



# North Carolina

CAHPS 3.0

Child Medicaid

ECHO® Report

December 2016



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Results from the Consumer Satisfaction Survey for North Carolina Child 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 Child 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 child Medicaid survey project consisted of fifty-eight 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, 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, and perceived improvement.

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

Statistical significance tests are run comparing NC Child 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 Child 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.

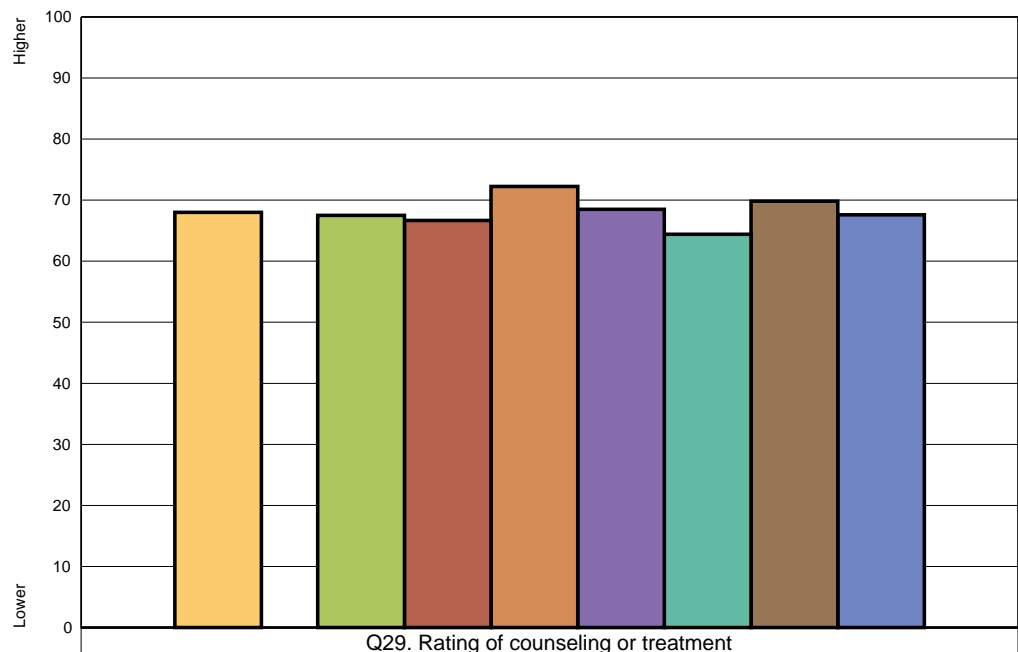
This report summarizes the findings of a child survey conducted for NC DMA. Attempts were made to survey 3,997 enrollee households by mail and telephone during the period from October 7, 2016 through November 23, 2016, using a standardized survey procedure and questionnaire.

**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**



	Q29. Rating of counseling or treatment
NC Overall	68.0%
Alliance	67.5%
Cardinal	66.7%
East-pointe	72.2%
Partners	68.5%
Sandhills	64.4%
Smoky Mountain	69.8%
Trillium	67.6%

↕ Statistically significantly higher/lower than NC Overall

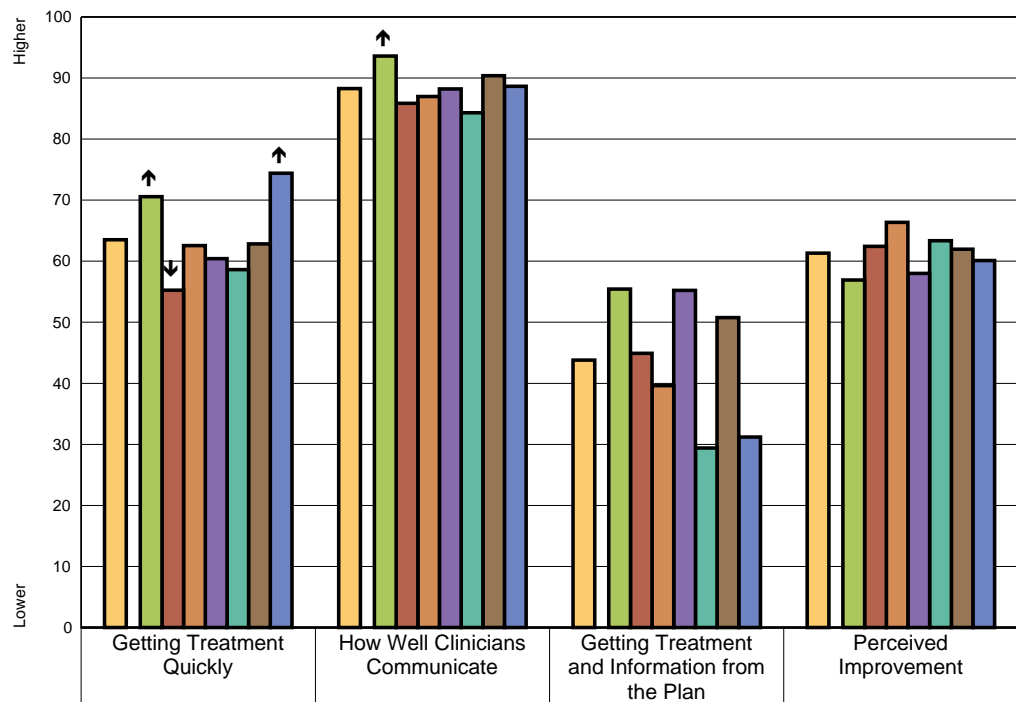
**SUMMARY OF COMPOSITES**

For each of four domains of member experience, Getting Treatment Quickly, How Well Clinicians Communicate, Getting Treatment and Information from the Plan, and Perceived Improvement, 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.

**Composites**



NC Overall	63.5%	88.3%	43.8%	61.3%
Alliance	70.6%	93.6%	55.4%	56.9%
Cardinal	55.2%	85.8%	44.9%	62.4%
East-Pointe	62.6%	87.0%	39.6%	66.4%
Partners	60.4%	88.2%	55.2%	58.0%
Sandhills	58.6%	84.3%	29.4%	63.3%
Smoky Mountain	62.8%	90.4%	50.8%	62.0%
Trillium	74.4%	88.6%	31.2%	60.1%

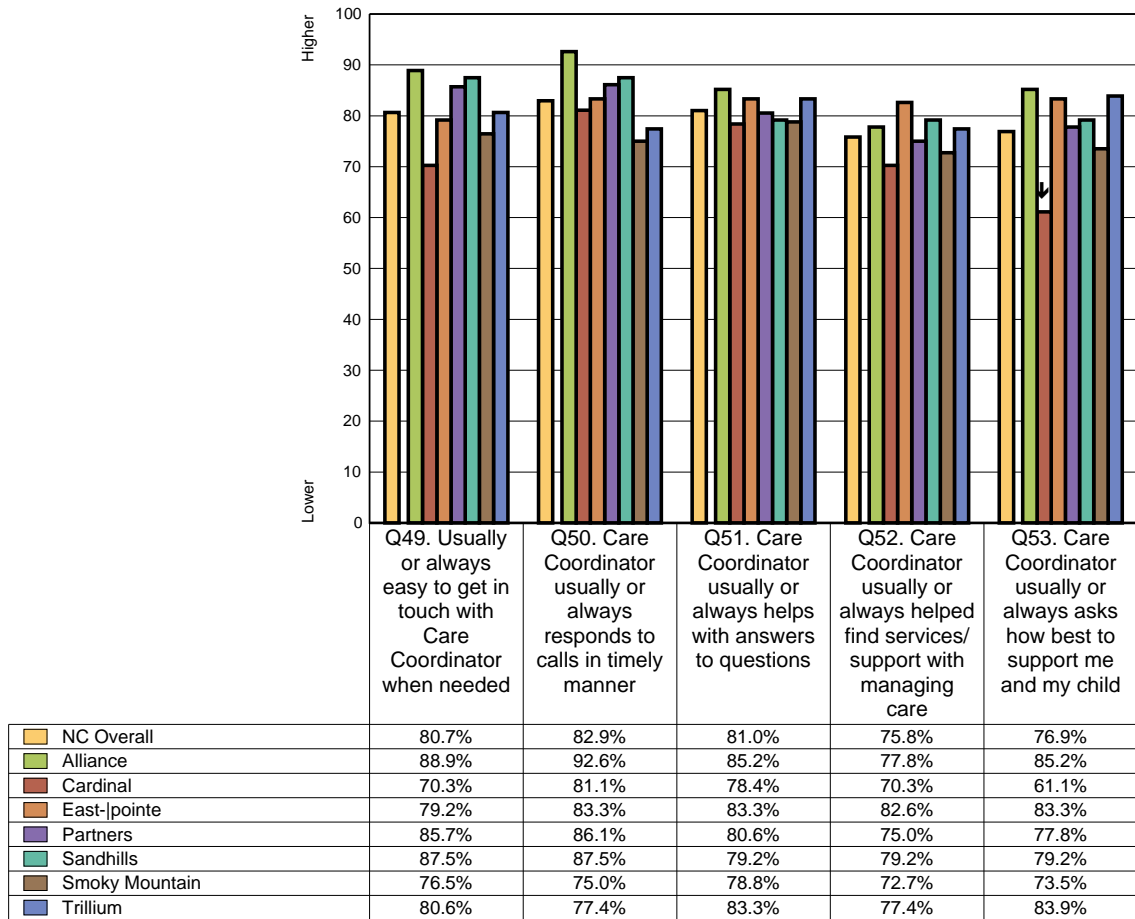
↑↓ Statistically significantly higher/lower than NC Overall

**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.

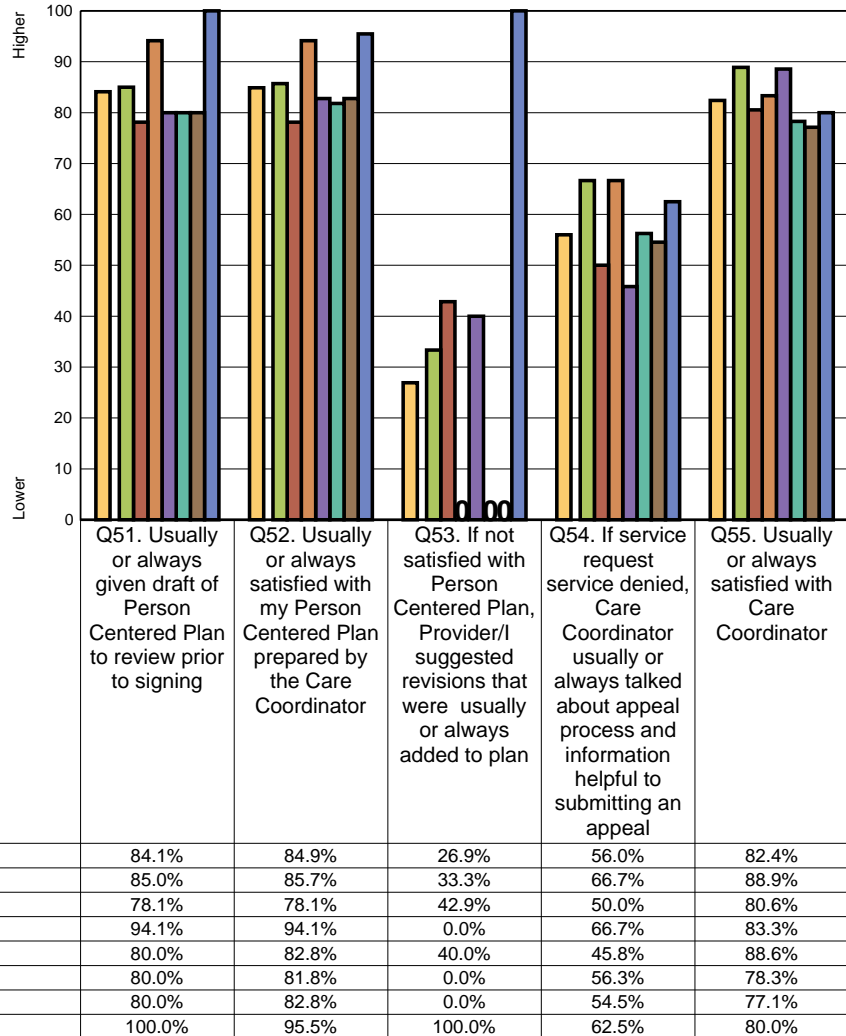
**Care Coordination Items - Part 1**



↑↓ Statistically significantly higher/lower than NC Overall

SUMMARY OF CARE COORDINATION ITEMS (continued)

Care Coordination Items - Part 2



↕ Statistically significantly higher/lower than NC Overall



## Key Strengths and Opportunities for Improvement

The following tables display the ten questions most highly correlated with NC Child 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 Child Medicaid Achievement Score	Correlation w/ satisfaction
Q14. Clinicians usually or always showed respect	90.7	0.62
Q13. Clinicians usually or always explained things	90.5	0.62
Q12. Clinicians usually or always listened carefully	88.0	0.65
Q15. Clinicians usually or always spent enough time	83.3	0.59
Q58. Usually or always satisfied with Care Coordinator	82.4	0.58

### Opportunities for Improvement

Question	NC Child Medicaid Achievement Score	Correlation w/ satisfaction
Q28. Care responsive to cultural needs	64.3	0.61
Q21. Child usually or always had someone to talk to for counseling or treatment when troubled	75.4	0.54
Q30. A lot or somewhat helped by treatment	76.8	0.66
Q53. Care Coordinator usually or always asks how best to support me and my child	76.9	0.56
Q51. Care Coordinator usually or always helps with answers to questions	81.0	0.56

## Sample Disposition

	NC Overall	Alliance	Cardinal	East-pointe	Partners	Sandhills	Smoky Mountain	Trillium
First mailing - sent	3997	571	571	571	571	571	571	571
*First mailing - returned surveys	361	56	50	37	54	48	45	71
First mailing - usable returned surveys	299	47	45	33	37	40	34	63
Second mailing - sent	3579	523	501	488	530	514	522	501
*Second mailing - returned surveys	149	25	9	24	35	26	19	11
Second mailing - usable returned surveys	124	20	9	19	31	19	18	8
*Phone - completed surveys	265	49	36	30	45	43	39	23
Phone - usable completed surveys	160	26	20	21	28	26	27	12
Total - usable surveys	583	93	74	73	96	85	79	83
†Ineligible: Language barrier	3	0	1	1	1	0	0	0
†Ineligible: Deceased	1	0	0	0	0	0	1	0
Bad address and/or bad phone number	481	54	88	104	39	80	44	72
Refusal	165	24	28	17	22	17	32	25
Nonresponse - Unavailable by mail or phone	2572	363	359	358	375	357	391	369
Response Rate	19.4%	22.8%	16.7%	16.0%	23.5%	20.5%	18.1%	18.4%
Usable Rate	75.2%	71.5%	77.9%	80.2%	71.6%	72.6%	76.7%	79.0%

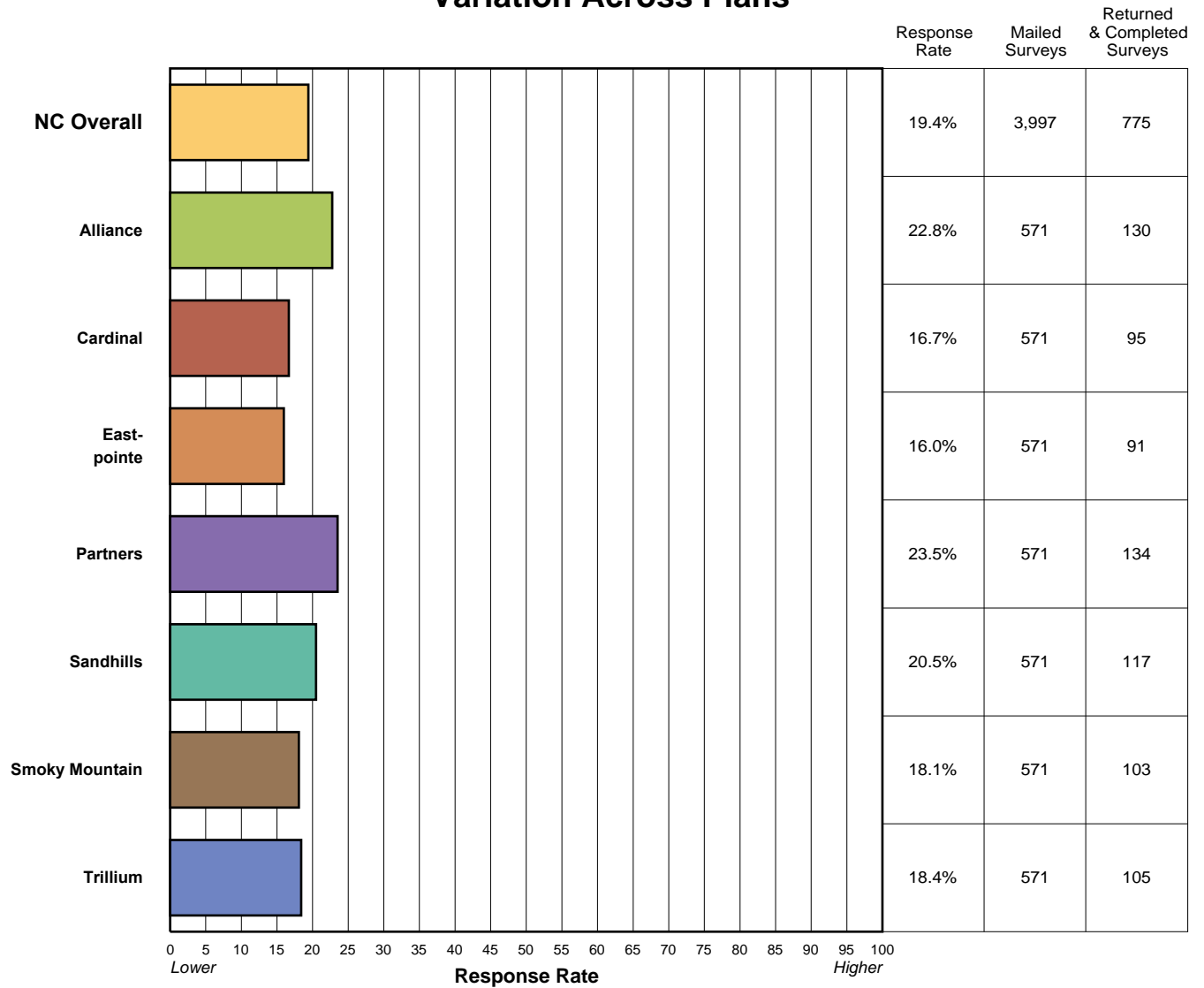
\*Included in response rate numerator

†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 child enrollees from the North Carolina plans. This consisted of a random sample of 571 enrollees from each plan. To be eligible, child enrollees had to be between the ages of 12 and 17, 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 parents or guardians of child medicaid enrollees between the ages of 12 to 17 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 child enrollees from the North Carolina plans. This consisted of a random sample of 571 enrollees from each plan. To be eligible, child enrollees had to be between the ages of 12 and 17, 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 583 parent/caretakers of NC Child Medicaid enrollees, and the NC Child Medicaid usable response rate was 14.6%.

### Questionnaire

The instrument selected for the survey was the CAHPS® 3.0 Child ECHO core survey for use in assessing the performance of health plans. The survey instrument used for the NC Child Medicaid ECHO survey project consisted of fifty-eight 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, 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

Four composite scores summarize responses in key areas: Getting Treatment Quickly, How Well Clinicians Communicate, Getting Treatment and Information from the Plan, and Perceived Improvement. 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

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

### Getting Treatment and Information from the Plan

- Q40. Delays in treatment while waiting for plan approval
- Q42. Helpfulness of customer service

### Perceived Improvement

- Q32. Compare ability to deal with daily problems to 1 year ago
- Q33. Compare ability to deal with social situations to 1 year ago
- Q34. Compare ability to accomplish things to 1 year ago
- Q35. Compare ability to deal with symptoms or problems to 1 year ago

### Information about Treatment Options

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 Q29, 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).

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## 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 (Q64), education (Q66), and health status (Q59). 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 Q29, 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.

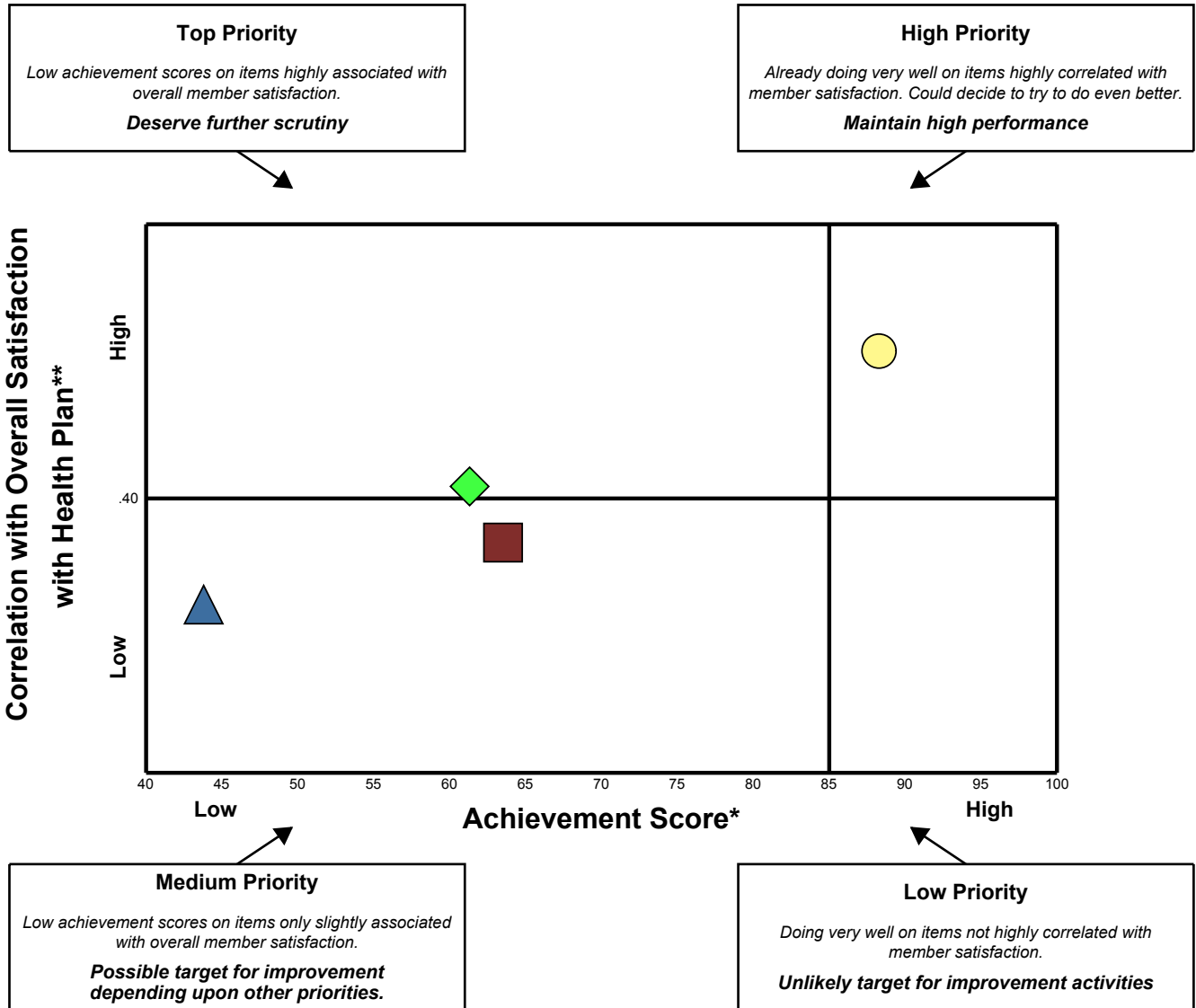
For the purposes of the priority matrix, an achievement score is considered "high" when the score is 85% or higher. Correlation coefficients greater than or equal to .4 are considered "highly correlated" with counseling and treatment satisfaction; coefficients less than .4 are considered lower correlations 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.

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

\* 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**

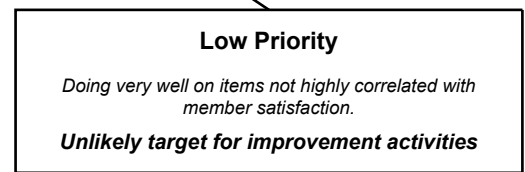
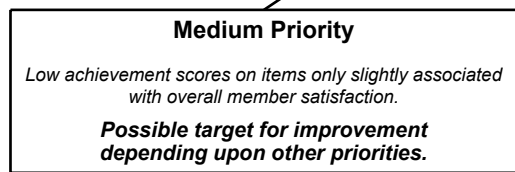
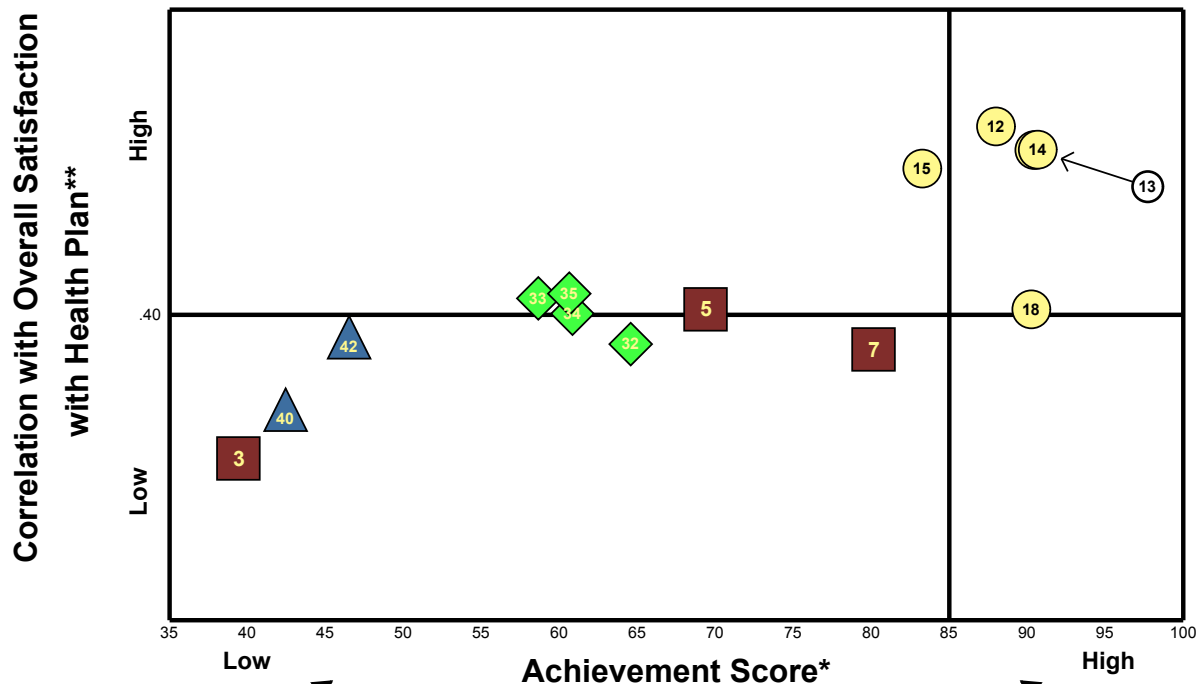
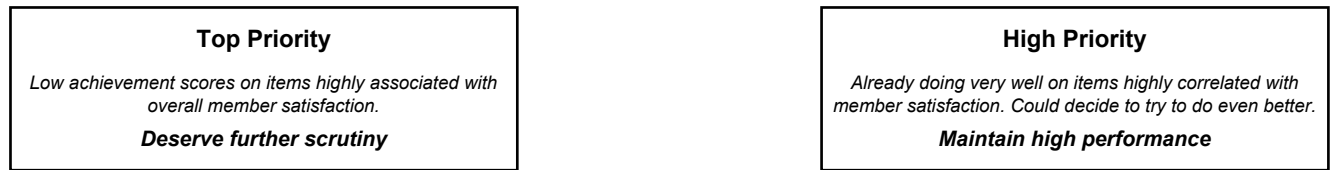
- Getting Treatment and Information from the Plan**
- Perceived Improvement**

\* 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

**Getting Treatment and Information from the Plan**

Q40. Delays in treatment while waiting for plan approval  
 Q42. Helpfulness of customer service

**How Well Clinicians Communicate**

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

**Perceived Improvement**

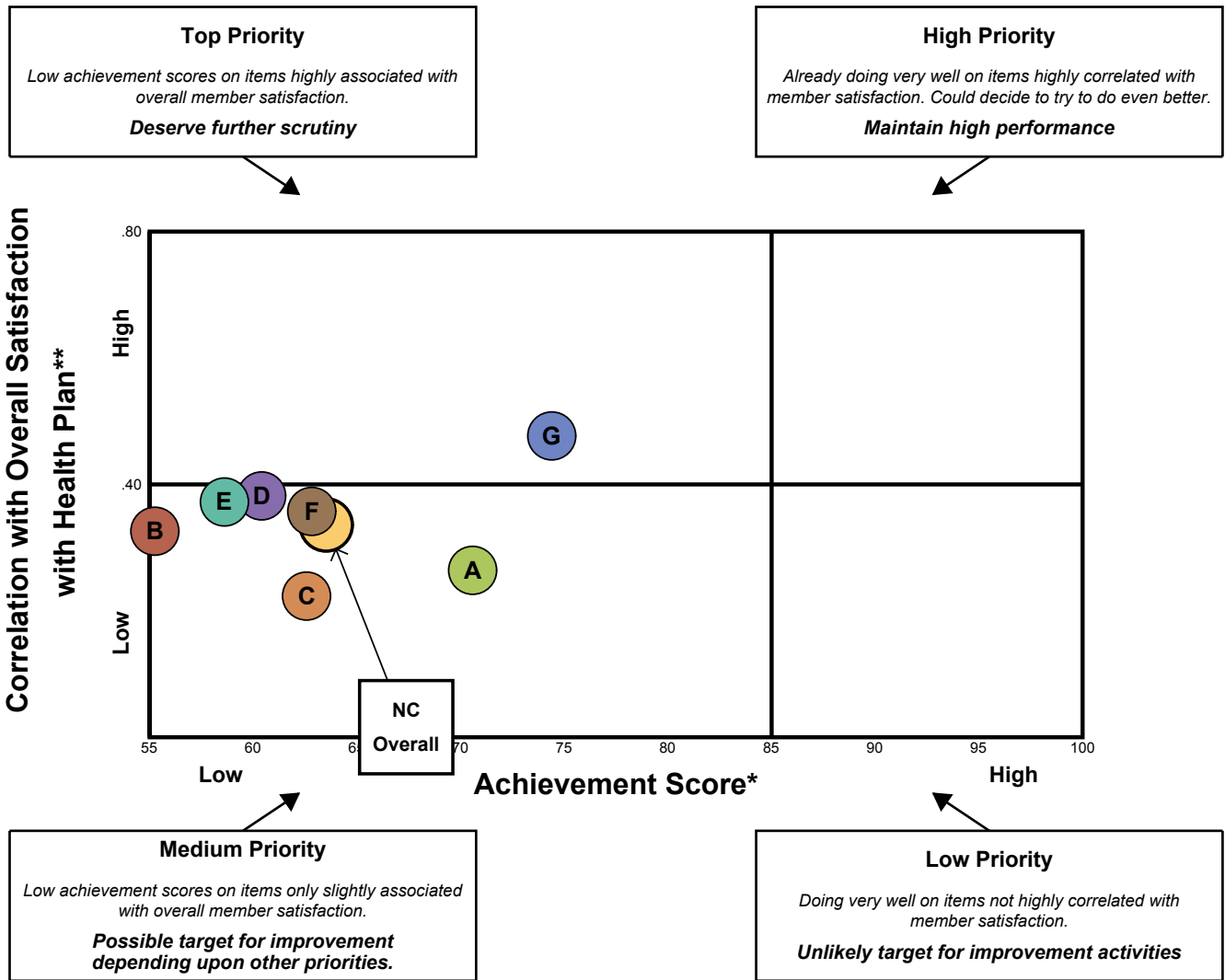
Q32. Compare ability to deal with daily problems to 1 year ago  
 Q33. Compare ability to deal with social situations to 1 year ago  
 Q34. Compare ability to accomplish things to 1 year ago  
 Q35. Compare ability to deal with symptoms or problems to 1 year ago

\* 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

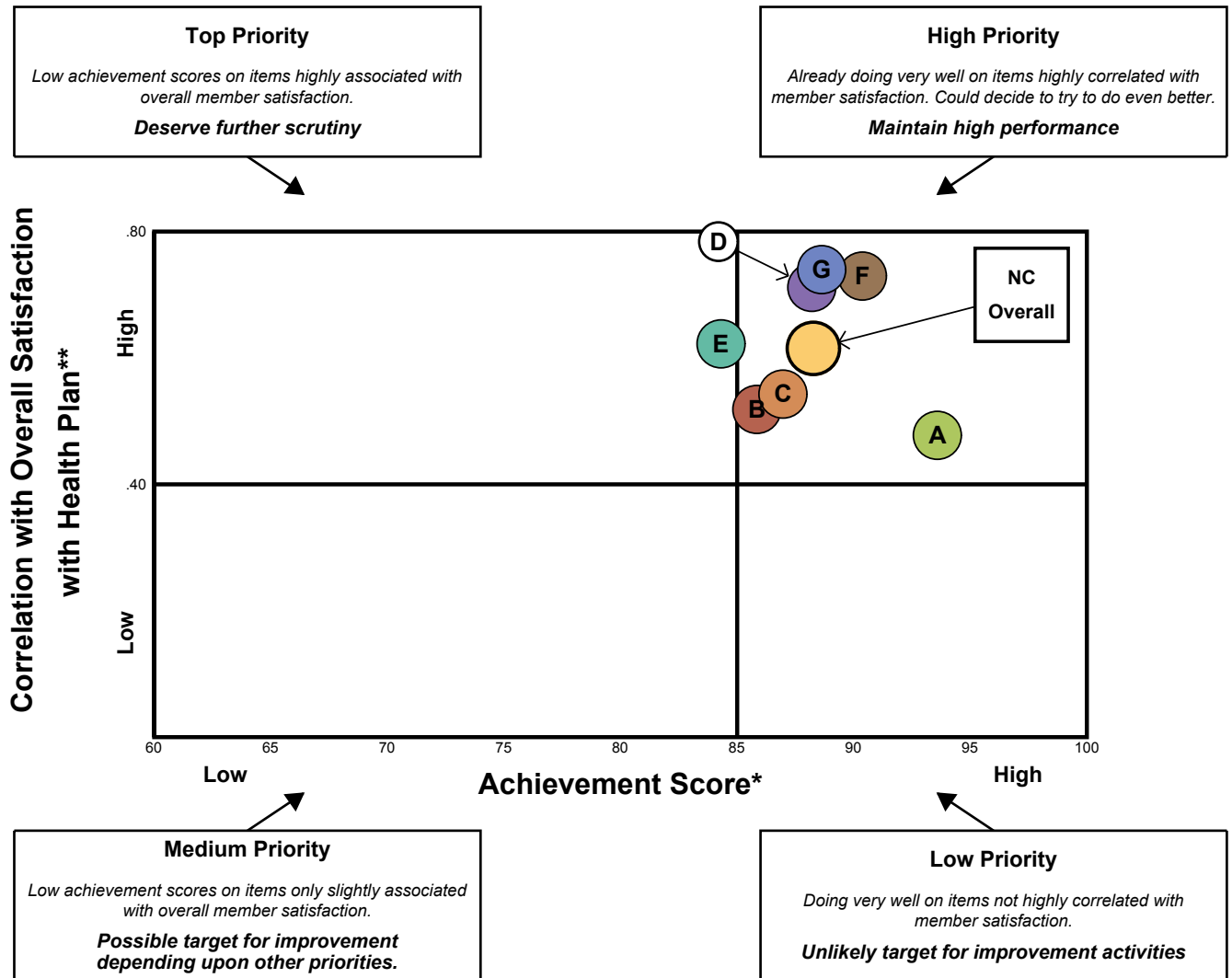


- A Alliance**
- E Sandhills**
- B Cardinal**
- F Smoky Mountain**
- C East-pointe**
- G Trillium**
- D Partners**

