

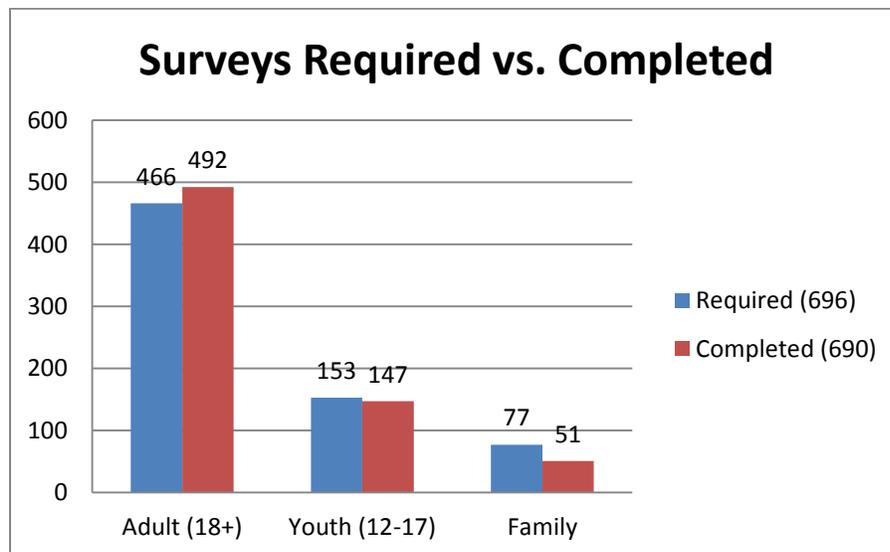
2015 Consumer Perception of Care Survey Analysis Summary

Overview

The purpose of this annual survey is to satisfy a Substance Abuse and Mental Health Services Administration (SAMHSA) reporting requirement for the Community Mental Health Services Block Grant. The statewide survey results are reported to SAMHSA each year for compilations and comparison to national data.

The confidential survey was administered in English or Spanish and available from May 18, 2015 through June 15, 2015 at consumers' provider agencies. Each LME/MCO was required to submit a total number of completed surveys approximately equal to 5% of its monthly number of Medicaid, State and Federal Block Grant Mental Health (MH) and Substance Use (SU) Consumers served. Nine LME/MCOs participated in the survey (Alliance, Cardinal, CenterPoint, CostalCare, Eastpointe, ECBH, Partners, Sandhills and Smoky). Sandhills was 4th in the state for the number of surveys required (696) and 6th in number completed (690). Cardinal and Sandhills were the only LME/MCOs that fell short on number required vs. number complete (Cardinal missed by 85, Sandhills missed by 6 surveys). The other 7 LME/MCO's all completed more than required.

The chart below shows the number of Sandhills Center surveys required versus total number completed by age category, Adult (18 years and older), Youth (12 – 17 years) and Family (parents, family members or guardians of children 11 years and younger).



The survey is broken down into 3 sections (Perception of Services, LME-MCO Network and Physical Health) so is the analysis. Each section is further broken down by population (Adult, Youth, and Parent).

Based on guidance from the COO, if the State Average had a variance greater than 5%, it was identified as areas for potential improvement. If the SHC Average was greater than 5% than the State Average it was identified as areas SHC excelled in.

Summary

SHC excelled in the following areas:

- Perception of Services – Outcomes – Family
- Network – Youth, knowing how to make a complaint
- Network – Family, provider choice

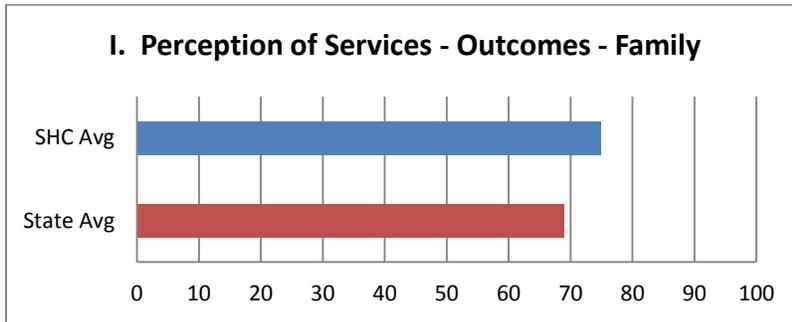
SHC needs improvement in the following areas:

