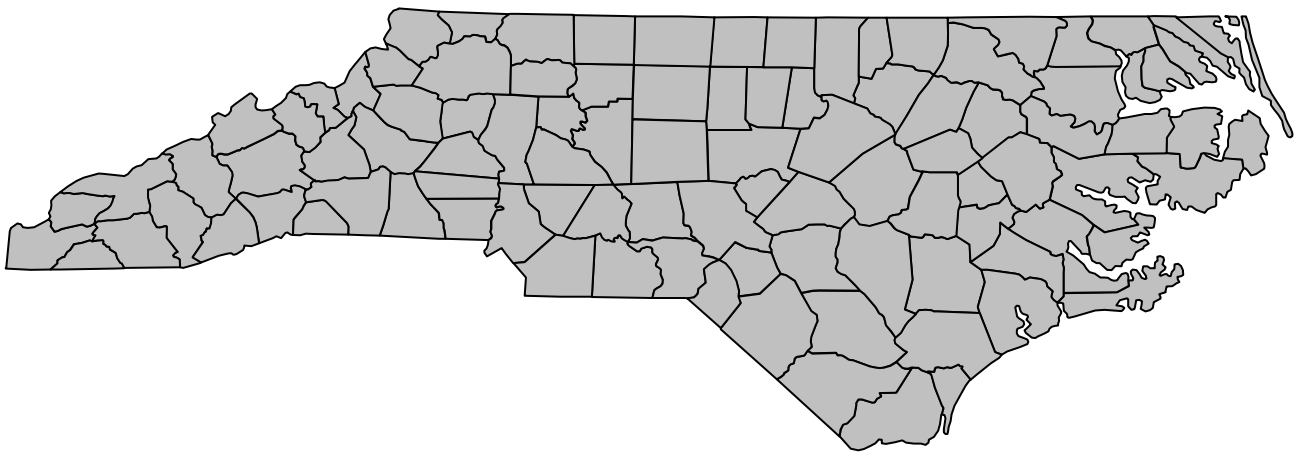


The 2004 North Carolina Consumer Satisfaction Survey



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North Carolina Department of Health and Human Services



The 2004 North Carolina Consumer Satisfaction Survey

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The 2004 North Carolina Consumer Satisfaction Survey

Executive Summary

This report provides a summary of data collected for the 2004 Consumer Satisfaction Survey conducted by the North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services. This survey was developed by the Mental Health Statistics Improvement Program (MHSIP) through support from Substance Abuse and Mental Health Services Administration (SAMHSA). It is currently being used by most states and it is used by SAMHSA to evaluate use of Mental Health Block Grant funding to states. The goal of the survey was to provide information on consumer satisfaction to stakeholders in organizations at the state, county, and local levels, as well as to consumers and their families. It is hoped that this information will be used to improve the quality and effectiveness of mental health and substance abuse treatment.

Sample and Survey Domains

The goal of the survey was to obtain a 5% sample of adults (18 years of age or older), and of children and adolescents (12-17 years old), who were receiving mental health and/or substance abuse services through the public system in October 2004. Questionnaires were returned from 4,495 adults, and from 3,257 children and adolescents. The survey had different versions for adults, adolescents, and children. However, in all cases respondents were asked to indicate their satisfaction on 5-point scales. These scales ranged from "strongly agree" and "agree" to "disagree" and "strongly disagree" with a category for "neutral" in the middle. Responses to individual scale items were coded either as "satisfied" (strongly agreed or agreed), or "not satisfied" (other responses on the scale besides "non applicable"). Responses to items with similar content were combined to create satisfaction domains based on research conducted by MHSIP. The domain scores presented below are reported to SAMHSA annually.

Statewide Results

Consumer Satisfaction Survey Domains	Percent Satisfied	
	Adults (age 18 or older)	Children/Adolescents (under age 18)
Access to Services	90%	79%
Participation in Treatment	77%	81%
Appropriateness of Services	91%	84%
Self-Assessed Outcomes	74%	68%
Overall Satisfaction¹	91%	-
Cultural Sensitivity¹	-	92%

1. The items for these scales were not given to both adults and children/adolescents

The results of the survey indicated that satisfaction scores for adults were highest for access to services, appropriateness of services and overall satisfaction. Satisfaction scores for children and adolescents were highest for cultural sensitivity of staff and the appropriateness of services. The survey also indicated that satisfaction scores for adults were lowest for participation in treatment and self-assessed outcomes. Satisfaction scores for children and adolescents were lowest for access to services, participation in treatment, and self-assessed outcomes. Satisfaction scores varied by Local Management Entity (LME), and sometimes more than by demographic and treatment variables. This may reflect LME's varying stages of transition from service providers to service managers.

Introduction

This report provides a summary of data collected for the 2004 Consumer Satisfaction Survey conducted by the North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services . This survey was developed by the Mental Health Statistics Improvement Program (MHSIP) through support from the Substance Abuse and Mental Health Services Administration (SAMHSA). It is currently being used in more than a dozen states and it is used by SAMHSA to evaluate use of Mental Health Block Grant funding to states. The goal of the survey was to provide information on consumer satisfaction to stakeholders in organizations at the state, county, and local levels, as well as to consumers and their families. It is hoped that this information will be used to improve the quality and effectiveness of mental health and substance abuse treatment.

Administering the Survey

All mental health and substance abuse service consumers who received a service from their providers during one week in October 2004 were given an opportunity to complete a survey confidentially. The survey has different versions for adults, and for children and adolescents. The version for adults has twenty-eight items, whereas the ones for children and adolescents have twenty one items. The survey for adolescents (12-17 years of age) was self-administered, whereas the one for children was intended to be completed by the child's family or caretaker. Each version of the survey is available in English and Spanish. Copies of the English versions of the survey appear in the Appendix of this report.

Scoring the Survey

For each item in the survey, respondents had six choices: "strongly agree", "agree", "neutral", "disagree", "strongly disagree" and "not applicable". All of the items on the survey were positively worded. Responses to individual items were coded either as "satisfied" (strongly agree or agree), "not satisfied" (neutral, disagree, strongly disagree). The 28 items on the adult version of the survey were grouped into five domains: Overall Satisfaction, Access to Services, Participation in Treatment, Appropriateness of Services, and Self Assessment of Outcomes. The 21 items in the version of the survey for children and adolescents were also grouped into five domains: Access to Services, Participation in Treatment, Cultural Sensitivity of Staff, Appropriateness of Services, and Self Assessment of Outcomes. These domains are based on research conducted by the Mental Health Statistics Improvement Program.

Analyzing the Data

The data in this report is based on unduplicated counts of 4,495 adults, and 3,257 children and adolescents, who met three criteria: 1) completed survey forms that could be matched with information from the Division's Client Data Warehouse; 2) were diagnosed with a mental health and/or substance abuse disability; and (3) answered the minimum number of questions needed to meet Federal guidelines for inclusion in the consumer satisfaction domains. The sample does not include consumers who only had a diagnosis for a developmental disability; those individuals are surveyed through the Core Indicators Project.

Reporting the Data

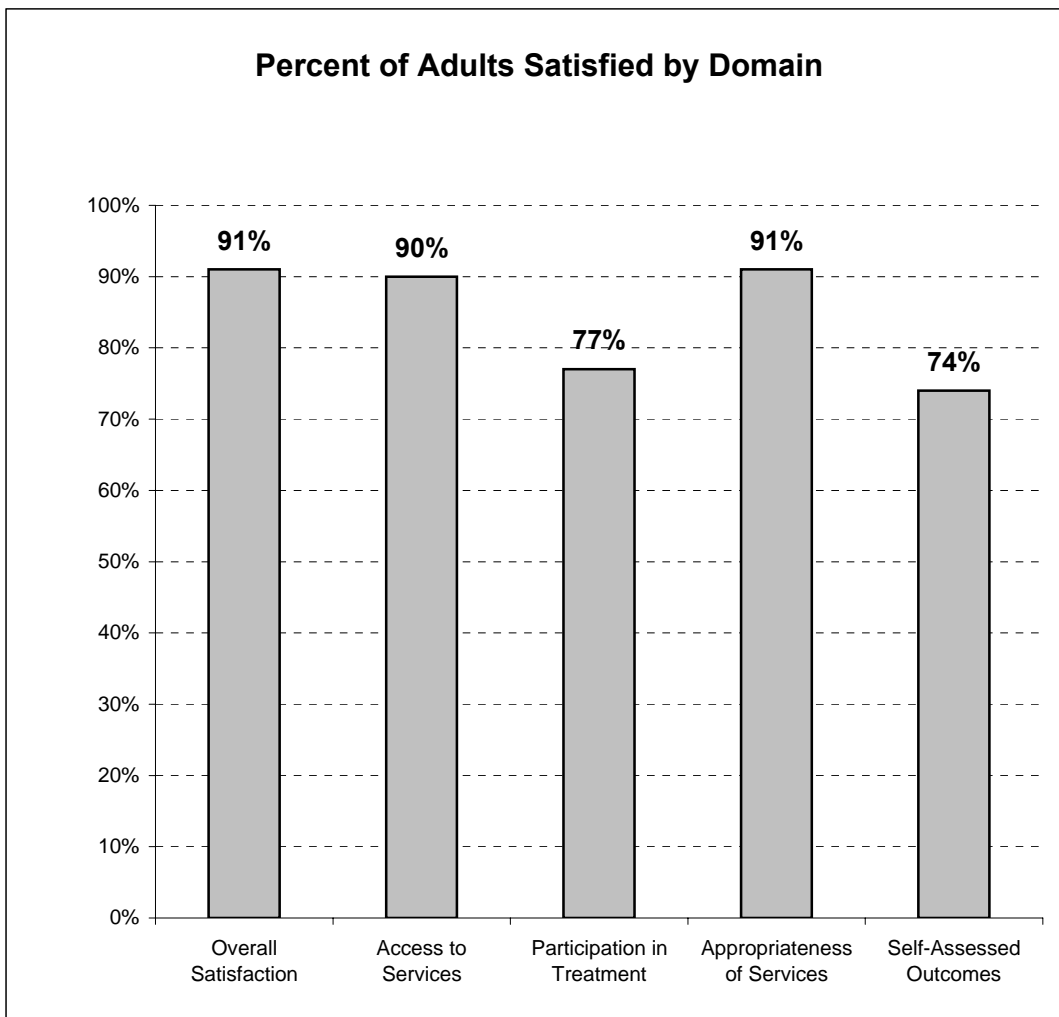
Following are three sections on data collected for the survey. The first section presents detailed information on satisfaction for adults, whereas the second section presents similar information for children and adolescents. The Appendix includes information on the respondents who completed the survey and copies of questionnaires used for data collection.

2004 Consumer Satisfaction Survey

Statewide Results for Adults

The graph and table below present data on five survey domains for adults. The data indicate that adults are highly satisfied with access to services, appropriateness of services, and overall satisfaction with services. The data also suggest that improvements are needed in participation in treatment and self-assessed outcomes.

Percent Satisfied by Domain				
Overall Satisfaction	Access to Services	Participation in Treatment	Appropriateness of Services	Self-Assessed Outcomes
91%	90%	77%	91%	74%



2004 Consumer Satisfaction Survey

LME Results for Adults

This table indicates that adults were more satisfied with their access to services and appropriateness of services than with their participation in treatment and self-assessed outcomes. Satisfaction scores ranged from 56% to 100%

Percent Satisfied by Domain					
Local Management Entity	Overall Satisfaction	Access to Services	Participation in Treatment	Appropriateness of Services	Self-Assessed Outcomes
Alamance-Caswell	92%	91%	73%	94%	76%
Albemarle	96%	91%	80%	94%	77%
Catawba	88%	89%	69%	94%	70%
Centerpoint	87%	87%	73%	88%	72%
Crossroads	89%	89%	74%	93%	59%
Cumberland	94%	92%	74%	93%	73%
Durham	90%	88%	73%	90%	71%
Eastpointe	89%	86%	73%	82%	70%
Edgecombe-Nash	95%	95%	82%	100%	70%
Five County	91%	93%	73%	87%	67%
Foothills	91%	88%	73%	90%	83%
Guilford	83%	88%	63%	82%	61%
Johnston	78%	75%	64%	81%	56%
Lee-Harnett	95%	94%	85%	94%	75%
Mecklenburg	87%	82%	76%	93%	79%
Neuse	92%	95%	85%	98%	78%
New River	92%	94%	74%	89%	74%
Onslow	84%	87%	84%	93%	72%
OPC	92%	90%	79%	89%	76%
Pathways	88%	84%	78%	91%	77%
Piedmont	92%	91%	75%	92%	71%
Pitt	93%	92%	83%	100%	80%
Roanoke-Chowan	94%	88%	76%	93%	72%
Sandhills	92%	94%	80%	93%	78%
Smoky Mountain	92%	92%	79%	93%	73%
Southeastern Center	94%	92%	78%	96%	77%
Southeastern Regional	93%	90%	80%	92%	77%
Tideland	91%	92%	77%	91%	67%
Wake	89%	91%	80%	90%	78%
Western Highlands	91%	90%	80%	93%	65%
Wilson-Greene	93%	89%	75%	91%	81%
Statewide	91%	90%	77%	91%	74%

Overall Satisfaction for Adults

Summary by Items in Domain

This table indicates that overall satisfaction with services was high on all of the items in this domain. Satisfaction scores ranged from 73% to 97%.

Percent Satisfied				
Local Management Entity	I like the services that I received here	If I had other choices, I would still choose to get services from this agency	I would recommend this agency to a friend or family member	Overall Satisfaction Domain
Alamance-Caswell	93%	93%	92%	92%
Albemarle	96%	96%	96%	96%
Catawba	89%	89%	88%	88%
Centerpoint	87%	87%	88%	87%
Crossroads	88%	89%	90%	89%
Cumberland	94%	94%	94%	94%
Durham	90%	90%	90%	90%
Eastpointe	89%	89%	89%	89%
Edgecombe-Nash	95%	95%	95%	95%
Five County	91%	91%	91%	91%
Foothills	92%	92%	91%	91%
Guilford	83%	84%	83%	83%
Johnston	78%	77%	77%	78%
Lee-Harnett	95%	94%	95%	95%
Mecklenburg	88%	88%	88%	87%
Neuse	92%	92%	93%	92%
New River	92%	92%	93%	92%
Onslow	85%	85%	84%	84%
OPC	92%	92%	92%	92%
Pathways	88%	88%	88%	88%
Piedmont	92%	92%	92%	92%
Pitt	93%	93%	93%	93%
Roanoke-Chowan	94%	94%	94%	94%
Sandhills	92%	92%	93%	92%
Smoky Mountain	93%	93%	94%	92%
Southeastern Center	94%	94%	94%	94%
Southeastern Regional	93%	93%	94%	93%
Tideland	91%	91%	91%	91%
Wake	89%	89%	90%	89%
Western Highlands	91%	91%	92%	91%
Wilson-Greene	93%	93%	93%	93%
Statewide	91%	91%	91%	91%

Overall Satisfaction for Adults

Summary by Age Groups

This table indicates that there is little difference between younger and older adults in terms of their overall satisfaction. Satisfaction scores ranged from 67% to 100%.

Percent Satisfied		
Local Management Entity	18-34 Years Old	35 Years of Age and Older
Alamance-Caswell	95%	91%
Albemarle	94%	96%
Catawba	87%	88%
Centerpoint	85%	88%
Crossroads	89%	88%
Cumberland	98%	92%
Durham	85%	91%
Eastpointe	100%	88%
Edgecombe-Nash	100%	93%
Five County	90%	91%
Foothills	92%	91%
Guilford	83%	82%
Johnston	85%	74%
Lee-Harnett	93%	96%
Mecklenburg	86%	88%
Neuse	87%	96%
New River	90%	93%
Onslow	67%	87%
OPC	93%	92%
Pathways	88%	88%
Piedmont	NA	92%
Pitt	86%	95%
Roanoke-Chowan	95%	94%
Sandhills	93%	92%
Smoky Mountain	93%	92%
Southeastern Center	94%	95%
Southeastern Regional	82%	94%
Tideland	93%	90%
Wake	93%	87%
Western Highlands	95%	90%
Wilson-Greene	90%	95%
Statewide	90%	91%

NA indicates there were less than ten responses so the data is not shown for the LME.