\* 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



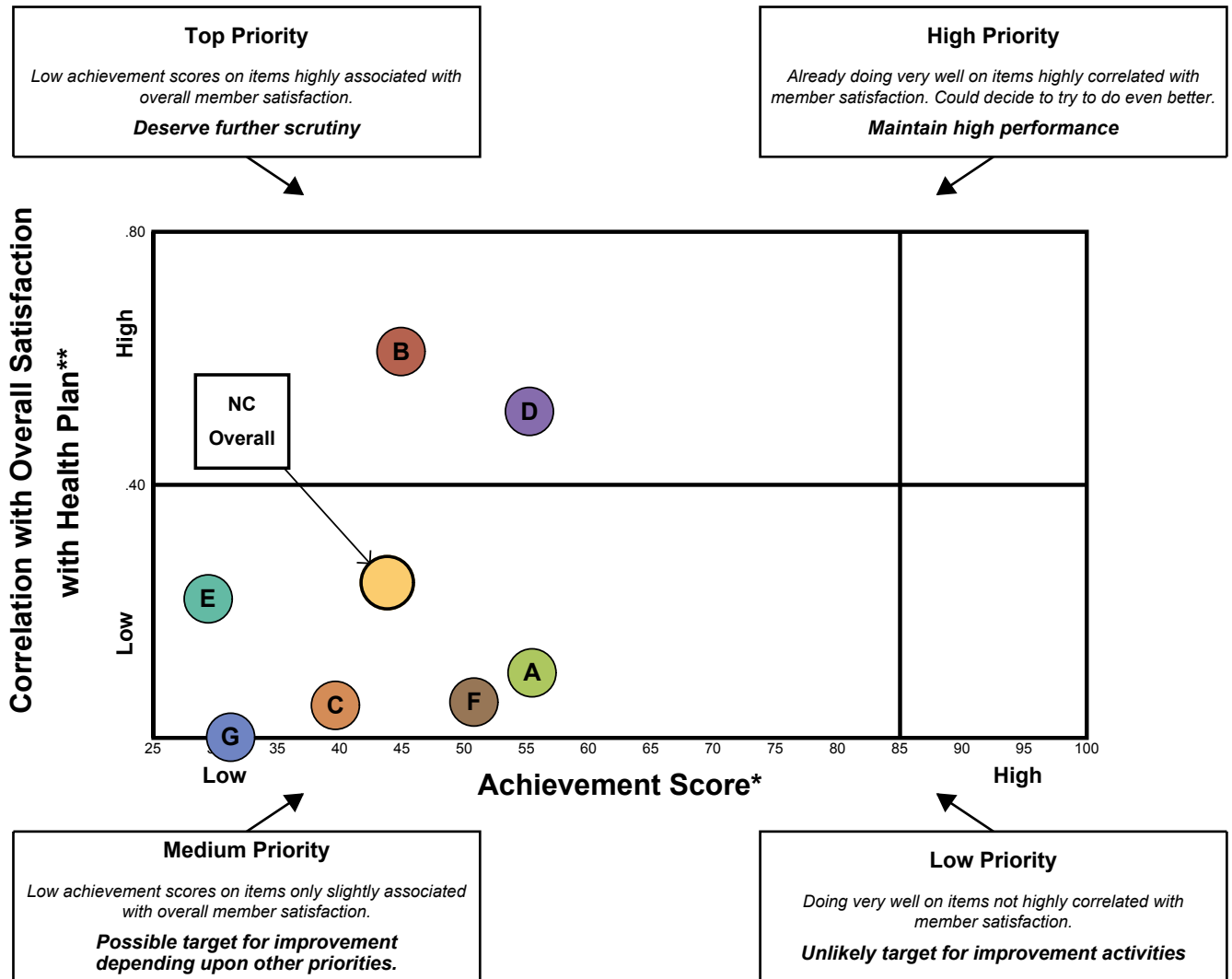
- **A Alliance**
- **B Cardinal**
- **C East-pointe**
- **D Partners**
- **E Sandhills**
- **F Smoky Mountain**
- **G Trillium**

\* 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

## Getting Treatment and Information from the Plan



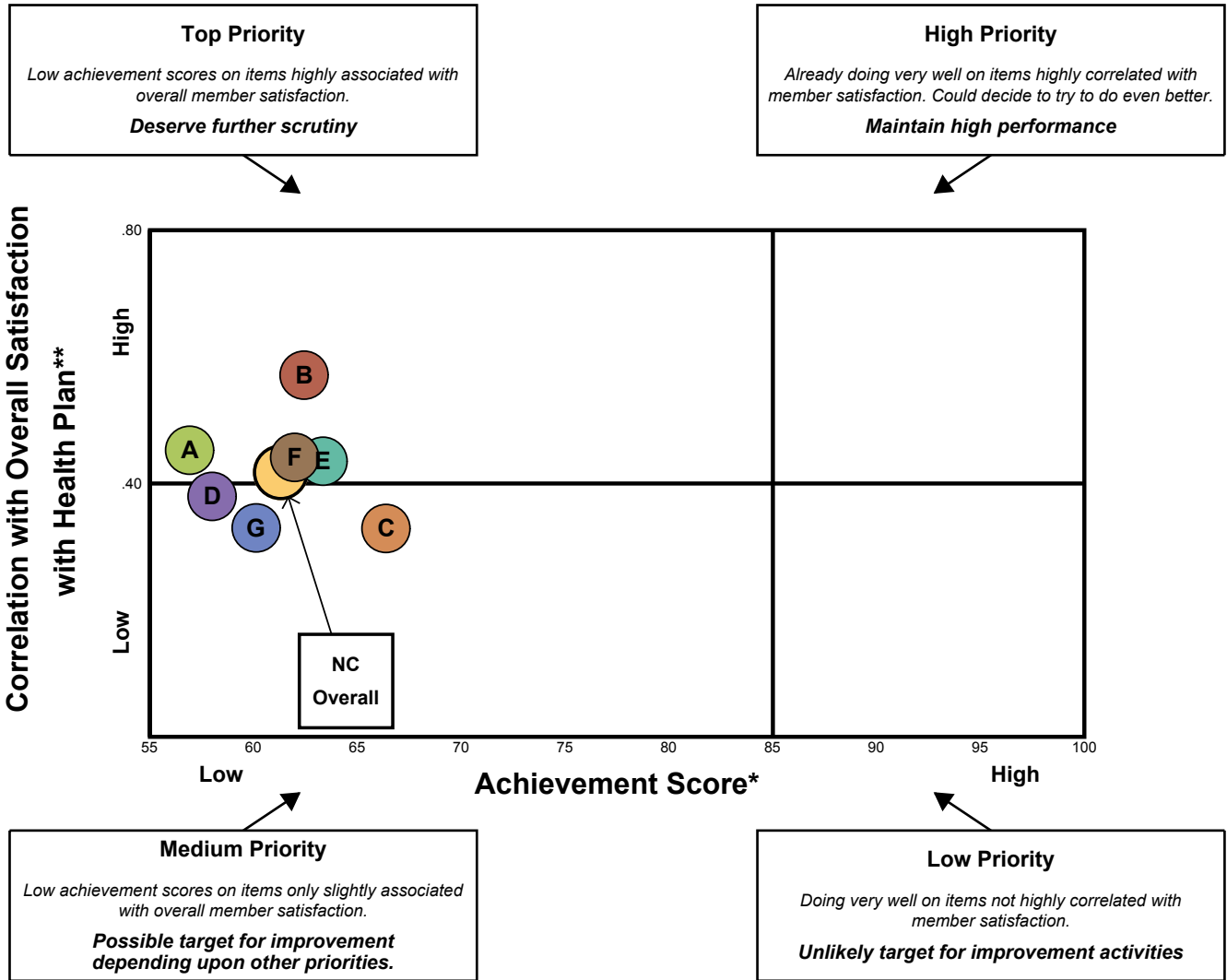
- **A Alliance**
- **B Cardinal**
- **C East-pointe**
- **D Partners**
- **E Sandhills**
- **F Smoky Mountain**
- **G Trillium**

\* 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

## Perceived Improvement



- A Alliance**
- E Sandhills**
- B Cardinal**
- F Smoky Mountain**
- C East-pointe**
- 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.

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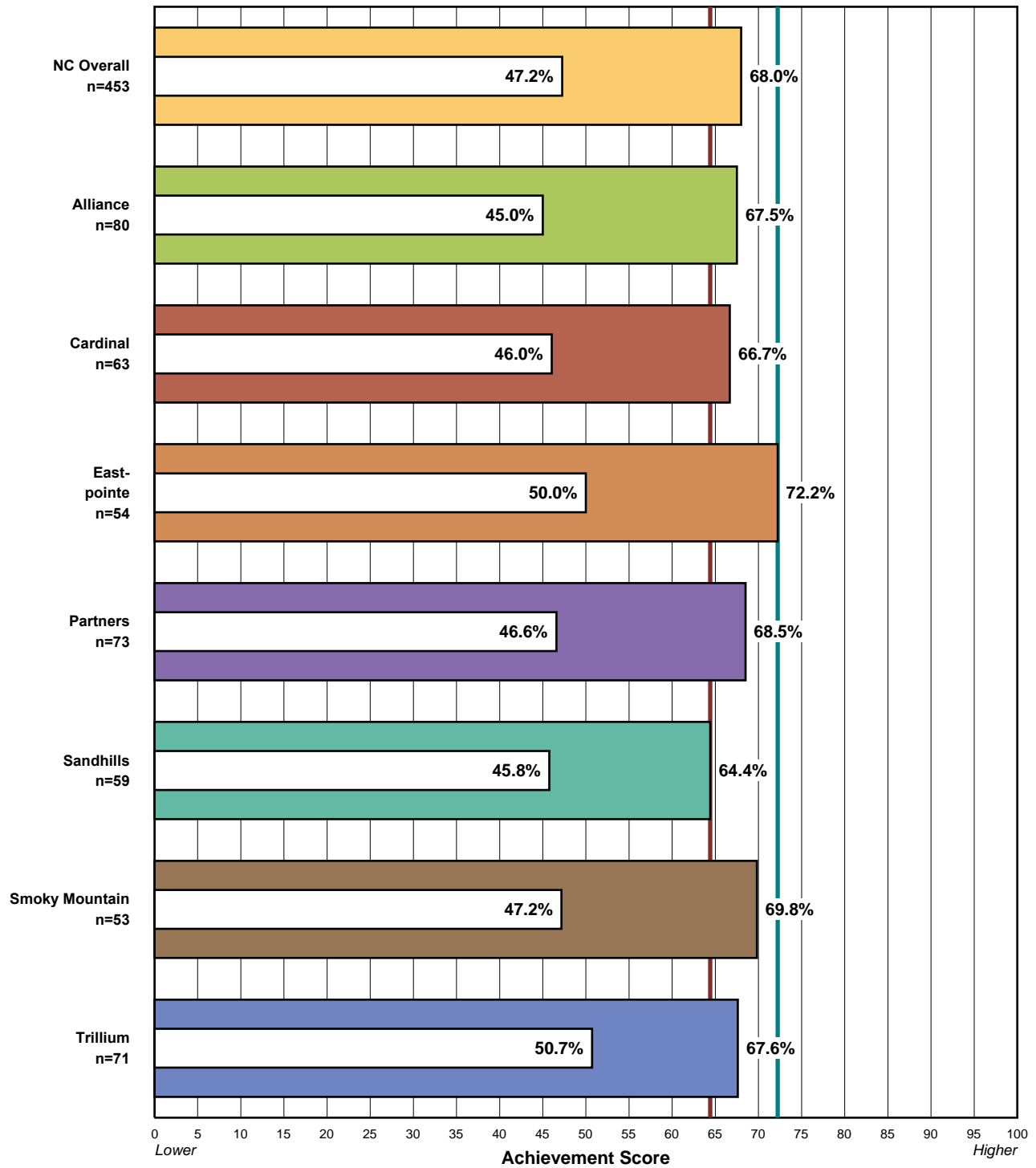
## Overall Ratings

The CAHPS® 3.0 Child 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

### Q29. 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

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## Composites

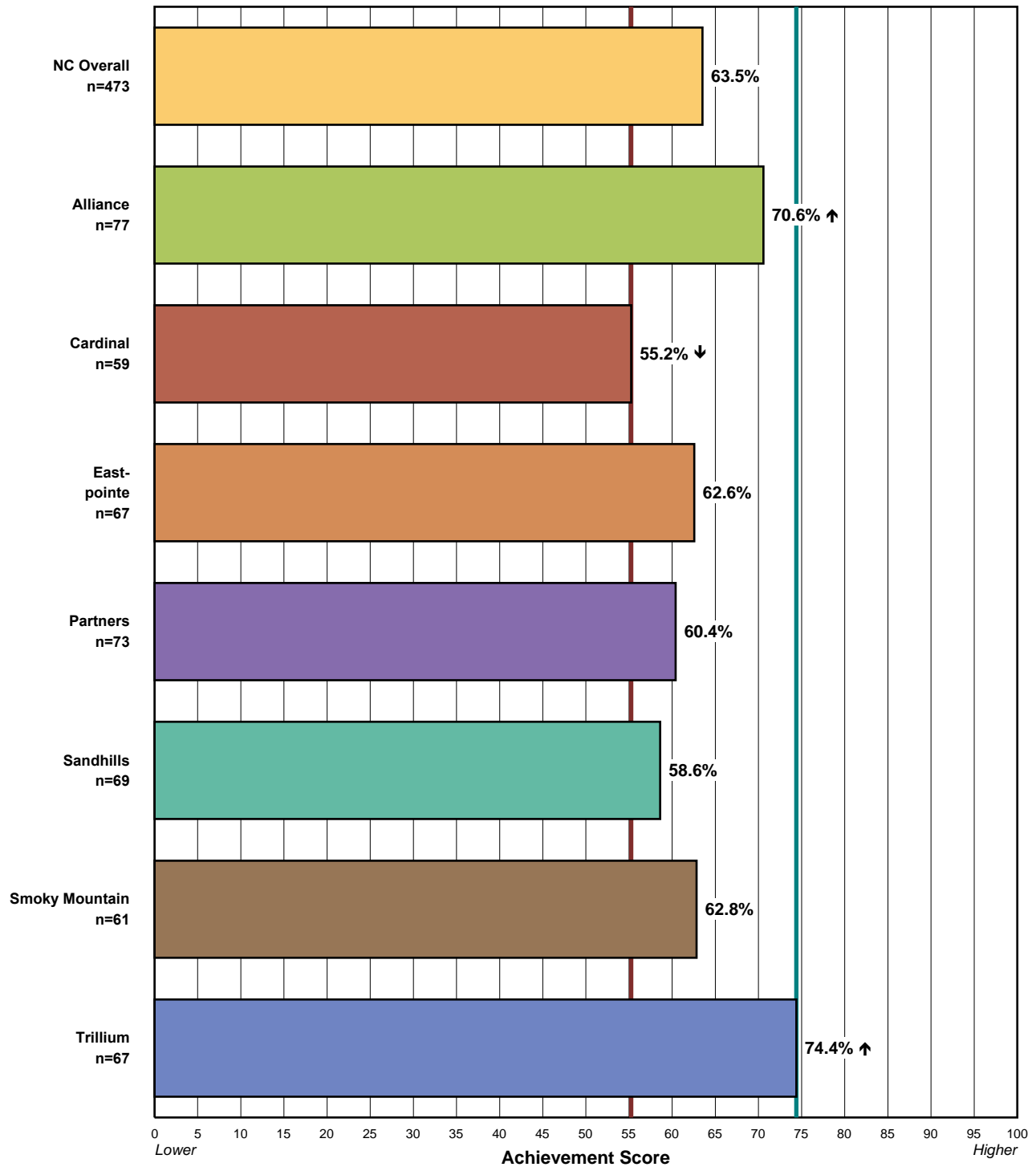
Each achievement-related question from the survey is grouped with other questions that relate to the same broad domain of performance. For example, the domain "How Well Clinicians Communicate" includes questions about how often people the respondent went to for counseling and treatment listened carefully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



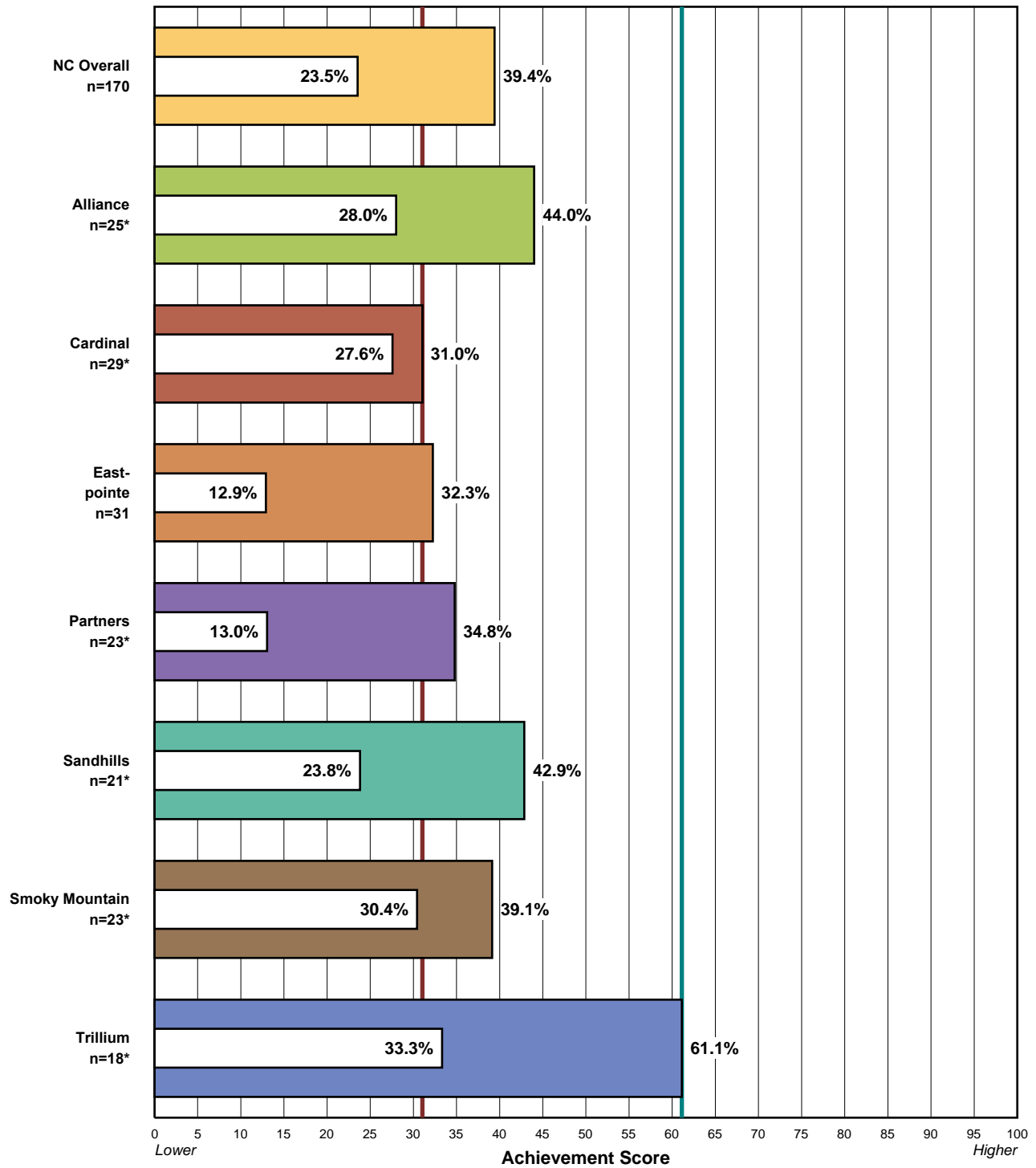
# Composites Getting Treatment Quickly



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

## Getting Treatment Quickly

### Q3. Usually or always got help by telephone



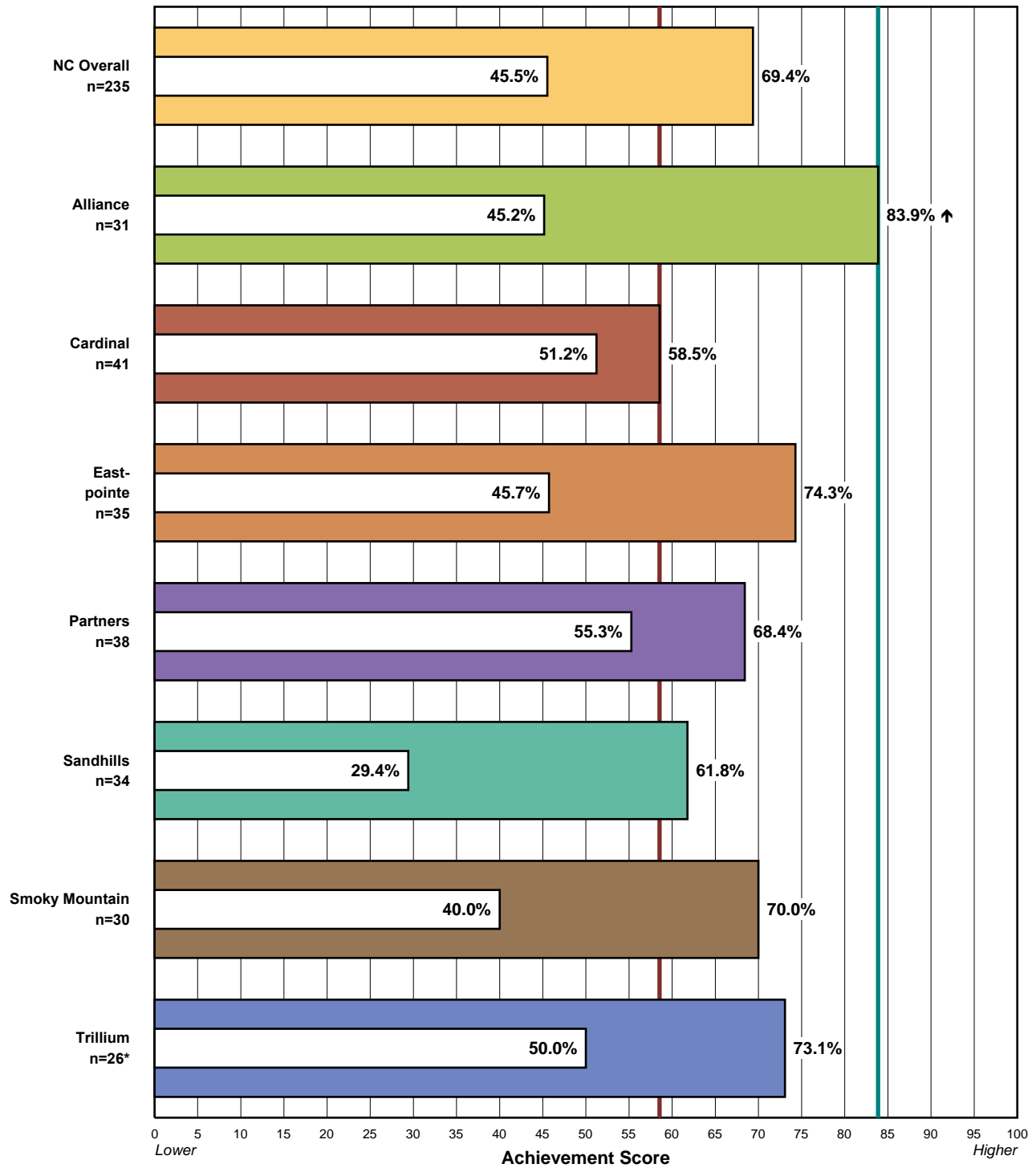
↕ Score statistically significantly higher/lower than 2016 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Always.  
 \* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

### Getting Treatment Quickly

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



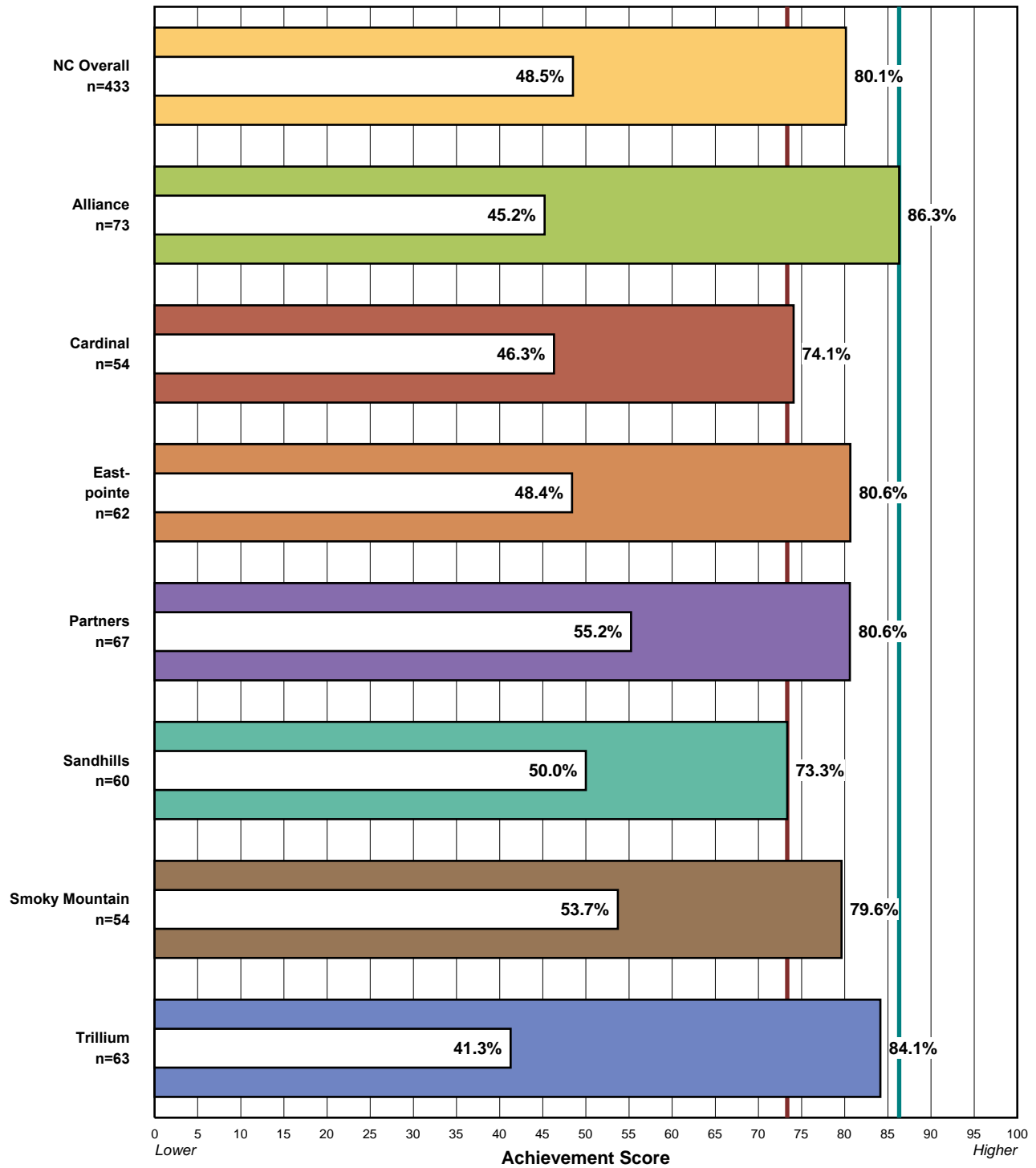
↑↓ Score statistically significantly higher/lower than 2016 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Always.  
 \* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

### Getting Treatment Quickly

#### Q7. Usually or always got appointment as soon as wanted

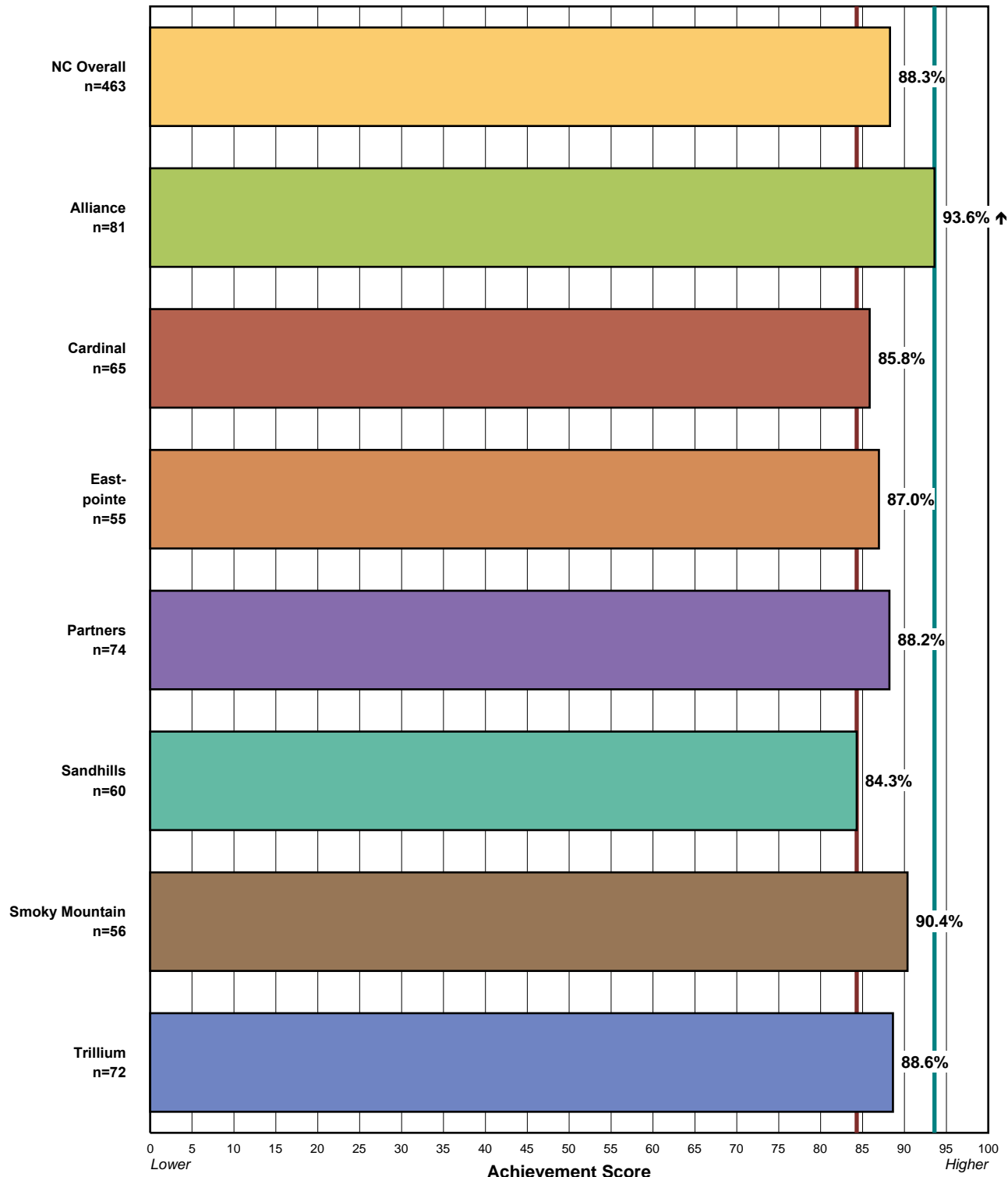


↑↓ Score statistically significantly higher/lower than 2016 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

