

Consumer Satisfaction Survey Report

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*Office of Analytics
Department of Health and Human Services
On Behalf of the Division of Public and Behavioral Health*

Steve Sisolak
*Governor
State of Nevada*

Julie Kotchevar
*Administrator
Division of Public and Behavioral Health*

Richard Whitley, MS
*Director
Department of Health and Human Services*

Ihsan Azzam Ph.D., M.D.
*Chief Medical Officer
Division of Public and Behavioral Health*

Acknowledgements

Prepared by:

Department of Health and Human Services
Office of Analytics
State of Nevada
4126 Technology Way, Suite 210
Carson City, Nevada 89706
(775) 684-4000

Thank you to the following for providing leadership, and conducting the survey:

Henry Agbewali, MS
Biostatistician II
Department of Health and Human Services
Office of Analytics
State of Nevada

Jen Thompson
Health Program Specialist II
Department of Health and Human Services
Office of Analytics
State of Nevada

Kyra Morgan, MS
Chief Biostatistician
Department of Health and Human Services
Office of Analytics
State of Nevada

Management and Staff of
Northern Nevada Adult Mental Health (NNAMHS)
Rural Nevada Mental Health Services
Southern Nevada Adult Mental Health (SNAMHS)

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Introduction

The consumer satisfaction survey was conducted from September 1, 2018, to November 25, 2018. 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 Parent-Child (13 years or younger). English and Spanish versions of the survey were made available to all government-funded and operated mental health facilities in the state of Nevada that provide outpatient services. A convenience sampling technique was employed in this survey. The targeted sample was outpatients who received services during the period the survey was conducted. With 95% confidence and 3% margin of error, the target sample required was 991 respondents. The total response was 1,278 participants. Since not all respondents answered all questions, half of the questions on the survey must have been answered to be included in the analysis. Surveys were entered into REDCap, of which 1,162 surveys were completed by adults, 81 surveys were completed by youth, and 40 surveys were completed by parents of children, all who received services within that period.

Purpose

To help identify services that require improvements and to objectively assess the overall performance of services provided.

Background

To measure an overall satisfaction, respondents answered that they:

- 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 and General Satisfaction, and other questions which are not categorized under these group were asked. Specific questions asked under each indicator are as follows:

- 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.

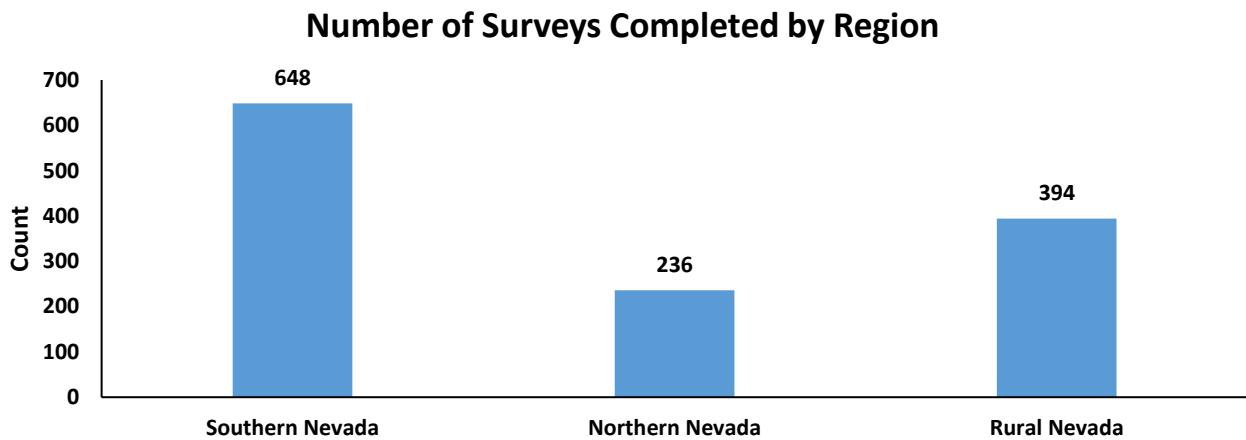
e. General Satisfaction

- 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 broken into three regions. These regions include 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 648 respondents completed the survey. Mental health facilities in Northern Nevada are referred to as Northern Nevada Adult Mental Health Services (NNAMHS), where 236 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 394 respondents completed the survey.

Region	N	Percent
Northern Nevada	236	18.5%
Rural Nevada	394	30.8%
Southern Nevada	648	50.7%

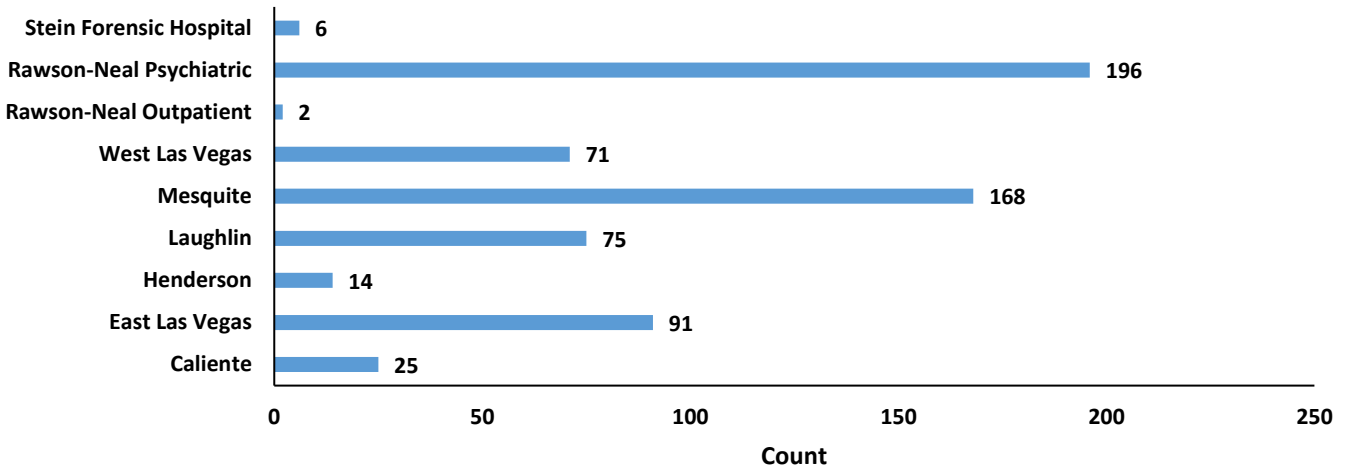


Southern Nevada Facilities

Mental health clinics located in Southern Nevada are grouped under the Southern Nevada mental health facilities. Rawson-Neal Psychiatric Hospital completed the most surveys (30.2%) and Rawson-Neal Outpatient completed the least surveys (0.3%).

Facility	N	%
Caliente	25	3.9%
East Las Vegas	91	14.0%
Henderson	14	2.2%
Laughlin	75	11.6%
Mesquite	168	25.9%
Rawson-Neal Outpatient	2	0.3%
Rawson-Neal Psychiatric	196	30.2%
Stein Forensic Hospital	6	0.9%
West Las Vegas	71	11.0%
Total	648	100%

Number of Surveys Completed by Southern Nevada Facilities

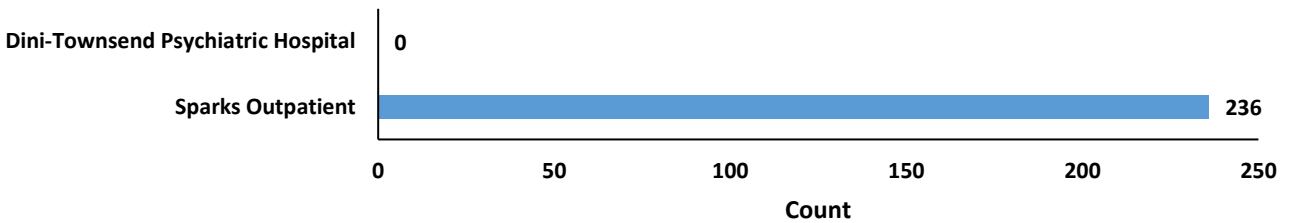


Northern Nevada Facilities

Mental health clinics located in Northern Nevada are grouped under the Northern Nevada mental health facilities. The Dini-Townsend Psychiatric Hospital did not have any respondents to the survey.

