

2013 Mental Health and Substance Abuse Consumer Perception of Care Report

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Overview of MH/SA Consumer Perception of Care Surveys

The North Carolina Mental Health and Substance Abuse Consumer Perception of Care Survey provides information on the quality of care in each LME/MCO's catchment area, based on the perceptions of individuals and families who have received Medicaid or state-funded mental health and/or substance abuse services. The NC Division of MH/DD/SAS and LME/MCOs gather this information annually through consumer surveys.

Samples of adult consumers ages 18 years and over, youth ages 12 to 17 years, and parents of children under 12 years of age complete the confidential surveys, in English or Spanish, at their provider agencies during a two-week period each year. This report summarizes data from the 2013 survey, which was administered between June 24 and July 7, 2013. Each LME/MCO was required to submit a combined total of 400 Adult, Youth, and Parent surveys.

Executive Summary: Annual Trends and Data Interpretation

Comparison of 2013 statewide Perception of Services domain scores with previous years' results shows considerable consistency over time in Adult, Youth, and Parent perceptions. With few exceptions, the 2013 statewide percentage of respondents with positive overall perceptions in each domain is within +/- 3 percent of the average for 2010, 2011, and 2012 survey years.

Statewide results also show consistent trends within each of the survey years from 2010 to 2013:

- The Adult survey Quality and Appropriateness domain and the Youth and Parent Cultural Sensitivity domains are consistently rated more positively than most other domains.
- General Satisfaction and Access domains appear to be closely related to one another in each of the three survey groups, and Adult and Parent respondents consistently rate these domains more positively than do Youth respondents.
- Consumer perceptions related to Outcomes and Functioning domains are somewhat less positive overall compared to other domains, and this trend is observed across Adult, Youth, and Parent surveys, with some evidence of a downward trend in Parent perceptions.
- Parent perceptions of Social Connectedness are consistently more positive than Adult survey respondent perceptions in this domain.
- Parent perceptions of involvement in Treatment Planning are consistently positive, while Youth consistently rate this domain lower, and year-to-year data indicate a slight downward trend in Youth perceptions.

Current year data also suggest a drop in adult consumer perceptions of their involvement in Treatment Planning. Although consistent upward or downward trends over several years may indicate meaningful long-term trends, additional information would be needed to determine the stability and long-term significance of an observed increase or decrease in a single survey year.

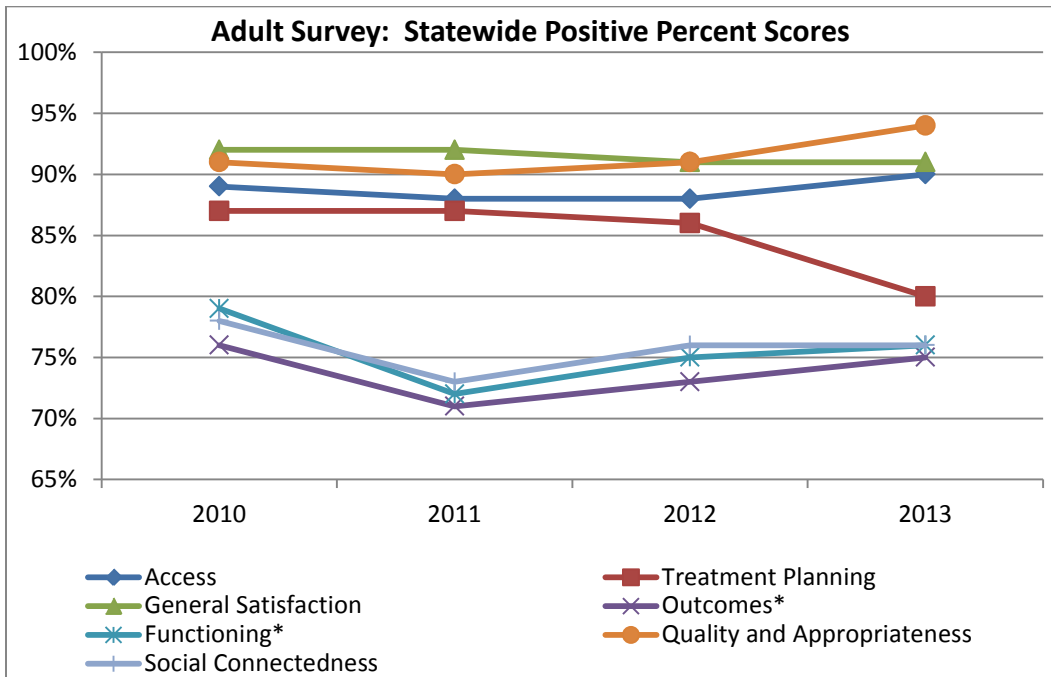
Because respondent sample sizes, sampling methods, and proportions of the total sample drawn from different regions of the state vary from year to year, caution should be exercised both in comparing LME/MCO scores to one another and in interpreting differences across years in state total scores.

I. Adult Survey: 2010 to 2013

Table 1: Adult Perception of Services Domains

Domain	Statewide Positive Percent by Survey Year			
	2010	2011	2012	2013
Access	89%	88%	88%	90%
Treatment Planning	87%	87%	86%	80%
General Satisfaction	92%	92%	91%	91%
Outcomes*	76%	71%	73%	75%
Functioning*	79%	72%	75%	76%
Quality and Appropriateness	91%	90%	91%	94%
Social Connectedness	78%	73%	76%	76%

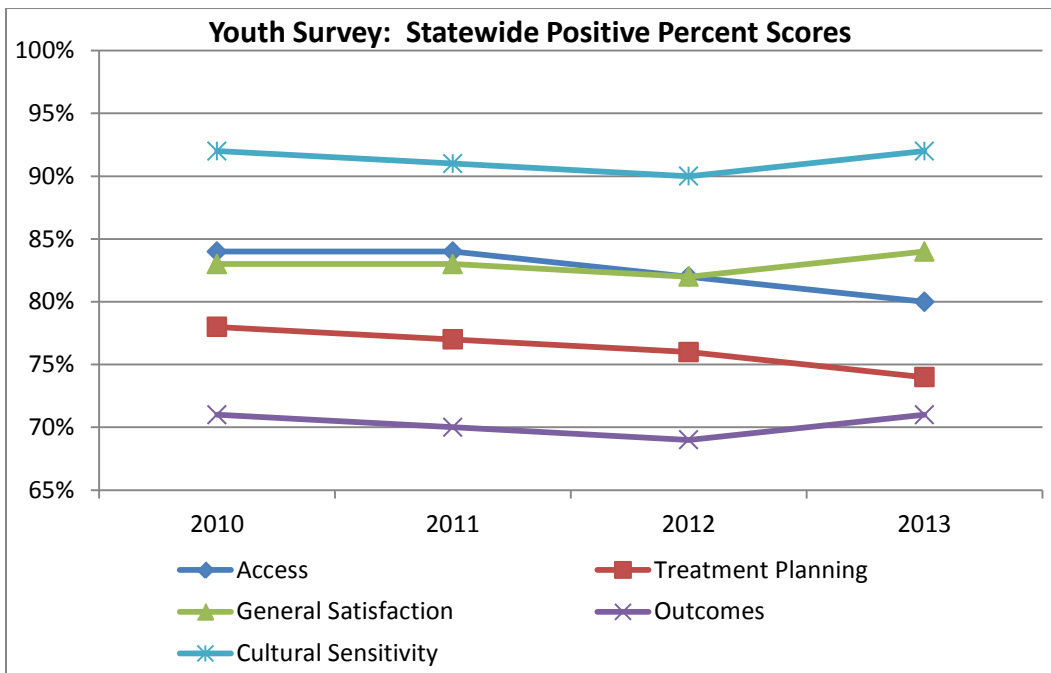
**2013 Outcomes and Functioning domains both include one additional survey item compared to previous years.*



II. Youth Survey: 2010 to 2013

Table 2: Youth Perception of Services Domains

Domain	Statewide Positive Percent by Survey Year			
	2010	2011	2012	2013
Access	84%	84%	82%	80%
Treatment Planning	78%	77%	76%	74%
General Satisfaction	83%	83%	82%	84%
Outcomes	71%	70%	69%	71%
Cultural Sensitivity	92%	91%	90%	92%

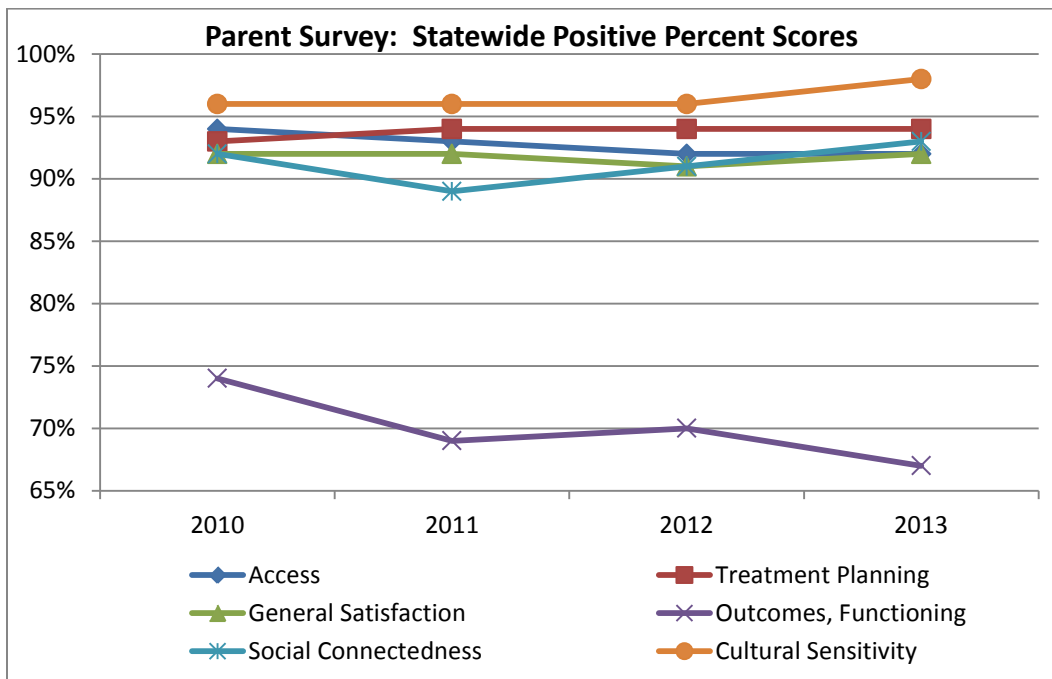


III. Parent Survey: 2010 to 2013

Table 3: Parent Perception of Services Domains

Domain	Statewide Positive Percent by Survey Year			
	2010	2011	2012	2013
Access	94%	93%	92%	92%
Treatment Planning	93%	94%	94%	94%
General Satisfaction	92%	92%	91%	92%
Outcomes, Functioning*	74%	69%	70%	67%
Social Connectedness	92%	89%	91%	93%
Cultural Sensitivity	96%	96%	96%	98%

*Outcomes and Functioning domain scores shown here are based on five items common to both domains; 2013 domain scores both include one additional unique item, and State Total scores for both domains were 67%.



Organization of This Report

Results in this report are based on all surveys for which consumers answered at least one question, with the exception that Perception of Service domain summaries are based only on surveys of individuals who matched to consumers in the Division’s Consumer Data Warehouse (CDW). CDW includes client-level treatment and service information for individuals enrolled with an LME/MCO and receiving MH/DD/SA services, and for individuals served in state facilities.

Results for Perception of Services domains, LME/MCO Network, and Physical Health survey questions are reported in separate sections. Unless otherwise noted, survey question response rates are computed as percentages of the consumers who provided a response to the survey item other than “NA” (not applicable). The numbers of respondents shown in Tables 4, 5, and 6, below, indicate the maximum possible number of responses to any one survey question in the corresponding sections of this report.

I. Perception of Services

Results for Perception of Services domains are based only on surveys of individuals who matched to consumers in the Division's Consumer Data Warehouse (CDW). The following table summarizes total numbers of Adult, Youth, and Parent surveys that matched to CDW.

Table 4: Perception of Services Samples

LME/MCO	Adult Survey Respondents	Youth Survey Respondents	Parent Survey Respondents
Alliance Behavioral Healthcare	97	47	19
Cardinal Innovations Healthcare Solutions	264	27	20
CenterPoint Human Services	308	84	44
CoastalCare	284	59	23
East Carolina Behavioral Health	234	17	15
Eastpointe	263	63	68
MeckLINK Behavioral Healthcare	394	66	32
Partners Behavioral Health	128	47	20
Sandhills Center	450	155	87
Smoky Mountain Center	209	58	26
Western Highlands Network	349	44	53
State Total	2980	667	407

Numbers of Adult, Youth, and Parent surveys vary considerably by LME/MCO. Scores based on small samples (e.g., fewer than 30 total respondents) may be less reliable indicators of true scores in the population and should be interpreted, generalized, and compared with caution.

Perception of Services Domains

Most Perception of Services questions count toward one of the following domains:

- Access to Services
- Quality and Appropriateness
- Outcomes
- Treatment Planning
- General Satisfaction
- Social Connectedness
- Functioning
- Cultural Sensitivity

Responses to each item are assigned numerical scores that range from 1 (Strongly Agree, indicating a positive perception) to 5 (Strongly Disagree, indicating a negative perception), with a neutral point of 3. A domain score is computed as the average score for the items that count toward the domain. Counts of respondents with positive, neutral, and negative perceptions related to each domain are based on the numerical domain score, as follows:

<u>Average item score for the domain</u>	<u>Category</u>
1.00 — 2.49	Positive
2.50 — 3.49	Neutral
3.50 — 5.00	Negative

Total numbers of survey respondents vary across items and domains. Responses of "NA" (not applicable) are excluded from item and domain scores. A domain score is calculated if the respondent rated at least two-thirds of the domain items. Accordingly, the numbers of respondents with calculated domain scores generally are smaller than numbers who answered each individual survey question that counts toward the domain.

II. LME/MCO Network

LME/MCO Network question results are based on all surveys, regardless of match to CDW, for which consumers answered at least one question in this section.

Table 5: LME/MCO Network Samples

LME/MCO	Adult Survey Respondents	Youth Survey Respondents	Family Survey Respondents
Alliance Behavioral Healthcare	348	94	93
Cardinal Innovations Healthcare Solutions	513	48	47
CenterPoint Human Services	422	126	73
CoastalCare	520	151	88
East Carolina Behavioral Health	257	19	19
Eastpointe	346	81	92
MeckLINK Behavioral Healthcare	520	92	50
Partners Behavioral Health	311	140	91
Sandhills Center	616	206	108
Smoky Mountain Center	250	114	59
Western Highlands Network	381	52	57
State Total	4484	1123	777

III. Physical Health

Physical Health Survey questions are included only on the Adult survey. Results are based on all surveys, regardless of match to CDW, for which consumers answered at least one question in this section.