Overall Satisfaction for Adults

Summary by Gender

This table indicates that there was little difference between women and men in terms of their overall satisfaction. Satisfaction scores ranged from 75% to 98%.

Percent Satisfied		
Local Management Entity	Women	Men
Alamance-Caswell	92%	91%
Albemarle	97%	95%
Catawba	77%	97%
Centerpoint	84%	90%
Crossroads	88%	88%
Cumberland	94%	98%
Durham	87%	93%
Eastpointe	87%	92%
Edgecombe-Nash	95%	92%
Five County	88%	94%
Foothills	94%	90%
Guilford	81%	87%
Johnston	78%	82%
Lee-Harnett	93%	96%
Mecklenburg	90%	87%
Neuse	96%	85%
New River	89%	95%
Onslow	76%	90%
OPC	91%	92%
Pathways	84%	93%
Piedmont	92%	93%
Pitt	95%	89%
Roanoke-Chowan	93%	95%
Sandhills	92%	92%
Smoky Mountain	92%	92%
Southeastern Center	93%	98%
Southeastern Regional	93%	94%
Tideland	91%	88%
Wake	91%	86%
Western Highlands	89%	94%
Wilson-Greene	93%	91%
Statewide	90%	91%

Overall Satisfaction for Adults

Summary for Racial Groups

This table indicates that there is little difference between African Americans and European Americans in terms of their overall satisfaction. There were too few surveys completed by the other racial/ethnic groups to make reliable generalizations. Satisfaction scores ranged from 75% to 100%.

Percent Satisfied		
Local Management Entity	African American	European American
Alamance-Caswell	93%	91%
Albemarle	100%	95%
Catawba	96%	79%
Centerpoint	89%	87%
Crossroads	82%	92%
Cumberland	96%	95%
Durham	91%	88%
Eastpointe	93%	86%
Edgecombe-Nash	100%	93%
Five County	95%	87%
Foothills	96%	91%
Guilford	77%	89%
Johnston	83%	79%
Lee-Harnett	95%	94%
Mecklenburg	90%	88%
Neuse	90%	95%
New River	88%	94%
Onslow	93%	75%
OPC	91%	91%
Pathways	87%	89%
Piedmont	91%	93%
Pitt	93%	93%
Roanoke-Chowan	91%	97%
Sandhills	95%	90%
Smoky Mountain	93%	91%
Southeastern Center	92%	97%
Southeastern Regional	89%	96%
Tideland	85%	92%
Wake	83%	92%
Western Highlands	92%	90%
Wilson-Greene	92%	93%
Statewide	91%	91%

Overall Satisfaction for Adults

Summary by Disability Groups

This table indicates that there is little difference in overall satisfaction by disability groups. Satisfaction scores ranged from 75% to 100%.

Percent Satisfied			
Local Management Entity	Mental Health	Substance Abuse	Substance Abuse and Mental Health
Alamance-Caswell	89%	95%	93%
Albemarle	95%	NA	95%
Catawba	82%	NA	93%
Centerpoint	88%	85%	87%
Crossroads	91%	NA	100%
Cumberland	98%	100%	91%
Durham	96%	NA	85%
Eastpointe	92%	NA	83%
Edgecombe-Nash	96%	NA	NA
Five County	87%	93%	96%
Foothills	91%	96%	89%
Guilford	90%	NA	82%
Johnston	75%	NA	93%
Lee-Harnett	96%	75%	91%
Mecklenburg	87%	NA	85%
Neuse	94%	100%	80%
New River	90%	NA	94%
Onslow	78%	100%	94%
OPC	92%	100%	91%
Pathways	86%	96%	85%
Piedmont	92%	NA	91%
Pitt	97%	NA	88%
Roanoke-Chowan	92%	83%	100%
Sandhills	92%	93%	92%
Smoky Mountain	93%	NA	90%
Southeastern Center	95%	100%	96%
Southeastern Regional	93%	NA	92%
Tideland	89%	86%	89%
Wake	89%	87%	88%
Western Highlands	93%	77%	90%
Wilson-Greene	91%	93%	93%
Statewide	91%	91%	90%

NA indicates there were less than ten responses so the data is not shown for the LME.

Overall Satisfaction for Adults

Summary by Length of Time Since Admission

This table indicates that there is little difference in overall satisfaction by length of time since admission. Satisfaction scores ranged from 67% to 100%.

Percent Satisfied			
Local Management Entity	Less Than 1 year	One to Five Years	More Than 5 years
Alamance-Caswell	94%	91%	89%
Albemarle	100%	96%	93%
Catawba	92%	78%	86%
Centerpoint	87%	88%	87%
Crossroads	86%	96%	73%
Cumberland	94%	95%	98%
Durham	78%	95%	95%
Eastpointe	89%	90%	88%
Edgecombe-Nash	100%	100%	89%
Five County	87%	88%	94%
Foothills	93%	94%	84%
Guilford	75%	97%	83%
Johnston	67%	81%	86%
Lee-Harnett	96%	97%	90%
Mecklenburg	88%	89%	87%
Neuse	91%	93%	93%
New River	93%	88%	NA
Onslow	83%	80%	83%
OPC	90%	95%	90%
Pathways	88%	87%	93%
Piedmont	95%	88%	91%
Pitt	88%	93%	97%
Roanoke-Chowan	88%	97%	96%
Sandhills	92%	90%	93%
Smoky Mountain	90%	93%	96%
Southeastern Center	90%	100%	94%
Southeastern Regional	93%	91%	95%
Tideland	94%	89%	88%
Wake	87%	91%	88%
Western Highlands	88%	93%	94%
Wilson-Greene	95%	92%	91%
Statewide	90%	91%	91%

NA indicates there were less than ten responses so the data is not shown for the LME.

Access to Services for Adults

Summary by Items in Domain

This table indicates that adults were slightly less satisfied with their access to psychiatrists than other services. Satisfaction scores ranged from 68% to 95%.

Percent Satisfied							
Local Management Entity	The location of the services was convenient (parking, public transportation, distance, etc.)	Services were available at times that were good for me	I was able to see a psychiatrist when I wanted to	Staff returned my calls within 24 hours	Staff were willing to see me as often as I felt it was necessary	I was able to get all the services I thought I needed	Access to Services Domain
Alamance-Caswell	90%	91%	91%	91%	91%	91%	91%
Albemarle	91%	91%	90%	92%	92%	91%	91%
Catawba	89%	89%	90%	87%	89%	89%	89%
Centerpoint	87%	87%	89%	86%	87%	86%	87%
Crossroads	89%	89%	97%	91%	89%	89%	89%
Cumberland	92%	92%	91%	92%	93%	92%	92%
Durham	88%	88%	86%	89%	88%	88%	88%
Eastpointe	86%	86%	86%	86%	86%	86%	86%
Edgecombe-Nash	95%	95%	95%	94%	95%	95%	95%
Five County	93%	93%	93%	92%	93%	93%	93%
Foothills	87%	88%	88%	88%	88%	88%	88%
Guilford	88%	88%	90%	88%	88%	89%	88%
Johnston	75%	75%	68%	77%	75%	77%	75%
Lee-Harnett	94%	93%	93%	93%	94%	94%	94%
Mecklenburg	82%	82%	83%	82%	82%	82%	82%
Neuse	94%	94%	95%	96%	95%	95%	95%
New River	94%	94%	91%	95%	94%	94%	94%
Onslow	87%	88%	87%	87%	87%	87%	87%
OPC	90%	90%	90%	91%	90%	90%	90%
Pathways	84%	84%	84%	84%	84%	84%	84%
Piedmont	91%	91%	90%	91%	91%	92%	91%
Pitt	92%	92%	93%	93%	92%	93%	92%
Roanoke-Chowan	88%	88%	88%	89%	88%	88%	88%
Sandhills	94%	94%	94%	94%	94%	94%	94%
Smoky Mountain	92%	92%	93%	92%	92%	92%	92%
Southeastern Center	93%	93%	92%	93%	92%	93%	92%
Southeastern Regional	91%	91%	90%	91%	91%	90%	90%
Tideland	92%	92%	94%	93%	92%	92%	92%
Wake	91%	91%	92%	91%	91%	91%	91%
Western Highlands	89%	90%	90%	89%	90%	90%	90%
Wilson-Greene	89%	90%	89%	88%	90%	89%	89%
Statewide	90%	90%	90%	90%	90%	90%	90%

Access to Services for Adults

Summary by Age Groups

This table indicates that there was little difference in adult satisfaction with access to services by age group. Satisfaction scores ranged from 67% to 100%.

Percent Satisfied		
Local Management Entity	18-34 Years Old	35 Years of Age and Older
Alamance-Caswell	89%	89%
Albemarle	69%	90%
Catawba	83%	83%
Centerpoint	85%	81%
Crossroads	89%	85%
Cumberland	94%	89%
Durham	85%	85%
Eastpointe	75%	84%
Edgecombe-Nash	92%	96%
Foothills	90%	90%
Guilford	87%	87%
Johnston	87%	83%
Lee-Harnett	80%	70%
Mecklenburg	93%	93%
Neuse	80%	80%
New River	97%	91%
Onslow	92%	91%
OPC	67%	88%
Pathways	86%	89%
Piedmont	76%	83%
Pitt	100%	88%
Roanoke-Chowan	83%	92%
Sandhills	96%	87%
Smoky Mountain	100%	90%
Southeastern Center	87%	87%
Southeastern Regional	82%	89%
Tideland	93%	89%
Five County	90%	93%
Wake	93%	89%
Western Highlands	86%	87%
Wilson-Greene	88%	89%
Statewide	87%	87%

Access to Services for Adults

Summary by Gender

This table indicates that there was little difference between women and men in terms of satisfaction with access to services. Satisfaction scores ranged from 74% to 96%.

Percent Satisfied		
Local Management Entity	Women	Men
Alamance-Caswell	88%	91%
Albemarle	88%	84%
Catawba	83%	83%
Centerpoint	83%	82%
Crossroads	85%	88%
Cumberland	93%	86%
Durham	83%	85%
Eastpointe	78%	92%
Edgecombe-Nash	95%	92%
Five County	87%	94%
Foothills	84%	89%
Guilford	82%	96%
Johnston	74%	79%
Lee-Harnett	92%	93%
Mecklenburg	81%	79%
Neuse	95%	91%
New River	88%	95%
Onslow	80%	88%
OPC	91%	87%
Pathways	77%	85%
Piedmont	85%	93%
Pitt	94%	94%
Roanoke-Chowan	89%	83%
Sandhills	92%	89%
Smoky Mountain	93%	85%
Southeastern Center	91%	90%
Southeastern Regional	90%	88%
Tideland	93%	92%
Wake	92%	87%
Western Highlands	86%	90%
Wilson-Greene	89%	86%
Statewide	87%	88%

Access to Services for Adults

Summary by Racial Groups

This table indicates that there was little difference between African and European Americans in terms of their satisfaction with access to services. There were too few surveys completed by the other racial/ethnic groups to make reliable generalizations. Satisfaction scores ranged from 71% to 96%.

Percent Satisfied		
Local Management Entity	African American	European American
Alamance-Caswell	90%	87%
Albemarle	93%	86%
Catawba	86%	83%
Centerpoint	87%	79%
Crossroads	82%	96%
Cumberland	88%	91%
Durham	86%	89%
Eastpointe	87%	81%
Edgecombe-Nash	89%	92%
Five County	92%	88%
Foothills	86%	88%
Guilford	85%	85%
Johnston	75%	71%
Lee-Harnett	96%	92%
Mecklenburg	79%	82%
Neuse	92%	93%
New River	83%	94%
Onslow	92%	80%
OPC	91%	88%
Pathways	79%	83%
Piedmont	89%	88%
Pitt	89%	93%
Roanoke-Chowan	93%	86%
Sandhills	93%	90%
Smoky Mountain	90%	90%
Southeastern Center	90%	92%
Southeastern Regional	83%	93%
Tideland	88%	95%
Wake	81%	93%
Western Highlands	86%	88%
Wilson-Greene	89%	88%
Statewide	87%	88%

Access to Services for Adults

Summary by Disability Groups

This table indicates that there is little difference in satisfaction with access to services by disability statewide. Satisfaction scores ranged from 69% to 100%.

Percent Satisfied			
Local Management Entity	Mental Health	Substance Abuse	Substance Abuse and Mental Health
Alamance-Caswell	85%	89%	93%
Albemarle	88%	NA	86%
Catawba	77%	NA	93%
Centerpoint	87%	80%	77%
Crossroads	87%	NA	100%
Cumberland	93%	90%	81%
Durham	84%	NA	77%
Eastpointe	83%	NA	80%
Edgecombe-Nash	96%	NA	100%
Five County	91%	80%	92%
Foothills	87%	83%	82%
Guilford	92%	92%	82%
Johnston	75%	NA	80%
Lee-Harnett	94%	NA	84%
Mecklenburg	81%	70%	83%
Neuse	94%	NA	86%
New River	90%	NA	88%
Onslow	82%	NA	81%
OPC	89%	100%	88%
Pathways	83%	92%	72%
Piedmont	86%	92%	94%
Pitt	95%	NA	100%
Roanoke-Chowan	88%	NA	89%
Sandhills	90%	96%	92%
Smoky Mountain	86%	82%	86%
Southeastern Center	90%	NA	89%
Southeastern Regional	90%	89%	87%
Tideland	93%	NA	89%
Wake	89%	100%	88%
Western Highlands	88%	69%	84%
Wilson-Greene	86%	93%	90%
Statewide	88%	88%	86%

NA indicates there were less than ten responses so the data is not shown for the LME.

Access to Services for Adults

Summary by Length of Time Since Admission

This table indicates that there was not much difference in adult satisfaction with access to services by length of time since admission statewide. Satisfaction scores ranged from 69% to 100%.

Percent Satisfied			
Local Management Entity	Less than One Year	One to Five Years	More Than Five Years
Alamance-Caswell	91%	88%	86%
Albemarle	89%	84%	88%
Catawba	92%	76%	86%
Centerpoint	85%	85%	84%
Crossroads	89%	88%	82%
Cumberland	94%	86%	90%
Durham	94%	84%	85%
Eastpointe	86%	81%	83%
Edgecombe-Nash	100%	100%	89%
Five County	89%	86%	94%
Foothills	85%	86%	100%
Guilford	85%	94%	90%
Johnston	83%	88%	69%
Lee-Harnett	93%	92%	93%
Mecklenburg	83%	84%	70%
Neuse	97%	88%	100%
New River	98%	84%	100%
Onslow	93%	85%	81%
OPC	92%	95%	84%
Pathways	85%	75%	89%
Piedmont	89%	88%	88%
Pitt	88%	93%	100%
Roanoke-Chowan	88%	84%	88%
Sandhills	93%	91%	94%
Smoky Mountain	94%	91%	80%
Southeastern Center	88%	96%	88%
Southeastern Regional	90%	89%	92%
Tideland	100%	91%	90%
Wake	92%	84%	91%
Western Highlands	93%	86%	86%
Wilson-Greene	89%	86%	87%
Statewide	90%	87%	88%

Participation in Treatment for Adults

Summary by Items in Domain

This table indicates that adults were more satisfied with feeling comfortable about asking questions about treatment than about participation in making decisions about treatment goals. Satisfaction scores ranged from 58% to 86%.

