



North Carolina

CAHPS 3.0

Child Medicaid

ECHO® Report

December 2017



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Using This Report

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

Statistical significance tests were run comparing NC Child overall scores with each health plan score. Comparisons are presented in the *Executive Summary* and *Graphs* sections of the report. Statistical significance tests were also run comparing the NC Child Medicaid 2017 scores with one year of trend - 2016. Trend comparisons are presented in the *Trend Analysis* and the *Responses by Question* 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.

Executive Summary

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 and health plans with information about a broad range of key consumer issues.

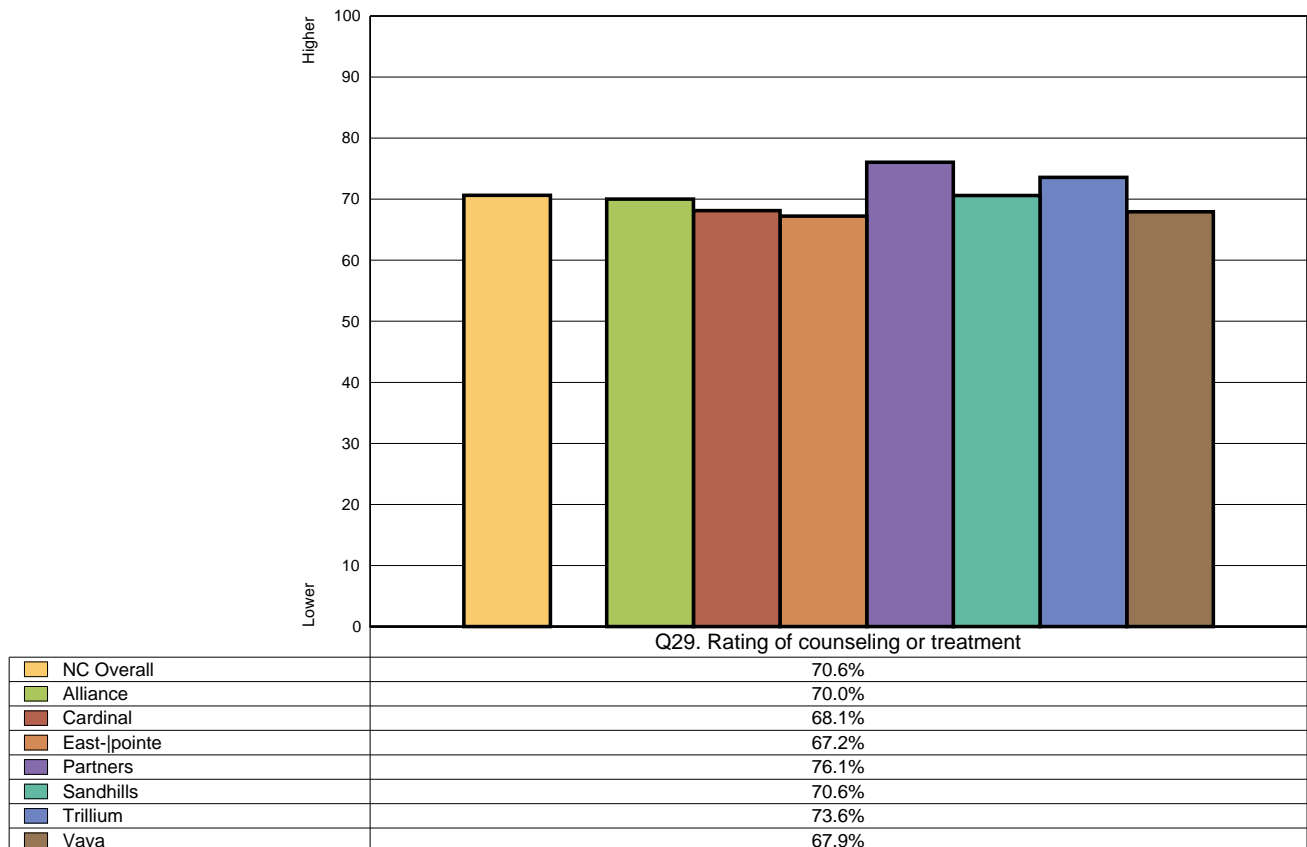
This report summarizes the findings of a child survey conducted for NC DMA. Attempts were made to survey 3,983 enrollee households by mail and telephone during the period from August 21, 2017 through November 15, 2017, using a standardized survey procedure and questionnaire.

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



↕ Statistically significantly higher/lower than NC Overall

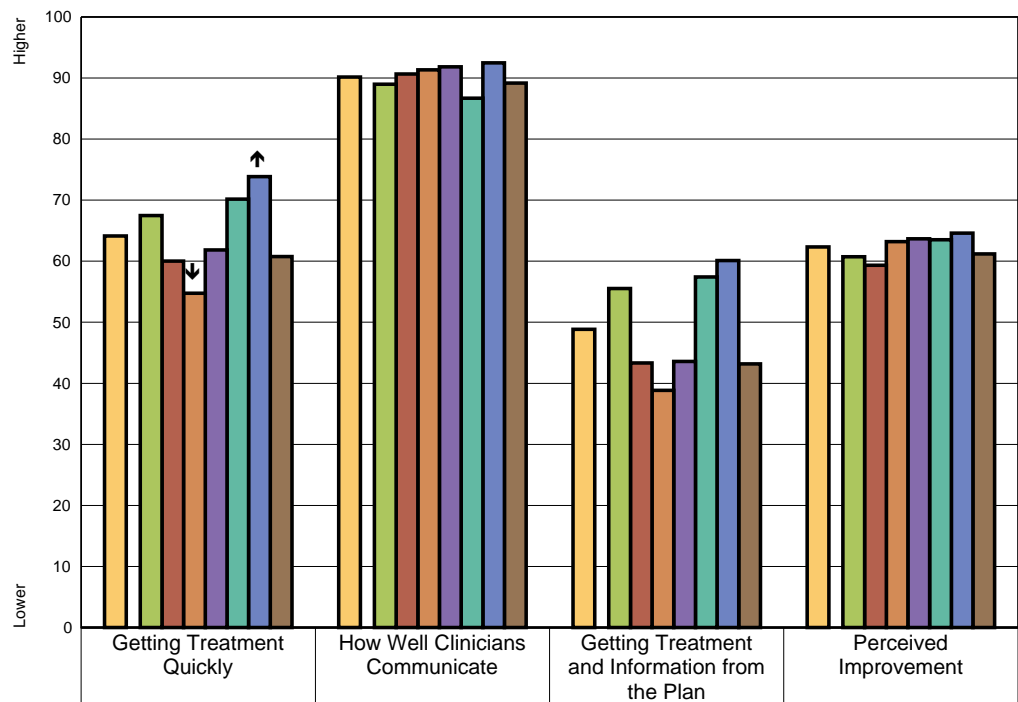
SUMMARY OF COMPOSITES

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



	Getting Treatment Quickly	How Well Clinicians Communicate	Getting Treatment and Information from the Plan	Perceived Improvement
NC Overall	64.1%	90.2%	48.9%	62.3%
Alliance	67.5%	89.0%	55.5%	60.7%
Cardinal	60.0%	90.6%	43.3%	59.3%
East-Pointe	54.8%	91.3%	38.9%	63.2%
Partners	61.8%	91.8%	43.6%	63.7%
Sandhills	70.2%	86.7%	57.4%	63.5%
Trillium	73.8%	92.5%	60.1%	64.6%
Vaya	60.8%	89.2%	43.2%	61.2%

↑↓ Statistically significantly higher/lower than NC Overall

Sample Disposition

	NC Overall	Alliance	Cardinal	East-pointe	Partners	Sandhills	Trillium	Vaya
First mailing - sent	3983	571	571	571	571	557	571	571
*First mailing - returned surveys	326	52	39	43	50	42	50	50
First mailing - usable returned surveys	287	46	35	37	44	34	43	48
Second mailing - sent	3414	506	475	462	504	461	485	521
*Second mailing - returned surveys	179	30	17	23	24	29	32	24
Second mailing - usable returned surveys	157	28	16	19	19	24	31	20
*Phone - completed surveys	351	41	66	52	44	40	60	48
Phone - usable completed surveys	223	26	45	34	29	18	40	31
Total - usable surveys	667	100	96	90	92	76	114	99
†Ineligible: According to population criteria	0	0	0	0	0	0	0	0
†Ineligible: Language barrier	4	2	0	0	0	2	0	0
†Ineligible: Deceased	2	0	1	0	0	1	0	0
Bad address and/or bad phone number	460	48	88	100	44	81	61	38
Refusal	178	14	22	21	33	22	29	37
Nonresponse - Unavailable by mail or phone	2483	384	338	332	376	340	339	374
Response Rate	21.5%	21.6%	21.4%	20.7%	20.7%	20.0%	24.9%	21.4%
Usable Rate	77.9%	81.3%	78.7%	76.3%	78.0%	68.5%	80.3%	81.1%

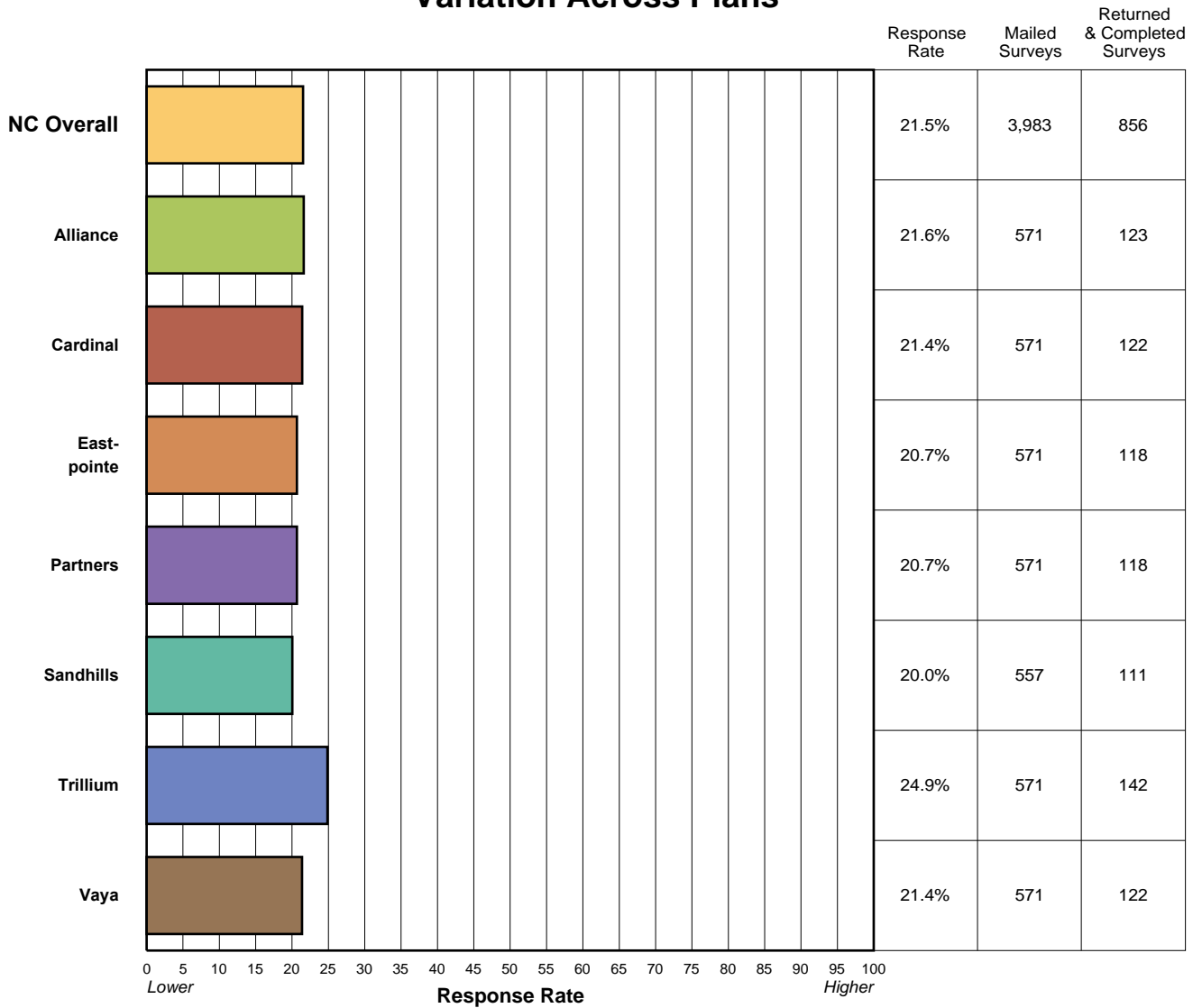
*Included in response rate numerator

†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 3,983 cases was drawn of child enrollees from the North Carolina plans. This consisted of a random sample of 571 enrollees from each plan, where possible. 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 July 2017.

The survey was administered over a 12-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.

Trend Analysis - 2017 vs. 2016

NC Child Medicaid

The table below provides a snapshot of the items with the greatest point change, positive or negative, since 2016. All performance-related items in the questionnaire that were trendable were listed in descending order of point change, and testing was conducted to determine which trends were statistically significant. Shown below are the ten items at the top of the list and the ten items at the bottom, with their 2016 and 2017 scores and results of significance testing.

In the table presented below, differences over time may be readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Question	NC Child Medicaid 2017 Score	NC Child Medicaid 2016 Score	Point Change	Composite/ Question Group
Q38. Told about other ways to get treatment after benefits are used up	71.6%	59.0%	+ 12.7	Single Items
Q57. Service request was denied, Care Coordinator usually or always talked about appeal process and submitting an appeal	66.9%	56.0%	+ 10.9	Care Coordination Items
Q40. Delays in treatment while waiting for plan approval	50.7%	42.4%	+ 8.3	Getting Treatment and Information
Q56. If not satisfied with Person Centered Plan, Provider/I suggested revisions that were usually or always added to plan	33.3%	26.9%	+ 6.4	Care Coordination Items
Q53. Care Coordinator usually or always asks how best to support me and my child	81.5%	76.9%	+ 4.6	Care Coordination Items
Q49. Usually or always easy to get in touch with Care Coordinator when needed	85.3%	80.7%	+ 4.6	Care Coordination Items
Q21. Child usually or always had someone to talk to for counseling or treatment when troubled	80.0%	75.4%	+ 4.6	Single Items
Q14. Clinicians usually or always showed respect	94.9%	90.7%	+ 4.2 ▲	How Well Clinicians Communicate
Q51. Care Coordinator usually or always helps with answers to questions	85.2%	81.0%	+ 4.2	Care Coordination Items
Q15. Clinicians usually or always spent enough time	87.0%	83.3%	+ 3.7	How Well Clinicians Communicate
Q35. Much better or a little better ability to deal with symptoms or problems to 1 year ago	61.2%	60.6%	+ 0.6	Perceived Improvement
Q30. A lot or somewhat helped by treatment	76.6%	76.8%	- 0.2	Single Items
Q55. Usually or always satisfied with the Person Centered Plan prepared by the Care Coordinator	84.5%	84.9%	- 0.4	Care Coordination Items
Q54. Usually or always given draft of Person Centered Plan to review prior to signing	83.4%	84.1%	- 0.7	Care Coordination Items
Q24. Given information about rights as a patient	89.5%	90.3%	- 0.9	Single Items
Q18. Usually or always involved as much as you wanted in treatment	88.9%	90.3%	- 1.3	How Well Clinicians Communicate
Q3. Usually or always got help by telephone	37.9%	39.4%	- 1.6	Getting Treatment Quickly
Q23. Given as much information as wanted to manage condition	73.1%	74.8%	- 1.7	Single Items
Q28. Care responsive to cultural needs	62.5%	64.3%	- 1.8	Single Items
Q26. Confident about privacy of treatment information	92.6%	95.6%	- 3.0	Single Items

Better

Worse

▲ ▼ Statistically significantly higher/lower than 2016 score.

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	94.9	0.59
Q15. Clinicians usually or always spent enough time	87.0	0.59
Q50. Care Coordinator usually or always responds to calls in timely manner	85.8	0.60
Q49. Usually or always easy to get in touch with Care Coordinator when needed	85.3	0.61
Q51. Care Coordinator usually or always helps with answers to questions	85.2	0.61

Opportunities for Improvement

Question	NC Child Medicaid Achievement Score	Correlation w/ satisfaction
Q28. Care responsive to cultural needs	62.5	0.58
Q30. A lot or somewhat helped by treatment	76.6	0.65
Q21. Child usually or always had someone to talk to for counseling or treatment when troubled	80.0	0.64
Q55. Usually or always satisfied with the Person Centered Plan prepared by the Care Coordinator	84.5	0.65
Q58. Usually or always satisfied with Care Coordinator	84.7	0.65

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 identified 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 12-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:	August 21, 2017
2	1st mailing of reminder postcards:	August 28, 2017
3	2nd mailing of survey packets:	September 11, 2017
4	Phone field:	October 2, 2017
5	Mail and phone field terminated:	November 15, 2017

Sampling Frame

A total random sample of 3,983 cases was drawn of child enrollees from the North Carolina plans. This consisted of a random sample of 571 enrollees from each plan, where possible. 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 July 2017.

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 667 parent/caretakers of NC Child Medicaid enrollees, and the NC Child Medicaid usable response rate was 16.8%.

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. Much better or a little better ability to deal with daily problems to 1 year ago
- Q33. Much better or a little better ability to deal with social situations to 1 year ago
- Q34. Much better or a little better ability to accomplish things to 1 year ago
- Q35. Much better or a little better ability to deal with symptoms or problems to 1 year ago

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).

Comparisons: Current Year and Trending

NC Child Medicaid 2017 results are compared to the NC Child Medicaid 2016 ECHO® 3.0 data. Trend data with significance testing is presented in the *Executive Summary* and *Responses by Question* sections.

For some survey items, relatively small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

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 achievement scores presented in this report are case-mix adjusted to control for differences in the member population across plans. The results for 2017 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". 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 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.

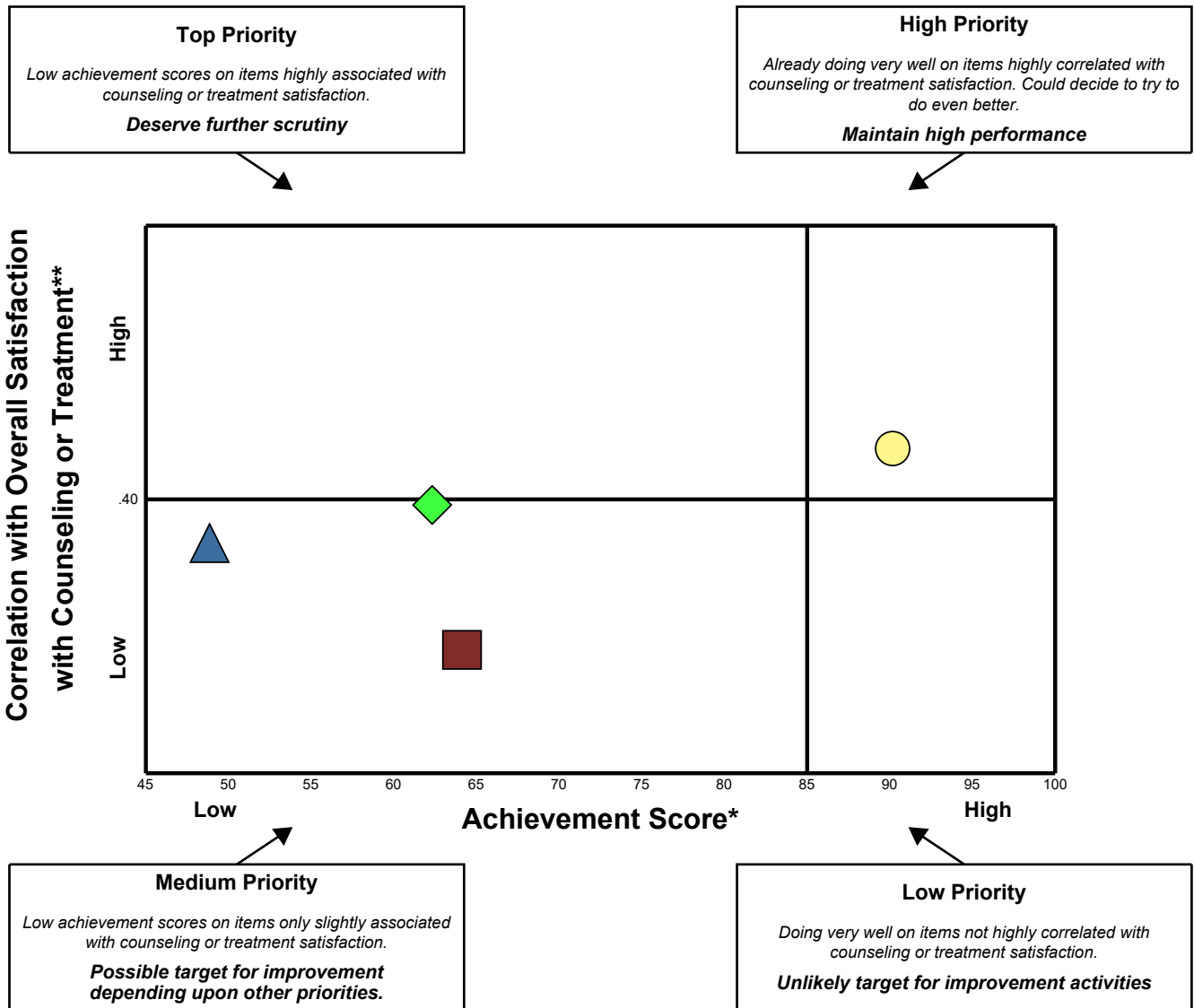
For the purposes of the priority matrix, an achievement score is considered "high" when the score is 85% or higher. Correlation coefficients greater than or equal to .4 are considered "highly correlated" with counseling and treatment satisfaction; coefficients less than .4 are considered lower correlations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

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

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

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

Priority Matrix Composites



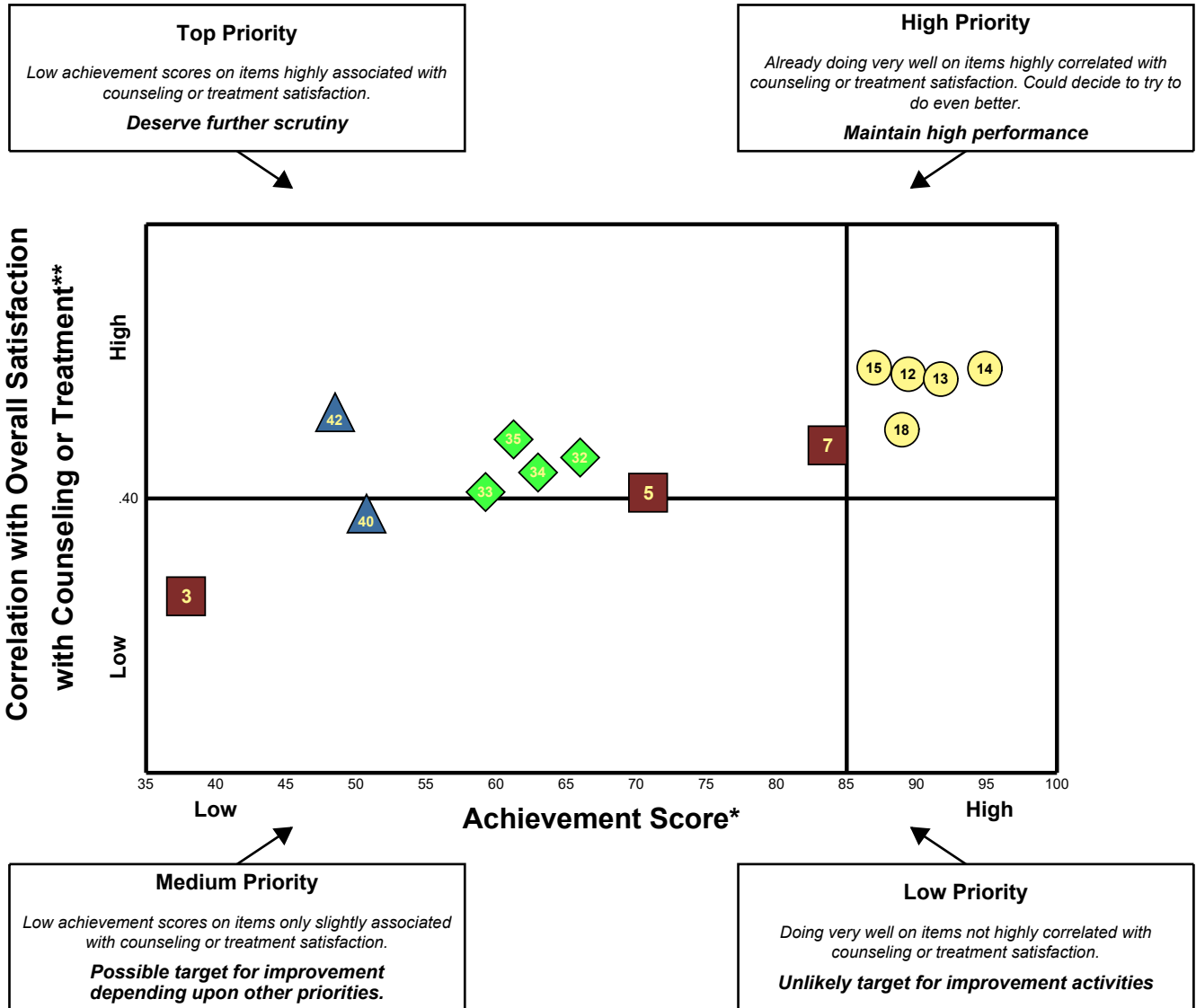
- Getting Treatment Quickly**
- How Well Clinicians Communicate**

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

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

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

Priority Matrix Composite Items



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

How Well Clinicians Communicate
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

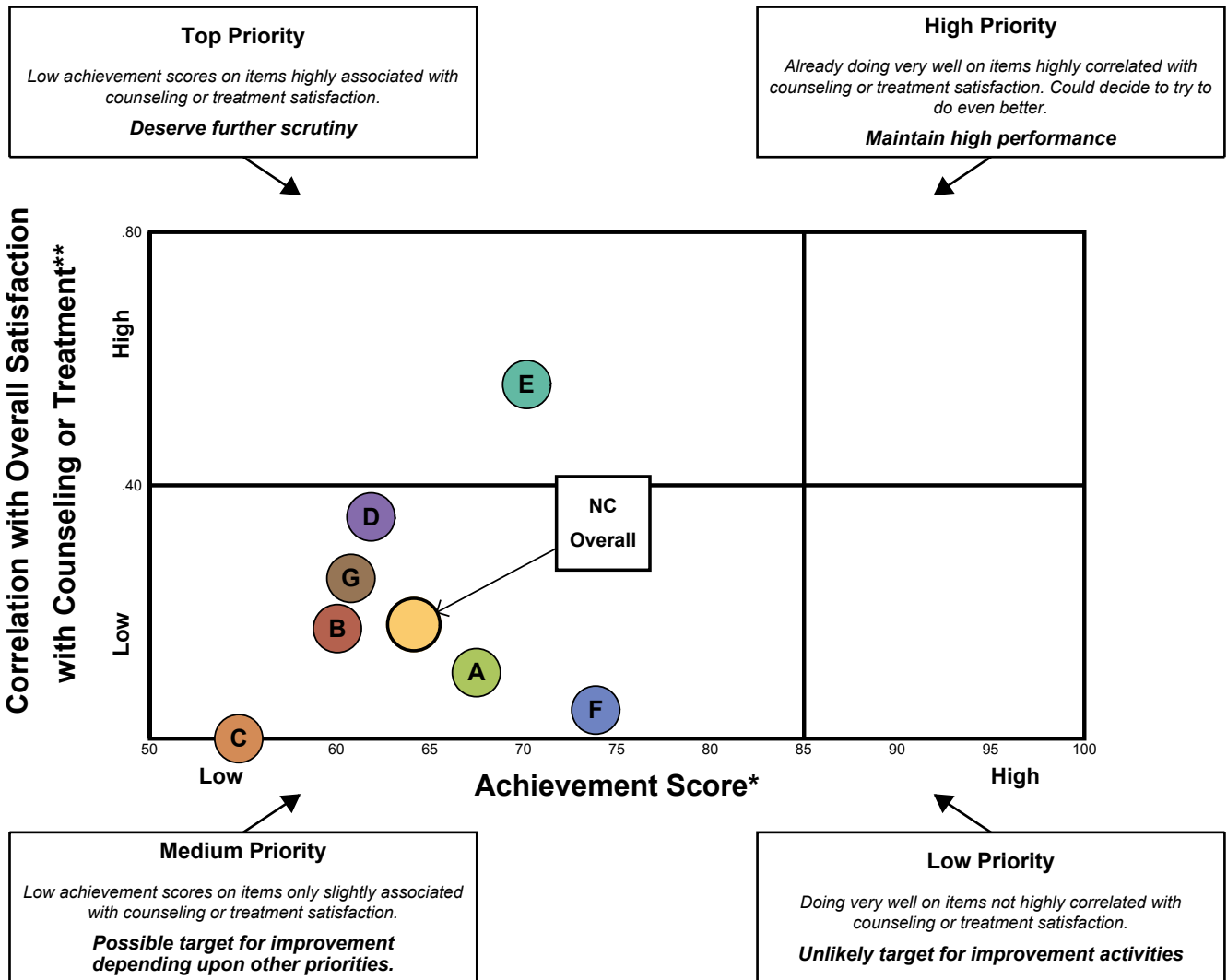
Perceived Improvement
Q32. Much better or a little better ability to deal with daily problems to 1 year ago
Q33. Much better or a little better ability to deal with social situations to 1 year ago
Q34. Much better or a little better ability to accomplish things to 1 year ago
Q35. Much better or a little better 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**
- **B Cardinal**
- **C East-pointe**
- **D Partners**

