

Consumer Satisfaction Survey Report

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Introduction

The Consumer Satisfaction Survey was conducted from August 15, 2019 to November 15, 2019. All state-funded and managed mental health facilities in Nevada participated in the survey. State mental health facilities in Nevada can generally be grouped into Northern Nevada Adult Mental Health Services (NNAMHS), Southern Nevada Adult Mental Health Services (SNAMHS), and Rural Clinics (RURALS). Data collected from the surveys were entered into Research Electronic Data Capture (REDCap), a secure web application for building and managing online surveys and databases.

Methodology

Surveys were categorized into Adult (18 years and older), Youth (13-17 years) and Child/Parent (13 years or younger). English and Spanish versions of the survey were made available to all government-funded and operated mental health facilities that provide outpatient services in the state of Nevada. A convenience sampling technique was employed in this survey. The targeted sample were outpatients who had received services during the period the survey was conducted. To achieve 95% confidence and 3% margin of error, the minimum sample size required was 975 respondents. Since not all respondents answered all questions, half of the questions on the survey must have been answered to be included in the analysis. The total response was 1,201 participants. Surveys were entered into REDCap, of which 1,124 surveys were completed by adults, 62 surveys were completed by youth, and 15 surveys were completed by parents of children, all who received services within that period.

Purpose

The purpose of this survey is to help identify services that require improvements and to objectively assess the overall performance of services provided.

Background

To measure overall satisfaction, respondents answered the degree to which they agreed or disagreed with multiple, different statements:

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

The answers were aggregated using a weighted average satisfaction across all surveys.

Indicators Measured

The indicators measured in this year's survey include Perception of Access, Perception of Quality and Appropriateness, Perception of Outcomes, Perception of Participation in Treatment Planning, General Satisfaction, and other questions which were not categorized under these groups. Specific questions asked under each indicator were:

2019 Consumer Satisfaction Survey

a. Perception of Access

- The location of services was convenient.
- Staff was willing to see me as often as I felt it was necessary.
- Staff returned my calls within 24 hours.
- Services were available at times that were good for me.
- I was able to get all the services I needed.
- I was able to see a psychiatrist when I wanted to.

b. Perception of Quality and Appropriateness

- Staff believed that I could grow, change, and recover.
- I felt free to complain.
- Staff told me what side effects to watch for.
- Staff respected my wishes about who is and is not to be given information about my treatment.
- Staff was sensitive to my cultural/ethnic background.
- Staff helped me obtain the information needed so I could take charge of managing my illness.
- I was given information about my rights.
- Staff encouraged me to take responsibility for how I live my life.
- I was encouraged to use consumer-run programs.

c. Perceptions of Outcomes

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

d. Perception of Participation in Treatment Planning

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

e. General Satisfaction

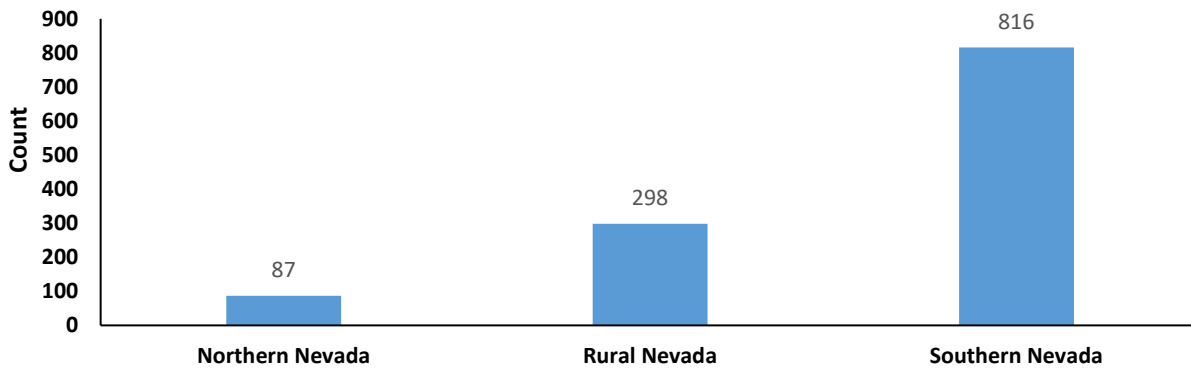
- I liked the services that I received here.
- If I had other choices, I would still get services at this agency.
- I would recommend this agency to a friend or family member.

Findings

The state of Nevada is divided into three regions: Southern Nevada, Northern Nevada, and Rural Nevada. Mental health facilities in Southern Nevada are referred to as Southern Nevada Adult Mental Health Services (SNAMHS), where 816 respondents completed the survey. Mental health facilities in Northern Nevada are referred to as Northern Nevada Adult Mental Health Services (NNAMHS), where 87 respondents completed the survey. Adult mental health services in the rural areas of Nevada are called Rural Nevada Adult Mental Health Services, simply referred to as Rurals, where 298 respondents completed the survey.

Region	N	Percent
Northern Nevada	87	7.24%
Rural Nevada	298	24.81%
Southern Nevada	816	67.94%

Number of Surveys Completed by Region (Figure 1)



Southern Nevada Facilities

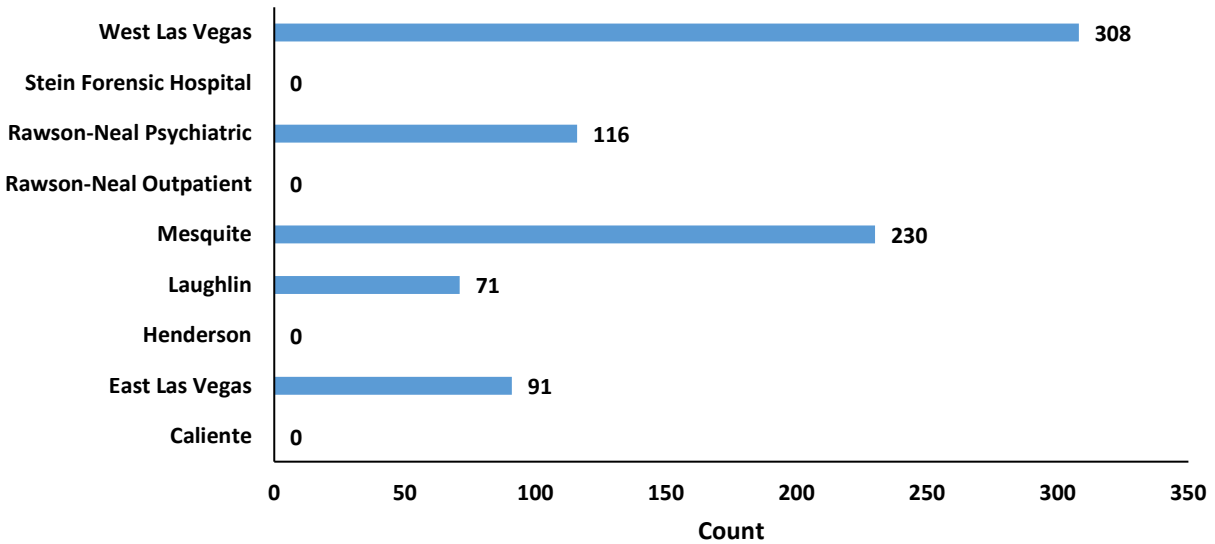
Of the nine Southern Nevada facilities, five facilities participated in the 2019 Consumer Satisfaction Survey. The West Charleston facility completed the most surveys (37.75%) and the Laughlin facility completed the fewest number of surveys (8.7%). The following locations did not submit surveys: Caliente, Henderson, Rawson-Neal Outpatient, and Stein Forensic Hospital.