- Perception of Services – Social Connectedness – Family
- Network – Family, received Consumer Handbook
- Network – Family, provided enough information needed
- Physical Health – Adult, last routine dental check up

Details:

Areas Sandhills Center Exceeded

Section I. Perception of Services

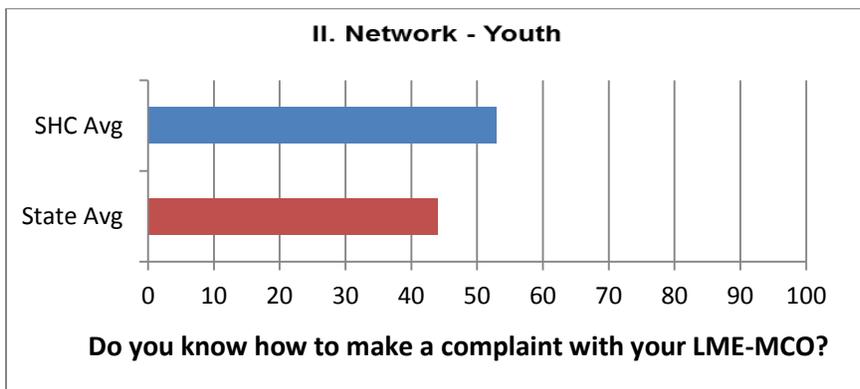


Outcomes – The Family populations felt that SHC performed 6% above the state average of 69%. (Note that the child population felt SHC fell short in this category compared to the state average by 5%). The following 6 questions are related to this section:

As a direct result of the services I received...

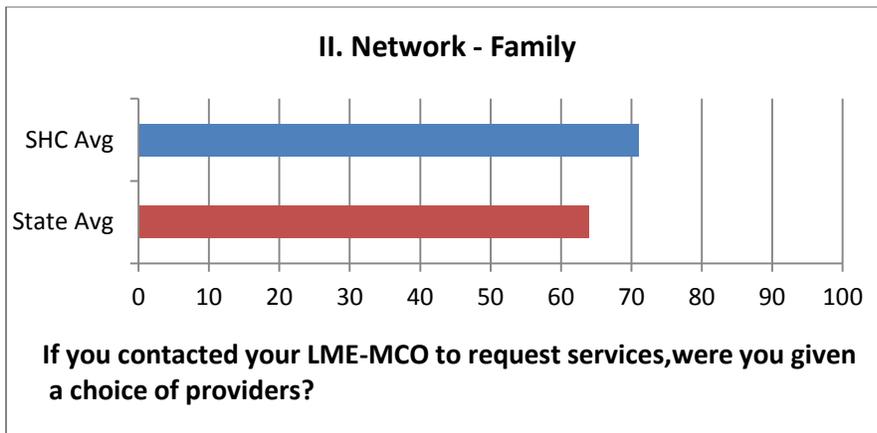
- I am better at handling daily life.
- I get along better with family members.
- I get along better with friends and other people.
- I do better in school and/or work.
- I am better able to cope when things go wrong.
- I am satisfied with our family life right now.

Section II. LME-MCO Network



Do you know how to make a complaint with your LME-MCO?

- The Youth population felt that SHC performed 9% above the State Average of 44%

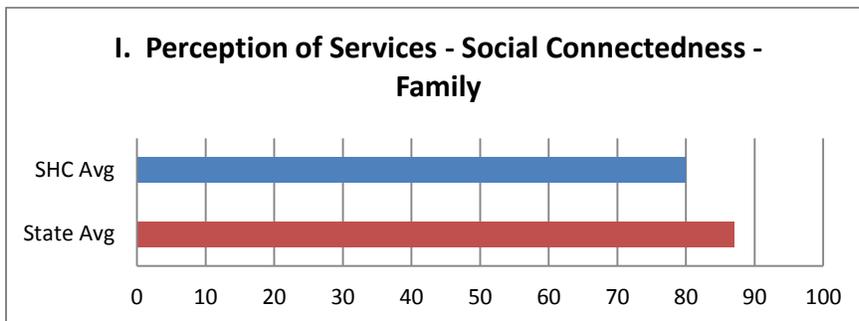


If you contacted your LME-MCO to request services, were you given a choice of providers?
 The Family population felt that SHC performed 7% above the State Average of 64%

Section III. Physical Health Note this section was only administered to the Adult population. Sandhills did not score above 5% in this section.