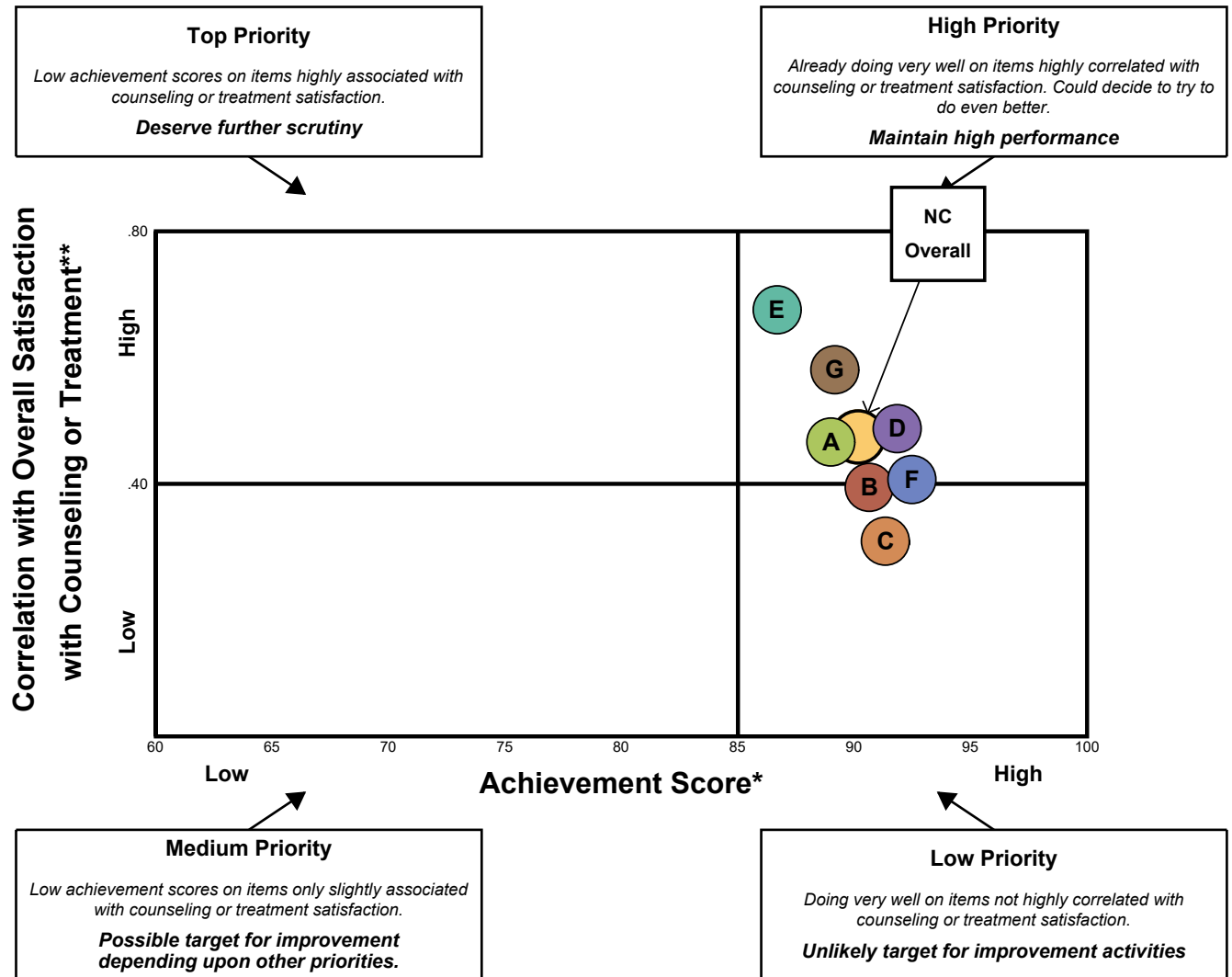
- **E Sandhills**
- **F Trillium**
- **G Vaya**

* 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



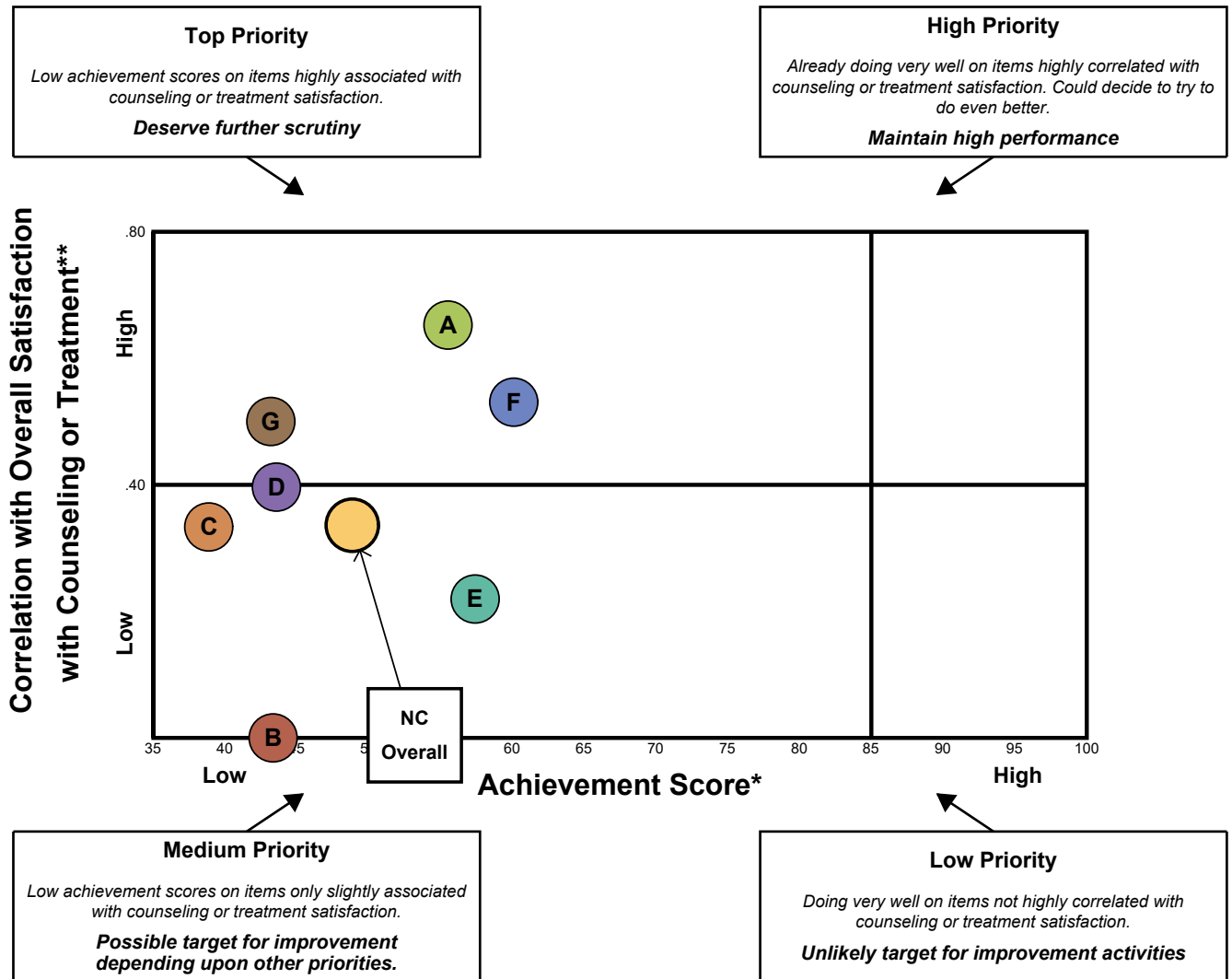
- A Alliance**
- E Sandhills**
- B Cardinal**
- F Trillium**
- C East-pointe**
- G Vaya**
- D Partners**

* 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

Getting Treatment and Information from the Plan



- **A Alliance**
- **B Cardinal**
- **C East-pointe**
- **D Partners**

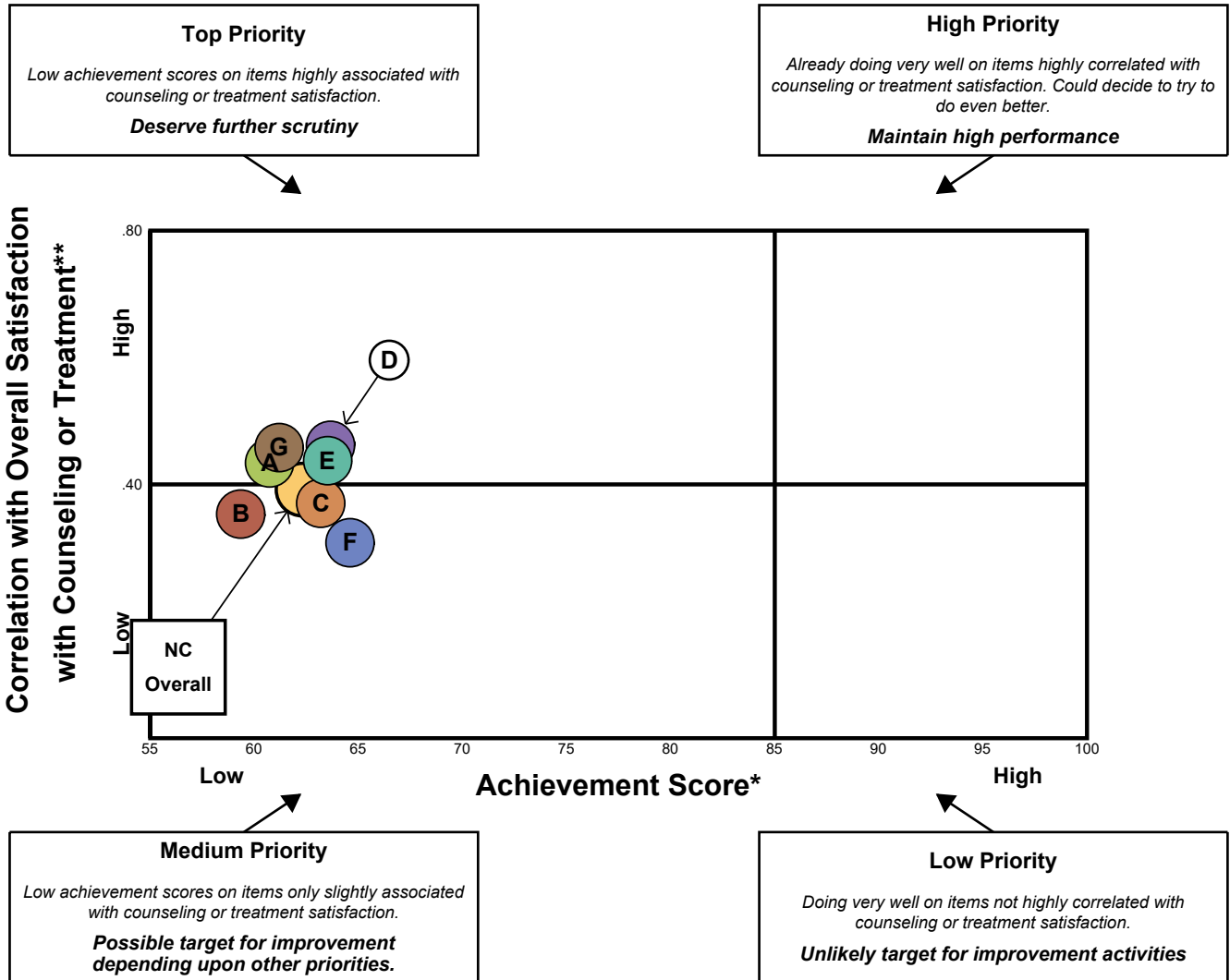
- **E Sandhills**
- **F Trillium**
- **G Vaya**

* 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**
- **B Cardinal**
- **C East-pointe**
- **D Partners**
- **E Sandhills**
- **F Trillium**
- **G Vaya**

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

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

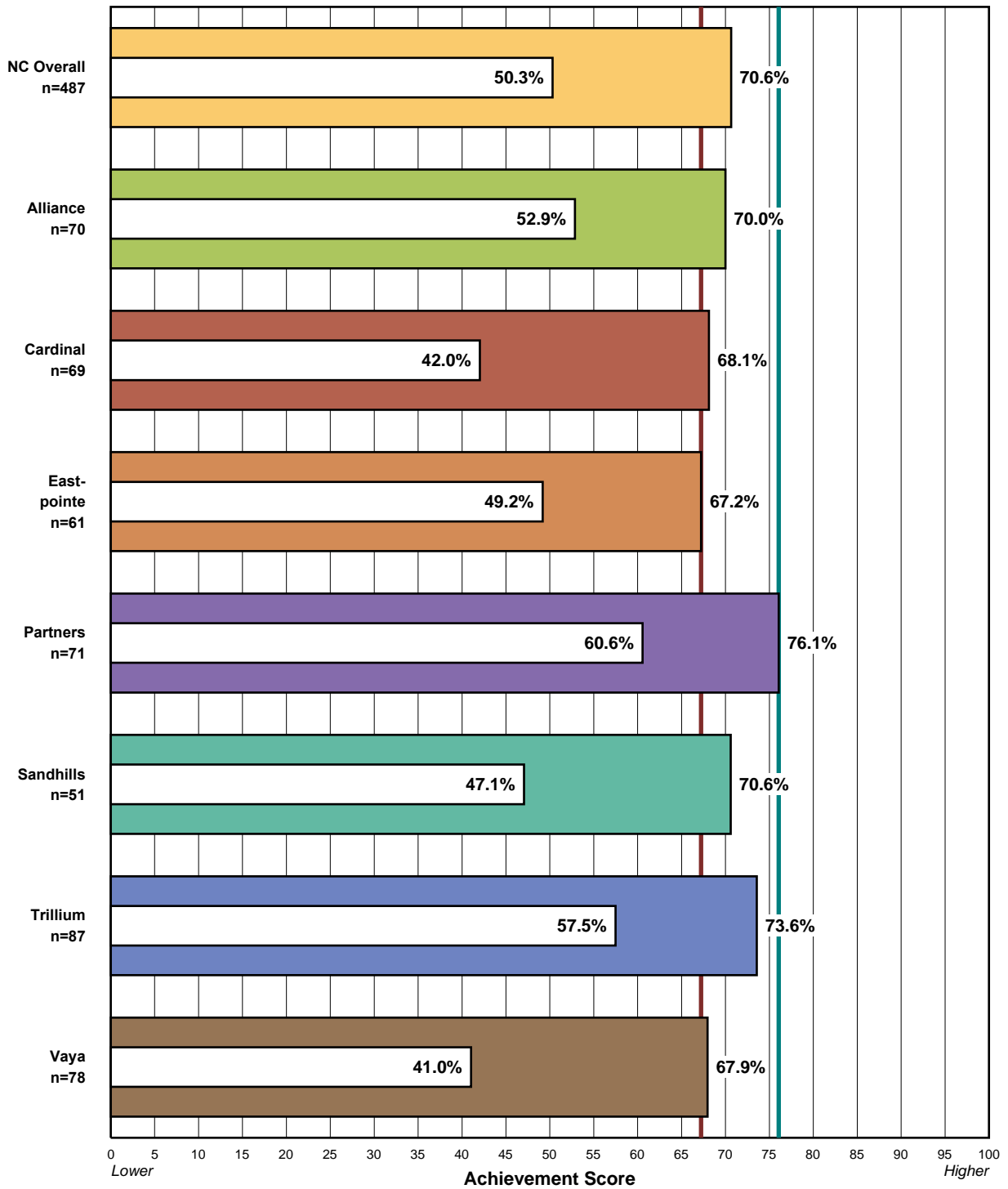
Overall Ratings

The CAHPS® 3.0 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 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 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

— Low Benchmark

— High Benchmark

Composites

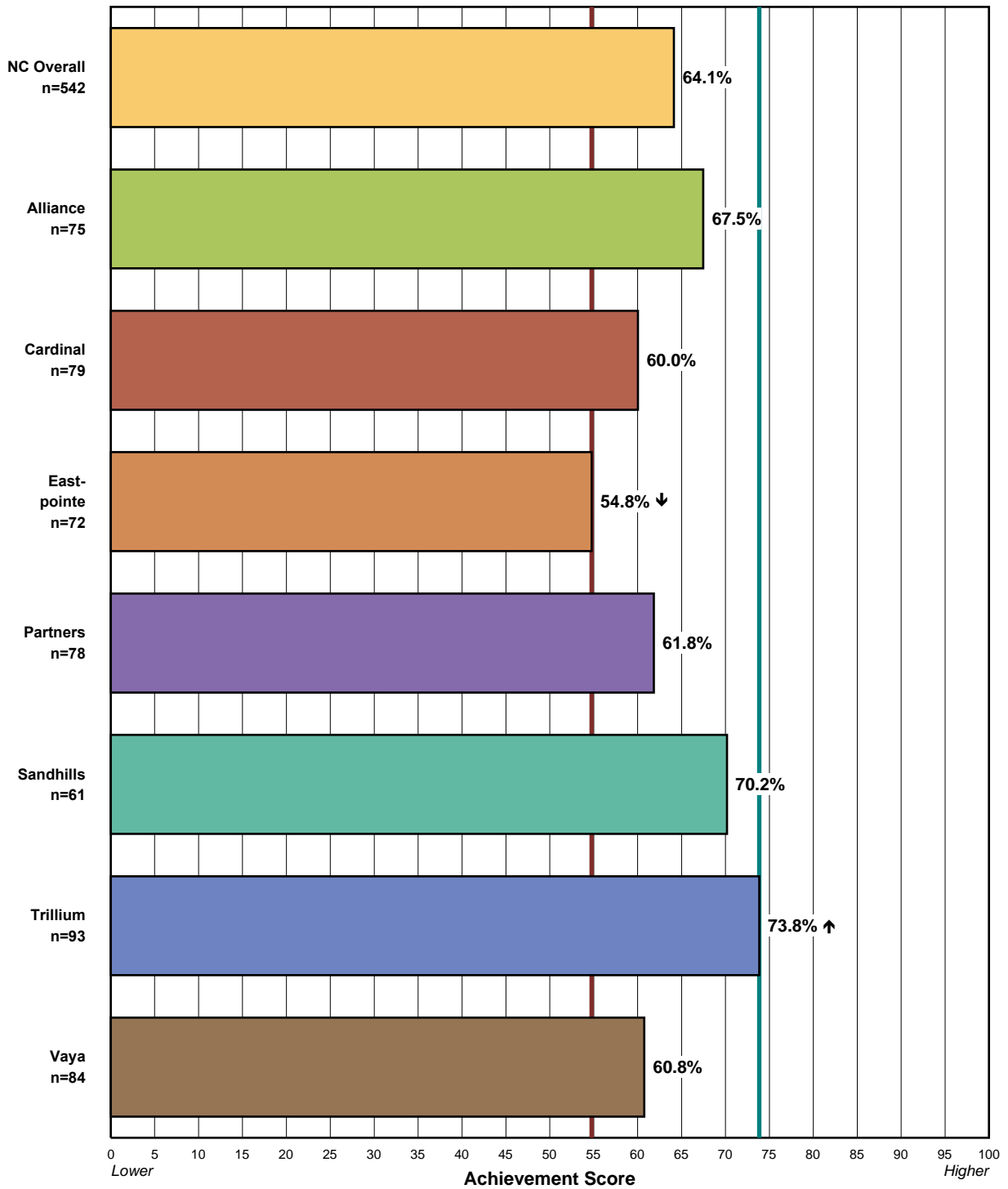
Each achievement-related question from the survey is grouped with other questions that relate to the same broad domain of performance. For example, the domain "How Well Clinicians Communicate" includes questions about how often people the respondent went to for counseling and treatment listened carefully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

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

NC Overall score is compared to 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

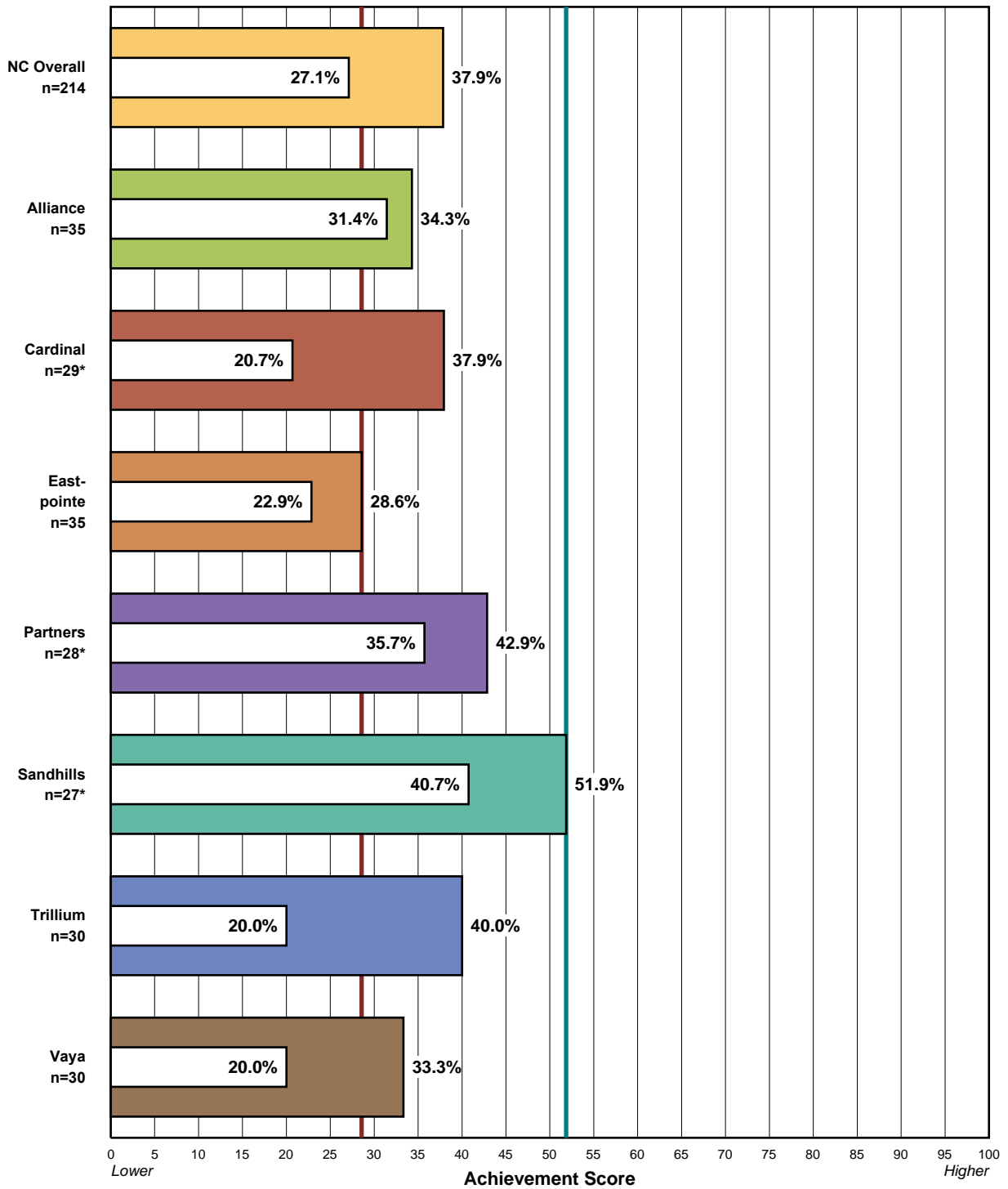
Getting Treatment Quickly



↕ Score statistically significantly higher/lower than 2017 NC Overall

Getting Treatment Quickly

Q3. Usually or always got help by telephone



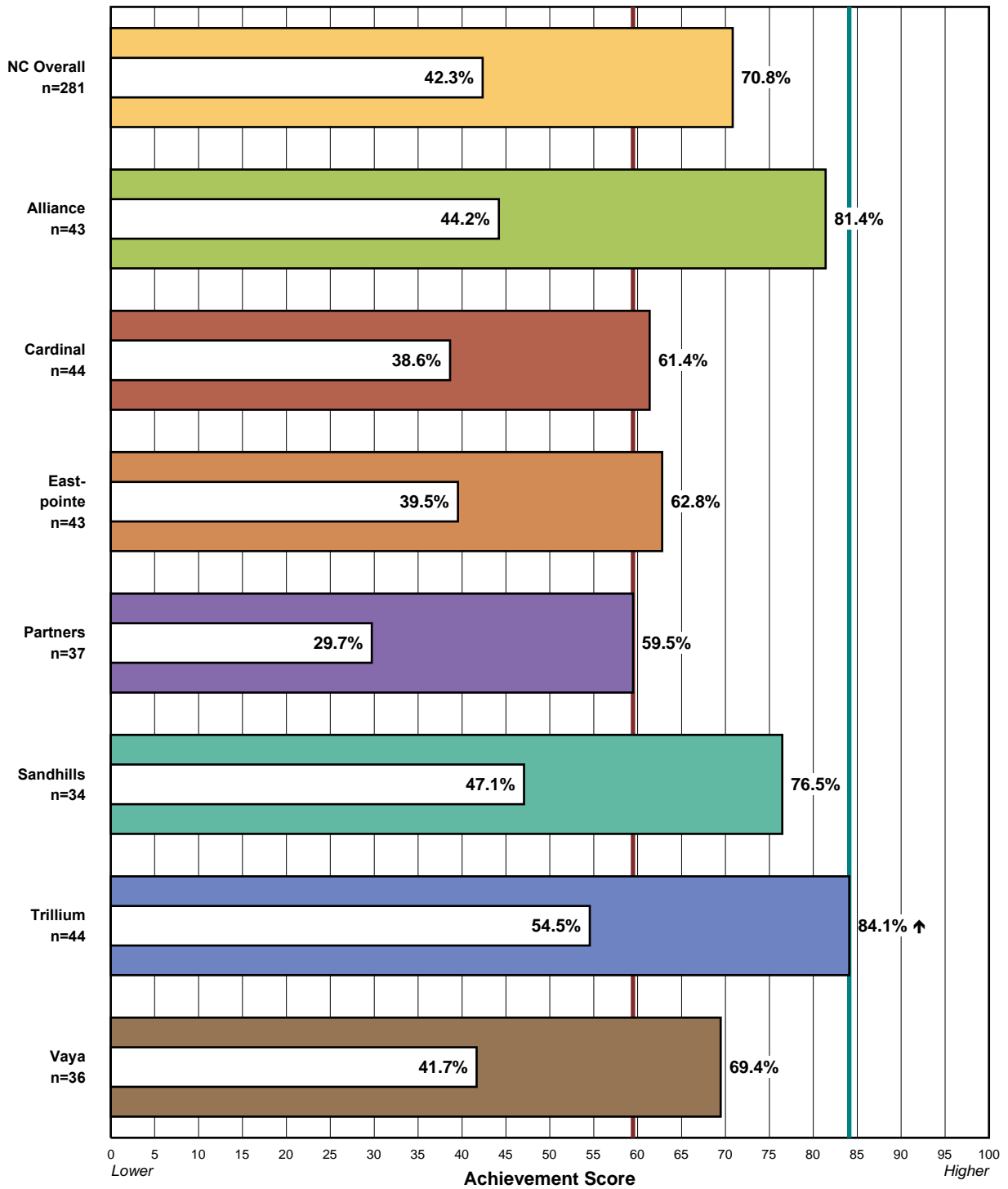
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

