



2014 Mental Health and Substance Abuse Consumer Perception of Care Report

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Overview of 2014 MH/SA Consumer Perception of Care Surveys

The North Carolina Mental Health and Substance Abuse Consumer Perception of Care Surveys provide information on the quality of care in each LME-MCO catchment area, based on the perceptions of individuals and families who have received Medicaid or state-funded mental health and/or substance abuse services. The NC Division of MH/DD/SAS and LME-MCOs gather this information annually through consumer surveys.

Samples of adult consumers ages 18 years and over, youth ages 12 to 17 years, and families/parents of children under 12 years of age complete the confidential surveys, in English or Spanish, at their provider agencies during a specified time period each year. This report summarizes data from the 2014 survey, which was administered between June 30, 2014 and July 28, 2014.

The surveys assess consumer perceptions of the services they have received in the past year and of their LME-MCOs. The Adult Consumer Survey also includes questions about respondents' physical health.

Each LME-MCO was required to submit completed surveys in numbers approximately proportionate to the LME-MCO's percentage of statewide Medicaid and Block Grant consumers served (see Table 1).

Table 1: LME-MCO Required Survey Sample Sizes

LME-MCO	Adult Survey Respondents	Youth Survey Respondents	Family Survey Respondents
Alliance Behavioral Healthcare	572	188	94
Cardinal Innovations Healthcare Solutions	844	277	139
CenterPoint Human Services	223	73	37
CoastalCare	272	89	45
East Carolina Behavioral Health	352	115	58
Eastpointe	416	137	68
Partners Behavioral Health	414	136	68
Sandhills Center	307	101	50
Smoky Mountain Center	506	166	83
State Total	3906	1282	642

Results in this report are based on all surveys for which respondents answered at least one question about their services, LME-MCO, or physical health (see Table 2).

Table 2: Survey Respondents by LME-MCO

LME-MCO	Adult Survey Respondents	Youth Survey Respondents	Family Survey Respondents
Alliance Behavioral Healthcare	597	249	210
Cardinal Innovations Healthcare Solutions	884	293	142
CenterPoint Human Services	421	127	79
CoastalCare	367	139	74
East Carolina Behavioral Health	365	114	60
Eastpointe	432	137	74
Partners Behavioral Health	627	219	67
Sandhills Center	307	102	50
Smoky Mountain Center	442	167	88
State Total	4442	1547	844

Unless otherwise noted, respondent totals for individual survey questions include all responses other than "N/A" (not applicable). Responses of "N/A" are excluded from computed percentage denominators.

Perception of Services Domains

Most survey questions regarding consumers' services count toward one of the following survey domains:

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

Responses to individual survey questions are assigned number scores that range from 1 (Strongly Agree, indicating a positive perception) to 5 (Strongly Disagree, indicating a negative perception), with a neutral point of 3. A domain score is computed as the average score for the items that count toward the domain.

Counts of respondents with positive, neutral, and negative perceptions related to each domain are based on the average item score, as follows:

<u>Average item score for the domain</u>	<u>Category</u>
1.00 — 2.49	Positive
2.50 — 3.49	Neutral
3.50 — 5.00	Negative

A domain score is not calculated if the respondent rated less than two-thirds of the domain items. For this reason, the number of respondents with a calculated score for a specific domain may be smaller than the numbers who answered each of the individual survey questions that count toward the domain.

Responses of "N/A" (not applicable) are excluded for the purpose of computing item scores, domain scores, and respondent counts. The total number of respondents may vary across items and domains.

Annual Trends in Consumer Perception of Services

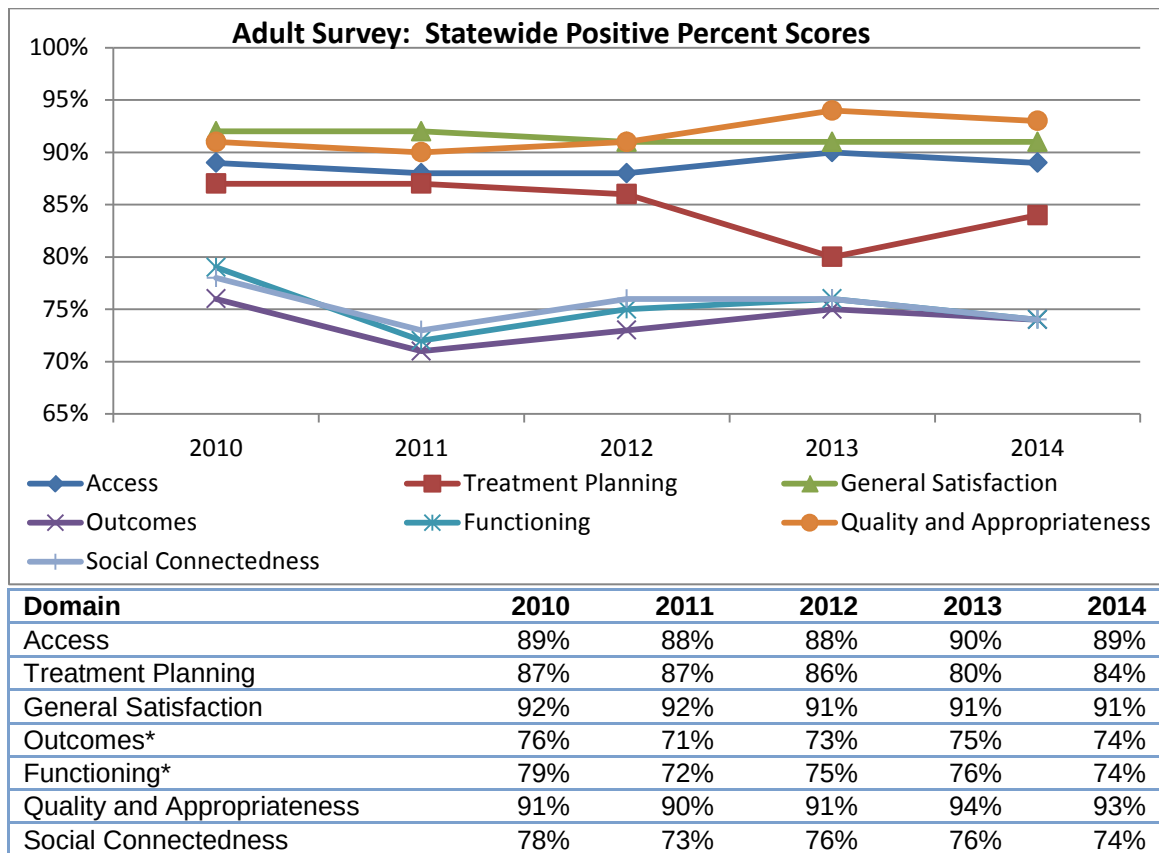
Statewide survey results show a number of consistent trends in respondent perceptions across 2010 through 2014 survey years, including:

- The domains consistently rated most positively on each survey include Adult survey *Quality and Appropriateness* and *General Satisfaction*, and Youth and Parent surveys *Cultural Sensitivity*.
- Family/Parent survey respondents also tend to report positive perceptions related to *Treatment Planning*, *Access*, *General Satisfaction*, and *Social Connectedness*, with average domain scores of 90 percent and higher.
- Across all respondent categories, *Outcomes* is consistently rated lower than other domains.
- Adult survey *Functioning* and *Social Connectedness* domains, and Youth Survey *Treatment Planning*, also tend to produce average positive perception scores of 75 percent or lower.
- *Access* and *General Satisfaction* appear to be closely related to one another in each of the three survey groups, and Family/Parent and Adult respondents consistently rate these domains somewhat more positively than do Youth respondents.
- Parent perceptions of *Social Connectedness* are consistently more positive than Adult survey respondent perceptions.
- Parent perceptions related to *Treatment Planning* are consistently more positive than Adult consumer perceptions, which are consistently more positive than Youth perceptions.
- Year-to-year data show downward trends in Youth perceptions related to *Treatment Planning* and *Access*. (See Figures 1, 2, and 3.)

Compared to the previous four survey years, the largest differences in 2014 scores were observed for the Youth survey *Access* and *Treatment Planning* domains and Family/Parent *Social Connectedness*. All other 2014 statewide domain scores were within +/- 3 percent of their 2010 through 2013 averages. Although consistent upward or downward trends over several years may indicate meaningful long-term trends, additional information would be needed to determine the stability and long-term significance of an observed increase or decrease in a single survey year.

Because respondent sample sizes, sampling methods, and proportions of the total sample drawn from different regions of the state vary from year to year, caution should be exercised both in comparing LME-MCO scores to one another and in interpreting differences across years in state total scores.

Figure 1: Adult Perception of Services



*2013 and 2014 Outcomes and Functioning domains both include one additional survey item compared to previous years.

Figure 2: Youth Perception of Services

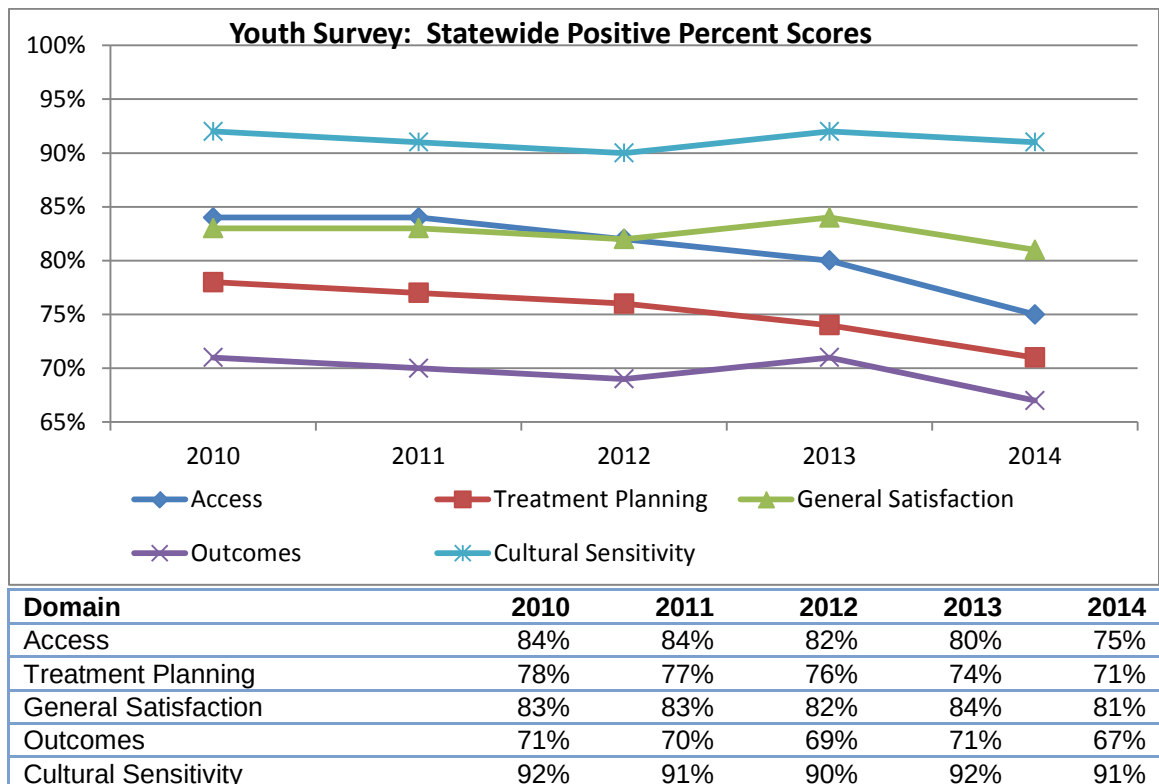
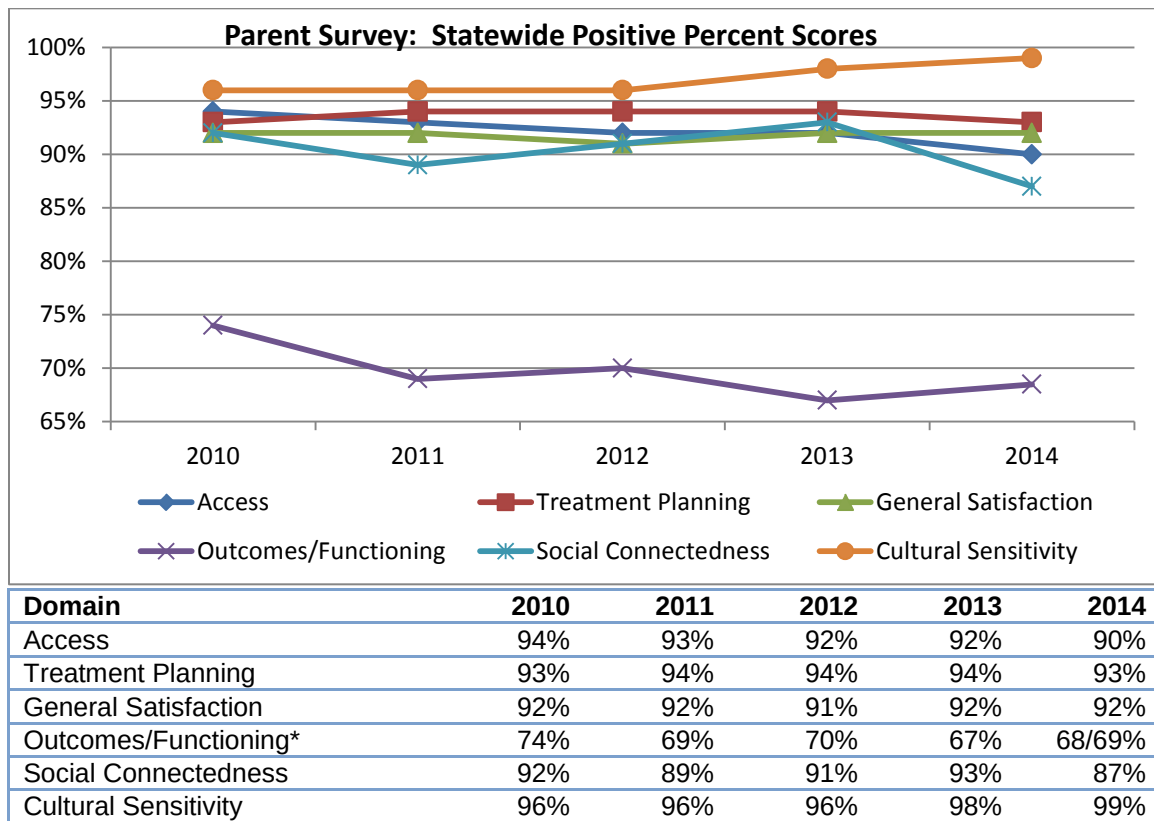


Figure 3: Parent Perception of Services



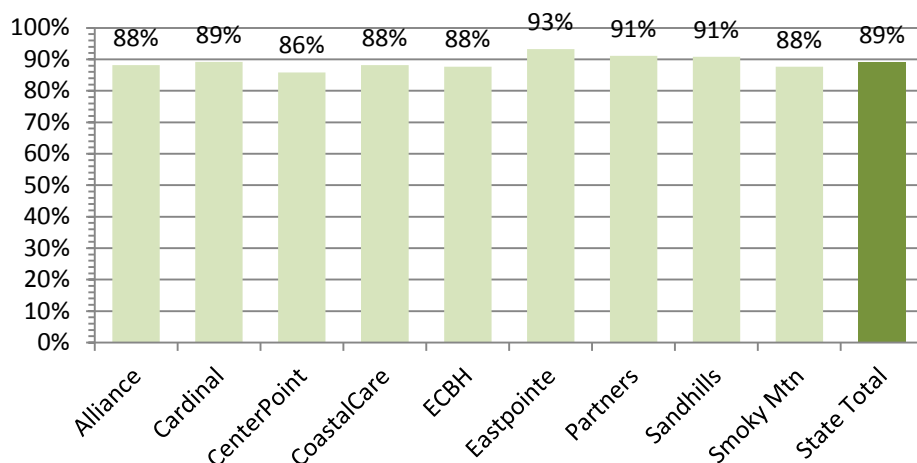
*Outcomes and Functioning domain scores are based on five common items; 2013 and 2014 domain scores both include one additional unique item.