Table 6: Physical Health Samples

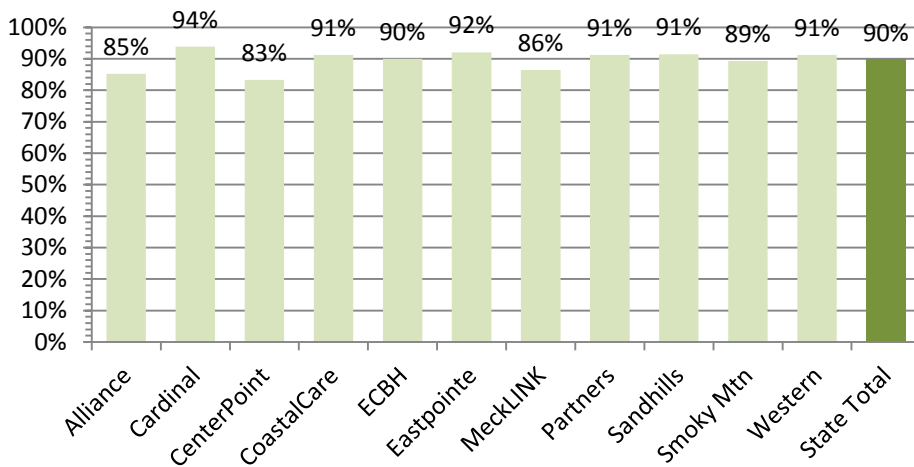
LME/MCO	Adult Survey Respondents
Alliance Behavioral Healthcare	360
Cardinal Innovations Healthcare Solutions	526
CenterPoint Human Services	433
CoastalCare	528
East Carolina Behavioral Health	263
Eastpointe	347
MeckLINK Behavioral Healthcare	523
Partners Behavioral Health	317
Sandhills Center	630
Smoky Mountain Center	259
Western Highlands Network	394
State Total	4580

I. Perception of Services

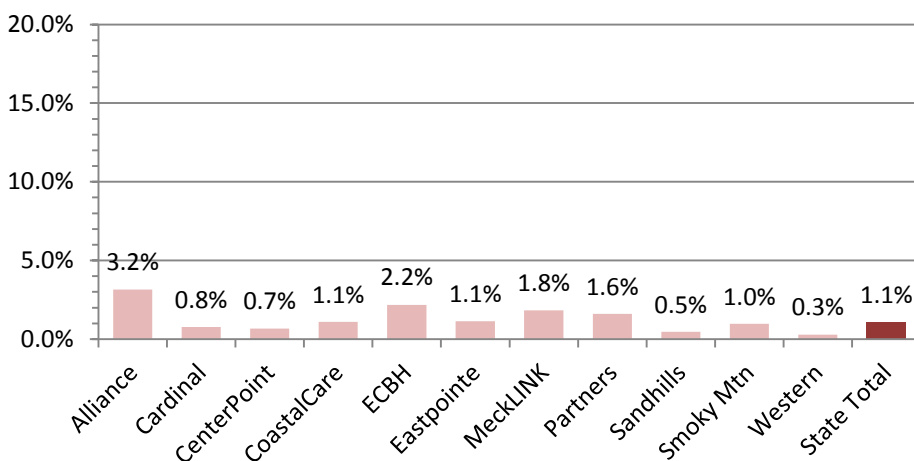
ADULT SURVEY PERCEPTION OF SERVICES: ACCESS

LME/MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	95	81	85%	11	12%	3	3.2%
Cardinal	259	243	94%	14	5%	2	0.8%
CenterPoint	300	250	83%	48	16%	2	0.7%
CoastalCare	274	250	91%	21	8%	3	1.1%
ECBH	229	206	90%	18	8%	5	2.2%
Eastpointe	262	241	92%	18	7%	3	1.1%
MeckLINK	383	331	86%	45	12%	7	1.8%
Partners	125	114	91%	9	7%	2	1.6%
Sandhills	430	393	91%	35	8%	2	0.5%
Smoky Mtn	206	184	89%	20	10%	2	1.0%
Western	342	312	91%	29	8%	1	0.3%
State Total	2905	2605	90%	268	9%	32	1.1%

Percent Positive Domain Scores



Percent Negative Domain Scores



Adult ACCESS TO SERVICES Items

The location of services was convenient (parking, public transportation, distance, etc.).

Staff were willing to see me as often as I felt it was necessary.

Staff returned my call in 24 hours.

Services were available at times that were good for me.

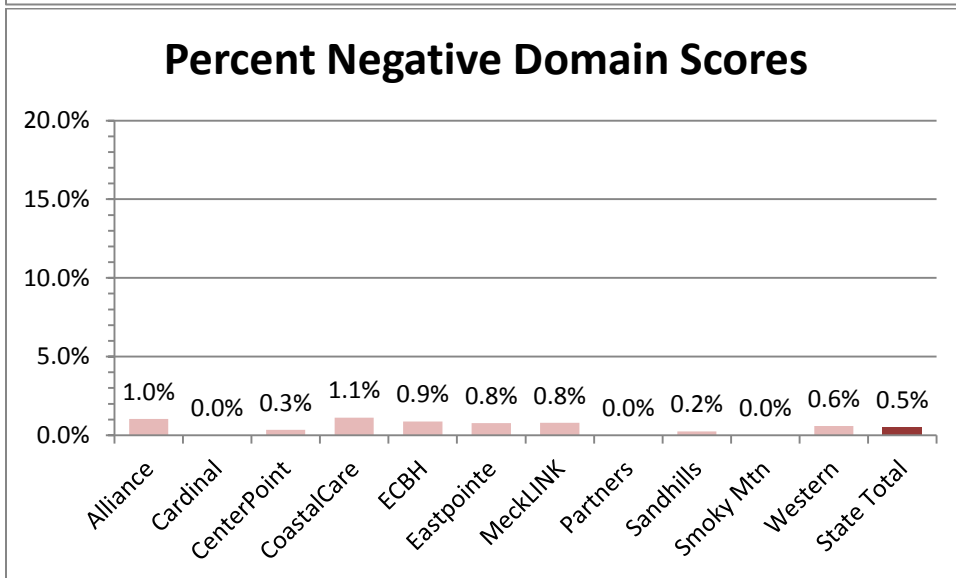
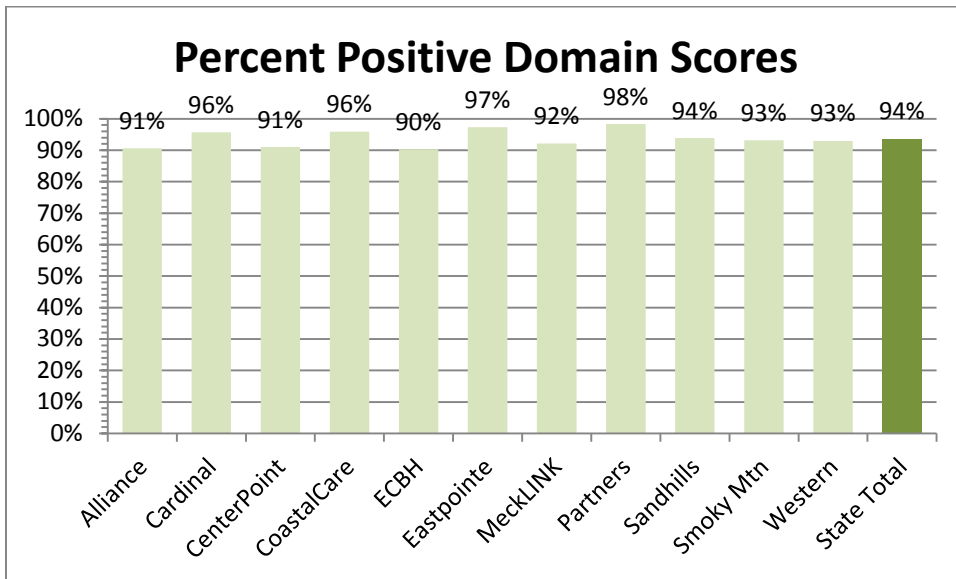
I was able to get all the services I thought I needed.

I was able to see a psychiatrist when I wanted to.

ADULT SURVEY

PERCEPTION OF SERVICES: QUALITY AND APROPRIATENESS

LME/MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	96	87	91%	8	8%	1	1.0%
Cardinal	256	245	96%	11	4%	0	0.0%
CenterPoint	289	263	91%	25	9%	1	0.3%
CoastalCare	267	256	96%	8	3%	3	1.1%
ECBH	228	206	90%	20	9%	2	0.9%
Eastpointe	260	253	97%	5	2%	2	0.8%
MeckLINK	383	353	92%	27	7%	3	0.8%
Partners	121	119	98%	2	2%	0	0.0%
Sandhills	426	400	94%	25	6%	1	0.2%
Smoky Mtn	204	190	93%	14	7%	0	0.0%
Western	342	318	93%	22	6%	2	0.6%
State Total	2872	2690	94%	167	6%	15	0.5%



Adult QUALITY AND APPROPRIATENESS Items

Staff here believe that I can grow, change and recover.

I felt free to complain.

Staff told me what side effects to watch out for.

Staff respected my wishes about who is, and who is not, to be given information about my treatment.

Staff were sensitive to my cultural background.

Staff helped me obtain the information I needed so that I could take charge of managing my illness.

I was given information about my rights.

I was encouraged to use consumer-run programs.

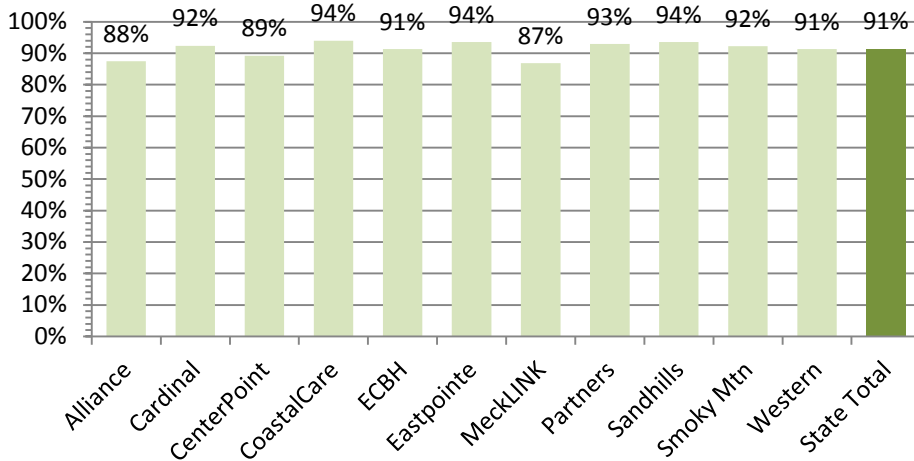
Staff encouraged me to take responsibility for how I live my life.

ADULT SURVEY

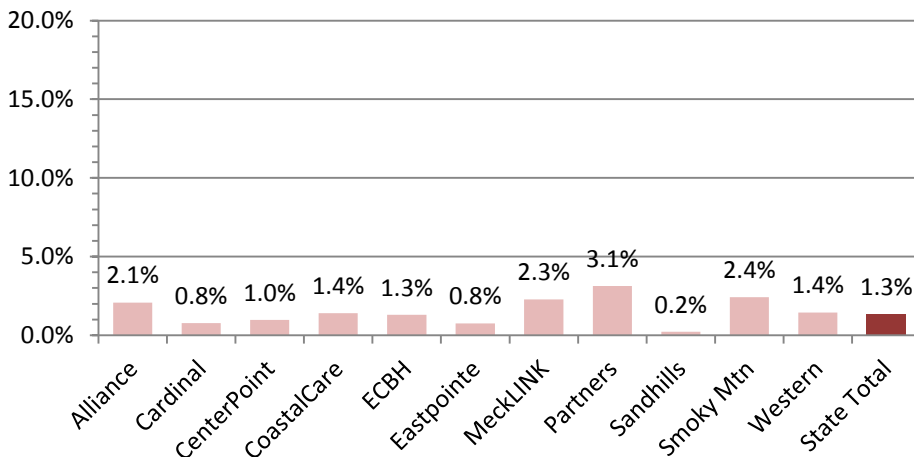
PERCEPTION OF SERVICES: GENERAL SATISFACTION

LME/MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	96	84	88%	10	10%	2	2.1%
Cardinal	262	242	92%	18	7%	2	0.8%
CenterPoint	306	273	89%	30	10%	3	1.0%
CoastalCare	283	266	94%	13	5%	4	1.4%
ECBH	231	211	91%	17	7%	3	1.3%
Eastpointe	263	246	94%	15	6%	2	0.8%
MeckLINK	394	342	87%	43	11%	9	2.3%
Partners	128	119	93%	5	4%	4	3.1%
Sandhills	447	418	94%	28	6%	1	0.2%
Smoky Mtn	207	191	92%	11	5%	5	2.4%
Western	347	317	91%	25	7%	5	1.4%
State Total	2964	2709	91%	215	7%	40	1.3%

Percent Positive Domain Scores



Percent Negative Domain Scores



Adult GENERAL SATISFACTION Items

I like the services that I received here.

If I had other choices, I would still get services from this agency.

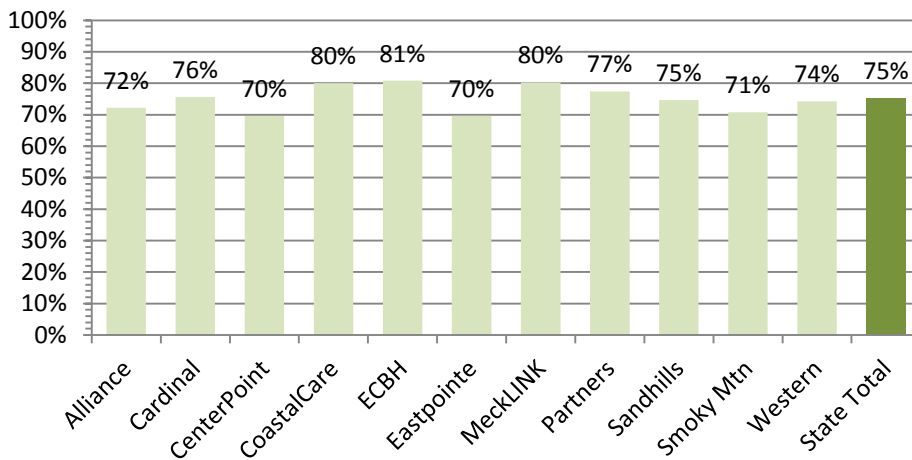
I would recommend this agency to a friend or family member.

