



North Carolina

CAHPS 3.0

Adult Medicaid

ECHO® Report

December 2017



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Using This Report

Results from the Consumer Satisfaction Survey for North Carolina Adult Medicaid enrollees provide a comprehensive tool for assessing consumers' experiences with their health care. DataStat, Inc. conducted the survey on behalf of The State of North Carolina Division of Medical Assistance (DMA) and The Carolinas Center for Medical Excellence (CCME).

The instrument selected for the survey was the Adult Experience of Care and Health Outcomes (ECHO®) Survey 3.0 (which is the CAHPS® behavioral health survey) for use in assessing the performance of the health plans. The survey instrument used for the NC DMA adult Medicaid survey project consisted of fifty-one core questions and twelve care coordination questions.

The majority of questions addressed domains of member experience such as getting treatment quickly, how well clinicians communicate, getting treatment and information from the plan, perceived improvement, information about treatment options, and overall satisfaction with counseling and treatment.

This report is designed to allow NC DMA and the health plans to identify key opportunities for improving members' experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "... when you needed counseling or treatment right away, how often did you see someone as soon as you wanted?" is considered an achievement, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always". Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for the health plan to improve.

Achievement scores are computed and reported for all pertinent survey items. In addition, composite scores are built from achievements for groups of survey items that make up broad domains of members' experience: getting treatment quickly, how well clinicians communicate, getting treatment and information from the plan, perceived improvement and information about treatment options.

The ECHO®-CAHPS® survey results are presented here in a format that is optimized for use in practical decision-making. Specifically, these reports can:

1. Assist health plans in identifying strengths and weaknesses in their quality of care and services.
2. Provide health plans with a way to assess where resources can best be allocated to improve weaknesses.
3. Show health plans the effects of their efforts to improve over time.

In the *Composites* section of the report, composite scores and the achievement scores for their component questionnaire items are presented in the form of bar charts to facilitate comparison of scores across health plans or time.

Correlations with counseling or treatment satisfaction are computed for each composite score and each achievement score of the composite's individual questionnaire items. In the *Priority Matrices* section of the report, these correlations are plotted against the achievement scores to help isolate specific areas where improvement efforts might have the greatest chance of increasing counseling or treatment satisfaction among members.

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ECHO® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).
CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Statistical significance tests were run comparing NC Adult overall scores with each health plan score. Comparisons are presented in the *Executive Summary* and *Graphs* sections of the report. Statistical significance tests were also run comparing the NC Adult Medicaid 2017 scores with one year of trend - 2016. Trend comparisons are presented in the *Trend Analysis* and the *Responses by Question* sections of the report.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, relatively small numbers of responses could be collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation.

Executive Summary

The Adult Experience of Care and Health Outcomes (ECHO®) Survey 3.0 is the most comprehensive tool available for assessing consumers' experiences with counseling and treatment. ECHO® 3.0 provides consumers and health plans with information about a broad range of key consumer issues.

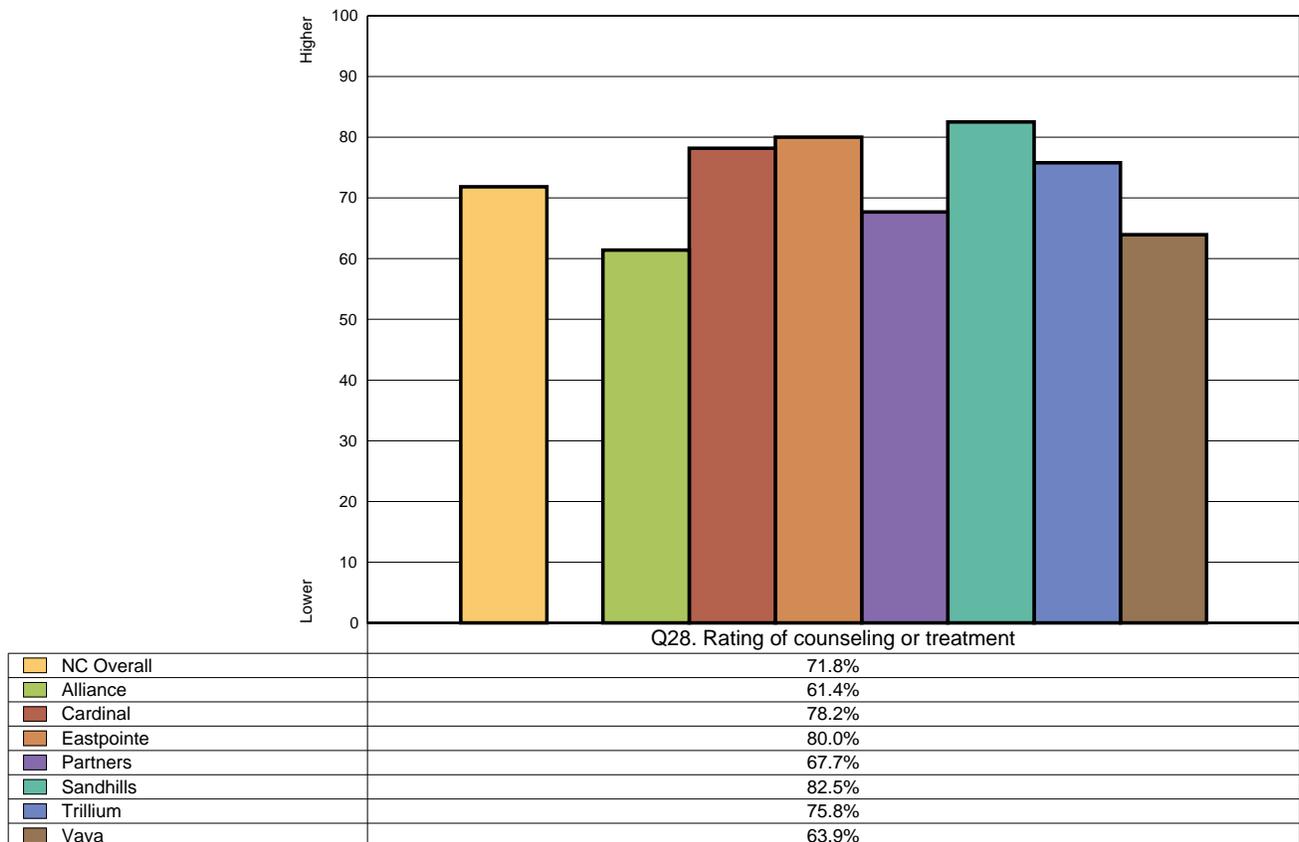
This report summarizes the findings of an adult survey conducted for NC DMA. Attempts were made to survey 3,909 enrollee households by mail and telephone during the period from August 21, 2017 through November 15, 2017, using a standardized survey procedure and questionnaire.

SUMMARY OF OVERALL RATING QUESTION

Response options for the counseling or treatment rating question range from 0 (worst) to 10 (best). In the table below, ratings of 8, 9, or 10 are considered achievements, and the achievement score is presented as a proportion of enrollees whose response was an achievement.

NC overall rating are presented along with each plan's rating. Statistical testing is performed between the NC overall score and each plan score. A significantly higher or lower score is indicated by an arrow above the bar.

Overall Rating Question



↕ Statistically significantly higher/lower than NC Overall

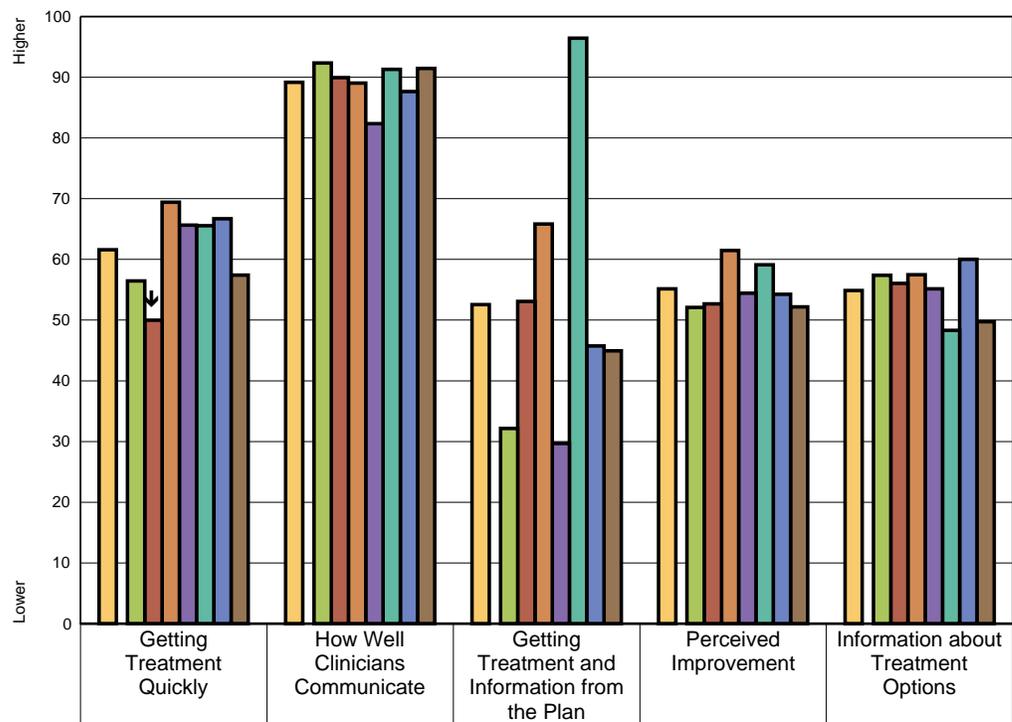
SUMMARY OF COMPOSITES

For each of five domains of member experience, Getting Treatment Quickly, How Well Clinicians Communicate, Getting Treatment and Information from the Plan, Perceived Improvement, and Information about Treatment Options, a composite score is calculated. The composite scores are intended to give a summary assessment of how the plans performed across the domain.

NC Overall composite scores are presented along with the composite scores for each plan. Statistical testing is performed between the state overall score and each plan score. A significantly higher or lower score is indicated by an arrow above the bar.

In the table below, proportions of positive responses are reported as achievement scores. For the Getting Treatment Quickly and How Well Clinicians Communicate composites, responses of "Usually" or "Always" are considered achievements. For the Getting Treatment and Information from the Plan composite, responses of "Not a problem" are considered achievements. For the Perceived Improvement composite, responses of "Much better" or "A little better" are considered achievements. Responses of "Yes" are considered achievements for the Information about Treatment Options.

Composites



	Getting Treatment Quickly	How Well Clinicians Communicate	Getting Treatment and Information from the Plan	Perceived Improvement	Information about Treatment Options
NC Overall	61.6%	89.2%	52.6%	55.2%	54.9%
Alliance	56.5%	92.3%	32.2%	52.1%	57.4%
Cardinal	50.0%	89.9%	53.1%	52.7%	56.1%
Eastpointe	69.4%	89.1%	65.8%	61.5%	57.5%
Partners	65.6%	82.3%	29.7%	54.4%	55.2%
Sandhills	65.6%	91.3%	96.4%	59.1%	48.3%
Trillium	66.7%	87.7%	45.7%	54.2%	60.0%
Vaya	57.4%	91.4%	44.9%	52.2%	49.7%

↕ Statistically significantly higher/lower than NC Overall

Sample Disposition

	NC Overall	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya
First mailing - sent	3909	571	571	571	571	483	571	571
*First mailing - returned surveys	361	64	47	43	50	47	53	57
First mailing - usable returned surveys	272	48	40	33	36	32	36	47
Second mailing - sent	3247	481	478	430	492	389	490	487
*Second mailing - returned surveys	179	21	22	21	27	24	33	31
Second mailing - usable returned surveys	131	14	18	13	24	18	25	19
*Phone - completed surveys	163	21	27	17	33	16	32	17
Phone - usable completed surveys	113	17	21	11	24	9	20	11
Total - usable surveys	516	79	79	57	84	59	81	77
†Ineligible: According to population criteria	10	1	1	0	3	2	2	1
†Ineligible: Language barrier	2	0	1	0	0	1	0	0
†Ineligible: Deceased	29	1	4	5	12	1	1	5
†Ineligible: Mentally or physically unable to complete survey	151	12	29	17	36	16	17	24
Bad address and/or bad phone number	536	66	78	137	54	73	72	56
Refusal	180	29	37	18	22	19	27	28
Nonresponse - Unavailable by mail or phone	2298	356	325	313	334	284	334	352
Response Rate	18.9%	19.0%	17.9%	14.8%	21.2%	18.8%	21.4%	19.4%
Usable Rate	73.4%	74.5%	82.3%	70.4%	76.4%	67.8%	68.6%	73.3%

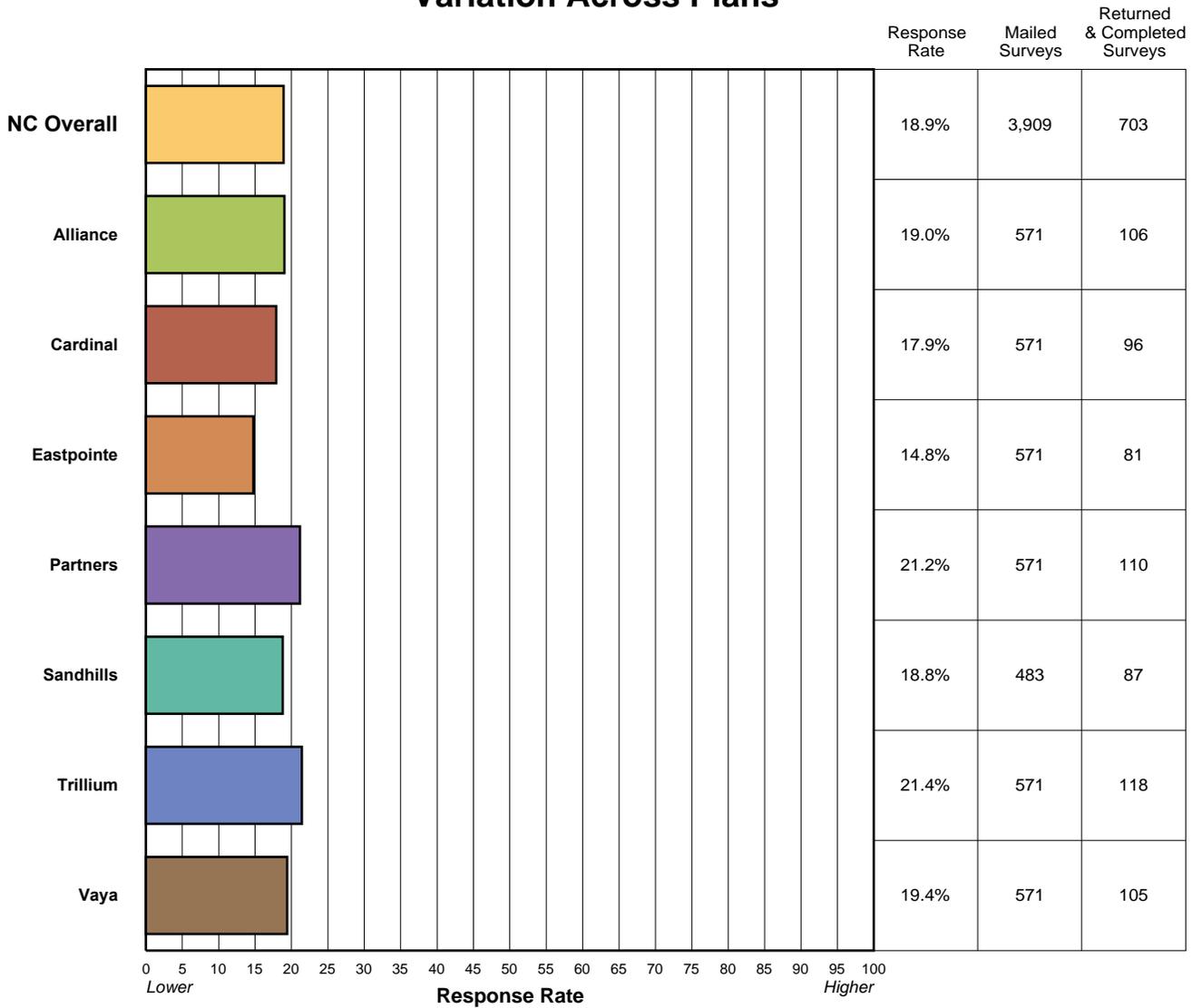
*Included in response rate numerator

†Excluded from response rate denominator

Note: $Response Rate = Total Returned and Completed Surveys / Total Eligible Cases$

Note: $Usable Rate = Total Usable Surveys / Total Returned and Completed Surveys$

Response Rates Variation Across Plans



A total random sample of 3,909 cases was drawn of adult enrollees from the North Carolina plans. This consisted of a random sample of 571 enrollees from each plan, where possible. To be eligible, enrollees had to be over the age of 18, and received services through the LME/MCO within the last year prior to July 2017.

The survey was administered over a 12-week period using a mixed-mode (mail and telephone) protocol. The three-wave protocol consisted of an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing to non-respondents, and finally a phone follow-up to non-respondents for whom we had a valid telephone number.

Trend Analysis - 2017 vs. 2016

NC Adult Medicaid

The table below provides a snapshot of the items with the greatest point change, positive or negative, since 2016. All performance-related items in the questionnaire that were trendable were listed in descending order of point change, and testing was conducted to determine which trends were statistically significant. Shown below are the ten items at the top of the list and the ten items at the bottom, with their 2016 and 2017 scores and results of significance testing.

In the table presented below, differences over time may be readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Question	NC Adult Medicaid 2017 Score	NC Adult Medicaid 2016 Score	Point Change	Composite/ Question Group
Q53. If not satisfied with Person Centered Plan, Provider/I suggested revisions that were usually or always added to plan	27.3%	13.3%	+ 13.9	Care Coordination Items
Q37. Told about other ways to get treatment after benefits are used up	52.9%	44.8%	+ 8.1	Single Items
Q41. Helpfulness of customer service	52.3%	44.6%	+ 7.7	Getting Treatment and Information
Q27. Care responsive to cultural needs	70.8%	63.6%	+ 7.2	Single Items
Q3. Usually or always got help by telephone	43.2%	38.0%	+ 5.2	Getting Treatment Quickly
Q10. Usually or always seen within 15 minutes of appointment time	63.8%	61.0%	+ 2.8	Single Items
Q24. Patient feels that he or she could refuse a specific type of treatment	81.5%	79.0%	+ 2.5	Single Items
Q17. Told about side effects of medication	77.8%	76.5%	+ 1.3	Single Items
Q47. Care Coordinator usually or always responds to calls in timely manner	83.8%	82.6%	+ 1.2	Care Coordination Items
Q23. Given information about rights as a patient	90.9%	89.7%	+ 1.2	Single Items
Q34. Much better or a little better ability to deal with symptoms or problems to 1 year ago	55.3%	58.9%	- 3.5	Perceived Improvement
Q31. Much better or a little better ability to deal with daily problems to 1 year ago	61.3%	64.9%	- 3.6	Perceived Improvement
Q39. Delays in treatment while waiting for plan approval	51.3%	55.1%	- 3.8	Getting Treatment and Information
Q33. Much better or a little better ability to accomplish things to 1 year ago	50.9%	54.7%	- 3.8	Perceived Improvement
Q32. Much better or a little better ability to deal with social situations to 1 year ago	52.1%	56.2%	- 4.1	Perceived Improvement
Q5. Usually or always got urgent treatment as soon as needed	63.9%	68.1%	- 4.2	Getting Treatment Quickly
Q19. Talk about including family and friends in treatment	50.3%	54.8%	- 4.6	Single Items
Q52. Usually or always satisfied with my Person Centered Plan prepared by the Care Coordinator	81.4%	86.1%	- 4.8	Care Coordination Items
Q20. Told about self-help or consumer run programs	47.4%	52.8%	- 5.4	Information about Treatment Options
Q55. Usually or always satisfied with Care Coordinator	84.1%	90.5%	- 6.4	Care Coordination Items

Better

Worse

▲ ▼ Statistically significantly higher/lower than 2016 score.

Key Strengths and Opportunities for Improvement

The following tables display the ten questions most highly correlated with NC Adult Medicaid member satisfaction with counseling and treatment, their corresponding achievement scores and correlations. Achievement scores are considered "high" when the score is 85% or higher.

Among the ten items, the five questions with the highest achievement scores are presented first as Key Strengths. These are areas that appear to matter the most to members, and where the health plan is doing well. The five questions with the lowest achievement scores are presented second, as Opportunities for Improvement. These are areas that appear to matter the most to members, but where the health plan is not doing as well and could focus quality improvement efforts.

Key Strengths

Question	NC Adult Medicaid Achievement Score	Correlation w/ satisfaction
Q13. Clinicians usually or always showed respect	89.9	0.60
Q11. Clinicians usually or always listened carefully	88.8	0.58
Q12. Clinicians usually or always explained things	88.2	0.55
Q14. Clinicians usually or always spent enough time	87.4	0.60
Q18. Usually or always involved as much as you wanted in treatment	85.2	0.59

Opportunities for Improvement

Question	NC Adult Medicaid Achievement Score	Correlation w/ satisfaction
Q5. Usually or always got urgent treatment as soon as needed	63.9	0.52
Q49. Care Coordinator usually or always helped find services/support with managing care	79.7	0.47
Q22. Given as much information as wanted to manage condition	80.5	0.52
Q52. Usually or always satisfied with my Person Centered Plan prepared by the Care Coordinator	81.4	0.54
Q29. A lot or somewhat helped by treatment	82.4	0.65

Methodology

The survey drew as potential respondents adult Medicaid enrollees over the age 18 who received mental health, substance abuse, or intellectual and developmental disability services through the LME/MCO within the last year. Respondents were surveyed in English and Spanish. Spanish language materials were available to enrollees whom were identified as Spanish speakers as well as available on a request basis and were available with the 2nd survey mailing and phone follow-up phases.

The survey was administered over a 12-week period using a mixed-mode (mail and telephone) protocol. The three-wave protocol consisted of an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing to non-respondents, and finally a phone follow-up to non-respondents for whom we had a valid telephone number.

Survey Milestones

1	1st mailing of survey packets:	August 21, 2017
2	1st mailing of reminder postcards:	August 28, 2017
3	2nd mailing of survey packets:	September 11, 2017
4	Phone field:	October 2, 2017
5	Mail and phone field terminated:	November 15, 2017

Sampling Frame

A total random sample of 3,909 cases was drawn of adult enrollees from the North Carolina plans. This consisted of a random sample of 571 enrollees from each plan, where possible. To be eligible, enrollees had to be over the age of 18, and received services through the LME/MCO within the last year prior to July 2017.

Selection of Cases for Analysis

Surveys were considered complete if a respondent provided a valid response to 50% of the key items listed in Appendix B. Completed usable interviews were obtained from 516 NC Adult Medicaid enrollees, and the NC Adult Medicaid usable response rate was 13.9%.

Questionnaire

The instrument selected for the survey was the CAHPS® 3.0 Adult ECHO core survey for use in assessing the performance of health plans. The survey instrument used for the NC Adult Medicaid ECHO survey project consisted of fifty-one core questions and twelve care coordination questions. The majority of questions addressed domains of member experience such as getting treatment quickly, how well clinicians communicate, getting treatment and information from the plan, perceived improvement, information about treatment options, and satisfaction with counseling or treatment.

Definition of Achievement Scores

Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "How often did your personal doctor listen carefully to you?" is considered an achievement, and responses of "8", "9", or "10" to ratings questions are also considered achievements. Because achievement scores for survey questions are computed as the proportion of enrollees who indicate a positive experience, the lower the achievement score, the greater the need for the health plan to improve. See the *Responses by Question* section for assignment of achievement responses for each question.

Definition of Top Box Scores and Hollow Bars

Top Box scoring means only responses that indicate the most positive experience are labeled as achievements. For example, a response of "Always" to the question "How often did this provider listen carefully to you?" is considered an achievement. Responses of "9" or "10" to the rating question are also considered achievements. Top Box scores are presented as alternate scores throughout this report and are visually displayed in the *Graphs* section as hollow bars.

Composites

Five composite scores summarize responses in key areas: Getting Treatment Quickly, How Well Clinicians Communicate, Getting Treatment and Information from the Plan, Perceived Improvement and Information about Treatment Options. Following is a list of the questions that comprise each composite:

Getting Treatment Quickly

- Q3. Usually or always got help by telephone
- Q5. Usually or always got urgent treatment as soon as needed
- Q7. Usually or always got appointment as soon as wanted

How Well Clinicians Communicate

- Q11. Clinicians usually or always listened carefully
- Q12. Clinicians usually or always explained things
- Q13. Clinicians usually or always showed respect
- Q14. Clinicians usually or always spent enough time
- Q15. Usually or always felt safe with clinicians
- Q18. Usually or always involved as much as you wanted in treatment

Getting Treatment and Information from the Plan

- Q39. Delays in treatment while waiting for plan approval
- Q41. Helpfulness of customer service

Perceived Improvement

- Q31. Much better or a little better ability to deal with daily problems to 1 year ago
- Q32. Much better or a little better ability to deal with social situations to 1 year ago
- Q33. Much better or a little better ability to accomplish things to 1 year ago
- Q34. Much better or a little better ability to deal with symptoms or problems to 1 year ago

Information about Treatment Options

- Q20. Told about self-help or consumer run programs
- Q21. Told about different treatments that are available for condition

The composite scores presented in this report are calculated using a member-level scoring algorithm. First, an average of achievements is calculated for each member that appropriately answered at least one question in the composite. A composite achievement score is then calculated by taking the mean of those individual member averages.

The "N" presented with the composite score is the number of members who appropriately answered at least one question in that composite.

Correlation to Satisfaction

To understand the relationship between performance in particular areas of member experience and overall satisfaction with counseling or treatment, correlations are computed between responses to specific performance-related items and Q28, which is the rating question in the survey instrument measuring overall satisfaction with counseling or treatment. The particular correlation computed is Pearson's Correlation Coefficient, which takes on values between -1 and 1. In the context of this report, coefficients greater than or equal to .4 are more highly correlated with satisfaction (medium to high); coefficients less than .4 represent lower correlations with satisfaction (medium to low).

Comparisons: Current Year and Trending

NC Adult Medicaid 2017 results are compared to the NC Adult Medicaid 2016 ECHO® 3.0 data. Trend data with significance testing is presented in the *Executive Summary* and *Responses by Question* sections.

For some survey items, relatively small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Statistical Testing

Statistically significant differences between scores were determined using binomial and t-tests. If the test was valid, a significance level of .05 or less was considered statistically significant and "↑" or "↓" was placed at the end/top of the appropriate bar. Tests were considered valid when the number of cases used to compute each score was 30 or greater, and there was non-zero variation in the tested groups.

Case-Mix Analysis

The majority of achievement scores presented in this report are case-mix adjusted to control for differences in the member population across plans. The results for 2017 are case-mix adjusted for age (Q57), education (Q59), and health status (Q56). Case-mix adjustment is applied to mitigate the effect of differences in individual plan member populations. The variables chosen for case-mix adjustment are beyond the control of the plans and have been shown to affect plan results and health care ratings. For example, individuals with higher levels of education generally rate lower for satisfaction.

PRIORITY MATRICES

Priority matrices help focus improvement activities by graphically juxtaposing two kinds of information: the magnitude of health plan achievement scores and their Pearson correlation with overall counseling or treatment satisfaction. Overall satisfaction with counseling or treatment is based on Q28, which asks respondents to rate their experience with their counseling or treatment, using a 0-10 scale, from "Worst counseling or treatment possible" to "Best counseling or treatment possible". Achievement scores are plotted against their correlation with overall counseling or treatment satisfaction.

With respect to achievement scores, higher scores are obviously better. With respect to correlations however, their magnitude is best considered not in terms of better or worse, but rather in terms of importance. In the context of quality improvement activities, the most important composites are those which are most highly correlated with overall counseling and treatment satisfaction. For example, if one composite is more highly correlated with overall counseling and treatment satisfaction than the others, improving service in that particular area is more likely to improve ratings of overall counseling and treatment satisfaction over time. Conversely, if an item is weakly correlated with overall counseling and treatment satisfaction, altering services in that domain won't significantly alter ratings of counseling and treatment.

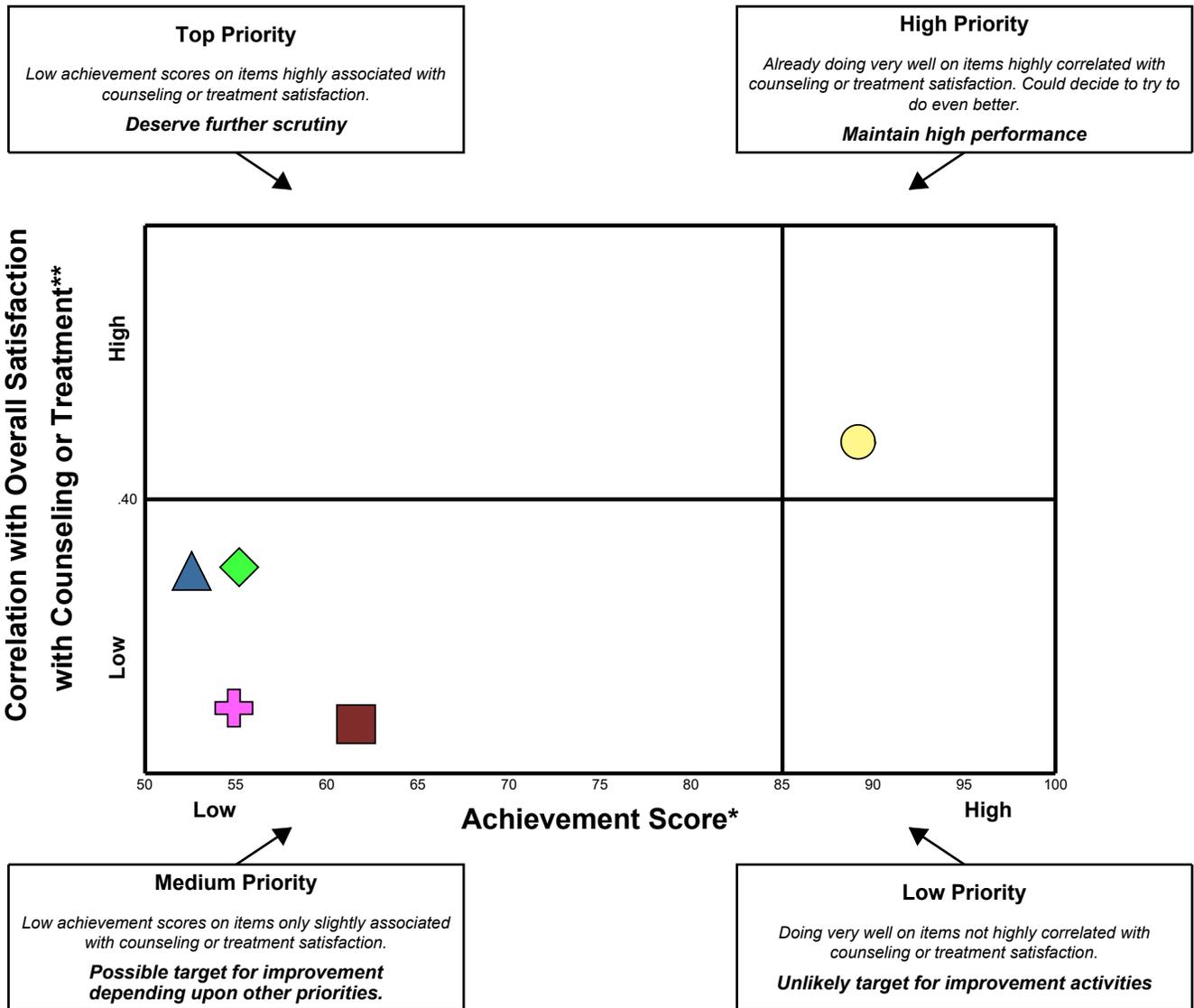
For the purposes of the priority matrix, an achievement score is considered "high" when the score is 85% or higher. Correlation coefficients greater than or equal to .4 are considered "highly correlated" with counseling and treatment satisfaction; coefficients less than .4 are considered lower correlations with counseling and treatment satisfaction. The plot of scores against correlations thus falls into a four-quadrant matrix, where the four quadrants are determined by an 85% score horizontal axis and a .4 correlation vertical axis.

