

New Hampshire Public Mental Health Consumer Satisfaction Survey Report 2016



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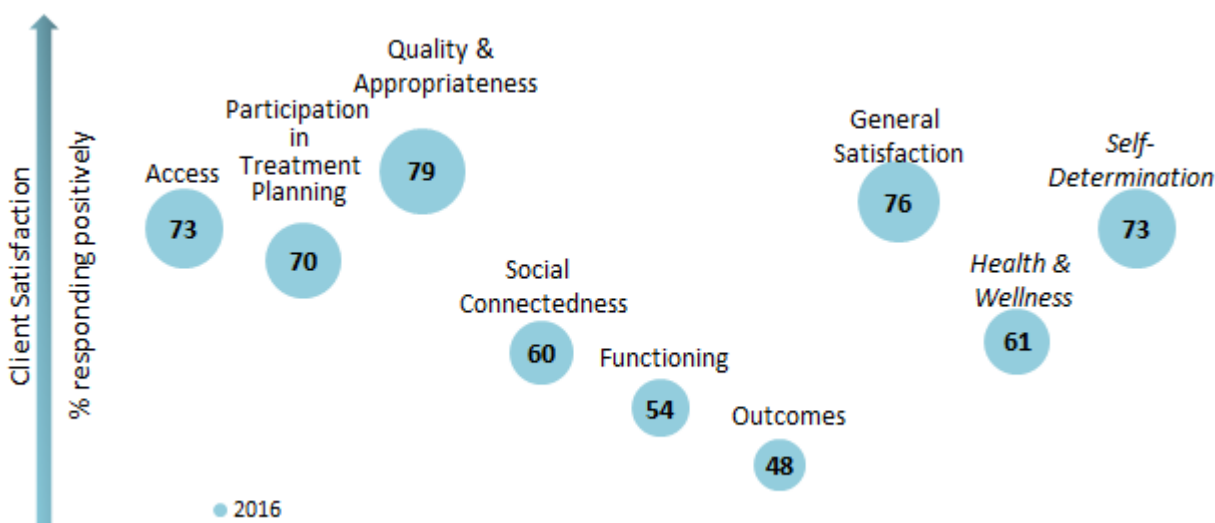


Executive Summary

The New Hampshire Department of Health and Human Services (NH DHHS) Bureau of Mental Health contracted with JSI Research & Training Institute, Inc. (JSI) of Boston, MA to conduct the 2016 Consumer Satisfaction Surveys. Adult clients and family members of children receiving mental health services through 10 community mental health centers (CMHC) were surveyed. Clients included in the survey had at least one service visit in the last quarter of 2015 and may have commercial health insurance, Medicare or Medicaid. JSI used mail surveys with telephone follow-up of non-respondents. Data collection began April 12, 2016 and ended September 23, 2016. This summary highlights key findings, with additional details and center-specific information presented in the report.

For the **Adult Consumer Survey**, **960** or 45% of clients responded. The response rates for the individual centers ranged from 37% to 58%. About 36% of all respondents were male, 89% were White, 6% Hispanic/Latino and the average age was 48 years. Ninety percent were still getting mental health services from the CMHC and 92% have been receiving services for one year or more.

Generally, over 70% of clients responded positively in 5 of the nine satisfaction domains. The highest scores were in the domains of quality and appropriateness (79%), general satisfaction (76%), and access to services (73%). Self-determination, a new domain added this year, was also high (73%). The health and wellness (newly added this year, 61%), social connectedness (60%), functioning (54%) and treatment outcomes (48%) domains were lower. The overall statewide results of clients who responded positively across each of the nine satisfaction domains are shown below.



Note: The health & wellness and self-determination are domains newly added in 2016.

Trends: In general, 2016 domain scores were similar to the previous two years with two exceptions. The treatment outcomes domain (48%) was significantly lower (compared to 55% in both 2014 and 2015). The general satisfaction domain (76%) was significantly lower when compared to 2015 only (81%).

Oversampling of Minorities in 2016 – Domain Scores by Race/Ethnicity and other Client Characteristics



- While overall domain scores provide a general overview of client satisfaction across the state, there may be differences across different sub-groups. In 2016, one hundred percent of minority adult clients were invited to participate in the survey to enable comparison of satisfaction scores and behavioral outcomes by race and ethnicity. The adult survey was also translated into 10 additional languages. A total of **254 minority adult clients or 46% completed the survey**.
 - Overall, there were no statistically significant differences in satisfaction by race (White versus non-White) or ethnicity (Hispanic versus not Hispanic).
 - Although not statistically significant, minority and Hispanic/Latino clients had higher scores in 5 of the nine satisfaction domains. For example, 78% of minorities (non-white) responded positively in the general satisfaction and self-determination domains (versus 76% and 73% among Whites respectively). Additionally, 82% of Hispanics/Latinos were generally satisfied, compared to 75% among non-Hispanics.

Although there were no disparities by race or ethnicity, there were some differences by the length of time in care and clients' current employment status.

- Clients who have received services for 1 year or more had statistically significantly higher scores in 3 domains – access, participation in treatment planning, and general satisfaction – compared to clients who have been in care for less than 1 year.
- Clients who reported being currently employed (full- or part-time) had statistically significantly higher scores in 4 domains – social connectedness, functioning, outcomes, and self-determination.

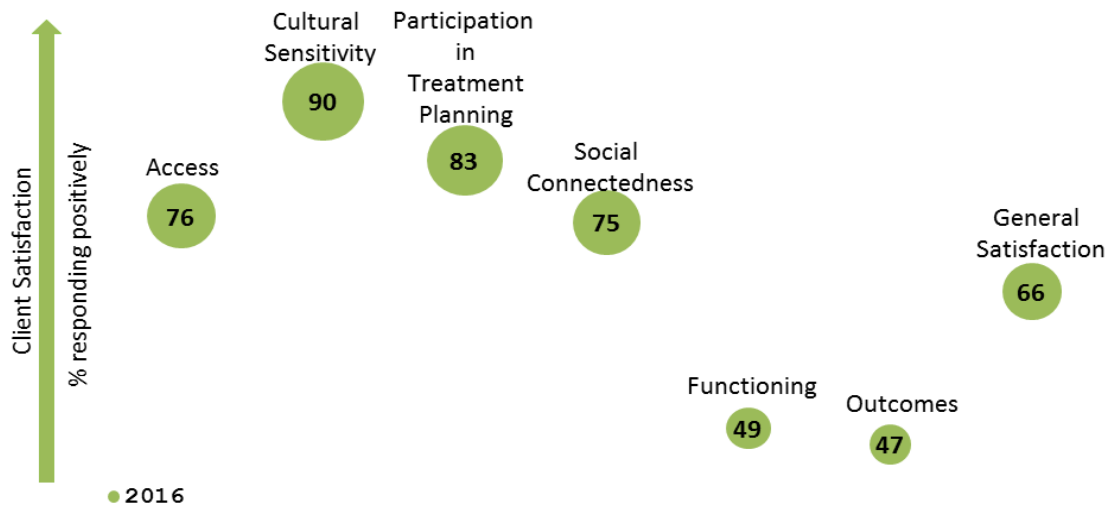
Adult Consumers – 2016 Behavioral Outcomes

- Approximately 22% of clients reported being employed (17% part-time and 5% full-time).
- Respondents were asked about participation in social activities – about 41% participated in spiritual/religious activities, 28% were in community organizations, and 1 in 5 volunteered. About 17% participated in peer support center services.
- Respondents were asked about arrests and encounters with police – 7% were arrested in the past 12 months, 7% were arrested in the 12 months prior to that, and 12% were arrested in either of the past 2 years.

For the **Family Member Consumer Survey**, 430 or 42% of all parents/guardian of children/adolescent clients responded. The response rates for the individual centers ranged from 32% to 50%. Fifty-five percent of the children whose parent/guardian responded were male, 53% were age 12 or older, 42% were age 6-11, and the average age was 12 years. Ninety percent were White and 8% were Hispanic. Sixty percent have received services for more than one year and 25% for six months up to one year. At least 75% of family members responded positively to 4 of the seven satisfaction domains. Ninety percent were satisfied with cultural sensitivity of services and 83% were positive about their participation in treatment planning. About three out of four respondents were satisfied about access (76%) and social connectedness (75%). The functioning (49%) and treatment outcomes (47%) domains



were lowest. The overall statewide results of family members who responded positively across the seven satisfaction domains are shown below.



Trends: The 2016 domain scores were similar to the previous two years with three exceptions. The functioning (49%) and treatment outcomes (47%) domains were significantly lower in 2016 (compared to about 54%-56% in both 2014 and 2015). About 75% of respondents were generally satisfied in 2014 and 2015 compared to a lower 66% in 2016.

Domain Scores by Race, Ethnicity, and Length of Time in Care: Although minorities were not oversampled for the family survey, sub-analyses were conducted to compare satisfaction scores by race/ethnicity. A statistically significantly larger percentage of minorities responded positively about access (89% versus 74% White). There were no other significant differences across other domains or by ethnicity. Parents whose children have been in care for more than one year had significantly higher satisfaction in three domains – access, participation in treatment planning, and general satisfaction.

Child's Behavioral Outcomes

- About 96% of children age 6 or older attended school in the past 12 months –
 - 19% were expelled or suspended in the past 12 months and 15% were expelled or suspended in the 12 months prior to that. About 1 in 4 (25%) were expelled or suspended in either of the past 2 years.
 - 28% of family members reported that since starting to receive services, their child's attendance in school has increased.
- Among children age 14 or older – 6% were arrested in the past 12 months, 5% were arrested in the 12 months prior to that and 8% were arrested in either of the past 2 years.



Overview and Purpose

The New Hampshire Department of Health and Human Services (NH DHHS) Bureau of Mental Health contracted with JSI Research & Training Institute, Inc. (JSI) of Boston, MA to conduct the 2016 Consumer Satisfaction Survey. The Bureau of Behavioral Health (BBH) conducts a random survey of BBH-eligible consumers receiving services through the public mental health system's ten Community Mental Health Centers (CMHC). Adults age 18 or older who are BBH-Eligible have an eligibility category of Severe Mental Illness (SMI), Severe and Persistent Mental Illness (SPMI), Low Utilizer (LU), Seriously Emotionally Disturbed, or Seriously Emotionally Disturbed Interagency. Children under age 18 who are BBH-eligible have an eligibility of Serious Emotional Disturbance (SED) or having current interagency involvement (SED-IA). A total of 960 adult clients and 430 family members of children/adolescent clients responded to the survey in 2016.

The data presented in this report summarizes survey responses from BBH-eligible consumers and family members of consumers only. The purpose is two-fold: one, to gather input from the adults and parents of children who use or have used public mental health services, and two, to gather input that is required for New Hampshire to maintain its eligibility for funding through the Mental Health Community Services Block Grant to the States. The grant requires certain recipient data to be reported, and the survey collects some of these data. Most of the survey questions are prescribed by the block grant, but states may add items that are specific to the states' individual interests.

Methodology

Sampling Approach. The population of BBH-eligible clients with a service visit in the last quarter of 2015 (September-December) were sampled for the survey. Clients may be covered by commercial health insurance, Medicare, or Medicaid. Stratified random sampling by age and gender was conducted to reflect the clients within and across CMHCs statewide. Smaller CMHCs were sampled at a higher rate than larger sites to ensure adequate representation from each site. For the 2016 Adult Survey, 100% of minority clients were invited to participate to ensure they have the opportunity to respond and to enable comparisons by race and ethnicity. The table below describes the initial adult and family member population and the total number randomly selected for each survey.



	Adult		Family Member
Eligible clients in DHHS system included:	<ul style="list-style-type: none"> ✓ Low Utilizer ✓ Seriously And Persistently Mentally Ill ✓ Seriously Mentally Ill ✓ Seriously Emotionally Disturbed* ✓ Seriously Emotionally Disturbed Interagency* 		<ul style="list-style-type: none"> ✓ Seriously Emotionally Disturbed ✓ Seriously Emotionally Disturbed Interagency
Total eligible population	9,949		6,123
	681 Minorities	9,268 Whites	
<i>Stratified random sample by age/gender</i>			
Sampling Rate	100%	~20%	~20%
Sample Sizes:	681	1,829	1,209
Total initial samples	2,510		1,209

*Note: All clients age 18 or older were considered adults and received the adult consumer survey. Adults with a BBH-eligibility category of SED and SED-IA in the sample were age 18.

Survey Design. In 2016, both surveys were reformatted to enhance readability, with items grouped into thematic sections. See **Appendix A1** for the Adult and **Appendix B1** for the Family Member surveys. Both surveys are state-modified versions of the federal Substance Abuse and Mental Health Services Administration’s (SAMHSA) Mental Health Statistical Improvement Program (MHSIP) tool. The Adult Survey included 58 items that asked about specific elements of satisfaction across nine thematic sections or domains. The Family Member Survey included 26 items measuring seven satisfaction domains. Clients indicated the extent to which they agreed or disagreed with each survey item and were also given the option to select “not applicable”. All items were written as agree-disagree items using a five-point scale (strongly agree, agree, neutral, disagree and strongly disagree), along with a “not applicable” option. SAMHSA-required questions on demographics and behavioral outcomes, such as arrests and police encounters, participation in social activities (adult survey only), and school attendance, expulsion and suspension (family member survey only) were also included.

Adult Consumer Survey (*58 items)

- Access (6)
- Participation with Treatment (2)
- Quality and Appropriateness (9)
- Social Connectedness (4)
- Functioning (5)
- Outcomes (8)
- General Satisfaction (3)
- Health and Wellness (6) *(added in 2016, non-MHSIP)*
- Self-Determination (6) *(added in 2016, non-MHSIP)*
- +10 other state-added items
- + demographics & behavioral outcome questions

Family Member Consumer Survey (*26 items)

- Access (2)
- Participation with Treatment (3)
- Cultural Sensitivity (4)
- Social Connectedness (4)
- Functioning (6)
- Outcomes (6)
- Generation Satisfaction (6)
- + demographics & behavioral outcome questions

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*In (Parentheses) are the number of items included in the domain. Domain items may add up to more than the total in the survey. *For the Family Member survey, the Functioning and Outcomes domains share many of the same items. *One item in the Adult Survey is included in both the Functioning and Outcomes domains.

The Adult Survey was available in English and translated into 10 other languages – Spanish, Arabic, Bosnian, French, Nepalese, Somali, Somali Mai-Mai, Vietnamese, Bhutanese, and Chinese. The Family



Member Survey was available in English and Spanish. Clients noted by the CMHCs as needing an interpreter for these languages were sent a translated survey in addition to the English version. Clients were provided with a contact number if they had questions or needed other translation assistance. Phone follow-up interviews were conducted in English.

Data Collection Methods. JSI used mail surveys with telephone follow-up of non-respondents. Data collection began April 12, 2016 and ended September 23, 2016.

- (1) A pre-notification letter was sent to all randomly selected clients;
- (2) After excluding clients with “addressee unknown” notices, all remaining clients (“included sample”) were sent a survey packet which included a cover letter, a survey, and a business reply return envelope; surveys in other languages were sent where appropriate, with an English survey included
- (2a) For clients identified as homeless, JSI sent surveys directly to the CMHCs to distribute;
- (3) After two weeks, a reminder letter was sent only to those who had not responded;
- (4) After two more weeks, a second reminder letter was sent to non-respondents;
- (5) Four weeks later, a second survey packet was sent;
- (6) Simultaneously telephone follow-up efforts began;
- (7) After 8 weeks of phone follow-up, a third survey was sent to those clients who were not able to be reached via phone (disconnected or wrong number).

All respondents were entered into a random drawing for 50, \$100 Walmart gift cards (20 for non-minority adults, 10 minority adults, and 20 family members), equally distributed across the 10 Centers. Five responding clients from each of the 10 CMHCs were randomly selected to receive the prizes.

Survey Tracking & Processing. All surveys received were tracked. Surveys that were returned to sender undeliverable were documented as such in the tracking database. Surveys that were returned with a United States Postal Service Forwarding Address were re-packaged and sent to the new address and were documented accordingly in the tracking database. For surveys completed over the telephone as interviews, responses were coded onto a paper survey. All surveys were scanned and verified using TELEForm[®], an automated scanning software used to read in survey responses. Open-ended questions were entered into a separate excel file along with the unique survey ID.

Response Rate Summary. For the Adult Consumer Survey, 960 surveys were completed for a 45% statewide response. A total of 254 (46%) minorities and 706 (45%) Whites responded. Response rates across the individual CMHCs ranged from 37% to 58%. For the Family Member survey, a total of 430 surveys were completed, for a 42% statewide response (CMHC range: 32%-50%). The table below shows the initial adult and family member samples, number of un-deliverables and excluded, the number of surveys completed by mail and telephone and overall response rates.



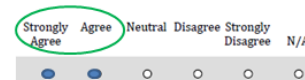
Consumer Group	Total Sampled	Total Excluded (Incorrect Contact Information)	Included Sample (total sampled - total excluded)	Mail Surveys Received	Telephone Surveys Completed	Total Number of Surveys Completed~ (Mail + Telephone)	Response Rate
Family	1209	184	1025	352	78	430	42%
Adult	2510	366	2144	871	89	960	45%
Adult minority	681	128	553	232	22	254	46%
Adult non-minority	1829	238	1591	639	67	706	44%

~In the family sample, 9 clients were noted by CMHCs as Spanish-speaking – 2 Spanish surveys were returned; in the adult sample, 294 clients were noted as non-English speaking – 36 Spanish, 1 French, and 1 Arabic surveys were returned.

Approximately 15% (366) of the adult sample was excluded due to incorrect contact information (13% non-minority and 19% minority). Fifteen percent (184) of the family sample was also excluded. Response rates were calculated by dividing the total number of surveys completed by the total number in the included sample. Individual CMHC-specific response rates are presented in the table below. The total number of clients excluded are also shown for each center.

Community Mental Health Center	2016 Survey Response Rates by Consumer Group				Number of Clients with Incorrect Contact Information/Excluded by Consumer Group				
	Family	Adult minority	Adult non-minority	All Adults	Family	Adult minority	Adult non-minority	All Adults	TOTAL
Northern Human Services	32%	28%	49%	47%	28	2	19	21	49
West Central Behavioral Health	39%	68%	57%	58%	21	4	16	20	41
Genesis Behavioral Health	48%	23%	48%	45%	12	4	24	28	40
Riverbend Community Mental Health Center	41%	40%	42%	42%	18	9	24	33	51
Monadnock Family Services	43%	53%	45%	46%	17	2	17	19	36
Community Council of Nashua	50%	54%	38%	46%	22	31	36	67	89
Mental Health Center of Greater Manchester	46%	42%	43%	42%	24	67	49	116	140
Seacoast Mental Health Center	40%	40%	37%	37%	9	7	16	23	32
Community Partners	41%	58%	51%	52%	21	1	19	20	41
Center for Life Management	38%	59%	37%	40%	12	1	18	19	31
	42%	46%	44%	45%	184	128	238	366	550

Data Analyses. For both the Adult and Family Member Surveys, analyses followed MHSIP protocols. Data were weighted to reflect each center's proportion to the total population, so that results can be generalizable to all clients receiving services. Given oversampling of minority adult clients, data were weighted to the proper proportions for comparisons by demographic subgroups. For each satisfaction item, a "strongly agree" or "agree" response is considered a "positive" response. The percentage of clients responding positively to each item is reported.



Overall scores for each satisfaction domain were based on respondents' answers to a set of related items (questions) within that area. For clients with responses to at least two-thirds of the items within a domain, an average was first taken of all items within the domain. If a client had an average of less than 2.5, he/she was considered to have responded "positively" to that domain.¹ The percentage of clients who responded positively in each domain was calculated and is presented. Hereafter, these percentages are referred to as **domain scores**. A higher domain score indicates a larger percentage of clients responding positively.

Domain scores from the 2016 survey are presented overall for statewide, combined across all 10 CMHCs. Comparisons of statewide domain scores by client characteristics (White versus non-White, Hispanic versus non-Hispanic) are also presented and tested for statistically significant differences. Additional analyses comparing domain scores by length of time in service and employment status for adult clients were also conducted. To examine whether there were any changes over time, statewide domain scores across each of the past three years (2014-2016) are presented and tested for statistically significant differences.

Due to small numbers of clients across some CMHCs, CMHC-specific data were combined across the past three years (2014-2016) for analysis. This reduces the potential variability and fluctuations in results that may occur year to year given differences in responses and numbers of respondents. Therefore, three-year estimates for each center are presented alongside the combined three year statewide results. Statistically significance testing was conducted to determine any differences in domain scores between each CMHC and the state.

Report Outline

This report presents the results of both the 2016 Adult and Family Member Consumer Satisfaction Surveys and is organized into the following parts:

Part 1 summarizes the statewide findings for the Adult Survey and includes:

- 2016 statewide demographic data (gender, age race, ethnicity, time in care)
- 2016 statewide domain scores, with comparisons to 2014 and 2015
- 2016 statewide item-specific scores, with comparisons to 2014 and 2015
- 2016 statewide behavioral outcomes

Part 2 summarizes the statewide findings for the Family Member Survey and includes:

- 2016 statewide demographic data (gender, age race, ethnicity, time in care)
- 2016 statewide domain scores, with comparisons to 2014 and 2015
- 2016 statewide item-specific scores, with comparisons to 2014 and 2015
- 2016 statewide behavioral outcomes

¹ The scores ranged from (1) strongly agree to (5) strongly disagree.



Part 3 summarizes findings from the sub-analyses comparing 2016 results by client characteristics:

- Comparison of 2016 Adult domain scores by race, ethnicity, length of time in care, and employment status.
- Comparison of 2016 Family Member domain scores by race, ethnicity, and length of time in care.

Part 4 summarizes findings for each Community Mental Health Center and includes each individual center's:

- Combined 2014-2016 demographic data (gender, age, race, ethnicity)
- Combined 2014-2016 domain scores, with comparisons to combined 2014-16 statewide scores
- Combined 2014-2016 item-specific scores by domain
- Combined 2014-2016 behavioral outcomes data





Part 1: New Hampshire Statewide

2016 Adult Consumer Survey Summary

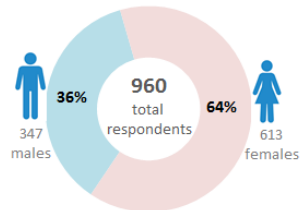


About the 2016 Adult Consumer Survey Respondents

A total of 960 adult clients responded to the 2016 Consumer Satisfaction Survey. The characteristics of survey respondents are summarized below. See **Appendix A2** for a summary table of demographics.

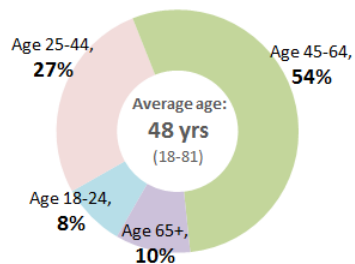
Client Gender

About two-thirds or 64% of clients were female and 36% were male.



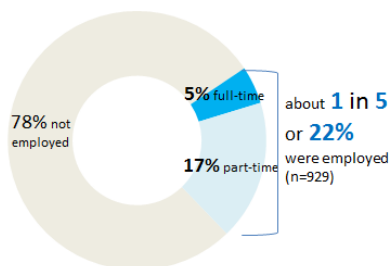
Client Age

Respondents were on average 48 years old (range: 18-81). About 8% were age 18-24, 27% age 25-44, 54% age 45-64 and 10% were age 65 or older.



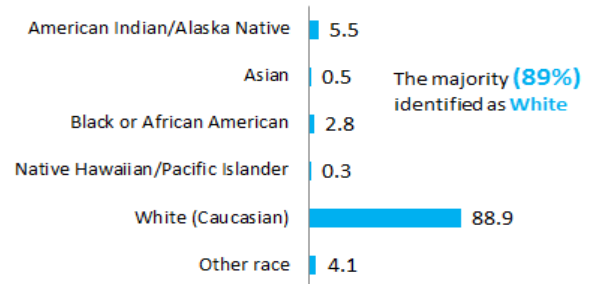
Current Employment

About 78% of respondents were not employed at the time of the survey; 17% were employed part-time and 5% worked full-time.



Race*

About 89% identified as White, 6% were American Indian or Alaska Native, and 3% were Black. Less than 1% were Asian, Native Hawaiian/Pacific Islander.



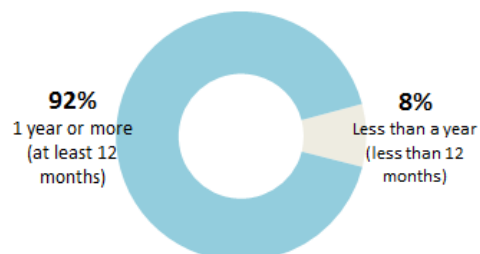
Ethnicity*

Six percent of respondents indicated they were Hispanic or Latino.

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Length of Time Receiving CMHC Services

Ninety percent indicated they were still getting mental health services from CMHCs at the time of the survey. The majority (92%) have received services for 1 year or more.



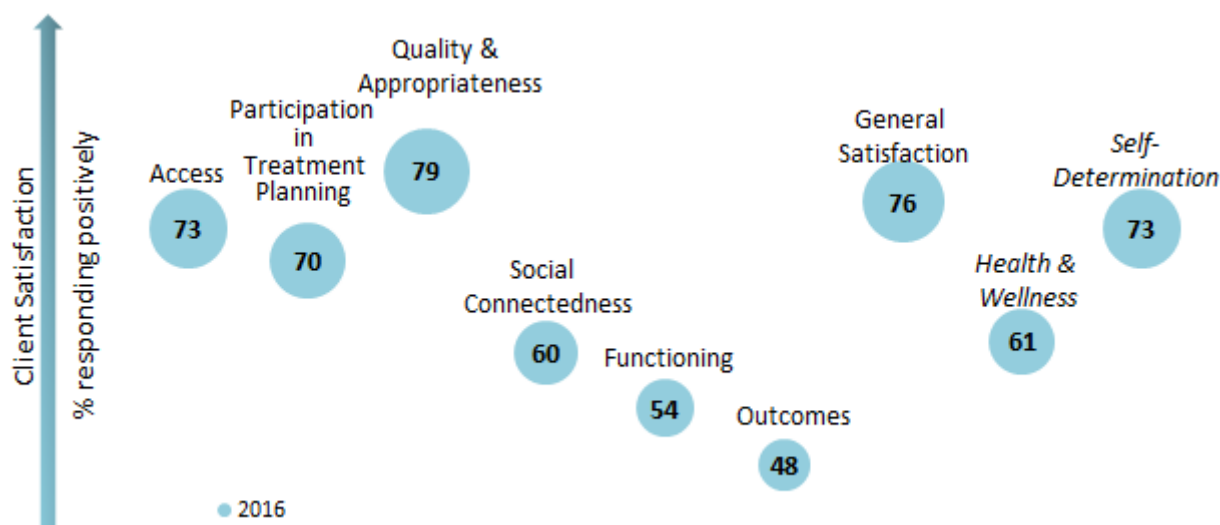
Statewide Domain Scores

Domain scores related to satisfaction with accessibility, participation in treatment planning, and quality and appropriateness of services were higher as compared to scores in several other domains.

Approximately 70%-79% of clients responded positively in these three areas, which focus on the process and the delivery of services – including staff accessibility, responsiveness, and respectfulness as well as service availability, appropriateness, and timeliness.

About 60% of respondents were satisfied in the areas of social connectedness and health and wellness, which reflect intermediate outcomes – including whether clients are leading a healthy lifestyle and have access to a supportive social network. About 73% responded positively in the self-determination domain, which includes their ability to choose and make decisions and stand up for themselves.

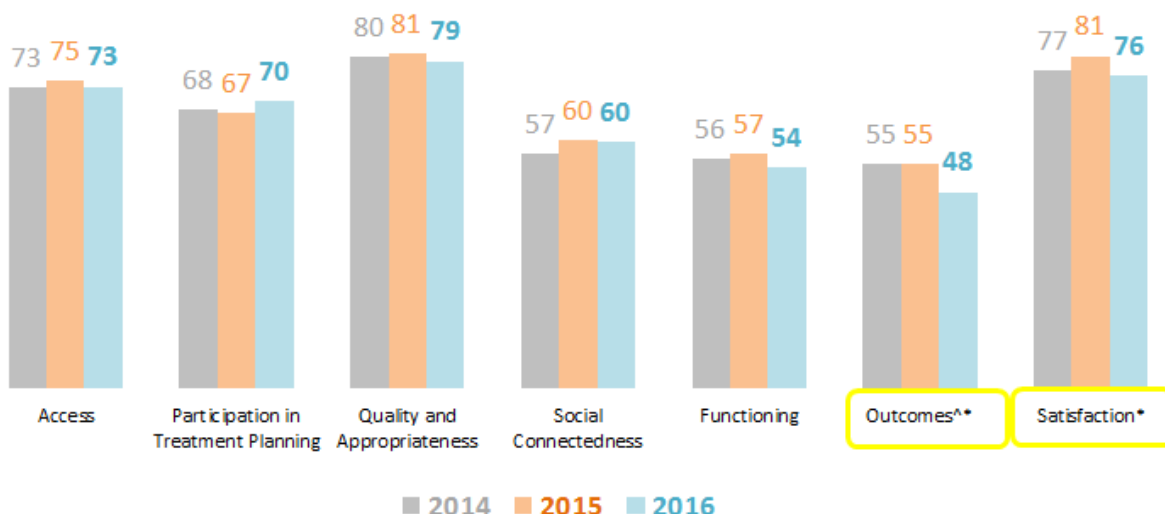
Satisfaction was lower in two other areas, functioning (54%) and treatment outcomes (48%). Overall, about 3 out of four respondents (76%) were generally satisfied with services.



In 2016, sub-analyses were also conducted to examine whether satisfaction differed among different groups of clients. See **Part 3** of this report for comparisons of statewide domain scores by demographics – race (White vs non-White), ethnicity (Hispanic vs non-Hispanic). Additionally, we examined whether there were any differences in scores by client's length of time in care, current employment status, and language (English versus Other) as documented by CMHCs.

Trend in Statewide Domain Scores (2014-2016)

Domain scores were compared across the last three years (2014-2016) to determine whether there were any changes in satisfaction over time. In 2016, the outcomes domain (48%) was significantly lower compared to 55% in both 2014 and 2015. About 76% of clients were generally satisfied in 2016, which was significantly lower as compared to 81% in 2015. Scores for all other domains – access, participation in treatment planning, quality and appropriateness, social connectedness and functioning – were similar to the previous two years. (Note that there are no comparison data for the two new domains added in 2016 – health and wellness and self-determination). See **Appendix A3** for a summary table of domain scores by year.



Statistically significant difference in scores: [^]2014 vs 2016, ^{*}2015 vs 2016, $p < 0.05$

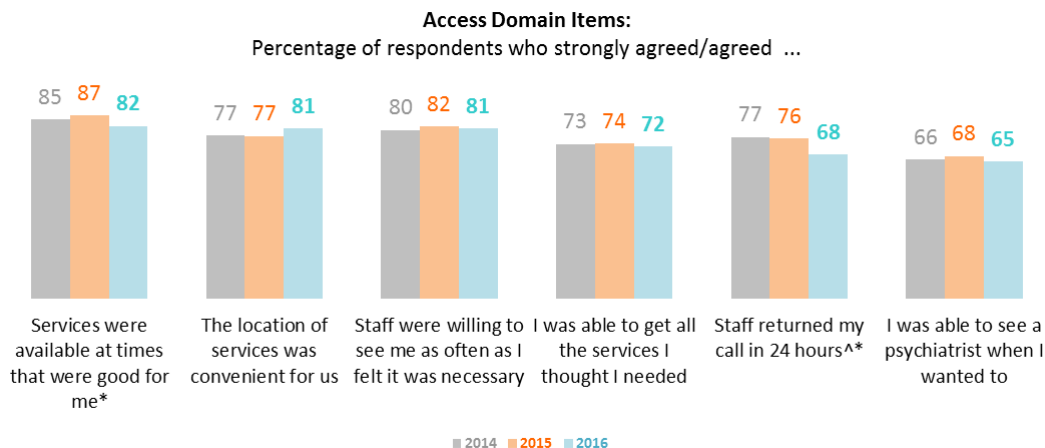
While overall domain scores provide a broad assessment of areas that clients are generally satisfied or less satisfied about, examining the responses to specific items within a domain can further help identify opportunities for targeted quality improvement efforts. For example, the outcomes domain includes items related to how clients were doing in terms of their symptoms, their ability to deal with daily problems, how they are doing in social or school/work situations, and their housing situation. A larger percentage of clients were satisfied with some of these items than with others; items with a lower percentage of clients responding positively may be selected for review as potential targets of quality improvement interventions.

Results shown on the following pages present the specific items associated with each of the nine satisfaction domains. The percentage of clients who responded positively (“strongly agree” or “agree”) are presented for each year (2014, 2015, 2016) and results are displayed in rank-order based on the 2016 data. *Statistically significant differences ($p < 0.05$) between 2014 and 2016 are indicated by ([^]) and differences between 2015 and 2016 are indicated by (^{*}).* The number of respondents who provided an answer to each item may vary; see **Appendix A4** for a summary table of these item-specific results.

Domain-Specific Item Scores (2014-2016)

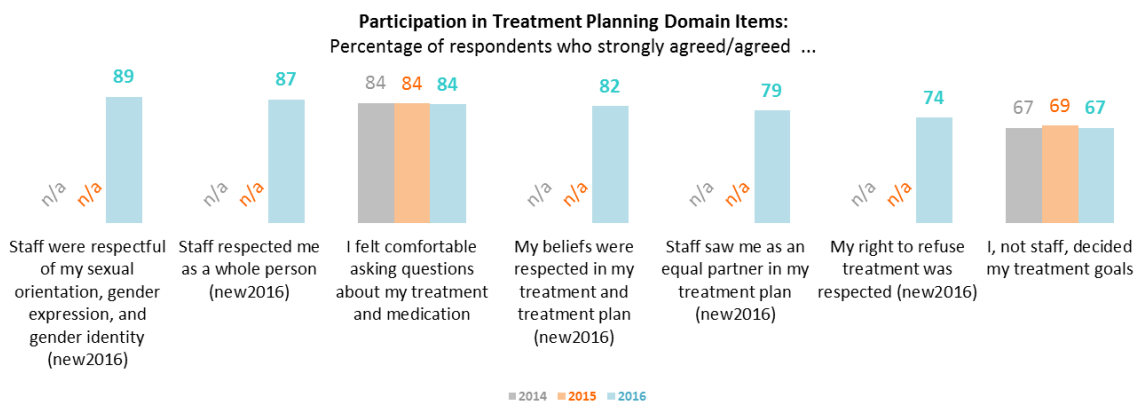
Access

Overall, 73% of clients were satisfied with service access. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed on six MHSIP items measuring this domain. In 2016, the highest percentage of clients strongly agreed/ agreed that the services were available at times that were good for them (82%), that the location of services was convenient (81%), and staff were willing to see them as often as necessary (81%). The lowest percentage was related to seeing a psychiatrist when they wanted to (65%).



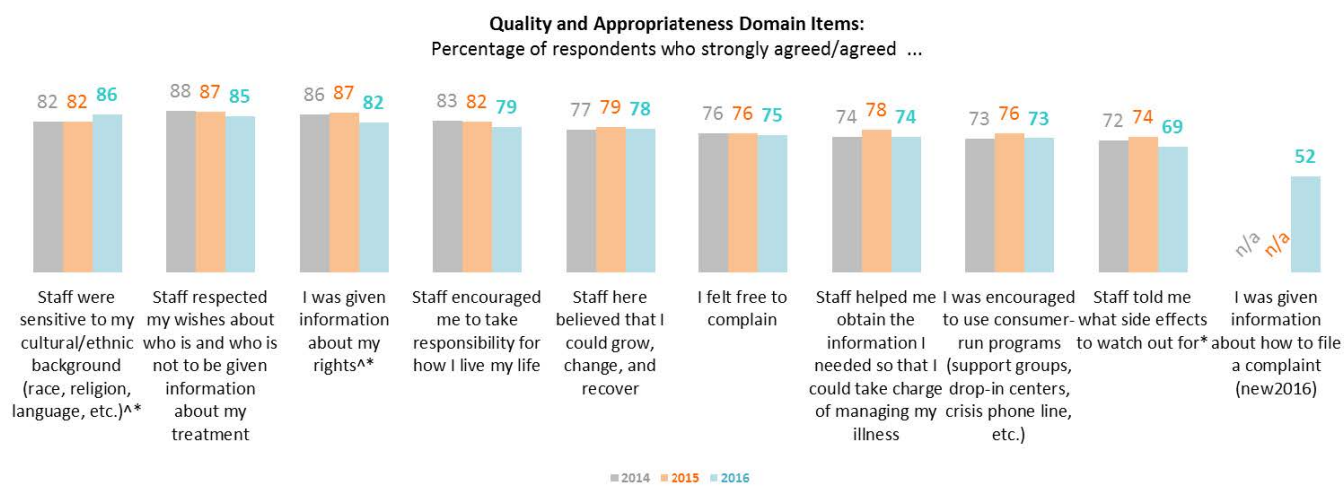
Participation in Treatment Planning

Overall, 70% of clients were satisfied with participation in treatment planning. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with two MHSIP items measuring this domain. In 2016, 84% of clients were comfortable asking questions about their treatment and medications; however, only 67% agreed that they, not staff, decided their treatment goals. This year, five other items related to participation in treatment planning were added – over 80% were positive about staff’s respect for their identity and beliefs.



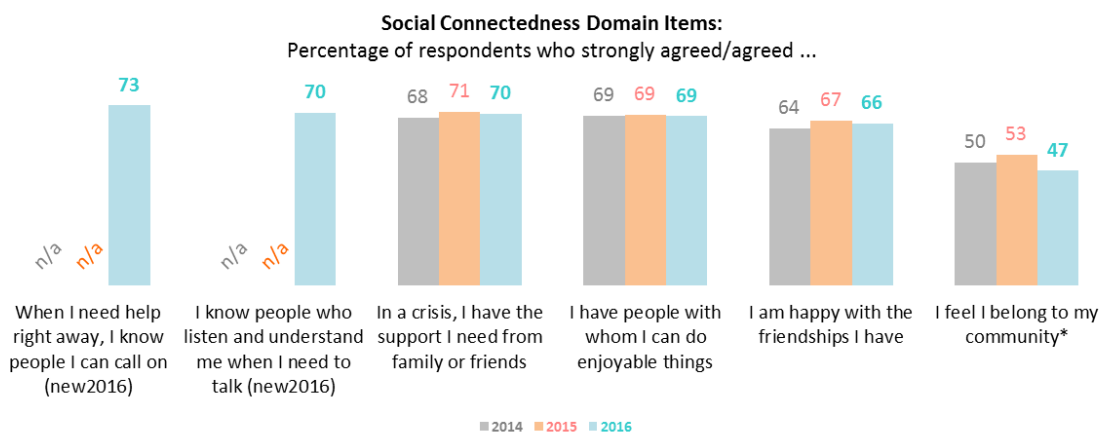
Quality and Appropriateness of Services

Overall, 79% of clients were satisfied with the quality and appropriateness of services. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with nine MHSIP items measuring this domain. In 2016, between 82% and 85% of clients agreed/strongly agreed that staff were sensitive to their cultural/ethnic background, staff respected their wishes about who has access to information about their treatment, and was given information about their rights. The lowest satisfaction was related to whether staff informed the client about what side effects to look out for (69%). This year, the state added an item to determine whether clients were given information about how to file a complaint – only 52% of clients responded positively.



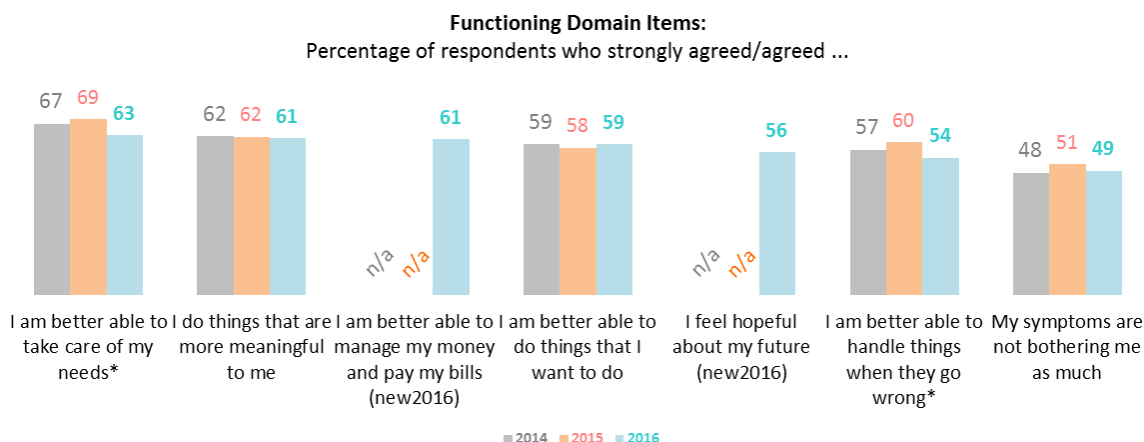
Social Connectedness

Overall, 60% of clients were satisfied with their level of social connectedness. Respondents were asked to consider how the services they have received from their CMHC affected their social connectedness by indicating the extent to which they agreed or disagreed with four MHSIP items. In 2016, 70% agreed that they have support from family or friends when they are in a crisis and 69% had people with whom to do enjoyable things. A smaller percentage (47%) felt that they belong to their community. Two social connectedness-related items were added in 2016 – at least 70% of respondents agreed that they have people who will listen and understand them and know people to call when they need help right away.



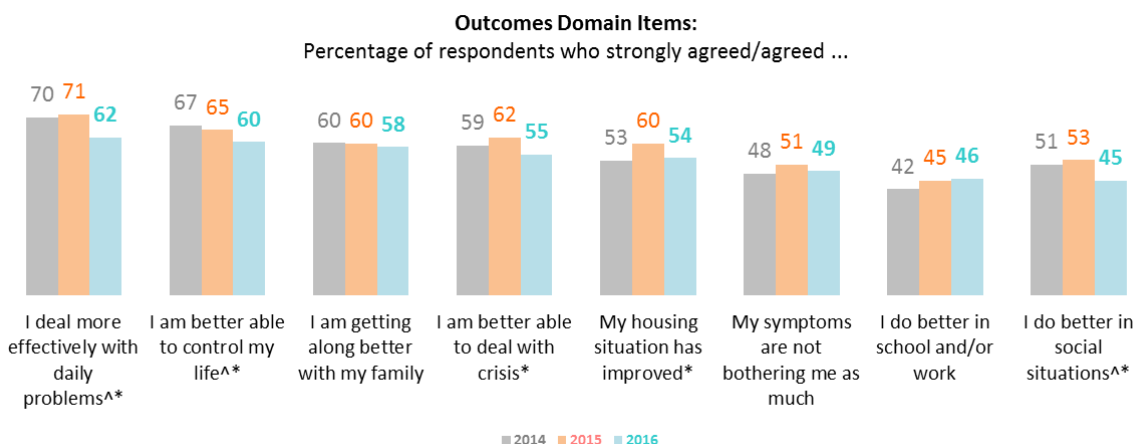
Functioning

Only 54% of respondents overall were satisfied with their level of functioning, which is one of the lower-scoring domains. Clients were asked to consider how the services they have received from their CMHC affected their functioning by indicating the extent to which they agreed or disagreed with five MHSIP items. In 2016, about 60% agreed that they are better able to take care of their needs, to do things that are more meaningful to them, and to do things they want to do. Less than half (49%) agreed that their symptoms are under control. Two functioning-related items were added in 2016 – 61% of respondents agreed that they were able to manage their finances and 56% were hopeful about their future.



