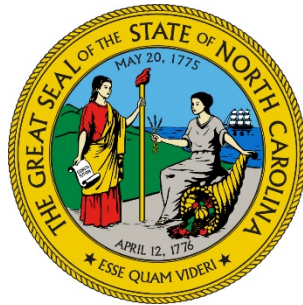


# 2019 MENTAL HEALTH AND SUBSTANCE USE SERVICES CLIENT PERCEPTIONS OF CARE



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

Division of Mental Health,  
Developmental Disabilities  
and Substance Abuse Services

Quality Management

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## Mental Health and Substance Use Services Client Perceptions of Care

The North Carolina Mental Health and Substance Use Services Client Perceptions of Care Survey assesses client satisfaction and perceptions of quality and outcomes of publicly funded Mental Health (MH) and Substance Use (SU) Disorder 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) shares survey data with the Local Management Entities-Managed Care Organizations (LMEs-MCOs) and publishes results for each LME-MCO in this annual report.

### *Survey Administration*

Confidential surveys are administered in English or Spanish at provider service locations during a specified time each year. The 2019 survey was administered between May 6, 2019 and June 4, 2019. Client participation is completely voluntary.

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

**TABLE 1: 2019 CLIENT SURVEYS REQUIRED PER LME-MCO**

LME-MCO	Adult	Youth	Child Family	State Total	Percent of State Total
Alliance Behavioral Healthcare	525	150	175	850	16.3%
Cardinal Innovations Healthcare	900	200	200	1,300	24.9%
Eastpointe	325	100	100	525	10.0%
Partners Behavioral Health	400	100	100	600	11.5%
Sandhills Center	350	100	100	550	10.5%
Trillium Health Resources	475	125	125	775	13.9%
Vaya Health	475	100	100	675	12.9%
Total	3,450	875	900	5,225	100%
Percent of State Total	66.0%	16.7%	17.2%	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 LMEs-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: 2019 CLIENT SURVEYS COMPLETED PER LME-MCO\***

LME-MCO	Adult	Youth	Child Family	State Total	Percent of State Total
Alliance Behavioral Healthcare	648	220	180	1,048	16.7%
Cardinal Innovations Healthcare	1,000	193	148	1,341	21.4%
Eastpointe	414	111	116	641	10.2%
Partners Behavioral Health	547	144	141	832	13.3%
Sandhills Center	524	113	115	752	12.0%
Trillium Health Resources	562	119	128	809	12.9%
Vaya Health	592	125	124	841	13.4%
Total	4,287	1,025	952	6,264	100%
Percent of State Total	68.4%	16.4%	15.2%	100%	

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

### Survey Domains

Surveys for adults, youth, and family members of child clients include background questions and a short section about client experiences with the LME-MCO and network providers. The Adult survey also includes questions about the person’s physical health. The Adult survey version is for individuals ages 18 years and older, the Youth survey is for clients ages 12 to 17 years, and the Family survey is for parents, family members, or guardians of children ages 11 years and younger.

The main section of the Perceptions of Care surveys administered in North Carolina is the nationally standardized Mental Health Statistical Improvement Project (MHSIP) survey. MHSIP survey questions measure client perceptions related to the following domains of care:

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

Adult, Youth, and Child Family surveys assess different subsets of the eight MHSIP domains:

**TABLE 3: CLIENT PERCEPTIONS OF CARE MHSIP 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>	✓	✓	✓

### *Survey Domain Scores*

To calculate respondent scores for each survey domain, responses to MHSIP survey questions are 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 domain score is computed as the average number score for the items that count toward the domain.

For analysis and reporting, the domain scores are categorized as Positive, Neutral, or Negative based on their number values. Positive scores range from 1.00 to 2.49, neutral scores from 2.50 to 3.49, and negative scores from 3.50 to 5.00. The percentage of positive scores (“percent positive”) is the proportion of respondents with an average score between 1.00 and 2.49.

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

### *Data Limitations and Interpretation of Results*

The methods used to gather survey data may affect the conclusions that can be drawn from the survey results. Several factors should be considered when interpreting and evaluating survey results and group differences in this report.

**Sample Selection.** Random selection helps ensure that a survey sample accurately represents the features of the larger population from which it is drawn. However, Perceptions of Care survey samples are not truly random for several reasons. For example, only individuals who receive services during the survey administration period have the chance to participate. Survey participation is also voluntary, and self-selection factors may influence who agrees or declines to participate. For reasons like these, samples may differ from their populations, and some may be more representative than others.

**Sample Size.** The number of people included in a survey sample also affects the amount of error in the results. In this survey, LMEs-MCOs who serve smaller populations generally administer fewer surveys. Proportionate sampling helps ensure that the full state sample reflects the client population statewide. However, since scores based on smaller samples have larger margins of error, scores for smaller LMEs-MCOs generally have wider confidence intervals and contain more sampling error.<sup>2,3</sup>

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

<sup>2</sup> CIs for individual LMEs-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 LMEs-MCOs.

<sup>3</sup> Confidence intervals can be used to help interpret differences between LME-MCO scores, but they are not as useful for comparing LME-MCO scores to the State Total score. This is because the State Total includes all of the responses that make up the LME-MCO scores. In general, LMEs-MCOs with larger samples influence State Totals more and therefore may be less likely to differ substantially from the State Total compared to LMEs-MCOs with smaller samples.

**Sample Composition.** LME-MCO “percent positive” scores are summary scores that reflect the combined perceptions of everyone in the sample. If some subgroups report more positive perceptions about certain aspects of their care, differences across LME-MCO samples may contribute to score differences. For example, LMEs-MCOs might serve or survey different percentages of MH and SU clients, whose perceptions may differ on average in some survey domains. Consideration of who is included in each sample may be a useful first step toward understanding any observed score differences between LMEs-MCOs.

**Statistical and Clinical Significance.** Finally, statistically significant differences do not always have practical or clinical importance. On the other hand, small score differences may reflect real trends and meaningful differences in client experiences. Survey scores in this report may be most useful when evaluated and interpreted together with other sources of data that measure similar or related aspects of client care and outcomes.

## Statewide Annual Scores and Trends in Client Perceptions of Care

Statewide 2019 Adult, Youth, and Child Family survey MHSIP domain scores are shown in Figure 1. Annual Adult, Youth, and Child Family survey results for 2010 through 2019 are shown in Figures 2, 3, and 4.

Several trends in client perceptions are apparent across years and in the most recent survey year:

- Adult clients and child family members reported more positive perceptions on average than youth respondents.
- 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 *Treatment Planning and Outcomes*
  - Family survey child *Outcomes and Functioning*
- Scores in each domain are fairly stable over the ten-year period. The most variable domains include the following:
  - Adult survey *Treatment Planning, Outcomes, and Functioning*
  - Youth survey *Access, Treatment Planning, and General Satisfaction*
  - Family survey child *Functioning* and family member *Social Connectedness*

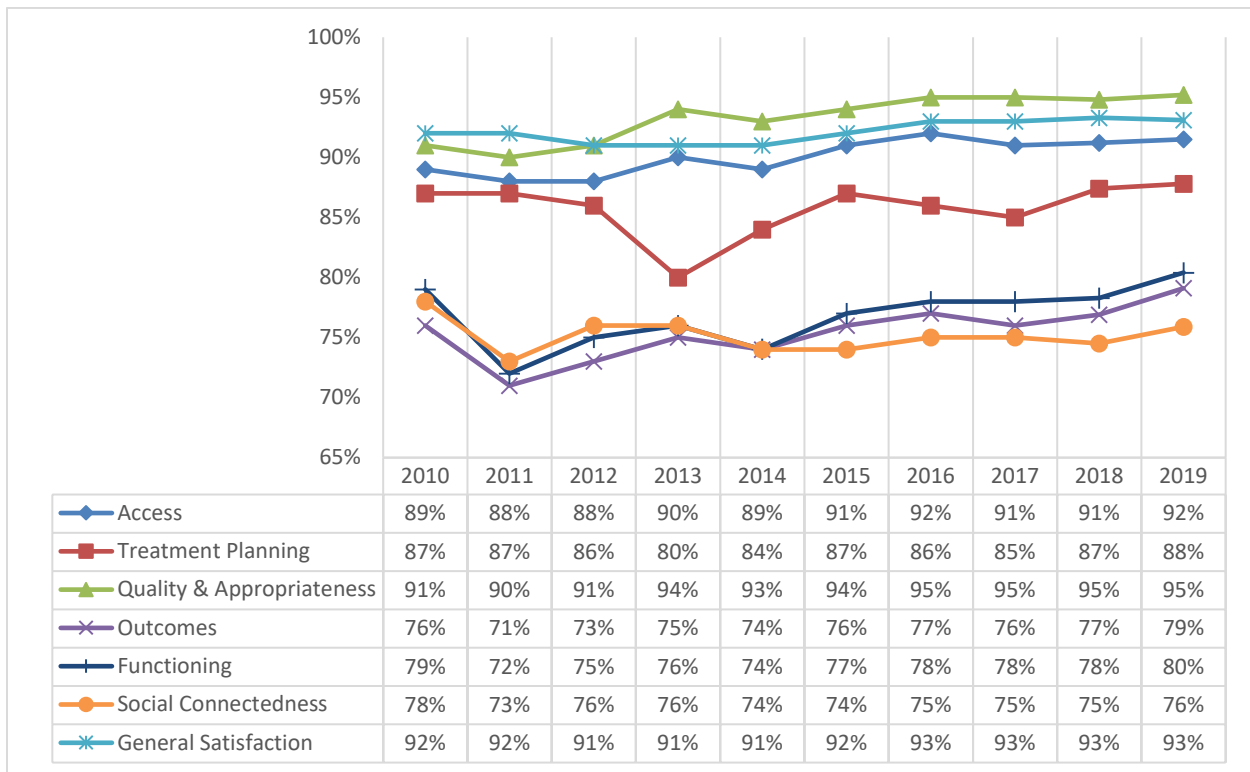


**FIGURE 1: 2019 CLIENT PERCEPTIONS OF CARE AT A GLANCE: ADULT, YOUTH, AND CHILD FAMILY SURVEYS**

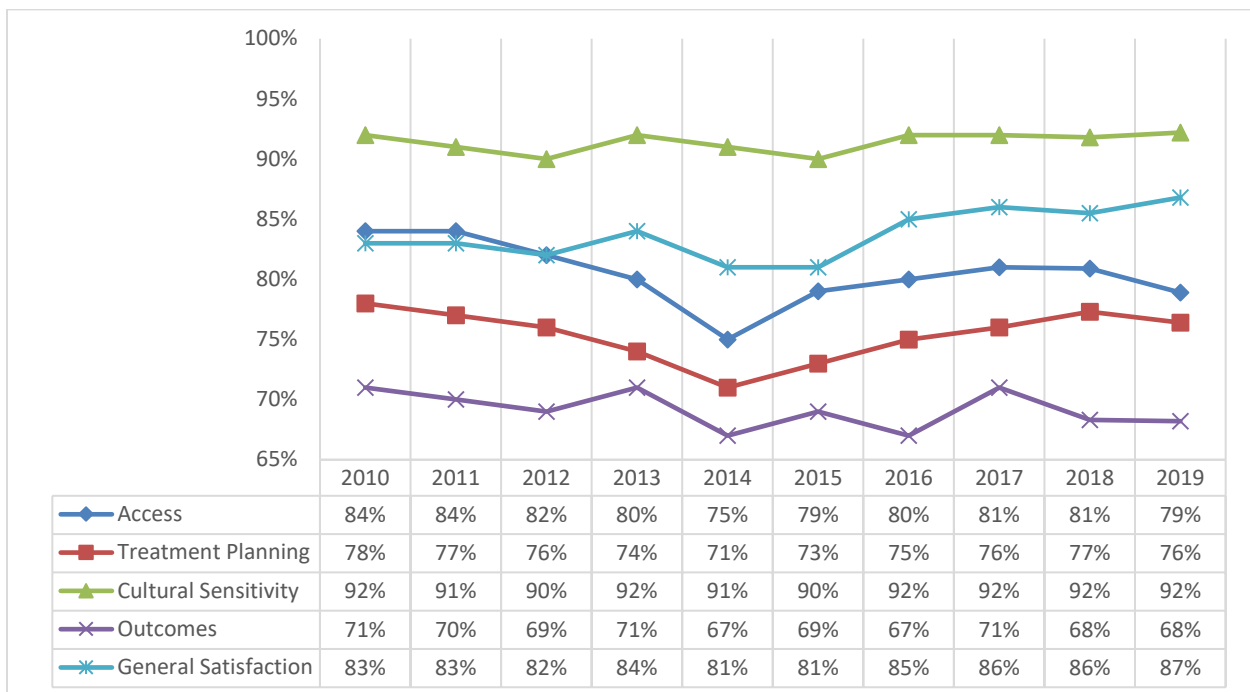


Figure 1A illustrates the relative scores for all MHSIP domains within each survey population. Figure 1B is enlarged to show greater detail. Error bars in Figure 1B show the 95% confidence intervals (CIs) around the MHSIP domain positive percentage scores. Within survey population (Adult, Youth, or Child Family), scores with non-overlapping CIs are significantly different. Adult, Youth, and Child Family MHSIP surveys consist of different domains, and comparable Adult, Youth, and Child Family MHSIP domains are comprised of different questions. See Table 4 in the introduction to this report for a summary of MHSIP domains.

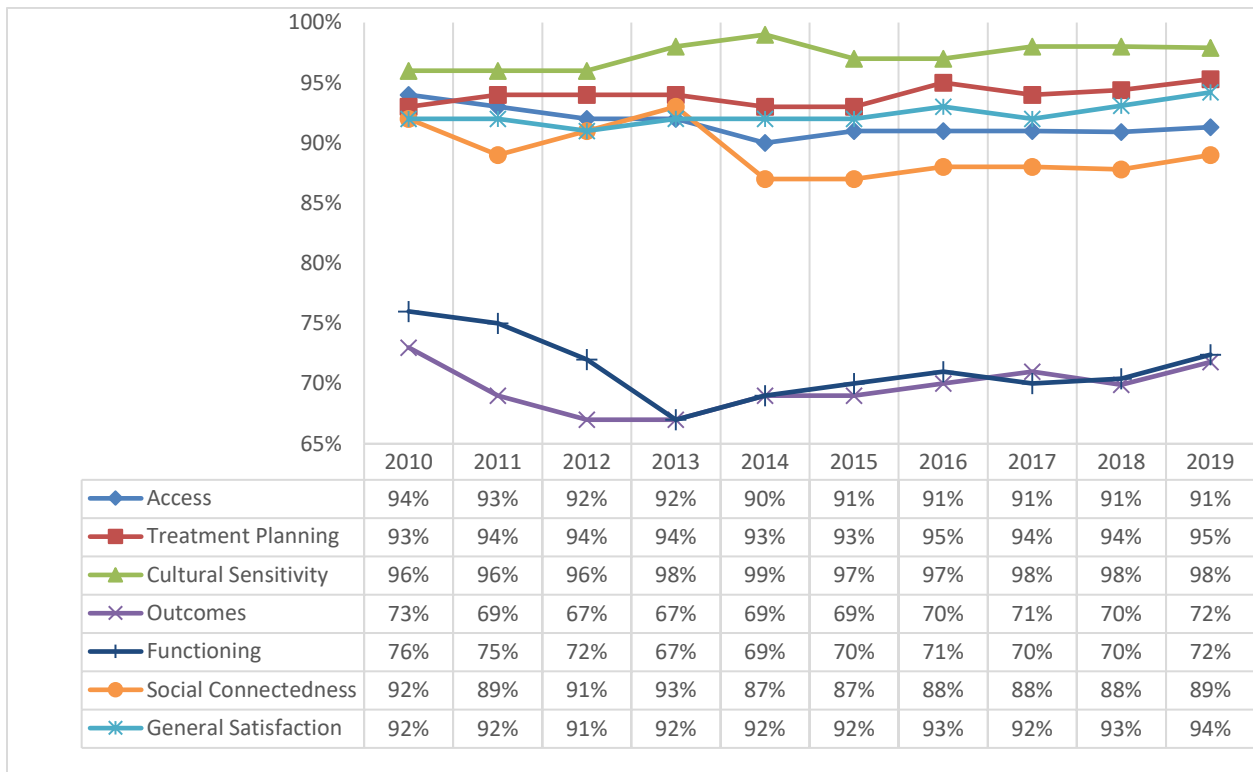
**FIGURE 2: STATEWIDE ANNUAL TRENDS IN ADULT SURVEY DOMAINS**



**FIGURE 3: STATEWIDE ANNUAL TRENDS IN YOUTH SURVEY DOMAINS**



**FIGURE 4: STATEWIDE ANNUAL TRENDS IN CHILD FAMILY SURVEY DOMAINS**



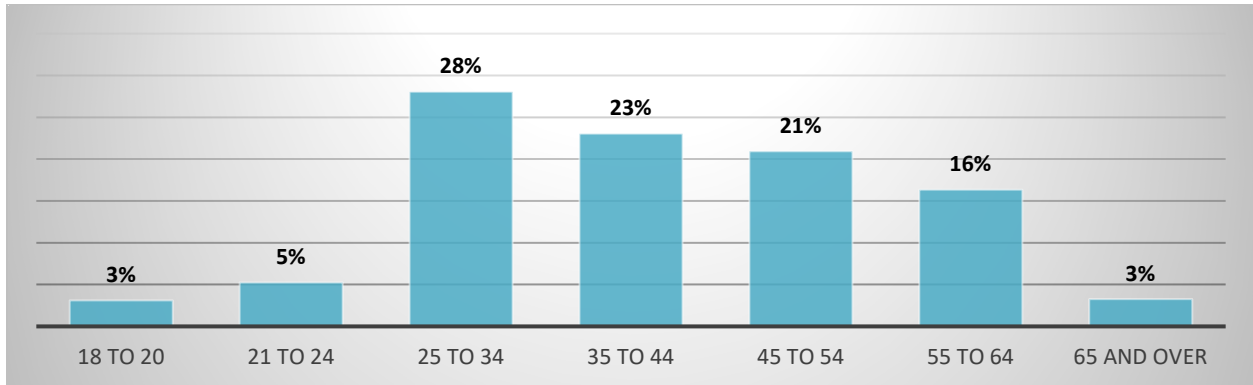
\*Family Survey *Outcomes* and *Functioning* MHSIP domain scores are based on five common items, and both domains include one additional unique item.

## Survey Respondent Characteristics

### Adult Survey

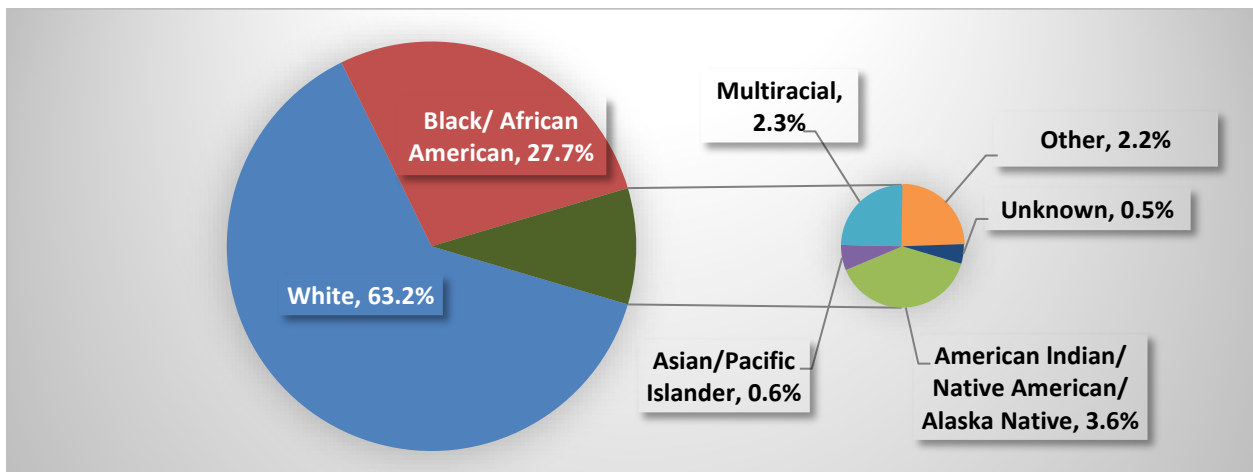
The 2019 Adult Survey sample included 4,200 individuals with a reported age within the requested range of 18 years and older.<sup>4</sup> This group had an average age of 41.3 years and included 59 percent female and 41 percent male respondents.