Percent Satisfied			
Local Management Entity	I, not staff, decided my treatment goals	I felt comfortable asking questions about my treatment and medication	Participation in Treatment Domain
Alamance-Caswell	72%	73%	73%
Albemarle	77%	80%	80%
Catawba	72%	69%	69%
Centerpoint	74%	73%	73%
Crossroads	74%	74%	74%
Cumberland	71%	74%	74%
Durham	70%	73%	73%
Eastpointe	73%	73%	73%
Edgecombe-Nash	82%	82%	82%
Five County	70%	73%	73%
Foothills	73%	73%	73%
Guilford	58%	63%	63%
Johnston	68%	64%	64%
Lee-Harnett	82%	85%	85%
Mecklenburg	79%	76%	76%
Neuse	85%	85%	85%
New River	73%	74%	74%
Onslow	86%	84%	84%
OPC	73%	79%	79%
Pathways	80%	78%	78%
Piedmont	82%	75%	75%
Pitt	80%	83%	83%
Roanoke-Chowan	77%	76%	76%
Sandhills	79%	80%	80%
Smoky Mountain	75%	79%	79%
Southeastern Center	73%	78%	78%
Southeastern Regional	78%	80%	80%
Tideland	73%	77%	77%
Wake	77%	80%	80%
Western Highlands	75%	80%	80%
Wilson-Greene	77%	75%	75%
Statewide	76%	77%	77%

Participation in Treatment for Adults

Summary by Age Groups

This table indicates that there is little difference in adult satisfaction with participation in treatment by age groups. Satisfaction scores ranged from 59% to 93%.

Percent Satisfied		
Local Management Entity	18-34 Years Old	35 Years of Age and Older
Alamance-Caswell	71%	74%
Albemarle	75%	80%
Catawba	81%	63%
Centerpoint	76%	72%
Crossroads	86%	70%
Cumberland	75%	73%
Durham	91%	68%
Eastpointe	73%	73%
Edgecombe-Nash	78%	83%
Five County	72%	73%
Foothills	79%	71%
Guilford	68%	59%
Johnston	65%	63%
Lee-Harnett	69%	93%
Mecklenburg	76%	76%
Neuse	86%	84%
New River	68%	79%
Onslow	79%	86%
OPC	79%	79%
Pathways	73%	80%
Piedmont	NA	75%
Pitt	83%	83%
Roanoke-Chowan	69%	78%
Sandhills	76%	81%
Smoky Mountain	89%	75%
Southeastern Center	81%	77%
Southeastern Regional	82%	80%
Tideland	84%	76%
Wake	81%	80%
Western Highlands	87%	78%
Wilson-Greene	70%	80%
Statewide	77%	77%

NA indicates there were less than ten responses so the data is not shown for the LME.

Participation in Treatment for Adults

Summary by Gender

This table indicates that there is little difference in satisfaction with participation in treatment by women and men. Satisfaction scores ranged from 55% to 91%.

Percent Satisfied		
Local Management Entity	Women	Men
Alamance-Caswell	70%	73%
Albemarle	81%	78%
Catawba	82%	56%
Centerpoint	73%	73%
Crossroads	69%	80%
Cumberland	76%	72%
Durham	72%	75%
Eastpointe	72%	74%
Edgecombe-Nash	78%	91%
Five County	69%	76%
Foothills	72%	73%
Guilford	64%	66%
Johnston	55%	73%
Lee-Harnett	84%	83%
Mecklenburg	73%	77%
Neuse	83%	85%
New River	72%	78%
Onslow	85%	81%
OPC	81%	78%
Pathways	76%	78%
Piedmont	77%	80%
Pitt	80%	88%
Roanoke-Chowan	74%	84%
Sandhills	80%	79%
Smoky Mountain	78%	77%
Southeastern Center	78%	81%
Southeastern Regional	81%	80%
Tideland	76%	78%
Wake	84%	76%
Western Highlands	79%	80%
Wilson-Greene	74%	76%
Statewide	76%	77%

Participation in Treatment for Adults

Summary by Racial Groups

This table indicates that there is little difference between adult African Americans and European Americans in terms of their satisfaction with participation in treatment. There were too few surveys completed by the other racial/ethnic groups to make reliable generalizations. Satisfaction scores ranged from 56% to 91%.

Percent Satisfied		
Local Management Entity	African American	European American
Alamance-Caswell	75%	70%
Albemarle	80%	79%
Catawba	85%	73%
Centerpoint	75%	69%
Crossroads	80%	70%
Cumberland	79%	72%
Durham	91%	73%
Eastpointe	89%	76%
Edgecombe-Nash	56%	78%
Five County	88%	69%
Foothills	59%	70%
Guilford	80%	67%
Johnston	80%	62%
Lee-Harnett	90%	83%
Mecklenburg	75%	76%
Neuse	81%	82%
New River	75%	79%
Onslow	85%	83%
OPC	78%	79%
Pathways	71%	76%
Piedmont	90%	84%
Pitt	88%	84%
Roanoke-Chowan	91%	83%
Sandhills	80%	77%
Smoky Mountain	66%	78%
Southeastern Center	76%	84%
Southeastern Regional	80%	78%
Tideland	79%	81%
Wake	82%	83%
Western Highlands	73%	80%
Wilson-Greene	83%	73%
Statewide	79%	77%

Participation in Treatment for Adults

Summary by Disability Groups

This table indicates that there was not much difference between disability groups in terms of being satisfied with their participation in treatment. Satisfaction scores ranged from 57% to 95%.

Percent Satisfied			
Local Management Entity	Mental Health	Substance Abuse	Substance Abuse and Mental Health
Alamance-Caswell	74%	61%	69%
Albemarle	81%	NA	74%
Catawba	74%	NA	86%
Centerpoint	78%	77%	65%
Crossroads	79%	NA	NA
Cumberland	82%	82%	54%
Durham	83%	NA	50%
Eastpointe	78%	NA	81%
Edgecombe-Nash	85%	NA	NA
Five County	72%	79%	69%
Foothills	75%	63%	69%
Guilford	68%	57%	66%
Johnston	60%	NA	86%
Lee-Harnett	91%	NA	72%
Mecklenburg	77%	81%	71%
Neuse	88%	92%	83%
New River	81%	95%	69%
Onslow	83%	NA	87%
OPC	76%	NA	88%
Pathways	85%	88%	60%
Piedmont	70%	67%	76%
Pitt	86%	NA	93%
Roanoke-Chowan	76%	NA	79%
Sandhills	74%	81%	88%
Smoky Mountain	73%	63%	84%
Southeastern Center	77%	87%	75%
Southeastern Regional	82%	88%	85%
Tideland	73%	NA	79%
Wake	83%	83%	77%
Western Highlands	75%	80%	79%
Wilson-Greene	74%	75%	76%
Statewide	78%	77%	75%

NA indicates there were less than ten responses so the data is not shown for the LME.

Participation in Treatment for Adults

Summary by Length of Time Since Admission

This table indicates that there was little difference in adult satisfaction with participation in treatment by length of time since admission. Satisfaction scores ranged from 57% to 92%.

Percent Satisfied			
Local Management Entity	Less than One Year	One to Five Years	More Than Five Years
Alamance-Caswell	70%	75%	68%
Albemarle	80%	68%	89%
Catawba	NA	71%	NA
Centerpoint	68%	81%	72%
Crossroads	74%	74%	70%
Cumberland	76%	71%	74%
Durham	59%	84%	76%
Eastpointe	64%	78%	75%
Edgecombe-Nash	NA	NA	82%
Five County	78%	64%	71%
Foothills	71%	70%	84%
Guilford	63%	73%	57%
Johnston	60%	62%	70%
Lee-Harnett	85%	91%	77%
Mecklenburg	77%	74%	71%
Neuse	90%	80%	79%
New River	73%	71%	NA
Onslow	80%	84%	85%
OPC	86%	85%	72%
Pathways	80%	71%	79%
Piedmont	86%	67%	74%
Pitt	73%	92%	87%
Roanoke-Chowan	70%	68%	89%
Sandhills	80%	75%	83%
Smoky Mountain	76%	78%	83%
Southeastern Center	79%	82%	76%
Southeastern Regional	77%	75%	87%
Tideland	78%	70%	79%
Wake	80%	82%	79%
Western Highlands	86%	72%	77%
Wilson-Greene	80%	74%	72%
Statewide	76%	76%	78%

NA indicates there were less than ten responses so the data is not shown for the LME.

Appropriateness of Services for Adults Summary by Items 1-5 in Domain

This table indicates that adults were more satisfied with the appropriateness of some services than others, and that satisfaction varied by items in the domain and by Local Management Entity. The table on the following page displays information on satisfaction with other items in this domain. Satisfaction scores ranged from 79% to 100%.

Percent Satisfied						
Local Management Entity	Staff here believe that I can grow, change and recover	Staff helped me obtain the information I needed so that I could take charge of managing my illness	Staff encouraged me to take responsibility for how I live my life	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.)	Staff told me what side effects to watch out for	Appropriateness of Services Domain
Alamance-Caswell	94%	94%	94%	94%	94%	94%
Albemarle	94%	94%	94%	94%	93%	94%
Catawba	94%	93%	93%	93%	93%	94%
Centerpoint	88%	89%	89%	89%	88%	88%
Crossroads	92%	93%	92%	92%	95%	93%
Cumberland	93%	93%	93%	95%	93%	93%
Durham	90%	89%	91%	90%	91%	90%
Eastpointe	82%	82%	81%	82%	83%	82%
Edgecombe-Nash	100%	100%	100%	100%	100%	100%
Five County	87%	87%	87%	87%	88%	87%
Foothills	90%	90%	90%	90%	90%	90%
Guilford	81%	82%	81%	81%	81%	82%
Johnston	82%	80%	80%	79%	80%	81%
Lee-Harnett	94%	94%	94%	94%	94%	94%
Mecklenburg	93%	93%	93%	92%	93%	93%
Neuse	98%	98%	98%	98%	97%	98%
New River	89%	91%	93%	90%	91%	89%
Onslow	93%	94%	93%	93%	93%	93%
OPC	89%	89%	89%	89%	88%	89%
Pathways	91%	91%	91%	91%	90%	91%
Piedmont	92%	92%	92%	92%	92%	92%
Pitt	100%	100%	100%	100%	100%	100%
Roanoke-Chowan	93%	93%	94%	93%	93%	93%
Sandhills	93%	93%	93%	93%	93%	93%
Smoky Mountain	93%	93%	94%	93%	93%	93%
Southeastern Center	96%	96%	96%	96%	96%	96%
Southeastern Regional	93%	92%	93%	92%	93%	92%
Tideland	91%	90%	90%	91%	90%	91%
Wake	91%	91%	90%	90%	90%	90%
Western Highlands	93%	94%	93%	93%	93%	93%
Wilson-Greene	92%	91%	90%	90%	91%	91%
Statewide	92%	92%	92%	91%	91%	91%

Appropriateness of Services for Adults

Summary by Items 6-9 in Domain

This table indicates that most adults were satisfied with the appropriateness of all of the services listed below, with the exception of feeling free to complain about the services. Satisfaction scores ranged from 67% to 100%.

Percent Satisfied					
Local Management Entity	Staff were sensitive to my cultural background (race, religion, language, etc.)	Staff respected my wishes about who is, and who is not, to be given information about my treatment	I felt free to complain	I was given information about my rights	Appropriateness of Service Domain
Alamance-Caswell	94%	94%	81%	94%	94%
Albemarle	94%	94%	81%	94%	94%
Catawba	95%	94%	82%	93%	94%
Centerpoint	89%	89%	87%	88%	88%
Crossroads	93%	92%	90%	92%	93%
Cumberland	93%	93%	91%	93%	93%
Durham	90%	89%	88%	91%	90%
Eastpointe	84%	83%	82%	82%	82%
Edgecombe-Nash	100%	100%	88%	100%	100%
Five County	87%	87%	88%	88%	87%
Foothills	90%	91%	87%	90%	90%
Guilford	81%	82%	72%	83%	82%
Johnston	80%	81%	71%	83%	81%
Lee-Harnett	94%	94%	86%	94%	94%
Mecklenburg	93%	93%	80%	92%	93%
Neuse	98%	98%	88%	98%	98%
New River	89%	89%	87%	90%	89%
Onslow	93%	94%	89%	93%	93%
OPC	89%	89%	84%	90%	89%
Pathways	92%	91%	79%	91%	91%
Piedmont	92%	92%	67%	92%	92%
Pitt	100%	100%	78%	100%	100%
Roanoke-Chowan	94%	93%	89%	93%	93%
Sandhills	93%	93%	82%	94%	93%
Smoky Mountain	93%	93%	84%	94%	93%
Southeastern Center	96%	96%	91%	96%	96%
Southeastern Regional	92%	92%	81%	92%	92%
Tideland	91%	91%	77%	91%	91%
Wake	90%	90%	71%	90%	90%
Western Highlands	94%	93%	87%	93%	93%
Wilson-Greene	90%	90%	88%	92%	91%
Statewide	92%	92%	84%	92%	91%

Appropriateness of Services for Adults

Summary by Age Groups

This table indicates that there was little difference in adult satisfaction with the appropriateness of services and age group. Satisfaction scores ranged from 79% to 100%.

Percent Satisfied		
Local Management Entity	18-34 Years Old	35 Years of Age and Older
Alamance-Caswell	93%	94%
Albemarle	94%	94%
Catawba	95%	93%
Centerpoint	87%	89%
Crossroads	100%	90%
Cumberland	90%	94%
Durham	92%	89%
Eastpointe	80%	83%
Edgecombe-Nash	100%	100%
Five County	85%	88%
Foothills	88%	91%
Guilford	86%	79%
Johnston	84%	79%
Lee-Harnett	93%	96%
Mecklenburg	96%	92%
Neuse	97%	98%
New River	87%	91%
Onslow	80%	96%
OPC	86%	89%
Pathways	89%	91%
Piedmont	NA	NA
Pitt	100%	92%
Roanoke-Chowan	89%	100%
Sandhills	93%	94%
Smoky Mountain	98%	93%
Southeastern Center	97%	91%
Southeastern Regional	91%	96%
Tideland	92%	92%
Wake	90%	91%
Western Highlands	95%	90%
Wilson-Greene	90%	93%
Statewide	91%	92%

NA indicates there were less than ten responses so the data is not shown for the LME.

Appropriateness of Services for Adults

Summary by Gender

This table indicates that women were somewhat more likely to be satisfied with the appropriateness of services than men. Satisfaction scores ranged from 79% to 100%.

Percent Satisfied		
Local Management Entity	Women	Men
Alamance-Caswell	94%	96%
Albemarle	97%	88%
Catawba	97%	93%
Centerpoint	90%	87%
Crossroads	92%	96%
Cumberland	93%	92%
Durham	83%	96%
Eastpointe	79%	87%
Edgecombe-Nash	100%	100%
Five County	86%	88%
Foothills	92%	87%
Guilford	82%	86%
Johnston	86%	85%
Lee-Harnett	92%	98%
Mecklenburg	95%	91%
Neuse	100%	94%
New River	89%	90%
Onslow	88%	98%
OPC	90%	87%
Pathways	92%	90%
Piedmont	93%	93%
Pitt	93%	93%
Roanoke-Chowan	100%	100%
Sandhills	89%	100%
Smoky Mountain	93%	92%
Southeastern Center	94%	92%
Southeastern Regional	95%	98%
Tideland	93%	89%
Wake	89%	92%
Western Highlands	92%	88%
Wilson-Greene	92%	93%
Statewide	92%	88%

Appropriateness of Services for Adults

Summary by Racial Groups

This table indicates that European Americans were slightly more likely to be satisfied with the appropriateness of services than were African Americans. There were too few surveys completed by the other racial/ethnic groups to make reliable generalizations. Satisfaction scores ranged from 78% to 100%.

