



**Arizona
Department of
Health Services**

**2012 Annual Consumer Survey
Report**

December 2012

Office of Information Management

Arizona Department of Health Services
Division of Behavioral Health Services
Bureau of Quality Management Operations

TABLE OF CONTENTS

EXECUTIVE SUMMARY.....4

[INTRODUCTION](#).....6

[SURVEY SAMPLE AND RESPONSE RATES](#).....6

[METHODOLOGY AND SURVEY ADMINISTRATION](#).....7

[DATA ANALYSIS](#).....8

[STATEWIDE SURVEY DATA LIMITATIONS](#).....9

[ADULT SURVEY ANALYSIS AND RESULTS](#).....9

[RBHA SPECIFIC ADULT INITIATIVES](#).....14

[YSS-F SURVEY ANALYSIS AND RESULTS](#).....15

[RBHA SPECIFIC YSS-F INITIATIVES](#).....20

[STATEWIDE IMPROVEMENT OPPORTUNITIES](#).....21

[ADHS/DBHS INITIATIVES](#).....21

[CONCLUSION](#).....24

ATTACHMENTS

- Attachment A: 2012 Tribal Behavioral Health Authority Health Survey Results
- Attachment B: 2012 Statewide Consumer Survey Protocol
- Attachment C: 2012 Raw Data
- Attachment D: 2012 Adult Demographics
- Attachment E: 2012 Adult Line Item
- Attachment F: 2012 YSS-F Demographics
- Attachment G: 2012 YSS-F Line Item
- Attachment H: List of Acronyms

APPENDICES

YEAR 2012 ADULT CONSUMER SURVEY (ENGLISH AND SPANISH)

YEAR 2012 YOUTH CONSUMER SURVEY FOR FAMILIES (ENGLISH AND SPANISH)

I. Executive Summary

The Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS), Tribal/Regional Behavioral Health Authorities (T/RBHAs) and contracted service providers jointly conduct statewide consumer surveys during each fiscal year.

Each year, two surveys are administered based on the Substance Abuse and Mental Health Services Administration's (SAMSHA's) Mental Health Statistics Improvement Program (MHSIP) consumer surveys: The Adult Consumer Survey and The Youth Services Survey for Families (YSS-F).

The surveys request independent feedback from Title XIX/XXI adults and families of youth receiving services through Arizona's publicly funded behavioral health system. The surveys measure consumers' perceptions of behavioral health services in relation to the following domains:

- General Satisfaction
- Access to Services
- Service Quality/Appropriateness
- Participation in Treatment
- Outcomes
- Cultural Sensitivity
- Improved Functioning
- Social Connectedness

Within ADHS/DBHS, Consumer Survey results are:

- Reviewed by the ADHS/DBHS Quality Management (QM) Committee;
- Used by the QM Committee as a critical information source to drive system improvements through RBHA contracts and QM Plans;
- Incorporated into the Annual Performance Improvement Reports to provide a comprehensive update on performance across contractual performance measures; and
- Used for certain Performance Incentive System calculations.

Survey outcomes are also:

- Disseminated to ADHS/DBHS stakeholders and consumers via the ADHS/DBHS website and Performance Dashboard;
- Submitted to these national organizations as part of federal grant requirements for use in national reporting and evaluation:
 - The National Association of State Mental Health Program Directors' (NASMHPD)
 - National Research Institute (NRI)
 - Western States Decision Support Group (WSDSG)
 - Substance Abuse and Mental Health Services Administration's (SAMHSA) Mental Health Statistics Improvement Program (MHSIP)

2012 Consumer Survey Report

The fiscal year 2012 survey was conducted from April through May 2012. Adult and Youth survey results are summarized as follows.

Adult Consumer Survey results:

Statewide:

- *Participation in Treatment Planning* domain showed a statistically significant increase from 2011.
- *Outcomes* domain scores improved by two percentage points.
- *General Satisfaction, Service Access, and Service Quality & Appropriateness* domain scores each decreased by one percentage point.
- *Improved Functioning* and *Social Connectedness* domains showed no changes from the 2011 survey results.

RBHA Specific:

- Magellan (GSA 6) showed a statistically significant increase of seven percentage points in the *Participation in Treatment Planning* domain compared to 2011.
- Cenpatico in GSA 2 showed statistically significant decreases in two domains: *Outcomes* by thirteen percentage points and *Improved Functioning* by seven percentage points.
- CPSA (GSA 5) had statistically significant decreases in two domains: *Service Access* by seven percentage points and *Service Quality & Appropriateness* by six percentage points.

YSS-F Consumer Survey results:

Statewide:

- *Participation in Treatment Planning, Outcomes* and *Social Connectedness* domains showed statistically significant decreases from 2011.
- *Improved Functioning* domain increased by one percentage point.
- *General Satisfaction, Service Access, and Cultural Sensitivity* domains demonstrated no increases or decreases from 2011.

RBHA Specific:

- Cenpatico in GSA 3 demonstrated a statistically significant increase of seven percentage points in the *Participation in Treatment Planning* domain from 2011.
- CPSA (GSA 5) experienced statistically significant decreases in *Cultural Sensitivity* and *Outcomes* domains by six percentage points.

Regional Behavioral Health Authorities (RBHA) and Tribal Behavioral Health Authorities (TBHA) results from the 2012 Consumer Survey are presented separately to preserve the integrity of findings as two different sampling methodologies were used to get the survey sample. Refer to Section III-Survey Response Rates for details about the differences in the RBHA and TBHA surveys.

II. Introduction

The Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) and the Regional Behavioral Health Authorities (RBHAs) in collaboration with their contracted providers administered the statewide consumer survey during April and May of 2012.

Within ADHS/DBHS, Consumer Survey results are:

- Reviewed by the ADHS/DBHS Quality Management (QM) Committee;
- Used by the QM Committee as a critical information source to drive system improvements through RBHA contracts and QM Plans;
- Incorporated into the Annual Performance Improvement Reports to provide a comprehensive update on performance across contractual performance measures; and
- Used for certain Performance Incentive System calculations.

Survey outcomes are also:

- Disseminated to ADHS/DBHS stakeholders and consumers via the ADHS/DBHS website and Performance Dashboard;
- Submitted to these national organizations as part of federal grant requirements for use in national reporting and evaluation:
 - The National Association of State Mental Health Program Directors' (NASMHPD)
 - National Research Institute (NRI)
 - Western States Decision Support Group (WSDSG)
 - Substance Abuse and Mental Health Services Administration's (SAMHSA) Mental Health Statistics Improvement Program (MHSIP)

III. Survey Sample and the Response Rates

A total of 6,960 RBHA-enrolled consumers were included for the MHSIP Consumer Survey random sample pool; 3,958 consumers were contacted and asked to complete a survey. The response rate is calculated by dividing the number of surveys returned by the number of enrollees asked to participate. Statewide response rates based on surveys offered were 86% for adults and 85% for youth, as seen in TABLE-1. Please see Attachment B for a complete discussion of the survey protocol.

The Tribal Behavioral Health Authorities (TBHA) scores are not included in the statewide results due to the TBHA convenience sampling methodology which solicits responses at the convenience of the recipients rather than from a random sample of TBHA enrolled recipients. Therefore the results are reported separately in Attachment A-2012 Tribal Behavioral Health Authority Health Survey Results.

TABLE-1: Survey Response Rate Based on Surveys Offered for Each RBHA/GSA - Consumer Survey 2012

RBHA/GSA	Surveys Offered (a)			Surveys Completed (b)			Response Rate (b/a)		
	Overall	Adult	Youth	Overall	Adult	Youth	Overall	Adult	Youth
GSA 1 - NARBHA	757	370	387	735	354	381	97%	96%	98%
GSA 2 - Cenpatico	573	351	222	436	290	146	76%	83%	66%
GSA 3 - Cenpatico	650	364	286	544	303	241	84%	83%	84%
GSA 4 - Cenpatico	656	314	342	578	275	303	88%	88%	89%
GSA 5 - CPSA	701	387	314	512	308	204	73%	80%	65%
GSA 6 - Magellan	621	338	283	575	295	280	93%	87%	99%
Statewide RBHA	3,958	2,124	1,834	3,380	1,825	1,555	85%	86%	85%

IV. Methodology and Survey Administration

Two survey populations (sampling frame) were identified for use in the Adult Consumer Survey and the YSS-F:

- **Adults** - Title XIX/XXI behavioral health recipients who are 18 years of age or older, and are enrolled in any of the adult programs: Serious Mental Illness (SMI), Substance Abuse or General Mental Health (Non-SMI).
- **Youth** - Title XIX/XXI behavioral health recipients under age 18 and enrolled in the Child/Adolescent program.

A total of 58,632 adult and 33,157 youth RBHA-enrolled Title XIX/XXI consumers were eligible to participate in the 2012 survey. Please refer to Attachment B (2012 Consumer Survey Protocol) for details on sampling frame development, inclusion/exclusion criteria, survey instruments, and survey administration guidelines.

The ADHS/DBHS Consumer Survey utilized a Likert Scale model to have respondents rate the domain questions from strongly agree (numeric value of 5) to strongly disagree (numeric value of 1), and an option for Not Applicable (numeric value 0). Consumer perception was determined as positive for those domains where the question responses equaled 3.5 or above.

TABLE-2 and TABLE-3 show the number and percentage of sample surveys that were not included in the domain score, presented by RBHA/GSA and domain. Surveys are excluded from a domain's score when more than one-third of the questions have a response that cannot be determined. This occurs most often when no response is marked, and can also occur if more than one response is marked. See Attachment B for a full discussion of the survey protocol.

TABLE-2: Adult Number and Percent of Surveys Excluded Due to Non-Responses by Domain and RBHA /GSA

RBHA	General Satisfaction	Service Access	Participation in Treatment Planning	Service Quality & Appropriateness	Outcomes	Improved Functioning	Social Connectedness
GSA 1 - NARBHA	7 (2.0%)	7 (2.0%)	14 (4.0%)	6 (1.7%)	16 (4.5%)	15 (4.2%)	16 (4.5%)
GSA 2 - Cenpatico	2 (0.7%)	3 (1.0%)	6 (2.1%)	3 (1.0%)	9 (3.1%)	5 (1.7%)	10 (3.4%)
GSA 3 - Cenpatico	2 (0.7%)	4 (1.3%)	22 (7.3%)	12 (4.0%)	21 (6.9%)	12 (4.0%)	15 (5.0%)
GSA 4 - Cenpatico	2 (0.7%)	1 (0.4%)	8 (2.9%)	9 (3.3%)	8 (2.9%)	10 (3.6%)	9 (3.3%)
GSA 5 - CPSA	3 (1.0%)	6 (2.0%)	21 (6.8%)	10 (3.3%)	16 (5.2%)	16 (5.2%)	15 (4.9%)
GSA 6 - Magellan	7 (2.4%)	12 (4.1%)	28 (9.5%)	17 (5.8%)	17 (5.8%)	26 (8.8%)	18 (6.1%)
Statewide RBHA	23 (1.3%)	33 (1.8%)	99 (5.4%)	57 (3.1%)	87 (4.8%)	84 (4.6%)	83 (4.6%)

TABLE-3: Youth Number and Percent of Surveys Excluded Due to Non-Responses by Domain and RBHA/GSA

RBHA	General Satisfaction	Service Access	Participation in Treatment Planning	Cultural Sensitivity	Outcomes	Improved Functioning	Social Connectedness
GSA 1 - NARBHA	2 (0.5%)	9 (2.4%)	3 (0.8%)	16 (4.3%)	6 (1.6%)	4 (1.1%)	6 (1.6%)
GSA 2 - Cenpatico	0	3 (2.1%)	1 (0.7%)	2 (1.4%)	1 (0.7%)	1 (0.7%)	2 (1.4%)
GSA 3 - Cenpatico	3 (1.3%)	5 (2.1%)	3 (1.3%)	8 (3.3%)	3 (1.3%)	3 (1.3%)	5 (2.1%)
GSA 4 - Cenpatico	6 (2.0%)	5 (1.7%)	8 (2.7%)	10 (3.3%)	5 (1.7%)	5 (1.7%)	8 (2.7%)
GSA 5 - CPSA	3 (1.5%)	10 (4.9%)	7 (3.4%)	22 (10.8%)	4 (2.0%)	4 (2.0%)	6 (2.9%)
GSA 6 - Magellan	8 (2.9%)	14 (5.1%)	8 (2.9%)	22 (8.0%)	6 (2.2%)	4 (1.5%)	15 (5.5%)
Statewide RBHA	22 (1.4%)	46 (3.0%)	30 (2.0%)	80 (5.2%)	25 (1.6%)	21 (1.4%)	42 (2.7%)

V. Data Analysis

ADHS/DBHS provided each RBHA with an Access database to compile survey responses. All completed surveys were entered and the database was submitted to ADHS/DBHS. Each RBHA analyzed its respective survey data using an SPSS script designed and provided by ADHS/DBHS to ensure consistency in data analysis. Statewide survey data is analyzed as follows:

- By Domain;
- By Domain Line Item;
- Sub-group Analysis; and
- Comparison to Past Survey Performance.

The statewide survey results are weighted to correct the sample design, taking the different population sizes for each Geographic Service Area (GSA) into consideration. The weighted averages were taken to avoid the over/under representation of highly/less populated GSAs. Please refer to Attachment C, 2012 Raw Data, for further specifics of the weighting methodology and weights applied to each GSA.

VI. Statewide Survey Data Limitations

Two different sampling methodologies were used to get the 2012 Consumer Survey sample. The Tribal Behavioral Health Authorities (TBHA) scores could not be included in the statewide results due to the TBHA convenience sampling methodology which solicits responses at the convenience of the recipients and providers rather than from a random sample of TBHA enrolled recipients.

VII. Adult Survey Analysis and Results

Demographics

A total of 1,825 completed adult surveys were analyzed. The breakout of the respondents is by gender, age, ethnicity, race, length of enrollment in services, length of enrollment and behavioral health category. Please see Attachment D, 2012 Adult Demographics for complete demographics information.

Domain Line Item Analysis

A specific set of questions was developed to gather scores for each domain. Line items are specific questions pertaining to each survey domain (Attachment E, 2012 Adult Line Item); analysis of the respondents' answers to a question under a domain, either positive or negative, affects the overall domain score. Table-4 demonstrates the results of the 2012 Adult Survey and compares them to previous surveys.

The t-test analysis was used to compare 2011 and 2012 to determine if there were any statistically significant differences between each domain's average scores. A P-value of 95% significance when less than or equal to 0.05 or "ns" for "not significant" is listed to reflect the change from the prior year. The statewide statistics are based on weighted scores.

TABLE-4 Statewide RBHA Adult Consumer Survey Results by Domain for 2007 – 2012

Domain	2007 %	2008 % (P-value)	2009 % (P-value)	2010 % (P-value)	2011 % (P-value)	2012 % (P-value)
General Satisfaction	86	82 (ns)	84 (ns)	86 (ns)	86 (ns)	85 (ns)
Service Access	77	73 (ns)	78 (ns)	81 (ns)	84 (ns)	83 (ns)
Participation in Treatment Planning	79	89 (0.01)	82 (0.03)	92 (0.01)	87 (ns)	90 (0.01)
Service Quality & Appropriateness	88	84 (ns)	89 (ns)	90 (ns)	88 (ns)	87 (ns)
Outcomes	74	68 (ns)	70 (ns)	75 (ns)	72 (ns)	74 (ns)
Improved Functioning	66	68 (ns)	68 (ns)	71 (ns)	69 (ns)	69 (ns)
Social Connectedness	65	68 (ns)	68 (ns)	79 (0.02)	76 (ns)	76 (ns)

Color	Key
	statistically significant increase
	statistically significant decrease

The 2012 Statewide Adult Survey Results:

- ***General Satisfaction:*** Three questions were asked in the survey to ascertain *General Satisfaction* (Attachment E). The overall score for this domain is 85%, representing an average score based on three questions. This domain decreased by one percentage point compared to the 2011 survey results. However this decrease is not statistically significant.
- ***Service Access:*** Six questions in the survey gathered information regarding *Access to Services* (Attachment E). The average score for this domain is 83%, representing a one percentage point decrease from 2011. However this decrease is not statistically significant.
- ***Participation in Treatment Planning:*** Two survey questions are used to ascertain score for the *Participation in Treatment Planning* (Attachment E). The average score for this domain is 90%. This domain increased by three percentage points demonstrating a statistically significant increase in comparison to the 2011 results.
- ***Service Quality and Appropriateness:*** Nine questions in the survey focused on *Service Quality and Appropriateness* (Attachment E). The average score for this domain is 87%. This domain declined by one percentage point. However this decline is not statistically significant.
- ***Outcomes:*** Eight questions were asked to get consumers' perception on *Outcomes* (Attachment E). The overall score for this domain is 74%. This score increased by two percentage points from 2011, however the increase is not statistically significant.
- ***Improved Functioning:*** Five questions indicate respondents' impressions of *Improved Functioning* (Attachment E). The overall score for this domain is 69%. No increases or decreases were found in this domain.
- ***Social Connectedness:*** Four questions were asked in the survey to ascertain *Social Connectedness* (Attachment E). This domain scored 76%. There were no increases or decreases in comparison to the 2011 results.