**FIGURE 5: ADULT RESPONDENT AGE DISTRIBUTION**



Of those who reported, nearly two-thirds (63%) self-identified as White, and more than one-quarter (28%) as Black/African American. In response to a separate question, five percent of the sample also identified as Hispanic or Latino.

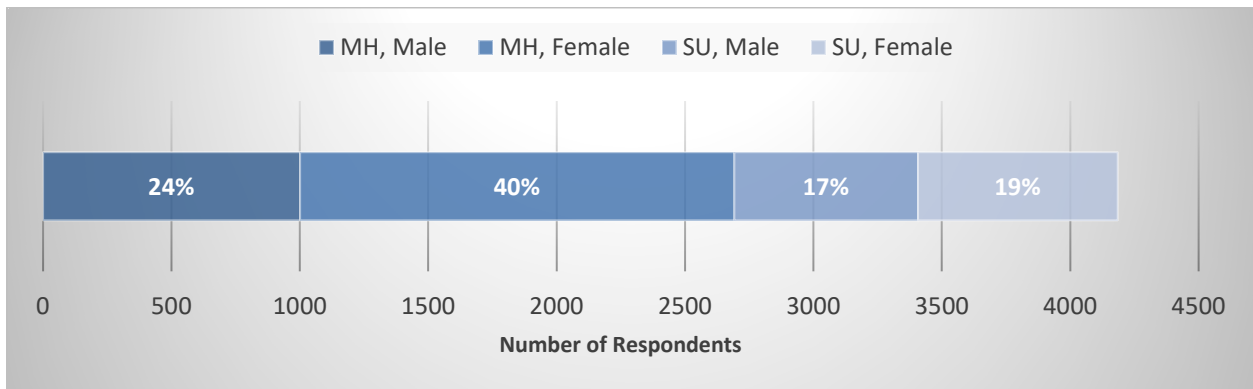
**FIGURE 6: ADULT RESPONDENT RACE/ETHNICITY**



<sup>4</sup> Analyses in later sections of this report include surveys from an additional 75 respondents who did not report age. Surveys for 12 respondents with reported ages under 18 years are excluded from all subsequent analysis.

Nearly two-thirds of adults (64%) reported that their primary reason for receiving services was related to mental health. Just over one-third (36%) reported the primary reason was substance use. MH services clients included substantially more women than men, while SU clients were more evenly split between genders. The sample included somewhat larger numbers of male MH than male SU clients, and more than twice as many female MH as female SU respondents.

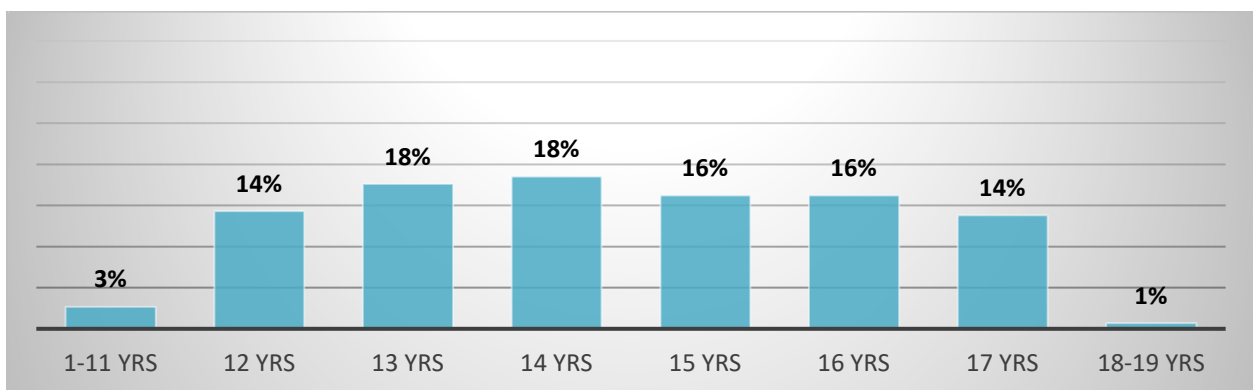
**FIGURE 7: ADULT RESPONDENT GENDER AND PRIMARY REASON FOR SERVICES, PERCENTAGE OF TOTAL SAMPLE**



### Youth Survey

The Youth Survey sample included 972 respondents within the requested range of 12 to 17 years, 27 with reported ages younger than 12 years, and seven ages 18 to 19 years, for a total of 1,006 with a reported age under 20 years.<sup>5</sup> This group had an average age of 14.4 years and consisted of 47 percent male and 53 percent female respondents.

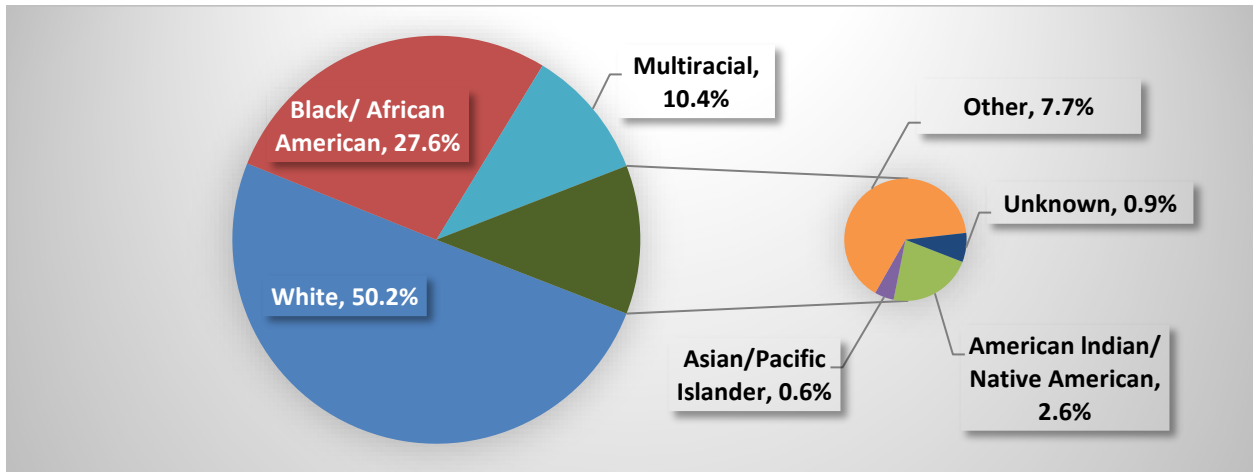
**FIGURE 8: YOUTH RESPONDENT AGE DISTRIBUTION**



<sup>5</sup>Analyses in later sections of this report include surveys from an additional 8 respondents who did not report age. Surveys for 11 respondents with reported ages greater than 19 years are excluded from all subsequent analysis.

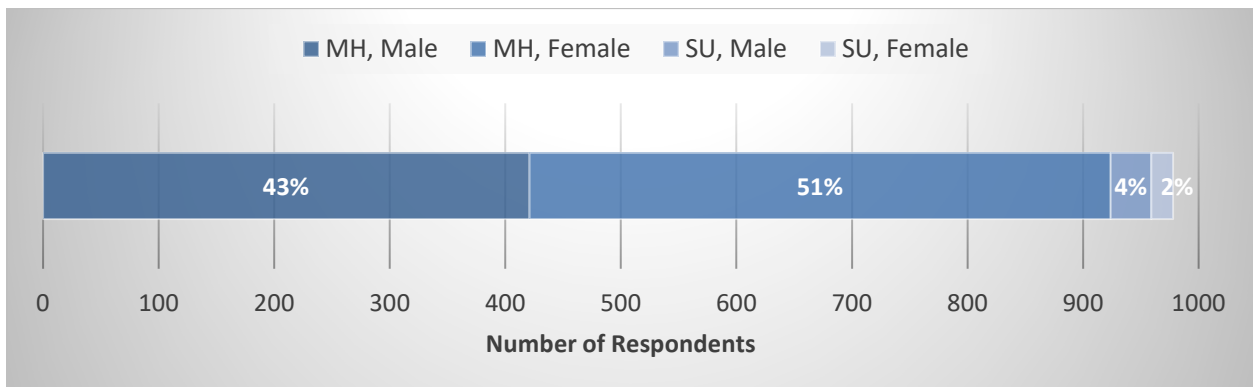
Half (50%) of respondents who answered identified as White, more than one-quarter (27%) as Black/African American, and one in ten (10%) as multiracial. In response to a separate question, almost one of every five respondents (18%) self-identified as Hispanic or Latino.

**FIGURE 9: YOUTH RESPONDENT RACE/ETHNICITY**



Few youth respondents of either gender reported a primary reason for receiving services related to SU (6%). Most reported MH as the primary reason (94%).

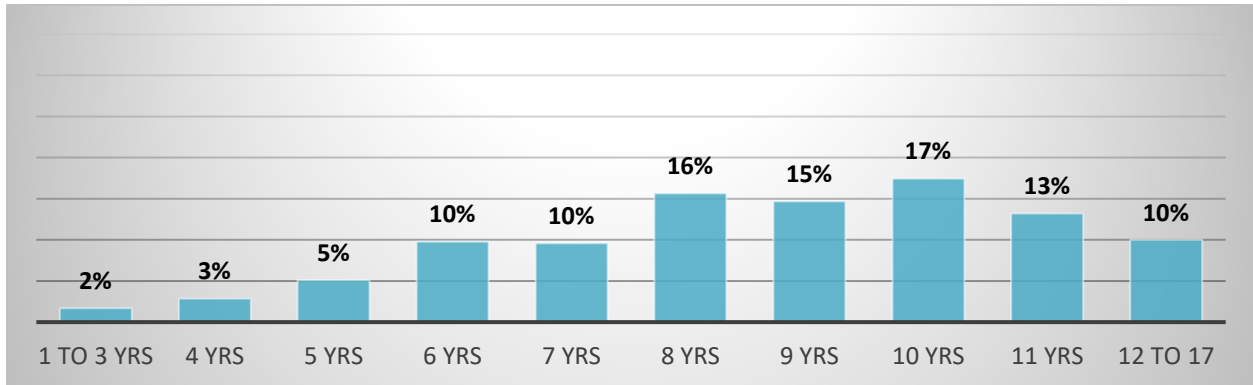
**FIGURE 10: YOUTH RESPONDENT GENDER AND PRIMARY REASON FOR SERVICES, PERCENTAGE OF TOTAL SAMPLE**



## Family Survey<sup>6</sup>

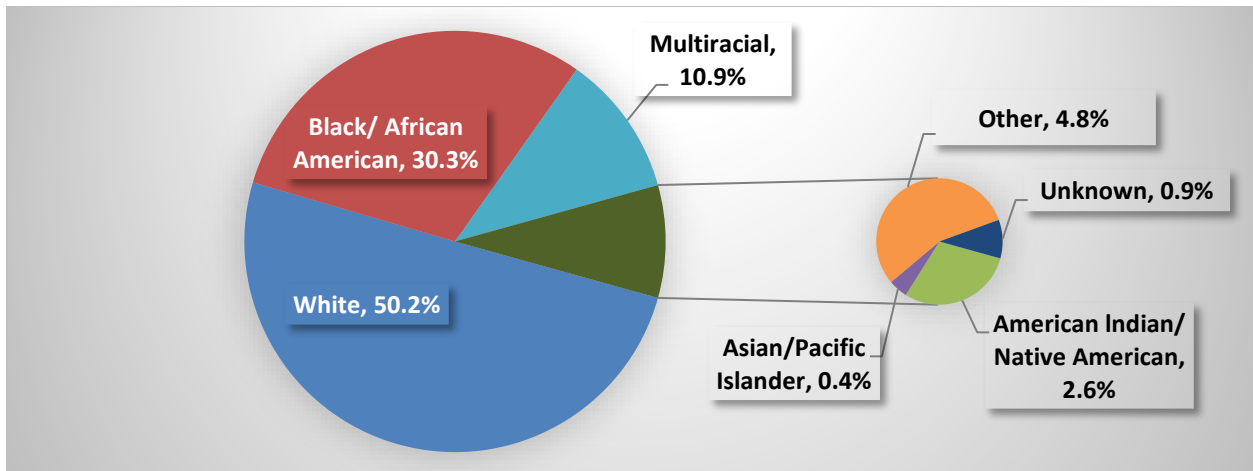
Family Surveys were completed for 846 children within the requested age range of up to 11 years, and for an additional 94 clients ages 12 to 17 years, for a total of 940 surveys.<sup>7</sup> The group consisted of 61 percent male and 39 percent female clients with an average age of 8.8 years.

**FIGURE 11: FAMILY SURVEY CHILD AGE DISTRIBUTION**



Of respondents who reported child racial background, half (50%) reported a background of White, nearly one-third (30%) Black/African American, and more than one in ten (11%) multiracial. In response to a separate question, thirteen percent (13%) of child clients were described as Hispanic or Latino.

**FIGURE 12: FAMILY SURVEY CHILD RACE/ETHNICITY**



<sup>6</sup>Analysis of Family Survey data does not include primary service type. Only 5 male and 1 female child clients in the sample were described as receiving services primarily for SU.

<sup>7</sup>Analyses in later sections of this report include surveys from an additional 4 respondents who did not report child age. Surveys for eight respondents who reported client ages of 18 years and older are excluded from all subsequent analysis.

## Respondent Characteristics and Perceptions of Care

Within Adult, Youth, and Family Survey populations, perceptions of care were not substantially related to client age or racial/ethnic background. Client gender was not related to Youth or Family respondent perceptions. Adult Survey respondent perceptions in some domains varied by gender and primary service type.

### *Client Age*

Client age was not substantially related to MHSIP survey numerical domain scores within any of the three client populations.<sup>8,9</sup> All correlations between client age in years and survey domain scores were +/-0.10 or smaller.<sup>10</sup>

### *Race/Ethnic Background*

MHSIP survey domain scores were compared for racial/ethnic groups with at least 100 respondents. Adult, Youth, and Child Family Survey client samples each included 100 or more non-Hispanic Black/African American, non-Hispanic White individuals, and Hispanic/Latino clients; the Adult sample also included more than 100 American Indian/Native American respondents.<sup>11</sup> No significant differences between group were noted in any of the MHSIP domains.<sup>12</sup>

### *Gender and Primary Service Type*

No client gender differences were observed in percentages of Youth and Family survey respondents with positive perceptions in the MHSIP survey domains. Percentages of male and female Adult survey respondents with positive perceptions did differ in some MHSIP survey domains, but the direction of the difference varied with primary service type. Larger percentages of individuals with primary SU services also reported positive perceptions in some domains compared to those with primary MH services.

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<sup>8</sup> The numerical domain score is the average item score for all items that count toward the domain.

<sup>9</sup> As shown in Figures 1, 2, and 3, however, scores for similar domains did differ across the three respondent populations.

<sup>10</sup> A correlation coefficient of +/-1.0 indicates a perfect predictive relationship; a correlation of 0.0 indicates no relationship at all.

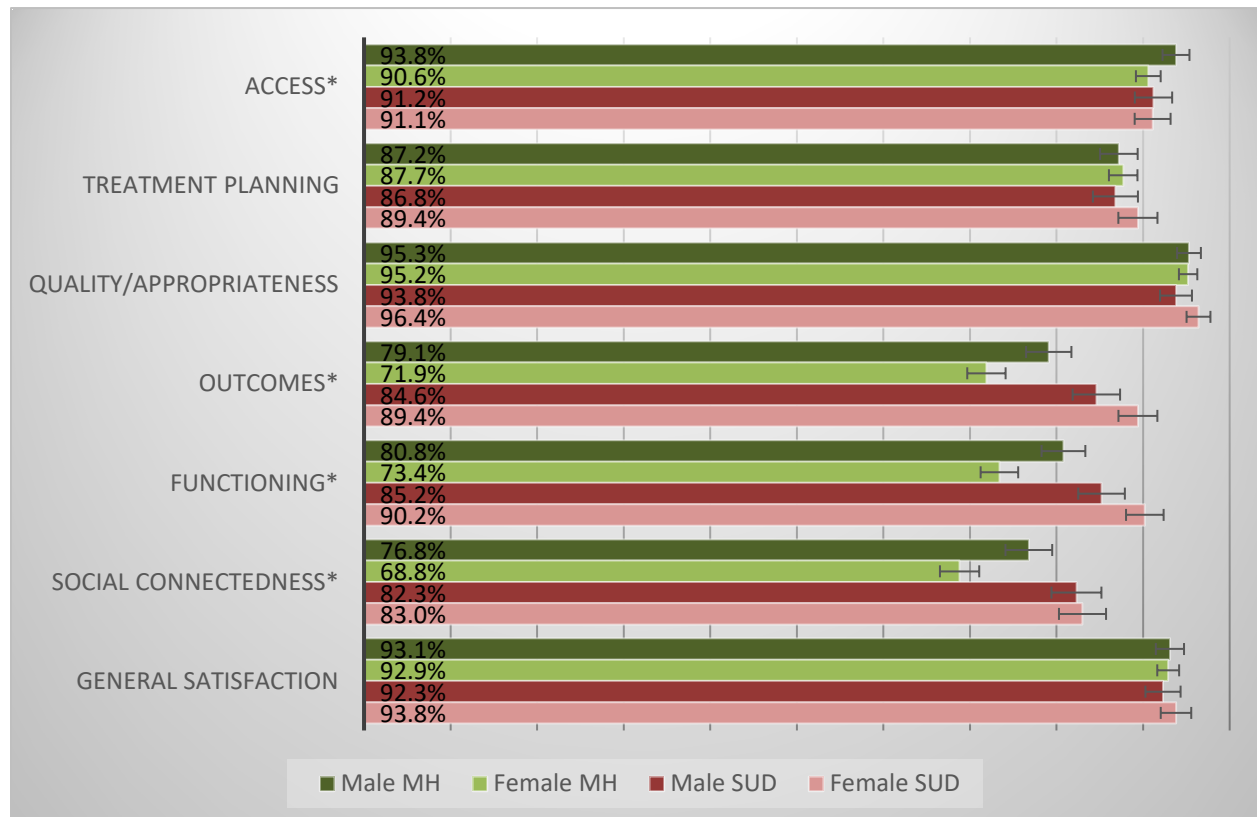
<sup>11</sup> The Hispanic/Latino category was created by selecting all individuals who identified as Hispanic/Latino regardless of other reported racial/ethnic background. Large percentages of individuals who identified as multiracial also identified as Hispanic/Latino, and non-Hispanic multiracial sample sizes were smaller than the threshold of 100 for this analysis.

<sup>12</sup> Within each survey population, the 95 percent confidence interval around each racial/ethnic group MHSIP domain score overlapped with the 95% CIs of all other groups.



Figure 13 illustrates that male MH clients were more likely than female MH clients to report positive perceptions in *Outcomes*, *Functioning*, and *Social Connectedness*. In contrast, male and female SU clients did not differ in perceptions of *Social Connectedness*, and female SU clients were marginally more likely than male SU clients to report positive perceptions in *Outcomes* and *Functioning*.<sup>13</sup> Also shown, adult male MH clients were marginally more likely than female MH clients to report positive perceptions related to *Access*.