ADULT SURVEY

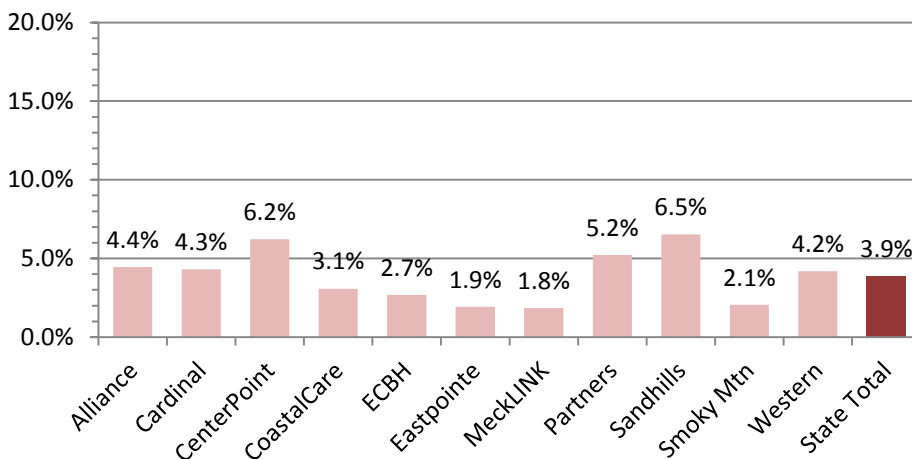
PERCEPTION OF SERVICES: OUTCOMES

LME/MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	90	65	72%	21	23%	4	4.4%
Cardinal	255	193	76%	51	20%	11	4.3%
CenterPoint	273	190	70%	66	24%	17	6.2%
CoastalCare	260	208	80%	44	17%	8	3.1%
ECBH	224	181	81%	37	17%	6	2.7%
Eastpointe	260	181	70%	74	28%	5	1.9%
MeckLINK	380	305	80%	68	18%	7	1.8%
Partners	115	89	77%	20	17%	6	5.2%
Sandhills	414	309	75%	78	19%	27	6.5%
Smoky Mtn	195	138	71%	53	27%	4	2.1%
Western	334	248	74%	72	22%	14	4.2%
State Total	2800	2107	75%	584	21%	109	3.9%

Percent Positive Domain Scores



Percent Negative Domain Scores



Adult OUTCOMES Items

- I deal more effectively with daily problems.
- I am better able to control my life.
- I am better able to deal with crisis.
- I am getting along better with my family.
- I do better in social situations.
- I do better in school and/or work.
- My symptoms are not bothering me as much.*
- My housing situation has improved.

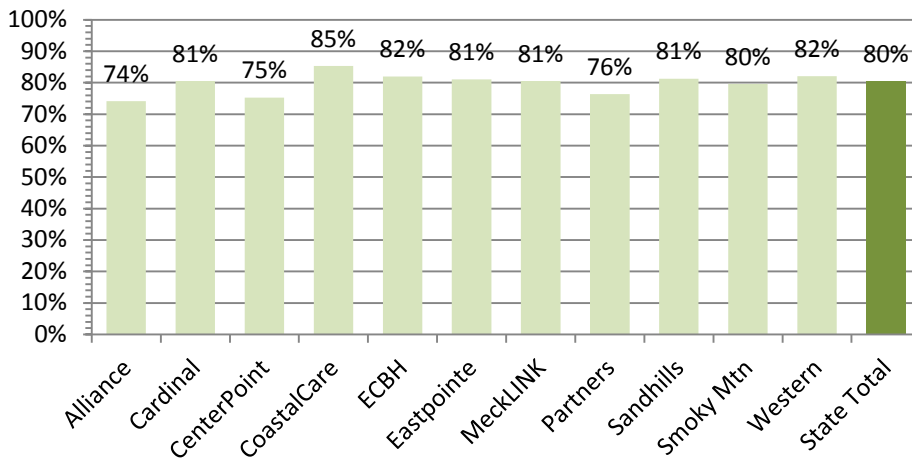
*Item also counts toward Functioning domain.

ADULT SURVEY

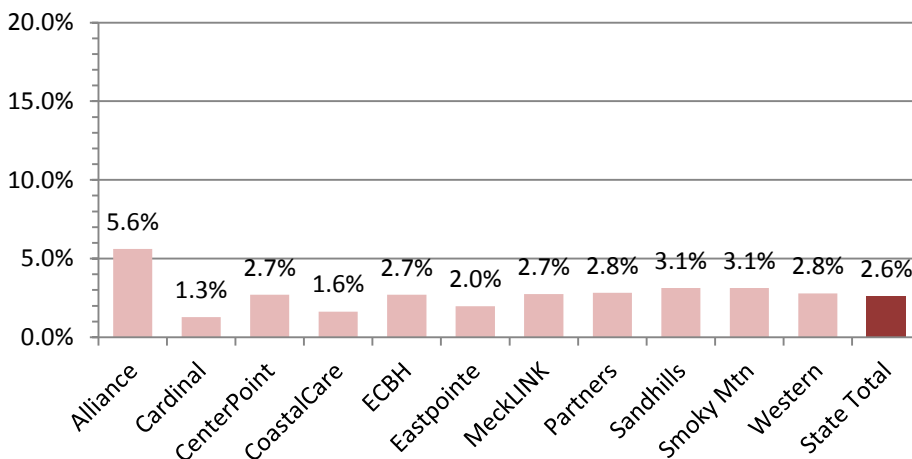
PERCEPTION OF SERVICES: TREATMENT PLANNING

LME/MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	89	66	74%	18	20%	5	5.6%
Cardinal	236	190	81%	43	18%	3	1.3%
CenterPoint	259	195	75%	57	22%	7	2.7%
CoastalCare	245	209	85%	32	13%	4	1.6%
ECBH	222	182	82%	34	15%	6	2.7%
Eastpointe	253	205	81%	43	17%	5	2.0%
MeckLINK	365	294	81%	61	17%	10	2.7%
Partners	106	81	76%	22	21%	3	2.8%
Sandhills	384	312	81%	60	16%	12	3.1%
Smoky Mtn	191	152	80%	33	17%	6	3.1%
Western	323	265	82%	49	15%	9	2.8%
State Total	2673	2151	80%	452	17%	70	2.6%

Percent Positive Domain Scores



Percent Negative Domain Scores



Adult TREATMENT PLANNING

Items

I felt comfortable asking questions about my treatment and medication.

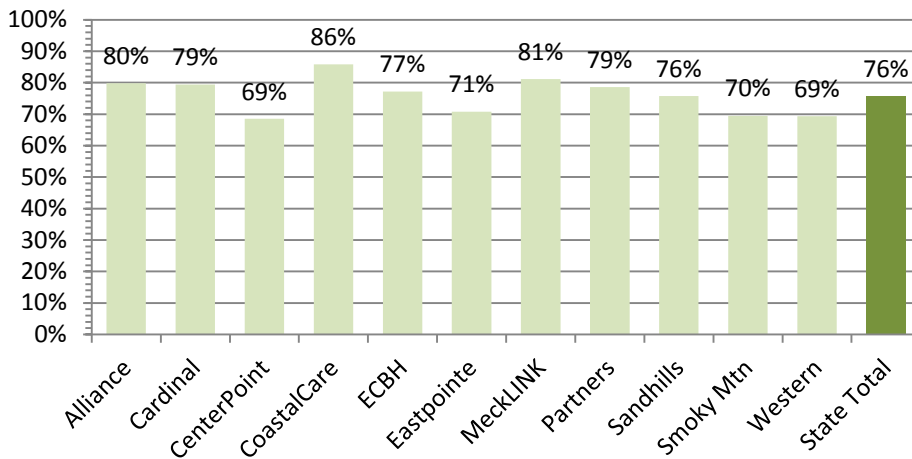
I, not staff, decided my treatment goals.

ADULT SURVEY

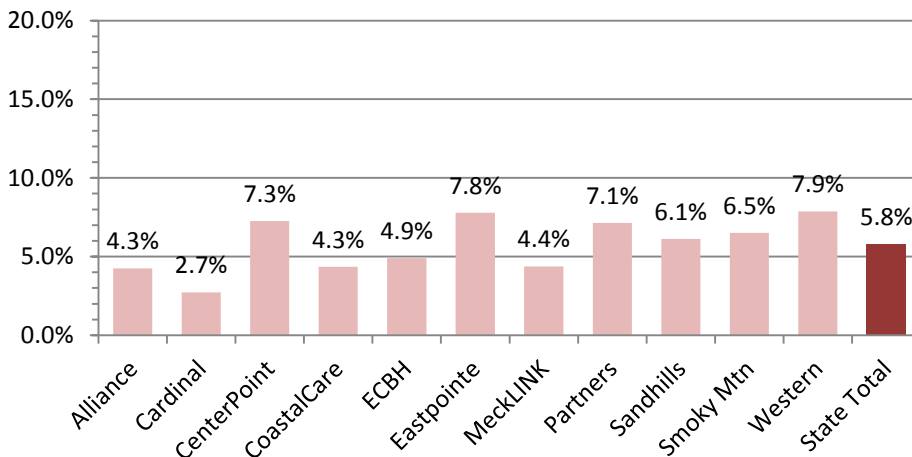
PERCEPTION OF SERVICES: SOCIAL CONNECTEDNESS

LME/MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	94	75	80%	15	16%	4	4.3%
Cardinal	257	204	79%	46	18%	7	2.7%
CenterPoint	289	198	69%	70	24%	21	7.3%
CoastalCare	276	237	86%	27	10%	12	4.3%
ECBH	224	173	77%	40	18%	11	4.9%
Eastpointe	257	182	71%	55	21%	20	7.8%
MeckLINK	388	315	81%	56	14%	17	4.4%
Partners	126	99	79%	18	14%	9	7.1%
Sandhills	441	334	76%	80	18%	27	6.1%
Smoky Mtn	200	139	70%	48	24%	13	6.5%
Western	330	229	69%	75	23%	26	7.9%
State Total	2882	2185	76%	530	18%	167	5.8%

Percent Positive Domain Scores



Percent Negative Domain Scores



Adult Social CONNECTEDNESS Items

In a crisis, I would have the support I need from family or friends.

I am happy with the friendships I have.

I have people with whom I can do enjoyable things.

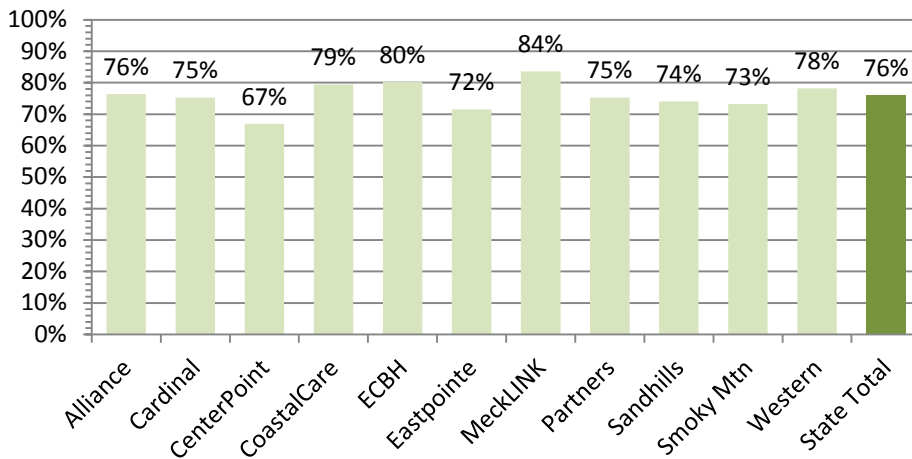
I feel I belong in my community.

ADULT SURVEY

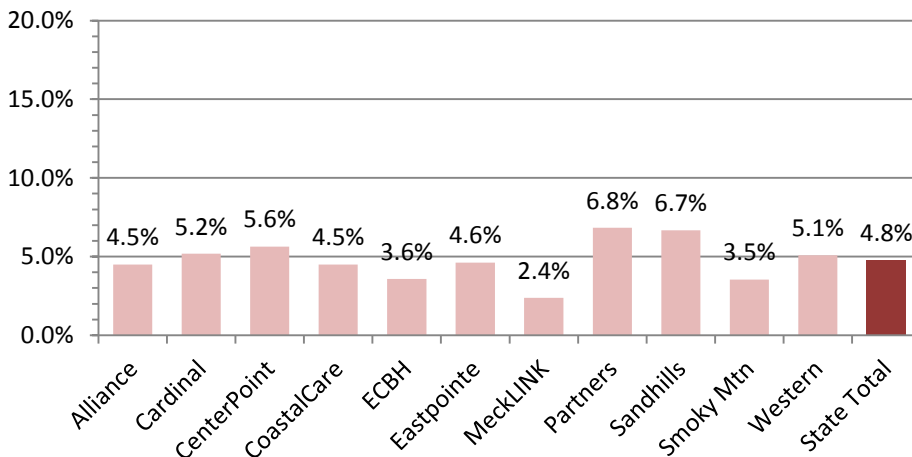
PERCEPTION OF SERVICES: FUNCTIONING

LME/MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	89	68	76%	17	19%	4	4.5%
Cardinal	251	189	75%	49	20%	13	5.2%
CenterPoint	284	190	67%	78	27%	16	5.6%
CoastalCare	267	212	79%	43	16%	12	4.5%
ECBH	223	179	80%	36	16%	8	3.6%
Eastpointe	260	186	72%	62	24%	12	4.6%
MeckLINK	377	315	84%	53	14%	9	2.4%
Partners	117	88	75%	21	18%	8	6.8%
Sandhills	420	311	74%	81	19%	28	6.7%
Smoky Mtn	198	145	73%	46	23%	7	3.5%
Western	335	262	78%	56	17%	17	5.1%
State Total	2821	2145	76%	542	19%	134	4.8%

Percent Positive Domain Scores



Percent Negative Domain Scores



Adult FUNCTIONING Items

- My symptoms are not bothering me as much.*
- I do things that are more meaningful to me.
- I am better able to take care of my needs.
- I am better able to handle things when they go wrong.
- I am better able to do things that I want to do.