Getting Treatment Quickly

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



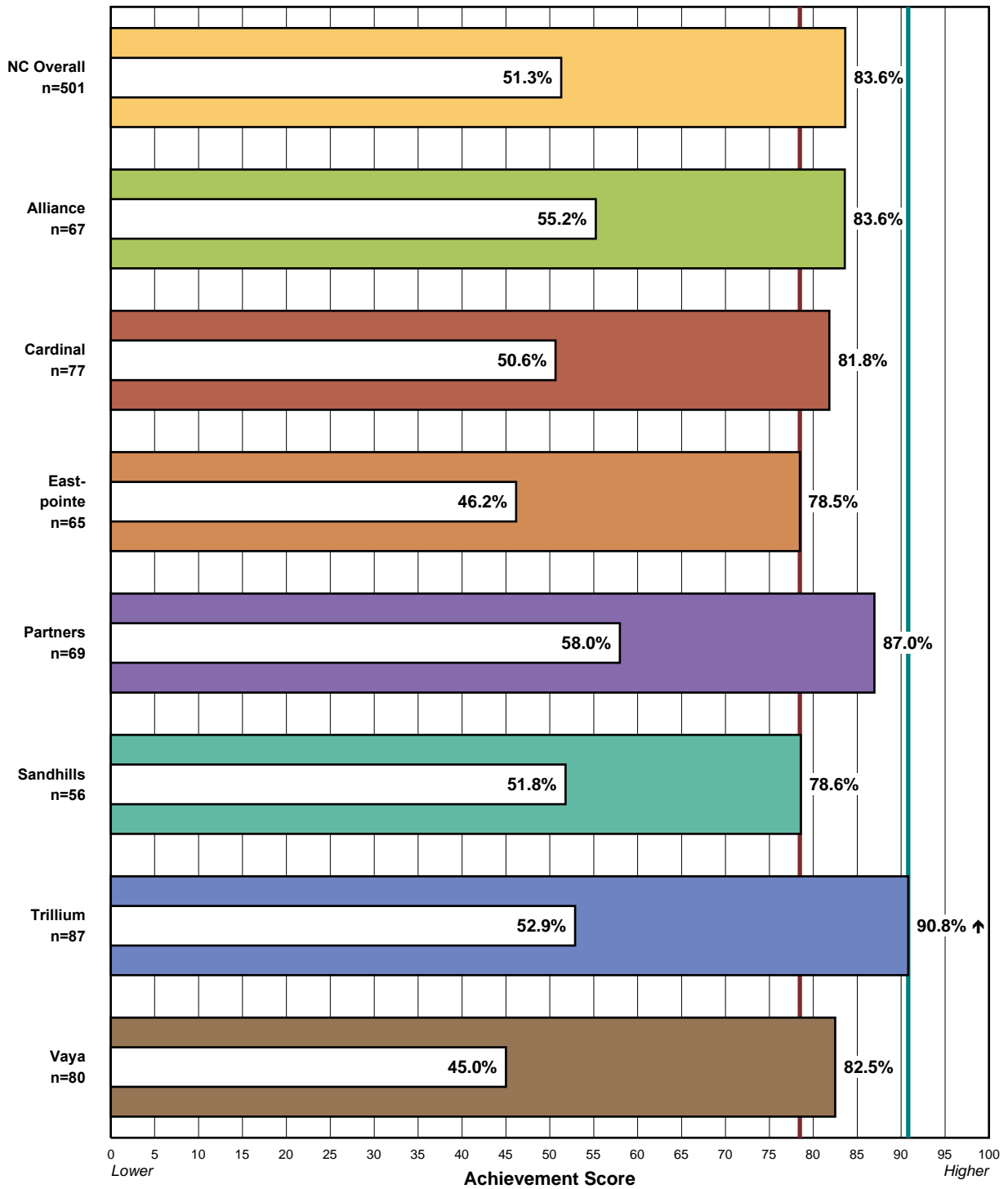
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

Getting Treatment Quickly

Q7. Usually or always got appointment as soon as wanted

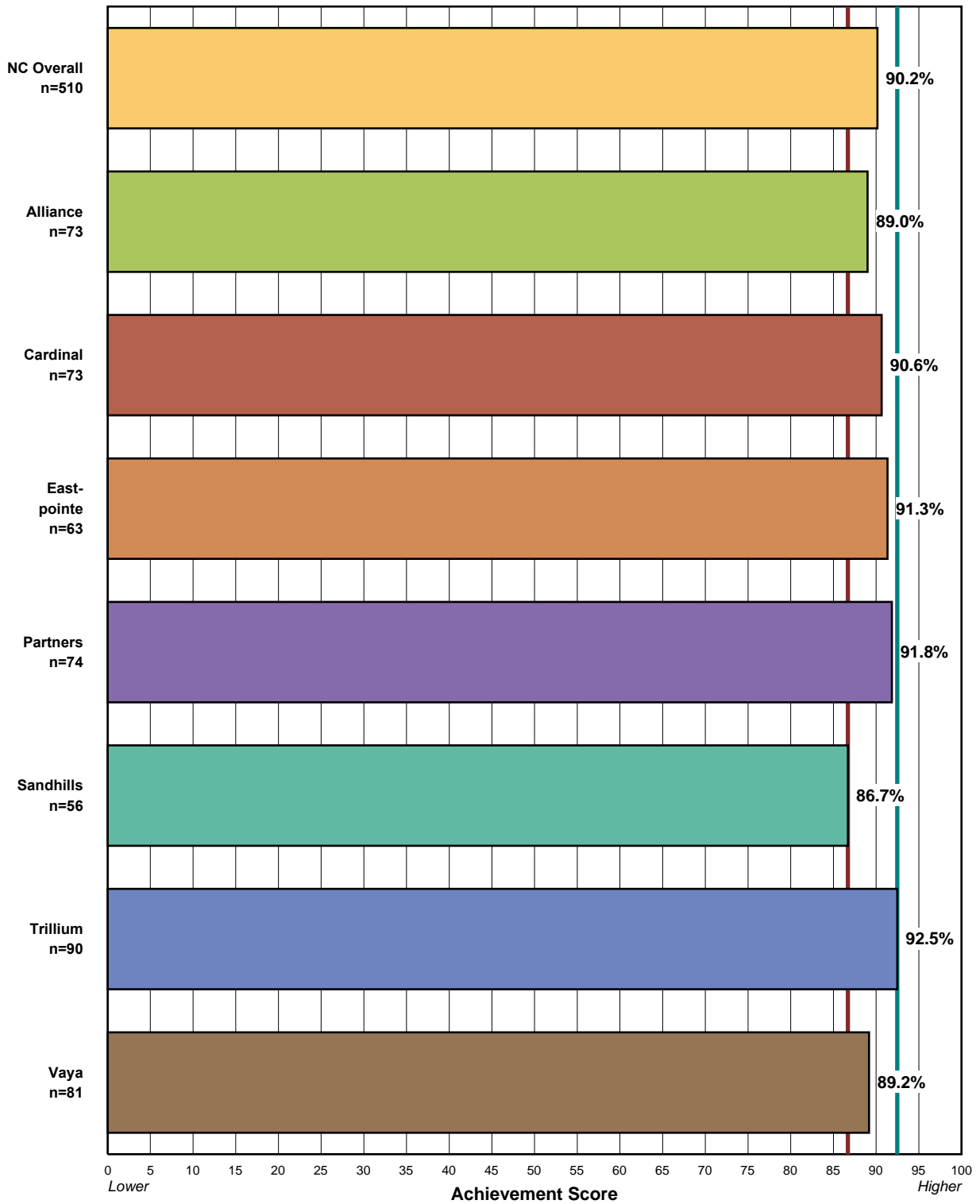


↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

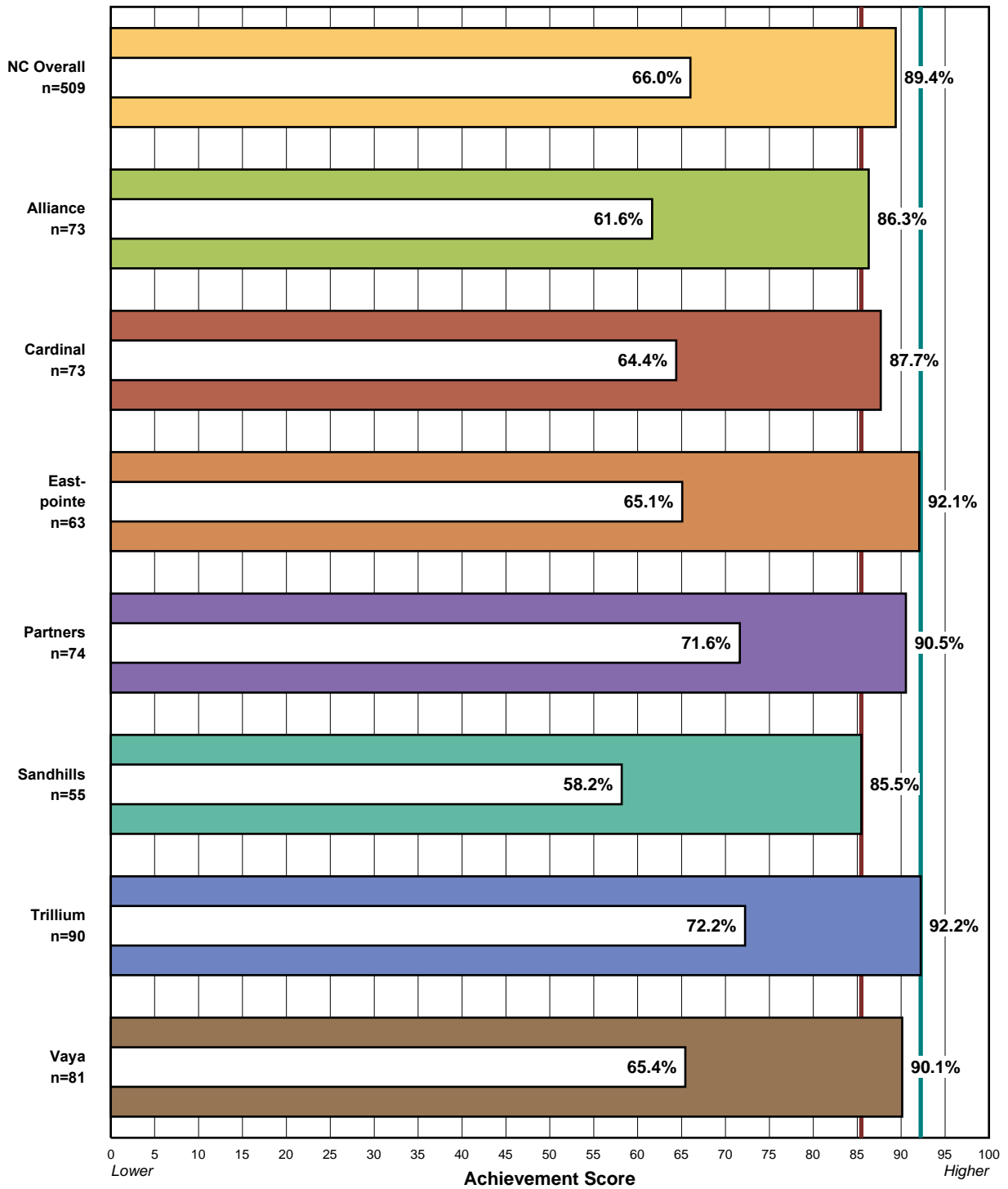
How Well Clinicians Communicate



↕ Score statistically significantly higher/lower than 2017 NC Overall

How Well Clinicians Communicate

Q12. Clinicians usually or always listened carefully

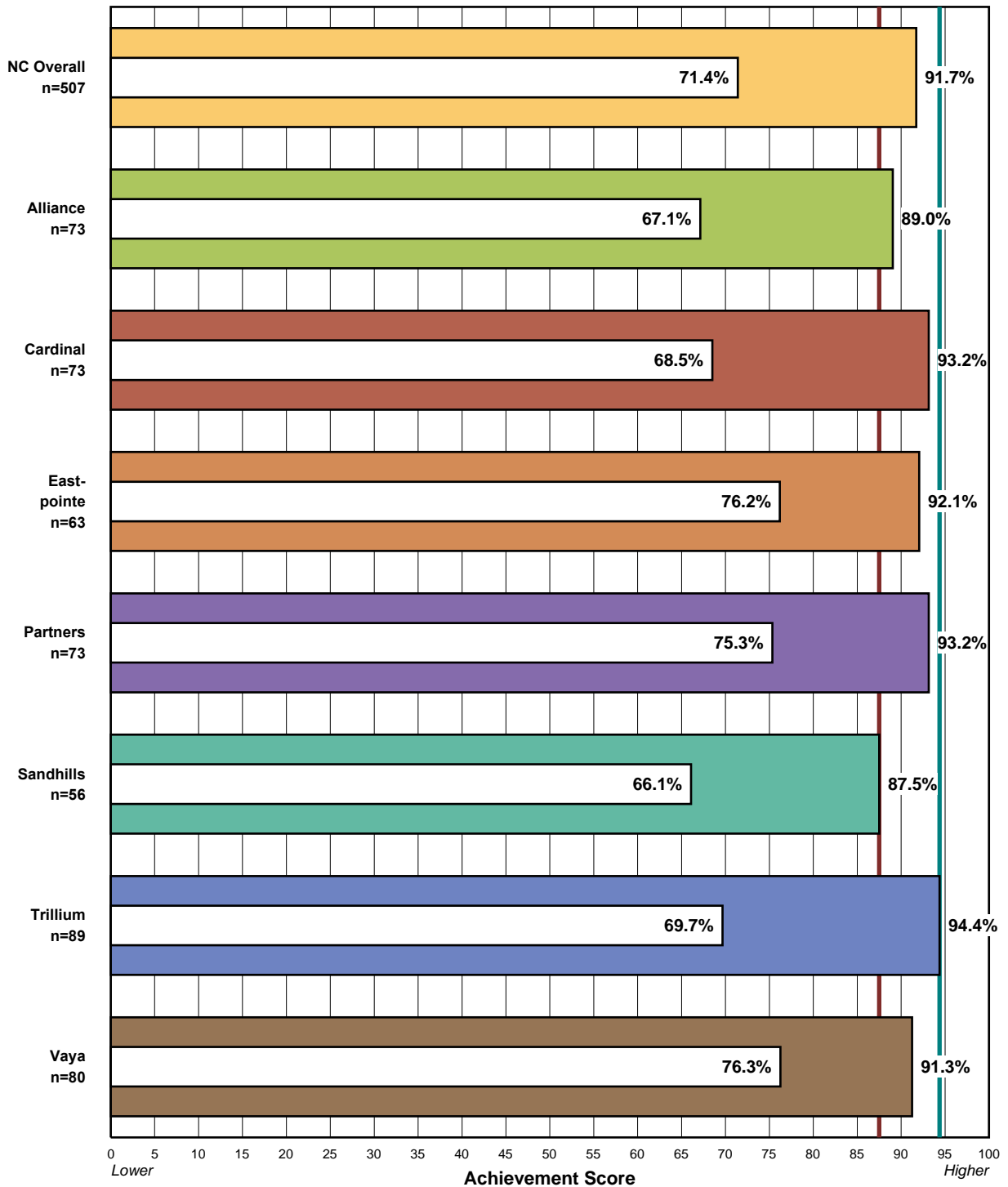


↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

How Well Clinicians Communicate Q13. Clinicians usually or always explained things



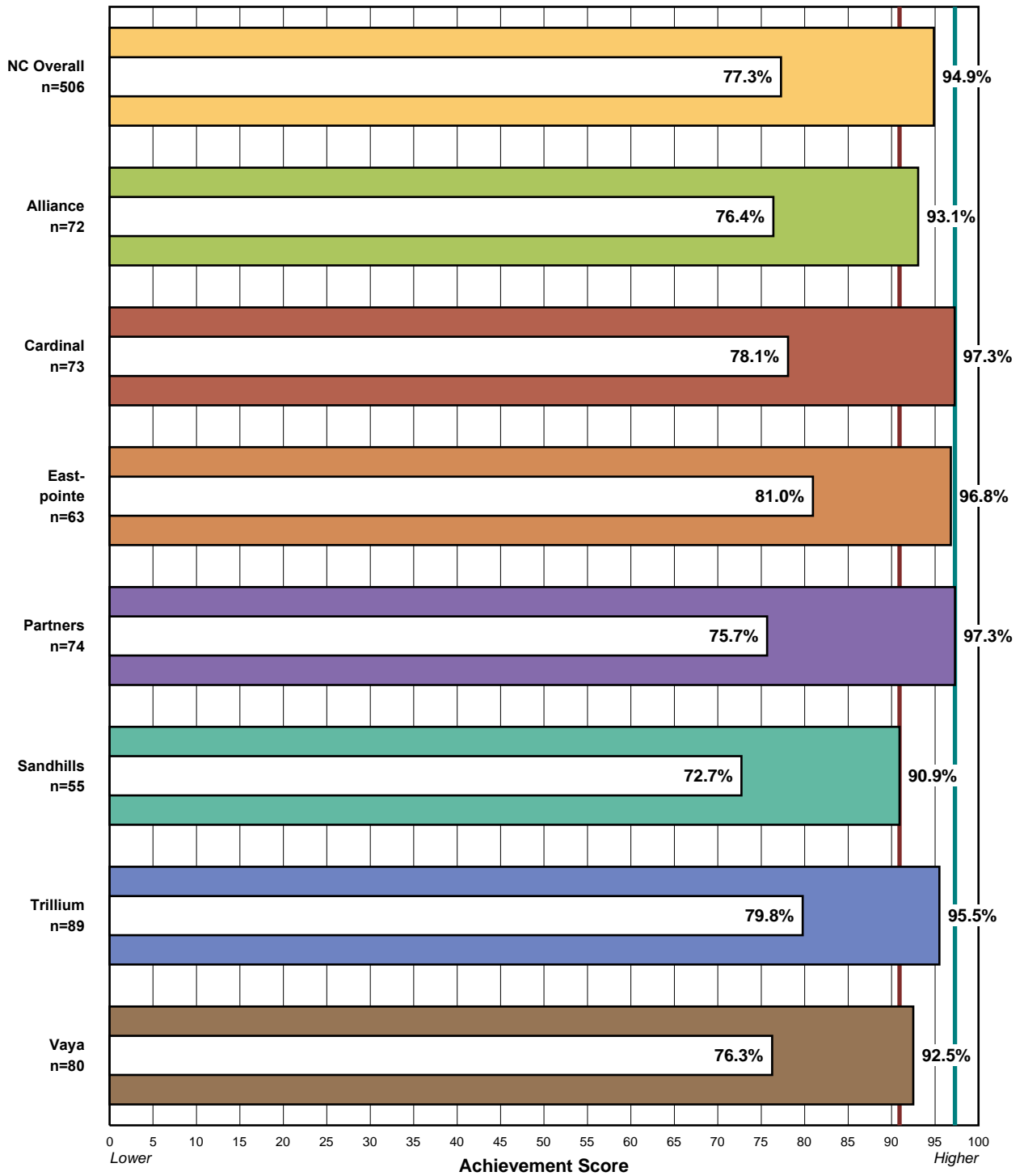
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

How Well Clinicians Communicate

Q14. Clinicians usually or always showed respect



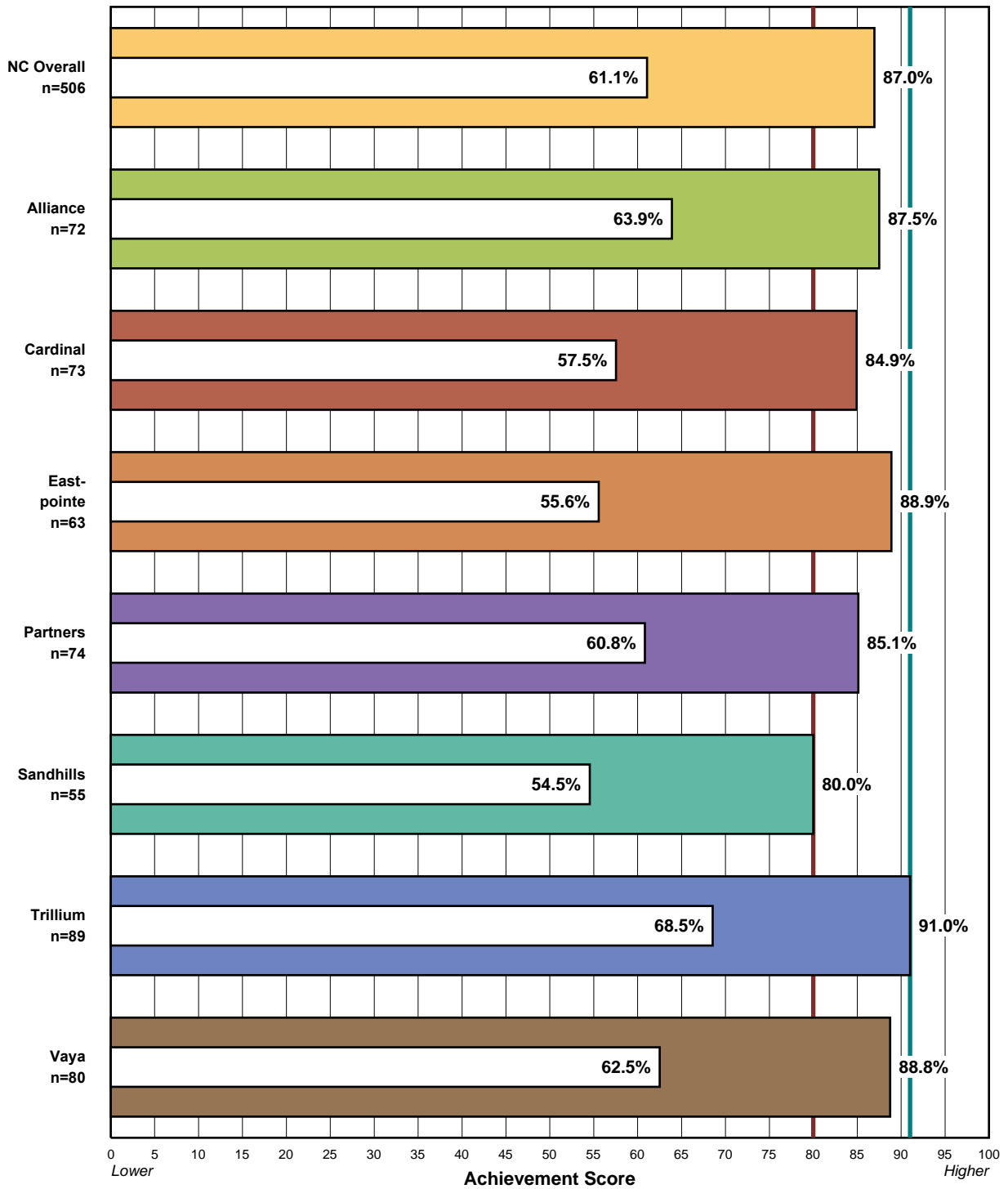
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

How Well Clinicians Communicate

Q15. Clinicians usually or always spent enough time



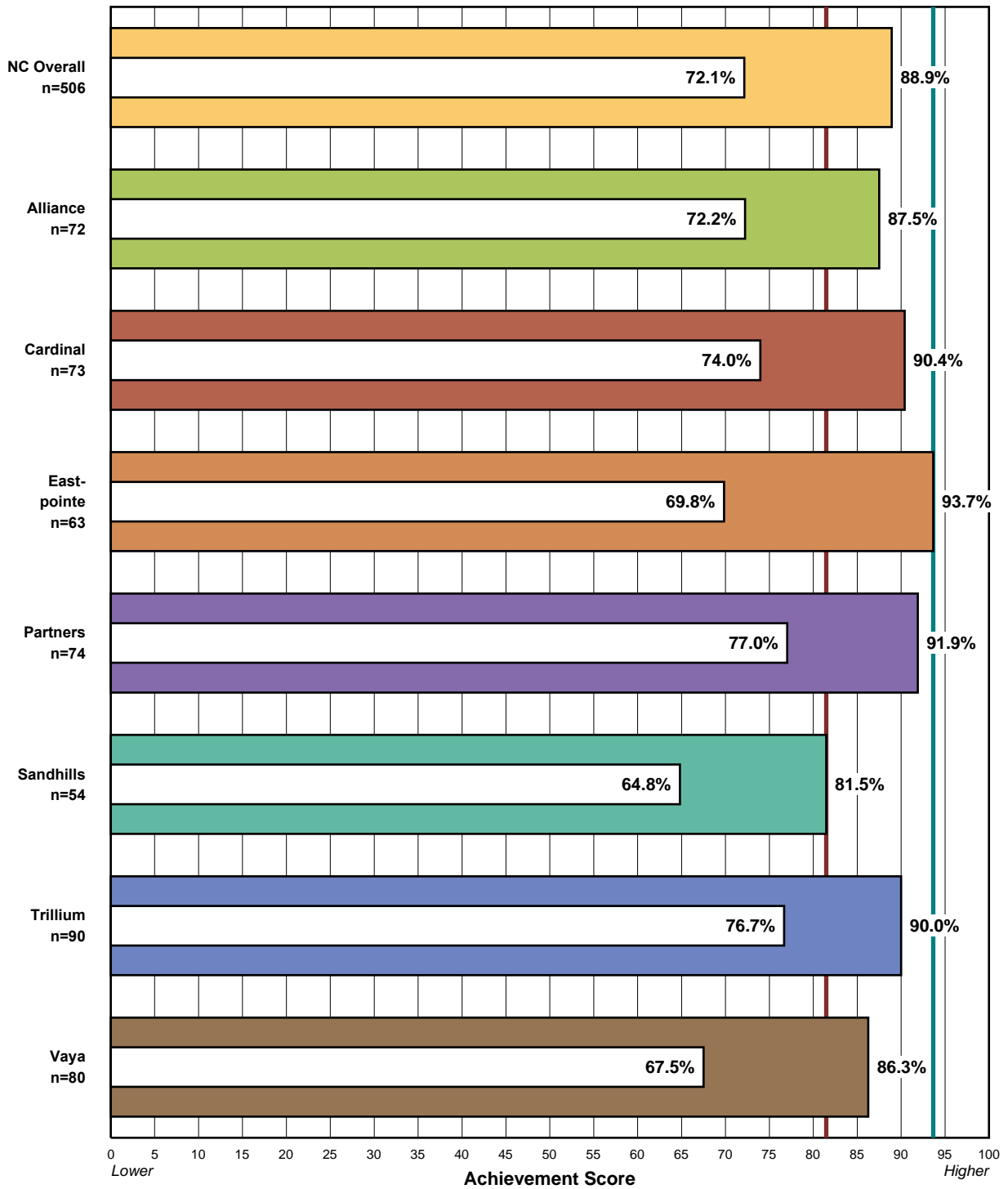
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