Percent Satisfied		
Local Management Entity	African American	European American
Alamance-Caswell	96%	94%
Albemarle	91%	95%
Catawba	92%	97%
Centerpoint	94%	86%
Crossroads	95%	94%
Cumberland	90%	94%
Durham	91%	88%
Eastpointe	79%	84%
Edgecombe-Nash	100%	100%
Five County	87%	86%
Foothills	89%	90%
Guilford	81%	84%
Johnston	78%	91%
Lee-Harnett	93%	95%
Mecklenburg	92%	94%
Neuse	96%	98%
New River	79%	94%
Onslow	98%	88%
OPC	88%	90%
Pathways	90%	90%
Piedmont	93%	93%
Pitt	93%	93%
Roanoke-Chowan	100%	100%
Sandhills	95%	93%
Smoky Mountain	93%	92%
Southeastern Center	95%	92%
Southeastern Regional	97%	96%
Tideland	91%	92%
Wake	86%	92%
Western Highlands	88%	91%
Wilson-Greene	92%	92%
Statewide	89%	91%

Appropriateness of Services for Adults

Summary by Disability Groups

This table indicates that adults with mental health and substance abuse disabilities were slightly more likely to be satisfied with the appropriateness of services than were adults with multiple disabilities. Satisfaction scores ranged from 71% to 100%.

Percent Satisfied			
Local Management Entity	Mental Health	Substance Abuse	Substance Abuse and Mental Health
Alamance-Caswell	94%	95%	96%
Albemarle	94%	NA	95%
Catawba	90%	NA	93%
Centerpoint	91%	80%	84%
Crossroads	96%	NA	100%
Cumberland	97%	100%	86%
Durham	92%	NA	85%
Eastpointe	84%	NA	79%
Edgecombe-Nash	100%	80%	NA
Five County	87%	87%	91%
Foothills	94%	91%	86%
Guilford	83%	NA	79%
Johnston	87%	NA	87%
Lee-Harnett	94%	88%	90%
Mecklenburg	93%	NA	94%
Neuse	98%	90%	100%
New River	86%	NA	88%
Onslow	94%	90%	88%
OPC	89%	96%	91%
Pathways	93%	100%	83%
Piedmont	92%	NA	94%
Pitt	92%	NA	100%
Roanoke-Chowan	100%	100%	93%
Sandhills	92%	93%	95%
Smoky Mountain	93%	NA	94%
Southeastern Center	93%	100%	96%
Southeastern Regional	95%	NA	92%
Tideland	91%	71%	91%
Wake	89%	91%	89%
Western Highlands	90%	85%	92%
Wilson-Greene	93%	93%	83%
Statewide	91%	91%	90%

NA indicates there were less than ten responses so the data is not shown for the LME.

Appropriateness of Services for Adults

Summary by Length of Time Since Admission

This table indicates that there was little difference in adult satisfaction with the appropriateness of services and length of time since admission. Satisfaction scores ranged from 77% to 100%.

Percent Satisfied			
Local Management Entity	Less than One Year	One to Five Years	More than Five Years
Alamance-Caswell	93%	98%	95%
Albemarle	91%	92%	97%
Catawba	100%	83%	NA
Centerpoint	86%	94%	86%
Crossroads	96%	96%	82%
Cumberland	87%	97%	96%
Durham	94%	89%	85%
Eastpointe	91%	80%	77%
Edgecombe-Nash	100%	100%	100%
Five County	80%	86%	93%
Foothills	89%	88%	100%
Guilford	84%	85%	80%
Johnston	92%	80%	86%
Lee-Harnett	96%	94%	93%
Mecklenburg	93%	93%	92%
Neuse	97%	100%	96%
New River	90%	84%	NA
Onslow	86%	95%	97%
OPC	94%	93%	82%
Pathways	94%	85%	90%
Piedmont	95%	100%	85%
Pitt	100%	100%	100%
Roanoke-Chowan	84%	97%	96%
Sandhills	93%	91%	93%
Smoky Mountain	91%	97%	92%
Southeastern Center	100%	96%	94%
Southeastern Regional	92%	85%	96%
Tideland	92%	90%	88%
Wake	89%	94%	89%
Western Highlands	94%	90%	94%
Wilson-Greene	91%	89%	90%
Statewide	91%	92%	91%

NA indicates there were less than ten responses so the data is not shown for the LME.

Self-Assessed Outcomes for Adults

Summary by Items 1-4 in Domain

This table indicates that about two-thirds of adults were satisfied with the outcomes listed below. Satisfaction scores ranged from 58% to 84%.

Percent Satisfied					
Local Management Entity	I deal more effectively with daily problems	I am better able to control my life	My symptoms are not bothering me as much	I am better able to deal with crisis	Self Assessed Outcomes Domain
Alamance-Caswell	75%	75%	75%	75%	75%
Albemarle	77%	77%	76%	77%	77%
Catawba	67%	66%	67%	66%	67%
Centerpoint	73%	72%	73%	73%	73%
Crossroads	61%	60%	60%	61%	61%
Cumberland	73%	73%	73%	73%	73%
Durham	72%	72%	72%	71%	72%
Eastpointe	71%	70%	71%	70%	70%
Edgecombe-Nash	69%	71%	69%	69%	69%
Five County	70%	71%	70%	70%	71%
Foothills	83%	83%	83%	84%	83%
Guilford	64%	62%	63%	63%	63%
Johnston	58%	58%	58%	59%	58%
Lee-Harnett	73%	73%	72%	73%	73%
Mecklenburg	79%	79%	79%	79%	79%
Neuse	77%	78%	76%	77%	77%
New River	74%	74%	73%	73%	74%
Onslow	74%	74%	75%	74%	74%
OPC	76%	76%	76%	76%	76%
Pathways	79%	79%	79%	79%	79%
Piedmont	71%	71%	70%	71%	71%
Pitt	79%	79%	80%	81%	79%
Roanoke-Chowan	68%	68%	69%	68%	69%
Sandhills	78%	78%	78%	78%	78%
Smoky Mountain	75%	75%	75%	75%	75%
Southeastern Center	76%	76%	75%	76%	75%
Southeastern Regional	77%	77%	78%	77%	77%
Tideland	67%	67%	67%	67%	67%
Wake	77%	76%	76%	76%	77%
Western Highlands	66%	67%	66%	66%	66%
Wilson-Greene	81%	82%	81%	82%	81%
Statewide	74%	74%	74%	74%	74%

Self-Assessed Outcomes for Adults

Summary for Items 5-8 in Domain

This table indicates that about two-thirds of adults were satisfied with the outcomes listed below. Satisfaction scores ranged from 55% to 87%.

Percent Satisfied					
Local Management Entity	I am getting along better with my family.	I do better in social situations	I do better in school and/or work	My housing situation has improved	Self Assessed Outcomes Domain
Alamance-Caswell	75%	75%	75%	75%	75%
Albemarle	78%	77%	78%	75%	77%
Catawba	67%	67%	67%	64%	67%
Centerpoint	73%	73%	74%	73%	73%
Crossroads	61%	60%	67%	62%	61%
Cumberland	73%	73%	77%	73%	73%
Durham	73%	71%	79%	74%	72%
Eastpointe	70%	70%	71%	71%	70%
Edgecombe-Nash	69%	71%	73%	74%	69%
Five County	71%	71%	73%	72%	71%
Foothills	83%	83%	87%	85%	83%
Guilford	64%	64%	62%	62%	63%
Johnston	59%	58%	55%	57%	58%
Lee-Harnett	74%	73%	73%	73%	73%
Mecklenburg	78%	79%	78%	77%	79%
Neuse	78%	77%	73%	75%	77%
New River	75%	75%	74%	75%	74%
Onslow	74%	74%	72%	73%	74%
OPC	75%	76%	75%	76%	76%
Pathways	79%	79%	81%	78%	79%
Piedmont	70%	71%	79%	71%	71%
Pitt	79%	82%	80%	81%	79%
Roanoke-Chowan	69%	69%	64%	68%	69%
Sandhills	78%	78%	78%	77%	78%
Smoky Mountain	74%	75%	78%	75%	75%
Southeastern Center	76%	75%	73%	76%	75%
Southeastern Regional	79%	77%	78%	78%	77%
Tideland	66%	68%	67%	65%	67%
Wake	77%	76%	77%	76%	77%
Western Highlands	67%	66%	64%	65%	66%
Wilson-Greene	82%	81%	83%	79%	81%
Statewide	75%	74%	75%	74%	74%

Self-Assessed Outcomes for Adults

Summary by Age Groups

This table indicates that older adults were more satisfied with their self-assessed outcomes than younger adults. Satisfaction scores varied by 58% to 92%.

Percent Satisfied		
Local Management Entity	18-34 Years Old	35 Years of Age and Older
Alamance-Caswell	77%	74%
Albemarle	60%	78%
Catawba	75%	63%
Centerpoint	64%	75%
Crossroads	65%	59%
Cumberland	79%	70%
Durham	92%	66%
Eastpointe	64%	71%
Edgecombe-Nash	75%	67%
Five County	66%	73%
Foothills	89%	81%
Guilford	64%	63%
Johnston	59%	58%
Lee-Harnett	68%	76%
Mecklenburg	81%	79%
Neuse	79%	76%
New River	75%	73%
Onslow	73%	74%
OPC	71%	76%
Pathways	77%	80%
Piedmont	90%	71%
Pitt	NA	77%
Roanoke-Chowan	71%	77%
Sandhills	80%	68%
Smoky Mountain	76%	78%
Southeastern Center	77%	74%
Southeastern Regional	91%	75%
Tideland	69%	76%
Wake	74%	66%
Western Highlands	73%	78%
Wilson-Greene	83%	64%
Statewide	75%	80%

NA indicates there were less than ten responses so the data is not shown for the LME.

Self-Assessed Outcomes for Adults

Summary by Gender

This table indicates that women were more satisfied with their self-assessed outcomes than men. Satisfaction scores ranged from 43% to 88%.

Percent Satisfied		
Local Management Entity	Women	Men
Alamance-Caswell	71%	77%
Albemarle	76%	78%
Catawba	61%	75%
Centerpoint	73%	72%
Crossroads	68%	46%
Cumberland	76%	73%
Durham	62%	85%
Eastpointe	68%	72%
Edgecombe-Nash	57%	85%
Five County	67%	73%
Foothills	82%	83%
Guilford	67%	67%
Johnston	43%	77%
Lee-Harnett	78%	64%
Mecklenburg	82%	76%
Neuse	78%	71%
New River	71%	76%
Onslow	74%	72%
OPC	78%	74%
Pathways	80%	79%
Piedmont	68%	74%
Pitt	73%	88%
Roanoke-Chowan	73%	88%
Sandhills	68%	75%
Smoky Mountain	78%	77%
Southeastern Center	81%	66%
Southeastern Regional	74%	78%
Tideland	80%	74%
Wake	66%	69%
Western Highlands	76%	77%
Wilson-Greene	65%	67%
Statewide	83%	78%

Self-Assessed Outcomes for Adults

Summary by Racial Groups

This table indicates that there was little difference between African Americans and European Americans in terms of satisfaction with their self-assessed outcomes. There were too few surveys completed by the other racial/ethnic groups to make reliable generalizations. Satisfaction scores ranged from 33% to 89%.

Percent Satisfied		
Local Management Entity	African American	European American
Alamance-Caswell	75%	72%
Albemarle	85%	73%
Catawba	77%	63%
Centerpoint	67%	75%
Crossroads	52%	62%
Cumberland	63%	81%
Durham	76%	72%
Eastpointe	71%	68%
Edgecombe-Nash	33%	78%
Five County	72%	68%
Foothills	87%	81%
Guilford	69%	66%
Johnston	60%	63%
Lee-Harnett	75%	69%
Mecklenburg	79%	80%
Neuse	78%	75%
New River	74%	72%
Onslow	67%	78%
OPC	70%	81%
Pathways	79%	80%
Piedmont	70%	73%
Pitt	83%	75%
Roanoke-Chowan	69%	72%
Sandhills	79%	77%
Smoky Mountain	72%	74%
Southeastern Center	72%	77%
Southeastern Regional	75%	79%
Tideland	59%	72%
Wake	78%	75%
Western Highlands	66%	64%
Wilson-Greene	89%	77%
Statewide	74%	74%

Self-Assessed Outcomes for Adults

Summary by Disability Groups

This table indicates that there was little difference between the disability groups in terms of satisfaction with their self-assessed outcomes. Satisfaction scores ranged from 29% to 100%.

Percent Satisfied			
Local Management Entity	Mental Health	Substance Abuse	Substance Abuse and Mental Health
Alamance-Caswell	72%	58%	58%
Albemarle	79%	71%	71%
Catawba	60%	67%	67%
Centerpoint	78%	68%	68%
Crossroads	73%	38%	38%
Cumberland	77%	80%	80%
Durham	75%	100%	100%
Eastpointe	70%	71%	71%
Edgecombe-Nash	63%	NA	NA
Five County	77%	71%	71%
Foothills	91%	73%	73%
Guilford	70%	64%	64%
Johnston	55%	75%	75%
Lee-Harnett	80%	75%	75%
Mecklenburg	83%	84%	84%
Neuse	84%	75%	75%
New River	67%	90%	90%
Onslow	66%	67%	67%
OPC	76%	70%	70%
Pathways	84%	88%	88%
Piedmont	68%	75%	75%
Pitt	70%	100%	100%
Roanoke-Chowan	74%	40%	40%
Sandhills	77%	79%	79%
Smoky Mountain	70%	63%	63%
Southeastern Center	76%	89%	89%
Southeastern Regional	77%	88%	88%
Tideland	69%	29%	29%
Wake	78%	82%	82%
Western Highlands	63%	64%	64%
Wilson-Greene	79%	93%	93%
Statewide	75%	74%	74%

NA indicates there were less than ten responses so the data is not shown for the LME.

Self-Assessed Outcomes for Adults

Summary by Length of Time Since Admission

This table indicates there was little difference in satisfaction with self-assessed outcomes and length of time since admission. Satisfaction scores ranged from 55% to 100%.