RBHA and GSA specific Adult survey findings are presented in tables 5 through 10 (page 11 and 12); the Tables include percentages and P-values for each domain by RBHA and GSA ranging from 2007 through 2012.

TABLE-5: GSA 1 - NARBHA Adult Consumer Survey Results by Domain for 2007 - 2012

Domain	2007 %	2008 % (P-value)	2009 % (P-value)	2010 % (P-value)	2011 % (P-value)	2012 % (P-value)
General Satisfaction	84	85 (ns)	84 (ns)	88 (ns)	90 (ns)	86 (ns)
Service Access	73	80 (ns)	79 (ns)	83 (ns)	85 (ns)	86 (ns)
Participation in Treatment Planning	78	92 (0.00)	80 (0.00)	92 (0.00)	91 (ns)	93 (ns)
Service Quality & Appropriateness	87	88 (ns)	88 (ns)	90 (ns)	93 (ns)	92 (ns)
Outcomes	74	71 (ns)	64 (ns)	72 (ns)	76 (ns)	72 (ns)
Improved Functioning	63	68 (ns)	63 (ns)	71 (ns)	74 (ns)	69 (ns)
Social Connectedness	61	65 (ns)	68 (ns)	78 (0.03)	80 (ns)	78 (ns)

TABLE-6: GSA 2 – Cenpatico Adult Consumer Survey Results by Domain for 2007 - 2012

Domain	2007 %	2008 % (P-value)	2009 % (P-value)	2010 % (P-value)	2011 % (P-value)	2012 % (P-value)
General Satisfaction	87	84 (ns)	86 (ns)	91 (ns)	89 (ns)	88 (ns)
Service Access	80	82 (ns)	81 (ns)	90 (0.02)	88 (ns)	83 (ns)
Participation in Treatment Planning	79	86 (ns)	82 (ns)	93 (0.00)	91 (ns)	92 (ns)
Service Quality & Appropriateness	87	88 (ns)	89 (ns)	92 (ns)	90 (ns)	91 (ns)
Outcomes	78	71 (ns)	71 (ns)	81 (0.03)	82 (ns)	69 (0.00)
Improved Functioning	73	75 (ns)	67 (ns)	75 (ns)	77 (ns)	70 (0.03)
Social Connectedness	74	75 (ns)	71 (ns)	83 (0.01)	83 (ns)	80 (ns)

TABLE-7: GSA 3 - Cenpatico Adult Consumer Survey Results by Domain for 2007 - 2012

Domain	2007 %	2008 % (P-value)	2009 % (P-value)	2010 % (P-value)	2011 % (P-value)	2012 % (P-value)
General Satisfaction	90	82 (0.01)	83 (ns)	86 (ns)	86 (ns)	89 (ns)
Service Access	83	77 (ns)	79 (ns)	84 (ns)	86 (ns)	91 (ns)
Participation in Treatment Planning	82	87 (ns)	79 (0.02)	88 (0.03)	91 (ns)	94 (ns)
Service Quality & Appropriateness	89	86 (ns)	88 (ns)	88 (ns)	88 (ns)	93 (ns)
Outcomes	79	68 (0.01)	71 (ns)	77 (ns)	75 (ns)	81 (ns)
Improved Functioning	72	73 (ns)	71 (ns)	72 (ns)	73 (ns)	78 (ns)
Social Connectedness	71	72 (ns)	71 (ns)	80 (0.05)	81 (ns)	88 (ns)

Color	Key
	statistically significant increase
	statistically significant decrease

TABLE-8: GSA 4 - Cenpatico Adult Consumer Survey Results by Domain for 2007 - 2012

Domain	2007 %	2008 % (P-value)	2009 % (P-value)	2010 % (P-value)	2011 % (P-value)	2012 % (P-value)
General Satisfaction	87	87 (ns)	86 (ns)	87 (ns)	91 (ns)	93 (ns)
Service Access	86	83 (ns)	83 (ns)	87 (ns)	89 (ns)	93 (ns)
Participation in Treatment Planning	81	92 (0.01)	84 (0.00)	92 (0.03)	95 (ns)	94 (ns)
Service Quality & Appropriateness	91	90 (ns)	89 (ns)	90 (ns)	93 (ns)	95 (ns)
Outcomes	78	73 (ns)	70 (ns)	75 (ns)	76 (ns)	82 (ns)
Improved Functioning	76	67 (0.04)	64 (ns)	73 (ns)	70 (ns)	76 (ns)
Social Connectedness	73	67 (ns)	66 (ns)	77 (0.02)	79 (ns)	81 (ns)

TABLE-9: GSA 5 - CPSA Adult Consumer Survey Results by Domain for 2007 – 2012

Domain	2007 %	2008 % (P-value)	2009 % (P-value)	2010 % (P-value)	2011 % (P-value)	2012 % (P-value)
General Satisfaction	85	83 (ns)	78 (ns)	87 (0.03)	89 (ns)	87 (ns)
Service Access	78	67 (0.01)	69 (ns)	79 (0.03)	85 (ns)	78 (0.02)
Participation in Treatment Planning	78	91 (0.00)	78 (0.00)	92 (0.03)	92 (ns)	89 (ns)
Service Quality & Appropriateness	89	80 (0.00)	87 (ns)	90 (ns)	91 (ns)	85 (0.02)
Outcomes	70	66 (ns)	68 (ns)	69 (ns)	75 (ns)	75 (ns)
Improved Functioning	64	64 (ns)	65 (ns)	68 (ns)	72 (ns)	70 (ns)
Social Connectedness	64	62 (ns)	65 (ns)	78 (0.01)	76 (ns)	75 (ns)

TABLE-10: GSA 6 – Value Options in 2007 and Magellan 2008 - 2012 Adult Consumer Survey Results by Domain

Domain	2007 %	2008 % (P-value)	2009 % (P-value)	2010 % (P-value)	2011 % (P-value)	2012 % (P-value)
General Satisfaction	87	80 (0.04)	86 (ns)	85 (ns)	83 (ns)	83 (ns)
Service Access	83	71 (0.00)	82 (0.02)	79 (ns)	83 (ns)	85 (ns)
Participation in Treatment Planning	83	87 (ns)	85 (ns)	92 (0.05)	82 (0.00)	89 (0.04)
Service Quality & Appropriateness	90	83 (0.02)	90 (ns)	90 (ns)	84 (0.05)	84 (ns)
Outcomes	77	68 (0.03)	73 (ns)	77 (ns)	68 (0.03)	72 (ns)
Improved Functioning	67	68 (ns)	71 (ns)	72 (ns)	65 (ns)	65 (ns)
Social Connectedness	67	69 (ns)	69 (ns)	79 (0.03)	74 (ns)	74 (ns)

Color	Key
	statistically significant increase
	statistically significant decrease

Summary of the 2012 Adult Survey Results:

Statewide:

- The highest scoring domain in 2012 for the adult population is *Participation in Treatment Planning* and the lowest is *Improved Functioning*.
- *Participation in Treatment Planning* domain improved by three percentage points representing a statistically significant increase ($P \leq 0.01$) from 2011 to 2012.
- *Outcomes* domain improved by two percentage points.
- *General Satisfaction*, *Service Access*, and *Service Quality & Appropriateness* domains decreased by one percentage point.
- *Improved Functioning* and *Social Connectedness* domains show no change from the 2011 results.

RBHA Specific:

- Magellan (GSA 6) showed a statistically significant increase in *Participation in Treatment Planning* domain by seven percentage points ($P \leq 0.04$), which may be attributed to Magellan's initiatives during FY2012.
- Cenpatico (GSA 2) showed statistically significant decreases in two domains: *Outcomes* by thirteen percentage points ($P \leq 0.00$) and *Improved Functioning* by seven percentage points ($P \leq 0.03$).
- CPSA (GSA 5) experienced statistically significant decreases in two domains as well. *Service Access* domain fell seven percentage points ($P \leq 0.02$) and *Service Quality & Appropriateness* domain fell six percentage points ($P \leq 0.02$).

VIII. RBHA Specific Adult Initiatives

Cenpatico and CPSA submitted to ADHS/DBHS some initiatives for the adult population to address deficiencies identified in their Consumer Survey report:

Cenpatico recognized the statistically significant decreases in *Outcomes* and *Functioning* domains for GSA 2 and reported actions planned to address these areas.

- Cenpatico developed a Performance Improvement Plan (PIP) in December 2011 that included the collection of a quarterly satisfaction survey to measure its consumer satisfaction with providers in each GSA.
- Cenpatico will maintain this practice, and plans to enhance the survey in January 2013 with particular attention to these domains.
- Feedback from the surveys will be shared with Cenpatico's QM Committee and its provider network each quarter.
- After two quarters of collecting results from the new 2013 survey, Cenpatico will assess each of its geographic areas for the need of targeted interventions where the need for improvement is indicated.

ADHS/DBHS will require Cenpatico to regularly report updates on these initiatives to ensure there is a positive impact and performance improvement.

CPSA acknowledged the need for improvements specifically in the *Service Access* and *Service Quality & Appropriateness* domains. Listed below are steps CPSA is implementing to improve and meet the needs of consumers.

- CPSA continues to maintain frequent communication with members to ensure coordination of, and access to, behavioral health services among Comprehensive Service Providers and other community resources.
- CPSA maintains an Audio Visual Library on the website that includes a comprehensive overview of member-centered educational materials intended to educate and empower members. CPSA will continue to improve its website to be more inclusive of information and training opportunities for members and families.
- CPSA shares these results with all Comprehensive Service Providers (CSP) and expects implementation of improvements in their systems to meet and exceed the needs of members.
- CPSA QM staff continues to audit comprehensive Service Provider medical charts and provide real-time feedback to Comprehensive Service Provider staff on key MHSIP indicators.
- CPSA Compliance Committee is working on issues around system-wide sub-contract tracking systems and any specific compliance issues that the CPSA Comprehensive Service Provider Team cannot resolve.
- CPSA continues to involve peers in the support of members through the Recovery Support Initiative and the development of Recovery Support Centers established within the CSPs.
- CPSA implemented a pilot program utilizing the Outcomes Rating Scale and the Session Rating Scale in order to elicit ongoing member feedback to improve treatment or service outcomes.

IX. YSS-F Survey Analysis and Results

Demographics

A total of 1,555 completed youth surveys were analyzed. The breakout of the respondents is reported by gender, age group, ethnicity, race, length of enrollment in services, and involvement in a Child and Family Team (CFT). Please see Attachment F, 2012 YSS-F Demographics for complete demographics information.

Domain Line Item Analysis

Line items are specific questions pertaining to each survey domain. Analysis of answers to each domain specific line item indicates the aspects of service delivery the respondents report as either positively or negatively affecting the overall domain score (Attachment G, 2012 YSS-F Line Item). Table-11 demonstrates the results of the 2012 YSS-F Survey and compares them to previous surveys.

The t-test analysis was used to compare 2011 and 2012 to determine if there were any statistically significant differences between each domain’s average scores. A P-value of 95% significance when less than or equal to 0.05 or “ns” for “not significant” is listed to reflect the change from the prior year. The statewide statistics are based on weighted scores.

TABLE-11: Statewide Youth Consumer YSS-F Survey Results by Domain for 2007 – 2012

Domain	2007 %	2008 % (P-value)	2009 % (P-value)	2010 % (P-value)	2011 % (P-value)	2012 % (P-value)
General Satisfaction	78	77 (ns)	80 (ns)	85 (ns)	82 (ns)	82 (ns)
Service Access	78	73 (ns)	76 (ns)	83 (ns)	86 (ns)	86 (ns)
Participation in Treatment Planning	90	87 (ns)	89 (ns)	92 (ns)	94 (ns)	92 (0.02)
Cultural Sensitivity	92	90 (ns)	90 (ns)	96 (0.05)	96 (ns)	96 (ns)
Outcomes	58	60 (ns)	68 (ns)	69 (ns)	65 (ns)	62 (0.00)
Improved Functioning	61	58 (ns)	66 (ns)	71 (ns)	67 (ns)	68 (ns)
Social Connectedness	82	79 (ns)	83 (ns)	88 (ns)	89 (ns)	86 (0.03)

Color	Key
	statistically significant increase
	statistically significant decrease

The 2012 statewide YSS-F Survey Results:

- **General Satisfaction:** Six questions were asked in the survey to ascertain *General Satisfaction* (Attachment G). The overall score for this domain is 82%. There were no increases or decreases in this domain compared to the 2011 survey results.
- **Service Access:** Two questions in the survey gathered information regarding *Access to Services* (Attachment G). The score for this domain is 86%. No increases or decreases were found in comparison to the 2011 results.
- **Participation in Treatment Planning:** The survey comprised three questions to indicate *Participation in Treatment Planning* (see Attachment G). The score for this domain is 92%, down two percentage points from 2011. This decrease is statistically significant ($P \leq 0.02$).
- **Cultural Sensitivity:** Four questions in the survey focused on *Cultural Sensitivity* (Attachment G). The average score for this domain is 96%. There were no increases or decreases from 2011 to 2012 results.
- **Outcomes:** Eight questions were asked to get consumers' perception on *Outcomes* (Attachment G). The average score for this domain is 62% which is a decline of three percentage points from 2011. This decrease is statistically significant ($P \leq 0.00$).
- **Improved Functioning:** Six questions indicate respondents' impressions of *Improved Functioning* (Attachment G). The average score for this domain is 68%, demonstrating a one percentage point increase from 2011. However this increase is not statistically significant.
- **Social Connectedness:** Four questions were asked in the survey to ascertain *Social Connectedness* (see Attachment G). This domain scored 86%, indicating a three percentage point decrease from 2011. This increase is statistically significant ($P \leq 0.03$).

RBHA and GSA specific YSS- F survey findings are presented in tables 12 through 17 (page 16 and 17); they include percentages and P-values for each domain by RBHA and GSA ranging from 2007 through 2012.

