

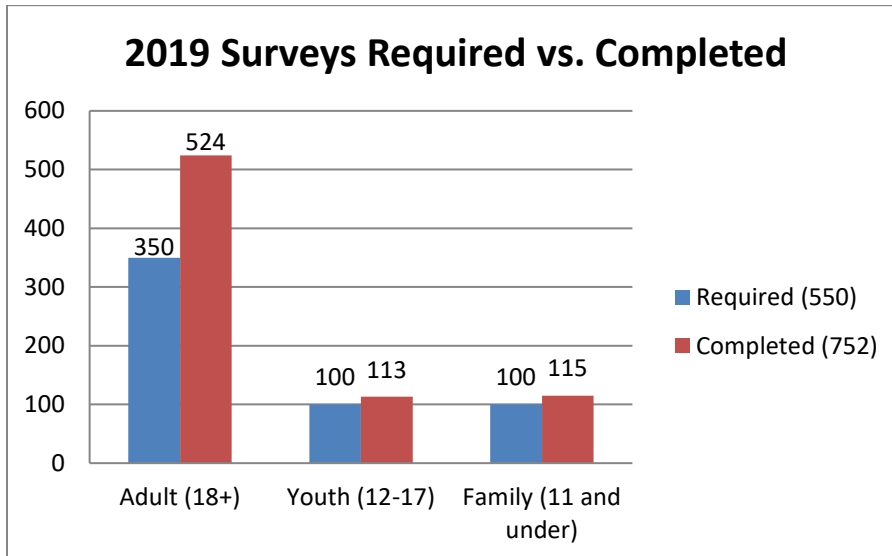
2019 Consumer Perception of Care Survey Analysis Summary

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 6, 2019 through June 4, 2019 at consumers' provider agencies. Participation is completely voluntary. Each LME/MCO was required to submit a total number of completed surveys approximately equal to 4% of its monthly number of Medicaid, State and Federal Block Grant Mental Health (MH) and Substance Use (SU) Consumers served. Seven LME/MCOs participated in the survey (Alliance, Cardinal, Eastpointe, Partners, Sandhills, Trillium and Vaya). Sandhills was required to submit 550 Surveys and completed 752. The required amount was the same as last year and the completed amount is more than last year.

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 Adult Physical Health) so is the analysis. Each section is further broken down by population (Adult, Youth, and Parent). Perception of Services consists of 8 Domains (Access to Services, Treatment Planning, Quality and Appropriateness, Cultural Sensitivity, Outcomes, Functioning, Social Connectedness and General Satisfaction).

Based on guidance from the Sandhills Center COO, a 5% variance of the state average is used as a baseline. If the Sandhills Center Average was greater than 5% of the State Average it was identified as areas Sandhills excelled in. Areas needing improvement are those in which Sandhills was more than 5% below the State Average.

Summary

Sandhills excelled in the following 8 areas:

- Perception of Service:
 - Adult – Social Connectedness 6% (*Note – highest positive response*)
- Network:
 - Adult – Know how to make a complaint 6%
 - Youth - First service time frame met your needs 8%
 - Youth - Obstacles to receiving services 8% (*Note - highest positive response*)
 - Family – Received Consumer Handbook 14%
 - Family – Given Choice of Providers 7%
 - Family – Provided enough information about services and supports 6%
 - Family – Obstacles to receiving Services 8% (*Note – highest positive response*)

Sandhills needs improvement in the following area:

- Perception of Service:
 - Youth – Treatment Planning 6% (*Note – lowest positive response*)