Percent Satisfied			
Local Management Entity	Less Than One Year	One to Five Years	More than Five Years
Alamance-Caswell	72%	74%	75%
Albemarle	75%	74%	79%
Catawba	70%	65%	NA
Centerpoint	71%	74%	73%
Crossroads	64%	56%	55%
Cumberland	81%	67%	73%
Durham	72%	79%	67%
Eastpointe	63%	80%	68%
Edgecombe-Nash	71%	63%	68%
Five County	64%	74%	72%
Foothills	78%	88%	95%
Guilford	61%	77%	67%
Johnston	73%	64%	58%
Lee-Harnett	75%	75%	67%
Mecklenburg	82%	78%	73%
Neuse	68%	79%	80%
New River	72%	67%	100%
Onslow	77%	68%	72%
OPC	81%	79%	70%
Pathways	80%	78%	78%
Piedmont	75%	69%	67%
Pitt	76%	85%	76%
Roanoke-Chowan	63%	66%	78%
Sandhills	75%	82%	78%
Smoky Mountain	75%	67%	83%
Southeastern Center	83%	72%	73%
Southeastern Regional	79%	72%	80%
Tideland	69%	73%	62%
Wake	75%	72%	80%
Western Highlands	65%	65%	69%
Wilson-Greene	83%	88%	74%
Statewide	74%	74%	74%

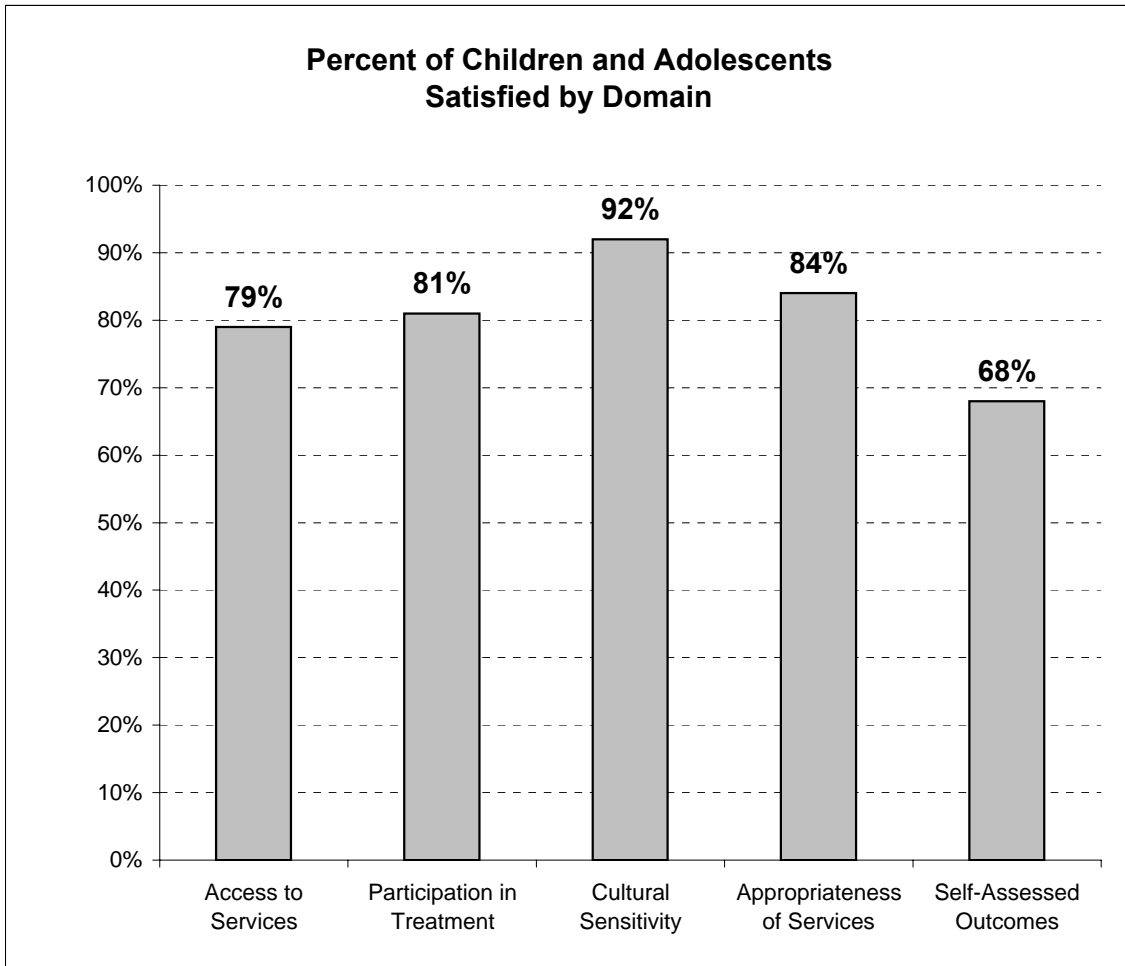
NA indicates there were less than ten responses so the data is not shown for the LME.

2004 Consumer Satisfaction Survey

Statewide Results for Children and Adolescents

The graph and table below present data on five satisfaction domains for children and adolescents from the 2004 Consumer Satisfaction Survey. The data indicate that children and adolescents are highly satisfied with the cultural sensitivity of treatment staff, and moderately satisfied with the appropriateness of services. The data also suggest that improvements are needed in access to services, participation in treatment and self-assessed outcomes from treatment.

Percent Satisfied by Domain				
Access to Services	Participation in Treatment	Cultural Sensitivity	Appropriateness of Services	Self-Assessed Outcomes
79%	81%	92%	84%	68%



2004 Consumer Satisfaction Survey

LME Results for Children and Adolescents

This table indicates that children and adolescents were highly satisfied with the cultural sensitivity of treatment staff, moderately satisfied with the appropriateness of services, participation in treatment, and access to services, and less satisfied with their self-assessed outcomes. Satisfaction scores ranged from 47% to 97%.

Percent Satisfied by Domain					
Local Management Entity	Access to Services	Participation in Treatment	Cultural Sensitivity	Appropriateness of Services	Self-Assessed Outcomes
Alamance-Caswell	78%	76%	90%	80%	59%
Albemarle	88%	84%	90%	81%	73%
Catawba	65%	69%	84%	82%	70%
Centerpoint	67%	81%	93%	87%	61%
Crossroads	80%	79%	93%	88%	74%
Cumberland	87%	91%	96%	91%	79%
Durham	85%	80%	93%	88%	66%
Eastpointe	79%	77%	92%	83%	62%
Edgecombe-Nash	76%	82%	94%	86%	73%
Five County	85%	88%	95%	87%	71%
Foothills	80%	82%	93%	87%	76%
Guilford	72%	74%	89%	72%	59%
Johnston	72%	79%	85%	72%	47%
Lee-Harnett	70%	82%	93%	86%	60%
Mecklenburg	70%	73%	89%	81%	73%
Neuse	82%	84%	95%	88%	69%
New River	85%	90%	97%	87%	73%
Onslow	88%	94%	93%	90%	69%
OPC	76%	74%	92%	84%	65%
Pathways	83%	82%	90%	78%	59%
Piedmont	62%	58%	86%	68%	57%
Pitt	69%	76%	85%	79%	66%
Roanoke-Chowan	83%	82%	95%	89%	69%
Sandhills	82%	80%	93%	82%	71%
Smoky Mountain	84%	82%	87%	84%	71%
Southeastern Center	84%	88%	95%	91%	70%
Southeastern Regional	77%	80%	91%	82%	68%
Tideland	83%	79%	91%	75%	60%
Wake	68%	71%	86%	71%	63%
Western Highlands	82%	88%	94%	87%	72%
Wilson-Greene	83%	92%	96%	88%	67%
Statewide	79%	81%	92%	84%	68%

Access to Services for Children and Adolescents

Summary by Items for Domain

This table indicates that there was little difference in satisfaction for children and adolescents for the two items in the access domain. Satisfaction scores ranged from 62% to 88%.

Percent Satisfied			
Local Management Entity	The location of services was convenient	Services were available at times that were convenient for me	Access to Services Domain
Alamance-Caswell	78%	78%	78%
Albemarle	88%	88%	88%
Catawba	65%	65%	65%
Centerpoint	67%	67%	67%
Crossroads	80%	80%	80%
Cumberland	87%	87%	87%
Durham	85%	85%	85%
Eastpointe	79%	79%	79%
Edgecombe-Nash	76%	76%	76%
Five County	85%	85%	85%
Foothills	80%	80%	80%
Guilford	72%	72%	72%
Johnston	72%	72%	72%
Lee-Harnett	70%	70%	70%
Mecklenburg	70%	70%	70%
Neuse	82%	82%	82%
New River	85%	85%	85%
Onslow	88%	88%	88%
OPC	76%	76%	76%
Pathways	83%	83%	83%
Piedmont	62%	62%	62%
Pitt	69%	69%	69%
Roanoke-Chowan	83%	83%	83%
Sandhills	82%	82%	82%
Smoky Mountain	84%	84%	84%
Southeastern Center	84%	84%	84%
Southeastern Regional	77%	77%	77%
Tideland	83%	83%	83%
Wake	68%	68%	68%
Western Highlands	82%	82%	82%
Wilson-Greene	83%	83%	83%
Statewide	79%	79%	79%

Access to Services for Children and Adolescents

Summary by Age Groups

This table indicates that children were more satisfied with access to services than adolescents. Satisfaction scores ranged from 45% to 96%.

Percent Satisfied		
Local Management Entity	Children (Age 5-11)	Adolescents (Age 12-17)
Alamance-Caswell	95%	70%
Albemarle	89%	92%
Catawba	80%	57%
Centerpoint	78%	57%
Crossroads	87%	75%
Cumberland	96%	83%
Durham	87%	82%
Eastpointe	96%	70%
Edgecombe-Nash	92%	63%
Five County	90%	76%
Foothills	85%	76%
Guilford	73%	70%
Johnston	81%	63%
Lee-Harnett	86%	67%
Mecklenburg	71%	68%
Neuse	93%	69%
New River	94%	73%
Onslow	94%	82%
OPC	75%	78%
Pathways	85%	82%
Piedmont	NA	45%
Pitt	76%	66%
Roanoke-Chowan	90%	75%
Sandhills	89%	74%
Smoky Mountain	86%	83%
Southeastern Center	82%	82%
Southeastern Regional	86%	71%
Tideland	79%	86%
Wake	NA	70%
Western Highlands	89%	69%
Wilson-Greene	82%	86%
Statewide	86%	74%

NA indicates there were less than ten responses so the data is not shown for the LAME.

Access to Services for Children and Adolescents

Summary by Gender

This table indicates that there was little difference between girls and boys in terms of satisfaction with access to services. Satisfaction scores ranged from 47% to 100%.

Percent Satisfied		
Local Management Entity	Girls	Boys
Alamance-Caswell	83%	75%
Albemarle	89%	91%
Catawba	65%	64%
Centerpoint	75%	63%
Crossroads	88%	74%
Cumberland	93%	83%
Durham	86%	81%
Eastpointe	63%	85%
Edgecombe-Nash	75%	76%
Five County	77%	86%
Foothills	83%	79%
Guilford	56%	75%
Johnston	67%	74%
Lee-Harnett	65%	76%
Mecklenburg	70%	68%
Neuse	81%	83%
New River	92%	83%
Onslow	91%	85%
OPC	71%	81%
Pathways	87%	81%
Piedmont	67%	47%
Pitt	73%	68%
Roanoke-Chowan	83%	82%
Sandhills	79%	84%
Smoky Mountain	92%	81%
Southeastern Center	77%	86%
Southeastern Regional	69%	77%
Tideland	100%	77%
Wake	75%	73%
Western Highlands	79%	84%
Wilson-Greene	88%	82%
Statewide	79%	79%

Access to Services for Children and Adolescents

Summary by Racial Group

This table indicates that there was little difference in satisfaction with access to services by racial group. There were too few surveys completed by the other racial/ethnic groups to make reliable generalizations. Satisfaction scores ranged from 50% to 94%.

Percent Satisfied		
Local Management Entity	African American	European American
Alamance-Caswell	89%	74%
Albemarle	94%	85%
Catawba	50%	69%
Centerpoint	71%	59%
Crossroads	NA	85%
Cumberland	88%	85%
Durham	86%	70%
Eastpointe	78%	80%
Edgecombe-Nash	79%	69%
Five County	81%	85%
Foothills	79%	81%
Guilford	75%	66%
Johnston	67%	75%
Lee-Harnett	88%	69%
Mecklenburg	67%	79%
Neuse	83%	81%
New River	NA	87%
Onslow	81%	87%
OPC	80%	74%
Pathways	90%	83%
Piedmont	NA	53%
Pitt	71%	65%
Roanoke-Chowan	88%	70%
Sandhills	88%	78%
Smoky Mountain	NA	84%
Southeastern Center	88%	80%
Southeastern Regional	76%	78%
Tideland	80%	83%
Wake	NA	67%
Western Highlands	85%	80%
Wilson-Greene	82%	85%
Statewide	80%	78%

NA indicates there were less than ten responses so the data is not shown for the LME.

Access to Services for Children and Adolescents

Summary by Disability Groups

This table indicates that children and adolescents with mental health disabilities were somewhat more satisfied with access to services than those with other disabilities. Satisfaction scores ranged from 30% to 100%.

Percent Satisfied		
Local Management Entity	Mental Health	Other Disabilities
Alamance-Caswell	84%	71%
Albemarle	90%	100%
Catawba	62%	70%
Centerpoint	75%	55%
Crossroads	81%	NA
Cumberland	89%	100%
Durham	82%	86%
Eastpointe	78%	82%
Edgecombe-Nash	76%	NA
Five County	84%	NA
Foothills	80%	92%
Guilford	76%	61%
Johnston	73%	NA
Lee-Harnett	75%	79%
Mecklenburg	65%	77%
Neuse	80%	67%
New River	79%	60%
Onslow	90%	75%
OPC	79%	64%
Pathways	81%	100%
Piedmont	69%	30%
Pitt	73%	62%
Roanoke-Chowan	87%	79%
Sandhills	82%	86%
Smoky Mountain	87%	100%
Southeastern Center	81%	88%
Southeastern Regional	77%	87%
Tideland	79%	NA
Wake	79%	NA
Western Highlands	79%	81%
Wilson-Greene	82%	90%
Statewide	80%	77%

NA indicates there were less than ten responses so the data is not shown for the LME.

Access to Services for Children and Adolescents

Summary by Length of Time Since Admission

This table indicates that there was no difference in satisfaction with access to services and length of time since admission for the two age groups. Satisfaction scores ranged from 50% to 92%.

Percent Satisfied		
Local Management Entity	One Year or Less	More Than One Year
Alamance-Caswell	75%	80%
Albemarle	85%	94%
Catawba	62%	70%
Centerpoint	58%	73%
Crossroads	88%	68%
Cumberland	85%	89%
Durham	85%	81%
Eastpointe	84%	76%
Edgecombe-Nash	69%	78%
Five County	79%	85%
Foothills	76%	83%
Guilford	69%	72%
Johnston	76%	65%
Lee-Harnett	83%	67%
Mecklenburg	72%	66%
Neuse	88%	77%
New River	87%	86%
Onslow	89%	86%
OPC	75%	79%
Pathways	85%	83%
Piedmont	50%	55%
Pitt	57%	74%
Roanoke-Chowan	87%	80%
Sandhills	89%	78%
Smoky Mountain	92%	80%
Southeastern Center	79%	85%
Southeastern Regional	54%	86%
Tideland	83%	83%
Wake	NA	NA
Western Highlands	78%	86%
Wilson-Greene	80%	84%
Statewide	79%	79%

NA indicates there were less than ten responses so the data is not shown for the LME.

Participation in Treatment for Children and Adolescents

Summary by Items in Domains

This table indicates there was not much difference in satisfaction with participation in treatment on the items listed below. Satisfaction scores ranged from 57% to 95%.

Percent Satisfied				
Local Management Entity	I helped to choose my treatment goals	I helped to choose my services	I participated in my own treatment	Participation in Treatment Domain
Alamance-Caswell	76%	76%	76%	76%
Albemarle	84%	83%	85%	84%
Catawba	68%	71%	72%	69%
Centerpoint	83%	81%	81%	81%
Crossroads	79%	79%	79%	79%
Cumberland	91%	91%	91%	91%
Durham	79%	80%	80%	80%
Eastpointe	76%	78%	78%	77%
Edgecombe-Nash	82%	83%	84%	82%
Five County	88%	88%	88%	88%
Foothills	82%	84%	82%	82%
Guilford	74%	75%	76%	74%
Johnston	80%	80%	80%	79%
Lee-Harnett	83%	83%	83%	82%
Mecklenburg	73%	72%	74%	73%
Neuse	85%	85%	86%	84%
New River	90%	91%	91%	90%
Onslow	95%	94%	94%	94%
OPC	74%	74%	75%	74%
Pathways	82%	83%	82%	82%
Piedmont	59%	57%	59%	58%
Pitt	75%	76%	77%	76%
Roanoke-Chowan	85%	82%	84%	82%
Sandhills	80%	80%	80%	80%
Smoky Mountain	84%	83%	85%	82%
Southeastern Center	88%	88%	89%	88%
Southeastern Regional	79%	80%	80%	80%
Tideland	81%	79%	83%	79%
Wake	72%	71%	73%	71%
Western Highlands	87%	88%	88%	88%
Wilson-Greene	93%	92%	91%	92%
Statewide	81%	81%	82%	81%

Participation in Treatment for Children and Adolescents

Summary by Age Groups

This table indicates that children were much more satisfied with participation in treatment than adolescents. Satisfaction scores ranged from 30% to 100%.