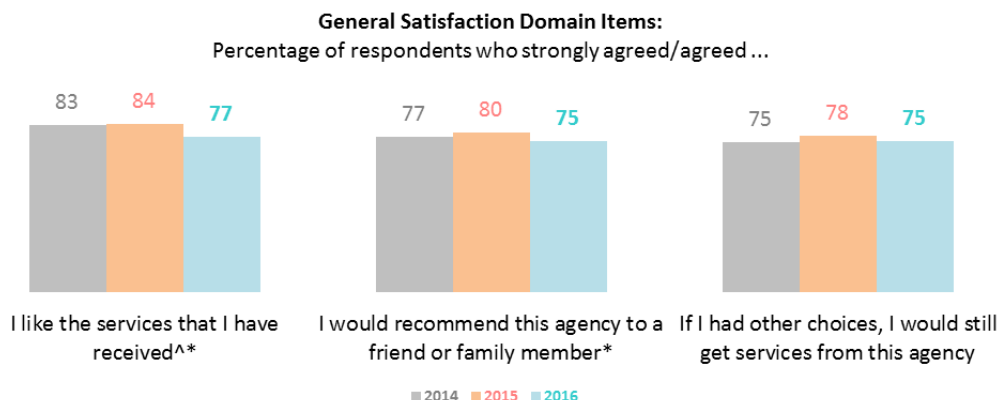
Treatment Outcomes

Only 48% of respondents overall were satisfied with their treatment outcomes, which is one of the lower-scoring domains. Clients were asked to consider how the services they have received from their CMHC affected their outcomes by indicating the extent to which they agreed or disagreed with eight MHSIP items. In 2016, the highest satisfaction were in the areas related to clients' being able to deal effectively with daily problems (62%) and having better control of their life (60%). Only 45% agreed that they do better in social situations and 46% reporting doing better in school and/or work.



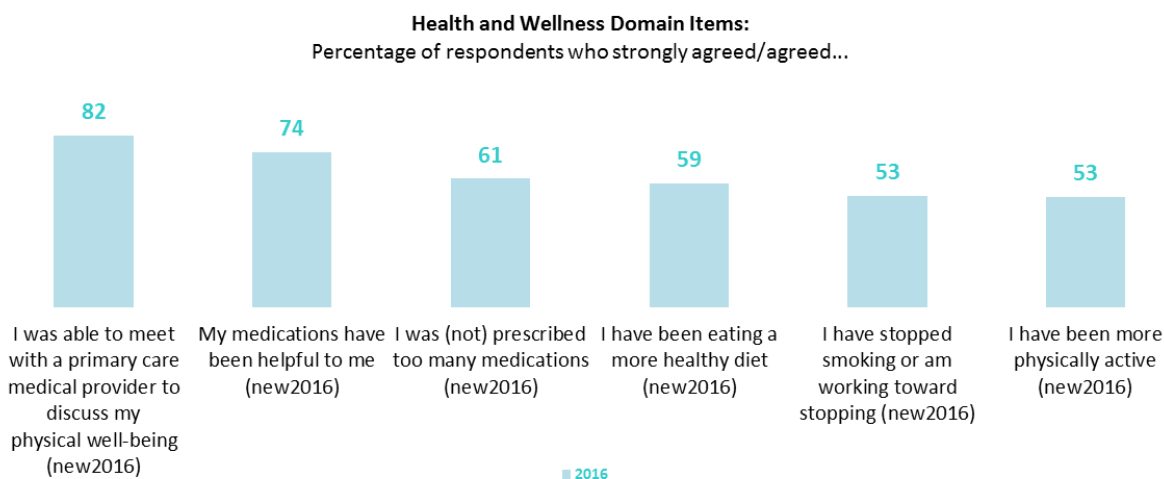
General Satisfaction

Overall, 76% of respondents were generally satisfied with services. Clients were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with three MHSIP items measuring this domain. In 2016, 77% of clients liked the services received, 75% would recommend the agency to a friend or family member, and 75% would continue to get services from the CMHC even if they had other choices.



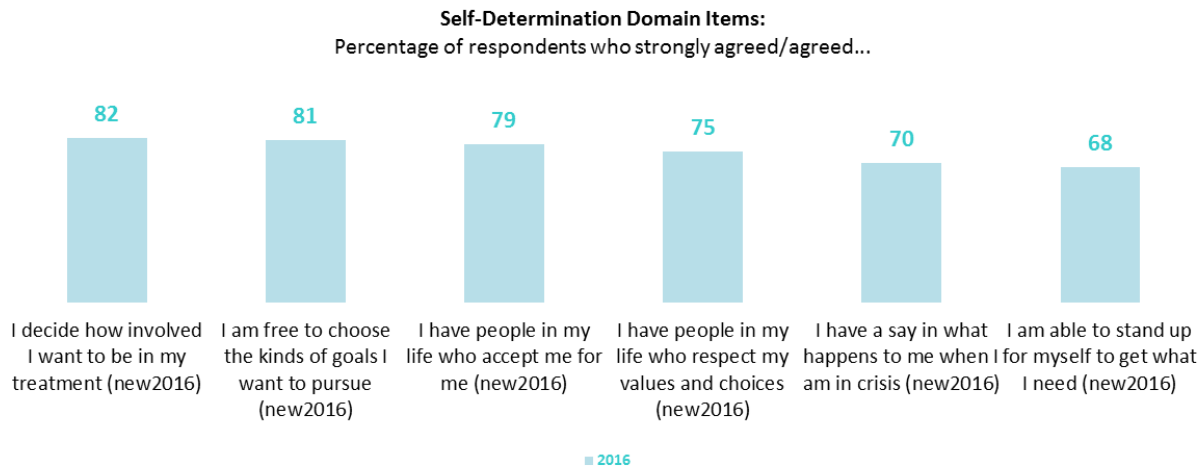
Health and Wellness

Overall, 61% of respondents were satisfied with their health and wellness. Clients were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with six statements. In 2016, 82% of clients agreed that they were able to meet with a primary care medical provider to discuss their physical well-being and 74% agreed that medications have been helpful. Smaller percentages of clients reported that they have a healthy diet (59%), are more physically active (53%), and have worked towards smoking cessation (53%). This domain was added by the state this year and is not part of the MHSIP tool.



Self-Determination

Overall, 73% of respondents were satisfied with self-determination. Clients were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with six statements. In 2016, over 80% of clients agreed that they were free to choose the kinds of goals to pursue and that they themselves decided how involved they want to be in their treatment. A smaller percentage (68%) of clients agreed that they are able to stand up for themselves to get what they need. This domain was added by the state this year and is not part of the MHSIP tool.



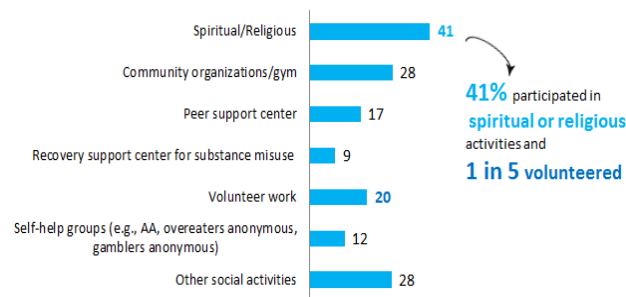
For a summary table of these item-specific results across each year (2014, 2015, and 2016), see **Appendix A4**.

2016 NH Statewide Adult Consumer Survey – Behavioral Outcomes

Respondents were also asked about any participation in social activities, current employment, and school enrollment, which are positive outcomes. They also reported on current smoking status and arrests and police encounters. See **Appendix A5** for a summary table of behavioral outcomes.

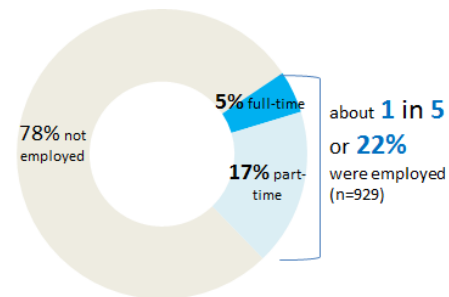
Participation in Community or Social Activities

About 41% participated in spiritual or religious activities. Only 17% reported participating in peer support center activities. Other social activities included but were not limited to music, art and crafts, gardening, and spending time with family and friends.



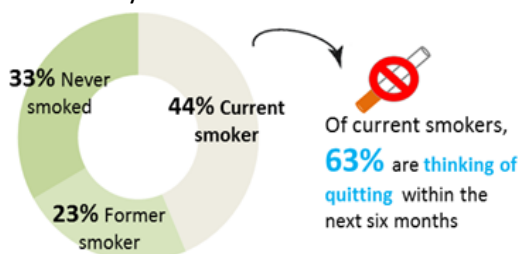
Current Employment

About 78% of respondents were not employed at the time of the survey; 17% were employed part-time and 5% worked full-time.

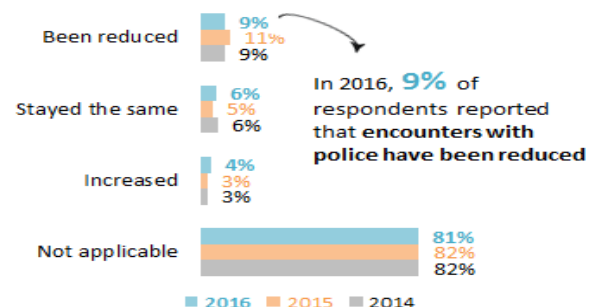


Current Smoking Status

Smoking status questions were added in 2016. About 44% of respondents were current smokers. Of these, 63% were thinking of quitting in the next six months. Information, resources and referrals for smoking cessation services may be valuable to these clients.



police encounters may have changed in the recent year. In 2016, 7% reported being arrested in the recent 12 months and 7% were arrested in the 12 months prior to that – 17% were arrested in either of the past 2 years.



*There were no statistically significant differences in arrests or police encounters across years.

Police Encounters and Arrests

Respondents were asked about arrests and how



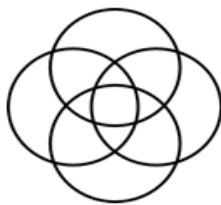
2016 NH Statewide Adult Consumer Survey – Open-ended Comments

Respondents were also given the opportunity to write in additional comments on the survey and to provide feedback about their experiences with CMHC services that were not otherwise captured by the survey questions. The following illustrations include quotes identified from the open-ended responses that highlight the key findings and represent the major themes.

What services have been most helpful in your recovery?

Respondents identified a wide variety of services that were most helpful in their recovery. The major themes were:

- Services in General
- Therapy and counseling
- Medication and medication management
- Supportive social networks
- Dialectical behavior therapy (DBT)



All of it, you have been there for me since day one.

All of the services help me grow, and I feel better about myself and goals.

I refer to my counselor as my catcher - like in baseball, I'm able to throw everything at them.



Expert medication monitoring and modification.



I'm given all of the information on my medication. Everyone is supportive and respects my wishes to not take certain ones.

Being with people and socializing is very helpful. It is sometimes helpful to share what is going on in my life – emphasizing both the positive and the negative.



The most helpful was the DBT group with the life skills team.

The individual and group DBT sessions.



My case manager has been crucial with giving me skills that have helped me stay centered and connected with community services

What services have been least helpful in your recovery?

Respondents also identified services that were least helpful in their recovery. The key concerns were the following:

- Staff turnover
- Limited availability of services – long wait times
- Treatments are too expensive
- Ineffective counseling and/or therapy
- Services do not take into account that all patients are different, and what works for one might not work for another



There is a HIGH turnover rate for therapists, case managers and functional support persons. There needs to be more consistency in services received for clients.



Groups are one size fits all and do me no good.

Staff are not responsive to my requests to schedule appointments. I'm not seen if I'm a minute late, but rescheduled at the last minute after waiting for months.



Scheduling - when a doctor suggests once a week therapy you are lucky if you see them once every three weeks.

I just don't connect with my therapist. She does not seem to be as caring as I thought she'd be.



I wish they had more financial assistance. I am on Medicare, but still find the deductible hard to afford.



Treatment is very expensive and not covered by all insurances. I am trying to get a stable medical coverage to pay for services and medications, but am currently without assistance.

What changes would improve the services you receive?

To improve their services, respondents recommended solutions. The most common suggestions were the following:

- Offer more financial assistance
- Improve communication
- Shorten wait times for services
- Work to reduce staff turnover
- Customize services to effectively meet everyone's needs



I wish they had more financial assistance. I am on Medicare but still find the deductible hard to afford.

Do something so counselors stay (more money, better working conditions, etc.)! People already have issues with trust.



I wish I could see my counselor and psychiatrist for longer (i.e., 1 hour sessions). They help me a lot.



Shorten wait times - The wait period to obtain therapy and/or psychiatric services is incredibly long, usually 2-3 months.

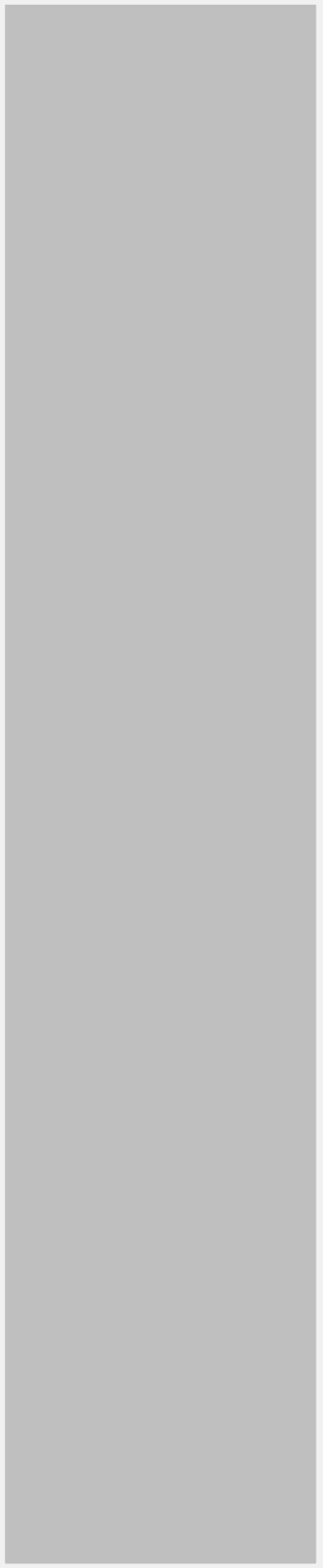


Listen more to my needs and concerns - more decisions should be made between the client and therapist, rather than by a 10 minute weekly board meeting.

Take more of an interest in my problems - one size does not fit all problems.

Have better communication with providers. Sometimes I feel forgotten.





Part 2: New Hampshire Statewide

2016 Family Member Survey Summary

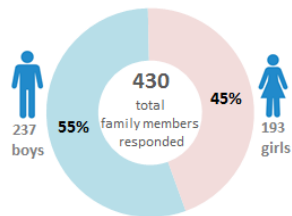


About the 2016 Family Member Survey Respondents' Children

A total of 430 family members (parent/guardian) of children receiving services across the 10 community mental health centers responded to the 2016 consumer satisfaction survey. The characteristics of those children are summarized below. See **Appendix B2** for a summary table of demographics.

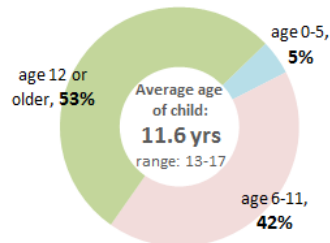
Client Gender

Fifty-five percent of children were male and 45% were female.



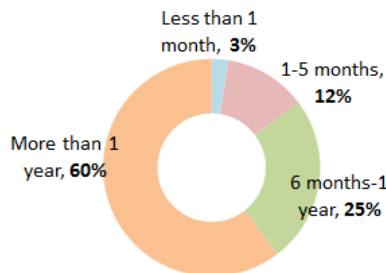
Client Age

Children were 12 years old on average. About 5% were under age 6, 42% were age 6-11, and 53% were age 12 or older.



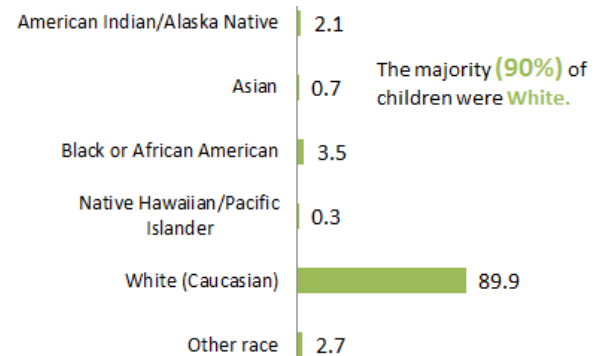
Length of Time Receiving CMHC Services

About 60% of children have received services from the CMHC for more than 1 year; 3% have received services for less than 1 month.



Race*

The majority (90%) of children were White, 4% were Black, 2% were American Indian or Alaska Native, and 3% were another race. Less than 1% were Asian or Native Hawaiian/Pacific Islander.



Ethnicity*

About 8% identified as Hispanic or Latino.

*Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Informed of other Family Programs

Only 29% of family members reported being informed of family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, and Project Aware.



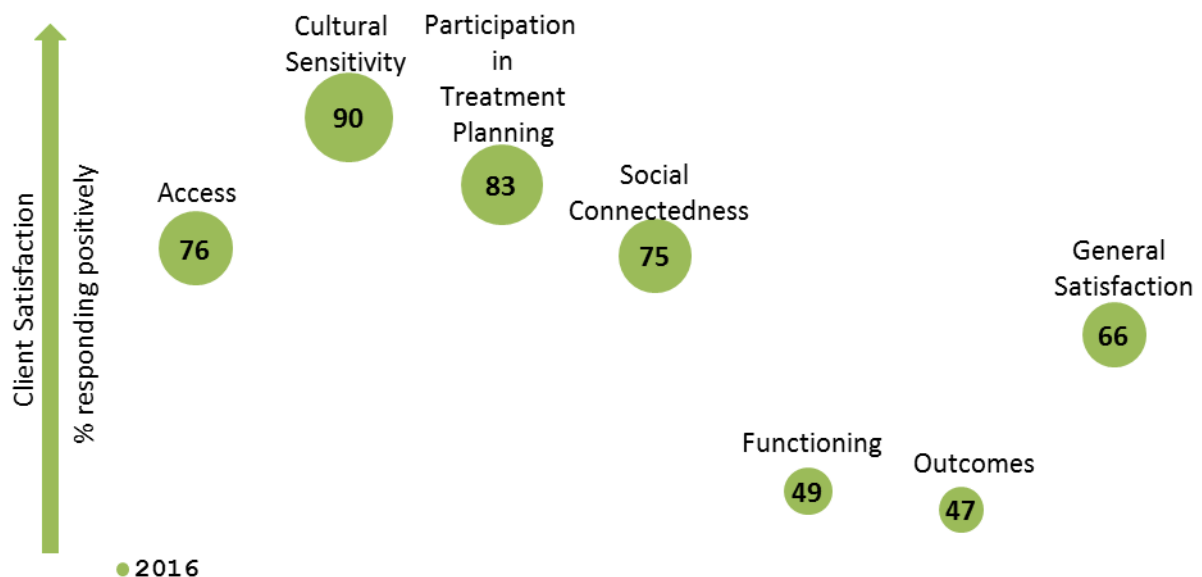
Statewide Domain Scores

Among family members of children receiving services from CMHCs across the state, satisfaction scores were at least 75% or higher in 4 of the seven domains. The highest was in the area of cultural sensitivity of services (90%), followed by participation in treatment planning (83%), and access to services (76%) – which included convenience in service access, sensitivity and respectfulness of staff, and decision making in child’s treatment.

About three out of four respondents were satisfied in the social connectedness domain – which assessed whether family members had people with whom they are comfortable talking to about their child’s problems, have support in time of crisis, and have people who will listen and understand them.

Respondents were less satisfied in two domains that were related to their child’s functioning (49%) and outcomes (47%).

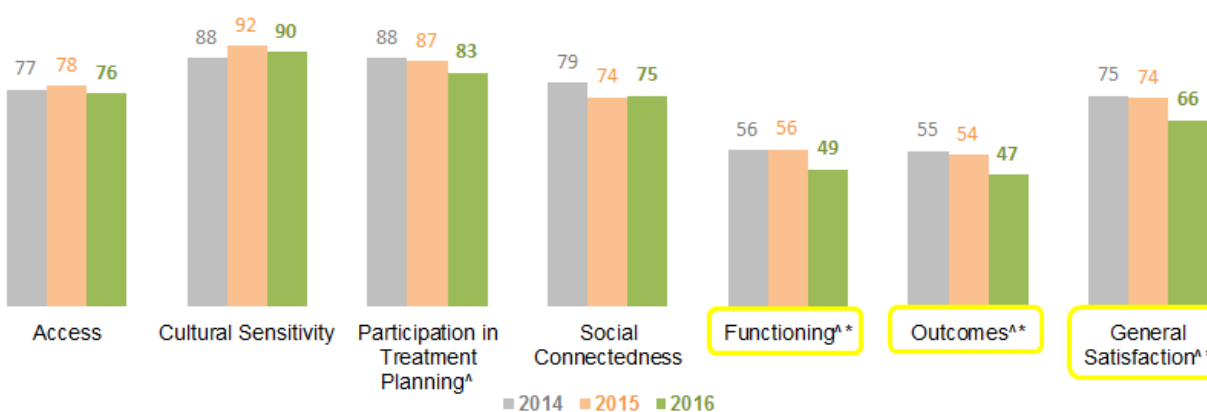
Overall, about two-thirds (66%) of respondents were generally satisfied.



While there was no oversampling of minorities for the family survey, in 2016, sub-analyses were also conducted to examine whether satisfaction differed among different groups of clients. See **Part 3** of this report for comparisons of statewide domain scores by client characteristics – race (White vs non-White), ethnicity (Hispanic vs non-Hispanic), and length of time in care.

Trend in Statewide Domain Scores (2014-2016)

Domain scores were compared across the last three years (2014-2016) to determine whether there were any changes in satisfaction over time. In 2016, the functioning (49%) and outcomes (47%) domains were significantly lower compared to both 2014 and 2015. About 66% of clients were generally satisfied in 2016, which was significantly lower as compared to approximately 75% in the previous two years. Scores for all other domains – access, cultural sensitivity, participation in treatment planning, and social connectedness – were similar to the previous two years. See **Appendix B3** for a summary table of domain scores by year.



Statistically significant difference in scores: [^]2014 vs 2016, ^{*}2015 vs 2016, $p < 0.05$

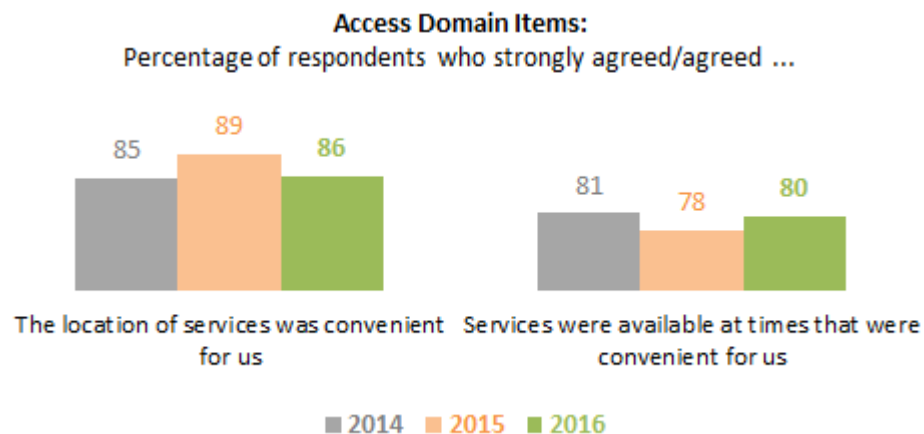
While overall domain scores provide a broad assessment of areas that clients are generally satisfied or less satisfied about, examining the responses to specific items within a domain can further help identify opportunities for targeted quality improvement efforts. For example, the general satisfaction domain included a range of items such as whether the family got as much help as needed, whether the services received were right for them, and overall satisfaction with services received. A larger percentage of clients were satisfied with some of these items than with others; items with a lower percentage of clients responding positively may be selected for review as potential targets of quality improvement interventions.

Results shown on the following pages present the specific items associated with each of the seven satisfaction domains. The percentage of clients who responded positively (“strongly agree” or “agree”) are presented for each year (2014, 2015, 2016) and results are displayed in rank-order based on the 2016 data. *Statistically significant differences ($p < 0.05$) between 2014 and 2016 are indicated by ([^]) and differences between 2015 and 2016 are indicated by (^{*}).* The number of respondents who provided an answer to each item may vary; see **Appendix B4** for a summary table of these item-specific results.

Domain-Specific Item Scores (2014-2016)

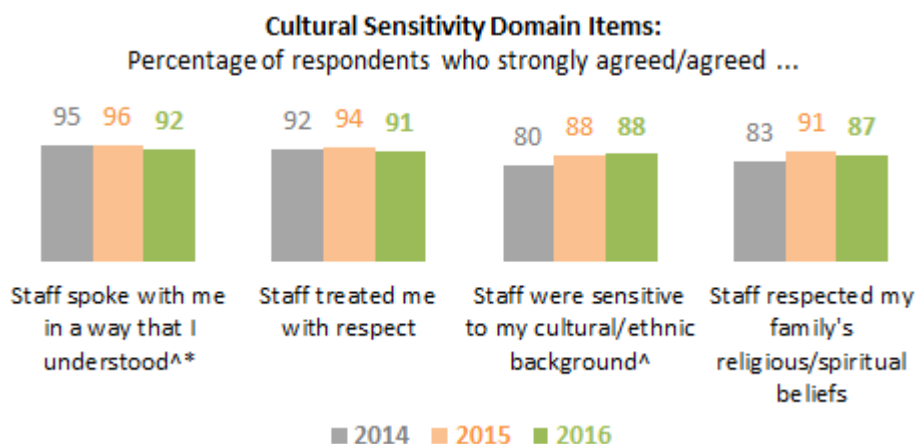
Access

Overall, 76% of family members were satisfied with service access. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with two MHSIP items measuring this domain. In 2016, 86% agreed that the location of services was convenient and 80% indicated that services were available at times that were convenient.



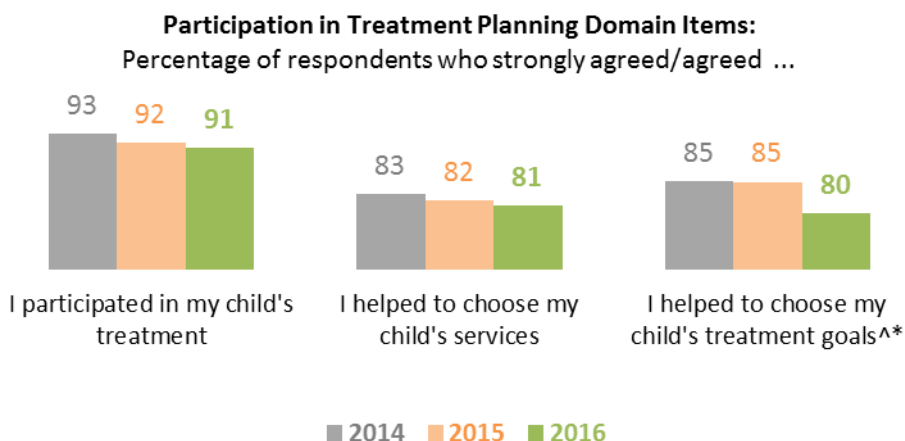
Cultural Sensitivity

Nine out of 10 responding family members (90%) were satisfied with the cultural sensitivity of services, which is the highest scoring domain. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with four MHSIP items. In 2016, over 90% agreed that staff spoke in a way that they understand (92%) and treated them with respect (91%). Eighty-seven percent agreed that staff were respectful of family's religious or spiritual beliefs.



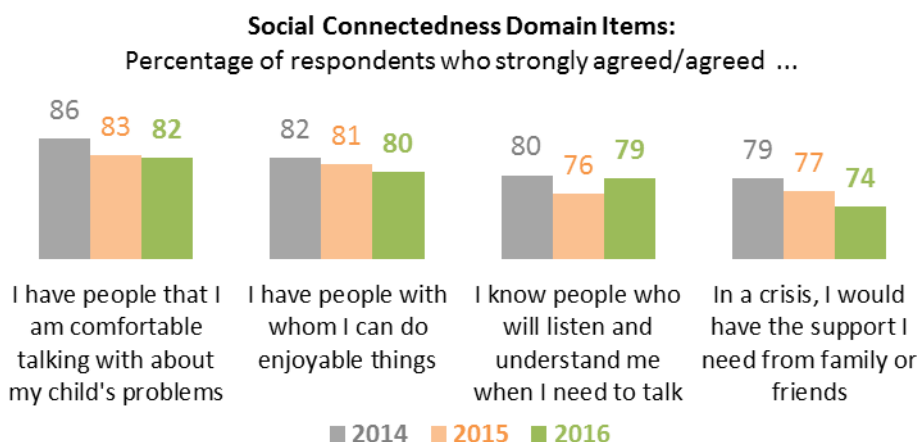
Participation in Treatment Planning

Overall, 83% of family members were satisfied with participation in the planning of their child's treatment. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with three MHSIP items. In 2016, 91% agreed that they had participated in their child's treatment, although a smaller 80% – or 4 out of five respondents – agreed that they had helped to choose services and treatment goals.



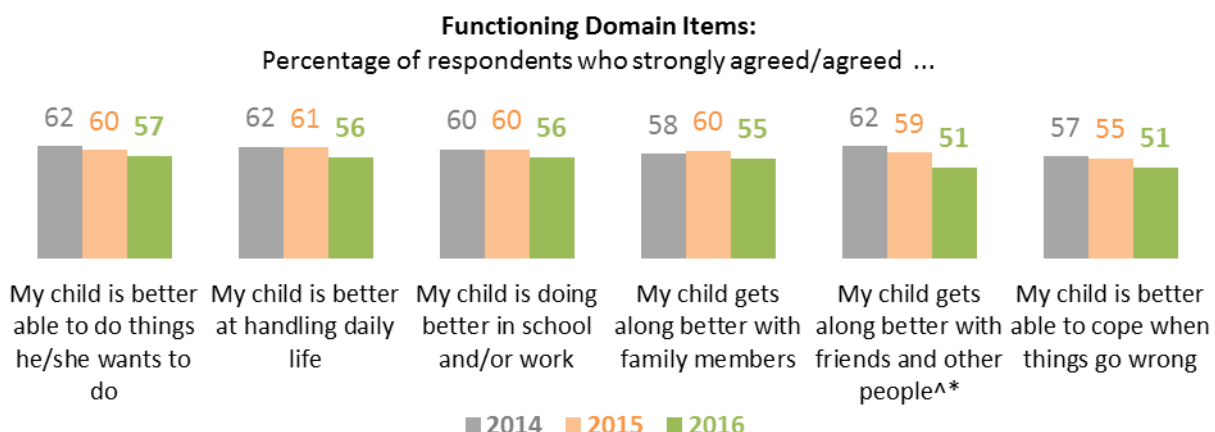
Social Connectedness

Overall, three out of 4 responding family members (75%) were satisfied with their level of social connectedness. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with four MHSIP items. In 2016, 82% of family members had someone whom they were comfortable talking to about their child's problem and 80% had people with whom to do enjoyable things. A smaller 74% indicated they would have the support they need from family or friends during a crisis.



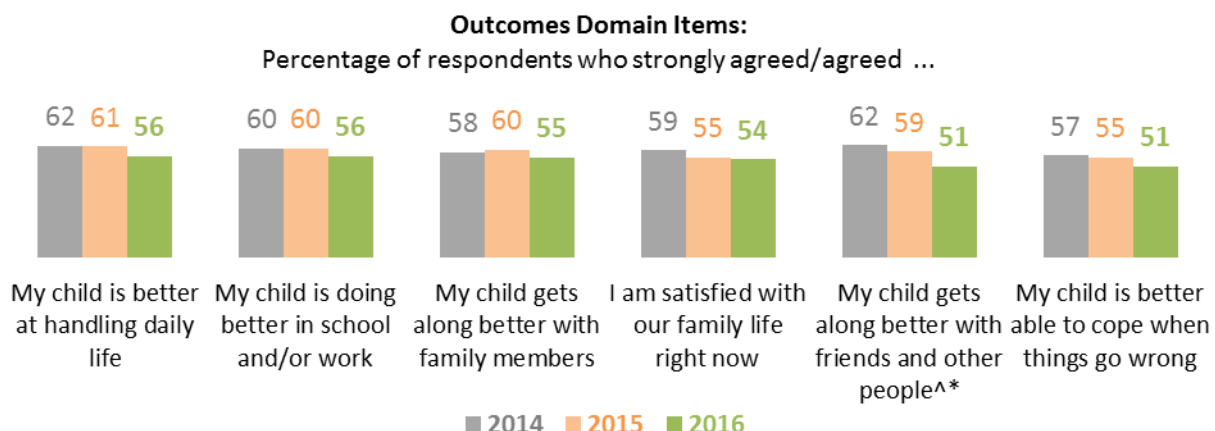
Functioning

Only 49% of family members overall were satisfied with their child's functioning, which is one of the lower-scoring domains. Respondents were asked to consider how the services received from their CMHC affected their child's functioning by indicating the extent to which they agreed or disagreed with six MHSIP items. In 2016, between 55% and 57% agreed that their child is better able to do things they want to, better able to handle daily life, are doing better in school/work, and getting along better with family members. Only 51% agreed their child is better able to cope when things go wrong.



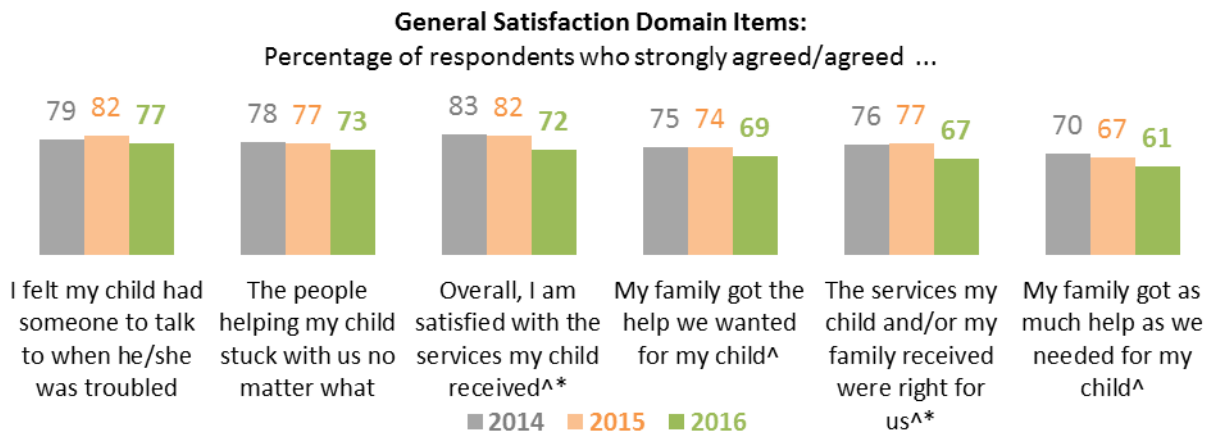
Treatment Outcomes

Only 47% of family members overall were satisfied with their child's treatment outcomes, which is one of the lower-scoring domains. Respondents were asked to consider how the services received from their CMHC affected their child's outcome by indicating the extent to which they agreed or disagreed with six MHSIP items. Five items are also a part of the functioning domain and the sixth item measures the respondent's satisfaction with family life. Again, about half responded positively about outcomes. Fifty-four percent of family members were satisfied with their family life.



General Satisfaction

The general satisfaction domain consisted of six MHSIP items that assessed a range of issues. Overall, 66% of family members were generally satisfied when thinking about the past 12 months. Over 70% agreed that their child had someone to talk to when they are troubled (77%), that people helping their child stuck with them (73%) and that they were satisfied with the services (72%). Smaller percentages agreed that services received were right for them (67%) and that the family got as much help as they needed (61%).



For a summary table of these item-specific results across each year (2014, 2015, and 2016), see **Appendix B4**.

2016 NH Statewide Family Member Consumer Survey – Behavioral Outcomes

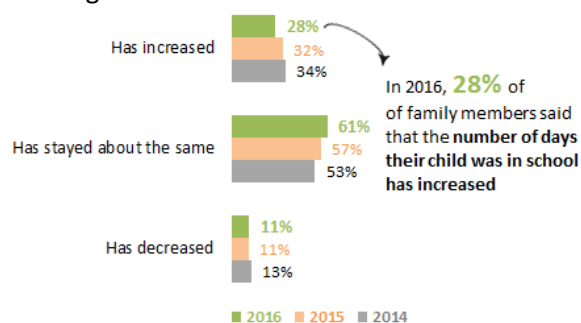
Family members were asked about their child's attendance in school and any arrests and encounters with police. Those with children age 14 or older were also asked to report on whether the family and CMHC staff have started planning for the child's transition to adulthood. See **Appendix B5** for a summary table of behavioral outcomes.



Among children age 6 or older who attended school in the past 12 months:

- 19% were expelled/suspended in the past 12 months
- 15% were expelled/suspended in the 12 months prior to that
- 25% expelled/suspended in either of the past 2 years

Family members reported on whether their child's **attendance in school** has changed since starting to receive mental health services:



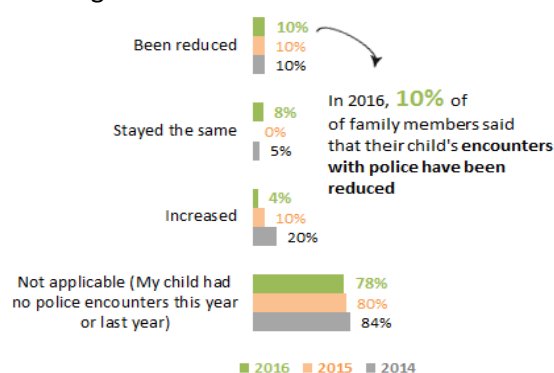
There were no statistically significant differences across years.



Among children age 14 or older:

- 6% were arrested in the past 12 months
- 5% were arrested in the 12 months prior to that
- 8% were arrested in either of the past 2 years

Family members reported on how their child's **encounters with police** have changed since starting to receive mental health services.



Statistical significance testing was not conducted due to small numbers (<5) in some categories.

Transition Planning to Adulthood

34% of family members whose child was age 14 or older indicated that the "Family & CMHC staff have started planning for their child's transition to adulthood".



2016 NH Statewide Family Member Consumer Survey – Open-ended Comments

Respondents were also given the opportunity to write in additional comments on the survey and to provide feedback about their experiences with CMHC services that were not otherwise captured by the survey questions. The following illustrations include quotes from the open-ended responses that highlight the key findings and represent the major themes.

What services have been most helpful in your child's recovery?

Respondents identified a wide range of services that were most helpful in their child's recovery. The major themes were:

- Therapy and counseling
- Consistency of care
- Consultation with all family members when developing care strategies
- Medication
- Having a support system that extends beyond the family



Family discussions with staff to develop strategies have been extremely beneficial.



I love the doctor. He is very understanding and answers all of our questions. He always keeps an open mind.



The medications he is currently taking have made a huge difference.

The consistency of our counselor. She is very understanding of his entire situation.



Being able to speak with someone other than her family and friends has been very helpful. It has been a good source of outside support.



The therapy is helping with his PTSD and coping skills. She has built a trusting relationship with her therapist and it has helped greatly.



Having someone at his school that he can talk to.

What services have been most helpful in your child's recovery?

Respondents also pointed out inefficiencies and deficiencies in the services their child received. The most prevalent grievances were:

- Ineffective therapy and/or counseling
- Staff turnover
- Lack of consistency across service providers
- Poor medication management
- Understaffing that causes long wait-times for services



Understaffing causes long waits for appointments and counselor assignment. This is unacceptable.



Medications are not monitored well at all. Prescriptions were allowed to run out, and refills were never called in correctly leaving my child at risk for medical issues.

Just when my child starts to trust someone they have to change for one reason or another.



Staff Turnover



It is difficult when she gets bounced from counselor to counselor - it's hard for my child to open up to new people.

Her school system is not supportive. They do not follow the recommendations prescribed by her mental health services.



Therapy and Counseling

Neither therapist made any changes to my child's behavior.

It was difficult to find a counselor who my child was comfortable talking to.

What changes would improve the services your child receives?

To improve their child's services, respondents proposed a variety of solutions. The most common suggestions were the following:

- Improve communication
- Increase time spent with services
- Offer more flexible appointment times
- Hire more staff
- Make services more affordable
- Provide services to the entire family



We need better communication from and between all services.



There needs to be more services for our family. My child's illness affects our whole family, but he is the only one receiving services.

Hire more staff - My child has been waiting to see a therapist for 2 months.



My child needs more time with all of the services she receives.



Make services more affordable - We are limited because of our insurance and subsequent co-pays. We would get more services if we could afford them.



They need to offer more and later appointment times. My children miss too much school for counseling sessions.



Part 3: New Hampshire Statewide

Comparison of 2016 Domain Scores by Client Characteristics



2016 NH Statewide Adult and Family Member Consumer Survey Sub-Analyses

While statewide domain scores provide a general indication of clients' overall satisfaction with services received in the past 12 months and clients' perception of the impact of services on outcomes and functioning, NH DHHS was interested in examining whether results are similar among different groups of consumers. In 2016, one-hundred percent of minority adult clients were invited to participate in the survey to ensure representation from this group and to enable comparison of domain scores and behavioral outcomes by race and ethnicity. Although there was no oversampling of minorities for the family survey, we also conducted sub-analyses for this group. Comparisons by length of time in care and employment status (for adult survey data only) were also conducted.

