

2020 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 August 1, 2020 through September 21, 2020 at consumers' provider agencies. Participation is voluntary.

Due to the Coronavirus Pandemic, the sample size was too small for a comparison of LME/MCO's. Each LME/MCO were provided with two files for the 2020 MH/SUD Perceptions of Care Survey scores (Mental Health Statistics Improvement Program survey domain scores), one for the statewide results and for your specific LME/MCO results. Statewide reports were not distributed for 2020. Please refer to the 2019 NC DHHS Perceptions of Care Survey report for a description of domain score calculation and the MHSIP survey items included in each domain.

Using the two data files received from the state, analysis and comparisons were performed. The three tables below were created based on this analysis. They represent each of the populations surveyed (Adult – over 18, Youth – under 20 and Youth Family) and a comparison to the statewide results, by Domain.

Sandhills Center uses a 5% variance of the state average as a baseline. If the Sandhills Center Average was greater than 5% of the State Average it was identified as areas Sandhills Center excelled in. Areas needing improvement are those in which Sandhills Center was more than 5% below the State Average. No areas were identified as excelling or needing improvement based on the 5% variance.

Domains highlighted in orange indicate that Sandhills Center performed lower than the State Average, but we were still within our 5% variance. The green highlights indicated areas where Sandhills Center performed above the State Average, still within the 5% variance.

2020 Consumer Perception of Care		Positive		Neutral		Negative	
ADULT	Completed Surveys	SHC	State	SHC	State	SHC	State
Access	535	96.3%	96.0%	3.6%	3.7%	0.2%	0.3%
Treatment Planning	522	94.8%	92.8%	5.0%	6.7%	0.2%	0.6%
Quality & Appropriateness	534	98.9%	98.3%	1.1%	1.5%	0.0%	0.2%
Outcomes	526	83.7%	83.5%	14.3%	14.7%	2.1%	1.7%
Functioning	531	86.3%	84.6%	11.3%	13.4%	2.4%	1.9%
Social Connectedness	528	75.8%	77.3%	20.1%	18.4%	4.2%	4.3%
General Satisfaction	535	96.8%	96.3%	3.0%	3.2%	0.2%	0.4%

2020 Consumer Perception of Care		Positive		Neutral		Negative	
YOUTH	Completed Surveys	SHC	State	SHC	State	SHC	State
Access	211	90.5%	87.3%	8.5%	11.0%	0.9%	1.7%
Treatment Planning	214	88.8%	85.5%	11.2%	13.4%	0.0%	1.0%
Cultural Appropriateness	206	98.5%	96.3%	1.5%	3.5%	0.0%	0.2%
Outcomes	216	72.2%	76.0%	24.1%	21.5%	3.7%	2.5%
General Satisfaction	216	93.1%	91.7%	5.6%	7.2%	1.4%	1.1%

2020 Consumer Perception of Care		Positive		Neutral		Negative	
CHILD FAMILY	Completed Surveys	SHC	State	SHC	State	SHC	State
Access	131	96.9%	94.9%	3.1%	4.9%	0.0%	0.2%
Treatment Planning	134	94.0%	95.9%	5.2%	3.6%	0.7%	0.5%
Cultural Appropriateness	126	98.4%	98.9%	1.6%	1.1%	0.0%	0.0%
Outcomes	134	78.4%	75.8%	18.7%	19.7%	3.0%	4.5%
Functioning	134	76.9%	76.6%	20.9%	19.3%	2.2%	4.2%
Social Connectedness	134	93.3%	90.0%	5.2%	8.6%	1.5%	1.4%
General Satisfaction	135	97.8%	96.4%	2.2%	3.2%	0.0%	0.4%