**FIGURE 13: MHSIP DOMAIN SCORES BY ADULT RESPONDENT GENDER AND PRIMARY SERVICE TYPE**

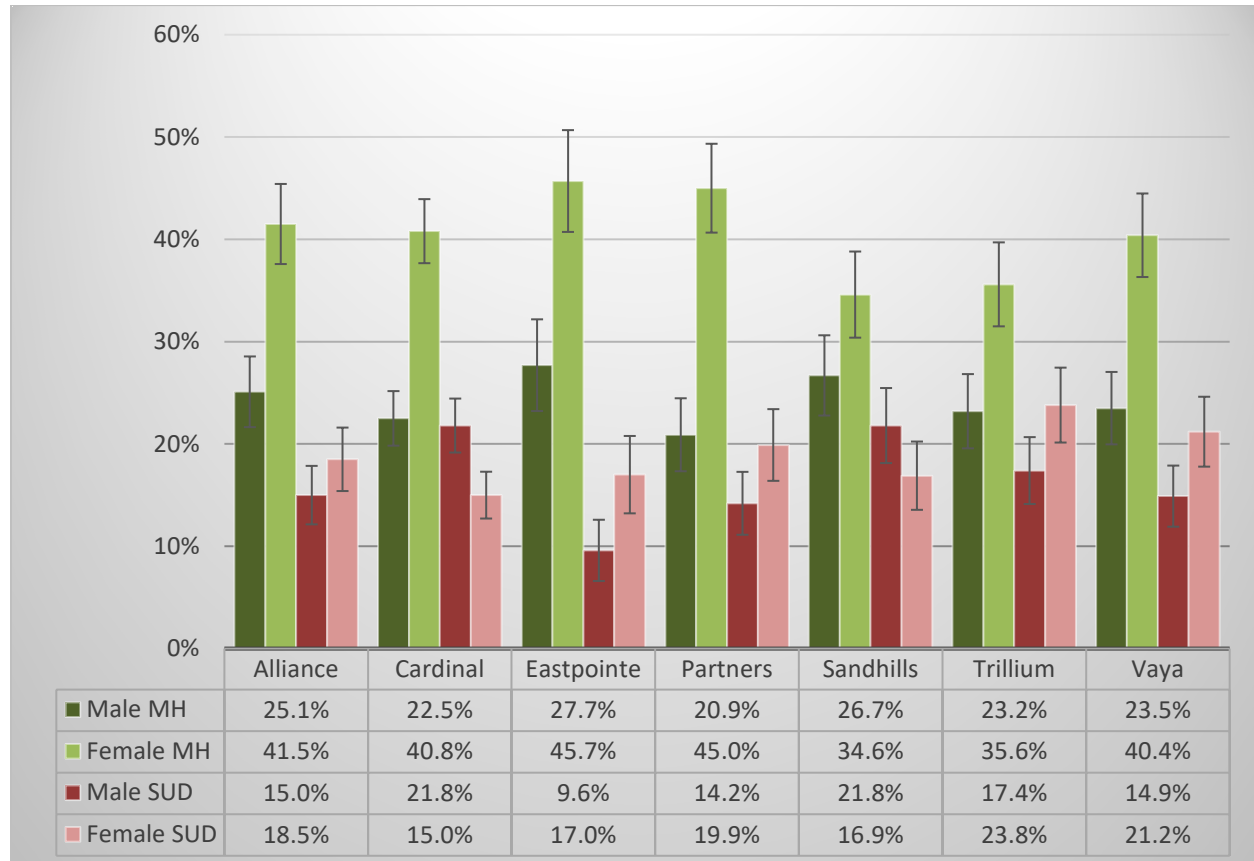


\*Some group percentages are significantly different at the 95 percent confidence level. Error bars show 95% confidence intervals around group domain scores.

<sup>13</sup> Both the difference between MH and SU service respondents' scores in these domains and the statistical interaction between gender and primary service type were significant.

Figure 14 illustrates some similarities and differences across LMEs-MCOs in their sample percentages of Adult survey male and female MH and SU clients.<sup>14</sup> Adult survey score patterns shown later in this report may in part relate to differences in LME-MCO sample percentages of male and female MH and SU clients. This is most likely to be true for MHSIP domains in which significant and sizable differences among male and female MH and SU client scores were observed, including Adult survey *Outcomes, Functioning, and Social Connectedness*.

**FIGURE 14: ADULT SURVEY SAMPLE PERCENTAGES OF MALE AND FEMALE MH AND SU CLIENTS**



\*Error bars show 95% confidence intervals around sample percentages.

Sample percentages of Adult survey male MH respondents varied the least across LMEs-MCOs. Although female MH clients were the largest group of Adult survey respondents in each LME-MCO, they made up significantly larger percentages of the Eastpointe and Partners samples compared to Sandhills and Trillium. Cardinal and Sandhills samples included significantly larger percentages of male SUD clients compared to all other LMEs-MCOs except Trillium; Trillium also included a larger percentage of male SUD clients than Eastpointe. Female SUD clients made up significantly larger percentages of Trillium and Vaya than Cardinal samples.

<sup>14</sup> LME-MCO percentages of male and female clients for Youth and Family surveys are not examined, as survey scores were not related to client gender.

## Perceptions of Care Survey Results

The remainder of this report presents MH/SU Client Perceptions of Care Survey results in three sections:

*LME-MCO Client Perceptions of Care* are presented for Adult, Youth, and Child Family Surveys. 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 the total number of respondents from each LME-MCO 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 Client Perceptions of Care*

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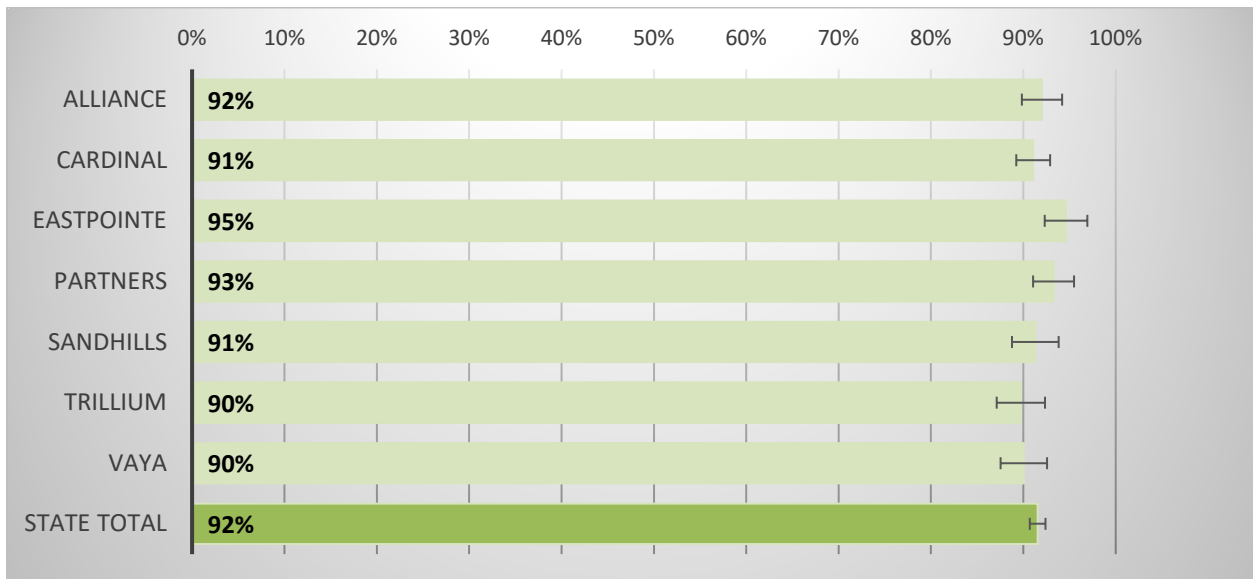
## Adult Survey: **ACCESS**

Statewide, 92 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



Error bars show 95% confidence intervals around LME-MCO domain scores.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	639	92.0%	7.5%	0.5%
Cardinal	985	91.1%	7.9%	1.0%
Eastpointe	409	94.6%	4.4%	1.0%
Partners	535	93.3%	5.6%	1.1%
Sandhills	517	91.3%	7.7%	1.0%
Trillium	555	89.7%	9.2%	1.1%
Vaya	583	90.1%	8.9%	1.0%
State Total	4,223	91.5%	7.5%	0.9%

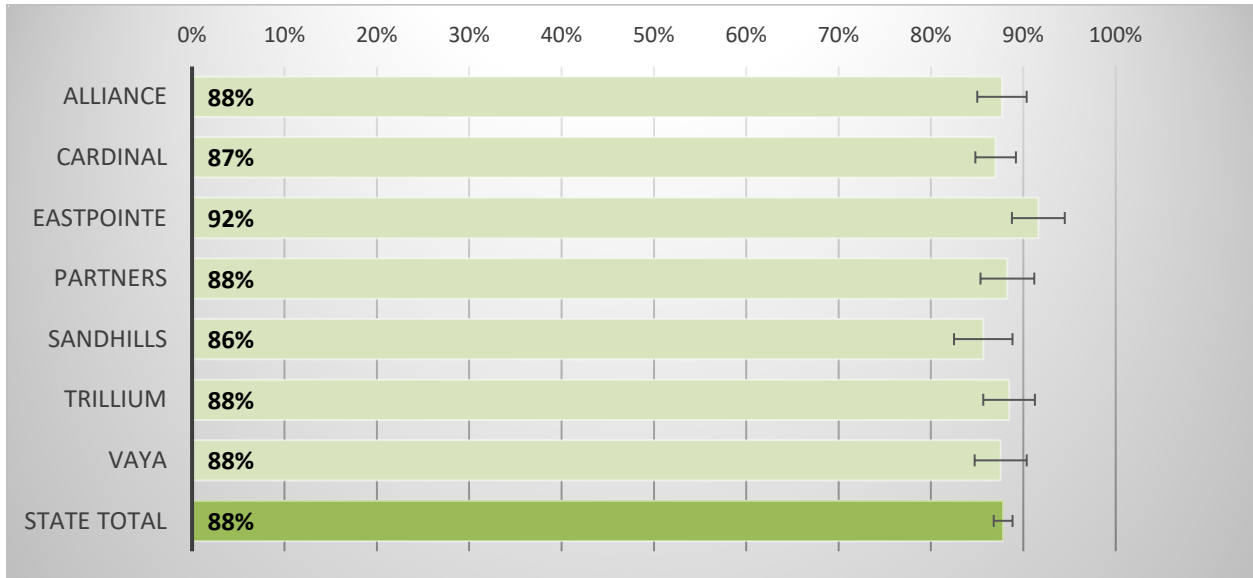
## ADULT SURVEY: *TREATMENT PLANNING*

Statewide, 88 percent of adult respondents reported positive perceptions about their involvement in *Treatment Planning*, and one 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



Error bars show 95% confidence intervals around LME-MCO domain scores.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	617	87.7%	11.2%	1.1%
Cardinal	946	87.0%	12.1%	1.0%
Eastpointe	394	91.6%	7.6%	0.8%
Partners	503	88.3%	10.7%	1.0%
Sandhills	502	85.7%	12.5%	1.8%
Trillium	537	88.5%	10.6%	0.9%
Vaya	562	87.5%	11.4%	1.1%
State Total	4,061	87.8%	11.1%	1.1%

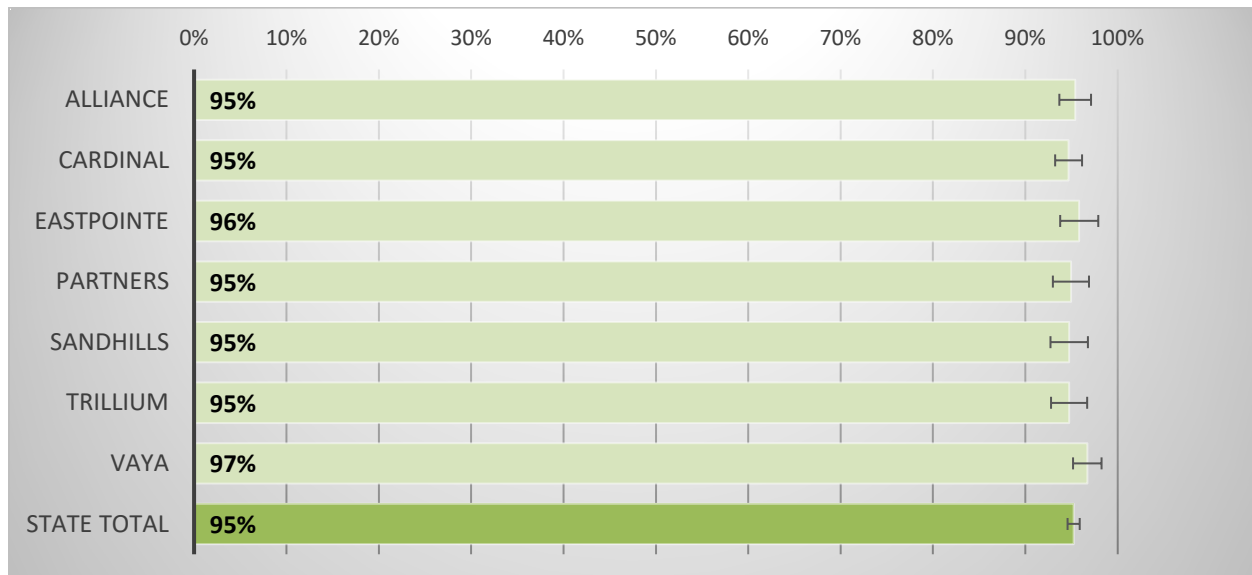
## ADULT SURVEY: *QUALITY AND APPROPRIATENESS*

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



Error bars show 95% confidence intervals around LME-MCO domain scores.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	630	95.4%	4.0%	0.6%
Cardinal	978	94.7%	5.0%	0.3%
Eastpointe	408	95.8%	3.7%	0.5%
Partners	533	94.9%	4.9%	0.2%
Sandhills	514	94.7%	4.9%	0.4%
Trillium	551	94.7%	4.9%	0.4%
Vaya	577	96.7%	3.1%	0.2%
State Total	4,191	95.2%	4.4%	0.4%

## ADULT SURVEY: *OUTCOMES*

Statewide, 79 percent of adult respondents reported positive perceptions about the *Outcomes* of their services, and three percent reported negative perceptions.

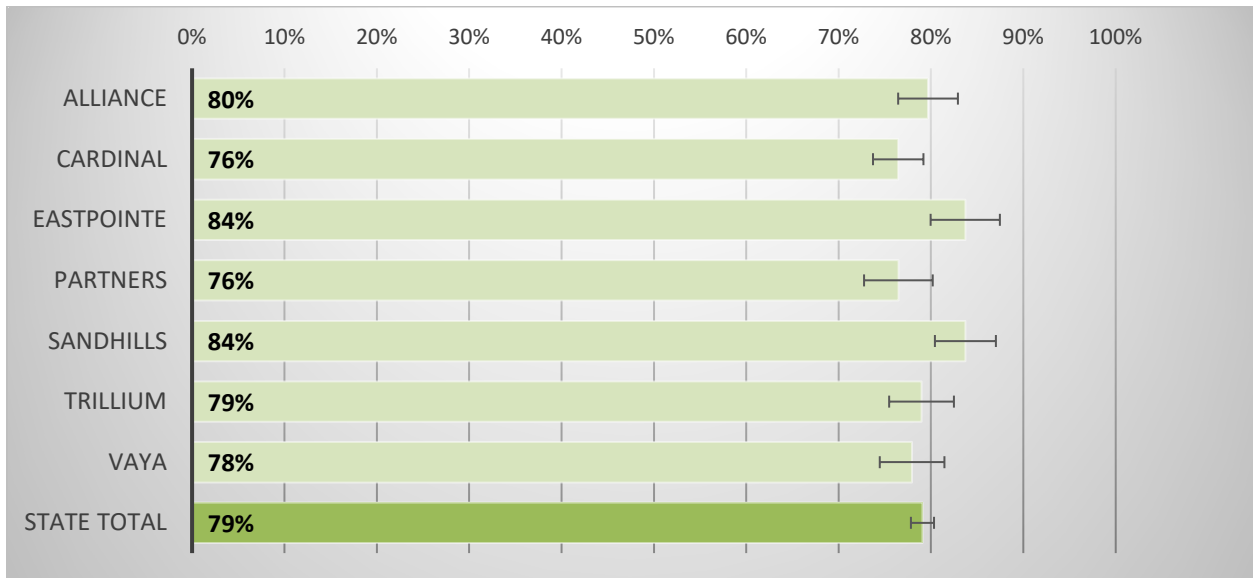
### ADULT *OUTCOMES* DOMAIN ITEMS

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

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

*\*Item also counts toward Functioning domain*

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



Error bars show 95% confidence intervals around LME-MCO domain scores.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	625	79.7%	17.1%	3.2%
Cardinal	964	76.5%	20.5%	3.0%
Eastpointe	399	83.7%	14.0%	2.3%
Partners	527	76.5%	20.9%	2.7%
Sandhills	510	83.7%	15.1%	1.2%
Trillium	547	79.0%	18.8%	2.2%
Vaya	567	78.0%	19.8%	2.3%
State Total	4,139	79.1%	18.4%	2.5%



## ADULT SURVEY: *FUNCTIONING*

Statewide, 80 percent of adult respondents reported positive perceptions about the effects of services on their *Functioning*, and three percent reported negative perceptions.

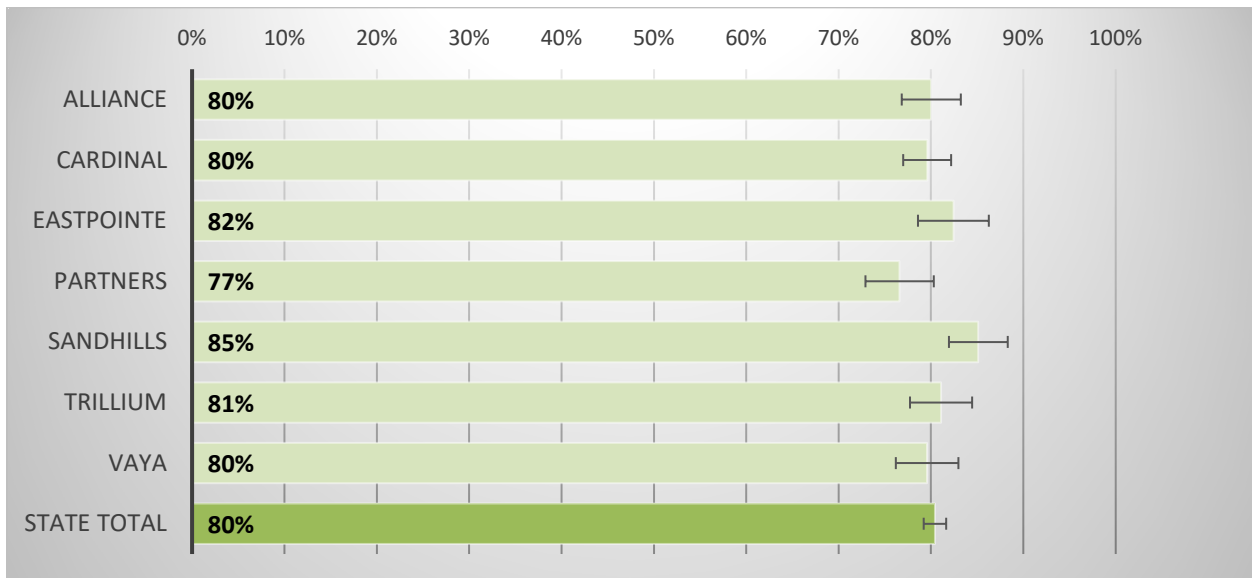
### ADULT *FUNCTIONING* DOMAIN ITEMS

*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



Error bars show 95% confidence intervals around LME-MCO domain scores.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	631	80.0%	15.5%	4.4%
Cardinal	965	79.6%	16.9%	3.5%
Eastpointe	404	82.4%	14.4%	3.2%
Partners	530	76.6%	19.8%	3.6%
Sandhills	511	85.1%	13.1%	1.8%
Trillium	550	81.1%	17.1%	1.8%
Vaya	573	79.6%	16.6%	3.8%
State Total	4,164	80.4%	16.3%	3.2%