Percent Satisfied		
Local Management Entity	Children (Age 5-11)	Adolescents (Age 12-17)
Alamance-Caswell	92%	65%
Albemarle	94%	76%
Catawba	96%	57%
Centerpoint	90%	76%
Crossroads	91%	74%
Cumberland	100%	86%
Durham	100%	75%
Eastpointe	93%	69%
Edgecombe-Nash	89%	75%
Five County	95%	82%
Foothills	80%	87%
Guilford	83%	69%
Johnston	88%	70%
Lee-Harnett	91%	77%
Mecklenburg	83%	69%
Neuse	92%	77%
New River	95%	85%
Onslow	97%	90%
OPC	89%	63%
Pathways	87%	80%
Piedmont	NA	30%
Pitt	92%	71%
Roanoke-Chowan	92%	71%
Sandhills	88%	70%
Smoky Mountain	93%	78%
Southeastern Center	94%	85%
Southeastern Regional	96%	72%
Tideland	83%	77%
Wake	NA	68%
Western Highlands	95%	74%
Wilson-Greene	91%	88%
Statewide	91%	74%

NA indicates there were less than ten responses so the data is not shown for the LME.

Participation in Treatment for Children and Adolescents

Summary by Gender

This table indicates that there is little difference between gender and satisfaction with participation in treatment. Satisfaction scores ranged from 33% to 98%.

Percent Satisfied		
Local Management Entity	Girls	Boys
Alamance-Caswell	68%	76%
Albemarle	76%	88%
Catawba	71%	67%
Centerpoint	82%	82%
Crossroads	83%	79%
Cumberland	98%	85%
Durham	75%	82%
Eastpointe	72%	79%
Edgecombe-Nash	78%	82%
Five County	88%	88%
Foothills	80%	85%
Guilford	64%	76%
Johnston	64%	84%
Lee-Harnett	67%	88%
Mecklenburg	72%	71%
Neuse	88%	82%
New River	92%	92%
Onslow	91%	94%
OPC	78%	71%
Pathways	84%	81%
Piedmont	33%	42%
Pitt	69%	79%
Roanoke-Chowan	90%	78%
Sandhills	79%	80%
Smoky Mountain	75%	86%
Southeastern Center	86%	92%
Southeastern Regional	70%	80%
Tideland	80%	80%
Wake	85%	55%
Western Highlands	85%	89%
Wilson-Greene	93%	89%
Statewide	80%	81%

Participation in Treatment for Children and Adolescents

Summary by Racial Groups

This table indicates that there was little difference between African Americans and European Americans in terms of their satisfaction with participation in treatment. There were too few surveys completed by the other racial/ethnic groups to make reliable generalizations. Satisfaction scores ranged from 41% to 100%.

Percent Satisfied		
Local Management Entity	African American	European American
Alamance-Caswell	89%	70%
Albemarle	86%	82%
Catawba	42%	72%
Centerpoint	84%	80%
Crossroads	NA	80%
Cumberland	94%	84%
Durham	77%	90%
Eastpointe	69%	85%
Edgecombe-Nash	81%	80%
Five County	90%	86%
Foothills	77%	85%
Guilford	72%	80%
Johnston	79%	77%
Lee-Harnett	100%	77%
Mecklenburg	69%	80%
Neuse	95%	80%
New River	NA	92%
Onslow	90%	93%
OPC	65%	76%
Pathways	93%	79%
Piedmont	NA	41%
Pitt	76%	77%
Roanoke-Chowan	83%	77%
Sandhills	79%	81%
Smoky Mountain	NA	81%
Southeastern Center	86%	93%
Southeastern Regional	88%	71%
Tideland	80%	76%
Wake	90%	54%
Western Highlands	80%	87%
Wilson-Greene	89%	92%
Statewide	80%	81%

Participation in Treatment for Children and Adolescents

Summary by Disability Groups

This table indicates that children and adolescents with mental disabilities were somewhat more satisfied with participation in treatment than those with other disabilities. Please note that there were not large numbers of cases in the "Other Disabilities" group, so these findings may not be representative. Satisfaction scores ranged from 30% to 100%.

Percent Satisfied		
Local Management Entity	Mental Health Disabilities	Other Disabilities
Alamance-Caswell	79%	59%
Albemarle	81%	100%
Catawba	74%	91%
Centerpoint	87%	72%
Crossroads	81%	NA
Cumberland	89%	100%
Durham	77%	85%
Eastpointe	75%	71%
Edgecombe-Nash	77%	NA
Five County	88%	NA
Foothills	83%	93%
Guilford	74%	74%
Johnston	82%	NA
Lee-Harnett	82%	79%
Mecklenburg	75%	74%
Neuse	84%	72%
New River	86%	100%
Onslow	93%	90%
OPC	78%	57%
Pathways	82%	86%
Piedmont	54%	30%
Pitt	79%	75%
Roanoke-Chowan	89%	75%
Sandhills	83%	79%
Smoky Mountain	80%	90%
Southeastern Center	89%	92%
Southeastern Regional	85%	75%
Tideland	79%	NA
Wake	75%	NA
Western Highlands	84%	89%
Wilson-Greene	90%	95%
Statewide	82%	78%

NA indicates there were less than ten responses so the data is not shown for the LME.

Participation in Treatment for Children and Adolescents

Summary by Length of Time Since Admission

This table indicates that there was not much difference in satisfaction with participation in treatment by length of time since admission. Satisfaction scores ranged from 29% to 100%.

Percent Satisfied		
Local Management Entity	One Year or Less	More than One year
Alamance-Caswell	72%	75%
Albemarle	76%	NA
Catawba	63%	59%
Centerpoint	84%	84%
Crossroads	84%	85%
Cumberland	87%	86%
Durham	84%	83%
Eastpointe	79%	96%
Edgecombe-Nash	67%	NA
Five County	90%	NA
Foothills	81%	73%
Guilford	78%	68%
Johnston	87%	89%
Lee-Harnett	82%	88%
Mecklenburg	73%	76%
Neuse	89%	100%
New River	90%	100%
Onslow	93%	NA
OPC	78%	88%
Pathways	81%	76%
Piedmont	29%	NA
Pitt	63%	71%
Roanoke-Chowan	82%	72%
Sandhills	82%	87%
Smoky Mountain	89%	94%
Southeastern Center	88%	85%
Southeastern Regional	61%	52%
Tideland	78%	NA
Wake	NA	NA
Western Highlands	90%	88%
Wilson-Greene	71%	NA
Statewide	80%	81%

NA indicates there were less than ten responses so the data is not shown for the LME.

Cultural Sensitivity of Staff for Children and Adolescents

Summary of Items in Domain

This table indicates that children and adolescents were highly satisfied with the cultural sensitivity of treatment staff on all of the items for this domain. Satisfaction scores ranged from 84% to 97%.

Percent Satisfied					
Local Management Entity	Staff spoke with me in a way that I understood	Staff treated me with respect	Staff respected my family's religious/spiritual beliefs	Staff were sensitive to my cultural/ ethnic background	Cultural Sensitivity Domain
Alamance-Caswell	90%	90%	90%	89%	90%
Albemarle	90%	90%	89%	90%	90%
Catawba	84%	84%	85%	84%	84%
Centerpoint	93%	93%	92%	92%	93%
Crossroads	93%	93%	93%	94%	93%
Cumberland	96%	96%	96%	96%	96%
Durham	93%	93%	93%	93%	93%
Eastpointe	92%	92%	91%	92%	92%
Edgecombe-Nash	94%	95%	94%	95%	94%
Five County	95%	95%	96%	95%	95%
Foothills	93%	93%	93%	94%	93%
Guilford	89%	89%	88%	90%	89%
Johnston	85%	85%	84%	84%	85%
Lee-Harnett	93%	93%	92%	92%	93%
Mecklenburg	89%	89%	89%	89%	89%
Neuse	95%	95%	95%	95%	95%
New River	97%	97%	97%	96%	97%
Onslow	93%	93%	93%	92%	93%
OPC	92%	92%	92%	91%	92%
Pathways	90%	91%	90%	90%	90%
Piedmont	88%	86%	85%	85%	86%
Pitt	85%	85%	85%	84%	85%
Roanoke-Chowan	95%	95%	95%	95%	95%
Sandhills	93%	93%	93%	93%	93%
Smoky Mountain	87%	87%	87%	86%	87%
Southeastern Center	95%	95%	95%	95%	95%
Southeastern Regional	92%	91%	92%	91%	91%
Tideland	91%	91%	93%	90%	91%
Wake	89%	86%	86%	89%	86%
Western Highlands	94%	94%	95%	94%	94%
Wilson-Greene	96%	96%	96%	96%	96%
Statewide	92%	92%	92%	92%	92%

Cultural Sensitivity of Staff for Children and Adolescents

Summary by Age Groups

This table indicates that children were more satisfied with the cultural sensitivity of treatment staff than were adolescents. Satisfaction scores ranged from 80% to 100%.

Percent Satisfied		
Local Management Entity	Children (Age 0-11)	Adolescents (Age 12-17)
Alamance-Caswell	97%	87%
Albemarle	94%	92%
Catawba	86%	83%
Centerpoint	95%	90%
Crossroads	95%	92%
Cumberland	93%	97%
Durham	100%	90%
Eastpointe	98%	88%
Edgecombe-Nash	100%	89%
Five County	98%	91%
Foothills	93%	93%
Guilford	87%	90%
Johnston	88%	82%
Lee-Harnett	95%	89%
Mecklenburg	90%	88%
Neuse	98%	96%
New River	96%	97%
Onslow	96%	90%
OPC	93%	90%
Pathways	91%	90%
Piedmont	NA	80%
Pitt	88%	84%
Roanoke-Chowan	98%	93%
Sandhills	96%	91%
Smoky Mountain	85%	86%
Southeastern Center	96%	96%
Southeastern Regional	100%	88%
Tideland	89%	90%
Wake	NA	82%
Western Highlands	94%	93%
Wilson-Greene	97%	97%
Statewide	95%	90%

NA indicates there were less than ten responses so the data is not shown for the LME.

Cultural Sensitivity of Staff for Children and Adolescents

Summary by Gender

This table indicates that there was little difference between girls and boys regarding satisfaction with the cultural sensitivity of treatment staff. Satisfaction scores ranged from 80% to 100%.

Percent Satisfied		
Local Management Entity	Girls	Boys
Alamance-Caswell	93%	89%
Albemarle	89%	94%
Catawba	80%	86%
Centerpoint	88%	94%
Crossroads	100%	88%
Cumberland	93%	98%
Durham	90%	93%
Eastpointe	86%	93%
Edgecombe-Nash	95%	93%
Five County	98%	93%
Foothills	91%	94%
Guilford	89%	89%
Johnston	83%	86%
Lee-Harnett	84%	94%
Mecklenburg	87%	89%
Neuse	92%	100%
New River	97%	96%
Onslow	90%	94%
OPC	93%	90%
Pathways	96%	87%
Piedmont	NA	85%
Pitt	90%	84%
Roanoke-Chowan	97%	95%
Sandhills	90%	95%
Smoky Mountain	87%	85%
Southeastern Center	93%	98%
Southeastern Regional	86%	93%
Tideland	NA	90%
Wake	85%	NA
Western Highlands	97%	92%
Wilson-Greene	97%	97%
Statewide	91%	92%

NA indicates there were less than ten responses so the data is not shown for the LME.

Cultural Sensitivity of Staff for Children and Adolescents

Summary by Racial Group

This table indicates that there was little difference between African Americans and European Americans in terms of their satisfaction with the cultural sensitivity of staff. There were too few completed surveys by the other racial/ethnic groups to make reliable generalizations. Satisfaction scores ranged from 77% to 100%.

Percent Satisfied		
Local Management Entity	African American	European American
Alamance-Caswell	88%	90%
Albemarle	91%	94%
Catawba	92%	84%
Centerpoint	95%	91%
Crossroads	NA	96%
Cumberland	98%	94%
Durham	91%	100%
Eastpointe	92%	91%
Edgecombe-Nash	93%	94%
Five County	96%	94%
Foothills	100%	94%
Guilford	88%	88%
Johnston	81%	85%
Lee-Harnett	88%	91%
Mecklenburg	90%	82%
Neuse	100%	96%
New River	NA	97%
Onslow	85%	98%
OPC	93%	89%
Pathways	90%	91%
Piedmont	NA	78%
Pitt	87%	81%
Roanoke-Chowan	96%	95%
Sandhills	95%	93%
Smoky Mountain	NA	84%
Southeastern Center	93%	99%
Southeastern Regional	88%	100%
Tideland	82%	94%
Wake	NA	77%
Western Highlands	100%	93%
Wilson-Greene	98%	96%
Statewide	92%	92%

- NA indicates there were less than ten responses so the data is not shown for the LME.

Cultural Sensitivity of Staff for Children and Adolescents

Summary by Disability Group

This table indicates that there was not much difference between children and adolescents with mental health and other disabilities in terms of satisfaction with the cultural sensitivity of treatment staff. Please note that there were not large numbers of cases in the "Other Disabilities" group, so these findings may not be representative. Satisfaction scores ranged from 67% to 100%.

Percent Satisfied		
Local Management Entity	Mental Health Disabilities	Other Disabilities
Alamance-Caswell	94%	79%
Albemarle	90%	NA
Catawba	94%	91%
Centerpoint	96%	87%
Crossroads	96%	NA
Cumberland	94%	100%
Durham	91%	93%
Eastpointe	89%	97%
Edgecombe-Nash	96%	NA
Five County	94%	NA
Foothills	93%	100%
Guilford	89%	82%
Johnston	85%	NA
Lee-Harnett	92%	86%
Mecklenburg	84%	96%
Neuse	98%	88%
New River	94%	100%
Onslow	94%	84%
OPC	91%	86%
Pathways	90%	92%
Piedmont	79%	NA
Pitt	94%	67%
Roanoke-Chowan	97%	94%
Sandhills	93%	98%
Smoky Mountain	84%	NA
Southeastern Center	96%	92%
Southeastern Regional	92%	90%
Tideland	89%	NA
Wake	81%	NA
Western Highlands	94%	88%
Wilson-Greene	97%	95%
Statewide	92%	90%

NA indicates there were less than ten responses so the data is not shown for the LME.

Cultural Sensitivity of Staff for Children and Adolescents

Summary by Length of Time Since Admission

This table indicates there was no difference in satisfaction with the cultural sensitivity of treatment staff and length of time since admission. Satisfaction scores ranged from 70% to 100%.

Percent Satisfied		
Local Management Entity	One Year or Less	More than One Year
Alamance-Caswell	92%	88%
Albemarle	96%	91%
Catawba	80%	92%
Centerpoint	93%	92%
Crossroads	94%	91%
Cumberland	96%	96%
Durham	95%	91%
Eastpointe	96%	88%
Edgecombe-Nash	100%	92%
Five County	90%	97%
Foothills	96%	91%
Guilford	91%	88%
Johnston	94%	70%
Lee-Harnett	93%	90%
Mecklenburg	87%	89%
Neuse	100%	95%
New River	96%	97%
Onslow	91%	92%
OPC	92%	90%
Pathways	88%	92%
Piedmont	87%	80%
Pitt	74%	90%
Roanoke-Chowan	95%	96%
Sandhills	96%	92%
Smoky Mountain	100%	79%
Southeastern Center	97%	95%
Southeastern Regional	87%	94%
Tideland	88%	90%
Wake	NA	94%
Western Highlands	93%	94%
Wilson-Greene	94%	97%
Statewide	92%	92%

NA indicates there were less than ten responses so the data is not shown for the LME.

Appropriateness of Services for Children and Adolescents

Summary by Items in Domain

This table indicates that there was little difference between satisfaction with the appropriateness of services in the items listed below for this domain. Satisfaction scores ranged from 67% to 93%.