Facility	N	%
Dini-Townsend Psychiatric Hospital	0	0.0%
Sparks Outpatient	236	100.0%
Total	236	100%

Number of Surveys Completed by Northern Nevada Facilities

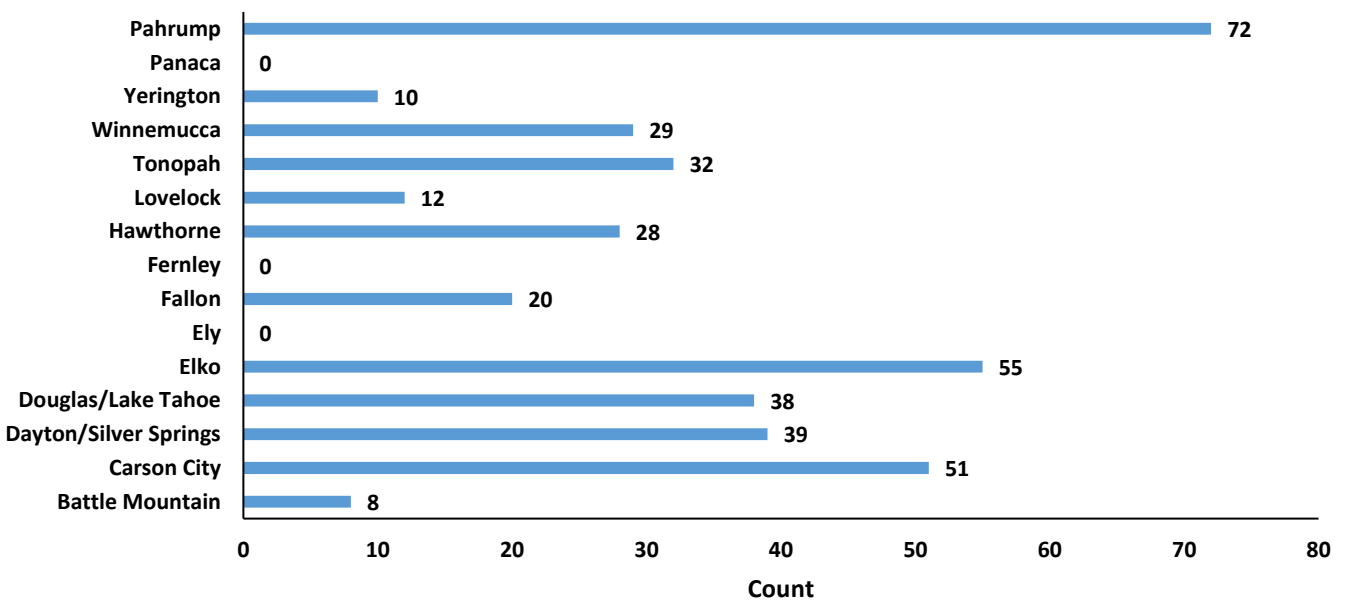


Rural Nevada Facilities

Mental health clinics located in Rural Nevada are grouped under the Rural Nevada mental health facilities. The mental health clinics located in Pahrump completed the most surveys, with 72 submitted (18.3%). The following locations did not submit surveys: Panaca, Fernley, and Ely.

Facility	N	%
Battle Mountain	8	2.0%
Carson City	51	12.9%
Douglas/Lake Tahoe	38	9.6%
Elko	55	14.0%
Ely	0	0.0%
Fallon	20	5.1%
Fernley	0	0.0%
Hawthorne	28	7.1%
Lovelock	12	3.0%
Panaca	0	0.0%
Pahrump	72	18.3%
Silver Springs/Dayton	39	9.9%
Tonopah	32	8.1%
Winnemucca	29	7.4%
Yerington	10	2.5%
Total	394	100%

Number of Surveys Completed by Rural Nevada Facilities



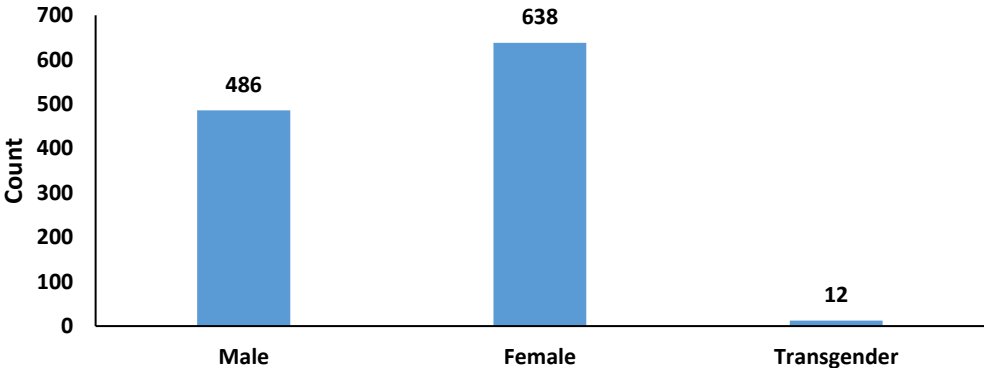
Respondent Demographics

Adult

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

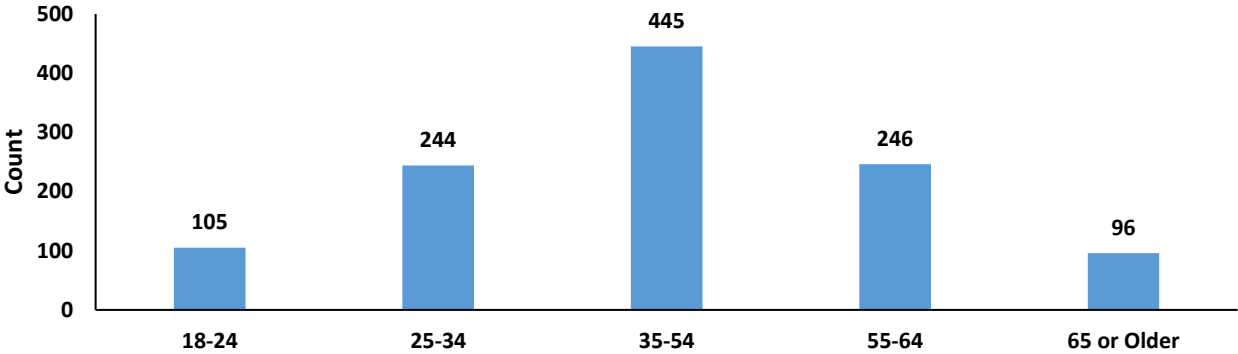
Gender	N	%
Male	486	42.8%
Female	638	56.9%
Transgender	12	1.1%

Of the 1,162 respondents that completed the adult consumer satisfaction survey, 1,136 provided a gender response. Of those responses, 42.8% are male, 56.9% are female and 1.1% are transgender.



