

Consumer Satisfaction Survey Report

December 2017



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Department of Health and Human Services*

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Acknowledgements

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INTRODUCTION

This year's consumer satisfaction survey was conducted from August 1, 2017, to November 1, 2017. All-State 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 (RURAL). In this year's survey, Research Electronic Data Capture (REDCap) was used for data capturing. REDCap is a secure web application for building and managing online surveys and databases.

Surveys were categorized into Adult (18 years and older), Youth (13-17 years) and Parent-Child (13 years or younger). An English and Spanish version of the survey was provided. A convenience sampling technique was employed in this survey. The targeted sample was outpatients who received services during the period the survey was conducted.

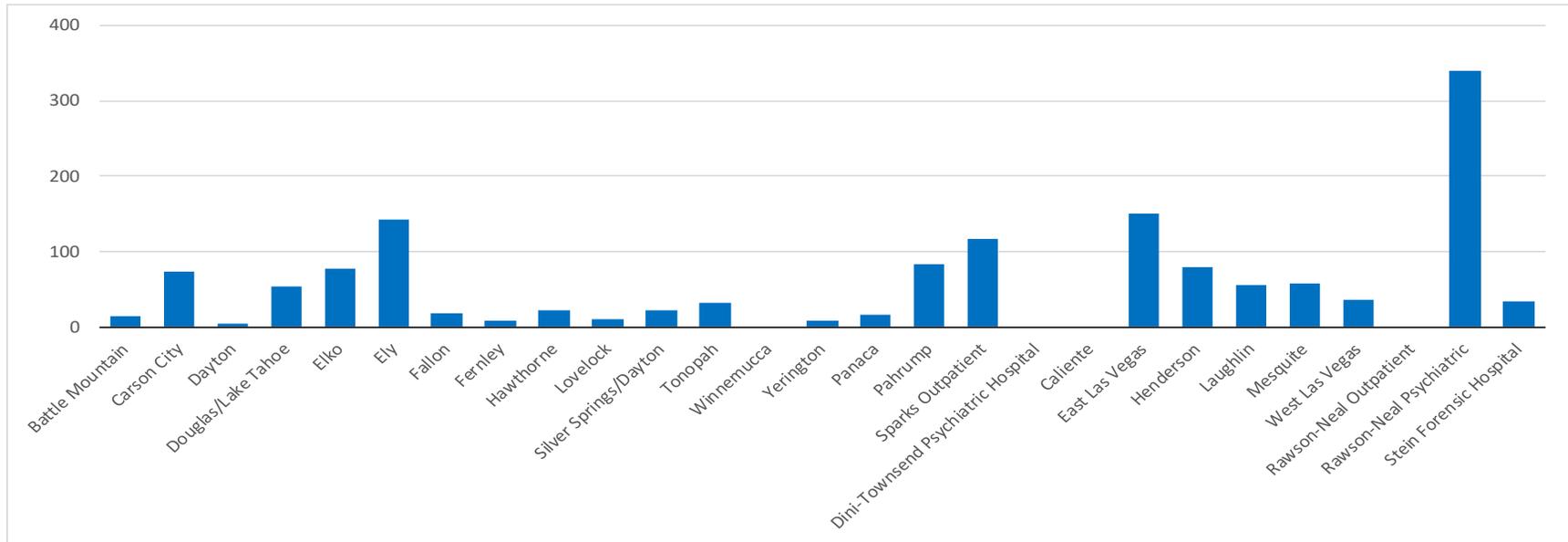
A total of 1,469 surveys were entered into REDCap. 1,361 surveys were completed by adults, 68 surveys were completed by youth and 40 surveys were completed by parents of children who received services within that period. Paper surveys were completed by patients who were surveyed. Data were then captured into REDCap for further analysis.

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Facility:

Total Count (N)	Missing	Unique
1,463	7 (0.5%)	23

Counts/frequency: Battle Mountain (15, 1.0%), Carson City (73, 5.0%), Dayton (4, 0.3%), Douglas/Lake Tahoe (54, 3.7%), Elko (77, 5.3%), Ely (143, 9.8%), Fallon (19, 1.3%), Fernley (8, 0.5%), Hawthorne (23, 1.6%), Lovelock (10, 0.7%), Silver Springs/Dayton (22, 1.5%), Tonopah (33, 2.3%), Winnemucca (0, 0.0%), Yerington (9, 0.6%), Panaca (17, 1.2%), Pahrump (83, 5.7%), Sparks Outpatient (117, 8.0%), Dini-Townsend Psychiatric Hospital (0, 0.0%), Caliente (0, 0.0%), East Las Vegas - 1785 E. Sahara Ave. (150, 10.3%), Henderson - 1590 West Sunset Road (80, 5.5%), Laughlin (56, 3.8%), Mesquite (58, 4.0%), West Las Vegas - 6161 W. Charleston (37, 2.5%), Rawson-Neal Outpatient (0, 0.0%), Rawson-Neal Psychiatric (341, 23.3%), Stein Forensic Hospital (34, 2.3%)

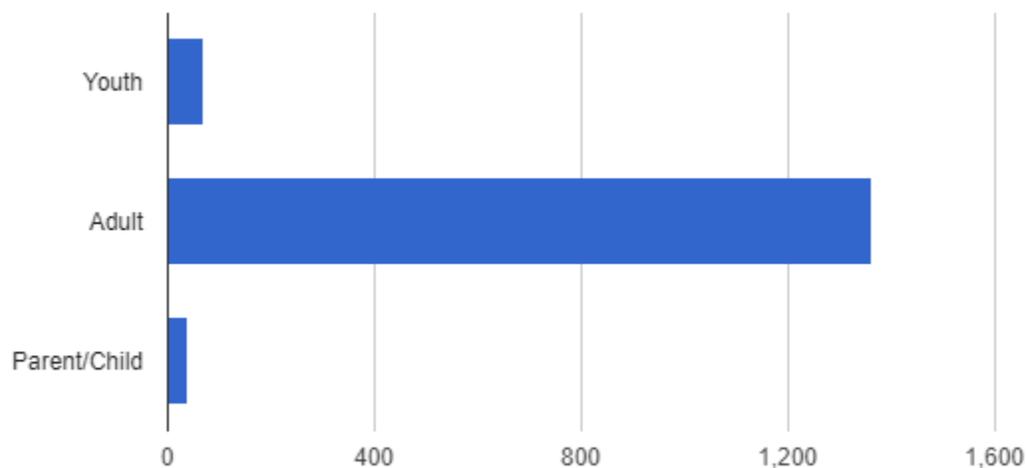


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Which survey was completed?

Total Count (N)	Missing	Unique
1,469	<u>1 (0.1%)</u>	3

Counts/frequency: **Youth** (68, 4.6%), **Adult** (1361, 92.6%), **Parent/Child** (40, 2.7%)

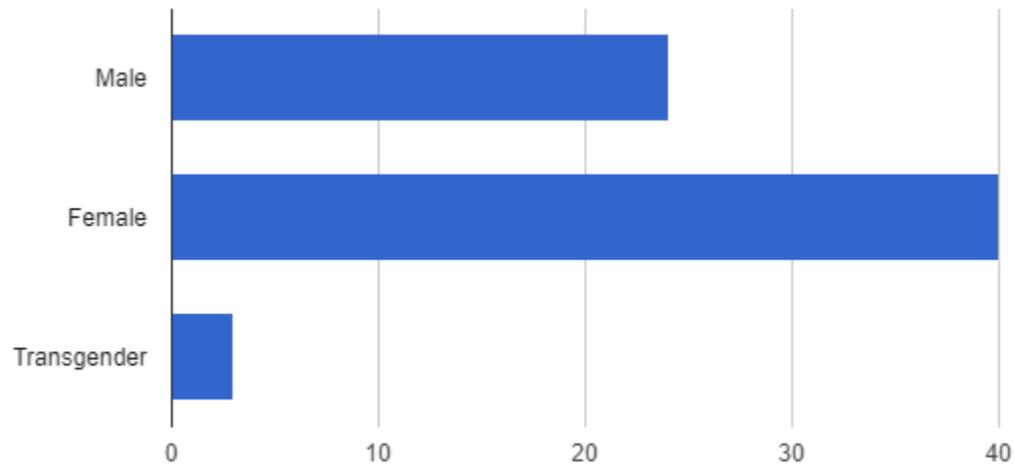


YOUTH SURVEY

Gender:

Total Count (N)	Missing	Unique
67	1,403 (95.4%)	3

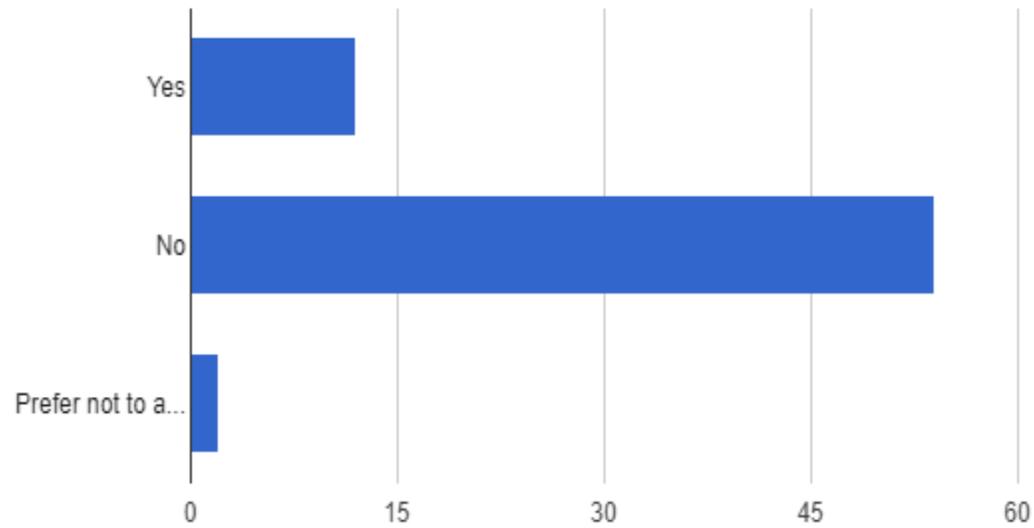
Counts/frequency: **Male** (24, 35.8%), **Female** (40, 59.7%), **Transgender** (3, 4.5%)



Youth; Are you of Spanish/Hispanic/Latino origin?

Total Count (N)	Missing	Unique
68	<u>1,402 (95.4%)</u>	3

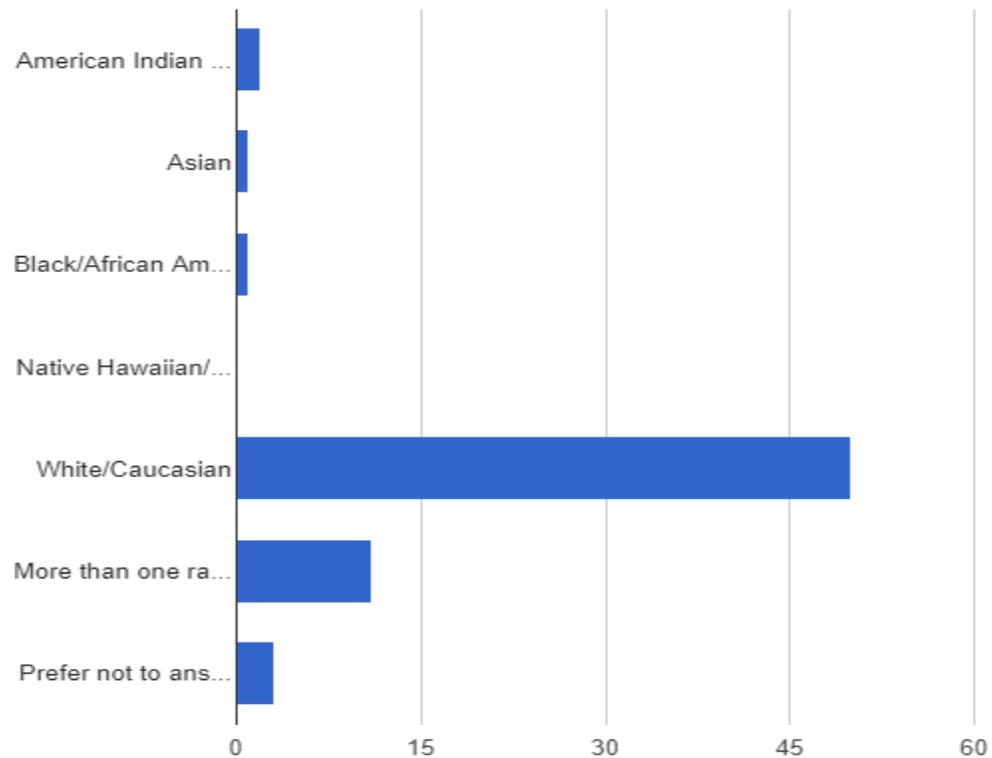
Counts/frequency: **Yes** (12, 17.6%), **No** (54, 79.4%), **Prefer not to answer** (2, 2.9%)



Youth; Please select your race:

Total Count (N)	Missing	Unique
68	<u>1,402 (95.4%)</u>	6

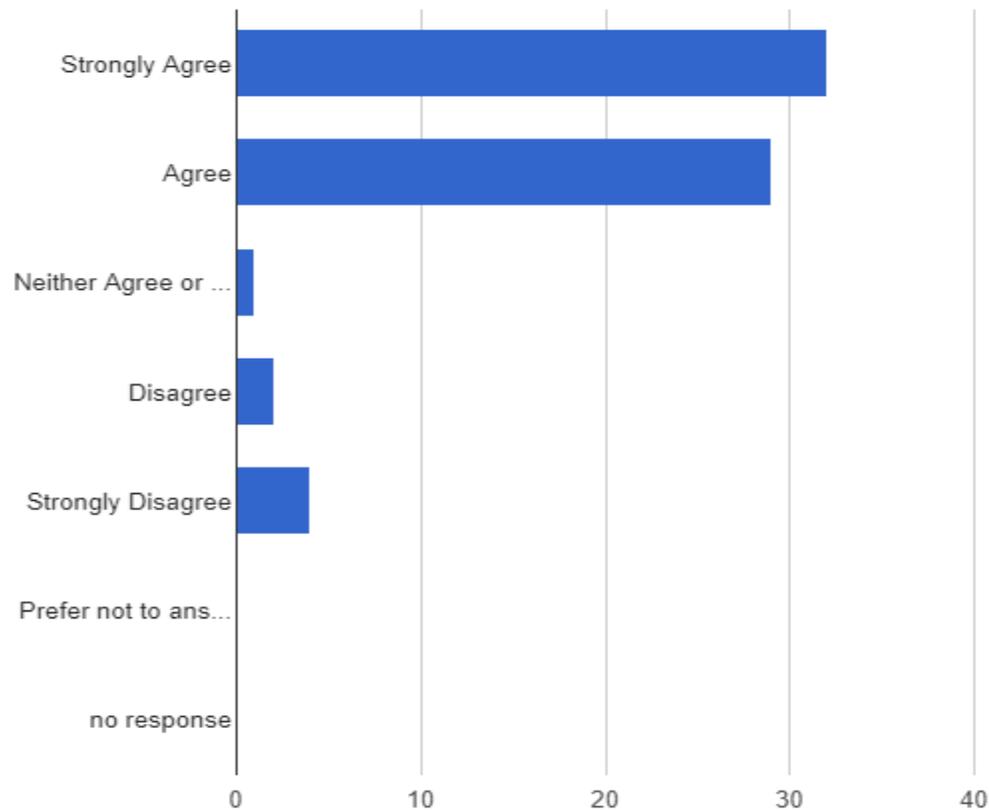
Counts/frequency: American Indian or Alaska Native (2, 2.9%), Asian (1, 1.5%), Black/African American (1, 1.5%), Native Hawaiian/Pacific Islander (0, 0.0%), White/Caucasian (50, 73.5%), More than one race (11, 16.2%), Prefer not to answer (3, 4.4%)



1. Youth; I have people with whom I can do enjoyable things.

Total Count (N)	Missing	Unique
68	<u>1,402 (95.4%)</u>	5

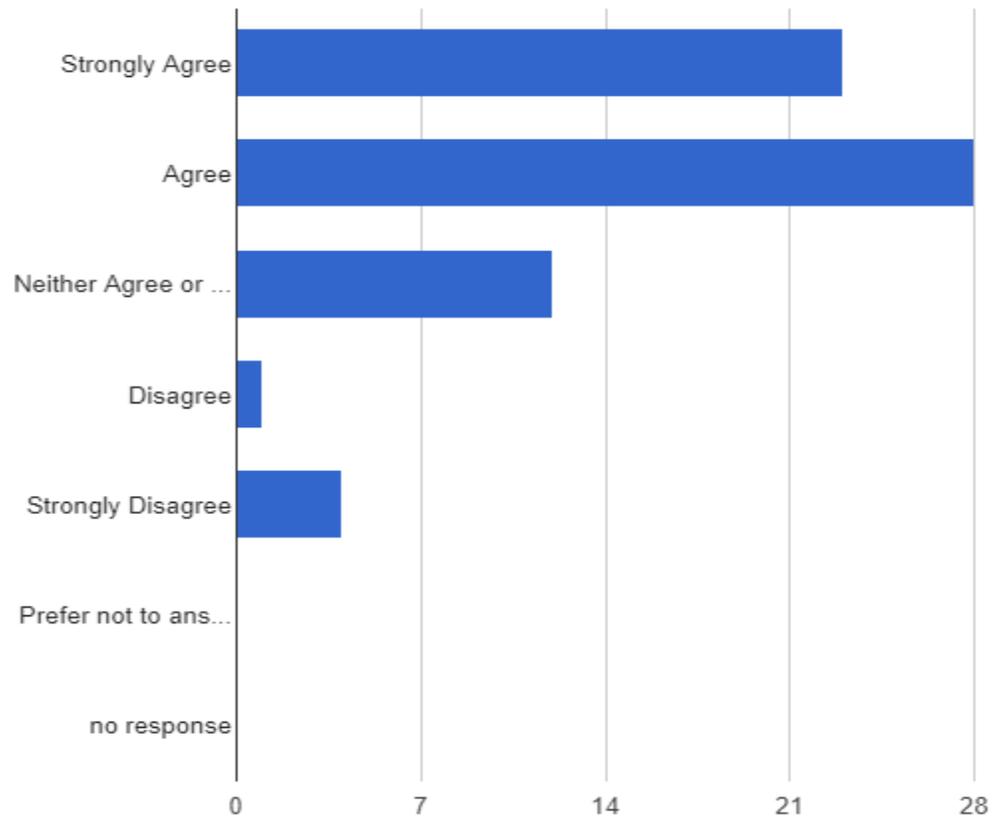
Counts/frequency: Strongly Agree (32, 47.1%), Agree (29, 42.6%), Neither Agree or Disagree (1, 1.5%), Disagree (2, 2.9%), Strongly Disagree (4, 5.9%), Prefer not to answer (0, 0.0%), no response (0, 0.0%)



2. Youth; I have people that I am comfortable talking with about my problems.

Total Count (N)	Missing	Unique
68	<u>1,402 (95.4%)</u>	5

Counts/frequency: Strongly Agree (23, 33.8%), Agree (28, 41.2%), Neither Agree or Disagree (12, 17.6%), Disagree (1, 1.5%), Strongly Disagree (4, 5.9%), Prefer not to answer (0, 0.0%), no response (0, 0.0%)

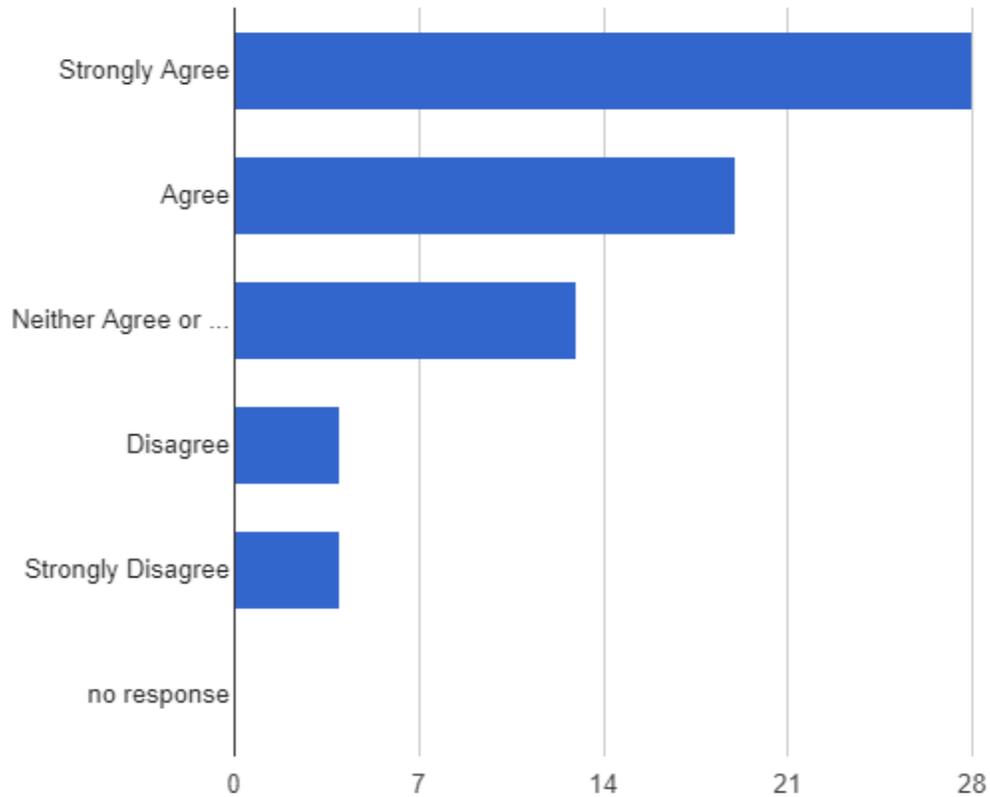


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3. Youth; I know people who will listen and understand me when I need to talk.

Total Count (N)	Missing	Unique
68	<u>1,402 (95.4%)</u>	5

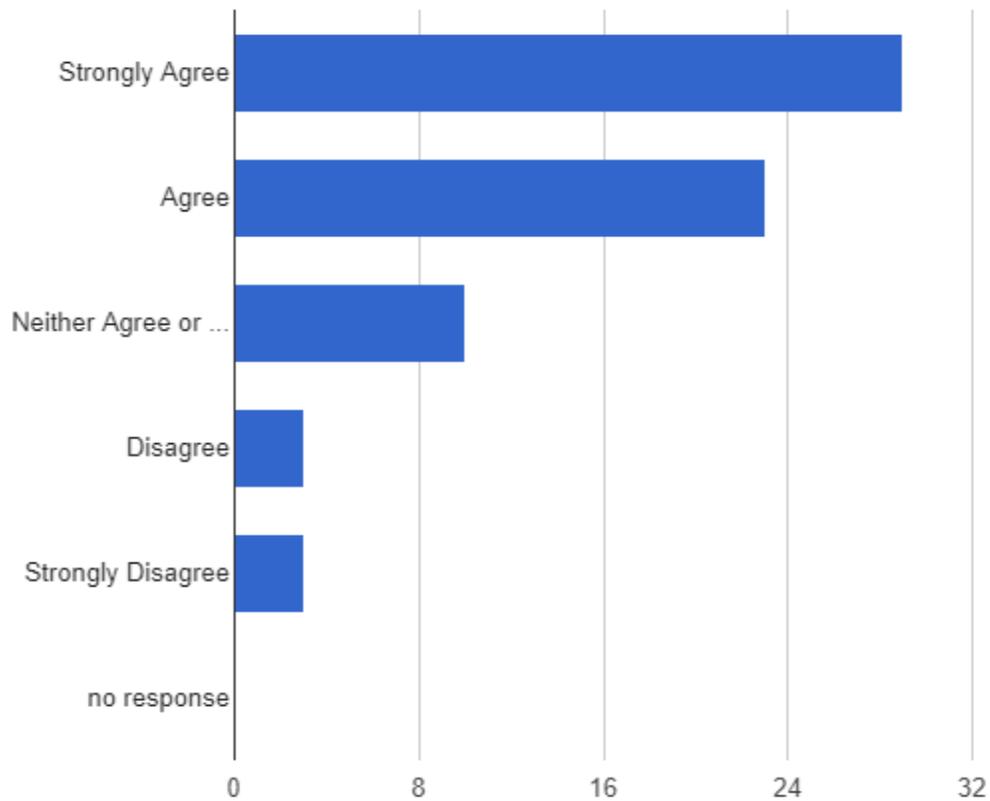
Counts/frequency: Strongly Agree (28, 41.2%), Agree (19, 27.9%), Neither Agree or Disagree (13, 19.1%), Disagree (4, 5.9%), Strongly Disagree (4, 5.9%), no response (0, 0.0%)



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

Total Count (N)	Missing	Unique
68	<u>1,402 (95.4%)</u>	5

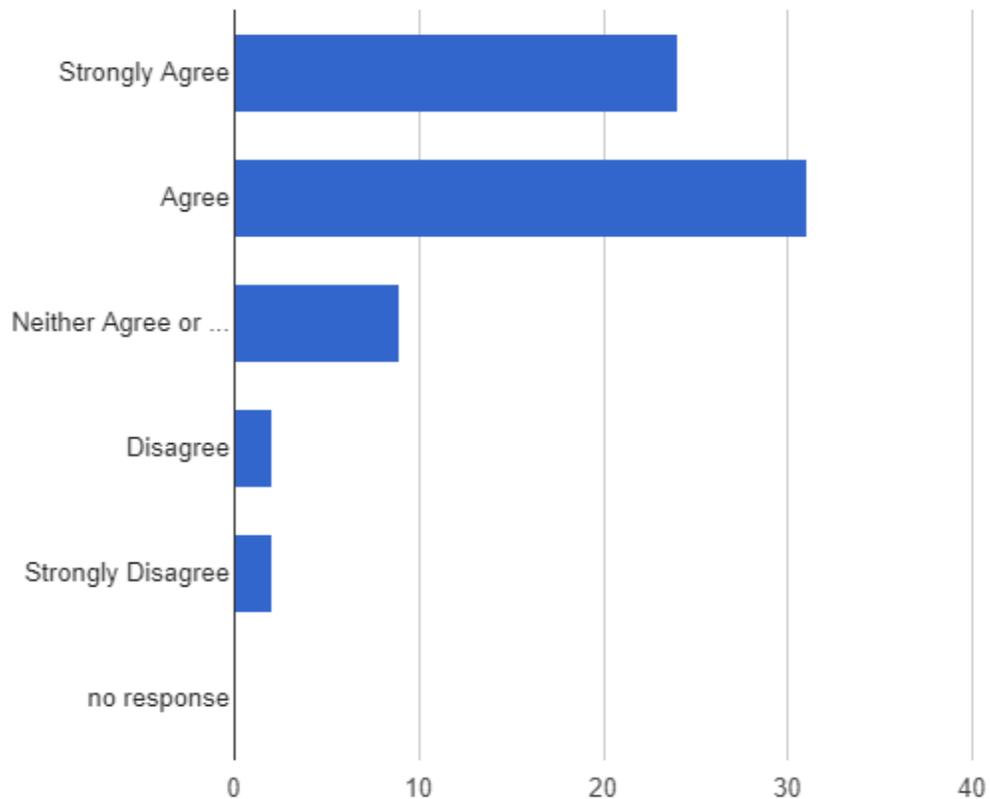
Counts/frequency: Strongly Agree (29, 42.6%), Agree (23, 33.8%), Neither Agree or Disagree (10, 14.7%), Disagree (3, 4.4%), Strongly Disagree (3, 4.4%), no response (0, 0.0%)



5. Youth; The location of the services was convenient.

Total Count (N)	Missing	Unique
68	1,402 (95.4%)	5

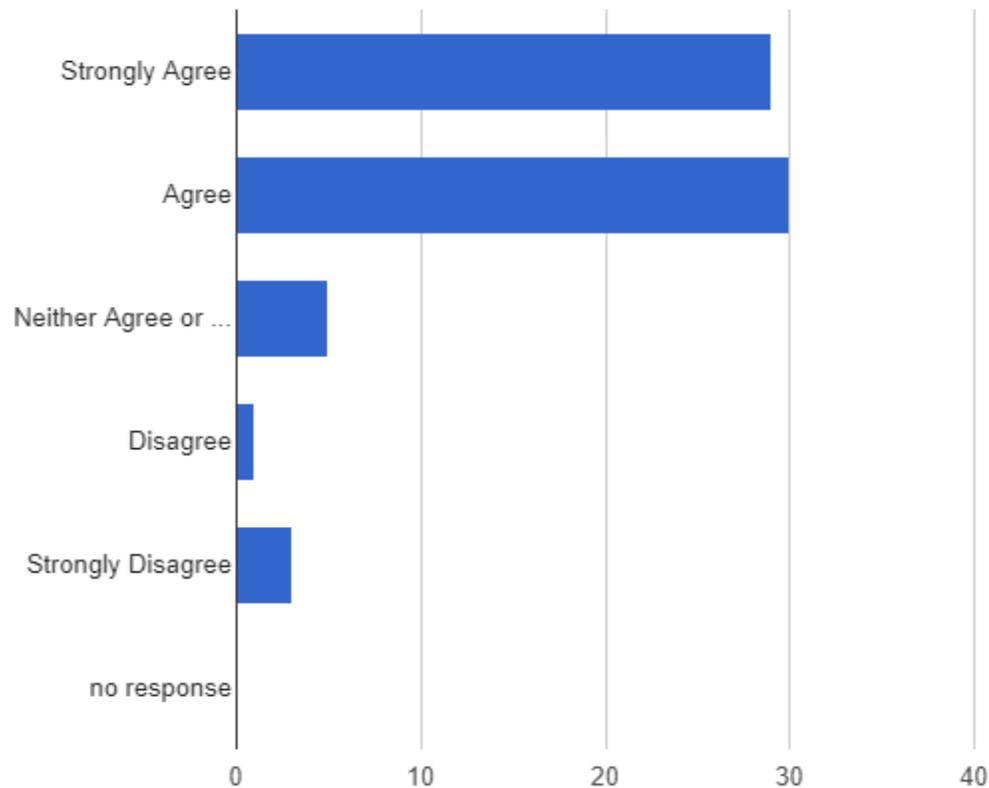
Counts/frequency: Strongly Agree (24, 35.3%), Agree (31, 45.6%), Neither Agree or Disagree (9, 13.2%), Disagree (2, 2.9%), Strongly Disagree (2, 2.9%), no response (0, 0.0%)



6. Youth; Services were available at times that were good for me.

Total Count (N)	Missing	Unique
68	<u>1,402 (95.4%)</u>	5

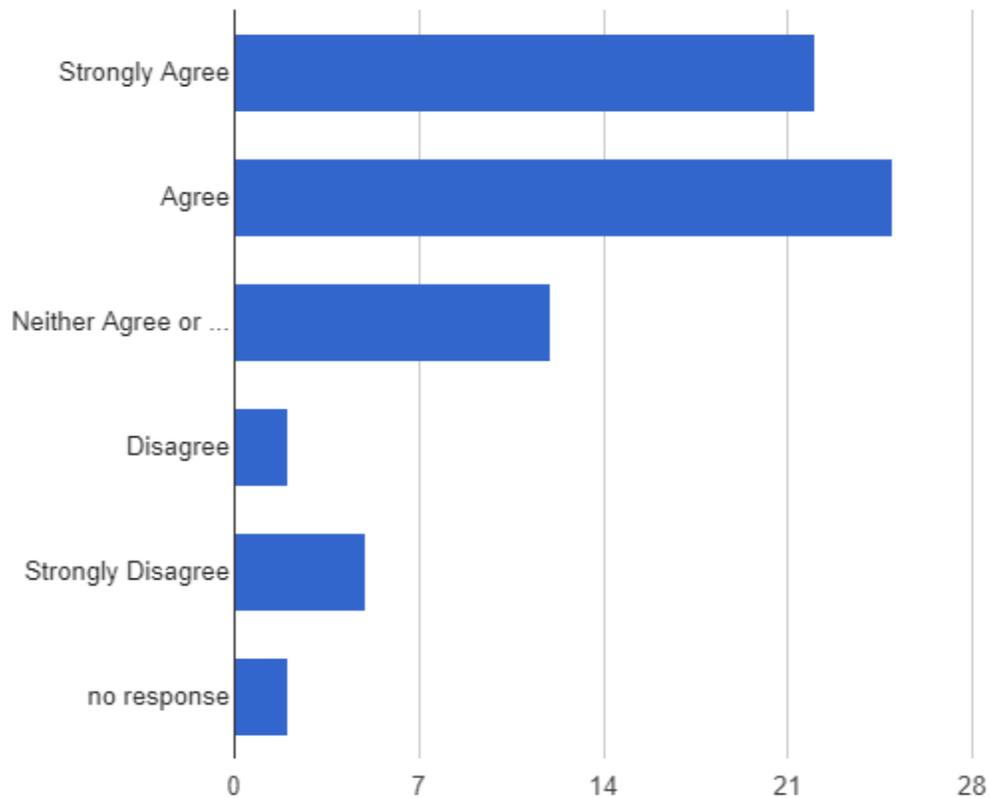
Counts/frequency: Strongly Agree (29, 42.6%), Agree (30, 44.1%), Neither Agree or Disagree (5, 7.4%), Disagree (1, 1.5%), Strongly Disagree (3, 4.4%), no response (0, 0.0%)



7. Youth; I helped to choose my services.

Total Count (N)	Missing	Unique
68	<u>1,402 (95.4%)</u>	6

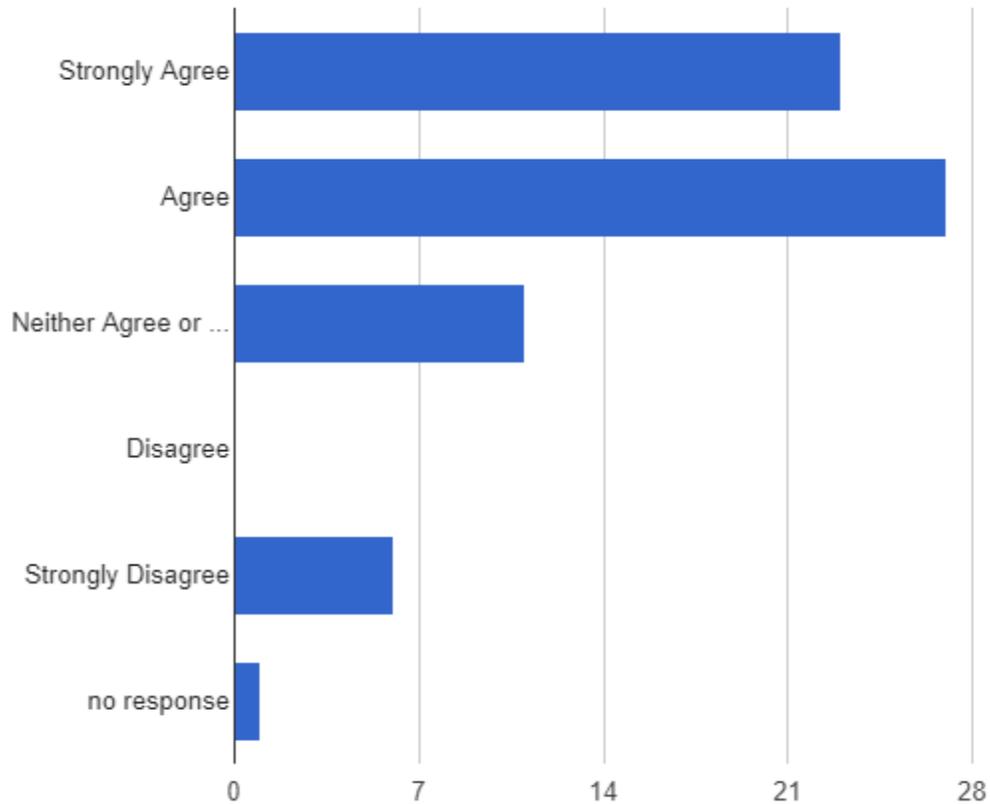
Counts/frequency: Strongly Agree (22, 32.4%), Agree (25, 36.8%), Neither Agree or Disagree (12, 17.6%), Disagree (2, 2.9%), Strongly Disagree (5, 7.4%), no response (2, 2.9%)