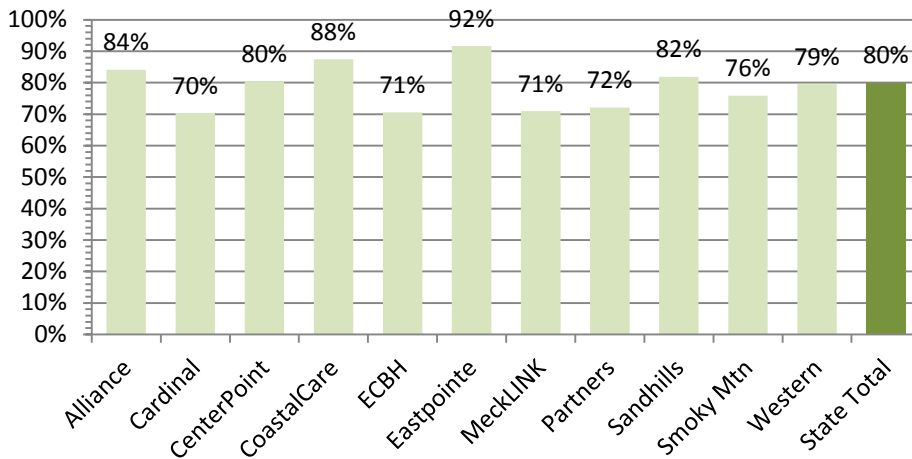
*Item also counts toward Outcomes domain.

YOUTH SURVEY

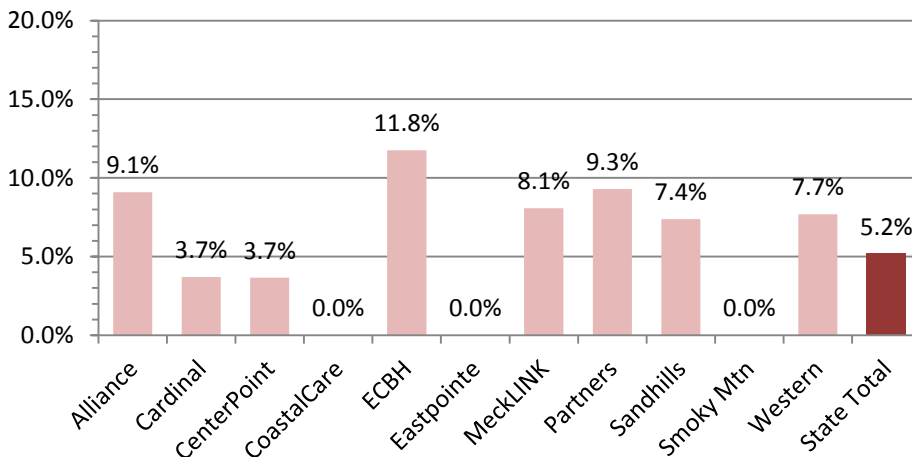
PERCEPTION OF SERVICES: ACCESS

LME/MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	44	37	84%	3	7%	4	9.1%
Cardinal	27	19	70%	7	26%	1	3.7%
CenterPoint	82	66	80%	13	16%	3	3.7%
CoastalCare	56	49	88%	7	13%	0	0.0%
ECBH	17	12	71%	3	18%	2	11.8%
Eastpointe	60	55	92%	5	8%	0	0.0%
MeckLINK	62	44	71%	13	21%	5	8.1%
Partners	43	31	72%	8	19%	4	9.3%
Sandhills	149	122	82%	16	11%	11	7.4%
Smoky Mtn	58	44	76%	14	24%	0	0.0%
Western	39	31	79%	5	13%	3	7.7%
State Total	637	510	80%	94	15%	33	5.2%

Percent Positive Domain Scores



Percent Negative Domain Scores



Youth ACCESS TO SERVICES Items

The location of services was convenient.

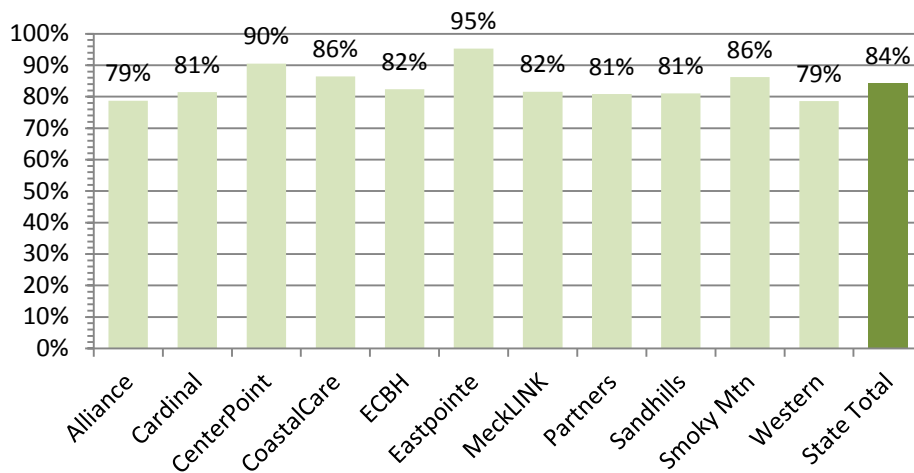
Services were available at times that were convenient for me.

YOUTH SURVEY

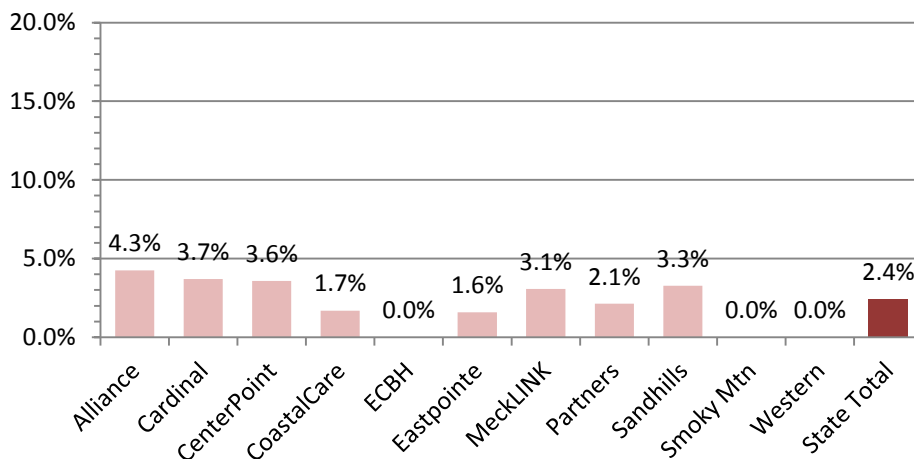
PERCEPTION OF SERVICES: GENERAL SATISFACTION

LME/MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	47	37	79%	8	17%	2	4.3%
Cardinal	27	22	81%	4	15%	1	3.7%
CenterPoint	84	76	90%	5	6%	3	3.6%
CoastalCare	59	51	86%	7	12%	1	1.7%
ECBH	17	14	82%	3	18%	0	0.0%
Eastpointe	63	60	95%	2	3%	1	1.6%
MeckLINK	65	53	82%	10	15%	2	3.1%
Partners	47	38	81%	8	17%	1	2.1%
Sandhills	153	124	81%	24	16%	5	3.3%
Smoky Mtn	58	50	86%	8	14%	0	0.0%
Western	42	33	79%	9	21%	0	0.0%
State Total	662	558	84%	88	13%	16	2.4%

Percent Positive Domain Scores



Percent Negative Domain Scores



Youth GENERAL SATISFACTION Items

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 received services that were right for me.

I got the help I wanted.

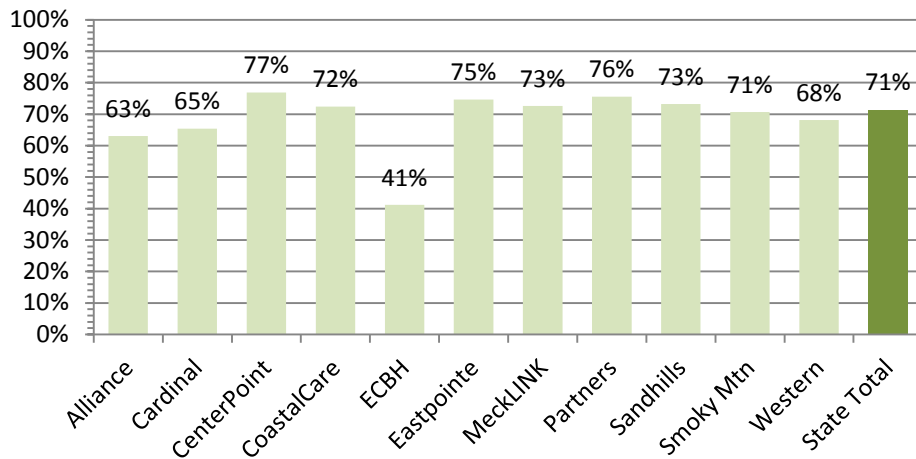
I got as much help as I needed.

YOUTH SURVEY

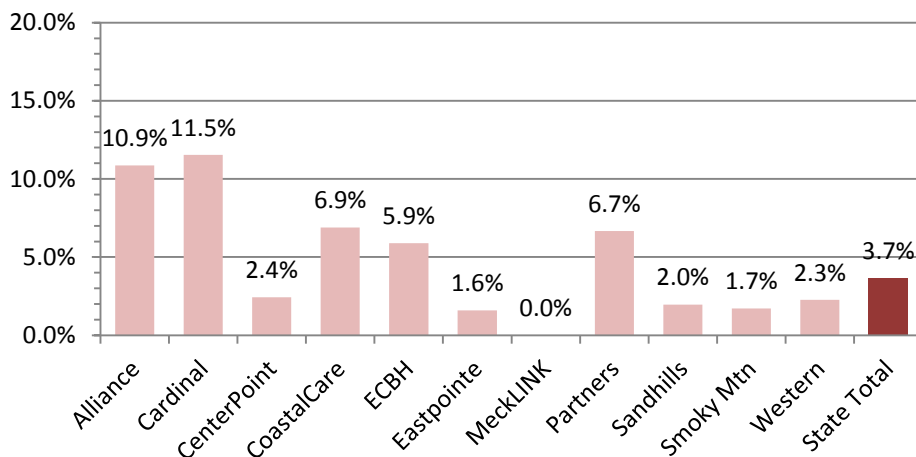
PERCEPTION OF SERVICES: OUTCOMES

LME/MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	46	29	63%	12	26%	5	10.9%
Cardinal	26	17	65%	6	23%	3	11.5%
CenterPoint	82	63	77%	17	21%	2	2.4%
CoastalCare	58	42	72%	12	21%	4	6.9%
ECBH	17	7	41%	9	53%	1	5.9%
Eastpointe	63	47	75%	15	24%	1	1.6%
MeckLINK	62	45	73%	17	27%	0	0.0%
Partners	45	34	76%	8	18%	3	6.7%
Sandhills	153	112	73%	38	25%	3	2.0%
Smoky Mtn	58	41	71%	16	28%	1	1.7%
Western	44	30	68%	13	30%	1	2.3%
State Total	654	467	71%	163	25%	24	3.7%

Percent Positive Domain Scores



Percent Negative Domain Scores



Youth OUTCOMES Items

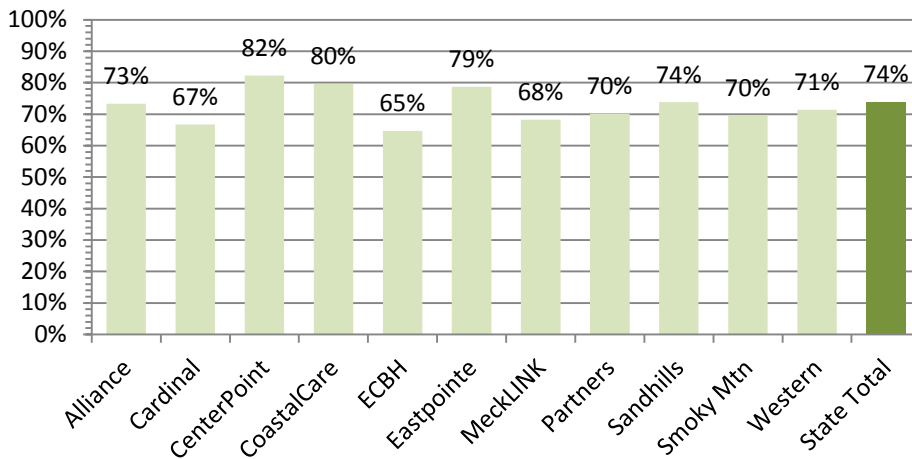
- I am better at handling daily life.
- I get along better with family members.
- I get along better with friends and other people.
- I do better in school and/or work.
- I am better able to cope when things go wrong.
- I am satisfied with our family life right now.

YOUTH SURVEY

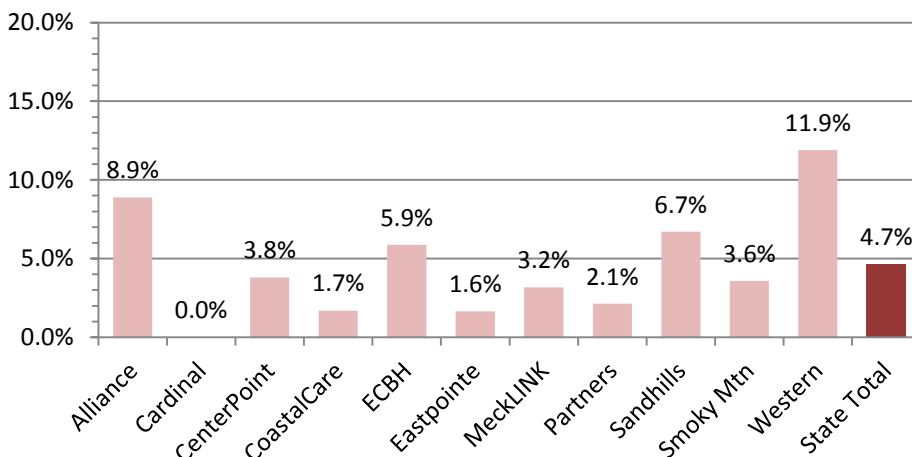
PERCEPTION OF SERVICES: TREATMENT PLANNING

LME/MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	45	33	73%	8	18%	4	8.9%
Cardinal	27	18	67%	9	33%	0	0.0%
CenterPoint	79	65	82%	11	14%	3	3.8%
CoastalCare	59	47	80%	11	19%	1	1.7%
ECBH	17	11	65%	5	29%	1	5.9%
Eastpointe	61	48	79%	12	20%	1	1.6%
MeckLINK	63	43	68%	18	29%	2	3.2%
Partners	47	33	70%	13	28%	1	2.1%
Sandhills	149	110	74%	29	19%	10	6.7%
Smoky Mtn	56	39	70%	15	27%	2	3.6%
Western	42	30	71%	7	17%	5	11.9%
State Total	645	477	74%	138	21%	30	4.7%

Percent Positive Domain Scores



Percent Negative Domain Scores



Youth TREATMENT PLANNING Items

I helped to choose my services.

I helped to choose my treatment goals.