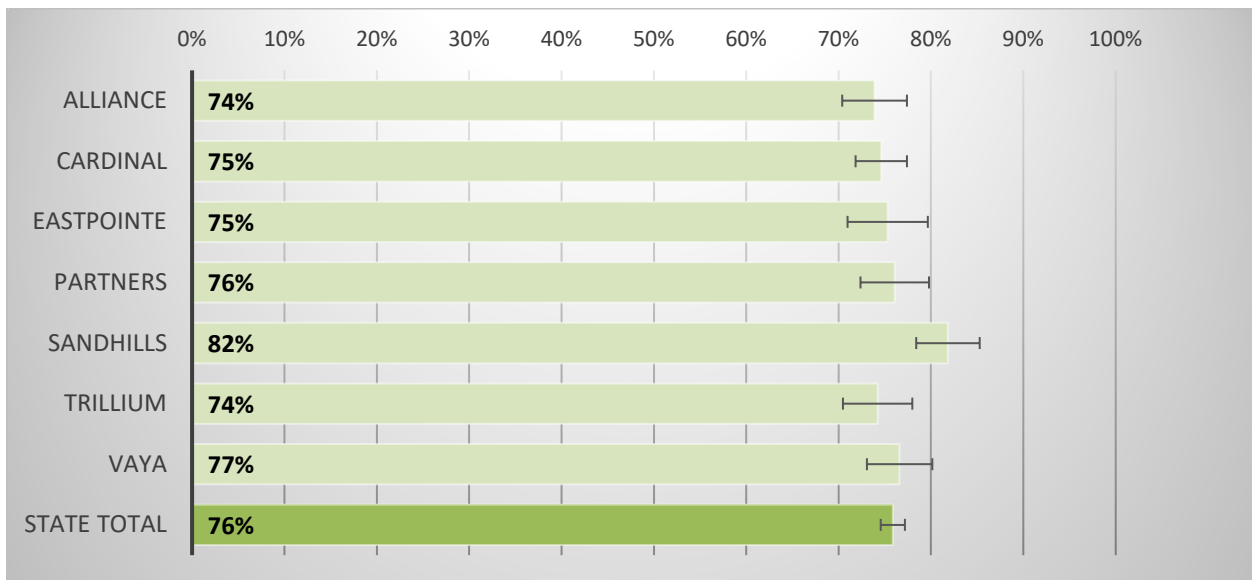
## ADULT SURVEY: SOCIAL CONNECTEDNESS

Statewide, 76 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



Error bars show 95% confidence intervals around LME-MCO domain scores.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	632	73.9%	18.0%	8.1%
Cardinal	977	74.6%	19.8%	5.6%
Eastpointe	401	75.3%	19.0%	5.7%
Partners	535	76.1%	17.0%	6.9%
Sandhills	512	81.8%	15.0%	3.1%
Trillium	547	74.2%	21.0%	4.8%
Vaya	577	76.6%	17.0%	6.4%
State Total	4,181	75.9%	18.3%	5.9%

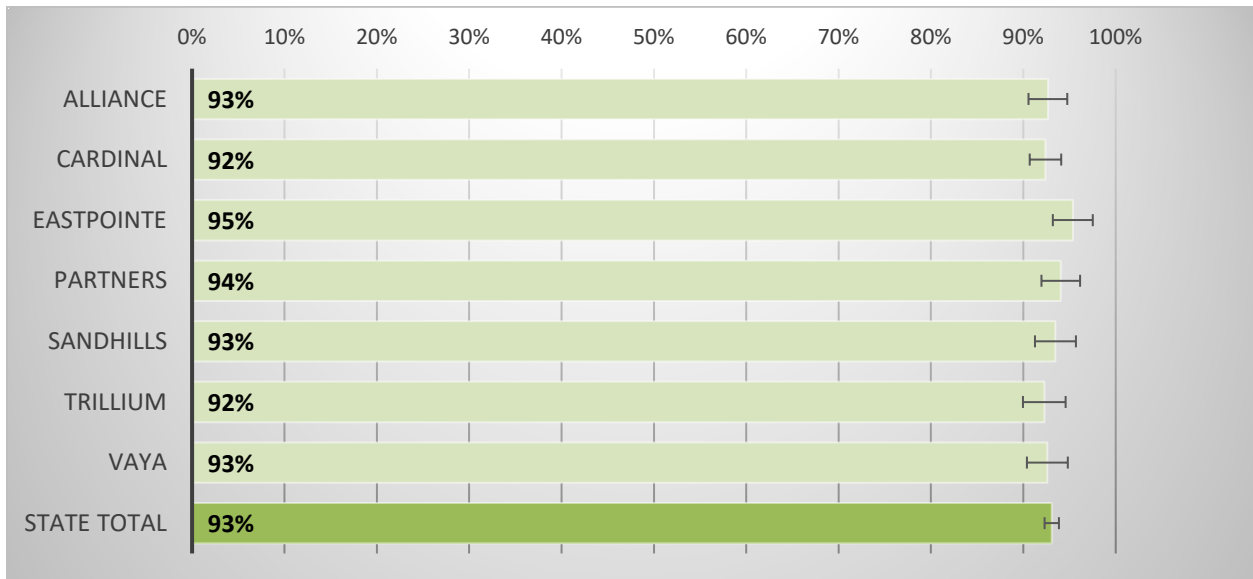
## ADULT SURVEY: *GENERAL SATISFACTION*

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



Error bars show 95% confidence intervals around LME-MCO domain scores.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	640	92.7%	6.6%	0.8%
Cardinal	986	92.4%	6.9%	0.7%
Eastpointe	409	95.4%	3.9%	0.7%
Partners	538	94.1%	5.2%	0.7%
Sandhills	521	93.5%	5.6%	1.0%
Trillium	556	92.3%	6.1%	1.6%
Vaya	581	92.6%	6.9%	0.5%
State Total	4,231	93.1%	6.1%	0.9%

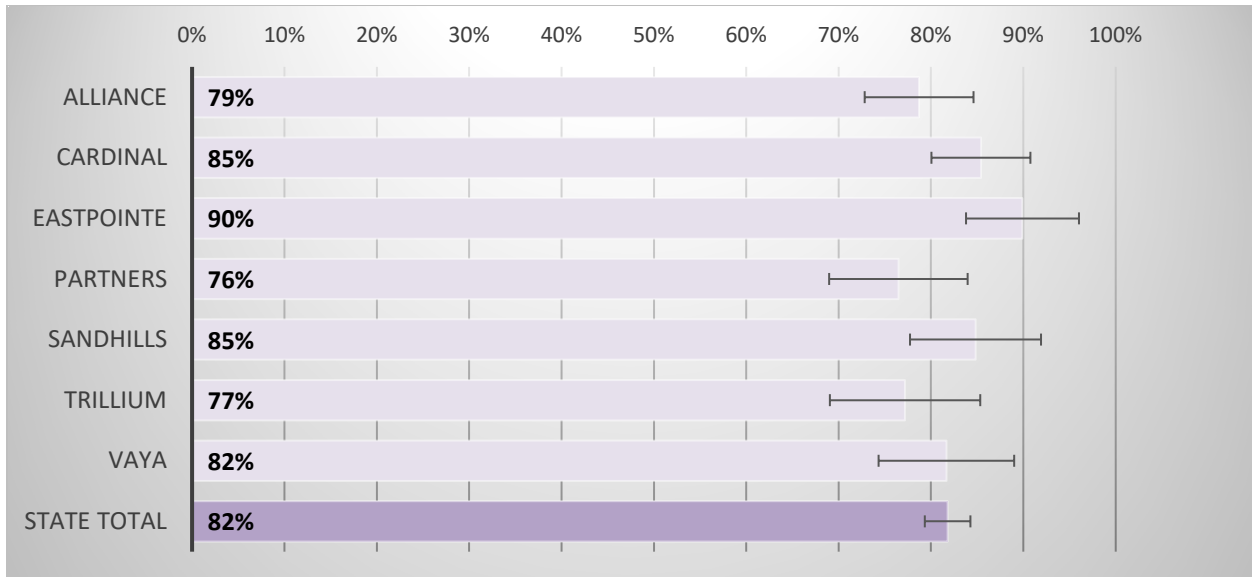
## YOUTH SURVEY: ACCESS

Statewide, 82 percent of youth respondents reported positive perceptions about Access to services, and four 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



Error bars show 95% confidence intervals around LME-MCO domain scores.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	202	78.7%	15.3%	5.9%
Cardinal	185	85.4%	10.8%	3.8%
Eastpointe	109	89.9%	8.3%	1.8%
Partners	136	76.5%	20.6%	2.9%
Sandhills	112	84.8%	11.6%	3.6%
Trillium	114	77.2%	15.8%	7.0%
Vaya	120	81.7%	15.8%	2.5%
State Total	978	81.8%	14.1%	4.1%

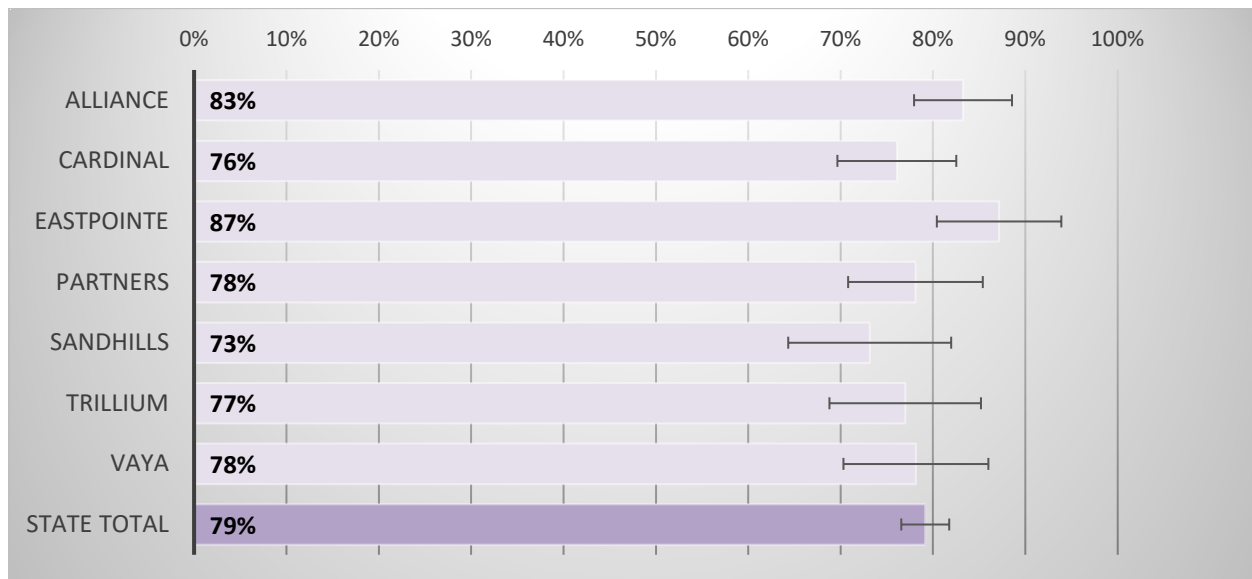
## YOUTH SURVEY: *TREATMENT PLANNING*

Statewide, 79 percent of youth respondents reported positive perceptions about their involvement in *Treatment Planning*, and four 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



Error bars show 95% confidence intervals around LME-MCO domain scores.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	209	83.3%	14.8%	1.9%
Cardinal	184	76.1%	20.1%	3.8%
Eastpointe	109	87.2%	11.0%	1.8%
Partners	137	78.1%	18.2%	3.6%
Sandhills	108	73.1%	21.3%	5.6%
Trillium	113	77.0%	17.7%	5.3%
Vaya	119	78.2%	17.6%	4.2%
State Total	979	79.2%	17.3%	3.6%

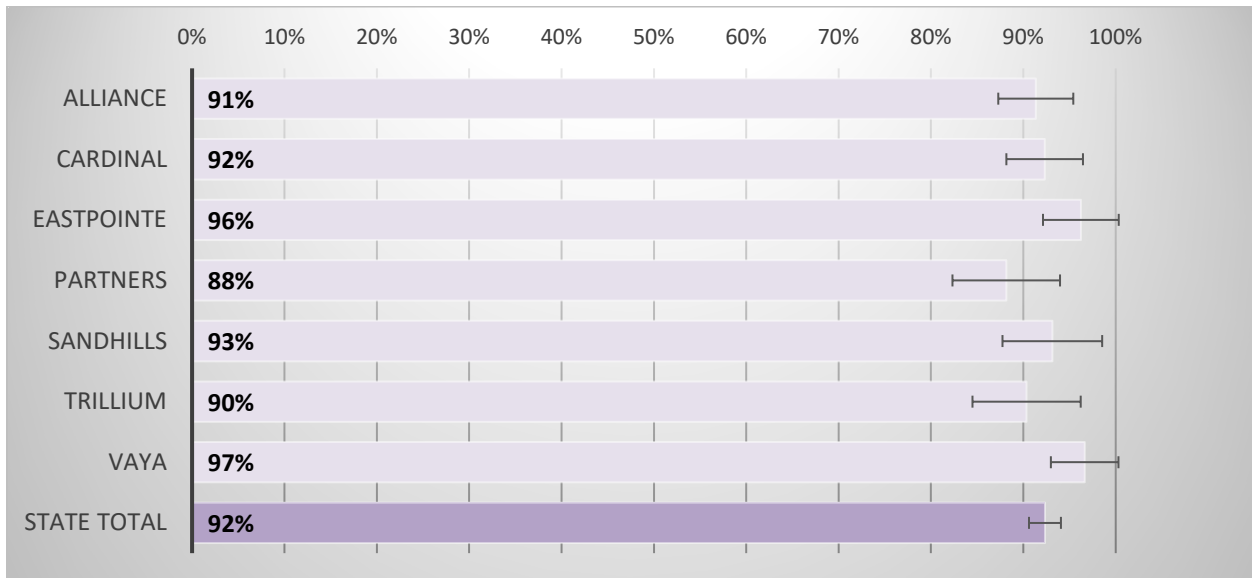
# YOUTH SURVEY: *CULTURAL SENSITIVITY*

Statewide, 92 percent of youth respondents reported positive perceptions about the *Cultural Sensitivity* of their service providers, and 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



Error bars show 95% confidence intervals around LME-MCO domain scores.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	208	91.3%	7.7%	1.0%
Cardinal	182	92.3%	7.1%	0.5%
Eastpointe	106	96.2%	3.8%	0.0%
Partners	135	88.1%	11.9%	0.0%
Sandhills	102	93.1%	6.9%	0.0%
Trillium	114	90.4%	7.0%	2.6%
Vaya	119	96.6%	3.4%	0.0%
State Total	966	92.3%	7.0%	0.6%

# YOUTH SURVEY: *OUTCOMES*

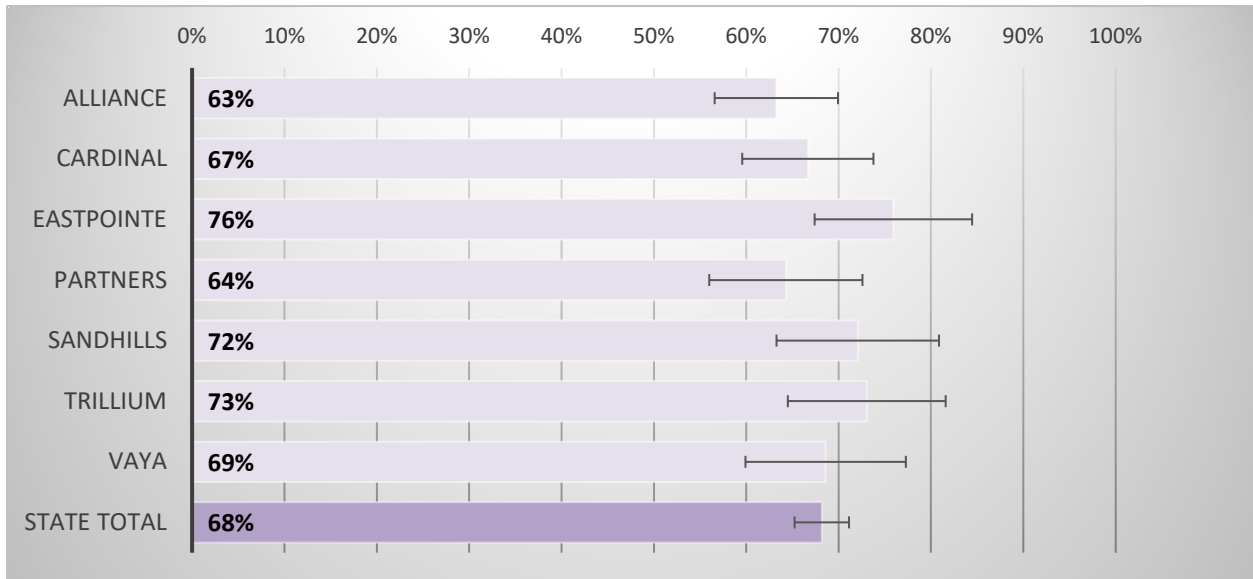
Statewide, 68 percent of youth respondents reported positive perceptions about their service *Outcomes*, and four percent reported negative perceptions.

## 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



Error bars show 95% confidence intervals around LME-MCO domain scores.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	215	63.3%	33.5%	3.3%
Cardinal	183	66.7%	30.1%	3.3%
Eastpointe	108	75.9%	20.4%	3.7%
Partners	140	64.3%	30.0%	5.7%
Sandhills	111	72.1%	20.7%	7.2%
Trillium	115	73.0%	24.3%	2.6%
Vaya	121	68.6%	28.1%	3.3%
State Total	993	68.2%	27.8%	4.0%

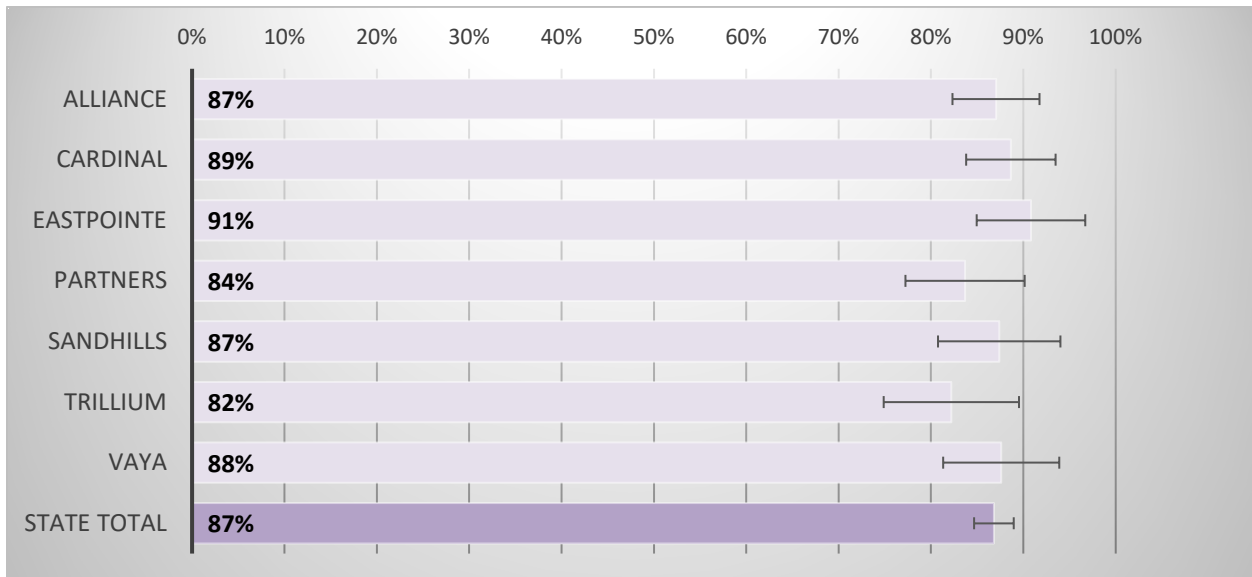
# YOUTH SURVEY: *GENERAL SATISFACTION*

Statewide, 87 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



Error bars show 95% confidence intervals around LME-MCO domain scores.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	216	87.0%	12.0%	0.9%
Cardinal	185	88.6%	8.6%	2.7%
Eastpointe	109	90.8%	8.3%	0.9%
Partners	141	83.7%	14.2%	2.1%
Sandhills	111	87.4%	9.9%	2.7%
Trillium	118	82.2%	11.9%	5.9%
Vaya	121	87.6%	11.6%	0.8%
State Total	1,001	86.8%	11.0%	2.2%