Facility	N	%
Caliente	0	0.00%
East Las Vegas	91	11.15%
Henderson	0	0.00%
Laughlin	71	8.70%
Mesquite	230	28.19%
Rawson-Neal Outpatient	0	0.00%

2019 Consumer Satisfaction Survey

Rawson-Neal Psychiatric	116	14.22%
Stein Forensic Hospital	0	0.00%
West Las Vegas	308	37.75%
Total	816	100%

Number of Surveys Completed by Southern Nevada Facilities (Figure 2)



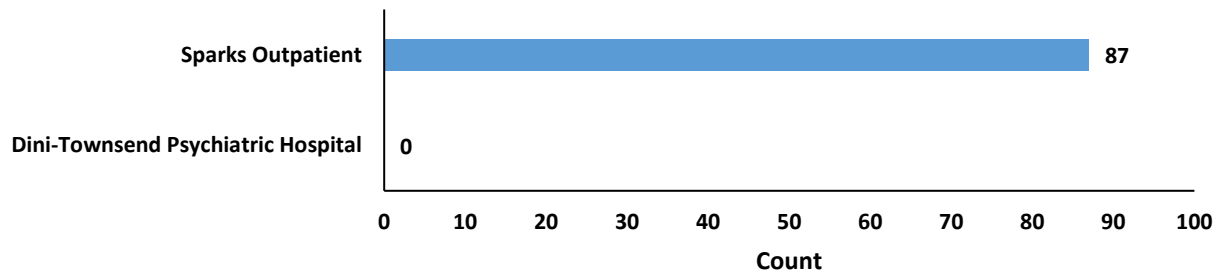
Northern Nevada Facilities

All respondents from Northern Nevada mental health facilities had been surveyed by the Sparks Outpatient facility. The Dini-Townsend Psychiatric Hospital did not have any respondents to the survey.

Facility	N	%
Dini-Townsend Psychiatric Hospital	0	0.00%
Sparks Outpatient	87	100.00%
Total	87	100%

2019 Consumer Satisfaction Survey

Number of Surveys Completed by Northern Nevada Facilities (Figure 3)



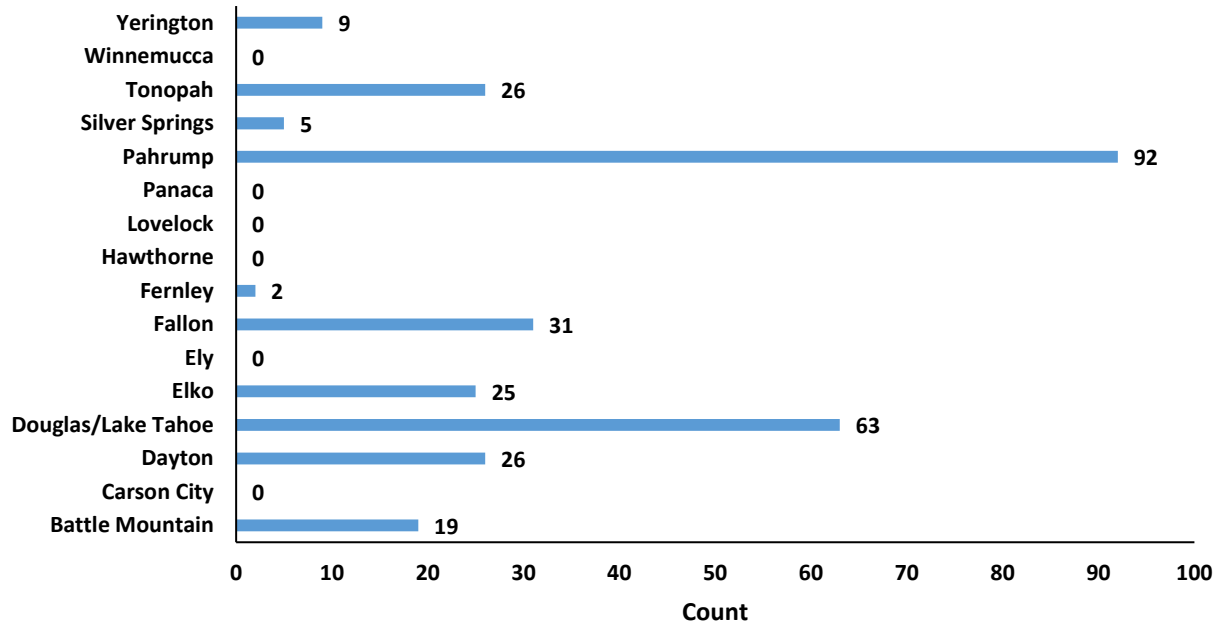
Rural Nevada Facilities

Of the sixteen Rural facilities, ten of the facilities participated in the 2019 Consumer Satisfaction Survey. The mental health clinics located in Pahrump completed the most surveys, with 92 completed surveys (30.87%). The following locations did not submit surveys: Carson City, Ely, Hawthorne, Lovelock, Panaca and Winnemucca.

Facility	N	%
Battle Mountain	19	6.38%
Carson City	0	0.00%
Dayton	26	8.72%
Douglas/Lake Tahoe	63	21.14%
Elko	25	8.39%
Ely	0	0.00%
Fallon	31	10.40%
Fernley	2	0.67%
Hawthorne	0	0.00%
Lovelock	0	0.00%
Panaca	0	0.00%
Pahrump	92	30.87%
Silver Springs	5	1.68%
Tonopah	26	8.72%
Winnemucca	0	0.00%
Yerington	9	3.02%
Total	298	100.00%

2019 Consumer Satisfaction Survey

Number of Surveys Completed by Rural Nevada Facilities (Figure 4)



Respondent Demographics

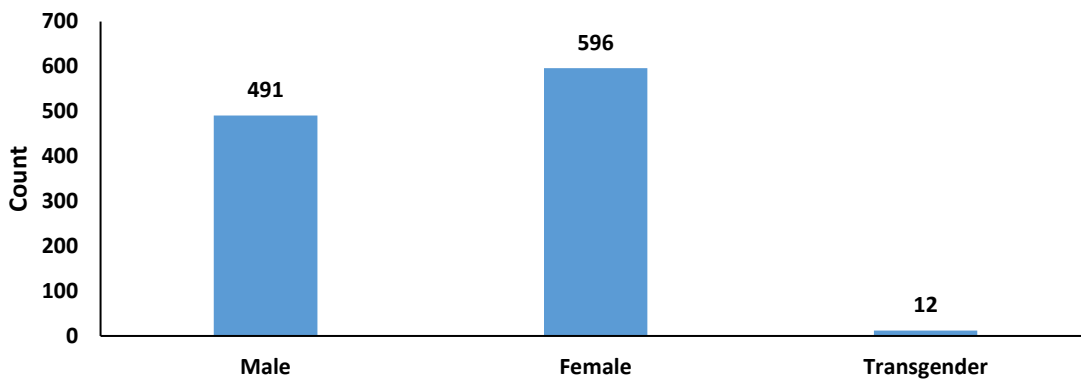
Adult

Respondents aged 18 years and above completed the adult consumer survey. General demographics included gender, age, Spanish origin (ethnicity), and race.

Gender	N	%
Male	491	44.68%
Female	596	54.23%
Transgender	12	1.09%

Of the 1,124 respondents that completed the adult consumer satisfaction survey, 1,099 provided a gender response. Of those responses, 44.7% were male, 54.2% were female and 1.1% were transgender.

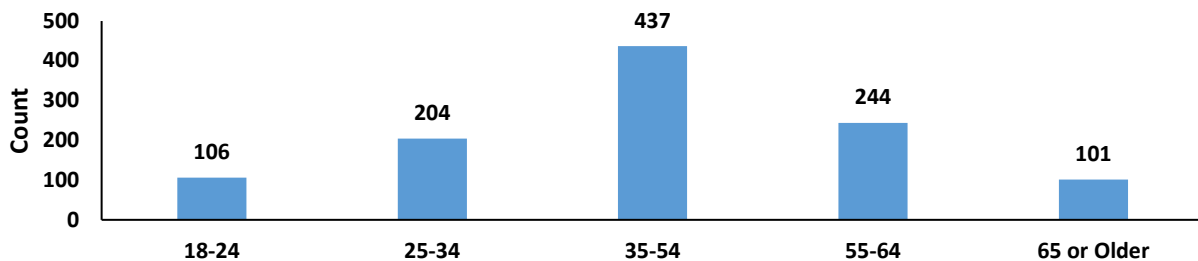
Adult Gender (Figure 5)



Respondents aged 35-54 completed the greatest number of surveys, with 437 (40.0%). The “65 and Older” age group had the fewest number of respondents with 101 (9.3%) surveys completed.

