POOR HEALTH INTERFERED WITH ACTIVITIES



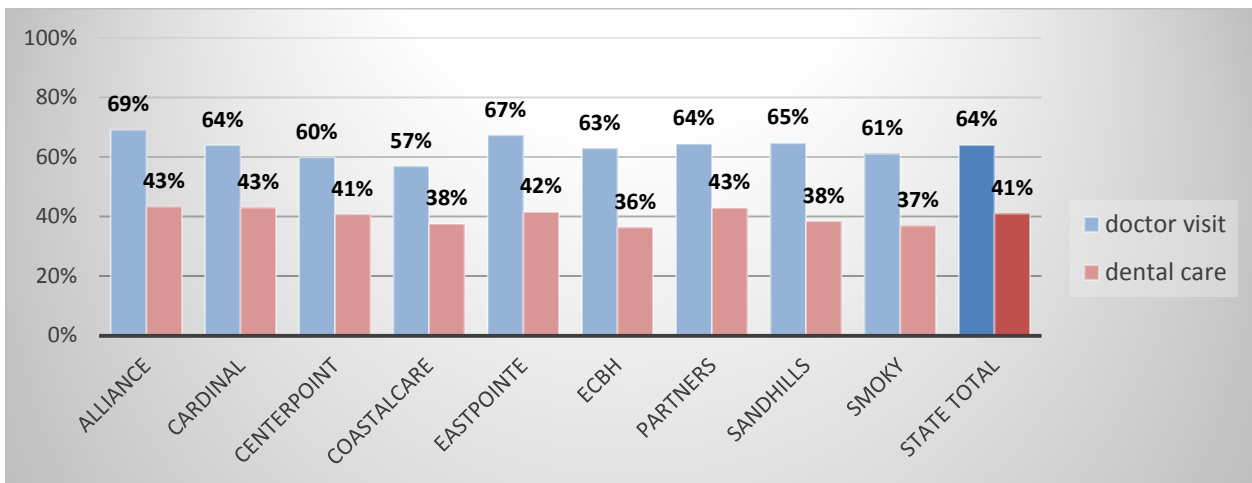
ADULT SURVEY: TIME SINCE ROUTINE DOCTOR VISIT

| 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 | 599 | 69% | 14% | 6% | 3% | 1% | 7% |
| Cardinal | 757 | 64% | 15% | 8% | 5% | 0% | 8% |
| CenterPoint | 538 | 60% | 19% | 6% | 6% | 1% | 8% |
| CoastalCare | 339 | 57% | 19% | 6% | 6% | 2% | 10% |
| Eastpointe | 370 | 67% | 15% | 3% | 4% | 1% | 10% |
| ECBH | 278 | 63% | 16% | 7% | 5% | 1% | 8% |
| Partners | 585 | 64% | 14% | 7% | 5% | 1% | 9% |
| Sandhills | 484 | 65% | 15% | 4% | 3% | 1% | 12% |
| Smoky Mtn | 591 | 61% | 16% | 8% | 7% | 1% | 7% |
| State Total | 4,541 | 64% | 16% | 6% | 5% | 1% | 9% |

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 | 598 | 43% | 20% | 12% | 12% | 3% | 9% |
| Cardinal | 753 | 43% | 16% | 13% | 17% | 1% | 9% |
| CenterPoint | 540 | 41% | 17% | 15% | 17% | 1% | 9% |
| CoastalCare | 341 | 38% | 23% | 11% | 14% | 2% | 12% |
| Eastpointe | 371 | 42% | 22% | 8% | 11% | 2% | 15% |
| ECBH | 278 | 36% | 18% | 19% | 12% | 2% | 12% |
| Partners | 585 | 43% | 19% | 14% | 14% | 2% | 8% |
| Sandhills | 484 | 38% | 20% | 11% | 11% | 2% | 17% |
| Smoky Mtn | 593 | 37% | 18% | 16% | 19% | 2% | 8% |
| State Total | 4,543 | 41% | 19% | 13% | 15% | 2% | 11% |

