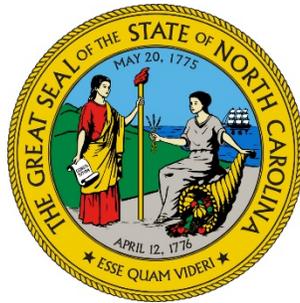


2018 MENTAL HEALTH AND SUBSTANCE USE SERVICES CONSUMER PERCEPTIONS OF CARE



NC DEPARTMENT OF **HEALTH AND HUMAN SERVICES**

Division of Mental Health,
Developmental Disabilities
and Substance Abuse Services

Quality Management

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Mental Health and Substance Use Services Consumer Perceptions of Care

The North Carolina Mental Health and Substance Use Services Consumer Perception of Care Survey assesses consumer satisfaction and perceptions of quality and outcomes of publicly funded Mental Health (MH) and Substance Use (SU) services. The annual survey satisfies a Substance Abuse and Mental Health Services Administration (SAMHSA) reporting requirement for the Community Mental Health Services Block Grant.

Statewide survey results are reported to SAMHSA each year for compilation and comparison to national data. To support quality monitoring at the regional level, the NC Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS) also shares survey data with the Local Management Entities-Managed Care Organizations (LME-MCOs) and publishes results by LME-MCO in this annual report.

Survey Administration

Confidential surveys are administered in English or Spanish at consumers’ provider agencies during a specified time each year. Individual participation is completely voluntary. The 2018 survey was administered between May 7, 2018 and June 5, 2018.

Each North Carolina LME-MCO was required to submit a total number of completed surveys approximately equal to four percent of its average number of Medicaid, State, and Federal Block Grant MH and SU consumers served per month. Numbers of required Adult, Youth, and Child Family surveys were approximately proportionate to numbers served from each age group.

TABLE 1: 2018 CONSUMER PERCEPTION OF CARE SURVEYS REQUIRED PER LME-MCO

LME-MCO	Adult	Youth	Child Family	Total	Percent of State
Alliance Behavioral Healthcare	500	150	150	800	16%
Cardinal Innovations Healthcare	825	200	200	1,225	24%
Eastpointe	325	100	100	525	10%
Partners Behavioral Health	375	100	100	575	11%
Sandhills Center	350	100	100	550	11%
Trillium Health Resources	525	125	150	800	16%
Vaya Health	475	100	125	700	14%
Total	3,375	875	925	5,175	100%
Percent of State	65%	17%	18%	100%	

Each LME-MCO determined how many and which of their contracted providers would assist in administering surveys to their clients and the number of completed surveys to request from each participating provider. DMH/DD/SAS guidelines for LME-MCOs recommend randomly sampling prior service claims to determine which providers to include and the numbers of surveys to assign to each.

Results in this report are based on all surveys for which respondents answered at least one question about their services, LME-MCO, or physical health.

TABLE 2: 2018 CONSUMER PERCEPTION OF CARE SURVEYS COMPLETED PER LME-MCO*

LME-MCO	Adult	Youth	Child Family	Total	Percent of State
Alliance Behavioral Healthcare	574	162	157	893	13%
Cardinal Innovations Healthcare	1,064	212	212	1488	22%
Eastpointe	451	140	154	745	11%
Partners Behavioral Health	517	148	134	799	12%
Sandhills Center	415	146	119	680	10%
Trillium Health Resources	907	326	269	1502	22%
Vaya Health	420	91	95	606	9%
Total	4,348	1,225	1,140	6713	100%
Percent of State	65%	18%	17%	100%	

* Respondent answered at least one question about their services, LME-MCO, or physical health.

Survey Domains

The main component of the Perception of Care surveys administered in North Carolina is the nationally standardized Mental Health Statistical Improvement Project (MHSIP) survey. MHSIP survey questions measure consumer perceptions related to the following domains of care:

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

Different survey versions for adults, youth, and family members of child consumers assess different subsets of the eight MHSIP domains.

TABLE 4: CONSUMER PERCEPTION OF CARE SURVEY DOMAINS

	Adult Survey (18 Years and Older)	Youth Survey (12 to 17 Years)	Family Survey (Children Under 12)
<i>Access to Services</i>	✓	✓	✓
<i>Treatment Planning</i>	✓	✓	✓
<i>Quality and Appropriateness</i>	✓		
<i>Cultural Sensitivity</i>		✓	✓
<i>Outcomes</i>	✓	✓	✓
<i>Functioning</i>	✓		✓
<i>Social Connectedness</i>	✓		✓
<i>General Satisfaction</i>	✓	✓	✓

The Adult Survey version is completed by individuals ages 18 years and older, the Youth Survey by consumers ages 12 to 17 years, and the Family Survey by parents, family members, or guardians of children ages 11 years and younger. Each version of the Perception of Care Survey includes additional background questions and a short section about the consumer’s experience with the LME-MCO and its providers. The Adult Survey also includes questions about respondent physical health.

Survey Domain Scores

To calculate respondent scores for each survey domain, responses to MHSIP survey questions are first assigned number scores from 1 (Strongly Agree, indicating a positive perception) to 5 (Strongly Disagree, indicating a negative perception), with a neutral point of 3. Each MHSIP domain score then is computed as the average number score for the items that count toward the domain.

For analysis and reporting, the resulting numerical domain scores are categorized as Positive, Neutral, or Negative. Positive scores range from 1.00 to 2.49. The percentage of Positive scores (“percent positive”) for a domain is the proportion of respondents with an average item score in that range. Neutral scores range from 2.50 to 3.49. Negative scores range from 3.50 to 5.00.

A domain score is calculated only if a respondent answered two-thirds or more of the domain items with a response other than “N/A” (not applicable). For this reason, total numbers of respondents with calculated scores for each domain vary and generally are smaller than the total number of survey respondents.

Domain Score Confidence Intervals

Scores based on a sample of a population are estimates. They may differ from true population scores due to sampling error. In later sections of this report, survey domain scores for different groups of respondents are shown with their 95 percent confidence intervals. The confidence interval (CI) is a range of values around a score. The stated confidence level of a CI is the probability that it includes the true population score.

The number of percentage points the CI extends in positive and negative directions from the sample score is the margin of error. The difference between two group scores is statistically significant at the stated confidence level when the CIs around them do not overlap to contain any of the same values. A statistically significant difference between sample scores means the population scores are probably different.

In general, larger samples produce more reliable estimates of population scores. Because estimates based on larger samples contain less sampling error, the CIs around sample scores from larger samples are smaller. Scores based on smaller samples contain more error and the CIs around them are wider.¹

In this report, the widths of LME-MCO percentage score CIs differ from one another due to variations in their survey sample sizes. CIs for individual LME-MCOs also are wider than CIs for State Total percentages. This is because State Total scores are based on the much larger combined sample of respondents from all LME-MCOs.

Data Limitations and Interpretation of Results

The methods used to gather survey data may influence the data and limit the conclusions that can be drawn from the results of any survey. Several factors should be considered when interpreting and evaluating survey scores and any apparent differences between groups presented in this report.

Random selection helps ensure that a survey sample represents the features of the larger population from which it is drawn. However, LME-MCO Perception of Care survey samples are not truly random for several reasons. For example, survey administration occurs during a certain period each year, and only individuals who receive services at that time have the chance to

¹ Given equal sample sizes, confidence intervals for more extreme scores—those close to zero or 100 percent—will also be smaller than those for scores that are closer to 50 percent.

participate. Survey participation is also voluntary, and self-selection factors may influence who agrees or declines to participate. For reasons such as these, samples may differ in known and unknown ways from their populations, and some may be more representative than others.

The amount of error in LME-MCO survey samples also may vary because of differences in the sample sizes. LME-MCOs who serve smaller populations generally administer fewer surveys. This proportionate sampling approach helps to ensure that the full sample reflects the consumer population statewide. However, as previously discussed, scores based on smaller samples have larger margins of error. For this reason, scores for LME-MCOs that serve smaller populations generally have wider confidence intervals and contain more sampling error than scores for LME-MCOs that serve larger populations.²

LME-MCO MHSIP survey domain “percent positive” scores are total or aggregate summaries that reflect the combined perceptions of all members of the survey sample. If some subgroups of consumers report more positive perceptions about certain aspects of their care, variations in LME-MCO sample composition may contribute to apparent score differences. For example, LME-MCOs might serve or survey different percentages of male and female and/or MH and SUD consumers, whose perceptions may differ on average in some survey domains. Evaluation of sample composition may be a useful first step toward understanding any observed differences between LME-MCOs. Domain score variations by consumer age, gender, race/ethnicity, and primary service type are explored, and variations in LME-MCO sample composition are summarized, in later sections of this report.

Finally, statistically significant differences are not always of practical or clinical importance. On the other hand, small score differences may reflect real trends and meaningful differences in consumer experiences. Survey scores in this report may be most useful when evaluated and interpreted together with other sources of data that measure similar or related aspects of consumer care and outcomes.

² Confidence intervals may assist in the interpretation of differences between LME-MCO scores, but they cannot be used to draw conclusions about the statistical significance of a difference between an LME-MCO score and the corresponding State Total. This is because the State Total includes all of the responses that make up the LME-MCO scores. In general, LME-MCOs with larger samples influence State Totals more and therefore are less likely to appear to differ substantially from the State Total compared to LME-MCOs with smaller samples.

Statewide Annual Trends in Consumer Perceptions of Care

Statewide Adult Survey, Youth Survey, and Family Survey MHSIP domain scores for the 2010 through 2018 survey years are shown in Figures 1, 2, and 3. Several trends in consumer perceptions are apparent across this period.

- Adult consumers reported more positive perceptions than youth respondents in all domains, and child family members reported more positive perceptions than youth in all but the *Outcomes/Functioning* domains. Child family members reported more positive perceptions than adults related to *Access, Treatment Planning, Quality and Appropriateness/Cultural Sensitivity, and Social Connectedness*.
- More respondents from each of the three survey populations reported positive perceptions about their experiences with providers (*Access, Treatment Planning, Quality and Appropriateness, Cultural Sensitivity, and General Satisfaction* domains) than about their treatment outcomes and other relationships (*Outcomes, Functioning, and Social Connectedness* domains).
- Domains rated positively by 90 percent or more respondents on average include the following:
 - Adult Survey *Access, Quality and Appropriateness and General Satisfaction*
 - Youth Survey *Cultural Sensitivity*
 - Family Survey *Access, Treatment Planning, Cultural Sensitivity, and General Satisfaction*
- Domains rated positively by fewer than 80 percent of respondents on average include the following:
 - Adult Survey *Outcomes, Functioning, and Social Connectedness*
 - Youth Survey *Treatment Planning and Outcomes*
 - Family Survey child *Outcomes and Functioning*
- Domain scores are fairly stable over the nine-year period. The most variable domains include the following:
 - Adult Survey *Treatment Planning and Functioning*
 - Youth Survey *Access and General Satisfaction*
 - Family Survey *Social Connectedness*

FIGURE 1: STATEWIDE TRENDS IN ADULT SURVEY MHSIP DOMAIN SCORES

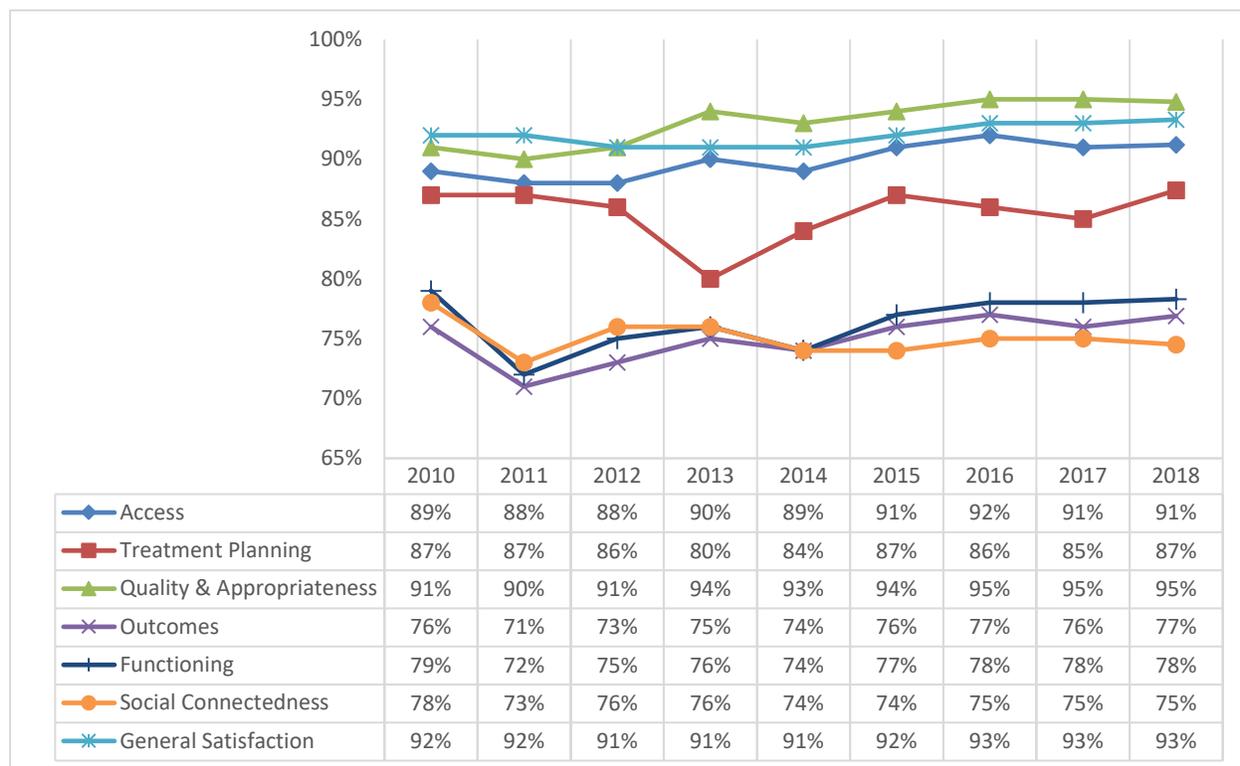


FIGURE 2: STATEWIDE TRENDS IN YOUTH SURVEY MHSIP DOMAIN SCORES

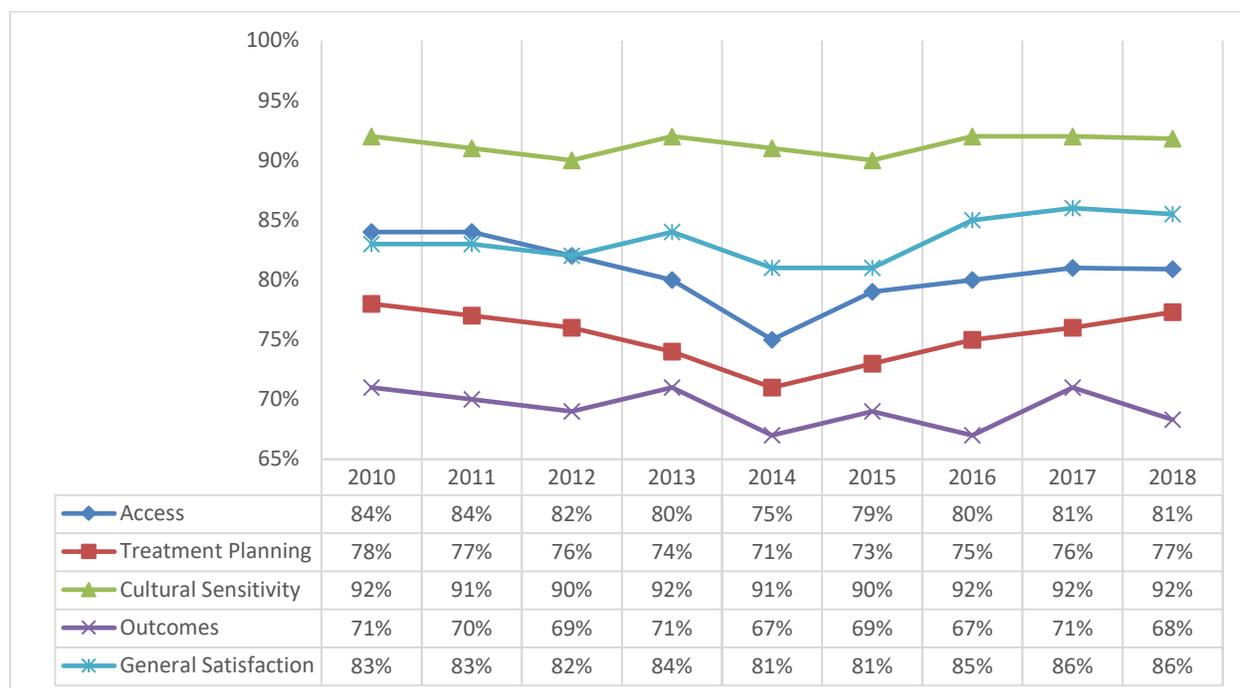
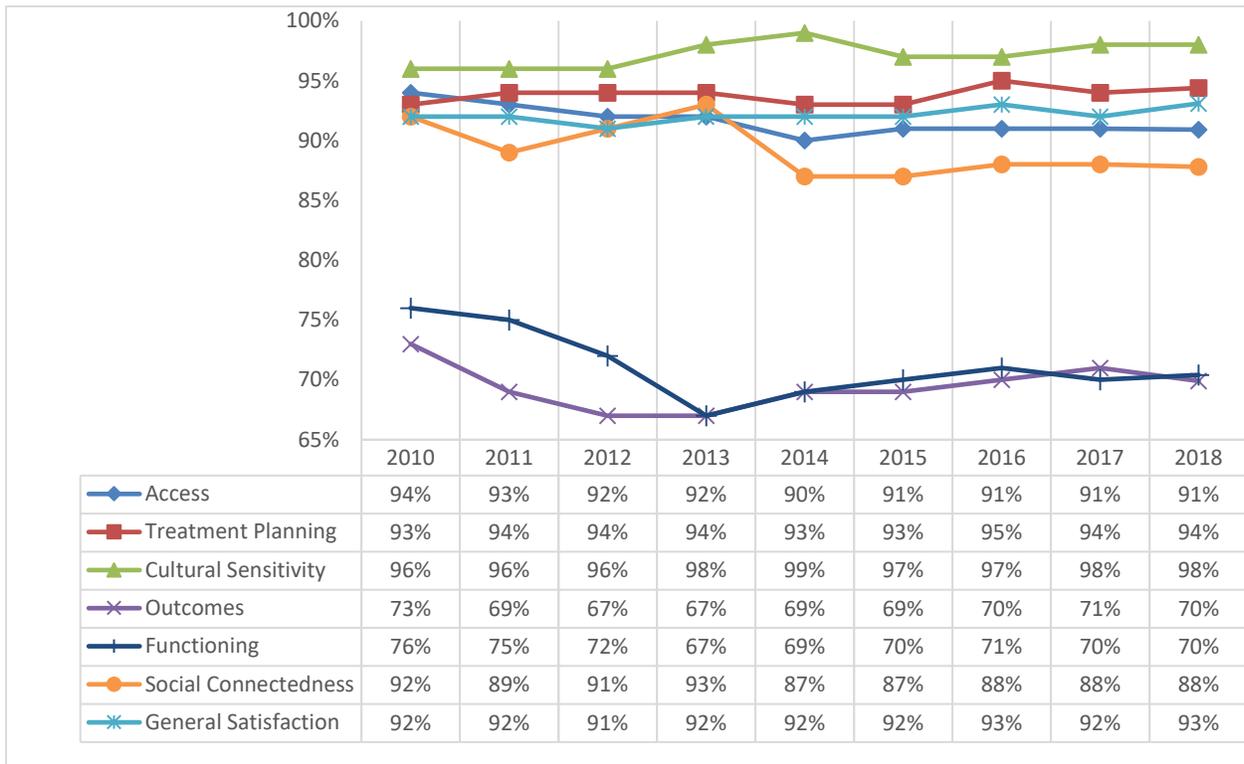


FIGURE 3: STATEWIDE TRENDS IN FAMILY SURVEY MHSIP DOMAIN SCORES FOR CHILDREN UNDER 12 YEARS



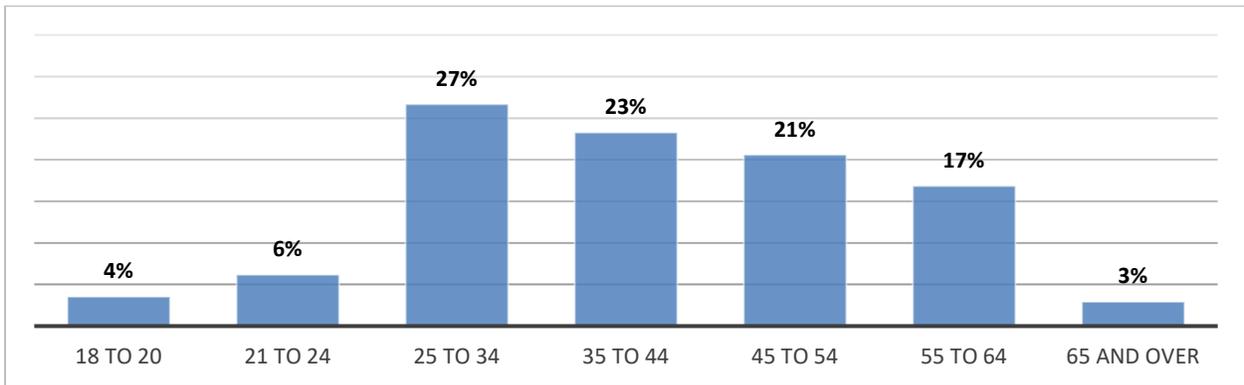
*Family Survey *Outcomes* and *Functioning* MHSIP domain scores are based on five common items, and both domains include one additional unique item.