Age	N	%
18-24	106	9.71%
25-34	204	18.68%
35-54	437	40.02%
55-64	244	22.34%
65 or Older	101	9.25%

Adult Ages (Figure 6)

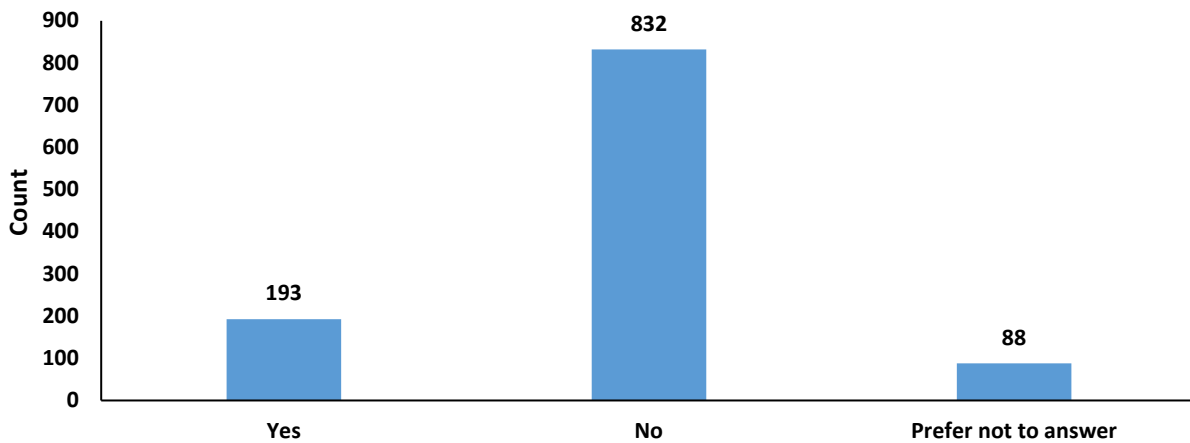


2019 Consumer Satisfaction Survey

Spanish/Hispanic/Latino Origin	N	%
Yes	193	17.34%
No	832	74.75%
Prefer not to answer	88	7.91%

Nearly 17% of respondents were of Spanish/Latino/Hispanic origin and 7.9% of respondents preferred not to answer the question.

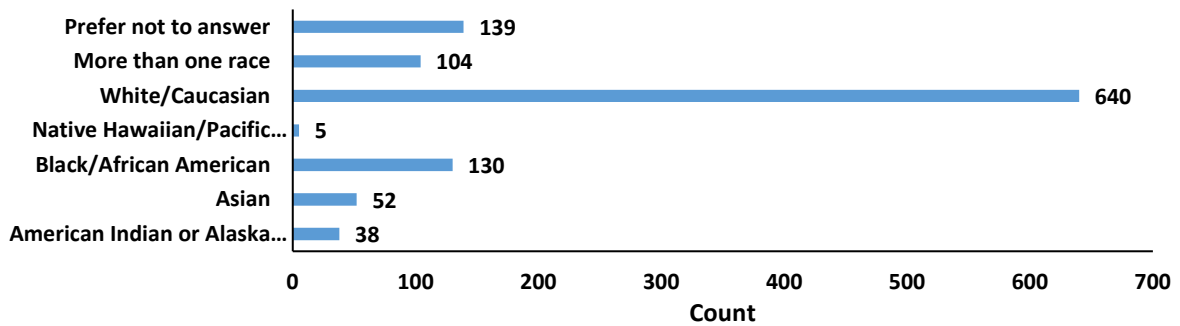
Adult Spanish/Hispanic/Latino Ethnicity (Figure 7)



White/Caucasian race comprised the majority of adult respondents, making up 57.8% of the surveys. Native Hawaiian or Pacific Islander made up the least number of respondents at 0.5%.

Race	N	%
American Indian or Alaska Native	38	3.43%
Asian	52	4.69%
Black/African American	130	11.73%
Native Hawaiian/Pacific Islander	5	0.45%
White/Caucasian	640	57.76%
More than one race	104	9.39%
Prefer not to answer	139	12.55%

Adult Race (Figure 8)



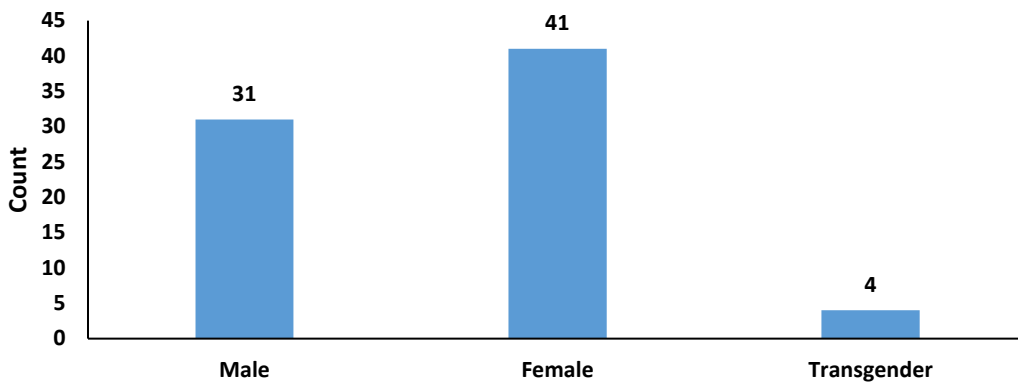
Youth and Child/Parent

The youth survey was provided to clients between the ages of 13 to 17, and the child survey was provided to clients less 13 years of age. There were a total of 44 surveys completed by youth and children.

Gender	N	%
Male	31	40.79%
Female	41	53.95%
Transgender	4	5.26%

Of all 77 clients surveyed, 76 provided a gender response. Of the 76, 40.8% were male, 53.9% female, and 5.3% transgender.

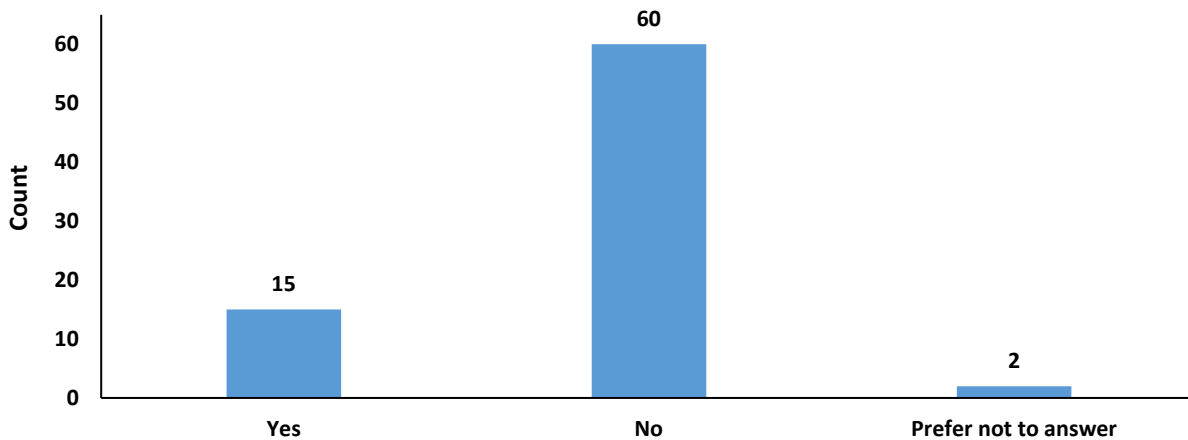
Youth and Child/Parent Gender (Figure 9)



Of the 77 clients surveyed, 77 completed the ethnicity question. 19.5% reported Spanish/Hispanic/Latino origin.

