



**Arizona
Department of
Health Services**

**2014 Annual Consumer Survey
Report**

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Office of Performance Improvement

Arizona Department of Health Services
Division of Behavioral Health Services
Bureau of Quality and Integration

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APPENDICES

YEAR 2014 ADULT CONSUMER SURVEY (ENGLISH AND SPANISH)

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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 satisfaction surveys 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 source of information to drive system improvements through RBHA contracts and QM Plans
- Used for certain Performance Incentive System calculations
- Tracked and trended by Network development to determine network capacity by measuring member perception of behavioral health services in relation to the established survey domains.
- Analyzed by the Office of Information Management and the Office of Performance improvement to identify and improve on performance in the various survey domains.

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)

2014 Consumer Survey Report

The fiscal year 2014 survey was conducted during an 8-week period from March 31 through May 23, 2014. Adult and Youth survey results are summarized below. With regard to the statewide results, it should be noted that this is the first year ADHS/DBHS did not engage all its contractors throughout the state to take part in the survey. GSA 6, which has the largest population base of GSAs throughout the state, did not participate in the 2014 survey; explanation follows in Section II of this report. However, because GSA 6 was excluded, the statewide results were not weighted as they have been in previous years. Therefore, direct comparison of 2014 statewide scores with scores of prior years should be considered with caution. That being said, this year's statewide domain scores show no statistically significant changes when compared to 2013 scores, with the exception of the Social Connectedness domain that increased 5 percentage points for the adult population.

Adult Consumer Survey results:

Statewide:

- The *Service Access* domain remained unchanged from 2013.
- The *Participation in Treatment Planning, Service Quality & Appropriateness, Outcomes, and Improved Functioning* domains showed increases of 1 to 2 percentage points. The *Social Connectedness* domain increased by 5 percentage points, a statistically significant increase.
- The *General Satisfaction* domain decreased by 2 percentage points.

RBHA Specific:

- NARBHA (GSA 1) showed increases or decreases of 1 to 3 percentage points in all domains; none were statistically significant.
- Cenpatico's (GSA 2, 3, 4) scores varied from -8 percentage points to +6 percentage points as compared to domain scores in 2013, with a statistically significant increase in GSA 3's *Social Connectedness* domain and a statistically significant decrease in GSA 4's *Outcomes* domain. GSA 4 experienced a decrease in all domains this year.
- CPSA's (GSA 5) score for the *General Satisfaction* domain remained unchanged from 2013 and all other domains increased from 2 to 8 percentage points, with the 8 point increase in the *Social Connectedness* domain being statistically significant.

YSS-F Consumer Survey results:

Statewide:

- All domains remained the same or experienced increases in positive scores, none of which were statistically significant.

RBHA Specific:

- NARBHA experienced an increase of 2 percentage points in *General Satisfaction* with no changes in the *Outcomes* or *Social Connectedness* domains. Decreases in the remaining domains were noted, none of which were statistically significant.
- Cenpatico's domain scores varied from -7 to +5 percentage points as compared to last year, with a statistically significant increase in GSA 2's *Social Connectedness* domain and a statistically significant decrease in GSA 4's *Outcomes* domain.

2014 Consumer Survey Report

- CPSA (GSA 5) experienced changes ranging from -4 to +3 percentage points, none of which were statistically significant.

Regional Behavioral Health Authorities (RBHA) and Tribal Behavioral Health Authorities (TBHA) results from the 2014 Consumer Survey are presented separately to preserve the integrity of findings as two different sampling methodologies were used to get the survey sample. Differences between the two survey modalities are discussed in Section III of this report.

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 between March 31 and May 23, 2014.

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;
- Used for certain Performance Incentive System calculations.
- Tracked and trended by the office of Network Development to determine network capacity by measuring member perception of behavioral health services in relation to the established survey domains and,
- Analyzed by the office of Information Management and the Office of Performance improvement to identify and improve on performance gaps in the various survey domains.
- Used by the Office of Information Management to conduct correlation analyses between survey domains and performance indicators.

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 4,800 RBHA-enrolled consumers were included for the MHSIP Consumer Survey random sample pool; 3,677 consumers were contacted and asked to complete a survey and 3,011 surveys were actually completed and returned to be included in tally of results. 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 83% for adults and 80% 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 – 2014 Tribal Behavioral Health Authority Health Survey Results.

TABLE 1: Survey Response Rate Based on Surveys Offered for Each RBHA/GSA - Consumer Survey 2014

RBHA/GSA	Surveys Offered (a)			Surveys Completed (b)			Response Rate (b/a)		
	Overall	Adult	Youth	Overall	Adult	Youth	Overall	Adult	Youth
GSA 1 - NARBHA	825	419	406	713	348	365	86%	83%	90%
GSA 2 - Cenpatico	610	365	245	515	303	212	84%	83%	87%
GSA 3 - Cenpatico	729	425	304	638	371	267	88%	87%	88%
GSA 4 - Cenpatico	761	366	395	583	274	309	77%	75%	78%
GSA 5 – CPSA	752	425	327	562	368	194	75%	87%	59%
<i>Statewide RBHA</i>	<i>3,677</i>	<i>2,000</i>	<i>1,677</i>	<i>3,011</i>	<i>1,664</i>	<i>1,347</i>	<i>82%</i>	<i>83%</i>	<i>80%</i>

IV. Methodology and Survey Administration

Two survey populations (sampling frames) 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 30,414 adult and 18,231 youth RBHA-enrolled Title XIX/XXI consumers were eligible to participate in the 2014 survey. Please refer to Attachment B (2014 Consumer Survey Protocol) for details on sampling frame development, inclusion/exclusion criteria, survey instruments, and survey administration guidelines.

The ADHS/DBHS utilized a Likert Scale model to have respondents rate the domain questions of the Consumer Survey 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 to 5.0.

TABLES 2 & 3 show the number and percentage of sample surveys that were not included in the domain scores. These are 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. It also occurs when 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 GSA/RBHA

GSA/RBHA	General Satisfaction	Service Access	Participation in Treatment Planning	Service Quality & Appropriateness	Outcomes	Improved Functioning	Social Connectedness
GSA 1 - NARBHA	2 (0.6%)	3 (0.9%)	20 (5.7%)	5 (1.4%)	11 (3.2%)	12 (3.4%)	13 (3.7%)
GSA 2 - Cenpatico	2 (0.7%)	2 (0.7%)	12 (4.0%)	5 (1.7%)	10 (3.3%)	10 (3.3%)	12 (4.0%)
GSA 3 - Cenpatico	5 (1.3%)	9 (2.4%)	19 (5.1%)	9 (2.4%)	17 (4.6%)	15 (4.0%)	15 (4.0%)
GSA 4 - Cenpatico	1 (0.4%)	3 (1.1%)	16 (5.8%)	5 (1.8%)	12 (4.4%)	10 (3.6%)	7 (2.6%)
GSA 5 - CPSA	19 (5.0%)	20 (5.3%)	32 (8.4%)	25 (6.6%)	34 (9.0%)	27 (7.1%)	29 (7.7%)
Statewide RBHA	29 (1.7%)	37 (2.2%)	99 (5.9%)	49 (2.9%)	84 (5.0%)	74 (4.4%)	76 (4.5%)

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

GSA/RBHA	General Satisfaction	Service Access	Participation in Treatment Planning	Cultural Sensitivity	Outcomes	Improved Functioning	Social Connectedness
GSA 1 - NARBHA	2 (0.6%)	6 (1.7%)	4 (1.1%)	7 (1.9%)	6 (1.7%)	6 (1.7%)	7 (1.9%)
GSA 2 - Cenpatico	3 (1.4%)	3 (1.4%)	2 (0.9%)	3 (1.4%)	2 (0.9%)	2 (0.9%)	5 (2.4%)
GSA 3 - Cenpatico	2 (0.7%)	5 (1.9%)	2 (0.7%)	9 (3.4%)	5 (1.9%)	4 (1.5%)	8 (3.0%)
GSA 4 - Cenpatico	2 (0.6%)	3 (1.0%)	5 (1.6%)	8 (2.6%)	6 (1.9%)	6 (1.9%)	10 (3.2%)
GSA 5 - CPSA	1 (0.5%)	3 (1.6%)	1 (0.5%)	9 (4.7%)	2 (1.1%)	2 (1.1%)	4 (2.1%)
Statewide RBHA	10 (0.7%)	20 (1.5%)	14 (1.0%)	36 (2.7%)	21 (1.6%)	20 (1.5%)	34 (2.5%)

V. Data Analysis

ADHS/DBHS provided each RBHA with an Access database to compile survey responses. All completed surveys were entered by the RBHAs and the databases were 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. ADHS/DBHS calculated GSA-specific and statewide results presented in this report from the databases submitted by each RBHA. Statewide survey data is analyzed as follows:

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

Historically, weights have been applied for the calculation of statewide survey performance. Each GSA is provided a similar number of randomly selected members to complete surveys but GSAs can have very different population sizes. In previous years, weighting was applied because GSA 6 has a relatively larger population base of enrolled members than the other GSAs. A change in RBHA contractor for GSA 6 occurred in FY2014 and prior to implementation of the survey period, the feasibility of GSA 6's participation in the survey was discussed amongst management staff at AHCCCS, ADHS/DBHS, and Magellan Health Services, the contractor responsible for providing services through March 31, 2014. It was decided that Magellan would not be obligated to participate. Mercy Maricopa Integrated Health Services was awarded the contract to serve GSA 6 behavioral health recipients effective April 1, 2014. Because the survey asks RBHA members to provide input based on their perception of services received during the six months prior to completing the survey questionnaire, participants could not comment on services they had received from Mercy Maricopa. This circumstance prevented survey participation of GSA 6 members in the 2014 survey. Therefore, statewide results were not weighted this year.