How Well Clinicians Communicate

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

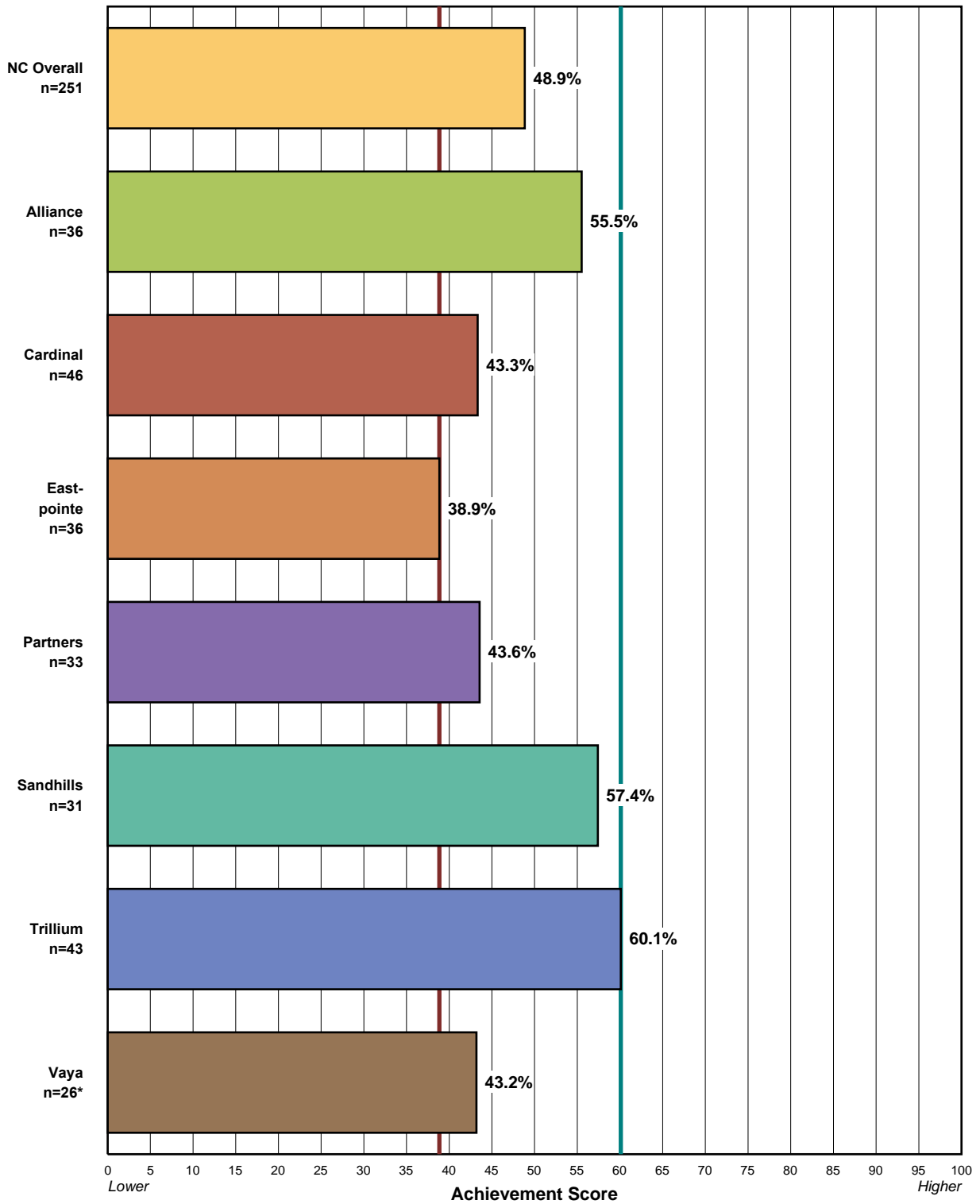


↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

Getting Treatment and Information from the Plan



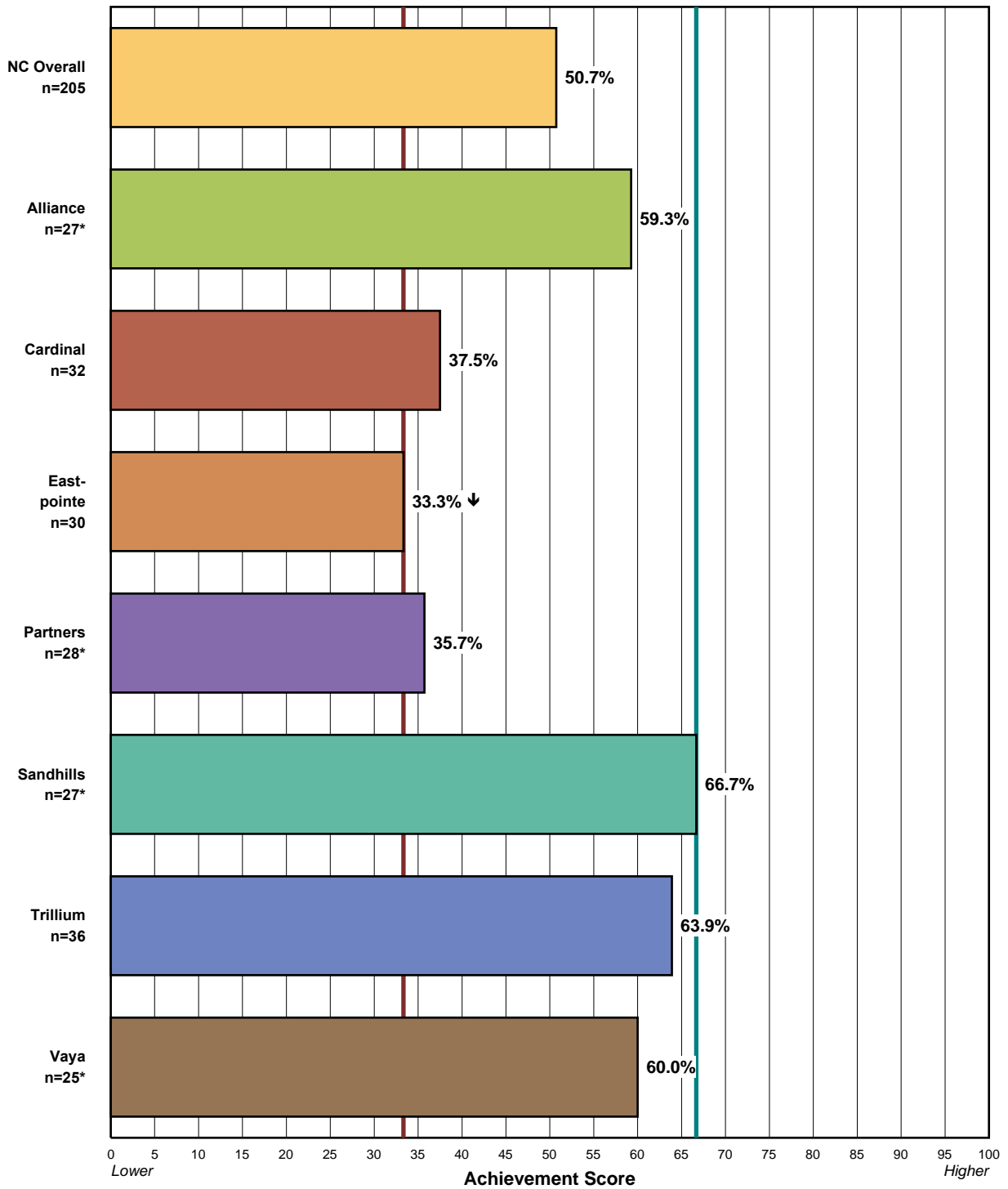
↕ Score statistically significantly higher/lower than 2017 NC Overall
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

Getting Treatment and Information from the Plan

Q40. Delays in treatment while waiting for plan approval



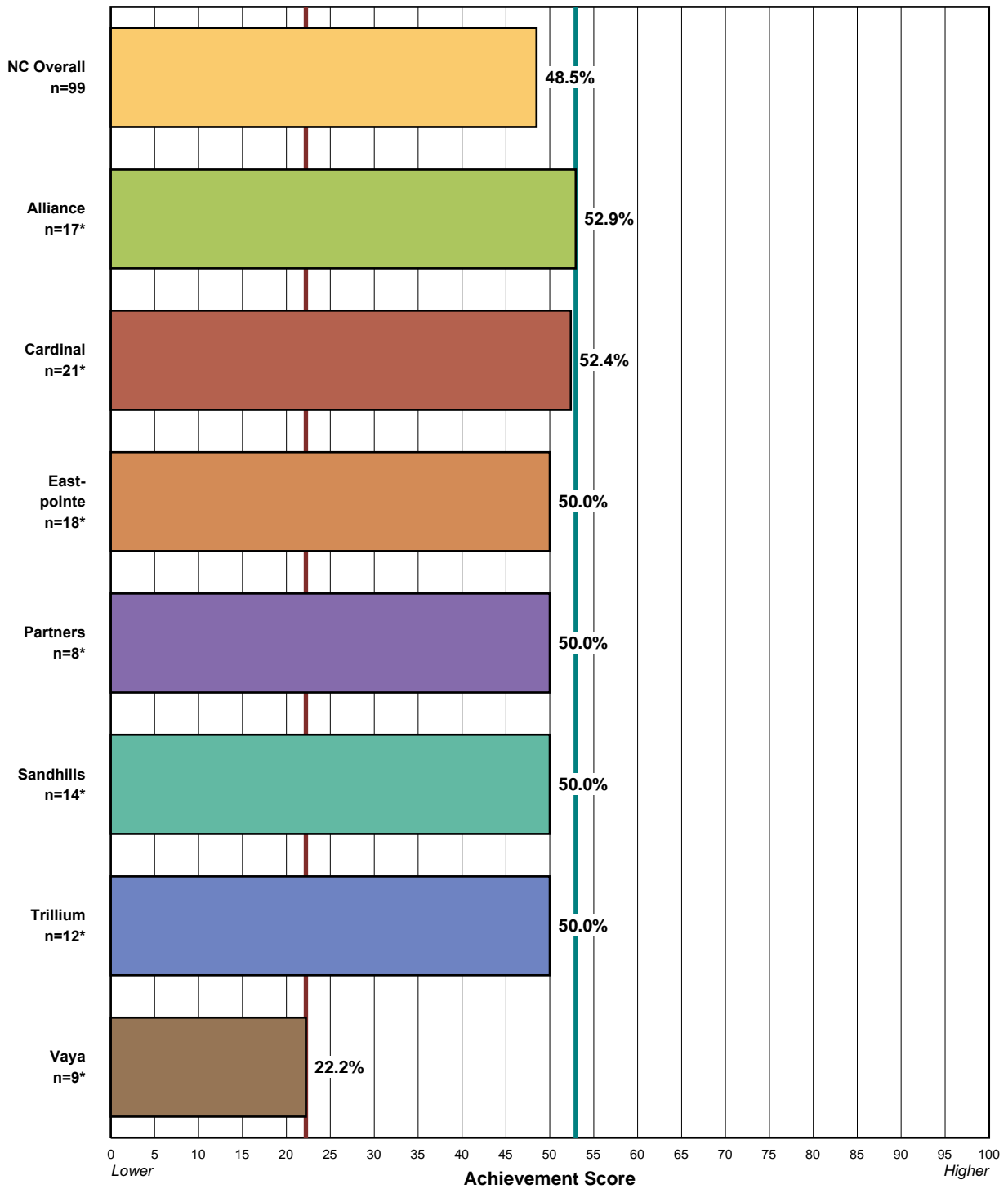
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

Getting Treatment and Information from the Plan

Q42. Helpfulness of customer service

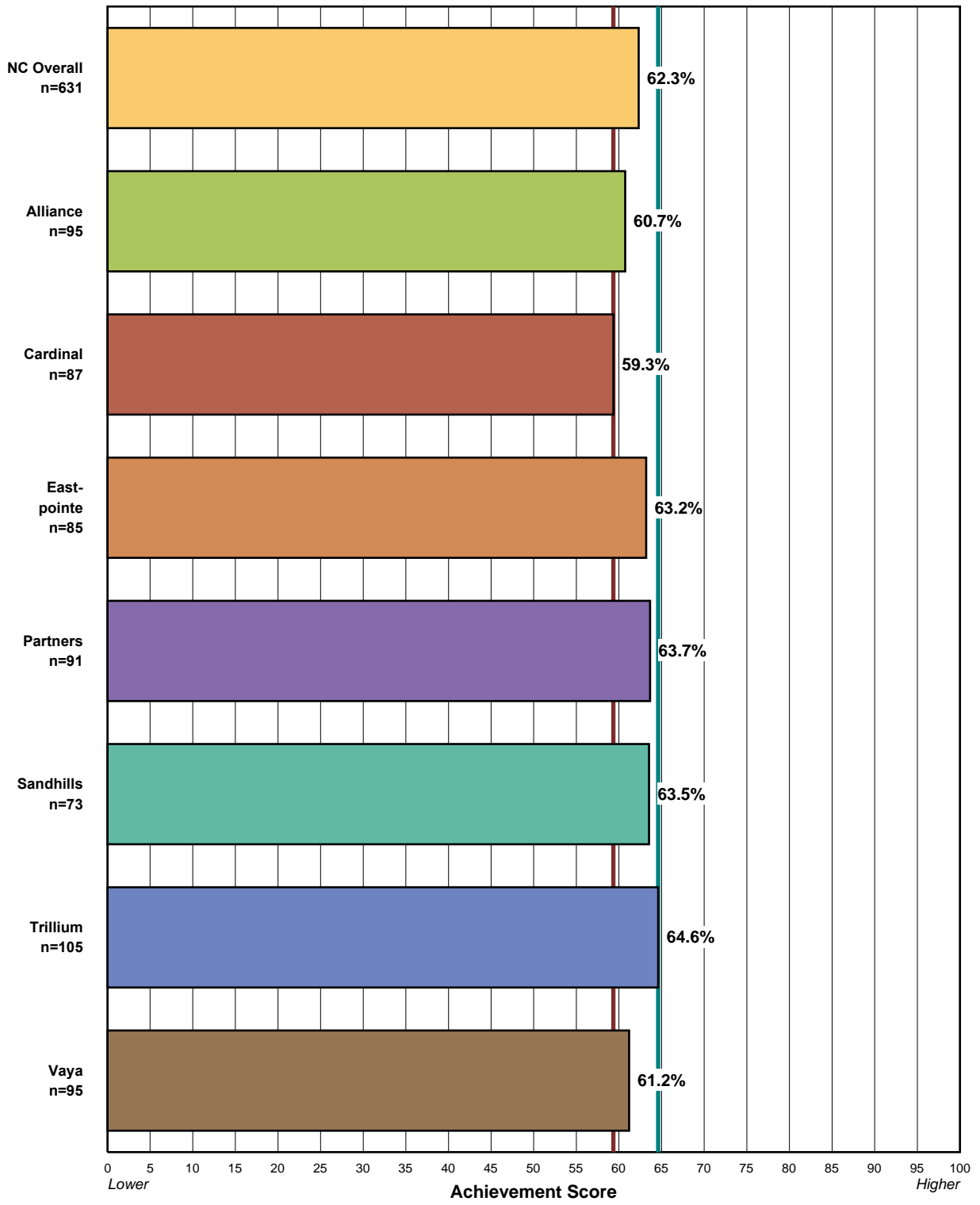


↕ Score statistically significantly higher/lower than 2017 NC Overall
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

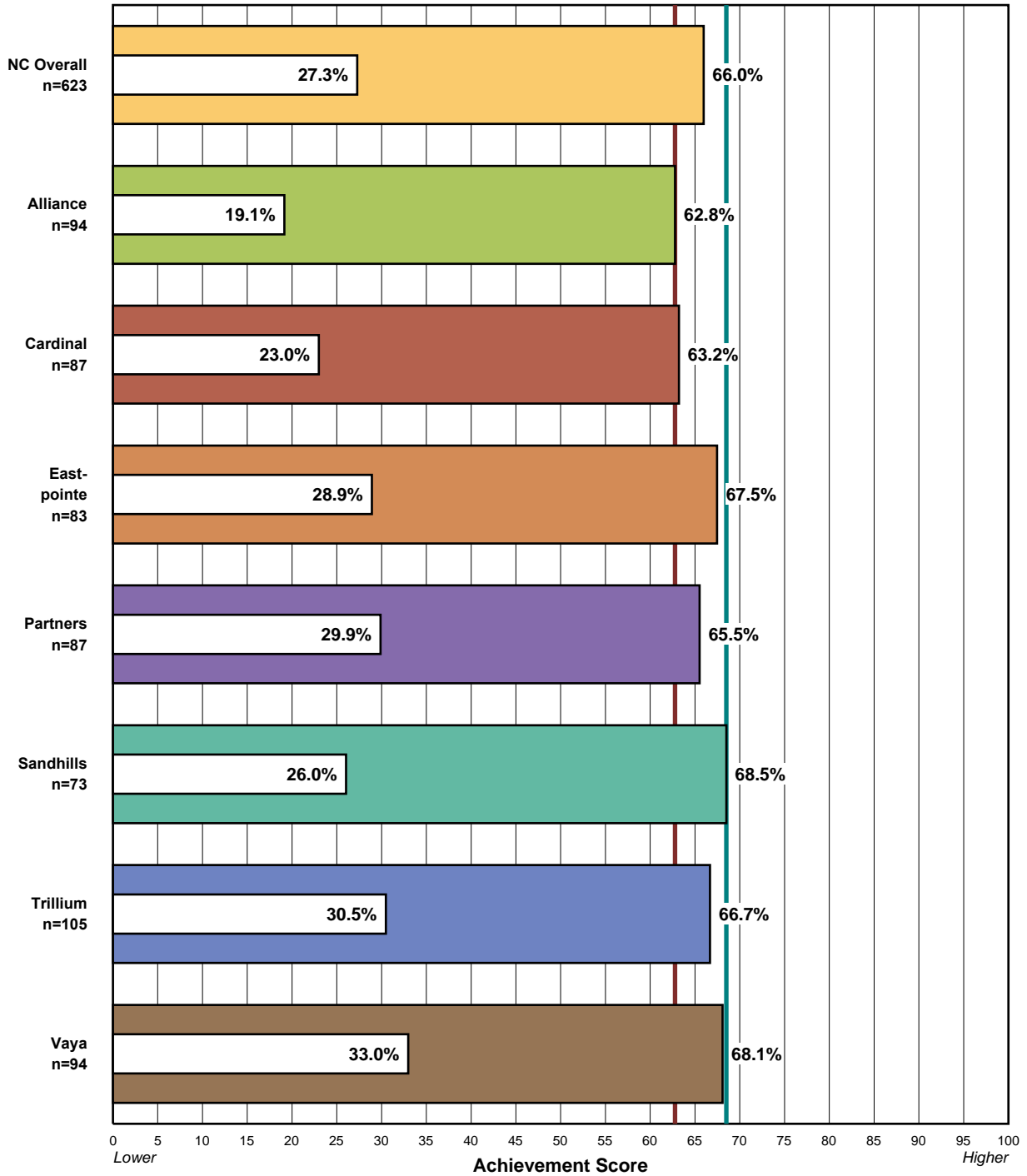
— High Benchmark

Perceived Improvement



Perceived Improvement

Q32. Much better or a little better ability to deal with daily problems to 1 year ago



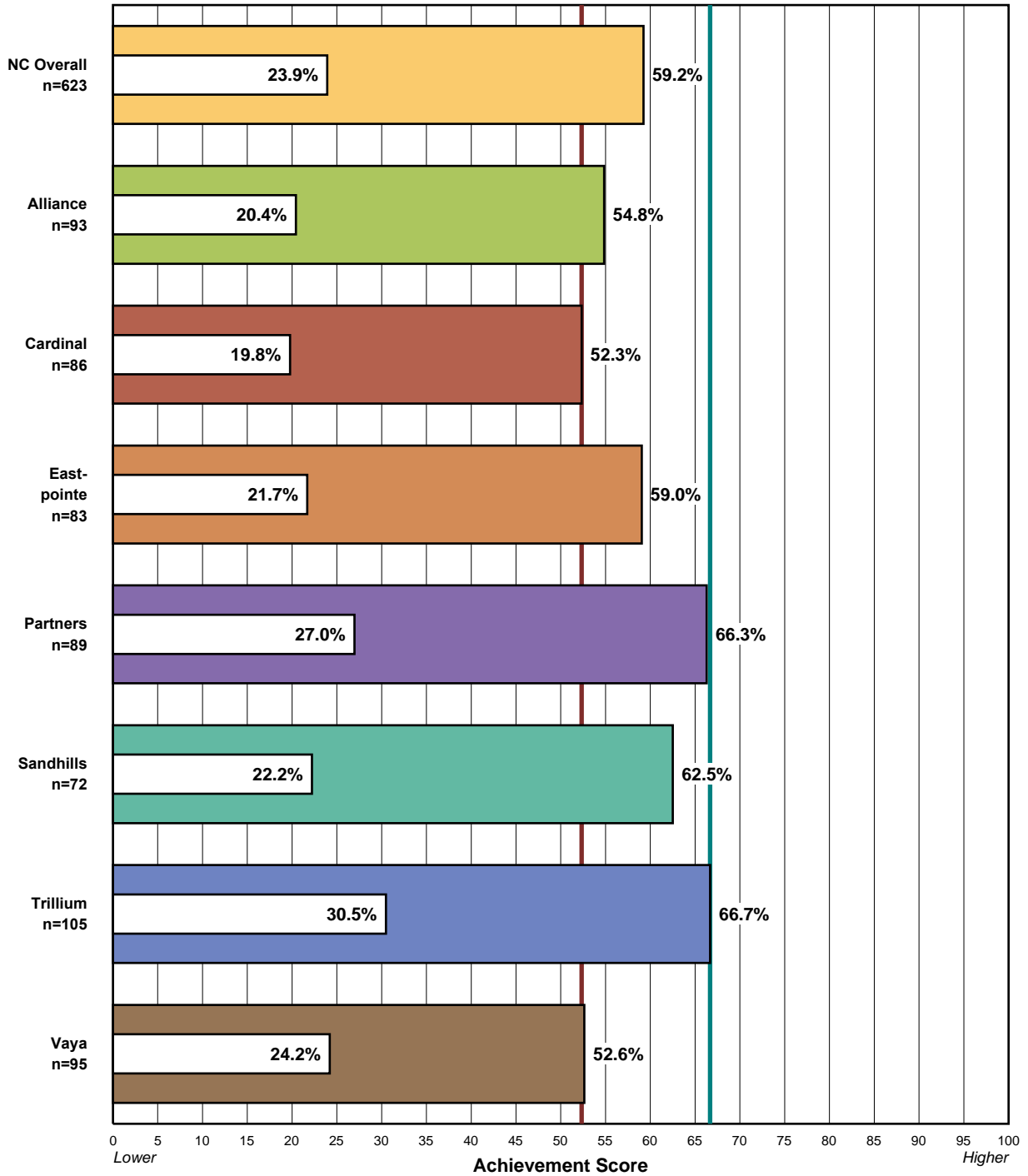
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

— Low Benchmark

— High Benchmark

Perceived Improvement

Q33. Much better or a little better ability to deal with social situations to 1 year ago



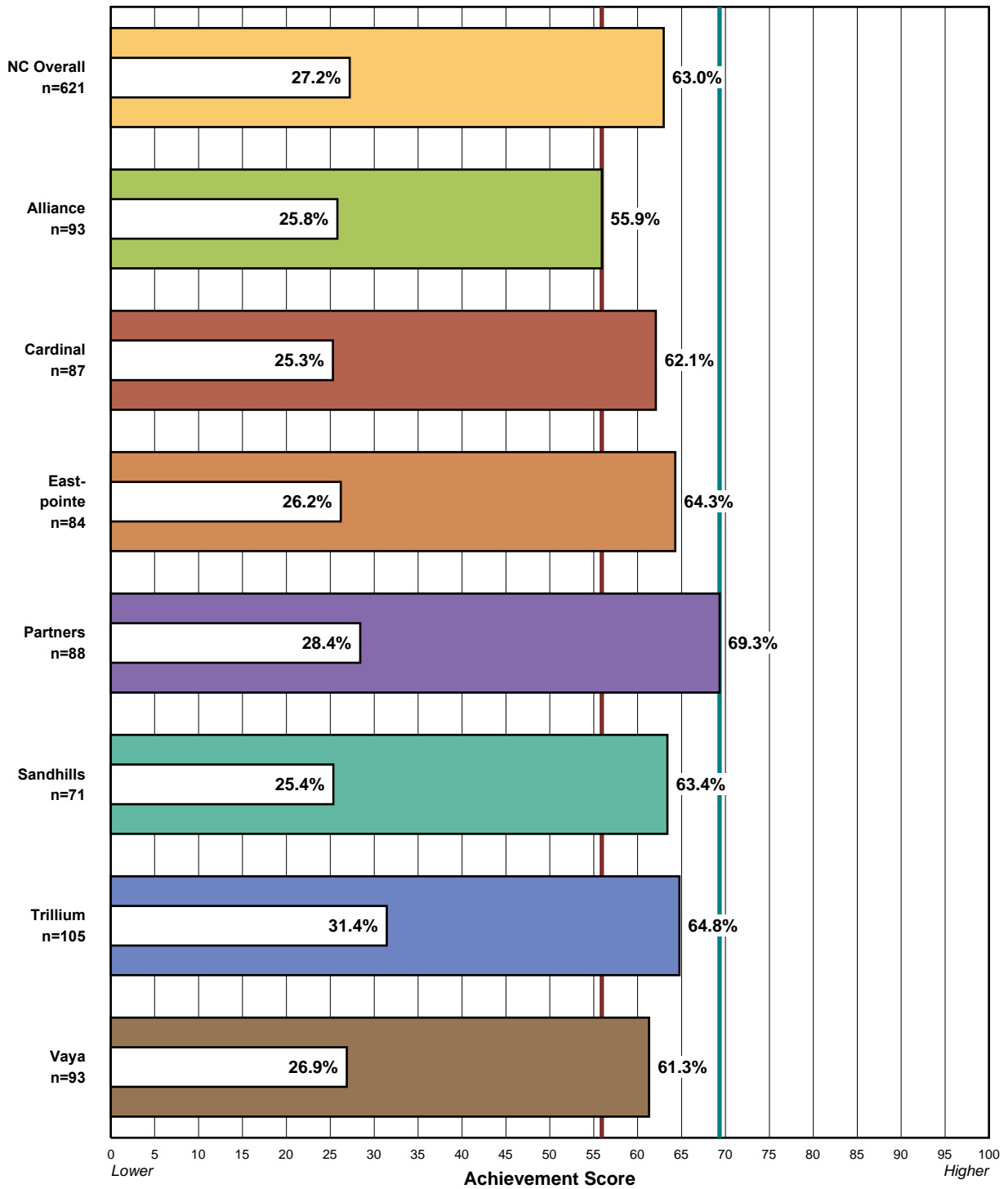
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

— Low Benchmark

— High Benchmark

Perceived Improvement

Q34. Much better or a little better ability to accomplish things to 1 year ago



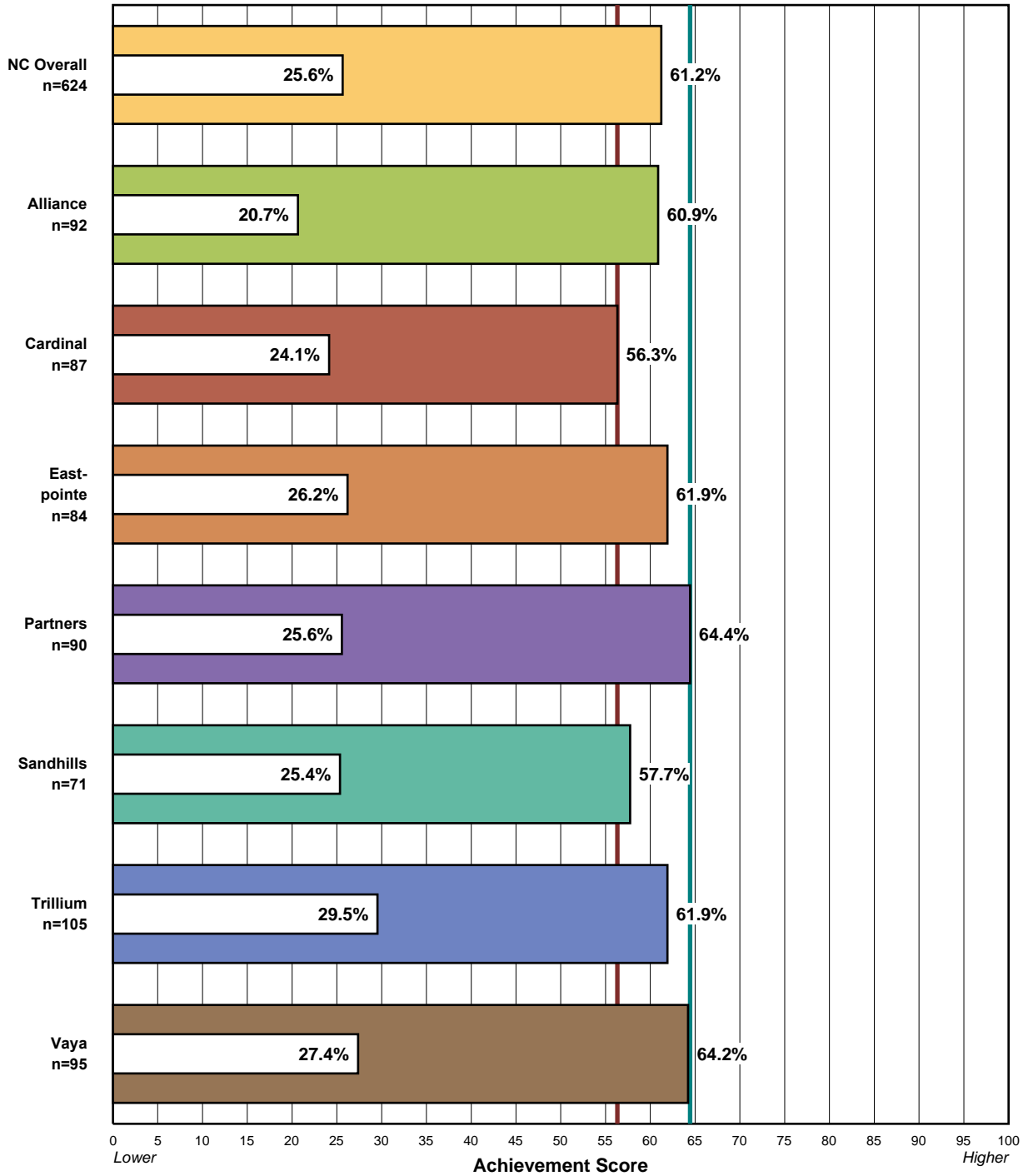
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