Survey Respondent Characteristics

Adult Survey

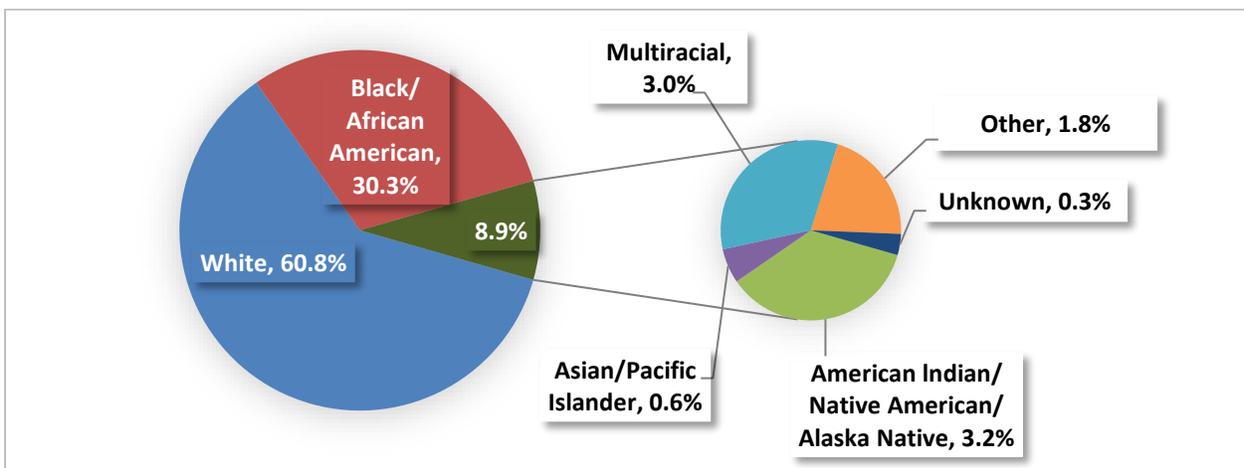
The 2018 Adult Survey sample included 4,263 individuals with a reported age within the requested range of 18 years and older.³ This group had an average age of 41.2 years and included more female (60%) than male (40%) respondents.

FIGURE 4: ADULT RESPONDENT AGE DISTRIBUTION



Over sixty percent (61%) reported that their racial background is best described as White, and thirty percent (30%) selected Black/African American. A total of 3.5 percent of the sample also identified as Hispanic or Latino.

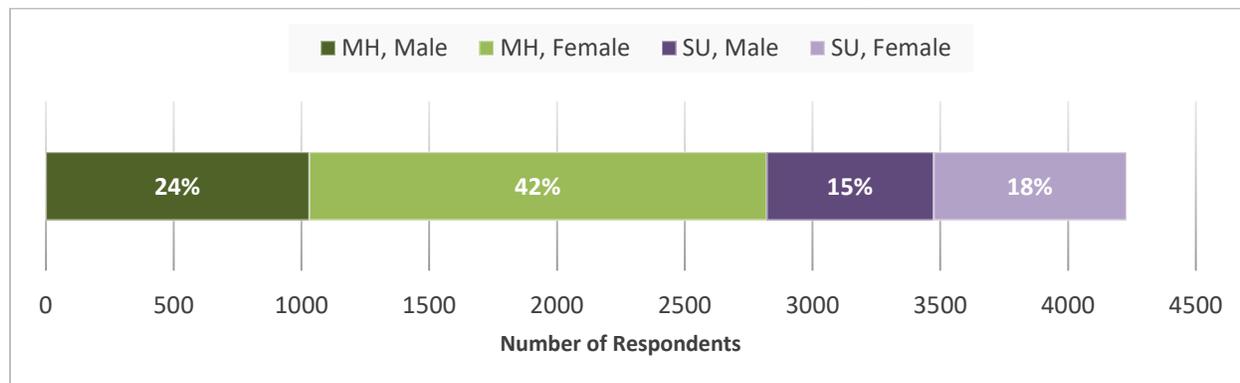
FIGURE 5: ADULT RESPONDENT RACE/ETHNICITY



³ Analyses in later sections of this report include surveys from an additional 63 respondents who did not report age. Surveys for 22 respondents with reported ages under 18 years are excluded from all subsequent analysis.

Two-thirds of adults (67%) reported that their primary reason for receiving services was related to mental health. One-third (33%) reported the primary reason was substance use. MH services clients included nearly twice as many women as men, while SU clients were more evenly split between genders. Likewise, the sample included approximately twice as many male MH as male SU clients, and approximately three times as many female MH as female SU respondents.

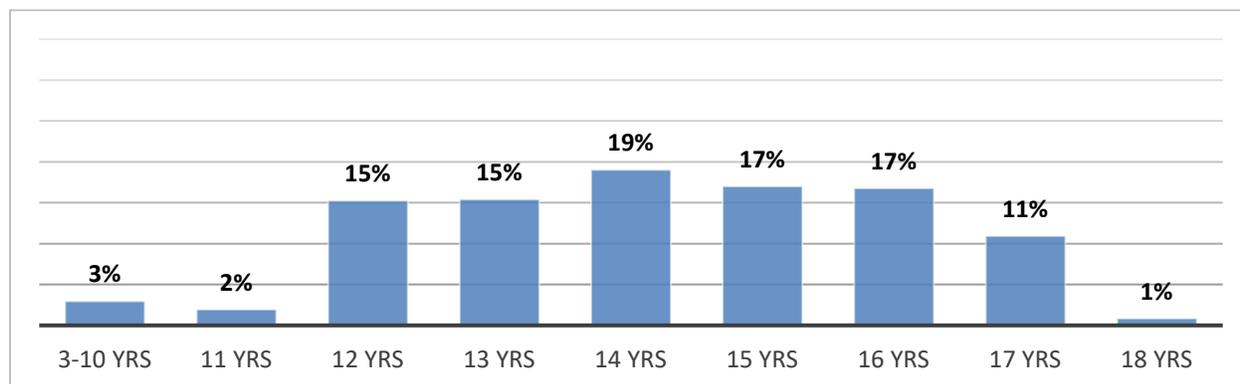
FIGURE 6: ADULT RESPONDENT GENDER AND PRIMARY REASON FOR SERVICES, PERCENTAGE OF TOTAL SAMPLE



Youth Survey

The Youth Survey sample included 1121 respondents within the requested range of 12 to 17 years, 58 with reported ages younger than 12 years, and ten age 18 years, for a total of 1,189 with a reported age under 20 years.⁴ This group had an average age of 14.2 years and consisted of 54 percent male and 46 percent female respondents.

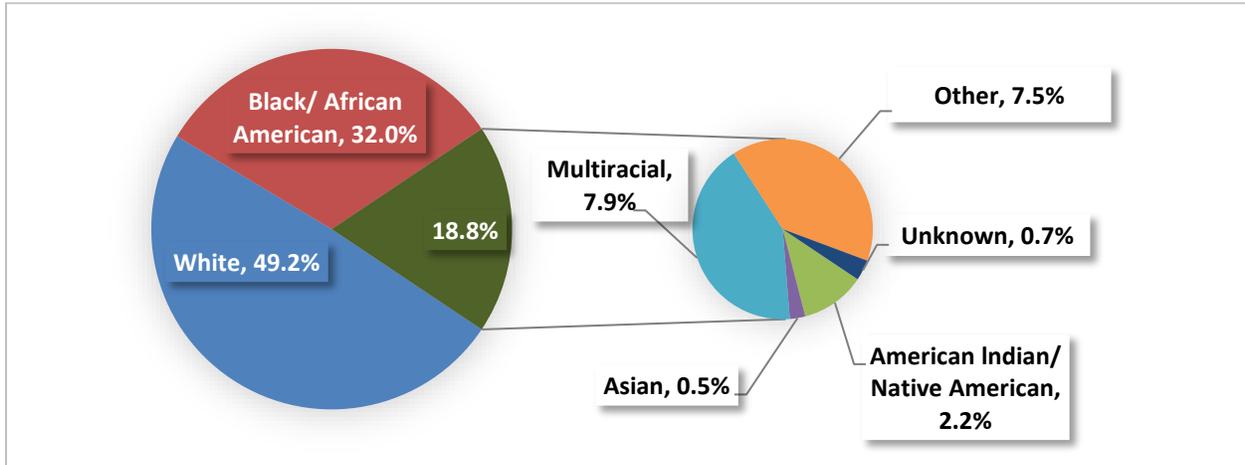
FIGURE 7: YOUTH RESPONDENT AGE DISTRIBUTION



⁴Analyses in later sections of this report include surveys from an additional 19 respondents who did not report age. Surveys for 17 respondents with reported ages greater than 18 years are excluded from all subsequent analysis.

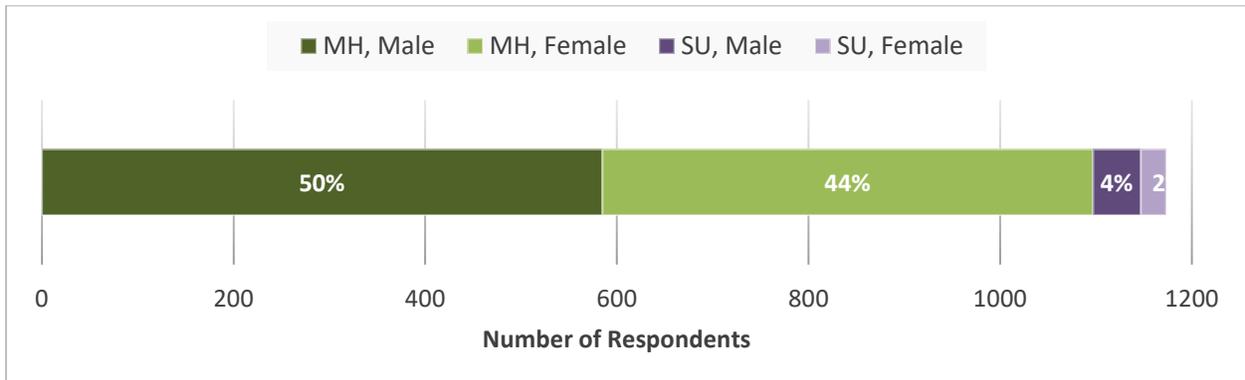
Approximately half (49%) of respondents identified as White, one-third (32%) as Black/African American, and eight percent (8%) as multiracial. Approximately one of every eight respondents (13%) also self-identified as Hispanic or Latino.

FIGURE 8: YOUTH RESPONDENT RACE/ETHNICITY



Few youth respondents of either gender reported a primary reason for receiving services related to SU (6.5%). Most (93.5%) reported MH as the primary reason.

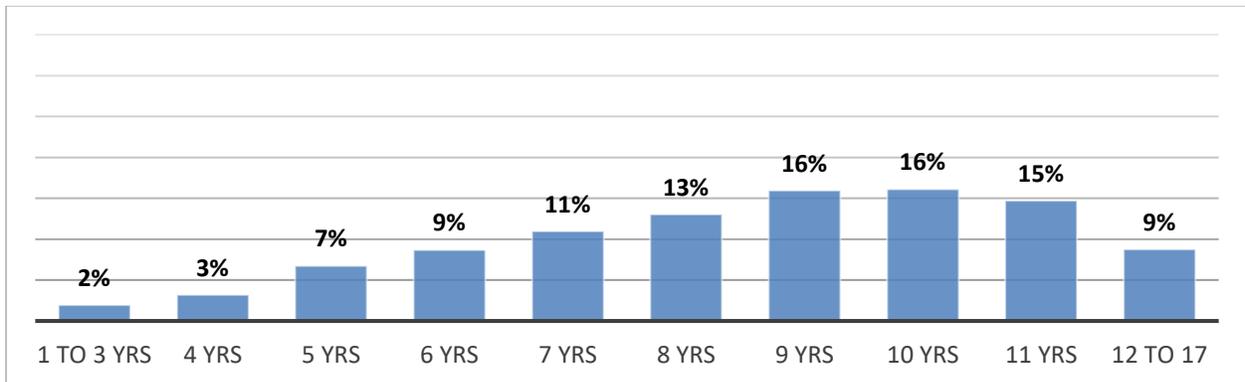
FIGURE 9: YOUTH RESPONDENT GENDER AND PRIMARY REASON FOR SERVICES, PERCENTAGE OF TOTAL SAMPLE



Family Survey⁵

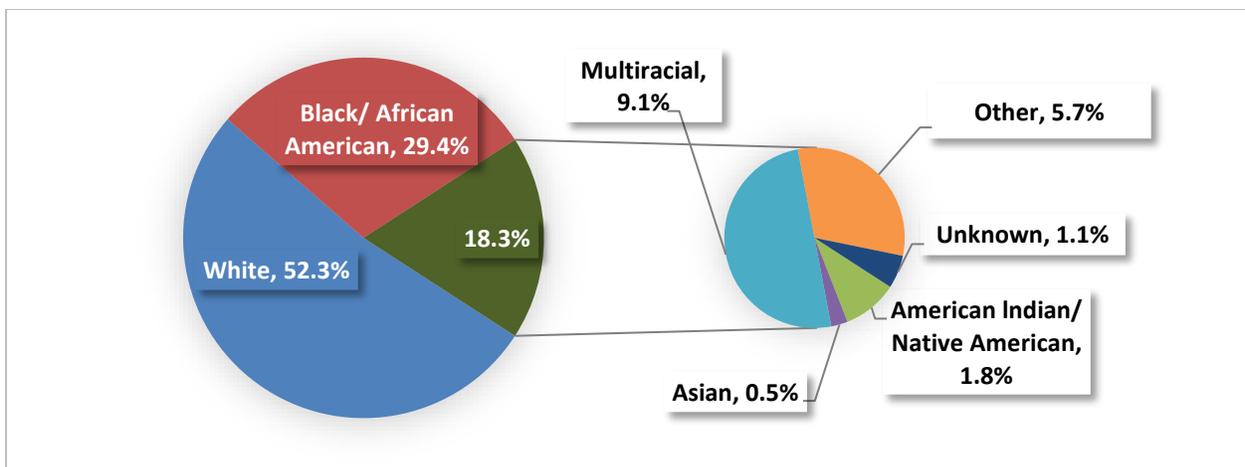
Family Surveys were completed for 1,031 children within the requested age range of 11 years and younger, and for an additional 99 consumers ages 12 to 17 years, for a total of 1,120 surveys.⁶ The group consisted of 62 percent male and 38 percent female consumers with an average age of 8.7 years.

FIGURE 10: FAMILY SURVEY CHILD AGE DISTRIBUTION



Over half (52%) of respondents reported a child racial background of White, nearly one-third (29%) as Black/African American, and nine percent (9%) as multiracial. Fourteen percent (14%) of child consumers also were described as Hispanic or Latino.

FIGURE 11: FAMILY SURVEY CHILD RACE/ETHNICITY



⁵Analysis of Family Survey data does not include primary service type. Only seven male and three child consumers in the sample were described as receiving services primarily for SU.

⁶Analyses in later sections of this report include surveys from an additional 5 respondents who did not report child age. Surveys for five respondents who reported consumer ages of 18 years and older are excluded from all subsequent analysis.

Respondent Characteristics and Perceptions of Care

A series of analyses was conducted to determine if perceptions of care varied with consumer age, racial/ethnic background, gender, and primary service type.

Consumer Age

Correlation coefficients were computed between consumer age and each MHSIP survey domain numerical score.⁷ Consumer age was not substantially related to any survey domain within any of the three samples.⁸ Where a correlation coefficient of +/-1.0 indicates a perfect predictive relationship and a correlation of 0.0 indicates no relationship at all, all correlations were smaller than +/-0.10.

Race/Ethnic Background

Comparative analysis of MHSIP survey domain scores by racial/ethnic group was limited to groups with a minimum of 100 respondents per survey population. Adult, youth, and child family survey samples each included 100 or more non-Hispanic Black/African American, non-Hispanic White individuals, and Hispanic/Latino respondents; the Adult sample also included more than 100 American Indian/Native American respondents.⁹ No significant between group differences were noted in any of the MHSIP domains.¹⁰

Gender

Among Adult Survey respondents, a significantly larger percentage of male than female respondents reported positive perceptions in *Social Connectedness*. Somewhat larger percentages of male respondents also reported positive *Outcomes* and *Functioning*. These differences neared but did not reach statistical significance.

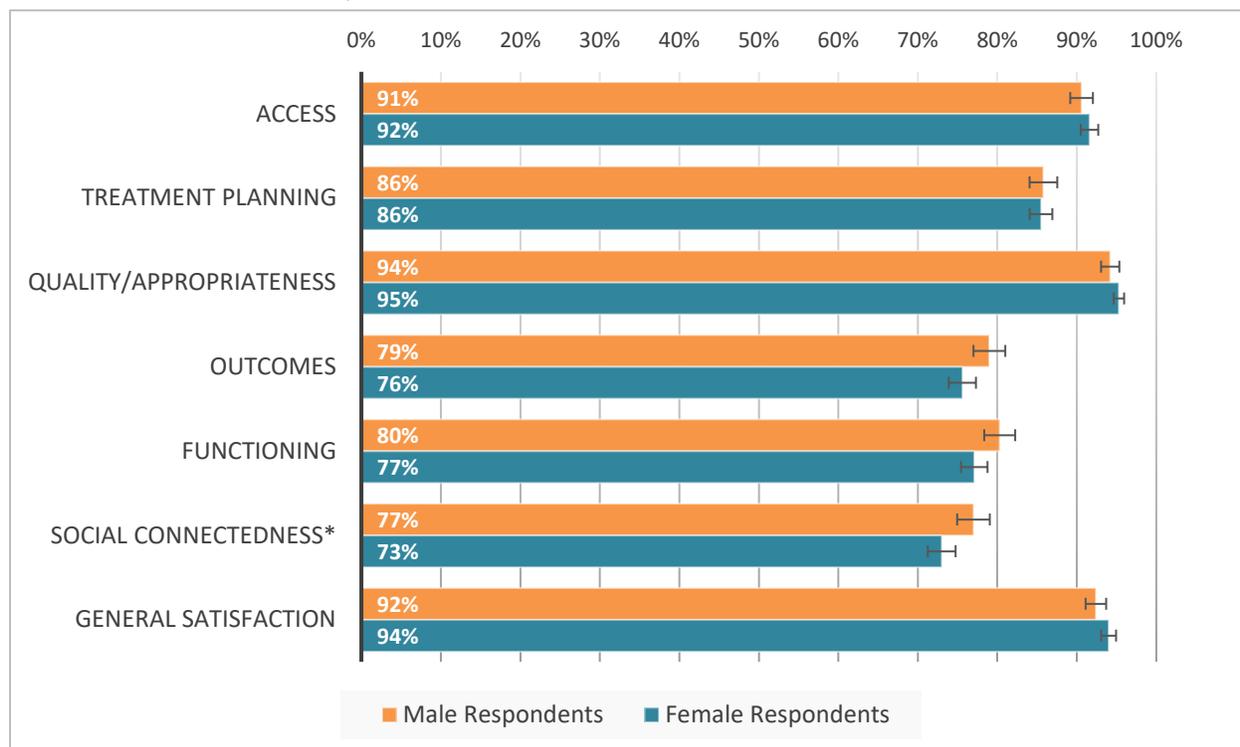
⁷ The numerical domain score is the average item score for all items that count toward the domain.

⁸ As shown in Figures 1, 2, and 3, however, scores for similar domains did vary across the three respondent populations.

⁹ The Hispanic/Latino category was created by selecting all individuals who identified as Hispanic/Latino regardless of other reported racial/ethnic background. Hispanic/Latino respondents included 20% of adults, 27% of youth, and 26% of child consumers identified as multiracial, resulting in non-Hispanic multiracial samples smaller than the threshold of 100 for this analysis.

¹⁰ In each MHSIP domain and survey population, the 95 percent confidence interval around each racial/ethnic group percent positive score overlapped with the 95% CIs of all other groups.

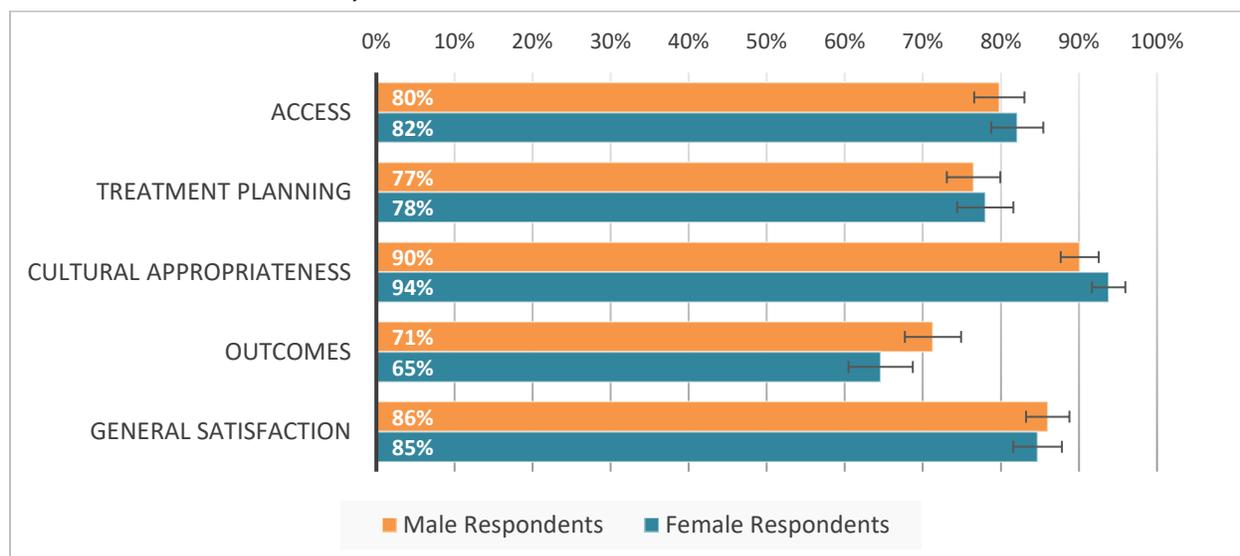
FIGURE 15: MHSIP DOMAINS, PERCENT POSITIVE BY ADULT RESPONDENT GENDER



*Percentages are significantly different at the 95 percent confidence level. Error bars show 95% CIs.

