



North Carolina

CAHPS 3.0

Adult Medicaid

ECHO® Report

December 2016



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Results from the Consumer Satisfaction Survey for North Carolina Adult Medicaid enrollees provide a comprehensive tool for assessing consumers' experiences with their health care. DataStat, Inc. conducted the survey on behalf of The State of North Carolina Division of Medical Assistance (DMA) and The Carolinas Center for Medical Excellence (CCME).

The instrument selected for the survey was the Adult Experience of Care and Health Outcomes (ECHO®) Survey 3.0 (which is the CAHPS® behavioral health survey) for use in assessing the performance of the health plans. The survey instrument used for the NC DMA adult medicaid survey project consisted of fifty-one core questions and twelve care coordination questions.

The majority of questions addressed domains of member experience such as getting treatment quickly, how well clinicians communicate, getting treatment and information from the plan, perceived improvement, information about treatment options, and overall satisfaction with counseling and treatment.

This report is designed to allow NC DMA and the health plans to identify key opportunities for improving members' experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "... when you needed counseling or treatment right away, how often did you see someone as soon as you wanted?" is considered an achievement, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always". Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for the health plan to improve.

Achievement scores are computed and reported for all pertinent survey items. In addition, composite scores are built from achievements for groups of survey items that make up broad domains of members' experience: getting treatment quickly, how well clinicians communicate, getting treatment and information from the plan, perceived improvement and information about treatment options.

The ECHO®-CAHPS® survey results are presented here in a format that is optimized for use in practical decision-making. Specifically, these reports can:

1. Assist health plans in identifying strengths and weaknesses in their quality of care and services.
2. Provide health plans with a way to assess where resources can best be allocated to improve weaknesses.
3. Show health plans the effects of their efforts to improve over time.

In the *Composites* section of the report, composite scores and the achievement scores for their component questionnaire items are presented in the form of bar charts to facilitate comparison of scores across health plans or time.

Correlations with counseling or treatment satisfaction are computed for each composite score and each achievement score of the composite's individual questionnaire items. In the *Priority Matrices* section of the report, these correlations are plotted against the achievement scores to help isolate specific areas where improvement efforts might have the greatest chance of increasing counseling or treatment satisfaction among members.

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ECHO® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).
CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Statistical significance tests are run comparing NC Adult overall scores with each health plan score. Comparisons are presented in the *Executive Summary* and *Graphs* sections of the report.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, relatively small numbers of responses could be collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation.

The Adult Experience of Care and Health Outcomes (ECHO®) Survey 3.0 is the most comprehensive tool available for assessing consumers' experiences with counseling and treatment. ECHO® 3.0 provides consumers, purchasers and health plans with information about a broad range of key consumer issues.

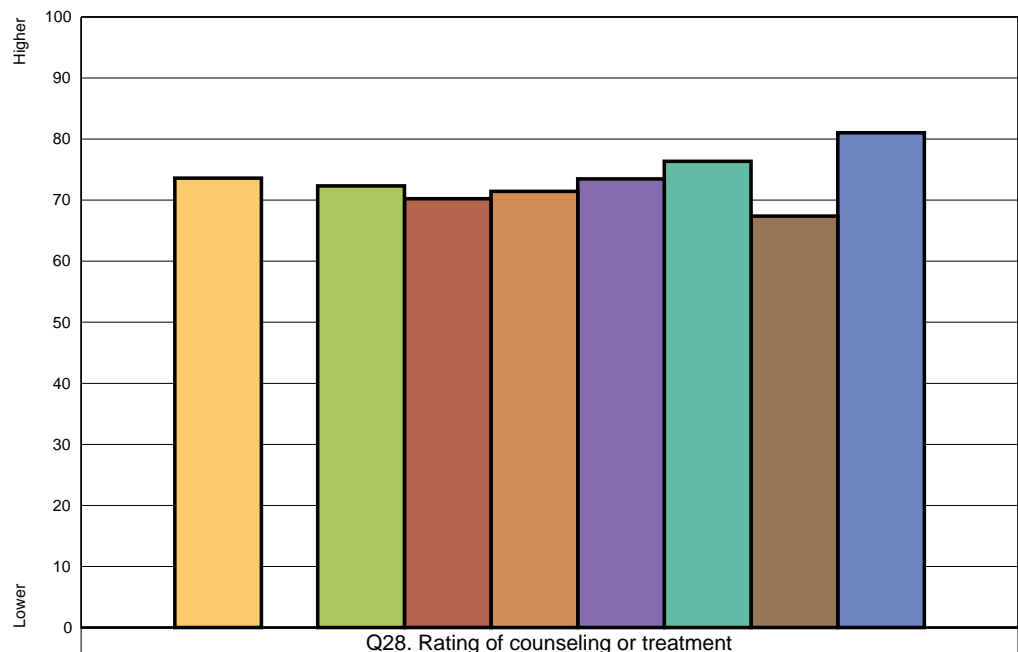
This report summarizes the findings of an adult survey conducted for NC DMA. Attempts were made to survey 3,997 enrollee households by mail and telephone during the period from October 7, 2016 through November 23, 2016, using a standardized survey procedure and questionnaire.

SUMMARY OF OVERALL RATING QUESTION

Response options for the counseling or treatment rating question range from 0 (worst) to 10 (best). In the table below, ratings of 8, 9, or 10 are considered achievements, and the achievement score is presented as a proportion of enrollees whose response was an achievement.

NC overall rating are presented along with each plan's rating. Statistical testing is performed between the NC overall score and each plan score. A significantly higher or lower score is indicated by an arrow above the bar.

Overall Rating Question



NC Overall	73.6%
Alliance	72.3%
Cardinal	70.2%
Eastpointe	71.4%
Partners	73.5%
Sandhills	76.4%
Smoky Mountain	67.4%
Trillium	81.0%

↕ Statistically significantly higher/lower than NC Overall

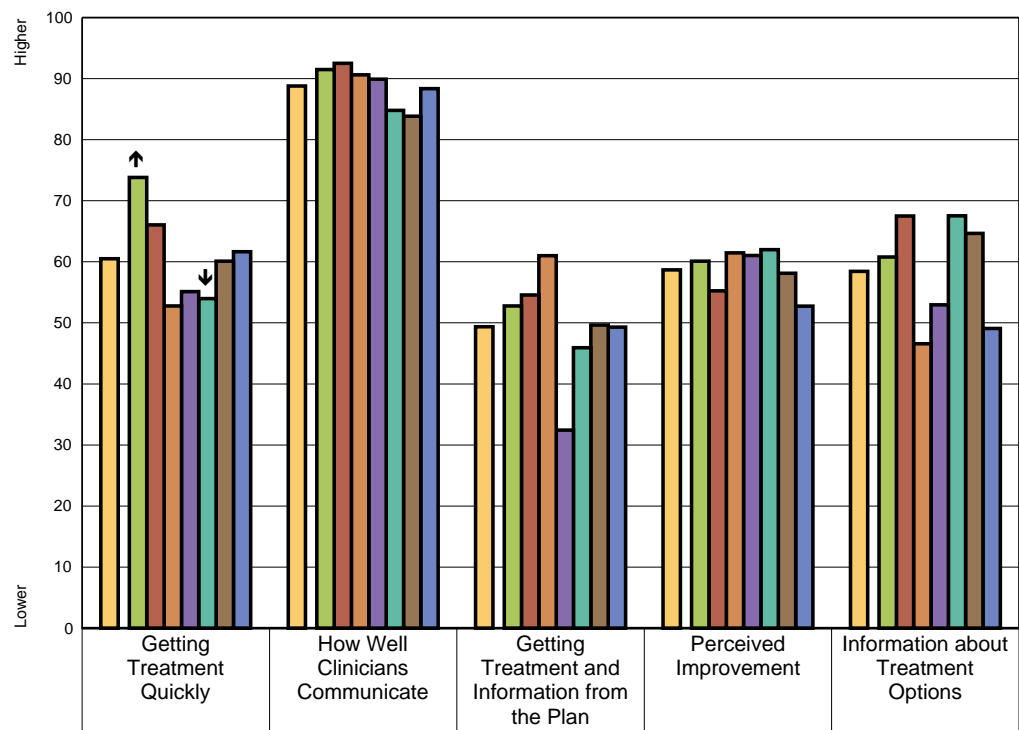
SUMMARY OF COMPOSITES

For each of five domains of member experience, Getting Treatment Quickly, How Well Clinicians Communicate, Getting Treatment and Information from the Plan, Perceived Improvement, and Information about Treatment Options, a composite score is calculated. The composite scores are intended to give a summary assessment of how the plans performed across the domain.

NC Overall composite scores are presented along with the composite scores for each plan. Statistical testing is performed between the state overall score and each plan score. A significantly higher or lower score is indicated by an arrow above the bar.

In the table below, proportions of positive responses are reported as achievement scores. For the Getting Treatment Quickly and How Well Clinicians Communicate composites, responses of "Usually" or "Always" are considered achievements. For the Getting Treatment and Information from the Plan composite, responses of "Not a problem" are considered achievements. For the Perceived Improvement composite, responses of "Much better" or "A little better" are considered achievements. Responses of "Yes" are considered achievements for the Information about Treatment Options.

Composites



Plan	Getting Treatment Quickly	How Well Clinicians Communicate	Getting Treatment and Information from the Plan	Perceived Improvement	Information about Treatment Options
NC Overall	60.5%	88.8%	49.4%	58.7%	58.4%
Alliance	73.8%	91.5%	52.8%	60.1%	60.8%
Cardinal	66.1%	92.5%	54.6%	55.2%	67.5%
Eastpointe	52.8%	90.6%	61.0%	61.5%	46.6%
Partners	55.1%	89.9%	32.4%	61.0%	53.0%
Sandhills	54.0%	84.8%	45.9%	62.0%	67.5%
Smoky Mountain	60.1%	83.8%	49.6%	58.1%	64.7%
Trillium	61.7%	88.4%	49.3%	52.8%	49.1%

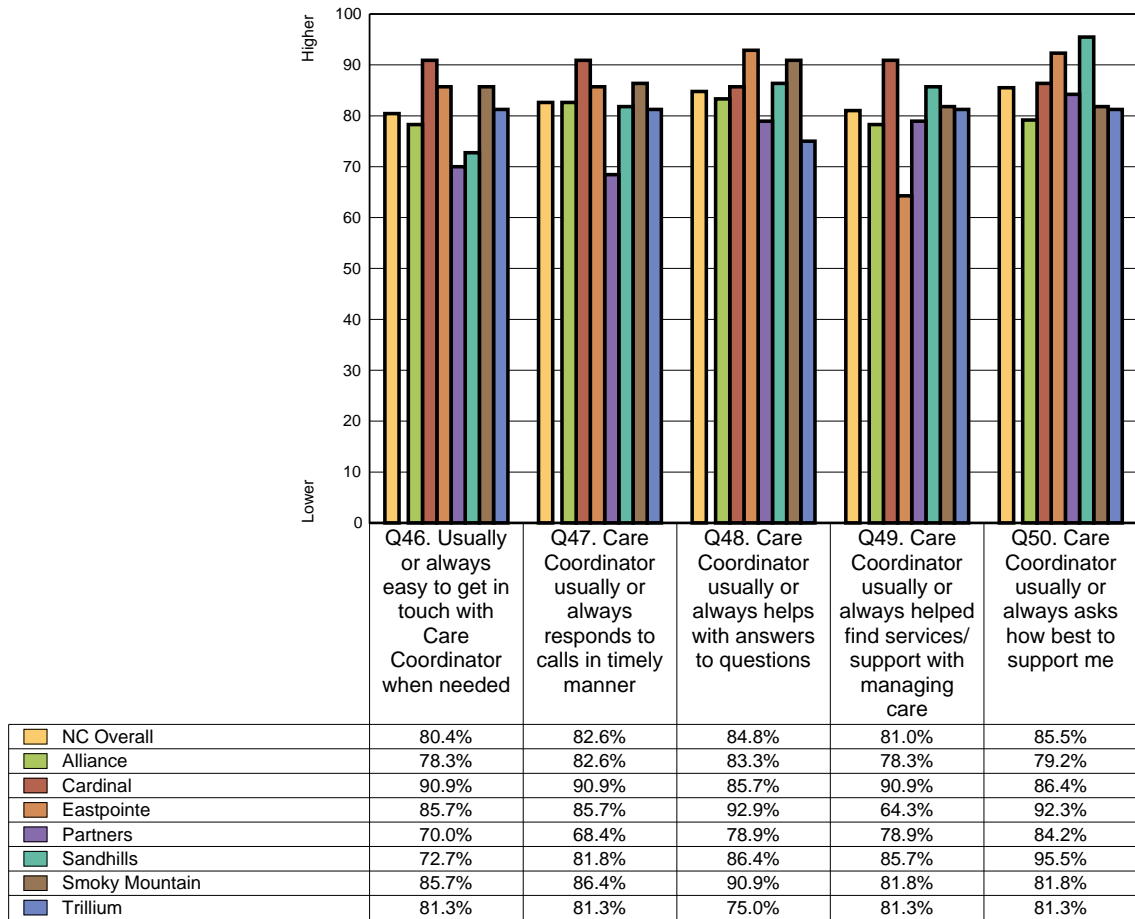
↑↓ Statistically significantly higher/lower than NC Overall

SUMMARY OF CARE COORDINATION ITEMS

The MCO must provide Care Coordination per their contract with DMA. To ensure that they are following through on their contractual obligations and to gauge beneficiary satisfaction and access to the administrative function, we asked the EQRO to add these questions to the ECHO. We felt that it would be beneficial to add these questions to a current survey as opposed to creating a new survey.

The first five Care Coordination items are presented below. The remaining items are on the following page. Presented below are the NC Overall results along with each plan's results.

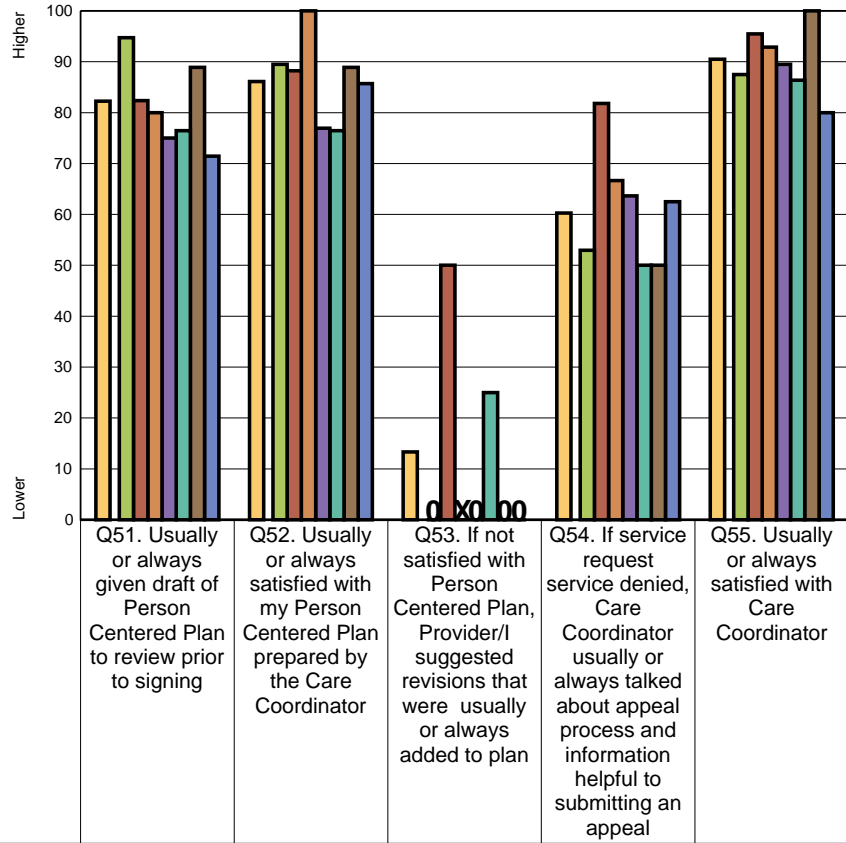
Care Coordination Items - Part 1



↕ Statistically significantly higher/lower than NC Overall

SUMMARY OF CARE COORDINATION ITEMS (continued)

Care Coordination Items - Part 2



	Q51. Usually or always given draft of Person Centered Plan to review prior to signing	Q52. Usually or always satisfied with my Person Centered Plan prepared by the Care Coordinator	Q53. If not satisfied with Person Centered Plan, Provider/I suggested revisions that were usually or always added to plan	Q54. If service request service denied, Care Coordinator usually or always talked about appeal process and information helpful to submitting an appeal	Q55. Usually or always satisfied with Care Coordinator
NC Overall	82.2%	86.1%	13.3%	60.3%	90.5%
Alliance	94.7%	89.5%	0.0%	52.9%	87.5%
Cardinal	82.4%	88.2%	50.0%	81.8%	95.5%
Eastpointe	80.0%	100.0%	-	66.7%	92.9%
Partners	75.0%	76.9%	0.0%	63.6%	89.5%
Sandhills	76.5%	76.5%	25.0%	50.0%	86.4%
Smoky Mountain	88.9%	88.9%	0.0%	50.0%	100.0%
Trillium	71.4%	85.7%	0.0%	62.5%	80.0%

↕ Statistically significantly higher/lower than NC Overall

X Comparative data not available

Key Strengths and Opportunities for Improvement

The following tables display the ten questions most highly correlated with NC Adult Medicaid member satisfaction with counseling and treatment, their corresponding achievement scores and correlations. Achievement scores are considered "high" when the score is 85% or higher.

Among the ten items, the five questions with the highest achievement scores are presented first as Key Strengths. These are areas that appear to matter the most to members, and where the health plan is doing well. The five questions with the lowest achievement scores are presented second, as Opportunities for Improvement. These are areas that appear to matter the most to members, but where the health plan is not doing as well and could focus quality improvement efforts.

Key Strengths

Question	NC Adult Medicaid Achievement Score	Correlation w/ satisfaction
Q13. Clinicians usually or always showed respect	89.3	0.62
Q11. Clinicians usually or always listened carefully	88.3	0.56
Q14. Clinicians usually or always spent enough time	87.6	0.58
Q12. Clinicians usually or always explained things	87.6	0.59
Q52. Usually or always satisfied with my Person Centered Plan prepared by the Care Coordinator	86.1	0.49

Opportunities for Improvement

Question	NC Adult Medicaid Achievement Score	Correlation w/ satisfaction
Q53. If not satisfied with Person Centered Plan, Provider/I suggested revisions that were usually or always added to plan	13.3	0.49
Q27. Care responsive to cultural needs	63.6	0.81
Q22. Given as much information as wanted to manage condition	82.0	0.59
Q18. Usually or always involved as much as you wanted in treatment	84.6	0.48
Q29. A lot or somewhat helped by treatment	85.9	0.68

Sample Disposition

	NC Overall	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium
First mailing - sent	3997	571	571	571	571	571	571	571
*First mailing - returned surveys	353	53	49	43	55	54	41	58
First mailing - usable returned surveys	257	36	32	35	42	41	32	39
Second mailing - sent	3582	522	513	493	508	514	522	510
*Second mailing - returned surveys	161	23	23	19	21	22	27	26
Second mailing - usable returned surveys	107	18	14	12	12	20	13	18
*Phone - completed surveys	112	19	15	9	12	18	17	22
Phone - usable completed surveys	69	11	11	5	5	10	13	14
Total - usable surveys	433	65	57	52	59	71	58	71
†Ineligible: Language barrier	6	2	0	0	0	2	1	1
†Ineligible: Deceased	24	2	2	5	5	2	7	1
†Ineligible: Mentally or physically unable to complete survey	103	13	12	12	23	11	21	11
Bad address and/or bad phone number	534	77	69	110	56	80	64	78
Refusal	160	17	27	17	35	18	26	20
Nonresponse - Unavailable by mail or phone	2544	365	374	356	364	364	367	354
Response Rate	16.2%	17.1%	15.6%	12.8%	16.2%	16.9%	15.7%	19.0%
Usable Rate	69.2%	68.4%	65.5%	73.2%	67.0%	75.5%	68.2%	67.0%

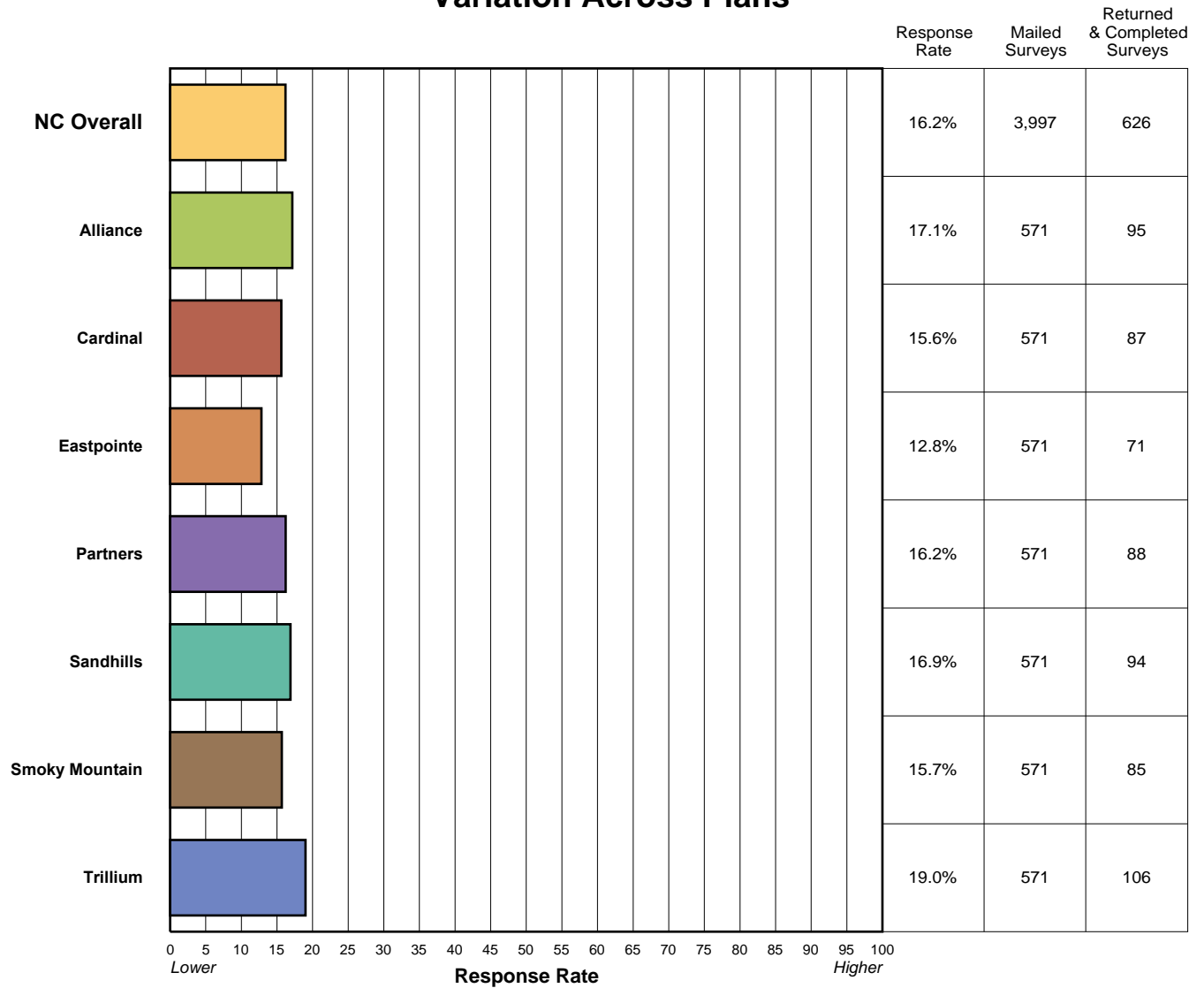
*Included in response rate numerator

†Excluded from response rate denominator

Note: $Response Rate = Total Returned and Completed Surveys / Total Eligible Cases$

Note: $Usable Rate = Total Usable Surveys / Total Returned and Completed Surveys$

Response Rates Variation Across Plans



A total random sample of 3,997 cases was drawn of adult enrollees from the North Carolina plans. This consisted of a random sample of 571 enrollees from each plan. To be eligible, enrollees had to be over the age of 18, and received services through the LME/MCO within the last year prior to August 2016.

The survey was administered over a 7-week period using a mixed-mode (mail and telephone) protocol. The three-wave protocol consisted of an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing to non-respondents, and finally a phone follow-up to non-respondents for whom we had a valid telephone number.

Methodology

The survey drew as potential respondents adult medicaid enrollees over the age 18 who received mental health, substance abuse, or intellectual and developmental disability services through the LME/MCO within the last year. Respondents were surveyed in English and Spanish. Spanish language materials were available to enrollees whom were indentified as Spanish speakers as well as available on a request basis and were available with the 2nd survey mailing and phone follow-up phases.

The survey was administered over a 7-week period using a mixed-mode (mail and telephone) protocol. The three-wave protocol consisted of an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing to non-respondents, and finally a phone follow-up to non-respondents for whom we had a valid telephone number.

Survey Milestones

1	1st mailing of survey packets:	October 7, 2016
2	1st mailing of reminder postcards:	October 12, 2016
3	2nd mailing of survey packets:	October 25, 2016
4	Phone field:	November 1, 2016
5	Mail and phone field terminated:	November 23, 2016

Sampling Frame

A total random sample of 3,997 cases was drawn of adult enrollees from the North Carolina plans. This consisted of a random sample of 571 enrollees from each plan. To be eligible, enrollees had to be over the age of 18, and received services through the LME/MCO within the last year prior to August 2016.

Selection of Cases for Analysis

Surveys were considered complete if a respondent provided a valid response to 50% of the key items listed in Appendix B. Completed usable interviews were obtained from 433 NC Adult Medicaid enrollees, and the NC Adult Medicaid usable response rate was 11.2%.

Questionnaire

The instrument selected for the survey was the CAHPS® 3.0 Adult ECHO core survey for use in assessing the performance of health plans. The survey instrument used for the NC Adult Medicaid ECHO survey project consisted of fifty-one core questions and twelve care coordination questions. The majority of questions addressed domains of member experience such as getting treatment quickly, how well clinicians communicate, getting treatment and information from the plan, perceived improvement, information about treatment options, and satisfaction with counseling or treatment.

Definition of Achievement Scores

Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "How often did your personal doctor listen carefully to you?" is considered an achievement, and responses of "8", "9", or "10" to ratings questions are also considered achievements. Because achievement scores for survey questions are computed as the proportion of enrollees who indicate a positive experience, the lower the achievement score, the greater the need for the health plan to improve. See the *Responses by Question* section for assignment of achievement responses for each question.

Definition of Top Box Scores and Hollow Bars

Top Box scoring means only responses that indicate the most positive experience are labeled as achievements. For example a response of "Always" to the question "How often did this provider listen carefully to you?" is considered an achievement. Responses of "9" or "10" to the rating question are also considered achievements. Top Box scores are presented as alternate scores throughout this report and are visually displayed in the *Graphs* section as hollow bars.

Composites

Five composite scores summarize responses in key areas: Getting Treatment Quickly, How Well Clinicians Communicate, Getting Treatment and Information from the Plan, Perceived Improvement and Information about Treatment Options. Following is a list of the questions that comprise each composite:

Getting Treatment Quickly

- Q3. Usually or always got help by telephone
- Q5. Usually or always got urgent treatment as soon as needed
- Q7. Usually or always got appointment as soon as wanted

How Well Clinicians Communicate

- Q11. Clinicians usually or always listened carefully
- Q12. Clinicians usually or always explained things
- Q13. Clinicians usually or always showed respect
- Q14. Clinicians usually or always spent enough time
- Q15. Usually or always felt safe with clinicians
- Q18. Usually or always involved as much as you wanted in treatment

Getting Treatment and Information from the Plan

- Q39. Delays in treatment while waiting for plan approval
- Q41. Helpfulness of customer service

Perceived Improvement

- Q31. Compare ability to deal with daily problems to 1 year ago
- Q32. Compare ability to deal with social situations to 1 year ago
- Q33. Compare ability to accomplish things to 1 year ago
- Q34. Compare ability to deal with symptoms or problems to 1 year ago

Information about Treatment Options

- Q20. Told about self-help or consumer run programs
- Q21. Told about different treatments that are available for condition

The composite scores presented in this report are calculated using a member-level scoring algorithm. First, an average of achievements is calculated for each member that appropriately answered at least one question in the composite. A composite achievement score is then calculated by taking the mean of those individual member averages.

The "N" presented with the composite score is the number of members who appropriately answered at least one question in that composite.

Correlation to Satisfaction

To understand the relationship between performance in particular areas of member experience and overall satisfaction with counseling or treatment, correlations are computed between responses to specific performance-related items and Q28, which is the rating question in the survey instrument measuring overall satisfaction with counseling or treatment. The particular correlation computed is Pearson's Correlation Coefficient, which takes on values between -1 and 1. In the context of this report, coefficients greater than or equal to .4 are more highly correlated with satisfaction (medium to high); coefficients less than .4 represent lower correlations with satisfaction (medium to low).

Statistical Testing

Statistically significant differences between scores were determined using binomial and t-tests. If the test was valid, a significance level of .05 or less was considered statistically significant and "↑" or "↓" was placed at the end/top of the appropriate bar. Tests were considered valid when the number of cases used to compute each score was 30 or greater, and there was non-zero variation in the tested groups.

Case-Mix Analysis

The majority of accomplishment scores presented in this report are case-mix adjusted to control for differences in the member population across plans. The results for 2016 are case-mix adjusted for age (Q57), education (Q59), and health status (Q56). Case-mix adjustment is applied to mitigate the effect of differences in individual plan member populations. The variables chosen for case-mix adjustment are beyond the control of the plans and have been shown to affect plan results and health care ratings. For example, individuals with higher levels of education generally rate lower for satisfaction.

PRIORITY MATRICES

Priority matrices help focus improvement activities by graphically juxtaposing two kinds of information: the magnitude of health plan achievement scores and their Pearson correlation with overall counseling or treatment satisfaction. Overall satisfaction with counseling or treatment is based on Q28, which asks respondents to rate their experience with their counseling or treatment, using a 0-10 scale, from "Worst counseling or treatment possible" to "Best counseling or treatment possible". Composites, and the questions on which composites are based, achievement scores are plotted against their correlation with overall counseling or treatment satisfaction.

With respect to achievement scores, higher scores are obviously better. With respect to correlations however, their magnitude is best considered not in terms of better or worse, but rather in terms of importance. In the context of quality improvement activities, the most important composites or ratings are those which are most highly correlated with overall counseling and treatment satisfaction. For example, if one composite is more highly correlated with overall counseling and treatment satisfaction than the others, improving service in that particular area is more likely to improve ratings of overall counseling and treatment satisfaction over time. Conversely, if an item is weakly correlated with overall counseling and treatment satisfaction, altering services in that domain won't significantly alter ratings of counseling and treatment.

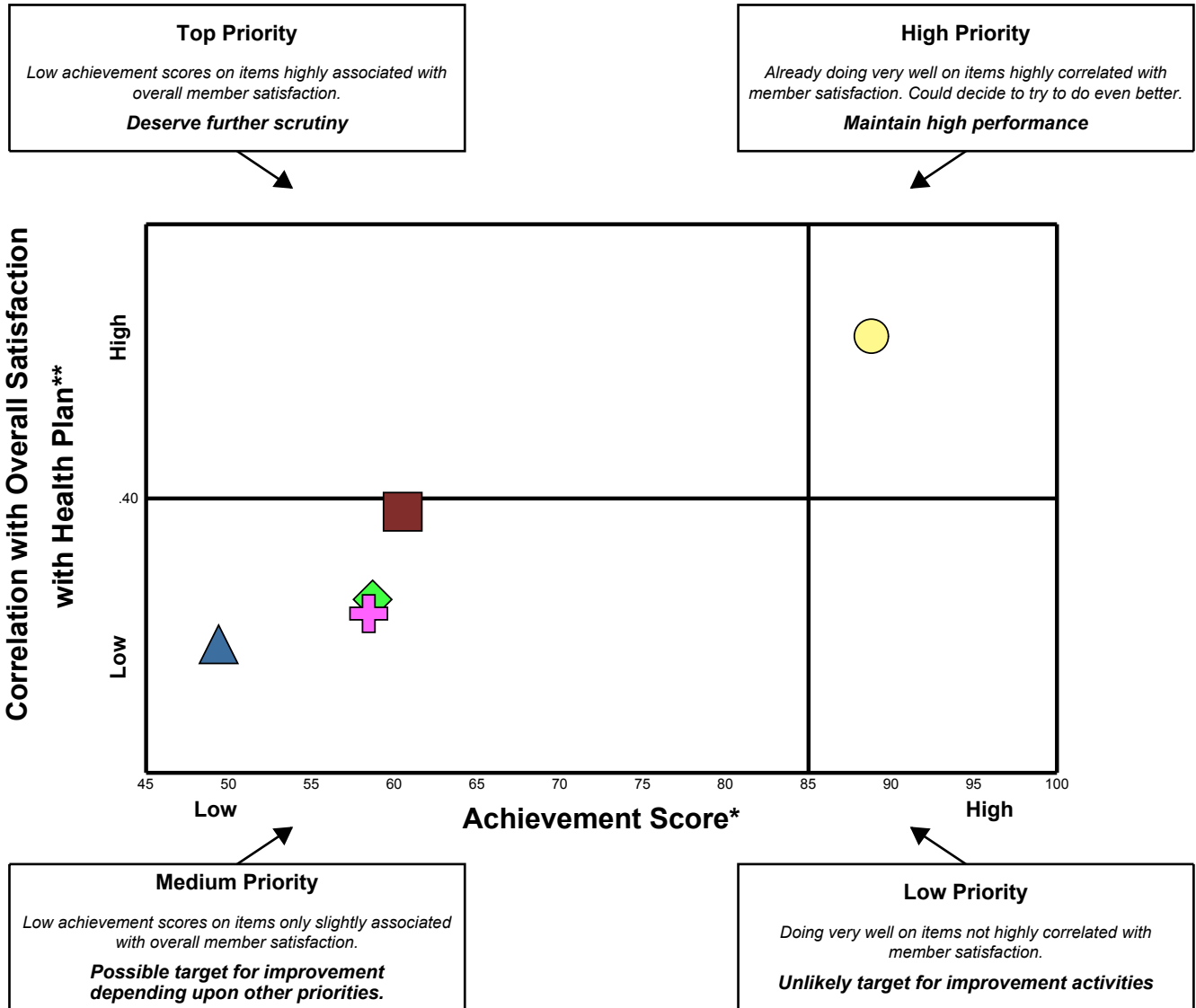
For the purposes of the priority matrix, an achievement score is considered "high" when the score is 85% or higher. Correlation coefficients greater than or equal to .4 are considered "highly correlated" with counseling and treatment satisfaction; coefficients less than .4 are considered lower correlations with counseling and treatment satisfaction. The plot of scores against correlations thus falls into a four-quadrant matrix, where the four quadrants are determined by an 85% score vertical axis and a .4 correlation horizontal axis.