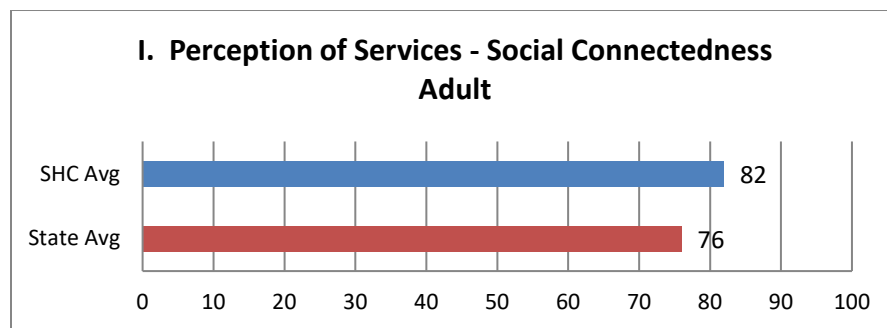
Physical Health

The physical health survey is only administered to Adults. Overall Sandhills scored well in this category. We outscored the other LME/MCO's in the area of Health Status and Health Measures. No areas were identified as needing improvement.

Details:

8 Areas Sandhills Center Excelled In, Scoring more than 5% ABOVE the State Average

Section I. Perception of Services

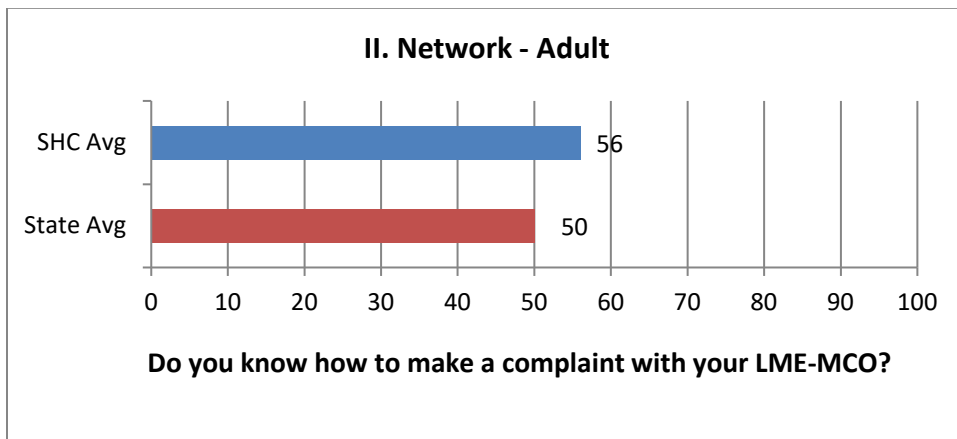


Adult Social Connectedness Domain Items:

- 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.

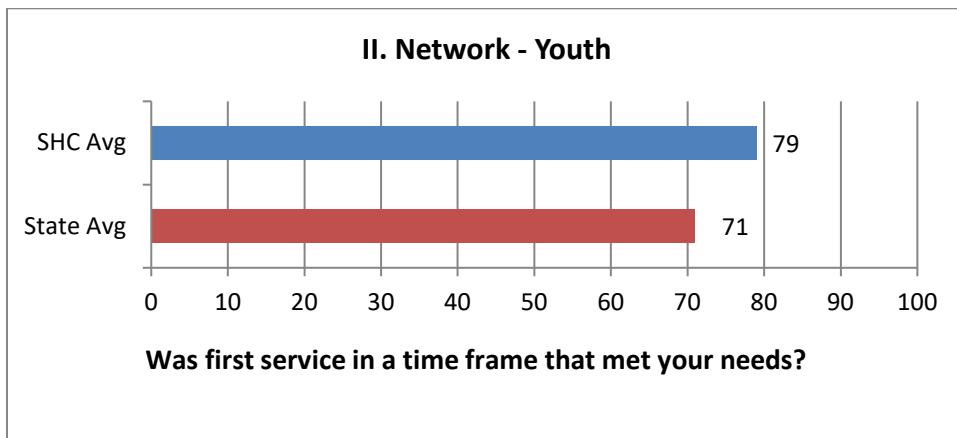
The Adult population felt that Sandhills (82) performed 6% above the State Average (76), which was also the highest out of all LME/MCO's in this category.