TABLE-12: GSA 1 - NARBHA Youth Consumer YSS-F Survey Results by Domain for 2007 - 2012

Domain	2007 %	2008 % (P-value)	2009 % (P-value)	2010 % (P-value)	2011 % (P-value)	2012 % (P-value)
General Satisfaction	76	84 (ns)	83 (ns)	90 (ns)	90 (ns)	85 (ns)
Service Access	77	81 (ns)	79 (ns)	90 (0.01)	94 (ns)	90 (ns)
Participation in Treatment Planning	91	88 (ns)	92 (ns)	93 (ns)	94 (ns)	93 (ns)
Cultural Sensitivity	93	93 (ns)	93 (ns)	96 (ns)	97 (ns)	98 (ns)
Outcomes	51	72 (0.00)	67 (ns)	70 (ns)	69 (ns)	65 (ns)
Improved Functioning	55	71 (0.00)	66 (ns)	73 (ns)	71 (ns)	68 (ns)
Social Connectedness	80	87 (ns)	87 (ns)	91 (ns)	90 (ns)	92 (ns)

TABLE-13: GSA 2 - Cenpatico Youth Consumer YSS-F Survey Results by Domain for 2007 - 2012

Domain	2007 %	2008 % (P-value)	2009 % (P-value)	2010 % (P-value)	2011 % (P-value)	2012 % (P-value)
General Satisfaction	89	76 (0.00)	81 (ns)	82 (ns)	91 (0.02)	89 (ns)
Service Access	86	81 (ns)	82 (ns)	90 (0.04)	95 (ns)	93 (ns)
Participation in Treatment Planning	88	86 (ns)	94 (0.02)	93 (ns)	96 (ns)	93 (ns)
Cultural Sensitivity	96	94 (ns)	93 (ns)	99 (0.02)	99 (ns)	97 (ns)
Outcomes	76	70 (ns)	62 (ns)	69 (ns)	71 (ns)	75 (ns)
Improved Functioning	78	69 (0.03)	61 (ns)	70 (ns)	73 (ns)	76 (ns)
Social Connectedness	89	86 (ns)	85 (ns)	89 (ns)	97 (0.01)	94 (ns)

TABLE-14: GSA 3 - Cenpatico Youth Consumer YSS-F Survey Results by Domain for 2007 - 2012

Domain	2007 %	2008 % (P-value)	2009 % (P-value)	2010 % (P-value)	2011 % (P-value)	2012 % (P-value)
General Satisfaction	77	74 (ns)	75 (ns)	87 (0.01)	86 (ns)	88 (ns)
Service Access	74	74 (ns)	76 (ns)	90 (0.00)	90 (ns)	93 (ns)
Participation in Treatment Planning	88	80 (0.01)	88 (0.05)	90 (ns)	89 (ns)	96 (0.00)
Cultural Sensitivity	90	89 (ns)	89 (ns)	94 (ns)	96 (ns)	97 (ns)
Outcomes	65	65 (ns)	66 (ns)	77 (0.02)	73 (ns)	71 (ns)
Improved Functioning	65	62 (ns)	65 (ns)	79 (0.00)	74 (ns)	74 (ns)
Social Connectedness	77	77 (ns)	78 (ns)	87 (0.03)	87 (ns)	91 (ns)

Color	Key
	statistically significant increase
	statistically significant decrease

TABLE-15: GSA 4 - Cenpatico Youth Consumer YSS-F Survey Results by Domain for 2007 - 2012

Domain	2007 %	2008 % (P-value)	2009 % (P-value)	2010 % (P-value)	2011 % (P-value)	2012 % (P-value)
General Satisfaction	78	78 (ns)	85 (ns)	80 (ns)	84 (ns)	82 (ns)
Service Access	86	80 (ns)	91 (0.01)	87 (ns)	94 (0.04)	92 (ns)
Participation in Treatment Planning	92	90 (ns)	98 (0.01)	91 (0.00)	94 (ns)	92 (ns)
Cultural Sensitivity	91	92 (ns)	96 (ns)	95 (ns)	97 (ns)	96 (ns)
Outcomes	66	61 (ns)	66 (ns)	66 (ns)	70 (ns)	63 (ns)
Improved Functioning	68	62 (ns)	65 (ns)	69 (ns)	71 (ns)	67 (ns)
Social Connectedness	82	87 (ns)	87 (ns)	88 (ns)	91 (ns)	88 (ns)

TABLE-16: GSA 5 - CPSA Youth Consumer YSS-F Survey Results by Domain for 2007 - 2012

Domain	2007 %	2008 % (P-value)	2009 % (P-value)	2010 % (P-value)	2011 % (P-value)	2012 % (P-value)
General Satisfaction	81	79 (ns)	82 (ns)	81 (ns)	88 (ns)	84 (ns)
Service Access	76	73 (ns)	74 (ns)	84 (0.02)	87 (ns)	81 (ns)
Participation in Treatment Planning	89	86 (ns)	86 (ns)	88 (ns)	93 (ns)	89 (ns)
Cultural Sensitivity	90	90 (ns)	86 (ns)	94 (0.02)	97 (ns)	91 (0.01)
Outcomes	65	63 (ns)	72 (ns)	62 (0.03)	68 (ns)	62 (0.01)
Improved Functioning	66	62 (ns)	72 (0.04)	66 (ns)	71 (ns)	66 (ns)
Social Connectedness	86	82 (ns)	84 (ns)	84 (ns)	90 (ns)	86 (ns)

TABLE-17: GSA 6 - Value Options in 2007 and Magellan in 2008 – 2012 Youth Consumer YSS-F Survey Results by Domain

Domain	2007 %	2008 % (P-value)	2009 % (P-value)	2010 % (P-value)	2011 % (P-value)	2012 % (P-value)
General Satisfaction	77	75 (ns)	77 (ns)	86 (0.03)	78 (0.02)	80 (ns)
Service Access	75	70 (ns)	73 (ns)	80 (ns)	82 (ns)	87 (ns)
Participation in Treatment Planning	86	87 (ns)	88 (ns)	93 (ns)	94 (ns)	93 (ns)
Cultural Sensitivity	93	90 (ns)	91 (ns)	98 (0.01)	96 (ns)	97 (ns)
Outcomes	62	56 (ns)	68 (0.02)	71 (ns)	61 (0.03)	60 (ns)
Improved Functioning	63	53 (0.04)	64 (0.03)	72 (ns)	63 (0.05)	60 (ns)
Social Connectedness	79	75 (ns)	82 (ns)	88 (ns)	88 (ns)	84 (ns)

Color	Key
	statistically significant increase
	statistically significant decrease

Summary of the 2012 YSS-F Survey Results:

Statewide:

- Significant declines were noted in the 2012 statewide youth survey results compared to 2011.
 - *Participation in Treatment Planning* domain declined significantly by two percentage points ($P \leq 0.02$).
 - *Outcomes* domain decreased statistically significant by three percentage points ($P \leq 0.00$).
 - *Social Connectedness* domain fell significantly by three percentage points ($P \leq 0.03$).

Additionally,

- *Improved Functioning* domain increased in score by one percentage point from 2011.
- *General Satisfaction*, *Service Access*, and *Cultural Sensitivity* domains demonstrate no increases or decreases in comparison to the 2011 results.

RBHA Specific:

- Cenpatico (GSA 3) showed significant increase in *Participation in Treatment Planning* domain by seven percentage points ($P \leq 0.00$) from 2011.
- CPSA (GSA 5) experienced statistically significant declines in *Cultural Sensitivity* and *Outcomes* domains by six percentage points each from 2011.

X. RBHA Specific YSS-F Initiatives

CPSA recognizes the statistically significant declines and has developed plans and activities to improve performance in the *Cultural Sensitivity* and *Outcomes* domains.

- CPSA Cultural Competency Committee created supplemental materials for clinical staff and members to encourage the inclusion and documentation of cultural preferences in service planning and treatment, with support for language services as needed.
- CPSA continues to implement the Meet Me Where I Am initiative that maintains children in home through the utilization of intensive community-based support and rehabilitation through Child and Family Support Services.
- Quarterly Cultural Competency Committee meetings are held with all CSPs.
- CSPs continue to incorporate MHSIP outcome indicators into forms that will be utilized at the beginning of every appointment to address where members are in treatment relative to outcomes attributable to treatment.
- Providers are addressing the Outcomes Indicator language in the Child and Family Teams (CFT) agenda and reaching out to coaches to monitor the effectiveness of this initiative.
- CSPs continue to maintain Electronic Medical Records to track members' progress while coordinating care with other agencies that are also addressing members' care.
- CSPs created work groups comprised of Clinical and QM staff to address how to incorporate, identify, communicate and document outcomes with the Child and Family Team.
- CSPs are creating Service Planning Training to create meaningful measures and goals with members and families.
- CSPs implemented the Customer/Cultural Liaison positions to focus on customer satisfaction.
- CSPs implemented consumer advisory boards for consumer's voices to provide the highest quality services.

XI. Statewide Improvement Opportunities

ADHS/DBHS recognizes the opportunity to use the information from the 2012 survey results to make system improvements, and will implement statewide initiatives with the RBHAs to continue to improve scores for each domain. Special attention will be placed around the *Outcomes* and *Improved Functioning* domains, which continue to receive the lowest scores from both Adults and Children.

In addition to general statewide initiatives, RBHA-specific activities are undertaken as part of standard ADHS/DBHS processes, as appropriate. Survey results are shared with the RBHAs, and they are required to respond with analysis of any problem areas, along with plans for improvement. ADHS/DBHS reviews their conclusions and plans, and monitors implementation and progress.

XII. ADHS/DBHS Initiatives

Below are ADHS/DBHS initiatives for both the Children and Adult systems of care that address *Outcomes*, *Improved Functioning*, *Service Access* and *Social Connectedness*:

Adult Initiatives:

- The 2012-2014 ADHS/DBHS Adult System of Care (ASOC)-Strategic Plan (SP) establishes goals and objectives for statewide network development priorities in part through a review of State and GSA network analysis, review of data sets, community input, and the identification of best practices efforts that are designed to assist individuals moving through recovery and increasing the quality of life outcomes. The analyses of the ASOC-strategic plan and the 2010 and 2011 Adult and Youth Consumer Survey identified similar priorities. For example:
 - An objective in the ASOC-SP is to increase the employment rate for persons with Serious Mental Illness (SMI), General Mental Health (GMH) and Substance Abuse (SA). The Outcomes domain of the Consumer Survey addresses a person's ability to: 1) control his/her life, 2) operate in school, and work environment, and 3) do better in social situations; by achieving the improvement in employment rate in ASOC-SP, ADHS/DBHS expects an increase in the Outcomes domain.
 - The ASOC-SP includes an objective to increase the percentage of peers and family members satisfied with their access to services which was identified as an area needing improvement in the Consumer Survey Report. Additionally, ASOC-SP includes strategies to conduct statewide discussion on the awareness and community needs around Trauma Informed Care.

System Initiatives:

- ADHS/DBHS, along with family member and recipient input, developed the *Behavioral Health System Performance Framework and Dashboard* as a means to evaluate the effectiveness of the system using standardized measures, such as family

and recipient identified outcomes, the National Outcomes Measures (NOMs) and ADHS/DBHS/BQMO performance metrics.

- ADHS/DBHS continues to routinely update its Behavioral Health System Performance Framework and Dashboard, providing transparency, accountability, and increased consumer education regarding ADHS/DBHS performance measures.

Children's Initiatives:

- ADHS/DBHS continues to use the System of Care Practice Review (SOCPR) process developed by the University of South Florida to assess Child and Family Team (CFT) practice for youth and families with complex needs. These intensive case reviews include outcomes-focused questions to ensure CFTs are identifying and tracking outcomes as well as evaluating the effectiveness of provided services and improved functioning. Consumer Survey results are shared with all divisions at DBHS, including the Children's System of Care so the areas needing improvement can be addressed. 180 SOCPR reviews were conducted last year with another 180 scheduled for FY13. There were also more than one thousand Brief Practice Reviews (BPR's) conducted via telephonic interviews with caregivers. The reviews are conducted at the individual provider level and are used to develop annual performance improvement plans. The plans are approved by DBHS and monitored by the RBHA with regular updates provided to DBHS.
- For FY10, ADHS/DBHS earmarked approximately five million dollars of additional funding to the RBHAs to increase the number of case managers with reduced caseloads. During the course of FY10, there was an increase of approximately 104 case managers statewide serving children with complex needs. In total this focused effort has developed approximately 469 case managers statewide as of the end of the FY11 fiscal year. ADHS/DBHS continues to monitor the availability of case managers with reduced caseloads for children with complex needs.
- The continued emphasis on in-home direct support services, as established by the *Meet Me Where I Am (MMWIA)* Campaign, has been a valuable resource to children and families with the most complex needs. These services put direct support workers in homes, schools and communities at the times and for as many hours as necessary to meet the family's needs, leading to improved functioning and better outcomes.
- ADHS/DBHS continues to monitor and promote development of generalist direct support programming through the use of a SE Modifier to track encounter activity and through regular program updates.
- ADHS/DBHS continues to promote family and youth involvement in the Children's Behavioral Health System. In partnership with family-run organizations, efforts are focused on building and sustaining an infrastructure and agency culture to support and involve youth and family members at all levels of the system. During FY13 a particular emphasis will be placed on supporting the certification process for peer mentors in order to more formally integrate those services into the developing system of care. Additionally the newly revised Youth Involvement Practice Protocol will continue to strengthen the youth and family involvement in the system of care.

- The annual Children’s System of Care (CSOC) Strategic Plan (SP) provides a vehicle for the Division and RBHAs to address key goals around CFT Practice Model monitoring through the Practice Review process, and development of youth and family involvement and leadership, Generalist Direct Support services and High Needs Case Management services to work with children and families with the most complex needs.
- The strategic activities prioritized in CSOC-SP continue to promote family driven care as well as youth and family involvement in local and statewide committees and system development activities. Focus is placed on specific populations such as children ages birth to 5, transition aged youth, and youth with substance use disorders in order to more clearly define their needs and help providers develop expertise in working with these youth.

XIII. Conclusion

The Annual Consumer Surveys are a valuable source of information, providing direct feedback from members about their experience with behavioral health services. The results identify areas of satisfaction as well as opportunities for improvement. The *Participation in Treatment Planning* and *Service Quality & Appropriateness* domains have had the most favorable statewide results in the Adult Survey for each of the last three years, while *Outcomes, Improved Functioning*, and *Social Connectedness* have consistently shown the most room for improvement. The Children's Survey has reflected statewide satisfaction levels of over 90 percent in the *Participation in Treatment Planning* and *Cultural Sensitivity* domains for the last three years; the results for the *Outcomes* and *Improved Functioning* domains have been the lowest statewide scores of all domains for that population for every year of the Survey.

This year's 2012 adult statewide Survey results show *Improved Functioning* and *Social Connectedness* domains with no change in score from 2011. *Participation in Treatment Planning* domain demonstrated a significant increase by three percentage points ($P \leq 0.01$). The *Outcomes* domain presented improvement from 2011; however, this increase is not statistically significant. The highest scoring domain for the adult population in 2012 is *Participation in Treatment Planning* and the lowest is the *Improved Functioning* domain.

In the 2012 adult survey at the RBHA/GSA level, Magellan (GSA 6) showed a statistically significant increase in *Participation in Treatment Planning* domain by seven percentage points ($P \leq 0.04$), which may be attributed to Magellan's initiatives during FY2012. Cenpatico (GSA 2) showed statistically significant decreases in two domains: *Outcomes* by thirteen percentage points and *Improved Functioning* by seven percentage points. CPSA (GSA 5) experienced statistically significant decreases in two domains as well. *Service Access* domain fell seven percentage points ($P \leq 0.02$) and *Service Quality and Appropriateness* domain fell six percentage points ($P \leq 0.02$).

Significant declines were noted in the 2012 statewide youth survey. *Participation in Treatment Planning* fell two percentage points ($P \leq 0.02$), *Outcomes* fell three percentage points ($P \leq 0.00$) and *Social Connectedness* fell three percentage points ($P \leq 0.03$) compared to 2011.

At the RBHA/GSA level on the children's 2012 survey, Cenpatico (GSA 3) showed a significant increase in *Participation in Treatment Planning* domain by seven percentage points ($P \leq 0.00$). CPSA (GSA 5) experienced statistically significant decreases in two domains: *Cultural Sensitivity* and *Outcomes* domains fell six percentage points each from 2011 ($P \leq 0.01$).

Initiatives have been developed by ADHS/DBHS to address areas of concern reflected in the Survey results, specifically the *Outcomes, Improved Functioning, Service Access*, and *Social Connectedness* domains. Both the Adult and Children's System of Care Strategic Plans are informed by Survey results. Standardized measures are shared with DBHS stakeholders through the Behavioral Health System Performance Framework and Dashboard.

In addition, there are RBHA-specific activities. Cenpatico is enhancing an existing Performance Improvement Project and its quarterly satisfaction survey to better identify the need for targeted interventions. CPSA maintains frequent contact with members and has implemented feedback

2012 Consumer Survey Report

through rating scales to enhance treatment and service outcomes. ADHS/DBHS will monitor and work closely with these RBHAs to improve member satisfaction.

As per the ADHS/DBHS Contract with the RBHAs, satisfaction with service *Outcomes* on the Annual Consumer Survey is a performance incentive; a score of 70% or greater on the *Outcomes* domain of the Consumer Survey makes up 25% of the incentive award. Adult and Youth survey results are evaluated independently, each contributing to half of the award. ADHS/DBHS believes that assisting members in the identification and tracking of treatment outcomes is imperative to improving behavioral health recipients' overall perception of the quality of services they receive.