Association with Overall Satisfaction**	High	<p>Top Priority</p> <p><i>Low achievement scores on items highly associated with overall member satisfaction.</i></p> <p>Deserve further scrutiny</p>	<p>High Priority</p> <p><i>Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.</i></p> <p>Maintain high performance</p>
	Low	<p>Medium Priority</p> <p><i>Low achievement scores on items only slightly associated with overall member satisfaction.</i></p> <p>Possible target for improvement depending upon other priorities.</p>	<p>Low Priority</p> <p><i>Doing very well on items not highly correlated with member satisfaction.</i></p> <p>Unlikely target for improvement activities</p>
		Low	High
		Achievement Score*	

* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix Composites

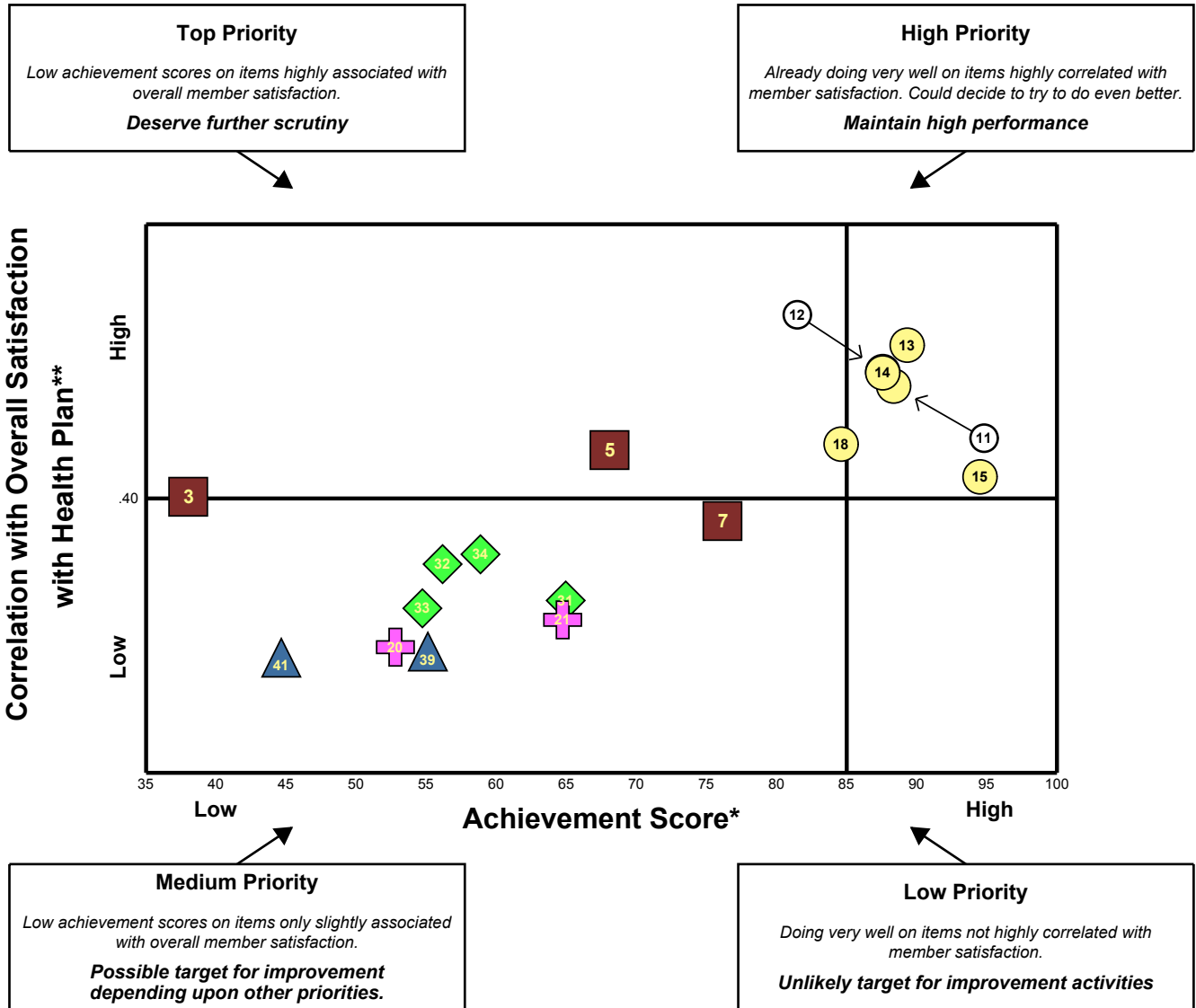


- Getting Treatment Quickly**
- How Well Clinicians Communicate**
- Getting Treatment and Information from the Plan**
- Perceived Improvement**
- Information about Treatment Options**

* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix Composite Items



Getting Treatment Quickly

Q3. Usually or always got help by telephone
 Q5. Usually or always got urgent treatment as soon as needed
 Q7. Usually or always got appointment as soon as wanted

How Well Clinicians Communicate

Q11. Clinicians usually or always listened carefully
 Q12. Clinicians usually or always explained things
 Q13. Clinicians usually or always showed respect
 Q14. Clinicians usually or always spent enough time
 Q15. Usually or always felt safe with clinicians
 Q18. Usually or always involved as much as you wanted in treatment

Getting Treatment and Information from the Plan

Q39. Delays in treatment while waiting for plan approval
 Q41. Helpfulness of customer service

Perceived Improvement

Q31. Compare ability to deal with daily problems to 1 year ago
 Q32. Compare ability to deal with social situations to 1 year ago
 Q33. Compare ability to accomplish things to 1 year ago
 Q34. Compare ability to deal with symptoms or problems to 1 year ago

Information about Treatment Options

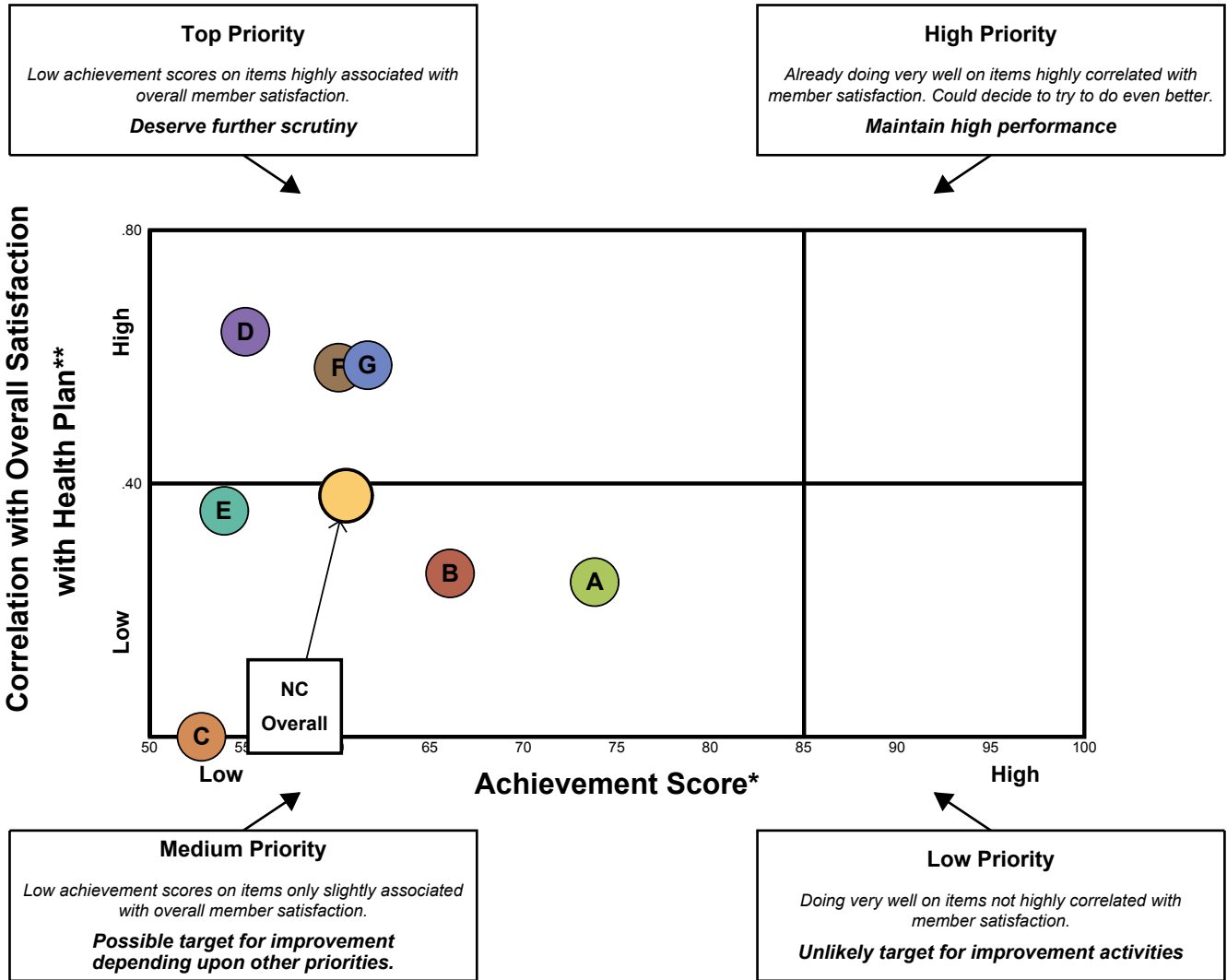
Q20. Told about self-help or consumer run programs
 Q21. Told about different treatments that are available for condition

* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Composites

Getting Treatment Quickly



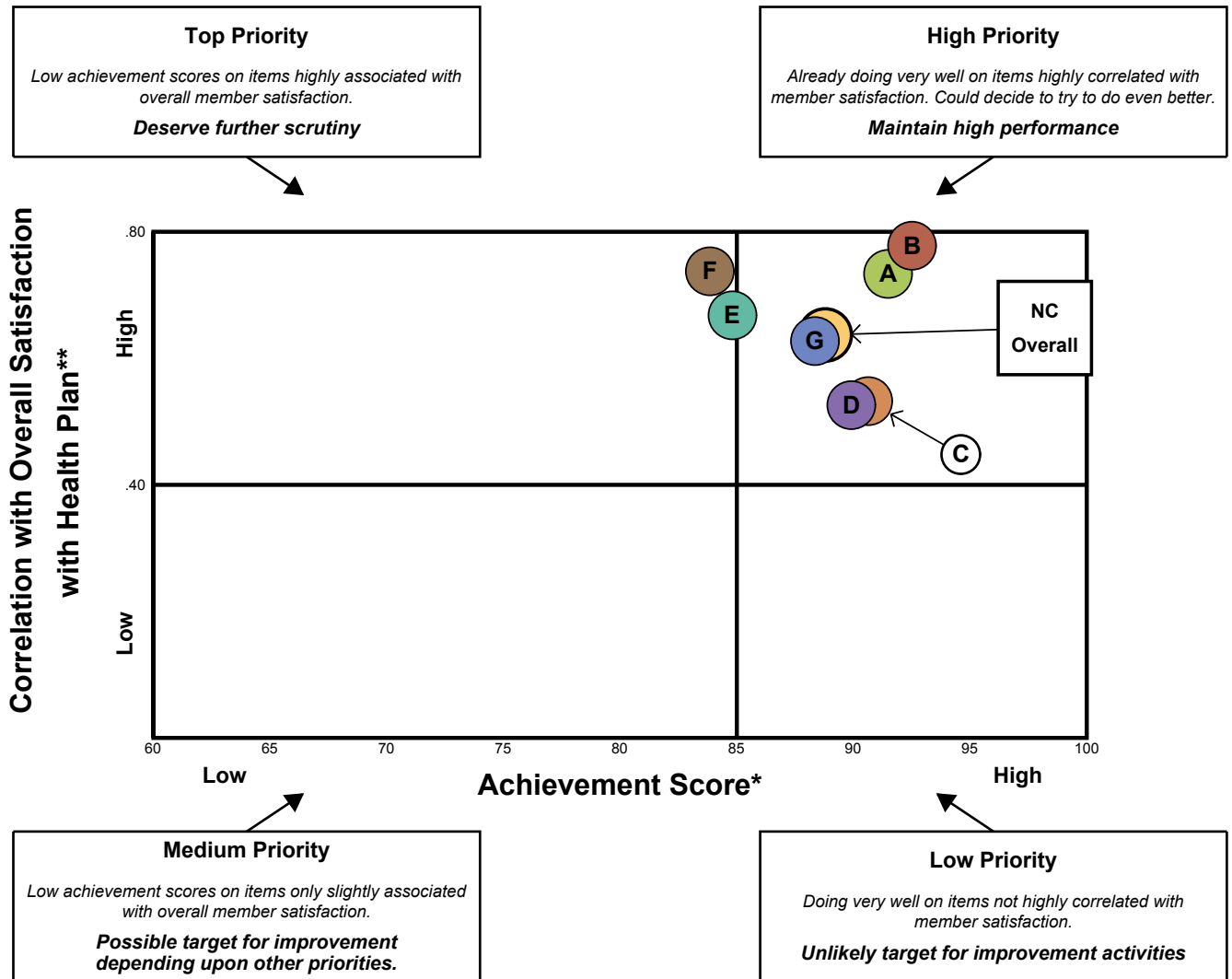
- A Alliance**
- E Sandhills**
- B Cardinal**
- F Smoky Mountain**
- C Eastpointe**
- G Trillium**
- D Partners**

* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Composites

How Well Clinicians Communicate



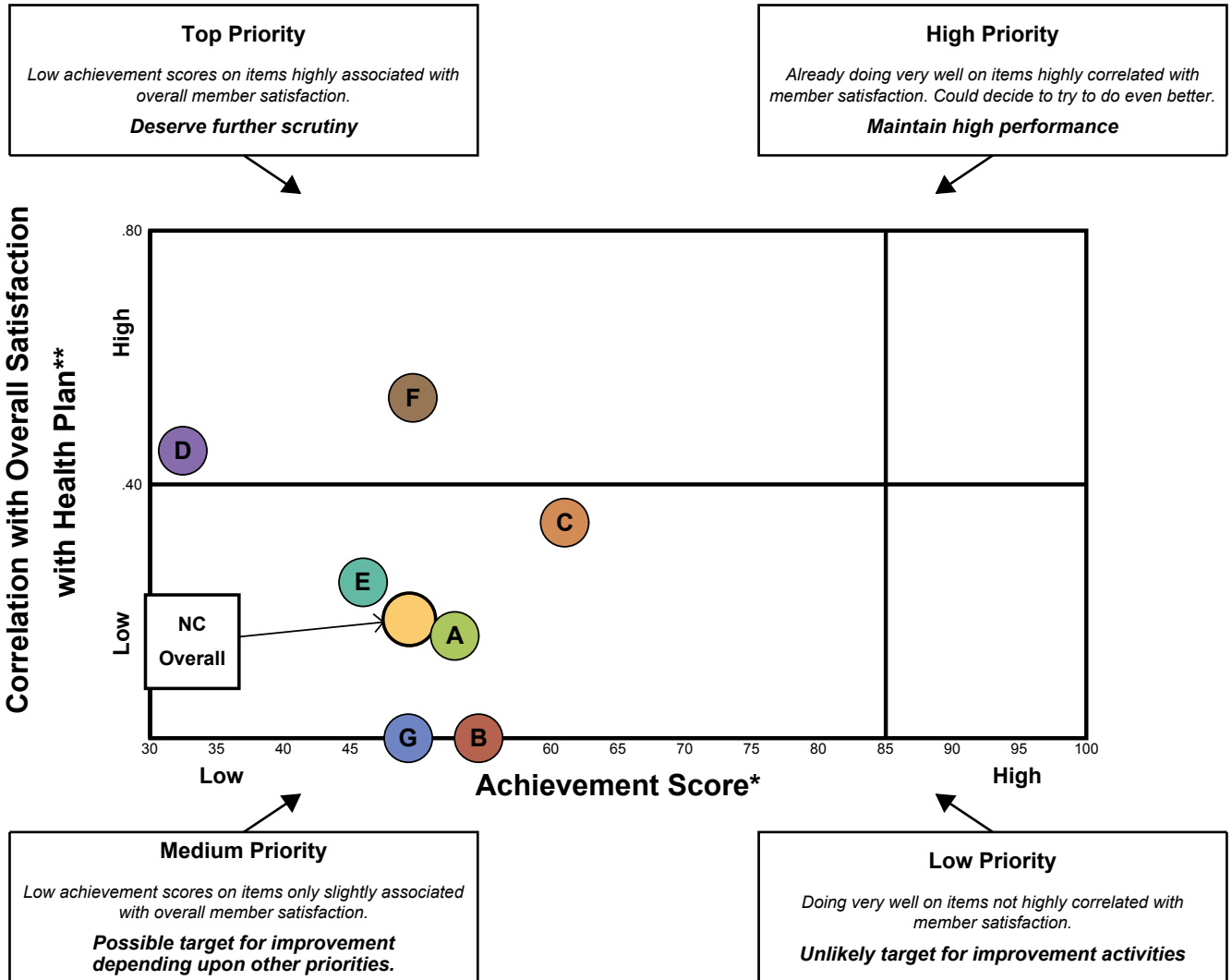
- **A Alliance**
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* An achievement score is ranked "high" when score is 85 or higher.

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Priority Matrix - Composites

Getting Treatment and Information from the Plan

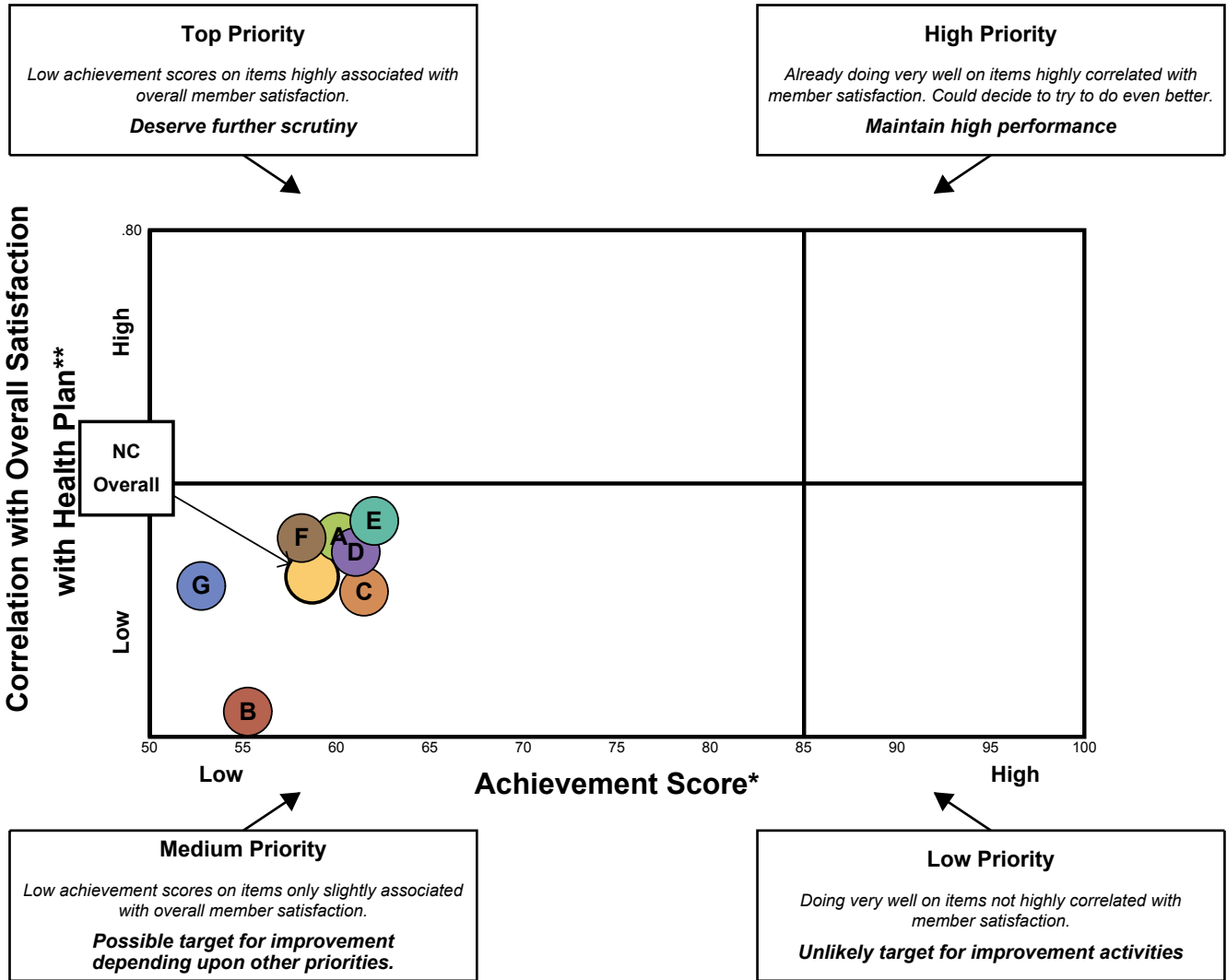


- **A Alliance**
- **E Sandhills**
- **B Cardinal**
- **F Smoky Mountain**
- **C Eastpointe**
- **G Trillium**
- **D Partners**

* An achievement score is ranked "high" when score is 85 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Composites

Perceived Improvement

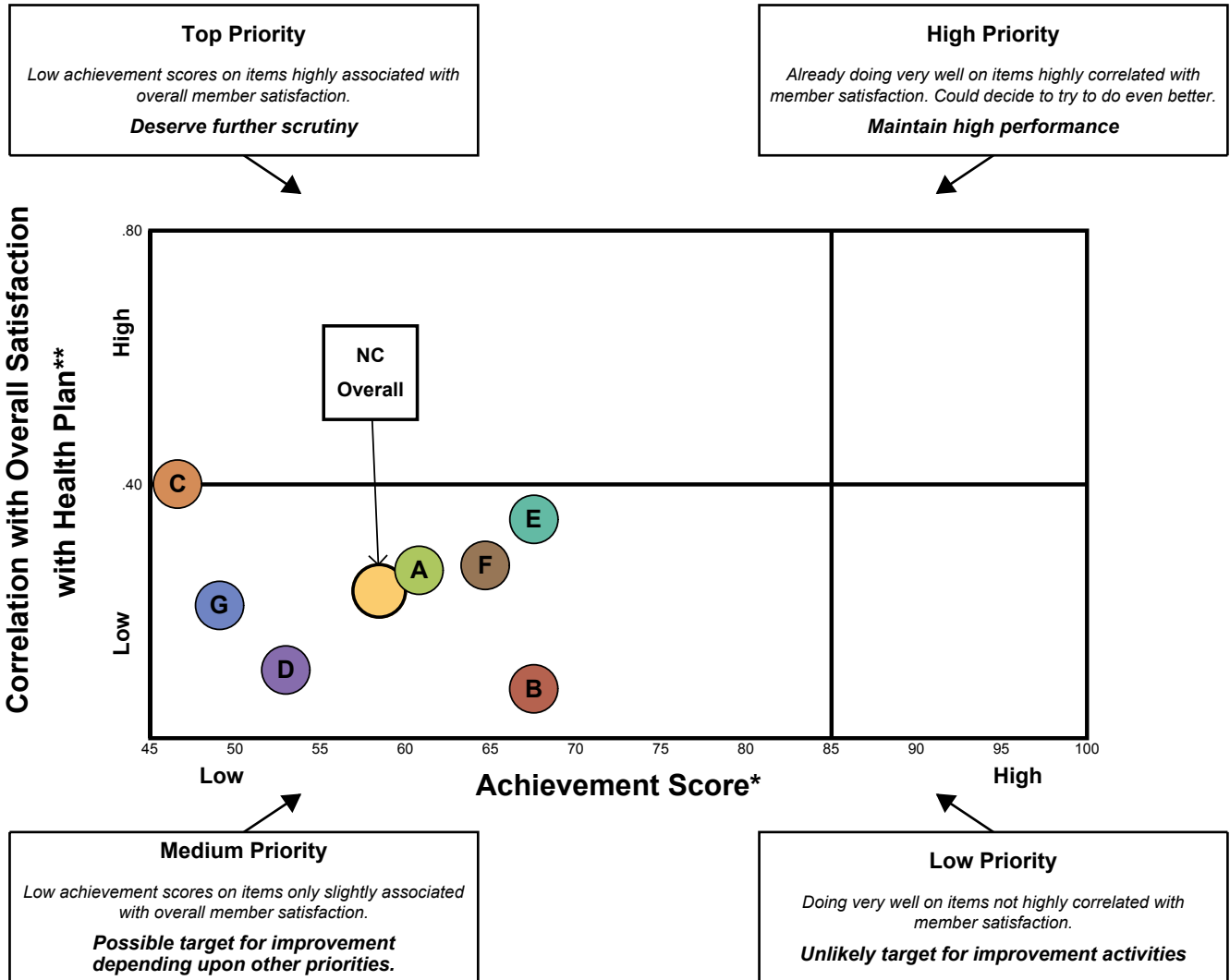


- | | |
|--|---|
| <ul style="list-style-type: none"> A Alliance B Cardinal C Eastpointe D Partners | <ul style="list-style-type: none"> E Sandhills F Smoky Mountain G Trillium |
|--|---|

* An achievement score is ranked "high" when score is 85 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Composites

Information about Treatment Options



- A Alliance**
- E Sandhills**
- B Cardinal**
- F Smoky Mountain**
- C Eastpointe**
- G Trillium**
- D Partners**

* An achievement score is ranked "high" when score is 85 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

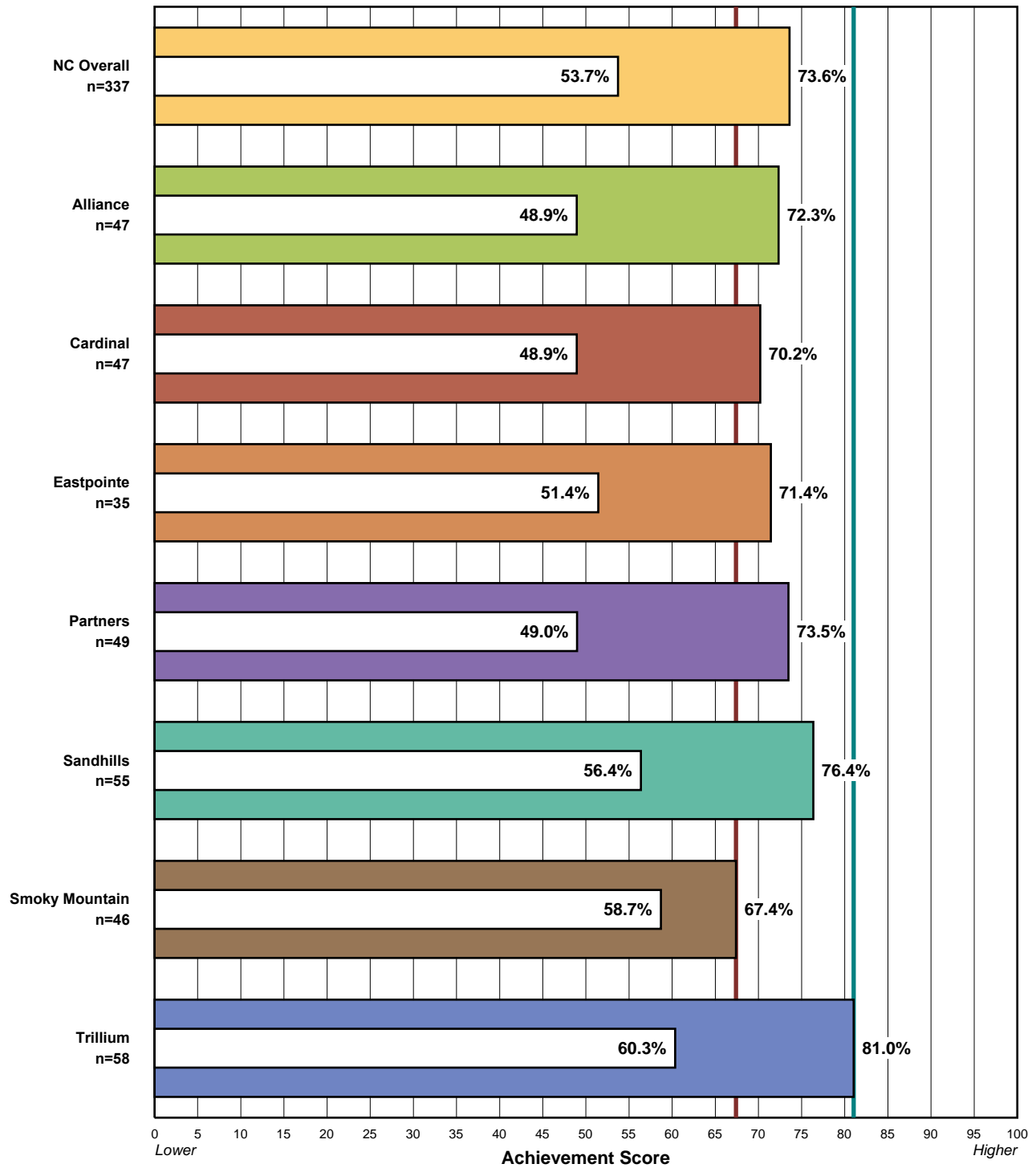
Overall Ratings

The CAHPS® 3.0 Adult ECHO® survey uses a 0-10 rating for assessing overall experience with counseling and treatment. In the table below, proportions of respondents assigning ratings of 8, 9, or 10 are reported as achievement scores. Alternate top box scoring of 9 or 10 are presented as hollow bars.

The NC Overall overall score is compared to each plan's score. Statistical testing is run between the plan score data and the NC overall score, with an arrow beside the bar if applicable.

Overall Ratings

Q28. Rating of counseling or treatment



↑↓ Score statistically significantly higher/lower than 2016 NC Overall
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

— Low Benchmark

— High Benchmark

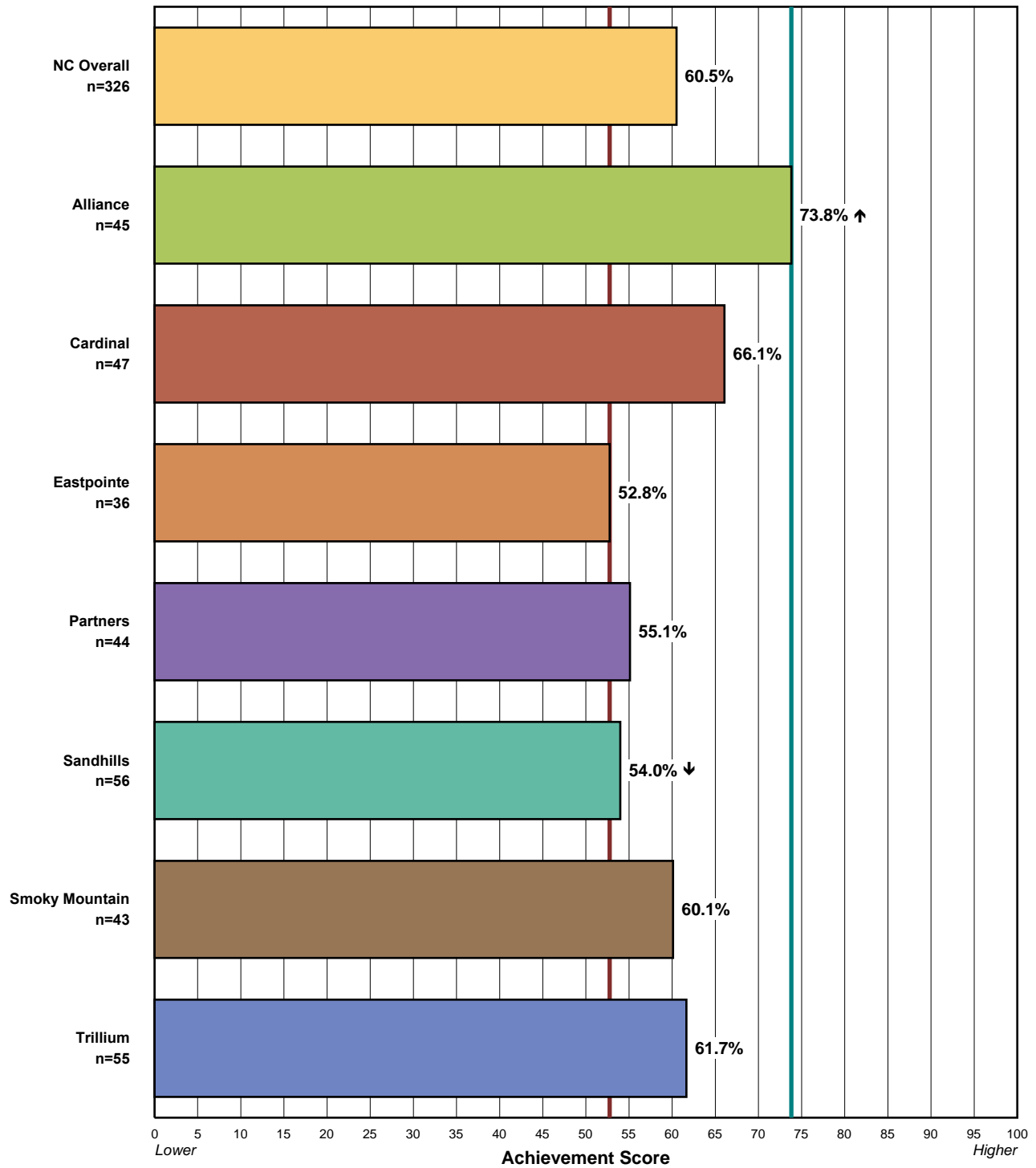
Composites

Each achievement-related question from the survey is grouped with other questions that relate to the same broad domain of performance. For example, the domain "How Well Clinicians Communicate" includes questions about how often people the respondent went to for counseling and treatment listened carefully and showed respect.

The achievement scores presented on the following pages reflect responses of "Usually" or "Always" to the questions comprising the Getting Treatment Quickly and the How Well Clinicians Communicate composites; "Not a problem" to the Getting Treatment and Information from the Plan composite; "Much better" or "A little better" to the Perceived Improvement composite and "Yes" to the Information about Treatment Options composite. Alternate top box scoring is presented when applicable as hollow bars.

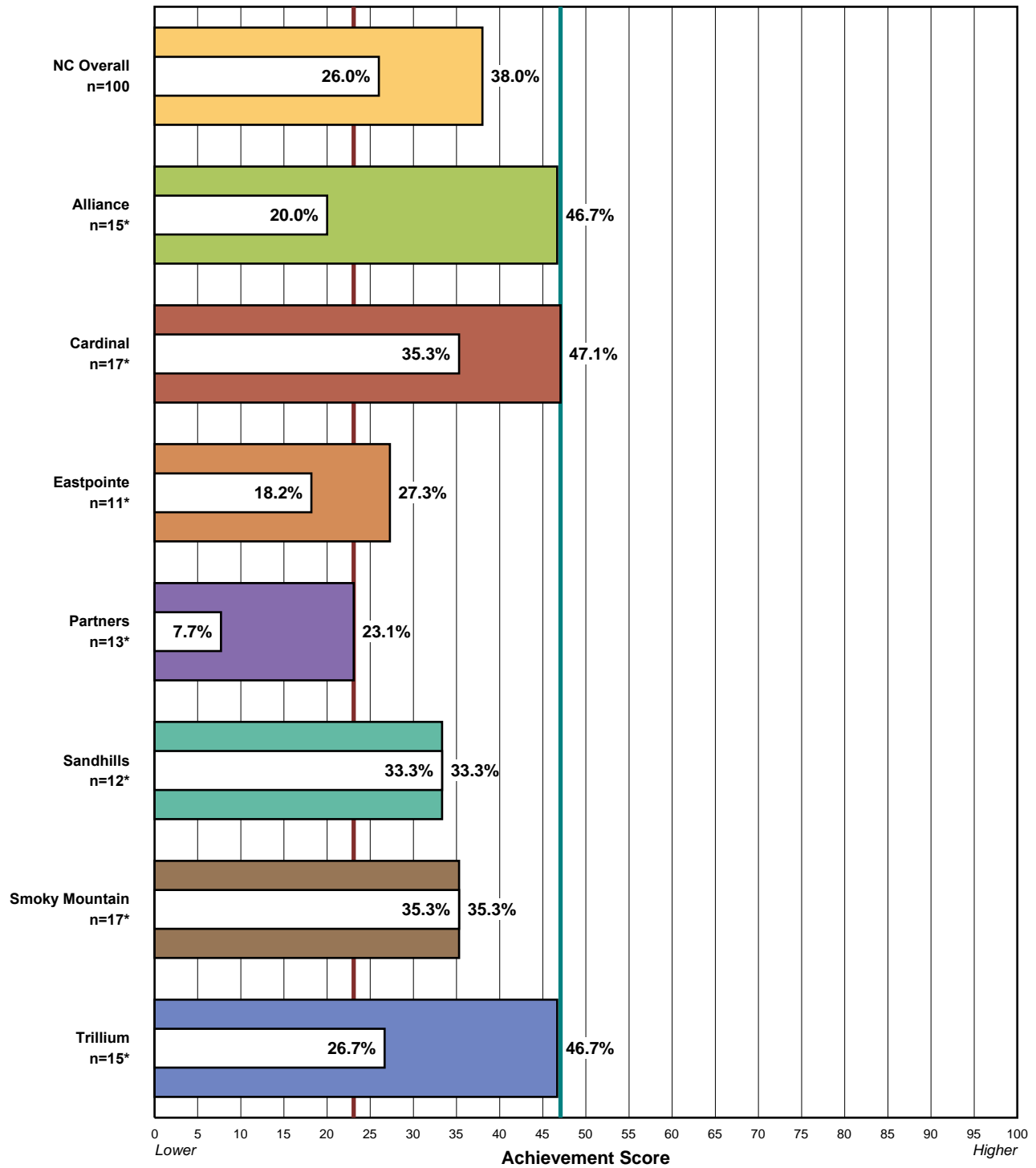
NC Overall score is compared to the each plan's score. Statistical testing is run between the plan score data and the NC Overall data, with an arrow beside the bar if applicable. For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

Composites Getting Treatment Quickly



Getting Treatment Quickly

Q3. Usually or always got help by telephone



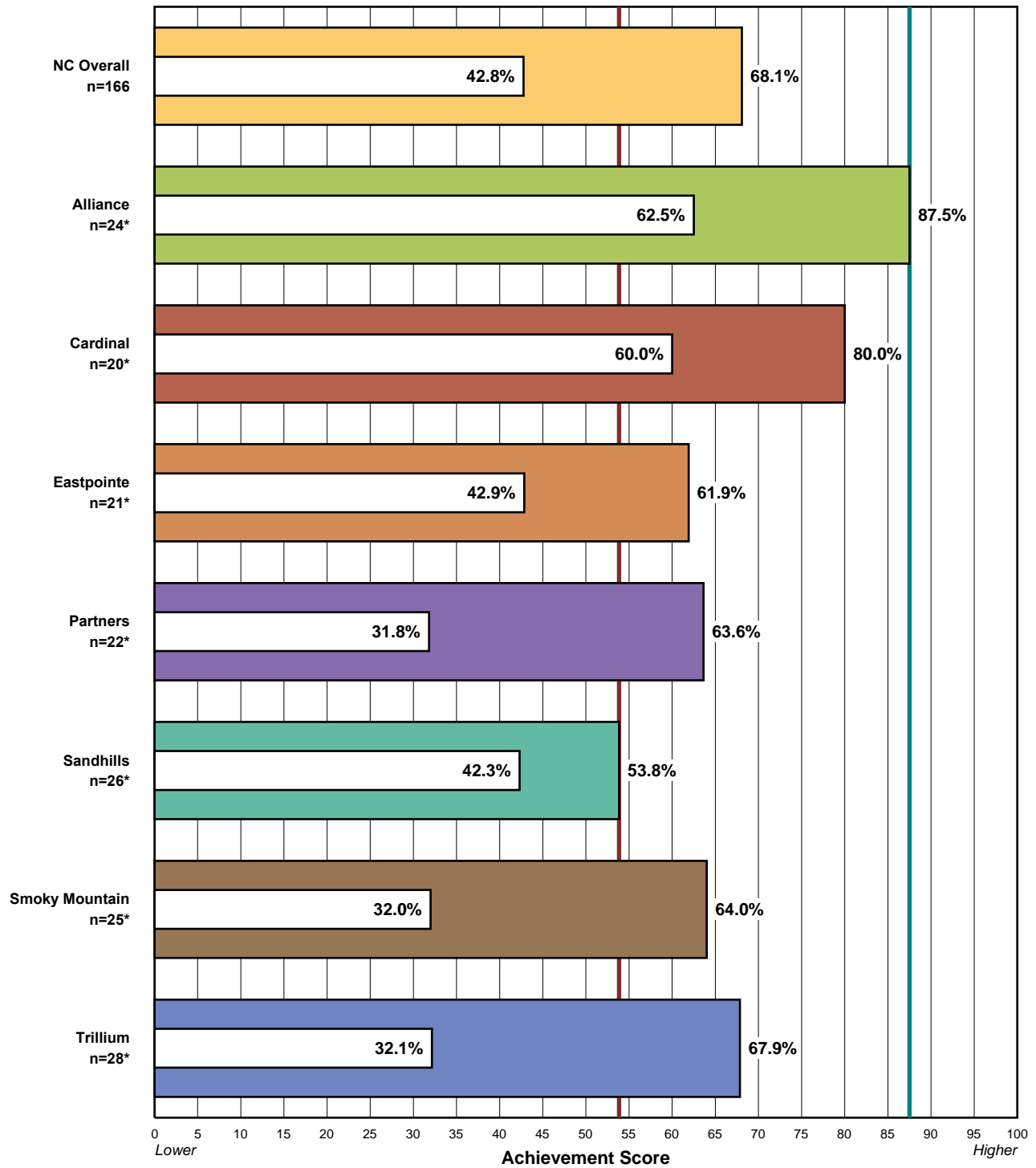
↑↓ Score statistically significantly higher/lower than 2016 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