A somewhat larger percentage of male compared to female Youth Survey respondents reported positive *Outcomes*. This difference neared but did not reach statistical significance.

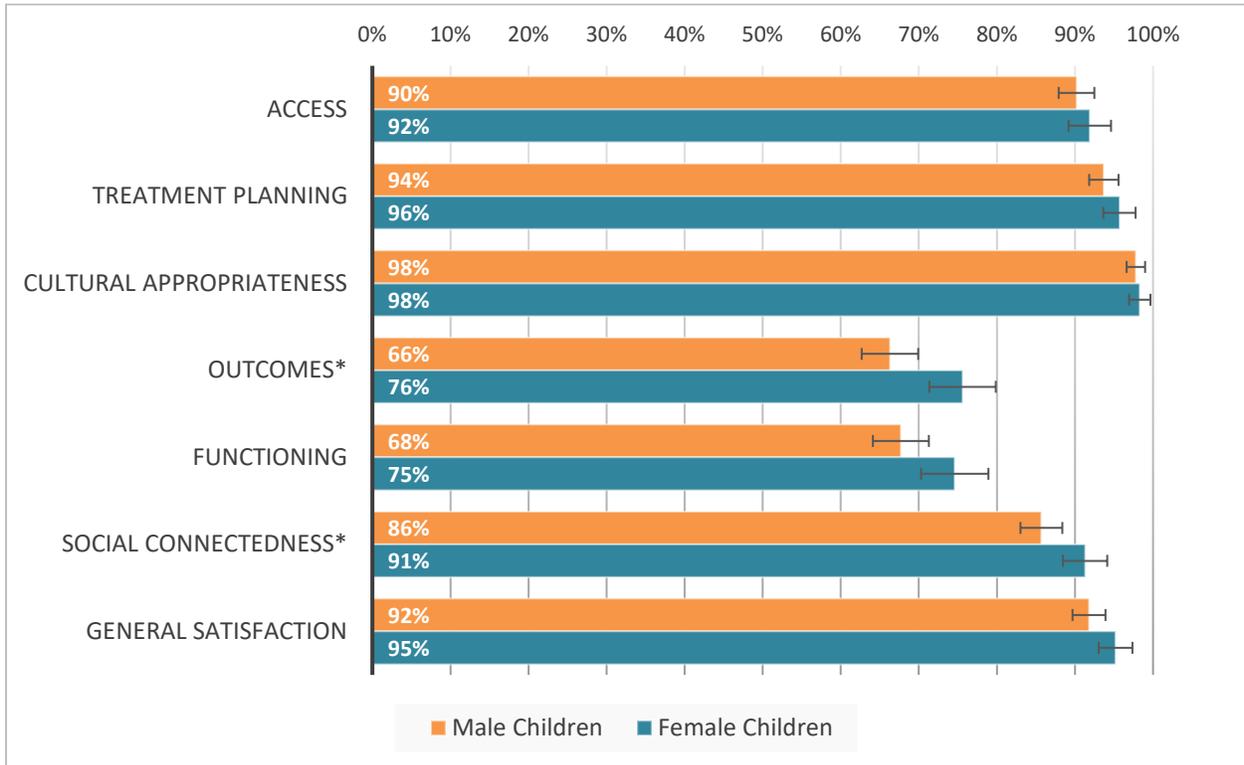
FIGURE 16 : MHSIP DOMAINS, PERCENT POSITIVE BY YOUTH RESPONDENT GENDER



Error bars show 95% CIs.

Significantly larger percentages of family members of female children reported positive *Outcomes* and *Social Connectedness* compared to family members of male children.

FIGURE 17: MHSIP DOMAINS, PERCENT POSITIVE BY CHILD CONSUMER GENDER

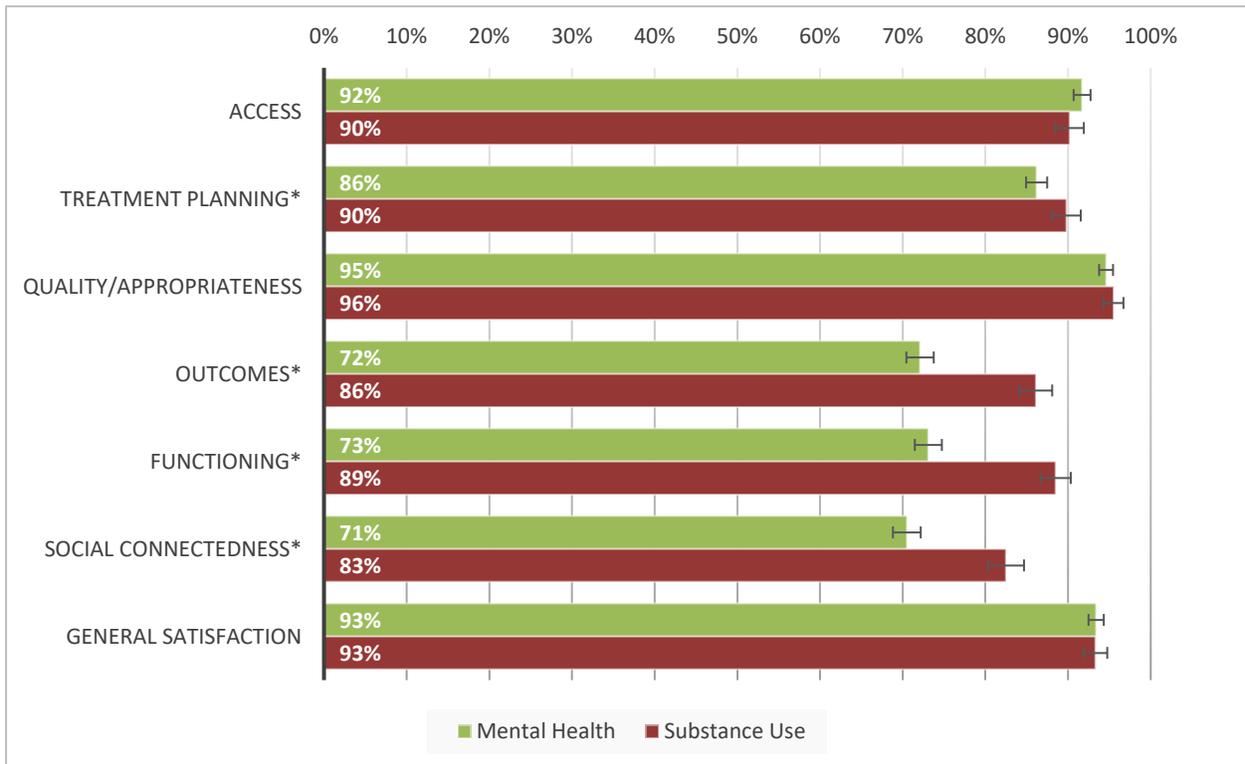


*Percentages are significantly different at the 95 percent confidence level. Error bars show 95% CIs.

Primary Service Type

Comparison of consumers with primary MH and SU service types was limited to the Adult Survey. Adults who reported SU as the primary reason for services were significantly more likely to report positive perceptions related to *Treatment Planning*, and they were significantly and substantially more likely to report positive *Outcomes*, *Functioning*, and *Social Connectedness*.

FIGURE 18: MHSIP DOMAINS, PERCENT POSITIVE BY ADULT RESPONDENT PRIMARY SERVICE TYPE



*Percentages are significantly different at the 95 percent confidence level. Error bars show 95% CIs.

LME-MCO Respondent Sample Variations

The current section of the report explores the demographic composition of LME-MCO respondent samples. This descriptive analysis is limited to respondent characteristics for which significant group differences in MHSIP domain scores were observed in the previous analysis: respondent gender and adult consumer primary service type.¹¹

LME-MCO percentages of adult male and female survey respondents were fairly comparable to one another and to the statewide ratio of 40 percent male to 60 percent female respondents. Vaya and Sandhills LME-MCO samples differed most from one another in their percentages of MH and SUD consumers and from the statewide ratio of approximately two-thirds MH consumers to one-third SUD service respondents.

TABLE 8: LME-MCO PERCENTAGES OF ADULT SURVEY RESPONDENTS BY GENDER AND PRIMARY SERVICE TYPE

LME-MCO	Mental Health Consumers		SUD Consumers		Percentages by Gender		Percentages by Primary Service Type	
	M	F	M	F	M	F	MH	SU
Alliance	29%	45%	15%	12%	43%	57%	73%	27%
Cardinal	22%	43%	17%	18%	39%	61%	65%	35%
Eastpointe	27%	41%	13%	19%	40%	60%	68%	32%
Partners	22%	45%	14%	20%	36%	64%	67%	34%
Sandhills	24%	34%	19%	24%	42%	58%	57%	43%
Trillium	25%	38%	18%	20%	43%	58%	62%	38%
Vaya	25%	54%	9%	11%	34%	66%	79%	21%
State Total	24%	42%	15%	18%	40%	60%	67%	33%

The widest 95% confidence interval around the percentages above is approximately +/-4.5%.

LME-MCO percentages of male and female youth survey and child consumers were all similar to one another and to statewide percentages.

¹¹ MHSIP score differences between male and female respondents or MH and SUD consumers may contribute to LME-MCO score differences if the relative proportions of male and female or MH and SUD consumer respondents vary across LME-MCOs.

TABLE 9: LME-MCO YOUTH RESPONDENT AND CHILD FAMILY SURVEY CONSUMER GENDER

LME-MCO	Youth Survey		Child Family Survey	
	Male	Female	Male	Female
Alliance	56%	44%	59%	41%
Cardinal	51%	49%	65%	36%
Eastpointe	58%	42%	61%	39%
Partners	59%	42%	60%	40%
Sandhills	55%	45%	64%	36%
Trillium	51%	49%	61%	39%
Vaya	53%	47%	68%	32%
State Total	54%	46%	62%	38%

The widest 95% confidence interval around the percentages above is approximately +/-10%.

Perception of Care Survey Results

The remainder of this report presents MH/SU Consumer Perception of Care Survey results in three sections:

LME-MCO Consumer Perceptions of Care are presented for Adult, Youth, and Family Surveys. Results for each MHSIP survey domain are presented on a separate page that includes the following:

1. A summary of the statewide percentages of respondents with positive and negative perceptions;
2. A list of the items that count toward the domain;
3. A bar chart that shows the percentage of respondents from each LME-MCO who reported positive perceptions and the 95% confidence interval around each percentage; and
4. A summary table that shows each LME-MCO's total number of respondents who had a calculated score for the domain, and percentages of respondents who reported negative, neutral, and positive perceptions.

LME-MCO Network survey responses are summarized on separate pages for Adult, Youth, and Family Surveys. Data tables show statewide and LME-MCO percentages of respondents who responded, "Yes" to each question, or who selected each response option. LME-MCO annual trends are shown in a series of charts.

Adult Survey Physical Health results are presented in summary data tables and charts that show statewide and LME-MCO average scores or percentages of respondents who selected each question response option.

LME-MCO Consumer Perceptions of Care

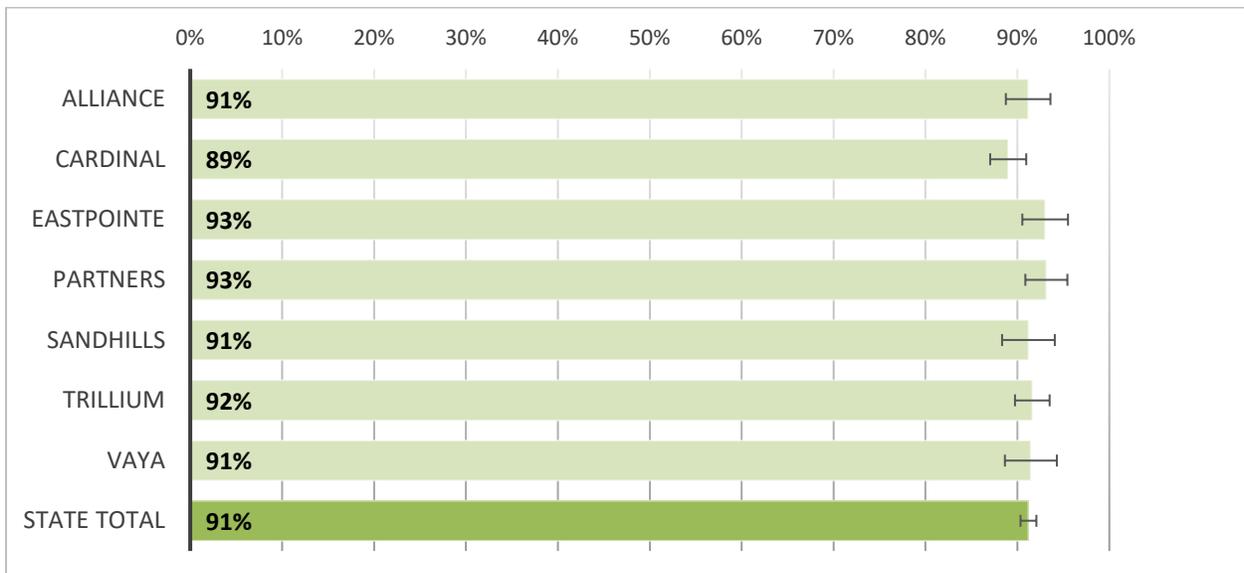
ADULT SURVEY: ACCESS

Statewide, 91 percent of adult respondents reported positive perceptions about Access to services, and one percent reported negative perceptions.

ADULT ACCESS DOMAIN 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 ACCESS: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from +/-1.9% to +/-2.9%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

ADULT ACCESS: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	566	91.2%	7.8%	1.1%
Cardinal	1,027	89.0%	9.7%	1.3%
Eastpointe	444	93.0%	6.3%	0.7%
Partners	511	93.2%	5.7%	1.2%
Sandhills	409	91.2%	8.1%	0.7%
Trillium	883	91.6%	7.6%	0.8%
Vaya	410	91.5%	7.1%	1.5%
State Total	4,250	91.2%	7.8%	1.0%

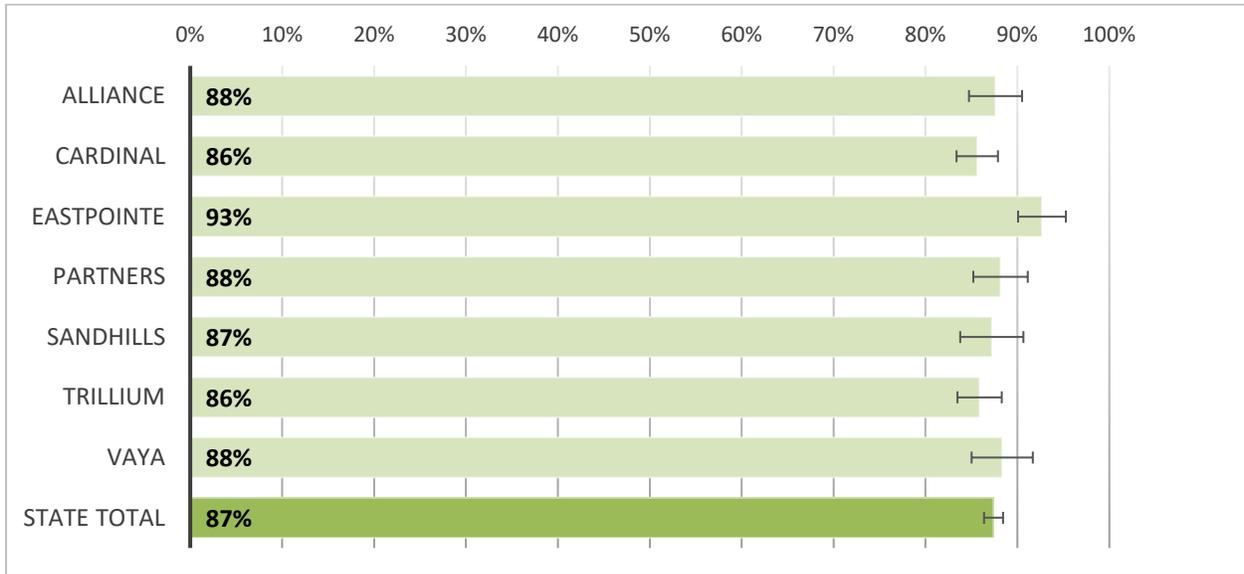
ADULT SURVEY: *TREATMENT PLANNING*

Statewide, 87 percent of adult respondents reported positive perceptions about their involvement in *Treatment Planning*, and two percent reported negative perceptions.

ADULT *TREATMENT PLANNING* DOMAIN ITEMS

- I felt comfortable asking questions about my treatment and medication.
- I, not staff, decided my treatment goals.

ADULT *TREATMENT PLANNING*: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from +/-2.3% to +/-3.4%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

ADULT *TREATMENT PLANNING*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	533	87.6%	11.1%	1.3%
Cardinal	974	85.6%	13.1%	1.2%
Eastpointe	423	92.7%	6.1%	1.2%
Partners	490	88.2%	10.8%	1.0%
Sandhills	391	87.2%	11.0%	1.8%
Trillium	843	85.9%	13.0%	1.1%
Vaya	386	88.3%	9.8%	1.8%
State Total	4,040	87.4%	11.3%	1.3%

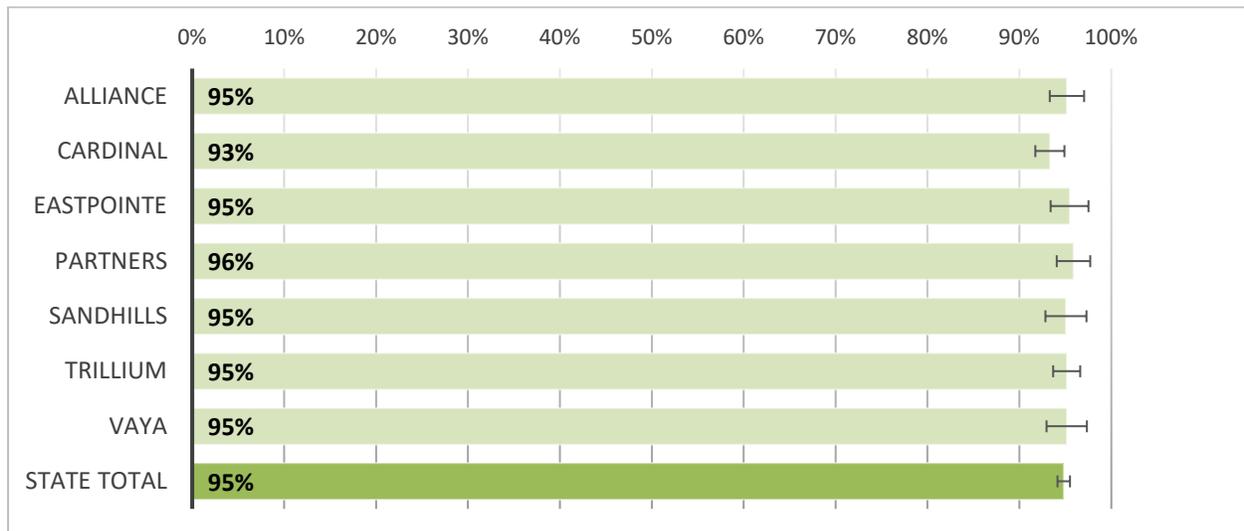
ADULT SURVEY: *QUALITY AND APPROPRIATENESS*

Statewide, 95 percent of adult respondents reported positive perceptions about the *Quality and Appropriateness* of their services, and fewer than one percent reported negative perceptions.

ADULT *QUALITY AND APPROPRIATENESS* DOMAIN 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 used consumer-run programs.
- Staff encouraged me to take responsibility for how I live my life.

ADULT *QUALITY AND APPROPRIATENESS*: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from +/-1.5% to +/-2.2%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

ADULT *QUALITY/APPROPRIATENESS*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	559	95.2%	4.5%	0.4%
Cardinal	1,017	93.3%	6.2%	0.5%
Eastpointe	440	95.5%	4.3%	0.2%
Partners	510	95.9%	3.3%	0.8%
Sandhills	405	95.1%	4.7%	0.2%
Trillium	885	95.1%	4.6%	0.2%
Vaya	412	95.1%	4.1%	0.7%
State Total	4,228	94.8%	4.8%	0.4%

ADULT SURVEY: *OUTCOMES*

Statewide, 77 percent of adult respondents reported positive perceptions about the *Outcomes* of their services, and three percent reported negative perceptions.