8. Youth; I helped to choose my treatment goals.

Total Count (N)	Missing	Unique
68	<u>1,402 (95.4%)</u>	5

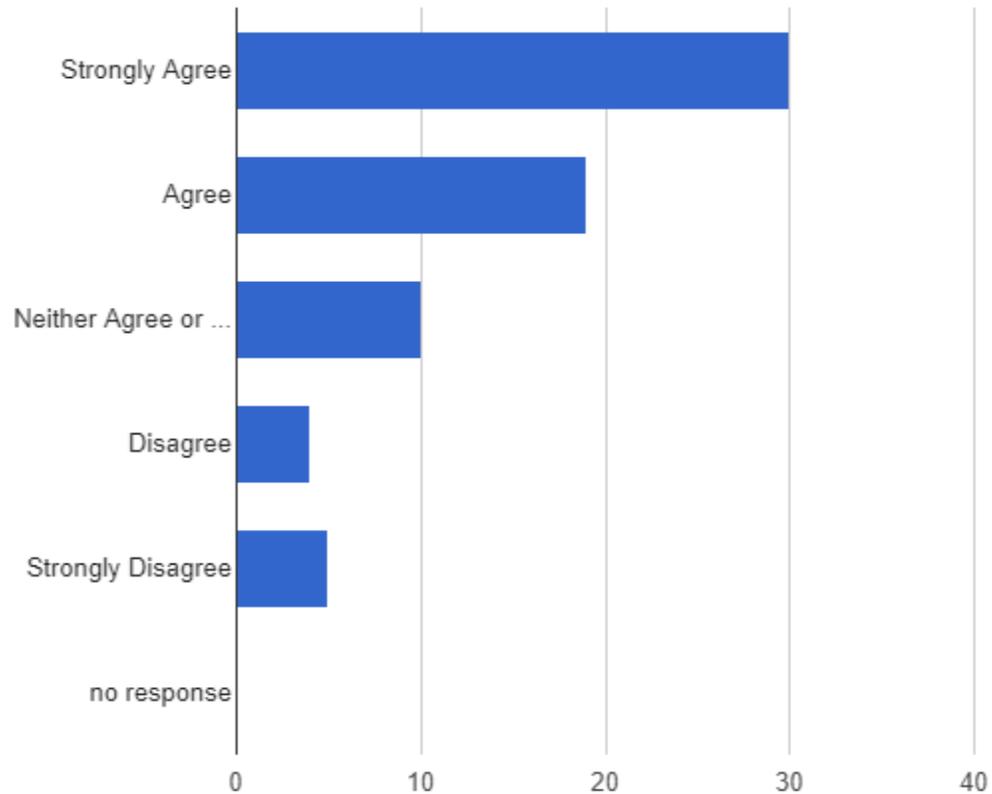
Counts/frequency: Strongly Agree (23, 33.8%), Agree (27, 39.7%), Neither Agree or Disagree (11, 16.2%), Disagree (0, 0.0%), Strongly Disagree (6, 8.8%), no response (1, 1.5%)



9. Youth; The people helping me stuck with me no matter what.

Total Count (N)	Missing	Unique
68	1,402 (95.4%)	5

Counts/frequency: Strongly Agree (30, 44.1%), Agree (19, 27.9%), Neither Agree or Disagree (10, 14.7%), Disagree (4, 5.9%), Strongly Disagree (5, 7.4%), no response (0, 0.0%)

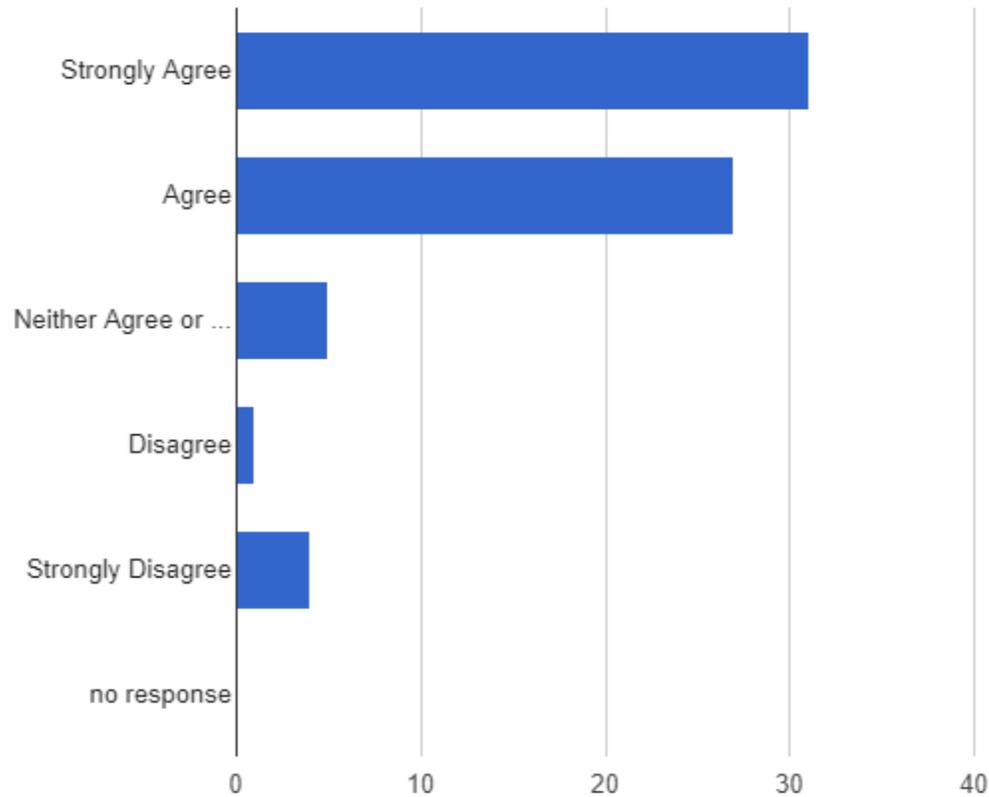


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10. Youth; Staff spoke with me in a way I understood.

Total Count (N)	Missing	Unique
68	<u>1,402 (95.4%)</u>	5

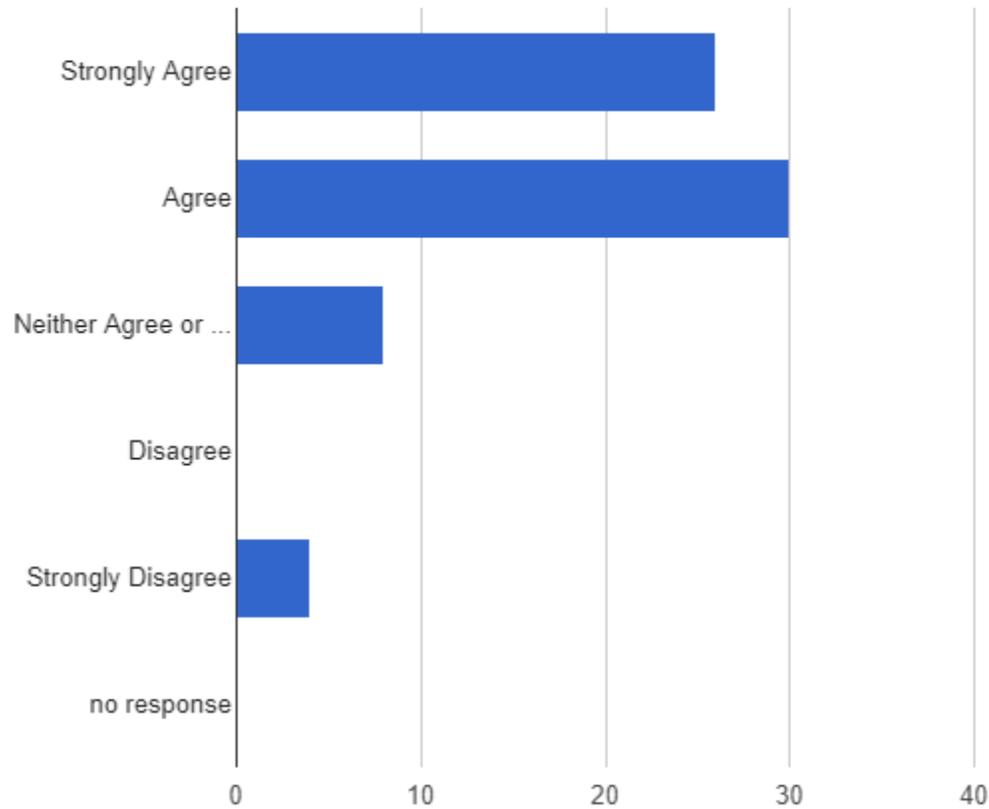
Counts/frequency: Strongly Agree (31, 45.6%), Agree (27, 39.7%), Neither Agree or Disagree (5, 7.4%), Disagree (1, 1.5%), Strongly Disagree (4, 5.9%), no response (0, 0.0%)



11. Youth; I participated in my own treatment.

Total Count (N)	Missing	Unique
68	<u>1,402 (95.4%)</u>	4

Counts/frequency: Strongly Agree (26, 38.2%), Agree (30, 44.1%), Neither Agree or Disagree (8, 11.8%), Disagree (0, 0.0%), Strongly Disagree (4, 5.9%), no response (0, 0.0%)

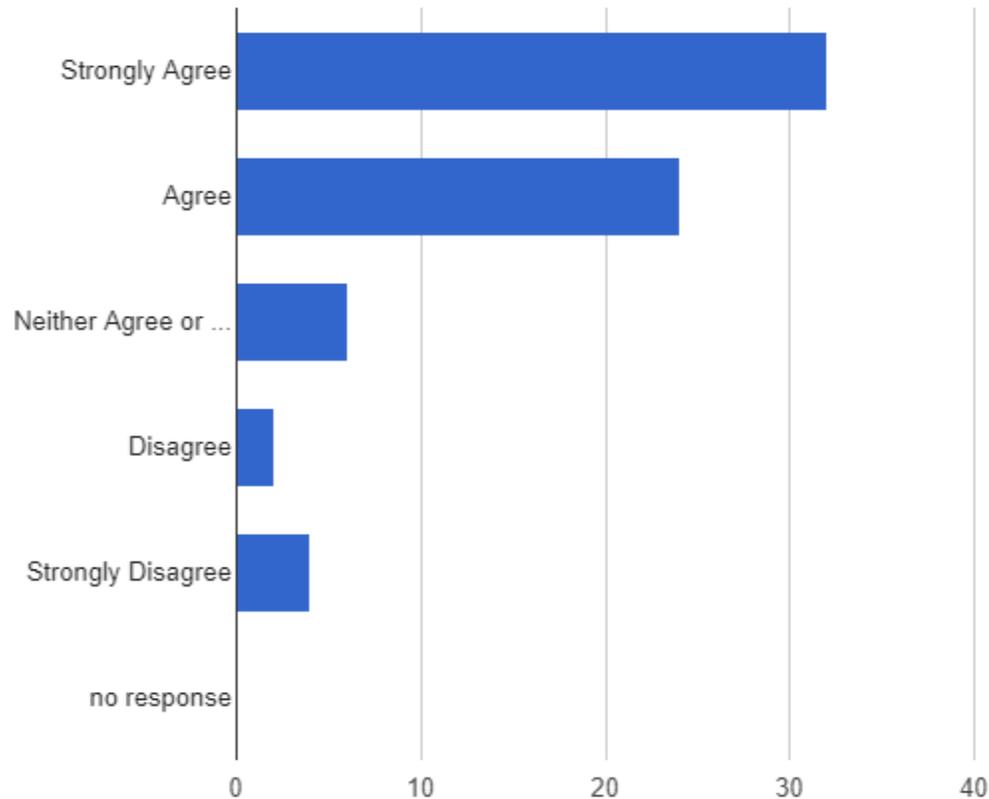


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12. Youth; I felt I had someone to talk to when I was troubled.

Total Count (N)	Missing	Unique
68	1,402 (95.4%)	5

Counts/frequency: Strongly Agree (32, 47.1%), Agree (24, 35.3%), Neither Agree or Disagree (6, 8.8%), Disagree (2, 2.9%), Strongly Disagree (4, 5.9%), no response (0, 0.0%)

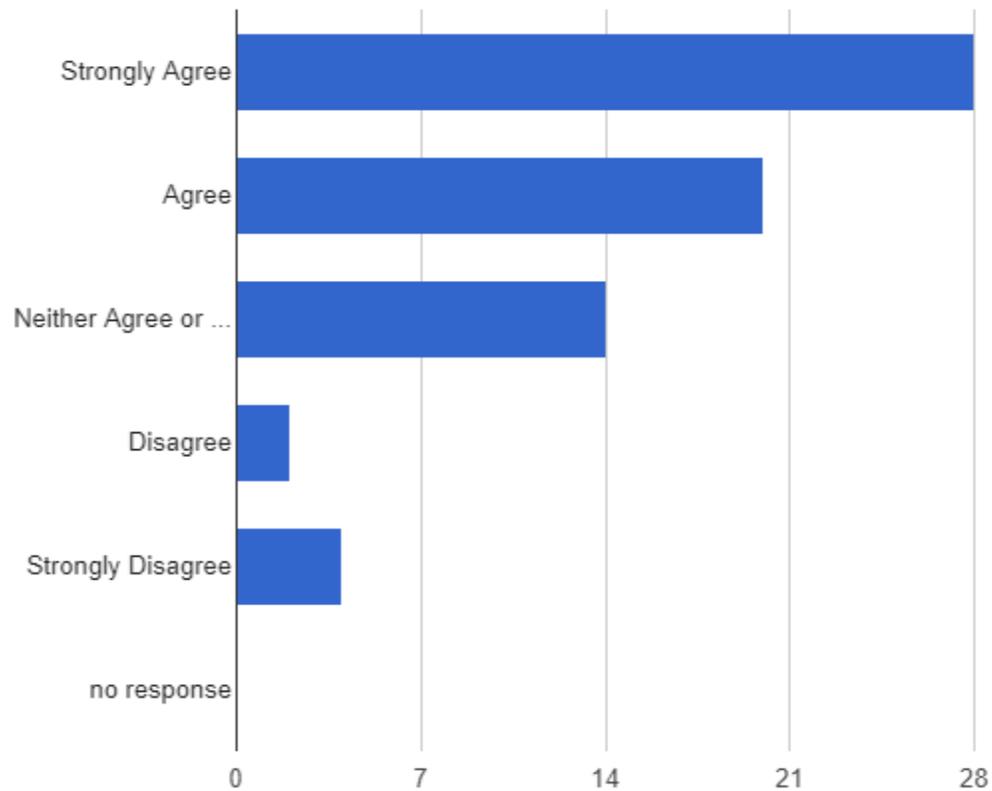


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13. Youth; I got the help I wanted.

Total Count (N)	Missing	Unique
68	<u>1,402 (95.4%)</u>	5

Counts/frequency: Strongly Agree (28, 41.2%), Agree (20, 29.4%), Neither Agree or Disagree (14, 20.6%), Disagree (2, 2.9%), Strongly Disagree (4, 5.9%), no response (0, 0.0%)

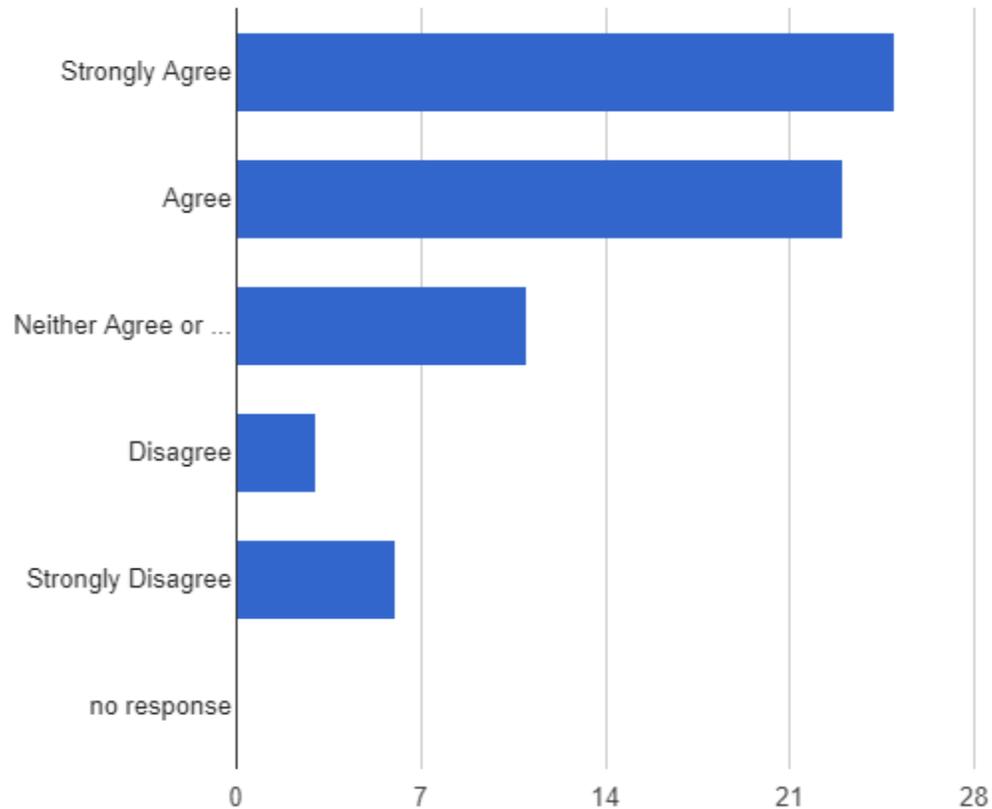


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14. Youth; I got as much help as I needed.

Total Count (N)	Missing	Unique
68	<u>1,402 (95.4%)</u>	5

Counts/frequency: Strongly Agree (25, 36.8%), Agree (23, 33.8%), Neither Agree or Disagree (11, 16.2%), Disagree (3, 4.4%), Strongly Disagree (6, 8.8%), no response (0, 0.0%)

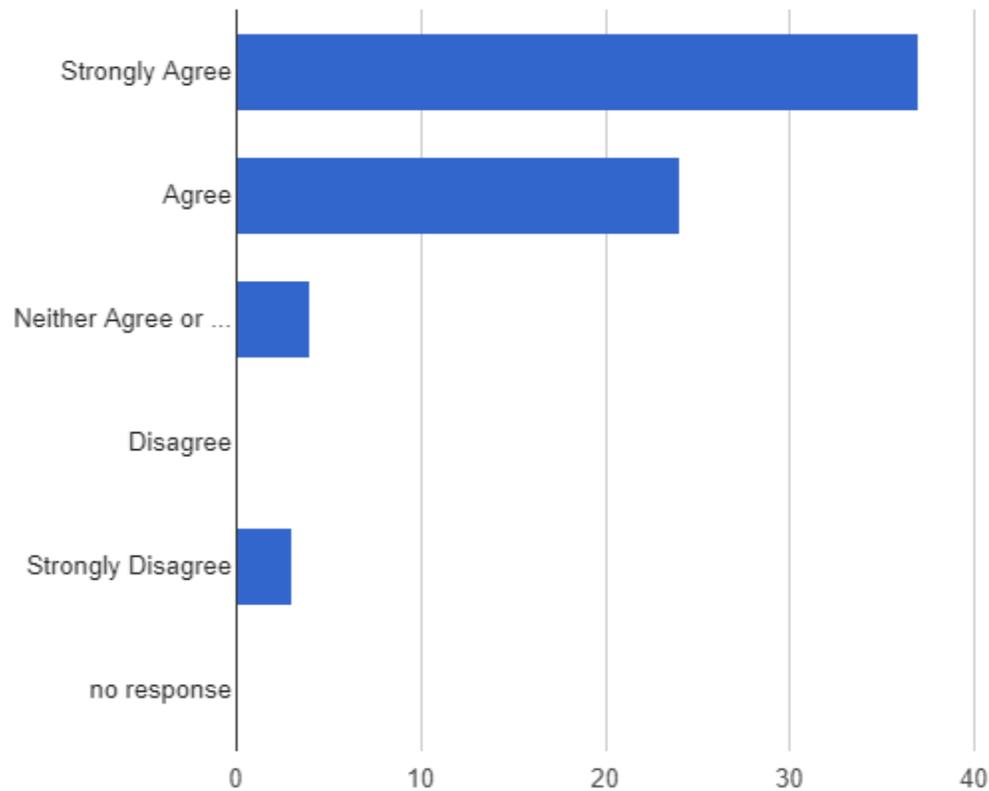


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15. Youth; Staff treated me with respect.

Total Count (N)	Missing	Unique
68	<u>1,402 (95.4%)</u>	4

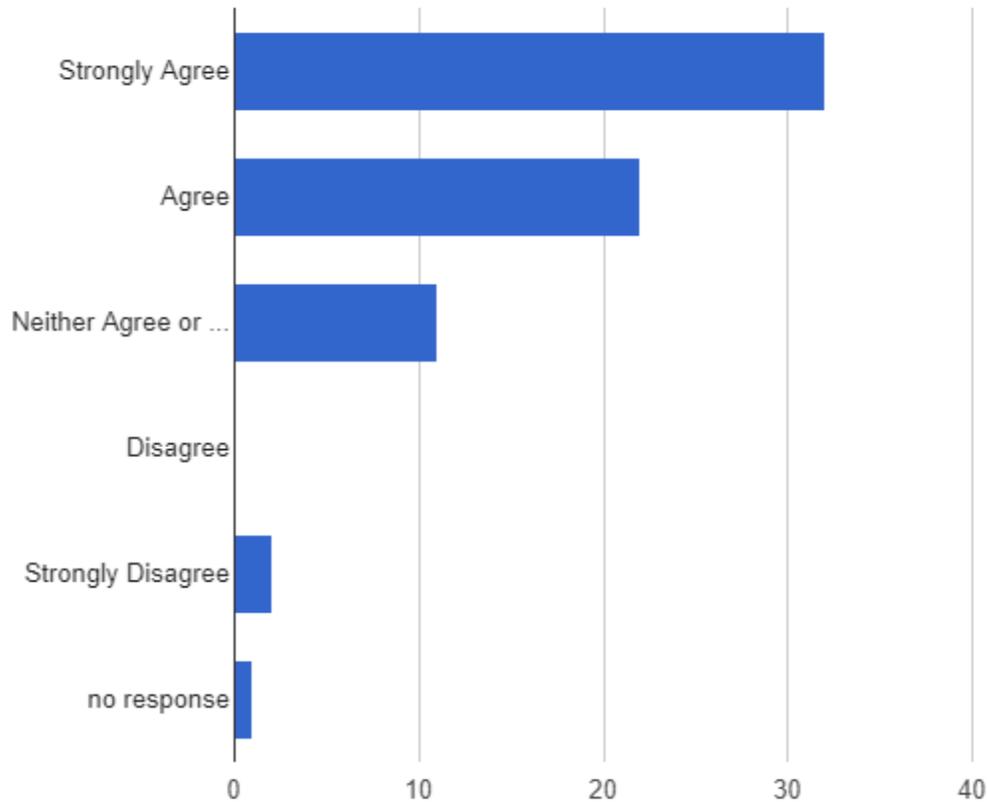
Counts/frequency: Strongly Agree (37, 54.4%), Agree (24, 35.3%), Neither Agree or Disagree (4, 5.9%), Disagree (0, 0.0%), Strongly Disagree (3, 4.4%), no response (0, 0.0%)



16. Youth; Staff respected my family's religious/spiritual beliefs.

Total Count (N)	Missing	Unique
68	<u>1,402 (95.4%)</u>	5

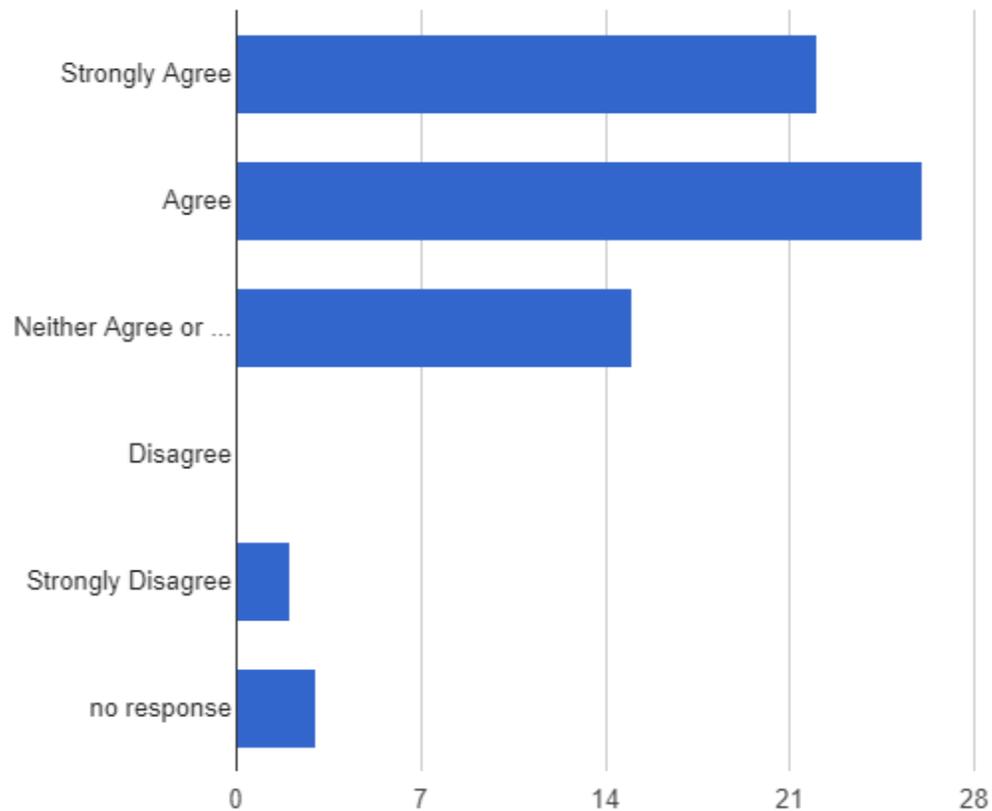
Counts/frequency: Strongly Agree (32, 47.1%), Agree (22, 32.4%), Neither Agree or Disagree (11, 16.2%), Disagree (0, 0.0%), Strongly Disagree (2, 2.9%), no response (1, 1.5%)



17. Youth; Staff was sensitive to my cultural/ethnic background.

Total Count (N)	Missing	Unique
68	<u>1,402 (95.4%)</u>	5

Counts/frequency: Strongly Agree (22, 32.4%), Agree (26, 38.2%), Neither Agree or Disagree (15, 22.1%), Disagree (0, 0.0%), Strongly Disagree (2, 2.9%), no response (3, 4.4%)

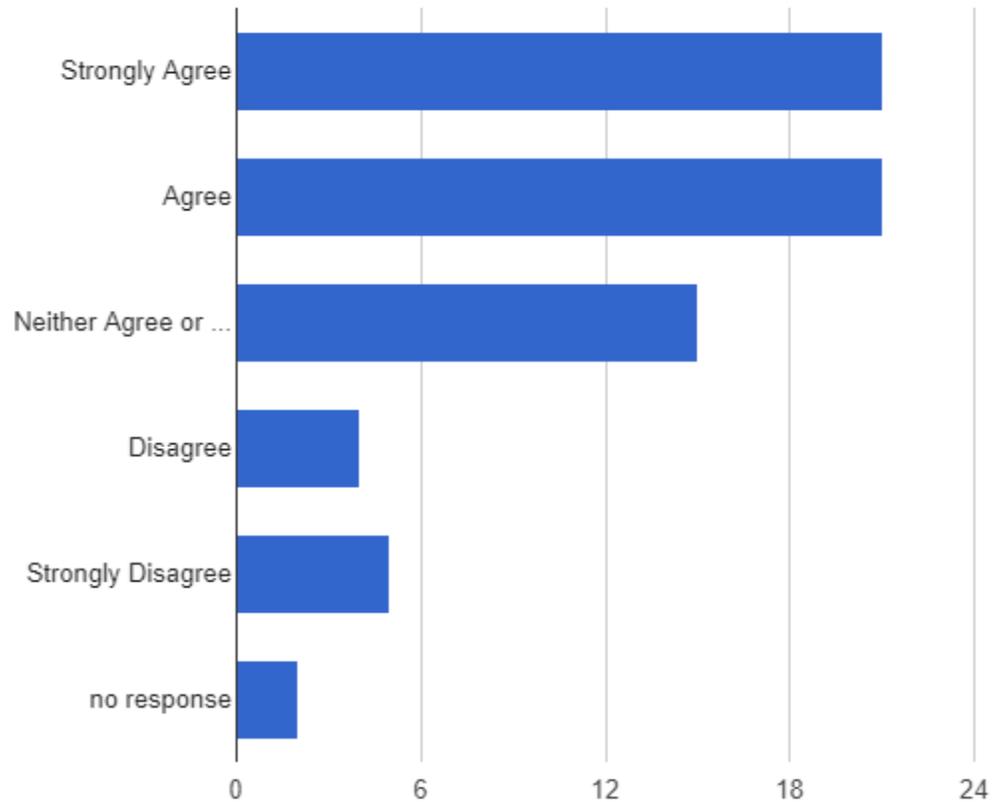


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Provided by HA 12/22/2017

18. Youth; I am better able to cope when things go wrong.

Total Count (N)	Missing	Unique
68	<u>1,402 (95.4%)</u>	6

Counts/frequency: Strongly Agree (21, 30.9%), Agree (21, 30.9%), Neither Agree or Disagree (15, 22.1%), Disagree (4, 5.9%), Strongly Disagree (5, 7.4%), no response (2, 2.9%)

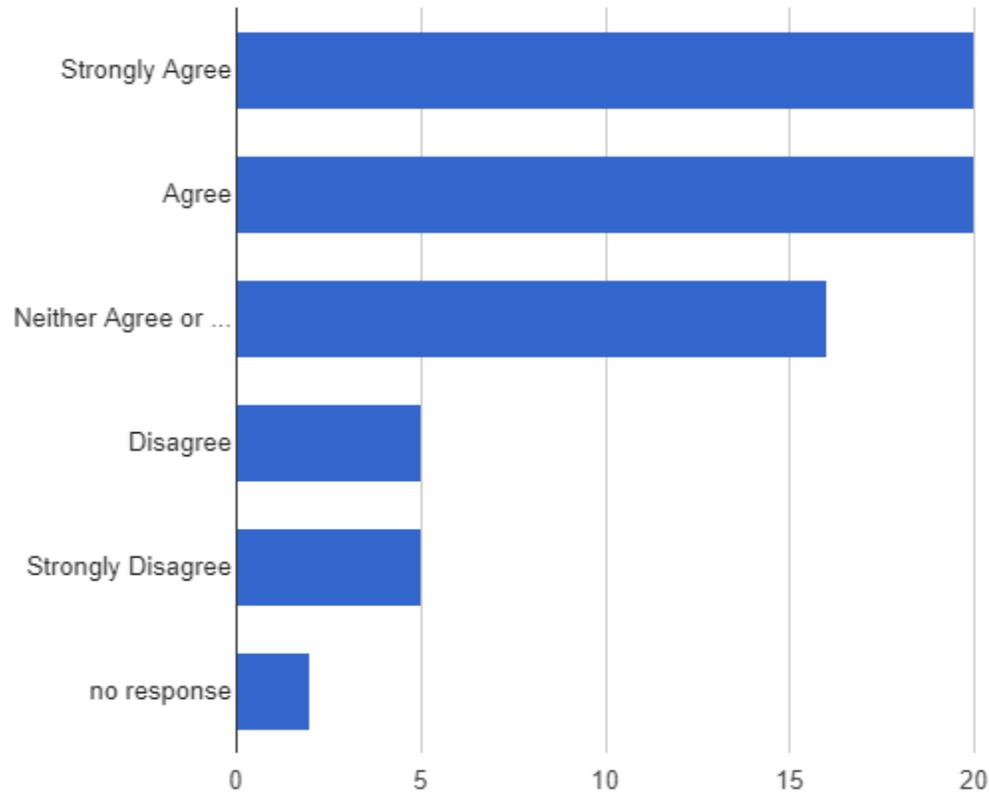


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Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

19. Youth; I am better at handling daily life.

Total Count (N)	Missing	Unique
68	1,402 (95.4%)	6

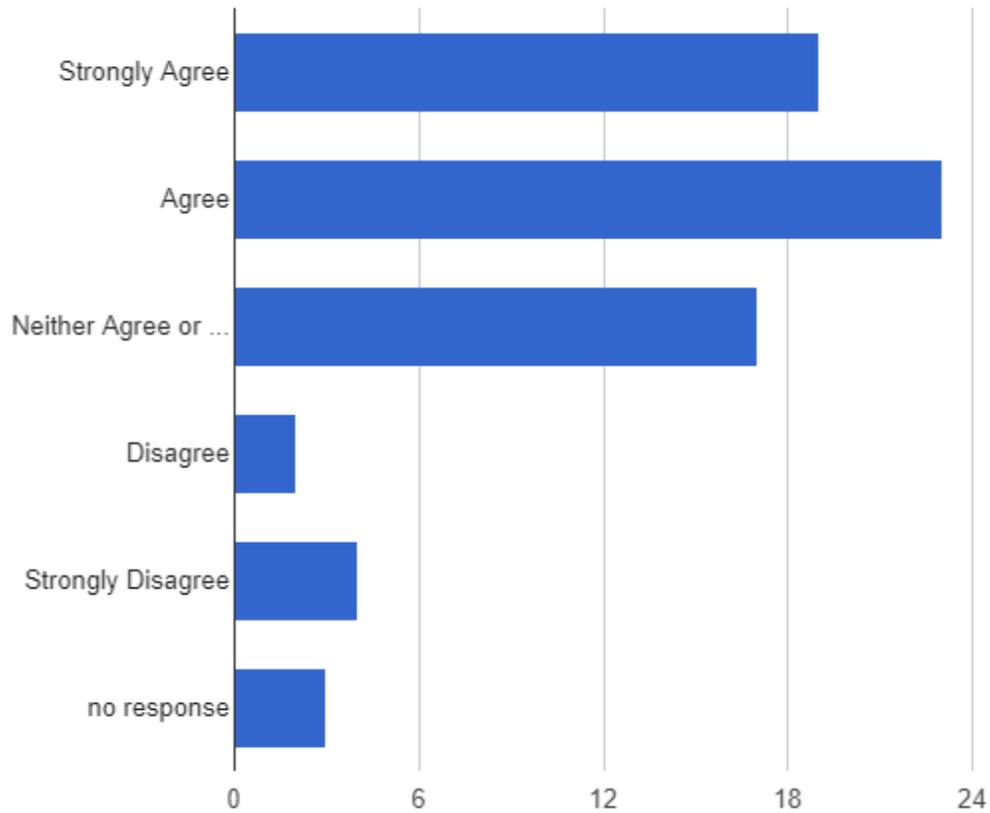
Counts/frequency: Strongly Agree (20, 29.4%), Agree (20, 29.4%), Neither Agree or Disagree (16, 23.5%), Disagree (5, 7.4%), Strongly Disagree (5, 7.4%), no response (2, 2.9%)