I. Perception of Services

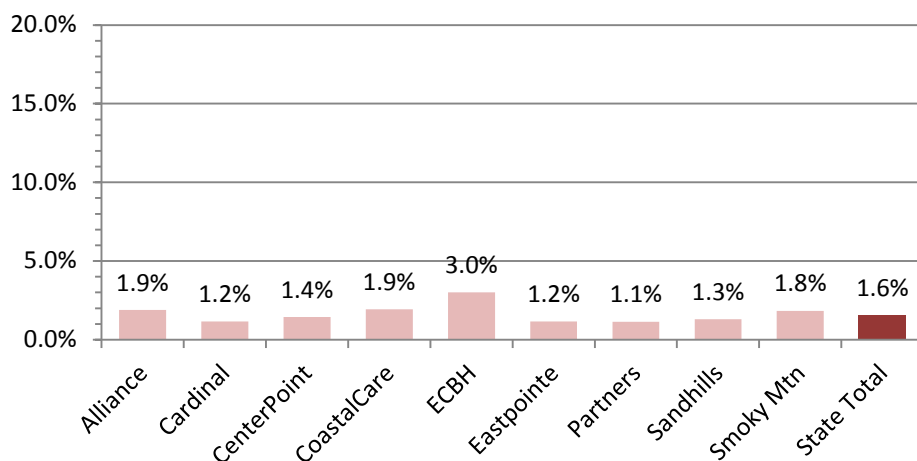
ADULT SURVEY PERCEPTION OF SERVICES: ACCESS

LME-MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	582	513	88%	58	10%	11	1.9%
Cardinal	869	775	89%	84	10%	10	1.2%
CenterPoint	416	357	86%	53	13%	6	1.4%
CoastalCare	364	321	88%	36	10%	7	1.9%
ECBH	365	320	88%	34	9%	11	3.0%
Eastpointe	429	400	93%	24	6%	5	1.2%
Partners	618	563	91%	48	8%	7	1.1%
Sandhills	305	277	91%	24	8%	4	1.3%
Smoky Mtn	437	383	88%	46	11%	8	1.8%
State Total	4385	3909	89%	407	9%	69	1.6%

Percent Positive Domain Scores



Percent Negative Domain Scores



Adult ACCESS TO SERVICES Items

The location of services was convenient (parking, public transportation, distance, etc.).

Staff were willing to see me as often as I felt it was necessary.

Staff returned my call in 24 hours.

Services were available at times that were good for me.

I was able to get all the services I thought I needed.

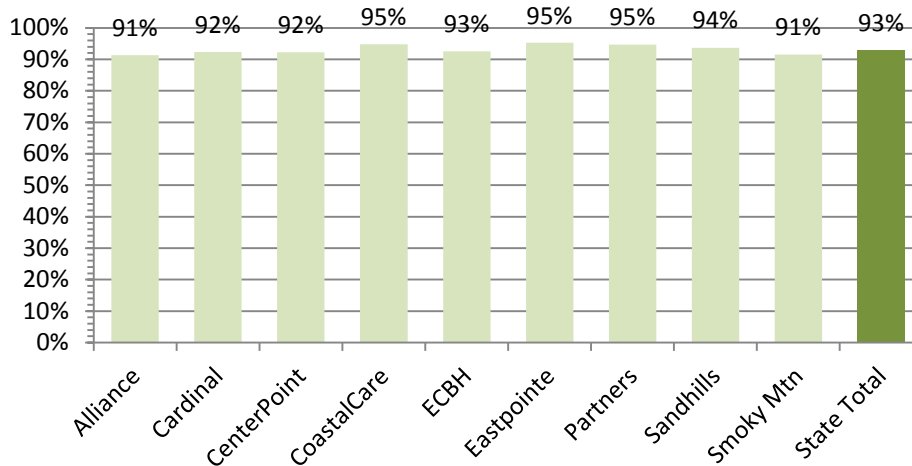
I was able to see a psychiatrist when I wanted to.

ADULT SURVEY

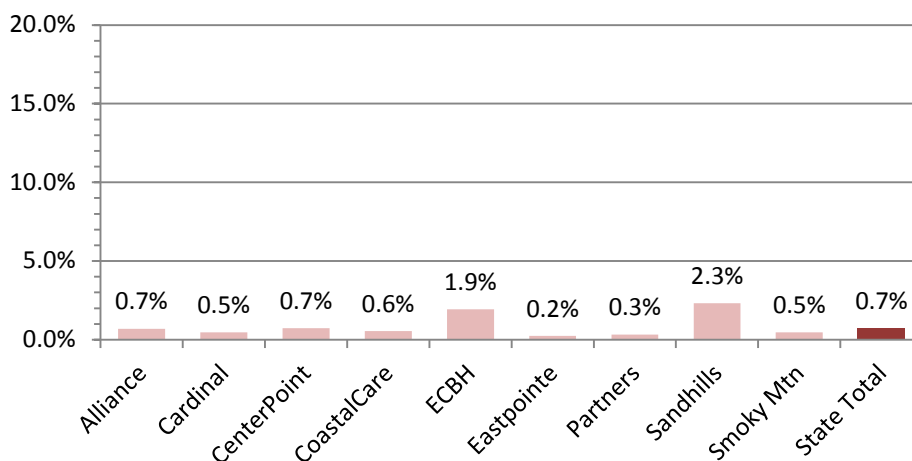
PERCEPTION OF SERVICES: QUALITY AND APROPRIATENESS

LME-MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	577	527	91%	46	8%	4	0.7%
Cardinal	859	793	92%	62	7%	4	0.5%
CenterPoint	414	382	92%	29	7%	3	0.7%
CoastalCare	361	342	95%	17	5%	2	0.6%
ECBH	361	334	93%	20	6%	7	1.9%
Eastpointe	423	403	95%	19	4%	1	0.2%
Partners	618	585	95%	31	5%	2	0.3%
Sandhills	302	283	94%	12	4%	7	2.3%
Smoky Mtn	434	397	91%	35	8%	2	0.5%
State Total	4349	4046	93%	271	6%	32	0.7%

Percent Positive Domain Scores



Percent Negative Domain Scores



Adult QUALITY AND APPROPRIATENESS Items

Staff here believe that I can grow, change and recover.

I felt free to complain.

Staff told me what side effects to watch out for.

Staff respected my wishes about who is, and who is not, to be given information about my treatment.

Staff were sensitive to my cultural background.

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

I was given information about my rights.

I was encouraged to use consumer-run programs.

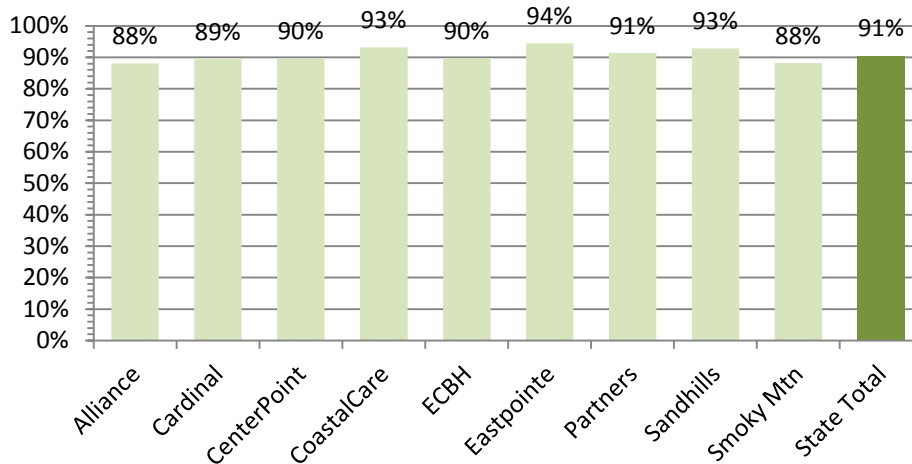
Staff encouraged me to take responsibility for how I live my life.

ADULT SURVEY

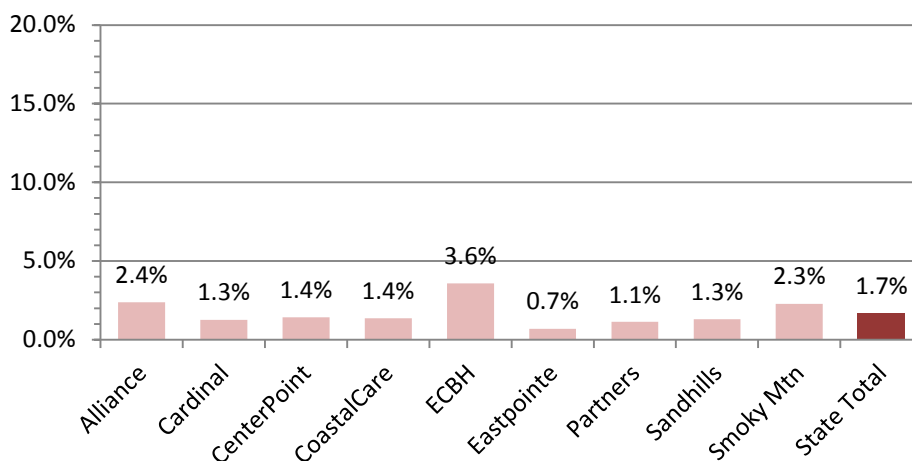
PERCEPTION OF SERVICES: GENERAL SATISFACTION

LME-MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	588	518	88%	56	10%	14	2.4%
Cardinal	871	779	89%	81	9%	11	1.3%
CenterPoint	419	376	90%	37	9%	6	1.4%
CoastalCare	366	341	93%	20	5%	5	1.4%
ECBH	364	327	90%	24	7%	13	3.6%
Eastpointe	431	407	94%	21	5%	3	0.7%
Partners	620	567	91%	46	7%	7	1.1%
Sandhills	306	284	93%	18	6%	4	1.3%
Smoky Mtn	439	387	88%	42	10%	10	2.3%
State Total	4404	3986	91%	345	8%	73	1.7%

Percent Positive Domain Scores



Percent Negative Domain Scores



Adult GENERAL SATISFACTION Items

I like the services that I received here.

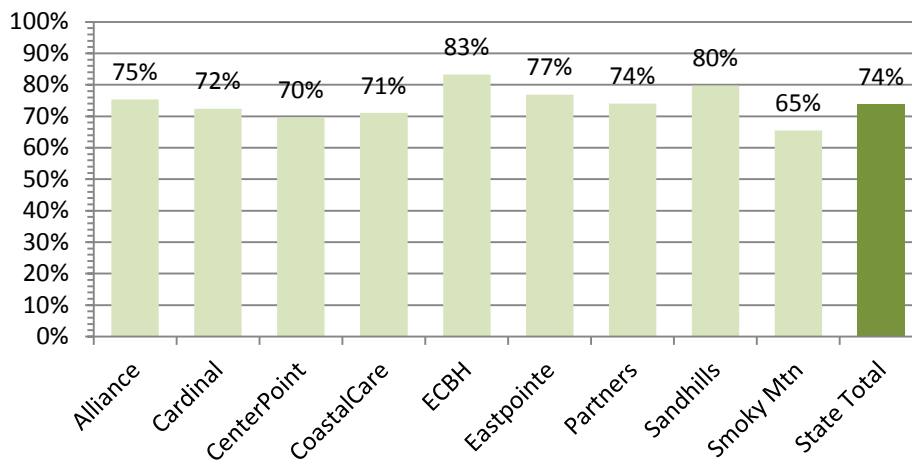
If I had other choices, I would still get services from this agency.

I would recommend this agency to a friend or family member.