Section II. LME-MCO Network



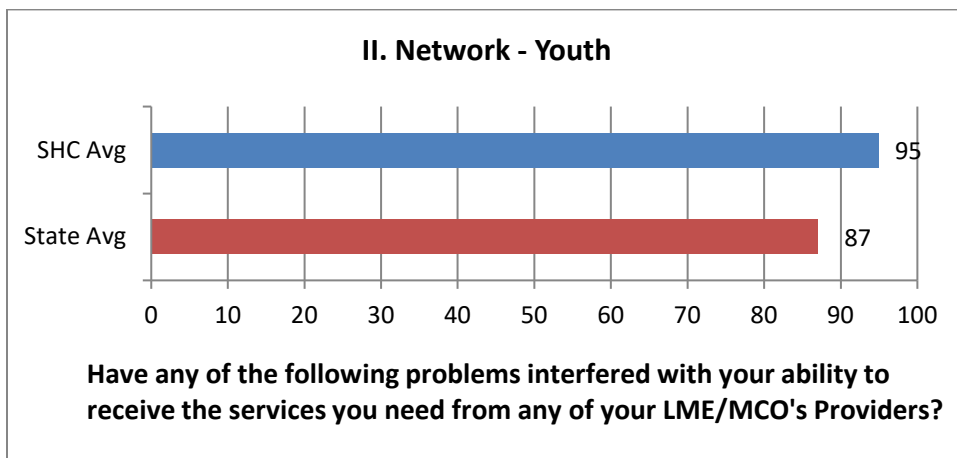
Did you know how to make a complaint with your LME-MCO?

- The Adult population felt that Sandhills (56) performed 6% above the State Average (50).



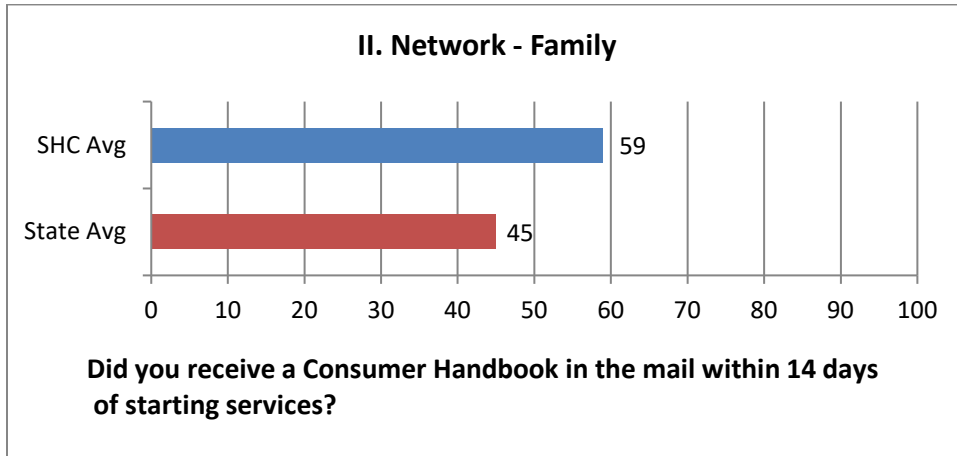
Was first service in a timeframe that met your needs?

- The Youth population felt that Sandhills (79) performed 8% above the State Average (71), which was also the highest out of all LME/MCO's in this category.