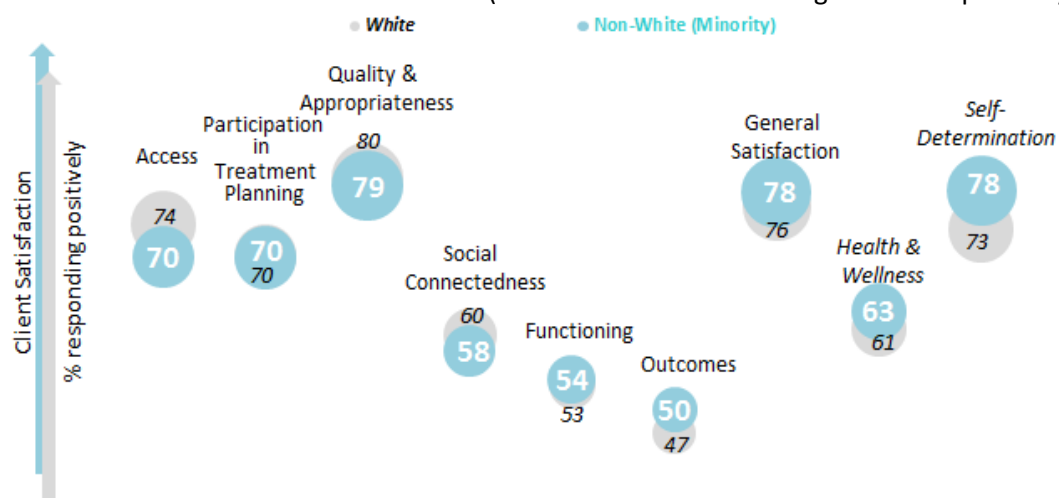
Client groups with any significant differences or disparities may be selected for review as potential targets of quality improvement interventions.

Adult Consumer Survey Results – Domain Scores Sub-analyses

Comparisons of domains scores by race, ethnicity, language, length of time in care, and employment status are presented below. See also **Appendix A6** for a summary table of these results.

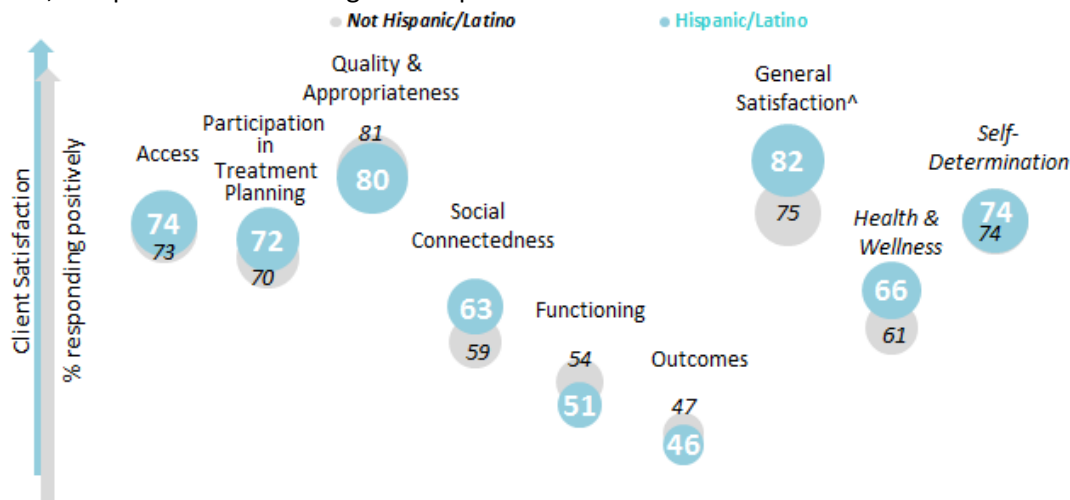
Domain scores by race:

- The majority of respondents identified (89%) as White – 11% were non-White or minorities.
- Overall, there were no statistically significant differences in domain scores by race
- Although not statistically significant, minority clients had higher scores in 5 of the nine satisfaction domains – functioning, outcomes, general satisfaction, health and wellness, and self-determination. For example, 78% of minorities responded positively in the general satisfaction and self-determination domains (versus 76% and 73% among Whites respectively).



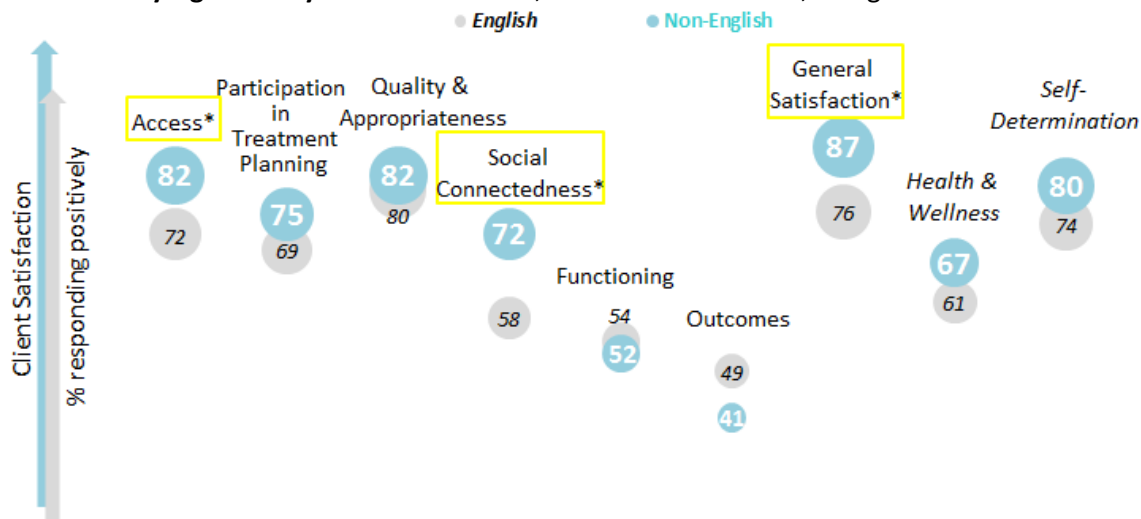
Domain scores by ethnicity:

- About 6% of respondents identified as Hispanic or Latino – 94% were not Hispanic or Latino.
- Overall, there were no statistically significant differences in domain scores by ethnicity.
- Although not statistically significant, Hispanic/Latino clients had higher scores in 5 of the nine satisfaction domains – access, participation in treatment planning, social connectedness, general satisfaction, and health and wellness. For example, 82% of Hispanics/Latinos were generally satisfied, compared to 75% among non-Hispanics.



Domain scores by client language:

- Of the 960 survey respondents, 95 (10%) were documented by CMHCs as speaking a language other than English. A sub-analysis was conducted to compare domain scores between English-speaking and non-English speaking clients.
- **Non-English speaking clients had higher satisfaction scores in seven domains – 3 of which were statistically significantly different** – access, social connectedness, and general satisfaction.

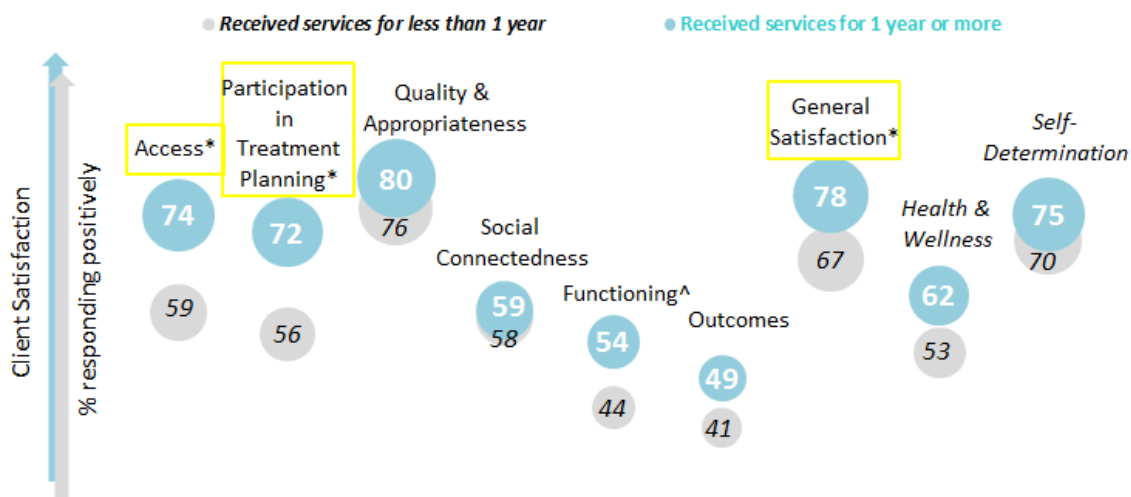


*p<0.05 = statistically significant difference in scores between groups



Domain scores by length of time in care:

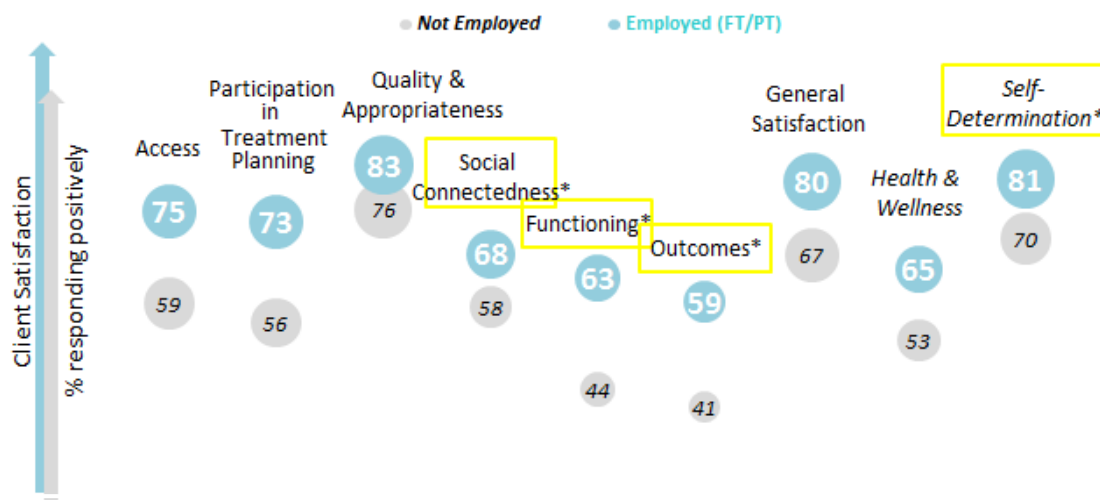
- About 92% of respondents have received services from the CMHC for 1 year or more.
- Clients who have received services for 1 year or more had higher scores in all domains - 3 of which were statistically significantly different** – access, participation in treatment planning, and general satisfaction – compared to clients who have been in care for less than 1 year. For example, 74% of continuing clients were satisfied with access, compared to 59% of new clients; 72% of continuing clients were satisfied with participation in treatment planning, compared to 56% of new clients.



*p<.05 = statistically significant difference in scores between groups; p<0.10 borderline

Domain scores by employment status:

- About 22% of respondents indicated they were working either full- or part-time.
- Clients who were currently employed had higher scores in all domains – 4 of which were statistically significant** – social connectedness, functioning, outcomes, and self-determination.
- One possible explanation is that receiving mental health services led to improved outcomes and employment; another is that being employed led to improved outcomes and higher satisfaction. Readers should interpret these results with caution since causality cannot be inferred.



*p<.05 = statistically significant difference in scores between groups



Adult Consumer Survey Results – Behavioral Outcomes Sub-analyses

In 2016, analyses were conducted to explore whether there were any differences in behavioral outcomes by race, ethnicity and length of time in care. Findings are presented below and should be interpreted with caution as other unmeasured factors may explain differences.²

Positive outcomes – participation in social/community activities, school, and employment:

- Hispanics were somewhat more likely to report participation in spiritual/religious activities (49% versus 40% non-Hispanic, $p<0.10$). Rates of participation in community organizations/gym (26%), peer support center (14%), recovery support center for substance misuse (9%), volunteer work (14%), and self-help groups (11%) among Hispanics were not statistically significantly different from non-Hispanic clients (29%, 17%, 8%, 19%, and 11% respectively). Hispanic clients (12%) were somewhat more likely to report attending school either part- or full-time (versus 7% among non-Hispanics, $p<0.10$). Similar percentages of Hispanic (19%) and non-Hispanic (22%) clients reported any current employment.
- Respondents who identified as White had similar rates of participation in various social and community activities, school enrollment, and employment as non-Whites, with one exception. Whites (39%) were much less likely to participate in spiritual or religious activities than non-Whites (52%, $p<0.05$).
- Respondents who have been in care for one year or more had similar rates of participation in social and community activities as those who have been in care for less than a year. However, there were statistically significant differences in reported school attendance and current employment. Clients who have been in care for less than one year were more likely to report attending school (14%) and being currently employed (32%), compared to 7% and 20% among those who have been in care for one year or more (both $p<0.05$).

Negative outcomes – arrests and encounters with police:

- Rates of arrests were similar by race and ethnicity, with no statistically significant differences overall. About 12% of respondents (Hispanics, non-Hispanics, Whites, and non-Whites) were arrested in either of the past two years; 7% were arrested in the recent past 12 months and 7% in the 12 months prior to that. There was some differences in encounters with police over the last year by ethnicity – among Hispanics, 3% reported that police encounters have been reduced, 9% stayed the same, 4% increased, and 84% not applicable (versus 9% reduced, 5% stayed the same, 4% increased, and 81% not applicable among non-Hispanics) ($p<0.05$). There were no differences by race.

² For example, clients who have been in care for one year or more may be different from clients who have been in care for less than a year in ways other than just their length of time in care.



- Overall, there were no statistically significant differences in arrests or encounters with police by length of time in care. Among those clients in care for less than one year, a higher 17% reported being arrested in either of the past two years compared to 12% of clients who have been in care for longer, but this was not statistically significant. About 11% of clients in care for less than a year were arrested in the last 12 months, compared to 6% of those in care for one year or more ($p < 0.10$). There were no statistically significant differences in encounters with police over the past year by length of time in care – among clients in care for less than one year, 12% reported that police encounters have been reduced, 8% stayed the same, 6% increased, and 74% not applicable (versus 8% reduced, 6% stayed the same, 4% increased, and 82% not applicable among clients in care for a year or more).

Smoking and intent to quit among current smokers

- There were no statistically significant differences in smoking status by race, ethnicity or length of time in care. Overall, 44% of respondents were current smokers (42%: Hispanics, 43%: non-Hispanics; non-Whites: 44%, Whites: 43%; clients in care for 1 year or more: 44%, in care for less than a year: 40%).
- Among current smokers, an overall 63% were thinking of quitting in the next six months. There were no statistically significant differences in intent to quit by ethnicity (Hispanic: 58%, non-Hispanic: 65%) or race (non-White: 59%, White: 64%). Clients who were in care for less than a year (78%) were somewhat more likely to report intent to quit than those who have been in care for a year or more (62%, $p < 0.10$); this was not statistically significant.

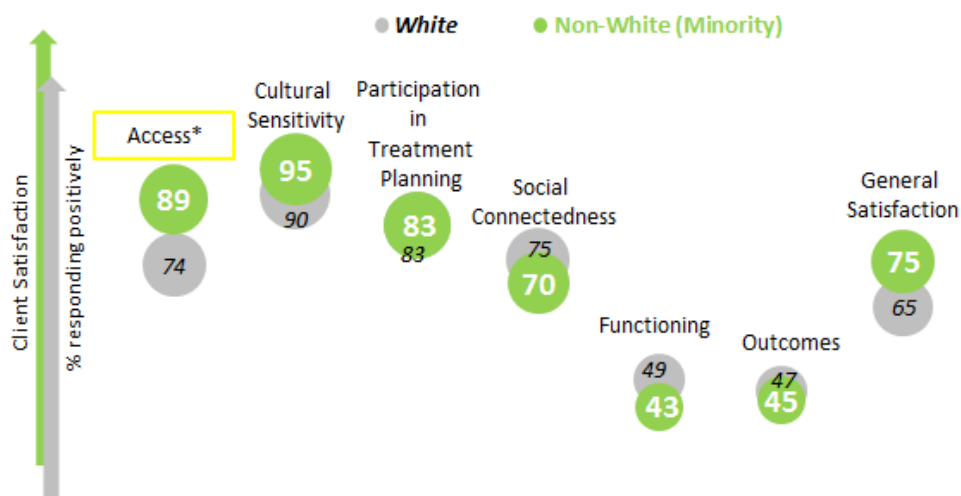


Family Member Consumer Survey Results – Domain Scores Sub-analyses

Comparisons of domains scores by race, ethnicity, and length of time in care are presented below. See also **Appendix B6** for a summary table of these results.

Domain scores by race:

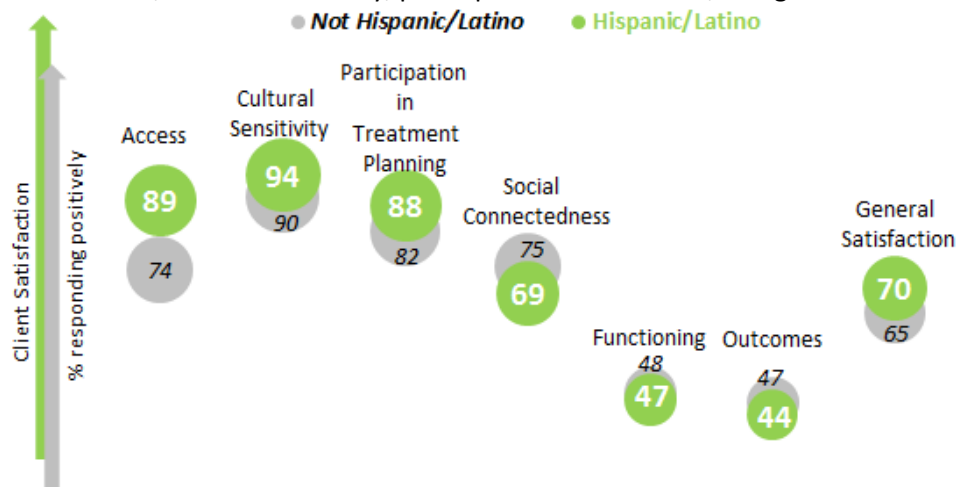
- The majority of children whose parents responded were White (90%) – 10% were minorities.
- Minorities (non-White) had higher scores in three domains – 1 of which was statistically significantly different.** A larger percentage of minorities (89%) responded positively about service access, compared to Whites (74%).
- There were no other statistically significant differences in domain scores by race.



*p<.005 = statistically significant difference in scores between groups

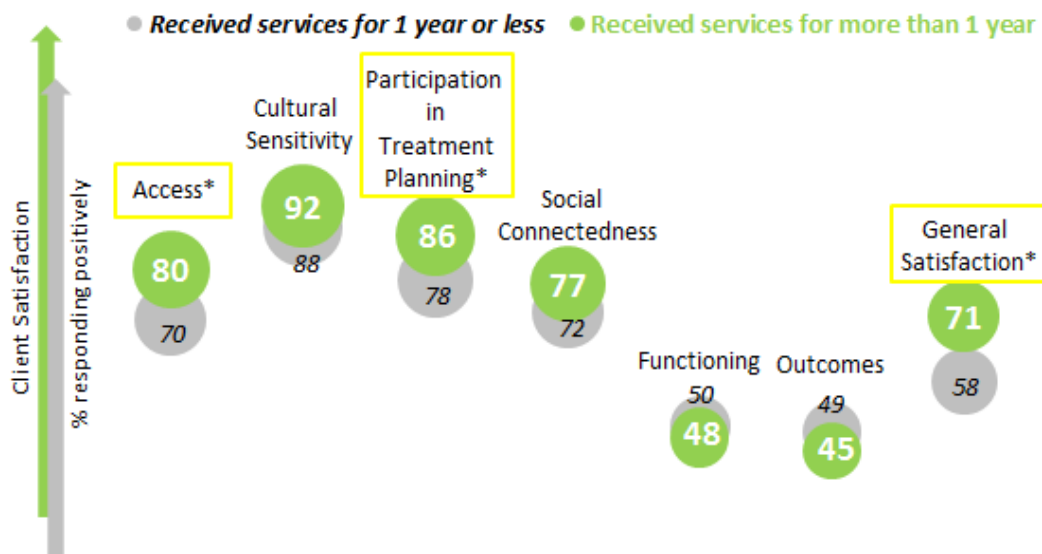
Domain scores by ethnicity:

- About 8% of family members identified as Hispanic or Latino – 92% were not Hispanic or Latino.
- Overall, there were no statistically significant differences in domain scores by ethnicity.
- Although not statistically significant, Hispanic/Latino clients had higher scores in 4 of the seven domains – access, cultural sensitivity, participation in treatment, and general satisfaction.



Domain scores by length of time in care:

- About 60% of children have received services from the CMHC for more than 1 year.
- **Family members of children who received services for more than 1 year had higher scores in five domains – 3 of which were statistically significant**– access, participation in treatment planning, and general satisfaction – compared to those clients who have been in care for 1 year or less. For example, 80% of continuing clients' family members were satisfied with access, compared to 70% of new clients; 86% of continuing clients' family members were generally satisfied, compared to 58% of new clients.



Family Member Consumer Survey Results – Behavioral Outcomes Sub-analyses

In 2016, analyses were conducted to explore whether there were any differences in school attendance and expulsion/suspension rates among children age 6 or older who were in school in the past 12 months by race, ethnicity and length of time in care. Findings are presented below and should be interpreted with caution as other unmeasured factors may explain differences. Given that the small number of arrests and encounters with police among children overall, sub-group analyses for these outcomes are not reported since statistical inferences are unreliable.

Expulsions and suspensions

Overall, 96% of children age 6 or older attended school in the past 12 months. In general, there were no statistically significant differences in rates of expulsions or suspensions in the past two years by ethnicity or length of time in care. Some differences were found by ethnicity.


- Hispanics children (39%) were more likely to have been expelled or suspended in either of the past two years compared to non-Hispanic children (24%); this was not statistically significant ($p=0.05$). Among Hispanic children, 30% were expelled or suspended in the past 12 months (versus 18% non-Hispanic, $p=0.10$) and 29% were expelled or suspended in the 12 months prior to that (versus 14% non-Hispanic, $p<0.05$).

School attendance since starting to receive services

No statistically significant differences were found in changes in school attendance over the past year by race, ethnicity, or length of time in care.

- Among Hispanics, 33% of parents reported that the number of days their child was in school has increased, 61% has stayed about the same, and 7% has decreased since starting to receive services (compared 28% increased, 60% stayed the same, and 12% has decreased among non-Hispanics). This was not statistically significant.
- Among non-Whites, 24% of parents reported that the number of days their child was in school has increased, 69% has stayed about the same, and 7% has decreased since starting to receive services (compared 28% increased, 60% stayed the same, and 12% has decreased among Whites). This was not statistically significant.
- Among children who have been in care for less than one year, 37% of parents reported that the number of days their child was in school has increased, 54% has stayed about the same, and 9% has decreased since starting to receive services (compared 22% increased, 65% stayed the same, and 13% has decreased among children who have been in care for one year or more). This was not statistically significant ($p<0.10$).





Part 4: Community Mental Health Center Reports

Summary of Adult and Family Member Consumer Surveys





Northern Human Services

Summary of Adult and Family Member Consumer Surveys



Northern Human Services: 2016 Adult Consumer Survey Results

Demographics

A total of 203 adult consumers from Northern Human Services responded to the client satisfaction survey in the last three years (2014-2016). Of these, 42% were male, 97% were White, and 2% were Hispanic/Latino. The average age was 49 years. About 85% were still receiving services at the time of the survey and 85% have received services for a year or more. The table below compares the characteristics of NHS respondents to the state.

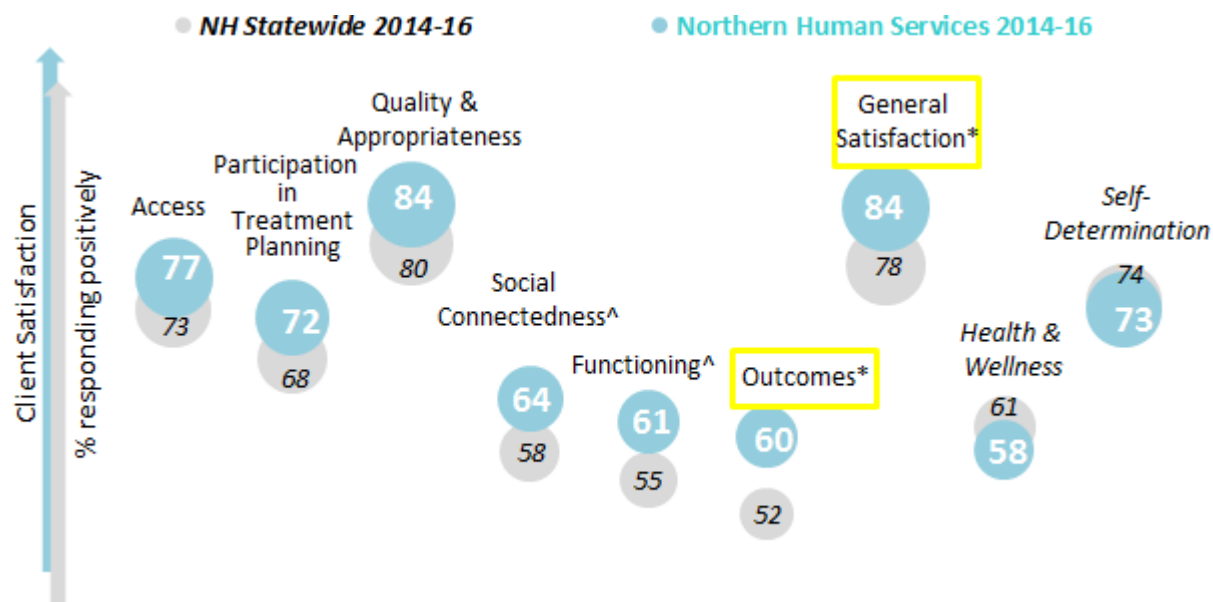
	Northern Human Services 2014-16 N=203		NH Statewide 2014-16 N=2,457	
	n	%	n	%
Gender				
Male	84	42	898	37
Female	118	58	1512	63
Age group				
Age 18-24	13	7	193	8
Age 25-44	44	24	677	30
Age 45-64	108	60	1208	53
Age 65+	16	9	211	9
<i>Average age (SD, range)</i>	48.9 (sd=14.1, range: 18-83)		47.1 (sd=14.1, range: 18-88)	
Race category				
American Indian/Alaska Native	12	6	136	6
Asian	0	0	33	1
Black or African American*	1	1	101	4
Native Hawaiian/Pacific Islander	0	0	12	1
White (Caucasian)*	196	97	2079	85
Other race*	4	2	137	6
Ethnicity: Hispanic/Latino/Spanish*				
Yes-Hispanic/Latino	4	2	200	9
No-Not Hispanic/Latino	192	98	2118	91
Are you currently (still) getting mental health services from CMHC providers? (new2016) (%yes)	70	85	846	91
How long have you received mental health services from your community mental health providers?*				
Less than a year (less than 12 months)	30	15	201	8
1 year or more (at least 12 months)	168	85	2207	92

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino. *p<0.05 = statistically significant difference between the center and statewide.



Satisfaction with NHS Services: Domain Scores with Comparisons to Statewide

Compared to the state overall, NHS had higher client satisfaction scores across 7 of the nine domains. Two domains –general satisfaction and outcomes – were statistically significantly higher. Sixty-percent of NHS clients responded positively to treatment outcomes, as compared to 52% statewide. About 84% of NHS clients were generally satisfied, compared to 78% statewide.



* $p < 0.05$ = statistically significant difference in scores between the center and statewide; [^] $p < 0.10$ borderline significant

The table below provides additional details on the total number of respondents included in each domain for NHS and statewide, the percent responding positively, and the difference in scores.

Areas of Satisfaction	Northern Human Services 2014-2016		Statewide 2014-16		Difference
	Total N	NHS %	Total N	Statewide %	
Access	201	77	2435	73	3.4
Participation in treatment planning	191	72	2338	68	4.3
Quality and Appropriateness	198	84	2388	80	4.1
Social Connectedness [^]	199	64	2374	58	5.6
Functioning [^]	197	61	2381	55	6.2
Outcomes*	189	60	2311	52	8.2
Satisfaction*	200	84	2428	78	6.1
Health and Wellness (state added)	72	58	881	61	-2.5
Self-Determination (state added)	82	73	938	74	-0.9

* $p < 0.05$ statistically significant difference in scores between the center and statewide; [^] $p < 0.10$ borderline significant. A positive difference (in green) indicates the center scored significantly higher than statewide.



Satisfaction with Northern Human Services – Item-specific Scores by Domain

The table below shows the item-specific data for Northern Human Services across the last three years (2014-2016) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items added this year (2016) are noted as such and should be interpreted with caution given the smaller sample size.

Adult Survey Items Results Summary		Northern Human Services 2014-16		Statewide 2014-16	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	195	79	2385	78
	Staff were willing to see me as often as I felt it was necessary	199	82	2407	81
	Staff returned my call in 24 hours	190	76	2362	74
	Services were available at times that were good for me*	202	90	2426	84
	I was able to see a psychiatrist when I wanted to	187	67	2330	66
	I was able to get all the services I thought I needed	200	78	2420	73
Participation in Treatment Planning	Staff were respectful of my sexual orientation, gender expression, and gender identity (new2016)	68	94	816	89
	Staff saw me as an equal partner in my treatment plan (new2016)	80	73	929	79
	Staff respected me as a whole person (new2016)	79	82	930	87
	My right to refuse treatment was respected (new2016)	55	76	748	74
	My beliefs were respected in my treatment and treatment plan (new2016)^	82	76	930	82
	I, not staff, decided my treatment goals	197	71	2373	67
	I felt comfortable asking questions about my treatment and medication	197	87	2408	84
Quality and Appropriateness	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)*	164	89	2072	84
	Staff told me what side effects to watch out for*	177	79	2299	72
	Staff respected my wishes about who is and who is not to be given information about my treatment	196	85	2362	86
	Staff here believed that I could grow, change, and recover	195	79	2365	79
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	195	79	2355	75
	Staff encouraged me to take responsibility for how I live my life	193	83	2339	81
	I was given information about my rights	197	88	2381	85
	I was given information about how to file a complaint (new2016)	66	58	784	55
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	183	73	2258	74
	I felt free to complain*	195	82	2374	75
Social Connectedness	When I need help right away, I know people I can call on (new2016)	82	71	930	73
	In a crisis, I have the support I need from family or friends^	199	75	2375	69
	I know people who listen and understand me when I need to talk (new2016)	83	70	931	70
	I have people with whom I can do enjoyable things	200	69	2378	69
	I feel I belong to my community	198	52	2351	49
	I am happy with the friendships I have	197	69	2359	65



Adult Survey Items Results Summary		Northern Human Services 2014-16		Statewide 2014-16	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Functioning	My symptoms are not bothering me as much^	197	55	1156	49
	I feel hopeful about my future (new2016)	80	58	916	56
	I do things that are more meaningful to me	199	66	2376	62
	I am better able to take care of my needs	197	67	2390	66
	I am better able to manage my money and pay my bills (new2016)	70	69	866	62
	I am better able to handle things when they go wrong^	198	63	2387	57
	I am better able to do things that I want to do	198	63	2382	59
Outcomes	My symptoms are not bothering me as much	197	55	2369	49
	My housing situation has improved	172	58	2111	55
	I do better in social situations	194	54	2352	49
	I do better in school and/or work	119	49	1428	44
	I deal more effectively with daily problems*	198	73	2393	67
	I am getting along better with my family	183	65	2260	59
	I am better able to deal with crisis	197	62	2372	58
	I am better able to control my life^	198	69	2386	63
General Satisfaction	If I had other choices, I would still get services from this agency*	196	83	2403	76
	I would recommend this agency to a friend or family member*	196	86	2403	77
	I like the services that I have received	200	83	2430	81
Self-Determination	I have people in my life who respect my values and choices (new2016)	82	76	931	75
	I have people in my life who accept me for me (new2016)	82	81	930	79
	I have a say in what happens to me when I am in crisis (new2016)	76	66	903	70
	I decide how involved I want to be in my treatment (new2016)	80	79	926	82
	I am free to choose the kinds of goals I want to pursue (new2016)	79	78	926	81
	I am able to stand up for myself to get what I need (new2016)	81	70	932	68
Health and Wellness	My medications have been helpful to me (new2016)	77	68	903	74
	I was able to meet with a primary care medical provider to discuss my physical well-being (new2016)	73	80	886	83
	I was (not) prescribed too many medications (new2016)	64	64	813	60
	I have stopped smoking or am working toward stopping (new2016)	42	48	550	53
	I have been more physically active (new2016)	77	49	901	52
	I have been eating a more healthy diet (new2016)	75	51	881	59

Note the total number Ns or denominators are smaller for items that were added in 2016.

*p<0.05 statistically significant difference in scores between the center and statewide; ^p<0.10 borderline significant.



Northern Human Services – Behavioral Outcomes

About 73% of NHS respondents reported being unemployed at the time of the survey, which is lower than statewide results. 8% of respondents reported being arrested in the last 12 months, and 6% reported that their encounters with the police have been reduced. A larger proportion of NHS respondents compared to statewide reported participating in spiritual/religious, volunteer work, self-help groups, and other social activities. 9% of NHS respondents reported that they are attending either full- or part-time school. 43% of NHS respondents reported they are current smokers, and 67% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of NHS respondents to the state. Overall, there were no statistically significant differences between the center and statewide

	Northern Human Services 2014-16 N=203		NH Statewide 2014-16 N=2,457	
	n	%	n	%
Are you currently employed? (2015 & 2016)				
No	103	73	1287	79
Yes - full-time	5	4	61	4
Yes - part-time	34	24	291	18
Arrests & police encounters				
Were you arrested in the last months? (% yes)	17	8	180	8
Were you arrested during the 12 months prior to that? (%yes)	12	6	200	8
Arrested at all in the past 2 years? (%yes)	26	13	313	13
Over the last 12 months, have your encounters with the police...				
Been reduced	12	6	230	10
Stayed the same	12	6	137	6
Increased	8	4	79	3
Not applicable	165	84	1976	82
Participation in community or social activities (new 2016)				
Spiritual/Religious	34	43	387	42
Community organizations/gym	18	23	251	28
Peer support center	11	14	152	17
Recovery support center for substance misuse	4	5	75	8
Volunteer work	17	22	170	19
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	9	12	100	11
Other social activities	24	31	233	27
Attending school (new 2016)				
No school	73	91	836	92
School Full-time	4	5	24	3
School Part-time	3	4	49	5
Smoking status (new 2016)				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	35	43	400	43
Former smoker (smoked in the past but now quit)	19	23	213	23
Never smoked	28	34	326	35
If you are a current smoker, are you thinking of quitting smoking within the next six months? (%yes)	22	67	238	63

Note: There were no statistically significant differences between the center and statewide.



Northern Human Services (NHS): 2016 Family Member Survey Results

Demographics

A total of 103 family members of youth clients who received services from Northern Human Services responded to the client satisfaction survey in the last three years (2014-2016). Of the children whose family member responded, 63% were male, 96% were White, and 3% were Hispanic/Latino. The average age was 9 years. About 56% have received services for a year or more. The table below compares the characteristics of NHS youth clients to the state.

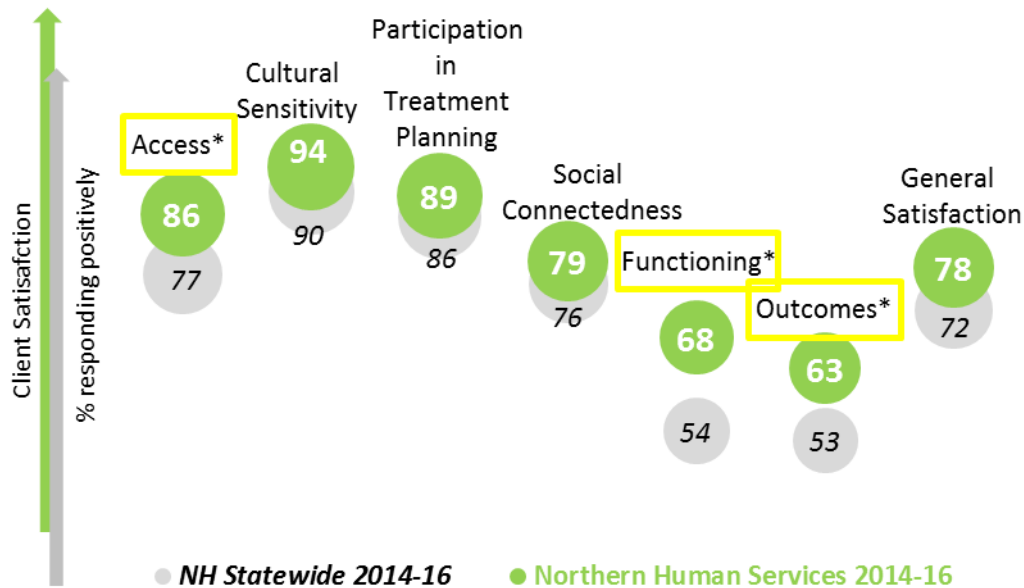
	Northern Human Services 2014-16 N=103		NH Statewide 2014-16 N=1,422	
	n	%	n	%
Gender				
Male	62	63	812	58
Female	37	37	583	42
Age group^				
age 0-5	13	13	115	8
age 6-11	58	58	729	53
age 12 or older	29	29	526	38
<i>Average age (SD, range)</i>	9.2 (sd=3.5, range: 1-17)		10.3 (sd=3.5, range: 0-18)	
Race category				
American Indian/Alaska Native	3	3	36	3
Asian	0	0	16	1
Black or African American	6	6	66	5
Native Hawaiian/Pacific Islander	1	1	8	1
White (Caucasian)*	99	96	1272	90
Other race	2	2	83	6
Either of child's parent is Spanish/Hispanic/Latino*				
Yes-Hispanic/Latino	3	3	142	10
No-Not Hispanic/Latino	99	97	1245	90
How long has your child received services from this Center?				
Less than 1 month	3	3	33	2
1-5 months	11	11	209	15
6 months-1 year	30	30	339	24
More than 1 year	57	56	820	59
Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.?				
No	54	54	889	64
Yes	47	47	506	36

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino. *p<0.05 = statistically significant difference between the center and statewide.



Satisfaction with NHS Services: Domain Scores with Comparisons to Statewide

Compared to the state overall, NHS had higher client family member satisfaction scores across all of the seven domains. Three domains –access, functioning, and outcomes – were statistically significantly higher. About 86% percent of NHS client family members responded positively to treatment access, as compared to 77% statewide. About 68% of NHS client family members responded positively to functioning outcomes, compared to 54% statewide. Finally, about 63% of NHS client family members responded positively to treatment outcomes, compared to 53% statewide.



* $p < 0.05$ = statistically significant difference in scores between the center and statewide

The table below provides additional details on the total number of family member respondents included in each domain for NHS and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Northern Human Services 2014-2016		Statewide 2014-16		Difference
	Total N	CMHC %	Total N	Statewide %	
Access*	103	86	1413	77	9.0
Cultural Sensitivity	77	94	1059	90	3.7
Participation in Treatment Planning	101	89	1410	86	3.1
Social Connectedness	102	79	1390	76	3.4
Functioning*	100	68	1389	54	14.0
Outcomes*	101	63	1391	53	10.8
General Satisfaction	102	78	1416	72	6.4

* $p < 0.05$ = statistically significant difference in scores between the center and statewide. A positive difference (in green) indicates the center scored significantly higher than statewide.



Satisfaction with Northern Human Services – Item-specific Scores by Domain

The table below shows the item-specific data for Northern Human Services across the last three years (2014-2016) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*).

Family Member Survey Items Results Summary				Northern Human Services 2014-2016		Statewide 2014-2016	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	103	90	1415	87		
	Services were available at times that were convenient for us*	103	91	1415	80		
Cultural Sensitivity	Staff spoke with me in a way that I understood	103	98	1411	95		
	Staff treated me with respect	103	96	1411	92		
	Staff respected my family's religious/spiritual beliefs^	76	93	1005	87		
	Staff were sensitive to my cultural/ethnic background	68	91	960	85		
Participation in Treatment Planning	I helped to choose my child's services*	99	90	1391	82		
	I helped to choose my child's treatment goals	101	82	1405	83		
	I participated in my child's treatment	102	96	1413	92		
	I have people that I am comfortable talking with about my child's problems	101	83	1386	81		
Social Connectedness	In a crisis, I would have the support I need from family or friends	102	82	1390	77		
	I have people with whom I can do enjoyable things	100	81	1390	84		
	I know people who will listen and understand me when I need to talk	101	83	1386	78		
Functioning	My child is better at handling daily life^	101	69	1395	60		
	My child gets along better with family members*	101	71	1367	58		
	My child gets along better with friends and other people	99	65	1366	58		
	My child is doing better in school and/or work*	97	72	1356	59		
	My child is better able to cope when things go wrong	102	68	1401	55		
	My child is better able to do things he/she wants to do*	99	76	1381	60		
Outcomes	My child is better at handling daily life^	101	69	1395	60		
	My child gets along better with family members*	101	71	1367	58		
	My child gets along better with friends and other people	99	65	1366	58		
	My child is doing better in school and/or work*	97	72	1356	59		
	My child is better able to cope when things go wrong*	102	68	1401	55		
	I am satisfied with our family life right now*	101	75	1395	57		
General Satisfaction	My family got the help we wanted for my child*	103	84	1411	72		
	My family got as much help as we needed for my child*	102	78	1404	66		
	I felt my child had someone to talk to when he/she was troubled*	96	89	1366	80		
	Overall, I am satisfied with the services my child received	103	84	1416	80		
	The people helping my child stuck with us no matter what	100	78	1389	76		
	The services my child and/or my family received were right for us^	103	82	1415	74		

*p<0.05 statistically significant difference in scores between the center and statewide; ^p<.0.10 borderline significant.



Northern Human Services – Behavioral Outcomes

About 25% of NHS family member respondents reported that their child was arrested in the last 12 months, and 14% reported that their child's encounters with the police have been reduced. 50% of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. 98% of NHS respondents reported that their child attended school in the last 12 months, and 14% reported that their child had been suspended or expelled in the last 12 months. 40% of NHS respondents indicated that the number of days their child was in school has increased since starting to receive services, a proportion that is larger than statewide averages. The table below compares the behavioral outcome results of NHS respondent children to the state.

	Northern Human Services 2014-16 N=103		NH Statewide 2014-16 N=1,422	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)*	2	25	12	5
Was your child arrested during the 12 months prior to that? (%yes)	0	0	10	4
Was child arrested at all in the past 2 years? (%yes)	0	0	3	3
Over the last 12 months, have your child's encounters with the police...				
Been reduced	1	14	27	11
Stayed the same	1	14	17	7
Increased	0	0	9	4
Not applicable (My child had no police encounters this year or last year)	5	71	201	79
Transition Planning				
If you child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	4	50	102	40
School attendance (among those age 6 or older)				
Did your child attend school in the past 12 months? (%yes)	85	98	1213	97
Was your child expelled or suspended during the past 12 months? (%yes)	12	14	206	17
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	14	17	146	12
Was child expelled or suspended at all in the past 2 years? (%yes)	19	22	256	21
Since starting to receive services, the number of days my child was in school...				
Has increased	17	40	187	32
Has stayed about the same	23	55	334	57
Has decreased	2	5	69	12

*p<0.05 = statistically significant difference between the center and statewide.