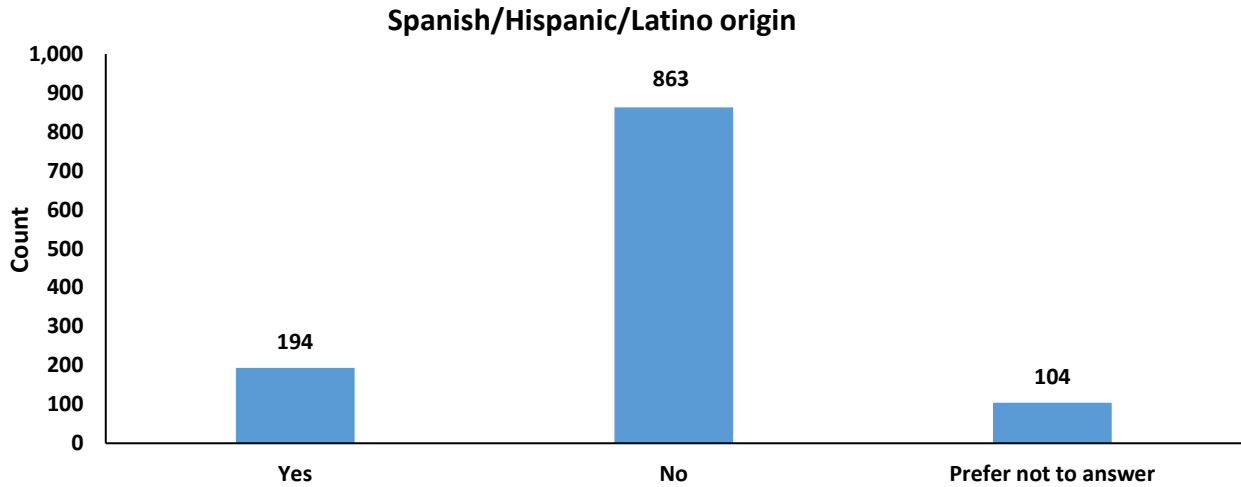
Respondents ages 35-54 completed the greatest number of surveys, with 445 (39.2%). The least number of respondents were in the "65 and Older" age group with 96 (8.5%) surveys completed.

Age	N	%
18-24	105	9.2%
25-34	244	21.5%
35-54	445	39.2%
55-64	246	21.7%
65 or Older	96	8.5%



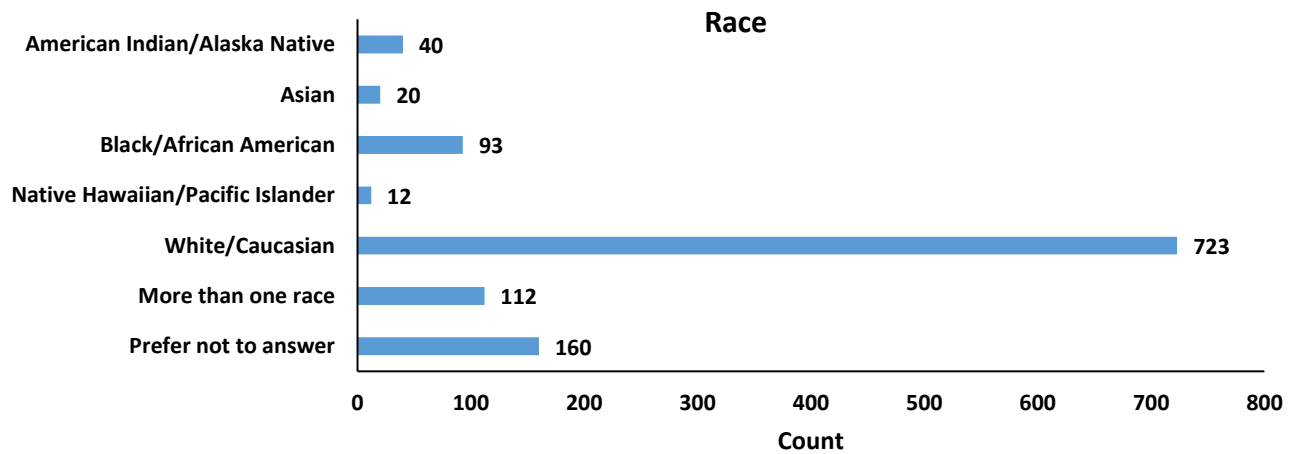
Spanish/Hispanic/Latino Origin	N	%
Yes	194	16.7%
No	863	74.3%
Prefer not to answer	104	9.0%

Nearly 17% of respondents are of the Spanish/Latino/Hispanic origin and 9% of respondents preferred not to answer the question.



White/Caucasians comprised the majority of adult respondents, at 62.3% of the surveys. Native Hawaiian or Pacific Islander made up the least number of respondents at 1.0%.

Race	N	%
American Indian or Alaska Native	40	3.4%
Asian	20	1.7%
Black/African American	93	8.0%
Native Hawaiian/Pacific Islander	12	1.0%
White/Caucasian	723	62.3%
More than one race	112	9.7%
Prefer not to answer	160	13.8%

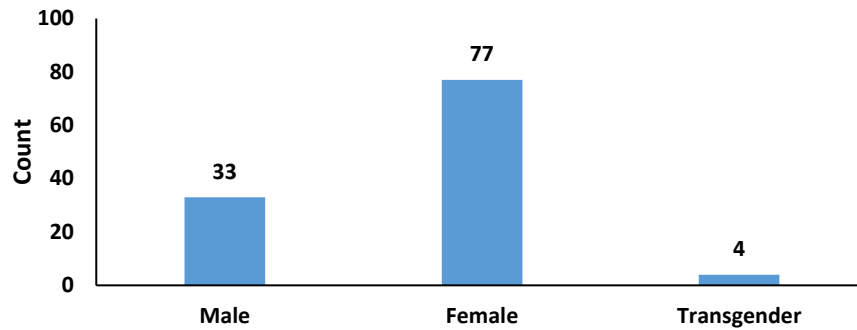


Youth and Child/Parent

The youth survey was provided to clients between the age 13 to 17, and the child survey was provided to clients less 13 years of age. There was a total of 121 surveys completed by youth and children.

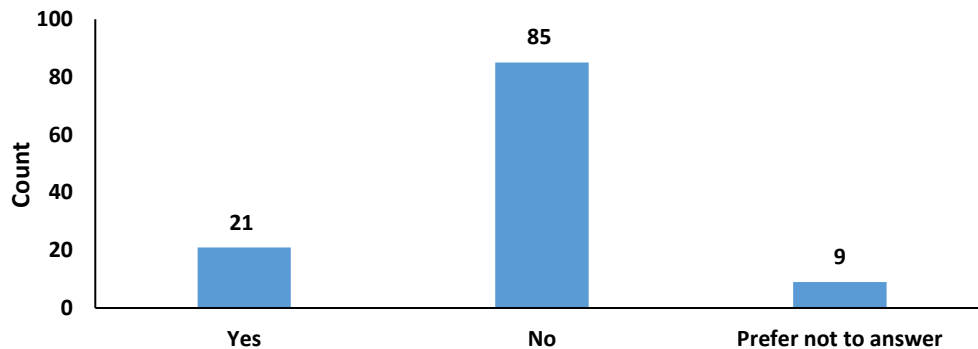
Gender	N	%
Male	33	28.9%
Female	77	67.5%
Transgender	4	3.5%

Of the 121 clients, 114 provided a gender response. Of the 114, 28.9% were male, 67.5% female, and 3.5% transgender.

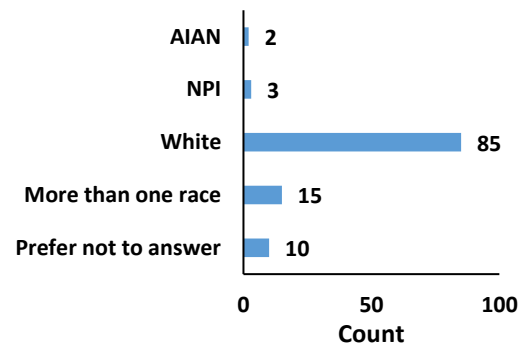


Of the 121 clients surveyed, 115 completed the ethnicity question. There were 18.3% who reported Spanish/Hispanic/Latino origin.