Percent Satisfied							
Local Management Entity	Overall, I am satisfied with the services I received	The people helping me stuck with me no matter what	I felt I had someone to talk to when I was troubled	I got the help I wanted	I received services that were right for me	I got as much help as I needed	Appropriateness of Services Domain
Alamance-Caswell	81%	81%	80%	81%	81%	81%	80%
Albemarle	83%	81%	82%	81%	82%	81%	81%
Catawba	83%	82%	83%	82%	83%	82%	82%
Centerpoint	87%	87%	87%	87%	87%	88%	87%
Crossroads	88%	88%	89%	90%	88%	88%	88%
Cumberland	91%	93%	91%	91%	93%	91%	91%
Durham	89%	88%	88%	88%	88%	88%	88%
Eastpointe	85%	83%	83%	82%	83%	82%	83%
Edgecombe-Nash	86%	86%	86%	88%	86%	88%	86%
Five County	88%	88%	87%	88%	88%	88%	87%
Foothills	87%	88%	87%	87%	87%	87%	87%
Guilford	72%	71%	72%	72%	72%	73%	72%
Johnston	71%	73%	71%	71%	72%	72%	72%
Lee-Harnett	86%	86%	87%	86%	88%	86%	86%
Mecklenburg	80%	81%	81%	80%	80%	80%	81%
Neuse	88%	87%	86%	88%	88%	88%	88%
New River	87%	87%	84%	87%	86%	86%	87%
Onslow	89%	89%	89%	89%	89%	90%	90%
OPC	84%	85%	86%	84%	84%	85%	84%
Pathways	79%	80%	79%	79%	79%	78%	78%
Piedmont	68%	69%	68%	67%	68%	68%	68%
Pitt	79%	78%	78%	78%	78%	78%	79%
Roanoke-Chowan	89%	89%	89%	89%	89%	88%	89%
Sandhills	82%	82%	82%	82%	82%	82%	82%
Smoky Mountain	84%	83%	83%	84%	83%	83%	84%
Southeastern Center	92%	92%	91%	91%	91%	92%	91%
Southeastern Regional	82%	83%	82%	81%	83%	82%	82%
Tideland	77%	74%	75%	77%	75%	75%	75%
Wake	71%	71%	71%	71%	74%	71%	71%
Western Highlands	88%	87%	85%	87%	86%	87%	87%
Wilson-Greene	88%	88%	88%	88%	88%	89%	88%
Statewide	84%	84%	84%	84%	84%	84%	84%

Appropriateness of Services for Children and Adolescents

Summary by Age Group

This table indicates that children were more satisfied with the appropriateness of services than were adolescents. Satisfaction scores ranged from 55% to 100%.

Percent Satisfied		
Local Management Entity	Children (Age 5-11)	Adolescents (Age 12-17)
Alamance-Caswell	89%	76%
Albemarle	82%	83%
Catawba	92%	78%
Centerpoint	87%	87%
Crossroads	87%	89%
Cumberland	90%	91%
Durham	97%	84%
Eastpointe	91%	79%
Edgecombe-Nash	96%	78%
Five County	89%	84%
Foothills	87%	87%
Guilford	80%	68%
Johnston	83%	63%
Lee-Harnett	100%	80%
Mecklenburg	94%	78%
Neuse	95%	81%
New River	89%	82%
Onslow	91%	89%
OPC	87%	80%
Pathways	81%	76%
Piedmont	80%	55%
Pitt	81%	78%
Roanoke-Chowan	92%	85%
Sandhills	85%	79%
Smoky Mountain	78%	84%
Southeastern Center	95%	88%
Southeastern Regional	76%	83%
Tideland	83%	64%
Wake	100%	71%
Western Highlands	91%	73%
Wilson-Greene	86%	85%
Statewide	88%	80%

Appropriateness of Services for Children and Adolescents

Summary by Gender

This table indicates that there was not much difference between girls and boys in terms of satisfaction with the appropriateness of services. Satisfaction scores ranged from 50% to 100%.

Percent Satisfied		
Local Management Entity	Girls	Boys
Alamance-Caswell	83%	79%
Albemarle	80%	83%
Catawba	76%	85%
Centerpoint	92%	85%
Crossroads	100%	79%
Cumberland	95%	87%
Durham	93%	82%
Eastpointe	73%	87%
Edgecombe-Nash	79%	89%
Five County	83%	88%
Foothills	80%	89%
Guilford	50%	77%
Johnston	75%	71%
Lee-Harnett	74%	92%
Mecklenburg	82%	80%
Neuse	88%	88%
New River	81%	90%
Onslow	85%	93%
OPC	86%	80%
Pathways	75%	80%
Piedmont	67%	58%
Pitt	84%	77%
Roanoke-Chowan	87%	89%
Sandhills	81%	82%
Smoky Mountain	88%	79%
Southeastern Center	83%	96%
Southeastern Regional	79%	82%
Tideland	70%	73%
Wake	77%	73%
Western Highlands	76%	91%
Wilson-Greene	88%	85%
Statewide	82%	84%

Appropriateness of Services for Children and Adolescents

Summary by Racial Group

This table indicates that there was not much difference between African Americans and European Americans in terms of their satisfaction with the appropriateness of services. There were too few surveys completed by the other racial/ethnic groups to make reliable generalizations. Satisfaction scores ranged from 50% to 100%.

Percent Satisfied		
Local Management Entity	African American	European American
Alamance-Caswell	93%	77%
Albemarle	89%	73%
Catawba	75%	85%
Centerpoint	85%	87%
Crossroads	100%	84%
Cumberland	85%	96%
Durham	86%	90%
Eastpointe	84%	83%
Edgecombe-Nash	87%	81%
Five County	89%	83%
Foothills	93%	86%
Guilford	67%	84%
Johnston	73%	71%
Lee-Harnett	93%	84%
Mecklenburg	79%	83%
Neuse	100%	83%
New River	75%	87%
Onslow	86%	91%
OPC	81%	82%
Pathways	83%	78%
Piedmont	63%	59%
Pitt	83%	69%
Roanoke-Chowan	90%	85%
Sandhills	84%	81%
Smoky Mountain	100%	80%
Southeastern Center	91%	92%
Southeastern Regional	77%	85%
Tideland	50%	94%
Wake	90%	58%
Western Highlands	89%	83%
Wilson-Greene	81%	94%
Statewide	83%	83%

Appropriateness of Services for Children for Children and Adolescents

Summary by Disability Groups

This table indicates that children and adolescents with mental health services were slightly more satisfied with the appropriateness of services than adolescents and children with other disabilities. Please note that there were not large numbers of cases in the "Other Disabilities" group, so these findings may not be representative. Satisfaction scores ranged from 64% to 100%.

Percent Satisfied		
Local Management Entity	Mental Health Disabilities	Other Disabilities
Alamance-Caswell	79%	86%
Albemarle	80%	100%
Catawba	82%	82%
Centerpoint	88%	88%
Crossroads	89%	NA
Cumberland	91%	82%
Durham	85%	86%
Eastpointe	80%	90%
Edgecombe-Nash	93%	NA
Five County	90%	100%
Foothills	88%	93%
Guilford	74%	67%
Johnston	71%	NA
Lee-Harnett	89%	92%
Mecklenburg	80%	84%
Neuse	91%	72%
New River	89%	100%
Onslow	92%	81%
OPC	85%	77%
Pathways	81%	64%
Piedmont	71%	NA
Pitt	85%	68%
Roanoke-Chowan	92%	84%
Sandhills	80%	88%
Smoky Mountain	78%	90%
Southeastern Center	89%	92%
Southeastern Regional	82%	88%
Tideland	69%	NA
Wake	80%	NA
Western Highlands	79%	72%
Wilson-Greene	84%	90%
Statewide	84%	83%

NA indicates there were less than ten responses so the data is not shown for the LME.

Appropriateness of Services for Children and Adolescents

Summary by Length of Time Since Admission

This table indicates that children and adolescents who were admitted during the past year were as satisfied with the appropriateness of services as were those who were admitted more than a year ago. Satisfaction scores ranged from 53% to 95%.

Percent Satisfied		
Local Management Entity	One Year or Less	More Than One Year
Alamance-Caswell	82%	78%
Albemarle	79%	84%
Catawba	78%	89%
Centerpoint	95%	79%
Crossroads	94%	80%
Cumberland	91%	90%
Durham	84%	87%
Eastpointe	88%	79%
Edgecombe-Nash	86%	86%
Five County	78%	90%
Foothills	86%	88%
Guilford	68%	74%
Johnston	80%	61%
Lee-Harnett	93%	82%
Mecklenburg	79%	81%
Neuse	87%	89%
New River	89%	84%
Onslow	93%	89%
OPC	84%	81%
Pathways	73%	83%
Piedmont	53%	70%
Pitt	70%	83%
Roanoke-Chowan	90%	87%
Sandhills	85%	80%
Smoky Mountain	85%	80%
Southeastern Center	87%	94%
Southeastern Regional	70%	88%
Tideland	67%	77%
Wake	75%	75%
Western Highlands	92%	77%
Wilson-Greene	74%	88%
Statewide	83%	83%

Self-Assessed Outcomes for Children and Adolescents

Summary for Items in Domain

This table indicates that children and adolescents were similarly satisfied with their self-assessed outcomes on the items for this domain. Satisfaction scores ranged from 46% to 79%.

Percent Satisfied							
Local Management Entity	I am better at handling daily life	I am better able to cope when things go wrong	I get along better with family members	I am satisfied with my family life right now	I get along better with friends and other people	I am doing better in school and/or work	Self-Assessed Outcomes Domain
Alamance-Caswell	59%	58%	58%	59%	58%	58%	59%
Albemarle	74%	73%	73%	73%	73%	73%	73%
Catawba	71%	70%	71%	68%	71%	70%	70%
Centerpoint	61%	62%	60%	62%	60%	60%	61%
Crossroads	75%	74%	74%	75%	74%	74%	74%
Cumberland	79%	78%	79%	78%	79%	79%	79%
Durham	66%	67%	66%	67%	66%	67%	66%
Eastpointe	61%	62%	63%	62%	63%	62%	62%
Edgecombe-Nash	75%	72%	74%	73%	74%	74%	73%
Five County	71%	71%	71%	73%	71%	73%	71%
Foothills	76%	76%	76%	76%	76%	76%	76%
Guilford	60%	58%	58%	58%	58%	58%	59%
Johnston	48%	47%	47%	46%	47%	47%	47%
Lee-Harnett	60%	59%	60%	60%	60%	59%	60%
Mecklenburg	74%	73%	74%	74%	74%	74%	73%
Neuse	68%	68%	68%	67%	68%	66%	69%
New River	74%	74%	73%	73%	73%	71%	73%
Onslow	69%	68%	69%	68%	69%	68%	69%
OPC	66%	65%	66%	65%	66%	65%	65%
Pathways	58%	59%	59%	60%	59%	59%	59%
Piedmont	59%	56%	56%	56%	56%	58%	57%
Pitt	66%	67%	66%	66%	66%	66%	66%
Roanoke-Chowan	71%	69%	69%	69%	69%	69%	69%
Sandhills	71%	71%	72%	72%	72%	71%	71%
Smoky Mountain	70%	70%	70%	71%	70%	69%	71%
Southeastern Center	71%	71%	70%	71%	70%	70%	70%
Southeastern Regional	68%	68%	68%	67%	68%	68%	68%
Tideland	60%	60%	60%	59%	60%	60%	60%
Wake	63%	63%	63%	63%	63%	61%	63%
Western Highlands	73%	72%	71%	72%	71%	71%	72%
Wilson-Greene	67%	67%	66%	67%	66%	67%	67%
Statewide	68%	68%	68%	68%	68%	68%	68%

Self-Assessed Outcomes for Children and Adolescents

Summary by Age Groups

This table indicates that there was little difference between children and adolescents in satisfaction with their self-assessed outcomes. Satisfaction scores ranged from 45% to 87%.

Percent Satisfied		
Local Management Entity	Children (Age 5-11)	Adolescents (Age 12-17)
Alamance-Caswell	59%	60%
Albemarle	65%	80%
Catawba	61%	74%
Centerpoint	48%	71%
Crossroads	87%	68%
Cumberland	79%	79%
Durham	67%	64%
Eastpointe	57%	65%
Edgecombe-Nash	73%	74%
Five County	70%	71%
Foothills	77%	74%
Guilford	47%	65%
Johnston	46%	50%
Lee-Harnett	45%	62%
Mecklenburg	70%	73%
Neuse	75%	65%
New River	80%	63%
Onslow	67%	70%
OPC	52%	70%
Pathways	64%	56%
Piedmont	NA	60%
Pitt	65%	66%
Roanoke-Chowan	69%	68%
Sandhills	72%	71%
Smoky Mountain	79%	66%
Southeastern Center	70%	69%
Southeastern Regional	56%	74%
Tideland	63%	55%
Wake	NA	62%
Western Highlands	72%	65%
Wilson-Greene	66%	69%
Statewide	67%	68%

Self-Assessed Outcomes for Children and Adolescents

Summary by Gender

This table indicates that boys were more satisfied with girls in satisfaction with their self-assessed outcomes. Satisfaction scores ranged from 45% to 83%.

Percent Satisfied		
Local Management Entity	Girls	Boys
Alamance-Caswell	63%	58%
Albemarle	58%	78%
Catawba	68%	71%
Centerpoint	58%	62%
Crossroads	76%	75%
Cumberland	74%	83%
Durham	68%	63%
Eastpointe	57%	64%
Edgecombe-Nash	79%	71%
Five County	68%	71%
Foothills	76%	75%
Guilford	61%	59%
Johnston	46%	49%
Lee-Harnett	45%	61%
Mecklenburg	60%	77%
Neuse	68%	69%
New River	72%	75%
Onslow	78%	64%
OPC	56%	69%
Pathways	56%	61%
Piedmont	NA	55%
Pitt	63%	67%
Roanoke-Chowan	60%	72%
Sandhills	72%	72%
Smoky Mountain	71%	70%
Southeastern Center	64%	73%
Southeastern Regional	61%	73%
Tideland	NA	55%
Wake	46%	82%
Western Highlands	60%	75%
Wilson-Greene	62%	69%
Statewide	65%	69%

NA indicates there were less than ten responses so the data is not shown for the LME.

Self-Assessed Outcomes for Children and Adolescents

Summary by Racial Groups

This table indicates that there was not much difference in African Americans and European Americans in terms of satisfaction with their self-assessed outcomes. There were too few surveys completed by the other racial/ethnic groups to provide reliable generalizations. Satisfaction scores ranged from 40% to 85%.

Percent Satisfied		
Local Management Entity	African American	European Americans
Alamance-Caswell	62%	59%
Albemarle	85%	60%
Catawba	67%	71%
Centerpoint	54%	66%
Crossroads	NA	73%
Cumberland	81%	79%
Durham	65%	61%
Eastpointe	62%	63%
Edgecombe-Nash	77%	69%
Five County	69%	75%
Foothills	79%	73%
Guilford	56%	67%
Johnston	40%	49%
Lee-Harnett	67%	53%
Mecklenburg	73%	70%
Neuse	82%	65%
New River	NA	76%
Onslow	67%	71%
OPC	64%	64%
Pathways	50%	62%
Piedmont	NA	61%
Pitt	71%	58%
Roanoke-Chowan	65%	77%
Sandhills	80%	66%
Smoky Mountain	NA	71%
Southeastern Center	66%	75%
Southeastern Regional	64%	67%
Tideland	42%	69%
Wake	NA	42%
Western Highlands	78%	68%
Wilson-Greene	68%	65%
Statewide	69%	67%

- NA indicates there were less than ten responses so the data is not shown for the LME.

Self-Assessed Outcomes for Children and Adolescents

Summary by Disability Groups

This table indicates that children and adolescents with mental health disabilities were less satisfied with their self-assessed outcomes than children and adolescents with other disabilities. Satisfaction scores ranged from 45% to 90%.