Areas Sandhills Center scored 5% or more BELOW the State Average

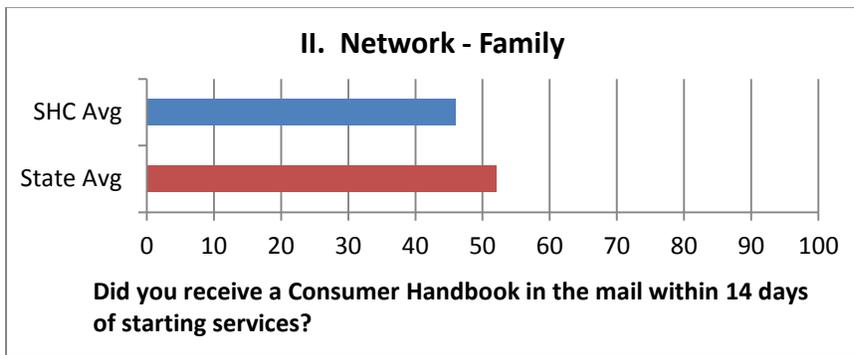
Section I. Perception of Services



Social Connectedness – the Family population felt that SHC performed 7% below the state average of 87%. (Note that this section was not asked of the Youth population). The following 4 questions are related to this section:

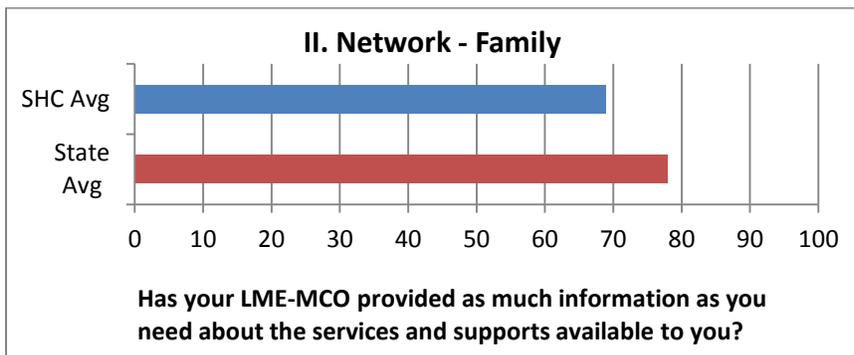
- I know people who will listen and understand me when I need to talk.
- I have people that I am comfortable talking with about my child’s problems.
- In a crisis, I would have the support I need from family or friends.
- I have people with whom I can do enjoyable things

Section II. LME-MCO Network



Did you receive a Consumer Handbook in the mail within 14 days of starting services?

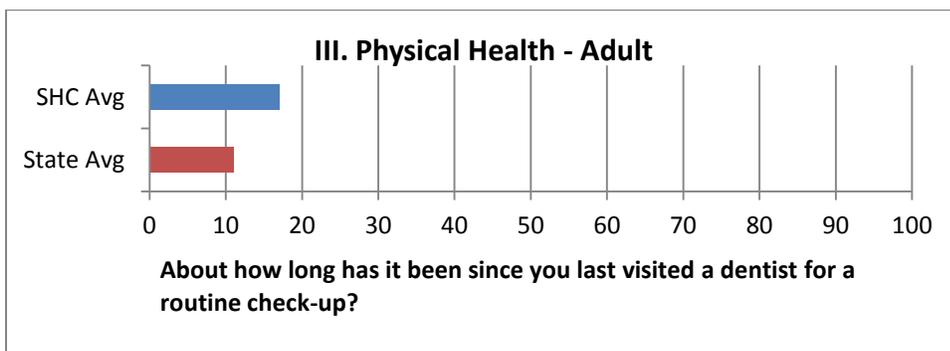
- The Family population felt that SHC performed 6% below the State Average of 52%



Has your LME-MCO provided as much information as you need about the services and supports available to you?