West Central Behavioral Health

Summary of Adult and Family Member Consumer Surveys



West Central Behavioral Health: 2016 Adult Consumer Survey Results

Demographics

A total of 201 adult consumers from West Central Behavioral Health responded to the client satisfaction survey in the last three years (2014-2016). Of these, 34% were male, 94% were White, and 1% were Hispanic/Latino. The average age was 50 years. About 87% were still receiving services at the time of the survey and 95% have received services for a year or more. The table below compares the characteristics of West Central Behavioral Health respondents to the state.

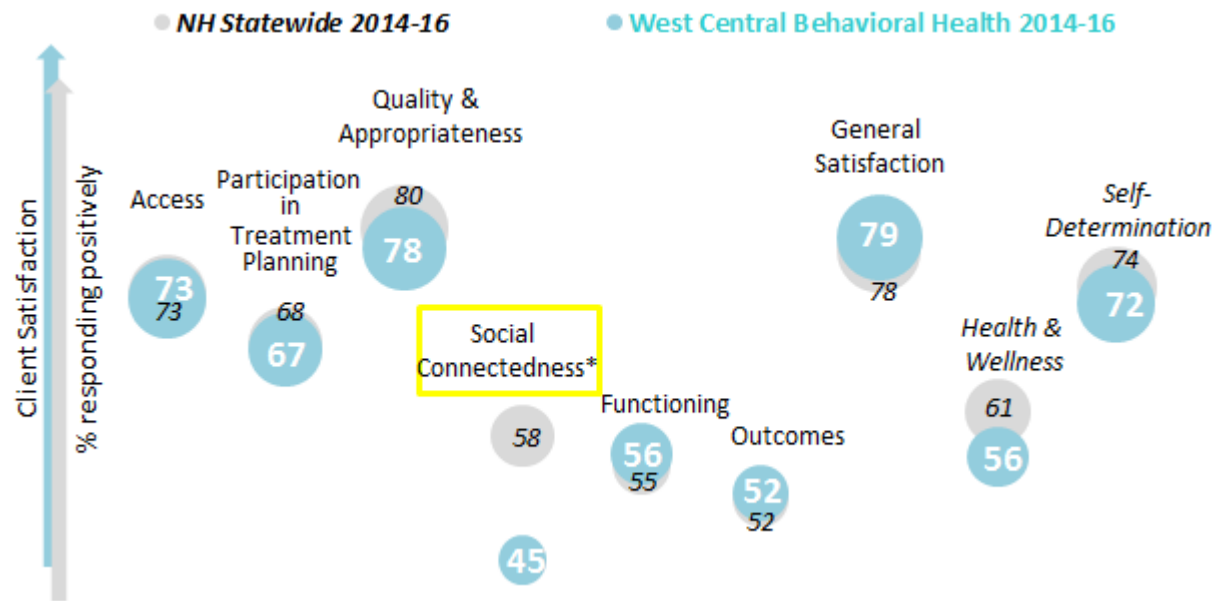
	West Central Behavioral Health 2014-16 N=201		NH Statewide 2014-16 N=2,457	
	n	%	n	%
Gender				
Male	68	34	898	37
Female	131	66	1512	63
Age group*				
Age 18-24	14	7	193	8
Age 25-44	48	25	677	30
Age 45-64	94	50	1208	53
Age 65+	34	18	211	9
<i>Average age (SD, range)</i>	49.5 (sd=14.7, range: 18-83)		47.1 (sd=14.1, range: 18-88)	
Race category				
American Indian/Alaska Native	12	6	136	6
Asian	0	0	33	1
Black or African American*	2	1	101	4
Native Hawaiian/Pacific Islander	0	0	12	1
White (Caucasian)*	189	94	2079	85
Other race	6	3	137	6
Ethnicity: Hispanic/Latino/Spanish*				
Yes-Hispanic/Latino	2	1	200	9
No-Not Hispanic/Latino	190	99	2118	91
Are you currently (still) getting mental health services from CMHC providers? (new2016) (%yes)	73	87	846	91
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	11	6	201	8
1 year or more (at least 12 months)	188	95	2207	92

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino. *p<0.05 = statistically significant difference between the center and statewide.



Satisfaction with West Central Behavioral Health: Domain Scores with Comparisons to Statewide

Compared to the state overall, West Central Behavioral Health had higher client satisfaction scores across 2 of the nine domains and had lower client satisfaction scores across 5 domains. One domain – social connectedness – was statistically significantly lower compared to the statewide scores. About 45% of West Central Behavioral Health clients responded positively to social connectedness satisfaction, as compared to 58% statewide.



* $p < 0.05$ = statistically significant difference in scores between the center and statewide

The table below provides additional details on the total number of respondents included in each domain for West Central Behavioral Health and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	West Central Behavioral Health 2014-2016		Statewide 2014-16		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	195	73	2435	73	-0.4
Participation in Treatment Planning	193	67	2338	68	-0.6
Quality and Appropriateness	192	78	2388	80	-2.1
Social Connectedness*	195	45	2374	58	-13.1
Functioning	190	56	2381	55	1.1
Outcomes	184	52	2311	52	0.6
General Satisfaction	198	79	2428	78	1.4
Health and Wellness (state added)	75	56	881	61	-4.8
Self-Determination (state added)	83	72	938	74	-1.8

* $p < 0.05$ statistically significant difference in scores between the center and statewide. A negative difference (in red) indicates the center scored significantly lower than statewide.



Satisfaction with West Central Behavioral Health – Item-specific Scores by Domain

The table below shows the item-specific data for West Central Behavioral Health across the last three years (2014-2016) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items added this year (2016) are noted as such and should be interpreted with caution given the smaller sample size.

Adult Survey Items Results Summary		West Central Behavioral Health 2014-2016		Statewide 2014-16	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	191	74	2385	78
	Staff were willing to see me as often as I felt it was necessary	195	85	2407	81
	Staff returned my call in 24 hours*	192	80	2362	74
	Services were available at times that were good for me^	196	79	2426	84
	I was able to see a psychiatrist when I wanted to	188	70	2330	66
	I was able to get all the services I thought I needed	197	68	2420	73
Participation in Treatment Planning	Staff were respectful of my sexual orientation, gender expression, and gender identity (new2016)^	68	82	816	89
	Staff saw me as an equal partner in my treatment plan (new2016)	81	75	929	79
	Staff respected me as a whole person (new2016)*	82	78	930	87
	My right to refuse treatment was respected (new2016)	64	67	748	74
	My beliefs were respected in my treatment and treatment plan (new2016)*	81	74	930	82
	I, not staff, decided my treatment goals	197	68	2373	67
	I felt comfortable asking questions about my treatment and medication	194	84	2408	84
Quality and Appropriateness	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	166	83	2072	84
	Staff told me what side effects to watch out for	191	68	2299	72
	Staff respected my wishes about who is and who is not to be given information about my treatment	192	86	2362	86
	Staff here believed that I could grow, change, and recover	189	81	2365	79
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	192	73	2355	75
	Staff encouraged me to take responsibility for how I live my life	192	84	2339	81
	I was given information about my rights	192	83	2381	85
	I was given information about how to file a complaint (new2016)	70	47	784	55
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)*	183	81	2258	74
	I felt free to complain	193	72	2374	75
Social Connectedness	When I need help right away, I know people I can call on (new2016)	82	72	930	73
	In a crisis, I have the support I need from family or friends*	192	62	2375	69
	I know people who listen and understand me when I need to talk (new2016)	80	68	931	70
	I have people with whom I can do enjoyable things^	193	63	2378	69
	I feel I belong to my community*	191	42	2351	49
	I am happy with the friendships I have*	195	57	2359	65



Adult Survey Items Results Summary		West Central Behavioral Health 2014-2016		Statewide 2014-16	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Functioning	My symptoms are not bothering me as much	186	49	1156	49
	I feel hopeful about my future (new2016)	79	56	916	56
	I do things that are more meaningful to me^	188	56	2376	62
	I am better able to take care of my needs	196	68	2390	66
	I am better able to manage my money and pay my bills (new2016)	72	54	866	62
	I am better able to handle things when they go wrong	191	58	2387	57
	I am better able to do things that I want to do	195	60	2382	59
Outcomes	My symptoms are not bothering me as much	186	49	2369	49
	My housing situation has improved	172	51	2111	55
	I do better in social situations	190	46	2352	49
	I do better in school and/or work	109	38	1428	44
	I deal more effectively with daily problems	192	66	2393	67
	I am getting along better with my family	177	60	2260	59
	I am better able to deal with crisis	189	58	2372	58
	I am better able to control my life	192	65	2386	63
General Satisfaction	If I had other choices, I would still get services from this agency	197	75	2403	76
	I would recommend this agency to a friend or family member	195	78	2403	77
	I like the services that I have received	198	78	2430	81
Self-Determination	I have people in my life who respect my values and choices (new2016)	82	73	931	75
	I have people in my life who accept me for me (new2016)	82	77	930	79
	I have a say in what happens to me when I am in crisis (new2016)	78	71	903	70
	I decide how involved I want to be in my treatment (new2016)	80	84	926	82
	I am free to choose the kinds of goals I want to pursue (new2016)	83	83	926	81
	I am able to stand up for myself to get what I need (new2016)	82	67	932	68
Health and Wellness	My medications have been helpful to me (new2016)	80	78	903	74
	I was able to meet with a primary care medical provider to discuss my physical well-being (new2016)^	76	89	886	83
	I was (not) prescribed too many medications (new2016)	70	57	813	60
	I have stopped smoking or am working toward stopping (new2016)	44	50	550	53
	I have been more physically active (new2016)*	78	41	901	52
	I have been eating a more healthy diet (new2016)^	75	49	881	59

Note the total number Ns or denominators are smaller for items that were added in 2016.

*p<0.05 statistically significant difference in scores between the center and statewide; ^p<0.10 borderline significant.



West Central Behavioral Health – Behavioral Outcomes

About 84% of West Central Behavioral Health respondents reported being unemployed at the time of the survey, which is higher than statewide results. 5% of respondents reported being arrested in the last 12 months, and 8% reported that their encounters with the police have been reduced. A larger proportion of West Central Behavioral Health respondents compared to statewide reported participating in spiritual/religious, peer support center, recovery support center, and other social activities. 4% of West Central Behavioral Health respondents report that they are attending part-time school. 45% of West Central Behavioral Health respondents reported they are current smokers, and 58% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of West Central Behavioral Health respondents to the state.

	West Central Behavioral Health 2014-16 N=201		NH Statewide 2014-16 N=2,457	
	n	%	n	%
Are you currently employed? (2015 & 2016)				
No	114	84	1287	79
Yes - full-time	4	3	61	4
Yes - part-time	17	13	291	18
Arrests & police encounters				
Were you arrested in the last months? (% yes)	10	5	180	8
Were you arrested during the 12 months prior to that? (%yes)	13	7	200	8
Arrested at all in the past 2 years? (%yes)	19	10	313	13
Over the last 12 months, have your encounters with the police...				
Been reduced	16	8	230	10
Stayed the same	16	8	137	6
Increased	6	3	79	3
Not applicable	162	81	1976	82
Participation in community or social activities (new 2016)				
Spiritual/Religious	36	44	387	42
Community organizations/gym	17	21	251	28
Peer support center	15	19	152	17
Recovery support center for substance misuse	8	10	75	8
Volunteer work	10	13	170	19
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	7	9	100	11
Other social activities	25	33	233	27
Attending school (new 2016)				
No school	76	96	836	92
School Full-time	0	0	24	3
School Part-time	3	4	49	5
Smoking status (new 2016)				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	37	45	400	43
Former smoker (smoked in the past but now quit)	21	25	213	23
Never smoked	25	30	326	35
If you are a current smoker, are you thinking of quitting smoking within the next six months? (%yes)	21	58	238	63

Note: There were no statistically significant differences between the center and statewide.



West Central Behavioral Health: 2016 Family Member Survey Results

Demographics

A total of 101 family members of youth clients who received services from West Central Behavioral Health responded to the client satisfaction survey in the last three years (2014-2016). Of the children whose family member responded, 56% were male, 94% were White, and 2% were Hispanic/Latino. The average age was 10 years. About 63% have received services for a year or more. The table below compares the characteristics of West Central Behavioral Health youth clients to the state.

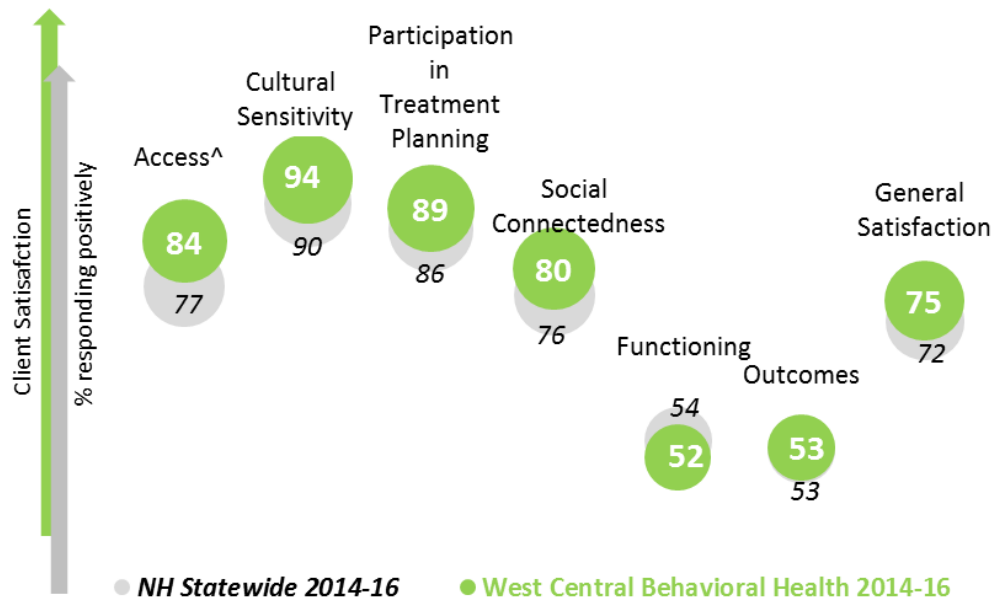
	West Central Behavioral Health 2014-16 N=101		NH Statewide 2014-16 N=1,422	
	n	%	n	%
Gender				
Male	55	56	812	58
Female	44	44	583	42
Age group^				
age 0-5	5	5	115	8
age 6-11	63	64	729	53
age 12 or older	30	31	526	38
<i>Average age (SD, range)</i>	10.1 (sd=3.2, range: 3-17)		10.3 (sd=3.5, range: 0-18)	
Race category				
American Indian/Alaska Native*	7	7	36	3
Asian	1	1	16	1
Black or African American	4	4	66	5
Native Hawaiian/Pacific Islander	2	2	8	1
White (Caucasian)	95	94	1272	90
Other race*	1	1	83	6
Either of child's parent is Spanish/Hispanic/Latino*				
Yes-Hispanic/Latino	2	2	142	10
No-Not Hispanic/Latino	96	98	1245	90
How long has your child received services from this Center?				
Less than 1 month	2	2	33	2
1-5 months	18	18	209	15
6 months-1 year	16	16	339	24
More than 1 year	62	63	820	59
Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.?^				
No	71	72	889	64
Yes	27	28	506	36

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino. *p<0.05 = statistically significant difference between the center and statewide, ^<0.10 borderline significance.



Satisfaction with West Central Behavioral Health Services: Domain Scores with Comparisons to Statewide

Compared to the state overall, West Central Behavioral Health had higher family member respondent satisfaction scores across 5 of the seven domains. None of the domains were statistically significantly different for West Central Behavioral Health Services responses as compared to statewide scores.



Note: there were no statistically significant differences in scores between the center and statewide; ^p<0.10 borderline significant

The table below provides additional details on the total number of family member respondents included in each domain for West Central Behavioral Health and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	West Central Behavioral Health 2014-2016		Statewide 2014-16		Difference
	Total N	CMHC %	Total N	Statewide %	
Access^	101	84	1413	77	6.8
Cultural Sensitivity	78	94	1059	90	3.8
Participation in Treatment Planning	101	89	1410	86	3.1
Social Connectedness	100	80	1390	76	4.0
Functioning	99	52	1389	54	-2.5
Outcomes	100	53	1391	53	0.4
General Satisfaction	101	75	1416	72	3.2

^p<0.10 borderline statistically significant difference in scores between the center and statewide



Satisfaction with West Central Behavioral Health – Item-specific Scores by Domain

The table below shows the item-specific data for West Central Behavioral Health across the last three years (2014-2016) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*).

Family Member Survey Items Results Summary		West Central Behavioral Health 2014-2016		Statewide 2014-2016	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us*	101	95	1415	87
	Services were available at times that were convenient for us	101	82	1415	80
Cultural Sensitivity	Staff spoke with me in a way that I understood*	101	99	1411	95
	Staff treated me with respect	100	92	1411	92
	Staff respected my family's religious/spiritual beliefs	74	89	1005	87
	Staff were sensitive to my cultural/ethnic background	69	83	960	85
Participation in Treatment Planning	I helped to choose my child's services^	100	88	1391	82
	I helped to choose my child's treatment goals^	101	90	1405	83
	I participated in my child's treatment	101	93	1413	92
	I have people that I am comfortable talking with about my child's problems*	100	92	1386	81
Social Connectedness	In a crisis, I would have the support I need from family or friends	100	81	1390	77
	I have people with whom I can do enjoyable things	100	83	1390	84
	I know people who will listen and understand me when I need to talk	98	85	1386	78
Functioning	My child is better at handling daily life	100	62	1395	60
	My child gets along better with family members	98	60	1367	58
	My child gets along better with friends and other people	99	61	1366	58
	My child is doing better in school and/or work	99	57	1356	59
	My child is better able to cope when things go wrong	100	58	1401	55
	My child is better able to do things he/she wants to do	97	65	1381	60
Outcomes	My child is better at handling daily life	100	62	1395	60
	My child gets along better with family members	98	60	1367	58
	My child gets along better with friends and other people	99	61	1366	58
	My child is doing better in school and/or work	99	57	1356	59
	My child is better able to cope when things go wrong	100	58	1401	55
	I am satisfied with our family life right now	98	52	1395	57
General Satisfaction	My family got the help we wanted for my child	101	70	1411	72
	My family got as much help as we needed for my child	101	72	1404	66
	I felt my child had someone to talk to when he/she was troubled^	101	86	1366	80
	Overall, I am satisfied with the services my child received	101	80	1416	80
	The people helping my child stuck with us no matter what	99	78	1389	76
	The services my child and/or my family received were right for us	101	77	1415	74

*p<0.05 statistically significant difference in scores between the center and statewide; ^p<.0.10 borderline significant.



West Central Behavioral Health – Behavioral Outcomes

No West Central Behavioral Health family member respondents reported that their child was arrested in the last 12 months, and 13% reported that their child's encounters with the police have been reduced. 56% of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. 95% of West Central Behavioral Health respondents reported that their child attended school in the last 12 months, and 17% reported that their child had been suspended or expelled in the last 12 months. 32% of West Central Behavioral Health respondents indicated that the number of days their child was in school has increased since starting to receive services, a proportion that is equal to statewide averages. The table below compares the behavioral outcome results of West Central Behavioral Health respondent children to the state. Overall, there were no statistically significant differences between the center and statewide.

	West Central Behavioral Health 2014-16 N=101		NH Statewide 2014-16 N=1,422	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	0	0	12	5
Was your child arrested during the 12 months prior to that? (%yes)	0	0	10	4
Was child arrested at all in the past 2 years? (%yes)	0	0	3	3
Over the last 12 months, have your child's encounters with the police...				
Been reduced	2	13	27	11
Stayed the same	1	6	17	7
Increased	0	0	9	4
Not applicable (My child had no police encounters this year or last year)	13	81	201	79
Transition Planning				
If you child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	9	56	102	40
School attendance (among those age 6 or older)				
Did your child attend school in the past 12 months? (%yes)	87	95	1213	97
Was your child expelled or suspended during the past 12 months? (%yes)	15	17	206	17
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	13	15	146	12
Was child expelled or suspended at all in the past 2 years? (%yes)	18	21	256	21
Since starting to receive services, the number of days my child was in school...				
Has increased	13	32	187	32
Has stayed about the same	26	63	334	57
Has decreased	2	5	69	12

Note: There were no statistically significant differences between the center and statewide.



Genesis Behavioral Health

Summary of Adult and Family Member Consumer Surveys



Genesis Behavioral Health: 2016 Adult Consumer Survey Results

Demographics

A total of 228 adult consumers from Genesis Behavioral Health responded to the client satisfaction survey in the last three years (2014-2016). Of these, 32% were male, 92% were White, and 2% were Hispanic/Latino. The average age was 45 years. About 88% were still receiving services at the time of the survey and 89% have received services for a year or more. The table below compares the characteristics of Genesis Behavioral Health respondents to the state.

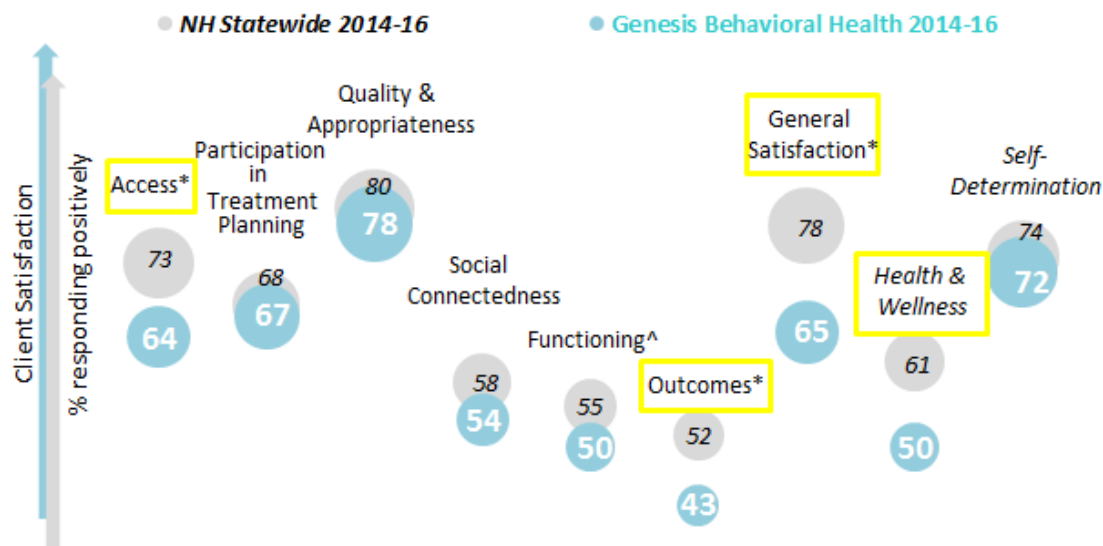
	Genesis Behavioral Health 2014-16 N=228		NH Statewide 2014-16 N=2,457	
	n	%	n	%
Gender				
Male	72	32	898	37
Female	150	68	1512	63
Age group*				
Age 18-24	16	7	193	8
Age 25-44	79	36	677	30
Age 45-64	115	53	1208	53
Age 65+	8	4	211	9
<i>Average age (SD, range)</i>	44.8 (sd=12.4, range: 18-71)		47.1 (sd=14.1, range: 18-88)	
Race category				
American Indian/Alaska Native	12	5	136	6
Asian^	0	0	33	1
Black or African American*	3	1	101	4
Native Hawaiian/Pacific Islander	0	0	12	1
White (Caucasian)*	208	92	2079	85
Other race	10	4	137	6
Ethnicity: Hispanic/Latino/Spanish*				
Yes-Hispanic/Latino	5	2	200	9
No-Not Hispanic/Latino	213	98	2118	91
Are you currently (still) getting mental health services from CMHC providers? (new2016) (%yes)	70	88	846	91
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	25	11	201	8
1 year or more (at least 12 months)	200	89	2207	92

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino. *p<0.05 = statistically significant difference between the center and statewide, ^p<0.10 borderline significant.



Satisfaction with Genesis Behavioral Health Services: Domain Scores with Comparisons to Statewide

Compared to the state overall, Genesis Behavioral Health Services had lower client satisfaction scores across all of the nine domains. Four domains –access, outcomes, general satisfaction, and health and wellness– were statistically significantly lower. About 64% of Genesis Behavioral Health Services clients responded positively to treatment access, as compared to 73% statewide. About 43% of Genesis Behavioral Health Services clients responded positively to treatment outcomes, as compared to 52% statewide. About 65% of Genesis Behavioral Health Services clients were generally satisfied, as compared to 78% statewide. Finally, about 50% of Genesis Behavioral Health Services clients responded positively to satisfaction with health and wellness outcomes, as compared to 61% statewide.



* $p < 0.05$ = statistically significant difference in scores between the center and statewide; ^ $p < 0.10$ borderline significant

The table below provides additional details on the total number of respondents included in each domain for Genesis Behavioral Health and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Genesis Behavioral Health 2014-2016		Statewide 2014-16		Difference
	Total N	CMHC %	Total N	Statewide %	
Access*	227	64	2435	73	-9.3
Participation in Treatment Planning	224	67	2338	68	-1.5
Quality and Appropriateness	224	78	2388	80	-2.1
Social Connectedness	226	54	2374	58	-4.7
Functioning^	226	50	2381	55	-5.2
Outcomes*	220	43	2311	52	-8.9
General Satisfaction*	226	65	2428	78	-13.3
Health and Wellness (state added)*	76	50	881	61	-10.8
Self-Determination (state added)	82	72	938	74	-2.1

* $p < 0.05$ statistically significant difference in scores between the center and statewide; ^ $p < 0.10$ borderline significant. A negative difference (in red) indicates the center scored significantly lower than statewide.



Satisfaction with Genesis Behavioral Health – Item-specific Scores by Domain

The table below shows the item-specific data for Genesis Behavioral Health across the last three years (2014-2016) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items added this year (2016) are noted as such and should be interpreted with caution given the smaller sample size.

Adult Survey Items Results Summary		Genesis Behavioral Health 2014-2016		Statewide 2014-16	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	227	82	2385	78
	Staff were willing to see me as often as I felt it was necessary*	226	75	2407	81
	Staff returned my call in 24 hours*	219	66	2362	74
	Services were available at times that were good for me*	225	78	2426	84
	I was able to see a psychiatrist when I wanted to*	217	58	2330	66
	I was able to get all the services I thought I needed*	224	66	2420	73
Participation in Treatment Planning	Staff were respectful of my sexual orientation, gender expression, and gender identity (new2016)	76	87	816	89
	Staff saw me as an equal partner in my treatment plan (new2016)	83	80	929	79
	Staff respected me as a whole person (new2016)	84	88	930	87
	My right to refuse treatment was respected (new2016)	62	69	748	74
	My beliefs were respected in my treatment and treatment plan (new2016)	83	82	930	82
	I, not staff, decided my treatment goals	226	67	2373	67
	I felt comfortable asking questions about my treatment and medication	225	83	2408	84
Quality and Appropriateness	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	190	80	2072	84
	Staff told me what side effects to watch out for	221	67	2299	72
	Staff respected my wishes about who is and who is not to be given information about my treatment	220	86	2362	86
	Staff here believed that I could grow, change, and recover	221	75	2365	79
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	226	73	2355	75
	Staff encouraged me to take responsibility for how I live my life	217	80	2339	81
	I was given information about my rights	226	85	2381	85
	I was given information about how to file a complaint (new2016)*	71	42	784	55
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)*	211	68	2258	74
	I felt free to complain	221	74	2374	75
Social Connectedness	When I need help right away, I know people I can call on (new2016)*	84	60	930	73
	In a crisis, I have the support I need from family or friends	225	66	2375	69
	I know people who listen and understand me when I need to talk (new2016)*	84	58	931	70
	I have people with whom I can do enjoyable things	227	69	2378	69
	I feel I belong to my community^	225	44	2351	49
	I am happy with the friendships I have	226	65	2359	65



Adult Survey Items Results Summary		Genesis Behavioral Health 2014-2016		Statewide 2014-16	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Functioning	My symptoms are not bothering me as much	223	46	1156	49
	I feel hopeful about my future (new2016)*	82	45	916	56
	I do things that are more meaningful to me*	224	55	2376	62
	I am better able to take care of my needs	225	64	2390	66
	I am better able to manage my money and pay my bills (new2016)	75	59	866	62
	I am better able to handle things when they go wrong*	226	51	2387	57
	I am better able to do things that I want to do	223	53	2382	59
Outcomes	My symptoms are not bothering me as much	223	46	2369	49
	My housing situation has improved	195	52	2111	55
	I do better in social situations	221	46	2352	49
	I do better in school and/or work	136	43	1428	44
	I deal more effectively with daily problems*	226	59	2393	67
	I am getting along better with my family	215	55	2260	59
	I am better able to deal with crisis*	223	50	2372	58
	I am better able to control my life	225	62	2386	63
General Satisfaction	If I had other choices, I would still get services from this agency*	222	63	2403	76
	I would recommend this agency to a friend or family member*	224	68	2403	77
	I like the services that I have received*	227	69	2430	81
Self-Determination	I have people in my life who respect my values and choices (new2016)^	82	67	931	75
	I have people in my life who accept me for me (new2016)	80	74	930	79
	I have a say in what happens to me when I am in crisis (new2016)	82	67	903	70
	I decide how involved I want to be in my treatment (new2016)	83	81	926	82
	I am free to choose the kinds of goals I want to pursue (new2016)	81	80	926	81
	I am able to stand up for myself to get what I need (new2016)	80	66	932	68
Health and Wellness	My medications have been helpful to me (new2016)	80	70	903	74
	I was able to meet with a primary care medical provider to discuss my physical well-being (new2016)*	77	74	886	83
	I was (not) prescribed too many medications (new2016)	78	68	813	60
	I have stopped smoking or am working toward stopping (new2016)	47	55	550	53
	I have been more physically active (new2016)	78	44	901	52
	I have been eating a more healthy diet (new2016)	76	53	881	59

Note the total number Ns or denominators are smaller for items that were added in 2016.

*p<0.05 statistically significant difference in scores between the center and statewide; ^p<0.10 borderline significant.



Genesis Behavioral Health – Behavioral Outcomes

About 75% of Genesis Behavioral Health respondents reported being unemployed at the time of the survey, which is lower than statewide results. 10% of respondents reported being arrested in the last 12 months, and 9% reported that their encounters with the police have been reduced. A larger proportion of Genesis Behavioral Health respondents compared to statewide reported participating in community organizations/gym, and recovery support center activities. 3% of Genesis Behavioral Health respondents reported that they are attending either full- or part-time school. 42% of Genesis Behavioral Health respondents reported they are current smokers, and 50% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of Genesis Behavioral Health respondents to the state.

	Genesis Behavioral Health 2014-16 N=228		NH Statewide 2014-16 N=2,457	
	n	%	n	%
Are you currently employed? (2015 & 2016)				
No	111	75	1287	79
Yes - full-time	6	4	61	4
Yes - part-time	31	21	291	18
Arrests & police encounters				
Were you arrested in the last months? (% yes)	23	10	180	8
Were you arrested during the 12 months prior to that? (%yes)	21	9	200	8
Arrested at all in the past 2 years? (%yes)	31	14	313	13
Over the last 12 months, have your encounters with the police...				
Been reduced	20	9	230	10
Stayed the same	12	5	137	6
Increased	12	5	79	3
Not applicable	183	81	1976	82
Participation in community or social activities (new 2016)				
Spiritual/Religious^	26	32	387	42
Community organizations/gym	26	32	251	28
Peer support center*	7	9	152	17
Recovery support center for substance misuse	9	11	75	8
Volunteer work	15	18	170	19
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	8	10	100	11
Other social activities	19	24	233	27
Attending school (new 2016)				
No school	79	96	836	92
School Full-time	1	1	24	3
School Part-time	2	2	49	5
Smoking status (new 2016)				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	34	42	400	43
Former smoker (smoked in the past but now quit)	24	29	213	23
Never smoked	24	29	326	35
If you are a current smoker, are you thinking of quitting smoking within the next six months? (%yes)	16	50	238	63

*p<0.05 = statistically significant difference between the center and statewide, ^p<0.10 borderline significant



Genesis Behavioral Health: 2016 Family Member Survey Results

Demographics

A total of 114 family members of youth clients who received services from Genesis Behavioral Health responded to the client satisfaction survey in the last three years (2014-2016). Of the children whose family member responded, 55% were male, 94% were White, and 5% were Hispanic/Latino. The average age was 10 years. About 52% have received services for a year or more. The table below compares the characteristics of Genesis Behavioral Health youth clients to the state.

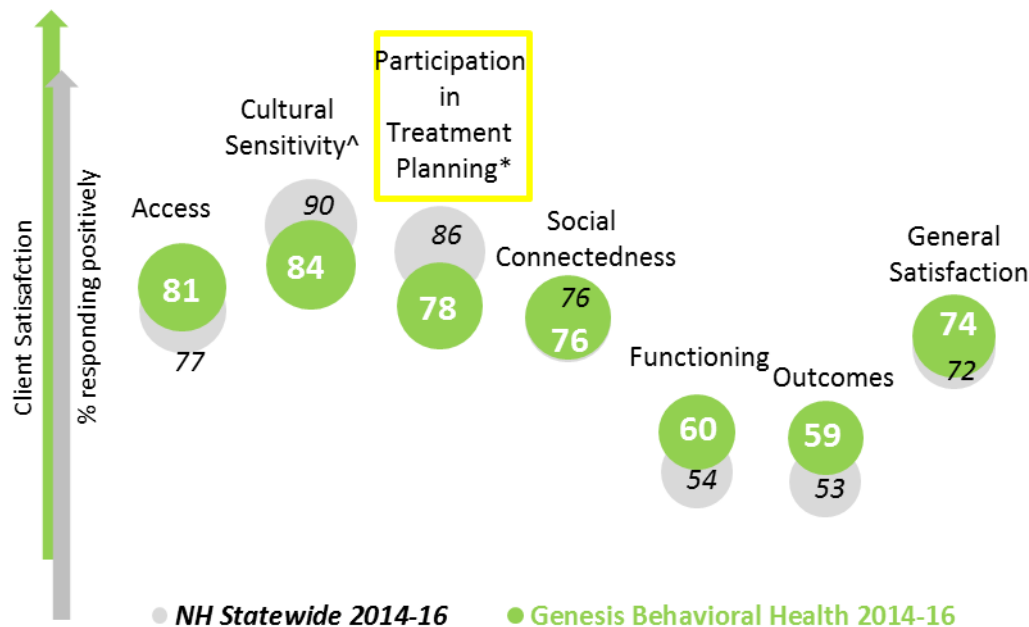
	Genesis Behavioral Health 2014-16 N=114		NH Statewide 2014-16 N=1,422	
	n	%	n	%
Gender				
Male	62	55	812	58
Female	50	45	583	42
Age group				
age 0-5	11	10	115	8
age 6-11	56	51	729	53
age 12 or older	44	40	526	38
<i>Average age (SD, range)</i>	10.4 (sd=3.7, range: 3-17)		10.3 (sd=3.5, range: 0-18)	
Race category				
American Indian/Alaska Native	1	1	36	3
Asian	1	1	16	1
Black or African American	2	2	66	5
Native Hawaiian/Pacific Islander	0	0	8	1
White (Caucasian)	107	94	1272	90
Other race	6	5	83	6
Either of child's parent is Spanish/Hispanic/Latino*				
Yes-Hispanic/Latino	5	5	142	10
No-Not Hispanic/Latino	107	96	1245	90
How long has your child received services from this Center?				
Less than 1 month	4	4	33	2
1-5 months	18	16	209	15
6 months-1 year	32	29	339	24
More than 1 year	58	52	820	59
Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.?				
No	67	60	889	64
Yes	45	40	506	36

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino. *p<0.05 = statistically significant difference between the center and statewide.



Satisfaction with Genesis Behavioral Health Services: Domain Scores with Comparisons to Statewide

Compared to the state overall, Genesis Behavioral Health Services had higher client family member satisfaction scores across 4 of the seven domains and lower scores across 2 domains. One domain – participation in treatment planning – was statistically significantly lower. About 78% percent of Genesis Behavioral Health Services family members were satisfied with their participation in treatment planning, as compared to 86% statewide.



* $p < 0.05$ = statistically significant difference in scores between the center and statewide; ^ $p < 0.10$ borderline significant

The table below provides additional details on the total number of family member respondents included in each domain for Genesis Behavioral Health and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Genesis Behavioral Health 2014-2016		Statewide 2014-16		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	114	81	1413	77	3.3
Cultural Sensitivity^	94	84	1059	90	-5.8
Participation in Treatment Planning*	114	78	1410	86	-7.9
Social Connectedness	110	76	1390	76	0.4
Functioning	112	60	1389	54	5.8
Outcomes	112	59	1391	53	6.3
General Satisfaction	114	74	1416	72	1.7

* $p < 0.05$ = statistically significant difference in scores between the center and statewide; ^ $p < 0.10$ borderline significant. A negative difference (in red) indicates the center scored significantly lower than statewide.



Satisfaction with Genesis Behavioral Health – Item-specific Scores by Domain

The table below shows the item-specific data for Genesis Behavioral Health across the last three years (2014-2016) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*).

Family Member Survey Items Results Summary		Genesis Behavioral Health 2014-2016		Statewide 2014-2016	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	114	87	1415	87
	Services were available at times that were convenient for us	114	83	1415	80
Cultural Sensitivity	Staff spoke with me in a way that I understood*	113	90	1411	95
	Staff treated me with respect	113	92	1411	92
	Staff respected my family's religious/spiritual beliefs	91	85	1005	87
	Staff were sensitive to my cultural/ethnic background	87	84	960	85
Participation in Treatment Planning	I helped to choose my child's services^	114	76	1391	82
	I helped to choose my child's treatment goals	111	78	1405	83
	I participated in my child's treatment*	114	87	1413	92
	I have people that I am comfortable talking with about my child's problems	112	83	1386	81
Social Connectedness	In a crisis, I would have the support I need from family or friends	111	74	1390	77
	I have people with whom I can do enjoyable things	108	79	1390	84
	I know people who will listen and understand me when I need to talk	110	80	1386	78
Functioning	My child is better at handling daily life	112	63	1395	60
	My child gets along better with family members	110	58	1367	58
	My child gets along better with friends and other people	108	59	1366	58
	My child is doing better in school and/or work	111	65	1356	59
	My child is better able to cope when things go wrong	112	56	1401	55
	My child is better able to do things he/she wants to do	112	61	1381	60
Outcomes	My child is better at handling daily life	112	63	1395	60
	My child gets along better with family members	110	58	1367	58
	My child gets along better with friends and other people	108	59	1366	58
	My child is doing better in school and/or work	111	65	1356	59
	My child is better able to cope when things go wrong	112	56	1401	55
	I am satisfied with our family life right now	114	57	1395	57
General Satisfaction	My family got the help we wanted for my child	114	71	1411	72
	My family got as much help as we needed for my child	114	66	1404	66
	I felt my child had someone to talk to when he/she was troubled	110	76	1366	80
	Overall, I am satisfied with the services my child received	114	77	1416	80
	The people helping my child stuck with us no matter what	111	79	1389	76
	The services my child and/or my family received were right for us	114	75	1415	74

*p<0.05 statistically significant difference in scores between the center and statewide; ^p<0.10 borderline significant.



Genesis Behavioral Health – Behavioral Outcomes

About 4% of Genesis Behavioral Health family member respondents reported that their child was arrested in the last 12 months, and 13% reported that their child's encounters with the police have been reduced. 39% of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. 96% of Genesis Behavioral Health respondents reported that their child attended school in the last 12 months, and 13% reported that their child had been suspended or expelled in the last 12 months. 34% of Genesis Behavioral Health respondents indicated that the number of days their child was in school has increased since starting to receive services, a proportion that is greater than statewide averages. The table below compares the behavioral outcome results of Genesis Behavioral Health respondent children to the state. Overall, there were no statistically significant differences between the center and statewide.

	Genesis Behavioral Health 2014-16 N=114		NH Statewide 2014-16 N=1,422	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	1	4	12	5
Was your child arrested during the 12 months prior to that? (%yes)	1	4	10	4
Was child arrested at all in the past 2 years? (%yes)	0	0	3	3
Over the last 12 months, have your child's encounters with the police...				
Been reduced	3	13	27	11
Stayed the same	3	13	17	7
Increased	0	0	9	4
Not applicable (My child had no police encounters this year or last year)	18	75	201	79
Transition Planning				
If you child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	10	39	102	40
School attendance (among those age 6 or older)				
Did your child attend school in the past 12 months? (%yes)	96	96	1213	97
Was your child expelled or suspended during the past 12 months? (%yes)	12	13	206	17
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	11	11	146	12
Was child expelled or suspended at all in the past 2 years? (%yes)	18	19	256	21
Since starting to receive services, the number of days my child was in school...				
Has increased	17	34	187	32
Has stayed about the same	26	52	334	57
Has decreased	7	14	69	12

Note: There were no statistically significant differences between the center and statewide.





Riverbend Community Mental Health Center

Summary of Adult and Family Member Consumer Surveys



Riverbend Community Mental Health Center: 2016 Adult Consumer Survey Results

Demographics

A total of 261 adult consumers from Riverbend Community Mental Health Center responded to the client satisfaction survey in the last three years (2014-2016). Of these, 36% were male, 88% were White, and 3% were Hispanic/Latino. The average age was 47 years. About 90% were still receiving services at the time of the survey and 94% have received services for a year or more. The table below compares the characteristics of Riverbend Community Mental Health Center respondents to the state.

