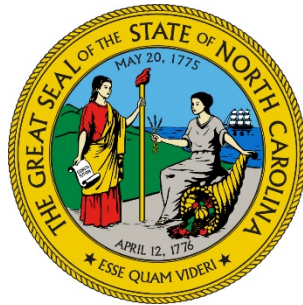


2017 MENTAL HEALTH AND SUBSTANCE USE SERVICES CONSUMER PERCEPTION OF CARE REPORT



NC DEPARTMENT OF **HEALTH AND HUMAN SERVICES**

Division of Mental Health,
Developmental Disabilities
and Substance Abuse Services

Quality Management

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Contents

Mental Health and Substance Use Services Consumer Perceptions of Care	3
Survey Administration	3
Survey Domains	4
Survey Domain Scores.....	5
Domain Score Confidence Intervals.....	6
Data Limitations and Interpretation of Results	6
Statewide Annual Trends in Consumer Perceptions of Care	8
Survey Respondent Characteristics	11
Adult Survey.....	11
Youth Survey	12
Family Survey	13
Respondent Characteristics and Perceptions of Care.....	15
Consumer Age.....	15
Race/Ethnic Background	15
Gender	16
Primary Service Type.....	17
LME-MCO Respondent Sample Variations	18
Perception of Care Survey Results	20
LME-MCO Consumer Perceptions of Care	21
Adult Survey	22
Youth Survey	29
Family Survey	34
LME-MCO Network	41
Adult Physical Health	51

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 NC 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 2017 survey was administered between May 8, 2017 and June 12, 2017.

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. Numbers of required Adult, Youth, and Child Family surveys were approximately proportionate to numbers served from each age group.

TABLE 1: 2017 CONSUMER PERCEPTION OF CARE SURVEYS REQUIRED PER LME-MCO

LME-MCO	Adult	Youth	Child Family	Total	Percent of State
Alliance Behavioral Healthcare	525	150	175	850	16%
Cardinal Innovations Healthcare	800	200	200	1,200	23%
Eastpointe	375	100	100	575	11%
Partners Behavioral Health	400	100	100	600	11%
Sandhills Center	375	100	100	575	11%
Trillium Health Resources	500	100	125	725	14%
Vaya Health	475	100	125	700	13%
Total	3,450	850	925	5,225	100%
Percent of State	66%	16%	18%	100%	

Each LME-MCO determined how many and which of their contracted providers would assist in administering surveys to their clients and the number of completed surveys to request from each participating provider. DMH/DD/SAS guidelines for LME-MCOs recommend randomly sampling prior service claims to determine which providers to include and the numbers of surveys to assign to each.

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: 2017 CONSUMER PERCEPTION OF CARE SURVEYS COMPLETED PER LME-MCO*

LME-MCO	Adult	Youth	Child Family	Total	Percent of State
Alliance Behavioral Healthcare	673	201	212	1,086	17%
Cardinal Innovations Healthcare	1,078	204	208	1,490	23%
Eastpointe	432	125	124	681	10%
Partners Behavioral Health	578	129	118	825	13%
Sandhills Center	372	105	109	586	9%
Trillium Health Resources	775	208	181	1,164	18%
Vaya Health	531	90	105	726	11%
Total	4,439	1,062	1,057	6,558	100%
Percent of State	68%	16%	16%	100%	

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

Survey Domains

The main component of the Perception of Care surveys 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. 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. 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.¹ 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

The methods used to gather survey data may influence the data and limit the conclusions that can be drawn from the results of any survey. Several factors should be considered when interpreting and evaluating survey scores and group score differences presented in this report.

Random sampling helps ensure that a sample represents the features of the larger population from which it is selected. However, 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. Because of factors such as these, samples may differ in

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.

known and unknown ways from their populations, and some may be less representative than others.

Systematic differences between LME-MCO consumer populations or survey samples may contribute to differences between their survey scores. For example, LME-MCOs might serve or survey different percentages of male and female consumers. This may contribute some to score differences 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.

LME-MCO survey sample sizes vary considerably. 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 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, 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.

² 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 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 2013 through 2017 survey years are shown in Figures 1, 2, and 3. Several trends in consumer perceptions are apparent across this period.

- Across years, adult consumers reported more positive perceptions than youth respondents in all domains, and child family members reported more positive perceptions than youth in all but the *Outcomes* and *Functioning* domains.
- More respondents from each of the three survey populations 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 rated positively by 90 percent or more respondents on average include the following:
 - Adult Survey *Access, Quality and Appropriateness* and *General Satisfaction*
 - Youth Survey *Cultural Sensitivity*
 - Family Survey *Access, Treatment Planning, Cultural Sensitivity, and General Satisfaction*
- Domains rated positively by fewer than 80 percent of respondents on average include the following:
 - Adult Survey *Outcomes, Functioning, and Social Connectedness*
 - Youth Survey *Access, Treatment Planning, and Outcomes*
 - Family Survey child *Outcomes*
- Domain scores are fairly stable over the five-year period. The most variable domains include the following:
 - Adult Survey *Treatment Planning*
 - Youth Survey *Access, Outcomes, and General Satisfaction*
 - Family Survey *Social Connectedness*

FIGURE 1: STATEWIDE TRENDS IN ADULT SURVEY MHSIP DOMAIN SCORES

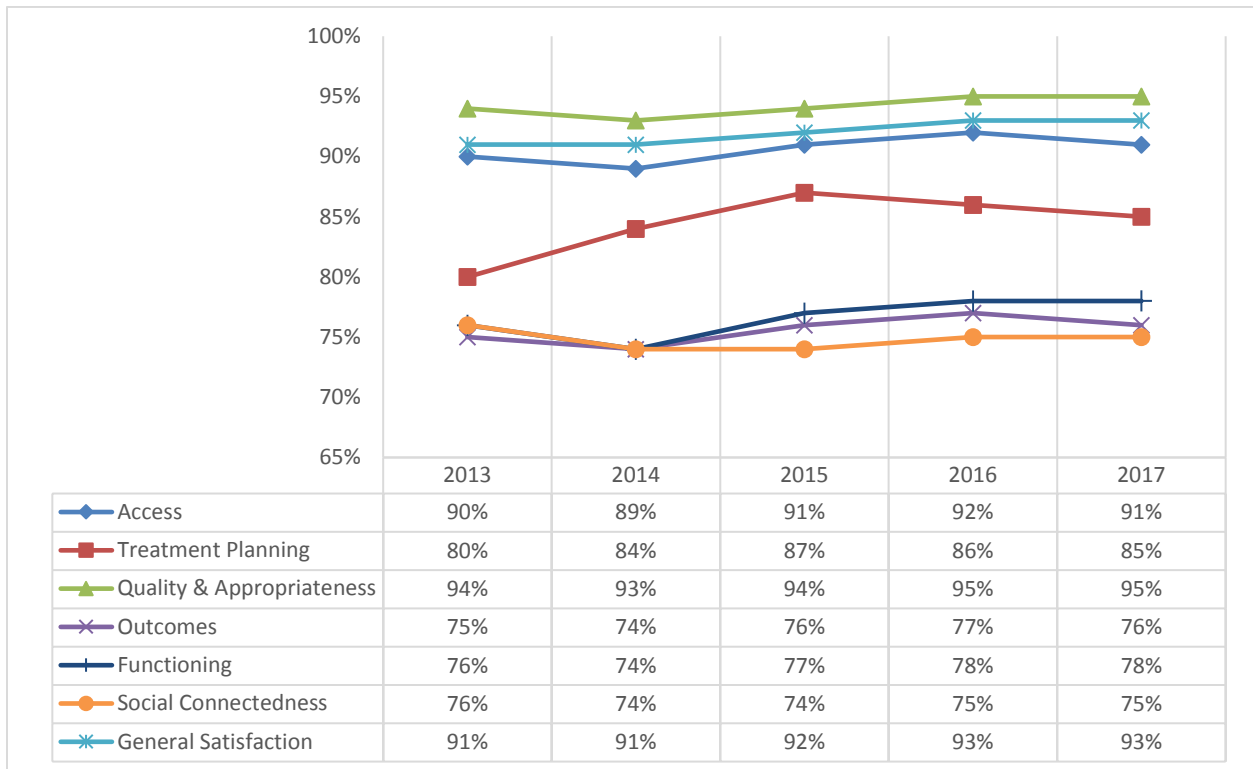


FIGURE 2: STATEWIDE TRENDS IN YOUTH SURVEY MHSIP DOMAIN SCORES

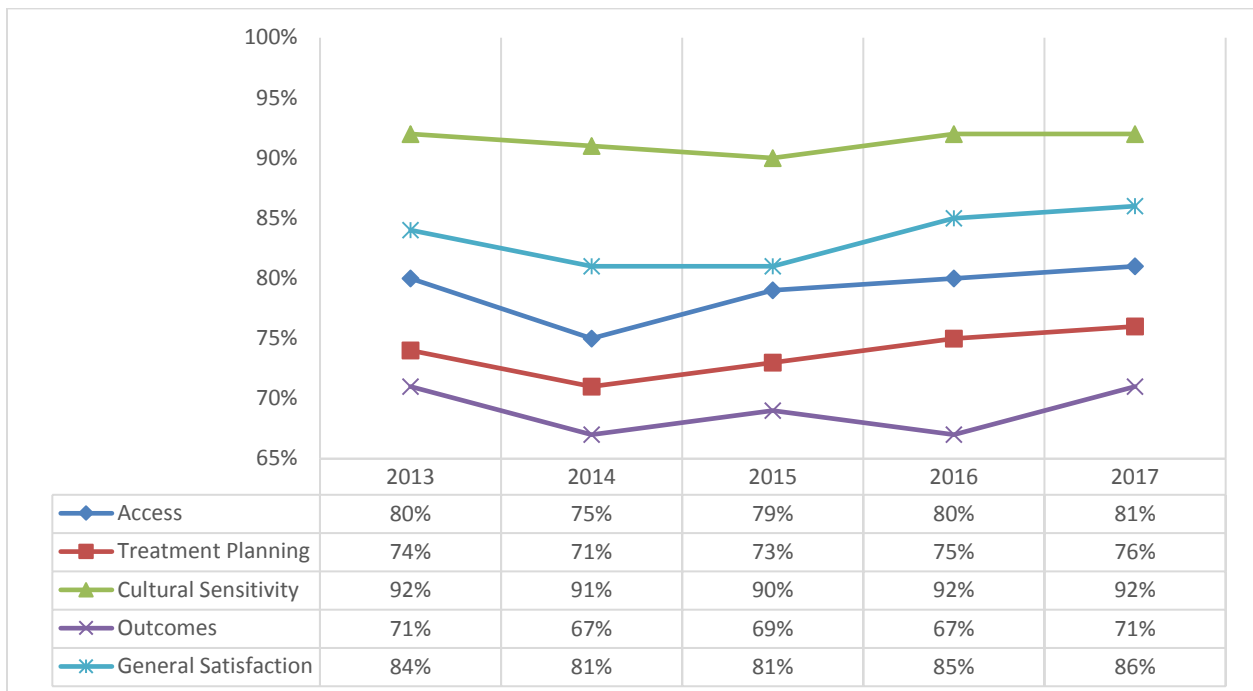
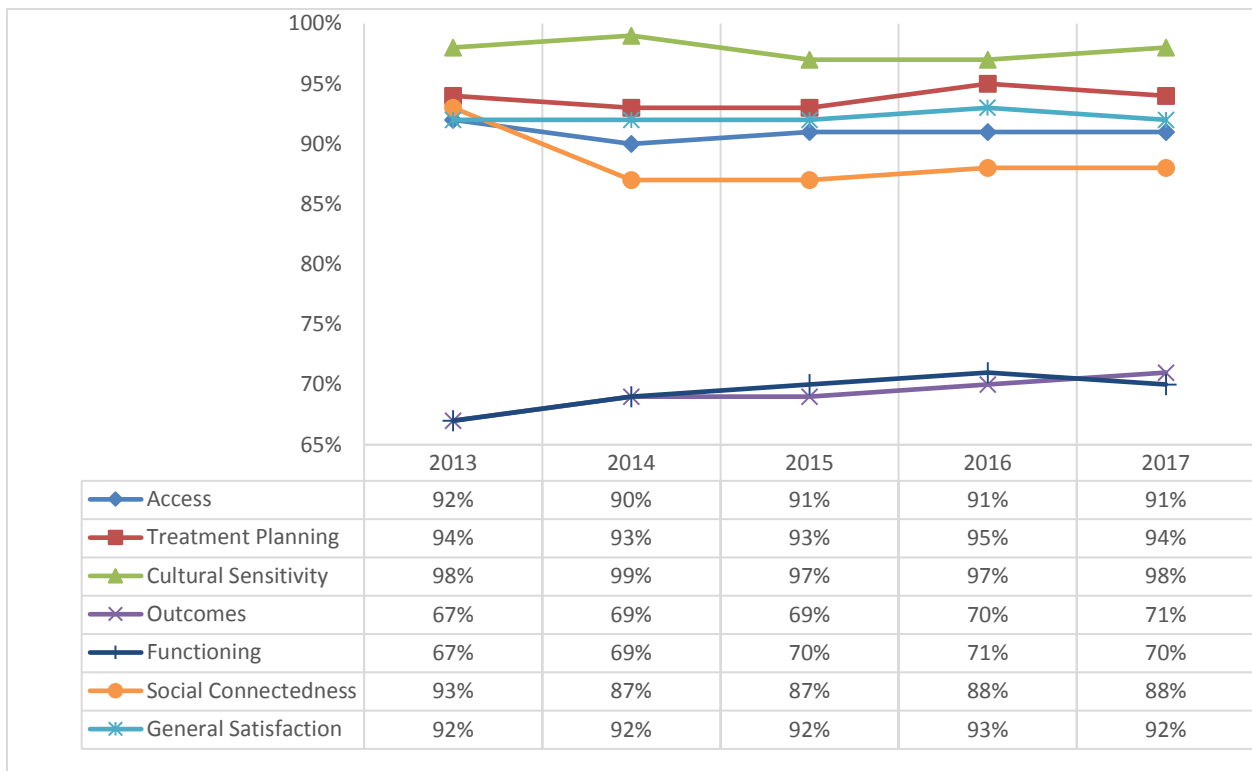


FIGURE 3: STATEWIDE TRENDS IN FAMILY SURVEY MHSIP DOMAIN SCORES FOR CHILDREN UNDER 12 YEARS



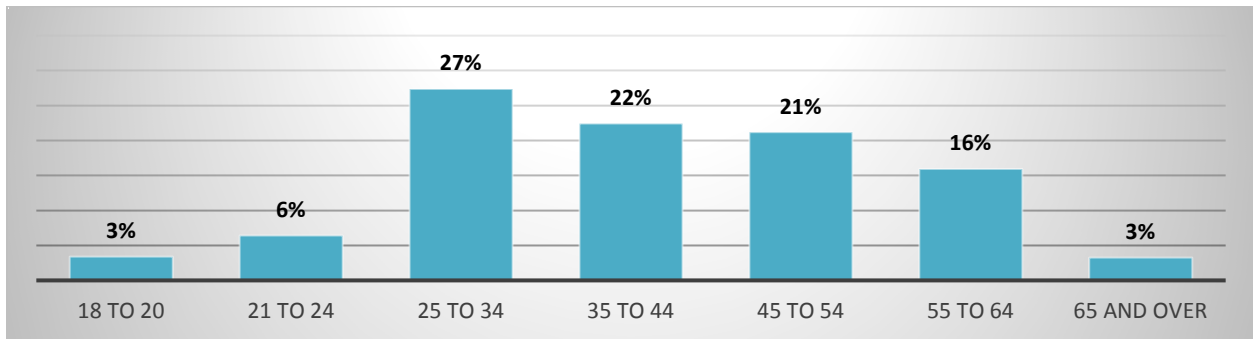
*Family Survey *Outcomes* and *Functioning* MHSIP domain scores are based on five common items, and both domains include one additional unique item.

Survey Respondent Characteristics

Adult Survey

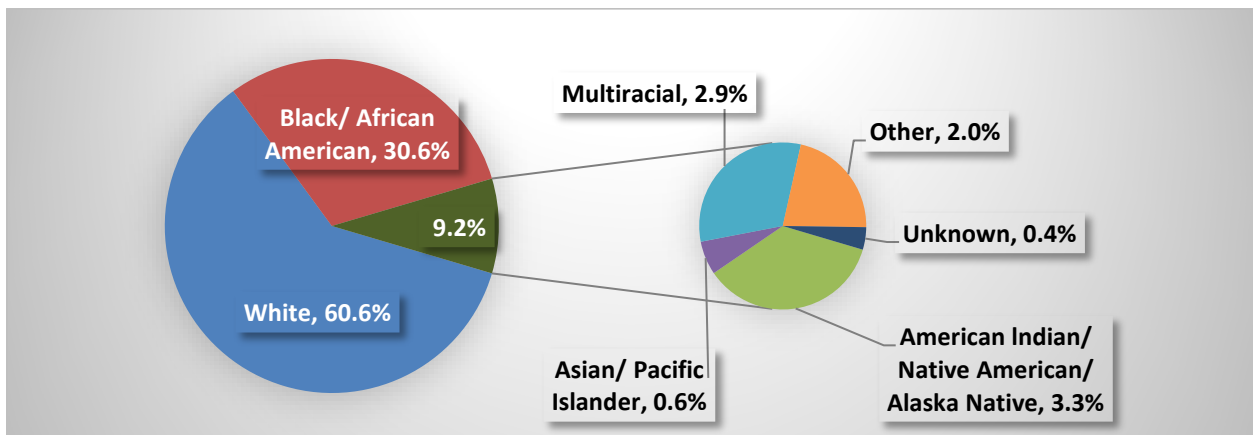
The 2017 Adult Survey sample included 4,353 individuals with a reported age within the requested range of 18 years and older.³ This group had an average age of 41.0 years and included more female (62%) than male (38%) respondents.

FIGURE 4: ADULT RESPONDENT AGE DISTRIBUTION



Over half reported that their racial background is best described as White, and almost one-third selected Black/African American. A total of 3.5 percent of the sample also identified as Hispanic or Latino. Most of these respondents identified as Other (32%), White (29%), Multiracial (16%), or Black/African American (13%).