- The family population felt that SHC performed 9% below the State Average of 78%.

Section III. Physical Health Note this section was only administered to the Adult population.



About how long has it been since you last visited a dentist for a routine check-up?

- 17% of the Adult population answered “Not Sure”, which was 6% higher than the state average. Sandhills had the highest percentage of all LME-MCO’s for this response.

Comparison to 2014 Survey Results

An analysis was done to compare the 2014 survey results to the 2015 results, below are the findings separated by where Sandhills showed improvements and where we were below the results from 2014.

Improvements:

The following questions showed more than a 5% increase or improvement when compared to results from the 2014 Survey:

Section I. Perception of Services

- Adults
 - Treatment Planning 82% to 88% (6% increase)
- Youth
 - Access 70% to 84% (14% increase)
 - Treatment Planning 63% to 77 (14% increase)
- Parent/Family
 - General Satisfaction 84% to 94% (10% increase)
 - Outcomes 62% to 75% (12% increase)
 - Functioning 62% to 73% (11% increase)

Section II. Network

- Youth (Note that all questions in this section showed improvement, however Parent/Family showed a decline for the same questions.)
 - Did you receive a Consumer Handbook in the mail within 14 days of starting services? 27% to 35% (8% increase)
 - Do you know how to make a complaint with your LME-MCO? 31% to 53% (22% increase)
 - If you contacted your LME-MCO to request services, were you given a choice of providers? 31% to 47 (16% increase)
 - Was your first service with your provider in a time frame that met your needs? 63% to 77% (14% increase)
 - Has your LME-MCO provided as much information as you need about the services and supports available to you? 46% to 56% (10% increase)
 - Have any of the following problems interfered with your ability to receive the services you need from any of your LME-MCO's providers?
 - Difficulty reaching a provider 7% to 1% (6% decrease – less is better)
 - None of the above 85% to 94% (9% increase)

III. Physical Health (only administered to Adult population)

- Adult
 - About how long has it been since you last visited a doctor for a routine checkup?
 - Past Year 73% to 65% (8% decrease – less is better)
 - About how long has it been since you last visited a dentist for a routine checkup?
 - Past Year 44% to 38% (6% decrease – less is better)
 - Have you ever been told by a doctor that you have:
 - High Cholesterol 26% to 18% (8% decrease – less is better)
 - Stroke 12% to 5% (7% decrease – less is better)

Decline/Decrease

The following questions showed more than a 5% decrease when compared to results from the 2014 Survey:

Section I. Perception of Services

- Parent/Family
 - Social connectedness 88% to 80% (8% decrease, 7% below state average)

Section II. Network

- Adult
 - Has your LME-MCO provided as much information as you need about the services and supports available to you? 67% to 61% (6% decrease, 1% below state average)
 - If you needed help applying for benefits did you receive the assistance you needed? 79% to 73% (6% decrease, 2% above state average)
- Parent/Family (Note that all questions in this section showed a decrease, however youth showed an increase for the same questions.)
 - Did you receive a Consumer Handbook in the mail within 14 days of starting services? 64% to 46% (18% decrease, 6% below state average)
 - Do you know how to make a complaint with your LME-MCO? 66% to 57% (9% decrease, 4% below state average)
 - Was your first service with your provider in a time frame that met your needs? 90% to 84% (6% decrease, 5% below state average)
 - Has your LME-MCO provided as much information as you need about the services and supports available to you? 82% to 69% (13% decrease, 9% below state average)
 - Have any of the following problems interfered with your ability to receive the services you need from any of your LME-MCO's providers?
 - Service location 4% to 11% (7% increase)

III. Physical Health (only administered to Adult population)

- Adult
 - About how long has it been since you last visited a doctor for a routine checkup?
 - Not Sure 4% to 12% (8% increase, 3% above state average)
 - About how long has it been since you last visited a dentist for a routine checkup?
 - Not Sure 9% to 17% (8% increase, 6% above state average)
 - Percentage of respondents Reporting Routine Health Care in Past Year
 - Doctor Visit 73% to 65% (8% decrease, 1% above state average)
 - Dental Care 44% to 38% (6% decrease, 3% below state average)