— Low Benchmark

— High Benchmark

Perceived Improvement

Q35. Much better or a little better ability to deal with symptoms or problems to 1 year ago



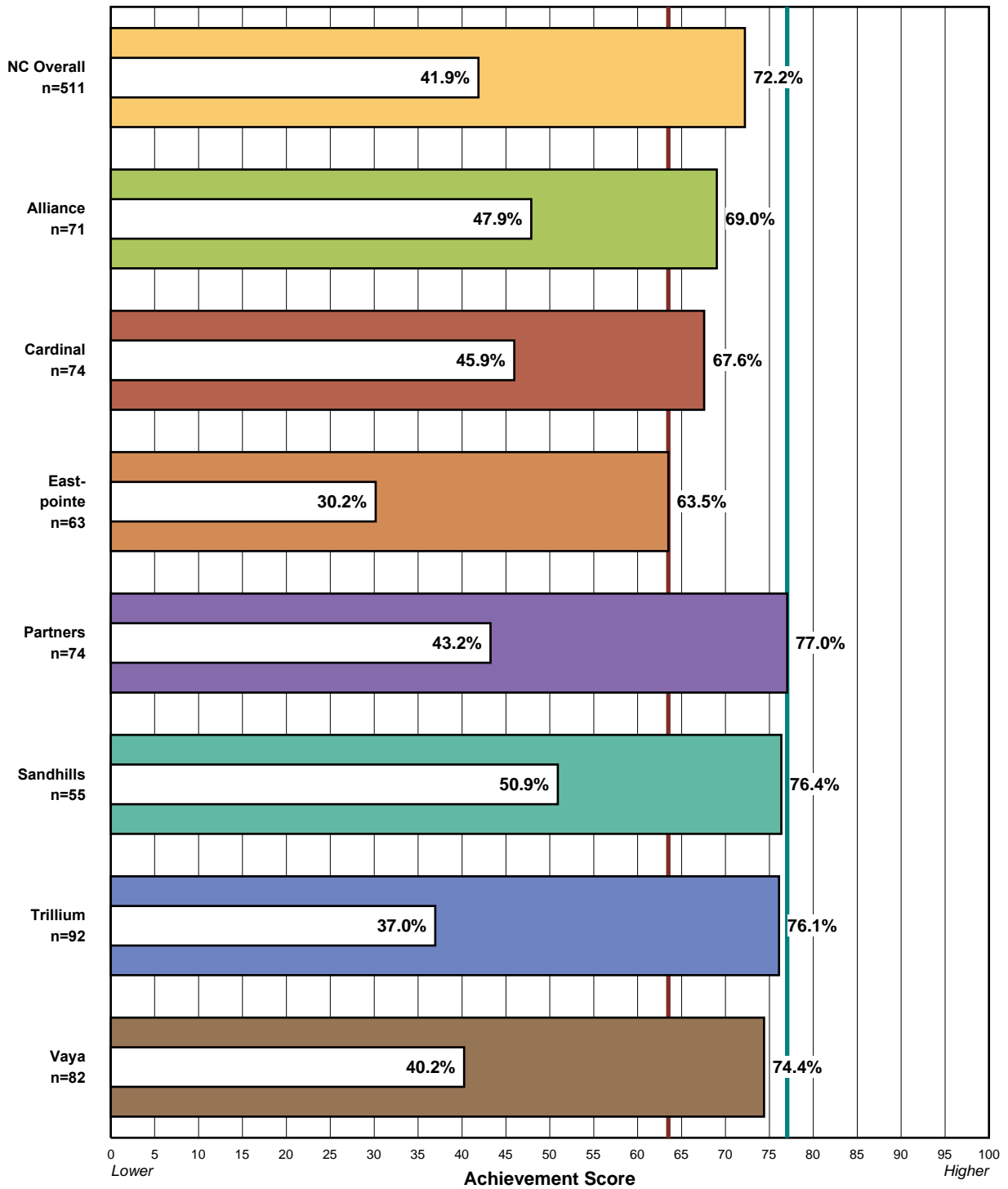
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

— Low Benchmark

— High Benchmark

Single Items

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

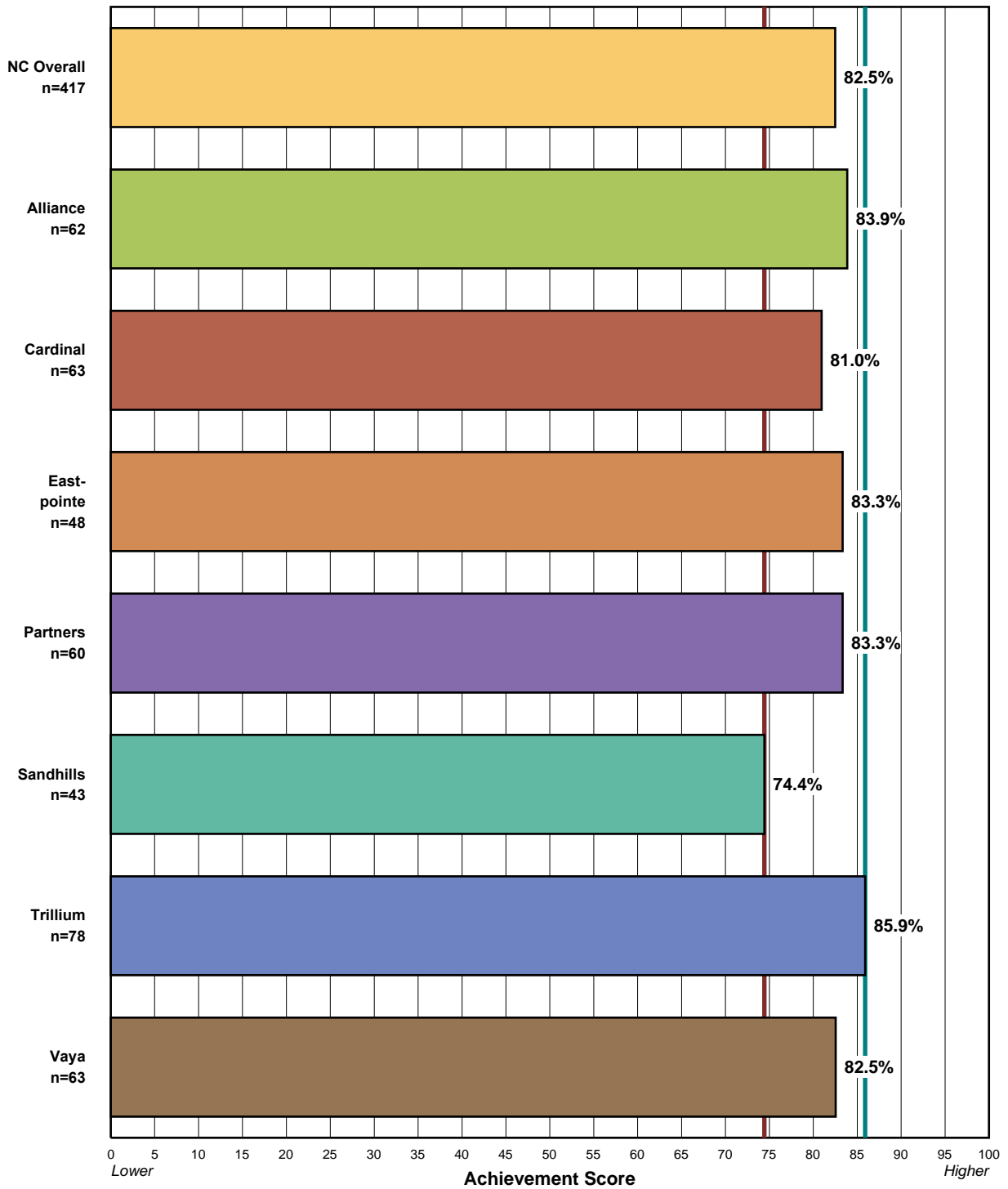


↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

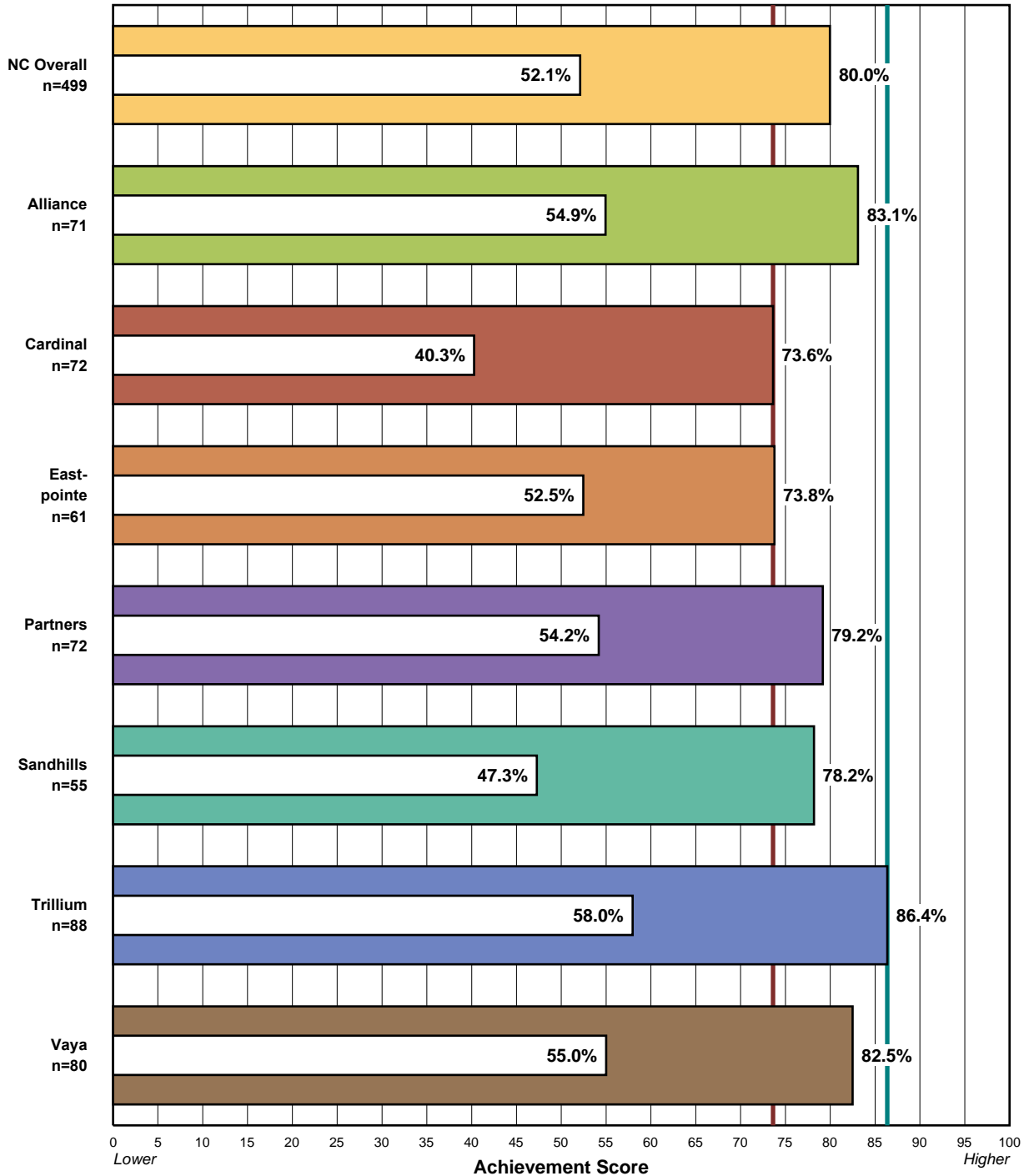
— High Benchmark

Single Items Q17. Told about side effects of medication



Single Items

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



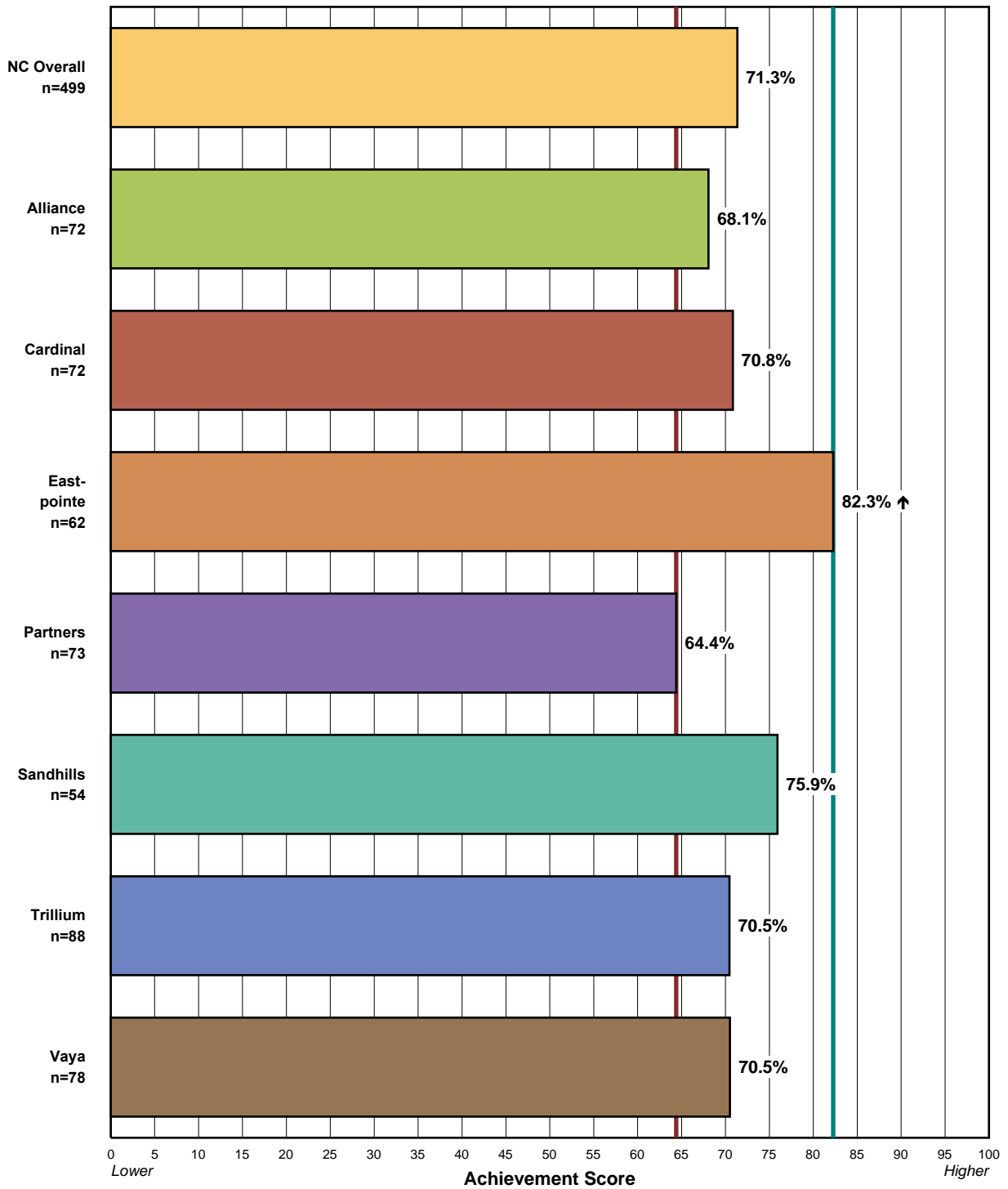
↕ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

Single Items

Q22. Told about different treatments that are available for condition



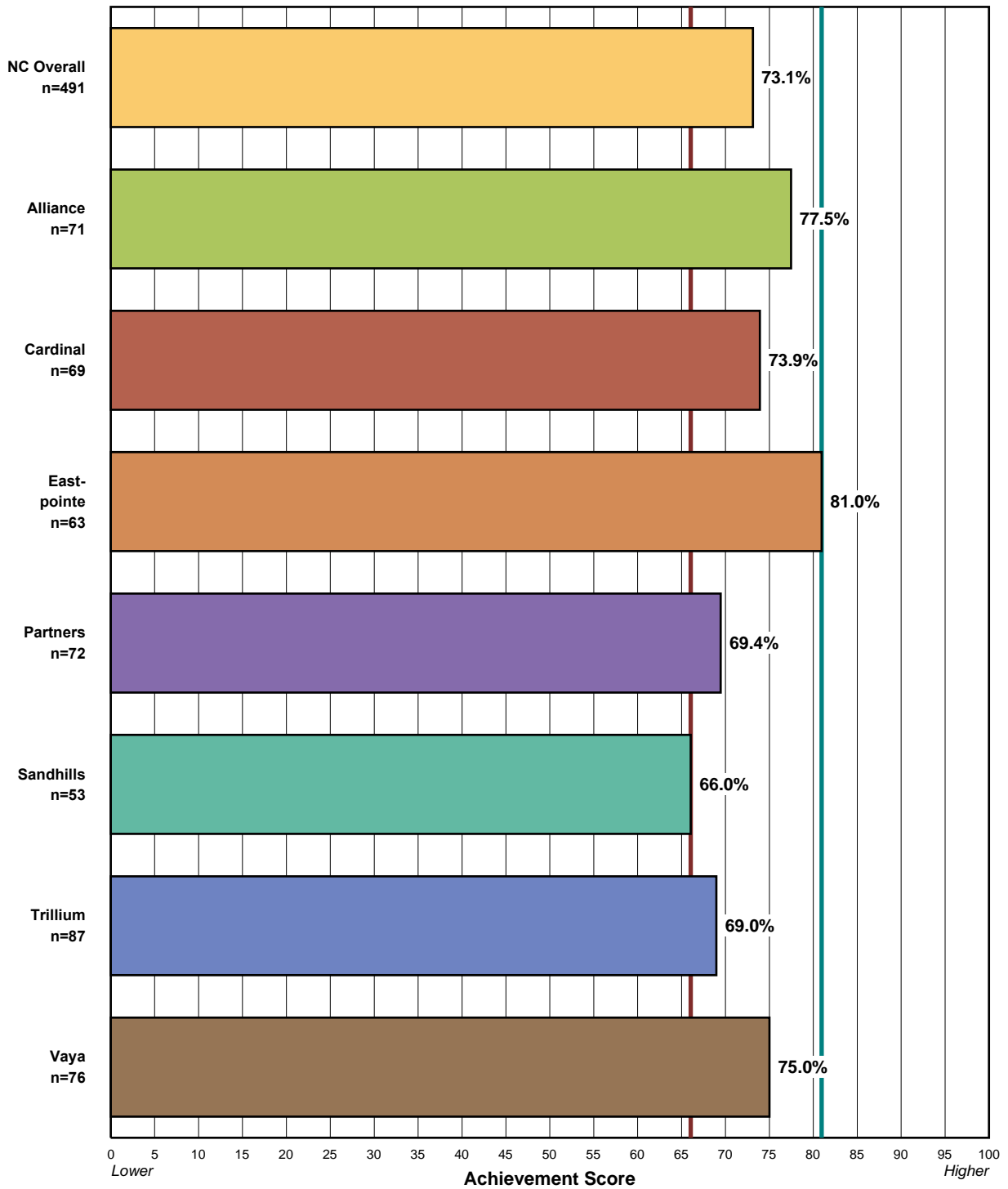
↑↓ Score statistically significantly higher/lower than 2017 NC Overall

— Low Benchmark

— High Benchmark

Single Items

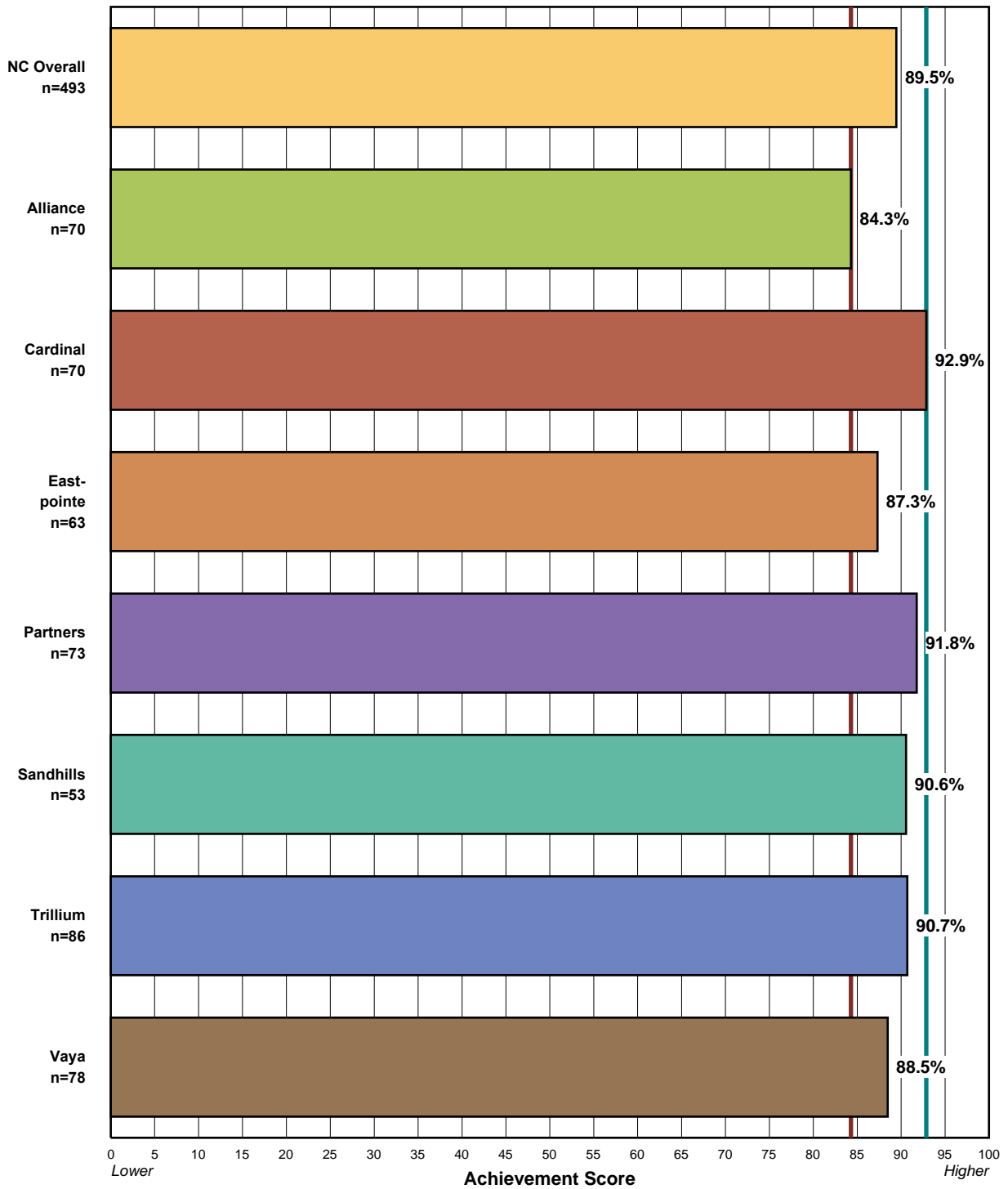
Q23. Given as much information as wanted to manage condition



↕ Score statistically significantly higher/lower than 2017 NC Overall

Single Items

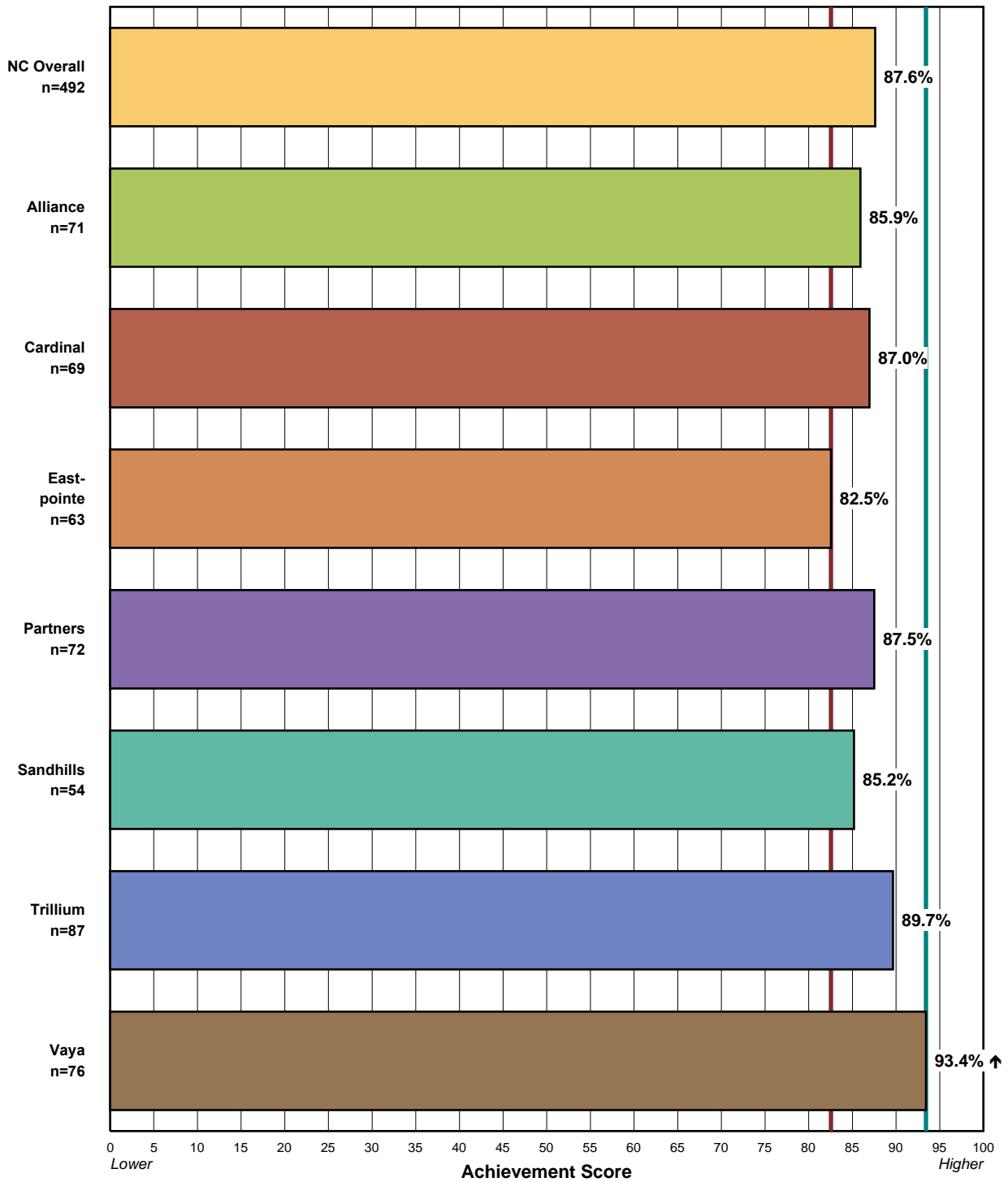
Q24. Given information about rights as a patient