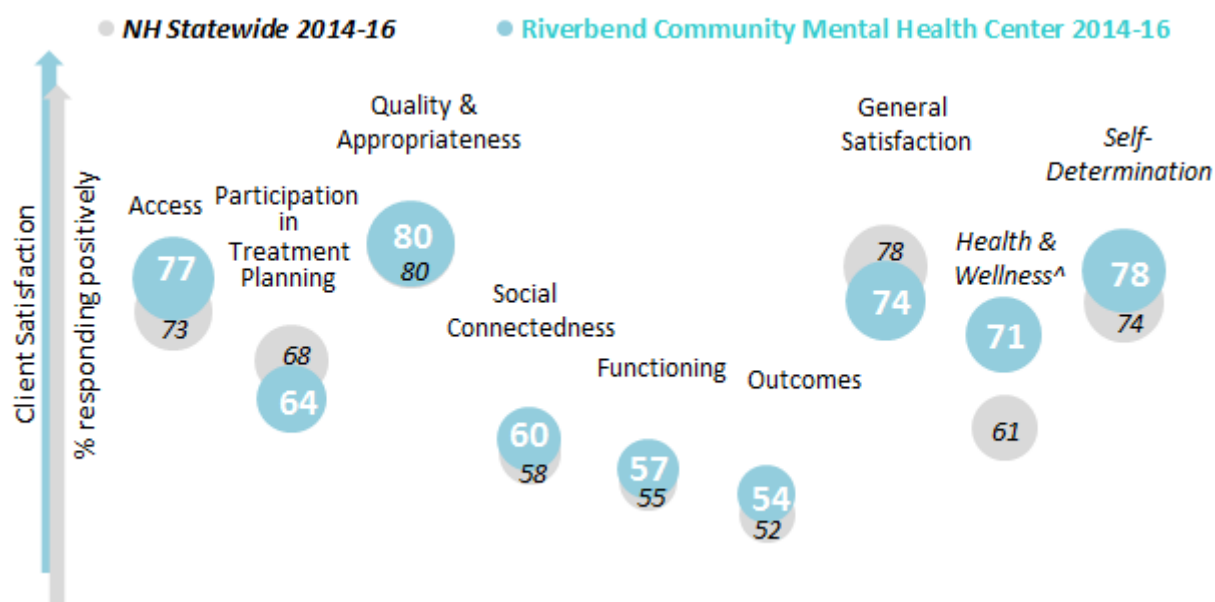
	Riverbend Community Mental Health Center 2014-16 N=261		NH Statewide 2014-16 N=2,457	
	n	%	n	%
Gender				
Male	92	36	898	37
Female	161	64	1512	63
Age group				
Age 18-24	20	8	193	8
Age 25-44	74	31	677	30
Age 45-64	125	52	1208	53
Age 65+	21	9	211	9
<i>Average age (SD, range)</i>	47.1 (sd=14.4, range: 18-75)		47.1 (sd=14.1, range: 18-88)	
Race category				
American Indian/Alaska Native	16	6	136	6
Asian	3	1	33	1
Black or African American	12	5	101	4
Native Hawaiian/Pacific Islander	2	1	12	1
White (Caucasian)	224	88	2079	85
Other race^	8	3	137	6
Ethnicity: Hispanic/Latino/Spanish*				
Yes-Hispanic/Latino	8	3	200	9
No-Not Hispanic/Latino	229	97	2118	91
Are you currently (still) getting mental health services from CMHC providers? (new2016) (%yes)	70	90	846	91
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	16	6	201	8
1 year or more (at least 12 months)	239	94	2207	92

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino. *p<0.05 = statistically significant difference between the center and statewide, ^p<0.10 borderline significant



Satisfaction with Riverbend Community Mental Health Center: Domain Scores with Comparisons to Statewide

Compared to the state overall, Riverbend Community Mental Health Center had higher client satisfaction scores across 6 of the nine domains and lower satisfaction scores across 2 domains. None of the domains were statistically significantly different for Riverbend Community Mental Health Center clients as compared to statewide scores.



Note: there were no statistically significant differences in scores between the center and statewide; [^] $p < 0.10$ borderline significant

The table below provides additional details on the total number of respondents included in each domain for Riverbend Community Mental Health Center and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Riverbend Community Mental Health Center 2014-2016		Statewide 2014-16		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	258	77	2435	73	3.5
Participation in Treatment Planning	253	64	2338	68	-4.0
Quality and Appropriateness	255	80	2388	80	0.2
Social Connectedness	253	60	2374	58	1.5
Functioning	255	57	2381	55	1.3
Outcomes	240	54	2311	52	2.2
General Satisfaction	258	74	2428	78	-3.5
Health and Wellness (state added) [^]	75	71	881	61	9.9
Self-Determination (state added)	76	78	938	74	3.5

[^] $p < 0.10$ borderline statistically significant difference in scores between the center and statewide.



Satisfaction with Riverbend Community Health Center – Item-specific Scores by Domain

The table below shows the item-specific data for Riverbend Community Mental Health Center across the last three years (2014-2016) combined with comparison to three-year combined statewide data.

Statistically significant differences between the center and statewide are denoted by (*). Items added this year (2016) are noted as such and should be interpreted with caution given the smaller sample size.

Adult Survey Items Results Summary		Riverbend Community Mental Health Center 2014-2016		Statewide 2014-16	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	253	79	2385	78
	Staff were willing to see me as often as I felt it was necessary	253	82	2407	81
	Staff returned my call in 24 hours	250	75	2362	74
	Services were available at times that were good for me	255	85	2426	84
	I was able to see a psychiatrist when I wanted to	251	67	2330	66
	I was able to get all the services I thought I needed	257	73	2420	73
Participation in Treatment Planning	Staff were respectful of my sexual orientation, gender expression, and gender identity (new2016)*	67	81	816	89
	Staff saw me as an equal partner in my treatment plan (new2016)	78	80	929	79
	Staff respected me as a whole person (new2016)	76	86	930	87
	My right to refuse treatment was respected (new2016)	64	72	748	74
	My beliefs were respected in my treatment and treatment plan (new2016)	75	80	930	82
	I, not staff, decided my treatment goals	256	66	2373	67
	I felt comfortable asking questions about my treatment and medication	255	83	2408	84
Quality and Appropriateness	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)^	226	79	2072	84
	Staff told me what side effects to watch out for	247	75	2299	72
	Staff respected my wishes about who is and who is not to be given information about my treatment	252	89	2362	86
	Staff here believed that I could grow, change, and recover	249	76	2365	79
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	249	73	2355	75
	Staff encouraged me to take responsibility for how I live my life	253	81	2339	81
	I was given information about my rights^	251	87	2381	85
	I was given information about how to file a complaint (new2016)	70	66	784	55
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	245	72	2258	74
	I felt free to complain	251	73	2374	75
Social Connectedness	When I need help right away, I know people I can call on (new2016)*	76	83	930	73
	In a crisis, I have the support I need from family or friends	251	73	2375	69
	I know people who listen and understand me when I need to talk (new2016)	78	77	931	70
	I have people with whom I can do enjoyable things	255	72	2378	69
	I feel I belong to my community	251	52	2351	49
	I am happy with the friendships I have	250	68	2359	65



Adult Survey Items Results Summary		Riverbend Community Mental Health Center 2014-2016		Statewide 2014-16	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Functioning	My symptoms are not bothering me as much	250	52	1156	49
	I feel hopeful about my future (new2016)	77	60	916	56
	I do things that are more meaningful to me	254	63	2376	62
	I am better able to take care of my needs	253	67	2390	66
	I am better able to manage my money and pay my bills (new2016)	71	62	866	62
	I am better able to handle things when they go wrong	254	60	2387	57
	I am better able to do things that I want to do	254	60	2382	59
Outcomes	My symptoms are not bothering me as much	250	52	2369	49
	My housing situation has improved*	221	63	2111	55
	I do better in social situations	254	49	2352	49
	I do better in school and/or work	147	44	1428	44
	I deal more effectively with daily problems	254	67	2393	67
	I am getting along better with my family	239	58	2260	59
	I am better able to deal with crisis	251	59	2372	58
	I am better able to control my life	253	63	2386	63
General Satisfaction	If I had other choices, I would still get services from this agency	255	74	2403	76
	I would recommend this agency to a friend or family member	254	76	2403	77
	I like the services that I have received	258	81	2430	81
Self-Determination	I have people in my life who respect my values and choices (new2016)*	76	86	931	75
	I have people in my life who accept me for me (new2016)	75	81	930	79
	I have a say in what happens to me when I am in crisis (new2016)	73	73	903	70
	I decide how involved I want to be in my treatment (new2016)	73	82	926	82
	I am free to choose the kinds of goals I want to pursue (new2016)	75	81	926	81
	I am able to stand up for myself to get what I need (new2016)	77	72	932	68
Health and Wellness	My medications have been helpful to me (new2016)	76	79	903	74
	I was able to meet with a primary care medical provider to discuss my physical well-being (new2016)	72	85	886	83
	I was (not) prescribed too many medications (new2016)	69	57	813	60
	I have stopped smoking or am working toward stopping (new2016)*	55	67	550	53
	I have been more physically active (new2016)	73	49	901	52
	I have been eating a more healthy diet (new2016)	74	64	881	59

Note the total number Ns or denominators are smaller for items that were added in 2016.

*p<0.05 statistically significant difference in scores between the center and statewide; ^p<0.10 borderline significant.



Riverbend Community Mental Health Center – Behavioral Outcomes

About 81% of Riverbend Community Mental Health Center respondents reported being unemployed at the time of the survey, which is higher than statewide results. 10% of respondents reported being arrested in the last 12 months, and 12% reported that their encounters with the police have been reduced. A larger proportion of Riverbend Community Mental Health respondents compared to statewide reported participating in spiritual/religious, community organizations/gym, peer support center, recovery support center, volunteer work, self-help groups, and other social activities. 10% of Riverbend respondents reported that they are attending either full- or part-time school. 51% of Riverbend Community Mental Health respondents reported they are current smokers, and 62% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of Riverbend Community Mental Health respondents to the state.

	Riverbend Community Mental Health Center 2014-16 N=261		NH Statewide 2014-16 N=2,457	
	n	%	n	%
Are you currently employed? (2015 & 2016)				
No	125	81	1287	79
Yes - full-time	4	3	61	4
Yes - part-time	26	17	291	18
Arrests & police encounters				
Were you arrested in the last months? (% yes)	24	10	180	8
Were you arrested during the 12 months prior to that? (%yes)	24	9	200	8
Arrested at all in the past 2 years? (%yes)	39	15	313	13
Over the last 12 months, have your encounters with the police...				
Been reduced	30	12	230	10
Stayed the same	10	4	137	6
Increased	9	4	79	3
Not applicable	205	81	1976	82
Participation in community or social activities (new 2016)				
Spiritual/Religious	35	45	387	42
Community organizations/gym	25	33	251	28
Peer support center^	18	24	152	17
Recovery support center for substance misuse	8	11	75	8
Volunteer work	18	24	170	19
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	12	16	100	11
Other social activities	23	33	233	27
Attending school (new 2016)				
No school	69	91	836	92
School Full-time	2	3	24	3
School Part-time	5	7	49	5
Smoking status (new 2016)				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	39	50.6	400	43
Former smoker (smoked in the past but now quit)	18	23.4	213	23
Never smoked	20	26.0	326	35
If you are a current smoker, are you thinking of quitting smoking within the next six months? (%yes)	23	62.2	238	63

^p<0.10 = borderline statistically significant difference between the center and statewide.



Riverbend Community Mental Health Center: 2016 Family Member Survey Results

Demographics

A total of 222 family members of youth clients who received services from Riverbend Community Health Center responded to the client satisfaction survey in the last three years (2014-2016). Of the children whose family member responded, 57% were male, 93% were White, and 5% were Hispanic/Latino. The average age was 11 years. About 59% have received services for a year or more. The table below compares the characteristics of Riverbend Community Mental Health Center youth clients to the state.

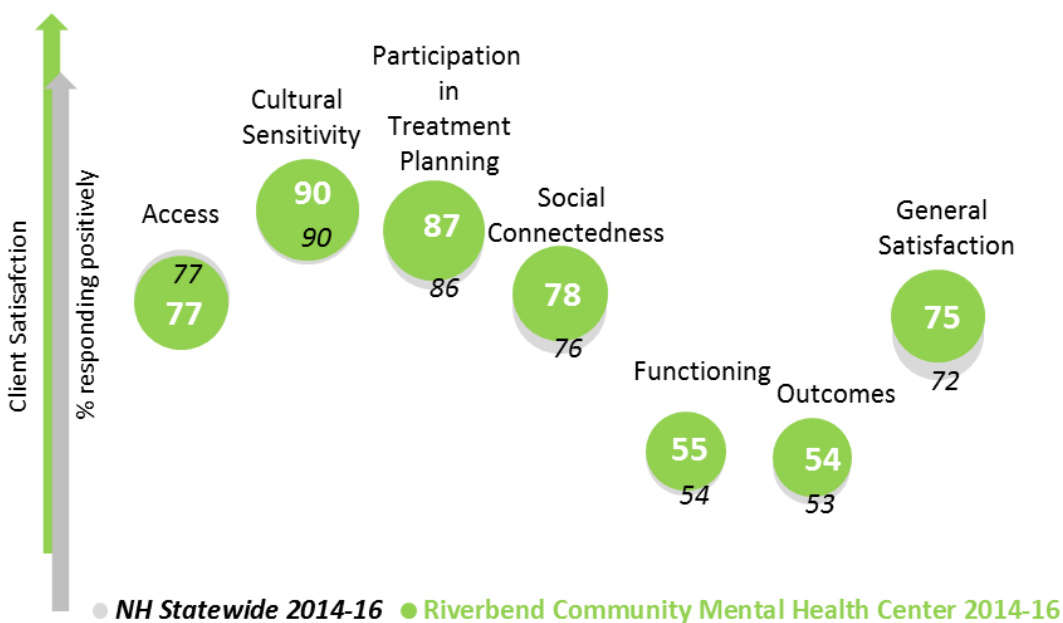
	Riverbend Community Mental Health Center 2014-16 N=222		NH Statewide 2014-16 N=1,422	
	n	%	n	%
Gender				
Male	124	57	812	58
Female	95	43	583	42
Age group				
age 0-5	17	8	115	8
age 6-11	101	48	729	53
age 12 or older	94	44	526	38
<i>Average age (SD, range)</i>	10.7 (sd=3.7, range: 0-17)		10.3 (sd=3.5, range: 0-18)	
Race category				
American Indian/Alaska Native	4	2	36	3
Asian	1	1	16	1
Black or African American	7	3	66	5
Native Hawaiian/Pacific Islander	0	0	8	1
White (Caucasian)	207	93	1272	90
Other race	8	4	83	6
Either of child's parent is Spanish/Hispanic/Latino*				
Yes-Hispanic/Latino	12	5	142	10
No-Not Hispanic/Latino	208	95	1245	90
How long has your child received services from this Center?				
Less than 1 month	5	2	33	2
1-5 months	32	15	209	15
6 months-1 year	53	24	339	24
More than 1 year	129	59	820	59
Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.?				
No	142	65	889	64
Yes	75	34	506	36

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino. *p<0.05 = statistically significant difference between the center and statewide.



Satisfaction with Riverbend Community Mental Health Center: Domain Scores with Comparisons to Statewide

Compared to the state overall, Riverbend Community Mental Health Center had higher family member respondent satisfaction scores across 5 of the seven domains. None of the domains were statistically significantly different for Riverbend Community Mental Health Center responses as compared to statewide scores.



Note: there were no statistically significant differences in scores between the center and statewide

The table below provides additional details on the total number of family member respondents included in each domain for Riverbend Community Mental Health Center and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Riverbend Community Mental Health Center 2014-2016		Statewide 2014-16		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	222	77	1413	77	-0.8
Cultural Sensitivity	157	90	1059	90	0.6
Participation in Treatment Planning	220	87	1410	86	1.3
Social Connectedness	218	78	1390	76	2.0
Functioning	214	55	1389	54	0.7
Outcomes	214	54	1391	53	1.1
General Satisfaction	221	75	1416	72	2.7

Note: there were no statistically significant differences in scores between the center and statewide



Satisfaction with Riverbend Community Health Center – Item-specific Scores by Domain

The table below shows the item-specific data for Riverbend Community Mental Health Center across the last three years (2014-2016) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*).

Family Member Survey Items Results Summary		Riverbend Community Mental Health Center 2014-2016		Statewide 2014-2016	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	222	87	1415	87
	Services were available at times that were convenient for us*	222	75	1415	80
Cultural Sensitivity	Staff spoke with me in a way that I understood	220	96	1411	95
	Staff treated me with respect	218	94	1411	92
	Staff respected my family's religious/spiritual beliefs	147	87	1005	87
	Staff were sensitive to my cultural/ethnic background	135	84	960	85
Participation in Treatment Planning	I helped to choose my child's services	215	81	1391	82
	I helped to choose my child's treatment goals	219	85	1405	83
	I participated in my child's treatment	221	92	1413	92
	I have people that I am comfortable talking with about my child's problems	219	84	1386	81
Social Connectedness	In a crisis, I would have the support I need from family or friends	217	77	1390	77
	I have people with whom I can do enjoyable things	213	85	1390	84
	I know people who will listen and understand me when I need to talk	217	79	1386	78
Functioning	My child is better at handling daily life	216	63	1395	60
	My child gets along better with family members	206	60	1367	58
	My child gets along better with friends and other people	211	62	1366	58
	My child is doing better in school and/or work	208	56	1356	59
	My child is better able to cope when things go wrong	218	57	1401	55
	My child is better able to do things he/she wants to do	214	60	1381	60
Outcomes	My child is better at handling daily life	216	63	1395	60
	My child gets along better with family members	206	60	1367	58
	My child gets along better with friends and other people	211	62	1366	58
	My child is doing better in school and/or work	208	56	1356	59
	My child is better able to cope when things go wrong	218	57	1401	55
	I am satisfied with our family life right now	220	57	1395	57
General Satisfaction	My family got the help we wanted for my child	220	74	1411	72
	My family got as much help as we needed for my child	216	65	1404	66
	I felt my child had someone to talk to when he/she was troubled^	216	84	1366	80
	Overall, I am satisfied with the services my child received	222	80	1416	80
	The people helping my child stuck with us no matter what	219	79	1389	76
	The services my child and/or my family received were right for us	221	72	1415	74

*p<0.05 statistically significant difference in scores between the center and statewide; ^p<0.10 borderline significant.



Riverbend Community Mental Health Center – Behavioral Outcomes

About 2% of Riverbend Community Mental Health Center family member respondents reported that their child was arrested in the last 12 months, and 4% reported that their child's encounters with the police have been reduced. 44% of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. 95% of Riverbend Community Mental Health Center respondents reported that their child attended school in the last 12 months, and 15% reported that their child had been suspended or expelled in the last 12 months. 30% of Riverbend Community Mental Health Center respondents indicated that the number of days their child was in school has increased since starting to receive services, a proportion that is less than statewide averages. The table below compares the behavioral outcome results of Riverbend Community Mental Health Center respondent children to the state.

	Riverbend Community Mental Health Center 2014-16 N=222		NH Statewide 2014-16 N=1,422	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	1	2	12	5
Was your child arrested during the 12 months prior to that? (%yes)	1	2	10	4
Was child arrested at all in the past 2 years? (%yes)	1	3	3	3
Over the last 12 months, have your child's encounters with the police...^				
Been reduced	2	4	27	11
Stayed the same	2	4	17	7
Increased	4	7	9	4
Not applicable (My child had no police encounters this year or last year)	46	85	201	79
Transition Planning				
If you child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)^	24	44	102	40
School attendance (among those age 6 or older)				
Did your child attend school in the past 12 months? (%yes)^	185	95	1213	97
Was your child expelled or suspended during the past 12 months? (%yes)	27	15	206	17
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	19	10	146	12
Was child expelled or suspended at all in the past 2 years? (%yes)	35	19	256	21
Since starting to receive services, the number of days my child was in school...				
Has increased	27	30	187	32
Has stayed about the same	53	58	334	57
Has decreased	11	12	69	12

p<0.10 = borderline statistically significant difference between the center and statewide.





Monadnock Family Services

Summary of Adult and Family Member Consumer Surveys



Monadnock Family Services: 2016 Adult Consumer Survey Results

Demographics

A total of 173 adult consumers from Monadnock Family Services responded to the client satisfaction survey in the last three years (2014-2016). Of these, 34% were male, 89% were White, and 4% were Hispanic/Latino. The average age was 49 years. About 93% were still receiving services at the time of the survey and 90% have received services for a year or more. The table below compares the characteristics of Monadnock Family Services respondents to the state.

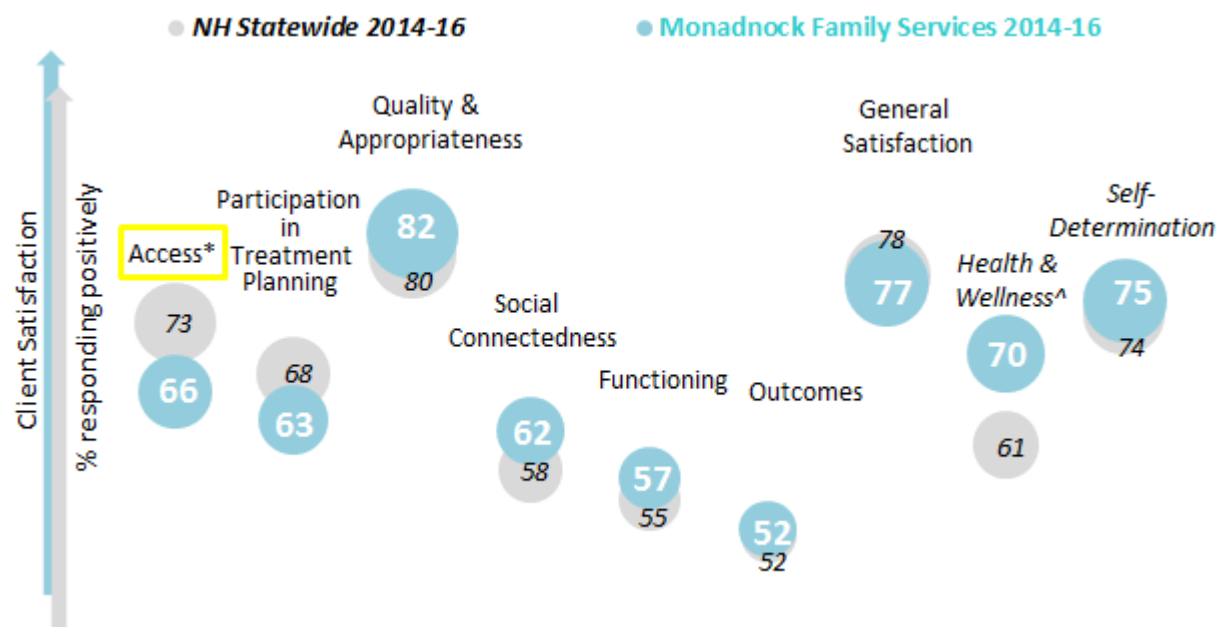
	Monadnock Family Services 2014-16 N=173		NH Statewide 2014-16 N=2,457	
	n	%	n	%
Gender				
Male	59	34	898	37
Female	113	66	1512	63
Age group				
Age 18-24	8	5	193	8
Age 25-44	44	28	677	30
Age 45-64	92	59	1208	53
Age 65+	13	8	211	9
<i>Average age (SD, range)</i>	49.4 (sd=13.0, range: 18-80)		47.1 (sd=14.1, range: 18-88)	
Race category				
American Indian/Alaska Native	10	6	136	6
Asian	4	2	33	1
Black or African American	5	3	101	4
Native Hawaiian/Pacific Islander	2	1	12	1
White (Caucasian)	154	89	2079	85
Other race	8	5	137	6
Ethnicity: Hispanic/Latino/Spanish *				
Yes-Hispanic/Latino	6	4	200	9
No-Not Hispanic/Latino	157	96	2118	91
Are you currently (still) getting mental health services from CMHC providers? (new2016) (%yes)	63	93	846	91
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	17	10	201	8
1 year or more (at least 12 months)	154	90	2207	92

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino. *p<0.05 = statistically significant difference between the center and statewide.



Satisfaction with Monadnock Family Services: Domain Scores with Comparisons to Statewide

Compared to the state overall, Monadnock Family Services had higher client satisfaction scores across 5 of the nine domains and lower satisfaction scores across 3 domains. One domain –access– was statistically significantly lower. About 66% of Monadnock Family Services clients responded positively to treatment access, as compared to 73% statewide.



* $p < 0.05$ = statistically significant difference in scores between the center and statewide; ^ $p < 0.10$ borderline significant

The table below provides additional details on the total number of respondents included in each domain for Monadnock Family Services and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Monadnock Family Services 2014-2016		Statewide 2014-16		Difference
	Total N	CMHC %	Total N	Statewide %	
Access*	171	66	2435	73	-7.1
Participation in Treatment Planning	163	63	2338	68	-4.8
Quality and Appropriateness	163	82	2388	80	2.0
Social Connectedness	164	62	2374	58	4.0
Functioning	169	57	2381	55	2.2
Outcomes	161	52	2311	52	0.6
General Satisfaction	171	77	2428	78	-0.7
Health and Wellness (state added)^	67	70	881	61	9.3
Self-Determination (state added)	65	75	938	74	1.3

* $p < 0.05$ statistically significant difference in scores between the center and statewide; ^ $p < 0.10$ borderline significant. A negative difference (in red) indicates the center scored significantly lower than statewide.



Satisfaction with Monadnock Family Services – Item-specific Scores by Domain

The table below shows the item-specific data for Monadnock Family Services across the last three years (2014-2016) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items added this year (2016) are noted as such and should be interpreted with caution given the smaller sample size.

Adult Survey Items Results Summary		Monadnock Family Services 2014-2016		Statewide 2014-16	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	167	75	2385	78
	Staff were willing to see me as often as I felt it was necessary*	170	74	2407	81
	Staff returned my call in 24 hours	166	72	2362	74
	Services were available at times that were good for me	172	83	2426	84
	I was able to see a psychiatrist when I wanted to*	163	58	2330	66
	I was able to get all the services I thought I needed	170	71	2420	73
Participation in Treatment Planning	Staff were respectful of my sexual orientation, gender expression, and gender identity (new2016)	52	90	816	89
	Staff saw me as an equal partner in my treatment plan (new2016)	70	80	929	79
	Staff respected me as a whole person (new2016)	69	81	930	87
	My right to refuse treatment was respected (new2016)	55	73	748	74
	My beliefs were respected in my treatment and treatment plan (new2016)	67	84	930	82
	I, not staff, decided my treatment goals	168	66	2373	67
	I felt comfortable asking questions about my treatment and medication^	167	79	2408	84
Quality and Appropriateness	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	136	85	2072	84
	Staff told me what side effects to watch out for	150	73	2299	72
	Staff respected my wishes about who is and who is not to be given information about my treatment	164	87	2362	86
	Staff here believed that I could grow, change, and recover	162	78	2365	79
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	160	73	2355	75
	Staff encouraged me to take responsibility for how I live my life	165	81	2339	81
	I was given information about my rights^	168	90	2381	85
	I was given information about how to file a complaint (new2016)	58	54	784	55
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)*	158	82	2258	74
	I felt free to complain^	165	70	2374	75
Social Connectedness	When I need help right away, I know people I can call on (new2016)	65	78	930	73
	In a crisis, I have the support I need from family or friends	165	67	2375	69
	I know people who listen and understand me when I need to talk (new2016)	66	73	931	70
	I have people with whom I can do enjoyable things	165	70	2378	69
	I feel I belong to my community	161	53	2351	49
	I am happy with the friendships I have	165	66	2359	65



Adult Survey Items Results Summary		Monadnock Family Services 2014-2016		Statewide 2014-16	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Functioning	My symptoms are not bothering me as much	168	50	1156	49
	I feel hopeful about my future (new2016)	65	55	916	56
	I do things that are more meaningful to me	166	68	2376	62
	I am better able to take care of my needs^	170	72	2390	66
	I am better able to manage my money and pay my bills (new2016)	67	64	866	62
	I am better able to handle things when they go wrong	168	58	2387	57
	I am better able to do things that I want to do	168	58	2382	59
Outcomes	My symptoms are not bothering me as much	168	50	2369	49
	My housing situation has improved	137	61	2111	55
	I do better in social situations	165	49	2352	49
	I do better in school and/or work	102	44	1428	44
	I deal more effectively with daily problems	170	71	2393	67
	I am getting along better with my family	153	56	2260	59
	I am better able to deal with crisis	166	61	2372	58
	I am better able to control my life	167	67	2386	63
General Satisfaction	If I had other choices, I would still get services from this agency	173	73	2403	76
	I would recommend this agency to a friend or family member	169	74	2403	77
	I like the services that I have received	171	81	2430	81
Self-Determination	I have people in my life who respect my values and choices (new2016)	65	77	931	75
	I have people in my life who accept me for me (new2016)	66	85	930	79
	I have a say in what happens to me when I am in crisis (new2016)	65	75	903	70
	I decide how involved I want to be in my treatment (new2016)	65	88	926	82
	I am free to choose the kinds of goals I want to pursue (new2016)^	63	90	926	81
	I am able to stand up for myself to get what I need (new2016)	65	68	932	68
Health and Wellness	My medications have been helpful to me (new2016)	64	80	903	74
	I was able to meet with a primary care medical provider to discuss my physical well-being (new2016)	64	89	886	83
	I was (not) prescribed too many medications (new2016)	57	69	813	60
	I have stopped smoking or am working toward stopping (new2016)	34	62	550	53
	I have been more physically active (new2016)	69	54	901	52
	I have been eating a more healthy diet (new2016)^	66	70	881	59

Note the total number Ns or denominators are smaller for items that were added in 2016.

*p<0.05 statistically significant difference in scores between the center and statewide; ^p<0.10 borderline significant.



Monadnock Family Services – Behavioral Outcomes

About 74% of Monadnock Family Services respondents reported being unemployed at the time of the survey, which is lower than statewide results. 4% of respondents reported being arrested in the last 12 months, and 9% reported that their encounters with the police have been reduced. A larger proportion of Monadnock Family Services respondents compared to statewide reported participating in spiritual/religious, community organizations/gym, peer support center, recovery support center, volunteer work, self-help groups, and other social activities. 7% of Monadnock respondents reported that they are attending either full- or part-time school. 33% of Monadnock respondents reported they are current smokers, and 74% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of Monadnock respondents to the state.

	Monadnock Family Services 2014-16 N=173		NH Statewide 2014-16 N=2,457	
	n	%	n	%
Are you currently employed? (2015 & 2016)				
No	85	74	1287	79
Yes - full-time	8	7	61	4
Yes - part-time	22	19	291	18
Arrests & police encounters				
Were you arrested in the last months? (% yes)^	7	4	180	8
Were you arrested during the 12 months prior to that? (%yes)	14	8	200	8
Arrested at all in the past 2 years? (%yes)	19	11	313	13
Over the last 12 months, have your encounters with the police...				
Been reduced	15	9	230	10
Stayed the same	8	5	137	6
Increased	4	2	79	3
Not applicable	146	84	1976	82
Participation in community or social activities (new 2016)				
Spiritual/Religious	29	43	387	42
Community organizations/gym*	30	45	251	28
Peer support center	14	21	152	17
Recovery support center for substance misuse	6	9	75	8
Volunteer work*	19	28	170	19
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)^	12	18	100	11
Other social activities	22	35	233	27
Attending school (new 2016)				
No school	62	94	836	92
School Full-time	1	2	24	3
School Part-time	3	5	49	5
Smoking status (new 2016)				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	23	33	400	43
Former smoker (smoked in the past but now quit)	18	26	213	23
Never smoked	28	41	326	35
If you are a current smoker, are you thinking of quitting smoking within the next six months? (%yes)	17	74	238	63

*p<0.05 = statistically significant difference between the center and statewide, p<0.10 borderline significant.



Monadnock Family Services: 2016 Family Member Consumer Survey Results

Demographics

A total of 88 family members of youth clients who received services from Monadnock Family Services responded to the client satisfaction survey in the last three years (2014-2016). Of the children whose family member responded, 53% were male, 92% were White, and 10% were Hispanic/Latino. The average age was 10 years. About 59% have received services for a year or more. The table below compares the characteristics of Monadnock Family Services youth clients to the state. Overall, there were no statistically significant differences between the center and statewide.

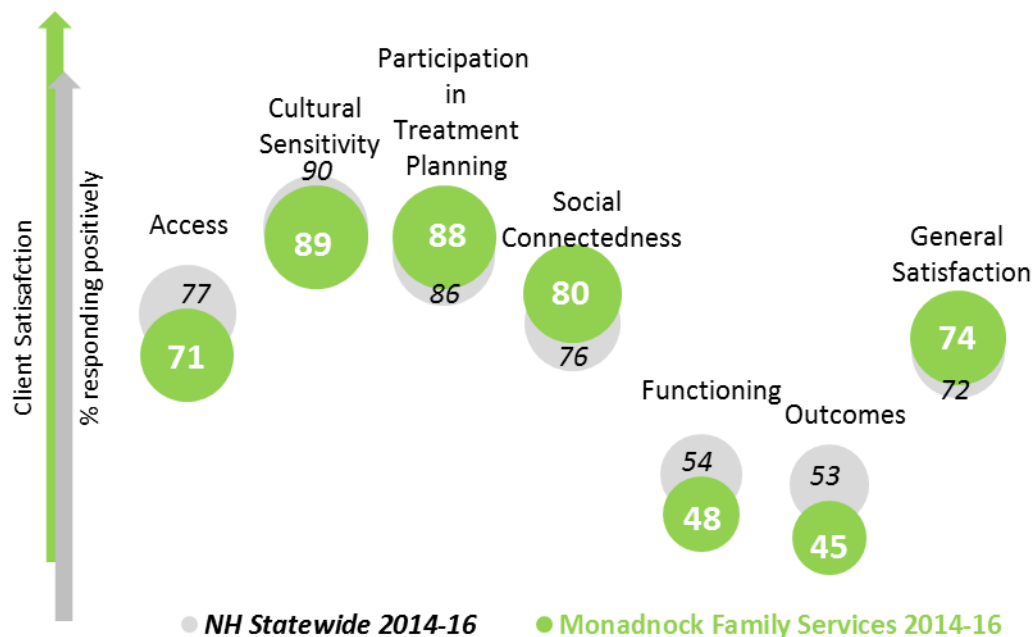
	Monadnock Family Services 2014-16 N=88		NH Statewide 2014-16 N=1,422	
	n	%	n	%
Gender				
Male	45	52	812	58
Female	41	48	583	42
Age group				
age 0-5	10	12	115	8
age 6-11	50	58	729	53
age 12 or older	27	31	526	38
<i>Average age (SD, range)</i>	9.7 (sd=3.5, range: 3-17)		10.3 (sd=3.5, range: 0-18)	
Race category				
American Indian/Alaska Native	2	2	36	3
Asian	2	2	16	1
Black or African American	3	3	66	5
Native Hawaiian/Pacific Islander	1	1	8	1
White (Caucasian)	80	92	1272	90
Other race	7	8	83	6
Either of child's parent is Spanish/Hispanic/Latino				
Yes-Hispanic/Latino	8	10	142	10
No-Not Hispanic/Latino	75	90	1245	90
How long has your child received services from this Center?				
Less than 1 month	2	2	33	2
1-5 months	13	15	209	15
6 months-1 year	21	24	339	24
More than 1 year	51	59	820	59
Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.?				
No	52	60	889	64
Yes	35	40	506	36

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino. There were no statistically significant differences between the center and statewide.



Satisfaction with Monadnock Family Services: Domain Scores with Comparisons to Statewide

Compared to the state overall, Monadnock Family Services had higher family member respondent satisfaction scores across 3 of the seven domains and lower family member respondent satisfaction scores across 4 domains. None of the domains were statistically significantly different for Monadnock Family Services responses as compared to statewide scores.



Note: there were no statistically significant differences in scores between the center and statewide

The table below provides additional details on the total number of family member respondents included in each domain for Monadnock Family Services and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Monadnock Family Services 2014-2016		Statewide 2014-16		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	87	71	1413	77	-6.1
Cultural Sensitivity	61	89	1059	90	-1.3
Participation in Treatment Planning	86	88	1410	86	2.4
Social Connectedness	86	80	1390	76	4.2
Functioning	87	48	1389	54	-5.7
Outcomes	87	45	1391	53	-7.8
General Satisfaction	88	74	1416	72	1.9

Note: there were no statistically significant differences in scores between the center and statewide



Satisfaction with Monadnock Family Services – Item-specific Scores by Domain

The table below shows the item-specific data for Monadnock Family Services across the last three years (2014-2016) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*).

Family Member Survey Items Results Summary		Monadnock Family Services 2014-2016		Statewide 2014-2016	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us^	87	81	1415	87
	Services were available at times that were convenient for us	87	78	1415	80
Cultural Sensitivity	Staff spoke with me in a way that I understood	87	93	1411	95
	Staff treated me with respect	87	93	1411	92
	Staff respected my family's religious/spiritual beliefs	58	90	1005	87
	Staff were sensitive to my cultural/ethnic background	54	83	960	85
Participation in Treatment Planning	I helped to choose my child's services	85	87	1391	82
	I helped to choose my child's treatment goals	86	85	1405	83
	I participated in my child's treatment	87	91	1413	92
	I have people that I am comfortable talking with about my child's problems	86	86	1386	81
Social Connectedness	In a crisis, I would have the support I need from family or friends	87	77	1390	77
	I have people with whom I can do enjoyable things	88	77	1390	84
	I know people who will listen and understand me when I need to talk	85	80	1386	78
Functioning	My child is better at handling daily life	87	59	1395	60
	My child gets along better with family members	87	56	1367	58
	My child gets along better with friends and other people*	85	46	1366	58
	My child is doing better in school and/or work	84	52	1356	59
	My child is better able to cope when things go wrong	88	52	1401	55
	My child is better able to do things he/she wants to do	83	57	1381	60
Outcomes	My child is better at handling daily life	87	59	1395	60
	My child gets along better with family members	87	56	1367	58
	My child gets along better with friends and other people*	85	46	1366	58
	My child is doing better in school and/or work	84	52	1356	59
	My child is better able to cope when things go wrong	88	52	1401	55
	I am satisfied with our family life right now	88	50	1395	57
General Satisfaction	My family got the help we wanted for my child	86	70	1411	72
	My family got as much help as we needed for my child	86	65	1404	66
	I felt my child had someone to talk to when he/she was troubled	86	84	1366	80
	Overall, I am satisfied with the services my child received	87	82	1416	80
	The people helping my child stuck with us no matter what	84	76	1389	76
	The services my child and/or my family received were right for us	88	72	1415	74

*p<0.05 statistically significant difference in scores between the center and statewide; ^p<.0.10 borderline significant.



Monadnock Family Services – Behavioral Outcomes

No Monadnock Family Services family member respondents reported that their child was arrested in the last 12 months, and 15% reported that their child's encounters with the police have been reduced. 39% of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. 97% of Monadnock Family Services respondents reported that their child attended school in the last 12 months, and 14% reported that their child had been suspended or expelled in the last 12 months. 25% of Monadnock Family Services respondents indicated that the number of days their child was in school has increased since starting to receive services, a proportion that is less than statewide averages. The table below compares the behavioral outcome results of Monadnock Family Services respondent children to the state.

	Monadnock Family Services 2014-16 N=88		NH Statewide 2014-16 N=1,422	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	0	0	12	5
Was your child arrested during the 12 months prior to that? (%yes)	0	0	10	4
Was child arrested at all in the past 2 years? (%yes)	0	0	3	3
Over the last 12 months, have your child's encounters with the police...				
Been reduced	2	15	27	11
Stayed the same	1	8	17	7
Increased	1	8	9	4
Not applicable (My child had no police encounters this year or last year)	9	69	201	79
Transition Planning				
If you child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	5	39	102	40
School attendance (among those age 6 or older)				
Did your child attend school in the past 12 months? (%yes)	75	97	1213	97
Was your child expelled or suspended during the past 12 months? (%yes)	10	14	206	17
Was your child expelled or suspended during the past 12 months prior to that? (%yes)^	14	19	146	12
Was child expelled or suspended at all in the past 2 years? (%yes)	18	24	256	21
Since starting to receive services, the number of days my child was in school...				
Has increased	9	25	187	32
Has stayed about the same	24	67	334	57
Has decreased	3	8	69	12

p<0.10 = borderline statistically significant difference between the center and statewide.





Community Council of Nashua

Summary of Adult and Family Member Consumer Surveys



Community Council of Nashua: 2016 Adult Consumer Survey Results

Demographics

A total of 319 adult consumers from Community Council of Nashua responded to the client satisfaction survey in the last three years (2014-2016). Of these, 35% were male, 71% were White, and 23% were Hispanic/Latino. The average age was 49 years. About 97% were still receiving services at the time of the survey and 95% have received services for a year or more. The table below compares the characteristics of Community Council of Nashua respondents to the state.

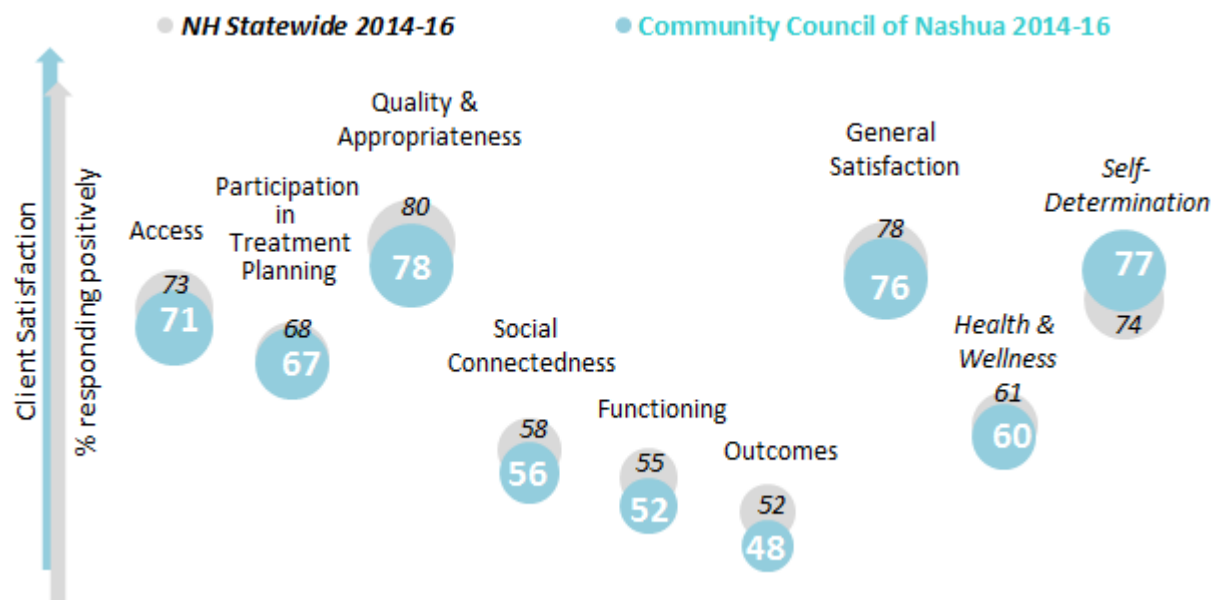
	Community Council of Nashua 2014-16 N=319		NH Statewide 2014-16 N=2,457	
	n	%	n	%
Gender				
Male	109	35	898	37
Female	202	65	1512	63
Age group				
Age 18-24	22	8	193	8
Age 25-44	86	30	677	30
Age 45-64	150	51	1208	53
Age 65+	34	12	211	9
<i>Average age (SD, range)</i>	48.5 (sd=14.3, range: 18-86)		47.1 (sd=14.1, range: 18-88)	
Race category				
American Indian/Alaska Native	14	4	136	6
Asian	7	2	33	1
Black or African American	16	5	101	4
Native Hawaiian/Pacific Islander	2	1	12	1
White (Caucasian)*	222	71	2079	85
Other race	22	7	137	6
Ethnicity: Hispanic/Latino/Spanish*				
Yes-Hispanic/Latino	70	23	200	9
No-Not Hispanic/Latino	235	77	2118	91
Are you currently (still) getting mental health services from CMHC providers? (new2016) (%yes)*	143	97	846	91
How long have you received mental health services from your community mental health providers?*				
Less than a year (less than 12 months)	14	5	201	8
1 year or more (at least 12 months)	293	95	2207	92

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino. *p<0.05 = statistically significant difference between the center and statewide.