ATTACHMENT-A

2012 Tribal Behavioral Health Survey Results

Arizona Tribal Behavioral Health Authorities (TBHAs) Gila River Indian Community, Pascua Yaqui Centered Spirit Program, Navajo Nation and White Mountain Apache Tribe participated in the 2012 Consumers Survey. The Tribal BHAs have shown an overall slight decrease in participation from 438 participants in 2011 to 433 in 2012. All Tribal BHAs conduct a convenience sampling of their enrolled members. The number of surveys completed by tribal participants varied this year, Gila River and Pascua Yaqui increased while Navajo Nation and White Mountain Apache Tribes decreased.

TBHA	Number of Surveys Completed		
	Adult Survey	YSS-F	Total
Gila River	95	22	117
Navajo Nation	87	16	103
Pascua Yaqui	106	61	167
White Mountain Apache	42	4	46
Total TBHA	330	103	433

Methodology and Survey Administration

A convenience sampling methodology was used (rather than a random sampling); therefore, all persons enrolled with the TBHAs were eligible for participation in the survey.

Data Analysis

TBHAs results were submitted directly to ADHS/DBHS and entered into the database; analysis was conducted by ADHS/DBHS staff in the Office of Information Management.

Summary of Results:

Social Connectedness domain demonstrates the highest degree of progress for adults receiving services through Tribal BHAs in 2012 compared to 2011. *Outcomes* and *Improved Functioning* domains remain the lowest rate of satisfaction amongst TBHA adults.

Outcomes and Improved Functioning domains indicate the greatest rate of improvements for the families of youth receiving services through the Tribal BHAs in 2012 compared to the 2011 survey results. However, *Outcomes and Improved Functioning* domains continue to remain the lowest rates of satisfaction reported from families of youth receiving services through the Tribal BHAs.

Summary of 2010 to 2012 Tribal Behavioral Health Authorities Results for Adults

TBHA	General Satisfaction			Service Access			Participation in Treatment Planning			Service Quality & Appropriateness			Outcomes			Improved Functioning			Social Connectedness		
	2010	2011	2012	2010	2011	2012	2010	2011	2012	2010	2011	2012	2010	2011	2012	2010	2011	2012	2010	2011	2012
Gila River	93%	92%	89%	90%	85%	81%	92%	92%	85%	90%	96%	83%	77%	84%	68%	74%	84%	70%	88%	85%	85%
Navajo Nation	89%	91%	85%	80%	80%	85%	79%	89%	88%	85%	88%	87%	73%	82%	75%	76%	83%	80%	75%	86%	87%
Pascua Yaqui	95%	94%	94%	94%	86%	92%	89%	90%	89%	94%	93%	92%	87%	82%	82%	88%	78%	84%	91%	85%	91%
White Mtn Apache	91%	93%	93%	95%	96%	87%	86%	86%	87%	91%	86%	88%	86%	76%	87%	83%	86%	80%	100%	90%	93%

TBHA scores are not included in statewide numbers due to TBHA convenience sampling methodology.

Summary of 2010 to 2012 Tribal Behavioral Health Authorities Results for Youth

TBHA	General Satisfaction			Service Access			Participation in Treatment Planning			Cultural Sensitivity			Outcomes			Improved Functioning			Social Connectedness		
	2010	2011	2012	2010	2011	2012	2010	2011	2012	2010	2011	2012	2010	2011	2012	2010	2011	2012	2010	2011	2012
Gila River	91%	82%	86%	91%	86%	96%	97%	96%	91%	97%	100%	100%	57%	64%	68%	57%	64%	68%	94%	96%	96%
Navajo Nation	86%	84%	94%	75%	72%	88%	78%	87%	88%	78%	91%	94%	75%	73%	94%	75%	75%	94%	72%	91%	94%
Pascua Yaqui	84%	96%	93%	100%	100%	92%	84%	95%	92%	98%	100%	97%	58%	71%	93%	65%	75%	93%	93%	95%	95%
White Mtn Apache	89%	100%	100%	100%	90%	100%	89%	90%	100%	100%	100%	100%	67%	85%	100%	67%	85%	100%	78%	95%	100%

TBHA scores are not included in statewide numbers due to TBHA convenience sampling methodology.

ATTACHMENT-B



STATEWIDE CONSUMER SURVEY PROTOCOL

2012

Prepared by:

Carolyn Dempsey, PI Specialist, Quality Management Operations, DBHS
Rahnuma Khandaker, Utilization Data Analyst, Quality Management Operations, DBHS
Division of Behavioral Health Services

Executive Summary

The protocol for the 2012 consumer survey is based on the methodological and administrative guidelines followed in recent years.

Two consumer surveys will be administered again in 2012; one for adults and one for the Parents/guardians of children receiving behavioral health services. The survey will be available to consumers in two languages: English and Spanish. Survey data will be entered into an SPSS database by the Regional Behavioral Health Authorities (RBHAs) and forwarded to the Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS).

Prior to implementation of the 2012 survey, ADHS/DBHS will provide each Geographic Service Area (GSA) with the CIS (Client Information System) Client IDs for 500 adult consumers and 400 to 500 youth consumers who the RBHAs/providers will encourage to participate in the survey. Each CIS Client ID will be linked to a Survey ID reference number to allow for tracking of which consumers completed a survey. The survey will be administered during April and May 2012.

As in previous years, the primary administration route will be to distribute the survey at the provider sites. As the consumer checks in for their appointment, the survey questionnaire will be handed to them. The consumer will be requested to complete the questionnaire prior to their appointment, but will be allowed to finalize the survey after the appointment if needed, or be provided with an addressed, stamped envelope to mail the survey in to the RBHA if they did not have time to complete it in the office. A drop box will be provided at each provider site for consumers to drop off their completed surveys. In cases where consumers who are selected for the sample have home appointments (as opposed to clinic appointments) during the survey timeframe, the questionnaire will be completed at home and mailed using the addressed, stamped envelope to be provided with the survey. If the consumer does not have a clinic or home appointment scheduled during the survey administration period or no-shows for a scheduled appointment, a non-clinical staff at the RBHA may conduct the survey by phone. Providers will never have access to completed surveys or individual survey results.

ADHS has the statewide oversight responsibility for implementation and analysis of the survey data. The RBHAs will be responsible for ensuring that providers strictly adhere to the protocol. The providers are primarily responsible for the survey administration.

Survey Instruments

Two MHSIP survey instruments are the Adult Consumer Survey and the Youth Services Survey for Families (YSS-F). The adult survey will be administered to adult consumers of behavioral health services and the YSS-F will be administered to parents/guardians of children receiving behavioral health services.

The MHSIP Adult Consumer Survey measures seven domains: (1) Service Accessibility; (2) Service Quality or Appropriateness (which includes one item concerning cultural sensitivity); (3) Consumer Participation in Treatment Planning; (4) Outcomes; (5) General Satisfaction; (6) Improved Functioning; and (7) Social Connectedness. In addition, the questionnaire includes a module of questions to determine the impact of services received on the recipient's involvement with the criminal justice system. All questions are scored using a Likert Scale of 1 through 5 as follows: 5=Strongly Agree, 4=Agree, 3=Neutral, 2=Disagree, and 1=Strongly Disagree. A Not Applicable option is also available if the question does not apply.

In addition to the state-added question related to cultural sensitivity, two state-added questions initially included in the 2011 Adult survey tool to gather information specific to National CLAS Standards (Culturally and Linguistically Appropriate Services) will be retained this year. The three state-added questions in the Adult survey tool are:

Q37 – In creating my service plan my cultural preferences were included. (For example: values, traditions, beliefs, race, language, etc.)

Q38 – Services were provided in a language I understood.

Q39 – In creating my service plan our tribal customs and beliefs were included. (For example: being asked to participate in traditional healing practices.)

The MHSIP YSS-F focuses on the following seven domain areas: (1) Service Accessibility; (2) Participation in Treatment Planning; (3) Cultural Sensitivity; (4) Satisfaction with Services; (5) Outcomes; (6) Social Connectedness; and (7) Improved Functioning. Additional questions solicit information about the youth's criminal justice contact and school attendance. Questions are scored with a five-point Likert Scale where 5=Strongly Agree, 4=Agree, 3=Neutral, 2=Disagree, and 1=Strongly Disagree. A Not Applicable option is also available if the question does not apply.

As with the Adult tool, in addition to the state-added question related to cultural sensitivity, two state-added questions included in the 2011 YSS-F tool to gather information specific to National CLAS Standards (Culturally and Linguistically Appropriate Services) will be retained this year. The three state-added questions in the YSS-F tool are:

Q29 – In creating my child's service plan our cultural preferences were included (For example: values, traditions, beliefs, race, language, etc.)

Q30 – Services were provided in a language my child understood.

Q31 – In creating my child's service plan our tribal customs and beliefs were included. (For example: being asked to participate in traditional healing practices.)

The RBHA and/or provider may pre-print the following information on the survey tool prior to distribution to client:

- RBHA Name
- Provider Name
- Survey Id
- Provider Facility ID

- Behavioral Health Category
- Entitlement Status (Title XIX or XXI)
- Distribution Method (Home, Clinic, or Phone)
- Client enrollment with DDD

Both survey tools have four main sections: (1) demographic section, (2) MHSIP survey questions, (3) state-added questions, and (4) open-ended qualitative section.

The demographic section provides descriptive information about the consumer's age, gender, race, ethnicity, and relationship of the person completing the survey to the service recipient.

The second section of the survey contains the MHSIP standardized questions. They serve as benchmark tools to compare consumer perception of behavioral health systems across the nation.

The third section consists of state-added questions to elicit consumer input regarding the inclusion of cultural preferences in the consumer's treatment planning and to provide information relative to the National CLAS Standards.

The fourth and final section of the survey contains open-ended questions to solicit consumer comments. Two questions are asked of consumers – focusing on identifying what has been most helpful with their services, and what the consumer believes would improve services. The section entitled other comments is intended to provide consumers with an additional area on the survey to provide open-ended feedback on any issue.

Confidentiality

The front page of the survey questionnaire addresses confidentiality of the responses. Survey results are aggregated and not presented at an individual consumer level. The providers will never have access to completed surveys or individual survey results. Thematic analysis is conducted on written comments.

Non-mandatory (Voluntary)

The survey questionnaire likewise informs the respondent that participation in the survey is voluntary; every individual can choose to participate or not. It also notifies the respondent that non-participation will not affect the services they are currently or will receive in the future. Participating in the survey is one way the consumer may help improve the system they use.

Languages

The survey will be available to consumers in English and Spanish languages. Each survey form will be printed in English on one side and Spanish on the reverse side. For consumers with limited English proficiency and speak a language other than Spanish, the RBHA and/or the provider administering the survey will extend their best effort to translate the survey in the consumer's preferred language by utilizing the Language Line or other translation/interpretation

services officially utilized by the RBHA or their provider. The extent of assistance provided in language translation should not attempt to define what the question means.

Sampling Design

Sample Frame

The sample frame refers to the population eligible to take the survey. This is the pool from which ADHS/DBHS will randomly select the sampled population. ADHS/DBHS will create an adult and a youth sample from the CIS database for each GSA. The adult clients may be enrolled in any program: General Mental Health, Substance Abuse, or Seriously Mentally Ill. Clients turning age 18 between October 1, 2011 and the end of the survey period, May 25, 2012, will be filtered out of the sample frame.

The sample frame will be composed of:

- (a) Client must have an open Episode of Care (EOC) in FY2012;
- (b) Client must be Title XIX or Title XXI eligible in FY2012;
- (c) Client must have received a mental health service other than inpatient, transportation, laboratory and/or radiology services, or crisis;
- (d) The service must have occurred in the previous 6 months.

Drawing of sample

ADHS/DBHS will create a random sample and provide each GSA with a list of 500 adult and 400 to 500 youth clients to be surveyed.

Administering survey

ADHS/DBHS will provide the RBHAs with a list of randomly selected clients. The RBHA will duplicate the Survey ID number on the survey tool to be offered that specific consumer. To protect the confidentiality of the consumer, none of the parties privy to this information (DBHS, RBHA, Provider) will link the survey responses to consumers.

ADHS/DBHS will provide the RBHAs with a database to store the survey results.

The RBHA will disseminate the surveys; track which consumers have completed the survey; track why surveys were not completed; enter the survey data into the provided database; and submit to ADHS/DBHS: the completed paper surveys, the database containing all survey results, the database detailing which consumers completed a survey and for every consumer that did not complete a survey, the reason the survey was not completed. The RBHAs will enter data into the two ADHS/DBHS provided databases but the RBHAs will not alter the databases in any way.

The provider agency is responsible for identifying the specific provider location or site from which the consumer is presently receiving services.

Survey Methodology

Distribution Method

The primary distribution method is a non-clinical staff at the provider office (i.e., clinic) handing the survey questionnaire to the consumer. As the consumer checks in for their appointment, s/he will be provided with a copy of the survey questionnaire to complete. If the consumer agrees to participate, s/he will be requested to complete the survey prior to his/her appointment. If the consumer is unable to complete the questionnaire, s/he will be allowed to finish it on site after the appointment or be provided with an addressed, stamped envelope to mail the survey in if they did not have time to complete it in the office. A drop box will be provided on site for completed surveys. Additionally, a specific area at the provider office will be designated for completing the survey.

If the individual randomly selected has a scheduled appointment at home during the survey window, the provider staff will bring the survey questionnaire at the appointment date. If the consumer agrees to participate, s/he will be advised to complete the survey after the staff leaves and to mail the completed questionnaire to the RBHA using the pre-addressed, stamped envelope provided with the survey.

If the individual does not have an appointment during the survey window, a non-clinical staff at the RBHA may conduct the survey over the phone. As an alternative, a non-clinical staff at the provider site may contact the consumer by phone to ask for their participation in the survey, offering a return envelope for the completed survey to be mailed. All return envelopes provided as a means for the consumer to submit their completed survey must be addressed to the RBHA.

A check box in the questionnaire will be used to track the distribution method. The adult survey will be administered to the adult consumer. If the individual requests assistance, a guardian may complete the questionnaire on the consumer's behalf. The YSS-F will be administered to the parent/guardian of the child receiving services. If the parent or guardian is not at the appointment, then the survey will not be provided.

List of Survey Clients

ADHS/DBHS will provide each RBHA with a list of survey consumers to track those who complete a survey or the reason they did not complete a survey. The list of survey consumers will contain fields for:

- RBHA ID
- Contractor ID
- Survey ID
- AHCCCS ID
- Last Name

- First Name
- Date of Birth
- Sex
- Survey Offered Date
- Survey Completed Date
- Reason Not Completed
- Provider ID
- Client contact phone number

The RBHAs will submit their lists of survey clients to ADHS/DBHS bi-weekly throughout the survey administration period to keep ADHS/DBHS informed regarding the status of response rates and reasons for non-participation of sampled consumers. Due dates for submission of bi-weekly lists are included in the Timeline Attachment to this Protocol.

Since this document contains protected health information, it will be treated as a confidential document.

ADHS/DBHS Post-administration Follow-up

During the survey administration period, RBHAs will attempt to achieve participation of all consumers on its list of survey clients. Every effort will be made to separate service delivery from sample collection.

At the end of the administration period, RBHAs will provide ADHS/DBHS with the completed list of survey consumers indicating which consumers completed the survey and which did not, with the reasons and a contact phone number for those who did not participate. At that point, the RBHA will delete the list of survey consumers. RBHAs will submit to ADHS/DBHS the completed paper surveys, retaining copies for reference, and databases containing survey results by July 27, 2012.

Tribal RBHAs participate in the Annual Consumer Survey by way of a convenience sampling of their enrolled consumers. These entities will be provided a master survey tool for each population that can be copied for distribution. Tribal RBHAs will submit to ADHS/DBHS the completed paper surveys, retaining copies for reference, by July 27, 2012.

Survey Administration

Survey Timeframe

The survey will be administered for a period of eight weeks: April 2 through May 25, 2012.

Roles and Responsibilities

ADHS/DBHS is responsible for the statewide oversight of the survey administration to ensure consistent implementation of the survey protocol. The protocol, client sample, survey instruments, and survey results database will be created by ADHS/DBHS. ADHS/DBHS will

provide technical assistance throughout the survey process. Periodic monitoring, training, timelines, and use of checklist will be utilized to guide the T/RBHAs on critical points in the process.