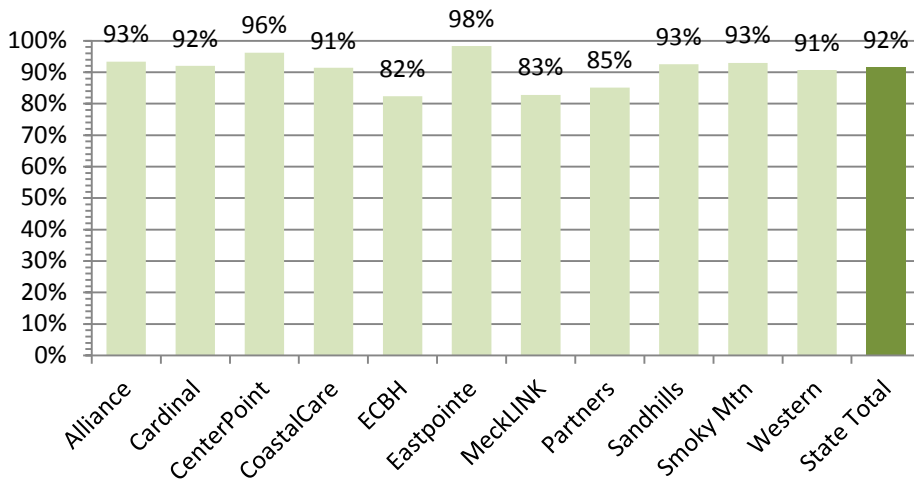
I participated in my own treatment.

YOUTH SURVEY

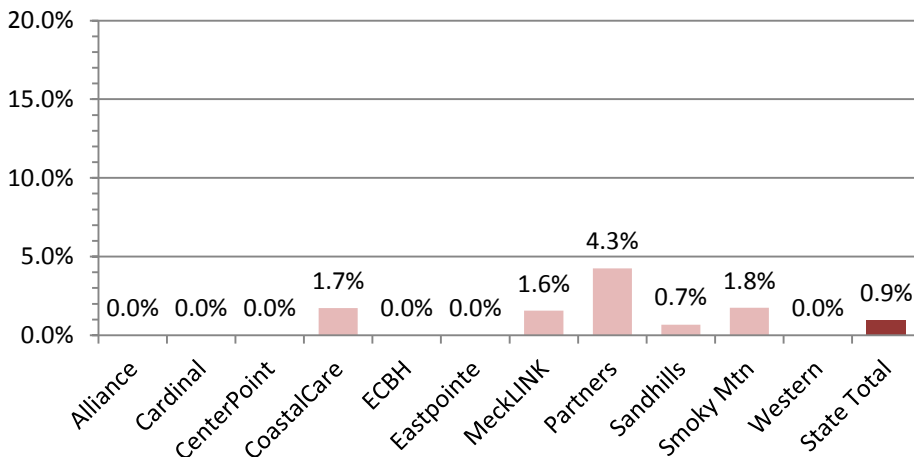
PERCEPTION OF SERVICES: CULTURAL SENSITIVITY

LME/MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	45	42	93%	3	7%	0	0.0%
Cardinal	25	23	92%	2	8%	0	0.0%
CenterPoint	79	76	96%	3	4%	0	0.0%
CoastalCare	58	53	91%	4	7%	1	1.7%
ECBH	17	14	82%	3	18%	0	0.0%
Eastpointe	61	60	98%	1	2%	0	0.0%
MeckLINK	64	53	83%	10	16%	1	1.6%
Partners	47	40	85%	5	11%	2	4.3%
Sandhills	148	137	93%	10	7%	1	0.7%
Smoky Mtn	57	53	93%	3	5%	1	1.8%
Western	43	39	91%	4	9%	0	0.0%
State Total	644	590	92%	48	7%	6	0.9%

Percent Positive Domain Scores



Percent Negative Domain Scores



Youth CULTURAL SENSITIVITY

Items

Staff treated me with respect.

Staff respected my family's religious/ spiritual beliefs.

Staff spoke with me in a way that I understood.

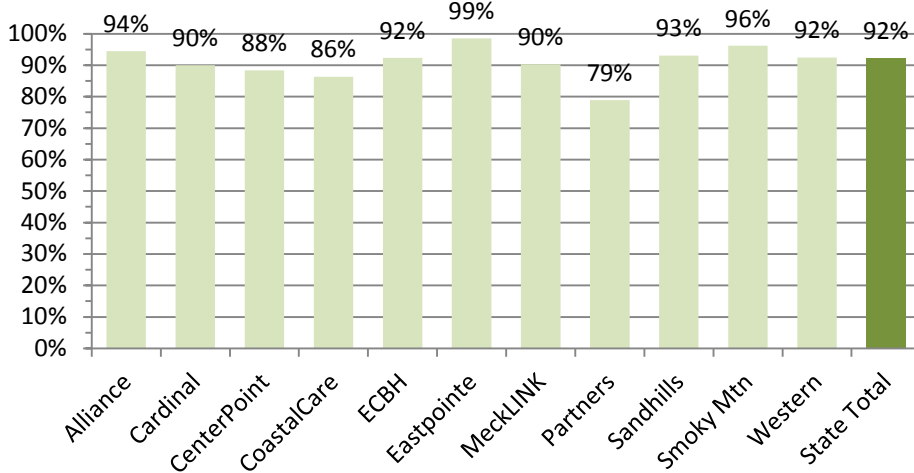
Staff were sensitive to my cultural/ ethnic background.

PARENT SURVEY

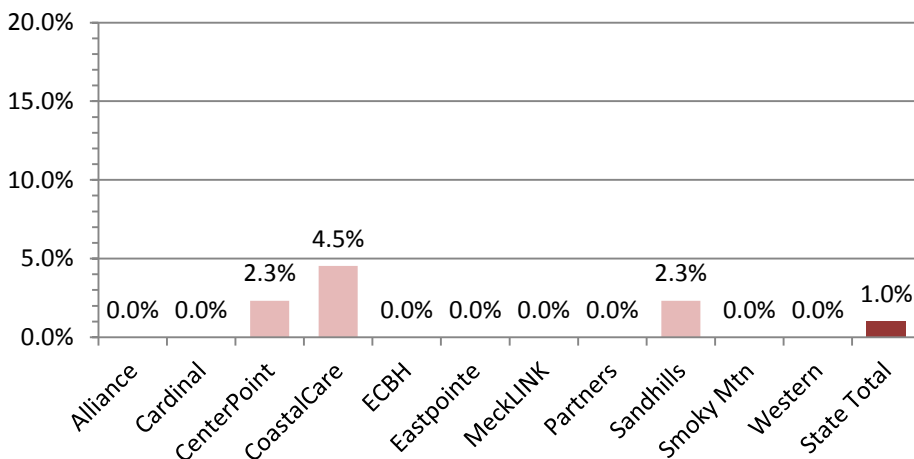
PERCEPTION OF SERVICES: ACCESS

LME/MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	18	17	94%	1	6%	0	0.0%
Cardinal	20	18	90%	2	10%	0	0.0%
CenterPoint	43	38	88%	4	9%	1	2.3%
CoastalCare	22	19	86%	2	9%	1	4.5%
ECBH	13	12	92%	1	8%	0	0.0%
Eastpointe	68	67	99%	1	1%	0	0.0%
MeckLINK	31	28	90%	3	10%	0	0.0%
Partners	19	15	79%	4	21%	0	0.0%
Sandhills	86	80	93%	4	5%	2	2.3%
Smoky Mtn	26	25	96%	1	4%	0	0.0%
Western	53	49	92%	4	8%	0	0.0%
State Total	399	368	92%	27	7%	4	1.0%

Percent Positive Domain Scores



Percent Negative Domain Scores



Parent ACCESS TO SERVICES Items

The location of services was convenient for us.

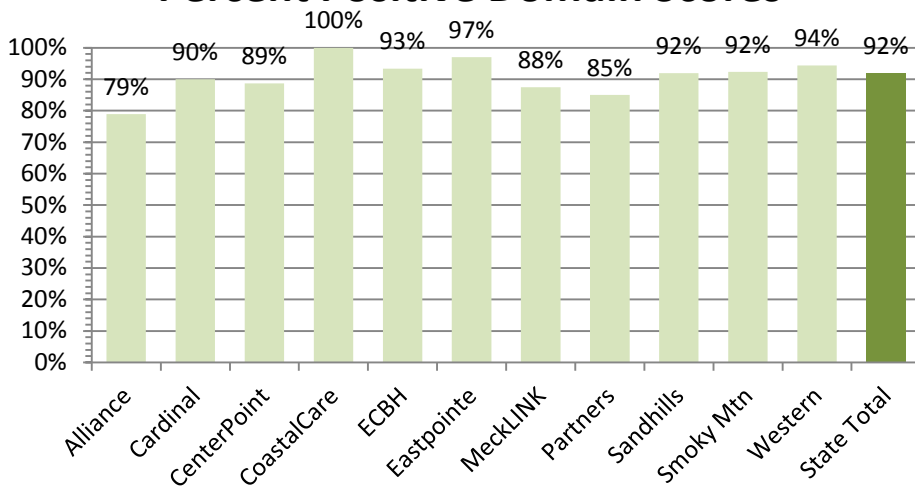
Services were available at times that were convenient for us.

PARENT SURVEY

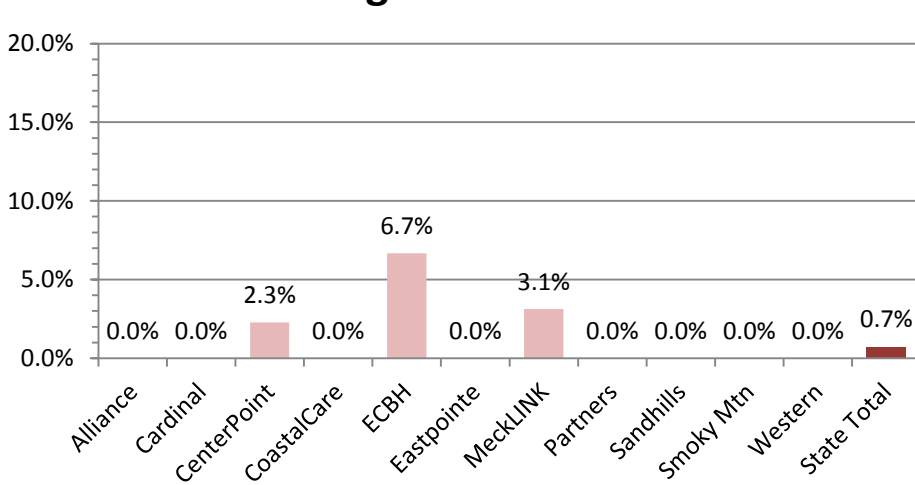
PERCEPTION OF SERVICES: GENERAL SATISFACTION

LME/MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	19	15	79%	4	21%	0	0.0%
Cardinal	20	18	90%	2	10%	0	0.0%
CenterPoint	44	39	89%	4	9%	1	2.3%
CoastalCare	23	23	100%	0	0%	0	0.0%
ECBH	15	14	93%	0	0%	1	6.7%
Eastpointe	68	66	97%	2	3%	0	0.0%
MeckLINK	32	28	88%	3	9%	1	3.1%
Partners	20	17	85%	3	15%	0	0.0%
Sandhills	87	80	92%	7	8%	0	0.0%
Smoky Mtn	26	24	92%	2	8%	0	0.0%
Western	53	50	94%	3	6%	0	0.0%
State Total	407	374	92%	30	7%	3	0.7%

Percent Positive Domain Scores



Percent Negative Domain Scores



Parent GENERAL SATISFACTION Items

Overall, I am satisfied with the services my child received.

The people helping my child stuck with us no matter what.

I felt my child had someone to talk to when he/she was troubled.

The services my child and/or family received were right for us.

My family got the help we wanted for my child.

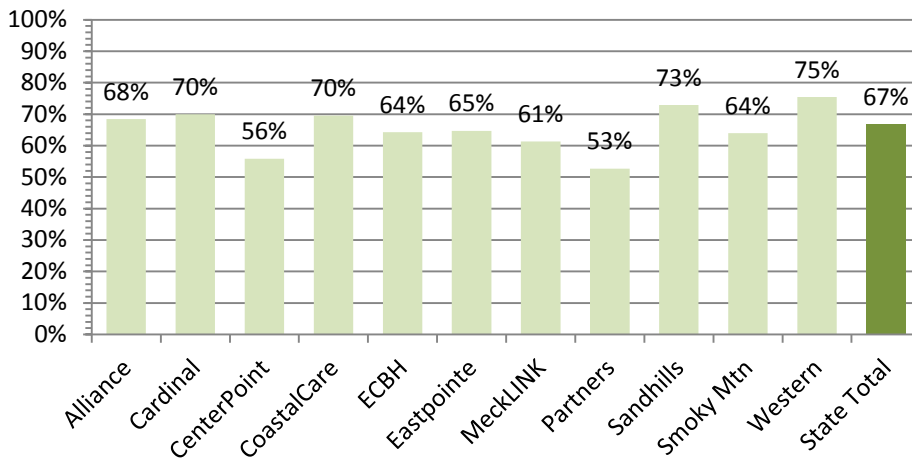
My family got as much help as we needed for my child.