VI. Statewide Survey Data Limitations

Two different sampling methodologies were used to obtain the samples for the 2014 Consumer Survey: one for the Regional Behavioral Health Authorities (RBHA) and another for the Tribal Behavioral Health Authorities (TBHA). The TBHA scores were not 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 1,664 completed adult surveys were analyzed. Responses are broken out by gender, age, ethnicity, race, length of enrollment in services, length of enrollment and behavioral health category. Please see Attachment D, 2014 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, 2014 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 2014 Adult Survey and compares them to previous surveys.

The t-test was used to compare survey results for 2013 and 2014 and determine whether there were any statistically significant differences between the mean of the samples of each domain. A P-value of 0.05 with 95% confidence interval is used to determine statistical significance. A score is therefore considered to be of statistical significance when it is less than or equals to 0.05. The initials: "ns" (Not Significant) are used to denote changes in the results between the current

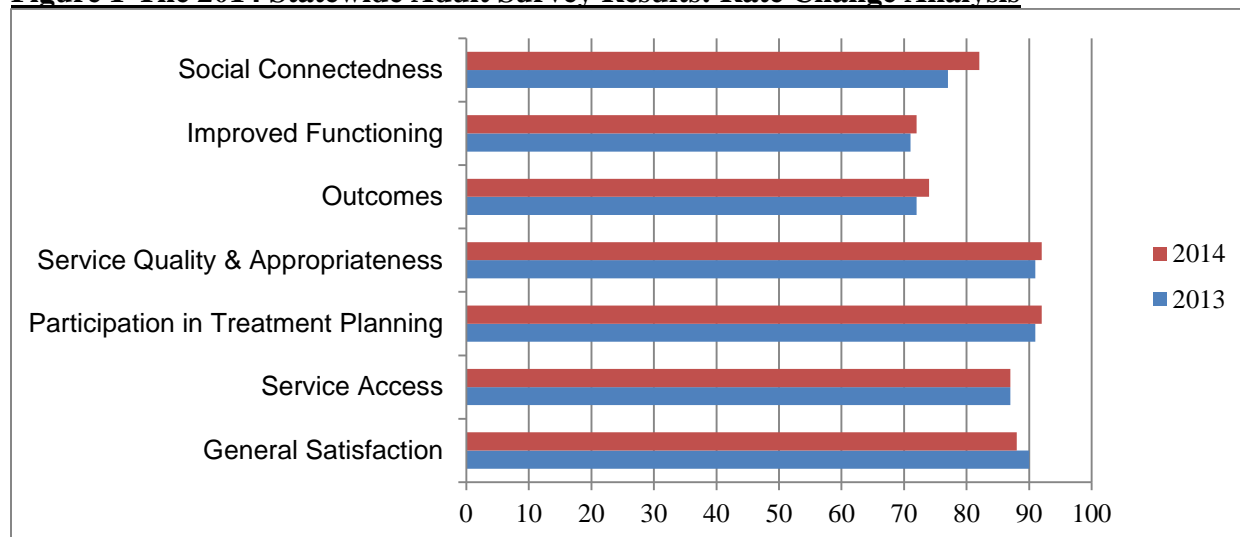
and previous year that are not statistically significant. Again, direct comparison of 2013 and 2014 statewide scores should take into consideration that the 2013 statewide data was weighted and the 2014 data was not. For the purpose of the t-test to determine the statistical significance of differences between 2013 and 2014 domain scores, 2013 scores were re-calculated to exclude GSA 6 data and remove weighting.

TABLE 4 Statewide RBHA Adult Consumer Survey Results by Domain for 2007– 2014

Domain	2007 %	2008 % (P-value)	2009 % (P-value)	2010 % (P-value)	2011 % (P-value)	2012 % (P-value)	2013 % (P-value)	2014 % (P-value)
General Satisfaction	86	82 (ns)	84 (ns)	86 (ns)	86 (ns)	85 (ns)	90 (0.01)	88 (ns)
Service Access	77	73 (ns)	78 (ns)	81 (ns)	84 (ns)	83 (ns)	87 (0.06)	87 (ns)
Participation in Treatment Planning	79	89 (0.01)	82 (0.03)	92 (0.01)	87 (ns)	90 (0.01)	91 (ns)	92 (ns)
Service Quality & Appropriateness	88	84 (ns)	89 (ns)	90 (ns)	88 (ns)	87 (ns)	91 (0.00)	92 (ns)
Outcomes	74	68 (ns)	70 (ns)	75 (ns)	72 (ns)	74 (ns)	72 (ns)	74 (ns)
Improved Functioning	66	68 (ns)	68 (ns)	71 (ns)	69 (ns)	69 (ns)	71 (ns)	72 (ns)
Social Connectedness	65	68 (ns)	68 (ns)	79 (0.02)	76 (ns)	76 (ns)	77 (ns)	82 (0.02)

Color	Key
	statistically significant increase
	statistically significant decrease

Figure 1-The 2014 Statewide Adult Survey Results: Rate Change Analysis



- **General Satisfaction:** Three questions are included in the *General Satisfaction* domain. The 2014 score for this domain is 88%, representing a decrease of 2 percentage points compared to the 2013 survey results which is not statistically significant (see TABLE 4).

- **Service Access:** Six questions in the survey gathered information regarding *Access to Services*. The average score for this domain is 87%, unchanged from last year.
- **Participation in Treatment Planning:** Two survey questions were used to determine the score for *Participation in Treatment Planning*. The average score for this domain is 92%, a slight increase of one percentage point from the 2013 results.
- **Service Quality and Appropriateness:** Nine questions in the survey focused on *Service Quality and Appropriateness*. The average score is 92%, again an increase of one percentage point over 2013.
- **Outcomes:** Eight questions were asked to obtain consumers’ perception regarding *Outcomes*. After last year’s drop by 2 percentage points as compared to 2012, the 2014 results indicate an increase of 2 percentage points, returning to 74% for the overall domain score.
- **Improved Functioning:** Five questions are included in the *Improved Functioning* domain. The overall score for this domain is 72%, indicating a one percentage point increase compared to last year.
- **Social Connectedness:** Four questions were asked in the survey to ascertain *Social Connectedness*. This domain increased to 82%, experiencing a statistically significant increase of 5 percentage points.

RBHA and GSA specific Adult survey findings are presented in TABLES 5 through 9 (page 13-15); the Tables include percentages and P-values for each domain by RBHA and GSA covering 2007 through 2014.

TABLE 5: GSA 1 - NARBHA Adult Consumer Survey Results by Domain for 2007 - 2014

Domain	2007 %	2008 % (P-value)	2009 % (P-value)	2010 % (P-value)	2011 % (P-value)	2012 % (P-value)	2013 % (P-value)	2014 % (P-value)
General Satisfaction	84	85 (ns)	84 (ns)	88 (ns)	90 (ns)	86 (ns)	89 (ns)	88 (ns)
Service Access	73	80 (ns)	79 (ns)	83 (ns)	85 (ns)	86 (ns)	85 (ns)	86 (ns)
Participation in Treatment Planning	78	92 (0.00)	80 (0.00)	92 (0.00)	91 (ns)	93 (ns)	93 (ns)	90 (ns)
Service Quality & Appropriateness	87	88 (ns)	88 (ns)	90 (ns)	93 (ns)	92 (ns)	94 (ns)	93 (ns)
Outcomes	74	71 (ns)	64 (ns)	72 (ns)	76 (ns)	72 (ns)	71 (ns)	73 (ns)
Improved Functioning	63	68 (ns)	63 (ns)	71 (ns)	74 (ns)	69 (ns)	71 (ns)	73 (ns)
Social Connectedness	61	65 (ns)	68 (ns)	78 (0.03)	80 (ns)	78 (ns)	80 (ns)	81 (ns)

TABLE 6: GSA 2 – Cenpatico Adult Consumer Survey Results by Domain for 2007 - 2014

Domain	2007 %	2008 % (P-value)	2009 % (P-value)	2010 % (P-value)	2011 % (P-value)	2012 % (P-value)	2013 % (P-value)	2014 % (P-value)
General Satisfaction	87	84 (ns)	86 (ns)	91 (ns)	89 (ns)	88 (ns)	91 (ns)	87 (ns)
Service Access	80	82 (ns)	81 (ns)	90 (0.02)	88 (ns)	83 (ns)	88 (ns)	88 (ns)
Participation in Treatment Planning	79	86 (ns)	82 (ns)	93 (0.00)	91 (ns)	92 (ns)	91 (ns)	94 (ns)
Service Quality & Appropriateness	87	88 (ns)	89 (ns)	92 (ns)	90 (ns)	91 (ns)	91 (ns)	92 (ns)
Outcomes	78	71 (ns)	71 (ns)	81 (0.03)	82 (ns)	69 (0.00)	73 (ns)	74 (ns)
Improved Functioning	73	75 (ns)	67 (ns)	75 (ns)	77 (ns)	70 (0.03)	71 (ns)	72 (ns)
Social Connectedness	74	75 (ns)	71 (ns)	83 (0.01)	83 (ns)	80 (ns)	78 (ns)	81 (ns)