The T/RBHAs have the primary responsibility for ensuring that the protocol is precisely followed within their geographic regions. Direct oversight and assistance will be provided by the T/RBHAs to their providers. The T/RBHAs will ensure that the providers are appropriately trained and prepared to administer the survey. The RBHAs will enter data into the two ADHS/DBHS provided databases but the RBHAs will not alter the databases in any way including creating tables, changing the names of tables or fields, or creating a different value coding scheme.

Each provider agency is primarily responsible for each of its sites in which the survey is to be administered. Each site will maintain all necessary materials for survey administration. At each site, a drop box and a designated area will be provided for consumers to complete the survey. Providers will also be responsible for the day-to-day operations – including having the survey tools, materials for completing the survey (pens, pencils, clipboards), envelopes for return of the survey if needed, assigned resources for administration and collection of data for the survey.

Non-Randomly Selected Consumers (Walk-in Requests)

ADHS/DBHS does not require the RBHAs to extend survey participation efforts beyond the randomly selected populations but at the individual discretion of each RBHA/GSA, the RBHA may furnish its provider agencies with survey forms to give consumers who express a desire to participate in the survey but whose names do not appear on the lists of survey consumers (i.e., the consumer was not randomly selected). However, to maintain the scientific rigor of the protocol, the survey questionnaire completed by this group of respondents will be tracked separately by the RBHA. Names of individuals who belong to this group will not be added to the survey client list. This group will be tracked in some other ways as described in the succeeding paragraph.

If the RBHA elects to collect responses from non-selected consumers, the same protocol will be followed for this group of respondents but the staff administering the survey will ensure that these “voluntary” surveys are kept separate from those on the lists of survey clients (randomly selected consumers). Several control measures will be used. First, consumers that are not randomly selected to participate in the survey (i.e., walk-in respondents) will be given a copy of the survey questionnaire with the pre-filled section of the questionnaire not completed. Second, the survey questionnaire that will be used for non-randomly selected consumers will be color-coded. (Note: Surveys for the random sample will be printed on white paper.) RBHAs will enter the responses on the voluntary surveys into the same database as the results of the selected respondents, using the correct indicator, “C” for control (selected) respondents and “V” for voluntary (non-selected) respondents.

Pre-Survey Activities

Notification to Consumers about the Survey

To encourage greater participation, efforts will be made to inform consumers in advance about the survey. T/RBHAs and providers will be encouraged to utilize all or a combination of any of the following media: flyers, posters, website announcements, or other promotional materials.

A staff member or members at each provider site will be assigned to work on the survey. In addition to daily survey administrative duties, a component of the staff member's role will include assisting consumers with the survey if necessary. Assistance may include: reading the survey to individuals unable to read, explaining the Likert scale used for scoring answers, emphasizing confidentiality of the survey, or ensuring consumers that participation in the survey is voluntary. Staff will be allowed to provide administrative assistance to the consumer, or provide encouragement to participate in the survey process. However, staff will not be able to explain the meaning of particular questions or provide interpretations on what particular questions mean.

Data Management and Reporting

Scoring Protocol

The scoring protocol recommended by MHSIP will be utilized for evaluating the domain areas within the survey, as follows:

1. Recode ratings of 'not applicable' as missing values.
2. For each survey, exclude domains where more than one-third of the domain questions are missing.
3. Calculate the mean of the items for each respondent.
4. Calculate the percent of scores that are greater than 3.5

Technical assistance

ADHS will provide technical assistance to the RBHAs as needed.

Response Rate Calculation:

The rate will be calculated for each population for each GSA using the formula:

$$\text{Response rate} = A / B$$

Where:

A= Total number of surveys returned

B= Total number of clients in sample that were contacted and asked to participate in the survey

Weighting methodology

The statewide data will be weighted by GSA client population to compensate for the stratified sample collection. Weights will be applied to the survey data prior to any statewide data analysis.

Dissemination of Findings

The following methods have been identified to circulate findings:

- ❖ Reporting of survey results in management meetings – Executive Management, Quality Management, Human Rights Committees, Behavioral Health Planning Council, other consumer advocate groups, and other interest groups that may be identified
- ❖ Dissemination of information by providers to their local communities
- ❖ Having copies of the survey available at the provider sites
- ❖ Publishing results of survey on ADHS, RBHA and provider websites

ATTACHMENT-C

Raw Data

**Arizona Department of Health Services
Division of Behavioral Health Services
2012 Annual Consumer Survey**

Raw Data

Assumptions for interpreting data:

1. Denominator – Number of responses to specific domain or question on completed/analyzed surveys.
2. Numerator – Number of positive responses to specific domain or question on completed/analyzed surveys.
3. RBHA – Specific numbers and percentages are based on actual valid survey returns.
4. Statewide RBHA numbers and percentages are based on weighted scores.
5. Tribal BHA scores are not included in statewide numbers/percentages due to Tribal BHA convenience sampling methodology.
6. Weighting: As a result, if weighting were not applied for the statewide performance calculation, a GSA with a relatively smaller population would be over represented and a GSA with a larger population would be under represented. The weight applied to each GSA is determined by the number of clients enrolled in the GSA. Weighting is utilized to correct the sample design when describing statewide data. Each GSA is provided a similar number of surveys to have completed but the GSAs have very different population sizes.

The table below details the specific weighting factors used:

	RBHA	Total Surveys	RBHA Population	RBHA Surveys	Total Population	Equation	Weight
Adult	7	1,825	24,075	295	58,632	$(1825*24075)/(295*58632)$	2.54023
	26	1,825	18,264	308	58,632	$(1825*18264)/(308*58632)$	1.84575
	15	1,825	10,252	354	58,632	$(1825*10252)/(354*58632)$	0.90143
	22	1,825	2,422	275	58,632	$(1825*2422)/(275*58632)$	0.27414
	2	1,825	1,589	290	58,632	$(1825*1589)/(290*58632)$	0.17055
	32	1,825	2,030	303	58,632	$(1825*2030)/(303*58632)$	0.20854
Youth	7	1,555	16,585	280	33,157	$(1555*16585)/(280*33157)$	2.77787
	26	1,555	8,879	204	33,157	$(1555*8879)/(204*33157)$	2.04122
	15	1,555	4,384	381	33,157	$(1555*4384)/(381*33157)$	0.53964
	22	1,555	1,533	303	33,157	$(1555*1533)/(303*33157)$	0.23728
	32	1,555	1,065	241	33,157	$(1555*1065)/(241*33157)$	0.20725
	2	1,555	711	146	33,157	$(1555*711)/(146*33157)$	0.22839

2012 MHSIP Consumer Survey
 Numbers Used in Calculation of Performance

ADULT SURVEY

RESULTS BY T/RBHA & MHSIP DOMAIN

Domain: General Satisfaction

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	347	297	85.6%
GSA 2 - Cenpatico 2	288	253	87.8%
GSA 3 - Cenpatico 3	301	267	88.7%
GSA 4 - Cenpatico 4	273	255	93.4%
GSA 5 - CPSA	304	263	86.5%
GSA 6 - Magellan	288	239	83.0%
Statewide RBHA	1,792	1,529	85.3%
Gila River	94	84	89.4%
Navajo Nation	87	74	85.1%
Pascua Yaqui	103	97	94.2%
White Mountain Apache	40	37	92.5%

Domain: Service Access

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	347	297	85.6%
GSA 2 - Cenpatico 2	287	239	83.3%
GSA 3 - Cenpatico 3	299	272	91.0%
GSA 4 - Cenpatico 4	274	256	93.4%
GSA 5 - CPSA	301	234	77.7%
GSA 6 - Magellan	283	239	84.5%
Statewide RBHA	1,774	1,474	83.1%
Gila River	93	75	80.6%
Navajo Nation	87	74	85.1%
Pascua Yaqui	103	95	92.2%
White Mountain Apache	38	33	86.8%

Domain: Participation in Treatment Planning

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	340	317	93.2%
GSA 2 - Cenpatico 2	284	262	92.3%
GSA 3 - Cenpatico 3	281	265	94.3%
GSA 4 - Cenpatico 4	267	252	94.4%
GSA 5 - CPSA	286	253	88.5%
GSA 6 - Magellan	267	237	88.8%
Statewide RBHA	1,693	1,524	90.0%
Gila River	88	75	85.2%
Navajo Nation	86	76	88.4%
Pascua Yaqui	94	84	89.4%
White Mountain Apache	38	33	86.8%

2012 Consumer Survey Report

Domain: Service Quality & Appropriateness

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	348	319	91.7%
GSA 2 - Cenpatico 2	287	260	90.6%
GSA 3 - Cenpatico 3	291	270	92.8%
GSA 4 - Cenpatico 4	266	253	95.1%
GSA 5 - CPSA	297	252	84.8%
GSA 6 - Magellan	278	234	84.2%
Statewide RBHA	1,751	1,517	86.6%
Gila River	92	76	82.6%
Navajo Nation	86	75	87.2%
Pascua Yaqui	101	93	92.1%
White Mountain Apache	40	35	87.5%

Domain: Outcomes

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	338	244	72.2%
GSA 2 - Cenpatico 2	281	194	69.0%
GSA 3 - Cenpatico 3	282	227	80.5%
GSA 4 - Cenpatico 4	267	218	81.6%
GSA 5 - CPSA	291	218	74.9%
GSA 6 - Magellan	278	201	72.3%
Statewide RBHA	1,728	1,273	73.7%
Gila River	91	62	68.1%
Navajo Nation	87	65	74.7%
Pascua Yaqui	101	83	82.2%
White Mountain Apache	39	34	87.2%

Domain: Improved Functioning

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	339	233	68.7%
GSA 2 - Cenpatico 2	285	198	69.5%
GSA 3 - Cenpatico 3	291	227	78.0%
GSA 4 - Cenpatico 4	265	201	75.8%
GSA 5 - CPSA	291	205	70.4%
GSA 6 - Magellan	269	176	65.4%
Statewide RBHA	1,708	1,172	68.6%
Gila River	91	64	70.3%
Navajo Nation	86	69	80.2%
Pascua Yaqui	100	84	84.0%
White Mountain Apache	39	31	79.5%

Domain: Social Connectedness

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	338	264	78.1%
GSA 2 - Cenpatico 2	280	225	80.4%
GSA 3 - Cenpatico 3	288	252	87.5%
GSA 4 - Cenpatico 4	266	214	80.5%
GSA 5 - CPSA	292	219	75.0%
GSA 6 - Magellan	277	206	74.4%

2012 Consumer Survey Report

Statewide RBHA	1,728	1,315	76.1%
Gila River	93	79	84.9%
Navajo Nation	86	75	87.2%
Pascua Yaqui	105	95	90.5%
White Mountain Apache	40	37	92.5%

STATEWIDE RESULTS FOR EACH QUESTION IN DOMAIN (RBHA ONLY)

General Satisfaction:	Denominator	Numerator	Positive Response Percentage
Q1	1,788	1,537	86.0%
Q2	1,754	1,449	82.6%
Q3	1,731	1,479	85.4%
Service Access			
Q4	1,738	1,433	82.5%
Q5	1,760	1,454	82.6%
Q6	1,723	1,291	74.9%
Q7	1,750	1,508	86.2%
Q8	1,755	1,445	82.3%
Q9	1,719	1,243	72.3%
Participation in Treatment Planning			
Q11	1,756	1,546	88.0%
Q17	1,724	1,397	81.0%
Service Quality & Appropriateness			
Q10	1,716	1,442	84.0%
Q12	1,733	1,425	82.2%
Q13	1,752	1,557	88.9%
Q14	1,730	1,493	86.3%
Q15	1,719	1,361	79.2%
Q16	1,735	1,557	89.7%
Q18	1,686	1,446	85.8%
Q19	1,724	1,432	83.1%
Q20	1,694	1,406	83.0%
Outcomes			
Q21	1,747	1,353	77.4%
Q22	1,730	1,334	77.1%
Q23	1,736	1,258	72.5%
Q24	1,702	1,254	73.7%
Q25	1,718	1,142	66.5%
Q26	1,384	847	61.2%
Q27	1,643	1,159	70.5%
Q28	1,722	1,088	63.2%
Improved Functioning			
Q28	1,722	1,088	63.2%
Q29	1,716	1,251	72.9%
Q30	1,710	1,276	74.6%
Q31	1,736	1,178	67.9%
Q32	1,710	1,185	69.3%
Social Connectedness			

2012 Consumer Survey Report

Q33	1,712	1,267	74.0%
Q34	1,750	1,335	76.3%
Q35	1,712	1,096	64.0%
Q36	1,708	1,336	78.2%

2012 MHSIP Consumer Survey
 Numbers Used in Calculation of Performance

YOUTH SERVICES SURVEY FOR FAMILIES

RESULTS BY T/RBHA & MHSIP DOMAIN

Domain: General Satisfaction

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	373	317	85.0%
GSA 2 - Cenpatico 2	141	126	89.4%
GSA 3 - Cenpatico 3	237	208	87.8%
GSA 4 - Cenpatico 4	295	241	81.7%
GSA 5 - CPSA	201	168	83.6%
GSA 6 - Magellan	267	213	79.8%
Statewide RBHA	1,505	1,235	82.1%
Gila River	22	19	86.4%
Navajo Nation	16	15	93.8%
Pascua Yaqui	61	57	93.4%
White Mountain Apache	4	4	100.0%

Domain: Service Access

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	366	328	89.6%
GSA 2 - Cenpatico 2	138	128	92.8%
GSA 3 - Cenpatico 3	235	218	92.8%
GSA 4 - Cenpatico 4	296	273	92.2%
GSA 5 - CPSA	194	158	81.4%
GSA 6 - Magellan	261	226	86.6%
Statewide RBHA	1,469	1,267	86.2%
Gila River	22	21	95.5%
Navajo Nation	16	14	87.5%
Pascua Yaqui	61	56	91.8%
White Mountain Apache	4	4	100.0%

Domain: Participation in Treatment Planning

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	372	347	93.3%
GSA 2 - Cenpatico 2	140	130	92.9%
GSA 3 - Cenpatico 3	237	228	96.2%
GSA 4 - Cenpatico 4	293	269	91.8%
GSA 5 - CPSA	197	176	89.3%
GSA 6 - Magellan	267	247	92.5%
Statewide RBHA	1,495	1,373	91.8%
Gila River	22	20	90.9%
Navajo Nation	16	14	87.5%
Pascua Yaqui	59	54	91.5%
White Mountain Apache	4	4	100.0%

2012 Consumer Survey Report

Domain: Cultural Sensitivity

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	359	353	98.3%
GSA 2 - Cenpatico 2	139	135	97.1%
GSA 3 - Cenpatico 3	232	224	96.6%
GSA 4 - Cenpatico 4	291	278	95.5%
GSA 5 - CPSA	182	166	91.2%
GSA 6 - Magellan	253	246	97.2%
Statewide RBHA	1,417	1,356	95.7%
Gila River	22	22	100.0%
Navajo Nation	16	15	93.8%
Pascua Yaqui	60	58	96.7%
White Mountain Apache	4	4	100.0%

Domain: Outcomes

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	369	239	64.8%
GSA 2 - Cenpatico 2	140	105	75.0%
GSA 3 - Cenpatico 3	237	168	70.9%
GSA 4 - Cenpatico 4	296	186	62.8%
GSA 5 - CPSA	200	124	62.0%
GSA 6 - Magellan	269	160	59.5%
Statewide RBHA	1,506	929	61.7%
Gila River	22	15	68.2%
Navajo Nation	16	15	93.8%
Pascua Yaqui	60	56	93.3%
White Mountain Apache	4	4	100.0%

Domain: Improved Functioning

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	371	253	68.2%
GSA 2 - Cenpatico 2	140	106	75.7%
GSA 3 - Cenpatico 3	237	175	73.8%
GSA 4 - Cenpatico 4	296	199	67.2%
GSA 5 - CPSA	200	132	66.0%
GSA 6 - Magellan	271	170	62.7%
Statewide RBHA	1,515	1,035	68.3%
Gila River	22	15	68.2%
Navajo Nation	16	15	93.8%
Pascua Yaqui	60	56	93.3%
White Mtn	4	4	100.0%

Domain: Social Connectedness

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	369	338	91.6%
GSA 2 - Cenpatico 2	139	130	93.5%
GSA 3 - Cenpatico 3	235	214	91.1%
GSA 4 - Cenpatico 4	293	258	88.1%