Spanish/Hispanic/Latino Origin	N	%
Yes	15	19.48%
No	60	77.92%
Prefer not to answer	2	2.60%

Youth and Child/Parent Spanish/Hispanic/Latino Ethnicity (Figure 10)

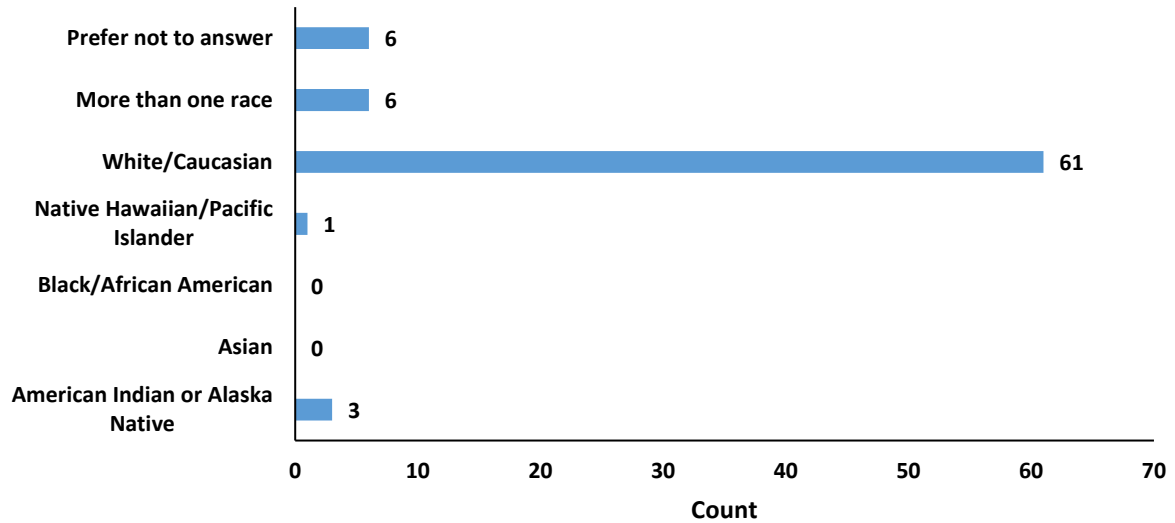


2019 Consumer Satisfaction Survey

Race	N	%
American Indian or Alaska Native	3	3.90%
Asian	0	0.00%
Black/African American	0	0.00%
Native Hawaiian/Pacific Islander	1	1.30%
White/Caucasian	61	79.22%
More than one race	6	7.79%
Prefer not to answer	6	7.79%

Like the adult surveys, White/Caucasian race comprised the majority of youth and child respondents, making up 79.2% of the surveys.

Youth and Child/Parent Race (Figure 11)



General Satisfaction

General satisfaction measures a client’s level of approval of services received, including liking the services they received and choosing to use the services provided.

Adult

Approximately 79.8% of clients, were satisfied (strongly agree or agree) with the services provided to them at state-funded mental health facilities.

Question Asked	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
I liked the services that I received here	526 47.95%	362 33.00%	157 14.31%	22 2.01%	30 2.73%
If I had other choices, I would still get services at this agency	519 47.48%	329 30.10%	178 16.29%	34 3.11%	33 3.02%
I would recommend this agency to a friend or family member	529 50.09%	326 30.87%	149 14.11%	23 2.18%	29 2.75%

Adult General Satisfaction (Figure 12)

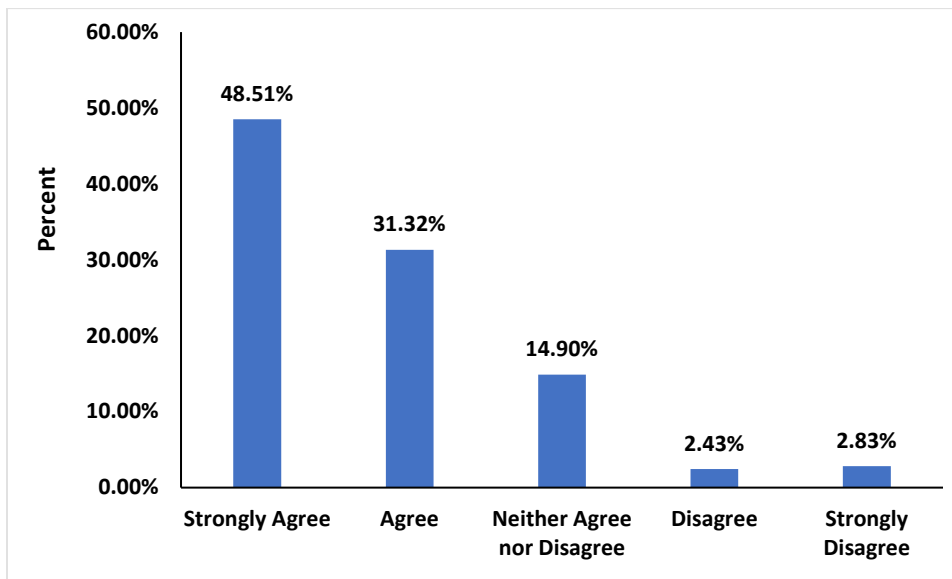


Chart scaled to 60% to display differences among groups.

Youth and Child/Parent

The surveys revealed that youth and child/parent clients felt slightly less satisfied than adult clients with nearly 73.9% of youth and child/parent responders generally satisfied with services received (strongly agree or agree).

Question Asked	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Overall, I am satisfied with the services I received	35 47.95%	26 35.62%	11 15.07%	0 0.00%	1 1.37%
The people helping me stuck with me no matter what	27 35.06%	26 33.77%	17 22.08%	4 5.19%	3 3.90%
I felt I had someone to talk to when I was troubled	26 34.21%	27 35.53%	13 17.11%	3 3.95%	7 9.21%
The services I and/or my family received were right for us	26 35.62%	26 35.62%	20 27.40%	0 0.00%	1 1.37%
I got the help I wanted	31 40.79%	28 36.84%	15 19.74%	0 0.00%	2 2.63%
I got as much help as I needed	31 40.26%	25 32.47%	15 19.48%	4 5.19%	2 2.60%

Youth and Child/Parent General Satisfaction (Figure 13)

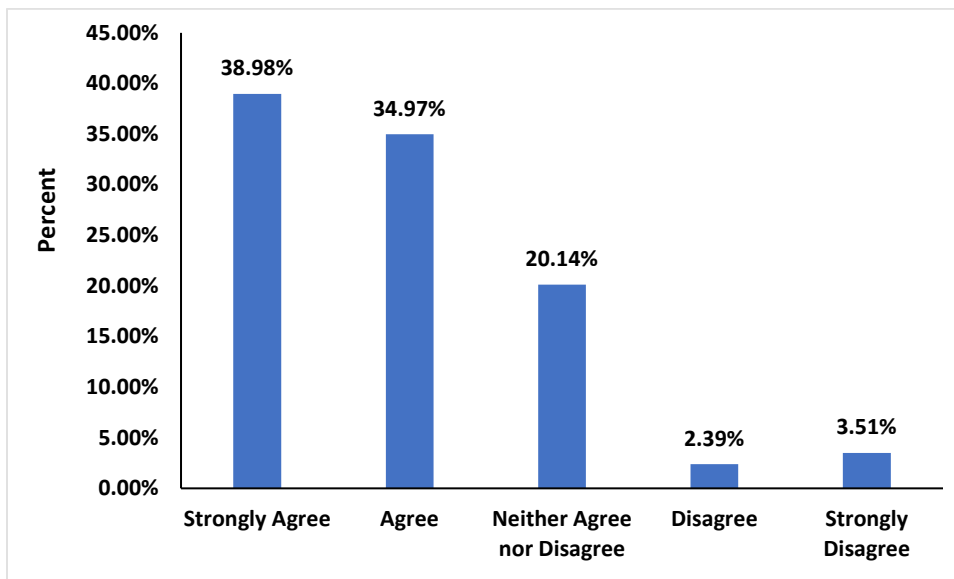


Chart scaled to 45% to display differences among groups.

Perception of Access

Perception of access measures the awareness of clients' permission, liberty or ability to enter, approach, or pass to and from the state-funded mental health facilities. It also measures the quality of communication between clients and staff.

Adult

Of the adults surveyed, 76.7% perceived their access met their needs (strongly agree or agree). The highest positive response was related to services that were available at times that were good for the client, at 81.5%.