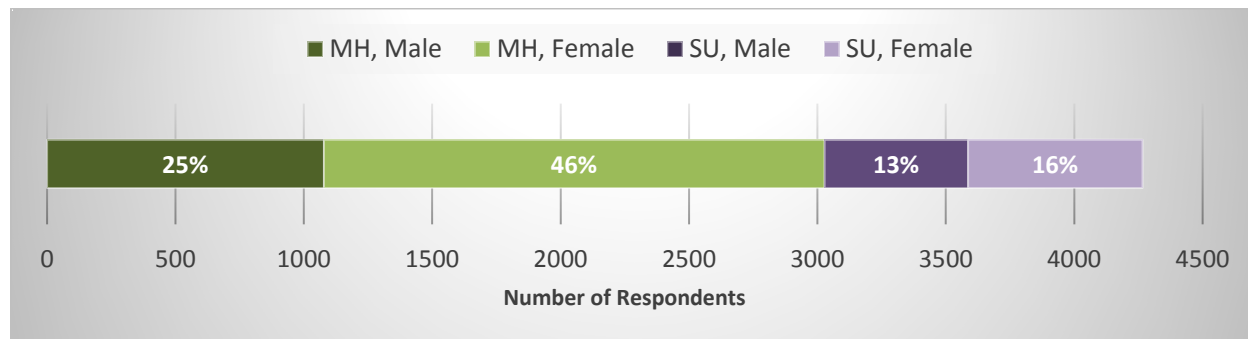
FIGURE 5: ADULT RESPONDENT RACE/ETHNICITY



³ Analyses in later sections of this report include surveys from an additional 69 respondents who did not report age. Surveys for an additional 17 respondents with reported ages under 18 years are excluded from all subsequent analysis.

Most adults (71%) reported that their primary reason for receiving services was related to mental health. Less than one-third (29%) reported the primary reason was substance use. MH services clients included nearly twice as many women as men, while SU clients were more evenly split between genders. Likewise, the sample included approximately twice as many male MH as male SU clients, and approximately three times as many female MH as female SU respondents.

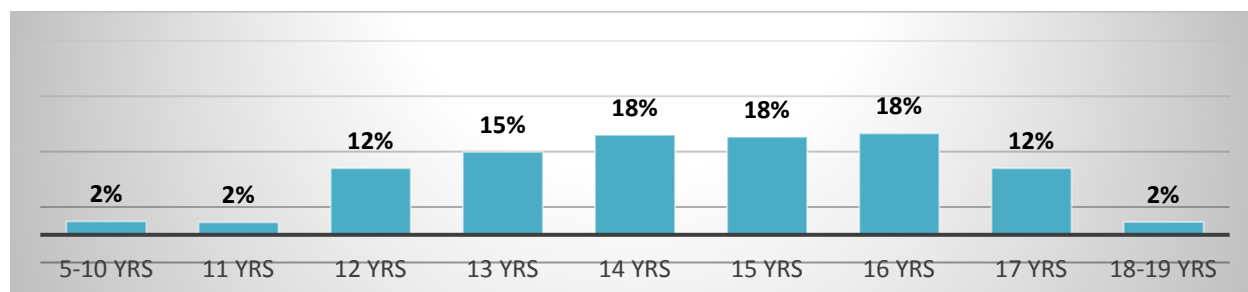
FIGURE 6: ADULT RESPONDENT GENDER AND PRIMARY REASON FOR SERVICES, PERCENTAGE OF TOTAL SAMPLE



Youth Survey

The Youth Survey sample included 959 respondents within the requested range of 12 to 17 years, 48 with reported ages younger than 12 years, and 24 ages 18 or 19 years, for a total of 1,031 with a reported age under 20 years.⁴ This group had an average age of 14.4 years and consisted of 48 percent male and 52 percent female respondents.

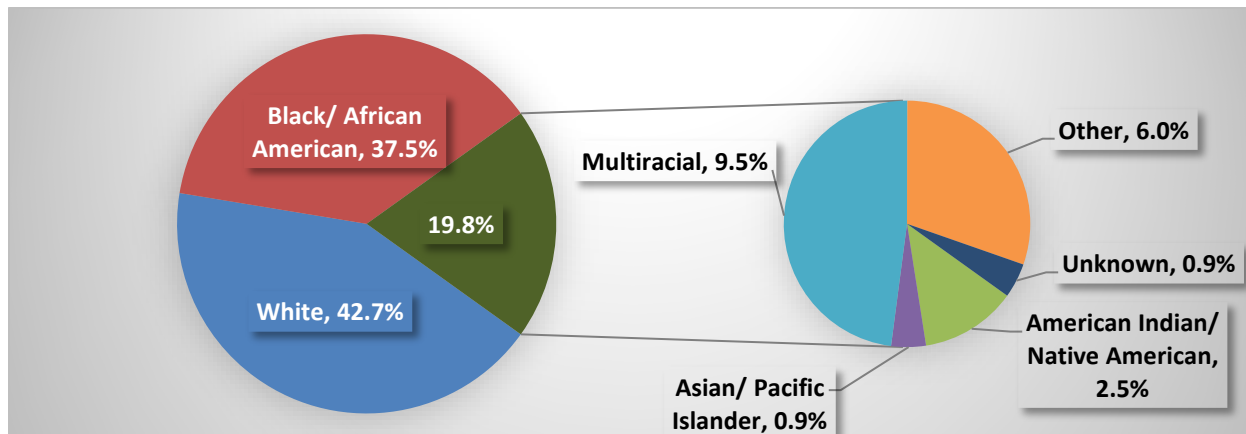
FIGURE 7: YOUTH RESPONDENT AGE DISTRIBUTION



Most respondents identified as White (43%) or Black/African American (38%). Ten percent identified as Multiracial. Nearly one-sixth of respondents (16%) also self-identified as Hispanic or Latino. Most of these individuals identified as Other (38%), Multiracial (26%), or White (21%).

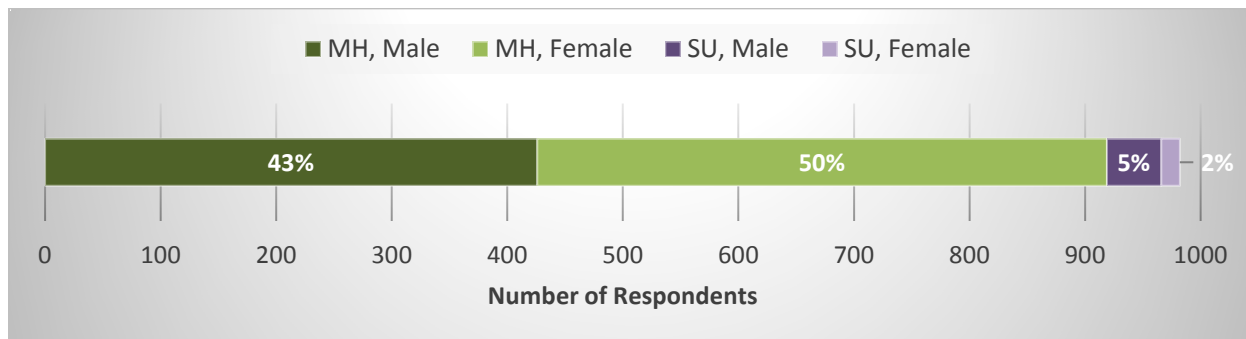
⁴Analyses in later sections of this report include surveys from an additional 13 respondents who did not report age. Surveys for an additional 18 respondents with reported ages between 21 and 69 years are excluded from all subsequent analysis.

FIGURE 8: YOUTH RESPONDENT RACE/ETHNICITY



Few youth respondents of either gender reported a primary reason for receiving services related to SU (6.3%). Most (93.7%) reported MH as the primary reason.

FIGURE 9: YOUTH RESPONDENT GENDER AND PRIMARY REASON FOR SERVICES, PERCENTAGE OF TOTAL SAMPLE



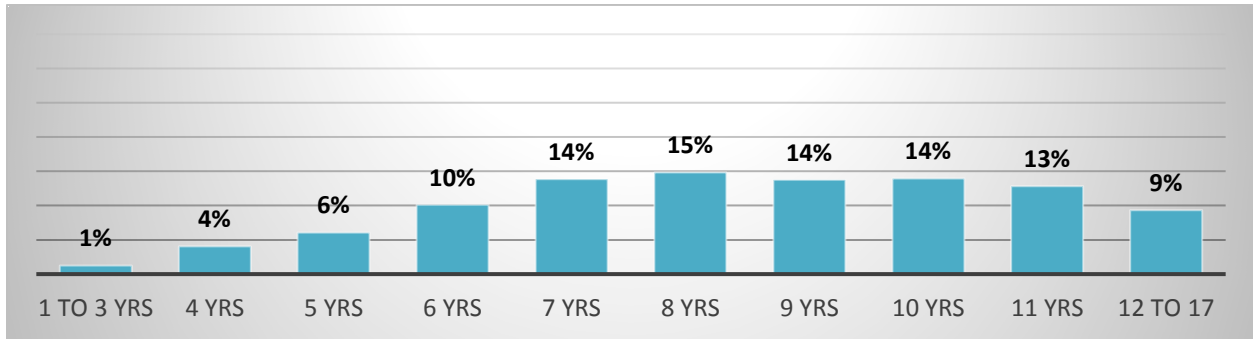
Family Survey⁵

Family Surveys were completed for 942 children within the requested age range of 11 years and younger, and for an additional 97 consumers ages 12 to 17 years, for a total of 1,039 surveys.⁶ The group consisted of 61 percent male and 39 percent female consumers with an average age of 8.6 years.

⁵Analysis of Family Survey data does not include primary service type. Only two child consumers in the sample were described as receiving services primarily for SU.

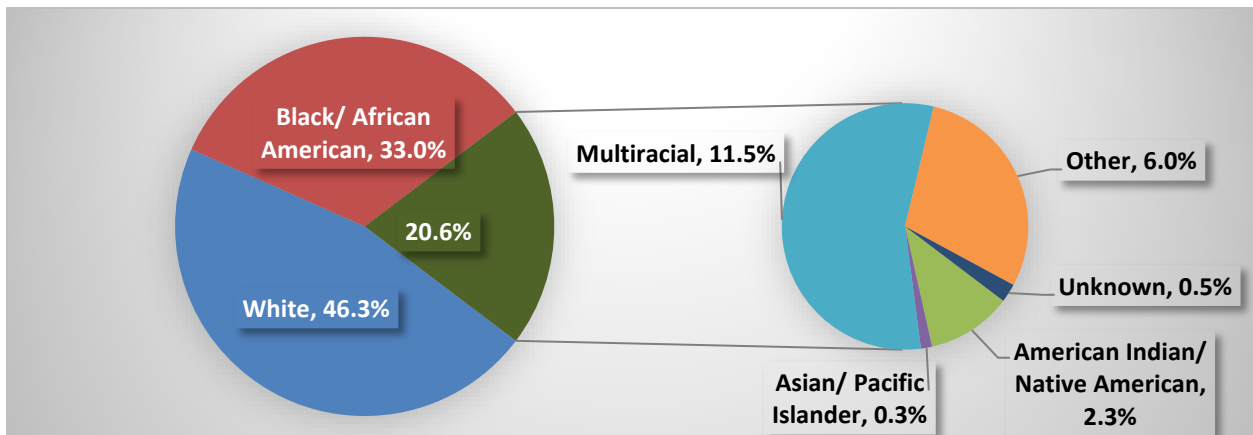
⁶Analyses in later sections of this report include surveys from an additional 6 respondents who did not report child age. Surveys for an additional 12 respondents who reported child consumer ages between 18 and 55 years are excluded from all subsequent analysis.

FIGURE 10: FAMILY SURVEY CHILD AGE DISTRIBUTION



Most respondents reported a child racial background of White or Black/African American, and 12 percent were described as multiracial. Fifteen percent of child consumers also were described as Hispanic or Latino. Most of these individuals were described as Other (34%), White (30%), or Multiracial (23%).

FIGURE 11: FAMILY SURVEY CHILD RACE/ETHNICITY



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.

Consumer Age

Correlation coefficients were computed between consumer age and each MHSIP survey numerical domain score.⁷ Consumer age was not substantially related to any survey domain within any of the three samples.⁸ 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. No further analysis of consumer age is reported.

Race/Ethnic Background

Analysis of racial/ethnic group differences was limited to groups with a minimum of 100 respondents per MHSIP domain. Adult, youth, and family samples each included 100 or more Black/African American, Hispanic/Latino, and non-Hispanic White individuals.⁹ No significant group differences were noted in the percentage of individuals who reported positive perceptions in any of the MHSIP domains. No further analysis of participant race/ethnic background is reported.

⁷ The numerical domain score is the average item score for all items that count toward the domain.

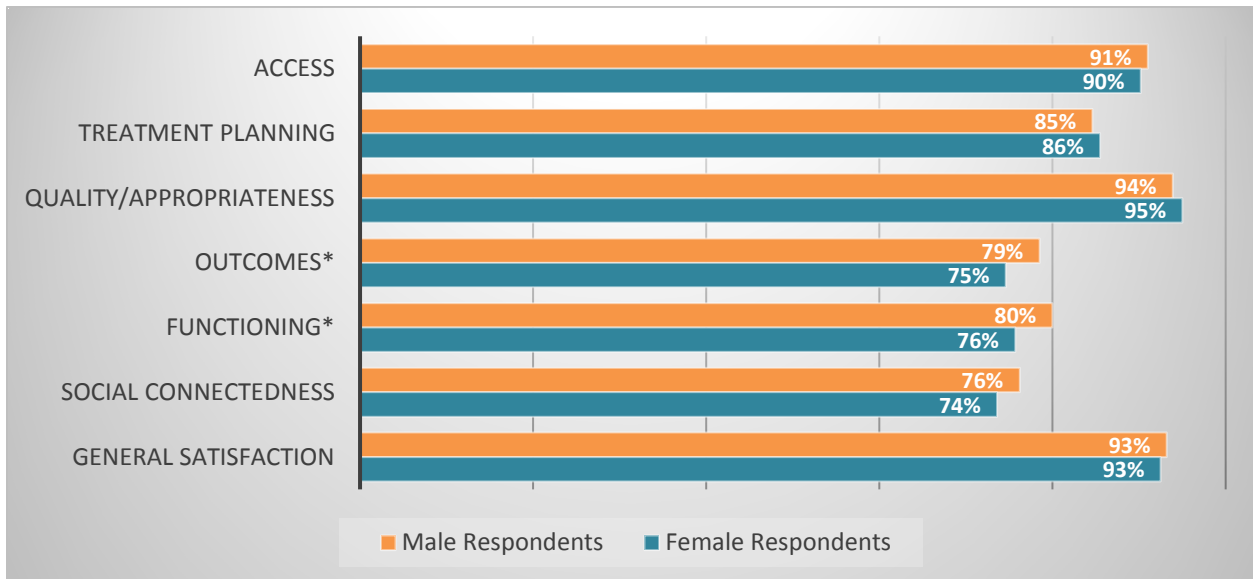
⁸ As shown in Figures 1, 2, and 3, however, scores for similar domains did vary somewhat across the three survey respondent populations.

⁹ A mutually exclusive Hispanic/Latino group was created by selecting all individuals who identified as Hispanic/Latino regardless of reported racial background.

Gender

Percentages of adult male and female respondents who reported positive perceptions differed significantly in *Outcomes* and *Functioning*. Larger percentages of male respondents reported positive perceptions in both domains.

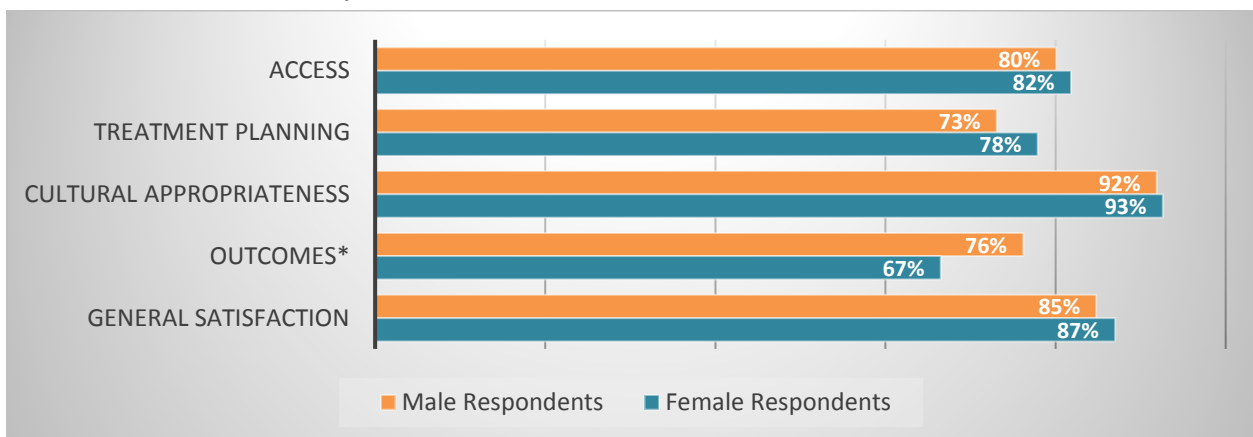
FIGURE 15: MHSIP DOMAINS, PERCENT POSITIVE BY ADULT RESPONDENT GENDER



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

A larger percentage of male compared to female youth respondents also reported positive *Outcomes*.

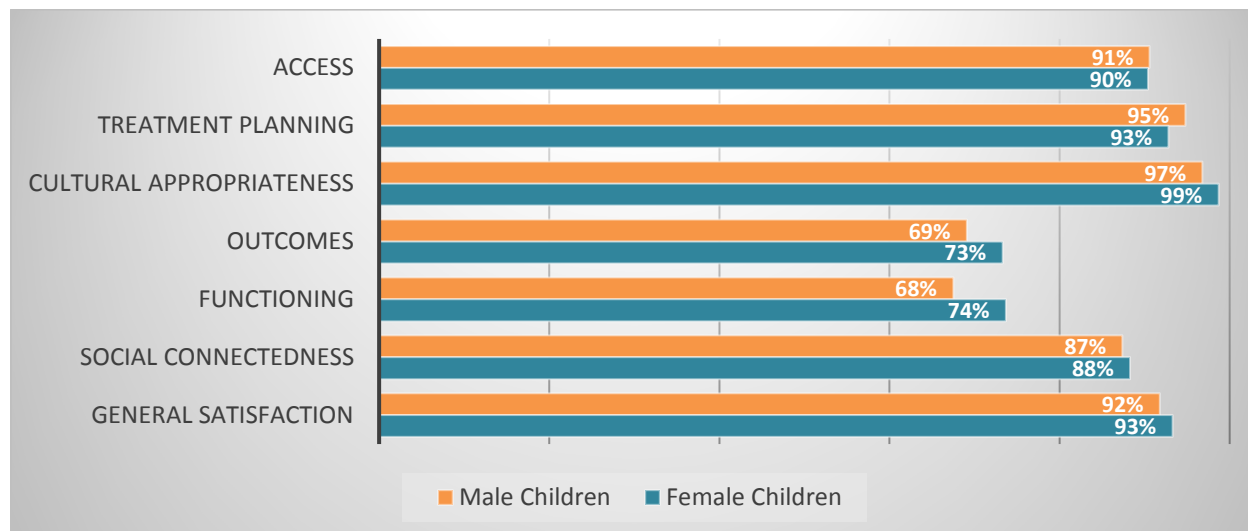
FIGURE 16: MHSIP DOMAINS, PERCENT POSITIVE BY YOUTH RESPONDENT GENDER



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

Percentages of male and female child family members reporting positive perceptions did not differ significantly in any domain. However, a marginal trend toward higher *Outcomes* and *Functioning* scores for female consumers is noted.