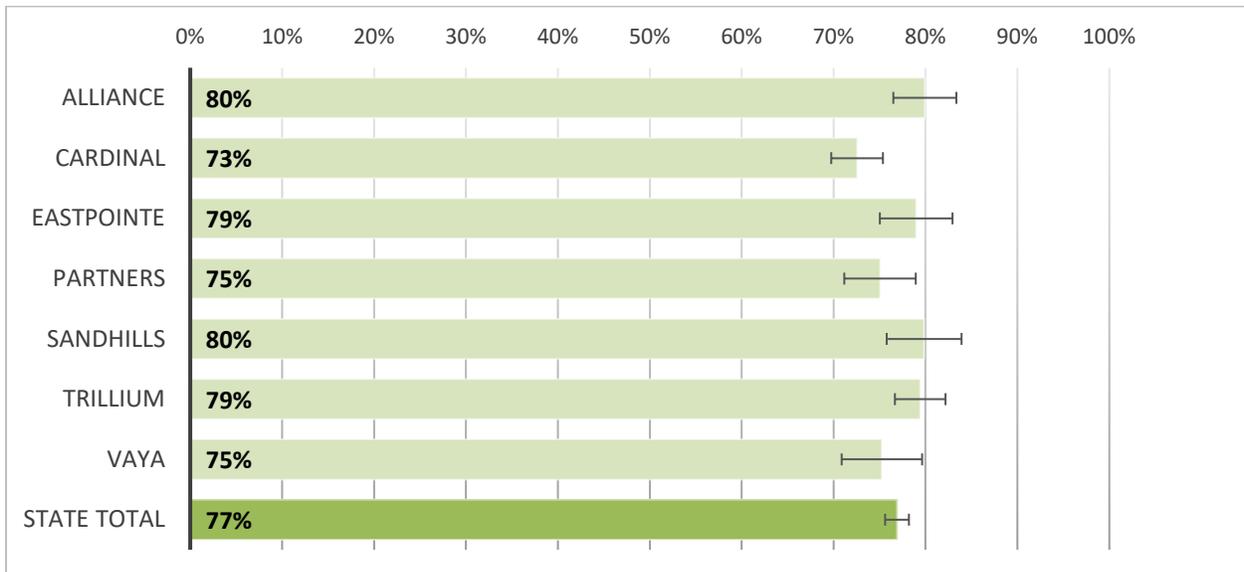
ADULT *OUTCOMES* DOMAIN ITEMS

As a direct result of the services I received...

- 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 *OUTCOMES*: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from +/-2.8% to +/-4.4%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

ADULT *OUTCOMES*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	553	79.9%	18.3%	1.8%
Cardinal	1,002	72.6%	23.5%	4.0%
Eastpointe	433	79.0%	18.7%	2.3%
Partners	501	75.0%	19.2%	5.8%
Sandhills	397	79.8%	17.6%	2.5%
Trillium	865	79.4%	18.4%	2.2%
Vaya	396	75.3%	21.0%	3.8%
State Total	4,147	76.9%	19.9%	3.2%

ADULT SURVEY: *FUNCTIONING*

Statewide, 78 percent of adult respondents reported positive perceptions about the effects of services on their *Functioning*, and four percent reported negative perceptions.

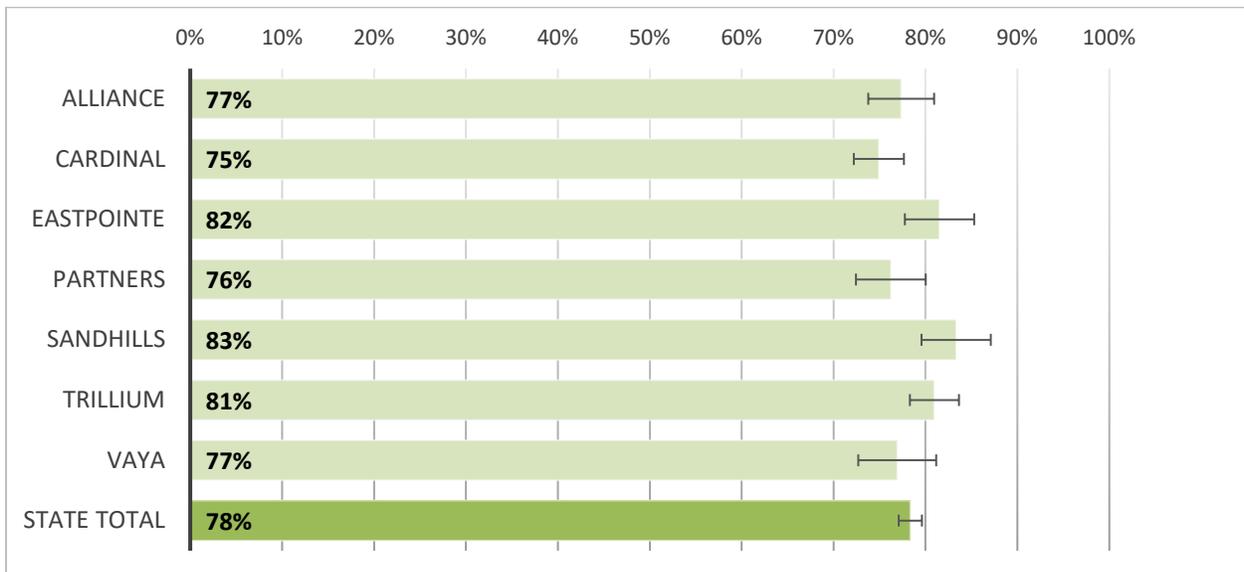
ADULT *FUNCTIONING* DOMAIN ITEMS

As a direct result of the services I received...

- 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.

ADULT *FUNCTIONING*: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from +/-2.7% to +/-4.2%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

ADULT *FUNCTIONING*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	552	77.4%	19.9%	2.7%
Cardinal	1,009	74.9%	19.5%	5.6%
Eastpointe	433	81.5%	15.5%	3.0%
Partners	509	76.2%	17.7%	6.1%
Sandhills	402	83.3%	13.4%	3.2%
Trillium	867	81.0%	16.3%	2.8%
Vaya	403	76.9%	16.9%	6.2%
State Total	4,175	78.3%	17.4%	4.2%

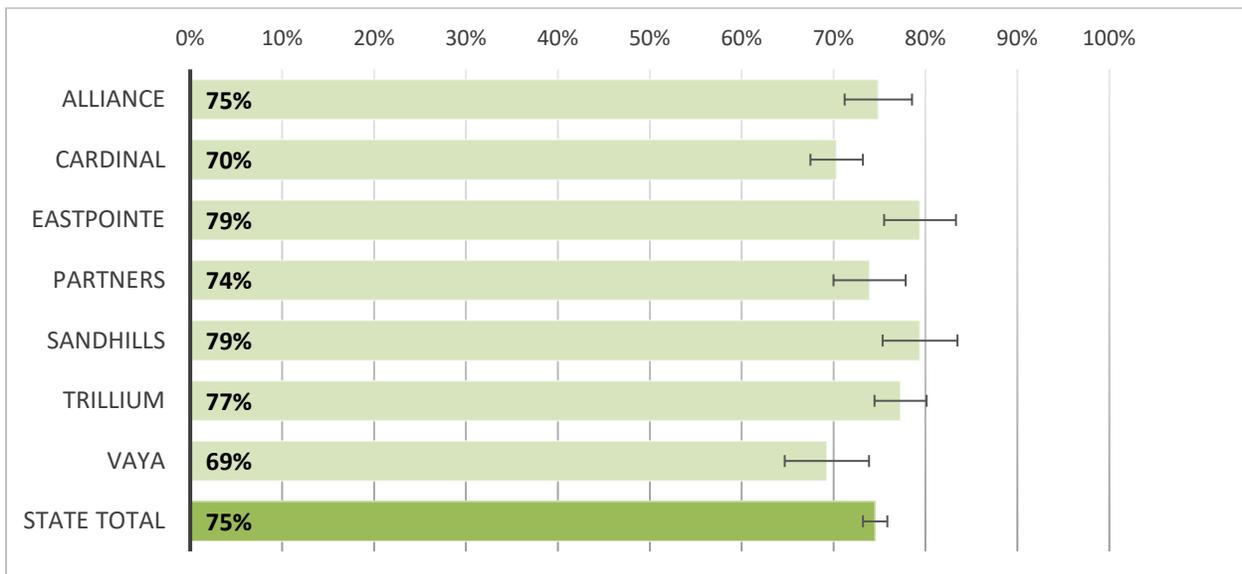
ADULT SURVEY: SOCIAL CONNECTEDNESS

Statewide, 75 percent of adult respondents reported positive perceptions about their *Social Connectedness*, and six percent reported negative perceptions.

ADULT SOCIAL CONNECTEDNESS DOMAIN 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 SOCIAL CONNECTEDNESS: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from +/-2.8% to +/-4.6%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

ADULT SOCIAL CONNECTEDNESS: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	565	74.9%	19.6%	5.5%
Cardinal	1,018	70.3%	21.9%	7.8%
Eastpointe	437	79.4%	16.0%	4.6%
Partners	506	73.9%	20.9%	5.1%
Sandhills	403	79.4%	16.1%	4.5%
Trillium	876	77.3%	17.7%	5.0%
Vaya	410	69.3%	22.2%	8.5%
State Total	4,215	74.5%	19.5%	6.0%

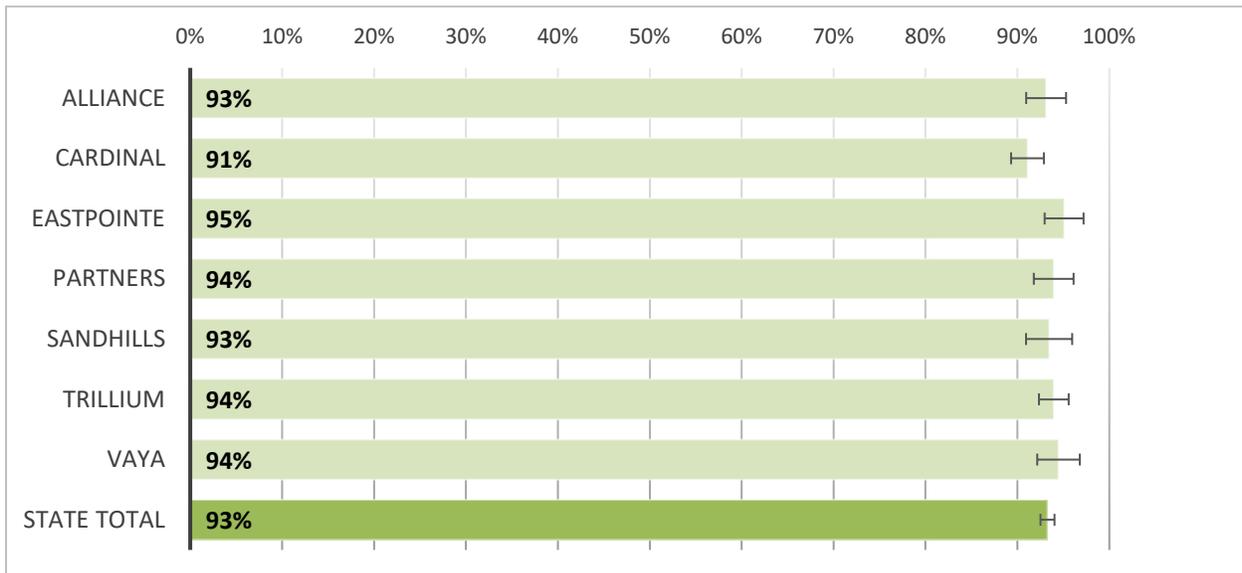
ADULT SURVEY: *GENERAL SATISFACTION*

Statewide, 93 percent of adult respondents reported positive perceptions related to their *General Satisfaction*, and one percent reported negative perceptions.

ADULT *GENERAL SATISFACTION* DOMAIN 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 *GENERAL SATISFACTION*: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from +/-1.6% to +/-2.5%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

ADULT *GENERAL SATISFACTION*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	567	93.1%	5.6%	1.2%
Cardinal	1,033	91.1%	7.5%	1.5%
Eastpointe	447	95.1%	3.8%	1.1%
Partners	512	93.9%	4.1%	2.0%
Sandhills	412	93.4%	5.6%	1.0%
Trillium	894	94.0%	5.3%	0.8%
Vaya	416	94.5%	4.8%	0.7%
State Total	4,281	93.3%	5.5%	1.2%

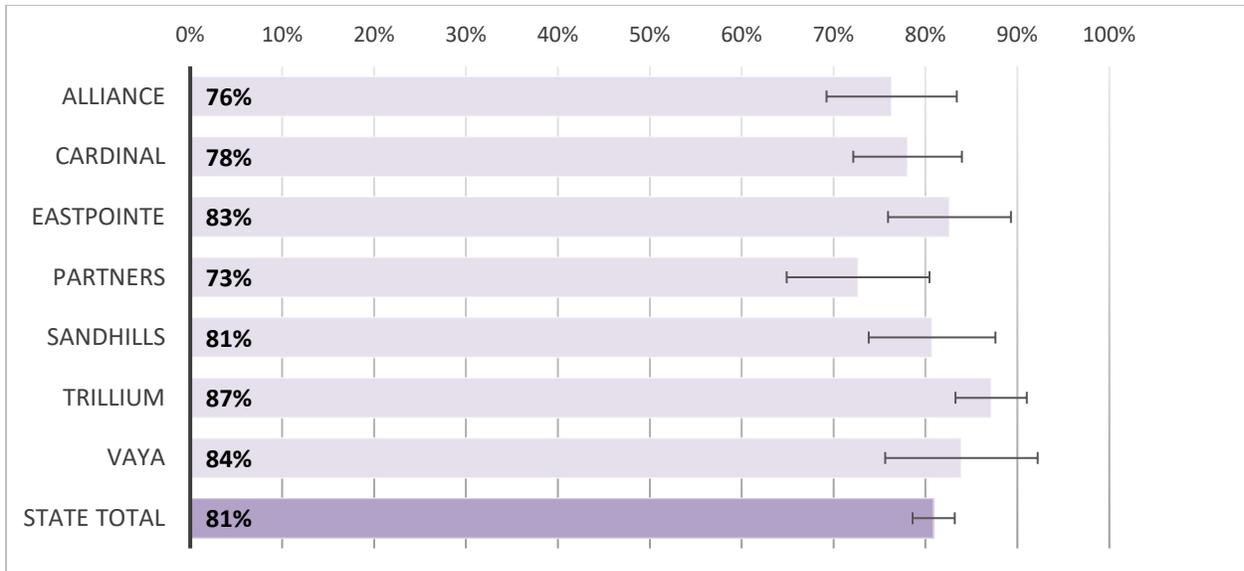
YOUTH SURVEY: ACCESS

Statewide, 81 percent of youth respondents reported positive perceptions about Access to services, and four percent reported negative perceptions.

YOUTH ACCESS DOMAIN ITEMS

- The location of services was convenient.
- Services were available at times that were convenient for me.

YOUTH ACCESS: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from +/-3.9% to +/-8.3%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

YOUTH ACCESS: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	152	76.3%	19.7%	3.9%
Cardinal	205	78.0%	15.1%	6.8%
Eastpointe	138	82.6%	15.2%	2.2%
Partners	139	72.7%	23.7%	3.6%
Sandhills	140	80.7%	15.0%	4.3%
Trillium	311	87.1%	10.9%	1.9%
Vaya	87	83.9%	13.8%	2.3%
State Total	1,172	80.9%	15.5%	3.6%

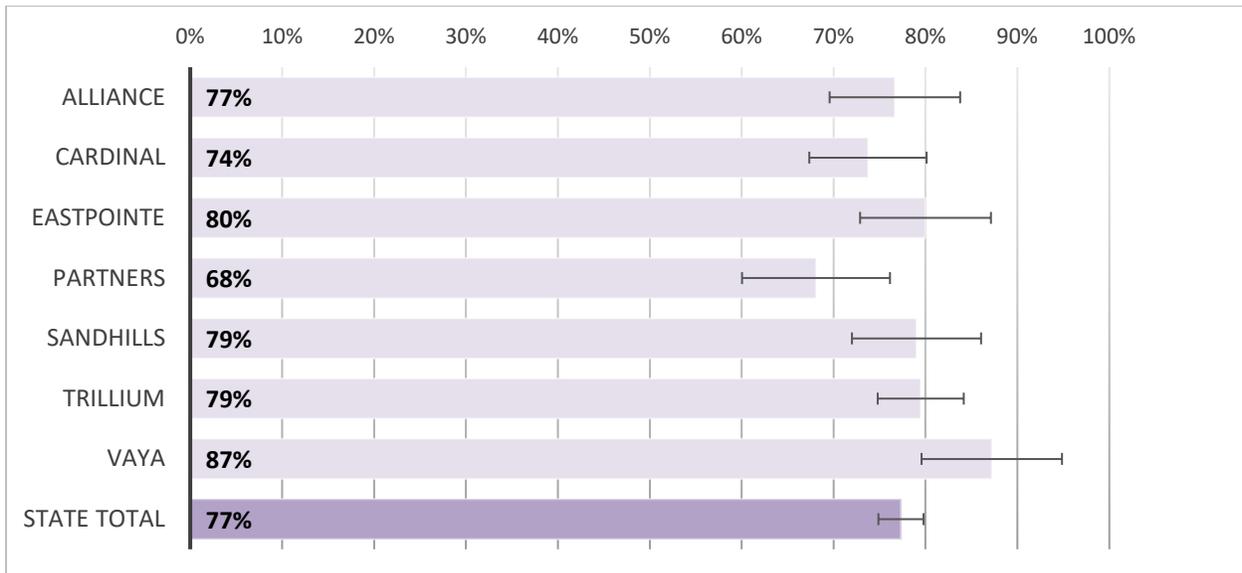
YOUTH SURVEY: *TREATMENT PLANNING*

Statewide, 77 percent of youth respondents reported positive perceptions about their involvement in *Treatment Planning*, and five percent reported negative perceptions.

YOUTH *TREATMENT PLANNING* DOMAIN ITEMS

- I helped to choose my services.
- I helped to choose my treatment goals.
- I participated in my own treatment.

YOUTH *TREATMENT PLANNING*: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from +/-4.7% to +/-8.0%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

YOUTH *TREATMENT PLANNING*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	150	76.7%	18.0%	5.3%
Cardinal	198	73.7%	18.2%	8.1%
Eastpointe	135	80.0%	18.5%	1.5%
Partners	141	68.1%	24.8%	7.1%
Sandhills	143	79.0%	19.6%	1.4%
Trillium	307	79.5%	15.6%	4.9%
Vaya	86	87.2%	9.3%	3.5%
State Total	1,160	77.3%	17.8%	4.8%

YOUTH SURVEY: *CULTURAL SENSITIVITY*

Statewide, 92 percent of youth respondents reported positive perceptions about the *Cultural Sensitivity* of their service providers, and one percent reported negative perceptions.

YOUTH *CULTURAL SENSITIVITY* DOMAIN 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.

YOUTH *CULTURAL SENSITIVITY*: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from +/-2.7% to +/-6.0%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

YOUTH *CULTURAL SENSITIVITY*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	148	91.9%	4.7%	3.4%
Cardinal	197	88.8%	10.2%	1.0%
Eastpointe	136	91.2%	8.1%	0.7%
Partners	138	87.0%	12.3%	0.7%
Sandhills	143	93.0%	6.3%	0.7%
Trillium	308	94.5%	5.2%	0.3%
Vaya	86	95.3%	3.5%	1.2%
State Total	1,156	91.8%	7.2%	1.0%

YOUTH SURVEY: *OUTCOMES*

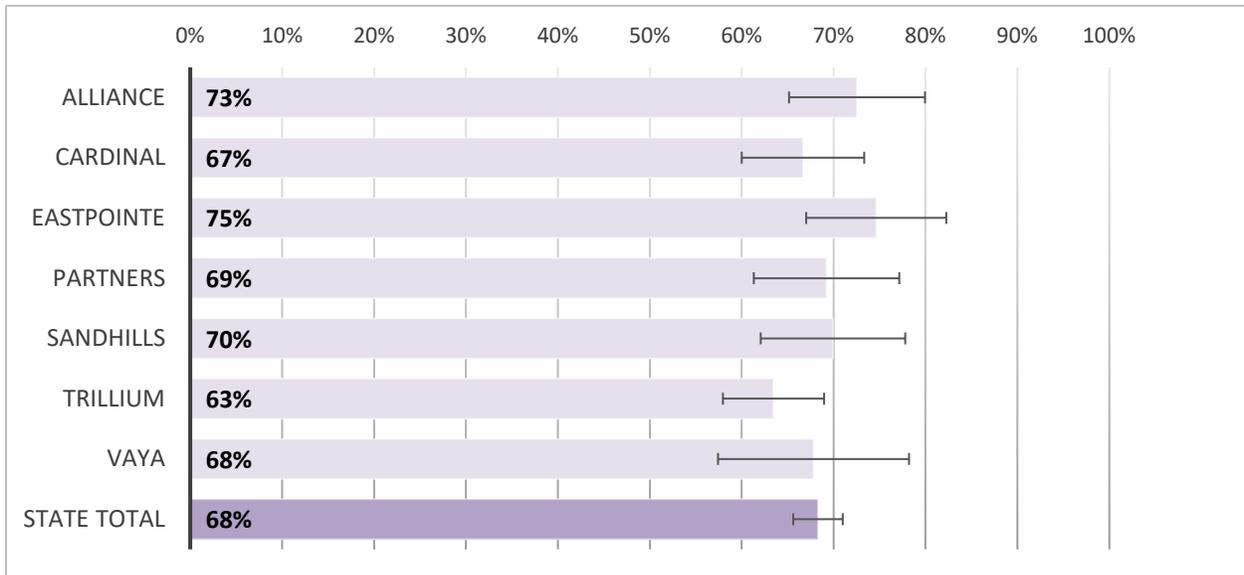
Statewide, 68 percent of youth respondents reported positive perceptions about their service *Outcomes*, and four percent reported negative perceptions.

YOUTH *OUTCOMES* DOMAIN ITEMS

As a direct result of the services I received...