Getting Treatment Quickly

Q5. Usually or always got urgent treatment as soon as needed



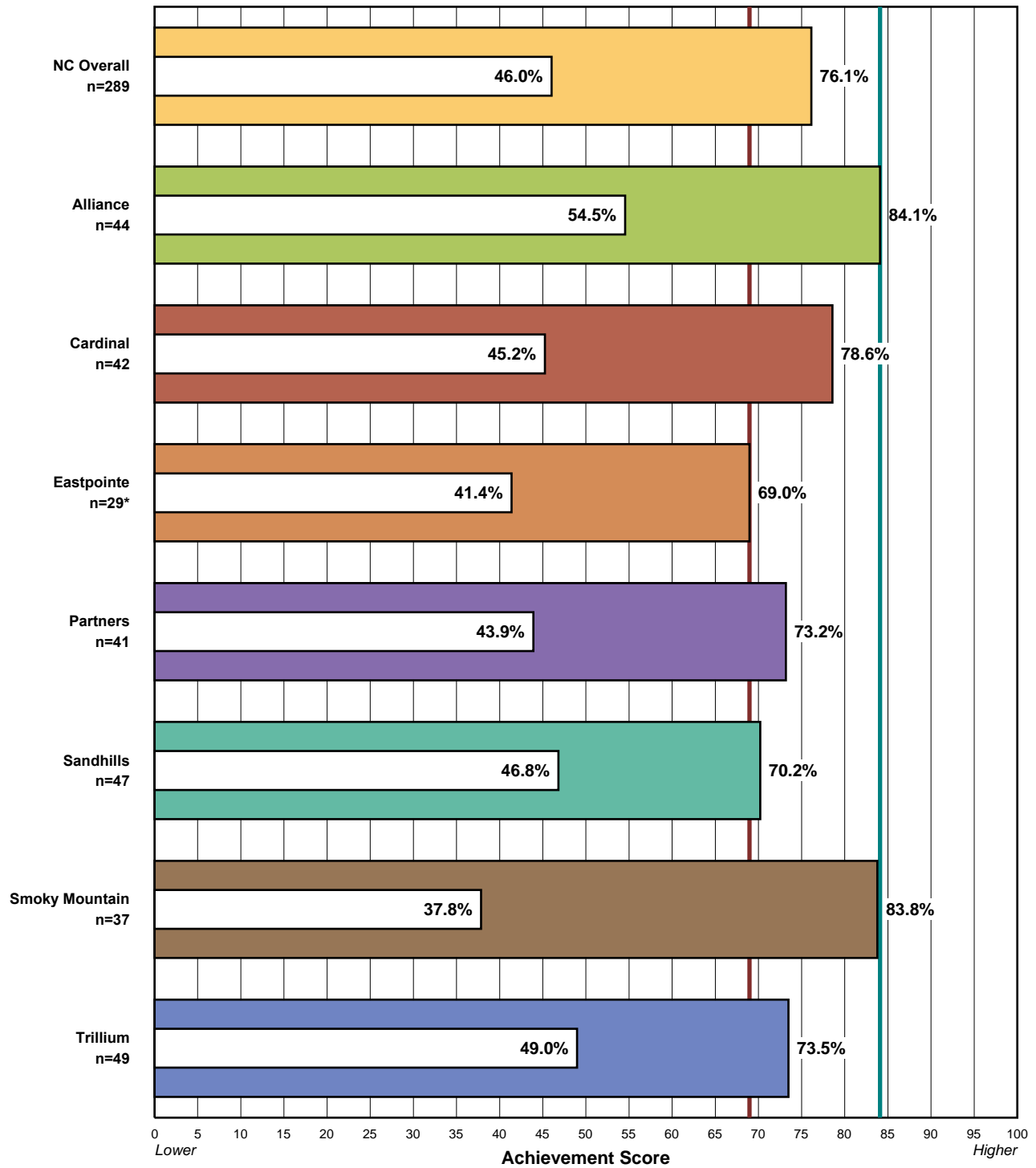
↑↓ Score statistically significantly higher/lower than 2016 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

Getting Treatment Quickly

Q7. Usually or always got appointment as soon as wanted

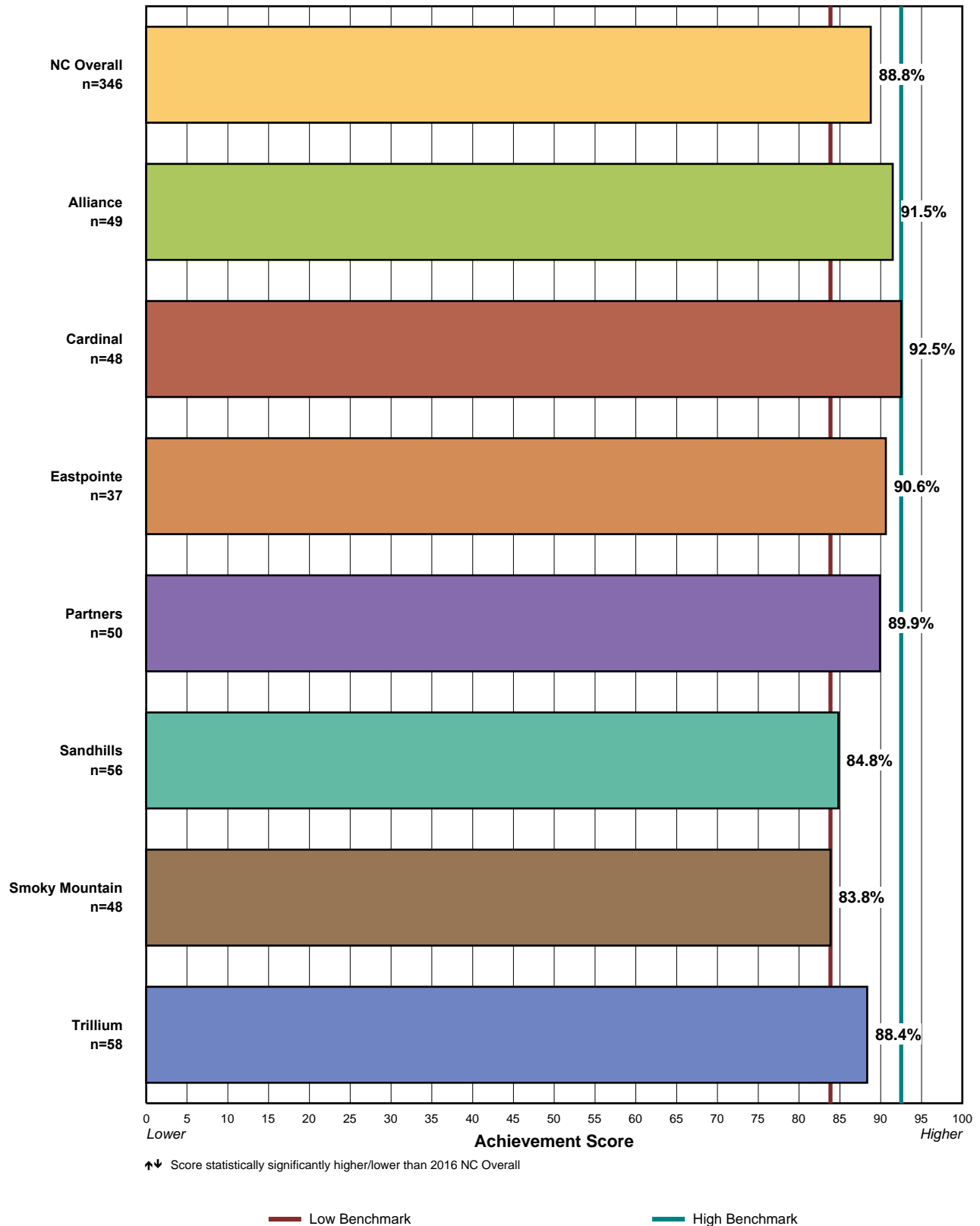


↑↓ Score statistically significantly higher/lower than 2016 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

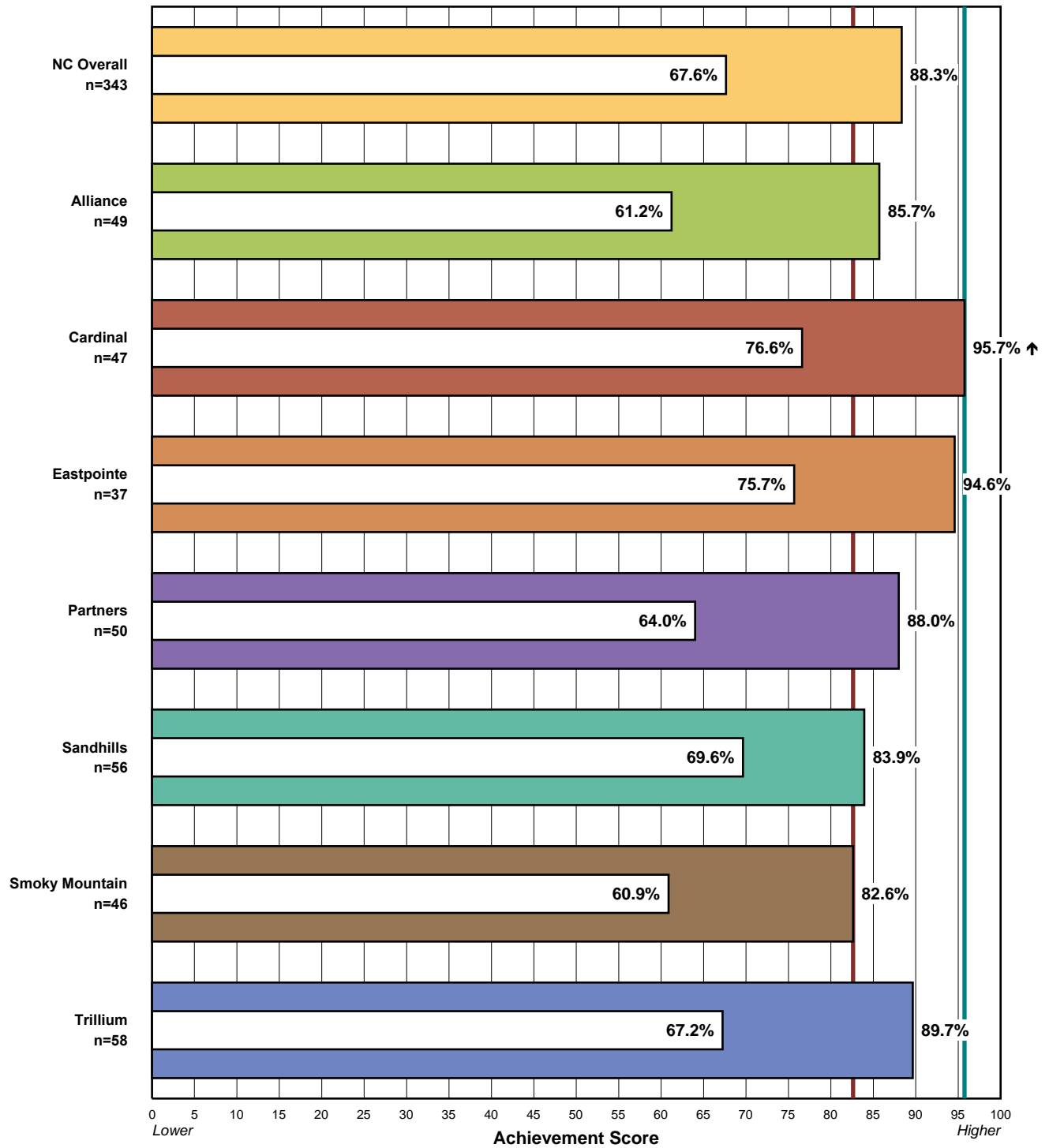
— High Benchmark

How Well Clinicians Communicate



How Well Clinicians Communicate

Q11. Clinicians usually or always listened carefully



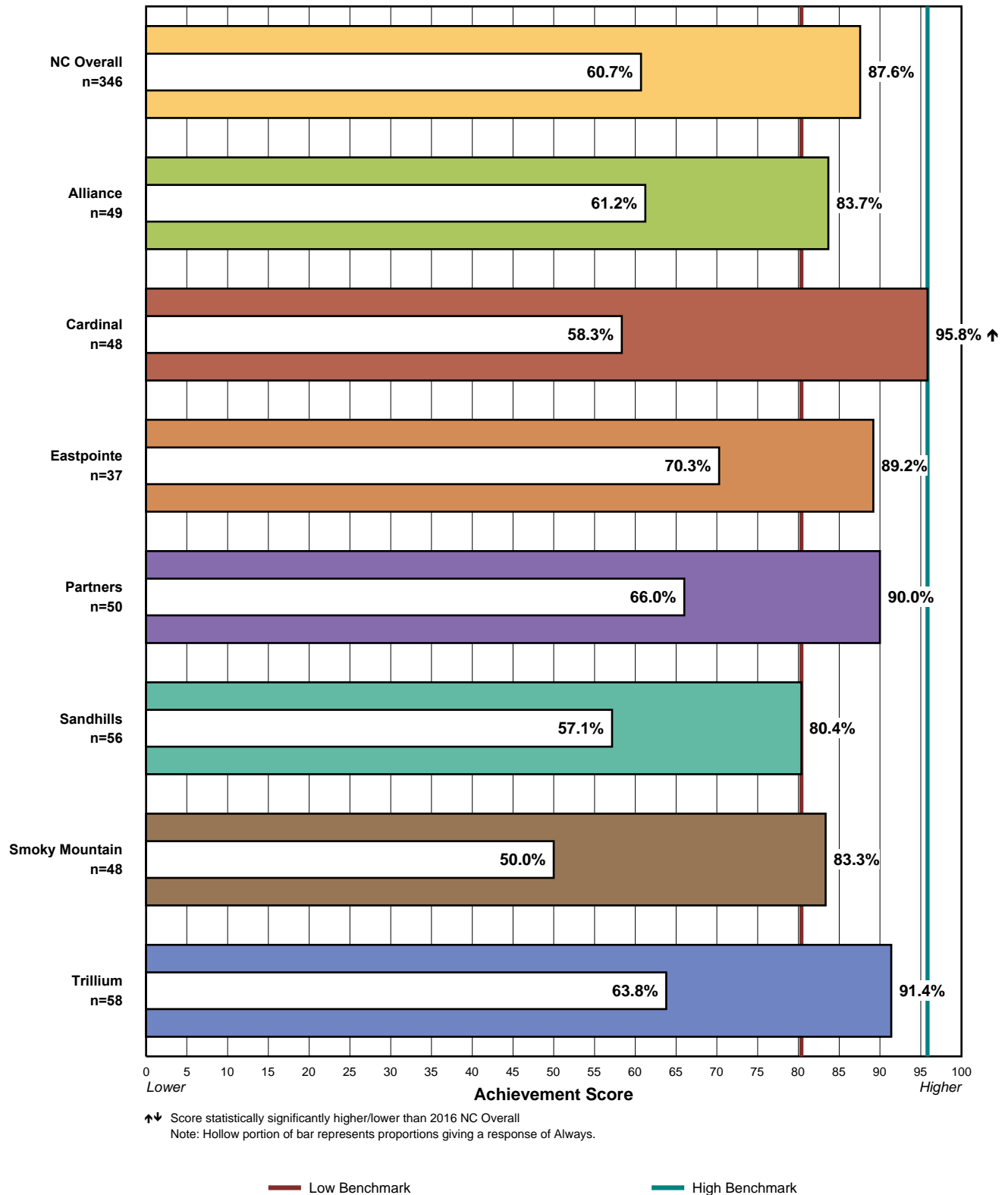
↑↓ Score statistically significantly higher/lower than 2016 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

How Well Clinicians Communicate

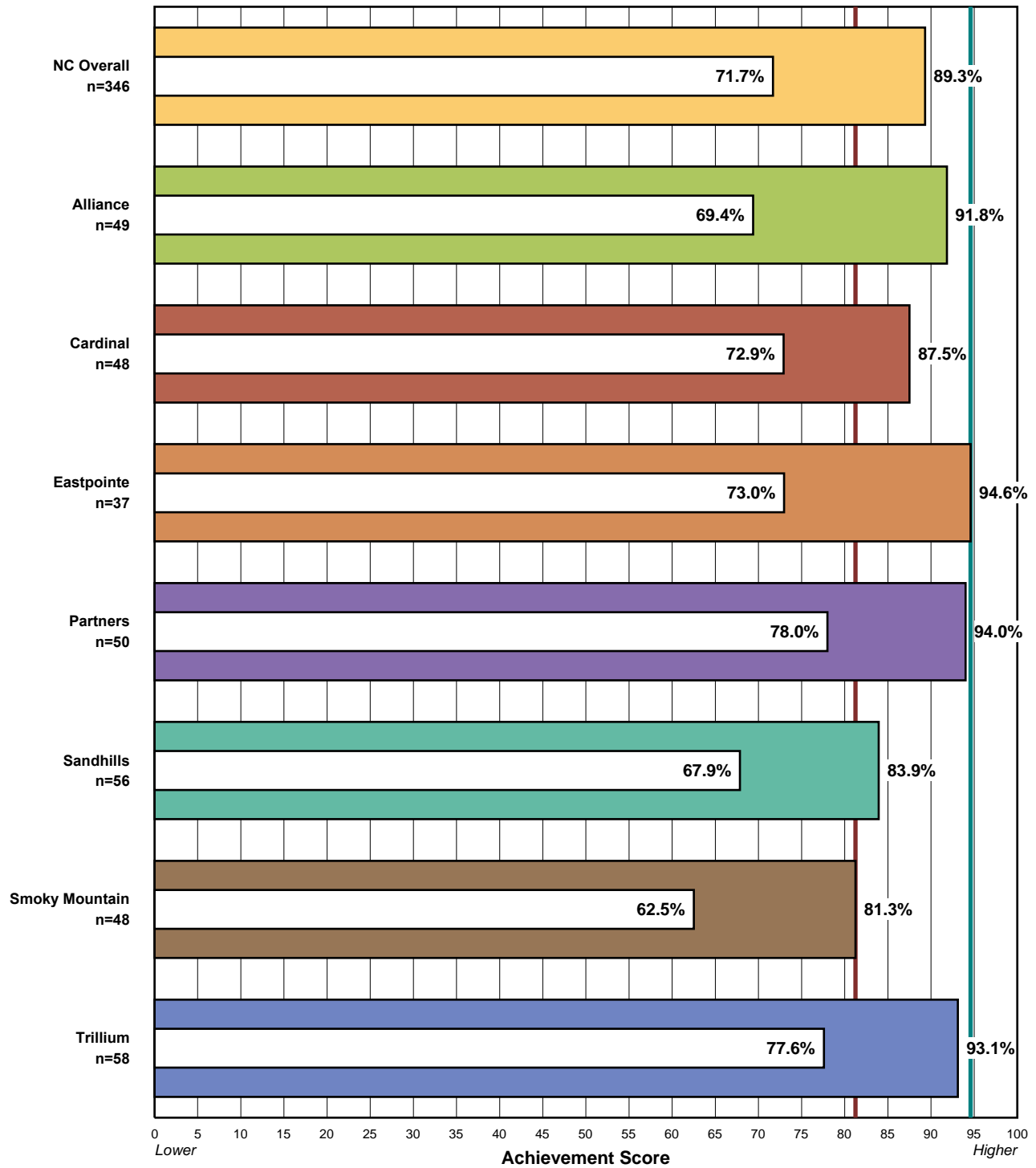
Q12. Clinicians usually or always explained things



↑↓ Score statistically significantly higher/lower than 2016 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.

How Well Clinicians Communicate

Q13. Clinicians usually or always showed respect



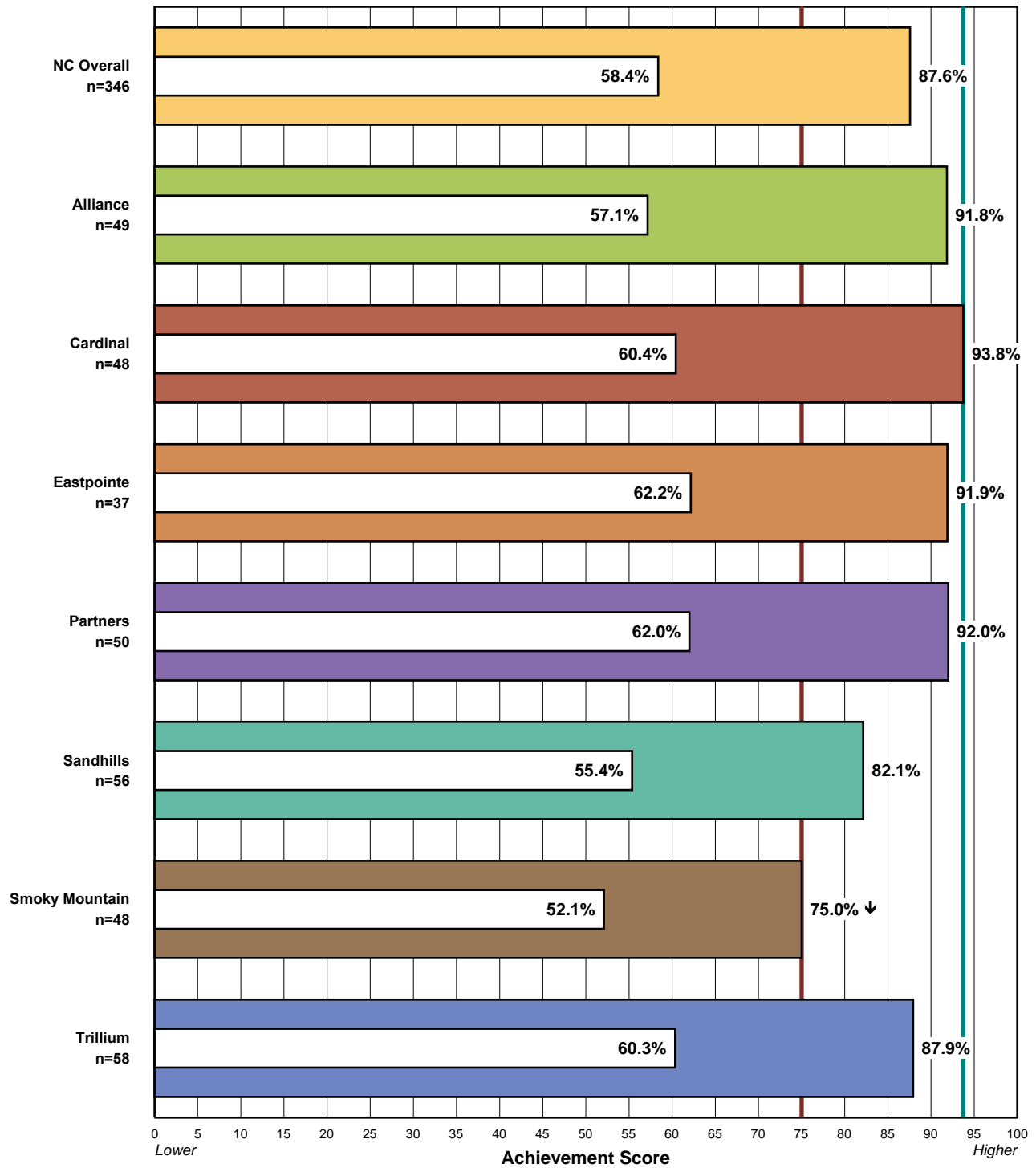
↑↓ Score statistically significantly higher/lower than 2016 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

How Well Clinicians Communicate

Q14. Clinicians usually or always spent enough time



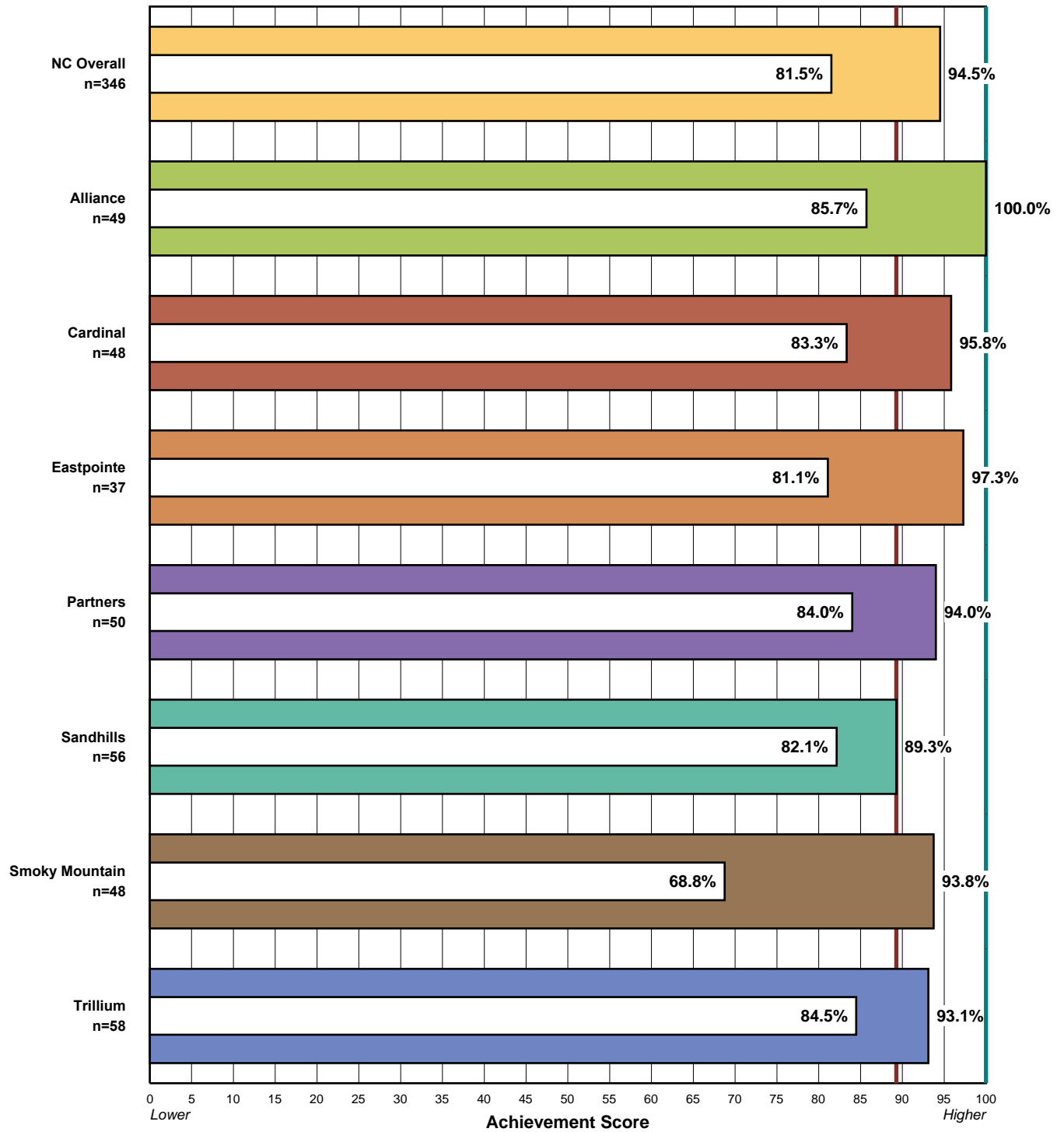
↑↓ Score statistically significantly higher/lower than 2016 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

How Well Clinicians Communicate

Q15. Usually or always felt safe with clinicians



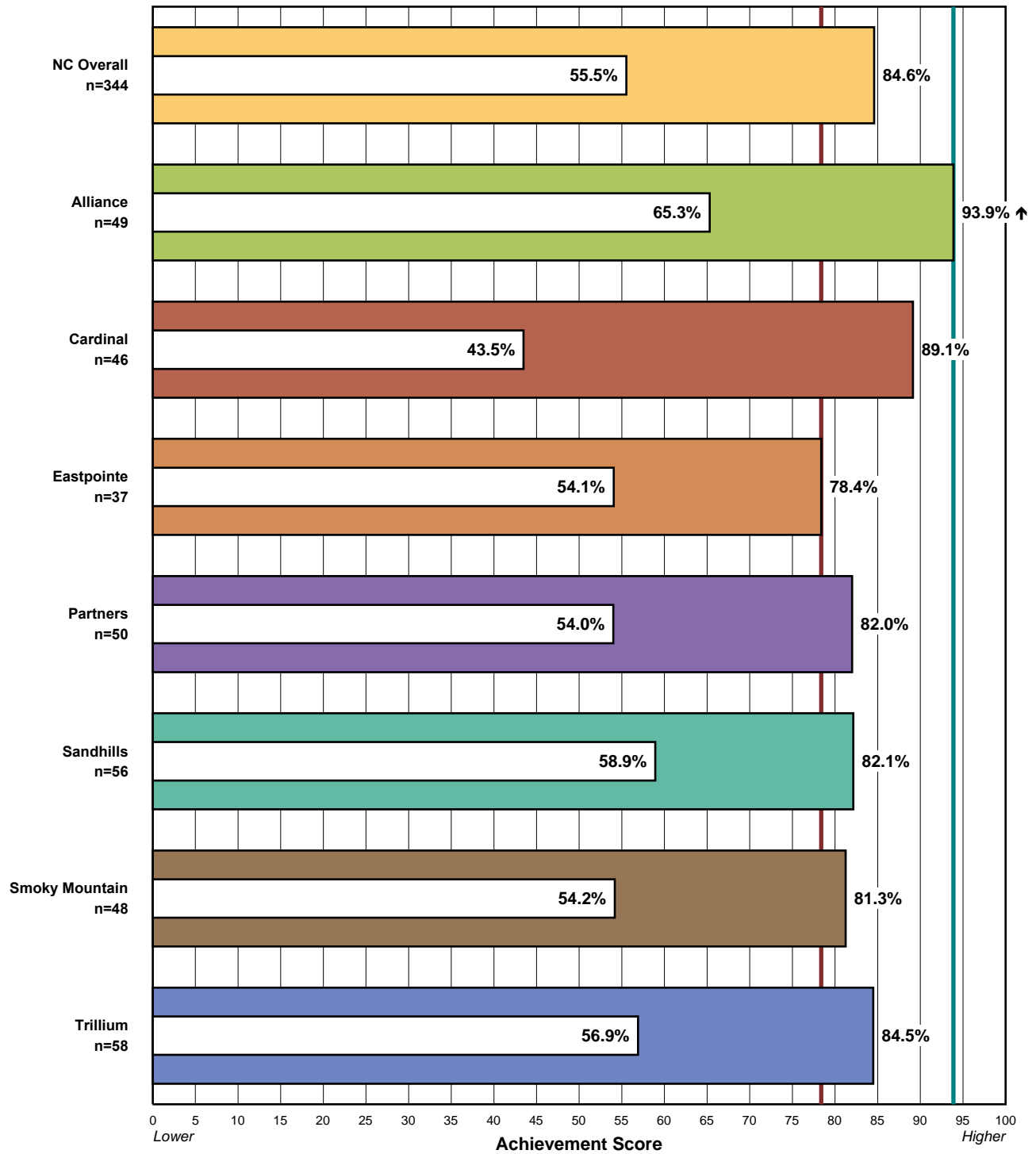
↑↓ Score statistically significantly higher/lower than 2016 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

How Well Clinicians Communicate

Q18. Usually or always involved as much as you wanted in treatment

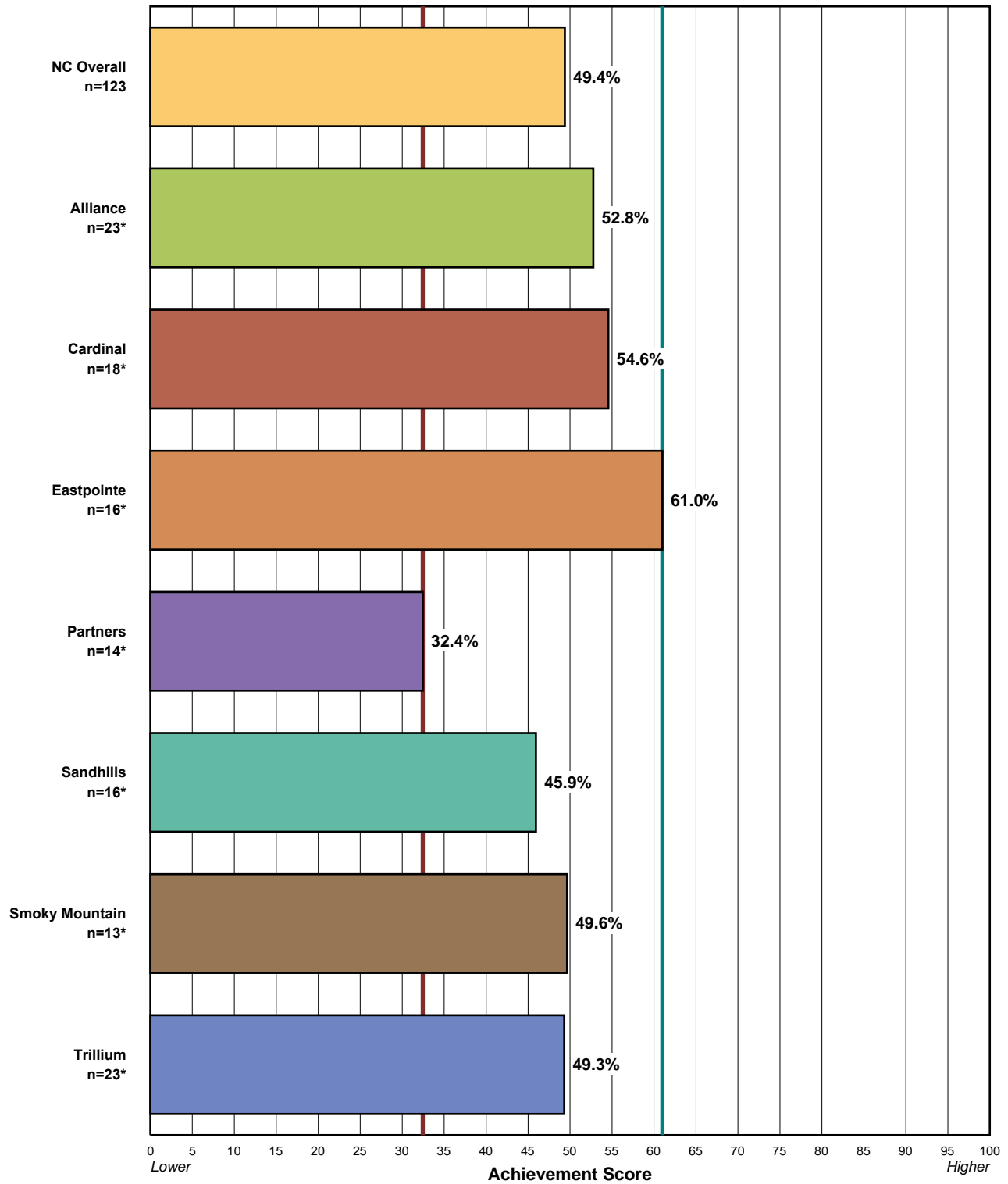


↑↓ Score statistically significantly higher/lower than 2016 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

Getting Treatment and Information from the Plan



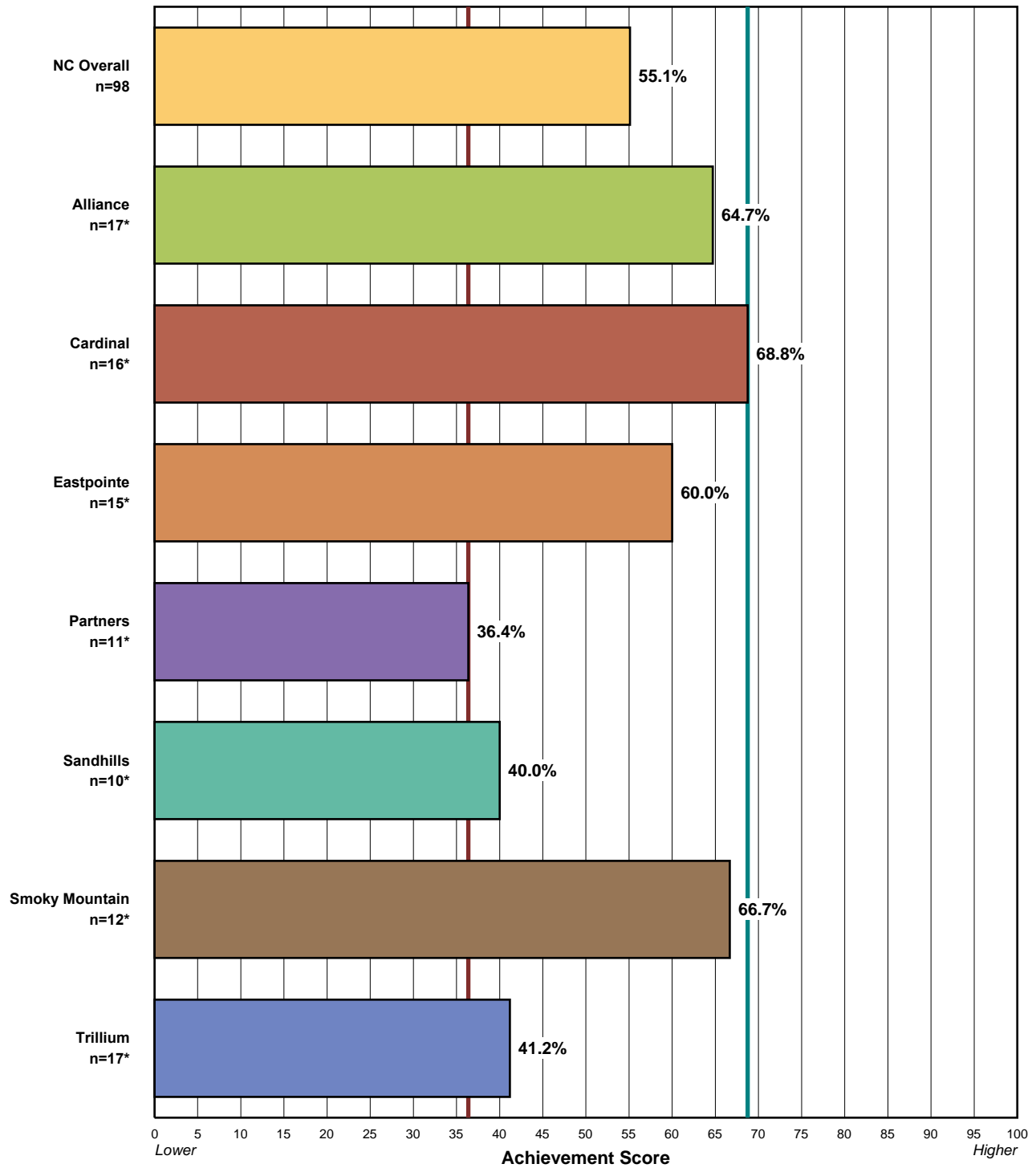
↑↓ Score statistically significantly higher/lower than 2016 NC Overall
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