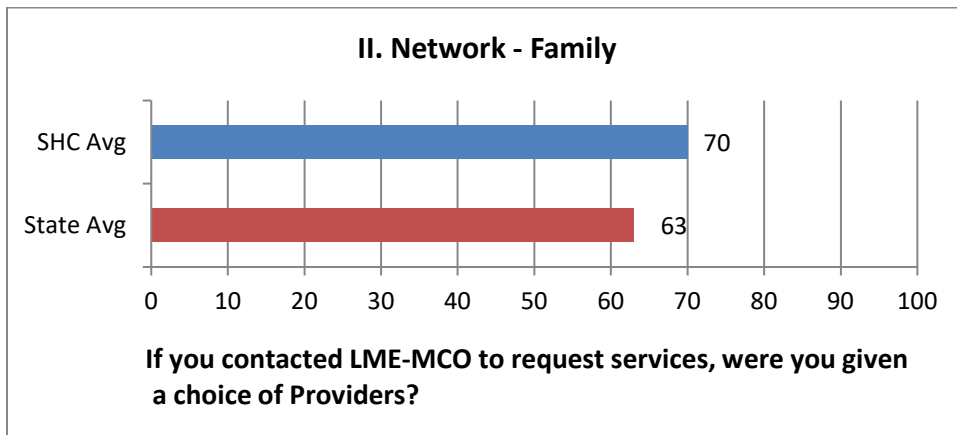
Have any of the following problems interfered with your ability to receive the services you need from any of your LME/MCO's Providers?

- The Youth population felt that Sandhills (95) performed 8% above the State Average (87) by answering "None of the above". We also scored the highest out of all LME/MCO's in this category



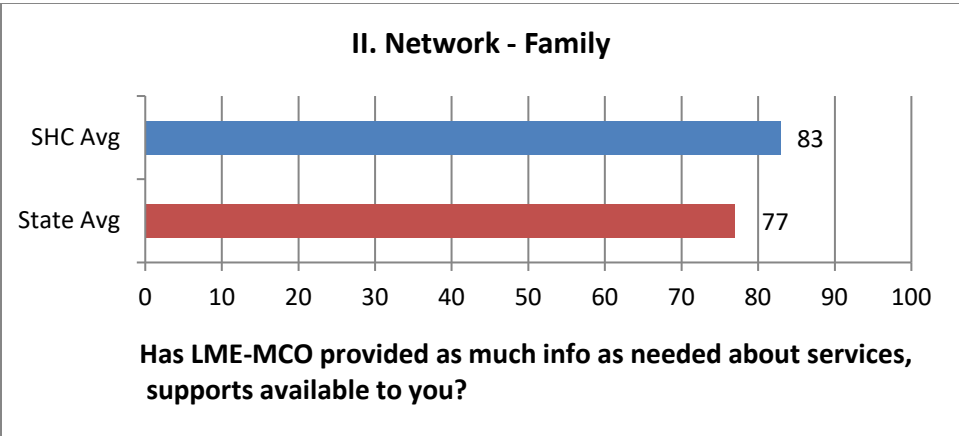
Did you receive a Consumer Handbook in the mail within 14 days of starting services?

- The Family population felt that Sandhills (59) performed 14% above the State Average (45).



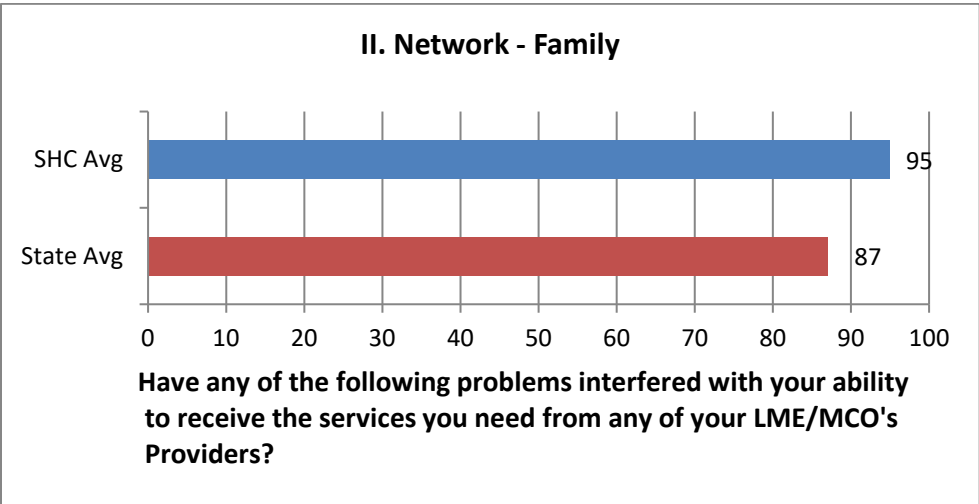
If you contacted LME-MCO to request services, were you given a choice of providers?