Association with Overall Satisfaction**	High	<p>Top Priority</p> <p><i>Low achievement scores on items highly associated with counseling or treatment satisfaction.</i></p> <p>Deserve further scrutiny</p>	<p>High Priority</p> <p><i>Already doing very well on items highly correlated with counseling or treatment satisfaction. Could decide to try to do even better.</i></p> <p>Maintain high performance</p>
	Low	<p>Medium Priority</p> <p><i>Low achievement scores on items only slightly associated with counseling or treatment satisfaction.</i></p> <p>Possible target for improvement depending upon other priorities.</p>	<p>Low Priority</p> <p><i>Doing very well on items not highly correlated with counseling or treatment satisfaction.</i></p> <p>Unlikely target for improvement activities</p>
		Low	High
		Achievement Score*	

* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix Composites

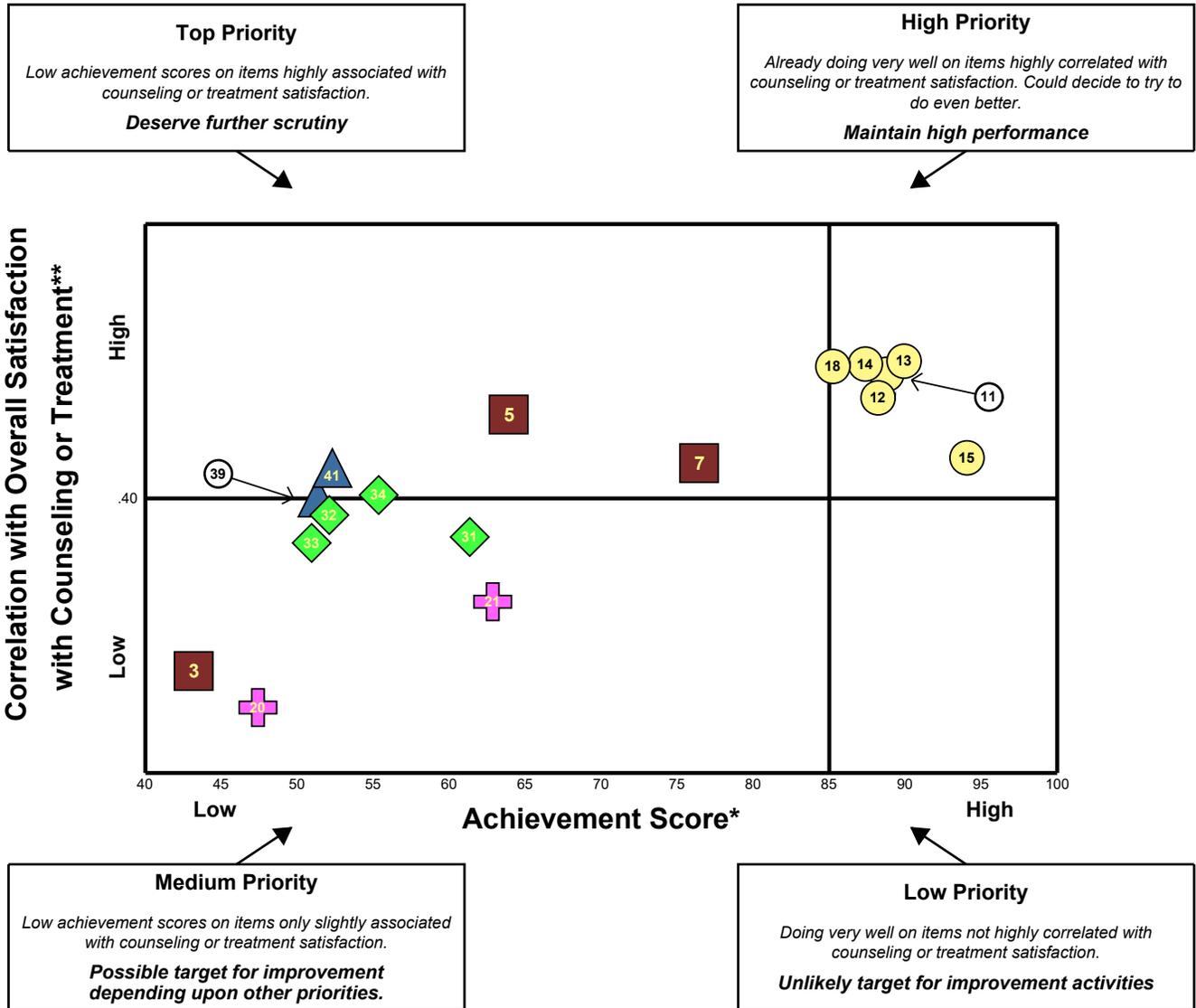


- Getting Treatment Quickly**
- Perceived Improvement**
- How Well Clinicians Communicate**
- Information about Treatment Options**
- Getting Treatment and Information from the Plan**

* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix Composite Items



Getting Treatment Quickly
Q3. Usually or always got help by telephone
Q5. Usually or always got urgent treatment as soon as needed
Q7. Usually or always got appointment as soon as wanted

How Well Clinicians Communicate
Q11. Clinicians usually or always listened carefully
Q12. Clinicians usually or always explained things
Q13. Clinicians usually or always showed respect
Q14. Clinicians usually or always spent enough time
Q15. Usually or always felt safe with clinicians
Q18. Usually or always involved as much as you wanted in treatment

Getting Treatment and Information from the Plan
Q39. Delays in treatment while waiting for plan approval
Q41. Helpfulness of customer service

Perceived Improvement
Q31. Much better or a little better ability to deal with daily problems to 1 year ago
Q32. Much better or a little better ability to deal with social situations to 1 year ago
Q33. Much better or a little better ability to accomplish things to 1 year ago
Q34. Much better or a little better ability to deal with symptoms or problems to 1 year ago

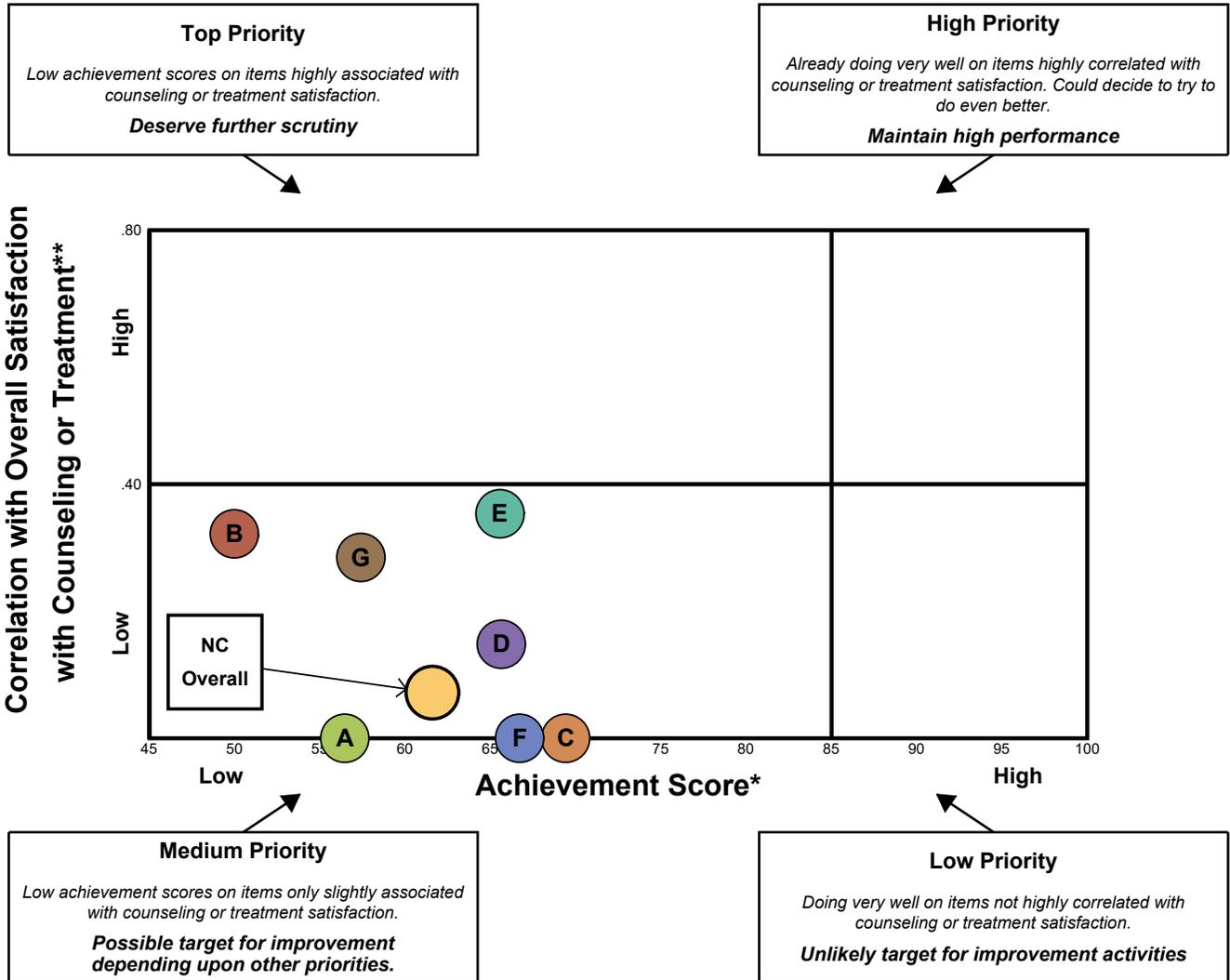
Information about Treatment Options
Q20. Told about self-help or consumer run programs
Q21. Told about different treatments that are available for condition

* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Composites

Getting Treatment Quickly

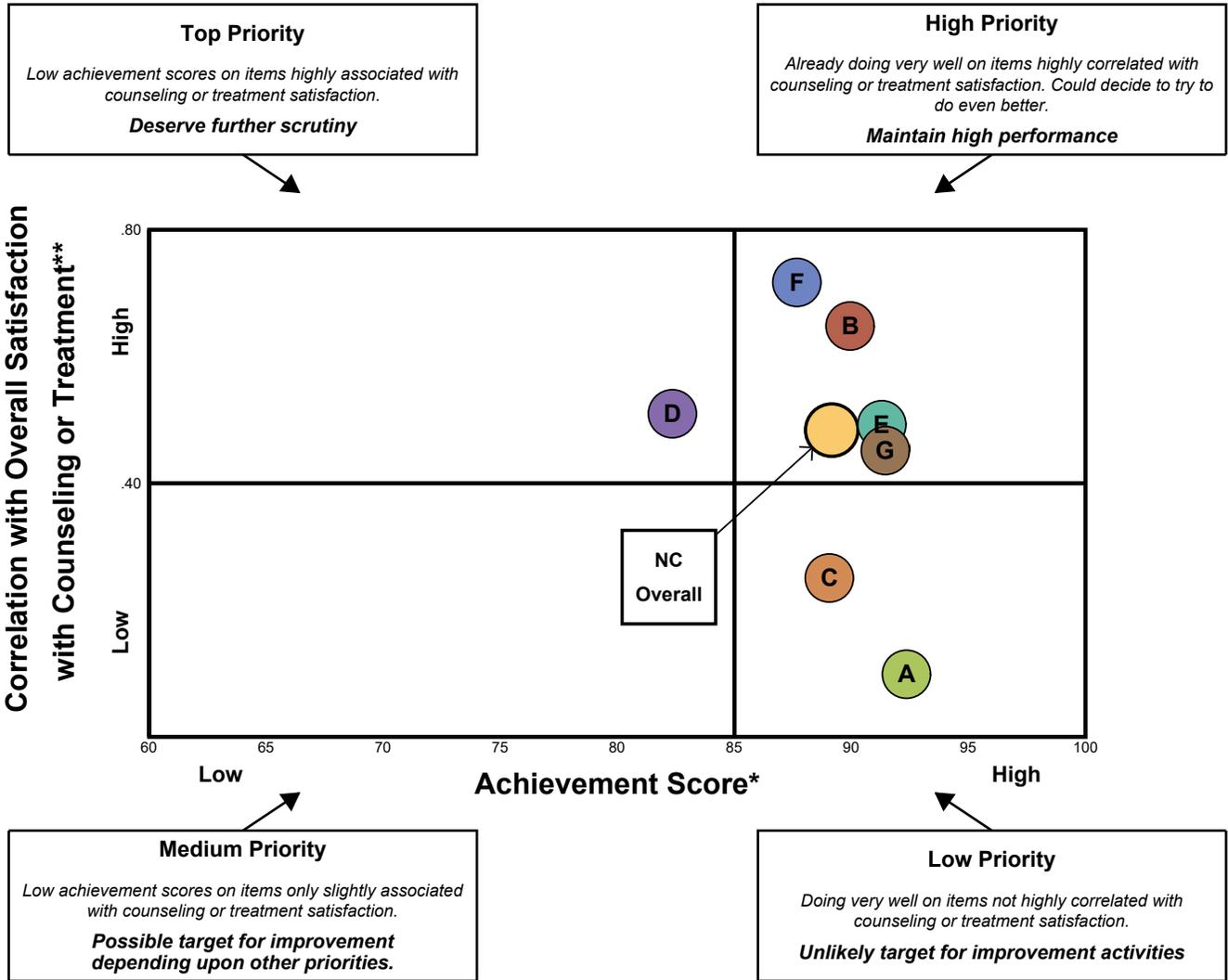


- A Alliance**
- E Sandhills**
- B Cardinal**
- F Trillium**
- C Eastpointe**
- G Vaya**
- D Partners**

* An achievement score is ranked "high" when score is 85 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Composites

How Well Clinicians Communicate

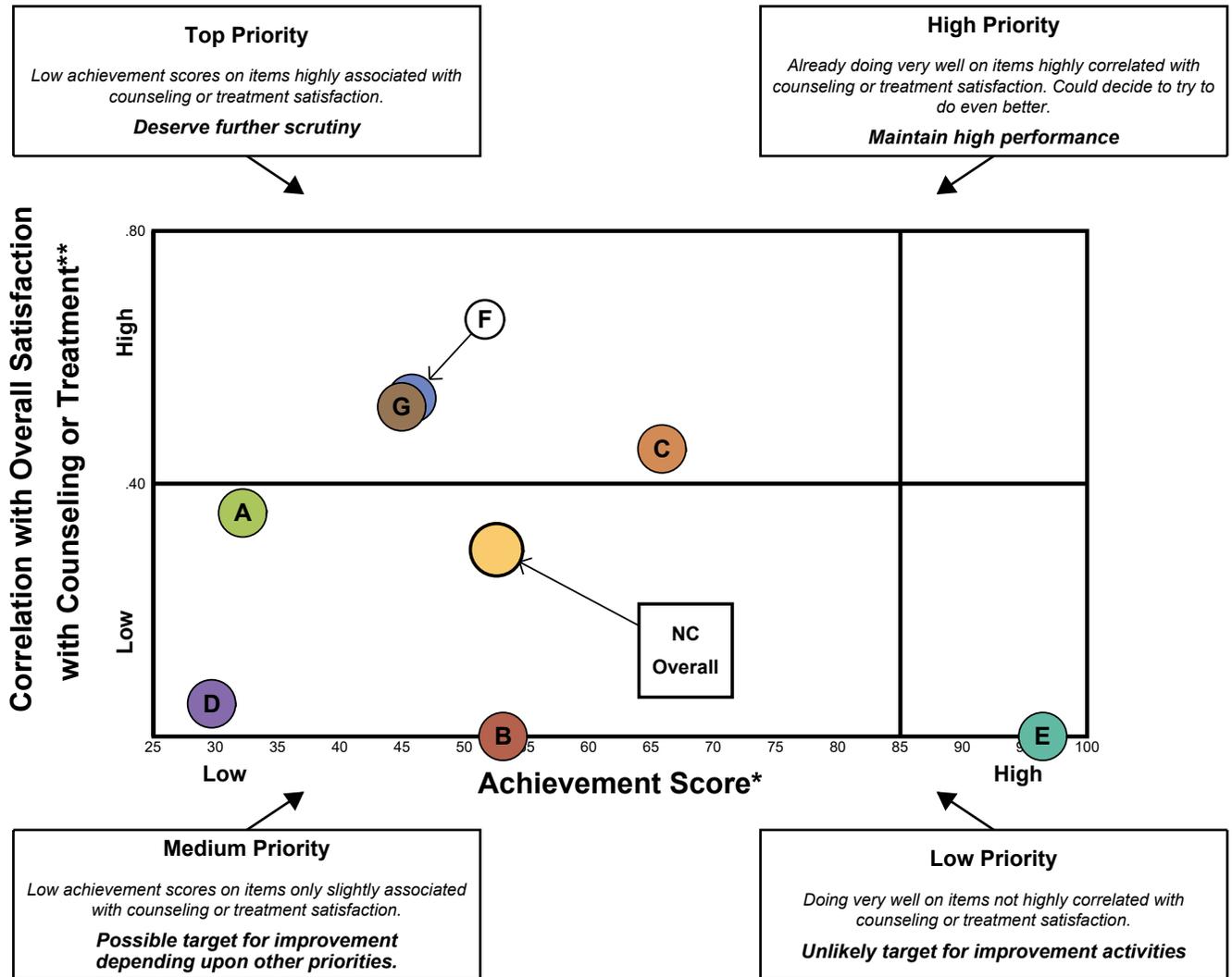


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Priority Matrix - Composites

Getting Treatment and Information from the Plan



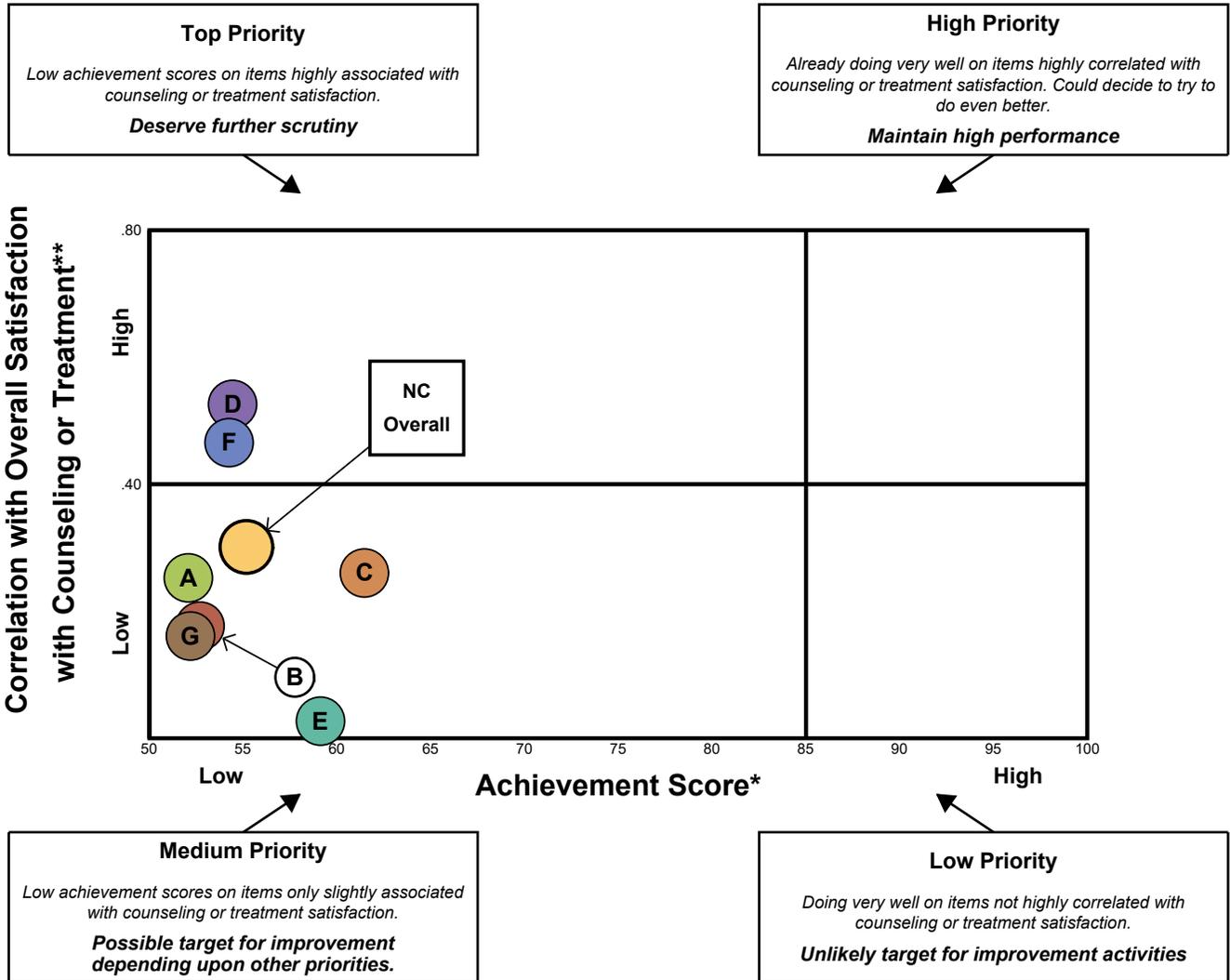
- A Alliance**
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- G Vaya**
- D Partners**

* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Composites

Perceived Improvement

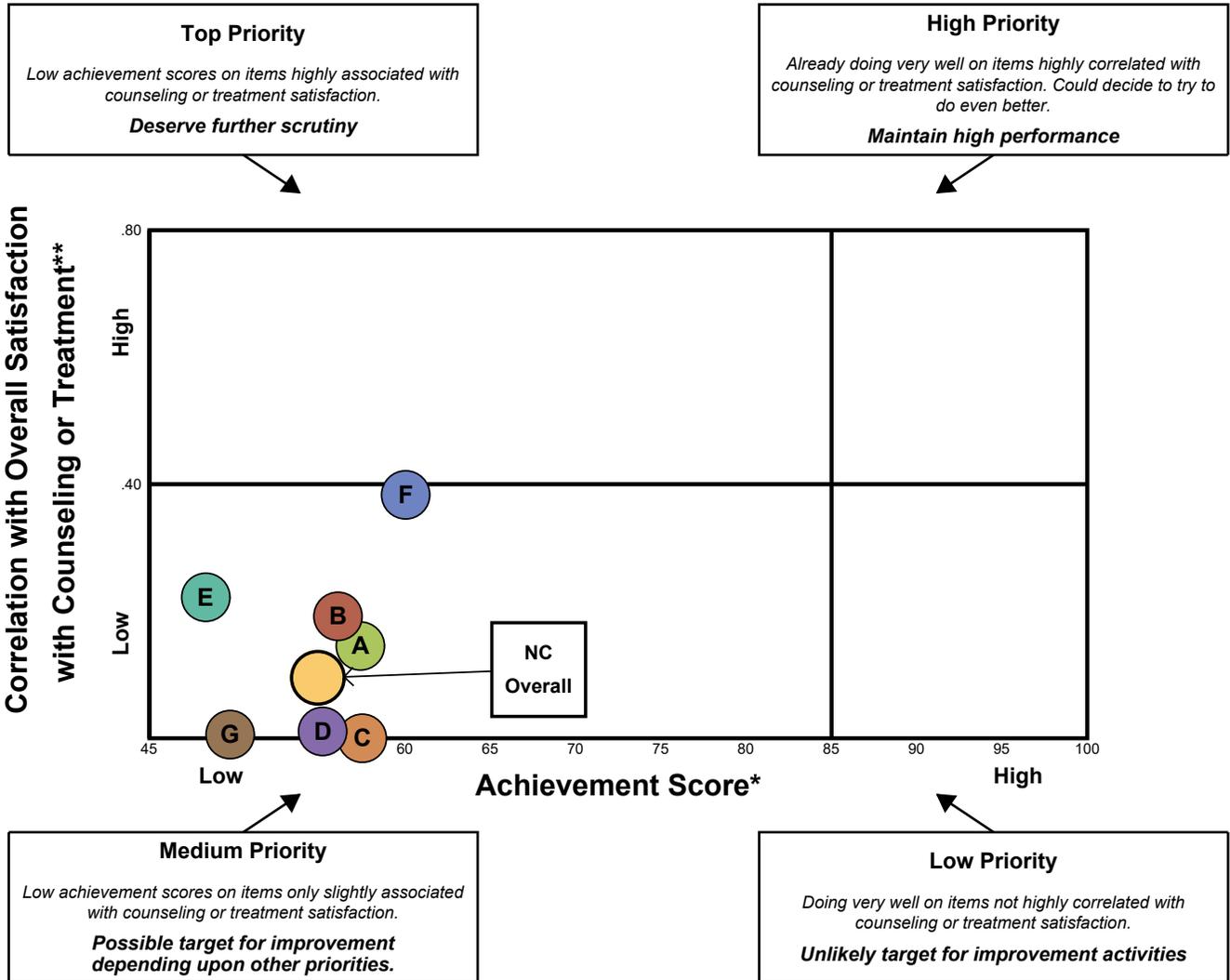


- A Alliance**
- E Sandhills**
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- D Partners**

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 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Composites

Information about Treatment Options



- A Alliance**
- E Sandhills**
- B Cardinal**
- F Trillium**
- C Eastpointe**
- G Vaya**
- D Partners**

* An achievement score is ranked "high" when score is 85 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

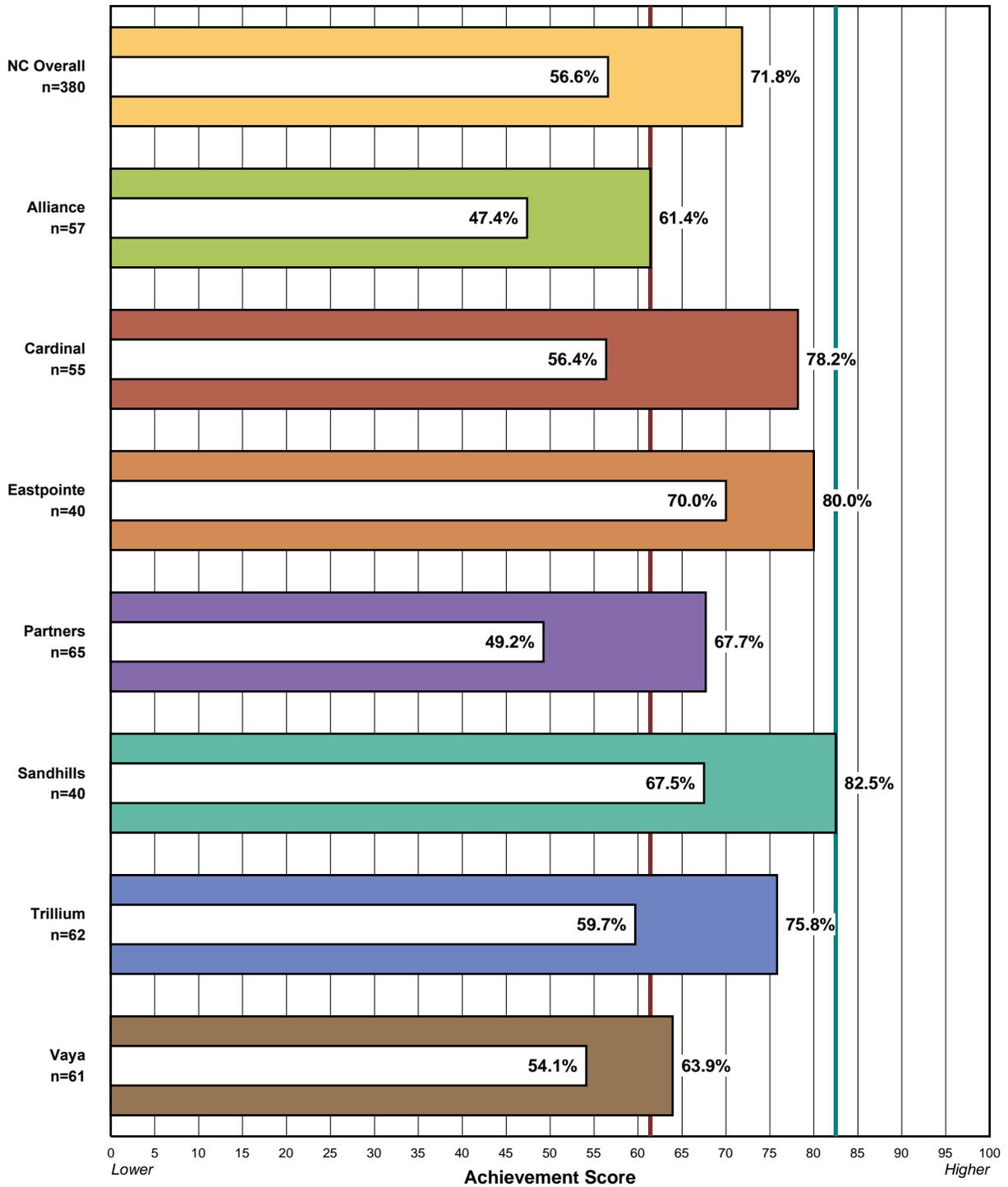
Overall Ratings

The CAHPS® 3.0 Adult ECHO® survey uses a 0-10 rating for assessing overall experience with counseling and treatment. In the table below, proportions of respondents assigning ratings of 8, 9, or 10 are reported as achievement scores. Alternate top box scoring of 9 or 10 are presented as hollow bars.

The NC Overall score is compared to each plan's score. Statistical testing is run between the plan score data and the NC overall score, with an arrow beside the bar if applicable.

Overall Ratings

Q28. Rating of counseling or treatment



↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

— Low Benchmark

— High Benchmark

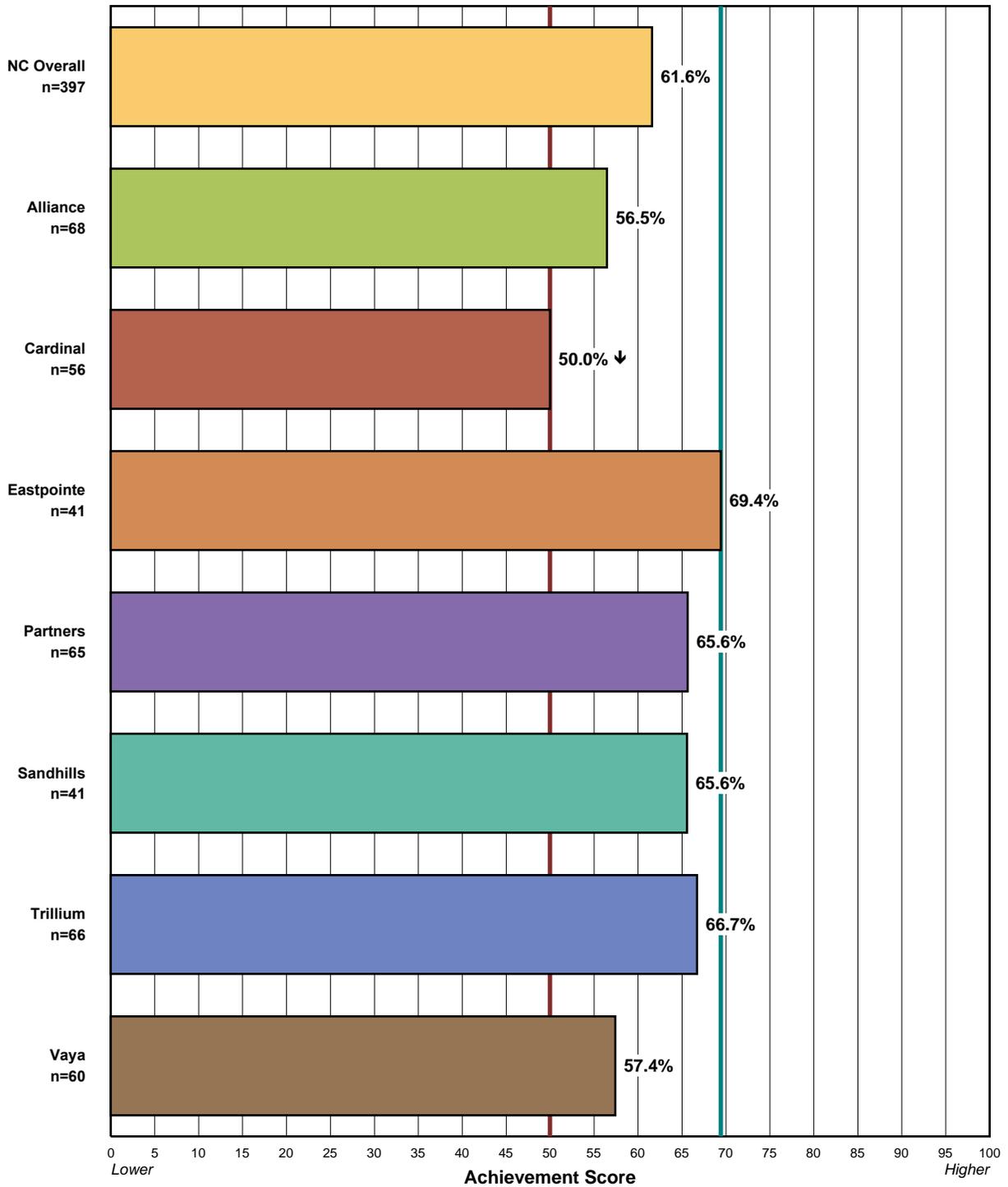
Composites

Each achievement-related question from the survey is grouped with other questions that relate to the same broad domain of performance. For example, the domain "How Well Clinicians Communicate" includes questions about how often people the respondent went to for counseling and treatment listened carefully and showed respect.

The achievement scores presented on the following pages reflect responses of "Usually" or "Always" to the questions comprising the Getting Treatment Quickly and the How Well Clinicians Communicate composites; "Not a problem" to the Getting Treatment and Information from the Plan composite; "Much better" or "A little better" to the Perceived Improvement composite and "Yes" to the Information about Treatment Options composite. Alternate top box scoring is presented when applicable as hollow bars.