20. Youth; I am better able to do things I want to do.

Total Count (N)	Missing	Unique
68	<u>1,402 (95.4%)</u>	6

Counts/frequency: Strongly Agree (19, 27.9%), Agree (23, 33.8%), Neither Agree or Disagree (17, 25.0%), Disagree (2, 2.9%), Strongly Disagree (4, 5.9%), no response (3, 4.4%)

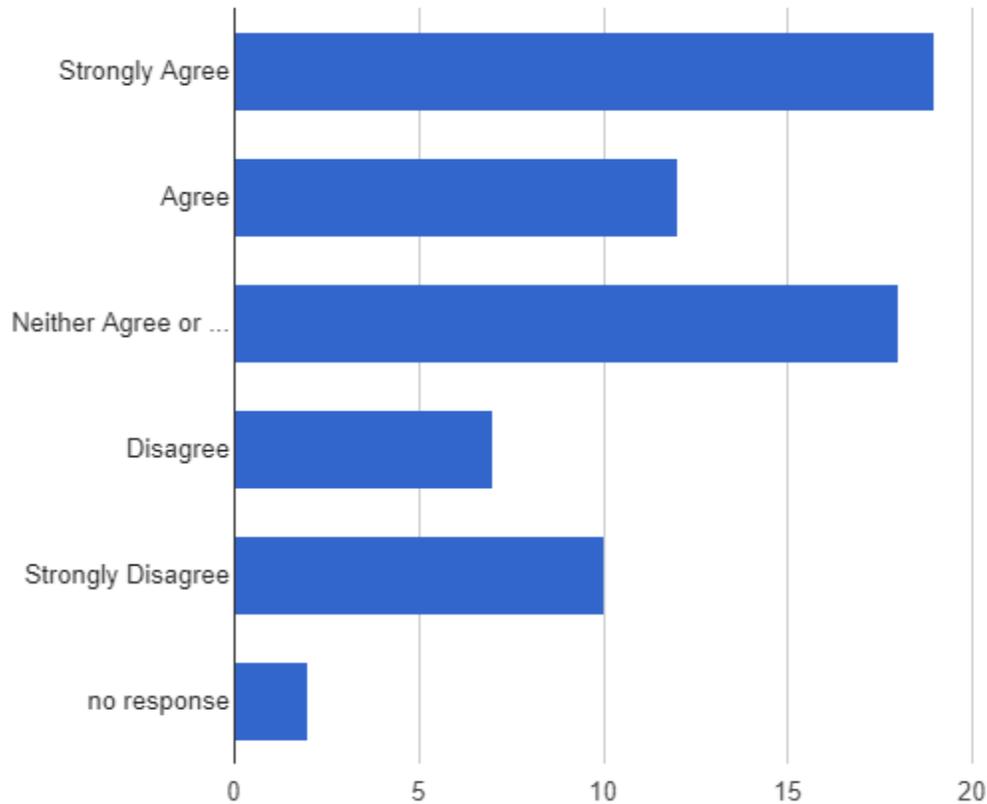


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Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

21. Youth; I am satisfied with my family life right now.

Total Count (N)	Missing	Unique
68	1,402 (95.4%)	6

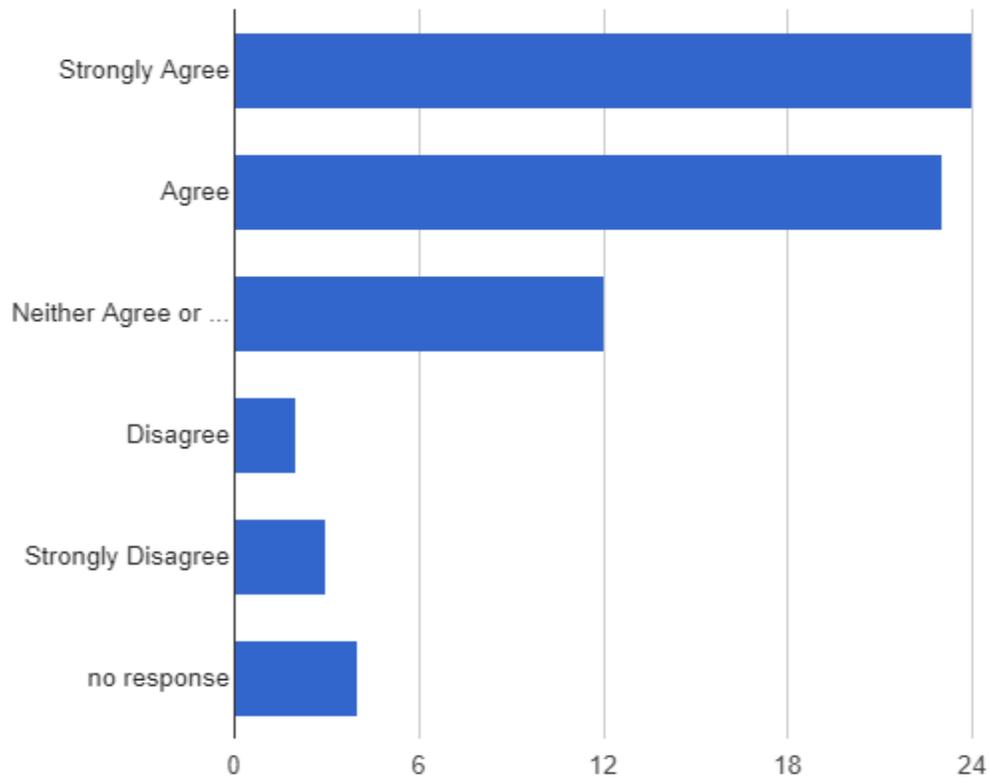
Counts/frequency: Strongly Agree (19, 27.9%), Agree (12, 17.6%), Neither Agree or Disagree (18, 26.5%), Disagree (7, 10.3%), Strongly Disagree (10, 14.7%), no response (2, 2.9%)



22. Youth; If I took medication for my problems, staff told me what medication side effects to watch out for.

Total Count (N)	Missing	Unique
68	<u>1,402 (95.4%)</u>	6

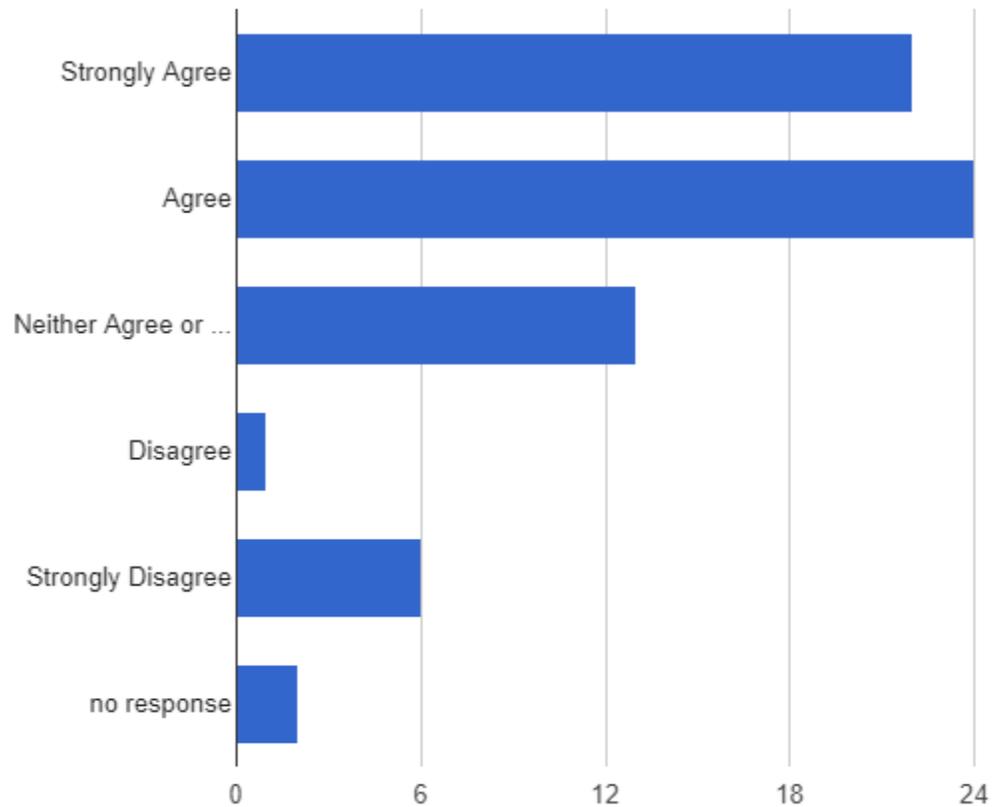
Counts/frequency: Strongly Agree (24, 35.3%), Agree (23, 33.8%), Neither Agree or Disagree (12, 17.6%), Disagree (2, 2.9%), Strongly Disagree (3, 4.4%), no response (4, 5.9%)



23. Youth; I felt free to complain.

Total Count (N)	Missing	Unique
68	<u>1,402 (95.4%)</u>	6

Counts/frequency: Strongly Agree (22, 32.4%), Agree (24, 35.3%), Neither Agree or Disagree (13, 19.1%), Disagree (1, 1.5%), Strongly Disagree (6, 8.8%), no response (2, 2.9%)

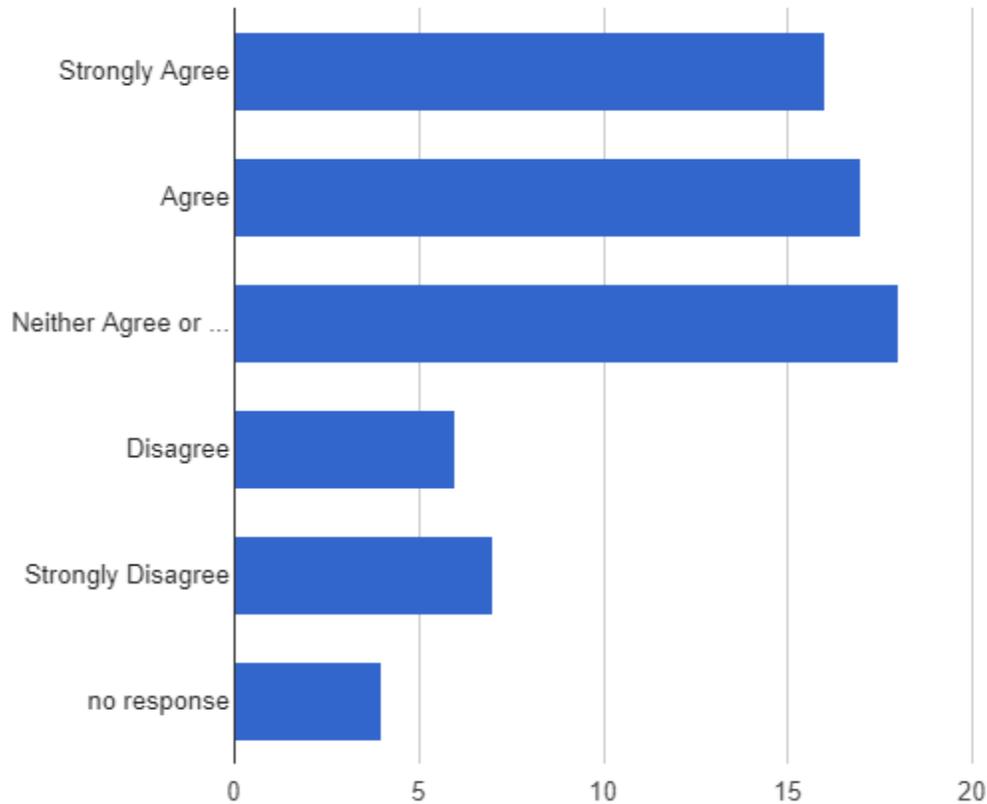


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
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24. Youth; I am getting along better with my family.

Total Count (N)	Missing	Unique
68	<u>1,402 (95.4%)</u>	6

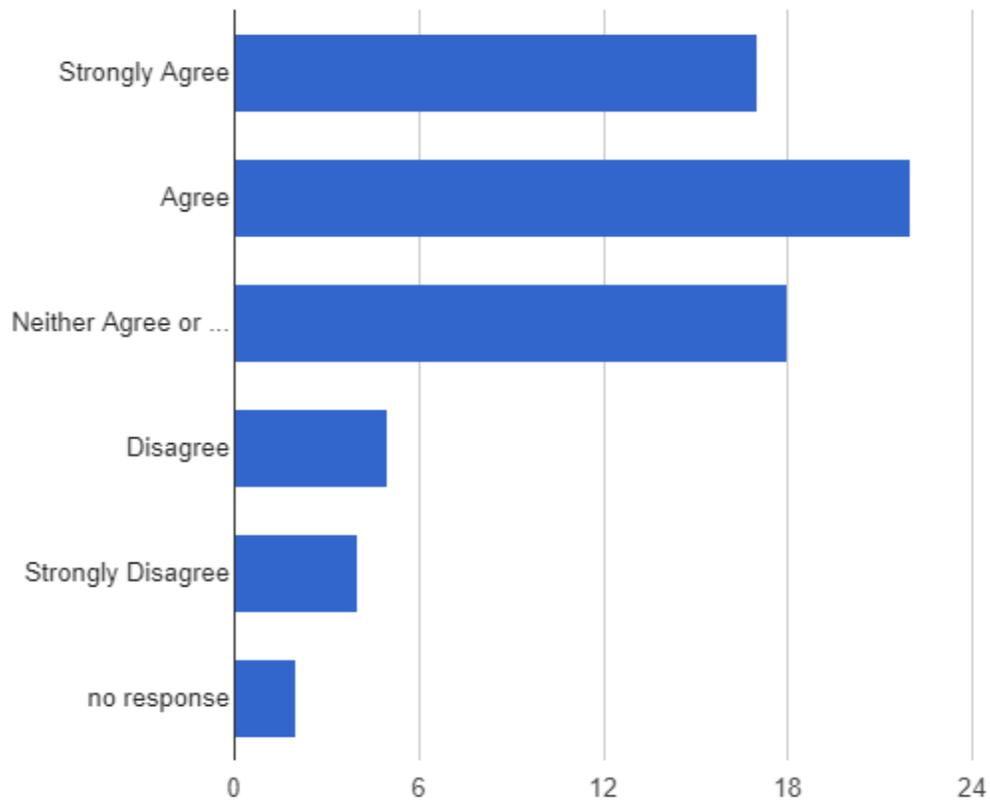
Counts/frequency: Strongly Agree (16, 23.5%), Agree (17, 25.0%), Neither Agree or Disagree (18, 26.5%), Disagree (6, 8.8%), Strongly Disagree (7, 10.3%), no response (4, 5.9%)



25. Youth; I get along better with friends and other people.

Total Count (N)	Missing	Unique
68	<u>1,402 (95.4%)</u>	6

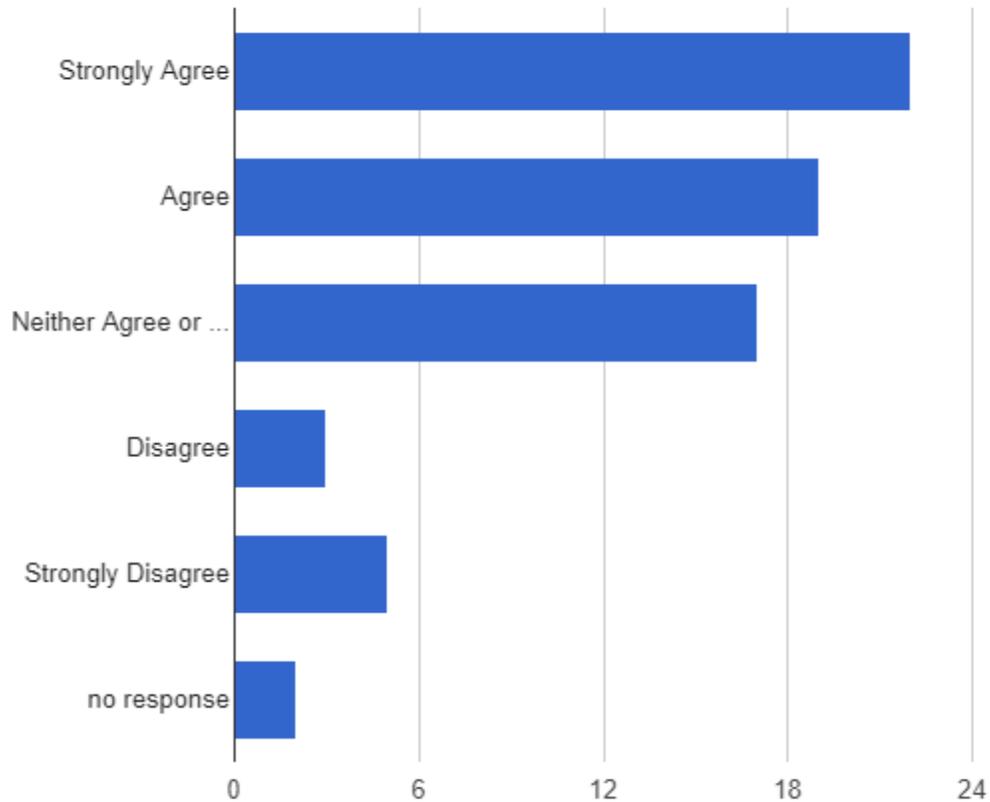
Counts/frequency: Strongly Agree (17, 25.0%), Agree (22, 32.4%), Neither Agree or Disagree (18, 26.5%), Disagree (5, 7.4%), Strongly Disagree (4, 5.9%), no response (2, 2.9%)



26. Youth; I am doing better in school and/or work.

Total Count (N)	Missing	Unique
68	<u>1,402 (95.4%)</u>	6

Counts/frequency: Strongly Agree (22, 32.4%), Agree (19, 27.9%), Neither Agree or Disagree (17, 25.0%), Disagree (3, 4.4%), Strongly Disagree (5, 7.4%), no response (2, 2.9%)



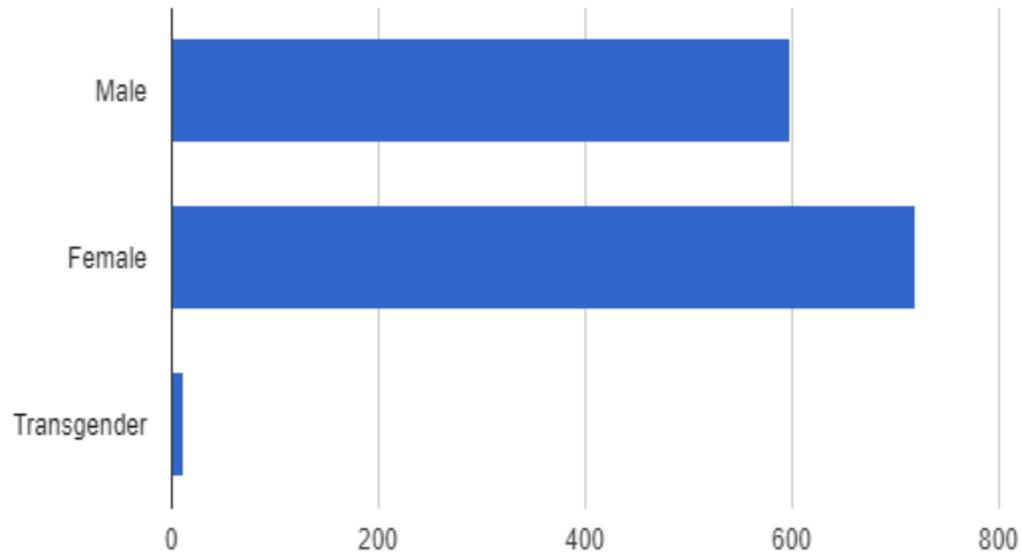
2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

ADULT SURVEY

Gender:

Total Count (N)	Missing	Unique
1,331	139 (9.5%)	3

Counts/frequency: **Male** (599, 45.0%), **Female** (720, 54.1%), **Transgender** (12, 0.9%)

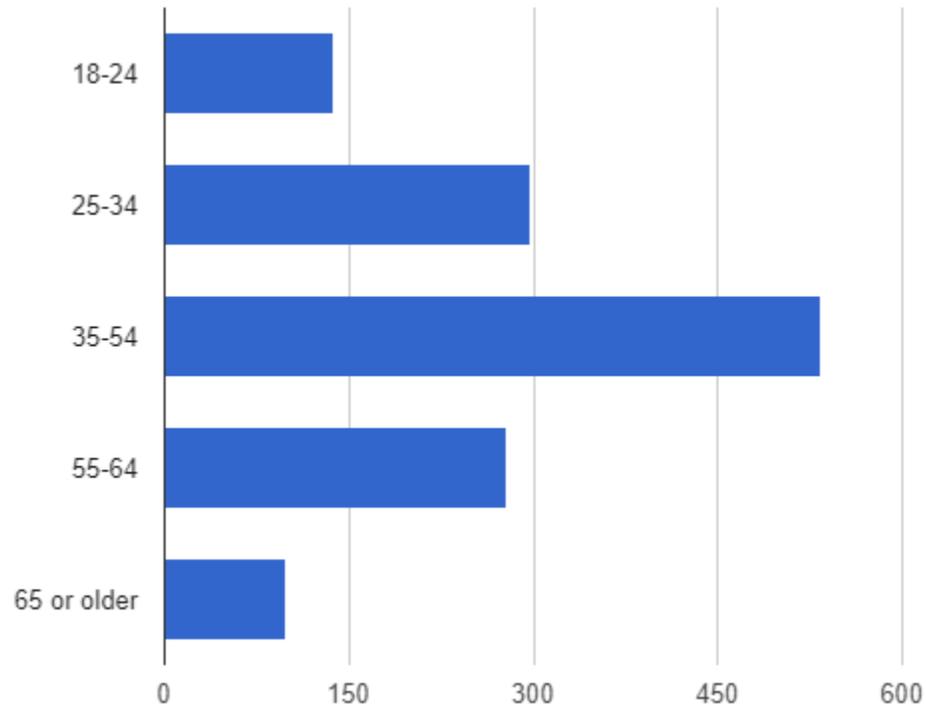


Department of Health and Human Services
Office of Analytics

Adult; Age:

Total Count (N)	Missing	Unique
1,345	125 (8.5%)	5

Counts/frequency: 18-24 (137, 10.2%), 25-34 (298, 22.2%), 35-54 (533, 39.6%), 55-64 (278, 20.7%), 65 or older (99, 7.4%)

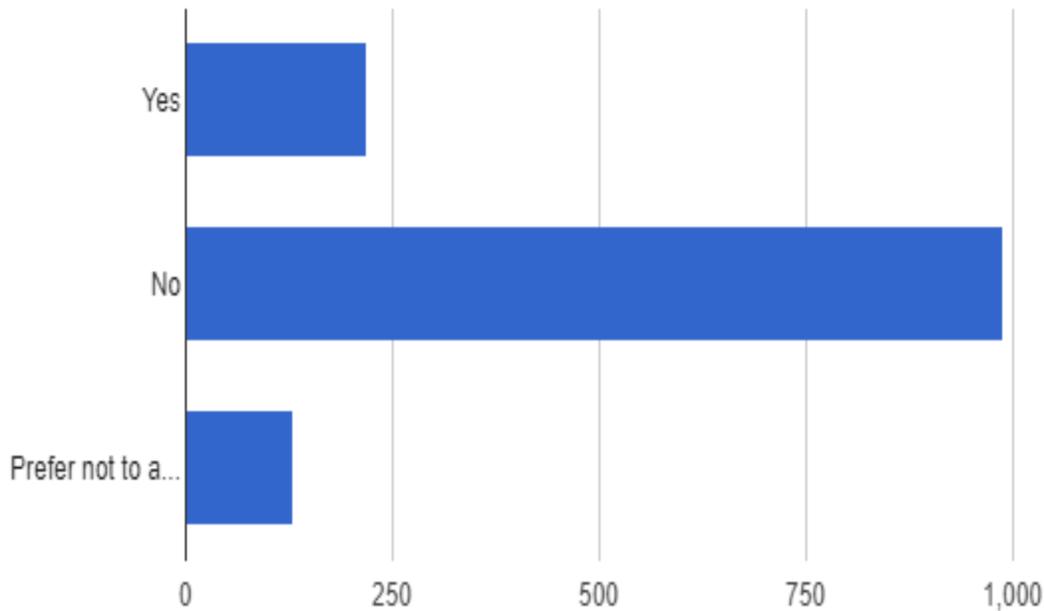


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
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Adult; Are you of Spanish/Hispanic/Latino origin?

Total Count (N)	Missing	Unique
1,339	131 (8.9%)	3

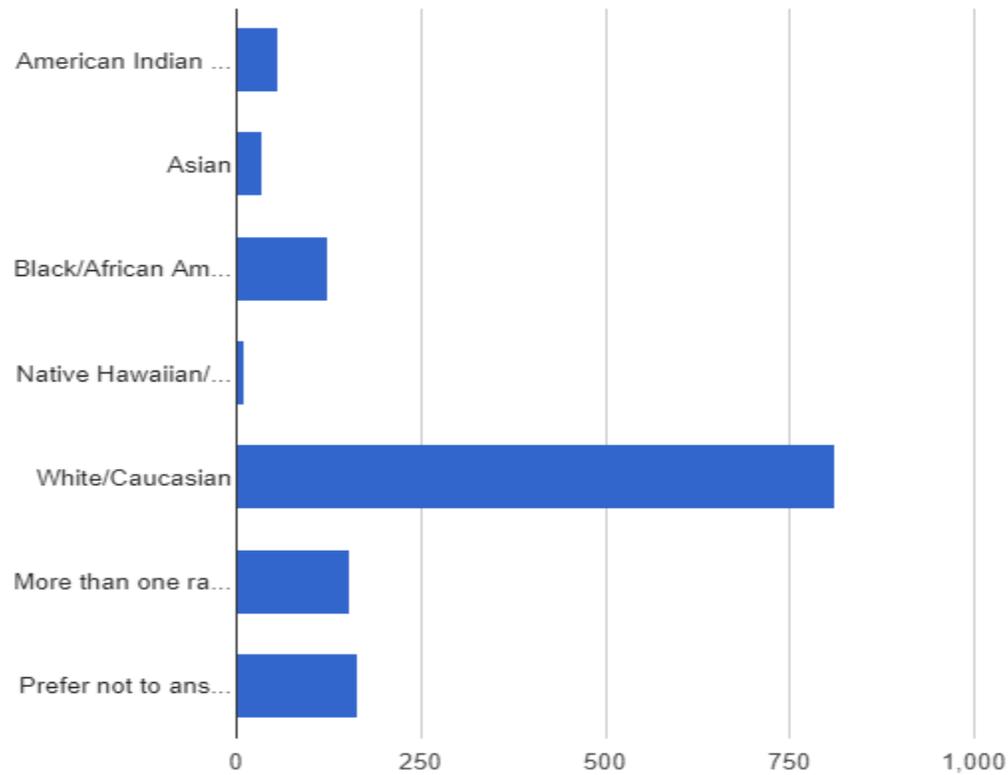
Counts/frequency: **Yes** (219, 16.4%), **No** (989, 73.9%), **Prefer not to answer** (131, 9.8%)



Adult; Please select your race:

Total Count (N)	Missing	Unique
1,354	<u>116 (7.9%)</u>	7

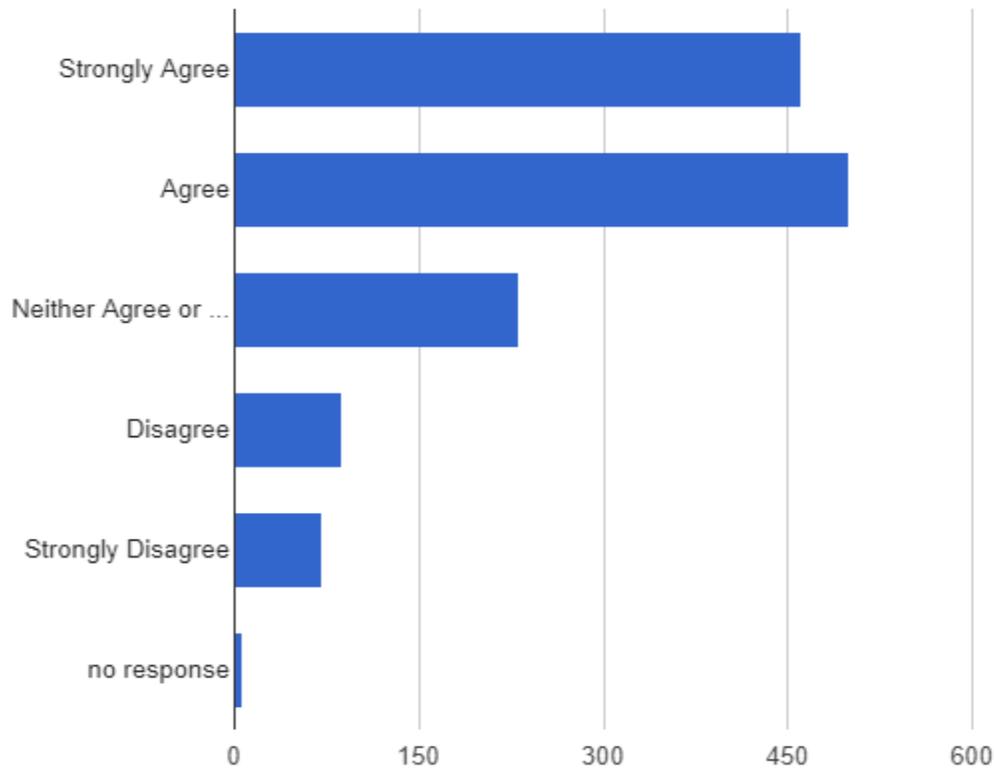
Counts/frequency: American Indian or Alaska Native (56, 4.1%), Asian (35, 2.6%), Black/African American (124, 9.2%), Native Hawaiian/Pacific Islander (11, 0.8%), White/Caucasian (810, 59.8%), More than one race (153, 11.3%), Prefer not to answer (165, 12.2%)



1. Adult; I am happy with the friendships I have.

Total Count (N)	Missing	Unique
1,359	111 (7.6%)	6

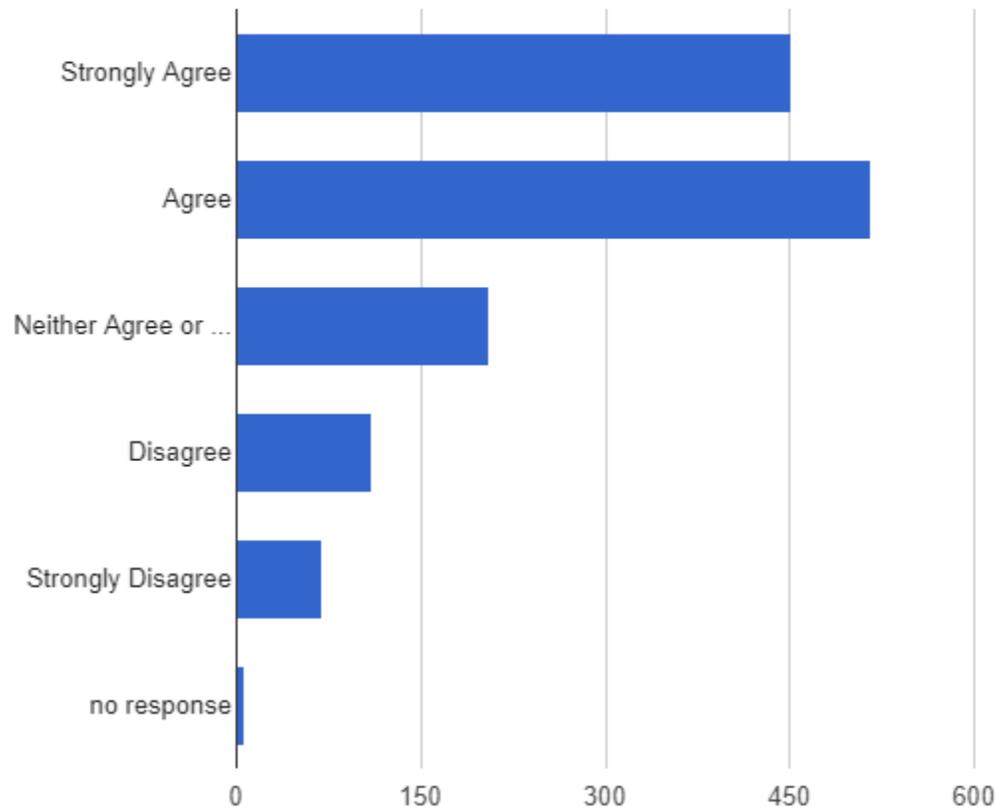
Counts/frequency: Strongly Agree (461, 33.9%), Agree (500, 36.8%), Neither Agree or Disagree (232, 17.1%), Disagree (88, 6.5%), Strongly Disagree (71, 5.2%), no response (7, 0.5%)



2. Adult; I have people with whom I can do enjoyable things.

Total Count (N)	Missing	Unique
1,360	<u>110 (7.5%)</u>	6

Counts/frequency: Strongly Agree (452, 33.2%), Agree (516, 37.9%), Neither Agree or Disagree (205, 15.1%), Disagree (110, 8.1%), Strongly Disagree (70, 5.1%), no response (7, 0.5%)

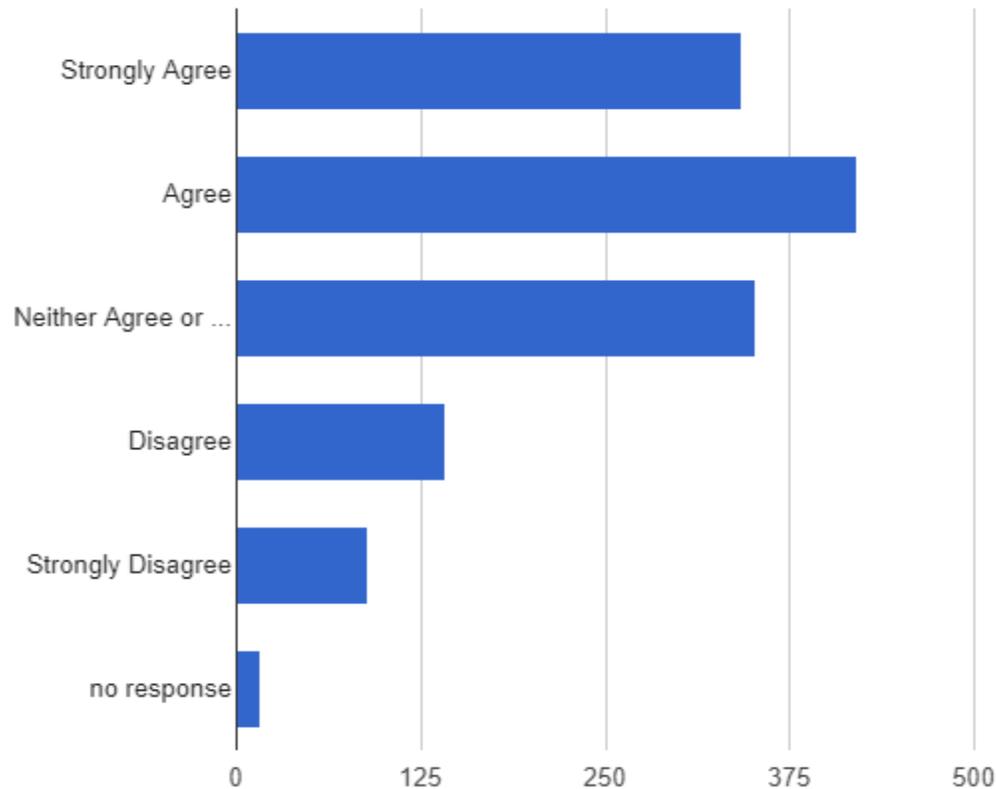


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

3. **Adult; I feel I belong in my community.**

Total Count (N)	Missing	Unique
1,360	<u>110 (7.5%)</u>	6

Counts/frequency: **Strongly Agree** (342, 25.1%), **Agree** (420, 30.9%), **Neither Agree or Disagree** (352, 25.9%), **Disagree** (141, 10.4%), **Strongly Disagree** (89, 6.5%), **no response** (16, 1.2%)