- The Family population felt that Sandhills (70) performed 7% above the State Average (63).



Has LME-MCO provided as much info as needed about services, supports available to you?

- The Family population felt that Sandhills (83) performed 6% above the State Average (77).

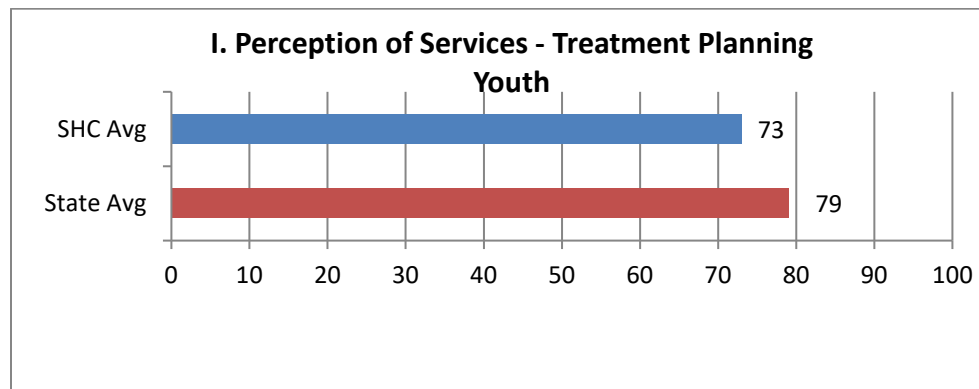


Have any of the following problems interfered with your ability to receive the services you need from any of your LME/MCO's Providers?

- The Family population felt that Sandhills (95) performed 8% above the State Average (87) by answering "None of the above". Note that the Youth and Family population scored exactly the same on this question and the Adult population were 1% below the state average.

1 Area Sandhills Center scored more than 5% **BELOW the State Average**

Section I. Perception of Services



Treatment Planning – The Youth populations felt that Sandhills (73) performed **6%** below the state average of 79%. This was the lowest positive results. In 2018 Sandhills was at 79%, which was 2% above the state average of 77%. Our negative results increased over 4% from 2018.

The following questions are related to this section:

- I helped to choose my services.
- I helped to choose my treatment goals.
- I participated in my own treatment.

Comparison to 2018 Survey Results

An analysis was done to compare the 2018 survey results to the 2019 results, below are the findings. Overall, Sandhills has shown improvement in 2019. In 2018 Sandhills excelled in 4 areas vs. 8 areas in 2019 and needed improvement in 2 areas vs. 1 area in 2019.

Improvements:

The following questions showed more than a 5% increase or improvement when compared to results from the 2018 Survey:

Section I. Perception of Services

– Family

- Child Outcomes 64% in 2018 to 72% in 2019 (8% increase, was noted as needing improvement in 2018 and equal to state average in 2019)
- Child Functioning 62% in 2018 to 70% in 2019 (8% increase, was noted as needing improvement in 2018 and shown improvement in 2019, but still 2% below state average.)

Decline/Decrease:

The following questions showed more than a 5% decrease when compared to results from the 2018 Survey:

Section I. Perception of Services

– Youth

- Treatment Planning 79% in 2018 to 73% in 2019 (still an issue)

Section II. Network

- Adult
 - Have any of the following problems interfered with your ability to receive the services you need from any of your LME/MCO's providers? 77% in 2018 to 71% in 2019 (6% decrease from last year, but still within a 5% range at 1% below state average). Note that both Youth and Family populations felt Sandhills excelled in this category this year.
- Youth
 - If you contacted LME-MCO to request services, were you given a choice of providers? 54% in 2018 to 39% in 2019 (15% decrease from last year and at exactly 5% below state average in 2019). Note that the Family population felt Sandhills excelled in this category this year.