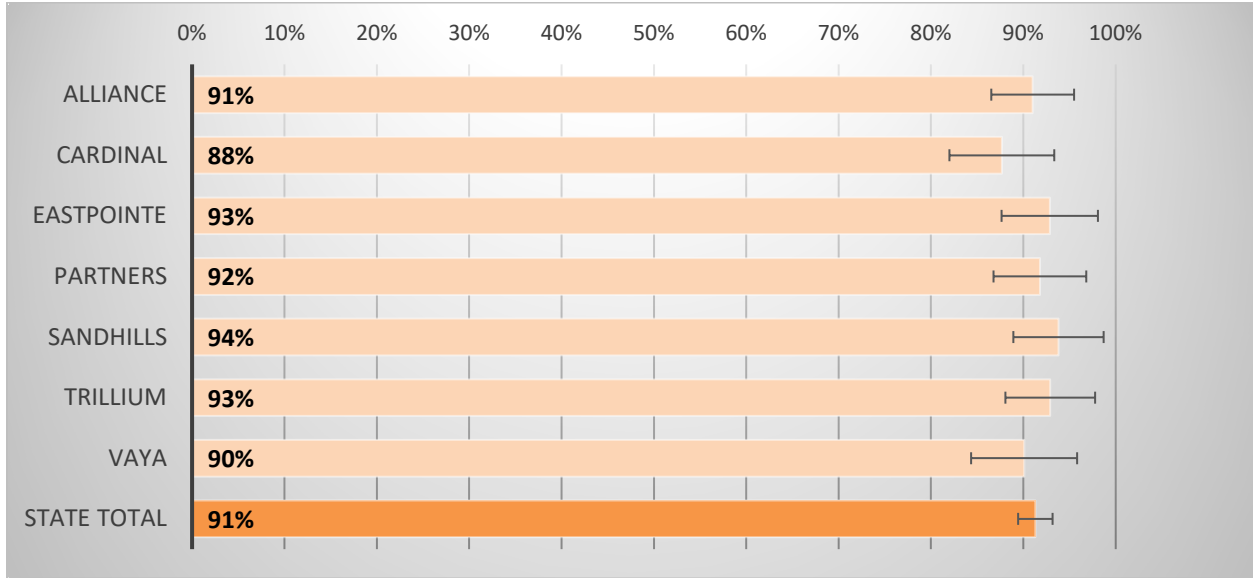
# FAMILY SURVEY: ACCESS

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



Error bars show 95% confidence intervals around LME-MCO domain scores.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	178	91.0%	7.9%	1.1%
Cardinal	146	87.7%	11.0%	1.4%
Eastpointe	112	92.9%	6.3%	0.9%
Partners	134	91.8%	6.7%	1.5%
Sandhills	113	93.8%	5.3%	0.9%
Trillium	127	92.9%	6.3%	0.8%
Vaya	121	90.1%	9.9%	0.0%
State Total	931	91.3%	7.7%	1.0%

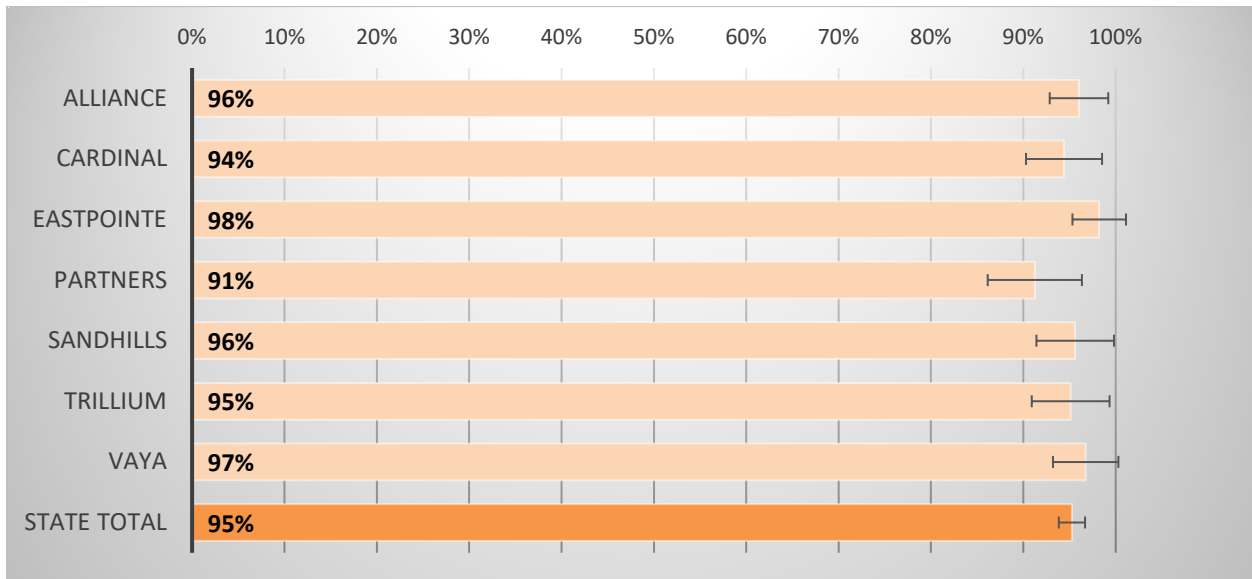
## FAMILY SURVEY: *TREATMENT PLANNING*

Statewide, 95 percent of family respondents reported positive perceptions about their involvement in *Treatment Planning*, and less than 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



Error bars show 95% confidence intervals around LME-MCO domain scores.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	176	96.0%	4.0%	0.0%
Cardinal	143	94.4%	5.6%	0.0%
Eastpointe	112	98.2%	1.8%	0.0%
Partners	137	91.2%	8.0%	0.7%
Sandhills	114	95.6%	3.5%	0.9%
Trillium	123	95.1%	4.9%	0.0%
Vaya	123	96.7%	3.3%	0.0%
State Total	928	95.3%	4.5%	0.2%

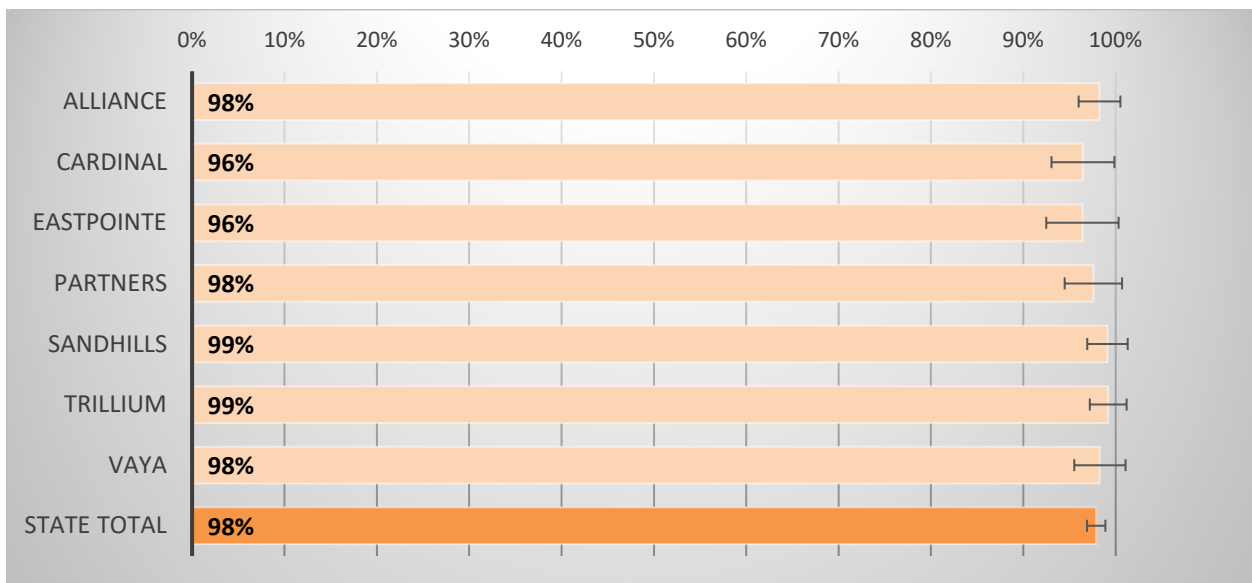
## FAMILY SURVEY: *CULTURAL SENSITIVITY*

Statewide, 98 percent of family respondents reported positive perceptions about the *Cultural Sensitivity* of their children’s providers, and fewer 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



Error bars show 95% confidence intervals around LME-MCO domain scores.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	171	98.2%	1.8%	0.0%
Cardinal	141	96.5%	2.8%	0.7%
Eastpointe	111	96.4%	3.6%	0.0%
Partners	124	97.6%	2.4%	0.0%
Sandhills	112	99.1%	0.9%	0.0%
Trillium	123	99.2%	0.8%	0.0%
Vaya	117	98.3%	1.7%	0.0%
State Total	899	97.9%	2.0%	0.1%

# FAMILY SURVEY: *CHILD OUTCOMES*

Statewide, 72 percent of family respondents reported positive perceptions about their children’s service *Outcomes*, and six percent reported negative perceptions.

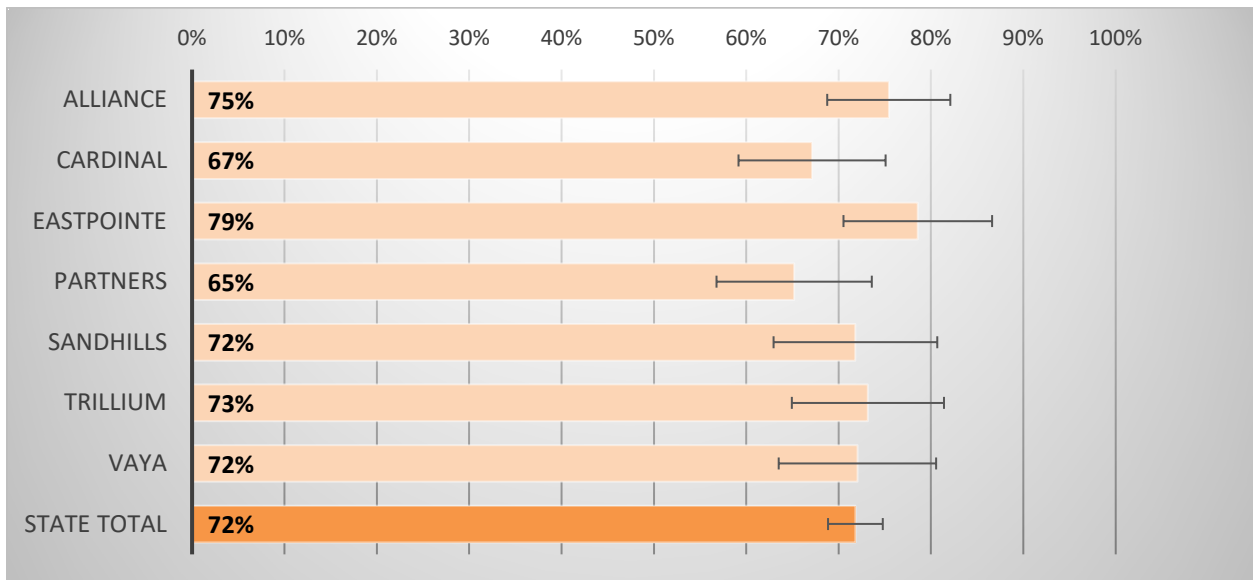
## FAMILY SURVEY *CHILD OUTCOMES* DOMAIN ITEMS

*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



Error bars show 95% confidence intervals around LME-MCO domain scores.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	175	75.4%	19.4%	5.1%
Cardinal	146	67.1%	23.3%	9.6%
Eastpointe	112	78.6%	16.1%	5.4%
Partners	135	65.2%	23.7%	11.1%
Sandhills	110	71.8%	22.7%	5.5%
Trillium	123	73.2%	24.4%	2.4%
Vaya	118	72.0%	24.6%	3.4%
State Total	919	71.8%	22.0%	6.2%

# FAMILY SURVEY: *CHILD FUNCTIONING*

Statewide, 72 percent of family respondents reported positive perceptions about their children’s *Functioning* as a result of services, and six percent reported negative perceptions.

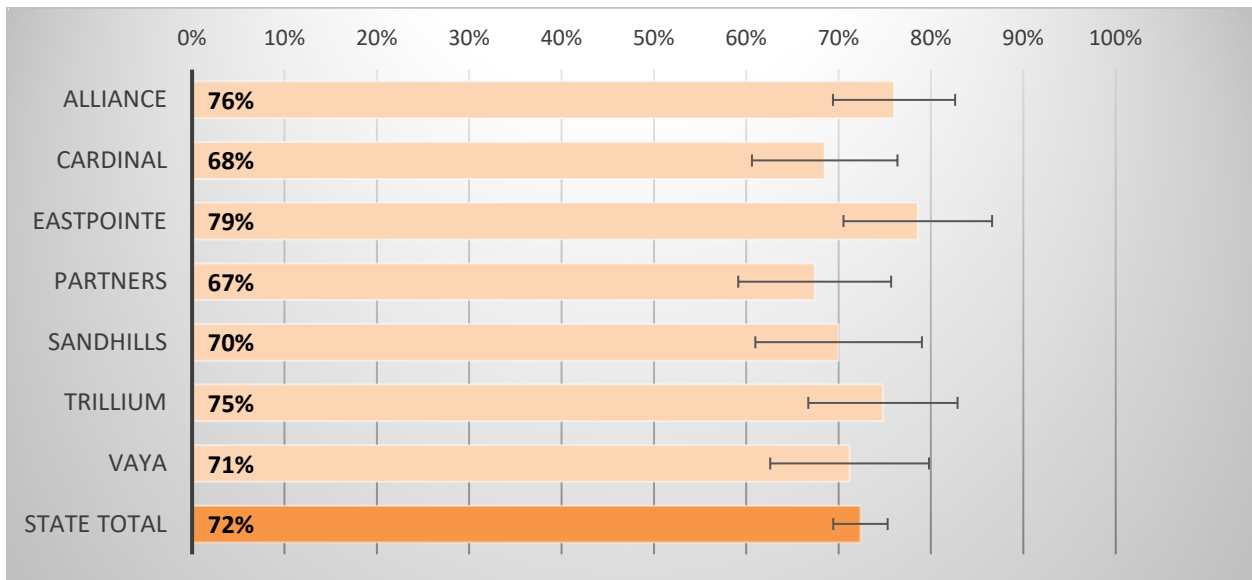
## FAMILY SURVEY *CHILD FUNCTIONING* DOMAIN ITEMS

*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



Error bars show 95% confidence intervals around LME-MCO domain scores.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	175	76.0%	18.3%	5.7%
Cardinal	146	68.5%	21.9%	9.6%
Eastpointe	112	78.6%	16.1%	5.4%
Partners	135	67.4%	23.0%	9.6%
Sandhills	110	70.0%	27.3%	2.7%
Trillium	123	74.8%	23.6%	1.6%
Vaya	118	71.2%	25.4%	3.4%
State Total	919	72.4%	22.0%	5.7%

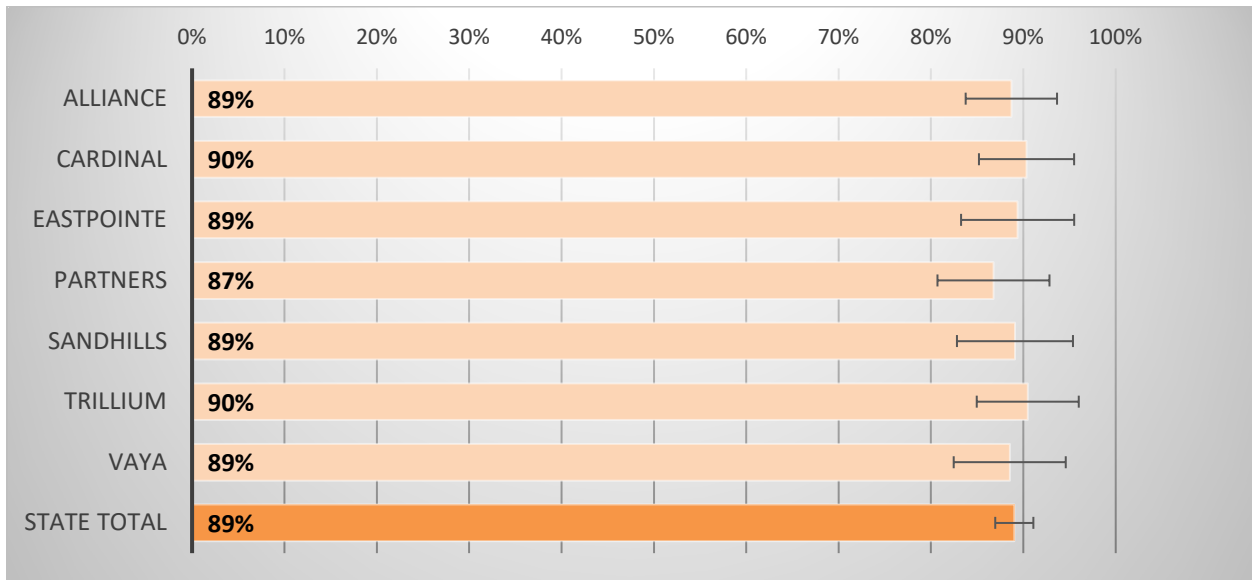
# FAMILY SURVEY: SOCIAL CONNECTEDNESS

Statewide, 89 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



Error bars show 95% confidence intervals around LME-MCO domain scores.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	177	88.7%	8.5%	2.8%
Cardinal	145	90.3%	9.7%	0.0%
Eastpointe	113	89.4%	9.7%	0.9%
Partners	136	86.8%	8.1%	5.1%
Sandhills	110	89.1%	8.2%	2.7%
Trillium	126	90.5%	7.9%	1.6%
Vaya	122	88.5%	8.2%	3.3%
State Total	929	89.0%	8.6%	2.4%

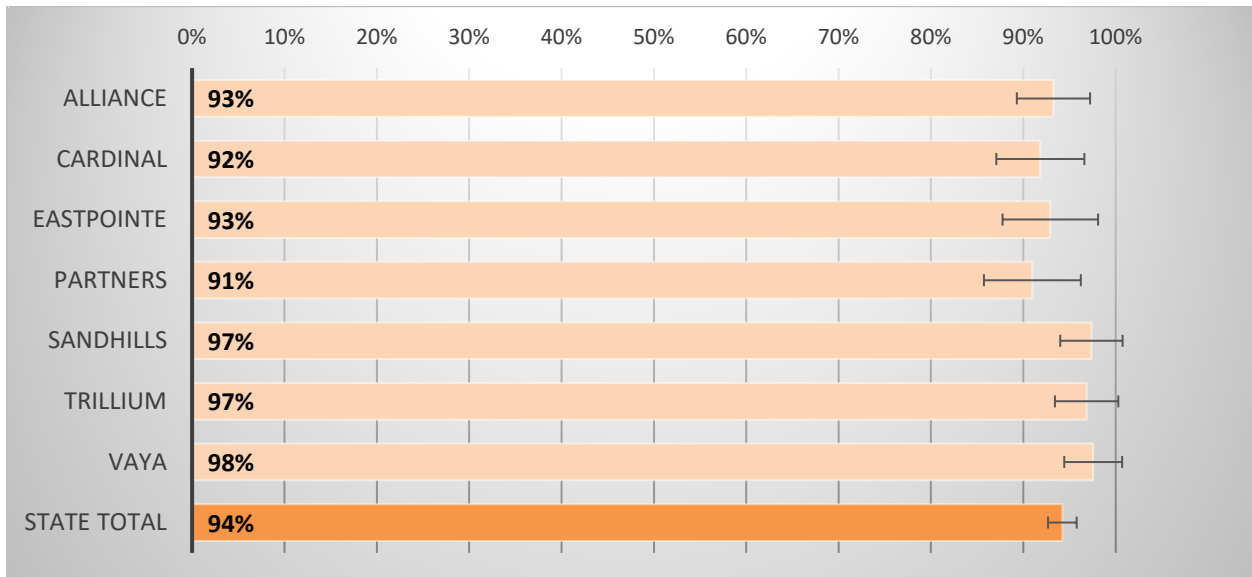
## FAMILY SURVEY: *GENERAL SATISFACTION*

Statewide, 94 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



Error bars show 95% confidence intervals around LME-MCO domain scores.