PARENT SURVEY

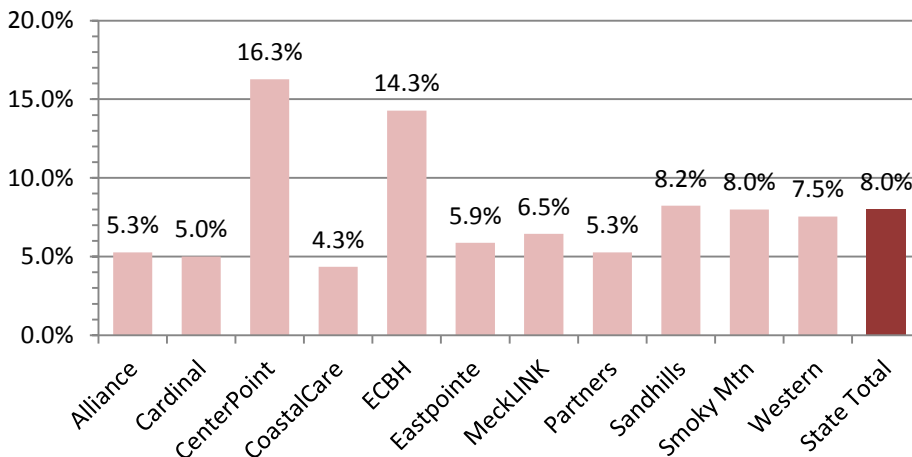
PERCEPTION OF SERVICES: OUTCOMES

LME/MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	19	13	68%	5	26%	1	5.3%
Cardinal	20	14	70%	5	25%	1	5.0%
CenterPoint	43	24	56%	12	28%	7	16.3%
CoastalCare	23	16	70%	6	26%	1	4.3%
ECBH	14	9	64%	3	21%	2	14.3%
Eastpointe	68	44	65%	20	29%	4	5.9%
MeckLINK	31	19	61%	10	32%	2	6.5%
Partners	19	10	53%	8	42%	1	5.3%
Sandhills	85	62	73%	16	19%	7	8.2%
Smoky Mtn	25	16	64%	7	28%	2	8.0%
Western	53	40	75%	9	17%	4	7.5%
State Total	400	267	67%	101	25%	32	8.0%

Percent Positive Domain Scores



Percent Negative Domain Scores



Parent OUTCOMES Items

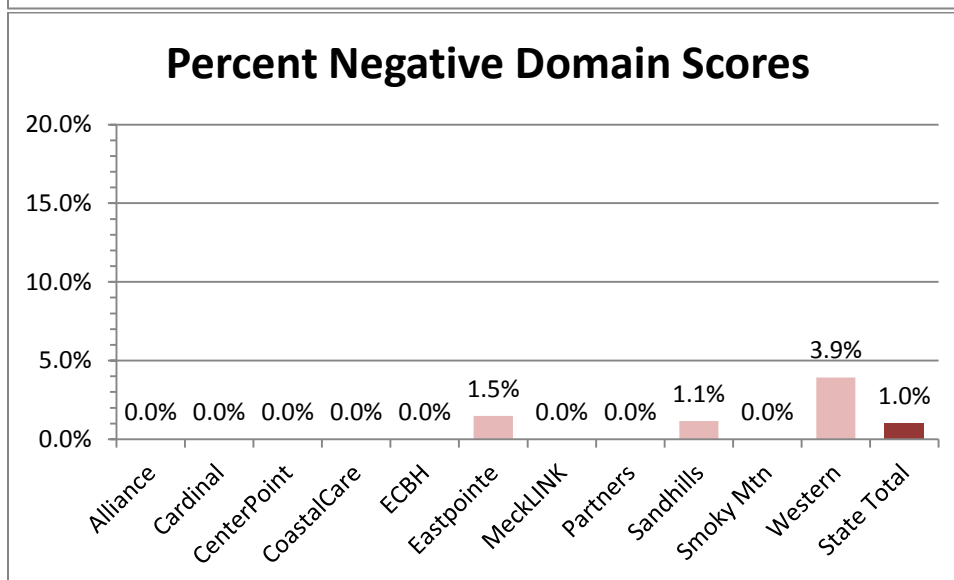
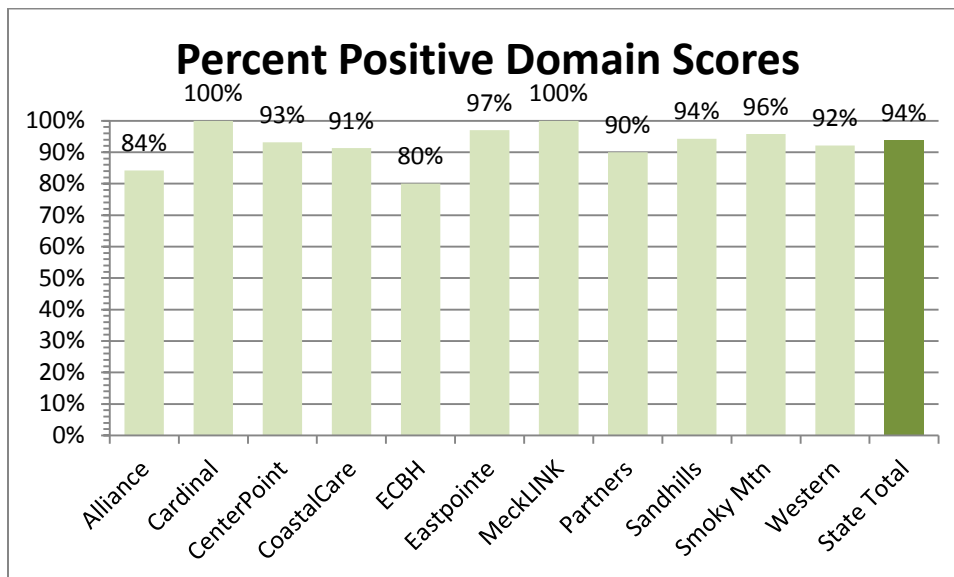
- My child is better at handling daily life.*
- My child gets along better with family members.*
- My child gets along better with friends and other people.*
- My child is doing better in school and/or work.*
- My child is better able to cope when things go wrong.*
- I am satisfied with our family life right now.

*Items also count toward Functioning domain.

PARENT SURVEY

PERCEPTION OF SERVICES: TREATMENT PLANNING

LME/MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	19	16	84%	3	16%	0	0.0%
Cardinal	19	19	100%	0	0%	0	0.0%
CenterPoint	44	41	93%	3	7%	0	0.0%
CoastalCare	23	21	91%	2	9%	0	0.0%
ECBH	15	12	80%	3	20%	0	0.0%
Eastpointe	67	65	97%	1	1%	1	1.5%
MeckLINK	31	31	100%	0	0%	0	0.0%
Partners	20	18	90%	2	10%	0	0.0%
Sandhills	87	82	94%	4	5%	1	1.1%
Smoky Mtn	24	23	96%	1	4%	0	0.0%
Western	51	47	92%	2	4%	2	3.9%
State Total	400	375	94%	21	5%	4	1.0%



Parent TREATMENT PLANNING Items

I helped to choose my child's services.

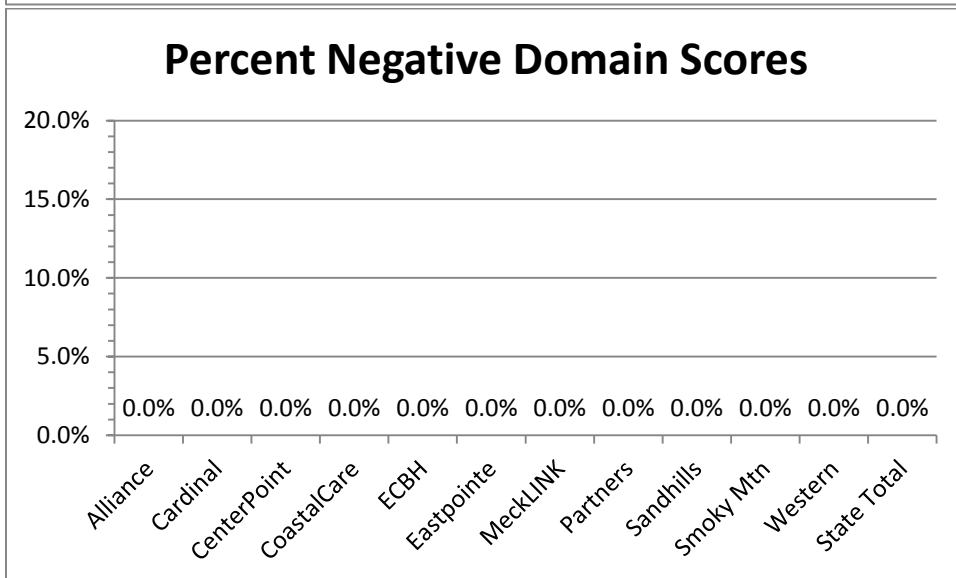
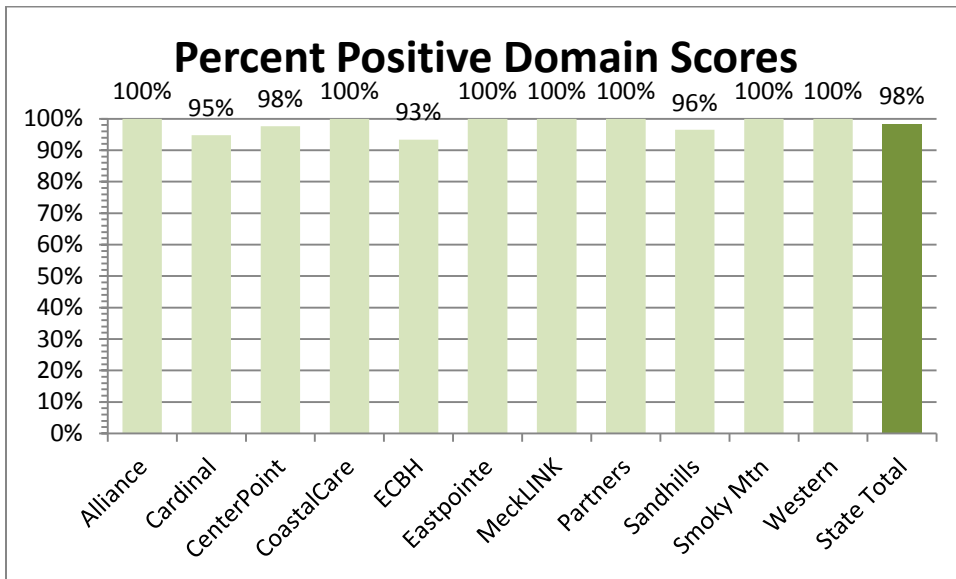
I helped to choose my child's treatment goals.

I participated in my child's treatment.

PARENT SURVEY

PERCEPTION OF SERVICES: CULTURAL SENSITIVITY

LME/MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	17	17	100%	0	0%	0	0.0%
Cardinal	19	18	95%	1	5%	0	0.0%
CenterPoint	42	41	98%	1	2%	0	0.0%
CoastalCare	19	19	100%	0	0%	0	0.0%
ECBH	15	14	93%	1	7%	0	0.0%
Eastpointe	66	66	100%	0	0%	0	0.0%
MeckLINK	32	32	100%	0	0%	0	0.0%
Partners	20	20	100%	0	0%	0	0.0%
Sandhills	85	82	96%	3	4%	0	0.0%
Smoky Mtn	26	26	100%	0	0%	0	0.0%
Western	52	52	100%	0	0%	0	0.0%
State Total	393	387	98%	6	2%	0	0.0%



Parent CULTURAL SENSITIVITY Items

Staff treated me with respect.

Staff respected my family's religious/ spiritual beliefs.

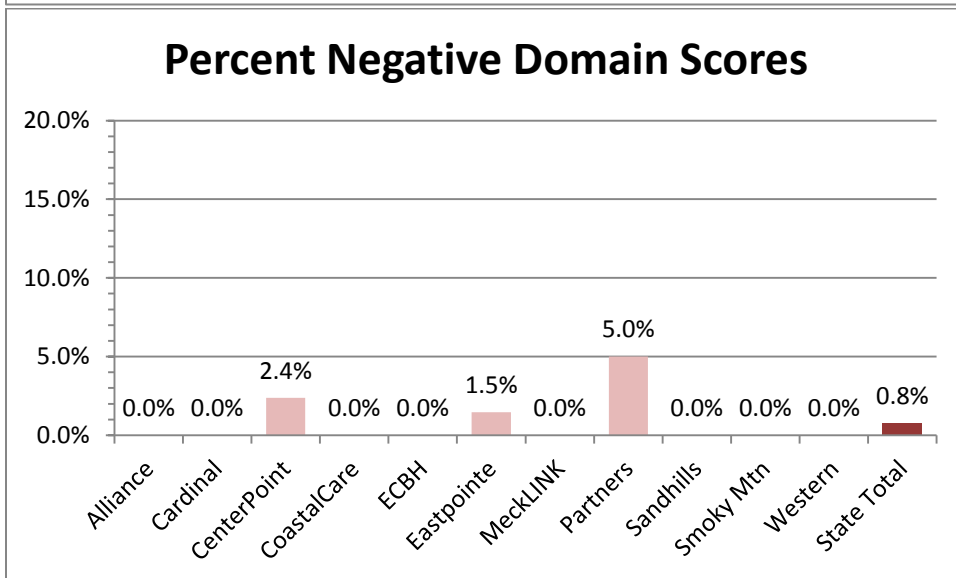
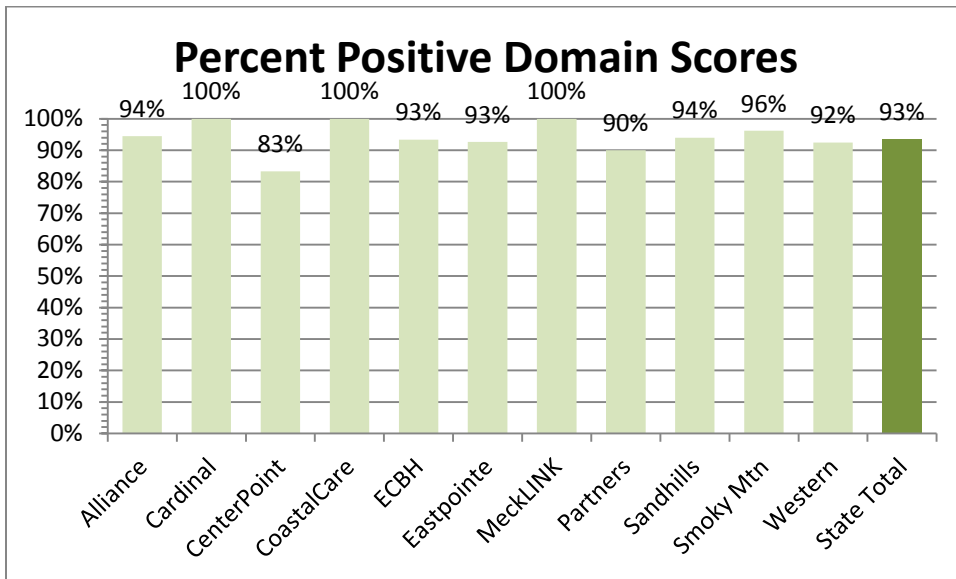
Staff spoke with me in a way that I understood.

Staff were sensitive to my cultural/ ethnic background.

PARENT SURVEY

PERCEPTION OF SERVICES: SOCIAL CONNECTEDNESS

LME/MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	18	17	94%	1	6%	0	0.0%
Cardinal	20	20	100%	0	0%	0	0.0%
CenterPoint	42	35	83%	6	14%	1	2.4%
CoastalCare	23	23	100%	0	0%	0	0.0%
ECBH	15	14	93%	1	7%	0	0.0%
Eastpointe	68	63	93%	4	6%	1	1.5%
MeckLINK	31	31	100%	0	0%	0	0.0%
Partners	20	18	90%	1	5%	1	5.0%
Sandhills	83	78	94%	5	6%	0	0.0%
Smoky Mtn	26	25	96%	1	4%	0	0.0%
Western	53	49	92%	4	8%	0	0.0%
State Total	399	373	93%	23	6%	3	0.8%



Parent SOCIAL CONNECTEDNESS Items

I know people who will listen and understand me when I need to talk.