↕ Score statistically significantly higher/lower than 2017 NC Overall

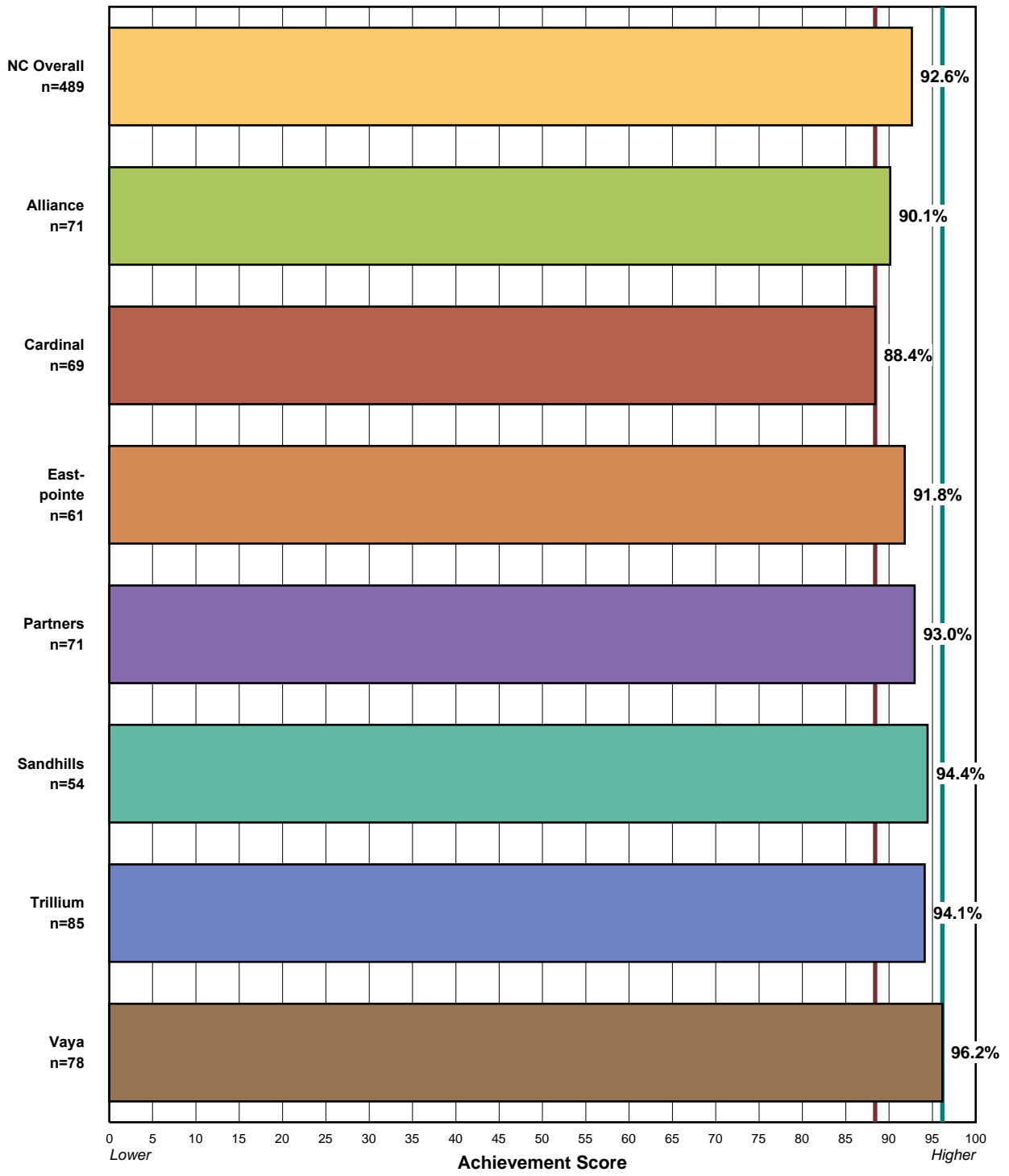
Single Items

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



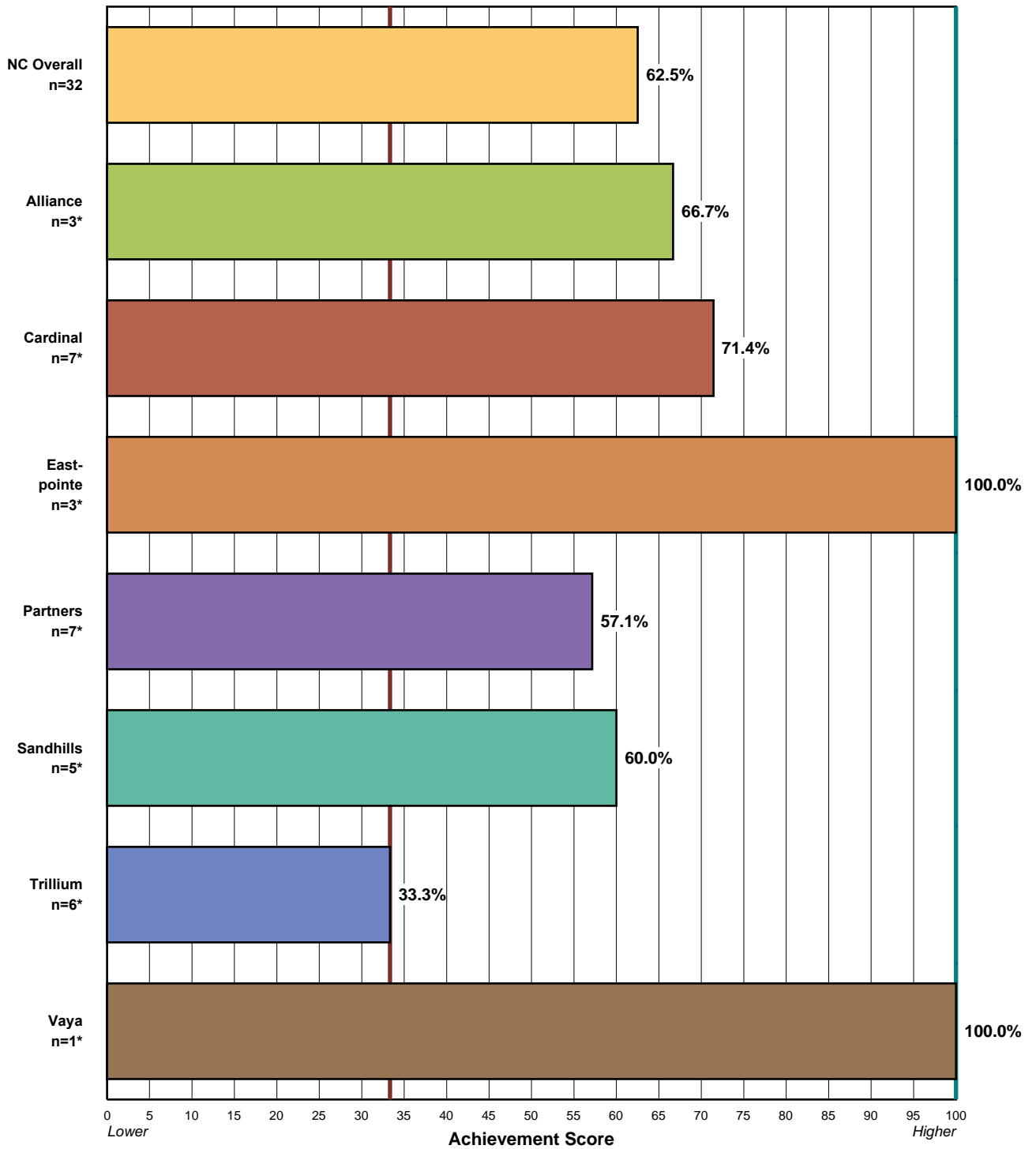
Single Items

Q26. Confident about privacy of treatment information



Single Items

Q28. Care responsive to cultural needs



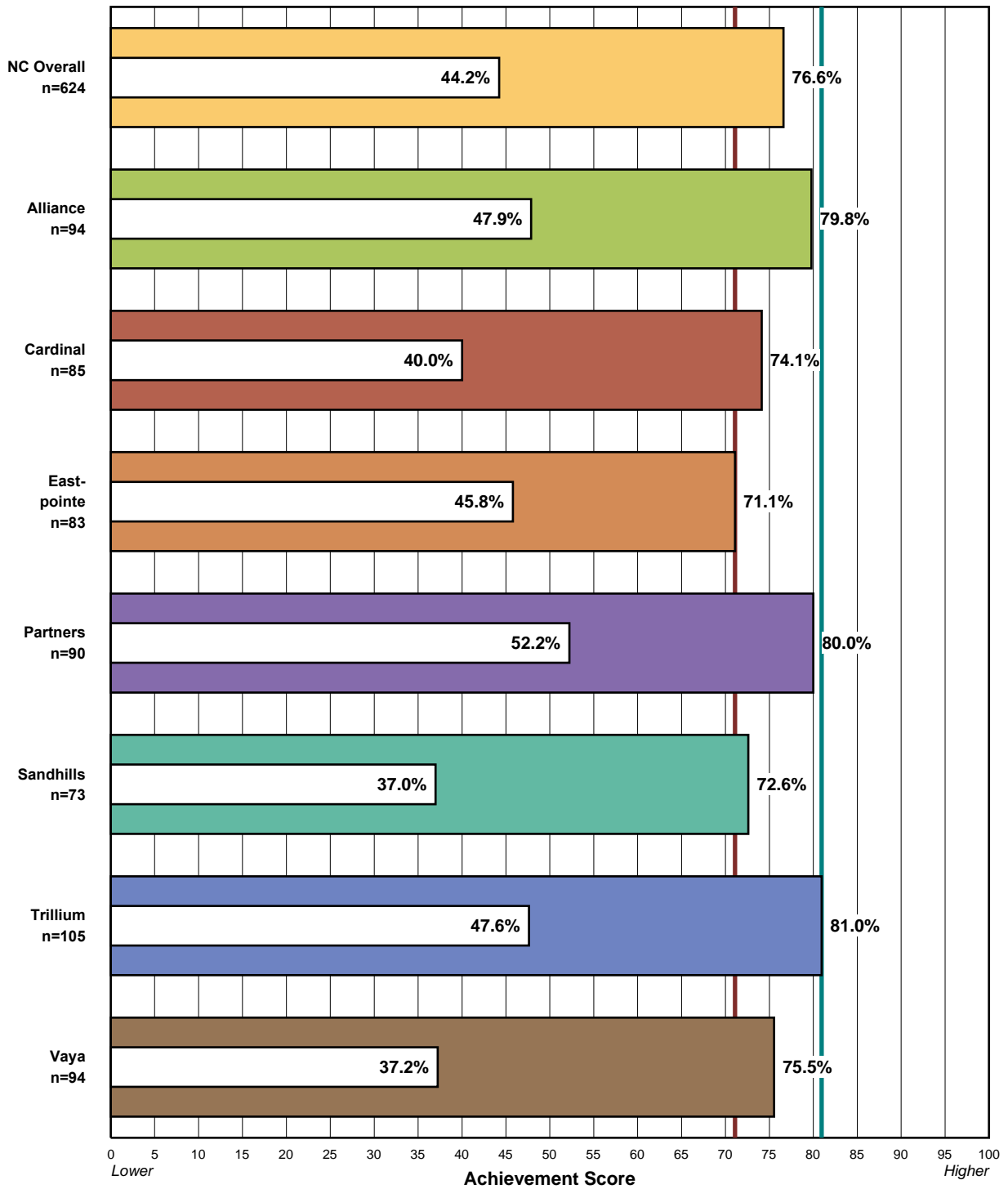
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

Single Items

Q30. A lot or somewhat helped by treatment



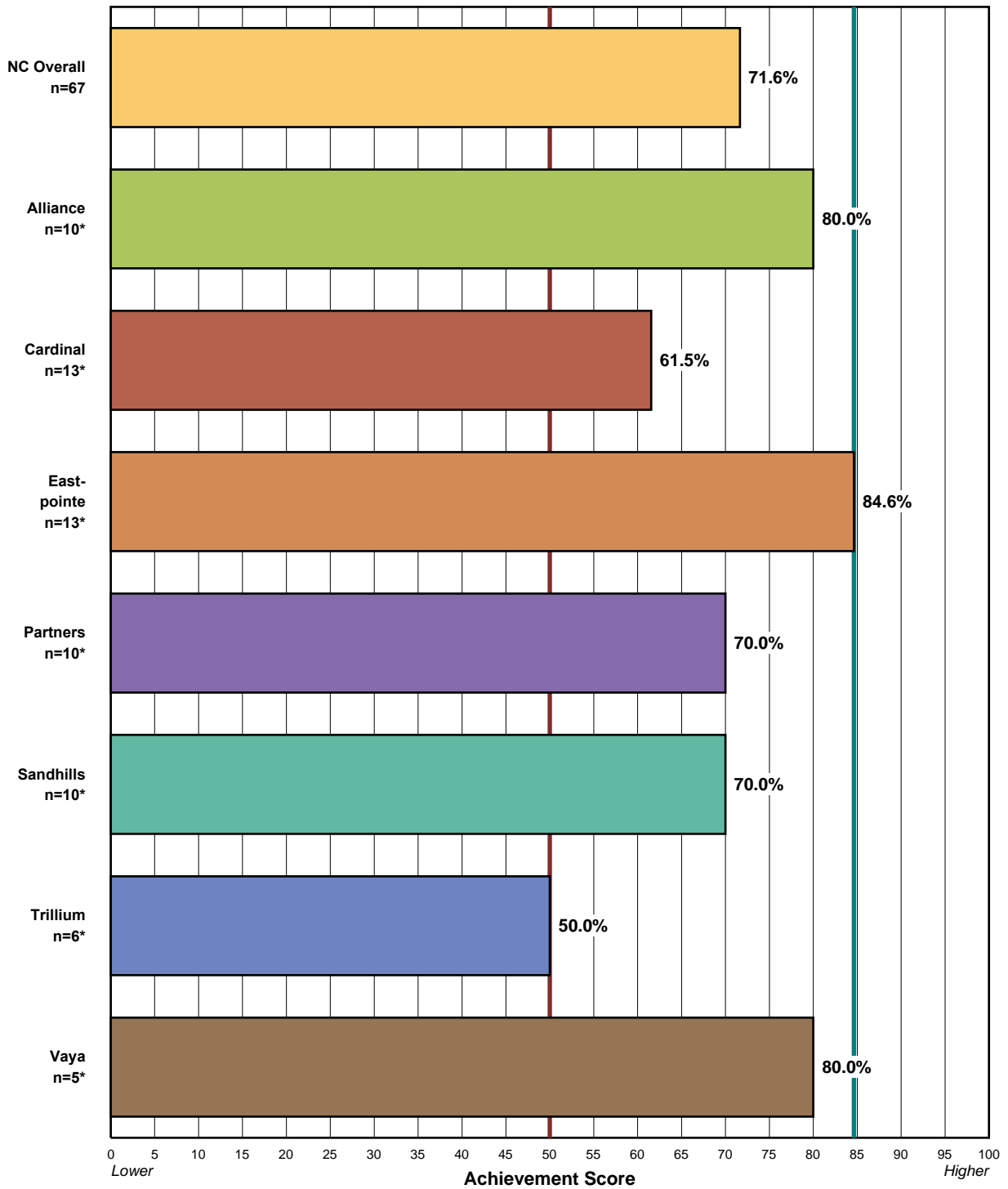
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of A Lot.

— 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 2017 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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	629	100.0%	91	100.0%	91	100.0%	85	100.0%	86	100.0%	71	100.0%	108	100.0%	97	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	629	100.0%	91	100.0%	91	100.0%	85	100.0%	86	100.0%	71	100.0%	108	100.0%	97	100.0%
Not Answered	38		9		5		5		6		5		6		2	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	221	34.2%	35	36.1%	31	33.0%	36	41.9%	29	33.3%	28	38.4%	31	27.7%	31	31.6%
No	426	65.8%	62	63.9%	63	67.0%	50	58.1%	58	66.7%	45	61.6%	81	72.3%	67	68.4%
Total	647	100.0%	97	100.0%	94	100.0%	86	100.0%	87	100.0%	73	100.0%	112	100.0%	98	100.0%
Not Answered	20		3		2		4		5		3		2		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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	40	18.7%	5	14.3%	1	3.4%	8	22.9%	6	21.4%	4	14.8%	8	26.7%	8	26.7%
● Sometimes	93	43.5%	18	51.4%	17	58.6%	17	48.6%	10	35.7%	9	33.3%	10	33.3%	12	40.0%
● Usually	23	10.7%	1	2.9%	5	17.2%	2	5.7%	2	7.1%	3	11.1%	6	20.0%	4	13.3%
● Always	58	27.1%	11	31.4%	6	20.7%	8	22.9%	10	35.7%	11	40.7%	6	20.0%	6	20.0%
Total	214	100.0%	35	100.0%	29	100.0%	35	100.0%	28	100.0%	27	100.0%	30	100.0%	30	100.0%
Not Answered	7		0		2		1		1		1		1		1	
Reporting Category																
Getting Treatment Quickly																
Achievement Score	37.85%		34.29%		37.93%		28.57%		42.86%		51.85%		40.00%		33.33%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-1.6		-9.7		+6.9		-3.7		+8.1		+9.0		-21.1		-5.8	
Correlation with Satisfaction	0.258		0.063		0.209		-0.061		0.546		0.503		0.187		0.367	

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

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	287	44.5%	43	45.3%	46	49.5%	43	48.9%	37	41.6%	36	49.3%	46	42.2%	36	36.7%
No	358	55.5%	52	54.7%	47	50.5%	45	51.1%	52	58.4%	37	50.7%	63	57.8%	62	63.3%
Total	645	100.0%	95	100.0%	93	100.0%	88	100.0%	89	100.0%	73	100.0%	109	100.0%	98	100.0%
Not Answered	22		5		3		2		3		3		5		1	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	25	8.9%	1	2.3%	4	9.1%	5	11.6%	5	13.5%	3	8.8%	5	11.4%	2	5.6%
● Sometimes	57	20.3%	7	16.3%	13	29.5%	11	25.6%	10	27.0%	5	14.7%	2	4.5%	9	25.0%
● Usually	80	28.5%	16	37.2%	10	22.7%	10	23.3%	11	29.7%	10	29.4%	13	29.5%	10	27.8%
● Always	119	42.3%	19	44.2%	17	38.6%	17	39.5%	11	29.7%	16	47.1%	24	54.5%	15	41.7%
Total	281	100.0%	43	100.0%	44	100.0%	43	100.0%	37	100.0%	34	100.0%	44	100.0%	36	100.0%
Not Answered	6		0		2		0		0		2		2		0	
Reporting Category																
Getting Treatment Quickly																
Achievement Score	70.82%		81.40%		61.36%		62.79%		59.46%		76.47%		84.09%		69.44%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+1.5		-2.5		+2.8		-11.5		-9.0		+14.7		+11.0		-0.6	
Correlation with Satisfaction	0.409		0.448		0.270		0.284		0.619		0.463		0.393		0.425	

○ Response scored as: ● Accomplishment ● Room for improvement

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	519	79.0%	69	70.4%	81	85.3%	68	77.3%	71	78.9%	59	78.7%	89	79.5%	82	82.8%
No	138	21.0%	29	29.6%	14	14.7%	20	22.7%	19	21.1%	16	21.3%	23	20.5%	17	17.2%
Total	657	100.0%	98	100.0%	95	100.0%	88	100.0%	90	100.0%	75	100.0%	112	100.0%	99	100.0%
Not Answered	10		2		1		2		2		1		2		0	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	21	4.2%	0	0.0%	4	5.2%	3	4.6%	1	1.4%	3	5.4%	5	5.7%	5	6.3%
● Sometimes	61	12.2%	11	16.4%	10	13.0%	11	16.9%	8	11.6%	9	16.1%	3	3.4%	9	11.3%
● Usually	162	32.3%	19	28.4%	24	31.2%	21	32.3%	20	29.0%	15	26.8%	33	37.9%	30	37.5%
● Always	257	51.3%	37	55.2%	39	50.6%	30	46.2%	40	58.0%	29	51.8%	46	52.9%	36	45.0%
Total	501	100.0%	67	100.0%	77	100.0%	65	100.0%	69	100.0%	56	100.0%	87	100.0%	80	100.0%
Not Answered	18		2		4		3		2		3		2		2	
Reporting Category																
Getting Treatment Quickly																
Achievement Score	83.63%	83.58%	81.82%	78.46%	86.96%	78.57%	90.80%	82.50%								
2017 vs. 2016: +/- Chg (▲ Stat. sig.)	+3.5	-2.7	+7.7	-2.2	+6.4	+5.2	+6.7	+2.9								
Correlation with Satisfaction	0.478	0.640	0.329	0.340	0.405	0.751	0.486	0.415								

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
None	491	75.3%	69	70.4%	67	71.3%	59	70.2%	70	76.1%	59	79.7%	85	75.9%	82	83.7%
1 time	66	10.1%	10	10.2%	7	7.4%	11	13.1%	8	8.7%	9	12.2%	12	10.7%	9	9.2%
2 times	45	6.9%	10	10.2%	9	9.6%	6	7.1%	7	7.6%	3	4.1%	7	6.3%	3	3.1%
3 or more times	50	7.7%	9	9.2%	11	11.7%	8	9.5%	7	7.6%	3	4.1%	8	7.1%	4	4.1%
Total	652	100.0%	98	100.0%	94	100.0%	84	100.0%	92	100.0%	74	100.0%	112	100.0%	98	100.0%
Not Answered	15		2		2		6		0		2		2		1	

○ Response scored as: ● Accomplishment ● Room for improvement

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
None	110	17.5%	23	24.0%	14	15.7%	15	18.8%	15	16.9%	14	19.7%	15	13.8%	14	14.6%
1 to 10 times	254	40.3%	42	43.8%	40	44.9%	33	41.3%	33	37.1%	29	40.8%	43	39.4%	34	35.4%
11 to 20 times	110	17.5%	12	12.5%	9	10.1%	12	15.0%	12	13.5%	18	25.4%	24	22.0%	23	24.0%
21 or more times	156	24.8%	19	19.8%	26	29.2%	20	25.0%	29	32.6%	10	14.1%	27	24.8%	25	26.0%
Total	630	100.0%	96	100.0%	89	100.0%	80	100.0%	89	100.0%	71	100.0%	109	100.0%	96	100.0%
Not Answered	37		4		7		10		3		5		5		3	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
None	230	45.2%	31	43.1%	31	41.9%	26	40.6%	34	47.2%	24	44.4%	39	42.9%	45	54.9%
1 to 10 times	102	20.0%	18	25.0%	12	16.2%	14	21.9%	13	18.1%	14	25.9%	18	19.8%	13	15.9%
11 to 20 times	46	9.0%	9	12.5%	10	13.5%	4	6.3%	4	5.6%	4	7.4%	9	9.9%	6	7.3%
21 or more times	131	25.7%	14	19.4%	21	28.4%	20	31.3%	21	29.2%	12	22.2%	25	27.5%	18	22.0%
Total	509	100.0%	72	100.0%	74	100.0%	64	100.0%	72	100.0%	54	100.0%	91	100.0%	82	100.0%
Not Answered	11		1		1		1		2		3		3		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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	46	9.0%	7	9.9%	11	14.9%	8	12.7%	2	2.7%	6	10.9%	9	9.8%	3	3.7%
● Sometimes	96	18.8%	15	21.1%	13	17.6%	15	23.8%	15	20.3%	7	12.7%	13	14.1%	18	22.0%
● Usually	155	30.3%	15	21.1%	16	21.6%	21	33.3%	25	33.8%	14	25.5%	36	39.1%	28	34.1%
● Always	214	41.9%	34	47.9%	34	45.9%	19	30.2%	32	43.2%	28	50.9%	34	37.0%	33	40.2%
Total	511	100.0%	71	100.0%	74	100.0%	63	100.0%	74	100.0%	55	100.0%	92	100.0%	82	100.0%
Not Answered	9		2		1		2		0		2		2		0	

Reporting Category	Care Coordination Items							
Achievement Score	72.21%	69.01%	67.57%	63.49%	77.03%	76.36%	76.09%	74.39%
2017 vs. 2016: +/- Chg (▲ Stat. sig.)	+2.3	-3.8	+4.1	+3.5	+8.5	-2.9	+2.8	+3.5
Correlation with Satisfaction	0.378	0.199	0.380	0.298	0.267	0.614	0.490	0.427

○ Response scored as: ● Accomplishment ● Room for improvement

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 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.

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	8	1.6%	2	2.7%	1	1.4%	0	0.0%	1	1.4%	1	1.8%	2	2.2%	1	1.2%
● Sometimes	46	9.0%	8	11.0%	8	11.0%	5	7.9%	6	8.1%	7	12.7%	5	5.6%	7	8.6%
● Usually	119	23.4%	18	24.7%	17	23.3%	17	27.0%	14	18.9%	15	27.3%	18	20.0%	20	24.7%
● Always	336	66.0%	45	61.6%	47	64.4%	41	65.1%	53	71.6%	32	58.2%	65	72.2%	53	65.4%
Total	509	100.0%	73	100.0%	73	100.0%	63	100.0%	74	100.0%	55	100.0%	90	100.0%	81	100.0%
Not Answered	11		0		2		2		0		2		4		1	
Reporting Category																
How Well Clinicians Communicate																
Achievement Score	89.39%		86.30%		87.67%		92.06%		90.54%		85.45%		92.22%		90.12%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+1.4		-8.8		+7.0		+1.2		+2.9		+4.1		+3.3		+0.8	
Correlation with Satisfaction	0.581		0.564		0.411		0.538		0.656		0.713		0.550		0.675	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	7	1.4%	2	2.7%	1	1.4%	0	0.0%	0	0.0%	3	5.4%	0	0.0%	1	1.3%
● Sometimes	35	6.9%	6	8.2%	4	5.5%	5	7.9%	5	6.8%	4	7.1%	5	5.6%	6	7.5%
● Usually	103	20.3%	16	21.9%	18	24.7%	10	15.9%	13	17.8%	12	21.4%	22	24.7%	12	15.0%
● Always	362	71.4%	49	67.1%	50	68.5%	48	76.2%	55	75.3%	37	66.1%	62	69.7%	61	76.3%
Total	507	100.0%	73	100.0%	73	100.0%	63	100.0%	73	100.0%	56	100.0%	89	100.0%	80	100.0%
Not Answered	13		0		2		2		1		1		5		2	
Reporting Category																
How Well Clinicians Communicate																
Achievement Score	91.72%		89.04%		93.15%		92.06%		93.15%		87.50%		94.38%		91.25%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+1.3		-6.0		+2.7		+3.0		+4.0		-2.5		+5.5		+2.0	
Correlation with Satisfaction	0.574		0.610		0.309		0.562		0.669		0.644		0.611		0.608	

○ Response scored as: ● Accomplishment ● Room for improvement

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	3	0.6%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	2.2%	1	1.3%
● Sometimes	23	4.5%	5	6.9%	2	2.7%	2	3.2%	2	2.7%	5	9.1%	2	2.2%	5	6.3%
● Usually	89	17.6%	12	16.7%	14	19.2%	10	15.9%	16	21.6%	10	18.2%	14	15.7%	13	16.3%
● Always	391	77.3%	55	76.4%	57	78.1%	51	81.0%	56	75.7%	40	72.7%	71	79.8%	61	76.3%
Total	506	100.0%	72	100.0%	73	100.0%	63	100.0%	74	100.0%	55	100.0%	89	100.0%	80	100.0%
Not Answered	14		1		2		2		0		2		5		2	
Reporting Category																
How Well Clinicians Communicate																
Achievement Score	94.86%		93.06%		97.26%		96.83%		97.30%		90.91%		95.51%		92.50%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+4.2↑		-2.0		+10.0↑		+7.7		+9.5↑		+0.9		+3.8		-0.4	
Correlation with Satisfaction	0.590		0.469		0.493		0.456		0.608		0.830		0.548		0.659	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	14	2.8%	3	4.2%	2	2.7%	1	1.6%	3	4.1%	1	1.8%	1	1.1%	3	3.8%
● Sometimes	52	10.3%	6	8.3%	9	12.3%	6	9.5%	8	10.8%	10	18.2%	7	7.9%	6	7.5%
● Usually	131	25.9%	17	23.6%	20	27.4%	21	33.3%	18	24.3%	14	25.5%	20	22.5%	21	26.3%
● Always	309	61.1%	46	63.9%	42	57.5%	35	55.6%	45	60.8%	30	54.5%	61	68.5%	50	62.5%
Total	506	100.0%	72	100.0%	73	100.0%	63	100.0%	74	100.0%	55	100.0%	89	100.0%	80	100.0%
Not Answered	14		1		2		2		0		2		5		2	
Reporting Category																
How Well Clinicians Communicate																
Achievement Score	86.96%		87.50%		84.93%		88.89%		85.14%		80.00%		91.01%		88.75%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+3.7		-1.4		+0.8		+12.5		+2.7		+2.0		+9.1		-0.5	
Correlation with Satisfaction	0.591		0.501		0.541		0.383		0.773		0.670		0.619		0.626	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	420	83.0%	62	88.6%	63	86.3%	50	79.4%	60	81.1%	43	78.2%	79	86.8%	63	78.8%
No	86	17.0%	8	11.4%	10	13.7%	13	20.6%	14	18.9%	12	21.8%	12	13.2%	17	21.3%
Total	506	100.0%	70	100.0%	73	100.0%	63	100.0%	74	100.0%	55	100.0%	91	100.0%	80	100.0%
Not Answered	14		3		2		2		0		2		3		2	