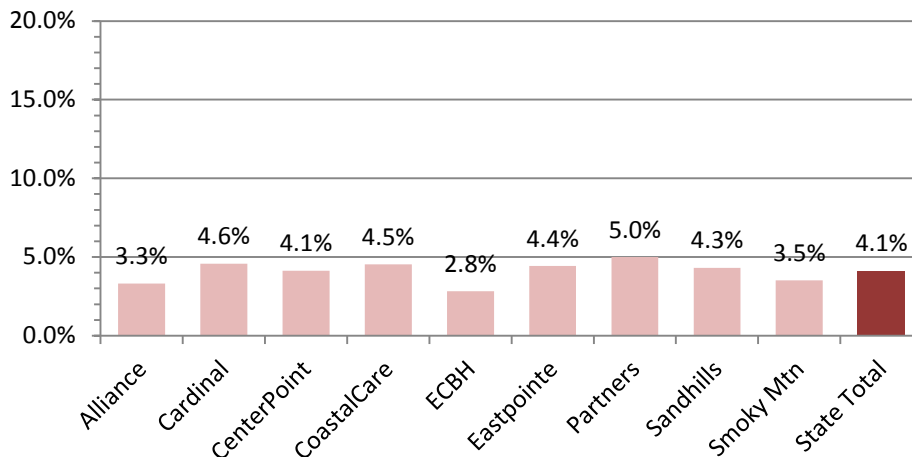
ADULT SURVEY PERCEPTION OF SERVICES: OUTCOMES

LME-MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	573	432	75%	122	21%	19	3.3%
Cardinal	831	602	72%	191	23%	38	4.6%
CenterPoint	411	286	70%	108	26%	17	4.1%
CoastalCare	353	251	71%	86	24%	16	4.5%
ECBH	353	294	83%	49	14%	10	2.8%
Eastpointe	406	312	77%	76	19%	18	4.4%
Partners	600	444	74%	126	21%	30	5.0%
Sandhills	301	240	80%	48	16%	13	4.3%
Smoky Mtn	426	279	65%	132	31%	15	3.5%
State Total	4254	3140	74%	938	22%	176	4.1%

Percent Positive Domain Scores



Percent Negative Domain Scores



Adult OUTCOMES Items

I deal more effectively with daily problems.

I am better able to control my life.

I am better able to deal with crisis.

I am getting along better with my family.

I do better in social situations.

I do better in school and/or work.

My symptoms are not bothering me as much.*

My housing situation has improved.

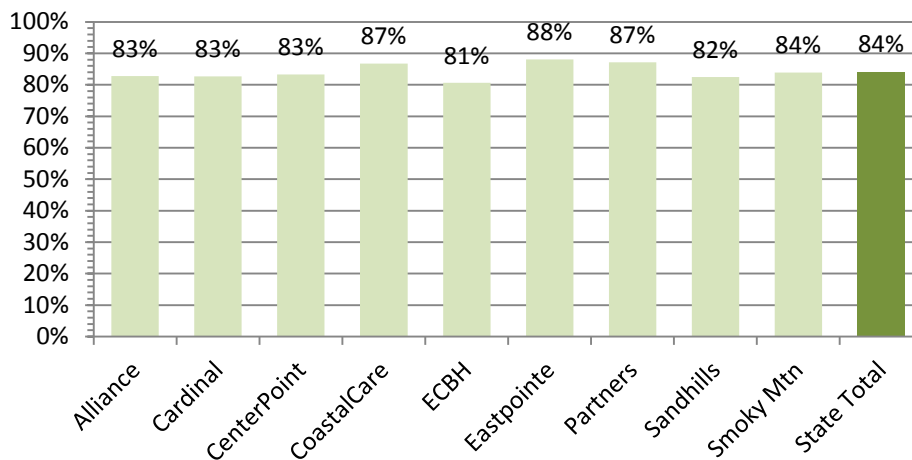
*Item also counts toward Functioning domain.

ADULT SURVEY

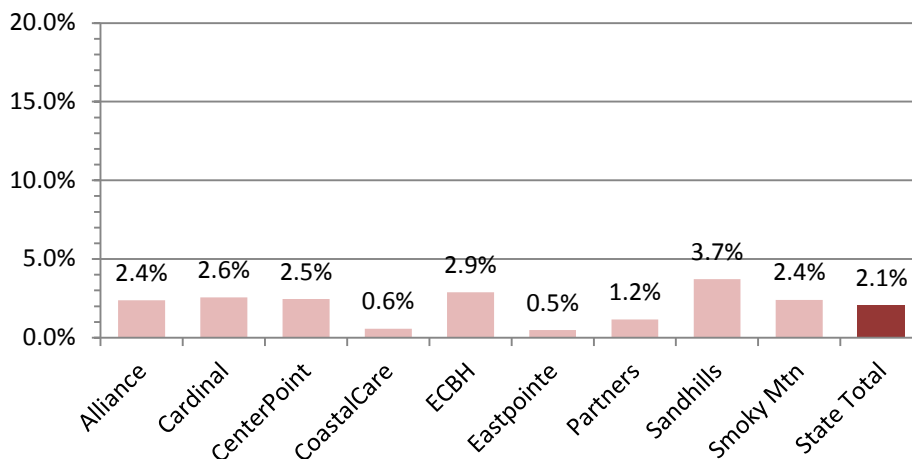
PERCEPTION OF SERVICES: TREATMENT PLANNING

LME-MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	545	451	83%	81	15%	13	2.4%
Cardinal	820	678	83%	121	15%	21	2.6%
CenterPoint	407	339	83%	58	14%	10	2.5%
CoastalCare	346	300	87%	44	13%	2	0.6%
ECBH	346	279	81%	57	16%	10	2.9%
Eastpointe	403	355	88%	46	11%	2	0.5%
Partners	599	522	87%	70	12%	7	1.2%
Sandhills	296	244	82%	41	14%	11	3.7%
Smoky Mtn	415	348	84%	57	14%	10	2.4%
State Total	4177	3516	84%	575	14%	86	2.1%

Percent Positive Domain Scores



Percent Negative Domain Scores



Adult TREATMENT PLANNING Items

I felt comfortable asking questions about my treatment and medication.

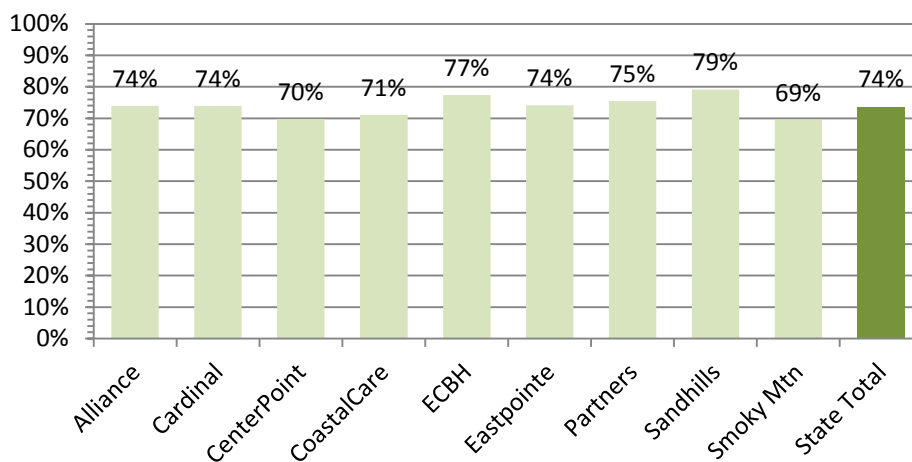
I, not staff, decided my treatment goals.

ADULT SURVEY

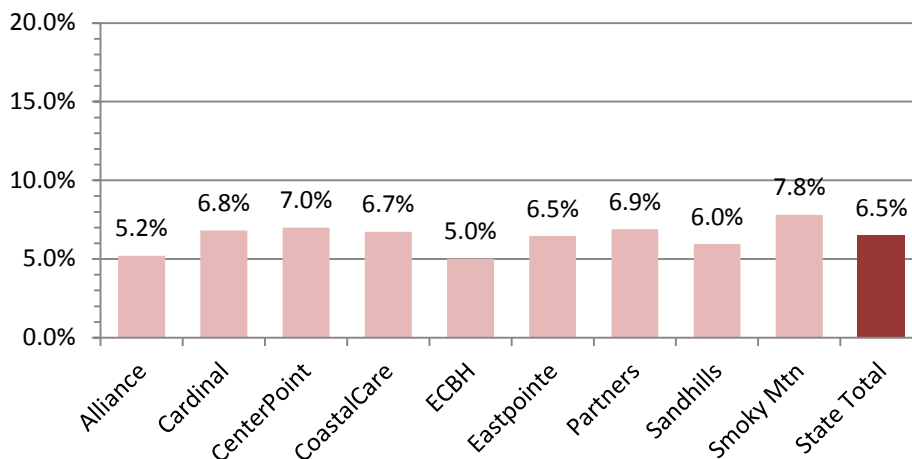
PERCEPTION OF SERVICES: SOCIAL CONNECTEDNESS

LME-MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	576	426	74%	120	21%	30	5.2%
Cardinal	851	629	74%	164	19%	58	6.8%
CenterPoint	414	289	70%	96	23%	29	7.0%
CoastalCare	356	253	71%	79	22%	24	6.7%
ECBH	358	277	77%	63	18%	18	5.0%
Eastpointe	418	310	74%	81	19%	27	6.5%
Partners	595	449	75%	105	18%	41	6.9%
Sandhills	302	239	79%	45	15%	18	6.0%
Smoky Mtn	435	302	69%	99	23%	34	7.8%
State Total	4305	3174	74%	852	20%	279	6.5%

Percent Positive Domain Scores



Percent Negative Domain Scores



Adult SOCIAL CONNECTEDNESS Items

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

I am happy with the friendships I have.

I have people with whom I can do enjoyable things.

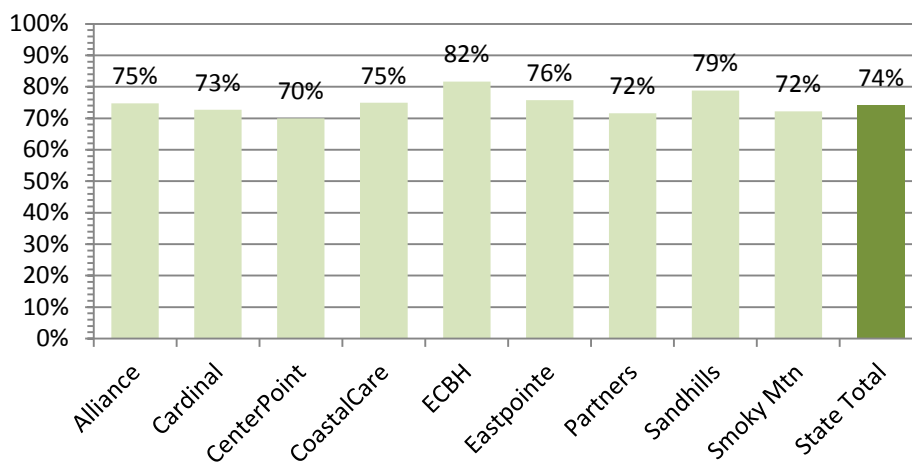
I feel I belong in my community.

ADULT SURVEY

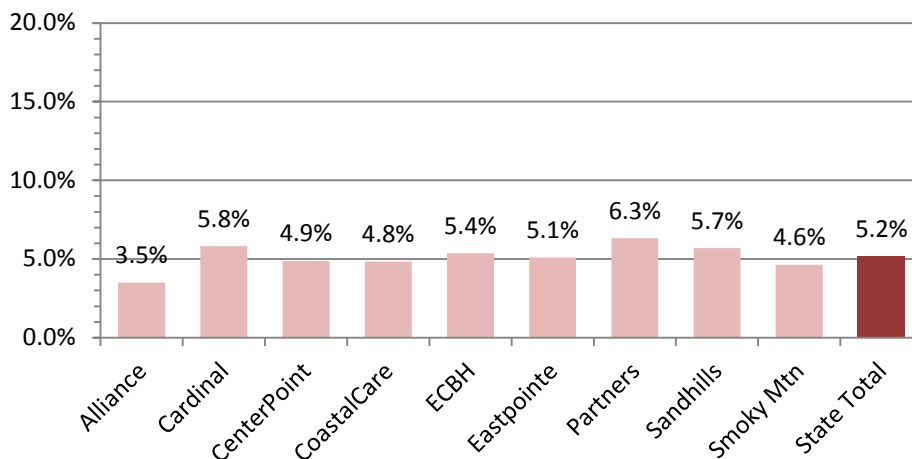
PERCEPTION OF SERVICES: FUNCTIONING

LME-MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	573	428	75%	125	22%	20	3.5%
Cardinal	842	612	73%	181	21%	49	5.8%
CenterPoint	409	286	70%	103	25%	20	4.9%
CoastalCare	351	263	75%	71	20%	17	4.8%
ECBH	354	289	82%	46	13%	19	5.4%
Eastpointe	412	312	76%	79	19%	21	5.1%
Partners	601	430	72%	133	22%	38	6.3%
Sandhills	298	235	79%	46	15%	17	5.7%
Smoky Mtn	431	311	72%	100	23%	20	4.6%
State Total	4271	3166	74%	884	21%	221	5.2%

Percent Positive Domain Scores



Percent Negative Domain Scores



Adult FUNCTIONING Items

My symptoms are not bothering me as much.*

I do things that are more meaningful to me.

I am better able to take care of my needs.

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

I am better able to do things that I want to do.