Satisfaction with Community Council of Nashua: Domain Scores with Comparisons to Statewide

Compared to the state overall, Community Council of Nashua had lower client satisfaction scores across 8 of the nine domains. None of the domains were statistically significantly different for Community Council of Nashua clients as compared to statewide scores.



Note: there were no statistically significant differences in scores between the center and statewide

The table below provides additional details on the total number of respondents included in each domain for Community Council of Nashua and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Community Council of Nashua 2014-2016		Statewide 2014-16		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	316	71	2435	73	-2.0
Participation in Treatment Planning	301	67	2338	68	-0.6
Quality and Appropriateness	310	78	2388	80	-2.5
Social Connectedness	301	56	2374	58	-2.4
Functioning	308	52	2381	55	-2.9
Outcomes	300	48	2311	52	-3.6
General Satisfaction	313	76	2428	78	-1.5
Health and Wellness (state added)	136	60	881	61	-1.2
Self-Determination (state added)	149	77	938	74	3.1

Note: there were no statistically significant difference in scores between the center and statewide



Satisfaction with Community Council of Nashua – Item-specific Scores by Domain

The table below shows the item-specific data for Community Council of Nashua across the last three years (2014-2016) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items added this year (2016) are noted as such and should be interpreted with caution given the smaller sample size.

Adult Survey Items Results Summary		Community Council of Nashua 2014-2016		Statewide 2014-16	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	306	78	2385	78
	Staff were willing to see me as often as I felt it was necessary	312	79	2407	81
	Staff returned my call in 24 hours*	312	65	2362	74
	Services were available at times that were good for me*	316	80	2426	84
	I was able to see a psychiatrist when I wanted to	303	62	2330	66
	I was able to get all the services I thought I needed	314	75	2420	73
Participation in Treatment Planning	Staff were respectful of my sexual orientation, gender expression, and gender identity (new2016)	134	93	816	89
	Staff saw me as an equal partner in my treatment plan (new2016)	146	81	929	79
	Staff respected me as a whole person (new2016)	149	90	930	87
	My right to refuse treatment was respected (new2016)	118	78	748	74
	My beliefs were respected in my treatment and treatment plan (new2016)	150	87	930	82
	I, not staff, decided my treatment goals	302	65	2373	67
	I felt comfortable asking questions about my treatment and medication	316	83	2408	84
Quality and Appropriateness	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	280	84	2072	84
	Staff told me what side effects to watch out for	299	68	2299	72
	Staff respected my wishes about who is and who is not to be given information about my treatment	305	85	2362	86
	Staff here believed that I could grow, change, and recover^	308	75	2365	79
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	305	73	2355	75
	Staff encouraged me to take responsibility for how I live my life	300	80	2339	81
	I was given information about my rights*	307	80	2381	85
	I was given information about how to file a complaint (new2016)	121	62	784	55
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	291	75	2258	74
	I felt free to complain	306	76	2374	75
Social Connectedness	When I need help right away, I know people I can call on (new2016)	145	76	930	73
	In a crisis, I have the support I need from family or friends	305	66	2375	69
	I know people who listen and understand me when I need to talk (new2016)^	144	76	931	70
	I have people with whom I can do enjoyable things	300	67	2378	69
	I feel I belong to my community	298	48	2351	49
	I am happy with the friendships I have	295	67	2359	65



Adult Survey Items Results Summary		Community Council of Nashua 2014-2016		Statewide 2014-16	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Functioning	My symptoms are not bothering me as much	306	45	1156	49
	I feel hopeful about my future (new2016)	146	61	916	56
	I do things that are more meaningful to me	304	62	2376	62
	I am better able to take care of my needs	310	63	2390	66
	I am better able to manage my money and pay my bills (new2016)	144	67	866	62
	I am better able to handle things when they go wrong	308	54	2387	57
	I am better able to do things that I want to do	308	57	2382	59
Outcomes	My symptoms are not bothering me as much	306	45	2369	49
	My housing situation has improved	288	53	2111	55
	I do better in social situations	301	51	2352	49
	I do better in school and/or work	171	42	1428	44
	I deal more effectively with daily problems	305	66	2393	67
	I am getting along better with my family	297	58	2260	59
	I am better able to deal with crisis	305	55	2372	58
	I am better able to control my life	309	61	2386	63
General Satisfaction	If I had other choices, I would still get services from this agency	308	75	2403	76
	I would recommend this agency to a friend or family member	312	77	2403	77
	I like the services that I have received	314	80	2430	81
Self-Determination	I have people in my life who respect my values and choices (new2016)	146	80	931	75
	I have people in my life who accept me for me (new2016)	146	80	930	79
	I have a say in what happens to me when I am in crisis (new2016)	142	68	903	70
	I decide how involved I want to be in my treatment (new2016)	148	82	926	82
	I am free to choose the kinds of goals I want to pursue (new2016)	148	80	926	81
	I am able to stand up for myself to get what I need (new2016)	148	71	932	68
Health and Wellness	My medications have been helpful to me (new2016)	144	73	903	74
	I was able to meet with a primary care medical provider to discuss my physical well-being (new2016)	143	83	886	83
	I was (not) prescribed too many medications (new2016)*	130	47	813	60
	I have stopped smoking or am working toward stopping (new2016)	75	56	550	53
	I have been more physically active (new2016)	141	54	901	52
	I have been eating a more healthy diet (new2016)	138	63	881	59

Note the total number Ns or denominators are smaller for items that were added in 2016.

*p<0.05 statistically significant difference in scores between the center and statewide; ^p<0.10 borderline significant.



Community Council of Nashua – Behavioral Outcomes

About 83% of Community Council of Nashua respondents reported being unemployed at the time of the survey, which is higher than statewide results. 7% of respondents reported being arrested in the last 12 months, and 10% reported that their encounters with the police have been reduced. A larger proportion of Community Council of Nashua respondents compared to statewide reported participating in spiritual/religious activities. 7% of Community Council of Nashua respondents reported that they are attending either full- or part-time school. 33% of Community Council of Nashua respondents reported they are current smokers, and 69% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of Community Council of Nashua respondents to the state.

	Community Council of Nashua 2014-16 N=319		NH Statewide 2014-16 N=2,457	
	n	%	n	%
Are you currently employed? (2015 & 2016)				
No	184	83	1287	79
Yes - full-time	6	3	61	4
Yes - part-time	32	14	291	18
Arrests & police encounters				
Were you arrested in the last months? (% yes)	23	7	180	8
Were you arrested during the 12 months prior to that? (%yes)	28	9	200	8
Arrested at all in the past 2 years? (%yes)	41	13	313	13
Over the last 12 months, have your encounters with the police...				
Been reduced	32	10	230	10
Stayed the same	20	7	137	6
Increased	6	2	79	3
Not applicable	251	81	1976	82
Participation in community or social activities (new 2016)				
Spiritual/Religious	71	48	387	42
Community organizations/gym	33	22	251	28
Peer support center	25	17	152	17
Recovery support center for substance misuse^	7	5	75	8
Volunteer work	22	15	170	19
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	13	9	100	11
Other social activities	29	22	233	27
Attending school (new 2016)				
No school	138	93	836	92
School Full-time	1	1	24	3
School Part-time	9	6	49	5
Smoking status (new 2016)				
What is your current smoking status (cigarettes, cigars, pipes)?*				
Current smoker	49	33	400	43
Former smoker (smoked in the past but now quit)	34	23	213	23
Never smoked	66	44	326	35
If you are a current smoker, are you thinking of quitting smoking within the next six months? (%yes)	34	69	238	63

*p<0.05 = statistically significant difference between the center and statewide, ^p<0.10 borderline significant



Community Council of Nashua: 2016 Family Member Consumer Survey Results

Demographics

A total of 143 family members of youth clients who received services from Community Council of Nashua responded to the client satisfaction survey in the last three years (2014-2016). Of the children whose family member responded, 60% were male, 76% were White, and 29% were Hispanic/Latino. The average age was 11 years. About 64% have received services for a year or more. The table below compares the characteristics of Community Council of Nashua youth clients to the state.

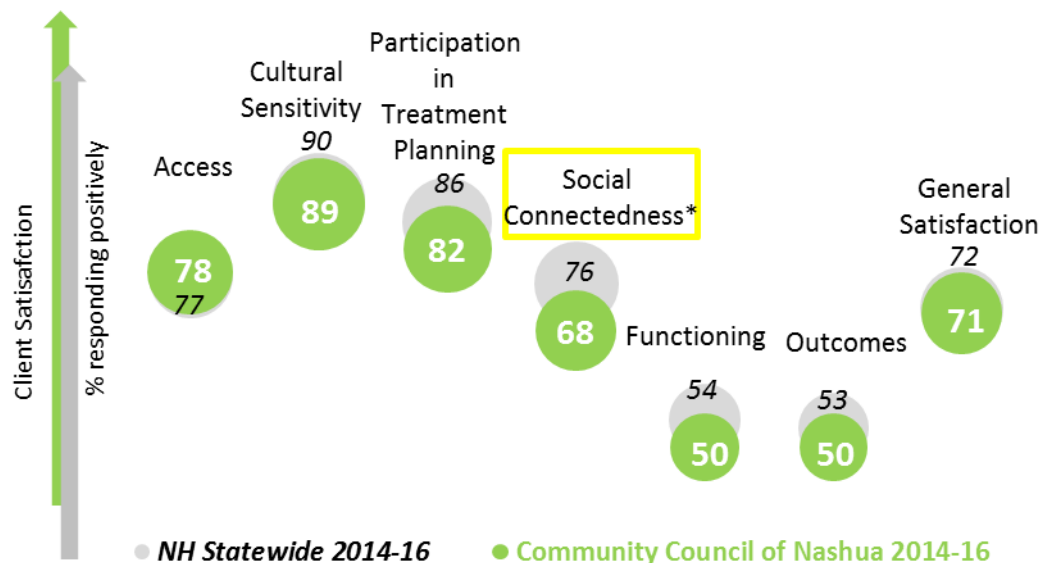
	Community Council of Nashua 2014-16 N=143		NH Statewide 2014-16 N=1,422	
	n	%	n	%
Gender				
Male	84	60	812	58
Female	57	40	583	42
Age group				
age 0-5	9	6	115	8
age 6-11	75	53	729	53
age 12 or older	57	40	526	38
<i>Average age (SD, range)</i>	10.6 (sd=3.2, range: 1-17)		10.3 (sd=3.5, range: 0-18)	
Race category				
American Indian/Alaska Native	3	2	36	3
Asian	2	1	16	1
Black or African American	8	6	66	5
Native Hawaiian/Pacific Islander	1	1	8	1
White (Caucasian)*	105	76	1272	90
Other race*	18	13	83	6
Either of child's parent is Spanish/Hispanic/Latino*				
Yes-Hispanic/Latino	40	29	142	10
No-Not Hispanic/Latino	97	71	1245	90
How long has your child received services from this Center?				
Less than 1 month	2	1	33	2
1-5 months	18	13	209	15
6 months-1 year	31	22	339	24
More than 1 year	89	64	820	59
Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.?				
No	94	68	889	64
Yes	45	32	506	36

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino. *p<0.05 = statistically significant difference between the center and statewide.



Satisfaction with Community Council of Nashua: Domain Scores with Comparisons to Statewide

Compared to the state overall, Community Council of Nashua had lower family member satisfaction scores across 6 of the seven domains. One domain –social connectedness– was statistically significantly lower. About 68% percent of Community Council of Nashua family members responded positively to social connectedness, as compared to 76% statewide.



* $p < 0.05$ = statistically significant difference in scores between the center and statewide

The table below provides additional details on the total number of family member respondents included in each domain for Community Council of Nashua and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Community Council of Nashua 2014-2016		Statewide 2014-16		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	140	78	1413	77	0.5
Cultural Sensitivity	117	89	1059	90	-0.9
Participation in Treatment Planning	142	82	1410	86	-4.3
Social Connectedness*	136	68	1390	76	-7.6
Functioning	139	50	1389	54	-4.4
Outcomes	139	50	1391	53	-3.0
General Satisfaction	139	71	1416	72	-0.8

* $p < 0.05$ = statistically significant difference in scores between the center and statewide. A negative difference (in red) indicates the center scored significantly lower than statewide.



Satisfaction with Community Council of Nashua – Item-specific Scores by Domain

The table below shows the item-specific data for Community Council of Nashua across the last three years (2014-2016) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*).

Family Member Survey Items Results Summary		Community Council of Nashua 2014-2016		Statewide 2014-2016	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	142	89	1415	87
	Services were available at times that were convenient for us	140	79	1415	80
Cultural Sensitivity	Staff spoke with me in a way that I understood	142	93	1411	95
	Staff treated me with respect	143	90	1411	92
	Staff respected my family's religious/spiritual beliefs	109	84	1005	87
	Staff were sensitive to my cultural/ethnic background	112	83	960	85
Participation in Treatment Planning	I helped to choose my child's services	141	77	1391	82
	I helped to choose my child's treatment goals	141	80	1405	83
	I participated in my child's treatment*	143	87	1413	92
	I have people that I am comfortable talking with about my child's problems*	135	74	1386	81
Social Connectedness	In a crisis, I would have the support I need from family or friends*	137	69	1390	77
	I have people with whom I can do enjoyable things^	139	76	1390	84
	I know people who will listen and understand me when I need to talk	138	74	1386	78
Functioning	My child is better at handling daily life	138	60	1395	60
	My child gets along better with family members	137	53	1367	58
	My child gets along better with friends and other people	137	58	1366	58
	My child is doing better in school and/or work	136	61	1356	59
	My child is better able to cope when things go wrong^	142	48	1401	55
	My child is better able to do things he/she wants to do	140	57	1381	60
Outcomes	My child is better at handling daily life	138	60	1395	60
	My child gets along better with family members	137	53	1367	58
	My child gets along better with friends and other people	137	58	1366	58
	My child is doing better in school and/or work	136	61	1356	59
	My child is better able to cope when things go wrong^	142	48	1401	55
	I am satisfied with our family life right now	138	60	1395	57
General Satisfaction	My family got the help we wanted for my child	142	69	1411	72
	My family got as much help as we needed for my child	141	62	1404	66
	I felt my child had someone to talk to when he/she was troubled*	138	72	1366	80
	Overall, I am satisfied with the services my child received	139	78	1416	80
	The people helping my child stuck with us no matter what	139	78	1389	76
	The services my child and/or my family received were right for us	139	74	1415	74

*p<0.05 statistically significant difference in scores between the center and statewide; ^p<.0.10 borderline significant.



Community Council of Nashua – Behavioral Outcomes

No Community Council of Nashua family member respondents reported that their child was arrested in the last 12 months, and 5% reported that their child's encounters with the police have been reduced. 26% of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. 98% of Community Council of Nashua respondents reported that their child attended school in the last 12 months, and 21% reported that their child had been suspended or expelled in the last 12 months. 32% of Community Council of Nashua respondents indicated that the number of days their child was in school has increased since starting to receive services, a proportion that is equal to statewide averages. The table below compares the behavioral outcome results of Community Council of Nashua respondent children to the state. Overall, there were no statistically significant differences between the center and statewide.

	Community Council of Nashua 2014-16 N=143		NH Statewide 2014-16 N=1,422	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	0	0	12	5
Was your child arrested during the 12 months prior to that? (%yes)	0	0	10	4
Was child arrested at all in the past 2 years? (%yes)	0	0	3	3
Over the last 12 months, have your child's encounters with the police...				
Been reduced	1	5	27	11
Stayed the same	1	5	17	7
Increased	0	0	9	4
Not applicable (My child had no police encounters this year or last year)	17	90	201	79
Transition Planning				
If you child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	5	26	102	40
School attendance (among those age 6 or older)				
Did your child attend school in the past 12 months? (%yes)	127	98	1213	97
Was your child expelled or suspended during the past 12 months? (%yes)	26	21	206	17
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	15	12	146	12
Was child expelled or suspended at all in the past 2 years? (%yes)	31	24	256	21
Since starting to receive services, the number of days my child was in school...				
Has increased	20	32	187	32
Has stayed about the same	34	55	334	57
Has decreased	8	13	69	12

Note: There were no statistically significant differences between the center and statewide.





Mental Health Center of Greater Manchester

Summary of Adult and Family Member Consumer Surveys



Mental Health Center of Greater Manchester: 2016 Adult Consumer Survey Results

Demographics

A total of 530 adult consumers from Mental Health Center of Greater Manchester responded to the client satisfaction survey in the last three years (2014-2016). Of these, 40% were male, 76% were White, and 16% were Hispanic/Latino. The average age was 46 years. About 91% were still receiving services at the time of the survey and 92% have received services for a year or more. The table below compares the characteristics of Mental Health Center of Greater Manchester respondents to the state.

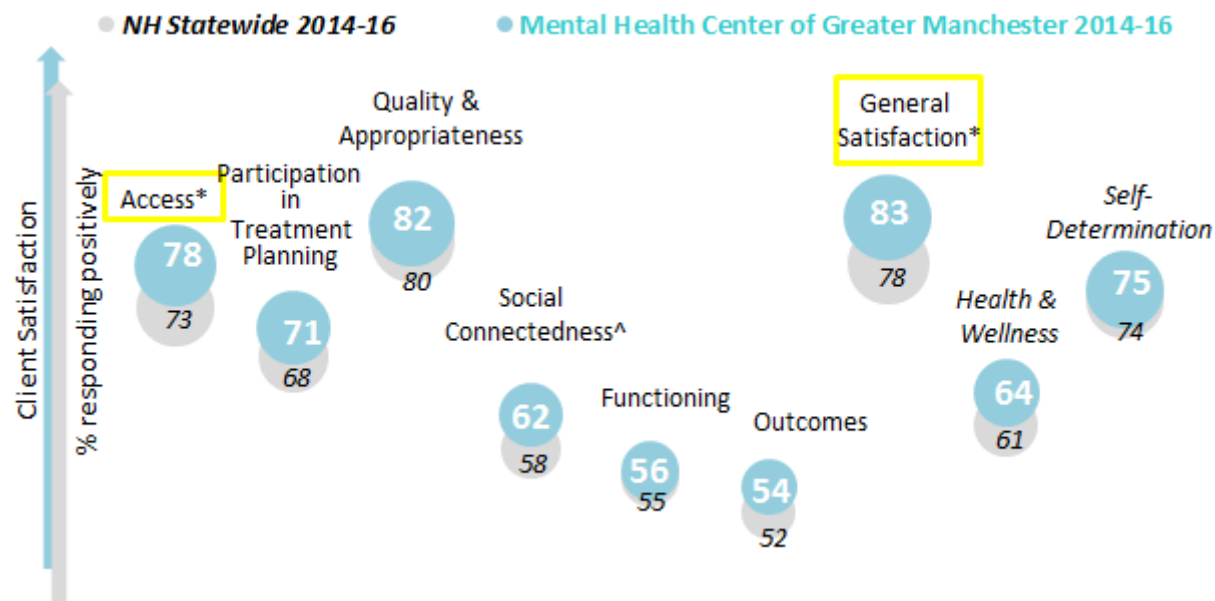
	Mental Health Center of Greater Manchester 2014-16 N=530		NH Statewide 2014-16 N=2,457	
	n	%	n	%
Gender				
Male	206	40	898	37
Female	311	60	1512	63
Age group^				
Age 18-24	45	9	193	8
Age 25-44	170	34	677	30
Age 45-64	250	50	1208	53
Age 65+	40	8	211	9
<i>Average age (SD, range)</i>	45.6 (sd=13.8, range: 18-82)		47.1 (sd=14.1, range: 18-88)	
Race category				
American Indian/Alaska Native	29	6	136	6
Asian*	14	3	33	1
Black or African American*	43	8	101	4
Native Hawaiian/Pacific Islander	4	1	12	1
White (Caucasian)*	397	76	2079	85
Other race*	55	11	137	6
Ethnicity: Hispanic/Latino/Spanish*				
Yes-Hispanic/Latino	80	16	200	9
No-Not Hispanic/Latino	420	84	2118	91
Are you currently (still) getting mental health services from CMHC providers? (new2016) (%yes)	179	91	846	91
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	41	8	201	8
1 year or more (at least 12 months)	482	92	2207	92

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino. *p<0.05 = statistically significant difference between the center and statewide.



Satisfaction with Mental Health Center of Greater Manchester: Domain Scores with Comparisons to Statewide

Compared to the state overall, Mental Health Center of Greater Manchester had higher client satisfaction scores across all of the nine domains. Two domains –access and general satisfaction– were statistically significantly higher. About 78% of Mental Health Center of Greater Manchester clients responded positively to treatment access, as compared to 73% statewide. About 83% of Mental Health Center of Greater Manchester clients were generally satisfied, as compared to 78% statewide.



* $p < 0.05$ = statistically significant difference in scores between the center and statewide; ^ $p < 0.10$ borderline significant

The table below provides additional details on the total number of respondents included in each domain for Mental Health Center of Greater Manchester and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Mental Health Center of Greater Manchester 2014-2016		Statewide 2014-16		Difference
	Total N	CMHC %	Total N	Statewide %	
Access*	528	78	2435	73	4.5
Participation in Treatment Planning	500	71	2338	68	3.0
Quality and Appropriateness	516	82	2388	80	1.8
Social Connectedness^	511	62	2374	58	3.6
Functioning	515	56	2381	55	0.7
Outcomes	500	54	2311	52	2.6
General Satisfaction*	526	83	2428	78	4.8
Health and Wellness (state added)	187	64	881	61	3.4
Self-Determination (state added)	197	75	938	74	1.0

* $p < 0.05$ statistically significant difference in scores between the center and statewide; ^ $p < 0.10$ borderline significant. A positive difference (in green) indicates the center scored significantly higher than statewide.



Satisfaction with Mental Health Center of Greater Manchester – Item-specific Scores by Domain

The table below shows the item-specific data for Mental Health Center of Greater Manchester across the last three years (2014-2016) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items added this year (2016) are noted as such and should be interpreted with caution given the smaller sample size.

Adult Survey Items Results Summary		Mental Health Center of Greater Manchester 2014-2016		Statewide 2014-16	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	515	78	2385	78
	Staff were willing to see me as often as I felt it was necessary*	520	84	2407	81
	Staff returned my call in 24 hours*	511	82	2362	74
	Services were available at times that were good for me*	525	89	2426	84
	I was able to see a psychiatrist when I wanted to*	510	71	2330	66
	I was able to get all the services I thought I needed	522	75	2420	73
Participation in Treatment Planning	Staff were respectful of my sexual orientation, gender expression, and gender identity (new2016)	174	89	816	89
	Staff saw me as an equal partner in my treatment plan (new2016)^	192	83	929	79
	Staff respected me as a whole person (new2016)*	193	91	930	87
	My right to refuse treatment was respected (new2016)^	170	79	748	74
	My beliefs were respected in my treatment and treatment plan (new2016)	192	84	930	82
	I, not staff, decided my treatment goals	506	69	2373	67
	I felt comfortable asking questions about my treatment and medication	523	84	2408	84
Quality and Appropriateness	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	462	86	2072	84
	Staff told me what side effects to watch out for*	510	77	2299	72
	Staff respected my wishes about who is and who is not to be given information about my treatment^	512	89	2362	86
	Staff here believed that I could grow, change, and recover	512	81	2365	79
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	509	77	2355	75
	Staff encouraged me to take responsibility for how I live my life	500	82	2339	81
	I was given information about my rights^	511	83	2381	85
	I was given information about how to file a complaint (new2016)	165	55	784	55
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	484	74	2258	74
	I felt free to complain	516	77	2374	75
Social Connectedness	When I need help right away, I know people I can call on (new2016)	194	76	930	73
	In a crisis, I have the support I need from family or friends	512	70	2375	69
	I know people who listen and understand me when I need to talk (new2016)	194	70	931	70
	I have people with whom I can do enjoyable things	509	70	2378	69
	I feel I belong to my community	509	53	2351	49
	I am happy with the friendships I have	508	66	2359	65



Adult Survey Items Results Summary		Mental Health Center of Greater Manchester 2014-2016		Statewide 2014-16	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Functioning	My symptoms are not bothering me as much	514	49	1156	49
	I feel hopeful about my future (new2016)^	192	62	916	56
	I do things that are more meaningful to me	520	62	2376	62
	I am better able to take care of my needs	518	63	2390	66
	I am better able to manage my money and pay my bills (new2016)	186	66	866	62
	I am better able to handle things when they go wrong	516	57	2387	57
	I am better able to do things that I want to do	513	59	2382	59
Outcomes	My symptoms are not bothering me as much	514	49	2369	49
	My housing situation has improved	475	55	2111	55
	I do better in social situations	503	52	2352	49
	I do better in school and/or work	335	45	1428	44
	I deal more effectively with daily problems	517	66	2393	67
	I am getting along better with my family	495	58	2260	59
	I am better able to deal with crisis	513	60	2372	58
	I am better able to control my life	517	63	2386	63
General Satisfaction	If I had other choices, I would still get services from this agency*	522	80	2403	76
	I would recommend this agency to a friend or family member*	521	81	2403	77
	I like the services that I have received*	524	85	2430	81
Self-Determination	I have people in my life who respect my values and choices (new2016)	196	76	931	75
	I have people in my life who accept me for me (new2016)	198	79	930	79
	I have a say in what happens to me when I am in crisis (new2016)	190	70	903	70
	I decide how involved I want to be in my treatment (new2016)	195	83	926	82
	I am free to choose the kinds of goals I want to pursue (new2016)	194	82	926	81
	I am able to stand up for myself to get what I need (new2016)	197	73	932	68
Health and Wellness	My medications have been helpful to me (new2016)	189	74	903	74
	I was able to meet with a primary care medical provider to discuss my physical well-being (new2016)	188	83	886	83
	I was (not) prescribed too many medications (new2016)	170	57	813	60
	I have stopped smoking or am working toward stopping (new2016)	122	50	550	53
	I have been more physically active (new2016)^	190	59	901	52
	I have been eating a more healthy diet (new2016)*	182	65	881	59

Note the total number Ns or denominators are smaller for items that were added in 2016.

*p<0.05 statistically significant difference in scores between the center and statewide; ^p<0.10 borderline significant.



Mental Health Center of Greater Manchester – Behavioral Outcomes

About 79% of Mental Health Center of Greater Manchester respondents reported being unemployed at the time of the survey, which is equal to that of statewide results. 7% of respondents reported being arrested in the last 12 months, and 10% reported that their encounters with the police have been reduced. A larger proportion of Mental Health Center of Greater Manchester respondents compared to statewide reported participating in spiritual/religious, community organizations/gym, recovery support center, and self-help group activities. 7% of Greater Manchester respondents reported that they are attending either full- or part-time school. 47% of Greater Manchester respondents reported they are current smokers, and 67% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of Greater Manchester respondents to the state.

	Mental Health Center of Greater Manchester 2014-16 N=530		NH Statewide 2014-16 N=2,457	
	n	%	n	%
Are you currently employed? (2015 & 2016)				
No	283	79	1287	79
Yes - full-time	19	5	61	4
Yes - part-time	57	16	291	18
Arrests & police encounters				
Were you arrested in the last months? (% yes)	35	7	180	8
Were you arrested during the 12 months prior to that? (%yes)^	53	10	200	8
Arrested at all in the past 2 years? (%yes)	75	14	313	13
Over the last 12 months, have your encounters with the police...				
Been reduced	53	10	230	10
Stayed the same	25	5	137	6
Increased	13	3	79	3
Not applicable	433	83	1976	82
Participation in community or social activities (new 2016)				
Spiritual/Religious	87	46	387	42
Community organizations/gym	57	30	251	28
Peer support center	29	16	152	17
Recovery support center for substance misuse ^	22	12	75	8
Volunteer work	35	19	170	19
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	24	13	100	11
Other social activities	46	26	233	27
Attending school (new 2016)				
No school	171	93	836	92
School Full-time	5	3	24	3
School Part-time	8	4	49	5
Smoking status (new 2016)				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	93	47	400	43
Former smoker (smoked in the past but now quit)	36	18	213	23
Never smoked	67	34	326	35
If you are a current smoker, are you thinking of quitting smoking within the next six months? (%yes)	54	67	238	63

^p<0.10 = borderline statistically significant difference between the center and statewide



Mental Health Center of Greater Manchester: 2016 Family Member Survey Results

Demographics

A total of 218 family members of youth clients who received services from Mental Health Center of Greater Manchester responded to the client satisfaction survey in the last three years (2014-2016). Of the children whose family member responded, 61% were male, 88% were White, and 21% were Hispanic/Latino. The average age was 10 years. About 57% have received services for a year or more. The table below compares the characteristics of Mental Health Center of Greater Manchester youth clients to the state.

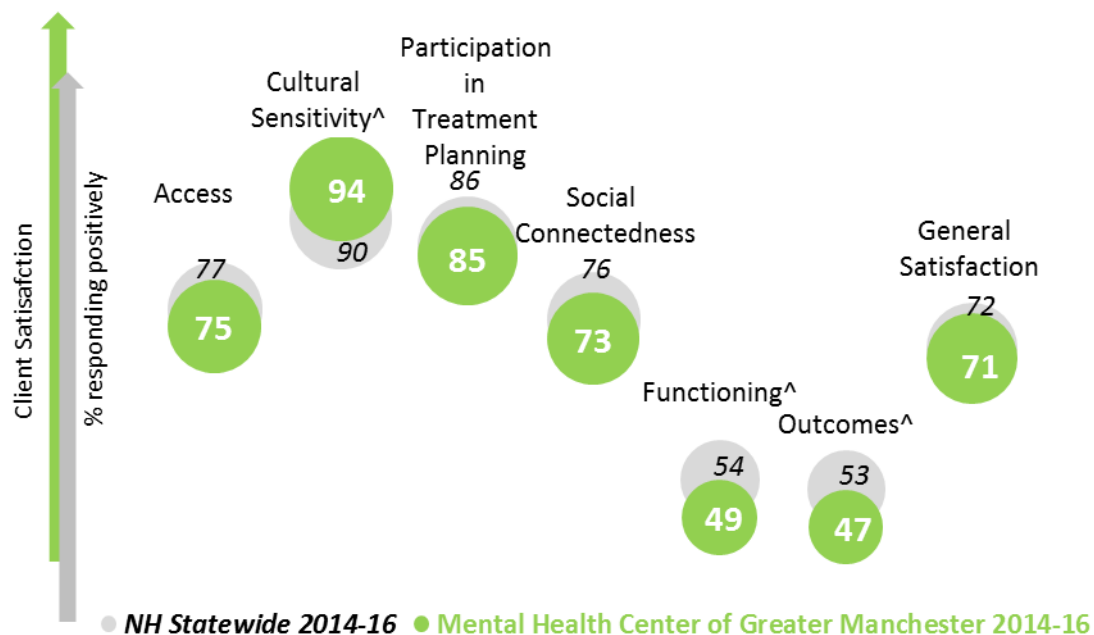
	Mental Health Center of Greater Manchester 2014-16 N=218		NH Statewide 2014-16 N=1,422	
	n	%	n	%
Gender				
Male	130	61	812	58
Female	84	39	583	42
Age group				
age 0-5	19	9	115	8
age 6-11	118	57	729	53
age 12 or older	71	34	526	38
<i>Average age (SD, range)</i>	9.9 (sd=3.4, range: 3-17)		10.3 (sd=3.5, range: 0-18)	
Race category				
American Indian/Alaska Native	8	4	36	3
Asian	2	1	16	1
Black or African American*	16	7	66	5
Native Hawaiian/Pacific Islander	1	1	8	1
White (Caucasian)	190	88	1272	90
Other race^	19	9	83	6
Either of child's parent is Spanish/Hispanic/Latino*				
Yes-Hispanic/Latino	45	21	142	10
No-Not Hispanic/Latino	169	79	1245	90
How long has your child received services from this Center?*				
Less than 1 month	3	1	33	2
1-5 months	47	22	209	15
6 months-1 year	44	20	339	24
More than 1 year	122	57	820	59
Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.?				
No	145	68	889	64
Yes	69	32	506	36

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino. *p<0.05 = statistically significant difference between the center and statewide, ^<0.10 borderline significance



Satisfaction with Mental Health Center of Greater Manchester: Domain Scores with Comparisons to Statewide

Compared to the state overall, Mental Health Center of Greater Manchester had lower family member respondent satisfaction scores across 6 of the seven domains. None of the domains were statistically significantly different for Mental Health Center of Greater Manchester responses as compared to statewide scores.



Note: there were no statistically significant differences in scores between the center and statewide; ^p<0.10 borderline significant

The table below provides additional details on the total number of family member respondents included in each domain for Mental Health Center of Greater Manchester and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Mental Health Center of Greater Manchester 2014-2016		Statewide 2014-16		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	216	75	1413	77	-2.4
Cultural Sensitivity^	163	94	1059	90	4.1
Participation in Treatment Planning	215	85	1410	86	-1.3
Social Connectedness	210	73	1390	76	-2.7
Functioning^	215	49	1389	54	-5.2
Outcomes^	215	47	1391	53	-5.2
General Satisfaction	218	71	1416	72	-1.4

^p<0.10 borderline statistically significant difference in scores between the center and statewide



Satisfaction with Mental Health Center of Greater Manchester – Item-specific Scores by Domain

The table below shows the item-specific data for Mental Health Center of Greater Manchester across the last three years (2014-2016) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*).

Family Member Survey Items Results Summary		Mental Health Center of Greater Manchester 2014-2016		Statewide 2014-2016	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us^	216	83	1415	87
	Services were available at times that were convenient for us	216	82	1415	80
Cultural Sensitivity	Staff spoke with me in a way that I understood	217	95	1411	95
	Staff treated me with respect	217	93	1411	92
	Staff respected my family's religious/spiritual beliefs	151	90	1005	87
	Staff were sensitive to my cultural/ethnic background^	152	90	960	85
Participation in Treatment Planning	I helped to choose my child's services	210	78	1391	82
	I helped to choose my child's treatment goals	215	83	1405	83
	I participated in my child's treatment	214	94	1413	92
	I have people that I am comfortable talking with about my child's problems	209	82	1386	81
Social Connectedness	In a crisis, I would have the support I need from family or friends	209	74	1390	77
	I have people with whom I can do enjoyable things	209	77	1390	84
	I know people who will listen and understand me when I need to talk	209	78	1386	78
Functioning	My child is better at handling daily life*	214	52	1395	60
	My child gets along better with family members	211	56	1367	58
	My child gets along better with friends and other people	209	54	1366	58
	My child is doing better in school and/or work	208	56	1356	59
	My child is better able to cope when things go wrong	214	52	1401	55
	My child is better able to do things he/she wants to do	213	58	1381	60
Outcomes	My child is better at handling daily life*	214	52	1395	60
	My child gets along better with family members	211	56	1367	58
	My child gets along better with friends and other people	209	54	1366	58
	My child is doing better in school and/or work	208	56	1356	59
	My child is better able to cope when things go wrong	214	52	1401	55
	I am satisfied with our family life right now	213	53	1395	57
General Satisfaction	My family got the help we wanted for my child	214	73	1411	72
	My family got as much help as we needed for my child	216	66	1404	66
	I felt my child had someone to talk to when he/she was troubled*	207	71	1366	80
	Overall, I am satisfied with the services my child received	218	78	1416	80
	The people helping my child stuck with us no matter what	208	78	1389	76
	The services my child and/or my family received were right for us	217	74	1415	74

*p<0.05 statistically significant difference in scores between the center and statewide; ^p<0.10 borderline significant.



Mental Health Center of Greater Manchester – Behavioral Outcomes

About 2% of Mental Health Center of Greater Manchester family member respondents reported that their child was arrested in the last 12 months, and 8% reported that their child's encounters with the police have been reduced. 28% of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. 97% of Mental Health Center of Greater Manchester respondents reported that their child attended school in the last 12 months, and 22% reported that their child had been suspended or expelled in the last 12 months. 36% of Mental Health Center of Greater Manchester respondents indicated that the number of days their child was in school has increased since starting to receive services, a proportion that is greater than statewide averages. The table below compares the behavioral outcome results of Mental Health Center of Greater Manchester respondent children to the state.

	Mental Health Center of Greater Manchester 2014-16 N=218		NH Statewide 2014-16 N=1,422	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	1	2	12	5
Was your child arrested during the 12 months prior to that? (%yes)	2	8	10	4
Was child arrested at all in the past 2 years? (%yes)	0	0	3	3
Over the last 12 months, have your child's encounters with the police...				
Been reduced	2	8	27	11
Stayed the same	3	12	17	7
Increased	0	0	9	4
Not applicable (My child had no police encounters this year or last year)	21	81	201	79
Transition Planning				
If you child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	7	28	102	40
School attendance (among those age 6 or older)				
Did your child attend school in the past 12 months? (%yes)	183	97	1213	97
Was your child expelled or suspended during the past 12 months? (%yes)*	41	22	206	17
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	24	13	146	12
Was child expelled or suspended at all in the past 2 years? (%yes)^	48	26	256	21
Since starting to receive services, the number of days my child was in school...				
Has increased	34	36	187	32
Has stayed about the same	50	53	334	57
Has decreased	11	12	69	12

p<0.05 = statistically significant difference between the center and statewide, ^p<0.10 borderline significant.





Seacoast Mental Health Center

Summary of Adult and Family Member Consumer Surveys



Seacoast Mental Health Center: 2016 Adult Consumer Survey Results

Demographics

A total of 194 adult consumers from Seacoast Mental Health Center responded to the client satisfaction survey in the last three years (2014-2016). Of these, 37% were male, 90% were White, and 4% were Hispanic/Latino. The average age was 47 years. About 91% were still receiving services at the time of the survey and 90% have received services for a year or more. The table below compares the characteristics of Seacoast Mental Health Center respondents to the state.

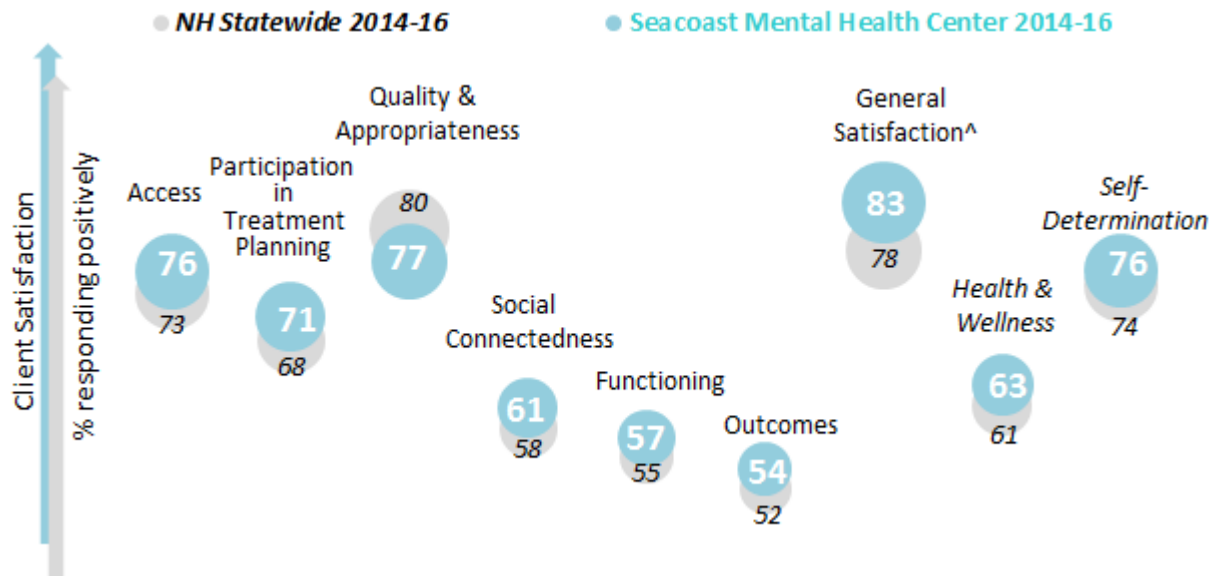
	Seacoast Mental Health Center 2014-16 N=194		NH Statewide 2014-16 N=2,457	
	n	%	n	%
Gender				
Male	90	37	898	37
Female	120	63	1512	63
Age group^				
Age 18-24	22	13	193	8
Age 25-44	46	26	677	30
Age 45-64	85	49	1208	53
Age 65+	22	13	211	9
<i>Average age (SD, range)</i>	47.1 (sd=15.3, range: 18-77)		47.1 (sd=14.1, range: 18-88)	
Race category				
American Indian/Alaska Native	13	7	136	6
Asian	3	2	33	1
Black or African American	7	4	101	4
Native Hawaiian/Pacific Islander	2	1	12	1
White (Caucasian)^	173	90	2079	85
Other race	8	4	137	6
Ethnicity: Hispanic/Latino/Spanish*				
Yes-Hispanic/Latino	7	4	200	9
No-Not Hispanic/Latino	174	96	2118	91
Are you currently (still) getting mental health services from CMHC providers? (new2016) (%yes)	61	91	846	91
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	20	11	201	8
1 year or more (at least 12 months)	170	90	2207	92

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino. $p < 0.05$ = statistically significant difference between the center and statewide, ^ $p < 0.10$ borderline significant.



Satisfaction with Seacoast Mental Health Center: Domain Scores with Comparisons to Statewide

Compared to the state overall, Seacoast Mental Health Center had higher client satisfaction scores across 8 of the nine domains. None of the domains were statistically significantly different for Seacoast Mental Health Center clients as compared to statewide scores.



Note: there were no statistically significant differences in scores between the center and statewide; ^p<0.10 borderline significant

The table below provides additional details on the total number of respondents included in each domain for Seacoast Mental Health and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Seacoast Mental Health Center 2014-2016		Statewide 2014-16		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	193	76	2435	73	2.4
Participation in Treatment Planning	181	71	2338	68	2.7
Quality and Appropriateness	190	77	2388	80	-3.4
Social Connectedness	190	61	2374	58	2.3
Functioning	185	57	2381	55	2.1
Outcomes	184	54	2311	52	2.2
General Satisfaction^	191	83	2428	78	5.3
Health and Wellness (state added)	65	63	881	61	2.3
Self-Determination (state added)	70	76	938	74	1.6

^p<0.10 borderline statistically significant difference in scores between the center and statewide.



Satisfaction with Seacoast Mental Health Center – Item-specific Scores by Domain

The table below shows the item-specific data for Seacoast Mental Health Center across the last three years (2014-2016) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items added this year (2016) are noted as such and should be interpreted with caution given the smaller sample size.