### How Well Clinicians Communicate

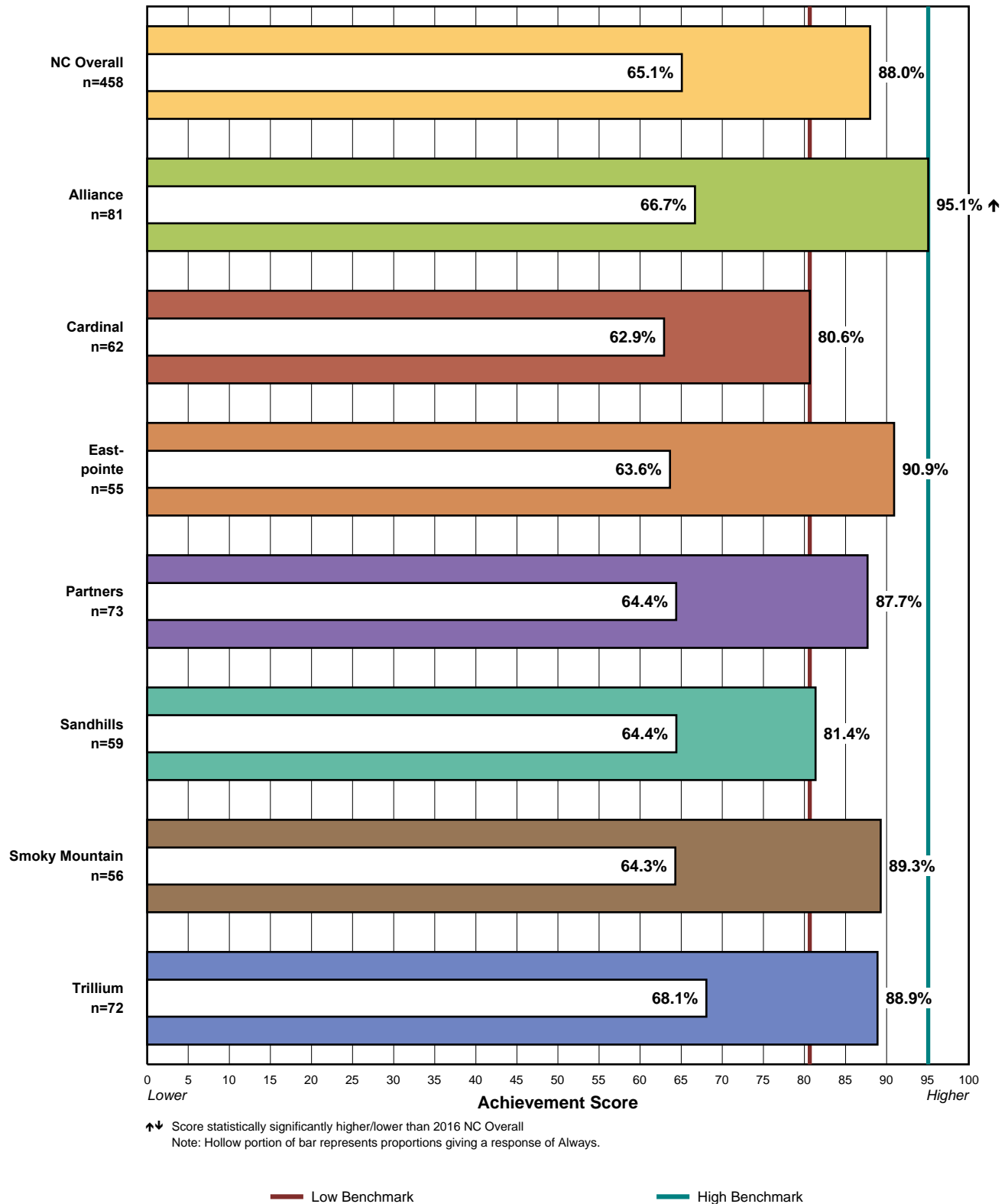


— Low Benchmark

— High Benchmark

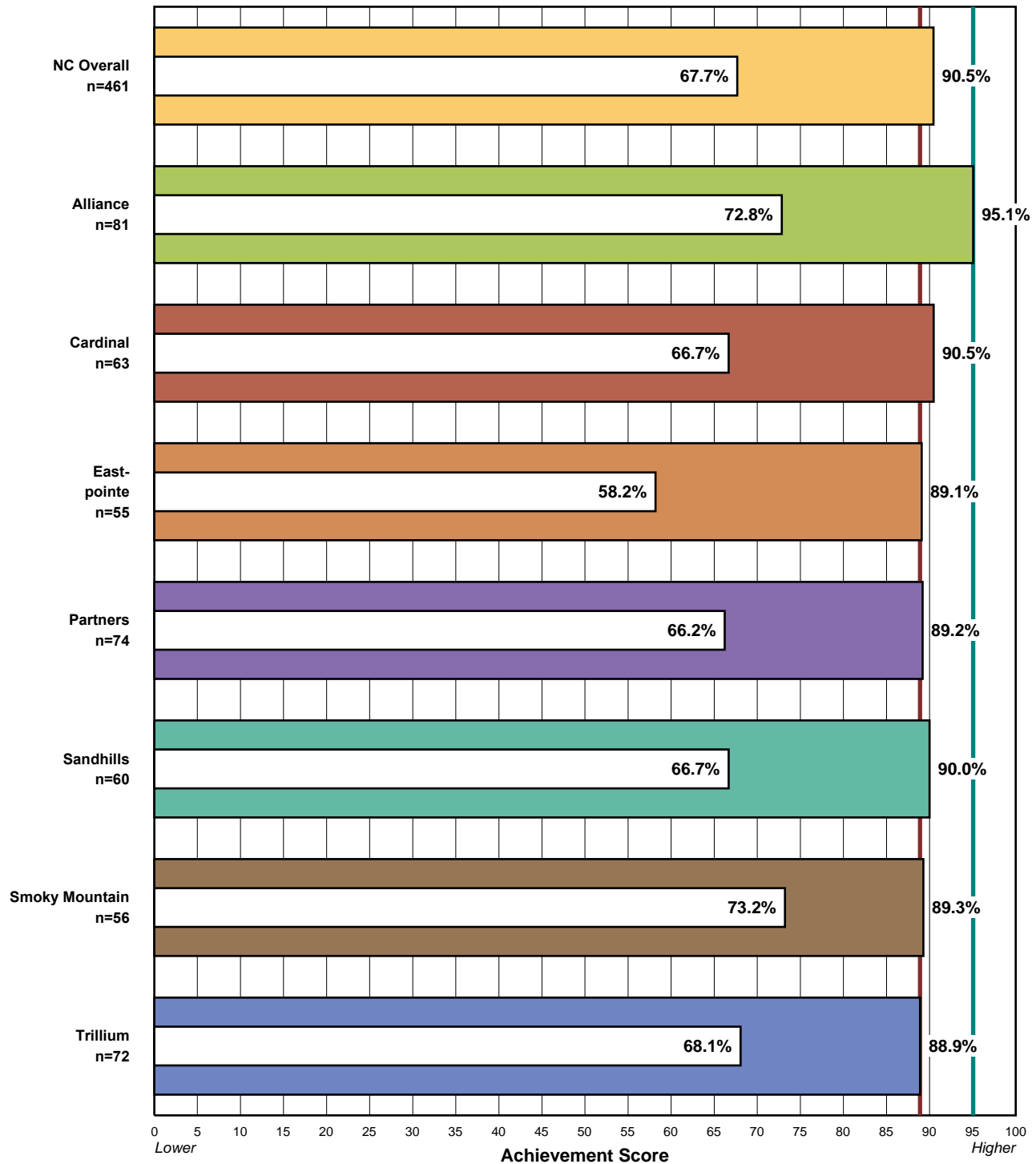
## How Well Clinicians Communicate

### Q12. Clinicians usually or always listened carefully



## How Well Clinicians Communicate

### Q13. Clinicians usually or always explained things



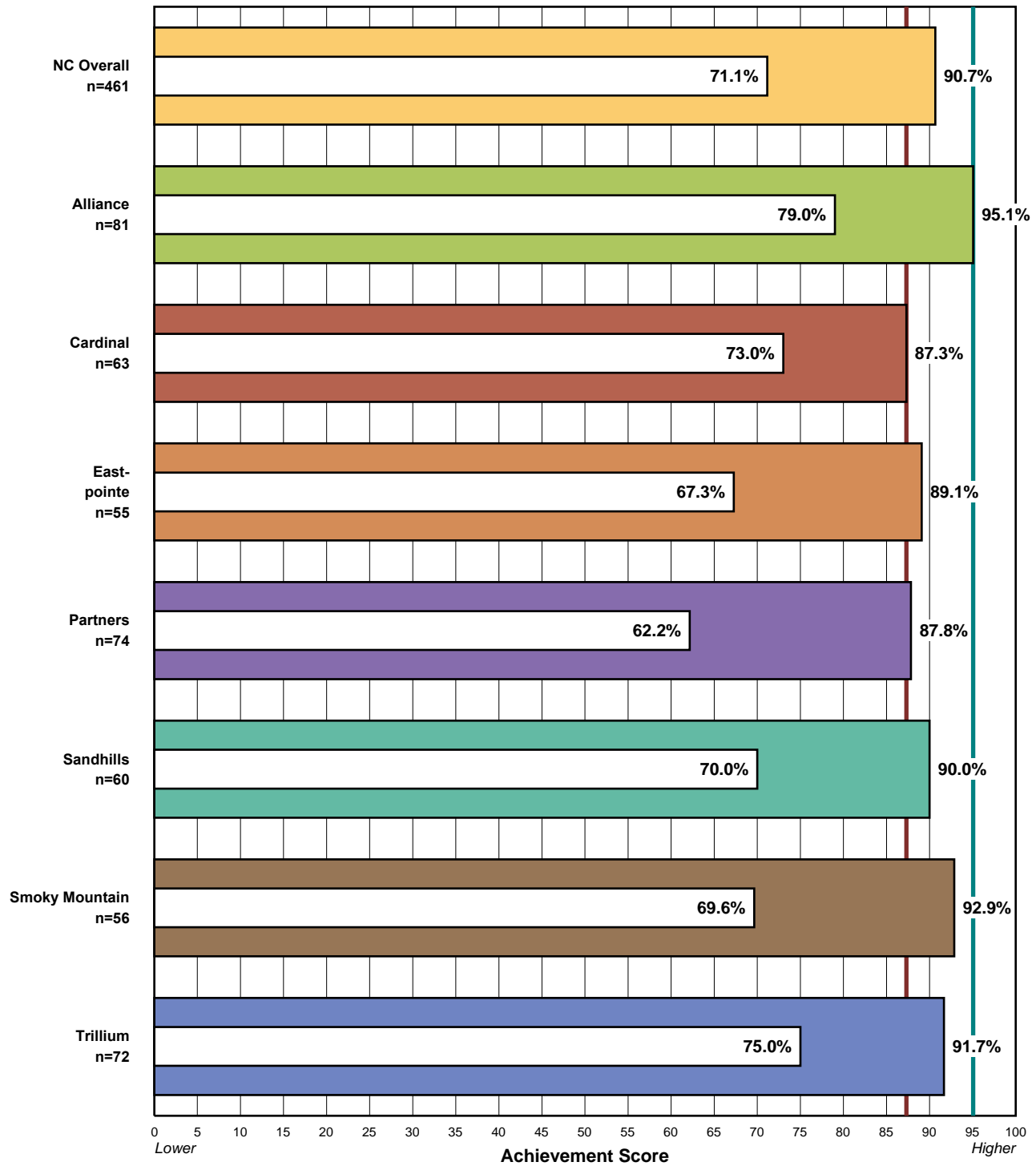
↕ Score statistically significantly higher/lower than 2016 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

## How Well Clinicians Communicate

### Q14. 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.

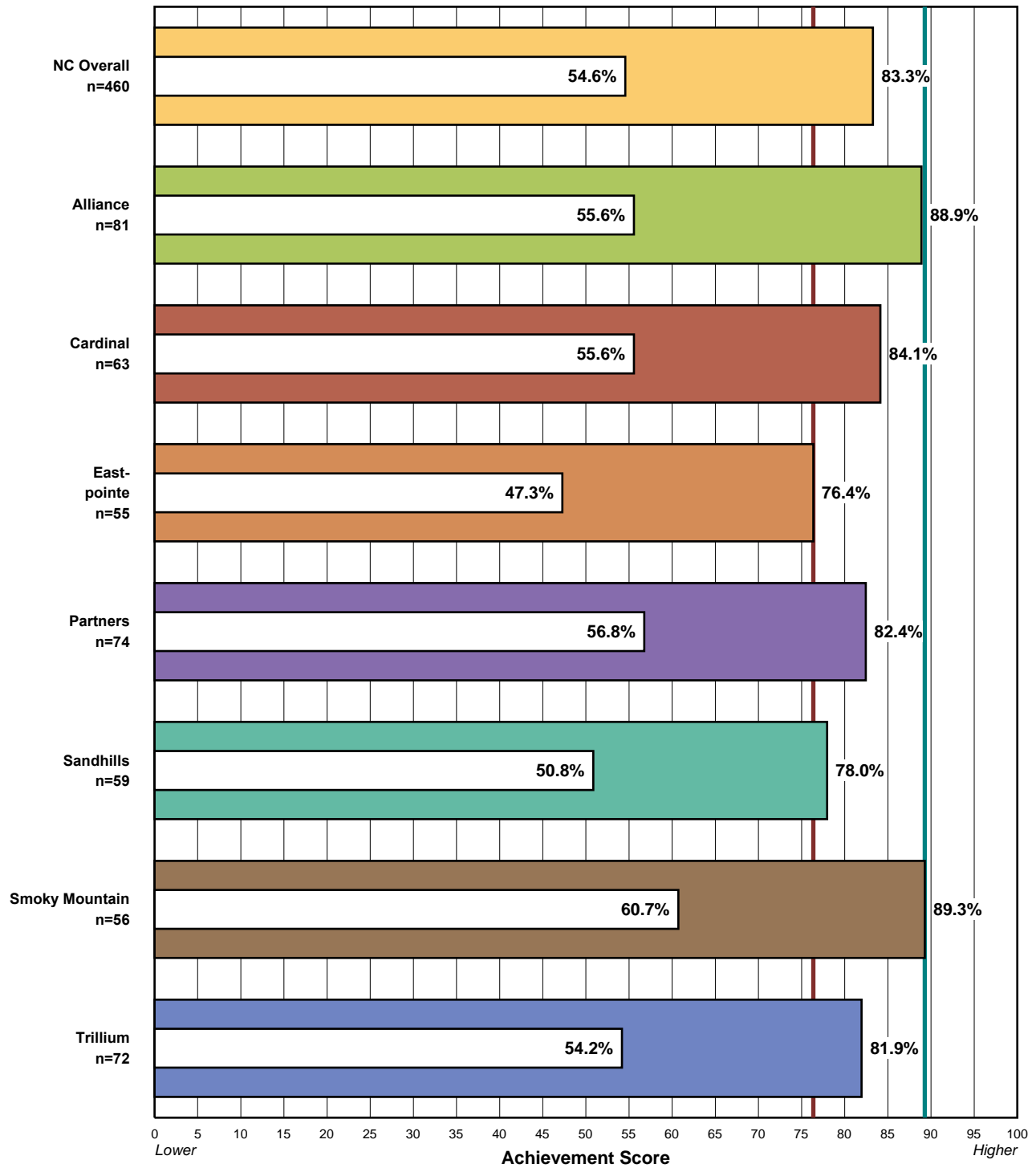
— Low Benchmark

— High Benchmark



## How Well Clinicians Communicate

### Q15. Clinicians usually or always spent enough time



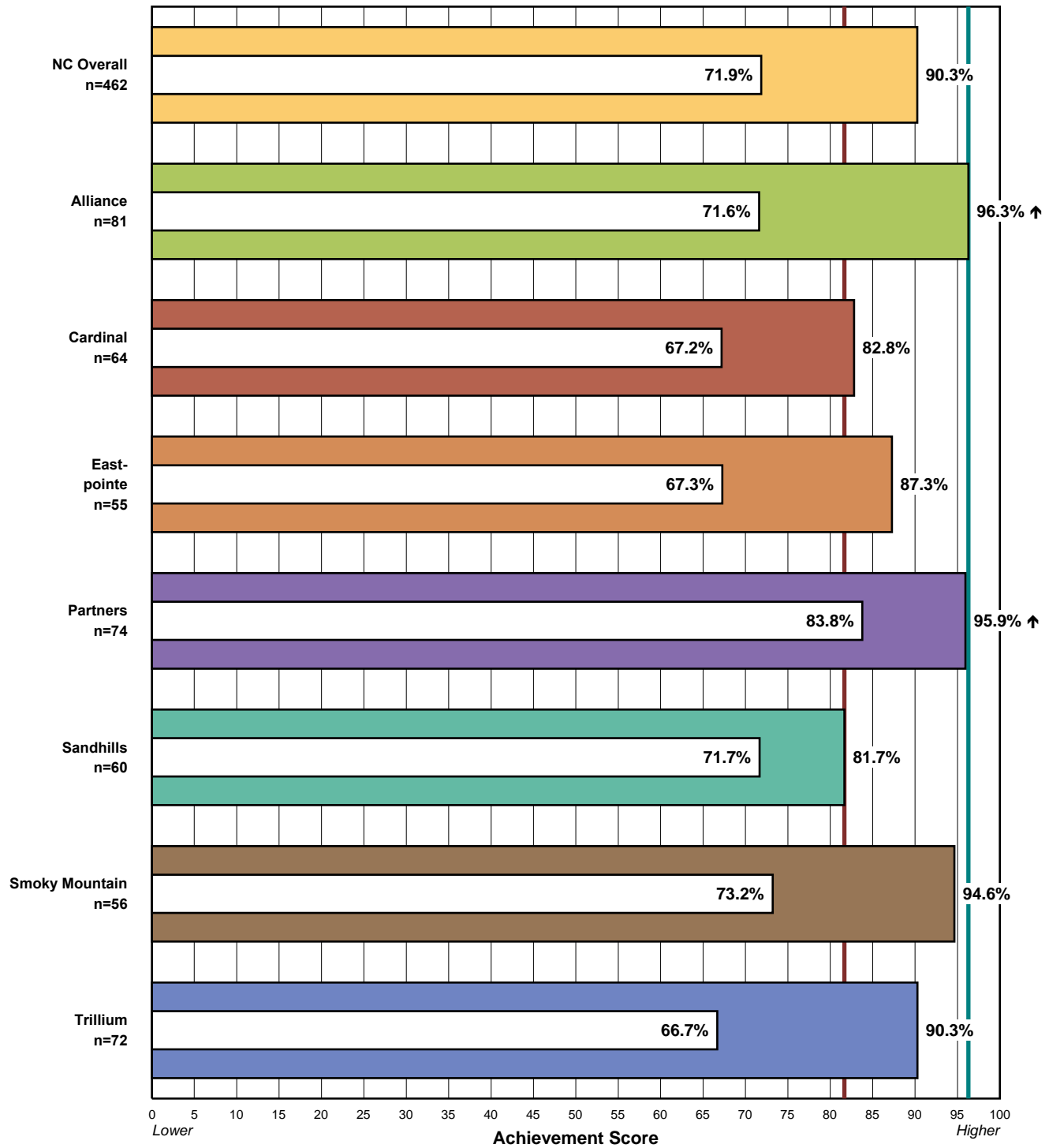
↕ Score statistically significantly higher/lower than 2016 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

### How Well Clinicians Communicate

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

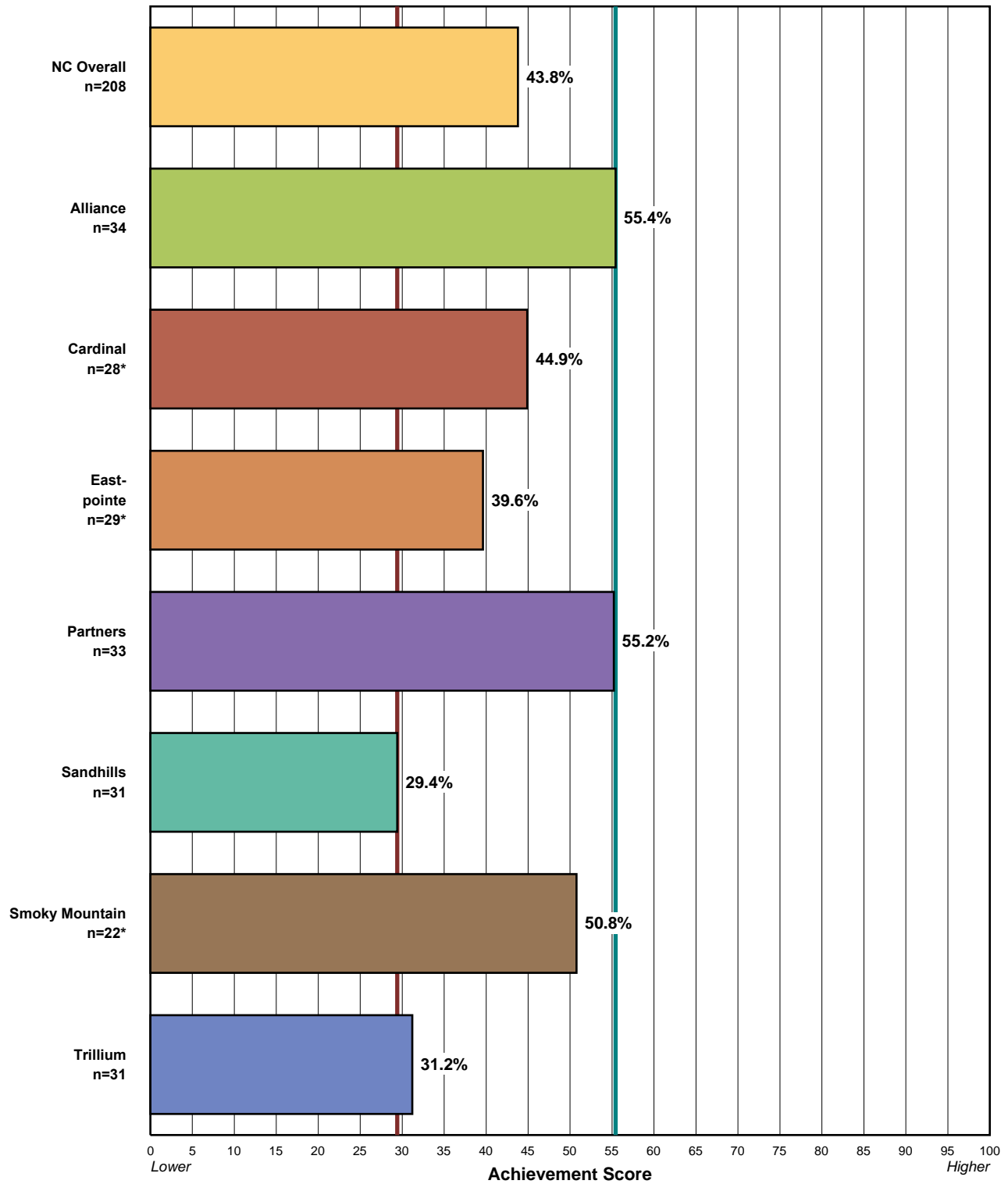


↑↓ Score statistically significantly higher/lower than 2016 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

## Getting Treatment and Information from the Plan



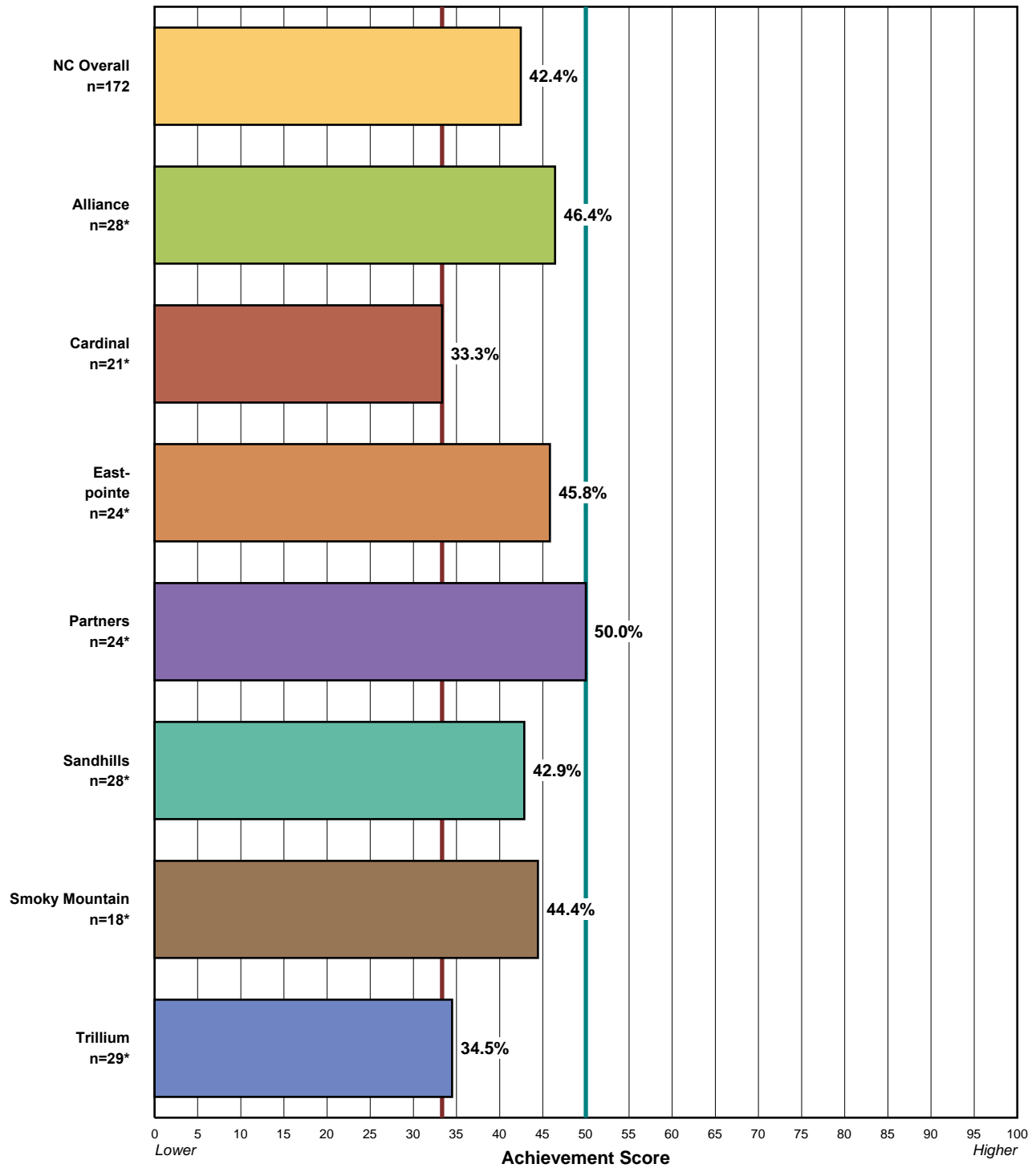
↕ Score statistically significantly higher/lower than 2016 NC Overall  
 \* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

## Getting Treatment and Information from the Plan

### Q40. Delays in treatment while waiting for plan approval



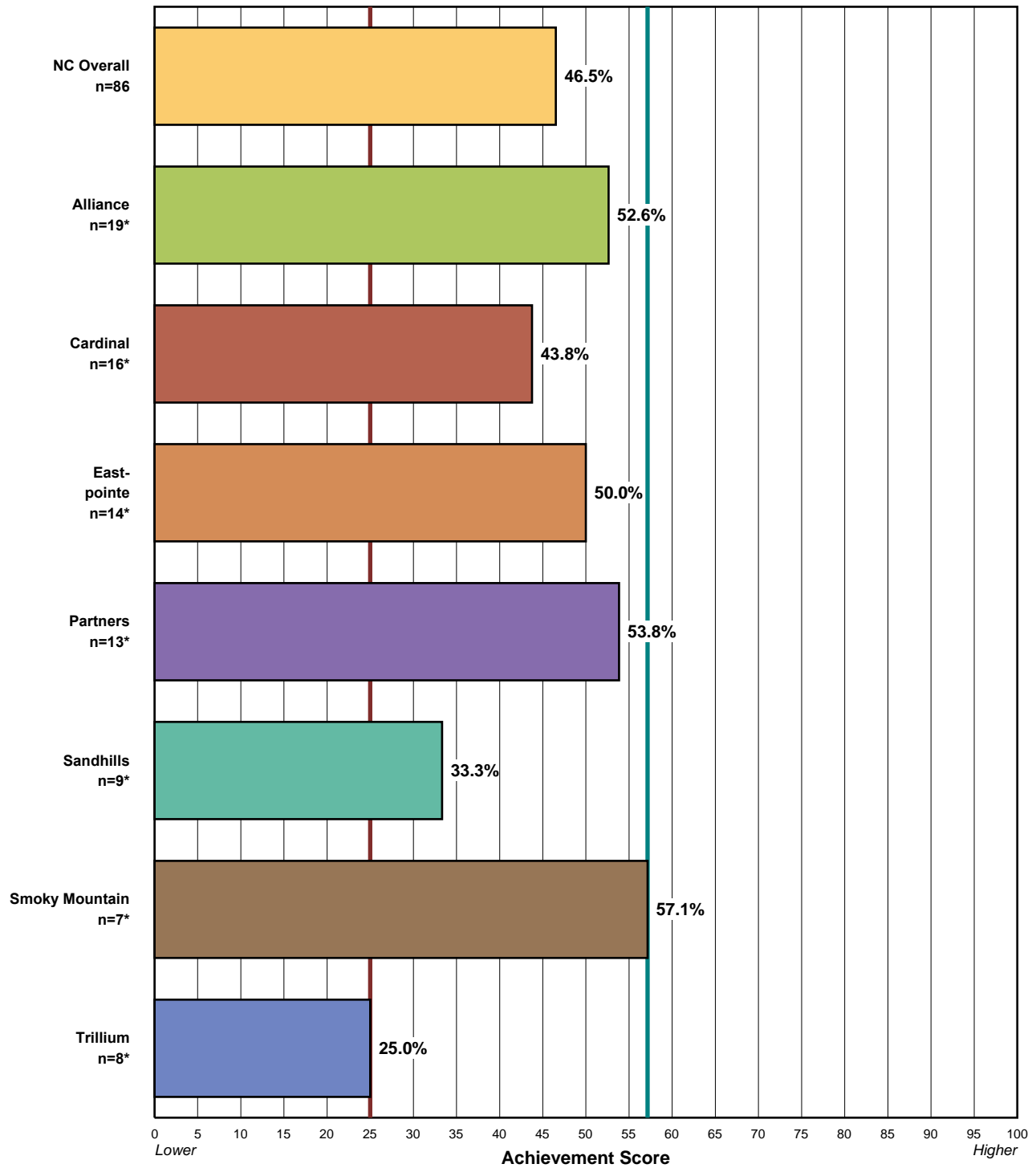
↕ Score statistically significantly higher/lower than 2016 NC Overall  
 \* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

## Getting Treatment and Information from the Plan

### Q42. Helpfulness of customer service

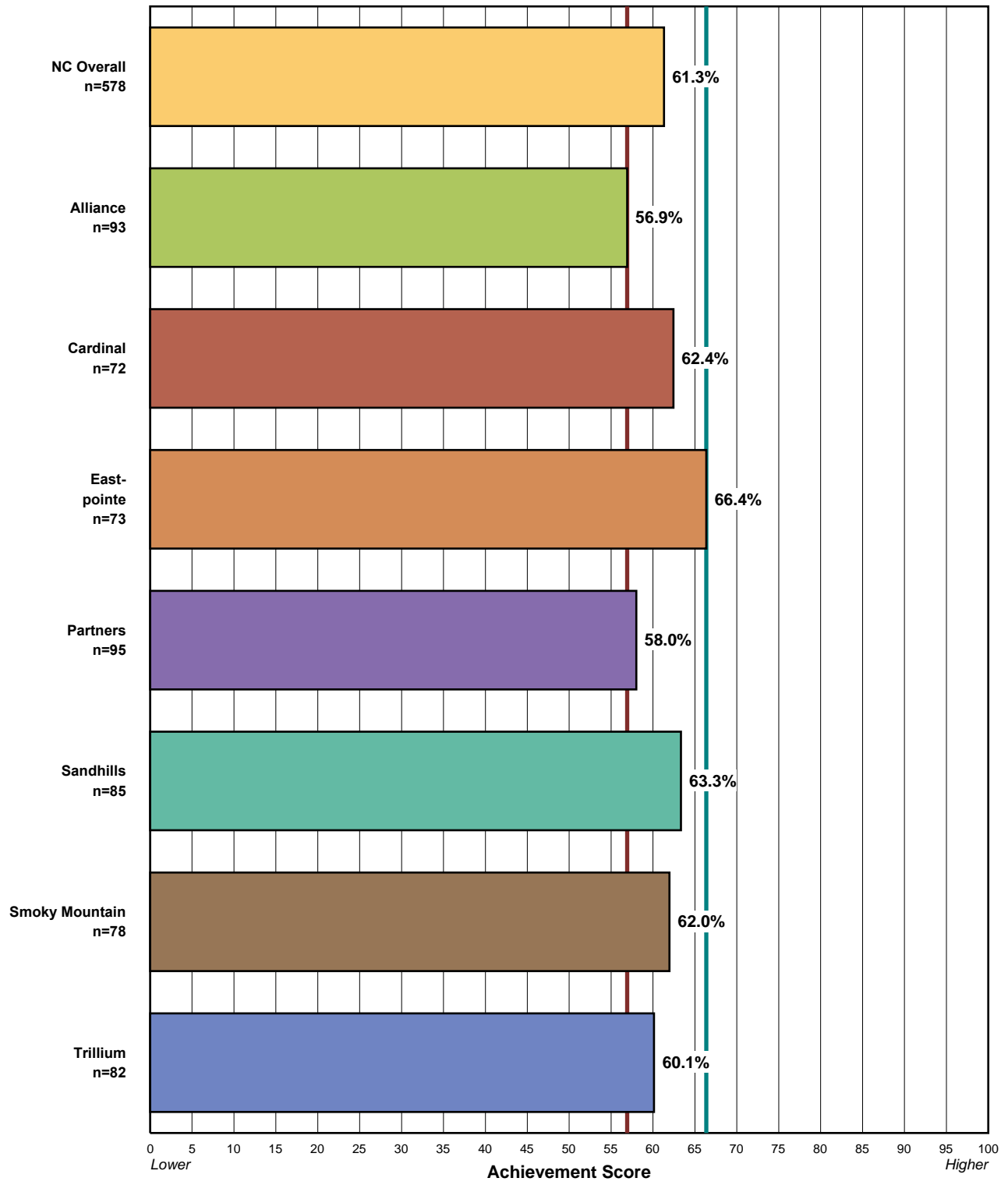


↕ Score statistically significantly higher/lower than 2016 NC Overall  
 \* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

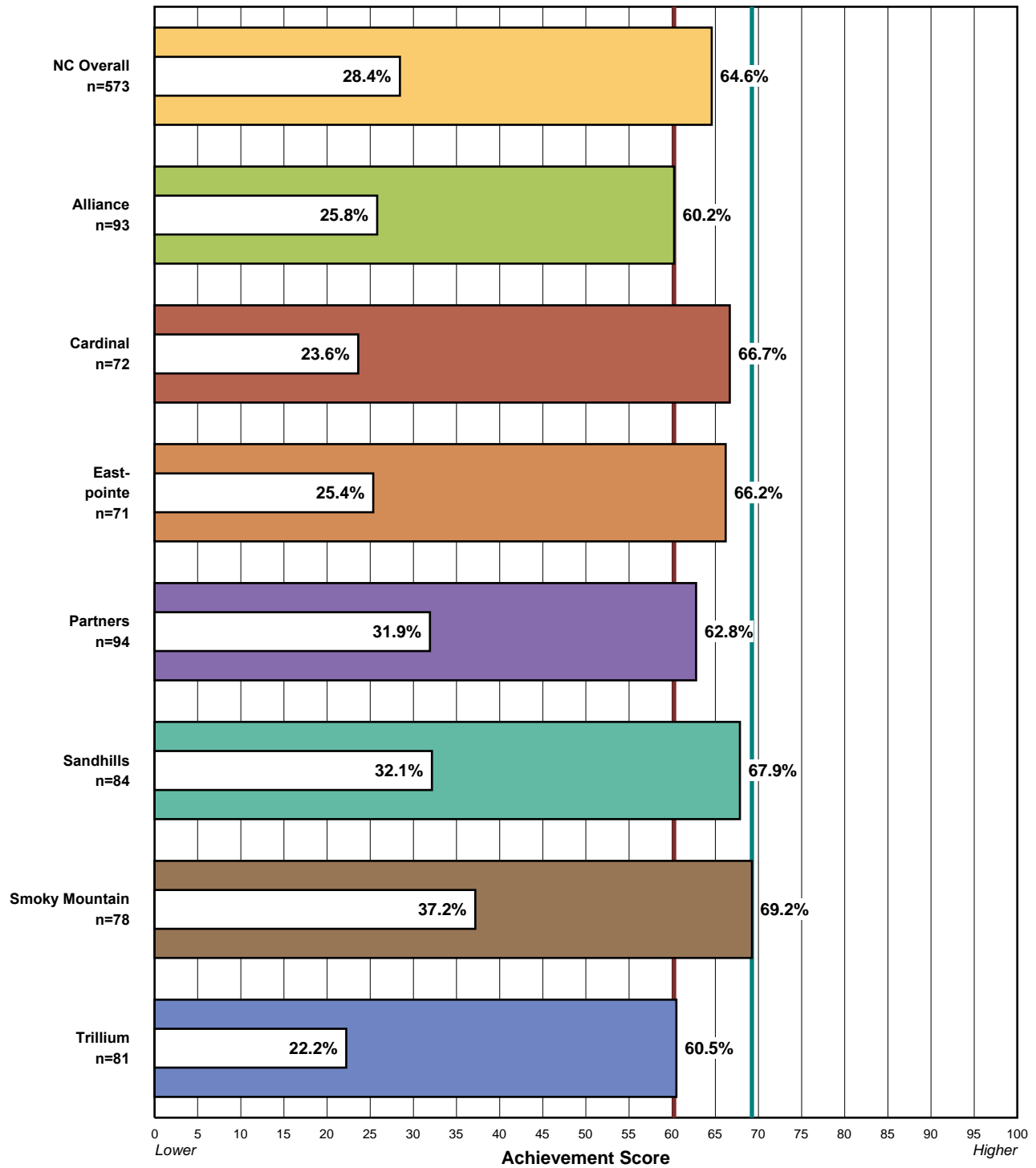
### Perceived Improvement



↕ Score statistically significantly higher/lower than 2016 NC Overall

### Perceived Improvement

#### Q32. Compare ability to deal with daily problems to 1 year ago



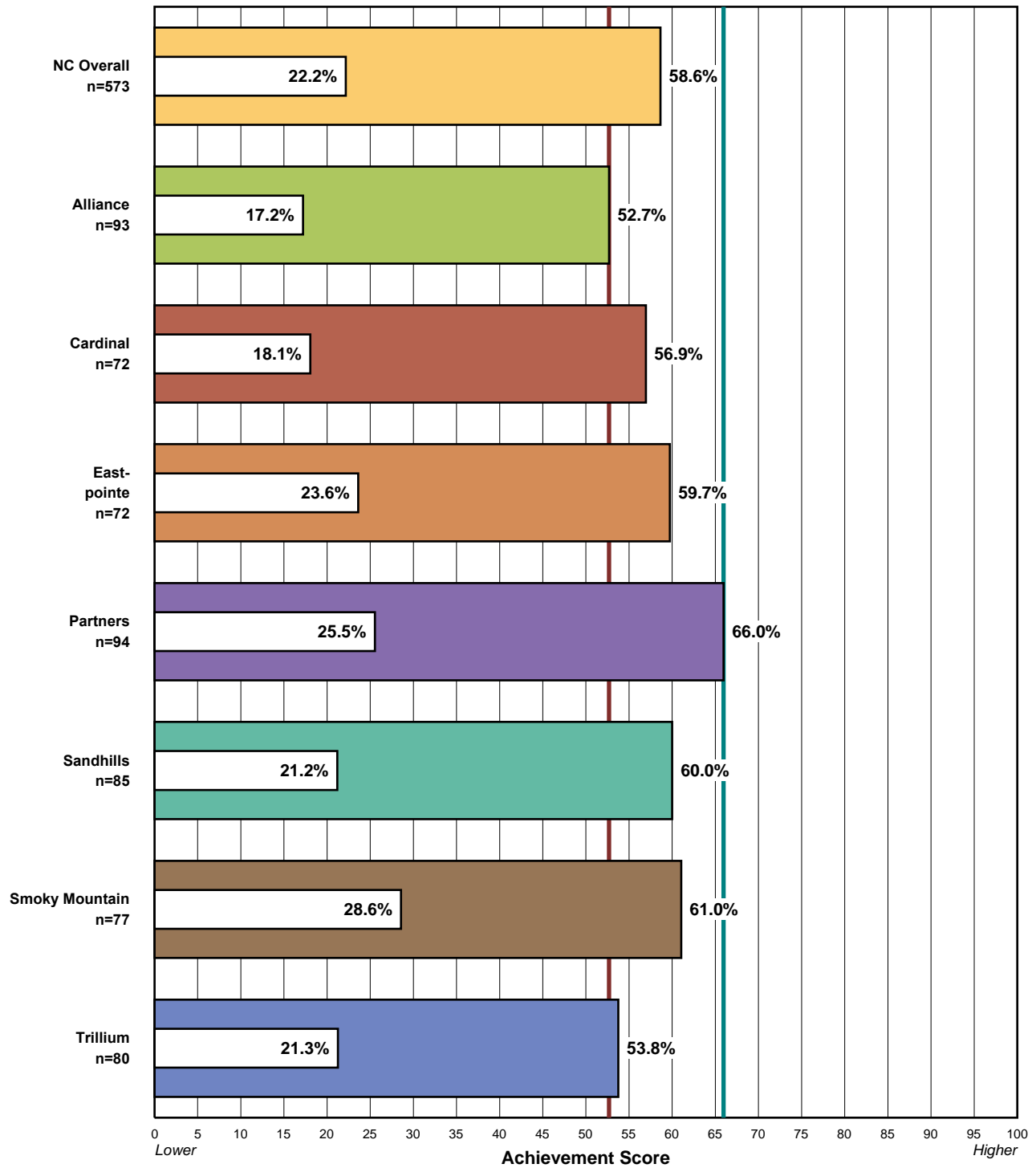
↑↓ Score statistically significantly higher/lower than 2016 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Much Better.