Spanish/Hispanic/Latino Origin	N	%
Yes	21	18.3%
No	85	73.9%
Prefer not to answer	9	7.8%



Race	N	%
American Indian or Alaska Native (AIAN)	2	1.7%
Asian	0	0.0%
Black/African American	0	0.0%
Native Hawaiian/Pacific Islander (API)	3	2.6%
White/Caucasian	85	73.9%
More than one race	15	13.0%
Prefer not to answer	10	8.7%



General Satisfaction

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

Adult

Approximately, 82% 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 or disagree	Disagree	Strongly disagree
I liked the services that I received here	569 (50.0%)	377 (33.1%)	148 (13.0%)	23 (2.0%)	22 (1.9%)
If I had other choices, I would still get services at this agency	558 (49.0%)	336 (29.5%)	187 (16.4%)	25 (2.2%)	32 (2.8%)
I would recommend this agency to a friend or family member	572 (53.3%)	340 (31.7%)	124 (11.5%)	18 (1.7%)	20 (1.9%)

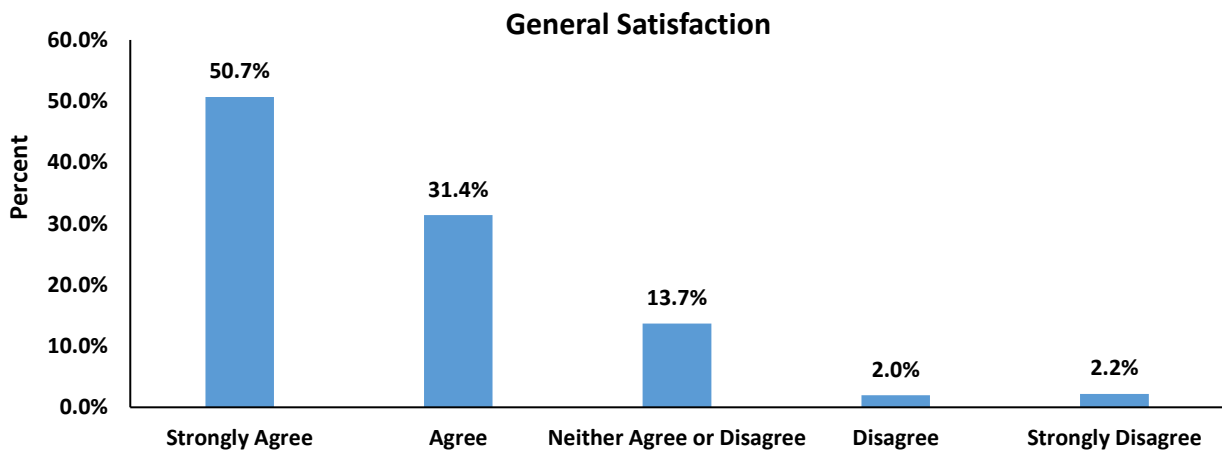


Chart scaled to 60% to display differences among groups.

Youth and Child/Parent

The youth and child/parent surveys revealed those clients felt less satisfied than the adults surveyed, with nearly 78% of youth and child/parent responders generally satisfied with services received (strongly agree or agree).

Question asked	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
The people helping me stuck with me no matter what	48 (42.1%)	43 (37.7%)	17 (14.9%)	3 (2.6%)	3 (2.6%)
I felt I had someone to talk to when I was troubled	55 (48.2%)	42 (36.8%)	11 (9.6%)	2 (1.8%)	4 (3.5%)
I got the help I wanted	51 (45.1%)	34 (30.1%)	24 (21.2%)	1 (0.9%)	3 (2.7%)
I got as much help as I needed	45 (39.8%)	33 (29.2%)	30 (26.5%)	2 (1.8%)	1 (2.7%)

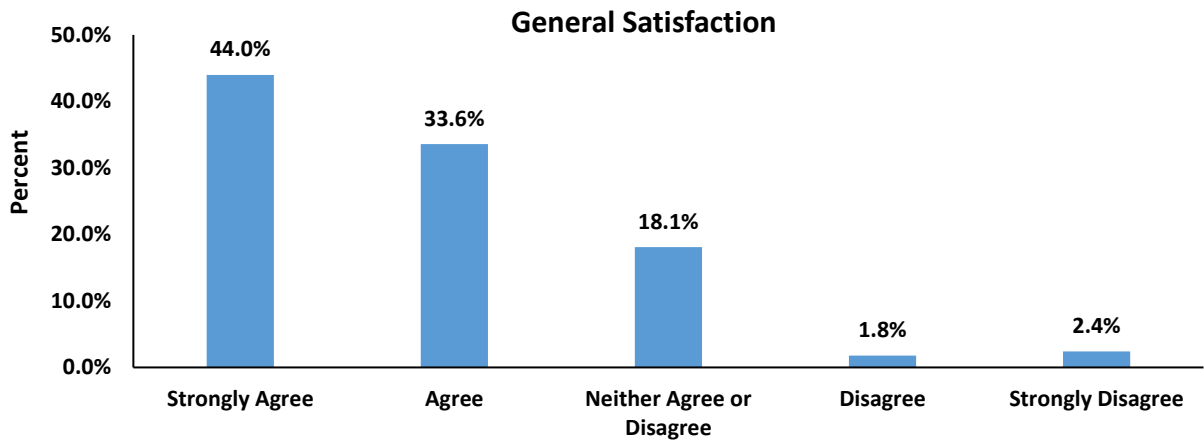


Chart scaled to 50% to display differences among groups.

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, 78% 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 85.4%.

Question asked	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
The location of services was convenient	519 (45.1%)	379 (32.9%)	172 (14.9%)	48 (4.2%)	33 (2.9%)
Staff was willing to see me as often as I felt it was necessary	542 (47.5%)	382 (33.5%)	164 (14.4%)	31 (2.7%)	23 (2.0%)
Staff returned my calls within 24 hours	484 (42.9%)	344 (29.6%)	240 (20.7%)	37 (3.2%)	23 (2.0%)
Services were available at times that were good for me	546 (47.9%)	427 (37.5%)	122 (10.7%)	23 (2.0%)	21 (1.8%)
I was able to get all the services I needed	498 (43.8%)	400 (35.1%)	172 (15.1%)	39 (3.4%)	29 (2.5%)
I was able to see a psychiatrist when I wanted to	441 (38.9%)	371 (32.7%)	224 (19.7%)	64 (5.6%)	35 (3.1%)

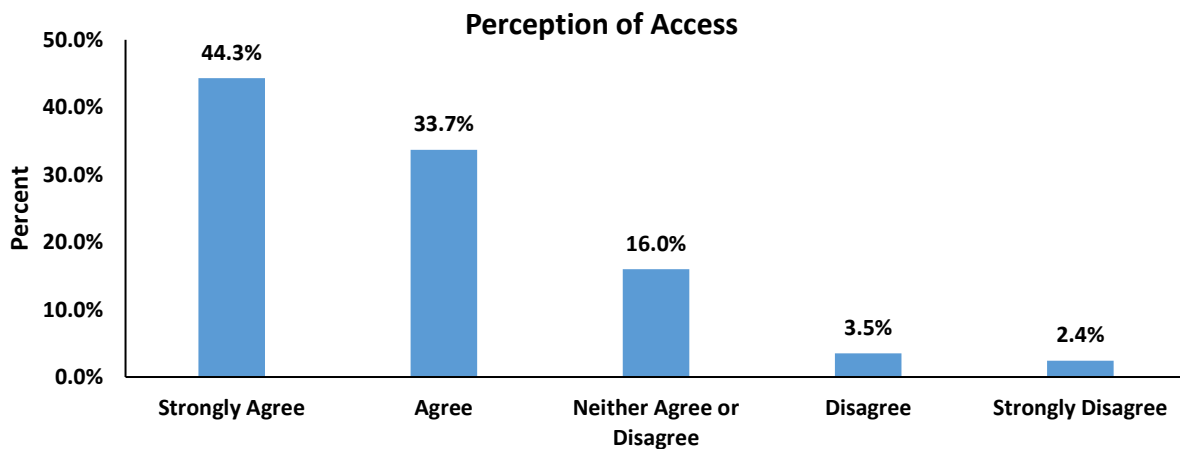


Chart scaled to 50% to display differences among groups.