Question Asked	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The location of services was convenient	514 46.31%	379 34.14%	146 13.15%	37 3.33%	34 3.06%
Staff was willing to see me as often as I felt it was necessary	532 48.19%	343 31.07%	171 15.49%	27 2.45%	31 2.81%
Staff returned my calls within 24 hours	434 39.85%	318 29.20%	263 24.15%	34 3.12%	40 3.67%
Services were available at times that were good for me	503 45.77%	371 33.76%	162 14.74%	29 2.64%	34 3.09%
I was able to get all the services I needed	457 42.04%	355 32.66%	193 17.76%	49 4.51%	33 3.04%
I was able to see a psychiatrist when I wanted to	401 36.79%	340 31.19%	241 22.11%	59 5.41%	49 4.50%

Adult Perception of Access (Figure 14)

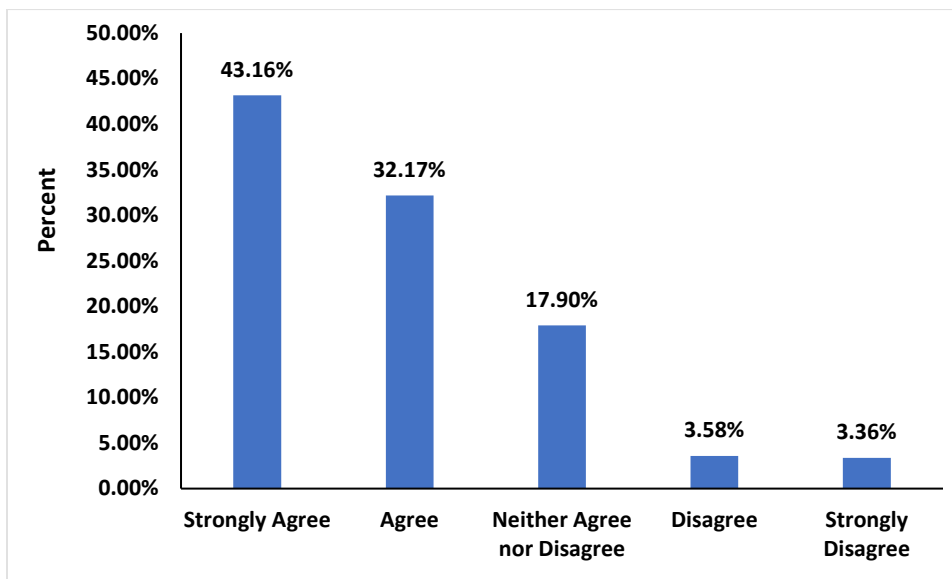


Chart scaled to 50% to display differences among groups.

Youth and Child/Parent

Nearly 80% of youth and child/parents surveyed perceived their access to services were met (strongly agree or agree), and approximately 5% did not perceive the services to meet their needs (disagree or strongly disagree).

Question Asked	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The location of the services was convenient for us	33 42.86%	34 44.16%	8 10.39%	1 1.30%	1 1.30%
Services were available at times that were convenient for us	32 41.56%	24 31.17%	16 20.78%	3 3.90%	2 2.60%

Youth and Child/Parent Perception of Access (Figure 15)

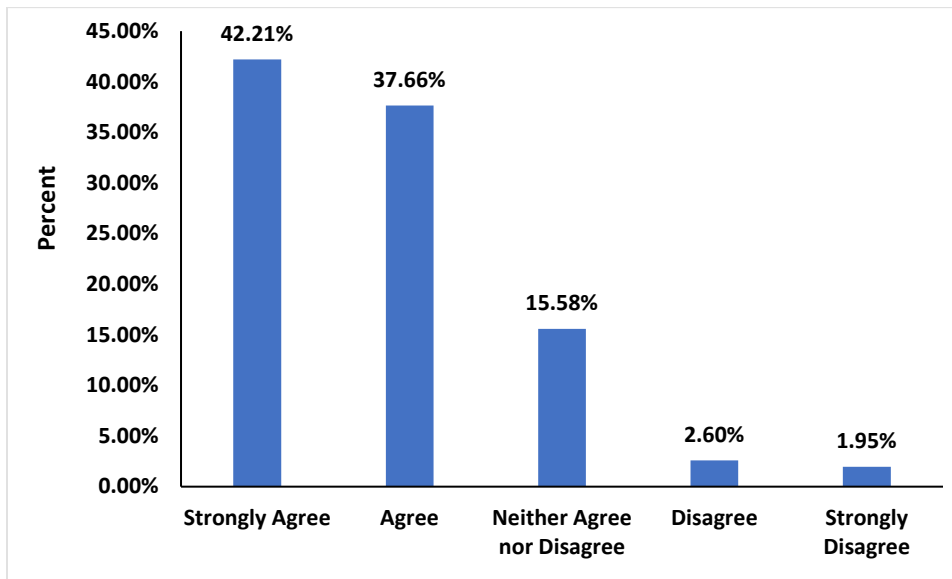


Chart scaled to 45% to display differences among groups.

Perception of Quality and Appropriateness

Perception of quality measures how good or bad a service was perceived, whereas the appropriateness measures the quality of a service being suitable or the proper care for the client. The questions are asked in a manner to measure what clients perceive about the quality and appropriateness of the services they receive.

Adult

Of the adults surveyed, 74.9% had a positive response (strongly agree or agree), while 4.9% did not perceive their outcome and appropriateness of services as positive (disagree or strongly disagree).

Question Asked	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Staff here believed that I could grow, change, and recover	462 44.85%	355 34.47%	176 17.09%	14 1.36%	23 2.23%
I felt free to complain	417 40.45%	362 35.11%	195 18.91%	27 2.62%	30 2.91%
Staff told me what side effects to watch for	389 38.17%	297 29.15%	252 24.73%	50 4.91%	31 3.04%
Staff respected my wishes about who is and is not to be given information about my treatment	493 48.05%	311 30.31%	178 17.35%	18 1.75%	26 2.53%
Staff was sensitive to my cultural/ethnic background	437 42.84%	304 29.80%	231 22.65%	25 2.45%	23 2.25%
Staff helped me obtain the information needed so I could take charge of managing my illness	418 41.06%	353 34.68%	205 20.14%	18 1.77%	24 2.36%
I was given information about my rights	471 45.86%	346 33.69%	160 15.58%	23 2.24%	27 2.63%
Staff encouraged me to take responsibility for how I live my life	399 39.19%	363 35.66%	212 20.83%	21 2.06%	23 2.26%
I was encouraged to use consumer-run programs	390 38.27%	330 32.38%	249 24.44%	22 2.16%	28 2.75%

Adult Perception of Quality and Appropriateness (Figure 16)

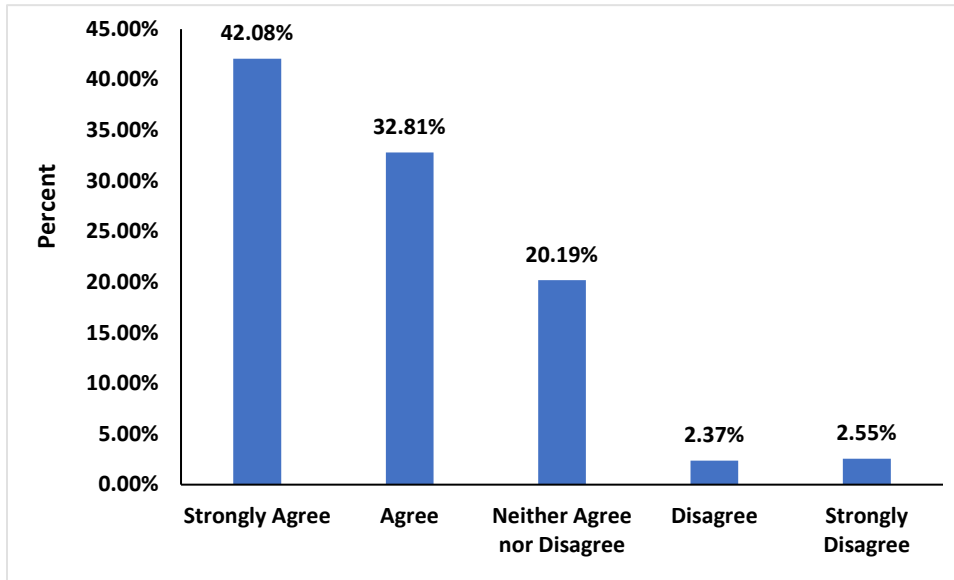


Chart scaled to 45% to display differences among groups.

Youth and Child/Parent

Approximately 83% of youth and child/parents surveyed perceived the quality and appropriateness of the services as good, such as staff speaking to clients in a way that the clients understood (strongly agree or agree).