- 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 *OUTCOMES*: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from +/-5.5% to +/-10.4%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

YOUTH *OUTCOMES*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	153	72.5%	22.2%	5.2%
Cardinal	207	66.7%	30.9%	2.4%
Eastpointe	138	74.6%	22.5%	2.9%
Partners	143	69.2%	25.9%	4.9%
Sandhills	143	69.9%	24.5%	5.6%
Trillium	312	63.5%	31.1%	5.4%
Vaya	87	67.8%	28.7%	3.4%
State Total	1,183	68.3%	27.3%	4.4%

YOUTH SURVEY: *GENERAL SATISFACTION*

Statewide, 86 percent of youth respondents reported positive perceptions related to their *General Satisfaction*, and two percent reported negative perceptions.

YOUTH *GENERAL SATISFACTION* DOMAIN 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 *GENERAL SATISFACTION*: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from +/-3.5% to +/-8.5%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

YOUTH *GENERAL SATISFACTION*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	153	85.6%	11.1%	3.3%
Cardinal	205	82.4%	15.1%	2.4%
Eastpointe	137	86.9%	12.4%	0.7%
Partners	144	76.4%	19.4%	4.2%
Sandhills	144	88.9%	10.4%	0.7%
Trillium	314	90.1%	8.6%	1.3%
Vaya	87	82.8%	16.1%	1.1%
State Total	1,184	85.5%	12.6%	1.9%

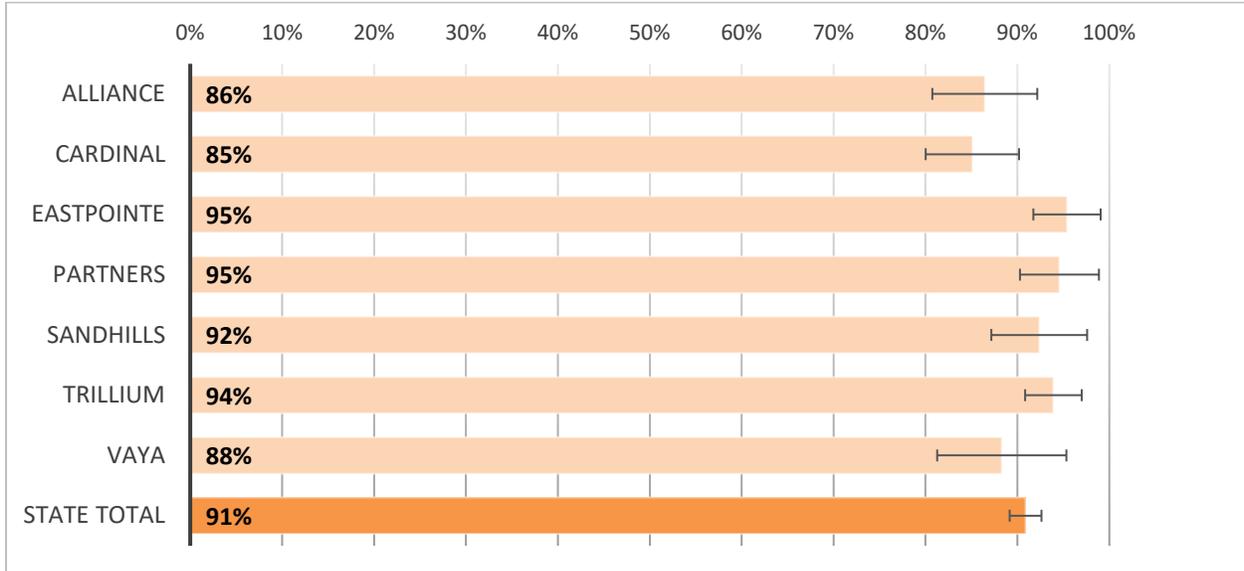
FAMILY SURVEY: ACCESS

Statewide, 91 percent of family respondents reported positive perceptions about their Access to services, and one percent reported negative perceptions.

FAMILY ACCESS DOMAIN ITEMS

- The location of services was convenient for us.
- Services were available at times that were convenient for us.

FAMILY ACCESS: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from +/-3.1% to +/-7.0%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

FAMILY ACCESS: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	155	86.5%	11.0%	2.6%
Cardinal	208	85.1%	13.0%	1.9%
Eastpointe	152	95.4%	4.6%	0.0%
Partners	129	94.6%	3.9%	1.6%
Sandhills	118	92.4%	7.6%	0.0%
Trillium	263	93.9%	5.7%	0.4%
Vaya	94	88.3%	11.7%	0.0%
State Total	1,119	90.9%	8.1%	1.0%

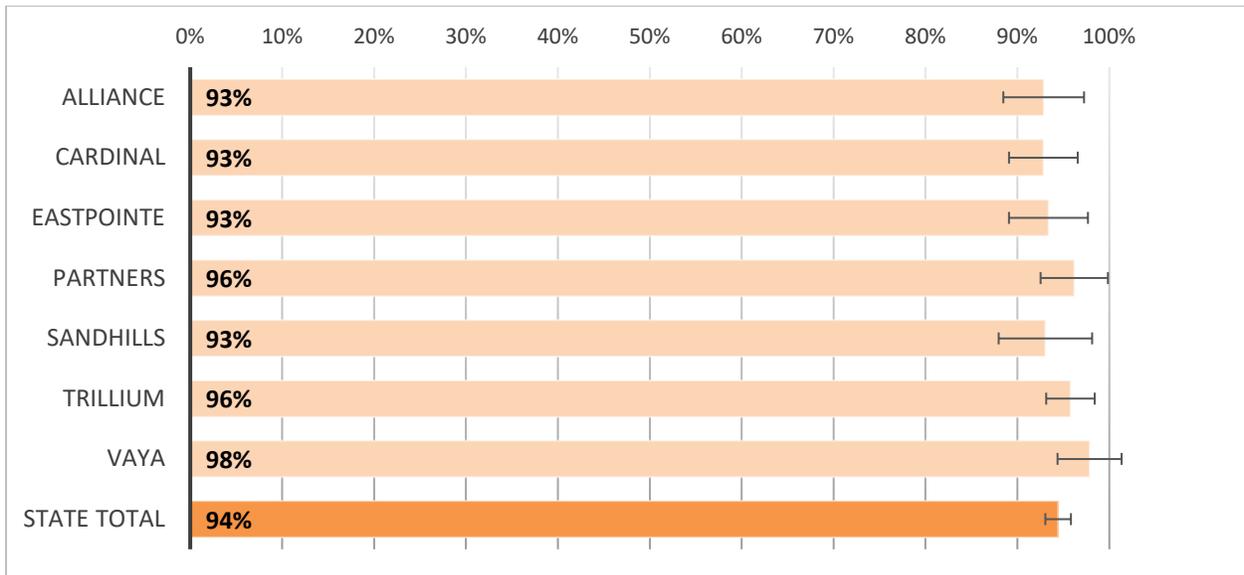
FAMILY SURVEY: *TREATMENT PLANNING*

Statewide, 94 percent of family respondents reported positive perceptions about their involvement in *Treatment Planning*, and less than one percent reported negative perceptions.

FAMILY *TREATMENT PLANNING* DOMAIN 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.

FAMILY *TREATMENT PLANNING*: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from +/-2.6% to +/-5.1%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

FAMILY *TREATMENT PLANNING*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	154	92.9%	7.1%	0.0%
Cardinal	209	92.8%	7.2%	0.0%
Eastpointe	151	93.4%	6.0%	0.7%
Partners	131	96.2%	3.8%	0.0%
Sandhills	115	93.0%	6.1%	0.9%
Trillium	260	95.8%	4.2%	0.0%
Vaya	93	97.8%	2.2%	0.0%
State Total	1,113	94.4%	5.4%	0.2%

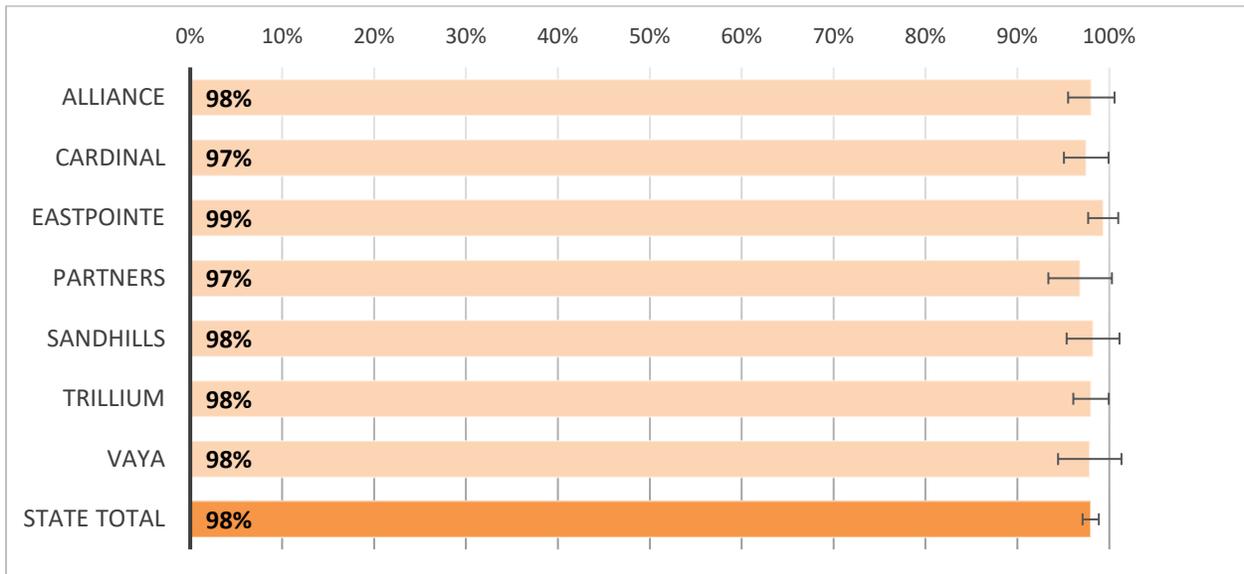
FAMILY SURVEY: *CULTURAL SENSITIVITY*

Statewide, 98 percent of family respondents reported positive perceptions about the *Cultural Sensitivity* of their children’s providers, and zero percent reported negative perceptions.

FAMILY *CULTURAL SENSITIVITY* DOMAIN 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.

FAMILY *CULTURAL SENSITIVITY*: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from +/-1.6% to +/-3.5%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

FAMILY *CULTURAL SENSITIVITY*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	153	98.0%	2.0%	0.0%
Cardinal	199	97.5%	2.5%	0.0%
Eastpointe	150	99.3%	0.7%	0.0%
Partners	126	96.8%	3.2%	0.0%
Sandhills	113	98.2%	1.8%	0.0%
Trillium	251	98.0%	2.0%	0.0%
Vaya	94	97.9%	2.1%	0.0%
State Total	1,086	98.0%	2.0%	0.0%

FAMILY SURVEY: CHILD OUTCOMES

Statewide, 70 percent of family respondents reported positive perceptions about their children’s service *Outcomes*, and five percent reported negative perceptions.

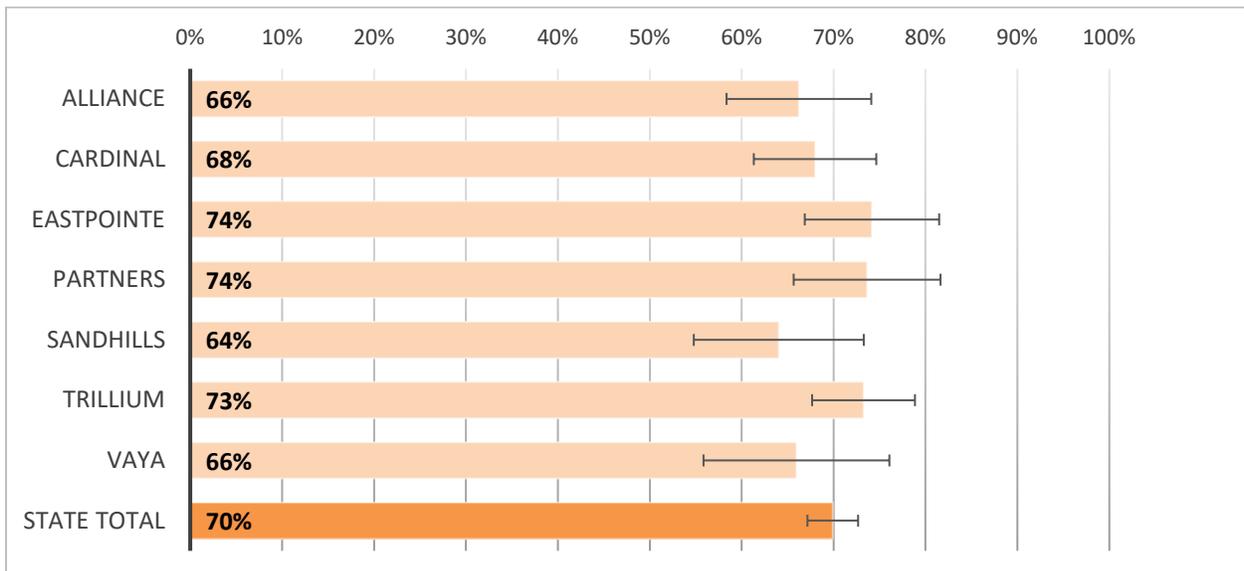
FAMILY SURVEY CHILD OUTCOMES DOMAIN ITEMS

As a direct result of the services my child received...

- 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.

FAMILY SURVEY CHILD OUTCOMES: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from +/-5.6% to +/-10.1%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

FAMILY SURVEY CHILD OUTCOMES: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	151	66.2%	30.5%	3.3%
Cardinal	203	68.0%	26.1%	5.9%
Eastpointe	151	74.2%	21.9%	4.0%
Partners	129	73.6%	22.5%	3.9%
Sandhills	114	64.0%	28.9%	7.0%
Trillium	258	73.3%	21.3%	5.4%
Vaya	94	66.0%	29.8%	4.3%
State Total	1,100	69.9%	25.2%	4.9%

FAMILY SURVEY: CHILD FUNCTIONING

Statewide, 70 percent of family respondents reported positive perceptions about their children’s *Functioning* as a result of services, and six percent reported negative perceptions.

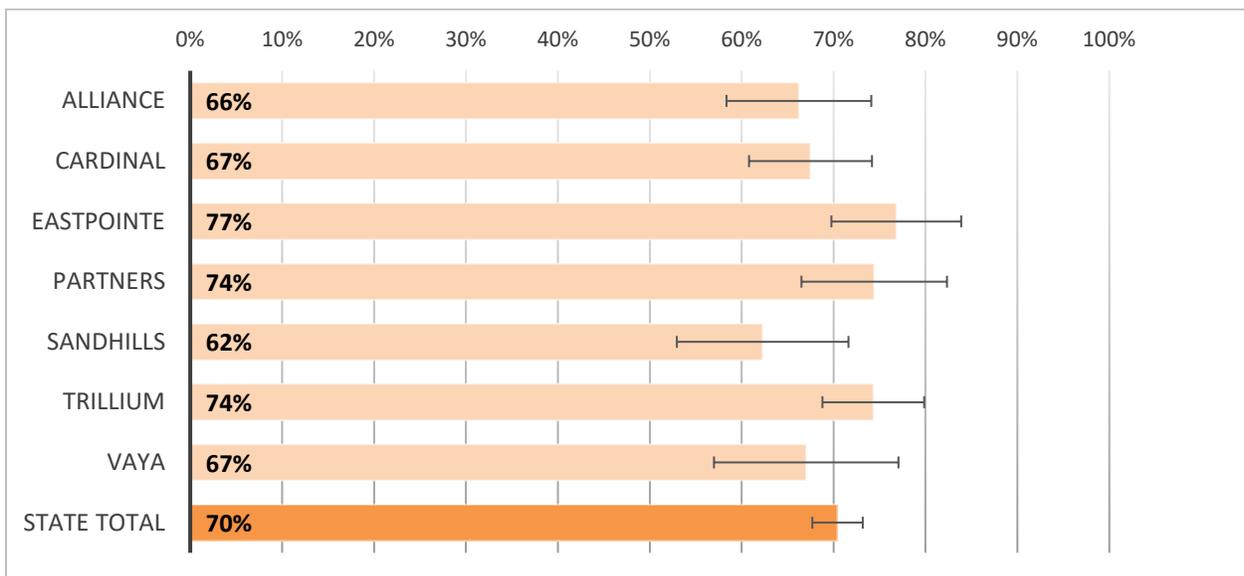
FAMILY SURVEY CHILD FUNCTIONING DOMAIN ITEMS

As a direct result of the services my child received...

- 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.*

FAMILY SURVEY CHILD FUNCTIONING: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from +/-5.5% to +/-10.0%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

FAMILY SURVEY CHILD FUNCTIONING: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	151	66.2%	30.5%	3.3%
Cardinal	203	67.5%	25.1%	7.4%
Eastpointe	151	76.8%	17.2%	6.0%
Partners	129	74.4%	20.9%	4.7%
Sandhills	114	62.3%	28.9%	8.8%
Trillium	257	74.3%	21.0%	4.7%
Vaya	94	67.0%	27.7%	5.3%
State Total	1,099	70.4%	23.9%	5.6%

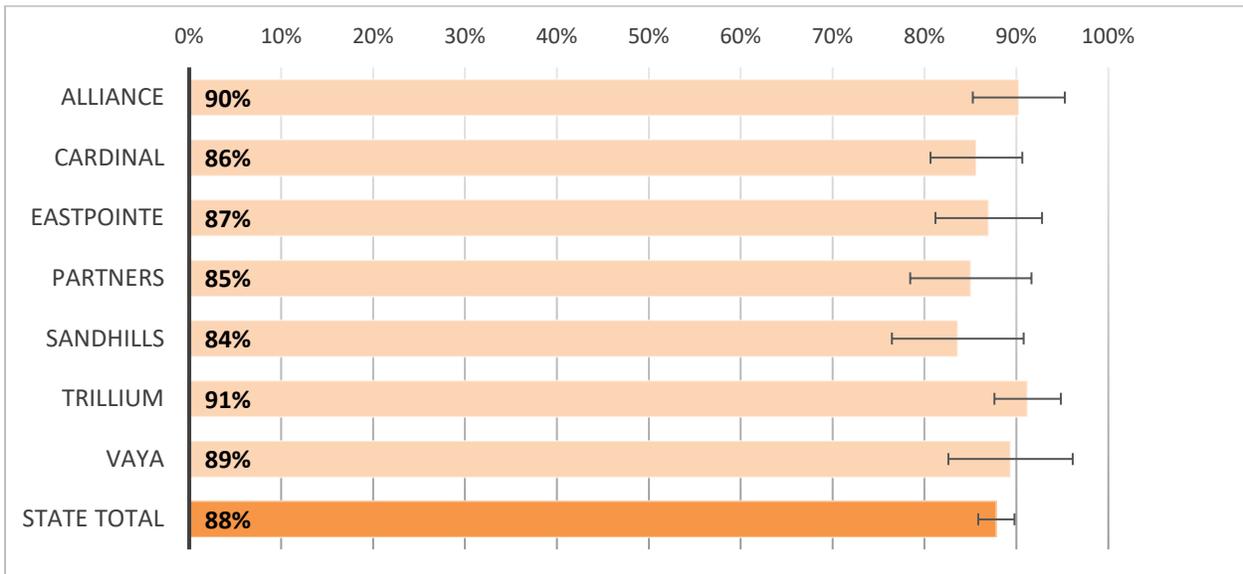
FAMILY SURVEY: SOCIAL CONNECTEDNESS

Statewide, 88 percent of family respondents reported positive perceptions about their *Social Connectedness*, and three percent reported negative perceptions.

FAMILY SOCIAL CONNECTEDNESS DOMAIN 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.

FAMILY SOCIAL CONNECTEDNESS: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from +/-3.6% to +/-7.2%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

FAMILY SOCIAL CONNECTEDNESS: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	154	90.3%	6.5%	3.2%
Cardinal	209	85.6%	12.0%	2.4%
Eastpointe	146	87.0%	11.6%	1.4%
Partners	127	85.0%	10.2%	4.7%
Sandhills	116	83.6%	13.8%	2.6%
Trillium	262	91.2%	7.3%	1.5%
Vaya	94	89.4%	6.4%	4.3%
State Total	1,108	87.8%	9.6%	2.6%

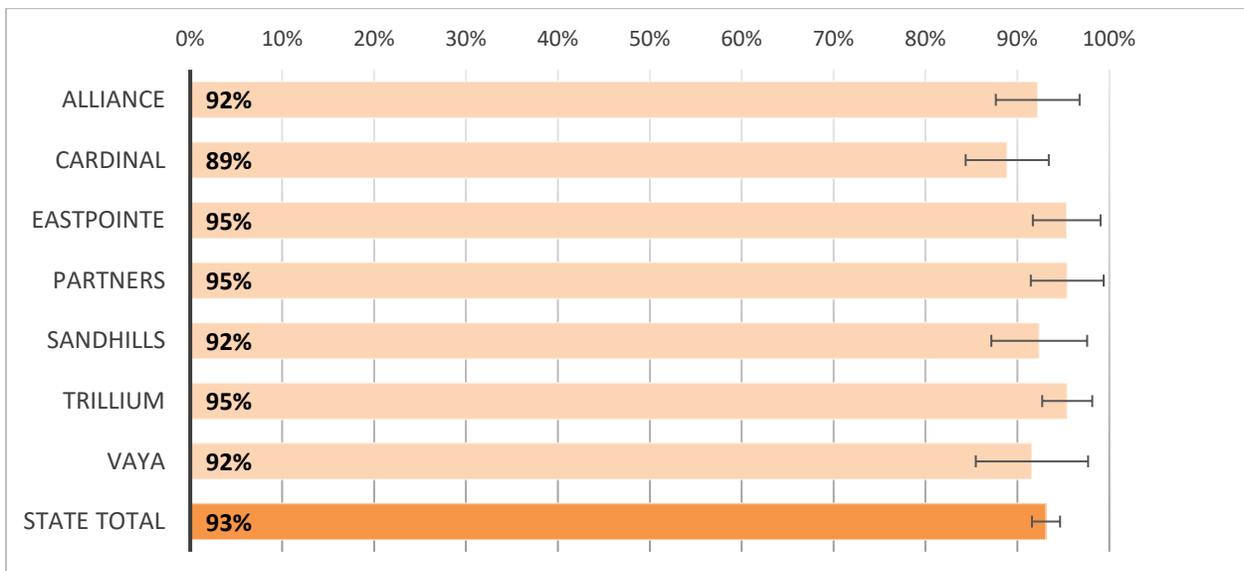
FAMILY SURVEY: *GENERAL SATISFACTION*

Statewide, 93 percent of family respondent *General Satisfaction* domain scores were positive, and one percent were negative.