Youth and Child/Parent

Nearly 86% of youth and child/parent surveyed perceived their access to services were met (strongly agree or agree) and approximately 5% did not perceived the services to meet their needs (disagree or strongly disagree).

Question asked	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
The location of the services was convenient for us	59 (51.8%)	40 (35.1%)	11 (9.6%)	2 (1.8%)	2 (1.8%)
Services were available at times that were convenient for us	54 (47.4%)	42 (36.8%)	11 (9.6%)	5 (4.4%)	2 (1.8%)

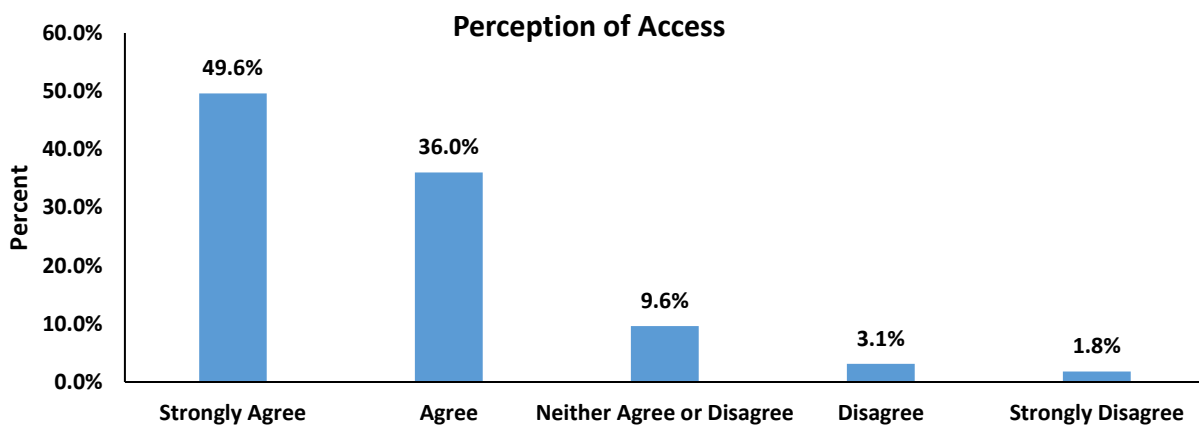


Chart scaled to 60% to display differences among groups.

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, 76.8% had a positive response (strongly agree or agree), while 4.5% did not perceive their outcome and appropriateness of services as a positive (disagree or strongly disagree).

Question asked	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Staff here believed that I could grow, change and recover	448 (42.4%)	393 (37.2%)	186 (17.6%)	13 (1.2%)	16 (1.5%)
I felt free to complain	403 (37.9%)	404 (38.0%)	202 (19.0%)	32 (3.0%)	21 (2.0%)
Staff told me what side effects to watch for	389 (37.1%)	356 (33.9%)	231 (22.0%)	44 (4.2%)	29 (2.8%)
Staff respected my wishes about who is and is not to be given information about my treatment	499 (47.1%)	376 (35.5%)	147 (13.9%)	16 (1.5%)	22 (2.1%)
Staff was sensitive to my cultural/ethnic background	451 (42.7%)	337 (31.9%)	232 (22.0%)	17 (1.6%)	19 (1.8%)
Staff helped me obtain the information needed so I could take charge of managing my illness	436 (41.3%)	393 (37.2%)	187 (17.7%)	22 (2.1%)	18 (1.7%)
I was given information about my rights	465 (44.3%)	401 (38.2%)	135 (12.9%)	25 (2.4%)	24 (2.3%)
Staff encouraged me to take responsibility for how I live my life	380 (36.2%)	404 (38.5%)	214 (20.4%)	31 (3.0%)	20 (1.9%)
I was encouraged to use consumer-run programs	382 (36.3%)	362 (34.4%)	250 (23.8%)	37 (3.5%)	20 (1.9%)

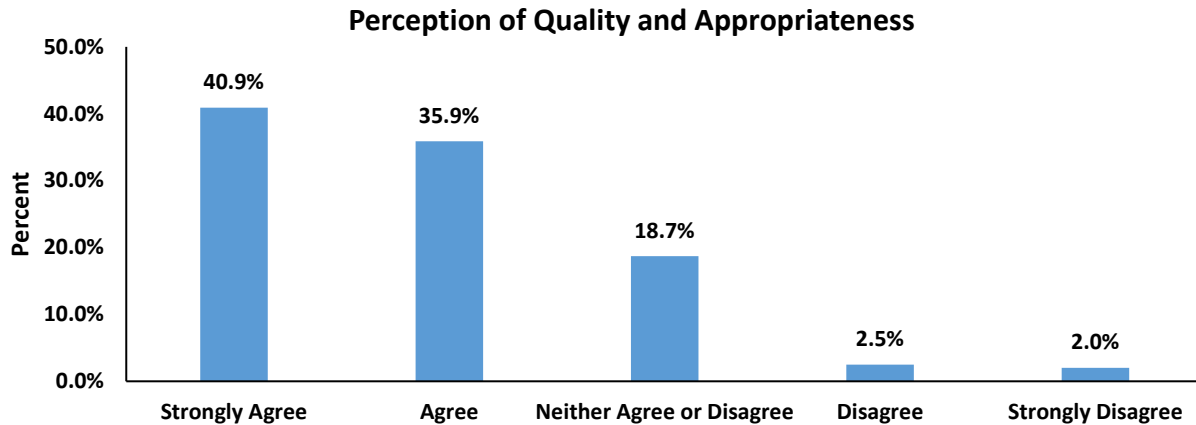


Chart scaled to 50% to display differences among groups.

Youth and Child/Parent

Approximately 87% of youth and child/parent surveyed perceive 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 or disagree	Disagree	Strongly disagree
Staff treated me with respect	75 (68.8%)	27 (24.8%)	3 (2.8%)	1 (0.9%)	3 (2.8%)
Staff respected my family's religious/spiritual beliefs	57 (54.3%)	32 (30.5%)	13 (12.4%)	0 (0.0%)	3 (2.9%)
Staff spoke with me in a way I understood	59 (52.7%)	43 (38.4%)	5 (4.5%)	3 (2.7%)	2 (1.8%)
Staff was sensitive to my cultural/ethnic background	52 (49.5%)	31 (29.5%)	16 (15.2%)	1 (1.0%)	5 (4.8%)