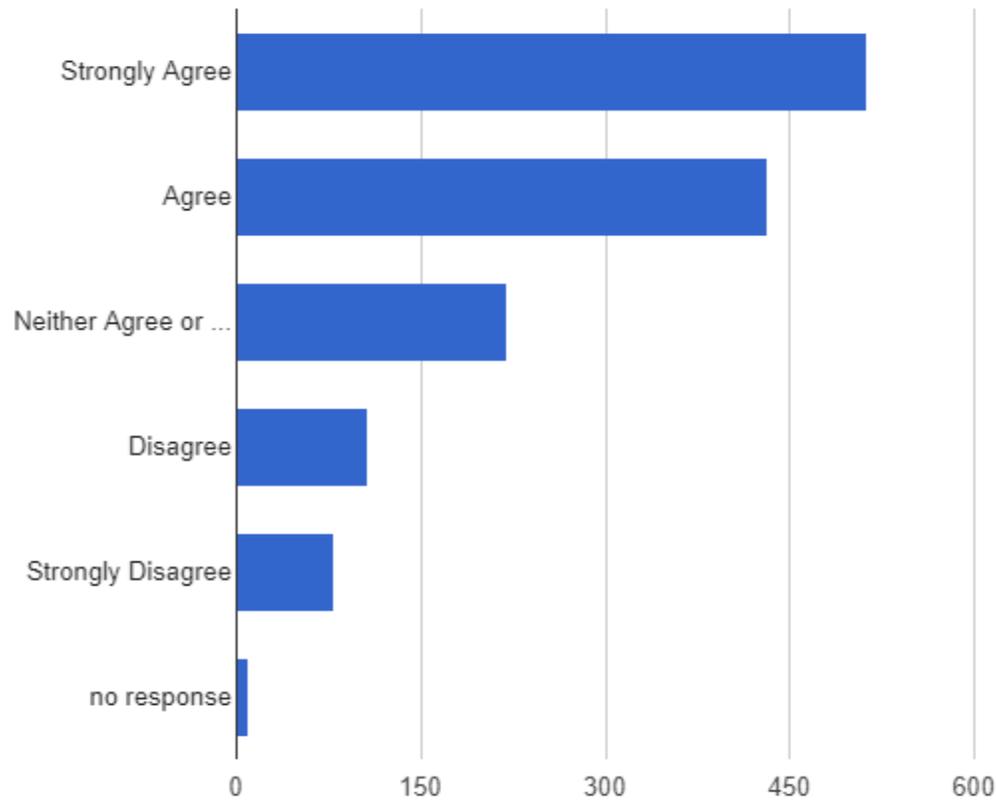


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

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

Total Count (N)	Missing	Unique
1,360	<u>110 (7.5%)</u>	6

Counts/frequency: Strongly Agree (513, 37.7%), Agree (432, 31.8%), Neither Agree or Disagree (220, 16.2%), Disagree (107, 7.9%), Strongly Disagree (79, 5.8%), no response (9, 0.7%)

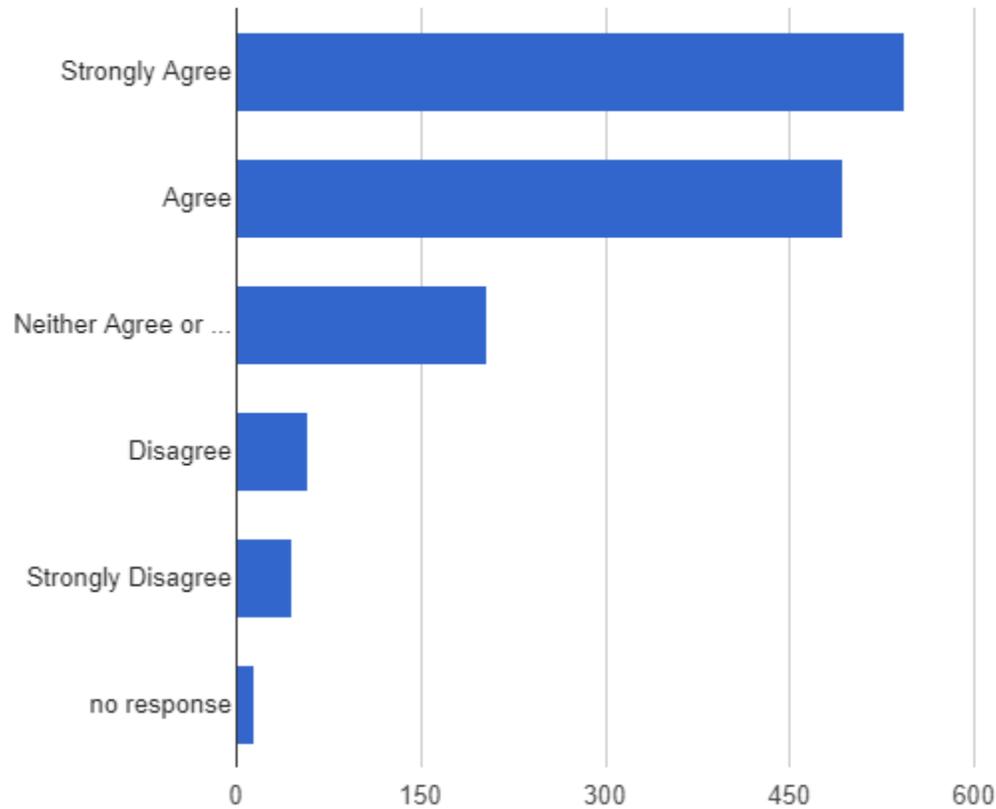


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

5. Adult; The location of services was convenient (parking, distance, etc.).

Total Count (N)	Missing	Unique
1,358	112 (7.6%)	6

Counts/frequency: Strongly Agree (543, 40.0%), Agree (493, 36.3%), Neither Agree or Disagree (203, 14.9%), Disagree (59, 4.3%), Strongly Disagree (46, 3.4%), no response (14, 1.0%)

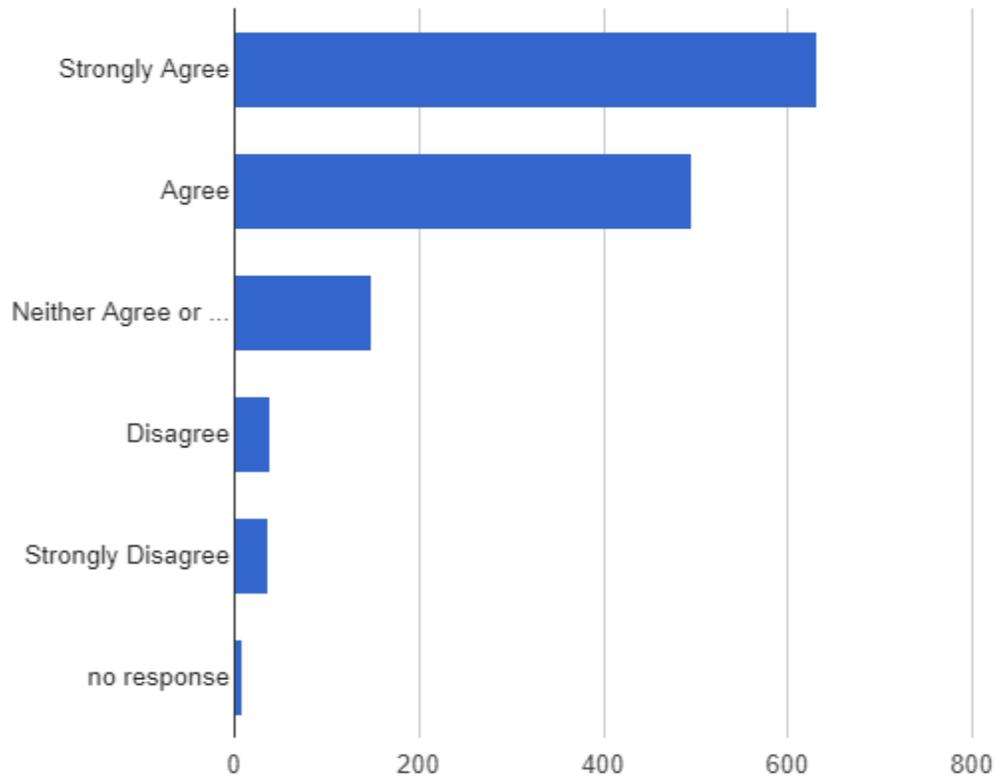


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

6. Adult; Staff was willing to see me as often as I felt it was necessary.

Total Count (N)	Missing	Unique
1,359	111 (7.6%)	6

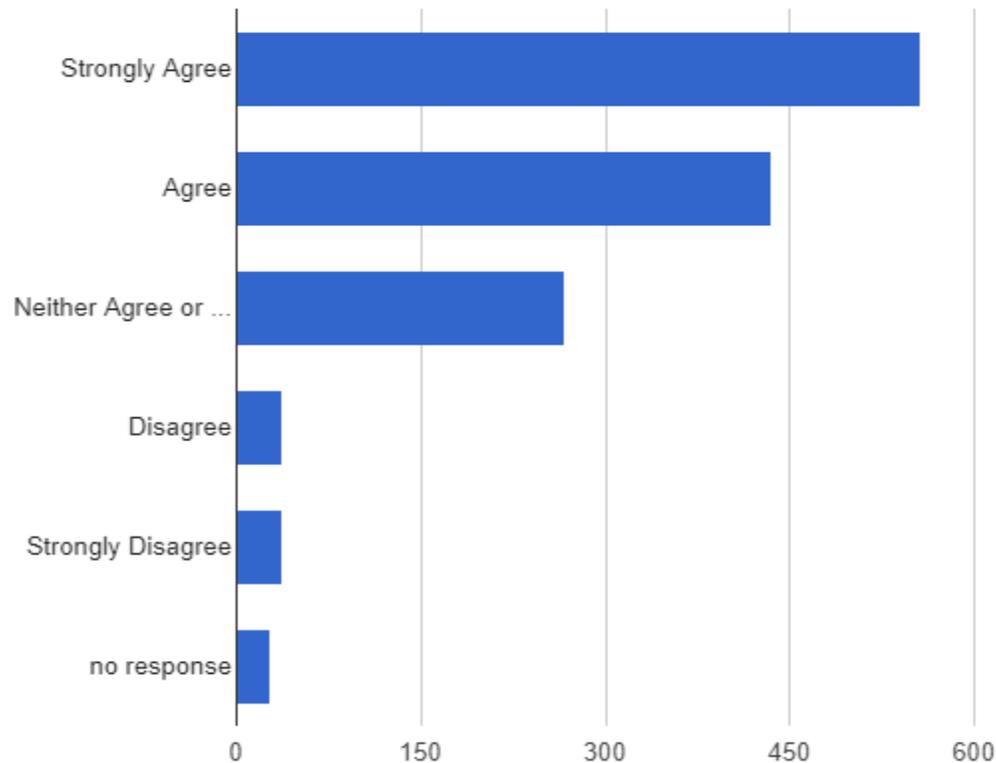
Counts/frequency: Strongly Agree (631, 46.4%), Agree (495, 36.4%), Neither Agree or Disagree (149, 11.0%), Disagree (39, 2.9%), Strongly Disagree (36, 2.6%), no response (9, 0.7%)



7. **Adult; Staff returned my call in 24 hours.**

Total Count (N)	Missing	Unique
1,360	<u>110 (7.5%)</u>	6

Counts/frequency: Strongly Agree (556, 40.9%), Agree (435, 32.0%), Neither Agree or Disagree (267, 19.6%), Disagree (38, 2.8%), Strongly Disagree (37, 2.7%), no response (27, 2.0%)

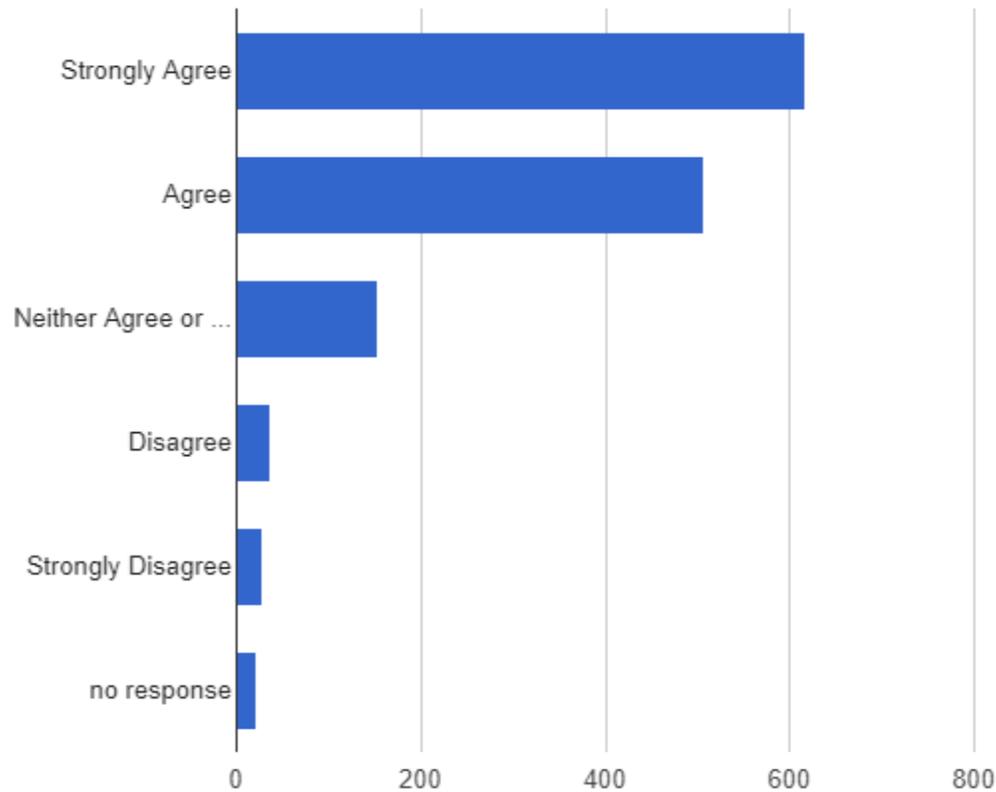


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

8. Adult; Services were available at times that were good for me.

Total Count (N)	Missing	Unique
1,361	<u>109 (7.4%)</u>	6

Counts/frequency: Strongly Agree (616, 45.3%), Agree (506, 37.2%), Neither Agree or Disagree (154, 11.3%), Disagree (36, 2.6%), Strongly Disagree (28, 2.1%), no response (21, 1.5%)

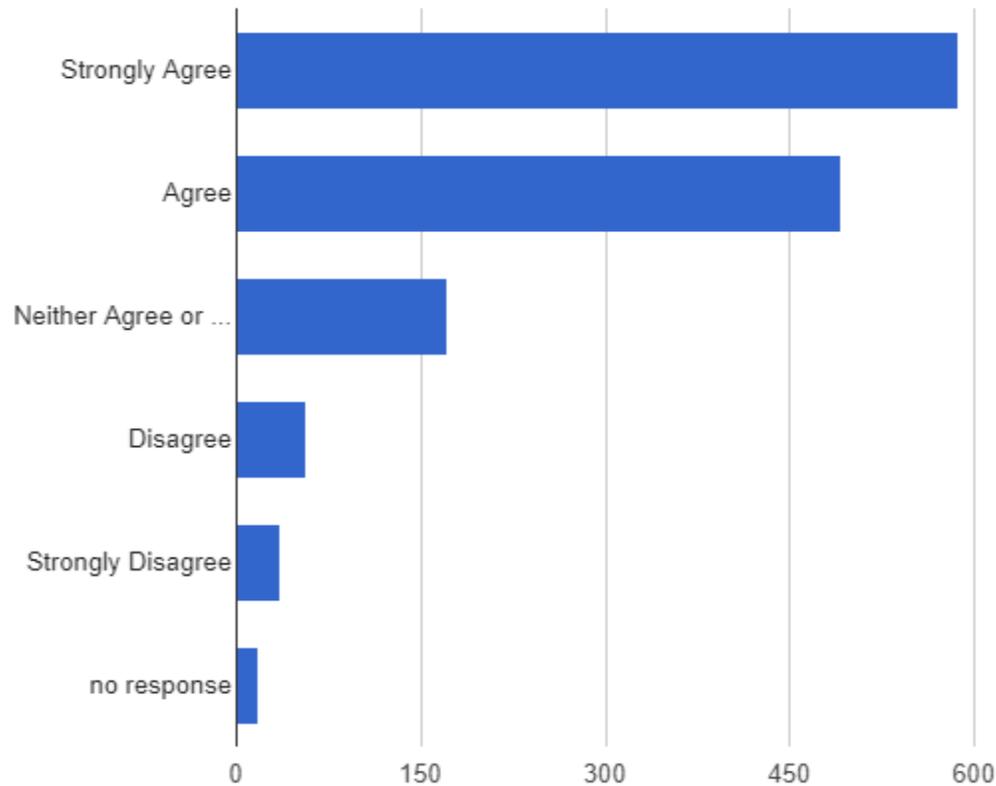


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

9. Adult; I was able to get all of the services I thought I needed.

Total Count (N)	Missing	Unique
1,360	<u>110 (7.5%)</u>	6

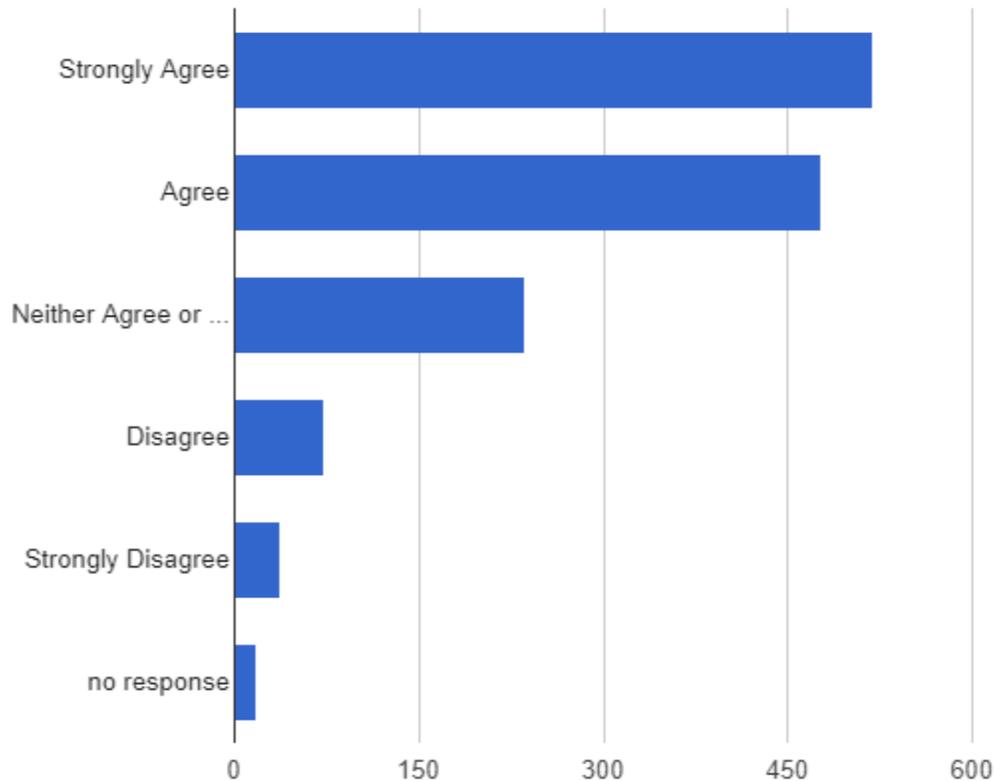
Counts/frequency: Strongly Agree (587, 43.2%), Agree (492, 36.2%), Neither Agree or Disagree (172, 12.6%), Disagree (56, 4.1%), Strongly Disagree (36, 2.6%), no response (17, 1.3%)



10. Adult; I was able to see a psychiatrist when I wanted to.

Total Count (N)	Missing	Unique
1,360	<u>110 (7.5%)</u>	6

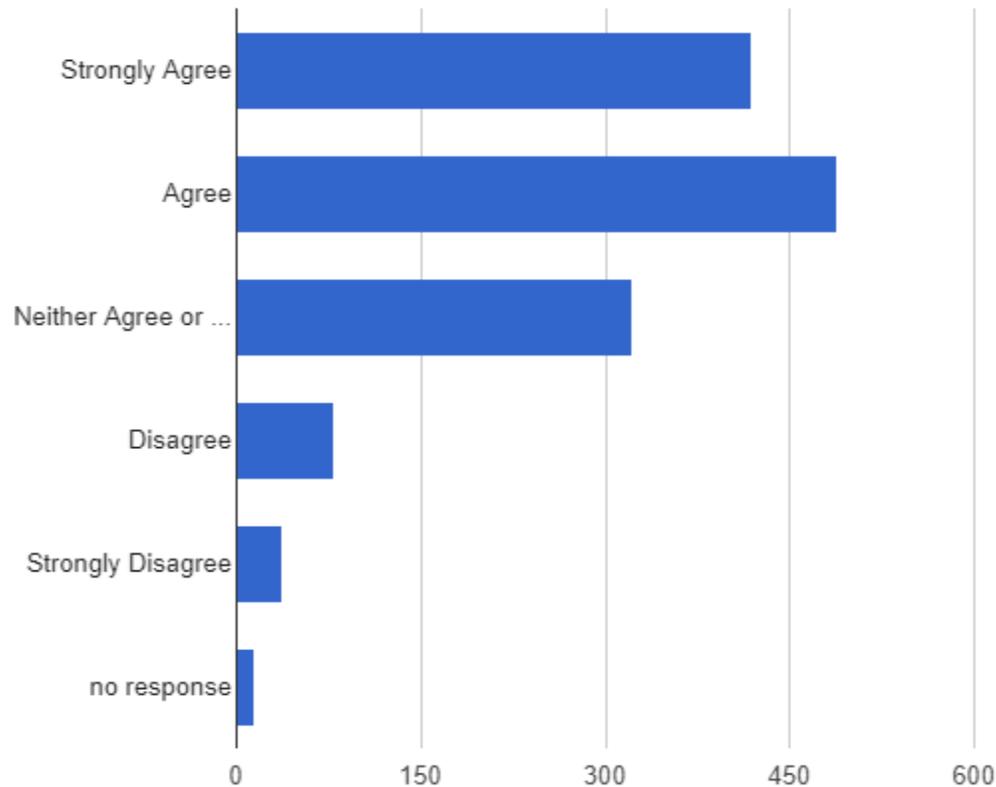
Counts/frequency: Strongly Agree (519, 38.2%), Agree (477, 35.1%), Neither Agree or Disagree (236, 17.4%), Disagree (72, 5.3%), Strongly Disagree (38, 2.8%), no response (18, 1.3%)



11. Adult; I do things that are more meaningful to me.

Total Count (N)	Missing	Unique
1,361	<u>109 (7.4%)</u>	6

Counts/frequency: Strongly Agree (419, 30.8%), Agree (489, 35.9%), Neither Agree or Disagree (322, 23.7%), Disagree (79, 5.8%), Strongly Disagree (38, 2.8%), no response (14, 1.0%)

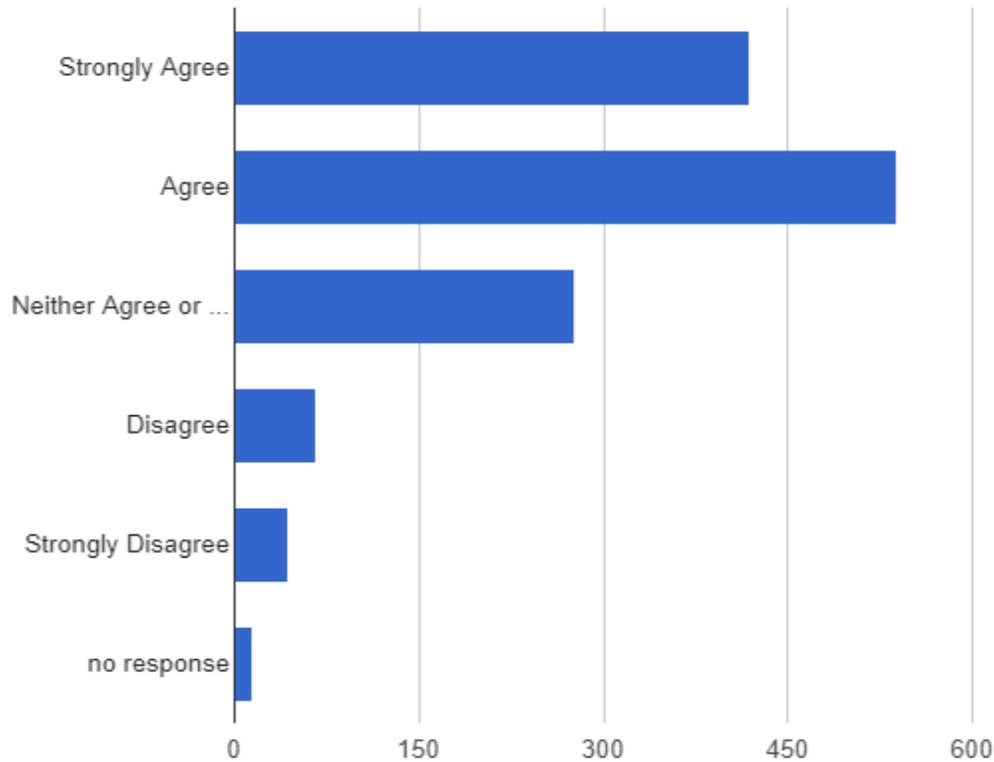


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

12. Adult; I am better able to take care of my needs.

Total Count (N)	Missing	Unique
1,360	<u>110 (7.5%)</u>	6

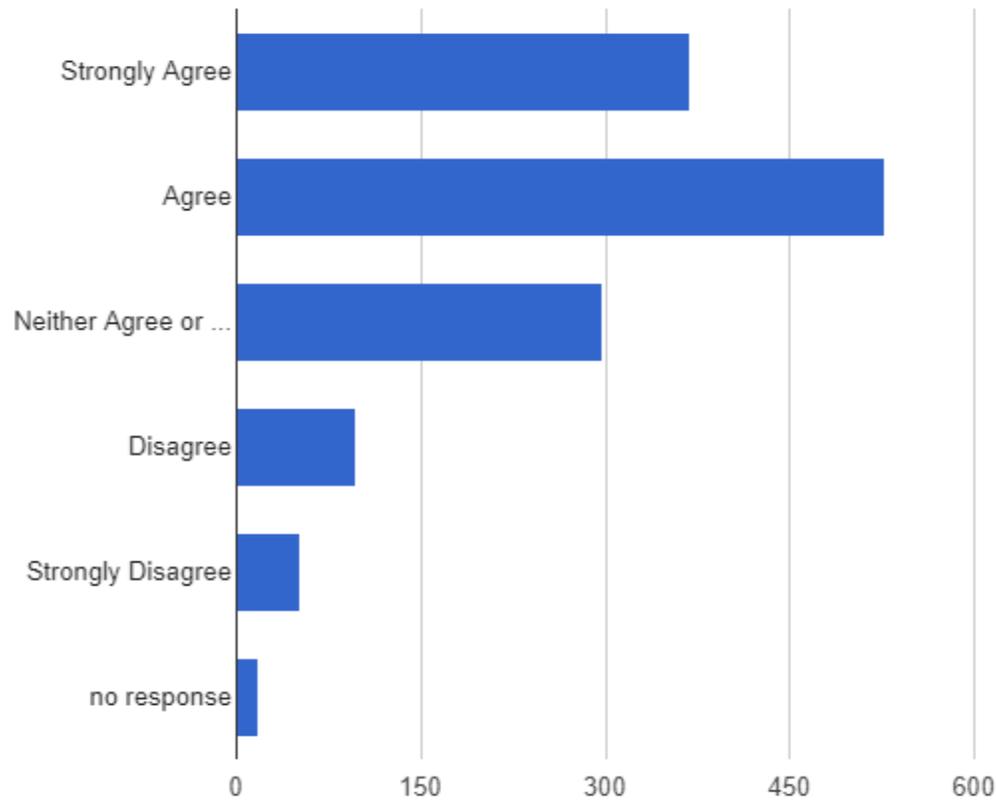
Counts/frequency: Strongly Agree (419, 30.8%), Agree (539, 39.6%), Neither Agree or Disagree (277, 20.4%), Disagree (66, 4.9%), Strongly Disagree (44, 3.2%), no response (15, 1.1%)



13. Adult; I am better able to handle things when they go wrong.

Total Count (N)	Missing	Unique
1,360	<u>110 (7.5%)</u>	6

Counts/frequency: Strongly Agree (369, 27.1%), Agree (527, 38.8%), Neither Agree or Disagree (298, 21.9%), Disagree (97, 7.1%), Strongly Disagree (52, 3.8%), no response (17, 1.3%)

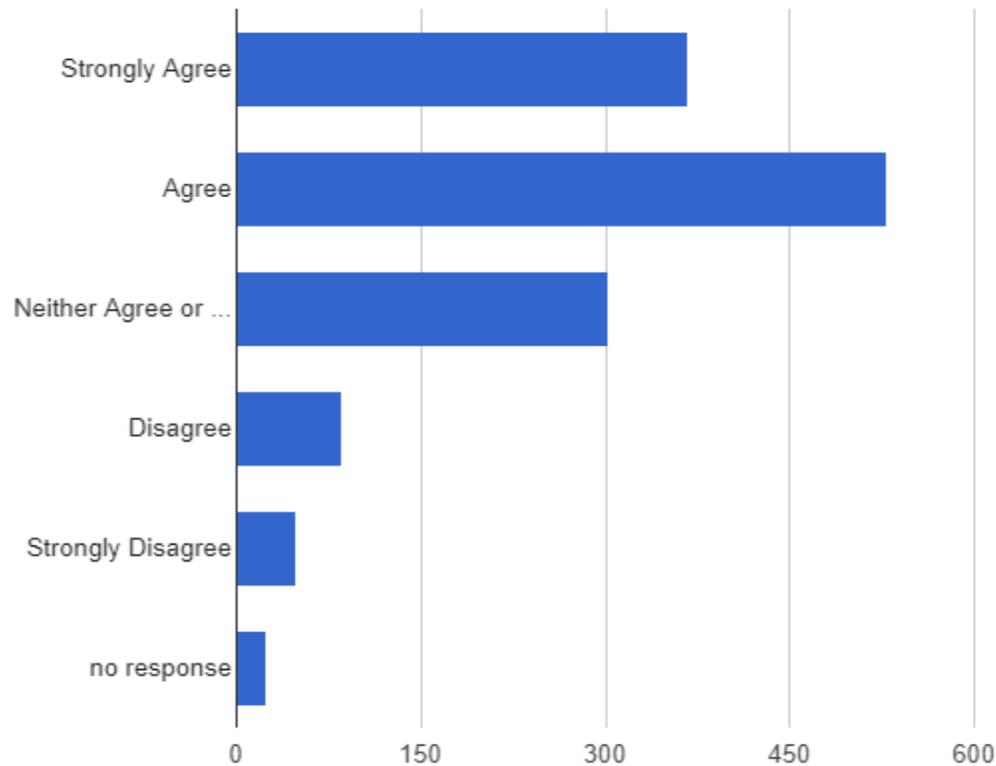


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

14. Adult; I am better able to do things that I want to do.

Total Count (N)	Missing	Unique
1,358	112 (7.6%)	6

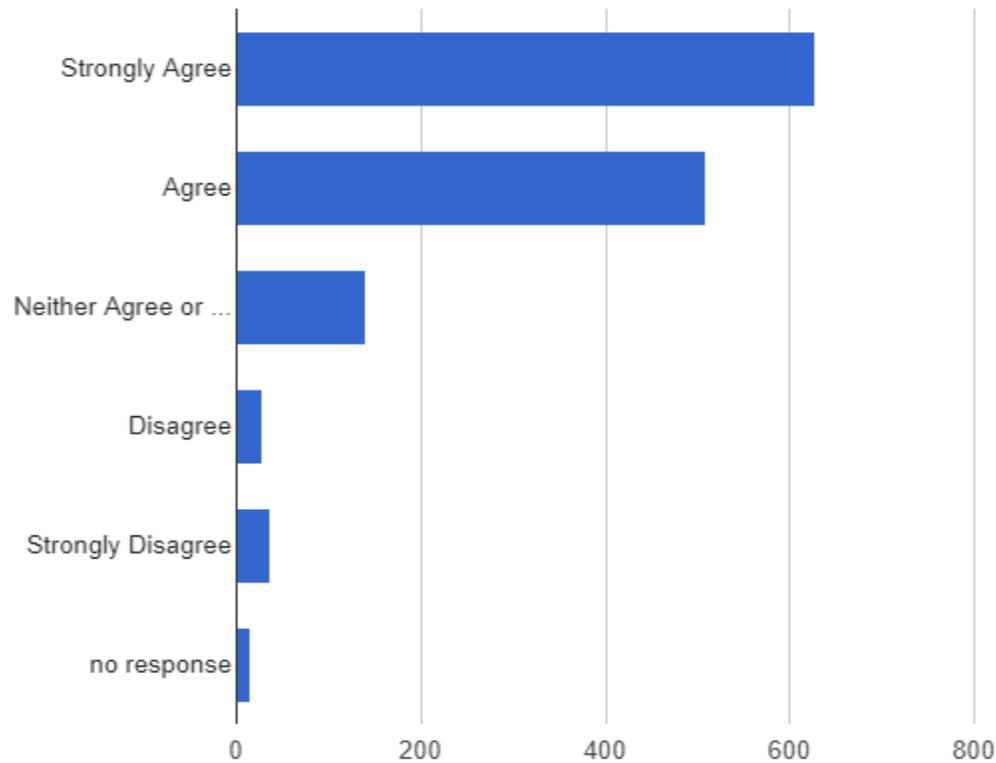
Counts/frequency: Strongly Agree (367, 27.0%), Agree (529, 39.0%), Neither Agree or Disagree (303, 22.3%), Disagree (85, 6.3%), Strongly Disagree (49, 3.6%), no response (25, 1.8%)



15. Adult; I like the services that I received here.

Total Count (N)	Missing	Unique
1,359	111 (7.6%)	6

Counts/frequency: Strongly Agree (628, 46.2%), Agree (509, 37.5%), Neither Agree or Disagree (141, 10.4%), Disagree (29, 2.1%), Strongly Disagree (37, 2.7%), no response (15, 1.1%)

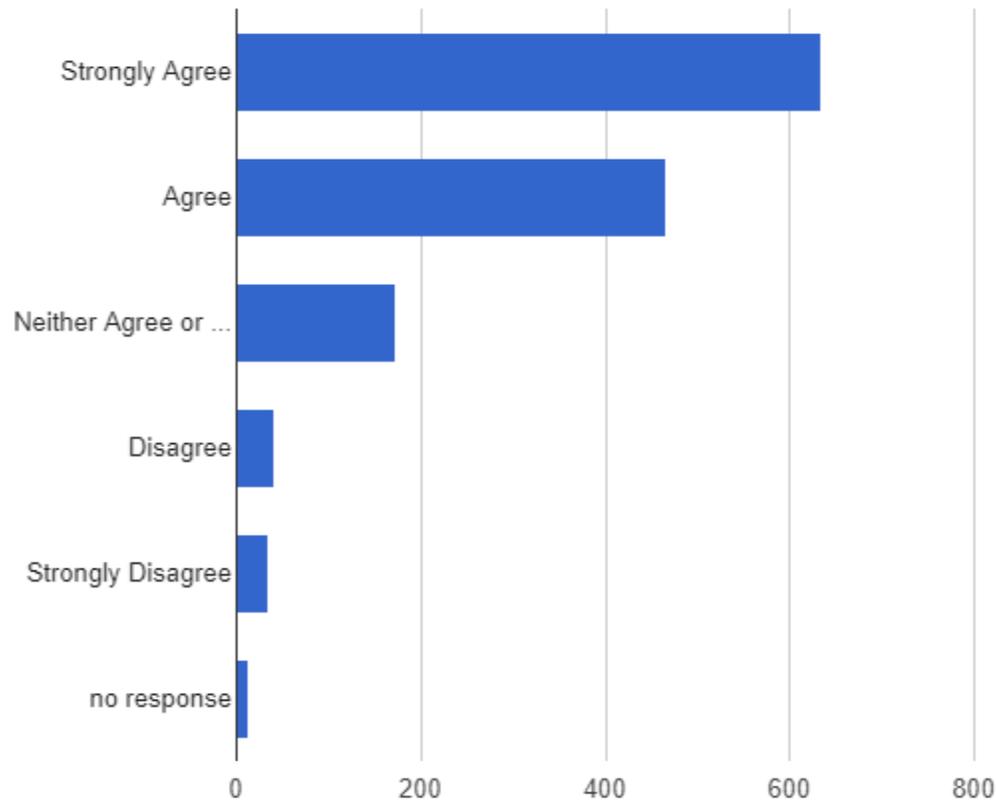


2017 Consumer Satisfaction Survey
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16. Adult; If I had other choices, I would still get services from this agency.