FAMILY *GENERAL SATISFACTION* DOMAIN 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.

FAMILY *GENERAL SATISFACTION*: LME-MCO POSITIVE PERCENT SCORES



95% CIs shown around LME-MCO scores range from +/-2.7% to +/-6.1%. The State Total 95% CI is shown for descriptive purposes only. Statistically valid comparisons cannot be made between LME-MCO score CIs and the CI for the State Total that includes them.

FAMILY *GENERAL SATISFACTION*: LME-MCO POSITIVE, NEUTRAL, AND NEGATIVE PERCENT SCORES

LME-MCO	Total Respondents	Positive	Neutral	Negative
Alliance	154	92.2%	7.8%	0.0%
Cardinal	207	88.9%	9.2%	1.9%
Eastpointe	151	95.4%	4.6%	0.0%
Partners	131	95.4%	3.1%	1.5%
Sandhills	118	92.4%	7.6%	0.0%
Trillium	262	95.4%	3.8%	0.8%
Vaya	95	91.6%	7.4%	1.1%
State Total	1,118	93.1%	6.1%	0.8%

LME-MCO Network

LME-MCO NETWORK

LME-MCO network questions address respondent perceptions about LME-MCO and service provider access, outreach, and responsiveness as well as any problems that interfered with the ability to receive services. Tables on the next pages summarize adult, youth, and child family member responses. A final set of summary tables presents combined percentages from Adult, Youth, and Family Surveys.¹²

As with the MHSIP domain scores, percentages of respondents who report positive perceptions and experiences related to the LME-MCO and network providers tend to be highest among child family respondents and lowest among youth. Statewide and across adult, youth, and child family survey populations, respondents reported that the timeframe of their first service met their needs (weighted percent = 79%), and that the LME-MCO provided as much information as they needed about available services and supports (weighted percent = 66%). Three out of four Adult Survey respondents (74%) also reported they received the help they needed applying for benefits.

Approximately half of respondents indicated they were given a choice of providers (weighted percent = 52%) and know how to make a complaint with their LME-MCO (weighted percent = 51%). Respondents were somewhat less likely to report they received a Consumer Handbook in the mail within 14 days of starting services (weighted percent = 39%).

Most respondents reported no problems that interfered with their ability to receive the services they need (weighted percent = 78%). However, more than one out of every ten respondents statewide, including 15 percent of adult consumers, reported transportation cost/availability was a problem. Eleven percent of adult respondents also reported that the cost of medication had interfered with their ability to receive the services they need.

¹²Combined percentages were computed by weighting Adult, Youth, and Family Survey scores by the approximate proportion each age group represents of MH/SUD service consumers served statewide: 66% adults ages 18 years and older, 16.5% youth ages 12 to 17 years, and 17.5% children 11 years and younger. Use of the same population weights for all LME-MCOs and survey years produces more comparable scores by controlling for variations in relative percentages of adult, youth, and child consumers across populations served, samples, and survey years.

LME-MCO NETWORK: ADULT SURVEY

ADULT SURVEY: LME-MCO NETWORK QUESTIONS

Percent "Yes" Responses*						
LME-MCO	1-Did you receive a Consumer Handbook in the mail within 14 days of starting services?	2-Do you know how to make a complaint with your LME-MCO?	3-If you contacted LME-MCO to request services, were you given a choice of providers?	4-Was first service in a time frame that met your needs?	5-Has LME-MCO provided as much info as needed about services, supports available to you?	6-If you needed help applying for benefits, did you receive assistance needed?
Alliance	33%	47%	49%	77%	64%	74%
Cardinal	34%	44%	45%	74%	61%	68%
Eastpointe	50%	68%	67%	86%	73%	80%
Partners	40%	51%	54%	83%	71%	75%
Sandhills	42%	52%	52%	73%	65%	75%
Trillium	35%	49%	48%	79%	63%	76%
Vaya	33%	48%	47%	79%	66%	71%
State Total	37%	50%	51%	78%	65%	74%
State N	4,179	4,188	3,153	4,166	4,151	3,326

*Responses of "Not Sure" are included in percentage denominators. N/A responses are not included in percentage denominators. N/A is a response option for questions 3 (24% of sample) and 6 (21% of sample) only.

ADULT SURVEY: REPORTED OBSTACLES TO RECEIVING SERVICES

Have any of the following problems interfered with your ability to receive the services you need from any of your LME/MCO's providers? (Percent selecting each option)*								
LME-MCO	Transportation cost/availability	Difficulty reaching provider	Service location	Medication cost	Service cost	Hours services available	Other	None of the above
Alliance	13%	4%	6%	10%	4%	6%	2%	75%
Cardinal	16%	6%	6%	13%	7%	5%	4%	70%
Eastpointe	13%	3%	4%	10%	3%	6%	3%	78%
Partners	12%	3%	4%	11%	5%	5%	4%	75%
Sandhills	15%	4%	5%	9%	6%	5%	3%	77%
Trillium	17%	5%	6%	12%	7%	5%	4%	71%
Vaya	16%	5%	5%	11%	6%	7%	6%	68%
State Total (N=3,937)	15%	4%	5%	11%	6%	5%	4%	73%

*"Check all that apply." Responses of "Other" and "None of the above" were recoded if inconsistent with responses to previous options and/or with write-in response. Percentage denominators are equal to number of respondents who selected at least one option, including "Other" or "None of the above," and including recoded responses. Statewide, 91% (N = 3,937) of the sample selected at least one of the eight response options.

LME-MCO NETWORK: YOUTH SURVEY

YOUTH SURVEY: LME-MCO NETWORK QUESTIONS

Percent "Yes" Responses*					
LME-MCO	1-Did you receive a Consumer Handbook in the mail within 14 days of starting services?	2-Do you know how to make a complaint with your LME-MCO?	3-If you contacted LME-MCO to request services, were you given a choice of providers?	4-Was first service in a time frame that met your needs?	5-Has LME-MCO provided as much info as needed about services, supports available to you?
Alliance	33%	37%	39%	64%	54%
Cardinal	26%	38%	40%	68%	55%
Eastpointe	39%	64%	60%	82%	71%
Partners	38%	40%	46%	71%	59%
Sandhills	42%	50%	54%	80%	61%
Trillium	37%	49%	52%	74%	57%
Vaya	33%	42%	43%	71%	62%
State Total	35%	46%	48%	73%	59%
State N	1,168	1,169	785	1,168	1,158

*Responses of "Not Sure" are included in percentage denominators. N/A responses are not included in percentage denominators. N/A is a response option for question 3 (33% of sample) only.

YOUTH SURVEY: REPORTED OBSTACLES TO RECEIVING SERVICES

Have any of the following problems interfered with your ability to receive the services you need from any of your LME/MCO's providers? (Percent selecting each option)*								
LME-MCO	Transportation cost/availability	Difficulty reaching provider	Service location	Medication cost	Service cost	Hours services available	Other	None of the above
Alliance	3%	2%	4%	1%	3%	3%	3%	87%
Cardinal	4%	2%	4%	0%	1%	4%	3%	87%
Eastpointe	6%	0%	0%	0%	0%	0%	1%	93%
Partners	2%	1%	0%	1%	2%	2%	2%	94%
Sandhills	3%	1%	6%	0%	0%	5%	1%	88%
Trillium	2%	2%	3%	0%	0%	2%	1%	92%
Vaya	2%	0%	2%	1%	0%	2%	1%	93%
State Total (N = 1,097)	3%	1%	3%	0%	1%	3%	2%	90%

*"Check all that apply." Responses of "Other" and "None of the above" were recoded if inconsistent with responses to previous options and/or with write-in response. Percentage denominators are equal to number of respondents who selected at least one option, including "Other" or "None of the above," and including recoded responses. Statewide, 91% of the sample selected at least one of the eight response options.

LME-MCO NETWORK: CHILD FAMILY SURVEY

FAMILY SURVEY: LME-MCO NETWORK QUESTIONS

Percent "Yes" Responses*					
LME-MCO	1-Did you receive a Consumer Handbook in the mail within 14 days of starting services?	2-Do you know how to make a complaint with your LME-MCO?	3-If you contacted LME-MCO to request services, were you given a choice of providers?	4-Was first service in a time frame that met your needs?	5-Has LME-MCO provided as much info as needed about services, supports available to you?
Alliance	48%	53%	58%	87%	68%
Cardinal	39%	48%	56%	90%	73%
Eastpointe	60%	77%	75%	91%	82%
Partners	52%	60%	64%	92%	80%
Sandhills	50%	57%	57%	91%	77%
Trillium	40%	53%	57%	91%	65%
Vaya	54%	62%	54%	96%	82%
State Total	47%	57%	60%	91%	74%
State N	1,101	1,101	750	1,105	1,094

*Responses of "Not Sure" are included in percentage denominators. N/A responses are not included in percentage denominators. N/A is a response option for question 3 (32% of sample) only.

FAMILY SURVEY: REPORTED OBSTACLES TO RECEIVING SERVICES

Have any of the following problems interfered with your ability to receive the services you need from any of your LME/MCO's providers? (Percent selecting each option)*								
LME-MCO	Transportation cost/availability	Difficulty reaching provider	Service location	Medication cost	Service cost	Hours services available	Other	None of the above
Alliance	5%	1%	5%	1%	1%	4%	8%	82%
Cardinal	6%	5%	5%	3%	3%	6%	4%	84%
Eastpointe	7%	4%	1%	1%	0%	3%	0%	88%
Partners	7%	2%	2%	2%	3%	2%	2%	88%
Sandhills	3%	0%	3%	0%	0%	2%	0%	95%
Trillium	6%	1%	3%	0%	0%	2%	2%	90%
Vaya	3%	0%	1%	1%	2%	6%	3%	85%
State Total (N = 952)	5%	2%	3%	1%	1%	3%	3%	87%

*"Check all that apply." Responses of "Other" and "None of the above" were recoded if inconsistent with responses to previous options and/or with write-in response. Percentage denominators are equal to number of respondents who selected at least one option, including "Other" or "None of the above," and including recoded responses. Statewide, 92% of the sample selected at least one of the eight response options.

LME-MCO NETWORK: ADULT, YOUTH, AND FAMILY

ADULT, YOUTH, AND FAMILY SURVEYS: LME-MCO NETWORK QUESTIONS

Weighted Percentages*					
LME-MCO	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?	If you contacted LME-MCO to request services, were you given a choice of providers?	Was first service in a time frame that met your needs?	Has LME-MCO provided info needed about services, supports available to you?
Alliance	36%	47%	49%	76%	63%
Cardinal	34%	44%	46%	76%	62%
Eastpointe	50%	68%	67%	86%	74%
Partners	41%	51%	54%	82%	71%
Sandhills	43%	52%	53%	77%	67%
Trillium	37%	50%	50%	81%	63%
Vaya	36%	49%	48%	81%	68%
State Total	39%	51%	52%	79%	66%

*Adult, Youth, and Family Survey responses were combined by weighting each age group's percentage score by the approximate proportion the age group currently represents of MH/SUD services consumers served statewide: 66% adults ages 18 years and older, 16.5% youth ages 12 to 17 years, and 17.5% children 11 years and younger.

ADULT, YOUTH, AND FAMILY SURVEYS: REPORTED OBSTACLES TO RECEIVING SERVICES

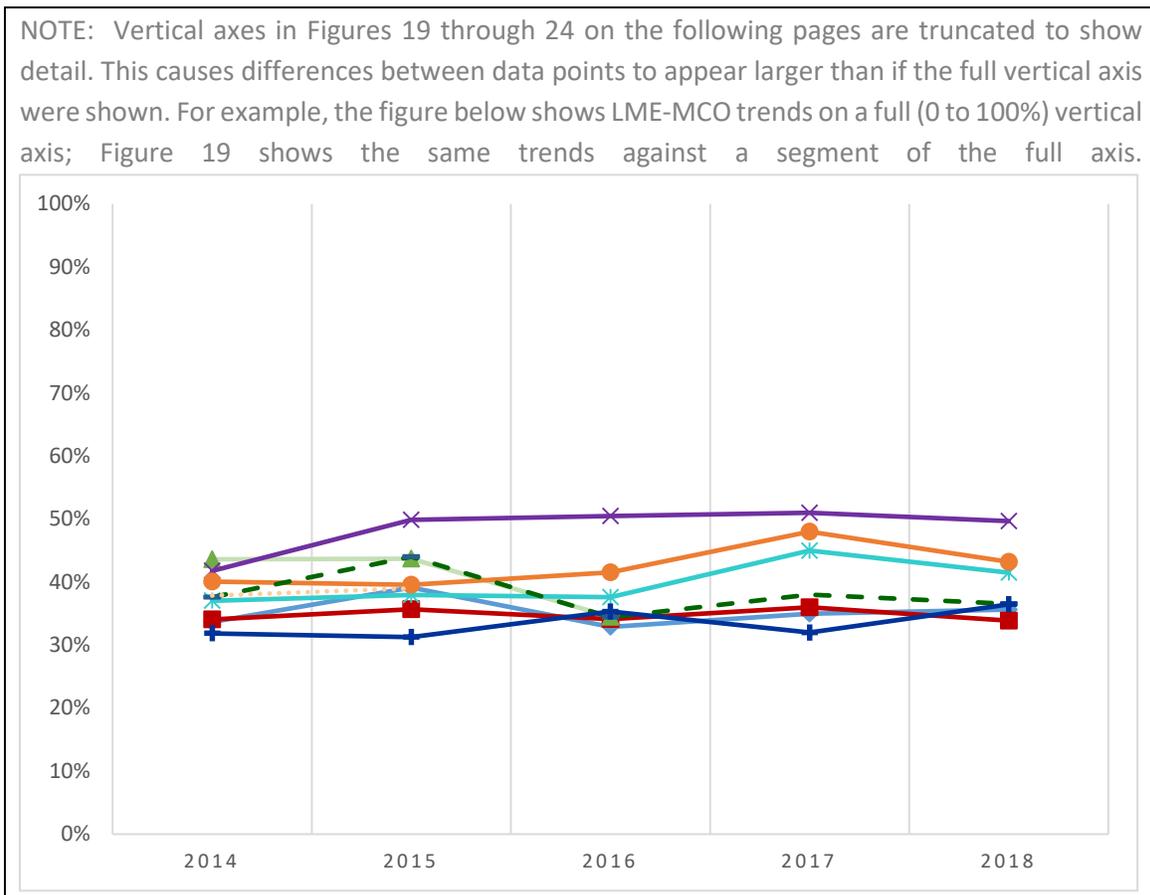
Have any of the following problems interfered with your ability to receive the services you need from any of your LME/MCO's providers? (<i>Weighted Percentages</i>)*								
LME-MCO	Transportation cost/availability	Difficulty reaching provider	Service location	Medication cost	Service cost	Hours services available	Other	None of the above
Alliance	10%	3%	5%	7%	3%	5%	4%	78%
Cardinal	12%	5%	6%	9%	5%	5%	4%	76%
Eastpointe	11%	3%	3%	7%	2%	4%	2%	82%
Partners	10%	2%	3%	8%	4%	4%	3%	81%
Sandhills	11%	3%	5%	6%	4%	5%	2%	82%
Trillium	13%	4%	5%	8%	5%	4%	3%	78%
Vaya	12%	4%	4%	7%	4%	6%	5%	75%
State Total	11%	4%	5%	8%	4%	5%	3%	78%

*Adult, Youth, and Family Survey responses were combined by weighting each age group's percentage score by the approximate proportion the age group currently represents of MH/SUD services consumers served statewide: 66% adults ages 18 years and older, 16.5% youth ages 12 to 17 years, and 17.5% children 11 years and younger.

LME-MCO NETWORK: ANNUAL TRENDS

Five-year trends in LME-MCO combined percentages of adult, youth, and child family respondents who answered “Yes” to LME-MCO Network questions, and percentages of adult consumers who reported they received needed help applying for benefits, are shown in Figures 19 through 24.¹³

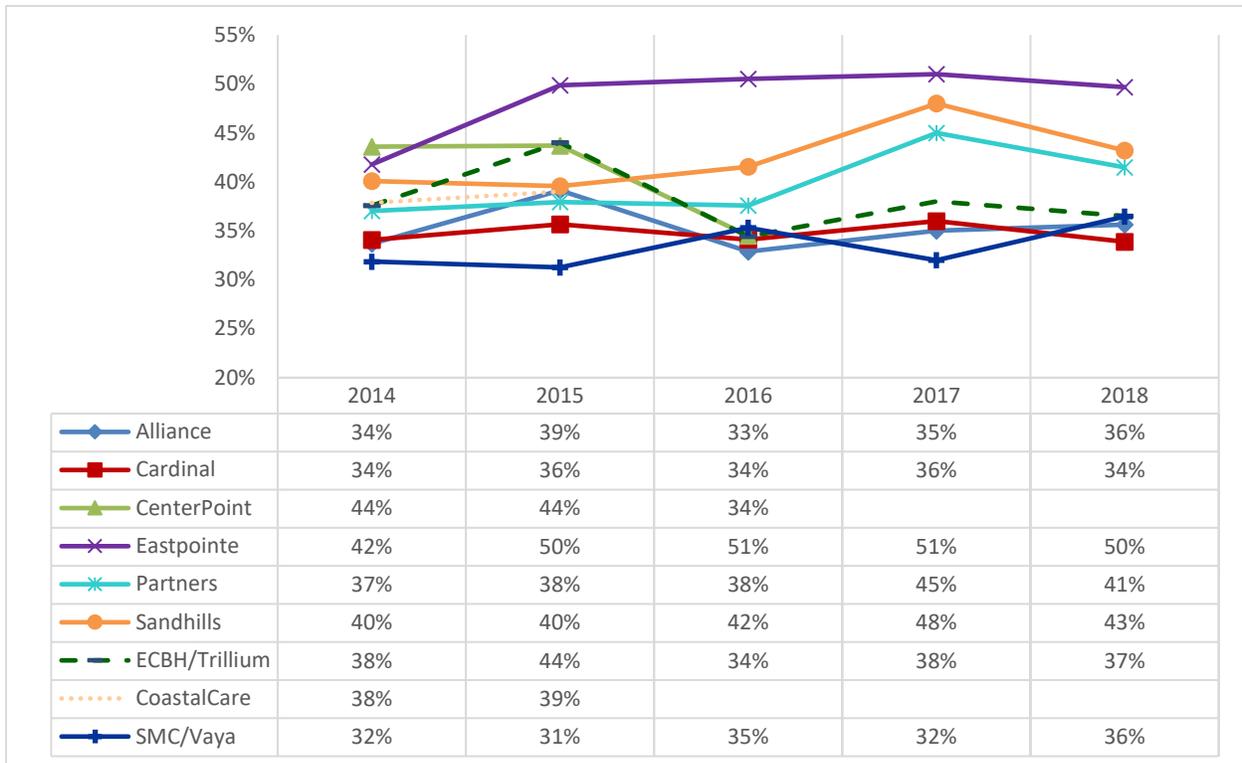
LME-MCO percentage scores for each question were relatively stable and in most cases remained within a 10 percent range across the five-year period. Variability across LME-MCOs was noticeably greater.¹⁴



¹³ Combined percentages were computed by weighting Adult, Youth, and Family Survey scores by the approximate proportion each age group currently represents of MH/SUD service consumers served statewide: 66% adults ages 18 years and older, 16.5% youth ages 12 to 17 years, and 17.5% children 11 years and younger.