Question Asked	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Staff treated me with respect	46 59.74%	21 27.27%	5 6.49%	0 0.00%	2 2.60%
Staff respected my family's religious/spiritual beliefs	37 50.00%	23 31.08%	12 16.22%	0 0.00%	2 2.70%
Staff spoke with me in a way I understood	31 40.26%	34 44.16%	8 10.39%	3 3.90%	1 1.30%
Staff was sensitive to my cultural/ethnic background	33 44.59%	27 36.49%	11 14.86%	1 1.35%	2 2.70%

Youth and Child/Parent Perception of Quality and Appropriateness (Figure 17)

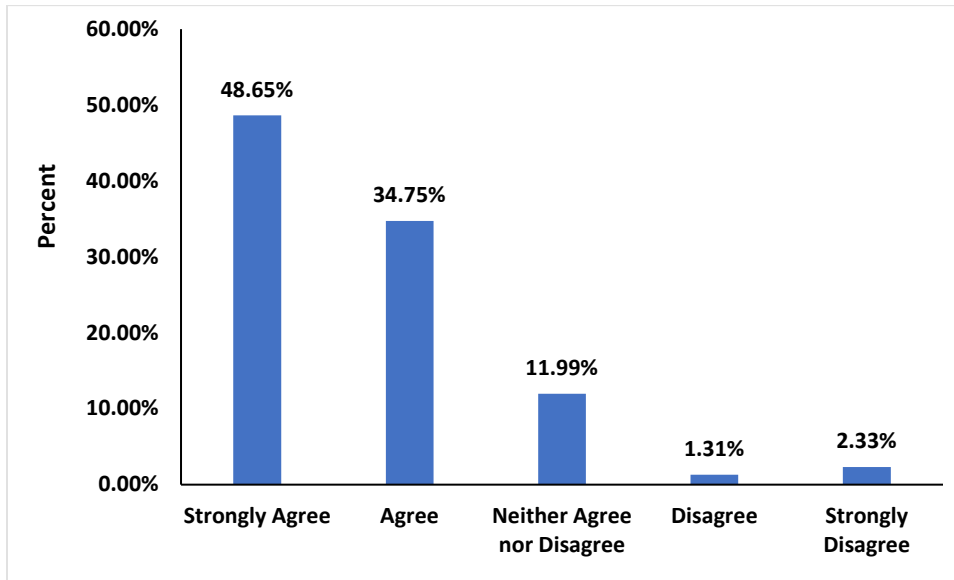


Chart scaled to 60% to display differences among groups.

Perception on Outcome of Service

An outcome can be defined as the specific objective of the program. The outcome is not what the program produced itself, but rather the consequences of those products, services, or assistance. Questions asked are designed to measure what clients perceive on the outcome of services.

Adult

Of the adults surveyed, 59.50% of clients had a positive perception of the outcomes their program or services provided (strongly agree or agree).

Question Asked	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
I deal more effectively with daily problems	281 27.44%	409 39.94%	248 24.22%	47 4.59%	39 3.81%
I am better able to control my life	286 27.90%	389 37.95%	255 24.88%	57 5.56%	38 3.71%
I am better able to deal with crisis	270 26.39%	391 38.22%	254 24.83%	59 5.77%	49 4.79%
I am getting along better with my family	311 30.49%	325 31.86%	268 26.27%	60 5.88%	56 5.49%
I do better in social situations	262 25.81%	331 32.61%	294 28.97%	79 7.78%	49 4.83%
I do better in school and/or work	238	262	370	68	44

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	24.24%	26.68%	37.68%	6.92%	4.48%
My symptoms are not bothering me as much	244 23.95%	306 30.03%	289 28.36%	107 10.50%	73 7.16%
My housing situation has improved	244 24.09%	285 28.13%	357 35.24%	61 6.02%	66 6.52%

Adult Perception on Outcome of Service (Figure 18)

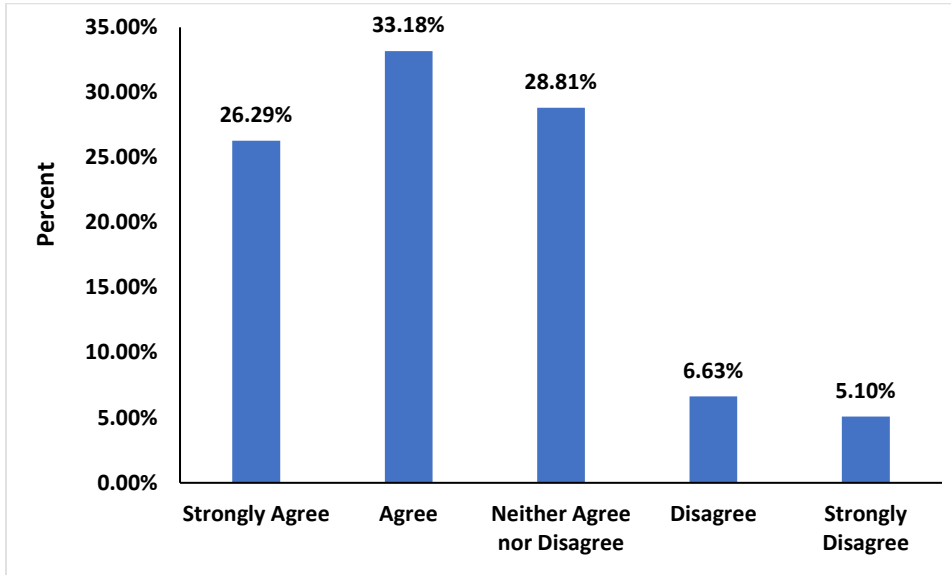


Chart scaled to 35% to display differences among groups.

Youth and Child/Parent

Like the adults surveyed, the youth and child/parent surveys yielded similar results, with approximately 63% perceiving their outcome of services positively (strongly agree or agree).

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Question Asked	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
I am better at handling daily life	25 33.78%	24 32.43%	18 24.32%	4 5.41%	3 4.05%
I am getting along better with my family	19 26.03%	24 32.88%	18 24.66%	8 10.96%	4 5.48%
I get along better with friends and other people	21 28.77%	30 41.10%	14 19.18%	5 6.85%	3 4.11%
I am doing better in school and/or work	18 24.66%	26 35.62%	19 26.03%	8 10.96%	2 2.74%
I am better able to cope when things go wrong	26 35.14%	22 29.73%	18 24.32%	2 2.70%	6 8.11%
I am satisfied with my family life right now	16 21.92%	27 36.99%	15 20.55%	7 9.59%	8 10.96%

Youth and Child/Parent Perception on Outcome of Service (Figure 19)

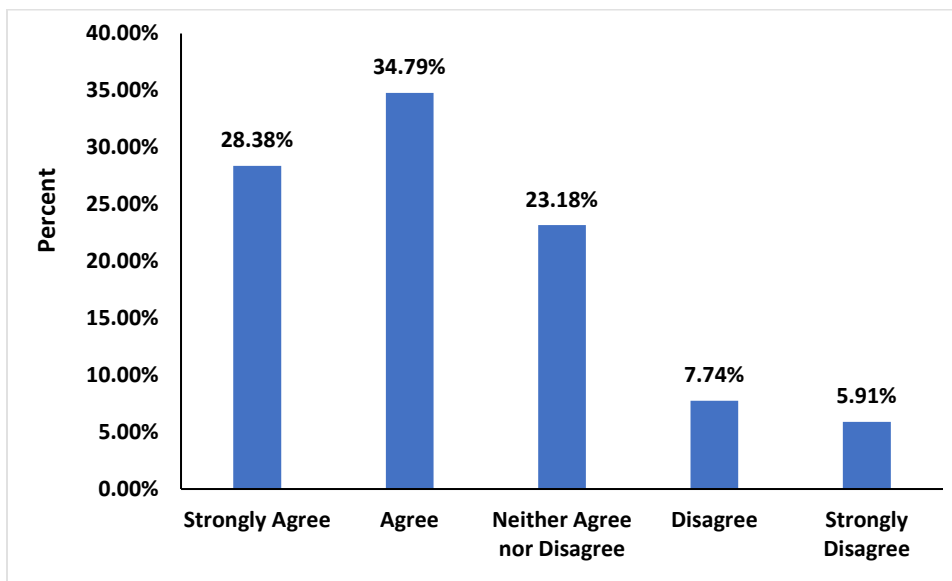


Chart scaled to 40% to display differences among groups.

Perception of Participation in Treatment Planning

Meaningful participation requires that individuals are entitled to participate in the decisions that directly affect them: including the design, implementation, and monitoring of health interventions. Meaningful participation is also defined as having a share in deciding or planning treatment(s) that directly impacts the client.

Adult

Approximately 74% of clients surveyed perceived that they had a say in their treatment planning (strongly agree or agree).