Color	Key
	statistically significant increase
	statistically significant decrease

TABLE 7: GSA 3 - Cenpatico Adult Consumer Survey Results by Domain for 2007 - 2014

Domain	2007 %	2008 % (P-value)	2009 % (P-value)	2010 % (P-value)	2011 % (P-value)	2012 % (P-value)	2013 % (P-value)	2014 % (P-value)
General Satisfaction	90	82 (0.01)	83 (ns)	86 (ns)	86 (ns)	89 (ns)	88 (ns)	88 (ns)
Service Access	83	77 (ns)	79 (ns)	84 (ns)	86 (ns)	91 (ns)	88 (ns)	89 (ns)
Participation in Treatment Planning	82	87 (ns)	79 (0.02)	88 (0.03)	91 (ns)	94 (ns)	93 (ns)	93 (ns)
Service Quality & Appropriateness	89	86 (ns)	88 (ns)	88 (ns)	88 (ns)	93 (ns)	92 (ns)	93 (ns)
Outcomes	79	68 (0.01)	71 (ns)	77 (ns)	75 (ns)	81 (ns)	79 (ns)	80 (ns)
Improved Functioning	72	73 (ns)	71 (ns)	72 (ns)	73 (ns)	78 (ns)	75 (ns)	77 (ns)
Social Connectedness	71	72 (ns)	71 (ns)	80 (0.05)	81 (ns)	88 (ns)	79 (0.005)	85 (0.043)

TABLE 8: GSA 4 - Cenpatico Adult Consumer Survey Results by Domain for 2007 - 2014

Domain	2007 %	2008 % (P-value)	2009 % (P-value)	2010 % (P-value)	2011 % (P-value)	2012 % (P-value)	2013 % (P-value)	2014 % (P-value)
General Satisfaction	87	87 (ns)	86 (ns)	87 (ns)	91 (ns)	93 (ns)	91 (ns)	88 (ns)
Service Access	86	83 (ns)	83 (ns)	87 (ns)	89 (ns)	93 (ns)	93 (ns)	88 (ns)
Participation in Treatment Planning	81	92 (0.01)	84 (0.00)	92 (0.03)	95 (ns)	94 (ns)	92 (ns)	91 (ns)
Service Quality & Appropriateness	91	90 (ns)	89 (ns)	90 (ns)	93 (ns)	95 (ns)	95 (ns)	91 (ns)
Outcomes	78	73 (ns)	70 (ns)	75 (ns)	76 (ns)	82 (ns)	76 (ns)	68 (0.036)
Improved Functioning	76	67 (0.04)	64 (ns)	73 (ns)	70 (ns)	76 (ns)	70 (ns)	67 (ns)
Social Connectedness	73	67 (ns)	66 (ns)	77 (0.02)	79 (ns)	81 (ns)	82 (ns)	78 (ns)

Color	Key
	statistically significant increase
	statistically significant decrease

TABLE 9: GSA 5 - CPSA Adult Consumer Survey Results by Domain for 2007 – 2014

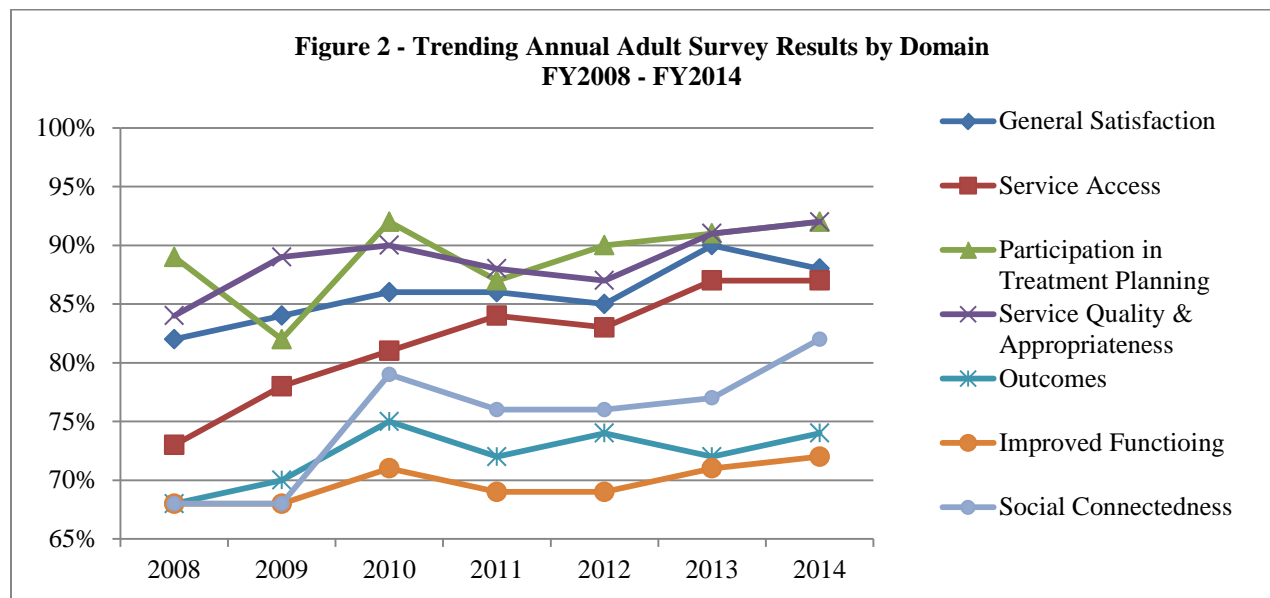
Domain	2007 %	2008 % (P-value)	2009 % (P-value)	2010 % (P-value)	2011 % (P-value)	2012 % (P-value)	2013 % (P-value)	2014 % (P-value)
General Satisfaction	85	83 (ns)	78 (ns)	87 (0.03)	89 (ns)	87 (ns)	87 (ns)	87 (ns)
Service Access	78	67 (0.01)	69 (ns)	79 (0.03)	85 (ns)	78 (0.02)	79 (ns)	83 (ns)
Participation in Treatment Planning	78	91 (0.00)	78 (0.00)	92 (0.03)	92 (ns)	89 (ns)	89 (ns)	91 (ns)
Service Quality & Appropriateness	89	80 (0.00)	87 (ns)	90 (ns)	91 (ns)	85 (0.02)	87 (ns)	89 (ns)
Outcomes	70	66 (ns)	68 (ns)	69 (ns)	75 (ns)	75 (ns)	71 (ns)	74 (ns)
Improved Functioning	64	64 (ns)	65 (ns)	68 (ns)	72 (ns)	70 (ns)	68 (ns)	71 (ns)
Social Connectedness	64	62 (ns)	65 (ns)	78 (0.01)	76 (ns)	75 (ns)	74 (ns)	82 (0.010)

Color	Key
	statistically significant increase
	statistically significant decrease

Summary of the 2014 Adult Survey Results:

Statewide:

- The domains with the highest scores for adults that participated in the 2014 survey remain the same as last year: *General Satisfaction*, *Participation in Treatment Planning*, and *Service Quality and Appropriateness*.
- *General Satisfaction* decreased by 2 percentage points which is not a statistically significant change.
- *Service Access* remained static at 87%.
- *Participation in Treatment Planning* and *Service Quality & Appropriateness* both improved by one percentage point. *Outcomes* and *Improved Functioning* improved slightly this year, by two and one percentage points respectively.
- *Social Connectedness* was the only domain for statewide adults to demonstrate a statistically significant change this year, with an increase in score of 5 percentage points (P-value of 0.02).



Domain	2008	2009	2010	2011	2012	2013	2014
General Satisfaction	82%	84%	86%	86%	85%	90%	88%
Service Access	73%	78%	81%	84%	83%	87%	87%
Participation in Treatment Planning	89%	82%	92%	87%	90%	91%	92%
Service Quality & Appropriateness	84%	89%	90%	88%	87%	91%	92%
Outcomes	68%	70%	75%	72%	74%	72%	74%
Improved Functioning	68%	68%	71%	69%	69%	71%	72%
Social Connectedness	68%	68%	79%	76%	76%	77%	82%

VIII. YSS-F Survey Analysis and Results

Demographics

A total of 1,347 completed youth surveys were analyzed. Responses are broken out by gender, age group, ethnicity, race, length of enrollment in services, and involvement in a Child and Family Team (CFT). Please see Attachment FY2014 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, 2014 YSS-F Line Item). TABLE 11 demonstrates the results of the 2014 YSS-F Survey and compares them to results from previous years.