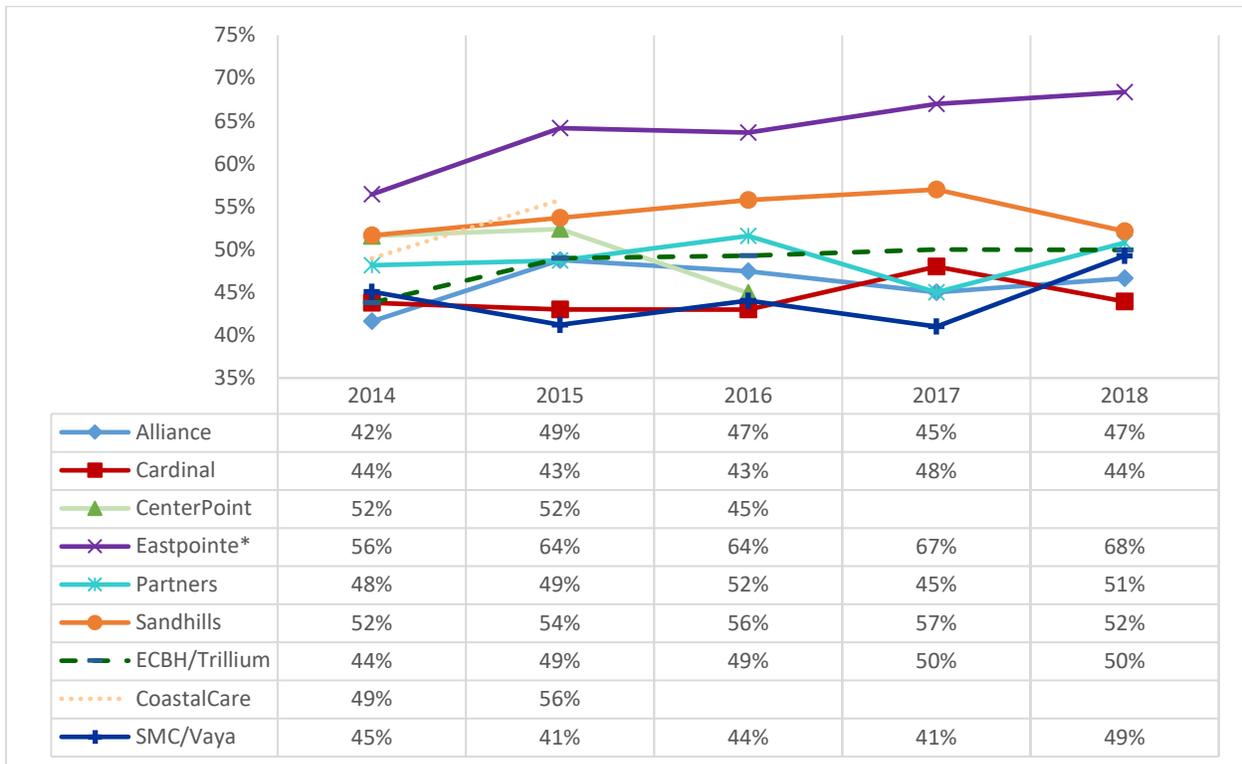
¹⁴ The sizes of statistically significant percentage differences in these tables vary because sample sizes and percentage scores vary across LME-MCOs and survey years. The widest possible 95% confidence interval around a percentage score from an unweighted random sample the size of the smallest combined LME-MCO 2018 Adult, Youth, and Family Survey sample (approximate N = 600) would be +/-4%.

FIGURE 19: DID YOU RECEIVE A CONSUMER HANDBOOK WITHIN 14 DAYS OF STARTING SERVICES? (% “YES”)



Cardinal 2017 includes former CenterPoint. East Carolina Behavioral Health (ECBH) 2014 and 2015 is continued by Trillium 2016 and 2017, which includes former CoastalCare. Vaya 2017 continues former Smoky Mountain Center (SMC).

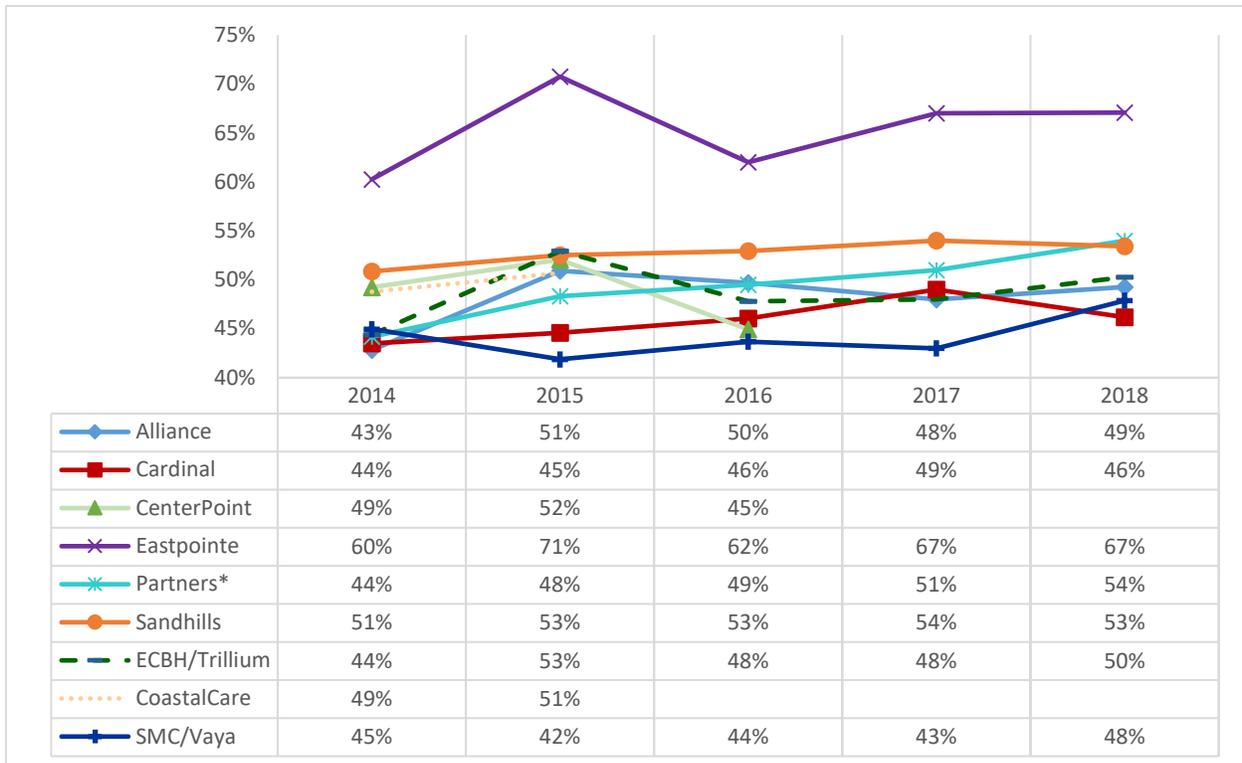
FIGURE 20: DO YOU KNOW HOW TO MAKE A COMPLAINT WITH YOUR LME-MCO? (% “YES”)



Cardinal 2017 includes former CenterPoint. East Carolina Behavioral Health (ECBH) 2014 and 2015 is continued by Trillium 2016 and 2017, which includes former CoastalCare. Vaya 2017 continues former Smoky Mountain Center (SMC).

* An asterisk denotes an LME-MCO with a 2018 score ten percent or more higher than in one or more of the four previous years.

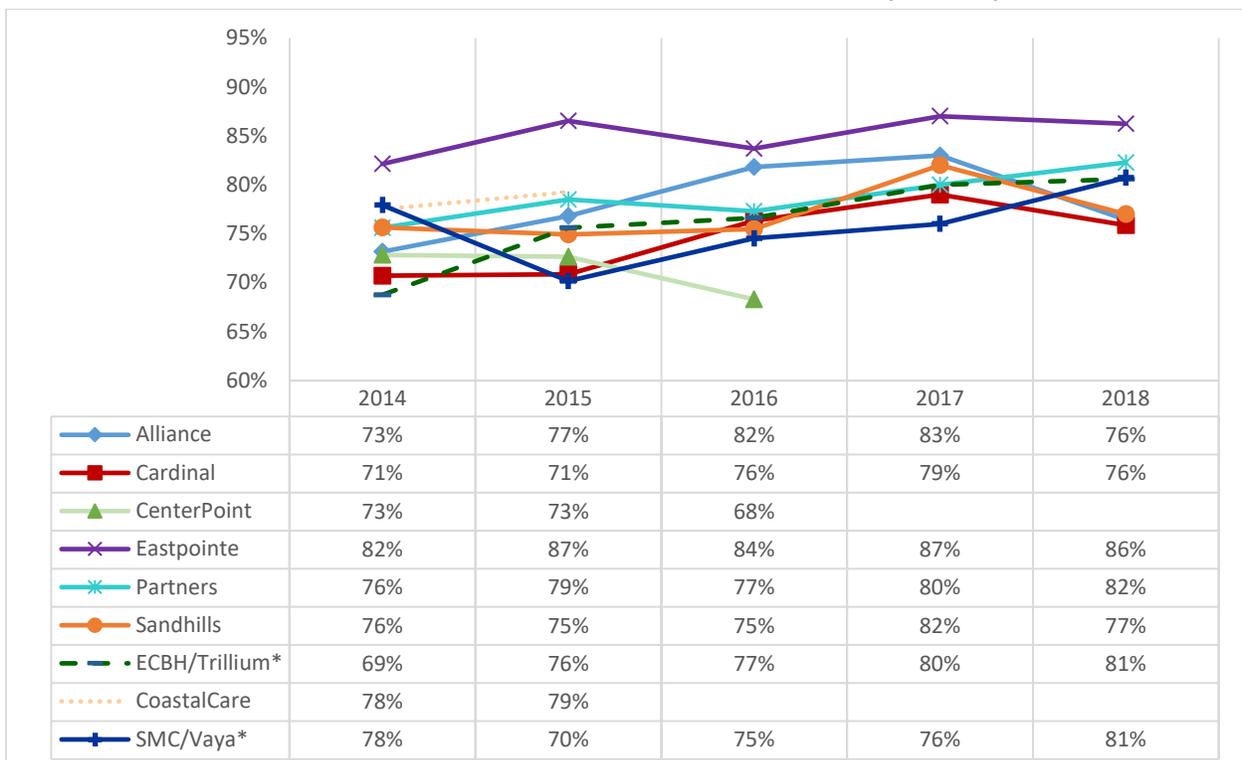
FIGURE 21: WERE YOU GIVEN A CHOICE OF PROVIDERS? (% “YES”)



Cardinal 2017 includes former CenterPoint. East Carolina Behavioral Health (ECBH) 2014 and 2015 is continued by Trillium 2016 and 2017, which includes former CoastalCare. Vaya 2017 continues former Smoky Mountain Center (SMC).

* An asterisk denotes an LME-MCO with a 2018 score ten percent or more higher than in one or more of the four previous years.

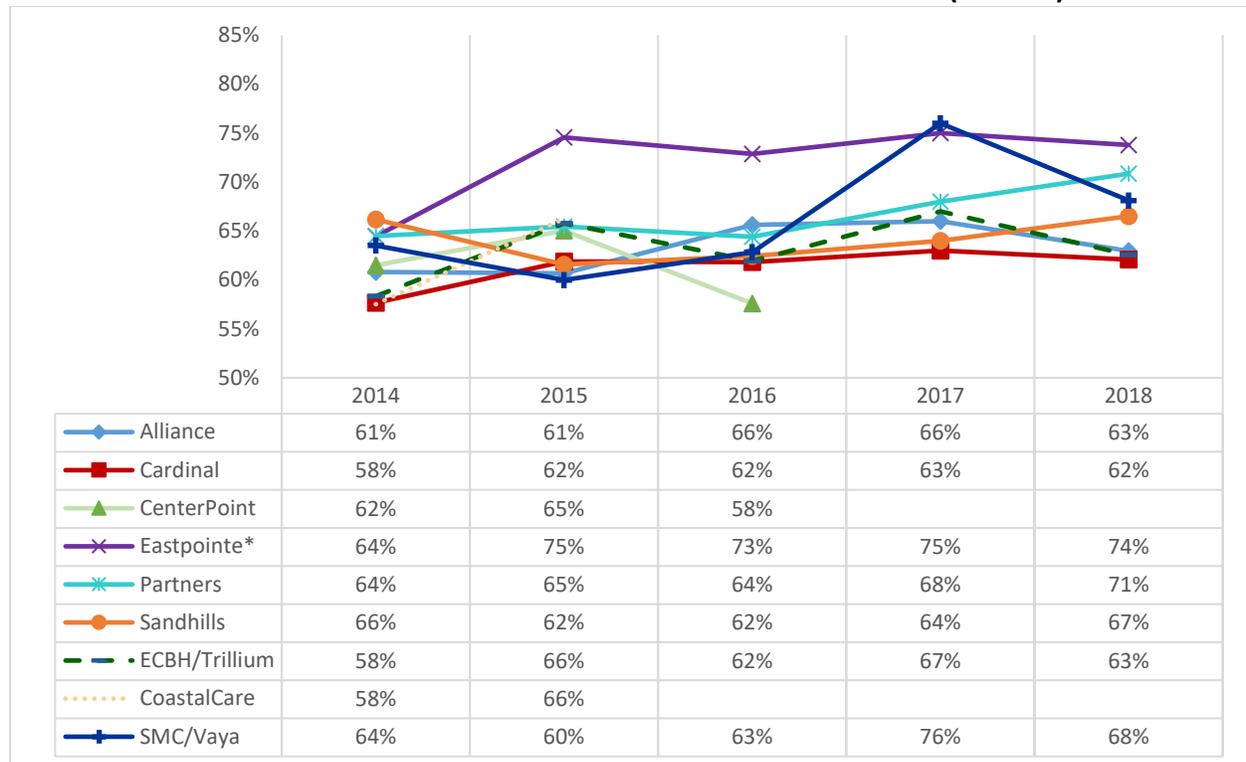
FIGURE 22: WAS YOUR FIRST SERVICE IN A TIME FRAME THAT MET YOUR NEEDS? (% “Yes”)



Cardinal 2017 includes former CenterPoint. East Carolina Behavioral Health (ECBH) 2014 and 2015 is continued by Trillium 2016 and 2017, which includes former CoastalCare. Vaya 2017 continues former Smoky Mountain Center (SMC).

* An asterisk denotes an LME-MCO with a 2018 score ten percent or more higher than in one or more of the four previous years.

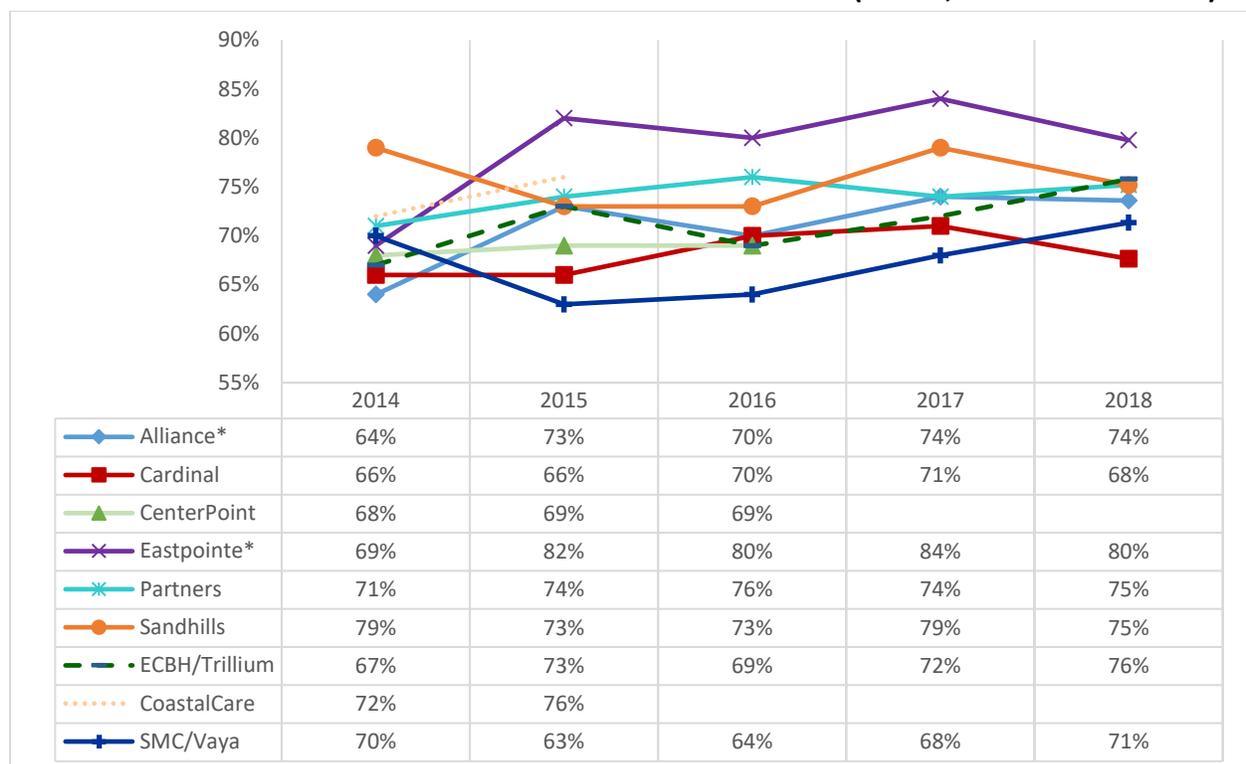
FIGURE 23: HAS YOUR LME-MCO PROVIDED AS MUCH INFORMATION AS YOU NEED? (% "Yes")



Cardinal 2017 includes former CenterPoint. East Carolina Behavioral Health (ECBH) 2014 and 2015 is continued by Trillium 2016 and 2017, which includes former CoastalCare. Vaya 2017 continues former Smoky Mountain Center (SMC).

* An asterisk denotes an LME-MCO with a 2017 score ten percent or higher than a 2014, 2015, or 2016 score.

FIGURE 24: DID YOU RECEIVE THE HELP YOU NEEDED TO APPLY FOR BENEFITS? (% "Yes," ADULT SURVEY ONLY)



Cardinal 2017 includes former CenterPoint. East Carolina Behavioral Health (ECBH) 2014 and 2015 is continued by Trillium 2016 and 2017, which includes former CoastalCare. Vaya 2017 continues former Smoky Mountain Center (SMC).

* An asterisk denotes an LME-MCO with a 2017 score ten percent or higher than a 2014, 2015, or 2016 score.

Adult Physical Health

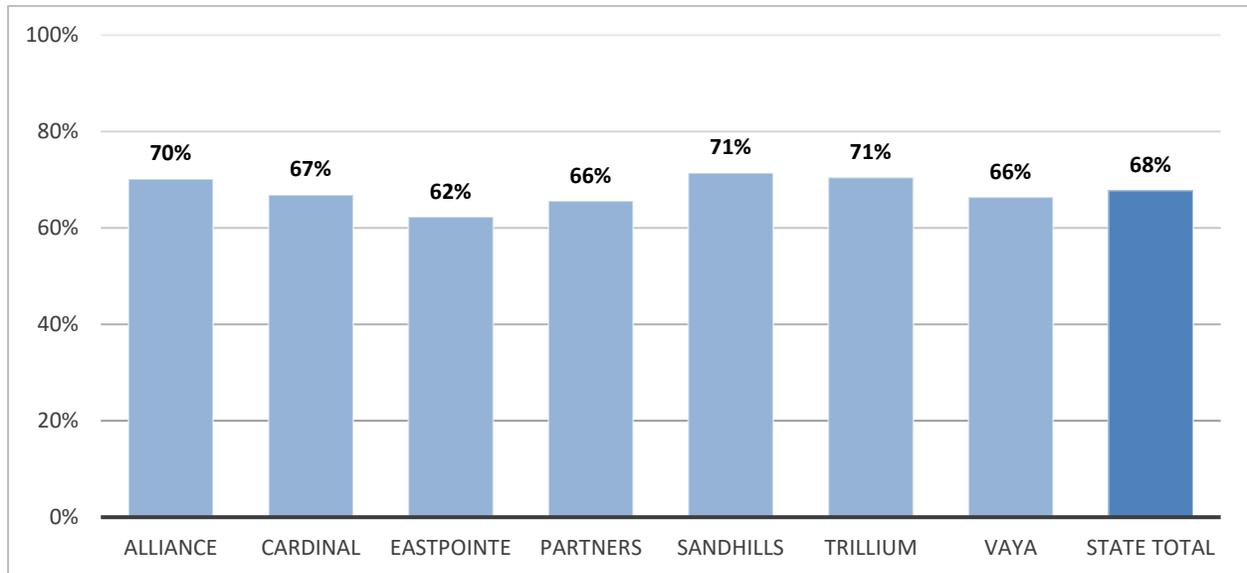
ADULT PHYSICAL HEALTH

Statewide, 68 percent of adult survey respondents described themselves as in good, very good, or excellent health.

ADULT SURVEY: RESPONDENT HEALTH STATUS

LME-MCO	Total Respondents	In general would you say your health is:				
		Excellent	Very Good	Good	Fair	Poor
Alliance	569	9%	19%	42%	25%	5%
Cardinal	1027	9%	20%	38%	26%	7%
Eastpointe	438	11%	16%	35%	30%	7%
Partners	506	9%	19%	38%	26%	9%
Sandhills	405	10%	23%	39%	25%	4%
Trillium	889	11%	22%	38%	25%	5%
Vaya	408	7%	18%	41%	28%	6%
State Total	4,242	9%	20%	39%	26%	6%

ADULT SURVEY: RESPONDENTS REPORTING “GOOD,” “VERY GOOD,” OR “EXCELLENT” HEALTH



Respondents reported more poor mental health days in the past 30 days than they did poor physical health days or days that their substance use caused problems. (See next page.)

ADULT SURVEY: HEALTH MEASURES

In the past 30 days, how often was your physical health not good due to illness or injury?