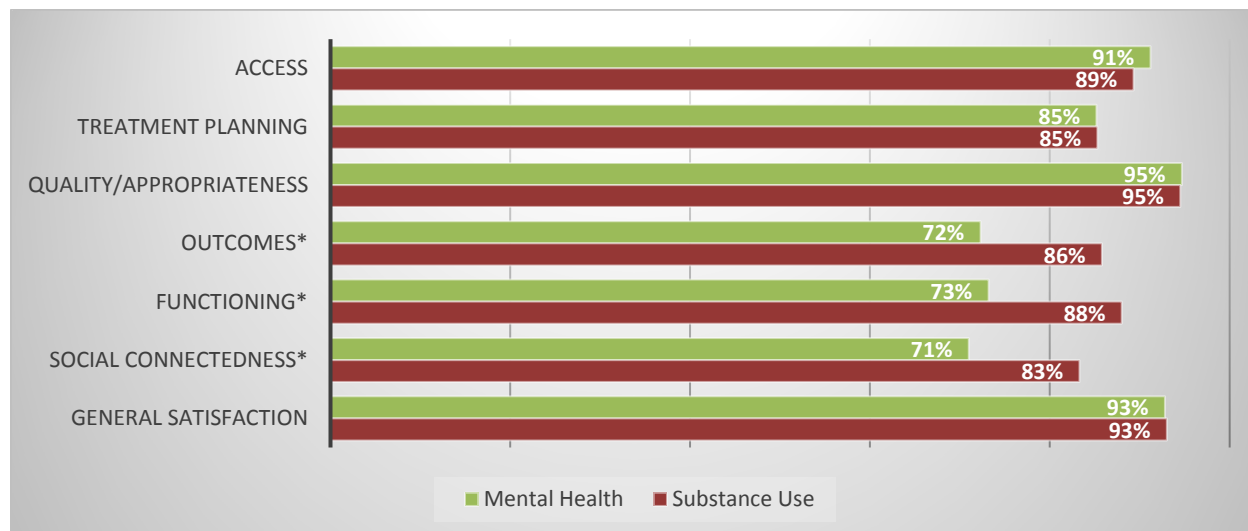
FIGURE 17: MHSIP DOMAINS, PERCENT POSITIVE BY CHILD CONSUMER GENDER



Primary Service Type

Comparison of consumers with primary MH and SU service types was limited to the Adult Survey. 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 respondent characteristics for which significant group differences were observed in the previous analysis: adult gender and primary service type, and youth gender.¹⁰

Relative percentages of adult male and female MH and SU service consumers varied significantly by LME-MCO. For example, Sandhills and Trillium samples included relatively large percentages of male SU and small percentages of female MH respondents compared to other LME-MCOs. Alliance and Cardinal samples included somewhat larger relative percentages of 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	26%	10%	51%	13%	36%	64%	76%	24%
Cardinal	22%	14%	50%	14%	36%	64%	72%	28%
Eastpointe	27%	10%	45%	18%	37%	63%	72%	28%
Partners	22%	13%	44%	21%	35%	65%	66%	34%
Sandhills	31%	16%	39%	14%	47%	54%	70%	30%
Trillium	29%	16%	39%	16%	45%	55%	68%	32%
Vaya	26%	12%	47%	15%	38%	62%	73%	27%
State Total	26%	13%	46%	16%	39%	61%	71%	29%

Youth respondent gender distributions also varied by LME-MCO. Eastpointe’s sample was more heavily weighted toward male respondents, while Cardinal and Vaya samples included larger percentages of female respondents.

¹⁰ Some MHSIP survey domain scores were shown in the previous section to vary with respondent 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 9: LME-MCO YOUTH SURVEY RESPONDENT GENDER

Youth Survey		
LME-MCO	Male	Female
Alliance	48%	52%
Cardinal	44%	56%
Eastpointe	56%	44%
Partners	49%	51%
Sandhills	46%	54%
Trillium	52%	48%
Vaya	46%	55%
State Total	49%	51%

Perception of Care Survey Results

The remainder of this report presents MH/SU 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 perceptions;
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 who reported positive perceptions and the 95 % confidence interval around each percentage; and
4. A summary table that shows each LME-MCO's total number of respondents who had a calculated score for the domain, and percentages of respondents who reported negative, neutral, and positive perceptions.

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. 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

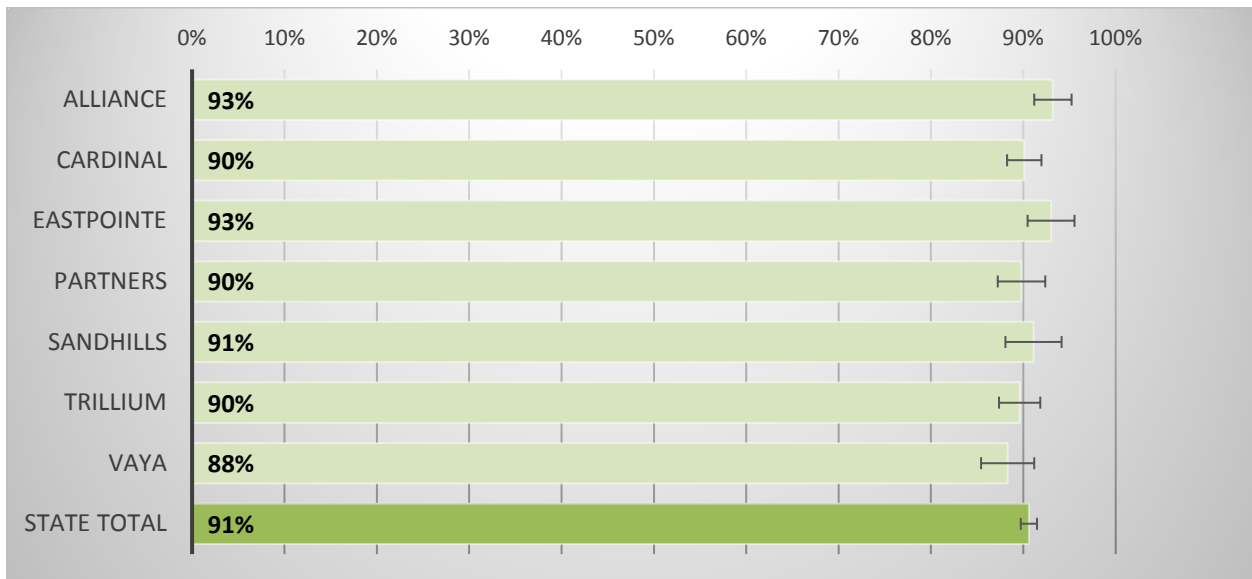
ADULT SURVEY: ACCESS

Statewide, 91 percent of adult respondents reported positive perceptions about Access to services, and one percent reported negative perceptions.

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 +/-1.9% to +/-3.0%. 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 POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	644	93.2%	6.1%	0.8%
Cardinal	1,042	90.1%	9.1%	0.8%
Eastpointe	426	93.0%	6.3%	0.7%
Partners	570	89.8%	8.9%	1.2%
Sandhills	369	91.1%	8.4%	0.5%
Trillium	761	89.6%	8.9%	1.4%
Vaya	513	88.3%	10.7%	1.0%
State Total	4,325	90.6%	8.5%	0.9%

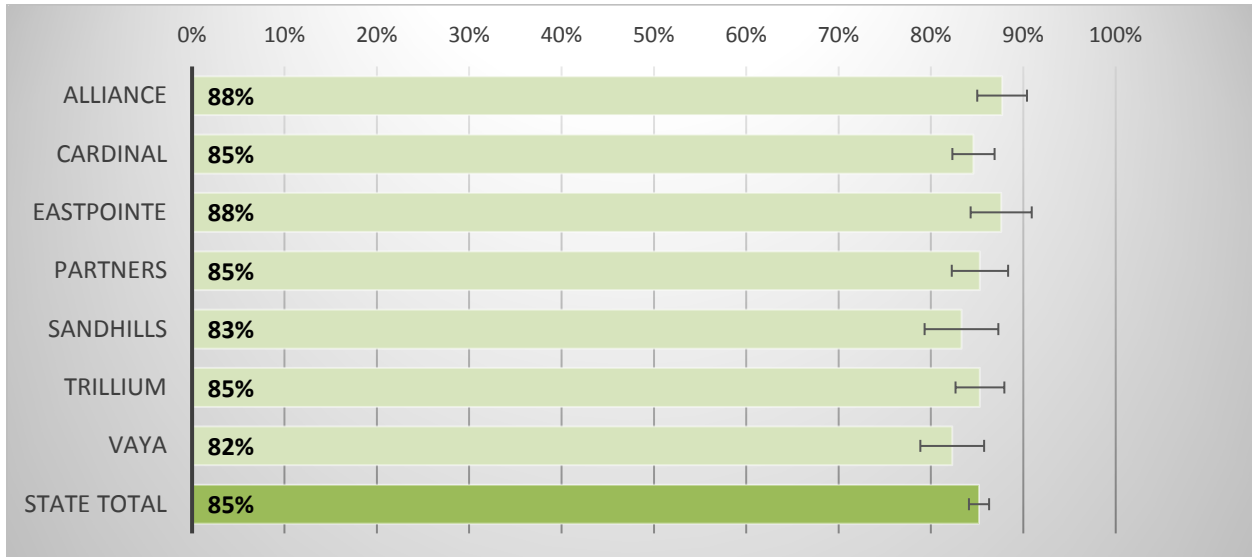
ADULT SURVEY: *TREATMENT PLANNING*

Statewide, 85 percent of adult respondents reported positive perceptions about their involvement in *Treatment Planning*, and two percent reported negative perceptions.

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 +/-2.3% 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 *TREATMENT PLANNING*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	608	87.7%	11.0%	1.3%
Cardinal	1,002	84.6%	13.5%	1.9%
Eastpointe	411	87.6%	11.2%	1.2%
Partners	550	85.3%	12.4%	2.4%
Sandhills	360	83.3%	14.2%	2.5%
Trillium	727	85.3%	13.1%	1.7%
Vaya	498	82.3%	15.3%	2.4%
State Total	4,156	85.2%	12.9%	1.9%

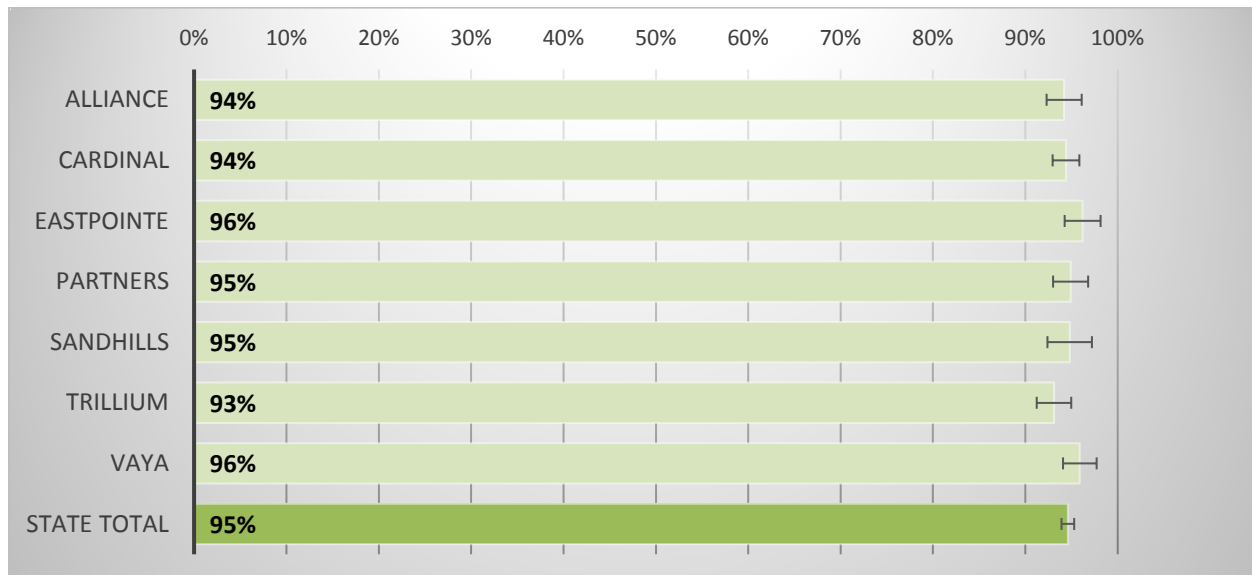
ADULT SURVEY: *QUALITY AND APPROPRIATENESS*

Statewide, 95 percent of adult respondents reported positive perceptions about the *Quality and Appropriateness* of their services, and fewer than one percent reported negative perceptions.

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 +/-1.4% to +/-2.4%. 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 *QUALITY/APPROPRIATENESS*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	633	94.2%	5.4%	0.5%
Cardinal	1,036	94.4%	5.0%	0.6%
Eastpointe	421	96.2%	3.3%	0.5%
Partners	567	94.9%	4.4%	0.7%
Sandhills	367	94.8%	5.2%	0.0%
Trillium	759	93.1%	6.6%	0.3%
Vaya	510	95.9%	3.9%	0.2%
State Total	4,293	94.6%	5.0%	0.4%

ADULT SURVEY: *OUTCOMES*

Statewide, 76 percent of adult respondents reported positive perceptions about the *Outcomes* of their services, and three percent reported negative perceptions.

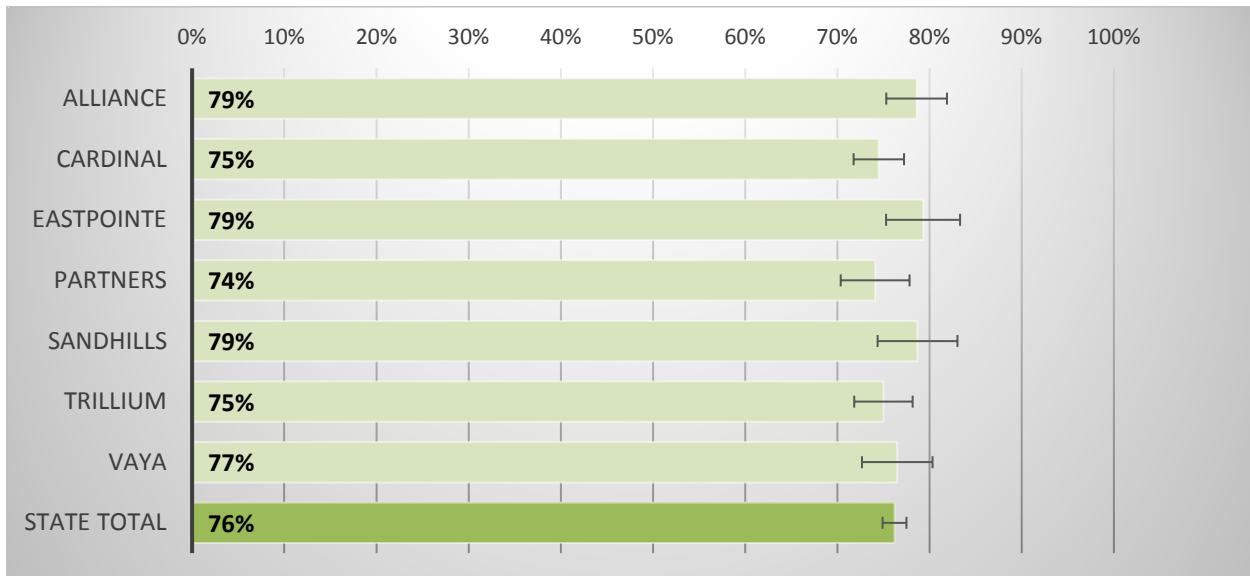
ADULT *OUTCOMES* DOMAIN ITEMS

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 +/-2.7% to +/-4.3%. 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.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	626	78.6%	18.5%	2.9%
Cardinal	1,012	74.5%	21.7%	3.8%
Eastpointe	416	79.3%	17.5%	3.1%
Partners	555	74.1%	22.5%	3.4%
Sandhills	366	78.7%	19.7%	1.6%
Trillium	749	75.0%	21.2%	3.7%
Vaya	497	76.5%	20.3%	3.2%
State Total	4,221	76.2%	20.5%	3.3%

ADULT SURVEY: *FUNCTIONING*

Statewide, 78 percent of adult respondents reported positive perceptions about the effects of services on their *Functioning*, and four percent reported negative perceptions.