— Low Benchmark

— High Benchmark

### Perceived Improvement

#### Q33. 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.

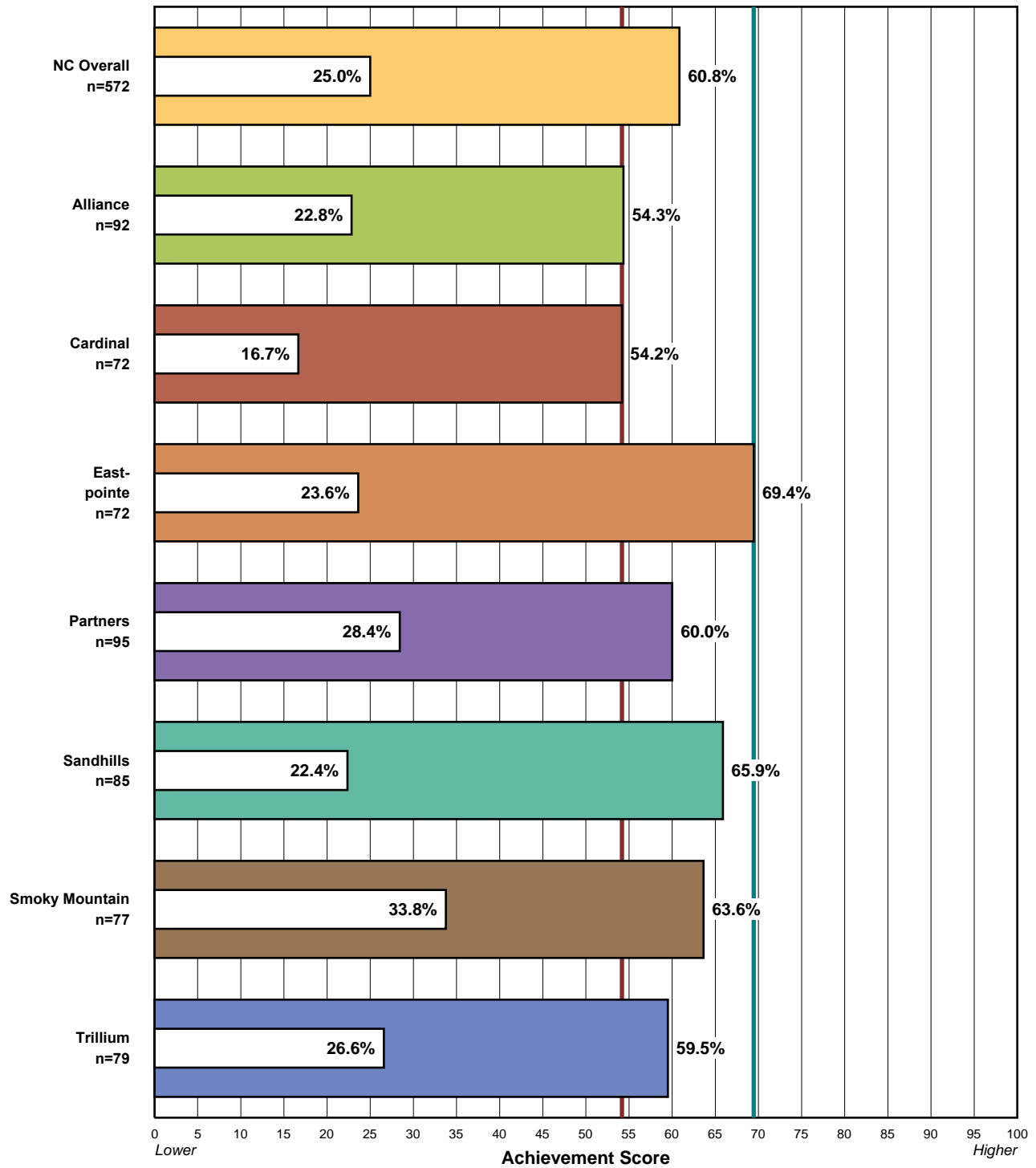
— Low Benchmark

— High Benchmark



### Perceived Improvement

#### Q34. Compare ability to accomplish things to 1 year ago



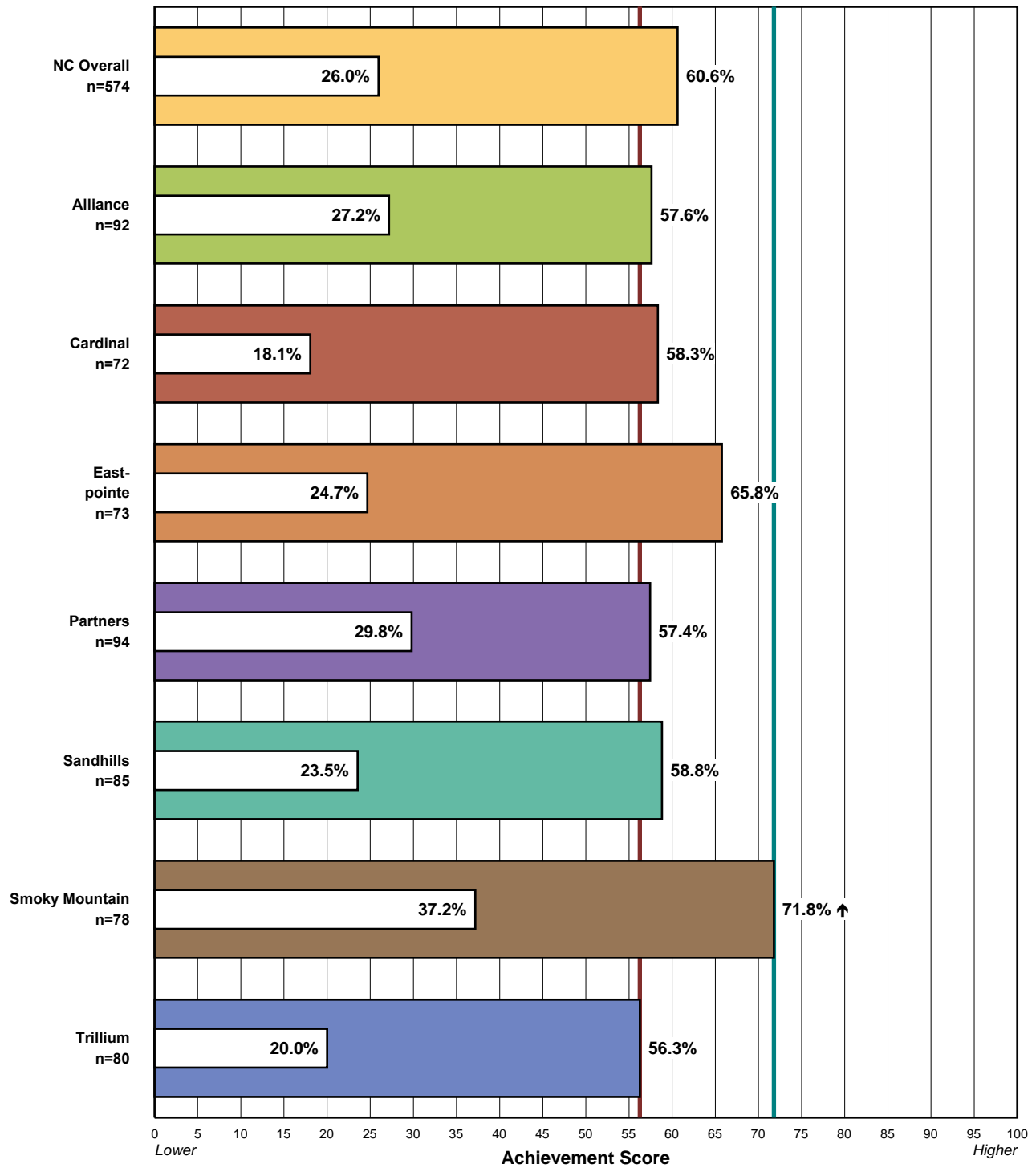
↑↓ Score statistically significantly higher/lower than 2016 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Much Better.

— Low Benchmark

— High Benchmark

### Perceived Improvement

#### Q35. Compare ability to deal with symptoms or problems to 1 year ago



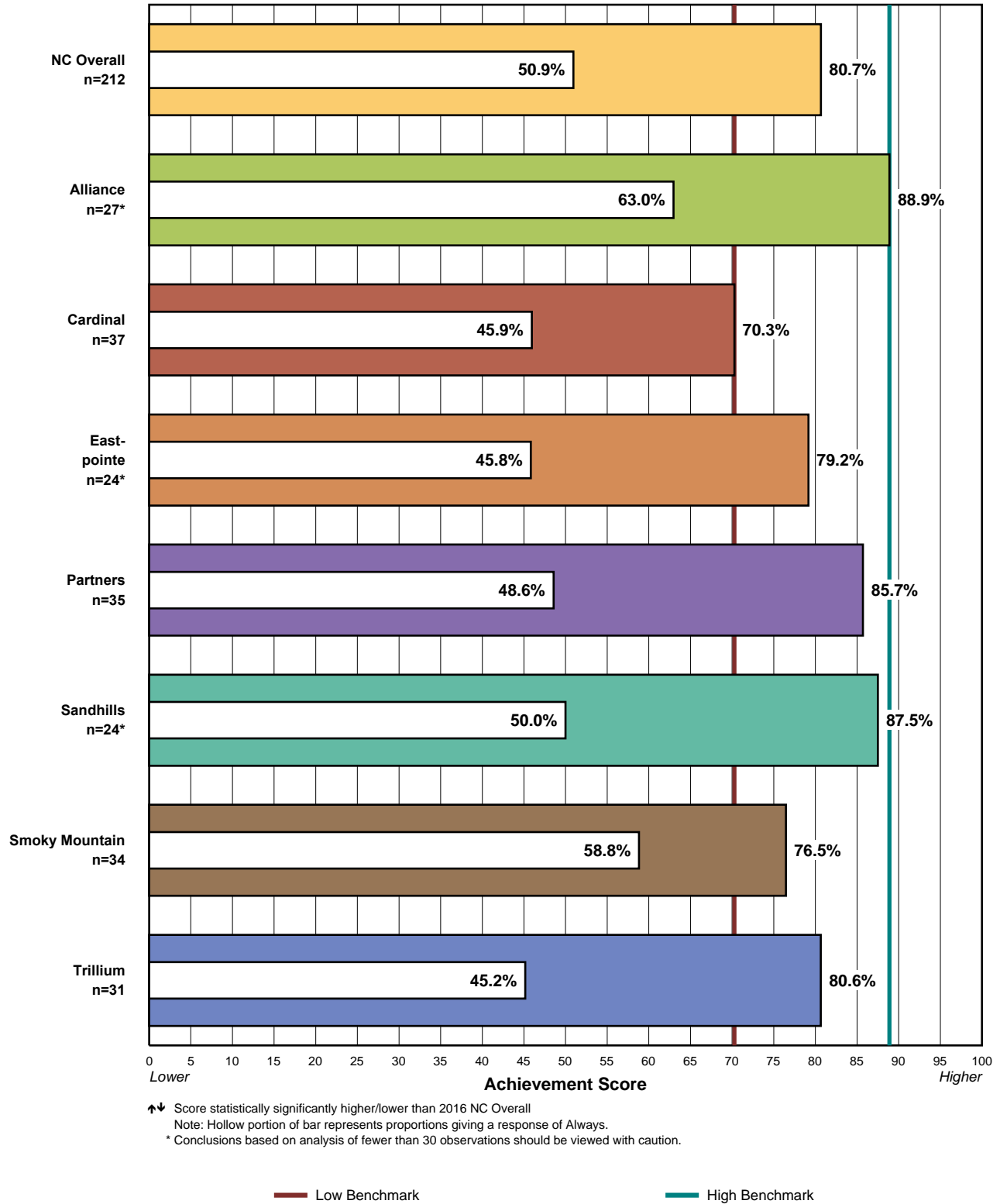
↑↓ Score statistically significantly higher/lower than 2016 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Much Better.

— Low Benchmark

— High Benchmark

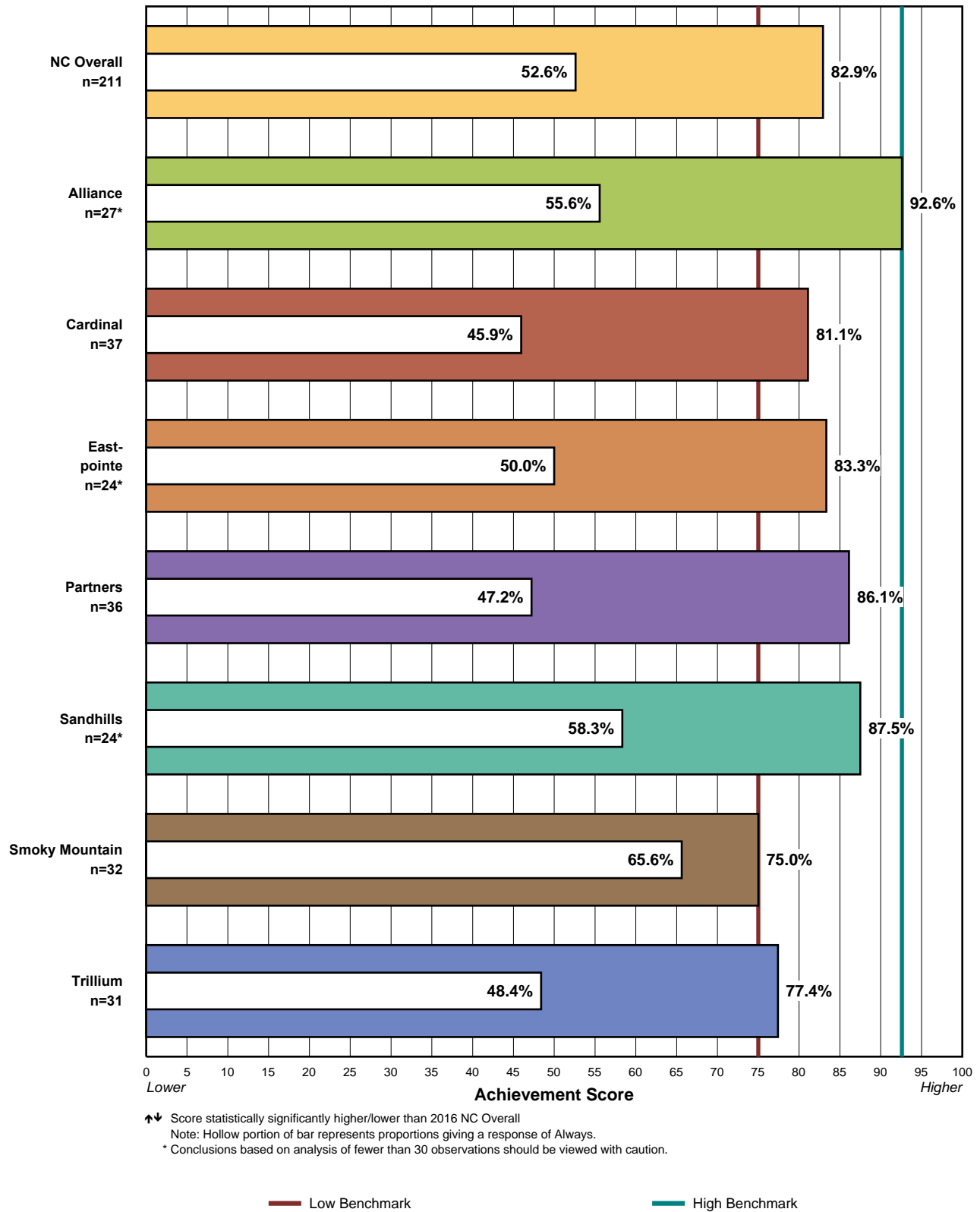
### Care Coordination Items

#### Q49. Usually or always easy to get in touch with Care Coordinator when needed



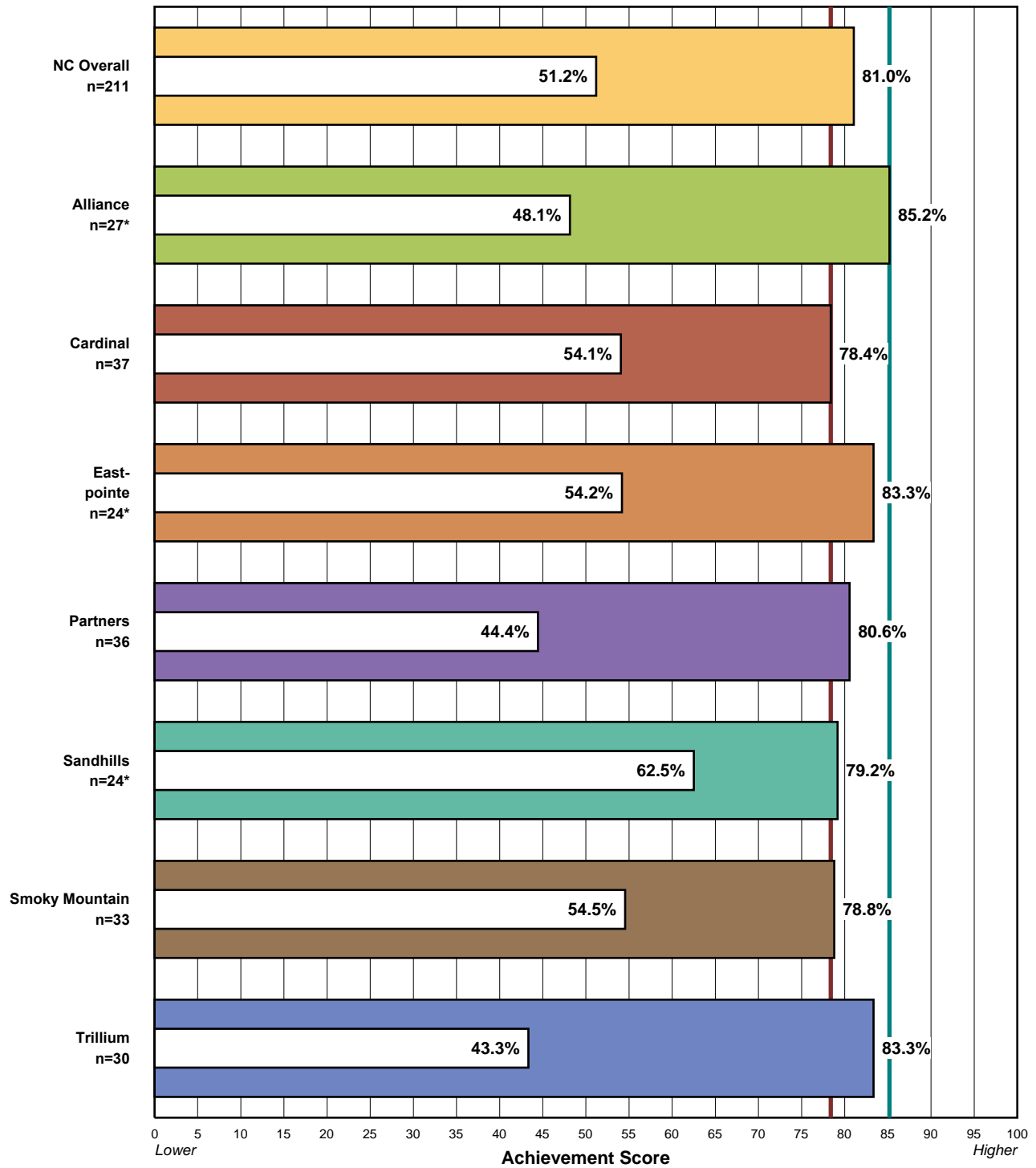
### Care Coordination Items

#### Q50. Care Coordinator usually or always responds to calls in timely manner



### Care Coordination Items

#### Q51. Care Coordinator usually or always helps with answers to questions



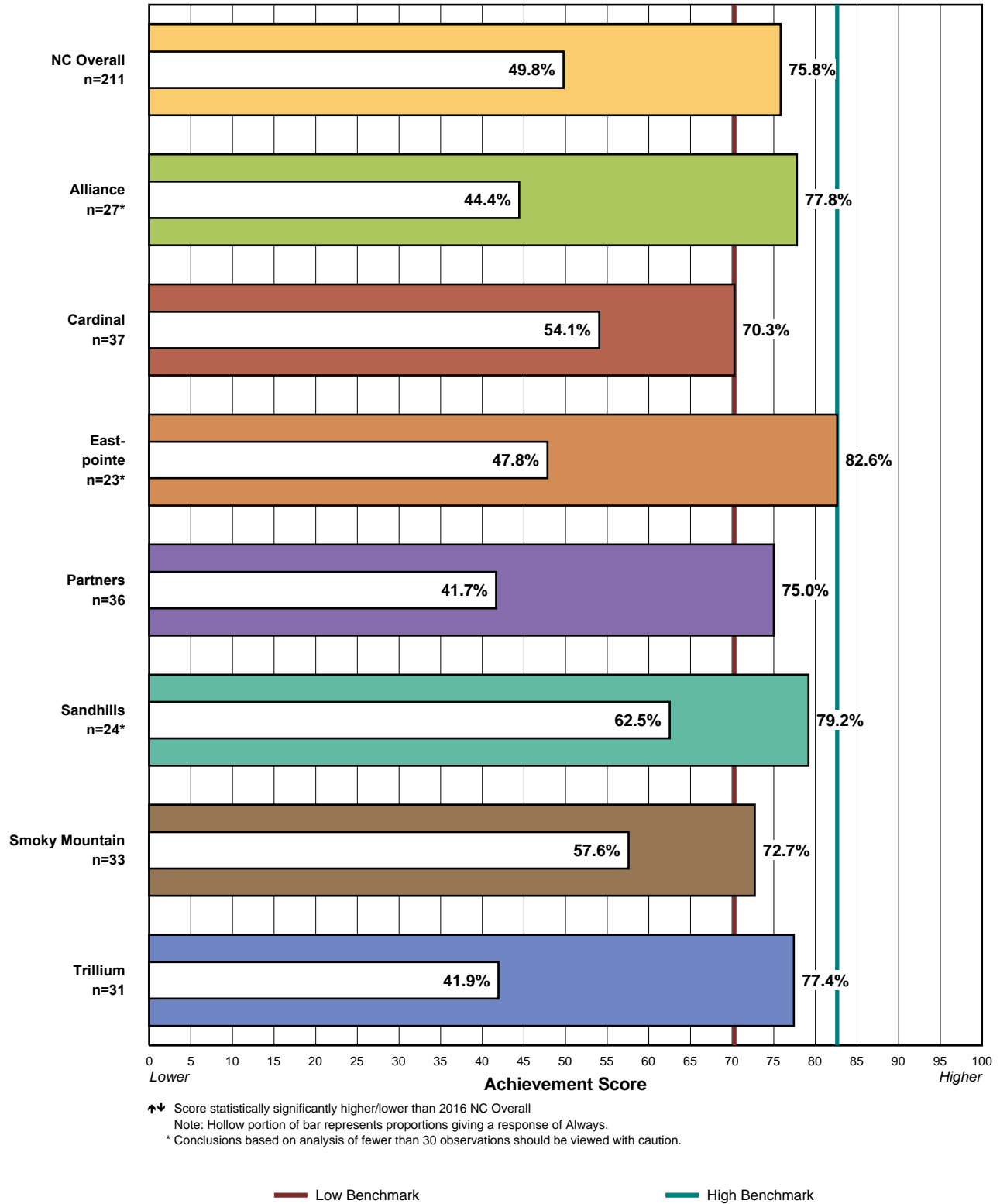
↕ Score statistically significantly higher/lower than 2016 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Always.  
 \* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

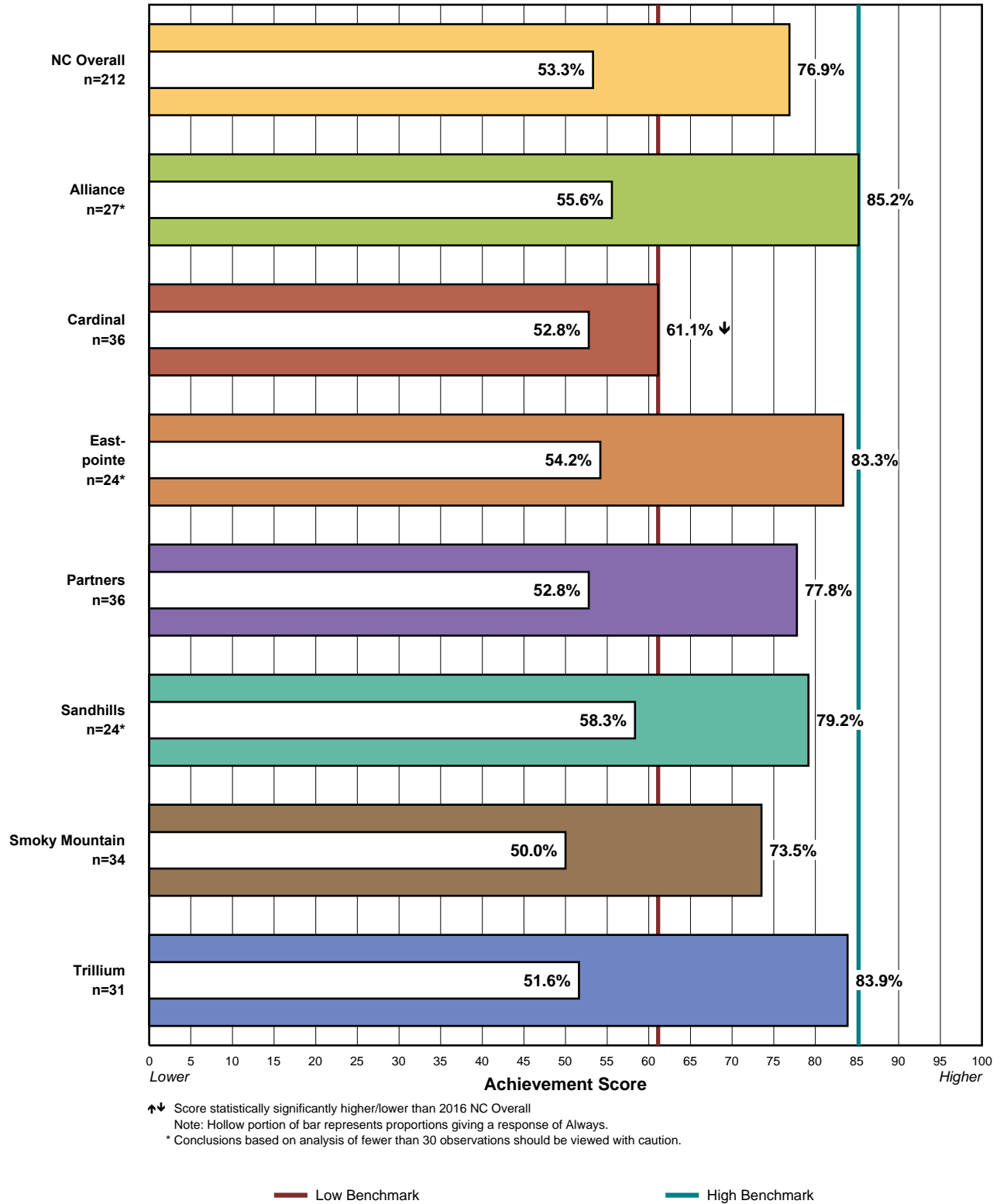
### Care Coordination Items

## Q52. Care Coordinator usually or always helped find services/support with managing care



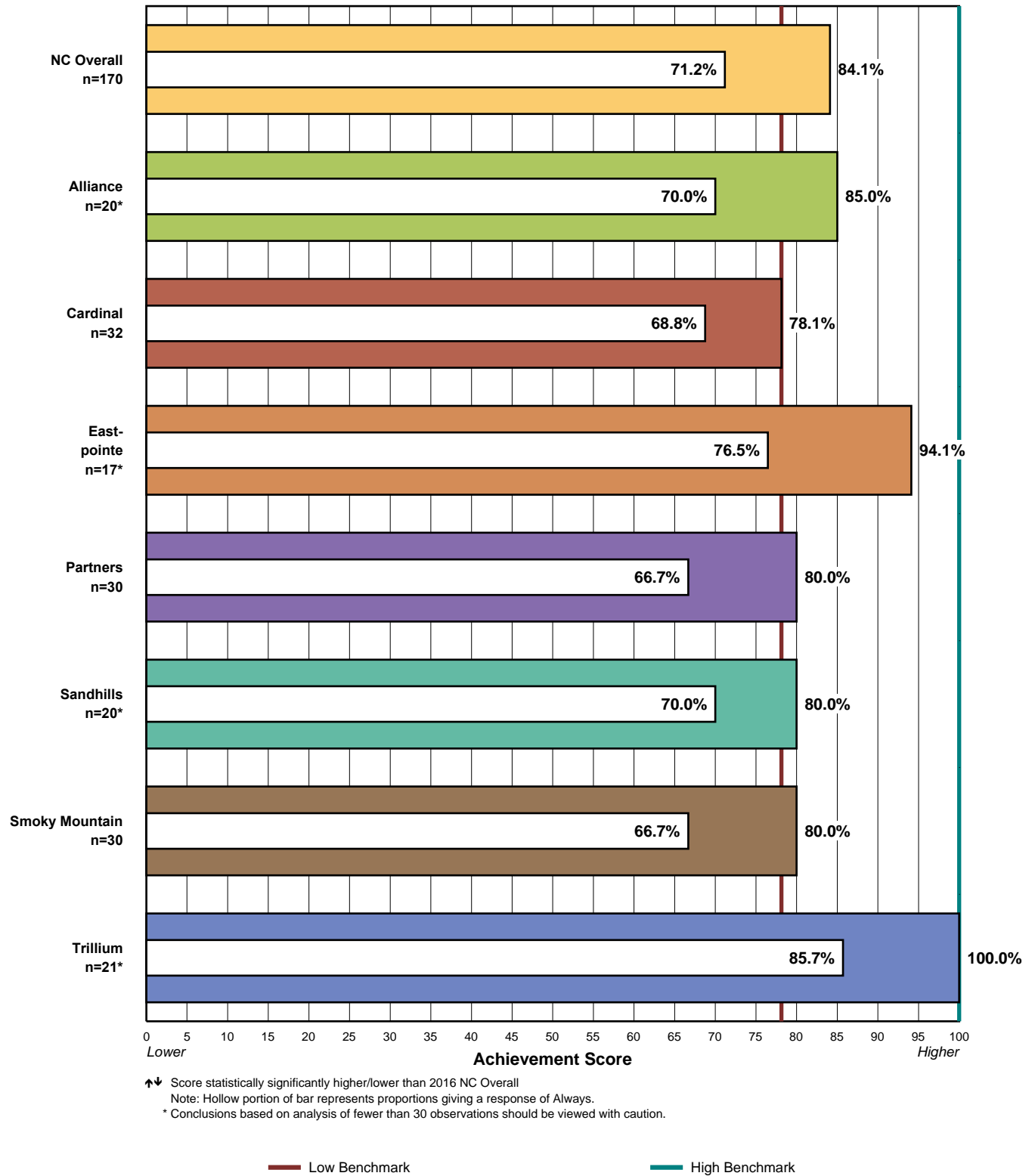
### Care Coordination Items

## Q53. Care Coordinator usually or always asks how best to support me and my child



### Care Coordination Items

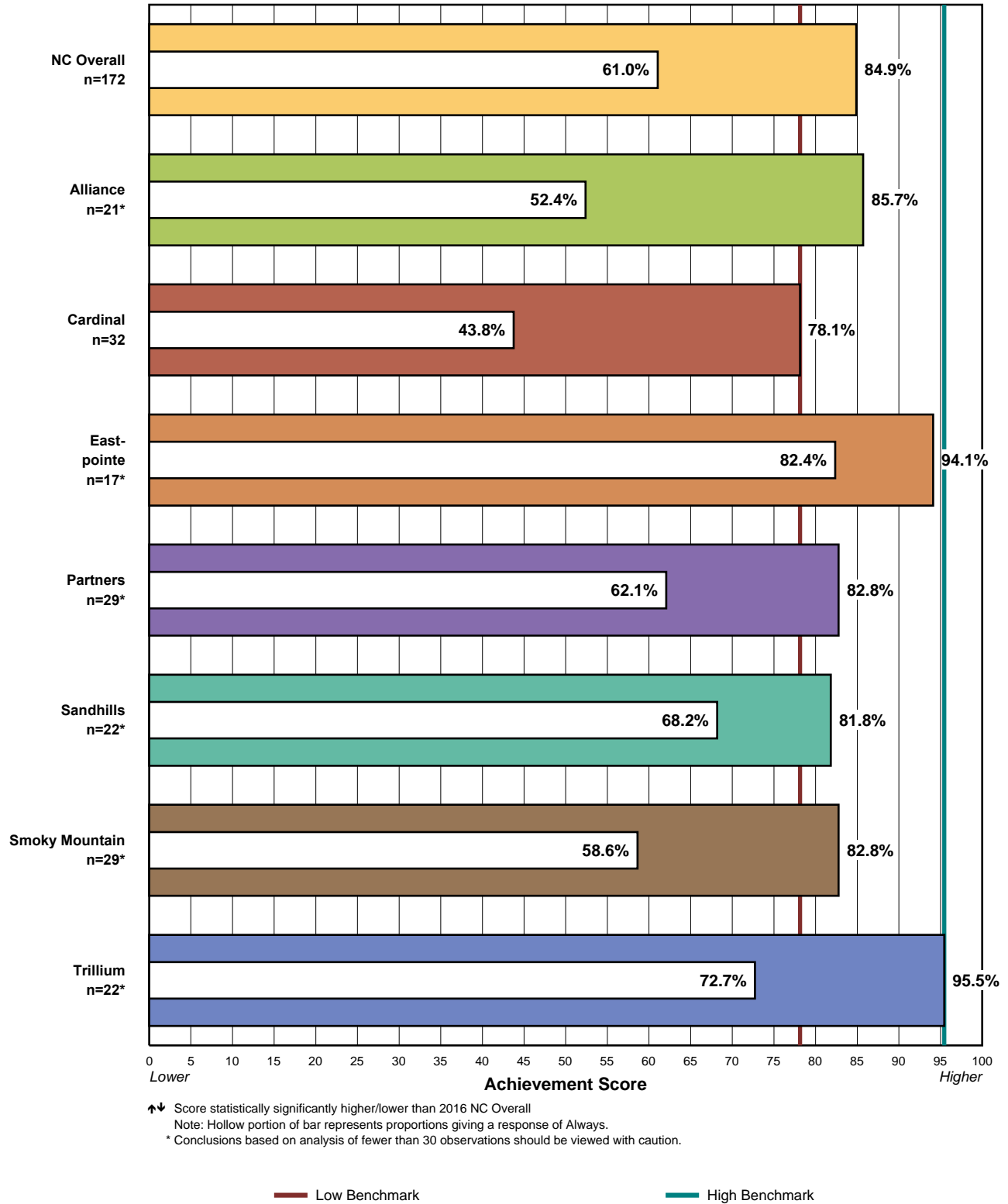
## Q54. Usually or always given draft of Person Centered Plan to review prior to signing