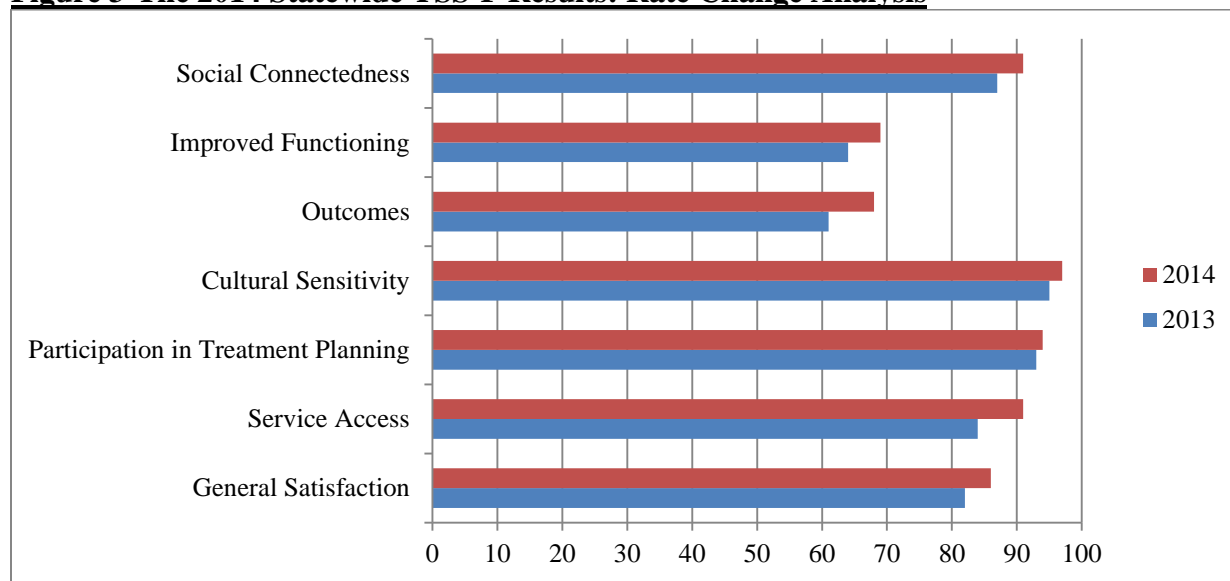
The t-test analysis was used to compare survey results for 2013 and 2014 to determine if there were any statistically significant differences between each domain's average scores. A P-value of 0.05 with 95% confidence interval significance was used to determine statistical significance: if the p-value is less than or equal to 0.05, the result will be considered statistically significant and if it is more than 0.05, it will be considered not statistically significant. The abbreviation "ns" is used for "not significant" to denote no statistically significant change from the previous year. As addressed previously in this report, statewide results were not weighted this year. For the purpose of the t-test to determine the statistical significance of differences between 2013 and 2014 domain scores, 2013 scores were re-calculated to exclude GSA 6 data and remove weighting.

TABLE 11: Statewide Youth Consumer YSS-F Survey Results by Domain for 2007 – 2014

Domain	2007 %	2008 % (P- value)	2009 % (P- value)	2010 % (P- value)	2011 % (P- value)	2012 % (P- value)	2013 % (P- value)	2014 % (P- value)
General Satisfaction	78	77 (ns)	80 (ns)	85 (ns)	82 (ns)	82 (ns)	82 (ns)	86 (ns)
Service Access	78	73 (ns)	76 (ns)	83 (ns)	86 (ns)	86 (ns)	84 (0.03)	91 (ns)
Participation in Treatment Planning	90	87 (ns)	89 (ns)	92 (ns)	94 (ns)	92 (0.02)	93 (ns)	94 (ns)
Cultural Sensitivity	92	90 (ns)	90 (ns)	96 (0.05)	96 (ns)	96 (ns)	95 (ns)	97 (ns)
Outcomes	58	60 (ns)	68 (ns)	69 (ns)	65 (ns)	62 (0.00)	61 (ns)	68 (ns)
Improved Functioning	61	58 (ns)	66 (ns)	71 (ns)	67 (ns)	68 (ns)	64 (ns)	69 (ns)
Social Connectedness	82	79 (ns)	83 (ns)	88 (ns)	89 (ns)	86 (0.03)	87 (ns)	91 (ns)

Color	Key
	statistically significant increase
	statistically significant decrease

Figure 3-The 2014 Statewide YSS-F Results: Rate Change Analysis



Domains	2013	2014
General satisfaction	82%	86%
Service Access	84%	91%
Participation in Treatment Planning	93%	94%
Cultural Sensitivity	95%	97%
Outcomes	61%	68%
Improved Functioning	64%	69%
Social Connectedness	87%	91%

- **General Satisfaction:** Six questions were asked in the survey to ascertain *General Satisfaction* (Attachment G). The overall score for this domain is 86%, an increase of 4 percentage points.
- **Service Access:** Two questions in the survey gathered information regarding *Access to Services* (Attachment G). The score for this domain is 91%, an increase of 7 percentage points compared to 2013 results.
- **Participation in Treatment Planning:** The survey included three questions to indicate positivity with *Participation in Treatment Planning* (see Attachment G). The score for this domain is 94%, up one percent from 2013 results which is not statistically significant.
- **Cultural Sensitivity:** Four questions in the survey focused on *Cultural Sensitivity* (Attachment G). The average score for this domain is 97%, an increase of 2 percentage points compared to 2013 results.

- **Outcomes:** Seven questions were asked to get consumers’ perception on *Outcomes* (Attachment G). The average score for this domain is 68%, an increase of 7 percentage points.
- **Improved Functioning:** Six questions indicate respondents’ impressions of *Improved Functioning* (Attachment G). The average score for this domain is 69%, up 5 percentage points from 2013 results.
- **Social Connectedness:** Four questions were asked in the survey to ascertain *Social Connectedness* (see Attachment G). This domain scored 91%, indicating an increase of 4 percentage points.

RBHA and GSA specific YSS- F survey findings are presented in TABLES 12 through 16 (page 19 - 21); they include percentages and P-values for each domain by RBHA and GSA ranging from 2007 through 2014.

TABLE 12: GSA 1 - NARBHA Youth Consumer YSS-F Survey Results by Domain for 2007 – 2014

Domain	2007 %	2008 % (P-value)	2009 % (P-value)	2010 % (P-value)	2011 % (P-value)	2012 % (P-value)	2013 % (P-value)	2014 % (P-Value)
General Satisfaction	76	84 (ns)	83 (ns)	90 (ns)	90 (ns)	85 (ns)	85 (ns)	87 (ns)
Service Access	77	81 (ns)	79 (ns)	90 (0.01)	94 (ns)	90 (ns)	93 (ns)	91 (ns)
Participation in Treatment Planning	91	88 (ns)	92 (ns)	93 (ns)	94 (ns)	93 (ns)	96 (ns)	94 (ns)
Cultural Sensitivity	93	93 (ns)	93 (ns)	96 (ns)	97 (ns)	98 (ns)	97 (ns)	96 (ns)
Outcomes	51	72 (0.00)	67 (ns)	70 (ns)	69 (ns)	65 (ns)	67 (ns)	67 (ns)
Improved Functioning	55	71 (0.00)	66 (ns)	73 (ns)	71 (ns)	68 (ns)	71 (ns)	69 (ns)
Social Connectedness	80	87 (ns)	87 (ns)	91 (ns)	90 (ns)	92 (ns)	90 (ns)	90 (ns)

TABLE 13: GSA 2 - Cenpatico Youth Consumer YSS-F Survey Results by Domain for 2007 – 2014

Domain	2007 %	2008 % (P-value)	2009 % (P-value)	2010 % (P-value)	2011 % (P-value)	2012 % (P-value)	2013 % (P-value)	2014 % (P-value)
General Satisfaction	89	76 (0.00)	81 (ns)	82 (ns)	91 (0.02)	89 (ns)	88 (ns)	88 (ns)
Service Access	86	81 (ns)	82 (ns)	90 (0.04)	95 (ns)	93 (ns)	91 (ns)	94 (ns)
Participation in Treatment Planning	88	86 (ns)	94 (0.02)	93 (ns)	96 (ns)	93 (ns)	93 (ns)	94 (ns)
Cultural Sensitivity	96	94 (ns)	93 (ns)	99 (0.02)	99 (ns)	97 (ns)	95 (ns)	97 (ns)
Outcomes	76	70 (ns)	62 (ns)	69 (ns)	71 (ns)	75 (ns)	74 (ns)	72 (ns)
Improved Functioning	78	69 (0.03)	61 (ns)	70 (ns)	73 (ns)	76 (ns)	76 (ns)	74 (ns)
Social Connectedness	89	86 (ns)	85 (ns)	89 (ns)	97 (0.01)	94 (ns)	91 (ns)	96 (0.048)

Color	Key
	statistically significant increase
	statistically significant decrease

TABLE 14: GSA 3 - Cenpatico Youth Consumer YSS-F Survey Results by Domain for 2007 – 2014

Domain	2007 %	2008 % (P-value)	2009 % (P-value)	2010 % (P-value)	2011 % (P-value)	2012 % (P-value)	2013 % (P-value)	2014 % (P-value)
General Satisfaction	77	74 (ns)	75 (ns)	87 (0.01)	86 (ns)	88 (ns)	82 (ns)	85 (ns)
Service Access	74	74 (ns)	76 (ns)	90 (0.00)	90 (ns)	93 (ns)	92 (ns)	94 (ns)
Participation in Treatment Planning	88	80 (0.01)	88 (0.05)	90 (ns)	89 (ns)	96 (0.00)	93 (ns)	94 (ns)
Cultural Sensitivity	90	89 (ns)	89 (ns)	94 (ns)	96 (ns)	97 (ns)	96 (ns)	97 (ns)
Outcomes	65	65 (ns)	66 (ns)	77 (0.02)	73 (ns)	71 (ns)	67 (ns)	68 (ns)
Improved Functioning	65	62 (ns)	65 (ns)	79 (0.00)	74 (ns)	74 (ns)	68 (ns)	71 (ns)
Social Connectedness	77	77 (ns)	78 (ns)	87 (0.03)	87 (ns)	91 (ns)	89 (ns)	92 (ns)