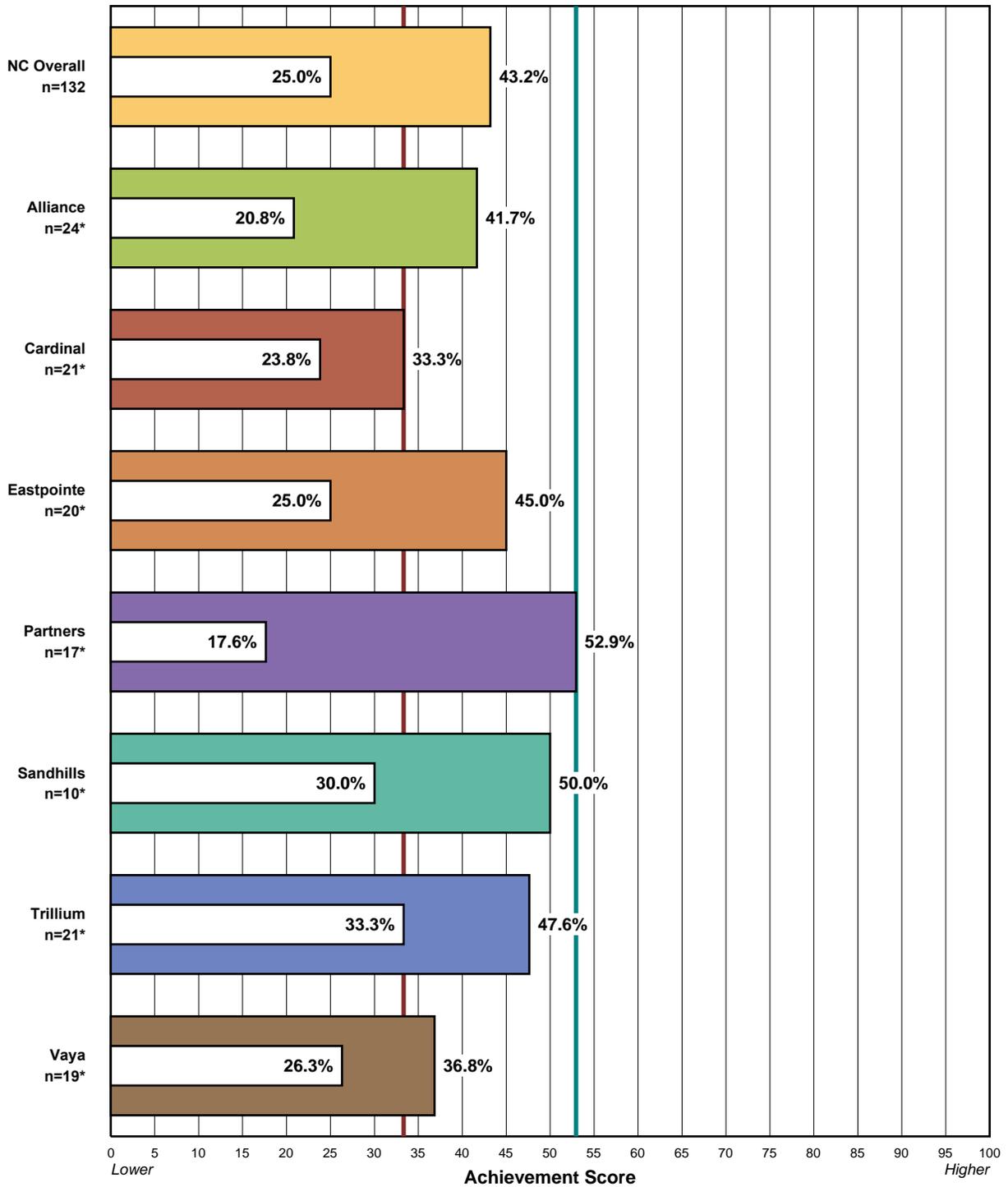
NC Overall score is compared to each plan's score. Statistical testing is run between the plan score data and the NC Overall data, with an arrow beside the bar if applicable. For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

Composites Getting Treatment Quickly



Getting Treatment Quickly

Q3. Usually or always got help by telephone



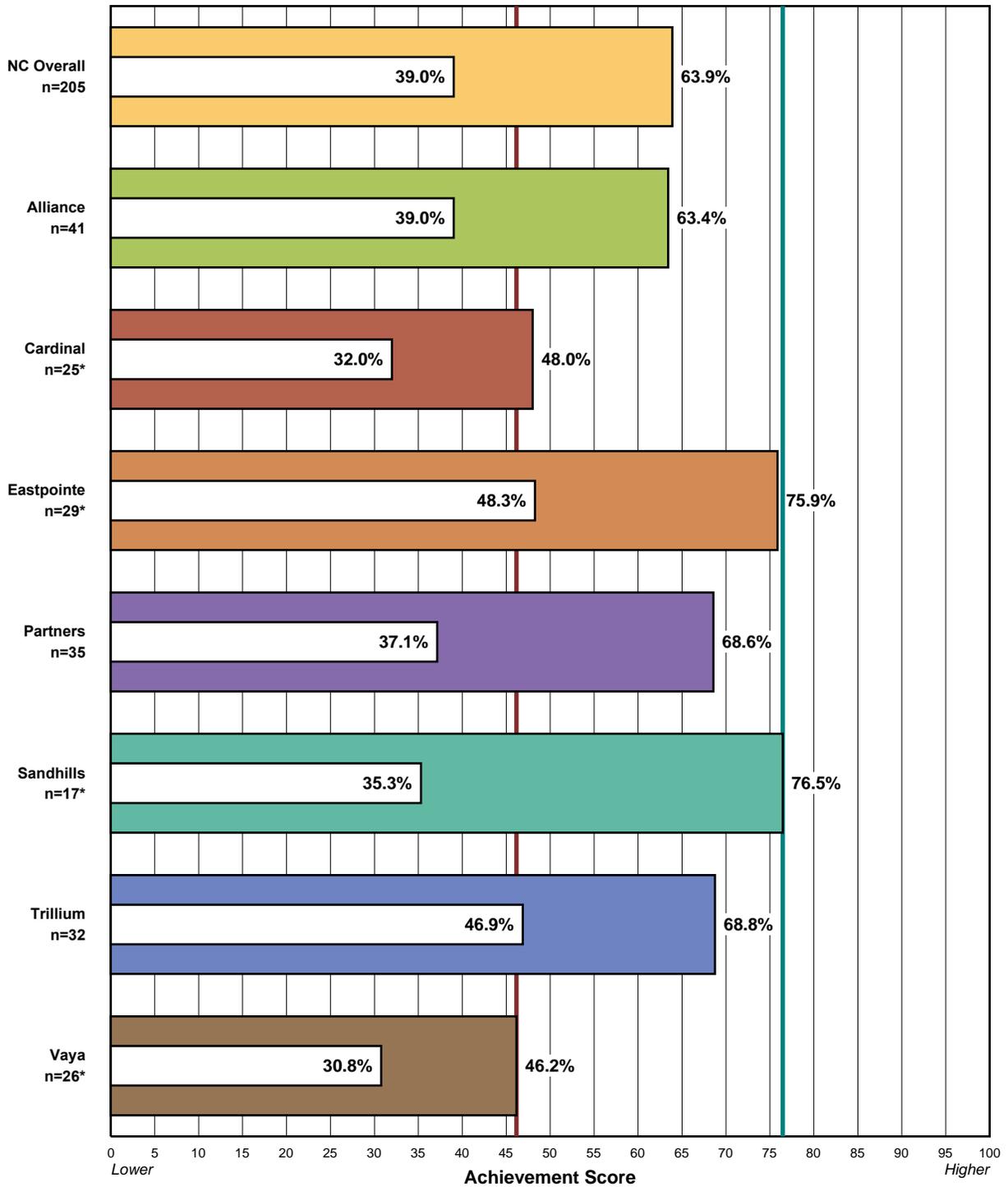
↕ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

Getting Treatment Quickly

Q5. Usually or always got urgent treatment as soon as needed



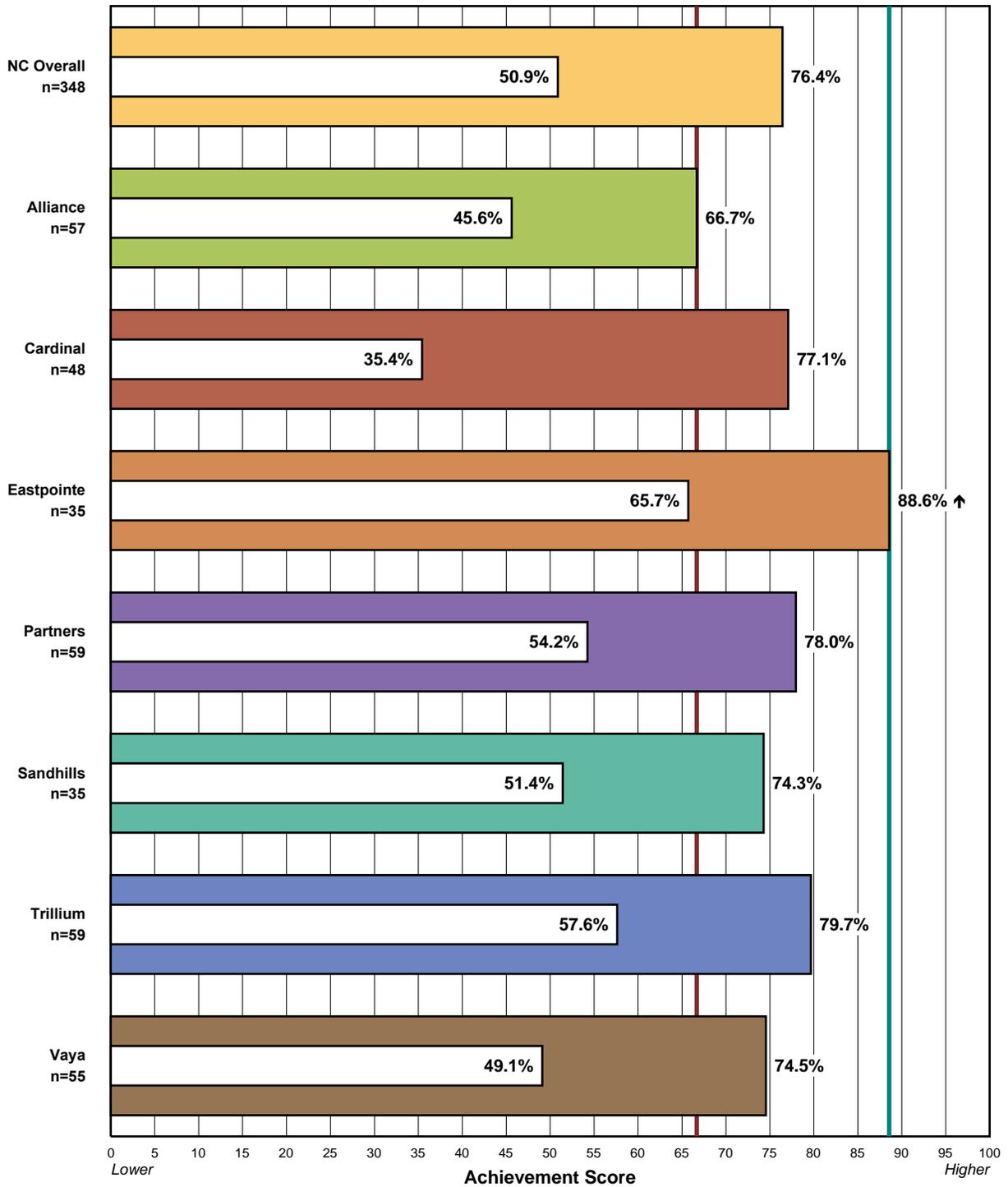
↕ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

Getting Treatment Quickly

Q7. Usually or always got appointment as soon as wanted

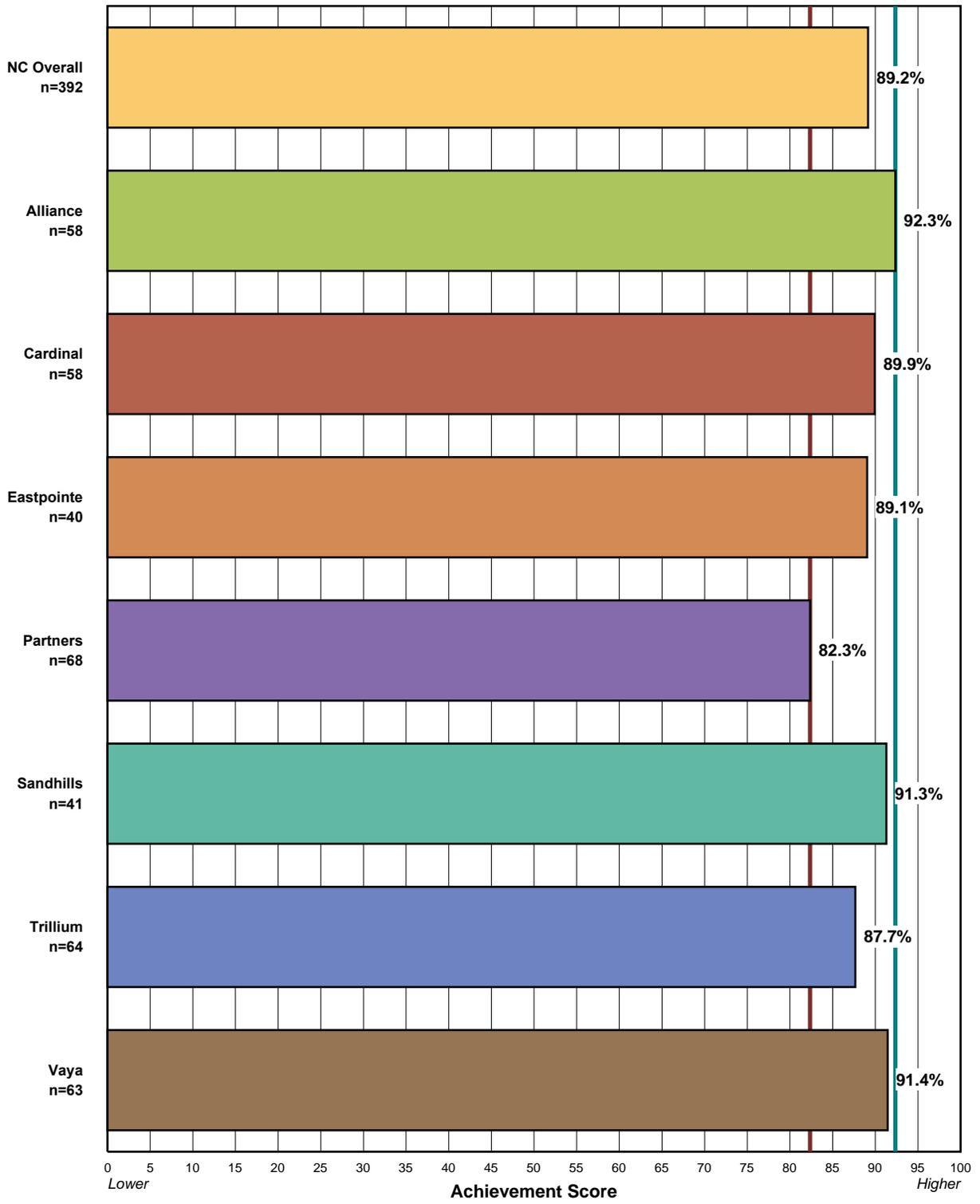


↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

How Well Clinicians Communicate

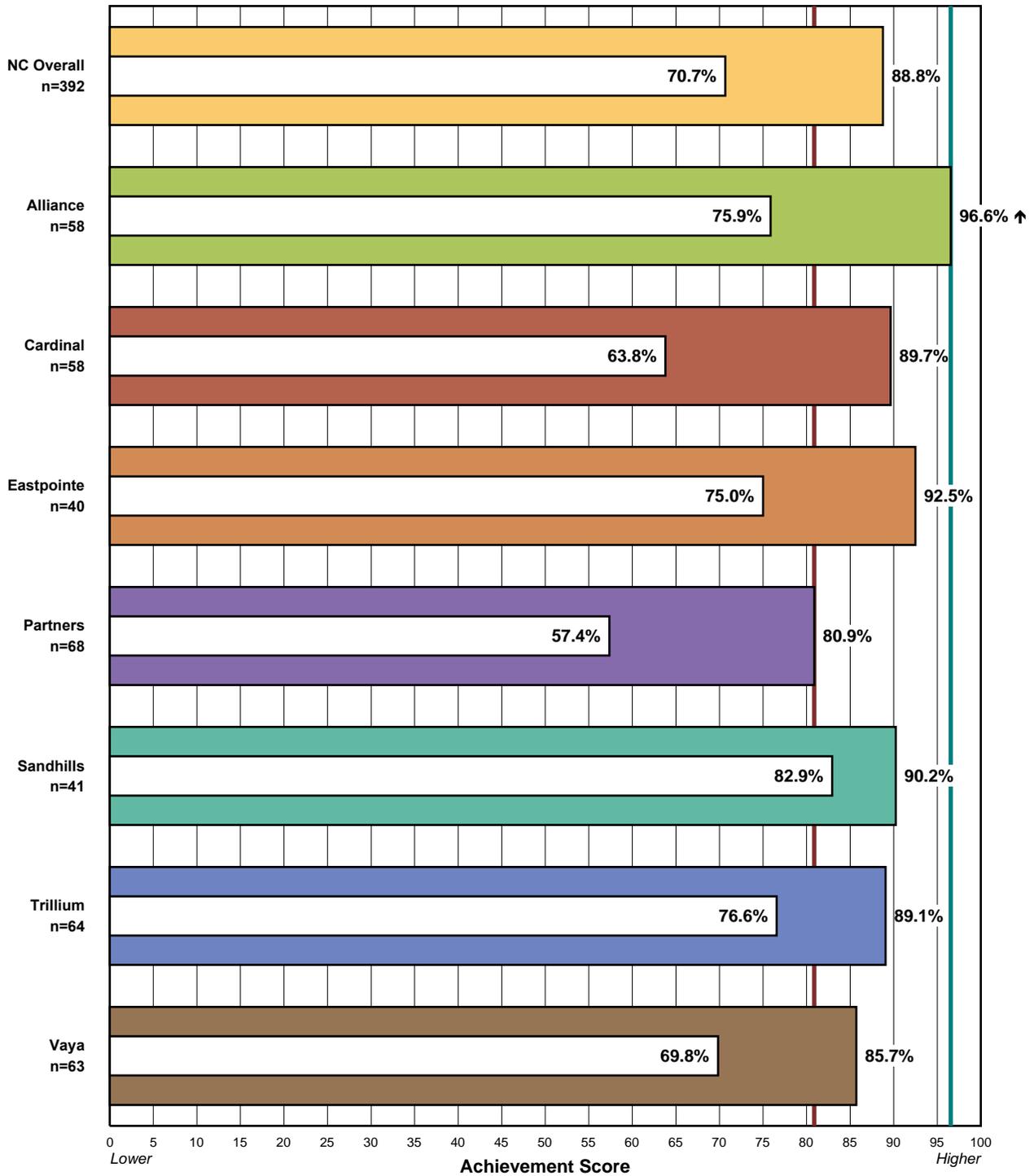


— Low Benchmark

— High Benchmark

How Well Clinicians Communicate

Q11. Clinicians usually or always listened carefully



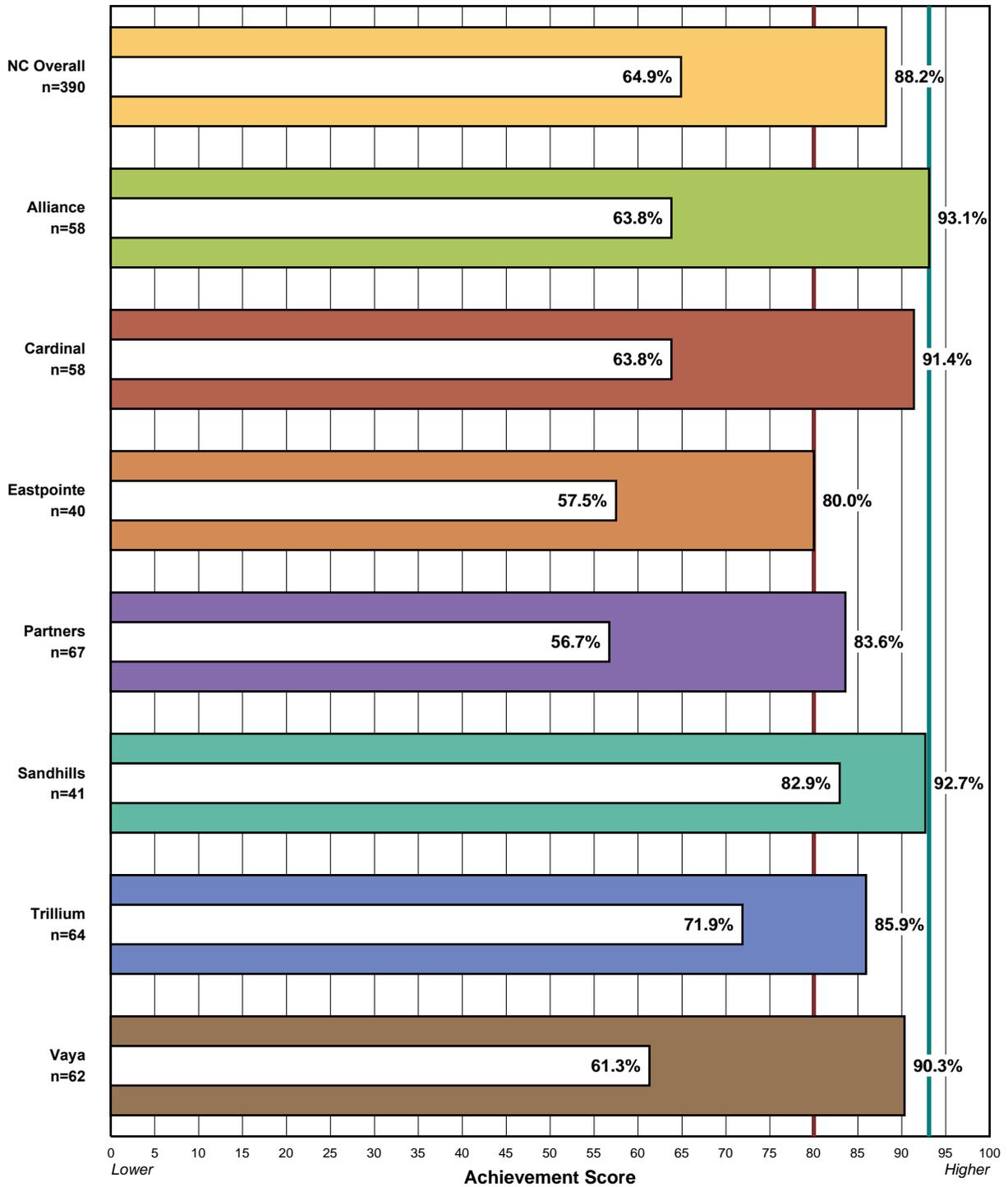
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

How Well Clinicians Communicate

Q12. Clinicians usually or always explained things



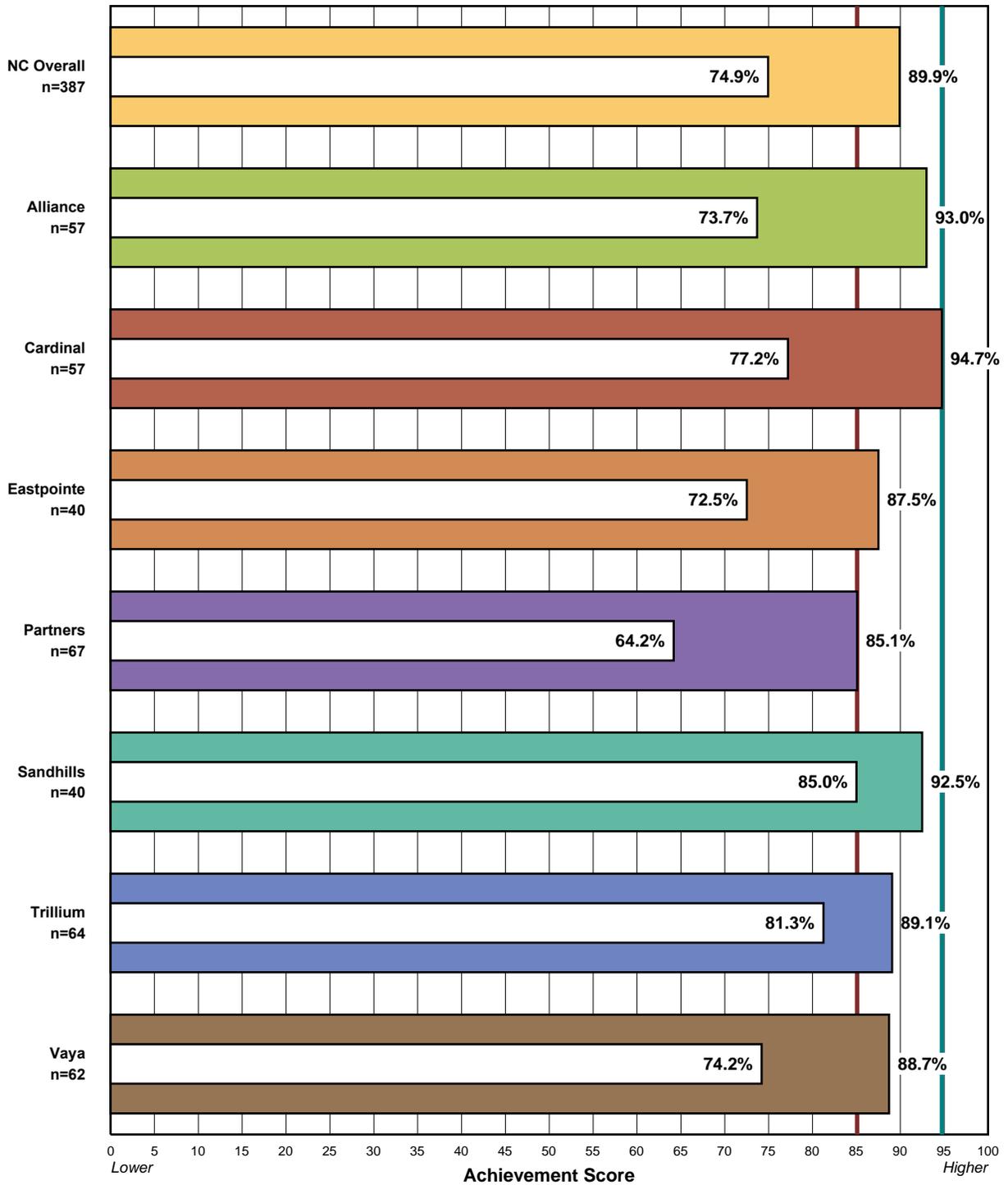
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

How Well Clinicians Communicate

Q13. Clinicians usually or always showed respect



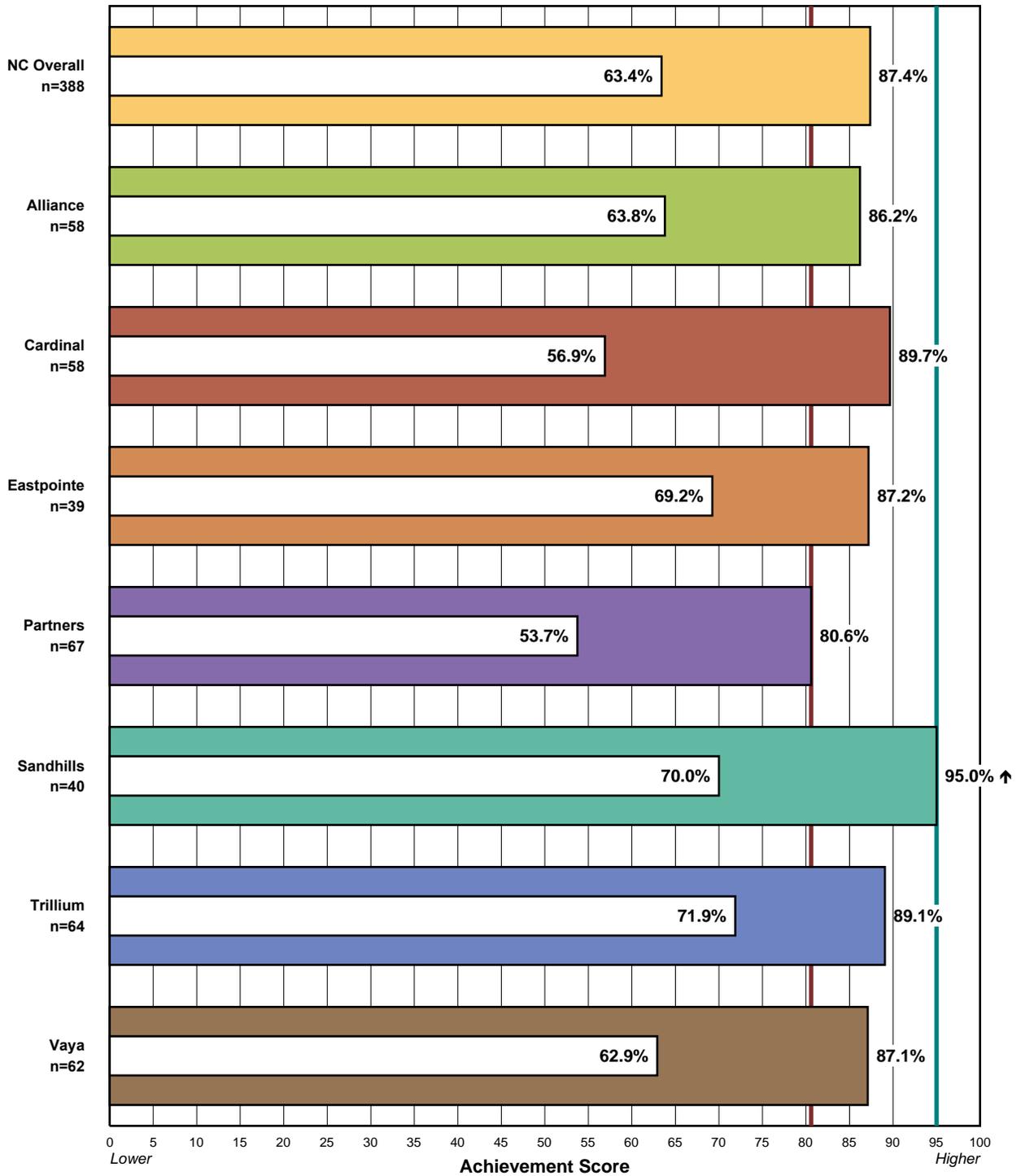
↕ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

How Well Clinicians Communicate

Q14. Clinicians usually or always spent enough time



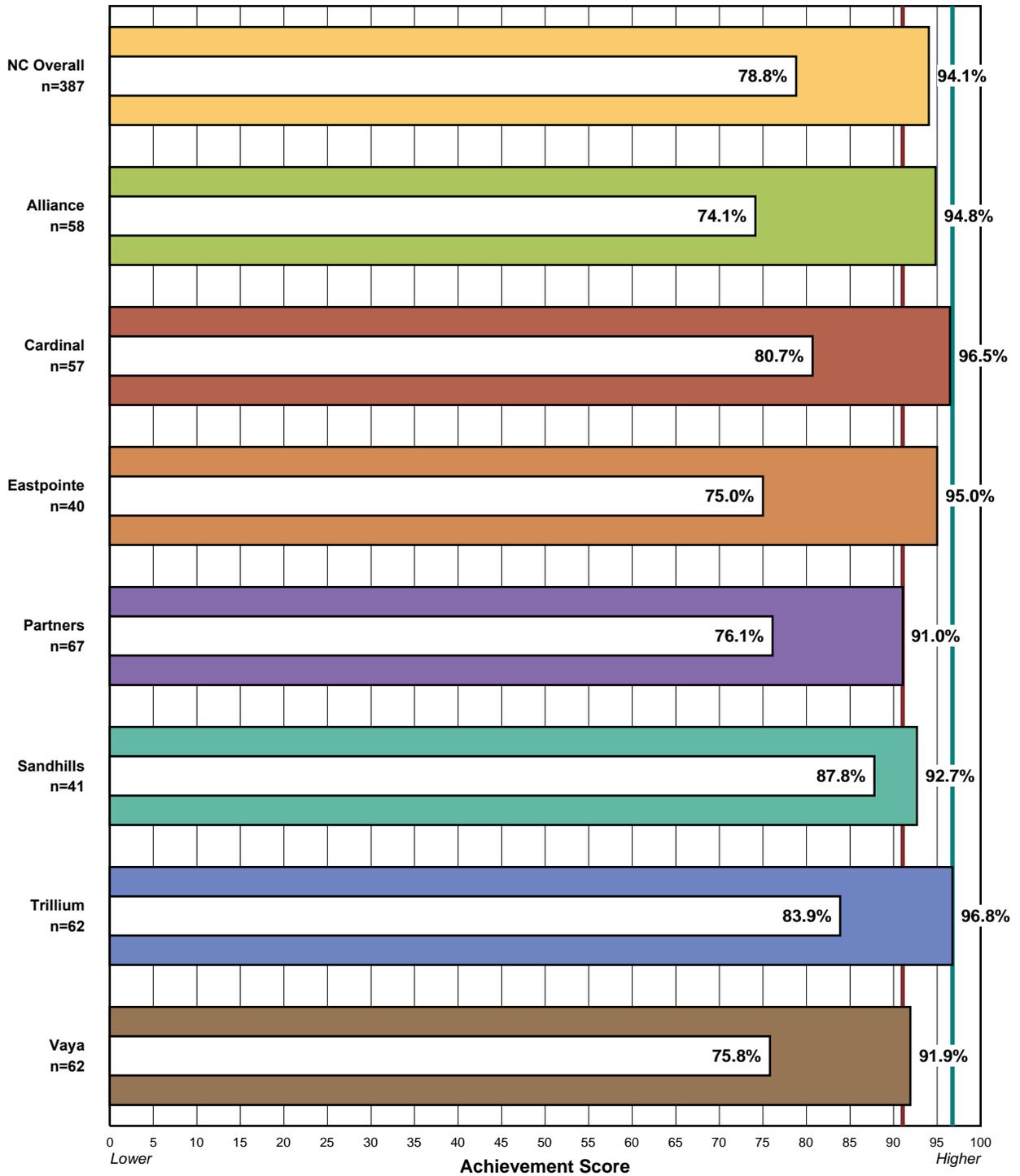
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