Question Asked	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
I felt comfortable asking questions about my treatment and medications	513 49.14%	353 33.81%	130 12.45%	20 1.92%	28 2.68%
I, not staff, decided my treatment goals	319 31.09%	356 34.70%	270 26.32%	46 4.48%	35 3.41%

Adult Perception of Participation in Treatment Planning (Figure 20)

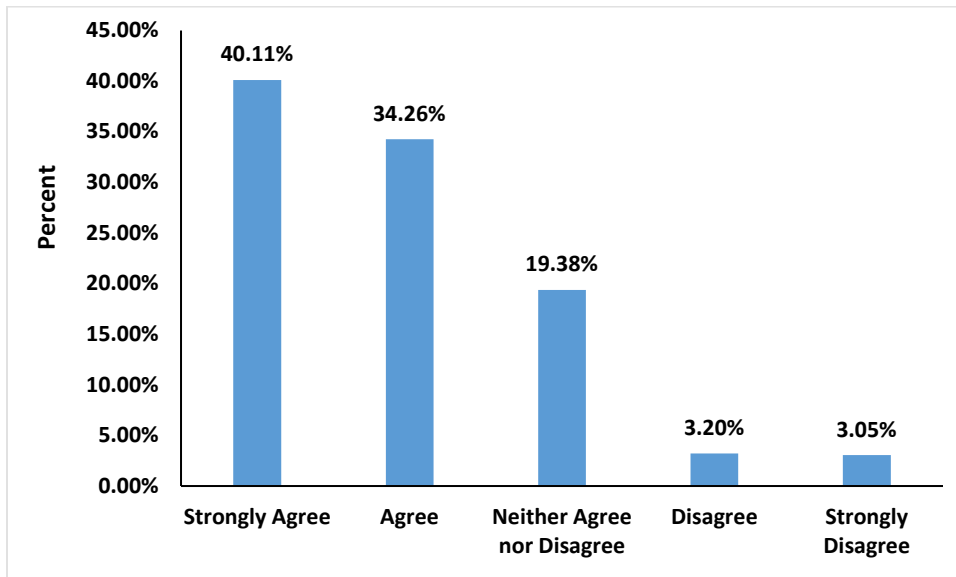


Chart scaled to 45% to display differences among groups.

Youth and Child/Parent

Of the youth and child/parents surveyed, 73.2% perceived that their input for treatment was included in their services (strongly agree or agree).

2019 Consumer Satisfaction Survey

Question Asked	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
I helped to choose my services or my child's services	27 35.06%	27 35.06%	17 22.08%	3 3.90%	3 3.90%
I helped to choose my treatment goals or my child's treatment goals	32 41.56%	20 25.97%	20 25.97%	1 1.30%	4 5.19%
I participated in my own treatment	36 46.75%	31 40.26%	8 10.39%	0 0.00%	2 2.60%
I felt free to complain	27 36.99%	28 38.36%	12 16.44%	1 1.37%	5 6.85%
Staff told me what medication side effects to watch out for	28 38.36%	20 27.40%	19 26.03%	2 2.74%	4 5.48%

Youth and Child/Parent Perception of Participation in Treatment Planning (Figure 21)

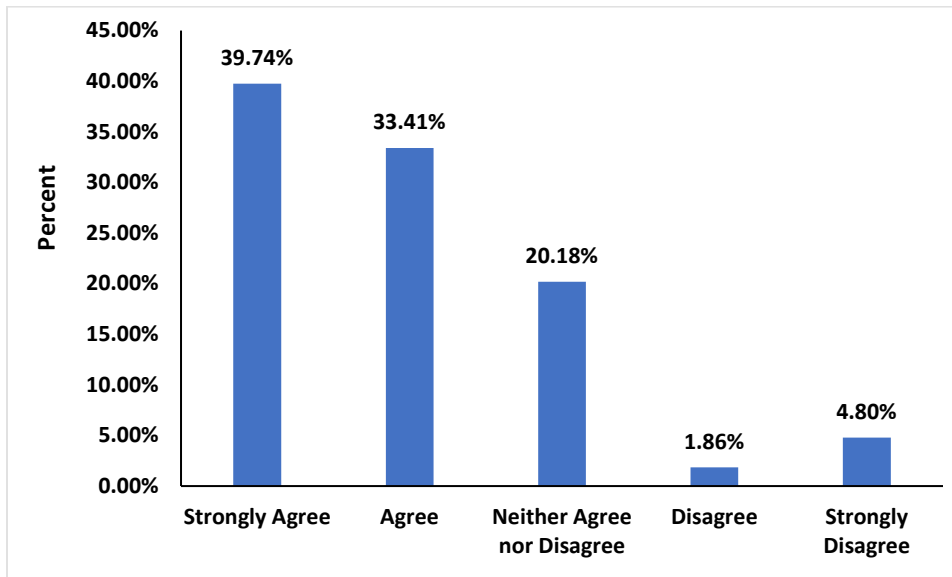


Chart scaled to 45% to display differences among groups.

Social Connectedness

Social connectedness measures how clients relate to family and friends around them.

Adult

Of the adult clients surveyed, 66.5% perceived their social connectedness as positive (strongly agree or agree).

2019 Consumer Satisfaction Survey

Question Asked	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
I am happy with the friendships I have	388 34.99%	364 32.82%	215 19.39%	81 7.30%	61 5.50%
I have people with whom I can do enjoyable things	374 33.54%	421 37.76%	185 16.59%	81 7.26%	54 4.84%
I feel I belong in my community	270 24.37%	353 31.86%	286 25.81%	121 10.92%	78 7.04%
In a crisis, I would have the support I need from family or friends	409 36.95%	375 33.88%	169 15.27%	82 7.41%	72 6.50%

Adult Social Connectedness (Figure 22)

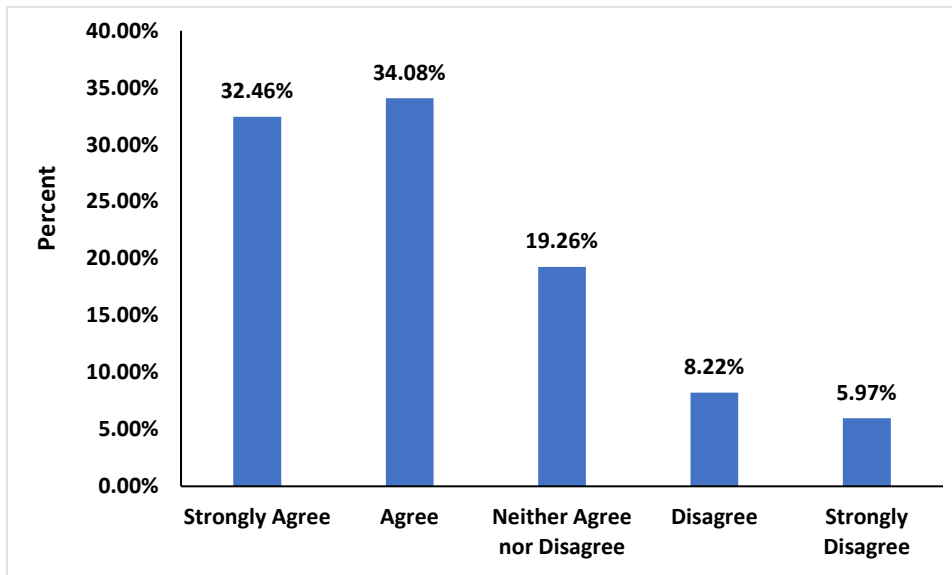


Chart scaled to 40% to display differences among groups.

Youth and Child/Parent

Approximately 74% of youth and child/parent clients perceived their social connectedness as positive (strongly agree or agree), while nearly 10% did not perceive their social connectedness positively (disagree or strongly disagree).