TABLE 15: GSA 4 - Cenpatico Youth Consumer YSS-F Survey Results by Domain for 2007 – 2014

Domain	2007 %	2008 % (P-value)	2009 % (P-value)	2010 % (P-value)	2011 % (P-value)	2012 % (P-value)	2013 % (P-value)	2014 % (P-Value)
General Satisfaction	78	78 (ns)	85 (ns)	80 (ns)	84 (ns)	82 (ns)	88 (0.04)	89% (ns)
Service Access	86	80 (ns)	91 (0.01)	87 (ns)	94 (0.04)	92 (ns)	91 (ns)	92% (ns)
Participation in Treatment Planning	92	90 (ns)	98 (0.01)	91 (0.00)	94 (ns)	92 (ns)	93 (ns)	96 (ns)
Cultural Sensitivity	91	92 (ns)	96 (ns)	95 (ns)	97 (ns)	96 (ns)	95 (ns)	98 (0.03)
Outcomes	66	61 (ns)	66 (ns)	66 (ns)	70 (ns)	63 (ns)	75 (0.007)	68 (0.048)
Improved Functioning	68	62 (ns)	65 (ns)	69 (ns)	71 (ns)	67 (ns)	76 (0.01)	69 (ns)
Social Connectedness	82	87 (ns)	87 (ns)	88 (ns)	91 (ns)	88 (ns)	92 (ns)	91 (ns)

Color	Key
	statistically significant increase
	statistically significant decrease

TABLE 16: GSA 5 - CPSA Youth Consumer YSS-F Survey Results by Domain for 2007 – 2014

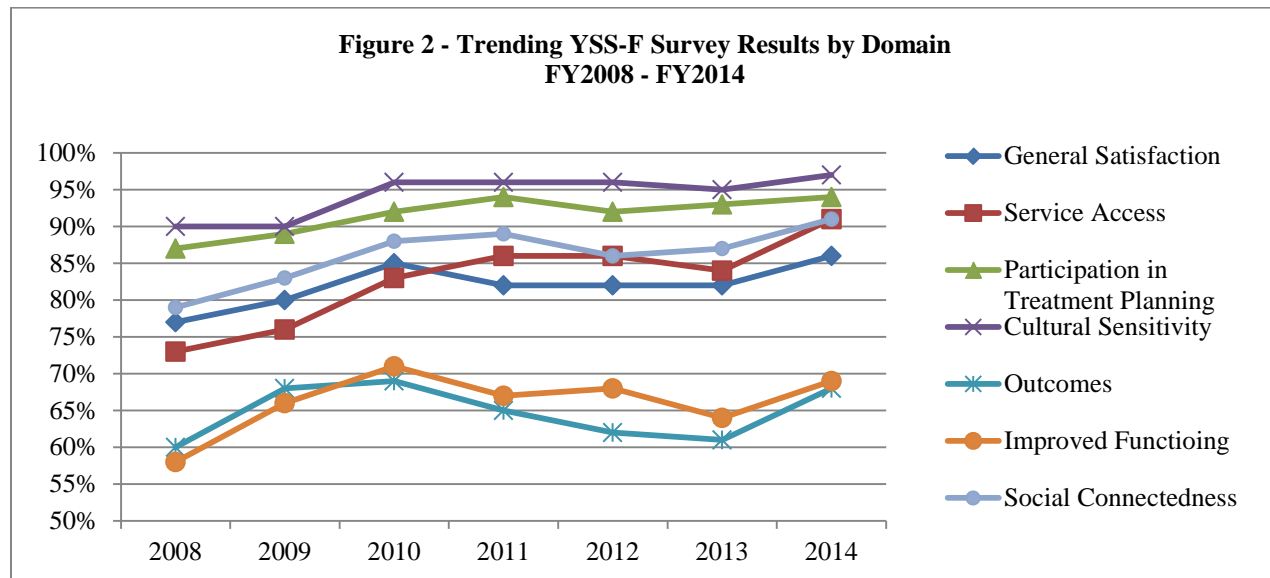
Domain	2007 %	2008 % (P-value)	2009 % (P-value)	2010 % (P-value)	2011 % (P-value)	2012 % (P-value)	2013 % (P-value)	2014 % (P-Value)
General Satisfaction	81	79 (ns)	82 (ns)	81 (ns)	88 (ns)	84 (ns)	85 (ns)	81 (ns)
Service Access	76	73 (ns)	74 (ns)	84 (0.02)	87 (ns)	81 (ns)	83 (ns)	81 (ns)
Participation in Treatment Planning	89	86 (ns)	86 (ns)	88 (ns)	93 (ns)	89 (ns)	94 (ns)	92 (ns)
Cultural Sensitivity	90	90 (ns)	86 (ns)	94 (0.02)	97 (ns)	91 (0.01)	96 (ns)	96 (ns)
Outcomes	65	63 (ns)	72 (ns)	62 (0.03)	68 (ns)	62 (0.01)	60 (ns)	62 (ns)
Improved Functioning	66	62 (ns)	72 (0.04)	66 (ns)	71 (ns)	66 (ns)	64 (ns)	63 (ns)
Social Connectedness	86	82 (ns)	84 (ns)	84 (ns)	90 (ns)	86 (ns)	85 (ns)	88 (ns)

Color	Key
	statistically significant increase
	statistically significant decrease

Summary of the 2014 YSS-F Survey Results:

Statewide:

- On a statewide basis, all domains experienced increased scores in 2014 compared to scores of the previous year.



RBHA Specific:

- NARBHA demonstrated minor fluctuations in domain scores compared to 2013, ranging from -2 to +2 percentage points.
- Cenpatico (GSA 2, 3, 4) experienced some score changes in all GSAs, all domains, with a statistically significant increase of 5 percentage points in GSA 2’s *Social Connectedness* domain and a statistically significant increase in GSA 4’s *Cultural Sensitivity* (3 percentage points) and statistically significant decrease of 7 percentage points in *Outcomes*.
- CPSA (GSA 5) experienced percentage decreases or increases in all domains ranging from -4 to +3 percentage points, none of which were statistically significant.

IX. Statewide Improvement Opportunities

ADHS/DBHS recognizes the opportunity to use the information from the 2014 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. DBHS will also collaborate with the RBHAs to increase performance improvement initiatives to improve on the number of surveys responses that are returned, more so because this year (2014), the total response rate for the survey dropped. A review of the plan to re-engineer the consumer survey distribution process will be carried out and new initiatives will be developed to improve response rates for 2015

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.

X. RBHA Specific Initiatives

NARBHA reports its survey results to its Quality Management Committee, Leadership Council, ADHS/DBHS, its subcontractors, its Board of Directors, and all NARBHA staff. NARBHA provides continuous technical assistance throughout the survey process, assisting its subcontractors to identify opportunities to improve the survey process, response rates, and results. Targeted technical assistance is provided when there is a substantial decrease in overall results from the prior year. Although NARBHA experienced slight improvement in the Outcomes and Improved Functioning domains for its adult population, they remain the lowest scoring domains for NARBHA as well as across the state and NARBHA has undertaken the *Outcomes* domain as a Performance Improvement Project.

Cenpatico initiated a Performance Improvement Plan in July 2013 to improve performance in the Outcomes and Improved Functioning domains. They sought improvement ideas from a monthly member survey. Cenpatico will continue use of the survey after modifying the questions in response to 2014 scores related to the Outcomes and Improved Functioning domain questions. Cenpatico will also continue to educate survey participants on the meaning of questions included in these two domains as another related PIP that was conducted a few years ago identified apparent confusion about the questions.

CPSA uses its survey results as a standalone evaluation of its behavioral health system and, in conjunction with other measures, to evaluate its overall system of care. They share findings with all their subcontractors, requiring performance improvement plans from those that fail to meet compliance thresholds. CPSA plans to continue audits of provider medical charts to provide feedback on key survey indicators.

In order to guide service planning and service provision in a way that aligns with the survey, CPSA's providers continue to incorporate survey outcome indicators into forms used by clinical services utilized at the beginning of appointments to address where members feel they are in treatment relative to outcomes attributable to treatment. This is an opportunity for staff to address what may or may not be working in treatment, allowing the opportunity for members to address outcomes with their clinical team on a consistent basis. Additionally, the providers have incorporated internal surveys for members to complete. This PIP initiative was a huge focus for the Adult providers in 2013 and once again appeared to make a significant impact based on the Outcome domain scores. Some of CPSA's youth providers are choosing to address the Outcomes Indicator language more specifically in the CFT agenda, by implementing this language into the CFT Agenda forms, and calling on CFT coaches to monitor the effectiveness of this language within the CFT. CPSA will evaluate the effectiveness of these tools in the 2014 Corrective Action Plans across the CPSA Children's system. CPSA's Quality Management staff continue to audit Comprehensive Service Provider medical charts and provide real-time feedback to Comprehensive Service Provider staff on key MHSIP indicators.