Getting Treatment and Information from the Plan

Q39. Delays in treatment while waiting for plan approval



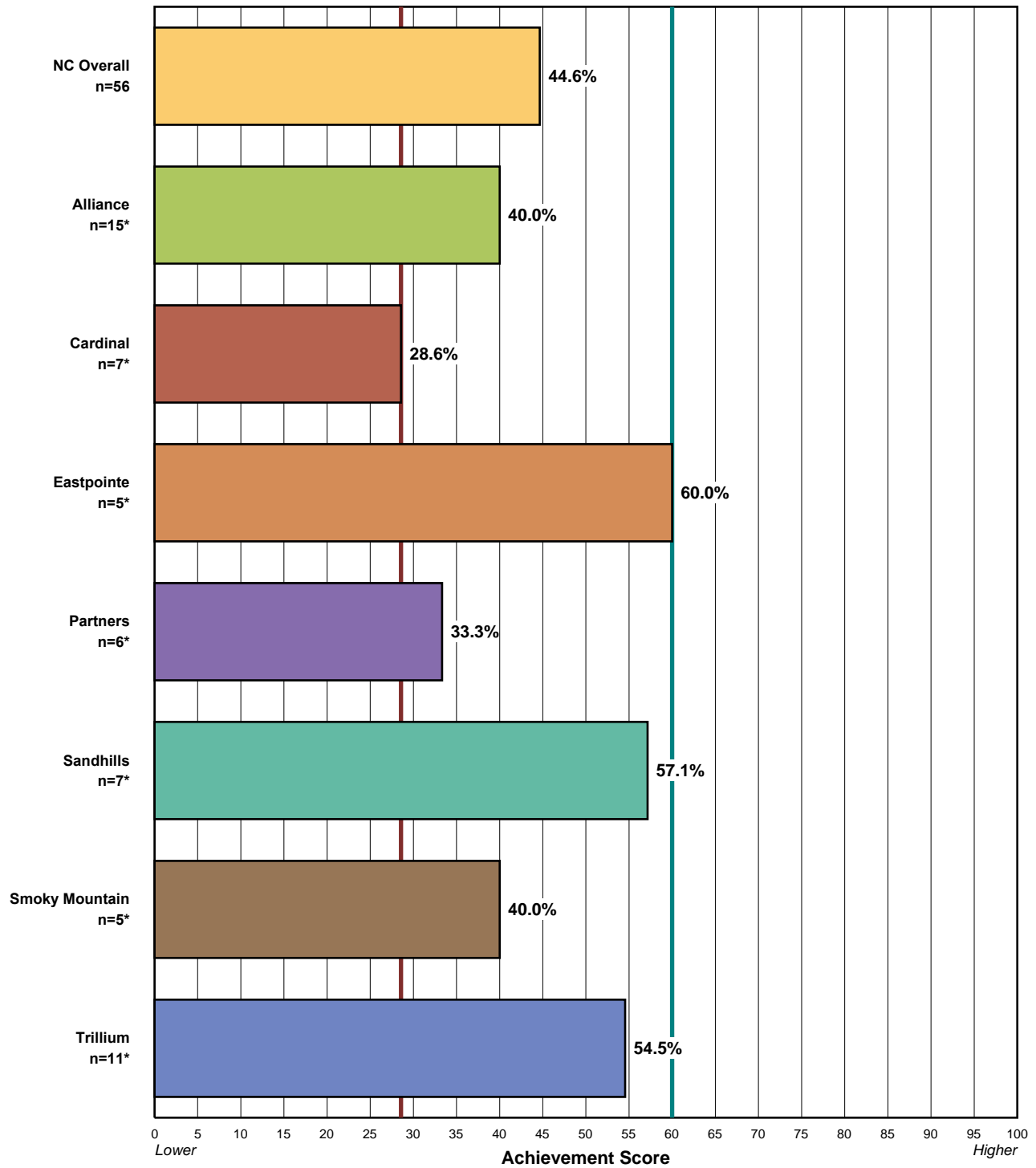
↕ Score statistically significantly higher/lower than 2016 NC Overall
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

Getting Treatment and Information from the Plan

Q41. Helpfulness of customer service

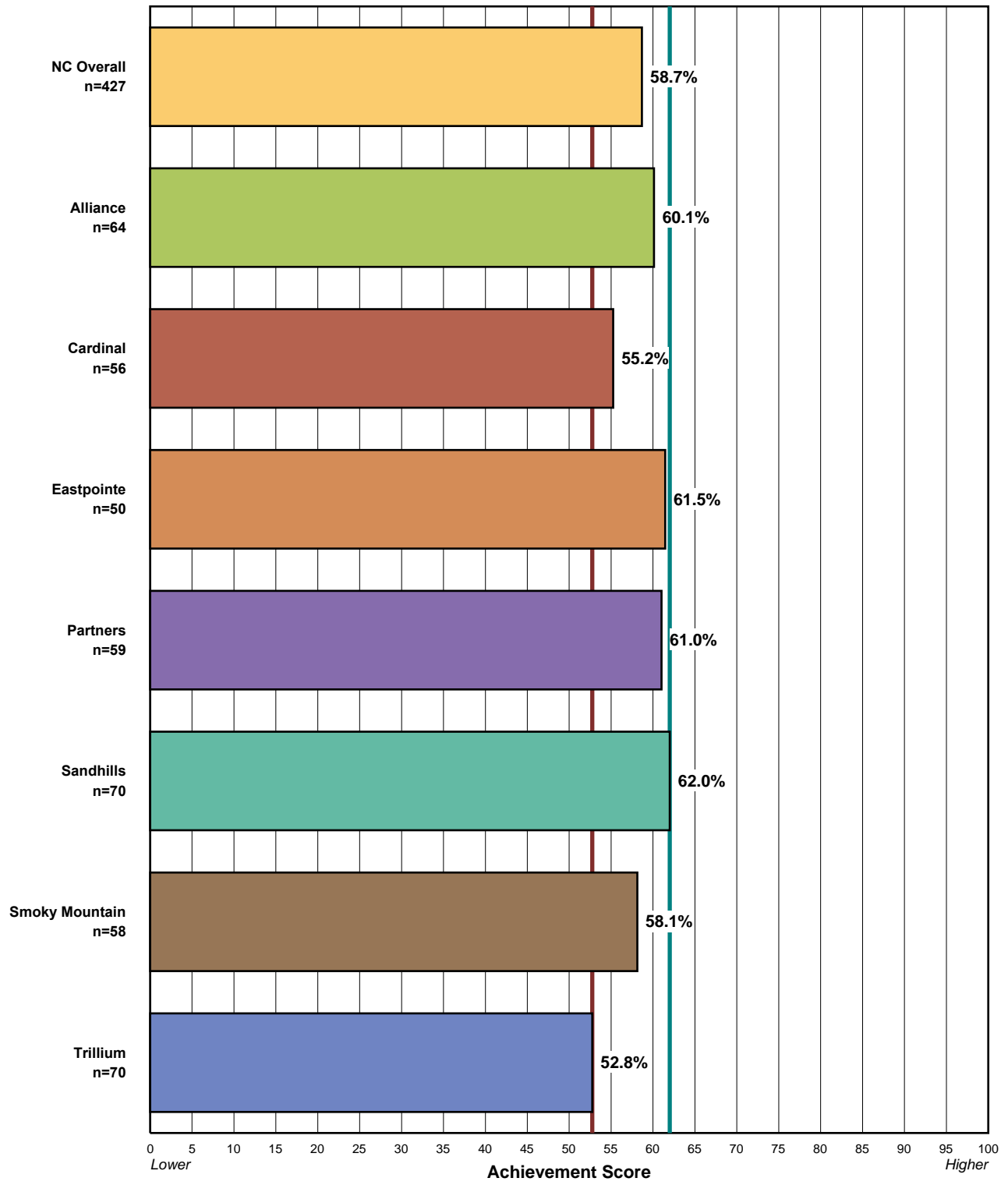


↑↓ Score statistically significantly higher/lower than 2016 NC Overall
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

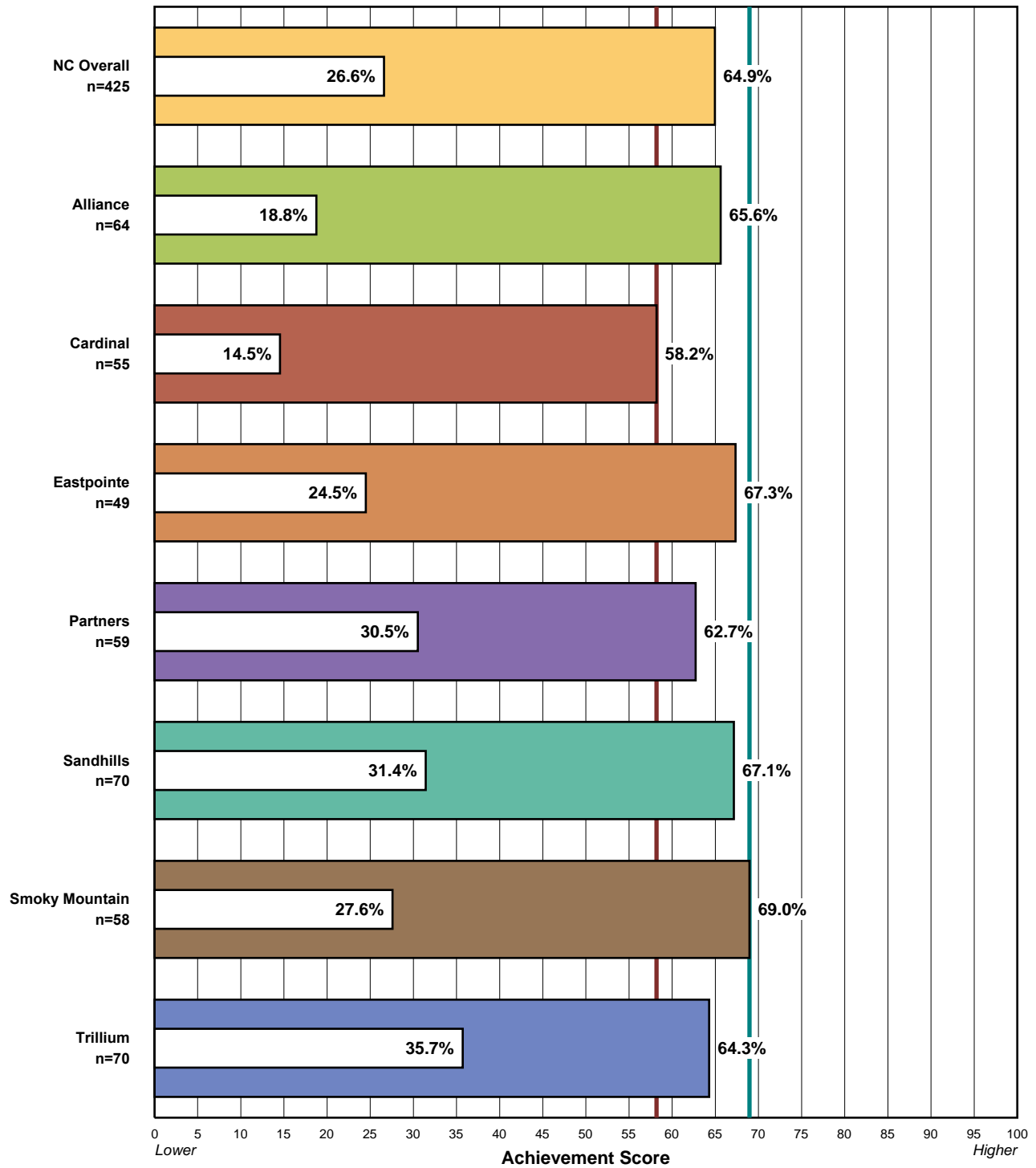
— High Benchmark

Perceived Improvement



Perceived Improvement

Q31. Compare ability to deal with daily problems to 1 year ago



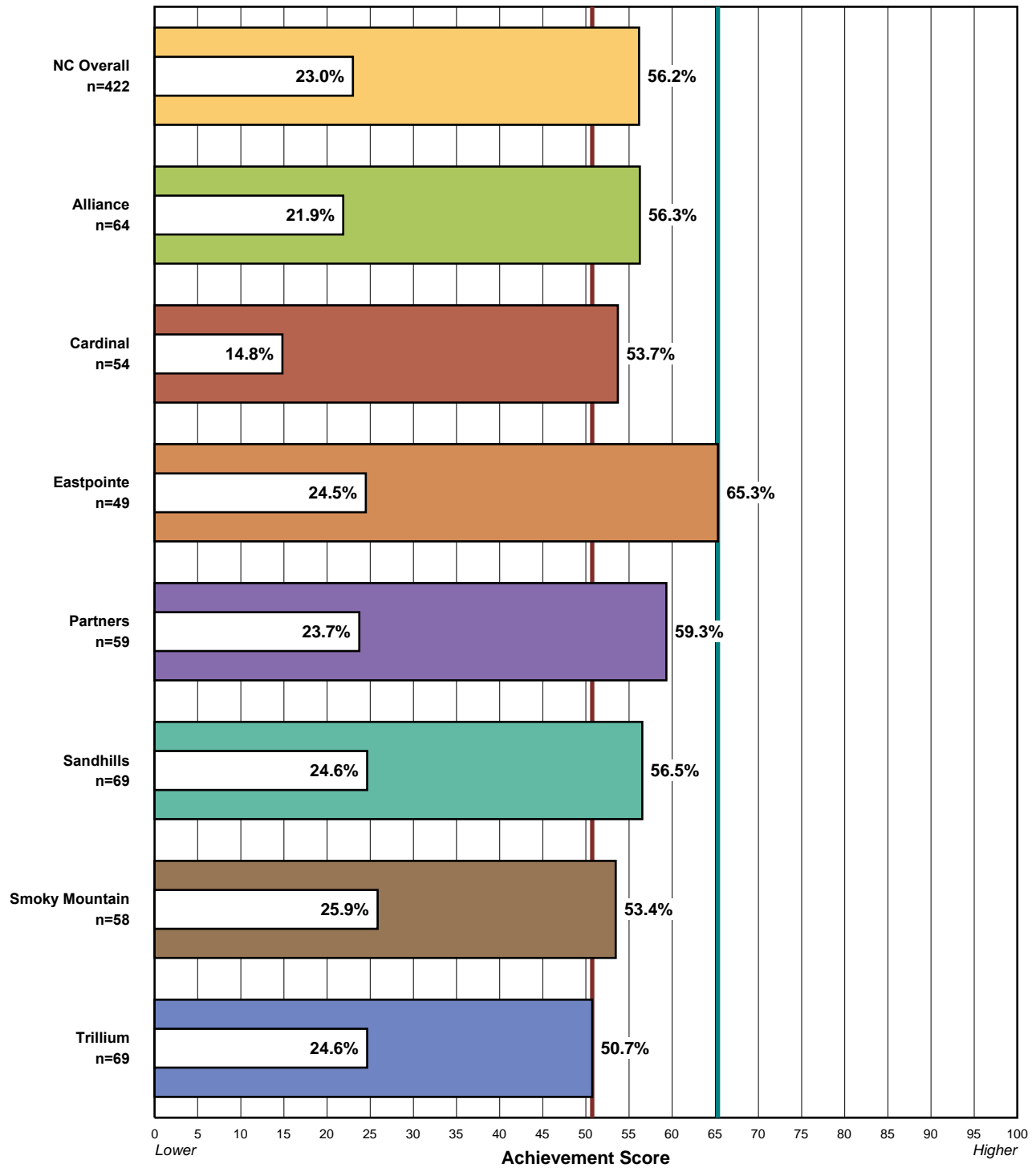
↑↓ Score statistically significantly higher/lower than 2016 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Much Better.

— Low Benchmark

— High Benchmark

Perceived Improvement

Q32. Compare ability to deal with social situations to 1 year ago

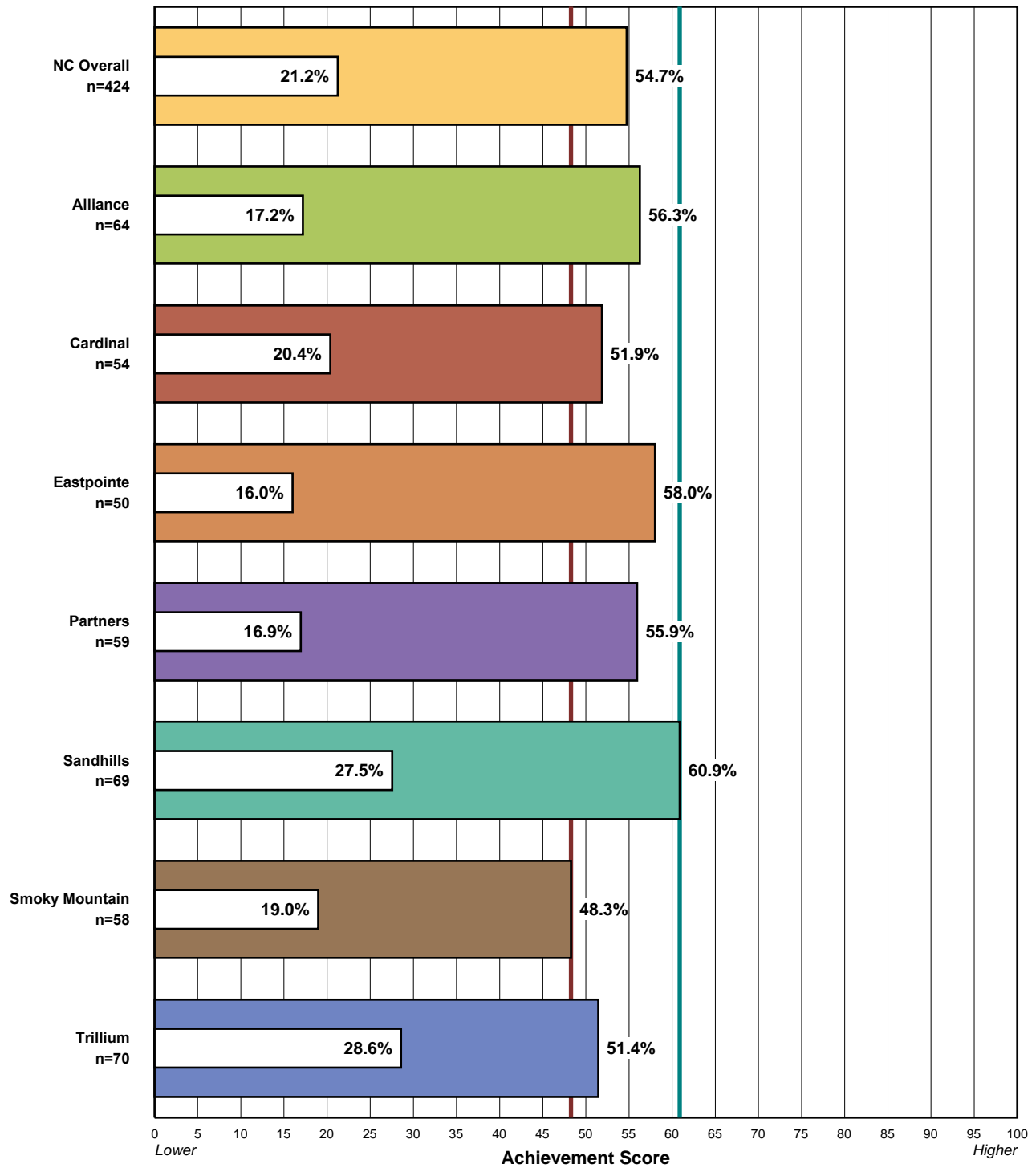


↑↓ Score statistically significantly higher/lower than 2016 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Much Better.

— Low Benchmark

— High Benchmark

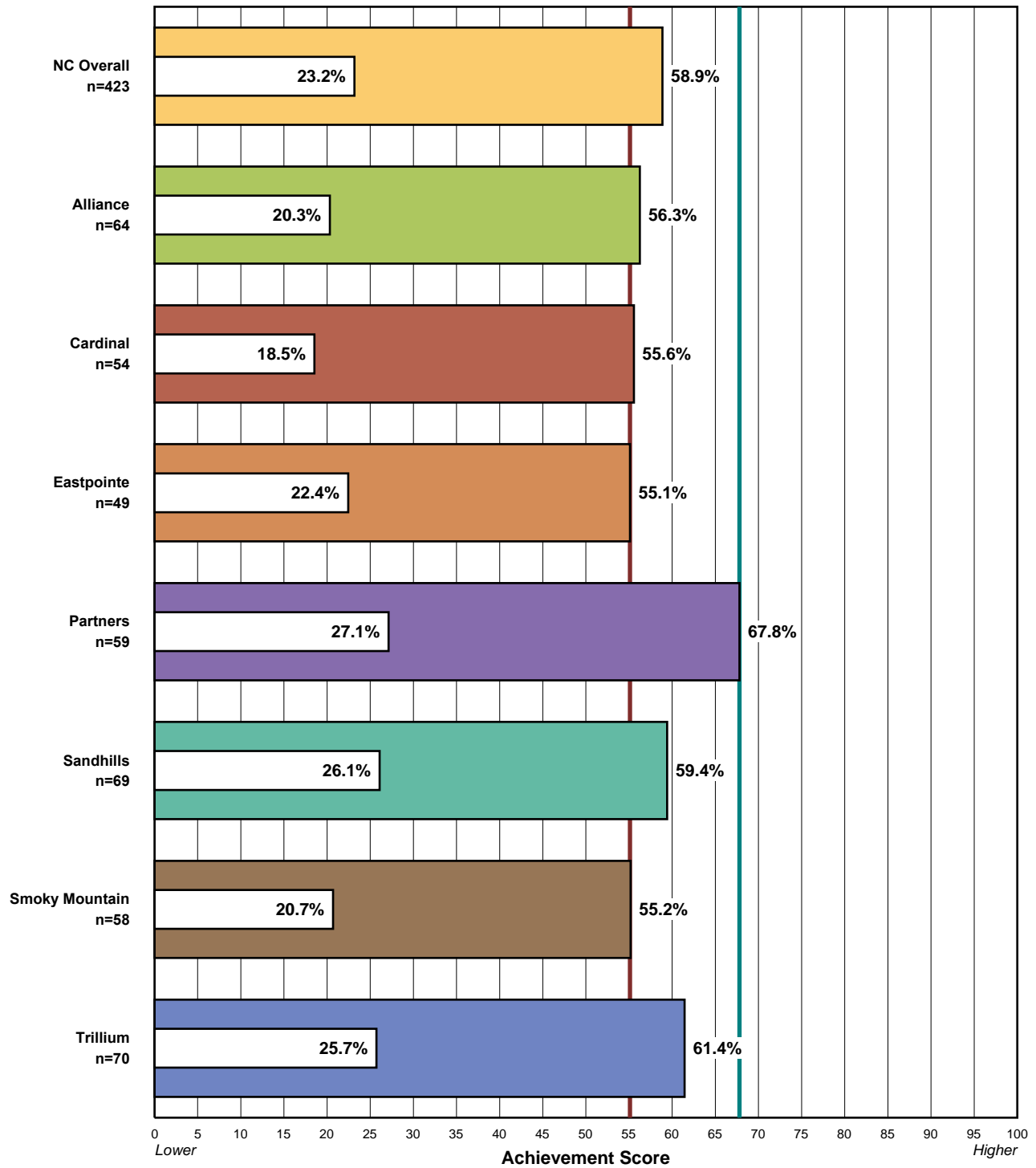
Perceived Improvement Q33. Compare ability to accomplish things to 1 year ago



↑↓ Score statistically significantly higher/lower than 2016 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Much Better.

Perceived Improvement

Q34. Compare ability to deal with symptoms or problems to 1 year ago

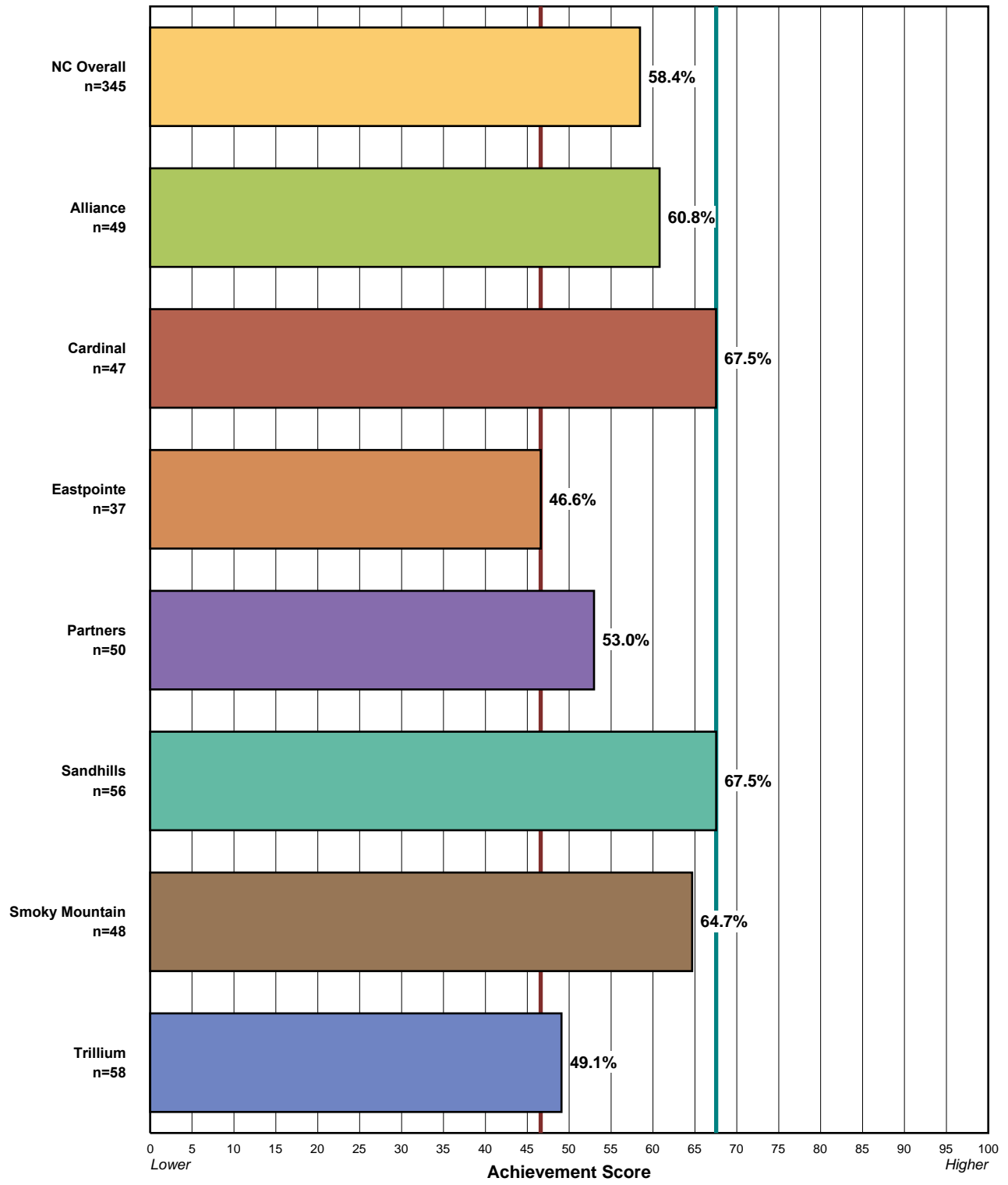


↑↓ Score statistically significantly higher/lower than 2016 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Much Better.

— Low Benchmark

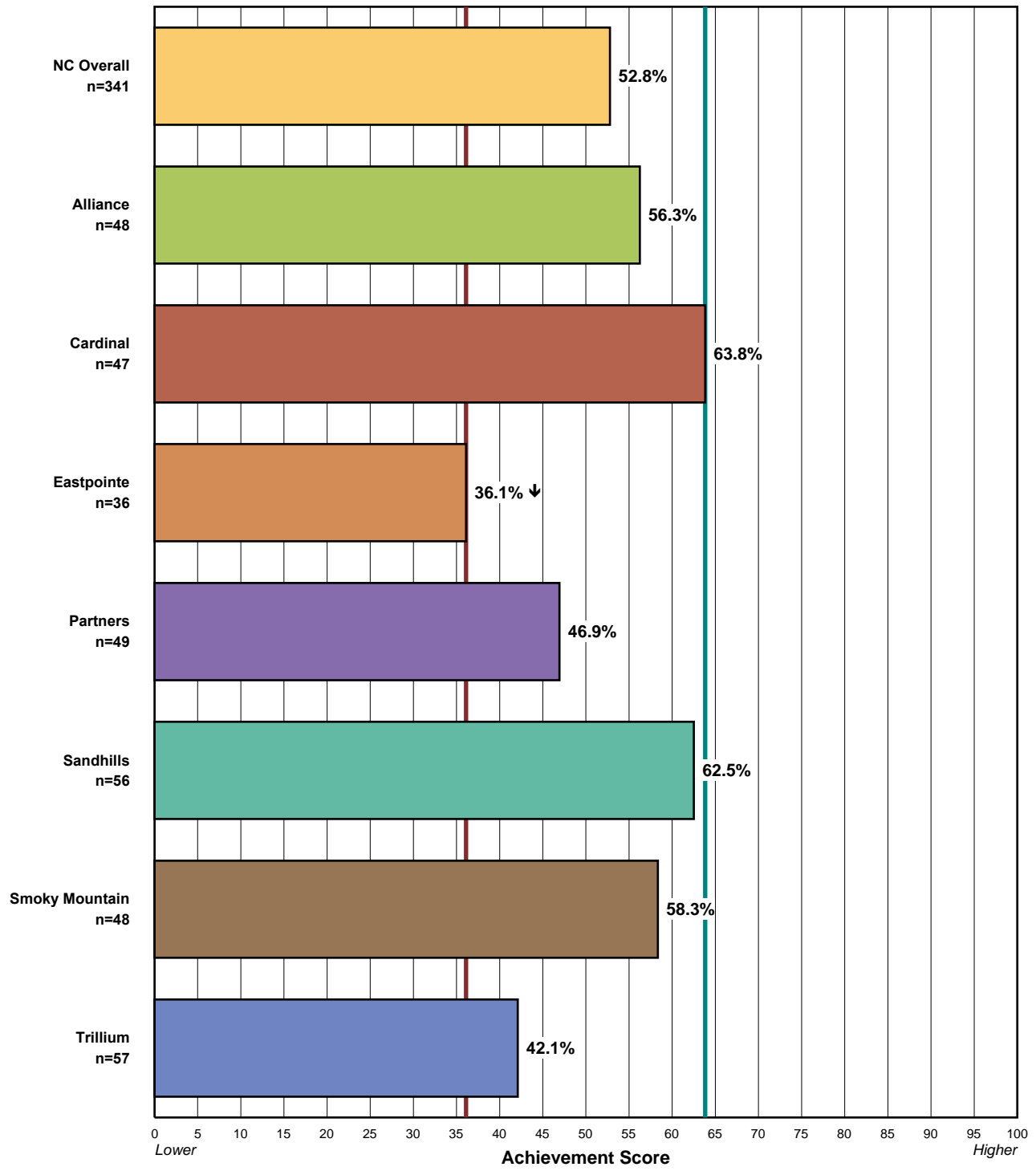
— High Benchmark

Information about Treatment Options



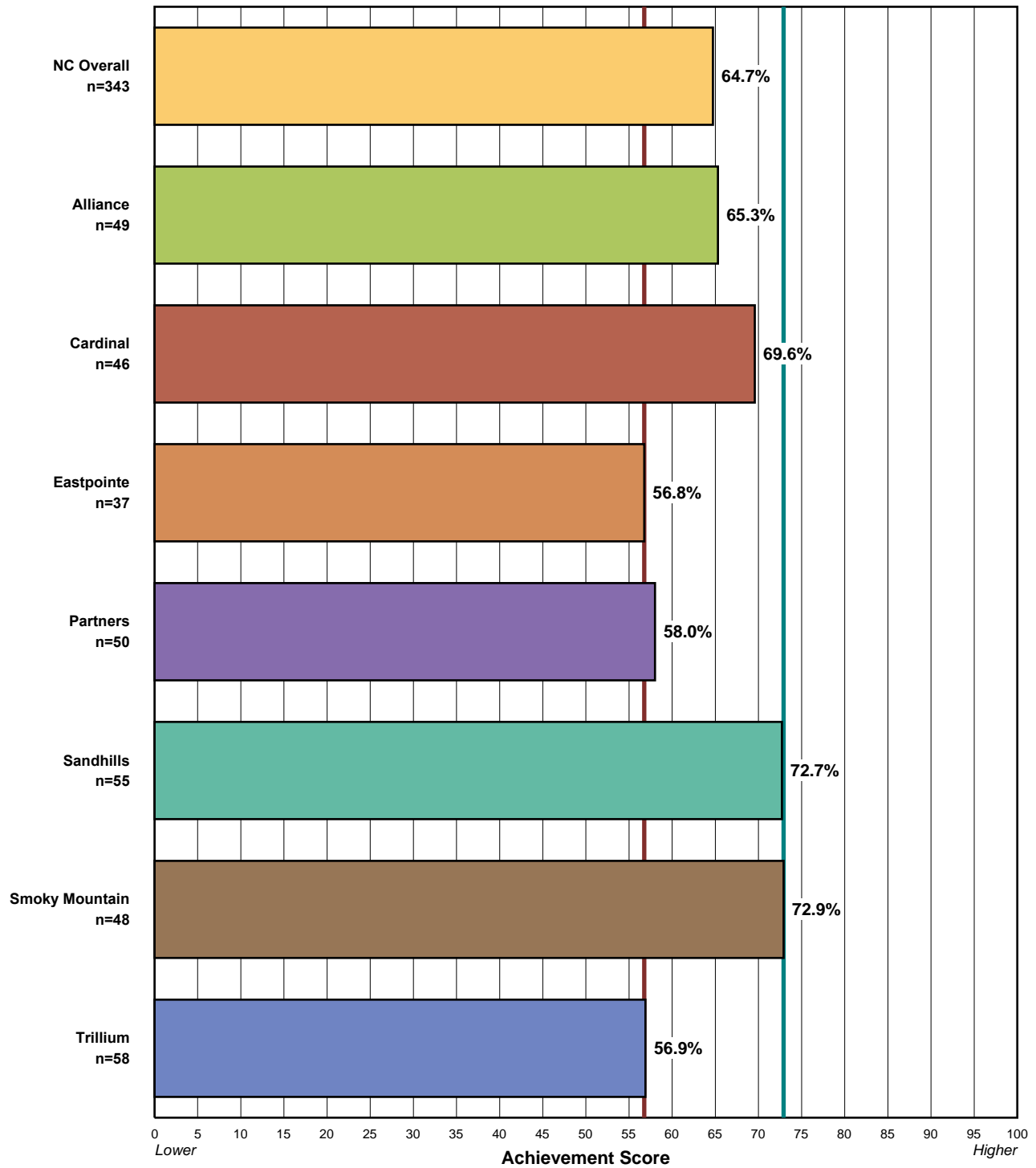
Information about Treatment Options

Q20. Told about self-help or consumer run programs



Information about Treatment Options

Q21. Told about different treatments that are available for condition



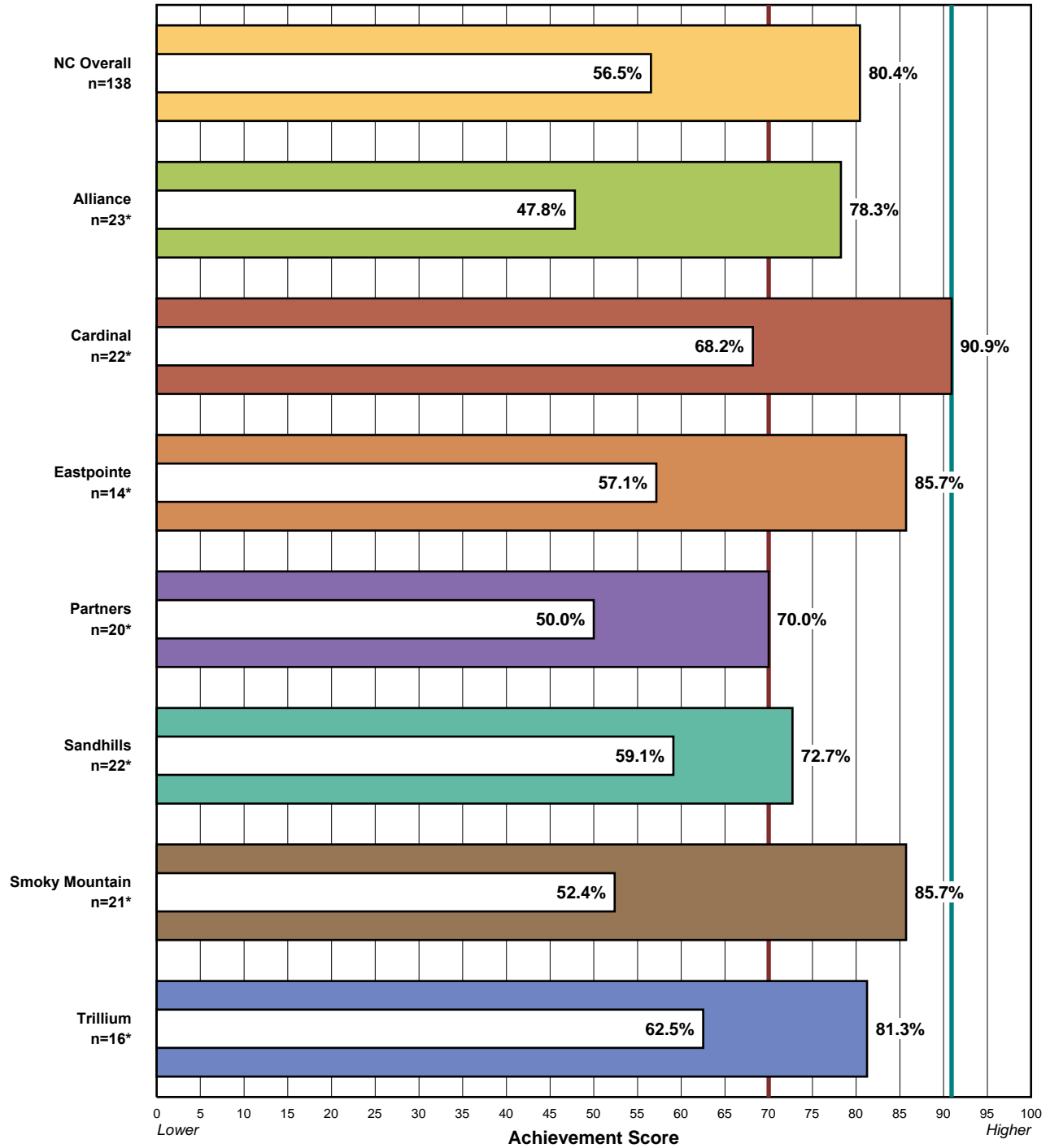
↕ Score statistically significantly higher/lower than 2016 NC Overall