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

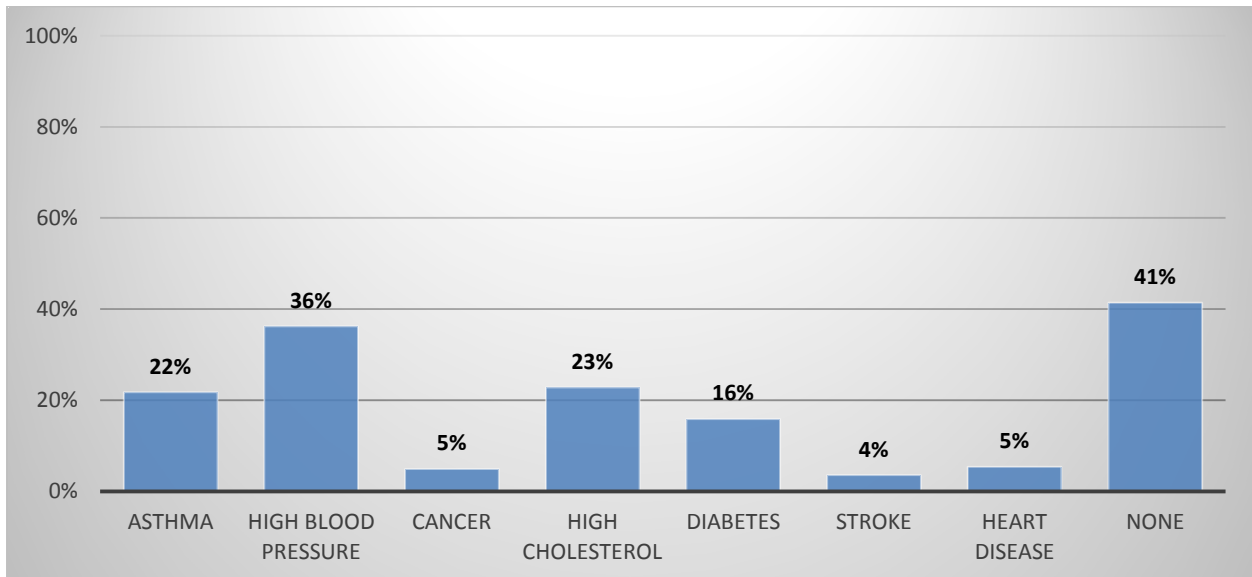


ADULT SURVEY: CHRONIC PHYSICAL HEALTH CONDITIONS

| | | 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 | 590 | 22% | 35% | 5% | 20% | 15% | 4% | 6% | 43% |
| Cardinal | 749 | 21% | 40% | 4% | 26% | 16% | 3% | 5% | 38% |
| CenterPoint | 530 | 20% | 35% | 3% | 22% | 18% | 3% | 4% | 46% |
| CoastalCare | 337 | 18% | 36% | 5% | 23% | 14% | 2% | 3% | 44% |
| Eastpointe | 360 | 25% | 38% | 5% | 25% | 15% | 5% | 6% | 39% |
| ECBH | 276 | 22% | 34% | 5% | 17% | 14% | 1% | 6% | 43% |
| Partners | 575 | 24% | 37% | 7% | 25% | 15% | 4% | 5% | 38% |
| Sandhills | 466 | 20% | 37% | 4% | 18% | 17% | 5% | 5% | 41% |
| Smoky Mtn | 587 | 24% | 32% | 6% | 25% | 16% | 3% | 7% | 42% |
| State Total | 4,470 | 22% | 36% | 5% | 23% | 16% | 4% | 5% | 41% |

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

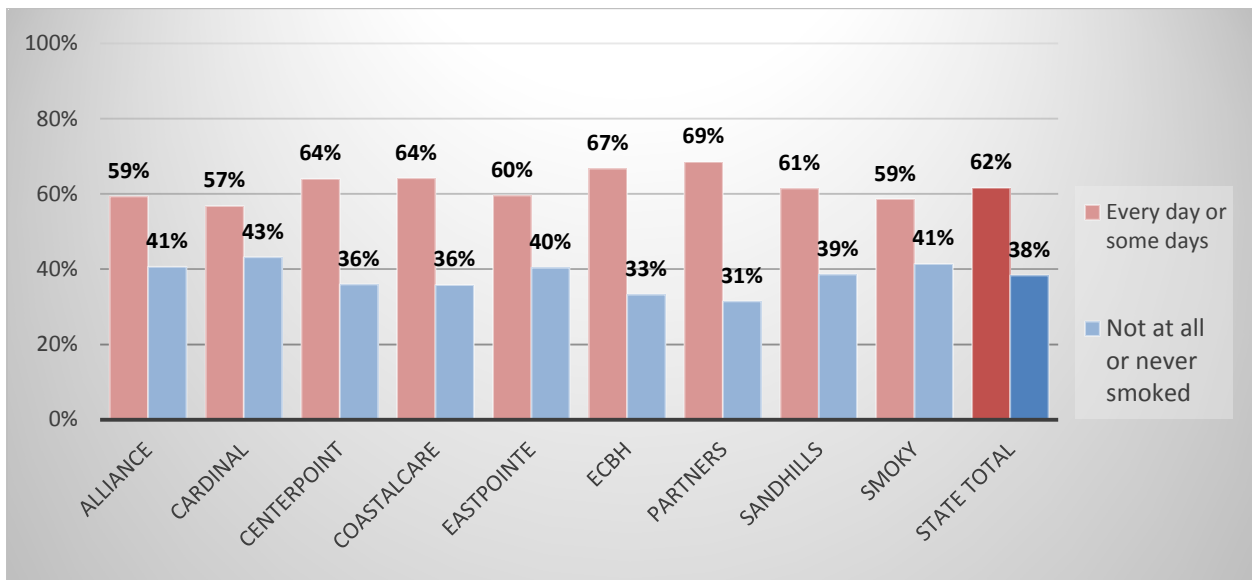
ADULT SURVEY: PREVALENCE OF CHRONIC PHYSICAL HEALTH CONDITIONS (ALL LME-MCOs)