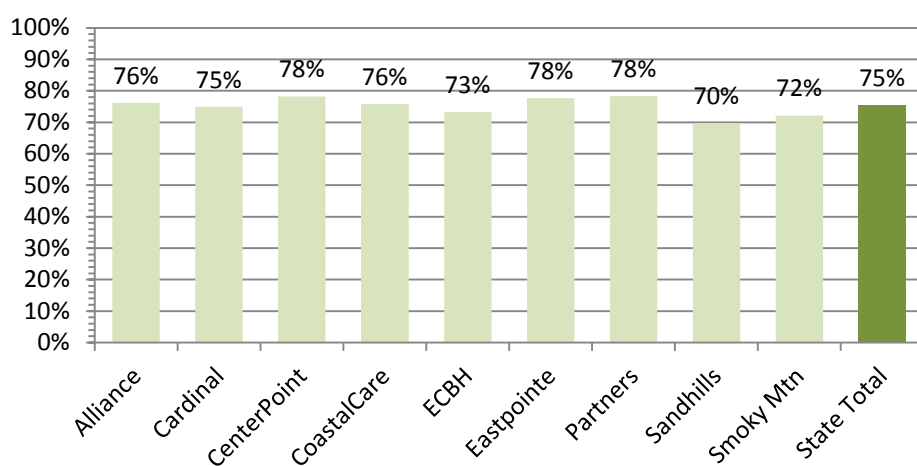
**Item also counts toward Outcomes domain.*

YOUTH SURVEY

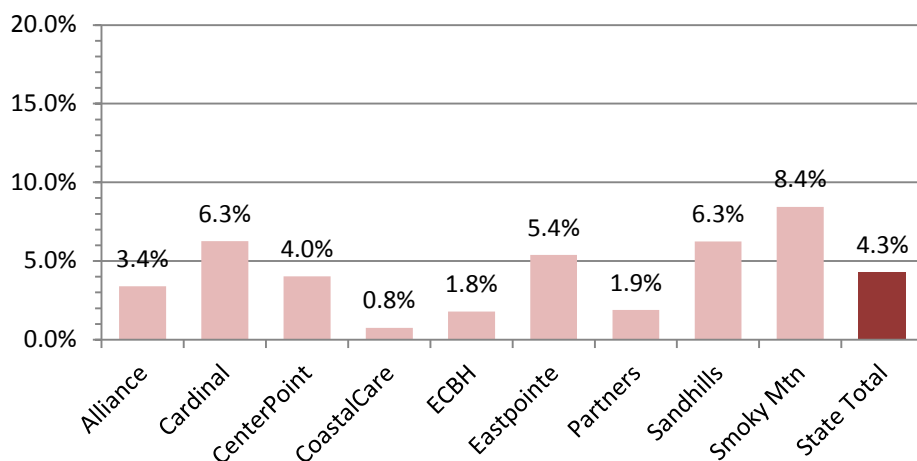
PERCEPTION OF SERVICES: ACCESS

LME-MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	235	179	76%	3	48	8	3.4%
Cardinal	271	203	75%	7	51	17	6.3%
CenterPoint	124	97	78%	13	22	5	4.0%
CoastalCare	132	100	76%	7	31	1	0.8%
ECBH	112	82	73%	5	28	2	1.8%
Eastpointe	130	101	78%	3	22	7	5.4%
Partners	212	166	78%	13	42	4	1.9%
Sandhills	96	67	70%	8	23	6	6.3%
Smoky Mtn	154	111	72%	16	30	13	8.4%
State Total	1466	1106	75%	75	5%	63	4.3%

Percent Positive Domain Scores



Percent Negative Domain Scores



Youth ACCESS TO SERVICES Items

The location of services was convenient.

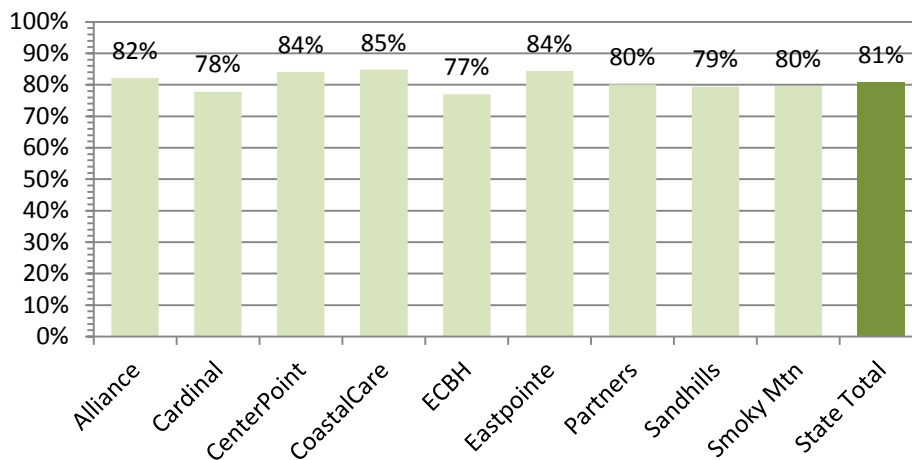
Services were available at times that were convenient for me.

YOUTH SURVEY

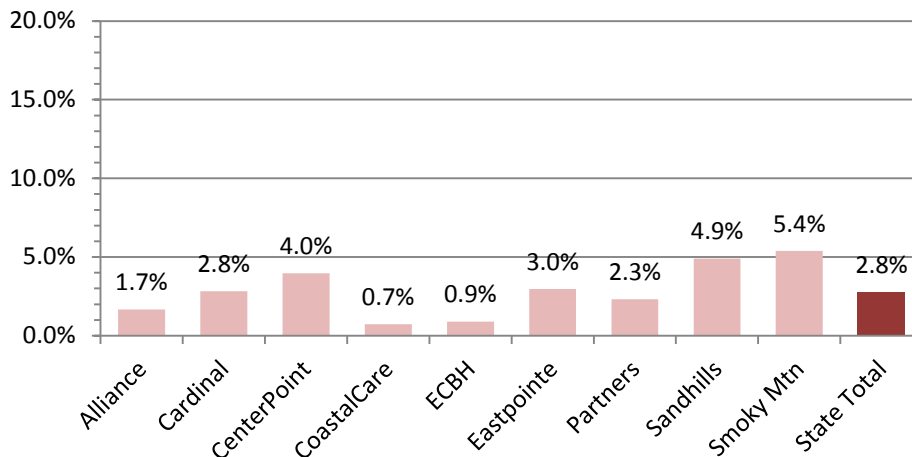
PERCEPTION OF SERVICES: GENERAL SATISFACTION

LME-MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	241	198	82%	39	16%	4	1.7%
Cardinal	284	221	78%	55	19%	8	2.8%
CenterPoint	126	106	84%	15	12%	5	4.0%
CoastalCare	138	117	85%	20	14%	1	0.7%
ECBH	113	87	77%	25	22%	1	0.9%
Eastpointe	135	114	84%	17	13%	4	3.0%
Partners	216	173	80%	38	18%	5	2.3%
Sandhills	102	81	79%	16	16%	5	4.9%
Smoky Mtn	167	133	80%	25	15%	9	5.4%
State Total	1522	1230	81%	250	16%	42	2.8%

Percent Positive Domain Scores



Percent Negative Domain Scores



Youth GENERAL SATISFACTION Items

Overall, I am satisfied with the services I received.

The people helping me stuck with me no matter what.

I felt I had someone to talk to when I was troubled.

I received services that were right for me.

I got the help I wanted.

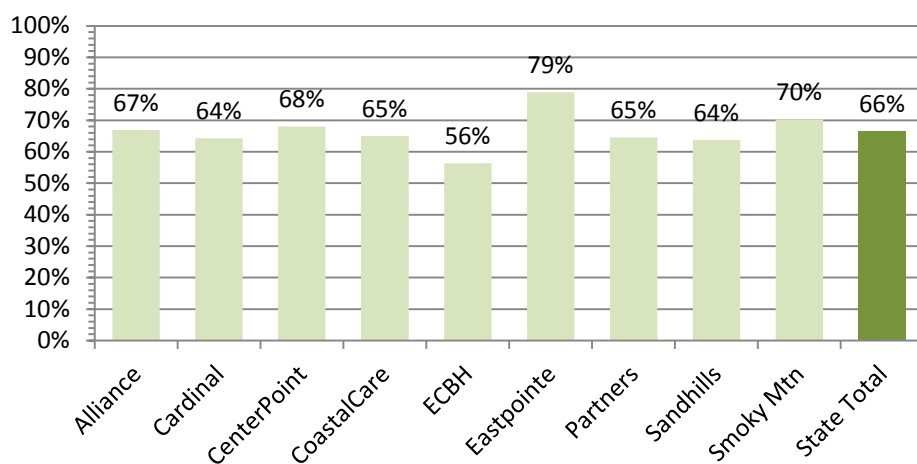
I got as much help as I needed.

YOUTH SURVEY

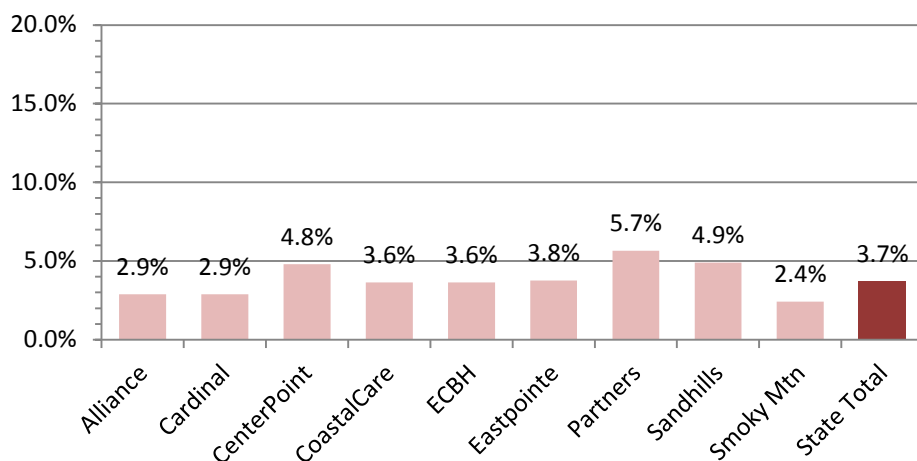
PERCEPTION OF SERVICES: OUTCOMES

LME-MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	242	162	67%	73	30%	7	2.9%
Cardinal	277	178	64%	91	33%	8	2.9%
CenterPoint	125	85	68%	34	27%	6	4.8%
CoastalCare	137	89	65%	43	31%	5	3.6%
ECBH	110	62	56%	44	40%	4	3.6%
Eastpointe	133	105	79%	23	17%	5	3.8%
Partners	212	137	65%	63	30%	12	5.7%
Sandhills	102	65	64%	32	31%	5	4.9%
Smoky Mtn	165	116	70%	45	27%	4	2.4%
State Total	1503	999	66%	448	30%	56	3.7%

Percent Positive Domain Scores



Percent Negative Domain Scores



Youth OUTCOMES Items

I am better at handling daily life.

I get along better with family members.

I get along better with friends and other people.

I do better in school and/or work.

I am better able to cope when things go wrong.

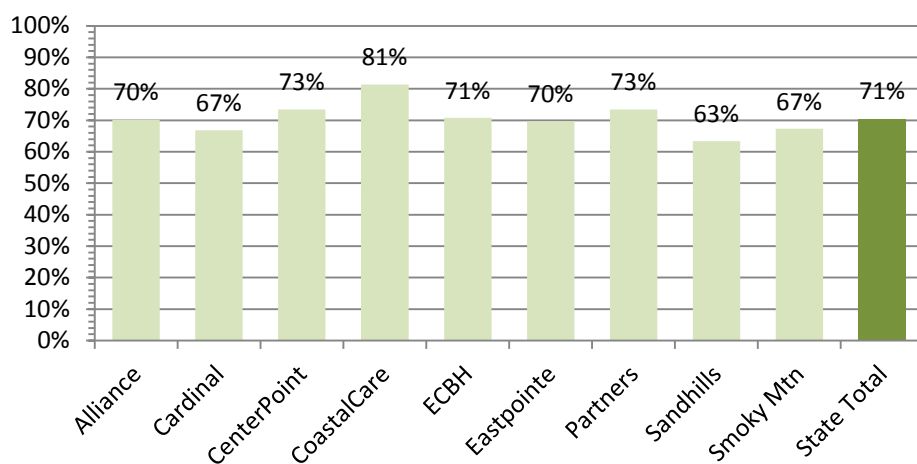
I am satisfied with our family life right now.

YOUTH SURVEY

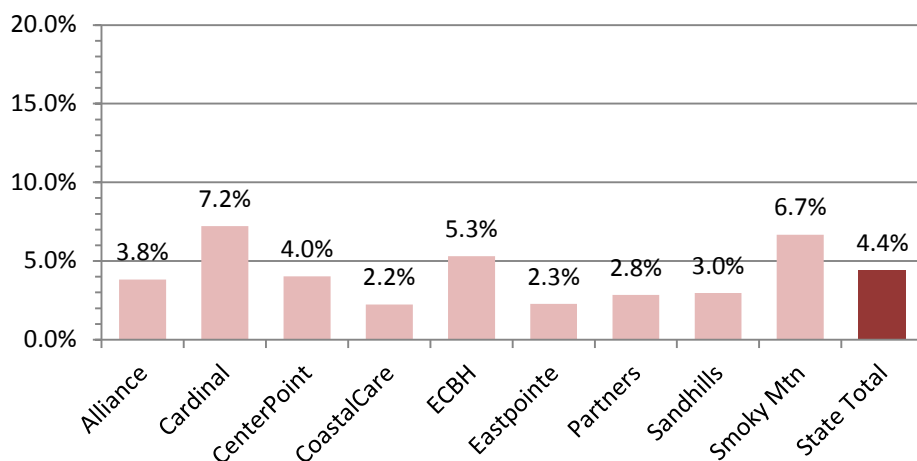
PERCEPTION OF SERVICES: TREATMENT PLANNING

LME-MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	235	165	70%	61	26%	9	3.8%
Cardinal	277	185	67%	72	26%	20	7.2%
CenterPoint	124	91	73%	28	23%	5	4.0%
CoastalCare	134	109	81%	22	16%	3	2.2%
ECBH	113	80	71%	27	24%	6	5.3%
Eastpointe	132	92	70%	37	28%	3	2.3%
Partners	211	155	73%	50	24%	6	2.8%
Sandhills	101	64	63%	34	34%	3	3.0%
Smoky Mtn	165	111	67%	43	26%	11	6.7%
State Total	1492	1052	71%	374	25%	66	4.4%

Percent Positive Domain Scores



Percent Negative Domain Scores



Youth TREATMENT PLANNING Items

I helped to choose my services.

I helped to choose my treatment goals.

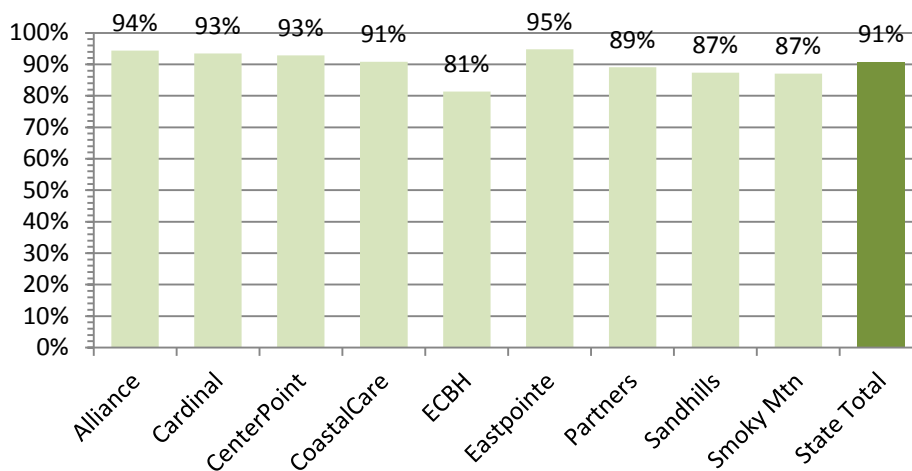
I participated in my own treatment.