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

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	178	93.3%	6.7%	0.0%
Cardinal	147	91.8%	7.5%	0.7%
Eastpointe	113	92.9%	6.2%	0.9%
Partners	133	91.0%	6.8%	2.3%
Sandhills	114	97.4%	1.8%	0.9%
Trillium	127	96.9%	3.1%	0.0%
Vaya	123	97.6%	2.4%	0.0%
State Total	935	94.2%	5.1%	0.6%

*LME-MCO Network*

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## LME-MCO NETWORK

LME-MCO network questions address respondent perceptions about LME-MCO and service provider access, outreach, and responsiveness as well as any problems that interfered with the ability to receive services. Tables on the next pages summarize adult, youth, and child family member responses. Additional tables show combined percentages from Adult, Youth, and Family Surveys.<sup>15</sup>

As with the MHSIP domain scores, percentages of respondents who reported positive perceptions and experiences related to the LME-MCO and network providers tend to be highest among child family respondents and lowest among youth. Statewide and across adult, youth, and child family survey populations, most respondents reported that the timeframe of their first service met their needs (weighted percent = 80%), and that the LME-MCO provided as much information as they needed about available services and supports (weighted percent = 67%). 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 = 51%) 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 = 38%).

Most respondents reported no problems that interfered with their ability to receive the services they need (weighted percent = 77%). However, for 12 percent of clients statewide, including 15 percent of adult clients, respondents reported transportation was a problem. Eleven percent of adult respondents also reported that the cost of medication had interfered with their ability to receive the services they need.

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<sup>15</sup>Combined percentages were computed by weighting Adult, Youth, and Family Survey scores by the approximate proportion each age group represents of MH/SU service clients 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. Use of the same population weights for all LMEs-MCOs and survey years produces more comparable scores by controlling for variations in relative percentages of adult, youth, and child clients across 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	36%	52%	49%	79%	66%	73%
Cardinal	34%	42%	44%	74%	63%	68%
Eastpointe	54%	68%	71%	90%	75%	85%
Partners	38%	52%	49%	82%	66%	75%
Sandhills	40%	56%	50%	76%	64%	76%
Trillium	33%	47%	46%	79%	69%	70%
Vaya	36%	48%	45%	81%	70%	76%
<b>State Total</b>	<b>38%</b>	<b>50%</b>	<b>50%</b>	<b>79%</b>	<b>67%</b>	<b>74%</b>
<b>State N</b>	<b>4,139</b>	<b>4,129</b>	<b>3,100</b>	<b>4,095</b>	<b>4,090</b>	<b>3,279</b>

\*Responses of "Not Sure" are included in percentage denominators. N/A responses are not included in percentage denominators. N/A is a response option for questions 3 and 6 only and was selected by 25% and 21% of the sample, respectively.

## 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	17%	4%	5%	13%	8%	6%	3%	69%
Cardinal	15%	5%	3%	10%	7%	6%	4%	74%
Eastpointe	10%	3%	3%	8%	5%	3%	3%	82%
Partners	15%	5%	6%	10%	5%	7%	3%	72%
Sandhills	14%	3%	6%	9%	5%	6%	4%	71%
Trillium	19%	5%	7%	15%	8%	7%	3%	66%
Vaya	16%	4%	5%	12%	7%	8%	4%	69%
<b>State Total (N=3,851)</b>	<b>15%</b>	<b>4%</b>	<b>5%</b>	<b>11%</b>	<b>7%</b>	<b>6%</b>	<b>3%</b>	<b>72%</b>

\*"Check all that apply." Responses of "Other" and "None of the above" were recoded if inconsistent with responses to previous 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," and including recoded responses.

# 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	35%	40%	40%	67%	58%
Cardinal	33%	41%	45%	74%	59%
Eastpointe	53%	62%	66%	79%	72%
Partners	22%	36%	44%	64%	49%
Sandhills	32%	46%	39%	79%	55%
Trillium	34%	44%	40%	65%	56%
Vaya	27%	29%	30%	69%	57%
<b>State Total</b>	<b>34%</b>	<b>42%</b>	<b>44%</b>	<b>71%</b>	<b>58%</b>
<b>State N</b>	<b>975</b>	<b>980</b>	<b>707</b>	<b>973</b>	<b>968</b>

\*Responses of "Not Sure" are included in percentage denominators. N/A responses are not included in percentage denominators. N/A is a response option for question 3 only and was selected by 27% of the sample.

## 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	6%	4%	3%	1%	1%	2%	1%	88%
Cardinal	7%	2%	2%	1%	2%	5%	2%	85%
Eastpointe	4%	4%	3%	1%	1%	5%	2%	85%
Partners	3%	1%	2%	2%	2%	6%	1%	88%
Sandhills	1%	0%	1%	0%	0%	1%	2%	95%
Trillium	5%	0%	8%	3%	1%	1%	3%	85%
Vaya	4%	5%	2%	0%	1%	6%	5%	84%
<b>State Total (N = 892)</b>	<b>5%</b>	<b>2%</b>	<b>3%</b>	<b>1%</b>	<b>1%</b>	<b>4%</b>	<b>2%</b>	<b>87%</b>

\*"Check all that apply." Responses of "Other" and "None of the above" were recoded if inconsistent with responses to previous 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," and including recoded responses.

# LME-MCO NETWORK: 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	40%	53%	56%	90%	72%
Cardinal	42%	51%	64%	92%	77%
Eastpointe	60%	85%	82%	93%	88%
Partners	39%	49%	53%	93%	76%
Sandhills	59%	61%	70%	90%	83%
Trillium	48%	63%	66%	89%	72%
Vaya	35%	61%	55%	95%	78%
<b>State Total</b>	<b>45%</b>	<b>59%</b>	<b>63%</b>	<b>92%</b>	<b>77%</b>
<b>State N</b>	<b>907</b>	<b>920</b>	<b>652</b>	<b>918</b>	<b>911</b>

\*Responses of "Not Sure" are included in percentage denominators. N/A responses are not included in percentage denominators. N/A is a response option for question 3 only and was selected by 29% of the sample.

## FAMILY SURVEY: REPORTED OBSTACLES TO RECEIVING SERVICES

Have any of the following problems interfered with your ability to receive the services you need from any of your LME/MCO's providers? (Percent selecting each option)*								
LME-MCO	Transportation cost/availability	Difficulty reaching provider	Service location	Medication cost	Service cost	Hours services available	Other	None of the above
Alliance	6%	2%	7%	2%	0%	2%	1%	82%
Cardinal	7%	3%	6%	0%	0%	5%	3%	84%
Eastpointe	4%	4%	3%	0%	0%	2%	1%	88%
Partners	7%	0%	2%	1%	2%	2%	4%	88%
Sandhills	4%	0%	1%	0%	0%	2%	2%	95%
Trillium	3%	1%	3%	1%	2%	6%	6%	90%
Vaya	4%	2%	5%	1%	2%	8%	1%	85%
<b>State Total (N = 874)</b>	<b>5%</b>	<b>2%</b>	<b>4%</b>	<b>1%</b>	<b>1%</b>	<b>4%</b>	<b>3%</b>	<b>87%</b>

\*"Check all that apply." Responses of "Other" and "None of the above" were recoded if inconsistent with responses to previous 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," and including recoded responses.

# 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	37%	50%	49%	79%	66%
Cardinal	35%	44%	47%	77%	65%
Eastpointe	55%	70%	72%	89%	77%
Partners	36%	49%	49%	81%	65%
Sandhills	42%	55%	52%	79%	65%
Trillium	36%	49%	49%	79%	67%
Vaya	34%	47%	44%	82%	69%
<b>State Total</b>	<b>38%</b>	<b>51%</b>	<b>51%</b>	<b>80%</b>	<b>67%</b>

\*Adult, Youth, and Family Survey responses were combined by weighting each age group's percentage score by the approximate proportion the age group currently represents of MH/SU services clients 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

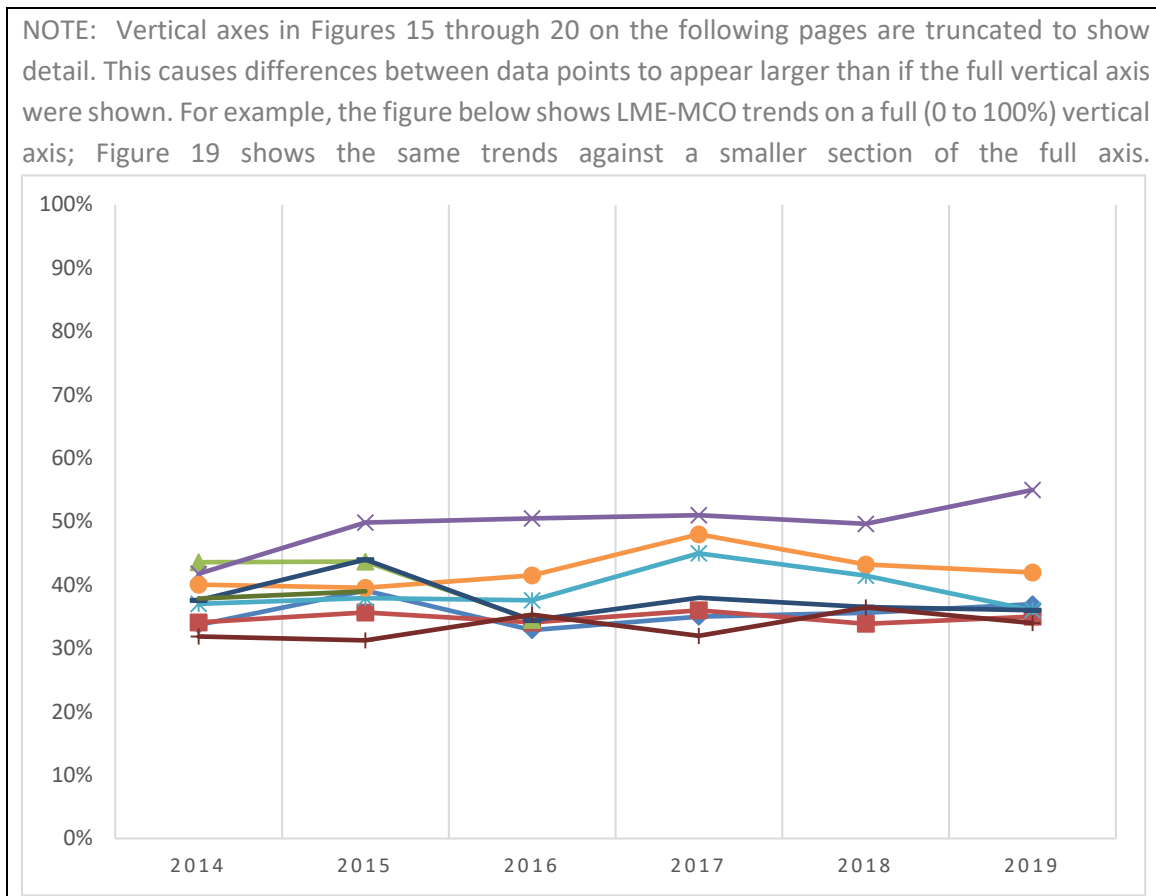
Have any of the following problems interfered with your ability to receive the services you need from any of your LME/MCO's providers? (Weighted Percentages)*								
LME-MCO	Transportation cost/availability	Difficulty reaching provider	Service location	Medication cost	Service cost	Hours services available	Other	None of the above
Alliance	13%	3%	5%	9%	6%	5%	2%	74%
Cardinal	12%	4%	3%	6%	5%	6%	3%	78%
Eastpointe	8%	3%	3%	5%	3%	3%	3%	84%
Partners	12%	3%	4%	7%	4%	6%	3%	78%
Sandhills	10%	2%	5%	6%	3%	5%	3%	79%
Trillium	14%	4%	7%	10%	6%	6%	4%	73%
Vaya	12%	4%	5%	8%	5%	7%	3%	74%
<b>State Total</b>	<b>12%</b>	<b>3%</b>	<b>5%</b>	<b>8%</b>	<b>5%</b>	<b>5%</b>	<b>3%</b>	<b>77%</b>

\*Adult, Youth, and Family Survey responses were combined by weighting each age group's percentage score by the approximate proportion the age group currently represents of MH/SU services clients 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

Annual 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 clients who reported they received needed help applying for benefits, are shown in Figures 15 through 20.<sup>16</sup>

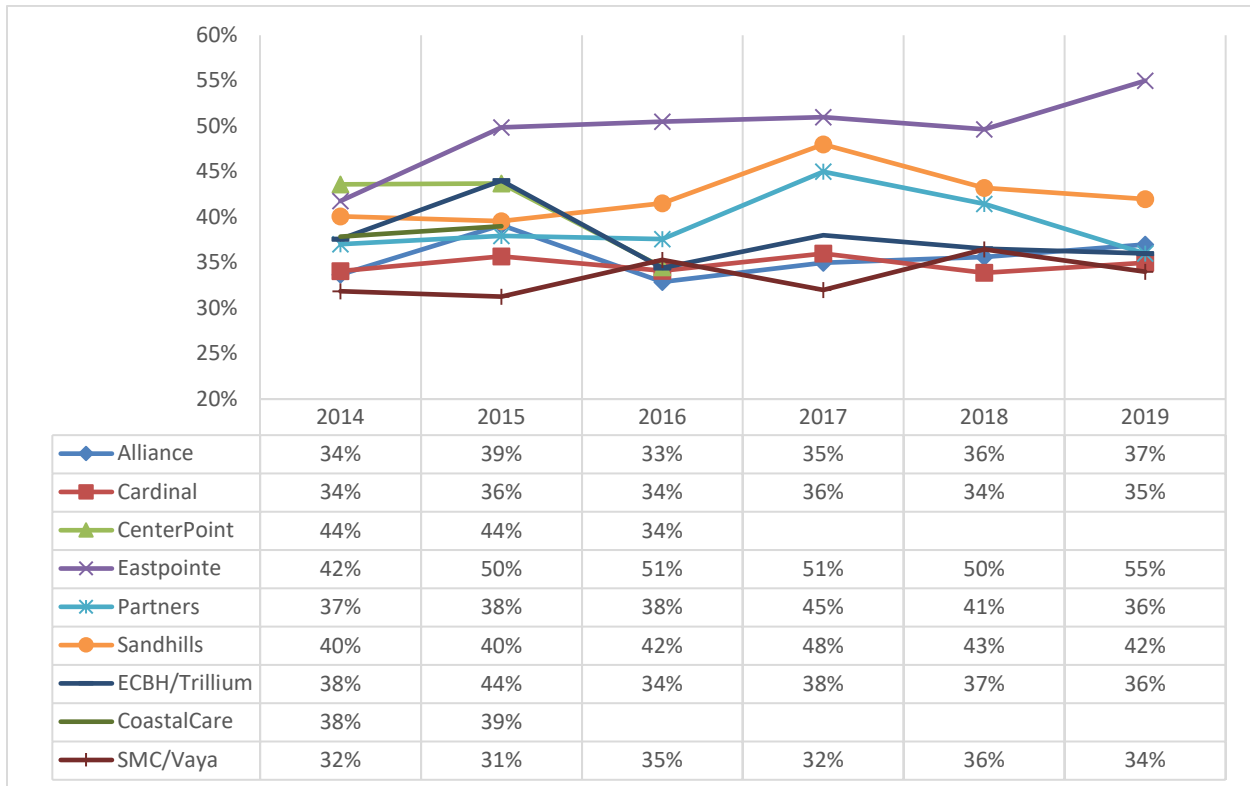
LME-MCO percentage scores for each question were relatively stable across time and in most cases remained within a 10 percent range. Variability across LMEs-MCOs was substantially greater.<sup>17</sup>



<sup>16</sup> Combined percentages were computed by weighting Adult, Youth, and Family Survey scores by the approximate proportion each age group currently represents of MH/SU service clients served statewide: 66% adults ages 18 years and older, 16.5% youth ages 12 to 17 years, and 17.5% children 11 years and younger.

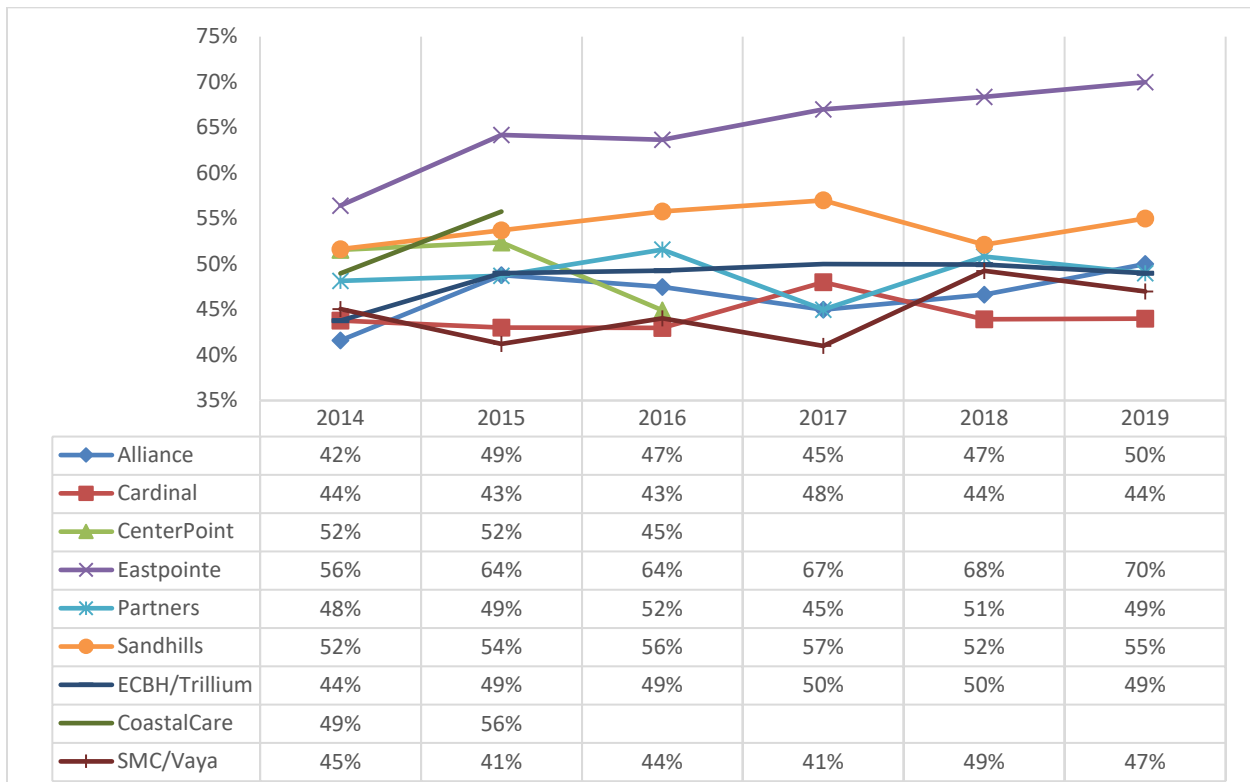
<sup>17</sup> The sizes of statistically significant percentage differences in these tables vary because sample sizes and percentage scores vary across LMEs-MCOs and survey years. The widest possible 95% confidence interval around a percentage score from an unweighted random sample the size of the smallest combined LME-MCO 2019 Adult, Youth, and Family Survey sample (approximate N = 600) would be +/-4%, and score differences greater than 8% would be statistically significant.