Adult Survey Items Results Summary		Seacoast Mental Health Center 2014-2016		Statewide 2014-16	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	190	81	2385	78
	Staff were willing to see me as often as I felt it was necessary	190	84	2407	81
	Staff returned my call in 24 hours^	187	69	2362	74
	Services were available at times that were good for me	192	84	2426	84
	I was able to see a psychiatrist when I wanted to*	184	79	2330	66
	I was able to get all the services I thought I needed	193	75	2420	73
Participation in Treatment Planning	Staff were respectful of my sexual orientation, gender expression, and gender identity (new2016)*	60	97	816	89
	Staff saw me as an equal partner in my treatment plan (new2016)	69	81	929	79
	Staff respected me as a whole person (new2016)	67	87	930	87
	My right to refuse treatment was respected (new2016)	50	70	748	74
	My beliefs were respected in my treatment and treatment plan (new2016)	69	84	930	82
	I, not staff, decided my treatment goals	186	67	2373	67
	I felt comfortable asking questions about my treatment and medication	189	86	2408	84
Quality and Appropriateness	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	162	82	2072	84
	Staff told me what side effects to watch out for	175	66	2299	72
	Staff respected my wishes about who is and who is not to be given information about my treatment*	183	81	2362	86
	Staff here believed that I could grow, change, and recover	186	82	2365	79
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	184	73	2355	75
	Staff encouraged me to take responsibility for how I live my life	182	78	2339	81
	I was given information about my rights	191	83	2381	85
	I was given information about how to file a complaint (new2016)	57	62	784	55
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)*	178	66	2258	74
	I felt free to complain	188	79	2374	75
Social Connectedness	When I need help right away, I know people I can call on (new2016)	70	77	930	73
	In a crisis, I have the support I need from family or friends	189	72	2375	69
	I know people who listen and understand me when I need to talk (new2016)*	69	81	931	70
	I have people with whom I can do enjoyable things	193	72	2378	69
	I feel I belong to my community	187	53	2351	49
	I am happy with the friendships I have	190	63	2359	65



Adult Survey Items Results Summary		Seacoast Mental Health Center 2014-2016		Statewide 2014-16	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Functioning	My symptoms are not bothering me as much	184	52	1156	49
	I feel hopeful about my future (new2016)	66	65	916	56
	I do things that are more meaningful to me	185	63	2376	62
	I am better able to take care of my needs	187	68	2390	66
	I am better able to manage my money and pay my bills (new2016)	62	61	866	62
	I am better able to handle things when they go wrong	187	57	2387	57
	I am better able to do things that I want to do	184	64	2382	59
Outcomes	My symptoms are not bothering me as much	184	52	2369	49
	My housing situation has improved	161	52	2111	55
	I do better in social situations	185	54	2352	49
	I do better in school and/or work	126	45	1428	44
	I deal more effectively with daily problems	185	70	2393	67
	I am getting along better with my family	178	64	2260	59
	I am better able to deal with crisis	186	58	2372	58
	I am better able to control my life	185	64	2386	63
General Satisfaction	If I had other choices, I would still get services from this agency*	189	83	2403	76
	I would recommend this agency to a friend or family member	190	81	2403	77
	I like the services that I have received*	191	86	2430	81
Self-Determination	I have people in my life who respect my values and choices (new2016)	69	77	931	75
	I have people in my life who accept me for me (new2016)	67	84	930	79
	I have a say in what happens to me when I am in crisis (new2016)^	67	81	903	70
	I decide how involved I want to be in my treatment (new2016)	70	84	926	82
	I am free to choose the kinds of goals I want to pursue (new2016)	69	83	926	81
	I am able to stand up for myself to get what I need (new2016)	70	66	932	68
Health and Wellness	My medications have been helpful to me (new2016)	65	80	903	74
	I was able to meet with a primary care medical provider to discuss my physical well-being (new2016)	66	79	886	83
	I was (not) prescribed too many medications (new2016)	60	68	813	60
	I have stopped smoking or am working toward stopping (new2016)	38	50	550	53
	I have been more physically active (new2016)*	67	67	901	52
	I have been eating a more healthy diet (new2016)	68	63	881	59

Note the total number Ns or denominators are smaller for items that were added in 2016.

*p<0.05 statistically significant difference in scores between the center and statewide; ^p<0.10 borderline significant.



Seacoast Mental Health Center– Behavioral Outcomes

About 70% of Seacoast Health Center respondents reported being unemployed at the time of the survey, which is lower than statewide results. 5% of respondents reported being arrested in the last 12 months, and 7% reported that their encounters with the police have been reduced. A larger proportion of Seacoast Health Center respondents compared to statewide reported participating in community organizations/gym, peer support center, volunteer work, and other social activities. 16% of Seacoast Health Center respondents reported that they are attending either full- or part-time school. 37% of Seacoast Health Center respondents reported they are current smokers, and 48% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of Seacoast Health Center respondents to the state.

	Seacoast Mental Health Center 2014-16 N=194		NH Statewide 2014-16 N=2,457	
	n	%	n	%
Are you currently employed? (2015 & 2016)*				
No	90	70	1287	79
Yes - full-time	5	4	61	4
Yes - part-time	34	26	291	18
Arrests & police encounters				
Were you arrested in the last months? (% yes)	10	5	180	8
Were you arrested during the 12 months prior to that? (%yes)*	8	4	200	8
Arrested at all in the past 2 years? (%yes)^	16	9	313	13
Over the last 12 months, have your encounters with the police...				
Been reduced	13	7	230	10
Stayed the same	11	6	137	6
Increased	6	3	79	3
Not applicable	162	84	1976	82
Participation in community or social activities (new 2016)				
Spiritual/Religious	22	33	387	42
Community organizations/gym	19	29	251	28
Peer support center	12	18	152	17
Recovery support center for substance misuse	3	5	75	8
Volunteer work	14	20	170	19
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	5	8	100	11
Other social activities	21	35	233	27
Attending school (new 2016)^				
No school	56	85	836	92
School Full-time	3	5	24	3
School Part-time	5	11	49	5
Smoking status (new 2016)				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	25	37	400	43
Former smoker (smoked in the past but now quit)	14	21	213	23
Never smoked	29	43	326	35
If you are a current smoker, are you thinking of quitting smoking within the next six months? (%yes)	12	48	238	63

p<0.05 = statistically significant difference between the center and statewide, ^p<0.10 borderline significant.



Seacoast Mental Health Center: 2016 Family Member Consumer Survey Results

Demographics

A total of 140 family members of youth clients who received services from Seacoast Mental Health Center responded to the client satisfaction survey in the last three years (2014-2016). Of the children whose family member responded, 56% were male, 95% were White, and 8% were Hispanic/Latino. The average age was 10 years. About 63% have received services for a year or more. The table below compares the characteristics of Seacoast Mental Health Center youth clients to the state.

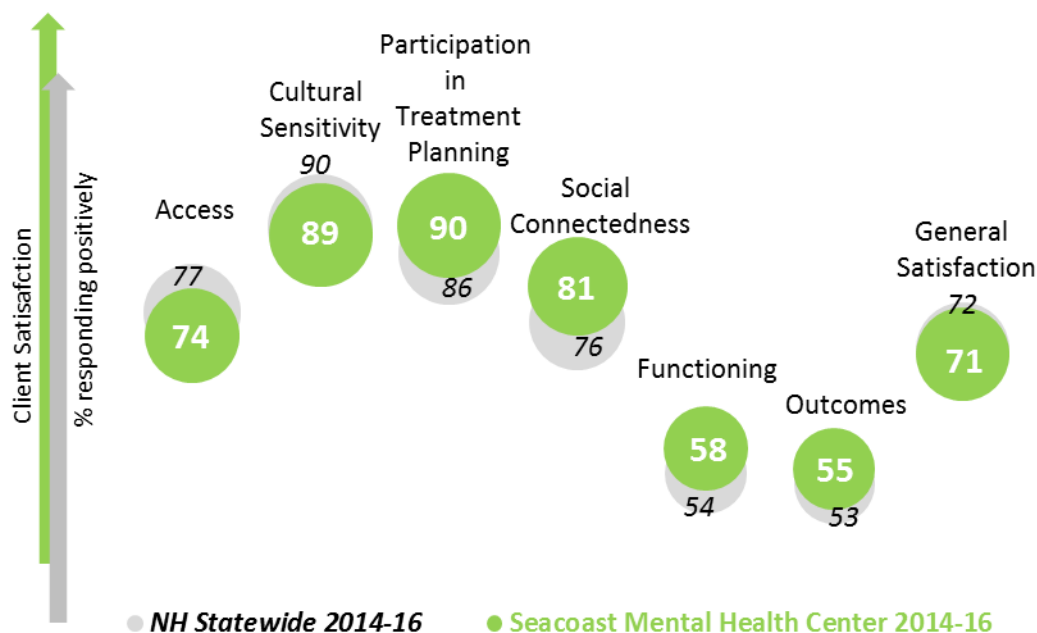
	Seacoast Mental Health Center 2014-16 N=140		NH Statewide 2014-16 N=1,422	
	n	%	N	%
Gender				
Male	76	56	812	58
Female	60	44	583	42
Age group				
age 0-5	12	9	115	8
age 6-11	66	50	729	53
age 12 or older	53	41	526	38
<i>Average age (SD, range)</i>	10.3 (sd=3.5, min=4, max=17)		10.3 (sd=3.5, range: 0-18)	
Race category				
American Indian/Alaska Native	3	2	36	3
Asian^	4	3	16	1
Black or African American	5	4	66	5
Native Hawaiian/Pacific Islander	2	2	8	1
White (Caucasian)^	130	95	1272	90
Other race	5	4	83	6
Either of child's parent is Spanish/Hispanic/Latino				
Yes-Hispanic/Latino	10	8	142	10
No-Not Hispanic/Latino	124	93	1245	90
How long has your child received services from this Center?				
Less than 1 month	3	2	33	2
1-5 months	13	9	209	15
6 months-1 year	35	25	339	24
More than 1 year	87	63	820	59
Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.?^				
No	77	56	889	64
Yes	60	44	506	36

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino. ^p<0.10 = borderline statistically significant difference between the center and statewide.



Satisfaction with Seacoast Mental Health Center: Domain Scores with Comparisons to Statewide

Compared to the state overall, Seacoast Mental Health Center had higher family member respondent satisfaction scores across 4 of the seven domains and lower scores in 3 domains. None of the domains were statistically significantly different for Seacoast Mental Health Center responses as compared to statewide scores.



Note: there were no statistically significant differences in scores between the center and statewide

The table below provides additional details on the total number of family member respondents included in each domain for Seacoast Mental Health and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Seacoast Mental Health Center 2014-2016		Statewide 2014-16		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	139	74	1413	77	-3.3
Cultural Sensitivity	106	89	1059	90	-1.1
Participation in Treatment Planning	140	90	1410	86	4.0
Social Connectedness	138	81	1390	76	5.2
Functioning	137	58	1389	54	3.7
Outcomes	137	55	1391	53	2.1
General Satisfaction	140	71	1416	72	-0.6

Note: there were no statistically significant differences in scores between the center and statewide



Satisfaction with Seacoast Mental Health Center – Item-specific Scores by Domain

The table below shows the item-specific data for Seacoast Mental Health Center across the last three years (2014-2016) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*).

Family Member Survey Items Results Summary		Seacoast Mental Health Center 2014-2016		Statewide 2014-2016	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	139	86	1415	87
	Services were available at times that were convenient for us	139	76	1415	80
Cultural Sensitivity	Staff spoke with me in a way that I understood	138	94	1411	95
	Staff treated me with respect	138	93	1411	92
	Staff respected my family's religious/spiritual beliefs	101	85	1005	87
	Staff were sensitive to my cultural/ethnic background	99	84	960	85
Participation in Treatment Planning	I helped to choose my child's services	138	84	1391	82
	I helped to choose my child's treatment goals	140	84	1405	83
	I participated in my child's treatment	140	94	1413	92
	I have people that I am comfortable talking with about my child's problems^	138	89	1386	81
Social Connectedness	In a crisis, I would have the support I need from family or friends	139	82	1390	77
	I have people with whom I can do enjoyable things*	139	91	1390	84
	I know people who will listen and understand me when I need to talk	138	81	1386	78
Functioning	My child is better at handling daily life	139	66	1395	60
	My child gets along better with family members	134	63	1367	58
	My child gets along better with friends and other people	136	59	1366	58
	My child is doing better in school and/or work	132	63	1356	59
	My child is better able to cope when things go wrong	134	58	1401	55
	My child is better able to do things he/she wants to do	134	60	1381	60
Outcomes	My child is better at handling daily life	139	66	1395	60
	My child gets along better with family members	134	63	1367	58
	My child gets along better with friends and other people	136	59	1366	58
	My child is doing better in school and/or work	132	63	1356	59
	My child is better able to cope when things go wrong	134	58	1401	55
	I am satisfied with our family life right now	136	62	1395	57
General Satisfaction	My family got the help we wanted for my child	138	75	1411	72
	My family got as much help as we needed for my child	139	68	1404	66
	I felt my child had someone to talk to when he/she was troubled	133	84	1366	80
	Overall, I am satisfied with the services my child received	140	79	1416	80
	The people helping my child stuck with us no matter what	138	73	1389	76
	The services my child and/or my family received were right for us	140	75	1415	74

*p<0.05 statistically significant difference in scores between the center and statewide; ^p<0.10 borderline significant.



Seacoast Mental Health Center – Behavioral Outcomes

About 11% Seacoast Mental Health Center family member respondents reported that their child was arrested in the last 12 months, and 7% reported that their child's encounters with the police have been reduced. 56% of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. 100% of Seacoast Mental Health Center respondents reported that their child attended school in the last 12 months, and 15% reported that their child had been suspended or expelled in the last 12 months. 26% of Seacoast Mental Health Center respondents indicated that the number of days their child was in school has increased since starting to receive services, a proportion that is less than statewide averages. The table below compares the behavioral outcome results of Seacoast Mental Health Center respondent children to the state.

	Seacoast Mental Health Center 2014-16 N=140		NH Statewide 2014-16 N=1,422	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	3	11	12	5
Was your child arrested during the 12 months prior to that? (%yes)	2	8	10	4
Was child arrested at all in the past 2 years? (%yes)	1	6	3	3
Over the last 12 months, have your child's encounters with the police...				
Been reduced	2	7	27	11
Stayed the same	3	11	17	7
Increased	1	4	9	4
Not applicable (My child had no police encounters this year or last year)	21	78	201	79
Transition Planning				
If you child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)^	15	56	102	40
School attendance (among those age 6 or older)				
Did your child attend school in the past 12 months? (%yes)*	118	100	1213	97
Was your child expelled or suspended during the past 12 months? (%yes)	18	15	206	17
Was your child expelled or suspended during the past 12 months prior to that? (%yes)*	7	6	146	12
Was child expelled or suspended at all in the past 2 years? (%yes)	19	16	256	21
Since starting to receive services, the number of days my child was in school...				
Has increased	13	26	187	32
Has stayed about the same	30	60	334	57
Has decreased	7	14	69	12

p<0.05 = statistically significant difference between the center and statewide, ^p<0.10 borderline significant.





Community Partners

Summary of Adult and Family Member Consumer Surveys



Community Partners: 2016 Adult Consumer Survey Results

Demographics

A total of 208 adult consumers from Community Partners responded to the client satisfaction survey in the last three years (2014-2016). Of these, 39% were male, 90% were White, and 4% were Hispanic/Latino. The average age was 46 years. About 87% were still receiving services at the time of the survey and 92% have received services for a year or more. The table below compares the characteristics of Community Partners respondents to the state.

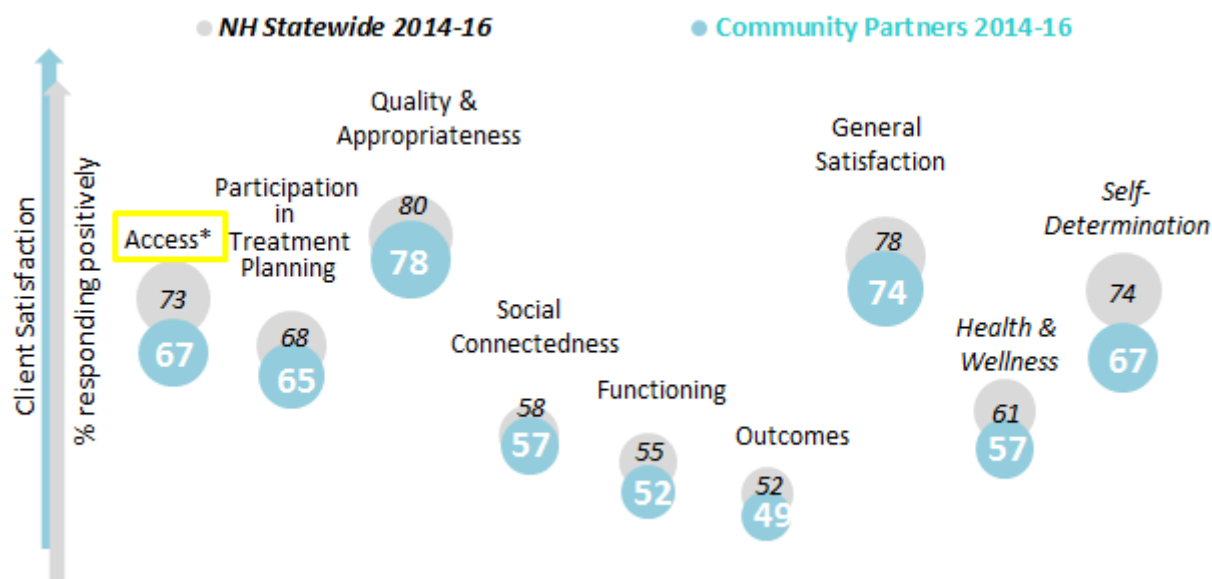
	Community Partners 2014-16 N=208		NH Statewide 2014-16 N=2,457	
	n	%	n	%
Gender				
Male	80	39	898	37
Female	125	61	1512	63
Age group				
Age 18-24	19	9	193	8
Age 25-44	59	29	677	30
Age 45-64	109	54	1208	53
Age 65+	15	7	211	9
<i>Average age (SD, range)</i>	45.7 (sd=14.3, range: 18-77)		47.1 (sd=14.1, range: 18-88)	
Race category				
American Indian/Alaska Native	14	7	136	6
Asian	1	1	33	1
Black or African American	9	4	101	4
Native Hawaiian/Pacific Islander	0	0	12	1
White (Caucasian)*	187	90	2079	85
Other race	10	5	137	6
Ethnicity: Hispanic/Latino/Spanish*				
Yes-Hispanic/Latino	8	4	200	9
No-Not Hispanic/Latino	185	96	2118	91
Are you currently (still) getting mental health services from CMHC providers? (new2016) (%yes)	69	87	846	91
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	16	8	201	8
1 year or more (at least 12 months)	185	92	2207	92

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino. $p < 0.05$ = statistically significant difference between the center and statewide



Satisfaction with Community Partners: Domain Scores with Comparisons to Statewide

Compared to the state overall, Community Partners had lower client satisfaction scores across all of the nine domains. One domain –access– was statistically significantly lower. About 67% of Community Partners clients responded positively to treatment access, as compared to 73% statewide.



* $p < 0.05$ = statistically significant difference in scores between the center and statewide

The table below provides additional details on the total number of respondents included in each domain for Community Partners and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Community Partners 2014-2016		Statewide 2014-16		Difference
	Total N	CMHC %	Total N	Statewide %	
Access*	204	67	2435	73	-6.0
Participation in Treatment Planning	195	65	2338	68	-3.4
Quality and Appropriateness	200	78	2388	80	-2.7
Social Connectedness	197	57	2374	58	-1.3
Functioning	195	52	2381	55	-3.4
Outcomes	197	49	2311	52	-2.4
General Satisfaction	202	74	2428	78	-3.6
Health and Wellness (state added)	76	57	881	61	-4.2
Self-Determination (state added)	81	67	938	74	-7.4

* $p < 0.05$ statistically significant difference in scores between the center and statewide. A negative difference (in red) indicates the center scored significantly lower than statewide.



Satisfaction with Community Partners – Item-specific Scores by Domain

The table below shows the item-specific data for Community Partners across the last three years (2014-2016) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items added this year (2016) are noted as such and should be interpreted with caution given the smaller sample size.

Adult Survey Items Results Summary		Community Partners 2014-2016		Statewide 2014-16	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	202	76	2385	78
	Staff were willing to see me as often as I felt it was necessary*	203	74	2407	81
	Staff returned my call in 24 hours	196	71	2362	74
	Services were available at times that were good for me	202	86	2426	84
	I was able to see a psychiatrist when I wanted to*	197	58	2330	66
	I was able to get all the services I thought I needed	203	70	2420	73
Participation in Treatment Planning	Staff were respectful of my sexual orientation, gender expression, and gender identity (new2016)	73	86	816	89
	Staff saw me as an equal partner in my treatment plan (new2016)^	78	71	929	79
	Staff respected me as a whole person (new2016)	79	84	930	87
	My right to refuse treatment was respected (new2016)	68	66	748	74
	My beliefs were respected in my treatment and treatment plan (new2016)	79	81	930	82
	I, not staff, decided my treatment goals	197	69	2373	67
	I felt comfortable asking questions about my treatment and medication	201	81	2408	84
Quality and Appropriateness	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	176	84	2072	84
	Staff told me what side effects to watch out for*	197	65	2299	72
	Staff respected my wishes about who is and who is not to be given information about my treatment	199	85	2362	86
	Staff here believed that I could grow, change, and recover	202	77	2365	79
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	197	76	2355	75
	Staff encouraged me to take responsibility for how I live my life	201	83	2339	81
	I was given information about my rights^	199	89	2381	85
	I was given information about how to file a complaint (new2016)	66	52	784	55
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	190	76	2258	74
	I felt free to complain^	199	70	2374	75
Social Connectedness	When I need help right away, I know people I can call on (new2016)*	79	62	930	73
	In a crisis, I have the support I need from family or friends	197	69	2375	69
	I know people who listen and understand me when I need to talk (new2016)*	80	60	931	70
	I have people with whom I can do enjoyable things	199	65	2378	69
	I feel I belong to my community	196	48	2351	49
	I am happy with the friendships I have	196	64	2359	65



Adult Survey Items Results Summary		Community Partners 2014-2016		Statewide 2014-16	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Functioning	My symptoms are not bothering me as much	200	47	1156	49
	I feel hopeful about my future (new2016)*	78	45	916	56
	I do things that are more meaningful to me	195	63	2376	62
	I am better able to take care of my needs	195	64	2390	66
	I am better able to manage my money and pay my bills (new2016)	72	56	866	62
	I am better able to handle things when they go wrong	199	55	2387	57
	I am better able to do things that I want to do	200	55	2382	59
Outcomes	My symptoms are not bothering me as much	200	47	2369	49
	My housing situation has improved	173	55	2111	55
	I do better in social situations	198	48	2352	49
	I do better in school and/or work	102	44	1428	44
	I deal more effectively with daily problems	204	65	2393	67
	I am getting along better with my family	193	61	2260	59
	I am better able to deal with crisis	202	55	2372	58
	I am better able to control my life	200	61	2386	63
General Satisfaction	If I had other choices, I would still get services from this agency	201	72	2403	76
	I would recommend this agency to a friend or family member	200	74	2403	77
	I like the services that I have received	204	79	2430	81
Self-Determination	I have people in my life who respect my values and choices (new2016)	80	69	931	75
	I have people in my life who accept me for me (new2016)	81	77	930	79
	I have a say in what happens to me when I am in crisis (new2016)	80	70	903	70
	I decide how involved I want to be in my treatment (new2016)	79	80	926	82
	I am free to choose the kinds of goals I want to pursue (new2016)*	81	72	926	81
	I am able to stand up for myself to get what I need (new2016)	79	62	932	68
Health and Wellness	My medications have been helpful to me (new2016)	77	66	903	74
	I was able to meet with a primary care medical provider to discuss my physical well-being (new2016)	76	84	886	83
	I was (not) prescribed too many medications (new2016)	70	66	813	60
	I have stopped smoking or am working toward stopping (new2016)	55	51	550	53
	I have been more physically active (new2016)	77	52	901	52
	I have been eating a more healthy diet (new2016)^	75	49	881	59

Note the total number Ns or denominators are smaller for items that were added in 2016.

*p<0.05 statistically significant difference in scores between the center and statewide; ^p<0.10 borderline significant.



Community Partners – Behavioral Outcomes

About 85% of Community Partners respondents reported being unemployed at the time of the survey, which is higher than statewide results. 9% of respondents reported being arrested in the last 12 months, and 12% reported that their encounters with the police have been reduced. A smaller proportion of Community Partners respondents compared to statewide reported participating in spiritual/religious, community organizations/gym, peer support center, volunteer work, self-help groups, and other social activities. 11% of Community Partners respondents reported that they are attending either full- or part-time school. 50% of Community Partners respondents reported they are current smokers, and 64% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of Community Partners respondents to the state.

	Community Partners 2014-16 N=208		NH Statewide 2014-16 N=2,457	
	n	%	n	%
Are you currently employed? (2015 & 2016)^				
No	122	85	1287	79
Yes - full-time	2	1	61	4
Yes - part-time	19	13	291	18
Arrests & police encounters				
Were you arrested in the last months? (% yes)	19	9	180	8
Were you arrested during the 12 months prior to that? (%yes)	17	8	200	8
Arrested at all in the past 2 years? (%yes)	28	14	313	13
Over the last 12 months, have your encounters with the police...				
Been reduced	25	12	230	10
Stayed the same	13	6	137	6
Increased	8	4	79	3
Not applicable	160	78	1976	82
Participation in community or social activities (new 2016)				
Spiritual/Religious	31	41	387	42
Community organizations/gym	15	20	251	28
Peer support center	11	15	152	17
Recovery support center for substance misuse	6	8	75	8
Volunteer work	11	15	170	19
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	7	9	100	11
Other social activities	15	19	233	27
Attending school (new 2016)				
No school	67	89	836	92
School Full-time	3	4	24	3
School Part-time	5	7	49	5
Smoking status (new 2016)				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	40	50	400	43
Former smoker (smoked in the past but now quit)	18	23	213	23
Never smoked	22	28	326	35
If you are a current smoker, are you thinking of quitting smoking within the next six months? (%yes)	25	64	238	63

p<0.10 = borderline statistically significant difference between the center and statewide



Community Partners: 2016 Family Member Survey Results

Demographics

A total of 153 family members of youth clients who received services from Community Partners responded to the client satisfaction survey in the last three years (2014-2016). Of the children whose family member responded, 58% were male, 90% were White, and 5% were Hispanic/Latino. The average age was 11 years. About 56% have received services for a year or more. The table below compares the characteristics of Community Partners youth clients to the state.

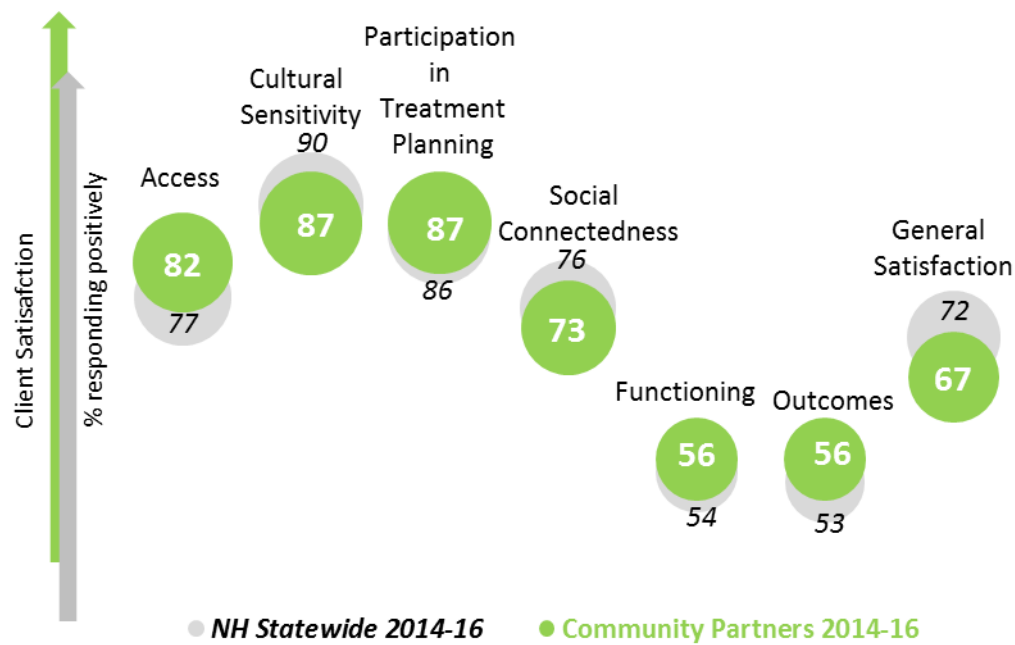
	Community Partners 2014-16 N=153		NH Statewide 2014-16 N=1,422	
	n	%	n	%
Gender				
Male	87	58	812	58
Female	64	42	583	42
Age group				
age 0-5	9	6	115	8
age 6-11	72	49	729	53
age 12 or older	65	45	526	38
<i>Average age (SD, range)</i>	11.3 (sd=3.7, range: 3-18)		10.3 (sd=3.5, range: 0-18)	
Race category				
American Indian/Alaska Native	4	3	36	3
Asian	1	1	16	1
Black or African American	68	5	66	5
Native Hawaiian/Pacific Islander	0	0	8	1
White (Caucasian)	137	90	1272	90
Other race	9	6	83	6
Either of child's parent is Spanish/Hispanic/Latino*				
Yes-Hispanic/Latino	8	5	142	10
No-Not Hispanic/Latino	143	95	1245	90
How long has your child received services from this Center?				
Less than 1 month	6	4	33	2
1-5 months	20	13	209	15
6 months-1 year	41	27	339	24
More than 1 year	85	56	820	59
Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.?				
No	88	58	889	64
Yes	64	42	506	36

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino. *p<0.05 = statistically significant difference between the center and statewide.



Satisfaction with Community Partners: Domain Scores with Comparisons to Statewide

Compared to the state overall, Community Partners had higher family member respondent satisfaction scores across 4 of the seven domains and lower scores across 3 domains. None of the domains were statistically significantly different for Community Partners responses as compared to statewide scores.



Note: there were no statistically significant differences in scores between the center and statewide

The table below provides additional details on the total number of family member respondents included in each domain for Community Partners and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Community Partners 2014-2016		Statewide 2014-16		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	151	82	1413	77	4.7
Cultural Sensitivity	118	87	1059	90	-2.5
Participation in Treatment Planning	151	87	1410	86	1.4
Social Connectedness	150	73	1390	76	-2.7
Functioning	149	56	1389	54	1.7
Outcomes	149	56	1391	53	3.1
General Satisfaction	153	67	1416	72	-5.3

Note: there were no statistically significant differences in scores between the center and statewide



Satisfaction with Community Partners – Item-specific Scores by Domain

The table below shows the item-specific data for Community Partners across the last three years (2014-2016) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*).

Family Member Survey Items Results Summary					
Domain	Item	Community Partners 2014-2016		Statewide 2014-2016	
		N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	151	89	1415	87
	Services were available at times that were convenient for us	153	84	1415	80
Cultural Sensitivity	Staff spoke with me in a way that I understood	151	93	1411	95
	Staff treated me with respect	152	90	1411	92
	Staff respected my family's religious/spiritual beliefs	114	83	1005	87
	Staff were sensitive to my cultural/ethnic background	105	84	960	85
Participation in Treatment Planning	I helped to choose my child's services	149	84	1391	82
	I helped to choose my child's treatment goals	151	87	1405	83
	I participated in my child's treatment	152	95	1413	92
	I have people that I am comfortable talking with about my child's problems	150	88	1386	81
Social Connectedness	In a crisis, I would have the support I need from family or friends	148	76	1390	77
	I have people with whom I can do enjoyable things	150	77	1390	84
	I know people who will listen and understand me when I need to talk	151	76	1386	78
Functioning	My child is better at handling daily life	148	57	1395	60
	My child gets along better with family members	148	55	1367	58
	My child gets along better with friends and other people	147	59	1366	58
	My child is doing better in school and/or work	149	60	1356	59
	My child is better able to cope when things go wrong	153	54	1401	55
	My child is better able to do things he/she wants to do	149	60	1381	60
Outcomes	My child is better at handling daily life	148	57	1395	60
	My child gets along better with family members	148	55	1367	58
	My child gets along better with friends and other people	147	59	1366	58
	My child is doing better in school and/or work	149	60	1356	59
	My child is better able to cope when things go wrong	153	54	1401	55
	I am satisfied with our family life right now	149	55	1395	57
General Satisfaction	My family got the help we wanted for my child	153	68	1411	72
	My family got as much help as we needed for my child	151	63	1404	66
	I felt my child had someone to talk to when he/she was troubled	148	77	1366	80
	Overall, I am satisfied with the services my child received	153	78	1416	80
	The people helping my child stuck with us no matter what*	152	66	1389	76
	The services my child and/or my family received were right for us	152	71	1415	74

*p<0.05 statistically significant difference in scores between the center and statewide.



Community Partners – Behavioral Outcomes

About 6% Community Partners family member respondents reported that their child was arrested in the last 12 months, and 18% reported that their child's encounters with the police have been reduced. 36% of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. 96% of Community Partners respondents reported that their child attended school in the last 12 months, and 21% reported that their child had been suspended or expelled in the last 12 months. 29% of Community Partners respondents indicated that the number of days their child was in school has increased since starting to receive services, a proportion that is less than statewide averages. The table below compares the behavioral outcome results of Community Partners respondent children to the state. Overall, there were no statistically significant differences between the center and statewide.

	Community Partners 2014-16 N=153		NH Statewide 2014-16 N=1,422	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	3	6	12	5
Was your child arrested during the 12 months prior to that? (%yes)	4	8	10	4
Was child arrested at all in the past 2 years? (%yes)	1	3	3	3
Over the last 12 months, have your child's encounters with the police...				
Been reduced	9	18	27	11
Stayed the same	2	4	17	7
Increased	3	6	9	4
Not applicable (My child had no police encounters this year or last year)	37	73	201	79
Transition Planning				
If you child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	19	36	102	40
School attendance (among those age 6 or older)				
Did your child attend school in the past 12 months? (%yes)	132	96	1213	97
Was your child expelled or suspended during the past 12 months? (%yes)	27	21	206	17
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	16	12	146	12
Was child expelled or suspended at all in the past 2 years? (%yes)	29	22	256	21
Since starting to receive services, the number of days my child was in school...				
Has increased	21	29	187	32
Has stayed about the same	39	54	334	57
Has decreased	12	17	69	12

Note: There were no statistically significant differences between the center and statewide





Center for Life Management

Summary of Adult and Family Member Consumer Surveys



Center for Life Management: 2016 Adult Consumer Survey Results

Demographics

A total of 140 adult consumers from Center for Life Management responded to the client satisfaction survey in the last three years (2014-2016). Of these, 42% were male, 93% were White, and 8% were Hispanic/Latino. The average age was 47 years. About 91% were still receiving services at the time of the survey and 92% have received services for a year or more. The table below compares the characteristics of Center for Life Management respondents to the state.

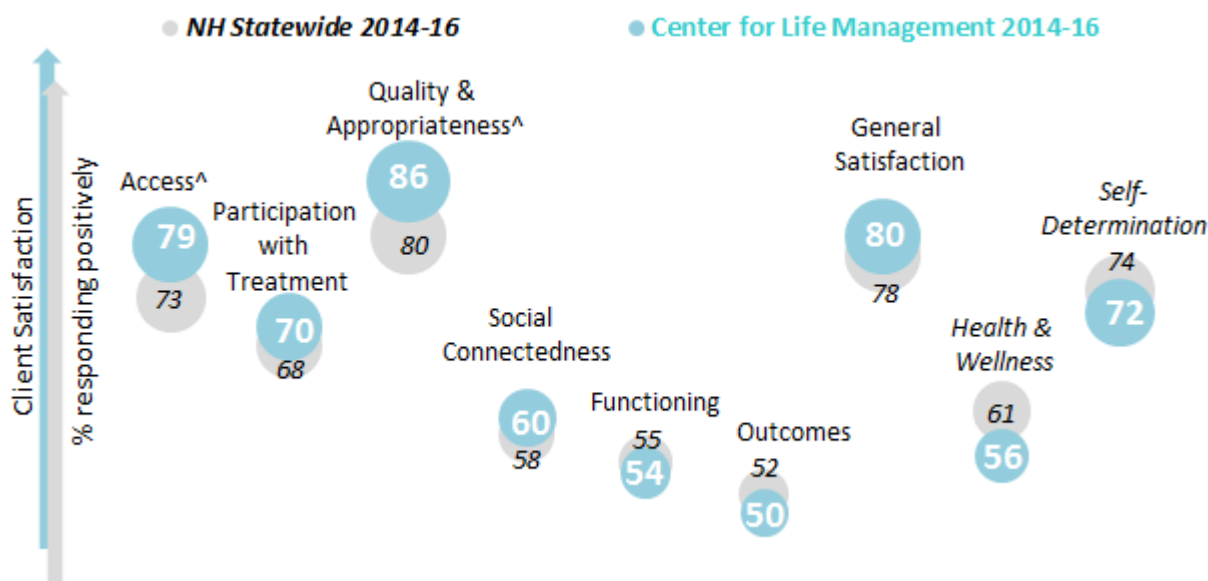
	Center for Life Management 2014-16 N=140		NH Statewide 2014-16 N=2,457	
	n	%	n	%
Gender				
Male	58	42	898	37
Female	81	58	1512	63
Age group*				
Age 18-24	14	11	193	8
Age 25-44	27	21	677	30
Age 45-64	80	62	1208	53
Age 65+	8	6	211	9
<i>Average age (SD, range)</i>	46.5 (sd=13.8, range: 18-88)		47.1 (sd=14.1, range: 18-88)	
Race category				
American Indian/Alaska Native	4	3	136	6
Asian	1	1	33	1
Black or African American	3	2	101	4
Native Hawaiian/Pacific Islander	0	0	12	1
White (Caucasian)*	129	93	2079	85
Other race	6	4	137	6
Ethnicity: Hispanic/Latino/Spanish				
Yes-Hispanic/Latino	10	8	200	9
No-Not Hispanic/Latino	123	93	2118	91
Are you currently (still) getting mental health services from CMHC providers? (new2016) (%yes)	48	91	846	91
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	11	8	201	8
1 year or more (at least 12 months)	128	92	2207	92

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino. $p < 0.05$ = statistically significant difference between the center and statewide



Satisfaction with Center for Life Management: Domain Scores with Comparisons to Statewide

Compared to the state overall, Center for Life Management had higher client satisfaction scores across 5 of the nine domains and lower satisfaction scores across 4 domains. None of the domains were statistically significantly different for Center for Life Management clients as compared to statewide scores.



Note: there were no statistically significant differences in scores between the center and statewide; ^p<0.10 borderline significant

The table below provides additional details on the total number of respondents included in each domain for Center for Life Management and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Center for Life Management 2014-2016		Statewide 2014-16		Difference
	Total N	CMHC %	Total N	Statewide %	
Access^	139	79	2435	73	5.9
Participation in Treatment Planning	134	70	2338	68	2.1
Quality and Appropriateness^	137	86	2388	80	5.9
Social Connectedness	135	60	2374	58	1.8
Functioning	139	54	2381	55	-1.2
Outcomes	133	50	2311	52	-2.0
General Satisfaction	140	80	2428	78	2.1
Health and Wellness (state added)	52	56	881	61	-5.0
Self-Determination (state added)	53	72	938	74	-2.4

*p<0.10 borderline statistically significant difference in scores between the center and statewide.



Satisfaction with Center for Life Management – Item-specific Scores by Domain

The table below shows the item-specific data for Center for Life Management across the last three years (2014-2016) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items added this year (2016) are noted as such and should be interpreted with caution given the smaller sample size.

Adult Survey Items Results Summary		Center for Life Management 2014-2016		Statewide 2014-16	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	136	82	2385	78
	Staff were willing to see me as often as I felt it was necessary*	136	89	2407	81
	Staff returned my call in 24 hours	137	75	2362	74
	Services were available at times that were good for me	138	80	2426	84
	I was able to see a psychiatrist when I wanted to	127	65	2330	66
	I was able to get all the services I thought I needed	137	76	2420	73
Participation in Treatment Planning	Staff were respectful of my sexual orientation, gender expression, and gender identity (new2016)	44	84	816	89
	Staff saw me as an equal partner in my treatment plan (new2016)	52	81	929	79
	Staff respected me as a whole person (new2016)	52	90	930	87
	My right to refuse treatment was respected (new2016)	42	74	748	74
	My beliefs were respected in my treatment and treatment plan (new2016)	52	87	930	82
	I, not staff, decided my treatment goals	135	67	2373	67
	I felt comfortable asking questions about my treatment and medication*	138	91	2408	84
Quality and Appropriateness	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	108	82	2072	84
	Staff told me what side effects to watch out for	129	74	2299	72
	Staff respected my wishes about who is and who is not to be given information about my treatment	136	90	2362	86
	Staff here believed that I could grow, change, and recover^	138	85	2365	79
	Staff helped me obtain the information I needed so that I could take charge of managing my illness*	136	83	2355	75
	Staff encouraged me to take responsibility for how I live my life	133	83	2339	81
	I was given information about my rights	136	89	2381	85
	I was given information about how to file a complaint (new2016)	40	53	784	55
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	132	78	2258	74
	I felt free to complain	137	79	2374	75
Social Connectedness	When I need help right away, I know people I can call on (new2016)	53	64	930	73
	In a crisis, I have the support I need from family or friends	137	72	2375	69
	I know people who listen and understand me when I need to talk (new2016)	53	60	931	70
	I have people with whom I can do enjoyable things	134	69	2378	69
	I feel I belong to my community	132	45	2351	49
	I am happy with the friendships I have	134	59	2359	65
Functioning	My symptoms are not bothering me as much	138	42	1156	49



Adult Survey Items Results Summary		Center for Life Management 2014-2016		Statewide 2014-16	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
	I feel hopeful about my future (new2016)*	51	35	916	56
	I do things that are more meaningful to me	138	59	2376	62
	I am better able to take care of my needs	137	69	2390	66
	I am better able to manage my money and pay my bills (new2016)	47	53	866	62
	I am better able to handle things when they go wrong	138	54	2387	57
	I am better able to do things that I want to do	137	58	2382	59
Outcomes	My symptoms are not bothering me as much	138	42	2369	49
	My housing situation has improved	114	56	2111	55
	I do better in social situations*	138	41	2352	49
	I do better in school and/or work	79	43	1428	44
	I deal more effectively with daily problems	139	66	2393	67
	I am getting along better with my family	127	61	2260	59
	I am better able to deal with crisis	137	58	2372	58
	I am better able to control my life	137	63	2386	63
General Satisfaction					
	If I had other choices, I would still get services from this agency	137	77	2403	76
	I would recommend this agency to a friend or family member	139	76	2403	77
Self-Determination	I like the services that I have received	140	85	2430	81
	I have people in my life who respect my values and choices (new2016)	53	66	931	75
	I have people in my life who accept me for me (new2016)^	53	70	930	79
	I have a say in what happens to me when I am in crisis (new2016)	50	68	903	70
	I decide how involved I want to be in my treatment (new2016)	53	81	926	82
Health and Wellness	I am free to choose the kinds of goals I want to pursue (new2016)	53	87	926	81
	I am able to stand up for myself to get what I need (new2016)^	53	57	932	68
	My medications have been helpful to me (new2016)	51	77	903	74
	I was able to meet with a primary care medical provider to discuss my physical well-being (new2016)	51	78	886	83
	I was (not) prescribed too many medications (new2016)^	45	73	813	60
	I have stopped smoking or am working toward stopping (new2016)*	38	34	550	53
	I have been more physically active (new2016)	51	43	901	52
	I have been eating a more healthy diet (new2016)*	52	44	881	59

Note the total number Ns or denominators are smaller for items that were added in 2016.