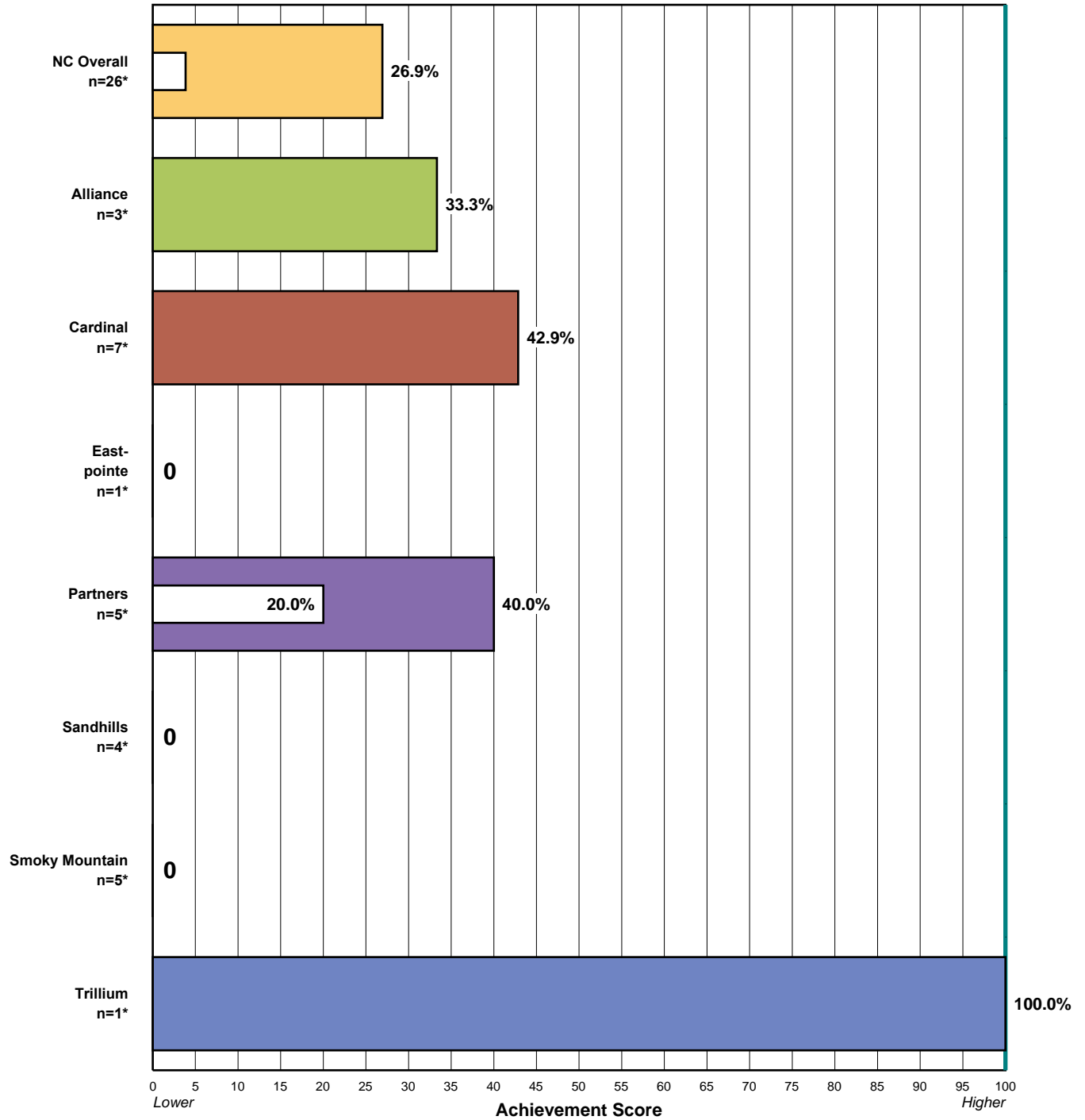
### Care Coordination Items

## Q55. Usually or always satisfied with the Person Centered Plan prepared by the Care Coordinator



### Care Coordination Items

**Q56. If not satisfied with Person Centered Plan, Provider/I suggested revisions that were usually or always added to plan**



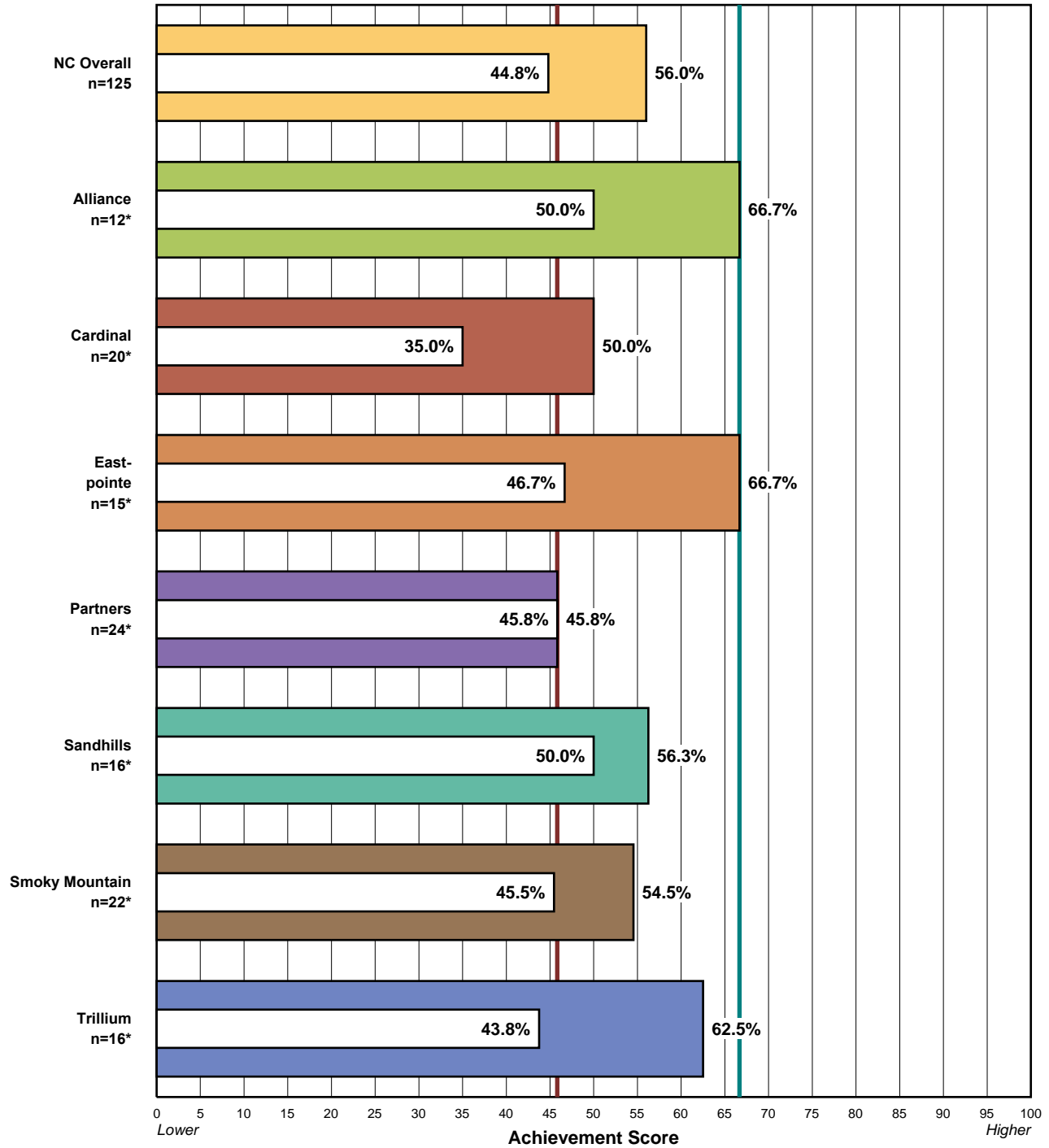
↕ Score statistically significantly higher/lower than 2016 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Always.  
 \* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

### Care Coordination Items

## Q57. Service request was denied, Care Coordinator usually or always talked about appeal process and submitting an appeal



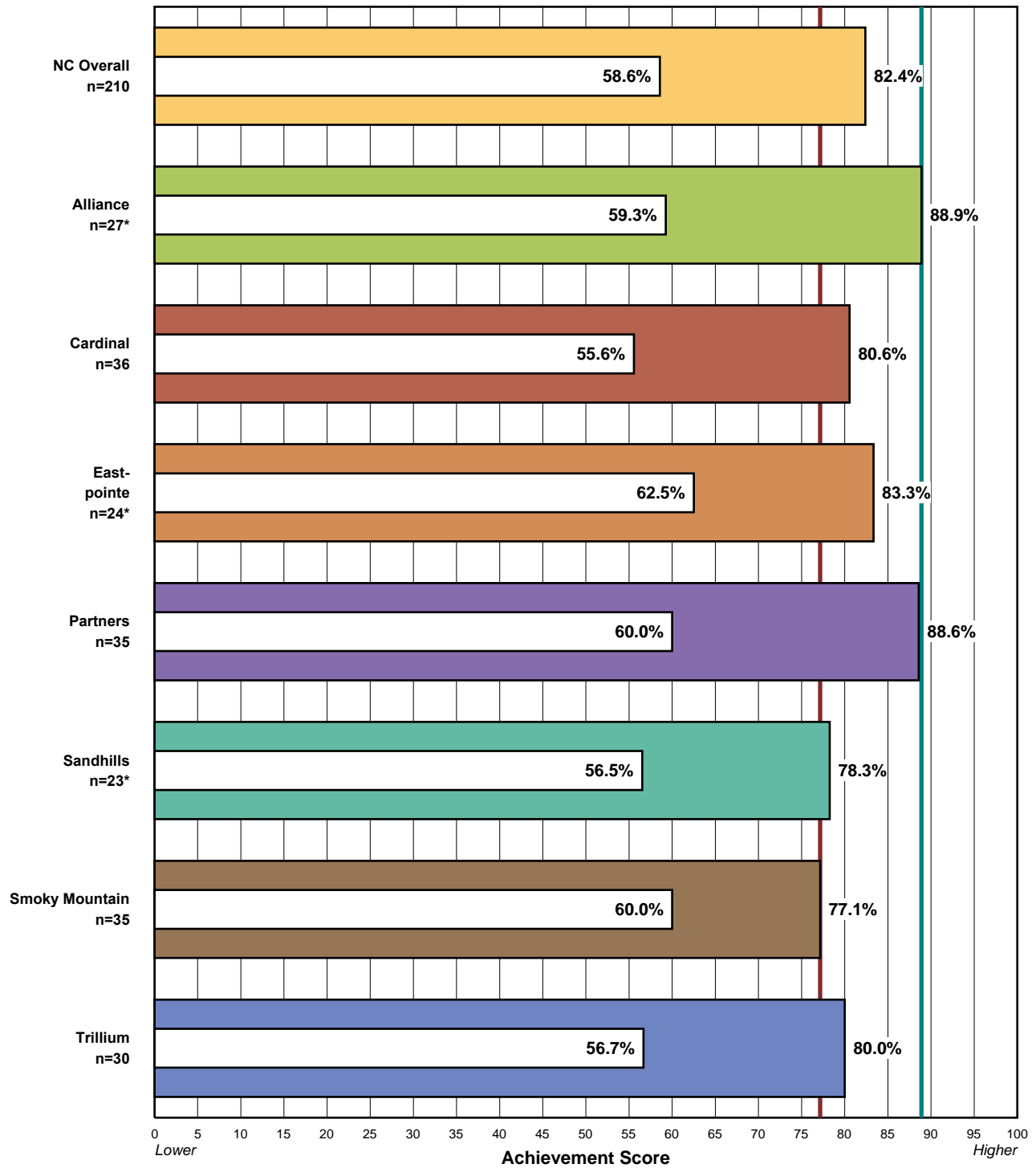
↕ Score statistically significantly higher/lower than 2016 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Always.  
 \* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

### Care Coordination Items

#### Q58. Usually or always satisfied with Care Coordinator



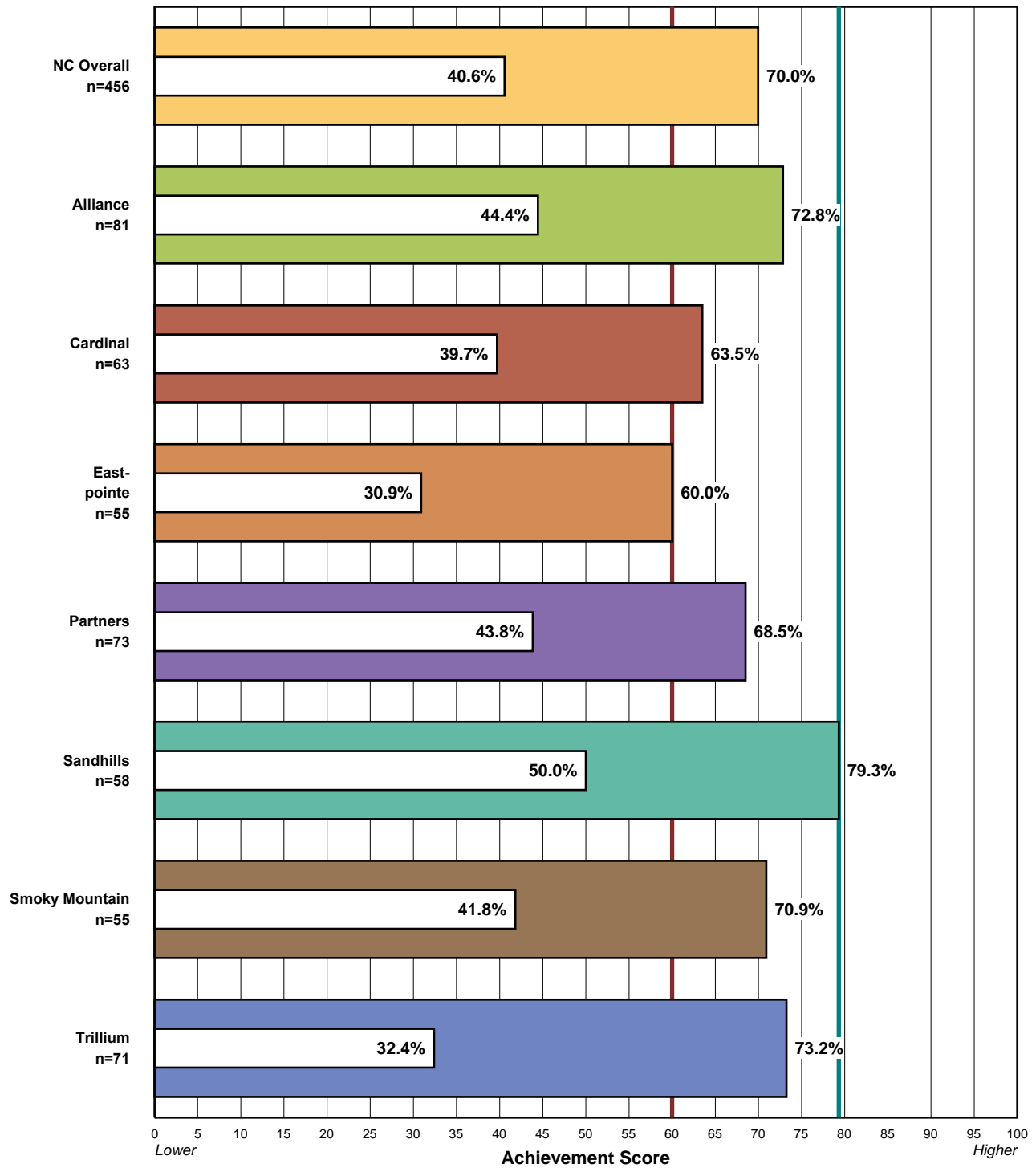
↕ Score statistically significantly higher/lower than 2016 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Always.  
 \* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

### Single Items

#### Q11. Usually or always seen within 15 minutes of appointment time



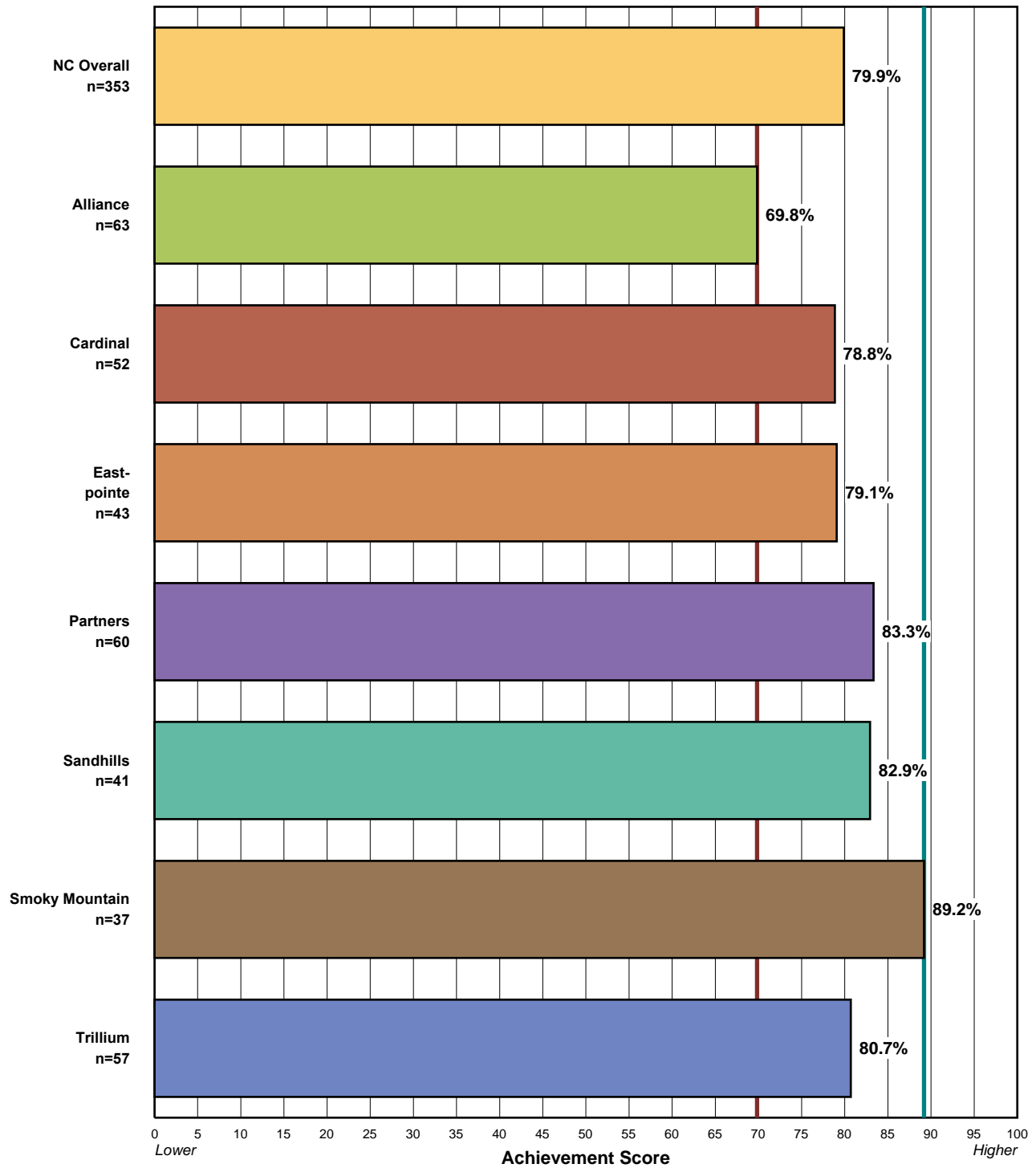
↑↓ Score statistically significantly higher/lower than 2016 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

## Single Items

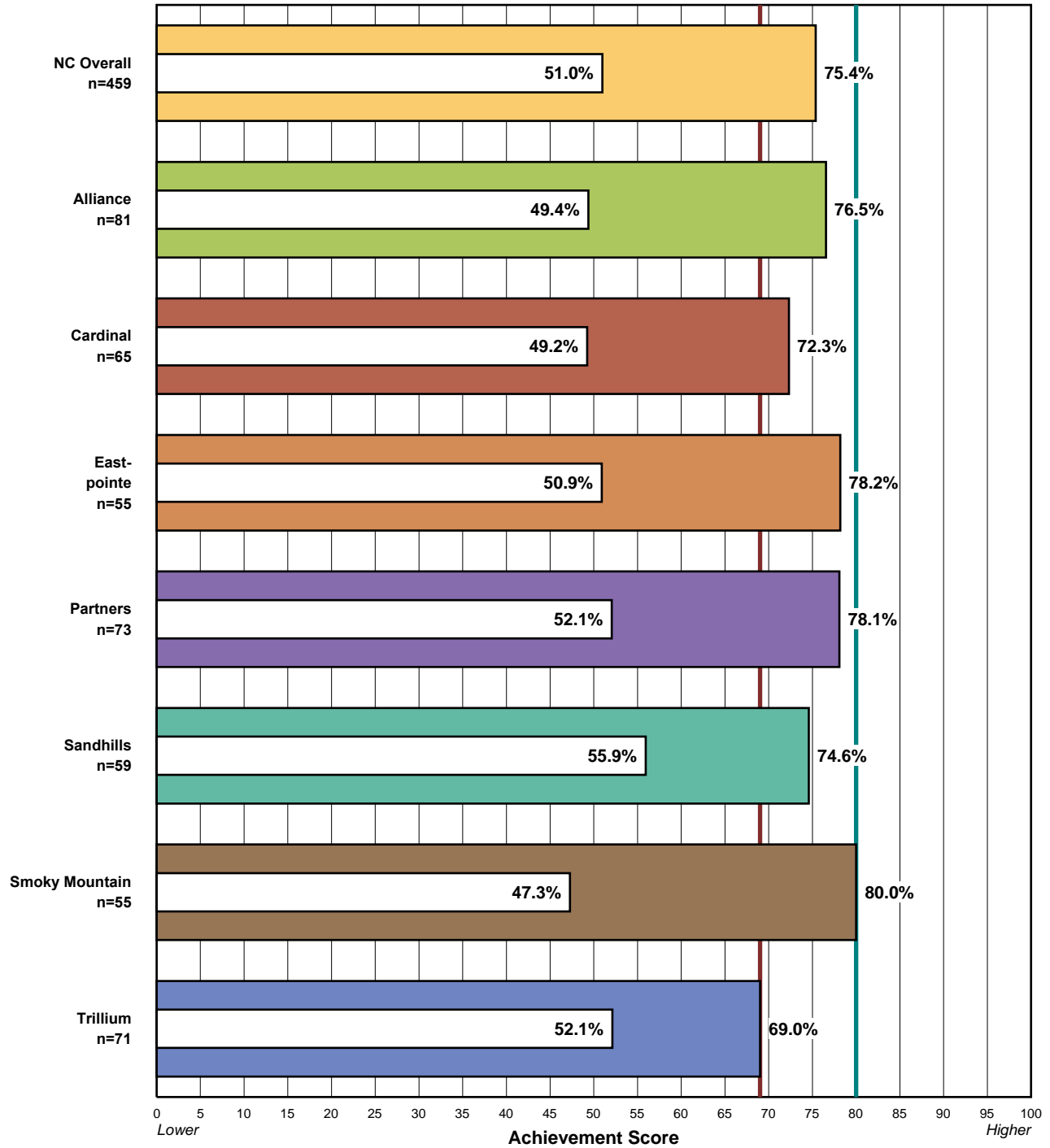
### Q17. Told about side effects of medication



↕ Score statistically significantly higher/lower than 2016 NC Overall

### Single Items

## Q21. Child usually or always had someone to talk to for counseling or treatment when troubled



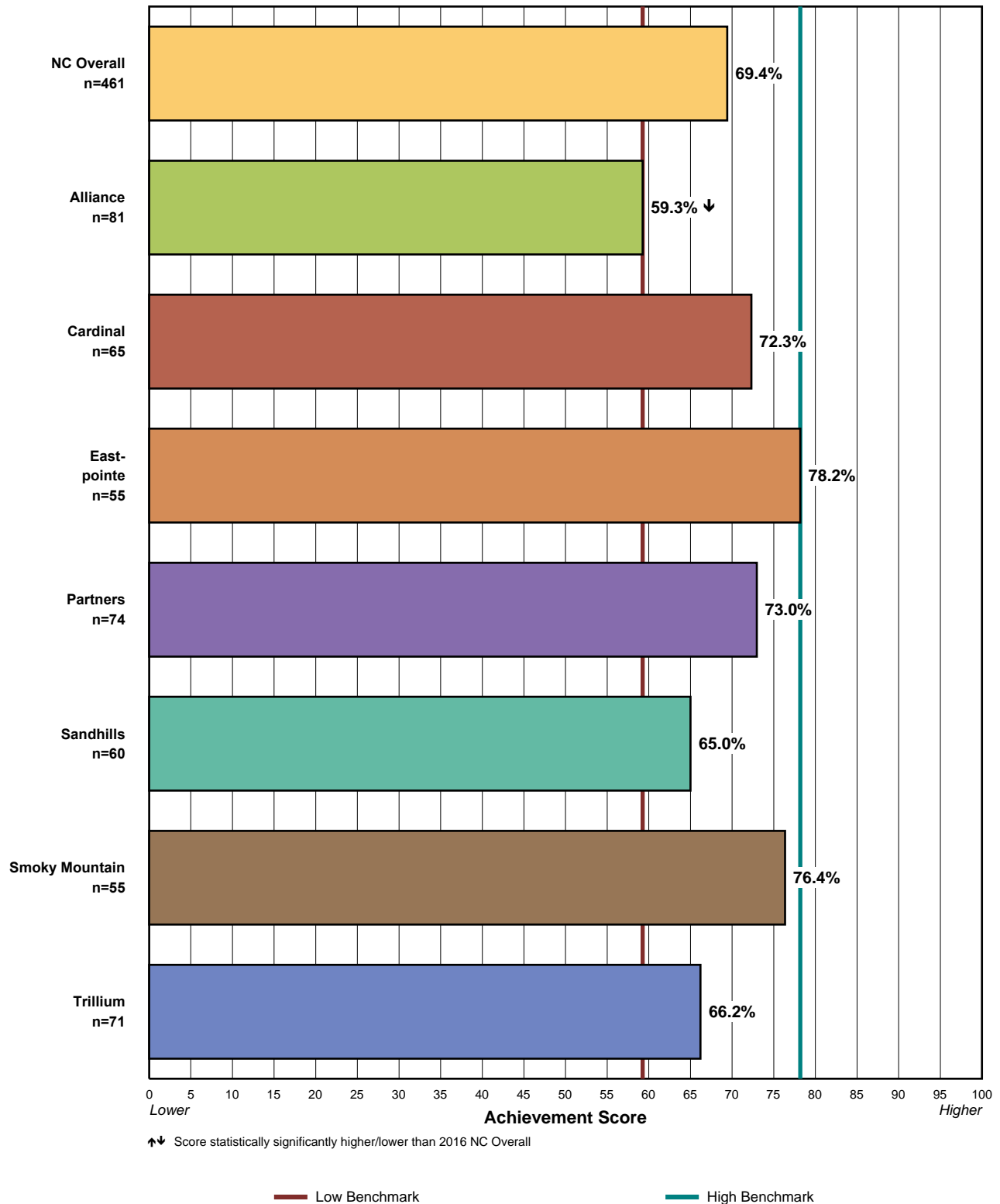
↕ Score statistically significantly higher/lower than 2016 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

### Single Items

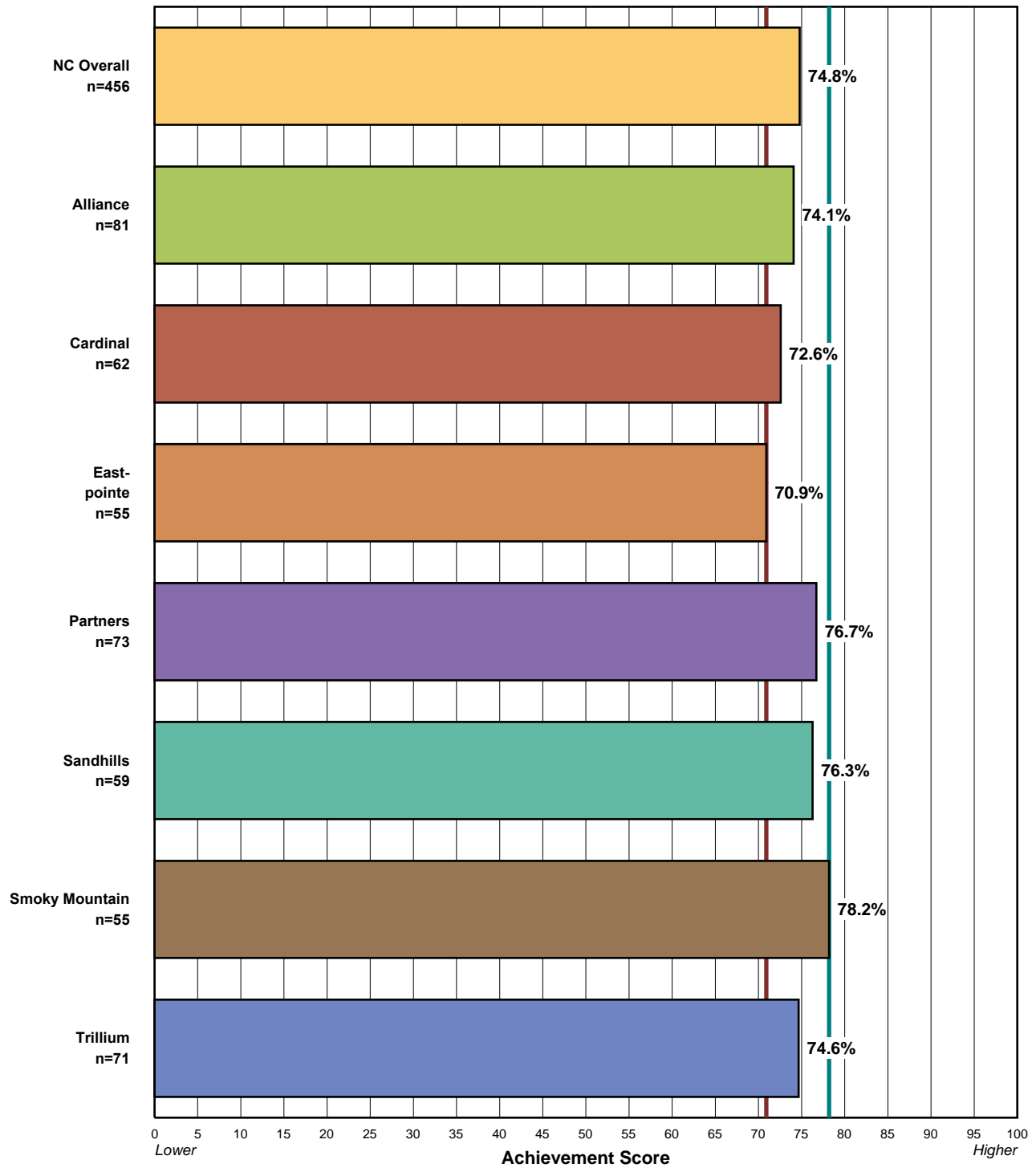
### Q22. Told about different treatments that are available for condition