I have people that I am comfortable talking with about my child's problems.

In a crisis, I would have the support I need from family or friends.

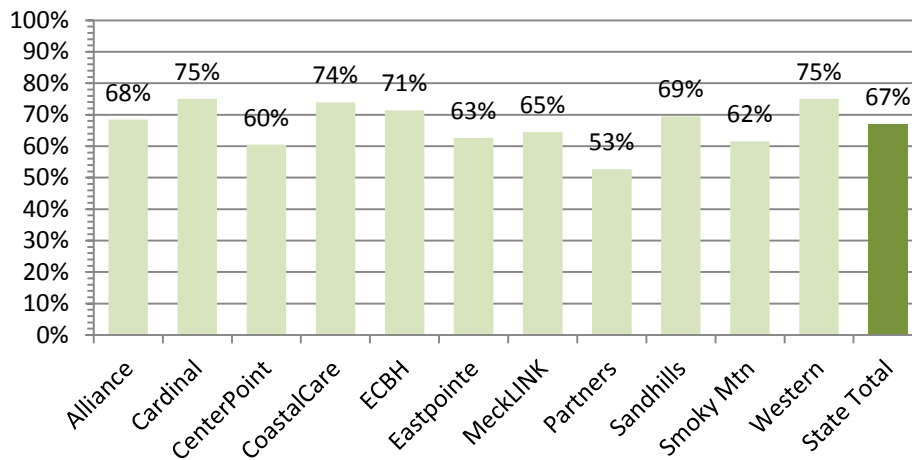
I have people with whom I can do enjoyable things.

PARENT SURVEY

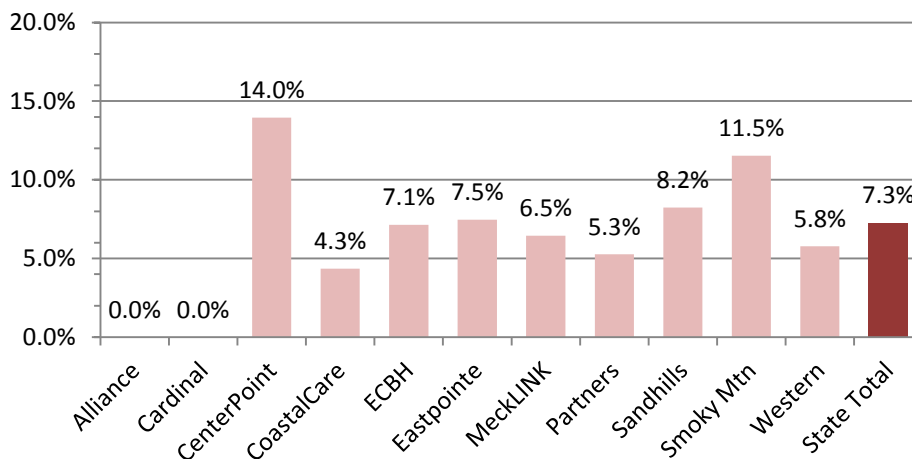
PERCEPTION OF SERVICES: FUNCTIONING

LME/MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	19	13	68%	6	32%	0	0.0%
Cardinal	20	15	75%	5	25%	0	0.0%
CenterPoint	43	26	60%	11	26%	6	14.0%
CoastalCare	23	17	74%	5	22%	1	4.3%
ECBH	14	10	71%	3	21%	1	7.1%
Eastpointe	67	42	63%	20	30%	5	7.5%
MeckLINK	31	20	65%	9	29%	2	6.5%
Partners	19	10	53%	8	42%	1	5.3%
Sandhills	85	59	69%	19	22%	7	8.2%
Smoky Mtn	26	16	62%	7	27%	3	11.5%
Western	52	39	75%	10	19%	3	5.8%
State Total	399	267	67%	103	26%	29	7.3%

Percent Positive Domain Scores



Percent Negative Domain Scores



Parent FUNCTIONING Items

- My child is better at handling daily life.*
- My child gets along better with family members.*
- My child gets along better with friends and other people.*
- My child is doing better in school and/or work.*
- My child is better able to cope when things go wrong.*
- My child is better able to do things he or she wants.

*Items also count toward Outcomes domain.

II. LME/MCO Network

ADULT SURVEY LME/MCO NETWORK

	Percent of Consumers Responding "Yes"				
LME/MCO	Did you receive a Consumer Handbook in the mail within 14 days starting services?	Do you know how to make a complaint with your LME/MCO?	Were you seen within 2 hours of a request for an emergency related to mental health or use of alcohol or addictive substances?	Were you seen within 48 hours of a request for an urgent mental health situation?	Were you seen within 14 calendar days of a request for a routine appointment from a Network Provider?
Alliance	52%	58%	48%	55%	70%
Cardinal	56%	53%	40%	53%	66%
CenterPoint	51%	55%	40%	50%	67%
CoastalCare	65%	70%	47%	58%	80%
ECBH	48%	54%	44%	43%	77%
Eastpointe	62%	73%	64%	71%	86%
MeckLINK	60%	56%	42%	44%	61%
Partners	64%	67%	41%	49%	77%
Sandhills	55%	55%	49%	54%	72%
Smoky Mtn	55%	54%	51%	47%	67%
Western	48%	51%	43%	54%	71%
State Total	56%	59%	46%	53%	72%

*Total numbers of respondents are given in Table 2, p. 4 of this report. Responses of "NA" are excluded from totals in computation of percentages.

Have any of the following problems interfered with your ability to receive the services you want for your child from one of your LME/MCO's provider networks? (Check all that apply)

	Percent of Consumers Responding "Yes"					
LME/MCO	Transportation	Telephone Access	Cost of Medication	Cost of Services	Provider Office Hours	Other
Alliance	20%	8%	10%	9%	3%	5%
Cardinal	17%	6%	12%	8%	3%	4%
CenterPoint	17%	4%	13%	8%	3%	6%
CoastalCare	12%	4%	8%	5%	2%	6%
ECBH	18%	8%	14%	7%	3%	3%
Eastpointe	19%	5%	13%	5%	3%	6%
MeckLINK	20%	6%	10%	12%	3%	5%
Partners	12%	4%	10%	6%	3%	2%
Sandhills	14%	7%	12%	9%	4%	5%
Smoky Mtn	17%	3%	9%	7%	5%	4%
Western	16%	6%	10%	6%	4%	7%
State Total	16%	5%	11%	8%	3%	5%

*Percentages are computed from total numbers of consumers answering one or more LME/MCO Network survey questions. See Table 2, p. 4.

YOUTH SURVEY LME/MCO NETWORK

LME/MCO	Percent of Consumers Responding "Yes"				
	Did you receive a Consumer Handbook in the mail within 14 days of starting services?	Do you know how to make a complaint with your LME/MCO?	Were you seen within 2 hours of a request for an emergency related to mental health or use of alcohol or addictive substances?	Were you seen within 48 hours of a request for an urgent mental health situation?	Were you seen within 14 calendar days of a request for a routine appointment from a Network Provider?
Alliance	52%	65%	47%	34%	72%
Cardinal	49%	62%	24%	32%	57%
CenterPoint	67%	58%	28%	41%	64%
CoastalCare	63%	64%	48%	54%	75%
ECBH	35%	59%	17%	17%	40%
Eastpointe	82%	80%	65%	68%	87%
MeckLINK	66%	71%	50%	54%	76%
Partners	68%	66%	40%	44%	76%
Sandhills	68%	70%	47%	55%	74%
Smoky Mtn	49%	54%	44%	48%	79%
Western	64%	61%	80%	71%	91%
State Total	63%	66%	44%	49%	74%

*Total numbers of respondents are given in Table 2, p. 4 of this report. Responses of "NA" are excluded from totals in computation of percentages.

Have any of the following problems interfered with your ability to receive the services you want for your child from one of your LME/MCO's provider networks? (Check all that apply)

LME/MCO	Percent of Consumers Responding "Yes" ²					
	Transportation	Telephone Access	Cost of Medication	Cost of Services	Provider Office Hours	Other
Alliance	15%	4%	0%	1%	5%	2%
Cardinal	17%	8%	4%	0%	2%	4%
CenterPoint	6%	7%	3%	3%	2%	0%
CoastalCare	4%	4%	1%	1%	1%	6%
ECBH	0%	0%	0%	5%	0%	5%
Eastpointe	9%	1%	0%	4%	0%	2%
MeckLINK	9%	3%	1%	1%	2%	1%
Partners	7%	4%	4%	2%	1%	3%
Sandhills	8%	5%	1%	1%	1%	4%
Smoky Mtn	13%	6%	1%	4%	3%	4%
Western	2%	0%	2%	0%	0%	2%
State Total	8%	4%	2%	2%	2%	3%

*Percentages are computed from total numbers of consumers answering one or more LME/MCO Network survey questions. See Table 2, p. 4.

PARENT SURVEY LME/MCO NETWORK

	Percent of Consumers Responding "Yes"				
LME/MCO	Did you receive a Consumer Handbook in the mail within 14 days of your child starting services?	Do you know how to make a complaint with your LME/MCO?	Was your child seen within 2 hours of a request for an emergency related to mental health or use of alcohol or addictive substances?	Was your child seen within 48 hours of a request for an urgent mental health situation?	Was your child seen within 14 calendar days of a request for a routine appointment from a Network Provider?
Alliance	59%	59%	57%	59%	86%
Cardinal	66%	66%	50%	46%	74%
CenterPoint	75%	75%	53%	59%	80%
CoastalCare	76%	76%	41%	39%	89%
ECBH	71%	71%	40%	20%	91%
Eastpointe	77%	77%	55%	61%	81%
MeckLINK	58%	58%	50%	69%	81%
Partners	72%	72%	56%	62%	81%
Sandhills	82%	82%	60%	48%	84%
Smoky Mtn	74%	74%	60%	67%	87%
Western	73%	73%	36%	53%	100%
State Total	72%	72%	53%	55%	85%

*Total numbers of respondents are given in Table 2, p. 4 of this report. Responses of "NA" are excluded from totals in computation of percentages.

Have any of the following problems interfered with your ability to receive the services you want for your child from one of your LME/MCO's provider networks? (Check all that apply)

	Percent of Consumers Responding "Yes"					
LME/MCO	Transportation	Telephone Access	Cost of Medication	Cost of Services	Provider Office Hours	Other
Alliance	22%	2%	2%	2%	2%	5%
Cardinal	4%	2%	0%	0%	0%	6%
CenterPoint	12%	3%	0%	0%	0%	0%
CoastalCare	10%	1%	3%	0%	0%	3%
ECBH	5%	0%	0%	5%	5%	0%
Eastpointe	4%	2%	1%	0%	0%	1%
MeckLINK	14%	4%	4%	0%	0%	4%
Partners	7%	3%	0%	1%	1%	3%
Sandhills	6%	4%	1%	2%	2%	3%
Smoky Mtn	3%	3%	2%	0%	0%	5%
Western	9%	4%	0%	0%	0%	2%
State Total	9%	3%	1%	1%	1%	3%

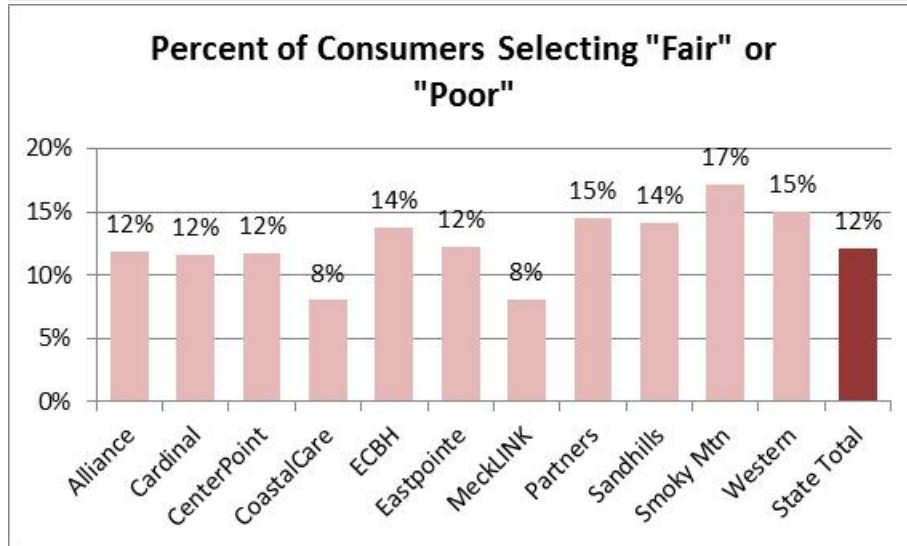
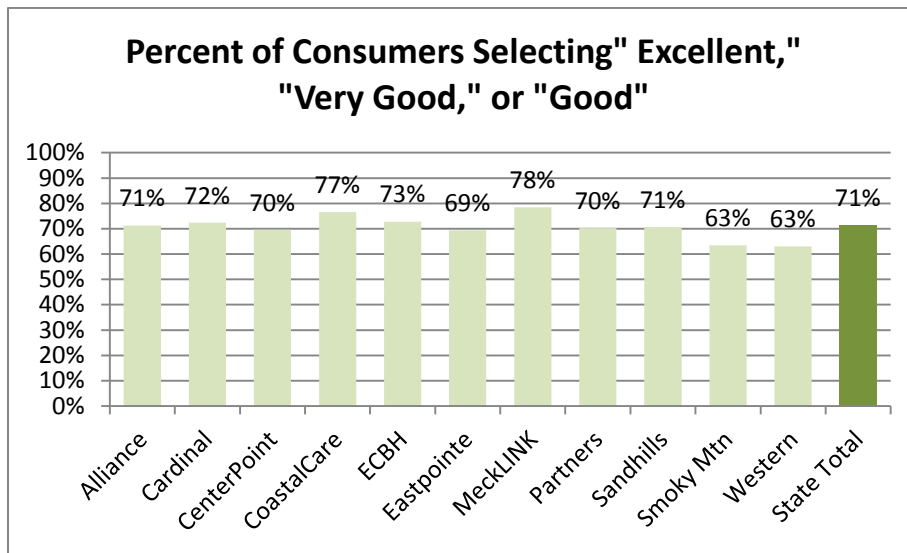
*Percentages are computed from total numbers of consumers answering one or more LME/MCO Network survey questions. See Table 2, p. 4.