2012 Consumer Survey Report

GSA 5 - CPSA	198	170	85.9%
GSA 6 - Magellan	260	219	84.2%
Statewide RBHA	1,476	1,273	86.2%
Gila River	22	21	95.5%
Navajo Nation	16	15	93.8%
Pascua Yaqui	61	58	95.1%
White Mtn	4	4	100.0%

STATEWIDE RESULTS FOR EACH QUESTION IN DOMAIN

General Satisfaction:	Denominator	Numerator	Positive Response Percentage
Q1	1,501	1,278	85.1%
Q4	1,487	1,170	78.7%
Q5	1,423	1,095	77.0%
Q7	1,486	1,217	81.9%
Q10	1,489	1,170	78.6%
Q11	1,490	1,104	74.1%
Service Access			
Q8	1,482	1,224	82.6%
Q9	1,498	1,236	82.5%
Participation in Treatment Planning			
Q2	1,462	1,292	88.4%
Q3	1,483	1,345	90.7%
Q6	1,481	1,385	93.5%
Cultural Sensitivity			
Q12	1,513	1,415	93.5%
Q13	1,397	1,275	91.3%
Q14	1,496	1,421	95.0%
Q15	1,358	1,230	90.6%
Outcomes			
Q16	1,493	981	65.7%
Q17	1,486	955	64.3%
Q18	1,480	987	66.7%
Q19	1,474	946	64.2%
Q20	1,494	879	58.8%
Q21	1,474	861	58.4%
Q22	1,482	927	62.6%
Improved Functioning			
Q16	1,493	981	65.7%
Q17	1,486	955	64.3%
Q18	1,480	987	66.7%
Q19	1,474	946	64.2%
Q20	1,494	879	58.8%
Q22	1,482	927	62.6%
Social Connectedness			
Q23	1,470	1,252	85.2%
Q24	1,471	1,298	88.2%
Q25	1,476	1,163	78.8%
Q26	1,446	1,209	83.6%

ATTACHMENT-D

2012 Adult Demographics
2012 Adult Consumer Survey, Percent of Positive Response by Domain and Subgroup

Subgroup	General Satisfaction		Service Access		Service Quality and Appropriateness		Participation in Treatment Planning		Outcomes		Improved Functioning		Social Connectedness	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Gender														
Male	630	88.1%	616	86.5%	622	88.7%	605	89.5%	554	82.2%	500	73.9%	539	78.0%
Female	879	83.7%	841	80.9%	881	85.5%	899	90.4%	697	68.1%	660	65.4%	762	75.3%
Age Group														
18-21	83	87.4%	83	92.2%	80	95.2%	74	91.4%	77	91.7%	63	80.8%	74	85.1%
22-30	230	83.3%	224	82.7%	219	82.6%	221	86.0%	198	74.2%	177	70.5%	193	74.5%
31-45	530	81.9%	506	77.3%	525	81.1%	560	88.2%	450	70.2%	425	66.3%	475	74.1%
46-65	614	88.7%	584	86.1%	623	92.0%	602	93.2%	490	74.2%	453	68.3%	507	76.2%
66-75	42	91.3%	43	95.6%	40	90.9%	39	88.6%	32	72.7%	30	71.4%	37	82.2%
76+	8	100%	8	100%	8	100%	8	100%	7	100%	8	100%	8	100%
Race														
White only	1092	86.6%	1064	84.6%	1110	89.5%	1098	91.9%	923	75.2%	862	70.8%	940	76.6%
African American only	100	82.0%	95	79.8%	94	81.0%	97	86.6%	66	57.4%	58	51.8%	72	60.0%
Asian only	9	56.3%	15	100%	8	50.0%	13	81.3%	13	81.3%	11	68.8%	14	100%
Am Indian/Al Native only	33	82.5%	33	86.8%	29	78.4%	30	81.1%	29	80.6%	29	82.9%	32	80%
Nat Hawaiian/Pacific Islander only	14	93.3%	15	100%	13	86.7%	15	100%	11	73.3%	11	73.3%	10	66.7%
Multiple Race	27	73.0%	24	64.9%	28	75.7%	31	86.1%	26	74.3%	25	67.6%	27	79.4%
Ethnicity														
Hispanic or Latino	405	88.8%	375	83.0%	389	87.6%	379	89.4%	338	78.6%	304	70.7%	365	83.7%
Not Hispanic or Latino	951	84.2%	922	81.5%	972	86.6%	983	90.1%	785	71.2%	747	68.0%	813	73.9%
Length of Services														
0-6 months	34	91.9%	36	97.3%	32	86.5%	34	97.1%	34	91.9%	32	84.2%	33	86.8%
7-11 months	37	88.1%	35	83.3%	38	88.4%	38	92.7%	35	85.4%	31	77.5%	34	82.9%
1-2 years	146	86.4%	146	84.9%	146	89.6%	144	88.3%	124	74.7%	122	73.5%	137	80.6%
3-5 years	207	87.0%	205	86.5%	217	90.0%	212	92.2%	180	78.6%	162	71.7%	189	82.5%
5 years +	1053	84.7%	1005	81.6%	1035	85.3%	1053	89.5%	852	71.4%	788	66.3%	881	73.6%
Program														
SMI	841	84.1%	798	80.7%	841	84.9%	849	88.9%	687	70.5%	637	66.3%	688	72.3%
Non-SMI	512	85.3%	510	85.0%	512	88.9%	506	90.2%	438	77.1%	408	77.2%	482	81.4%

ATTACHMENT-E

2012 Adult Line Item**2012 Adult Consumer Survey, Statewide Percent of Positive Response by Line Item**

(Line specific numbers are based on actual valid survey returns. Domain percentages are based on weighted scores.)

Survey Item	Number	Percent
General Satisfaction:	1,529	85.3%
1. I like the services that I received here.	1,537	86.0%
2. If I had other choices, I would still get services from this agency.	1,449	82.6%
3. I would recommend this agency to a friend or family member.	1,479	85.4%
Service Access:	1,474	83.1%
4. The location of services was convenient (parking, public transportation, distance, etc.)	1,433	82.5%
5. Staff were willing to see me as often as I felt it was necessary.	1,454	82.6%
6. Staff returned my call in 24 hours.	1,291	74.9%
7. Services were available at times that were good for me.	1,508	86.2%
8. I was able to get all the services I thought I needed.	1,445	82.3%
9. I was able to see a psychiatrist when I wanted to.	1,243	72.3%
Participation in Treatment Planning	1,524	90.0%
11. I felt comfortable asking questions about my treatment and medication.	1,546	88.0%
17. I, not staff, decided my treatment goals.	1,397	81.0%
Service Quality and Appropriateness	1,517	86.6%
10. Staff here believe that I can grow, change and recover.	1,442	84.0%
12. I feel free to complain.	1,425	82.2%
13. I was given information about my rights.	1,557	88.9%
14. Staff encouraged me to take responsibility for how I live my life.	1,493	86.3%
15. Staff helped me to understand what side effects to watch out for.	1,361	79.2%
16. Staff respected my wishes about who is and who is not to be given information about my treatment..	1,557	88.9%
18. Staff were sensitive to my cultural background (For example: values, traditions, beliefs, race, language, etc.)	1,446	85.8%
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	1,432	83.1%
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1,406	83.0%
Outcomes	1,273	73.7%
21. I deal more effectively with daily problems.	1,353	77.4%
22. I am better able to control my life.	1,334	77.1%
23. I am better able to deal with crisis.	1,258	72.5%
24. I am getting along better with my family.	1,254	73.7%
25. I do better in social situations.	1,142	66.5%
26. I do better in school and/or work	847	61.2%
27. My housing situation has improved	1,159	70.5%
28. My symptoms are not bothering me as much.	1,088	63.2%

ATTACHMENT-F

2012 YSS-F Demographics**2012 YSS-F, Percent of Positive Response by Domain and Subgroup**

Subgroup	General Satisfaction		Service Access		Cultural Competency		Participation in Treatment Planning		Outcomes		Improved Functioning		Social Connectedness	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Gender														
Male	865	81.8%	894	86.5%	958	95.5%	961	91.6%	672	63.3%	703	66.2%	917	88.2%
Female	338	82.2%	341	85.7%	363	95.8%	375	91.7%	232	56.9%	252	61.3%	327	81.5%
Age Group														
0-4	3	100%	3	100%	3	100%	3	100%	3	100%	3	100%	3	100%
5-12	164	85.0%	173	89.6%	181	95.8%	174	90.6%	119	60.7%	127	64.8%	170	88.1%
13-17	1067	81.6%	1091	85.7%	1172	95.7%	1196	92.0%	808	61.8%	856	65.2%	1100	85.9%
Race														
White only	822	81.8%	854	86.5%	909	96.3%	916	91.6%	616	61.4%	653	64.8%	838	84.9%
African American only	77	78.6%	79	80.6%	90	96.8%	89	90.8%	53	52.5%	53	52.5%	84	87.5%
Asian only	2	100%	2	100%	2	100%	2	100%	0	N/A	0	N/A	2	100%
Am Indian/AI Native only	44	80.0%	50	90.9%	45	90.0%	50	90.9%	39	70.9%	39	72.2%	52	96.3%
Nat Hawaiian/Pacific Islander only	3	100%	3	100%	3	100%	3	100%	2	66.7%	2	66.7%	1	50.0%
Multiple Race	59	80.8%	64	95.5%	61	88.4%	67	93.1%	50	71.4%	51	73.9%	57	81.4%
Ethnicity														
Hispanic or Latino	473	84.0%	443	88.2%	493	97.4%	466	91.2%	340	64.5%	365	69.1%	442	87.9%
Not Hispanic or Latino	689	80.5%	717	85.3%	748	95.2%	792	92.5%	496	58.2%	522	61.1%	715	84.9%
Length of Services														
0-6 months	48	88.9%	51	92.7%	57	100%	44	81.5%	23	42.6%	29	50.9%	37	72.5%
7-11 months	84	94.4%	72	87.8%	84	96.6%	70	83.3%	73	81.1%	75	84.3%	84	97.7%
1-2 years	180	84.9%	188	90.0%	201	96.6%	201	93.5%	133	61.3%	135	61.9%	173	82.8%
3-5 years	213	83.2%	223	87.1%	230	95.8%	243	93.1%	172	66.2%	175	67.0%	233	91.7%
5 years +	624	78.4%	652	83.7%	693	95.2%	726	91.8%	461	58.0%	499	82.7%	667	84.9%
CFT														
Yes	857	84.3%	903	89.8%	951	96.6%	943	93.4%	635	62.3%	669	65.4%	870	87.7%
No	264	73.9%	260	77.2%	278	90.8%	307	86.5%	212	59.4%	229	64.0%	295	82.6%

ATTACHMENT-G

2012 YSS-F Line Item

2012 YSSF, Statewide Percent of Positive Response by Line Item

(Line specific numbers are based on actual valid survey returns. Domain percentages are based on weighted scores.)

Survey Item	Number	Percent
General Satisfaction:	1,235	82.1%
1. Overall, I am satisfied with the services my child received.	1,278	85.1%
4. The people helping my child stuck with us no matter what.	1,170	78.7%
5. I felt my child had someone to talk to when he/she was troubled.	1,095	77.0%
7. The services my child and/or family received were right for us.	1,217	81.9%
10. My family got the help we wanted for my child.	1,170	78.6%
11. My family got as much help as we needed for my child.	1,104	74.1%
Service Access	1,267	86.2%
8. The location of services was convenient for us.	1,224	82.6%
9. Services were available at times that were convenient for us.	1,236	82.5%
Participation in Treatment Planning	1,373	91.8%
2. I helped to choose my child's services.	1,292	88.4%
3. I helped to choose my child's treatment goals.	1,345	90.7%
6. I participated in my child's treatment.	1,385	93.5%
Cultural Sensitivity	1,356	95.7%
12. Staff treated me with respect.	1,415	93.5%
13. Staff respected my family's religious/spiritual beliefs.	1,275	91.3%
14. Staff spoke with me in a way that I understood.	1,421	95.0%
15. Staff were sensitive to my cultural/ethnic background.	1,230	90.6%
Outcomes	929	61.7%
16. My child is better at handling daily life.	981	65.7%
17. My child gets along better with family members.	955	64.3%
18. My child gets along better with friends and other people.	987	66.7%
19. My child is doing better in school and/or work.	946	64.2%
20. My child is better able to cope when things go wrong.	879	58.8%
21. I am satisfied with our family life right now.	861	58.4%
22. My child is better able to do things he or she wants to do.	927	62.6%
Improved Functioning	986	65.2%
16. My child is better at handling daily life.	981	65.7%
17. My child gets along better with family members.	955	64.3%
18. My child gets along better with friends and other people.	987	66.7%
19. My child is doing better in school and/or work.	946	64.2%
20. My child is better able to cope when things go wrong.	879	58.4%
22. My child is better able to do things he or she wants to do.	927	62.6%
Social Connectedness	1,273	86.2%
23. I know people who will listen and understand me when I need to talk.	1,252	85.2%
24. I have people that I am comfortable talking with about my child's problems.	1,298	88.2%
25. In a crisis, I would have the support I need from family or friends.	1,163	78.8%
26. I have people with whom I can do enjoyable things.	1,209	83.6%

ATTACHMENT-H

List of Acronyms
2012 Consumer Survey Report

Acronyms	Description
ADHS/DBHS	Arizona Department of Health Services/Division of Behavioral Health Services
ASOC	Adult System of Care
CBHS	Cenpatico Behavioral Health Services
CFT	Child and Family Team
CPSA	Community Partnership of Southern Arizona
CSOC	Children’s System of Care
CSOCPR	Child System of Care Practice Review
CSP	Comprehensive Service Provider
CSR	Consumer Survey Report
GMH	General Mental Health
GSA	Geographical Service Area
MHSIP	Mental Health Statistics Improvement Program
MMWIA	Meet Me Where I Am
NARBHA	Northern Arizona Regional Behavioral Health Authority
NASMHPD	National Association of State Mental Health Program Directors
NOMs	National Outcomes Measures
NRI	National Research Institute
PIP	Performance Improvement Plan
QM	Quality Management
RBHA	Regional Behavioral Health Authority
RSS	Recovery Support Specialist
SA	Substance Abuse
SAMSHA	Substance Abuse and Mental Health Services Administration
SMI	Serious Mental Illness
TBHA	Tribal Behavioral Health Authority
WSDSG	Western States Decision Support Group
YSS-F	Youth Services Survey for Families

APPENDIX-1
(See attached)
Year 2012 Adult Consumer Survey
(English and Spanish)

THIS SECTION <u>MUST</u> BE COMPLETED BY T/RBHA OR PROVIDER!	
Name of Service Agency:	_____
T/RBHA NAME: _____	Facility ID: _____
Program/Fund Source:	SMI <input type="radio"/> Non-SMI (GMH or SA) <input type="radio"/>
Client's Entitlement Status:	TXIX <input type="radio"/> TXXI <input type="radio"/> Survey ID: _____
Survey completed at:	Home <input type="radio"/> Clinic <input type="radio"/> By Phone <input type="radio"/> Client enrolled in DDD: Yes _____ No _____

YEAR 2012 ADULT CONSUMER SURVEY

Please help us improve our program by completing this survey about the services you have received in the last six months. We are interested in your honest opinion. All responses will be treated as confidential. Any personal information will be excluded in the presentation of the survey results.

Your current and/or future services will not be affected if you decide not to participate in this survey.

If you have already taken this survey during the months of April or May 2012, you do not need to complete it again.

After you have completed the survey, please fold and drop it in the survey box before you leave the office today. Thank you.

Use Pen or Pencil

Please fill in the bubbles completely with your answers to the following questions:

Information about the Person Receiving Services:

Age: _____

Sex: Male Female

Ethnicity: Hispanic or Latino Not Hispanic or Latino

Please check all applicable race categories:

Race: White Black/African American Asian American Indian/Alaska Native
 Native Hawaiian/Pacific Islander

How long have you been receiving mental health and/or substance abuse services? (from any provider)

0 - 6 months 7 - 11 months 1 - 2 years 3 - 5 years more than 5 years

About the Person Completing This Survey:

I am the person directly receiving services. Yes No

If not, please check your relation to the person who is directly receiving services:

Parent/Guardian Friend Relative (Uncle, Aunt, Cousin, Grandparent, etc.) Other

Please continue to answer questions on the next page.