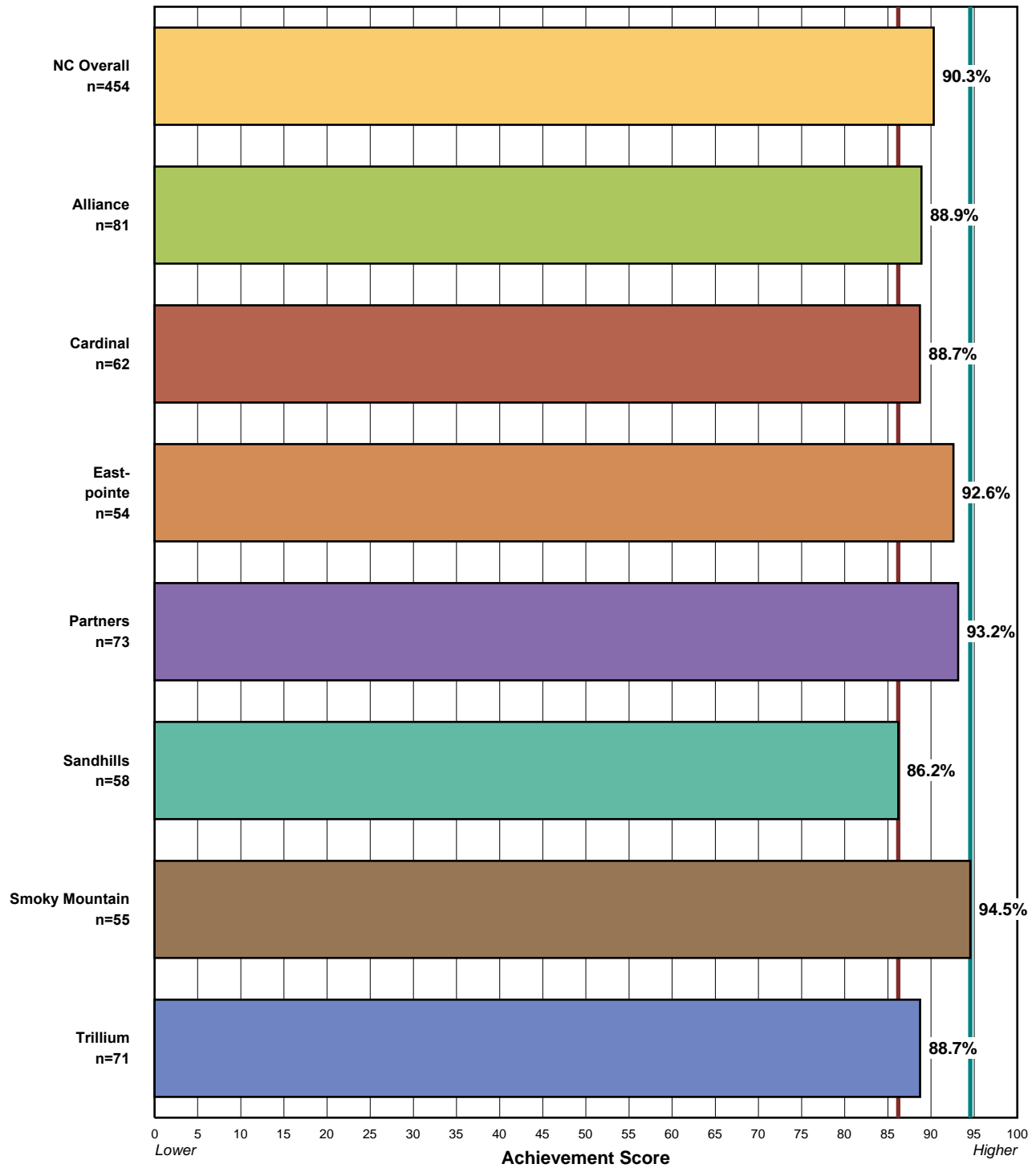
### Single Items

### Q23. Given as much information as wanted to manage condition



## Single Items

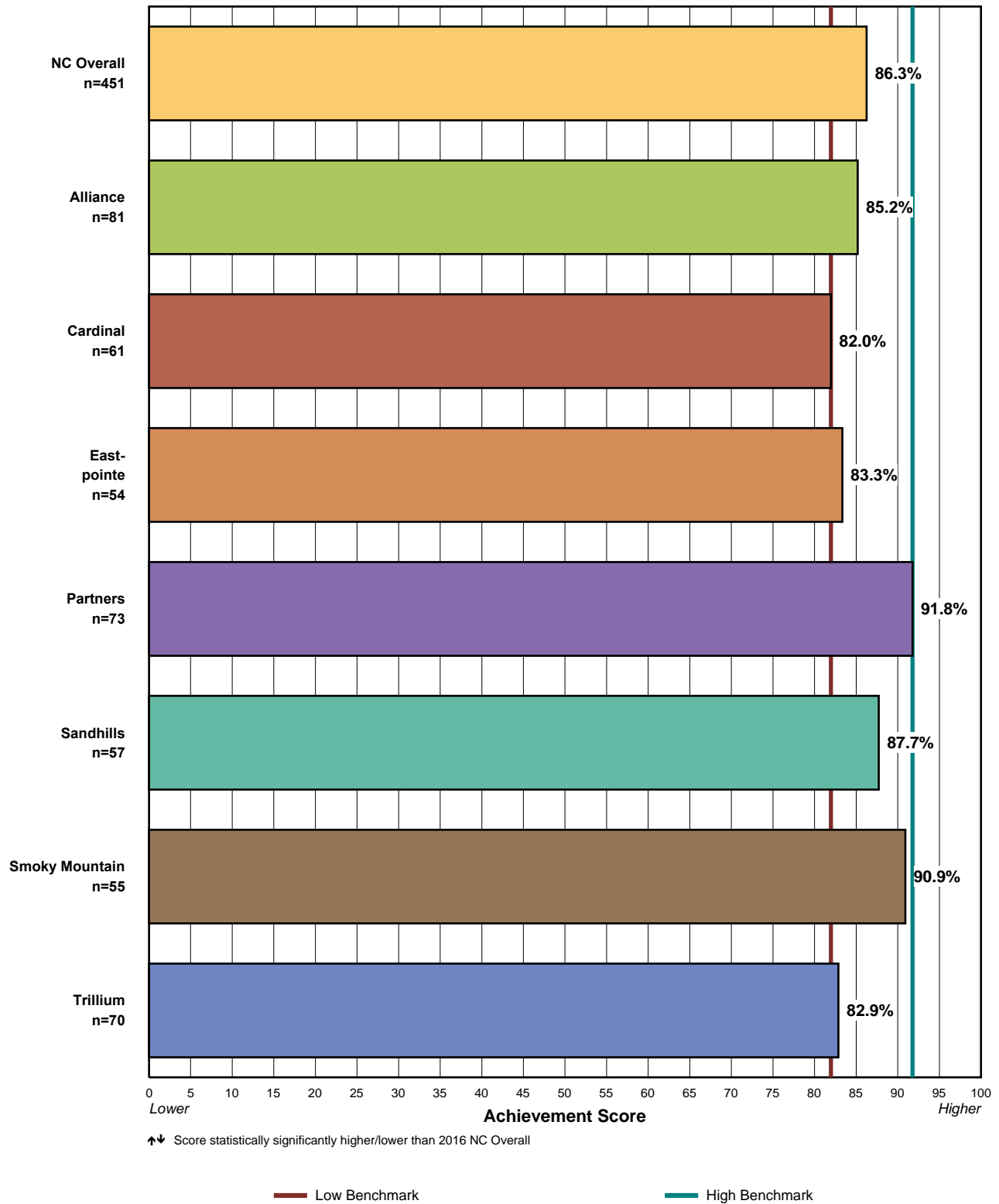
### Q24. Given information about rights as a patient



↕ Score statistically significantly higher/lower than 2016 NC Overall

### Single Items

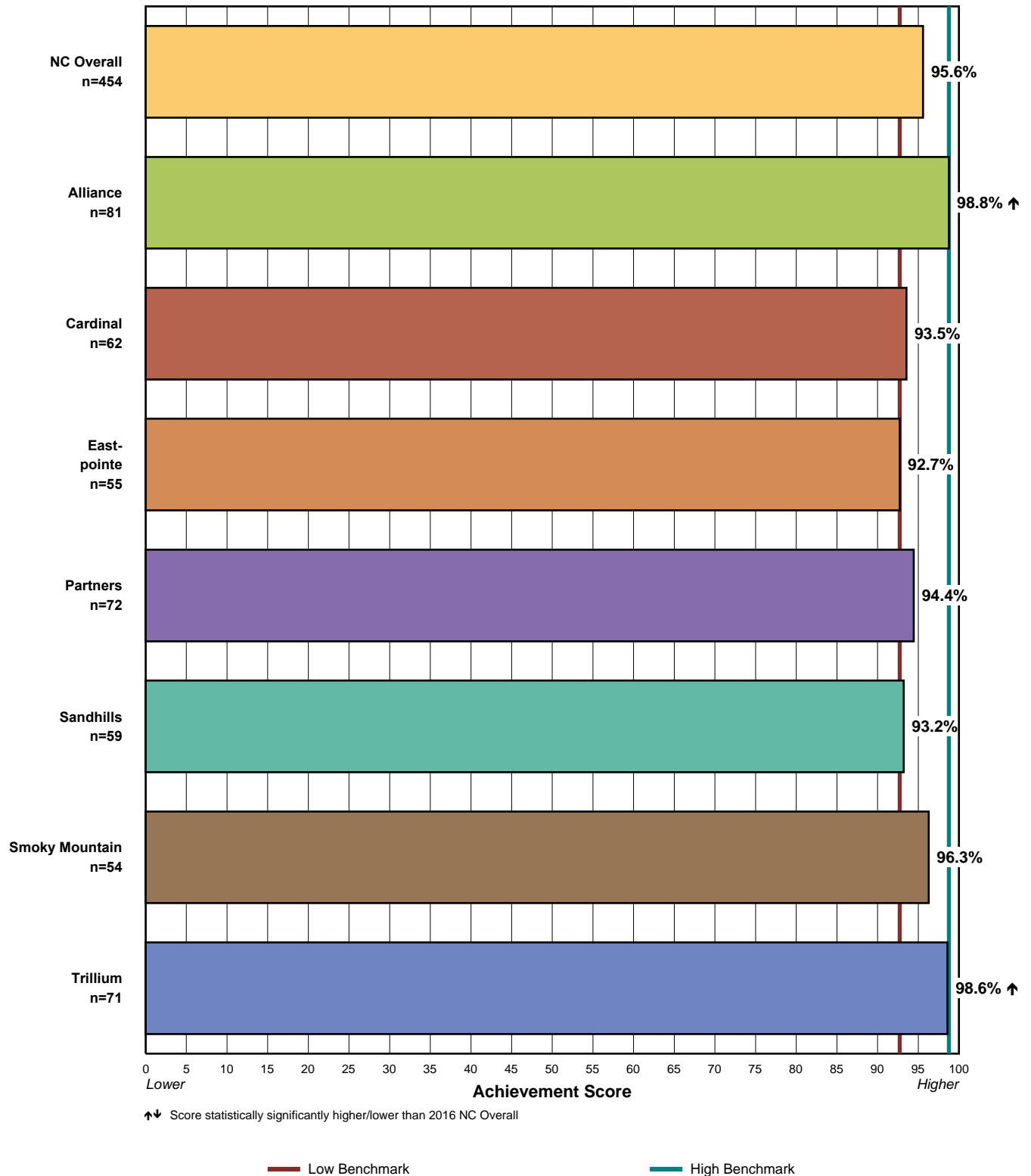
#### Q25. Felt that they could refuse a specific type of treatment



↕ Score statistically significantly higher/lower than 2016 NC Overall

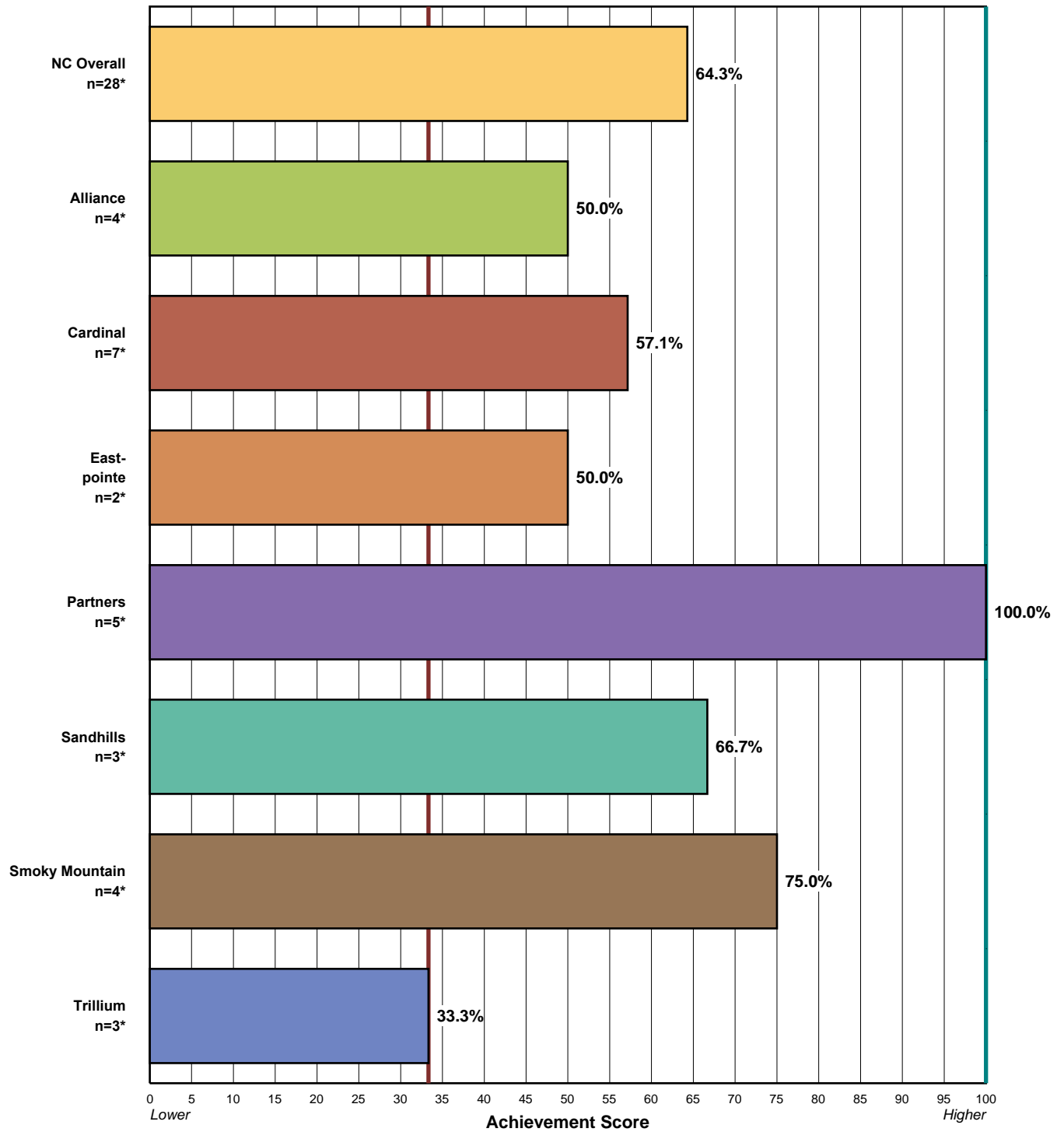
### Single Items

### Q26. Confident about privacy of treatment information



## Single Items

### Q28. Care responsive to cultural needs



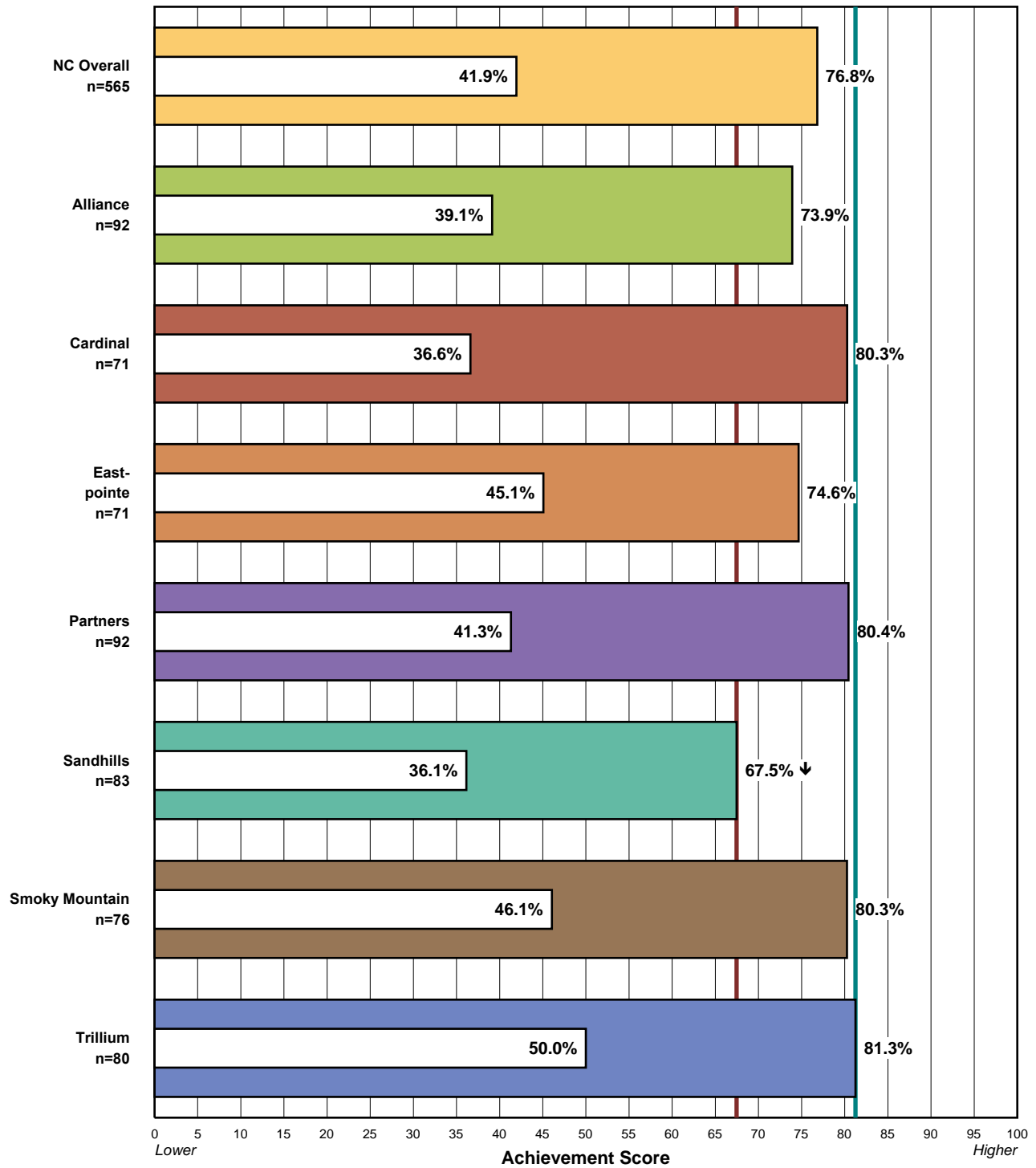
↑↓ Score statistically significantly higher/lower than 2016 NC Overall  
 \* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

### Single Items

#### Q30. A lot or somewhat helped by treatment



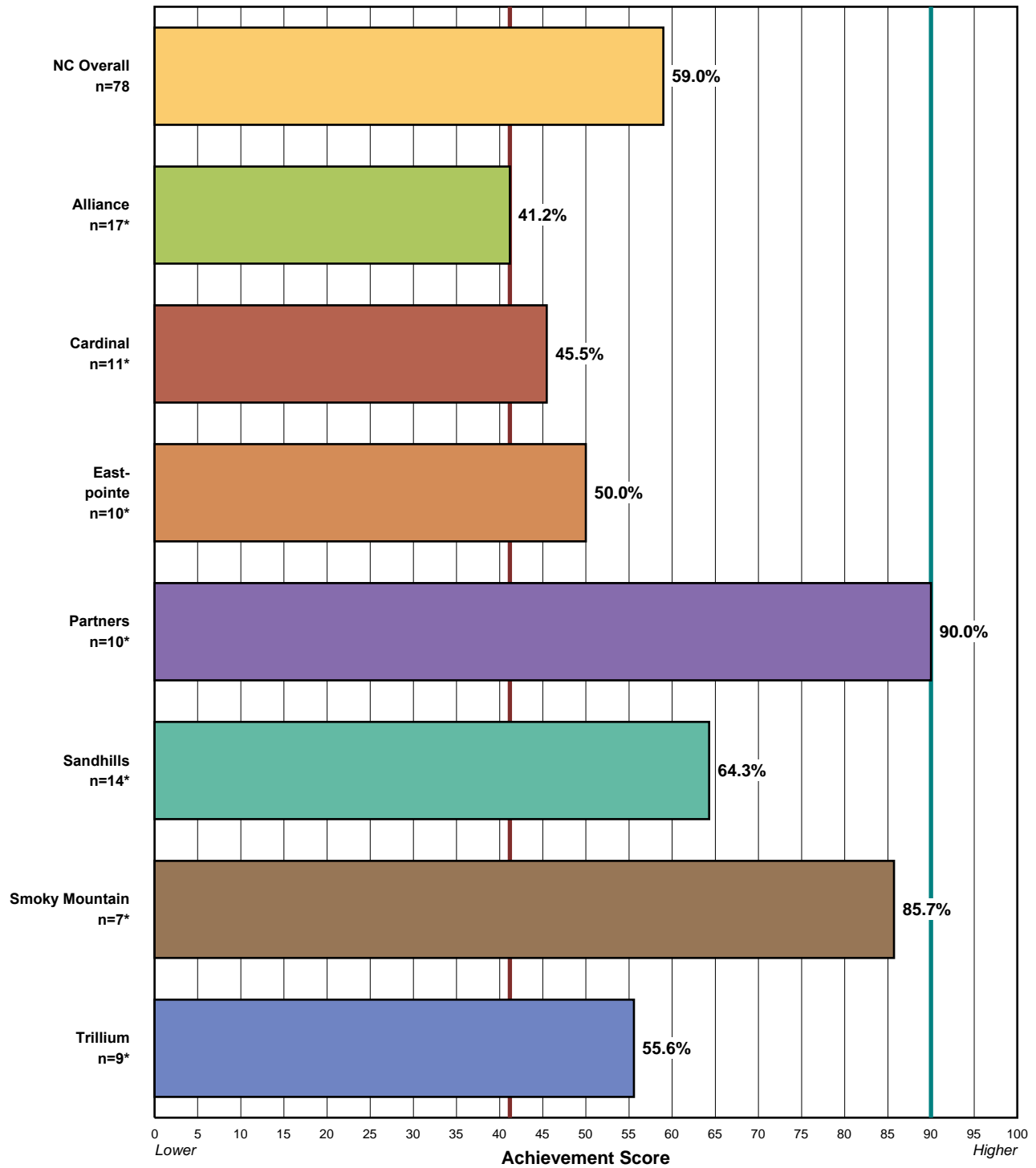
↕ Score statistically significantly higher/lower than 2016 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of A Lot.

— Low Benchmark

— High Benchmark

### Single Items

### Q38. 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*

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

- For problems related to attention deficit hyperactivity disorder (ADHD) or other behavior or emotional problems
- Family problems (like when parents and children have trouble getting along)
- For mental or emotional illness
- For autism or other developmental conditions
- Needing help with drug or alcohol use

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

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	554	100.0%	91	100.0%	69	100.0%	69	100.0%	93	100.0%	79	100.0%	75	100.0%	78	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%
<b>Total</b>	554	100.0%	91	100.0%	69	100.0%	69	100.0%	93	100.0%	79	100.0%	75	100.0%	78	100.0%
Not Answered	29		2		5		4		3		6		4		5	

### *Your child's Counseling and Treatment in the Last 12 Months*

The next questions ask about your child's 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 your child?

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	172	30.0%	25	26.9%	29	39.7%	31	44.3%	23	24.0%	21	25.0%	24	31.6%	19	23.2%
No	402	70.0%	68	73.1%	44	60.3%	39	55.7%	73	76.0%	63	75.0%	52	68.4%	63	76.8%
<b>Total</b>	574	100.0%	93	100.0%	73	100.0%	70	100.0%	96	100.0%	84	100.0%	76	100.0%	82	100.0%
Not Answered	9		0		1		3		0		1		3		1	



### Your child's Counseling and Treatment in the Last 12 Months (continued)

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

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	28	16.5%	3	12.0%	5	17.2%	5	16.1%	1	4.3%	7	33.3%	5	21.7%	2	11.1%
● Sometimes	75	44.1%	11	44.0%	15	51.7%	16	51.6%	14	60.9%	5	23.8%	9	39.1%	5	27.8%
● Usually	27	15.9%	4	16.0%	1	3.4%	6	19.4%	5	21.7%	4	19.0%	2	8.7%	5	27.8%
● Always	40	23.5%	7	28.0%	8	27.6%	4	12.9%	3	13.0%	5	23.8%	7	30.4%	6	33.3%
<b>Total</b>	170	100.0%	25	100.0%	29	100.0%	31	100.0%	23	100.0%	21	100.0%	23	100.0%	18	100.0%
Not Answered	2		0		0		0		0		0		1		1	
<b>Reporting Category</b>																
Getting Treatment Quickly																
Achievement Score	39.4%		44.0%		31.0%		32.3%		34.8%		42.9%		39.1%		61.1%	
Correlation with Satisfaction	0.212		0.330		0.255		0.153		0.510		0.186		-0.127		0.278	
Priority Rating	Medium		Medium		Medium		Medium		Top		Medium		Medium		Medium	

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

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	242	42.4%	32	34.8%	43	58.1%	36	51.4%	38	40.0%	34	41.0%	32	42.1%	27	33.3%
No	329	57.6%	60	65.2%	31	41.9%	34	48.6%	57	60.0%	49	59.0%	44	57.9%	54	66.7%
<b>Total</b>	571	100.0%	92	100.0%	74	100.0%	70	100.0%	95	100.0%	83	100.0%	76	100.0%	81	100.0%
Not Answered	12		1		0		3		1		2		3		2	

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

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	17	7.2%	2	6.5%	5	12.2%	0	0.0%	2	5.3%	5	14.7%	2	6.7%	1	3.8%
● Sometimes	55	23.4%	3	9.7%	12	29.3%	9	25.7%	10	26.3%	8	23.5%	7	23.3%	6	23.1%
● Usually	56	23.8%	12	38.7%	3	7.3%	10	28.6%	5	13.2%	11	32.4%	9	30.0%	6	23.1%
● Always	107	45.5%	14	45.2%	21	51.2%	16	45.7%	21	55.3%	10	29.4%	12	40.0%	13	50.0%
<b>Total</b>	235	100.0%	31	100.0%	41	100.0%	35	100.0%	38	100.0%	34	100.0%	30	100.0%	26	100.0%
Not Answered	7		1		2		1		0		0		2		1	
<b>Reporting Category</b>																
Getting Treatment Quickly																
Achievement Score	69.4%		83.9%		58.5%		74.3%		68.4%		61.8%		70.0%		73.1%	
Correlation with Satisfaction	0.407		0.196		0.456		0.091		0.573		0.629		0.430		0.437	
Priority Rating	Top		Medium		Top		Medium		Top		Top		Top		Top	

○ Response scored as: ● Room for Improvement ● Achievement

### Your child's Counseling and Treatment in the Last 12 Months (continued)

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

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	449	77.8%	76	83.5%	58	78.4%	63	87.5%	68	70.8%	63	75.0%	55	70.5%	66	80.5%
No	128	22.2%	15	16.5%	16	21.6%	9	12.5%	28	29.2%	21	25.0%	23	29.5%	16	19.5%
<b>Total</b>	<b>577</b>	<b>100.0%</b>	<b>91</b>	<b>100.0%</b>	<b>74</b>	<b>100.0%</b>	<b>72</b>	<b>100.0%</b>	<b>96</b>	<b>100.0%</b>	<b>84</b>	<b>100.0%</b>	<b>78</b>	<b>100.0%</b>	<b>82</b>	<b>100.0%</b>
Not Answered	6		2		0		1		0		1		1		1	

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

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	10	2.3%	1	1.4%	1	1.9%	0	0.0%	0	0.0%	4	6.7%	1	1.9%	3	4.8%
● Sometimes	76	17.6%	9	12.3%	13	24.1%	12	19.4%	13	19.4%	12	20.0%	10	18.5%	7	11.1%
● Usually	137	31.6%	30	41.1%	15	27.8%	20	32.3%	17	25.4%	14	23.3%	14	25.9%	27	42.9%
● Always	210	48.5%	33	45.2%	25	46.3%	30	48.4%	37	55.2%	30	50.0%	29	53.7%	26	41.3%
<b>Total</b>	<b>433</b>	<b>100.0%</b>	<b>73</b>	<b>100.0%</b>	<b>54</b>	<b>100.0%</b>	<b>62</b>	<b>100.0%</b>	<b>67</b>	<b>100.0%</b>	<b>60</b>	<b>100.0%</b>	<b>54</b>	<b>100.0%</b>	<b>63</b>	<b>100.0%</b>
Not Answered	16		3		4		1		1		3		1		3	
<b>Reporting Category</b>																
	<b>Getting Treatment Quickly</b>															
Achievement Score	80.1%	86.3%	74.1%	80.6%	80.6%	73.3%	79.6%	84.1%								
Correlation with Satisfaction	0.355	0.189	0.435	0.330	0.301	0.225	0.558	0.509								
Priority Rating	Medium	Low	Top	Medium	Medium	Medium	Top	Top								

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

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
None	429	74.6%	73	78.5%	44	59.5%	54	75.0%	72	75.8%	65	78.3%	60	76.9%	61	76.3%
1 time	76	13.2%	8	8.6%	17	23.0%	11	15.3%	12	12.6%	10	12.0%	11	14.1%	7	8.8%
2 times	34	5.9%	4	4.3%	6	8.1%	3	4.2%	6	6.3%	6	7.2%	5	6.4%	4	5.0%
3 or more times	36	6.3%	8	8.6%	7	9.5%	4	5.6%	5	5.3%	2	2.4%	2	2.6%	8	10.0%
<b>Total</b>	<b>575</b>	<b>100.0%</b>	<b>93</b>	<b>100.0%</b>	<b>74</b>	<b>100.0%</b>	<b>72</b>	<b>100.0%</b>	<b>95</b>	<b>100.0%</b>	<b>83</b>	<b>100.0%</b>	<b>78</b>	<b>100.0%</b>	<b>80</b>	<b>100.0%</b>
Not Answered	8		0		0		1		1		2		1		3	

○ Response scored as: ● Room for Improvement ● Achievement

### Your child's 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 your child get counseling, treatment, or medicine in your home or at an office, clinic, or other treatment program?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
None	98	17.5%	11	12.0%	8	11.0%	15	21.4%	18	19.6%	18	23.1%	19	25.3%	9	11.1%
1 to 10 times	225	40.1%	35	38.0%	29	39.7%	35	50.0%	33	35.9%	32	41.0%	29	38.7%	32	39.5%
11 to 20 times	92	16.4%	14	15.2%	15	20.5%	6	8.6%	17	18.5%	15	19.2%	9	12.0%	16	19.8%
21 or more times	146	26.0%	32	34.8%	21	28.8%	14	20.0%	24	26.1%	13	16.7%	18	24.0%	24	29.6%
<b>Total</b>	561	100.0%	92	100.0%	73	100.0%	70	100.0%	92	100.0%	78	100.0%	75	100.0%	81	100.0%
Not Answered	22		1		1		3		4		7		4		2	

**Q10. In the last 12 months how many times did your child get counseling, treatment, or medicine in your home?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
None	196	43.4%	30	37.5%	21	33.3%	23	42.6%	30	41.7%	28	49.1%	29	53.7%	35	48.6%
1 to 10 times	107	23.7%	16	20.0%	20	31.7%	20	37.0%	14	19.4%	14	24.6%	12	22.2%	11	15.3%
11 to 20 times	39	8.6%	9	11.3%	7	11.1%	1	1.9%	6	8.3%	7	12.3%	1	1.9%	8	11.1%
21 or more times	110	24.3%	25	31.3%	15	23.8%	10	18.5%	22	30.6%	8	14.0%	12	22.2%	18	25.0%
<b>Total</b>	452	100.0%	80	100.0%	63	100.0%	54	100.0%	72	100.0%	57	100.0%	54	100.0%	72	100.0%
Not Answered	10		1		2		1		2		2		2		0	

**Q11. In the last 12 months, how often were you seen within 15 minutes of his or her appointment?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	41	9.0%	8	9.9%	5	7.9%	4	7.3%	7	9.6%	6	10.3%	5	9.1%	6	8.5%
● Sometimes	96	21.1%	14	17.3%	18	28.6%	18	32.7%	16	21.9%	6	10.3%	11	20.0%	13	18.3%
● Usually	134	29.4%	23	28.4%	15	23.8%	16	29.1%	18	24.7%	17	29.3%	16	29.1%	29	40.8%
● Always	185	40.6%	36	44.4%	25	39.7%	17	30.9%	32	43.8%	29	50.0%	23	41.8%	23	32.4%
<b>Total</b>	456	100.0%	81	100.0%	63	100.0%	55	100.0%	73	100.0%	58	100.0%	55	100.0%	71	100.0%
Not Answered	7		0		2		0		1		2		1		1	
<b>Reporting Category</b>	<b>Single Items</b>															
Achievement Score	70.0%	72.8%	63.5%	60.0%	68.5%	79.3%	70.9%	73.2%								
Correlation with Satisfaction	0.360	0.394	0.399	0.351	0.314	0.378	0.328	0.377								
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium								

○ Response scored as: ● Room for Improvement ● Achievement

### Your child's Counseling and Treatment in the Last 12 Months (continued)

The next questions are about all the counseling or treatment your child 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 your child saw for counseling or treatment in your answers.

**Q12.** In the last 12 months, how often did the people your child saw for counseling or treatment listen carefully to you?

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	10	2.2%	0	0.0%	2	3.2%	0	0.0%	2	2.7%	4	6.8%	0	0.0%	2	2.8%
● Sometimes	45	9.8%	4	4.9%	10	16.1%	5	9.1%	7	9.6%	7	11.9%	6	10.7%	6	8.3%
● Usually	105	22.9%	23	28.4%	11	17.7%	15	27.3%	17	23.3%	10	16.9%	14	25.0%	15	20.8%
● Always	298	65.1%	54	66.7%	39	62.9%	35	63.6%	47	64.4%	38	64.4%	36	64.3%	49	68.1%
<b>Total</b>	458	100.0%	81	100.0%	62	100.0%	55	100.0%	73	100.0%	59	100.0%	56	100.0%	72	100.0%
Not Answered	5		0		3		0		1		1		0		0	
<b>Reporting Category</b>																
How Well Clinicians Communicate																
Achievement Score	88.0%		95.1%		80.6%		90.9%		87.7%		81.4%		89.3%		88.9%	
Correlation with Satisfaction	0.647		0.547		0.610		0.641		0.736		0.681		0.643		0.696	
Priority Rating	High		High		Top		High		High		Top		High		High	

**Q13.** In the last 12 months, how often did the people your child saw for counseling or treatment explain things in a way you could understand?