III. Physical Health

ADULT SURVEY PHYSICAL HEALTH

In general, would you say your health is:

LME/MCO	Total Respondents	Percentage By Response Category				
		"Excellent"	"Very Good"	"Good"	"Fair"	"Poor"
Alliance	354	11%	26%	34%	6%	6%
Cardinal	517	11%	22%	40%	6%	6%
CenterPoint	427	10%	21%	39%	6%	6%
CoastalCare	525	15%	28%	34%	4%	4%
ECBH	261	11%	18%	44%	7%	7%
Eastpointe	343	9%	18%	43%	6%	6%
MeckLINK	519	13%	29%	36%	4%	4%
Partners	316	6%	26%	38%	7%	7%
Sandhills	623	12%	23%	36%	7%	7%
Smoky Mtn	257	5%	21%	37%	9%	9%
Western	387	8%	21%	34%	7%	7%
State Total	4529	11%	23%	37%	6%	6%



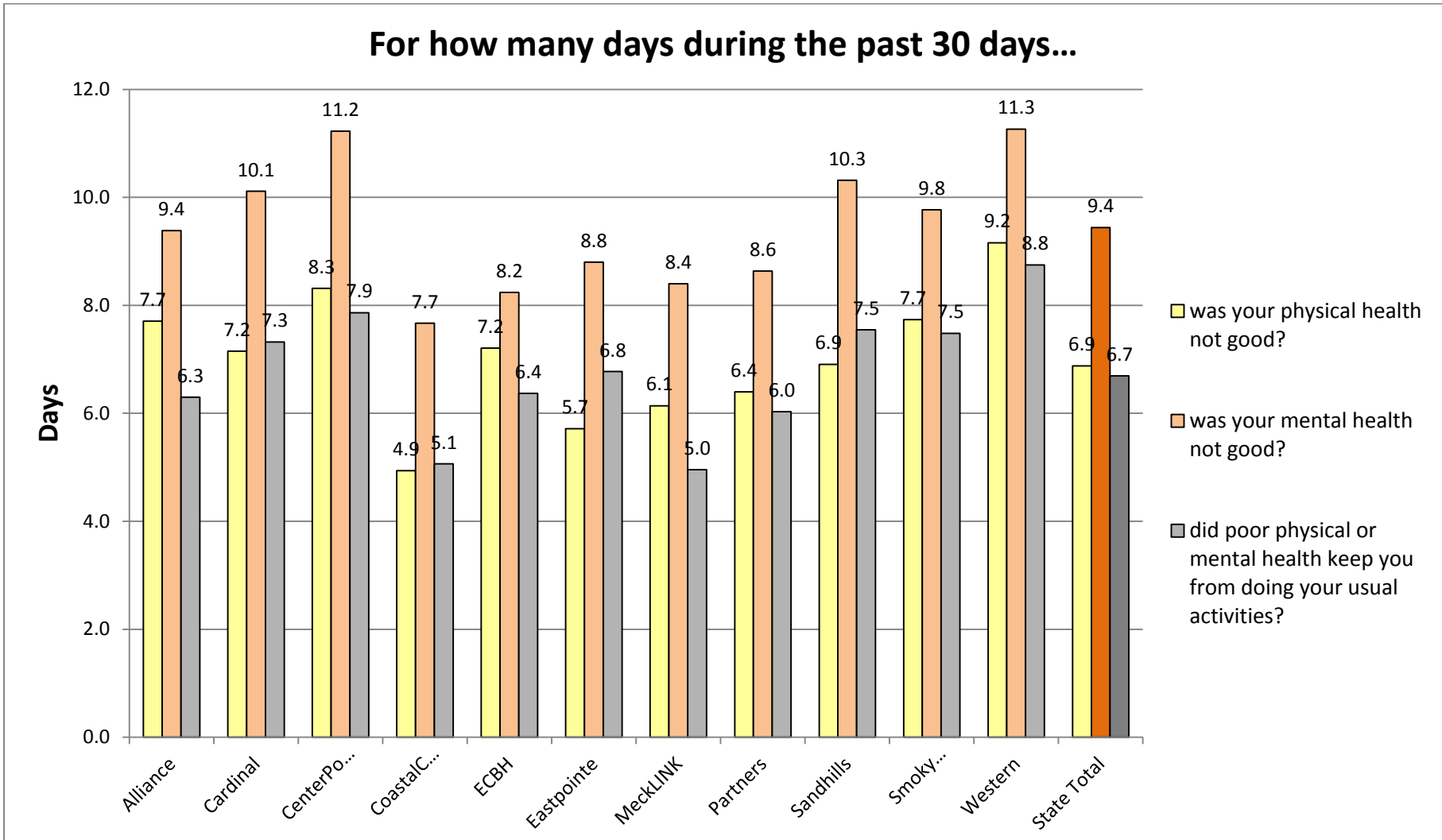
ADULT SURVEY PHYSICAL HEALTH

For how many days during the past 30 days...

	was your physical health not good?				was your mental health not good?				did poor physical or mental health keep you from doing your usual activities?			
	Avg Days	Responses	"Not Sure"	Total Respondents	Avg Days	Responses	"Not Sure"	Total Respondents	Avg Days	Responses	"Not Sure"	Total Respondents
LME/MCO												
Alliance	7.7	213	140	353	9.4	229	119	348	6.3	214	130	344
Cardinal	7.2	280	220	500	10.1	329	171	500	7.3	323	174	497
CenterPoint	8.3	246	185	431	11.2	312	118	430	7.9	296	135	431
CoastalCare	4.9	377	147	524	7.7	403	120	523	5.1	412	108	520
ECBH	7.2	169	95	264	8.2	196	64	260	6.4	194	66	260
Eastpointe	5.7	231	116	347	8.8	250	90	340	6.8	237	99	336
MeckLINK	6.1	300	220	520	8.4	340	172	512	5.0	334	177	511
Partners	6.4	209	107	316	8.6	212	98	310	6.0	220	84	304
Sandhills	6.9	338	274	612	10.3	390	226	616	7.5	381	228	609
Smoky Mtn	7.7	143	105	248	9.8	174	78	252	7.5	168	81	249
Western	9.2	233	165	398	11.3	261	129	390	8.8	252	141	393
State Total	6.9	2739	1774	4513	9.4	3096	1385	4481	6.7	3031	1423	4454

Note- "Responses" columns give numbers of consumers who provided numerical responses, i.e., number of days. "Total Respondents" columns also include consumers who gave responses of "Not Sure."

ADULT SURVEY PHYSICAL HEALTH



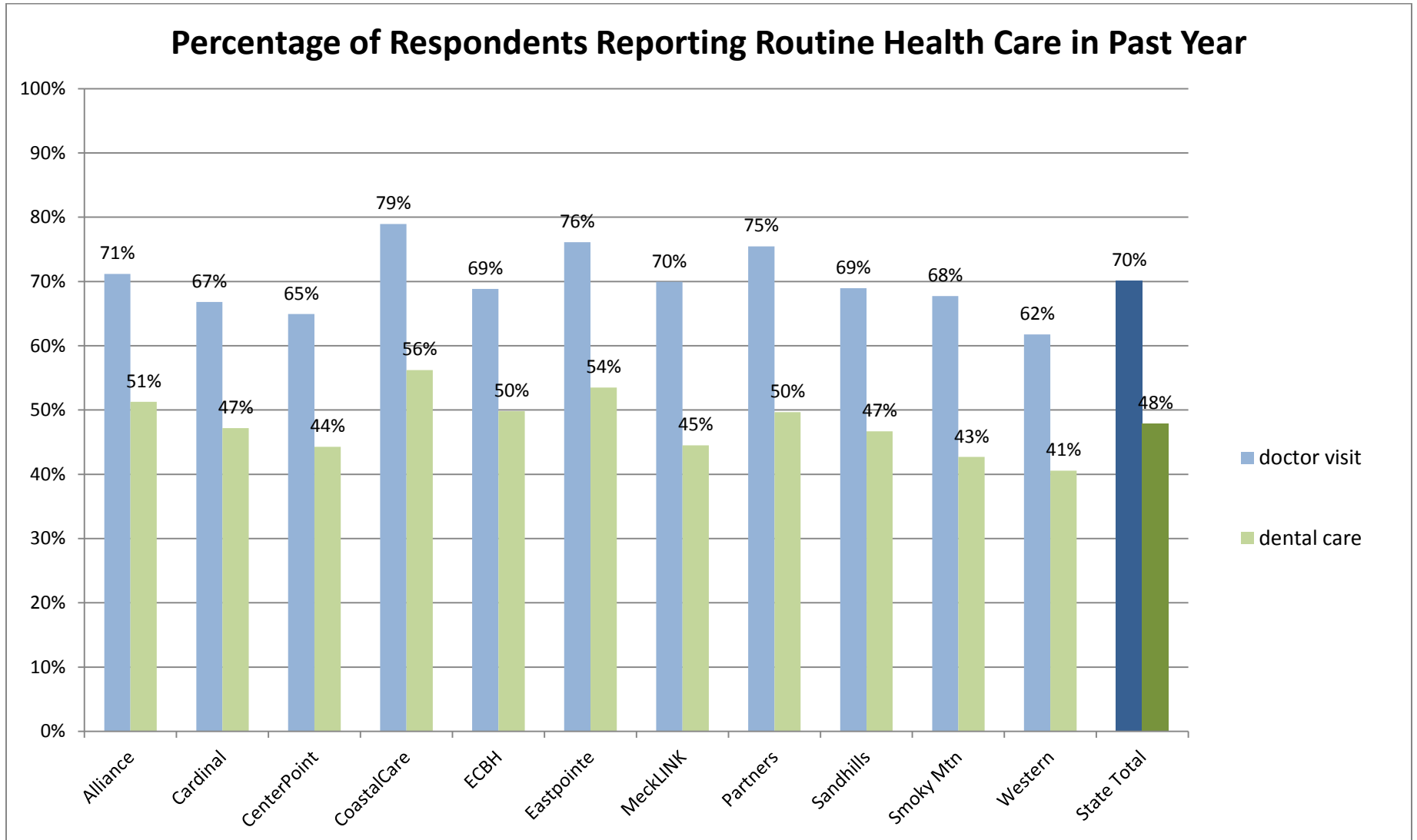
Note- See corresponding table on previous page.

ADULT SURVEY PHYSICAL HEALTH

About how long has it been since you last visited...

	a doctor for a routine check up?							a dentist for routine care?						
LME/MCO	Total Respondents	Past Year	1-2 Years	2-5 Years	5+ Years	Never	Not Sure	Total Respondents	Past Year	1-2 Years	2-5 Years	5+ Years	Never	Not Sure
Alliance	354	71%	11%	6%	6%	1%	3%	353	51%	14%	15%	10%	2%	8%
Cardinal	512	67%	9%	8%	6%	2%	9%	511	47%	12%	15%	14%	2%	10%
CenterPoint	422	65%	12%	6%	6%	1%	9%	420	44%	13%	13%	15%	3%	12%
CoastalCare	522	79%	7%	5%	3%	1%	7%	523	56%	10%	15%	9%	2%	7%
ECBH	260	69%	9%	8%	5%	0%	8%	259	50%	14%	12%	17%	3%	4%
Eastpointe	343	76%	6%	6%	4%	2%	6%	342	54%	10%	13%	9%	2%	11%
MeckLINK	519	70%	8%	7%	6%	2%	7%	519	45%	13%	14%	15%	3%	11%
Partners	314	75%	6%	7%	3%	1%	8%	312	50%	13%	15%	13%	1%	9%
Sandhills	622	69%	6%	7%	5%	1%	11%	621	47%	11%	13%	15%	3%	11%
Smoky Mtn	251	68%	10%	7%	9%	0%	6%	253	43%	16%	13%	19%	2%	8%
Western	387	62%	11%	10%	9%	1%	8%	387	41%	12%	17%	20%	2%	8%
State Total	4506	70%	8%	7%	6%	1%	8%	4500	48%	12%	14%	14%	2%	9%

ADULT SURVEY PHYSICAL HEALTH



Note- See corresponding table on previous page.

ADULT SURVEY PHYSICAL HEALTH

Have you ever been told by a doctor that you have...? (Check all that apply to you.)

LME/MCO	Total Respondents	Percentage Reporting Each Condition							
		Asthma	High Blood Pressure	Cancer	High Cholesterol	Diabetes	Stroke	Heart Disease	Not Sure
Alliance	360	16%	36%	2%	16%	13%	3%	4%	17%
Cardinal	526	16%	28%	3%	22%	14%	2%	4%	20%
CenterPoint	433	16%	32%	5%	18%	11%	3%	5%	18%
CoastalCare	528	16%	31%	3%	19%	12%	2%	4%	21%
ECBH	263	20%	35%	2%	17%	10%	4%	3%	10%
Eastpointe	347	18%	34%	4%	18%	12%	2%	5%	23%
MeckLINK	523	12%	28%	2%	16%	9%	2%	3%	23%
Partners	317	20%	26%	5%	24%	15%	3%	5%	14%
Sandhills	630	17%	35%	4%	27%	17%	3%	6%	17%
Smoky Mtn	259	21%	37%	6%	31%	18%	3%	7%	12%
Western	394	20%	35%	4%	23%	17%	4%	6%	15%
State Total	4580	17%	32%	4%	21%	13%	3%	5%	18%

ADULT SURVEY PHYSICAL HEALTH

Do you smoke cigarettes every day, some days or not at all?

		Percentage by Response Category				
	Total Respondents	“Every day”	“Some days”	“Not at all”	“Never smoked”	“Not sure”
Alliance	351	45%	11%	28%	15%	2%
Cardinal	507	46%	8%	30%	14%	2%
CenterPoint	420	49%	9%	28%	12%	1%
CoastalCare	517	33%	8%	31%	26%	2%
ECBH	259	58%	11%	24%	7%	1%
Eastpointe	339	48%	10%	30%	11%	2%
MeckLINK	514	50%	15%	24%	10%	2%
Partners	311	45%	7%	29%	18%	0%
Sandhills	613	39%	8%	31%	20%	2%
Smoky Mtn	249	44%	8%	31%	16%	1%
Western	385	56%	9%	25%	8%	2%
State Total	4465	46%	10%	28%	15%	2%

In a usual week, how many days do you do moderate physical activities such as walking briskly, biking, vacuuming, gardening or anything else that may increase your heart rate for at least 10 minutes at a time?

LME/MCO	Average Days	Responses	"Not Sure"	Total Respondents
Alliance	4.1	277	65	342
Cardinal	4.4	394	91	485
CenterPoint	4.4	333	72	405
CoastalCare	4.2	446	67	513
ECBH	4.9	226	32	258
Eastpointe	4.6	276	53	329
MeckLINK	4.6	422	68	490
Partners	4.4	257	50	307
Sandhills	4.2	474	106	580
Smoky Mtn	4.5	202	41	243
Western	4.7	300	72	372
StateTotal	4.4	3607	717	4324



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