Total Count (N)	Missing	Unique
1,359	111 (7.6%)	6

Counts/frequency: Strongly Agree (633, 46.6%), Agree (465, 34.2%), Neither Agree or Disagree (172, 12.7%), Disagree (42, 3.1%), Strongly Disagree (34, 2.5%), no response (13, 1.0%)

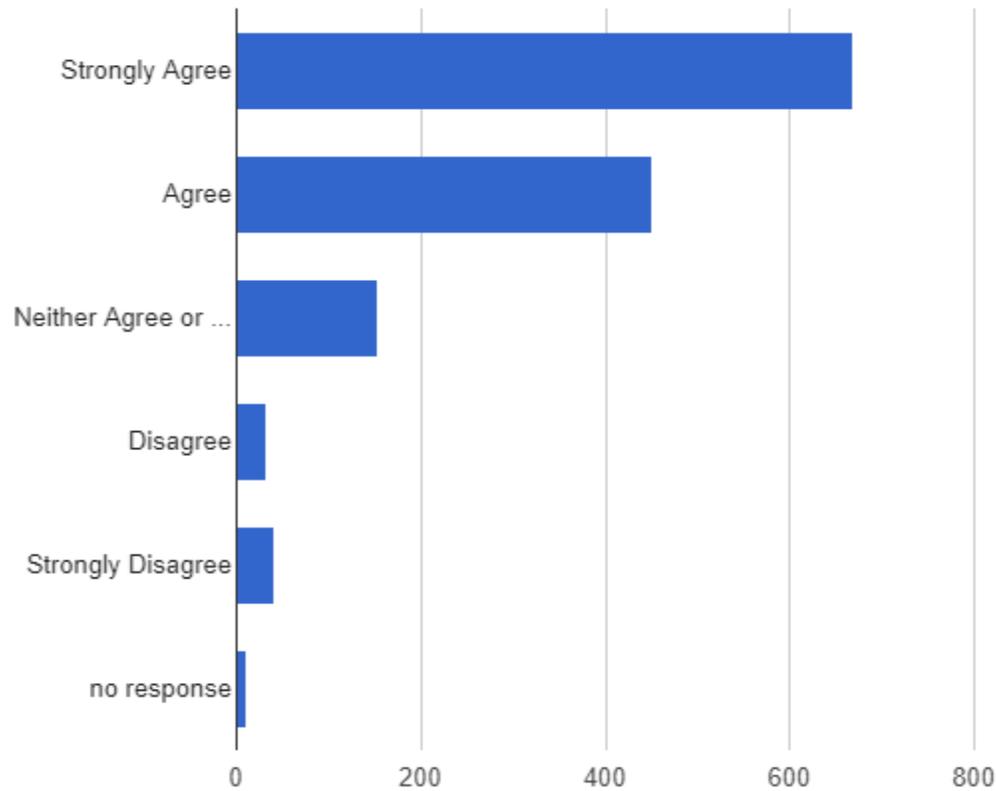


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
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17. Adult; I would recommend this agency to a friend or family member.

Total Count (N)	Missing	Unique
1,359	<u>111 (7.6%)</u>	6

Counts/frequency: Strongly Agree (669, 49.2%), Agree (450, 33.1%), Neither Agree or Disagree (154, 11.3%), Disagree (33, 2.4%), Strongly Disagree (42, 3.1%), no response (11, 0.8%)

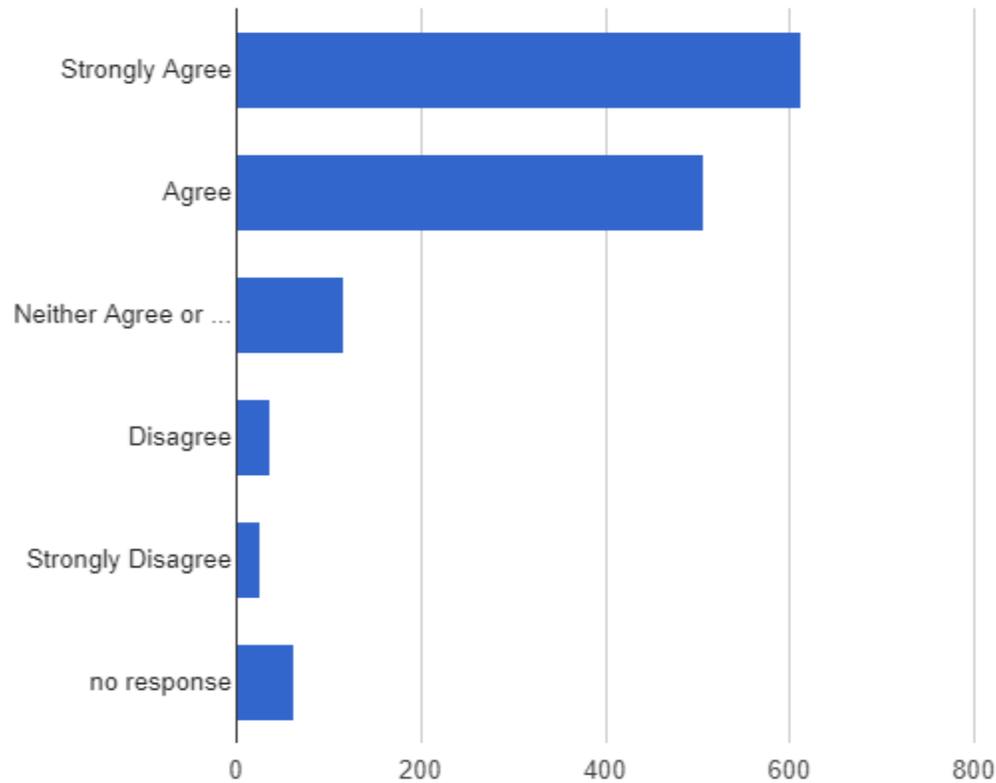


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

18. Adult; I felt comfortable asking questions about my treatment and medication.

Total Count (N)	Missing	Unique
1,360	<u>110 (7.5%)</u>	6

Counts/frequency: **Strongly Agree** (613, 45.1%), **Agree** (507, 37.3%), **Neither Agree or Disagree** (116, 8.5%), **Disagree** (36, 2.6%), **Strongly Disagree** (25, 1.8%), **no response** (63, 4.6%)

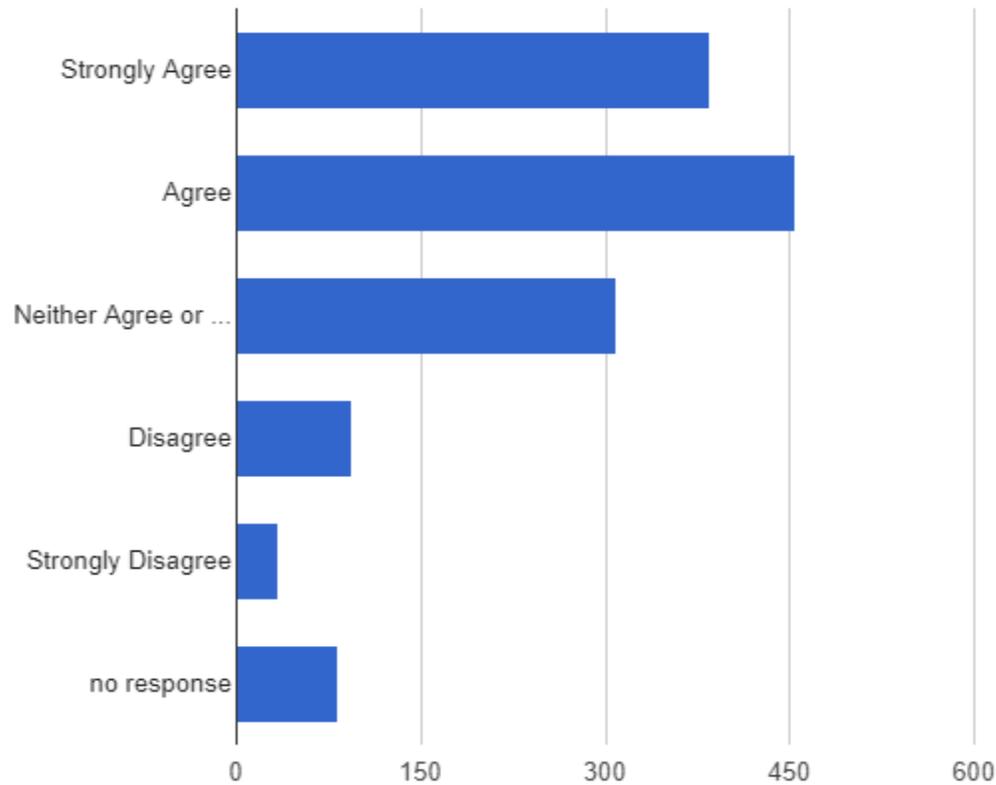


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

19. Adult; I, not staff, decided my treatment goals.

Total Count (N)	Missing	Unique
1,357	113 (7.7%)	6

Counts/frequency: Strongly Agree (385, 28.4%), Agree (454, 33.5%), Neither Agree or Disagree (309, 22.8%), Disagree (93, 6.9%), Strongly Disagree (34, 2.5%), no response (82, 6.0%)

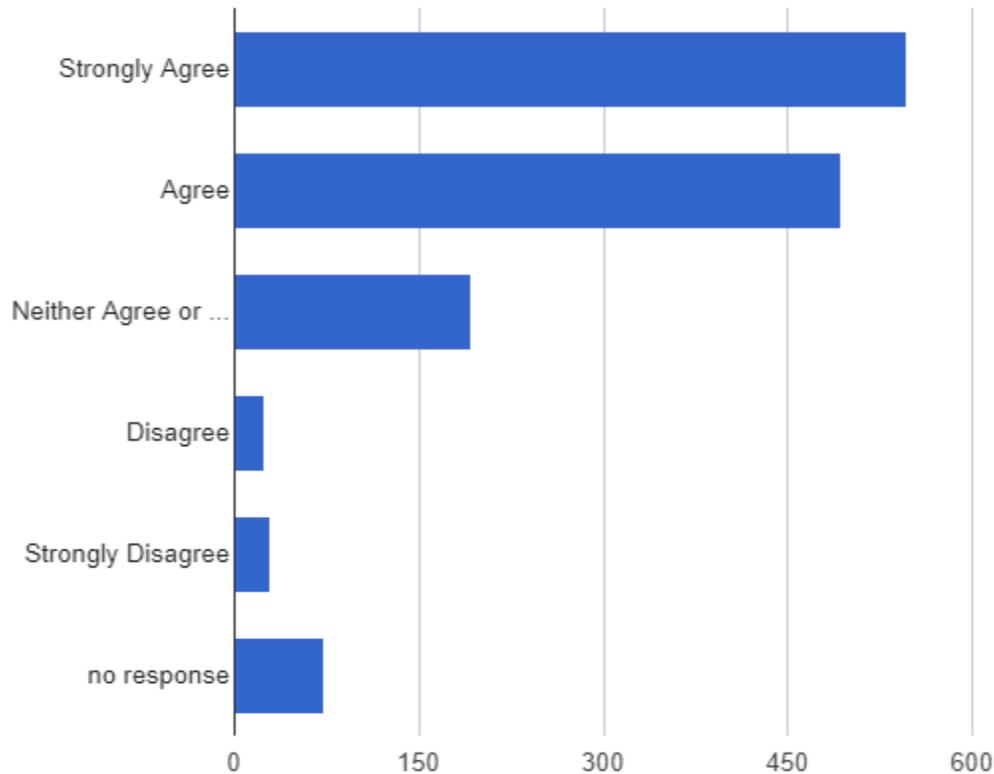


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

20. Adult; Staff here believes that I can grow, change, and recover.

Total Count (N)	Missing	Unique
1,359	<u>111 (7.6%)</u>	6

Counts/frequency: Strongly Agree (546, 40.2%), Agree (494, 36.4%), Neither Agree or Disagree (192, 14.1%), Disagree (25, 1.8%), Strongly Disagree (29, 2.1%), no response (73, 5.4%)

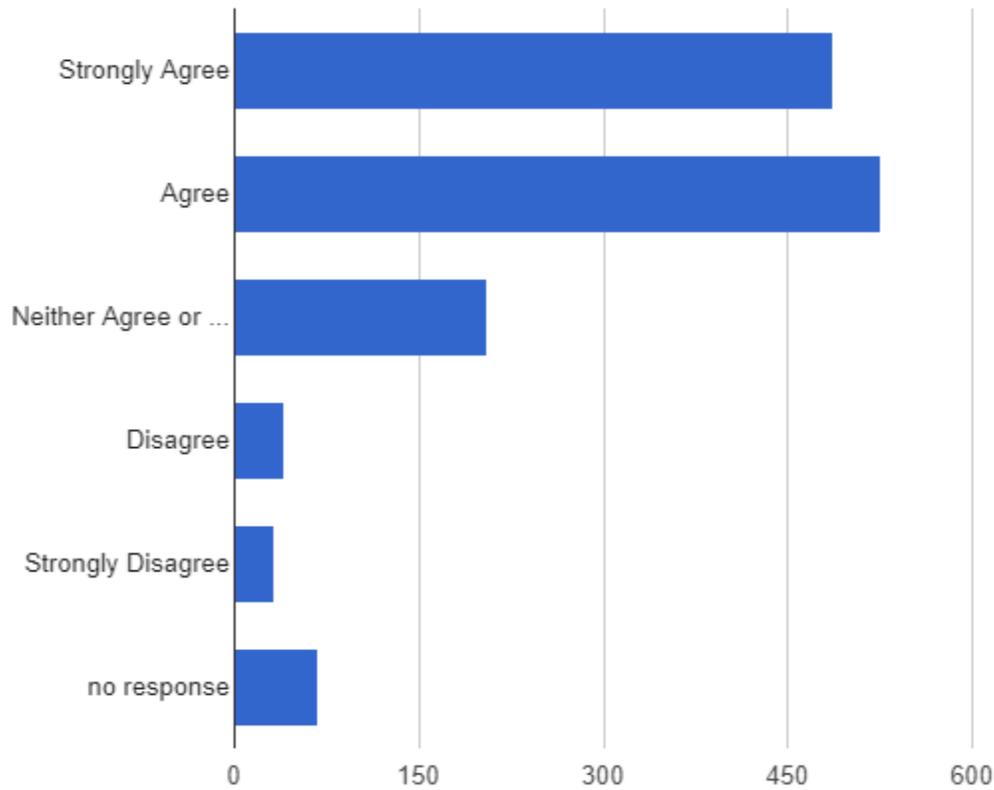


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

21. Adult; I felt free to complain.

Total Count (N)	Missing	Unique
1,359	111 (7.6%)	6

Counts/frequency: Strongly Agree (486, 35.8%), Agree (526, 38.7%), Neither Agree or Disagree (206, 15.2%), Disagree (41, 3.0%), Strongly Disagree (32, 2.4%), no response (68, 5.0%)

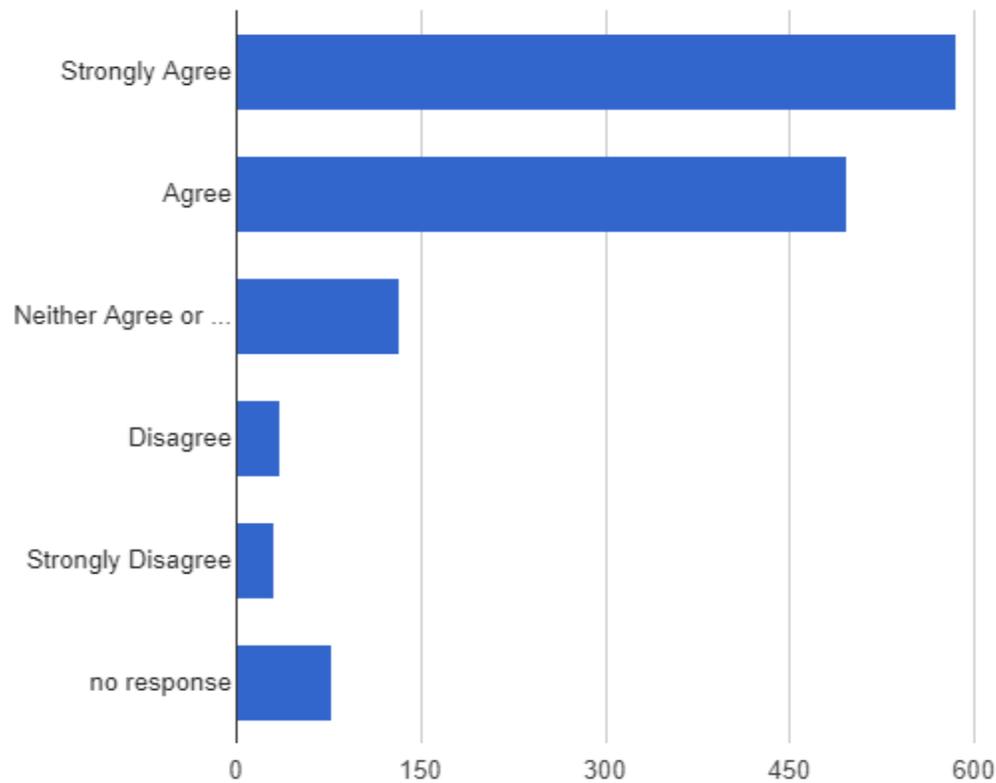


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

22. Adult; I was given information about my rights.

Total Count (N)	Missing	Unique
1,358	<u>112 (7.6%)</u>	6

Counts/frequency: Strongly Agree (586, 43.2%), Agree (496, 36.5%), Neither Agree or Disagree (132, 9.7%), Disagree (36, 2.7%), Strongly Disagree (30, 2.2%), no response (78, 5.7%)

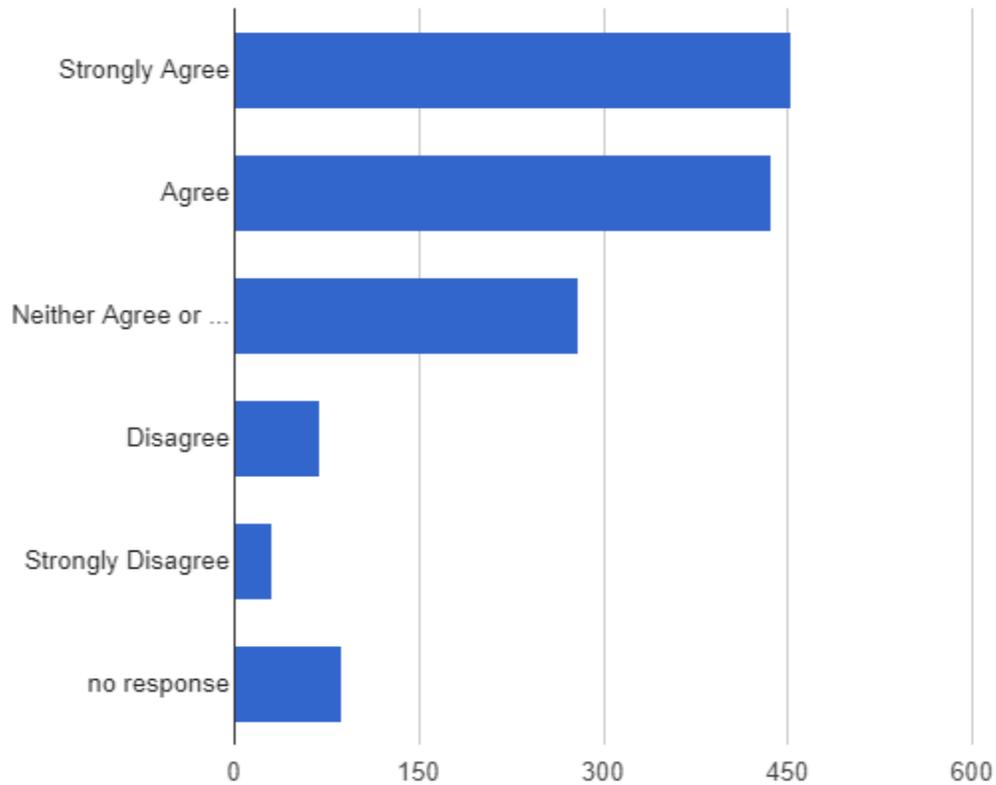


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

23. Adult; Staff told me what medication side effects to watch out for.

Total Count (N)	Missing	Unique
1,355	115 (7.8%)	6

Counts/frequency: Strongly Agree (453, 33.4%), Agree (436, 32.2%), Neither Agree or Disagree (279, 20.6%), Disagree (70, 5.2%), Strongly Disagree (30, 2.2%), no response (87, 6.4%)

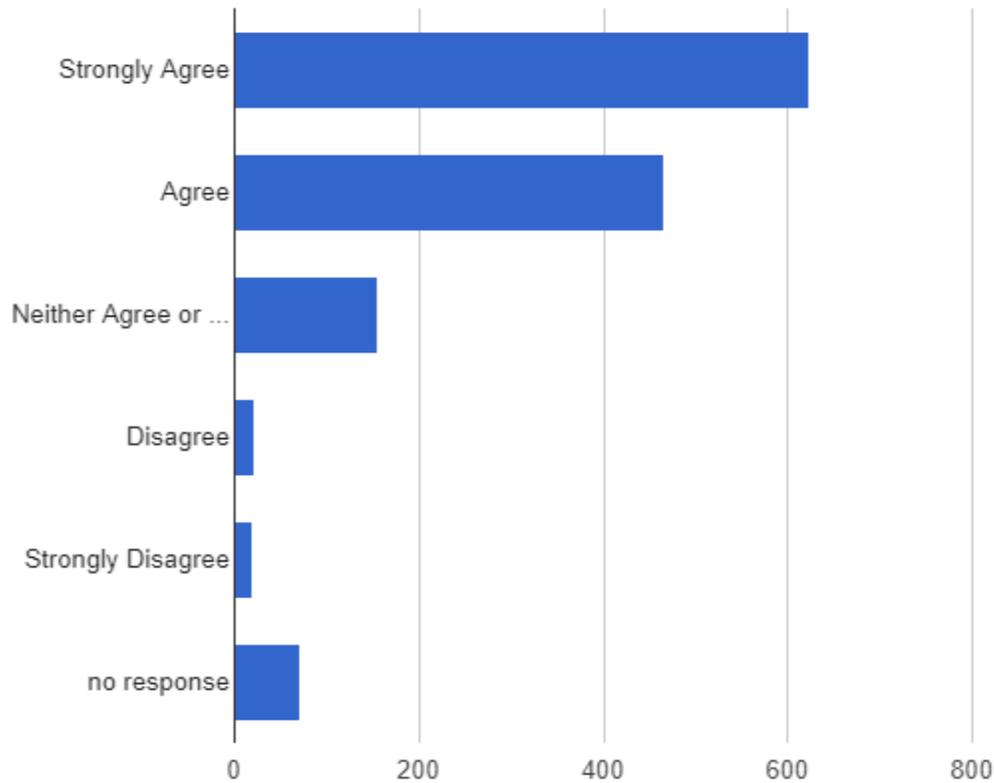


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

24. Adult; Staff respected my wishes about who is and who is not to be given information about my treatment.

Total Count (N)	Missing	Unique
1,358	112 (7.6%)	6

Counts/frequency: Strongly Agree (624, 45.9%), Agree (465, 34.2%), Neither Agree or Disagree (156, 11.5%), Disagree (22, 1.6%), Strongly Disagree (19, 1.4%), no response (72, 5.3%)

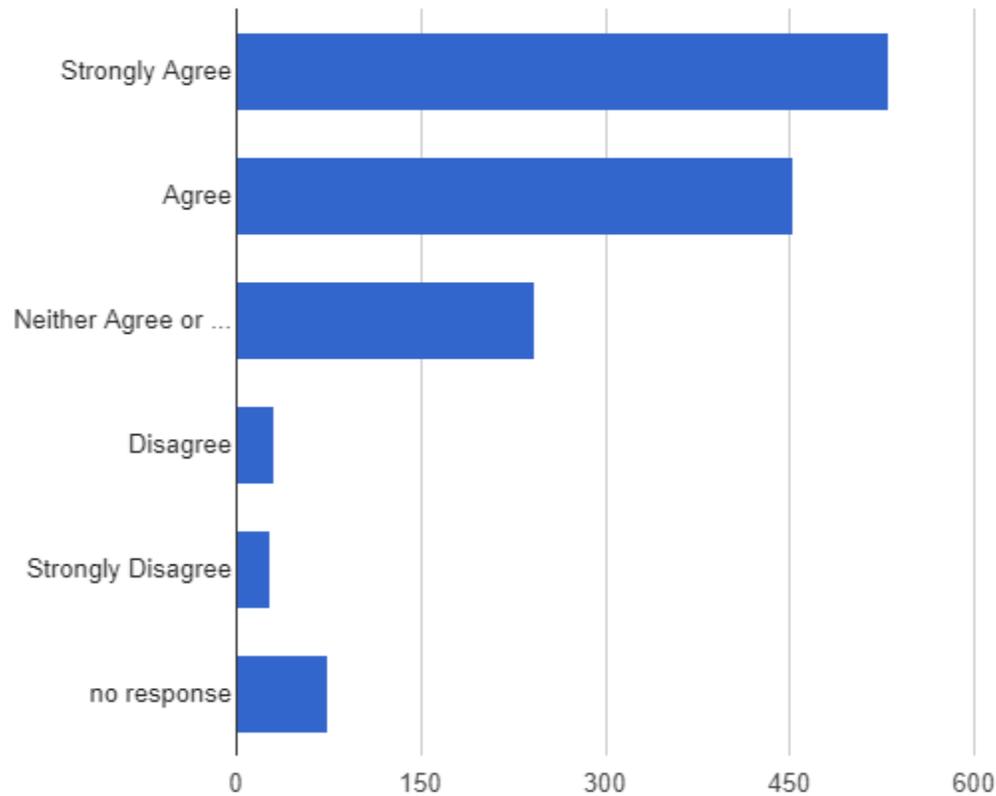


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

25. Adult; Staff were sensitive to my cultural background, race, religion, language, etc.

Total Count (N)	Missing	Unique
1,358	<u>112 (7.6%)</u>	6

Counts/frequency: Strongly Agree (530, 39.0%), Agree (453, 33.4%), Neither Agree or Disagree (243, 17.9%), Disagree (30, 2.2%), Strongly Disagree (28, 2.1%), no response (74, 5.4%)

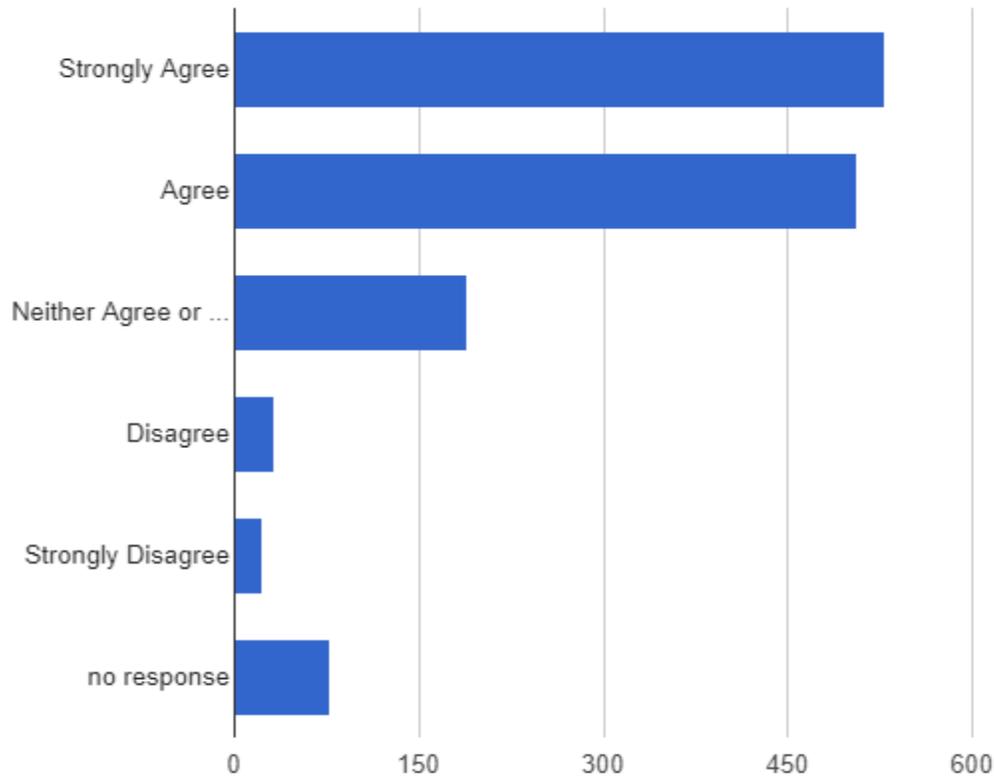


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

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

Total Count (N)	Missing	Unique
1,358	<u>112 (7.6%)</u>	6

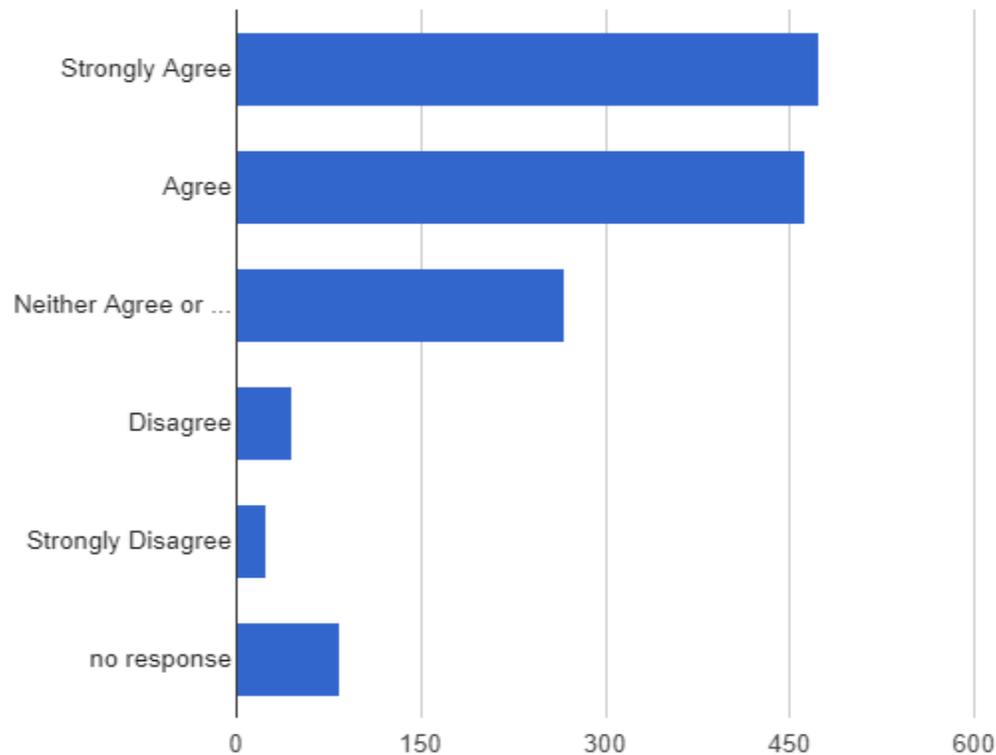
Counts/frequency: Strongly Agree (529, 39.0%), Agree (507, 37.3%), Neither Agree or Disagree (189, 13.9%), Disagree (32, 2.4%), Strongly Disagree (23, 1.7%), no response (78, 5.7%)



27. Adult; I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

Total Count (N)	Missing	Unique
1,358	112 (7.6%)	6

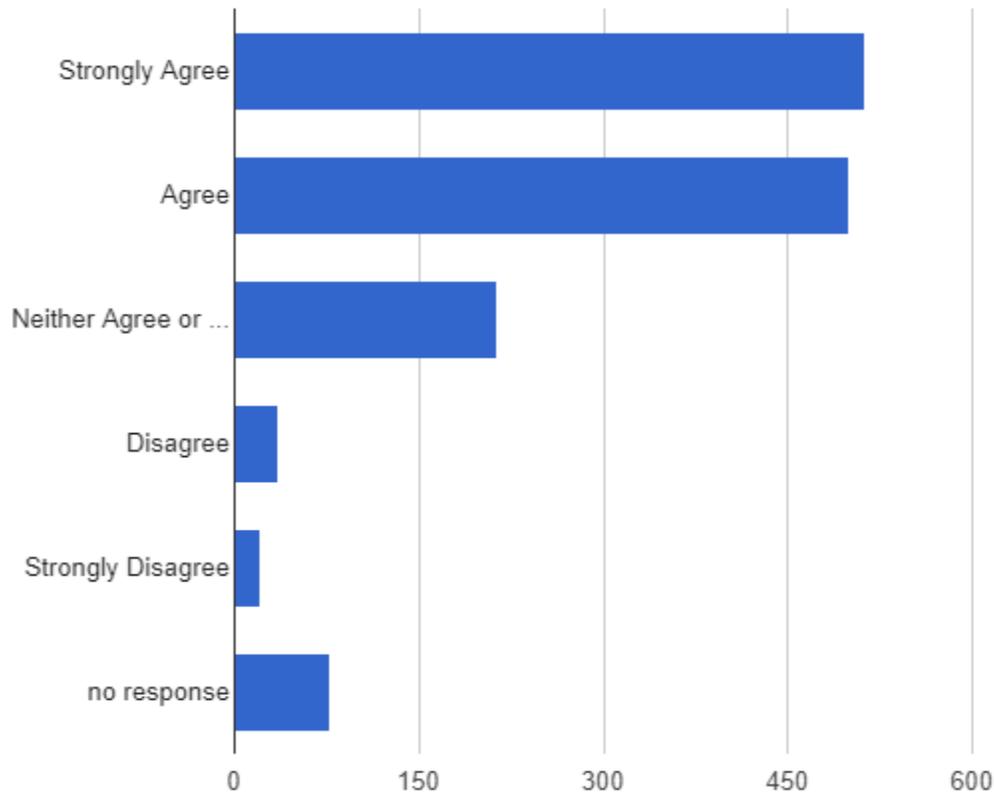
Counts/frequency: Strongly Agree (474, 34.9%), Agree (462, 34.0%), Neither Agree or Disagree (267, 19.7%), Disagree (46, 3.4%), Strongly Disagree (25, 1.8%), no response (84, 6.2%)



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

Total Count (N)	Missing	Unique
1,359	111 (7.6%)	6

Counts/frequency: Strongly Agree (512, 37.7%), Agree (499, 36.7%), Neither Agree or Disagree (213, 15.7%), Disagree (36, 2.6%), Strongly Disagree (21, 1.5%), no response (78, 5.7%)

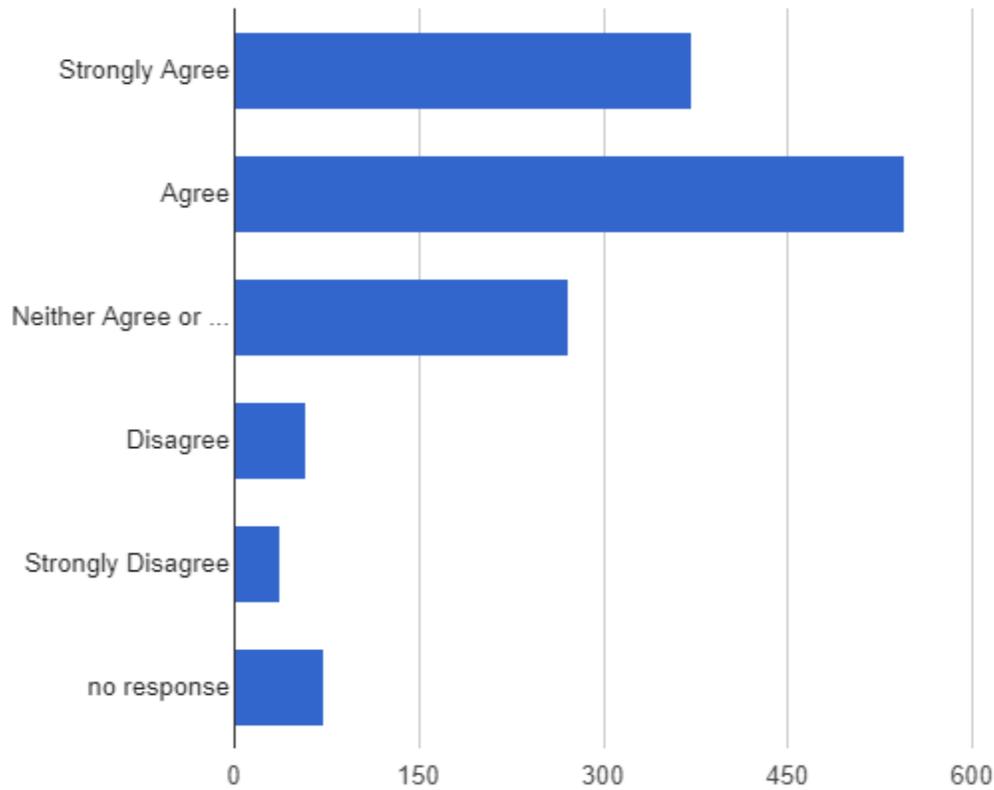


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
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29. Adult; I deal more effectively with daily problems.