How Well Clinicians Communicate

Q15. Usually or always felt safe with clinicians



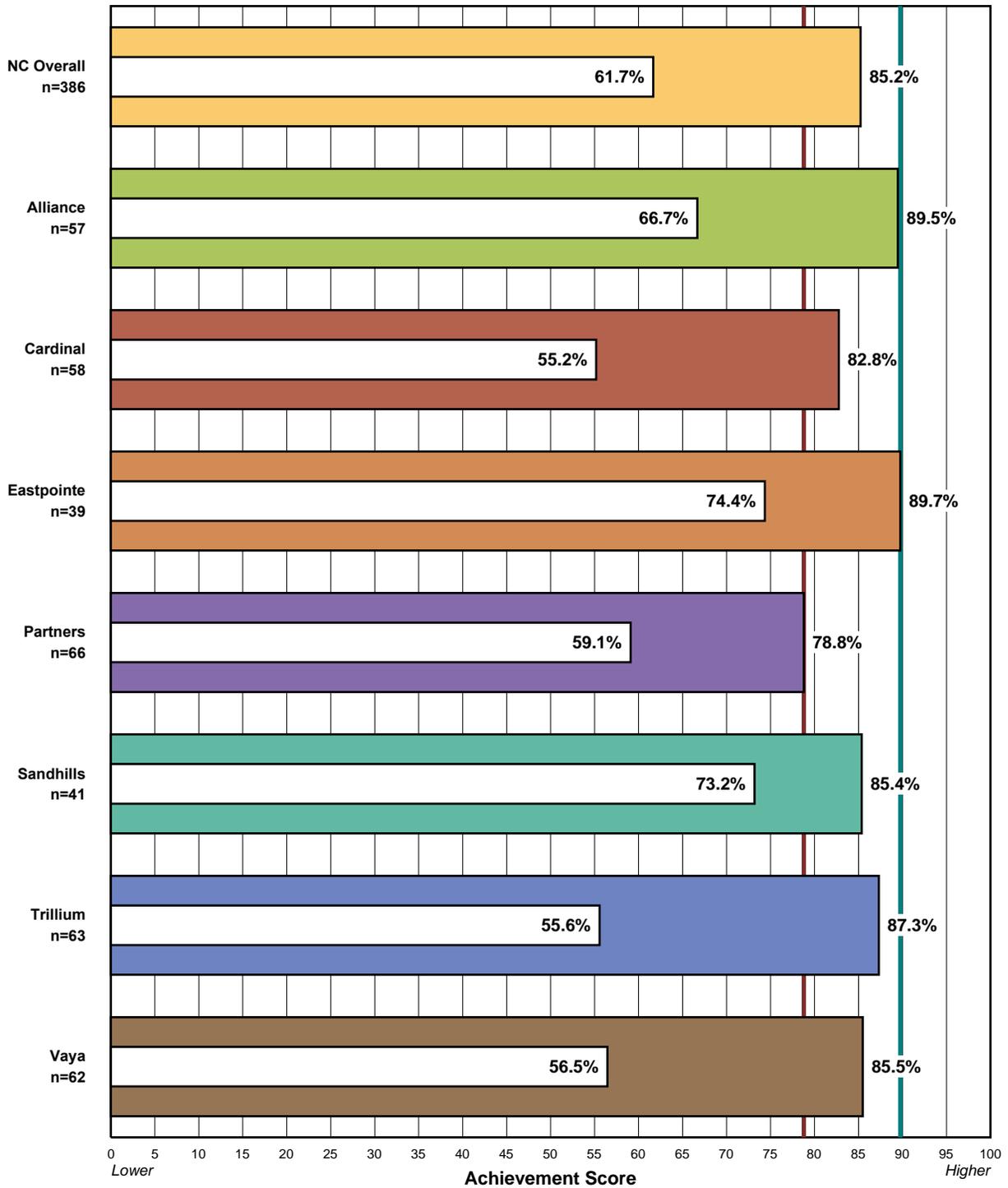
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

How Well Clinicians Communicate

Q18. Usually or always involved as much as you wanted in treatment

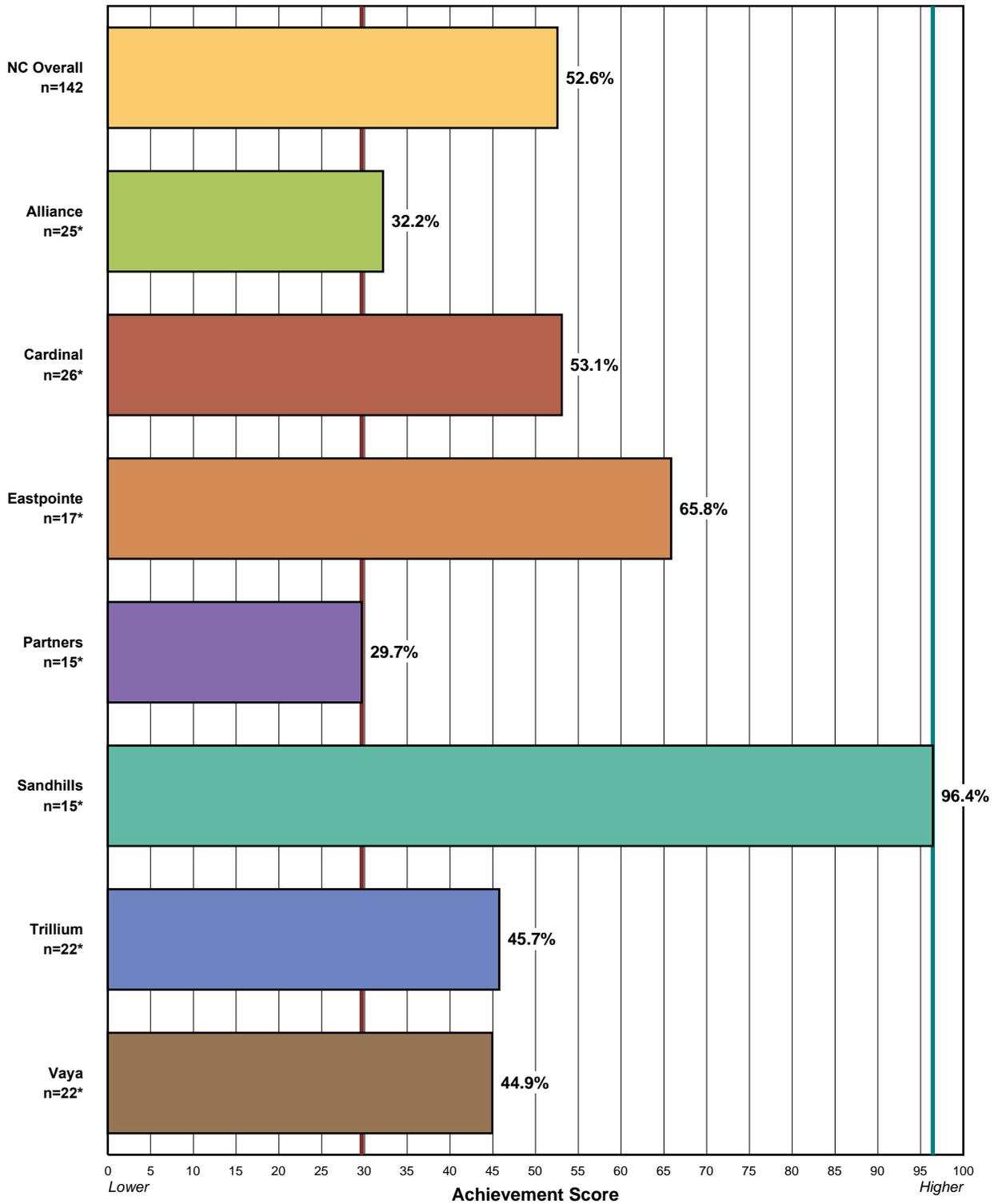


↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

Getting Treatment and Information from the Plan



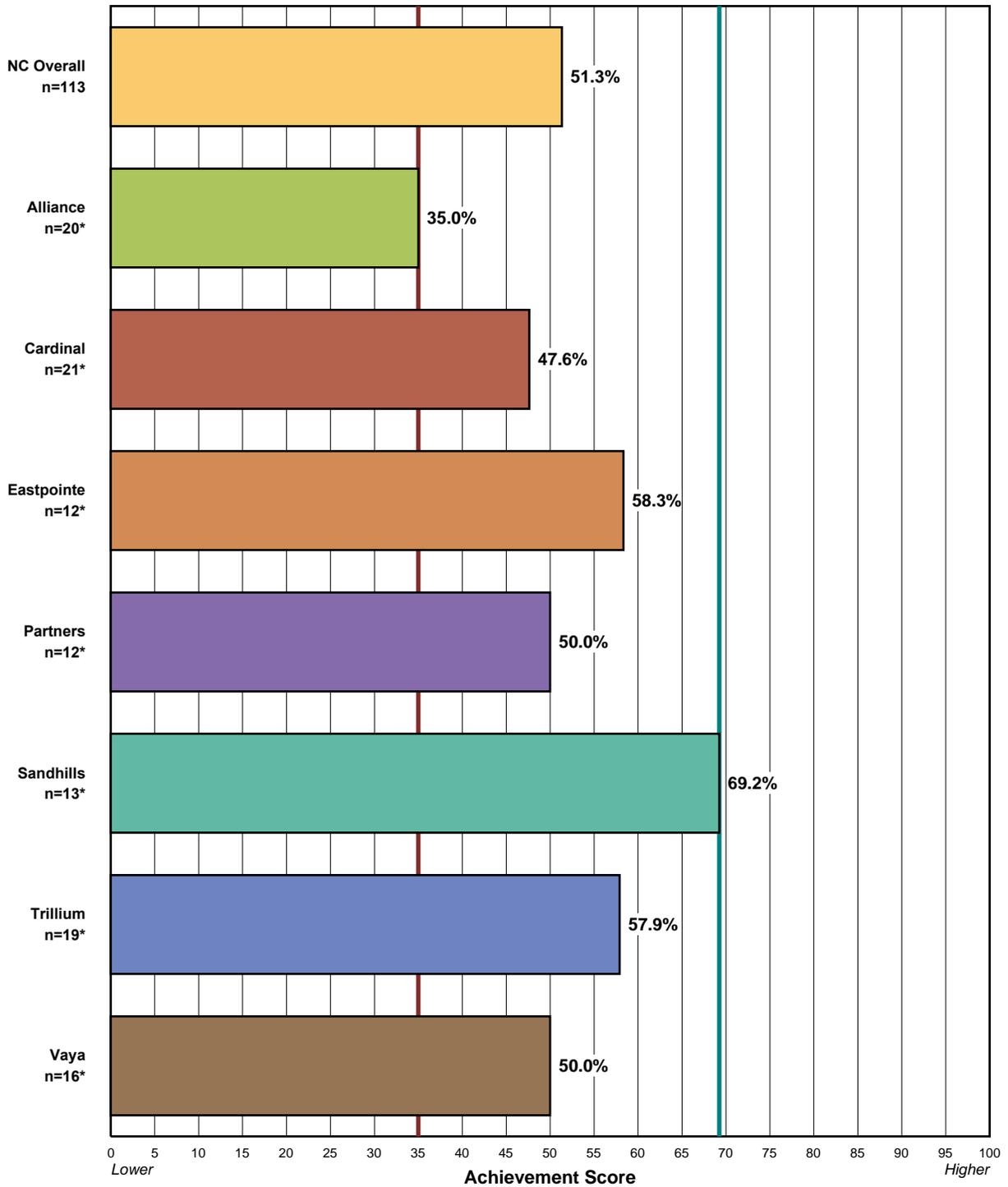
↕ Score statistically significantly higher/lower than 2017 NC Overall
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

Getting Treatment and Information from the Plan

Q39. Delays in treatment while waiting for plan approval



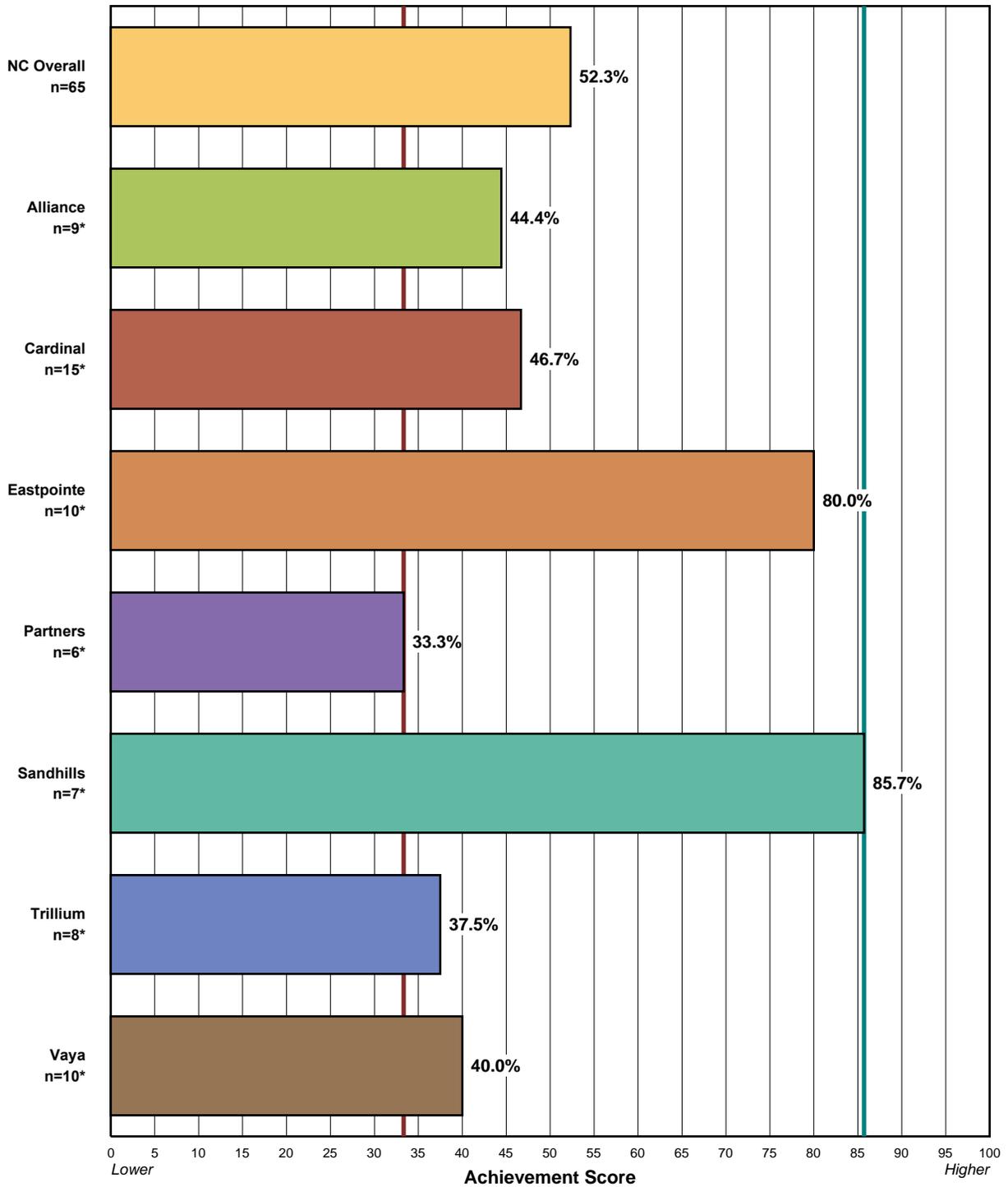
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

Getting Treatment and Information from the Plan

Q41. Helpfulness of customer service

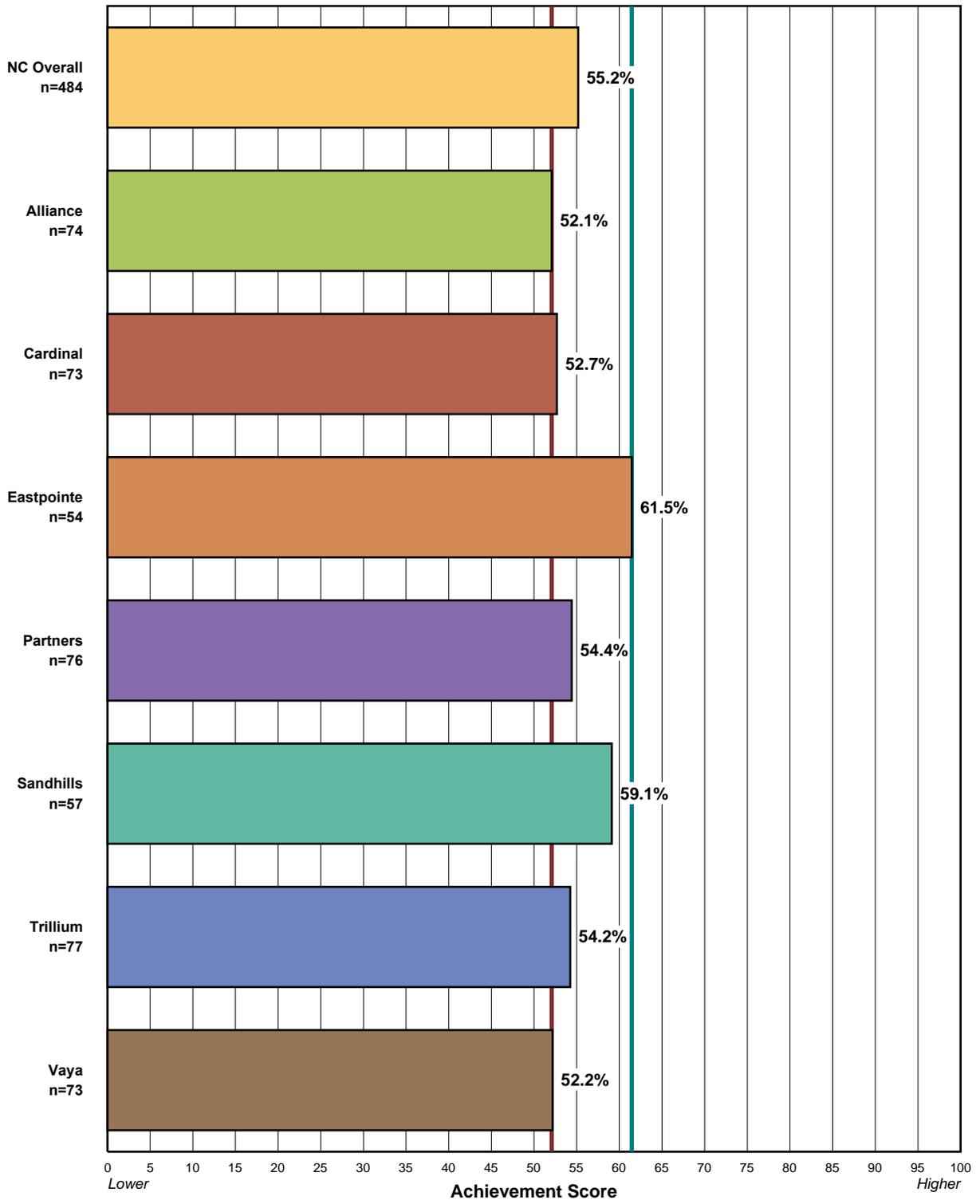


↕ Score statistically significantly higher/lower than 2017 NC Overall
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

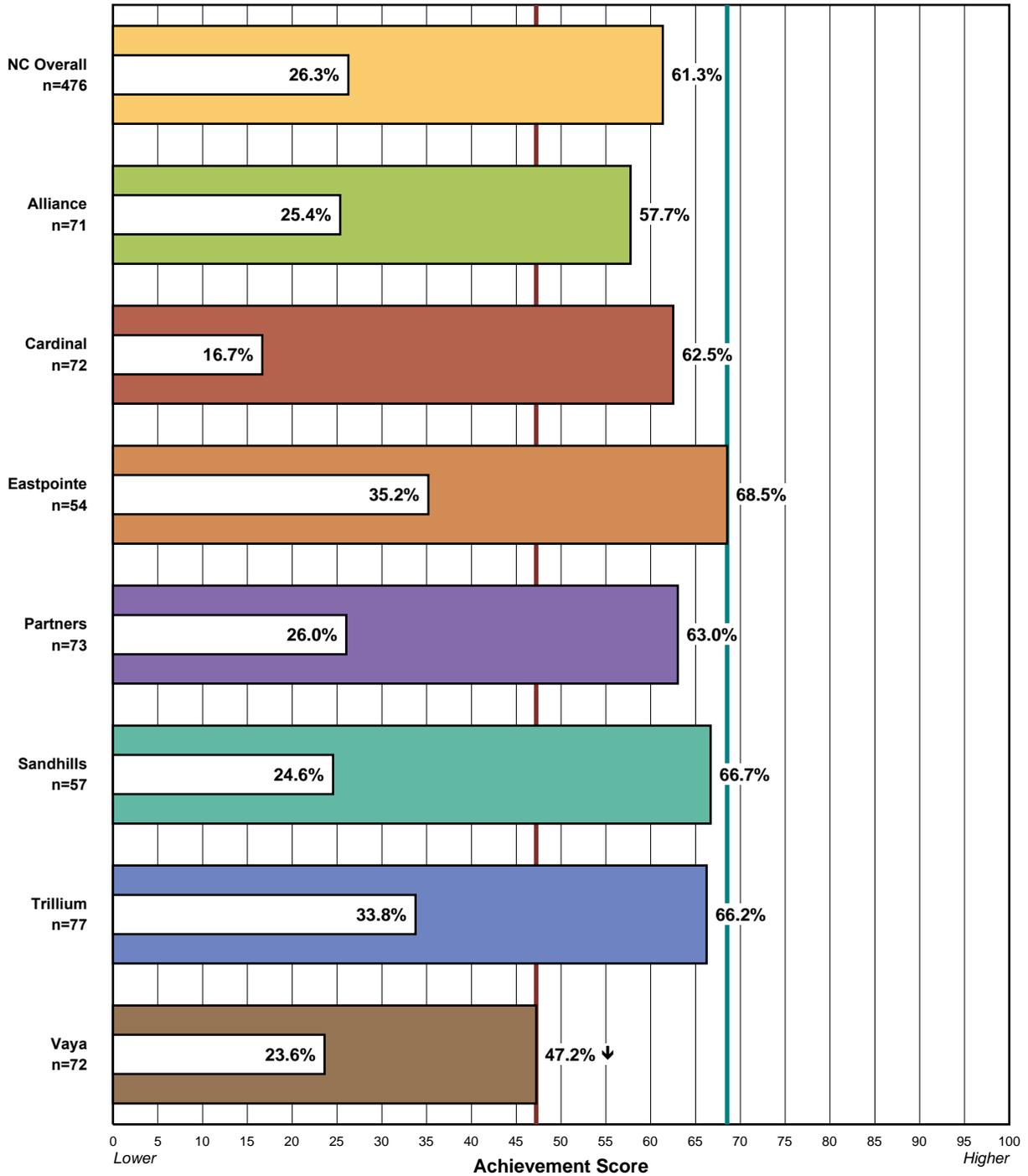
— High Benchmark

Perceived Improvement



Perceived Improvement

Q31. Much better or a little better ability to deal with daily problems to 1 year ago



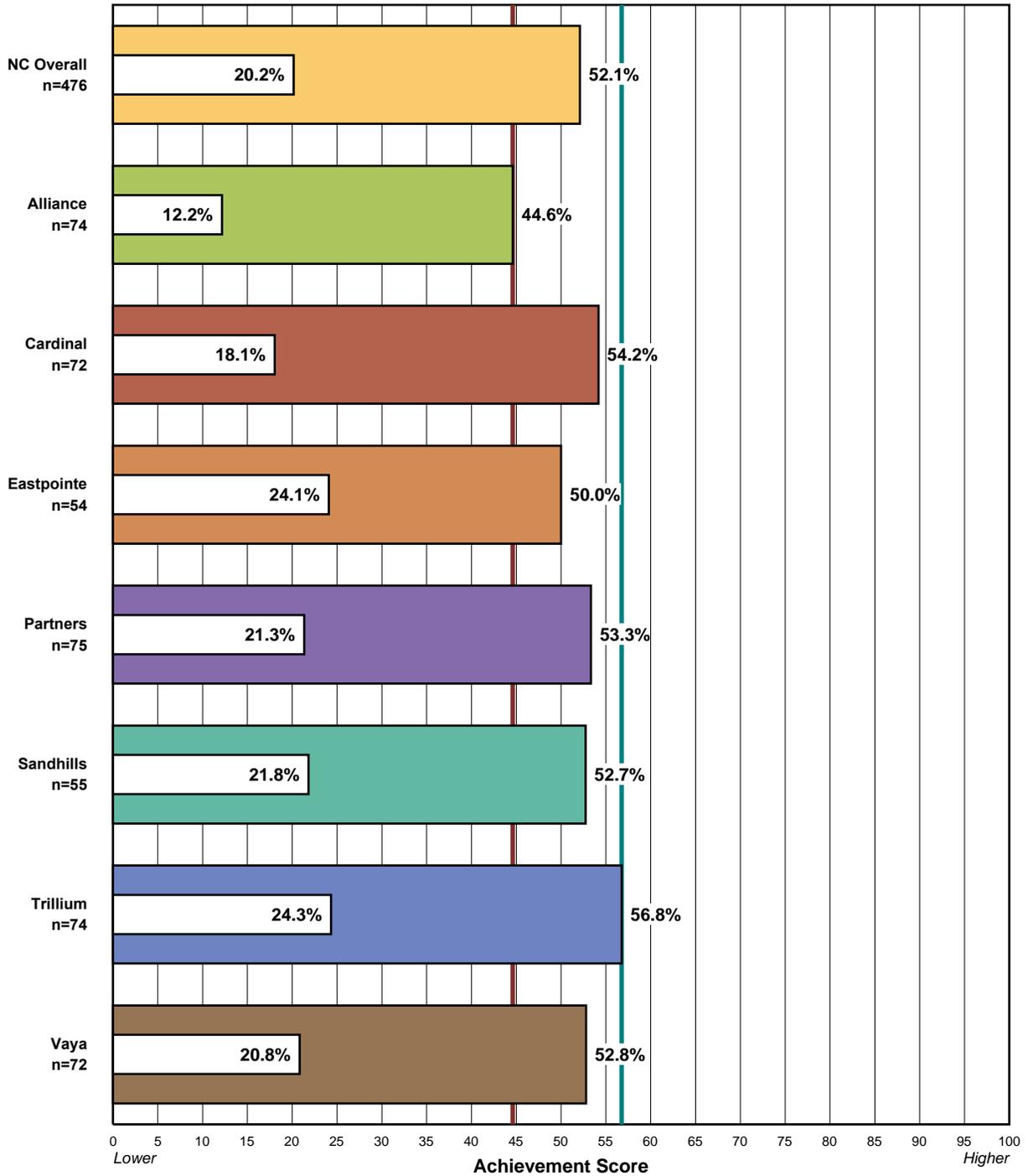
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

— Low Benchmark

— High Benchmark

Perceived Improvement

Q32. Much better or a little better ability to deal with social situations to 1 year ago



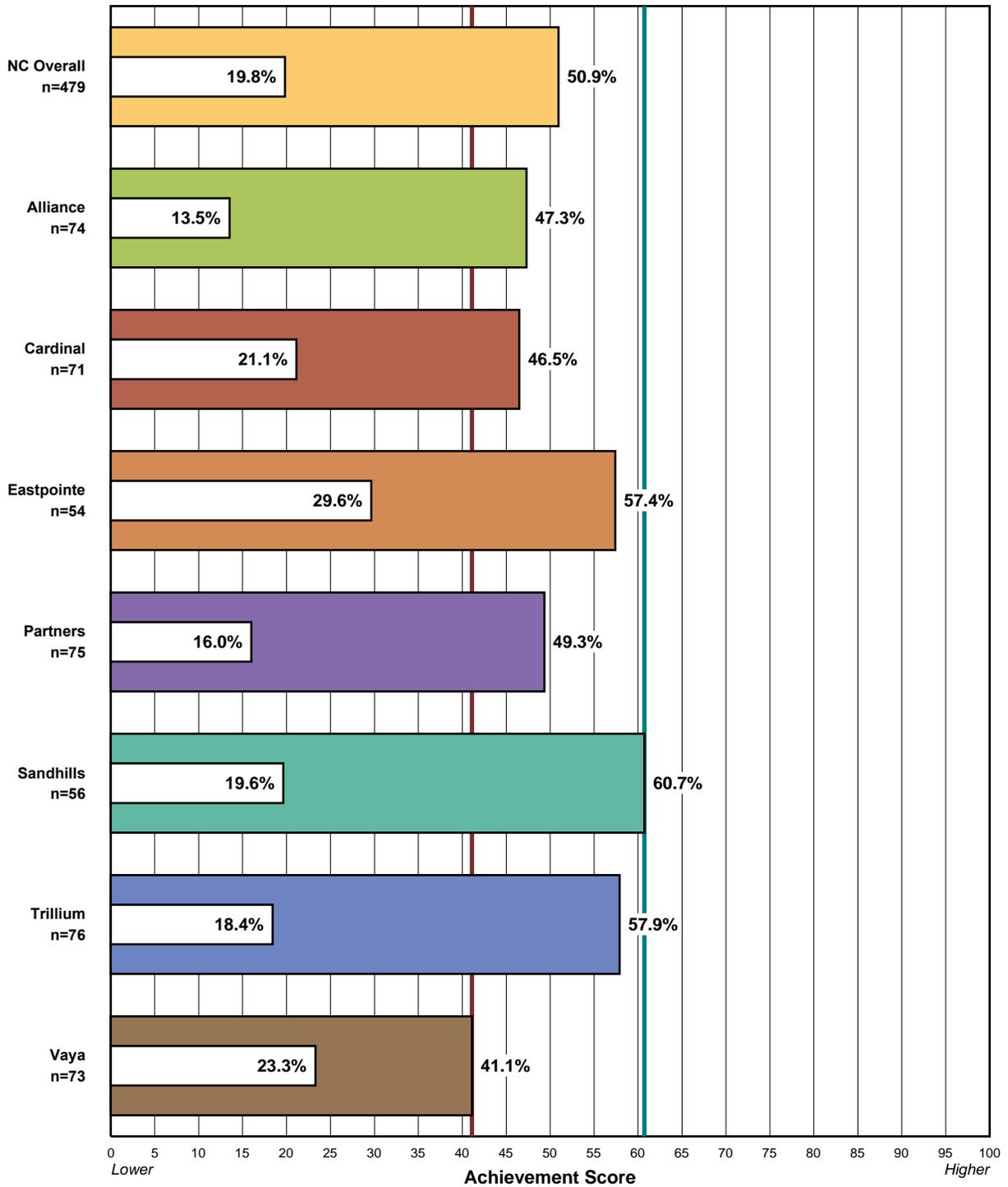
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

— Low Benchmark

— High Benchmark

Perceived Improvement

Q33. Much better or a little better ability to accomplish things to 1 year ago



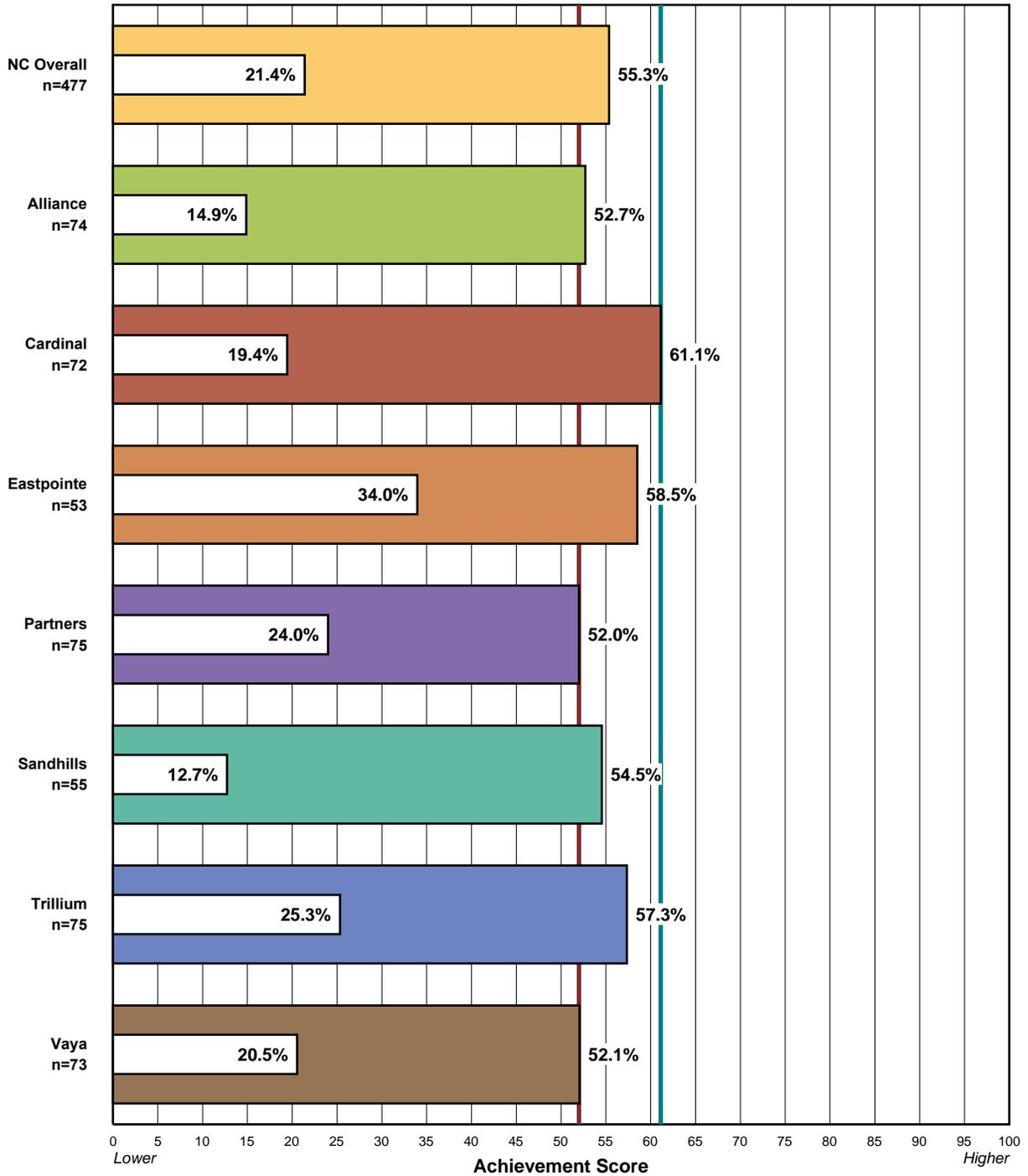
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