**FIGURE 15: DID YOU RECEIVE A CONSUMER HANDBOOK WITHIN 14 DAYS OF STARTING SERVICES? (% "YES")**



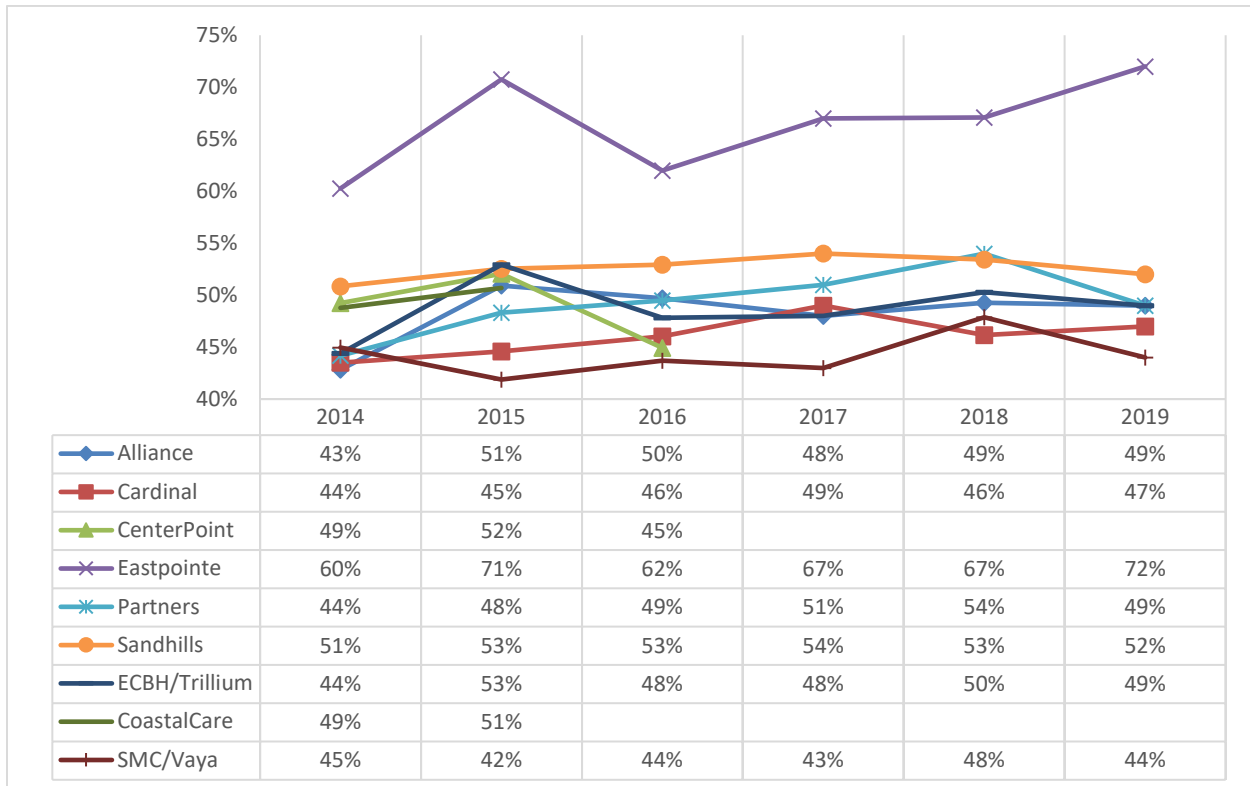
Cardinal 2017 includes former CenterPoint. East Carolina Behavioral Health (ECBH) 2015 is continued by Trillium 2016, which also includes former CoastalCare. Vaya 2017 continues former Smoky Mountain Center (SMC).

**FIGURE 16: DO YOU KNOW HOW TO MAKE A COMPLAINT WITH YOUR LME-MCO? (% "YES")**



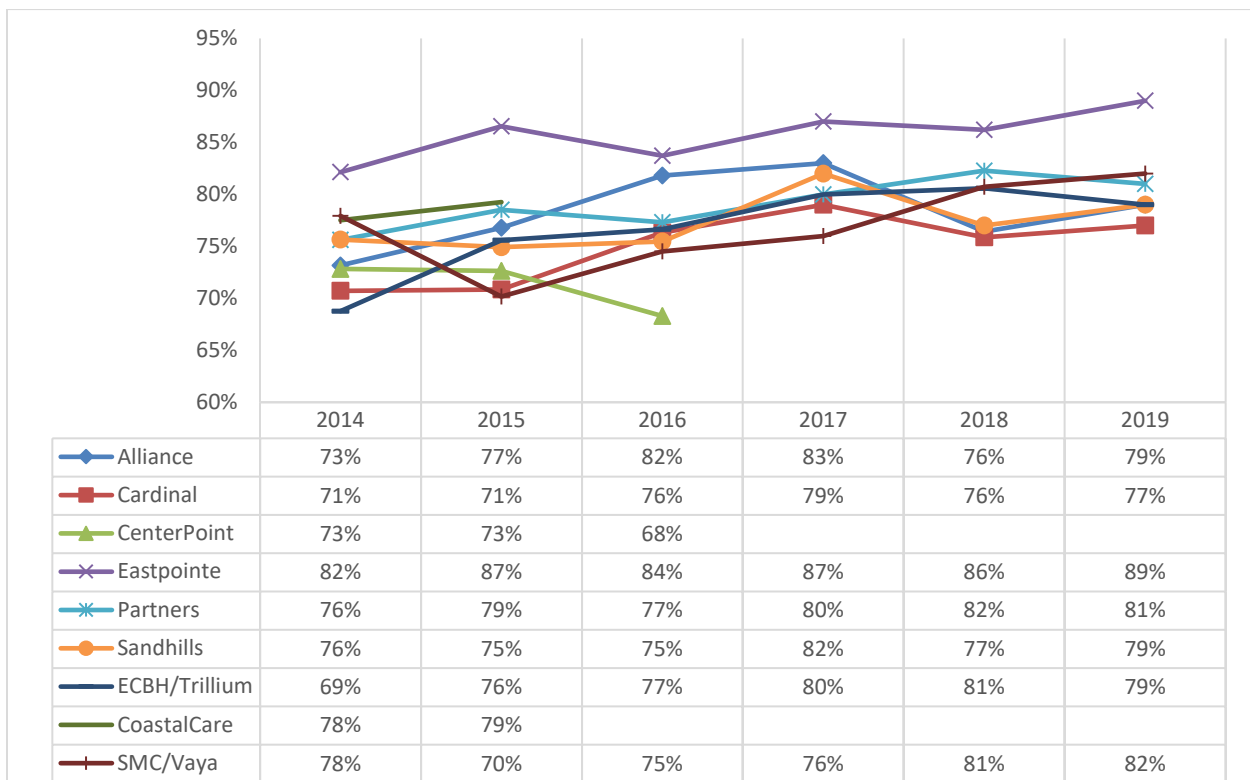
Cardinal 2017 includes former CenterPoint. East Carolina Behavioral Health (ECBH) 2015 is continued by Trillium 2016, which also includes former CoastalCare. Vaya 2017 continues former Smoky Mountain Center (SMC).

**FIGURE 17: WERE YOU GIVEN A CHOICE OF PROVIDERS? (% "YES")**



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

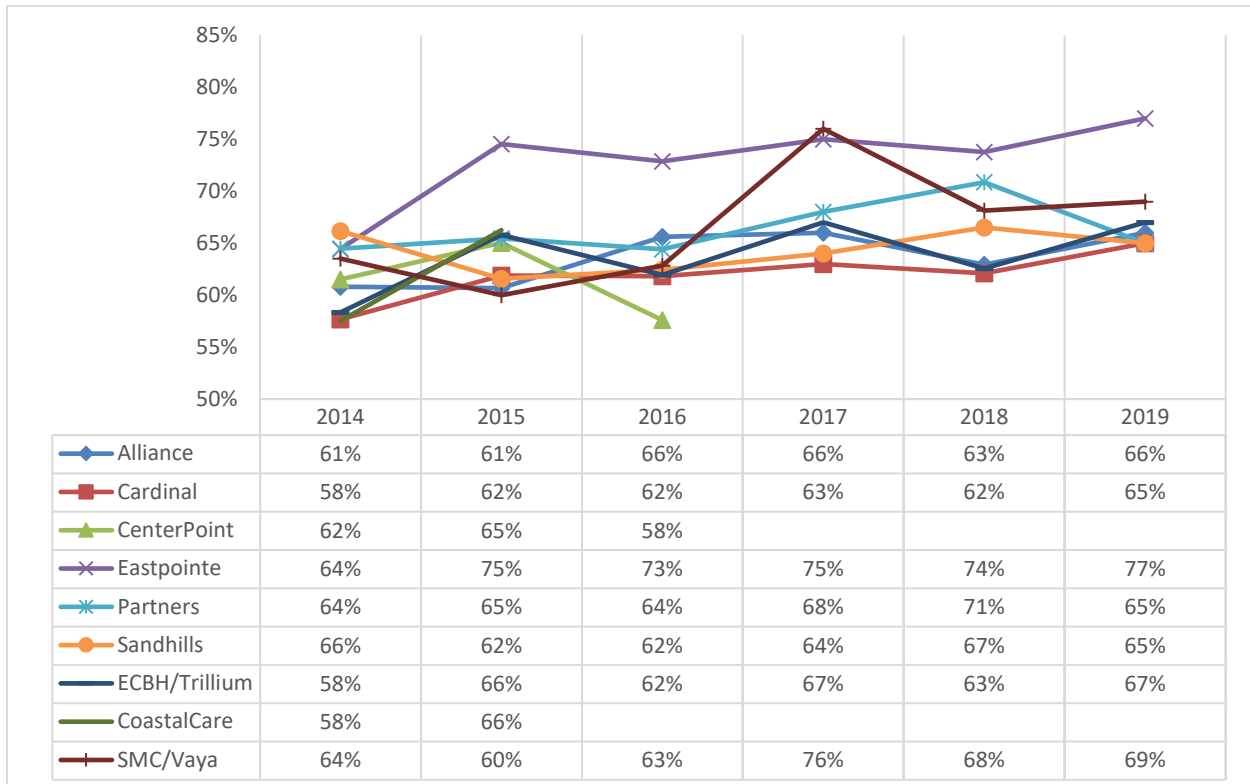
**FIGURE 18: WAS YOUR FIRST SERVICE IN A TIME FRAME THAT MET YOUR NEEDS? (% "YES")**



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

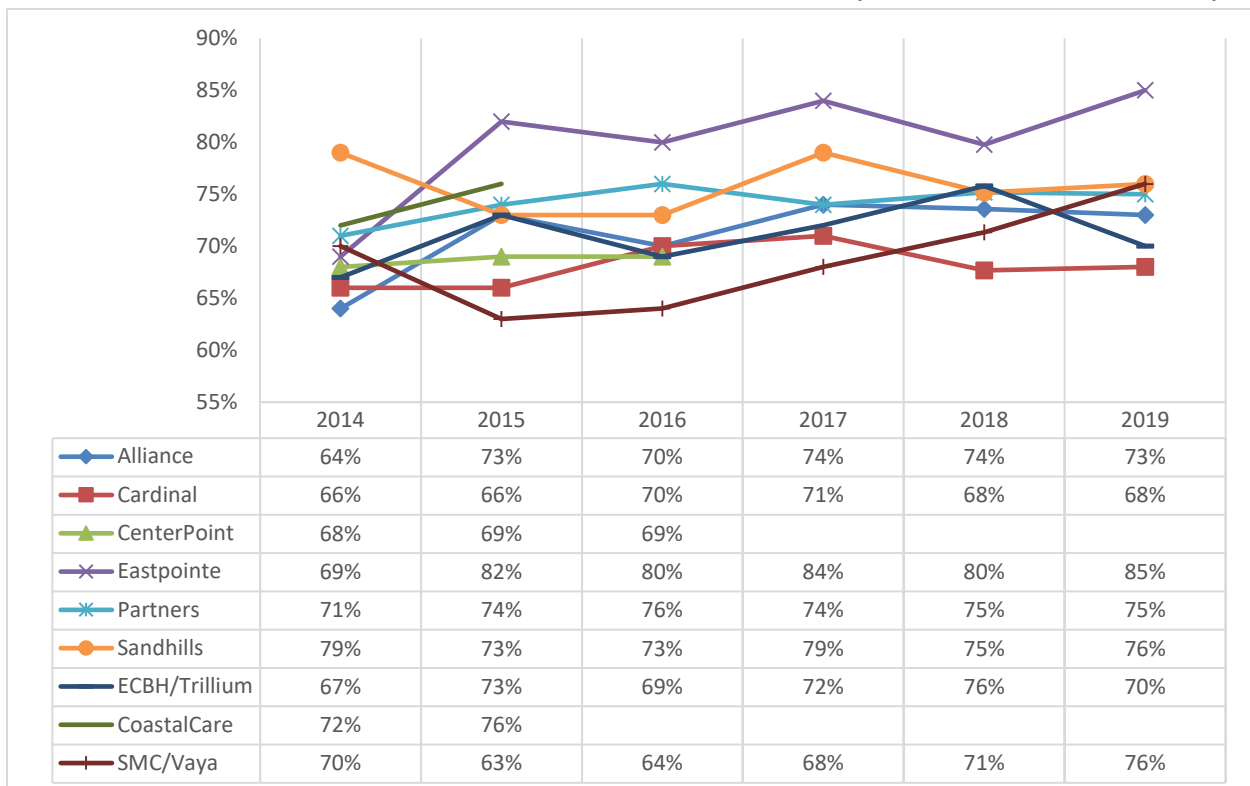


**FIGURE 19: HAS YOUR LME-MCO PROVIDED AS MUCH INFORMATION AS YOU NEED? (% "Yes")**



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

**FIGURE 20: DID YOU RECEIVE THE HELP YOU NEEDED TO APPLY FOR BENEFITS? (% "Yes," ADULT SURVEY ONLY)**



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

## *Adult Physical Health*

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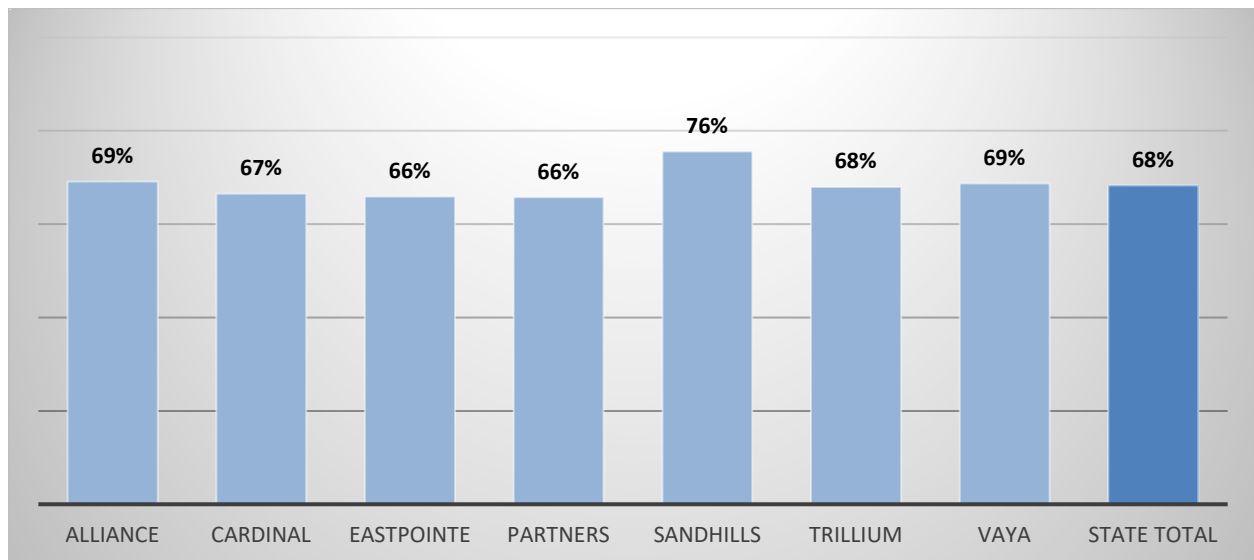
# ADULT PHYSICAL HEALTH

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

## ADULT SURVEY: RESPONDENT HEALTH STATUS

LME-MCO	Total Respondents	In general would you say your health is:				
		Excellent	Very Good	Good	Fair	Poor
Alliance	621	9%	20%	40%	24%	7%
Cardinal	974	8%	22%	37%	28%	6%
Eastpointe	401	11%	16%	39%	25%	9%
Partners	538	7%	21%	39%	29%	5%
Sandhills	515	13%	24%	38%	21%	4%
Trillium	553	9%	18%	41%	27%	5%
Vaya	578	6%	23%	41%	25%	6%
<b>State Total</b>	<b>4,180</b>	<b>9%</b>	<b>21%</b>	<b>39%</b>	<b>26%</b>	<b>6%</b>

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



Respondents reported more poor mental health days in the past 30 days than they did poor physical health days or days that their substance use caused problems. (See next page.)

## ADULT SURVEY: HEALTH MEASURES

In the past 30 days, how often was your physical health not good due to 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	611	7%	10%	10%	13%	30%	30%
Cardinal	966	6%	11%	13%	14%	27%	29%
Eastpointe	400	8%	13%	11%	14%	25%	31%
Partners	535	6%	12%	12%	13%	30%	27%
Sandhills	511	6%	6%	14%	11%	30%	34%
Trillium	545	7%	11%	13%	13%	31%	25%
Vaya	572	7%	10%	15%	13%	29%	27%
<b>State Total</b>	<b>4,140</b>	<b>6%</b>	<b>10%</b>	<b>13%</b>	<b>13%</b>	<b>29%</b>	<b>29%</b>

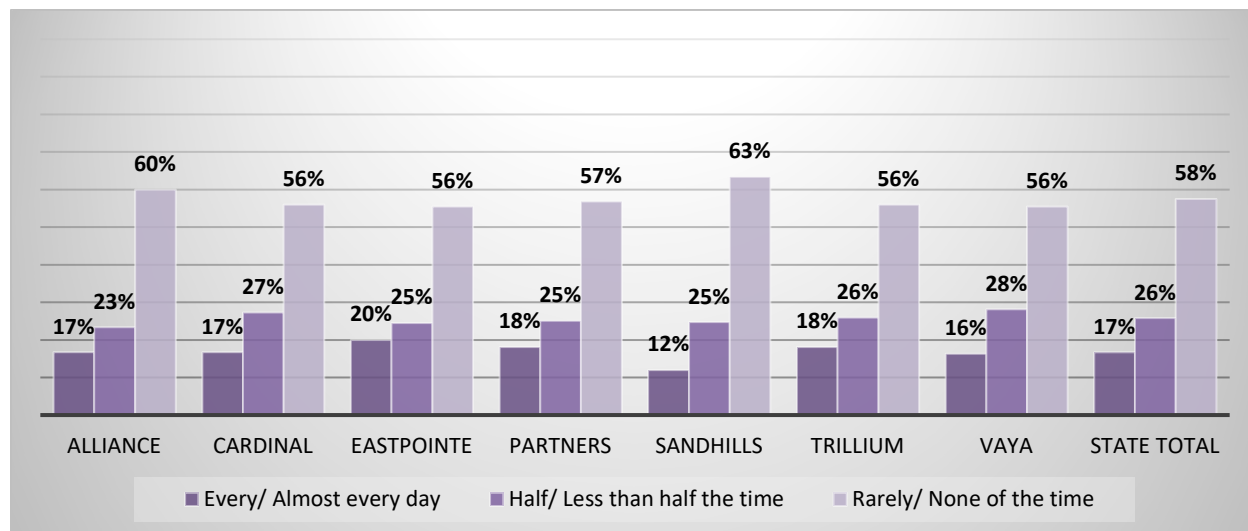
In the past 30 days, how often was your mental health not good due to stress, depression, or other emotional or behavior problems?