Total Count (N)	Missing	Unique
1,357	113 (7.7%)	6

Counts/frequency: Strongly Agree (372, 27.4%), Agree (545, 40.2%), Neither Agree or Disagree (271, 20.0%), Disagree (59, 4.3%), Strongly Disagree (37, 2.7%), no response (73, 5.4%)

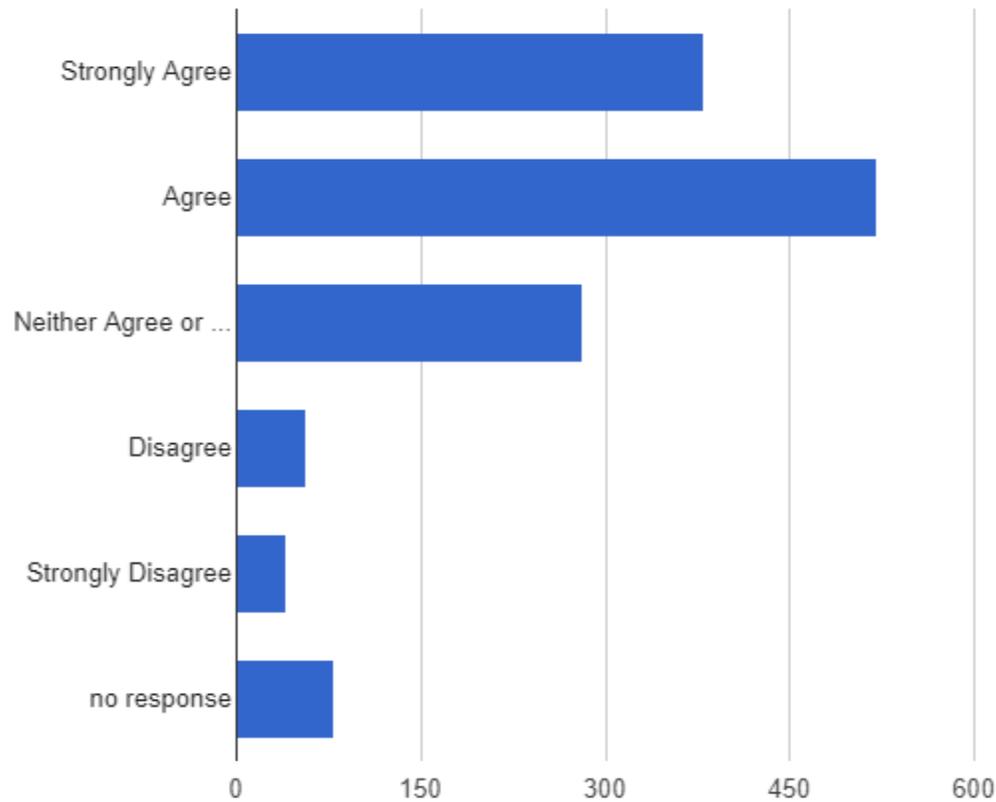


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

30. Adult; I am better able to control my life.

Total Count (N)	Missing	Unique
1,357	<u>113 (7.7%)</u>	6

Counts/frequency: Strongly Agree (380, 28.0%), Agree (520, 38.3%), Neither Agree or Disagree (281, 20.7%), Disagree (57, 4.2%), Strongly Disagree (40, 2.9%), no response (79, 5.8%)

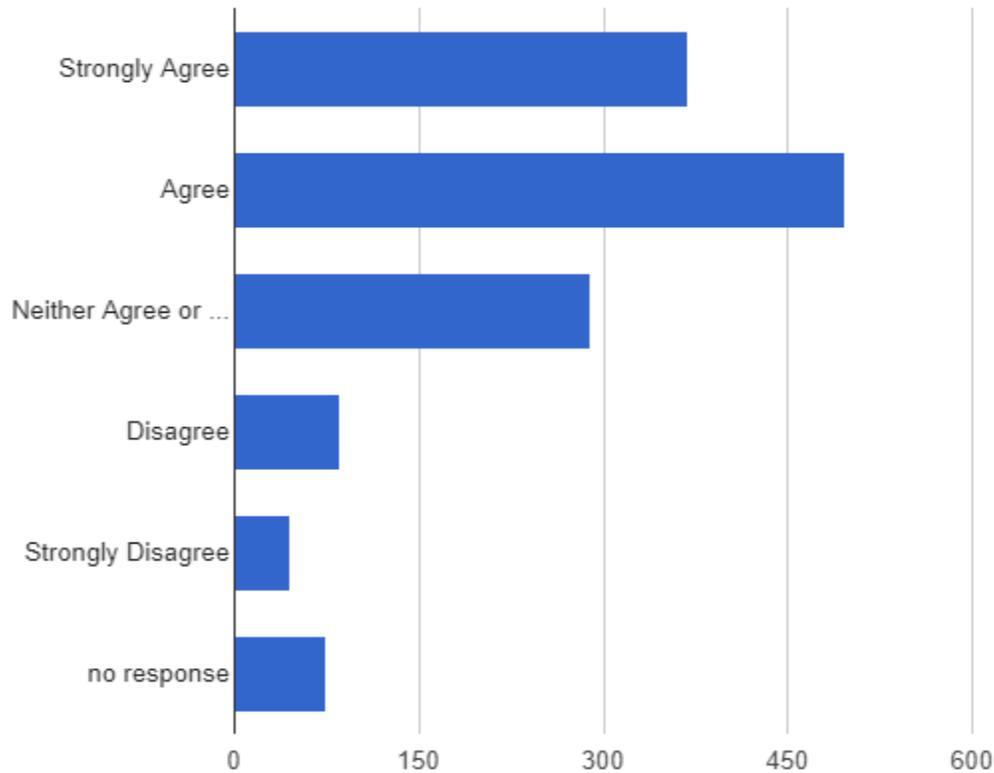


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

31. Adult; I am better able to deal with crisis.

Total Count (N)	Missing	Unique
1,358	<u>112 (7.6%)</u>	6

Counts/frequency: Strongly Agree (369, 27.2%), Agree (496, 36.5%), Neither Agree or Disagree (289, 21.3%), Disagree (85, 6.3%), Strongly Disagree (45, 3.3%), no response (74, 5.4%)

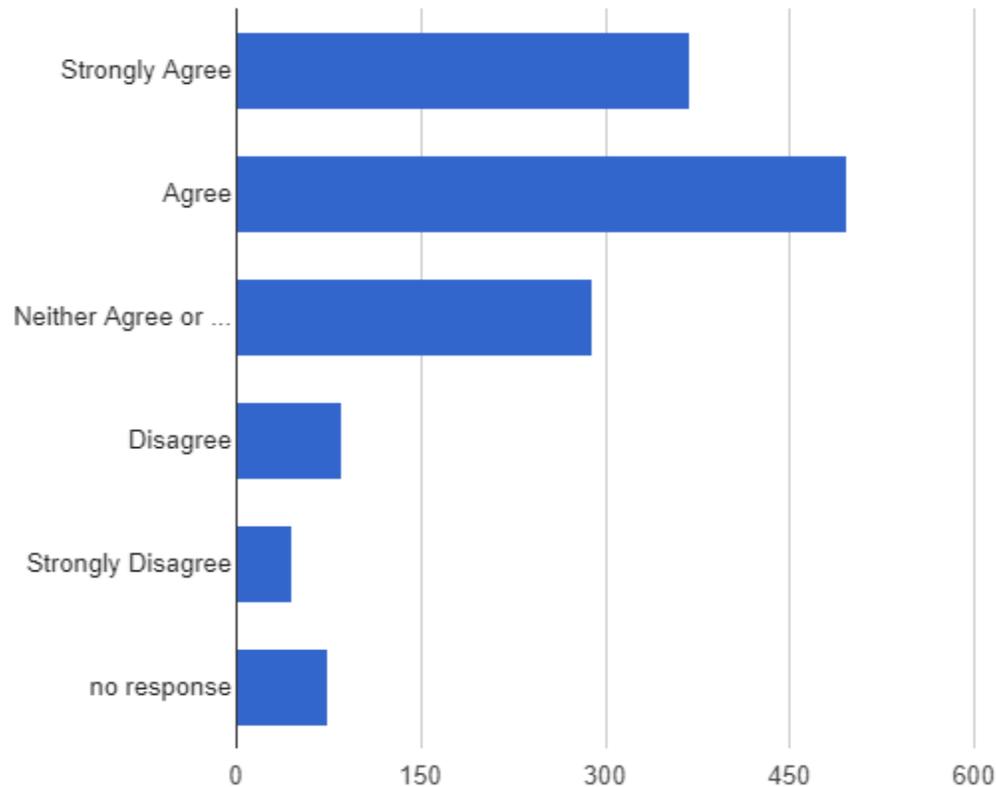


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

32. Adult; I am getting along better with my family.

Total Count (N)	Missing	Unique
1,358	112 (7.6%)	6

Counts/frequency: Strongly Agree (369, 27.2%), Agree (496, 36.5%), Neither Agree or Disagree (289, 21.3%), Disagree (85, 6.3%), Strongly Disagree (45, 3.3%), no response (74, 5.4%)

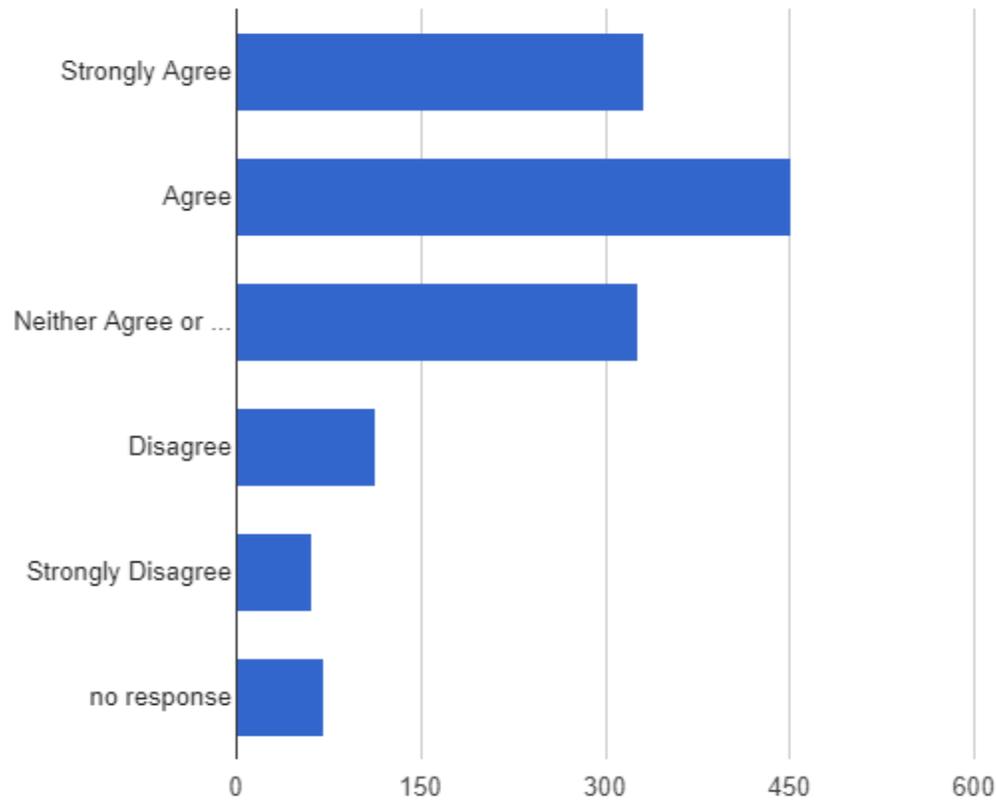


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

33. Adult; I do better in social situations.

Total Count (N)	Missing	Unique
1,355	115 (7.8%)	6

Counts/frequency: Strongly Agree (331, 24.4%), Agree (452, 33.4%), Neither Agree or Disagree (327, 24.1%), Disagree (113, 8.3%), Strongly Disagree (61, 4.5%), no response (71, 5.2%)

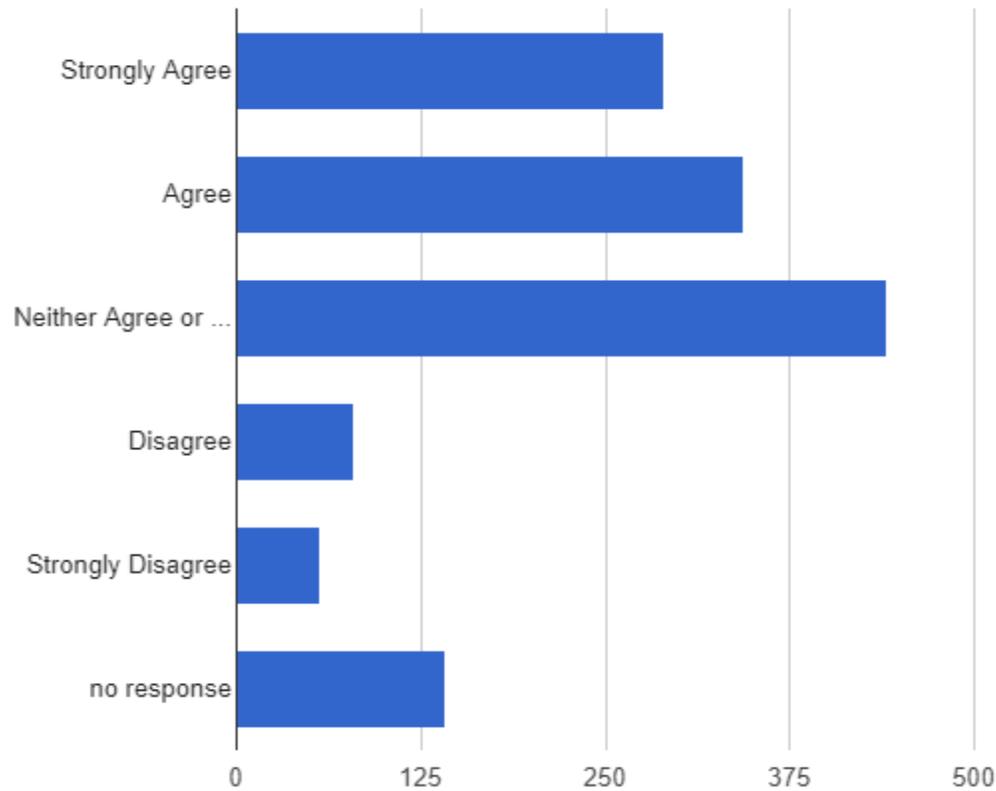


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

34. Adult; I do better in school and/or work.

Total Count (N)	Missing	Unique
1,353	<u>117 (8.0%)</u>	6

Counts/frequency: Strongly Agree (290, 21.4%), Agree (344, 25.4%), Neither Agree or Disagree (441, 32.6%), Disagree (79, 5.8%), Strongly Disagree (57, 4.2%), no response (142, 10.5%)

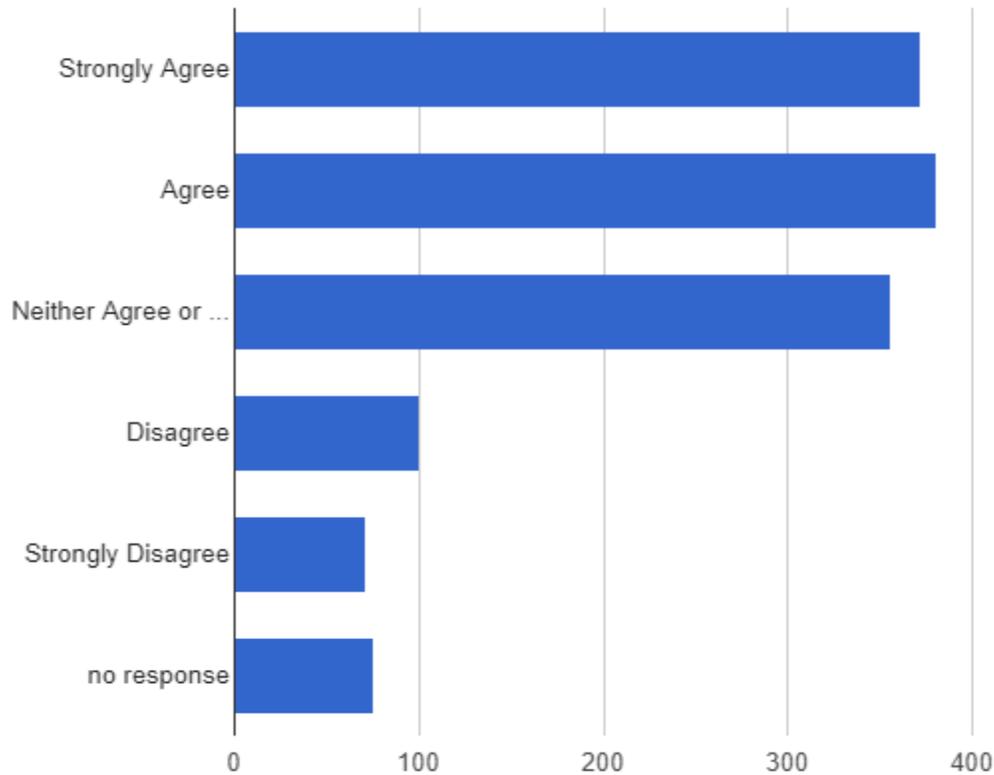


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

35. Adult; My housing situation has improved.

Total Count (N)	Missing	Unique
1,355	115 (7.8%)	6

Counts/frequency: Strongly Agree (372, 27.5%), Agree (381, 28.1%), Neither Agree or Disagree (356, 26.3%), Disagree (100, 7.4%), Strongly Disagree (71, 5.2%), no response (75, 5.5%)

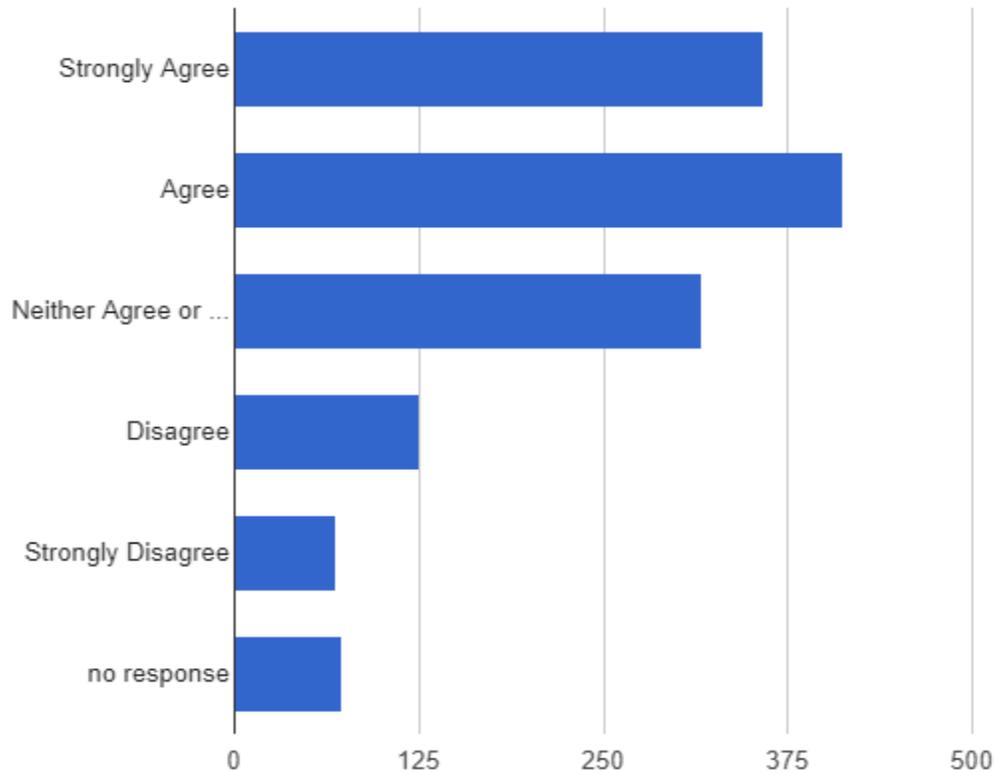


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

36. Adult; My symptoms are not bothering me as much.

Total Count (N)	Missing	Unique
1,356	114 (7.8%)	6

Counts/frequency: Strongly Agree (358, 26.4%), Agree (413, 30.5%), Neither Agree or Disagree (317, 23.4%), Disagree (126, 9.3%), Strongly Disagree (69, 5.1%), no response (73, 5.4%)



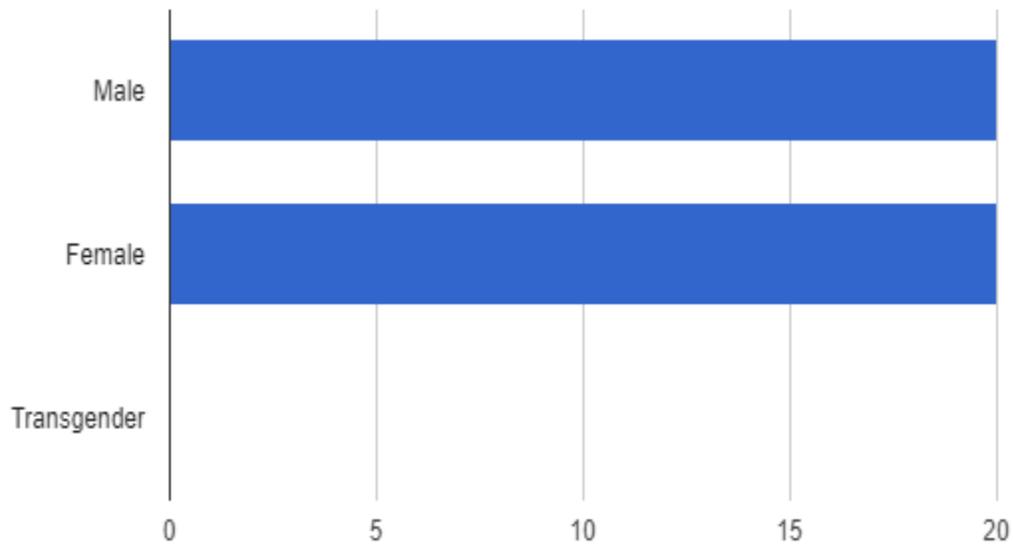
2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

Parent/Child Survey

What is the child's gender?

Total Count (N)	Missing	Unique
40	1,430 (97.3%)	2

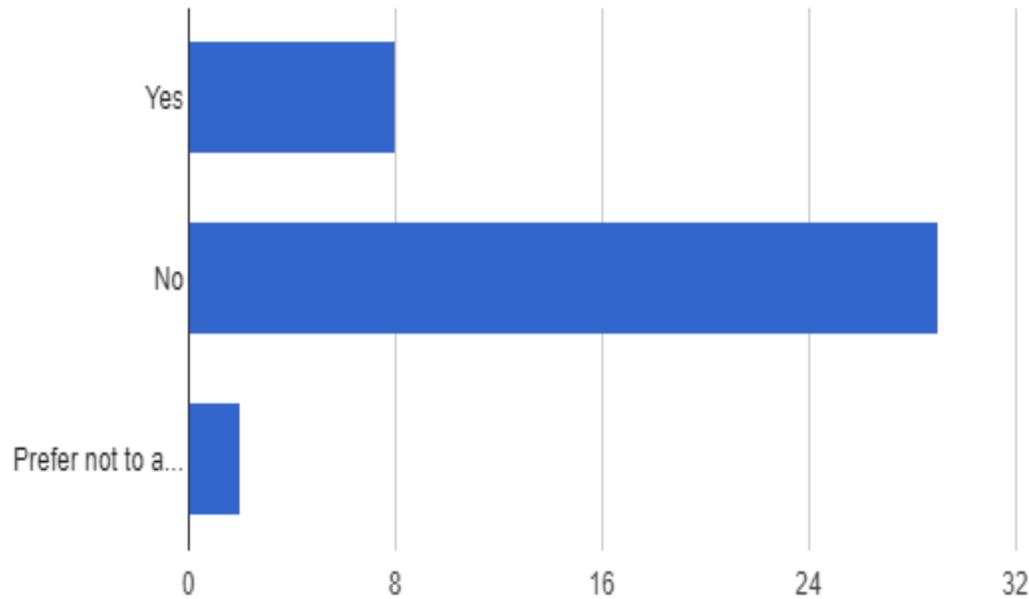
Counts/frequency: **Male** (20, 50.0%), **Female** (20, 50.0%), **Transgender** (0, 0.0%)



Parent/Child; Is the child or either parent of Spanish/Hispanic/Latino origin?

Total Count (N)	Missing	Unique
39	1,431 (97.3%)	3

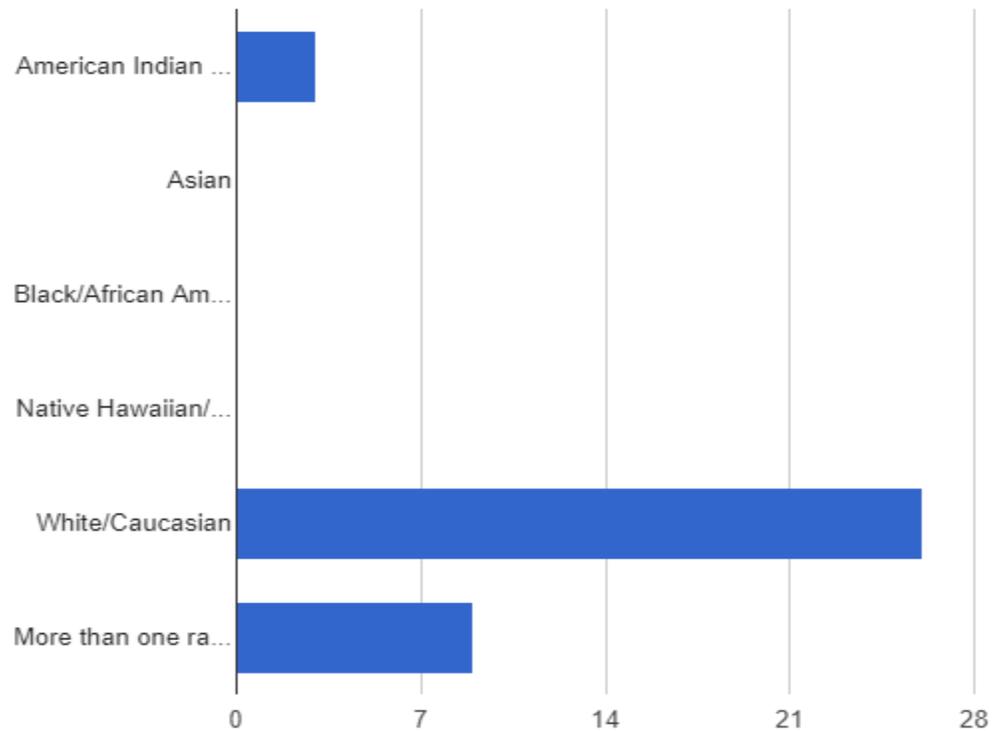
Counts/frequency: **Yes** (8, 20.5%), **No** (29, 74.4%), **Prefer not to answer** (2, 5.1%)



Parent/Child; Please select the child's race:

Total Count (N)	Missing	Unique
38	1,432 (97.4%)	3

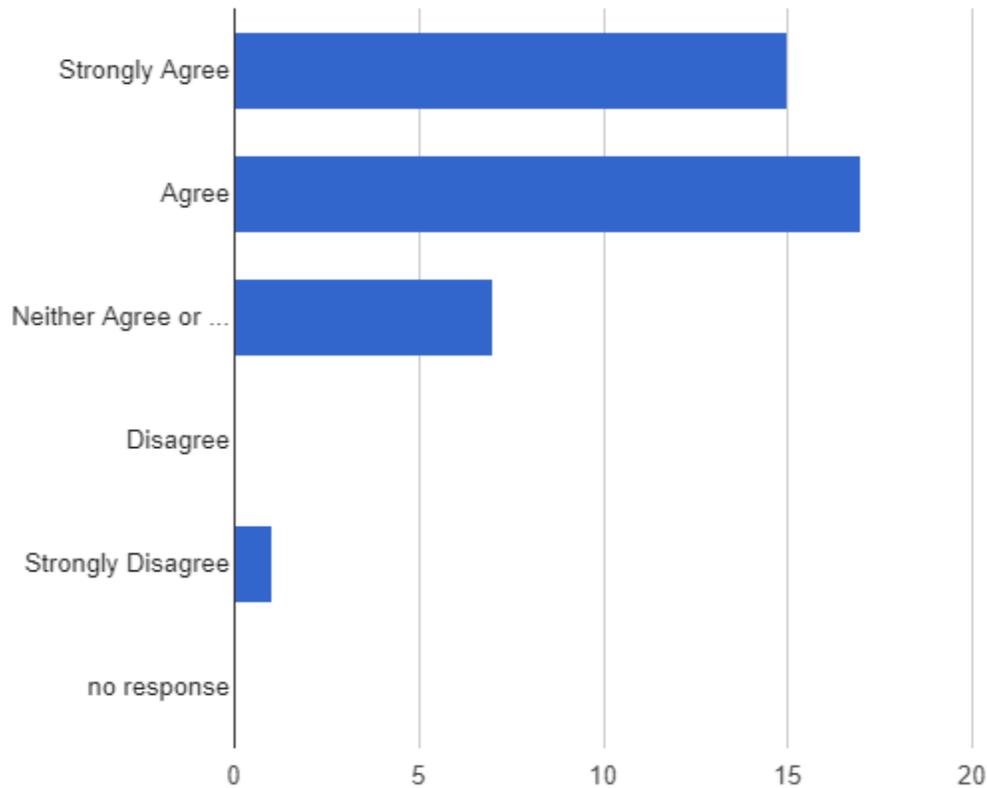
Counts/frequency: American Indian or Alaska Native (3, 7.9%), Asian (0, 0.0%), Black/African American (0, 0.0%), Native Hawaiian/Pacific Islander (0, 0.0%), White/Caucasian (26, 68.4%), More than one race (9, 23.7%)



1. **Parent/Child; I have people with whom I can do enjoyable things.**

Total Count (N)	Missing	Unique
40	1,430 (97.3%)	4

Counts/frequency: Strongly Agree (15, 37.5%), Agree (17, 42.5%), Neither Agree or Disagree (7, 17.5%), Disagree (0, 0.0%), Strongly Disagree (1, 2.5%), no response (0, 0.0%)