— Low Benchmark

— High Benchmark

Perceived Improvement

Q34. Much better or a little better ability to deal with symptoms or problems to 1 year ago

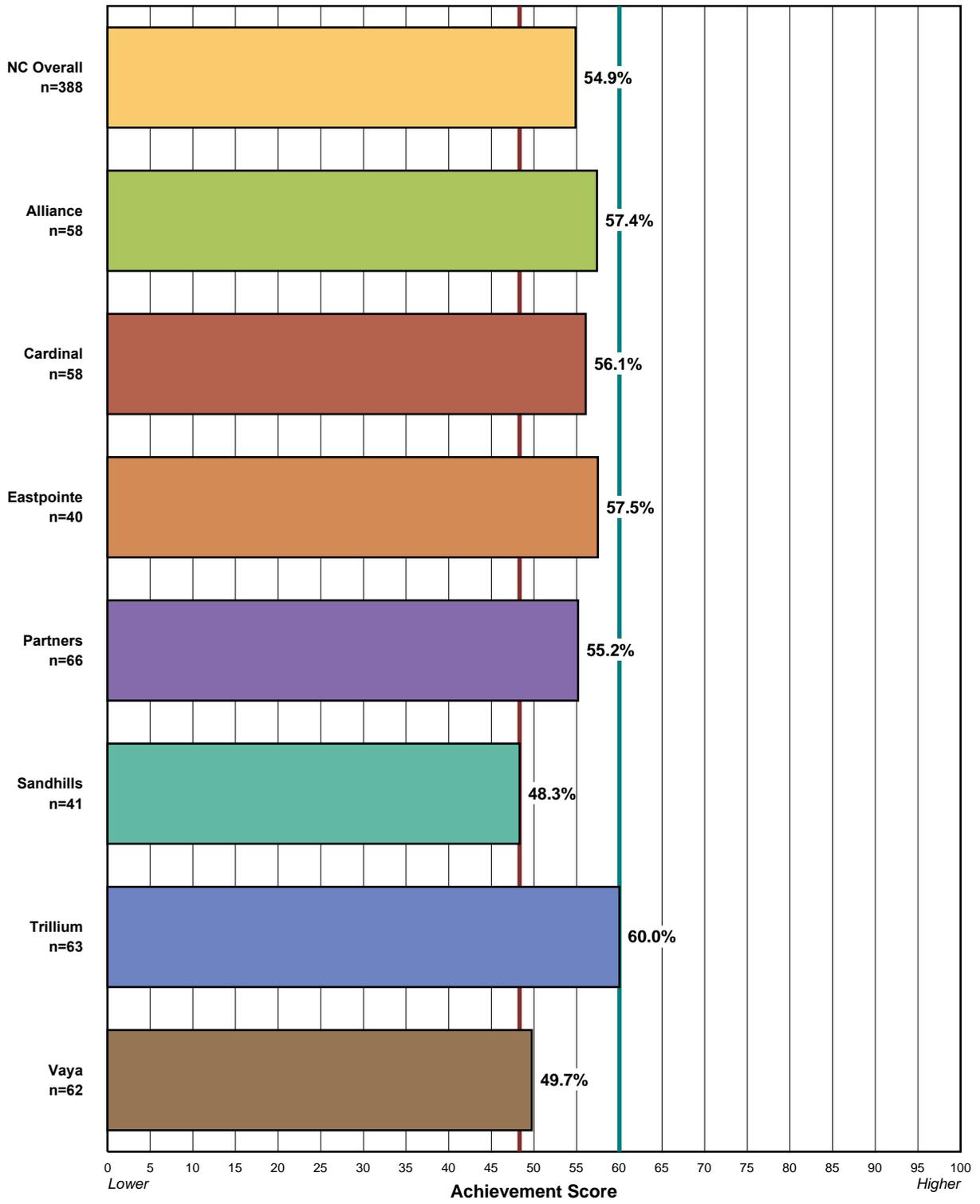


↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

— Low Benchmark

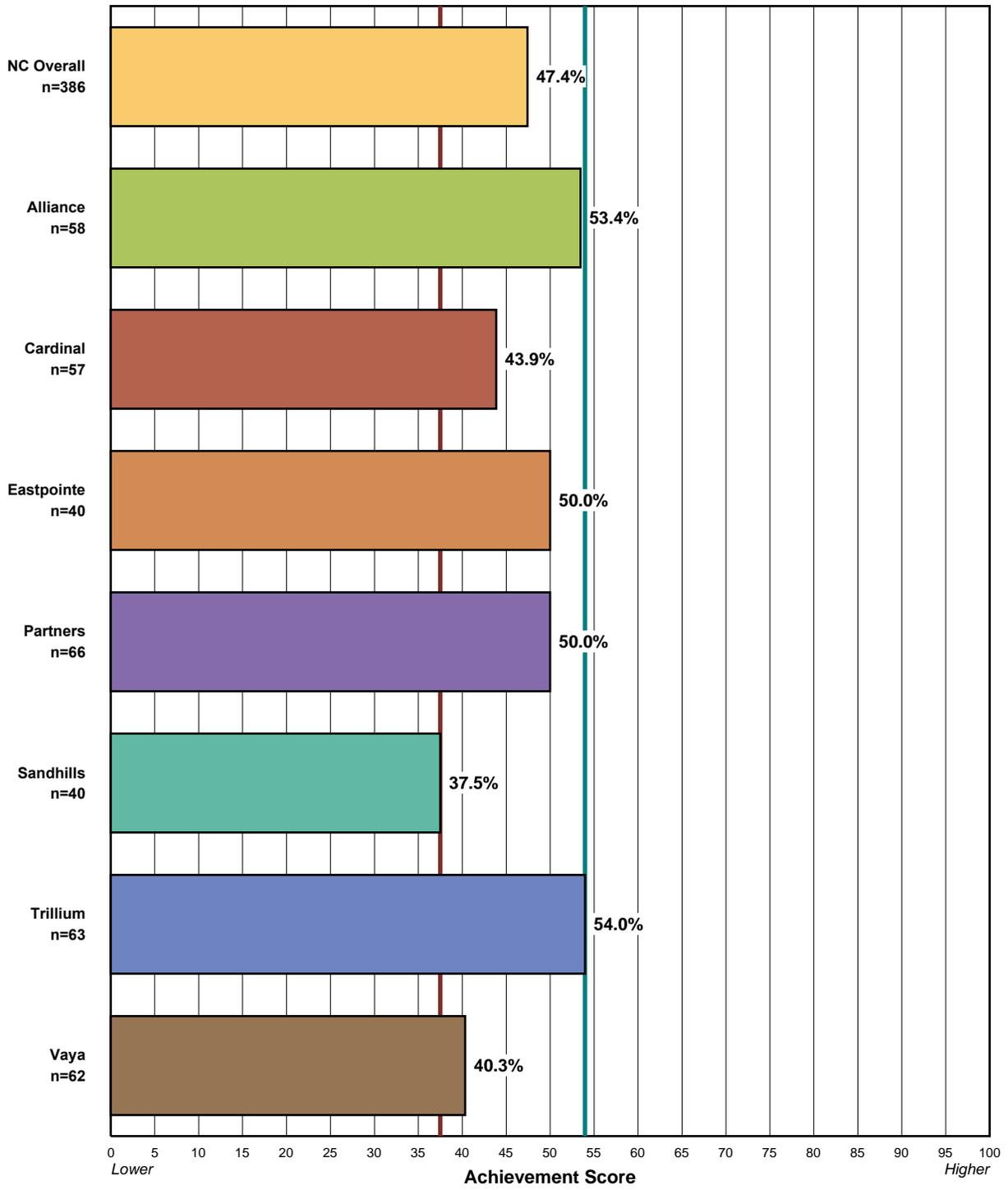
— High Benchmark

Information about Treatment Options



Information about Treatment Options

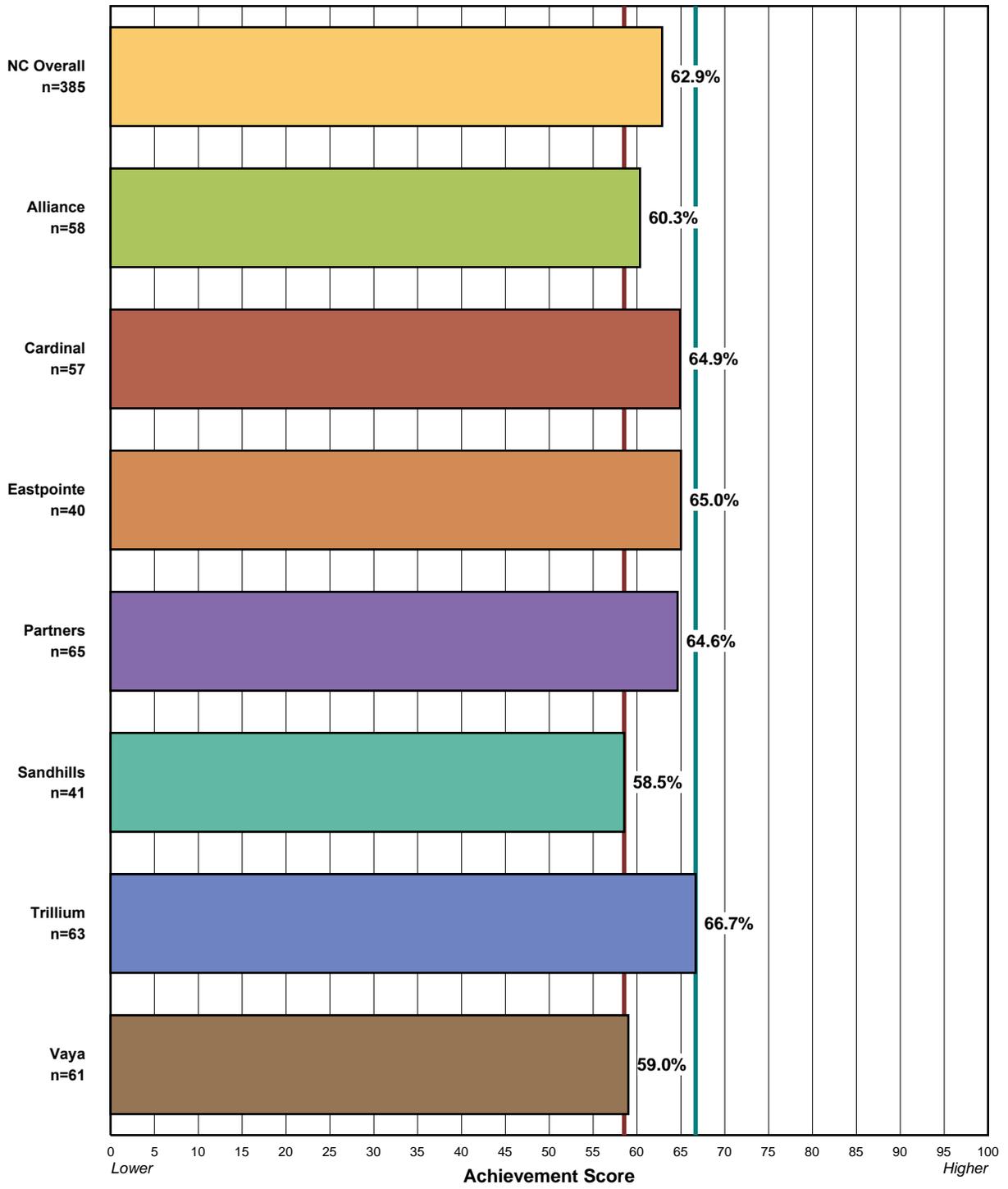
Q20. Told about self-help or consumer run programs



↕ Score statistically significantly higher/lower than 2017 NC Overall

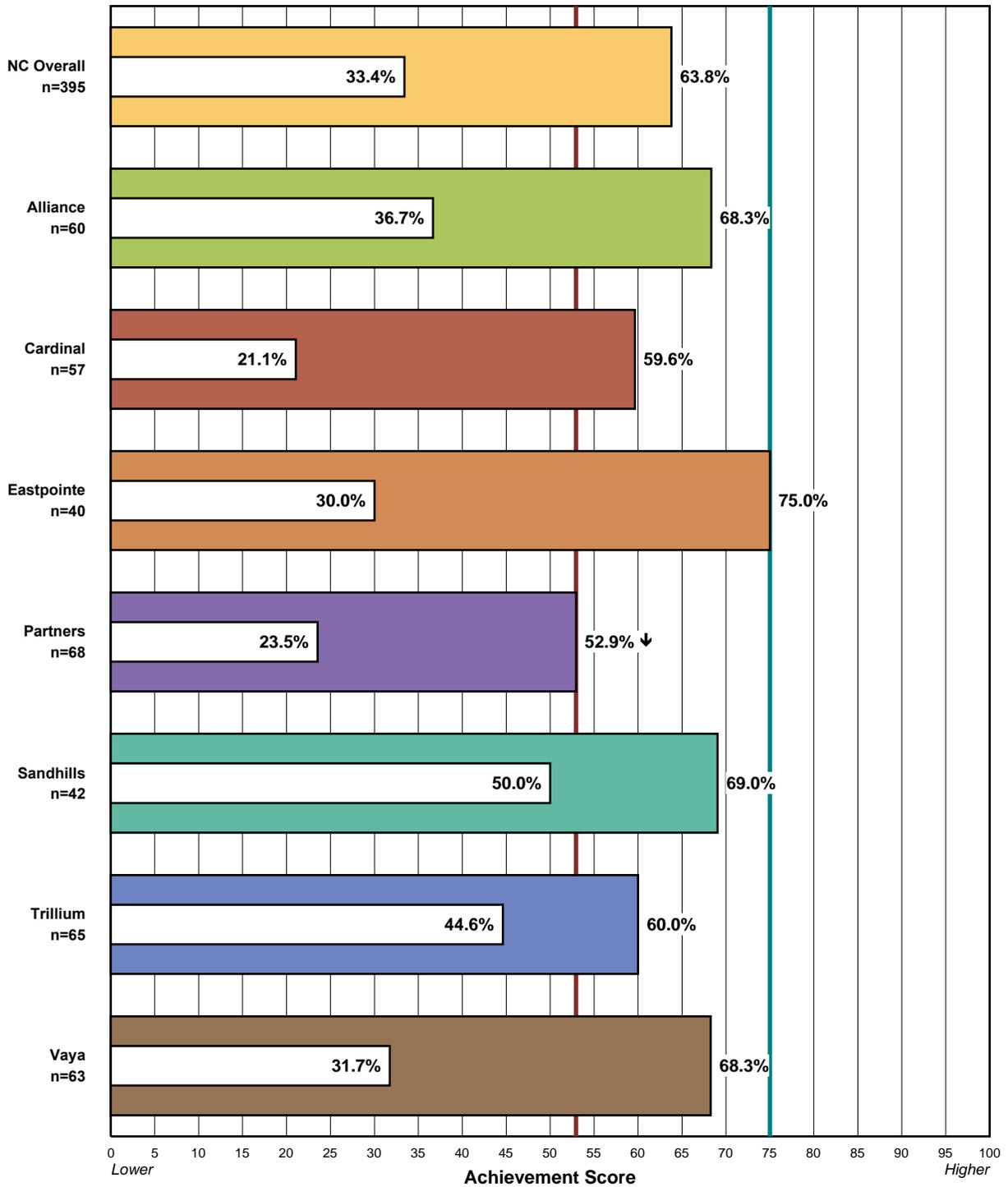
Information about Treatment Options

Q21. Told about different treatments that are available for condition



Single Items

Q10. Usually or always seen within 15 minutes of appointment time

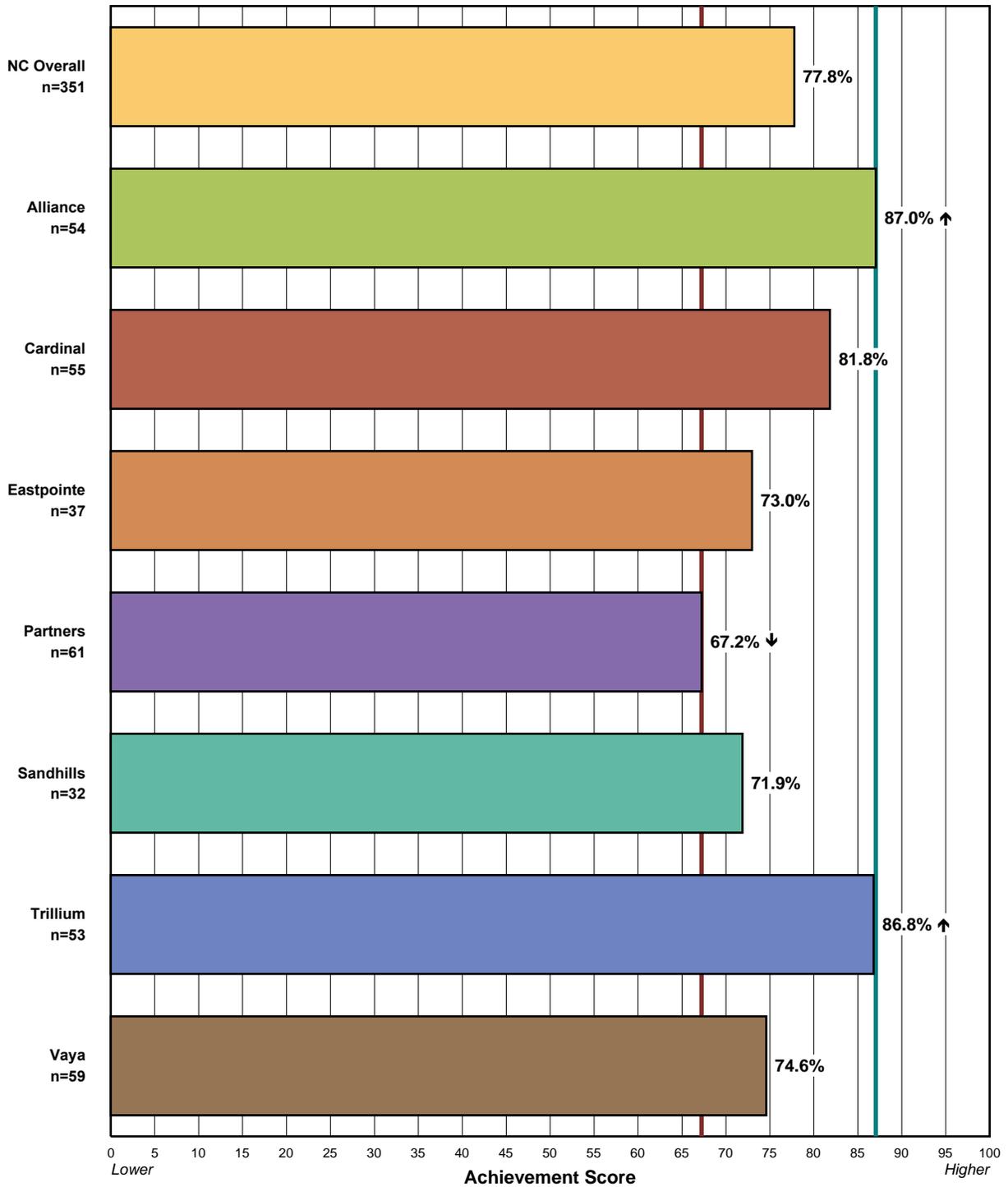


↕ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.

— Low Benchmark

— High Benchmark

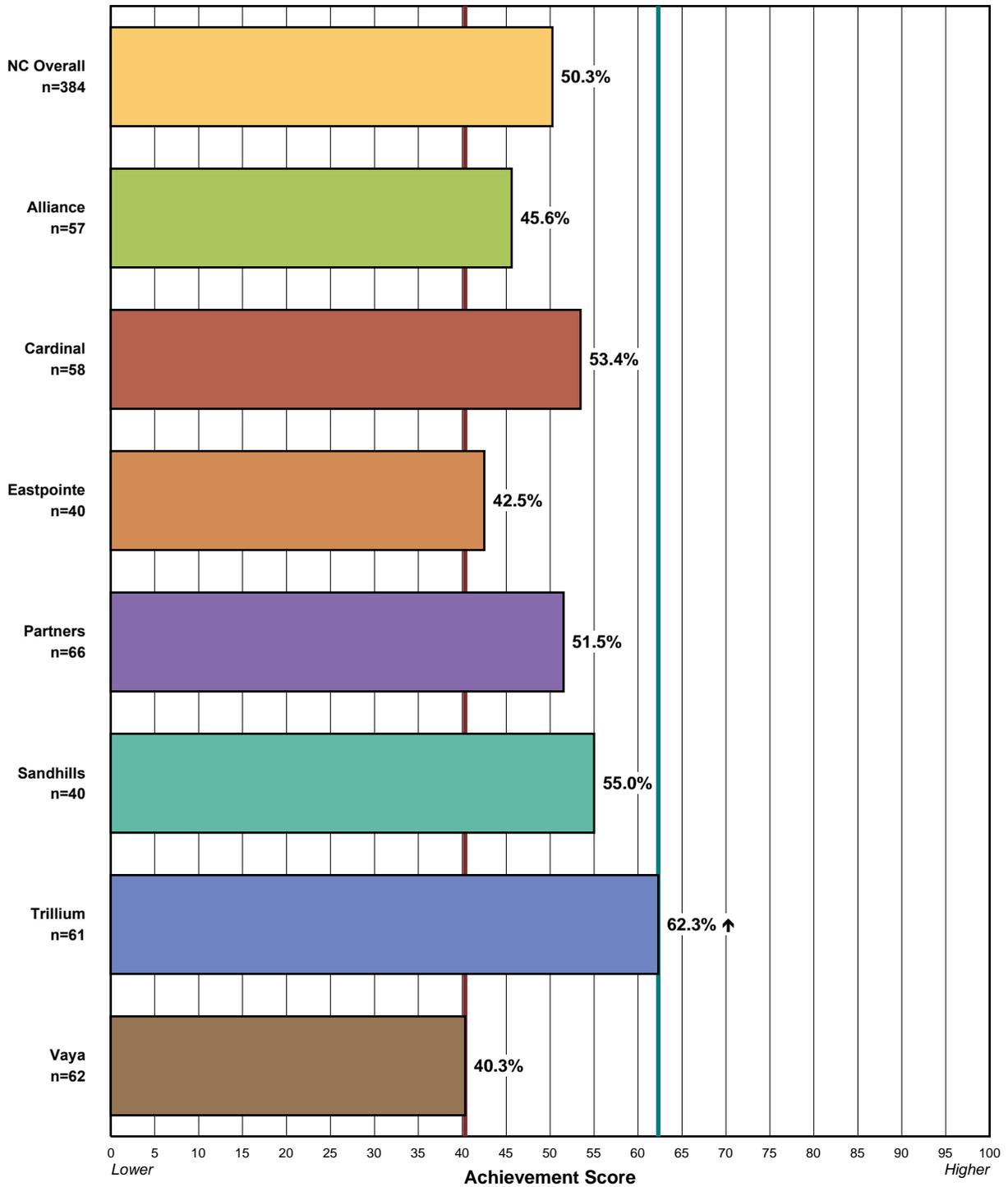
Single Items Q17. Told about side effects of medication