PLEASE MARK YOUR ANSWERS BY FILLING IN THE BUBBLES COMPLETELY

In order to provide the best possible behavioral health services, we need to know what you think about the services you received DURING THE LAST 6 MONTHS, the people who provided it, and the results.

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
1. I like the services that I received here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. If I had other choices, I would still get services from this agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I would recommend this agency to a friend or family member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The location of services was convenient (parking, public transportation, distance, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Staff were willing to see me as often as I felt it was necessary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Staff returned my call in 24 hours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Services were available at times that were good for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I was able to get all the services I thought I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. I was able to see a psychiatrist when I wanted to.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Staff here believe that I can grow, change and recover.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I felt comfortable asking questions about my treatment and medication.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. I feel free to complain.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. I was given information about my rights.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff encouraged me to take responsibility for how I live my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Staff helped me to understand what side effects I should watch out for.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. I, not staff, decided my treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Staff were sensitive to my cultural background. (For example: values, traditions, beliefs, race, language, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

As a direct result of the services I received:

21. I deal more effectively with daily problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. I am better able to control my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. I am better able to deal with crisis.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. I am getting along better with my family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. I do better in social situations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. I do better in school and/or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. My housing situation has improved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. My symptoms are not bothering me as much.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. I do things that are more meaningful to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. I am better able to take care of my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. I am better able to handle things when they go wrong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. I am better able to do things that I want to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please continue to answer questions on the next page.

PLEASE MARK YOUR ANSWERS BY FILLING IN THE BUBBLES COMPLETELY

For questions 33-36 please answer for relationships with persons other than your mental health provider(s)

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
33. I am happy with the friendships I have.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. I have people with whom I can do enjoyable things.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. I feel I belong in my community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. In a crisis, I would have the support I need from family or friends.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

State-added Questions:

37. In creating my service plan my cultural preferences were included. (For example: values, traditions, beliefs, race, language, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. Services were provided in a language I understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. In creating my service plan our tribal customs and beliefs were included. (For example: being asked to participate in traditional healing practices.) <i>If you do not participate in tribal customs, please mark Not Applicable.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please answer the following questions to let us know how you are doing.

40. How long have you received mental health services from this provider?	<input type="radio"/> Less than a year (less than 12 months) (Continue to Question 41)
	<input type="radio"/> 1 year or more (at least 12 months) (Skip to Question 44)

If you answered “Less than a year (less than 12 months)”, please complete questions 41 - 43.

41. Were you arrested since you began to receive mental health services?	<input type="radio"/> Yes	<input type="radio"/> No
42. Were you arrested during the 12 months prior to that?	<input type="radio"/> Yes	<input type="radio"/> No
43. Since you began to receive mental health services, have your encounters with police...	<input type="radio"/> been reduced (for example, I have not been arrested, hassled by police, taken by police to a shelter or crisis program)	
	<input type="radio"/> stayed the same	
	<input type="radio"/> increased	
	<input type="radio"/> not applicable (I had no police encounters this year or last year)	

If you answered “1 year or more (at least 12 months)”, please complete questions 44 - 46.

44. Were you arrested during the last 12 months?	<input type="radio"/> Yes	<input type="radio"/> No
45. Were you arrested during the 12 months prior to that?	<input type="radio"/> Yes	<input type="radio"/> No
46. Over the last year, have your encounters with police...	<input type="radio"/> been reduced (for example, I have not been arrested, hassled by police, taken by police to a shelter or crisis program)	
	<input type="radio"/> stayed the same	
	<input type="radio"/> increased	
	<input type="radio"/> not applicable (I had no police encounters this year or last year)	

Please continue to answer questions on the next page.

Please feel free to use the space provided below to comment on any of your answers. Also, if there are areas which were not covered by this questionnaire which you feel should have been, please write them in the comments section. Thank you for your time and cooperation in completing this questionnaire.

What have been some of the most helpful things about the services you received over the last 6 months?

What would improve the services that you receive here?

Please list any other comments you may want to share:

Thank you for completing this questionnaire.

¡¡ESTA SECCIÓN DEBE SER COMPLETADA POR LA RBHA O EL PROVEEDOR!!	
Nombre de Agencia de Servicio _____	
NOMBRE de LA RBHA: _____	ID de la agencia o proveedor: _____
Fuente de Programa/Fondo: SMI <input type="radio"/> No - SMI (GMH o SA) <input type="radio"/>	
El Estado de Elegibilidad del Cliente: TXIX <input type="radio"/> TXXI <input type="radio"/>	ID de la encuesta: _____
Encuesta tomada en: Casa <input type="radio"/> Clínica <input type="radio"/> Por teléfono <input type="radio"/>	Cliente inscrito en DDD: Si _____ No _____

ENCUESTA DE SERVICIOS PARA ADULTOS QUE RECIBIERON SERVICIOS DURANTE EL AÑO 2012

Por favor ayúdenos a mejorar nuestro programa completando ésta revisión sobre los servicios que usted ha recibido en los últimos seis meses. Estamos interesados en su opinión honesta. Todas las respuestas serán tratadas como confidenciales. Cualquier información personal será excluida en la presentación de los resultados ésta encuesta.

Sus servicios actuales y/o futuros no se verán afectados si usted decide no participar en ésta encuesta.

Si usted ha tomado ya ésta encuesta en los meses de abril o mayo de 2012, no tiene que completarla otra vez.

Después de que usted haya finalizado, por favor doble la hoja y deposítela en la caja de encuestas, antes de usted salga de la oficina hoy. Gracias.

Use pluma o lápiz

Por favor rellene las burbujas completamente con sus respuestas a las siguientes preguntas:

Información acerca de la persona que recibe los servicios:

Edad: _____

Sexo: Masculino Femenino

Pertenencia étnica: Hispano o Latino No Hispano o Latino

Por favor compruebe todas las categorías de raza aplicables

Raza: Blanco Negro/Africano Americano Asiático
 Nativo Americano / Nativo de Alaska Nativo de Hawai/Isleño del Pacífico

¿Por cuánto tiempo ha estado recibiendo servicios de salud mental y/o de abuso de sustancias?
(de cualquier proveedor)

0 - 6 meses 7 - 11 meses 1 - 2 años 3 - 5 años más de 5 años

Sobre la persona que completa ésta encuesta:

Soy la persona que directamente recibe servicios: Sí No

Si no, por favor marque la relación con la persona que recibe directamente servicios:

Padre/Guardián Amigo Pariente (Tío, Tía, Primo, Abuelo, etc.) Otro

Por favor siga contestando preguntas en la siguiente página.

A fin de proporcionar un mejor servicio en los cuidados de salud mental y de abuso de sustancias, tenemos que saber lo que usted piensa sobre los servicios que recibió DURANTE los 6 MESES PASADOS, la gente que lo proporcionó, y los resultados.

	Muy de acuerdo	De acuerdo	Neutro	En Desacuerdo	Muy en desacuerdo	No Aplica
1. Me gustaron los servicios que recibí aquí.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Si yo tuviera otras opciones, yo todavía preferiría los servicios de esta agencia.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Yo recomendaría ésta agencia a un miembro de la familia o un amigo.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. La ubicación de los servicios fue conveniente (estacionamiento, transporte público, distancia, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. El personal quiso verme tan a menudo como sentí que era necesario.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. El personal devolvió mi llamada en 24 horas.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Los servicios estaban disponibles a las horas que eran convenientes para mí.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Recibí los servicios que pensé que necesitaba.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Pude ver a un Psiquiatra cuando así lo solicité.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. El personal aquí cree que puedo crecer, cambiar y recuperarme.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Me sentí cómodo haciendo preguntas acerca de mi tratamiento y medicación.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Me siento libre de presentar mis inquietudes sobre los servicios.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Me dieron la información sobre mis derechos.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. El personal me animó a tomar la responsabilidad de como vivo mi vida.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. El personal me ayudó a entender acerca de los efectos secundarios sobre los que debo estar preparado.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. El personal respetó mis deseos sobre a quién sí y a quien no deben dar información sobre mi tratamiento.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Yo, y no el personal, decidí las metas de mi tratamiento.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. El personal fue respetuoso de mis raíces culturales/étnicas. (Por ejemplo: mis valores, tradiciones, creencias, raza, lenguaje, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. El personal me ayudó a obtener la información que necesité de modo que yo pudiera hacerme cargo de manejar mi enfermedad.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Fui animado a usar programas manejados por consumidores (grupos de apoyo, centros de ayuda informal, línea telefónica de crisis, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Como un resultado directo de los servicios recibí:

21. Manejo de forma más eficaz los problemas diarios.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. Soy más capaz de controlar mi vida.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. Soy más capaz de lidiar con las crisis.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Me llevo mejor con los miembros de mi familia.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. Me desenvuelvo mejor en situaciones sociales.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. Tengo mejor desempeño en la escuela y/o trabajo.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. Mi situación de vivienda ha mejorado.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. Los síntomas no me molestan tanto como antes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. Hago cosas que son más significativas para mí.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. Soy más capaz de ocuparme de mis necesidades.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. Soy más capaz de manejar las cosas o situaciones cuando no van bien.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. Soy más capaz de hacer cosas que quiero hacer.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Por favor siga contestando preguntas en la siguiente página.

POR FAVOR MARQUE SUS RESPUESTAS RELLENANDO LAS BURBUJAS COMPLETAMENTE

Para las preguntas 33-36 por favor responda basado en las relaciones con personas diferentes de su proveedor (es) de salud mental.

	Muy de acuerdo	De acuerdo	Neutro	En Desacuerdo	Muy en desacuerdo	No Aplica
33. Soy feliz con las amistades que tengo.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. Tengo a personas con quienes puedo hacer cosas agradables.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. Siento que pertenezco a mi comunidad.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. En una crisis, yo tendría el apoyo que necesito de familia o amigos.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Preguntas adicionales del estado:

37. En la creación de mi plan de servicios, mis preferencias culturales fueron incluidas. (Por ejemplo; mis valores, tradiciones, creencias, raza, lenguaje, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. Los servicios me fueron proporcionados en un lenguaje que entendí.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. En la creación de mi plan de servicios las tradiciones y creencias de mi tribu fueron incluidas (Por ejemplo: me preguntaron si quería participar en sesiones de sanación tradicional). <i>Si usted no participa de las tradiciones tribales, por favor marque la opción "No aplica".</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Por favor conteste las siguientes preguntas para hacernos saber cómo se encuentra.

40. ¿Durante cuánto tiempo ha recibido usted servicios de salud mental de éste proveedor?	<input type="radio"/> Menos de un año (menos de 12 meses) (Continué con la pregunta 41)
	<input type="radio"/> 1 año o más (al menos 12 meses) (Vaya a la pregunta 44)

Si su respuesta es "menos de un año (menos de 12 meses)", por favor complete las preguntas 41-43.

41. ¿Ha sido usted arrestado desde que comenzó a recibir servicios de salud mental?	<input type="radio"/> Sí	<input type="radio"/> No
42. ¿Ha sido usted arrestado durante los 12 meses anteriores a esto?	<input type="radio"/> Sí	<input type="radio"/> No
43. Desde que usted comenzó a recibir servicios de salud mental, ha tenido incidentes con la policía...	<input type="radio"/> han disminuido (por ejemplo, no he sido arrestado, molestado por la policía, enviado por la policía a un refugio o programa de crisis)	
	<input type="radio"/> han sido igual	
	<input type="radio"/> han aumentado	
	<input type="radio"/> no aplicable (yo no he tenido ningún incidente con la policía durante este año o el año pasado)	

Si su respuesta es "1 año o más (al menos 12 meses)", por favor complete las preguntas 44 - 46.

44. ¿Ha sido arrestado durante los 12 meses pasados?	<input type="radio"/> Sí	<input type="radio"/> No
45. ¿Ha sido arrestado durante los 12 meses anteriores a esto?	<input type="radio"/> Sí	<input type="radio"/> No
46. Durante el año pasado, sus incidentes con la policía ...	<input type="radio"/> han disminuido (por ejemplo, no he sido arrestado, molestado por policía, enviado por la policía a un refugio o programa de crisis)	
	<input type="radio"/> han sido igual	
	<input type="radio"/> han aumentado	
	<input type="radio"/> no aplicable (yo no he tenido ningún encuentro con la policía durante este año o el año pasado)	

Por favor siga contestando preguntas en la siguiente página.

2012 Consumer Survey Report

Por favor siéntase libre de usar el espacio proporcionado abajo para comentar sobre cualquiera de sus respuestas. También, si hay áreas que no fueron cubiertas por este cuestionario que usted siente que deberían haber sido incluidas, por favor escríbalas en la sección de comentarios. Gracias por su tiempo y cooperación en completar éste cuestionario.

¿Cuáles han sido algunas cosas más provechosas sobre los servicios que usted recibió durante los 6 meses pasados?

¿Qué mejoraría los servicios que usted recibe aquí?

Por favor escriba cualquier otro comentario que usted quiera compartir:

Gracias por completar este cuestionario.

APPENDIX-2
(See attached)
Year 2012 Youth Consumer Survey for Families
(English and Spanish)

THIS SECTION MUST BE COMPLETED BY T/RBHA OR PROVIDER!

Name of Service Agency: _____

T/RBHA NAME: _____ Facility ID: _____

Client's Entitlement Status: TXIX TXXI Survey ID: _____

Survey completed at: Home Clinic By Phone Client enrolled in DDD: Yes _____ No _____

YEAR 2012 YOUTH SERVICES SURVEY FOR FAMILIES

Please help us improve our program by completing this survey about the services you have received in the last six months. We are interested in your honest opinion. All responses will be treated as confidential. Any personal information will be excluded in the presentation of the survey results.

Your child and family's current and/or future services will not be affected if you decide not to participate in this survey.

If you have already taken this survey in the months of April or May 2012, then you do not need to complete it again.

After you have completed the survey, please fold and drop it in the survey box before you leave the office today. Thank you.

Use Pen or Pencil

Please fill in the bubbles completely with your answers to the following questions:

Information about the Person Receiving Services:

Child's Age: _____

Child's Sex: Male Female

Child's Ethnicity: Hispanic or Latino Not Hispanic or Latino

Please check all applicable race categories:

Child's Race: White Black/African American Asian American Indian/Alaska Native
 Native Hawaiian/Pacific Islander

How long has your child been receiving mental health and/or substance abuse services? (from this provider)

0 - 6 months 7 - 11 months 1 - 2 years 3 - 5 years more than 5 years

Please check your relationship with the child: Parent/Guardian Friend
 Relative (Uncle, Aunt, Cousin, Grandparent, etc.)
 Other

Does your family have a Child and Family Team? Yes No

**Please continue to answer questions on the next page.
PLEASE MARK YOUR ANSWERS BY FILLING IN THE BUBBLES COMPLETELY**

2012 Consumer Survey Report

Please help our agency make services better by answering some questions about the services your child received OVER THE LAST 6 MONTHS.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
1. Overall, I am satisfied with the services my child received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I helped to choose my child's services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I helped to choose my child's treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The people helping my child stuck with us no matter what.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I felt my child had someone to talk to when he/she was troubled.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I participated in my child's treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The services my child and/or family received were right for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The location of services was convenient for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Services were available at times that were convenient for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. My family got the help we wanted for my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. My family got as much help as we needed for my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Staff treated me with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Staff respected my family's religious/spiritual beliefs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff spoke with me in a way that I understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Staff were sensitive to my cultural/ethnic background. (For example: values, traditions, beliefs, race, language, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

As a result of the services my child and/or family received:

16. My child is better at handling daily life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. My child gets along better with family members.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. My child gets along better with friends and other people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. My child is doing better in school and/or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. My child is better able to cope when things go wrong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. I am satisfied with our family life right now.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. My child is better able to do things he or she wants to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

As a result of the services my child and/or family received: please answer for relationships with persons other than your mental health provider(s).

23. I know people who will listen and understand me when I need to talk.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. I have people that I am comfortable talking with about my child's problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. In a crisis, I would have the support I need from family or friends.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. I have people with whom I can do enjoyable things.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. What has been the most helpful thing about the services you and your child received over the last 6 months?

28. What would improve the services here? _____

**Please continue to answer questions on the next page.
PLEASE MARK YOUR ANSWERS BY FILLING IN THE BUBBLES COMPLETELY**

2012 Consumer Survey Report

State-added Questions:	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
29. In creating my child's service plan our cultural preferences were included. (For example: values, traditions, beliefs, race, language, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. Services were provided in a language my child understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. In creating my child's service plan our tribal customs and beliefs were included. (For example: being asked to participate in traditional healing practices.) <i>If you do not participate in tribal customs, please mark Not Applicable.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please answer the following questions to let us know how your child is doing.