○ Response scored as: ● Accomplishment ● Room for improvement

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	344	82.5%	52	83.9%	51	81.0%	40	83.3%	50	83.3%	32	74.4%	67	85.9%	52	82.5%
● No	73	17.5%	10	16.1%	12	19.0%	8	16.7%	10	16.7%	11	25.6%	11	14.1%	11	17.5%
Total	417	100.0%	62	100.0%	63	100.0%	48	100.0%	60	100.0%	43	100.0%	78	100.0%	63	100.0%
Not Answered	3		0		0		2		0		0		1		0	
Reporting Category																
Care Coordination Items																
Achievement Score	82.49%		83.87%		80.95%		83.33%		83.33%		74.42%		85.90%		82.54%	
2017 vs. 2016: +/- Chg (▲ Stat. sig.)	+2.6		+14.0		+2.1		+4.3		+0.0		-8.5		+5.2		-6.6	
Correlation with Satisfaction	0.291		0.436		0.373		0.417		0.197		0.238		0.061		0.338	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	9	1.8%	2	2.8%	1	1.4%	0	0.0%	1	1.4%	1	1.9%	1	1.1%	3	3.8%
● Sometimes	47	9.3%	7	9.7%	6	8.2%	4	6.3%	5	6.8%	9	16.7%	8	8.9%	8	10.0%
● Usually	85	16.8%	11	15.3%	12	16.4%	15	23.8%	11	14.9%	9	16.7%	12	13.3%	15	18.8%
● Always	365	72.1%	52	72.2%	54	74.0%	44	69.8%	57	77.0%	35	64.8%	69	76.7%	54	67.5%
Total	506	100.0%	72	100.0%	73	100.0%	63	100.0%	74	100.0%	54	100.0%	90	100.0%	80	100.0%
Not Answered	14		1		2		2		0		3		4		2	
Reporting Category																
How Well Clinicians Communicate																
Achievement Score	88.93%		87.50%		90.41%		93.65%		91.89%		81.48%		90.00%		86.25%	
2017 vs. 2016: +/- Chg (▲ Stat. sig.)	-1.3		-8.8↓		+7.6		+6.4		-4.1		-0.2		-0.3		-8.4	
Correlation with Satisfaction	0.500		0.395		0.449		0.186		0.585		0.714		0.565		0.493	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	451	89.7%	65	91.5%	69	94.5%	60	96.8%	65	89.0%	49	89.1%	76	85.4%	67	83.8%
No	52	10.3%	6	8.5%	4	5.5%	2	3.2%	8	11.0%	6	10.9%	13	14.6%	13	16.3%
Total	503	100.0%	71	100.0%	73	100.0%	62	100.0%	73	100.0%	55	100.0%	89	100.0%	80	100.0%
Not Answered	17		2		2		3		1		2		5		2	

○ Response scored as: ● Accomplishment ● Room for improvement

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	20	4.0%	2	2.8%	3	4.2%	2	3.2%	4	5.5%	3	5.5%	2	2.2%	4	5.0%
● Sometimes	66	13.1%	11	15.5%	13	18.1%	10	15.9%	6	8.2%	8	14.5%	11	12.4%	7	8.8%
● Usually	126	25.0%	14	19.7%	26	36.1%	13	20.6%	16	21.9%	13	23.6%	26	29.2%	18	22.5%
● Always	291	57.9%	44	62.0%	30	41.7%	38	60.3%	47	64.4%	31	56.4%	50	56.2%	51	63.8%
Total	503	100.0%	71	100.0%	72	100.0%	63	100.0%	73	100.0%	55	100.0%	89	100.0%	80	100.0%
Not Answered	17		2		3		2		1		2		5		2	
Reporting Category																
Care Coordination Items																
Achievement Score	82.90%		81.69%		77.78%		80.95%		86.30%		80.00%		85.39%		86.25%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+0.9		-7.2		-1.9		-0.5		+5.2		+3.3		+7.6		-1.2	
Correlation with Satisfaction	0.699		0.738		0.562		0.671		0.812		0.792		0.654		0.713	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	22	4.4%	4	5.6%	1	1.4%	2	3.3%	3	4.2%	4	7.3%	3	3.4%	5	6.3%
● Sometimes	78	15.6%	8	11.3%	18	25.0%	14	23.0%	12	16.7%	8	14.5%	9	10.2%	9	11.3%
● Usually	139	27.9%	20	28.2%	24	33.3%	13	21.3%	18	25.0%	17	30.9%	25	28.4%	22	27.5%
● Always	260	52.1%	39	54.9%	29	40.3%	32	52.5%	39	54.2%	26	47.3%	51	58.0%	44	55.0%
Total	499	100.0%	71	100.0%	72	100.0%	61	100.0%	72	100.0%	55	100.0%	88	100.0%	80	100.0%
Not Answered	21		2		3		4		2		2		6		2	
Reporting Category																
Care Coordination Items																
Achievement Score	79.96%		83.10%		73.61%		73.77%		79.17%		78.18%		86.36%		82.50%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+4.6		+6.6		+1.3		-4.4		+1.1		+3.6		+17.3↕		+2.5	
Correlation with Satisfaction	0.643		0.604		0.535		0.749		0.630		0.726		0.609		0.720	

○ Response scored as: ● Accomplishment ● Room for improvement

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

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	356	71.3%	49	68.1%	51	70.8%	51	82.3%	47	64.4%	41	75.9%	62	70.5%	55	70.5%
● No	143	28.7%	23	31.9%	21	29.2%	11	17.7%	26	35.6%	13	24.1%	26	29.5%	23	29.5%
Total	499	100.0%	72	100.0%	72	100.0%	62	100.0%	73	100.0%	54	100.0%	88	100.0%	78	100.0%
Not Answered	21		1		3		3		1		3		6		4	
Reporting Category																
Care Coordination Items																
Achievement Score	71.34%		68.06%		70.83%		82.26%		64.38%		75.93%		70.45%		70.51%	
2017 vs. 2016: +/- Chg (▲ Stat. sig.)	+1.9		+8.8		-1.5		+4.1		-8.6		+10.9		+4.3		-5.9	
Correlation with Satisfaction	0.358		0.447		0.521		0.315		0.434		0.307		0.276		0.274	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	359	73.1%	55	77.5%	51	73.9%	51	81.0%	50	69.4%	35	66.0%	60	69.0%	57	75.0%
● No	132	26.9%	16	22.5%	18	26.1%	12	19.0%	22	30.6%	18	34.0%	27	31.0%	19	25.0%
Total	491	100.0%	71	100.0%	69	100.0%	63	100.0%	72	100.0%	53	100.0%	87	100.0%	76	100.0%
Not Answered	29		2		6		2		2		4		7		6	
Reporting Category																
Care Coordination Items																
Achievement Score	73.12%		77.46%		73.91%		80.95%		69.44%		66.04%		68.97%		75.00%	
2017 vs. 2016: +/- Chg (▲ Stat. sig.)	-1.7		+3.4		+1.3		+10.0		-7.3		-10.2		-5.7		-3.2	
Correlation with Satisfaction	0.550		0.663		0.496		0.447		0.549		0.526		0.543		0.629	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	441	89.5%	59	84.3%	65	92.9%	55	87.3%	67	91.8%	48	90.6%	78	90.7%	69	88.5%
● No	52	10.5%	11	15.7%	5	7.1%	8	12.7%	6	8.2%	5	9.4%	8	9.3%	9	11.5%
Total	493	100.0%	70	100.0%	70	100.0%	63	100.0%	73	100.0%	53	100.0%	86	100.0%	78	100.0%
Not Answered	27		3		5		2		1		4		8		4	
Reporting Category																
Care Coordination Items																
Achievement Score	89.45%		84.29%		92.86%		87.30%		91.78%		90.57%		90.70%		88.46%	
2017 vs. 2016: +/- Chg (▲ Stat. sig.)	-0.9		-4.6		+4.1		-5.3		-1.4		+4.4		+2.0		-6.1	
Correlation with Satisfaction	0.310		0.523		0.057		0.541		0.336		0.216		0.224		0.277	

○ Response scored as: ● Accomplishment ● Room for improvement

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

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	431	87.6%	61	85.9%	60	87.0%	52	82.5%	63	87.5%	46	85.2%	78	89.7%	71	93.4%
● No	61	12.4%	10	14.1%	9	13.0%	11	17.5%	9	12.5%	8	14.8%	9	10.3%	5	6.6%
Total	492	100.0%	71	100.0%	69	100.0%	63	100.0%	72	100.0%	54	100.0%	87	100.0%	76	100.0%
Not Answered	28		2		6		2		2		3		7		6	
Reporting Category																
Care Coordination Items																
Achievement Score	87.60%		85.92%		86.96%		82.54%		87.50%		85.19%		89.66%		93.42%	
2017 vs. 2016: +/- Chg (▲ Stat. sig.)	+1.3		+0.7		+5.0		-0.8		-4.3		-2.5		+6.8		+2.5	
Correlation with Satisfaction	0.219		0.277		0.175		0.302		0.238		-0.001		0.264		0.333	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	36	7.4%	7	9.9%	8	11.6%	5	8.2%	5	7.0%	3	5.6%	5	5.9%	3	3.8%
● No	453	92.6%	64	90.1%	61	88.4%	56	91.8%	66	93.0%	51	94.4%	80	94.1%	75	96.2%
Total	489	100.0%	71	100.0%	69	100.0%	61	100.0%	71	100.0%	54	100.0%	85	100.0%	78	100.0%
Not Answered	31		2		6		4		3		3		9		4	
Reporting Category																
Care Coordination Items																
Achievement Score	92.64%		90.14%		88.41%		91.80%		92.96%		94.44%		94.12%		96.15%	
2017 vs. 2016: +/- Chg (▲ Stat. sig.)	-3.0		-8.6▼		-5.1		-0.9		-1.5		+1.2		-4.5		-0.1	
Correlation with Satisfaction	0.190		0.075		0.231		0.177		0.122		-0.023		0.337		0.445	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	33	6.7%	3	4.3%	7	10.4%	3	4.8%	8	11.3%	5	9.1%	6	6.9%	1	1.3%
No	457	93.3%	66	95.7%	60	89.6%	60	95.2%	63	88.7%	50	90.9%	81	93.1%	77	98.7%
Total	490	100.0%	69	100.0%	67	100.0%	63	100.0%	71	100.0%	55	100.0%	87	100.0%	78	100.0%
Not Answered	30		4		8		2		3		2		7		4	

○ Response scored as: ● Accomplishment ● Room for improvement

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

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

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	20	62.5%	2	66.7%	5	71.4%	3	100.0%	4	57.1%	3	60.0%	2	33.3%	1	100.0%
● No	12	37.5%	1	33.3%	2	28.6%	0	0.0%	3	42.9%	2	40.0%	4	66.7%	0	0.0%
Total	32	100.0%	3	100.0%	7	100.0%	3	100.0%	7	100.0%	5	100.0%	6	100.0%	1	100.0%
Not Answered	1		0		0		0		1		0		0		0	
Reporting Category																
Care Coordination Items																
Achievement Score	62.50%	66.67%	71.43%	100.00%	57.14%	60.00%	33.33%	100.00%								
2017 vs. 2016: +/- Chg (▲ Stat. sig.)	-1.8	+16.7	+14.3	+50.0	-42.9	-6.7	+0.0	+25.0								
Correlation with Satisfaction	0.583	1.000	0.329	-	0.861	0.987	0.166	-								

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Worst counseling or treatment possible	5	1.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	3.9%	2	2.3%	1	1.3%
● 1	2	0.4%	0	0.0%	0	0.0%	0	0.0%	1	1.4%	1	2.0%	0	0.0%	0	0.0%
● 2	4	0.8%	1	1.4%	2	2.9%	0	0.0%	0	0.0%	1	2.0%	0	0.0%	0	0.0%
● 3	9	1.8%	3	4.3%	0	0.0%	1	1.6%	1	1.4%	0	0.0%	2	2.3%	2	2.6%
● 4	11	2.3%	2	2.9%	1	1.4%	0	0.0%	2	2.8%	1	2.0%	1	1.1%	4	5.1%
● 5	36	7.4%	6	8.6%	5	7.2%	6	9.8%	5	7.0%	4	7.8%	8	9.2%	2	2.6%
● 6	26	5.3%	2	2.9%	7	10.1%	2	3.3%	2	2.8%	3	5.9%	4	4.6%	6	7.7%
● 7	50	10.3%	7	10.0%	7	10.1%	11	18.0%	6	8.5%	3	5.9%	6	6.9%	10	12.8%
● 8	99	20.3%	12	17.1%	18	26.1%	11	18.0%	11	15.5%	12	23.5%	14	16.1%	21	26.9%
● 9	74	15.2%	12	17.1%	6	8.7%	8	13.1%	14	19.7%	9	17.6%	16	18.4%	9	11.5%
● Best counseling or treatment possible	171	35.1%	25	35.7%	23	33.3%	22	36.1%	29	40.8%	15	29.4%	34	39.1%	23	29.5%
Total	487	100.0%	70	100.0%	69	100.0%	61	100.0%	71	100.0%	51	100.0%	87	100.0%	78	100.0%
Not Answered	33		3		6		4		3		6		7		4	
Reporting Category																
Ratings																
Achievement Score	70.64%	70.00%	68.12%	67.21%	76.06%	70.59%	73.56%	67.95%								
2017 vs. 2016: +/- Chg (▲ Stat. sig.)	+2.6	+2.5	+1.4	-5.0	+7.6	+6.2	+6.0	-1.9								

○ Response scored as: ● Accomplishment ● Room for improvement

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

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Not at all	43	6.9%	9	9.6%	3	3.5%	7	8.4%	7	7.8%	4	5.5%	7	6.7%	6	6.4%
● A little	103	16.5%	10	10.6%	19	22.4%	17	20.5%	11	12.2%	16	21.9%	13	12.4%	17	18.1%
● Somewhat	202	32.4%	30	31.9%	29	34.1%	21	25.3%	25	27.8%	26	35.6%	35	33.3%	36	38.3%
● A lot	276	44.2%	45	47.9%	34	40.0%	38	45.8%	47	52.2%	27	37.0%	50	47.6%	35	37.2%
Total	624	100.0%	94	100.0%	85	100.0%	83	100.0%	90	100.0%	73	100.0%	105	100.0%	94	100.0%
Not Answered	43		6		11		7		2		3		9		5	
Reporting Category																
	Care Coordination Items															
Achievement Score	76.60%		79.79%		74.12%		71.08%		80.00%		72.60%		80.95%		75.53%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-0.2		+5.9		-6.2		-3.6		-0.4		+5.1		-0.3		-4.7	
Correlation with Satisfaction	0.652		0.748		0.513		0.683		0.677		0.794		0.633		0.569	

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

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	38	6.1%	6	6.3%	3	3.5%	5	6.0%	9	10.2%	4	5.5%	8	7.5%	3	3.2%
Very good	115	18.4%	17	17.9%	18	20.9%	10	11.9%	15	17.0%	17	23.3%	18	17.0%	20	21.5%
Good	222	35.5%	33	34.7%	22	25.6%	34	40.5%	27	30.7%	26	35.6%	45	42.5%	35	37.6%
Fair	196	31.4%	32	33.7%	36	41.9%	26	31.0%	29	33.0%	18	24.7%	27	25.5%	28	30.1%
Poor	54	8.6%	7	7.4%	7	8.1%	9	10.7%	8	9.1%	8	11.0%	8	7.5%	7	7.5%
Total	625	100.0%	95	100.0%	86	100.0%	84	100.0%	88	100.0%	73	100.0%	106	100.0%	93	100.0%
Not Answered	42		5		10		6		4		3		8		6	

○ **Response scored as:** ● Accomplishment ● Room for improvement

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

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Much better	170	27.3%	18	19.1%	20	23.0%	24	28.9%	26	29.9%	19	26.0%	32	30.5%	31	33.0%
● A little better	241	38.7%	41	43.6%	35	40.2%	32	38.6%	31	35.6%	31	42.5%	38	36.2%	33	35.1%
● About the same	152	24.4%	27	28.7%	24	27.6%	17	20.5%	25	28.7%	14	19.2%	23	21.9%	22	23.4%
● A little worse	35	5.6%	4	4.3%	5	5.7%	6	7.2%	1	1.1%	5	6.8%	6	5.7%	8	8.5%
● Much worse	25	4.0%	4	4.3%	3	3.4%	4	4.8%	4	4.6%	4	5.5%	6	5.7%	0	0.0%
Total	623	100.0%	94	100.0%	87	100.0%	83	100.0%	87	100.0%	73	100.0%	105	100.0%	94	100.0%
Not Answered	44		6		9		7		5		3		9		5	
Reporting Category																
Perceived Improvement																
Achievement Score	65.97%		62.77%		63.22%		67.47%		65.52%		68.49%		66.67%		68.09%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+1.4		+2.6		-3.4		+1.3		+2.8		+0.6		+6.2		-1.1	
Correlation with Satisfaction	0.460		0.527		0.446		0.453		0.432		0.479		0.418		0.514	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Much better	149	23.9%	19	20.4%	17	19.8%	18	21.7%	24	27.0%	16	22.2%	32	30.5%	23	24.2%
● A little better	220	35.3%	32	34.4%	28	32.6%	31	37.3%	35	39.3%	29	40.3%	38	36.2%	27	28.4%
● About the same	190	30.5%	33	35.5%	30	34.9%	26	31.3%	23	25.8%	19	26.4%	26	24.8%	33	34.7%
● A little worse	39	6.3%	5	5.4%	8	9.3%	3	3.6%	4	4.5%	6	8.3%	4	3.8%	9	9.5%
● Much worse	25	4.0%	4	4.3%	3	3.5%	5	6.0%	3	3.4%	2	2.8%	5	4.8%	3	3.2%
Total	623	100.0%	93	100.0%	86	100.0%	83	100.0%	89	100.0%	72	100.0%	105	100.0%	95	100.0%
Not Answered	44		7		10		7		3		4		9		4	
Reporting Category																
Perceived Improvement																
Achievement Score	59.23%		54.84%		52.33%		59.04%		66.29%		62.50%		66.67%		52.63%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+0.6		+2.2		-4.6		-0.7		+0.3		+2.5		+12.9		-8.4	
Correlation with Satisfaction	0.410		0.368		0.480		0.447		0.392		0.332		0.413		0.435	

○ Response scored as: ● Accomplishment ● Room for improvement

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

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Much better	169	27.2%	24	25.8%	22	25.3%	22	26.2%	25	28.4%	18	25.4%	33	31.4%	25	26.9%
● A little better	222	35.7%	28	30.1%	32	36.8%	32	38.1%	36	40.9%	27	38.0%	35	33.3%	32	34.4%
● About the same	180	29.0%	32	34.4%	24	27.6%	25	29.8%	19	21.6%	21	29.6%	30	28.6%	29	31.2%
● A little worse	31	5.0%	6	6.5%	6	6.9%	1	1.2%	3	3.4%	3	4.2%	6	5.7%	6	6.5%
● Much worse	19	3.1%	3	3.2%	3	3.4%	4	4.8%	5	5.7%	2	2.8%	1	1.0%	1	1.1%
Total	621	100.0%	93	100.0%	87	100.0%	84	100.0%	88	100.0%	71	100.0%	105	100.0%	93	100.0%
Not Answered	46		7		9		6		4		5		9		6	
Reporting Category		Perceived Improvement														
Achievement Score	62.96%	55.91%	62.07%	64.29%	69.32%	63.38%	64.76%	61.29%								
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+2.1	+1.6	+7.9	-5.2	+9.3	-2.5	+5.3	-2.3								
Correlation with Satisfaction	0.438	0.502	0.495	0.460	0.426	0.371	0.366	0.468								

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Much better	160	25.6%	19	20.7%	21	24.1%	22	26.2%	23	25.6%	18	25.4%	31	29.5%	26	27.4%
● A little better	222	35.6%	37	40.2%	28	32.2%	30	35.7%	35	38.9%	23	32.4%	34	32.4%	35	36.8%
● About the same	156	25.0%	20	21.7%	21	24.1%	19	22.6%	24	26.7%	20	28.2%	30	28.6%	22	23.2%
● A little worse	57	9.1%	11	12.0%	12	13.8%	8	9.5%	4	4.4%	7	9.9%	4	3.8%	11	11.6%
● Much worse	29	4.6%	5	5.4%	5	5.7%	5	6.0%	4	4.4%	3	4.2%	6	5.7%	1	1.1%
Total	624	100.0%	92	100.0%	87	100.0%	84	100.0%	90	100.0%	71	100.0%	105	100.0%	95	100.0%
Not Answered	43		8		9		6		2		5		9		4	
Reporting Category		Perceived Improvement														
Achievement Score	61.22%	60.87%	56.32%	61.90%	64.44%	57.75%	61.90%	64.21%								
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+0.6	+3.3	-2.0	-3.8	+7.0	-1.1	+5.7	-7.6								
Correlation with Satisfaction	0.486	0.555	0.440	0.500	0.467	0.526	0.487	0.466								

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	92	15.5%	16	17.8%	17	20.2%	17	21.3%	11	12.8%	14	21.2%	8	8.2%	9	10.1%
No	501	84.5%	74	82.2%	67	79.8%	63	78.8%	75	87.2%	52	78.8%	90	91.8%	80	89.9%
Total	593	100.0%	90	100.0%	84	100.0%	80	100.0%	86	100.0%	66	100.0%	98	100.0%	89	100.0%
Not Answered	74		10		12		10		6		10		16		10	

○ Response scored as: ● Accomplishment ● Room for improvement

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

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	68	78.2%	11	78.6%	13	76.5%	13	81.3%	10	100.0%	10	71.4%	6	75.0%	5	62.5%
No	19	21.8%	3	21.4%	4	23.5%	3	18.8%	0	0.0%	4	28.6%	2	25.0%	3	37.5%
Total	87	100.0%	14	100.0%	17	100.0%	16	100.0%	10	100.0%	14	100.0%	8	100.0%	8	100.0%
Not Answered	5		2		0		1		1		0		0		1	

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

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	48	71.6%	8	80.0%	8	61.5%	11	84.6%	7	70.0%	7	70.0%	3	50.0%	4	80.0%
● No	19	28.4%	2	20.0%	5	38.5%	2	15.4%	3	30.0%	3	30.0%	3	50.0%	1	20.0%
Total	67	100.0%	10	100.0%	13	100.0%	13	100.0%	10	100.0%	10	100.0%	6	100.0%	5	100.0%
Not Answered	1		1		0		0		0		0		0		0	
Reporting Category	Care Coordination Items															
Achievement Score	71.64%	80.00%	61.54%	84.62%	70.00%	70.00%	50.00%	80.00%								
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+12.7	+38.8	+16.1	+34.6	-20.0	+5.7	-5.6	-5.7								
Correlation with Satisfaction	0.476	0.447	0.432	0.207	0.452	0.939	0.354	0.968								

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	216	34.8%	31	33.7%	32	37.6%	30	35.3%	30	33.3%	30	42.9%	37	35.6%	26	27.7%
No	404	65.2%	61	66.3%	53	62.4%	55	64.7%	60	66.7%	40	57.1%	67	64.4%	68	72.3%
Total	620	100.0%	92	100.0%	85	100.0%	85	100.0%	90	100.0%	70	100.0%	104	100.0%	94	100.0%
Not Answered	47		8		11		5		2		6		10		5	

Response scored as: ● Accomplishment ● Room for improvement

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

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● A big problem	51	24.9%	5	18.5%	10	31.3%	11	36.7%	11	39.3%	3	11.1%	8	22.2%	3	12.0%
● A small problem	50	24.4%	6	22.2%	10	31.3%	9	30.0%	7	25.0%	6	22.2%	5	13.9%	7	28.0%
● Not a problem	104	50.7%	16	59.3%	12	37.5%	10	33.3%	10	35.7%	18	66.7%	23	63.9%	15	60.0%
Total	205	100.0%	27	100.0%	32	100.0%	30	100.0%	28	100.0%	27	100.0%	36	100.0%	25	100.0%
Not Answered	11		4		0		0		2		3		1		1	
Reporting Category																
Getting Treatment and Information																
Achievement Score	50.73%		59.26%		37.50%		33.33%		35.71%		66.67%		63.89%		60.00%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+8.3		+12.8		+4.2		-12.5		-14.3		+23.8		+29.4		+15.6	
Correlation with Satisfaction	0.378		0.794		0.089		0.326		0.568		0.030		0.579		0.552	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	99	15.9%	17	18.1%	21	24.4%	18	21.4%	8	8.9%	14	20.3%	12	11.4%	9	9.5%
No	524	84.1%	77	81.9%	65	75.6%	66	78.6%	82	91.1%	55	79.7%	93	88.6%	86	90.5%
Total	623	100.0%	94	100.0%	86	100.0%	84	100.0%	90	100.0%	69	100.0%	105	100.0%	95	100.0%
Not Answered	44		6		10		6		2		7		9		4	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● A big problem	25	25.3%	4	23.5%	4	19.0%	5	27.8%	1	12.5%	3	21.4%	4	33.3%	4	44.4%
● A small problem	26	26.3%	4	23.5%	6	28.6%	4	22.2%	3	37.5%	4	28.6%	2	16.7%	3	33.3%
● Not a problem	48	48.5%	9	52.9%	11	52.4%	9	50.0%	4	50.0%	7	50.0%	6	50.0%	2	22.2%
Total	99	100.0%	17	100.0%	21	100.0%	18	100.0%	8	100.0%	14	100.0%	12	100.0%	9	100.0%
Not Answered	0		0		0		0		0		0		0		0	
Reporting Category																
Getting Treatment and Information																
Achievement Score	48.48%		52.94%		52.38%		50.00%		50.00%		50.00%		50.00%		22.22%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+2.0		+0.3		+8.6		+0.0		-3.8		+16.7		+25.0		-34.9	
Correlation with Satisfaction	0.526		0.485		0.419		0.410		0.471		0.714		0.572		0.551	

○ Response scored as: ● Accomplishment ● Room for improvement

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	475	76.2%	72	76.6%	69	80.2%	70	82.4%	65	72.2%	49	69.0%	82	79.6%	68	72.3%
No	148	23.8%	22	23.4%	17	19.8%	15	17.6%	25	27.8%	22	31.0%	21	20.4%	26	27.7%
Total	623	100.0%	94	100.0%	86	100.0%	85	100.0%	90	100.0%	71	100.0%	103	100.0%	94	100.0%
Not Answered	44		6		10		5		2		5		11		5	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	462	74.3%	71	75.5%	65	74.7%	60	71.4%	66	75.9%	54	77.1%	71	67.0%	75	79.8%
No	160	25.7%	23	24.5%	22	25.3%	24	28.6%	21	24.1%	16	22.9%	35	33.0%	19	20.2%
Total	622	100.0%	94	100.0%	87	100.0%	84	100.0%	87	100.0%	70	100.0%	106	100.0%	94	100.0%
Not Answered	45		6		9		6		5		6		8		5	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	225	36.1%	33	35.1%	32	37.2%	23	27.4%	37	41.6%	23	32.4%	42	39.6%	35	37.2%
No	399	63.9%	61	64.9%	54	62.8%	61	72.6%	52	58.4%	48	67.6%	64	60.4%	59	62.8%
Total	624	100.0%	94	100.0%	86	100.0%	84	100.0%	89	100.0%	71	100.0%	106	100.0%	94	100.0%
Not Answered	43		6		10		6		3		5		8		5	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	66	10.7%	9	9.7%	11	12.9%	10	11.9%	10	11.8%	7	10.0%	12	11.4%	7	7.4%
No	550	89.3%	84	90.3%	74	87.1%	74	88.1%	75	88.2%	63	90.0%	93	88.6%	87	92.6%
Total	616	100.0%	93	100.0%	85	100.0%	84	100.0%	85	100.0%	70	100.0%	105	100.0%	94	100.0%
Not Answered	51		7		11		6		7		6		9		5	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	229	38.1%	38	40.9%	48	57.8%	24	30.4%	26	32.1%	21	30.0%	36	34.3%	36	40.0%
No	372	61.9%	55	59.1%	35	42.2%	55	69.6%	55	67.9%	49	70.0%	69	65.7%	54	60.0%
Total	601	100.0%	93	100.0%	83	100.0%	79	100.0%	81	100.0%	70	100.0%	105	100.0%	90	100.0%
Not Answered	66		7		13		11		11		6		9		9	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	101	44.3%	15	39.5%	23	47.9%	6	26.1%	15	57.7%	10	47.6%	17	47.2%	15	41.7%
No	127	55.7%	23	60.5%	25	52.1%	17	73.9%	11	42.3%	11	52.4%	19	52.8%	21	58.3%
Total	228	100.0%	38	100.0%	48	100.0%	23	100.0%	26	100.0%	21	100.0%	36	100.0%	36	100.0%
Not Answered	1		0		0		1		0		0		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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	162	71.1%	29	76.3%	34	70.8%	19	82.6%	16	61.5%	14	66.7%	24	66.7%	26	72.2%
No	66	28.9%	9	23.7%	14	29.2%	4	17.4%	10	38.5%	7	33.3%	12	33.3%	10	27.8%
Total	228	100.0%	38	100.0%	48	100.0%	23	100.0%	26	100.0%	21	100.0%	36	100.0%	36	100.0%
Not Answered	1		0		0		1		0		0		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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	28	12.3%	5	13.2%	7	14.6%	4	17.4%	4	15.4%	0	0.0%	6	16.7%	2	5.6%
No	200	87.7%	33	86.8%	41	85.4%	19	82.6%	22	84.6%	21	100.0%	30	83.3%	34	94.4%
Total	228	100.0%	38	100.0%	48	100.0%	23	100.0%	26	100.0%	21	100.0%	36	100.0%	36	100.0%
Not Answered	1		0		0		1		0		0		0		0	