↑↓ Score statistically significantly higher/lower than 2017 NC Overall

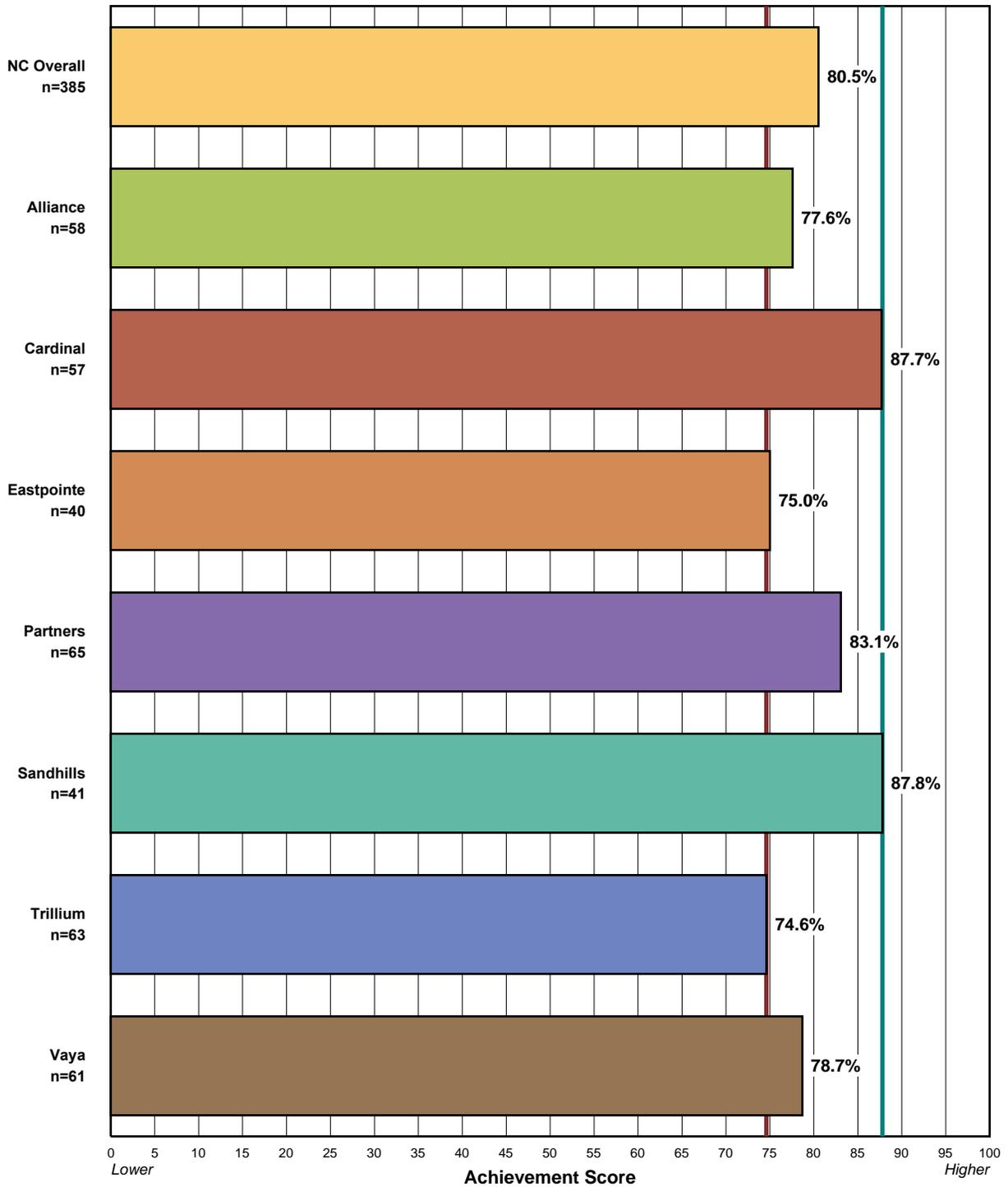
Single Items

Q19. Talk about including family and friends in treatment



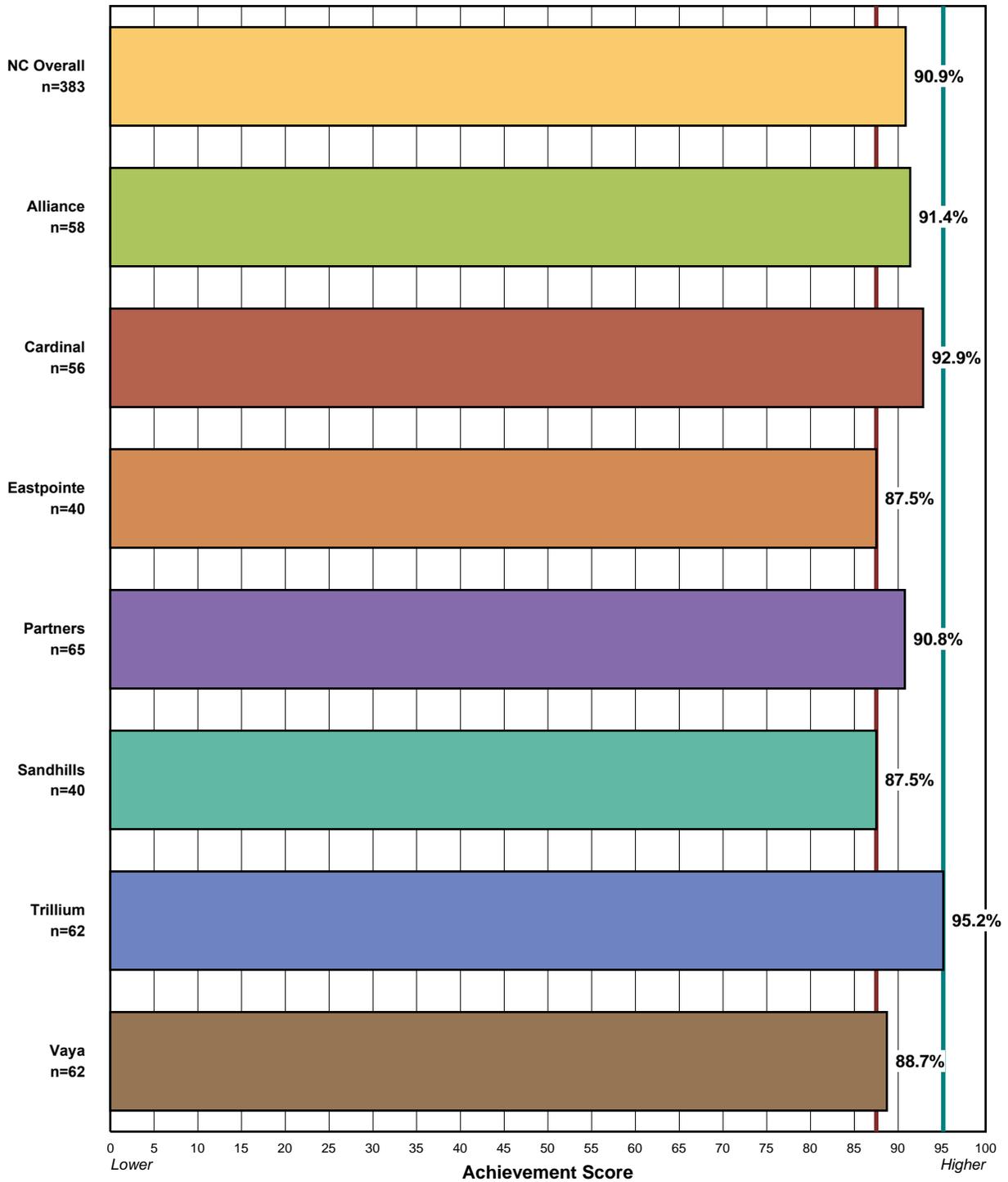
Single Items

Q22. Given as much information as wanted to manage condition



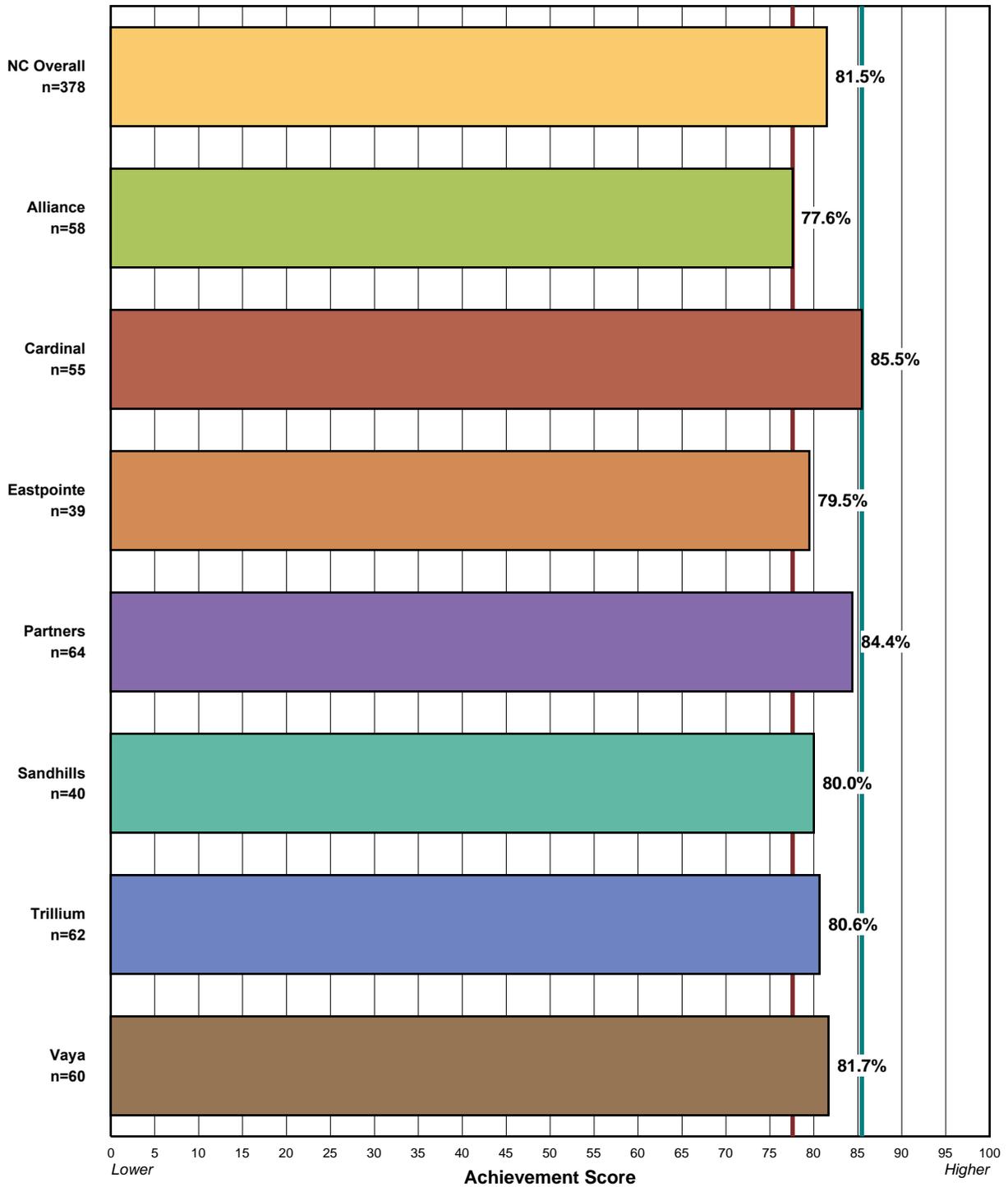
Single Items

Q23. Given information about rights as a patient



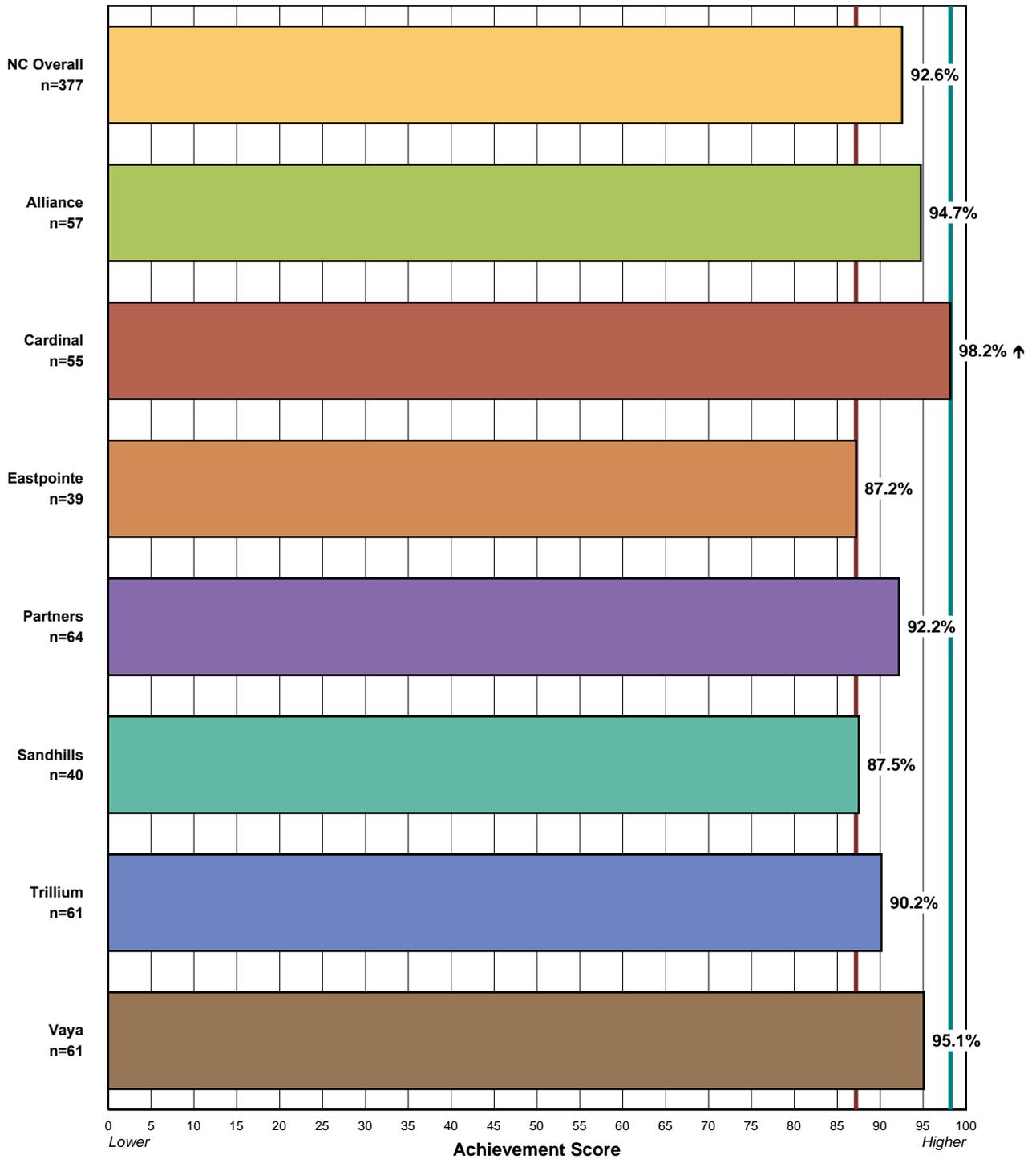
Single Items

Q24. Patient feels that he or she could refuse a specific type of treatment



Single Items

Q25. Confident about privacy of treatment information



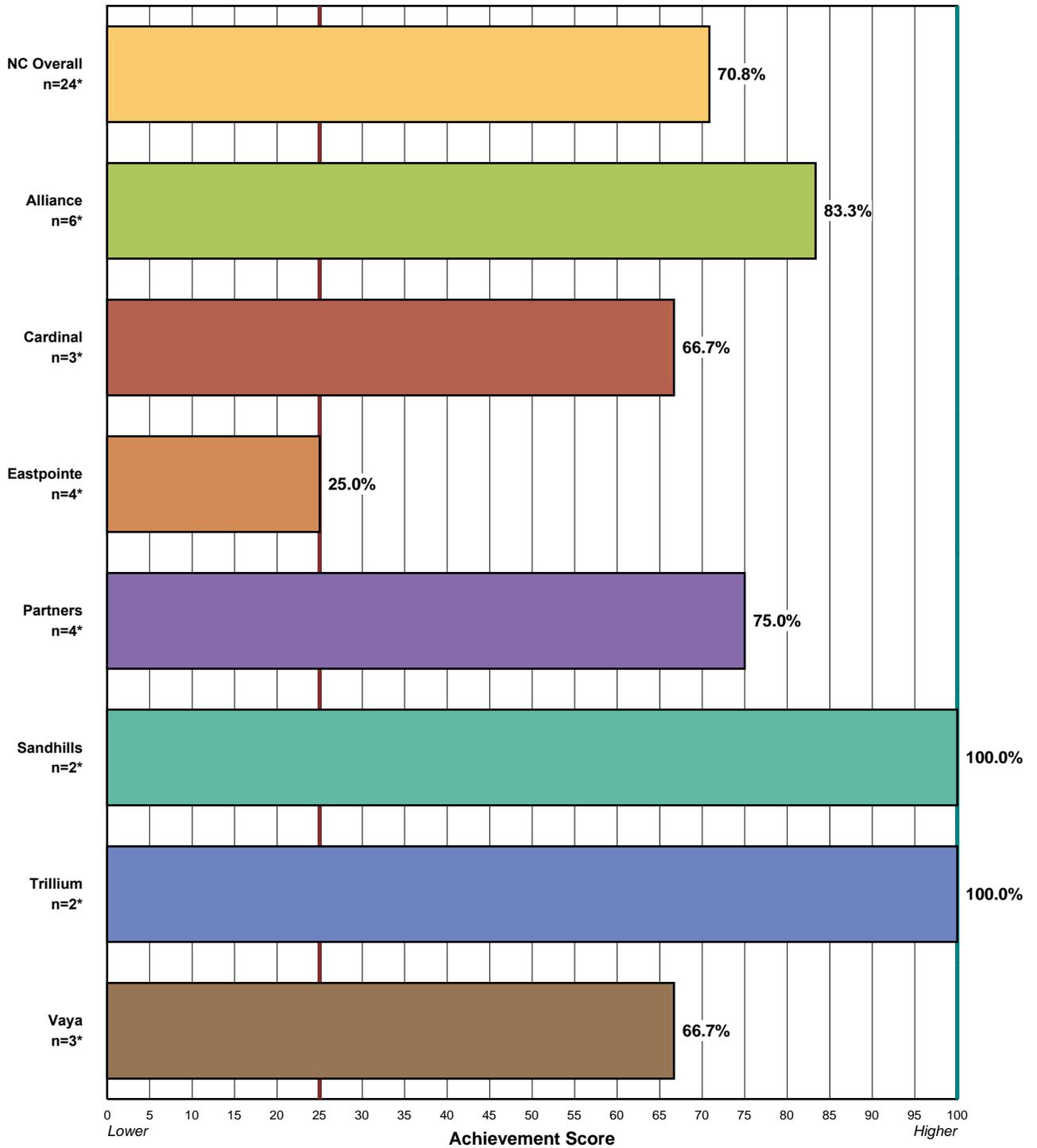
↑↓ Score statistically significantly higher/lower than 2017 NC Overall

— Low Benchmark

— High Benchmark

Single Items

Q27. Care responsive to cultural needs



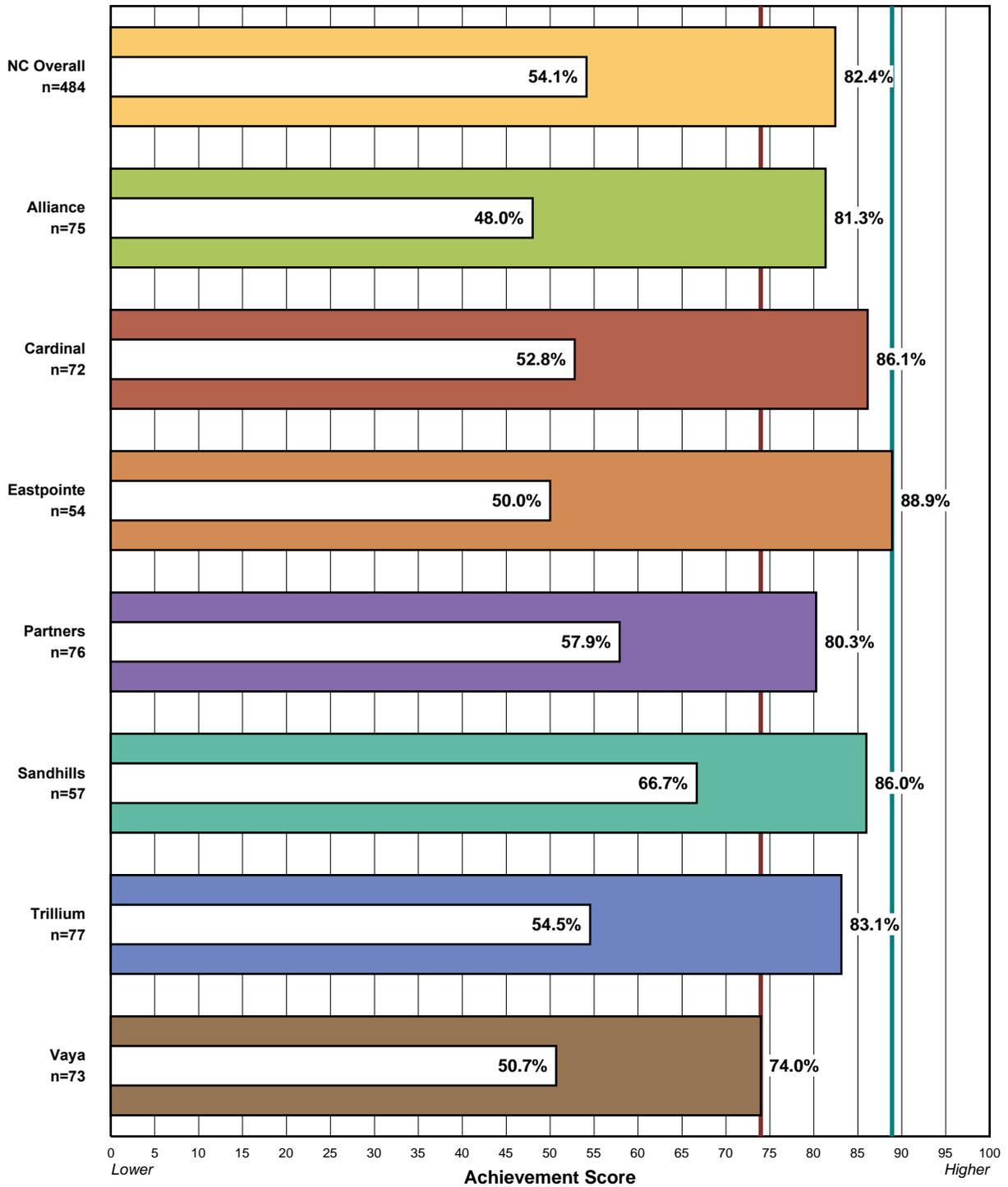
↕ Score statistically significantly higher/lower than 2017 NC Overall
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

Single Items

Q29. A lot or somewhat helped by treatment



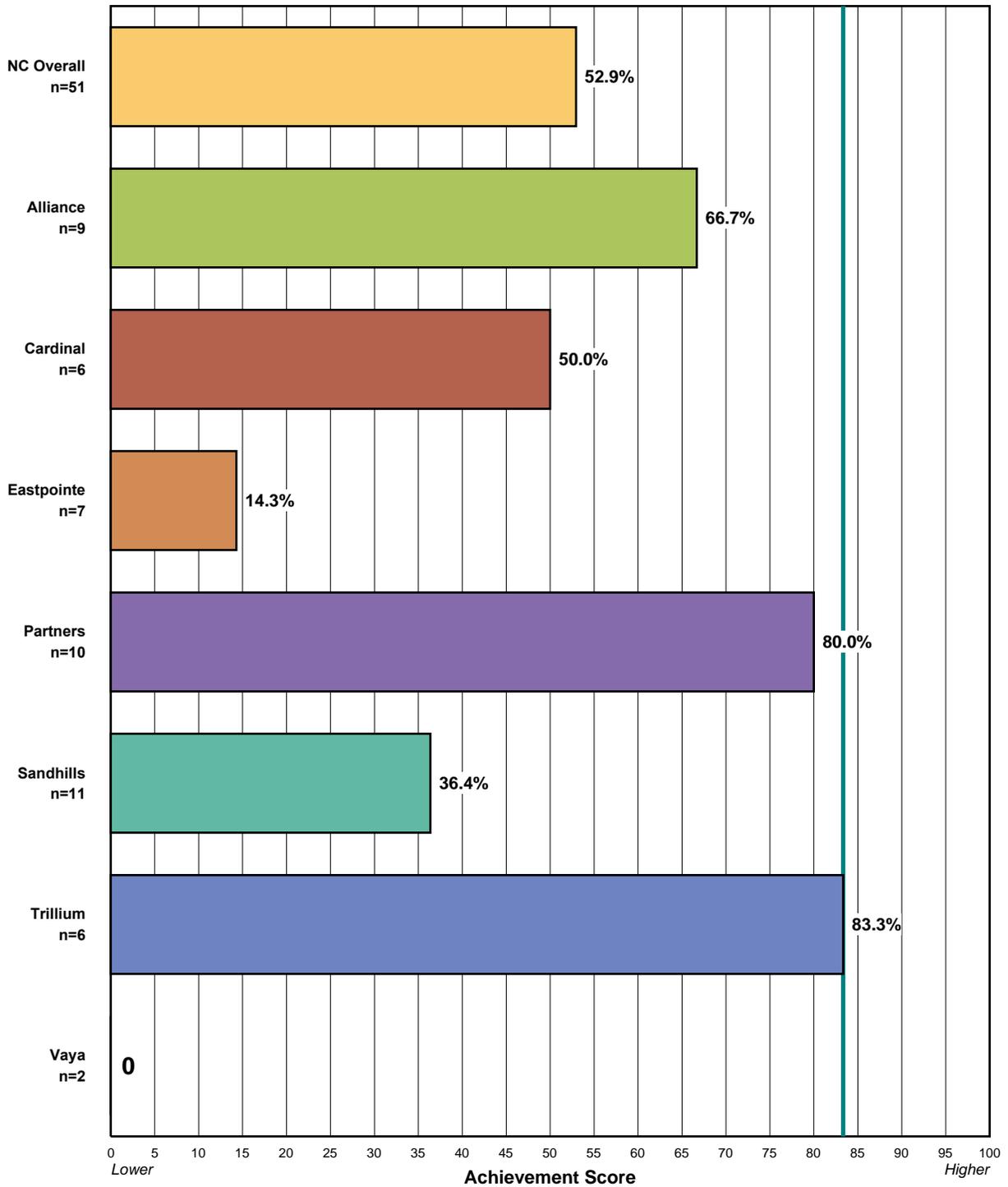
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of A Lot.

— Low Benchmark

— High Benchmark

Single Items

Q37. Told about other ways to get treatment after benefits are used up



↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

— Low Benchmark

— High Benchmark

Responses by Question

Personal or Family Counseling

People can get counseling, treatment or medicine for many different reasons, such as:

- For feeling depressed, anxious, or "stressed out"
- Personal problems (like when a loved one dies or when there are problems at work)
- Family problems (like marriage problems or when parents and children have trouble getting along)
- Needing help with drug or alcohol use
- For mental or emotional illness

Q1. In the last 12 months, did you get counseling, treatment or medicine for any of these reasons?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	470	100.0%	73	100.0%	72	100.0%	50	100.0%	76	100.0%	54	100.0%	75	100.0%	70	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	470	100.0%	73	100.0%	72	100.0%	50	100.0%	76	100.0%	54	100.0%	75	100.0%	70	100.0%
Not Answered	46		6		7		7		8		5		6		7	

Your Counseling and Treatment in the Last 12 Months

The next questions ask about your counseling or treatment. Do not include counseling or treatment during an overnight stay or from a self-help group.

Q2. In the last 12 months, did you call someone to get professional counseling on the phone for yourself?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	135	27.2%	24	30.8%	22	28.9%	20	38.5%	18	22.2%	11	19.0%	21	27.3%	19	25.7%
No	361	72.8%	54	69.2%	54	71.1%	32	61.5%	63	77.8%	47	81.0%	56	72.7%	55	74.3%
Total	496	100.0%	78	100.0%	76	100.0%	52	100.0%	81	100.0%	58	100.0%	77	100.0%	74	100.0%
Not Answered	20		1		3		5		3		1		4		3	

Your Counseling and Treatment in the Last 12 Months (continued)

Q3. In the last 12 months, how often did you get the professional counseling you needed on the phone?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	27	20.5%	3	12.5%	2	9.5%	5	25.0%	3	17.6%	0	0.0%	7	33.3%	7	36.8%
● Sometimes	48	36.4%	11	45.8%	12	57.1%	6	30.0%	5	29.4%	5	50.0%	4	19.0%	5	26.3%
● Usually	24	18.2%	5	20.8%	2	9.5%	4	20.0%	6	35.3%	2	20.0%	3	14.3%	2	10.5%
● Always	33	25.0%	5	20.8%	5	23.8%	5	25.0%	3	17.6%	3	30.0%	7	33.3%	5	26.3%
Total	132	100.0%	24	100.0%	21	100.0%	20	100.0%	17	100.0%	10	100.0%	21	100.0%	19	100.0%
Not Answered	3		0		1		0		1		1		0		0	
Reporting Category	Getting Treatment Quickly															
Achievement Score	43.18%		41.67%		33.33%		45.00%		52.94%		50.00%		47.62%		36.84%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+5.2		-5.0		-13.7		+17.7		+29.9		+16.7		+1.0		+1.5	
Correlation with Satisfaction	0.149		-0.055		0.553		0.043		0.105		0.331		-0.051		0.299	

Q4. In the last 12 months, did you need counseling or treatment right away?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	209	42.5%	41	53.9%	26	33.8%	30	56.6%	35	43.2%	18	32.7%	33	42.3%	26	36.1%
No	283	57.5%	35	46.1%	51	66.2%	23	43.4%	46	56.8%	37	67.3%	45	57.7%	46	63.9%
Total	492	100.0%	76	100.0%	77	100.0%	53	100.0%	81	100.0%	55	100.0%	78	100.0%	72	100.0%
Not Answered	24		3		2		4		3		4		3		5	

Q5. In the last 12 months, when you needed counseling or treatment right away, how often did you see someone as soon as you wanted?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	24	11.7%	2	4.9%	2	8.0%	2	6.9%	4	11.4%	2	11.8%	2	6.3%	10	38.5%
● Sometimes	50	24.4%	13	31.7%	11	44.0%	5	17.2%	7	20.0%	2	11.8%	8	25.0%	4	15.4%
● Usually	51	24.9%	10	24.4%	4	16.0%	8	27.6%	11	31.4%	7	41.2%	7	21.9%	4	15.4%
● Always	80	39.0%	16	39.0%	8	32.0%	14	48.3%	13	37.1%	6	35.3%	15	46.9%	8	30.8%
Total	205	100.0%	41	100.0%	25	100.0%	29	100.0%	35	100.0%	17	100.0%	32	100.0%	26	100.0%
Not Answered	4		0		1		1		0		1		1		0	
Reporting Category	Getting Treatment Quickly															
Achievement Score	63.90%		63.41%		48.00%		75.86%		68.57%		76.47%		68.75%		46.15%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-4.2		-24.1		-32.0		+14.0		+4.9		+22.6		+0.9		-17.8	
Correlation with Satisfaction	0.522		0.263		0.558		0.536		0.578		0.418		0.543		0.601	

○ Response scored as: ● Accomplishment ● Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q6. In the last 12 months, not counting times you needed counseling or treatment right away, did you make any appointments for counseling or treatment?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	360	72.7%	57	76.0%	51	66.2%	35	66.0%	60	74.1%	37	66.1%	64	81.0%	56	75.7%
No	135	27.3%	18	24.0%	26	33.8%	18	34.0%	21	25.9%	19	33.9%	15	19.0%	18	24.3%
Total	495	100.0%	75	100.0%	77	100.0%	53	100.0%	81	100.0%	56	100.0%	79	100.0%	74	100.0%
Not Answered	21		4		2		4		3		3		2		3	

Q7. In the last 12 months, not counting times you needed counseling or treatment right away, how often did you get an appointment for counseling or treatment as soon as you wanted?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	17	4.9%	2	3.5%	2	4.2%	0	0.0%	4	6.8%	3	8.6%	2	3.4%	4	7.3%
● Sometimes	65	18.7%	17	29.8%	9	18.8%	4	11.4%	9	15.3%	6	17.1%	10	16.9%	10	18.2%
● Usually	89	25.6%	12	21.1%	20	41.7%	8	22.9%	14	23.7%	8	22.9%	13	22.0%	14	25.5%
● Always	177	50.9%	26	45.6%	17	35.4%	23	65.7%	32	54.2%	18	51.4%	34	57.6%	27	49.1%
Total	348	100.0%	57	100.0%	48	100.0%	35	100.0%	59	100.0%	35	100.0%	59	100.0%	55	100.0%
Not Answered	12		0		3		0		1		2		5		1	
Reporting Category																
Getting Treatment Quickly																
Achievement Score	76.44%	66.67%	77.08%	88.57%	77.97%	74.29%	79.66%	74.55%								
2017 vs. 2016: +/- Chg (▲ Stat. sig.)	+0.3	-17.4▼	-1.5	+19.6	+4.8	+4.1	+6.2	-9.2								
Correlation with Satisfaction	0.452	0.417	0.329	0.648	0.525	-0.014	0.594	0.413								

Q8. In the last 12 months, how many times did you go to an emergency room or crisis center to get counseling or treatment for yourself?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
None	346	69.8%	55	72.4%	53	68.8%	30	55.6%	58	71.6%	39	68.4%	55	71.4%	56	75.7%
1 Time	59	11.9%	8	10.5%	15	19.5%	8	14.8%	10	12.3%	4	7.0%	6	7.8%	8	10.8%
2 Times	36	7.3%	3	3.9%	5	6.5%	5	9.3%	7	8.6%	5	8.8%	6	7.8%	5	6.8%
3 or more Times	55	11.1%	10	13.2%	4	5.2%	11	20.4%	6	7.4%	9	15.8%	10	13.0%	5	6.8%
Total	496	100.0%	76	100.0%	77	100.0%	54	100.0%	81	100.0%	57	100.0%	77	100.0%	74	100.0%
Not Answered	20		3		2		3		3		2		4		3	

○ Response scored as: ● Accomplishment ● Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q9. In the last 12 months (not counting emergency rooms or crisis centers), how many times did you go to an office, clinic, or other treatment program to get counseling, treatment or medicine for yourself?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
None	84	17.4%	13	17.8%	16	21.3%	12	23.1%	11	13.8%	12	22.2%	11	14.5%	9	12.3%
1 to 10 times	254	52.6%	34	46.6%	37	49.3%	24	46.2%	46	57.5%	29	53.7%	42	55.3%	42	57.5%
11 to 20 times	82	17.0%	11	15.1%	15	20.0%	9	17.3%	16	20.0%	5	9.3%	15	19.7%	11	15.1%
21 or more times	63	13.0%	15	20.5%	7	9.3%	7	13.5%	7	8.8%	8	14.8%	8	10.5%	11	15.1%
Total	483	100.0%	73	100.0%	75	100.0%	52	100.0%	80	100.0%	54	100.0%	76	100.0%	73	100.0%
Not Answered	33		6		4		5		4		5		5		4	

Q10. In the last 12 months, how often were you seen within 15 minutes of your appointment?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	41	10.4%	6	10.0%	5	8.8%	3	7.5%	14	20.6%	4	9.5%	4	6.2%	5	7.9%
● Sometimes	102	25.8%	13	21.7%	18	31.6%	7	17.5%	18	26.5%	9	21.4%	22	33.8%	15	23.8%
● Usually	120	30.4%	19	31.7%	22	38.6%	18	45.0%	20	29.4%	8	19.0%	10	15.4%	23	36.5%
● Always	132	33.4%	22	36.7%	12	21.1%	12	30.0%	16	23.5%	21	50.0%	29	44.6%	20	31.7%
Total	395	100.0%	60	100.0%	57	100.0%	40	100.0%	68	100.0%	42	100.0%	65	100.0%	63	100.0%
Not Answered	4		0		2		0		1		0		0		1	
Reporting Category																
Single Items																
Achievement Score	63.80%	68.33%	59.65%	75.00%	52.94%	69.05%	60.00%	68.25%								
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+2.8	+7.9	-11.2	+10.1	+12.9	+10.1	-3.8	-2.0								
Correlation with Satisfaction	0.347	0.208	0.307	0.368	0.251	0.441	0.383	0.514								

The next questions are about all the counseling or treatment you got in the last 12 months during office, clinic, and emergency room visits as well as over the phone. Please do the best you can to include all the different people you went to for counseling or treatment in your answers.