— Low Benchmark

— High Benchmark

Care Coordination Items

Q46. Usually or always easy to get in touch with Care Coordinator when needed



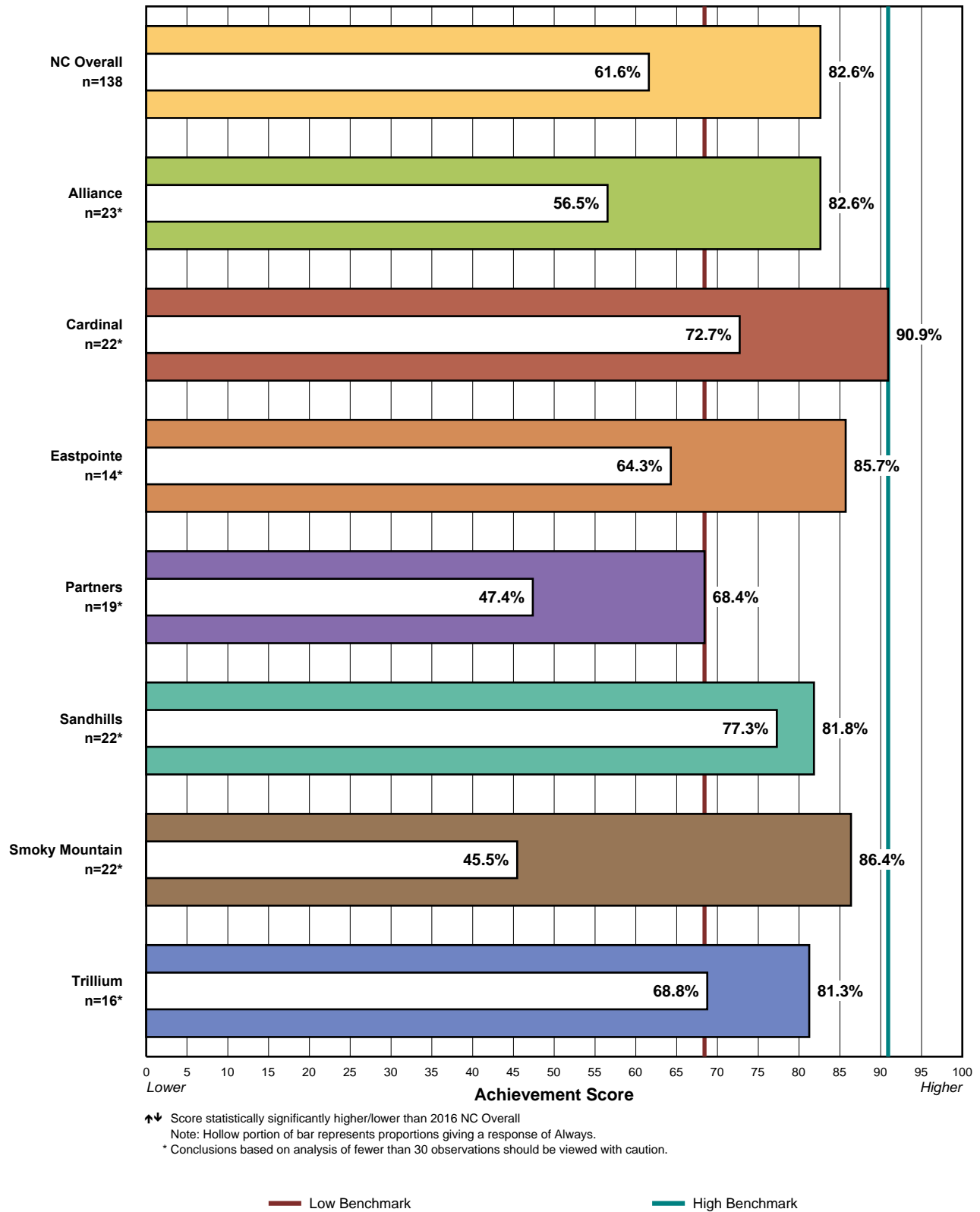
↕ Score statistically significantly higher/lower than 2016 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

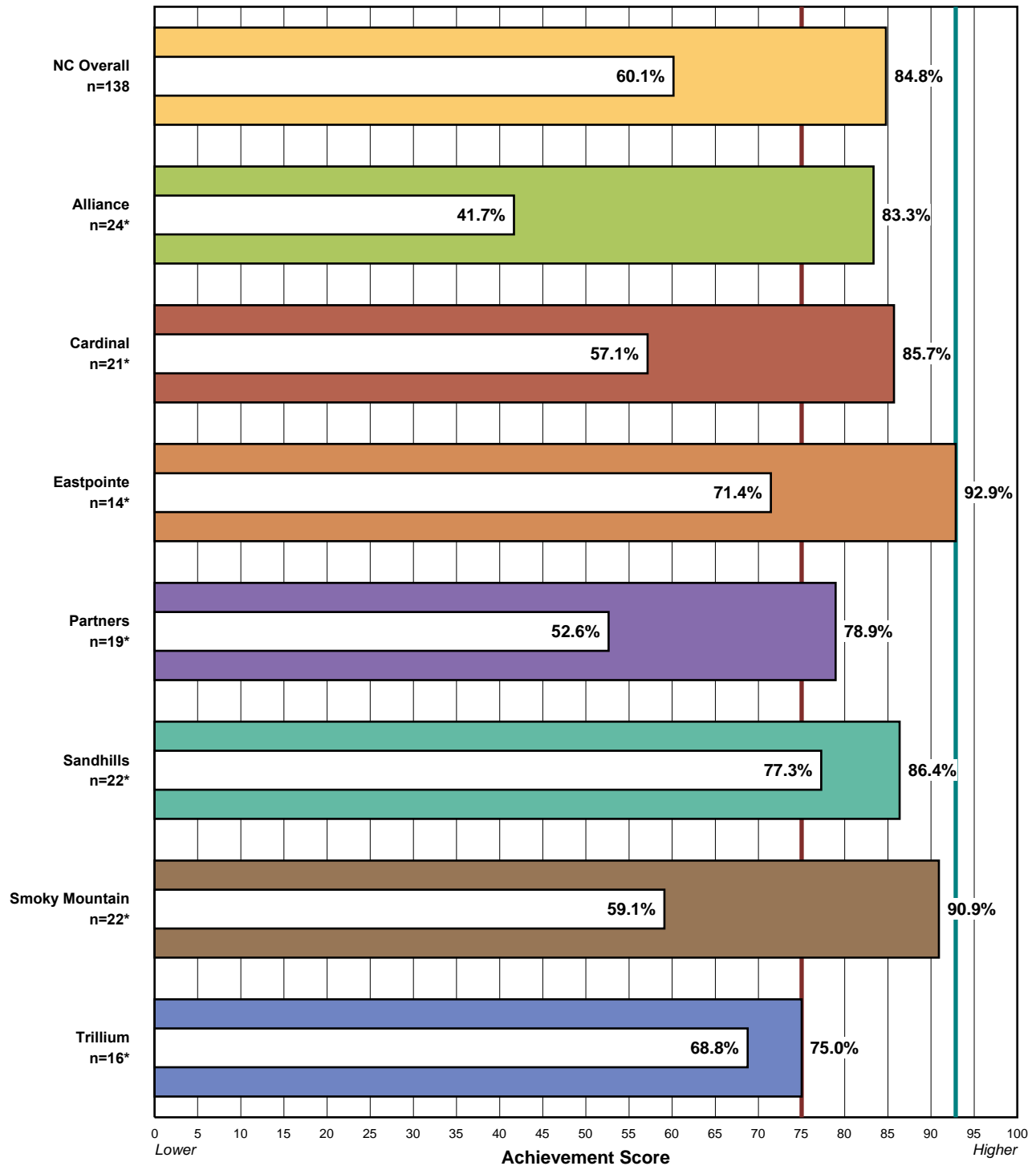
Care Coordination Items

Q47. Care Coordinator usually or always responds to calls in timely manner



Care Coordination Items

Q48. Care Coordinator usually or always helps with answers to questions



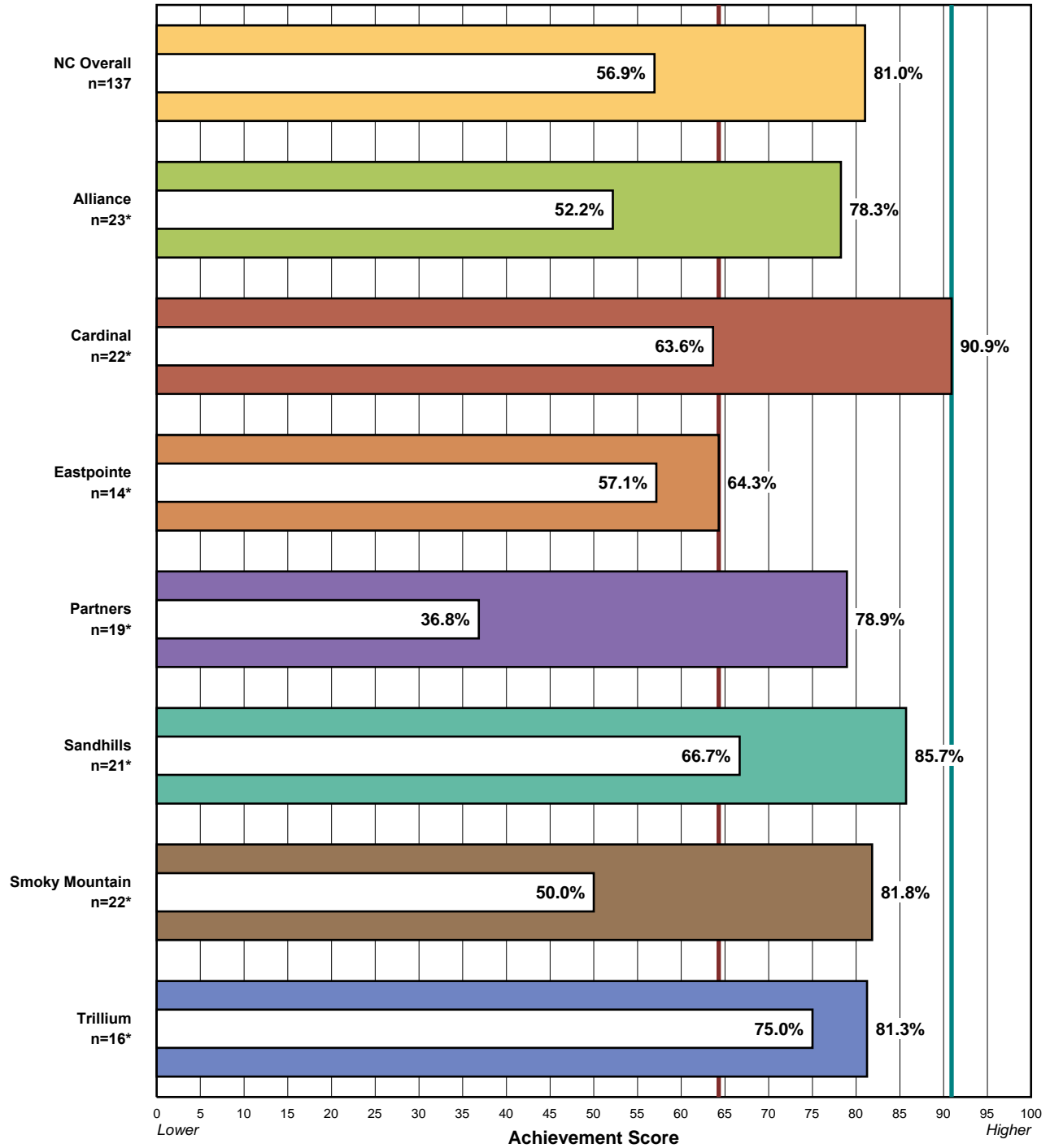
↕ Score statistically significantly higher/lower than 2016 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

Care Coordination Items

Q49. Care Coordinator usually or always helped find services/support with managing care



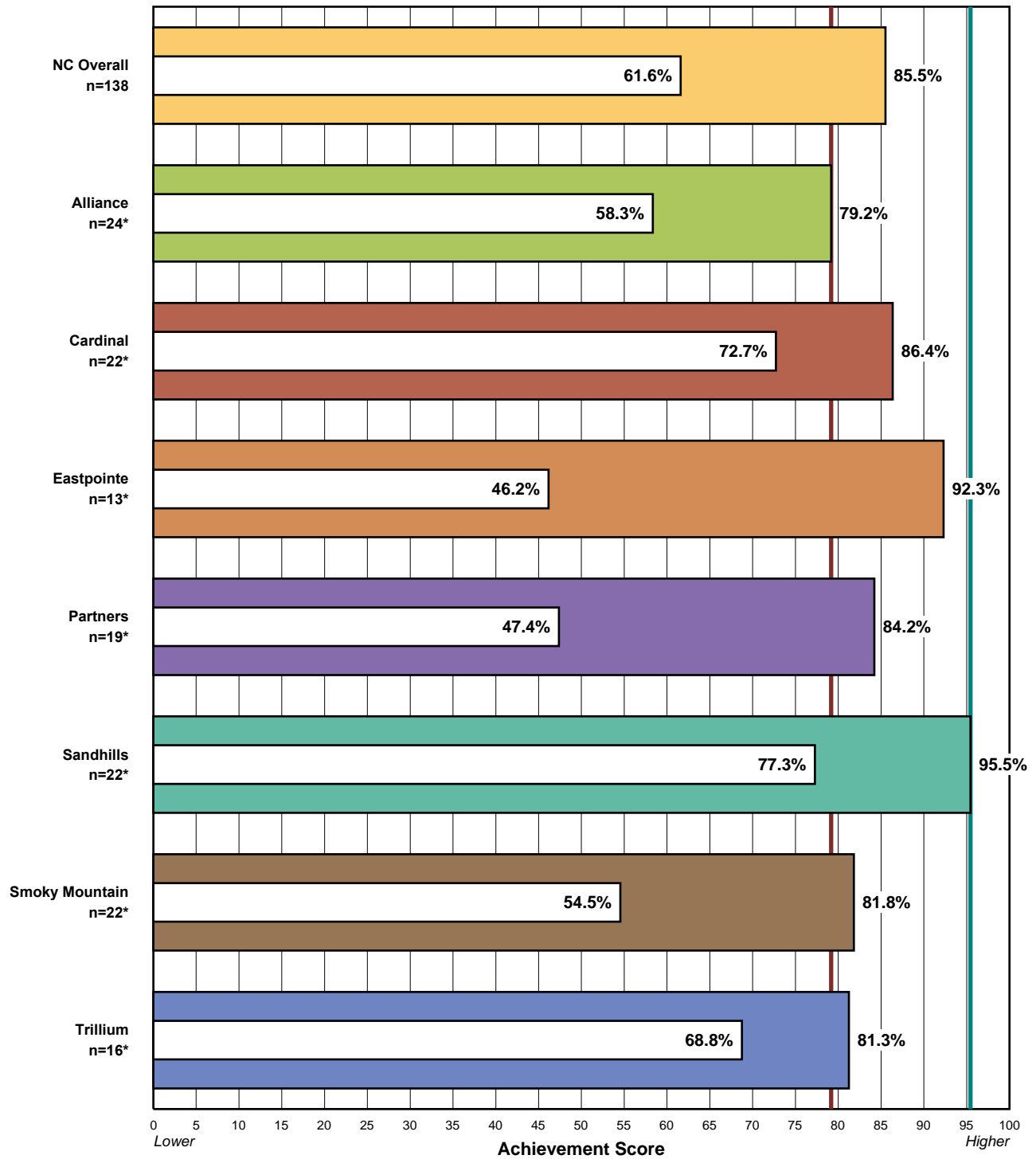
↕ Score statistically significantly higher/lower than 2016 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

Care Coordination Items

Q50. Care Coordinator usually or always asks how best to support me



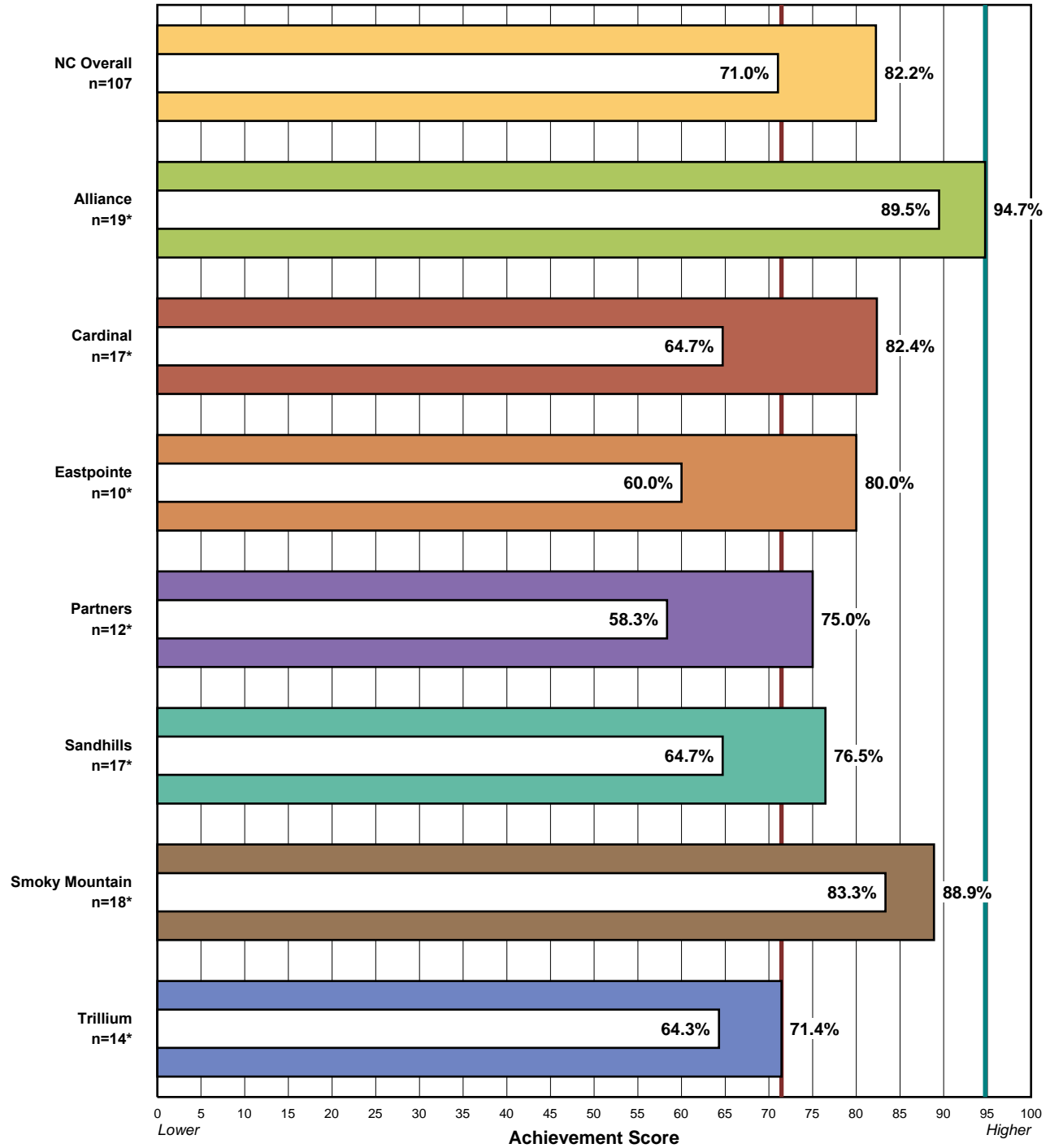
↕ Score statistically significantly higher/lower than 2016 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

Care Coordination Items

Q51. Usually or always given draft of Person Centered Plan to review prior to signing



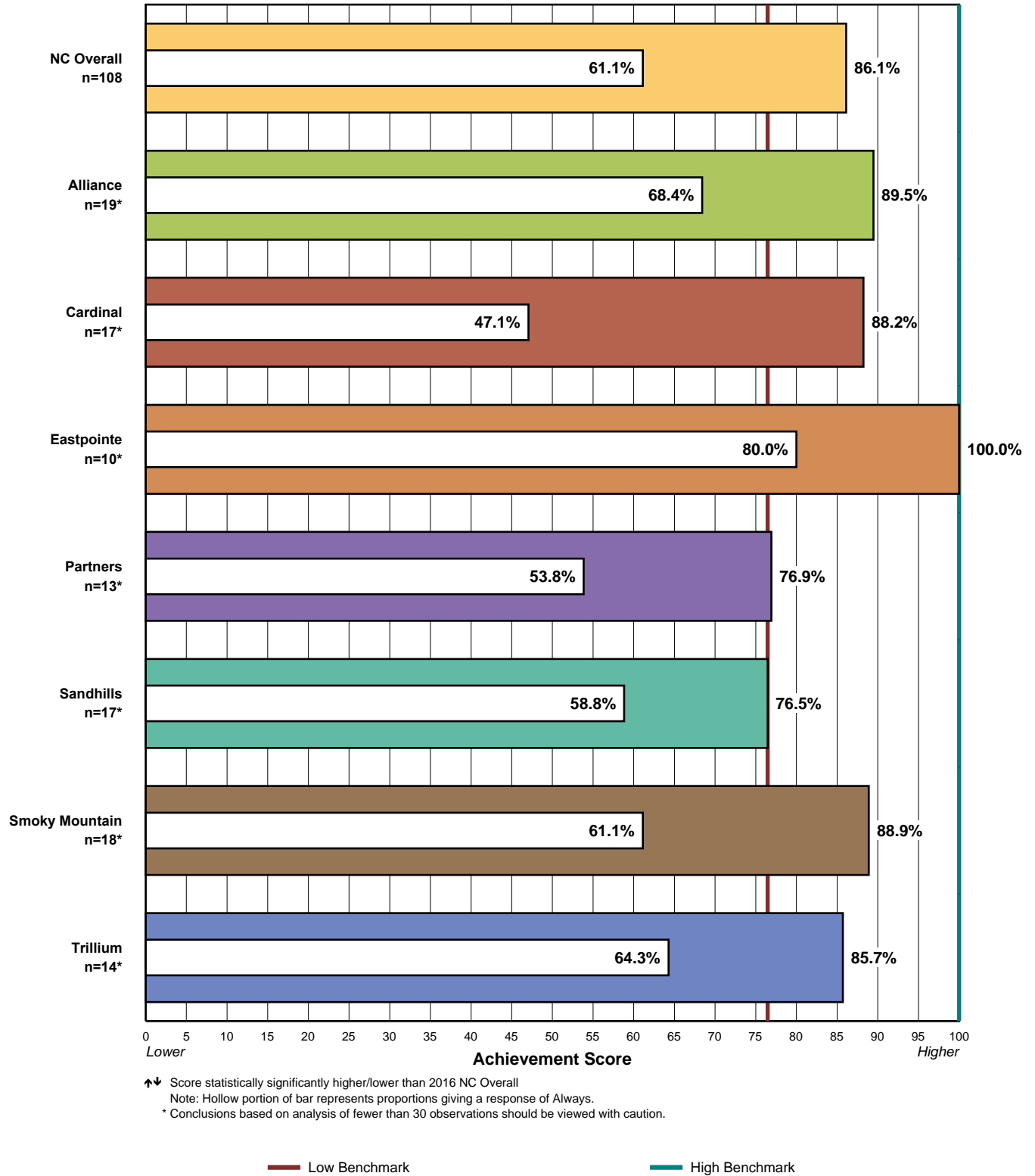
↕ Score statistically significantly higher/lower than 2016 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

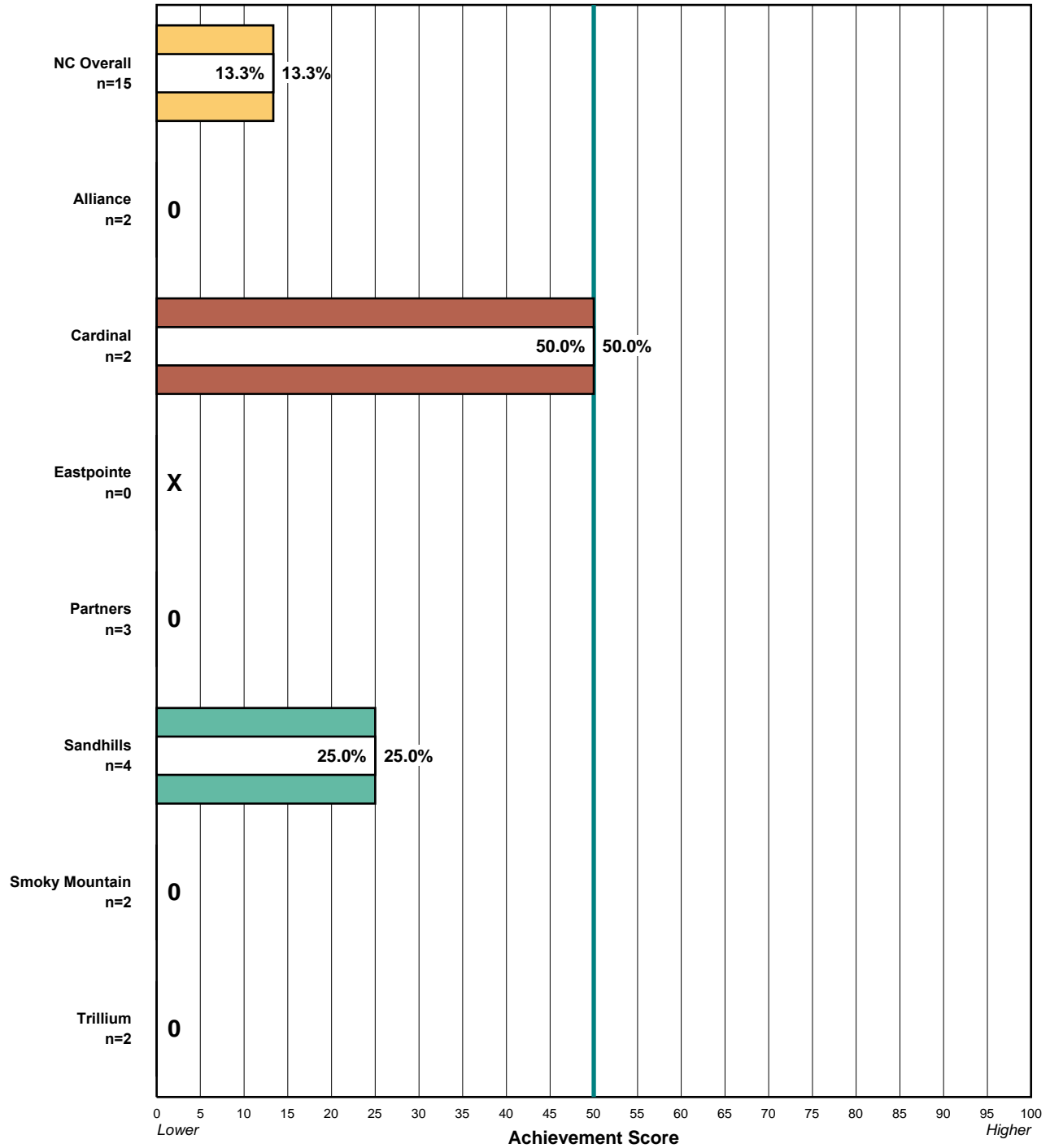
Care Coordination Items

Q52. Usually or always satisfied with my Person Centered Plan prepared by the Care Coordinator



Care Coordination Items

Q53. If not satisfied with Person Centered Plan, Provider/I suggested revisions that were usually or always added to plan



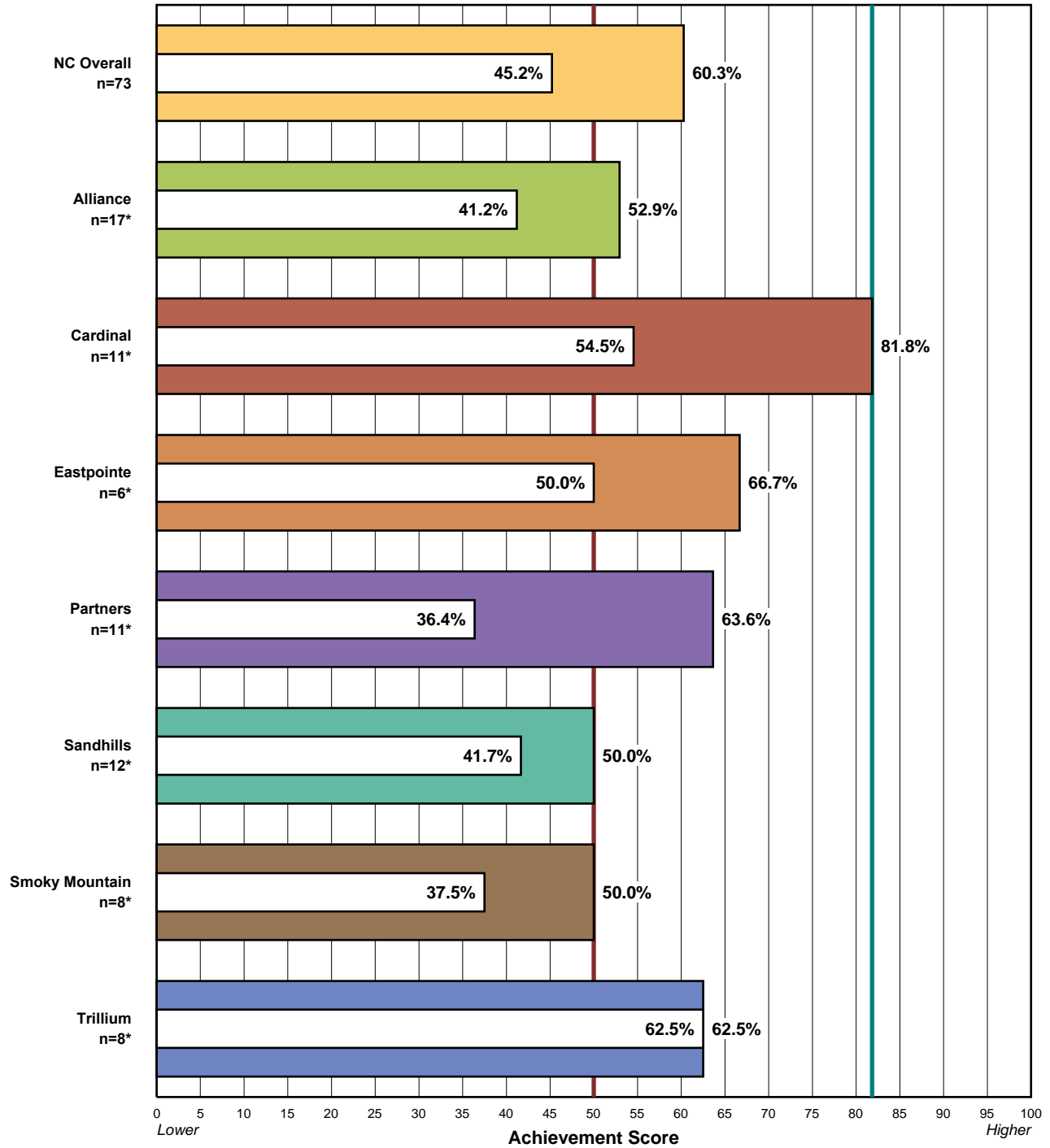
X Comparative data not available
 ↕ Score statistically significantly higher/lower than 2016 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Low Benchmark

High Benchmark

Care Coordination Items

Q54. Service request was denied, Care Coordinator usually or always talked about appeal process and submitting an appeal



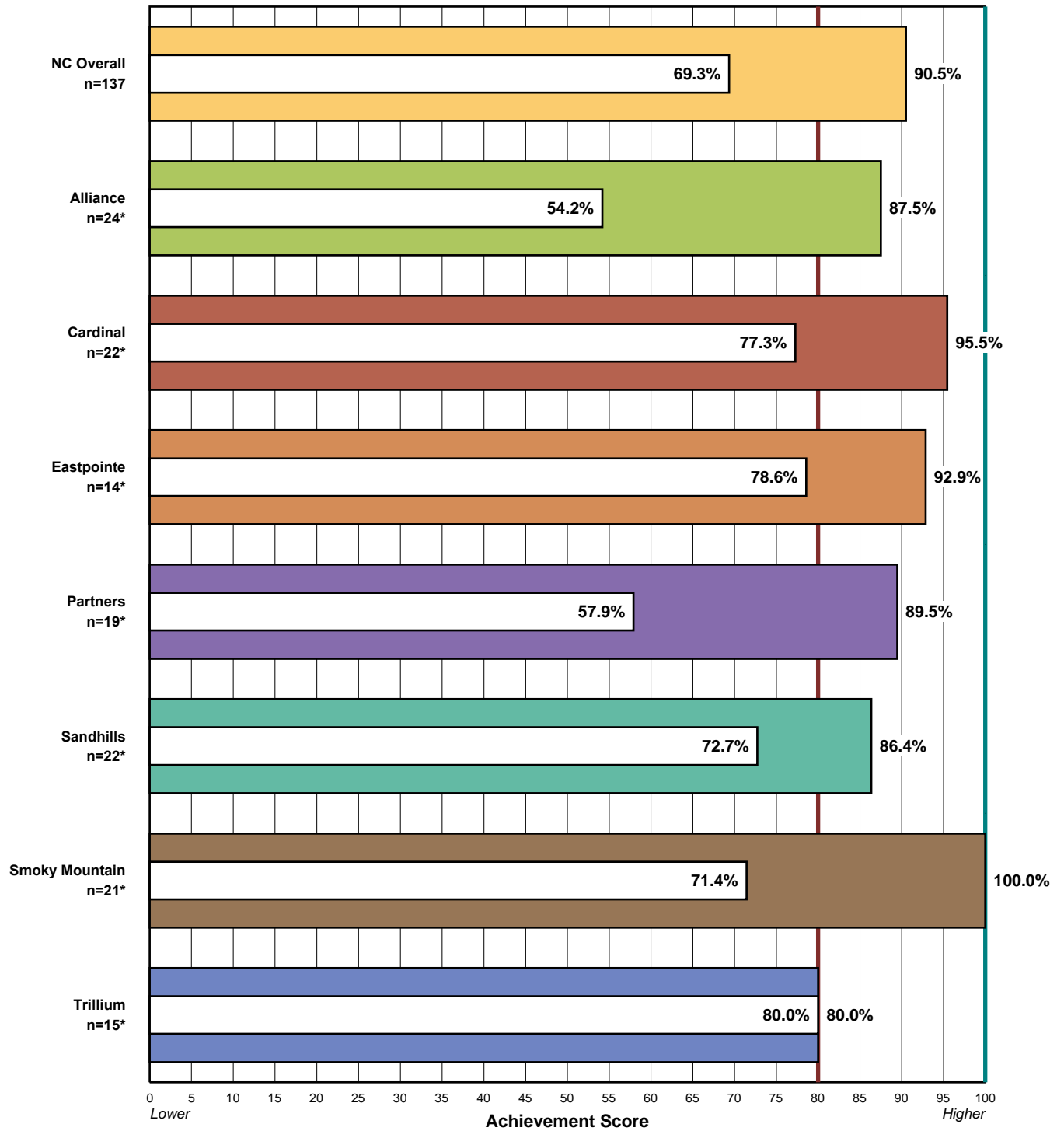
↕ Score statistically significantly higher/lower than 2016 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