YOUTH SURVEY

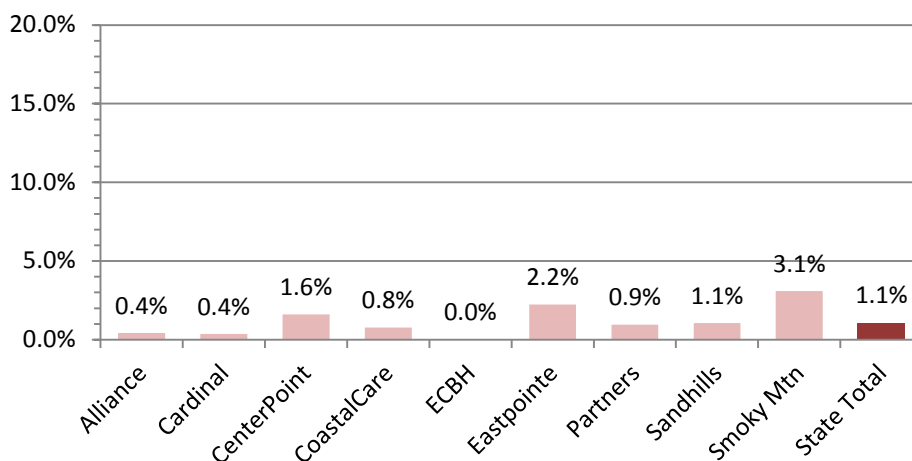
PERCEPTION OF SERVICES: CULTURAL SENSITIVITY

LME-MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	232	219	94%	12	5%	1	0.4%
Cardinal	276	258	93%	17	6%	1	0.4%
CenterPoint	125	116	93%	7	6%	2	1.6%
CoastalCare	131	119	91%	11	8%	1	0.8%
ECBH	107	87	81%	20	19%	0	0.0%
Eastpointe	134	127	95%	4	3%	3	2.2%
Partners	211	188	89%	21	10%	2	0.9%
Sandhills	95	83	87%	11	12%	1	1.1%
Smoky Mtn	162	141	87%	16	10%	5	3.1%
State Total	1473	1338	91%	119	8%	16	1.1%

Percent Positive Domain Scores



Percent Negative Domain Scores



Youth CULTURAL SENSITIVITY Items

Staff treated me with respect.

Staff respected my family's religious/ spiritual beliefs.

Staff spoke with me in a way that I understood.

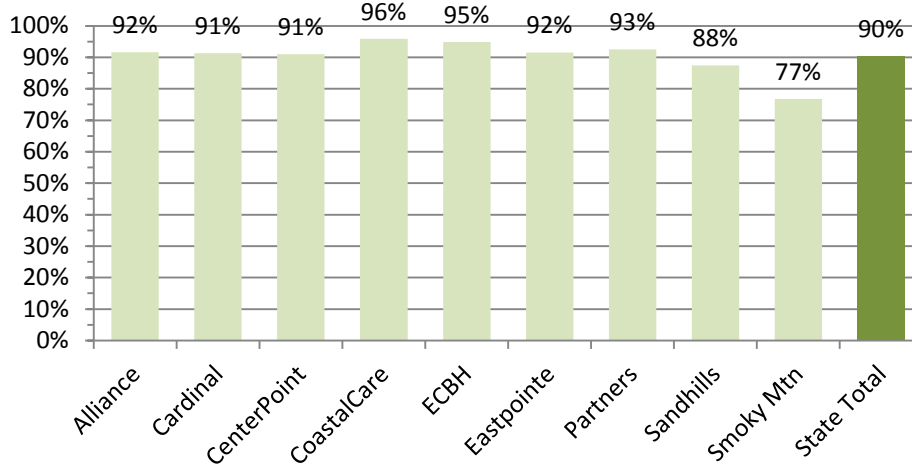
Staff were sensitive to my cultural/ ethnic background.

PARENT SURVEY

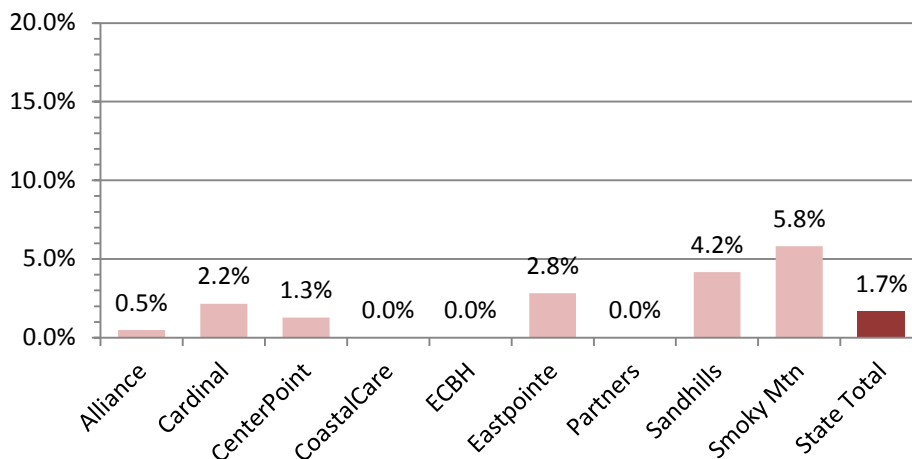
PERCEPTION OF SERVICES: ACCESS

LME-MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	202	185	92%	16	8%	1	0.5%
Cardinal	139	127	91%	9	6%	3	2.2%
CenterPoint	78	71	91%	6	8%	1	1.3%
CoastalCare	73	70	96%	3	4%	0	0.0%
ECBH	59	56	95%	3	5%	0	0.0%
Eastpointe	71	65	92%	4	6%	2	2.8%
Partners	67	62	93%	5	7%	0	0.0%
Sandhills	48	42	88%	4	8%	2	4.2%
Smoky Mtn	86	66	77%	15	17%	5	5.8%
State Total	823	744	90%	65	8%	14	1.7%

Percent Positive Domain Scores



Percent Negative Domain Scores



Parent ACCESS TO SERVICES

Items

The location of services was convenient for us.

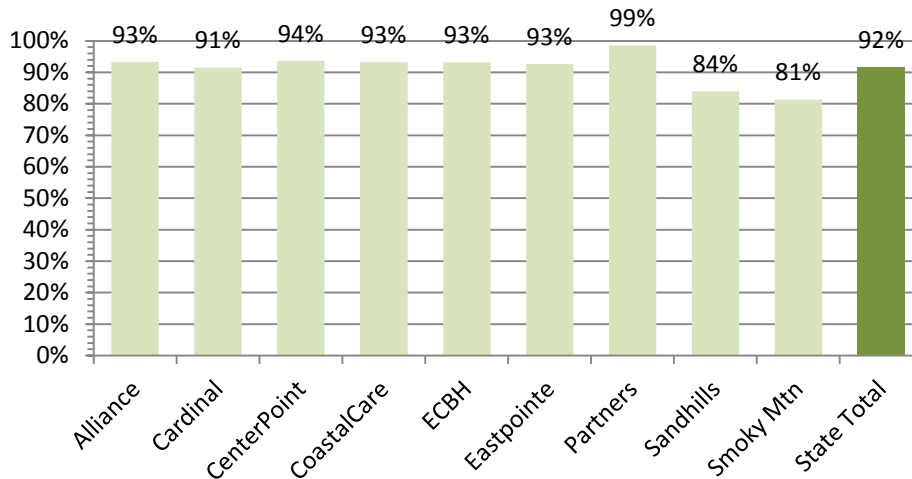
Services were available at times that were convenient for us.

PARENT SURVEY

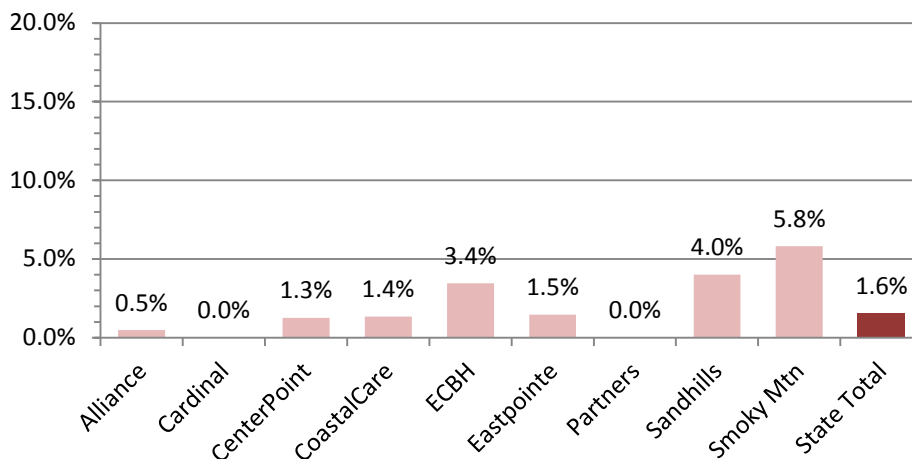
PERCEPTION OF SERVICES: GENERAL SATISFACTION

LME-MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	208	194	93%	13	6%	1	0.5%
Cardinal	141	129	91%	12	9%	0	0.0%
CenterPoint	79	74	94%	4	5%	1	1.3%
CoastalCare	74	69	93%	4	5%	1	1.4%
ECBH	58	54	93%	2	3%	2	3.4%
Eastpointe	68	63	93%	4	6%	1	1.5%
Partners	67	66	99%	1	1%	0	0.0%
Sandhills	50	42	84%	6	12%	2	4.0%
Smoky Mtn	86	70	81%	11	13%	5	5.8%
State Total	831	761	92%	57	7%	13	1.6%

Percent Positive Domain Scores



Percent Negative Domain Scores



Parent GENERAL SATISFACTION Items

Overall, I am satisfied with the services my child received.

The people helping my child stuck with us no matter what.

I felt my child had someone to talk to when he/she was troubled.

The services my child and/or family received were right for us.

My family got the help we wanted for my child.

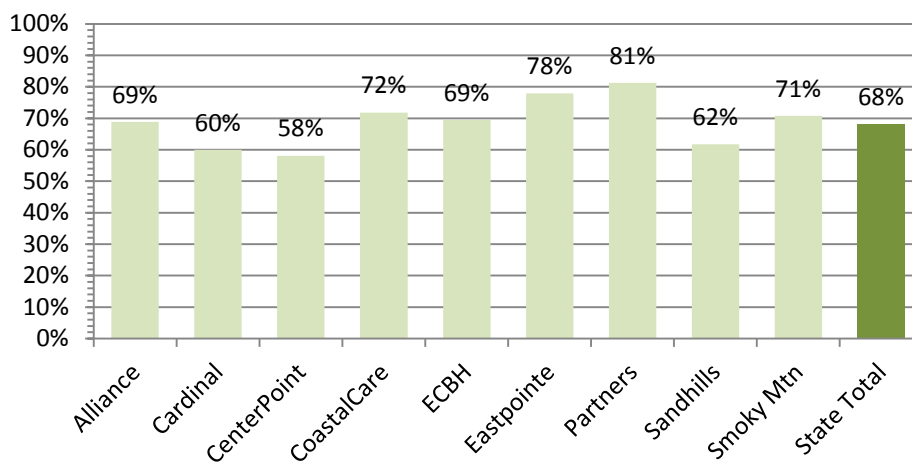
My family got as much help as we needed for my child.

PARENT SURVEY

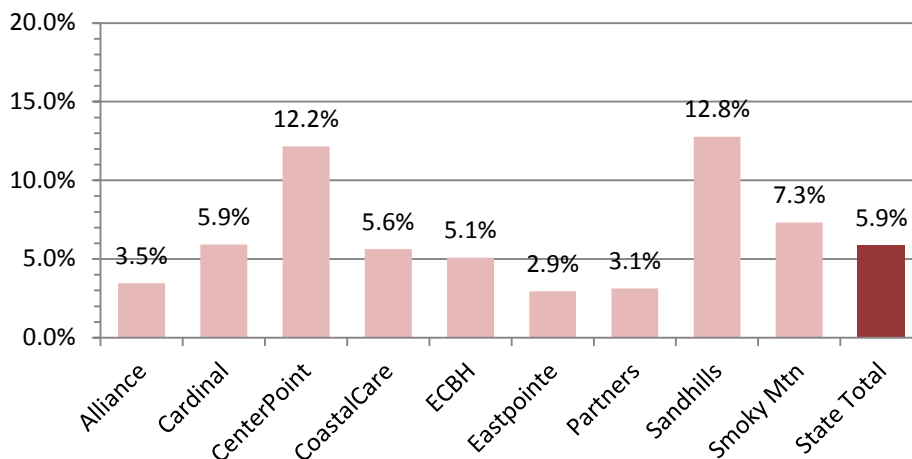
PERCEPTION OF SERVICES: OUTCOMES

LME-MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	202	139	69%	56	28%	7	3.5%
Cardinal	135	81	60%	46	34%	8	5.9%
CenterPoint	74	43	58%	22	30%	9	12.2%
CoastalCare	71	51	72%	16	23%	4	5.6%
ECBH	59	41	69%	15	25%	3	5.1%
Eastpointe	68	53	78%	13	19%	2	2.9%
Partners	64	52	81%	10	16%	2	3.1%
Sandhills	47	29	62%	12	26%	6	12.8%
Smoky Mtn	82	58	71%	18	22%	6	7.3%
State Total	802	547	68%	208	26%	47	5.9%

Percent Positive Domain Scores



Percent Negative Domain Scores



Parent OUTCOMES Items

My child is better at handling daily life.*

My child gets along better with family members.*

My child gets along better with friends and other people.*

My child is doing better in school and/or work.*

My child is better able to cope when things go wrong.*

I am satisfied with our family life right now.