32. Is your child currently living with you?	<input type="radio"/> Yes	<input type="radio"/> No
33. Has your child lived in any of the following places in the last 6 months ? (CHECK ALL THAT APPLY)		
<input type="radio"/> With one or both parents	<input type="radio"/> With another family member	<input type="radio"/> Foster home
<input type="radio"/> Therapeutic foster home	<input type="radio"/> Crisis shelter	<input type="radio"/> Homeless shelter
<input type="radio"/> Group home	<input type="radio"/> Residential treatment facility	<input type="radio"/> Hospital
<input type="radio"/> Local jail or detention facility	<input type="radio"/> State correctional facility	<input type="radio"/> Runaway/homeless/on the streets
<input type="radio"/> Other (describe): _____		
34. In the last year, did your child see a medical doctor (or nurse) for a health check up or because he/she was sick? (Check one)	<input type="radio"/> Yes, in a clinic or office	
	<input type="radio"/> Yes, but only in a hospital emergency room	
	<input type="radio"/> No	
	<input type="radio"/> Do not remember	
35. Is your child on medication for emotional/behavioral problems?	<input type="radio"/> Yes	<input type="radio"/> No
36. If yes, did the doctor or nurse tell you and/or your child what side effects to watch for?	<input type="radio"/> Yes	<input type="radio"/> No
37. Is your child still getting services from this provider?	<input type="radio"/> Yes	<input type="radio"/> No
38. How long did your child receive services from this provider?	<input type="radio"/> Less than 1 month	
	<input type="radio"/> 1-5 Months	
	<input type="radio"/> 6 months to 1 year	
	<input type="radio"/> More than 1 year (skip to Question 45)	
39. Was your child arrested since beginning to receive mental health services?	<input type="radio"/> Yes	<input type="radio"/> No
40. Was your child arrested during the 12 months prior to that?	<input type="radio"/> Yes	<input type="radio"/> No
41. Since your child began to receive mental health services, have their encounters with the police...	<input type="radio"/> been reduced (for example, they have not been arrested, hassled by the police, taken by police to a shelter or crisis program)	
	<input type="radio"/> stayed the same	
	<input type="radio"/> increased	
	<input type="radio"/> not applicable (They had no police encounters this year or last year)	
42. Was your child expelled or suspended from school since beginning services?	<input type="radio"/> Yes	<input type="radio"/> No
43. Was your child expelled or suspended from school during the 12 months prior to that?	<input type="radio"/> Yes	<input type="radio"/> No

Please continue to answer questions on the next page.

PLEASE MARK YOUR ANSWERS BY FILLING IN THE BUBBLES COMPLETELY

44. Since starting to receive services, the number of days my child was in school is...	<input type="radio"/> greater	
	<input type="radio"/> about the same	
	<input type="radio"/> less	
	<input type="radio"/> does not apply (please select why this does not apply)	
	<input type="radio"/> child did not have a problem with attendance before starting services	
	<input type="radio"/> child is too young to be in school	
	<input type="radio"/> child was expelled from school	
	<input type="radio"/> child is home schooled	
	<input type="radio"/> child dropped out of school	
	<input type="radio"/> Other:	
45. Was your child arrested during the last 12 months?	<input type="radio"/> Yes	<input type="radio"/> No
46. Was your child arrested during the 12 months prior to that?	<input type="radio"/> Yes	<input type="radio"/> No
47. Over the past year, have your child's encounters with the police...	<input type="radio"/> been reduced (for example, they have not been arrested, hassled by the police, taken by police to a shelter or crisis program)	
	<input type="radio"/> stayed the same	
	<input type="radio"/> increased	
	<input type="radio"/> not applicable (They had no police encounters this year or last year)	
48. Was your child expelled or suspended from school during the last 12 months?	<input type="radio"/> Yes	<input type="radio"/> No
49. Was your child expelled or suspended from school during the 12 months prior to that?	<input type="radio"/> Yes	<input type="radio"/> No
50. Over the last year, the number of days my child was in school is...	<input type="radio"/> greater	
	<input type="radio"/> about the same	
	<input type="radio"/> less	
	<input type="radio"/> does not apply (please select why this does not apply)	
	<input type="radio"/> child did not have a problem with attendance before starting services	
	<input type="radio"/> child is too young to be in school	
	<input type="radio"/> child was expelled from school	
	<input type="radio"/> child is home schooled	
	<input type="radio"/> child dropped out of school	
	<input type="radio"/> Other:	

Please continue to answer questions on the next page.

¡¡ESTA SECCIÓN DEBE SER COMPLETADA POR LA RBHA O EL PROVEEDOR!!

Nombre de Agencia de Servicio _____

NOMBRE de la RBHA: _____ ID de agencia o proveedor: _____

El Estado de Elegibilidad del Cliente: TXIX TXXI ID de la encuesta: _____

Encuesta tomada en : Casa Clínica Por teléfono Cliente inscrito en DDD: Si _____ No _____

ENCUESTA PARA FAMILIAS DE JÓVENES QUE RECIBIERON SERVICIOS DURANTE EL AÑO 2012

Por favor ayúdenos a mejorar nuestro programa completando ésta encuesta sobre los servicios que usted ha recibido en los últimos seis meses. Estamos interesados en su opinión honesta. Todas las respuestas serán tratadas como confidenciales. Cualquier información personal será excluida en la presentación de los resultados de ésta encuesta.

Los servicios actuales y/o futuros de su hijo(a) o la familia no se verán afectados si usted decide no participar en esta encuesta.

Si usted ha tomado ya esta encuesta en los meses de abril o mayo de 2012, no tiene que completarla otra vez.

Después de que usted haya finalizado, por favor doble la hoja y deposítela en la caja de encuestas, antes de usted salga de la oficina hoy. Gracias.

Use pluma o lápiz

Por favor rellene las burbujas completamente con sus respuestas a las preguntas siguientes:

Información acerca de la persona que recibe los servicios:

La Edad del Niño: _____

El Sexo del Niño: Masculino Femenino

La Pertenencia étnica del Niño Hispano o Latino No Hispano o Latino

Por favor compruebe todas las categorías de raza aplicables:

La Raza del Niño: Blanco Negro/Africano Americano Asiático
 Nativo Americano / Nativo de Alaska Nativo de Hawaii/Isleño del Pacífico

¿Por cuánto tiempo ha estado su hijo recibiendo servicios de salud mental y/o de abuso de sustancias? (De éste proveedor)

0 - 6 meses 7 - 11 meses 1 - 2 años 3 - 5 años más de 5 años

Por favor indique su relación con el niño: Padre/Guardián Amigo
 Pariente (Tío, Tía, Primo, Abuelo, etc.)
 Otro

¿Tiene su familia un Equipo del Niño y la Familia? Sí No

Por favor siga contestando preguntas en la siguiente página.

POR FAVOR MARQUE SUS RESPUESTAS RELLENANDO LAS BURBUJAS COMPLETAMENTE

Por favor ayude a nuestra agencia a mejorar los servicios, contestando algunas preguntas sobre los servicios que su niño recibió DURANTE LOS ÚLTIMOS 6 MESES.

	Muy De acuerdo	De acuerdo	Neutro	En desacuerdo	Muy en desacuerdo	No Aplica
1. En general, estoy satisfecho con los servicios que mi hijo recibió.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Ayudé elegir los servicios de mi hijo.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Ayudé elegir los objetivos de tratamiento de mi hijo.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. La gente que ayuda a mi hijo nos apoyó sin falta.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Sentí que mi hijo tenía a alguien para dirigirse cuando estaba preocupado.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Participé en el tratamiento de mi hijo.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Los servicios que mi hijo y/o la familia recibieron fueron los apropiados para nosotros.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. La ubicación de los servicios fue conveniente para nosotros.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Los servicios estuvieron disponibles en momentos en que fue conveniente para nosotros.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Mi familia recibió la ayuda que estábamos buscando para mi hijo.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Mi familia recibió tanta ayuda como necesitábamos para mi hijo.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. El personal me trató con respeto.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. El personal respetó las creencias religiosas/espirituales de mi familia.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. El personal habló conmigo de tal forma que entendí.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. El personal fue respetuoso de mis raíces culturales/étnicas. (Por ejemplo: mis valores, tradiciones, creencias, raza, lenguaje, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Como resultado de los servicios que mi niño y/o la familia recibieron:

16. Mi hijo maneja de forma más eficaz los problemas diarios.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Mi hijo se lleva mejor con los otros miembros de la familia.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Mi hijo se lleva mejor con los amigos y otras personas.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. A mi hijo le va mejor en la escuela y/o el trabajo.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Mi hijo está más dispuesto a enfrentar las situaciones difíciles.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Estoy satisfecho con nuestra vida familiar actualmente.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. Mi hijo es más capaz de hacer las cosas que quiere hacer.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Como resultado de los servicios que mi niño y/o la familia recibieron: por favor responda basado en las relaciones con personas diferentes de su proveedor(es) de salud mental.

23. Conozco gente que escuchará y me entenderá cuando necesito hablar.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Tengo personas con las que me siento cómodo hablando acerca del problema de mi hijo.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. En una crisis, yo tendría el apoyo que necesito de mi familia o amigos.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. Cuento con personas con quienes puedo hacer cosas agradables.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. ¿Cuál ha sido la cosa más provechosa sobre los servicios usted y su hijo recibieron durante los 6 meses pasados?

28. ¿Qué mejoraría los servicios aquí? _____

Por favor siga contestando preguntas en la siguiente página.

POR FAVOR MARQUE SUS RESPUESTAS RELLENANDO LAS BURBUJAS COMPLETAMENTE

	Muy De acuerdo	De acuerdo	Neutro	En desacuerdo	Muy en desacuerdo	No Aplica
Pregunta adicional del estado:						
29. En la creación del plan de servicios de mi hijo, nuestras preferencias culturales fueron incluidas. (Por ejemplo; mis valores, tradiciones, creencias, raza, lenguaje, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. Los servicios fueron proporcionados en un lenguaje que mi hijo entendiera.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. En la creación del plan de servicios de mi hijo nuestras tradiciones y creencias tribales fueron incluidas (Por ejemplo: se nos preguntó si queríamos participar en sesiones de sanación tradicional). <i>Si usted no participa de las tradiciones tribales, por favor marque la opción "No aplica".</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Por favor conteste las siguientes preguntas, para informarnos acerca de cómo va su hijo.

32. ¿Vive actualmente su hijo con usted?	<input type="radio"/> Sí	<input type="radio"/> No
33. ¿Ha vivido su hijo en cualquiera de los siguientes sitios en los últimos 6 meses? (MARQUE TODAS LAS QUE APLICAN)		

- | | | |
|---|---|---|
| <input type="radio"/> Con uno o ambos padres | <input type="radio"/> Con otro miembro de familia | <input type="radio"/> Familia adoptiva |
| <input type="radio"/> Familia adoptiva terapéutica | <input type="radio"/> Refugio de crisis | <input type="radio"/> Refugio para los sin hogar |
| <input type="radio"/> Casa de Grupo | <input type="radio"/> Centro de tratamiento | <input type="radio"/> Hospital |
| <input type="radio"/> Cárcel local o instalación de detención | <input type="radio"/> Instalación correccional | <input type="radio"/> Escapó/o vive en las calles |
| <input type="radio"/> Otro (describa) _____ | | |

34. ¿Durante el año pasado, visitó su hijo un médico (o enfermera) para un control de salud o porque él/ella estaba enfermo? (Elija una de las opciones)	<input type="radio"/> Sí, en una clínica o oficina	
	<input type="radio"/> Sí, pero sólo en un cuarto de emergencia de hospital	
	<input type="radio"/> No	
	<input type="radio"/> No recuerdo	
35. ¿Está su hijo tomando medicamentos para problemas de conducta / emocionales?	<input type="radio"/> Sí	<input type="radio"/> No
36. ¿Si la respuesta es afirmativa, responda si el médico o la enfermera le explicaron con qué clase de efectos secundarios debe estar alerta?	<input type="radio"/> Sí	<input type="radio"/> No
37. ¿Todavía está su hijo recibiendo servicios de éste proveedor?	<input type="radio"/> Sí	<input type="radio"/> No
38. ¿Por cuánto tiempo recibió su hijo servicios de éste proveedor?	<input type="radio"/> Menos de 1 mes	
	<input type="radio"/> 1-5 Meses	
	<input type="radio"/> 6 Meses a 1 año	
	<input type="radio"/> Más de 1 año (vaya a la pregunta 45)	
39. ¿Ha sido su hijo arrestado desde que comenzó a recibir servicios de salud mental?	<input type="radio"/> Sí	<input type="radio"/> No
40. ¿Estuvo arrestado su hijo durante los 12 meses anteriores a esto?	<input type="radio"/> Sí	<input type="radio"/> No
41. Desde que su hijo comenzó a recibir servicios de salud mental, los incidentes con la policía...	<input type="radio"/> han disminuido (por ejemplo, no ha sido arrestado, molestado por la policía, llevado por la policía a un refugio o programa de crisis)	
	<input type="radio"/> han sido igual	
	<input type="radio"/> han aumentado	
	<input type="radio"/> no aplicable (no tuvo ningún incidente con la policía éste año o el año pasado)	
42. ¿Ha sido su hijo expulsado o suspendido de su escuela desde que comenzó a recibir los servicios?	<input type="radio"/> Sí	<input type="radio"/> No
43. ¿Fue su hijo expulsado o suspendido de su escuela durante los 12 meses anteriores a esto?	<input type="radio"/> Sí	<input type="radio"/> No

Por favor siga contestando preguntas en la siguiente página.

POR FAVOR MARQUE SUS RESPUESTAS RELLENANDO LAS BURBUJAS COMPLETAMENTE

44. Desde que comenzó a recibir servicios, el número de días que mi hijo estuvo en la escuela fue...	<input type="radio"/> mayor	
	<input type="radio"/> el mismo	
	<input type="radio"/> menos	
	<input type="radio"/> no se aplica (por favor seleccione por qué éste no se aplica)	
	<input type="radio"/> el niño no tenía un problema con la asistencia antes de los servicios iniciales	
	<input type="radio"/> el niño es demasiado joven para estar en la escuela	
	<input type="radio"/> el niño fue expulsado de la escuela	
	<input type="radio"/> el niño está siendo enseñado en la casa	
	<input type="radio"/> el niño abandonó la escuela	
	<input type="radio"/> Otro	
45. ¿Ha sido su hijo arrestado durante los 12 meses pasados?	<input type="radio"/> Sí	<input type="radio"/> No
46. ¿Estuvo arrestado su hijo durante los 12 meses antes a ésto?	<input type="radio"/> Sí	<input type="radio"/> No
47. Durante el año pasado, los incidentes de su niño con la policía...	<input type="radio"/> han disminuido (por ejemplo, no ha sido arrestado, molestado por la policía, llevado por la policía a un refugio o programa de crisis)	
	<input type="radio"/> han sido igual	
	<input type="radio"/> han aumentado	
	<input type="radio"/> no aplicable (no tuvo ningún encuentro con policía éste año o el año pasado)	
48. ¿Fue expulsado su niño o suspendido de la escuela durante los 12 meses pasados?	<input type="radio"/> Sí	<input type="radio"/> No
49. ¿Fue expulsado su niño o suspendido de la escuela durante los 12 meses antes de esto?	<input type="radio"/> Sí	<input type="radio"/> No
50. Durante el año pasado, el número de días mi niño fue a la escuela era...	<input type="radio"/> mayor	
	<input type="radio"/> el mismo	
	<input type="radio"/> menos	
	<input type="radio"/> no se aplica (por favor seleccione por qué éste no se aplica)	
	<input type="radio"/> El niño no tenía un problema con la asistencia antes de servicios iniciales	
	<input type="radio"/> El niño es demasiado joven para estar en la escuela	
	<input type="radio"/> El niño fue expulsado de la escuela	
	<input type="radio"/> El niño está siendo enseñado en la casa	
	<input type="radio"/> El niño abandonó la escuela	
<input type="radio"/> Otro		

Por favor siga contestando preguntas en la siguiente página.