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	7	1.5%	0	0.0%	2	3.2%	0	0.0%	1	1.4%	2	3.3%	1	1.8%	1	1.4%
● Sometimes	37	8.0%	4	4.9%	4	6.3%	6	10.9%	7	9.5%	4	6.7%	5	8.9%	7	9.7%
● Usually	105	22.8%	18	22.2%	15	23.8%	17	30.9%	17	23.0%	14	23.3%	9	16.1%	15	20.8%
● Always	312	67.7%	59	72.8%	42	66.7%	32	58.2%	49	66.2%	40	66.7%	41	73.2%	49	68.1%
<b>Total</b>	461	100.0%	81	100.0%	63	100.0%	55	100.0%	74	100.0%	60	100.0%	56	100.0%	72	100.0%
Not Answered	2		0		2		0		0		0		0		0	
<b>Reporting Category</b>																
How Well Clinicians Communicate																
Achievement Score	90.5%		95.1%		90.5%		89.1%		89.2%		90.0%		89.3%		88.9%	
Correlation with Satisfaction	0.616		0.575		0.493		0.701		0.641		0.567		0.647		0.733	
Priority Rating	High		High		High		High		High		High		High		High	

○ Response scored as: ● Room for Improvement ● Achievement

### Your child's Counseling and Treatment in the Last 12 Months (continued)

**Q14. In the last 12 months, how often did the people your child saw for counseling or treatment show respect for what you had to say?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	8	1.7%	0	0.0%	2	3.2%	0	0.0%	2	2.7%	1	1.7%	1	1.8%	2	2.8%
● Sometimes	35	7.6%	4	4.9%	6	9.5%	6	10.9%	7	9.5%	5	8.3%	3	5.4%	4	5.6%
● Usually	90	19.5%	13	16.0%	9	14.3%	12	21.8%	19	25.7%	12	20.0%	13	23.2%	12	16.7%
● Always	328	71.1%	64	79.0%	46	73.0%	37	67.3%	46	62.2%	42	70.0%	39	69.6%	54	75.0%
<b>Total</b>	461	100.0%	81	100.0%	63	100.0%	55	100.0%	74	100.0%	60	100.0%	56	100.0%	72	100.0%
Not Answered	2		0		2		0		0		0		0		0	
<b>Reporting Category</b>																
How Well Clinicians Communicate																
Achievement Score	90.7%		95.1%		87.3%		89.1%		87.8%		90.0%		92.9%		91.7%	
Correlation with Satisfaction	0.616		0.459		0.554		0.568		0.749		0.603		0.778		0.658	
Priority Rating	High		High		High		High		High		High		High		High	

**Q15. In the last 12 months, how often did the people your child saw for counseling or treatment spend enough time with you?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	15	3.3%	2	2.5%	2	3.2%	1	1.8%	2	2.7%	4	6.8%	2	3.6%	2	2.8%
● Sometimes	62	13.5%	7	8.6%	8	12.7%	12	21.8%	11	14.9%	9	15.3%	4	7.1%	11	15.3%
● Usually	132	28.7%	27	33.3%	18	28.6%	16	29.1%	19	25.7%	16	27.1%	16	28.6%	20	27.8%
● Always	251	54.6%	45	55.6%	35	55.6%	26	47.3%	42	56.8%	30	50.8%	34	60.7%	39	54.2%
<b>Total</b>	460	100.0%	81	100.0%	63	100.0%	55	100.0%	74	100.0%	59	100.0%	56	100.0%	72	100.0%
Not Answered	3		0		2		0		0		1		0		0	
<b>Reporting Category</b>																
How Well Clinicians Communicate																
Achievement Score	83.3%		88.9%		84.1%		76.4%		82.4%		78.0%		89.3%		81.9%	
Correlation with Satisfaction	0.592		0.435		0.598		0.383		0.715		0.607		0.770		0.679	
Priority Rating	Top		High		Top		Medium		Top		Top		High		Top	

**Q16. In the last 12 months, did your child take any prescription medicines as part of his or her treatment?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	356	77.1%	63	77.8%	53	81.5%	43	78.2%	61	82.4%	41	69.5%	38	67.9%	57	79.2%
No	106	22.9%	18	22.2%	12	18.5%	12	21.8%	13	17.6%	18	30.5%	18	32.1%	15	20.8%
<b>Total</b>	462	100.0%	81	100.0%	65	100.0%	55	100.0%	74	100.0%	59	100.0%	56	100.0%	72	100.0%
Not Answered	1		0		0		0		0		1		0		0	

○ Response scored as: ● Room for Improvement ● Achievement

### Your child's 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		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	282	79.9%	44	69.8%	41	78.8%	34	79.1%	50	83.3%	34	82.9%	33	89.2%	46	80.7%
● No	71	20.1%	19	30.2%	11	21.2%	9	20.9%	10	16.7%	7	17.1%	4	10.8%	11	19.3%
<b>Total</b>	353	100.0%	63	100.0%	52	100.0%	43	100.0%	60	100.0%	41	100.0%	37	100.0%	57	100.0%
Not Answered	3		0		1		0		1		0		1		0	
<b>Reporting Category</b>																
Single Items																
Achievement Score	79.9%		69.8%		78.8%		79.1%		83.3%		82.9%		89.2%		80.7%	
Correlation with Satisfaction	0.223		0.295		0.165		0.221		0.217		0.159		0.096		0.286	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Medium		Low		Medium	

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

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	10	2.2%	0	0.0%	3	4.7%	0	0.0%	0	0.0%	4	6.7%	1	1.8%	2	2.8%
● Sometimes	35	7.6%	3	3.7%	8	12.5%	7	12.7%	3	4.1%	7	11.7%	2	3.6%	5	6.9%
● Usually	85	18.4%	20	24.7%	10	15.6%	11	20.0%	9	12.2%	6	10.0%	12	21.4%	17	23.6%
● Always	332	71.9%	58	71.6%	43	67.2%	37	67.3%	62	83.8%	43	71.7%	41	73.2%	48	66.7%
<b>Total</b>	462	100.0%	81	100.0%	64	100.0%	55	100.0%	74	100.0%	60	100.0%	56	100.0%	72	100.0%
Not Answered	1		0		1		0		0		0		0		0	
<b>Reporting Category</b>																
How Well Clinicians Communicate																
Achievement Score	90.3%		96.3%		82.8%		87.3%		95.9%		81.7%		94.6%		90.3%	
Correlation with Satisfaction	0.407		0.307		0.467		0.137		0.377		0.537		0.440		0.545	
Priority Rating	High		Low		Top		Low		Low		Top		High		High	

**Q19. In the last 12 months, were the goals of your child's counseling or treatment discussed completely with you?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	407	88.5%	77	95.1%	55	85.9%	47	85.5%	64	86.5%	51	86.4%	51	91.1%	62	87.3%
No	53	11.5%	4	4.9%	9	14.1%	8	14.5%	10	13.5%	8	13.6%	5	8.9%	9	12.7%
<b>Total</b>	460	100.0%	81	100.0%	64	100.0%	55	100.0%	74	100.0%	59	100.0%	56	100.0%	71	100.0%
Not Answered	3		0		1		0		0		1		0		1	

○ Response scored as: ● Room for Improvement ● Achievement

### Your child's Counseling and Treatment in the Last 12 Months (continued)

**Q20. In the last 12 months, how often did your family get the professional help you wanted for your child?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	20	4.3%	1	1.2%	3	4.7%	4	7.4%	1	1.4%	4	6.7%	2	3.6%	5	6.9%
● Sometimes	63	13.7%	8	9.9%	10	15.6%	6	11.1%	13	17.6%	10	16.7%	5	8.9%	11	15.3%
● Usually	122	26.5%	27	33.3%	16	25.0%	17	31.5%	21	28.4%	11	18.3%	17	30.4%	13	18.1%
● Always	256	55.5%	45	55.6%	35	54.7%	27	50.0%	39	52.7%	35	58.3%	32	57.1%	43	59.7%
<b>Total</b>	461	100.0%	81	100.0%	64	100.0%	54	100.0%	74	100.0%	60	100.0%	56	100.0%	72	100.0%
Not Answered	2		0		1		1		0		0		0		0	
<b>Reporting Category</b>																
Single Items																
Achievement Score	82.0%		88.9%		79.7%		81.5%		81.1%		76.7%		87.5%		77.8%	
Correlation with Satisfaction	0.639		0.503		0.600		0.552		0.727		0.711		0.711		0.701	
Priority Rating	Top		High		Top		Top		Top		Top		High		Top	

**Q21. In the last 12 months, how often did you feel your child had someone to talk to when he or she was troubled?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	25	5.4%	5	6.2%	6	9.2%	1	1.8%	1	1.4%	5	8.5%	1	1.8%	6	8.5%
● Sometimes	88	19.2%	14	17.3%	12	18.5%	11	20.0%	15	20.5%	10	16.9%	10	18.2%	16	22.5%
● Usually	112	24.4%	22	27.2%	15	23.1%	15	27.3%	19	26.0%	11	18.6%	18	32.7%	12	16.9%
● Always	234	51.0%	40	49.4%	32	49.2%	28	50.9%	38	52.1%	33	55.9%	26	47.3%	37	52.1%
<b>Total</b>	459	100.0%	81	100.0%	65	100.0%	55	100.0%	73	100.0%	59	100.0%	55	100.0%	71	100.0%
Not Answered	4		0		0		0		1		1		1		1	
<b>Reporting Category</b>																
Single Items																
Achievement Score	75.4%		76.5%		72.3%		78.2%		78.1%		74.6%		80.0%		69.0%	
Correlation with Satisfaction	0.544		0.573		0.495		0.312		0.613		0.653		0.689		0.515	
Priority Rating	Top		Top		Top		Medium		Top		Top		Top		Top	

**Q22. In the last 12 months, were you given information about different kinds of counseling or treatment that are available for your child?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	320	69.4%	48	59.3%	47	72.3%	43	78.2%	54	73.0%	39	65.0%	42	76.4%	47	66.2%
No	141	30.6%	33	40.7%	18	27.7%	12	21.8%	20	27.0%	21	35.0%	13	23.6%	24	33.8%
<b>Total</b>	461	100.0%	81	100.0%	65	100.0%	55	100.0%	74	100.0%	60	100.0%	55	100.0%	71	100.0%
Not Answered	2		0		0		0		0		0		1		1	

○ Response scored as: ● Room for Improvement ● Achievement

### Your child's Counseling and Treatment in the Last 12 Months (continued)

**Q23. In the last 12 months, were you given as much information as you wanted about what you could do to manage your child's condition?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	341	74.8%	60	74.1%	45	72.6%	39	70.9%	56	76.7%	45	76.3%	43	78.2%	53	74.6%
<input type="radio"/> No	115	25.2%	21	25.9%	17	27.4%	16	29.1%	17	23.3%	14	23.7%	12	21.8%	18	25.4%
<b>Total</b>	456	100.0%	81	100.0%	62	100.0%	55	100.0%	73	100.0%	59	100.0%	55	100.0%	71	100.0%
Not Answered	7		0		3		0		1		1		1		1	
<b>Reporting Category</b>																
Single Items																
Achievement Score	74.8%		74.1%		72.6%		70.9%		76.7%		76.3%		78.2%		74.6%	
Correlation with Satisfaction	0.480		0.430		0.594		0.403		0.599		0.467		0.323		0.481	
Priority Rating	Top		Top		Top		Top		Top		Top		Medium		Top	

**Q24. In the last 12 months, were you given information about your child's rights as a patient?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	410	90.3%	72	88.9%	55	88.7%	50	92.6%	68	93.2%	50	86.2%	52	94.5%	63	88.7%
<input type="radio"/> No	44	9.7%	9	11.1%	7	11.3%	4	7.4%	5	6.8%	8	13.8%	3	5.5%	8	11.3%
<b>Total</b>	454	100.0%	81	100.0%	62	100.0%	54	100.0%	73	100.0%	58	100.0%	55	100.0%	71	100.0%
Not Answered	9		0		3		1		1		2		1		1	
<b>Reporting Category</b>																
Single Items																
Achievement Score	90.3%		88.9%		88.7%		92.6%		93.2%		86.2%		94.5%		88.7%	
Correlation with Satisfaction	0.263		0.215		0.156		0.163		0.279		0.366		0.244		0.392	
Priority Rating	Low		Low		Low		Low		Low		Low		Low		Low	

**Q25. In the last 12 months, did you feel you could refuse a specific type of medicine or treatment for your child?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	389	86.3%	69	85.2%	50	82.0%	45	83.3%	67	91.8%	50	87.7%	50	90.9%	58	82.9%
<input type="radio"/> No	62	13.7%	12	14.8%	11	18.0%	9	16.7%	6	8.2%	7	12.3%	5	9.1%	12	17.1%
<b>Total</b>	451	100.0%	81	100.0%	61	100.0%	54	100.0%	73	100.0%	57	100.0%	55	100.0%	70	100.0%
Not Answered	12		0		4		1		1		3		1		2	
<b>Reporting Category</b>																
Single Items																
Achievement Score	86.3%		85.2%		82.0%		83.3%		91.8%		87.7%		90.9%		82.9%	
Correlation with Satisfaction	0.243		0.168		0.540		0.059		0.121		0.045		0.198		0.426	
Priority Rating	Low		Low		Top		Medium		Low		Low		Low		Top	

Response scored as:  Room for Improvement  Achievement



### Your child's Counseling and Treatment in the Last 12 Months (continued)

**Q26. In the last 12 months, as far as you know did anyone your child saw for counseling or treatment share information with others that should have been kept private?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	20	4.4%	1	1.2%	4	6.5%	4	7.3%	4	5.6%	4	6.8%	2	3.7%	1	1.4%
<input checked="" type="radio"/> No	434	95.6%	80	98.8%	58	93.5%	51	92.7%	68	94.4%	55	93.2%	52	96.3%	70	98.6%
<b>Total</b>	454	100.0%	81	100.0%	62	100.0%	55	100.0%	72	100.0%	59	100.0%	54	100.0%	71	100.0%
Not Answered	9		0		3		0		2		1		2		1	
<b>Reporting Category</b>																
Single Items																
Achievement Score	95.6%		98.8%		93.5%		92.7%		94.4%		93.2%		96.3%		98.6%	
Correlation with Satisfaction	0.063		0.045		-0.008		0.131		-0.041		0.217		0.105		-0.002	
Priority Rating	Low		Low		Low		Low		Low		Low		Low		Low	

**Q27. Does your child's language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment he or she needs?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	29	6.4%	4	5.0%	7	11.5%	2	3.7%	5	6.8%	3	5.1%	4	7.3%	4	5.6%
No	424	93.6%	76	95.0%	54	88.5%	52	96.3%	68	93.2%	56	94.9%	51	92.7%	67	94.4%
<b>Total</b>	453	100.0%	80	100.0%	61	100.0%	54	100.0%	73	100.0%	59	100.0%	55	100.0%	71	100.0%
Not Answered	10		1		4		1		1		1		1		1	

**Q28. In the last 12 months, was the care your child received responsive to those needs?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	18	64.3%	2	50.0%	4	57.1%	1	50.0%	5	100.0%	2	66.7%	3	75.0%	1	33.3%
<input checked="" type="radio"/> No	10	35.7%	2	50.0%	3	42.9%	1	50.0%	0	0.0%	1	33.3%	1	25.0%	2	66.7%
<b>Total</b>	28	100.0%	4	100.0%	7	100.0%	2	100.0%	5	100.0%	3	100.0%	4	100.0%	3	100.0%
Not Answered	1		0		0		0		0		0		0		1	
<b>Reporting Category</b>																
Single Items																
Achievement Score	64.3%		50.0%		57.1%		50.0%		100.0%		66.7%		75.0%		33.3%	
Correlation with Satisfaction	0.610		0.667		0.624		-1.000		-		0.500		0.986		1.000	
Priority Rating	Top		Top		Top		Medium		-		Top		Top		Top	

Response scored as:  Room for Improvement  Achievement

### Your child's Counseling and Treatment in the Last 12 Months (continued)

**Q29.** 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 of your child's counseling or treatment in the last 12 months?

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Worst counseling or treatment possible	4	0.9%	0	0.0%	1	1.6%	1	1.9%	0	0.0%	0	0.0%	1	1.9%	1	1.4%
● 1	4	0.9%	1	1.3%	1	1.6%	1	1.9%	1	1.4%	0	0.0%	0	0.0%	0	0.0%
● 2	7	1.5%	2	2.5%	1	1.6%	0	0.0%	1	1.4%	2	3.4%	1	1.9%	0	0.0%
● 3	14	3.1%	3	3.8%	3	4.8%	1	1.9%	2	2.7%	1	1.7%	0	0.0%	4	5.6%
● 4	10	2.2%	0	0.0%	2	3.2%	3	5.6%	3	4.1%	2	3.4%	0	0.0%	0	0.0%
● 5	40	8.8%	5	6.3%	6	9.5%	3	5.6%	7	9.6%	7	11.9%	5	9.4%	7	9.9%
● 6	17	3.8%	6	7.5%	1	1.6%	2	3.7%	1	1.4%	4	6.8%	0	0.0%	3	4.2%
● 7	49	10.8%	9	11.3%	6	9.5%	4	7.4%	8	11.0%	5	8.5%	9	17.0%	8	11.3%
● 8	94	20.8%	18	22.5%	13	20.6%	12	22.2%	16	21.9%	11	18.6%	12	22.6%	12	16.9%
● 9	63	13.9%	12	15.0%	10	15.9%	7	13.0%	9	12.3%	5	8.5%	8	15.1%	12	16.9%
● Best counseling or treatment possible	151	33.3%	24	30.0%	19	30.2%	20	37.0%	25	34.2%	22	37.3%	17	32.1%	24	33.8%
<b>Total</b>	453	100.0%	80	100.0%	63	100.0%	54	100.0%	73	100.0%	59	100.0%	53	100.0%	71	100.0%
Not Answered	10		1		2		1		1		1		3		1	
<b>Reporting Category</b>	<b>Ratings</b>															
Achievement Score	68.0%	67.5%	66.7%	72.2%	68.5%	64.4%	69.8%	67.6%								

**Q30.** In the last 12 months, how much was your child helped by the counseling or treatment he or she got?

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Not at all	44	7.8%	8	8.7%	3	4.2%	5	7.0%	8	8.7%	9	10.8%	5	6.6%	6	7.5%
● A little	87	15.4%	16	17.4%	11	15.5%	13	18.3%	10	10.9%	18	21.7%	10	13.2%	9	11.3%
● Somewhat	197	34.9%	32	34.8%	31	43.7%	21	29.6%	36	39.1%	26	31.3%	26	34.2%	25	31.3%
● A lot	237	41.9%	36	39.1%	26	36.6%	32	45.1%	38	41.3%	30	36.1%	35	46.1%	40	50.0%
<b>Total</b>	565	100.0%	92	100.0%	71	100.0%	71	100.0%	92	100.0%	83	100.0%	76	100.0%	80	100.0%
Not Answered	18		1		3		2		4		2		3		3	
<b>Reporting Category</b>	<b>Single Items</b>															
Achievement Score	76.8%	73.9%	80.3%	74.6%	80.4%	67.5%	80.3%	81.3%								
Correlation with Satisfaction	0.657	0.615	0.568	0.748	0.714	0.742	0.557	0.681								
Priority Rating	Top	Top	Top	Top	Top	Top	Top	Top								

○ Response scored as: ● Room for Improvement ● Achievement

### Your child's Counseling and Treatment in the Last 12 Months (continued)

**Q31. In general, how would you rate your child's overall mental health now?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	36	6.3%	4	4.3%	4	5.6%	3	4.2%	7	7.5%	6	7.1%	7	9.0%	5	6.1%
Very good	118	20.6%	20	21.7%	12	16.7%	14	19.4%	18	19.4%	18	21.4%	16	20.5%	20	24.4%
Good	178	31.1%	32	34.8%	19	26.4%	20	27.8%	34	36.6%	26	31.0%	25	32.1%	22	26.8%
Fair	195	34.0%	31	33.7%	31	43.1%	31	43.1%	28	30.1%	25	29.8%	23	29.5%	26	31.7%
Poor	46	8.0%	5	5.4%	6	8.3%	4	5.6%	6	6.5%	9	10.7%	7	9.0%	9	11.0%
<b>Total</b>	573	100.0%	92	100.0%	72	100.0%	72	100.0%	93	100.0%	84	100.0%	78	100.0%	82	100.0%
Not Answered	10		1		2		1		3		1		1		1	

**Q32. Compared to 12 months ago, how would you rate your child's ability to deal with daily problems now?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Much better	163	28.4%	24	25.8%	17	23.6%	18	25.4%	30	31.9%	27	32.1%	29	37.2%	18	22.2%
● A little better	207	36.1%	32	34.4%	31	43.1%	29	40.8%	29	30.9%	30	35.7%	25	32.1%	31	38.3%
● About the same	154	26.9%	26	28.0%	21	29.2%	19	26.8%	32	34.0%	20	23.8%	14	17.9%	22	27.2%
● A little worse	29	5.1%	7	7.5%	0	0.0%	2	2.8%	2	2.1%	4	4.8%	7	9.0%	7	8.6%
● Much worse	20	3.5%	4	4.3%	3	4.2%	3	4.2%	1	1.1%	3	3.6%	3	3.8%	3	3.7%
<b>Total</b>	573	100.0%	93	100.0%	72	100.0%	71	100.0%	94	100.0%	84	100.0%	78	100.0%	81	100.0%
Not Answered	10		0		2		2		2		1		1		2	
<b>Reporting Category</b>	<b>Perceived Improvement</b>															
Achievement Score	64.6%	60.2%	66.7%	66.2%	62.8%	67.9%	69.2%	60.5%								
Correlation with Satisfaction	0.362	0.296	0.477	0.311	0.288	0.447	0.486	0.306								
Priority Rating	Medium	Medium	Top	Medium	Medium	Top	Top	Medium								

○ Response scored as: ● Room for Improvement ● Achievement

**Your child's Counseling and Treatment in the Last 12 Months (continued)**

**Q33. Compared to 12 months ago, how would you rate your child's ability to deal with social situations now?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Much better	127	22.2%	16	17.2%	13	18.1%	17	23.6%	24	25.5%	18	21.2%	22	28.6%	17	21.3%
● A little better	209	36.5%	33	35.5%	28	38.9%	26	36.1%	38	40.4%	33	38.8%	25	32.5%	26	32.5%
● About the same	191	33.3%	36	38.7%	28	38.9%	24	33.3%	28	29.8%	29	34.1%	17	22.1%	29	36.3%
● A little worse	28	4.9%	4	4.3%	1	1.4%	3	4.2%	3	3.2%	1	1.2%	10	13.0%	6	7.5%
● Much worse	18	3.1%	4	4.3%	2	2.8%	2	2.8%	1	1.1%	4	4.7%	3	3.9%	2	2.5%
<b>Total</b>	573	100.0%	93	100.0%	72	100.0%	72	100.0%	94	100.0%	85	100.0%	77	100.0%	80	100.0%
Not Answered	10		0		2		1		2		0		2		3	
<b>Reporting Category</b>		<b>Perceived Improvement</b>														
Achievement Score	58.6%	52.7%	56.9%	59.7%	66.0%	60.0%	61.0%	53.8%								
Correlation with Satisfaction	0.422	0.469	0.579	0.443	0.392	0.519	0.361	0.255								
Priority Rating	Top	Top	Top	Top	Medium	Top	Medium	Medium								

**Q34. Compared to 12 months ago, how would you rate your child's ability to accomplish the things he or she wants to do now?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Much better	143	25.0%	21	22.8%	12	16.7%	17	23.6%	27	28.4%	19	22.4%	26	33.8%	21	26.6%
● A little better	205	35.8%	29	31.5%	27	37.5%	33	45.8%	30	31.6%	37	43.5%	23	29.9%	26	32.9%
● About the same	181	31.6%	34	37.0%	27	37.5%	18	25.0%	35	36.8%	23	27.1%	20	26.0%	24	30.4%
● A little worse	31	5.4%	5	5.4%	4	5.6%	3	4.2%	2	2.1%	5	5.9%	5	6.5%	7	8.9%
● Much worse	12	2.1%	3	3.3%	2	2.8%	1	1.4%	1	1.1%	1	1.2%	3	3.9%	1	1.3%
<b>Total</b>	572	100.0%	92	100.0%	72	100.0%	72	100.0%	95	100.0%	85	100.0%	77	100.0%	79	100.0%
Not Answered	11		1		2		1		1		0		2		4	
<b>Reporting Category</b>		<b>Perceived Improvement</b>														
Achievement Score	60.8%	54.3%	54.2%	69.4%	60.0%	65.9%	63.6%	59.5%								
Correlation with Satisfaction	0.402	0.429	0.532	0.358	0.277	0.354	0.551	0.345								
Priority Rating	Top	Top	Top	Medium	Medium	Medium	Top	Medium								

○ Response scored as: ● Room for Improvement ● Achievement

### Your child's Counseling and Treatment in the Last 12 Months (continued)

**Q35. Compared to 12 months ago, how would you rate your child's problems or symptoms now?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Much better	149	26.0%	25	27.2%	13	18.1%	18	24.7%	28	29.8%	20	23.5%	29	37.2%	16	20.0%
● A little better	199	34.7%	28	30.4%	29	40.3%	30	41.1%	26	27.7%	30	35.3%	27	34.6%	29	36.3%
● About the same	156	27.2%	26	28.3%	22	30.6%	19	26.0%	31	33.0%	24	28.2%	11	14.1%	23	28.8%
● A little worse	49	8.5%	9	9.8%	5	6.9%	5	6.8%	7	7.4%	8	9.4%	8	10.3%	7	8.8%
● Much worse	21	3.7%	4	4.3%	3	4.2%	1	1.4%	2	2.1%	3	3.5%	3	3.8%	5	6.3%
<b>Total</b>	574	100.0%	92	100.0%	72	100.0%	73	100.0%	94	100.0%	85	100.0%	78	100.0%	80	100.0%
Not Answered	9		1		2		0		2		0		1		3	
<b>Reporting Category</b>	<b>Perceived Improvement</b>															
Achievement Score	60.6%		57.6%		58.3%		65.8%		57.4%		58.8%		71.8%		56.3%	
Correlation with Satisfaction	0.428		0.520		0.522		0.437		0.357		0.432		0.472		0.289	
Priority Rating	Top		Top		Top		Top		Medium		Top		Top		Medium	

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

**Q36. In the last 12 months, did your child use up all his or her benefits for counseling or treatment?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	107	19.4%	20	22.2%	16	24.2%	16	22.9%	15	16.3%	19	23.2%	10	13.2%	11	14.5%
No	445	80.6%	70	77.8%	50	75.8%	54	77.1%	77	83.7%	63	76.8%	66	86.8%	65	85.5%
<b>Total</b>	552	100.0%	90	100.0%	66	100.0%	70	100.0%	92	100.0%	82	100.0%	76	100.0%	76	100.0%
Not Answered	31		3		8		3		4		3		3		7	

**Q37. At the time benefits were used up, did you think your child still needed counseling or treatment?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	78	76.5%	17	85.0%	11	68.8%	10	62.5%	10	71.4%	14	87.5%	7	77.8%	9	81.8%
No	24	23.5%	3	15.0%	5	31.3%	6	37.5%	4	28.6%	2	12.5%	2	22.2%	2	18.2%
<b>Total</b>	102	100.0%	20	100.0%	16	100.0%	16	100.0%	14	100.0%	16	100.0%	9	100.0%	11	100.0%
Not Answered	5		0		0		0		1		3		1		0	

○ Response scored as: ● Room for Improvement ● Achievement

### Your child's Counseling and Treatment in the Last 12 Months (continued)

**Q38. Were you told about other ways to get counseling, treatment, or medicine for your child?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	46	59.0%	7	41.2%	5	45.5%	5	50.0%	9	90.0%	9	64.3%	6	85.7%	5	55.6%
● No	32	41.0%	10	58.8%	6	54.5%	5	50.0%	1	10.0%	5	35.7%	1	14.3%	4	44.4%
<b>Total</b>	78	100.0%	17	100.0%	11	100.0%	10	100.0%	10	100.0%	14	100.0%	7	100.0%	9	100.0%
Not Answered	0		0		0		0		0		0		0		0	
<b>Reporting Category</b>																
Single Items																
Achievement Score	59.0%		41.2%		45.5%		50.0%		90.0%		64.3%		85.7%		55.6%	
Correlation with Satisfaction	0.170		0.342		-0.312		-0.149		-0.029		-0.192		-0.198		0.603	
Priority Rating	Medium		Medium		Medium		Medium		Low		Medium		Low		Top	

**Q39. In the last 12 months, did you need approval for any of your child's counseling or treatment?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	175	30.9%	28	30.4%	21	29.6%	25	34.2%	26	28.0%	28	32.9%	18	24.3%	29	37.2%
No	391	69.1%	64	69.6%	50	70.4%	48	65.8%	67	72.0%	57	67.1%	56	75.7%	49	62.8%
<b>Total</b>	566	100.0%	92	100.0%	71	100.0%	73	100.0%	93	100.0%	85	100.0%	74	100.0%	78	100.0%
Not Answered	17		1		3		0		3		0		5		5	

**Q40. 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		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● A big problem	44	25.6%	5	17.9%	7	33.3%	8	33.3%	6	25.0%	6	21.4%	4	22.2%	8	27.6%
● A small problem	55	32.0%	10	35.7%	7	33.3%	5	20.8%	6	25.0%	10	35.7%	6	33.3%	11	37.9%
● Not a problem	73	42.4%	13	46.4%	7	33.3%	11	45.8%	12	50.0%	12	42.9%	8	44.4%	10	34.5%
<b>Total</b>	172	100.0%	28	100.0%	21	100.0%	24	100.0%	24	100.0%	28	100.0%	18	100.0%	29	100.0%
Not Answered	3		0		0		1		2		0		0		0	
<b>Reporting Category</b>																
Getting Treatment and Information																
Achievement Score	42.4%		46.4%		33.3%		45.8%		50.0%		42.9%		44.4%		34.5%	
Correlation with Satisfaction	0.276		-0.128		0.635		0.163		0.609		0.265		-0.155		0.208	
Priority Rating	Medium		Medium		Top		Medium		Top		Medium		Medium		Medium	

○ Response scored as: ● Room for Improvement ● Achievement

### Your child's Counseling and Treatment in the Last 12 Months (continued)

**Q41. In the last 12 months, did you call customer service to get information or help about counseling or treatment for your child?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	87	15.3%	19	20.7%	17	24.3%	14	19.2%	13	13.7%	9	10.7%	7	9.0%	8	10.5%
No	481	84.7%	73	79.3%	53	75.7%	59	80.8%	82	86.3%	75	89.3%	71	91.0%	68	89.5%
<b>Total</b>	568	100.0%	92	100.0%	70	100.0%	73	100.0%	95	100.0%	84	100.0%	78	100.0%	76	100.0%
Not Answered	15		1		4		0		1		1		1		7	

**Q42. In the last 12 months, how much of a problem, if any, was it to get the help you needed for your child when you called customer service?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<span style="color: red;">●</span> A big problem	26	30.2%	6	31.6%	3	18.8%	5	35.7%	5	38.5%	3	33.3%	1	14.3%	3	37.5%
<span style="color: red;">●</span> A small problem	20	23.3%	3	15.8%	6	37.5%	2	14.3%	1	7.7%	3	33.3%	2	28.6%	3	37.5%
<span style="color: green;">●</span> Not a problem	40	46.5%	10	52.6%	7	43.8%	7	50.0%	7	53.8%	3	33.3%	4	57.1%	2	25.0%
<b>Total</b>	86	100.0%	19	100.0%	16	100.0%	14	100.0%	13	100.0%	9	100.0%	7	100.0%	8	100.0%
Not Answered	1		0		1		0		0		0		0		0	
<b>Reporting Category</b>																
	Getting Treatment and Information															
Achievement Score	46.5%	52.6%	43.8%	50.0%	53.8%	33.3%	57.1%	25.0%								
Correlation with Satisfaction	0.371	0.337	0.704	-0.298	0.471	0.585	0.271	0.165								
Priority Rating	Medium	Medium	Top	Medium	Top	Top	Medium	Medium								

### Reasons for Counseling or Treatment

**Q43. In the last 12 months, was any of your child's counseling or treatment for problems related to ADHD or other behavior problems?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	424	74.4%	71	76.3%	54	75.0%	55	75.3%	68	72.3%	62	74.7%	47	61.8%	67	84.8%
No	146	25.6%	22	23.7%	18	25.0%	18	24.7%	26	27.7%	21	25.3%	29	38.2%	12	15.2%
<b>Total</b>	570	100.0%	93	100.0%	72	100.0%	73	100.0%	94	100.0%	83	100.0%	76	100.0%	79	100.0%
Not Answered	13		0		2		0		2		2		3		4	

Response scored as: ● Room for Improvement ● Achievement

### Reasons for Counseling or Treatment (continued)

**Q44. In the last 12 months, was any of your child's counseling or treatment for family problems or mental or emotional illness?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	417	72.4%	66	71.0%	54	74.0%	52	72.2%	69	71.9%	61	72.6%	64	82.1%	51	63.8%
No	159	27.6%	27	29.0%	19	26.0%	20	27.8%	27	28.1%	23	27.4%	14	17.9%	29	36.3%
<b>Total</b>	576	100.0%	93	100.0%	73	100.0%	72	100.0%	96	100.0%	84	100.0%	78	100.0%	80	100.0%
Not Answered	7		0		1		1		0		1		1		3	

**Q45. In the last 12 months, was any of your child's counseling or treatment for autism or other developmental problems?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	185	32.0%	28	30.4%	23	31.1%	24	33.3%	29	30.5%	21	24.7%	21	26.6%	39	47.6%
No	394	68.0%	64	69.6%	51	68.9%	48	66.7%	66	69.5%	64	75.3%	58	73.4%	43	52.4%
<b>Total</b>	579	100.0%	92	100.0%	74	100.0%	72	100.0%	95	100.0%	85	100.0%	79	100.0%	82	100.0%
Not Answered	4		1		0		1		1		0		0		1	

**Q46. In the last 12 months, was any of your child's counseling or treatment for help with alcohol use or drug use?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	52	9.0%	9	9.7%	9	12.3%	4	5.6%	8	8.4%	5	5.9%	11	14.1%	6	7.3%
No	526	91.0%	84	90.3%	64	87.7%	68	94.4%	87	91.6%	80	94.1%	67	85.9%	76	92.7%
<b>Total</b>	578	100.0%	93	100.0%	73	100.0%	72	100.0%	95	100.0%	85	100.0%	78	100.0%	82	100.0%
Not Answered	5		0		1		1		1		0		1		1	

### Care Coordination

**Q47. Has your child received Care Coordination for any services in the past 12 months?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	218	38.7%	28	31.8%	37	51.4%	24	34.3%	36	38.7%	25	30.1%	36	46.2%	32	40.5%
No	345	61.3%	60	68.2%	35	48.6%	46	65.7%	57	61.3%	58	69.9%	42	53.8%	47	59.5%
<b>Total</b>	563	100.0%	88	100.0%	72	100.0%	70	100.0%	93	100.0%	83	100.0%	78	100.0%	79	100.0%
Not Answered	20		5		2		3		3		2		1		4	



### Care Coordination (continued)

**Q48.1. Please identify the service categories that your child received Care Coordination for in the past 12 months.**  
**Response: Intellectual and Developmental Disabilities.**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	97	44.9%	13	46.4%	18	50.0%	12	50.0%	13	36.1%	12	50.0%	13	36.1%	16	50.0%
No	119	55.1%	15	53.6%	18	50.0%	12	50.0%	23	63.9%	12	50.0%	23	63.9%	16	50.0%
<b>Total</b>	<b>216</b>	<b>100.0%</b>	<b>28</b>	<b>100.0%</b>	<b>36</b>	<b>100.0%</b>	<b>24</b>	<b>100.0%</b>	<b>36</b>	<b>100.0%</b>	<b>24</b>	<b>100.0%</b>	<b>36</b>	<b>100.0%</b>	<b>32</b>	<b>100.0%</b>
Not Answered	2		0		1		0		0		1		0		0	

**Q48.2. Please identify the service categories that your child received Care Coordination for in the past 12 months.**  
**Response: Mental Health.**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	142	65.7%	14	50.0%	26	72.2%	15	62.5%	28	77.8%	18	75.0%	24	66.7%	17	53.1%
No	74	34.3%	14	50.0%	10	27.8%	9	37.5%	8	22.2%	6	25.0%	12	33.3%	15	46.9%
<b>Total</b>	<b>216</b>	<b>100.0%</b>	<b>28</b>	<b>100.0%</b>	<b>36</b>	<b>100.0%</b>	<b>24</b>	<b>100.0%</b>	<b>36</b>	<b>100.0%</b>	<b>24</b>	<b>100.0%</b>	<b>36</b>	<b>100.0%</b>	<b>32</b>	<b>100.0%</b>
Not Answered	2		0		1		0		0		1		0		0	

**Q48.3. Please identify the service categories that your child received Care Coordination for in the past 12 months.**  
**Response: Substance Use.**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	31	14.4%	7	25.0%	4	11.1%	3	12.5%	5	13.9%	2	8.3%	6	16.7%	4	12.5%
No	185	85.6%	21	75.0%	32	88.9%	21	87.5%	31	86.1%	22	91.7%	30	83.3%	28	87.5%
<b>Total</b>	<b>216</b>	<b>100.0%</b>	<b>28</b>	<b>100.0%</b>	<b>36</b>	<b>100.0%</b>	<b>24</b>	<b>100.0%</b>	<b>36</b>	<b>100.0%</b>	<b>24</b>	<b>100.0%</b>	<b>36</b>	<b>100.0%</b>	<b>32</b>	<b>100.0%</b>
Not Answered	2		0		1		0		0		1		0		0	

**Q48.4. Please identify the service categories that your child received Care Coordination for in the past 12 months.**  
**Response: Other.**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	65	30.1%	7	25.0%	9	25.0%	9	37.5%	12	33.3%	5	20.8%	15	41.7%	8	25.0%
No	151	69.9%	21	75.0%	27	75.0%	15	62.5%	24	66.7%	19	79.2%	21	58.3%	24	75.0%
<b>Total</b>	<b>216</b>	<b>100.0%</b>	<b>28</b>	<b>100.0%</b>	<b>36</b>	<b>100.0%</b>	<b>24</b>	<b>100.0%</b>	<b>36</b>	<b>100.0%</b>	<b>24</b>	<b>100.0%</b>	<b>36</b>	<b>100.0%</b>	<b>32</b>	<b>100.0%</b>
Not Answered	2		0		1		0		0		1		0		0	

### Care Coordination (continued)

**Q49. It is easy to get in touch with my child's Care Coordinator when I need them.**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	11	5.2%	1	3.7%	2	5.4%	1	4.2%	1	2.9%	1	4.2%	2	5.9%	3	9.7%
● Sometimes	30	14.2%	2	7.4%	9	24.3%	4	16.7%	4	11.4%	2	8.3%	6	17.6%	3	9.7%
● Usually	63	29.7%	7	25.9%	9	24.3%	8	33.3%	13	37.1%	9	37.5%	6	17.6%	11	35.5%
● Always	108	50.9%	17	63.0%	17	45.9%	11	45.8%	17	48.6%	12	50.0%	20	58.8%	14	45.2%
<b>Total</b>	212	100.0%	27	100.0%	37	100.0%	24	100.0%	35	100.0%	24	100.0%	34	100.0%	31	100.0%
Not Answered	6		1		0		0		1		1		2		1	
<b>Reporting Category</b>																
Care Coordination Items																
Achievement Score	80.7%		88.9%		70.3%		79.2%		85.7%		87.5%		76.5%		80.6%	
Correlation with Satisfaction	0.532		0.459		0.721		0.187		0.236		0.628		0.598		0.678	
Priority Rating	Top		High		Top		Medium		Low		High		Top		Top	