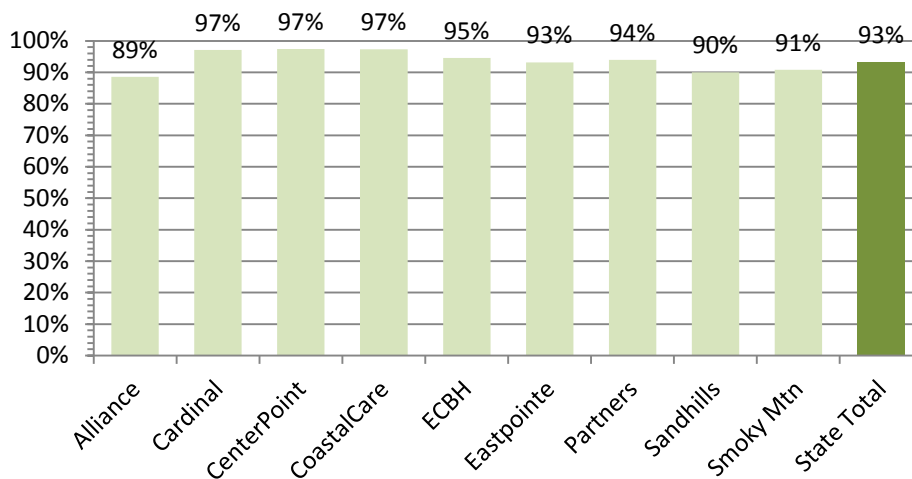
**Items also count toward Functioning domain.*

PARENT SURVEY

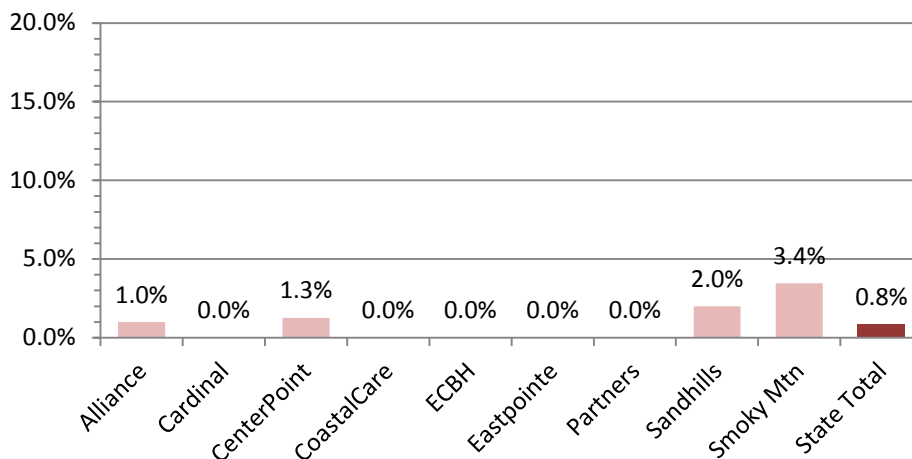
PERCEPTION OF SERVICES: TREATMENT PLANNING

LME-MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	201	178	89%	21	10%	2	1.0%
Cardinal	139	135	97%	4	3%	0	0.0%
CenterPoint	79	77	97%	1	1%	1	1.3%
CoastalCare	74	72	97%	2	3%	0	0.0%
ECBH	55	52	95%	3	5%	0	0.0%
Eastpointe	73	68	93%	5	7%	0	0.0%
Partners	66	62	94%	4	6%	0	0.0%
Sandhills	50	45	90%	4	8%	1	2.0%
Smoky Mtn	87	79	91%	5	6%	3	3.4%
State Total	824	768	93%	49	6%	7	0.8%

Percent Positive Domain Scores



Percent Negative Domain Scores



Parent TREATMENT PLANNING Items

I helped to choose my child's services.

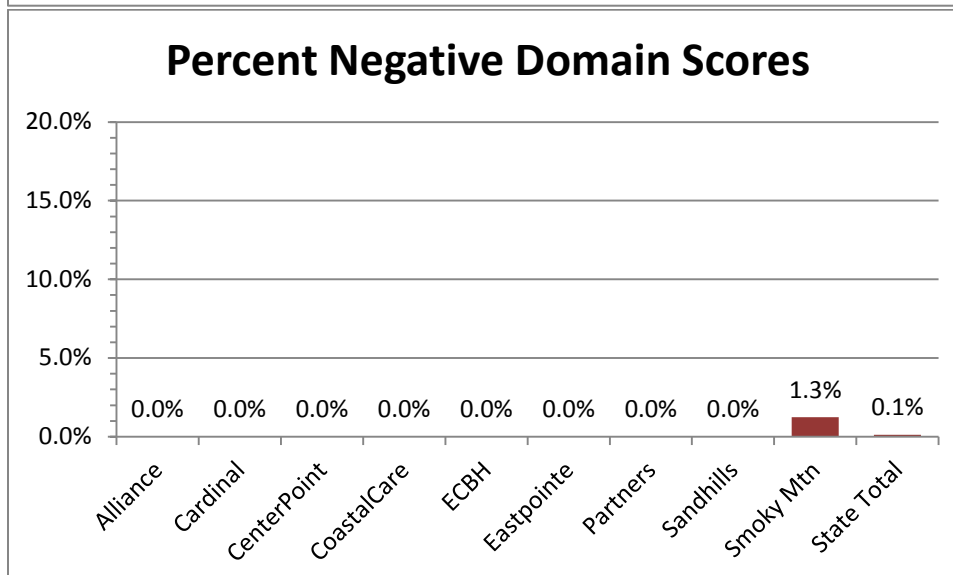
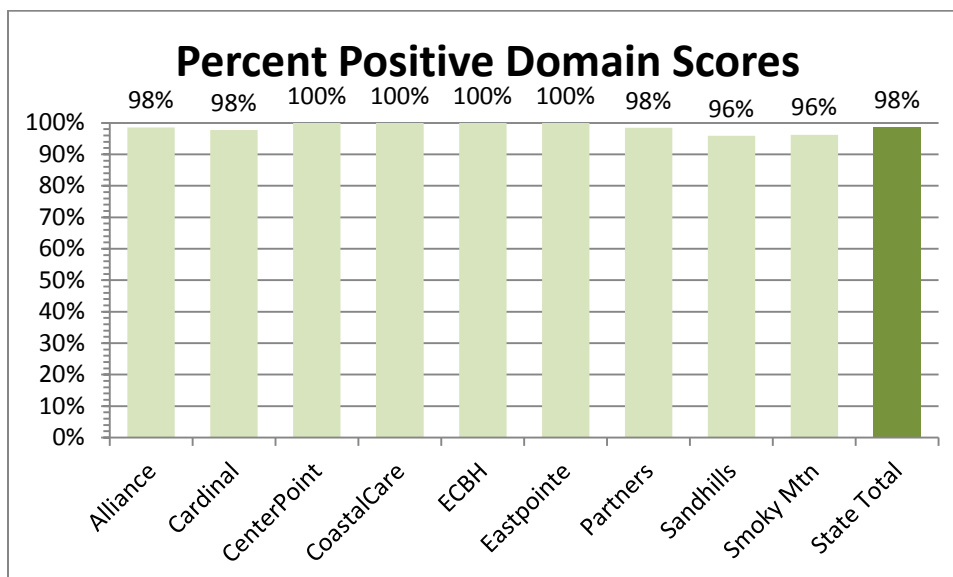
I helped to choose my child's treatment goals.

I participated in my child's treatment.

PARENT SURVEY

PERCEPTION OF SERVICES: CULTURAL SENSITIVITY

LME-MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	199	196	98%	3	2%	0	0.0%
Cardinal	134	131	98%	3	2%	0	0.0%
CenterPoint	72	72	100%	0	0%	0	0.0%
CoastalCare	72	72	100%	0	0%	0	0.0%
ECBH	59	59	100%	0	0%	0	0.0%
Eastpointe	71	71	100%	0	0%	0	0.0%
Partners	63	62	98%	1	2%	0	0.0%
Sandhills	49	47	96%	2	4%	0	0.0%
Smoky Mtn	80	77	96%	2	3%	1	0.0%
State Total	799	787	98%	11	1%	1	0.1%



Parent CULTURAL SENSITIVITY Items

Staff treated me with respect.

Staff respected my family's religious/ spiritual beliefs.

Staff spoke with me in a way that I understood.

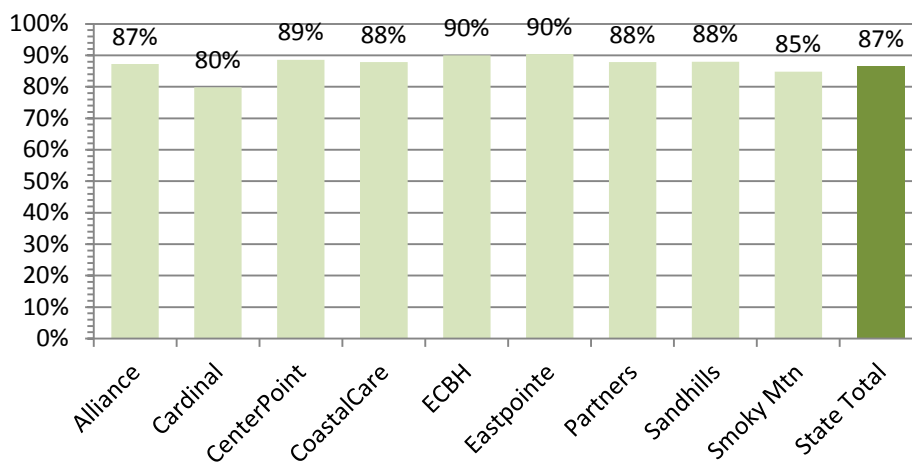
Staff were sensitive to my cultural/ ethnic background.

PARENT SURVEY

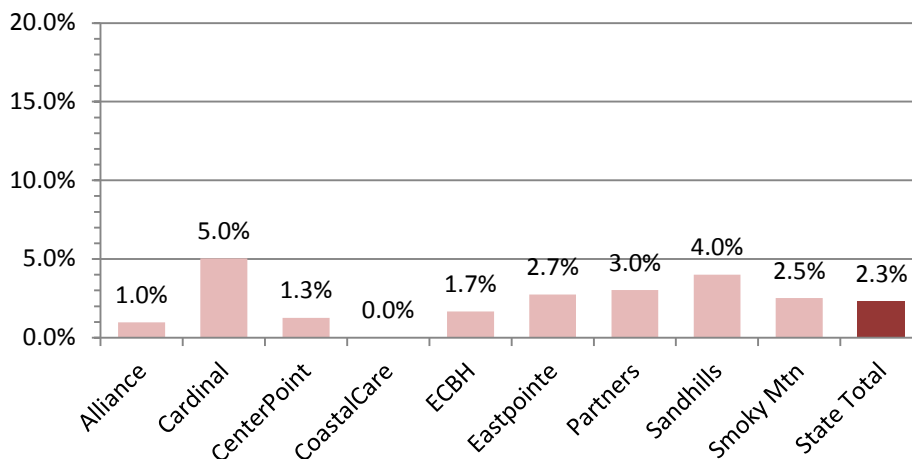
PERCEPTION OF SERVICES: SOCIAL CONNECTEDNESS

LME-MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	204	178	87%	24	12%	2	1.0%
Cardinal	139	111	80%	21	15%	7	5.0%
CenterPoint	79	70	89%	8	10%	1	1.3%
CoastalCare	74	65	88%	9	12%	0	0.0%
ECBH	60	54	90%	5	8%	1	1.7%
Eastpointe	73	66	90%	5	7%	2	2.7%
Partners	66	58	88%	6	9%	2	3.0%
Sandhills	50	44	88%	4	8%	2	4.0%
Smoky Mtn	79	67	85%	10	13%	2	2.5%
State Total	824	713	87%	92	11%	19	2.3%

Percent Positive Domain Scores



Percent Negative Domain Scores



Parent SOCIAL CONNECTEDNESS Items

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

I have people that I am comfortable talking with about my child's problems.

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

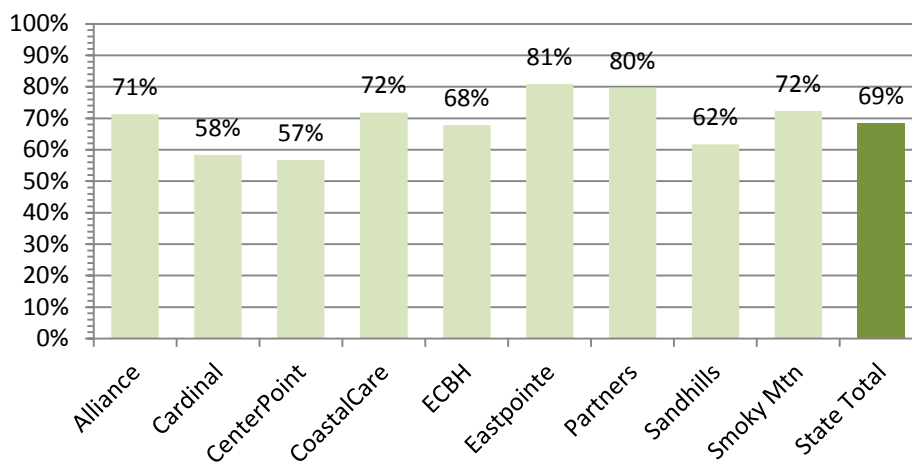
I have people with whom I can do enjoyable things.