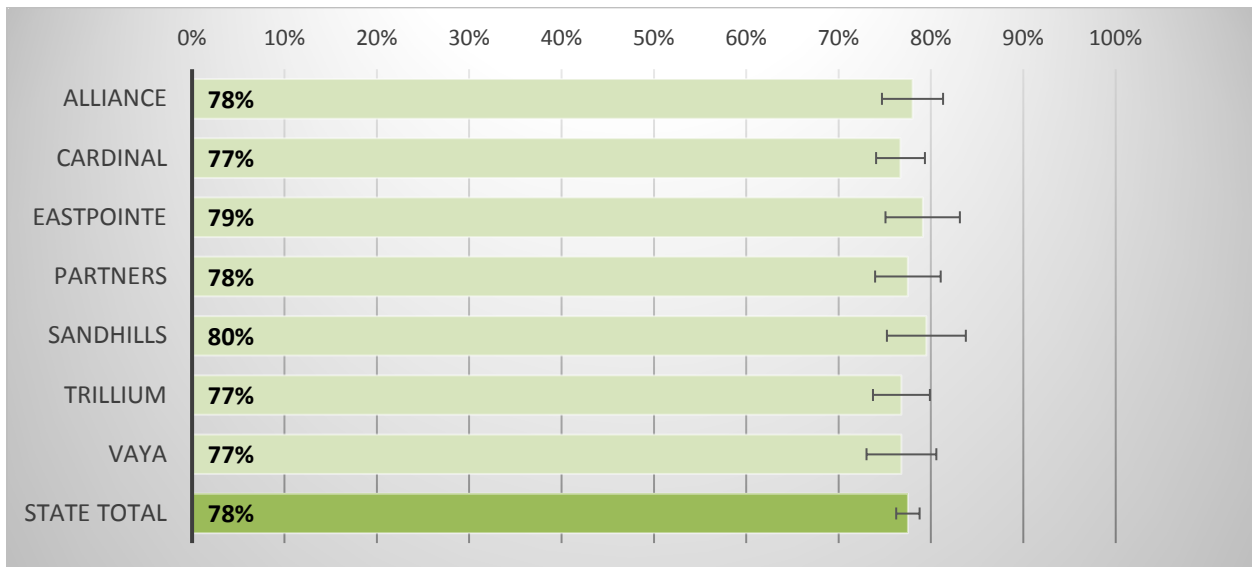
ADULT *FUNCTIONING* DOMAIN ITEMS

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 +/-2.6% to +/-4.3%. 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.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	632	78.0%	18.5%	3.5%
Cardinal	1,020	76.7%	18.4%	4.9%
Eastpointe	416	79.1%	16.3%	4.6%
Partners	559	77.5%	18.1%	4.5%
Sandhills	366	79.5%	17.2%	3.3%
Trillium	753	76.8%	18.7%	4.5%
Vaya	505	76.8%	19.2%	4.0%
State Total	4,251	77.5%	18.2%	4.3%

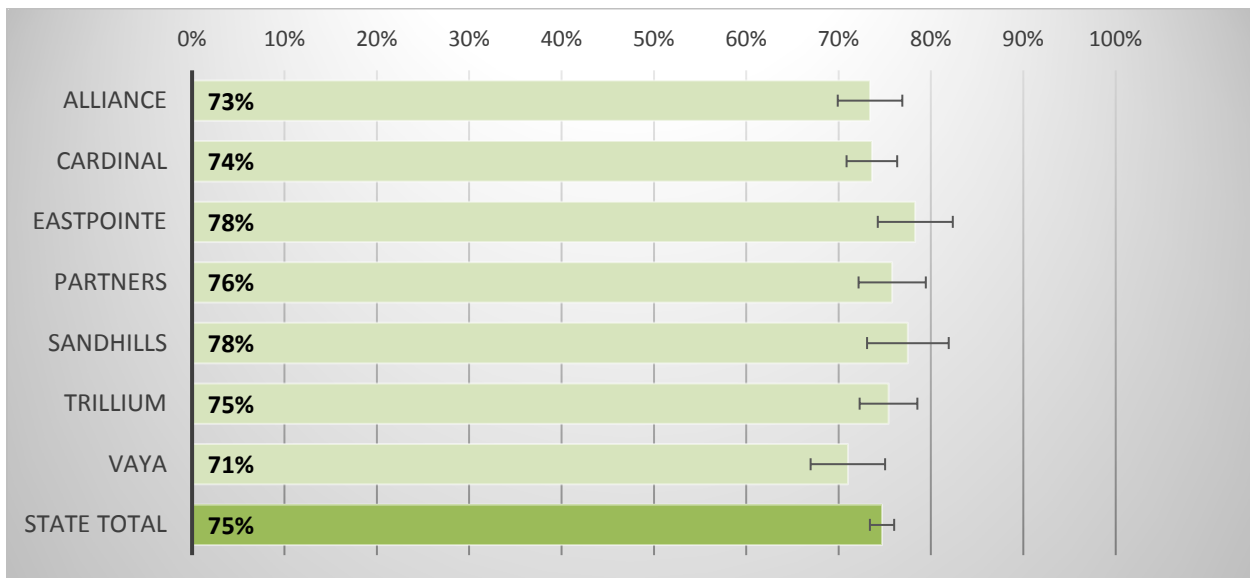
ADULT SURVEY: SOCIAL CONNECTEDNESS

Statewide, 75 percent of adult respondents reported positive perceptions about their *Social Connectedness*, and six percent reported negative perceptions.

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 +/-2.7% to +/-4.4%. 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 SOCIAL CONNECTEDNESS: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	642	73.4%	18.8%	7.8%
Cardinal	1,030	73.6%	19.9%	6.5%
Eastpointe	420	78.3%	16.0%	5.7%
Partners	559	75.8%	20.0%	4.1%
Sandhills	365	77.5%	17.5%	4.9%
Trillium	761	75.4%	18.8%	5.8%
Vaya	511	71.0%	20.9%	8.0%
State Total	4,288	74.7%	19.1%	6.2%

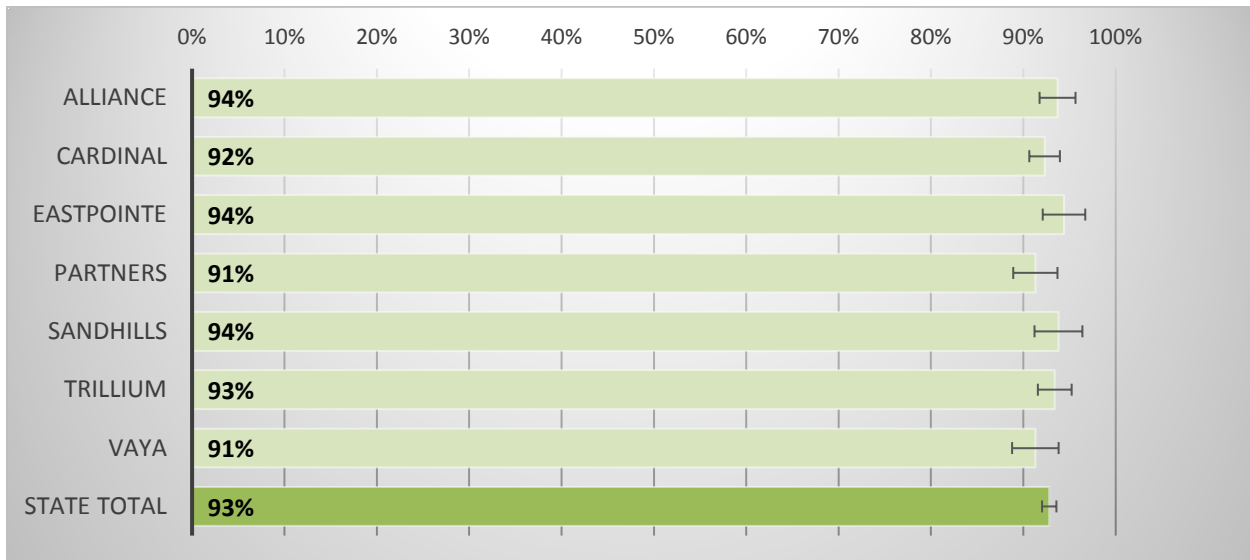
ADULT SURVEY: *GENERAL SATISFACTION*

Statewide, 93 percent of adult respondents reported positive perceptions related to their *General Satisfaction*, and one percent reported negative perceptions.

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 +/-1.7% to +/-2.6%. 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	649	93.7%	5.1%	1.2%
Cardinal	1,055	92.3%	6.8%	0.9%
Eastpointe	425	94.4%	4.7%	0.9%
Partners	573	91.3%	7.0%	1.7%
Sandhills	370	93.8%	6.2%	0.0%
Trillium	761	93.4%	5.5%	1.1%
Vaya	520	91.3%	7.7%	1.0%
State Total	4,353	92.8%	6.2%	1.0%

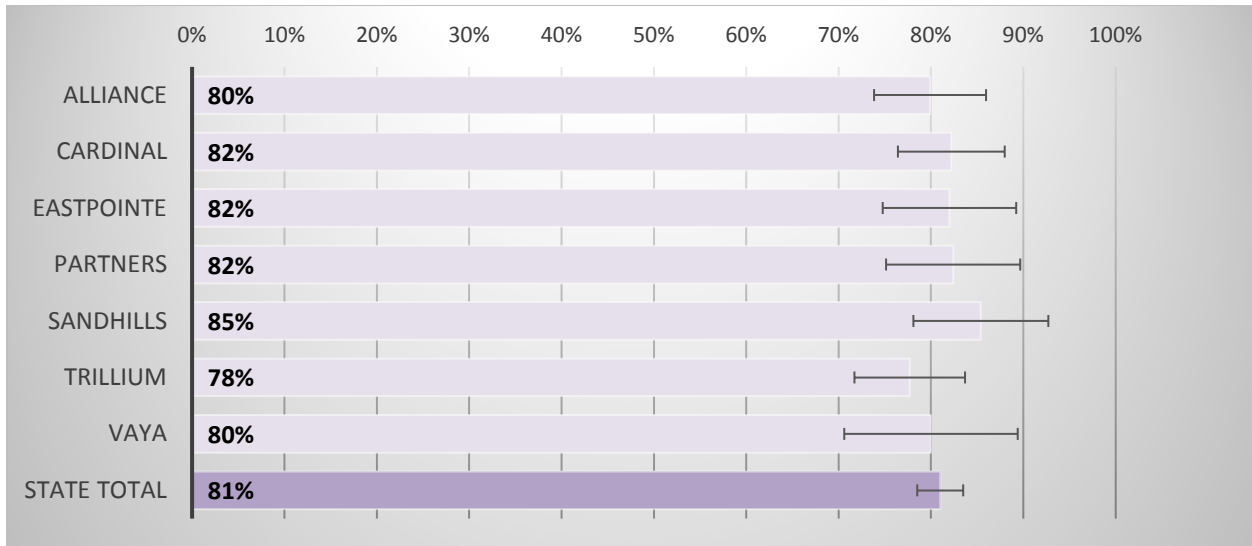
YOUTH SURVEY: ACCESS

Statewide, 81 percent of youth respondents reported positive perceptions about Access to services, and three percent reported negative perceptions.

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 +/-5.8% to +/-9.4%. 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.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	184	79.9%	19.0%	1.1%
Cardinal	185	82.2%	12.4%	5.4%
Eastpointe	122	82.0%	17.2%	0.8%
Partners	119	82.4%	10.1%	7.6%
Sandhills	103	85.4%	9.7%	4.9%
Trillium	202	77.7%	20.3%	2.0%
Vaya	80	80.0%	20.0%	0.0%
State Total	995	81.0%	15.9%	3.1%

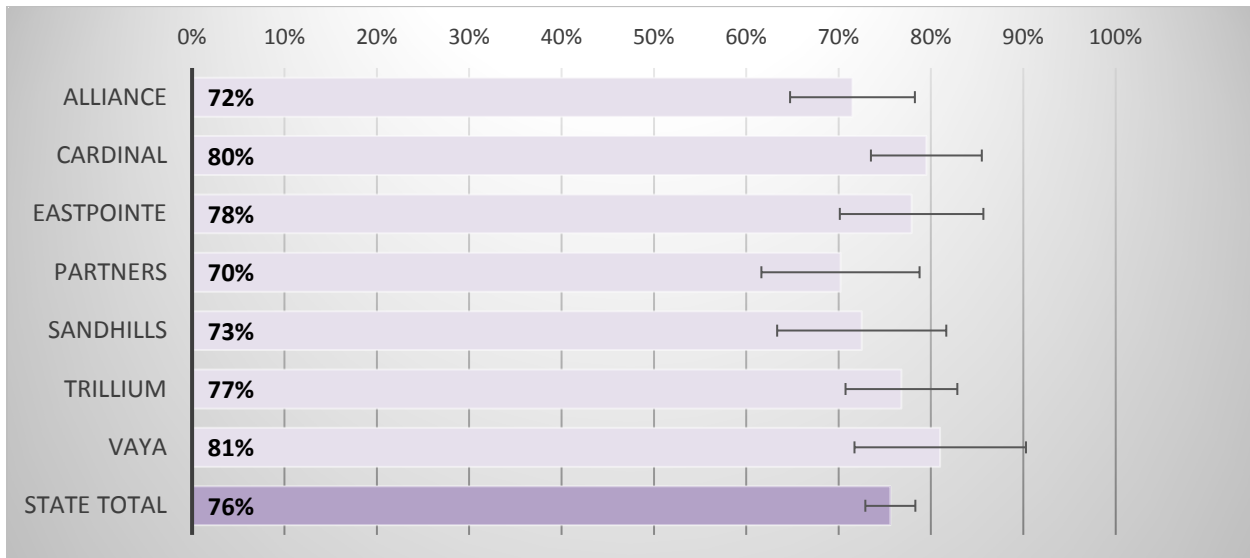
YOUTH SURVEY: *TREATMENT PLANNING*

Statewide, 76 percent of youth respondents reported positive perceptions about their involvement in *Treatment Planning*, and three percent reported negative perceptions.

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 +/-6.0% 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 *TREATMENT PLANNING*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	186	71.5%	23.1%	5.4%
Cardinal	190	79.5%	18.9%	1.6%
Eastpointe	122	77.9%	20.5%	1.6%
Partners	121	70.2%	25.6%	4.1%
Sandhills	102	72.5%	25.5%	2.0%
Trillium	203	76.8%	18.2%	4.9%
Vaya	79	81.0%	17.7%	1.3%
State Total	1,003	75.6%	21.1%	3.3%

YOUTH SURVEY: *CULTURAL SENSITIVITY*

Statewide, 92 percent of youth respondents reported positive perceptions about the *Cultural Sensitivity* of their service providers, and less than one percent reported negative perceptions.

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 +/-3.2% to +/-6.2%. 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 *CULTURAL SENSITIVITY*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	188	93.1%	6.9%	0.0%
Cardinal	184	95.7%	4.3%	0.0%
Eastpointe	121	92.6%	7.4%	0.0%
Partners	121	90.1%	9.9%	0.0%
Sandhills	103	92.2%	6.8%	1.0%
Trillium	203	89.2%	9.9%	1.0%
Vaya	77	93.5%	6.5%	0.0%
State Total	997	92.3%	7.4%	0.3%

YOUTH SURVEY: *OUTCOMES*

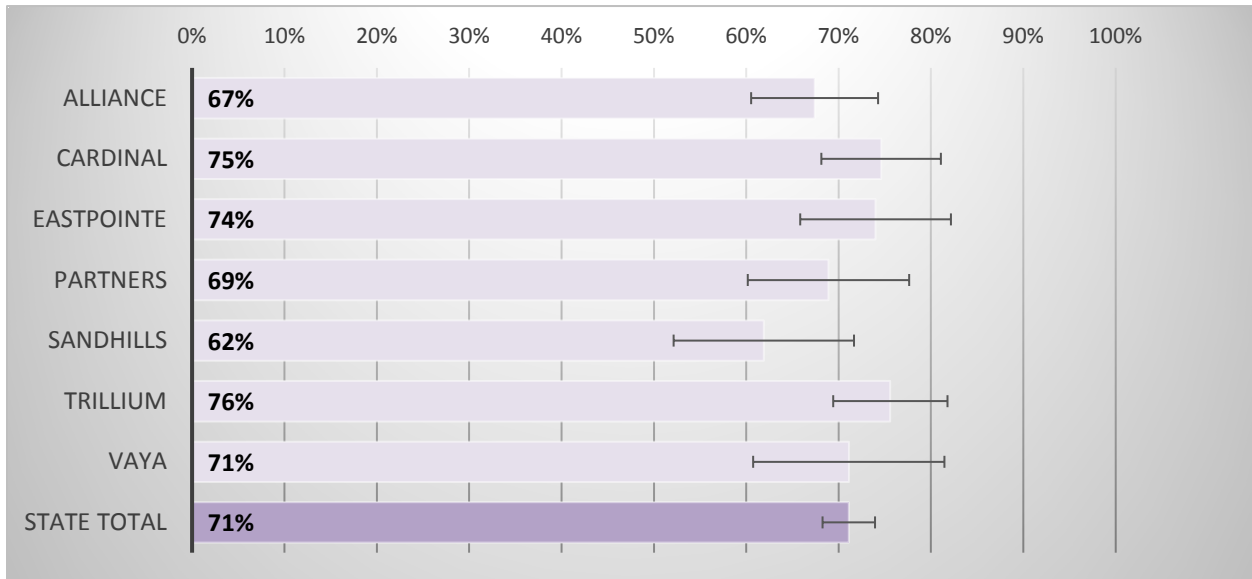
Statewide, 71 percent of youth respondents reported positive perceptions about their service *Outcomes*, and five percent reported negative perceptions.

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 +/-6.2% to +/-10.4%. 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.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	193	67.4%	29.0%	3.6%
Cardinal	189	74.6%	21.2%	4.2%
Eastpointe	123	74.0%	21.1%	4.9%
Partners	119	68.9%	24.4%	6.7%
Sandhills	105	61.9%	28.6%	9.5%
Trillium	201	75.6%	18.9%	5.5%
Vaya	83	71.1%	24.1%	4.8%
State Total	1,013	71.1%	23.6%	5.3%

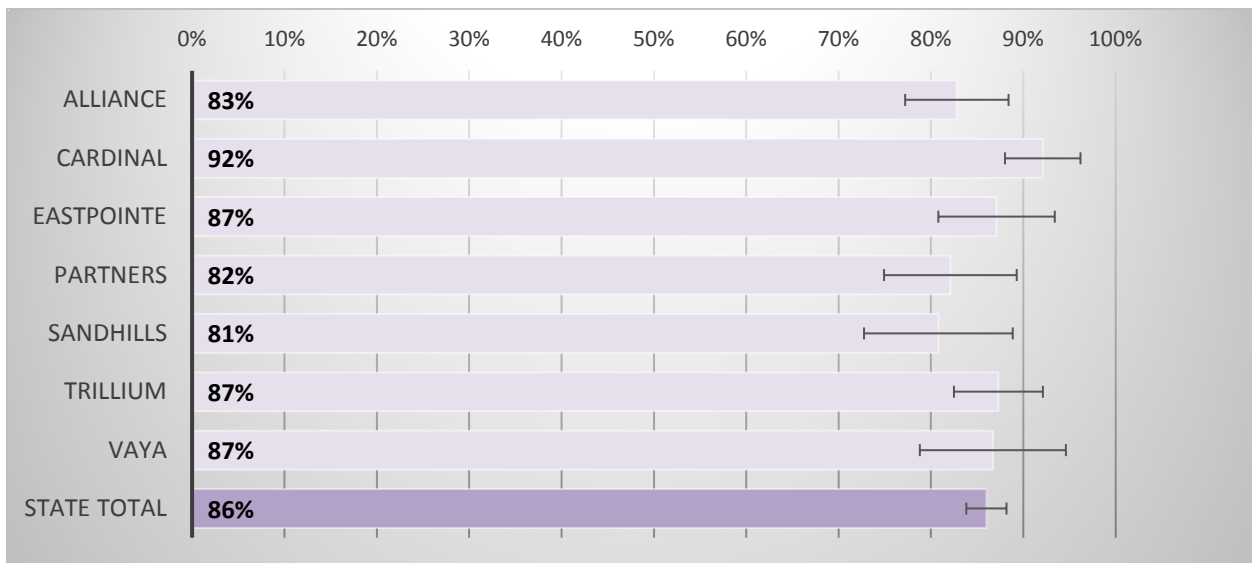
YOUTH SURVEY: *GENERAL SATISFACTION*

Statewide, 86 percent of youth respondents reported positive perceptions related to their *General Satisfaction*, and two percent reported negative perceptions.