XI. ADHS/DBHS Initiatives

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. ADHS/DBHS engages in a variety of network development activities to support the T/RBHAs in expanding and enhancing their provider networks. DBHS' network management process identifies network needs as well as successes. Goals and objectives established for DBHS' FY2015 System of Care Plan are:

- Goal 1 - Promote a Recovery-oriented system of care that maximizes resilience and independence for members and families.
 - Objective 1.1 – Advance health and wellness initiatives within the behavioral health system
 - Objective 1.2 – Establish ratios of case managers to members sufficient for both children with complex needs and adults with serious mental illness
 - Objective 1.3 – Promote the Office of Individual and Family Affairs
 - Objective 1.4 – Develop sufficient availability of generalist direct support providers and specialty providers to deliver flexible, in-home, community based support and rehabilitation services
 - Objective 1.5 - Increase opportunities for members to engage in informed decision making regarding employment opportunities.
 - Objective 1.6 – Increase the number of youth who successfully transition to adulthood
- Goal 2 - Improve the quality of behavioral health interventions
 - Objective 2.1 - Expand the use of best practices to improve outcomes
 - Objective 2.2 - Improve Access to Care
 - Objective 2.3 - Improve the quality of services to Children age 0-5
 - Objective 2.4 - Enhance Substance Abuse Services

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.

For Adults, the *Participation in Treatment Planning* and *Service Quality & Appropriateness* domains continue to demonstrate the highest scores in terms of positive responses. For Youth, the highest scoring domains are *Cultural Sensitivity* and *Participation in Treatment Planning* with *Service Access* closely following.

Social Connectedness shows the most improvement this year; up 5 percentage points for Adults and 4 percentage points for Youth.

Although the *Outcomes* and *Improved Functioning* domains continue to score the lowest for both Adults and Youth, this year experienced increases in both domains for both populations.

2014 Consumer Survey Report

General Satisfaction scores experienced a decrease of 2 percentage points for the Adult population and increased 4 percentage points for Youth.

For future comparison of year-to-year domain scores, 2014 will be treated as an outlier year due to the fact that limited survey participation occurred this year and the 2013 data had to be manipulated to conduct the t-tests for statistically significant changes.

ATTACHMENT-A

2014 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 continued participation in the 2014 Consumer Survey. All Tribal BHAs conduct a convenience sampling of their enrolled members. The number of surveys completed by tribal participants usually varies from year to year from both an overall, statewide perspective and tribe-specific. The 2014 survey experienced a dramatic decrease in tribal participation, falling from a total of 775 completed surveys in 2013 to 481 completed this year. Navajo Nation returned only one completed YSS-F form which greatly impacts interpretation of the domain scores with regard to representing opinions of Navajo's youth members.

TBHA	Number of Surveys Completed					
	Adult Survey		YSS-F		Total	
	2013	2014	2013	2014	2013	2014
Gila River	26	27	19	8	53	35
Navajo Nation	137	70	46	1	183	71
Pascua Yaqui	317	166	130	55	447	221
White Mountain Apache	80	135	20	19	100	154
Total TBHA	560	398	215	83	775	481

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:

For all tribal adults combined, domain scores remain similar to scores experienced in 2013 with the most significant changes being an increase of 4 percentage points in the *Social Connectedness* and *Improved Functioning* domains and a decrease of 2 percentage points in *Participation in Treatment Planning*. The *Outcomes* and *Improved Functioning* domains remain the lowest rate of satisfaction amongst TBHA adults at 80% and 81% respectively, although both domains show an increase compared to 2013.

Families of youth receiving services through the Tribal BHAs reported levels of satisfaction in all domains as compared to 2013 also, with the most significant changes in the *Participation in Treatment Planning* domain that scored a decrease of 2 percentage points (86%) and the *General Satisfaction* domain that increased 4 percentage points (94%). *Outcomes* and *Improved Functioning* domains are the lowest scoring domains for tribal youth also, scoring the same as the adult population at 80% and 81% respectively.

Summary of 2012 to 2014 Tribal Behavioral Health Authorities Results for Adults

TBHA	General Satisfaction			Service Access			Participation in Treatment Planning			Service Quality & Appropriateness			Outcomes			Improved Functioning			Social Connectedness		
	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
Gila River	89%	96%	85%	81%	88%	88%	85%	92%	88%	83%	88%	92%	68%	78%	75%	70%	88%	77%	85%	88%	92%
Navajo Nation	85%	82%	81%	85%	83%	83%	88%	88%	85%	87%	88%	84%	75%	72%	86%	80%	72%	79%	87%	77%	82%
Pascua Yaqui	94%	92%	91%	92%	90%	90%	89%	92%	93%	92%	91%	93%	82%	81%	85%	84%	79%	87%	91%	85%	88%
White Mtn Apache	93%	94%	97%	87%	73%	81%	87%	74%	79%	88%	70%	85%	87%	72%	72%	80%	74%	74%	93%	88%	89%

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

Summary of 2012 to 2014 Tribal Behavioral Health Authorities Results for Youth

TBHA	General Satisfaction			Service Access			Participation in Treatment Planning			Cultural Sensitivity			Outcomes			Improved Functioning			Social Connectedness		
	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
Gila River	86%	90%	100%	96%	90%	100%	91%	78%	100%	100%	95%	100%	68%	74%	75%	68%	74%	75%	96%	95%	100%
Navajo Nation	94%	98%	100%	88%	96%	100%	88%	91%	100%	94%	100%	100%	94%	93%	0%	94%	93%	0%	94%	98%	100%
Pascua Yaqui	93%	90%	98%	92%	89%	91%	92%	90%	89%	97%	95%	96%	93%	80%	85%	93%	80%	87%	95%	92%	96%
White Mtn Apache	100%	76%	76%	100%	81%	76%	100%	86%	71%	100%	95%	88%	100%	67%	71%	100%	67%	71%	100%	91%	88%

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

ATTACHMENT-B



STATEWIDE CONSUMER SURVEY PROTOCOL

2014

**Arizona Department of Health Services
Division of Behavioral Health Services**

Executive Summary

The protocol for the 2014 consumer survey is based on the methodological and administrative guidelines followed in previous years.

Two consumer surveys will be administered again in 2014; 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 2014 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 plus a 20 percent over sample 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 the eight (8) weeks between March 31, 2014 and May 23, 2014.

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

The 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 introduced in the 2011 Adult survey tool to gather information specific to National CLAS Standards (Culturally and Linguistically Appropriate Services) will be retained again 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 introduced in the 2011 YSS-F tool to gather information specific to National CLAS Standards (Culturally and Linguistically Appropriate Services) will be retained again 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 of the written comments may be performed by RBHA.

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 for each GSA from the CIS database. 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, 2013 and the end of the survey period, May 23, 2014, 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) during the 6 months previous to the sample pull;
- (b) Client must be Title XIX or Title XXI eligible during the 6 months previous to the sample pull;
- (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 6 months previous to the sample pull.

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 plus a 20% over sample to offset clients in the sample who are found to not qualify due to one of the criteria listed above.

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 25, 2014.

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 25, 2014. ADHS/DBHS will enter the survey data collected at the tribal RBHAs into an SPSS database and provide results to each Tribal BHAS in Excel spreadsheets.

Survey Administration

Survey Timeframe

The survey will be administered for a period of eight weeks: March 31 through May 23, 2014.

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 run the analysis to determine RBHA survey results and provide the results to each RBHA from which the RBHAs will write their reports. 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 that will be utilized for evaluating the domain areas within the survey are 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 or equal to 3.5 through 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

**Arizona Department of Health Services
Division of Behavioral Health Services
2014 Annual Consumer Survey**

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 *Tribal BHA scores are not included in Statewide numbers/percentages due to Tribal BHA convenience sampling methodology.*

2014 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	346	305	88%
GSA 2 - Cenpatico 2	301	263	87%
GSA 3 - Cenpatico 3	366	321	88%
GSA 4 - Cenpatico 4	273	241	88%
GSA 5 - CPSA	360	314	87%
Statewide RBHA	1,646	1,444	88%
Gila River	27	23	85%
Navajo Nation	70	57	81%
Pascua Yaqui	164	150	91%
White Mountain Apache	129	125	97%

Domain: Service Access

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	345	296	86%
GSA 2 - Cenpatico 2	301	265	88%
GSA 3 - Cenpatico 3	362	321	89%
GSA 4 - Cenpatico 4	271	239	88%
GSA 5 - CPSA	359	297	83%
Statewide RBHA	1,638	1,418	87%
Gila River	24	21	88%
Navajo Nation	70	58	83%
Pascua Yaqui	164	148	90%
White Mountain Apache	129	104	81%

Domain: Participation in Treatment Planning

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	328	295	90%
GSA 2 - Cenpatico 2	291	273	94%
GSA 3 - Cenpatico 3	352	326	93%
GSA 4 - Cenpatico 4	258	235	91%
GSA 5 - CPSA	347	317	91%
Statewide RBHA	1,576	1,446	92%
Gila River	25	22	88%
Navajo Nation	68	58	85%
Pascua Yaqui	155	144	93%
White Mountain Apache	115	91	79%

Domain: Service Quality & Appropriateness

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	343	319	93%
GSA 2 - Cenpatico 2	298	273	92%
GSA 3 - Cenpatico 3	362	336	93%
GSA 4 - Cenpatico 4	269	245	91%
GSA 5 - CPSA	354	315	89%
Statewide RBHA	1,626	1,488	92%

Gila River	26	24	92%
Navajo Nation	70	59	84%
Pascua Yaqui	163	151	93%
White Mountain Apache	123	104	85%

Domain: Outcomes

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	337	247	73%
GSA 2 - Cenpatico 2	293	218	74%
GSA 3 - Cenpatico 3	354	284	80%
GSA 4 - Cenpatico 4	262	178	68%
GSA 5 - CPSA	345	257	74%
Statewide RBHA	1,591	1,184	74%
Gila River	24	18	75%
Navajo Nation	69	59	86%
Pascua Yaqui	162	137	85%
White Mountain Apache	128	92	72%