*p<0.05 statistically significant difference in scores between the center and statewide; ^p<.0.10 borderline significant.



Center for Life Management– Behavioral Outcomes

About 77% of Center for Life Management respondents reported being unemployed at the time of the survey, which is lower than statewide results. 9% of respondents reported being arrested in the last 12 months, and 10% reported that their encounters with the police have been reduced. A smaller proportion of Center for Life Management respondents compared to statewide reported participating in spiritual/religious, community organizations/gym, recovery support center, volunteer work, self-help groups, and other social activities. 16% of Center for Life Management respondents reported that they are attending either full- or part-time school. 47% of Center for Life Management respondents reported they are current smokers, and 56% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of Center for Life Management respondents to the state.

	Center for Life Management 2014-16 N=140		NH Statewide 2014-16 N=2,457	
	n	%	n	%
Are you currently employed? (2015 & 2016)				
No	70	77	1287	79
Yes - full-time	2	2	61	4
Yes - part-time	19	21	291	18
Arrests & police encounters				
Were you arrested in the last months? (% yes)	12	9	180	8
Were you arrested during the 12 months prior to that? (%yes)	10	7	200	8
Arrested at all in the past 2 years? (%yes)	19	14	313	13
Over the last 12 months, have your encounters with the police...				
Been reduced	14	10	230	10
Stayed the same	10	7	137	6
Increased	7	5	79	3
Not applicable	109	78	1976	82
Participation in community or social activities (new 2016)				
Spiritual/Religious^	16	30	387	42
Community organizations/gym	11	21	251	28
Peer support center	10	19	152	17
Recovery support center for substance misuse	2	4	75	8
Volunteer work	9	17	170	19
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	3	6	100	11
Other social activities	9	19	233	27
Attending school (new 2016)^				
No school	45	85	836	92
School Full-time	4	8	24	3
School Part-time	4	8	49	5
Smoking status (new 2016)				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	25	47	400	43
Former smoker (smoked in the past but now quit)	11	21	213	23
Never smoked	17	32	326	35
If you are a current smoker, are you thinking of quitting smoking within the next six months? (%yes)	14	56	238	63

p<0.10 = borderline statistically significant difference between the center and statewide



Center for Life Management: 2016 Family Member Consumer Survey Results

Demographics

A total of 139 family members of youth clients who received services from Center for Life Management responded to the client satisfaction survey in the last three years (2014-2016). Of the children whose family member responded, 64% were male, 89% were White, and 7% were Hispanic/Latino. The average age was 10 years. About 58% have received services for a year or more. The table below compares the characteristics of Center for Life Management youth clients to the state.

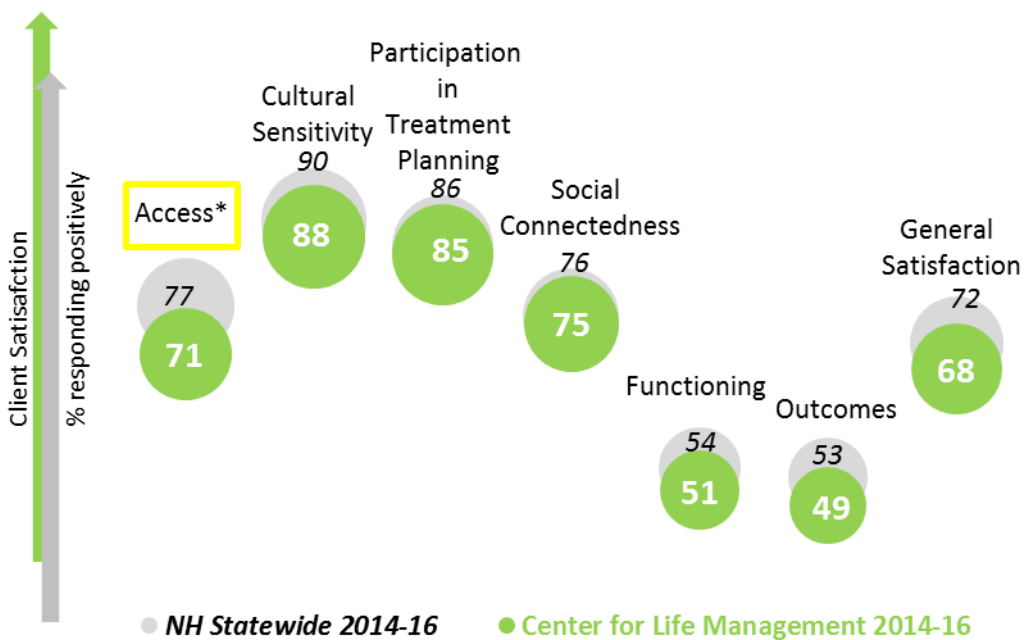
	Center for Life Management 2014-16 N=139		NH Statewide 2014-16 N=1,422	
	n	%	n	%
Gender				
Male	87	64	812	58
Female	50	37	583	42
Age group				
age 0-5	10	7	115	8
age 6-11	70	52	729	53
age 12 or older	56	41	526	38
<i>Average age (SD, range)</i>	10.4 (sd=3.2, range: 0-17)		10.3 (sd=3.5, range: 0-18)	
Race category				
American Indian/Alaska Native	1	1	36	3
Asian	2	2	16	1
Black or African American	7	5	66	5
Native Hawaiian/Pacific Islander	0	0	8	1
White (Caucasian)	122	89	1272	90
Other race	8	6	83	6
Either of child's parent is Spanish/Hispanic/Latino				
Yes-Hispanic/Latino	9	7	142	10
No-Not Hispanic/Latino	127	93	1245	90
How long has your child received services from this Center?				
Less than 1 month	3	2	33	2
1-5 months	19	14	209	15
6 months-1 year	36	26	339	24
More than 1 year	80	58	820	59
Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.?				
No	99	72	889	64
Yes	39	28	506	36

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino. *p<0.05 = statistically significant difference between the center and statewide.



Satisfaction with Center for Life Management: Domain Scores with Comparisons to Statewide

Compared to the state overall, Center for life Management had lower client family member satisfaction scores across all of the seven domains. One domain –access – was statistically significantly lower. About 71% percent of Center for Life Management family members responded positively to access, as compared to 77% statewide.



* $p < 0.05$ = statistically significant difference in scores between the center and statewide

The table below provides additional details on the total number of family member respondents included in each domain for Center for Life Management and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Center for Life Management 2014-2016		Statewide 2014-16		Difference
	Total N	CMHC %	Total N	Statewide %	
Access*	139	71	1413	77	-6.9
Cultural Sensitivity	88	88	1059	90	-2.3
Participation in Treatment Planning	139	85	1410	86	-1.1
Social Connectedness	139	75	1390	76	-1.2
Functioning	136	51	1389	54	-3.3
Outcomes	136	49	1391	53	-4.1
General Satisfaction	139	68	1416	72	-3.7

* $p < 0.05$ = statistically significant difference in scores between the center and statewide. A negative difference (in red) indicates the center scored significantly lower than statewide.



Satisfaction with Center for Life Management – Item-specific Scores by Domain

The table below shows the item-specific data for Center for Life Management across the last three years (2014-2016) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*).

Family Member Survey Items Results Summary		Center for Life Management 2014-2016		Statewide 2014-2016	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	139	84	1415	87
	Services were available at times that were convenient for us*	139	71	1415	80
Cultural Sensitivity	Staff spoke with me in a way that I understood	138	95	1411	95
	Staff treated me with respect	139	91	1411	92
	Staff respected my family's religious/spiritual beliefs	84	85	1005	87
	Staff were sensitive to my cultural/ethnic background	79	84	960	85
Participation in Treatment Planning	I helped to choose my child's services	139	82	1391	82
	I helped to choose my child's treatment goals	139	81	1405	83
	I participated in my child's treatment	138	89	1413	92
	I have people that I am comfortable talking with about my child's problems	139	81	1386	81
Social Connectedness	In a crisis, I would have the support I need from family or friends	139	78	1390	77
	I have people with whom I can do enjoyable things	139	86	1390	84
	I know people who will listen and understand me when I need to talk*	138	72	1386	78
Functioning	My child is better at handling daily life	139	58	1395	60
	My child gets along better with family members	134	52	1367	58
	My child gets along better with friends and other people	134	55	1366	58
	My child is doing better in school and/or work	131	57	1356	59
	My child is better able to cope when things go wrong	137	49	1401	55
	My child is better able to do things he/she wants to do	139	54	1381	60
Outcomes	My child is better at handling daily life	139	58	1395	60
	My child gets along better with family members	134	52	1367	58
	My child gets along better with friends and other people	134	55	1366	58
	My child is doing better in school and/or work	131	57	1356	59
	My child is better able to cope when things go wrong	137	49	1401	55
	I am satisfied with our family life right now	137	51	1395	57
General Satisfaction	My family got the help we wanted for my child	139	72	1411	72
	My family got as much help as we needed for my child	137	61	1404	66
	I felt my child had someone to talk to when he/she was troubled	130	80	1366	80
	Overall, I am satisfied with the services my child received	138	83	1416	80
	The people helping my child stuck with us no matter what	138	72	1389	76
	The services my child and/or my family received were right for us	139	71	1415	74

*p<0.05 statistically significant difference in scores between the center and statewide.



Center for Life Management – Behavioral Outcomes

About 6% Center for Life Management family member respondents reported that their child was arrested in the last 12 months, and 18% reported that their child's encounters with the police have been reduced. 25% of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. 99% of Center for Life respondents reported that their child attended school in the last 12 months, and 14% reported that their child had been suspended or expelled in the last 12 months. 31% of Center for Life respondents indicated that the number of days their child was in school has increased since starting to receive services, a proportion that is less than statewide averages. The table below compares the behavioral outcome results of Center for Life respondent children to the state. Overall, there were no statistically significant differences between the center and statewide.

	Center for Life Management 2014-16 N=139		NH Statewide 2014-16 N=1,422	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	1	6	12	5
Was your child arrested during the 12 months prior to that? (%yes)	0	0	10	4
Was child arrested at all in the past 2 years? (%yes)	0	0	3	3
Over the last 12 months, have your child's encounters with the police...				
Been reduced	3	18	27	11
Stayed the same	0	0	17	7
Increased	0	0	9	4
Not applicable (My child had no police encounters this year or last year)	14	82	201	79
Transition Planning				
If you child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	4	25	102	40
School attendance (among those age 6 or older)				
Did your child attend school in the past 12 months? (%yes)	125	99	1213	97
Was your child expelled or suspended during the past 12 months? (%yes)	18	14	206	17
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	13	10	146	12
Was child expelled or suspended at all in the past 2 years? (%yes)	21	17	256	21
Since starting to receive services, the number of days my child was in school...				
Has increased	16	31	187	32
Has stayed about the same	29	57	334	57
Has decreased	6	12	69	12

Note: There were no statistically significant difference between the center and statewide



New Hampshire Public Mental Health Adult Consumer Survey

(NH Department of Health and Human Services)



JSI Research & Training Institute, Inc.
Promoting and Improving Health

2016



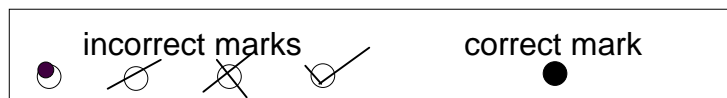
Thank you for your willingness to take this important survey.

In order to provide the best possible mental health services, we need to know what you think about the community mental health (CMHC) services you received during the last 12 months. This survey consists of standard questions. If you wish to comment on any of your answers, there is space at the end of the survey for you to do so.

Your individual answers will never be shared with anyone at your community mental health center or any provider. We will group all the answers together, then compare results for different providers.

Important Things to Remember

- 1. Participating in this survey is voluntary, but the more community mental health center clients that participate the more accurate the findings will be.**
- 2. Do NOT put your NAME on this survey.**
- 3. The information will be summarized for each provider and overall scores will be generated. However, individual person's answers will NEVER be given back to any provider or to DHHS.**
- 4. If there are any questions that you do not feel comfortable answering, you may skip them.**
- 5. Fill in the circles darkly and completely.**



Please indicate your agreement/disagreement with each of the following statements by filling the circle under the answer that best represents your opinion. If the question is about something you have not experienced, or it does not apply to your situation, please fill in the circle under "N/A" (Not Applicable).

Section A. Access

Mark (●) one for each statement.

In the past 12 months...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. The location of services was convenient (parking, public transportation, distance, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Staff were willing to see me as often as I felt it was necessary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Staff returned my call in 24 hours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Services were available at times that were good for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I was able to get all the services I thought I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I was able to see a psychiatrist when I wanted to.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section B. Participation in Treatment Planning

Mark (●) one for each statement.

In the past 12 months...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. I felt comfortable asking questions about my treatment and medication.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. My beliefs were respected in my treatment and treatment plan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Staff saw me as an equal partner in my treatment plan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Staff were respectful of my sexual orientation, gender expression, and gender identity.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Staff respected me as a whole person.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. My right to refuse treatment was respected.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I, not staff, decided my treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Please indicate your agreement/disagreement with each of the following statements by filling the circle under the answer that best represents your opinion. If the question is about something you have not experienced, or it does not apply to your situation, please fill in the circle under "N/A" (Not Applicable).

Section C. Quality and Appropriateness

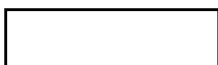
Mark (●) one for each statement.

In the past 12 months...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. Staff here believed that I could grow, change, and recover.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I felt free to complain.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I was given information about how to file a complaint.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I was given information about my rights.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Staff encouraged me to take responsibility for how I live my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Staff told me what side effects to watch out for.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Staff respected my wishes about who is and who is not to be given information about my treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I was encouraged to use consumer-run programs (support groups, crisis respite, crisis phone line, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section D. Health and Wellness Items

Mark (●) one for each statement.

In the past 12 months...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. I was able to meet with a primary care medical provider to discuss my physical well-being.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I have stopped smoking or am working toward stopping.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I have been eating a more healthy diet.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I have been more physically active.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. My medications have been helpful to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I was prescribed too many medications.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Please indicate your agreement/disagreement with each of the following statements by filling the circle under the answer that best represents your opinion. If the question is about something you have not experienced, or it does not apply to your situation, please fill in the circle under "N/A" (Not Applicable).

Section E. Social Connectedness

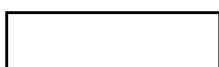
Mark (●) one for each statement.

As a result of services I have received at my CMHC...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. In a crisis, I have the support I need from family or friends.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I am happy with the friendships I have.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I have people with whom I can do enjoyable things.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I feel I belong to my community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I know people who listen and understand me when I need to talk.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. When I need help right away, I know people I can call on.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section F. Self Determination

Mark (●) one for each statement.

As a result of services I have received at my CMHC...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. I am able to stand up for myself to get what I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I am free to choose the kinds of goals I want to pursue.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I decide how involved I want to be in my treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I have people in my life who accept me for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I have people in my life who respect my values and choices.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I have a say in what happens to me when I am in crisis.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Please indicate your agreement/disagreement with each of the following statements by filling the circle under the answer that best represents your opinion. If the question is about something you have not experienced, or it does not apply to your situation, please fill in the circle under "N/A" (Not Applicable).

Section G. Functioning

Mark (●) one for each statement.

As a result of services I have received at my CMHC...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. My symptoms are not bothering me as much.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I do things that are more meaningful to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I am better able to take care of my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I am better able to do things that I want to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I am better able to manage my money and pay my bills.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I feel hopeful about my future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I am better able to handle things when they go wrong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section H. Treatment Outcomes

Mark (●) one for each statement.

As a result of services I have received at my CMHC...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. I deal more effectively with daily problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I am better able to control my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I am better able to deal with crisis.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I am getting along better with my family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I do better in social situations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I do better in school and/or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. My housing situation has improved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Please indicate your agreement/disagreement with each of the following statements by filling the circle under the answer that best represents your opinion. If the question is about something you have not experienced, or it does not apply to your situation, please fill in the circle under "N/A" (Not Applicable).

Section I. General Satisfaction

Mark (●) one for each statement.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. I like the services that I have received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. If I had other choices, I would still get services from this agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I would recommend this agency to a friend or family member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section J. Current Situation

Please answer the following questions to let us know how you are doing.

1. Are you currently (still) getting mental health services from your community mental health providers?

☐ Yes ☐ No

2. How long have you received mental health services from your community mental health providers? (Mark (●) one.)

☐ Less than a year (less than 12 months) ☐ 1 year or more (at least 12 months)

3. Were you arrested in the last 12 months?

☐ Yes ☐ No

4. Were you arrested during the 12 months prior to that?

☐ Yes ☐ No

5. Over the last 12 months, have your encounters with the police...

- ☐ Been reduced (for example, I have not been arrested, hassled by police, or taken by police to a shelter or crisis program.)
- ☐ Stayed the same
- ☐ Increased
- ☐ Not applicable (I had no police encounters during the past 12 months)



Section K. Your Background

We ask these questions so that we can compare answers between different groups of people. Your individual answers will not be shared with anyone.

1. What activities are you involved in?

- | | | | |
|--|--------------------------|---------------------------------|---------------------------------|
| a. Spiritual/Religious | <input type="radio"/> No | <input type="radio"/> Yes | |
| b. School | <input type="radio"/> No | <input type="radio"/> Part-time | <input type="radio"/> Full-time |
| c. Community organizations/Gym | <input type="radio"/> No | <input type="radio"/> Yes | |
| d. Peer support center | <input type="radio"/> No | <input type="radio"/> Yes | |
| e. Recovery support center for substance misuse | <input type="radio"/> No | <input type="radio"/> Yes | |
| f. Volunteer work | <input type="radio"/> No | <input type="radio"/> Yes | |
| g. Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous) | <input type="radio"/> No | <input type="radio"/> Yes | |
| h. Other social activities, please specify: | <input type="radio"/> No | <input type="radio"/> Yes | |
-

2. Are you currently employed?

☐ No ☐ Part-time ☐ Full-time

3. What is your current smoking status (cigarettes, cigars, or pipes)?

☐ Current smoker ☐ Former smoker (smoked in the past but now quit) ☐ Never smoked

3a. If you are a current smoker, are you thinking of quitting smoking within the next six months?

☐ Yes ☐ No

4. Are you of Spanish/Hispanic/Latino origin?

☐ Yes, Hispanic or Latino ☐ Not Hispanic or Latino

5. What is your race? (Mark ☒ all that apply.)

- | | |
|---|---|
| <input type="radio"/> American Indian or Alaskan Native | <input type="radio"/> Native Hawaiian or other Pacific Islander |
| <input type="radio"/> Asian | <input type="radio"/> White (Caucasian) |
| <input type="radio"/> Black or African American | <input type="radio"/> Other, please specify: _____ |



Section L. Additional Thoughts

1. If you would like to discuss any of your answers further, please use the space below (and indicate which question you are referring to).

2. What services have been the *most* helpful to you in your recovery?

3. What services have been the *least* helpful to you in your recovery?

4. What changes would improve the services you have received?

5. Please share any comments, concerns or suggestions about this survey process.

Thank you for your time and for the effort you have taken to provide us with this information. We want to assure you that your responses are completely confidential and the information from this survey will never be presented in a way that could identify individual respondents.

Please return this survey in the enclosed postage paid envelope or mail to:

JSI Research & Training Institute, Inc.

ATTN - Survey Group

44 Farnsworth Street

Boston, MA 02210

THANK YOU!



Appendix A2. Statewide 2016 Adult Survey Demographics

2016 NH DHHS Adult Consumer Survey – Respondent Characteristics	Statewide 2016 (N=960)	
	n	%
Gender		
Male	347	36
Female	613	64
Age group		
Age 18-24	81	8
Age 25-44	261	27
Age 45-64	522	54
Age 65+	96	10
<i>Average age (SD, range)</i>	48 (SD=14, min=18, max=81)	
Race category (survey)		
American Indian/Alaska Native	52	5.5
Asian	5	0.5
Black or African American	27	2.8
Native Hawaiian/Pacific Islander	3	0.3
White (Caucasian)	852	88.9
Other race	39	4.1
Ethnicity: Hispanic/Latino/Spanish		
Yes-Hispanic/Latino	52	6
No-Not Hispanic/Latino	829	94
Are you currently (still) getting mental health services from DMH providers? (new2016) (%yes)	845	90
How long have you received mental health services from your community mental health providers?		
Less than a year (less than 12 months)	76	8
1 year or more (at least 12 months)	856	92



Appendix A3. Adult Survey – Statewide Domain Scores by Year (2014-2016)

Adult Survey: Statewide Domain Scores 2014, 2016, with 95% confidence intervals								
	2014		2015		2016		p-values	
Satisfaction Domains	Total	Percent (95% CI)	Total	Percent (95% CI)	Total	Percent (95% CI)	2014 vs 2016	2015 vs 2016
Access	755	73 (70, 76)	735	75 (72, 78)	949	73 (70, 76)	0.987	0.461
Participation in Treatment Planning	732	68 (64, 71)	708	67 (63, 70)	905	70 (67, 73)	0.364	0.230
Quality and Appropriateness	745	80 (77, 83)	727	81 (78, 84)	915	79 (77, 82)	0.669	0.389
Social Connectedness	735	57 (53, 61)	715	60 (57, 64)	922	60 (57, 63)	0.279	0.868
Functioning	737	56 (52, 59)	717	57 (53, 61)	926	54 (51, 57)	0.449	0.188
Outcomes	719	55 (51, 58)	700	55 (51, 58)	889	48 (44, 51)	0.007	0.007
General Satisfaction	757	77 (74, 80)	734	81 (78, 83)	941	76 (73, 79)	0.538	0.024
Health and Wellness (state added)	881	61 (58, 64)	na	na
Self-Determination (state added)	933	73 (70, 76)	na	na

p<0.05 = statistically significant differences in domain scores between years.



Appendix A4. Adult Survey – Statewide Item-specific Responses by Domain by Year (2014-2016)

Adult Survey: Statewide Results for Items by Domain (2014-2016)		% Strongly Agree or Agree					
Domain	Item	2014		2015		2016	
		N	Percent	N	Percent	N	Percent
Access	The location of services was convenient for us	742	77	725	77	920	81
	Staff were willing to see me as often as I felt it was necessary	749	80	723	82	936	81
	Staff returned my call in 24 hours^*	726	77	716	76	921	68
	Services were available at times that were good for me*	751	85	733	87	946	82
	I was able to get all the services I thought I needed	755	73	727	74	940	72
	I was able to see a psychiatrist when I wanted to	720	66	712	68	900	65
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication	746	84	726	84	935	84
	My beliefs were respected in my treatment and treatment plan (new2016)					933	82
	Staff saw me as an equal partner in my treatment plan (new2016)					935	79
	Staff were respectful of my sexual orientation, gender expression, and gender identity (new2016)					815	89
	Staff respected me as a whole person (new2016)					934	87
	My right to refuse treatment was respected (new2016)					739	74
Quality and Appropriateness	I, not staff, decided my treatment goals	745	67	717	69	921	67
	Staff here believed that I could grow, change, and recover	742	77	717	79	904	78
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	721	73	691	76	846	73
	I felt free to complain	747	76	719	76	903	75
	I was given information about how to file a complaint (new2016)	775	52
	I was given information about my rights^*	749	86	725	87	908	82
	Staff encouraged me to take responsibility for how I live my life	731	83	715	82	896	79
	Staff told me what side effects to watch out for*	719	72	700	74	879	69
	Staff respected my wishes about who is and who is not to be given information about my treatment	729	88	723	87	913	85
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)^*	643	82	634	82	773	86
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	742	74	709	78	898	74
Social Connectedness	In a crisis, I have the support I need from family or friends	741	68	717	71	915	70
	I am happy with the friendships I have	733	64	712	67	911	66
	I have people with whom I can do enjoyable things	734	69	717	69	927	69
	I feel I belong to my community*	733	50	713	53	902	47
	I know people who listen and understand me when I need to talk (new2016)					932	70
	When I need help right away, I know people I can call on (new2016)					927	73
Functioning	My symptoms are not bothering me as much	733	48	711	51	925	49
	I do things that are more meaningful to me	739	62	714	62	922	61
	I am better able to take care of my needs*	740	67	720	69	927	63
	I am better able to do things that I want to do	735	59	724	58	924	59



Adult Survey: Statewide Results for Items by Domain (2014-2016)		% Strongly Agree or Agree					
Domain	Item	2014		2015		2016	
		N	Percent	N	Percent	N	Percent
	I am better able to manage my money and pay my bills (new2016)					867	61
	I feel hopeful about my future (new2016)					914	56
	I am better able to handle things when they go wrong*	739	57	729	60	921	54
Outcomes	My symptoms are not bothering me as much	733	48	711	51	925	49
	I deal more effectively with daily problems^*	747	70	723	71	924	62
	I am better able to control my life^*	741	67	725	65	921	60
	I am better able to deal with crisis*	743	59	717	62	913	55
	I am getting along better with my family	704	60	682	60	877	58
	I do better in social situations^*	730	51	710	53	913	45
	I do better in school and/or work	456	42	453	45	527	46
	My housing situation has improved*	647	53	629	60	832	54
General Satisfaction	I like the services that I have received^*	758	83	734	84	939	77
	If I had other choices, I would still get services from this agency	747	75	729	78	930	75
	I would recommend this agency to a friend or family member*	747	77	728	80	932	75
Self-Determination (new)	I am able to stand up for myself to get what I need (new2016)					928	68
	I am free to choose the kinds of goals I want to pursue (new2016)					920	81
	I decide how involved I want to be in my treatment (new2016)					926	82
	I have people in my life who accept me for me (new2016)					930	79
	I have people in my life who respect my values and choices (new2016)					930	75
	I have a say in what happens to me when I am in crisis (new2016)					905	70
Health and Wellness (new)	I was able to meet with a primary care medical provider to discuss my physical well-being (new2016)					881	82
	I have stopped smoking or am working toward stopping (new2016)					565	53
	I have been eating a more healthy diet (new2016)					889	59
	I have been more physically active (new2016)					898	53
	My medications have been helpful to me (new2016)					901	74
	I was (not) prescribed too many medications (new2016)					817	61

Note: Items are grouped into domains based on MHSIP guidelines and definitions. New non-MHSIP items added in 2016 are indicated as such. N=total number of respondents included in the analysis for that item. Those who did not provide an answer or selected N/A were excluded. Statistically significant differences ($p < 0.05$) between 2014 and 2016 are indicated by (^) and differences between 2015 and 2016 are indicated by ().



Appendix A5. 2016 Statewide Adult Survey Behavioral Outcomes

2016 NH DHHS Adult Consumer Survey – Behavioral Outcomes	Statewide 2016 (N=960)	
	n	%
Are you currently employed?		
No	723	78
Yes - full-time	44	5
Yes - part-time	162	17
Arrests & police encounters		
Were you arrested in the last months? (% yes)	62	7
Were you arrested during the 12 months prior to that? (%yes)	66	7
Arrested at all in the past 2 years? (%yes)	110	12
Over the last 12 months, have your encounters with the police...		
Been reduced	82	9
Stayed the same	53	6
Increased	37	4
Not applicable	752	81
Participation in social activities		
Spiritual/Religious	377	41
Community organizations/gym	258	28
Peer support center	157	17
Recovery support center for substance misuse	79	9
Volunteer work	181	20
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	108	12
Other social activities	238	28
Attending school		
No school	845	92
School Full-time	23	3
School Part-time	47	5
Smoking status		
What is your current smoking status (cigarettes, cigars, pipes)? (new2016)		
Current smoker	409	44
Former smoker (smoked in the past but now quit)	218	23
Never smoked	312	33
If you are a current smoker, are you thinking of quitting smoking within the next six months? (%yes)	245	63



Appendix A6. Adult Survey – 2016 Statewide Domain Scores by Client Characteristics

NH DHHS Adult Consumer Survey: 2016 Statewide Domain Scores, by Client Characteristics	Access	Participation in Treatment Planning	Quality and Appropriateness	Social Connectedness	Functioning	Treatment Outcomes	General Satisfaction	Health and Wellness (state added)	Self- Determination (state added)
Statewide % Responding Positively	73	70	79	60	54	48	76	61	73
Race									
White	74	70	80	60	53	47	76	61	73
Non-White (Minority)	70	70	79	58	54	50	78	63	78
p-value	0.2163	0.924	0.7494	0.6021	0.8385	0.4238	0.5862	0.5399	0.1404
Ethnicity									
Not Hispanic/Latino	73	70	81	59	54	47	75	61	74
Hispanic/Latino	74	72	80	63	51	46	82	66	74
p-value	0.8512	0.6186	0.7954	0.3272	0.5269	0.7506	0.0929	0.2926	0.9914
Language									
English	72	69	80	58	54	49	76	61	74
Non-English	82	75	82	72	52	41	87	67	80
p-value	0.0311	0.23	0.5552	0.0061	0.683	0.1469	0.0136	0.2055	0.1601
Length of Time in Care									
Received services for less than 1 year	59	56	76	58	44	41	67	53	70
Received services for 1 year or more	74	72	80	59	54	49	78	62	75
p-value	0.0028	0.0045	0.3336	0.8515	0.0747	0.2011	0.0422	0.1344	0.4143
Current Employment Status									
Not Employed	72	69	79	57	51	45	75	60	73
Employed (FT/PT)	75	73	83	68	63	59	80	65	81
p-value	0.4195	0.2802	0.2114	0.0092	0.0018	0.0005	0.1497	0.2136	0.0176

p<0.05 = statistically significant differences in domain scores between groups.



New Hampshire Public Mental Health Family Member Consumer Survey

(NH Department of Health and Human Services)



JSI Research & Training Institute, Inc.

Promoting and Improving Health

2016



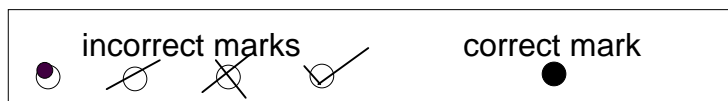
Thank you for your willingness to take this important survey.

In order to provide the best possible mental health services, we need to know what you think about the community mental health services your child received during the last 12 months. This survey consists of standard questions. If you wish to comment on any of your answers, there is space at the end of the survey for you to do so.

Your individual answers will never be shared with anyone at your community mental health center or any provider. We will group all the answers together, and then compare results for different providers.

Important Things to Remember

- 1. Participating in this survey is voluntary, but the more community mental health center clients that participate the more accurate the findings will be.**
- 2. Do NOT put your NAME on this survey.**
- 3. The information will be summarized for each provider and overall scores will be generated. However, individual person's answers will NEVER be given back to any provider or to DHHS.**
- 4. If there are any questions that you do not feel comfortable answering, you may skip them.**
- 5. Fill in the circles darkly and completely.**



Please indicate your agreement/disagreement with each of the following statements by filling the circle under the answer that best represents your opinion. If the question is about something you have not experienced, or it does not apply to your situation, please fill in the circle under "N/A" (Not Applicable).

Section A. Access

Mark (●) one for each statement.

In the past 12 months...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. The location of services was convenient for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Services were available at times that were convenient for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. My family got the help we wanted for my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. My family got as much help as we needed for my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Staff spoke with me in a way that I understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section B. Treatment and Service Planning

Mark (●) one for each statement.

In the past 12 months...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. I helped to choose my child's services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I helped to choose my child's treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I participated in my child's treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section C. Quality of Services Received

Mark (●) one for each statement.

In the past 12 months...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. Staff treated me with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Staff respected my family's religious/spiritual beliefs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Staff were sensitive to my cultural/ethnic background.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Please indicate your agreement/disagreement with each of the following statements by filling the circle under the answer that best represents your opinion. If the question is about something you have not experienced, or it does not apply to your situation, please fill in the circle under "N/A" (Not Applicable).

Section D. Service Outcomes

In the past 12 months, as a result of the services my child and/or family received:

Mark (●) one for each statement.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. I felt my child had someone to talk to when he/she was troubled.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. My child is better at handling daily life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. My child gets along better with family members.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. My child gets along better with friends and other people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. My child is doing better in school and/or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. My child is better able to cope when things go wrong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I am satisfied with our family life right now.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. My child is better able to do things he/she wants to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In the past 12 months, as a result of the services my child and/or family received:

Please answer for relationships with persons other than your mental health provider(s).

Mark (●) one for each statement.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
9. I know people who will listen and understand me when I need to talk.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I have people that I am comfortable talking with about my child's problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. In a crisis, I would have the support I need from family or friends.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. I have people with whom I can do enjoyable things.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Please indicate your agreement/disagreement with each of the following statements by filling the circle under the answer that best represents your opinion. If the question is about something you have not experienced, or it does not apply to your situation, please fill in the circle under "N/A" (Not Applicable).

Section E. General Satisfaction

Mark (●) one for each statement.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. Overall, I am satisfied with the services my child received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The people helping my child stuck with us no matter what.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The services my child and/or my family received were right for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section F. Background

We ask these questions so that we can compare answers between different groups of people. Your individual answers will not be shared with anyone.

1. How long did your child receive services from this Center?

☐ Less than 1 month ☐ 1-5 months ☐ 6 months to 1 year ☐ More than 1 year

2. Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.?

☐ Yes ☐ No

3. Was your child arrested in the last 12 months?

☐ Yes ☐ No

4. Was your child arrested during the 12 months prior to that?

☐ Yes ☐ No

5. Over the last 12 months, have your child's encounters with the police...

- ☐ Been reduced (for example, they have not been arrested, hassled by police, or taken by police to a shelter or crisis program.)
- ☐ Stayed the same
- ☐ Increased
- ☐ Not Applicable (My child had no police encounters this year or last year.)



Section F. Background (Continued)

6. Did your child attend school in the past twelve months?

☐ Yes (SKIP to Question 7)

☐ No (Continue to Question 6a)

6a. Why did your child not attend school in the past twelve months?

- ☐ Child is too young to be in school ☐ Child is homeschooled by parent
☐ Child was suspended from school ☐ Child dropped out of school
☐ Child was expelled from school ☐ School provides home tutor
☐ Other, please describe: _____

Then SKIP to Question 10

7. Was your child expelled or suspended during the past 12 months?

☐ Yes ☐ No

8. Was your child expelled or suspended during the 12 months prior to that?

☐ Yes ☐ No

9. Since starting to receive services, the number of days my child was in school...

- ☐ Has increased
☐ Has stayed about the same
☐ Has decreased
☐ Does not apply, child did not have a problem with attendance before starting services.
☐ Does not apply, other reason: _____

10. If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood?

☐ Yes ☐ No ☐ Does not apply because my child is not 14 years or older

11. Are either of your child's parents of Spanish/Hispanic/Latino origin?

☐ Yes, Hispanic or Latino ☐ Not Hispanic or Latino

12. What is your child's race? (Mark ☒ all that apply.)

- ☐ American Indian or Alaskan Native ☐ Native Hawaiian or other Pacific Islander
☐ Asian ☐ White (Caucasian)
☐ Black or African American ☐ Other, please specify: _____

13. What is your child's birth date? (MM/DD/YYYY)

--	--	--	--	--	--	--	--	--	--

14. What is your child's gender?

☐ Male ☐ Female

--	--	--	--	--	--	--	--	--	--



Section G. Additional Thoughts

1. If you would like to discuss any of your answers further, please use the space below (and indicate which question you are referring to).

2. What services have been the most helpful in your child's recovery?

3. What services have been the least helpful in your child's recovery?

4. What changes would improve the services your child has received?

5. Please share any comments, concerns or suggestions about this survey process.

Thank you for your time and for the effort you have taken to provide us with this information. We want to assure you that your responses are completely confidential and the information from this survey will never be presented in a way that could identify individual respondents.

Please return this survey in the enclosed postage paid envelope or mail to:

**JSI Research & Training Institute, Inc.
ATTN - Survey Group
44 Farnsworth Street
Boston, MA 02210**

THANK YOU!

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Appendix B2. Statewide 2016 Family Member Survey Demographics

2016 NH DHHS Family Member Consumer Survey – Child Demographics		Statewide 2016 N=430	
		n	%
Gender			
	Male	237	55
	Female	193	45
Age group			
	age 0-5	20	5
	age 6-11	182	42
	age 12 or older	228	53
	<i>Average age (SD, range)</i>	11.6 (sd=3.7, range: 3-17)	
Race category			
	American Indian/Alaska Native	9	2
	Asian	3	1
	Black or African American	15	4
	Native Hawaiian/Pacific Islander	1	0
	White (Caucasian)	387	90
	Other race	12	3
Either of child's parent is Spanish/Hispanic/Latino			
	Yes-Hispanic/Latino	36	8
	No-Not Hispanic/Latino	386	92
How long has your child received services from this Center?			
	Less than 1 month	11	3
	1-5 months	53	12
	6 months-1 year	106	25
	More than 1 year	258	60
Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.?			
	No	301	71
	Yes	122	29



Appendix B3. Family Survey – Statewide Domain Scores by Year (2014-2016)

Family Survey: Statewide Domain Scores (2014-2016) with 95% Confidence Intervals								
	2014		2015		2016		p-values	
Areas of Satisfaction	Total	Percent (95% CI)	Total	Percent (95% CI)	Total	Percent (95% CI)	2014 vs 2016	2015 vs 2016
Access	494	77 (73, 81)	494	78 (75, 82)	426	76 (72, 80)	0.605	0.325
Cultural Sensitivity	380	88 (85, 91)	366	92 (90, 95)	312	90 (87, 94)	0.324	0.334
Participation in Treatment Planning	491	88 (85, 91)	493	87 (84, 90)	426	83 (79, 86)	0.020	0.077
Social Connectedness	484	79 (76, 83)	482	74 (70, 78)	424	75 (71, 79)	0.107	0.791
Functioning	488	56 (51, 60)	484	56 (51, 60)	417	49 (44, 53)	0.037	0.031
Outcomes	489	55 (51, 59)	484	54 (49, 58)	419	47 (42, 51)	0.011	0.029
General Satisfaction	495	75 (71, 79)	495	74 (70, 78)	427	66 (62, 70)	0.004	0.008

p<0.05 = statistically significant differences in domain scores between years.



Appendix B4. Family Survey - Statewide Item-specific Responses by Domain by Year (2014-2016)

Family Survey: Statewide Results for Items by Domain (2014-2016)		Statewide Item % Strongly Agree or Agree					
		2014		2015		2016	
Domains	Item	N	Percent	N	Percent	N	Percent
Access	The location of services was convenient for us	495	85	494	89	427	86
	Services were available at times that were convenient for us	494	81	495	78	427	80
Cultural Sensitivity	Staff spoke with me in a way that I understood^*	496	95	491	96	425	92
	Staff treated me with respect	492	92	493	94	426	91
	Staff respected my family's religious/spiritual beliefs	353	83	348	91	301	87
	Staff were sensitive to my cultural/ethnic background^	345	80	324	88	289	88
Participation in Treatment Planning	I helped to choose my child's services	485	83	485	82	422	81
	I helped to choose my child's treatment goals^*	489	85	491	85	426	80
	I participated in my child's treatment	492	93	494	92	427	91
Social Connectedness	I have people that I am comfortable talking with about my child's problems	484	86	483	83	423	82
	In a crisis, I would have the support I need from family or friends	484	79	484	77	423	74
	I have people with whom I can do enjoyable things	485	82	479	81	423	80
	I know people who will listen and understand me when I need to talk	488	80	477	76	421	79
Functioning	My child is better at handling daily life	489	62	489	61	418	56
	My child gets along better with family members	481	58	483	60	404	55
	My child gets along better with friends and other people^*	477	62	479	59	411	51
	My child is doing better in school and/or work	479	60	465	60	411	56
	My child is better able to cope when things go wrong	490	57	490	55	421	51
	My child is better able to do things he/she wants to do	484	62	483	60	414	57
Outcomes	My child is better at handling daily life	489	62	489	61	418	56
	My child gets along better with family members	481	58	483	60	404	55
	My child gets along better with friends and other people^*	477	62	479	59	411	51
	My child is doing better in school and/or work	479	60	465	60	411	56
	My child is better able to cope when things go wrong	490	57	490	55	421	51
	I am satisfied with our family life right now	489	59	486	55	421	54
General Satisfaction	My family got the help we wanted for my child^	492	75	492	74	427	69
	My family got as much help as we needed for my child^	491	70	488	67	426	61
	I felt my child had someone to talk to when he/she was troubled	479	79	468	82	418	77
	Overall, I am satisfied with the services my child received^*	495	83	495	82	427	72
	The people helping my child stuck with us no matter what	483	78	485	77	422	73
	The services my child and/or my family received were right for us	494	76	495	77	427	67

Note: Items are grouped into domains based on MHSIP guidelines and definitions. N=total number of respondents included in the analysis for that item. Those who did not provide an answer or selected N/A were excluded. Statistically significant differences ($p < 0.05$) between 2014 and 2016 are indicated by (^) and differences between 2015 and 2016 are indicated by ().



Appendix B5. Statewide 2016 Family Survey Behavioral Outcomes

2016 NH DHHS Family Member Consumer Survey – Behavioral Outcomes	Statewide 2016 N=430	
	n	%
Arrests & police encounters (among those age 14 or older)		
Was your child arrested in the last 12 months? (% yes)	10	6
Was your child arrested during the 12 months prior to that? (%yes)	8	5
Was child arrested at all in the past 2 years? (%yes)	13	8
Over the last 12 months, have your child's encounters with the police...		
Been reduced	17	10
Stayed the same	13	8
Increased	6	4
Not applicable (My child had no police encounters this year or last year)	126	78
Transition Planning		
If you child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	55	34
School attendance (among those age 6 or older)		
Did your child attend school in the past 12 months? (%yes)	388	96
Was your child expelled or suspended during the past 12 months? (%yes)	73	19
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	59	15
Was child expelled or suspended at all in the past 2 years? (%yes)	95	25
Since starting to receive services, the number of days my child was in school...		
Has increased	54	28
Has stayed about the same	119	61
Has decreased	22	11



Appendix B6. Family Survey – Statewide Domain Scores by Client Characteristics

NH DHHS Family Member Survey: 2016 Statewide Domain Scores, by Client Characteristics	Access	Cultural Sensitivity	Participation in Treatment Planning	Social Connectedness	Functioning	Outcomes	Generation Satisfaction
Statewide % Responding Positively	76	90	83	75	49	47	66
Race							
Non-White (Minority)	89	95	83	70	43	45	75
White	74	90	83	75	49	47	65
p-value	0.041	0.2804	0.9787	0.4788	0.4624	0.8099	0.1957
Ethnicity							
Not Hispanic/Latino	74	90	82	75	48	47	65
Hispanic/Latino	89	94	88	69	47	44	70
p-value	0.0525	0.4104	0.4203	0.474	0.8863	0.7728	0.5346
Length of Time in Care							
Received services for 1 year or less	70	88	78	72	50	49	58
Received services for more than 1 year	80	92	86	77	48	45	71
p-value	0.0237	0.269	0.0245	0.2113	0.6888	0.4537	0.0086

p<0.05 = statistically significant differences in domain scores between groups.