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 +/-4.1% to +/-8.1%. 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 *GENERAL SATISFACTION*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	192	82.8%	15.6%	1.6%
Cardinal	191	92.1%	6.8%	1.0%
Eastpointe	124	87.1%	12.9%	0.0%
Partners	123	82.1%	13.8%	4.1%
Sandhills	104	80.8%	16.3%	2.9%
Trillium	204	87.3%	11.3%	1.5%
Vaya	83	86.7%	10.8%	2.4%
State Total	1,021	86.0%	12.2%	1.8%

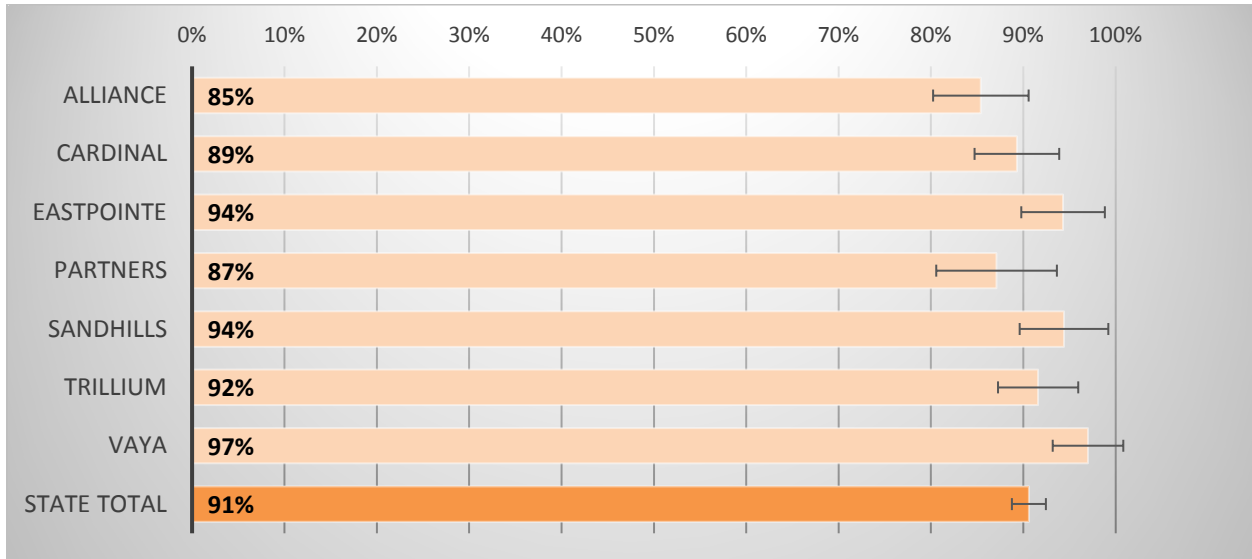
FAMILY SURVEY: ACCESS

Statewide, 91 percent of family respondents reported positive perceptions about their Access to services, and one percent reported negative perceptions.

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 +/-3.8% to +/-6.5%. 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.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	198	85.4%	13.1%	1.5%
Cardinal	196	89.3%	8.2%	2.6%
Eastpointe	122	94.3%	5.7%	0.0%
Partners	116	87.1%	12.1%	0.9%
Sandhills	108	94.4%	4.6%	0.9%
Trillium	179	91.6%	6.7%	1.7%
Vaya	101	97.0%	3.0%	0.0%
State Total	1,020	90.6%	8.1%	1.3%

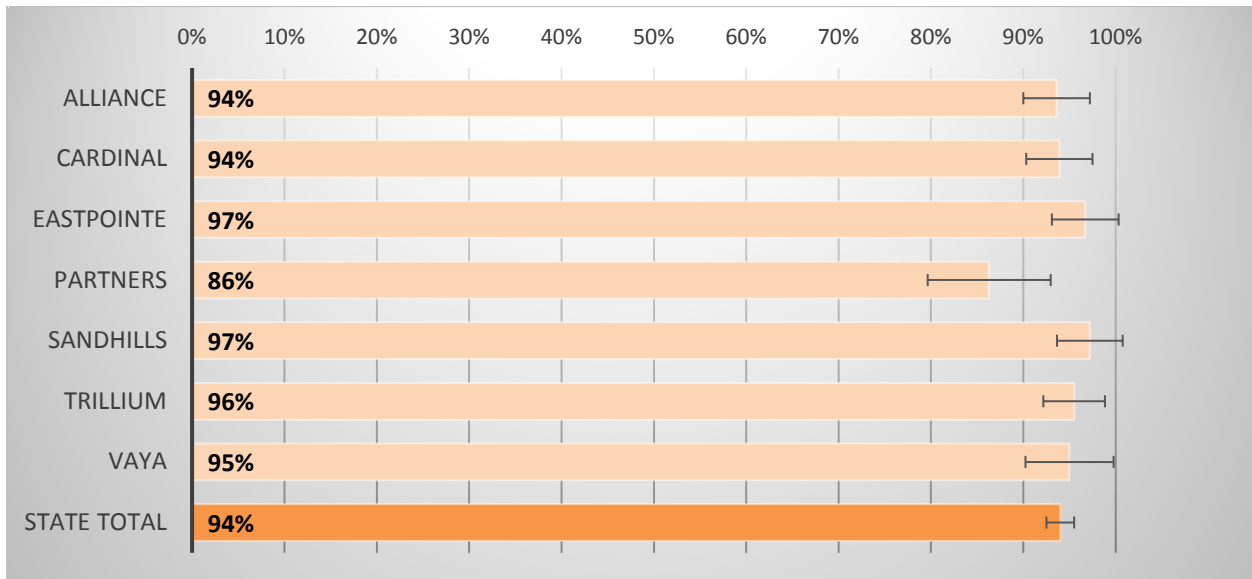
FAMILY SURVEY: *TREATMENT PLANNING*

Statewide, 94 percent of family respondents reported positive perceptions about their involvement in *Treatment Planning*, and one percent reported negative perceptions.

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 +/-3.3% to +/-6.7%. 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 POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	204	93.6%	5.4%	1.0%
Cardinal	198	93.9%	4.5%	1.5%
Eastpointe	120	96.7%	3.3%	0.0%
Partners	117	86.3%	9.4%	4.3%
Sandhills	109	97.2%	2.8%	0.0%
Trillium	177	95.5%	4.5%	0.0%
Vaya	100	95.0%	4.0%	1.0%
State Total	1,025	94.0%	4.9%	1.1%

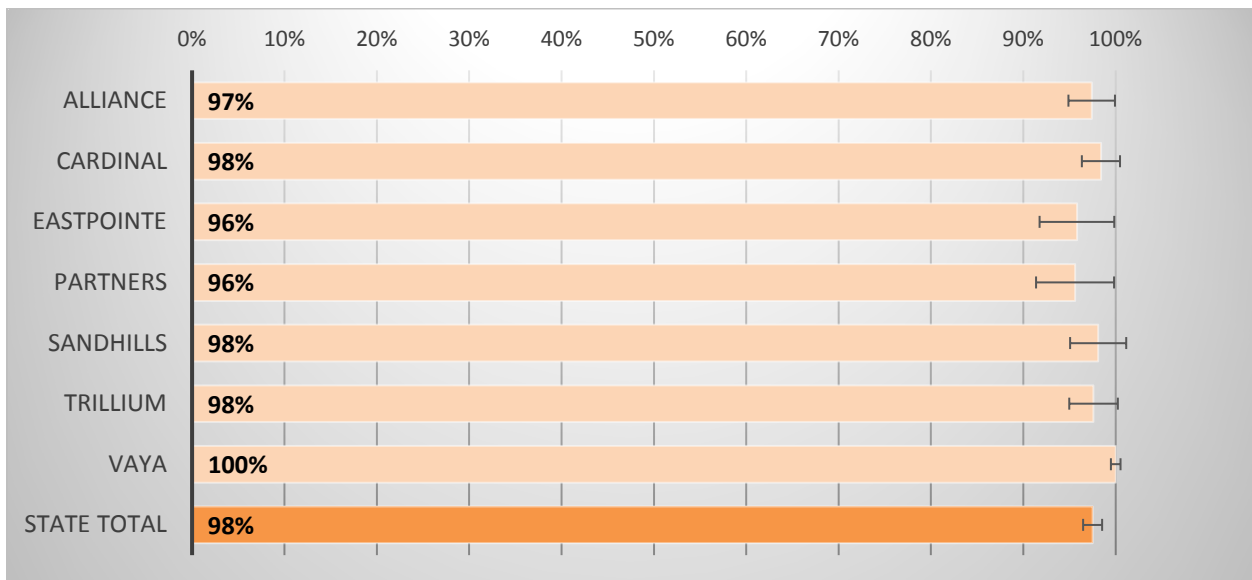
FAMILY SURVEY: *CULTURAL SENSITIVITY*

Statewide, 98 percent of family respondents reported positive perceptions about the *Cultural Sensitivity* of their children’s providers, and less than one percent reported negative perceptions.

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 +/-0.5% to +/-4.2%. 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.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	191	97.4%	2.6%	0.0%
Cardinal	187	98.4%	1.6%	0.0%
Eastpointe	118	95.8%	3.4%	0.8%
Partners	113	95.6%	3.5%	0.9%
Sandhills	108	98.1%	1.9%	0.0%
Trillium	166	97.6%	2.4%	0.0%
Vaya	96	100.0%	0.0%	0.0%
State Total	979	97.5%	2.2%	0.2%

FAMILY SURVEY: CHILD OUTCOMES

Statewide, 71 percent of family respondents reported positive perceptions about their children’s service *Outcomes*, and six percent reported negative perceptions.

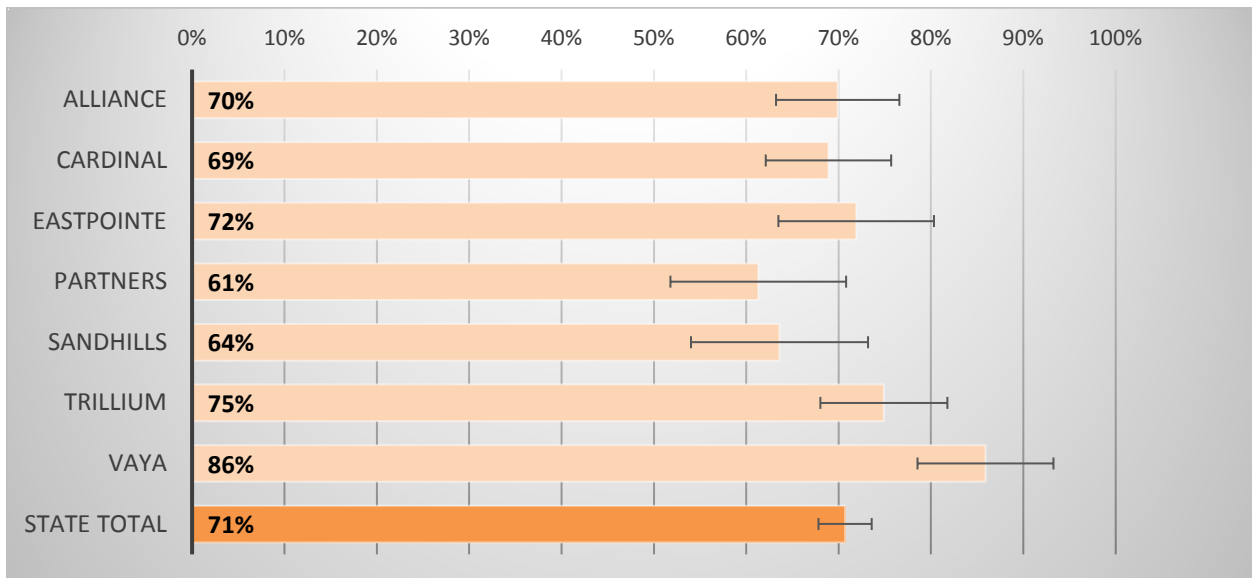
FAMILY SURVEY CHILD OUTCOMES DOMAIN ITEMS

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 +/-6.7% to +/-9.6%. 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 OUTCOMES: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	196	69.9%	25.5%	4.6%
Cardinal	193	68.9%	25.4%	5.7%
Eastpointe	121	71.9%	20.7%	7.4%
Partners	111	61.3%	30.6%	8.1%
Sandhills	107	63.6%	24.3%	12.1%
Trillium	167	74.9%	20.4%	4.8%
Vaya	99	85.9%	12.1%	2.0%
State Total	994	70.7%	23.1%	6.1%

FAMILY SURVEY: *CHILD FUNCTIONING*

Statewide, 70 percent of family respondents reported positive perceptions about their children’s *Functioning* as a result of services, and six percent reported negative perceptions.

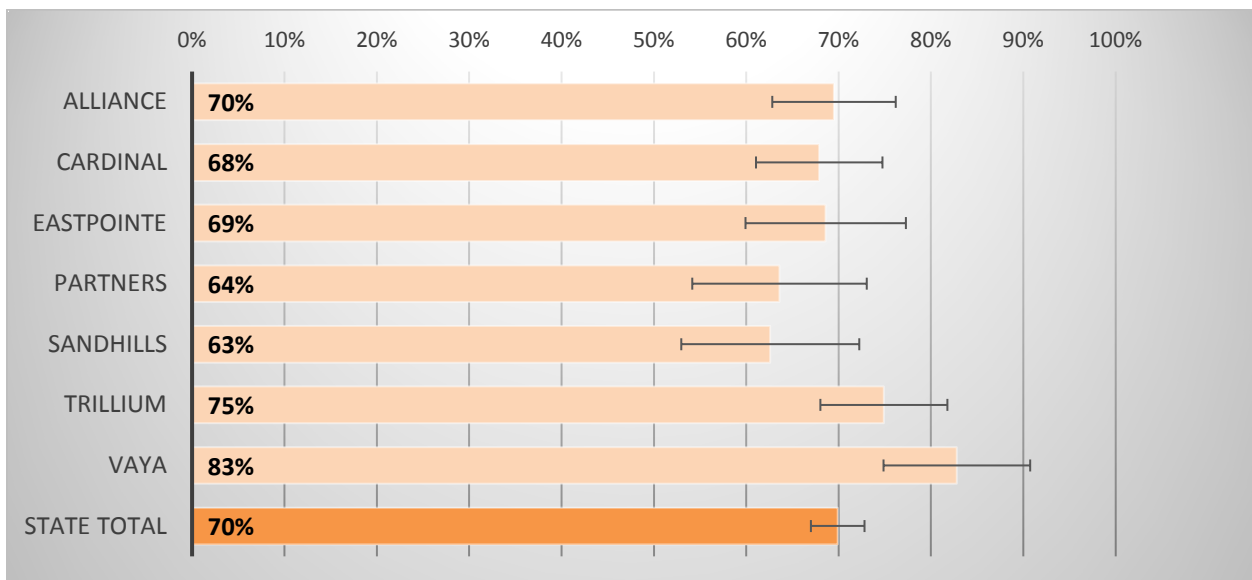
FAMILY SURVEY *CHILD FUNCTIONING* DOMAIN ITEMS

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 +/-6.7% to +/-9.6%. 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 POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	197	69.5%	24.4%	6.1%
Cardinal	193	67.9%	28.0%	4.1%
Eastpointe	121	68.6%	24.8%	6.6%
Partners	110	63.6%	28.2%	8.2%
Sandhills	107	62.6%	24.3%	13.1%
Trillium	167	74.9%	21.0%	4.2%
Vaya	99	82.8%	15.2%	2.0%
State Total	994	69.9%	24.0%	6.0%

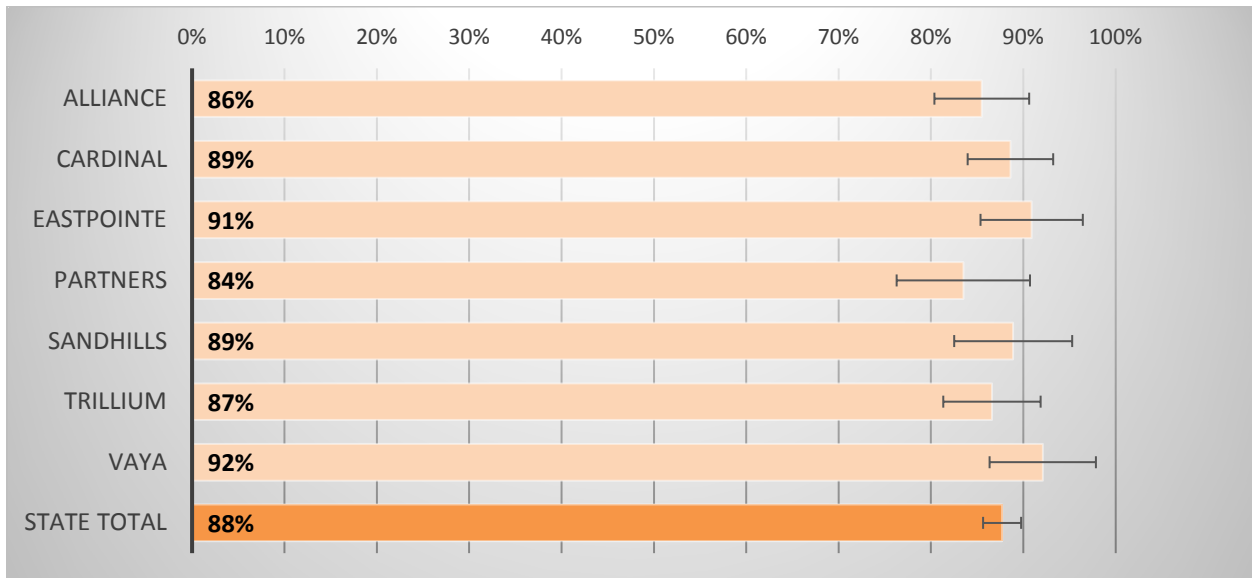
FAMILY SURVEY: SOCIAL CONNECTEDNESS

Statewide, 88 percent of family respondents reported positive perceptions about their *Social Connectedness*, and two percent reported negative perceptions.