LME-MCO	Total Respondents	Every day	Almost every day	About half the time	Less than half the time	Rarely	None of the time
Alliance	619	10%	17%	17%	17%	20%	18%
Cardinal	966	10%	19%	19%	15%	21%	15%
Eastpointe	400	9%	21%	13%	18%	18%	22%
Partners	534	10%	17%	19%	17%	21%	16%
Sandhills	513	6%	18%	14%	16%	21%	26%
Trillium	549	10%	17%	20%	19%	20%	15%
Vaya	571	10%	16%	20%	19%	23%	12%
<b>State Total</b>	<b>4,152</b>	<b>9%</b>	<b>18%</b>	<b>18%</b>	<b>17%</b>	<b>21%</b>	<b>17%</b>

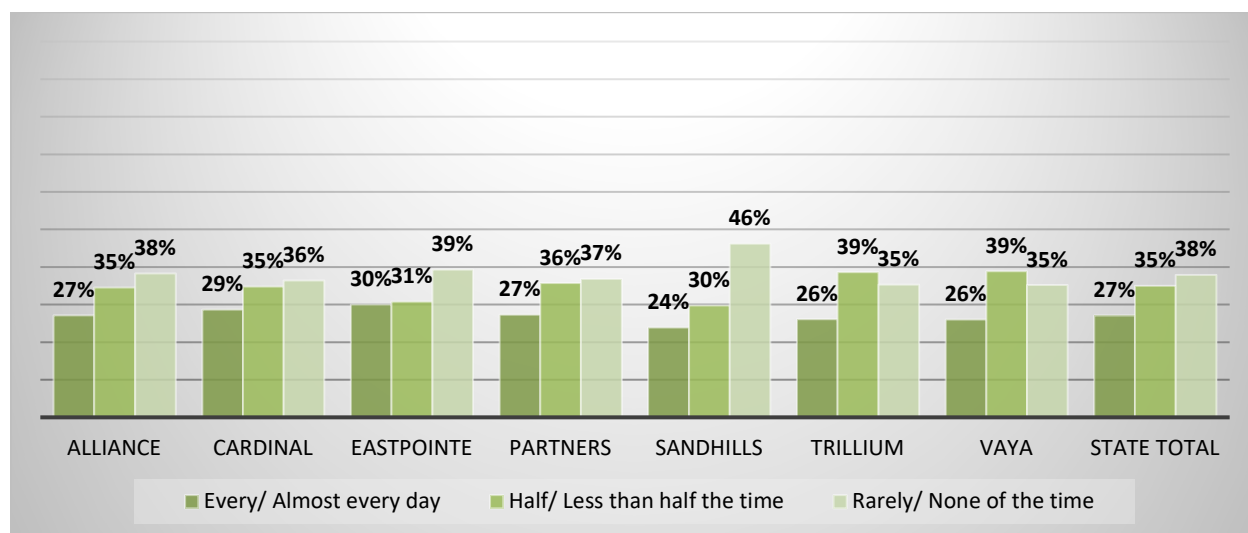
In the past 30 days, how often did you have trouble at work/school or with other daily activities because of your substance use (drugs or alcohol)?

LME-MCO	Total Respondents	Every day	Almost every day	About half the time	Less than half the time	Rarely	None of the time
Alliance	613	5%	4%	4%	6%	11%	71%
Cardinal	961	4%	5%	4%	6%	14%	68%
Eastpointe	398	3%	5%	5%	6%	13%	69%
Partners	532	2%	4%	2%	5%	12%	74%
Sandhills	510	2%	7%	3%	4%	12%	72%
Trillium	544	3%	6%	4%	7%	15%	65%
Vaya	560	3%	4%	4%	5%	14%	71%
<b>State Total</b>	<b>4,118</b>	<b>3%</b>	<b>5%</b>	<b>4%</b>	<b>6%</b>	<b>13%</b>	<b>70%</b>

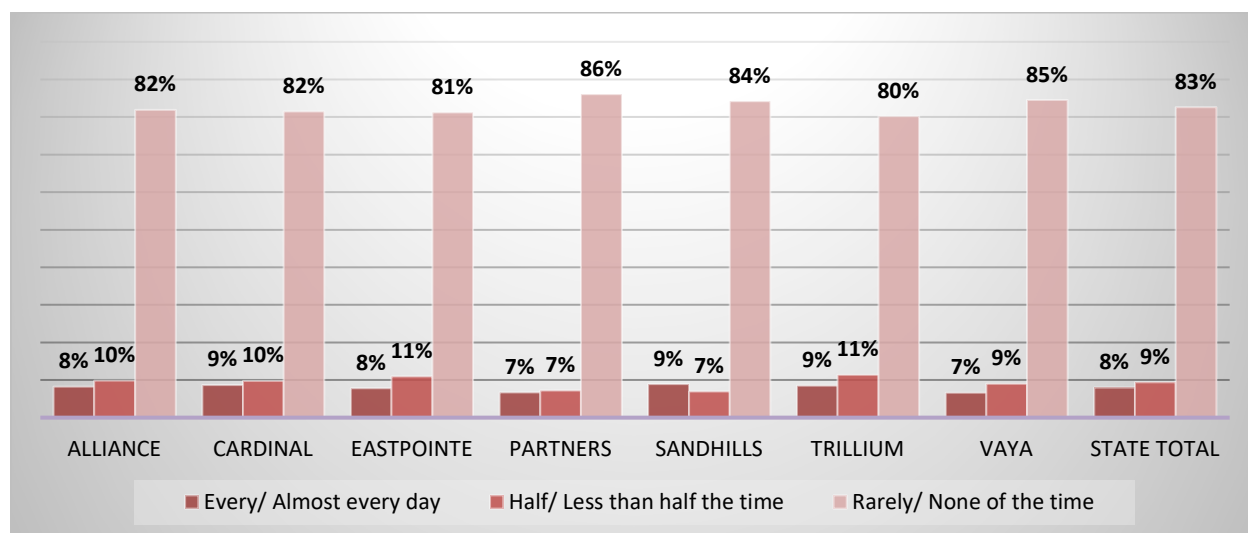
**ADULT SURVEY: PHYSICAL HEALTH NOT GOOD IN PAST 30 DAYS**



**ADULT SURVEY: MENTAL HEALTH NOT GOOD IN PAST 30 DAYS**



**ADULT SURVEY: PROBLEMS DUE TO SUBSTANCE USE IN PAST 30 DAYS**



Statewide, 63 percent of respondents reported having a routine physical health check-up and 39 percent reported having routine dental care in the past year.

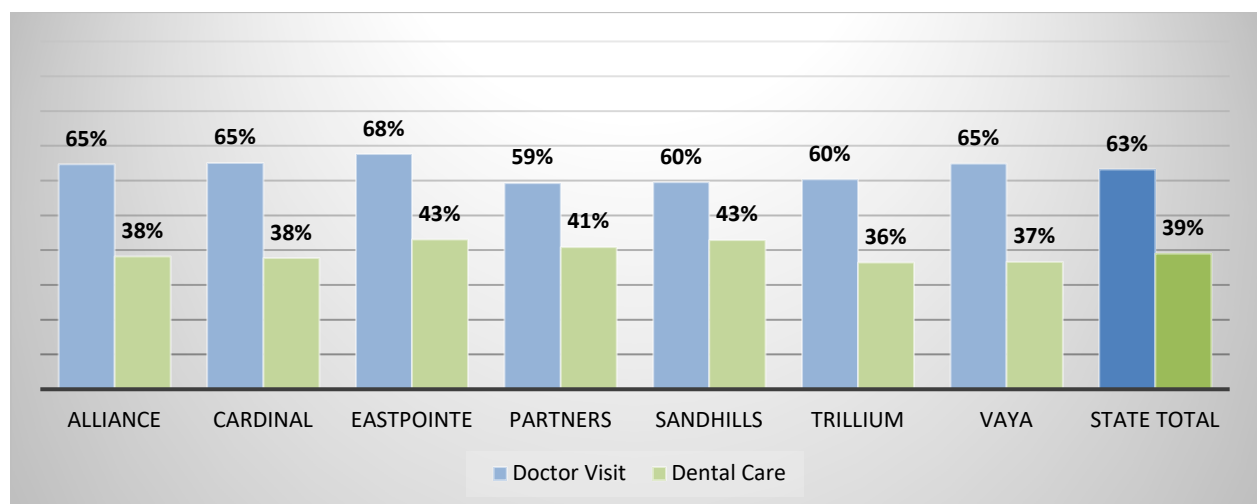
#### ADULT SURVEY: TIME SINCE ROUTINE DOCTOR VISIT

		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	617	65%	12%	8%	5%	2%	9%
Cardinal	965	65%	13%	6%	5%	1%	9%
Eastpointe	398	68%	11%	4%	4%	3%	11%
Partners	538	59%	16%	6%	6%	2%	11%
Sandhills	514	60%	13%	6%	5%	2%	14%
Trillium	548	60%	13%	7%	5%	3%	11%
Vaya	570	65%	12%	6%	5%	2%	11%
<b>State Total</b>	<b>4,150</b>	<b>63%</b>	<b>13%</b>	<b>6%</b>	<b>5%</b>	<b>2%</b>	<b>11%</b>

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

		How long has it been since you last visited a dentist for routine care?					
LME-MCO	Total Respondents	Past Year	1-2 Years	2-5 Years	5+ Years	Never	Not Sure
Alliance	613	38%	18%	17%	16%	2%	9%
Cardinal	965	38%	16%	16%	17%	3%	10%
Eastpointe	399	43%	22%	9%	11%	4%	12%
Partners	536	41%	17%	15%	13%	3%	11%
Sandhills	513	43%	14%	14%	13%	4%	12%
Trillium	547	36%	19%	14%	17%	4%	10%
Vaya	573	37%	17%	17%	18%	2%	10%
<b>State Total</b>	<b>4,146</b>	<b>39%</b>	<b>17%</b>	<b>15%</b>	<b>15%</b>	<b>3%</b>	<b>10%</b>

#### ADULT SURVEY: ROUTINE CHECK-UP IN PAST YEAR



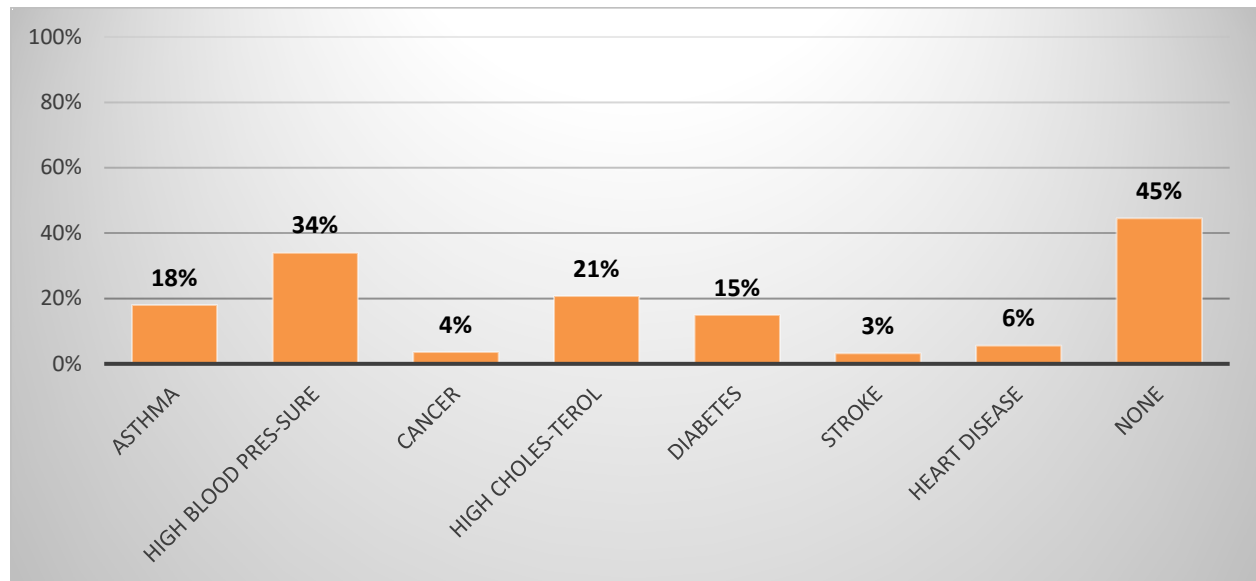
Statewide, 55 percent of respondents reported having one or more of seven specific chronic health conditions, and 45 percent reported none. The most frequently reported conditions were high blood pressure (34%), high cholesterol (21%), asthma (18%), and diabetes (15%).

**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	610	18%	31%	4%	18%	13%	3%	4%	48%
Cardinal	947	19%	36%	4%	22%	17%	3%	7%	42%
Eastpointe	395	17%	37%	2%	22%	18%	3%	7%	44%
Partners	533	18%	34%	4%	21%	15%	5%	4%	45%
Sandhills	503	15%	35%	3%	21%	16%	2%	4%	44%
Trillium	548	16%	32%	3%	20%	12%	3%	5%	48%
Vaya	566	21%	33%	5%	23%	15%	3%	7%	43%
<b>State Total</b>	<b>4,102</b>	<b>18%</b>	<b>34%</b>	<b>4%</b>	<b>21%</b>	<b>15%</b>	<b>3%</b>	<b>6%</b>	<b>45%</b>

\*"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 LMEs-MCOs)**



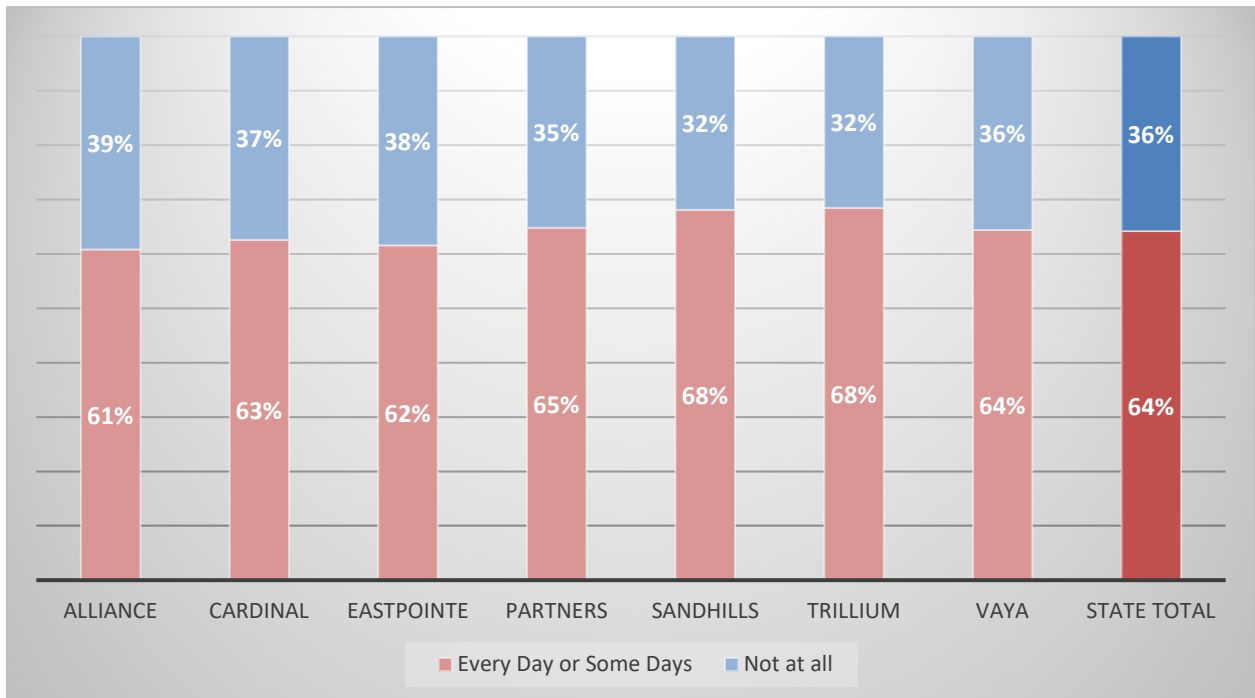
Not shown, among those reporting having any of the seven conditions (N = 2,277 respondents), the average number of conditions reported was 1.8.

Thirty-seven percent of respondents reported that they do not smoke or use tobacco/nicotine. Prevalence of reported use per LME-MCO ranged from 61 to 68 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	609	49%	12%	39%
Cardinal	963	49%	14%	37%
Eastpointe	396	45%	17%	38%
Partners	534	53%	12%	35%
Sandhills	504	55%	13%	32%
Trillium	536	55%	13%	32%
Vaya	570	56%	8%	36%
<b>State Total</b>	<b>4,112</b>	<b>52%</b>	<b>13%</b>	<b>36%</b>

**ADULT SURVEY: SMOKING PREVALENCE**





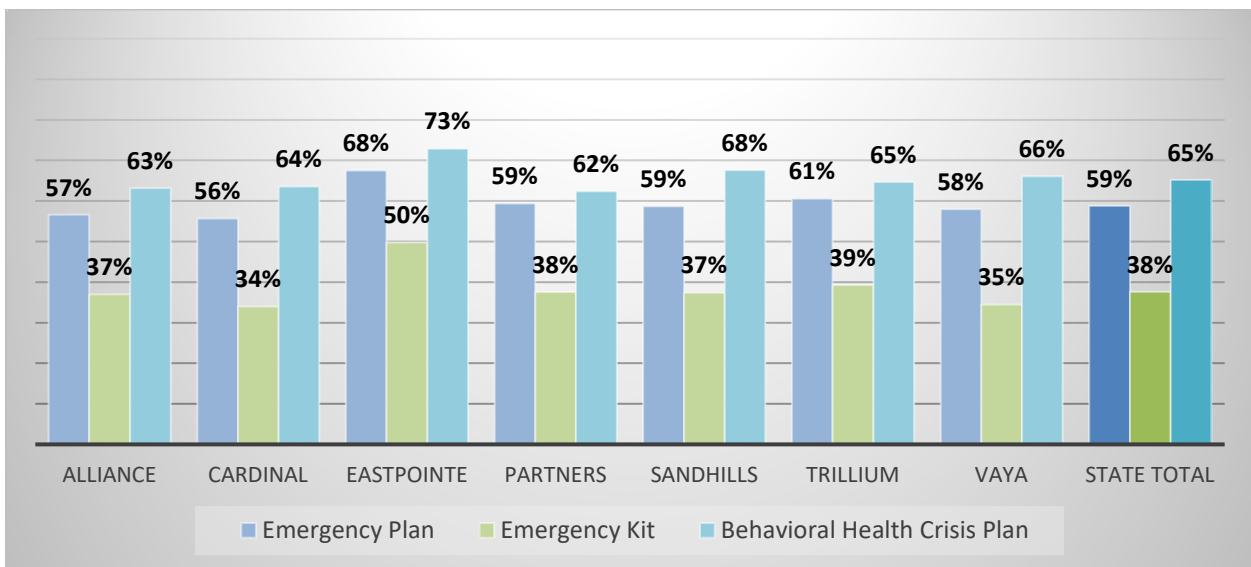
Less than one-third of respondents reported having an emergency kit, over half reported having an emergency plan, and nearly two-thirds reported having a behavioral health crisis plan.

**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	611	57%	37%	63%
Cardinal	955	56%	34%	64%
Eastpointe	398	68%	50%	73%
Partners	529	59%	38%	62%
Sandhills	506	59%	37%	68%
Trillium	535	61%	39%	65%
Vaya	560	58%	35%	66%
<b>State Total</b>	<b>4,097</b>	<b>59%</b>	<b>38%</b>	<b>65%</b>

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

**ADULT SURVEY: PERCENTAGES OF RESPONDENTS WHO REPORTED HAVING EMERGENCY AND CRISIS PLANS**





NC DEPARTMENT OF  
**HEALTH AND HUMAN SERVICES**

Division of Mental Health,  
Developmental Disabilities  
and Substance Abuse Services

State of North Carolina • Roy Cooper, Governor  
Department of Health and Human Services  
Mandy Cohen, Secretary

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