Domain: Improved Functioning

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	336	244	73%
GSA 2 - Cenpatico 2	293	210	72%
GSA 3 - Cenpatico 3	356	273	77%
GSA 4 - Cenpatico 4	264	176	67%
GSA 5 - CPSA	352	250	71%
Statewide RBHA	1,601	1,153	72%
Gila River	26	20	77%
Navajo Nation	70	55	79%
Pascua Yaqui	164	143	87%
White Mountain Apache	128	95	74%

Domain: Social Connectedness

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	335	273	81%
GSA 2 - Cenpatico 2	291	235	81%
GSA 3 - Cenpatico 3	356	302	85%
GSA 4 - Cenpatico 4	267	209	78%
GSA 5 - CPSA	350	288	82%
Statewide RBHA	1,599	1,307	82%
Gila River	26	24	92%
Navajo Nation	68	56	82%
Pascua Yaqui	162	143	88%
White Mountain Apache	131	116	89%

STATEWIDE RESULTS FOR EACH QUESTION IN DOMAIN

General Satisfaction:	Denominator	Numerator	Positive Response Percentage
Q1	1,649	1,481	90%
Q2	1,625	1,379	85%
Q3	1,617	1,422	88%
Service Access			
Q4	1,625	1413	87%
Q5	1,638	1428	87%
Q6	1,599	1261	79%

Q7	1,640	1468	90%
Q8	1,636	1392	85%
Q9	1,565	1,172	75%

Participation in Treatment Planning

Q11	1,627	1,470	90%
Q17	1,596	1,365	86%

Service Quality & Appropriateness

Q10	1,592	1,410	89%
Q12	1,623	1,380	85%
Q13	1,633	1,502	92%
Q14	1,614	1,446	90%
Q15	1,592	1,333	84%
Q16	1,620	1,483	92%
Q18	1,578	1,394	88%
Q19	1,608	1,407	88%
Q20	1,571	1,355	86%

Outcomes

Q21	1,621	1,260	78%
Q22	1,623	1,256	77%
Q23	1,617	1,208	75%
Q24	1,560	1,163	75%
Q25	1,598	1,082	68%
Q26	1,197	755	63%
Q27	1,486	1,041	70%
Q28	1,581	1,022	65%

Improved Functioning

Q28	1,581	1,022	65%
Q29	1,598	1,193	75%
Q30	1,601	1,232	77%
Q31	1,607	1,122	70%
Q32	1,608	1,176	73%

Social Connectedness

Q33	1,597	1,258	79%
Q34	1,600	1,284	80%
Q35	1,576	1,077	68%
Q36	1,589	1,309	82%

2014 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	361	314	87%
GSA 2 - Cenpatico 2	209	183	88%
GSA 3 - Cenpatico 3	265	226	85%
GSA 4 - Cenpatico 4	307	272	89%
GSA 5 - CPSA	189	154	81%
Statewide RBHA	1,331	1,149	86%
Gila River	8	8	100%
Navajo Nation	1	1	100%
Pascua Yaqui	55	54	98%
White Mountain Apache	17	13	76%

Domain: Service Access

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	357	326	91%
GSA 2 - Cenpatico 2	209	196	94%
GSA 3 - Cenpatico 3	262	245	94%
GSA 4 - Cenpatico 4	306	283	92%
GSA 5 - CPSA	187	151	81%
Statewide RBHA	1,321	1,201	91%
Gila River	7	7	100%
Navajo Nation	1	1	100%
Pascua Yaqui	55	50	91%
White Mountain Apache	17	13	76%

Domain: Participation in Treatment Planning

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	359	338	94%
GSA 2 - Cenpatico 2	210	198	94%
GSA 3 - Cenpatico 3	265	248	94%
GSA 4 - Cenpatico 4	304	291	96%
GSA 5 - CPSA	189	174	92%
Statewide RBHA	1,327	1,249	94%
Gila River	6	6	100%
Navajo Nation	1	1	100%
Pascua Yaqui	54	48	89%
White Mountain Apache	17	12	71%

Domain: Cultural Sensitivity

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	356	343	96%
GSA 2 - Cenpatico 2	209	203	97%
GSA 3 - Cenpatico 3	258	251	97%
GSA 4 - Cenpatico 4	301	296	98%
GSA 5 - CPSA	181	174	96%
Statewide RBHA	1,305	1,267	97%

Gila River	8	8	100%
Navajo Nation	1	1	100%
Pascua Yaqui	53	51	96%
White Mountain Apache	17	15	88%

Domain: Outcomes

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	357	240	67%
GSA 2 - Cenpatico 2	210	151	72%
GSA 3 - Cenpatico 3	262	179	68%
GSA 4 - Cenpatico 4	303	205	68%
GSA 5 - CPSA	188	116	62%
Statewide RBHA	1,320	891	68%
Gila River	8	6	75%
Navajo Nation	1	0	0%
Pascua Yaqui	53	45	85%
White Mountain Apache	17	12	71%

Domain: Improved Functioning

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	357	247	69%
GSA 2 - Cenpatico 2	210	156	74%
GSA 3 - Cenpatico 3	263	187	71%
GSA 4 - Cenpatico 4	303	210	69%
GSA 5 - CPSA	188	118	63%
Statewide RBHA	1,321	918	69%
Gila River	8	6	75%
Navajo Nation	1	0	0%
Pascua Yaqui	53	46	87%
White Mtn	17	12	71%

Domain: Social Connectedness

T/RBHA	Denominator	Numerator	Positive Response Percentage
GSA 1 - NARBHA	356	322	90%
GSA 2 - Cenpatico 2	207	198	96%
GSA 3 - Cenpatico 3	259	239	92%
GSA 4 - Cenpatico 4	299	273	91%
GSA 5 - CPSA	186	163	88%
Statewide RBHA	1,307	1,195	91%
Gila River	7	7	100%
Navajo Nation	1	1	100%
Pascua Yaqui	54	52	96%
White Mtn	17	15	88%

STATEWIDE RESULTS FOR EACH QUESTION IN DOMAIN

General Satisfaction:	Denominator	Numerator	Positive Response Percentage
Q1	1,332	1,154	87%
Q4	1,310	1,102	84%
Q5	1,302	1,104	85%
Q7	1,328	1,152	87%
Q10	1,324	1,112	84%
Q11	1,324	1,070	81%
Service Access			
Q8	1,331	1,181	89%

Q9	1,323	1,165	88%
Participation in Treatment Planning			
Q2	1,313	1,189	91%
Q3	1,324	1,235	93%
Q6	1,316	1,255	95%
Cultural Sensitivity			
Q12	1,332	1,275	96%
Q13	1,285	1,204	94%
Q14	1,332	1,288	97%
Q15	1,278	1,182	92%
Outcomes			
Q16	1,323	932	70%
Q17	1,320	905	69%
Q18	1,317	940	71%
Q19	1,296	851	66%
Q20	1,308	784	60%
Q21	1,307	815	62%
Q22	1,318	894	68%
Improved Functioning			
Q16	1,323	932	70%
Q17	1,320	905	69%
Q18	1,317	940	71%
Q19	1,296	851	66%
Q20	1,308	784	60%
Q22	1,318	894	68%
Social Connectedness			
Q23	1,309	1,156	88%
Q24	1,306	1,184	91%
Q25	1,304	1,133	87%
Q26	1,293	1,125	87%
CLAS (Added in 2011)			
Q30	1,290	1,254	97%
Q31	708	571	81%

ATTACHMENT-D

2014 Adult Demographics

2014 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	548	88%	541	88%	560	92%	545	92%	453	76%	445	74%	496	83%
Female	890	88%	871	86%	921	92%	895	92%	728	74%	705	71%	804	81%
Age Group														
18-21	72	85%	70	82%	76	91%	70	90%	60	71%	56	68%	68	81%
22-30	197	87%	195	86%	207	92%	204	94%	160	74%	161	74%	185	83%
31-45	460	87%	451	86%	478	92%	461	92%	368	72%	359	70%	418	82%
46-65	609	89%	595	88%	613	91%	599	91%	496	75%	483	72%	534	81%
66-75	76	92%	74	89%	82	98%	78	94%	72	89%	67	83%	73	89%
76+	18	95%	18	95%	19	100%	19	100%	18	95%	16	84%	17	94%
Race														
White only	1066	88%	1034	86%	1097	92%	1060	92%	868	74%	849	72%	963	82%
African American only	46	90%	49	96%	47	96%	45	92%	37	76%	33	66%	40	80%
Asian only	3	100%	2	67%	2	67%	3	100%	2	67%	3	100%	3	100%
Am Indian/Al Native only	47	83%	49	86%	51	88%	49	89%	36	66%	35	66%	42	78%
Nat Hawaiian/Pacific Islander only	7	88%	8	100%	8	100%	7	88%	7	88%	6	75%	6	75%
Multiple Race	39	81%	32	67%	40	83%	38	83%	30	65%	31	65%	36	77%
Ethnicity														
Hispanic or Latino	474	90%	473	90%	483	93%	475	94%	394	78%	382	75%	438	86%
Not Hispanic or Latino	816	87%	789	84%	846	91%	821	91%	666	73%	654	71%	733	80%
Length of Services														
0-6 months	33	85%	34	87%	35	92%	35	92%	17	50%	17	47%	30	77%
7-11 months	66	90%	61	85%	67	93%	62	90%	56	78%	51	72%	62	86%
1-2 years	157	86%	148	82%	157	87%	155	90%	122	70%	116	67%	133	76%
3-5 years	239	89%	241	91%	248	94%	235	93%	209	80%	204	78%	233	88%
5 years +	920	88%	903	86%	954	92%	930	92%	756	74%	737	72%	821	81%
Program														
SMI	738	87%	729	86%	766	90%	760	92%	604	73%	592	71%	658	80%
Non-SMI	703	89%	686	88%	718	93%	683	92%	577	76%	557	73%	645	84%

ATTACHMENT-E

2014 Adult Line Item

2014 Adult Consumer Survey, Statewide Percent of Positive Response by Line Item

(Line specific numbers are based on actual valid survey returns.)