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 +/-4.6% to +/-7.2%. 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.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	200	85.5%	12.5%	2.0%
Cardinal	202	88.6%	8.9%	2.5%
Eastpointe	121	90.9%	5.8%	3.3%
Partners	115	83.5%	10.4%	6.1%
Sandhills	108	88.9%	9.3%	1.9%
Trillium	179	86.6%	12.3%	1.1%
Vaya	101	92.1%	7.9%	0.0%
State Total	1,026	87.7%	9.9%	2.3%

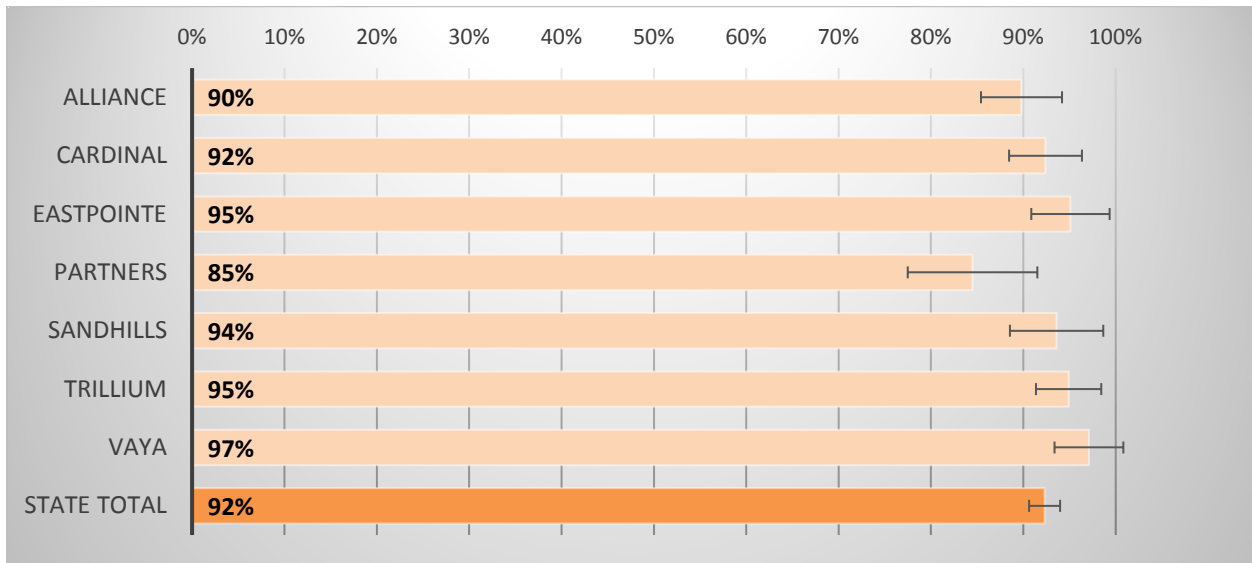
FAMILY SURVEY: *GENERAL SATISFACTION*

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 +/-3.5% to +/-7.0%. 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 *GENERAL SATISFACTION*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	205	89.8%	9.3%	1.0%
Cardinal	198	92.4%	6.1%	1.5%
Eastpointe	122	95.1%	4.1%	0.8%
Partners	116	84.5%	14.7%	0.9%
Sandhills	109	93.6%	6.4%	0.0%
Trillium	176	94.9%	4.0%	1.1%
Vaya	103	97.1%	2.9%	0.0%
State Total	1,029	92.3%	6.8%	0.9%

LME-MCO Network

LME-MCO NETWORK

LME-MCO network questions address respondent perceptions about LME-MCO and service provider access, outreach, and responsiveness as well as any problems that interfered with the 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.¹¹

As with the MSHIP domain scores, percentages of respondents who report positive perceptions and experiences tend to be highest among child family respondents and lowest among youth. Statewide and across adult, youth, and child family survey populations, respondents were most likely to report that the timeframe of their first service met their needs (weighted percent = 81%), and that the LME-MCO provided as much information as they needed about available services and supports (weighted percent = 64%). Three out of four Adult Survey respondents (74%) also reported they received the help they needed applying for benefits.

Approximately half of respondents indicated they were given a choice of providers (weighted percent = 52%) and know how to make a complaint with their LME-MCO (weighted percent = 51%). Respondents were somewhat less likely to report they received a Consumer Handbook in the mail within 14 days of starting services (weighted percent = 39%).

Most respondents reported no problems that interfered with their ability to receive the services they need (weighted percent = 77%). However, nearly one-quarter overall reported at least one obstacle. Approximately half of Adult Survey respondents who reported any problems reported two or more.

Statewide, one out of every ten respondents reported transportation cost/availability was a problem. This obstacle to receiving services was most frequently reported by adult consumers, including 14 percent of Adult Survey respondents overall, and between nine and 18 percent per LME-MCO. Between eight and 17 percent of Adult Survey respondents per LME-MCO, 12 percent of adult respondents overall, reported that the cost of medication had interfered with their ability to receive the services they need.

¹¹Combined 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: 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	34%	41%	44%	83%	63%	74%
Cardinal	36%	47%	46%	77%	63%	71%
Eastpointe	51%	70%	72%	88%	78%	84%
Partners	38%	51%	51%	80%	69%	74%
Sandhills	46%	57%	55%	83%	65%	79%
Trillium	34%	47%	47%	78%	65%	72%
Vaya	32%	39%	41%	76%	66%	68%
State Total (State N)	38% (4,253)	49% (4,245)	50% (3,291)	80% (4,223)	66% (4,211)	74% (3,343)

*Responses of "Not Sure" are included in percentage denominators. N/A was a response option for questions 3 (22% of sample) and 6 (21% of sample) only. N/A responses are not included in percentage denominators.

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	16%	5%	5%	10%	4%	6%	3%	74%
Cardinal	14%	4%	6%	12%	7%	5%	3%	72%
Eastpointe	10%	4%	5%	11%	4%	4%	3%	79%
Partners	16%	4%	7%	12%	4%	6%	3%	73%
Sandhills	9%	5%	5%	8%	6%	5%	6%	77%
Trillium	18%	5%	5%	17%	7%	7%	4%	68%
Vaya	15%	7%	5%	14%	9%	10%	6%	64%
State Total (N=3,977)	14%	5%	6%	12%	6%	6%	4%	72%

*"Check all that apply." Responses of "Other" and "None of the above" were recoded if inconsistent with responses to other options and/or with write-in response. Percentage denominators are equal to number of respondents who selected at least one option, including "Other" or "None of the above," including recoded responses. Statewide, 90% of the sample selected at least one of the eight response options.

LME-MCO NETWORK: 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	36%	47%	42%	72%	64%
Cardinal	24%	42%	43%	76%	50%
Eastpointe	50%	61%	53%	83%	60%
Partners	32%	45%	40%	71%	58%
Sandhills	42%	48%	39%	70%	51%
Trillium	43%	49%	40%	74%	60%
Vaya	21%	31%	30%	65%	46%
State Total (State N)	36% (1,000)	47% (1,001)	42% (732)	74% (988)	57% (985)

*Responses of "Not Sure" are included in percentage denominators. N/A was an option for question 3 (26% of sample) only. N/A responses are not included in percentage denominator.

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%	2%	2%	1%	2%	3%	2%	90%
Cardinal	5%	4%	2%	2%	2%	3%	1%	86%
Eastpointe	3%	0%	1%	2%	1%	1%	2%	91%
Partners	6%	3%	2%	2%	2%	5%	2%	83%
Sandhills	4%	5%	5%	3%	4%	7%	2%	89%
Trillium	1%	1%	2%	1%	3%	2%	1%	91%
Vaya	6%	0%	3%	0%	1%	2%	1%	84%
State Total (N = 1051)	3%	2%	3%	2%	2%	3%	2%	88%

*"Check all that apply." Responses of "Other" and "None of the above" were recoded if inconsistent with responses to other options and/or with write-in response. Percentage denominators are equal to number of respondents who selected at least one option, including "Other" or "None of the above," including recoded responses. Statewide, 88% of the sample selected at least one of the eight response options.

LME-MCO NETWORK: CHILD 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%
Eastpointe	51%	63%	61%	88%	77%
Partners	46%	60%	64%	91%	72%
Sandhills	62%	68%	62%	89%	72%
Trillium	50%	63%	62%	93%	80%
Vaya	43%	59%	62%	89%	73%
State Total (State N)	48% (1,102)	61% (1,023)	67% (720)	91% (1,019)	77% (1,015)

*Responses of "Not Sure" are included in percentage denominators. N/A was an option for question 3 (29% of sample) only. N/A responses are not included in percentage denominator.

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	4%	3%	7%	3%	2%	6%	4%	84%
Cardinal	3%	1%	1%	0%	0%	6%	1%	89%
Eastpointe	4%	3%	1%	0%	1%	4%	0%	91%
Partners	6%	2%	5%	1%	0%	5%	4%	86%
Sandhills	7%	3%	2%	0%	2%	3%	4%	87%
Trillium	4%	1%	2%	1%	2%	6%	1%	87%
Vaya	3%	1%	2%	1%	2%	2%	2%	93%
State Total (N = 952)	4%	2%	3%	1%	1%	5%	2%	88%

*"Check all that apply." Responses of "Other" and "None of the above" were recoded if inconsistent with responses to other options and/or with write-in response. Percentage denominators are equal to number of respondents who selected at least one option, including "Other" or "None of the above," including recoded responses. Statewide, 91% of the sample selected at least one of the eight response options.

LME-MCO NETWORK: 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	35%	45%	48%	83%	66%
Cardinal	36%	48%	49%	79%	63%
Eastpointe	51%	67%	67%	87%	75%
Partners	38%	45%	51%	80%	68%
Sandhills	48%	57%	54%	82%	64%
Trillium	38%	50%	48%	80%	67%
Vaya	32%	41%	43%	76%	64%
State Total	39%	51%	52%	81%	66%

*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%	5%	7%	3%	6%	3%	78%
Cardinal	11%	3%	4%	8%	5%	5%	2%	77%
Eastpointe	8%	3%	4%	8%	3%	4%	2%	83%
Partners	13%	3%	6%	8%	3%	6%	3%	77%
Sandhills	8%	5%	4%	6%	5%	5%	5%	81%
Trillium	13%	4%	4%	12%	5%	6%	3%	75%
Vaya	11%	5%	4%	9%	6%	7%	4%	72%
State Total	10%	4%	5%	8%	4%	5%	3%	77%

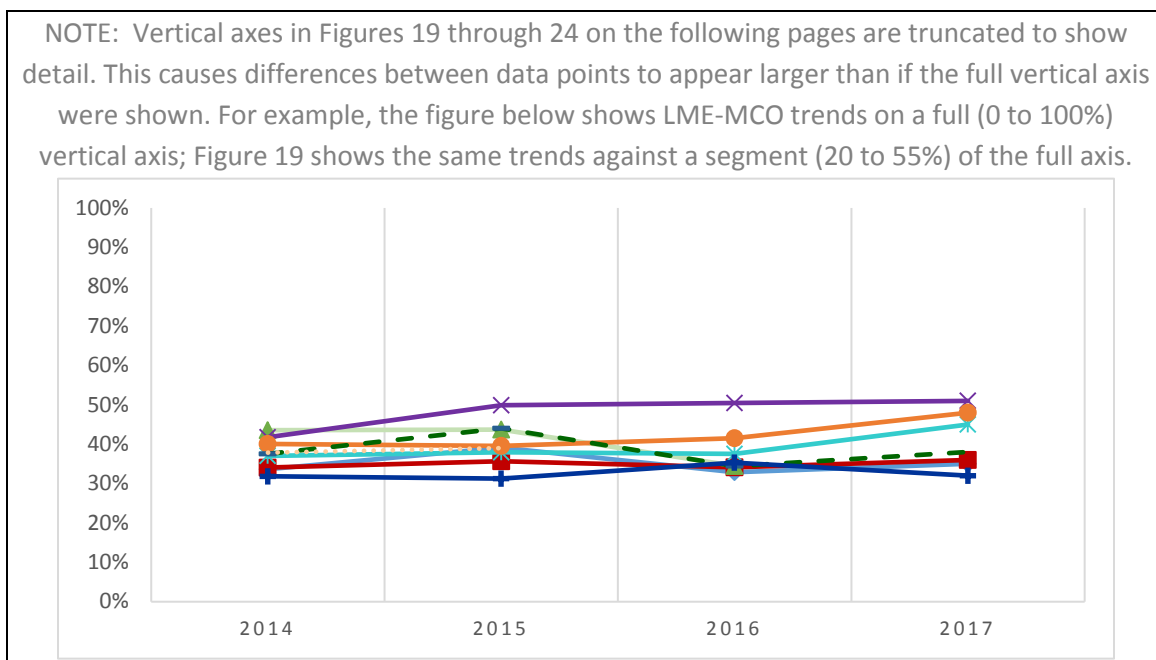
*Adult, Youth, and Family Survey responses were combined by weighting each age group's percentage score by the approximate proportion the age group currently represents of MH/SUD services consumers served statewide: 66% adults ages 18 years and older, 16.5% youth ages 12 to 17 years, and 17.5% children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

LME-MCO NETWORK: ANNUAL TRENDS

Four-year trends in LME-MCO combined percentages of adult, youth, and child family respondents who answered “Yes” to LME-MCO Network questions, and percentages of adult consumers who reported they received needed help applying for benefits, are shown in Figures 19 through 24.¹²

LME-MCO percentage scores for each question were relatively stable and in most cases remained within a 10 percent range across the four-year period. In all cases where an LME-MCO’s percentages varied by more than 10 percent between any two of the four years, the trend was in the direction of improvement over time.

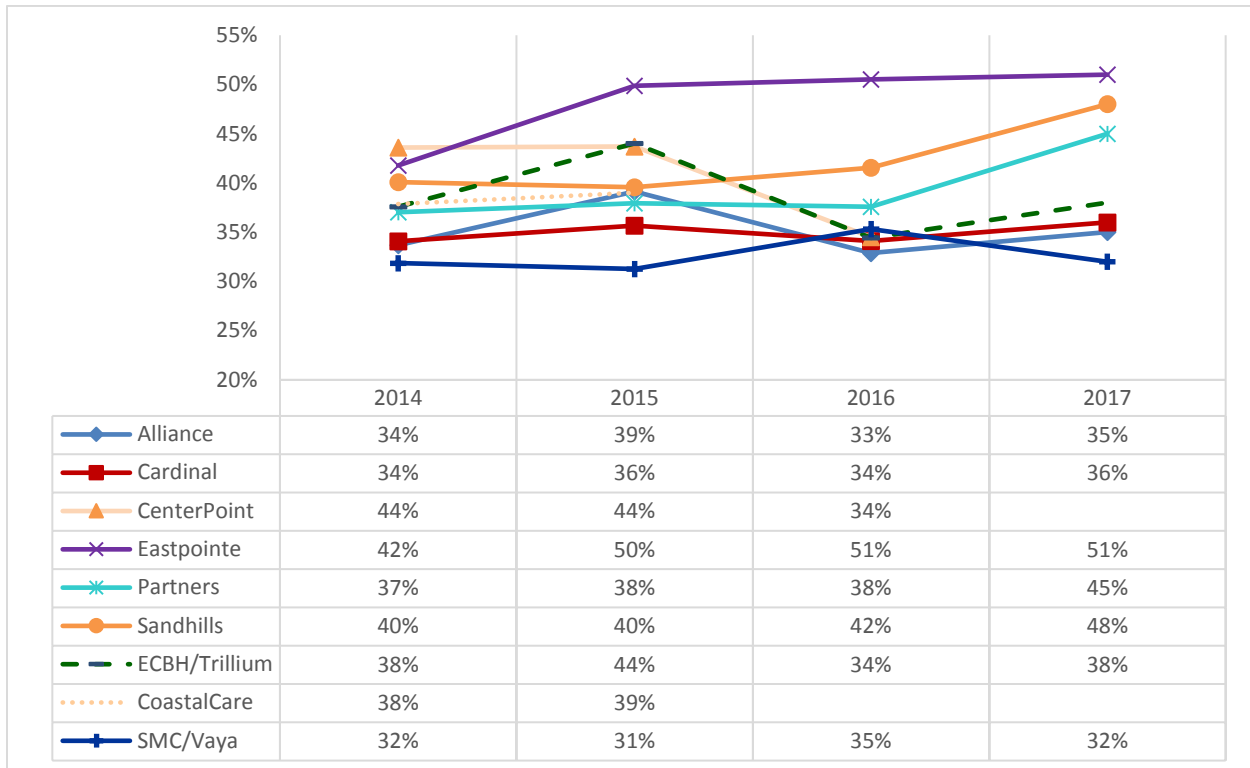
Variability across LME-MCOs was noticeably greater, due in part to the effect of one or more outlier scores for most questions each year.¹³



¹² 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.