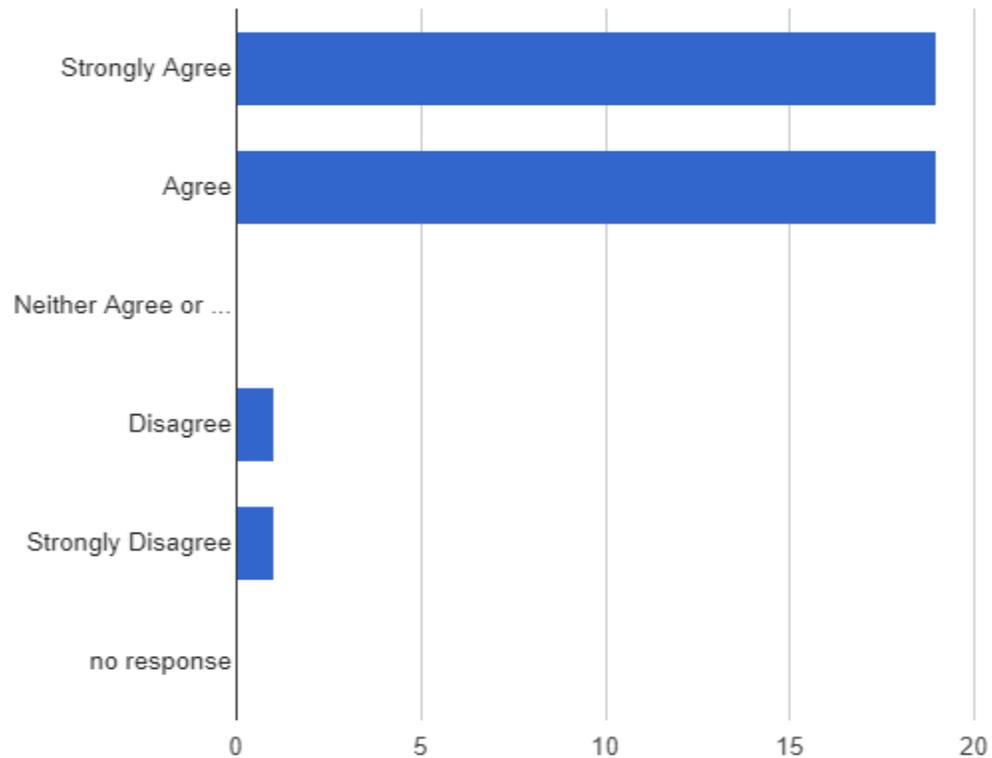


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

2. Parent/Child; I have people that I am comfortable talking with about my child's problems.

Total Count (N)	Missing	Unique
40	1,430 (97.3%)	4

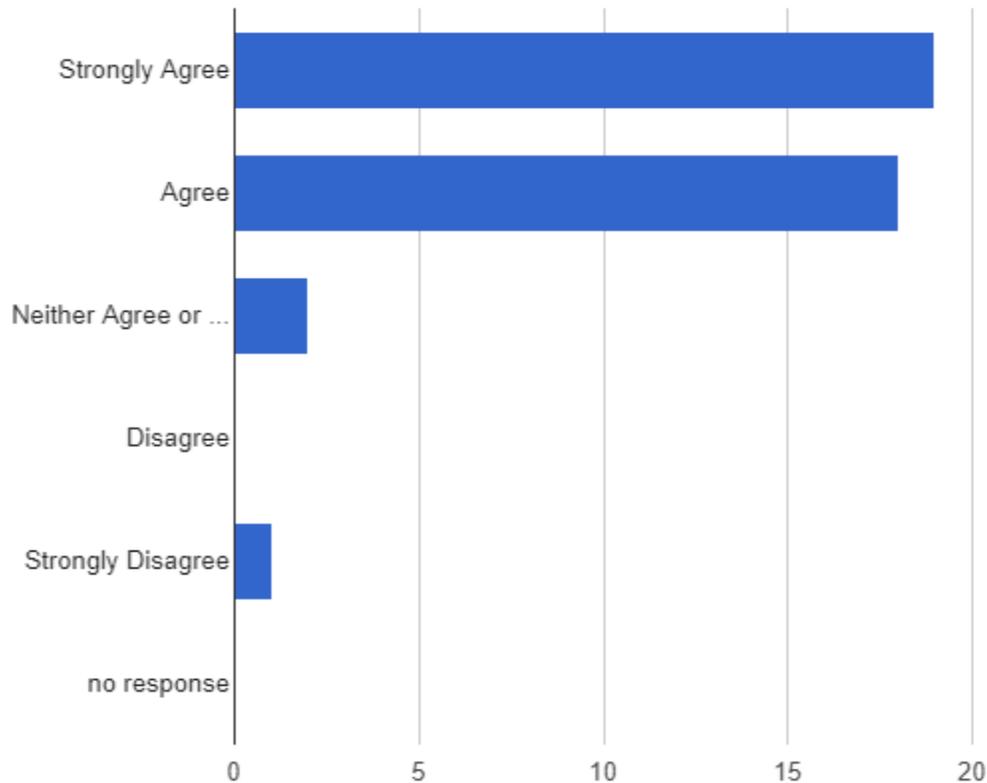
Counts/frequency: Strongly Agree (19, 47.5%), Agree (19, 47.5%), Neither Agree or Disagree (0, 0.0%), Disagree (1, 2.5%), Strongly Disagree (1, 2.5%), no response (0, 0.0%)



3. Parent/Child; I know people who will listen and understand me when I need to talk.

Total Count (N)	Missing	Unique
40	1,430 (97.3%)	4

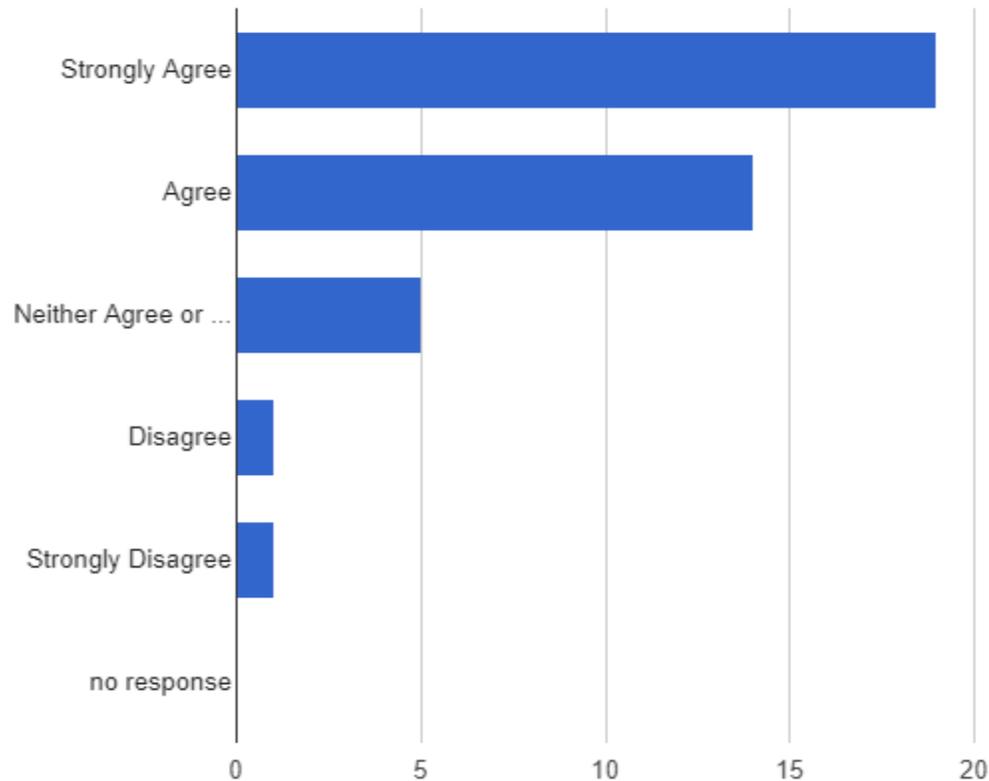
Counts/frequency: Strongly Agree (19, 47.5%), Agree (18, 45.0%), Neither Agree or Disagree (2, 5.0%), Disagree (0, 0.0%), Strongly Disagree (1, 2.5%), no response (0, 0.0%)



4. Parent/Child; In a crisis, I would have the support I need from family or friends.

Total Count (N)	Missing	Unique
40	1,430 (97.3%)	5

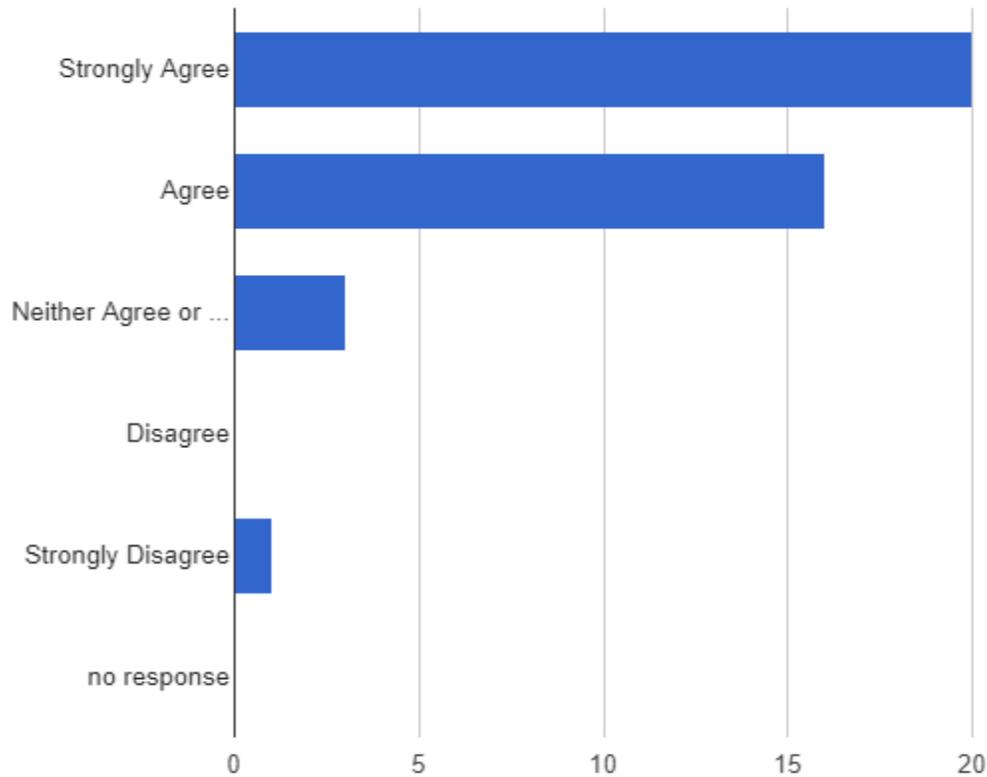
Counts/frequency: Strongly Agree (19, 47.5%), Agree (14, 35.0%), Neither Agree or Disagree (5, 12.5%), Disagree (1, 2.5%), Strongly Disagree (1, 2.5%), no response (0, 0.0%)



5. **Parent/Child; The location of the services was convenient for us.**

Total Count (N)	Missing	Unique
40	1,430 (97.3%)	4

Counts/frequency: Strongly Agree (20, 50.0%), Agree (16, 40.0%), Neither Agree or Disagree (3, 7.5%), Disagree (0, 0.0%), Strongly Disagree (1, 2.5%), no response (0, 0.0%)

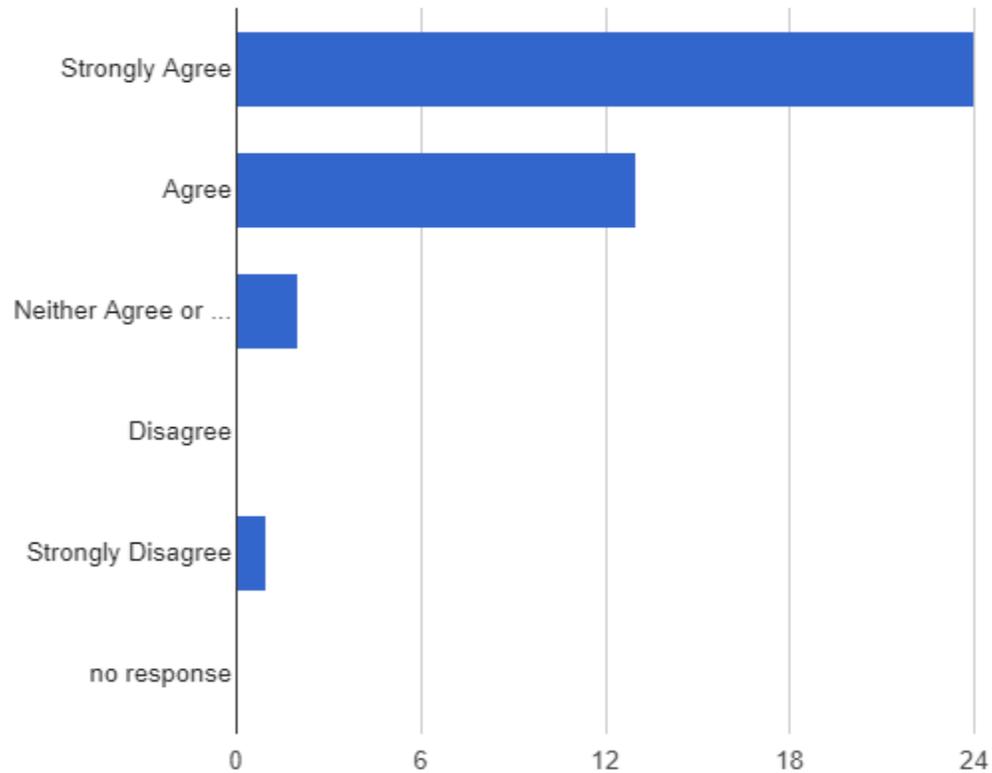


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

6. Parent/Child; Services were available at times that were good for us.

Total Count (N)	Missing	Unique
40	<u>1,430 (97.3%)</u>	4

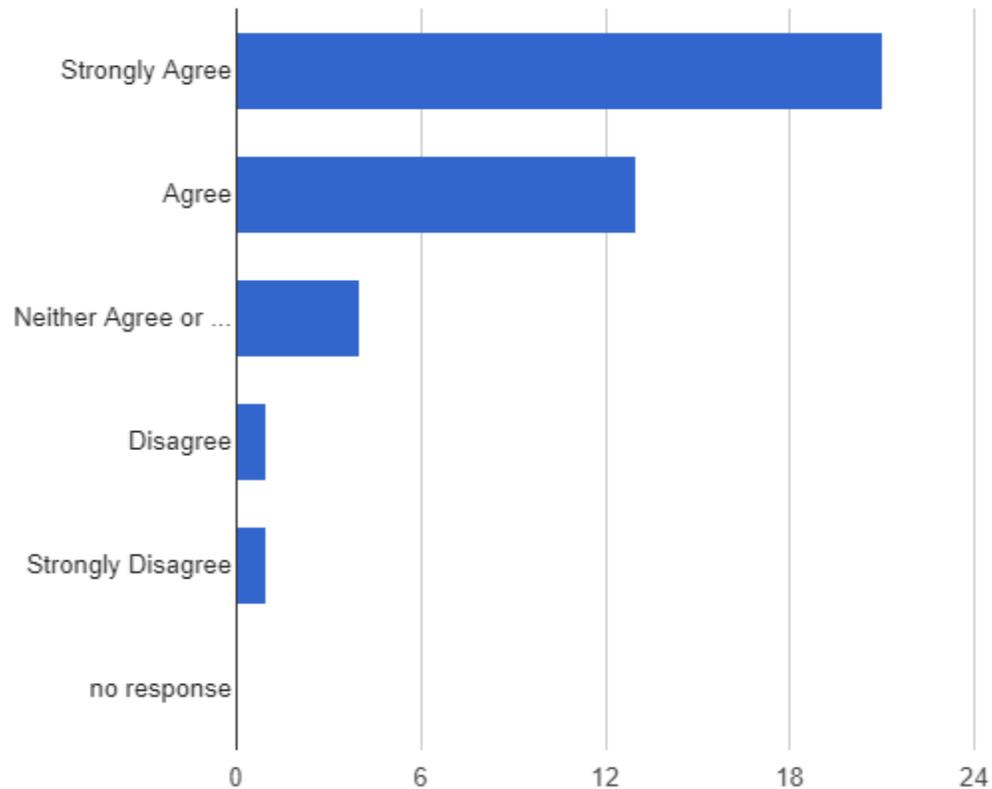
Counts/frequency: **Strongly Agree** (24, 60.0%), **Agree** (13, 32.5%), **Neither Agree or Disagree** (2, 5.0%), **Disagree** (0, 0.0%), **Strongly Disagree** (1, 2.5%), **no response** (0, 0.0%)



7. Parent/Child; I helped to choose my child's services.

Total Count (N)	Missing	Unique
40	<u>1,430 (97.3%)</u>	5

Counts/frequency: Strongly Agree (21, 52.5%), Agree (13, 32.5%), Neither Agree or Disagree (4, 10.0%), Disagree (1, 2.5%), Strongly Disagree (1, 2.5%), no response (0, 0.0%)

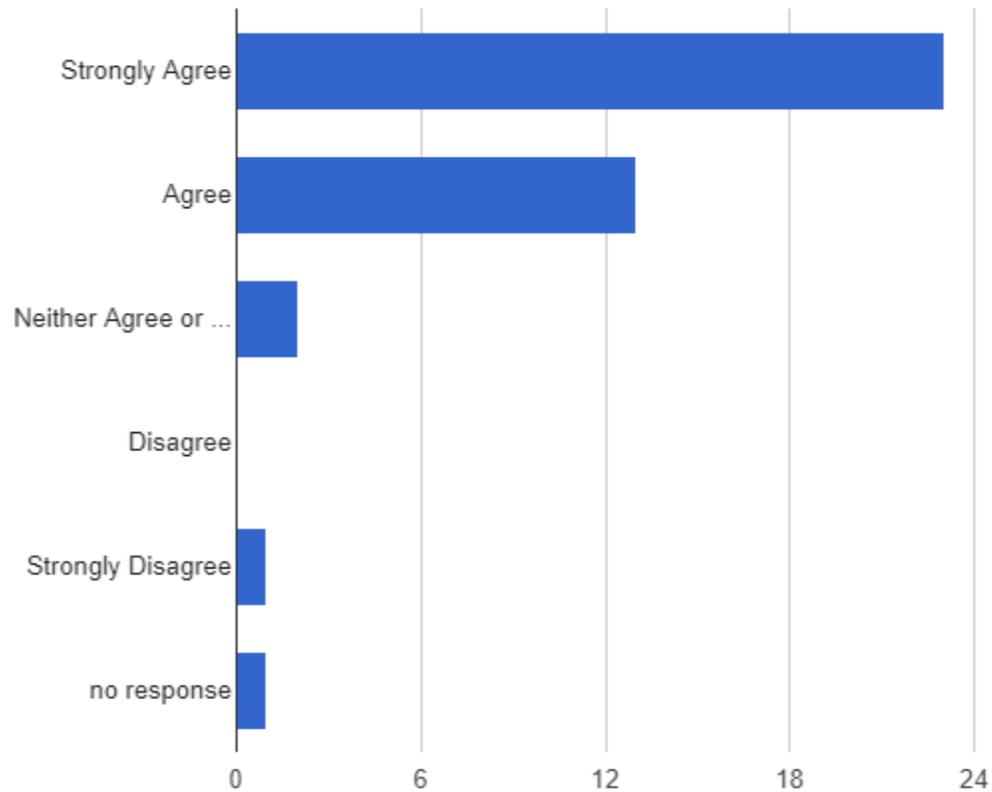


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

8. Parent/Child; I helped to choose my child's treatment goals.

Total Count (N)	Missing	Unique
40	1,430 (97.3%)	5

Counts/frequency: Strongly Agree (23, 57.5%), Agree (13, 32.5%), Neither Agree or Disagree (2, 5.0%), Disagree (0, 0.0%), Strongly Disagree (1, 2.5%), no response (1, 2.5%)

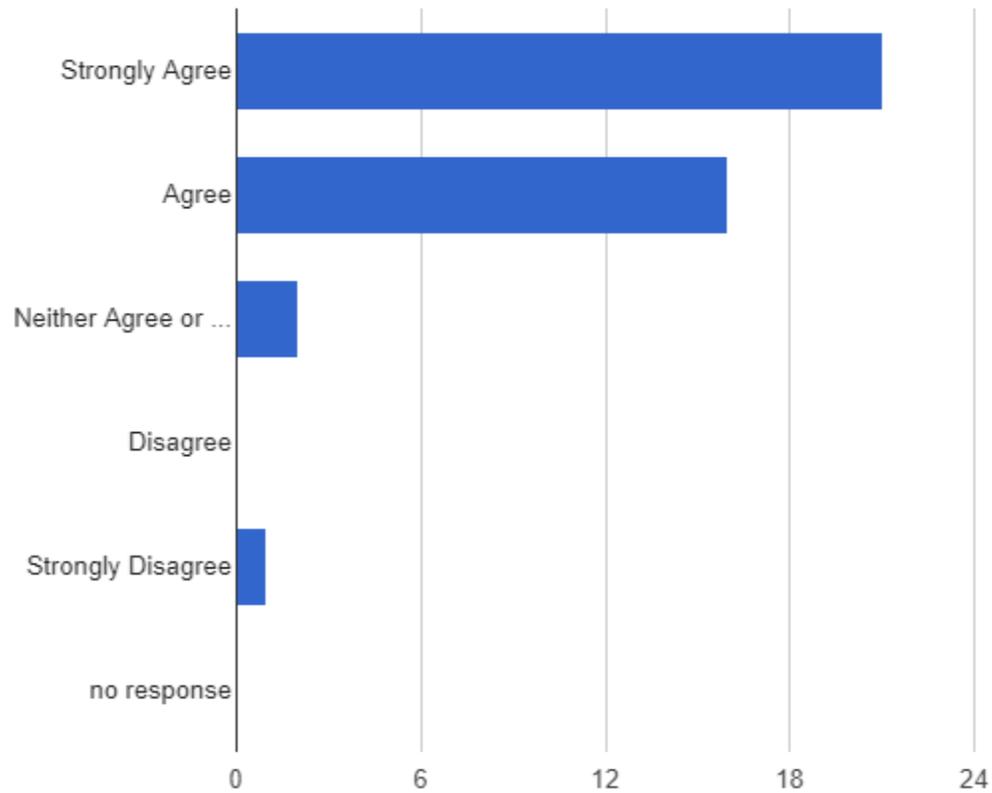


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

9. Parent/Child; The people helping my child stuck with us no matter what.

Total Count (N)	Missing	Unique
40	1,430 (97.3%)	4

Counts/frequency: Strongly Agree (21, 52.5%), Agree (16, 40.0%), Neither Agree or Disagree (2, 5.0%), Disagree (0, 0.0%), Strongly Disagree (1, 2.5%), no response (0, 0.0%)

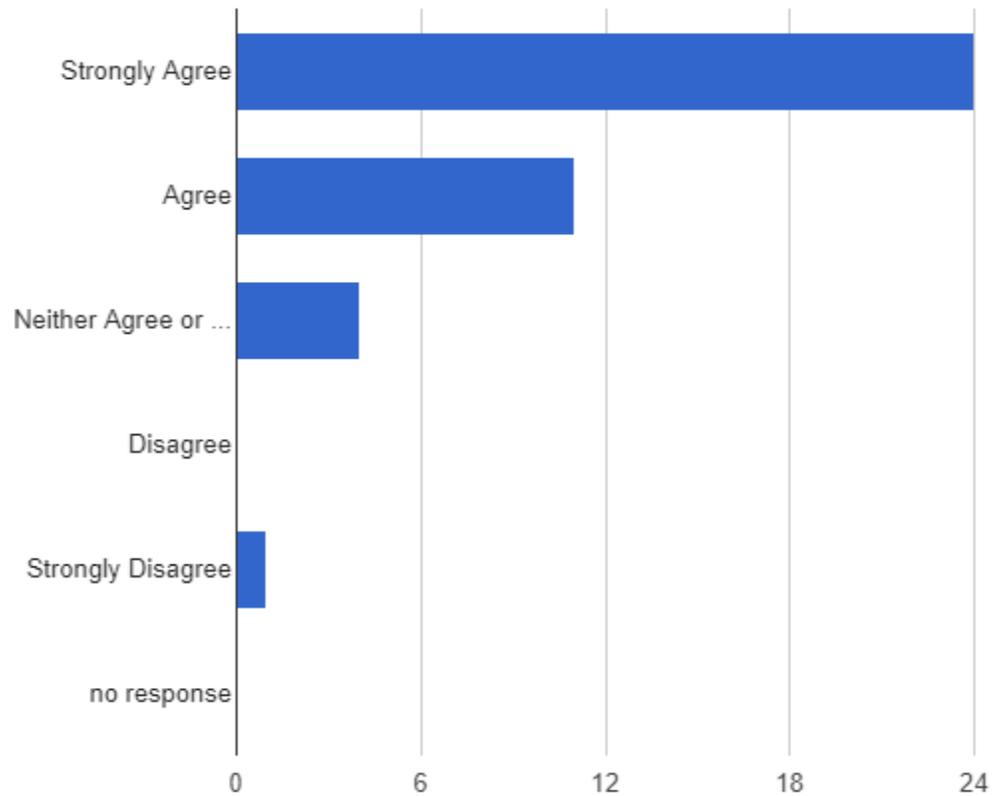


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

10. Parent/Child; Staff spoke with me in a way I understood.

Total Count (N)	Missing	Unique
40	1,430 (97.3%)	4

Counts/frequency: Strongly Agree (24, 60.0%), Agree (11, 27.5%), Neither Agree or Disagree (4, 10.0%), Disagree (0, 0.0%), Strongly Disagree (1, 2.5%), no response (0, 0.0%)

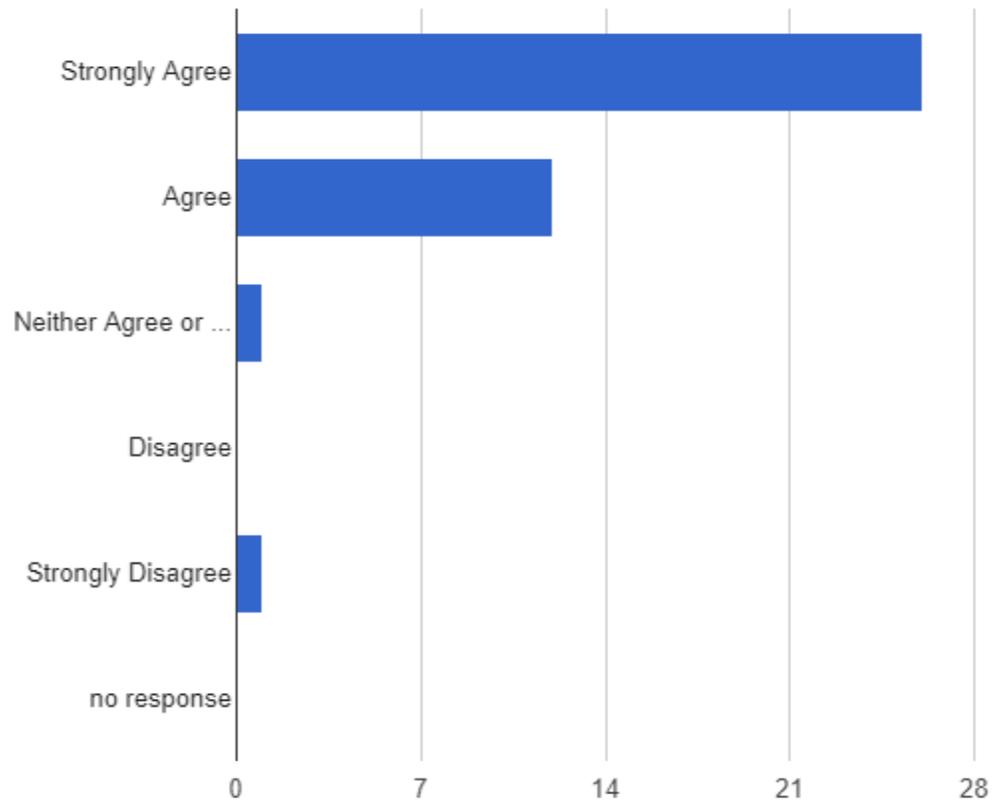


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

11. Parent/Child; I participated in my child's treatment.

Total Count (N)	Missing	Unique
40	1,430 (97.3%)	4

Counts/frequency: Strongly Agree (26, 65.0%), Agree (12, 30.0%), Neither Agree or Disagree (1, 2.5%), Disagree (0, 0.0%), Strongly Disagree (1, 2.5%), no response (0, 0.0%)

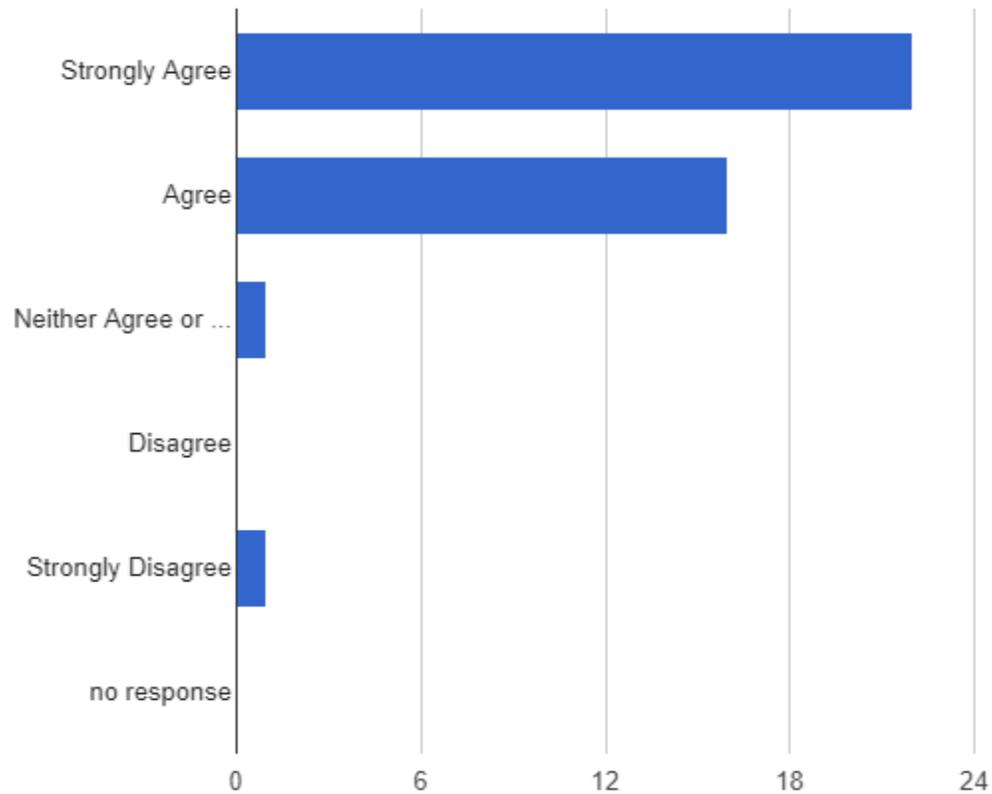


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

12. Parent/Child; I felt my child had someone to talk to when he/she was troubled.

Total Count (N)	Missing	Unique
40	<u>1,430 (97.3%)</u>	4

Counts/frequency: **Strongly Agree** (22, 55.0%), **Agree** (16, 40.0%), **Neither Agree or Disagree** (1, 2.5%), **Disagree** (0, 0.0%), **Strongly Disagree** (1, 2.5%), **no response** (0, 0.0%)

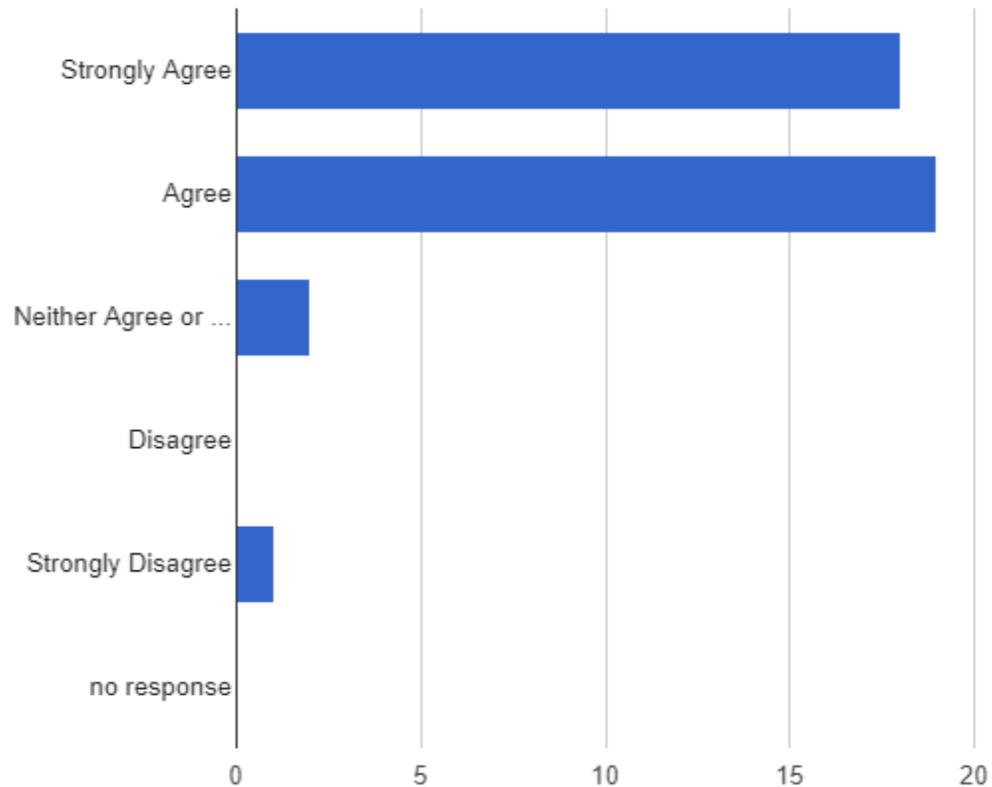


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

13. Parent/Child; My family got the help we wanted for our child.

Total Count (N)	Missing	Unique
40	<u>1,430 (97.3%)</u>	4

Counts/frequency: Strongly Agree (18, 45.0%), Agree (19, 47.5%), Neither Agree or Disagree (2, 5.0%), Disagree (0, 0.0%), Strongly Disagree (1, 2.5%), no response (0, 0.0%)