LME-MCO	Total Respondents	Every day	Almost every day	About half the time	Less than half the time	Rarely	None of the time
Alliance	562	7%	9%	13%	13%	29%	28%
Cardinal	1014	8%	12%	11%	14%	28%	27%
Eastpointe	435	6%	14%	15%	11%	23%	31%
Partners	500	7%	13%	12%	16%	26%	26%
Sandhills	403	4%	11%	13%	14%	31%	27%
Trillium	878	6%	10%	11%	13%	31%	29%
Vaya	404	9%	14%	14%	14%	22%	27%
State Total	4,196	7%	12%	13%	14%	28%	28%

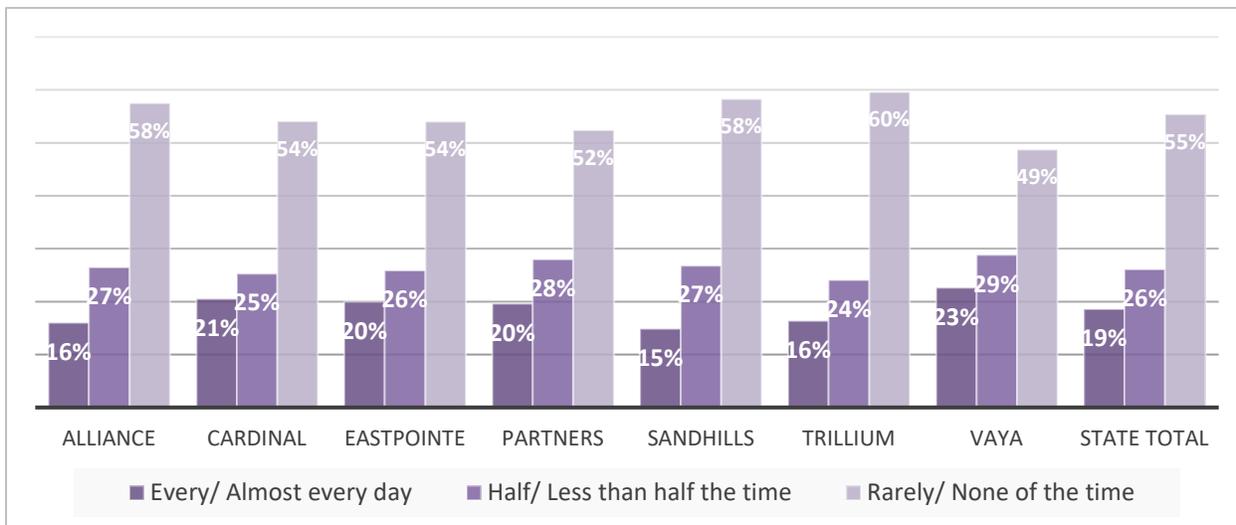
In the past 30 days, how often was your mental health not good due to stress, depression, or other emotional or behavior problems?

LME-MCO	Total Respondents	Every day	Almost every day	About half the time	Less than half the time	Rarely	None of the time
Alliance	567	8%	15%	20%	17%	24%	16%
Cardinal	1026	11%	20%	19%	18%	18%	14%
Eastpointe	436	10%	20%	17%	16%	17%	20%
Partners	503	11%	17%	18%	18%	22%	16%
Sandhills	404	8%	16%	14%	21%	25%	18%
Trillium	879	10%	17%	16%	16%	24%	17%
Vaya	403	14%	20%	21%	18%	16%	13%
State Total	4,218	10%	18%	18%	17%	21%	16%

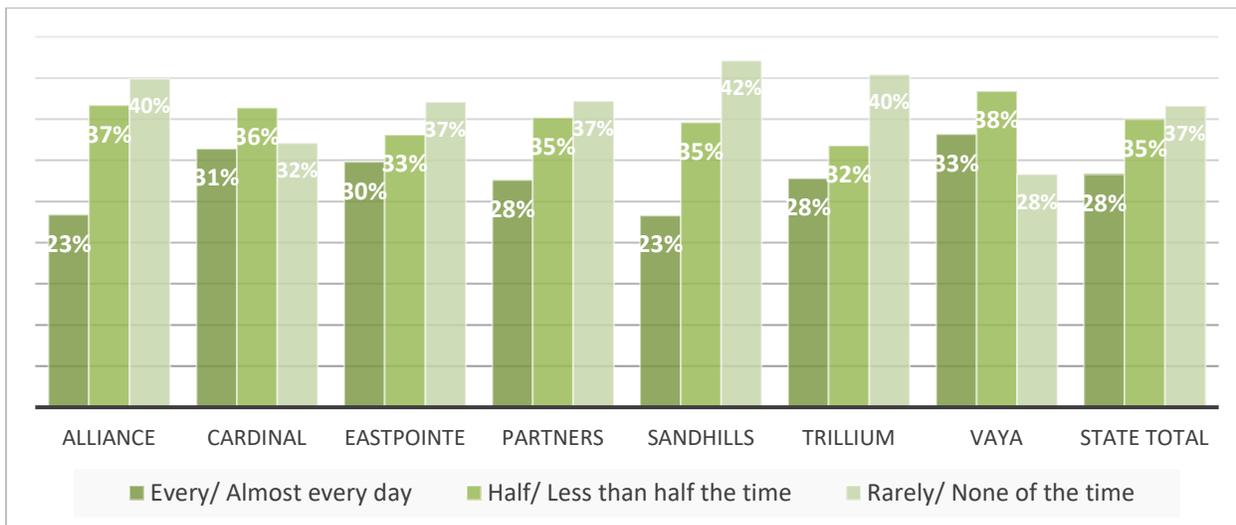
In the past 30 days, how often did you have trouble at work/school or with other daily activities because of your substance use (drugs or alcohol)?

LME-MCO	Total Respondents	Every day	Almost every day	About half the time	Less than half the time	Rarely	None of the time
Alliance	559	3%	5%	3%	7%	15%	66%
Cardinal	1006	3%	7%	5%	7%	13%	65%
Eastpointe	432	6%	7%	6%	7%	11%	64%
Partners	493	3%	5%	3%	5%	13%	71%
Sandhills	402	2%	6%	5%	5%	15%	67%
Trillium	870	3%	5%	4%	5%	16%	67%
Vaya	394	2%	3%	4%	5%	9%	76%
State Total	4,156	3%	6%	4%	6%	14%	67%

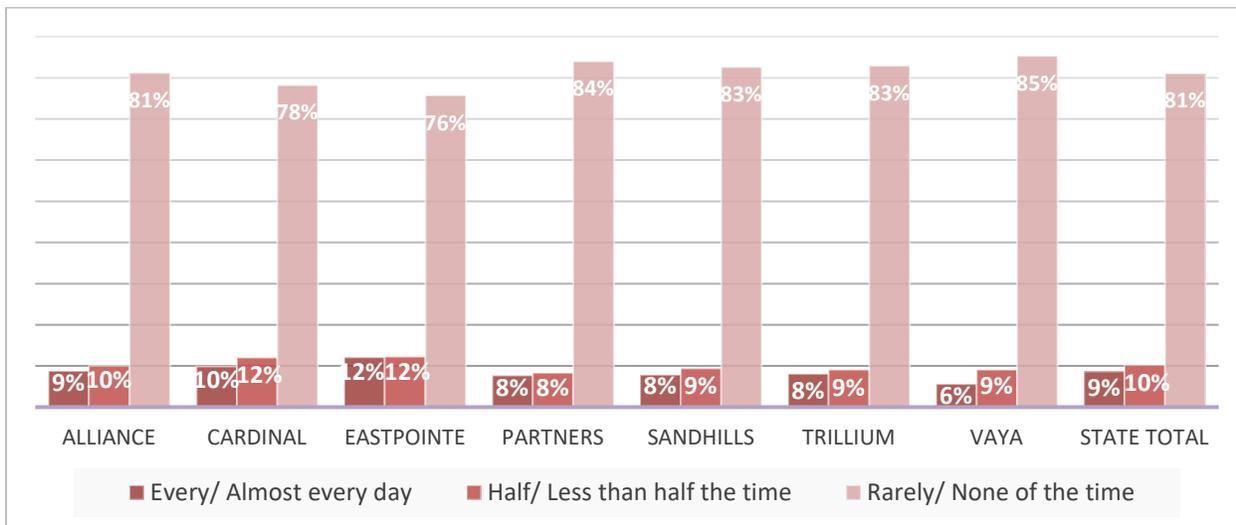
ADULT SURVEY: PHYSICAL HEALTH NOT GOOD IN PAST 30 DAYS



ADULT SURVEY: MENTAL HEALTH NOT GOOD IN PAST 30 DAYS



ADULT SURVEY: PROBLEMS DUE TO SUBSTANCE USE IN PAST 30 DAYS



Statewide, 63 percent of respondents reported having a routine physical health check-up and 38 percent reported having routine dental care in the past year.

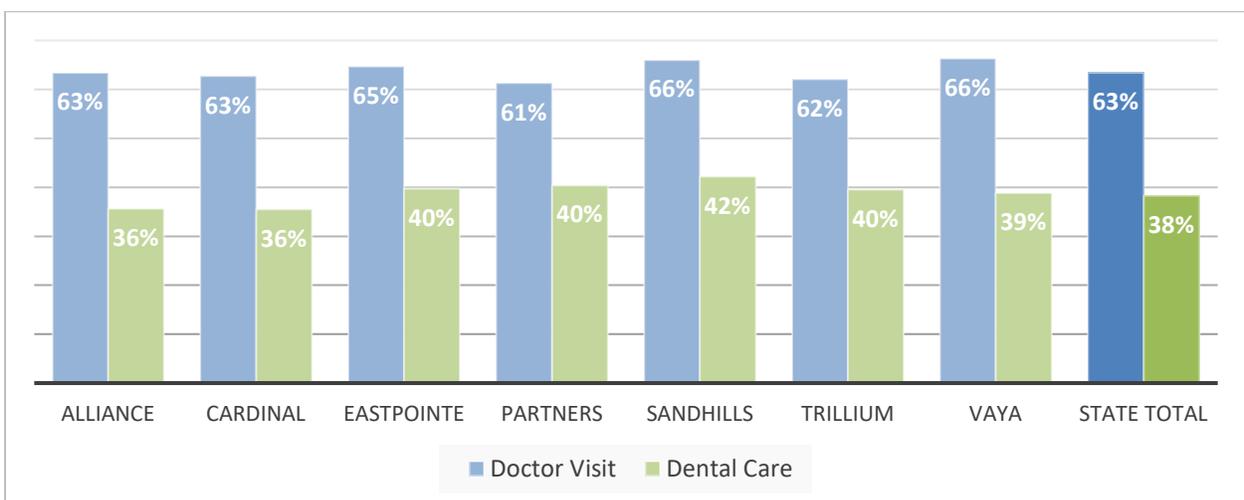
ADULT SURVEY: TIME SINCE ROUTINE DOCTOR VISIT

		How long has it been since you last visited a doctor for a routine check-up?					
LME-MCO	Total Respondents	Past Year	1-2 Years	2-5 Years	5+ Years	Never	Not Sure
Alliance	566	63%	15%	7%	4%	3%	9%
Cardinal	1024	63%	13%	5%	6%	2%	11%
Eastpointe	436	65%	14%	5%	3%	2%	13%
Partners	504	61%	13%	8%	8%	2%	9%
Sandhills	406	66%	10%	5%	4%	3%	11%
Trillium	885	62%	11%	8%	5%	2%	12%
Vaya	403	66%	11%	7%	5%	2%	10%
State Total	4,224	63%	13%	6%	5%	2%	11%

ADULT SURVEY: TIME SINCE ROUTINE DENTAL VISIT

		How long has it been since you last visited a dentist for routine care?					
LME-MCO	Total Respondents	Past Year	1-2 Years	2-5 Years	5+ Years	Never	Not Sure
Alliance	567	36%	19%	17%	15%	2%	11%
Cardinal	1023	36%	18%	15%	17%	4%	11%
Eastpointe	436	40%	18%	14%	11%	3%	15%
Partners	503	40%	19%	12%	15%	3%	11%
Sandhills	408	42%	17%	11%	14%	4%	12%
Trillium	883	40%	18%	14%	14%	3%	12%
Vaya	405	39%	18%	15%	18%	3%	8%
State Total	4,225	38%	18%	14%	15%	3%	11%

ADULT SURVEY: ROUTINE CHECK-UP IN PAST YEAR



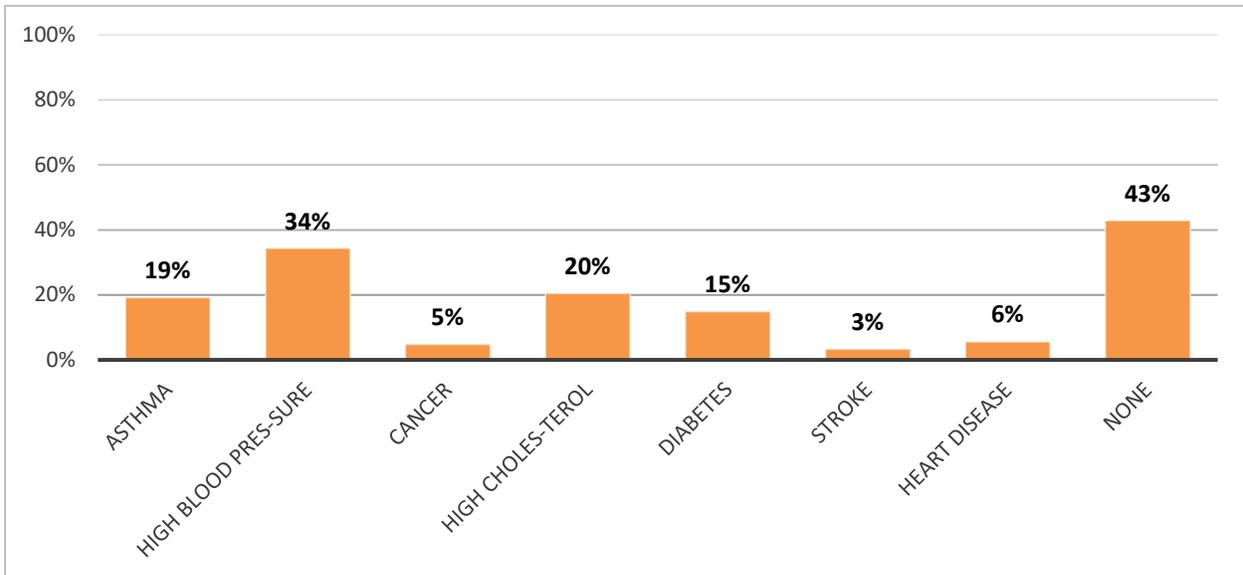
Statewide, 43 percent of respondents reported they did not have any of seven specific chronic health conditions. The most frequently reported conditions were high blood pressure (34%), high cholesterol (20%), asthma (19%), and diabetes (15%).

ADULT SURVEY: CHRONIC PHYSICAL HEALTH CONDITIONS

	Have you ever been told by a doctor that you have...? (Percent "Yes")*								
LME-MCO	Total Respondents	Asthma	High Blood Pressure	Cancer	High Cholesterol	Diabetes	Stroke	Heart Disease	None
Alliance	562	20%	33%	4%	20%	16%	3%	4%	43%
Cardinal	1,005	19%	36%	4%	21%	12%	4%	5%	43%
Eastpointe	433	20%	36%	4%	20%	19%	4%	6%	43%
Partners	498	22%	33%	5%	23%	17%	3%	7%	40%
Sandhills	406	15%	37%	4%	18%	16%	3%	7%	41%
Trillium	877	19%	31%	5%	19%	12%	3%	5%	46%
Vaya	406	20%	34%	8%	23%	17%	3%	8%	40%
State Total	4,187	19%	34%	5%	20%	15%	3%	6%	43%

*"Check all that apply." Responses of "None" were recoded if other options were selected. Percentage denominators include all respondents who selected at least one response, including "None."

ADULT SURVEY: PREVALENCE OF CHRONIC PHYSICAL HEALTH CONDITIONS (ALL LME-MCOs)

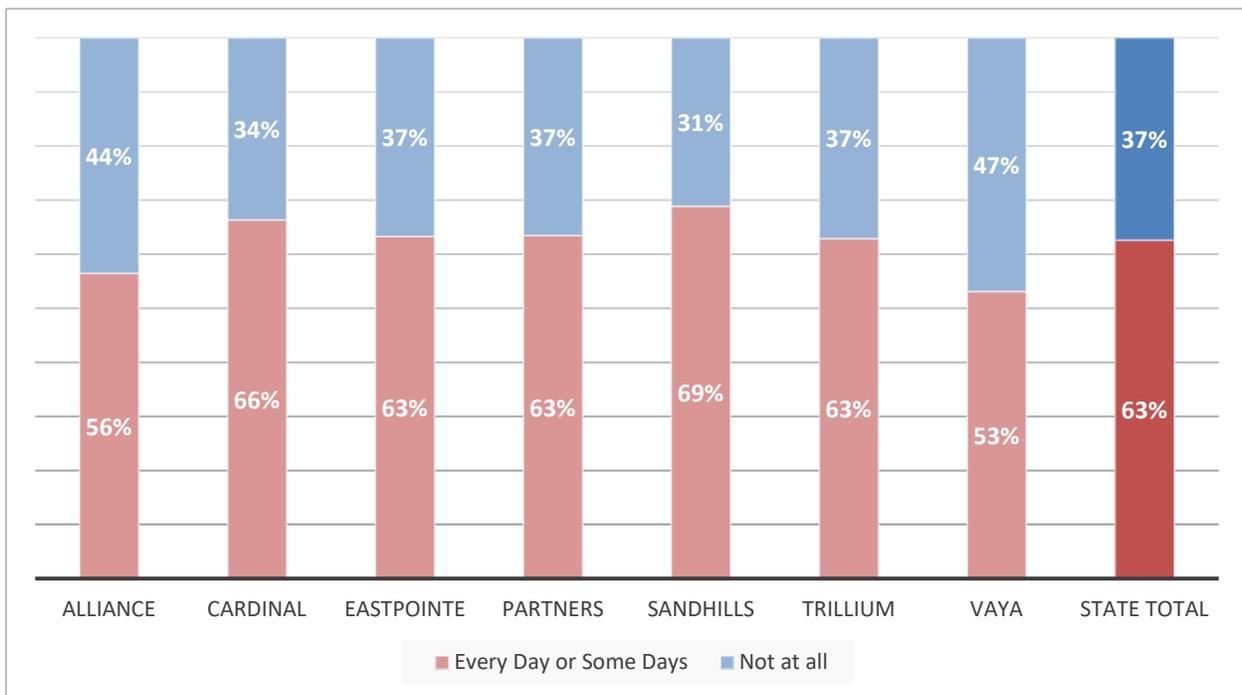


Thirty-seven percent of respondents reported that they do not smoke or use tobacco/nicotine. Prevalence of use per LME-MCO ranged from 53 to 69 percent.

ADULT SURVEY: SMOKING PREVALENCE AND FREQUENCY

	Do you smoke or use tobacco or nicotine products?			
LME-MCO	Total Respondents	Every day	Some days	Not at all
Alliance	558	44%	13%	44%
Cardinal	1010	56%	11%	34%
Eastpointe	430	49%	15%	37%
Partners	498	54%	9%	37%
Sandhills	405	58%	11%	31%
Trillium	873	52%	11%	37%
Vaya	401	44%	9%	47%
State Total	4,175	51%	11%	37%

ADULT SURVEY: SMOKING PREVALENCE



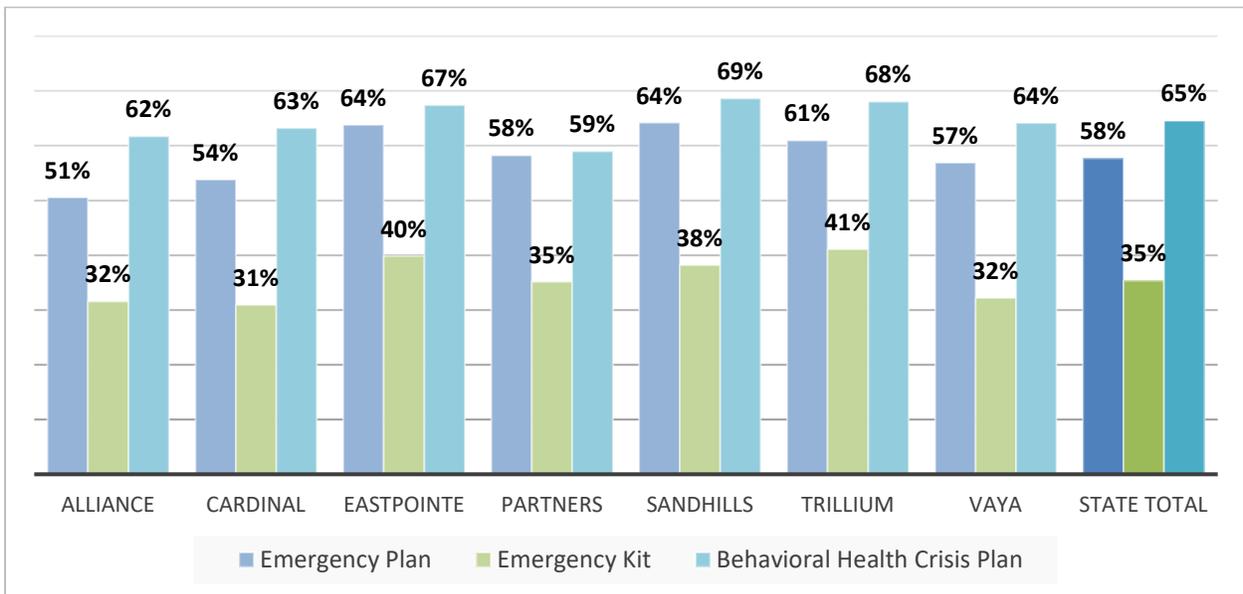
Less than one-third of respondents reported having an emergency kit, over half reported having an emergency plan, and nearly two-thirds reported having a behavioral health crisis plan.

ADULT SURVEY: EMERGENCY AND CRISIS PLANS

LME-MCO	Sample Size*	Do you have an emergency plan? (% Yes)	Do you have an emergency kit? (% Yes)	Do you have a behavioral health crisis plan? (% Yes)
Alliance	559	51%	32%	62%
Cardinal	1011	54%	31%	63%
Eastpointe	436	64%	40%	67%
Partners	490	58%	35%	59%
Sandhills	405	64%	38%	69%
Trillium	143	61%	41%	68%
Vaya	393	57%	32%	64%
State Total	4,160	58%	35%	65%

*Sample size shown is the smallest across the three questions.

ADULT SURVEY: EMERGENCY AND CRISIS PLANS





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