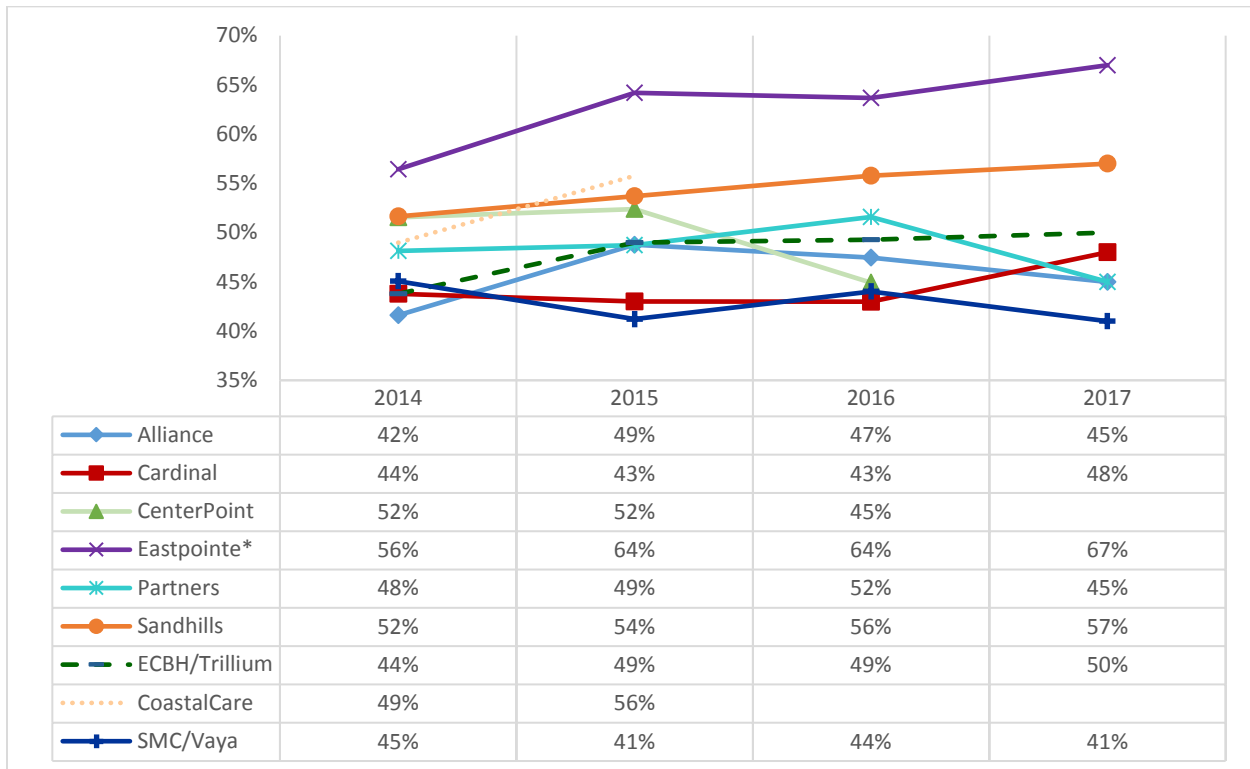
¹³ Distances between “significantly different” percentages in these tables vary because sample sizes and percentage scores vary across LME-MCOs and survey years. Generally, the widest possible 95% confidence interval around a score from an unweighted random sample the size of the smallest combined LME-MCO Adult, Youth, and Family Survey sample (approximate N = 350) is +/-5%. Differences greater than 10% between scores from two such samples would generally be statistically significant.

FIGURE 19: DID YOU RECEIVE A CONSUMER HANDBOOK WITHIN 14 DAYS OF STARTING SERVICES? (% “YES”)



Cardinal 2017 includes former CenterPoint. East Carolina Behavioral Health (ECBH) 2014 and 2015 is continued by Trillium 2016 and 2017, which includes former CoastalCare. Vaya 2017 continues former Smoky Mountain Center (SMC).

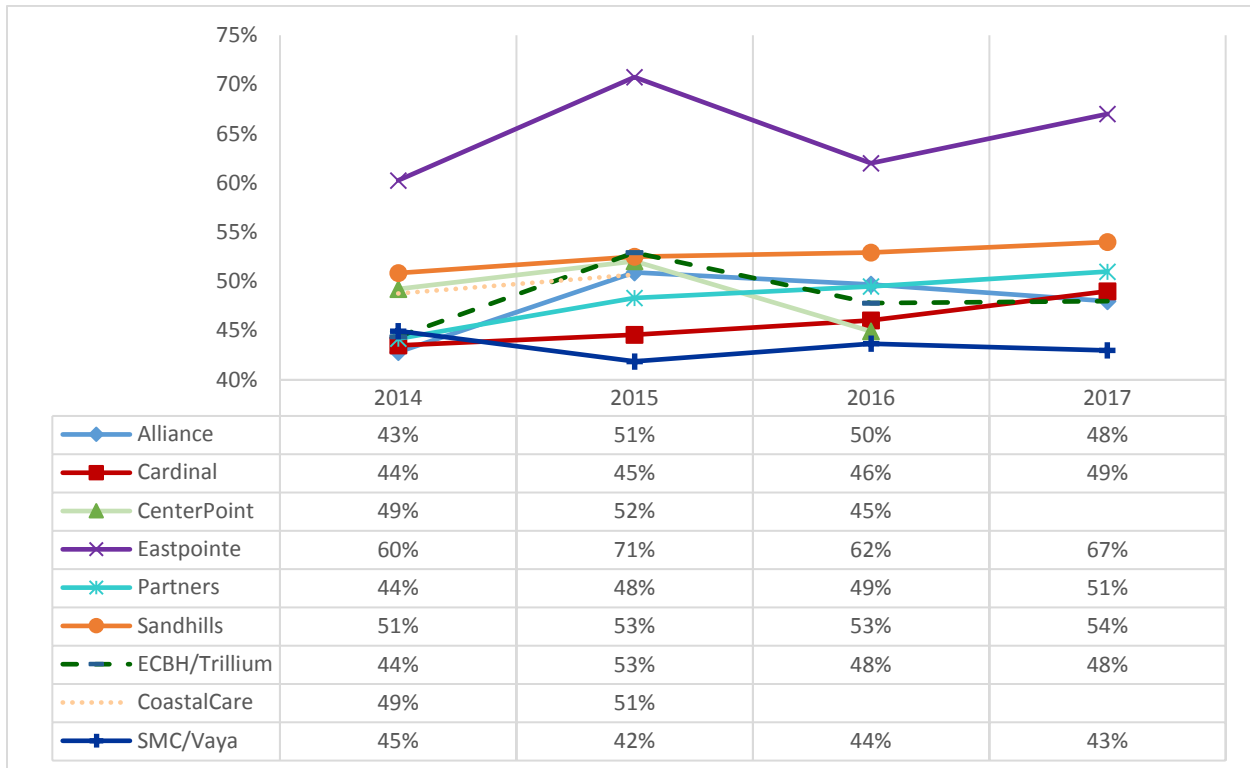
FIGURE 20: DO YOU KNOW HOW TO MAKE A COMPLAINT WITH YOUR LME-MCO? (% “YES”)



Cardinal 2017 includes former CenterPoint. East Carolina Behavioral Health (ECBH) 2014 and 2015 is continued by Trillium 2016 and 2017, which includes former CoastalCare. Vaya 2017 continues former Smoky Mountain Center (SMC).

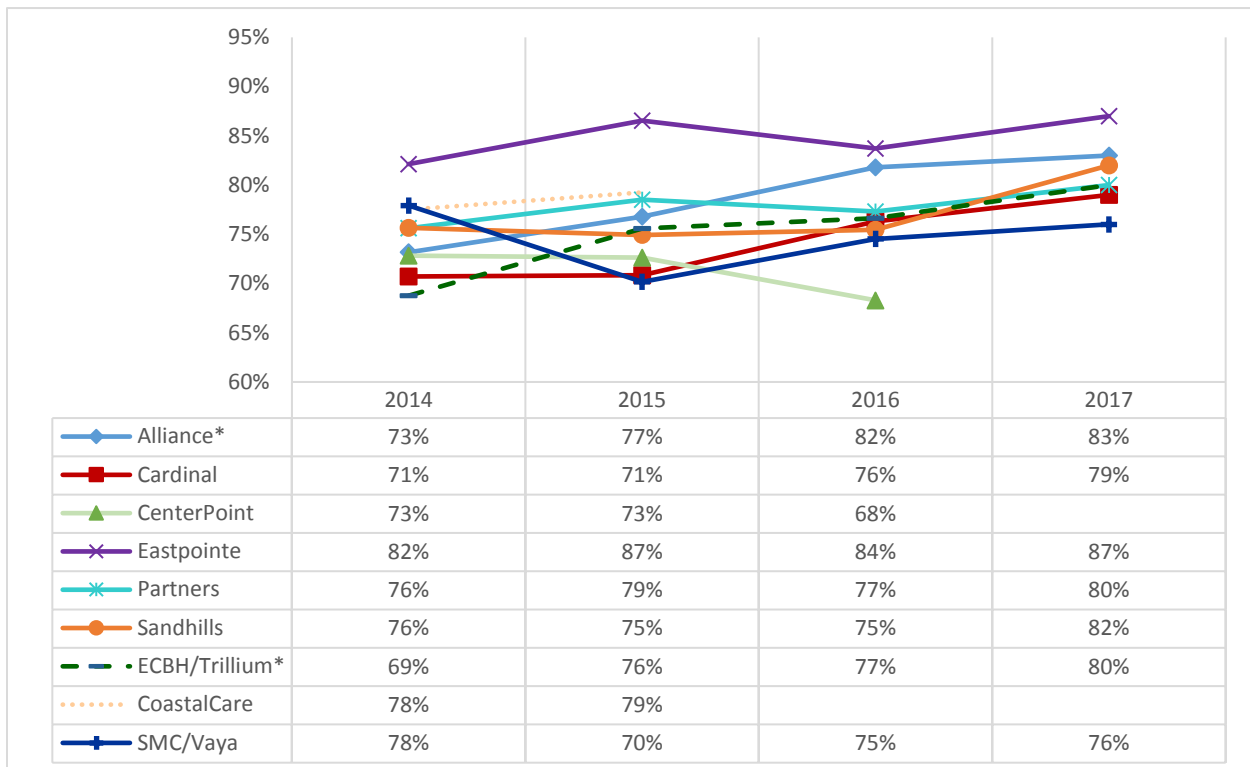
* An asterisk denotes an LME-MCO with a 2017 score ten percent or higher than a 2014, 2015, or 2016 score.

FIGURE 21: WERE YOU GIVEN A CHOICE OF PROVIDERS? (% "YES")



Cardinal 2017 includes former CenterPoint. East Carolina Behavioral Health (ECBH) 2014 and 2015 is continued by Trillium 2016 and 2017, which includes former CoastalCare. Vaya 2017 continues former Smoky Mountain Center (SMC).

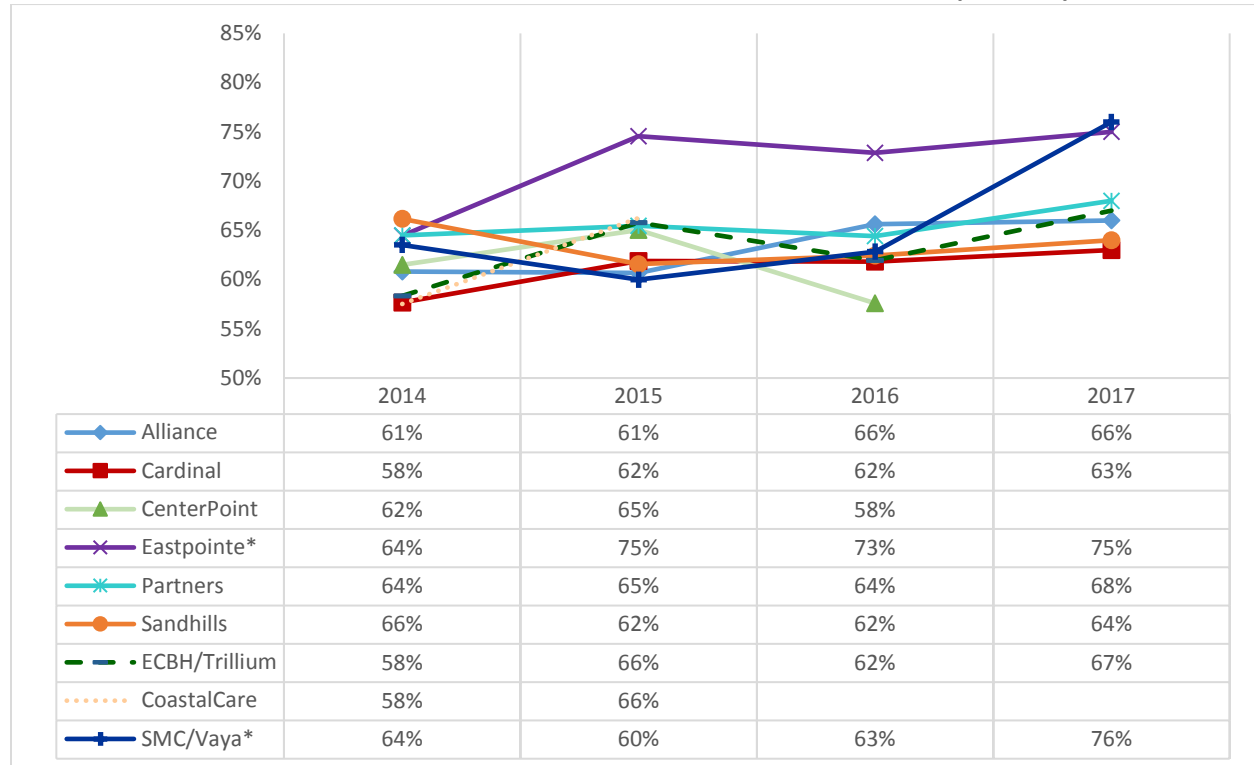
FIGURE 22: WAS YOUR FIRST SERVICE IN A TIME FRAME THAT MET YOUR NEEDS? (% "YES")



Cardinal 2017 includes former CenterPoint. East Carolina Behavioral Health (ECBH) 2014 and 2015 is continued by Trillium 2016 and 2017, which includes former CoastalCare. Vaya 2017 continues former Smoky Mountain Center (SMC).

* An asterisk denotes an LME-MCO with a 2017 score ten percent or higher than a 2014, 2015, or 2016 score.

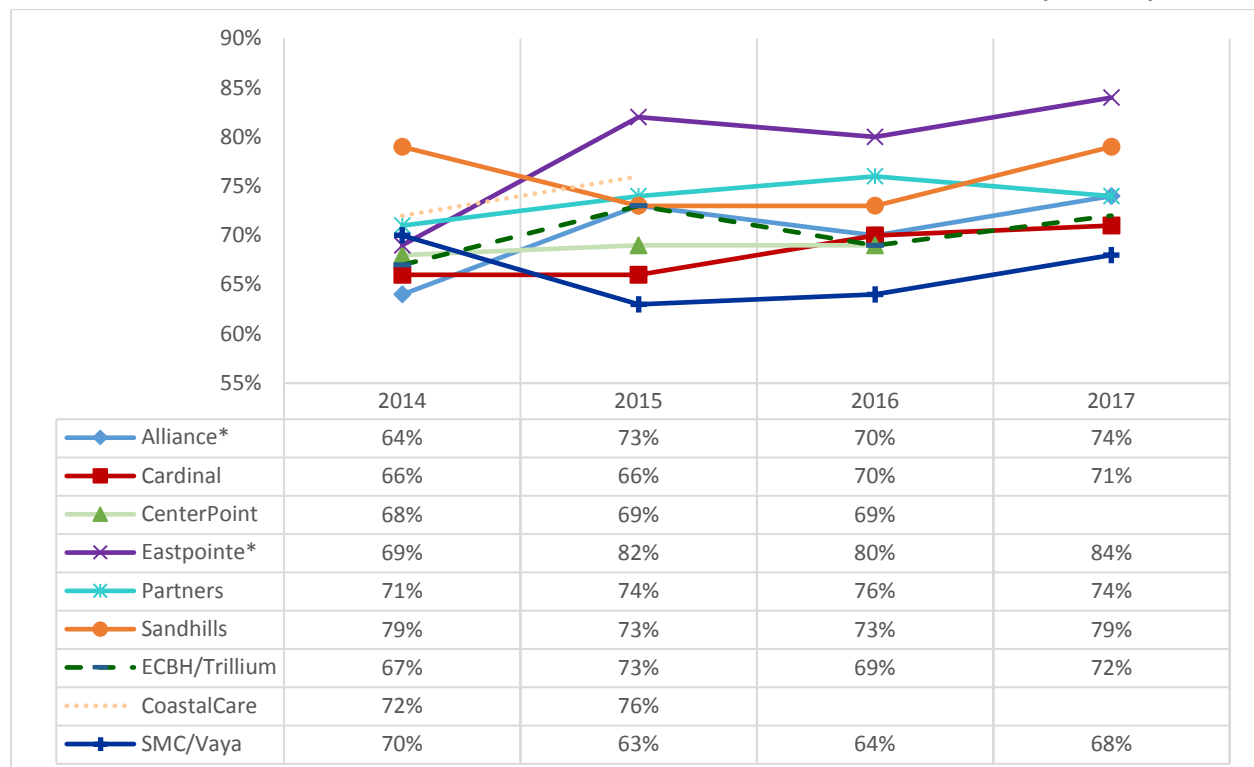
FIGURE 23: HAS YOUR LME-MCO PROVIDED AS MUCH INFORMATION AS YOU NEED? (% “YES”)



Cardinal 2017 includes former CenterPoint. East Carolina Behavioral Health (ECBH) 2014 and 2015 is continued by Trillium 2016 and 2017, which includes former CoastalCare. Vaya 2017 continues former Smoky Mountain Center (SMC).

* An asterisk denotes an LME-MCO with a 2017 score ten percent or higher than a 2014, 2015, or 2016 score.

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



Cardinal 2017 includes former CenterPoint. East Carolina Behavioral Health (ECBH) 2014 and 2015 is continued by Trillium 2016 and 2017, which includes former CoastalCare. Vaya 2017 continues former Smoky Mountain Center (SMC).

* An asterisk denotes an LME-MCO with a 2017 score ten percent or higher than a 2014, 2015, or 2016 score.

Adult Physical Health

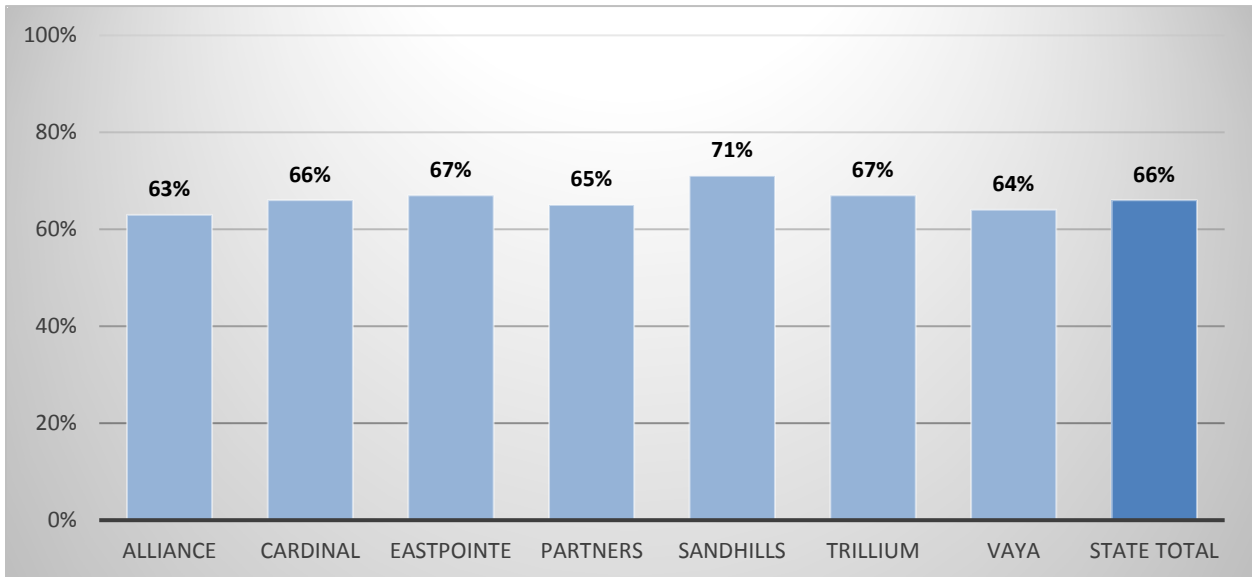
ADULT PHYSICAL HEALTH

Statewide, 66 percent of adult survey respondents described themselves as in good, very good, or excellent 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	643	7%	18%	38%	31%	6%
Cardinal	1046	8%	19%	39%	28%	6%
Eastpointe	419	7%	20%	40%	27%	7%
Partners	567	7%	19%	39%	27%	8%
Sandhills	371	12%	18%	41%	23%	7%
Trillium	757	8%	21%	38%	26%	8%
Vaya	513	6%	20%	38%	27%	9%
State Total	4,316	8%	19%	39%	27%	7%

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



Respondents were more frequently bothered by mental health than by physical health problems/illness. Mental and physical health problems were moderately related (correlation = .47).