Care Coordination (continued)

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	63	27.6%	10	26.3%	12	25.0%	9	39.1%	6	23.1%	9	42.9%	9	25.0%	8	22.2%
No	165	72.4%	28	73.7%	36	75.0%	14	60.9%	20	76.9%	12	57.1%	27	75.0%	28	77.8%
Total	228	100.0%	38	100.0%	48	100.0%	23	100.0%	26	100.0%	21	100.0%	36	100.0%	36	100.0%
Not Answered	1		0		0		1		0		0		0		0	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	6	2.7%	1	2.7%	0	0.0%	0	0.0%	0	0.0%	1	5.0%	1	2.8%	3	8.8%
● Sometimes	27	12.1%	3	8.1%	6	12.5%	2	8.7%	6	23.1%	2	10.0%	5	13.9%	3	8.8%
● Usually	60	26.8%	10	27.0%	13	27.1%	8	34.8%	5	19.2%	7	35.0%	8	22.2%	9	26.5%
● Always	131	58.5%	23	62.2%	29	60.4%	13	56.5%	15	57.7%	10	50.0%	22	61.1%	19	55.9%
Total	224	100.0%	37	100.0%	48	100.0%	23	100.0%	26	100.0%	20	100.0%	36	100.0%	34	100.0%
Not Answered	5		1		0		1		0		1		0		2	

Reporting Category

Single Items

Achievement Score	85.27%	89.19%	87.50%	91.30%	76.92%	85.00%	83.33%	82.35%
2017 vs. 2016: +/- Chg (▲ Stat. sig.)	+4.6	+0.3	+17.2	+12.1	-8.8	-2.5	+2.7	+5.9
Correlation with Satisfaction	0.614	0.462	0.421	0.476	0.526	0.906	0.727	0.749

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

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	8	3.6%	1	2.7%	1	2.1%	1	4.3%	0	0.0%	1	5.0%	2	5.6%	2	5.7%
● Sometimes	24	10.7%	3	8.1%	4	8.3%	3	13.0%	4	15.4%	2	10.0%	6	16.7%	2	5.7%
● Usually	62	27.6%	12	32.4%	10	20.8%	8	34.8%	6	23.1%	7	35.0%	10	27.8%	9	25.7%
● Always	131	58.2%	21	56.8%	33	68.8%	11	47.8%	16	61.5%	10	50.0%	18	50.0%	22	62.9%
Total	225	100.0%	37	100.0%	48	100.0%	23	100.0%	26	100.0%	20	100.0%	36	100.0%	35	100.0%
Not Answered	4		1		0		1		0		1		0		1	

Reporting Category

Single Items

Achievement Score	85.78%	89.19%	89.58%	82.61%	84.62%	85.00%	77.78%	88.57%
2017 vs. 2016: +/- Chg (▲ Stat. sig.)	+2.8	-3.4	+8.5	-0.7	-1.5	-2.5	+0.4	+13.6
Correlation with Satisfaction	0.595	0.581	0.444	0.389	0.541	0.889	0.635	0.771

○ **Response scored as:** ● Accomplishment ● Room for improvement

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	6	2.7%	2	5.4%	0	0.0%	0	0.0%	0	0.0%	1	5.0%	2	5.7%	1	2.9%
● Sometimes	27	12.1%	5	13.5%	5	10.6%	2	8.7%	6	23.1%	2	10.0%	4	11.4%	3	8.6%
● Usually	64	28.7%	10	27.0%	15	31.9%	9	39.1%	5	19.2%	8	40.0%	9	25.7%	8	22.9%
● Always	126	56.5%	20	54.1%	27	57.4%	12	52.2%	15	57.7%	9	45.0%	20	57.1%	23	65.7%
Total	223	100.0%	37	100.0%	47	100.0%	23	100.0%	26	100.0%	20	100.0%	35	100.0%	35	100.0%
Not Answered	6		1		1		1		0		1		1		1	
Reporting Category																
Single Items																
Achievement Score	85.20%		81.08%		89.36%		91.30%		76.92%		85.00%		82.86%		88.57%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+4.2		-4.1		+11.0		+8.0		-3.6		+5.8		-0.5		+9.8	
Correlation with Satisfaction	0.613		0.541		0.426		0.352		0.557		0.882		0.754		0.647	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	17	7.7%	5	13.9%	3	6.4%	1	4.3%	3	11.5%	0	0.0%	3	8.8%	2	5.7%
● Sometimes	32	14.5%	5	13.9%	3	6.4%	3	13.0%	4	15.4%	5	25.0%	6	17.6%	6	17.1%
● Usually	56	25.3%	7	19.4%	20	42.6%	7	30.4%	3	11.5%	5	25.0%	7	20.6%	7	20.0%
● Always	116	52.5%	19	52.8%	21	44.7%	12	52.2%	16	61.5%	10	50.0%	18	52.9%	20	57.1%
Total	221	100.0%	36	100.0%	47	100.0%	23	100.0%	26	100.0%	20	100.0%	34	100.0%	35	100.0%
Not Answered	8		2		1		1		0		1		2		1	
Reporting Category																
Single Items																
Achievement Score	77.83%		72.22%		87.23%		82.61%		73.08%		75.00%		73.53%		77.14%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+2.0		-5.6		+17.0		+0.0		-1.9		-4.2		-3.9		+4.4	
Correlation with Satisfaction	0.518		0.473		0.462		0.334		0.703		0.851		0.545		0.593	

○ Response scored as: ● Accomplishment ● Room for improvement

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	18	8.1%	5	13.9%	3	6.3%	1	4.3%	1	3.8%	1	5.0%	4	11.4%	3	8.8%
● Sometimes	23	10.4%	4	11.1%	3	6.3%	2	8.7%	3	11.5%	3	15.0%	4	11.4%	4	11.8%
● Usually	51	23.0%	6	16.7%	14	29.2%	5	21.7%	8	30.8%	5	25.0%	7	20.0%	6	17.6%
● Always	130	58.6%	21	58.3%	28	58.3%	15	65.2%	14	53.8%	11	55.0%	20	57.1%	21	61.8%
Total	222	100.0%	36	100.0%	48	100.0%	23	100.0%	26	100.0%	20	100.0%	35	100.0%	34	100.0%
Not Answered	7		2		0		1		0		1		1		2	
Reporting Category																
Single Items																
Achievement Score	81.53%		75.00%		87.50%		86.96%		84.62%		80.00%		77.14%		79.41%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+4.6		-10.2		+26.4↑		+3.6		+6.8		+0.8		-6.7		+5.9	
Correlation with Satisfaction	0.576		0.483		0.470		0.500		0.557		0.807		0.623		0.715	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	15	7.5%	5	15.6%	4	9.1%	1	4.5%	0	0.0%	2	12.5%	2	7.4%	1	3.0%
● Sometimes	18	9.0%	2	6.3%	4	9.1%	1	4.5%	2	8.0%	3	18.8%	3	11.1%	3	9.1%
● Usually	26	13.1%	3	9.4%	7	15.9%	4	18.2%	1	4.0%	4	25.0%	2	7.4%	5	15.2%
● Always	140	70.4%	22	68.8%	29	65.9%	16	72.7%	22	88.0%	7	43.8%	20	74.1%	24	72.7%
I do not have a Person Centered Plan	17		2		2		1		1		4		6		1	
Total	199	100.0%	32	100.0%	44	100.0%	22	100.0%	25	100.0%	16	100.0%	27	100.0%	33	100.0%
Not Answered	13		4		2		1		0		1		3		2	
Reporting Category																
Single Items																
Achievement Score	83.42%		78.13%		81.82%		90.91%		92.00%		68.75%		81.48%		87.88%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-0.7		-6.9		+3.7		-3.2		+12.0		-11.2		-18.5		+7.9	
Correlation with Satisfaction	0.413		0.190		0.107		0.324		0.090		0.688		0.691		0.512	

○ Response scored as: ● Accomplishment ● Room for improvement

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	10	5.2%	2	6.7%	1	2.3%	1	4.3%	2	8.0%	2	15.4%	1	3.7%	1	3.1%
● Sometimes	20	10.4%	5	16.7%	5	11.6%	1	4.3%	2	8.0%	1	7.7%	3	11.1%	3	9.4%
● Usually	51	26.4%	8	26.7%	10	23.3%	8	34.8%	6	24.0%	3	23.1%	8	29.6%	8	25.0%
● Always	112	58.0%	15	50.0%	27	62.8%	13	56.5%	15	60.0%	7	53.8%	15	55.6%	20	62.5%
I do not have a Person Centered Plan	23		3		3		1		1		6		7		2	
Total	193	100.0%	30	100.0%	43	100.0%	23	100.0%	25	100.0%	13	100.0%	27	100.0%	32	100.0%
Not Answered	13		5		2		0		0		2		2		2	
Reporting Category																
Single Items																
Achievement Score	84.46%		76.67%		86.05%		91.30%		84.00%		76.92%		85.19%		87.50%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-0.4		-9.0		+7.9		-2.8		+1.2		-4.9		-10.3		+4.7	
Correlation with Satisfaction	0.645		0.641		0.373		0.731		0.751		0.943		0.733		0.626	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	9	30.0%	2	28.6%	2	33.3%	2	100.0%	0	0.0%	1	33.3%	1	25.0%	1	25.0%
● Sometimes	11	36.7%	2	28.6%	0	0.0%	0	0.0%	2	50.0%	2	66.7%	3	75.0%	2	50.0%
● Usually	3	10.0%	1	14.3%	0	0.0%	0	0.0%	1	25.0%	0	0.0%	0	0.0%	1	25.0%
● Always	7	23.3%	2	28.6%	4	66.7%	0	0.0%	1	25.0%	0	0.0%	0	0.0%	0	0.0%
Total	30	100.0%	7	100.0%	6	100.0%	2	100.0%	4	100.0%	3	100.0%	4	100.0%	4	100.0%
Not Answered	0		0		0		0		0		0		0		0	
Reporting Category																
Single Items																
Achievement Score	33.33%		42.86%		66.67%		0.00%		50.00%		0.00%		0.00%		25.00%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+6.4		+9.5		+23.8		+0.0		+10.0		+0.0		-100.0		+25.0	
Correlation with Satisfaction	0.559		0.526		0.898		-		0.596		0.500		-0.816		0.500	

○ Response scored as: ● Accomplishment ● Room for improvement

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	34	26.8%	5	26.3%	7	28.0%	4	23.5%	3	16.7%	2	20.0%	5	26.3%	8	42.1%
● Sometimes	8	6.3%	0	0.0%	1	4.0%	1	5.9%	1	5.6%	2	20.0%	2	10.5%	1	5.3%
● Usually	17	13.4%	4	21.1%	6	24.0%	1	5.9%	2	11.1%	3	30.0%	1	5.3%	0	0.0%
● Always	68	53.5%	10	52.6%	11	44.0%	11	64.7%	12	66.7%	3	30.0%	11	57.9%	10	52.6%
Request for service was not denied	87		12		22		7		8		9		15		14	
Total	127	100.0%	19	100.0%	25	100.0%	17	100.0%	18	100.0%	10	100.0%	19	100.0%	19	100.0%
Not Answered	15		7		1		0		0		2		2		3	
Reporting Category																
Single Items																
Achievement Score	66.93%		73.68%		68.00%		70.59%		77.78%		60.00%		63.16%		52.63%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+10.9		+7.0		+18.0		+3.9		+31.9		+3.8		+0.7		-1.9	
Correlation with Satisfaction	0.492		0.383		0.186		0.697		0.622		0.493		0.720		0.325	

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

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	12	5.6%	1	3.1%	2	4.3%	1	4.2%	1	3.8%	2	10.5%	3	8.6%	2	6.1%
● Sometimes	21	9.7%	4	12.5%	3	6.4%	3	12.5%	5	19.2%	1	5.3%	4	11.4%	1	3.0%
● Usually	48	22.2%	7	21.9%	13	27.7%	7	29.2%	2	7.7%	6	31.6%	7	20.0%	6	18.2%
● Always	135	62.5%	20	62.5%	29	61.7%	13	54.2%	18	69.2%	10	52.6%	21	60.0%	24	72.7%
Total	216	100.0%	32	100.0%	47	100.0%	24	100.0%	26	100.0%	19	100.0%	35	100.0%	33	100.0%
Not Answered	13		6		1		0		0		2		1		3	
Reporting Category																
Single Items																
Achievement Score	84.72%		84.38%		89.36%		83.33%		76.92%		84.21%		80.00%		90.91%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+2.3		-4.5		+8.8		+0.0		-11.6		+5.9		+0.0		+13.8	
Correlation with Satisfaction	0.649		0.728		0.373		0.431		0.685		0.930		0.632		0.820	

○ Response scored as: ● Accomplishment ● Room for improvement

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	77	12.4%	16	17.0%	7	8.3%	9	10.8%	12	13.6%	10	13.9%	10	9.3%	13	14.1%
Very good	160	25.8%	20	21.3%	20	23.8%	20	24.1%	24	27.3%	17	23.6%	34	31.5%	25	27.2%
Good	233	37.5%	30	31.9%	38	45.2%	33	39.8%	35	39.8%	26	36.1%	41	38.0%	30	32.6%
Fair	129	20.8%	24	25.5%	16	19.0%	20	24.1%	14	15.9%	12	16.7%	20	18.5%	23	25.0%
Poor	22	3.5%	4	4.3%	3	3.6%	1	1.2%	3	3.4%	7	9.7%	3	2.8%	1	1.1%
Total	621	100.0%	94	100.0%	84	100.0%	83	100.0%	88	100.0%	72	100.0%	108	100.0%	92	100.0%
Not Answered	46		6		12		7		4		4		6		7	

Q60. What is your child's age now?

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Less than 1 year old	1	0.2%	1	1.0%	0	0.0%	0	0.0%	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	1	0.2%	0	0.0%	0	0.0%	1	1.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
10 to 12 years old	73	11.6%	12	12.5%	9	10.6%	10	11.8%	7	7.9%	10	13.7%	15	13.8%	10	10.8%
13 to 15 years old	312	49.5%	46	47.9%	40	47.1%	45	52.9%	40	44.9%	40	54.8%	51	46.8%	50	53.8%
16 to 17 years old	243	38.6%	37	38.5%	36	42.4%	29	34.1%	42	47.2%	23	31.5%	43	39.4%	33	35.5%
Total	630	100.0%	96	100.0%	85	100.0%	85	100.0%	89	100.0%	73	100.0%	109	100.0%	93	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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Male	382	60.7%	59	62.1%	54	63.5%	45	52.9%	56	62.9%	44	60.3%	71	65.1%	53	57.0%
Female	247	39.3%	36	37.9%	31	36.5%	40	47.1%	33	37.1%	29	39.7%	38	34.9%	40	43.0%
Total	629	100.0%	95	100.0%	85	100.0%	85	100.0%	89	100.0%	73	100.0%	109	100.0%	93	100.0%
Not Answered	1		1		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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	78	12.6%	15	16.0%	14	16.7%	13	16.0%	7	8.0%	12	16.7%	10	9.2%	7	7.6%
No, Not Hispanic or Latino	541	87.4%	79	84.0%	70	83.3%	68	84.0%	80	92.0%	60	83.3%	99	90.8%	85	92.4%
Total	619	100.0%	94	100.0%	84	100.0%	81	100.0%	87	100.0%	72	100.0%	109	100.0%	92	100.0%
Not Answered	48		6		12		9		5		4		5		7	

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

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	386	63.1%	42	46.7%	44	53.0%	36	43.4%	71	79.8%	35	50.7%	73	68.2%	85	93.4%
No	226	36.9%	48	53.3%	39	47.0%	47	56.6%	18	20.2%	34	49.3%	34	31.8%	6	6.6%
Total	612	100.0%	90	100.0%	83	100.0%	83	100.0%	89	100.0%	69	100.0%	107	100.0%	91	100.0%
Not Answered	55		10		13		7		3		7		7		8	

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

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	194	31.7%	42	46.7%	30	36.1%	34	41.0%	17	19.1%	29	42.0%	38	35.5%	4	4.4%
No	418	68.3%	48	53.3%	53	63.9%	49	59.0%	72	80.9%	40	58.0%	69	64.5%	87	95.6%
Total	612	100.0%	90	100.0%	83	100.0%	83	100.0%	89	100.0%	69	100.0%	107	100.0%	91	100.0%
Not Answered	55		10		13		7		3		7		7		8	

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

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	5	0.8%	2	2.2%	0	0.0%	0	0.0%	2	2.2%	0	0.0%	1	0.9%	0	0.0%
No	607	99.2%	88	97.8%	83	100.0%	83	100.0%	87	97.8%	69	100.0%	106	99.1%	91	100.0%
Total	612	100.0%	90	100.0%	83	100.0%	83	100.0%	89	100.0%	69	100.0%	107	100.0%	91	100.0%
Not Answered	55		10		13		7		3		7		7		8	

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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	4	0.7%	1	1.1%	0	0.0%	1	1.2%	1	1.1%	0	0.0%	0	0.0%	1	1.1%
No	608	99.3%	89	98.9%	83	100.0%	82	98.8%	88	98.9%	69	100.0%	107	100.0%	90	98.9%
Total	612	100.0%	90	100.0%	83	100.0%	83	100.0%	89	100.0%	69	100.0%	107	100.0%	91	100.0%
Not Answered	55		10		13		7		3		7		7		8	

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

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	46	7.5%	7	7.8%	4	4.8%	16	19.3%	4	4.5%	2	2.9%	7	6.5%	6	6.6%
No	566	92.5%	83	92.2%	79	95.2%	67	80.7%	85	95.5%	67	97.1%	100	93.5%	85	93.4%
Total	612	100.0%	90	100.0%	83	100.0%	83	100.0%	89	100.0%	69	100.0%	107	100.0%	91	100.0%
Not Answered	55		10		13		7		3		7		7		8	

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

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	59	9.6%	13	14.4%	14	16.9%	6	7.2%	7	7.9%	7	10.1%	7	6.5%	5	5.5%
No	553	90.4%	77	85.6%	69	83.1%	77	92.8%	82	92.1%	62	89.9%	100	93.5%	86	94.5%
Total	612	100.0%	90	100.0%	83	100.0%	83	100.0%	89	100.0%	69	100.0%	107	100.0%	91	100.0%
Not Answered	55		10		13		7		3		7		7		8	

Q64. What is your age now?

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
18 to 24	10	1.6%	3	3.3%	2	2.4%	1	1.2%	1	1.1%	1	1.4%	1	0.9%	1	1.1%
25 to 34	44	7.2%	2	2.2%	5	5.9%	11	13.3%	9	10.2%	5	7.2%	6	5.7%	6	6.6%
35 to 44	210	34.3%	37	40.7%	25	29.4%	32	38.6%	23	26.1%	25	36.2%	34	32.1%	34	37.4%
45 to 54	172	28.1%	28	30.8%	26	30.6%	13	15.7%	30	34.1%	19	27.5%	33	31.1%	23	25.3%
55 to 64	114	18.6%	17	18.7%	17	20.0%	17	20.5%	17	19.3%	12	17.4%	17	16.0%	17	18.7%
65 to 74	50	8.2%	3	3.3%	10	11.8%	8	9.6%	6	6.8%	6	8.7%	8	7.5%	9	9.9%
75 or older	13	2.1%	1	1.1%	0	0.0%	1	1.2%	2	2.3%	1	1.4%	7	6.6%	1	1.1%
Total	613	100.0%	91	100.0%	85	100.0%	83	100.0%	88	100.0%	69	100.0%	106	100.0%	91	100.0%
Not Answered	54		9		11		7		4		7		8		8	

About You and Your Child (continued)

Q65. Are you male or female?

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Male	67	10.7%	11	11.7%	10	11.9%	7	8.3%	7	7.9%	11	15.3%	9	8.3%	12	12.9%
Female	557	89.3%	83	88.3%	74	88.1%	77	91.7%	82	92.1%	61	84.7%	99	91.7%	81	87.1%
Total	624	100.0%	94	100.0%	84	100.0%	84	100.0%	89	100.0%	72	100.0%	108	100.0%	93	100.0%
Not Answered	43		6		12		6		3		4		6		6	

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

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
8th grade or less	25	4.1%	5	5.5%	5	6.0%	4	4.9%	1	1.1%	5	7.4%	3	2.8%	2	2.2%
Some high school, but did not graduate	83	13.6%	16	17.6%	10	12.0%	10	12.2%	12	13.6%	17	25.0%	11	10.4%	7	7.7%
High school graduate or GED	151	24.8%	23	25.3%	14	16.9%	29	35.4%	26	29.5%	17	25.0%	24	22.6%	18	19.8%
Some college or 2-year degree	233	38.3%	29	31.9%	31	37.3%	28	34.1%	39	44.3%	18	26.5%	42	39.6%	46	50.5%
4-year college degree	72	11.8%	15	16.5%	12	14.5%	9	11.0%	3	3.4%	4	5.9%	19	17.9%	10	11.0%
More than a 4-year college degree	45	7.4%	3	3.3%	11	13.3%	2	2.4%	7	8.0%	7	10.3%	7	6.6%	8	8.8%
Total	609	100.0%	91	100.0%	83	100.0%	82	100.0%	88	100.0%	68	100.0%	106	100.0%	91	100.0%
Not Answered	58		9		13		8		4		8		8		8	

Q67. How are you related to the policyholder?

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
I am the policyholder	272	48.8%	39	45.3%	34	47.2%	34	47.2%	47	59.5%	33	50.8%	49	51.0%	36	41.4%
Spouse or partner of policyholder	24	4.3%	7	8.1%	3	4.2%	3	4.2%	2	2.5%	2	3.1%	4	4.2%	3	3.4%
Child of policyholder	21	3.8%	3	3.5%	3	4.2%	3	4.2%	3	3.8%	3	4.6%	1	1.0%	5	5.7%
Other family member	198	35.5%	28	32.6%	28	38.9%	25	34.7%	26	32.9%	24	36.9%	32	33.3%	35	40.2%
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	42	7.5%	9	10.5%	4	5.6%	7	9.7%	1	1.3%	3	4.6%	10	10.4%	8	9.2%
Total	557	100.0%	86	100.0%	72	100.0%	72	100.0%	79	100.0%	65	100.0%	96	100.0%	87	100.0%
Not Answered	110		14		24		18		13		11		18		12	

About You and Your Child (continued)

Q68. How are you related to the child?

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Mother or father	436	73.6%	69	80.2%	64	78.0%	59	73.8%	61	71.8%	50	71.4%	68	67.3%	65	73.9%
Grandparent	91	15.4%	7	8.1%	10	12.2%	13	16.3%	18	21.2%	12	17.1%	19	18.8%	12	13.6%
Aunt or uncle	18	3.0%	4	4.7%	2	2.4%	2	2.5%	2	2.4%	4	5.7%	1	1.0%	3	3.4%
Older sibling	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other relative	3	0.5%	1	1.2%	1	1.2%	0	0.0%	0	0.0%	0	0.0%	1	1.0%	0	0.0%
Legal guardian	44	7.4%	5	5.8%	5	6.1%	6	7.5%	4	4.7%	4	5.7%	12	11.9%	8	9.1%
Total	592	100.0%	86	100.0%	82	100.0%	80	100.0%	85	100.0%	70	100.0%	101	100.0%	88	100.0%
Not Answered	75		14		14		10		7		6		13		11	

Q69. Did someone help you complete this survey?

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	15	3.4%	4	5.5%	2	3.9%	0	0.0%	2	3.2%	3	5.5%	3	4.1%	1	1.5%
No	424	96.6%	69	94.5%	49	96.1%	56	100.0%	61	96.8%	52	94.5%	70	95.9%	67	98.5%
Total	439	100.0%	73	100.0%	51	100.0%	56	100.0%	63	100.0%	55	100.0%	73	100.0%	68	100.0%
Not Answered	228		27		45		34		29		21		41		31	

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

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	6	40.0%	0	0.0%	0	0.0%	.		2	100.0%	1	33.3%	2	66.7%	1	100.0%
No	9	60.0%	4	100.0%	2	100.0%	.		0	0.0%	2	66.7%	1	33.3%	0	0.0%
Total	15	100.0%	4	100.0%	2	100.0%	0		2	100.0%	3	100.0%	3	100.0%	1	100.0%
Not Answered	0		0		0		.		0		0		0		0	

Q70.2. How did that person help you? Response: Wrote down the answers I gave.

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	2	13.3%	0	0.0%	0	0.0%	.		1	50.0%	0	0.0%	0	0.0%	1	100.0%
No	13	86.7%	4	100.0%	2	100.0%	.		1	50.0%	3	100.0%	3	100.0%	0	0.0%
Total	15	100.0%	4	100.0%	2	100.0%	0		2	100.0%	3	100.0%	3	100.0%	1	100.0%
Not Answered	0		0		0		.		0		0		0		0	

About You and Your Child (continued)

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

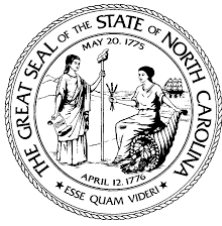
	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	3	20.0%	0	0.0%	0	0.0%	.		1	50.0%	1	33.3%	1	33.3%	0	0.0%
No	12	80.0%	4	100.0%	2	100.0%	.		1	50.0%	2	66.7%	2	66.7%	1	100.0%
Total	15	100.0%	4	100.0%	2	100.0%	0		2	100.0%	3	100.0%	3	100.0%	1	100.0%
Not Answered	0		0		0		.		0		0		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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	5	33.3%	2	50.0%	2	100.0%	.		0	0.0%	1	33.3%	0	0.0%	0	0.0%
No	10	66.7%	2	50.0%	0	0.0%	.		2	100.0%	2	66.7%	3	100.0%	1	100.0%
Total	15	100.0%	4	100.0%	2	100.0%	0		2	100.0%	3	100.0%	3	100.0%	1	100.0%
Not Answered	0		0		0		.		0		0		0		0	

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

	NC Overall		Alliance		Cardinal		East-pointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	2	13.3%	2	50.0%	0	0.0%	.		0	0.0%	0	0.0%	0	0.0%	0	0.0%
No	13	86.7%	2	50.0%	2	100.0%	.		2	100.0%	3	100.0%	3	100.0%	1	100.0%
Total	15	100.0%	4	100.0%	2	100.0%	0		2	100.0%	3	100.0%	3	100.0%	1	100.0%
Not Answered	0		0		0		.		0		0		0		0	



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

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

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

SURVEY INSTRUCTIONS

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

Correct Mark 

Incorrect Marks 



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

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

↓ **START HERE** ↓

PERSONAL OR FAMILY COUNSELING

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

REASONS FOR COUNSELING OR TREATMENT

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?