Care Coordination Items

Q55. Usually or always satisfied with Care Coordinator



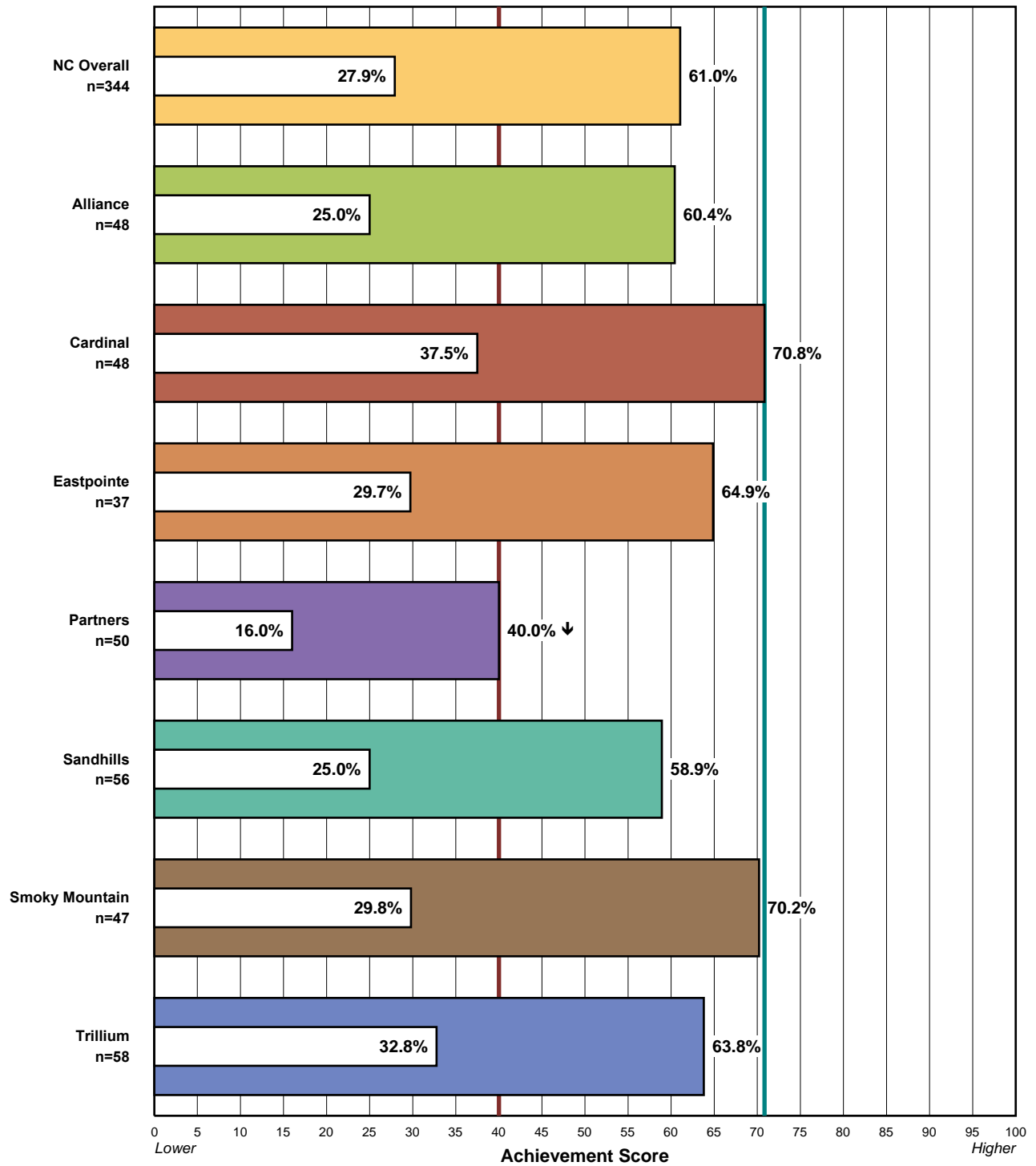
↕ Score statistically significantly higher/lower than 2016 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

Single Items

Q10. Usually or always seen within 15 minutes of appointment time



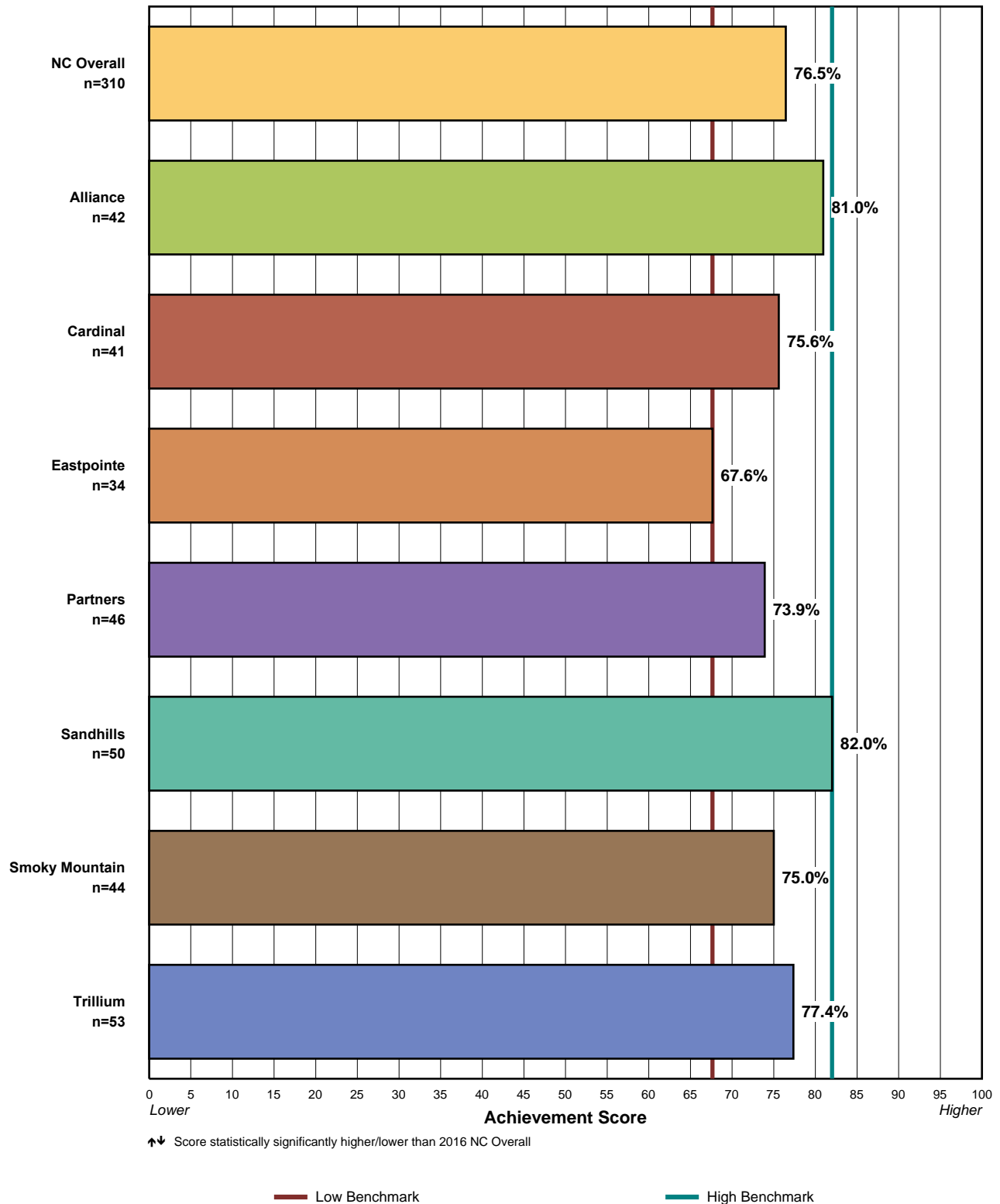
↑↓ Score statistically significantly higher/lower than 2016 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

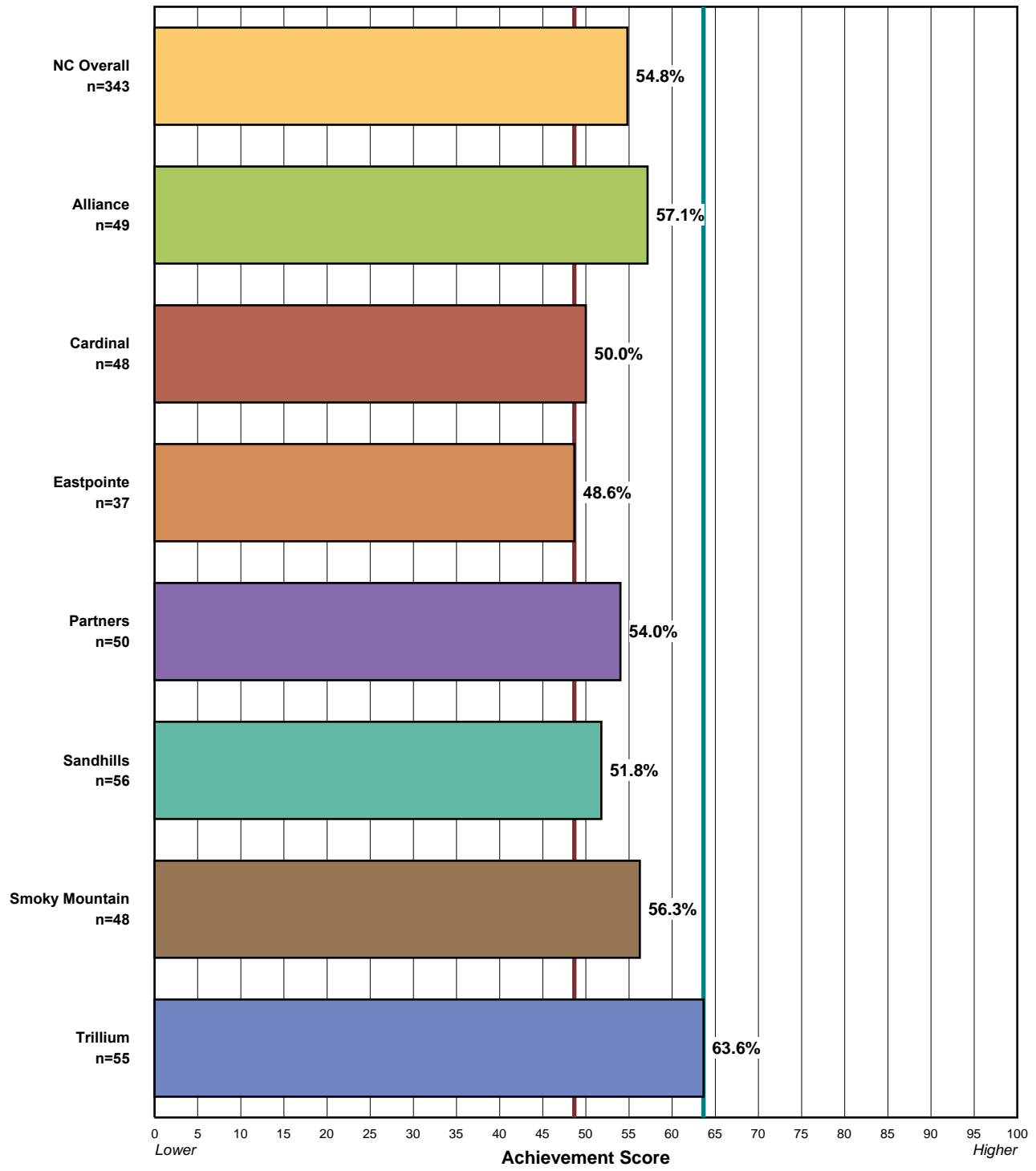
Single Items

Q17. Told about side effects of medication



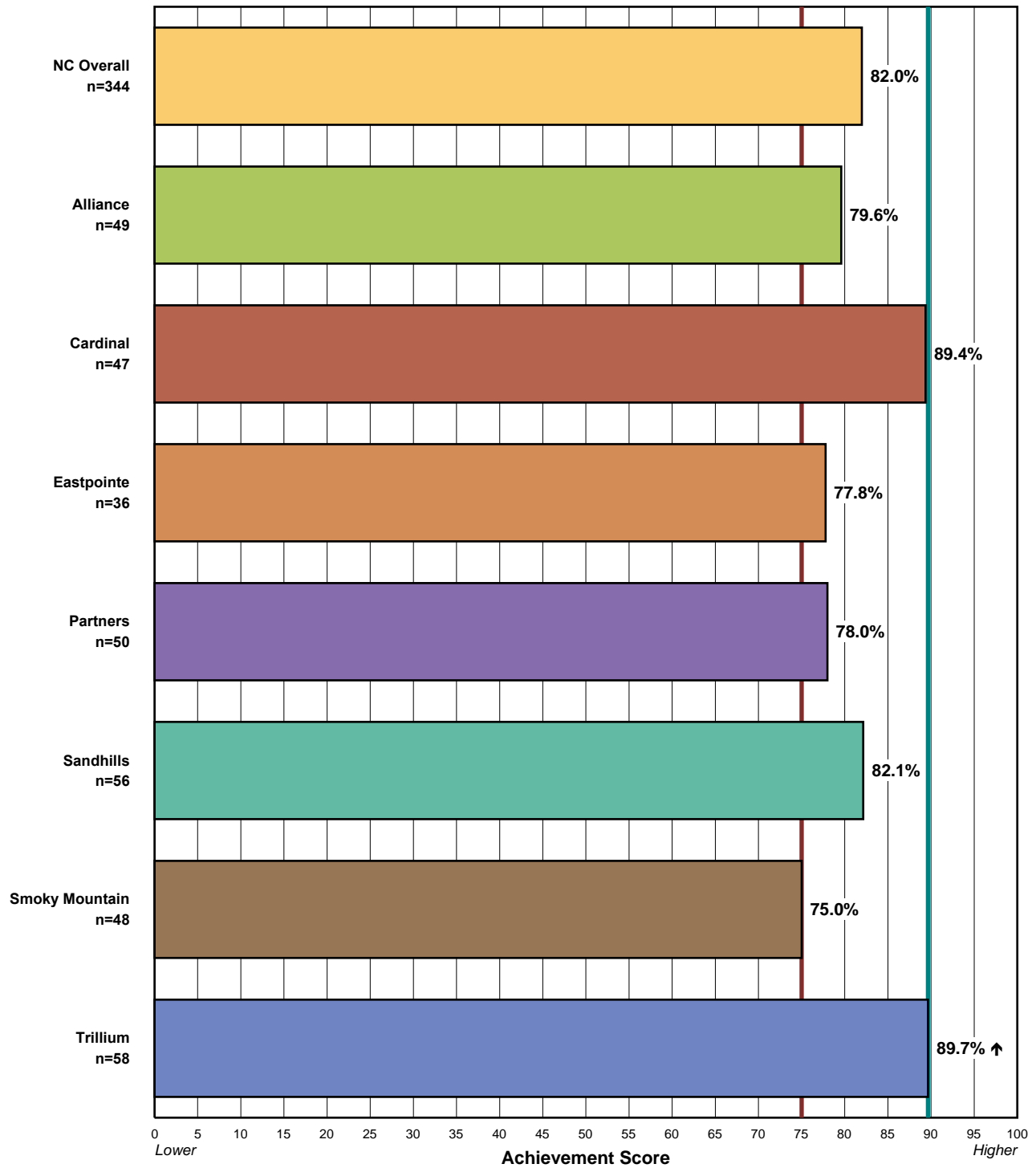
Single Items

Q19. Talk about including family and friends in treatment



Single Items

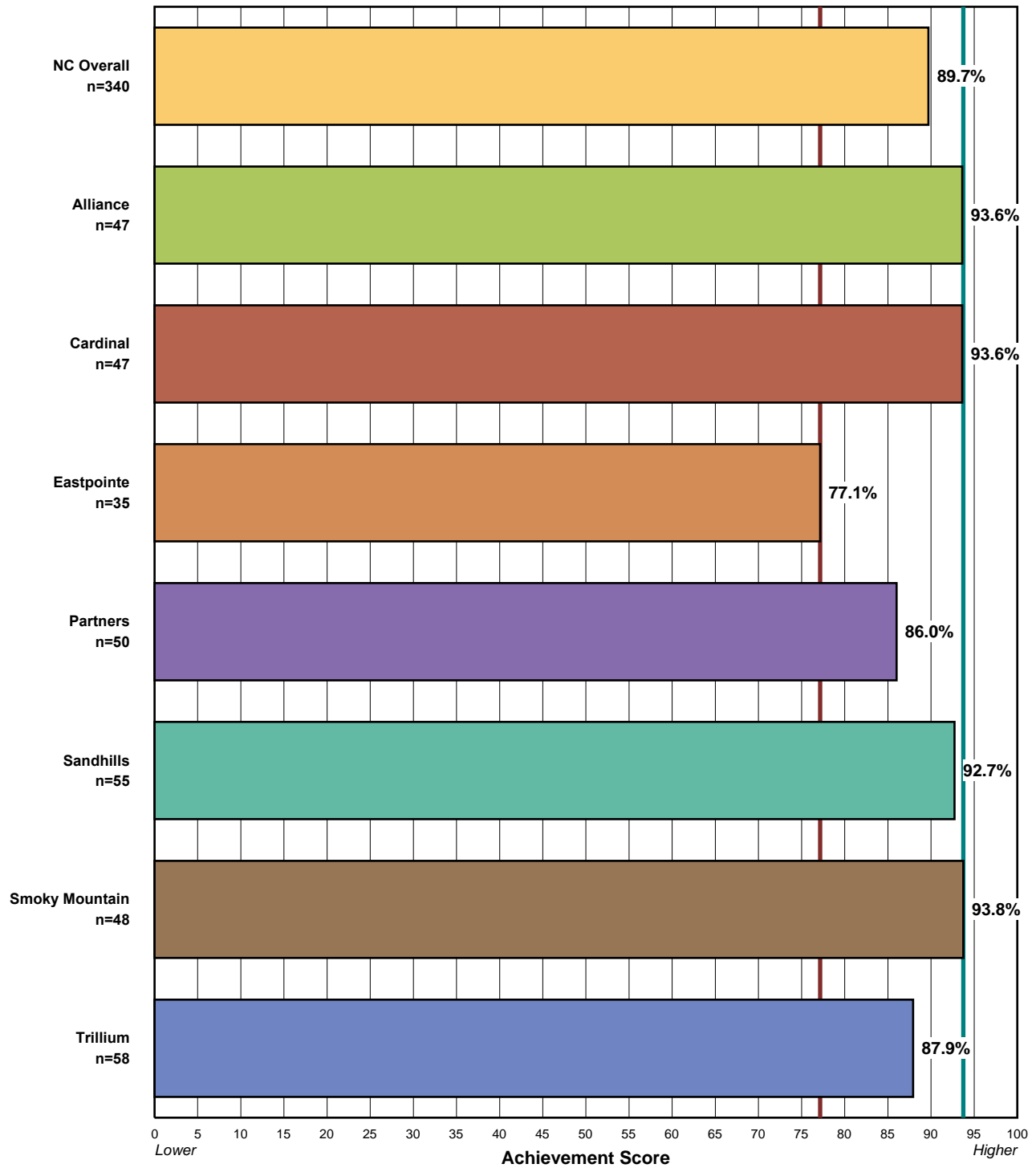
Q22. Given as much information as wanted to manage condition



↑↓ Score statistically significantly higher/lower than 2016 NC Overall

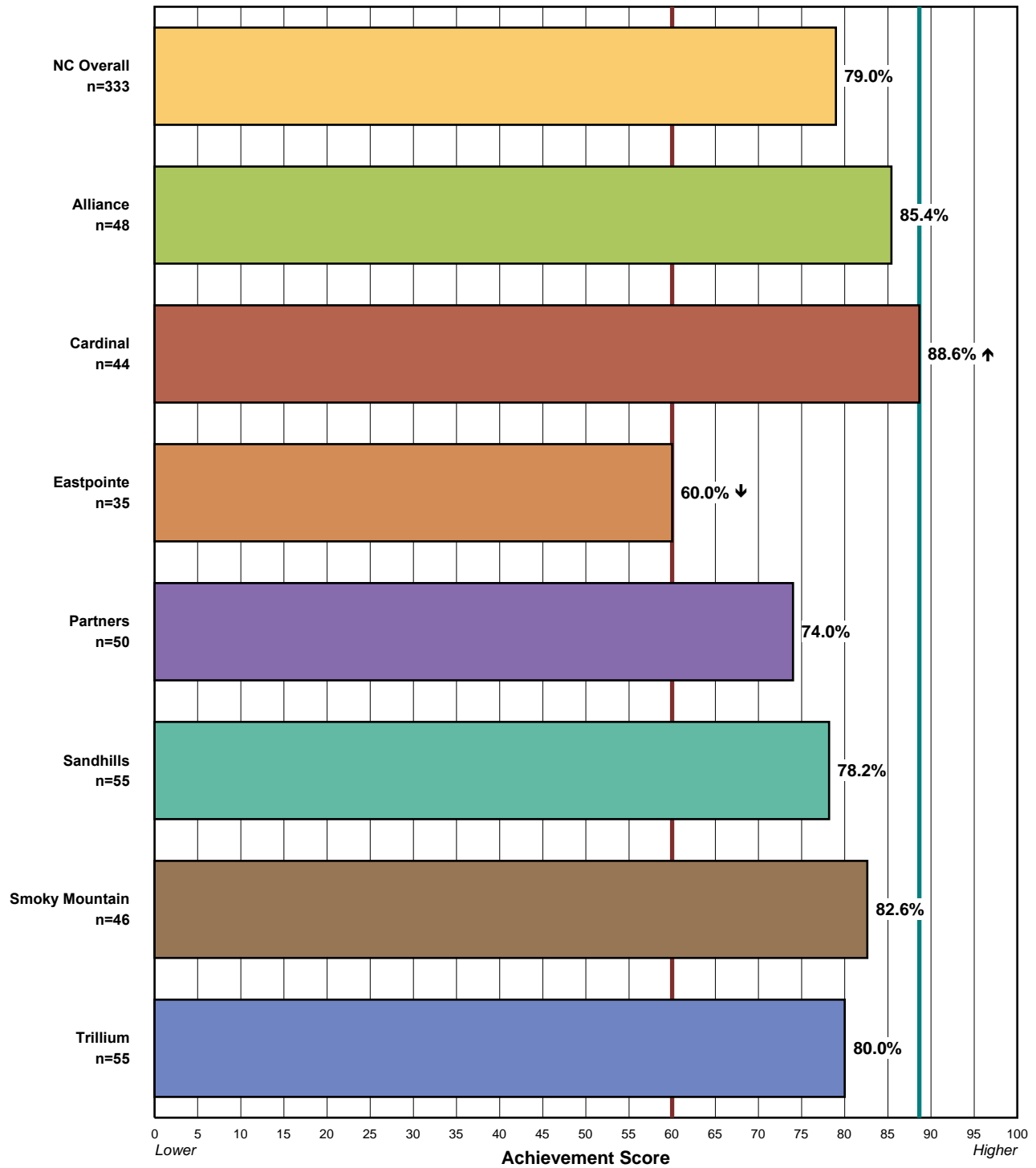
Single Items

Q23. Given information about rights as a patient



Single Items

Q24. Patient feels that he or she could refuse a specific type of treatment



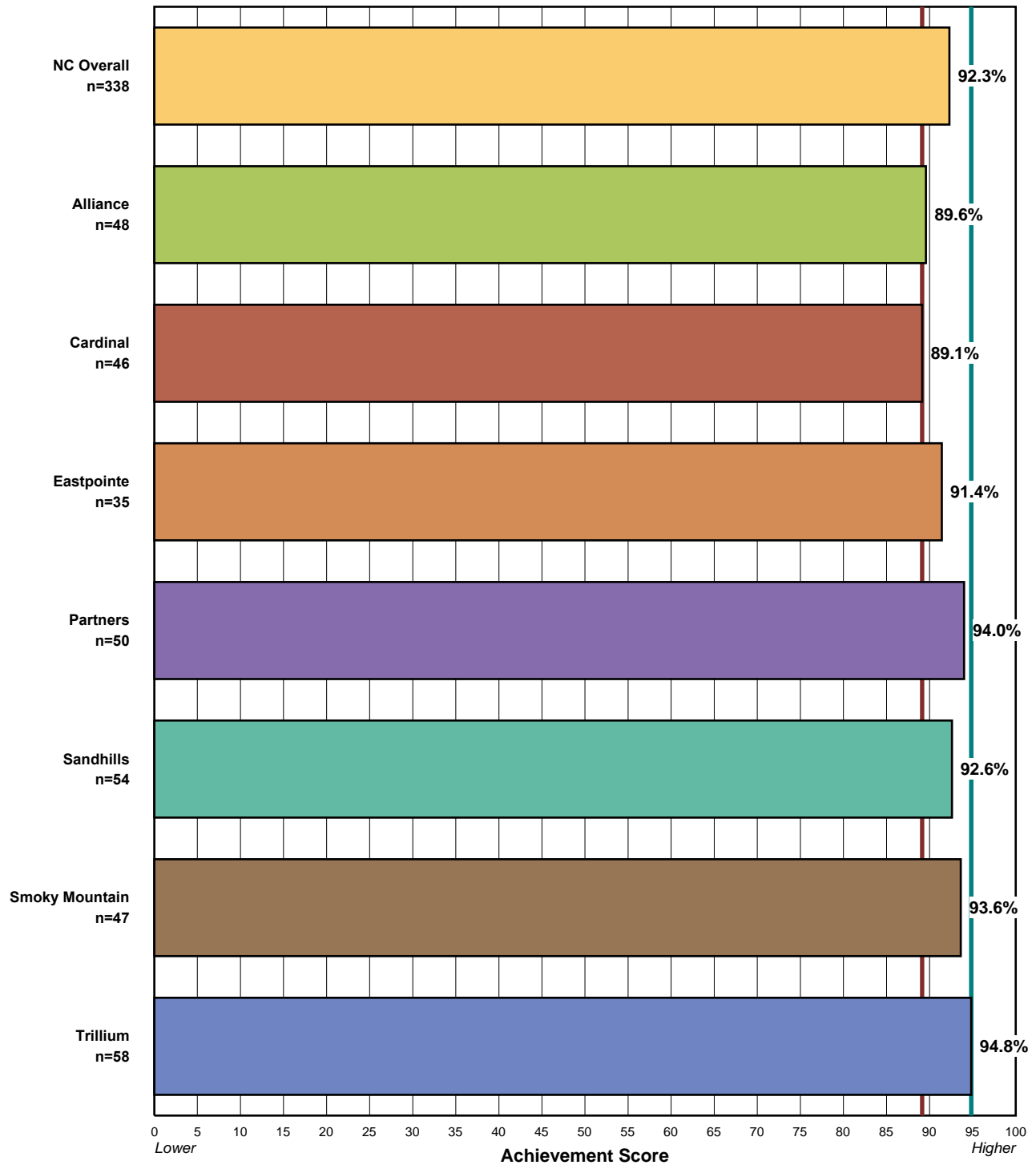
↕ Score statistically significantly higher/lower than 2016 NC Overall

— Low Benchmark

— High Benchmark

Single Items

Q25. Confident about privacy of treatment information



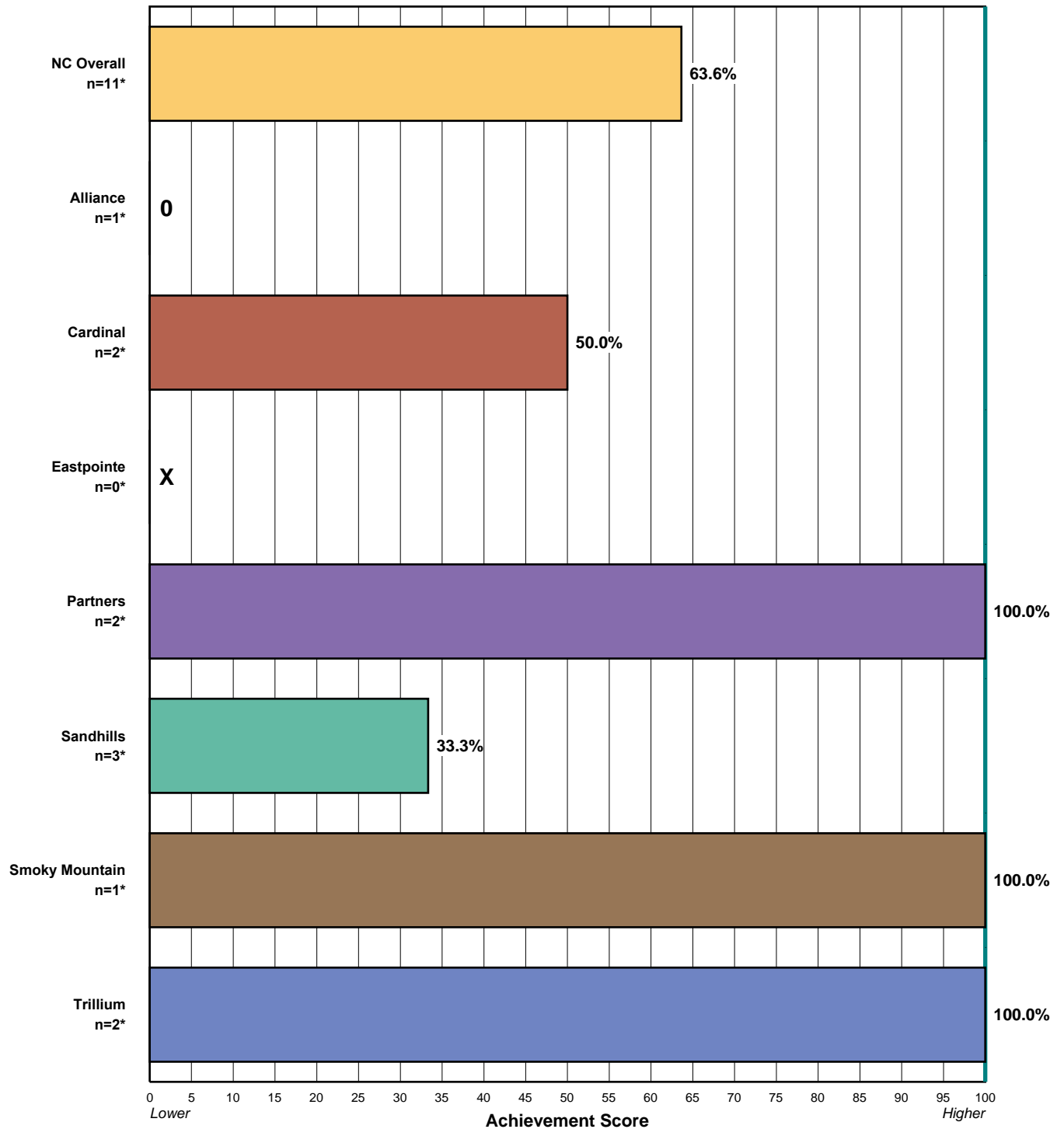
↕ Score statistically significantly higher/lower than 2016 NC Overall

— Low Benchmark

— High Benchmark

Single Items

Q27. Care responsive to cultural needs

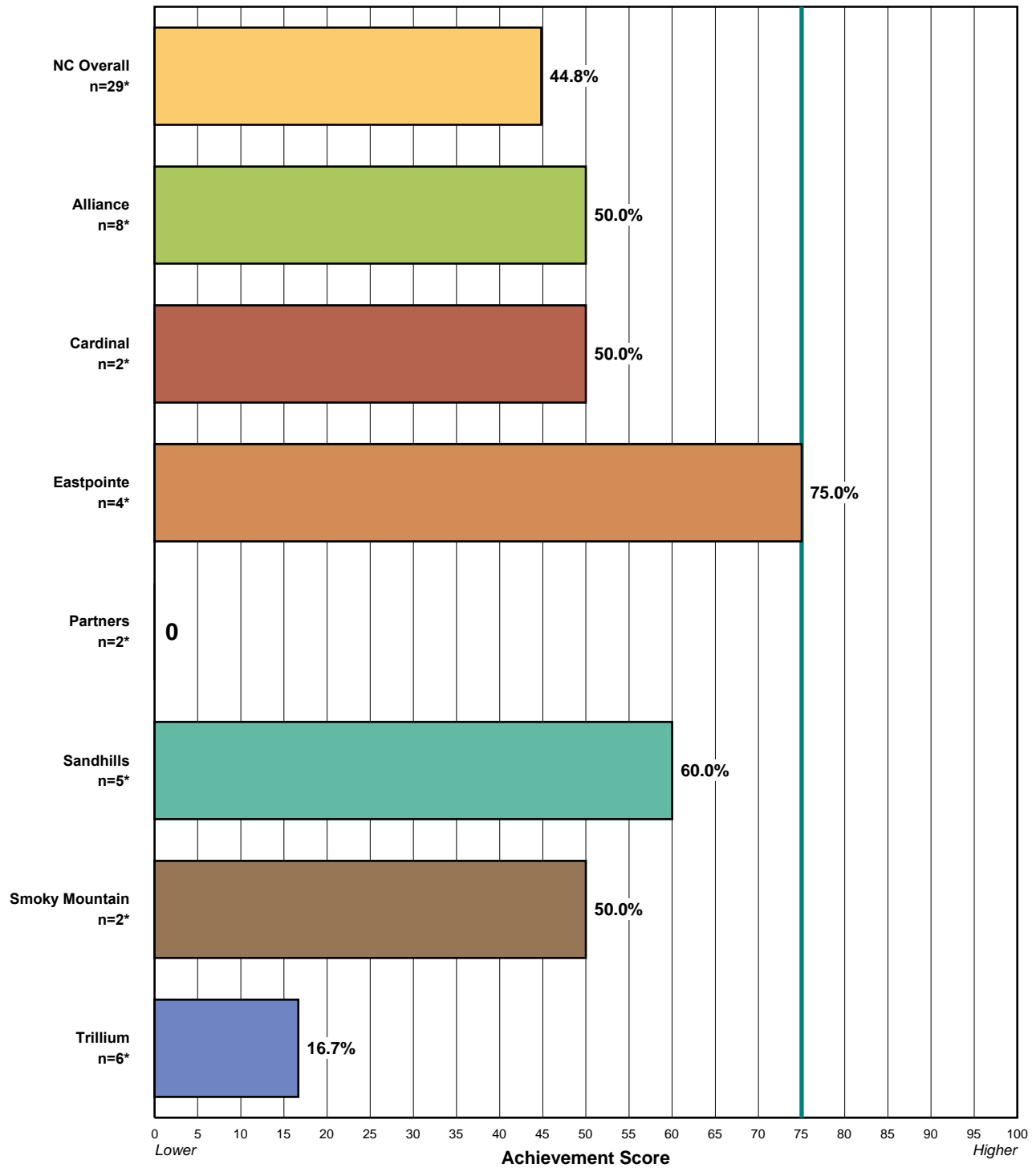


X Comparative data not available
 ↑↓ Score statistically significantly higher/lower than 2016 NC Overall
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark — High Benchmark

Single Items

Q37. Told about other ways to get treatment after benefits are used up



↕ Score statistically significantly higher/lower than 2016 NC Overall
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

Responses by Question

Personal or Family Counseling

People can get counseling, treatment or medicine for many different reasons, such as:

- For feeling depressed, anxious, or stressed out
- Personal problems (like when a loved one dies or when there are problems at work)
- Family problems (like marriage problems or when parents and children have trouble getting along)
- Needing help with drug or alcohol use
- For mental or emotional illness

Q1. In the last 12 months, did you get counseling, treatment or medicine for any of these reasons?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	402	100.0%	60	100.0%	55	100.0%	49	100.0%	54	100.0%	66	100.0%	56	100.0%	62	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	402	100.0%	60	100.0%	55	100.0%	49	100.0%	54	100.0%	66	100.0%	56	100.0%	62	100.0%
Not Answered	31		5		2		3		5		5		2		9	

Your Counseling and Treatment in the Last 12 Months

The next questions ask about your counseling or treatment. Do not include counseling or treatment during an overnight stay or from a self-help group.