ADULT SURVEY: HEALTH MEASURES

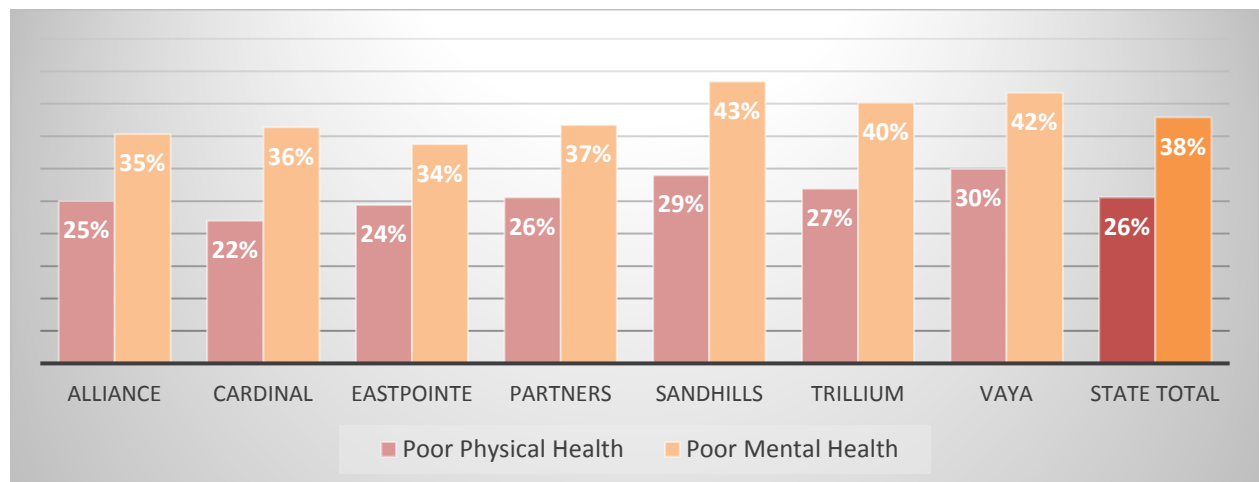
In the past month, how often were you bothered by poor physical health, illness, or injury?

LME-MCO	Total Respondents	Every day	Almost every day	About half the time	Less than half the time	Rarely	None of the time
Alliance	639	12%	13%	14%	16%	25%	20%
Cardinal	1033	11%	11%	15%	15%	27%	20%
Eastpointe	414	10%	15%	15%	15%	26%	19%
Partners	563	12%	13%	14%	14%	27%	19%
Sandhills	369	19%	10%	15%	13%	27%	17%
Trillium	754	14%	13%	15%	14%	27%	17%
Vaya	511	16%	14%	12%	14%	28%	16%
State Total	4,283	13%	13%	14%	15%	27%	19%

In the past month, how often were you bothered by mental health, emotional, or behavior problems?

LME-MCO	Total Respondents	Every day	Almost every day	About half the time	Less than half the time	Rarely	None of the time
Alliance	642	18%	17%	19%	17%	18%	11%
Cardinal	1040	20%	17%	19%	16%	15%	14%
Eastpointe	415	16%	17%	23%	14%	16%	13%
Partners	564	19%	18%	20%	15%	15%	13%
Sandhills	371	23%	20%	17%	12%	18%	9%
Trillium	752	23%	17%	20%	14%	15%	11%
Vaya	513	22%	20%	20%	14%	15%	9%
State Total	4,297	20%	18%	20%	15%	16%	12%

ADULT SURVEY: POOR HEALTH EVERY DAY OR ALMOST EVERY DAY IN PAST MONTH



Statewide, 60 percent of respondents reported having a routine physical health check-up and 38 percent reported having routine dental care in the past year.

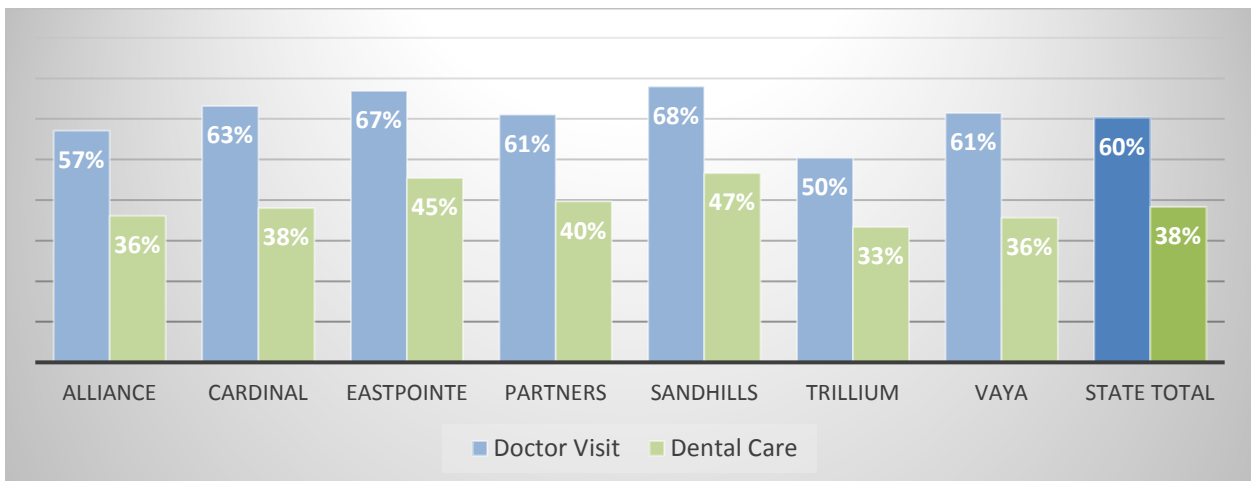
ADULT SURVEY: TIME SINCE ROUTINE DOCTOR VISIT

		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	639	57%	18%	9%	8%	2%	6%
Cardinal	1046	63%	18%	6%	4%	1%	8%
Eastpointe	418	67%	16%	4%	3%	1%	9%
Partners	566	61%	15%	7%	5%	3%	9%
Sandhills	369	68%	14%	6%	3%	1%	9%
Trillium	753	50%	18%	11%	8%	1%	12%
Vaya	512	61%	15%	7%	5%	1%	9%
State Total	4,303	60%	17%	7%	5%	2%	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	639	36%	22%	14%	16%	3%	9%
Cardinal	1044	38%	22%	14%	14%	3%	10%
Eastpointe	419	45%	23%	10%	9%	2%	10%
Partners	565	40%	20%	14%	12%	4%	11%
Sandhills	371	47%	18%	13%	12%	2%	9%
Trillium	756	33%	21%	15%	18%	3%	10%
Vaya	511	36%	16%	17%	18%	4%	9%
State Total	4,305	38%	21%	14%	14%	3%	10%

ADULT SURVEY: ROUTINE CHECK-UP IN PAST YEAR



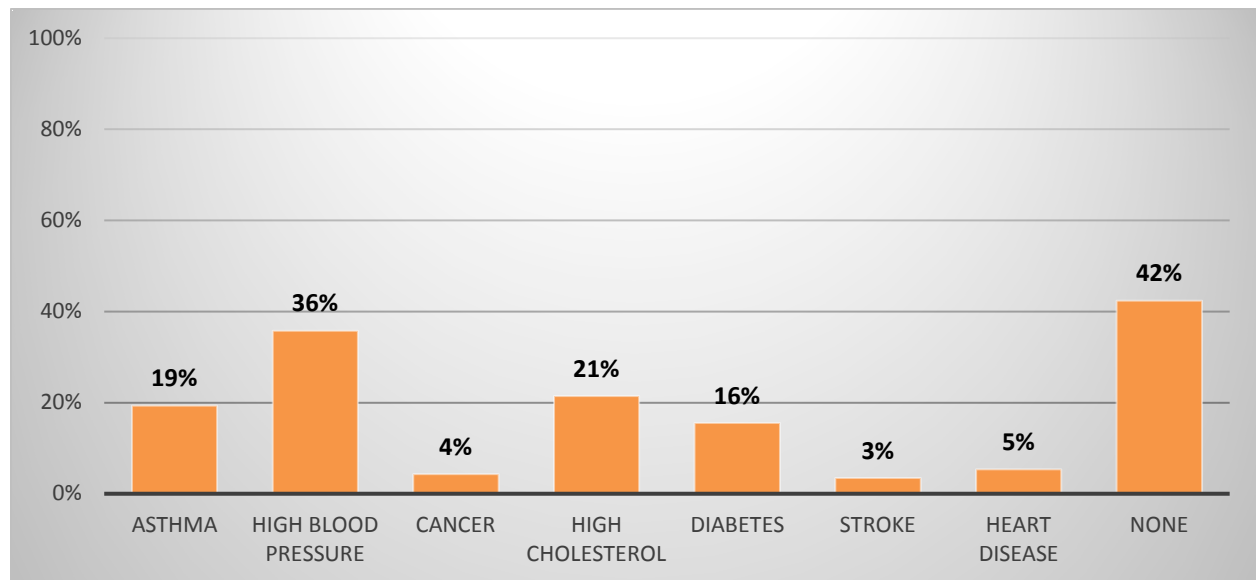
Statewide, 41 percent of respondents reported they did not have any of seven specific chronic health conditions. The most frequently reported conditions were high blood pressure (36%), high cholesterol (22%), asthma (20%), and diabetes (16%).

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	634	22%	34%	4%	20%	15%	5%	5%	40%
Cardinal	1,021	20%	35%	4%	23%	14%	3%	4%	42%
Eastpointe	407	15%	40%	4%	21%	17%	2%	7%	42%
Partners	554	20%	34%	5%	24%	17%	3%	5%	43%
Sandhills	367	17%	37%	4%	21%	20%	4%	6%	43%
Trillium	728	18%	35%	4%	18%	14%	4%	5%	45%
Vaya	498	18%	38%	6%	23%	15%	3%	8%	41%
State Total	4,209	19%	36%	4%	21%	16%	3%	5%	42%

*"Check all that apply." Responses of "None" were recoded if other options were selected. Percentage denominators include all respondents who selected at least one response, including "None."

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

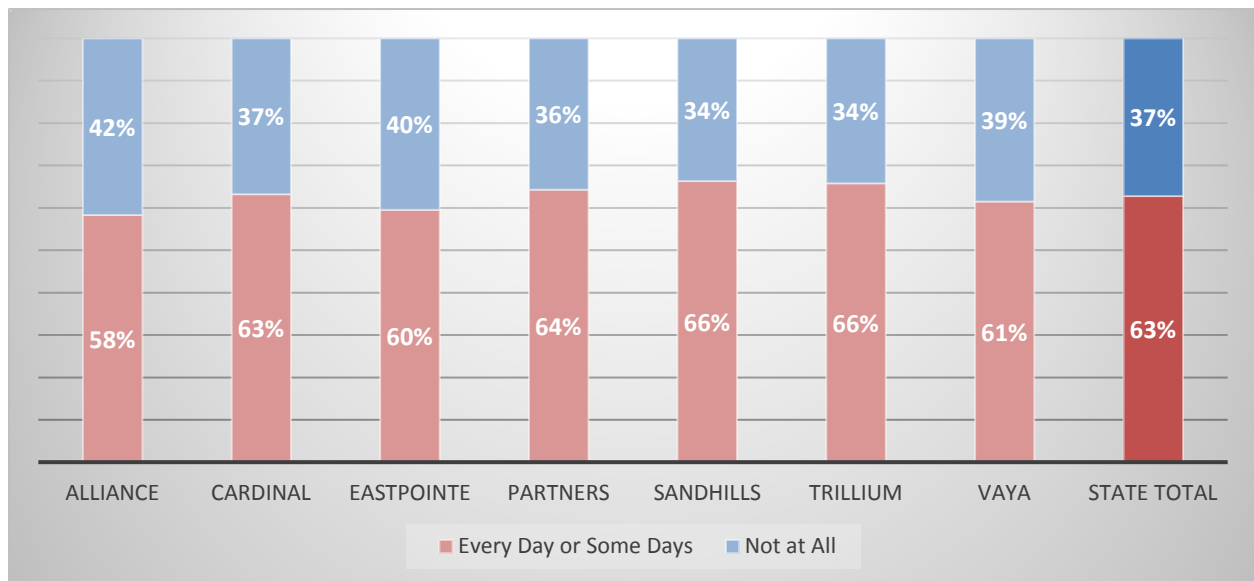


Thirty-seven percent of respondents reported that they do not smoke or use tobacco/nicotine. Prevalence of use per LME-MCO ranged from 58 to 66 percent.

ADULT SURVEY: SMOKING PREVALENCE AND FREQUENCY

		Do you smoke or use tobacco or nicotine products?		
LME-MCO	Total Respondents	Every day	Some days	Not at all
Alliance	638	44%	15%	42%
Cardinal	1034	52%	11%	37%
Eastpointe	415	47%	13%	40%
Partners	563	54%	10%	36%
Sandhills	371	51%	15%	34%
Trillium	752	56%	10%	34%
Vaya	509	49%	13%	39%
State Total	4,282	51%	12%	37%

ADULT SURVEY: SMOKING PREVALENCE



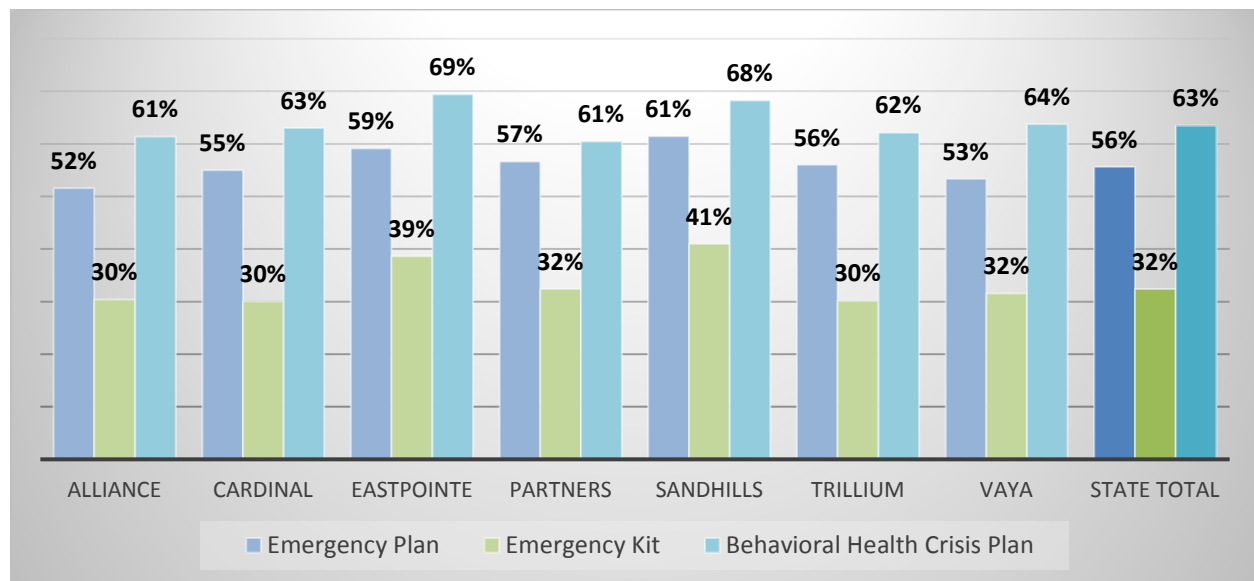
Less than one-third of respondents reported having an emergency kit, over half reported having an emergency plan, and nearly two-thirds reported having a behavioral health crisis plan.

ADULT SURVEY: EMERGENCY AND CRISIS PLANS

LME-MCO	Sample Size*	Do you have an emergency plan? (% Yes)	Do you have an emergency kit? (% Yes)	Do you have a behavioral health crisis plan? (% Yes)
Alliance	627	52%	30%	61%
Cardinal	1020	55%	30%	63%
Eastpointe	415	59%	39%	69%
Partners	557	57%	32%	61%
Sandhills	369	61%	41%	68%
Trillium	737	56%	30%	62%
Vaya	508	53%	32%	64%
State Total	4,233	56%	32%	64%

*Sample size shown is the smallest across the three questions.

ADULT SURVEY: EMERGENCY AND CRISIS PLANS



Simple correlational analysis showed a general pattern of low to moderate associations between MHSIP numerical domain scores and Adult Survey Physical Health questions.¹⁴ The strongest correlations were noted between the *Outcomes*, *Functioning*, and *Social Connectedness* domains and three general physical health indicators.¹⁵

MHSIP domain scores were positively associated with individuals' descriptions of general health status. Frequency of both physical and mental health problems in the past month was negatively associated with MHSIP scores. In other words, more positive reports of outcomes, functioning, and social connectedness were related to reports of better health status and fewer physical and mental health problems in the previous month.

ADULT SURVEY: CORRELATIONS BETWEEN MSHIP DOMAINS AND PHYSICAL HEALTH INDICATORS

	Outcomes	Functioning	Social Connectedness
General Health Status	.35	.36	.31
Physical health problems in past month	-.24	-.26	-.22
Mental health problems in past month	-.37	-.38	-.32

All correlations above are significant at the probability level of 0.01 or lower. Sample sizes range from 4,089 to 4,182.

¹⁴ The numerical domain score is the average item score for all items that count toward the domain.

¹⁵ The correlation coefficient has a possible range from -1.0 to +1.0. A value of +/-1.0 indicates a perfect predictive relationship and a value of 0.0 indicates no relationship at all.



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