Q11. In the last 12 months, how often did the people you went to for counseling or treatment listen carefully to you?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	9	2.3%	0	0.0%	2	3.4%	0	0.0%	3	4.4%	0	0.0%	0	0.0%	4	6.3%
● Sometimes	35	8.9%	2	3.4%	4	6.9%	3	7.5%	10	14.7%	4	9.8%	7	10.9%	5	7.9%
● Usually	71	18.1%	12	20.7%	15	25.9%	7	17.5%	16	23.5%	3	7.3%	8	12.5%	10	15.9%
● Always	277	70.7%	44	75.9%	37	63.8%	30	75.0%	39	57.4%	34	82.9%	49	76.6%	44	69.8%
Total	392	100.0%	58	100.0%	58	100.0%	40	100.0%	68	100.0%	41	100.0%	64	100.0%	63	100.0%
Not Answered	7		2		1		0		1		1		1		1	
Reporting Category																
How Well Clinicians Communicate																
Achievement Score	88.78%	96.55%	89.66%	92.50%	80.88%	90.24%	89.06%	85.71%								
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+0.4	+10.8	-6.1	-2.1	-7.1	+6.3	-0.6	+3.1								
Correlation with Satisfaction	0.581	0.378	0.723	0.514	0.569	0.558	0.757	0.537								

○ Response scored as: ● Accomplishment ● Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q12. In the last 12 months, how often did the people you went to for counseling or treatment explain things in a way you could understand?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya		
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	
● Never	12	3.1%	0	0.0%	2	3.4%	0	0.0%	4	6.0%	0	0.0%	2	3.1%	4	6.5%	
● Sometimes	34	8.7%	4	6.9%	3	5.2%	8	20.0%	7	10.4%	3	7.3%	7	10.9%	2	3.2%	
● Usually	91	23.3%	17	29.3%	16	27.6%	9	22.5%	18	26.9%	4	9.8%	9	14.1%	18	29.0%	
● Always	253	64.9%	37	63.8%	37	63.8%	23	57.5%	38	56.7%	34	82.9%	46	71.9%	38	61.3%	
Total	390	100.0%	58	100.0%	58	100.0%	40	100.0%	67	100.0%	41	100.0%	64	100.0%	62	100.0%	
Not Answered	9		2		1		0		2		1		1		2		
Reporting Category																	
How Well Clinicians Communicate																	
Achievement Score	88.21%	93.10%	91.38%	80.00%	83.58%	92.68%	85.94%	90.32%									
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+0.6	+9.4	-4.5	-9.2	-6.4	+12.3	-5.4	+7.0									
Correlation with Satisfaction	0.547	0.394	0.669	0.229	0.555	0.689	0.681	0.536									

Q13. In the last 12 months, how often did the people you went to for counseling or treatment show respect for what you had to say?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya		
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	
● Never	8	2.1%	0	0.0%	1	1.8%	0	0.0%	1	1.5%	0	0.0%	2	3.1%	4	6.5%	
● Sometimes	31	8.0%	4	7.0%	2	3.5%	5	12.5%	9	13.4%	3	7.5%	5	7.8%	3	4.8%	
● Usually	58	15.0%	11	19.3%	10	17.5%	6	15.0%	14	20.9%	3	7.5%	5	7.8%	9	14.5%	
● Always	290	74.9%	42	73.7%	44	77.2%	29	72.5%	43	64.2%	34	85.0%	52	81.3%	46	74.2%	
Total	387	100.0%	57	100.0%	57	100.0%	40	100.0%	67	100.0%	40	100.0%	64	100.0%	62	100.0%	
Not Answered	12		3		2		0		2		2		1		2		
Reporting Category																	
How Well Clinicians Communicate																	
Achievement Score	89.92%	92.98%	94.74%	87.50%	85.07%	92.50%	89.06%	88.71%									
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+0.6	+1.1	+7.2	-7.1	-8.9	+8.6	-4.0	+7.5									
Correlation with Satisfaction	0.600	0.397	0.796	0.315	0.557	0.733	0.775	0.598									

○ Response scored as: ● Accomplishment ● Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q14. In the last 12 months, how often did the people you went to for counseling or treatment spend enough time with you?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	10	2.6%	1	1.7%	1	1.7%	0	0.0%	4	6.0%	0	0.0%	1	1.6%	3	4.8%
● Sometimes	39	10.1%	7	12.1%	5	8.6%	5	12.8%	9	13.4%	2	5.0%	6	9.4%	5	8.1%
● Usually	93	24.0%	13	22.4%	19	32.8%	7	17.9%	18	26.9%	10	25.0%	11	17.2%	15	24.2%
● Always	246	63.4%	37	63.8%	33	56.9%	27	69.2%	36	53.7%	28	70.0%	46	71.9%	39	62.9%
Total	388	100.0%	58	100.0%	58	100.0%	39	100.0%	67	100.0%	40	100.0%	64	100.0%	62	100.0%
Not Answered	11		2		1		1		2		2		1		2	
Reporting Category																
How Well Clinicians Communicate																
Achievement Score	87.37%		86.21%		89.66%		87.18%		80.60%		95.00%		89.06%		87.10%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-0.2		-5.6		-4.1		-4.7		-11.4		+12.9↗		+1.1		+12.1	
Correlation with Satisfaction	0.596		0.397		0.655		0.433		0.525		0.635		0.740		0.716	

Q15. In the last 12 months, how often did you feel safe when you were with the people you went to for counseling or treatment?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	5	1.3%	0	0.0%	0	0.0%	0	0.0%	2	3.0%	0	0.0%	0	0.0%	3	4.8%
● Sometimes	18	4.7%	3	5.2%	2	3.5%	2	5.0%	4	6.0%	3	7.3%	2	3.2%	2	3.2%
● Usually	59	15.2%	12	20.7%	9	15.8%	8	20.0%	10	14.9%	2	4.9%	8	12.9%	10	16.1%
● Always	305	78.8%	43	74.1%	46	80.7%	30	75.0%	51	76.1%	36	87.8%	52	83.9%	47	75.8%
Total	387	100.0%	58	100.0%	57	100.0%	40	100.0%	67	100.0%	41	100.0%	62	100.0%	62	100.0%
Not Answered	12		2		2		0		2		1		3		2	
Reporting Category																
How Well Clinicians Communicate																
Achievement Score	94.06%		94.83%		96.49%		95.00%		91.04%		92.68%		96.77%		91.94%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-0.5		-5.2		+0.7		-2.3		-3.0		+3.4		+3.7		-1.8	
Correlation with Satisfaction	0.459		0.411		0.712		0.286		0.307		0.475		0.459		0.630	

Q16. In the last 12 months, did you take any prescription medicines as part of your treatment?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	357	92.0%	55	94.8%	55	94.8%	38	95.0%	63	94.0%	33	82.5%	54	85.7%	59	95.2%
No	31	8.0%	3	5.2%	3	5.2%	2	5.0%	4	6.0%	7	17.5%	9	14.3%	3	4.8%
Total	388	100.0%	58	100.0%	58	100.0%	40	100.0%	67	100.0%	40	100.0%	63	100.0%	62	100.0%
Not Answered	11		2		1		0		2		2		2		2	

○ Response scored as: ● Accomplishment ● Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q17. In the last 12 months, were you told what side effects of those medicines to watch for?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	273	77.8%	47	87.0%	45	81.8%	27	73.0%	41	67.2%	23	71.9%	46	86.8%	44	74.6%
<input checked="" type="radio"/> No	78	22.2%	7	13.0%	10	18.2%	10	27.0%	20	32.8%	9	28.1%	7	13.2%	15	25.4%
Total	351	100.0%	54	100.0%	55	100.0%	37	100.0%	61	100.0%	32	100.0%	53	100.0%	59	100.0%
Not Answered	6		1		0		1		2		1		1		0	
Reporting Category																
Single Items																
Achievement Score	77.78%		87.04%		81.82%		72.97%		67.21%		71.88%		86.79%		74.58%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+1.3		+6.1		+6.2		+5.3		-6.7		-10.1		+9.4		-0.4	
Correlation with Satisfaction	0.292		0.239		0.376		0.029		0.349		0.301		0.546		0.205	

Q18. In the last 12 months, how often were you involved as much as you wanted in your counseling or treatment?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Never	14	3.6%	1	1.8%	2	3.4%	1	2.6%	3	4.5%	0	0.0%	4	6.3%	3	4.8%
<input checked="" type="radio"/> Sometimes	43	11.1%	5	8.8%	8	13.8%	3	7.7%	11	16.7%	6	14.6%	4	6.3%	6	9.7%
<input checked="" type="radio"/> Usually	91	23.6%	13	22.8%	16	27.6%	6	15.4%	13	19.7%	5	12.2%	20	31.7%	18	29.0%
<input checked="" type="radio"/> Always	238	61.7%	38	66.7%	32	55.2%	29	74.4%	39	59.1%	30	73.2%	35	55.6%	35	56.5%
Total	386	100.0%	57	100.0%	58	100.0%	39	100.0%	66	100.0%	41	100.0%	63	100.0%	62	100.0%
Not Answered	13		3		1		1		3		1		2		2	
Reporting Category																
How Well Clinicians Communicate																
Achievement Score	85.23%		89.47%		82.76%		89.74%		78.79%		85.37%		87.30%		85.48%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+0.6		-4.4		-6.4		+11.4		-3.2		+3.2		+2.8		+4.2	
Correlation with Satisfaction	0.593		0.331		0.540		0.495		0.617		0.611		0.650		0.767	

Q19. In the last 12 months, did anyone talk to you about whether to include your family or friends in your counseling or treatment?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	193	50.3%	26	45.6%	31	53.4%	17	42.5%	34	51.5%	22	55.0%	38	62.3%	25	40.3%
<input checked="" type="radio"/> No	191	49.7%	31	54.4%	27	46.6%	23	57.5%	32	48.5%	18	45.0%	23	37.7%	37	59.7%
Total	384	100.0%	57	100.0%	58	100.0%	40	100.0%	66	100.0%	40	100.0%	61	100.0%	62	100.0%
Not Answered	15		3		1		0		3		2		4		2	
Reporting Category																
Single Items																
Achievement Score	50.26%		45.61%		53.45%		42.50%		51.52%		55.00%		62.30%		40.32%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-4.6		-11.5		+3.4		-6.1		-2.5		+3.2		-1.3		-15.9	
Correlation with Satisfaction	0.149		0.083		0.147		-0.146		0.216		0.333		0.053		0.303	

Response scored as: Accomplishment Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q20. In the last 12 months, were you told about self-help or support groups, such as consumer-run groups or 12-step programs?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	183	47.4%	31	53.4%	25	43.9%	20	50.0%	33	50.0%	15	37.5%	34	54.0%	25	40.3%
● No	203	52.6%	27	46.6%	32	56.1%	20	50.0%	33	50.0%	25	62.5%	29	46.0%	37	59.7%
Total	386	100.0%	58	100.0%	57	100.0%	40	100.0%	66	100.0%	40	100.0%	63	100.0%	62	100.0%
Not Answered	13		2		2		0		3		2		2		2	
Reporting Category Information about Treatment Options																
Achievement Score	47.41%	53.45%	43.86%	50.00%	50.00%	37.50%	53.97%	40.32%								
2017 vs. 2016: +/- Chg (▲ Stat. sig.)	-5.4	-2.8	-20.0▼	+13.9	+3.1	-25.0▼	+11.9	-18.0								
Correlation with Satisfaction	0.095	0.145	0.192	-0.329	0.011	0.222	0.383	0.006								

Q21. In the last 12 months, were you given information about different kinds of counseling or treatment that are available?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	242	62.9%	35	60.3%	37	64.9%	26	65.0%	42	64.6%	24	58.5%	42	66.7%	36	59.0%
● No	143	37.1%	23	39.7%	20	35.1%	14	35.0%	23	35.4%	17	41.5%	21	33.3%	25	41.0%
Total	385	100.0%	58	100.0%	57	100.0%	40	100.0%	65	100.0%	41	100.0%	63	100.0%	61	100.0%
Not Answered	14		2		2		0		4		1		2		3	
Reporting Category Information about Treatment Options																
Achievement Score	62.86%	60.34%	64.91%	65.00%	64.62%	58.54%	66.67%	59.02%								
2017 vs. 2016: +/- Chg (▲ Stat. sig.)	-1.9	-5.0	-4.7	+8.2	+6.6	-14.2	+9.8	-13.9								
Correlation with Satisfaction	0.249	0.287	0.253	-0.153	0.205	0.289	0.421	0.335								

Q22. In the last 12 months, were you given as much information as you wanted about what you could do to manage your condition?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	310	80.5%	45	77.6%	50	87.7%	30	75.0%	54	83.1%	36	87.8%	47	74.6%	48	78.7%
● No	75	19.5%	13	22.4%	7	12.3%	10	25.0%	11	16.9%	5	12.2%	16	25.4%	13	21.3%
Total	385	100.0%	58	100.0%	57	100.0%	40	100.0%	65	100.0%	41	100.0%	63	100.0%	61	100.0%
Not Answered	14		2		2		0		4		1		2		3	
Reporting Category Single Items																
Achievement Score	80.52%	77.59%	87.72%	75.00%	83.08%	87.80%	74.60%	78.69%								
2017 vs. 2016: +/- Chg (▲ Stat. sig.)	-1.5	-2.0	-1.6	-2.8	+5.1	+5.7	-15.1▼	+3.7								
Correlation with Satisfaction	0.519	0.447	0.523	0.235	0.670	0.256	0.755	0.479								

○ Response scored as: ● Accomplishment ● Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q23. In the last 12 months, were you given information about your rights as a patient?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	348	90.9%	53	91.4%	52	92.9%	35	87.5%	59	90.8%	35	87.5%	59	95.2%	55	88.7%
● No	35	9.1%	5	8.6%	4	7.1%	5	12.5%	6	9.2%	5	12.5%	3	4.8%	7	11.3%
Total	383	100.0%	58	100.0%	56	100.0%	40	100.0%	65	100.0%	40	100.0%	62	100.0%	62	100.0%
Not Answered	16		2		3		0		4		2		3		2	
Reporting Category																
Single Items																
Achievement Score	90.86%	91.38%	92.86%	87.50%	90.77%	87.50%	95.16%	88.71%								
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+1.2	-2.2	-0.8	+10.4	+4.8	-5.2	+7.2	-5.0								
Correlation with Satisfaction	0.343	0.379	0.258	0.134	0.509	0.442	0.539	0.229								

Q24. In the last 12 months, did you feel you could refuse a specific type of medicine or treatment?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	308	81.5%	45	77.6%	47	85.5%	31	79.5%	54	84.4%	32	80.0%	50	80.6%	49	81.7%
● No	70	18.5%	13	22.4%	8	14.5%	8	20.5%	10	15.6%	8	20.0%	12	19.4%	11	18.3%
Total	378	100.0%	58	100.0%	55	100.0%	39	100.0%	64	100.0%	40	100.0%	62	100.0%	60	100.0%
Not Answered	21		2		4		1		5		2		3		4	
Reporting Category																
Single Items																
Achievement Score	81.48%	77.59%	85.45%	79.49%	84.38%	80.00%	80.65%	81.67%								
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+2.5	-7.8	-3.2	+19.5	+10.4	+1.8	+0.6	-0.9								
Correlation with Satisfaction	0.180	0.055	0.046	0.018	0.358	-0.040	0.311	0.304								

Q25. In the last 12 months, as far as you know did anyone you went to for counseling or treatment share information with others that should have been kept private?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	28	7.4%	3	5.3%	1	1.8%	5	12.8%	5	7.8%	5	12.5%	6	9.8%	3	4.9%
● No	349	92.6%	54	94.7%	54	98.2%	34	87.2%	59	92.2%	35	87.5%	55	90.2%	58	95.1%
Total	377	100.0%	57	100.0%	55	100.0%	39	100.0%	64	100.0%	40	100.0%	61	100.0%	61	100.0%
Not Answered	22		3		4		1		5		2		4		3	
Reporting Category																
Single Items																
Achievement Score	92.57%	94.74%	98.18%	87.18%	92.19%	87.50%	90.16%	95.08%								
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+0.3	+5.2	+9.1	-4.2	-1.8	-5.1	-4.7	+1.5								
Correlation with Satisfaction	0.177	0.084	0.373	0.093	0.342	0.139	0.056	0.304								

○ Response scored as: ● Accomplishment ● Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q26. Does your language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment you need?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	26	6.9%	6	10.5%	3	5.6%	6	15.4%	4	6.3%	2	4.9%	2	3.3%	3	4.9%
No	350	93.1%	51	89.5%	51	94.4%	33	84.6%	59	93.7%	39	95.1%	59	96.7%	58	95.1%
Total	376	100.0%	57	100.0%	54	100.0%	39	100.0%	63	100.0%	41	100.0%	61	100.0%	61	100.0%
Not Answered	23		3		5		1		6		1		4		3	

Q27. In the last 12 months, was the care you received responsive to those needs?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	17	70.8%	5	83.3%	2	66.7%	1	25.0%	3	75.0%	2	100.0%	2	100.0%	2	66.7%
● No	7	29.2%	1	16.7%	1	33.3%	3	75.0%	1	25.0%	0	0.0%	0	0.0%	1	33.3%
Total	24	100.0%	6	100.0%	3	100.0%	4	100.0%	4	100.0%	2	100.0%	2	100.0%	3	100.0%
Not Answered	2		0		0		2		0		0		0		0	
Reporting Category	Single Items															
Achievement Score	70.83%	83.33%	66.67%	25.00%	75.00%	100.00%	100.00%	66.67%								
2017 vs. 2016: +/- Chg (↑↑ Stat. sig.)	+7.2	+83.3	+16.7	-	-25.0	+66.7	+0.0	-33.3								
Correlation with Satisfaction	0.443	0.395	1.000	0.377	0.517	-	-	0.904								

Response scored as: ● Accomplishment ● Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q28. Using any number from 0 to 10, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate all your counseling or treatment in the last 12 months?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Worst counseling or treatment possible	6	1.6%	1	1.8%	1	1.8%	0	0.0%	2	3.1%	0	0.0%	1	1.6%	1	1.6%
● 1	2	0.5%	0	0.0%	0	0.0%	0	0.0%	1	1.5%	0	0.0%	1	1.6%	0	0.0%
● 2	2	0.5%	0	0.0%	0	0.0%	1	2.5%	1	1.5%	0	0.0%	0	0.0%	0	0.0%
● 3	8	2.1%	0	0.0%	1	1.8%	1	2.5%	2	3.1%	1	2.5%	1	1.6%	2	3.3%
● 4	8	2.1%	2	3.5%	0	0.0%	0	0.0%	1	1.5%	0	0.0%	2	3.2%	3	4.9%
● 5	21	5.5%	3	5.3%	4	7.3%	1	2.5%	3	4.6%	1	2.5%	5	8.1%	4	6.6%
● 6	15	3.9%	3	5.3%	2	3.6%	1	2.5%	6	9.2%	1	2.5%	1	1.6%	1	1.6%
● 7	45	11.8%	13	22.8%	4	7.3%	4	10.0%	5	7.7%	4	10.0%	4	6.5%	11	18.0%
● 8	58	15.3%	8	14.0%	12	21.8%	4	10.0%	12	18.5%	6	15.0%	10	16.1%	6	9.8%
● 9	58	15.3%	7	12.3%	8	14.5%	9	22.5%	9	13.8%	4	10.0%	11	17.7%	10	16.4%
● Best counseling or treatment possible	157	41.3%	20	35.1%	23	41.8%	19	47.5%	23	35.4%	23	57.5%	26	41.9%	23	37.7%
Total	380	100.0%	57	100.0%	55	100.0%	40	100.0%	65	100.0%	40	100.0%	62	100.0%	61	100.0%
Not Answered	19		3		4		0		4		2		3		3	
Reporting Category																
									Ratings							
Achievement Score	71.84%	61.40%	78.18%	80.00%	67.69%	82.50%	75.81%	63.93%								
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-1.7	-10.9	+8.0	+8.6	-5.8	+6.1	-5.2	-3.5								

Q29. In the last 12 months, how much were you helped by the counseling or treatment you got?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Not at all	31	6.4%	2	2.7%	6	8.3%	3	5.6%	8	10.5%	3	5.3%	5	6.5%	4	5.5%
● A little	54	11.2%	12	16.0%	4	5.6%	3	5.6%	7	9.2%	5	8.8%	8	10.4%	15	20.5%
● Somewhat	137	28.3%	25	33.3%	24	33.3%	21	38.9%	17	22.4%	11	19.3%	22	28.6%	17	23.3%
● A lot	262	54.1%	36	48.0%	38	52.8%	27	50.0%	44	57.9%	38	66.7%	42	54.5%	37	50.7%
Total	484	100.0%	75	100.0%	72	100.0%	54	100.0%	76	100.0%	57	100.0%	77	100.0%	73	100.0%
Not Answered	32		4		7		3		8		2		4		4	
Reporting Category																
									Single Items							
Achievement Score	82.44%	81.33%	86.11%	88.89%	80.26%	85.96%	83.12%	73.97%								
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-3.5	-6.2	-6.7	+5.2	-11.1	+9.5	-5.1	-8.2								
Correlation with Satisfaction	0.650	0.540	0.686	0.449	0.638	0.752	0.664	0.749								

○ Response scored as: ● Accomplishment ● Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q30. In general, how would you rate your overall mental health now?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	37	7.7%	7	9.6%	7	9.9%	3	5.6%	7	9.2%	3	5.4%	7	9.2%	3	4.1%
Very good	75	15.7%	7	9.6%	16	22.5%	7	13.0%	10	13.2%	7	12.5%	14	18.4%	14	19.2%
Good	156	32.6%	19	26.0%	25	35.2%	19	35.2%	28	36.8%	23	41.1%	24	31.6%	18	24.7%
Fair	162	33.8%	28	38.4%	19	26.8%	23	42.6%	25	32.9%	18	32.1%	22	28.9%	27	37.0%
Poor	49	10.2%	12	16.4%	4	5.6%	2	3.7%	6	7.9%	5	8.9%	9	11.8%	11	15.1%
Total	479	100.0%	73	100.0%	71	100.0%	54	100.0%	76	100.0%	56	100.0%	76	100.0%	73	100.0%
Not Answered	37		6		8		3		8		3		5		4	

Q31. Compared to 12 months ago, how would you rate your ability to deal with daily problems now?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Much better	125	26.3%	18	25.4%	12	16.7%	19	35.2%	19	26.0%	14	24.6%	26	33.8%	17	23.6%
● A little better	167	35.1%	23	32.4%	33	45.8%	18	33.3%	27	37.0%	24	42.1%	25	32.5%	17	23.6%
● About the same	144	30.3%	22	31.0%	23	31.9%	13	24.1%	21	28.8%	17	29.8%	21	27.3%	27	37.5%
● A little worse	25	5.3%	1	1.4%	2	2.8%	3	5.6%	4	5.5%	2	3.5%	3	3.9%	10	13.9%
● Much worse	15	3.2%	7	9.9%	2	2.8%	1	1.9%	2	2.7%	0	0.0%	2	2.6%	1	1.4%
Total	476	100.0%	71	100.0%	72	100.0%	54	100.0%	73	100.0%	57	100.0%	77	100.0%	72	100.0%
Not Answered	40		8		7		3		11		2		4		5	
Reporting Category	Perceived Improvement															
Achievement Score	61.34%	57.75%	62.50%	68.52%	63.01%	66.67%	66.23%	47.22%								
2017 vs. 2016: +/- Chg (▲ Stat. sig.)	-3.6	-7.9	+4.3	+1.2	+0.3	-0.5	+1.9	-21.7↓								
Correlation with Satisfaction	0.344	0.282	0.190	0.319	0.532	0.121	0.600	0.193								

Q32. Compared to 12 months ago, how would you rate your ability to deal with social situations now?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Much better	96	20.2%	9	12.2%	13	18.1%	13	24.1%	16	21.3%	12	21.8%	18	24.3%	15	20.8%
● A little better	152	31.9%	24	32.4%	26	36.1%	14	25.9%	24	32.0%	17	30.9%	24	32.4%	23	31.9%
● About the same	180	37.8%	34	45.9%	30	41.7%	23	42.6%	22	29.3%	22	40.0%	25	33.8%	24	33.3%
● A little worse	27	5.7%	2	2.7%	1	1.4%	2	3.7%	8	10.7%	3	5.5%	5	6.8%	6	8.3%
● Much worse	21	4.4%	5	6.8%	2	2.8%	2	3.7%	5	6.7%	1	1.8%	2	2.7%	4	5.6%
Total	476	100.0%	74	100.0%	72	100.0%	54	100.0%	75	100.0%	55	100.0%	74	100.0%	72	100.0%
Not Answered	40		5		7		3		9		4		7		5	
Reporting Category	Perceived Improvement															
Achievement Score	52.10%	44.59%	54.17%	50.00%	53.33%	52.73%	56.76%	52.78%								
2017 vs. 2016: +/- Chg (▲ Stat. sig.)	-4.1	-11.7	+0.5	-15.3	-6.0	-3.8	+6.0	-0.7								
Correlation with Satisfaction	0.376	0.335	0.208	0.308	0.410	0.306	0.516	0.453								

○ Response scored as: ● Accomplishment ● Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q33. Compared to 12 months ago, how would you rate your ability to accomplish the things you want to do now?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Much better	95	19.8%	10	13.5%	15	21.1%	16	29.6%	12	16.0%	11	19.6%	14	18.4%	17	23.3%
● A little better	149	31.1%	25	33.8%	18	25.4%	15	27.8%	25	33.3%	23	41.1%	30	39.5%	13	17.8%
● About the same	169	35.3%	27	36.5%	32	45.1%	16	29.6%	24	32.0%	19	33.9%	25	32.9%	26	35.6%
● A little worse	42	8.8%	7	9.5%	5	7.0%	5	9.3%	8	10.7%	1	1.8%	5	6.6%	11	15.1%
● Much worse	24	5.0%	5	6.8%	1	1.4%	2	3.7%	6	8.0%	2	3.6%	2	2.6%	6	8.2%
Total	479	100.0%	74	100.0%	71	100.0%	54	100.0%	75	100.0%	56	100.0%	76	100.0%	73	100.0%
Not Answered	37		5		8		3		9		3		5		4	
Reporting Category	Perceived Improvement															
Achievement Score	50.94%		47.30%		46.48%		57.41%		49.33%		60.71%		57.89%		41.10%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-3.8		-9.0		-5.4		-0.6		-6.6		-0.2		+6.5		-7.2	
Correlation with Satisfaction	0.335		0.461		0.356		0.225		0.407		0.218		0.298		0.284	

Q34. Compared to 12 months ago, how would you rate your problems or symptoms now?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Much better	102	21.4%	11	14.9%	14	19.4%	18	34.0%	18	24.0%	7	12.7%	19	25.3%	15	20.5%
● A little better	162	34.0%	28	37.8%	30	41.7%	13	24.5%	21	28.0%	23	41.8%	24	32.0%	23	31.5%
● About the same	146	30.6%	21	28.4%	26	36.1%	15	28.3%	22	29.3%	20	36.4%	24	32.0%	18	24.7%
● A little worse	39	8.2%	4	5.4%	1	1.4%	5	9.4%	9	12.0%	3	5.5%	5	6.7%	12	16.4%
● Much worse	28	5.9%	10	13.5%	1	1.4%	2	3.8%	5	6.7%	2	3.6%	3	4.0%	5	6.8%
Total	477	100.0%	74	100.0%	72	100.0%	53	100.0%	75	100.0%	55	100.0%	75	100.0%	73	100.0%
Not Answered	39		5		7		4		9		4		6		4	
Reporting Category	Perceived Improvement															
Achievement Score	55.35%		52.70%		61.11%		58.49%		52.00%		54.55%		57.33%		52.05%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-3.5		-3.5		+5.6		+3.4		-15.8		-4.9		-4.1		-3.1	
Correlation with Satisfaction	0.405		0.485		0.320		0.230		0.540		0.506		0.447		0.298	

The next questions ask about your experience with the company or organization that handles your benefits for counseling or treatment.

Q35. In the last 12 months, did you use up all your benefits for counseling or treatment?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	74	16.3%	16	22.9%	12	17.4%	9	18.4%	11	15.7%	13	24.5%	10	13.9%	3	4.3%
No	379	83.7%	54	77.1%	57	82.6%	40	81.6%	59	84.3%	40	75.5%	62	86.1%	67	95.7%
Total	453	100.0%	70	100.0%	69	100.0%	49	100.0%	70	100.0%	53	100.0%	72	100.0%	70	100.0%
Not Answered	63		9		10		8		14		6		9		7	

○ Response scored as: ● Accomplishment ● Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q36. At the time benefits were used up, did you think you still needed counseling or treatment?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	52	75.4%	10	66.7%	6	54.5%	7	77.8%	10	100.0%	11	84.6%	6	75.0%	2	66.7%
No	17	24.6%	5	33.3%	5	45.5%	2	22.2%	0	0.0%	2	15.4%	2	25.0%	1	33.3%
Total	69	100.0%	15	100.0%	11	100.0%	9	100.0%	10	100.0%	13	100.0%	8	100.0%	3	100.0%
Not Answered	5		1		1		0		1		0		2		0	

Q37. Were you told about other ways to get counseling, treatment, or medicine?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	27	52.9%	6	66.7%	3	50.0%	1	14.3%	8	80.0%	4	36.4%	5	83.3%	0	0.0%
<input type="radio"/> No	24	47.1%	3	33.3%	3	50.0%	6	85.7%	2	20.0%	7	63.6%	1	16.7%	2	100.0%
Total	51	100.0%	9	100.0%	6	100.0%	7	100.0%	10	100.0%	11	100.0%	6	100.0%	2	100.0%
Not Answered	1		1		0		0		0		0		0		0	
Reporting Category	Single Items															
Achievement Score	52.94%	66.67%	50.00%	14.29%	80.00%	36.36%	83.33%	0.00%								
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+8.1	+16.7	+0.0	-60.7	+80.0	-23.6	+66.7	-50.0								
Correlation with Satisfaction	0.153	0.334	0.210	0.295	0.023	0.372	0.958	-								

Q38. In the last 12 months, did you need approval for any counseling or treatment?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	113	24.2%	20	27.8%	21	30.4%	12	23.1%	12	16.7%	13	22.8%	19	25.7%	16	22.5%
No	354	75.8%	52	72.2%	48	69.6%	40	76.9%	60	83.3%	44	77.2%	55	74.3%	55	77.5%
Total	467	100.0%	72	100.0%	69	100.0%	52	100.0%	72	100.0%	57	100.0%	74	100.0%	71	100.0%
Not Answered	49		7		10		5		12		2		7		6	

Response scored as: Accomplishment Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q39. In the last 12 months, how much of a problem, if any, were delays in counseling or treatment while you waited for approval?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● A big problem	26	23.0%	4	20.0%	4	19.0%	3	25.0%	4	33.3%	3	23.1%	6	31.6%	2	12.5%
● A small problem	29	25.7%	9	45.0%	7	33.3%	2	16.7%	2	16.7%	1	7.7%	2	10.5%	6	37.5%
● Not a problem	58	51.3%	7	35.0%	10	47.6%	7	58.3%	6	50.0%	9	69.2%	11	57.9%	8	50.0%
Total	113	100.0%	20	100.0%	21	100.0%	12	100.0%	12	100.0%	13	100.0%	19	100.0%	16	100.0%
Not Answered	0		0		0		0		0		0		0		0	
Reporting Category																
Getting Treatment and Information																
Achievement Score	51.33%	35.00%	47.62%	58.33%	50.00%	69.23%	57.89%	50.00%								
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-3.8	-29.7	-21.1	-1.7	+13.6	+29.2	+16.7	-16.7								
Correlation with Satisfaction	0.401	0.627	0.025	0.420	0.131	-0.036	0.709	0.591								

Q40. In the last 12 months, did you call customer service to get information or help about counseling or treatment?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	69	14.6%	10	13.7%	16	21.6%	11	21.2%	7	9.5%	7	12.3%	8	11.0%	10	14.1%
No	405	85.4%	63	86.3%	58	78.4%	41	78.8%	67	90.5%	50	87.7%	65	89.0%	61	85.9%
Total	474	100.0%	73	100.0%	74	100.0%	52	100.0%	74	100.0%	57	100.0%	73	100.0%	71	100.0%
Not Answered	42		6		5		5		10		2		8		6	

Q41. In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● A big problem	18	27.7%	3	33.3%	5	33.3%	1	10.0%	2	33.3%	0	0.0%	4	50.0%	3	30.0%
● A small problem	13	20.0%	2	22.2%	3	20.0%	1	10.0%	2	33.3%	1	14.3%	1	12.5%	3	30.0%
● Not a problem	34	52.3%	4	44.4%	7	46.7%	8	80.0%	2	33.3%	6	85.7%	3	37.5%	4	40.0%
Total	65	100.0%	9	100.0%	15	100.0%	10	100.0%	6	100.0%	7	100.0%	8	100.0%	10	100.0%
Not Answered	4		1		1		1		1		0		0		0	
Reporting Category																
Getting Treatment and Information																
Achievement Score	52.31%	44.44%	46.67%	80.00%	33.33%	85.71%	37.50%	40.00%								
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+7.7	+4.4	+18.1	+20.0	+0.0	+28.6	-17.0	+0.0								
Correlation with Satisfaction	0.445	0.813	0.650	0.261	-0.691	-0.583	0.282	0.159								

○ Response scored as: ● Accomplishment ● Room for improvement

Reasons for Counseling or Treatment

Q42. In the last 12 months, was any of your counseling or treatment for personal problems, family problems, emotional illness, or mental illness?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	427	90.1%	68	93.2%	61	85.9%	48	90.6%	67	89.3%	47	83.9%	71	95.9%	65	90.3%
No	47	9.9%	5	6.8%	10	14.1%	5	9.4%	8	10.7%	9	16.1%	3	4.1%	7	9.7%
Total	474	100.0%	73	100.0%	71	100.0%	53	100.0%	75	100.0%	56	100.0%	74	100.0%	72	100.0%
Not Answered	42		6		8		4		9		3		7		5	

Q43. In the last 12 months, was any of your counseling or treatment for help with alcohol use or drug use?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	54	11.3%	8	10.8%	13	17.6%	6	11.5%	12	15.8%	7	12.3%	5	6.7%	3	4.2%
No	426	88.8%	66	89.2%	61	82.4%	46	88.5%	64	84.2%	50	87.7%	70	93.3%	69	95.8%
Total	480	100.0%	74	100.0%	74	100.0%	52	100.0%	76	100.0%	57	100.0%	75	100.0%	72	100.0%
Not Answered	36		5		5		5		8		2		6		5	

Care Coordination

Q44. Have you received Care Coordination for any services in the past 12 months?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	151	32.8%	26	35.6%	23	32.4%	18	37.5%	18	25.4%	16	29.1%	23	32.9%	27	37.0%
No	310	67.2%	47	64.4%	48	67.6%	30	62.5%	53	74.6%	39	70.9%	47	67.1%	46	63.0%
Total	461	100.0%	73	100.0%	71	100.0%	48	100.0%	71	100.0%	55	100.0%	70	100.0%	73	100.0%
Not Answered	55		6		8		9		13		4		11		4	

Q45.1. Please identify the service categories that you received Care Coordination for in the past 12 months. Response: Intellectual and Developmental Disabilities.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	64	42.4%	6	23.1%	8	34.8%	9	50.0%	4	22.2%	13	81.3%	12	52.2%	12	44.4%
No	87	57.6%	20	76.9%	15	65.2%	9	50.0%	14	77.8%	3	18.8%	11	47.8%	15	55.6%
Total	151	100.0%	26	100.0%	23	100.0%	18	100.0%	18	100.0%	16	100.0%	23	100.0%	27	100.0%
Not Answered	0		0		0		0		0		0		0		0	

Care Coordination (continued)

Q45.2. Please identify the service categories that you received Care Coordination for in the past 12 months.
Response: Mental Health.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	105	69.5%	20	76.9%	12	52.2%	14	77.8%	14	77.8%	10	62.5%	18	78.3%	17	63.0%
No	46	30.5%	6	23.1%	11	47.8%	4	22.2%	4	22.2%	6	37.5%	5	21.7%	10	37.0%
Total	151	100.0%	26	100.0%	23	100.0%	18	100.0%	18	100.0%	16	100.0%	23	100.0%	27	100.0%
Not Answered	0		0		0		0		0		0		0		0	

Q45.3. Please identify the service categories that you received Care Coordination for in the past 12 months.
Response: Substance Use.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	24	15.9%	5	19.2%	7	30.4%	5	27.8%	0	0.0%	4	25.0%	1	4.3%	2	7.4%
No	127	84.1%	21	80.8%	16	69.6%	13	72.2%	18	100.0%	12	75.0%	22	95.7%	25	92.6%
Total	151	100.0%	26	100.0%	23	100.0%	18	100.0%	18	100.0%	16	100.0%	23	100.0%	27	100.0%
Not Answered	0		0		0		0		0		0		0		0	

Q45.4. Please identify the service categories that you received Care Coordination for in the past 12 months.
Response: Other.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	31	20.5%	6	23.1%	5	21.7%	3	16.7%	3	16.7%	1	6.3%	6	26.1%	7	25.9%
No	120	79.5%	20	76.9%	18	78.3%	15	83.3%	15	83.3%	15	93.8%	17	73.9%	20	74.1%
Total	151	100.0%	26	100.0%	23	100.0%	18	100.0%	18	100.0%	16	100.0%	23	100.0%	27	100.0%
Not Answered	0		0		0		0		0		0		0		0	

Care Coordination (continued)

Q46. It is easy to get in touch with my Care Coordinator when I need them.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	8	5.4%	3	11.5%	1	4.8%	0	0.0%	2	11.8%	1	6.7%	1	4.3%	0	0.0%
● Sometimes	22	15.0%	4	15.4%	6	28.6%	2	11.1%	1	5.9%	1	6.7%	4	17.4%	4	14.8%
● Usually	38	25.9%	9	34.6%	7	33.3%	4	22.2%	3	17.6%	3	20.0%	4	17.4%	8	29.6%
● Always	79	53.7%	10	38.5%	7	33.3%	12	66.7%	11	64.7%	10	66.7%	14	60.9%	15	55.6%
Total	147	100.0%	26	100.0%	21	100.0%	18	100.0%	17	100.0%	15	100.0%	23	100.0%	27	100.0%
Not Answered	4		0		2		0		1		1		0		0	
Reporting Category																
Care Coordination Items																
Achievement Score	79.59%	73.08%	66.67%	88.89%	82.35%	86.67%	78.26%	85.19%								
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-0.8	-5.2	-24.2	+3.2	+12.4	+13.9	-3.0	-0.5								
Correlation with Satisfaction	0.380	0.418	0.340	0.743	0.405	0.497	0.464	0.197								