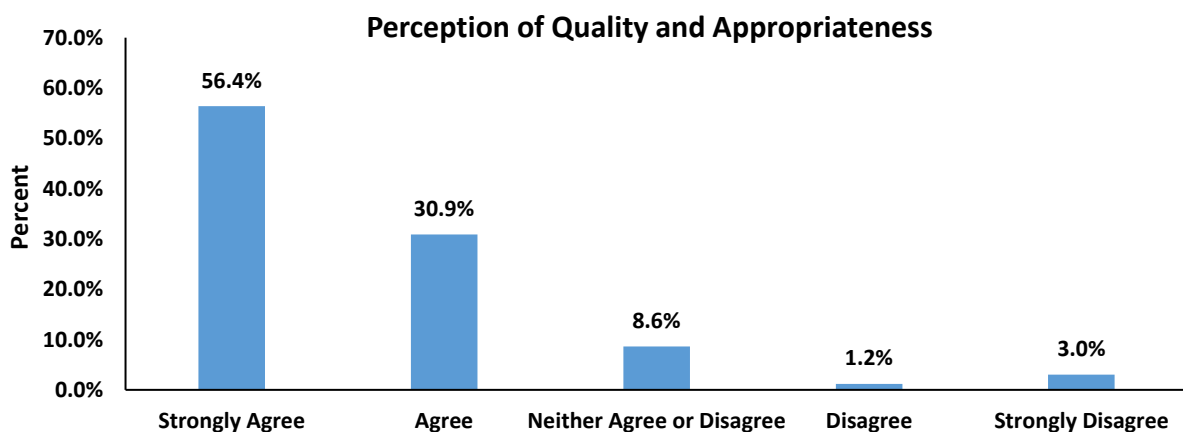


Chart scaled to 70% to display differences among groups.

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, 60.9% of clients surveyed had a positive perception of the outcomes their program or services provided (strongly agree or agree).

Question asked	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
I deal more effectively with daily problems	326 (30.7%)	396 (37.3%)	238 (22.4%)	78 (7.3%)	24 (2.3%)
I am better able to control my life	331 (31.3%)	374 (35.4%)	249 (23.6%)	76 (7.2%)	27 (2.6%)
I am better able to deal with crisis	308 (29.1%)	364 (34.3%)	265 (25.0%)	85 (7.8%)	38 (3.6%)
I am getting along better with my family	328 (31.1%)	350 (33.1%)	257 (24.3%)	62 (5.9%)	59 (5.6%)
I do better in social situations	291 (27.5%)	332 (31.4%)	282 (26.6%)	88 (8.3%)	66 (6.2%)
I do better in school and/or work	248 (24.5%)	262 (25.9%)	366 (36.2%)	82 (8.1%)	53 (5.2%)
My symptoms are not bothering me as much	265 (25.1%)	338 (32.0%)	251 (23.8%)	120 (11.4%)	81 (7.7%)
My housing situation has improved	308 (29.5%)	297 (28.4%)	315 (30.2%)	71 (6.8%)	53 (5.1%)

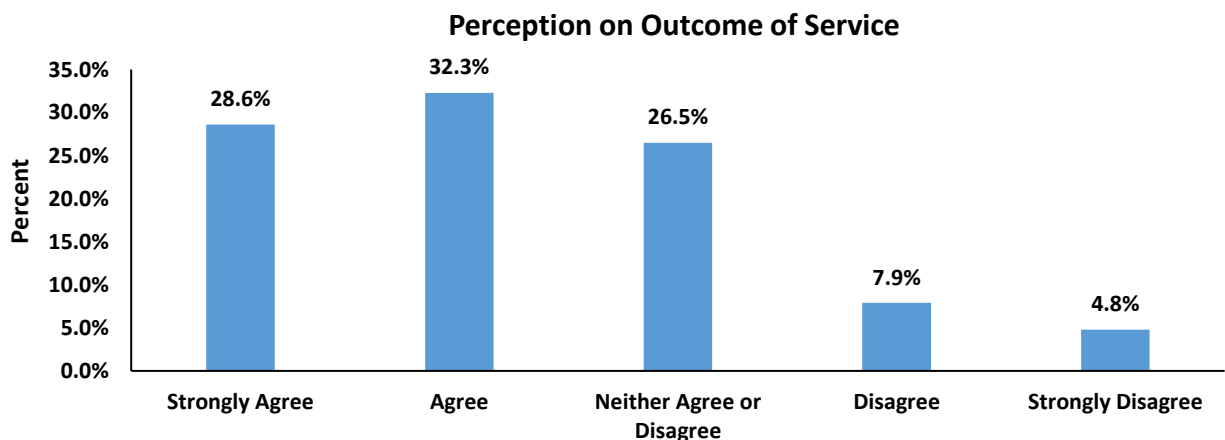


Chart scaled to 35% to display differences among groups.

Youth and Child/Parent

Similar to adults surveyed, the youth and child/parent surveys yield similar results, with approximately 68% perceived their outcome of services positively (strongly agree or agree).

Question asked	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
I am better at handling daily life	34 (31.8%)	30 (28.0%)	30 (28.0%)	9 (8.4%)	4 (3.7%)
I am getting along better with my family	35 (33.3%)	30 (28.6%)	31 (29.5%)	4 (3.8%)	5 (4.8%)
I get along better with friends and other people	39 (37.1%)	35 (33.3%)	24 (22.9%)	4 (3.8%)	3 (2.9%)
I am doing better in school and/or work	38 (36.2%)	28 (26.7%)	28 (26.7%)	8 (7.6%)	3 (2.9%)
I am better able to cope when things go wrong	36 (33.6%)	34 (31.8%)	24 (22.4%)	6 (5.6%)	7 (6.5%)
I participated in my own treatment	58 (50.9%)	39 (34.2%)	12 (10.5%)	0 (0.0%)	5 (4.4%)

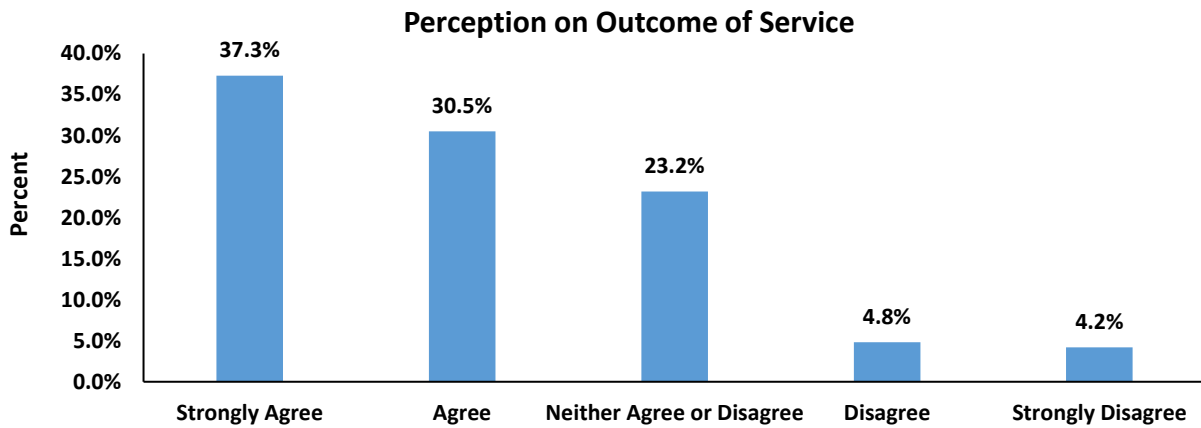


Chart scaled to 40% to display differences among groups.

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 of a treatment that directly impacts the client.

Adult

Approximately 75% of clients surveyed perceived that they had a say in their treatment planning (strongly agree or agree).