PARENT SURVEY

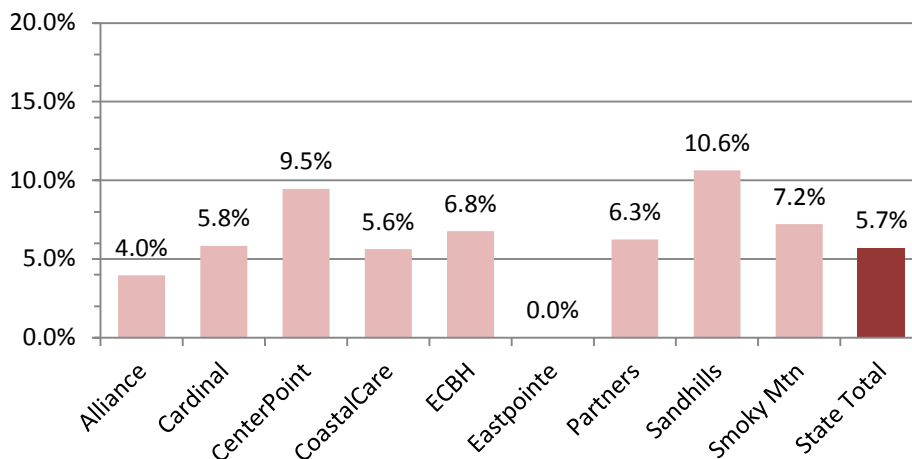
PERCEPTION OF SERVICES: FUNCTIONING

LME-MCO	Total Respondents	Positive Scores	% Positive	Neutral Scores	% Neutral	Negative Scores	% Negative
Alliance	202	144	71%	50	25%	8	4.0%
Cardinal	137	80	58%	49	36%	8	5.8%
CenterPoint	74	42	57%	25	34%	7	9.5%
CoastalCare	71	51	72%	16	23%	4	5.6%
ECBH	59	40	68%	15	25%	4	6.8%
Eastpointe	68	55	81%	13	19%	0	0.0%
Partners	64	51	80%	9	14%	4	6.3%
Sandhills	47	29	62%	13	28%	5	10.6%
Smoky Mtn	83	60	72%	17	20%	6	7.2%
State Total	805	552	69%	207	26%	46	5.7%

Percent Positive Domain Scores



Percent Negative Domain Scores



Parent FUNCTIONING Items

My child is better at handling daily life.*

My child gets along better with family members.*

My child gets along better with friends and other people.*

My child is doing better in school and/or work.*

My child is better able to cope when things go wrong.*

My child is better able to do things he or she wants.

**Items also count toward Outcomes domain.*

II. LME-MCO Network

ADULT SURVEY LME-MCO NETWORK

	Percent of Consumers Responding "Yes" *					
LME-MCO	Did you receive a Consumer Handbook in the mail within 14 days of starting services?	Do you know how to make a complaint with your LME-MCO?	If you contacted your LME-MCO to request services, were you given a choice of providers?	Was your first service with your provider in a time frame that met your needs?	Has your LME-MCO provided as much information as you need about the services and supports available to you?	If you needed help applying for benefits, did you receive the assistance you needed?
Alliance	29%	38%	39%	68%	57%	64%
Cardinal	33%	43%	41%	66%	55%	66%
CenterPoint	35%	47%	43%	69%	58%	68%
CoastalCare	33%	45%	41%	72%	52%	72%
ECBH	32%	41%	39%	68%	55%	67%
Eastpointe	38%	53%	55%	78%	63%	69%
Partners	33%	47%	41%	74%	63%	71%
Sandhills	37%	53%	51%	75%	67%	79%
Smoky Mtn	33%	44%	45%	78%	66%	70%
State Total	33%	45%	43%	71%	59%	69%

*The 2014 survey includes the new response option, "Not Sure." Responses of "Not Sure" are included in percentage denominators and may contribute to lower "Yes" percentages compared to previous years for similar questions.

	Percent of Consumers Selecting Response Option*							
LME-MCO	Have any of the following problems interfered with your ability to receive the services you need from any of your LME-MCO's providers? <i>(Check all that apply)</i>							
	Transportation cost/availability	Difficulty reaching a provider	Service location	Medication cost	Cost of services	Hours services available	Other	None of the above
Alliance	14%	5%	4%	11%	8%	5%	2%	75%
Cardinal	15%	4%	5%	11%	7%	4%	4%	73%
CenterPoint	18%	5%	5%	12%	6%	5%	3%	71%
CoastalCare	15%	5%	5%	15%	7%	3%	5%	70%
ECBH	15%	6%	6%	13%	6%	6%	2%	70%
Eastpointe	13%	4%	4%	15%	3%	1%	2%	74%
Partners	17%	5%	5%	12%	6%	4%	2%	73%
Sandhills	12%	5%	7%	11%	4%	2%	2%	77%
Smoky Mtn	21%	5%	7%	16%	8%	6%	6%	66%
State Total	16%	5%	5%	12%	6%	4%	3%	72%

*Denominator includes all respondents who selected at least one option.

YOUTH SURVEY LME-MCO NETWORK

	Percent of Consumers Responding "Yes" *				
LME-MCO	Did you receive a Consumer Handbook in the mail within 14 days of starting services?	Do you know how to make a complaint with your LME-MCO?	If you contacted your LME-MCO to request services, were you given a choice of providers?	Was your first service with a provider in a time frame that met your needs?	Has your LME-MCO provided as much information as you need about the services and supports available to you?
Alliance	33%	45%	42%	76%	62%
Cardinal	30%	34%	36%	67%	50%
CenterPoint	50%	46%	50%	71%	58%
CoastalCare	37%	50%	51%	81%	60%
ECBH	34%	25%	25%	44%	36%
Eastpointe	28%	60%	54%	85%	58%
Partners	33%	37%	38%	70%	56%
Sandhills	27%	31%	31%	63%	46%
Smoky Mtn	25%	43%	31%	68%	51%
State Total	33%	41%	40%	71%	54%

* Numbers of respondents per question varied. The 2014 survey included the new response option, "Not Sure." Responses of "Not Sure" are included in percentage denominators and may contribute to lower "Yes" percentages compared to previous years for similar questions.

	Percent of Consumers Selecting Response Option*							
LME-MCO	Have any of the following problems interfered with your ability to receive the services you want from any of your LME-MCO's providers? (<i>Check all that apply</i>)							
	Transportation cost/availability	Difficulty reaching a provider	Service location	Medication cost	Cost of services	Hours services available	Other	None of the above
Alliance	4%	3%	3%	2%	2%	4%	4%	89%
Cardinal	8%	2%	4%	1%	2%	4%	4%	85%
CenterPoint	3%	4%	4%	1%	1%	3%	3%	86%
CoastalCare	6%	2%	2%	2%	1%	2%	2%	90%
ECBH	2%	2%	2%	1%	0%	0%	0%	94%
Eastpointe	5%	1%	0%	2%	0%	2%	3%	89%
Partners	5%	2%	3%	1%	3%	3%	3%	88%
Sandhills	5%	7%	2%	1%	0%	5%	2%	85%
Smoky Mtn	7%	3%	6%	1%	2%	5%	2%	87%
State Total	5%	3%	3%	1%	1%	3%	3%	88%

*Denominator includes all respondents who selected at least one option.

PARENT SURVEY LME-MCO NETWORK

	Percent of Consumers Responding "Yes" *				
LME-MCO	Did you receive a Consumer Handbook in the mail within 14 days of your child starting services?	Do you know how to make a complaint with your LME-MCO?	If you contacted your LME-MCO to request services, were you given a choice of providers?	Was your child's first service with a provider in a time frame that met your needs?	Has your LME-MCO provided as much information as you need about the services and supports available to your child?
Alliance	52%	52%	58%	90%	74%
Cardinal	42%	56%	60%	92%	75%
CenterPoint	70%	74%	72%	89%	78%
CoastalCare	57%	63%	76%	95%	76%
ECBH	62%	72%	83%	95%	92%
Eastpointe	69%	66%	86%	95%	76%
Partners	56%	63%	62%	87%	78%
Sandhills	64%	66%	69%	90%	82%
Smoky Mtn	34%	51%	58%	87%	66%
State Total	54%	60%	66%	91%	76%

* Numbers of respondents per question varied. The 2014 survey included the new response option, "Not Sure." Responses of "Not Sure" are included in percentage denominators and may contribute to lower "Yes" percentages compared to previous years for similar questions.

	Percent of Consumers Selecting Response Option*							
LME-MCO	Have any of the following problems interfered with your ability to receive the services you want for your child from any of your LME-MCO's providers? <i>(Check all that apply)</i>							
	Transportation cost/availability	Difficulty reaching a provider	Service location	Medication cost	Cost of services	Hours services available	Other	None of the above
Alliance	11%	3%	6%	3%	4%	7%	3%	84%
Cardinal	13%	0%	2%	2%	2%	3%	2%	82%
CenterPoint	13%	3%	3%	0%	0%	3%	4%	81%
CoastalCare	9%	2%	2%	2%	0%	3%	7%	86%
ECBH	4%	0%	4%	0%	0%	2%	0%	93%
Eastpointe	17%	0%	7%	0%	0%	0%	3%	77%
Partners	3%	2%	2%	0%	2%	9%	3%	81%
Sandhills	4%	2%	4%	2%	2%	6%	4%	88%
Smoky Mtn	9%	8%	15%	0%	5%	4%	11%	75%
State Total	10%	2%	5%	1%	2%	4%	4%	83%

*Denominator includes all respondents who selected at least one option.

MEDICAID APPEALS

	Percent of Consumers Responding “Yes” *							
LME-MCO	Has the Medicaid Denial and Appeal process been explained to you?							
	Adult Survey		Youth Survey		Parent Survey		All Surveys	
	Total Respondents	% Yes	Total Respondents	% Yes	Total Respondents	% Yes	Total Respondents	% Yes
Alliance	285	61%	111	63%	127	59%	523	61%
Cardinal	404	64%	141	54%	91	64%	636	61%
CenterPoint	170	63%	70	66%	60	67%	300	64%
CoastalCare	171	70%	81	65%	49	61%	301	67%
ECBH	203	62%	47	72%	48	67%	298	64%
Eastpointe	211	59%	76	50%	56	73%	343	59%
Partners	357	72%	133	56%	55	75%	545	68%
Sandhills	167	73%	63	46%	40	80%	270	68%
Smoky Mtn	158	66%	82	39%	63	62%	303	58%
State Total	2126	66%	804	56%	589	66%	3519	63%

*Totals are limited to respondents who indicated in a previous response they have Medicaid.

	Percent of Consumers Responding “Yes” *							
LME-MCO	Was the Medicaid Appeal process satisfactory?							
	Adult Survey		Youth Survey		Parent Survey		All Surveys	
	Total Respondents	% Yes	Total Respondents	% Yes	Total Respondents	% Yes	Total Respondents	% Yes
Alliance	30	87%	12	100%	11	91%	53	91%
Cardinal	52	87%	11	91%	2	100%	65	88%
CenterPoint	17	82%	17	94%	3	100%	37	89%
CoastalCare	12	75%	7	100%	3	100%	22	86%
ECBH	16	94%	6	83%	2	0%	24	83%
Eastpointe	20	90%	9	78%	2	100%	31	87%
Partners	24	96%	15	87%	5	80%	44	91%
Sandhills	32	91%	12	75%	4	100%	48	88%
Smoky Mtn	21	95%	9	100%	10	70%	40	90%
State Total	224	89%	98	90%	42	83%	364	88%

* Totals are limited to respondents who indicated in previous responses that they have Medicaid and have filed an appeal.

III. Physical Health

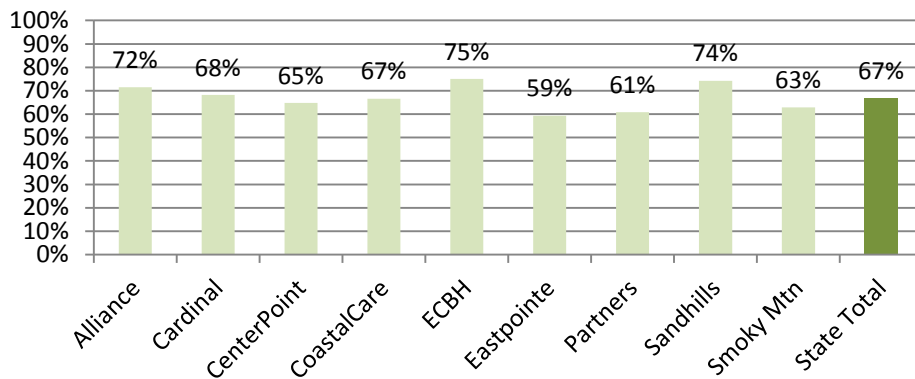
ADULT SURVEY

PHYSICAL HEALTH

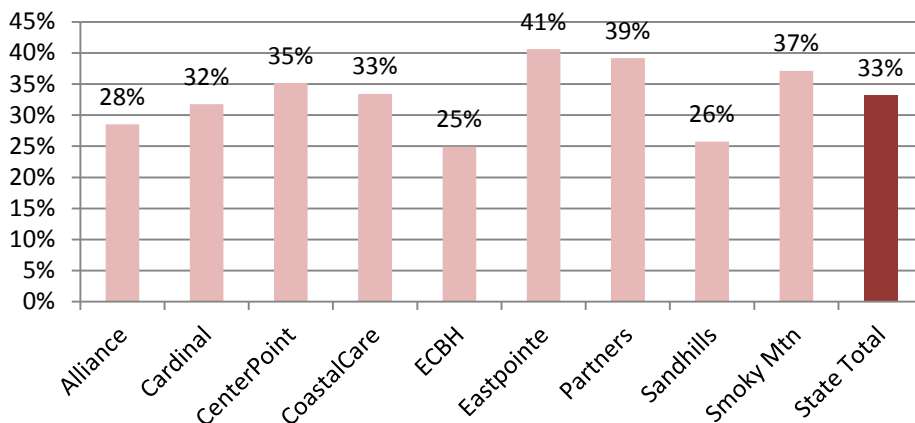
In general, would you say your health is:

		Percentage By Response Category				
LME-MCO	Total Respondents	"Excellent"	"Very Good"	"Good"	"Fair"	"Poor"
Alliance	586	12%	21%	38%	24%	4%
Cardinal	866	11%	18%	39%	24%	8%
CenterPoint	418	7%	17%	41%	28%	7%
CoastalCare	362	9%	20%	38%	25%	9%
ECBH	361	13%	22%	40%	20%	5%
Eastpointe	421	10%	17%	32%	26%	14%
Partners	615	7%	21%	33%	27%	12%
Sandhills	307	11%	25%	38%	19%	7%
Smoky Mtn	439	8%	18%	37%	29%	8%
State Total	4375	10%	20%	37%	25%	8%

**Percent of Consumers Selecting "Excellent,"
"Very Good," or "Good"**



Percent of Consumers Selecting "Fair" or "Poor"