**Q50. My child's Care Coordinator responds to my calls in a timely manner.**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	11	5.2%	1	3.7%	3	8.1%	2	8.3%	2	5.6%	1	4.2%	1	3.1%	1	3.2%
● Sometimes	25	11.8%	1	3.7%	4	10.8%	2	8.3%	3	8.3%	2	8.3%	7	21.9%	6	19.4%
● Usually	64	30.3%	10	37.0%	13	35.1%	8	33.3%	14	38.9%	7	29.2%	3	9.4%	9	29.0%
● Always	111	52.6%	15	55.6%	17	45.9%	12	50.0%	17	47.2%	14	58.3%	21	65.6%	15	48.4%
<b>Total</b>	211	100.0%	27	100.0%	37	100.0%	24	100.0%	36	100.0%	24	100.0%	32	100.0%	31	100.0%
Not Answered	7		1		0		0		0		1		4		1	
<b>Reporting Category</b>																
Care Coordination Items																
Achievement Score	82.9%		92.6%		81.1%		83.3%		86.1%		87.5%		75.0%		77.4%	
Correlation with Satisfaction	0.500		0.406		0.752		0.218		0.164		0.597		0.630		0.579	
Priority Rating	Top		High		Top		Medium		Low		High		Top		Top	

○ Response scored as: ● Room for Improvement ● Achievement

### Care Coordination (continued)

**Q51. If I have questions, my child's Care Coordinator helps me find the answers.**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	14	6.6%	2	7.4%	4	10.8%	2	8.3%	1	2.8%	1	4.2%	2	6.1%	2	6.7%
● Sometimes	26	12.3%	2	7.4%	4	10.8%	2	8.3%	6	16.7%	4	16.7%	5	15.2%	3	10.0%
● Usually	63	29.9%	10	37.0%	9	24.3%	7	29.2%	13	36.1%	4	16.7%	8	24.2%	12	40.0%
● Always	108	51.2%	13	48.1%	20	54.1%	13	54.2%	16	44.4%	15	62.5%	18	54.5%	13	43.3%
<b>Total</b>	211	100.0%	27	100.0%	37	100.0%	24	100.0%	36	100.0%	24	100.0%	33	100.0%	30	100.0%
Not Answered	7		1		0		0		0		1		3		2	
<b>Reporting Category</b>																
Care Coordination Items																
Achievement Score	81.0%		85.2%		78.4%		83.3%		80.6%		79.2%		78.8%		83.3%	
Correlation with Satisfaction	0.563		0.595		0.698		0.263		0.315		0.398		0.668		0.718	
Priority Rating	Top		High		Top		Medium		Medium		Medium		Top		Top	

**Q52. My child's Care Coordinator has helped me find services and people to support me in managing my child's care.**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	24	11.4%	2	7.4%	5	13.5%	1	4.3%	5	13.9%	4	16.7%	4	12.1%	3	9.7%
● Sometimes	27	12.8%	4	14.8%	6	16.2%	3	13.0%	4	11.1%	1	4.2%	5	15.2%	4	12.9%
● Usually	55	26.1%	9	33.3%	6	16.2%	8	34.8%	12	33.3%	4	16.7%	5	15.2%	11	35.5%
● Always	105	49.8%	12	44.4%	20	54.1%	11	47.8%	15	41.7%	15	62.5%	19	57.6%	13	41.9%
<b>Total</b>	211	100.0%	27	100.0%	37	100.0%	23	100.0%	36	100.0%	24	100.0%	33	100.0%	31	100.0%
Not Answered	7		1		0		1		0		1		3		1	
<b>Reporting Category</b>																
Care Coordination Items																
Achievement Score	75.8%		77.8%		70.3%		82.6%		75.0%		79.2%		72.7%		77.4%	
Correlation with Satisfaction	0.487		0.389		0.712		0.267		0.276		0.314		0.576		0.597	
Priority Rating	Top		Medium		Top		Medium		Medium		Medium		Top		Top	

○ Response scored as: ● Room for Improvement ● Achievement

### Care Coordination (continued)

**Q53. My child's Care Coordinator asks how best to support me and my child.**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	22	10.4%	4	14.8%	5	13.9%	1	4.2%	4	11.1%	3	12.5%	3	8.8%	2	6.5%
● Sometimes	27	12.7%	0	0.0%	9	25.0%	3	12.5%	4	11.1%	2	8.3%	6	17.6%	3	9.7%
● Usually	50	23.6%	8	29.6%	3	8.3%	7	29.2%	9	25.0%	5	20.8%	8	23.5%	10	32.3%
● Always	113	53.3%	15	55.6%	19	52.8%	13	54.2%	19	52.8%	14	58.3%	17	50.0%	16	51.6%
<b>Total</b>	212	100.0%	27	100.0%	36	100.0%	24	100.0%	36	100.0%	24	100.0%	34	100.0%	31	100.0%
Not Answered	6		1		1		0		0		1		2		1	
<b>Reporting Category</b>																
Care Coordination Items																
Achievement Score	76.9%		85.2%		61.1%		83.3%		77.8%		79.2%		73.5%		83.9%	
Correlation with Satisfaction	0.557		0.405		0.738		0.245		0.512		0.536		0.663		0.599	
Priority Rating	Top		High		Top		Medium		Top		Top		Top		Top	

**Q54. I was given a draft of my child's Person Centered Plan to review before being asked to sign it.**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	12	7.1%	2	10.0%	2	6.3%	1	5.9%	4	13.3%	1	5.0%	2	6.7%	0	0.0%
● Sometimes	15	8.8%	1	5.0%	5	15.6%	0	0.0%	2	6.7%	3	15.0%	4	13.3%	0	0.0%
● Usually	22	12.9%	3	15.0%	3	9.4%	3	17.6%	4	13.3%	2	10.0%	4	13.3%	3	14.3%
● Always	121	71.2%	14	70.0%	22	68.8%	13	76.5%	20	66.7%	14	70.0%	20	66.7%	18	85.7%
I do not have a Person Centered Plan	38		7		4		7		4		3		4		9	
<b>Total</b>	170	100.0%	20	100.0%	32	100.0%	17	100.0%	30	100.0%	20	100.0%	30	100.0%	21	100.0%
Not Answered	10		1		1		0		2		2		2		2	
<b>Reporting Category</b>																
Care Coordination Items																
Achievement Score	84.1%		85.0%		78.1%		94.1%		80.0%		80.0%		80.0%		100.0%	
Correlation with Satisfaction	0.273		0.594		0.453		-0.079		0.183		0.436		0.299		-0.160	
Priority Rating	Medium		Top		Top		Low		Medium		Top		Medium		Low	

○ Response scored as: ● Room for Improvement ● Achievement

### Care Coordination (continued)

**Q55. I was satisfied with my child's Person Centered Plan prepared by the Care Coordinator.**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	9	5.2%	2	9.5%	1	3.1%	1	5.9%	3	10.3%	2	9.1%	0	0.0%	0	0.0%
● Sometimes	17	9.9%	1	4.8%	6	18.8%	0	0.0%	2	6.9%	2	9.1%	5	17.2%	1	4.5%
● Usually	41	23.8%	7	33.3%	11	34.4%	2	11.8%	6	20.7%	3	13.6%	7	24.1%	5	22.7%
● Always	105	61.0%	11	52.4%	14	43.8%	14	82.4%	18	62.1%	15	68.2%	17	58.6%	16	72.7%
I do not have a Person Centered Plan	33		6		3		6		6		1		4		7	
<b>Total</b>	172	100.0%	21	100.0%	32	100.0%	17	100.0%	29	100.0%	22	100.0%	29	100.0%	22	100.0%
Not Answered	13		1		2		1		1		2		3		3	
<b>Reporting Category</b>	<b>Care Coordination Items</b>															
Achievement Score	84.9%		85.7%		78.1%		94.1%		82.8%		81.8%		82.8%		95.5%	
Correlation with Satisfaction	0.436		0.486		0.699		-0.196		0.518		0.444		0.605		0.109	
Priority Rating	Top		High		Top		Low		Top		Top		Top		Low	

**Q56. If you were not satisfied with your child's plan, did you and/or the provider suggest revisions that were added to your child's plan?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	10	38.5%	2	66.7%	1	14.3%	0	0.0%	2	40.0%	3	75.0%	2	40.0%	0	0.0%
● Sometimes	9	34.6%	0	0.0%	3	42.9%	1	100.0%	1	20.0%	1	25.0%	3	60.0%	0	0.0%
● Usually	6	23.1%	1	33.3%	3	42.9%	0	0.0%	1	20.0%	0	0.0%	0	0.0%	1	100.0%
● Always	1	3.8%	0	0.0%	0	0.0%	0	0.0%	1	20.0%	0	0.0%	0	0.0%	0	0.0%
<b>Total</b>	26	100.0%	3	100.0%	7	100.0%	1	100.0%	5	100.0%	4	100.0%	5	100.0%	1	100.0%
Not Answered	0		0		0		0		0		0		0		0	
<b>Reporting Category</b>	<b>Care Coordination Items</b>															
Achievement Score	26.9%		33.3%		42.9%		0.0%		40.0%		0.0%		0.0%		100.0%	
Correlation with Satisfaction	0.329		1.000		0.505		-		0.718		1.000		-0.388		-	
Priority Rating	Medium		Top		Top		-		Top		Top		Medium		-	

○ Response scored as: ● Room for Improvement ● Achievement

### Care Coordination (continued)

**Q57. If your request for service was denied, did your child's 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		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	42	33.6%	3	25.0%	7	35.0%	4	26.7%	11	45.8%	5	31.3%	7	31.8%	5	31.3%
● Sometimes	13	10.4%	1	8.3%	3	15.0%	1	6.7%	2	8.3%	2	12.5%	3	13.6%	1	6.3%
● Usually	14	11.2%	2	16.7%	3	15.0%	3	20.0%	0	0.0%	1	6.3%	2	9.1%	3	18.8%
● Always	56	44.8%	6	50.0%	7	35.0%	7	46.7%	11	45.8%	8	50.0%	10	45.5%	7	43.8%
Request for service was not denied	76		14		13		9		11		6		11		12	
<b>Total</b>	125	100.0%	12	100.0%	20	100.0%	15	100.0%	24	100.0%	16	100.0%	22	100.0%	16	100.0%
Not Answered	17		2		4		0		1		3		3		4	
<b>Reporting Category</b>																
Care Coordination Items																
Achievement Score	56.0%	66.7%	50.0%	66.7%	45.8%	56.3%	54.5%	62.5%								
Correlation with Satisfaction	0.399	0.397	0.260	0.466	0.391	0.241	0.567	0.379								
Priority Rating	Medium	Medium	Medium	Top	Medium	Medium	Top	Medium								

**Q58. Are you satisfied with your child's Care Coordinator?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	15	7.1%	1	3.7%	3	8.3%	2	8.3%	3	8.6%	1	4.3%	1	2.9%	4	13.3%
● Sometimes	22	10.5%	2	7.4%	4	11.1%	2	8.3%	1	2.9%	4	17.4%	7	20.0%	2	6.7%
● Usually	50	23.8%	8	29.6%	9	25.0%	5	20.8%	10	28.6%	5	21.7%	6	17.1%	7	23.3%
● Always	123	58.6%	16	59.3%	20	55.6%	15	62.5%	21	60.0%	13	56.5%	21	60.0%	17	56.7%
<b>Total</b>	210	100.0%	27	100.0%	36	100.0%	24	100.0%	35	100.0%	23	100.0%	35	100.0%	30	100.0%
Not Answered	8		1		1		0		1		2		1		2	
<b>Reporting Category</b>																
Care Coordination Items																
Achievement Score	82.4%	88.9%	80.6%	83.3%	88.6%	78.3%	77.1%	80.0%								
Correlation with Satisfaction	0.577	0.433	0.819	0.274	0.609	0.445	0.537	0.603								
Priority Rating	Top	High	Top	Medium	High	Top	Top	Top								

○ Response scored as: ● Room for Improvement ● Achievement

### About You and Your Child

**Q59. In general, how would you rate your child's overall health now?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	72	12.5%	11	12.0%	9	12.2%	5	6.9%	9	9.5%	14	16.7%	12	15.4%	12	14.8%
Very good	161	28.0%	28	30.4%	15	20.3%	18	25.0%	34	35.8%	18	21.4%	29	37.2%	19	23.5%
Good	215	37.3%	36	39.1%	26	35.1%	32	44.4%	37	38.9%	29	34.5%	24	30.8%	31	38.3%
Fair	101	17.5%	11	12.0%	21	28.4%	14	19.4%	14	14.7%	19	22.6%	10	12.8%	12	14.8%
Poor	27	4.7%	6	6.5%	3	4.1%	3	4.2%	1	1.1%	4	4.8%	3	3.8%	7	8.6%
<b>Total</b>	576	100.0%	92	100.0%	74	100.0%	72	100.0%	95	100.0%	84	100.0%	78	100.0%	81	100.0%
Not Answered	7		1		0		1		1		1		1		2	

**Q60. What is your child's age now?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Less than 1 year old	1	0.2%	0	0.0%	0	0.0%	1	1.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
1 to 2 years old	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
3 to 4 years old	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
5 to 6 years old	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
7 to 9 years old	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
10 to 12 years old	88	15.1%	20	21.5%	5	6.8%	12	16.4%	13	13.5%	13	15.3%	14	17.7%	11	13.3%
13 to 15 years old	310	53.2%	46	49.5%	45	60.8%	39	53.4%	51	53.1%	48	56.5%	34	43.0%	47	56.6%
16 to 17 years old	184	31.6%	27	29.0%	24	32.4%	21	28.8%	32	33.3%	24	28.2%	31	39.2%	25	30.1%
<b>Total</b>	583	100.0%	93	100.0%	74	100.0%	73	100.0%	96	100.0%	85	100.0%	79	100.0%	83	100.0%
Not Answered	0		0		0		0		0		0		0		0	

**Q61. Is your child male or female?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Male	324	55.6%	58	62.4%	41	55.4%	37	50.7%	53	55.2%	48	56.5%	42	53.2%	45	54.2%
Female	259	44.4%	35	37.6%	33	44.6%	36	49.3%	43	44.8%	37	43.5%	37	46.8%	38	45.8%
<b>Total</b>	583	100.0%	93	100.0%	74	100.0%	73	100.0%	96	100.0%	85	100.0%	79	100.0%	83	100.0%
Not Answered	0		0		0		0		0		0		0		0	

### About You and Your Child (continued)

**Q62. Is your child of Hispanic or Latino origin or descent?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	64	11.3%	12	13.3%	10	13.7%	5	6.9%	9	9.6%	8	9.8%	10	13.2%	10	12.3%
No, Not Hispanic or Latino	504	88.7%	78	86.7%	63	86.3%	67	93.1%	85	90.4%	74	90.2%	66	86.8%	71	87.7%
<b>Total</b>	568	100.0%	90	100.0%	73	100.0%	72	100.0%	94	100.0%	82	100.0%	76	100.0%	81	100.0%
Not Answered	15		3		1		1		2		3		3		2	

**Q63.1. What is your child's race? Response: White.**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	358	62.9%	45	50.0%	37	53.6%	29	40.8%	80	83.3%	43	50.6%	70	89.7%	54	67.5%
No	211	37.1%	45	50.0%	32	46.4%	42	59.2%	16	16.7%	42	49.4%	8	10.3%	26	32.5%
<b>Total</b>	569	100.0%	90	100.0%	69	100.0%	71	100.0%	96	100.0%	85	100.0%	78	100.0%	80	100.0%
Not Answered	14		3		5		2		0		0		1		3	

**Q63.2. What is your child's race? Response: Black or African-American.**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	194	34.1%	42	46.7%	25	36.2%	34	47.9%	15	15.6%	42	49.4%	8	10.3%	28	35.0%
No	375	65.9%	48	53.3%	44	63.8%	37	52.1%	81	84.4%	43	50.6%	70	89.7%	52	65.0%
<b>Total</b>	569	100.0%	90	100.0%	69	100.0%	71	100.0%	96	100.0%	85	100.0%	78	100.0%	80	100.0%
Not Answered	14		3		5		2		0		0		1		3	

**Q63.3. What is your child's race? Response: Asian.**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	7	1.2%	1	1.1%	2	2.9%	1	1.4%	2	2.1%	1	1.2%	0	0.0%	0	0.0%
No	562	98.8%	89	98.9%	67	97.1%	70	98.6%	94	97.9%	84	98.8%	78	100.0%	80	100.0%
<b>Total</b>	569	100.0%	90	100.0%	69	100.0%	71	100.0%	96	100.0%	85	100.0%	78	100.0%	80	100.0%
Not Answered	14		3		5		2		0		0		1		3	



### About You and Your Child (continued)

**Q63.4. What is your child's race? Response: Native Hawaiian or other Pacific Islander.**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1	0.2%	1	1.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
No	568	99.8%	89	98.9%	69	100.0%	71	100.0%	96	100.0%	85	100.0%	78	100.0%	80	100.0%
<b>Total</b>	569	100.0%	90	100.0%	69	100.0%	71	100.0%	96	100.0%	85	100.0%	78	100.0%	80	100.0%
Not Answered	14		3		5		2		0		0		1		3	

**Q63.5. What is your child's race? Response: American Indian or Alaska Native.**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	21	3.7%	5	5.6%	2	2.9%	6	8.5%	4	4.2%	1	1.2%	2	2.6%	1	1.3%
No	548	96.3%	85	94.4%	67	97.1%	65	91.5%	92	95.8%	84	98.8%	76	97.4%	79	98.8%
<b>Total</b>	569	100.0%	90	100.0%	69	100.0%	71	100.0%	96	100.0%	85	100.0%	78	100.0%	80	100.0%
Not Answered	14		3		5		2		0		0		1		3	

**Q63.6. What is your child's race? Response: Other.**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	48	8.4%	9	10.0%	10	14.5%	6	8.5%	8	8.3%	3	3.5%	7	9.0%	5	6.3%
No	521	91.6%	81	90.0%	59	85.5%	65	91.5%	88	91.7%	82	96.5%	71	91.0%	75	93.8%
<b>Total</b>	569	100.0%	90	100.0%	69	100.0%	71	100.0%	96	100.0%	85	100.0%	78	100.0%	80	100.0%
Not Answered	14		3		5		2		0		0		1		3	

**Q64. What is your age now?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
18 to 24	3	0.5%	0	0.0%	1	1.4%	1	1.4%	1	1.1%	0	0.0%	0	0.0%	0	0.0%
25 to 34	52	9.2%	8	8.8%	5	7.1%	3	4.3%	13	14.1%	7	8.5%	10	12.7%	6	7.3%
35 to 44	193	34.1%	23	25.3%	21	30.0%	30	42.9%	31	33.7%	33	40.2%	29	36.7%	26	31.7%
45 to 54	152	26.9%	29	31.9%	23	32.9%	15	21.4%	26	28.3%	20	24.4%	18	22.8%	21	25.8%
55 to 64	105	18.6%	17	18.7%	15	21.4%	13	18.6%	14	15.2%	14	17.1%	13	16.5%	19	23.2%
65 to 74	55	9.7%	13	14.3%	5	7.1%	7	10.0%	6	6.5%	6	7.3%	9	11.4%	9	11.0%
75 or older	6	1.1%	1	1.1%	0	0.0%	1	1.4%	1	1.1%	2	2.4%	0	0.0%	1	1.2%
<b>Total</b>	566	100.0%	91	100.0%	70	100.0%	70	100.0%	92	100.0%	82	100.0%	79	100.0%	82	100.0%
Not Answered	17		2		4		3		4		3		0		1	

### About You and Your Child (continued)

**Q65. Are you male or female?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Male	71	12.3%	14	15.1%	9	12.3%	9	12.7%	15	15.6%	7	8.4%	10	12.7%	7	8.5%
Female	506	87.7%	79	84.9%	64	87.7%	62	87.3%	81	84.4%	76	91.6%	69	87.3%	75	91.5%
<b>Total</b>	577	100.0%	93	100.0%	73	100.0%	71	100.0%	96	100.0%	83	100.0%	79	100.0%	82	100.0%
Not Answered	6		0		1		2		0		2		0		1	

**Q66. What is the highest grade or level of school that you have completed?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
8th grade or less	22	3.8%	1	1.1%	2	2.8%	4	5.5%	4	4.3%	3	3.7%	5	6.3%	3	3.7%
Some high school, but did not graduate	65	11.4%	5	5.5%	14	19.7%	12	16.4%	12	12.8%	14	17.1%	5	6.3%	3	3.7%
High school graduate or GED	150	26.2%	23	25.3%	15	21.1%	24	32.9%	26	27.7%	22	26.8%	18	22.8%	22	26.8%
Some college or 2-year degree	224	39.2%	41	45.1%	24	33.8%	25	34.2%	36	38.3%	32	39.0%	33	41.8%	33	40.2%
4-year college degree	66	11.5%	12	13.2%	8	11.3%	4	5.5%	12	12.8%	8	9.8%	10	12.7%	12	14.6%
More than a 4-year college degree	45	7.9%	9	9.9%	8	11.3%	4	5.5%	4	4.3%	3	3.7%	8	10.1%	9	11.0%
<b>Total</b>	572	100.0%	91	100.0%	71	100.0%	73	100.0%	94	100.0%	82	100.0%	79	100.0%	82	100.0%
Not Answered	11		2		3		0		2		3		0		1	

**Q67. How are you related to the policyholder?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
I am the policyholder	256	49.5%	37	45.7%	36	52.2%	29	46.0%	40	50.0%	37	51.4%	40	54.8%	37	46.8%
Spouse or partner of policyholder	31	6.0%	6	7.4%	2	2.9%	1	1.6%	3	3.8%	10	13.9%	6	8.2%	3	3.8%
Child of policyholder	20	3.9%	7	8.6%	4	5.8%	1	1.6%	4	5.0%	2	2.8%	1	1.4%	1	1.3%
Other family member	158	30.6%	22	27.2%	23	33.3%	24	38.1%	27	33.8%	17	23.6%	18	24.7%	27	34.2%
Friend	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Someone else	52	10.1%	9	11.1%	4	5.8%	8	12.7%	6	7.5%	6	8.3%	8	11.0%	11	13.9%
<b>Total</b>	517	100.0%	81	100.0%	69	100.0%	63	100.0%	80	100.0%	72	100.0%	73	100.0%	79	100.0%
Not Answered	66		12		5		10		16		13		6		4	

### About You and Your Child (continued)

**Q68. How are you related to the child?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Mother or father	414	75.5%	69	80.2%	55	75.3%	49	71.0%	69	76.7%	59	74.7%	54	72.0%	59	77.6%
Grandparent	78	14.2%	9	10.5%	9	12.3%	10	14.5%	17	18.9%	12	15.2%	11	14.7%	10	13.2%
Aunt or uncle	12	2.2%	3	3.5%	3	4.1%	2	2.9%	1	1.1%	2	2.5%	1	1.3%	0	0.0%
Older sibling	1	0.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	1.3%
Other relative	4	0.7%	1	1.2%	0	0.0%	1	1.4%	0	0.0%	0	0.0%	1	1.3%	1	1.3%
Legal guardian	39	7.1%	4	4.7%	6	8.2%	7	10.1%	3	3.3%	6	7.6%	8	10.7%	5	6.6%
<b>Total</b>	548	100.0%	86	100.0%	73	100.0%	69	100.0%	90	100.0%	79	100.0%	75	100.0%	76	100.0%
Not Answered	35		7		1		4		6		6		4		7	

**Q69. Did someone help you complete this survey?**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	27	4.7%	4	4.3%	5	6.9%	3	4.1%	3	3.2%	4	4.9%	5	6.4%	3	3.6%
No	548	95.3%	89	95.7%	67	93.1%	70	95.9%	91	96.8%	78	95.1%	73	93.6%	80	96.4%
<b>Total</b>	575	100.0%	93	100.0%	72	100.0%	73	100.0%	94	100.0%	82	100.0%	78	100.0%	83	100.0%
Not Answered	8		0		2		0		2		3		1		0	

**Q70.1. How did that person help you? Response: Read the questions to me.**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	16	61.5%	1	25.0%	4	80.0%	1	33.3%	3	100.0%	3	100.0%	3	60.0%	1	33.3%
No	10	38.5%	3	75.0%	1	20.0%	2	66.7%	0	0.0%	0	0.0%	2	40.0%	2	66.7%
<b>Total</b>	26	100.0%	4	100.0%	5	100.0%	3	100.0%	3	100.0%	3	100.0%	5	100.0%	3	100.0%
Not Answered	1		0		0		0		0		1		0		0	

**Q703.2. How did that person help you? Response: Wrote down the answers I gave.**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	9	34.6%	0	0.0%	1	20.0%	0	0.0%	2	66.7%	3	100.0%	2	40.0%	1	33.3%
No	17	65.4%	4	100.0%	4	80.0%	3	100.0%	1	33.3%	0	0.0%	3	60.0%	2	66.7%
<b>Total</b>	26	100.0%	4	100.0%	5	100.0%	3	100.0%	3	100.0%	3	100.0%	5	100.0%	3	100.0%
Not Answered	1		0		0		0		0		1		0		0	

**About You and Your Child (continued)**

**Q70.3. How did that person help you? Response: Answered the questions for me.**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	6	23.1%	0	0.0%	1	20.0%	3	100.0%	0	0.0%	0	0.0%	2	40.0%	0	0.0%
No	20	76.9%	4	100.0%	4	80.0%	0	0.0%	3	100.0%	3	100.0%	3	60.0%	3	100.0%
<b>Total</b>	26	100.0%	4	100.0%	5	100.0%	3	100.0%	3	100.0%	3	100.0%	5	100.0%	3	100.0%
Not Answered	1		0		0		0		0		1		0		0	

**Q70.4. How did that person help you? Response: Translated the questions into my language.**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	5	19.2%	1	25.0%	0	0.0%	0	0.0%	2	66.7%	0	0.0%	2	40.0%	0	0.0%
No	21	80.8%	3	75.0%	5	100.0%	3	100.0%	1	33.3%	3	100.0%	3	60.0%	3	100.0%
<b>Total</b>	26	100.0%	4	100.0%	5	100.0%	3	100.0%	3	100.0%	3	100.0%	5	100.0%	3	100.0%
Not Answered	1		0		0		0		0		1		0		0	

**Q70.5. How did that person help you? Response: Helped in some other way.**

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	6	23.1%	3	75.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	40.0%	1	33.3%
No	20	76.9%	1	25.0%	5	100.0%	3	100.0%	3	100.0%	3	100.0%	3	60.0%	2	66.7%
<b>Total</b>	26	100.0%	4	100.0%	5	100.0%	3	100.0%	3	100.0%	3	100.0%	5	100.0%	3	100.0%
Not Answered	1		0		0		0		0		1		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**

Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

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

- For problems related to attention deficit hyperactivity disorder (ADHD) or other behavior or emotional problems
- Family problems (like when parents and children have trouble getting along)
- For mental or emotional illness
- For autism or other developmental conditions
- Needing help with drug or alcohol use

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

- Yes ➔ *If Yes, go to question 2*
- No ➔ *If No, go to question 59 on page 7*



**YOUR CHILD'S COUNSELING AND  
TREATMENT  
IN THE LAST 12 MONTHS**

The next questions ask about your child's 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 your child?  
 Yes  
 No → *If No, go to question 4*
3. In the last 12 months, how often did you get the professional counseling your child needed on the phone?  
 Never  
 Sometimes  
 Usually  
 Always
4. In the last 12 months, did your child need counseling or treatment right away?  
 Yes  
 No → *If No, go to question 6*
5. In the last 12 months, when your child needed counseling or treatment right away, how often did he or she see someone as soon as you wanted?  
 Never  
 Sometimes  
 Usually  
 Always
6. In the last 12 months, not counting times your child needed counseling or treatment right away, did you make any appointments for your child for counseling or treatment?  
 Yes  
 No → *If No, go to question 8*

7. In the last 12 months, not counting times your child needed counseling or treatment right away, how often did your child 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 your child go to an emergency room or crisis center to get counseling or treatment?  
 None  
 1  
 2  
 3 or more
9. In the last 12 months (not counting emergency rooms or crisis centers), how many times did your child get counseling, treatment or medicine in your home or at an office, clinic, or other treatment program?  
 None → *If None, go to question 30 on page 4*  
 1 to 10  
 11 to 20  
 21 or more
10. In the last 12 months how many times did your child get counseling, treatment or medicine in your home?  
 None  
 1 to 10  
 11 to 20  
 21 or more
11. In the last 12 months, how often were you seen within 15 minutes of his or her appointment?  
 Never  
 Sometimes  
 Usually  
 Always

The next questions are about all the counseling or treatment your child got in the last 12 months in your home, 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 your child saw for counseling or treatment in your answers.

12. In the last 12 months, how often did the people your child saw for counseling or treatment listen carefully to you?
- Never
  - Sometimes
  - Usually
  - Always
13. In the last 12 months, how often did the people your child saw for counseling or treatment explain things in a way you could understand?
- Never
  - Sometimes
  - Usually
  - Always
14. In the last 12 months, how often did the people your child saw for counseling or treatment show respect for what you had to say?
- Never
  - Sometimes
  - Usually
  - Always
15. In the last 12 months, how often did the people your child saw for counseling or treatment spend enough time with you?
- Never
  - Sometimes
  - Usually
  - Always
16. In the last 12 months, did your child take any prescription medicines as part of his or her 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 child's counseling or treatment?
- Never
  - Sometimes
  - Usually
  - Always
19. In the last 12 months, were the goals of your child's counseling or treatment discussed completely with you?
- Yes
  - No
20. In the last 12 months, how often did your family get the professional help you wanted for your child?
- Never
  - Sometimes
  - Usually
  - Always
21. In the last 12 months, how often did you feel your child had someone to talk to for counseling or treatment when he or she was troubled?
- Never
  - Sometimes
  - Usually
  - Always
22. In the last 12 months, were you given information about different kinds of counseling or treatment that are available for your child?
- Yes
  - No

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

- Yes
- No

24. In the last 12 months, were you given information about your child's rights as a patient?

- Yes
- No

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

- Yes
- No

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

- Yes
- No

27. Does your child's language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment he or she needs?

- Yes
- No → *If No, go to question 29*

28. In the last 12 months, was the care your child received responsive to those needs?

- Yes
- No

29. 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 of your child's 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

30. In the last 12 months, how much was your child helped by the counseling or treatment he or she got?

- Not at all
- A little
- Somewhat
- A lot

31. In general, how would you rate your child's overall mental health now?

- Excellent
- Very Good
- Good
- Fair
- Poor

32. Compared to 12 months ago, how would you rate your child's ability to deal with daily problems 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 child's ability to deal with social situations 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 child's ability to accomplish the things he or she wants to do now?**

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

35. **Compared to 12 months ago, how would you rate your child's 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 your child's counseling or treatment.

36. **In the last 12 months, did your child use up all his or her benefits for counseling or treatment?**

- Yes
- No → *If No, go to question 39*

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

- Yes
- No → *If No, go to question 39*

38. **Were you told about other ways to get counseling, treatment, or medicine for your child?**

- Yes
- No

39. **In the last 12 months, did you need approval for any of your child's counseling or treatment?**

- Yes
- No → *If No, go to question 41*

40. **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

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

- Yes
- No → *If No, go to question 43*

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

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

<b>REASONS FOR COUNSELING OR TREATMENT</b>
--

43. **In the last 12 months, was any of your child's counseling or treatment for problems related to ADHD or other behavior problems?**

- Yes
- No



44. In the last 12 months, was any of your child's counseling or treatment for family problems or mental or emotional illness?

- Yes
- No

45. In the last 12 months, was any of your child's counseling or treatment for autism or other developmental problems?

- Yes
- No

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

- Yes
- No

### CARE COORDINATION

47. Has your child received Care Coordination for any services in the past 12 months?

- Yes
- No → *If No, go to question 59*

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

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

49. It is easy to get in touch with my child's Care Coordinator when I need them.

- Never
- Sometimes
- Usually
- Always

50. My child's Care Coordinator responds to my calls in a timely manner.

- Never
- Sometimes
- Usually
- Always

51. If I have questions, my child's Care Coordinator helps me find the answers.

- Never
- Sometimes
- Usually
- Always

52. My child's Care Coordinator has helped me find services and people to support me in managing my child's care.

- Never
- Sometimes
- Usually
- Always

53. My child's Care Coordinator asks how best to support me and my child.

- Never
- Sometimes
- Usually
- Always

54. I was given a draft of my child's Person Centered Plan to review before being asked to sign it.

- Never
- Sometimes
- Usually
- Always
- My child does not have a Person Centered Plan



55. I was satisfied with my child's Person Centered Plan prepared by the Care Coordinator.

- Never
- Sometimes
- Usually → *If Usually, go to question 57*
- Always → *If Always, go to question 57*
- My child does not have a Person Centered Plan → *Go to question 57*

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

- Never
- Sometimes
- Usually
- Always

57. If your request for service was denied, did your child's 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

58. Are you satisfied with your child's Care Coordinator?

- Never
- Sometimes
- Usually
- Always

### ABOUT YOU AND YOUR CHILD

59. In general, how would you rate your child's overall health now?

- Excellent
- Very Good
- Good
- Fair
- Poor

60. What is your child's age now?

- Less than 1 year old
- 1 to 2 years old
- 3 to 4 years old
- 5 to 6 years old
- 7 to 9 years old
- 10 to 12 years old
- 13 to 15 years old
- 16 to 17 years old

61. Is your child male or female?

- Male
- Female

62. Is your child of Hispanic or Latino origin or descent?

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

63. What is your child's race? Please mark one or more.

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

64. 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

65. Are you male or female?

- Male
- Female



66. 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

67. How are you related to the policyholder?

- I am the policyholder
- Spouse or partner of policyholder
- Child of policyholder
- Other family member
- Friend
- Someone else

68. How are you related to the child?

- Mother or father
- Grandparent
- Aunt or uncle
- Older sibling
- Other relative
- Legal guardian

69. Did someone help you complete this survey?

- Yes → *If Yes, go to question 70*
- No → *Thank you. Please return the completed survey in the postage-paid envelope.*

70. 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



## Key Items - Child

Question #	Question Wording
1	In the last 12 months, did your child 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 your child?
4	In the last 12 months, did your child need counseling or treatment right away?
6	In the last 12 months, not counting times your child needed counseling or treatment right away, did you make any appointments for your child for counseling or treatment?
9	In the last 12 months (not counting emergency rooms or crisis centers), how many times did your child get counseling, treatment or medicine in an office, clinic, or other treatment program?
16	In the last 12 months, did your child take any prescription medicines as part of his or her treatment?
27	Does your child's language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment he or she needs?
29	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 child's counseling or treatment in the last 12 months?
31	In general, how would you rate your child's overall mental health now?
36	In the last 12 months, did your child use up all his or her benefits for counseling or treatment?
39	In the last 12 months, did you need approval for any of your child's counseling or treatment?
41	In the last 12 months, did you call customer service to get information or help about counseling or treatment for your child?
47	Has your child received Care Coordination for any services in the past 12 months?
48	Please identify the service categories that your child received Care Coordination for in the past 12 months.
49	It is easy to get in touch with my child's Care Coordinator when I need them.
50	My child's Care Coordinator responds to my calls in a timely manner.
51	If I have questions, my child's Care Coordinator helps me find the answers.
52	My child's Care Coordinator has helped me find services and people to support me in managing my child's care.
59	In general, how would you rate your child's overall health now?
62	Is your child of Hispanic or Latino origin or descent?
63	What is your child's race?
64	What is your age now?
65	Are you male or female?
66	What is the highest grade or level of school that you have completed?