2019 Consumer Satisfaction Survey

Question Asked	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
I have people with whom I can do enjoyable things	32 41.56%	30 38.96%	11 14.29%	3 3.90%	1 1.30%
I have people that I am comfortable talking with about my problems	28 36.36%	28 36.36%	10 12.99%	3 3.90%	8 10.39%
I know people who will listen and understand me when I need to talk	25 33.33%	29 38.67%	12 16.00%	6 8.00%	3 4.00%
In a crisis, I would have the support I need from family or friends	31 40.26%	23 29.87%	15 19.48%	5 6.49%	3 3.90%

Youth and Child/Parent Social Connectedness (Figure 23)

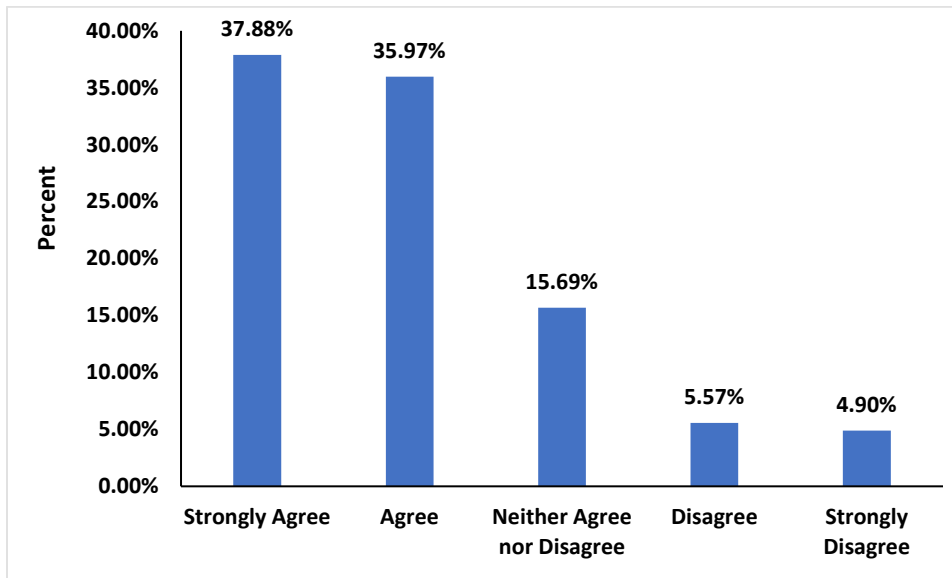


Chart scaled to 40% to display differences among groups.

Functioning Domain

The functioning domain measures how clients are positively dealing with daily activities.

Adult

Nearly 62% of clients felt positively that their daily activities related to the functioning domain (strongly agree or agree).

2019 Consumer Satisfaction Survey

Question Asked	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
I do things that are meaningful to me	311 28.32%	410 37.34%	269 24.50%	72 6.56%	36 3.28%
I am better able to take care of my needs	324 29.56%	401 36.59%	271 24.73%	68 6.20%	32 2.92%
I am better able to handle things when they go wrong	285 25.91%	388 35.27%	282 25.64%	104 9.45%	41 3.73%
I am better able to do things that I want to do	302 27.53%	389 35.46%	265 24.16%	94 8.57%	47 4.28%
My symptoms are not bothering me as much	244 23.95%	306 30.03%	289 28.36%	107 10.50%	73 7.16%

Adult Functioning Domain (Figure 24)

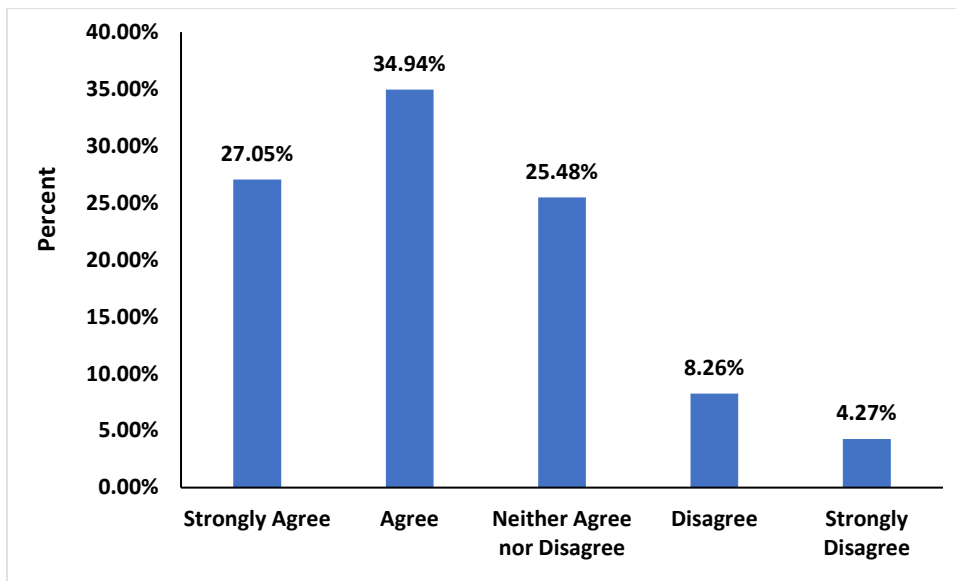


Chart scaled to 40% to display differences among groups.

Youth and Child/Parent

Of youth and child/parents surveyed, 63.9% perceived their daily activities or functioning domains were improving (strongly agree or agree), while nearly 12% of those surveyed did not perceive their daily activities improving (disagree or strongly disagree).

2019 Consumer Satisfaction Survey

Question Asked	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
I am better able to do things I want to do	24 32.43%	23 31.08%	19 25.68%	3 4.05%	5 6.76%
I am better at handling daily life	25 33.78%	24 32.43%	18 24.32%	4 5.41%	3 4.05%
I am getting along better with my family	19 26.03%	24 32.88%	18 24.66%	8 10.96%	4 5.48%
I get along better with friends and other people	21 28.77%	30 41.10%	14 19.18%	5 6.85%	3 4.11%
I am doing better in school and/or work	18 24.66%	26 35.62%	19 26.03%	8 10.96%	2 2.74%
I am better able to cope when things go wrong	26 35.14%	22 29.73%	18 24.32%	2 2.70%	6 8.11%

Youth and Child/Parent Functioning Domain (Figure 25)

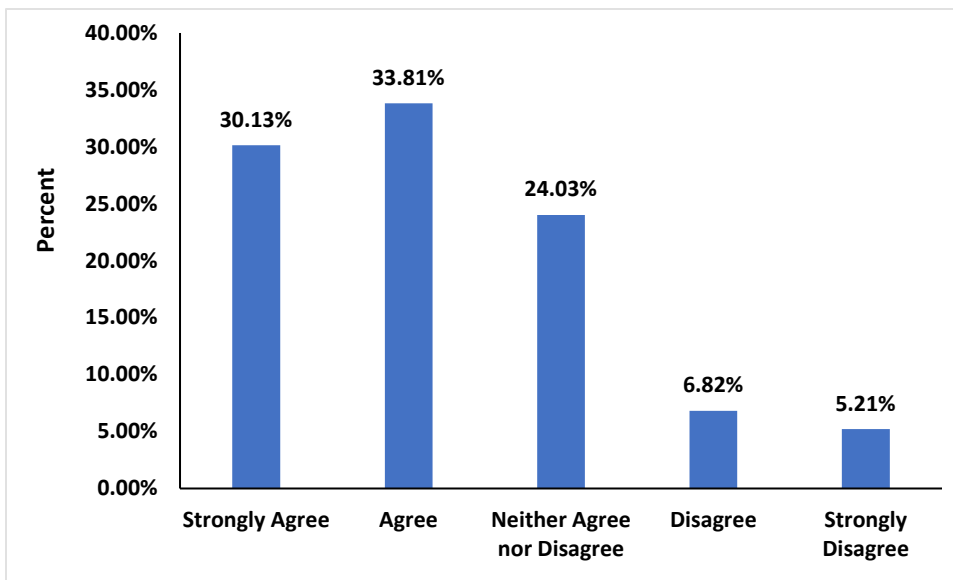


Chart scaled to 40% to display differences among groups.

Conclusion

Overall, total responses slightly decreased (by 6%) compared to the 2018 survey results. This is due to lack of participation in the survey from many Rural facilities, including facilities such as Carson City, Hawthorne, Lovelock, Winnemucca, and Henderson, and a significant decrease in participation from Northern Nevada facilities. Participation decreased by 24.4% from Rural Nevada facilities and by 63.1% from Northern Nevada facilities. However, participation from Southern Nevada facilities increased by 25.9%.

Overall responses to the adult survey were generally positive. Adults surveyed found their access to services to be convenient and available at times that were good for them. In nearly all categories, including

2019 Consumer Satisfaction Survey

perception to access, quality and appropriateness, and participation in treatment planning, the adults surveyed were above 60% in the combination of strongly agree and agree.

The youth and child/parent surveys yielded similar results with over 70% satisfaction in perception to access, quality and appropriateness, and participation in treatment planning.

Areas where adult clients were least satisfied included social connectedness (14.2%) and in daily activities (functioning domain), where adults that disagreed were nearly 13%.

Meanwhile, areas where child and adolescent clients were least satisfied included perception on outcome of service (13.7%) and in the daily activities (functioning domain) planning (12.0%).