Question asked	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
I felt comfortable asking questions about my treatment and medications	532 (49.6%)	371 (34.6%)	133 (12.4%)	21 (2.0%)	16 (1.5%)
I, not staff, decided my treatment goals	326 (31.0%)	373 (35.5%)	286 (27.2%)	43 (4.1%)	22 (2.1%)

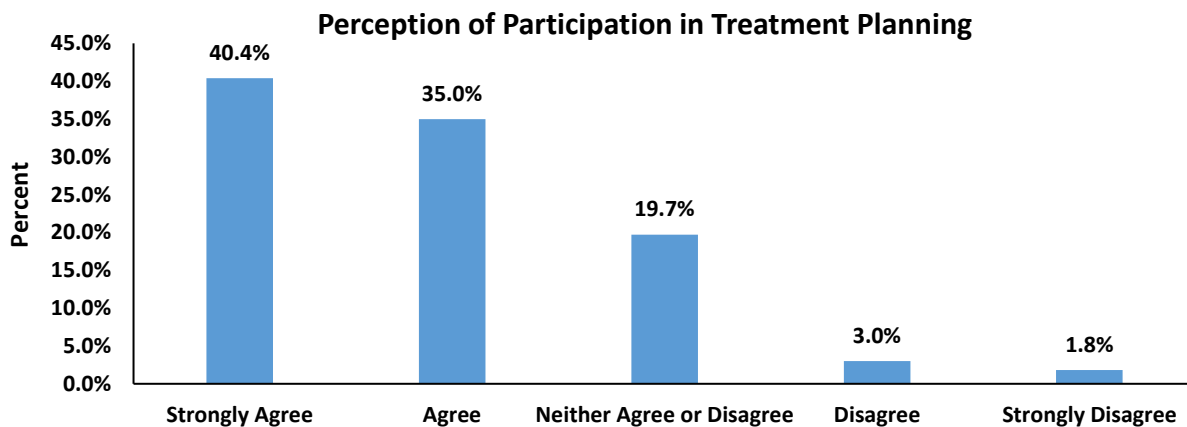


Chart scaled to 45% to display differences among groups.

Youth and Child/Parent

Of the youth and child/parent surveyed, 75% perceived that their input for treatment was included in their services (strongly agree or agree).

Question asked	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
I helped to choose my services or my child's services	43 (38.1%)	33 (29.2%)	26 (23.0%)	5 (4.4%)	6 (5.3%)
I helped to choose my treatment goals or my child's treatment goals	49 (43.4%)	33 (29.2%)	23 (20.4%)	2 (1.8%)	6 (5.3%)
I participated in my own treatment	58 (50.9%)	39 (34.2%)	12 (10.5%)	0 (0.0%)	5 (4.4%)

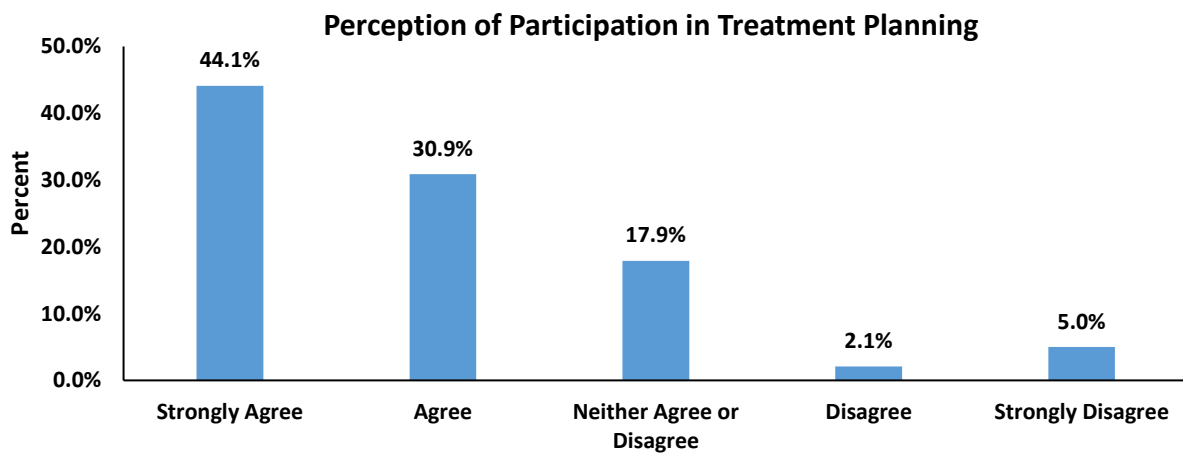


Chart scaled to 50% to display differences among groups.

Social Connectedness

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

Adult

Of the adult clients surveyed, 67.3% perceived their social connectedness as positive (strongly agree or agree).

Question asked	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
I am happy with the friendship I have	389 (33.9%)	430 (37.4%)	202 (17.6%)	81 (7.0%)	47 (4.1%)
I have people with whom I can do enjoyable things	374 (32.7%)	446 (39.0%)	181 (15.8%)	94 (8.2%)	49 (4.3%)
I feel I belong in my community	281 (24.6%)	333 (29.2%)	301 (26.4%)	145 (12.7%)	80 (7.0%)
In a crisis, I would have the support I need from family or friends	448 (39.1%)	379 (33.1%)	177 (15.4%)	86 (7.5%)	56 (4.9%)

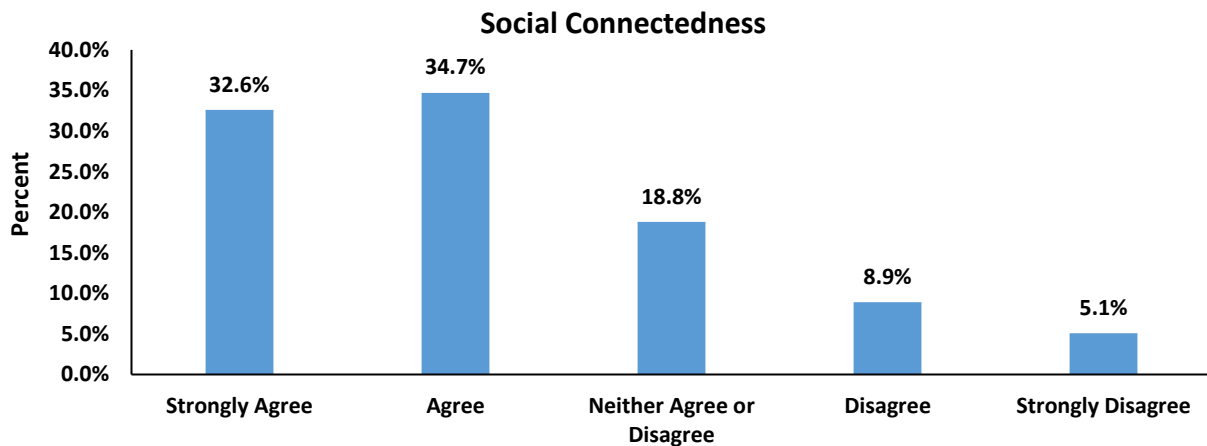


Chart scaled to 40% to display differences among groups.

Youth and Child/Parent

Approximately, 82% of clients perceived their social connectedness as positive (strongly agree or agree) and nearly 6% did not perceived their social connectedness positively (disagree or strongly disagree).