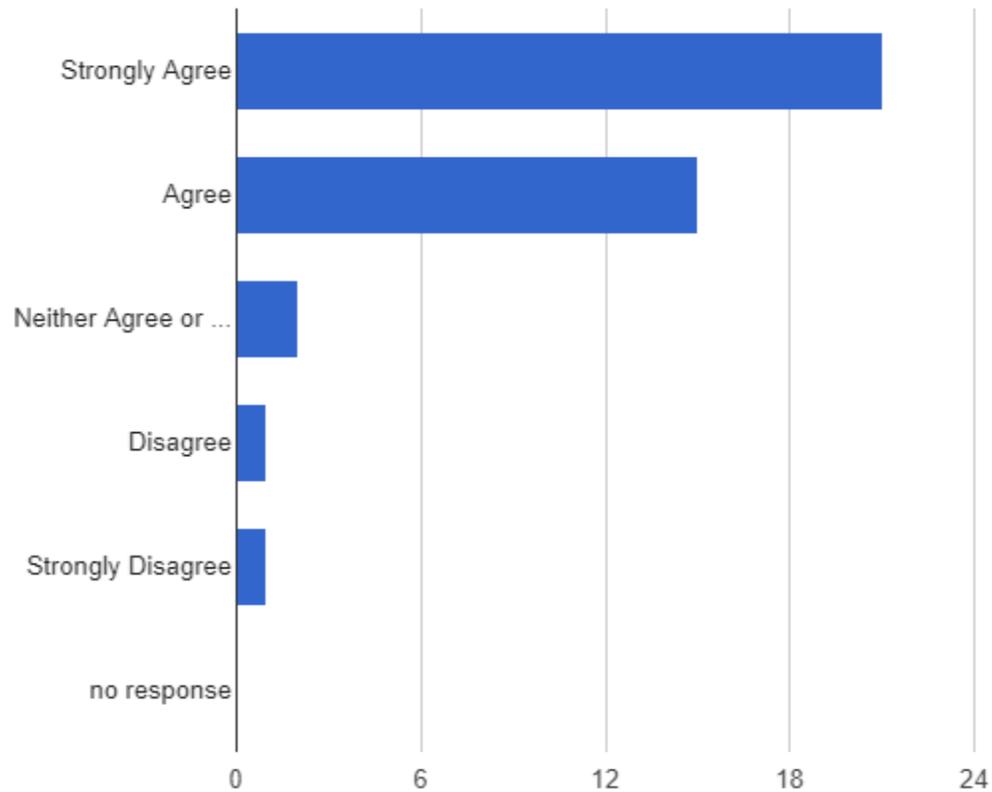


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

14. Parent/Child; My family got as much help as we needed for our child.

Total Count (N)	Missing	Unique
40	1,430 (97.3%)	5

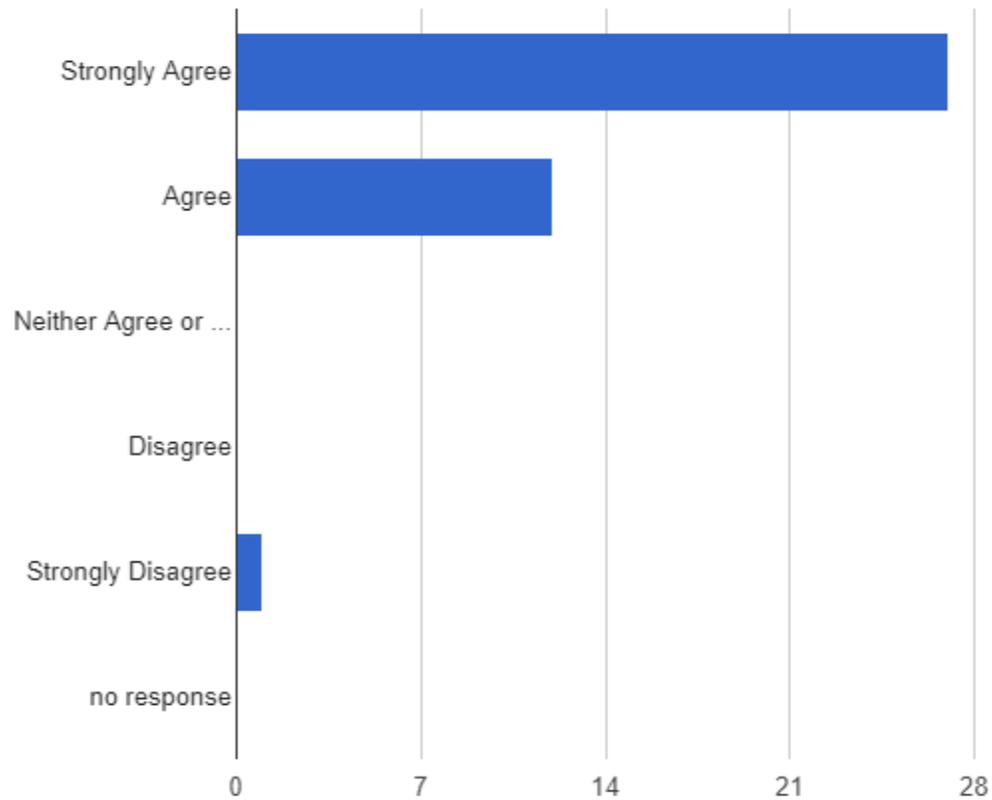
Counts/frequency: Strongly Agree (21, 52.5%), Agree (15, 37.5%), Neither Agree or Disagree (2, 5.0%), Disagree (1, 2.5%), Strongly Disagree (1, 2.5%), no response (0, 0.0%)



15. Parent/Child; Staff treated me with respect.

Total Count (N)	Missing	Unique
40	<u>1,430 (97.3%)</u>	3

Counts/frequency: Strongly Agree (27, 67.5%), Agree (12, 30.0%), Neither Agree or Disagree (0, 0.0%), Disagree (0, 0.0%), Strongly Disagree (1, 2.5%), no response (0, 0.0%)

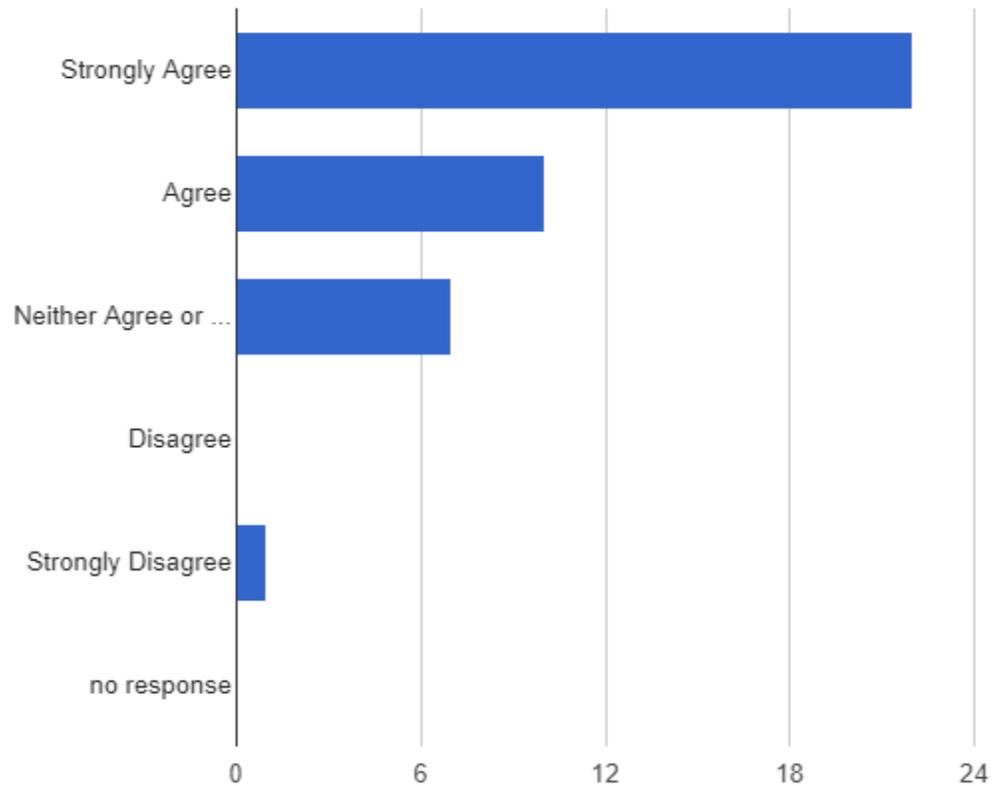


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

16. Parent/Child; Staff respected my family's religious/spiritual beliefs.

Total Count (N)	Missing	Unique
40	1,430 (97.3%)	4

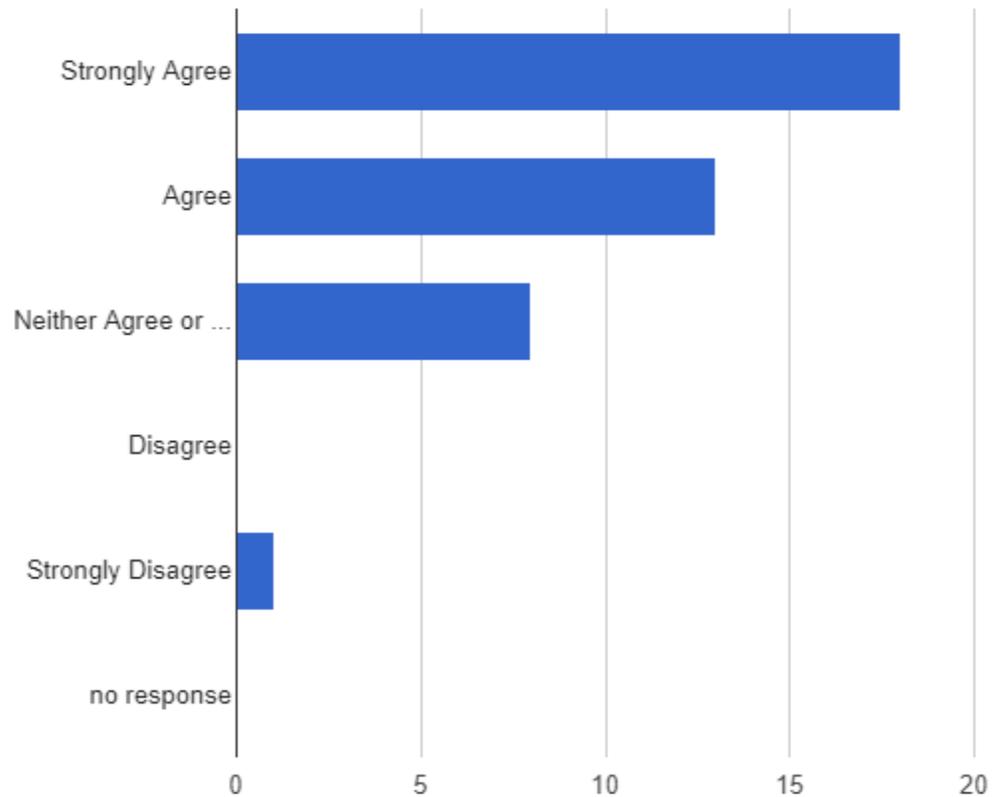
Counts/frequency: Strongly Agree (22, 55.0%), Agree (10, 25.0%), Neither Agree or Disagree (7, 17.5%), Disagree (0, 0.0%), Strongly Disagree (1, 2.5%), no response (0, 0.0%)



17. Parent/Child; Staff was sensitive to my cultural/ethnic background.

Total Count (N)	Missing	Unique
40	<u>1,430 (97.3%)</u>	4

Counts/frequency: **Strongly Agree** (18, 45.0%), **Agree** (13, 32.5%), **Neither Agree or Disagree** (8, 20.0%), **Disagree** (0, 0.0%), **Strongly Disagree** (1, 2.5%), **no response** (0, 0.0%)

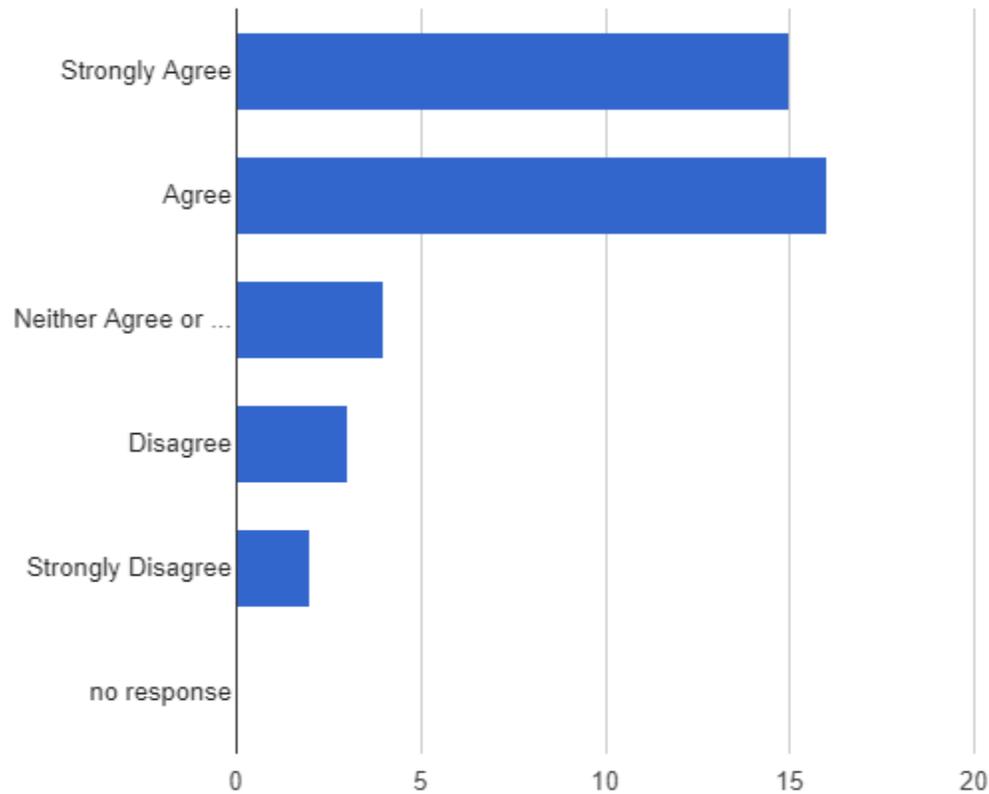


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

18. Parent/Child; My child is better able to cope when things go wrong.

Total Count (N)	Missing	Unique
40	<u>1,430 (97.3%)</u>	5

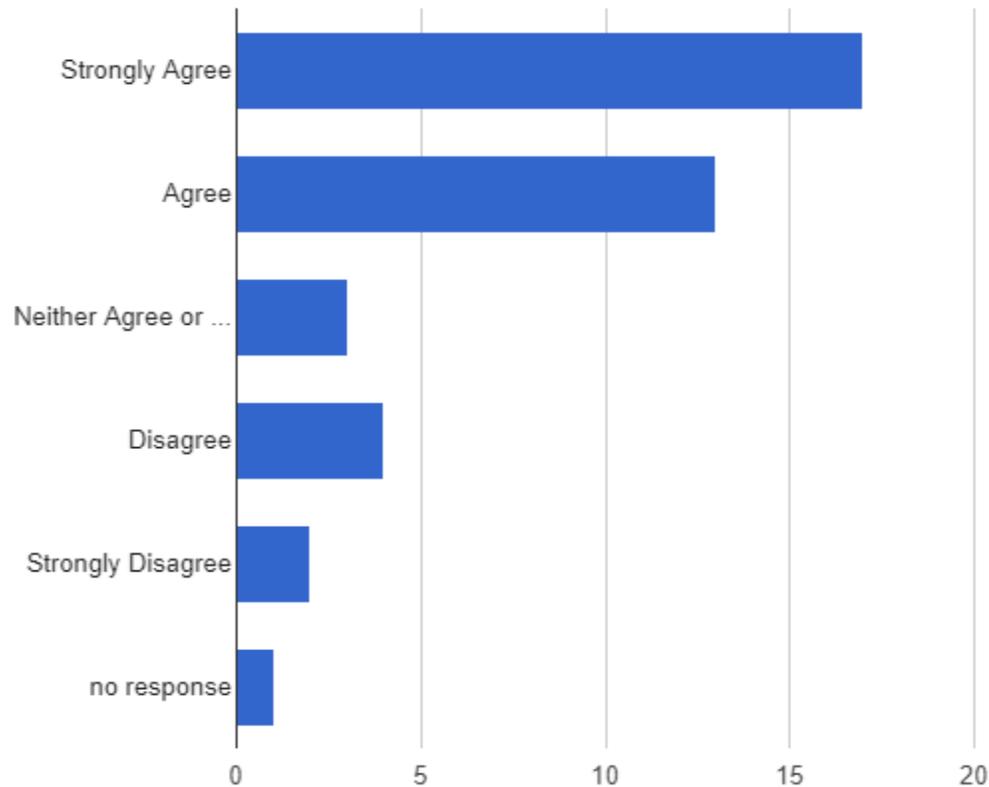
Counts/frequency: **Strongly Agree** (15, 37.5%), **Agree** (16, 40.0%), **Neither Agree or Disagree** (4, 10.0%), **Disagree** (3, 7.5%), **Strongly Disagree** (2, 5.0%), **no response** (0, 0.0%)



19. Parent/Child; My child is better at handling daily life.

Total Count (N)	Missing	Unique
40	<u>1,430 (97.3%)</u>	6

Counts/frequency: Strongly Agree (17, 42.5%), Agree (13, 32.5%), Neither Agree or Disagree (3, 7.5%), Disagree (4, 10.0%), Strongly Disagree (2, 5.0%), no response (1, 2.5%)

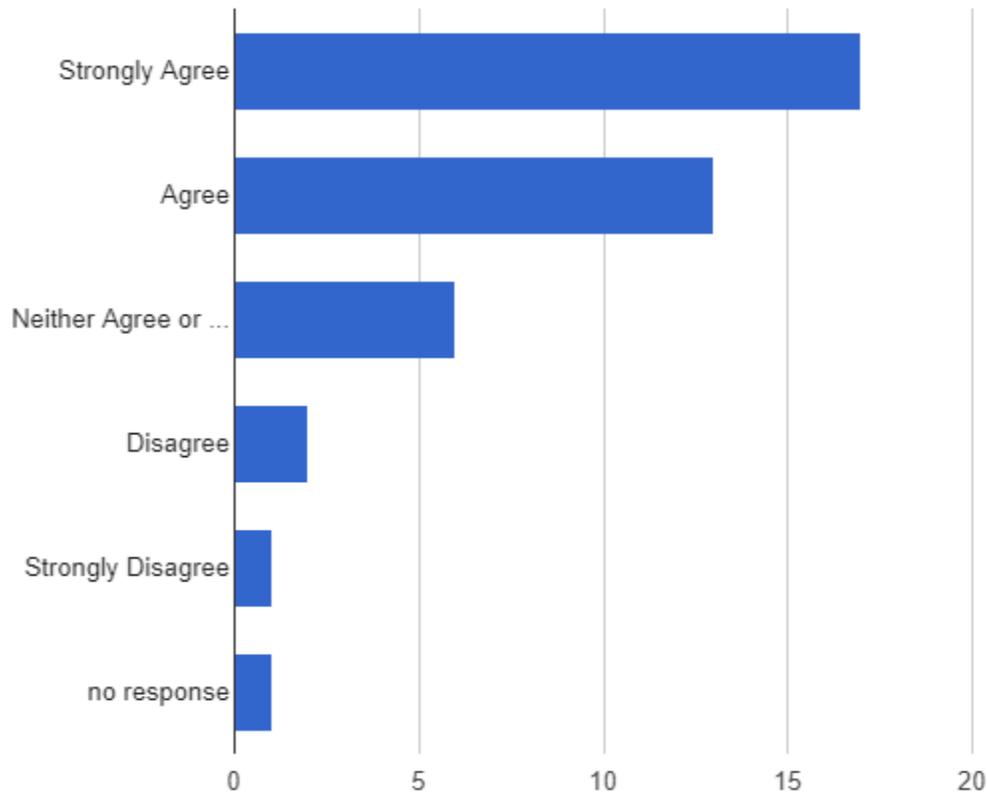


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
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20. Parent/Child; My child is better able to do things he/she wants to do.

Total Count (N)	Missing	Unique
40	1,430 (97.3%)	6

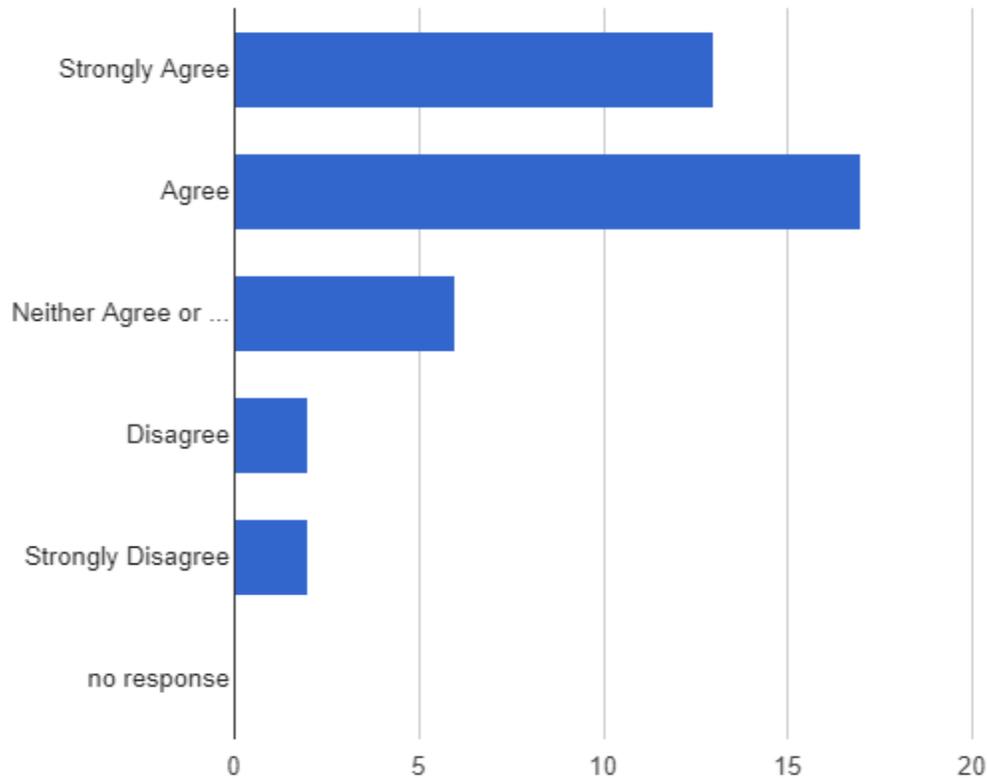
Counts/frequency: Strongly Agree (17, 42.5%), Agree (13, 32.5%), Neither Agree or Disagree (6, 15.0%), Disagree (2, 5.0%), Strongly Disagree (1, 2.5%), no response (1, 2.5%)



21. Parent/Child; I am satisfied with our family life right now.

Total Count (N)	Missing	Unique
40	<u>1,430 (97.3%)</u>	5

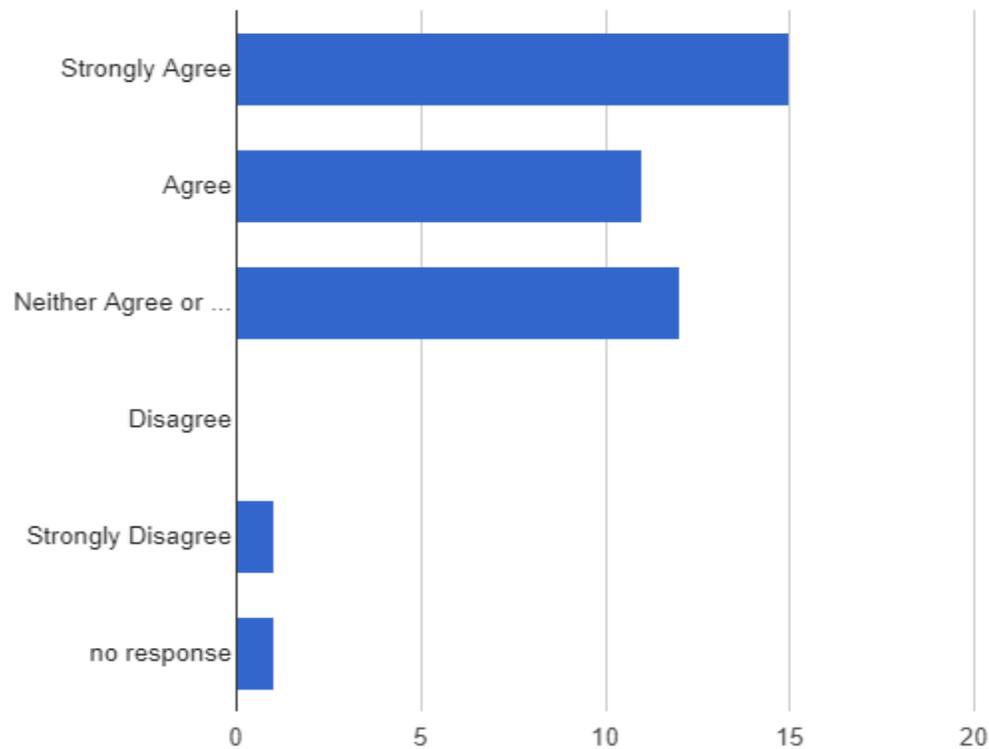
Counts/frequency: Strongly Agree (13, 32.5%), Agree (17, 42.5%), Neither Agree or Disagree (6, 15.0%), Disagree (2, 5.0%), Strongly Disagree (2, 5.0%), no response (0, 0.0%)



22. Parent/Child; If my child took medications for his/her problems, staff told us what medication side effects to watch out for.

Total Count (N)	Missing	Unique
40	1,430 (97.3%)	5

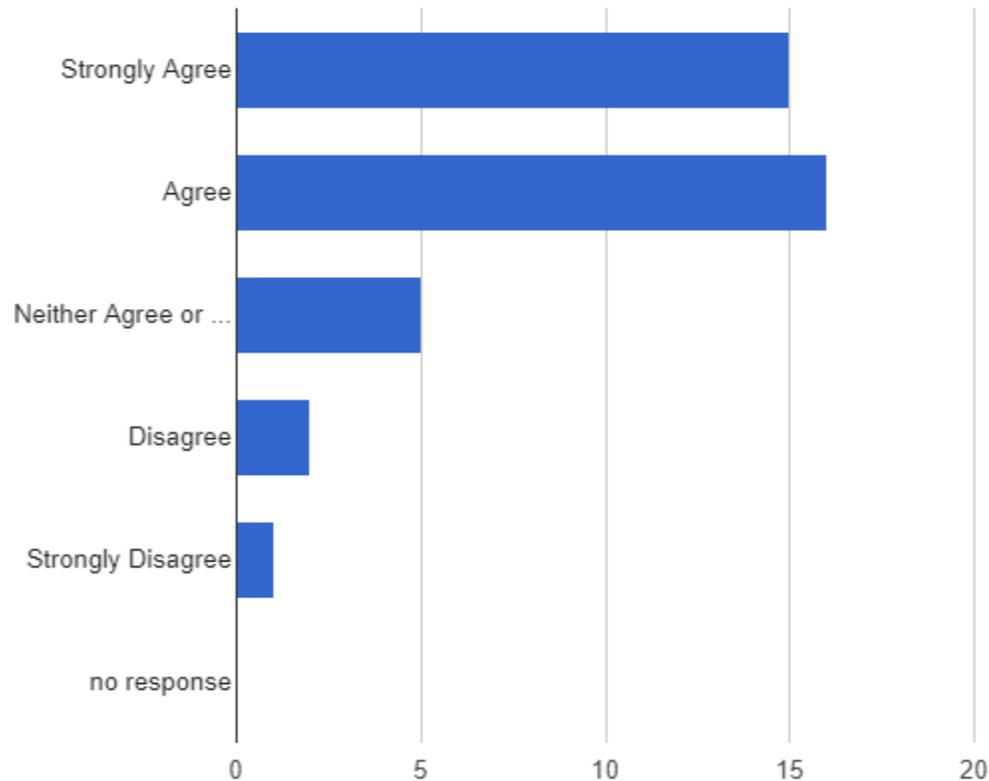
Counts/frequency: Strongly Agree (15, 37.5%), Agree (11, 27.5%), Neither Agree or Disagree (12, 30.0%), Disagree (0, 0.0%), Strongly Disagree (1, 2.5%), no response (1, 2.5%)



23. Parent/Child; I felt free to complain.

Total Count (N)	Missing	Unique
39	1,431 (97.3%)	5

Counts/frequency: Strongly Agree (15, 38.5%), Agree (16, 41.0%), Neither Agree or Disagree (5, 12.8%), Disagree (2, 5.1%), Strongly Disagree (1, 2.6%), no response (0, 0.0%)

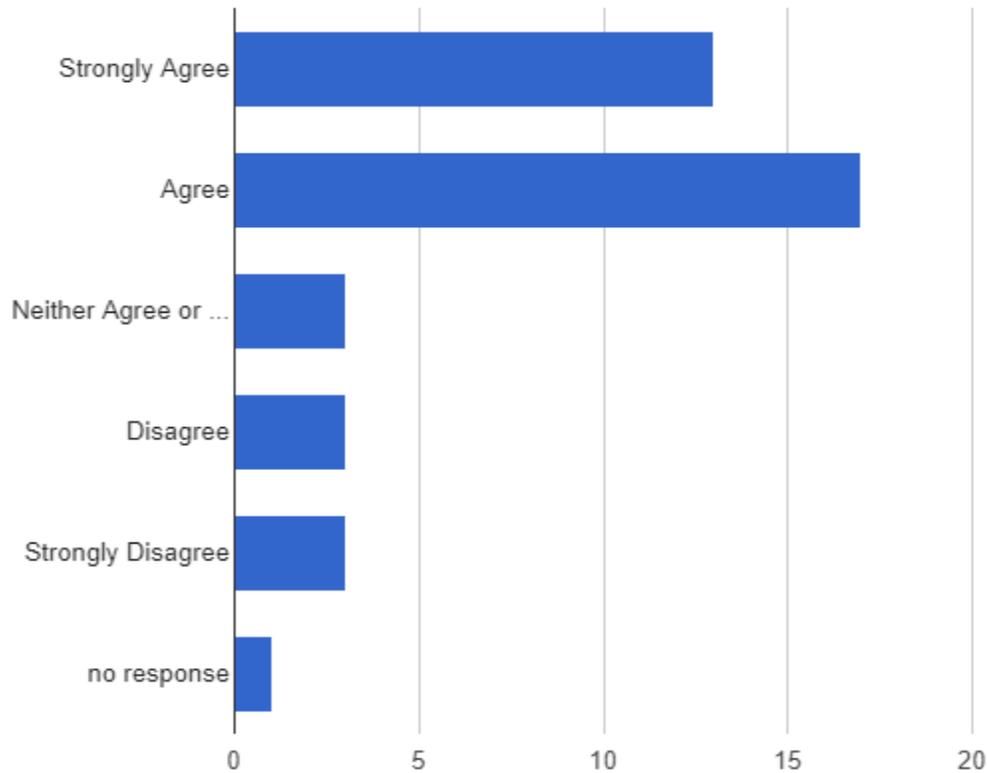


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

24. Parent/Child; My child gets along better with family members.

Total Count (N)	Missing	Unique
40	1,430 (97.3%)	6

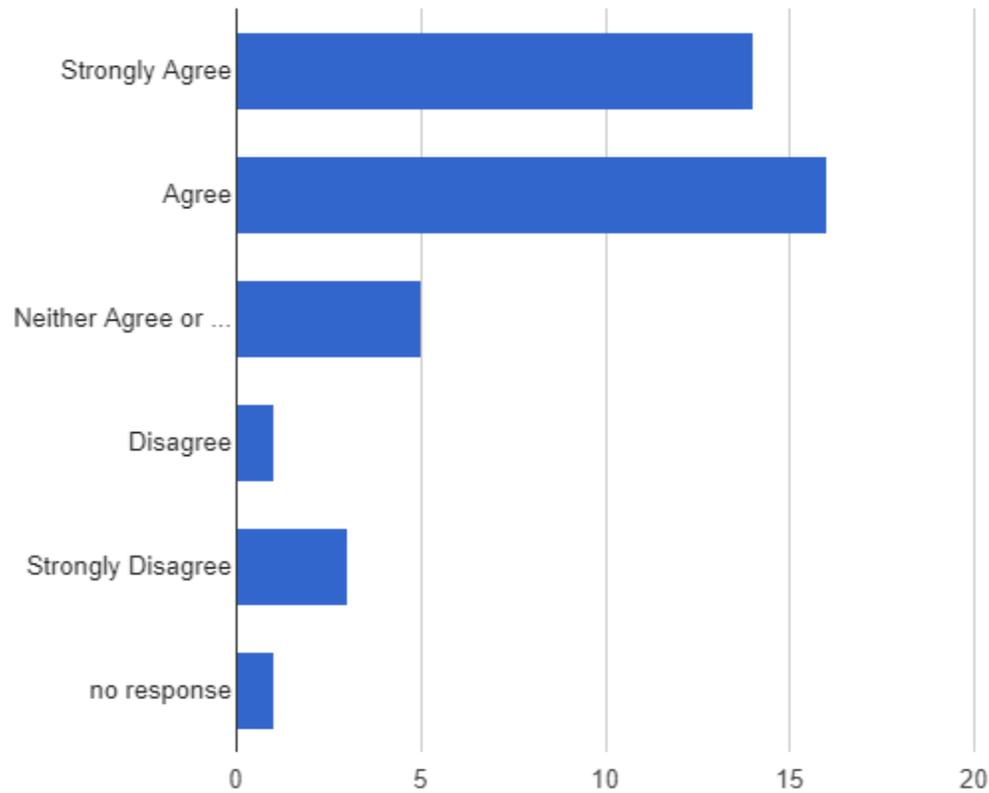
Counts/frequency: Strongly Agree (13, 32.5%), Agree (17, 42.5%), Neither Agree or Disagree (3, 7.5%), Disagree (3, 7.5%), Strongly Disagree (3, 7.5%), no response (1, 2.5%)



25. Parent/Child; My child gets along better with friends and other people.

Total Count (N)	Missing	Unique
40	1,430 (97.3%)	6

Counts/frequency: Strongly Agree (14, 35.0%), Agree (16, 40.0%), Neither Agree or Disagree (5, 12.5%), Disagree (1, 2.5%), Strongly Disagree (3, 7.5%), no response (1, 2.5%)

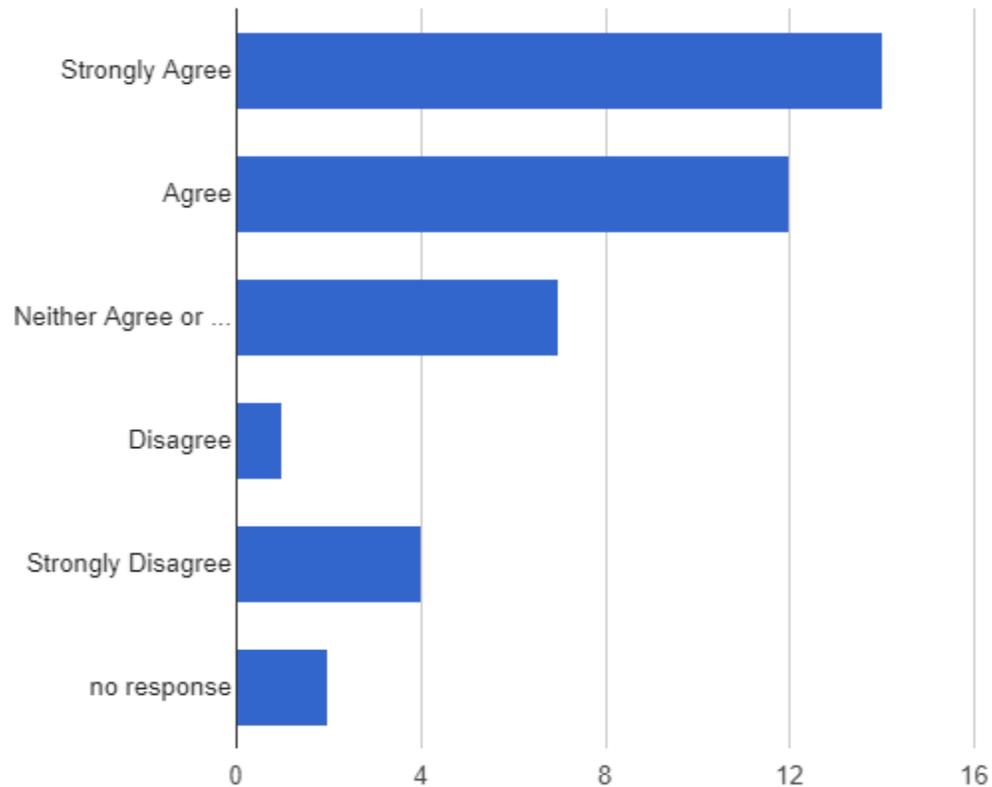


2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017

26. Parent/Child; My child is doing better in school.

Total Count (N)	Missing	Unique
40	<u>1,430 (97.3%)</u>	6

Counts/frequency: Strongly Agree (14, 35.0%), Agree (12, 30.0%), Neither Agree or Disagree (7, 17.5%), Disagree (1, 2.5%), Strongly Disagree (4, 10.0%), no response (2, 5.0%)



2017 Consumer Satisfaction Survey
Research Electronic Data Capture (REDCap) was used for data capturing.
Provided by HA 12/22/2017