Q47. My Care Coordinator responds to my calls in a timely manner.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	3	2.0%	2	7.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	4.3%	0	0.0%
● Sometimes	21	14.2%	3	11.5%	6	28.6%	2	11.1%	2	11.8%	2	12.5%	3	13.0%	3	11.1%
● Usually	44	29.7%	7	26.9%	8	38.1%	5	27.8%	7	41.2%	3	18.8%	5	21.7%	9	33.3%
● Always	80	54.1%	14	53.8%	7	33.3%	11	61.1%	8	47.1%	11	68.8%	14	60.9%	15	55.6%
Total	148	100.0%	26	100.0%	21	100.0%	18	100.0%	17	100.0%	16	100.0%	23	100.0%	27	100.0%
Not Answered	3		0		2		0		1		0		0		0	
Reporting Category																
Care Coordination Items																
Achievement Score	83.78%	80.77%	71.43%	88.89%	88.24%	87.50%	82.61%	88.89%								
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+1.2	-1.8	-19.5	+3.2	+19.8	+5.7	+1.4	+2.5								
Correlation with Satisfaction	0.380	0.125	0.520	0.742	0.626	0.415	0.308	0.232								

○ Response scored as: ● Accomplishment ● Room for improvement

Care Coordination (continued)

Q48. If I have questions, my Care Coordinator helps me find the answers.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya		
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	
● Never	4	2.7%	0	0.0%	1	4.5%	1	5.9%	1	5.9%	0	0.0%	0	0.0%	1	3.7%	
● Sometimes	19	12.8%	2	7.7%	5	22.7%	0	0.0%	2	11.8%	2	12.5%	5	21.7%	3	11.1%	
● Usually	38	25.7%	6	23.1%	5	22.7%	4	23.5%	4	23.5%	5	31.3%	5	21.7%	9	33.3%	
● Always	87	58.8%	18	69.2%	11	50.0%	12	70.6%	10	58.8%	9	56.3%	13	56.5%	14	51.9%	
Total	148	100.0%	26	100.0%	22	100.0%	17	100.0%	17	100.0%	16	100.0%	23	100.0%	27	100.0%	
Not Answered	3		0		1		1		1		0		0		0		
Reporting Category																	
Care Coordination Items																	
Achievement Score	84.46%	92.31%	72.73%	94.12%	82.35%	87.50%	78.26%	85.19%									
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-0.3	+9.0	-13.0	+1.3	+3.4	+1.1	+3.3	-5.7									
Correlation with Satisfaction	0.468	0.612	0.755	0.612	0.397	0.505	0.445	0.353									

Q49. My Care Coordinator has helped me find services and people to support me in managing my care.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya		
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	
● Never	8	5.4%	1	3.8%	1	4.5%	1	5.6%	0	0.0%	1	6.3%	2	8.7%	2	7.7%	
● Sometimes	22	14.9%	1	3.8%	5	22.7%	2	11.1%	6	35.3%	2	12.5%	3	13.0%	3	11.5%	
● Usually	32	21.6%	9	34.6%	4	18.2%	3	16.7%	2	11.8%	2	12.5%	3	13.0%	9	34.6%	
● Always	86	58.1%	15	57.7%	12	54.5%	12	66.7%	9	52.9%	11	68.8%	15	65.2%	12	46.2%	
Total	148	100.0%	26	100.0%	22	100.0%	18	100.0%	17	100.0%	16	100.0%	23	100.0%	26	100.0%	
Not Answered	3		0		1		0		1		0		0		1		
Reporting Category																	
Care Coordination Items																	
Achievement Score	79.73%	92.31%	72.73%	83.33%	64.71%	81.25%	78.26%	80.77%									
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-1.3	+14.0	-18.2	+19.0	-14.2	-4.5	-3.0	-1.0									
Correlation with Satisfaction	0.469	0.435	0.571	0.560	0.208	0.576	0.574	0.536									

○ Response scored as: ● Accomplishment ● Room for improvement

Care Coordination (continued)

Q50. My Care Coordinator asks how best to support me.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	10	6.8%	1	3.8%	0	0.0%	1	5.6%	2	11.8%	2	12.5%	3	13.0%	1	3.8%
● Sometimes	14	9.5%	3	11.5%	3	13.6%	0	0.0%	1	5.9%	1	6.3%	2	8.7%	4	15.4%
● Usually	32	21.6%	6	23.1%	6	27.3%	4	22.2%	3	17.6%	1	6.3%	4	17.4%	8	30.8%
● Always	92	62.2%	16	61.5%	13	59.1%	13	72.2%	11	64.7%	12	75.0%	14	60.9%	13	50.0%
Total	148	100.0%	26	100.0%	22	100.0%	18	100.0%	17	100.0%	16	100.0%	23	100.0%	26	100.0%
Not Answered	3		0		1		0		1		0		0		1	
Reporting Category Care Coordination Items																
Achievement Score	83.78%	84.62%	86.36%	94.44%	82.35%	81.25%	78.26%	80.77%								
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-1.7	+5.4	+0.0	+2.1	-1.9	-14.2	-3.0	-1.0								
Correlation with Satisfaction	0.442	0.198	0.637	0.607	0.397	0.505	0.497	0.466								

Q51. I was given a draft of my Person Centered Plan to review before being asked to sign it.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	14	12.0%	4	20.0%	0	0.0%	0	0.0%	1	7.7%	2	14.3%	2	11.1%	5	21.7%
● Sometimes	7	6.0%	0	0.0%	2	10.5%	1	10.0%	0	0.0%	0	0.0%	2	11.1%	2	8.7%
● Usually	12	10.3%	4	20.0%	2	10.5%	0	0.0%	3	23.1%	1	7.1%	0	0.0%	2	8.7%
● Always	84	71.8%	12	60.0%	15	78.9%	9	90.0%	9	69.2%	11	78.6%	14	77.8%	14	60.9%
I do not have a Person Centered Plan	26		5		2		6		4		2		4		3	
Total	117	100.0%	20	100.0%	19	100.0%	10	100.0%	13	100.0%	14	100.0%	18	100.0%	23	100.0%
Not Answered	8		1		2		2		1		0		1		1	
Reporting Category Care Coordination Items																
Achievement Score	82.05%	80.00%	89.47%	90.00%	92.31%	85.71%	77.78%	69.57%								
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-0.2	-14.7	+7.1	+10.0	+17.3	+9.2	+6.3	-19.3								
Correlation with Satisfaction	0.335	0.084	-0.015	0.446	0.163	0.454	0.431	0.604								

○ Response scored as: ● Accomplishment ● Room for improvement

Care Coordination (continued)

Q52. I was satisfied with my Person Centered Plan prepared by the Care Coordinator.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	7	5.9%	1	5.0%	0	0.0%	1	9.1%	1	9.1%	1	6.7%	0	0.0%	3	13.0%
● Sometimes	15	12.7%	3	15.0%	2	10.0%	0	0.0%	1	9.1%	3	20.0%	3	16.7%	3	13.0%
● Usually	26	22.0%	6	30.0%	6	30.0%	2	18.2%	4	36.4%	2	13.3%	3	16.7%	3	13.0%
● Always	70	59.3%	10	50.0%	12	60.0%	8	72.7%	5	45.5%	9	60.0%	12	66.7%	14	60.9%
I do not have a Person Centered Plan	26		3		2		6		5		1		5		4	
Total	118	100.0%	20	100.0%	20	100.0%	11	100.0%	11	100.0%	15	100.0%	18	100.0%	23	100.0%
Not Answered	7		3		1		1		2		0		0		0	
Reporting Category																
Care Coordination Items																
Achievement Score	81.36%		80.00%		90.00%		90.91%		81.82%		73.33%		83.33%		73.91%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-4.8		-9.5		+1.8		-9.1		+4.9		-3.1		-2.4		-15.0	
Correlation with Satisfaction	0.543		0.377		0.701		0.684		0.763		0.505		-0.186		0.623	

Q53. If you were not satisfied with your plan, did you and/or the provider suggest revisions that were added to your plan?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	6	27.3%	1	25.0%	0	0.0%	0	0.0%	1	50.0%	2	50.0%	0	0.0%	2	33.3%
● Sometimes	10	45.5%	2	50.0%	2	100.0%	1	100.0%	1	50.0%	0	0.0%	3	100.0%	1	16.7%
● Usually	4	18.2%	1	25.0%	0	0.0%	0	0.0%	0	0.0%	1	25.0%	0	0.0%	2	33.3%
● Always	2	9.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	25.0%	0	0.0%	1	16.7%
Total	22	100.0%	4	100.0%	2	100.0%	1	100.0%	2	100.0%	4	100.0%	3	100.0%	6	100.0%
Not Answered	0		0		0		0		0		0		0		0	
Reporting Category																
Care Coordination Items																
Achievement Score	27.27%		25.00%		0.00%		0.00%		0.00%		50.00%		0.00%		50.00%	
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+13.9		+25.0		-50.0		-		+0.0		+25.0		+0.0		+50.0	
Correlation with Satisfaction	0.149		0.189		-		-		-		-		-		0.334	

○ Response scored as: ● Accomplishment ● Room for improvement

Care Coordination (continued)

Q54. If your request for service was denied, did your Care Coordinator talk to you about the appeal process and about additional information that might be helpful to submit for an appeal?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	19	21.8%	2	16.7%	2	13.3%	1	10.0%	3	23.1%	0	0.0%	5	31.3%	6	42.9%
● Sometimes	17	19.5%	3	25.0%	4	26.7%	1	10.0%	2	15.4%	2	28.6%	2	12.5%	3	21.4%
● Usually	9	10.3%	3	25.0%	1	6.7%	2	20.0%	0	0.0%	1	14.3%	2	12.5%	0	0.0%
● Always	42	48.3%	4	33.3%	8	53.3%	6	60.0%	8	61.5%	4	57.1%	7	43.8%	5	35.7%
Request for service was not denied	55		11		7		7		4		9		6		11	
Total	87	100.0%	12	100.0%	15	100.0%	10	100.0%	13	100.0%	7	100.0%	16	100.0%	14	100.0%
Not Answered	9		3		1		1		1		0		1		2	
Reporting Category																
Care Coordination Items																
Achievement Score	58.62%	58.33%	60.00%	80.00%	61.54%	71.43%	56.25%	35.71%								
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-1.7	+5.4	-21.8	+13.3	-2.1	+21.4	-6.2	-14.3								
Correlation with Satisfaction	0.100	-0.104	0.062	-0.058	0.105	0.612	0.302	0.112								

Q55. Are you satisfied with your Care Coordinator?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	9	6.2%	1	3.8%	0	0.0%	2	11.1%	1	5.9%	0	0.0%	2	9.1%	3	11.5%
● Sometimes	14	9.7%	3	11.5%	4	19.0%	1	5.6%	0	0.0%	2	13.3%	4	18.2%	0	0.0%
● Usually	25	17.2%	5	19.2%	3	14.3%	5	27.8%	2	11.8%	2	13.3%	1	4.5%	7	26.9%
● Always	97	66.9%	17	65.4%	14	66.7%	10	55.6%	14	82.4%	11	73.3%	15	68.2%	16	61.5%
Total	145	100.0%	26	100.0%	21	100.0%	18	100.0%	17	100.0%	15	100.0%	22	100.0%	26	100.0%
Not Answered	6		0		2		0		1		1		1		1	
Reporting Category																
Care Coordination Items																
Achievement Score	84.14%	84.62%	80.95%	83.33%	94.12%	86.67%	72.73%	88.46%								
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-6.4	-2.9	-14.5	-9.5	+4.6	+0.3	-7.3	-11.5								
Correlation with Satisfaction	0.391	0.382	0.580	0.232	0.254	0.531	0.385	0.586								

○ Response scored as: ● Accomplishment ● Room for improvement

About You

Q56. In general, how would you rate your overall health now?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	22	4.5%	2	2.6%	2	2.7%	5	9.1%	5	6.6%	2	3.5%	3	4.1%	3	4.1%
Very good	82	16.9%	11	14.5%	15	20.0%	5	9.1%	14	18.4%	8	14.0%	15	20.5%	14	18.9%
Good	151	31.1%	25	32.9%	27	36.0%	14	25.5%	22	28.9%	18	31.6%	30	41.1%	15	20.3%
Fair	173	35.6%	27	35.5%	27	36.0%	23	41.8%	24	31.6%	24	42.1%	22	30.1%	26	35.1%
Poor	58	11.9%	11	14.5%	4	5.3%	8	14.5%	11	14.5%	5	8.8%	3	4.1%	16	21.6%
Total	486	100.0%	76	100.0%	75	100.0%	55	100.0%	76	100.0%	57	100.0%	73	100.0%	74	100.0%
Not Answered	30		3		4		2		8		2		8		3	

Q57. What is your age now?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
18 to 24	55	11.2%	9	12.2%	7	9.3%	5	8.9%	8	10.3%	7	12.3%	10	13.3%	9	12.2%
25 to 34	78	16.0%	13	17.6%	14	18.7%	9	16.1%	6	7.7%	7	12.3%	14	18.7%	15	20.3%
35 to 44	90	18.4%	13	17.6%	16	21.3%	8	14.3%	13	16.7%	12	21.1%	16	21.3%	12	16.2%
45 to 54	107	21.9%	15	20.3%	9	12.0%	14	25.0%	21	26.9%	15	26.3%	16	21.3%	17	23.0%
55 to 64	127	26.0%	20	27.0%	22	29.3%	16	28.6%	22	28.2%	13	22.8%	15	20.0%	19	25.7%
65 to 74	26	5.3%	4	5.4%	5	6.7%	3	5.4%	8	10.3%	3	5.3%	2	2.7%	1	1.4%
75 or older	6	1.2%	0	0.0%	2	2.7%	1	1.8%	0	0.0%	0	0.0%	2	2.7%	1	1.4%
Total	489	100.0%	74	100.0%	75	100.0%	56	100.0%	78	100.0%	57	100.0%	75	100.0%	74	100.0%
Not Answered	27		5		4		1		6		2		6		3	

Q58. Are you male or female?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Male	185	37.9%	31	41.3%	26	34.2%	19	33.9%	27	35.5%	19	33.9%	29	38.7%	34	45.9%
Female	303	62.1%	44	58.7%	50	65.8%	37	66.1%	49	64.5%	37	66.1%	46	61.3%	40	54.1%
Total	488	100.0%	75	100.0%	76	100.0%	56	100.0%	76	100.0%	56	100.0%	75	100.0%	74	100.0%
Not Answered	28		4		3		1		8		3		6		3	

About You (continued)

Q59. What is the highest grade or level of school that you have completed?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
8th grade or less	45	9.4%	6	8.3%	4	5.4%	6	10.9%	7	9.2%	3	5.6%	9	12.0%	10	13.9%
Some high school, but did not graduate	93	19.5%	11	15.3%	14	18.9%	10	18.2%	19	25.0%	16	29.6%	7	9.3%	16	22.2%
High school graduate or GED	199	41.6%	33	45.8%	30	40.5%	28	50.9%	32	42.1%	24	44.4%	34	45.3%	18	25.0%
Some college or 2-year degree	119	24.9%	19	26.4%	20	27.0%	8	14.5%	15	19.7%	10	18.5%	24	32.0%	23	31.9%
4-year college degree	15	3.1%	1	1.4%	5	6.8%	1	1.8%	2	2.6%	1	1.9%	1	1.3%	4	5.6%
More than a 4-year college degree	7	1.5%	2	2.8%	1	1.4%	2	3.6%	1	1.3%	0	0.0%	0	0.0%	1	1.4%
Total	478	100.0%	72	100.0%	74	100.0%	55	100.0%	76	100.0%	54	100.0%	75	100.0%	72	100.0%
Not Answered	38		7		5		2		8		5		6		5	

Q60. Are you of Hispanic or Latino origin or descent?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	28	5.9%	11	15.3%	2	2.8%	1	2.0%	3	4.1%	4	7.1%	3	4.1%	4	5.5%
No, Not Hispanic or Latino	443	94.1%	61	84.7%	70	97.2%	49	98.0%	71	95.9%	52	92.9%	71	95.9%	69	94.5%
Total	471	100.0%	72	100.0%	72	100.0%	50	100.0%	74	100.0%	56	100.0%	74	100.0%	73	100.0%
Not Answered	45		7		7		7		10		3		7		4	

Q61.1. What is your race? Response: White.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	318	65.7%	30	40.5%	50	65.8%	34	61.8%	62	79.5%	30	54.5%	44	59.5%	68	94.4%
No	166	34.3%	44	59.5%	26	34.2%	21	38.2%	16	20.5%	25	45.5%	30	40.5%	4	5.6%
Total	484	100.0%	74	100.0%	76	100.0%	55	100.0%	78	100.0%	55	100.0%	74	100.0%	72	100.0%
Not Answered	32		5		3		2		6		4		7		5	

Q61.2. What is your race? Response: Black or African-American.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	149	30.8%	38	51.4%	27	35.5%	18	32.7%	14	17.9%	22	40.0%	27	36.5%	3	4.2%
No	335	69.2%	36	48.6%	49	64.5%	37	67.3%	64	82.1%	33	60.0%	47	63.5%	69	95.8%
Total	484	100.0%	74	100.0%	76	100.0%	55	100.0%	78	100.0%	55	100.0%	74	100.0%	72	100.0%
Not Answered	32		5		3		2		6		4		7		5	

About You (continued)

Q61.3. What is your race? Response: Asian.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	6	1.2%	3	4.1%	0	0.0%	0	0.0%	0	0.0%	2	3.6%	0	0.0%	1	1.4%
No	478	98.8%	71	95.9%	76	100.0%	55	100.0%	78	100.0%	53	96.4%	74	100.0%	71	98.6%
Total	484	100.0%	74	100.0%	76	100.0%	55	100.0%	78	100.0%	55	100.0%	74	100.0%	72	100.0%
Not Answered	32		5		3		2		6		4		7		5	

Q61.4. What is your race? Response: Native Hawaiian or other Pacific Islander.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	5	1.0%	1	1.4%	1	1.3%	0	0.0%	1	1.3%	2	3.6%	0	0.0%	0	0.0%
No	479	99.0%	73	98.6%	75	98.7%	55	100.0%	77	98.7%	53	96.4%	74	100.0%	72	100.0%
Total	484	100.0%	74	100.0%	76	100.0%	55	100.0%	78	100.0%	55	100.0%	74	100.0%	72	100.0%
Not Answered	32		5		3		2		6		4		7		5	

Q61.5. What is your race? Response: American Indian or Alaska Native.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	31	6.4%	6	8.1%	2	2.6%	4	7.3%	4	5.1%	1	1.8%	7	9.5%	7	9.7%
No	453	93.6%	68	91.9%	74	97.4%	51	92.7%	74	94.9%	54	98.2%	67	90.5%	65	90.3%
Total	484	100.0%	74	100.0%	76	100.0%	55	100.0%	78	100.0%	55	100.0%	74	100.0%	72	100.0%
Not Answered	32		5		3		2		6		4		7		5	

Q61.6. What is your race? Response: Other.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	30	6.2%	11	14.9%	4	5.3%	1	1.8%	4	5.1%	4	7.3%	5	6.8%	1	1.4%
No	454	93.8%	63	85.1%	72	94.7%	54	98.2%	74	94.9%	51	92.7%	69	93.2%	71	98.6%
Total	484	100.0%	74	100.0%	76	100.0%	55	100.0%	78	100.0%	55	100.0%	74	100.0%	72	100.0%
Not Answered	32		5		3		2		6		4		7		5	

About You (continued)

Q62. Did someone help you complete this survey?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	142	36.4%	17	28.8%	24	42.1%	21	46.7%	12	20.7%	25	52.1%	21	35.6%	22	34.4%
No	248	63.6%	42	71.2%	33	57.9%	24	53.3%	46	79.3%	23	47.9%	38	64.4%	42	65.6%
Total	390	100.0%	59	100.0%	57	100.0%	45	100.0%	58	100.0%	48	100.0%	59	100.0%	64	100.0%
Not Answered	31		6		4		1		7		3		6		4	

Q63.1. How did that person help you? Response: Read the questions to me.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	70	50.0%	9	56.3%	10	43.5%	11	52.4%	6	50.0%	13	52.0%	12	57.1%	9	40.9%
No	70	50.0%	7	43.8%	13	56.5%	10	47.6%	6	50.0%	12	48.0%	9	42.9%	13	59.1%
Total	140	100.0%	16	100.0%	23	100.0%	21	100.0%	12	100.0%	25	100.0%	21	100.0%	22	100.0%
Not Answered	2		1		1		0		0		0		0		0	

Q63.2. How did that person help you? Response: Wrote down the answers I gave.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	45	32.1%	6	37.5%	5	21.7%	8	38.1%	5	41.7%	9	36.0%	8	38.1%	4	18.2%
No	95	67.9%	10	62.5%	18	78.3%	13	61.9%	7	58.3%	16	64.0%	13	61.9%	18	81.8%
Total	140	100.0%	16	100.0%	23	100.0%	21	100.0%	12	100.0%	25	100.0%	21	100.0%	22	100.0%
Not Answered	2		1		1		0		0		0		0		0	

Q63.3. How did that person help you? Response: Answered the questions for me.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	61	43.6%	5	31.3%	12	52.2%	10	47.6%	4	33.3%	8	32.0%	9	42.9%	13	59.1%
No	79	56.4%	11	68.8%	11	47.8%	11	52.4%	8	66.7%	17	68.0%	12	57.1%	9	40.9%
Total	140	100.0%	16	100.0%	23	100.0%	21	100.0%	12	100.0%	25	100.0%	21	100.0%	22	100.0%
Not Answered	2		1		1		0		0		0		0		0	

About You (continued)

Q63.4. How did that person help you? Response: Translated the questions into my language.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	7	5.0%	2	12.5%	1	4.3%	0	0.0%	1	8.3%	2	8.0%	1	4.8%	0	0.0%
No	133	95.0%	14	87.5%	22	95.7%	21	100.0%	11	91.7%	23	92.0%	20	95.2%	22	100.0%
Total	140	100.0%	16	100.0%	23	100.0%	21	100.0%	12	100.0%	25	100.0%	21	100.0%	22	100.0%
Not Answered	2		1		1		0		0		0		0		0	

Q63.5. How did that person help you? Response: Helped in some other way.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	21	15.0%	2	12.5%	6	26.1%	3	14.3%	3	25.0%	4	16.0%	1	4.8%	2	9.1%
No	119	85.0%	14	87.5%	17	73.9%	18	85.7%	9	75.0%	21	84.0%	20	95.2%	20	90.9%
Total	140	100.0%	16	100.0%	23	100.0%	21	100.0%	12	100.0%	25	100.0%	21	100.0%	22	100.0%
Not Answered	2		1		1		0		0		0		0		0	



All information that would let someone identify you or your family will be kept private. The research staff will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get.

You may notice a barcode number on the front of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-888-248-4046.

SURVEY INSTRUCTIONS

- ▶ Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct Mark 

Incorrect Marks   

- ▶ You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- Yes → *If Yes, Go to Question 1*
- No

↓ **START HERE** ↓

PERSONAL OR FAMILY COUNSELING

People can get counseling, treatment or medicine for many different reasons, such as:

- For feeling depressed, anxious, or "stressed out"
- Personal problems (like when a loved one dies or when there are problems at work)
- Family problems (like marriage problems or when parents and children have trouble getting along)
- Needing help with drug or alcohol use
- For mental or emotional illness

1. In the last 12 months, did you get counseling, treatment or medicine for any of these reasons?

- Yes → *If Yes, go to question 2*
- No → *If No, go to question 56 on page 7*



**YOUR COUNSELING AND TREATMENT
IN THE LAST 12 MONTHS**

The next questions ask about your counseling or treatment. **Do not** include counseling or treatment during an overnight stay or from a self-help group.

2. In the last 12 months, did you call someone to get professional counseling on the phone for yourself?

- Yes
- No → *If No, go to question 4*

3. In the last 12 months, how often did you get the professional counseling you needed on the phone?

- Never
- Sometimes
- Usually
- Always

4. In the last 12 months, did you need counseling or treatment right away?

- Yes
- No → *If No, go to question 6*

5. In the last 12 months, when you needed counseling or treatment right away, how often did you see someone as soon as you wanted?

- Never
- Sometimes
- Usually
- Always

6. In the last 12 months, not counting times you needed counseling or treatment right away, did you make any appointments for counseling or treatment?

- Yes
- No → *If No, go to question 8*

7. In the last 12 months, not counting times you needed counseling or treatment right away, how often did you get an appointment for counseling or treatment as soon as you wanted?

- Never
- Sometimes
- Usually
- Always

8. In the last 12 months, how many times did you go to an emergency room or crisis center to get counseling or treatment for yourself?

- None
- 1
- 2
- 3 or more

9. In the last 12 months (not counting emergency rooms or crisis centers), how many times did you go to an office, clinic, or other treatment program to get counseling, treatment or medicine for yourself?

- None → *If None, go to question 29 on page 4*
- 1 to 10
- 11 to 20
- 21 or more

10. In the last 12 months, how often were you seen within 15 minutes of your appointment?

- Never
- Sometimes
- Usually
- Always



The next questions are about all the counseling or treatment you got in the last 12 months during office, clinic, and emergency room visits as well as over the phone. Please do the best you can to include all the different people you went to for counseling or treatment in your answers.

11. In the last 12 months, how often did the people you went to for counseling or treatment listen carefully to you?
- Never
 - Sometimes
 - Usually
 - Always
12. In the last 12 months, how often did the people you went to for counseling or treatment explain things in a way you could understand?
- Never
 - Sometimes
 - Usually
 - Always
13. In the last 12 months, how often did the people you went to for counseling or treatment show respect for what you had to say?
- Never
 - Sometimes
 - Usually
 - Always
14. In the last 12 months, how often did the people you went to for counseling or treatment spend enough time with you?
- Never
 - Sometimes
 - Usually
 - Always
15. In the last 12 months, how often did you feel safe when you were with the people you went to for counseling or treatment?
- Never
 - Sometimes
 - Usually
 - Always

16. In the last 12 months, did you take any prescription medicines as part of your treatment?
- Yes
 - No → *If No, go to question 18*
17. In the last 12 months, were you told what side effects of those medicines to watch for?
- Yes
 - No
18. In the last 12 months, how often were you involved as much as you wanted in your counseling or treatment?
- Never
 - Sometimes
 - Usually
 - Always
19. In the last 12 months, did anyone talk to you about whether to include your family or friends in your counseling or treatment?
- Yes
 - No
20. In the last 12 months, were you told about self-help or support groups, such as consumer-run groups or 12-step programs?
- Yes
 - No
21. In the last 12 months, were you given information about different kinds of counseling or treatment that are available?
- Yes
 - No
22. In the last 12 months, were you given as much information as you wanted about what you could do to manage your condition?
- Yes
 - No

23. In the last 12 months, were you given information about your rights as a patient?
- Yes
 No
24. In the last 12 months, did you feel you could refuse a specific type of medicine or treatment?
- Yes
 No
25. In the last 12 months, as far as you know did anyone you went to for counseling or treatment share information with others that should have been kept private?
- Yes
 No
26. Does your language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment you need?
- Yes
 No → *If No, go to question 28*
27. In the last 12 months, was the care you received responsive to those needs?
- Yes
 No

28. Using any number from 0 to 10, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate all your counseling or treatment in the last 12 months?
- 0 Worst Counseling or Treatment Possible
 1
 2
 3
 4
 5
 6
 7
 8
 9
 10 Best Counseling or Treatment Possible
29. In the last 12 months, how much were you helped by the counseling or treatment you got?
- Not at all
 A little
 Somewhat
 A lot
30. In general, how would you rate your overall mental health now?
- Excellent
 Very Good
 Good
 Fair
 Poor
31. Compared to 12 months ago, how would you rate your ability to deal with daily problems now?
- Much better
 A little better
 About the same
 A little worse
 Much worse

32. **Compared to 12 months ago**, how would you rate your ability to deal with **social situations now**?

- Much better
- A little better
- About the same
- A little worse
- Much worse

33. **Compared to 12 months ago**, how would you rate your ability to **accomplish the things you want to do now**?

- Much better
- A little better
- About the same
- A little worse
- Much worse

34. **Compared to 12 months ago**, how would you rate your **problems or symptoms now**?

- Much better
- A little better
- About the same
- A little worse
- Much worse

The next questions ask about your experience with the **company or organization** that handles your benefits for counseling or treatment.

35. In the last 12 months, did you **use up all your benefits** for counseling or treatment?

- Yes
- No → *If No, go to question 38*

36. At the time benefits were used up, did you think you **still needed** counseling or treatment?

- Yes
- No → *If No, go to question 38*

37. Were you told about **other ways** to get counseling, treatment, or medicine?

- Yes
- No

38. In the last 12 months, did you need approval for any counseling or treatment?

- Yes
- No → *If No, go to question 40*

39. In the last 12 months, how much of a problem, if any, were **delays** in counseling or treatment while you waited for approval?

- A big problem
- A small problem
- Not a problem

40. In the last 12 months, did you call **customer service** to get information or help about counseling or treatment?

- Yes
- No → *If No, go to question 42*

41. In the last 12 months, how much of a problem, if any, was it to **get the help you needed** when you called customer service?

- A big problem
- A small problem
- Not a problem

REASONS FOR COUNSELING OR TREATMENT
--

42. In the last 12 months, was any of your counseling or treatment for **personal problems, family problems, emotional illness, or mental illness**?

- Yes
- No

43. In the last 12 months, was any of your counseling or treatment for help with **alcohol use or drug use**?

- Yes
- No



CARE COORDINATION

44. Have you received Care Coordination for any services in the past 12 months?

- Yes
- No → *If No, go to question 56*

45. Please identify the service categories that you received Care Coordination for in the past 12 months. (Please mark all that apply)

- Intellectual and Developmental Disabilities
- Mental Health
- Substance Use
- Other

46. It is easy to get in touch with my Care Coordinator when I need them.

- Never
- Sometimes
- Usually
- Always

47. My Care Coordinator responds to my calls in a timely manner.

- Never
- Sometimes
- Usually
- Always

48. If I have questions, my Care Coordinator helps me find the answers.

- Never
- Sometimes
- Usually
- Always

49. My Care Coordinator has helped me find services and people to support me in managing my care.

- Never
- Sometimes
- Usually
- Always

50. My Care Coordinator asks how best to support me.

- Never
- Sometimes
- Usually
- Always

51. I was given a draft of my Person Centered Plan to review before being asked to sign it.

- Never
- Sometimes
- Usually
- Always
- I do not have a Person Centered Plan

52. I was satisfied with my Person Centered Plan prepared by the Care Coordinator.

- Never
- Sometimes
- Usually → *If Usually, go to question 54*
- Always → *If Always, go to question 54*
- I do not have a Person Centered Plan → *Go to question 54*

53. If you were not satisfied with your plan, did you and/or the provider suggest revisions that were added to your plan?

- Never
- Sometimes
- Usually
- Always

54. If your request for service was denied, did your Care Coordinator talk to you about the appeal process and about additional information that might be helpful to submit for an appeal?

- Never
- Sometimes
- Usually
- Always
- Request for service was not denied

55. Are you satisfied with your Care Coordinator?

- Never
- Sometimes
- Usually
- Always

ABOUT YOU

56. In general, how would you rate your overall health now?

- Excellent
- Very Good
- Good
- Fair
- Poor

57. What is your age now?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

58. Are you male or female?

- Male
- Female

59. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

60. Are you of Hispanic or Latino origin or descent?

- Yes, Hispanic or Latino
- No, not Hispanic or Latino

61. What is your race? Please mark one or more.

- White
- Black or African-American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native
- Other

62. Did someone help you complete this survey?

- Yes → *If Yes, go to question 63*
- No → *Thank you. Please return the completed survey in the postage-paid-envelope.*

63. How did that person help you? Check all that apply.

- Read the questions to me
- Wrote down the answers I gave
- Answered the questions for me
- Translated the questions into my language
- Helped in some other way.

THANK YOU

Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed postage-paid envelope to mail the survey to:

DataStat, 3975 Research Park Drive
Ann Arbor, MI 48108





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DBPAE

Key Items - Adult

Question #	Question Wording
1	In the last 12 months, did you get counseling, treatment or medicine for any of these reasons?
2	In the last 12 months, did you call someone to get professional counseling on the phone for yourself?
4	In the last 12 months, did you need counseling or treatment right away?
6	In the last 12 months, not counting times you needed counseling or treatment right away, did you make any appointments for counseling or treatment?
9	In the last 12 months (not counting emergency rooms or crisis centers), how many times did you go to an office, clinic, or other treatment program to get counseling, treatment or medicine for yourself?
16	In the last 12 months, did you take any prescription medicines as part of your treatment?
26	Does your language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment you need?
28	Using any number from 0 to 10, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate all your counseling or treatment in the last 12 months?
30	In general, how would you rate your overall mental health now?