Percent Satisfied		
<i>Local Management Entity</i>	Mental Health Disabilities	Other Disabilities
Alamance-Caswell	59%	62%
Albemarle	80%	73%
Catawba	70%	82%
Centerpoint	59%	61%
Crossroads	73%	NA
Cumberland	76%	82%
Durham	56%	79%
Eastpointe	58%	72%
Edgecombe-Nash	72%	NA
Five County	71%	NA
Foothills	76%	79%
Guilford	63%	53%
Johnston	45%	NA
Lee-Harnett	50%	86%
Mecklenburg	72%	78%
Neuse	71%	61%
New River	63%	NA
Onslow	69%	60%
OPC	58%	73%
Pathways	57%	79%
Piedmont	71%	NA
Pitt	71%	59%
Roanoke-Chowan	73%	55%
Sandhills	70%	79%
Smoky Mountain	69%	90%
Southeastern Center	66%	76%
Southeastern Regional	68%	73%
Tideland	52%	NA
Wake	55%	NA
Western Highlands	61%	65%
Wilson-Greene	64%	76%
Statewide	66%	72%

NA indicates there were less than ten responses so the data is not shown for the LME.

Self-Assessed Outcomes for Children and Adolescents

Summary by Length of Time Since Admission

This table indicates that children and adolescents who had been in treatment for more than one year were more satisfied with their self-assessed outcomes than those who had been in treatment for one year or less. Satisfaction scores ranged from 41% to 85%.

Percent Satisfied		
Local Management Entity	One Year or Less	More than One Year
Alamance-Caswell	63%	57%
Albemarle	65%	77%
Catawba	62%	85%
Centerpoint	63%	60%
Crossroads	70%	83%
Cumberland	74%	85%
Durham	67%	64%
Eastpointe	67%	58%
Edgecombe-Nash	57%	78%
Five County	60%	75%
Foothills	75%	76%
Guilford	61%	58%
Johnston	44%	55%
Lee-Harnett	57%	56%
Mecklenburg	70%	74%
Neuse	59%	76%
New River	71%	76%
Onslow	63%	72%
OPC	63%	63%
Pathways	56%	62%
Piedmont	60%	60%
Pitt	60%	68%
Roanoke-Chowan	59%	76%
Sandhills	71%	73%
Smoky Mountain	67%	72%
Southeastern Center	65%	73%
Southeastern Regional	62%	73%
Tideland	41%	71%
Wake	NA	56%
Western Highlands	76%	62%
Wilson-Greene	58%	69%
Statewide	65%	69%

NA indicates there were less than ten responses so the data is not shown for the LME.

Appendix

2004 Consumer Satisfaction Survey

Respondents by Age Groups

Adults				Children and Adolescents			
Local Management Entity	18-34 Years Old	Over 34 Years Old	Total	Local Management Entity	Under 12 Years Old	12-17 Years Old	Total
Alamance-Caswell	53	122	175	Alamance-Caswell	37	69	106
Albemarle	14	163	177	Albemarle	26	31	57
Catawba	15	25	40	Catawba	21	31	52
Centerpoint	53	176	229	Centerpoint	45	55	100
Crossroads	25	52	77	Crossroads	16	33	49
Cumberland	32	81	113	Cumberland	26	53	79
Durham	7	33	40	Durham	27	122	149
Eastpointe	18	118	136	Eastpointe	65	100	165
Edgecombe-Nash	22	43	65	Edgecombe-Nash	30	30	60
Five County	49	105	154	Five County	42	45	87
Foothills	28	92	120	Foothills	80	92	172
Guilford	80	140	220	Guilford	57	99	156
Johnston	32	65	97	Johnston	30	34	64
Lee-Harnett	53	78	131	Lee-Harnett	24	49	73
Mecklenburg	42	246	288	Mecklenburg	31	144	175
Neuse	28	47	75	Neuse	30	42	72
New River	34	33	67	New River	30	30	60
Onslow	10	59	69	Onslow	31	53	84
OPC	10	123	133	OPC	38	65	103
Pathways	67	160	227	Pathways	58	95	153
Piedmont	13	84	84	Piedmont	5	20	25
Pitt	17	70	83	Pitt	38	92	130
Roanoke-Chowan	71	93	110	Roanoke-Chowan	53	45	98
Sandhills	35	242	313	Sandhills	219	156	375
Smoky Mountain	24	105	140	Smoky Mountain	20	40	60
Southeastern Center	9	116	140	Southeastern Center	69	75	144
Southeastern Regional	23	204	213	Southeastern Regional	37	79	116
Tideland	90	131	154	Tideland	18	15	33
Wake	41	173	263	Wake	3	19	22
Western Highlands	73	123	164	Western Highlands	52	54	106
Wilson-Greene	1,068	125	198	Wilson-Greene	76	56	132
Statewide	1,528	4,795	4,495	Statewide	1,334	1,923	3,257

2004 Consumer Satisfaction Survey

Respondents by Gender Groups

Adults				Children and Adolescents			
Local Management Entity	Women	Men	Total	Local Management Entity	Girls	Boys	Total
Alamance-Caswell	110	65	175	Alamance-Caswell	36	70	106
Albemarle	120	57	177	Albemarle	16	41	57
Catawba	22	18	40	Catawba	15	37	52
Centerpoint	126	103	229	Centerpoint	23	76	99
Crossroads	45	32	77	Crossroads	18	31	49
Cumberland	71	42	113	Cumberland	31	48	79
Durham	22	18	40	Durham	53	96	149
Eastpointe	84	52	136	Eastpointe	45	120	165
Edgecombe-Nash	38	27	65	Edgecombe-Nash	15	45	60
Five County	89	65	154	Five County	23	64	87
Foothills	60	60	120	Foothills	46	126	172
Guilford	130	90	220	Guilford	27	129	156
Johnston	43	54	97	Johnston	16	48	64
Lee-Harnett	76	55	131	Lee-Harnett	21	52	73
Mecklenburg	157	131	288	Mecklenburg	45	130	175
Neuse	47	28	75	Neuse	30	42	72
New River	36	31	67	New River	19	41	60
Onslow	42	27	69	Onslow	30	54	84
OPC	67	66	133	OPC	43	60	103
Pathways	113	114	227	Pathways	52	101	153
Piedmont	46	38	84	Piedmont	5	20	25
Pitt	57	26	83	Pitt	27	103	130
Roanoke-Chowan	72	38	110	Roanoke-Chowan	29	69	98
Sandhills	181	132	313	Sandhills	94	281	375
Smoky Mountain	78	62	140	Smoky Mountain	17	43	60
Southeastern Center	83	57	140	Southeastern Center	53	91	144
Southeastern Regional	117	96	213	Southeastern Regional	32	84	116
Tideland	102	52	154	Tideland	6	27	33
Wake	139	124	263	Wake	12	10	22
Western Highlands	98	66	164	Western Highlands	50	56	106
Wilson-Greene	112	86	198	Wilson-Greene	37	95	132
Statewide	2,583	1,912	4,495	Statewide	966	2,290	3,256

2004 Consumer Satisfaction Survey

Respondents by Racial/Ethnic Groups

Adults						Children and Adolescents					
Local Management Entity	African American	European American	Other Race	Total	Hispanic/Latino	Local Management Entity	African American	European American	Other Race	Total	Hispanic/Latino
Alamance-Caswell	57	114	4	175	2	Alamance-Caswell	22	81	3	106	2
Albemarle	46	127	4	177	0	Albemarle	33	21	3	57	1
Catawba	19	20	1	40	0	Catawba	10	38	4	52	2
Centerpoint	73	145	11	229	6	Centerpoint	41	53	5	99	1
Crossroads	30	42	5	77	3	Crossroads	5	41	3	49	3
Cumberland	38	73	2	113	0	Cumberland	35	42	2	79	4
Durham	19	20	1	40	1	Durham	118	27	3	148	2
Eastpointe	49	84	3	136	1	Eastpointe	83	72	10	165	8
Edgecombe-Nash	21	42	2	65	2	Edgecombe-Nash	42	17	1	60	0
Five County	56	95	3	154	1	Five County	50	36	1	87	0
Foothills	29	86	5	120	4	Foothills	17	141	14	172	6
Guilford	88	124	8	220	2	Guilford	103	49	4	156	2
Johnston	42	54	1	97	1	Johnston	18	43	3	64	0
Lee-Harnett	51	78	2	131		Lee-Harnett	18	52	3	73	3
Mecklenburg	97	181	9	287	5	Mecklenburg	130	39	6	175	2
Neuse	25	47	3	75	0	Neuse	16	54	2	72	1
New River	21	43	3	67	0	New River	3	54	3	60	2
Onslow	31	37	1	69	1	Onslow	19	55	8	82	5
OPC	58	71	4	133	1	OPC	38	58	7	103	2
Pathways	81	136	10	227	7	Pathways	36	110	7	153	0
Piedmont	35	47	2	84	1	Piedmont	8	17	1	25	0
Pitt	37	45	1	83	0	Pitt	88	41	20	130	0
Roanoke-Chowan	41	69	0	110	0	Roanoke-Chowan	73	25	3	98	1
Sandhills	115	189	9	313	4	Sandhills	165	190	9	375	5
Smoky Mountain	41	92	7	140	3	Smoky Mountain	2	55	33	60	2
Southeastern Center	57	82	1	140	0	Southeastern Center	64	71	2	144	4
Southeastern Regional	82	130	1	213	0	Southeastern Regional	50	33	2	116	1
Tideland	60	90	3	153	1	Tideland	16	15	4	33	0
Wake	94	164	5	263	0	Wake	7	13	1	22	2
Western Highlands	53	107	4	164	3	Western Highlands	11	91	167	106	1
Wilson-Greene	68	127	3	198	0	Wilson-Greene	83	48	1	132	1
Statewide	1,614	2,761	118	4,493	49	Statewide	1,404	1,682	244	3,253	63

- Hispanic/Latino is a special designation that is made separate from race in the data. Respondents who are marked as such may come from any racial group.

2004 Consumer Satisfaction Survey

Respondents by Disability Groups

Adults					Children and Adolescents			
Local Management Entity	Mental Health	Substance Abuse	Substance Abuse and Mental Health	Total	Local Management Entity	Mental Health Disabilities	Other Disabilities	Total
Alamance-Caswell	71	19	57	175	Alamance-Caswell	77	29	106
Albemarle	40	7	32	177	Albemarle	46	11	57
Catawba	25	3	15	40	Catawba	41	11	52
Centerpoint	115	22	75	229	Centerpoint	67	33	100
Crossroads	47	12	21	77	Crossroads	37	12	49
Cumberland	39	10	43	113	Cumberland	68	11	79
Durham	21	1	14	40	Durham	120	29	149
Eastpointe	32	9	37	136	Eastpointe	123	42	165
Edgecombe-Nash	18	3	19	65	Edgecombe-Nash	46	14	60
Five County	44	16	51	154	Five County	78	9	87
Foothills	95	23	47	120	Foothills	153	19	172
Guilford	102	19	71	220	Guilford	114	42	156
Johnston	32	10	38	97	Johnston	55	9	64
Lee-Harnett	32	12	48	131	Lee-Harnett	56	17	73
Mecklenburg	157	27	94	288	Mecklenburg	113	62	175
Neuse	21	6	17	75	Neuse	50	22	72
New River	45	12	24	67	New River	46	14	60
Onslow	24	3	16	69	Onslow	62	22	84
OPC	49	11	39	133	OPC	79	24	103
Pathways	131	38	70	227	Pathways	138	15	153
Piedmont	38	12	34	84	Piedmont	15	10	25
Pitt	23	6	17	83	Pitt	93	37	130
Roanoke-Chowan	22	7	30	110	Roanoke-Chowan	75	23	98
Sandhills	113	31	111	313	Sandhills	318	57	375
Smoky Mountain	108	17	49	140	Smoky Mountain	50	10	60
Southeastern Center	41	9	46	140	Southeastern Center	119	25	144
Southeastern Regional	70	20	74	213	Southeastern Regional	73	43	116
Tideland	46	7	36	154	Tideland	29	4	33
Wake	69	23	90	263	Wake	21	1	22
Western Highlands	84	17	61	164	Western Highlands	87	19	106
Wilson-Greene	46	19	57	198	Wilson-Greene	111	21	132
Statewide	1,800	431	1,433	4,495	Statewide	2,560	697	3,257

2004 Consumer Satisfaction Survey

Respondents by Length of Time Since Admission

Adults				Children and Adolescents			
Local Management Entity	One Year or Less	More than One Year	Total	Local Management Entity	One Year or Less	More than One Year	Total
Alamance-Caswell	64	111	175	Alamance-Caswell	50	56	106
Albemarle	38	139	177	Albemarle	12	45	57
Catawba	19	21	40	Catawba	31	21	52
Centerpoint	77	152	229	Centerpoint	48	52	100
Crossroads	27	50	77	Crossroads	26	23	49
Cumberland	35	78	113	Cumberland	40	39	79
Durham	6	34	40	Durham	49	100	149
Eastpointe	30	106	136	Eastpointe	70	95	165
Edgecombe-Nash	14	51	65	Edgecombe-Nash	13	47	60
Five County	38	116	154	Five County	26	61	87
Foothills	61	59	120	Foothills	72	100	172
Guilford	73	147	220	Guilford	35	121	156
Johnston	22	75	97	Johnston	38	26	64
Lee-Harnett	30	101	131	Lee-Harnett	28	45	73
Mecklenburg	121	167	288	Mecklenburg	70	105	175
Neuse	25	50	75	Neuse	32	40	72
New River	31	36	67	New River	31	29	60
Onslow	16	53	69	Onslow	24	60	84
OPC	38	95	133	OPC	50	53	103
Pathways	101	126	227	Pathways	62	91	153
Piedmont	33	51	84	Piedmont	13	12	25
Pitt	21	62	83	Pitt	41	89	130
Roanoke-Chowan	27	83	110	Roanoke-Chowan	37	61	98
Sandhills	94	219	313	Sandhills	151	224	375
Smoky Mountain	64	76	140	Smoky Mountain	16	44	60
Southeastern Center	27	113	140	Southeastern Center	56	88	144
Southeastern Regional	52	161	213	Southeastern Regional	34	82	116
Tideland	34	120	154	Tideland	12	21	33
Wake	63	200	263	Wake	8	14	22
Western Highlands	52	112	164	Western Highlands	44	62	106
Wilson-Greene	54	144	198	Wilson-Greene	21	111	132
Statewide	1,387	3,108	4,495	Statewide	1,240	2,017	3,257



35361

2

North Carolina Consumer Satisfaction Survey (Adult)

Please mark the response that best represents your opinion about the following issues and statements. If the question does not apply to you, mark Not Applicable (N/A).

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	N/A
22. 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"/>
23. 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"/>
24. 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"/>
25. 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"/>
26. 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"/>
27. 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"/>
28. My housing situation has improved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

29. Date of Service received during survey work.

M	M	/	D	D	/	C	C	Y	Y

Please use the space below to write any other comments or suggestions you have. PLEASE PRINT

UNIQUE ID:	FACILITY:	CLIENT NUMBER	LOCAL CSR	COMPLETED BY

Confidentiality of SA and MH Client-Identifying Information is protected under Federal regulations and HIPAA.



North Carolina Youth Services Survey (YSS)

Please mark the response that best represents your opinion about the following issues and statements. If the question does not apply to you mark Not Applicable (N/A).

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	N/A
1. Overall, I am satisfied with the services I received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I helped in choosing my 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 treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The people helping me stuck with me no matter what.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I felt I had someone to talk to when I 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 own treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I received services that were right for me.	<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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Services was available at times that were convenient for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I got the help I wanted.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I got as much help as I needed.	<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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. I am better at handling daily life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. I get along better with family members.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. I get 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. I am 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. I am 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 my family life right now.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

UNIQUE ID:	FACILITY:	CLIENT NUMBER	LOCAL USE	COMPLETED BY
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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Please contact the appropriate team below if you have any suggestions for improving future consumer satisfaction surveys.

Administering and Processing Questionnaires for the Survey	Analyzing Data and Reporting the Results of the Survey
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The Division's web page --- <http://www.dhhs.state.nc.us/mhddsas/>

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