Question asked	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
I have people with whom I can do enjoyable things	61 (54.5%)	34 (30.4%)	13 (11.6%)	0 (0.0%)	4 (3.6%)
I have people that I am comfortable talking with about my problems	51 (44.3%)	39 (33.9%)	17 (14.8%)	2 (1.7%)	6 (5.2%)
I know people who will listen and understand me when I need to talk	51 (44.7%)	42 (36.8%)	14 (12.3%)	1 (0.9%)	6 (5.3%)
In a crisis, I would have the support I need from family or friends.	56 (48.7%)	39 (33.9%)	13 (11.3%)	3 (2.6%)	4 (3.5%)

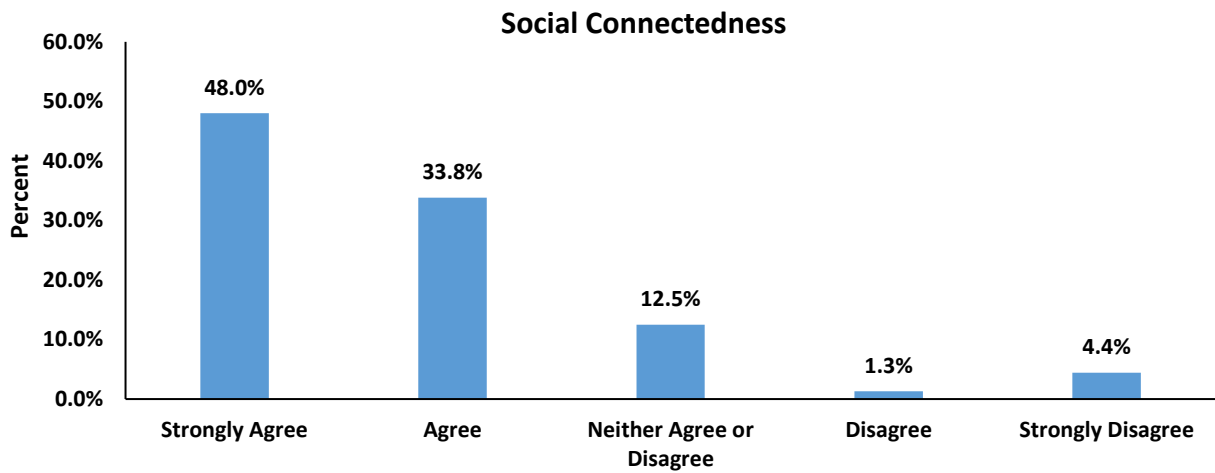


Chart scaled to 60% to display differences among groups.

Functioning Domain

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

Adult

Nearly 64% of clients felt positive with their daily activities related to the functioning domain (strongly agree or agree).

Question asked	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
I do things that are meaningful to me	335 (29.4%)	399 (35.0%)	272 (23.9%)	97 (8.5%)	37 (3.2%)
I am better able to take care of my needs	326 (28.8%)	465 (41.1%)	236 (20.8%)	78 (6.9%)	27 (2.4%)
I am better able to handle things when they go wrong	302 (26.7%)	400 (35.3%)	276 (24.4%)	107 (9.5%)	47 (4.2%)
I am better able to do things that I want to do	306 (27.0%)	415 (36.7%)	264 (23.3%)	110 (9.7%)	37 (3.3%)
My symptoms are not bothering me as much	265 (25.1%)	338 (32.0%)	251 (23.8%)	120 (11.4%)	81 (7.7%)

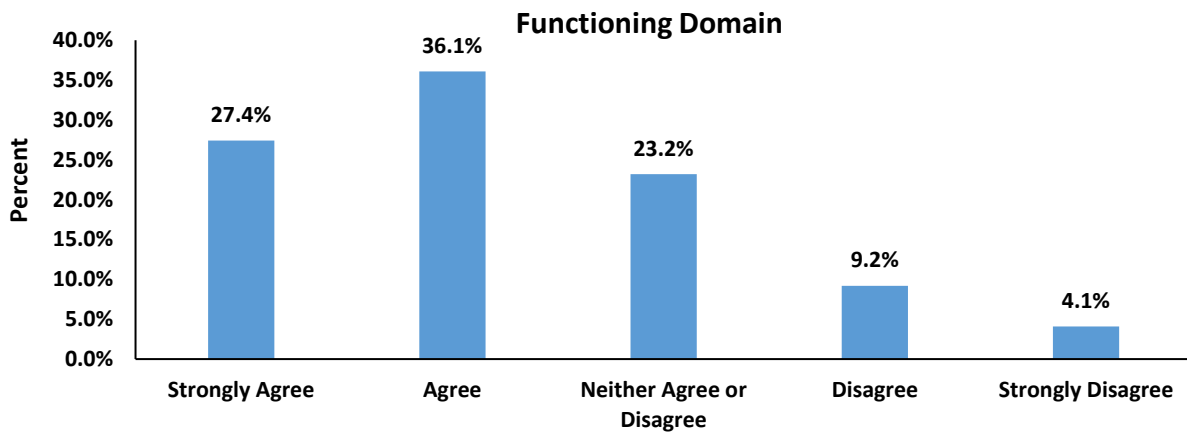


Chart scaled to 40% to display differences among groups.

Youth and Child/Parent

Of youth and child/parent surveyed, 63.7% perceived their daily activities or functioning domain were improving (strongly agree or agree) and 9.9% of those surveyed did not perceive their daily activities improving (disagree or strongly disagree).

Question asked	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
I am better able to do things I want to do	31 (29.2%)	35 (33.0%)	30 (28.3%)	8 (7.5%)	2 (1.9%)
I am better at handling daily life	34 (31.8%)	30 (28.0%)	30 (28.0%)	9 (8.4%)	4 (3.7%)
I am getting along better with my family	35 (33.3%)	30 (28.6%)	31 (29.5%)	4 (3.8%)	5 (4.8%)
I get along better with friends and other people	39 (37.1%)	35 (33.3%)	24 (22.9%)	4 (3.8%)	3 (2.9%)
I am doing better in school and/or work.	38 (36.2%)	28 (26.7%)	28 (26.7%)	8 (7.6%)	3 (2.9%)
I am better able to cope when things go wrong	36 (35.0%)	34 (33.0%)	24 (23.3%)	6 (5.8%)	7 (2.9%)

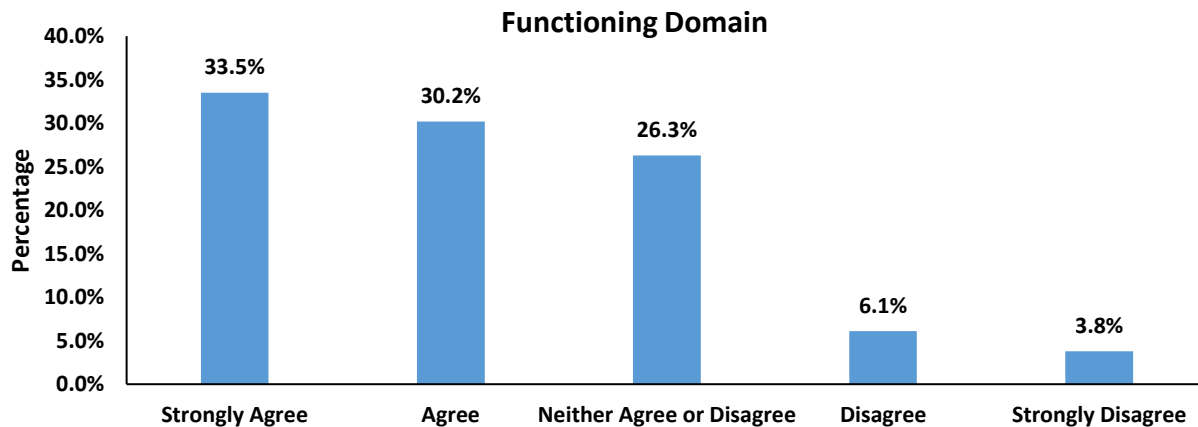


Chart scaled to 40% to display differences among groups.

Conclusion

The overall adult survey result was generally positive. Adults surveyed found their access to services to be convenient, and available at times that were good for them. In all categories including perception to access, quality and appropriateness, outcome of services 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 yield similar results with over 70% satisfaction in perception to access, quality and appropriateness, and participation in treatment planning.

Areas where mental health services clients were least satisfied include the following: perception of outcome of services (adults: 13%; youth/child/parent: 9%), and in the daily activities (functioning domain) where adults that disagreed were nearly 13% and youth and child/parent surveyed were nearly 10%.