Q2. In the last 12 months, did you call someone to get professional counseling on the phone for yourself?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	103	24.2%	17	26.6%	17	29.8%	11	22.0%	13	22.0%	12	17.4%	18	31.0%	15	21.7%
No	323	75.8%	47	73.4%	40	70.2%	39	78.0%	46	78.0%	57	82.6%	40	69.0%	54	78.3%
Total	426	100.0%	64	100.0%	57	100.0%	50	100.0%	59	100.0%	69	100.0%	58	100.0%	69	100.0%
Not Answered	7		1		0		2		0		2		0		2	

Your Counseling and Treatment in the Last 12 Months (continued)

Q3. In the last 12 months, how often did you get the professional counseling you needed on the phone?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	26	26.0%	1	6.7%	4	23.5%	4	36.4%	6	46.2%	6	50.0%	2	11.8%	3	20.0%
● Sometimes	36	36.0%	7	46.7%	5	29.4%	4	36.4%	4	30.8%	2	16.7%	9	52.9%	5	33.3%
● Usually	12	12.0%	4	26.7%	2	11.8%	1	9.1%	2	15.4%	0	0.0%	0	0.0%	3	20.0%
● Always	26	26.0%	3	20.0%	6	35.3%	2	18.2%	1	7.7%	4	33.3%	6	35.3%	4	26.7%
Total	100	100.0%	15	100.0%	17	100.0%	11	100.0%	13	100.0%	12	100.0%	17	100.0%	15	100.0%
Not Answered	3		2		0		0		0		0		1		0	
Reporting Category																
Getting Treatment Quickly																
Achievement Score	38.0%		46.7%		47.1%		27.3%		23.1%		33.3%		35.3%		46.7%	
Correlation with Satisfaction	0.403		0.204		0.460		0.545		0.516		0.530		0.247		-0.339	
Priority Rating	Top		Medium		Top		Top		Top		Top		Medium		Medium	

Q4. In the last 12 months, did you need counseling or treatment right away?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	170	40.2%	24	36.9%	21	37.5%	21	42.0%	22	37.9%	27	39.7%	27	47.4%	28	40.6%
No	253	59.8%	41	63.1%	35	62.5%	29	58.0%	36	62.1%	41	60.3%	30	52.6%	41	59.4%
Total	423	100.0%	65	100.0%	56	100.0%	50	100.0%	58	100.0%	68	100.0%	57	100.0%	69	100.0%
Not Answered	10		0		1		2		1		3		1		2	

Q5. In the last 12 months, when you needed counseling or treatment right away, how often did you see someone as soon as you wanted?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	16	9.6%	0	0.0%	0	0.0%	3	14.3%	4	18.2%	3	11.5%	2	8.0%	4	14.3%
● Sometimes	37	22.3%	3	12.5%	4	20.0%	5	23.8%	4	18.2%	9	34.6%	7	28.0%	5	17.9%
● Usually	42	25.3%	6	25.0%	4	20.0%	4	19.0%	7	31.8%	3	11.5%	8	32.0%	10	35.7%
● Always	71	42.8%	15	62.5%	12	60.0%	9	42.9%	7	31.8%	11	42.3%	8	32.0%	9	32.1%
Total	166	100.0%	24	100.0%	20	100.0%	21	100.0%	22	100.0%	26	100.0%	25	100.0%	28	100.0%
Not Answered	4		0		1		0		0		1		2		0	
Reporting Category																
Getting Treatment Quickly																
Achievement Score	68.1%		87.5%		80.0%		61.9%		63.6%		53.8%		64.0%		67.9%	
Correlation with Satisfaction	0.471		0.094		0.111		0.166		0.668		0.691		0.586		0.686	
Priority Rating	Top		Low		Medium		Medium		Top		Top		Top		Top	

○ Response scored as: ● Room for Improvement ● Achievement

Your Counseling and Treatment in the Last 12 Months (continued)

Q6. In the last 12 months, not counting times you needed counseling or treatment right away, did you make any appointments for counseling or treatment?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	302	71.2%	46	71.9%	44	78.6%	31	63.3%	41	69.5%	48	67.6%	40	71.4%	52	75.4%
No	122	28.8%	18	28.1%	12	21.4%	18	36.7%	18	30.5%	23	32.4%	16	28.6%	17	24.6%
Total	424	100.0%	64	100.0%	56	100.0%	49	100.0%	59	100.0%	71	100.0%	56	100.0%	69	100.0%
Not Answered	9		1		1		3		0		0		2		2	

Q7. In the last 12 months, not counting times you needed counseling or treatment right away, how often did you get an appointment for counseling or treatment as soon as you wanted?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input type="radio"/> Never	17	5.9%	1	2.3%	3	7.1%	3	10.3%	4	9.8%	2	4.3%	1	2.7%	3	6.1%
<input type="radio"/> Sometimes	52	18.0%	6	13.6%	6	14.3%	6	20.7%	7	17.1%	12	25.5%	5	13.5%	10	20.4%
<input checked="" type="radio"/> Usually	87	30.1%	13	29.5%	14	33.3%	8	27.6%	12	29.3%	11	23.4%	17	45.9%	12	24.5%
<input checked="" type="radio"/> Always	133	46.0%	24	54.5%	19	45.2%	12	41.4%	18	43.9%	22	46.8%	14	37.8%	24	49.0%
Total	289	100.0%	44	100.0%	42	100.0%	29	100.0%	41	100.0%	47	100.0%	37	100.0%	49	100.0%
Not Answered	13		2		2		2		0		1		3		3	
Reporting Category																
	Getting Treatment Quickly															
Achievement Score	76.1%	84.1%	78.6%	69.0%	73.2%	70.2%	83.8%	73.5%								
Correlation with Satisfaction	0.367	0.090	0.142	0.162	0.749	0.497	0.400	0.461								
Priority Rating	Medium	Medium	Medium	Medium	Top	Top	Medium	Top								

Q8. In the last 12 months, how many times did you go to an emergency room or crisis center to get counseling or treatment for yourself?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
None	319	74.2%	48	73.8%	45	80.4%	36	70.6%	47	79.7%	50	70.4%	43	74.1%	50	71.4%
1 Time	49	11.4%	8	12.3%	5	8.9%	8	15.7%	5	8.5%	6	8.5%	8	13.8%	9	12.9%
2 Times	22	5.1%	2	3.1%	2	3.6%	2	3.9%	4	6.8%	5	7.0%	3	5.2%	4	5.7%
3 or more Times	40	9.3%	7	10.8%	4	7.1%	5	9.8%	3	5.1%	10	14.1%	4	6.9%	7	10.0%
Total	430	100.0%	65	100.0%	56	100.0%	51	100.0%	59	100.0%	71	100.0%	58	100.0%	70	100.0%
Not Answered	3		0		1		1		0		0		0		1	

Response scored as: Room for Improvement Achievement

Your Counseling and Treatment in the Last 12 Months (continued)

Q9. In the last 12 months (not counting emergency rooms or crisis centers), how many times did you go to an office, clinic, or other treatment program to get counseling, treatment or medicine for yourself?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
None	73	17.4%	12	19.7%	6	10.9%	12	24.5%	9	15.3%	14	20.0%	10	17.2%	10	14.7%
1 to 10 times	220	52.4%	29	47.5%	30	54.5%	27	55.1%	34	57.6%	45	64.3%	24	41.4%	31	45.6%
11 to 20 times	68	16.2%	8	13.1%	10	18.2%	6	12.2%	10	16.9%	5	7.1%	13	22.4%	16	23.5%
21 or more times	59	14.0%	12	19.7%	9	16.4%	4	8.2%	6	10.2%	6	8.6%	11	19.0%	11	16.2%
Total	420	100.0%	61	100.0%	55	100.0%	49	100.0%	59	100.0%	70	100.0%	58	100.0%	68	100.0%
Not Answered	13		4		2		3		0		1		0		3	

Q10. In the last 12 months, how often were you seen within 15 minutes of your appointment?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	54	15.7%	8	16.7%	5	10.4%	6	16.2%	12	24.0%	10	17.9%	4	8.5%	9	15.5%
● Sometimes	80	23.3%	11	22.9%	9	18.8%	7	18.9%	18	36.0%	13	23.2%	10	21.3%	12	20.7%
● Usually	114	33.1%	17	35.4%	16	33.3%	13	35.1%	12	24.0%	19	33.9%	19	40.4%	18	31.0%
● Always	96	27.9%	12	25.0%	18	37.5%	11	29.7%	8	16.0%	14	25.0%	14	29.8%	19	32.8%
Total	344	100.0%	48	100.0%	48	100.0%	37	100.0%	50	100.0%	56	100.0%	47	100.0%	58	100.0%
Not Answered	3		1		1		0		0		0		1		0	
Reporting Category	Single Items															
Achievement Score	61.0%	60.4%	70.8%	64.9%	40.0%	58.9%	70.2%	63.8%								
Correlation with Satisfaction	0.441	0.539	0.420	0.369	0.353	0.400	0.522	0.493								
Priority Rating	Top	Top	Top	Medium	Medium	Medium	Top	Top								

The next questions are about all the counseling or treatment you got in the last 12 months during office, clinic, and emergency room visits as well as over the phone. Please do the best you can to include all the different people you went to for counseling or treatment in your answers.

Q11. In the last 12 months, how often did the people you went to for counseling or treatment listen carefully to you?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	5	1.5%	1	2.0%	0	0.0%	1	2.7%	1	2.0%	1	1.8%	0	0.0%	1	1.7%
● Sometimes	35	10.2%	6	12.2%	2	4.3%	1	2.7%	5	10.0%	8	14.3%	8	17.4%	5	8.6%
● Usually	71	20.7%	12	24.5%	9	19.1%	7	18.9%	12	24.0%	8	14.3%	10	21.7%	13	22.4%
● Always	232	67.6%	30	61.2%	36	76.6%	28	75.7%	32	64.0%	39	69.6%	28	60.9%	39	67.2%
Total	343	100.0%	49	100.0%	47	100.0%	37	100.0%	50	100.0%	56	100.0%	46	100.0%	58	100.0%
Not Answered	4		0		2		0		0		0		2		0	
Reporting Category	How Well Clinicians Communicate															
Achievement Score	88.3%	85.7%	95.7%	94.6%	88.0%	83.9%	82.6%	89.7%								
Correlation with Satisfaction	0.564	0.752	0.608	0.152	0.574	0.682	0.642	0.412								
Priority Rating	High	High	High	Low	High	Top	Top	High								

● **Response scored as:** ● Room for Improvement ● Achievement

Your Counseling and Treatment in the Last 12 Months (continued)

Q12. In the last 12 months, how often did the people you went to for counseling or treatment explain things in a way you could understand?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	6	1.7%	1	2.0%	1	2.1%	1	2.7%	0	0.0%	2	3.6%	0	0.0%	1	1.7%
● Sometimes	37	10.7%	7	14.3%	1	2.1%	3	8.1%	5	10.0%	9	16.1%	8	16.7%	4	6.9%
● Usually	93	26.9%	11	22.4%	18	37.5%	7	18.9%	12	24.0%	13	23.2%	16	33.3%	16	27.6%
● Always	210	60.7%	30	61.2%	28	58.3%	26	70.3%	33	66.0%	32	57.1%	24	50.0%	37	63.8%
Total	346	100.0%	49	100.0%	48	100.0%	37	100.0%	50	100.0%	56	100.0%	48	100.0%	58	100.0%
Not Answered	1		0		1		0		0		0		0		0	
Reporting Category		How Well Clinicians Communicate														
Achievement Score	87.6%	83.7%	95.8%	89.2%	90.0%	80.4%	83.3%	91.4%								
Correlation with Satisfaction	0.585	0.611	0.666	0.324	0.648	0.547	0.696	0.641								
Priority Rating	High	Top	High	Low	High	Top	Top	High								

Q13. In the last 12 months, how often did the people you went to for counseling or treatment show respect for what you had to say?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	7	2.0%	1	2.0%	1	2.1%	0	0.0%	1	2.0%	2	3.6%	1	2.1%	1	1.7%
● Sometimes	30	8.7%	3	6.1%	5	10.4%	2	5.4%	2	4.0%	7	12.5%	8	16.7%	3	5.2%
● Usually	61	17.6%	11	22.4%	7	14.6%	8	21.6%	8	16.0%	9	16.1%	9	18.8%	9	15.5%
● Always	248	71.7%	34	69.4%	35	72.9%	27	73.0%	39	78.0%	38	67.9%	30	62.5%	45	77.6%
Total	346	100.0%	49	100.0%	48	100.0%	37	100.0%	50	100.0%	56	100.0%	48	100.0%	58	100.0%
Not Answered	1		0		1		0		0		0		0		0	
Reporting Category		How Well Clinicians Communicate														
Achievement Score	89.3%	91.8%	87.5%	94.6%	94.0%	83.9%	81.3%	93.1%								
Correlation with Satisfaction	0.624	0.641	0.638	0.480	0.604	0.751	0.685	0.540								
Priority Rating	High	High	High	High	High	Top	Top	High								

○ Response scored as: ● Room for Improvement ● Achievement

Your Counseling and Treatment in the Last 12 Months (continued)

Q14. In the last 12 months, how often did the people you went to for counseling or treatment spend enough time with you?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	12	3.5%	1	2.0%	1	2.1%	1	2.7%	2	4.0%	3	5.4%	2	4.2%	2	3.4%
● Sometimes	31	9.0%	3	6.1%	2	4.2%	2	5.4%	2	4.0%	7	12.5%	10	20.8%	5	8.6%
● Usually	101	29.2%	17	34.7%	16	33.3%	11	29.7%	15	30.0%	15	26.8%	11	22.9%	16	27.6%
● Always	202	58.4%	28	57.1%	29	60.4%	23	62.2%	31	62.0%	31	55.4%	25	52.1%	35	60.3%
Total	346	100.0%	49	100.0%	48	100.0%	37	100.0%	50	100.0%	56	100.0%	48	100.0%	58	100.0%
Not Answered	1		0		1		0		0		0		0		0	
Reporting Category																
How Well Clinicians Communicate																
Achievement Score	87.6%		91.8%		93.8%		91.9%		92.0%		82.1%		75.0%		87.9%	
Correlation with Satisfaction	0.583		0.382		0.650		0.353		0.657		0.673		0.779		0.586	
Priority Rating	High		Low		High		Low		High		Top		Top		High	

Q15. In the last 12 months, how often did you feel safe when you were with the people you went to for counseling or treatment?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	7	2.0%	0	0.0%	0	0.0%	1	2.7%	0	0.0%	3	5.4%	2	4.2%	1	1.7%
● Sometimes	12	3.5%	0	0.0%	2	4.2%	0	0.0%	3	6.0%	3	5.4%	1	2.1%	3	5.2%
● Usually	45	13.0%	7	14.3%	6	12.5%	6	16.2%	5	10.0%	4	7.1%	12	25.0%	5	8.6%
● Always	282	81.5%	42	85.7%	40	83.3%	30	81.1%	42	84.0%	46	82.1%	33	68.8%	49	84.5%
Total	346	100.0%	49	100.0%	48	100.0%	37	100.0%	50	100.0%	56	100.0%	48	100.0%	58	100.0%
Not Answered	1		0		1		0		0		0		0		0	
Reporting Category																
How Well Clinicians Communicate																
Achievement Score	94.5%		100.0%		95.8%		97.3%		94.0%		89.3%		93.8%		93.1%	
Correlation with Satisfaction	0.432		0.147		0.691		0.346		0.383		0.523		0.401		0.558	
Priority Rating	High		Low		High		Low		Low		High		High		High	

Q16. In the last 12 months, did you take any prescription medicines as part of your treatment?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	318	92.4%	42	85.7%	44	91.7%	34	91.9%	46	92.0%	51	91.1%	46	100.0%	55	94.8%
No	26	7.6%	7	14.3%	4	8.3%	3	8.1%	4	8.0%	5	8.9%	0	0.0%	3	5.2%
Total	344	100.0%	49	100.0%	48	100.0%	37	100.0%	50	100.0%	56	100.0%	46	100.0%	58	100.0%
Not Answered	3		0		1		0		0		0		2		0	

○ Response scored as: ● Room for Improvement ● Achievement

Your Counseling and Treatment in the Last 12 Months (continued)

Q17. In the last 12 months, were you told what side effects of those medicines to watch for?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	237	76.5%	34	81.0%	31	75.6%	23	67.6%	34	73.9%	41	82.0%	33	75.0%	41	77.4%
● No	73	23.5%	8	19.0%	10	24.4%	11	32.4%	12	26.1%	9	18.0%	11	25.0%	12	22.6%
Total	310	100.0%	42	100.0%	41	100.0%	34	100.0%	46	100.0%	50	100.0%	44	100.0%	53	100.0%
Not Answered	8		0		3		0		0		1		2		2	
Reporting Category																
Single Items																
Achievement Score	76.5%		81.0%		75.6%		67.6%		73.9%		82.0%		75.0%		77.4%	
Correlation with Satisfaction	0.334		0.343		0.406		0.298		0.263		0.323		0.390		0.378	
Priority Rating	Medium		Medium		Top		Medium		Medium		Medium		Medium		Medium	

Q18. In the last 12 months, how often were you involved as much as you wanted in your counseling or treatment?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	11	3.2%	0	0.0%	2	4.3%	3	8.1%	1	2.0%	1	1.8%	2	4.2%	2	3.4%
● Sometimes	42	12.2%	3	6.1%	3	6.5%	5	13.5%	8	16.0%	9	16.1%	7	14.6%	7	12.1%
● Usually	100	29.1%	14	28.6%	21	45.7%	9	24.3%	14	28.0%	13	23.2%	13	27.1%	16	27.6%
● Always	191	55.5%	32	65.3%	20	43.5%	20	54.1%	27	54.0%	33	58.9%	26	54.2%	33	56.9%
Total	344	100.0%	49	100.0%	46	100.0%	37	100.0%	50	100.0%	56	100.0%	48	100.0%	58	100.0%
Not Answered	3		0		3		0		0		0		0		0	
Reporting Category																
How Well Clinicians Communicate																
Achievement Score	84.6%		93.9%		89.1%		78.4%		82.0%		82.1%		81.3%		84.5%	
Correlation with Satisfaction	0.479		0.546		0.589		0.403		0.555		0.501		0.535		0.387	
Priority Rating	Top		High		High		Top		Top		Top		Top		Medium	

Q19. In the last 12 months, did anyone talk to you about whether to include your family or friends in your counseling or treatment?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	188	54.8%	28	57.1%	24	50.0%	18	48.6%	27	54.0%	29	51.8%	27	56.3%	35	63.6%
● No	155	45.2%	21	42.9%	24	50.0%	19	51.4%	23	46.0%	27	48.2%	21	43.8%	20	36.4%
Total	343	100.0%	49	100.0%	48	100.0%	37	100.0%	50	100.0%	56	100.0%	48	100.0%	55	100.0%
Not Answered	4		0		1		0		0		0		0		3	
Reporting Category																
Single Items																
Achievement Score	54.8%		57.1%		50.0%		48.6%		54.0%		51.8%		56.3%		63.6%	
Correlation with Satisfaction	0.158		0.122		0.184		0.197		0.164		0.196		0.029		0.184	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium	

○ Response scored as: ● Room for Improvement ● Achievement

Your Counseling and Treatment in the Last 12 Months (continued)

Q20. In the last 12 months, were you told about self-help or support groups, such as consumer-run groups or 12-step programs?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	180	52.8%	27	56.3%	30	63.8%	13	36.1%	23	46.9%	35	62.5%	28	58.3%	24	42.1%
● No	161	47.2%	21	43.8%	17	36.2%	23	63.9%	26	53.1%	21	37.5%	20	41.7%	33	57.9%
Total	341	100.0%	48	100.0%	47	100.0%	36	100.0%	49	100.0%	56	100.0%	48	100.0%	57	100.0%
Not Answered	6		1		2		1		1		0		0		1	
Reporting Category																
Information about Treatment Options																
Achievement Score	52.8%		56.3%		63.8%		36.1%		46.9%		62.5%		58.3%		42.1%	
Correlation with Satisfaction	0.183		0.185		0.068		0.491		0.017		0.295		0.135		0.182	
Priority Rating	Medium		Medium		Medium		Top		Medium		Medium		Medium		Medium	

Q21. In the last 12 months, were you given information about different kinds of counseling or treatment that are available?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	222	64.7%	32	65.3%	32	69.6%	21	56.8%	29	58.0%	40	72.7%	35	72.9%	33	56.9%
● No	121	35.3%	17	34.7%	14	30.4%	16	43.2%	21	42.0%	15	27.3%	13	27.1%	25	43.1%
Total	343	100.0%	49	100.0%	46	100.0%	37	100.0%	50	100.0%	55	100.0%	48	100.0%	58	100.0%
Not Answered	4		0		3		0		0		1		0		0	
Reporting Category																
Information about Treatment Options																
Achievement Score	64.7%		65.3%		69.6%		56.8%		58.0%		72.7%		72.9%		56.9%	
Correlation with Satisfaction	0.223		0.273		0.089		0.282		0.148		0.337		0.300		0.184	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium	

Q22. In the last 12 months, were you given as much information as you wanted about what you could do to manage your condition?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	282	82.0%	39	79.6%	42	89.4%	28	77.8%	39	78.0%	46	82.1%	36	75.0%	52	89.7%
● No	62	18.0%	10	20.4%	5	10.6%	8	22.2%	11	22.0%	10	17.9%	12	25.0%	6	10.3%
Total	344	100.0%	49	100.0%	47	100.0%	36	100.0%	50	100.0%	56	100.0%	48	100.0%	58	100.0%
Not Answered	3		0		2		1		0		0		0		0	
Reporting Category																
Single Items																
Achievement Score	82.0%		79.6%		89.4%		77.8%		78.0%		82.1%		75.0%		89.7%	
Correlation with Satisfaction	0.588		0.670		0.453		0.419		0.522		0.742		0.590		0.623	
Priority Rating	Top		Top		High		Top		Top		Top		Top		High	

○ Response scored as: ● Room for Improvement ● Achievement

Your Counseling and Treatment in the Last 12 Months (continued)

Q23. In the last 12 months, were you given information about your rights as a patient?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	305	89.7%	44	93.6%	44	93.6%	27	77.1%	43	86.0%	51	92.7%	45	93.8%	51	87.9%
● No	35	10.3%	3	6.4%	3	6.4%	8	22.9%	7	14.0%	4	7.3%	3	6.3%	7	12.1%
Total	340	100.0%	47	100.0%	47	100.0%	35	100.0%	50	100.0%	55	100.0%	48	100.0%	58	100.0%
Not Answered	7		2		2		2		0		1		0		0	
Reporting Category																
Single Items																
Achievement Score	89.7%		93.6%		93.6%		77.1%		86.0%		92.7%		93.8%		87.9%	
Correlation with Satisfaction	0.264		0.327		0.359		0.163		0.207		0.744		0.284		-0.075	
Priority Rating	Low		Low		Low		Medium		Low		High		Low		Low	

Q24. In the last 12 months, did you feel you could refuse a specific type of medicine or treatment?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	263	79.0%	41	85.4%	39	88.6%	21	60.0%	37	74.0%	43	78.2%	38	82.6%	44	80.0%
● No	70	21.0%	7	14.6%	5	11.4%	14	40.0%	13	26.0%	12	21.8%	8	17.4%	11	20.0%
Total	333	100.0%	48	100.0%	44	100.0%	35	100.0%	50	100.0%	55	100.0%	46	100.0%	55	100.0%
Not Answered	14		1		5		2		0		1		2		3	
Reporting Category																
Single Items																
Achievement Score	79.0%		85.4%		88.6%		60.0%		74.0%		78.2%		82.6%		80.0%	
Correlation with Satisfaction	0.060		-0.060		-0.003		0.206		0.308		-0.132		0.189		-0.050	
Priority Rating	Medium		Low		Low		Medium		Medium		Medium		Medium		Medium	

Q25. In the last 12 months, as far as you know did anyone you went to for counseling or treatment share information with others that should have been kept private?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	26	7.7%	5	10.4%	5	10.9%	3	8.6%	3	6.0%	4	7.4%	3	6.4%	3	5.2%
● No	312	92.3%	43	89.6%	41	89.1%	32	91.4%	47	94.0%	50	92.6%	44	93.6%	55	94.8%
Total	338	100.0%	48	100.0%	46	100.0%	35	100.0%	50	100.0%	54	100.0%	47	100.0%	58	100.0%
Not Answered	9		1		3		2		0		2		1		0	
Reporting Category																
Single Items																
Achievement Score	92.3%		89.6%		89.1%		91.4%		94.0%		92.6%		93.6%		94.8%	
Correlation with Satisfaction	0.283		0.467		0.258		-0.052		0.076		0.462		0.535		0.136	
Priority Rating	Low		High		Low		Low		Low		High		High		Low	

○ Response scored as: ● Room for Improvement ● Achievement

Your Counseling and Treatment in the Last 12 Months (continued)

Q26. Does your language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment you need?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	11	3.3%	1	2.2%	2	4.3%	0	0.0%	2	4.2%	3	5.6%	1	2.1%	2	3.4%
No	323	96.7%	45	97.8%	44	95.7%	35	100.0%	46	95.8%	51	94.4%	46	97.9%	56	96.6%
Total	334	100.0%	46	100.0%	46	100.0%	35	100.0%	48	100.0%	54	100.0%	47	100.0%	58	100.0%
Not Answered	13		3		3		2		2		2		1		0	

Q27. In the last 12 months, was the care you received responsive to those needs?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	7	63.6%	0	0.0%	1	50.0%	0		2	100.0%	1	33.3%	1	100.0%	2	100.0%
● No	4	36.4%	1	100.0%	1	50.0%	0		0	0.0%	2	66.7%	0	0.0%	0	0.0%
Total	11	100.0%	1	100.0%	2	100.0%	0		2	100.0%	3	100.0%	1	100.0%	2	100.0%
Not Answered	0		0		0		0		0		0		0		0	
Reporting Category	Single Items															
Achievement Score	63.6%	0.0%	50.0%	-	100.0%	33.3%	100.0%	100.0%								
Correlation with Satisfaction	0.812	-	1.000	-	-	0.896	-	-								
Priority Rating	Top	-	Top	-	-	Top	-	-			Top	-	-			

Response scored as: ● Room for Improvement ● Achievement

Your Counseling and Treatment in the Last 12 Months (continued)

Q28. Using any number from 0 to 10, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate all your counseling or treatment in the last 12 months?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Worst counseling or treatment possible	4	1.2%	1	2.1%	1	2.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	3.4%
● 1	5	1.5%	1	2.1%	0	0.0%	1	2.9%	0	0.0%	3	5.5%	0	0.0%	0	0.0%
● 2	4	1.2%	0	0.0%	1	2.1%	0	0.0%	2	4.1%	0	0.0%	1	2.2%	0	0.0%
● 3	5	1.5%	3	6.4%	0	0.0%	0	0.0%	1	2.0%	1	1.8%	0	0.0%	0	0.0%
● 4	9	2.7%	1	2.1%	0	0.0%	2	5.7%	2	4.1%	1	1.8%	3	6.5%	0	0.0%
● 5	19	5.6%	1	2.1%	2	4.3%	5	14.3%	3	6.1%	4	7.3%	2	4.3%	2	3.4%
● 6	15	4.5%	3	6.4%	1	2.1%	1	2.9%	3	6.1%	3	5.5%	2	4.3%	2	3.4%
● 7	28	8.3%	3	6.4%	9	19.1%	1	2.9%	2	4.1%	1	1.8%	7	15.2%	5	8.6%
● 8	67	19.9%	11	23.4%	10	21.3%	7	20.0%	12	24.5%	11	20.0%	4	8.7%	12	20.7%
● 9	49	14.5%	10	21.3%	7	14.9%	5	14.3%	6	12.2%	6	10.9%	9	19.6%	6	10.3%
● Best counseling or treatment possible	132	39.2%	13	27.7%	16	34.0%	13	37.1%	18	36.7%	25	45.5%	18	39.1%	29	50.0%
Total	337	100.0%	47	100.0%	47	100.0%	35	100.0%	49	100.0%	55	100.0%	46	100.0%	58	100.0%
Not Answered	10		2		2		2		1		1		2		0	
Reporting Category	Ratings															
Achievement Score	73.6%	72.3%	70.2%	71.4%	73.5%	76.4%	67.4%	81.0%								

Q29. In the last 12 months, how much were you helped by the counseling or treatment you got?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Not at all	25	6.0%	5	7.8%	3	5.4%	4	8.2%	1	1.7%	5	7.4%	1	1.8%	6	8.8%
● A little	34	8.1%	3	4.7%	1	1.8%	4	8.2%	4	6.9%	11	16.2%	9	16.1%	2	2.9%
● Somewhat	110	26.3%	16	25.0%	21	37.5%	8	16.3%	17	29.3%	15	22.1%	16	28.6%	17	25.0%
● A lot	250	59.7%	40	62.5%	31	55.4%	33	67.3%	36	62.1%	37	54.4%	30	53.6%	43	63.2%
Total	419	100.0%	64	100.0%	56	100.0%	49	100.0%	58	100.0%	68	100.0%	56	100.0%	68	100.0%
Not Answered	14		1		1		3		1		3		2		3	
Reporting Category	Single Items															
Achievement Score	85.9%	87.5%	92.9%	83.7%	91.4%	76.5%	82.1%	88.2%								
Correlation with Satisfaction	0.684	0.656	0.652	0.723	0.740	0.723	0.655	0.706								
Priority Rating	High	High	High	Top	High	Top	Top	High								

○ Response scored as: ● Room for Improvement ● Achievement

Your Counseling and Treatment in the Last 12 Months (continued)

Q30. In general, how would you rate your overall mental health now?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	25	5.9%	2	3.2%	1	1.9%	2	4.0%	3	5.2%	10	14.3%	2	3.5%	5	7.1%
Very good	62	14.7%	6	9.5%	7	13.0%	9	18.0%	7	12.1%	8	11.4%	12	21.1%	13	18.6%
Good	150	35.5%	20	31.7%	18	33.3%	21	42.0%	22	37.9%	25	35.7%	14	24.6%	30	42.9%
Fair	159	37.7%	31	49.2%	27	50.0%	14	28.0%	24	41.4%	21	30.0%	23	40.4%	19	27.1%
Poor	26	6.2%	4	6.3%	1	1.9%	4	8.0%	2	3.4%	6	8.6%	6	10.5%	3	4.3%
Total	422	100.0%	63	100.0%	54	100.0%	50	100.0%	58	100.0%	70	100.0%	57	100.0%	70	100.0%
Not Answered	11		2		3		2		1		1		1		1	

Q31. Compared to 12 months ago, how would you rate your ability to deal with daily problems now?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Much better	113	26.6%	12	18.8%	8	14.5%	12	24.5%	18	30.5%	22	31.4%	16	27.6%	25	35.7%
● A little better	163	38.4%	30	46.9%	24	43.6%	21	42.9%	19	32.2%	25	35.7%	24	41.4%	20	28.6%
● About the same	115	27.1%	17	26.6%	20	36.4%	13	26.5%	19	32.2%	15	21.4%	12	20.7%	19	27.1%
● A little worse	24	5.6%	3	4.7%	2	3.6%	3	6.1%	2	3.4%	5	7.1%	4	6.9%	5	7.1%
● Much worse	10	2.4%	2	3.1%	1	1.8%	0	0.0%	1	1.7%	3	4.3%	2	3.4%	1	1.4%
Total	425	100.0%	64	100.0%	55	100.0%	49	100.0%	59	100.0%	70	100.0%	58	100.0%	70	100.0%
Not Answered	8		1		2		3		0		1		0		1	
Reporting Category	Perceived Improvement															
Achievement Score	64.9%	65.6%	58.2%	67.3%	62.7%	67.1%	69.0%	64.3%								
Correlation with Satisfaction	0.251	0.330	-0.008	0.379	0.191	0.305	0.365	0.158								
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium								

○ Response scored as: ● Room for Improvement ● Achievement

Your Counseling and Treatment in the Last 12 Months (continued)

Q32. Compared to 12 months ago, how would you rate your ability to deal with social situations now?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Much better	97	23.0%	14	21.9%	8	14.8%	12	24.5%	14	23.7%	17	24.6%	15	25.9%	17	24.6%
● A little better	140	33.2%	22	34.4%	21	38.9%	20	40.8%	21	35.6%	22	31.9%	16	27.6%	18	26.1%
● About the same	151	35.8%	23	35.9%	19	35.2%	14	28.6%	20	33.9%	25	36.2%	21	36.2%	29	42.0%
● A little worse	19	4.5%	4	6.3%	2	3.7%	3	6.1%	3	5.1%	2	2.9%	3	5.2%	2	2.9%
● Much worse	15	3.6%	1	1.6%	4	7.4%	0	0.0%	1	1.7%	3	4.3%	3	5.2%	3	4.3%
Total	422	100.0%	64	100.0%	54	100.0%	49	100.0%	59	100.0%	69	100.0%	58	100.0%	69	100.0%
Not Answered	11		1		3		3		0		2		0		2	
Reporting Category	Perceived Improvement															
Achievement Score	56.2%		56.3%		53.7%		65.3%		59.3%		56.5%		53.4%		50.7%	
Correlation with Satisfaction	0.304		0.127		0.243		0.185		0.386		0.296		0.412		0.491	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Medium		Top		Top	

Q33. Compared to 12 months ago, how would you rate your ability to accomplish the things you want to do now?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Much better	90	21.2%	11	17.2%	11	20.4%	8	16.0%	10	16.9%	19	27.5%	11	19.0%	20	28.6%
● A little better	142	33.5%	25	39.1%	17	31.5%	21	42.0%	23	39.0%	23	33.3%	17	29.3%	16	22.9%
● About the same	138	32.5%	23	35.9%	19	35.2%	15	30.0%	21	35.6%	13	18.8%	22	37.9%	25	35.7%
● A little worse	36	8.5%	4	6.3%	4	7.4%	3	6.0%	5	8.5%	8	11.6%	7	12.1%	5	7.1%
● Much worse	18	4.2%	1	1.6%	3	5.6%	3	6.0%	0	0.0%	6	8.7%	1	1.7%	4	5.7%
Total	424	100.0%	64	100.0%	54	100.0%	50	100.0%	59	100.0%	69	100.0%	58	100.0%	70	100.0%
Not Answered	9		1		3		2		0		2		0		1	
Reporting Category	Perceived Improvement															
Achievement Score	54.7%		56.3%		51.9%		58.0%		55.9%		60.9%		48.3%		51.4%	
Correlation with Satisfaction	0.240		0.243		0.113		0.094		0.223		0.292		0.187		0.432	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Medium		Medium		Top	

○ Response scored as: ● Room for Improvement ● Achievement

Your Counseling and Treatment in the Last 12 Months (continued)

Q34. Compared to 12 months ago, how would you rate your problems or symptoms now?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Much better	98	23.2%	13	20.3%	10	18.5%	11	22.4%	16	27.1%	18	26.1%	12	20.7%	18	25.7%
● A little better	151	35.7%	23	35.9%	20	37.0%	16	32.7%	24	40.7%	23	33.3%	20	34.5%	25	35.7%
● About the same	125	29.6%	22	34.4%	19	35.2%	17	34.7%	14	23.7%	17	24.6%	17	29.3%	19	27.1%
● A little worse	32	7.6%	5	7.8%	4	7.4%	5	10.2%	2	3.4%	6	8.7%	6	10.3%	4	5.7%
● Much worse	17	4.0%	1	1.6%	1	1.9%	0	0.0%	3	5.1%	5	7.2%	3	5.2%	4	5.7%
Total	423	100.0%	64	100.0%	54	100.0%	49	100.0%	59	100.0%	69	100.0%	58	100.0%	70	100.0%
Not Answered	10		1		3		3		0		2		0		1	
Reporting Category	Perceived Improvement															
Achievement Score	58.9%		56.3%		55.6%		55.1%		67.8%		59.4%		55.2%		61.4%	
Correlation with Satisfaction	0.319		0.345		0.128		0.340		0.318		0.409		0.372		0.293	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Top		Medium		Medium	

The next questions ask about your experience with the company or organization that handles your benefits for counseling or treatment.

Q35. In the last 12 months, did you use up all your benefits for counseling or treatment?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	46	11.3%	8	13.1%	5	9.1%	5	10.4%	6	10.7%	10	15.4%	3	5.5%	9	13.4%
No	361	88.7%	53	86.9%	50	90.9%	43	89.6%	50	89.3%	55	84.6%	52	94.5%	58	86.6%
Total	407	100.0%	61	100.0%	55	100.0%	48	100.0%	56	100.0%	65	100.0%	55	100.0%	67	100.0%
Not Answered	26		4		2		4		3		6		3		4	

Q36. At the time benefits were used up, did you think you still needed counseling or treatment?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	29	65.9%	8	100.0%	2	40.0%	4	100.0%	2	33.3%	5	50.0%	2	100.0%	6	66.7%
No	15	34.1%	0	0.0%	3	60.0%	0	0.0%	4	66.7%	5	50.0%	0	0.0%	3	33.3%
Total	44	100.0%	8	100.0%	5	100.0%	4	100.0%	6	100.0%	10	100.0%	2	100.0%	9	100.0%
Not Answered	2		0		0		1		0		0		1		0	

○ Response scored as: ● Room for Improvement ● Achievement

Your Counseling and Treatment in the Last 12 Months (continued)

Q37. Were you told about other ways to get counseling, treatment, or medicine?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	13	44.8%	4	50.0%	1	50.0%	3	75.0%	0	0.0%	3	60.0%	1	50.0%	1	16.7%
● No	16	55.2%	4	50.0%	1	50.0%	1	25.0%	2	100.0%	2	40.0%	1	50.0%	5	83.3%
Total	29	100.0%	8	100.0%	2	100.0%	4	100.0%	2	100.0%	5	100.0%	2	100.0%	6	100.0%
Not Answered	0		0		0		0		0		0		0		0	
Reporting Category																
Single Items																
Achievement Score	44.8%		50.0%		50.0%		75.0%		0.0%		60.0%		50.0%		16.7%	
Correlation with Satisfaction	0.384		-0.100		-		0.917		-		0.577		1.000		0.369	
Priority Rating	Medium		Medium		-		Top		-		Top		Top		Medium	

Q38. In the last 12 months, did you need approval for any counseling or treatment?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	102	24.9%	17	27.4%	19	34.5%	15	31.9%	11	19.0%	11	16.9%	12	22.6%	17	24.3%
No	308	75.1%	45	72.6%	36	65.5%	32	68.1%	47	81.0%	54	83.1%	41	77.4%	53	75.7%
Total	410	100.0%	62	100.0%	55	100.0%	47	100.0%	58	100.0%	65	100.0%	53	100.0%	70	100.0%
Not Answered	23		3		2		5		1		6		5		1	

Q39. In the last 12 months, how much of a problem, if any, were delays in counseling or treatment while you waited for approval?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● A big problem	25	25.5%	2	11.8%	2	12.5%	4	26.7%	3	27.3%	6	60.0%	4	33.3%	4	23.5%
● A small problem	19	19.4%	4	23.5%	3	18.8%	2	13.3%	4	36.4%	0	0.0%	0	0.0%	6	35.3%
● Not a problem	54	55.1%	11	64.7%	11	68.8%	9	60.0%	4	36.4%	4	40.0%	8	66.7%	7	41.2%
Total	98	100.0%	17	100.0%	16	100.0%	15	100.0%	11	100.0%	10	100.0%	12	100.0%	17	100.0%
Not Answered	4		0		3		0		0		1		0		0	
Reporting Category																
Getting Treatment and Information																
Achievement Score	55.1%		64.7%		68.8%		60.0%		36.4%		40.0%		66.7%		41.2%	
Correlation with Satisfaction	0.177		-0.319		-0.223		0.433		0.547		0.474		0.564		-0.076	
Priority Rating	Medium		Medium		Medium		Top		Top		Top		Top		Medium	

○ Response scored as: ● Room for Improvement ● Achievement

Your Counseling and Treatment in the Last 12 Months (continued)

Q40. In the last 12 months, did you call customer service to get information or help about counseling or treatment?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	57	13.6%	15	24.2%	7	12.5%	5	10.4%	6	10.3%	8	11.8%	5	8.8%	11	15.5%
No	363	86.4%	47	75.8%	49	87.5%	43	89.6%	52	89.7%	60	88.2%	52	91.2%	60	84.5%
Total	420	100.0%	62	100.0%	56	100.0%	48	100.0%	58	100.0%	68	100.0%	57	100.0%	71	100.0%
Not Answered	13		3		1		4		1		3		1		0	

Q41. In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● A big problem	13	23.2%	4	26.7%	1	14.3%	1	20.0%	2	33.3%	2	28.6%	0	0.0%	3	27.3%
● A small problem	18	32.1%	5	33.3%	4	57.1%	1	20.0%	2	33.3%	1	14.3%	3	60.0%	2	18.2%
● Not a problem	25	44.6%	6	40.0%	2	28.6%	3	60.0%	2	33.3%	4	57.1%	2	40.0%	6	54.5%
Total	56	100.0%	15	100.0%	7	100.0%	5	100.0%	6	100.0%	7	100.0%	5	100.0%	11	100.0%
Not Answered	1		0		0		0		0		1		0		0	

Reporting Category

Getting Treatment and Information

Achievement Score	44.6%	40.0%	28.6%	60.0%	33.3%	57.1%	40.0%	54.5%
Correlation with Satisfaction	0.168	0.181	0.180	0.647	0.590	-0.392	0.306	-0.087
Priority Rating	Medium	Medium	Medium	Top	Top	Medium	Medium	Medium

Reasons for Counseling or Treatment

Q42. In the last 12 months, was any of your counseling or treatment for personal problems, family problems, emotional illness, or mental illness?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	381	90.7%	56	90.3%	50	92.6%	40	81.6%	57	98.3%	64	91.4%	52	91.2%	62	88.6%
No	39	9.3%	6	9.7%	4	7.4%	9	18.4%	1	1.7%	6	8.6%	5	8.8%	8	11.4%
Total	420	100.0%	62	100.0%	54	100.0%	49	100.0%	58	100.0%	70	100.0%	57	100.0%	70	100.0%
Not Answered	13		3		3		3		1		1		1		1	