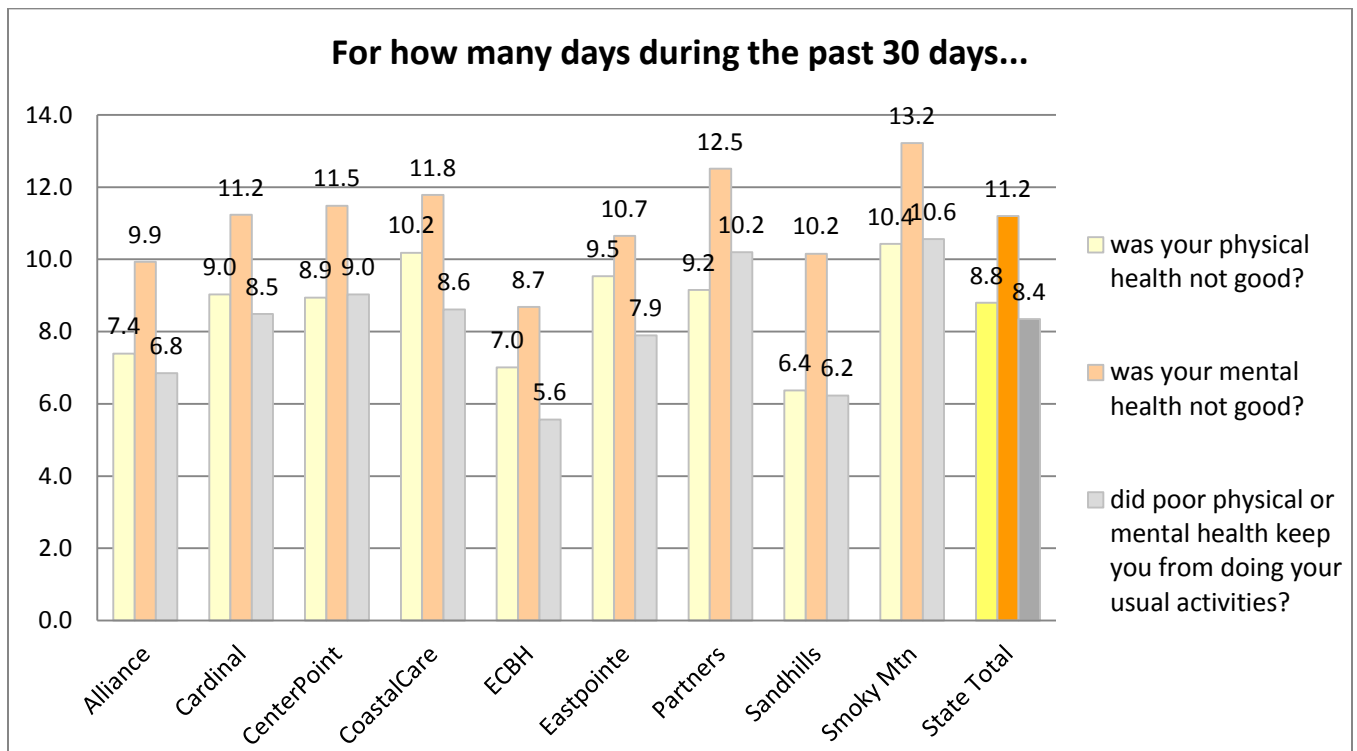


ADULT SURVEY PHYSICAL HEALTH

For how many days during the past 30 days...

	was your physical health not good?		was your mental health not good?		did poor physical or mental health keep you from doing your usual activities?	
LME-MCO	Average Days	Total Respondents	Average Days	Total Respondents	Average Days	Total Respondents
Alliance	7.4	368	9.9	407	6.8	388
Cardinal	9.0	468	11.2	582	8.5	546
CenterPoint	8.9	269	11.5	308	9.0	314
CoastalCare	10.2	244	11.8	274	8.6	280
ECBH	7.0	221	8.7	237	5.6	241
Eastpointe	9.5	330	10.7	355	7.9	341
Partners	9.2	354	12.5	428	10.2	403
Sandhills	6.4	177	10.2	209	6.2	197
Smoky Mtn	10.4	303	13.2	332	10.6	318
State Total	8.8	2735	11.2	3133	8.4	3029

*Responses of "Don't Know/Not Sure" are excluded.

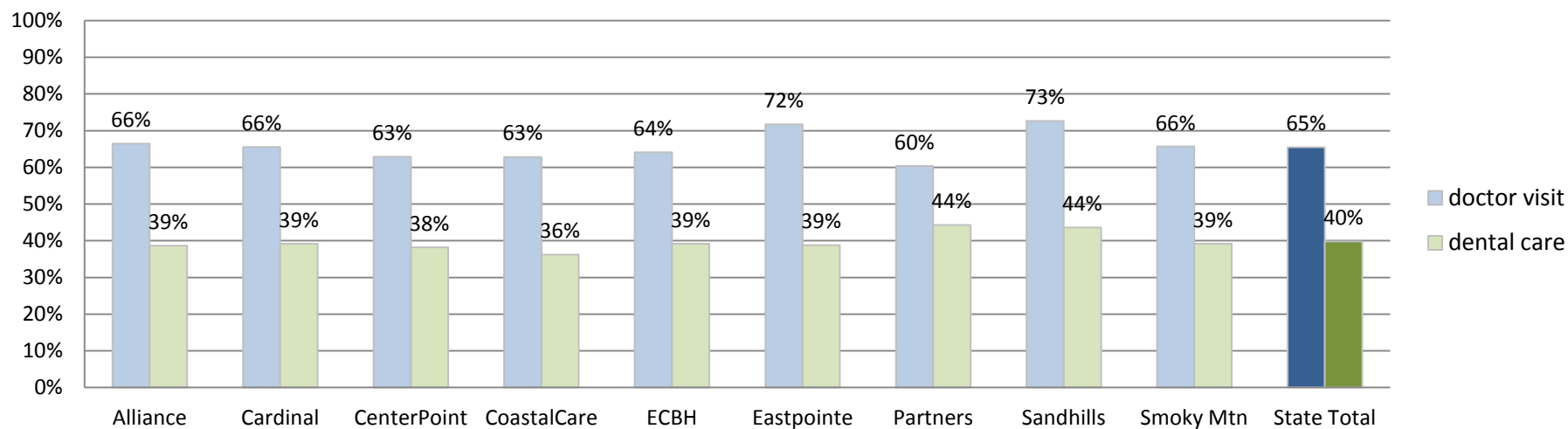


ADULT SURVEY PHYSICAL HEALTH

About how long has it been since you last visited...

	a doctor for a routine check up?							a dentist for routine care?						
LME-MCO	Total Respondents	Past Year	1-2 Years	2-5 Years	5+ Years	Never	Not Sure	Total Respondents	Past Year	1-2 Years	2-5 Years	5+ Years	Never	Not Sure
Alliance	573	66%	16%	6%	6%	1%	5%	574	39%	20%	15%	16%	2%	8%
Cardinal	848	66%	14%	5%	6%	2%	8%	857	39%	20%	12%	17%	3%	9%
CenterPoint	418	63%	17%	8%	5%	1%	7%	421	38%	18%	17%	17%	3%	7%
CoastalCare	358	63%	14%	9%	6%	1%	8%	359	36%	25%	16%	13%	1%	8%
ECBH	362	64%	14%	5%	6%	2%	10%	362	39%	21%	12%	15%	3%	10%
Eastpointe	421	72%	10%	5%	5%	0%	8%	420	39%	18%	16%	17%	2%	9%
Partners	608	60%	17%	6%	6%	1%	8%	609	44%	21%	11%	14%	1%	8%
Sandhills	307	73%	13%	5%	5%	1%	4%	307	44%	16%	15%	13%	3%	9%
Smoky Mtn	437	66%	14%	6%	6%	2%	7%	436	39%	20%	11%	19%	3%	8%
State Total	4332	65%	15%	6%	5%	1%	7%	4345	40%	20%	14%	16%	2%	8%

Percentage of Respondents Reporting Routine Health Care in Past Year

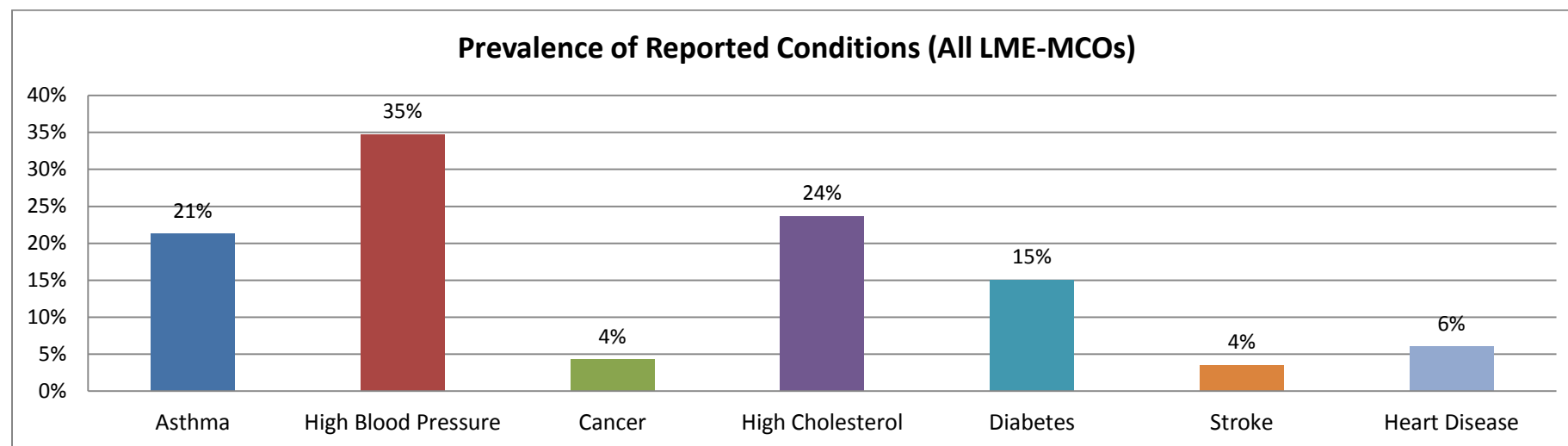


ADULT SURVEY PHYSICAL HEALTH

Have you ever been told by a doctor that you have...? (Check all that apply to you.)

		Percentage Reporting Each Condition							
LME-MCO	Total Respondents*	Asthma	High Blood Pressure	Cancer	High Cholesterol	Diabetes	Stroke	Heart Disease	None
Alliance	574	20%	31%	3%	24%	12%	5%	6%	43%
Cardinal	850	21%	36%	4%	26%	16%	3%	6%	41%
CenterPoint	408	23%	30%	4%	22%	14%	2%	6%	46%
CoastalCare	350	21%	31%	5%	22%	15%	4%	6%	43%
ECBH	356	19%	37%	3%	13%	13%	3%	4%	44%
Eastpointe	418	24%	36%	5%	22%	14%	5%	5%	43%
Partners	604	22%	35%	5%	27%	17%	3%	7%	41%
Sandhills	302	20%	40%	4%	26%	19%	2%	6%	39%
Smoky Mtn	417	21%	36%	6%	25%	16%	5%	9%	40%
State Total	4279	21%	35%	4%	24%	15%	4%	6%	42%

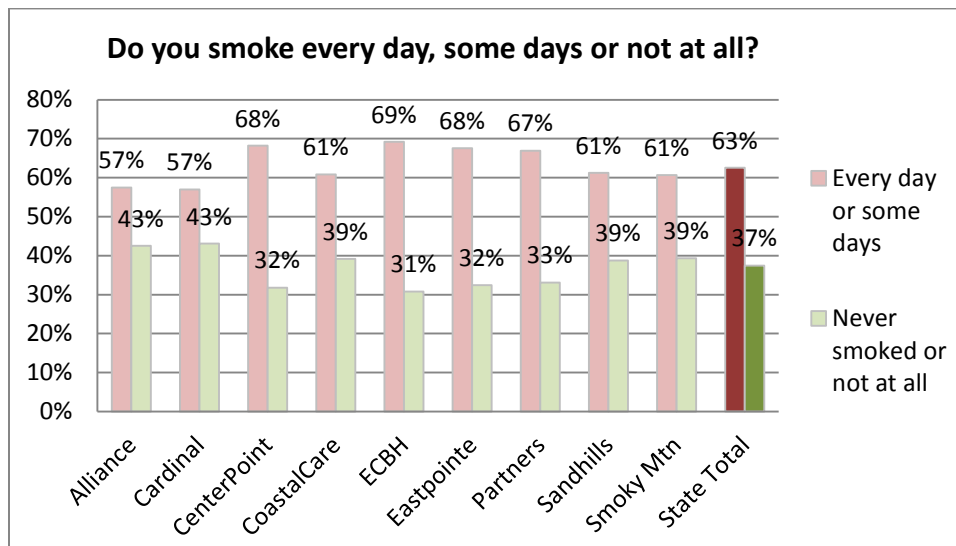
*Total includes all respondents who selected at least one option (including the option, "None").



ADULT SURVEY PHYSICAL HEALTH

Do you smoke cigarettes every day, some days or not at all?

		Percentage by Response Category			
LME-MCO	Total Respondents	Every day	Some days	Not at all	Never smoked
Alliance	576	48%	10%	31%	12%
Cardinal	850	44%	13%	27%	16%
CenterPoint	412	57%	11%	21%	10%
CoastalCare	360	50%	11%	28%	11%
ECBH	357	56%	13%	24%	6%
Eastpointe	419	56%	12%	17%	15%
Partners	611	57%	10%	22%	11%
Sandhills	307	47%	14%	27%	11%
Smoky Mtn	425	48%	12%	27%	12%
State Total	4317	51%	12%	25%	12%



In a usual week, how many days do you do moderate physical activities that may increase your heart rate for at least 10 minutes at a time?

LME-MCO	Average Days	Total Respondents
Alliance	4.4	459
Cardinal	4.2	654
CenterPoint	4.4	340
CoastalCare	4.4	306
Eastpointe	4.5	343
ECBH	4.8	284
Partners	4.4	480
Sandhills	4.7	245
Smoky Mtn	4.5	352
State Total	4.4	3464



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Division of Mental Health, Developmental Disabilities, and Substance Abuse Services
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