Survey Item	Number	Percent
General Satisfaction:	1,444	88%
1. I like the services that I received here.	1,481	90%
2. If I had other choices, I would still get services from this agency.	1,379	85%
3. I would recommend this agency to a friend or family member.	1,422	88%
Service Access:	1,418	87%
4. The location of services was convenient (parking, public transportation, distance, etc.)	1,413	87%
5. Staff were willing to see me as often as I felt it was necessary..	1,428	87%
6. Staff returned my call in 24 hours.	1,261	79%
7. Services were available at times that were good for me.	1,468	90%
8. I was able to get all the services I thought I needed.	1,392	85%
9. I was able to see a psychiatrist when I wanted to.	1,172	75%
Participation in Treatment Planning	1,446	92%
11. I felt comfortable asking questions about my treatment and medication.	1,470	90%
17. I, not staff, decided my treatment goals.	1,365	86%
Service Quality and Appropriateness	1,488	92%
10. Staff here believe that I can grow, change and recover.	1,410	89%
12. I feel free to complain.	1,380	85%
13. I was given information about my rights.	1,502	92%
14. Staff encouraged me to take responsibility for how I live my life.	1,446	90%
15. Staff helped me to understand what side effects to watch out for.	1,333	84%
16. Staff respected my wishes about who is and who is not to be given information about my treatment..	1,483	92%
18. Staff were sensitive to my cultural background (For example: values, traditions, beliefs, race, language, etc.)	1,394	88%
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	1,407	88%
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1,355	86%
Outcomes	1,184	74%
21. I deal more effectively with daily problems.	1,260	78%
22. I am better able to control my life.	1,256	77%
23. I am better able to deal with crisis.	1,208	75%
24. I am getting along better with my family.	1,163	75%
25. I do better in social situations.	1,082	68%
26. I do better in school and/or work	755	63%
27. My housing situation has improved	1,041	70%
28. My symptoms are not bothering me as much.	1,022	65%

Improved Functioning	1,153	72%
28. My symptoms are not bothering me as much.	1,022	65%
29. I do things that are more meaningful to me.	1,193	75%
30. I am better able to take care of my needs.	1,232	77%
31. I am better able to handle things when they go wrong.	1,122	70%
32. I am better able to do things that I want to do.	1,176	73%
Social Connectedness	1,307	82%
33. I am happy with the friendships I have.	1,258	79%
34. I have people with whom I can do enjoyable things.	1,284	80%
35. I feel I belong in my community.	1,077	68%
36. In a crisis, I would have the support I need from family or friends.	1,309	82%

ATTACHMENT-F

2014 YSS-F Demographics

2014 YSS-F, Percent of Positive Response by Domain and Subgroup

Subgroup	General Satisfaction		Service Access		Cultural Sensitivity		Participation in Treatment Planning		Outcomes		Improved Functioning		Social Connectedness	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Gender														
Male	750	87%	777	91%	828	98%	824	96%	583	68%	598	70%	772	91%
Female	394	86%	419	92%	434	96%	420	92%	304	67%	316	69%	419	92%
Age Group														
0-4	4	100%	4	100%	4	100%	4	100%	2	50%	2	50%	4	100%
5-12	354	86%	389	95%	396	98%	388	94%	275	67%	281	69%	375	93%
13-17	791	86%	808	89%	867	97%	857	94%	614	68%	635	70%	816	91%
Race														
White only	840	87%	874	91%	919	98%	913	95%	652	68%	672	70%	864	91%
African American only	26	63%	38	93%	37	90%	36	86%	25	60%	24	57%	34	85%
Asian only	1	50%	2	100%	2	100%	2	100%	1	50%	1	50%	2	100%
Am Indian/Al Native only	45	85%	46	90%	50	98%	48	96%	29	58%	30	60%	44	86%
Nat Hawaiian/Pacific Islander only	3	100%	3	100%	2	67%	2	67%	2	67%	1	33%	3	100%
Multiple Race	56	89%	57	91%	60	97%	59	94%	44	70%	47	75%	59	94%
Ethnicity														
Hispanic or Latino	490	88%	511	92%	537	97%	521	93%	391	70%	398	72%	520	94%
Not Hispanic or Latino	592	85%	623	90%	661	97%	659	95%	447	65%	467	67%	607	89%
Length of Services														
0-6 months	70	83%	71	87%	80	94%	78	93%	52	61%	52	61%	80	95%
7-11 months	88	86%	95	93%	98	99%	95	94%	61	60%	62	61%	90	92%
1-2 years	219	86%	231	92%	244	98%	237	94%	174	69%	178	71%	224	90%
3-5 years	277	87%	293	93%	298	96%	301	95%	217	69%	223	71%	288	93%
5 years +	460	87%	473	90%	508	98%	503	95%	360	68%	376	71%	480	91%
CFT														
Yes	924	87%	960	92%	1012	97%	1002	95%	711	68%	734	70%	960	92%
No	166	85%	175	89%	181	96%	174	90%	128	65%	132	67%	173	89%

ATTACHMENT-G

2014 YSS-F Line Item

2014 YSSF, Statewide Percent of Positive Response by Line Item

(Line specific numbers are based on actual valid survey returns.)

Survey Item	Number	Percent
General Satisfaction:	1,149	86%
1. Overall, I am satisfied with the services my child received.	1,154	87%
4. The people helping my child stuck with us no matter what.	1,102	84%
5. I felt my child had someone to talk to when he/she was troubled.	1,104	85%
7. The services my child and/or family received were right for us.	1,152	87%
10. My family got the help we wanted for my child.	1,112	84%
11. My family got as much help as we needed for my child.	1,070	81%
Service Access	1,201	91%
8. The location of services was convenient for us.	1,181	89%
9. Services were available at times that were convenient for us.	1,165	88%
Participation in Treatment Planning	1,249	94%
2. I helped to choose my child's services.	1,189	91%
3. I helped to choose my child's treatment goals.	1,235	93%
6. I participated in my child's treatment.	1,255	95%
Cultural Sensitivity	1,267	97%
12. Staff treated me with respect.	1,275	96%
13. Staff respected my family's religious/spiritual beliefs.	1,204	94%
14. Staff spoke with me in a way that I understood.	1,288	97%
15. Staff were sensitive to my cultural/ethnic background.	1,182	92%
Outcomes	891	68%
16. My child is better at handling daily life.	932	70%
17. My child gets along better with family members.	905	69%
18. My child gets along better with friends and other people.	940	71%
19. My child is doing better in school and/or work.	851	66%
20. My child is better able to cope when things go wrong.	784	60%
21. I am satisfied with our family life right now.	815	62%
22. My child is better able to do things he or she wants to do.	894	68%
Improved Functioning	918	69%
16. My child is better at handling daily life.	932	70%
17. My child gets along better with family members.	905	69%
18. My child gets along better with friends and other people.	940	71%
19. My child is doing better in school and/or work.	851	66%
20. My child is better able to cope when things go wrong.	784	60%
22. My child is better able to do things he or she wants to do.	894	68%
Social Connectedness	1,195	91%
23. I know people who will listen and understand me when I need to talk.	1,156	88%
24. I have people that I am comfortable talking with about my child's problems.	1,184	91%
25. In a crisis, I would have the support I need from family or friends.	1,133	87%
26. I have people with whom I can do enjoyable things.	1,125	87%

ATTACHMENT-H

List of Acronyms
2014 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
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
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
T/RBHA	Tribal/Regional Behavioral Health Authority
WSDSG	Western States Decision Support Group
YSS-F	Youth Services Survey for Families

APPENDIX 1
Year 2014 Adult Consumer Survey
(English and Spanish)

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

Name of Service Agency: _____

T/RBHA NAME: _____ Facility ID: _____

Program/Fund Source: SMI Non-SMI (GMH or SA)

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

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

YEAR 2014 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 2014, 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.

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 escribalas 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.

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.

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.

PLEASE MARK YOUR ANSWERS BY FILLING IN THE BUBBLES COMPLETELY

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
<i>For questions 33-36 please answer for relationships with persons other than your mental health provider(s)</i>						
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.

POR FAVOR MARQUE SUS RESPUESTAS RELLENANDO LAS BURBUJAS COMPLETAMENTE

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.

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 No - SMI (GMH o SA)

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 DE SERVICIOS PARA ADULTOS QUE RECIBIERON SERVICIOS DURANTE EL AÑO 2014

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 2014, 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.

APPENDIX 2
Year 2014 YSS-F Consumer Survey
(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 2014 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 2014, 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

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.

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 esto?	<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.

PLEASE MARK YOUR ANSWERS BY FILLING IN THE BUBBLES COMPLETELY

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.

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

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.

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? _____						

¡¡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 2014

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 2014, 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 Hawai/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.