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 | 600 | 47% | 13% | 27% | 14% |
| Cardinal | 746 | 46% | 11% | 26% | 17% |
| CenterPoint | 531 | 54% | 10% | 26% | 10% |
| CoastalCare | 341 | 51% | 13% | 25% | 11% |
| Eastpointe | 364 | 45% | 14% | 25% | 15% |
| ECBH | 277 | 53% | 14% | 22% | 12% |
| Partners | 576 | 61% | 7% | 22% | 10% |
| Sandhills | 472 | 49% | 13% | 28% | 11% |
| Smoky Mtn | 585 | 49% | 10% | 27% | 15% |
| State Total | 4,492 | 50% | 11% | 25% | 12% |

ADULT SURVEY: SMOKING PREVALENCE

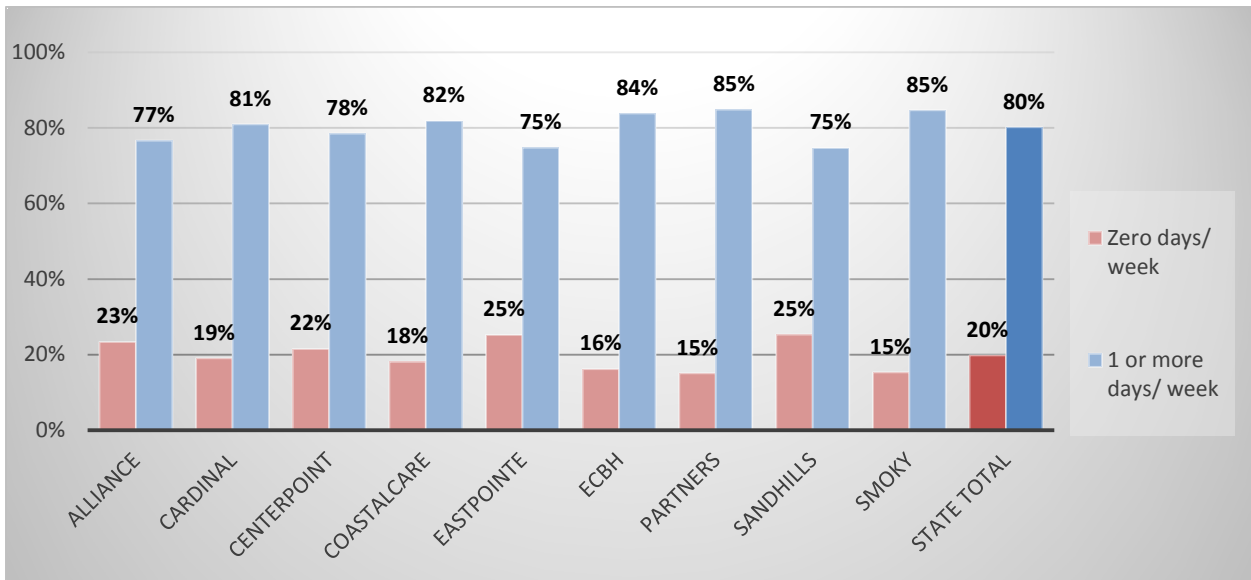


ADULT SURVEY: EXERCISE FREQUENCY

| 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 | Total Respondents | Zero Days/Do not do any | 1-2 Days | 3-5 Days | 6-7 Days | Average Days |
| Alliance | 577 | 23% | 14% | 35% | 27% | 3.5 |
| Cardinal | 718 | 19% | 15% | 39% | 27% | 3.6 |
| CenterPoint | 502 | 22% | 20% | 31% | 28% | 3.4 |
| CoastalCare | 326 | 18% | 11% | 39% | 32% | 4.0 |
| Eastpointe | 349 | 25% | 15% | 38% | 22% | 3.4 |
| ECBH | 253 | 16% | 11% | 30% | 43% | 4.4 |
| Partners | 556 | 15% | 15% | 38% | 31% | 3.9 |
| Sandhills | 447 | 25% | 14% | 33% | 28% | 3.5 |
| Smoky Mtn | 575 | 15% | 15% | 36% | 33% | 3.9 |
| State Total | 4,303 | 20% | 15% | 36% | 30% | 3.7 |

*Excludes responses with reported number of days per week greater than 7, and responses with reported days per week greater than zero if “Do not do any physical activity” was also checked. Computed average includes responses of “zero” and responses of “Do not do any physical activity” recoded to equal zero.

ADULT SURVEY: DAYS OF MODERATE PHYSICAL ACTIVITY





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

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