○ Response scored as: ● Room for Improvement ● Achievement

Reasons for Counseling or Treatment (continued)

Q43. In the last 12 months, was any of your counseling or treatment for help with alcohol use or drug use?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	62	14.8%	9	14.3%	6	11.5%	8	16.0%	9	15.3%	9	13.0%	8	14.3%	13	18.8%
No	356	85.2%	54	85.7%	46	88.5%	42	84.0%	50	84.7%	60	87.0%	48	85.7%	56	81.2%
Total	418	100.0%	63	100.0%	52	100.0%	50	100.0%	59	100.0%	69	100.0%	56	100.0%	69	100.0%
Not Answered	15		2		5		2		0		2		2		2	

Care Coordination

Q44. Have you received Care Coordination for any services in the past 12 months?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	141	34.2%	24	37.5%	22	39.3%	14	28.6%	20	35.7%	23	34.3%	22	40.0%	16	24.6%
No	271	65.8%	40	62.5%	34	60.7%	35	71.4%	36	64.3%	44	65.7%	33	60.0%	49	75.4%
Total	412	100.0%	64	100.0%	56	100.0%	49	100.0%	56	100.0%	67	100.0%	55	100.0%	65	100.0%
Not Answered	21		1		1		3		3		4		3		6	

Q45.1. Please identify the service categories that you received Care Coordination for in the past 12 months.
Response: Intellectual and Developmental Disabilities.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	61	43.9%	11	45.8%	9	40.9%	7	50.0%	9	47.4%	9	39.1%	10	45.5%	6	40.0%
No	78	56.1%	13	54.2%	13	59.1%	7	50.0%	10	52.6%	14	60.9%	12	54.5%	9	60.0%
Total	139	100.0%	24	100.0%	22	100.0%	14	100.0%	19	100.0%	23	100.0%	22	100.0%	15	100.0%
Not Answered	2		0		0		0		1		0		0		1	

Q45.2. Please identify the service categories that you received Care Coordination for in the past 12 months.
Response: Mental Health.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	99	71.2%	19	79.2%	16	72.7%	10	71.4%	17	89.5%	14	60.9%	14	63.6%	9	60.0%
No	40	28.8%	5	20.8%	6	27.3%	4	28.6%	2	10.5%	9	39.1%	8	36.4%	6	40.0%
Total	139	100.0%	24	100.0%	22	100.0%	14	100.0%	19	100.0%	23	100.0%	22	100.0%	15	100.0%
Not Answered	2		0		0		0		1		0		0		1	

Care Coordination (continued)

Q45.3. Please identify the service categories that you received Care Coordination for in the past 12 months.
Response: Substance Use.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	18	12.9%	4	16.7%	3	13.6%	4	28.6%	1	5.3%	1	4.3%	3	13.6%	2	13.3%
No	121	87.1%	20	83.3%	19	86.4%	10	71.4%	18	94.7%	22	95.7%	19	86.4%	13	86.7%
Total	139	100.0%	24	100.0%	22	100.0%	14	100.0%	19	100.0%	23	100.0%	22	100.0%	15	100.0%
Not Answered	2		0		0		0		1		0		0		1	

Q45.4. Please identify the service categories that you received Care Coordination for in the past 12 months.
Response: Other.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	28	20.1%	5	20.8%	8	36.4%	0	0.0%	3	15.8%	6	26.1%	5	22.7%	1	6.7%
No	111	79.9%	19	79.2%	14	63.6%	14	100.0%	16	84.2%	17	73.9%	17	77.3%	14	93.3%
Total	139	100.0%	24	100.0%	22	100.0%	14	100.0%	19	100.0%	23	100.0%	22	100.0%	15	100.0%
Not Answered	2		0		0		0		1		0		0		1	

Q46. It is easy to get in touch with my Care Coordinator when I need them.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	4	2.9%	0	0.0%	0	0.0%	0	0.0%	2	10.0%	0	0.0%	1	4.8%	1	6.3%
● Sometimes	23	16.7%	5	21.7%	2	9.1%	2	14.3%	4	20.0%	6	27.3%	2	9.5%	2	12.5%
● Usually	33	23.9%	7	30.4%	5	22.7%	4	28.6%	4	20.0%	3	13.6%	7	33.3%	3	18.8%
● Always	78	56.5%	11	47.8%	15	68.2%	8	57.1%	10	50.0%	13	59.1%	11	52.4%	10	62.5%
Total	138	100.0%	23	100.0%	22	100.0%	14	100.0%	20	100.0%	22	100.0%	21	100.0%	16	100.0%
Not Answered	3		1		0		0		0		1		1		0	
Reporting Category	Care Coordination Items															
Achievement Score	80.4%	78.3%	90.9%	85.7%	70.0%	72.7%	85.7%	81.3%								
Correlation with Satisfaction	0.456	-0.065	0.322	0.025	0.776	0.525	0.664	0.534								
Priority Rating	Top	Medium	Low	Low	Top	Top	High	Top								

○ Response scored as: ● Room for Improvement ● Achievement

Care Coordination (continued)

Q47. My Care Coordinator responds to my calls in a timely manner.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	5	3.6%	0	0.0%	0	0.0%	0	0.0%	2	10.5%	1	4.5%	1	4.5%	1	6.3%
● Sometimes	19	13.8%	4	17.4%	2	9.1%	2	14.3%	4	21.1%	3	13.6%	2	9.1%	2	12.5%
● Usually	29	21.0%	6	26.1%	4	18.2%	3	21.4%	4	21.1%	1	4.5%	9	40.9%	2	12.5%
● Always	85	61.6%	13	56.5%	16	72.7%	9	64.3%	9	47.4%	17	77.3%	10	45.5%	11	68.8%
Total	138	100.0%	23	100.0%	22	100.0%	14	100.0%	19	100.0%	22	100.0%	22	100.0%	16	100.0%
Not Answered	3		1		0		0		1		1		0		0	
Reporting Category																
Care Coordination Items																
Achievement Score	82.6%		82.6%		90.9%		85.7%		68.4%		81.8%		86.4%		81.3%	
Correlation with Satisfaction	0.414		-0.138		0.186		0.025		0.834		0.386		0.630		0.480	
Priority Rating	Top		Medium		Low		Low		Top		Medium		High		Top	

Q48. If I have questions, my Care Coordinator helps me find the answers.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	4	2.9%	1	4.2%	0	0.0%	0	0.0%	1	5.3%	1	4.5%	0	0.0%	1	6.3%
● Sometimes	17	12.3%	3	12.5%	3	14.3%	1	7.1%	3	15.8%	2	9.1%	2	9.1%	3	18.8%
● Usually	34	24.6%	10	41.7%	6	28.6%	3	21.4%	5	26.3%	2	9.1%	7	31.8%	1	6.3%
● Always	83	60.1%	10	41.7%	12	57.1%	10	71.4%	10	52.6%	17	77.3%	13	59.1%	11	68.8%
Total	138	100.0%	24	100.0%	21	100.0%	14	100.0%	19	100.0%	22	100.0%	22	100.0%	16	100.0%
Not Answered	3		0		1		0		1		1		0		0	
Reporting Category																
Care Coordination Items																
Achievement Score	84.8%		83.3%		85.7%		92.9%		78.9%		86.4%		90.9%		75.0%	
Correlation with Satisfaction	0.429		0.332		0.133		-0.256		0.632		0.507		0.606		0.679	
Priority Rating	Top		Medium		Low		Low		Top		High		High		Top	

○ Response scored as: ● Room for Improvement ● Achievement

Care Coordination (continued)

Q49. My Care Coordinator has helped me find services and people to support me in managing my care.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	10	7.3%	2	8.7%	0	0.0%	2	14.3%	1	5.3%	1	4.8%	2	9.1%	2	12.5%
● Sometimes	16	11.7%	3	13.0%	2	9.1%	3	21.4%	3	15.8%	2	9.5%	2	9.1%	1	6.3%
● Usually	33	24.1%	6	26.1%	6	27.3%	1	7.1%	8	42.1%	4	19.0%	7	31.8%	1	6.3%
● Always	78	56.9%	12	52.2%	14	63.6%	8	57.1%	7	36.8%	14	66.7%	11	50.0%	12	75.0%
Total	137	100.0%	23	100.0%	22	100.0%	14	100.0%	19	100.0%	21	100.0%	22	100.0%	16	100.0%
Not Answered	4		1		0		0		1		2		0		0	
Reporting Category																
Care Coordination Items																
Achievement Score	81.0%		78.3%		90.9%		64.3%		78.9%		85.7%		81.8%		81.3%	
Correlation with Satisfaction	0.340		0.292		0.625		-0.211		0.425		0.381		0.489		0.260	
Priority Rating	Medium		Medium		High		Medium		Top		Low		Top		Medium	

Q50. My Care Coordinator asks how best to support me.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	7	5.1%	1	4.2%	0	0.0%	1	7.7%	1	5.3%	1	4.5%	1	4.5%	2	12.5%
● Sometimes	13	9.4%	4	16.7%	3	13.6%	0	0.0%	2	10.5%	0	0.0%	3	13.6%	1	6.3%
● Usually	33	23.9%	5	20.8%	3	13.6%	6	46.2%	7	36.8%	4	18.2%	6	27.3%	2	12.5%
● Always	85	61.6%	14	58.3%	16	72.7%	6	46.2%	9	47.4%	17	77.3%	12	54.5%	11	68.8%
Total	138	100.0%	24	100.0%	22	100.0%	13	100.0%	19	100.0%	22	100.0%	22	100.0%	16	100.0%
Not Answered	3		0		0		1		1		1		0		0	
Reporting Category																
Care Coordination Items																
Achievement Score	85.5%		79.2%		86.4%		92.3%		84.2%		95.5%		81.8%		81.3%	
Correlation with Satisfaction	0.384		-		0.388		-0.011		0.827		0.587		0.442		0.303	
Priority Rating	Low		-		Low		Low		Top		High		Top		Medium	

○ Response scored as: ● Room for Improvement ● Achievement

Care Coordination (continued)

Q51. I was given a draft of my Person Centered Plan to review before being asked to sign it.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	9	8.4%	0	0.0%	0	0.0%	1	10.0%	2	16.7%	1	5.9%	2	11.1%	3	21.4%
● Sometimes	10	9.3%	1	5.3%	3	17.6%	1	10.0%	1	8.3%	3	17.6%	0	0.0%	1	7.1%
● Usually	12	11.2%	1	5.3%	3	17.6%	2	20.0%	2	16.7%	2	11.8%	1	5.6%	1	7.1%
● Always	76	71.0%	17	89.5%	11	64.7%	6	60.0%	7	58.3%	11	64.7%	15	83.3%	9	64.3%
I do not have a Person Centered Plan	30		4		4		4		8		4		4		2	
Total	107	100.0%	19	100.0%	17	100.0%	10	100.0%	12	100.0%	17	100.0%	18	100.0%	14	100.0%
Not Answered	4		1		1		0		0		2		0		0	
Reporting Category	Care Coordination Items															
Achievement Score	82.2%	94.7%	82.4%	80.0%	75.0%	76.5%	88.9%	71.4%								
Correlation with Satisfaction	0.220	-0.101	-0.087	0.081	-0.097	0.682	0.468	0.620								
Priority Rating	Medium	Low	Medium	Medium	Medium	Top	High	Top								

Q52. I was satisfied with my Person Centered Plan prepared by the Care Coordinator.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	5	4.6%	0	0.0%	0	0.0%	0	0.0%	1	7.7%	2	11.8%	1	5.6%	1	7.1%
● Sometimes	10	9.3%	2	10.5%	2	11.8%	0	0.0%	2	15.4%	2	11.8%	1	5.6%	1	7.1%
● Usually	27	25.0%	4	21.1%	7	41.2%	2	20.0%	3	23.1%	3	17.6%	5	27.8%	3	21.4%
● Always	66	61.1%	13	68.4%	8	47.1%	8	80.0%	7	53.8%	10	58.8%	11	61.1%	9	64.3%
I do not have a Person Centered Plan	27		5		3		4		5		4		4		2	
Total	108	100.0%	19	100.0%	17	100.0%	10	100.0%	13	100.0%	17	100.0%	18	100.0%	14	100.0%
Not Answered	6		0		2		0		2		2		0		0	
Reporting Category	Care Coordination Items															
Achievement Score	86.1%	89.5%	88.2%	100.0%	76.9%	76.5%	88.9%	85.7%								
Correlation with Satisfaction	0.490	0.369	0.186	0.802	0.439	0.756	0.521	0.160								
Priority Rating	High	Low	Low	High	Top	Top	High	Low								

○ Response scored as: ● Room for Improvement ● Achievement

Care Coordination (continued)

Q53. If you were not satisfied with your plan, did you and/or the provider suggest revisions that were added to your plan?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	6	40.0%	0	0.0%	0	0.0%	0		1	33.3%	1	25.0%	2	100.0%	2	100.0%
● Sometimes	7	46.7%	2	100.0%	1	50.0%	0		2	66.7%	2	50.0%	0	0.0%	0	0.0%
● Usually	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%	0	0.0%	0	0.0%	0	0.0%
● Always	2	13.3%	0	0.0%	1	50.0%	0		0	0.0%	1	25.0%	0	0.0%	0	0.0%
Total	15	100.0%	2	100.0%	2	100.0%	0		3	100.0%	4	100.0%	2	100.0%	2	100.0%
Not Answered	0		0		0		0		0		0		0		0	
Reporting Category																
Care Coordination Items																
Achievement Score	13.3%		0.0%		50.0%		-		0.0%		25.0%		0.0%		0.0%	
Correlation with Satisfaction	0.494		-		1.000		-		1.000		0.610		-		-	
Priority Rating	Top		-		Top		-		Top		Top		-		-	

Q54. If your request for service was denied, did your Care Coordinator talk to you about the appeal process and about additional information that might be helpful to submit for an appeal?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	17	23.3%	4	23.5%	1	9.1%	1	16.7%	3	27.3%	2	16.7%	3	37.5%	3	37.5%
● Sometimes	12	16.4%	4	23.5%	1	9.1%	1	16.7%	1	9.1%	4	33.3%	1	12.5%	0	0.0%
● Usually	11	15.1%	2	11.8%	3	27.3%	1	16.7%	3	27.3%	1	8.3%	1	12.5%	0	0.0%
● Always	33	45.2%	7	41.2%	6	54.5%	3	50.0%	4	36.4%	5	41.7%	3	37.5%	5	62.5%
Request for service was not denied	60		7		9		6		8		9		13		8	
Total	73	100.0%	17	100.0%	11	100.0%	6	100.0%	11	100.0%	12	100.0%	8	100.0%	8	100.0%
Not Answered	8		0		2		2		1		2		1		0	
Reporting Category																
Care Coordination Items																
Achievement Score	60.3%		52.9%		81.8%		66.7%		63.6%		50.0%		50.0%		62.5%	
Correlation with Satisfaction	0.278		0.026		0.689		-0.387		0.038		0.757		0.435		0.062	
Priority Rating	Medium		Medium		Top		Medium		Medium		Top		Top		Medium	

○ Response scored as: ● Room for Improvement ● Achievement

Care Coordination (continued)

Q55. Are you satisfied with your Care Coordinator?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	3	2.2%	1	4.2%	0	0.0%	0	0.0%	0	0.0%	1	4.5%	0	0.0%	1	6.7%
● Sometimes	10	7.3%	2	8.3%	1	4.5%	1	7.1%	2	10.5%	2	9.1%	0	0.0%	2	13.3%
● Usually	29	21.2%	8	33.3%	4	18.2%	2	14.3%	6	31.6%	3	13.6%	6	28.6%	0	0.0%
● Always	95	69.3%	13	54.2%	17	77.3%	11	78.6%	11	57.9%	16	72.7%	15	71.4%	12	80.0%
Total	137	100.0%	24	100.0%	22	100.0%	14	100.0%	19	100.0%	22	100.0%	21	100.0%	15	100.0%
Not Answered	4		0		0		0		1		1		1		1	
Reporting Category																
Care Coordination Items																
Achievement Score	90.5%		87.5%		95.5%		92.9%		89.5%		86.4%		100.0%		80.0%	
Correlation with Satisfaction	0.323		-0.036		0.342		0.016		0.267		0.477		0.522		0.706	
Priority Rating	Low		Low		Low		Low		Low		High		High		Top	

About You

Q56. In general, how would you rate your overall health now?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	20	4.7%	2	3.1%	1	1.8%	2	3.9%	5	8.5%	6	8.7%	0	0.0%	4	5.6%
Very good	58	13.6%	4	6.2%	9	15.8%	8	15.7%	9	15.3%	8	11.6%	7	12.5%	13	18.3%
Good	141	32.9%	24	36.9%	20	35.1%	16	31.4%	16	27.1%	19	27.5%	18	32.1%	28	39.4%
Fair	164	38.3%	29	44.6%	21	36.8%	19	37.3%	25	42.4%	26	37.7%	24	42.9%	20	28.2%
Poor	45	10.5%	6	9.2%	6	10.5%	6	11.8%	4	6.8%	10	14.5%	7	12.5%	6	8.5%
Total	428	100.0%	65	100.0%	57	100.0%	51	100.0%	59	100.0%	69	100.0%	56	100.0%	71	100.0%
Not Answered	5		0		0		1		0		2		2		0	

Q57. What is your age now?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
18 to 24	48	11.1%	8	12.3%	7	12.3%	5	9.6%	9	15.3%	3	4.2%	5	8.6%	11	15.5%
25 to 34	55	12.7%	8	12.3%	3	5.3%	8	15.4%	5	8.5%	11	15.5%	7	12.1%	13	18.3%
35 to 44	90	20.8%	11	16.9%	14	24.6%	10	19.2%	12	20.3%	15	21.1%	18	31.0%	10	14.1%
45 to 54	100	23.1%	17	26.2%	14	24.6%	9	17.3%	18	30.5%	18	25.4%	10	17.2%	14	19.7%
55 to 64	124	28.6%	20	30.8%	17	29.8%	18	34.6%	13	22.0%	21	29.6%	13	22.4%	22	31.0%
65 to 74	13	3.0%	1	1.5%	1	1.8%	2	3.8%	2	3.4%	3	4.2%	3	5.2%	1	1.4%
75 or older	3	0.7%	0	0.0%	1	1.8%	0	0.0%	0	0.0%	0	0.0%	2	3.4%	0	0.0%
Total	433	100.0%	65	100.0%	57	100.0%	52	100.0%	59	100.0%	71	100.0%	58	100.0%	71	100.0%
Not Answered	0		0		0		0		0		0		0		0	

○ Response scored as: ● Room for Improvement ● Achievement

About You (continued)

Q58. Are you male or female?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Male	169	39.2%	21	32.3%	27	47.4%	28	54.9%	20	33.9%	25	35.7%	16	27.6%	32	45.1%
Female	262	60.8%	44	67.7%	30	52.6%	23	45.1%	39	66.1%	45	64.3%	42	72.4%	39	54.9%
Total	431	100.0%	65	100.0%	57	100.0%	51	100.0%	59	100.0%	70	100.0%	58	100.0%	71	100.0%
Not Answered	2		0		0		1		0		1		0		0	

Q59. What is the highest grade or level of school that you have completed?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
8th grade or less	37	8.8%	2	3.3%	7	12.5%	6	12.0%	5	8.8%	6	8.7%	4	7.0%	7	9.9%
Some high school, but did not graduate	81	19.2%	14	23.0%	9	16.1%	8	16.0%	17	29.8%	12	17.4%	9	15.8%	12	16.9%
High school graduate or GED	151	35.9%	21	34.4%	14	25.0%	24	48.0%	18	31.6%	31	44.9%	20	35.1%	23	32.4%
Some college or 2-year degree	125	29.7%	21	34.4%	17	30.4%	11	22.0%	14	24.6%	19	27.5%	20	35.1%	23	32.4%
4-year college degree	20	4.8%	2	3.3%	8	14.3%	1	2.0%	2	3.5%	0	0.0%	4	7.0%	3	4.2%
More than a 4-year college degree	7	1.7%	1	1.6%	1	1.8%	0	0.0%	1	1.8%	1	1.4%	0	0.0%	3	4.2%
Total	421	100.0%	61	100.0%	56	100.0%	50	100.0%	57	100.0%	69	100.0%	57	100.0%	71	100.0%
Not Answered	12		4		1		2		2		2		1		0	

Q60. Are you of Hispanic or Latino origin or descent?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	12	2.9%	1	1.7%	4	7.1%	1	2.0%	1	1.7%	3	4.3%	0	0.0%	2	3.1%
No, Not Hispanic or Latino	405	97.1%	59	98.3%	52	92.9%	50	98.0%	57	98.3%	67	95.7%	57	100.0%	63	96.9%
Total	417	100.0%	60	100.0%	56	100.0%	51	100.0%	58	100.0%	70	100.0%	57	100.0%	65	100.0%
Not Answered	16		5		1		1		1		1		1		6	

About You (continued)

Q61.1. What is your race? Response: White.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	260	60.6%	35	54.7%	34	61.8%	18	34.6%	50	84.7%	31	44.3%	46	79.3%	46	64.8%
No	169	39.4%	29	45.3%	21	38.2%	34	65.4%	9	15.3%	39	55.7%	12	20.7%	25	35.2%
Total	429	100.0%	64	100.0%	55	100.0%	52	100.0%	59	100.0%	70	100.0%	58	100.0%	71	100.0%
Not Answered	4		1		2		0		0		1		0		0	

Q61.2. What is your race? Response: Black or African-American.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	151	35.2%	26	40.6%	18	32.7%	30	57.7%	9	15.3%	38	54.3%	10	17.2%	20	28.2%
No	278	64.8%	38	59.4%	37	67.3%	22	42.3%	50	84.7%	32	45.7%	48	82.8%	51	71.8%
Total	429	100.0%	64	100.0%	55	100.0%	52	100.0%	59	100.0%	70	100.0%	58	100.0%	71	100.0%
Not Answered	4		1		2		0		0		1		0		0	

Q61.3. What is your race? Response: Asian.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	4	0.9%	1	1.6%	2	3.6%	1	1.9%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
No	425	99.1%	63	98.4%	53	96.4%	51	98.1%	59	100.0%	70	100.0%	58	100.0%	71	100.0%
Total	429	100.0%	64	100.0%	55	100.0%	52	100.0%	59	100.0%	70	100.0%	58	100.0%	71	100.0%
Not Answered	4		1		2		0		0		1		0		0	

Q61.4. What is your race? Response: Native Hawaiian or other Pacific Islander.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	2	0.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	2.8%
No	427	99.5%	64	100.0%	55	100.0%	52	100.0%	59	100.0%	70	100.0%	58	100.0%	69	97.2%
Total	429	100.0%	64	100.0%	55	100.0%	52	100.0%	59	100.0%	70	100.0%	58	100.0%	71	100.0%
Not Answered	4		1		2		0		0		1		0		0	

About You (continued)

Q61.5. What is your race? Response: American Indian or Alaska Native.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	23	5.4%	3	4.7%	2	3.6%	7	13.5%	1	1.7%	4	5.7%	4	6.9%	2	2.8%
No	406	94.6%	61	95.3%	53	96.4%	45	86.5%	58	98.3%	66	94.3%	54	93.1%	69	97.2%
Total	429	100.0%	64	100.0%	55	100.0%	52	100.0%	59	100.0%	70	100.0%	58	100.0%	71	100.0%
Not Answered	4		1		2		0		0		1		0		0	

Q61.6. What is your race? Response: Other.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	22	5.1%	4	6.3%	1	1.8%	2	3.8%	1	1.7%	2	2.9%	5	8.6%	7	9.9%
No	407	94.9%	60	93.8%	54	98.2%	50	96.2%	58	98.3%	68	97.1%	53	91.4%	64	90.1%
Total	429	100.0%	64	100.0%	55	100.0%	52	100.0%	59	100.0%	70	100.0%	58	100.0%	71	100.0%
Not Answered	4		1		2		0		0		1		0		0	

Q62. Did someone help you complete this survey?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	139	32.2%	15	23.1%	19	33.3%	22	42.3%	19	32.2%	22	31.4%	17	29.3%	25	35.2%
No	293	67.8%	50	76.9%	38	66.7%	30	57.7%	40	67.8%	48	68.6%	41	70.7%	46	64.8%
Total	432	100.0%	65	100.0%	57	100.0%	52	100.0%	59	100.0%	70	100.0%	58	100.0%	71	100.0%
Not Answered	1		0		0		0		0		1		0		0	

Q63.1. How did that person help you? Response: Read the questions to me.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	82	59.4%	11	73.3%	10	55.6%	14	63.6%	10	52.6%	13	59.1%	7	41.2%	17	68.0%
No	56	40.6%	4	26.7%	8	44.4%	8	36.4%	9	47.4%	9	40.9%	10	58.8%	8	32.0%
Total	138	100.0%	15	100.0%	18	100.0%	22	100.0%	19	100.0%	22	100.0%	17	100.0%	25	100.0%
Not Answered	1		0		1		0		0		0		0		0	

About You (continued)

Q63.2. How did that person help you? Response: Wrote down the answers I gave.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	59	42.8%	7	46.7%	7	38.9%	8	36.4%	7	36.8%	9	40.9%	9	52.9%	12	48.0%
No	79	57.2%	8	53.3%	11	61.1%	14	63.6%	12	63.2%	13	59.1%	8	47.1%	13	52.0%
Total	138	100.0%	15	100.0%	18	100.0%	22	100.0%	19	100.0%	22	100.0%	17	100.0%	25	100.0%
Not Answered	1		0		1		0		0		0		0		0	

Q63.3. How did that person help you? Response: Answered the questions for me.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	49	35.5%	5	33.3%	4	22.2%	8	36.4%	8	42.1%	7	31.8%	7	41.2%	10	40.0%
No	89	64.5%	10	66.7%	14	77.8%	14	63.6%	11	57.9%	15	68.2%	10	58.8%	15	60.0%
Total	138	100.0%	15	100.0%	18	100.0%	22	100.0%	19	100.0%	22	100.0%	17	100.0%	25	100.0%
Not Answered	1		0		1		0		0		0		0		0	

Q63.4. How did that person help you? Response: Translated the questions into my language.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	12	8.7%	1	6.7%	1	5.6%	3	13.6%	1	5.3%	4	18.2%	0	0.0%	2	8.0%
No	126	91.3%	14	93.3%	17	94.4%	19	86.4%	18	94.7%	18	81.8%	17	100.0%	23	92.0%
Total	138	100.0%	15	100.0%	18	100.0%	22	100.0%	19	100.0%	22	100.0%	17	100.0%	25	100.0%
Not Answered	1		0		1		0		0		0		0		0	

Q63.5. How did that person help you? Response: Helped in some other way.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	17	12.3%	4	26.7%	4	22.2%	2	9.1%	1	5.3%	1	4.5%	3	17.6%	2	8.0%
No	121	87.7%	11	73.3%	14	77.8%	20	90.9%	18	94.7%	21	95.5%	14	82.4%	23	92.0%
Total	138	100.0%	15	100.0%	18	100.0%	22	100.0%	19	100.0%	22	100.0%	17	100.0%	25	100.0%
Not Answered	1		0		1		0		0		0		0		0	



All information that would let someone identify you or your family will be kept private. The research staff will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get.

You may notice a barcode number on the front of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-888-248-4046.

SURVEY INSTRUCTIONS

- ▶ Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct Mark 

Incorrect Marks   

- ▶ You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- Yes → *If Yes, Go to Question 1*
- No

↓ **START HERE** ↓

PERSONAL OR FAMILY COUNSELING

People can get counseling, treatment or medicine for many different reasons, such as:

- For feeling depressed, anxious, or "stressed out"
- Personal problems (like when a loved one dies or when there are problems at work)
- Family problems (like marriage problems or when parents and children have trouble getting along)
- Needing help with drug or alcohol use
- For mental or emotional illness

1. In the last 12 months, did you get counseling, treatment or medicine for any of these reasons?

- Yes → *If Yes, go to question 2*
- No → *If No, go to question 56 on page 7*



**YOUR COUNSELING AND TREATMENT
IN THE LAST 12 MONTHS**

The next questions ask about your counseling or treatment. Do not include counseling or treatment during an overnight stay or from a self-help group.

2. In the last 12 months, did you call someone to get professional counseling on the phone for yourself?

- Yes
- No → *If No, go to question 4*

3. In the last 12 months, how often did you get the professional counseling you needed on the phone?

- Never
- Sometimes
- Usually
- Always

4. In the last 12 months, did you need counseling or treatment right away?

- Yes
- No → *If No, go to question 6*

5. In the last 12 months, when you needed counseling or treatment right away, how often did you see someone as soon as you wanted?

- Never
- Sometimes
- Usually
- Always

6. In the last 12 months, not counting times you needed counseling or treatment right away, did you make any appointments for counseling or treatment?

- Yes
- No → *If No, go to question 8*

7. In the last 12 months, not counting times you needed counseling or treatment right away, how often did you get an appointment for counseling or treatment as soon as you wanted?

- Never
- Sometimes
- Usually
- Always

8. In the last 12 months, how many times did you go to an emergency room or crisis center to get counseling or treatment for yourself?

- None
- 1
- 2
- 3 or more

9. In the last 12 months (not counting emergency rooms or crisis centers), how many times did you go to an office, clinic, or other treatment program to get counseling, treatment or medicine for yourself?

- None → *If None, go to question 29 on page 4*
- 1 to 10
- 11 to 20
- 21 or more

10. In the last 12 months, how often were you seen within 15 minutes of your appointment?

- Never
- Sometimes
- Usually
- Always



The next questions are about all the counseling or treatment you got in the last 12 months during office, clinic, and emergency room visits as well as over the phone. Please do the best you can to include all the different people you went to for counseling or treatment in your answers.

11. In the last 12 months, how often did the people you went to for counseling or treatment listen carefully to you?
 - Never
 - Sometimes
 - Usually
 - Always
12. In the last 12 months, how often did the people you went to for counseling or treatment explain things in a way you could understand?
 - Never
 - Sometimes
 - Usually
 - Always
13. In the last 12 months, how often did the people you went to for counseling or treatment show respect for what you had to say?
 - Never
 - Sometimes
 - Usually
 - Always
14. In the last 12 months, how often did the people you went to for counseling or treatment spend enough time with you?
 - Never
 - Sometimes
 - Usually
 - Always
15. In the last 12 months, how often did you feel safe when you were with the people you went to for counseling or treatment?
 - Never
 - Sometimes
 - Usually
 - Always

16. In the last 12 months, did you take any prescription medicines as part of your treatment?
 - Yes
 - No → *If No, go to question 18*
17. In the last 12 months, were you told what side effects of those medicines to watch for?
 - Yes
 - No
18. In the last 12 months, how often were you involved as much as you wanted in your counseling or treatment?
 - Never
 - Sometimes
 - Usually
 - Always
19. In the last 12 months, did anyone talk to you about whether to include your family or friends in your counseling or treatment?
 - Yes
 - No
20. In the last 12 months, were you told about self-help or support groups, such as consumer-run groups or 12-step programs?
 - Yes
 - No
21. In the last 12 months, were you given information about different kinds of counseling or treatment that are available?
 - Yes
 - No
22. In the last 12 months, were you given as much information as you wanted about what you could do to manage your condition?
 - Yes
 - No



23. In the last 12 months, were you given information about your rights as a patient?
- Yes
 No
24. In the last 12 months, did you feel you could refuse a specific type of medicine or treatment?
- Yes
 No
25. In the last 12 months, as far as you know did anyone you went to for counseling or treatment share information with others that should have been kept private?
- Yes
 No
26. Does your language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment you need?
- Yes
 No → *If No, go to question 28*
27. In the last 12 months, was the care you received responsive to those needs?
- Yes
 No

28. Using any number from 0 to 10, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate all your counseling or treatment in the last 12 months?
- 0 Worst Counseling or Treatment Possible
 1
 2
 3
 4
 5
 6
 7
 8
 9
 10 Best Counseling or Treatment Possible
29. In the last 12 months, how much were you helped by the counseling or treatment you got?
- Not at all
 A little
 Somewhat
 A lot
30. In general, how would you rate your overall mental health now?
- Excellent
 Very Good
 Good
 Fair
 Poor
31. Compared to 12 months ago, how would you rate your ability to deal with daily problems now?
- Much better
 A little better
 About the same
 A little worse
 Much worse

32. **Compared to 12 months ago**, how would you rate your ability to deal with **social situations now**?

- Much better
- A little better
- About the same
- A little worse
- Much worse

33. **Compared to 12 months ago**, how would you rate your ability to **accomplish the things you want to do now**?

- Much better
- A little better
- About the same
- A little worse
- Much worse

34. **Compared to 12 months ago**, how would you rate your **problems or symptoms now**?

- Much better
- A little better
- About the same
- A little worse
- Much worse

The next questions ask about your experience with the **company or organization** that handles your benefits for counseling or treatment.

35. In the last 12 months, did you **use up all your benefits** for counseling or treatment?

- Yes
- No → *If No, go to question 38*

36. At the time benefits were used up, did you think you **still needed** counseling or treatment?

- Yes
- No → *If No, go to question 38*

37. Were you told about **other ways** to get counseling, treatment, or medicine?

- Yes
- No

38. In the last 12 months, did you need approval for any counseling or treatment?

- Yes
- No → *If No, go to question 40*

39. In the last 12 months, how much of a problem, if any, were **delays** in counseling or treatment while you waited for approval?

- A big problem
- A small problem
- Not a problem

40. In the last 12 months, did you call **customer service** to get information or help about counseling or treatment?

- Yes
- No → *If No, go to question 42*

41. In the last 12 months, how much of a problem, if any, was it to **get the help you needed** when you called customer service?

- A big problem
- A small problem
- Not a problem

REASONS FOR COUNSELING OR TREATMENT

42. In the last 12 months, was any of your counseling or treatment for **personal problems, family problems, emotional illness, or mental illness**?

- Yes
- No

43. In the last 12 months, was any of your counseling or treatment for help with **alcohol use or drug use**?

- Yes
- No



CARE COORDINATION

44. Have you received Care Coordination for any services in the past 12 months?

- Yes
- No → *If No, go to question 56*

45. Please identify the service categories that you received Care Coordination for in the past 12 months. (Please mark all that apply)

- Intellectual and Developmental Disabilities
- Mental Health
- Substance Use
- Other

46. It is easy to get in touch with my Care Coordinator when I need them.

- Never
- Sometimes
- Usually
- Always

47. My Care Coordinator responds to my calls in a timely manner.

- Never
- Sometimes
- Usually
- Always

48. If I have questions, my Care Coordinator helps me find the answers.

- Never
- Sometimes
- Usually
- Always

49. My Care Coordinator has helped me find services and people to support me in managing my care.

- Never
- Sometimes
- Usually
- Always

50. My Care Coordinator asks how best to support me.

- Never
- Sometimes
- Usually
- Always

51. I was given a draft of my Person Centered Plan to review before being asked to sign it.

- Never
- Sometimes
- Usually
- Always
- I do not have a Person Centered Plan

52. I was satisfied with my Person Centered Plan prepared by the Care Coordinator.

- Never
- Sometimes
- Usually → *If Usually, go to question 54*
- Always → *If Always, go to question 54*
- I do not have a Person Centered Plan → *Go to question 54*

53. If you were not satisfied with your plan, did you and/or the provider suggest revisions that were added to your plan?

- Never
- Sometimes
- Usually
- Always

54. If your request for service was denied, did your Care Coordinator talk to you about the appeal process and about additional information that might be helpful to submit for an appeal?

- Never
- Sometimes
- Usually
- Always
- Request for service was not denied

55. Are you satisfied with your Care Coordinator?

- Never
- Sometimes
- Usually
- Always

ABOUT YOU

56. In general, how would you rate your overall health now?

- Excellent
- Very Good
- Good
- Fair
- Poor

57. What is your age now?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

58. Are you male or female?

- Male
- Female

59. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

60. Are you of Hispanic or Latino origin or descent?

- Yes, Hispanic or Latino
- No, not Hispanic or Latino

61. What is your race? Please mark one or more.

- White
- Black or African-American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native
- Other

62. Did someone help you complete this survey?

- Yes → *If Yes, go to question 63*
- No → *Thank you. Please return the completed survey in the postage-paid-envelope.*

63. How did that person help you? Check all that apply.

- Read the questions to me
- Wrote down the answers I gave
- Answered the questions for me
- Translated the questions into my language
- Helped in some other way.

THANK YOU

Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed postage-paid envelope to mail the survey to:

**DataStat, 3975 Research Park Drive
Ann Arbor, MI 48108**





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CZKAE

Key Items - Adult

Question #	Question Wording
1	In the last 12 months, did you get counseling, treatment or medicine for any of these reasons?
2	In the last 12 months, did you call someone to get professional counseling on the phone for yourself?
4	In the last 12 months, did you need counseling or treatment right away?
6	In the last 12 months, not counting times you needed counseling or treatment right away, did you make any appointments for counseling or treatment?
9	In the last 12 months (not counting emergency rooms or crisis centers), how many times did you go to an office, clinic, or other treatment program to get counseling, treatment or medicine for yourself?
16	In the last 12 months, did you take any prescription medicines as part of your treatment?
26	Does your language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment you need?
28	Using any number from 0 to 10, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate all your counseling or treatment in the last 12 months?
30	In general, how would you rate your overall mental health now?
35	In the last 12 months, did you use up all your benefits for counseling or treatment?
38	In the last 12 months, did you need approval for any counseling or treatment?
40	In the last 12 months, did you call customer service to get information or help about counseling or treatment?
44	Have you received Care Coordination for any services in the past 12 months?
45	Please identify the service categories that you received Care Coordination for in the past 12 months.
46	It is easy to get in touch with my Care Coordinator when I need them.
47	My Care Coordinator responds to my calls in a timely manner.
48	If I have questions, my Care Coordinator helps me find the answers.
49	My Care Coordinator has helped me find services and people to support me in managing my care.
56	In general, how would you rate your overall health now?
57	What is your age now?
58	Are you male or female?
59	What is the highest grade or level of school that you have completed?
60	Are you of Hispanic or Latino origin or descent?
61	What is your race?